
NEWS

For Immediate Release

Media Contact: Heidi Otway, 850-681-3200 / 850-597-2771 cell, heidi@saltermitchellpr.com

Survey: One in Three Florida Seniors Think They Made a Mistake When Choosing Their Medicare Advantage Plan

*With the Annual Open Enrollment Around the Corner, Three Questions Can
Help Seniors Pick The Right Plan*

FT. LAUDERDALE, Fla. [September 17, 2018] A recent survey commissioned by Devoted Health found that 33 percent of Florida seniors polled felt they made a mistake when choosing their Medicare Advantage plan.

The most common reason why, given by 66 percent of the dissatisfied respondents, was that they have more health needs than they did five years ago and their current plan is no longer sufficient. This sentiment was reflected by the nearly half of respondents (49 percent) who said that their current plan did not cover enough.

Additionally, 32 percent of respondents who felt they chose the wrong plan said that something was missing from their relationship with their doctor, citing feelings that their doctor had become too busy to adequately meet their needs, did not listen to them, or did not care about them as individual patients as much as they should.

Devoted Health Florida Market President Dariel Quintana says the annual Medicare Advantage open enrollment period that begins October 15 is a good time for seniors to assess their plans and even consider switching doctors.

“If seniors feel like they could be cared for better, they should consider switching healthcare plans or doctors,” Quintana explained. “Sometimes making a change can result in much better care, coverage, or costs.”

When choosing the right plan, it’s also important for seniors to consider which factors are most important to them. For half of all survey respondents, what mattered most was finding a plan that had their doctor in-network, while 42 percent said they cared most about finding the best price for the right benefits.

“Seniors should make a list of what is important to them as a healthcare consumer,” Quintana said. “The list should include three considerations. What prescription drugs are important to them? What hospitals are important to them? Are there any specific physicians that are important



to them? Writing all this down is very helpful in making sure that when they sit down with an insurance agent, they will have a clear understanding of what their Medicare Advantage plan needs to do for them.”

About the survey

The survey was commissioned by Devoted Health and conducted in August 2018 among a statewide representative sample of 525 Florida residents ages 65 to 80 who are currently enrolled in Medicare Advantage plans. The margin of error was 5 percent.

About Devoted Health

Launching Medicare Advantage plans in 2019, Devoted Health is on a mission is to provide simple, seamless, and affordable healthcare. In other words, they want to offer the kind of plans and care they’d want for their own families. They support the health and wellness of their members with guides who help them navigate the healthcare system, by utilizing world-class technology that powers a simplified member experience, and partnerships with trusted providers. For more information, visit [Devoted.com](https://www.Devoted.com).