



STATEWIDE TOP TAKEAWAYS

The State of Texas Medicaid Study

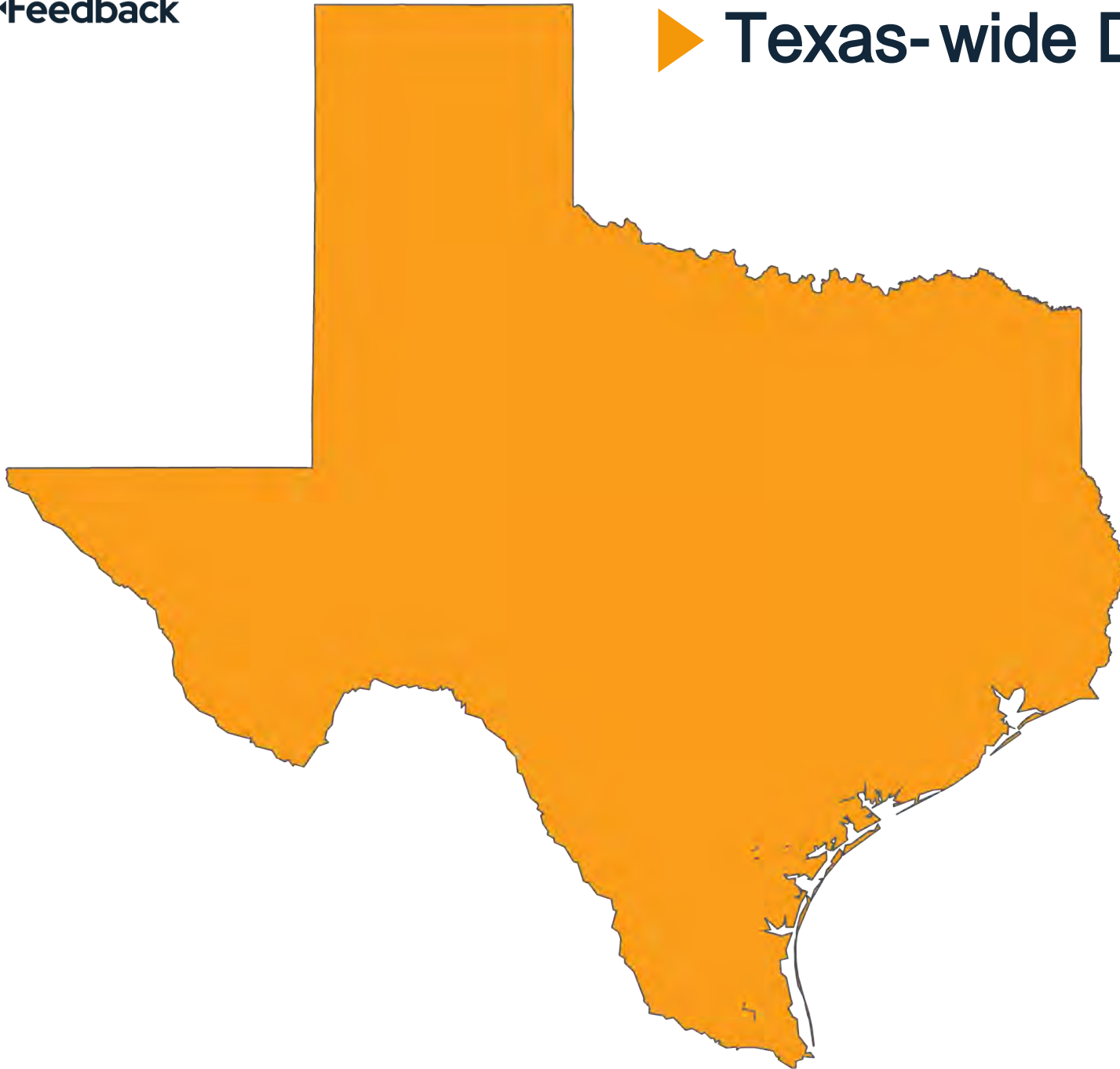
Presented by Feedback
March 2023

THE STUDY

This study was commissioned by Protect TX Fragile Kids and prepared by Feedback. Targeted data was collected in Texas from conversations across the internet, including social media, comments, message boards, and forums. The study shows the broad range of discussion taking place across the Lone Star State in relation to the STAR Kids program, Medicaid, and other healthcare issues facing families and patients with severe disabilities.

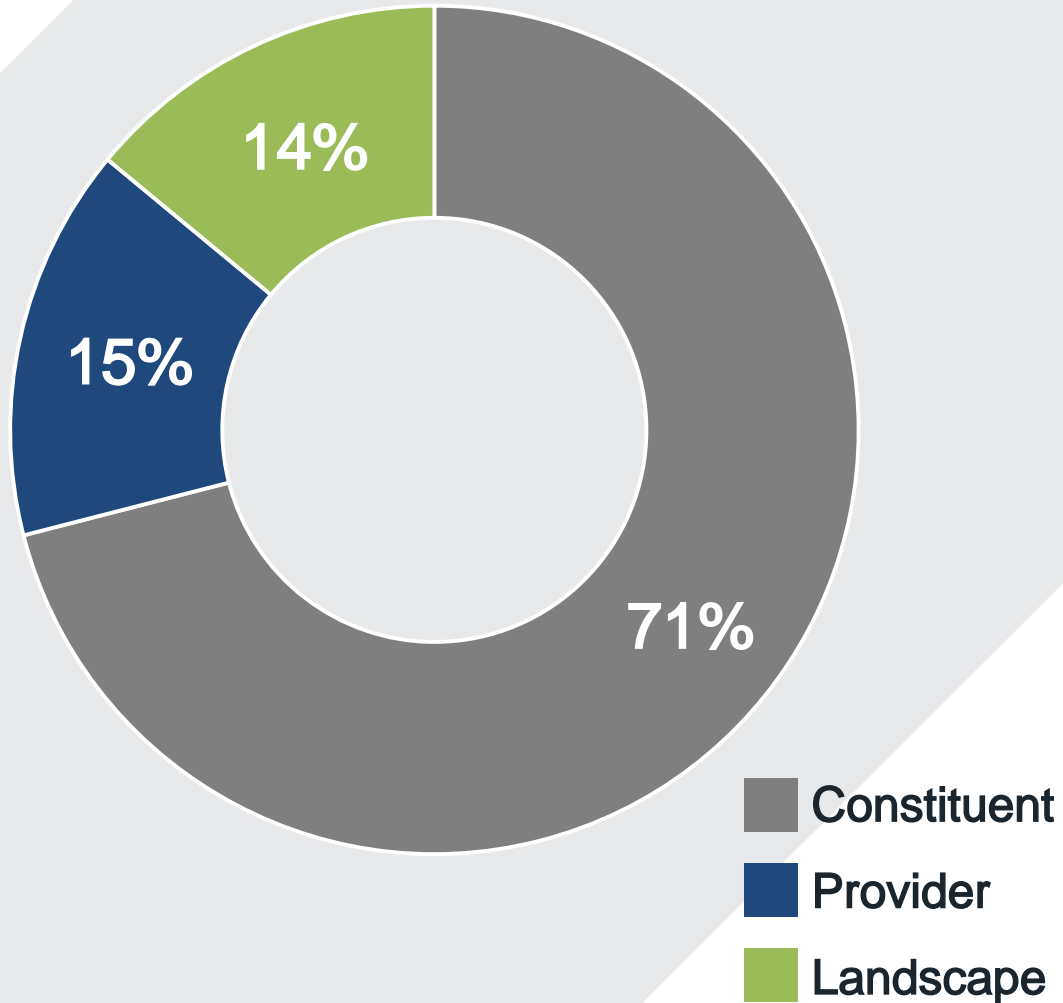
The study shows that families are experiencing significant gaps in coverage, excessive waitlist times, limited providers, and issues accessing quality care, among other problems with the STAR Kids and Texas Medicaid programs.

▶ Texas-wide Discussions



Overall, Texas-wide discussions were **high** (those not self-designating to a specific region)

Statewide Discussion by Stakeholder Group



Overall, **high** discussion levels from individuals and families of those enrolled in STAR Kids and STAR Plus programs and Individuals sharing personal experiences with Medicaid in the state of Texas.

TOP TAKEAWAYS: Statewide Focus

1 All issues experienced by **Constituent Stakeholders** boil down to a lack of **access to care**. Whether they experience issues around funding, finances, MCO processes, waiting lists, networks, or reimbursement, we found examples of all types of care exclusion or lack of clear access (e.g., home health, mental health, special education).

2 **Constituent Stakeholders** struggle the most with the **knowledge barriers and systemic failures** of Medicaid. Confusing and contradictory information paired with poor tech support abounds in the application, denial, appeal, waiting list, and reimbursement processes, which causes unnecessary work for both them and providers.

TOP TAKEAWAYS: Statewide Focus

3

It is impossible to divorce Medicaid conversations from **politics** for **Internal Stakeholders**. They are intimately aware that their well-being or that of their family is dependent upon decisions made by legislators – and **they feel that most legislators in Texas do not understand or care**. This motivates them to take loud political action.

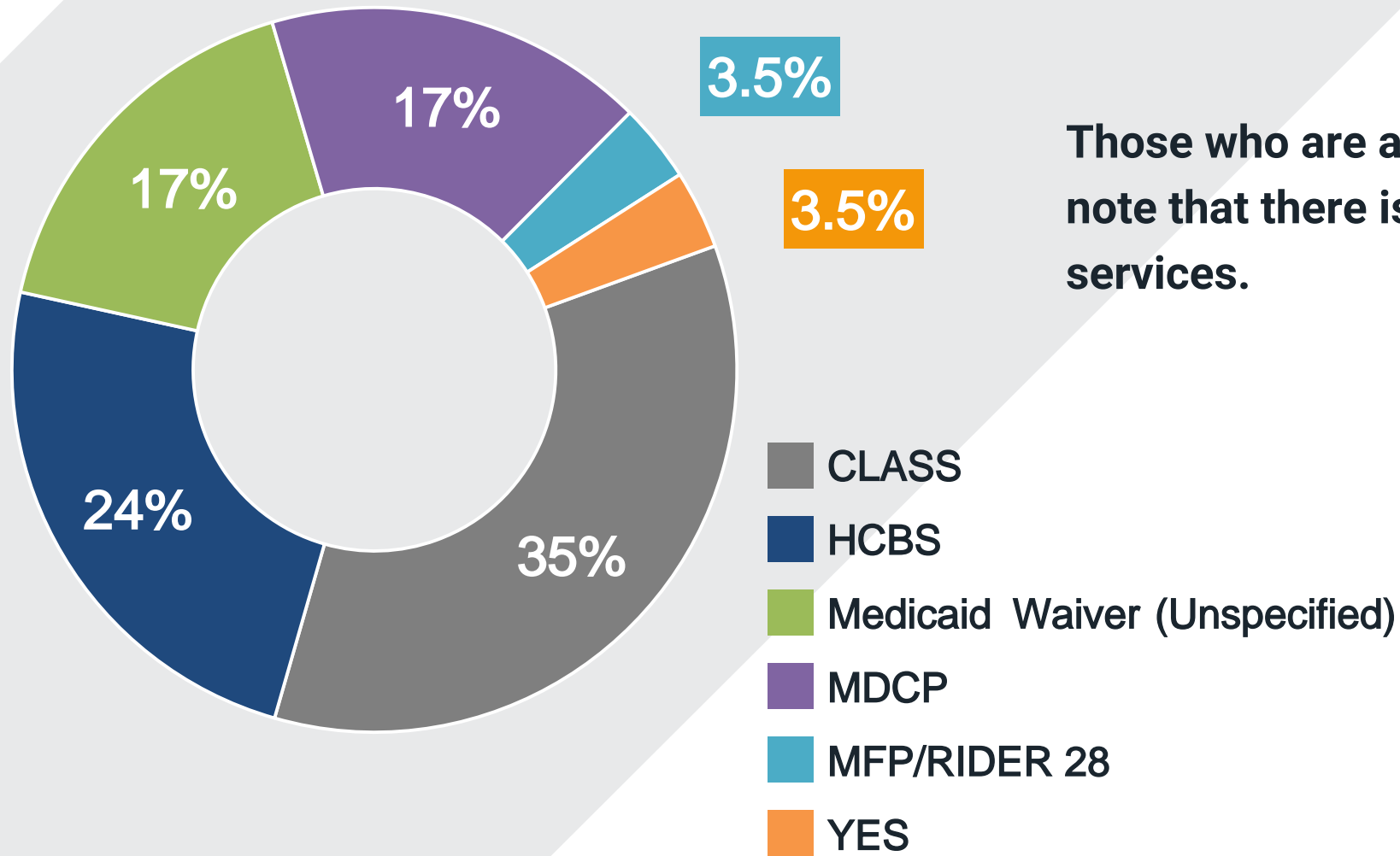
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Among **Internal Stakeholders**, there is an explicit acknowledgement that Texas Medicaid is a **terrible system** that does not provide necessary care to individuals in need. In response, many **move out of the state to receive better care**. Those moving *to* Texas express feeling very distraught about the situation they are transitioning to.

TOP TAKEAWAYS: Statewide Focus

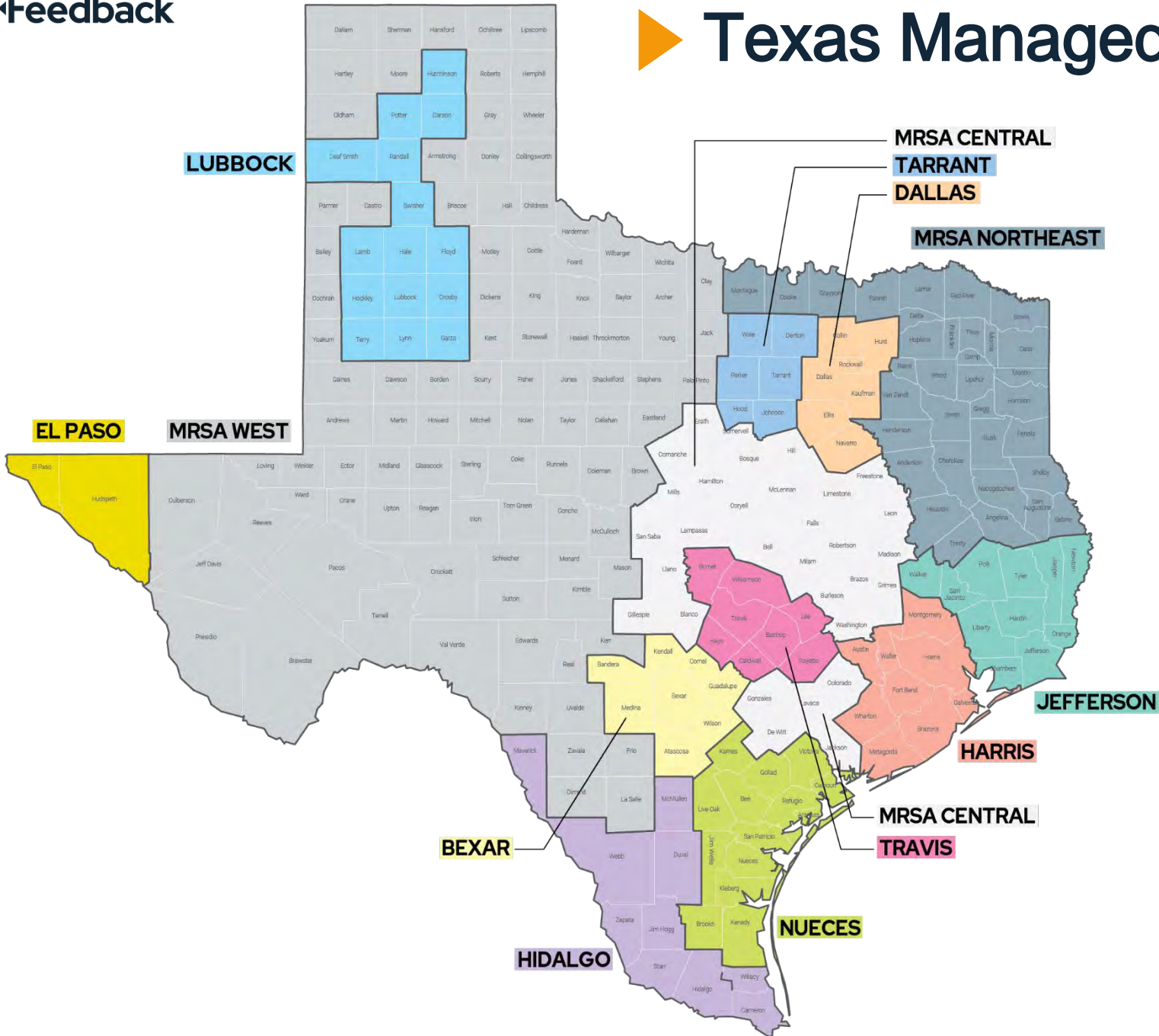
- 5** Medical professionals and other healthcare workers (External Stakeholders) feel forced to **provide inadequate care** for patients due to lack of funding/pay, obscene waitlists, and poor access to medications. This motivates them to take political action and work against MCO's where they can.
- 6** External and Landscape Stakeholders are **exasperated** with the state of Texas Medicaid. They often feel obligated to offer free or additional assistance to individuals with disabilities to help them navigate the complicated systems and access quality care. Ultimate description: "**deep systemic rot**".

▶ Waitlist Mentions



Those who are approved off waiting lists note that there is still a lack of security in services.

Texas Managed Care Service Areas



Texas Human and Health Services Managed Care Service Areas Map
Also see our [Google Map](#).