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Evaluation of Iowa's Medicaid Managed Care Program: The Consumer Perspective

Results of the 2014

Survey of Iowa Medicaid Enrollees

Final Report to the

Iowa Department of Human Services

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PREFACE

This report presents the results of a study of how Iowa Medicaid managed care members in four programs rated Medicaid, on a variety of measures, during 2014. It was conducted at the request of the Iowa Department of Human Services as part of their continuing quality assurance activities.

The basis for the survey instrument was the Consumer Assessment of Healthcare Providers and Systems (CAHPS®), which is part of a national effort to evaluate health programs and provide consumers and purchasers with information about the quality of care provided through these programs.

CAHPS is sponsored by the Agency for Health Care Research and Quality (AHRQ). The CAHPS instrument was modified for use in this study by researchers at The University of Iowa Public Policy Center, in collaboration with the Iowa Department of Human Services (IDHS).

The core CAHPS survey instrument was modified to include additional questions about access to care, dental care, and how respondents received information if they had questions about the Medicaid program.

Researchers at The University of Iowa Public Policy Center conducted this study with funding provided by the IDHS and the US Department of Health and Human Services Center for Medicare and Medicaid Services (CMS).

Information and conclusions presented in this report are the responsibility of the authors, and do not represent the views of the IDHS, the CMS, the health programs, or The University of Iowa.

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Key Findings from the 2014 Medicaid Consumer Surveys

Main conclusions-Children

- The [health status](#) of children in Medicaid was lower than for children statewide and children in Medicaid were significantly more likely to have a special health care need (29% vs 19%); however, the health status of children in Medicaid remained stable over time.
- Parents' rating of children on the 17 item Pediatric Symptom Checklist (PSC 17) indicated that about one in ten children had some psychosocial problems.
- The [oral health](#) status of children in Medicaid was rated lower than their general health and lower than other children statewide. Fewer had a dental visit in the past year (73%) than children statewide (89%).
- The most commonly reported [chronic](#) health conditions were attention problems (14%), chronic allergies or sinus problems (13%), and behavioral or emotional problems (13%).
- [Behavioral/emotional health](#) status was generally high, with 79% rated excellent or very good; however, of those who needed mental health counseling or treatment, 21% could not get the care they needed.
- In general, health status, health care and program ratings did not differ across the programs.
- There were seven domains measured to assess the [medical home](#). Of note with regard to these, most of the children in Medicaid had a personal doctor (87%), and about one in six parents reported that their child *always* (57%) received timely care.
- 39% of children needed [care right away](#) in a clinic, ER, or doctor's office in the past 6 months.
 - Of those who went to an ER (25% of all children) 74% of parents said that the care received could have been provided in a doctor's office.

Overall, the 2014 [CAHPS ratings](#) are slightly better than in 2013, however, they are lower than the national ratings. For instance, the child's health program rating for 2014 was higher than in 2013 (56% vs. 50% rating the program either a 9 or 10). However, the rating was lower than the national rating for Medicaid health plans.

Main conclusions-Adults

- Adult [health status](#) was rated lower than for children and was relatively consistent over time and programs.
- 75% had one or more [chronic health conditions](#), with the most common being:
 - Allergies, back/neck problems, and migraine headaches.
- 50% of adults had one or more [mental or emotional health](#) conditions - anxiety and depression being the most common (38%).
- Adults rated their [oral health](#) lower than their general health.
- Fewer adults had a regular source of dental care or a dental check-up in the previous year than did children.
- In general, health status, health care and program ratings did not differ across the programs.

- There were seven domains measured to assess the [medical home](#). Of note,
 - 81% of adults reported that they have a personal doctor,
 - However, almost half of adult in HMO program (45%) had *big problem* [finding a personal doctor](#) that they liked.
 - Four in ten adults (38%) reported that they *always* got timely care, and
 - About half (48%) reported that they *always* received proper care coordination.
- Access to prescription medication continues to be an issue, as does access to dental care, with 17% of all adults having an [unmet need](#) for prescription drugs (this is about one in four adults who takes medication could not get it for any reason) and 13% for dental care.
- 35% of adults visited an [emergency department](#) in the past 6 months.
 - Of those who went to an ER 71% said that the care received could have been provided in a doctor's office.
- Less than half of adult Medicaid members reported that they had a preventive visits in the past year.
- Overall, the 2014 [CAHPS ratings](#) are slightly better than the 2013 ratings, however, they are lower than the national data. For instance, the adult's [Medicaid program rating](#) for 2014 was higher than in 2013 (43% vs. 41% rating the program either a 9 or 10). However, the rating was lower than the national rating for Medicaid health plans.

Main conclusions-SSI vs. Medicaid

- [Children in SSI](#) had lower health status, more [chronic conditions](#), and were more likely to report need for care. However, parents reported similar ratings in [Medical Home](#) care components as well as [CAHPS ratings](#) compared to other children in Medicaid (FFS, HMO, and MediPass combined).
- [Adults in SSI](#) had a lower health status, more [chronic conditions](#), and were more likely to report need for care. [Medical home](#) domains and [CAHPS ratings](#) were similar to other adults in Medicaid (FFS, HMO, and MediPass combined). However, adults in SSI were significantly more likely to report a better experience with office staff than other adults in Medicaid (FFS, HMO, and MediPass combined).

Chapter 1: Introduction and Methods

Introduction

As part of the ongoing quality assurance activities of Iowa's Medicaid Managed Care Program, the Iowa Medicaid Enterprise (IME) contracted with researchers at The University of Iowa Public Policy Center to conduct a survey of adults and parents/guardians of children enrolled in the Iowa Medicaid programs. These programs include:

- 1) MediPASS is the primary care case management (PCCM) model in which members have the opportunity to choose a primary care physician who acts as their primary care case manager; the identified primary care physician then approves use of specialty and emergency services,
- 2) The Medicaid Health Maintenance Organization (HMO), served through the Meridian Health program, works under a contract with the IME,
- 3) Traditional Medicaid encompassing a Fee-for-service(FFS) payment mechanism for providers, and
- 4) The Medicaid Supplemental Security Income Program (SSI), the program for low-income Iowans with disabilities.

Income eligible children and adults in counties with a managed care option may choose a MediPASS provider or enroll in the HMO. In counties without a managed care option, children and adults remain in the traditional Fee-for-service (FFS) program. Children and adults with a disability are enrolled into the SSI program which utilizes a fee-for-service payment model.

As of August 2014, there were 115,423 children (less than 18 years old) enrolled in MediPASS, 21,926 children enrolled in the HMO, 5,788 children enrolled in the Medicaid SSI, and there were 19,867 children enrolled in FFS, for at least 6 months with no Medicare Part A or Part B eligibility.

As of August 2014 (when the sample was drawn), there were 28,529 adults 18-64 enrolled in MediPASS; 8,060 adults ages 18-64 enrolled in the HMO; 31,407 adults 18-64 enrolled in the Medicaid SSI; and there were 8,081 adults ages 18-64 enrolled in FFS, for at least 6 months with no Medicare Part A or Part B eligibility.

Data from past years, as well as information from the CAHPS Database were used when appropriate. The CAHPS online reporting system that contains National Comparative Data² (NCD) for the CAHPS health programs was used when appropriate.

Some results from children enrolled in Medicaid are compared the 2010 Iowa Household Health Survey (IHHS). The 2010 IHHS³ was a population-based statewide

² Formerly known as National CAHPS Benchmarking Database (NCBD).

³ More information available at:

samples were comprised of 5,400 children (1,350 each from SSI, HMO, MediPASS, and FFS) and 5,400 adults (1,350 each from Medicaid SSI, HMO, MediPASS, and FFS).

In households with more than one child enrolled in Medicaid, one child was selected at random as the “participant child.” The survey was addressed to the parent or guardian with instructions to complete the survey based on their experiences obtaining health care for this child only. The initial mailing was sent to 5,400 adults and the parents/guardians of 5,400 children, followed by a reminder postcard fourteen days later. A second survey packet was sent to non-respondents two weeks after the reminder card mailing. All the mailings included instructions for an online version of the questionnaire.

To maximize response rates for the mailed survey, both a premium and an incentive were used during the first mailing. Each survey packet included a \$2 bill. In addition, survey respondents completing the questionnaire within the first two weeks of the study were entered into a random drawing for one of twenty \$25 Wal-Mart gift cards.

Survey responses were obtained for 1,037 children and 1,036 adults, for unadjusted response rates of 19% for the adult and child surveys (Table 1-1 and Table 1-2). After adjusting for members who were not eligible for the study (e.g., moved out of the state, invalid address), the response rates were 22%.

Table 1-1. Sampling and response rates : Children

Program	Number Sampled	Number of Respondents	Response Rate
SSI	1,350	223	17%
HMO	1,350	237	18%
FFS	1,350	291	22%
MediPASS	1,350	286	21%
Total	5,400	1,037	19%
Adjusted Total*	4,640	1,037	22%

* Adjusted for ineligible

Table 1-2. Sampling and response rates: Adults

Program	Number Sampled	Number of Respondents	Response Rate
SSI	1,350	357	26%
HMO	1,350	206	15%
FFS	1,350	236	17%
MediPASS	1,350	237	18%
Total	5,400	1,036	19%
Adjusted Total*	4,734	1,036	22%

* Adjusted for ineligible

Survey Instrument

The survey instrument was based on the most recent version (5.0) of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

A number of items were added to the CAHPS survey from a variety of sources as listed below.

- The CAHPS Patient-Centered Medical Home (PCMH) items were added ⁵. The PCMH items allow to assess Medicaid enrollees with their primary care providers.
 - In the child survey, PCMH items assessed the following topic areas: 1) having a personal doctor, 2) timely access to care and use of services, 3) coordination of care, 4) communication with the doctor and interaction with staff, 5) advice about their child's safety and health, 6) shared decision making, and 7) self-management and support.
 - In the adult survey, PCMH items assessed the following topic areas: 1) having a personal doctor, 2) timely access to care, 3) coordination of care, 4) communication with the doctor and interactions with staff, 5) comprehensive care, 6) shared decision making, and 7) self-management and support.
- The Children and Youth with Special Health Care Needs (CYSHCN) screening instrument was developed by the Child and Adolescent Health Measurement Initiative (CAHMI), and
- The Pediatric Symptom Checklist with 17 items (PSC-17) generates 3 indicators identifying attention problems, impairment due to anxiety and/or depression, and conduct problems.

Data analysis

The data was post-stratified to control for potential systematic biases created from collecting data from a stratified sample by Medicaid program. This simple weighting factor was added to make the data representative of all Medicaid members statewide and adjusted for the fact that there were not equal numbers of members in each Medicaid program (FFS, HMO, and MediPASS).

Data were tabulated and bivariate analyses (i.e., chi-square, t-test and nonparametric tests for group differences) were conducted using SPSS. CAHPS composite ratings were analyzed with a SAS macro program developed by the CAHPS team. This program generates CAHPS results adjusted for case-mix variables such as age, education, and health status. The macro, accompanying programs, and documentation are available for download from the CAHPS Survey Users Network web site.

⁵ More information about the CAPHS PCMH item set can be found at <https://cahps.ahrq.gov/surveys-guidance/item-sets/PCMH/index.html> Downloaded on March 24th, 2014.

Limitations

There are some limitations of this study due to non-response bias. Other studies among Medicaid members have shown that respondents were more likely to be women, white, and older than those who were non-respondents. Additionally, study findings may be overestimating the rates of chronic conditions, health care use, and overnight hospitalization⁶. However, studies in nonresponse bias in CAHPS hospital surveys reveals that survey nonresponse may produce little or no bias when comparing across the hospitals. When using nonresponse weight and case-mix adjustments on respondents CAHPS estimates, case-mix adjustments eliminate most of the bias due to nonresponse when comparing hospitals' performance^{7,8}. Thus, nonresponse weight does not necessarily improve overall estimation across the groups.

In these Medicaid surveys, the demographics of the population sample (all Medicaid adults and children) were matched with the respondents, and key demographic variables -sex, age, and race- were cross-tabulated by respondents and non-respondents. However, nonresponse weights were not estimated following the findings from the previous studies in CAHPS measures.

In the adult sample, the demographics of respondents in Medicaid (FFS, HMO, MediPASS) were more likely to be women, white, and older than those who were non-respondents (see Table 1-3). Similar relationships were found in adult SSI respondents vs. non-respondents for sex and age. However, the race composition was not significantly different (see Table 1-4) for SSI Medicaid.

⁶ See Gallagher, Fowler, & Stringfellow (2005). The nature of nonresponse in a Medicaid survey: Causes and consequences. *Journal of Official Statistics*, 21 (1), 73-87.

⁷ Elliott, Edwards, Angeles, Hambarsoomians, & Hays (2005). Patterns of unit and item nonresponse in the CAHPS Hospital Survey. *Health Research and Educational Trust* 40, 2096-2119.

⁸ Elliott et al., (2009). Effect of Survey mode, patient mix, and nonresponse on CAHPS Hospital Survey Scores. *Health Research and Educational Trust* 42, 2, 501-518.

Table 1-3. Demographics of FFS, HMO and MediPASS adult respondents and non-respondents

Demographics	Non-respondent (n = 3,371)	Respondent (n = 679)	Total (n = 4,050)
Sex*			
Female	78%	82%	79%
Male	22%	18%	21%
Age***			
18-24	36%	26%	34%
25-34	37%	38%	37%
35-44	20%	22%	20%
45-54	5%	11%	6%
55-64	1%	2%	1%
65+	1%	1%	1%
Race***			
White	59%	63%	60%
Black	11%	6%	10%
American Indian	2%	1%	2%
Asian and PI	2%	3%	2%
Hispanic (all races)	5%	4%	5%
Multiple races	1%	1%	1%
Unknown	19%	22%	19%

* $p < .05$, ** $p < .01$, and *** $p < .001$

Table 1-4. Demographics of SSI adult respondents and non-respondents

Demographics	Non-respondent (n = 993)	Respondent (n = 357)	Total (n = 1,350)
Sex*			
Female	49%	57%	51%
Male	51%	43%	49%
Age***			
18-24	14%	5%	11%
25-34	16%	10%	15%
35-44	13%	11%	13%
45-54	23%	22%	23%
55-64	21%	29%	23%
65+	13%	23%	15%
Race***			
White	61%	68%	63%
Black	9%	6%	8%
Hispanic (all races)	3%	2%	2%
Other‡	3%	1%	3%
Unknown	25%	23%	24%

* $p < .05$, ** $p < .01$, and *** $p < .001$

‡ Includes Asian and PI, Native American, and multiple races

In the child sample, demographics of respondent's child in Medicaid (FFS, HMO, and MediPASS) were more likely to be white than those children whose parent did not participate in the study. However, there were not significant differences by child sex and age between children whose parents participated and those parents who did not participate in the study (see Table 1-5). In the SSI Medicaid, children whose parents participated in the study did not differ from children in SSI Medicaid whose parents did not participate in the study (see Table 1-6).

Table 1-5. Demographics of FFS, HMO and MediPASS children whose parent/guardian responded or and those that did not respond

Demographics	Non-respondent (n = 3,236)	Respondent (n = 814)	Total (n = 4,050)
Sex			
Female	50%	49%	50%
Male	50%	51%	50%
Race**			
White	37%	43%	38%
Black	7%	5%	6%
American Indian	3%	3%	3%
Asian and PI	1%	2%	1%
Hispanic (all races)	9%	7%	8%
Multiple races	2%	2%	2%
Unknown	42%	39%	41%
Age (Mean = 9.8 years)			

* $p < .05$, ** $p < .01$, and *** $p < .001$

Table 1-6. Demographics of SSI children whose parent/guardian responded or did not respond

Demographics	Non-respondent (n = 1,127)	Respondent (n = 223)	Total (n = 1,350)
Sex			
Female	32%	36%	32%
Male	68%	64%	68%
Race			
White	41%	45%	42%
Black	14%	10%	13%
Hispanic (all races)	6%	5%	6%
Other [‡]	4%	3%	3%
Unknown	36%	38%	36%
Age (Mean = 8 years)			

* $p < .05$, ** $p < .01$, and *** $p < .001$

[‡]Includes Asian and PI, Native American, and multiple races

Chapter 2: Child 2014 Results (FFS, HMO, and MediPASS)

The following is a summary of results from the *Survey of Iowa Medicaid (Title 19) Enrollees* for children (0-18 years old) enrolled in MediPASS, HMO, and FFS. Responses to each item in the questionnaire are in Appendix A.

Demographics

Responses were equally divided by sex. There was more racial/ethnic diversity in the Medicaid population than in the state as a whole (Table 2-1).

Table 2-1. Demographics of children in the Medicaid sample[†]

Characteristic	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011	State of Iowa 2010**
% Female	49%	48%	52%	49%
Average age in years	8	8	8	9
Race/ethnicity*				
Hispanic/Latino (all races)	14%	13%	12%	6%
Caucasian	85%	79%	82%	93%
African American	14%	14%	14%	4%
Asian/Pacific Islander	3%	4%	1%	2%
American Indian / Alaska Native	4%	3%	2%	1%
Other	2%	5%	1%	4%
Two or more races	9%	8%	NA	NA

[†]Un-weighted data

*Race/ethnicity categories are not mutually exclusive.

** http://ppc.uiowa.edu/sites/default/files/uploads/health/ihhs/hhs_-_statewide_result.pdf

Health status

Overall health status

Forty-nine percent of children in 2014 were reported to be in “excellent” health, which is equal to what was reported in 2013 (Table 2-2). In addition, compared with data for children in Iowa as a whole, those in the Medicaid program were reported to be in worse health.

Table 2-2. Health status of children

Global health rating	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011*	State of Iowa 2010
Excellent	49%	49%	49%	63%
Very good	36%	38%	37%	36%
Good	12%	11%	12%	9%
Fair/poor	3%	2%	2%	2%
Special health care need	29%	32%	28%	19%

*2011 data include children in the SSI program who by definition will have lower health status

Children with special health care needs

Less than one in three children (29%) in Medicaid met screening criteria as being a Child or Youth with a Special Health Care Need (CYSHCN). There were no significant difference between children in MediPASS (29%), FFS (31%) or HMO (28%), however children in Medicaid were more likely to be a CYSHCN than children statewide (19%) (Table 2-2).

Psychosocial indicators

The questionnaire assessed psychosocial problems using the 17-item Pediatric Symptom Checklist (PSC-17). The PSC-17 generates 3 indicators identifying attention problems, impairment due to anxiety and/or depression, and conduct problems.

- 7% of children were classified with attention problems.
- 14% of children were classified with impairments due to anxiety and/or depression.
- 10% of children were classified with conduct problems.

There was no significant difference between children in MediPASS, FFS or HMO in the psychosocial indicators.

Dental health

Dental health and health care was assessed by evaluating the child’s overall dental health, last dental checkup, presence of a usual source of dental care, and ability to get needed dental care.

- 83% had a regular source of dental care (one main place).
- 73% had a dental check-up in the last year (Table 2-3).

- 27% of children needed dental care in the last 6 months.
 - Of these, 82% needed checkups and cleaning, 44% needed other dental treatment such as fillings, and 5% needed emergency care.
 - About one in five children (23%) could not get needed dental care.

Table 2-3. Children’s last dental check-up

Timing of last dental check-up	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011	State of Iowa 2010
Within last year	73%	76%	76%	89%
1-2 years ago	10%	10%	8%	4%
> 2 years ago	4%	1%	2%	1%
Never been	13%	13%	14%	6%

Ratings of children’s dental health were similar to 2013 (Table 2-4) but significantly lower than ratings of general physical health (see Figure 2-1). The ratings did not vary across children in MediPASS, HMO or FFS.

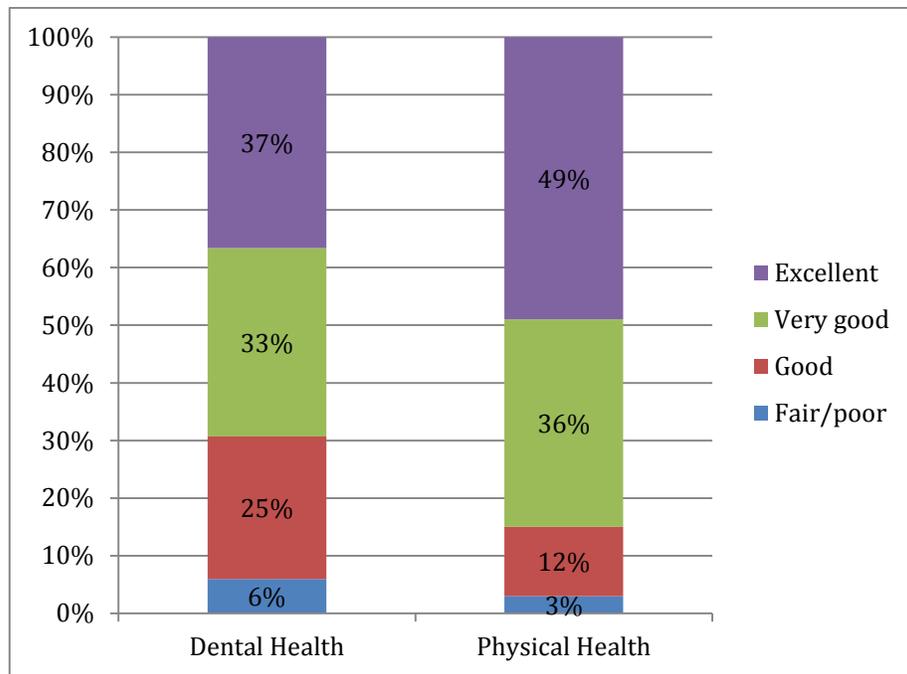


Figure 2-1. Dental vs. overall health status

Table 2-4. Children’s dental health and prevention

Dental health rating	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011	State of Iowa 2010
Excellent	37%	37%	34%	43%
Very good	33%	29%	32%	34%
Good	24%	25%	25%	18%
Fair/poor	6%	9%	9%	5%

Chronic conditions

Almost half of parents (46%) reported that their child had one or more chronic conditions that lasted or was expected to last for at least 3 months. The most common chronic physical health conditions are shown in Table 2-5.

Half of parents (50%) reported that their child had seen a doctor or other health provider 3 or more times for the same condition or problem and of those, 47% reported that their child had been taking prescription medication for at least 3 months for any of those conditions.

Table 2-5. Most commonly reported chronic health conditions

Chronic health conditions	Iowa Medicaid 2014
Attention problems	14%
Chronic allergies or sinus problems	13%
Behavioral or emotional problems	12%
Asthma	11%
Anxiety	10%
Vision problems	8%

Behavioral and emotional health care

To assess mental health status and access to care, parents were asked to rate their child’s current overall mental and emotional health, the need for and receipt of any treatment or counseling, the degree to which their child was helped by the counseling or treatment they received, and the unmet need for treatment or counseling for mental or emotional health problems. Sixteen percent of parents reported that their children need mental health counseling or treatment. Of those who needed mental health counseling or treatment, 21% could not get the care they needed

Behavioral/emotional health status was generally high with 79% rated *excellent* or *very good* (Figure 2-2). Children in the HMO were more likely to be reported as having *excellent* or *very good* behavioral/emotional health compared to children in FFS or MediPASS.

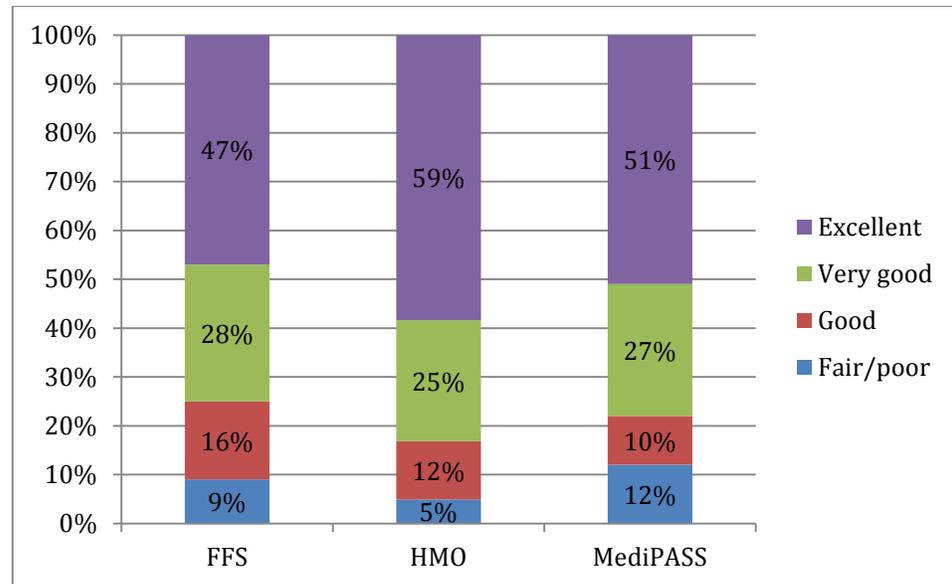


Figure 2-2. Behavioral/emotional health status by program

Attributes of a Medical Home

The child's access to a medical home was assessed by evaluating several domains: 1) having a personal doctor, 2) timely access to care and use of services, 3) coordination of care, 4) communication with the doctor and interaction with staff, 5) advice about their child's safety and health, 6) shared decision making, and 7) self-management and support.

Personal Doctor

Parents were asked several questions about their child's personal doctor.

- 87% of children were reported to have a personal doctor. Children in FFS were least likely to have a personal doctor compared to HMO and MediPASS (see Figure 2-3).
- 11% had tried to find a new personal doctor in the last six months.
 - Of these, 88% did not have a problem doing so, while
 - 3% had a big problem.
- 53% of children have been going to the same personal doctor for three years or more.

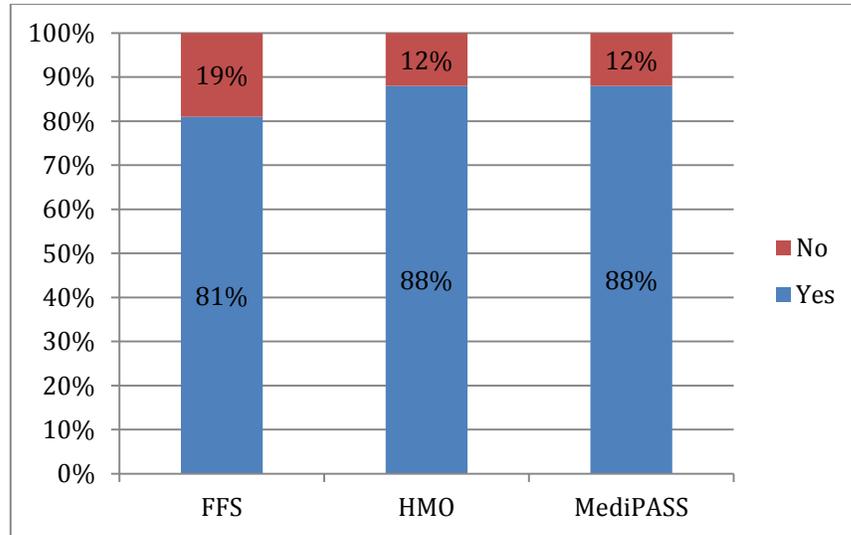


Figure 2-3. Personal doctor by program

Access to timely care and use of services

Access to health care for children was assessed with five CAHPS items. The first two items resulted in the following findings.

- When the child needed care right away, 82% reported that they *always* received the care as soon as needed.
- Not counting the time the child needed care right away, 65% reported that they *always* got an appointment for a check-up or routine care at a doctor's office as soon as needed.

The CAHPS online reporting system that contains Comparative Data⁹ (NCD) for the CAHPS health programs uses these two items to assess getting care quickly. About seven in ten children (74%) always got care quickly. This is similar to the national CAHPS-NCD data. The composite scores are shown in Figure 2-4. There were no differences across the programs.

⁹ Formerly known as National CAHPS Benchmarking Database (NCBD).

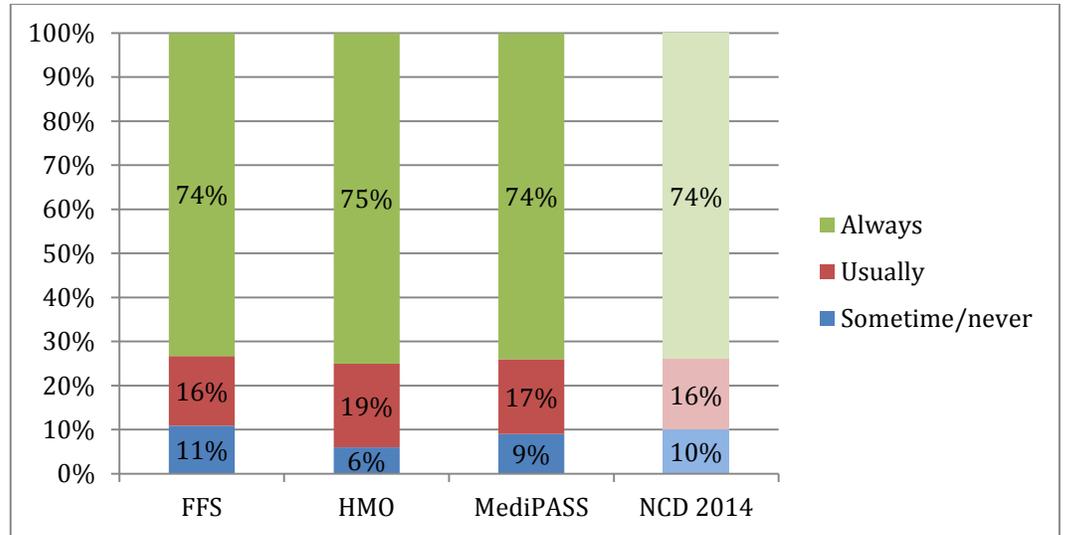


Figure 2-4. Getting care quickly (with 2 items) by program and CAHPS-NCD

Three additional CAHPS items were used to assess timely care.

- When they phoned the doctor’s office during regular office hours, 55% reported that they *always* got answers for their medical questions or concerns in the same day.
- When they phoned the doctor’s office after regular office hours, 54% reported they *always* got answers for their medical questions or concerns as soon as needed.
- 20% reported that the child saw a doctor within 15 minutes of the appointment time.

A composite score using CAHPS items (including the first two) is shown in Figure 2-5. Nearly six in ten parents of children in Medicaid (57%) reported that they *always* got timely care for their child. There were no significant differences across the programs.

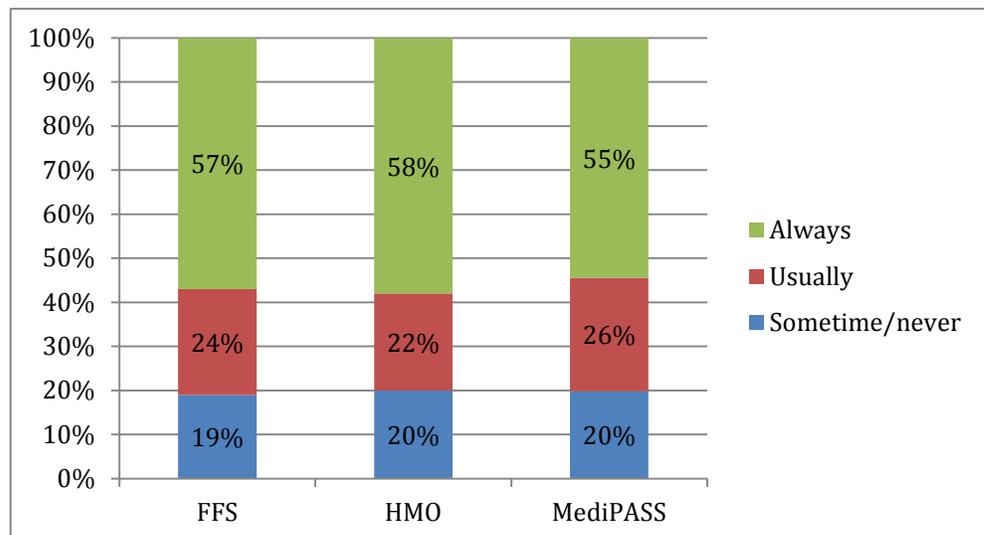


Figure 2-5. Timely care (with 5 items) by program

Coordination of care

Coordination of care for children was assessed with two CAHPS items regarding physician orders and care from a specialist.

- When the doctor's office ordered a blood test, x-ray, or other test for them, 72% reported that the doctor's office *always* followed up to give them the results.
- 49% reported that the doctor's office *always* seemed informed and up-to-date about the care their child got from a specialist.

The composite score for coordination of care is shown in Figure 2-6. About six in ten (61%) reported their children *always* received proper care coordination. There was no difference by Medicaid program.

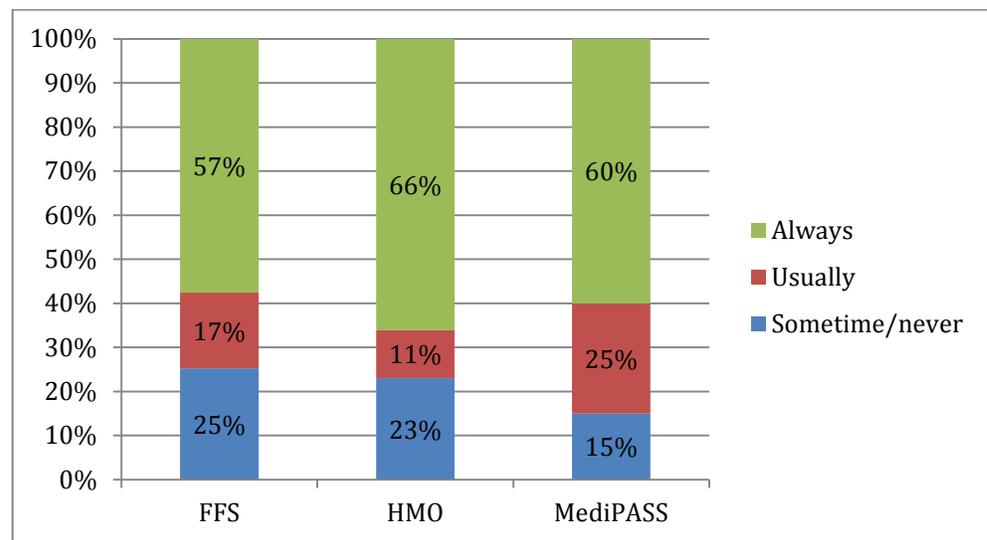


Figure 2-6. Care coordination by program

Communication with the doctor and interaction with staff

Eighty-seven percent of children had a personal doctor. Of those who had a personal doctor, 78% had visited the doctor in the last 6 months.

- About three-fourths of parents reported their child's personal doctor *always* explained things in a way that was easy to understand (77%).
- 79% of parents reported their child's personal doctor *always* listened carefully to them.
- 82% reported that their child's doctor showed respect for what they had to say.
- 78% reported that their child's doctor spent enough time with their children.
- 68% of parents reported their child's personal doctor *always* explained things in a way that was easy for their child to understand.

The CAHPS-NCD uses these five items to assess doctors' communication (Figure 2-7). About eight in ten (78%) reported that the child's doctor *always* communicated well. This is similar to the national CAHPS-NCD data, and there were no differences by program.

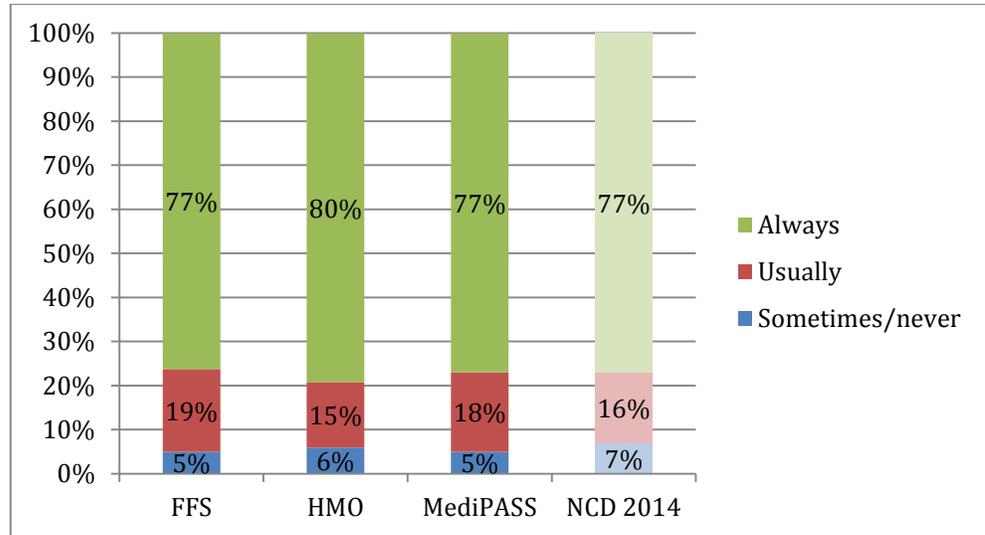


Figure 2-7. Communication with the child's personal doctor (5 items) by program and CAHPS-NCD

Three more CAHPS items were used to further assess doctors' communication.

- About three-fourths of parents reported their child's personal doctor *always* listens carefully to their child (77%).
- 72% of parents reported their child's personal doctor *always* gave them easy to understand information about these health questions and concerns.
- 72% reported their child's personal doctor seemed to know the important information about their child's medical history.

A composite score using these eight items (including the first five) is shown in the Figure 2-8. About eight in ten (76%) reported that the child's doctor *always* communicated well. This is similar to the national CAHPS-NCD data, and there were no significant differences by program.

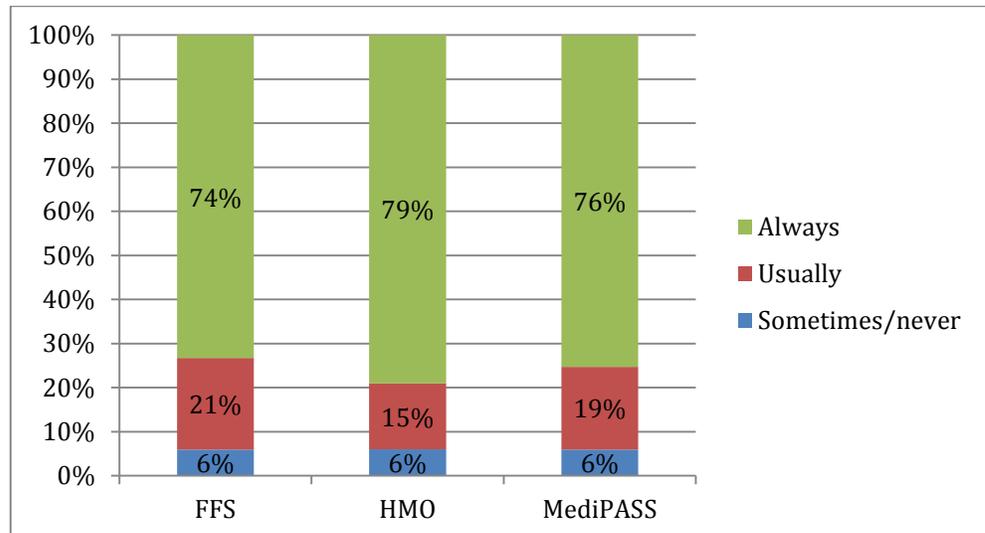


Figure 2-8. Communication with the child's personal doctor (8 items) by program

The questionnaire also included two questions asking how the family was treated by the office staff. Six in ten parents (60%) reported that the staff was *always* helpful, and 74% of parents reported that the staff treated “you and your child with courtesy and respect”.

A composite score using these two items is shown in the Figure 2-9. About two-thirds of parents (66%) reported that the office staff was *always* courteous, respectful, and helpful.

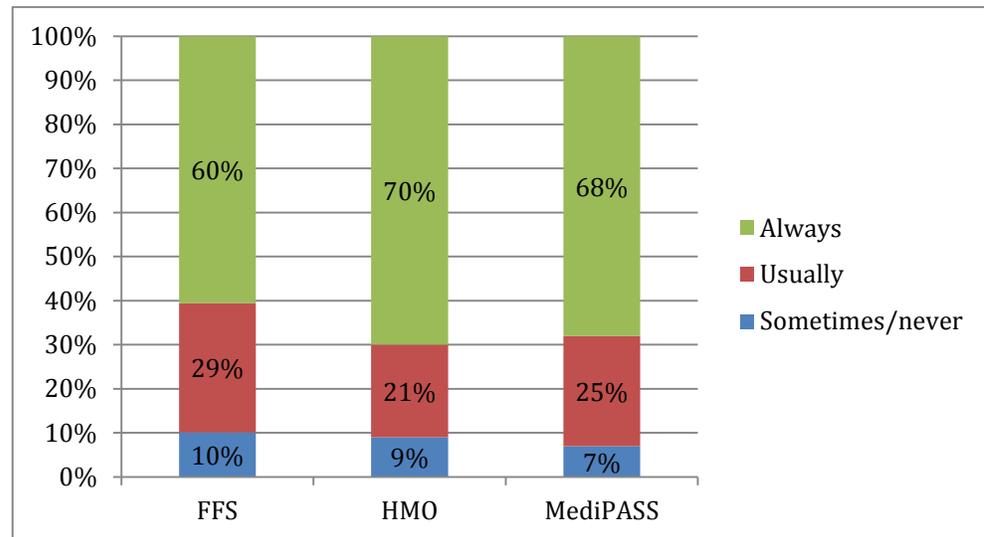


Figure 2-9. Child's personal doctor's staff was courteous, respectful, and helpful by program

Advice about their child's safety and health

Seven items assessed if the parent received advice about their child's safety and health while visiting the child's personal doctor.

- About four-fifths of parents reported that they talked with their child's personal doctor about how their child is feeling, growing, or behaving (81%).
- About two-thirds of parents reported that they talked about specific things they could do to prevent illness in their child (63%).
- About half of the parents reported that they talked with their child's personal doctor about things they could do to keep their child from getting injured (52%).
- 31% indicated that the child's personal doctor gave them printed handouts or booklets with information about how to keep their child from getting injured.
- Six out of ten parents reported that the child's personal doctor asked about how much or what kind of food their child eats (61%).
- Half of the parents reported that the child's personal doctor asked how much or what kind of exercise their child gets (50%).
- Over one third of parents talked with their child's personal doctor regarding any problems in the household that might affect their child (38%).

A composite score of advice using these 7 items is shown in the Figure 2-10. Slightly less than half (45%) reported that they had received advice about their child's safety

and health. Parents of children in HMO (61%) were more likely to have received advice compared to parents of children in FFS (52%) and MediPASS (53%).

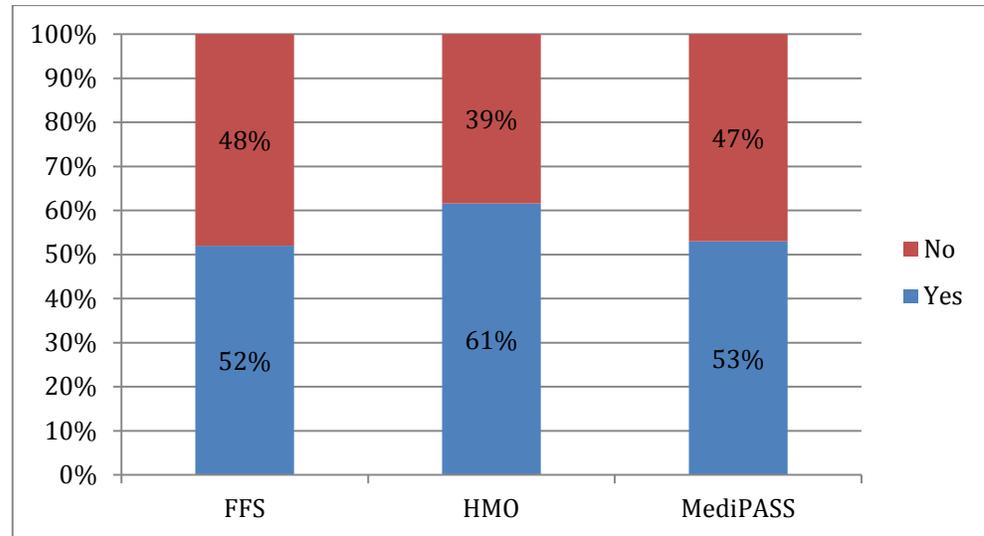


Figure 2-10. Advice about child's safety and health by program

Shared decision making

Three items assessed shared decision making by asking questions regarding their experience being prescribed medication while visiting their child's personal doctor.

- 59% reported that the doctor talked to them a lot about the reasons their child might want to take a medicine.
- 23% reported that the doctor talked to them a lot about the reasons their child might *not* want to take a medicine.
- 72% reported that doctor asked them what they thought was the best for their child.

A composite score for shared decision-making indicated that about half of parents (51%) experienced shared decision making in the past 6 months. There were no significant differences across programs (Figure 2-11).

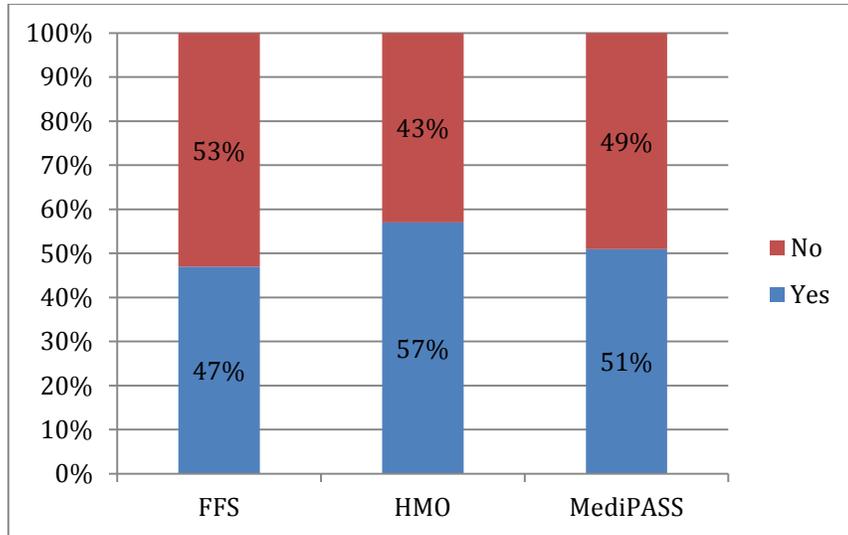


Figure 2-11. Shared decision making by program

Self-management and support

Two questions assessed self-management and support.

- 42% of parents reported that they talked with someone at the doctor’s office about specific goals for their child’s health.
- 19% of parents reported that someone at the doctor’s office asked them if there are things that make it hard for them to take care of their child’s health.

A composite score of self-management and support using these two items is shown in Figure 2-12. About one third (33%) reported they received self-management and support from the providers. Parents of children in MediPASS (29%) were less likely to receive this support compared to parents of children in FFS (34%) or HMO (37%).

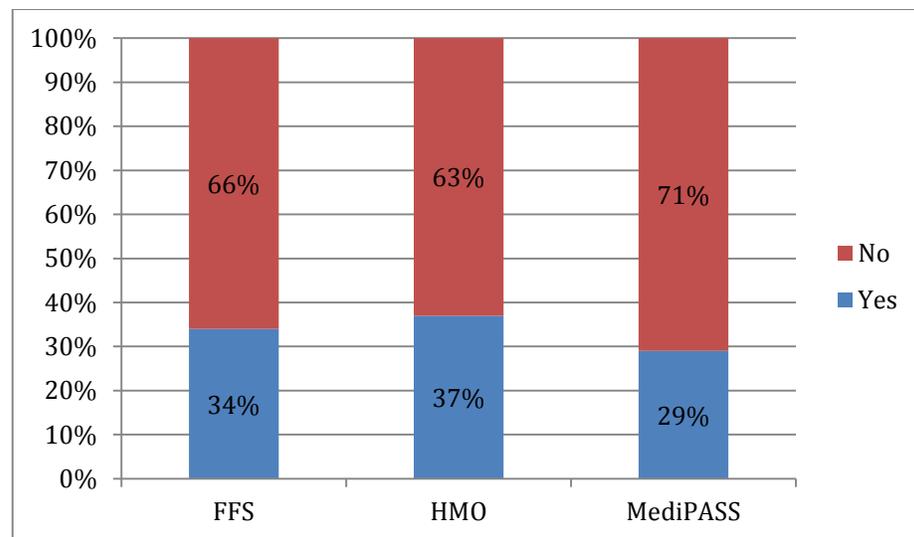


Figure 2-12. Self-management of child’s health and support

Health care in the last 6 months

Unmet need for care

Overall rates of unmet need for various types of health care among children in Medicaid ranged from 1% to 6%. Unmet need for all types of care remained about the same compared to 2013. Percent of unmet need was highest for routine care and dental care (Table 2-6). These rates are for all children in MediPASS, HMO, or FFS, whether they needed the service or not.

Table 2-6. Unmet health care needs among all children* (percent of all parents)†

Type of care	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011	State of Iowa 2010‡
Care right away	3%	3%	NA	NA
Care, tests or treatment	NA	NA	5%	NA
Routine care	6%	9%	NA	2%
Preventive health care	4%	5%	2%	1%
Specialty medical care	1%	2%	3%	2%
Dental care	6%	6%	5%	3%
Emotional, developmental, or behavioral care	3%	2%	3%	1%
Prescription drugs	4%	5%	6%	2%

*Unmet need was defined as couldn't get needed care sometime in last 6 months.

†Percentages are for all children in Medicaid, not just those reporting need for services

Outpatient Visits

Office visits

Parents were asked about their child's health care in the last six months, not including overnight stays in a hospital or dental care visits.

- 76% of children had an office visit in the last six months (Figure 2-13).

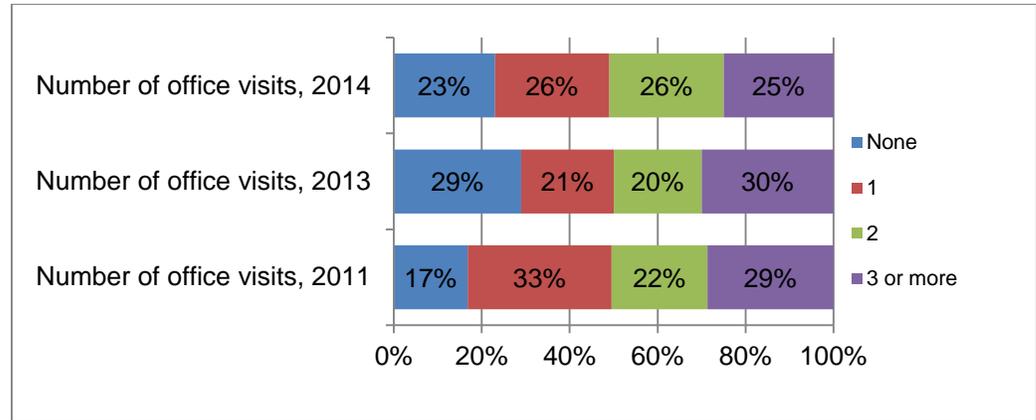


Figure 2-13. Outpatient visits in the last six months

- The vast majority of parents (95%) stayed in the exam room with their child. Of these, 53% reported that the doctor told them that they needed to do something to follow up on the care of their child and everyone (100%) received enough information about what they needed to do.

Care during evenings, weekends, and holidays

- About one in four parents (23%) reported that their child needed care during evenings, weekends, and holidays.
- Of children needing care during evenings, weekends, and holidays, 54% *always* were able to get the care needed from a doctor's office.

Reminder between visits

- About half of parents (49%) reported that they have received reminders about tests, treatment or appointments between visits.

Getting needed care

Nearly two-thirds of parents (64%) reported that it was *always* easy to get the care, tests or treatment they thought their child needed. Also, 59% of parents reported they *always* got an appointment for their child to see a specialist as soon as he or she needed it.

The CAHPS-NCD uses these two items to assess access to needed care. A composite score using these items is shown in the Figure 2-14. Nearly two-thirds (64%) reported that they *always* got the care needed for their child as soon as needed. This is similar to the national CAHPS-NCD data, and there were no differences by program.

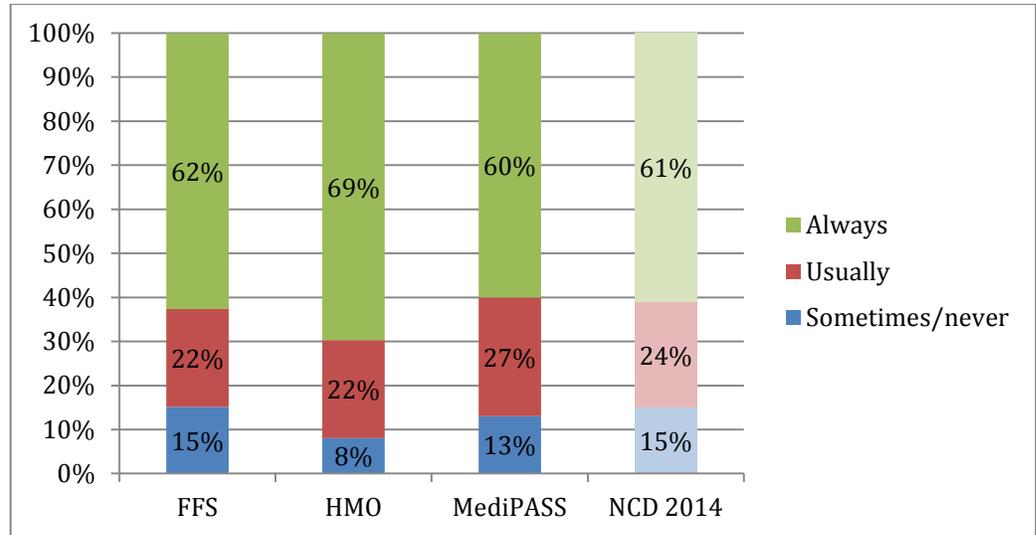


Figure 2-14. Getting needed care (2 items) by program and CAHPS-NCD Care right away (including emergency care)

About four in ten parents (39%) reported that their child needed care right away in a clinic, emergency room (ER), or doctor’s office. Of these parents, 25% waited one or more days for an appointment.

Less than one in four children had visited an ER (23%) in the last six months (Figure 2-15) and the number of ER visit continues to decrease compared to 2011 and 2013 data. Of these, about three-fourths of parents (74%) thought that the care their child received at his or her most recent visit to the ER could have been provided in a doctor’s office if one was available at the time.

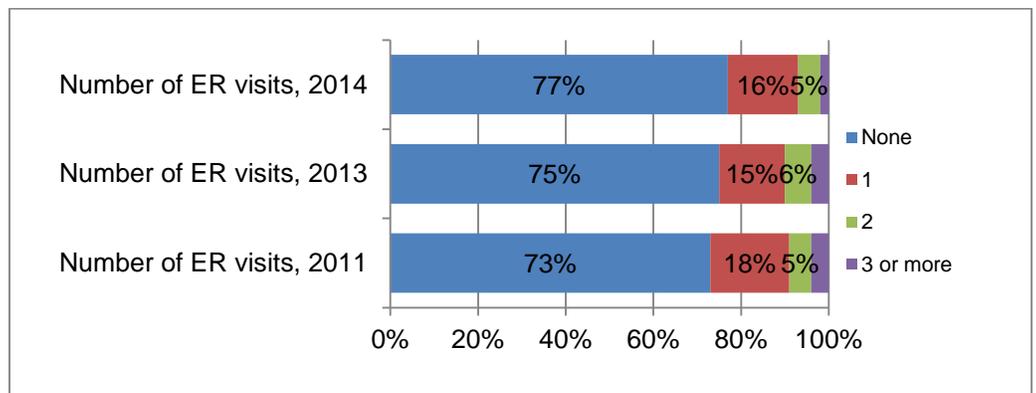


Figure 2-15. Emergency department visits in the last 6 months Preventive care

Parents were asked about preventive health care services in the past 6 months and receipt of the flu shot.

- More than three-quarters of children (77%) had a preventive health visit in *past year*.

- About half (48%) had a flu shot during the past flu season. Children in FFS were least likely to have a flu shot as compared to children in the HMO or MediPASS (see Figure 2-16).

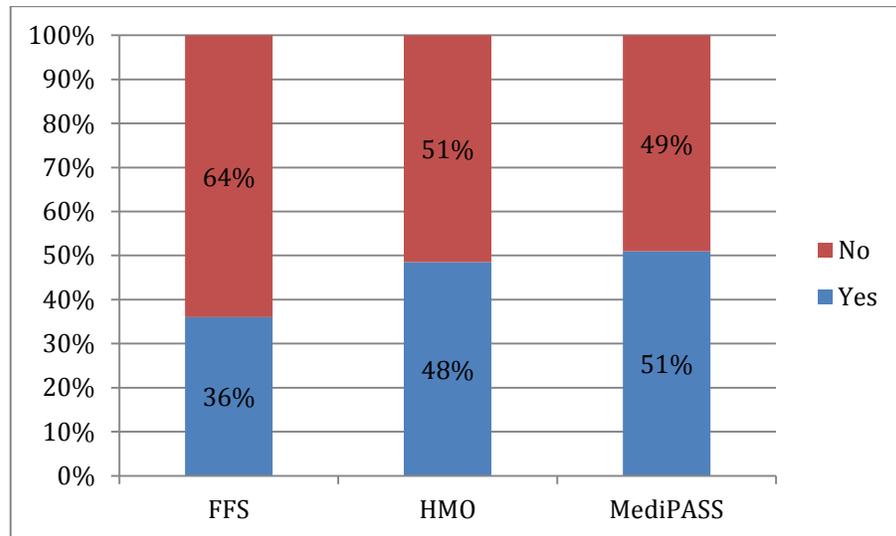


Figure 2-16. Had a flu shot during the past flu season

Specialty care

Twenty-one percent of parents indicated their children had seen a specialist in past six months.

- 10% of children who saw a specialist saw 3 or more specialists.

Hospital stay

Three percent (N=25) of all children stayed one or more nights in the hospital.

- Of the 25 children with a hospital stay, 7 went back to the hospital soon after being allowed to go home. These results should be interpreted with caution due to the low number of respondents.

Prescription medication

Parents were asked about their child's need for prescription medicine, and times when the child was unable to get it for any reason.

- 45% of children needed a prescription medication in the last six months;
 - Of these, 90% reported that someone in the provider's office talked with them at each visit about all of the prescription medicines their child was taking.
 - Among those who needed prescription medication, about half of parents (51%) reported that the doctor talked about starting or stopping a prescription medicine for their child, and 72% reported that the doctor asked them what they thought was best for their child.
 - Among those who needed prescription medication, 10% could not get it for any reason.

Quality of health care

Parents rated their child's health care, personal doctor and specialist (if applicable) on the CAHPS global rating scale, where 0 = worst possible and 10 = best possible health care.

Rating of all health care

Overall rating of the care that children received remained quite high (Figure 2-17). On a 0-10 scale, care for 60% of children was rated either a 9 or 10. Results were slightly lower than for children nationally. There was no difference between children in MediPASS, HMO or FFS.

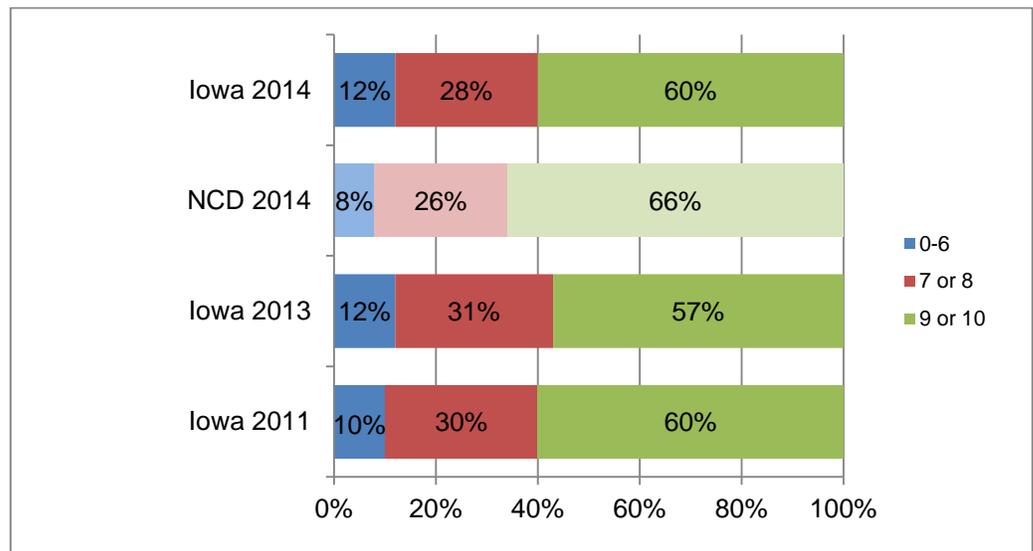


Figure 2-17. Rating of children's overall health care

Rating of child's personal doctor

Personal doctor ratings for children remained generally high, with more than seven in ten rating their child's doctor as a 9 or 10, similar to national data (Figure 2-18). There was no difference by Medicaid program.

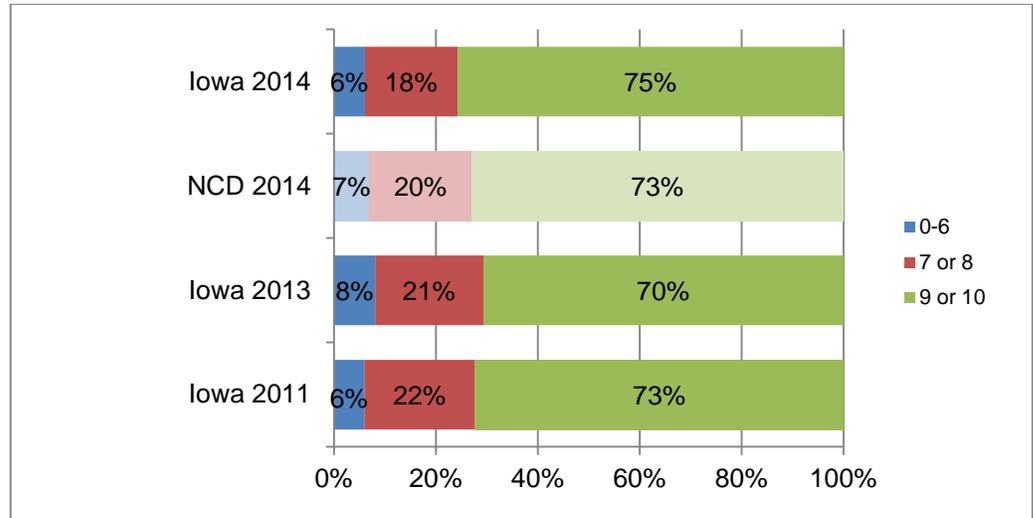


Figure 2-18. Rating of child's personal doctor

Rating of specialist child saw most often

Among children who saw a specialist, ratings of those specialists were slightly lower than the national data and the rating for personal doctors (Figure 2-19). There was no difference by Medicaid program.

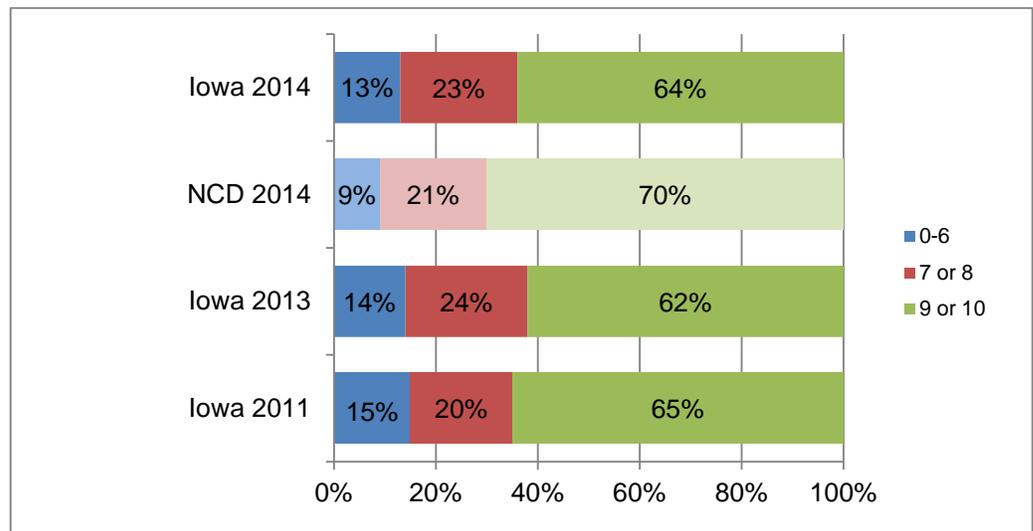


Figure 2-19. Rating of child's specialist

Rating of child's dental care

Among children who saw a dentist, rating of the care they received was slightly higher than in 2013, with only 59% rating the care as a 9 or 10 (Figure 2-20). There was no difference by Medicaid program.

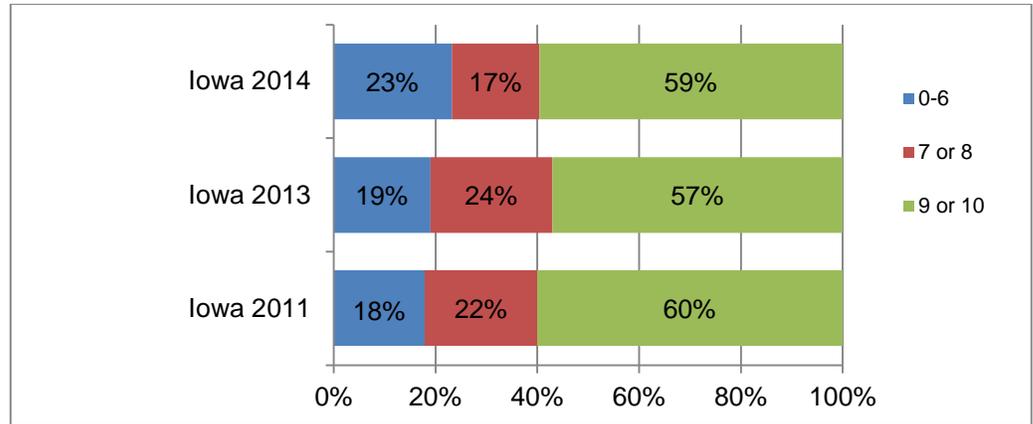


Figure 2-20. Rating of child's dental care

Rating of Medicaid

The health program rating for 2014 was higher than in 2013. However, the rating was lower than the national rating for Medicaid health plans (Figure 2-21).

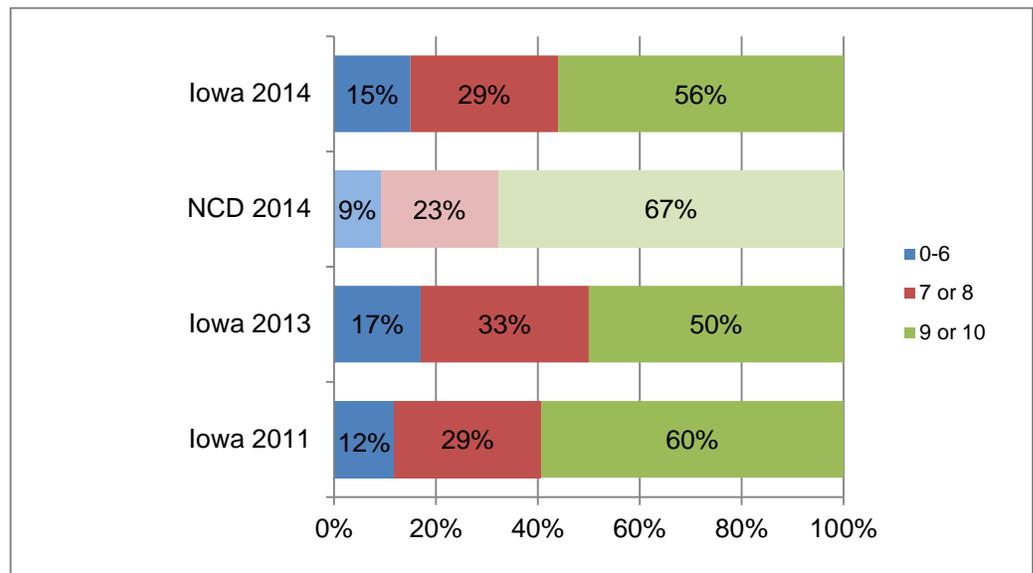


Figure 2-21. Rating of child's health program

Parents of children in MediPASS program were more likely to rate Medicaid a 9 or 10 (62%) as compared to parents of children in the HMO (55%) or FFS (49%).

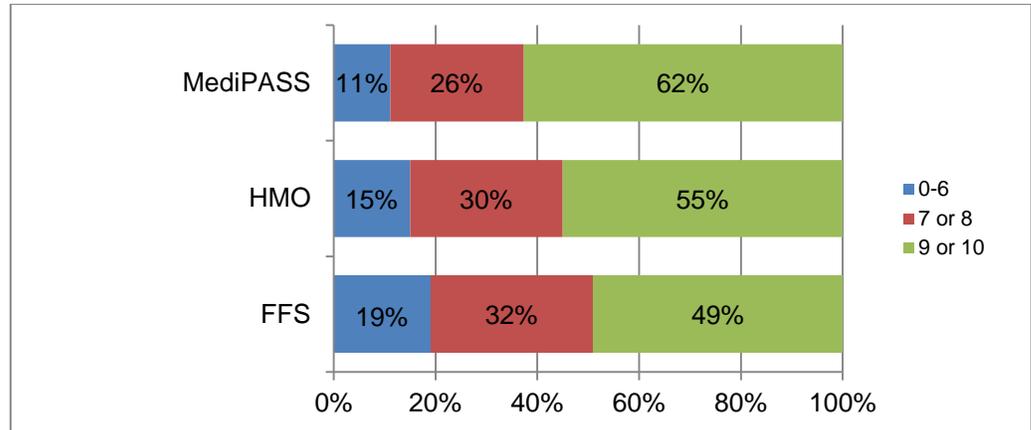


Figure 2-22. Rating of child's health program

Program customer service & information

Parents were asked about their experience trying to find information or completing paperwork regarding their child's health program in the last six months.

- 40% were aware of the toll-free Medicaid helpline. Parents of children in FFS were least likely to know that there is a Medicaid helpline compared to parents of children in the HMO or MediPASS (see Figure 2-23).
 - This result was higher than the 35% in 2013, but slightly lower than the 42% in 2011.
 - 14% of those aware of the helpline had called for help or information.

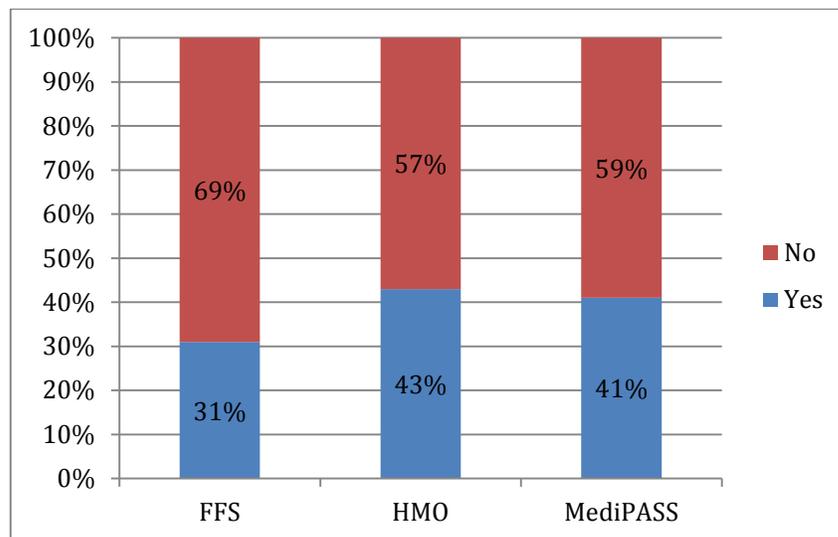


Figure 2-23. Aware of Medicaid helpline

- 36% of parents had to complete program-related paperwork in the last 6 months.
 - Of those who needed to complete forms from Medicaid, 22% *always* found these forms easy to fill out.

- 13% of parents had looked for information in written materials or the Internet about how their child’s Medicaid program works. Parents of children in FFS were the least likely to look for information compared to parents of children in HMO or MediPASS (see Figure 2-24).
 - Of those who sought information, 27% *always* found the needed information.
 - Doctor or office staff (12%) and written materials from Medicaid (10%) were most frequently used and were the most helpful sources, followed by friends and family (6%) and DHS caseworkers (5%).

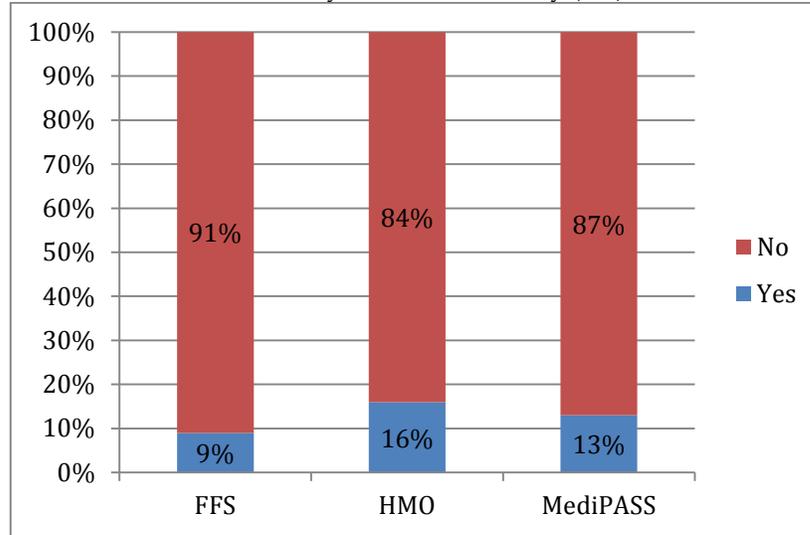


Figure 2-24. Looked for information in written materials or on the Internet

The CAHPS helpline staff question reflects how often respondents thought that staff at the Medicaid helpline gave the information or help needed and if helpline staff was courteous, respectful and helpful. Only 37 parents/guardians called the helpline. Less than half of these 37 parents/guardians (43%) reported that the helpline staff *always* gave the information needed and that they were courteous, respectful, and helpful. These results should be interpreted with caution due to the low number of respondents.

Chapter 3: Adult 2014 Results (FFS, HMO, and MediPASS)

The following is a summary of results from the *Survey of Iowa Medicaid (Title 19) Enrollees* for adults in the MediPASS, HMO, and FFS programs. Responses to each item in the questionnaire are in Appendix B.

Demographics

Eight out of ten respondents were women. Overall, 83% were Caucasian (Table 3-1). About 2% of respondents were 65 or older.

Table 3-1. Demographics of adult respondents

Characteristic	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011
% Female	83%	80%	82%
Race/ethnicity*			
Hispanic/Latino (all races)	8%	7%	5%
Caucasian	83%	82%	82%
African American	11%	9%	11%
Asian/Pacific Islander	4%	4%	2%
American Indian	3%	2%	<1%
Other	1%	NA	1%
Education			
<High School	14%	13%	17%
High School/GED	34%	33%	35%
Some college or 2-year degree	53%	56%	48%

*Race/ethnicity categories are not mutually exclusive. There were 3% of respondents who self-identified with two or more races.

Health status

Overall health status

Self-reported health status for adult Medicaid members was relatively low and reasonably stable since 2011 (Table 3-2).

Table 3-2. Health status of adults

Global health rating	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011
Excellent	10%	10%	11%
Very good	30%	29%	30%
Good	42%	39%	40%
Fair/poor	18%	22%	16%

Chronic conditions

More than seven in ten (75%) reported that they had one or more chronic conditions that lasted or are expected to last for at least 3 months. The most common chronic physical health conditions are shown in Table 3-3. Thirty-four percent reported that they had seen a doctor or other health provider 3 or more times for the same condition or problem and of those, 82% reported that this was due to a chronic condition that lasted for at least 3 months.

Table 3-3 Most commonly reported chronic physical health conditions

Chronic health conditions	Iowa Medicaid 2014
Allergies or sinus problems	30%
Back or neck problems	30%
Migraine headaches	22%
Overweight/obese	22%
Dental, tooth, or mouth problems	17%
Arthritis, rheumatism, bone or joint problems	16%
Asthma	13%
Digestive diseases or stomach problems	11%
High blood pressure	10%
Bladder or bowel problems	10%

Overall mental and emotional health

To evaluate issues of mental and emotional health care, respondents were asked to rate their current overall mental and emotional health, the need for and receipt of any treatment or counseling, and the degree to which they were helped by the counseling or treatment they received.

- 24% of adults reported a need for mental health treatment or counseling in the last 6 months.
 - Of adults reporting a need for mental health treatment or counseling, 76% received treatment or counseling,
 - 48% found it was *always* easy to get needed treatment or counseling, and
 - 40% reported being helped *a lot* from this care.
- 47% of respondents reported their mental and emotional health was excellent or very good, 31% reported it as good, and 22% rated it as fair or poor (Table 3-4).

Table 3-4. Adult's mental health

Self-rating of mental health	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011
Excellent	23%	21%	25%
Very good	24%	22%	26%
Good	31%	33%	28%
Fair	16%	21%	16%
Poor	6%	3%	6%

Half of adults (50%) reported they had one or more mental or emotional health conditions that lasted or were expected to last for at least 3 months. The most common chronic mental or emotional health conditions are shown in Table 3-5. Anxiety and depression were the most common.

Table 3-5. Most commonly reported chronic mental or emotional health conditions

Chronic mental and emotional health conditions	Iowa Medicaid 2014
Anxiety	38%
Depression	33%
Emotional problems other than depression or anxiety	9%
Attention problems	9%

Dental health

Survey items on oral health assessed the respondent's overall dental health, timing of the last dental checkup, access to a dental home, ability to get needed dental care, and overall rating of dental care received

- 69% had a regular source of dental care,
- 52% had a check-up in the last year (Table 3-6).
- 39% needed dental care in last 6 months
Of those needing dental care in the last 6 months:
 - 70% needed a checkup and cleaning,
 - 28% needed emergency care, and
 - 64% needed other dental treatment, such as fillings.

Table 3-6. Last dental check-up

Timing of last dental visit	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011
Within the last year	52%	51%	53%
1-2 years ago	19%	20%	19%
More than 2 years ago	29%	27%	28%

Respondents rated their dental health worse than their general physical health; 33% rated their dental health as *excellent* or *very good* compared to 40% who rated their overall health as *excellent* or *very good* (Figure 3-1). Of note, more respondents rated their dental health as *excellent* (14%) than their overall health as *excellent* (10%).

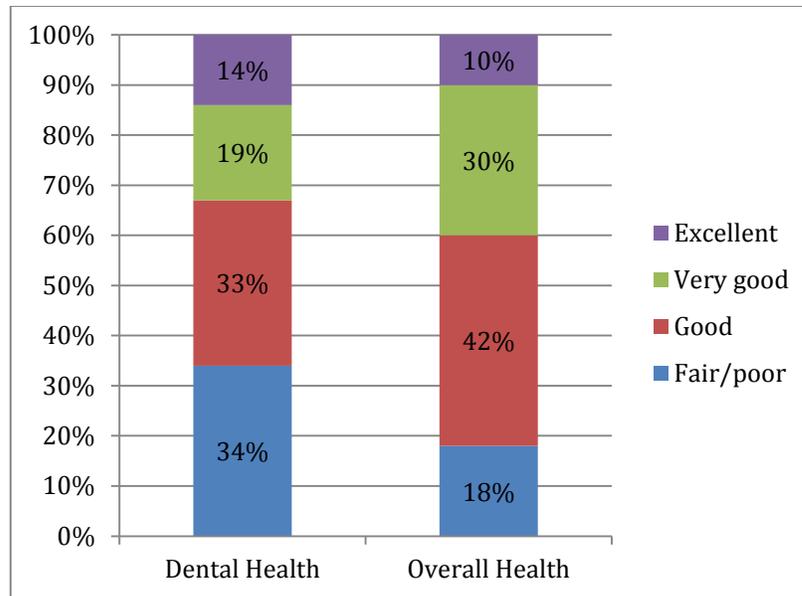


Figure 3-1. Dental health vs. overall health status

Dental health ratings have remained consistent over time (Table 3-7).

Table 3-7. Adult's dental health

Self-rating of dental health	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011
Excellent	14%	15%	15%
Very good	19%	17%	20%
Good	33%	37%	31%
Fair	20%	20%	22%
Poor	14%	11%	13%

Functional health status

Self-rated functional health status was assessed in the survey by asking respondents how their physical health status affected a range of daily activities, ranging from simple daily life activities to activities required to function independently in the home.

- 24% reported that they have a physical or medical condition that seriously interferes with their ability to work, attend school, or manage their day-to-day activities.
- 14% reported that they have a physical or medical condition that seriously interferes with their independence, participation in the community, or quality of life.
- 10% reported that due to disability or other health problems, they need help with routine tasks such as everyday household chores, doing necessary business, shopping, or getting around.
- 3% reported that due to disability or other health problems, they need help with their personal care such as eating, dressing, or getting around the house.

And, almost three-quarters (73%) reported that their doctor understands how any health problems they have affect their day-to-day life.

Medical Home

Access to a medical home was assessed with seven domains: 1) having a personal doctor, 2) timely access to care, 3) coordination of care, 4) communication with the doctor and interactions with staff, 5) comprehensive care, 6) shared decision making, and 7) self-management and support.

Personal Doctor

Eighty-one percent of adults reported having a personal doctor. Adults in MediPASS were more likely to have a personal doctor compared to adults in FFS or HMO (Figure 3-2).

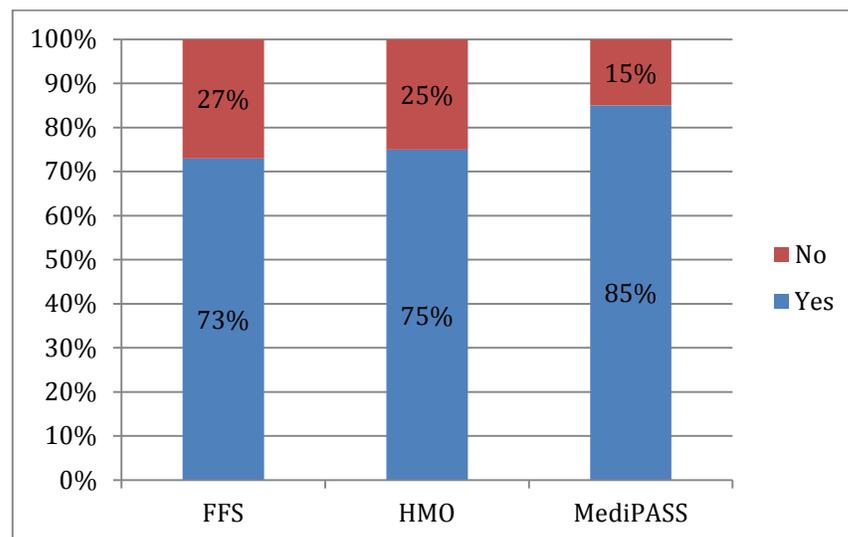


Figure 3-2. Have a personal doctor

- 24% had tried to find a new personal doctor in the last six months. Of respondents who tried to find a new personal doctor in the last six month, 54% did not have a problem, while 25% had a big problem finding a new personal doctor that they liked.
 - Adults in MediPASS were least likely to encounter a problem finding a new personal doctor compared to adults in FFS and HMO (Figure 3-3).

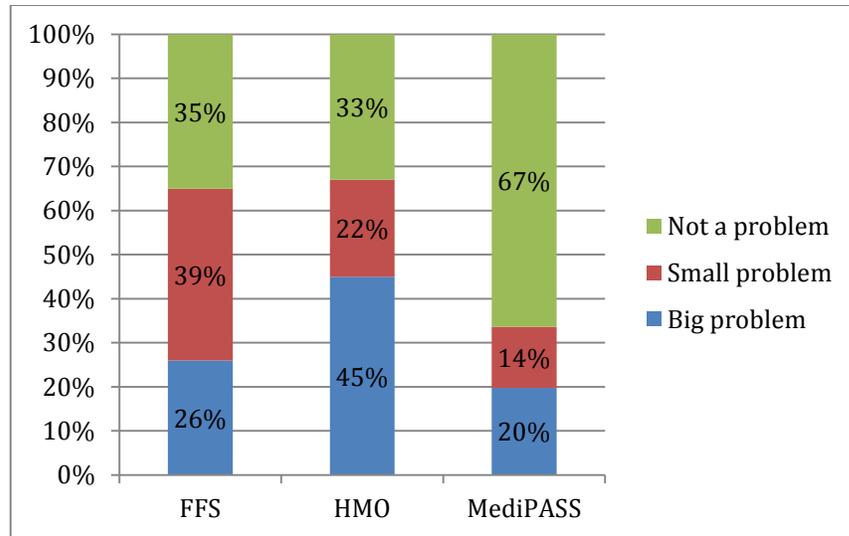


Figure 3-3. Problem finding a personal doctor they liked

Access to timely care and use of services

Access to health care was assessed with five CAHPS questions.

- Counting only the times when they needed care right away, 56% *always* got care as soon as they needed it.
- Not counting the times they needed care right away, 42% *always* got an appointment for a check-up or routine care at a doctor's office or clinic as soon as it was needed.

The CAHPS health programs composite score uses these two items to assess getting care quickly. About half of these adults (49%) always got care quickly. This is lower than the national CAHPS-NCD data. The composite scores are shown in the Figure 3-4. There were no differences across the programs.

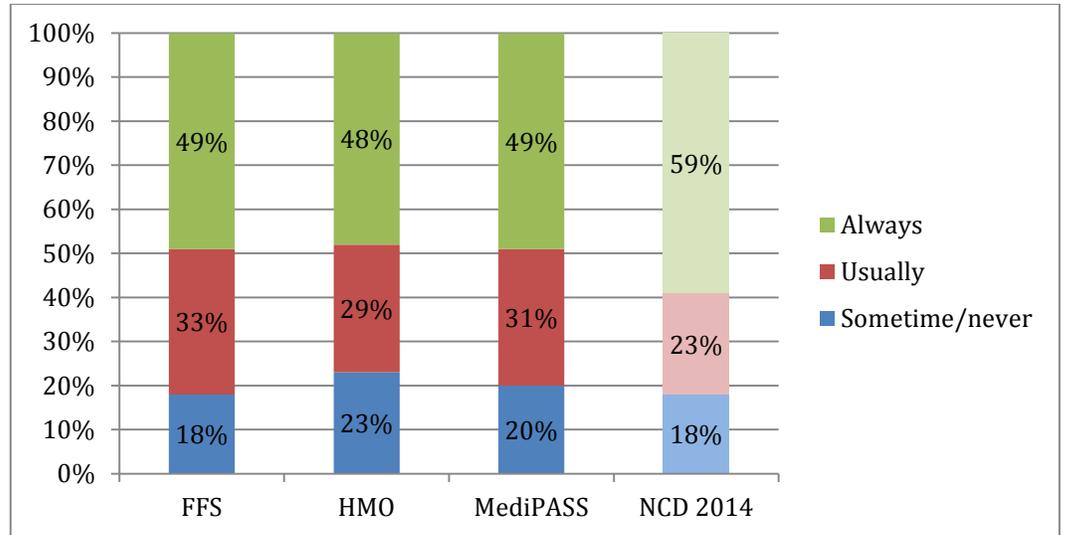


Figure 3-4. Getting care quickly (with 2 items) by program and CAHPS-NCD

Three more CAHPS items were used to further assess timely care.

- 14% were *always* able to see a doctor within 15 minutes of their appointment time.
- 42% *always* got an answer to their medical questions in the same day when they phoned a doctor's office during office hours.
- 38% *always* got an answer to their medical questions as soon as needed when they phoned a doctor's office after regular office hours.

A composite scoring of these five items together (including the first two) shows that four in ten adults (38%) reported that they *always* got timely care. There was no significant difference between programs (Figure 3-5).

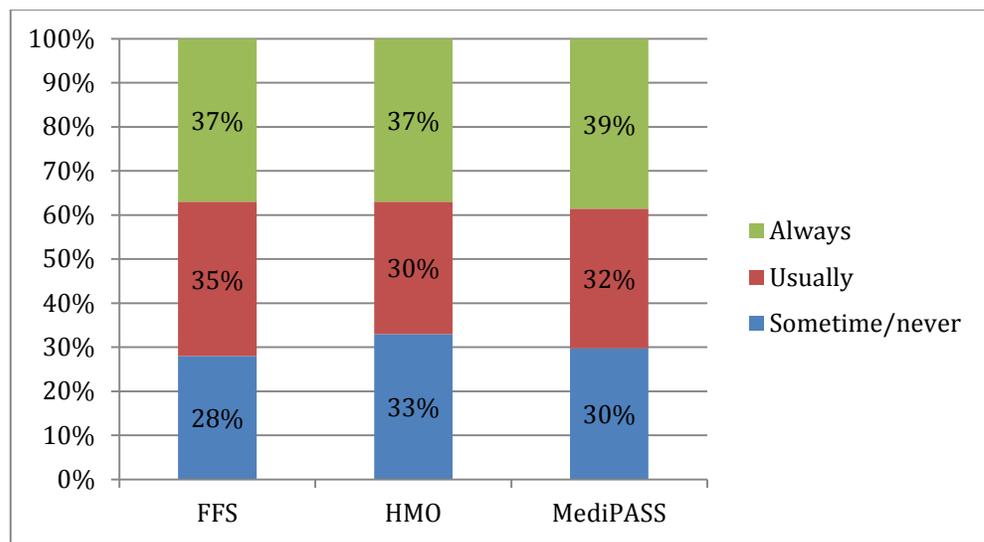


Figure 3-5. Timely care (with 5 items) by program

Coordination of care

Coordination of care was measured with two CAHPS items.

- 58% reported that when the doctor's office ordered a blood test, x-ray, or other test for them, the office *always* followed up to provide those results.
- 42% reported that the doctor's office *always* seemed informed and up-to-date about the care they got from a specialist.

A composite score for coordination of care is shown in Figure 3-6. About half (48%) reported that they *always* received proper care coordination. However, about 28% reported they *sometimes* or *never* received proper care coordination. There were no differences across the programs.

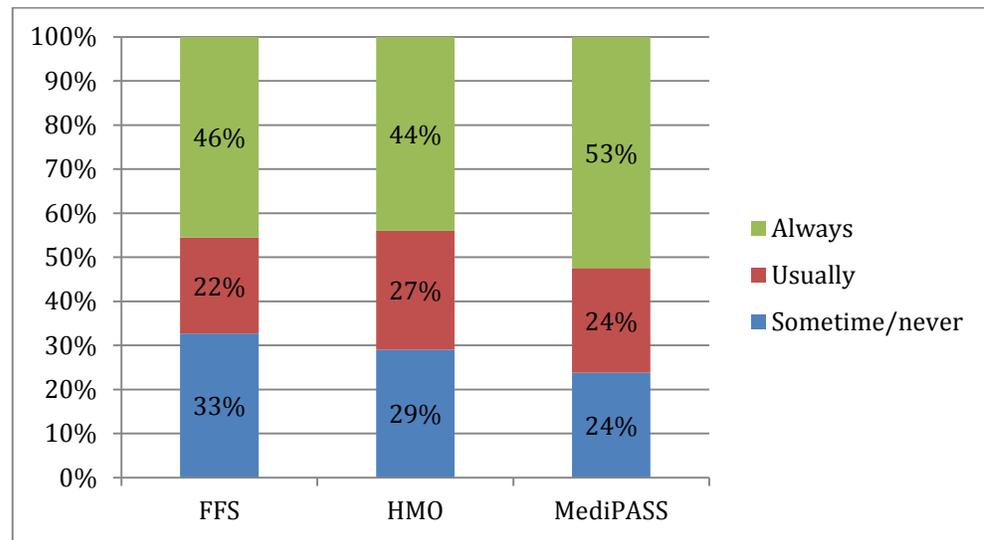


Figure 3-6. Coordination of care by program

Communication with the doctor and interaction with staff

Eighty-one percent of adults had a personal doctor. Of those who had a personal doctor, 81% had visited the doctor in the last 6 months.

During their personal doctor visits:

- About two-thirds of adults (64%) reported their personal doctor *always* explained things in a way that was easy to understand,
- 65% reported their personal doctor *always* listened carefully to them,
- 75% reported their personal doctor *always* showed respect for what they had to say, and
- 55% reported their personal doctor spent enough time with them.

The CAHPS uses these four items to assess doctor communication. About six in ten adults (64%) reported that their doctor *always* communicated well. This is lower than the national CAHPS-NCD data. The composite scores are shown in the Figure 3-7. There were no differences across the programs.

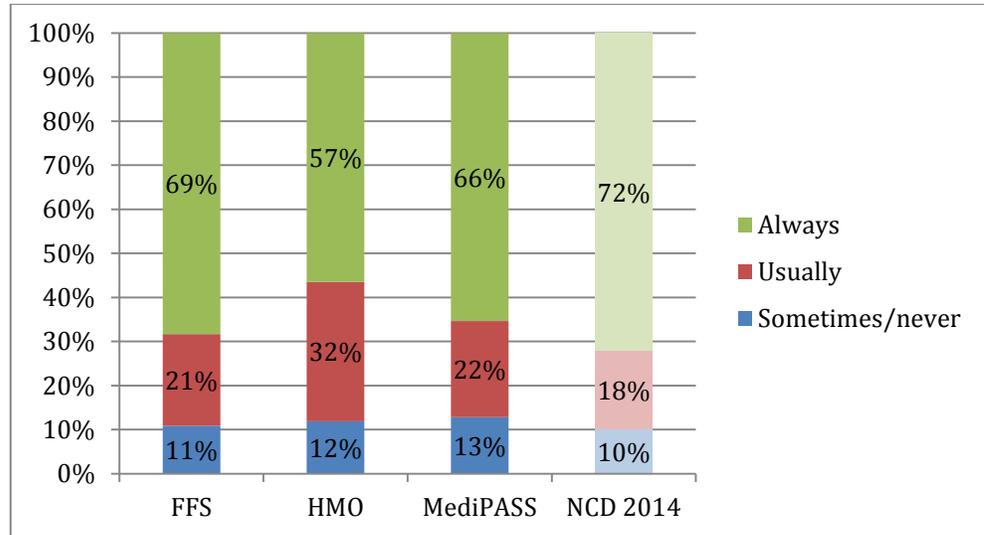


Figure 3-7. Communication with the personal doctor (4 items) by program and CAHPS-NCD

Two more CAHPS items were used to further assess communication with their personal doctor.

- 60% reported their personal doctor *always* gave them easy to understand information about health questions or concerns.
- Over half of adults reported that their personal doctor *always* seemed to know the important information about their medical history (55%).

A composite score using these six items (including the first four) is shown in the Figure 3-8. About six in ten (61%) reported that the doctor *always* communicated well. This is similar to the national CAHPS-NCD data, and there were no significant differences by program.

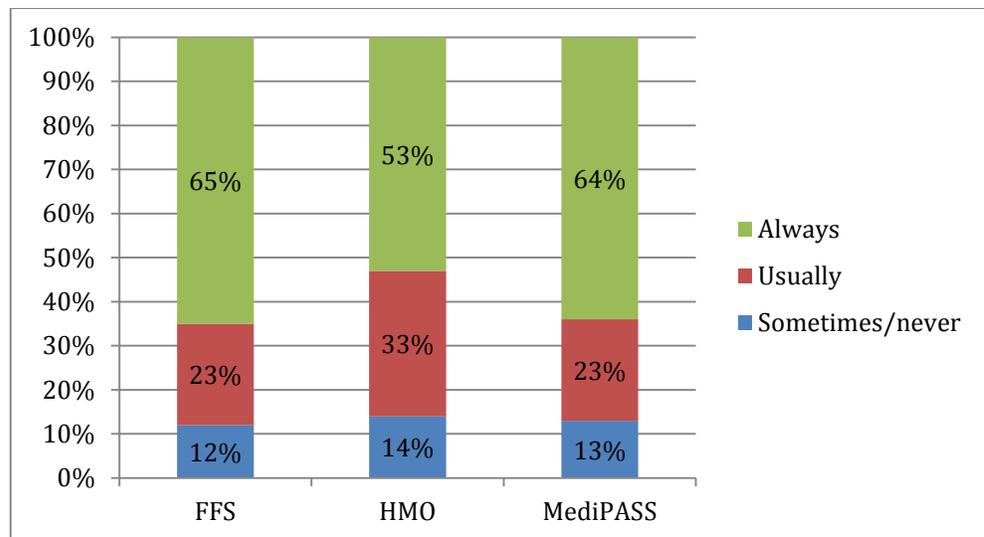


Figure 3-8. Communication with the personal doctor (6 items) by program

Two questions asked respondents how they were treated by the office staff. Half of adults (50%) reported that the staff was *always* helpful, and 61% reported that the staff treated them with courtesy and respect.

A composite score using these two items is shown in the Figure 3-9. Slightly over half of adults (55%) reported that the office staff was *always* courteous, respectful, and helpful. There were no significant differences by program.

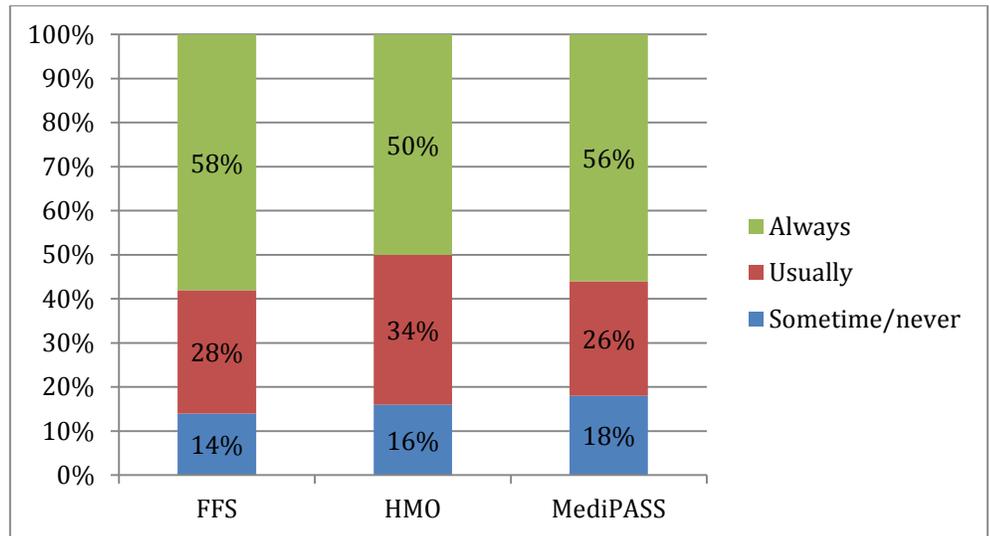


Figure 3-9. Personal doctor's staff was courteous, respectful, and helpful by program

Comprehensive care

Comprehensive care means that the medical home provides services accounting for the majority of patient needs, including mental health. Three items assessed if anyone in a doctor's office asked them about their mental and emotional health.

- 55% of adults in the Medicaid program reported that someone in a doctor's office asked if there was a period of time when they felt sad, empty, or depressed.
- 49% reported that they were asked about things in their life that worry them or cause them stress.
- 38% reported they were asked about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness.

A composite score for comprehensive care is shown in Figure 3-10. Slightly less than half of adults (46%) received comprehensive care in the past 6 months. There were no significant differences by program.

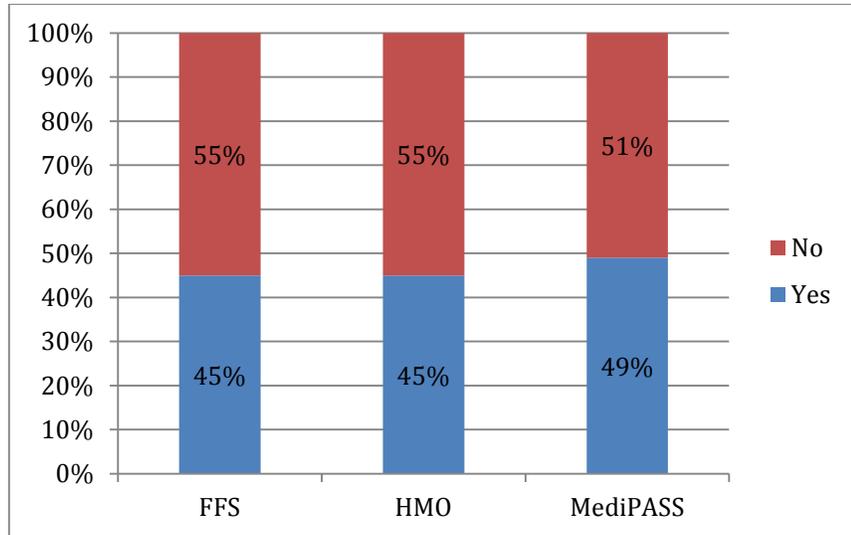


Figure 3-10. Comprehensive care by program

Shared decision making

Three items assessed shared decision making by asking questions regarding adults' experience being prescribed medication while visiting their personal doctor.

- 53% reported that the doctor talked to them a lot about the reasons they might want to take a medicine.
- 33% reported that the doctor talked to them a lot about the reasons they might *not* want to take a medicine.
- 74% reported that the doctor asked them what they thought was the best for them.

A composite score for shared decision-making indicated that slightly more than half of adults (52%) experienced shared decision making in the past 6 months. There were no significant differences by program (Figure 3-11).

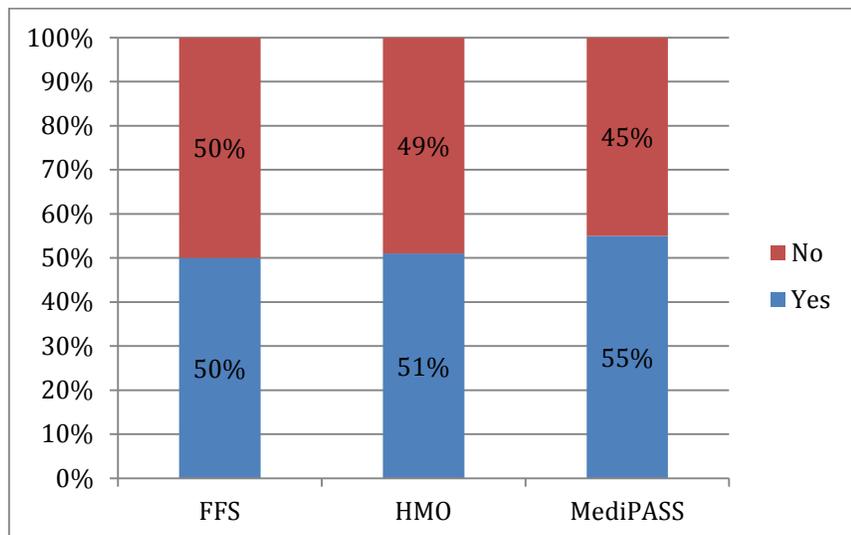


Figure 3-11. Shared decision making by program

Self-management and support

Two items assessed self-management and support.

- 48% reported that they talked with their health care providers about specific goals for their health.
- 27% reported that they talked with their health care providers about things that make it harder for them to take care of their health.

Over one-third of adults (37%) met the CAHPS composite measure for self-management of health and support. There were no significant differences by program (Fig.3-12).

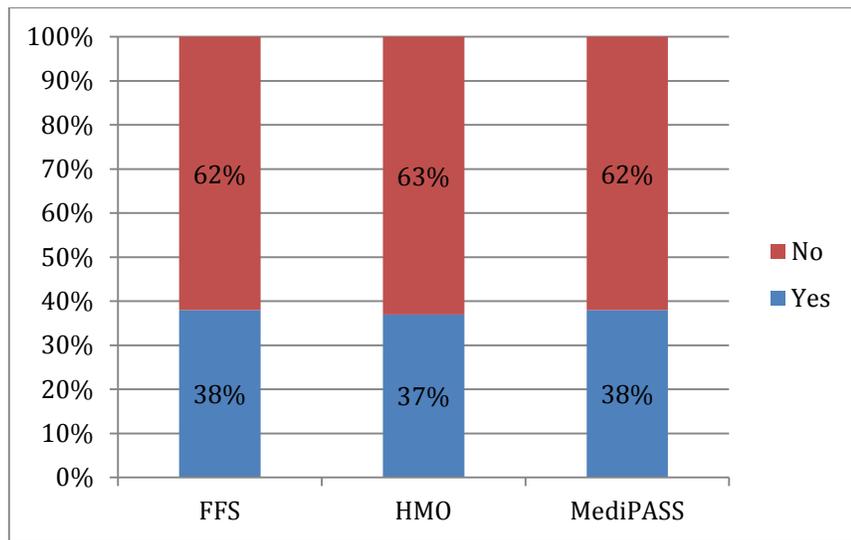


Figure 3-12. Self-management of health and support by program

Health care in the last 6 months

Any kind of care, tests, or treatment

One in six adults (60%) tried to get any kind of care, tests, or treatment through Medicaid in the past 6 months.

Unmet need for care

- Rates of unmet need among adults varied by service area (Table 3-8) and were higher than for children in all areas.
About one in six adults had an unmet need for prescription medications.
- One adult in eight had an unmet need for routine medical care.
- Unmet need for dental care remained close to one in eight.

Table 3-8. Unmet health care needs among all adults* (percent of all respondents)

Type of service	Iowa Medicaid 2014	Iowa Medicaid 2013	Iowa Medicaid 2011
Care right away	10%	9%	NA
Care, tests or treatment	NA	NA	16%
Routine care	12%	9%	NA
Preventive health care	8%	8%	8%
Specialty medical care	8%	7%	9%
Dental care	13%	12%	13%
Mental health care**	6%	7%	7%
Prescription medication	17%	23%	26%

* Unmet need: not able to get needed care at some point in the last 6 months from the total sample

Outpatient Visits

Medicaid adults were asked how many times they went to a doctor's office or clinic (not counting emergency department visits).

Office visits

Seventy-eight percent of all adults had at least one visit to any doctor's office or clinic in the 6 months prior to the survey (Figure 3-13).

- 48% of all adults had three or more outpatient visits. Of these, 91% had visited their personal doctor in the last 6 months.



Figure 3-13. Adult outpatient visits in the last 6 months

Care during evenings, weekends, and holidays

- Slightly less than half of adults (47%) reported receiving information about what to do if they needed care during evenings, weekends, or holidays.
- One in four adults (26%) needed care during evenings, weekends, or holidays.
- Of those needing care during evening, weekend, or holidays, 30% were *always* able to get the care they needed from a doctor’s office during evenings, weekends, or holidays.

Reminder between visits

- Nearly two thirds of adults (63%) received reminders about tests, treatment or appointments between visits.

Getting needed care

Among adults who tried to get any type of care (60%), 45% said it was *always* easy to get the care, tests, or treatment they needed. Also, 42% of adults reported that *always* got an appointment to see a specialist as soon as needed.

The CAHPS-NCD uses these two items to assess access to needed care. A composite score using these items is shown in Figure 3-14. About four in ten (42%) reported that they *always* got care as soon as needed. This is lower than the national CAHPS-NCD data, and there were no differences by program.

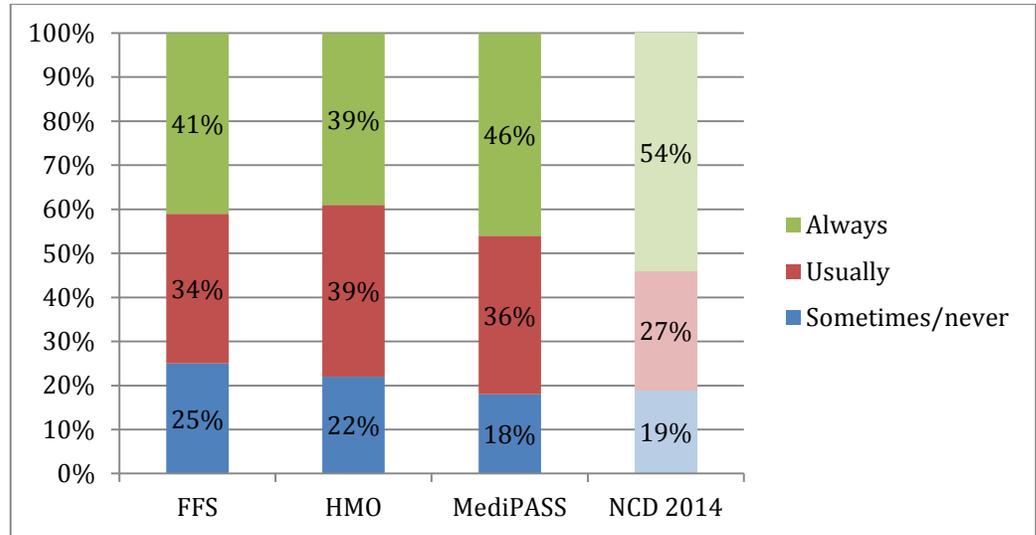


Figure 3-14. Getting needed care (2 items) by program and CAHPS-NCD
Emergency care

Thirty-five percent of adults had visited a hospital emergency department (ER) at least once in the last 6 months, which is comparable to previous years (Figure 3-15).

Of those who went to an ER, 71% said that the care received could have been provided in a doctor’s office if one was available at the time.

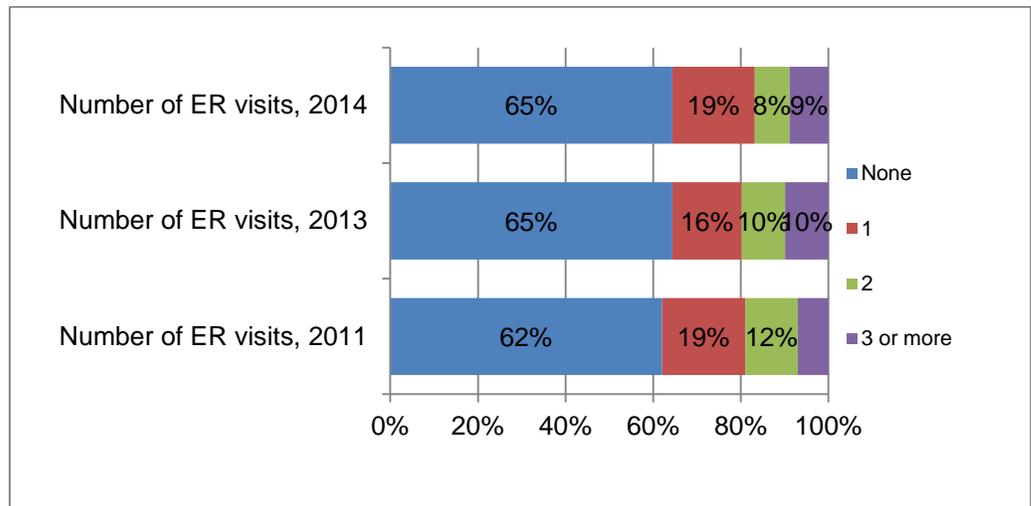


Figure 3-15. Adult emergency department visits in the last 6 months
Preventive care

Regarding preventive care, respondents were asked about preventive health services in the past 6 months and receipt of a flu shot.

- 48% reported that they had a preventive visit, such as a physical exam or mammogram, within the last year, compared to 44% in 2013 and 66% in 2011.
- Three in ten adults (30%) had a flu shot during the past flu season.
- About four in ten adults (41%) smoke cigarettes.

- 29% of adults who smoke *always* received advice to quit smoking.
- 8% of adults who smoke *always* discussed or received recommendations on smoking cessation medication.
- 7% of adults who smoke *always* discussed or received information on smoking cessation methods and strategies.

Table 3-16. Smoking cessation

	Advice quitting	Smoking cessation medication	Smoking cessation methods and strategies
Always	29%	8%	7%
Usually	17%	5%	10%
Sometimes	26%	15%	16%
Never	28%	73%	67%

Specialty care

Twenty-nine percent of adults made an appointment to see a medical specialist in the last 6 months. Of these adults, 43% saw 2 or more specialists. Hospital stay

Seventeen percent (N=115) of all adults stayed one or more nights in the hospital, and of these, 14 adults went back into the hospital soon after being allowed to go home.

Prescription medication

Respondents were asked about their need for any prescription medications. Two-thirds of adults (67%) needed or took a prescription medication. Additional results for adults needing or taking a prescription medication are:

- 65% needed or took the medication for a chronic condition lasting at least 3 months,
- 86% had someone in a provider’s office talk to them at each visit about all the prescription medicines they were taking,
- 52% had a doctor or other health providers talk about starting or stopping a prescription medicine,
- 26% needed prescription medication but could not get it for any reason, and
- 44% *always* got the prescription medicine easily through Medicaid.

Transportation

Five questions asked about transportation used to get care.

- The most commonly reported way to get care was by driving their own car (72%) or have someone else drive them using driver’s car (15%).
- About one in eight adults (13%) *always* needed assistance from other sources (such as friends, family, public transportation, etc.) to get to their health care visits.
- 8% of adults indicated they had ever used transportation paid by Medicaid.

- About one in eight adults (13%) worried *a great deal* about how to pay for their transportation.
- Nearly one in eight adults (12%) needed transportation to or from a health care visit but could not get it.

Quality of health care

Adult Medicaid members rated their health care, personal doctor, and specialist (if applicable) on the CAHPS global 0-10 rating scale, where 0 = worst possible and 10 = best possible.

Rating of all health care

The overall rating of health care for adults was higher than the 2013 rating, but lower than the national data (Figure 3-17).

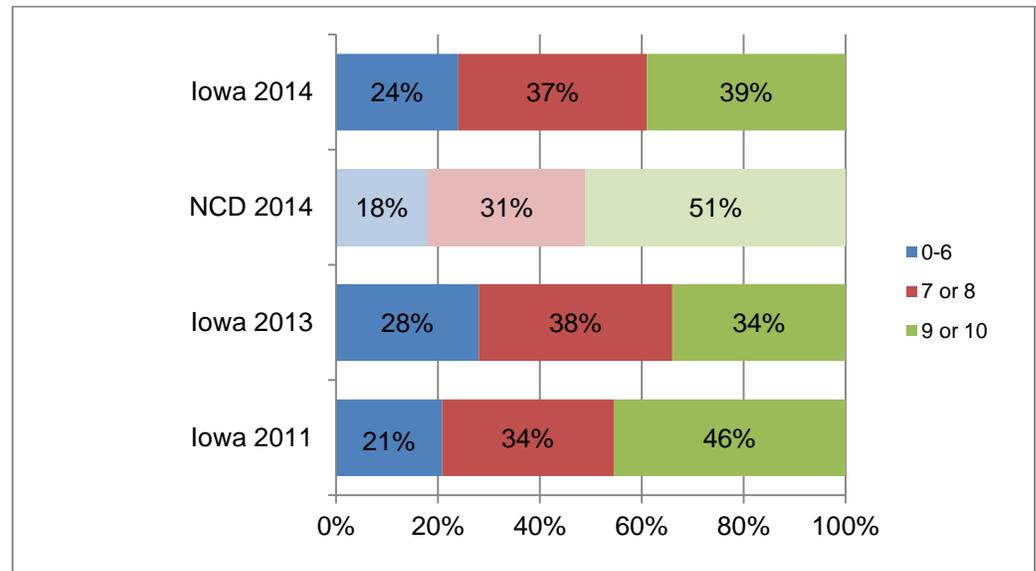


Figure 3-17. Rating of all health care for adults

Fewer adults in the HMO rated their health care as a 9 or 10 (34%) than adults in MediPASS (42%) or FFS (40%).

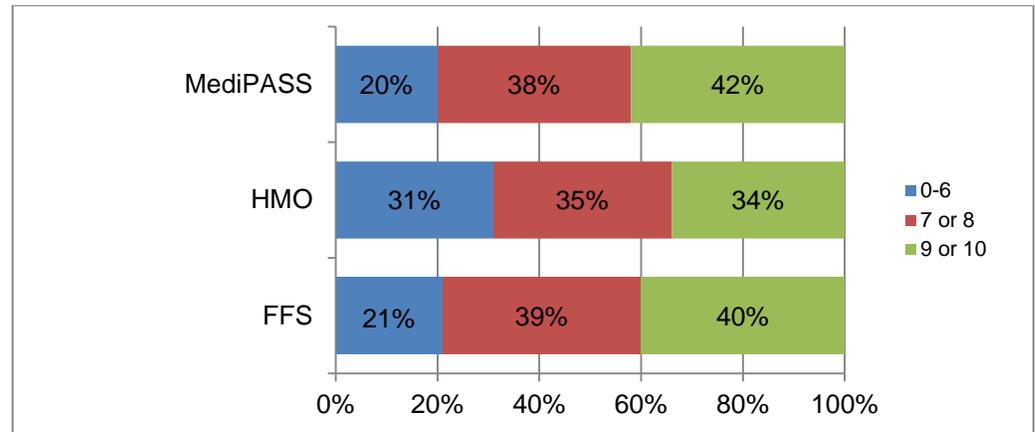


Figure 3-18. Rating of all health care for adults by program

Rating of personal doctor

The 2014 rating of personal doctors was higher than in 2013 with about six out of ten rating their personal doctor as a 9 or 10. This was similar to national ratings for personal doctor (Figure 3-19).

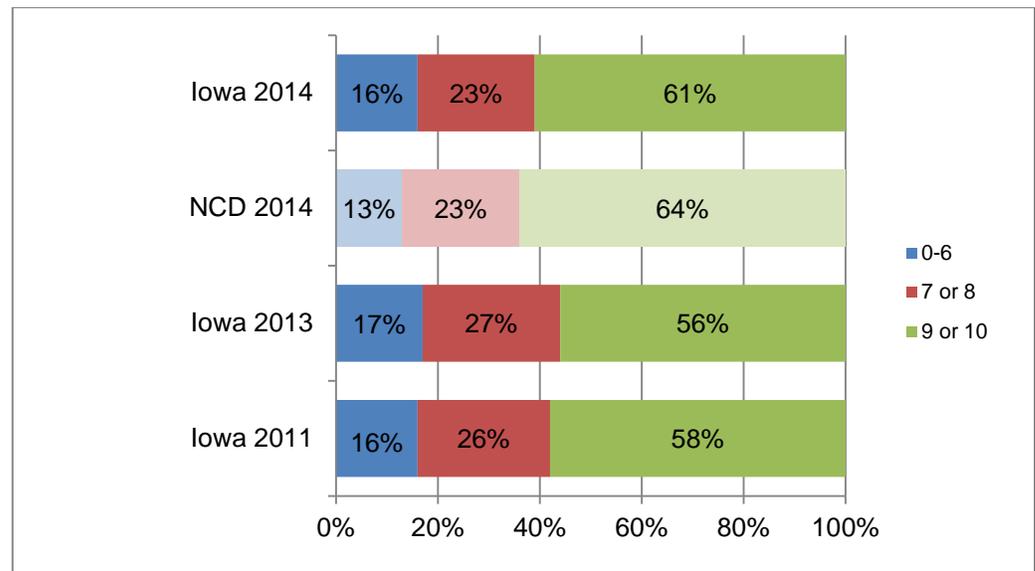


Figure 3-19. Rating of adult's personal doctor

Adults in MediPASS were more likely to rate their personal doctor as a 9 or 10 (66%) than adults in HMO (58%) or FFS (58%).

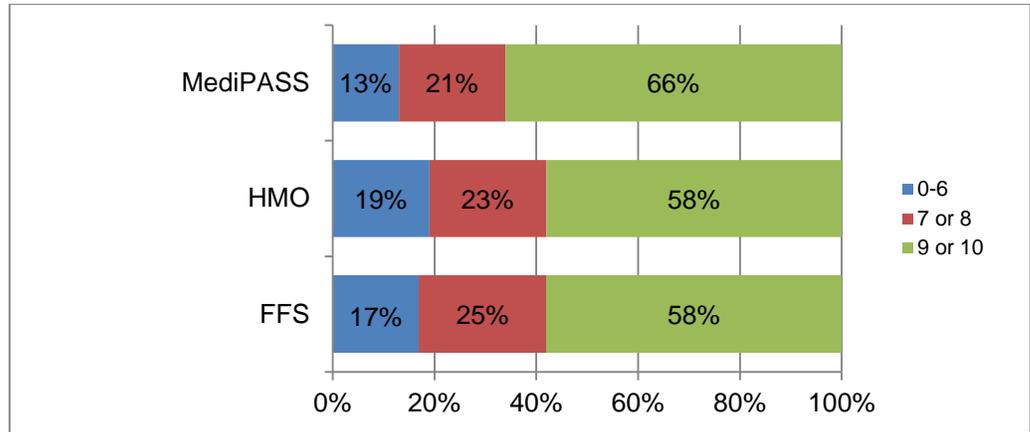


Figure 3-20. Rating of adult's personal doctor by program

Rating of specialist adult saw most often

Rating of specialists was lower than in 2013, with nearly half of adults (49%) rating their specialist as a 9 or 10 (Figure 3-21). The rating was also lower than the national data for specialists. There were no differences by program.

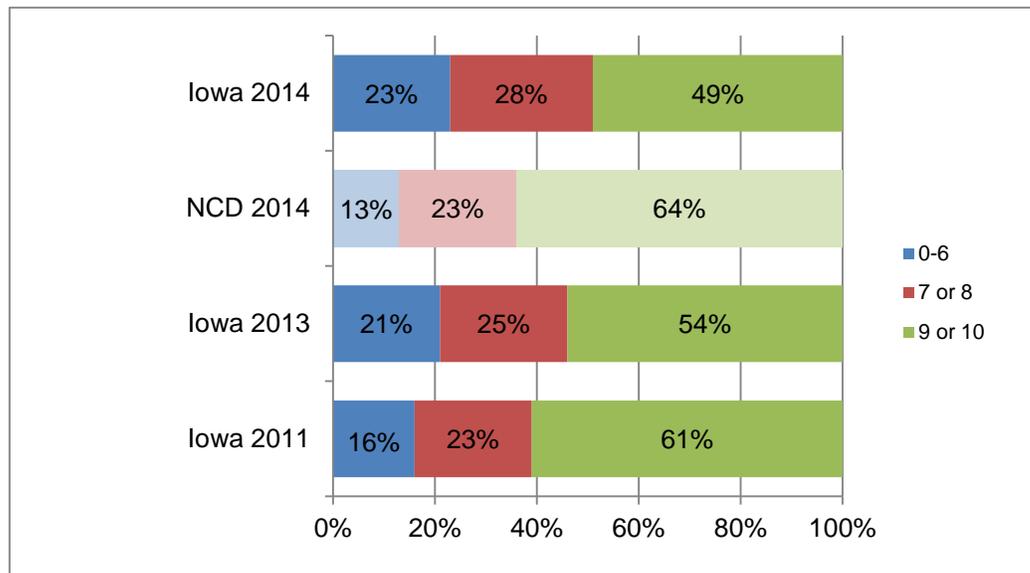


Figure 3-21. Rating of adult's specialist

Rating of dental care for adults

Adults' rating of dental care was lower than in 2013, with 36% of adults rating their dental care a 9 or 10 (Figure 3-22). There were no differences by program.

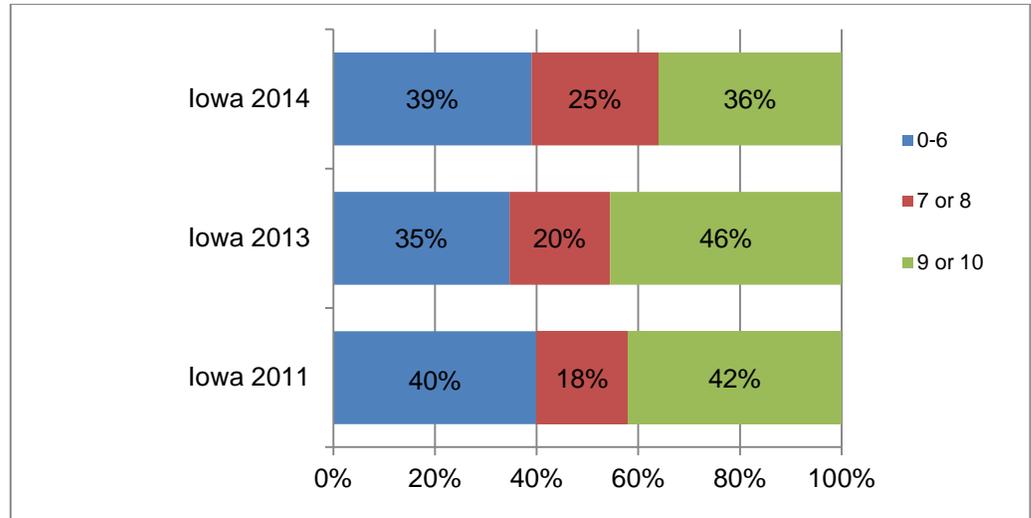


Figure 3-22. Rating of adult's dental care

Rating of Medicaid

Iowa's 2014 overall health program rating for adult Medicaid members was about the same (43%) as 2013, and lower than the national data for health programs (Figure 3-23). There were no differences by program.

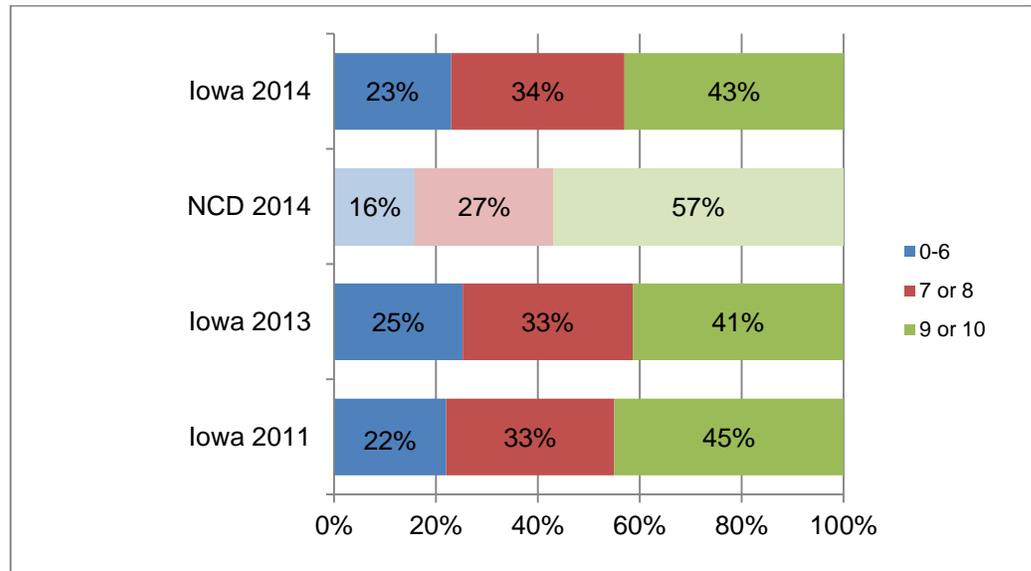


Figure 3-23. Rating of adult's health program

Rating of treatment or counseling in mental health

Iowa's 2014 overall rating of treatment and counseling in mental health for adult Medicaid enrollees was 39%, and it was lower than any other ratings with the exception of dental care (Figure 3-24). There were no differences by program.

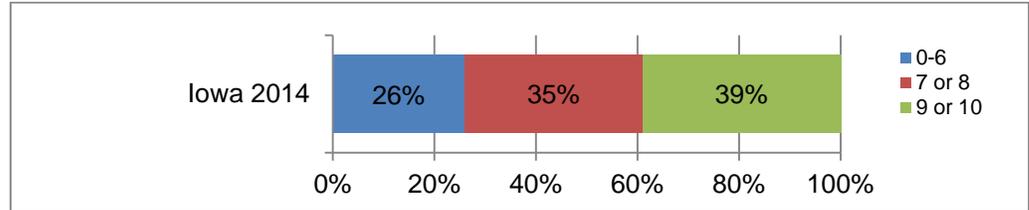


Figure 3-24. Rating of treatment or counseling in mental health

Program customer service and information

Respondents were asked about their experience trying to find information or completing paperwork regarding their health program in the last six months.

- 36% knew about the Medicaid helpline.
 - 25% of those who knew about the helpline had called for information or help.
 - 49% of those calling for information or help reported they *always* got the information needed.
- 24% of adults had looked for information on how their health program works and indicated which information source they found most helpful as listed below:
 - 24% written materials
 - 19% doctor or office staff
 - 17% DHS website
 - 12% friends and family who use Medicaid

The information and paperwork question reflects how often the respondent thought it was easy to get program information and fill out forms, as well as the quality of the toll-free Medicaid help line.

- 38% of adults had some forms to complete.
 - 32% of adults with some forms to complete thought it was always easy to get information and complete forms.

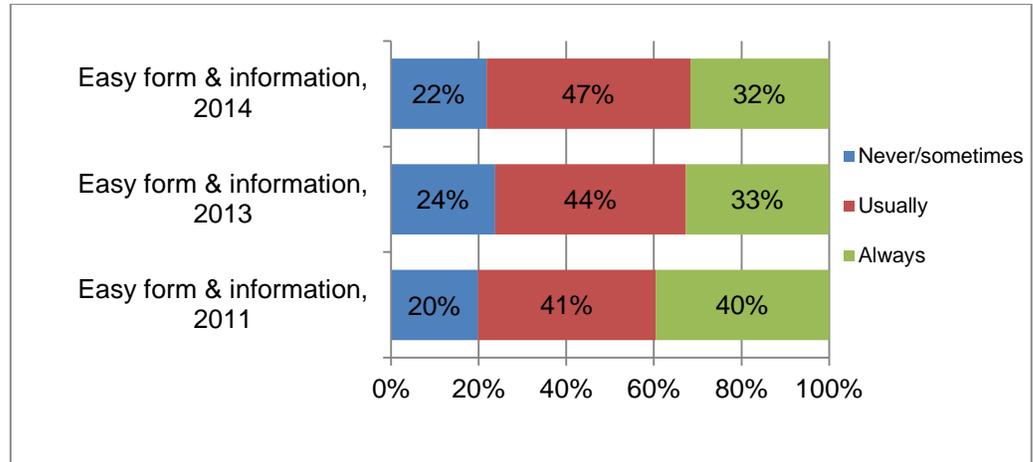


Figure 3-25. How often was it easy to get information and do paperwork?

The CAHPS helpline staff item reflects how often respondents thought that staff at the Medicaid helpline gave the information or help needed and if helpline staff was courteous, respectful and helpful. Only 55 adults indicated that they had called the helpline. Of these 55 adults, 59% reported that the helpline staff *always* gave the information needed and were courteous, respectful, and helpful. These results should be interpreted with caution due to the low number of respondents.

Chapter 4: SSI Child 2014 Results

The Medicaid SSI program covers children who have a disability as defined by the Social Security Administration, and whose income is below 300% of the federal poverty level. The following is a summary of results from the *Survey of Iowa Medicaid (Title 19) Enrollees* for children (0-18 years old) in the SSI program. The survey was sent to parents or guardians of a random sample of children enrolled in SSI using the same methods as for parents of children enrolled in other Medicaid programs. Where appropriate, comparisons are made with results from children in FFS, HMO, and MediPASS. Responses to each item in the questionnaire are in Appendix A.

Demographics

The demographic make-up of children in the Medicaid SSI program is significantly different from that of children in other Medicaid programs (Table 4-1). The upper threshold of the Medicaid SSI income limit is significantly higher than for children in other Medicaid programs. Also, because children must have a disability to qualify for SSI, more enrolled children have a special health care need. Additionally, it is noteworthy that about two-thirds of children in the SSI are male, thus, two-thirds of the parent/guardian respondents were representing male children.

Table 4-1. Demographics of children in the Medicaid SSI sample†

Characteristic	Iowa SSI 2014	Iowa SSI 2013	Iowa Medicaid 2014
% Female	36%	38%	49%
Average age in years	9	9	8
Race/ethnicity*			
Hispanic/Latino (all races)	11%	12%	14%
Caucasian	82%	79%	85%
African American	21%	21%	14%
Asian/Pacific Islander	2%	2%	3%
American Indian	-	1%	4%
Other	2%	4%	2%
Two or more races	7%	8%	9%

†Un-weighted data

*Race/ethnicity categories are not mutually exclusive.

Health status

Because enrollment in SSI is dependent on having a disability, the health status of children is expected to be lower than in the FFS or MediPASS and we expect to see more children in the SSI who meet the criteria for having a special health care need (Table 4-2).

Overall health status

Children in SSI were reported to have much lower health status than other children in Medicaid.

Table 4-2. Health status of children

Global health rating	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid SSI 2011	Iowa Medicaid 2014
Excellent	18%	18%	19%	49%
Very good	28%	32%	32%	36%
Good	42%	36%	35%	12%
Fair/poor	12%	14%	13%	3%
Special health care need	86%	89%	87%	29%

Children with special care needs

Less than nine out of ten (86%) children in SSI met the screening criteria for Children or Youth with a Special Health Care Need (CYSHCN) compared to 29% of other children in Medicaid meeting the criteria.

Psychosocial indicators

The questionnaire assessed psychosocial problems using 17 items from the Pediatric Symptom Checklist (PSC-17). The PSC-17 generates 3 indicators identifying attention problems, internalizing problems with possible anxiety and/or depression, and externalizing conduct problems.

- 26% of children in SSI were classified with attention problems compared to 7% of other children in Medicaid.
- 26% of children in SSI were classified with internalizing issues compared to 14% of other children in Medicaid.
- 29% of children in SSI were classified with externalizing issues compared to 10% of other children in Medicaid.

Dental health

Oral health and dental care were assessed by evaluating the child's overall dental health, timing of last dental checkup, access to a dental home, and ability to get needed dental care.

82% had a regular source of dental care (one main place).

- 71% had a dental check-up in the last year (Table 4-3).
- 32% of children needed dental care in the last 6 months. The types and rates of need were as follows:
 - 80% needed checkups,
 - 48% needed other dental treatment such as fillings, and
 - 7% needed emergency care.
- One in five (24%) of those who needed dental care indicated they could not get it

Table 4-3. Children’s last dental check-up

Timing of last dental check-up	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Within last year	71%	75%	73%
1-2 years ago	14%	12%	10%
> 2 years ago	7%	4%	4%
Never been	8%	10%	13%

Ratings of children’s dental health were similar to ratings of their general physical health (Figure 4-1). These ratings were similar to those in the 2013 survey.

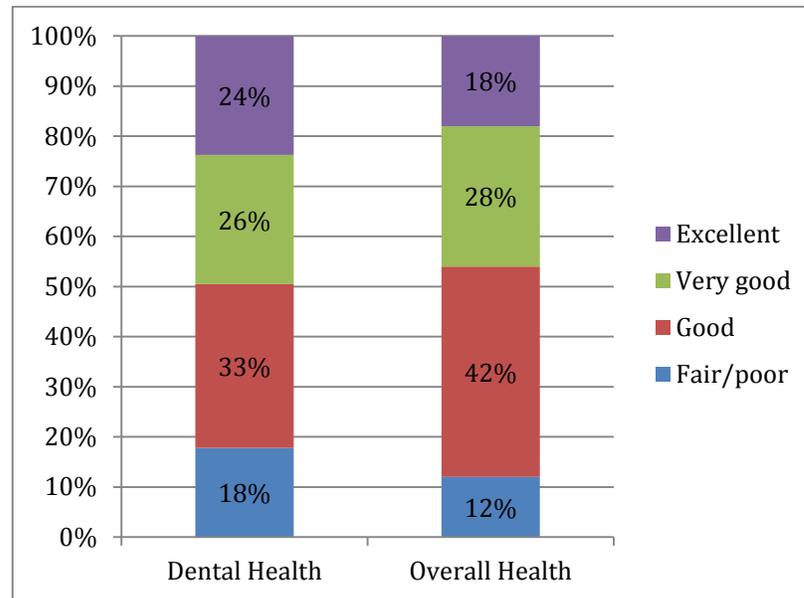


Figure 4-1. Dental vs. overall health status

Rating of the children’s oral health was consistent among children in SSI over time but lower than other children in Medicaid (Table 4-4).

Table 4-4. Children’s dental health

Dental health rating	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid SSI 2011	Iowa Medicaid 2014
Excellent	24%	22%	21%	37%
Very good	26%	30%	30%	33%
Good	33%	32%	29%	24%
Fair/poor	18%	16%	20%	6%

Chronic conditions

Nine in ten parents (91%) reported that their child had one or more chronic conditions that lasted or are expected to last for at least 3 months. This was significantly higher than the rate of chronic conditions among other Medicaid children (46%). The most common chronic physical health conditions are shown in Table 4-5.

Sixty-nine percent of parents reported that their child had seen a doctor or other health provider 3 or more times for the same condition or problem and of those, 62% reported that their child has been taking prescription medication for at least 3 months for any of these conditions.

Table 4-5. Most commonly reported chronic physical health conditions

Chronic health conditions	Iowa Medicaid SSI 2014	Iowa Medicaid 2014
Behavioral or emotional problems	42%	12%
A learning disability	42%	5%
Attention problems	40%	14%
Developmental delays	40%	3%
Speech or language problems	31%	4%
Anxiety	22%	10%
Asthma	18%	11%
Vision problems	15%	8%

Behavioral and emotional health care

To assess mental health status and access to care, parents were asked to rate their child's current overall mental and emotional health, the need for and receipt of any treatment or counseling, the degree to which their child was helped by the counseling or treatment they received, and the unmet need for a mental or emotional health problem.

- About one in five (19%) rated their child's behavioral and emotional care as *excellent*. This rate was significantly lower than for other children in Medicaid (Table 4-6).

Table 4-6. Children’s behavioral/emotional health status by program

	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid SSI 2011	Iowa Medicaid 2014
Behavioral/emotional health rating				
Excellent	19%	17%	22%	52%
Very good	24%	24%	19%	27%
Good	26%	30%	33%	11%
Fair/poor	31%	29%	26%	10%

- 44% of all SSI children were reported to need mental health counseling or treatment compared to 16% of Medicaid children and
 - 22% of these could not get the care they needed. This was similar to other children in Medicaid (21%).

Medical Home

Access to a medical home was assessed with seven domains: 1) having a personal doctor, 2) timely access to care, 3) coordination of care, 4) communication with the doctor and interaction with staff, 5) advice about their child’s safety and health, 6) shared decision making, and 7) self-management and support.

Personal Doctor

Respondents were asked about their child’s personal doctor.

- 89% of children were reported to have a personal doctor.
- 17% had tried to find a new personal doctor in the last six months and of these,
 - 82% did not have a problem, while
 - 10% had a *big* problem.
- 61% of children have been going to the same personal doctor for three years or more.

Access to timely care and use of services

Access to health care for children was assessed with five CAHPS items.

- When the child needed care right away, 86% of parents reported that they *always* received care as soon as needed.
- Not counting the times the child needed care right away, 67% reported that they *always* got an appointment for a check-up or routine care at their child’s doctor’s office as soon as needed.

The CAHPS online reporting system that contains Comparative Data¹⁰ (NCD) for the CAHPS health programs uses these two items to assess getting care quickly. About eight in ten children (76%) always got care quickly. The composite scores are shown in Figure 4-2. There were no differences between children in SSI and other children in Medicaid.

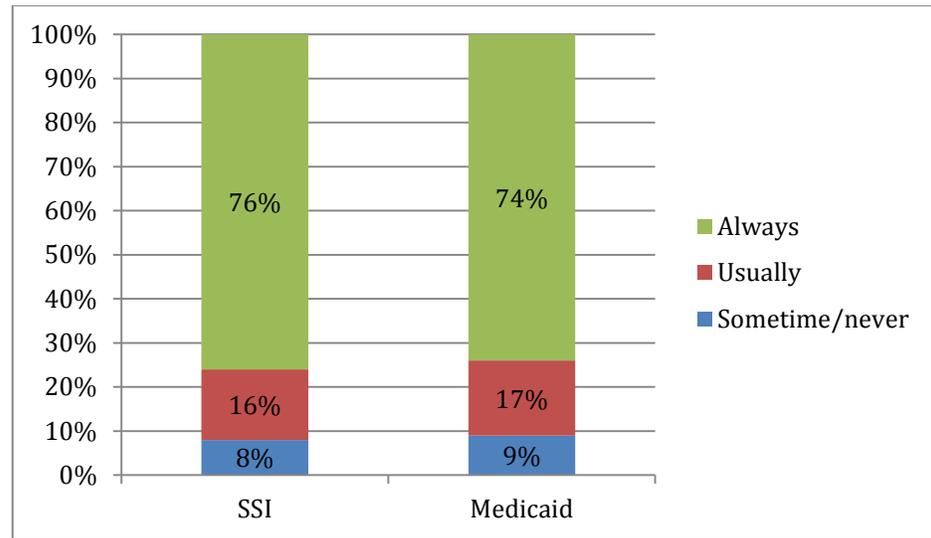


Figure 4-2. Getting care quickly (2 items)

Three more CAHPS items were used to further assess timely care.

- When they phoned to the doctor’s office during regular office hours, 52% of parents reported that they *always* got an answer to their medical questions or concerns in the same day.
- When they phoned the doctor’s office after regular office hours, 50% reported they *always* got the answers to the medical questions or concerns about their child as soon as needed.
- 17% reported that the child saw a doctor within 15 minutes of the appointment time.

A composite score using these five items is shown in Figure 4-3. Almost six in ten parents of SSI children (55%) reported that they *always* got timely care. There were no differences between children in SSI and other children in Medicaid.

¹⁰ Formerly known as National CAHPS Benchmarking Database (NCBD).

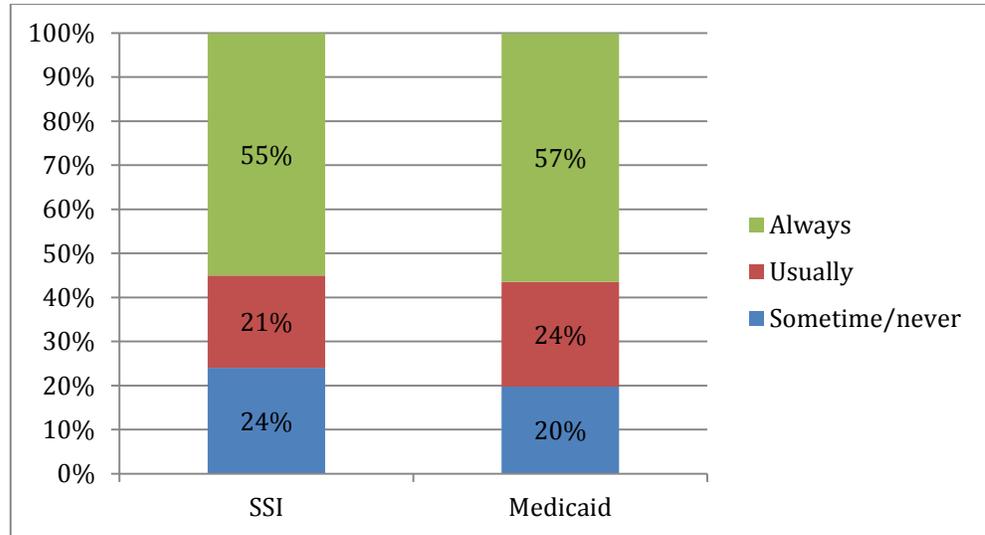


Figure 4-3. Timely care

Coordination of care

Coordination of care for children was assessed with two CAHPS items.

- 67% of parents reported that when the doctor's office ordered a blood test, x-ray, or other test for their child, the office *always* followed up to give them those results.
- 57% of parents reported that the doctor's office *always* seemed informed and up-to-date about the care their child got from a specialist.

The composite score for coordination of care is shown in Figure 4-4. Slightly more than six in ten parents of children in SSI (62%) reported that their child *always* received proper care coordination. There were no differences between children in SSI and other children in Medicaid.

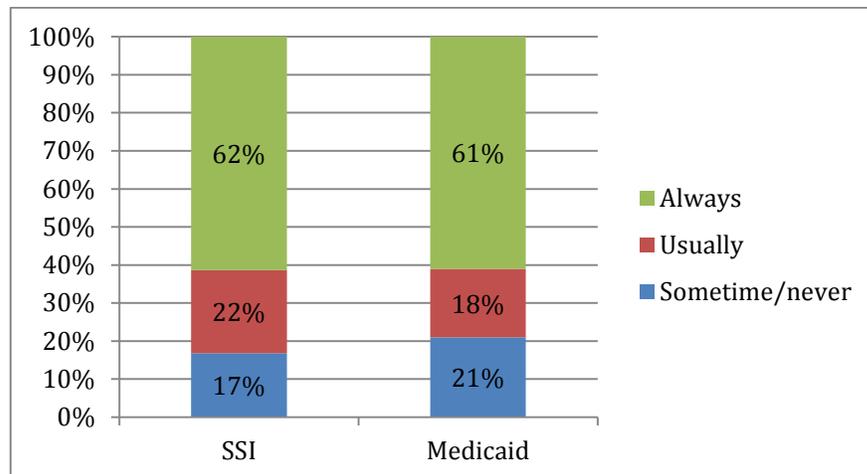


Figure 4-4. Care coordination

Communication with the doctor and interaction with staff

As mentioned, 89% of SSI children had a personal doctor. Of those who had a personal doctor 84% had visited the doctor in the last 6 months.

During these visits:

- Over two-thirds of parents reported their child's personal doctor *always* explained things in a way that was easy to understand (68%),
- About seven in ten parents reported their child's personal doctor *always* listened carefully to them (71%),
- About four-fifths of parents reported their child's personal doctor showed respect for what they had to say (78%),
- Nearly two-thirds of parents reported their child's personal doctor spent enough time with their children (65%), and
- Nearly six of ten parents reported their child's personal doctor *always* explained things in a way that was easy for their child to understand (59%)

A composite score using these five items is shown in the Figure 4-5. Two-thirds (68%) reported that the child's doctor *always* communicated well. There were no differences between children in SSI and other children in Medicaid.

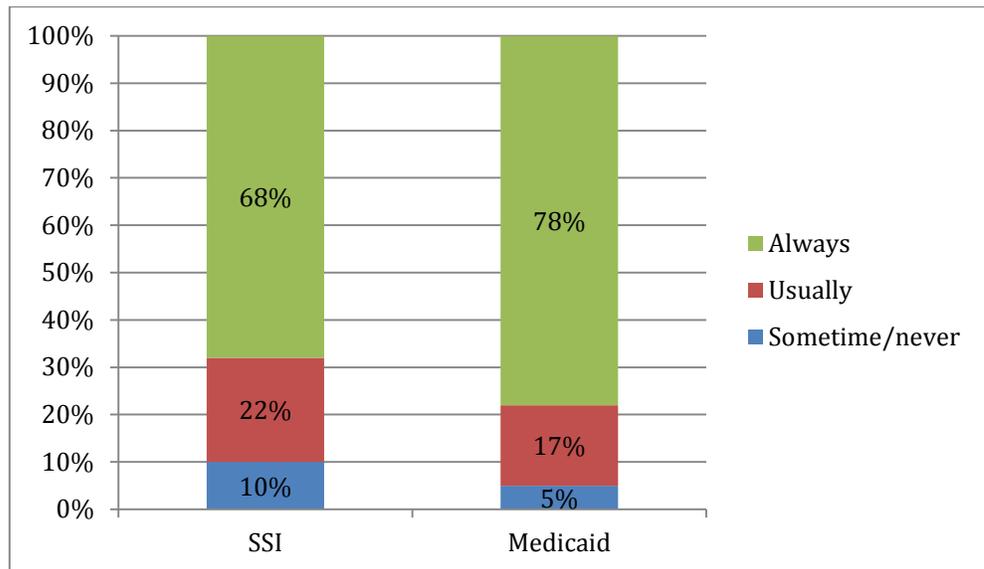


Figure 4-5. Communication with the child's personal doctor (5 items)

Three more CAHPS items were used to further assess doctors' communication.

- About seven in ten parents reported their child's personal doctor *always* listened carefully to their child (69%).
- 66% of parents reported their child's personal doctor *always* gave them easy to understand information about these health questions and concerns
- 66% reported their child's personal doctor seemed to know the important information about their child's medical history.

A composite score using these eight items (including the first five) is shown in the Figure 4-6. Two-thirds of parents (67%) reported that the child's doctor *always* communicated well. There were no differences between children in SSI and other children in Medicaid.

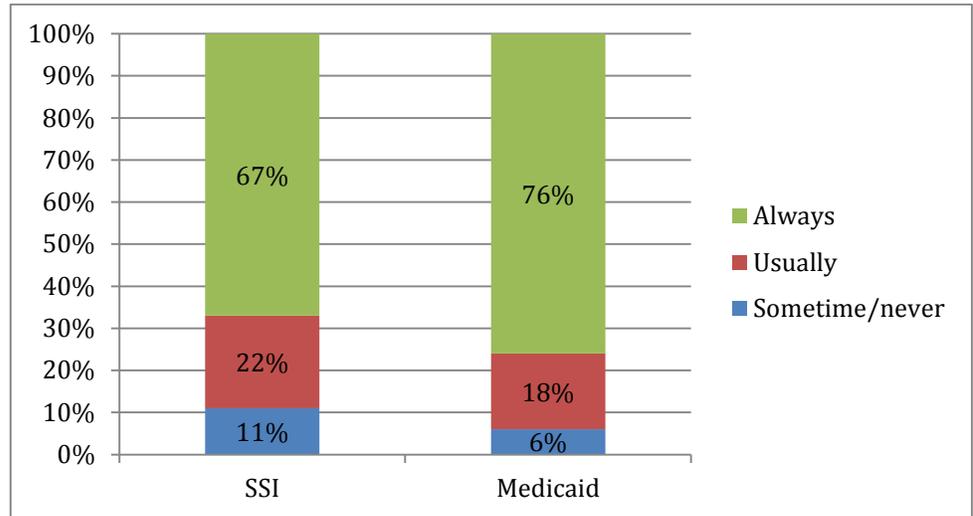


Figure 4-6. Communication with the child's personal doctor (8 items)

The questionnaire also included two items asking how the family was treated by the office staff. Half of parents (51%) reported that the staff was *always* helpful, and nearly two-thirds of parents (65%) reported that the staff treated "you and your child with courtesy and respect."

A composite score using these two items is shown in the Figure 4-7. Nearly six in ten (58%) reported that the office staff was *always* courteous, respectful, and helpful. There were no differences between children in SSI and other children in Medicaid.

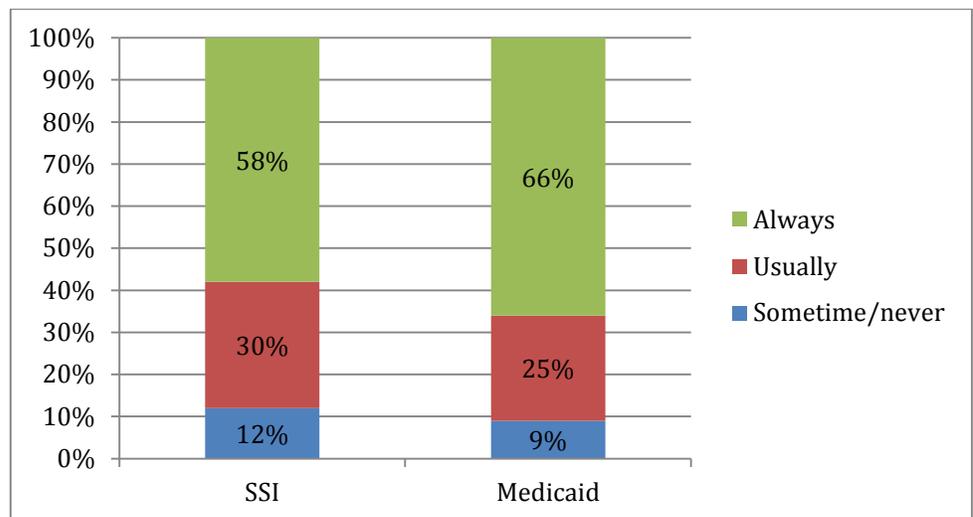


Figure 4-7. Child's personal doctor's staff was courteous, respectful, and helpful

Advice about their child's safety and health

Seven questions assessed if the parent received advice about their child's safety and health while visiting the child's personal doctor.

- About four-fifths of parents reported that they talked with their child's personal doctor about how their child is feeling, growing, or behaving (79%).
- About two-thirds of parents reported that they talked about specific things they could do to prevent illness in their child (70%).
- About half of the parents reported that they talked with their child's personal doctor about things they could do to keep their child from getting injured (51%).
- 28% indicated that the child's personal doctor gave them printed handouts or booklets with information about how to keep their child from getting injured.
- About four in ten parents reported that the child's personal doctor asked about how much or what kind of food their child eats (44%).
- Also 44% of parents reported that the child's personal doctor asked how much or what kind of exercise their child gets.
- Nearly one third of parents talked with their child's personal doctor regarding any problems in the household that might affect their child (30%).

A composite score of advice using these 7 items is shown in Figure 4-8. Slightly less than half (49%) reported that they had received advice about their child's safety and health. There were no differences between children in SSI and other children in Medicaid.

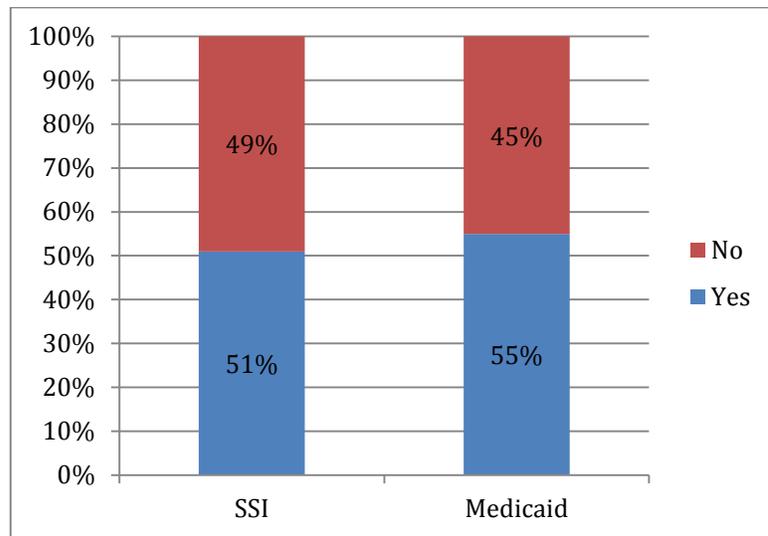


Figure 4-8. Advice about child's safety and health

Shared decision making

Three items assessed shared decision making by asking questions regarding their experience being prescribed medication while visiting their child's personal doctor.

- 53% reported that the doctor talked to them *a lot* about the reasons their child might want to take a medicine.

- 28% reported that the doctor talked to them *a lot* about the reasons their child might *not* want to take a medicine.
- 81% reported that doctor asked them what they thought was the best for their child.

A composite score for shared decision-making indicated that about half of parents (46%) experienced shared decision making in the past 6 months. There were no differences between children in SSI and other children in Medicaid.

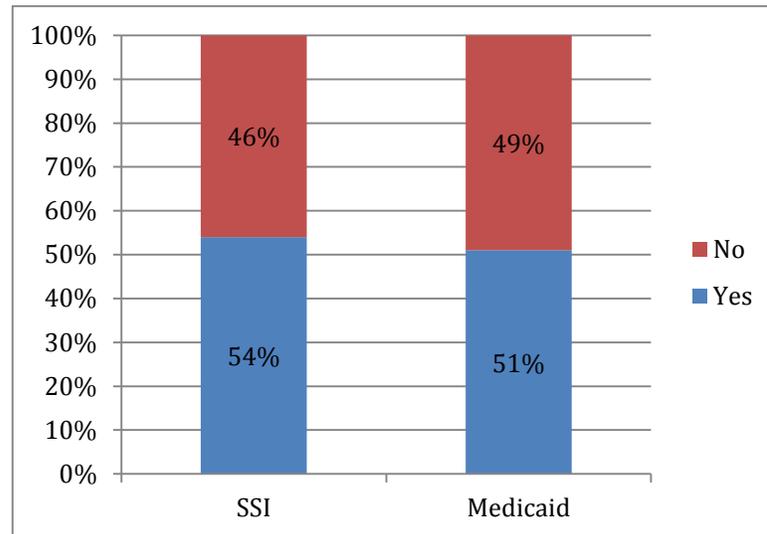


Figure 4-9. Shared decision making

Self-management support

Two questions assessed the measure of self-management support.

- 55% of respondents talked with someone at their child’s doctor’s office about specific goals for their child’s health.
- 21% of respondents reported that someone at their child’s doctor’s office asked them if there are things that make it hard for them to take care of their child’s health.

A composite score of self-management support using these two items is shown in Figure 4-10. Nearly four in ten parents (38%) experienced self-management support for their child’s health. There were no differences between children in SSI and other children in Medicaid.

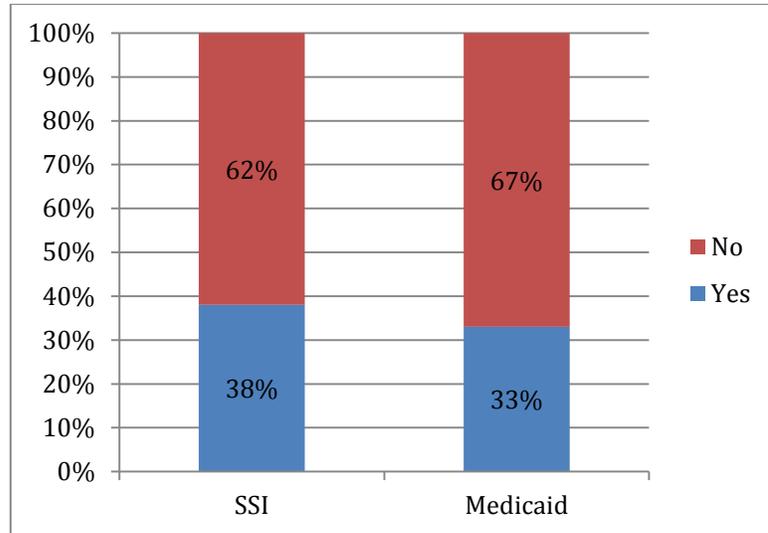


Figure 4-10. Self-management support for their child's health

Health care in the last 6 months

Unmet need for care

Overall rates of unmet need for various types of health care among children in SSI ranged from 5% to 9%. The proportion with unmet need was highest for mental health care services and prescription drugs (Table 4-7). These rates are for all children in SSI, whether they needed a particular service or not.

Table 4-7. Unmet health care needs among all children* (percent of all respondents)†

Unmet service need	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Care right away	5%	4%	3%
Routine care	7%	9%	6%
Preventive health care	5%	7%	4%
Specialty medical care	6%	6%	1%
Dental care	8%	5%	6%
Mental health care	9%	13%	3%
Prescription drugs	9%	11%	4%

*Unmet need was defined as inability to get needed care sometime in last 6 months.

†Percentages are for all children in Medicaid, not just those reporting need for services

Outpatient Visits

Parents were asked about their child's health care in the last six months, not including overnight stays in a hospital or dental care visits.

- 86% of children had an office visit in the last six months (Figure 4-11).

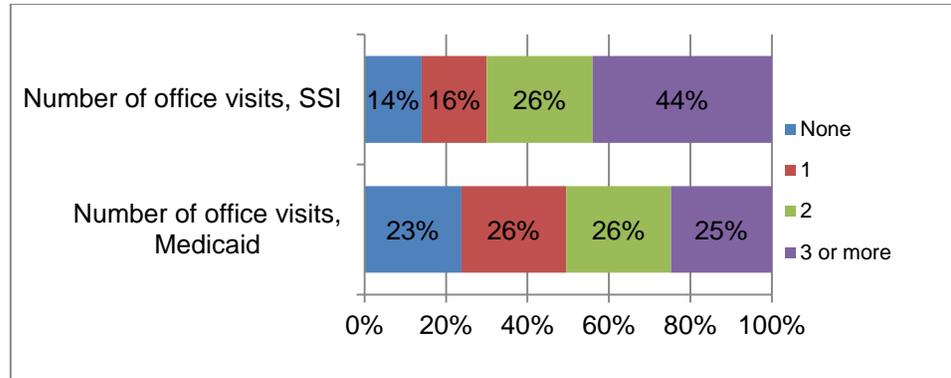


Figure 4-11. Outpatient visits in the last six months

- The vast majority of parents (97%) stayed in the exam room with the child. Of these, 58% reported that the doctor told them that they needed to do something to follow up on the care of their child and of these, 98% received enough information about what they needed to do.

Care during evenings, weekends, and holidays

- About one in four of parents (24%) reported that their child needed care during evenings, weekends, or holidays.
- Of parents who reported that their child needed care during evenings, weekend, or holidays, 54% reported that children were *always* able to get the care needed from a doctor's office during evenings, weekends, or holidays.

Reminder between visits

About two-thirds of parents (67%) reported that they have received reminder about tests, treatment or appointments between visits.

Getting needed care

About half of parents (52%) reported that it was *always* easy to get the care, tests or treatment they thought their child needed. Also, 62% of parents reported that they *always* got an appointment for their child to see a specialist as soon as he or she needed one.

The CAHPS-NCD uses these two items to assess access to needed care (Figure 4-12). About six in ten (57%) reported that they *always* got the care needed for their child as soon as needed. There were no differences between children in SSI and other children in Medicaid.

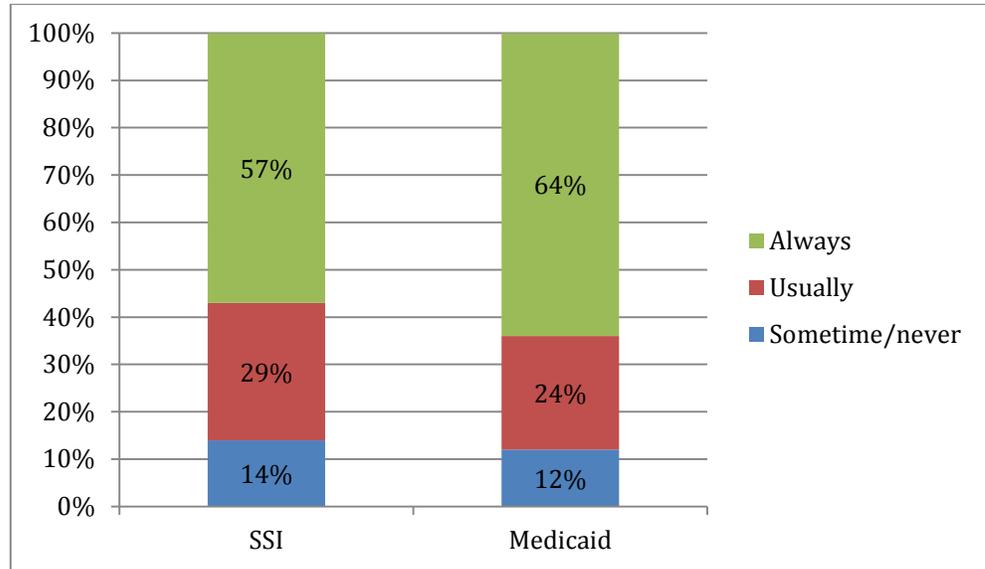


Figure 4-12. Getting needed care (2 items)

Care right away (including emergency care)

Half of parents (50%) reported that their child needed care right away in a clinic, emergency room, or doctor’s office. Of these parents, 40% waited one or more days for an appointment when their child needed care right away.

About one in three children visited an ER (34%) in the last six months (Figure 4-13). Of these, six in ten parents (60%) thought that this care could have been provided in a doctor’s office if one was available at the time.

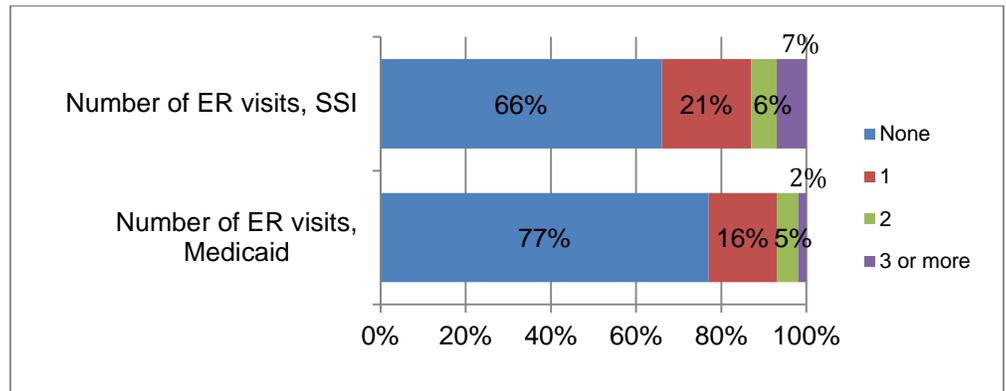


Figure 4-13. Emergency department visits in the last 6 months

Preventive care

Parents were asked about preventive health care services in the past 6 months and receipt of the flu shot.

- More than three-quarters of children (77%) had a preventive health visit in past year.
- About half (47%) had a flu shot during the past flu season.

Specialty care

About four in ten children in SSI (38%) saw a specialist in past six months (compared to 21% of other children in Medicaid).

- Of these children who saw a specialist, 35% saw 3 or more specialists.

Hospital stay

Parents were asked if their child needed to stay in a hospital. Ten percent of all children in SSI stayed one or more nights in the hospital (N=22).

- Of children who stayed in the hospital, 5 children went back to the hospital soon after being allowed to go home.

Prescription medication

Parents were asked about their child's need for prescription medicine, and times when the child was unable to get it for any reason.

- 66% of children needed a prescription medication in the last six months and of these:
 - 90% reported that someone in the provider's office talked with them at each visit about all the prescription medicines their child was taking,
 - About half of parents (55%) reported that the doctor talked about starting or stopping a prescription medicine for their child,
 - 81% reported that the doctor asked them what they thought was best for their child, and
 - 15% could not get it for any reason.

Quality of health care

Parents rated their child's health care, personal doctor and specialist (if applicable) on the CAHPS global rating scale, where 0 = worst possible and 10 = best possible health care.

Rating of all child's health care

Over half of respondents (53%) rated their child's health care as either a 9 or 10. There were no differences between children in SSI and other children in Medicaid (Figure 4-15).

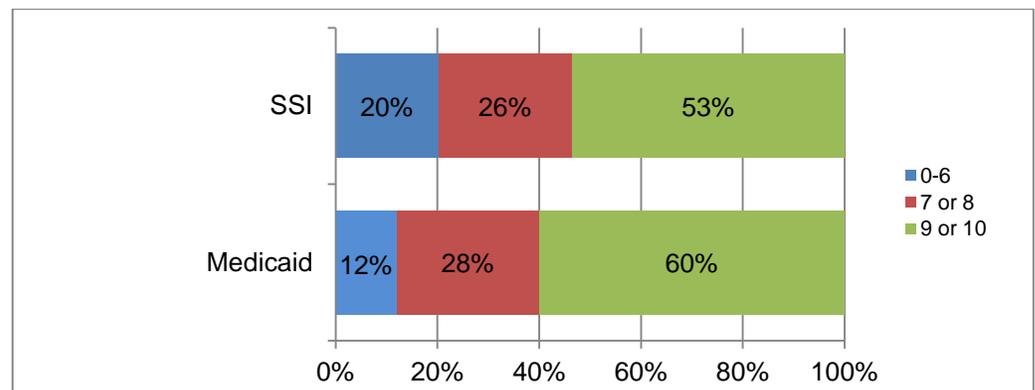


Figure 4-15. Rating of children's overall health care

Rating of child's personal doctor

Parent ratings of the personal doctors of SSI children were generally high, with 67% rating them as a 9 or 10 (Figure 4-16). There were no differences between children in SSI and other children in Medicaid.

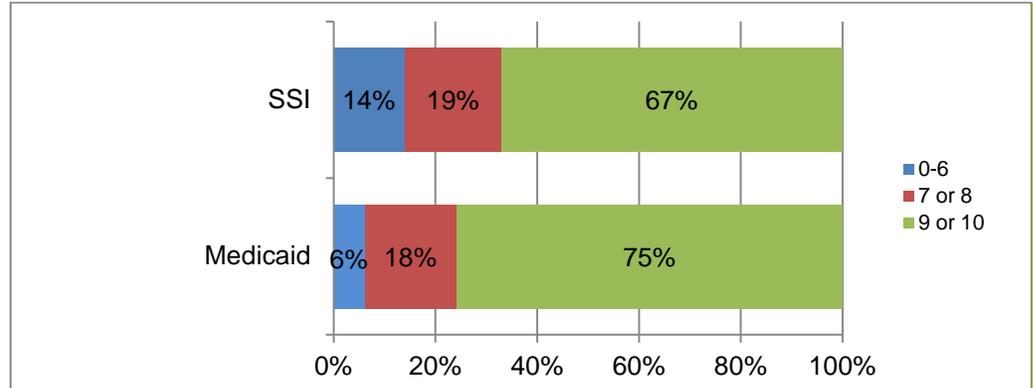


Figure 4-16. Rating of child's personal doctor

Rating of specialist child saw most often

Among children in SSI who saw a specialist, ratings of those specialists were similar to other children in Medicaid, with two-thirds of parents (66%) rating their child's specialist as a 9 or 10 (Figure 4-17).

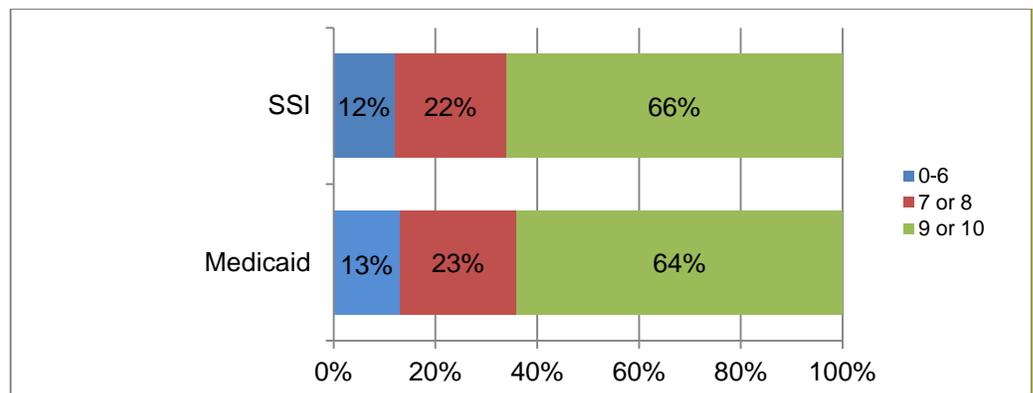


Figure 4-17. Rating of child's specialist

Rating of child's dental care

Among children in SSI who saw a dentist, ratings of the care were similar to other children in Medicaid. Slightly over half of parents (53%) rated their child's dentist as a 9 or 10 (Figure 4-18). There were no differences between children in SSI and other children in Medicaid.

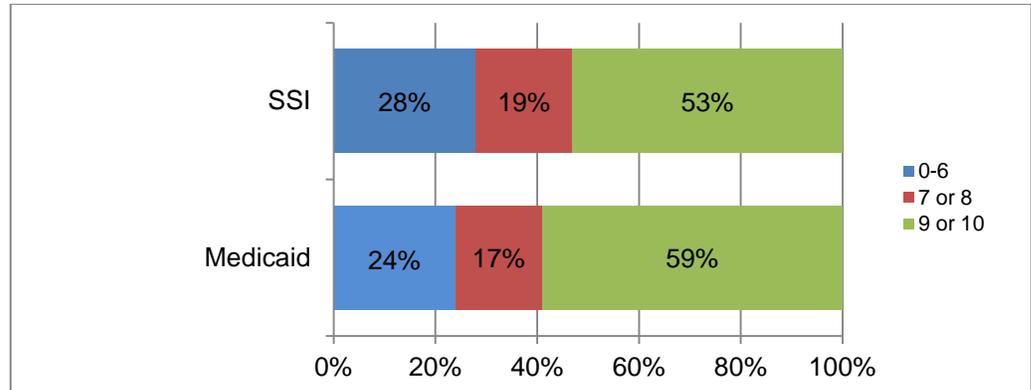


Figure 4-18. Rating of child's dental care

Rating of Medicaid

Half of parents (50%) rated Medicaid as a 9 or 10 (Figure 4-19). There were no differences between children in SSI and other children in Medicaid.

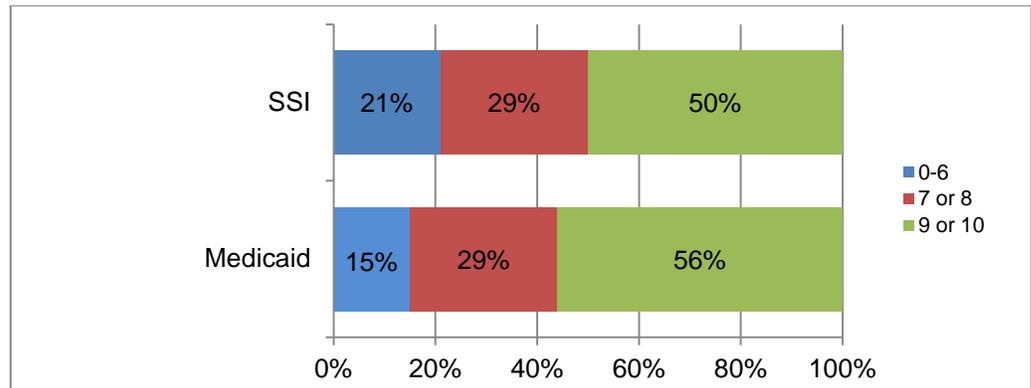


Figure 4-19. Rating of child's health program

Program customer service & information

Parents were asked about their experience trying to find information or completing paperwork regarding their child's health program in the last six months.

- 37% were aware of the toll-free Medicaid helpline and
 - 14% of these had called for help or information.
- 25% had to complete program-related paperwork in the last 6 months,
 - Of these, 50% *always* found these forms easy to fill out.
- 15% had looked for information in written materials or on the Internet about how their child's Medicaid program works and
 - Of these, 10% *always* found the needed information
- Doctor or office staff (12%) and written materials from Medicaid (8%) were the most frequently used and most helpful sources of information, followed by friends and family (5%) and DHS caseworkers (5%).

The CAHPS helpline staff question reflects how often respondents thought that staff at the Medicaid helpline gave the information or help needed and if helpline staff was courteous, respectful and helpful. Only 11 parents reported using the Medicaid



helpline. Of these 11 parents, about one third of parents (36%) reported that the helpline staff *always* gave the information needed and were courteous, respectful, and helpful. These results should be interpreted with caution due to the low number of respondents.

Chapter 5: SSI Adult 2014 Results

The Medicaid SSI program covers adults if they are low income and either¹¹: 1) at least 65 years of age, and/or 2) blind or disabled. The following is a summary of results from the *Survey of Iowa Medicaid (Title 19) Enrollees* for adults in the SSI program. Responses to each item in the questionnaire are in Appendix B.

Demographics

Over half of respondents were women. Overall, 85% were Caucasian (Table 5-1). Most of the respondents ranged in age from 18 to 64. About 24% were 65 or older. The proportion with less than a high school education (32%) was significantly greater than the other adults in Medicaid.

Table 5-1. Demographics of adult respondents

	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
% Female	57%	56%	83%
Race/ethnicity*			
Hispanic/Latino (all races)	3%	4%	8%
Caucasian	85%	84%	83%
African American	8%	9%	11%
Asian/Pacific Islander	3%	2%	4%
American Indian	3%	3%	3%
Other	2%	NA	1%
Education			
<High School	32%	32%	14%
High School/GED	42%	42%	34%
Some college or 2-year degree	25%	19%	53%

*Race/ethnicity categories are not mutually exclusive.

¹¹ See updated report of Iowa Medicaid Program: Impact of ACA and health system change on the Iowa Safety Net.

Health status

Overall health status

The health status of adults in the SSI program was significantly lower than that of other adults in Medicaid. Fifteen percent of adult Medicaid members in SSI rated their health as *excellent* or *very good* which was significantly lower than was reported by other adults in Medicaid (40%).

Table 5-2. Health status of adults

Global health rating	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Excellent	7%	7%	10%
Very good	8%	13%	30%
Good	34%	34%	42%
Fair/poor	51%	46%	18%

Chronic conditions

More than nine in ten (91%) reported that they had one or more chronic conditions that lasted or are expected to last for at least 3 months. The most common chronic physical health conditions are shown in Table 5-3. About four in ten adults in SSI (43%) reported that they had seen a doctor or other health provider 3 or more times for the same condition or problem and of those, 91% reported that this was due to a chronic condition that lasted for at least 3 months.

Table 5-3 Most commonly reported chronic physical health conditions

Chronic health conditions	Iowa Medicaid SSI 2014	Iowa Medicaid 2014
Arthritis, rheumatism, bone or joint problems	51%	16%
Back or neck problems	47%	30%
High blood pressure	39%	10%
Allergies and sinus problems	36%	30%
Overweight/obese	33%	22%
A physical disability	32%	3%
Stomach problems such as recurrent indigestion, heartburn, or ulcer	31%	11%
Asthma	24%	13%
Dental, tooth, or mouth problems	24%	17%
Bronchitis, emphysema, COPD, or other lung problems	23%	6%
Diabetes	20%	6%
Heart problems	20%	3%
Bladder or bowel problems	19%	10%
Hearing, speech, or language problems	19%	5%
Migraine headaches	18%	22%

Overall mental and emotional health

To evaluate issues of mental and emotional health care, respondents were asked to rate their current overall mental and emotional health, the need for and receipt of any treatment or counseling, and the degree to which they were helped by the counseling or treatment they received.

- 29% of adults reported a need for mental health treatment or counseling in the last 6 months, and of these
 - 89% received treatment or counseling,
 - 51% found it was *always* easy to get needed treatment or counseling, and
 - 47% reported being helped *a lot* from this care.
- 32% of adults reported their mental and emotional health was excellent or very good. 35% reported it as good, and 34% rated it as fair or poor (Table 5-4).

Table 5-4. Adult’s mental health

Self-rating of mental health	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Excellent	14%	16%	23%
Very good	17%	19%	24%
Good	35%	32%	31%
Fair	25%	25%	16%
Poor	8%	7%	6%

Two thirds of adults in SSI (66%) reported that they had one or more mental or emotional health conditions that lasted or were expected to last for at least 3 months. The most common chronic mental or emotional health conditions are shown in Table 5-5.

Table 5-5 Most commonly reported chronic mental or emotional health conditions

Chronic mental and emotional health conditions	Iowa Medicaid SSI 2014
Depression	43%
Anxiety	42%
A learning disability	22%
Attention problems	17%
Emotional problems other than depression/anxiety	16%

Dental health

Survey items on dental care assessed the respondent’s overall dental health, timing of last dental checkup, access to a dental home, ability to get needed dental care, and overall rating of dental care received.

- 65% of adults in SSI had a regular source of dental care.
- 42% of adults in SSI had a check-up in last year (Table 5-6).
- 31% of adults in SSI needed dental care in last 6 months. Of these,
 - 55% needed a checkup and cleaning,
 - 26% needed emergency care, and
 - 55% needed other dental treatment, such as fillings.

Table 5-6. Last dental check-up

Timing of the last dental visit	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Within the last year	42%	45%	52%
1-2 years ago	19%	20%	19%
More than 2 years ago	39%	35%	29%

Respondents rated their dental health better than their general physical health (see Table 5-2 and 5-7) and 14% rated their dental health as *excellent* (Table 5-7).

Table 5-7. Adult's dental health

Self-rating of dental health	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Excellent	14%	12%	14%
Very good	16%	17%	19%
Good	27%	31%	33%
Fair	26%	22%	20%
Poor	17%	18%	14%

Functional health status

Functional health status was assessed by asking respondents how their physical health status affected a range of daily activities from simple daily life activities to activities required to function independently in the home.

- 79% of adults in SSI reported that they had a physical or medical condition that seriously interfered with their ability to work, attend school, or manage their day-to-day activities. This was significantly higher than the rate reported by other adults in Medicaid (24%).
- 85% of adults in SSI reported that their doctor understood how any health problems they have affect their day-to-day life.
- 51% of adults in SSI reported that due to disability or other health problems, they need help with routine tasks such as everyday household chores, doing necessary business, shopping, or getting around. This was significantly higher than the rate reported by other adults in Medicaid (10%).
- 16% of adults in SSI reported that due to disability or other health problems, they need help with their personal care such as eating, dressing, or getting around the house.
- 52% of adults in SSI reported that they have a physical or medical condition that seriously interferes with their independence, participation in the community, or quality of life. This was significantly higher than the rate reported by non-SSI adults (14%).

Medical Home

Access to a medical home was assessed with seven domains: 1) having a personal doctor, 2) timely access to care, 3) coordination of care, 4) communication with the doctor and interaction with staff, 5) comprehensive care, 6) shared decision making, and 7) self-management support.

Personal doctor or nurse

Respondents were asked if they have a personal doctor.

- 89% of adults in SSI reported having a personal doctor. This was slightly higher than the rate reported by other adults in Medicaid (81%)
- 22% had tried to find a new personal doctor in the last six months, of these
 - 55% did not have a problem, while
 - 25% had a big problem finding a new personal doctor that they liked.

Access to timely care and use of services

Access to health care was assessed with a five CAHPS questions

- Counting only the times when they needed care right away, 57% *always* got care as soon as they needed it.
- Not counting the times they needed care right away, 53% *always* got an appointment for a check-up or routine care at a doctor's office or clinic as soon as it was needed.

The CAHPS health programs composite score use these two items to assess getting care quickly. A little over half of adults (55%) always got care quickly. The composite scores are shown in Figure 5-1. There were not significant differences between adults in SSI and other adults in Medicaid.

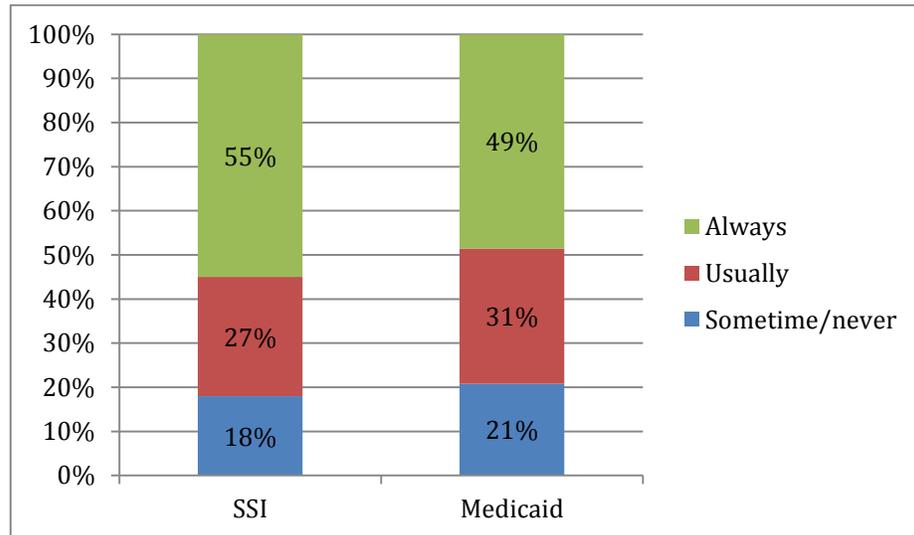


Figure 5-1. Getting care quickly (with 2 items)

Three more CAHPS items were used to further assess the timely care.

- 21% were *always* able to see a doctor within 15 minutes of their appointment time.

- 46% *always* got an answer to their medical questions in the same day when they phoned a doctor’s office during office hours.
- 35% *always* got an answer to their medical questions as soon as needed when they phoned a doctor’s office after regular office hours.

A composite scoring of these five items together (including the first two) shows that four in ten adults (43%) reported that they *always* got timely care. There were no significant differences between adults in SSI and other adults in Medicaid.

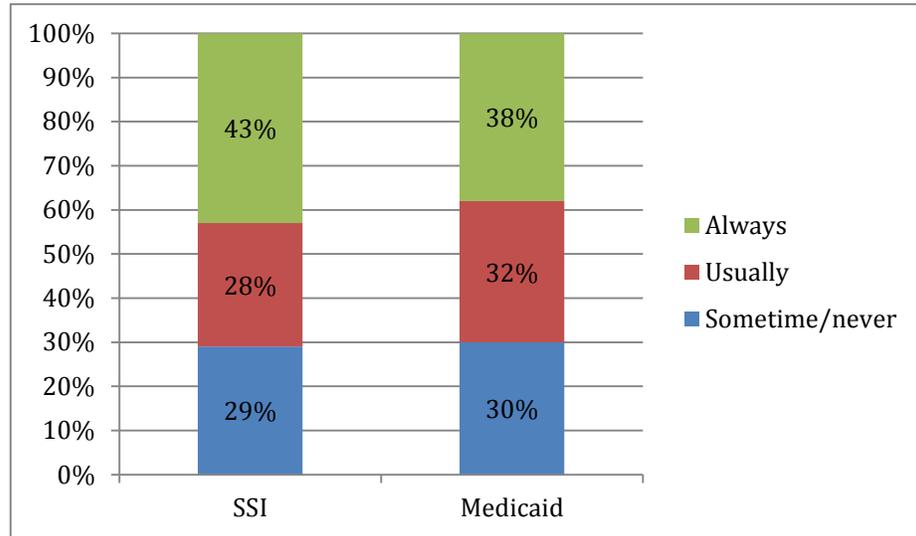


Figure 5-2. Timely care (with 5 items)

Coordination of care

Coordination of care was measured with two CAHPS items.

- 63% of SSI adults reported that when the doctor’s office ordered a blood test, x-ray, or other test for them, the office *always* followed up to give them those results.
- 43% reported that the doctor's office *always* seemed informed and up-to-date about the care they got from a specialist.

A composite score for coordination of care is shown in Figure 5-3. About half of adults in SSI (53%) reported that they *always* received proper care coordination. There were no significant differences between adults in SSI and other adults in Medicaid.

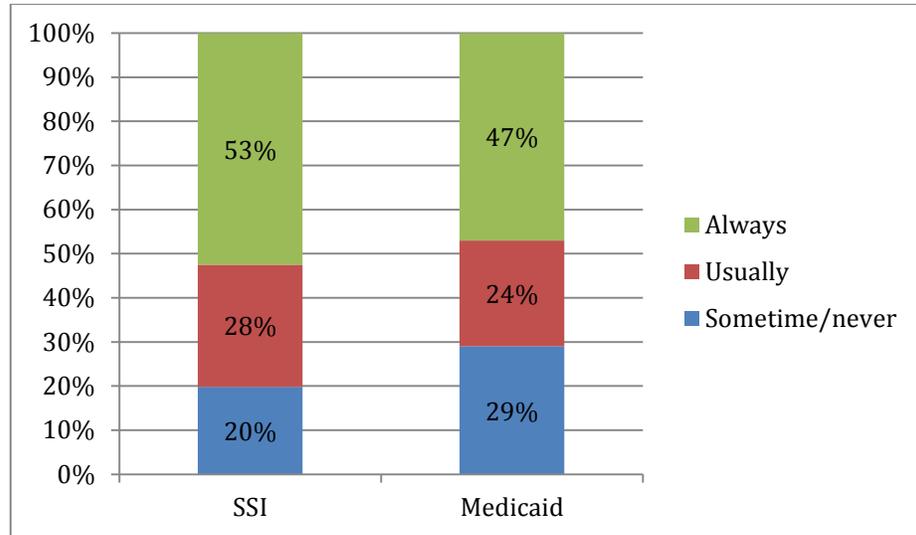


Figure 5-3. Coordination of care by program

Communication with the doctor and interaction with staff

As mentioned, 89% of adults in SSI had a personal doctor. Of those who had a personal doctor, 88% had visited the doctor in the last 6 months.

During these visits:

- About two-thirds of adults (64%) reported their personal doctor *always* explained things in a way that was easy to understand,
- 64% reported their personal doctor *always* listened carefully to them,
- 68% reported their personal doctor *always* showed respect for what they had to say, and
- 55% reported their personal doctor spent enough time with them.

The CAHPS uses these four items to assess doctor communication. About six in ten adults (63%) reported that their doctor *always* communicated well. The composite scores are shown in Figure 5-4. There were no significant differences between adults in SSI and other adults in Medicaid.

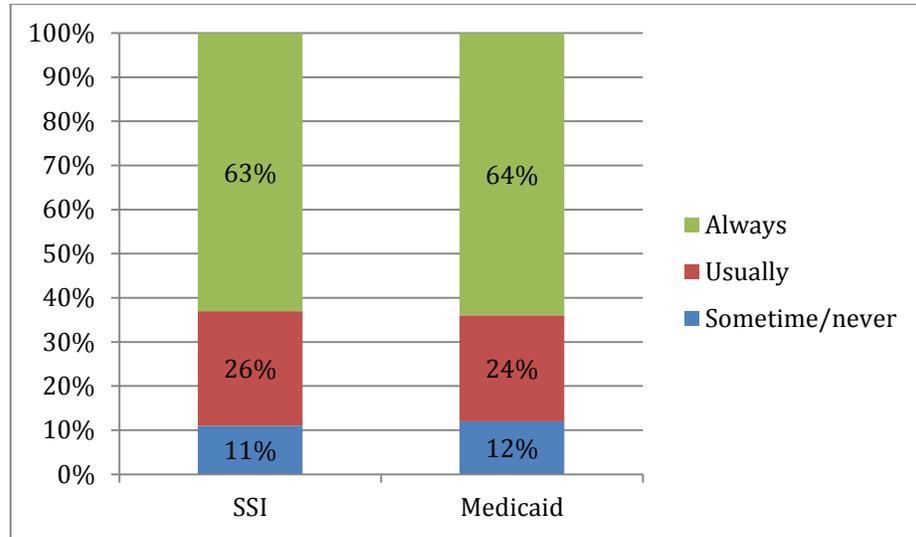


Figure 5-4. Communication with personal doctor by program

Two more CAHPS items were used to further assess doctors' communication.

- 58% reported their personal doctor *always* gave them easy to understand information about health questions or concerns.
- About half of adults reported that their personal doctor *always* seemed to know the important information about their medical history (53%).

A composite score using these six items (including the first four) is shown in Figure 5-5. Six in ten (60%) reported that the doctor *always* communicated well. There were no significant differences between adults in SSI and other adults in Medicaid.

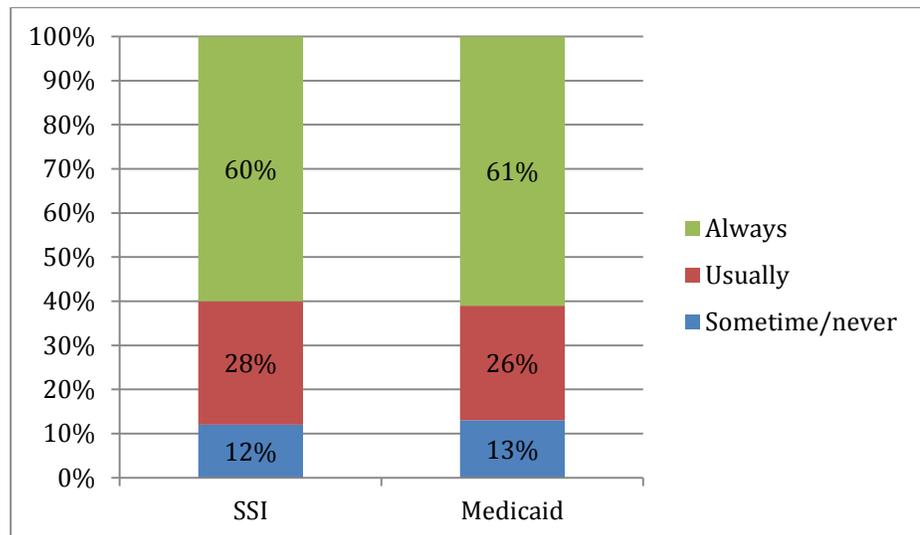


Figure 5-5. Communication with the personal doctor (6 items) by program

Two questions asked about how respondents were treated by the office staff. Nearly two-thirds (62%) reported that the staff was *always* helpful, and 72% reported that the staff *always* treated them with courtesy and respect.

A composite score using these two items is shown in Figure 5-6. Two-thirds of adults (67%) reported that the office staff was *always* courteous, respectful, and helpful. Adults in SSI were significantly more likely to report a better experience with office staff than other adults in Medicaid.

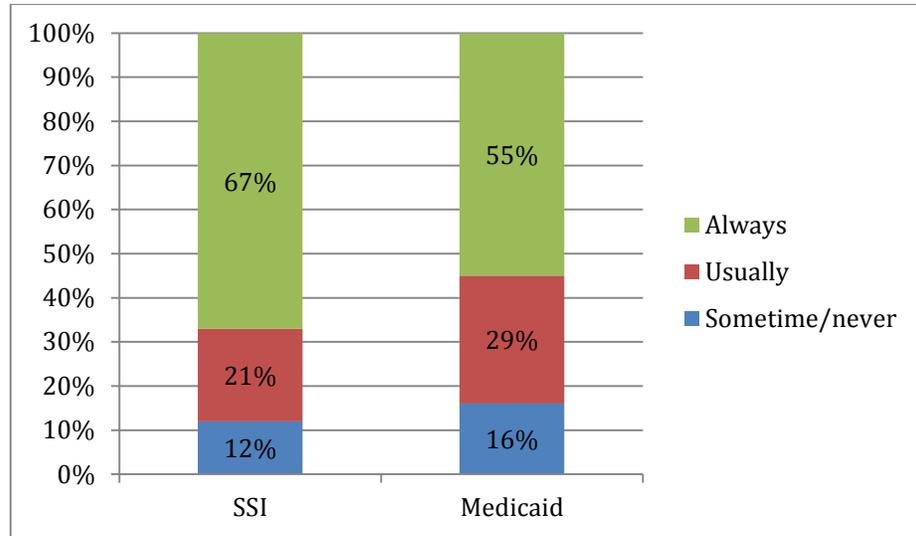


Figure 5-6. Personal doctor's staff was courteous, respectful, and helpful by program

Comprehensive care

Comprehensive care means that the medical home provides services that account for the majority of patient needs, including mental health. Three items assessed if anyone in a doctor's office asked them about their mental and emotional health.

- 49% of adults in SSI program reported that someone in a doctor's office asked if there was a period of time when they felt sad, empty, or depressed.
- 43% reported that they were asked about things in their life that worry them or cause them stress.
- 39% reported they were asked about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness.

A composite score for comprehensive care is shown in Figure 5-7. Almost six in ten adults in SSI (57%) had received comprehensive care in the past 6 months. There were no significant differences between adults in SSI and other adults in Medicaid.

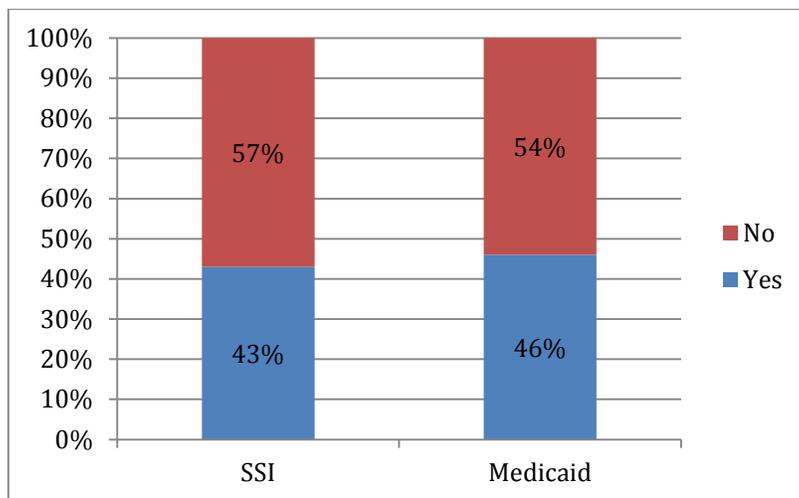


Figure 5-7. Comprehensive care by program

Shared decision making

Three questions assessed shared decision making by asking whether respondents were asked questions regarding their prescription medication while visiting their personal doctor.

- 53% reported that their providers talked to them *a lot* about the reasons they might want to take a medicine.
- 33% reported that their providers talked to them *a lot* about the reasons they might *not* want to take a medicine.
- 69% reported that their providers asked them what they thought was the best for them.

A composite score for shared decision making is shown in Figure 5-8. About half of adults in SSI (48%) reported being a part of shared decision making in the past 6 months. There were no significant differences between adults in SSI and other adults in Medicaid.

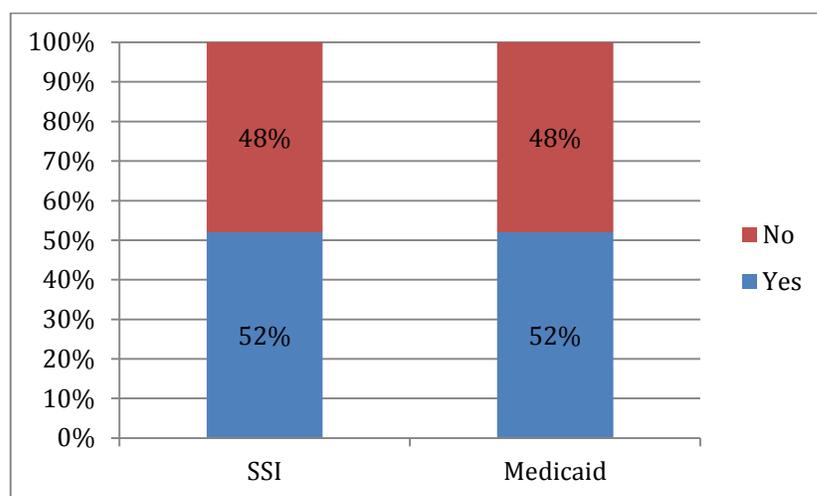


Figure 5-8. Shared decision making by program

Self-management support

Two questions assessed the level of self-management support.

- 66% of SSI adults reported that they talked with their health providers about specific goals for their health.
- 33% reported that they talked with their providers about things that make it harder for them to take care of their health.

A composite score for self-management support is shown in Figure 5-9. Half of the adults in SSI (50%) reported receiving support from their doctor's office for self-managing their health conditions. There were no significant differences between adults in SSI and other adults in Medicaid.

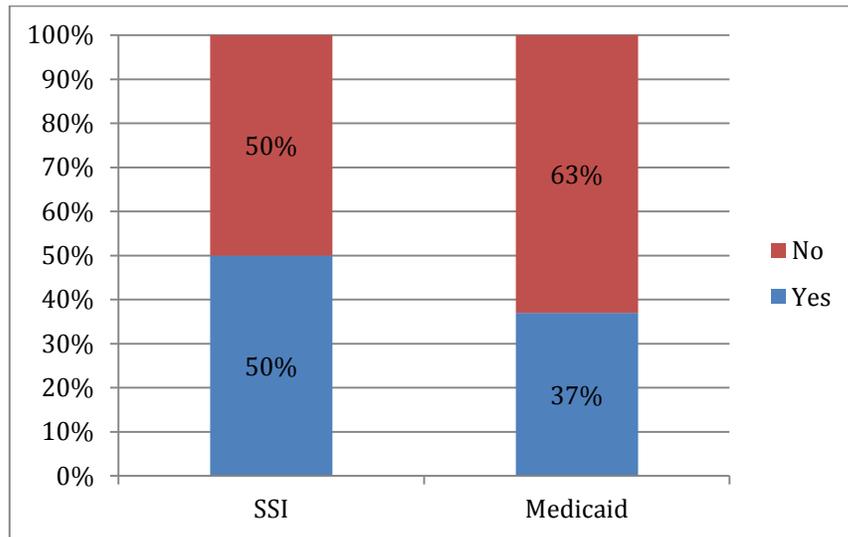


Figure 5-9. Support for self-management of health by program

Health care in the last 6 months

Any kind of care, tests, or treatment

About two thirds of adults (62%) tried to get any kind of care, tests, or treatment through Medicaid in the past 6 months.

Unmet need for care

Rates of unmet need among adults in SSI varied by service area and were similar to those for other adults in Medicaid (Table 5-8).

- About one in six had an unmet need for prescription medications (17%).
- Unmet need for medical care is close to one in ten (e.g. routine care (11%).
- Unmet need for dental care remained close to one in ten (9%).

**Table 5-8. Unmet health care needs among adults
(percent of all respondents)**

	Iowa Medicaid SSI 2014	Iowa Medicaid SSI 2013	Iowa Medicaid 2014
Care right away	11%	11%	10%
Routine care	11%	11%	12%
Preventive health care	10%	8%	8%
Specialty medical care	8%	8%	8%
Dental care	9%	8%	13%
Mental health care	7%	9%	6%
Prescription medication	17%	22%	17%

*Unmet need: not able to get needed care at some point in the last 6 months from the total sample

Outpatient Visits

Adults were asked how many times they went to a doctor’s office or clinic (not counting emergency department visits) for care.

Office visits

- 81% of adults I SSI had at least one visit to any doctor’s office or clinic in the 6 months prior to the survey (Figure 5-10).
- 48% of adults in SSI had three or more outpatient visits. Of these, 96% had visited their personal doctor in the last 6 months.

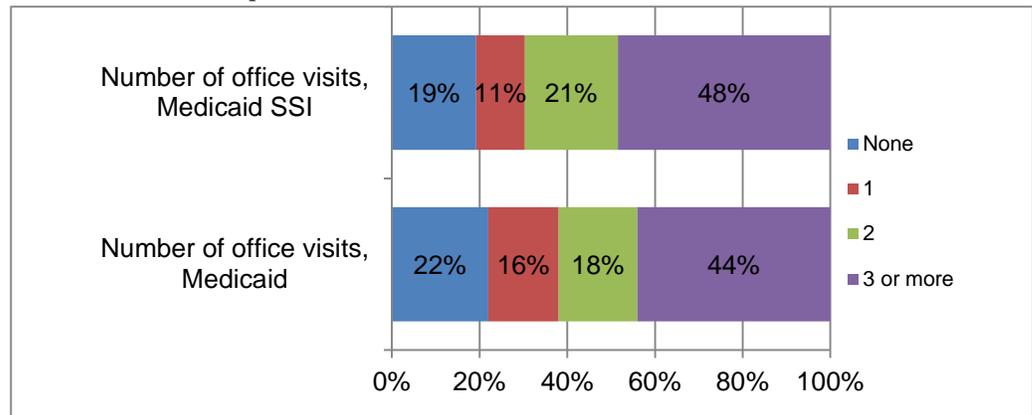


Figure 5-10. Adult outpatient visits in the last 6 months

Care during evenings, weekends, and holidays

- About four in ten adults (43%) reported received information about what to do if they needed care during evenings, weekends, or holidays.
- One in three adults (30%) needed care during evenings, weekends, or holidays.
- Of adults needing care during evening, weekends or holidays, 28% were *always* able to get the care they needed from a doctor’s.

Reminder between visits

- About two thirds of adults (69%) have received reminders about tests, treatment, or appointments between visits.

Getting needed care

As stated before about two-thirds of adults in SSI (62%) who tried to get any type of care.

- Of those who tried to get any type of care, 56% said it was *always* easy to get the care, tests, or treatment they needed.
- 48% of adults reported that they *always* got an appointment to see a specialist as soon as needed.

The CAHPS-NCD uses these two items to assess access to needed care. A composite score using these items is shown in the Figure 5-11. About half of adults in SSI (52%) reported that they *always* got care as soon as needed. There were no significant differences between adults in SSI and other adults in Medicaid.

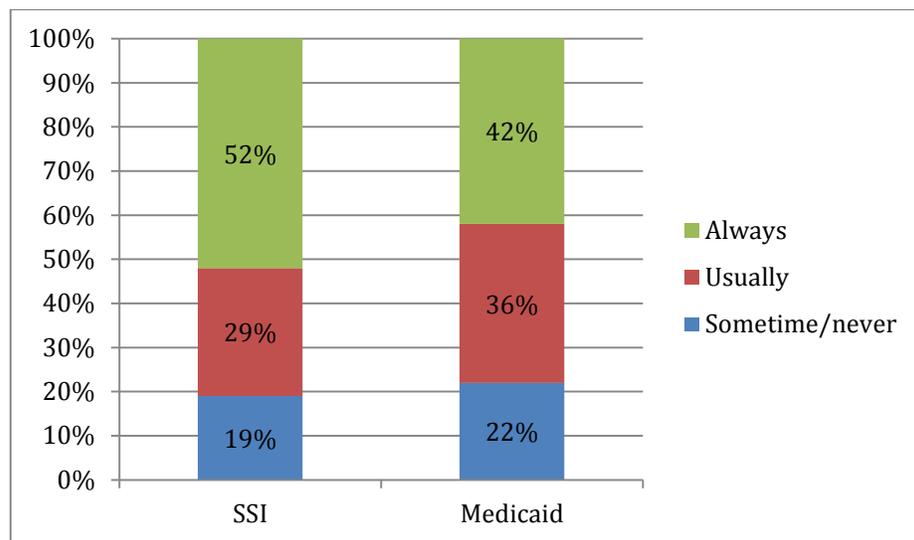


Figure 5-11. Getting needed care (2 items)

Emergency care

Forty-one percent of adults in SSI visited a hospital emergency department at least once in the last 6 months, this rate is comparable to previous years (Figure 5-12).

Of those who went to an ER, 51% said that the care received could have been provided in a doctor's office if one was available at the time.

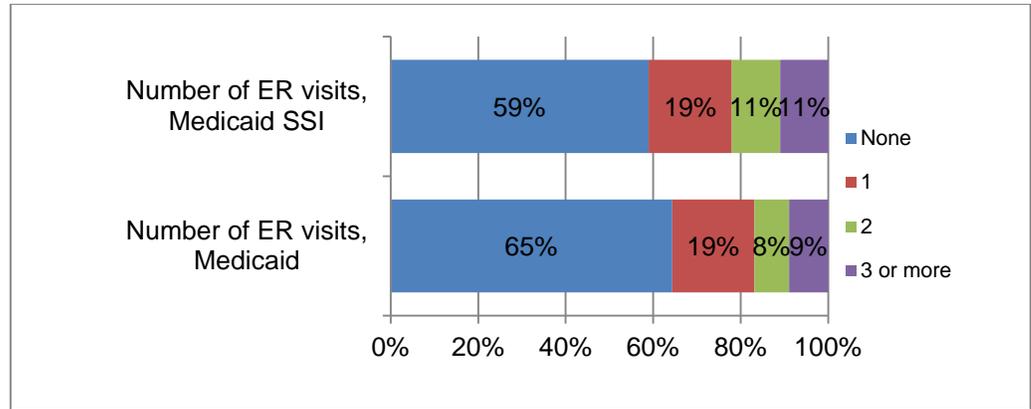


Figure 5-12. Adult emergency department visits in the last 6 months
Preventive care

Regarding preventive care, respondents were asked about preventive health services in the past 6 months and receipt of a flu shot.

- 56% reported that they had a preventive visit, such as a physical exam or mammogram, within the last year.
- Almost half of SSI adults (49%) had a flu shot during the past flu season.
- About four in ten adults in SSI (44%) smoke cigarettes.
 - 31% of adults that smoke *always* received advice to quit smoking,
 - 14% of adults that smoke *always* discussed or received recommendations on smoking cessation medication, and
 - 9% of adults that smoke *always* discussed or received information on smoking cessation methods and strategies.

Table 5-9. Smoking cessation

	Advice quitting	Smoking cessation medication	Smoking cessation methods and strategies
Always	31%	14%	9%
Usually	27%	9%	14%
Sometimes	25%	25%	21%
Never	18%	52%	56%

Specialty care

About four in ten of adults in SSI (44%) had visited a specialist in the last 6 months. This was higher than the rate reported by other adults in Medicaid (21%).

- 53% of those with a specialty visit saw 2 or more specialists in the last 6 months. This was also higher than the rate reported by other adults in Medicaid (43%).

Hospital stay

About one in five adults in SSI (21%) stayed one or more nights in the hospital.

- Of these adults, 34% went back to the hospital soon after being allowed to go home.

Prescription medication

Respondents were asked about their need for any prescription medication.

- 83% needed or took a prescription medication. Of these,
 - 90% needed or took the prescription medicine for a chronic condition lasting at least 3 months,
 - 82% had someone in a provider's office talk to them at each visit about all the prescription medicines they were taking,
 - 56% had a doctor or other health providers talk about starting or stopping a prescription medicine.
 - 22% needed prescription medication but could not get it for any reason, and
 - 57% *always* got the prescription medicine easily through Medicaid.

Transportation

Five questions asked for transportation used to get care.

- The most common way to get care was by someone else driving them with their own car (38%).
- About two in five (41%) *always* needed assistance from other sources (such as friends, family, public transportation, etc.) to get to their health care visits.
- 19% had ever used transportation paid by Medicaid.
- About one in five (22%) worried *a great deal* about how to pay for their transportation.
- Slightly more than one in five (23%) needed transportation to or from a health care visit but could not get it.

Quality of health care

Adult Medicaid members rated their health care, personal doctor and specialist (if applicable) on the CAHPS global 0-10 rating scale, where 0 = worst possible and 10 = best possible.

Rating of all health care

The overall rating of health care was moderate, with 46% of SSI adults rating either 9 or 10 for health care received in the past 6 months (Figure 5-13). There were no significant differences between adults in SSI and other adults in Medicaid.

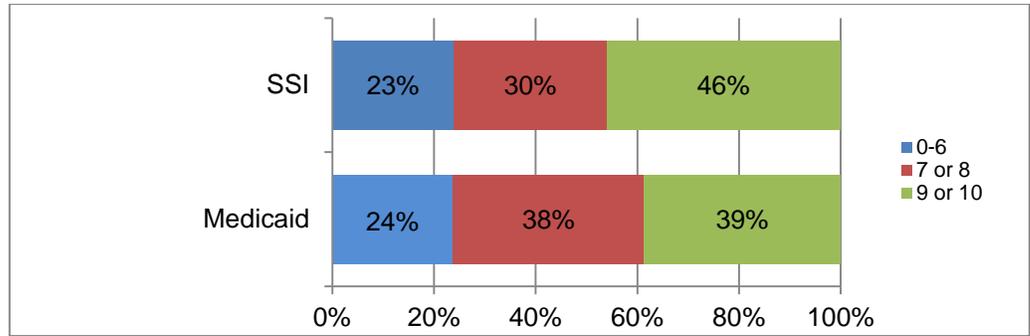


Figure 5-13. Rating of all health care for adults

Rating of personal doctor

About six in ten adults in SSI (61%) rated their personal doctor a 9 or 10 (Figure 5-14). There were no significant differences between adults in SSI and other adults in Medicaid.

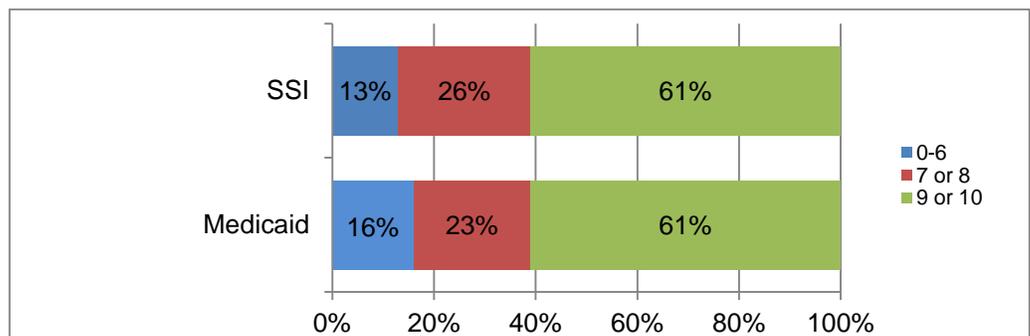


Figure 5-14. Rating of adult's personal doctor

Rating of specialist adult saw most often

About six in ten SSI adults (57%) rated their specialists as a 9 or 10. There were no significant differences between adults in SSI and other adults in Medicaid.

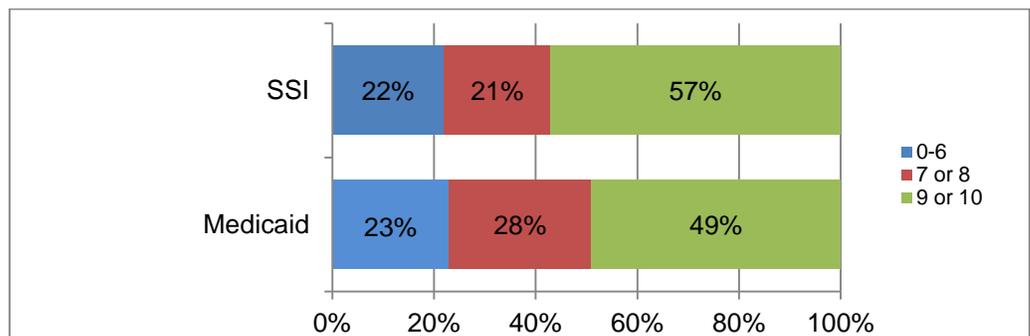


Figure 5-15. Rating of adult's specialist

Rating of dental care for adults

About four in ten adults in SSI (43%) rated their dental care a 9 or 10. There were no significant differences between adults in SSI and other adults in Medicaid.

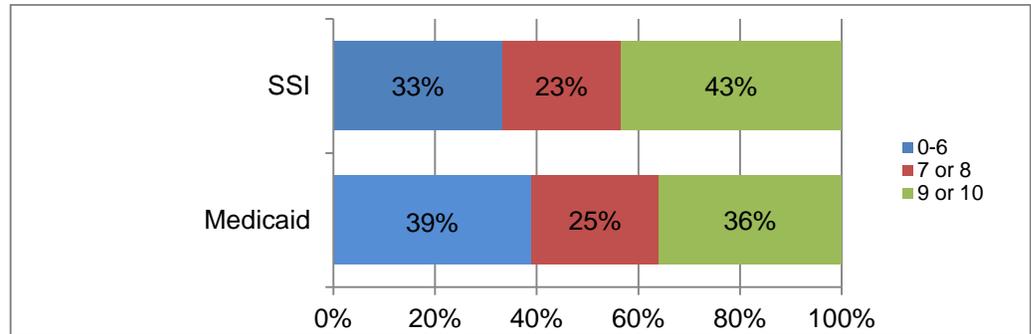


Figure 5-16. Rating of adult's dental care

Rating of Medicaid

A little over half of adults in SSI (53%) rated Medicaid a 9 or 10. There were no significant differences between adults in SSI and other adults in Medicaid.

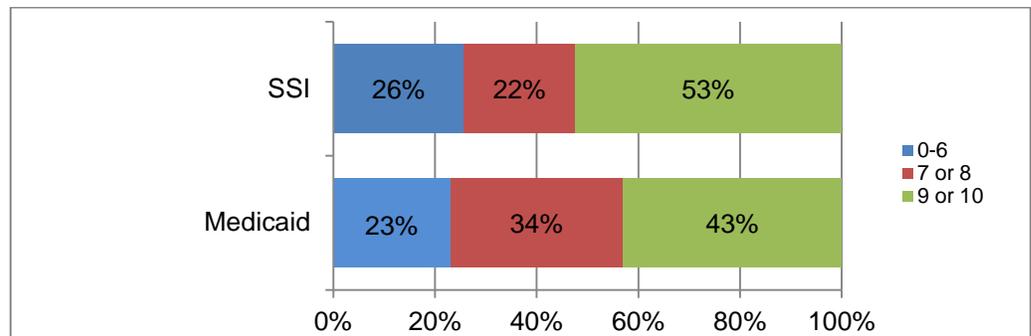


Figure 5-17. Rating of adult's health program

Program customer service and information

Respondents were asked about their experience trying to find information or completing paperwork regarding their health program in the last six months.

- 33% knew about the Medicaid helpline. Of these,
 - 13% had called for information or help and of these,
 - 43% reported they *always* got the information.
- 12% of adults had looked for information on how their health program works and indicated which information source they found most helpful.
- Below are the percent of respondents that rated each information source as best:
 - 28% written materials,
 - 23% Doctor or office staff, and
 - 22% friends and family who use Medicaid.

The information and paperwork question reflects how often the respondent thought it was easy to get program information and fill out forms, as well as the quality of the toll-free Medicaid help line.

- 18% of adults in SSI had some forms to complete. Of these,
 - 25% thought it was *always* easy to get information and complete forms.

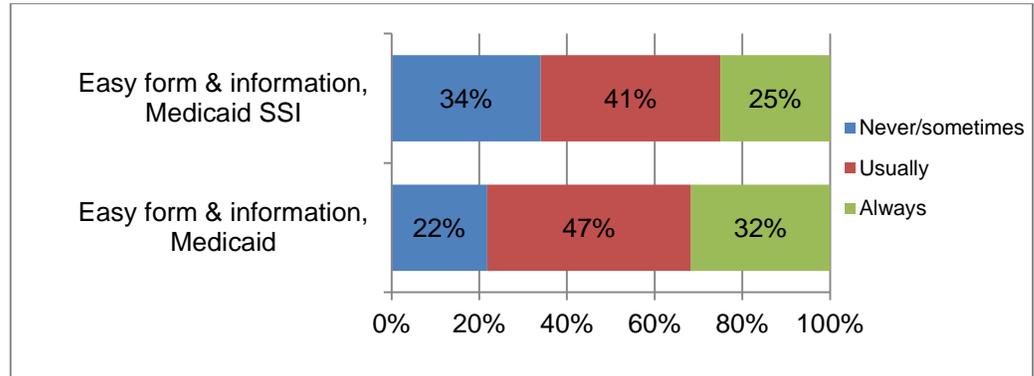


Figure 5-18. How often was it easy to get information and do paperwork?

The CAHPS helpline staff question reflects how often respondents thought that staff at the Medicaid helpline gave the information or help needed and if helpline staff were courteous, respectful and helpful. Of the 14 adults in SSI who used the Medicaid helpline, 8 reported that the helpline staff *always* gave the information needed and were courteous, respectful, and helpful. These results should be interpreted with caution due to the low number of respondents.

Appendix A. Child Medicaid

1. Our records show that your child is in Medicaid. Is that right?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	98.6%	98.3%	99.3%	99.1%	99.1%
No	1.4%	1.7%	.7%	.9%	.9%
Total N	288	234	282	804	221

2. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	38.6%	38.0%	39.5%	39.2%	50.2%
No	61.4%	62.0%	60.5%	60.8%	49.8%
Total N	290	234	281	805	219

3. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as your child needed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	.9%	0.0%	0.0%	.1%	.9%
Sometimes	4.5%	2.3%	3.6%	3.6%	5.5%
Usually	15.2%	14.9%	13.6%	14.0%	7.3%
Always	79.5%	82.8%	82.7%	82.3%	86.4%
Total N	112	87	110	309	110

4. In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Same day	70.5%	70.1%	76.4%	74.8%	59.6%
1 day	12.5%	16.1%	13.6%	13.8%	17.4%
2 to 3 days	9.8%	10.3%	8.2%	8.7%	12.8%
4 to 7 days	5.4%	3.4%	1.8%	2.5%	7.3%
More than 7 days	1.8%	0.0%	0.0%	.2%	2.8%
Total N	112	87	110	309	109

5. In the last 6 months, was there any time when your child needed care right away but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	9.8%	6.9%	9.1%	8.9%	9.2%
No	90.2%	93.1%	90.9%	91.1%	90.8%
Total N	112	87	110	309	109

6. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	72.9%	73.9%	71.0%	71.7%	82.4%
No	27.1%	26.1%	29.0%	28.3%	17.6%
Total N	288	234	283	805	222

7. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child at a doctor's office or clinic as soon as your child needed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	2.9%	.6%	3.6%	3.0%	.5%
Sometimes	12.9%	9.9%	11.7%	11.6%	8.8%
Usually	16.7%	22.8%	19.9%	19.9%	24.2%
Always	67.6%	66.7%	64.8%	65.4%	66.5%
Total N	210	171	196	577	182

8. In the last 6 months, was there any time when your child needed a check-up or routine care but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	6.2%	8.5%	6.0%	6.3%	7.2%
No	93.8%	91.5%	94.0%	93.7%	92.8%
Total N	289	236	285	810	222

9. In the last 6 months, did a doctor's office give you information about what to do if your child needed care during evenings, weekends, or holidays?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	42.6%	46.2%	38.6%	40.2%	47.5%
No	57.4%	53.8%	61.4%	59.8%	52.5%
Total N	291	234	285	810	221

10. In the last 6 months, did your child need care during evenings, weekends, or holidays?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	19.9%	22.3%	23.4%	22.8%	24.3%
No	80.1%	77.7%	76.6%	77.2%	75.7%
Total N	291	233	286	810	222

11. In the last 6 months, how often were you able to get the care your child needed from a doctor's office during evenings, weekends, or holidays?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	21.1%	17.6%	18.2%	18.4%	11.1%
Sometimes	12.3%	13.7%	10.6%	11.2%	14.8%
Usually	17.5%	19.6%	15.2%	16.0%	20.4%
Always	49.1%	49.0%	56.1%	54.4%	53.7%
Total N	57	51	66	174	54

12. In the last 6 months, did you phone a doctor's office with a medical question about your child during regular office hours?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	35.1%	39.6%	35.7%	36.2%	48.4%
No	64.9%	60.4%	64.3%	63.8%	51.6%
Total N	288	235	283	806	221

13. In the last 6 months, when you phoned a doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	1.0%	3.2%	1.0%	1.3%	5.6%
Sometimes	15.8%	11.8%	17.8%	16.7%	17.8%
Usually	24.8%	22.6%	28.7%	27.3%	24.3%
Always	58.4%	62.4%	52.5%	54.7%	52.3%
Total N	101	93	101	295	107

14. In the last 6 months, did you phone a doctor's office with a medical question about your child after regular office hours?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	9.0%	10.3%	7.0%	7.7%	18.5%
No	91.0%	89.7%	93.0%	92.3%	81.5%
Total N	290	234	286	810	222

15. In the last 6 months, when you phoned a doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	3.8%	16.7%	5.3%	7.2%	15.0%
Sometimes	7.7%	12.5%	10.5%	10.5%	20.0%
Usually	26.9%	16.7%	31.6%	28.0%	15.0%
Always	61.5%	54.2%	52.6%	54.3%	50.0%
Total N	26	24	19	69	40

16. Some offices remind patients between visits about tests, treatment or appointments. In the last 6 months, did you get any reminders about your child's care from a doctor's office between visits?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	48.1%	57.7%	46.9%	48.5%	66.8%
No	51.9%	42.3%	53.1%	51.5%	33.2%
Total N	291	234	286	811	220

17. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
None	24.2%	22.9%	23.4%	23.5%	13.6%
1 time	21.1%	26.7%	26.2%	25.6%	15.8%
2	23.2%	22.5%	26.6%	25.6%	26.2%
3	14.2%	14.4%	11.2%	12.0%	18.1%
4	9.7%	7.6%	7.0%	7.4%	6.8%
5 to 9	6.2%	4.7%	4.5%	4.8%	14.0%
10 or more times	1.4%	1.3%	1.0%	1.1%	5.4%
Total N	289	236	286	811	221

18. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did your child see a doctor within 15 minutes of your appointment time?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	18.3%	16.1%	19.5%	18.9%	14.2%
Sometimes	28.4%	27.2%	25.6%	26.2%	32.1%
Usually	34.4%	32.8%	34.9%	34.5%	36.3%
Always	18.8%	23.9%	20.0%	20.4%	17.4%
Total N	218	180	215	613	190

19. In the last 6 months, did anyone in a doctor's office talk with you about specific goals for your child's health?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	47.7%	52.2%	38.9%	41.9%	54.7%
No	52.3%	47.8%	61.1%	58.1%	45.3%
Total N	218	178	216	612	190

20. In the last 6 months, did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your child's health?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	18.8%	20.7%	18.1%	18.6%	21.1%
No	81.2%	79.3%	81.9%	81.4%	78.9%
Total N	218	179	215	612	190

21. In the last 6 months, did anyone in a doctor's office order a blood test, x-ray, or other test for your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	38.1%	33.3%	30.6%	31.9%	54.3%
No	61.9%	66.7%	69.4%	68.1%	45.7%
Total N	218	180	216	614	188

22. In the last 6 months, when that doctor's office ordered a blood test, x-ray, or other test for your child, how often did someone from that doctor's office follow up to give you those results?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	8.4%	11.7%	6.1%	7.2%	10.8%
Sometimes	8.4%	10.0%	3.0%	4.9%	5.9%
Usually	13.3%	10.0%	18.2%	16.2%	16.7%
Always	69.9%	68.3%	72.7%	71.7%	66.7%
Total N	83	60	66	209	102

23. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 Worst health care possible	.5%	0.0%	0.0%	.1%	.5%
1	.5%	0.0%	0.0%	.1%	0.0%
2	.5%	0.0%	.5%	.4%	0.0%
3	.9%	0.0%	.9%	.8%	2.1%
4	1.8%	1.1%	2.3%	2.1%	3.2%
5	5.0%	4.5%	5.1%	5.0%	5.8%
6	2.8%	5.0%	5.1%	4.8%	8.4%
7	9.6%	10.6%	7.8%	8.4%	8.9%
8	20.2%	19.6%	17.5%	18.1%	17.4%
9	22.9%	22.9%	25.8%	25.0%	20.5%
10 Best health care possible	35.3%	36.3%	35.0%	35.2%	33.2%
Total N	218	179	217	614	190

24. A personal doctor or nurse is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor or nurse?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	81.4%	87.7%	88.4%	87.4%	89.2%
No	18.6%	12.3%	11.6%	12.6%	10.8%
Total N	291	235	285	811	222

25. How long has your child been going to his or her personal doctor?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Less than 6 months	7.6%	5.4%	7.6%	7.3%	5.6%
At least 6 months but less than 1 year	10.6%	12.8%	14.5%	13.8%	7.1%
At least 1 year but less than 3 years	27.1%	31.5%	25.3%	26.4%	26.4%
At least 3 years but less than 5 years	17.4%	14.3%	20.5%	19.3%	20.8%
5 years or more	37.3%	36.0%	32.1%	33.3%	40.1%
Total N	236	203	249	688	197

26. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
None	22.5%	20.5%	22.3%	22.1%	15.7%
1 time	29.7%	30.7%	28.7%	29.1%	23.7%
2	22.9%	17.1%	25.1%	23.7%	24.7%
3	14.4%	17.6%	10.8%	12.1%	15.2%
4	5.9%	6.3%	5.2%	5.4%	6.6%
5 to 9	3.8%	7.3%	6.0%	5.9%	11.1%
10 or more times	.8%	.5%	2.0%	1.6%	3.0%
Total N	236	205	251	692	198

27. In the last 6 months, did you ever stay in the exam room with your child during a visit to this doctor?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	96.2%	96.9%	94.3%	94.9%	97.0%
No	3.8%	3.1%	5.7%	5.1%	3.0%
Total N	183	163	194	540	166

28. Is your child able to talk with doctors about his or her health care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	62.5%	59.6%	60.2%	60.4%	50.6%
No	37.5%	40.4%	39.8%	39.6%	49.4%
Total N	176	156	181	513	160

29. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	1.1%	.9%	.8%	6.2%
Sometimes	4.5%	7.6%	9.2%	8.4%	11.3%
Usually	25.5%	16.3%	23.9%	23.0%	23.7%
Always	70.0%	75.0%	66.1%	67.8%	58.7%
Total N	110	92	109	311	80

30. In the last 6 months, how often did your child's personal doctor listen carefully to your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	.9%	1.1%	.9%	.9%	1.3%
Sometimes	6.4%	2.2%	3.7%	3.8%	11.3%
Usually	22.7%	16.3%	17.4%	17.9%	18.8%
Always	70.0%	80.4%	78.0%	77.3%	68.7%
Total N	110	92	109	311	80

31. Did this doctor give you enough information about what was discussed during the visit when you were not in the exam room with your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	22.0%	30.1%	23.9%	24.5%	21.3%
No	0.0%	1.1%	1.8%	1.5%	0.0%
I never left the exam room	78.0%	68.8%	74.3%	74.0%	78.8%
Total N	109	93	109	311	80

32. Did your child's personal doctor tell you that you needed to do anything to follow up on the care your child got during the visit?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	51.9%	54.9%	53.1%	53.2%	58.1%
No	48.1%	45.1%	46.9%	46.8%	41.9%
Total N	181	162	194	537	167

33. Did your child's personal doctor give you enough information about what you needed to do to follow up on your child's care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	100.0%	100.0%	100.0%	100.0%	97.9%
No	0.0%	0.0%	0.0%	0.0%	2.1%
Total N	94	89	103	286	96

34. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	0.0%	.5%	.4%	.6%
Sometimes	3.8%	1.2%	5.6%	4.8%	6.6%
Usually	17.6%	16.0%	17.9%	17.6%	24.6%
Always	78.6%	82.8%	75.9%	77.2%	68.3%
Total N	182	163	195	540	167

35. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	0.0%	.5%	.4%	1.8%
Sometimes	3.3%	4.3%	2.1%	2.5%	4.8%
Usually	19.2%	14.8%	17.9%	17.7%	22.2%
Always	77.5%	80.9%	79.5%	79.4%	71.3%
Total N	182	162	195	539	167

36. In the last 6 months, did you talk with your child's personal doctor about any questions or concerns you had about your child's health?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	73.1%	79.8%	70.3%	71.9%	80.2%
No	26.9%	20.2%	29.7%	28.1%	19.8%
Total N	182	163	195	540	167

37. In the last 6 months, how often did your child's personal doctor give you easy to understand information about these health questions or concerns?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	3.0%	.8%	3.7%	3.2%	2.2%
Sometimes	2.3%	7.2%	5.1%	5.1%	9.7%
Usually	25.8%	15.2%	19.9%	19.8%	21.6%
Always	68.9%	76.8%	71.3%	71.9%	66.4%
Total N	132	125	136	393	134

38. In the last 6 months, how often did your child's personal doctor seem to know the important information about your child's medical history?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	0.0%	2.1%	1.5%	1.8%
Sometimes	9.5%	7.0%	3.1%	4.4%	10.8%
Usually	25.1%	18.4%	22.2%	22.0%	21.1%
Always	65.4%	74.7%	72.7%	72.1%	66.3%
Total N	179	158	194	531	166

39. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	.6%	0.0%	.1%	.6%
Sometimes	3.3%	3.1%	4.1%	3.9%	6.0%
Usually	13.9%	11.9%	14.0%	13.7%	15.0%
Always	82.8%	84.3%	81.9%	82.3%	78.4%
Total N	180	159	193	532	167

40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	1.9%	1.5%	1.4%	1.2%
Sometimes	7.3%	8.2%	2.1%	3.5%	9.6%
Usually	21.8%	15.1%	17.0%	17.3%	24.6%
Always	70.9%	74.8%	79.4%	77.8%	64.7%
Total N	179	159	194	532	167

41. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	82.8%	92.5%	78.2%	80.8%	79.0%
No	17.2%	7.5%	21.8%	19.2%	21.0%
Total N	180	159	193	532	167

42. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	64.2%	74.1%	61.3%	63.4%	69.5%
No	35.8%	25.9%	38.7%	36.6%	30.5%
Total N	179	158	194	531	167

43. In the last 6 months, did you and your child's personal doctor talk about things you can do to keep your child from getting injured?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	49.4%	60.4%	51.3%	52.4%	50.9%
No	50.6%	39.6%	48.7%	47.6%	49.1%
Total N	180	159	193	532	167

44. In the last 6 months, did your child's personal doctor give you any printed handouts or booklets with information about how to keep your child from getting injured?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	22.8%	28.9%	33.2%	31.4%	27.5%
No	77.2%	71.1%	66.8%	68.6%	72.5%
Total N	180	159	193	532	167

45. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of food your child eats?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	55.3%	68.2%	61.1%	61.4%	56.6%
No	44.7%	31.8%	38.9%	38.6%	43.4%
Total N	179	157	193	529	166

46. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of exercise your child gets?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	49.7%	56.3%	49.0%	50.1%	44.3%
No	50.3%	43.7%	51.0%	49.9%	55.7%
Total N	179	158	192	529	167

47. In the last 6 months, did you and your child's personal doctor talk about whether there are any problems in your household that might affect your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	40.0%	50.6%	34.9%	37.7%	29.9%
No	60.0%	49.4%	65.1%	62.3%	70.1%
Total N	180	158	192	530	167

48. In the last 6 months, how often were clerks and receptionists at your child's personal doctor's office as helpful as you thought they should be?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	2.8%	.6%	2.1%	1.9%	1.2%
Sometimes	10.5%	10.1%	8.2%	8.8%	13.9%
Usually	33.1%	24.5%	29.4%	29.1%	33.7%
Always	53.6%	64.8%	60.3%	60.1%	51.2%
Total N	181	159	194	534	166

49. In the last 6 months, how often did clerks and receptionists at your child's personal doctor's office treat you and your child with courtesy and respect?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	1.1%	.6%	1.0%	1.0%	.6%
Sometimes	6.6%	6.3%	4.1%	4.7%	8.4%
Usually	27.1%	18.2%	20.1%	20.7%	25.9%
Always	65.2%	74.8%	74.7%	73.6%	65.1%
Total N	181	159	194	534	166

50.Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate your child's personal doctor?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 Worst personal doctor possible	0.0%	0.0%	0.0%	0.0%	0.0%
1	.4%	0.0%	0.0%	.1%	0.0%
2	0.0%	0.0%	0.0%	0.0%	0.0%
3	.4%	0.0%	0.0%	.1%	1.0%
4	.9%	1.0%	2.0%	1.7%	3.6%
5	2.6%	2.5%	2.0%	2.1%	4.6%
6	2.6%	1.5%	2.4%	2.3%	5.1%
7	6.4%	5.0%	5.6%	5.7%	9.1%
8	12.8%	9.0%	15.7%	14.5%	9.6%
9	23.9%	22.6%	19.0%	20.0%	13.7%
10 Best personal doctor possible	50.0%	58.3%	53.2%	53.5%	53.3%
Total N	234	199	248	681	197

51.When was the last time your child got any preventive care, such as a check-up, physical exam or vaccination shots?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Less than 6 months	52.6%	53.9%	49.3%	50.3%	54.8%
At least 6 months but less than 1 year	20.8%	28.4%	27.8%	27.0%	21.7%
At least 1 year but less than 3 years	22.5%	15.1%	19.0%	18.9%	20.4%
At least 3 years but less than 5 years	2.8%	1.7%	2.8%	2.7%	1.8%
5 years or more	1.4%	.9%	1.1%	1.1%	1.4%
Total N	289	232	284	805	221

52. In the last 6 months, was there any time when your child needed preventive care but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	2.4%	3.4%	4.6%	4.2%	4.5%
No	97.6%	96.6%	95.4%	95.8%	95.5%
Total N	290	232	283	805	222

53. Has your child had a flu shot since September 1, 2013?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	36.4%	48.3%	50.5%	48.4%	46.6%
No	63.6%	51.7%	49.5%	51.6%	53.4%
Total N	286	230	283	799	221

54. In the last 6 months, how many times did your child go to an emergency room (ER) for care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
None	77.4%	78.6%	77.2%	77.4%	66.1%
1 time	15.3%	13.7%	16.5%	15.9%	20.8%
2	3.8%	5.6%	4.6%	4.6%	6.3%
3	1.4%	.9%	1.1%	1.1%	3.6%
4	1.4%	.4%	.4%	.5%	2.3%
5 to 9	.3%	.9%	.4%	.4%	.9%
10 or more times	.3%	0.0%	0.0%	.0%	0.0%
Total N	288	234	285	807	221

55. Do you think the care your child received at his or her most recent visit to the ER could have been provided in a doctor's office if one was available at the time?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	80.0%	80.9%	71.4%	73.7%	60.0%
No	20.0%	19.1%	28.6%	26.3%	40.0%
Total N	65	47	63	175	75

56. In the last 6 months, was there any time when you or a doctor thought your child needed care from a specialist?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	25.5%	20.8%	23.2%	23.2%	42.3%
No	74.5%	79.2%	76.8%	76.8%	57.7%
Total N	290	236	284	810	220

57. In the last 6 months, did you make any appointments for your child to see a specialist?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	94.6%	89.8%	89.4%	90.2%	92.5%
No	5.4%	10.2%	10.6%	9.8%	7.5%
Total N	74	49	66	189	93

58. In the last 6 months, how often did you get appointments for your child to see a specialist as soon as he or she needed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	5.7%	2.3%	1.7%	2.4%	4.7%
Sometimes	11.4%	0.0%	11.9%	10.3%	9.3%
Usually	25.7%	22.7%	30.5%	28.8%	24.4%
Always	57.1%	75.0%	55.9%	58.5%	61.6%
Total N	70	44	59	173	86

59. In the last 6 months, how often did your child's doctor's office seem informed and up-to-date about the care your child got from specialists?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	11.6%	9.1%	5.1%	6.5%	6.0%
Sometimes	24.6%	13.6%	15.3%	16.4%	10.7%
Usually	21.7%	13.6%	32.2%	28.4%	26.2%
Always	42.0%	63.6%	47.5%	48.7%	57.1%
Total N	69	44	59	172	84

60. How many specialists has your child seen in the last 6 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
None	2.9%	2.3%	1.7%	1.9%	1.2%
1 specialist	75.7%	79.5%	74.6%	75.4%	40.7%
2	18.6%	13.6%	11.9%	13.1%	23.3%
3	1.4%	0.0%	6.8%	5.2%	19.8%
4	0.0%	4.5%	0.0%	.6%	7.0%
5 or more specialists	1.4%	0.0%	5.1%	3.9%	8.1%
Total N	70	44	59	173	86

61. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 Worst specialist possible	1.5%	0.0%	0.0%	.2%	1.2%
1	2.9%	2.3%	0.0%	.7%	0.0%
2	1.5%	0.0%	0.0%	.2%	1.2%
3	1.5%	4.7%	1.7%	2.1%	0.0%
4	2.9%	0.0%	0.0%	.4%	0.0%
5	4.4%	2.3%	5.2%	4.7%	8.2%
6	5.9%	2.3%	0.0%	1.1%	1.2%
7	10.3%	4.7%	3.4%	4.6%	3.5%
8	14.7%	11.6%	19.0%	17.4%	18.8%
9	20.6%	18.6%	29.3%	26.7%	20.0%
10 Best specialist possible	33.8%	53.5%	41.4%	41.8%	45.9%
Total N	68	43	58	169	85

62. In the last 6 months, was there any time when your child needed care from a specialist but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	13.5%	8.2%	4.5%	6.2%	15.2%
No	86.5%	91.8%	95.5%	93.8%	84.8%
Total N	74	49	66	189	92

63. In the last 6 months, how many nights did your child spend in the hospital for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 nights	95.9%	98.3%	97.2%	97.2%	90.0%
1 night	1.4%	.8%	1.4%	1.3%	1.8%
2 nights	1.0%	.4%	1.0%	1.0%	3.2%
3 nights	.3%	.4%	.3%	.4%	.9%
4 or more nights	1.4%	0.0%	0.0%	.2%	4.1%
Total N	290	236	286	812	221

64. In the last 6 months, did your child ever have to go back into the hospital soon after being allowed to go home because she/he was still sick or had a problem?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	25.0%	50.0%	25.0%	27.1%	22.7%
No	75.0%	50.0%	75.0%	72.9%	77.3%
Total N	12	4	8	24	22

65. In general, how would you rate your child's overall mental and emotional health?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Excellent	47.2%	59.1%	51.4%	51.9%	19.4%
Very good	27.9%	24.5%	26.9%	26.7%	24.3%
Good	15.9%	11.8%	10.1%	11.1%	25.7%
Fair	7.2%	3.4%	10.1%	8.8%	24.8%
Poor	1.7%	1.3%	1.4%	1.4%	5.9%
Total N	290	237	286	813	222

66. In the last 6 months, did you or a health provider believe your child needed any treatment or counseling for an emotional, developmental, or behavioral problem?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	16.2%	10.6%	16.4%	15.6%	43.9%
No	83.8%	89.4%	83.6%	84.4%	56.1%
Total N	291	236	286	813	221

67. In the last 6 months, was there any time when your child needed treatment or counseling for an emotional, developmental, or behavioral problem but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	23.4%	16.7%	21.3%	21.1%	21.6%
No	76.6%	83.3%	78.7%	78.9%	78.4%
Total N	47	24	47	118	97

68. In the last 6 months, was there any time when you or a health professional thought your child needed prescription medicine for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	43.9%	45.7%	45.6%	45.4%	66.4%
No	56.1%	54.3%	54.4%	54.6%	33.6%
Total N	289	234	285	808	220

69. In the last 6 months, did your child take any prescription medicine?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	99.2%	98.1%	100.0%	99.6%	100.0%
No	.8%	1.9%	0.0%	.4%	0.0%
Total N	127	106	129	362	146

70. In the last 6 months, did you and anyone in a provider's office talk at each visit about all the prescription medicines your child was taking?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	89.0%	89.5%	89.9%	89.8%	90.4%
No	11.0%	10.5%	10.1%	10.2%	9.6%
Total N	127	105	129	361	146

71. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	50.4%	59.0%	50.0%	51.3%	54.9%
No	49.6%	41.0%	50.0%	48.7%	45.1%
Total N	127	105	128	360	144

72. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Not at all	7.9%	0.0%	0.0%	1.0%	1.3%
A little	4.8%	8.1%	10.9%	9.7%	6.3%
Somewhat	34.9%	17.7%	32.8%	30.7%	39.2%
A lot	52.4%	74.2%	56.3%	58.7%	53.2%
Total N	63	62	64	189	79

73. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Not at all	30.2%	29.0%	29.7%	29.6%	25.6%
A little	19.0%	11.3%	20.3%	18.7%	17.9%
Somewhat	23.8%	30.6%	29.7%	29.1%	28.2%
A lot	27.0%	29.0%	20.3%	22.5%	28.2%
Total N	63	62	64	189	78

74. When you talked about your child starting or stopping a prescription medicine, did a doctor or other provider ask you what you thought was best for your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	61.9%	67.7%	75.0%	72.3%	80.5%
No	38.1%	32.3%	25.0%	27.7%	19.5%
Total N	63	62	64	189	77

75. In the last 6 months, was there any time when your child needed prescription medicine but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	10.7%	3.0%	11.4%	10.2%	15.1%
No	89.3%	97.0%	88.6%	89.8%	84.9%
Total N	122	99	123	344	139

76. How would you rate your child's overall dental health?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Excellent	32.5%	42.1%	36.0%	36.5%	23.6%
Very good	34.6%	28.1%	33.2%	32.7%	25.5%
Good	26.5%	22.1%	24.4%	24.3%	32.7%
Fair	3.9%	6.0%	4.6%	4.7%	13.2%
Poor	2.5%	1.7%	1.8%	1.8%	5.0%
Total N	283	235	283	801	220

77. Is there one main place you usually take your child for dental care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	83.3%	78.7%	84.1%	83.3%	82.4%
No	16.7%	21.3%	15.9%	16.7%	17.6%
Total N	282	235	283	800	221

78. In the last 6 months, how often were you able to get the dental care you or a dentist or other health provider thought your child needed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	14.7%	13.7%	15.4%	15.1%	13.0%
Sometimes	8.8%	9.1%	8.8%	8.9%	10.2%
Usually	19.5%	11.9%	18.4%	17.6%	19.5%
Always	57.0%	65.3%	57.4%	58.4%	57.2%
Total N	272	219	272	763	215

79. When was your child's last dental checkup?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Within the last year	71.1%	68.7%	73.9%	72.8%	71.2%
Between 1 and 2 years ago	13.4%	9.9%	9.5%	10.1%	14.0%
More than 2 years ago	2.5%	4.7%	4.2%	4.1%	7.2%
Never been to dentist	13.0%	16.7%	12.4%	13.1%	7.7%
Total N	284	233	283	800	222

80. In the last 6 months, was there any time when you or a health professional thought your child needed dental care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	30.4%	26.8%	26.1%	26.8%	32.1%
No	69.6%	73.2%	73.9%	73.2%	67.9%
Total N	283	235	283	801	221

81_1.Checkup and cleaning :What kinds of dental care did your child need in the last 6 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	15.1%	19.0%	18.9%	18.4%	19.7%
Checked	84.9%	81.0%	81.1%	81.6%	80.3%
Total N	86	63	74	223	71

81_2.Emergency dental care :What kinds of dental care did your child need in the last 6 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	93.0%	93.7%	95.9%	95.2%	93.0%
Checked	7.0%	6.3%	4.1%	4.8%	7.0%
Total N	86	63	74	223	71

81_3.Other treatment, such as fillings :What kinds of dental care did your child need in the last 6 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	53.5%	55.6%	56.8%	56.1%	52.1%
Checked	46.5%	44.4%	43.2%	43.9%	47.9%
Total N	86	63	74	223	71

82.Using any number from 0 to 10 where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your child's dental care?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 Worst dental care possible	8.2%	0.0%	4.2%	4.2%	5.7%
1	0.0%	0.0%	0.0%	0.0%	0.0%
2	1.2%	1.7%	1.4%	1.4%	4.3%
3	2.4%	3.3%	4.2%	3.8%	2.9%
4	5.9%	8.3%	0.0%	2.0%	1.4%
5	5.9%	8.3%	5.6%	6.0%	8.6%
6	2.4%	0.0%	5.6%	4.4%	4.3%
7	8.2%	1.7%	5.6%	5.5%	7.1%
8	10.6%	13.3%	11.3%	11.5%	12.9%
9	11.8%	15.0%	22.5%	19.9%	14.3%
10 Best dental care possible	43.5%	48.3%	39.4%	41.3%	38.6%
Total N	85	60	71	216	70

83. In the last 6 months, was there any time when your child needed dental care but could not get it for any reason?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	23.5%	22.6%	22.5%	22.7%	23.9%
No	76.5%	77.4%	77.5%	77.3%	76.1%
Total N	85	62	71	218	71

84. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through Medicaid?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	47.6%	51.7%	46.3%	47.2%	59.6%
No	52.4%	48.3%	53.7%	52.8%	40.4%
Total N	288	234	285	807	218

85. In the last 6 months, how often was it easy to get the care, tests or treatment you thought your child needed through Medicaid?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	1.5%	2.5%	1.5%	1.7%	1.6%
Sometimes	13.2%	10.8%	9.2%	9.9%	11.6%
Usually	21.3%	22.5%	25.2%	24.3%	34.9%
Always	64.0%	64.2%	64.1%	64.1%	51.9%
Total N	136	120	131	387	129

86. Did you know that there is a Medicaid helpline (1-800-338-8366) that you can call to get information or help for your child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	30.8%	43.0%	40.5%	39.6%	37.3%
No	69.2%	57.0%	59.5%	60.4%	62.7%
Total N	289	237	284	810	220

87. In the last 6 months, did you try to get information or help for your child from the Medicaid helpline (1-800-338-8366)?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	7.9%	16.2%	14.2%	13.8%	13.6%
No	92.1%	83.8%	85.8%	86.2%	86.4%
Total N	89	99	113	301	81

88. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	6.3%	6.7%	6.2%	9.1%
Sometimes	28.6%	18.8%	33.3%	30.4%	18.2%
Usually	28.6%	37.5%	26.7%	28.8%	45.5%
Always	42.9%	37.5%	33.3%	34.7%	27.3%
Total N	7	16	15	38	11

89. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	0.0%	6.3%	0.0%	1.2%	9.1%
Sometimes	71.4%	12.5%	26.7%	26.7%	27.3%
Usually	0.0%	31.3%	20.0%	20.9%	18.2%
Always	28.6%	50.0%	53.3%	51.2%	45.5%
Total N	7	16	15	38	11

90. In the last 6 months, did you look for any information in written materials or on the Internet about how Medicaid works?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	8.8%	16.4%	12.5%	12.6%	15.2%
No	91.2%	83.6%	87.5%	87.4%	84.8%
Total N	273	220	263	756	204

91. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how Medicaid works?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	29.4%	22.7%	33.8%	31.7%	35.1%
Sometimes	27.5%	22.7%	25.7%	25.4%	26.3%
Usually	29.4%	18.2%	25.7%	24.8%	28.1%
Always	13.7%	36.4%	14.9%	18.1%	10.5%
Total N	51	66	74	191	57

92. In the last 6 months, which source of information was the MOST helpful for you in learning about how Medicaid works? Please check only one.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Did not look for information	59.0%	47.2%	53.5%	53.4%	57.7%
DHS Medicaid websites	6.6%	8.9%	5.3%	6.0%	5.4%
Other website	1.0%	.9%	.4%	.5%	1.4%
Written materials from Medicaid	7.3%	14.9%	9.2%	9.8%	8.1%
Phone calls to the Medicaid helpline	.3%	3.0%	3.5%	3.1%	2.3%
County DHS Medicaid office	2.4%	2.6%	2.8%	2.7%	3.2%
DHS caseworker	4.9%	4.3%	5.7%	5.4%	1.8%
Friends or family who use Medicaid	5.2%	5.1%	6.7%	6.3%	5.4%
Doctor or office staff	12.5%	12.8%	11.3%	11.7%	12.2%
Other	.7%	.4%	1.4%	1.2%	2.7%
Total N	288	235	282	805	222

93. In the last 6 months, did you try to find a personal doctor for your child who was part of Medicaid?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	10.7%	14.4%	10.9%	11.4%	17.0%
No	89.3%	85.6%	89.1%	88.6%	83.0%
Total N	290	236	284	810	223

94. In the last 6 months, how much of a problem did you have finding a personal doctor you liked for your child who was part of Medicaid?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Big problem	0.0%	3.1%	3.8%	3.3%	9.1%
Small problem	5.0%	12.5%	7.7%	8.4%	9.1%
Not a problem	95.0%	84.4%	88.5%	88.2%	81.8%
Total N	20	32	26	78	22

95. In the last 6 months, did Medicaid give you any forms to fill out?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	33.3%	38.2%	35.3%	35.5%	24.5%
No	66.7%	61.8%	64.7%	64.5%	75.5%
Total N	288	233	283	804	220

96. In the last 6 months, how often were the forms from Medicaid easy to fill out?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	21.4%	31.3%	23.1%	24.4%	25.0%
Sometimes	14.3%	12.5%	30.8%	25.2%	0.0%
Usually	28.6%	18.8%	30.8%	28.2%	25.0%
Always	35.7%	37.5%	15.4%	22.2%	50.0%
Total N	14	16	13	43	12

97. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate Medicaid?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 Worst health plan possible	.3%	.9%	0.0%	.2%	.9%
1	1.0%	.4%	0.0%	.2%	0.0%
2	.7%	.4%	.7%	.7%	1.4%
3	1.4%	.9%	.4%	.6%	2.3%
4	1.4%	.9%	.7%	.8%	2.3%
5	7.9%	8.6%	6.1%	6.7%	7.8%
6	6.2%	2.6%	3.2%	3.5%	6.4%
7	13.7%	10.3%	10.7%	11.0%	13.2%
8	17.5%	19.7%	16.1%	16.8%	16.0%
9	16.8%	14.6%	22.1%	20.4%	13.2%
10 Best health plan possible	33.0%	40.8%	40.0%	39.2%	36.5%
Total N	291	233	280	804	219

98. In general, how would you rate your child's overall health?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Excellent	44.0%	55.1%	48.9%	49.2%	17.6%
Very good	39.9%	31.4%	36.3%	36.0%	28.4%
Good	13.4%	11.9%	11.3%	11.6%	41.9%
Fair	2.7%	1.7%	3.5%	3.2%	11.3%
Poor	0.0%	0.0%	0.0%	0.0%	.9%
Total N	291	236	284	811	222

99. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	31.4%	28.8%	30.0%	30.0%	66.5%
No	68.6%	71.2%	70.0%	70.0%	33.5%
Total N	290	236	283	809	221

99a. Is this because of any medical, behavioral, or other health condition?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	82.4%	82.1%	81.2%	81.5%	93.1%
No	17.6%	17.9%	18.8%	18.5%	6.9%
Total N	91	67	85	243	145

99b. Is this a condition that has lasted or is expected to last for at least 12 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	85.3%	90.7%	85.3%	86.0%	97.7%
No	14.7%	9.3%	14.7%	14.0%	2.3%
Total N	75	54	68	197	132

100. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	15.7%	11.9%	14.1%	14.0%	73.9%
No	84.3%	88.1%	85.9%	86.0%	26.1%
Total N	286	236	283	805	222

100a. Is this because of any medical, behavioral, or other health condition?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	91.1%	88.5%	97.5%	95.6%	98.2%
No	8.9%	11.5%	2.5%	4.4%	1.8%
Total N	45	26	40	111	163

100b. Is this a condition that has lasted or is expected to last for at least 12 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	95.1%	91.3%	97.3%	96.3%	98.7%
No	4.9%	8.7%	2.7%	3.7%	1.3%
Total N	41	23	37	101	159

101. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	8.3%	6.4%	10.6%	9.7%	69.2%
No	91.7%	93.6%	89.4%	90.3%	30.8%
Total N	289	234	283	806	221

101a. Is this because of any medical, behavioral, or other health condition?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	83.3%	78.6%	86.2%	85.2%	96.0%
No	16.7%	21.4%	13.8%	14.8%	4.0%
Total N	24	14	29	67	151

101b. Is this a condition that has lasted or is expected to last for at least 12 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	95.0%	100.0%	100.0%	99.5%	99.3%
No	5.0%	0.0%	0.0%	.5%	.7%
Total N	20	11	25	56	143

102. Does your child need or get special therapy, such as physical, occupational or speech therapy?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	6.9%	3.8%	7.0%	6.6%	47.7%
No	93.1%	96.2%	93.0%	93.4%	52.3%
Total N	288	236	284	808	222

102a. Is this because of any medical, behavioral, or other health condition?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	65.0%	77.8%	60.0%	62.1%	94.3%
No	35.0%	22.2%	40.0%	37.9%	5.7%
Total N	20	9	20	49	106

102b. Is this a condition that has lasted or is expected to last for at least 12 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	84.6%	85.7%	90.9%	89.4%	98.0%
No	15.4%	14.3%	9.1%	10.6%	2.0%
Total N	13	7	11	31	100

103. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	20.3%	11.9%	18.3%	17.7%	59.6%
No	79.7%	88.1%	81.7%	82.3%	40.4%
Total N	291	236	284	811	223

103a. Has this problem lasted or is it expected to last for at least 12 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	89.5%	92.3%	94.0%	93.2%	100.0%
No	10.5%	7.7%	6.0%	6.8%	0.0%
Total N	57	26	50	133	132

104_textdays. In the past 6 months, about how many days did your child miss school because of illness or injury?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
0 days	41.4%	55.0%	48.0%	48.1%	39.3%
1 day	19.1%	18.9%	13.6%	15.0%	10.4%
2 days	13.0%	10.7%	14.0%	13.5%	10.9%
3	8.4%	6.5%	9.5%	9.0%	12.6%
4	4.2%	4.1%	1.8%	2.4%	5.5%
5	3.3%	1.2%	4.1%	3.6%	6.6%
6	4.2%	.6%	1.8%	1.9%	1.6%
7	1.4%	1.2%	1.4%	1.3%	2.2%
8	1.4%	.6%	.5%	.6%	1.6%
9	0.0%	.6%	.5%	.4%	.5%
10	1.9%	0.0%	1.8%	1.6%	3.8%
12	.5%	.6%	.5%	.5%	.5%
14	.5%	0.0%	.5%	.4%	1.1%
15	0.0%	0.0%	.5%	.3%	.5%
16	0.0%	0.0%	.9%	.7%	0.0%
18	0.0%	0.0%	0.0%	0.0%	1.1%
19	.5%	0.0%	0.0%	.1%	0.0%
20	0.0%	0.0%	.5%	.3%	1.6%
28	0.0%	0.0%	.5%	.3%	0.0%
42	.5%	0.0%	0.0%	.1%	0.0%
Total N	215	169	221	605	183

104. My child is too young for school = 0 : In the past 6 months, about how many days did your child miss school because of illness or injury?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
My child is too young for school	100.0%	100.0%	100.0%	100.0%	100.0%
Total N	70	66	58	194	29

105_1.Anxiety: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	91.8%	96.6%	88.1%	89.8%	78.5%
Checked	8.2%	3.4%	11.9%	10.2%	21.5%
Total N	291	237	286	814	223

105_2.Asthma: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	90.0%	87.8%	88.5%	88.6%	82.1%
Checked	10.0%	12.2%	11.5%	11.4%	17.9%
Total N	291	237	286	814	223

105_3.Attention problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	86.3%	88.2%	85.7%	86.1%	59.6%
Checked	13.7%	11.8%	14.3%	13.9%	40.4%
Total N	291	237	286	814	223

105_4.Behavioral or emotional problems other than depression or anxiety: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	88.3%	92.4%	87.4%	88.2%	58.3%
Checked	11.7%	7.6%	12.6%	11.8%	41.7%
Total N	291	237	286	814	223

105_5.Chronic allergies or sinus problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	90.4%	90.7%	86.0%	87.2%	89.2%
Checked	9.6%	9.3%	14.0%	12.8%	10.8%
Total N	291	237	286	814	223

105_6.Chronic back, neck, bone or muscle problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	97.6%	97.5%	95.8%	96.3%	96.4%
Checked	2.4%	2.5%	4.2%	3.7%	3.6%
Total N	291	237	286	814	223

105_7. Dental problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	92.4%	94.5%	93.7%	93.7%	87.9%
Checked	7.6%	5.5%	6.3%	6.3%	12.1%
Total N	291	237	286	814	223

105_8. Depression: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	94.5%	97.5%	94.1%	94.6%	87.4%
Checked	5.5%	2.5%	5.9%	5.4%	12.6%
Total N	291	237	286	814	223

105_9. Developmental delays or mental retardation: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	98.3%	98.3%	96.5%	97.0%	60.5%
Checked	1.7%	1.7%	3.5%	3.0%	39.5%
Total N	291	237	286	814	223

105_10. Diabetes: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	99.7%	99.2%	99.7%	99.6%	98.7%
Checked	.3%	.8%	.3%	.4%	1.3%
Total N	291	237	286	814	223

105_11. Drug or alcohol related problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	99.3%	99.6%	99.7%	99.6%	98.7%
Checked	.7%	.4%	.3%	.4%	1.3%
Total N	291	237	286	814	223

105_12.Failure to thrive or eating disorder: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	99.3%	98.7%	98.3%	98.5%	94.2%
Checked	.7%	1.3%	1.7%	1.5%	5.8%
Total N	291	237	286	814	223

105_13.Frequent bladder/bowel problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	95.5%	98.3%	95.5%	95.9%	94.6%
Checked	4.5%	1.7%	4.5%	4.1%	5.4%
Total N	291	237	286	814	223

105_14.Frequent ear infections: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	94.8%	96.6%	96.2%	96.1%	91.9%
Checked	5.2%	3.4%	3.8%	3.9%	8.1%
Total N	291	237	286	814	223

105_15. Hearing impairment or deafness: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	99.0%	99.2%	98.6%	98.7%	95.5%
Checked	1.0%	.8%	1.4%	1.3%	4.5%
Total N	291	237	286	814	223

105_16.A learning disability: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	94.8%	95.4%	95.1%	95.1%	58.3%
Checked	5.2%	4.6%	4.9%	4.9%	41.7%
Total N	291	237	286	814	223

105_17.Overweight/Obese: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	94.2%	96.2%	95.1%	95.1%	96.0%
Checked	5.8%	3.8%	4.9%	4.9%	4.0%
Total N	291	237	286	814	223

105_18.Speech or language problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	95.2%	97.0%	96.2%	96.2%	69.1%
Checked	4.8%	3.0%	3.8%	3.8%	30.9%
Total N	291	237	286	814	223

105_19.Vision problems: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	91.1%	93.2%	92.7%	92.5%	85.2%
Checked	8.9%	6.8%	7.3%	7.5%	14.8%
Total N	291	237	286	814	223

105_20.Any other chronic condition: Does your child now have any medical or mental health conditions that have lasted for at least 3 months?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	91.8%	93.7%	92.7%	92.7%	75.3%
Checked	8.2%	6.3%	7.3%	7.3%	24.7%
Total N	291	237	286	814	223

106. In the last 6 months, has your child seen a doctor or other health professional more than twice for any of the conditions from Question 105?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	44.5%	43.0%	47.5%	46.4%	68.2%
No	55.5%	57.0%	52.5%	53.6%	31.8%
Total N	155	121	139	415	201

107. Has your child been taking prescription medicine for at least 3 months for any of the conditions from Question 105?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	48.4%	35.0%	43.4%	42.9%	60.9%
No	51.6%	65.0%	56.6%	57.1%	39.1%
Total N	157	120	136	413	202

108a. In the past 6 months, how often has your child felt sad or unhappy?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	40.4%	52.1%	47.5%	47.3%	33.5%
Sometimes	51.8%	44.3%	44.2%	45.1%	51.4%
Often	7.7%	3.7%	8.3%	7.6%	15.1%
Total N	272	219	265	756	212

108b. In the past 6 months, how often has your child felt hopeless?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	84.8%	89.1%	83.7%	84.6%	73.1%
Sometimes	13.4%	9.5%	14.1%	13.4%	19.2%
Often	1.8%	1.4%	2.2%	2.1%	7.7%
Total N	276	221	270	767	208

108c. In the past 6 months, how often has your child been down on him/herself?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	64.7%	71.5%	68.3%	68.3%	57.8%
Sometimes	31.7%	25.8%	27.3%	27.7%	33.6%
Often	3.6%	2.7%	4.4%	4.1%	8.5%
Total N	278	221	271	770	211

108d. In the past 6 months, how often has your child worried a lot?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	59.9%	70.5%	66.1%	65.9%	50.0%
Sometimes	34.4%	24.6%	25.5%	26.5%	33.0%
Often	5.7%	4.9%	8.4%	7.6%	17.0%
Total N	279	224	274	777	212

108e. In the past 6 months, how often has your child seemed to be having less fun?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	66.9%	75.6%	71.7%	71.7%	55.6%
Sometimes	29.2%	22.7%	25.0%	25.2%	39.4%
Often	3.9%	1.8%	3.3%	3.1%	5.1%
Total N	281	225	276	782	216

108f. In the past 6 months, how often has your child been fidgety or unable to sit still?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	58.7%	57.3%	59.9%	59.4%	29.2%
Sometimes	29.0%	32.9%	29.0%	29.6%	39.8%
Often	12.4%	9.8%	11.1%	11.1%	31.0%
Total N	283	225	279	787	216

108g. In the past 6 months, how often has your child daydreamed too much?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	74.8%	72.2%	76.3%	75.5%	57.5%
Sometimes	21.6%	24.7%	18.7%	19.9%	37.7%
Often	3.5%	3.1%	5.0%	4.6%	4.7%
Total N	282	227	278	787	212

108h. In the past 6 months, how often has your child been easily distracted?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	42.0%	42.5%	45.8%	44.9%	20.0%
Sometimes	44.8%	40.3%	42.2%	42.3%	40.9%
Often	13.2%	17.3%	11.9%	12.8%	39.1%
Total N	281	226	277	784	215

108i. In the past 6 months, how often has your child had trouble concentrating?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	51.9%	55.6%	54.7%	54.5%	26.2%
Sometimes	36.4%	32.4%	35.5%	35.2%	41.1%
Often	11.7%	12.0%	9.8%	10.3%	32.7%
Total N	283	225	276	784	214

108j. In the past 6 months, how often has your child acted as if driven by a motor?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	81.9%	77.3%	84.0%	82.8%	56.3%
Sometimes	13.5%	17.8%	12.0%	13.0%	25.2%
Often	4.6%	4.9%	4.0%	4.2%	18.4%
Total N	281	225	275	781	206

108k. In the past 6 months, how often has your child fought with other children?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	57.7%	67.6%	67.9%	66.5%	48.4%
Sometimes	35.6%	28.0%	26.7%	28.0%	35.8%
Often	6.8%	4.4%	5.4%	5.5%	15.8%
Total N	281	225	277	783	215

108l. In the past 6 months, how often has your child not listened to rules?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	35.0%	41.0%	39.7%	39.3%	24.9%
Sometimes	54.4%	47.7%	49.5%	49.9%	48.8%
Often	10.6%	11.3%	10.8%	10.9%	26.3%
Total N	283	222	277	782	213

108m. In the past 6 months, how often has your child not understood other people's feelings?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	61.1%	64.0%	69.5%	67.6%	36.2%
Sometimes	35.0%	30.2%	26.2%	27.9%	42.7%
Often	3.9%	5.8%	4.4%	4.5%	21.1%
Total N	283	225	275	783	213

108n. In the past 6 months, how often has your child teased others?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	73.5%	76.5%	77.3%	76.7%	63.7%
Sometimes	25.1%	19.9%	19.9%	20.5%	28.4%
Often	1.4%	3.5%	2.9%	2.8%	7.9%
Total N	283	226	277	786	215

108o. In the past 6 months, how often has your child blamed others for his/her troubles?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	60.4%	67.6%	71.0%	69.2%	56.1%
Sometimes	33.6%	25.8%	25.0%	26.2%	25.2%
Often	6.0%	6.7%	4.0%	4.6%	18.7%
Total N	283	225	276	784	214

108p. In the past 6 months, how often has your child refused to share?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	56.9%	56.2%	62.8%	61.2%	42.1%
Sometimes	39.2%	38.1%	33.2%	34.6%	43.0%
Often	3.9%	5.8%	4.0%	4.2%	15.0%
Total N	283	226	277	786	214

108q. In the past 6 months, how often has your child taken things that did not belong to him/her?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Never	73.2%	72.9%	76.9%	75.9%	63.6%
Sometimes	24.3%	21.8%	21.7%	22.0%	29.4%
Often	2.5%	5.3%	1.4%	2.1%	7.0%
Total N	284	225	277	786	214

109. What is your child's age?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Less than 1 year old	5.6%	4.7%	3.9%	4.2%	1.8%
1 year old	8.3%	12.0%	8.1%	8.6%	4.5%
2 years old	7.6%	9.8%	4.9%	6.0%	4.1%
3	5.6%	3.4%	5.3%	5.0%	5.4%
4	3.5%	5.6%	6.7%	6.1%	5.4%
5	4.2%	8.1%	5.3%	5.5%	6.3%
6	4.2%	4.7%	5.6%	5.3%	4.5%
7	6.2%	5.1%	6.3%	6.1%	5.9%
8	4.5%	5.6%	5.6%	5.5%	6.8%
9	6.2%	5.6%	5.3%	5.4%	6.8%
10	5.6%	4.3%	6.3%	5.9%	8.1%
11	6.6%	3.0%	5.6%	5.4%	6.3%

Continues.

109.What is your child's age? (continued)

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
12	6.2%	7.3%	6.0%	6.2%	8.1%
13	4.9%	7.7%	3.9%	4.5%	5.4%
14	5.6%	5.1%	9.1%	8.1%	2.7%
15	5.2%	3.0%	4.6%	4.4%	4.5%
16	4.9%	2.6%	4.6%	4.3%	6.8%
17	4.2%	2.1%	2.1%	2.4%	5.9%
18	1.0%	.4%	.7%	.7%	.9%
19	0.0%	0.0%	.4%	.3%	0.0%
Total N	288	234	285	807	222

110. Is your child male or female?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Male	47.9%	54.1%	51.6%	51.5%	64.4%
Female	52.1%	45.9%	48.4%	48.5%	35.6%
Total N	290	233	285	808	222

111. Is your child of Hispanic or Latino origin or descent?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes, Hispanic or Latino	12.5%	14.2%	15.8%	15.1%	10.8%
No, not Hispanic or Latino	87.5%	85.8%	84.2%	84.9%	89.2%
Total N	288	233	279	800	222

112_1.White: What is your child's race? Please mark one or more.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	16.6%	15.9%	11.7%	12.9%	18.3%
Checked	83.4%	84.1%	88.3%	87.1%	81.7%
Total N	289	233	282	804	218

112_2.Black or African-American: What is your child's race? Please mark one or more.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	85.1%	79.9%	92.0%	89.4%	79.0%
Checked	14.9%	20.1%	8.0%	10.6%	21.0%
Total N	275	224	264	763	210

112_3.Asian: What is your child's race? Please mark one or more.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	98.2%	96.8%	97.3%	97.4%	98.5%
Checked	1.8%	3.2%	2.7%	2.6%	1.5%
Total N	274	220	262	756	205

112_4.Native Hawaiian or other Pacific Islander :What is your child's race? Please mark one or more.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	98.2%	99.5%	100.0%	99.7%	100.0%
Checked	1.8%	.5%	0.0%	.3%	0.0%
Total N	273	220	262	755	205

112_5.American Indian or Alaska Native :What is your child's race? Please mark one or more.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	93.0%	96.4%	97.3%	96.6%	98.0%
Checked	7.0%	3.6%	2.7%	3.4%	2.0%
Total N	273	220	262	755	205

112_6.Other :What is your child's race? Please mark one or more.

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	98.9%	97.7%	98.5%	98.4%	98.5%
Checked	1.1%	2.3%	1.5%	1.6%	1.5%
Total N	273	221	262	756	205

113.Are you male or female?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Male	8.0%	9.4%	8.1%	8.2%	7.3%
Female	92.0%	90.6%	91.9%	91.8%	92.7%
Total N	287	235	285	807	219

114.What is your age?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Under 18	1.0%	.4%	0.0%	.2%	0.0%
18 to 24	8.7%	14.0%	9.2%	9.8%	2.7%
25 to 34	35.3%	37.4%	40.6%	39.5%	42.8%
35 to 44	34.6%	28.9%	28.3%	29.2%	34.7%
45 to 54	14.5%	13.2%	13.8%	13.8%	14.9%
55 to 64	4.2%	4.3%	6.4%	5.8%	4.1%
65 to 74	.7%	1.3%	1.4%	1.3%	.9%
75 or older	1.0%	.4%	.4%	.5%	0.0%
Total N	289	235	283	807	222

115.What is the highest grade or level of school you have completed?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
8th grade or less	2.8%	2.1%	3.5%	3.2%	.9%
Some high school, but did not graduate	9.7%	11.2%	10.6%	10.6%	9.5%
High school graduate or GED	29.9%	18.5%	30.7%	28.9%	38.0%
Some college or 2-year degree	43.4%	52.8%	42.4%	44.0%	34.8%
4-year college graduate	10.1%	10.7%	9.5%	9.8%	10.0%
More than 4-year college degree	4.2%	4.7%	3.2%	3.5%	6.8%
Total N	288	233	283	804	221

116. How are you related to the child?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Mother or father	91.3%	90.2%	89.8%	90.1%	87.8%
Grandparent	6.2%	6.8%	8.1%	7.7%	8.1%
Aunt or uncle	1.4%	.4%	.7%	.7%	1.4%
Older sibling	0.0%	.4%	.7%	.6%	.5%
Other relative	0.0%	.4%	0.0%	.1%	0.0%
Legal guardian	1.0%	1.7%	.7%	.9%	2.3%
Someone else	0.0%	0.0%	0.0%	0.0%	0.0%
Total N	288	235	285	808	222

117. Did someone help you complete this survey?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Yes	5.6%	5.1%	6.0%	5.8%	3.6%
No	94.4%	94.9%	94.0%	94.2%	96.4%
Total N	288	234	284	806	222

118_1.Read the questions to me: How did that person help you?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	58.8%	66.7%	47.1%	50.9%	62.5%
Checked	41.2%	33.3%	52.9%	49.1%	37.5%
Total N	17	12	17	46	8

118_2.Wrote down the answers I gave: How did that person help you?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	58.8%	75.0%	64.7%	65.2%	87.5%
Checked	41.2%	25.0%	35.3%	34.8%	12.5%
Total N	17	12	17	46	8

118_3.Answered the questions for me: How did that person help you?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	82.4%	83.3%	76.5%	78.1%	100.0%
Checked	17.6%	16.7%	23.5%	21.9%	0.0%
Total N	17	12	17	46	8

118_4. Translated the questions into my language: How did that person help you?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	64.7%	41.7%	58.8%	57.5%	87.5%
Checked	35.3%	58.3%	41.2%	42.5%	12.5%
Total N	17	12	17	46	8

118_5. Helped in some other way : How did that person help you?

	Child FFS	Child HMO	Child MP	Total Medicaid	Child SSI
Unchecked	88.2%	83.3%	100.0%	96.5%	75.0%
Checked	11.8%	16.7%	0.0%	3.5%	25.0%
Total N	17	12	17	46	8

Appendix B. Adult Medicaid

1. Our records show that you have been enrolled in Medicaid in the last 6 months. Is that right?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Yes	97.9%	97.5%	97.0%	97.3%		97.4%
No	2.1%	2.5%	3.0%	2.7%		2.6%
Total N	235	200	235	670		347

2. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Yes	47.6%	47.4%	51.7%	50.2%		52.8%
No	52.4%	52.6%	48.3%	49.8%		47.2%
Total N	233	196	232	661		345

3. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	.9%	3.2%	.8%	1.3%		1.7%
Sometimes	13.6%	16.1%	13.6%	14.0%		13.9%
Usually	32.7%	29.0%	28.0%	29.0%		27.2%
Always	52.7%	51.6%	57.6%	55.8%		57.2%
Total N	110	93	118	321		180

4. In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Same day	40.0%	35.5%	44.2%	42.0%		44.3%
1 day	30.0%	20.4%	21.7%	22.9%		19.5%
2 to 3 days	16.4%	22.6%	21.7%	20.9%		17.8%
4 to 7 days	8.2%	10.8%	8.3%	8.7%		8.0%
More than 7 days	5.5%	10.8%	4.2%	5.5%		10.3%
Total N	110	93	120	323		174

5. In the last 6 months, was there any time when you needed care right away but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	20.2%	23.7%	21.2%	21.4%	21.0%
No	79.8%	76.3%	78.8%	78.6%	79.0%
Total N	109	93	118	320	181

6. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	72.8%	71.1%	68.2%	69.6%	75.6%
No	27.2%	28.9%	31.8%	30.4%	24.4%
Total N	235	197	233	665	349

7. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	1.2%	5.7%	.6%	1.7%	1.1%
Sometimes	21.2%	21.4%	25.6%	24.0%	18.3%
Usually	32.4%	29.3%	34.0%	32.8%	27.1%
Always	45.3%	43.6%	39.7%	41.5%	53.4%
Total N	170	140	156	466	262

8. In the last 6 months, was there any time when you needed a check-up or routine care but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	10.6%	17.5%	11.4%	12.4%	10.9%
No	89.4%	82.5%	88.6%	87.6%	89.1%
Total N	235	200	236	671	350

9. In the last 6 months, did a doctor's office give you information about what to do if you needed care during evenings, weekends, or holidays?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	44.5%	43.2%	49.4%	47.4%	42.9%
No	55.5%	56.8%	50.6%	52.6%	57.1%
Total N	236	199	235	670	352

10. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	25.5%	27.4%	25.6%	25.9%	29.5%
No	74.5%	72.6%	74.4%	74.1%	70.5%
Total N	235	197	234	666	342

11. In the last 6 months, how often were you able to get the care you needed from a doctor's office during evenings, weekends, or holidays?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	31.0%	35.2%	25.0%	28.1%	37.1%
Sometimes	12.1%	22.2%	17.9%	17.6%	22.7%
Usually	27.6%	24.1%	23.2%	24.2%	12.4%
Always	29.3%	18.5%	33.9%	30.1%	27.8%
Total N	58	54	56	168	97

12. In the last 6 months, did you phone a doctor's office with a medical question during regular office hours?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	49.4%	57.4%	48.0%	50.0%	51.6%
No	50.6%	42.6%	52.0%	50.0%	48.4%
Total N	231	202	229	662	345

13. In the last 6 months, when you phoned a doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	3.5%	5.2%	6.4%	5.6%	5.1%
Sometimes	15.8%	21.6%	19.1%	19.0%	19.1%
Usually	35.1%	32.8%	32.7%	33.2%	30.3%
Always	45.6%	40.5%	41.8%	42.2%	45.5%
Total N	114	116	110	340	178

14. In the last 6 months, did you phone a doctor's office with a medical question after regular office hours?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	16.5%	16.3%	15.8%	16.0%	12.2%
No	83.5%	83.7%	84.2%	84.0%	87.8%
Total N	231	203	228	662	345

15. In the last 6 months, when you phoned a doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	13.2%	24.2%	16.7%	17.4%	12.5%
Sometimes	15.8%	9.1%	11.1%	11.6%	32.5%
Usually	44.7%	30.3%	30.6%	33.2%	20.0%
Always	26.3%	36.4%	41.7%	37.8%	35.0%
Total N	38	33	36	107	40

16. Some offices remind patients between visits about tests, treatment or appointments. In the last 6 months, did you get any reminders from a doctor's office between visits?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	59.9%	63.5%	64.2%	63.3%	68.5%
No	40.1%	36.5%	35.8%	36.7%	31.5%
Total N	232	203	229	664	349

17. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
None	21.0%	22.7%	21.3%	21.5%	19.4%
1 time	15.5%	17.2%	15.7%	15.9%	11.4%
2	14.2%	18.2%	19.1%	18.1%	21.1%
3	17.6%	14.8%	12.2%	13.6%	14.3%
4	8.2%	5.9%	7.0%	7.0%	12.6%
5 to 9	15.0%	15.8%	14.8%	15.0%	13.4%
10 or more times	8.6%	5.4%	10.0%	8.9%	7.7%
Total N	233	203	230	666	350

18. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see a doctor within 15 minutes of your appointment time?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	23.9%	25.6%	20.4%	22.0%	15.7%
Sometimes	31.5%	32.7%	33.1%	32.8%	26.3%
Usually	29.9%	27.6%	33.1%	31.6%	36.7%
Always	14.7%	14.1%	13.3%	13.7%	21.4%
Total N	184	156	181	521	281

19. In the last 6 months, did anyone in a doctor's office talk with you about specific goals for your health?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	45.1%	46.5%	48.6%	47.6%	65.8%
No	54.9%	53.5%	51.4%	52.4%	34.2%
Total N	184	155	179	518	281

20. In the last 6 months, did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your health?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	30.4%	27.1%	26.7%	27.4%	33.2%
No	69.6%	72.9%	73.3%	72.6%	66.8%
Total N	181	155	180	516	280

21. In the last 6 months, did anyone in a doctor's office ask you if there was a period of time when you felt sad, empty, or depressed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	51.6%	55.8%	55.2%	54.7%	48.9%
No	48.4%	44.2%	44.8%	45.3%	51.1%
Total N	184	156	181	521	276

22. In the last 6 months, did you and anyone in a doctor's office talk about things in your life that worry you or cause you stress?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	45.7%	46.8%	51.1%	49.3%	43.0%
No	54.3%	53.2%	48.9%	50.7%	57.0%
Total N	184	156	180	520	277

23. In the last 6 months, did you and anyone in a doctor's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	37.2%	32.3%	39.7%	37.9%	38.5%
No	62.8%	67.7%	60.3%	62.1%	61.5%
Total N	183	155	179	517	278

24. In the last 6 months, did anyone in a doctor's office order a blood test, x-ray, or other test for you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	71.6%	71.0%	72.9%	72.3%	86.4%
No	28.4%	29.0%	27.1%	27.7%	13.6%
Total N	183	155	181	519	279

25. In the last 6 months, when that doctor's office ordered a blood test, x-ray, or other test for you, how often did someone from that doctor's office follow up to give you those results?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	4.6%	10.0%	5.3%	6.0%	4.1%
Sometimes	18.3%	11.8%	16.8%	16.2%	10.0%
Usually	21.4%	22.7%	19.1%	20.1%	22.8%
Always	55.7%	55.5%	58.8%	57.6%	63.1%
Total N	131	110	131	372	241

26. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 Worst health care possible	.5%	0.0%	0.0%	.1%	.4%
1	.5%	.6%	0.0%	.2%	.4%
2	.5%	2.6%	0.0%	.6%	1.1%
3	2.7%	3.2%	1.7%	2.1%	6.1%
4	3.8%	4.5%	3.3%	3.6%	3.2%
5	7.7%	11.5%	7.8%	8.4%	7.2%
6	5.5%	8.3%	7.2%	7.1%	5.0%
7	17.0%	15.4%	15.0%	15.4%	11.5%
8	22.0%	19.9%	22.8%	22.1%	18.7%
9	18.1%	14.7%	15.0%	15.5%	16.2%
10 Best health care possible	21.4%	19.2%	27.2%	24.7%	30.2%
Total N	182	156	180	518	278

27. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	72.9%	75.1%	85.3%	81.3%	88.8%
No	27.1%	24.9%	14.7%	18.7%	11.2%
Total N	229	201	232	662	349

28. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
None	17.6%	22.8%	18.6%	19.1%	12.4%
1 time	24.2%	20.1%	24.2%	23.5%	18.2%
2	20.0%	20.8%	25.8%	24.0%	27.7%
3	15.2%	20.1%	11.3%	13.4%	11.4%
4	6.1%	5.4%	6.2%	6.0%	12.7%
5 to 9	11.5%	8.7%	8.8%	9.2%	13.0%
10 or more times	5.5%	2.0%	5.2%	4.7%	4.6%
Total N	165	149	194	508	307

29. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	1.5%	0.0%	1.9%	1.5%	1.5%
Sometimes	7.5%	7.1%	8.9%	8.4%	8.4%
Usually	22.6%	36.3%	24.8%	26.3%	26.2%
Always	68.4%	56.6%	64.3%	63.8%	63.9%
Total N	133	113	157	403	263

30. In the last 6 months, how often did your personal doctor listen carefully to you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	0.0%	1.8%	1.3%	1.1%	1.5%
Sometimes	14.2%	9.7%	12.1%	12.1%	8.0%
Usually	17.9%	36.3%	19.1%	21.6%	27.1%
Always	67.9%	52.2%	67.5%	65.2%	63.4%
Total N	134	113	157	404	262

31. In the last 6 months, did you talk with your personal doctor about any health questions or concerns?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	83.6%	78.8%	76.3%	77.9%	85.3%
No	16.4%	21.2%	23.7%	22.1%	14.7%
Total N	134	113	156	403	258

32. In the last 6 months, how often did your personal doctor give you easy to understand information about these health questions or concerns?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	1.8%	3.4%	1.7%	2.0%	3.2%
Sometimes	11.6%	11.2%	8.4%	9.4%	9.1%
Usually	24.1%	38.2%	27.7%	28.8%	29.2%
Always	62.5%	47.2%	62.2%	59.8%	58.4%
Total N	112	89	119	320	219

33. In the last 6 months, how often did your personal doctor seem to know the important information about your medical history?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	4.5%	2.7%	3.2%	3.3%		4.6%
Sometimes	10.4%	20.4%	14.7%	14.9%		10.3%
Usually	32.8%	31.9%	23.7%	26.5%		32.1%
Always	52.2%	45.1%	58.3%	55.2%		53.1%
Total N	134	113	156	403		262

34. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	0.0%	.9%	1.3%	1.0%		1.5%
Sometimes	9.7%	9.0%	8.3%	8.6%		8.0%
Usually	12.7%	20.7%	15.3%	15.7%		22.2%
Always	77.6%	69.4%	75.2%	74.7%		68.2%
Total N	134	111	157	402		261

35. In the last 6 months, how often did your personal doctor spend enough time with you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	2.2%	3.5%	4.5%	3.9%		1.9%
Sometimes	8.2%	15.0%	13.4%	12.8%		13.0%
Usually	29.1%	33.6%	26.8%	28.2%		30.2%
Always	60.4%	47.8%	55.4%	55.0%		55.0%
Total N	134	113	157	404		262

36. In the last 6 months, how often were clerks and receptionists at your personal doctor's office as helpful as you thought they should be?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	1.5%	2.7%	3.2%	2.8%		1.1%
Sometimes	17.2%	14.2%	16.6%	16.3%		12.9%
Usually	26.1%	38.9%	29.9%	30.7%		24.0%
Always	55.2%	44.2%	50.3%	50.2%		62.0%
Total N	134	113	157	404		263

37. In the last 6 months, how often did clerks and receptionists at your personal doctor's office treat you with courtesy and respect?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	0.0%	1.8%	1.9%	1.6%	.4%
Sometimes	9.7%	14.2%	13.4%	12.9%	9.5%
Usually	29.9%	28.3%	22.9%	24.9%	18.6%
Always	60.4%	55.8%	61.8%	60.6%	71.5%
Total N	134	113	157	404	263

38. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 Worst personal doctor possible	0.0%	0.0%	0.0%	0.0%	.3%
1	0.0%	.7%	.5%	.5%	.3%
2	.6%	1.4%	0.0%	.3%	.7%
3	0.0%	2.8%	.5%	.8%	2.0%
4	3.7%	4.9%	1.5%	2.4%	3.0%
5	8.0%	4.2%	4.6%	5.1%	3.0%
6	4.3%	5.6%	6.2%	5.8%	3.3%
7	6.1%	5.6%	4.1%	4.7%	12.0%
8	19.0%	17.4%	16.5%	17.0%	14.3%
9	22.7%	19.4%	19.1%	19.7%	16.0%
10 Best personal doctor possible	35.6%	38.2%	46.9%	43.7%	45.0%
Total N	163	144	194	501	300

39. In the last 6 months, did you get any preventive care, such as a check-up, physical exam, mammogram or Pap smear test from a doctor's office?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	50.6%	50.7%	46.6%	48.1%	56.2%
No	49.4%	49.3%	53.4%	51.9%	43.8%
Total N	233	203	234	670	345

40. In the last 6 months, was there any time when you needed preventive care but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	8.6%	12.8%	7.2%	8.5%	10.7%
No	91.4%	87.2%	92.8%	91.5%	89.3%
Total N	232	203	235	670	347

41. Have you had a flu shot since September 1, 2013?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	28.3%	26.6%	31.6%	30.1%	49.3%
No	71.7%	73.4%	68.4%	69.9%	50.7%
Total N	233	203	234	670	347

42. In the last 6 months, how many times did you go to an emergency room (ER) to get care for yourself?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
None	62.5%	59.1%	67.1%	64.8%	59.1%
1 time	22.0%	18.7%	17.7%	18.7%	19.3%
2	6.5%	13.3%	6.5%	7.7%	10.5%
3	6.5%	4.4%	4.8%	5.0%	4.4%
4	1.3%	2.5%	1.7%	1.8%	2.0%
5 to 9	1.3%	1.5%	1.7%	1.6%	3.2%
10 or more times	0.0%	.5%	.4%	.4%	1.5%
Total N	232	203	231	666	342

43. Do you think the care you received at your most recent visit to the ER could have been provided in a doctor's office if one was available at the time?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	69.8%	58.0%	75.7%	70.8%	51.1%
No	30.2%	42.0%	24.3%	29.2%	48.9%
Total N	86	81	74	241	131

44. In the last 6 months, was there any time when you or a doctor thought you needed care from a specialist?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	38.6%	38.0%	34.1%	35.6%	51.5%
No	61.4%	62.0%	65.9%	64.4%	48.5%
Total N	233	200	229	662	342

45. In the last 6 months, did you make any appointments to see a specialist?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	85.4%	90.8%	84.4%	85.9%	91.2%
No	14.6%	9.2%	15.6%	14.1%	8.8%
Total N	89	76	77	242	171

46. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	10.7%	7.5%	3.1%	5.5%	4.5%
Sometimes	12.0%	14.9%	15.6%	14.8%	17.3%
Usually	34.7%	41.8%	37.5%	37.8%	30.1%
Always	42.7%	35.8%	43.8%	41.9%	48.1%
Total N	75	67	64	206	156

47. In the last 6 months, how often did your personal doctor's office seem informed and up-to-date about the care you got from specialists?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	17.1%	16.4%	12.5%	14.2%	9.9%
Sometimes	25.0%	19.4%	12.5%	16.4%	15.1%
Usually	22.4%	31.3%	28.1%	27.6%	32.2%
Always	35.5%	32.8%	46.9%	41.7%	42.8%
Total N	76	67	64	207	152

48. How many specialists have you seen in the last 6 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
1 specialist	58.7%	50.0%	59.4%	57.4%	46.7%
2	30.7%	30.3%	20.3%	24.4%	27.6%
3	9.3%	16.7%	14.1%	13.6%	15.1%
4	1.3%	1.5%	4.7%	3.4%	7.2%
5 or more specialists	0.0%	1.5%	1.6%	1.2%	3.3%
Total N	75	66	64	205	152

49. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 Worst specialist possible	1.3%	0.0%	0.0%	.3%	2.6%
1	1.3%	1.5%	0.0%	.6%	1.3%
2	1.3%	1.5%	1.6%	1.5%	2.6%
3	0.0%	0.0%	1.6%	.9%	3.3%
4	0.0%	4.6%	3.1%	2.8%	2.0%
5	8.0%	6.2%	6.3%	6.6%	6.0%
6	5.3%	10.8%	14.1%	11.7%	4.0%
7	9.3%	7.7%	7.8%	8.1%	9.3%
8	25.3%	20.0%	14.1%	17.5%	11.9%
9	8.0%	21.5%	17.2%	16.2%	15.2%
10 Best specialist possible	40.0%	26.2%	34.4%	33.9%	41.7%
Total N	75	65	64	204	151

50. In the last 6 months, was there any time when you needed care from a specialist but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	21.3%	23.3%	22.1%	22.2%	16.4%
No	78.7%	76.7%	77.9%	77.8%	83.6%
Total N	89	73	77	239	171

51. In the last 6 months, how many nights did you spend in the hospital for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 nights	80.9%	84.8%	83.6%	83.3%	79.2%
1 night	4.3%	2.0%	2.6%	2.8%	3.9%
2 nights	7.7%	4.4%	8.2%	7.4%	3.9%
3 nights	3.4%	4.9%	3.4%	3.7%	5.4%
4 or more nights	3.8%	3.9%	2.2%	2.8%	7.7%
Total N	235	204	232	671	336

52. In the last 6 months, did you ever have to go back into the hospital soon after being allowed to go home because you were still sick or had a problem?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	17.8%	16.1%	8.3%	11.7%	33.8%
No	82.2%	83.9%	91.7%	88.3%	66.2%
Total N	45	31	36	112	68

53. In general, how would you rate your overall mental and emotional health now?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Excellent	24.7%	18.1%	24.5%	23.4%	14.4%
Very good	21.7%	27.9%	23.6%	24.0%	17.3%
Good	31.1%	33.8%	30.0%	30.9%	34.9%
Fair	14.9%	14.7%	16.3%	15.8%	25.1%
Poor	7.7%	5.4%	5.6%	5.9%	8.4%
Total N	235	204	233	672	347

54. In the last 6 months, did you or a health provider believe you needed any treatment or counseling for a mental or emotional health problem?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	24.3%	17.1%	25.1%	23.5%	29.0%
No	75.7%	82.9%	74.9%	76.5%	71.0%
Total N	235	199	231	665	338

55. In the last 6 months, did you get any treatment or counseling for a mental or emotional health problem?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Yes	75.4%	70.6%	77.2%	76.0%		88.5%
No	24.6%	29.4%	22.8%	24.0%		11.5%
Total N	57	34	57	148		96

56. In the last 6 months, how often was it easy to get the treatment or counseling you needed through Medicaid?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	7.0%	8.3%	2.3%	3.9%		4.7%
Sometimes	23.3%	16.7%	15.9%	17.4%		16.5%
Usually	30.2%	41.7%	29.5%	31.2%		28.2%
Always	39.5%	33.3%	52.3%	47.5%		50.6%
Total N	43	24	44	111		85

57. In the last 6 months, how much were you helped by the treatment or counseling you got?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Not at all	4.7%	0.0%	4.5%	4.0%		4.7%
A little	20.9%	25.0%	25.0%	24.2%		14.1%
Somewhat	39.5%	29.2%	29.5%	31.4%		34.1%
A lot	34.9%	45.8%	40.9%	40.4%		47.1%
Total N	43	24	44	111		85

58. Using any number from 0 to 10, what number would you use to rate all your treatment or counseling in the last 6 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 Worst treatment or counseling possible	0.0%	0.0%	2.3%	1.6%	1.2%
1	0.0%	4.2%	2.3%	2.1%	3.6%
2	2.3%	8.3%	2.3%	3.0%	2.4%
3	4.7%	0.0%	4.5%	4.0%	7.1%
4	2.3%	4.2%	0.0%	1.0%	8.3%
5	7.0%	8.3%	9.1%	8.6%	7.1%
6	7.0%	8.3%	4.5%	5.5%	6.0%
7	7.0%	16.7%	25.0%	20.5%	7.1%
8	37.2%	8.3%	6.8%	12.8%	13.1%
9	7.0%	20.8%	9.1%	10.1%	15.5%
10 Best treatment or counseling possible	25.6%	20.8%	34.1%	30.9%	28.6%
Total N	43	24	44	111	84

59. In the last 6 months, was there any time when you needed treatment or counseling for a mental or emotional health problem but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	46.4%	24.2%	22.8%	27.5%	26.8%
No	53.6%	75.8%	77.2%	72.5%	73.2%
Total N	56	33	57	146	97

60. In the last 6 months, was there any time when you or a health provider thought you needed prescription medicine for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	67.5%	66.0%	67.4%	67.2%	82.5%
No	32.5%	34.0%	32.6%	32.8%	17.5%
Total N	234	203	233	670	348

61. In the last 6 months, did you take any prescription medicine? Do not include birth control.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	98.7%	94.7%	95.5%	96.0%	96.9%
No	1.3%	5.3%	4.5%	4.0%	3.1%
Total N	158	133	157	448	286

62. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	63.1%	61.7%	66.2%	64.9%	89.8%
No	36.9%	38.3%	33.8%	35.1%	10.2%
Total N	157	133	157	447	283

63. In the last 6 months, was there any time when you needed prescription medicine but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	31.2%	25.4%	24.2%	25.7%	21.6%
No	68.8%	74.6%	75.8%	74.3%	78.4%
Total N	157	134	157	448	283

64. In the last 6 months, did you and anyone in a provider's office talk at each visit about all the prescription medicines you were taking?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	85.3%	82.6%	87.3%	86.1%	81.9%
No	14.7%	17.4%	12.7%	13.9%	18.1%
Total N	156	132	157	445	282

65. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	57.3%	52.3%	50.6%	52.2%	55.6%
No	42.7%	47.7%	49.4%	47.8%	44.4%
Total N	157	132	156	445	277

66. When you talked about starting or stopping a prescription medicine, how much did the doctor or other health provider talk about the reasons you might want to take a medicine?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Not at all	5.6%	1.5%	3.8%	3.7%		3.3%
A little	10.0%	22.1%	6.3%	9.8%		15.1%
Somewhat	36.7%	22.1%	35.4%	33.4%		28.9%
A lot	47.8%	54.4%	54.4%	53.1%		52.6%
Total N	90	68	79	237		152

67. When you talked about starting or stopping a prescription medicine, how much did the doctor or other health provider talk about the reasons you might not want to take a medicine?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Not at all	27.8%	22.1%	15.2%	18.9%		22.2%
A little	21.1%	19.1%	22.8%	21.8%		13.7%
Somewhat	21.1%	27.9%	27.8%	26.5%		30.7%
A lot	30.0%	30.9%	34.2%	32.8%		33.3%
Total N	90	68	79	237		153

68. When you talked about starting or stopping a prescription medicine, did the doctor or other provider ask you what you thought was best for you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Yes	72.2%	67.6%	75.6%	73.5%		68.9%
No	27.8%	32.4%	24.4%	26.5%		31.1%
Total N	90	68	78	236		151

69. In the last 6 months, how often was it easy to get prescription medicines through Medicaid?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	5.2%	2.3%	4.5%	4.2%		4.7%
Sometimes	21.3%	15.6%	17.2%	17.7%		10.1%
Usually	33.5%	33.6%	34.4%	34.1%		28.4%
Always	40.0%	48.4%	43.9%	44.0%		56.8%
Total N	155	128	157	440		278

70. How would you rate your overall dental health?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Excellent	14.8%	15.4%	13.2%	13.9%	13.6%
Very good	20.3%	17.9%	18.8%	18.9%	16.4%
Good	31.4%	38.3%	32.5%	33.3%	27.3%
Fair	21.6%	16.4%	20.1%	19.7%	25.8%
Poor	11.9%	11.9%	15.4%	14.1%	17.0%
Total N	236	201	234	671	330

71. Is there one main place you usually go for your dental care?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	65.8%	68.0%	70.1%	68.9%	65.0%
No	34.2%	32.0%	29.9%	31.1%	35.0%
Total N	234	200	234	668	329

72. When was your last dental check-up?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Within the last year	48.7%	48.8%	54.5%	52.4%	42.2%
Between 1 and 2 years ago	23.7%	23.6%	16.2%	18.9%	18.9%
More than 2 years ago	25.0%	23.6%	28.1%	26.7%	34.7%
Never been to dentist	2.5%	3.9%	1.3%	2.0%	4.2%
Total N	236	203	235	674	334

73. In the last 6 months, was there any time when you or a health professional thought you needed dental care?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	44.4%	36.7%	37.2%	38.5%	30.7%
No	55.6%	63.3%	62.8%	61.5%	69.3%
Total N	234	199	231	664	329

74_1. Check-up and cleaning :In the last 6 months, what kinds of dental care did you need?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	25.0%	23.3%	33.7%	30.1%	44.6%
Checked	75.0%	76.7%	66.3%	69.9%	55.4%
Total N	104	73	86	263	101

74_2. Emergency dental care :In the last 6 months, what kinds of dental care did you need?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	76.9%	80.8%	68.6%	72.5%	74.3%
Checked	23.1%	19.2%	31.4%	27.5%	25.7%
Total N	104	73	86	263	101

74_3. Other treatment, such as fillings :In the last 6 months, what kinds of dental care did you need?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	35.6%	32.9%	37.2%	36.1%	45.5%
Checked	64.4%	67.1%	62.8%	63.9%	54.5%
Total N	104	73	86	263	101

75. Using any number from 0 to 10 where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your dental care?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 Worst dental care possible	8.4%	10.1%	3.9%	6.0%	11.1%
1	0.0%	4.3%	0.0%	.8%	3.3%
2	3.2%	2.9%	3.9%	3.6%	1.1%
3	1.1%	1.4%	2.6%	2.1%	2.2%
4	2.1%	4.3%	7.8%	6.0%	2.2%
5	14.7%	13.0%	9.1%	11.0%	11.1%
6	3.2%	5.8%	15.6%	11.2%	2.2%
7	10.5%	8.7%	10.4%	10.1%	7.8%
8	22.1%	10.1%	11.7%	13.6%	15.6%
9	12.6%	13.0%	11.7%	12.1%	11.1%
10 Best dental care possible	22.1%	26.1%	23.4%	23.6%	32.2%
Total N	95	69	77	241	90

76. In the last 6 months, was there any time when you needed dental care but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	46.5%	38.4%	33.3%	37.1%	33.3%
No	53.5%	61.6%	66.7%	62.9%	66.7%
Total N	101	73	81	255	99

77. When you need to get health care, what is the type of transportation you use MOST OFTEN to get to your visit? Please choose only one answer

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
I drive myself, using my own vehicle	65.3%	73.5%	73.4%	72.0%	29.0%
I drive myself, using someone else's vehicle	5.9%	4.9%	3.8%	4.4%	3.4%
Someone else (such as a friend, neighbor, or family) drives me, using my own vehicle	5.1%	2.5%	2.1%	2.7%	9.1%
Someone else (such as a friend, neighbor, or family) drives me, using their vehicle	16.1%	11.8%	15.2%	14.7%	38.1%
I take a taxi cab	.4%	0.0%	.8%	.6%	2.0%
I take public transportation (such as a bus or government-provided transit)	.8%	2.9%	1.7%	1.8%	10.8%
I bike or walk	3.4%	.5%	1.3%	1.5%	2.6%
Other	.8%	0.0%	.4%	.4%	1.1%
I do not have a reliable way to get to my health care visits	2.1%	3.9%	1.3%	1.9%	4.0%
Total N	236	204	237	677	352

78. In the last 6 months, how often did you need assistance from other sources (such as friends, family, public transportation, etc.) to get to your health care visit?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	56.8%	65.0%	57.8%	58.9%	28.9%
Sometimes	21.6%	17.2%	21.9%	21.0%	20.3%
Usually	9.7%	5.4%	7.6%	7.6%	9.7%
Always	11.9%	12.3%	12.7%	12.5%	41.1%
Total N	236	203	237	676	350

79. In the last 6 months, was there any time when you needed transportation to or from a health care visit but could not get it for any reason?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	13.3%	12.9%	11.9%	12.3%	23.0%
No	86.7%	87.1%	88.1%	87.7%	77.0%
Total N	233	201	236	670	352

80. Have you ever used transportation paid for by Medicaid to get to or from a health care visit?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	6.0%	8.9%	7.6%	7.5%	18.8%
No	94.0%	91.1%	92.4%	92.5%	81.2%
Total N	234	202	237	673	351

81. In the last 6 months, how much, if at all, have you worried about your ability to pay for the cost of transportation to or from a health care visit?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Not at all	53.6%	56.4%	56.2%	55.8%	43.3%
A little	17.6%	18.3%	20.0%	19.3%	17.7%
Somewhat	12.9%	17.3%	10.6%	12.2%	16.9%
A great deal	15.9%	7.9%	13.2%	12.7%	22.1%
Total N	233	202	235	670	344

82. In the last 6 months, did you try to get any kind of care, tests, or treatment through Medicaid?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	58.8%	57.5%	61.4%	60.2%	61.8%
No	41.2%	42.5%	38.6%	39.8%	38.2%
Total N	233	200	233	666	343

83. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	2.9%	4.4%	3.5%	3.5%	1.0%
Sometimes	24.3%	17.5%	14.7%	16.9%	14.4%
Usually	33.8%	36.8%	33.6%	34.2%	28.4%
Always	39.0%	41.2%	48.3%	45.4%	56.3%
Total N	136	114	143	393	208

84. Did you know that there is a Medicaid helpline (1-800-338-8366) that you can call to get information or help?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	27.2%	32.2%	39.1%	35.7%	32.5%
No	72.8%	67.8%	60.9%	64.3%	67.5%
Total N	232	199	233	664	338

85. In the last 6 months, did you try to get information or help from the Medicaid helpline (1-800-338-8366)?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	36.1%	20.3%	23.9%	25.0%	13.2%
No	63.9%	79.7%	76.1%	75.0%	86.8%
Total N	61	59	88	208	106

86. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	9.1%	0.0%	9.5%	8.2%		14.3%
Sometimes	18.2%	25.0%	23.8%	22.8%		7.1%
Usually	18.2%	0.0%	23.8%	19.7%		35.7%
Always	54.5%	75.0%	42.9%	49.2%		42.9%
Total N	22	12	21	55		14

87. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Never	0.0%	0.0%	0.0%	0.0%		7.1%
Sometimes	13.6%	16.7%	9.5%	11.2%		7.1%
Usually	13.6%	25.0%	33.3%	28.3%		14.3%
Always	72.7%	58.3%	57.1%	60.4%		71.4%
Total N	22	12	21	55		14

88. In the last 6 months, did you look for any information in written materials or on the Internet about how Medicaid works?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid		Adult SSI
Yes	21.2%	22.0%	25.2%	23.9%		12.1%
No	78.8%	78.0%	74.8%	76.1%		87.9%
Total N	231	200	234	665		338

89. In the last 6 months, which source of information was the MOST helpful for you in learning about how Medicaid works?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
DHS Medicaid websites	14.8%	21.0%	16.2%	16.7%	2.5%
Other website	3.1%	3.8%	1.5%	2.2%	1.3%
Written materials from Medicaid	13.3%	28.6%	26.2%	24.2%	27.7%
Phone calls to the Medicaid helpline	9.4%	8.6%	10.0%	9.6%	5.7%
County DHS Medicaid office	3.9%	10.5%	6.2%	6.5%	5.0%
DHS caseworker	14.1%	7.6%	7.7%	8.8%	8.2%
Friends or family who use Medicaid	18.8%	4.8%	12.3%	12.2%	22.0%
Doctor or office staff	21.9%	15.2%	18.5%	18.5%	22.6%
Other	.8%	0.0%	1.5%	1.1%	5.0%
Total N	128	105	130	363	159

90. In the last 6 months, did you try to find a personal doctor who was part of Medicaid?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	28.3%	23.2%	22.3%	23.6%	21.6%
No	71.7%	76.8%	77.7%	76.4%	78.4%
Total N	233	198	229	660	333

91. In the last 6 months, how much of a problem was it to find a personal doctor you liked who was part of Medicaid?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Big problem	25.8%	44.4%	19.6%	25.3%	25.4%
Small problem	39.4%	22.2%	13.7%	20.9%	19.7%
Not a problem	34.8%	33.3%	66.7%	53.8%	54.9%
Total N	66	45	51	162	71

92. In the last 6 months, did Medicaid give you any forms to fill out?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	35.4%	33.5%	39.6%	37.7%	18.3%
No	64.6%	66.5%	60.4%	62.3%	81.7%
Total N	229	197	230	656	327

93. In the last 6 months, how often were the forms from Medicaid easy to fill out?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	7.5%	0.0%	3.3%	3.5%	10.2%
Sometimes	22.5%	19.7%	16.7%	18.1%	23.7%
Usually	38.8%	37.9%	51.1%	46.9%	40.7%
Always	31.3%	42.4%	28.9%	31.5%	25.4%
Total N	80	66	90	236	59

94. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate Medicaid?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
0 Worst health plan possible	.9%	1.0%	0.0%	.3%	.9%
1	.4%	1.0%	.9%	.8%	.6%
2	1.7%	1.0%	1.3%	1.3%	1.5%
3	.9%	.5%	2.2%	1.6%	2.4%
4	5.7%	5.6%	2.2%	3.4%	3.6%
5	8.3%	10.6%	8.6%	8.9%	9.8%
6	5.2%	5.1%	6.9%	6.3%	6.8%
7	13.0%	14.6%	14.2%	14.1%	7.7%
8	21.7%	20.7%	18.1%	19.2%	13.9%
9	15.7%	11.6%	18.1%	16.5%	13.9%
10 Best health plan possible	26.5%	28.3%	27.6%	27.5%	38.9%
Total N	230	198	232	660	337

95. In general, how would you rate your overall health?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Excellent	12.3%	7.4%	9.8%	9.8%	7.4%
Very good	30.2%	29.6%	30.2%	30.1%	8.0%
Good	35.3%	42.9%	43.8%	42.1%	33.8%
Fair	17.0%	16.7%	11.9%	13.7%	37.5%
Poor	5.1%	3.4%	4.3%	4.3%	13.2%
Total N	235	203	235	673	349

96. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	25.8%	24.3%	23.5%	24.0%	79.2%
No	74.2%	75.7%	76.5%	76.0%	20.8%
Total N	233	202	234	669	346

97. Does your doctor understand how any health problems you have affect your day-to-day life?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	68.7%	71.1%	74.8%	73.0%	84.8%
No	31.3%	28.9%	25.2%	27.0%	15.2%
Total N	230	194	226	650	336

98. Because of any disability or other health problem, do you need help with your routine needs, such as everyday household chores, doing necessary business, shopping, or getting around ?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	13.2%	12.6%	7.9%	9.7%	51.0%
No	86.8%	87.4%	92.1%	90.3%	49.0%
Total N	234	199	229	662	345

99. Because of any disability or other health problem, do you need the help of other persons with your personal care needs, such as eating, dressing, or getting around the house?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	5.1%	3.9%	1.3%	2.5%	16.2%
No	94.9%	96.1%	98.7%	97.5%	83.8%
Total N	235	203	230	668	345

100. Do you have a physical or medical condition that seriously interferes with your independence, participation in the community, or quality of life?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	15.8%	15.0%	13.4%	14.1%	52.1%
No	84.2%	85.0%	86.6%	85.9%	47.9%
Total N	234	200	232	666	330

101_1. Allergies or sinus problems : Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	72.0%	70.9%	69.6%	70.3%	63.9%
Checked	28.0%	29.1%	30.4%	29.7%	36.1%
Total N	236	206	237	679	357

101_2. Arthritis, rheumatism, bone or joint problems: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	86.4%	81.6%	84.4%	84.2%	48.7%
Checked	13.6%	18.4%	15.6%	15.8%	51.3%
Total N	236	206	237	679	357

101_3. Asthma : Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	86.4%	88.3%	87.3%	87.4%	75.9%
Checked	13.6%	11.7%	12.7%	12.6%	24.1%
Total N	236	206	237	679	357

101_4. Back or neck problems : Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	66.9%	73.8%	70.5%	70.4%	53.2%
Checked	33.1%	26.2%	29.5%	29.6%	46.8%
Total N	236	206	237	679	357

101_5. Bladder or bowel problems: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	90.7%	91.3%	89.0%	89.7%	81.2%
Checked	9.3%	8.7%	11.0%	10.3%	18.8%
Total N	236	206	237	679	357

101_6. Bronchitis, emphysema, COPD, or other lung problems : Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	94.5%	93.7%	94.5%	94.4%	77.3%
Checked	5.5%	6.3%	5.5%	5.6%	22.7%
Total N	236	206	237	679	357

101_7. Cancer, other than skin cancer: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	99.2%	98.1%	98.3%	98.4%	94.4%
Checked	.8%	1.9%	1.7%	1.6%	5.6%
Total N	236	206	237	679	357

101_8. Dental, tooth, or mouth problems: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	81.8%	81.6%	84.4%	83.4%	76.2%
Checked	18.2%	18.4%	15.6%	16.6%	23.8%
Total N	236	206	237	679	357

101_9. Diabetes: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	92.4%	96.6%	94.5%	94.5%	79.6%
Checked	7.6%	3.4%	5.5%	5.5%	20.4%
Total N	236	206	237	679	357

101_10. Migraine headaches: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	78.4%	77.2%	77.6%	77.7%	82.4%
Checked	21.6%	22.8%	22.4%	22.3%	17.6%
Total N	236	206	237	679	357

101_11. Digestive disease or stomach problems such as recurrent indigestion, heartburn, or ulcers?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	88.1%	89.8%	89.0%	89.0%	69.2%
Checked	11.9%	10.2%	11.0%	11.0%	30.8%
Total N	236	206	237	679	357

101_12. Overweight / obese: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	79.2%	75.7%	77.6%	77.6%	67.5%
Checked	20.8%	24.3%	22.4%	22.4%	32.5%
Total N	236	206	237	679	357

101_13. Hearing, speech, or language problems: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	97.5%	97.1%	94.5%	95.5%	81.5%
Checked	2.5%	2.9%	5.5%	4.5%	18.5%
Total N	236	206	237	679	357

101_14. Heart problems: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	94.5%	93.7%	98.7%	97.1%	79.6%
Checked	5.5%	6.3%	1.3%	2.9%	20.4%
Total N	236	206	237	679	357

101_15. High blood pressure: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	86.9%	89.8%	90.7%	89.9%	61.3%
Checked	13.1%	10.2%	9.3%	10.1%	38.7%
Total N	236	206	237	679	357

101_16. A physical disability: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	95.3%	96.6%	97.9%	97.2%	68.3%
Checked	4.7%	3.4%	2.1%	2.8%	31.7%
Total N	236	206	237	679	357

101_17. Any other chronic physical health condition (do not include mental health): Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	87.3%	88.3%	92.4%	90.7%	82.6%
Checked	12.7%	11.7%	7.6%	9.3%	17.4%
Total N	236	206	237	679	357

102. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Every day	21.7%	23.6%	31.0%	28.0%	32.1%
Some days	11.9%	12.1%	13.4%	12.9%	11.8%
Not at all	66.4%	64.3%	55.6%	59.1%	56.2%
Total N	235	199	232	666	340

103. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	29.1%	32.4%	26.7%	28.0%	17.7%
Sometimes	24.1%	22.5%	26.7%	25.7%	24.5%
Usually	20.3%	19.7%	15.8%	17.1%	26.5%
Always	26.6%	25.4%	30.7%	29.2%	31.3%
Total N	79	71	101	251	147

104. In the last 6 months, how often was medication (such as nicotine gum, patch, nasal spray, inhaler, or prescription medicine) recommended or discussed by a doctor or health provider to assist you ?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	69.6%	68.6%	74.0%	72.5%	52.4%
Sometimes	15.2%	15.7%	14.0%	14.5%	24.5%
Usually	7.6%	7.1%	4.0%	5.0%	8.8%
Always	7.6%	8.6%	8.0%	8.0%	14.3%
Total N	79	70	100	249	147

105. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication [...] to assist you with quitting smoking or using tobacco?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	69.6%	64.8%	67.3%	67.3%	55.5%
Sometimes	10.1%	16.9%	17.8%	16.5%	21.2%
Usually	10.1%	11.3%	8.9%	9.5%	14.4%
Always	10.1%	7.0%	5.9%	6.8%	8.9%
Total N	79	71	101	251	146

106. In the past 6 months, did you get health care 3 or more times for the same condition or problem?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	35.9%	32.7%	33.6%	33.9%	43.2%
No	64.1%	67.3%	66.4%	66.1%	56.8%
Total N	234	199	229	662	336

107. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	77.1%	87.5%	81.6%	81.7%	90.9%
No	22.9%	12.5%	18.4%	18.3%	9.1%
Total N	83	64	76	223	143

108_1. Anxiety : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	64.4%	62.1%	61.6%	62.2%	58.3%
Checked	35.6%	37.9%	38.4%	37.8%	41.7%
Total N	236	206	237	679	357

108_2. Depression : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	66.5%	68.0%	67.1%	67.1%	56.3%
Checked	33.5%	32.0%	32.9%	32.9%	43.7%
Total N	236	206	237	679	357

108_3. Emotional problems other than depression or anxiety : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	91.9%	92.7%	90.7%	91.3%	84.0%
Checked	8.1%	7.3%	9.3%	8.7%	16.0%
Total N	236	206	237	679	357

108_4. Drug or alcohol related problems : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	96.6%	99.0%	98.7%	98.4%	96.6%
Checked	3.4%	1.0%	1.3%	1.6%	3.4%
Total N	236	206	237	679	357

108_5. Attention problems : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	90.3%	87.4%	92.8%	91.4%	82.6%
Checked	9.7%	12.6%	7.2%	8.6%	17.4%
Total N	236	206	237	679	357

108_6. A learning disability : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	96.2%	94.2%	94.1%	94.5%	77.6%
Checked	3.8%	5.8%	5.9%	5.5%	22.4%
Total N	236	206	237	679	357

108_7. Post-traumatic stress disorder (PTSD) : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	91.5%	94.2%	94.5%	93.9%	90.5%
Checked	8.5%	5.8%	5.5%	6.1%	9.5%
Total N	236	206	237	679	357

108_8. Bipolar disorder : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	92.8%	94.2%	94.1%	93.9%	85.7%
Checked	7.2%	5.8%	5.9%	6.1%	14.3%
Total N	236	206	237	679	357

108_9. Schizophrenia or Schizoaffective disorder : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	99.2%	99.5%	100.0%	99.8%	91.0%
Checked	.8%	.5%	0.0%	.2%	9.0%
Total N	236	206	237	679	357

108_10. Any other chronic emotional or mental health condition : Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	98.3%	99.0%	98.7%	98.7%	91.6%
Checked	1.7%	1.0%	1.3%	1.3%	8.4%
Total N	236	206	237	679	357

109. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Never	78.3%	83.2%	77.1%	78.4%	38.8%
Rarely	7.7%	8.1%	13.0%	11.1%	12.9%
Sometimes	10.6%	5.1%	6.9%	7.3%	22.9%
Often	1.3%	2.0%	1.7%	1.7%	9.4%
Always	2.1%	1.5%	1.3%	1.5%	15.9%
Total N	235	197	231	663	340

110. What is your age?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
18 to 24	26.7%	21.4%	27.9%	26.5%	4.6%
25 to 34	40.3%	39.8%	35.6%	37.2%	10.0%
35 to 44	20.8%	21.9%	22.7%	22.2%	11.5%
45 to 54	7.2%	14.9%	11.2%	11.1%	20.6%
55 to 64	1.3%	1.5%	2.6%	2.1%	28.9%
65 or older	3.8%	.5%	0.0%	.8%	24.4%
Total N	236	201	233	670	349

111. Are you male or female?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Male	16.2%	19.9%	16.7%	17.2%	43.1%
Female	83.8%	80.1%	83.3%	82.8%	56.9%
Total N	235	201	233	669	348

112. What is the highest grade or level of school that you have completed?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
8th grade or less	.9%	.5%	1.7%	1.3%	13.1%
Some high school, but did not graduate	9.8%	13.1%	15.0%	13.7%	19.2%
High school graduate or GED	30.3%	28.8%	40.8%	36.7%	42.4%
Some college or 2-year degree	46.2%	49.5%	33.5%	38.6%	18.9%
4-year college graduate	9.8%	5.6%	7.3%	7.5%	2.9%
More than 4-year college degree	3.0%	2.5%	1.7%	2.1%	3.5%
Total N	234	198	233	665	344

113. Are you of Hispanic or Latino origin or descent?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes, Hispanic or Latino	9.5%	7.1%	7.8%	8.0%	3.0%
No, not Hispanic or Latino	90.5%	92.9%	92.2%	92.0%	97.0%
Total N	232	196	230	658	334

114_1. White : What is your race? Mark one or more.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	14.4%	24.0%	14.4%	16.1%	15.5%
Checked	85.6%	76.0%	85.6%	83.9%	84.5%
Total N	236	204	236	676	354

114_2. Black or African American : What is your race? Mark one or more.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	91.7%	83.2%	91.1%	89.8%	92.3%
Checked	8.3%	16.8%	8.9%	10.2%	7.7%
Total N	228	197	224	649	351

114_3. Asian : What is your race? Mark one or more.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	96.5%	94.9%	96.9%	96.4%	96.6%
Checked	3.5%	5.1%	3.1%	3.6%	3.4%
Total N	227	195	224	646	350

114_4. Native Hawaiian or Other Pacific Islander : What is your race? Mark one or more.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	99.6%	100.0%	100.0%	99.9%	100.0%
Checked	.4%	0.0%	0.0%	.1%	0.0%
Total N	227	195	224	646	350

114_5. American Indian or Alaska Native : What is your race? Mark one or more.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	94.3%	96.9%	99.6%	98.1%	96.9%
Checked	5.7%	3.1%	.4%	1.9%	3.1%
Total N	228	196	224	648	350

114_6. Other : What is your race? Mark one or more.

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	99.1%	99.5%	99.6%	99.5%	98.0%
Checked	.9%	.5%	.4%	.5%	2.0%
Total N	227	195	225	647	352

115. Did someone help you complete this survey?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Yes	6.8%	4.5%	6.0%	5.9%	32.1%
No	93.2%	95.5%	94.0%	94.1%	67.9%
Total N	235	200	234	669	340

116_1. Read the questions to me : How did that person help you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	37.5%	33.3%	57.1%	49.7%	32.1%
Checked	62.5%	66.7%	42.9%	50.3%	67.9%
Total N	16	9	14	39	109

116_2. Wrote down the answers I gave : How did that person help you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	81.3%	88.9%	64.3%	71.2%	47.7%
Checked	18.8%	11.1%	35.7%	28.8%	52.3%
Total N	16	9	14	39	109

116_3. Answered the questions for me : How did that person help you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	81.3%	77.8%	85.7%	83.7%	72.5%
Checked	18.8%	22.2%	14.3%	16.3%	27.5%
Total N	16	9	14	39	109

116_4. Translated the questions into my language : How did that person help you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	75.0%	88.9%	92.9%	88.5%	87.2%
Checked	25.0%	11.1%	7.1%	11.5%	12.8%
Total N	16	9	14	39	109

116_5. Helped in some other way : How did that person help you?

	Adult FFS	Adult HMO	Adult MP	Total Medicaid	Adult SSI
Unchecked	81.3%	100.0%	71.4%	77.4%	94.5%
Checked	18.8%	0.0%	28.6%	22.6%	5.5%
Total N	16	9	14	39	109

Appendix C. Survey Comments: Parents Perspectives about their child Iowa Medicaid Program

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PART 1: PROBLEMS WITH ACCESS TO CARE / FEW PROVIDERS ACCEPT MEDICAID
A very limited number of dentists in my area accept Medicaid.
After using student loans to put braces on my child it would have been nice to know that because he was so "in need" of them that Medicaid would have paid for them.
Close dental help is a problem.
Dental seems to be an issue. Finding dentists who accept Medicaid should not be so frustrating.
Difficult to get dental care in my town. Hate the stigma attached to being on Medicaid.
Hard to find a reputable dentist that accepts Medicaid.
Have more specialists on your list that work in [CITY] instead of [CITY], some people have a hard time getting there.
Have no idea each visit if they have decided to continue or discontinue their insurance. It also took months and months for them to approve therapy visits in the past. We didn't know until months after the fact that we could possibly be responsible for ill if Medicaid wouldn't pay.
I am unhappy that there aren't more dentists that take on new patients with Medicaid. I also think you should be allowed to go wherever you want to doctor (another state), without a referral.
I dislike that I am unable to continue to use the dentist we have gone to for years. My son has [MEDICAL CONDITION], and has a relationship with our dentist that helped him through his visits. Now he will struggle to cope with his future appointments.
I do not like that Medicaid dictates what doctor you go to when the child gets to 18 when they can stay with the pediatric doctor they have had all their life. I also do not like that some ER docs and nurses think you are less of a person when they notice that you have Medicaid, or they treat you like you don't have any intelligence.
I do not like the fact that I have to go to [DENTAL PROVIDER] for my child to receive free dental care.
I don't like how my daughter had to wait three months to get her dental x-rays back. We wait almost a year to get her braces.
I don't like that I have to get referrals for specific medical problems to be treated, that means 2 doctor visits for referrals which caused me to change clinics now I can do it all at one place for one of my kids.
I don't like that if your primary doctor is a [HOSPITAL] doctor you cannot ever go to a [HOSPITAL] unless you want to pay out of pocket.
I don't like being limited on options to see a doctor. Our PCP is always booked at least two weeks in advance. My daughter had to suffer with a sinus infection because I couldn't get her an appointment.
I don't like that some healthcare providers now have weekly limits of number of patients that they will see on Medicaid (or new patients) like the dentist office.
I feel Medicaid serves a much needed hole in healthcare for my children. Sometimes the only problem is with providers of healthcare, i.e. some dentist etc. that do not accept Medicaid patients.
I feel that since my son had Medicaid, he did not get the care he needed when he had [HEALTH CONDITION]. I had to ask for the test as well as for him to be kept for observation. We went to the Dr. three times & hospital twice before they would do anything.
I hate that I can't find a dentist in my area that will take new patients with Medicaid.
I have had severe problems getting transportation from the rural area I live in. Also there are no services on the weekends, plus no afterhours clinics in my area. There needs to be more accessible healthcare needs for the low-income in rural areas. Even the senior citizens in my area are suffering! [COUNTY NAME] is grossly underserved!!!! The transportation service sucks and they only serve who they want. If you aren't severely disabled, obviously giving the state more of a financial advantage, you can't get serviced. Also my other child has Autism, his services were stopped and or denied because some paperwork was missing on their part!
I was on Hawk-I but having another child put both my kids on Medicaid. Due to Medicaid setting prices I feel dentists don't want to take it as private insurance. I went to my dentist (didn't take Title 19) and [DAUGHTER] had a perfect exam each time. 1st time I take her to Title 19 provider [PROVIDER NAME] they say she has cavities but refuse to give/show me x-rays.
I will admit making people wait a certain amount of time to get meds or schedule an appt. is ridiculous.

I wish I could have the shots done at my doctor's office at her check-ups instead of going downtown on different days.
I wish more local dentists would participate in Medicaid.
I would like to be able to go to different clinics.
Impossible to find dentist that accepts Medicaid, haven't been able to get in. Policies of community centers are ridiculous.
In the past it has been difficult to find a provider that accepts Medicaid, especially dentists.
It is hard making her shot appointments a different location/time as her check-ups, it would be nice to get them all done at one time.
It was difficult to find a dentist in [CITY], Iowa that accepts Iowa Medicaid. I was only able to find one dentist in town that accepts Iowa Medicaid.
It's hard to get into the doctors down here. Dentist is the same way. Then the doctor spends 5 min with you and tells you you're good to go. But you're not.
Like ease of going to doctor's office. Dislike variety of who accepts Medicaid for dental and vision. Dislike the difficulty in filing paperwork to qualify.
Like I mentioned before, our dentist of 6 years dropped us because they are on Title 19. I am having trouble finding anyone who will take new patients. I'm lucky to have a pediatrician because it is hard to find doctor offices that will take Title 19 too.
Long waits in waiting rooms just so doctors can charge more money.
Medicaid is not so much the problem as it is to find offices that take Medicaid. The only reason I have doctors and dentists is because they took me in when he was really young and we have kept up with all annual check-ups. Otherwise no one accepts Medicaid.
Medicaid is very easy to use and takes care of everything which is a big plus. The only complaint I have is not everywhere accepts it. I wanted to switch my kids to my dentist just because it's more convenient and they don't except Medicaid.
Medipass makes getting health care hard. Doctors office will not give shots to kids. Refused [CITY] referral for Autism. Medicaid was worthless in helping resolve. AEA had to tell doctor office they needed to do referral, AEA could not. Now on disability he has straight Title 19 which makes it a lot easier to get care when needed. Other son still has Medipass and provider makes it hard to get referrals. Example: they can't see him, but won't give referral to go to convenient care, so my son can't get care. Straight Title 19 is easier because I feel I have a say in my son's health care. Medipass traps people to where they have no say in their child's health care. They are at the mercy of the provider.
More pediatric dentists who take Medicaid. The closest to us is one and a half hour drive one way.
My child needs braces for correction of his teeth and the only way for him to receive this care is for us to drive five hours one way to [CITY]. As a low income family, we cannot afford the trip so he still doesn't have braces.
My daughter requires braces for her teeth & have had to wait for one day a month to get an appt for the orthodontist locally to take a very limited number of Medicaid patients. Very frustrating & unfair.
Need to have services for braces for teeth and some other things available somewhere other than [CITY]. That is far to travel and make appointments when you work.
Not all dentists will accept Medicaid patients.
Not enough dental clinics accept Medicaid.
Not enough dentist participate.
Not enough doctors or dentists that take new patients.
One thing I don't like is they are always trying to change his doctor. And when trying to change his doctor it is one that is over 50 miles away. With no transportation and a doctor's office and hospital four blocks away we like, there is no way I will change doctors but Medicaid/Medicare doesn't get that.
Please give more funding to Medicaid for afterhours clinics in rural areas
Some doctors will not take Medicaid. So hard to find a new doctor. Which I am in the process of finding.
That there are many dentists that will only take 1 new patient a month that have Medicaid it is frustrating that I would need to drive more than 30 minutes to see a dentist.
The most difficult part about using Medicaid is finding medical providers that will accept Medicaid. We recently moved to Iowa from [STATE]. We have found it much easier to get services for our

children in Iowa using Medicaid than it was in [STATE]. It can still be challenging at times though. Or when you do find a provider, it may take a while to get an appointment. Overall though, we have had much more success in Iowa getting the services we need.
The variety/options in doctors is lacking. The constant forms to recertify can be hard to keep up with amongst caring for 3 children, a household and home schooling.
There are no dentists in our area who take it.
There are not enough dentists who accept Medicaid in [CITY].
Trouble getting appt with specialists that take Medicaid. Getting tests ok'd.
Typically, when my child needs to be seen by a doctor, we have to go to the urgent care clinic. My child has not been seen by his primary care physician in almost two years, but he usually sees another provider within the clinic. His primary care physician is usually not available for at least one week when he does need an appointment.
Very hard to find dentist in area that takes it. Hard to get in when I find one.
Very hard to find dentists that take Medicaid which makes it hard to get good dental care.
Very hard to find doctors that are ok with unvaccinated children and on Medicaid.
Very poor availability of orthodontic services. I am paying out-of-pocket for these services in order to get him treatment. Family doctor very exceptional, but VERY difficult to get an appointment in less than 6 weeks. Often have to see PA or ARNP when ill.
We can only get into see local dentist when he has a student or it is an emergency as he doesn't normally accept Medicaid patients.
We had lots of trouble finding a dentist in our area. Most dentist only take so many "Medicaid" patients. We finally call our community action group, we have just started going to them last month.
We have a very hard time finding dental care with Medicaid.
Working parents need after hours availability. Doctors seem too overwhelmed and want to rush you out, when you have some concerns they seem offended as if "I'm the doctor, not you". Too often appointments are lost in the "system" and have to reschedule, take more time off work.

PART 2: NEED ADDITIONAL MEDICAID COVERAGE
Additional help with dental work, braces, etc.
Can't complain, it's free, but it is hard to get some medicines approved. A lot are not covered.
Constantly changing which glucose meters, strips, insulin's we can use a strict limit on those denying him the supplies he needs because they don't think he actually needs as many strips as the doctor ordered!
Did not like that it would not cover the vitamins that the neonatal team prescribed for my micro preemie.
Difficult to get medications that are prescribed by a doctor approved. Prior authorizations for another child of mine have been very difficult. He has a progressive, neurological, terminal illness & has epilepsy too. There have been times he went without medication that was prescribed for his seizures and pain due to the prior authorization process.
Dislike the limited mental health care options.
Doesn't always cover ALL prescriptions.
Doesn't always tell you what is covered and what isn't. I'm paying medical bills that Medicaid claims they would cover.
Follow up with me by doctor. For blood test results are only if they are concerned I believe. I tried to schedule him a psychological evaluation but Medicaid wouldn't approve it and wrap around wouldn't help fund it because I have Medicaid. The doctor's office absorbed the cost.
Getting medications that require special approval are very difficult.
Hard to get meds my daughter needs because they aren't carried where I live or not covered by this insurance.
I dislike that Medicaid will not pay for my daughters braces.
I don't like Title 19 due to the fact that they don't pay for everything.
I don't like how difficult it is to get dental care for either myself or my child. The [PROVIDER] website does not have up to date information on dental providers. All dental providers listed are not

taking new patients. When I call or email [PROVIDER] for information they refer me back to the website.
I don't like how Medicaid doesn't pay for glasses anymore all 4 of my kids wear glasses and it took me a long time to find an eye doctor that took [INSURANCE PROVIDER] for the exam and glasses and I have to go to Bettendorf and I don't always have the gas.
I don't like that Medicaid denied my son his braces when he needed them. He was one point off. And I think if it's a need it should be covered. I can't afford the \$4,000 to get him them.
I feel genetic testing should be a covered expense. My son has a chromosome disorder. I am apparently a carrier. I have 3 other kids that are suspected to have it but doctors won't test them because Medicaid won't pay for it. Several doctors have told me it would affect treatment options and would be CHEAPER in the long run.
I have four children and for another one of them he has ADHD inattentive type and I'm having problems with Medicaid getting him on meds.
I like that I don't have to do tons of paperwork and most generally, it's easy to get medical supplies he needs. I don't like that I couldn't get a certain Rx because he was "too old", not because of a health problem.
I like that I know my daughter has medical care available for her which takes care of what she needs. I don't like that should the time come she would need glasses (both her parents do), there is to my knowledge no coverage for glasses, which can be difficult for families to afford.
I need to know why Medicaid denied my granddaughter for her wheelchair at [SERVICE PROVIDER] that was ordered and still pending for [GRAND DAUGHTER'S NAME] was it not the right color?
I really think my 11 year old daughter should have received braces and she was denied. I think I need braces too, but was denied as a child.
I wish Medicaid would cover the blood test for muscular dystrophy. It is suspected my son has it and Medicaid won't cover it. There is no way I can afford the test! So therefore he will have to go untested/unknown.
I wish they would have paid for braces. She was declined even though she has teeth that will never grow in, making her teeth terribly crooked. And instead of under bite/overbite, hers in sideways. This is cosmetic, but it's led to depression which is much more expensive for Medicaid in the long run.
I would like the process to find new health care for kids after over income for Medicaid. My child is on monthly meds and I can't afford them so therefore it keeps her from school. I am still waiting to see what medical they are going to give her.
I'm trying to get my granddaughter a wheelchair stroller, because her legs give out sometime and she was denied by Medicaid, and also am trying to get her accepted through [ORGANIZATION] speech therapy and she is still waiting. Thank you. [NAME]
Magellan dismissed our daughter from PMIC as 6 months was reached, she is mentally ill. We seek a placement currently, as [CHILD'S NAME] needs help desperately. She has huge mental health issues.
Medicaid has cancelled my dental care, when two weeks after I had an appointment for dental care. I was not told about the cancellation.
Medicaid is ok but I don't like Medicaid because we are limited to do eye visits.
More therapy options for children with Asperger's would be great.
My child goes without medications due to prior authorization. Needs respite but doesn't quality!
My child has bad acne most meds to help her takes a lot of red tape to get the stuff that works for her.
My daughter got really sick while we were on vacation and Medicaid did not pay her ER bill.
My son is autistic and he struggles daily to purchase the needed supplements for him for daily functions and none of these are covered for him. Thank you.
My son needs braces, is there any plan available or program with affordable payment plans?
Only problem we are having is Medicaid fighting his scripts don't think they take in consideration he's only 5!
Right now she has no coverage and can't get her medicines wish they would expedite her medical coverage when they make too much for Medicaid. Please need coverage for her medicines.
Sometimes when he is prescribed a medication Medicaid will not pay for it and he has to be prescribed a different medication.
Thank you for allowing us to be able to have Medicaid and for me and my boys to not have an outstanding co-pay or a bill. But I would like to add please allow Medicaid to help people that can't

lose weight due to health I would love to get the band but I can't afford it. Also I do eat healthy and exercise just don't lose weight I tried everything. Also pills please help me out on this just once. Please. God bless.
That I cannot get my children to see a dentist because medicine won't cover and I need to get another medical sheet.
The big problem with Medicaid is that they do not pay medical bill on time, or never. Specially dentals. Worst part is they send you a bill after 1 year. Even I call them and asked them why is not paid when we wouldn't be seen by dentist less is approved by Medicaid. Hard to explain. No matter what you end up on collection agency list.
The biggest problem we have with Medicaid is once we cross state lines we no longer have coverage. This has been a BIG problem for us. I think more information needs to be given on what to do when you travel out of state.
The one thing I am unhappy with is when doctor prescribes a medication that may help my child. Medicaid has denied it for various reasons, even when we have tried all other options.
There is not great coverage for reflux meds. Otherwise, no problems. It has really helped us financially. My daughter is on due to medical reasons.
There needs to be more than a three day window between prescription refills.
They could be better with dental (teeth cleaning). Tests being done, doctors not being rude because you have Medicaid. Covering cough syrups for kids.
They don't always do what the doctor wants kids to do. They don't always give out the right medicines.
They make it difficult to get, and the doctors treat you like garbage because you are on it and avoid phone calls about med refills, etc. They will require multiple appointments for an ongoing condition in order to receive treatment. Yet other people I know who have ADHD kids don't have to go in to the doctor multiple times to get their prescriptions. It doesn't cover the treatment needed (therapy) and only covers certain medications and the ones he needs are too expensive.
[CHILD NAME] was adopted at age 8 with a history of mental illness, we continue to seek safety as she cannot make good decisions. She was progressing at [PROVIDER NAME], a PMIC placement, however Magellan says no more at 6 mon. She needs to stay in [PROVIDER NAME] longer. We now have to start the progress all over to get [CHILD NAME] committed.
Was able to get braces for 17 year old but refused for 15 year old that has large gaps in teeth.
When the doctor prescribes a medication there is a reason, fill the prescription, I am tired of hearing that for some stupid reason title 19 does not cover it! When my insurance would pay for it! Ridiculous! Get it together, why make my child suffer because of that!
Would be great if the physicians on Medicaid we saw had better "bedside manners" and were more knowledgeable. Mostly I tell them what is wrong and they take my opinion as diagnosis and they're rude. Overall, Medicaid is a great insurance because it covers costs for us. Thank you.
Would like to have more options for mental health. I currently pay very expensive doctor bills for his behavioral/mental health visits.

PART 3: PROBLEMS WITH COST OF MEDICAID PROGRAM
Co-pays. Typically if you eligible for Medicaid then you are financially challenged so co-pays don't make it easier.
Medicaid transportation is very difficult to work with. We have chosen not to use this service due to the difficulty in getting reimbursement.
My child wanted/needs braces but I cannot afford them.
My daughter needs braces as does my son. The out of pocket expense is too high. My son needs extensive teeth pulling and there is no help from Medicaid. What can I do?
My granddaughter needs braces but I am unable to pay for them. Her dentist has said she needs them because if she falls, it could chip her teeth. Medicaid will not pay for it.
That it don't pay all of my seizure medicine bills when I am raising a 5 year old who needs stuff so I end up having to ask people to borrow money.

PART 4: COMMUNICATION PROBLEMS WITH MEDICAID OR PROVIDERS

Can never get a hold of anyone through calls to Medicaid.

Communication between Medicaid and [INSURANCE PROVIDER] is limited, this is frustrating when health care bills get denied and you are trying to figure out why.

I also have a 5-year old son who is on Medicaid. Last year he had to get a physical and immunizations for daycare and preschool. This year he needed to get a Kindergarten physical, but we weren't able to have it done in time for school to start because it hadn't been 365 days since his last physical. (School started a little earlier this year, and last year we weren't able to get into the doctor very quickly, as we had just moved to town.) It isn't necessarily a bad thing to have to wait a year, but it was frustrating to find out that, had the receptionist not caught the date of last year's exam when I was trying to schedule for this year, I would have owed over \$200 for an office visit (that I obviously can't afford). It would have been nice to know that this was the rule prior to trying to make an appointment! Other than that, I have been fairly satisfied with Iowa's Medicaid system. (We moved from another state two years ago, and I would say that it's pretty comparable to what I experienced in [STATE].)

I believe the forms to apply for Medicaid could be more user friendly. Very hard to understand sometimes and the questions are not always clear.

I feel it would be helpful if we got dental office information on our town of who accepts Title 19.

I wish it was easier to understand what services it provides. But I also was unaware of the 800 number I can call. I would also use a website if there's one.

I wish that my family would've received information about Medicaid through the mail, especially since we cannot afford internet access at our house.

If there is a clear book to show Medicaid plans and who accept Medicaid insurance and what kind of treatment can be covered by. Thanks for your efforts.

Inability to reach a worker with application questions.

It is almost impossible to speak directly to a case worker. Some medicines aren't covered and require pre authorization forms which take sometimes weeks to get approved. Horrible wait times on returned phone calls.

Medicaid only cons is their notifications are difficult to understand as they're all in terms without explanations.

More information for SSI mothers that don't have baby day around or help with health after 1 year.

More information with new programs.

Muchas gracias por prestarme su apreciado espació mire mi inquietud es que un día yo hable con medicaid y era para un transporte para llevar a mi niña a su chequeo físico y me dijeron que no tenían transporte pero antes ya me habían dicho que si tenía y por tal razón no pude ir ese día pero todo bien y muchas gracias por todo la ayuda que hemos recibido yo y mi familia Que tenga bonito día

Only issue that I've had is they have certain procedures that have to have approval and they took over two weeks to approve the procedure. If they could have a list of what can be approved and make wait times shorter.

Sometimes services available are "fuzzy". Don't know enough about what services. Our family is generally healthy so we have few needs but if we did...? In general no complaints. Thanks.

The paperwork that is sent is due within two days of receiving it. It is difficult for working families to get copies of proof for these forms in that time.

Their website to find covered services is hard to use/locate.

Too much paperwork to fill out when applying for Medicaid and it's very hard to understand.

Was never sent any ID cards for my children. The office always asks for them but I don't have any.

We weren't aware that we still had Medicaid until one of our other children had to seek emergency medical care.

When you call and leave a message you may not get a returned phone call, or they can't tell you who you can talk to if they don't know.

When you call in for some questions you can never get in. The line is always on a message machine. My child gets very good care from his health provider and walk-in visits.

PART 5: NEGATIVE EXPERIENCES WITH PROVIDERS / TREATED DIFFERENTLY

Child born with [CONDITION] that caused [CONDITION]. Multiple providers ignored/downplayed condition and did not offer sufficient therapy because we were on T19. T19 patients do not get equal medical treatment at [HOSPITAL] or elsewhere!

I answered that sometimes receptionists were rude. I've seen this rarely but it happens and is absolutely unacceptable. Being on Medicaid should not warrant negativity from staff.

I dislike having to call down to the [PROVIDER NAME] b/c they are rude!

I do appreciate the access to insurance and healthcare for children from lower income families. However, I also feel like there are times we are judged or given less or shortened treatment due to the lower reimbursement rates of Medicaid. I also have had access to hawk-I in the past for my older children & the difference was amazing. More access to care, less judgment, better reimbursement rates for healthcare providers, and a low premium that I would be willing to pay for better care. Unfortunately we do not qualify for hawk-I anymore. Medicaid is a great program but I wish it was viewed in a more positive manner.

I do not like that doctor's offices only take so many Medicaid clients. It seems discriminating.

I don't like that some medications are not available. Sometimes the flu shot isn't available right away. Some providers don't provide services outside of certain hours/days. Feels like we get less special treatment than those with private insurance.

[TOWN] ER treated us very poorly. They refused treatment unless we paid \$280.00. Had to take her to a different ER the next night to get the care she needed. After calling the doctor offices first.

Our daughter had a twin who died 6 days after birth. He was denied Medicaid 10+ times despite being eligible due to prematurity. This is a ridiculous burden on a grieving family and a system problem. I do not know how a family w/o the knowledge and resources our family has would even be successful in getting the services they NEED! The lack of compassion and understanding by staff was astounding. It wasn't until after many battles and aid of [HOSPITAL] social worker that finally received medicine for our son, nearly 7 months later. You can feel free to call w/questions.

Sometimes I feel that I get treated different because of what type of healthcare I have.

That people look down on you for having it and are slightly less helpful about billing with it.

The customer service is horrible. The workers talk down to you like they are better than you are.

There have been many times my child has been refused care due to his Medicaid or have reduced care needed because on Medicaid. This is usually related to mental health care.

We have to drive to the [HOSPITAL] for dental care for her. Our [PROVIDER] has made degrading comments about people on Medicaid about being lazy or living off others. I am on disability and would love to not be on Medicaid but can't get insurance.

PART 6: NEGATIVE EXPERIENCES WITH MEDICAID

Application and renewal process always having to speak to someone different. Not having a set worker/person to talk to like you used to. Very unorganized, I've gotten 4 letters in 3 days all saying something different about my coverage/eligibility and can't get anyone to answer phone or return calls.

[DATE] wife (x-wife) moved out w/kids. [DATE] she was arrested for [CRIME]. I got custody of my four kids 2013, she told me that she received new Medicaid card for [CHILD NAME]. I did not receive one. Kids in my care, I could not get any info on [CHILD NAME]'s Medicaid cause I was not in the system, I was before. Took a lot of phone calls and paperwork to get straightened out. Really frustrating could not get an answer why this happened when [CHILD NAME] was in my care. Still no answer.

[DOCTOR NAME] is a complete incompetent, rude man.

I feel it is a waste of tax payers \$ to make the patient visit the PCP for referrals (if the PCP is aware of the need for referrals).

I have never had a problem getting care or respect from anyone in the health care services aspect of Medicaid. However, [PROVIDER] has been incredibly hard to work with, and treated me as if I was less intelligent than they were. I can't seem to get a hold of the right person, and couldn't even tell you who my worker is if I tried.

I like Hawk-I better. We can pick our dentist and we receive copies of medical bills and coverage. They are easier to work with. I felt like I get bounced around between departments when I make a call with questions.
I lost his Medicaid card when he was about 3 months old, and refused to send a new one. Was told they don't reissue new cards.
I often feel that the doctor office is fine, but when we have to go to the VNA for medical care or treatment, we are not treated well.
Medicaid is a great program, but I have had several issues with them not paying for services that were supposed to be covered. It can take 6-12 months of repeated calls on an issue before it is finally paid. They refused to pay for a dental cleaning, then paid, then took the money back from the provider, I am still fighting it.
My son has a mental illness that hasn't been properly assessed. He has been seen by a few doctors and been on meds the side effects were unbearable, doctors won't give him liquid meds, he can't swallow pills.
Sometimes it seems that Medicaid is a little rigid on the time allowed to make appointments. Like for example, dental visits or well check visits have to be scheduled on a time consistent to the last one. It has to be a certain day from the last visit it can't be made earlier or later or it won't be paid for.
The clinic in my neighborhood never has the same doctor, so every time we go we see a new doctor. I hate that. Sometimes the wait is so long because they are so overbooked. I hate that. I also can never get an appointment if he is sick at night and call in the next day so we just go to the ER. I also do not like how we are treated because Medicaid uses the generic drug first. For my son's rash the specialist new the generic wouldn't work but we had to try it anyway.
The fact that they assigned a doctor to me and my children when we already had one. Then I had to pay out of pocket to see a specialist for baby. Fixed now but very unnerving.
The fact when I did not have transportation they want me to come pick up bus passes. Okay, that makes no sense, when I obviously can't go to the doctors, how can I pick the bus pass up. To me that is ridiculous! Other than that, I am happy with Medicaid.

PART 7: POSITIVE COMMENTS ABOUT MEDICAID
1) Great staff at our doctor's office. 2) Everything is explained. 3) X-ray results given in 15 min. of being taken.
Appreciate having it for my children. Without it they wouldn't have any health insurance because I couldn't afford it even though I have a job and work hard every day. Grateful.
Everything is good so far. Thank you.
Everything is just fine. Never had a problem. Thanks, have a great day.
Good job, I have two other kids on your plan, it is the best, and God bless you. Thank you for your help and concern.
Good program, excellent access, no special needs.
Good program.
Great service.
Have had no problems.
Have not had any problems at all. Thank God for Medicaid.
I am so grateful to have Medicaid for my grandson. It has really been a God-send.
I am very thankful for Medicaid, having insurance to help me with all the medical bills. Without it, I wouldn't be functioning at all. I am in severe pain every day 24/7!!! Therefore, I wouldn't be able to function if it wasn't for the pain doctors putting me on medication that helps me to function every day! So, Thank You so much! [NAME]
I appreciate all the help received through Title 19 when needed. Thank you!
I appreciate having Medicaid. It eliminates the worry about expensive health care.
I appreciate the help that Medicaid provides for the low income families.
I enjoyed it. It's okay.
I feel Medicaid has been a great product for medical service offered for my adopted children. I have never experienced any problems for my children. Keep up the hard work and dedication.

I have been pleasantly surprised at how great coverage is, much better and easier than the coverage I received through employers in the past, sadly. You don't get what you pay for when it comes to insurance apparently.
I have no problems with Medicaid. Works fine for our needs so far.
I like everybody is wonderful people, always nice respectful. Dislike, sometimes we need more people speak Spanish, is hard to explain for us. Maybe, more paperwork in Spanish. Thanks.
I like everything about Medicaid, it really helps my child. So proud to be part of it. Oh and I really do enjoyed filling the survey out.
I like how Medicaid is good to people with low income and has a lot of clinics and dentist options even though I love mine, there are options. Thank you.
I like Medicaid because my son needed a helmet and everyone kept telling me you wouldn't pay for it. But then I found out if it's severe enough you do. I was very happy with Medicaid for that. His head had a 16 mm diff between the two sides. So thank you!
I like that I can talk to the doctor and if he needs to see specialist I can get an appt.
I like that my child has insurance and that I am able to take him to the doctor when needed.
I like the program and I has saved my family. We were finally able to get medical attention and be healthy.
I love our doctor and dentist.
I so appreciate Medicaid, I don't know what I would do without it. Just like most families. Thank you so much for putting my grandson through medical attention if needed.
I think it is a great idea and I think more people should be able to get it if they are below the poverty line.
I think Medicaid is great for people that cannot afford private insurance and can still get the medical care they need. We should be thankful for this program.
I think the Medicaid Program is a great program for people with low or no income. My child has benefited from the program since we've been here in Iowa. Thank you for helping me take care of my child.
I want to appreciate you people for every help.
I wish I qualified for it. Otherwise, I'm glad my kids do qualify and get it.
I'm glad my children have Medicaid.
I'm happy that we are able to pick out the doctor we want for the child.
I'm happy with Iowa Medicaid program, I've lived in [CITY], and their Medicaid program was good too. But [STATE] Medicaid is horrible.
I'm happy with Medicaid. Thank you.
I'm very happy with the Medicaid program because it helps my family a lot.
It has been great to/for us. We have never had any problems or complaints with the doctors/hospitals. We have never been to the dentist yet.
It helps me feel that my kids can go to the doctor when needed and doesn't "break the bank". This family struggles with money, without Medicaid my children would not have insurance.
It's easy to use I call requested info they send me a week's worth of reading - phone, contact info, doctor list clinics that take Medicaid, three cards in case I lose one. They called to verify things and update info.
It's good.
It's nice to not have to worry if we can afford having insurance on our child. Even if it's only for a check-up.
Love everything about Medicaid it is so helpful for my family!
Love Medicaid. It helps so much.
Medicaid has been an amazing asset to my family. So helpful.
Medicaid has been very helpful in the time we have used it. Thank you.
Medicaid has been very helpful to me especially paying my unpaid hospital bills. I am so thankful. And I can't thank Medicaid enough. My question is my 12 year old needs braces is there any help I can get from Medicaid? Thanks!
Medicaid has been very useful for my child, but we've gotten really wonderful care for my husband, who has had many medical problems. He receives the necessary preventative care because of Medicaid. We are very grateful.
Medicaid is a blessing to have, without it my kids would not have health care.
Medicaid is a great program. I don't know what I would do without it.

Medicaid is a no nonsense way for me to be able to get the care my child needs without worrying about how I am going to pay for it. I appreciate that very much.
Medicaid is a very good insurance, my grandson's prescriptions at no cost and there is no co-pay. He has a doctor, specialist hematology oncology doctor at the [HOSPITAL] and regular doctor at [CLINIC], that he has just recently seen.
Medicaid is awesome. It has been a godsend to make sure we can care for our children's health properly. One of the most worthwhile programs in the state.
Medicaid is supplemental as part of adoption agreement for our family. It has been very helpful with all the behavioral problems.
Medicaid is very helpful for me and my son with all the therapies he needs.
Medicaid really helps with my child's meds, they can be very expensive.
My child is adopted and considered special needs. She has Medicaid because of an adoption subsidy. Medicaid is a secondary insurance for my child. She is also covered under federal [INSURANCE PROVIDER] and [INSURANCE PROVIDER] dental. I am happy with Medicaid coverage.
No comments at this moment, I'm satisfied.
No. I've had no problems with them at all. Thank you.
None it is good and helps out a lot with bills and care for my family. Thank you.
She is normal for a 3 year old child. She goes to [DOCTOR NAME] at [CLINIC] and always have and will. [DOCTOR NAME] been with me since my oldest boy was born in [DATE]. So he knows everything about my 3 kids and I love him as a doctor. [CHILD NAME] is my daughter. My name is [NAME].
So far our experience has been great and helpful.
Thank you
Thank you very much.
Thank you!
Thank you! I don't know what we would have done without the assistance of Medicaid. Financially, it's necessary.
There are no comments from me. I am very much satisfied with Medicaid and the doctors who look after my kids.
There is no any comments from my side, everything's good and satisfied.
Think Medicaid is great, helps a lot. Thanks.
This is great, Medicaid, especially for low income. I wouldn't change one thing about it.
We are grateful and blessed to have this program available.
We are very grateful for Medicaid and thankfully don't have health issues to have to use it a lot. We don't abuse this coverage and appreciate any and all help from Medicaid. Thank you!
We are very grateful for Medicaid. It helps our family a lot.
We are very thankful for it. We don't take it for granted.
We have been extremely grateful for Medicaid. It has allowed us to help care for our children and keep them healthy.
We have been very fortunate to have many amazing doctors through Medicaid. They are all knowledgeable and try to provide me with the best answers for all of his health care needs.
We really are pleased with Medicaid, our other insurance isn't affordable for us and this one has been great. Thank you.
What I would like to take this time and say is "thank you" so much for the help that Medicaid gives. I am forever grateful.
Working well, thank you.
You do a very good job thank you!

PART 8: OTHER COMMENTS
[CHILD NAME] is a lovable little guy. He tries so hard to do what's right, medical problems he has was not his fault. His real mother did drugs while she was pregnant affected [CHILD NAME] in a lot of ways. Slow but maybe someday he may or may not outgrow it. Medication [MED NAME] helps. We're trying new meds. Haven't quite got it yet still working without doctor which is helping with his case, and school works with us.
Even if bills are paid I'd like to see copies for medical records personally.

I am not completely sure about all the benefits yet but I will soon.
I don't think I have any of the dislike about this Medicaid.
I feel that Medicaid has the right goal (healthcare for those who can't afford much) but since it doesn't cost for the recipient, I feel the system could be abused and the care given not valued. Therefore, taxing our health system and leading to overworked healthcare workers.
I hate that my situation is the way that it is and that we use this as insurance, but without it, we wouldn't have any. For my son's needs, it has been very nice to have, as we don't use it frequently.
I have a good doctor and have had him since my son was born.
I have no problems what so ever
I have wanted to switch my daughter to Hawk-I and Medicaid says no because she is eligible for Medicaid first before she can get Hawk-I.
I will be taking her to her doctor to see if she is ADD and will be setting up and appointment to see a counselor.
If this were a survey for another one of my children some of the answers would be completely different. She has Medicaid as a secondary insurance and it took a month for an MRI approval on a severe injury. That injury occurred in June and is still (in October) receiving treatment.
If this were for one of my other children I would have a couple things to say.
Medicaid is a worry free insurance with a peace of mind. My kids always got what they needed when they had it. But the income guidelines need to be a little more realistic with today's wages and economy.
My child also has a primary insurance through his father's work.
My child does not receive Medicaid.
My child has Medicaid as a second insurance. His primary insurance is [INSURANCE PROVIDER].
Sir, I received a letter telling me that my daughter's Medicaid has been canceled, because they have not received the return form sent to the [CLINIC]. Therefore I want you help make an appeal for them to restore my daughter's Medicaid. I really enjoy the service.
So many questions.
Still waiting to be (re) approved.
The income guidelines are too strict. We need the help from Medicaid and it is hard to get it!
This is his secondary insurance. His primary is [INSURANCE PROVIDER].
We wish we would be sent an itemized list of what is billed to Medicaid like we do for private insurance so we can verify if is correct. Is very easy to defraud the system as a medical provider.
Well I was taken off and I was getting disability for several months but got taken off husband made to much money and I lost Medicaid and have a lot of health problems and don't think I was treated fairly. Thank you, [NAME].
Takes too long for changes to be made.

Appendix D. Survey Comments: Enrollee Perspectives (Adult) about the Iowa Medicaid Program

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PART 1: PROBLEMS WITH ACCESS TO CARE / FEW PROVIDERS ACCEPT MEDICAID

Medicaid paid for his flu shot. The [CLINIC NAME] where he went for several years closed down and opened in a new location where they no longer accept Medicaid patients. Even though I'm sure a large percentage of their patients were on Medicaid, as they have mental health issues, really shameful. We haven't tried to find a new mental health provider yet, but I know that the options are very limited for Medicaid patients.

1) It is a problem sometimes finding a healthcare doctor that you would like that takes Medicaid. 2) It is a huge problem finding a dentist, oral surgeon, orthodontist that takes Medicaid in my area. 3) It is a huge problem getting the right medicine and or treatments that Medicaid will pay for. I have named my number three big problems when it comes to using my Medicaid. Thank you.

1) Need more assistance with transportation to healthcare. Appointments ranging from here in town to [CITY], [CITY], and [CITY]. Cannot afford costly gas charges. 2) Finding dental care covering dental by Medicaid. 3) Doctors available, not so many nurse practitioners, though they do help. Like - dental coverage, psychiatric coverage, being able to choose own practitioner, medication coverage.

Almost every time I try to get a prescription refill. It has to be preauthorized and I have to wait an extra two to five days to get it filled. This is frustrating as I cannot get it filled until I only have one or two pills left. Then I am without medicines for a few days. I understand the concept but all of my medicines I have taken for several years. The same goes for my daughters ADD medication.

Always have an issue refilling my inhalers. My Medicaid program won't pay for it most times (always a refill too soon) but I need it and cannot afford to purchase the inhalers without insurance.

Because of my rare problems I have found doctors not knowing how to treat. It was very hard to get SSI.

Can't find a dentist to go to because none accept new people with this type of insurance.

Current wait list for mental health is over a year long.

Dental care is near impossible to get for adults on Medicaid. Dentists refuse to take new patients and the big dentists that will have an average wait time of three plus months for routine checkups. Emergency dental is nonexistent other than [CLINIC]. Other than the dental I believe Medicaid is a great program and has helped myself and my daughter tremendously.

Dental in [TOWN] is very hard to get and no one does a root canal on anything major without charging. The dentists seem to not be as nice to their patients that do accept. I would be lost without this help for my medical.

Dental providers are very few. Many do not accept or once find out have Medicaid gives crappy care. I recently left a dentist that I have been with for over 20 years because once I switched to Medicaid his care and concern for my teeth deteriorated. Billing me outrageous prices after convincing me a procedure needed to be done and Medicaid didn't cover it. I went to another dentist only to find out that they do, but the dentist does take a loss.

Dislike having to occasionally (too often) require a preauthorization for a regular medication to be covered, ones I've taken for years.

Emergency care is great. 2 months waiting for an appointment w/doctor for a checkup, not cool.

Generally, I am quite satisfied with my Medicaid. I have had good care with quality facilities and physicians and staff. My only problem has been locating a dentist. I called the 800 number provided in question 84, the individual I spoke with could only offer to mail me a packet of information that I haven't received yet. There needs to be more dental care available. In the meantime the customer service people at that 800 number need more to offer than a packet of information. I'm reasonably certain that I have that from when I first enrolled.

Good health coverage but annoying process to get personal doctor who takes Medicaid. Can't be in contact with doctor until Medicaid gives permission or approve.

Hard to find a doctor to take this insurance (dental) care. Have to start driving a long way to see a dentist.

Have to wait in doctor's exam room sometimes longer than I thought.

Having problems finding the right doctor and dentist. But I have had pneumonia twice and surgery on my right hand and elbow. Broke my left ankle twice and have lower back and leg pain all the time.

I already had my providers from having [INSURANCE] when I started having Medicaid for insurance. So, I was able to keep the doctors I already liked. What I dislike the most about

<p>Medicaid is that if I need to find a new doctor I won't be able to pick who I want. I now have to drive 90 minutes one way for appointment since moving, but do it because I know it will be difficult to find a doctor that will take Medicaid that I will want that is closer to where I live. From what I understand most doctors don't want Medicaid if they can find enough clientele with other insurance.</p>
<p>I am very appreciative for Medicaid and all they do for my son and I. But I don't like how you can't pick your own doctor. I feel I should be able to choose my own doctor. Not them and if I want to change doctors I shouldn't have to go through such a long process.</p>
<p>I can't get my medication on time. Can't be seen when I need to go to the doctor due to a \$22.00 balance.</p>
<p>I dislike to pay on medicine and I dislike not being covered for root canal. They just take my tooth instead of saving it so I can eat better. I dislike some of their preapproval methods I have to wait on to get certain tests. I do like knowing I can get care when I need it knowing I can't afford it.</p>
<p>I don't like the fact that I would have to wait to change my doctor if I moved to a different area. They only let you change if there is a doctor leaving or every six months we can change or keep the doctors we have.</p>
<p>I don't like how long it takes to get medications approved. I also don't like how you have to go in to the office for the same thing, when nothing has changed, because a lot of times they are just referring you on anyway. Then it takes forever to get a visit with the regular doctor, then it takes even longer with the specialist, so by the time you get the problem addressed it's been like two months. Also their needs to be more providers for mental health.</p>
<p>I don't like Medicaid limits to a lot of things because that reasons why people don't get help because we really can't afford it. They limit the doctors we can see.</p>
<p>I feel it's unfair that we are unable to receive medications that a doctor prescribes and the pharmacy tells me it was denied, or I receive notification in the mail of the denial. And the medication that is substituted with doesn't work as well or not at all, and the dosage can't be raised any higher since it's already at maximum dose. For instance, I keep getting denials for my ADHD med because I'm an adult. Instead Medicaid wants me to take [DRUG NAME] which doesn't work for my ADHS at its highest dosage available. Also when my doctor and I have tried several different meds and they did not help me at all. I'm also having a big problem finding a new doctor because my 2 favorite doctors are no longer taking new patients due to him retiring and the other one took a new job elsewhere. I have a hard time as it is with changes and finding a new doctor with the qualities of care, compassion, and bedside manner w/honest concern and comforting I received from [DOCTOR NAME] and [DOCTOR NAME]. I would recommend them to everyone, but [DOCTOR NAME] is retiring. Also I'm having trouble finding a doctor because of having to cancel appointments too late due to transportation difficulties, either my ride can't take me, or I have an anxiety attack which prevents me from leaving my apartment to catch the bus by myself, or I don't have bus fare for me let alone for someone to ride with me. I also have to try to make appointments so that my 15 year old can go on the bus with me to my appointments but then the appointments are so late in the day that the buses aren't running any longer when I'm done with my appointment so since I've called and cancelled too late or didn't show due to transportation issues then I can't no longer be seen at that office any longer and several occasions it would've been the first appointment. It's very hard for me to get transportation to any appointments for the past 6 or more months because I don't have any kind of income to give someone for gas, to ride a bus, take a taxi, and none are close enough for me to walk because of my diabetic neuropathy in my feet and now spreading up to my lower calves and shins.</p>
<p>I have found that people who only have Medicaid have an extremely difficult time getting a family doctor. I believe the program needs a complete overhaul. I could go on but the bottom line is the program isn't of much use if you cannot get a doctor to accept it.</p>
<p>I have no comments on improving Medicaid or the program in general. My only issue is getting to doctors and specialists, as there is only one doctor in the town I live in.</p>
<p>I have problems with my teeth and have not been able to find a dentist close enough to drive to - or - that the wait is until 6 or more months that accepts Medicaid. Other than that I have not had problems with Medicaid.</p>
<p>I have to go through a complicated process to change my current healthcare provider and I have been having difficulty finding one that truly listens to me.</p>
<p>I like Medicaid but when I need dental attention like teeth cleaning or a tooth filled most dentists will not take Medicaid patients. Where can I go to get tooth cleaning every six months? [DOCTOR NAME] in [TOWN], IA will not do it. Please help.</p>

I liked when I could go to more than one doctor. Now if I can't get into my primary doctor I may have to wait a week before I can be seen.
I need to find a dentist, there is no one in my area who accepts Title 19. I have tried to find someone and gave up and when I did have a regular dentist they said I need work done but insurance company wouldn't cover.
I wish that the amount you can make for being able to Medicaid or qualify for Medicaid in the first place. Being able to only make \$600 to \$620 a month should be raised to \$1000. Because when you get turned down or make a little more and get denied medical care and I look for help I can't afford it and pay my bills.
I wish there were naturopathic doctors in the [CITY] area. I want to have the opportunity to be able to use natural and earthly healing. Not having doctors who want to just prescribe medications but who actually want to heal patients, without the incessant use of manmade pharmaceuticals.
I'm pregnant and finding a doctor to treat my prenatal needs was almost impossible.
I'm pretty happy with the service, it's just very hard to find a doctor that I like that will accept the insurance.
I'm trying to get dental care but nobody wants to take Medicaid.
It is difficult to find a dentist for adults that accept Medicaid.
It is sometimes hard to find a doctor or a dentist, especially which accept Title 19. Often they are in other towns and it makes it hard to get there.
It would be great if I could get a list of providers like [COUNTY] does because the doctor I was assigned is not accepting new clients.
It would be nice if ALL doctors took Medicaid! I don't feel that is fair at all!
It's difficult to find a provider that has openings for new patients.
It's difficult to find doctors who accept Medicaid. Also it's hard to get rides who are dependable. The rides thru Medicaid don't always show up. I've almost been kicked out of my pain management clinic because my ride doesn't show up, even when I've given them 5 day's notice.
It's hard to find a doctor or dentist that takes new patients and accepts Medicaid/Title 19. You don't have many choices to pick from. Sometimes it is easier just to see the E.R. at the hospital. It can take a few days just to get in to see someone. As to the hospital you may have to wait a few hours but at least you're being seen that day.
Cons - 1) Not a variety of doctors accept it. Have to look for doctors in the plan.
I only wish two things and that is that more dentists would take it. I was lucky with it to as I've had the same dentist since I was a child so they kept me. And #2 is that with my Asthma I had same inhaler for years and years and it was the best for me, but when I went to pick one script up for it, it was a totally different one and I gave it a try but it keeps making me choke (not good when having an attack). I called my pharmacy and they said it was changed because Medicaid wouldn't cover the other any longer as the new one is cheaper. I felt safer with my [MEDICATION] one. As for all else I love the Medicaid insurance. Thank you so much.
Medicaid has been wonderful when it comes to my general care and emergency care, but I have had horrible experiences when it comes to dentists. I feel that my choices of dentists are very limited and the ones I have gone to lack in quality care. Thank you.
Medicaid is a great program, however, big hospitals, such as [HOSPITAL] don't like this insurance. I had to wait 3 1/2 months to get in for a 10 minute appointment. Also, when working with [HOSPITAL], it wouldn't communicate with my insurance policy or vice versa. Not sure what happened but I had to personally call and get an approval number and then call [HOSPITAL] back with that number. Also, customer service for Medicaid is not very helpful and you usually wait on hold for at least 10 minutes.
Medicaid is a great program. The only issue I have is most dentists do not take Medicaid. I have not been able to see a dentist in over two years due to not being able to find a dentist that accepts Medicaid. But overall Medicaid has been wonderful for me and my family.
Medicaid, in my opinion, is kind of a rip-off. Sure I get to go to the doctor if I really need to, but only certain doctors, and even more complicated when it comes to specialists for example I need my wisdom teeth out, but the only oral surgeon that takes Medicaid is the [HOSPITAL]. My current dentist won't refer me to anyone else and I can't trek up to [CITY] whenever I please. Please expand Medicaid.
Most of the time I'm unable to get to my appointment, lack of transportation and because of my mental illnesses taking public transportations is very difficult. As for getting the meds I need they get denied or I can't pay the co pay because I don't have an income of any kind. In August my

<p>medical doctor took a different job and I've been afraid to see a new doctor for my diabetes, COPD, and other health problems. Since I don't do well with changes and starting all over again. I'm not very trusting. When I was supposed to see a new doctor a month ago I had no way to get there. Because I didn't have money for the bus there and back, and no one could take me because they didn't have the gas nor did I have money to give them for gas to get me to and from. Or it interfered with them getting their children from school. I can tell the 2 doctors I love was [DOCTOR NAME] and [DOCTOR NAME]. It's hard to find another doctor to fill their shoes!</p>
<p>My big problem is finding a dentist for my toddler. Most dentists have all places filled or I will have to drive close to an hour to get there.</p>
<p>My doctor doesn't accept Medicaid, so I accepted it as a back-up for things like the hospital. I don't even know if it will be accepted when I go to the hospital. I had to choose a doctor that I will never even see.</p>
<p>My medical experience has been good with Medicaid, but the dental side is not good. It is hard to find a provider that accepts it in the area I live in without having to go to [CITY]. This is especially true for my children. I have not found a child's dentist that will take Medicaid in our area. Thank you for the survey. One question that should really be asked is if you live in a rural area, which has a big factor in the healthcare that is received.</p>
<p>Need after hour holiday and weekend care.</p>
<p>Not getting my medicines I needed until last minute.</p>
<p>Overall I have not had any problems with Medicaid. One thing that I dislike though is that I am not able to see my old doctor who did surgery on my arm. After the surgery, I moved to Iowa for college and cannot go back to see that doctor and have him finish my surgery. Other than this I have not had any problems with Medicaid.</p>
<p>Sometimes it is hard to find a local dentist.</p>
<p>Sometimes it's an inconvenience to me while I have to wait for a prior authorization before I'm able to pick up my medication because it has taken up to sometimes a week to get to be able to get them and that's a week I'm going without my medication.</p>
<p>That I can't go to [MENTAL HEALTH PROVIDER] and there is no dentist in Iowa that takes it. And if you have to be the first 100 people to get the surgeon to pull a tooth.</p>
<p>The doctor's offices that I have tried to use would not see me because they didn't accept Iowa Medicaid patients (new patients) as they had met their "quota" for new Medicaid patients. Another office wouldn't see me because my husband had a bill outstanding there, not my bill, but they wouldn't see me, even though I had Iowa Medicaid.</p>
<p>The number of doctors who are not treating a patient because they will have Medicaid. The loss of income is something they aren't willing to do.</p>
<p>The only issue I have had with Medicaid is the Lock-in-Program. I don't have an issue specifically using my doctor's office or specific pharmacy. It has been difficult obtaining prescriptions since I was locked into a specific pharmacy then moved and was unable to pick up prescriptions. Then they did a special approval for my local [PHARMACY] here and to be locked into [PHARMACY] (my choice). They never locked me into [PHARMACY] but have continued paying for my prescriptions at [PHARMACY]. I have stayed with [PHARMACY] since I am satisfied, but if I would need a prescription right away in the weekend/evening timeframe, it may be difficult to obtain since [PHARMACY] is not a 24 hour pharmacy.</p>
<p>The only problem with Medicaid is more a problem with dentists. I have poor dental which has been made much worse over the last years by the kinds of medicines I must take. I take 10 prescribed, six over the counter plus three prescribed topical ointments for a skin condition. But I need serious dental care as all my medical doctors concur but most dentist will not take me. I need surgery probably to remove some of my teeth but all the ones in my area work only on children. Now I'm 65 and have Medicare and Medicaid and I think this is worse. So I get wonderful healthcare, but my teeth are rotting out. I thought dental health was important to medical help but I don't think our system thinks so. That is all.</p>
<p>The only thing I found hard was trying to find a dentist to take my Medicaid. I was told at every dentist office that they only take people with Medicaid from their town which was a problem for me because I don't live in a town with a dentist office so that are you supposed to do. I had to drive 60 miles round trip to a dentist I used to see years ago because I was already a patient there so they would accept my Medicaid. Otherwise everything else was fine with Medicaid.</p>

They could provide more places where I can get help and use my Medicaid. Because some doctors won't take it and some doctors don't like people on Medicaid, so it's kind of hard to get the help I need.
They need to offer more options in healthcare, that more doctors are willing to accept the insurance, and more quality case workers, some are rude and make it feel like it's a burden that you are on Medicare. And get back to you in a timely manner instead of always waiting around for a call back.
To use Medicaid, this will result in choosing a doctor you may not like because some doctors do not accept Medicaid. Most of the time, our prescription decline from medicate because the medications is not generic. A clinic like [CLINIC NAME] in [CITY], they do care to call the patient and inform him about the test result he has been taken for almost three weeks. [CLINIC NAME] waiting time to be called and see the doctor is less than the [HOSPITAL NAME], but I think the team who work with doctor "Nurses" do not care enough.
Very hard to find a dentist that takes Medicaid.
We need more dentists and pediatric. Dentist want to accept Medicaid, Title XIX it is so hard to find. And psychiatric doctors too.
Wish dental visits were easy to get but I can't get a dentist to take my insurance so I can keep up on my oral health.
With Medicaid I was not able to find a health care physician other than at a walk-in clinic that would help me because I am on Medicaid. Also, while out of state I was not able to find a doctor for a minor problem at the time who would take my insurance. Another thing, I have a problem with it trying to obtain help with mental health problems. Doctors have never really asked anything about my mental health and when trying to find someone to help me there weren't many that would even take Medicaid and if they do there was many stipulations that I did not qualify for.

PART 2: NEED ADDITIONAL MEDICAID COVERAGE
All medicines are not covered by Medicaid.
Can get an eye exam every year but only new glasses every two years. When the dentist says we need specific things done (crowns, dentures, etc.) and Medicaid denies request and says we don't. And the one thing that bothers me the most, for single parents on Medicaid. The parents that are out there working, going to school and trying to do what they can for their families get cut off Title XIX after a certain point (time or over income). Then there are people who are making no effort to work, but are more than capable of working and receiving Title XIX, FIP, food stamps and other government assistance. Where is the incentive for them to get off welfare? I think benefits should be extended or be a little bit better for parents who are working and trying to make a living and not be penalized by getting cut off assistance. I believe parents who are capable of working and are just sitting on welfare should have their benefit decrease little by little as an incentive to get out and work.
Can't get the meds my head doctor said I need because Medicaid won't pay so I have to wait longer for [PHARMACY] to send again.
Dental benefits are extremely limited. Not many dentists to choose from. My child has a crooked tooth that literally cuts her tongue but she doesn't qualify to get it aligned with braces even though she does have issues requiring braces.
Dislike they won't pay to have a tooth put in.
Doctors don't seem to know what medicines are covered by Medicaid. It's very frustrating to sit at the pharmacy for over an hour while the doctor and pharmacist discuss what different prescriptions they should use that will be covered by Medicaid. This has happened repeatedly and it's a waste of time. Especially when you are sick waiting in a store for your prescription.
Don't seem to be getting hepatitis shots, working on that!
Hate waiting for preapprovals on medicine and procedures such as CT scans.
I have either a bulged disk or herniated disk in my back. My doctor (and I) felt the need for an MRI to determine cause for pain and lack of mobility. Medicaid denies the test b/c I need physical therapy or medication. 1) Physical therapy makes my pain escalate to the point it hurts to walk. 2) Medication is only "knocking me out" and the side effects are much worse. Hence, I have to deal with this CONSTANT pain b/c Medicaid won't allow the MRI!

<p>Title 19 does not want to pay for my medications. Keeps denying me for what reason I don't know. Also have asthma and have been hospitalized numerous times yet here I sit with no help going stir crazy. Have walked into hospitals asking for my shots and no one will help me. The hot flashes, the migraines, the stress and not the matter on my brain. Unbelievable. I just want some help and no one wants to seem to help me. My doctor has done all she can, but without the okay from Medicaid there is not much more that she can do for me. I've just about given up on the whole state system.</p>
<p>I appreciate Medicaid very much, ever since I lost my [INSURANCE PROVIDER] in 2011. I don't understand the dental part of Medicaid, I know the cost is high, but do some dentists really have to do an unsatisfying job that the patient has to keep going back for care on the same issue? I don't know much about the mental part of Medicaid except that it isn't covered. I am so severely depressed and my anxiety is so high that even gaining or seeking employment is extremely difficult for me. I have an associate's degree and diploma in medical field with no luck. Because I don't know who to talk to about that. Anyway, Medicaid is doing just fine. Lord knows I'm grateful.</p>
<p>I cannot take some generic meds, but Medicaid will not pay for name brands.</p>
<p>I dislike the fact that some of medicines are either the ones I was taking or ones I'd like to try, not approved by Medicaid.</p>
<p>I dislike the partial coverage of hospitalization cost. It should be fully covered. Thank you.</p>
<p>I do feel like the amount paid by Medicaid is not a fair amount and affects the care people are able to get. I personally have private insurance as primary and believe this makes a big difference for the care I received. I did about six years ago have a motorcycle accident and only had Medicaid insurance during the care and feel like I did not get the best care and now have long term issues that have not ever been addressed. Some such as memory and cognitive, pain and functionality of my right arm, hand and shoulder.</p>
<p>I don't like that Medicaid doesn't pay for some medicines that were prescribed to me in the past.</p>
<p>I don't like the fact that it covers so much for glasses at the eye doctor I'm going to. Other than that I love this plan.</p>
<p>I don't like the fact that some medications aren't covered even with preauthorization or even in a generic form. I think all medication is important because everybody has different problems will withstand because it's not covered by Medicaid. Plus if I could afford it there wouldn't be a need for me to receive Medicaid.</p>
<p>I don't understand why my medical doesn't pay for my dental care, such as braces and oral surgery.</p>
<p>I feel at times certain medicines or tests are hard to be approved for due to certain guidelines attached to the medicines or tests. I feel if the medicines or tests are requested/prescribed by a doctor, which in itself should make it necessary.</p>
<p>I greatly appreciate that Medicaid exists and I am incredibly grateful for the program. That being said it is very frustrating that doctors have to jump through hoops to get a medication I need, approved. Also, basic medications that I can't afford (cough medicine) aren't covered since they can be bought over the counter. And if my doctor prescribes something needed, but Medicaid will only cover a certain brand, I have had to wait days just for confirmation and additional approval when this happens. To this day Medicaid still won't approve a cold sore medication, the only one that works as a preventative for me and does not cause adverse side effects like those that Medicaid will cover, that I need to make a difference. That is very frustrating. But again, the coverage that is there which would otherwise not be means the world to me as a single mother.</p>
<p>I had a hard time getting my syringes. I need them for my [HEALTH CONDITION]. I cannot take it without the syringe. I take this for my RA.</p>
<p>I hate it because sometimes it doesn't cover my prescription for weight loss. I could at least get a discount and if I would like to go to another doctor I can't I need a referral if they are not my primary. I think we should be able to choose even though we don't go to the same one (doctor) all the time.</p>
<p>I have a hard time getting some of my medicines I need like my weight loss medicines. I'm very over weight and need these medicines to help me lose weight. Also my insulin, sometimes I have to get a preauthorization and it sometimes takes weeks before I get those medicines. I go weeks without my medicines. I'm interested in weight loss surgery and didn't know if insurance paid for that kind of surgery.</p>
<p>I have a son who is nine months. How do I get a baby sitter for him? The lady has babysat for him since he was born. I don't have a job but I have been going to school. She needs to be paid. Please help me get money to pay her. I don't care if you know who I am.</p>

I have a very hard time getting meds at times because I have to have a pre authorization from the doctor and sometimes it takes weeks to get it and by that time I'm out of my meds. For example, my insulin.
I have been paying out of pocket for my medication because Medicaid won't pay the generic brand, only will pay for the name brand. The name brand is impossible to find where I live. It makes no sense to me because the name brand is more expensive. I am also unsure of when my coverage is effective. I go to the doctor or pick up meds with my fingers crossed that I have coverage.
I have been taking same medication for 10 years and Medicaid doesn't want to pay for it anymore. So I have to myself. My doctor has sent in why I need it but they want me to start at the beginning. Therapy different, need pain specialist and shots.
I have had a lot of problems getting prescriptions the doctors want me to take, and go sometimes 2 months without them due to all the required paperwork the doctor has to send in and the pharmacy waiting on your okay. My doctors have had to change 2 of my medicines due to this and my long wait without them. Now one of them has been discontinued by the company. Also Nitro spray is not covered, the tablets will not dissolve so I have to depend on samples from the doctors when they get them. This all is a great problem and a lot of stress on me. Don't understand why people can't get what the doctor says you need. As far as doctor, test and hospital the program is great!
I have several teeth missing, have asked my dentist for partials and was denied. It can be very difficult to eat at times. I was without medical for six years. Previously went in for gallstones and my surgeon took it upon himself to fix a hernia I wasn't aware of. This was in 1999. I wasn't asked at all, he just did it and for years after that I had problems having bowel movements or doing anything that involved my tummy muscles. It came back a few times. Still to this day I have issues with my tummy. I like having Medicaid but it doesn't cover things when you really need them. Thank you.
I live everyday with extreme chronic pain due to medical conditions, which causes me to suffer more depression from it. And every single medication any doctor has tried to prescribe me, it's not at the pharmacy when I go to pick it up due to needing a pre-authorization from Medicaid first or being fully denied to be covered by it. There has been many times that I'd been on a medication that was working very well for me, then just out of the blue with no pre-warning first, Medicaid decides not to cover it anymore. Then have to be left suffering once again until I can schedule an appointment, find a ride to it and wait for doctor to be able to find something close enough to it and then hope it's at the pharmacy without needing pre-approval first.
I need 17P injections to prevent preterm labor. Medicaid will not pay for them.
I need dental work, I lost a filling but because no one in my area is taking Title 19 patients and money constraints make it very difficult to travel 50 miles for a visit.
I need new dentures. Can Medicaid help me pay for them and fine me a dentist that accepts Medicaid?
I needed dental care badly, could not get it and now have dentures, old dentures, but cannot afford new ones. Dental care leaves a lot to be desired! Sorry I did not fill out dental questions.
I think it's wrong that the doctor won't give patches and we have to go through ***** to get help to quit smoking.
I think they need to widen their views on medicines. Sometimes I couldn't get meds because my insurance won't cover it. Also, I think people, including me, should have better options for help to quit smoking.
I use a nebulizer three times a day, but because a certain breathing piece is better, easier and helps me breathe better I have to use the one that isn't as expensive.
I was injured in a motorcycle accident and Medicaid isn't paying for a lot of things needed to help me, so I have to lay and suffer because my driver wasn't insured.
I wish it was easier to get medical help such as a CT scan or MRI with NO problems being on Medicaid! I feel when you are on Medicaid doctors hesitate to order it because it's too expensive and won't get paid full amount by insurance company, especially in a serious chronic disability kind of situation, they should work on that system.
I wish Medicaid would help pay for the brand drug, [DRUG NAME] which is different than the generic because it works better for my thyroid problem and is \$49.00 a month.
I work two to three days a week and I have someone living with me to help clean the house, do laundry, do my cooking and make sure I take my medicines every day. Her name is [NAME], she is a [PROVIDER] but I am trying to get her approved to get paid by my case worker. I have not had any luck. She has been my in home helper since 2013 and has never received any payments. She

takes me to all my doctor appointments and she also takes me shopping. I have filled out the waiver but I have not heard anything from the case worker. I hope you can help me. I cannot live alone because of health issues.
I would like to have the benefits returned that were taken away, like having crowns for teeth. If at least to be able to buy or pay for better insurance to be able to get those benefits back.
I'm not sure if this has anything to do with Medicaid or the doctors, but I find that a lot of unnecessary tests are requested when an MRI or CT scan would eliminate tons of the same tests. I'm not sure if MRI's or CT scans are not covered by Medicaid, but with all of my issues and concerns I have never been offered one, when that would find or cover most of my problems. The lack of knowledge and help I receive from doctors is immense. They keep running same tests over and over and this doesn't solve my issues. Then they say see you in three months while you are left to deal with your pain of disability for three months while you wait to be seen. I have been having a hard time finding a doctor who is knowledgeable in my condition, and Medicaid won't pay for an out of state doctor who specializes in my condition. This would eliminate a lot of irrelevant testing.
I'm pregnant and I only got one ultrasound. Would have liked one more to be sure everything is okay.
In questions 1 -26 I was referring to my pain management physician. In questions 27 - 41 I was referring to my primary care doctor. For routine and pain management care I've had minimal concerns, perhaps, only that I've expressed concern about increasing anxiety and its negative impact on my daily life and nothing is ever done about my concerns. In relation to dental care, my dentist and I were both disappointed at the care Medicaid refused to pay for. Lastly, I would love to attempt to quit smoking again. I tried previously using a quit line and the medication [MEDICATION]. Medicaid unfortunately refused and quit paying for the medication despite my compliance with the quit line program as required.
It does not cover a lot of stuff anymore eye, dental medicines. Why did all of this change?
It is hard to get new medicines. I take [MEDICATION] and it is brand new. I have tried other anti-depressants but none work like this one does. Since it is like impossible to get, I have to rely on samples or spend \$400. Another thing is bariatric surgery. My fiancé went through the whole six months process only to be turned down because a psychiatrist that saw him for 30 minutes, diagnosed him with something he doesn't have. You would think that his weight would have been the main factor.
It won't cover a lot of my medicines.
I've been trying to receive a dental appointment since March 2014 and have yet to receive one. Also I'm 18 weeks pregnant and I called the healthcare line about receiving breast-pumps after birth and they told me they don't cover breast pumps. These are the only things I dislike about Medicaid.
I've been waiting for almost four months now so that I could get braces. The first request was denied and now waiting for another response. My teeth are shifting and it hurts every day. You'd think if my orthodontist thought they were that bad I wouldn't have to wait so long. Thank you.
Just one thing happened. My little girl couldn't receive her flu shot when I wanted due to insurance and there's a short supply of it. But we finally did get them. I wish there was a way that insurance would not make a decision if someone is trying to get preventive health care. Thank you.
Likes - Financial assistance is wonderful. Dislikes - Denials for needed tests are ridiculous. Denials for medicine refills. Especially the 30 day supplies for seizure patients. I'll be on the medicines all my life and not to be able to get medicines and tests is sad.
Medicaid did not cover lead testing for my daughter. Now we owe \$90. I also wish healthcare providers would inform individuals if a test they are requesting is not covered on their healthcare plan so we do not run into surprises like the above stated.
Medicaid does not cover certain prescriptions. Medicaid does not cover prostate exams until age 50. A lot of dentists don't take Medicaid patients. Eye and hearing exams I am in need of, but don't know who takes Medicaid patients.
Medicaid does not cover OTC allergy meds which are very expensive for someone on SSI.
Medicaid has helped me tremendously, throughout the years especially through my college years. The only problem I have come across is treatment for a certain condition. I have [HEALTH CONDITION] which leads to terrible sweating under the arms, I was prescribed hyper-care solution which unfortunately does not work for me. I was sent to a dermatologist who was supposed to administer Botox injections which would have paralyzed the sweat glands. I got to my appointment only to be told Medicaid does not cover it, so I asked why, the dermatologist said they must not find

<p>it necessary. So until Medicaid finds it okay I will have to go to work and continue to meet people and socialize with huge sweat rings around my armpits which do cause irritation as well from the constant moisture and rubbing of skin.</p>
<p>Medicaid has made it very hard for me to get help by a doctor for substance abuse. Not only that but after I finally found a substance abuse doctor (on my own) I had a very, very hard time getting Medicaid to even approve him. Then we have my medications. Its hell trying to get my medicines filled every time they need to be filled. The problem I have with Medicaid is that they do not seem to be supportive or even want to deal with substance abuse help. I literally went through hell with them and still continue to, just to stay clean. I see a specialty doctor for substance abuse and it was very hard to approve him and the medication I take to stay sober and not use drugs. It's an ongoing problem I've been dealing with it for a long time and I've even though many times to just drop Medicaid because of all the problems I have with it. If I could afford to I sure the hell would. Medicaid is not helpful and to me it's a joke.</p>
<p>Medicaid is often wonderful for my needs. I am on approximately or over 20 items (prescriptions). There is no way I could afford to pay for the medicine. However, there are times when I need a certain medication and the government will not approve. Example, eye drops and diabetic medicine. Thanks.</p>
<p>Medicaid should try to look at more of the big picture and not think everyone is out to scam them and they wouldn't waste so much money. I NEED to have a breast reduction and that would probably end all my back problems but Medicaid won't pay for it. Instead they would rather I keep going back to the doctor repeatedly for years to get medicine and try other expensive treatments than make the onetime payment of \$8,000 to end it. I am giving you a common sense solution Medicaid-LISTEN TO YOUR CUSTOMERS/PATIENTS!</p>
<p>Medicaid will not pay for the examination necessary for health assessment before chiropractic care can be administered, and this poses a real obstacle for me in getting the chiropractic care that would help me significantly. If Medicaid covered massage therapy, it would be very helpful for patients with anxiety, PTSD, depression, or any condition that would could improve from the stress reduction as well as additional physical benefits of massage therapy. I raised my two children as a single parent while living in poverty, (albeit "American style.") Having access to Medicaid and the overall excellent health care coverage we received through Medicaid was a HUGE BLESSING. I considered it our "single payer healthcare" and felt no shame in accepting and using it. My family did not make unnecessary use of Emergency Room care, a behavior often attributed to Medicaid recipients. Reimbursement rates could be better, of course, encouraging ALL health care providers to accept Medicaid insurance.</p>
<p>Most of the times latest, new medicines are not covered by Medicaid.</p>
<p>My only complaint about being on Medicaid is that the doctor's hands are literally "tied" as to the amount of care they are allowed to give the patient. The hospitals are told how far to go with treatment with patients on Medicaid. Many medications you can't have what your doctor wants you to have because you are on Medicaid. I am thankful for the Medicaid program for the people who honestly need it. But I feel it is also a program that is abused by a lot of people who are capable of holding jobs, etc.</p>
<p>My only issue with Medicaid is having the ability to get certain drugs, tests, procedures in a cost effective way. I've been fighting to get disability for three years now and I'm currently taking eight [MEDICATION] a day for pain. I barely am able to function and yet I have to keep fighting. I'm not eligible for things I need until I'm labeled disabled by SSI.</p>
<p>Need dental care.</p>
<p>Need glasses and teeth.</p>
<p>Need to cover more medical things for people when it is needed.</p>
<p>Need to get teeth pulled as I have a crowded mouth. Dentist wanted me to have braces to correct several things. Don't know if anyone can help with that.</p>
<p>Off brand medicines, medicines that Medicaid will not pay for.</p>
<p>Should be able to have more blood work when wanted to be tested for other things.</p>
<p>Some kind of medications don't cover by Medicaid, so that may need extra time until the pharmacy contact the doctor to change it. Some doctors don't accept Medicaid that result in choosing what available in the list that most we don't know any information about them.</p>
<p>Some medicines are difficult to get prescribed, morphine for instance they are scared to prescribe (I feel).</p>

Stopped giving me ADD medication because Medicaid said they wouldn't pay for it. Not enough anti-anxiety medicines.
The Medicaid for dental is horrible. No one accepts Medicaid and there is only dental clinics. They are terrible.
The medical card is not available to adults in the state of IA. If they have any type of job. Our children have it but my wife and I do not. That is why this survey is not valid for me as I was dropped from it once my wife started working.
The only problem I have with Medicaid is trying to get prescriptions filled within a timely fashion can be difficult and frustrating when you have to have that medication but can't get it filled it causes more issues than we already have to deal with each day.
The process of getting prescriptions approved is difficult and time consuming.
The wait on prescriptions, whether they are first time fills or refills. Especially when it happens to be when I call to refill on a Thursday or Friday, because on the weekend the pharmacy is closed and I'm told there is a hold on the prescription or it's too soon to fill. Then I'm without my medicines for two to three days.
There is a specific medication that I need that Medicaid won't pay for (it's over \$3,000/mo) instead they gave one option of another cheaper drug that is very difficult to procure has a lot of side effects and is marginally helpful. I'm also told I will develop a tolerance to it eventually so I have to pick and choose when I take it. This is a very protected drug and I run out every month waiting not only for the doctor to write a paper RX but then the pharmacy has to order it which can sometimes take over 7 days. I think it is terrible that Medicaid is taking the place of my neurologist and deciding which medicine is best for me. It is not my best interest of health they are concerned with, they just don't want to pay for it. This is my opinion, is very, very wrong.
There is nothing about vision in here. My Medicaid plan does not cover my vision so we pay out of pocket because I need a specialist.
There was a form of birth control Medicaid did not cover. I was breast feeding at the time. Some birth controls are compatible with breast feeding. I had tried a few that were and reacted badly to them. The one I could use Medicaid did not cover. I was a little disappointed considering it was the only one that would not make me very sick and it was compatible with breast feeding. It is called the [MEDICATION].
They (Medicaid) paid for most of my prescriptions but not for the doctor visits. That's why I can't get to the doctor very often. Supposedly I have Medicaid but I always receive a bill for the doctor visits. I had to go thru the pharmaceutical company directly to get most of my prescriptions as Medicaid only paid for some of them. It's hard finding dentists and eye doctors that will accept "new" patients. I owe so much money to doctors from the past 6 months. I don't get how this is good insurance. I wish I hadn't gone to the doctors. I don't know how I'm going to be able to pay the doctor bills.
They are entirely too picky of what they will cover. It makes it very difficult when they change the rules when I still have refills and can't use them.
They keep changing the rules of how much I can get for needles or lancets for my diabetic needs. They also changed which lancets they would cover for my blood test machine, but still pay for my chem strips, which makes no sense. I'm lucky my daughter helps me keep track of it with them changing things all the time.
Too restrictive. Too intolerant.
Trying to get help for taking care of my daughter since she left the nursing home. She needs 24/7 care so I cannot work and just have my SS to try and make ends meet. The waiver programs suck too long of wait periods when caring for her at home versus a nursing home where you would have to pay more. She was in a nursing home for about nine months and has been with me for little over a year with no help at all. I am a certified Cdak provider without any pay.
When I need to get certain medicines, I can't get because insurance won't pay for it. Like I need [MEDICATION] once in a while, but can't get it. I don't have the money to pay full price when you are on SSI. If doctor wants you to have, there shouldn't be a real big problem to get it.
Will not help provide adaptations needed in my home, bathroom equipment.
Would like better glasses coverage.
Would like to mention that my doctor prescribed the shingles shot but I am not old enough to get it. I have been plagued with shingles since I was 21 years old and I am now 45. I don't feel I should have to endure undue pain when I could get the shot, if only I were older. There is no way I can

pay for it so I keep using the pills and ointment that cost probably more yearly than the shop would cost.

Yes, I want transportation to help me pay my car fare. I don't need them to come and get me. They didn't do at all.

PART 3: PROBLEMS WITH COST OF MEDICAID PROGRAM

Cost risen with prescription. I only have Medicaid as back up to Medicare which prices have risen. Some drugs covered, some not. Having to find or use secondary medicines in replacing the old medicines when people find out you're on Medicaid they treat you less like a person, more like cattle.

I dislike having the co pays because I have other bills that have to be paid to keep my family afloat. I have to forego medication and doctor visits because of the co pays. Plus I don't like the fact some meds require prior authorizations to have.

I feel if for some reason or any reason you cannot afford your co pay for visits or your medicines they should allow your doctor and/or pharmacy to give you your healthcare and/or medication free of charge up to three times per year.

I have diabetes and have a hard time paying for my testing supplies. Medicaid stopped paying for them. I can't afford them on my own. I use my testing supplies to manage my diabetes, why won't they pay for them anymore? I don't get any information about why Medicaid just stops paying until I go to the drug store or the doctor bills me. I am on disability and can't pay for the medical care I need, because I can't work anymore.

I have diabetes and Medicaid refuses to pay for my lancets but approved testing strips. Now does that make any sense? They also refused to pay to cap a tooth which further prevents tooth decay which cost more in the long run. Now does that make sense? I am on SSI and I don't have the extra money to pay for these medical needs because I don't get much money to pay for my housing and food and my 11 prescriptions every month. If the cost of living keeps going up I will not be able to pay for my basic needs. I need my diabetes lancets to manage my diabetes so it will not get out of control to the point I need hospitalization. That will cost Medicaid more money compared to approving a \$16.00 box of lancets a month. My dental care will also cost Medicaid more once decay becomes out of control instead of authorizing a cap. Medicaid needs to authorize these low cost preventative alternatives.

I have two bulging discs in my back. However, never have an extra \$31.00 for patches that only last me a few days.

I live on 442.00 a month. There's months that I can't even afford my medicines that I need daily, and test strips for my diabetes. I don't even have money to put gas in my vehicle, when I do have gas money, I put 8 dollars and last 2 or 3 months. A friend gives me cigarettes.

If Medicare doesn't pay then neither does Medicaid. I now have doctor bills to pay because some doctor misinformed me that I was preapproved for diabetic classes by Medicare for 10 classes over a 12 month period. After a few classes I was informed that neither insurance would pay for any more than two classes. So now I am paying the hospital for this bill that has two account numbers for the same bill. The way I have it figured I have left to pay \$66.00 toward these classes and the hospital is trying to charge me twice for the same bill. I live on SSI and Social Security and work at a piece rate job. More assistance is needed to help pay for these mistakes that doctors make and expect the patient to pay out of pocket for.

If you're in the hospital for observation for 24 hours they won't pay for your meds, therefore [INSURANCE PROVIDER] won't pay it either. The hospital has my number for Medicaid but I've never heard from them how to fight to get help for payment. Thank you.

It would be nice if Medicaid would pay for part of this medicine and the name of the medicine is [MEDICATION]. I think all medicine should be covered by health insurance. It shouldn't matter if private health insurance or if it is Medicaid. They should have to pay part of the medicine.

It would be nice one day if medicine wasn't so expensive and more supply, tax dollars would go further but not everybody would get a yearly raise, everybody should be able to live by their means not above. With so much sickness in the world, physically and mentally, it is getting worse and worse every single moment. It's simple. Lower all costs, make more money, live within your means. Sorry I wrote a book, just had to get this off my chest. Thank you for your time.

<p>Medicaid doesn't like to go and help get my test strips for my blood sugar monitor a lot of the time. One test six to eight times a day. I only get SSI for income, I can't afford to see my doctors I need for everything because I get bills I cannot afford. It's nice to have help but it isn't really help anymore.</p>
<p>My biggest problem is paying co pays for office visits and medications I do not have a job and usually either have to go without or ask friends for money. This also affects me to be able to get my medications. My pharmacy is 20 miles from my house one way and I don't always have the gas to get there. Right now my doctor wants me to take a medication that you do not cover and there are others you don't cover due to them being "supplements". They are not supplements to me because I had gastric bypass surgery nine years ago so my body can't absorb them from the foods I eat so my body needs these supplements to work properly. I think this should be an exception to the rule.</p>
<p>My Medicaid will not pay completely for a motorized wheelchair for me, to help me get around. I use a cane now but it is hard getting around.</p>
<p>Sometimes the doctor tells me to get my daughter's things over the counter. Which means I have to pay for them. That is the reason I have Medicaid. I can't afford to pay for the medications. Dentist is hard to find a place for new patients with Medicaid. Medicaid has helped so much with doctor visits. Thanks.</p>
<p>Took 6 month old daughter to ER (high fever, ear infection, problem breathing). Took 3 1/2 hours in ER. ER not very busy, waited 1 hour for someone from x-ray to come. Bill was enormous (over \$3,000) billed me for \$298.00.</p>
<p>Well I can't see a doctor in [TOWN], because the [COUNTY NAME] won't let me see a doctor who is associated with the hospital. Because I owe them some money. So when I need to see a doctor I have to go to the emergency room. That's why I don't see a doctor very often. When I try to make a doctor's appointment they say I can't get one. If you could help me with this I would be grateful.</p>
<p>Would like it if they would cover you even if you make more than a certain amount of money. Healthcare is expensive and I worry I won't be able to get my RX due to price. I have diabetes and the insulin is expensive I won't be able to buy insurance and pay for doctors' visits and medicines every month. That worries me. What if something really bad happens, I can't pay for anything.</p>

<p>PART 4: COMMUNICATION PROBLEMS WITH MEDICAID OR PROVIDERS</p>
<p>Called hotline and told dental was not covered. Then to learn it was covered six months later. Eye care is not covered as I was told but plan to check into that now that I know I was given false information. It would be nice to be able to check what is covered for individual Medicaid recipients online. Actually have up to date providers.</p>
<p>DHS office is helpful with paperwork over the phone, but there is no [PROVIDER] office in my county where I could talk to someone in person.</p>
<p>Dislike how it is difficult to get things answered over the phone. Long wait times on the phone. Hard to get in touch with the right person. Overall Medicaid is pretty confusing.</p>
<p>I am a little concerned at the amount of time they give you to fill out reevaluation papers when sending them. This time around I was mailed forms to fill out, but they were due two days later.</p>
<p>I did not know that I am covered by Medicare. I go to the V.A. Hospital. I don't have a local doctor.</p>
<p>I don't feel that information for anything beyond a regular doctor is easily accessible. I am aware I can get dental and mental health care, but I have no idea how to go about it. I don't know who provides it or what is actually covered. Until this survey, I had no idea there was a help line. I plan to use it and hope to find it's useful and not like all the other [PROVIDER] numbers. I end up calling a bunch of numbers off of recordings and end up right back where I started. It's very frustrating. When I first had my son, we actually had a social worker assigned to us and I knew I could call with questions and get a response then, or at the very least leave a message and get a call back soon.</p>
<p>I had just recently got a letter saying I lost Medicaid one day before it became effective. Now if my son needs medical attention I have no insurance. They also gave me no reason as to why I have yet to return any of my five phone calls regarding the situation.</p>
<p>I would like to know the difference between Medicaid and Medicare and what doctors take Medicaid. Would like to get healthy, but don't know what doctors it can use. Our community healthcare down here in [CITY], Iowa doesn't accept any new patients.</p>
<p>The lack of communication between doctors is great. I don't know why they request your medical records when it's clear they don't even read them.</p>

It is difficult to know when Medicaid ends. Sometime paperwork is mailed but not received until the deadline.
It is very difficult to get duplicate insurance cards. I have asked over a dozen times.
My grandma and grandpa are retired. Grandma cares for my 10 month old son and I am going to school. Can grandma get daycare pay for watching my son? Will she have to pay taxes on payment if she can get paid? She wants to do this so she can give me the money to spend while I'm going to school. I am in my second part of CNA and want to go to nurse's training. Please call or write me [PHONE NUMBER, NAME, ADDRESS].
Once your spouse dies and you get a little extra money they take your Medicaid away, saying you are denied. It would be nice, if when you're denied, they give you a list of places you can go to for supplemental insurance that will pick up where Medicaid left off. Filled out by son.
Sometimes I am not clear on whether or not I have coverage or if my coverage has ended. Also, sometimes I am not sure whether or not Medicaid will pay for a particular medical service, prescription, etc. It would be nice to receive notice when things have been paid for. For example, I go to the doctor and the appointment is paid for, it would be nice to receive something in the mail that says "paid" so I'm not wondering. I really appreciate the coverage though, going to the doctor is easy and hassle free.
The only thing I dislike is the wait when you call Medicaid to change any of your information. I was on hold for fifteen minutes before anyone even answered.
The wait time to hear if you're still covered.
There's nothing I dislike. I just don't understand which doctors I can go to. I used to receive a list. I'm too shy to call and ask.
They have never sent me a medical card. Called them and they still never sent it. Don't understand how to use Medicaid. No information sent to explain it.
When I did need to make a call to [PROVIDER] office the message machine said they were open until 4PM. I waited on hold for 37 minutes when I called at 2:15PM, not on a holiday. No one ever called me back. Very frustrating.
When starting Medicaid it would be nice to receive a list of family doctors that are approved by Medicaid.

PART 5: NEGATIVE EXPERIENCES WITH PROVIDERS / TREATED DIFFERENTLY
I am embarrassed to be on Medicaid. It is obvious I am treated differently.
I believe Medicaid is a great program. Medicaid has helped me and my daughter so much until I am able to get a full time job. The only dislike about Medicaid is being looked down on, by others for having it. My daughter was a surprise and I'm in school. I don't want to be on it forever. I appreciate having it, but it sometimes hurts being judged.
I do not appreciate that doctors are not current on the availability of new drugs for people on Medicaid. I was told that I could not get a drug to replace [DRUG NAME], but I pressed on and could get it but I had to educate my specialist that I could and what was required and why to get it. I went recently to have a mass taken from my left brow and the room was freezing, not just cool, but if you needed to store a beef steak you could have left it on the counter in that room and it would have kept for a week. I was asked if I wanted my entire body checked for skin growths, a wise thing under normal conditions (a room not set at "arctic expedition"). They did not volunteer a different exam room and I was not interested in catching pneumonia, so I passed on the exam. In the age of impersonal technology, computers and "smart" phones maybe these sorts of problems are due to social dysfunction in general, but I wonder if Mrs. [NAME] would be treated in the same way.
I don't think they keep you in hospital long enough to explain your exact health problems, what to do about then when you get home. I.e.: rest. Get some help when get worn out. When need help. Last time doctor didn't even dismiss me, had mean nurse do it. And then my mom had a stroke 2 weeks later, got same nurse for 1 day, said he was abusive and rude and she could see how I could have gotten upset with him and swore at him.
I don't like the stigma attached to Medicaid. I don't like feeling judged for having it. Also only being able to get government approved prescriptions and go to doctor's offices that accept it, is frustrating. But it's free so I shouldn't complain. Thanks

I feel degraded due to having Medicaid. Like I'm not good enough for some doctors or some prescriptions due to my income.
I feel that I do not get in for some tests as soon as people that have good medical insurance.
I'm very dissatisfied with my dental care. It's the only office in town that takes Medicaid and I accidentally missed one appointment and it's the only one I've ever missed and it was because that morning I found out my mom was going through kidney failure. So obviously I was distracted and it was an honest mistake. I have called the dental office repeatedly and left messages (because nobody ever answers the phone), come to find out nobody returns calls in that office either. I've needed fillings done for the past 6 months but I can't get a hold of anyone to reschedule. My suggestion would be to have more dental offices that take Medicaid because one office that won't return calls is not working.
Also there are stereotypical people within the system who shouldn't just assume a person is a certain way just because they are on Medicaid. These people need to be educated that every person on Medicaid has a story or a problem that Medicaid can help with. If I could give advice it would be to all who work in the field to always be sensitive and friendly, especially on the phone or in the field. Medicaid is a good program but there is room for changing the stigma about it through public service announcements and media on down to local levels of pamphlets and public info!
It's not necessarily a dislike about Medicaid. I wish my doctor didn't always seem to be in such a hurry to get to his next patient. Most of the time I feel like I sit in the waiting area for 20 mins-45 minutes after my appointment time. When I finally get in a room and see a nurse and she does what she needs to do I am waiting again for the doctor to come in maybe 5-15 more minutes. When we gets in there it seems like he's in a hurry to get to the next patient. That's not my fault that he is running behind schedule so why do I need to suffer for it, feels that way?
The mental health I have been getting is very poor! The Doctor [DOCTOR NAME] and other doctors have been very good to me. So when I answered the q's about mental health, it was very hard to answer. The mental health treatment I've been getting is by far the worst I have ever seen or had, in the 40 five years by [DOCTOR NAME]. I have seen other doctors throughout the years, but this doctor is the worse. [DOCTOR NAME] is the best I have had in 25 years but he is retiring very soon. I need help for mental health very much.
Medicaid in itself is not bad. It is the stigma that people who use Medicaid have. I feel like once some doctors see that you have Medicaid, they treat you differently like a poor person. Patients want to be treated as patients and not treated differently because of the type of insurance they have. However, there are also some medications that are not covered by Medicaid.
Medicaid is a great program. My only real complaint would be that sometimes I feel I'm not getting the full care others would get with personal insurance. Like they will cover the basics but not dig too deep into a problem before giving up.
Medicaid is fine! The doctors and nurses can be arrogant, mean, cruel, and incompetent. [DOCTOR NAME] is good. [DOCTOR NAME] hurt me. Most nurses and blood collectors are incompetent! 2 nurses out of 20 were good at their job!
Medicaid seems to be decent enough for people in need. I grew up with private insurance. Doctors seem to actually care. I had two C-sections, one on private insurance and one on Medicaid. I will tell you what, what a big difference, it seems like the doctors who accept Medicaid could care less. I sometimes feel like an animal. I been going to [DOCTOR NAME] for 2 years complaining about my breath, I went from 40 hours a week to 20 hours. She told me to go to dentist, they said there is nothing orally wrong. Kept going back to [DOCTOR NAME] and I would hope for some help maybe referring me to someone. I am 26 years old and can't live life because my breath smells like death (dry blood). Maybe I have something internally wrong, but basically Medicaid doctors don't care. Thank you.
Most doctors dismiss what you have to say. I know that I am young and that it is unlikely for me to have back problems, it took over a year of persistent complaining before they finally ordered an x-ray of my lumbar spine. They found degenerative bone spurring. It is mild the doctor has made no suggestions as to what I can do to keep it from getting worse, no treatment or physical therapy, no exercises. Just a curt 2 minute phone call to tell me what they found. I'm tired of being brushed under the rug because Medicaid only pays the minimum amount and they rush you in and out so they can get another consumer in who has regular insurance and they can charge a higher premium. I'm also tired of being looked at like I'm a common pill seeker. Yes, I am young. No, I don't have a lot of money and I am on social security, but I deserve common courtesy just like everyone else and it should not have taken a year to find the bone spurs. I think because I'm on

<p>Medicare and because pill seeking is very rampant this is the category I was stuck in. This is becoming an all too common practice.</p>
<p>My assigned provider does not know how Medicaid and referrals work or pretend, not to. [PROVIDER] makes a huge deal and fuss every time I need referred to another place such as my midwife ore chiropractor. They often tell me completely wrong information regarding Medicaid and referrals. They do not deserve the business. They also handout antibiotics like candy, the male doctor in particular, who is also incompetent in other areas including listening and diagnosis. It's scary.</p>
<p>My four children and I have all had the same family doctor since my kids were born and myself since a child. Stop sending letters with different doctors and switching our family doctor because then we have to wait for an approval from Medicaid. I also have top dentures and the dentist who did them messed them up to the point I can't wear them or to where the new dentist I am seeing can fix them. The new dentist said my medical only covers them every five years. That's fine, I understand but it's clearly not my fault I have to have a whole new denture and have to pay out of pocket for them or wait five years. I say call the previous dentist who screwed them up in the first place and billed my insurance numerous times for his mess up and make him pay the entire bill process back and allow me to get a new top denture.</p>
<p>It is not good when you're told why you can't have this done or can't have this medicine because you are on Medicaid. While in the hospital I've had to leave because they weren't allowed to do anymore because I was Medicaid. I'm not ashamed of Medicaid, but I don't abuse it. I do deserve the right to be treated equal as if I had a million dollars. After all, I am a human being and I like to be treated as one and tell them so. Medically, Medicaid people are not treated equal. Never have been never will be.</p>
<p>My personal doctor is junk. She's never available to see me. She is rude. Now my OB doctor at [CLINIC] was awesome, she always checks me in and has taken awesome care of me. When I'm due she makes sure I'm in. I needed 3 neg on my cervix, she made sure I was in and took care of me.</p>
<p>My teeth are shattered from grinding. I went to a dentist and clearly told him that I have a plastic allergy in a pre-question form and verbally. He ignored my plastic allergy and told me that he would make me dentures (from plastic). I said exceptions could be made for implants in such a case and he told me no. I called Medicaid, they said I was correct. I went to another dentist and told him they could make exceptions if he filed an exception form. He did the exam then said I needed a doctor's excuse and he could carve some out of wood. In 1996 I had blood poisoning from wearing pleather shoes. So I don't expose myself to plastic. So it is not something I get any regular treatment for. It was an emergency room case and not a personal doctor from 18 years ago. It does not make sense that I need an excuse from a doctor that does not know me. So basically I was very humiliated because I had Medicaid and not cash nor was I believed because if I had the cash I would not have been treated so poorly.</p>
<p>One of the things I dislike about Medicaid is that although you are assigned to one doctor, because you receive Medicaid you are given different doctors all the time, or student doctors. You never know who you will see at each appointment.</p>
<p>Service is good much of time. Just wished the doctors would listen to their patients, rather than thinking their ideas are better. Example, pushing their ideas on patient. Understanding, listen.</p>
<p>Sometimes I think since they changed the Title 19 the doctors really don't care about what problem you have because they don't take the time to really figure out the problem. I had a problem about 10 months ago where I almost died. I had emergency surgery over a girl issue and got really sick after surgery but all the doctor was worried about it wasn't the surgery that made me sick but I was fine until I had surgery.</p>
<p>Sometimes it feels like the doctors treat you different or with less compassion because you're just another Medicaid patient like you don't matter because you're not paying for your medical care. Especially my dentist which is why I'm looking for a new dentist. Also it's annoying having to go certain places because they're the only ones who except Medicaid.</p>
<p>The people at the [OFFICE NAME] are useless, unhelpful and very rude.</p>
<p>When calling to ask questions or even to update things on your benefits the receptionist and or secretary could be more polite and not treat people like they are low life. I'm very grateful for all the help my daughter and I have received and want to say thank you.</p>
<p>[HOSPITAL] in [TOWN] Iowa, has had many people, including myself whom have been there in the past, that have said that anyone who is on Medicaid gets treated poorly and like crap. I was pushed</p>

back on a much needed doctor's appointment while trying to schedule an appointment before. They'd said when I could be seen again, and when asked what type of insurance I had, I responded Title 19 at the same time as the person next to me responded self-pay and gave them payment then. Suddenly that person was already filling in that time slot and I was asked if I minded taking another day and time further away. We get treated differently and not as good as those with cash or better insurance. It's wrong in many ways than one the treatment we Medicaid users get compared to all others.

PART 6: NEGATIVE EXPERIENCES WITH MEDICAID

Medicaid approved us, years back and later came back and said they made an error and we owe them all the money they paid on our behalf. Even though it was their error, we have to pay everything back. Had we known we shouldn't have been approved, we wouldn't have used it. Now w/ Obama Care, we are supposed to be qualified, however we worry that Medicaid will come back on us again so we try not to use it. Filing for Medicaid has been a Nightmare mostly because the people taking and processing applications don't know what they are doing. It is IMPOSSIBLE to talk to someone regarding your applications

1) Couldn't find a dental office that accepted Medicaid. Was recently dropped from Medicaid, not sure why. Letter I received stated I made too much money to receive benefits but the wages they thought I grossed were untrue.

As a patient our med. cost is \$1, but for kids there's no cost but they give us the cheap generic medicines and they're not as good as the name brand are and we all get stressed so have it where it pays for a massage one time a month. If I don't get a gift card then don't send me anything more. This was too much time and effort to spend for nothing. It's a waste of time and energy for only \$2.

I don't like that after all the years I have been seeing and taking all these medicines, you are going to tell me what I have to try. That's *****. I have bounced around so much my head hurts.

I had to fight with Iowa Medicaid to cover me for surgery out of state after it was proven no doctor in Iowa would/could do the surgery for a rare disorder. I eventually got the coverage after enlisting Senator Grassley's help, but the surgery was unsuccessful. Now the out of state hospital where I had the surgery done will not allow me back for further treatment because they won't accept the small amount Iowa Medicaid pays them. So I can't get needed further treatment there. They told me Iowa Medicaid pays out the least amount of all 50 states and they cannot accept that small a reimbursement.

I have no problem with Medicaid at all, however I do have a big problem with doctors that do not listen. If they don't listen, how can they understand? If they don't understand, how can they accurately diagnose a problem?

Shortened therapy time. Generic drugs only. Bad, bad, bad.

Sometimes during review periods or if I report a change of income I get switched from doctor to doctor. It makes finding medical records difficult, such as when I tried to send the [HOSPITAL] my immunization records, which took a couple months. Otherwise I have no complaints.

The biggest problem I had is they insisted I had other insurance when I had none.

The only issue I have is my wife was removed without any notice.

I don't like being required to have it. I can't afford my own, so the State gave me the Medicaid when I applied for it for my child. I hate Obama Care too, it should be repealed. And Obama should be impeached immediately. I work hard for a living, and it is with deep regret that I must decline the use of Medicaid for my own personal use. I pay taxes into this system, and I would rather be a contributor than a further drain on an already over-burdened public health care system.

PART 7: POSITIVE COMMENTS ABOUT MEDICAID

All I would like to say is keep helping those people who need the help.

All in all it has been a good experience.

Appreciate being helped (me and my son) with being on Medicaid. Thanks again.

Asthma medicine is \$270 to \$70 inhaler. That's a lot that is why I like the plan I'm on.
Awesome DCS.
Everything great.
Everything is fine.
Everything is fine. Thanks a lot for good care and survey.
Everything is great. Thank you
Everything is okay and I don't think there is anything I disliked.
Fine program
For me, Medicaid was a blessing. After I lost my job, I went for over 3 years without any health care! I lost or went through all my retirement, house, cars, having to live off credit cards. At least I could go to the doctor without getting totally stressed out, how I would pay for the office visit or any meds ordered. My father was a dentist, even graduated from the [UNIVERSITY], I wasn't able to go to the dentist for 3 years. I'm not told I've been moved to Medicare and been assigned to a secondary insurance. Thank you for this opportunity, I appreciate your time and concerns.
Great program, very thankful it is available. Thank you.
Great. Should look into helping more people who need it and not just anyone. I used this only as secondary. Thanks.
Happy to help you.
Happy with most of my medical treatment. Mostly.
I absolutely love my Medicaid coverage for my child and I. To know I can take my daughter to the doctor without stressing about how I'm going to afford it is a great feeling. And I have very weak teeth and the coverage allows me to get them fixed and also get my glasses for my horrible eyesight. I would be lost without my Medicaid. Thank you for everything.
I am extremely grateful to have Medicaid. Over the past few years, I don't know how I would have managed without it. Medicaid has helped me with the birth of two children, great pre-natal care. Emergency hospital with gall bladder removal, managing of my diabetes by diet alone, allergy care, skin cancer, and a lot more I can't remember. Knowing that I am covered with insurance if I need care has been a life saver. Before joining Medicaid I was uninsured for several years. Having peace of mind regarding healthcare has taken a great concern off my shoulders. Again, I am so thankful for the care I've been given. The only problem I've had was a medication for my migraines was not approved. But my doctor worked to find me another that is helping.
I am glad to be on Medicaid, it helps me out a lot and my children and being a single mother I am thankful for programs to help me and my children.
I am happy and humble to be allowed Medicaid. Thank you.
I am newly diagnosed with cancer, so I am so very thankful to have Medicaid. Without this medical coverage I could not get the treatment I have been getting and I would die in a short amount of time.
I am satisfied with all my medical needs.
I am very grateful for Medicaid. When I needed help, Medicaid came through for me. I was going blind and my health was very poor. Because I received Medicaid my mental condition has become much better. My health is still poor but I have learned how to deal with and use my medications properly. Thank you very much.
I am very happy and I like to be in your program. Also God bless all who think to me.
I am very happy and pleased with Medicaid. It provides health and dental care for my son and myself. I would be lost without it. My son and I only go to the doctor when it is absolutely necessary and we only go to the dentist twice a year for check-ups and cleanings. We do not abuse the system because we know it is a blessing. I only had one incident with the paperwork that Medicaid had sent. It was extremely confusing. But the Medicaid staff was very helpful and the situation was handled in a timely manner.
I am very pleased with the care and services I receive with Medicaid.
I am well satisfied with my healthcare. I am 95 years old and have had three by-pass heart surgeries, total hip replacement and two bones repaired. I feel I'm doing quite well.
I depend on Medicaid, without it I'd be dead. It's necessary for us poor people. Since we are all wards of the state (slaves) we need to be cared for. Thank you.
I find Medicaid to be a wonderful insurance and do not mind the new 1 co pay for appts or prescriptions.
I greatly appreciate the help I get from Medicaid. Thank you very much.

I have been able to receive the care I need. I rarely go to the doctor and have a primary physician but usually anyone in the practice can see me. The only major use of the insurance was for a total knee replacement in 2013. I have yearly dental and every other year eye exams.
I have been on Medicaid for a while and like it very much it definitely helps out so much. I thank God that I am able to have it. I have severe anxiety issues and panic all the time and it helps when I can go in and have no problems. Thank you.
I have been pleased with the help I get.
I have honestly received great healthcare from the time I got put on Medicaid, almost a year ago when I got pregnant. I was and have always been treated very kindly and compassionate during all my visits. I broke my hand a couple months ago and got amazing care. My son's pediatrician calls on his days off to see how he's doing. I rate your whole system a 10 and thank you for this amazing healthcare.
I have [INSURANCE PROVIDER]. I have Medicaid for dental and eye glasses and to pick up what my other insurance doesn't. Also for help on medication. I'll soon be 79 years old and haven't been able to work for several years so Medicaid is a wonderful help.
I have not had any issues. I have talked to several people and have always been treated with respect. Thank you.
I have nothing bad to say about Medicaid. They are there if I need them.
I have Type 2 diabetes and see a Nurse Practitioner. I feel she is very competent and I also feel free to be active in my healthcare. She has asked me to use cholesterol medicine, however I do not choose to. I go to see the ARNP every three months.
I hope it doesn't change unless for the better.
I like and I am thankful to be on Medicaid it helps a lot. Financial wise I am not stable to afford my own insurance for my family and myself. So to be on Medicaid I feel very grateful. Thank you.
I like being to get Medicaid because it's so much help me to go through any hospital that when I need to go. And I would like to get through every time and would like to get the information through how's I'll get in. Although I always feel more and more confidence about my Medicaid. And I would like to get always.
I like how affordable it is and how easy it is to use. I was on other insurance before Medicaid and was paying outrageous amounts for doctor visits, medicine, etc.
I like how it helps with my medical bills.
I like if I have a question there is someone to answer or find out a solution for me and my kids.
I like it so far.
I like it, because I can get my medication cheaper and the doctor's bills are free. It helps me a lot.
I like Medicaid and I wouldn't change it at all, it's a great help, especially for my family and myself. Good job and thank you.
I like Medicaid because it is helping the needed people to stay healthy and enjoy life. Thank you Medicaid for your good services to the people. God bless you.
I like Medicaid because the doctors are very nice and it helps to pay for medicine that I usually wouldn't be able to have even when I need them. I would like a list of all doctors like family doctors and dentists that take Medicaid please. Thank you.
I like Medicaid, it helps me with my visits and medicine for my health.
I like that it is helping my daughter and myself, so I am able to finish my Bachelor's Degree. After that I will no longer be a burden on state assistance. I really appreciate all the help in the process though. I wouldn't be able to go to school without all the help and would probably be needing/qualifying for it forever.
I like the usage of Medicaid because I could not afford doctors or hospital visits if I didn't have the help. Now do I really want to be on Medicaid, no I feel bad to be using up tax dollars that could be used for something else like roads or whatever tax dollars are spent on?
I like to get information every six months and to assist my life forever and also the God bless all who do things to help for my life. Thank you so much.
I love Medicaid a lot and I wish to stay on it. Please don't take me off this, I need it.
I love Medicaid and am so grateful for it. Thank you. I'm not happy with the [HOSPITAL] here at all and have heard nothing good about it from anyone. I was given two wrong prescriptions. They do not take time to thoroughly do their job. I could go on, but however my prayers were answered when the [CLINIC] came here to [TOWN], they are the best. So now I go to them. They care and they make sure they get to the problem the first time, they explain everything so you understand and I've been telling everyone.

I only have to sign up once a year to be approved or disapproved. Once approved I never hear from the department and I have a permanent card that is always accepted, as they pay what Medicare doesn't. Without Medicaid I could not afford my medicine or doctor's appointments.
I personally feel this is by far the best insurance for me and my children.
I really like Medicaid. It's affordable insurance for families with little or no income, and you really get to see some great doctors.
I really like the Medicaid for me and my kids, it really helps us out and we have not had any problems since we have been on Medicaid. I just want to say thank you because I am a single parent and Medicaid really helps me out.
I still have back problems often, sinus often, shoulder, knee, I think Medicaid has been very helpful.
I thank God for Medicaid because I could never pay for my care.
I think everyone who works for Medicaid does an excellent job. If anything wait times on the phone for help (on helpline) are lengthy.
I think it's great I'm fortunate to have the coverage.
I think Medicaid is a wonderful program, it's just a bit confusing.
I think Medicaid is good care.
I think Medicaid is well managed, organized effectively. I am really satisfied with my experience with Medicaid and this type of research would be very helpful to improve the program. I just would like to thank the great people who are behind this program and special thanks to the people who conduct this medical research to understand the experiences of the people who are using the program and how can be improved effectively. Thanks to you all.
I think that Medicaid is very helpful to people like me. I'm very grateful for the benefits I receive and for the information I'm always updated on through the mail or phone by [INSURANCE PROVIDER]. Thank you.
I want to start out with, I really truly appreciate all the help that Medicaid has given me for my health problems. I have a lot of health issues. Thank you and God bless. Just wish that I could get transportation brochure for the person that takes me to my doctor appointments or my surgeries, but especially for the appointments and surgeries that are 2 to 4 hours away. Thank you for all your help, it has been so greatly appreciated.
I would like to say without this insurance I would have nothing and no care!
If I didn't have Medicaid, I wouldn't be able to afford healthcare. Medicaid has saved my life. I am grateful every day for Medicaid.
I'm happy for the coverage.
I'm perfectly satisfied with my doctor and treatment.
I'm really grateful for this Medicaid program. Thank you very much. God bless.
I'm so thankful for Medicaid. I have so many bills these last couple of years, my eyes, now my kidneys, and my back. After my Medicare pays, I really appreciate Medicaid. I have been on disability for 25 years with seizures and mental health problems. I'm now 74 years. Specialist for kidney failure and back trouble, bulging discs, narrowing nerves, etc. just in the last six months. My eyes are also a big problem. I have only reading vision out of one eye, very little vision out of right eye. My memory isn't the best. So, poor health. Thank you for Medicaid. Takes a great deal of worry off my mind. Take lots of medication.
It has helped me get the medical treatment that I needed. Because when I didn't have it I would not go to the doctor unless it was very necessary.
It has helped my family and I out for years.
It is a good program, it has helped me a lot in the past as well as now.
It's very good.
Just I want to say thank you very much Medicaid for helping me. I really appreciate it.
Like - 1) Offer variety of services. 2) Low to no co pay/deductible especially for my kids and me. 3) I'm able to work and take care of my kids with no worries. 4) Covers medical, dental and vision. 5) Really appreciate what you do. I didn't have a job a few months ago and no car. Medicaid transport really helped me when taking my kids for appointments. They were never late and promptly picked us up after appointment. Really appreciated. I'm getting back on my feet now but will not forget all that help, reduced my stress. Thank you.
Medicaid been good in every state I have been blessed to live in and had to use Medicaid.

<p>Medicaid came through for me when I was unable to work full time because of a family situation where I had to adopt my three grandchildren. I thank you for that, because without my health I couldn't do this.</p>
<p>Medicaid got my newborn added to my account and mailed her card fast and I was able to give the card to the clinic at her one month exam with no problems</p>
<p>Medicaid has always been very good to my children and I.</p>
<p>Medicaid has been available for me during the hardest times of my life. I've been very grateful. It was during two times in two very different years when my husband was laid off from his jobs due to company budget cuts. Those two times I was pregnant and became anxious about how my family and I were going to provide money to pay for having a baby in the hospital. Both times I was able to obtain Medicaid and able to have my babies at hospitals that I felt comfortable at. Both hospitals were different and had different staff. Medicaid took care of my stay at the hospitals and I am forever grateful. My family and I only use Medicaid when we really need it. We don't overuse our membership.</p>
<p>Medicaid has been great for me. Don't know where I'd be without it. I can't say enough what's it's meant to me (perfect) (grateful).</p>
<p>Medicaid has been very good to me. I have been, life flighted about 6x. I have been taken by ambulance about 3 or 4 times. Thank you so much.</p>
<p>Medicaid has helped me stay alive for many years. I am grateful that it has been available to me. The Doctors who have taken care of me have always taken care of me and not shown any disrespect or animosity because I have Medicaid. I am very thankful and appreciative for the help I have and do get from Medicaid. Medicaid is there and the best when you need it. Sometimes it is all a person has. Thank God our state has such a good program, there are states that don't have what we have.</p>
<p>Medicaid has helped me tremendously. If I didn't qualify for Medicaid I wouldn't be able to afford health insurance. With Medicaid I was able to have a surgery that was much needed for years.</p>
<p>Medicaid has helped my family a lot and greatly appreciated. I have a son whom is mentally disabled and Medicaid has helped in every way. Thank you so much. The only concern I have is trying to find a dentist that will take adult Medicaid that is not long distant traveling.</p>
<p>Medicaid is a God send for me.</p>
<p>Medicaid is a good program which helps people with low incomes as it is too hard to cover the health costs here in the United States. I am very thankful to the Medicaid Agency as it helps me to cover my health costs as I don't have enough income now. I like Medicaid. God bless this agency and its staff. Once again, Medicaid helps me to cover my family member's healthcare costs. This is a big help which I could not imagine and I could not be able to cover due to my family member's general income status.</p>
<p>Medicaid is a very good thing for people.</p>
<p>Medicaid is an awesome program. It has helped me and my son (3 years old) to our needs of healthcare. Thank you for all the help you have given us. God bless you.</p>
<p>Medicaid is doing an excellent job, provide health care services to people of all ages. Thanks a million to Medicaid.</p>
<p>Medicaid is very beneficial to me. I have not had Medicaid for a year yet but it has helped me immensely the past nine months with doctors' visits for my pregnancy. I have [INSURANCE PROVIDER] for primary insurance and Medicaid has covered whatever [INSURANCE PROVIDER] has not. It is something I really need being a single mother.</p>
<p>Medicaid it's very helpful for low income people like me, and I love the benefit that we receive with it. Most doctors and hospitals take it and I can't complain. Thank you guys.</p>
<p>Medicaid ok. Reason for health, God and his health.</p>
<p>Medicaid to me is a God send. I'd probably be homeless if I hadn't received your help. My debt to you is great and I'm forever thankful. God bless you.</p>
<p>My household is a one income household and we priced medical insurance through other companies and knew we couldn't afford it so I was going to go without insurance. Then I got pregnant and without the Medicaid program our lives would have been very difficult with all the medical bills. I appreciate the opportunity to have this program available. Any procedures I had to have done throughout my pregnancy was covered and the only cost out of my pocket was maybe \$1 for a prescription. That was a huge help to my husband and I. Thank you for everything.</p>
<p>My income is so small I don't know what I would have done without my Medicaid. It has taken care of all my medical expenses. It's a wonderful thing.</p>

My most pressing concern is the availability of healthcare for my one year old son. Medicaid lets me be assured that he is well taken care of and that to me is priceless.
My name is [NAME]. I am 54 and glad to see this age. I used to be an alcoholic but due to my thinking more about my health and wanting to live, I no longer drink, it's been almost 15+ years! And it's a good feeling to be alive and knowing more about your health. I make all my doctor appointments I can due to my seizures or my transportation or the way I feel from meds, but most of the time I'm there rain or shine or snow! I'm very satisfied with the help and the aid am getting most of all I thank God. But it's you that count. I'm very pleased with your questionnaire, checking on me, thank you and I appreciate all my doctors.
Nothing. I like the choice.
One good thing, they have been there for me a lot when I needed them to take care of things Medicare did not pay for, especially during my breast cancer time. It's been 11 years since then. They paid for a lot of medicines and other things for my care always. Don't know what I would have done without them helping me.
Our family enjoys having Medicaid. We may not know much about them but they make health coverage easy, less stressful. My husband and I are in good health so we don't see doctors much, we do however have two kids. We are also in poverty. Without Medicaid, things would be tricky. One of our kids has been diagnosed with Autism with a mild intellect disability. Medicaid offers her many services that others would not. Such as [SERVICE PROVIDER]. Without Medicaid finding a doctor would be hard. Medicaid makes it easier. They give us a list that shows which doctors cover and which do not. So if you're asking me if I like Medicaid, yes we do, even though we may not know behind closed doors.
Our family is incredibly grateful for the Medicaid program. It has provided excellent maternity and pre-natal care for us through two pregnancies/births. I'm very grateful for the dental coverage as part of the Medicaid program. My only issue was getting timely dental appointments to have work done after my exam and x-rays. The office was booked out several weeks for repair appointments and pushed me close to my cutoff date 60 days after birth. I was unable to do exam prior to birth of my baby due to need of x-ray for identifying problem areas on teeth (unable to do x-ray when pregnant). Thus time to get work done was very limited before coverage dropped 60 days after. I had to pay out of pocket for final work completed due to inability to get appointments sooner. We are very thankful for coverage for newborn first year of life under Medicaid as well. Medical treatment during these times are so critical and important. Thanks.
Seven months pregnant and they took over my medical expenses when my primary insurance wouldn't. Also paid back bills I couldn't pay for.
Six years ago my youngest daughter and I had a horrible car accident. I am still having pain from my 3rd degree burn on leg. Have hardware in right leg and had to have hardware removed from right ankle. I was under doctor's care for one and one half years. Spent six days in [HOSPITAL] I and five days in [HOSPITAL] and then I had very good care at both hospitals. The home health took over when I was released from [HOSPITAL]. I have been very fortunate to have very good doctors, supportive friends and family. One does not realize what lies ahead and good thing we don't God knows. I believe Medicaid is a fair program. It has been in my long stint of recovery.
So far everything is fine.
So far no problems, thank you.
So far so good. Thank you Medicaid. My mom is a single working parent who has [INSURANCE PROVIDER] of Iowa and we also use Medicaid as secondary. This helps her/us a lot. Thanks
So glad that I have this when I need it. As my mother and father are both dead and I'm trying to get a college education now.
Thank you and all the people who cared for me. God bless you all.
Thank you for paying for all my costs when I had my baby last year.
Thanks
The most reason why I like about Medicaid is that I don't have to pay much money when I decide to go to doctor or get a prescription drug.
There's nothing I dislike about Medicaid. It has helped me out a lot if I didn't have Medicaid then I wouldn't be going to any doctor at all.
They have always been there for me in things that they do cover. Had no problem what so ever.
Very easy and very thankful.
We appreciate and couldn't get healthcare without it for me and my family.

We are grateful for this program as we would never be able to afford the leftover doctor bill balance after our primary insurance company paid. Our kids are also on Medicaid and with their medical conditions and medication they take we would be bankrupt if this Medicaid did not exist. Our 20 year old son would not be able to get his medication and he would not be able to get it otherwise. Our family is extremely grateful for the Medicaid program, it enables us to get checkups for our kids when they need it and dental care when needed. Some of our kids need more care than others. This is a good program for those who need it. Thank you.
Well, Medicaid is a program that helps people with any kind of health issues. Every hospital respect the program and it's a good program
We've not had any problems and very much appreciate everything done for him.
Without Medicaid I would not receive the valuable resources that my son needs. I would never be able to pay for the prescriptions that he needs. I think it is a wonderful program that everyone should be entitled to.
You are doing great.

PART 8: OTHER COMMENTS
About the only thing that comes to mind was the length of time it took to get approved for a partial from the dentist. But it's all done now, so no problem. Keep me in mind for future surveys and volunteer work.
<u>Breaking my bones with diabetes setting in my body.</u>
Dental "care". Transportation. Questions #97, #101 (10, 17), #108 (PTSD) perhaps, #111, other things. #111 humans are not a collective. You are species of individuals, so you are a male or a female. The educational system with all of its flaws passed me through the cracks and just let me pass, the point I stopped school was a point that was undeserved, grade 11, should have been much lower grade. I don't get sucked into the politically "correct" mentality. My oral health is poor though my dental treatment is fair. Some of the Medicaid funded transportation is fair to poor in a few ways. My health providers and other "professionals" and other people, including myself do not have an absolute true understanding of how and why I am the I am. I am unique and justifiably don't get sucked into the "one size fits all" mentality. #101 I have a relatively variety of mental, emotional, physical, intellectual, neurological problems. Migraines are occasional but do occur.
Have naturopathic doctors. Physicians who want to use alternative medicine instead of throwing common pharmaceuticals at a person. Not just alternative but herbs and remedies from the earth.
I do not know if Medicaid can help. I've had chronic back pain, I'm diabetic and my thyroid is out. I can't get anyone to hire me, I'm assuming it's my weight but of course they're not going to come right out and tell me. I need to know if they're some sort of temporary disability I can get on.
I don't get sick ever, but I sometimes worry if I ever do I know I couldn't afford it. I don't have a doctor, and have only been to a doctor 3 times in my life. If I have a pain I live with for I don't like pills. I have got to have some kind of insurance for I am almost 66 and I know my health won't stay as good as it is right now forever. Thank you.
I don't know of any problems about Medicaid.
I feel Medicaid should educate people on preventative holistic care. Meditation, massage, chiropractic care, diet, etc. The more people that are educated the better. There is more to health than going to a MD and receiving a pill to cause more side effects leading to another prescribed pill. Medicaid should inform patients and over natural approaches.
I had amazing help from holistic doctors (they took care of the medical problem) where regular medical doctors said there was nothing to be done and sent me home. It would be nice to be able to choose holistic doctors too. Over all Medicaid has been so very helpful and wonderful. Thank you 100 times over.
I have been very healthy this year and didn't require a doctor's visit.
I have Medicare not Medicaid, but it is not bad but my doctor ask my all the time for Medicaid I used to have before.
I myself have never had a problem.
I received the BEST mental health services from: [MENTAL HEALTH PROVIDER]
I would like to go back to work, but having trouble finding work and having a lot of trouble with my knee and hands.

Income guidelines that are set to qualify are set too high. I will soon lose my insurance and my current employer does not offer health insurance.
Medicaid is not a forever medical policy. Due to being unemployed, it is important that I have healthcare. When I do find employment which offers a benefits package, I will no longer use Medicaid. I do, however, am thankful that there is an option for coverage.
My best friend helped in the above ways while I took care of children.
My personal doctor is a specialist I have thyroid disease.
My sister [NAME] helps me with all my appts, she makes them, she comes with me to explain things better, and she does my grocery shopping for me.
The only problem I have right now is my back pain due to an accident I was on a bus.
There is too much to write down/explain. You can feel free to contact me and I will gladly address my concerns with Medicaid. My number is [PHONE NUMBER] and my name is [NAME].
For Medicaid - 1) I don't have problems normally with insurance. 2) I feel like the frequent paper updates are unnecessary and repetitive. A quick phone call would save time, dollars, and paper. 3) Having caseworkers in same area would be helpful. 4) The system is great when it works.
I think Medicaid is a great program to be enrolled in but think guidelines should be changed. Law states Everyone has to have insurance now and I was not eligible for Medicaid right away because my income was too high. However, I was on unemployment at the time and barely living week to week and until Obama Care was in effect I had no health insurance. My daughter qualified but I did not. I understand it's a congress/state thing but need to fight for the "poor people".