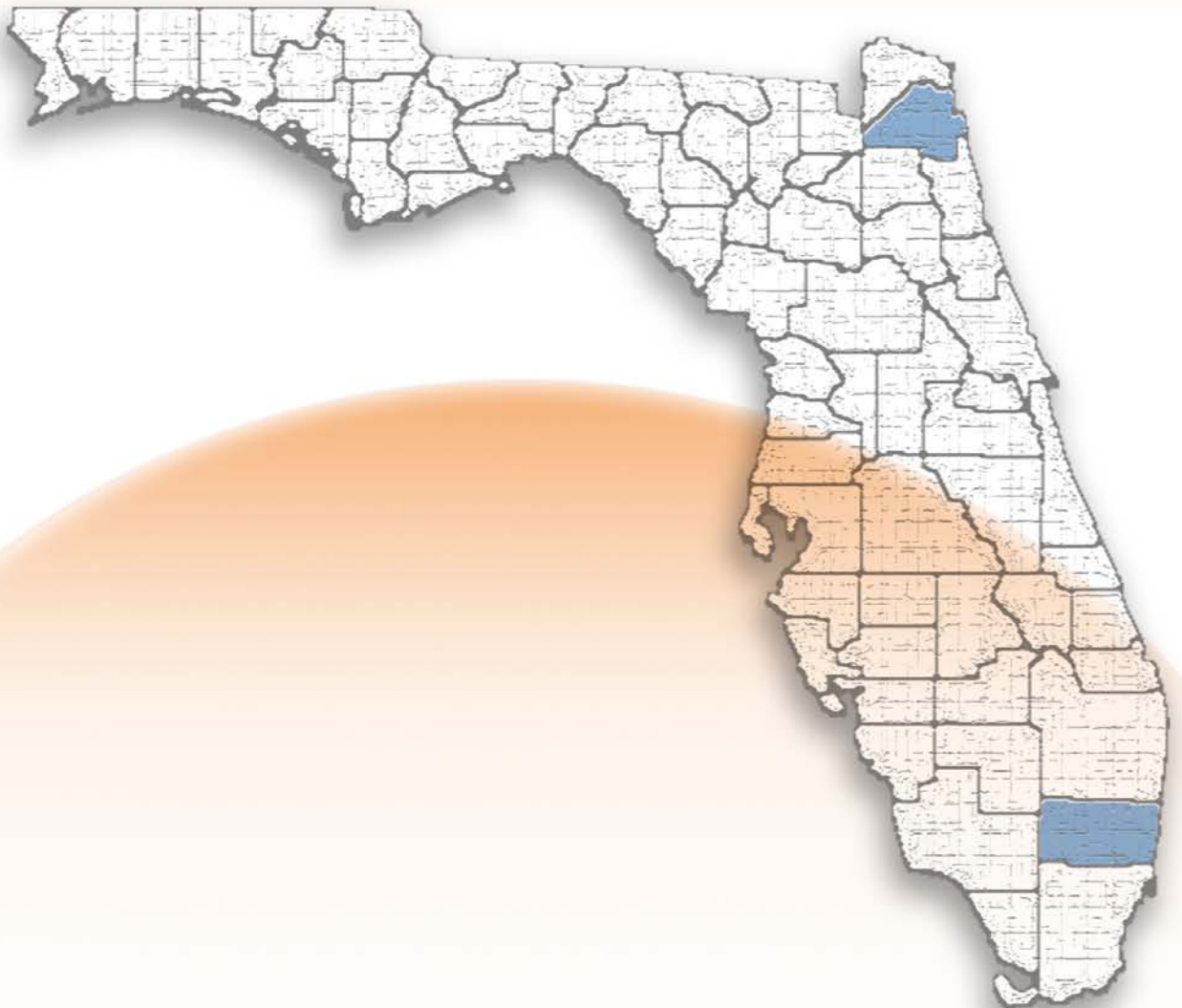




Evaluating Medicaid Reform in Florida



Medicaid Reform Enrollee Satisfaction: Baseline CAHPS Survey in Broward and Duval Counties





**MEDICAID REFORM
ENROLLEE SATISFACTION: BASELINE CAHPS SURVEY
IN BROWARD AND DUVAL COUNTIES**

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EXECUTIVE SUMMARY

Effective July 1, 2006, the Agency for Health Care Administration (AHCA) began implementing Medicaid Reform in Broward and Duval Counties. Broward County is located in the southeast section of Florida and includes the city of Fort Lauderdale. Duval County is located in the northeast section of Florida and includes the city of Jacksonville.

AHCA contracted with the University of Florida's Department of Health Services Research, Management and Policy to conduct a five-year evaluation of the Reform. One component of the evaluation is a yearly survey that tracks Medicaid enrollee experiences and levels of satisfaction.

"Benchmark" pre-Reform survey data were collected during the Fall of 2006. The purpose of these data are to serve as a baseline for the consumer survey data to be collected throughout the course of the Medicaid Reform evaluation. This report describes the methodology used to collect the data and presents weighted and unweighted frequency distributions by county.

The majority of items for the benchmark survey were drawn from the Consumer Assessment of Health Providers and Systems (CAHPS), health plan survey version 3.0. The CAHPS health plan survey is one of a family of standardized survey instruments used widely in the healthcare industry to assess enrollees' experiences and satisfaction with their health care.

The initial universe for the survey was composed of Medicaid enrollees living in the two pilot counties prior to the implementation of Reform. Beneficiaries had to have at least six (6) months of continuous participation in MediPass or a qualified PSN or HMO, and be deemed eligible to be enrolled in Reform. The universe of potential respondents was then modified to consist only of persons in households with a valid phone number as determined by GENESYS, a contracted commercial service. A household was identified as a unique phone number and persons sharing this phone number were presumed to reside in the same household.

During the Fall of 2006, the UF Survey Research Center in the Bureau of Economic and Business Research (BEBR) administered the benchmarking survey questionnaire in four versions: Adult MediPass; Adult non-MediPass, Child MediPass, and Child non-MediPass. In the latter two survey versions, a parent, guardian, or other family member responded on behalf of their underage child.

A total of 5,767 surveys were completed. Survey data were weighted to reflect plan share in each county and survey non-response. Frequency distributions by county were calculated for various survey items.

Overall, satisfaction levels were high. For example, on a scale of 0 (the worst possible health care) to 10 (the best possible health care), roughly 70 percent of individuals scored gave their health plan an 8, 9, or 10 and 80 percent scored their overall care an 8, 9, or 10. Nevertheless, there are a few areas of concern that should be closely tracked during the evaluation period.

Specifically, many beneficiaries had some difficulty getting help from Medicaid's or a health plan's customer service. Gaining access to specialty care was also problematic. In addition, about 50 percent experienced delays while they waited for approval from Medicaid or their health plan.

INTRODUCTION

Effective July 1, 2006, the Agency for Health Care Administration (AHCA) began implementing Medicaid Reform in Broward and Duval Counties. Broward County is located in the southeast section of Florida and includes the city of Fort Lauderdale. Duval County is located in the northeast section of Florida and includes the city of Jacksonville.

AHCA contracted with the University of Florida's Department of Health Services Research, Management and Policy to conduct a five-year evaluation of the Reform. The evaluation is comprised of 4 separate, but at times overlapping, projects:

- an organizational analysis which describes the development of Medicaid Reform in Florida by focusing on the organizations that are integral to the restructuring process, such as health plans, AHCA, and Affiliated Computer Services, Inc. (ACS);
- an analysis of the quality of care, outcomes, and experience of enrollees in Medicaid Reform;
- a fiscal analysis which focuses on the cost and financial implications of Reform; and
- an analysis of the Low-Income Pool program.

The overarching purpose of the quality of care, outcomes, and enrollee experience analysis is to measure changes to the enrollee experience and health status that may result from specific aspects of Medicaid Reform. Data for this component will come from the collection and analysis of the Healthcare Effectiveness Data and Information Set (HEDIS) and other quality indicators, a series of in-depth interviews over the life of the evaluation with a defined panel of enrollees, and a consumer/enrollee survey that assesses satisfaction with Medicaid. The consumer/enrollee survey will be fielded yearly beginning in the Fall of 2007. "Benchmark" pre-Reform survey data were collected during the Fall of 2006. The latter is to serve as a baseline for the consumer survey data to be collected throughout the course of the Medicaid Reform evaluation.

This report provides a detailed description of the methods used to conduct the benchmark survey and provides frequency distributions of key variables.

METHODOLOGY

Survey Instrumentation

The majority of items for the benchmark survey were drawn from the Consumer Assessment of Health Providers and Systems (CAHPS), health plan survey version 3.0. The CAHPS health plan survey is one of a family of standardized survey instruments used widely in the healthcare industry to assess enrollees' experiences and satisfaction with their health care.

The health plan survey was initially launched in 1997 by the CAHPS consortium (Harvard University, RTI, and RAND) with funding from the Agency for Health Care Research and Quality (AHRQ). AHRQ estimates that in 2005, approximately 124 million Americans, including 8.2 Medicaid beneficiaries, were enrolled in health plans that administered the CAHPS Health Plan Survey.¹ The CAHPS Health Plan Survey used in the benchmark study is a version specifically designed for Medicaid beneficiaries.

The CAHPS Health Plan Survey asks respondents to report on their:

- enrollment and coverage;
- ability to access care;
- relationships with their providers;
- overall satisfaction and rating of providers and health plans;
- health care utilization;
- perception of the level of courtesy, respect, and helpfulness of office staff;
- ability to communicate with their providers; and
- health status.

Respondents also provide information on their demographic characteristics (age, gender, educational attainment, and race/ethnicity).

At the request of AHCA staff, additional questions were added that specifically address experiences that are unique to Florida Medicaid and may be especially germane to the Medicaid Reform demonstration pilots. These items had to do specifically with the enrollment and health plan selection process and travel time to see a provider.

¹ Agency for Health Care Research and Quality *Estimate of Total Americans Enrolled in Health Plans That Administer the CAHPS Health Plan Survey: 2001-2005*.

https://www.cahps.ahrq.gov/content/products/HP3/PROD_HP3_CAHPSPopEstimates.asp?p=1021&cs=2
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Sampling Frame

The initial universe for the survey was specified as Medicaid enrollees living in the two pilot counties prior to the implementation of Reform. Beneficiaries had to have at least six (6) months of continuous participation in one of the eligible plans or MediPass and be deemed eligible to be enrolled in Reform.

AHCA provided contact data and demographic information on all eligible participants. The dataset from AHCA included Medicaid identifier, enrollee name, demographics, geographic location, recipient assistance category, and health plan enrollment indicators. While the benchmark findings provided in this report are limited to county-level estimates, the sample design provides for a future capacity to make comparisons among health plans and within plans over time (during the course of the demonstration).

The universe of potential respondents was then modified to consist only of enrollees in households with a valid phone number as determined by a contracted commercial service (GENESYS). A household was identified as a unique phone number, and persons sharing this phone number were presumed to reside in the same household. The number of households per plan is broken down as follows:

TABLE 1: NUMBER OF HOUSEHOLDS ELIGIBLE TO PARTICIPATE IN THE SURVEY		
<i>PLAN</i>	<i>BROWARD COUNTY (06)</i>	<i>DUVAL COUNTY (16)</i>
Fee-for-Service (FFS)	1378	1908
MediPass	8369	13515
Provider Service Network (PSN)	3050	
Centers for Medicare & Medicaid Services (CMS)	1475	598
NetPass	3233	
PhyTrust	2792	3359
Pediatric Associates	5614	
AmeriGroup	4167	
Buena Vista	3370	
HealthEase	4410	14383
Humana	6702	
Preferred	1092	
StayWell	8044	
United Health Care	2483	

Plan members were randomly sampled using a stratified randomization, in which the strata correspond to plans within counties (yielding 19 strata). Within a stratum, individuals were assigned uniform random numbers between (0, 1) independently of one another. One individual per household within a stratum was selected to represent that household; the selected individual corresponded to the lowest random number. This led to individuals within households having an equal chance of representing the household. For example, if a household had four persons, the

probability that a given individual within that household would be selected to represent it would be 0.25.

Next, households in a stratum were ordered from lowest to highest in terms of the random number corresponding to the selected individual. For example, a household corresponding to a selected individual with random number 0.23 would be listed before a household with selected individual having random number 0.36.

Finally, n_s households in stratum s were called in order of their ranking (from lowest to highest), and the selected individual was surveyed. The number n_s would have been 315 were there no nonresponders; however, as always happens in practice, nonresponse led to higher and unequal values of n_s across strata.

This probability sample has the property that individuals within the sampling frame had an equal chance of being called on to respond to the survey. For example, if 315 households were called within a stratum of size 13,000 persons using this methodology, each of the 13,000 individuals in the stratum would have the same chance, $315/13,000$, of being selected into the sample. However, two individuals within the same household would have zero probability of both being included into the sample, and thus the samples within strata are not simple random samples. Nevertheless, the overall sample will be analyzed as if it were a stratified random sample; the approximation of samples within strata as simple random samples will be used for our analyses.

Table 2 (below) shows the proposed target samples by health plan. These targets were designed to allow for a wide range of comparisons across plan, across counties, and across time. However, it was determined that the survey targets will not permit specific comparison of child versus adult experiences.

TABLE 2: PROPOSED TARGETS				
Health Plan		Broward County	Duval County	Target Number of Interviews per Plan
FFS		✓	✓	630
MediPass non-Minority Physician Network (non-MPN)		✓	✓	630
PSN		✓		315
CMS		✓	✓	630
	NetPass	✓		315
MPNs	PhyTrust	✓	✓	630
	Pediatric Associates	✓		315
	Amerigroup	✓		315
	Buena Vista	✓		315
	Health Ease	✓	✓	630
HMOs	Humana	✓		315
	Preferred	✓		315
	StayWell	✓		315
	United Health Care	✓		315
	TOTAL	14	5	5,985

Survey Procedures

During the Fall of 2006, the UF Survey Research Center in the Bureau of Economic and Business Research (BEBR) administered the benchmarking survey questionnaire in four versions: Adult MediPass; Adult non-MediPass, Child MediPass, and Child non-MediPass. The Adult MediPass and Child non-MediPass survey questionnaires are included in the Appendix. The Adult non-MediPass and Child MediPass are similar in content. In the child survey versions, a parent, guardian, or other family member responded on behalf of their underage child. In order to maximize responses, the survey research lab established a rule of a maximum of 10 call attempts at different times of the day, including both weekend and weekday attempts.

University of Florida Survey Research Center and WinCati software

The BEBR Survey Research Center is located in a secure office building in downtown Gainesville, FL, and has 75 interviewing stations. Since the Fall of 1999, the lab primarily uses the Sawtooth Technologies WinCati software in conjunction with the questionnaire authoring system Ci3.

WinCati is a sample management program based on the Sybase database engine. It operates in client/server mode so that stations make queries to the database rather than passing active cases to work stations. This system centralizes the survey databases which minimizes data loss and makes system backups and system administration more efficient.

WinCati offers two standard coding schemes, one for the American Association of Public Opinion Research (AAPOR), and one for the Centers for Disease Control/Behavioral Risk Factor Surveillance System (CDC/BRFSS). Interviewers are required to leave notes explaining the outcome of each attempt. This detail on the attempt history helps the next interviewer complete an interview, or more properly code the disposition of the call. Accurate disposition codes are vital to the calculation of response rates.

WinCati uses a dialing system called Rapid Dial. The supervising portion of the WinCati program provides a wide range of reporting capabilities. Without going into a specific survey, administrators can look into the logon status of the current shift, and it will show them a list of interviewers currently logged on, which survey is being used, station, data collection or practice mode, interviewer identification number, and logon history. Before opening a survey, supervisors and administrators can also check the times zones for every area code; make changes to a "Never Call" list, barring the program from calling certain telephone numbers; schedule times and surveys for a database backup; check/edit online monitoring settings; and assign interviewer properties.

WinCati also provides a dynamic, interactive way to monitor interviewers with Super View. Super View is a program that allows supervisors to bring up on their monitor a mirror image of what is happening on the interviewer's monitor. This allows supervisors to see what answers are being recorded, and whether interviewers are reading the questions as they appear. When dealing

with specific surveys, administrators can directly access and edit the sample, specifications, and questionnaire, or run a full suite of reports and data analysis. These reports allow the sample manager to view the productivity of their survey and identify the status of particular cases:

- Sample—Reports the distribution of last call disposition (The term “last call” is used to indicate the most recent interview attempt for every record).
- Quota—Reports the distribution by quota, such as county targets
- Disposition—Reports the distribution of final dispositions and response rate once cases have been coded for final dispositions.
- Callback—Reports the distribution of callbacks by date assigned
- Interviewer Productivity—Reports the productivity for a survey overall or by any defined time period.

Weighting

Individuals who were called and who completed the survey were assigned sampling weights for the purpose of analyses. All statistical analyses were done using the SURVEY procedures in SAS version 9.1 or AHRQ analogs of these procedures; these procedures appropriately account for the weighting of individuals when computing point estimates as well as standard errors or confidence bands.

The weight, W_i , for individual i was computed as:

$$W_i = W_{1i}W_{2i}, \text{ where}$$

$$W_{1i} = 1/P_{\text{called},i};$$

$P_{\text{called},i}$ is the probability that the individual was called, which is the number of people called in the individual’s plan and county divided by the number of people in the sampling frame for the individual’s plan and county;

$$W_{2i} = 1/P_{\text{respond},i};$$

$P_{\text{respond},i}$ is the probability that the individual responded to the call given that the individual was called. This probability was estimated using logistic regression based on data from all individuals called from all plans and counties. The logistic regression model used was:

$\text{Logit}[P(\text{respond}|\text{called})] = \text{county}*\text{nplan } \beta_0 + \text{adult } \beta_1 + \text{race } \beta_2 + \text{gender } \beta_3 + \text{age } \beta_4$; where β_0 is a 19-dimensional vector of parameters representing stratum, β_1 is a 1-dimensional vector of parameters representing adult or child, β_2 is a 6-dimensional vector of parameters representing race category, β_3 is a 2-dimensional vector of parameters representing male, female, or unknown, and β_4 is a 1-dimensional vector of parameters representing age in years.

RESULTS

Frequencies

A total of 5,767 benchmark surveys were completed, and the attached tables report the socio-demographics of the Medicaid beneficiaries, as well as select indicators describing their satisfaction with their health plan, personal health care, as well as their interaction with their healthcare providers. Tables 3 through 5 present frequencies by county of demographic characteristics and health status (Table 3), individual and composite items generally presented in the Medicaid HMO enrollment report card (Table 4), and other items included in the survey (Table 5). Both weighted and unweighted distributions are presented. Weighted distributions reflect plan size and non-response. The following discussion reflects weighted frequencies.

Health Status and Demographics (Table 3)

About 60 percent of the population report being in excellent or very good health. However, a greater percentage of Broward County residents (37 percent) are in excellent health compared to 32 percent of Duval County residents. Broward also has a younger Medicaid population. Fifty-two percent of beneficiaries in Broward are 10 years old or younger, while in Duval about 43 percent of beneficiaries are 10 years or younger. Over 50 percent of respondents in both counties are female and about one-third do not have high-school degrees. About 28 percent of the Medicaid population in Broward County is of Hispanic or Latino decent, compared to about 9 percent in Duval. However, the percentage of beneficiaries who are white are roughly the same: 31 percent in Broward and 32 percent in Duval. For about 13 percent of beneficiaries in Broward, Spanish was the primary language spoken at home. In Duval only 2 percent speak Spanish as a primary language.

Variable	TABLE 3: POPULATION DEMOGRAPHICS	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
D1	Self-Assessed Overall Health								
	Excellent	30483	36.77	1400	33.38	18171	32.05	492	31.34
	Very Good	19495	23.53	958	22.83	15341	27.06	387	24.66
	Good	19702	23.78	1050	25.02	13436	23.70	386	24.59
	Fair	9130	11.02	529	12.60	6582	11.61	213	13.57
	Poor	3846	4.40	230	5.48	3142	5.54	88	5.61
	Missing	412	0.50	30	0.71	24	0.04	4	0.25
	TOTAL	82848	100	4197	100	56696	100	1570	100
D2	AGE								
	0 - 10 years	43482	52.48	2049	48.91	24426	43.08	690	44.20
	11-20 years	22214	26.81	1145	27.33	16515	29.13	489	31.33
	21-24 years	1847	2.23	96	2.29	1833	3.23	53	3.40
	25-34 years	3728	4.50	188	4.44	4870	8.59	98	6.15
	35-44 years	2940	3.55	159	3.80	3340	5.89	75	4.80
	45-54 years	3439	4.15	212	5.06	2860	5.05	84	5.38
	55-64 years	3328	4.02	228	5.44	2080	3.67	57	3.65
	65-74 years	1149	1.39	70	1.67	580	1.02	18	1.02
	75 years or older	558	0.67	44	1.05	6	0.01	1	0.06
	Missing	163	0.20	8	0.19	186	0.33	9	0.57
	TOTAL	82848	100	4197	100	56696	100	1570	100
D3	GENDER								
	Male	38791	46.82	1991	47.44	25167	44.39	732	46.62
	Female	43899	52.99	2198	52.37	31277	55.17	831	52.93
	Missing	158	0.19	8	0.19	252	0.44	7	0.45
	TOTAL	82848	100	4197	100	56696	100	1570	100
D4	Highest School Grade Completed (Adults)								
	8 th Grade or Less	2092	12.30	128	12.89	1008	6.49	30	7.98
	Some High School, but Didn't Graduate	3554	20.89	207	20.85	3854	24.81	94	25.00
	High School Graduate, or GED	6393	37.59	369	37.16	6103	39.29	149	39.63
	Some College or 2-Year College Degree	3424	20.13	185	18.63	3585	23.08	77	20.48
	4-Year College Graduate	685	4.03	47	4.73	467	3.01	12	3.19
	More than 4-Year College Degree	439	2.58	28	2.82	69	0.45	2	0.53
	Missing	421	2.47	29	2.92	445	2.87	12	3.19
	TOTAL	17008	100	993	100	15532	100	376	100

Variable	TABLE 3: POPULATION DEMOGRAPHICS	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
D5	Hispanic or Latino Origin or Descent								
	Yes	23084	27.86	1270	30.26	4952	8.73	154	9.81
	No	56846	68.61	2783	66.31	50264	88.66	1377	87.71
	Missing	2917	3.52	144	3.43	1480	2.61	39	2.48
	TOTAL	82848	100	4197	100	56696	100	1570	100
D6	RACE								
	White	25498	30.78	1472	35.07	18221	32.14	572	36.43
	Black or African-American	41826	50.48	1892	45.08	33207	58.57	830	52.87
	Asian	1479	1.79	68	1.62	596	1.05	15	0.96
	Native Hawaiian or other Pacific Islander	244	0.29	12	0.29	278	0.49	5	0.32
	American Indian or Alaska Native	234	0.28	14	0.33	258	0.46	7	0.45
	Other	10124	12.22	557	13.27	2368	4.18	84	5.35
	Multi-Race *	2005	2.42	112	2.67	1133	2.00	40	2.55
	Missing	1438	1.74	70	1.67	635	1.12	17	1.08
	TOTAL	82848	100	4197	100	56696	100	1570	100
	<i>* Respondents answered "YES" to more than one race designation</i>								
D7	Primary Language Spoken at Home								
	English	66294	80.02	3285	78.27	53482	94.33	1453	92.55
	Spanish	10462	12.63	576	13.72	1381	2.44	48	3.06
	Some other language	4626	5.58	241	5.74	1168	2.06	38	2.42
	Missing	1465	1.77	95	2.26	666	1.17	31	1.97
	TOTAL	82848	100	4197	100	56696	100	1570	100

Satisfaction Items Reported in Medicaid HMO Report Card (Table 4)

The first set of variables in Table 4 relate to a respondent's ability to get needed care. The majority of beneficiaries in both counties do not have a problem finding a personal doctor or nurse that they are happy with. Seventy-five percent of beneficiaries in Broward and 69 percent of beneficiaries in Duval said this was not a problem. Getting care, tests, or treatment that the doctor believed was necessary is also not a problem for 67 percent of beneficiaries in Broward, and 72 percent of beneficiaries in Duval. However, only 50 percent of beneficiaries report no problems seeing a specialist and do not experience delays in health care while waiting for approval from their health plan or Medicaid. This was fairly similar across both counties.

The next set of variables identifies the extent to which providers communicate with members or beneficiaries. Overall, the majority of Medicaid beneficiaries (approximately 80 percent) in both counties reported that their healthcare providers always listened closely to them, explained things in a way that they could understand, and showed respect for what they had to say. Sixty-four percent of beneficiaries in Broward County and 68 percent in Duval said that their providers always spent enough time with them.

Overall, plan satisfaction is high. On scales of 0–10, (10 being the best possible and 0 being the worst possible) around 70 percent of beneficiaries gave their plan a score of 8, 9, or 10. Similarly, most beneficiaries (around 80 percent) gave their overall health care a score of 8, 9, or 10.

Variables on getting care quickly indicated that while the majority of respondents did not have long waits, between 30–40 percent were not always able to get help or advice when needed, to get care as soon as they needed, or to get an appointment as soon as they needed. Office staff courtesy, respect, and helpfulness were rated highly. Seventy to 80 percent of beneficiaries said that office staff was always courteous and respectful, and helpful.

Finally, obtaining information on health plans was not a problem for about 75 percent of beneficiaries in Broward and 71 percent of beneficiaries in Duval. Between 66 and 68 percent did not have a problem with the paperwork associated with their health plan. However, only about 50 percent of beneficiaries report that it is not a problem to get help when they called the health plan's customer service line.

Variable	TABLE 4: ENROLLEE SATISFACTION		BROWARD COUNTY				DUVAL COUNTY			
			Weighted		Unweighted		Weighted		Unweighted	
	N	%	N	%	N	%	N	%		
Getting Needed Care:										
A11	Since you joined Medicaid how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?									
	Big Problem	5235	10.54	299	11.60	5793	14.73	147	14.41	
	Small Problem	6191	12.46	331	12.84	5365	13.64	144	14.12	
	Not a Problem	37131	74.74	1883	73.07	27267	69.34	701	68.73	
	Missing	1124	2.26	64	2.48	896	2.28	28	2.75	
	TOTAL	49681	100	2577	100	39321	100	1020	100	
A12	In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?									
	Big Problem	6359	22.64	354	22.25	4866	25.82	135	23.20	
	Small Problem	6145	21.88	330	20.74	3361	17.83	97	16.67	
	Not a Problem	14768	52.59	868	54.56	10141	53.81	339	58.25	
	Missing	808	2.88	39	2.45	480	2.55	11	1.89	
	TOTAL	28080	100	1591	100	18848	100	582	100	
A13	In the last 6 months, how much of a problem, if any was it to get the care, tests, or treatment you or your doctor believed was necessary?									
	Big Problem	3840	12.89	216	12.86	2406	10.96	81	12.09	
	Small Problem	5518	18.53	316	18.82	3698	16.84	104	15.52	
	Not a Problem	20061	67.37	1129	67.24	15714	71.57	482	71.94	
	Missing	360	1.21	18	1.07	137	0.62	3	0.45	
	TOTAL	29778	100	1679	100	21955	100	670	100	
A14	In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from Medicaid or your health plan?									
	Big Problem	3793	22.13	218	23.22	2794	26.15	83	25.86	
	Small Problem	4392	25.63	252	26.84	2550	23.87	81	25.23	
	Not a Problem	8693	50.73	458	48.78	5290	49.51	156	48.60	
	Missing	260	1.52	11	1.17	50	0.47	1	0.31	
	TOTAL	17138	100	939	100	10684	100	321	100	

Variable	TABLE 4: ENROLLEE SATISFACTION		BROWARD COUNTY				DUVAL COUNTY			
			Weighted		Unweighted		Weighted		Unweighted	
			N	%	N	%	N	%	N	%
How well providers communicate with members										
A21	<i>In the last 6 months, how often did doctors or other health providers listen carefully to you?</i>									
	Never	1729	2.66	83	2.52	1002	2.28	23	1.84	
	Sometimes	5641	8.70	293	8.88	3851	8.76	112	8.94	
	Usually	7318	11.28	383	11.61	4847	11.03	143	11.41	
	Always	49877	76.88	2525	76.52	33923	77.18	966	77.09	
	Missing	311	0.48	16	0.48	328	0.75	9	0.72	
	TOTAL	64876	100	3300	100	43950	100	1253	100	
A22	<i>In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?</i>									
	Never	3748	5.78	175	5.30	1179	2.68	33	2.63	
	Sometimes	5297	8.17	265	8.03	4071	9.26	107	8.54	
	Usually	6042	9.31	334	10.12	4187	9.53	125	9.98	
	Always	49507	76.31	2507	75.97	34412	78.30	983	78.45	
	Missing	281	0.43	19	0.58	101	0.23	5	0.40	
	TOTAL	64876	100	3300	100	43950	100	1253	100	
A23	<i>In the last 6 months, how often did doctors or other health care providers show respect for what you had to say?</i>									
	Never	1930	2.97	86	2.61	806	1.83	21	1.68	
	Sometimes	4476	6.90	227	6.88	3657	8.32	99	7.90	
	Usually	5772	8.90	321	9.73	3660	8.33	115	9.18	
	Always	52438	80.83	2649	80.27	35690	81.21	1012	80.77	
	Missing	260	0.40	17	0.52	136	0.31	6	0.48	
	TOTAL	64876	100	3300	100	43950	100	1253	100	
A24	<i>In the last 6 months, how often did doctors or other health care providers spend enough time with you?</i>									
	Never	2935	4.52	143	4.33	1878	4.27	50	3.99	
	Sometimes	9345	14.41	480	14.55	6120	13.92	163	13.01	
	Usually	10356	15.96	540	16.36	5767	13.12	180	14.37	
	Always	41427	63.86	2095	63.48	29866	67.96	849	67.76	
	Missing	812	1.25	42	1.27	319	0.73	11	0.88	
	TOTAL	64876	100	3300	100	43950	100	1253	100	

Variable	TABLE 4: ENROLLEE SATISFACTION									
	BROWARD COUNTY					DUVAL COUNTY				
	Weighted		Unweighted			Weighted		Unweighted		
	N	%	N	%	N	%	N	%	N	%
Overall Plan Satisfaction (0 - 10)										
A3	<i>Using any number from 0-10, where 0 is the worst health plan possible and 10 is the best plan possible, what number would you rate your health plan?</i>									
	0 Worst Health Care Possible	1358	1.64	81	1.93	963	1.70	24	1.53	
	1	425	0.51	23	0.55	800	1.41	19	1.21	
	2	699	0.84	33	0.79	429	0.76	11	0.70	
	3	691	0.83	34	0.81	872	1.54	22	1.40	
	4	1287	1.55	68	1.62	647	1.14	20	1.27	
	5	3898	4.70	219	5.22	4008	7.07	115	7.32	
	6	3709	4.48	198	4.72	2427	4.28	74	4.71	
	7	6379	7.70	349	8.32	5470	9.65	143	9.11	
	8	14421	17.41	731	17.42	8293	14.63	236	15.03	
	9	11401	13.76	575	13.70	6883	12.14	185	11.78	
	10 Best Health Care Possible	35086	42.35	1717	40.91	24404	43.04	670	42.68	
	Missing	3493	4.22	169	4.03	1501	2.65	51	3.25	
	TOTAL	82848	100	4197	100	56696	100	1570	100	
Ease in Getting Health Care:										
A4	<i>In the last 6 months, how much of a problem, if any was it to get the care, tests, or treatment you or your doctor believed was necessary?^a</i>									
	Big Problem	3840	12.89	216	12.86	2406	10.96	81	12.09	
	Small Problem	5518	18.53	316	18.82	3698	16.84	104	15.52	
	Not a Problem	20061	67.37	1129	67.24	15714	71.57	482	71.94	
	Missing	360	1.21	18	1.07	137	0.62	3	0.45	
	TOTAL	29778	100	1679	100	21955	100	670	100	
Getting Help from Customer Service										
A5	<i>In the last 6 months, how much of a problem, if any, was it to get the help you needed when you call your health plan's customer service or the Medicaid office?</i>									
	Big Problem	8075	26.15	434	27.36	5110	23.45	149	27.09	
	Small Problem	7128	23.08	360	22.70	4257	19.53	111	20.18	
	Not a Problem	15396	49.85	777	48.99	12238	56.15	287	52.18	
	Missing	288	0.93	15	0.95	189	0.87	3	0.55	
	TOTAL	30885	100	1586	100	21795	100	550	100	

Variable	TABLE 4: ENROLLEE SATISFACTION	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
Overall Satisfaction with care (0 - 10)									
A6	Using any number from 0-10, where 0 is the worst and 10 is the best care possible, what number would you rate your health care in the last 6 months?								
	0 Worst Health Care Possible	477	0.73	23	0.70	419	0.95	7	0.56
	1	386	0.60	21	0.64	300	0.68	6	0.48
	2	370	0.57	14	0.42	219	0.50	10	0.80
	3	431	0.66	25	0.76	166	0.38	5	0.40
	4	627	0.97	33	1.00	518	1.18	15	1.20
	5	2185	3.37	121	3.67	2064	4.70	54	4.31
	6	2416	3.72	113	3.42	1012	2.30	36	2.87
	7	4102	6.32	225	6.82	3446	7.84	86	6.86
	8	10674	16.45	568	17.21	6954	15.82	206	16.44
	9	11026	17.00	564	17.09	6971	15.86	204	16.28
	10 Best Health Care Possible	31581	48.68	1567	47.48	21700	49.37	618	49.32
	Missing	602	0.93	26	0.79	182	0.41	6	0.48
	TOTAL	64876	100	3300	100	43950	100	1253	100
Getting care quickly without long waits									
B71	In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?								
	Never	1917	4.85	103	5.05	1642	5.90	38	4.76
	Sometimes	6528	16.50	340	16.68	4500	16.18	117	14.66
	Usually	5802	14.66	301	14.77	4291	15.43	138	17.29
	Always	24948	63.05	1275	62.56	17257	62.04	501	62.78
	Missing	374	0.94	19	0.93	126	0.45	4	0.50
	TOTAL	39570	100	2038	100	27816	100	798	100
B72	In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?								
	Never	1283	4.31	70	4.49	1035	5.24	25	4.35
	Sometimes	3724	12.51	187	12.00	2729	13.80	75	13.04
	Usually	4359	14.64	233	14.96	2939	14.87	84	14.61
	Always	19862	66.72	1041	66.82	12985	65.69	386	67.13
	Missing	541	1.82	27	1.73	79	0.40	5	0.87
	TOTAL	29769	100	1558	100	19766	100	575	100

Variable	TABLE 4: ENROLLEE SATISFACTION	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
B73	<i>In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?</i>								
	Never	1791	3.52	90	3.40	1730	4.89	43	4.28
	Sometimes	7635	14.99	405	15.30	4994	14.12	147	14.55
	Usually	9385	18.42	489	18.47	6478	18.32	184	18.22
	Always	31392	61.63	1627	61.47	21896	61.91	630	62.38
	Missing	738	1.45	36	1.36	271	0.77	6	0.59
	TOTAL	50941	100	2647	100	35369	100	1010	100
B74	<i>In the last 6 months, how often were you taken to the exam room in 15 minutes of your appointment?</i>								
	Never	22156	34.15	1104	33.45	11671	26.56	313	24.98
	Sometimes	16613	25.61	838	25.39	11194	25.47	312	24.90
	Usually	9281	14.31	476	14.42	7788	17.72	241	19.23
	Always	14343	22.11	757	22.94	12657	28.80	364	29.05
	Missing	2484	3.83	125	3.79	639	1.45	23	1.84
	TOTAL	64876	100	3300	100	43950	100	1253	100
	<i>Experiences with courtesy, respect, and helpfulness of office staff</i>								
B81	<i>In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?</i>								
	Never	2313	3.57	110	3.33	865	1.97	23	1.84
	Sometimes	4943	7.62	245	7.42	3112	7.08	74	5.91
	Usually	6255	9.64	330	10.00	3670	8.35	114	9.10
	Always	51053	78.69	2598	78.73	35998	81.91	1035	82.60
	Missing	312	0.48	17	0.52	304	0.69	7	0.56
	TOTAL	64876	100	3300	100	43950	100	1253	100
B82	<i>In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?</i>								
	Never	2196	3.39	106	3.21	1432	3.26	32	2.55
	Sometimes	8227	12.68	416	12.61	4819	10.96	136	10.85
	Usually	9323	14.37	491	14.88	6229	14.17	185	14.76
	Always	44806	69.06	2267	68.70	31384	71.41	894	71.35
	Missing	324	0.50	20	0.61	86	0.20	6	0.48
	TOTAL	64876	100	3300	100	43950	100	1253	100

Variable	TABLE 4: ENROLLEE SATISFACTION		BROWARD COUNTY				DUVAL COUNTY			
			Weighted		Unweighted		Weighted		Unweighted	
			N	%	N	%	N	%	N	%
Experiences with health plan customer service, information, paperwork										
B91	<i>In the last 6 months, how much of a problem, if any, was it to find our understand this information (in written material or on the Internet)?</i>									
	Big Problem	1885	8.21	106	9.19	1978	10.83	53	10.84	
	Small Problem	3825	16.66	203	17.59	3152	17.27	96	19.63	
	Not a Problem	17139	74.66	838	72.62	13006	71.24	337	68.92	
	Missing	108	0.47	7	0.61	121	0.66	3	0.61	
	TOTAL	22957	100	1154	100	18257	100	489	100	
B92	<i>In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?</i>									
	Big Problem	8075	26.15	434	27.36	5110	23.45	149	27.09	
	Small Problem	7128	23.08	360	22.70	4257	19.53	111	20.18	
	Not a Problem	15396	49.85	777	48.99	12238	56.15	287	52.18	
	Missing	286	0.93	15	0.95	189	0.87	3	0.55	
	TOTAL	30885	100	1586	100	21795	100	550	100	
B93	<i>In the last 6 months, how much of a problem, if any did you have with paperwork for your health plan?</i>									
	Big Problem	2294	12.07	115	12.00	1687	13.34	43	11.98	
	Small Problem	3860	20.32	190	19.83	2220	17.56	72	20.06	
	Not a Problem	12592	66.29	637	66.49	8605	68.06	242	67.41	
	Missing	251	1.32	16	1.67	131	1.04	2	0.56	
	TOTAL	18996	100	958	100	12643	100	359	100	

Other Items Included in the Survey (Table 5)

Over eighty percent of beneficiaries in Broward and Duval have been continuously enrolled in Medicaid for greater than one year, and similarly, roughly 80 percent have identified one person as a regular doctor or nurse. About half of the beneficiaries, however, did not have the same doctor or nurse before they joined Medicaid. Slightly more than 50 percent live within 15 minutes or less drive time of their regular provider.

About 70 percent had not visited an emergency room in the last six months, while 20 percent had not gone to a doctor's office or clinic. Close to 80 percent never had a hard time speaking with or understanding a provider because they spoke a different language. Use of interpreters was low: seven percent of Broward County beneficiaries and three percent of Duval County beneficiaries reported using an interpreter. Seventy percent of Broward beneficiaries and 63 percent of Duval beneficiaries selected their health plan. Between a quarter and one-third were assigned to their plans. Sixty percent said that they got information on plan services by writing, telephone, on the internet, or in-person. In addition, most found that the information given before they signed up for a plan was correct. Over one-quarter of beneficiaries looked for information on the internet, and about one-third called the health plan or the Medicaid office to get information or help. Finally, about one-half of beneficiaries said that they would definitely recommend the health plan to their family or friends.

Variable	TABLE 5: SUPPLEMENTAL QUESTIONS	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
S1	How many months or years IN A ROW have you been in Medicaid?								
	Less than 6 months	1753	2.12	95	2.26	1033	1.82	37	2.36
	At least 6 months but less than 1 year	5139	6.20	274	6.53	4027	7.10	129	8.22
	At least 1 year but less than 2 years	15544	18.76	783	18.66	9052	15.97	239	15.22
	At least 2 years but less than 5 years	27807	33.56	1374	32.74	18661	32.91	467	29.75
	5 or more years	30114	36.35	1537	36.62	22213	39.18	655	41.72
	Missing	2491	3.01	134	3.19	1710	3.02	43	2.74
	TOTAL	82848	100	4197	100	56696	100	1570	100
S2	Do you have one person you think of as your personal doctor or nurse?								
	Yes	66182	79.88	3332	79.39	42794	75.48	1218	77.58
	No	15662	18.90	813	19.37	13450	23.72	336	21.40
	Missing	1003	1.21	52	1.24	453	0.80	16	1.02
	TOTAL	82848	100	4197	100	56696	100	1570	100
S3	What is the typical travel time for you to see your personal doctor or nurse?								
	15 minutes or less	34722	52.46	1697	50.93	22968	53.67	624	51.23
	16 - 30 minutes	20718	31.30	1061	31.84	13028	30.44	413	33.91
	31 minutes - 1 hour	6195	9.36	350	10.50	4466	10.44	117	9.61
	over 1 hour	3114	4.71	156	4.68	1356	3.17	41	3.37
	Missing	1433	2.17	68	2.04	976	2.28	23	1.89
	TOTAL	66182	100	3332	100	42794	100	1218	100
S4	Did you have the same personal doctor or nurse BEFORE you joined Medicaid?								
	Yes	31391	47.43	1532	45.98	16118	37.66	512	42.04
	No	33015	49.89	1712	51.38	25419	59.40	668	54.84
	Missing	1776	2.68	88	2.64	1257	2.94	38	3.12
	TOTAL	66182	100	3332	100	42794	100	1218	100

Variable	TABLE 5: SUPPLEMENTAL QUESTIONS	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
S5	Since you joined Medicaid, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?								
	Big Problem	5235	10.54	299	11.60	5793	14.73	147	14.41
	Small Problem	6191	12.46	331	12.84	5365	13.64	144	14.12
	Not a Problem	37131	74.74	1883	73.07	27267	69.34	701	68.73
	Missing	1124	2.26	64	2.48	896	2.28	28	2.75
	TOTAL	49681	100	2577	100	39321	100	1020	100
S6	Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?								
	0 Worst Personal Doctor or Nurse Possible	345	0.52	15	0.45	137	0.32	3	0.25
	1	334	0.50	18	0.54	380	0.89	8	0.66
	2	202	0.31	13	0.39	266	0.62	10	0.82
	3	315	0.48	19	0.57	98	0.23	2	0.16
	4	436	0.66	19	0.57	527	1.23	15	1.23
	5	1458	2.20	74	2.22	1385	3.24	33	2.71
	6	1821	2.75	95	2.85	1653	3.86	38	3.12
	7	3977	6.01	207	6.21	2072	4.84	55	4.52
	8	10662	16.11	535	16.06	6418	15.00	178	14.61
	9	9764	14.76	501	15.04	6467	15.11	191	15.68
	10 Best Personal Doctor or Nurse Possible	36061	54.50	1796	53.92	23090	53.96	680	55.83
	Missing	795	1.20	39	1.17	301	0.70	5	0.41
	TOTAL	66171	100	3331	100	42794	100	1218	100
S7	In the last 6 months, how many times did you go to an EMERGENCY ROOM to get care for yourself?								
	None	58376	70.46	2899	69.07	37970	66.97	1040	66.24
	1 time	13612	16.43	714	17.01	10544	18.60	291	18.54
	2 times	5806	7.01	298	7.10	4578	8.07	132	8.41
	3 times	2226	2.69	125	2.98	1972	3.48	56	3.57
	4 times	936	1.13	54	1.29	715	1.26	19	1.21
	5 to 9 times	887	1.07	54	1.29	571	1.01	20	1.27
	10 or more times	339	0.41	20	0.48	109	0.19	4	0.25
	Missing	665	0.80	33	0.79	238	0.42	8	0.51
	TOTAL	82848	100	4197	100	56696	100	1570	100

Variable	TABLE 5: SUPPLEMENTAL QUESTIONS	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
S8	<i>In the last 6 months (not counting times you went to an emergency room), how many times did you go to a DOCTOR'S OFFICE OR CLINIC to get care for yourself?</i>								
	None	15757	19.02	781	18.61	11770	20.76	290	18.47
	1 time	21278	25.68	1018	24.26	14040	24.76	357	22.74
	2 times	17746	21.42	845	20.13	12153	21.43	328	20.89
	3 times	9833	11.87	513	12.22	6885	12.14	185	11.78
	4 times	5043	6.09	275	6.55	3306	5.83	114	7.26
	5 to 9 times	7727	9.33	445	10.60	5465	9.64	178	11.34
	10 or more times	3250	3.92	204	4.86	2102	3.71	91	5.80
	Missing	2214	2.67	116	2.76	977	1.72	27	1.72
		TOTAL	82848	100	4197	100	56696	100	1570
S9	<i>In the last 6 months, how often did you have a hard time SPEAKING WITH OR UNDERSTANDING a doctor or other health provider because you spoke different languages?</i>								
	Never	51672	79.65	2623	79.48	34394	78.26	990	79.01
	Sometimes	6472	9.98	349	10.58	5604	12.75	149	11.89
	Usually	1558	2.40	80	2.42	997	2.27	35	2.79
	Always	4696	7.24	222	6.73	2823	6.42	74	5.91
	Missing	478	0.74	26	0.79	132	0.30	5	0.40
	TOTAL	64876	100	3300	100	43950	100	1253	100
S10	<i>An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 6 months, did you NEED an interpreter to help you speak with doctors or other health providers?</i>								
	Yes	5555	6.70	311	7.41	1772	3.13	58	3.69
	No	77140	93.11	3875	92.33	54783	96.62	1509	96.11
	Missing	153	0.18	11	0.26	142	0.25	3	0.19
	TOTAL	82848	100	4197	100	56696	100	1570	100
S11	<i>Did you choose your health plan or were you told which plan you were in?</i>								
	I chose my plan	57261	69.12	2733	65.12	35620	62.83	925	58.92
	I was told which plan I was in	20645	24.92	1202	28.64	17779	31.36	525	33.44
	Missing	4942	5.97	262	6.24	3298	5.82	120	7.64
	TOTAL	82848	100	4197	100	56696	100	1570	100

Variable	TABLE 5: SUPPLEMENTAL QUESTIONS	BROWARD COUNTY				DUVAL COUNTY			
		Weighted		Unweighted		Weighted		Unweighted	
		N	%	N	%	N	%	N	%
S12	<i>You can get information about plan services in writing, by telephone, on the internet or in-person. Did you get any information about your health plan before you signed up for it?</i>								
	Yes	49387	59.61	2391	56.97	34057	60.07	888	56.56
	No	29873	36.06	1607	38.29	19786	34.90	597	38.03
	Missing	3588	4.33	199	4.74	2854	5.03	85	5.41
	TOTAL	82848	100	4197	100	56696	100	1570	100
S13	<i>How much of the information you were given BEFORE you signed up for the plan was correct?</i>								
	All of it	29218	59.16	1389	58.09	22261	65.36	565	63.63
	Most of it	12730	25.78	627	26.22	7897	23.19	211	23.76
	Some of it	4867	9.85	253	10.58	2624	7.70	71	8.00
	None of it	582	1.18	27	1.13	379	1.11	11	1.24
	Missing	1991	4.03	95	3.97	897	2.63	30	3.38
	TOTAL	49387	100	2391	100	34057	100	888	100
S14	<i>In the last 6 months, did you look for any INFORMATION about how your health plan works IN WRITTEN MATERIAL OR ON THE INTERNET?</i>								
	Yes	22957	27.71	1154	27.50	18257	32.20	489	31.15
	No	59162	71.41	3000	71.48	38227	67.42	1070	68.15
	Missing	729	0.88	43	1.02	212	0.37	11	0.70
	TOTAL	82848	100	4197	100	56696	100	1570	100
S15	<i>In the last 6 months, did you call your health plan's customer service or the Medicaid OFFICE to get information or help?</i>								
	Yes	30885	37.28	1586	37.79	21795	38.44	550	35.03
	No	51253	61.86	2570	61.23	34457	60.77	1005	64.01
	Missing	710	0.86	41	0.98	445	0.78	15	0.96
	TOTAL	82848	100	4197	100	56696	100	1570	100
S16	<i>Would you recommend your health plan to your family or friends?</i>								
	Definitely Yes	42183	50.92	2064	49.18	27531	48.56	731	46.56
	Probably Yes	28303	34.16	1468	34.98	20615	36.36	590	37.58
	Definitely No	5213	6.29	289	6.89	4061	7.16	125	7.96
	Probably No	3784	4.57	208	4.96	3352	5.91	82	5.22
	Missing	3366	4.06	168	4.00	1137	2.01	42	2.68
	TOTAL	82848	100	4197	100	56696	100	1570	100

SUMMARY OF FINDINGS

Overall, survey respondents reported a high level of satisfaction with individual health care and with their health plan: On a scale of 0 – 10, (10 being the best possible and 0 being the worst possible) a vast majority of beneficiaries in Broward and Duval counties (around 80 percent) gave their overall health care a score of 8, 9, or 10, while seventy percent (70%) gave their health plan a score of 8, 9, or 10.

A significant majority (approximately 80 percent) reported that their healthcare providers always listened closely to them, explained things in a way that they could understand, and showed respect for what they had to say.

Further, seventy-five percent (75%) of Broward respondents and sixty-nine percent (69%) in Duval reported that it is “not a problem” finding a personal doctor or nurse that they are happy with. It is also noteworthy that sixty-four percent (64%) of beneficiaries in Broward County and sixty-eight percent (68%) in Duval said that their providers always spent enough time with them.

When measuring unmet need, a majority of Broward and Duval respondents reported that they did not have long waits, however, between thirty and forty percent (30%-40%) were not always able to get help or advice when needed, to get care or to get an appointment as soon as they needed.

Office staff courtesy, respect, and helpfulness were rated highly, with seventy to eighty percent (70%-80%) of survey respondents noting that office staff was always courteous and respectful, and helpful.

Adequate access to specialty care continues to be a challenge, however, with only 50 percent (50%) of beneficiaries stating that they had “no problems” seeing a specialist, and do not experience delays in health care while waiting for approval from their health plan or from Medicaid.

Finally, obtaining information on health plans was not a problem for approximately seventy-five percent (75%) of beneficiaries in Broward and seventy-one percent (71%) of Duval beneficiaries, while a large majority of beneficiaries (between 66%-68%) did not have a problem with the paperwork associated with their health plan.

Although most of the survey findings were positive, only fifty percent (50%) of pilot county respondents report that it is not a problem to get help when they called the health plan’s customer service line, with twenty-six percent (26%) of Broward and twenty-three percent (23%) and Duval beneficiaries indicating that it was a “big problem” to get help from customer service.

**APPENDIX 1: LAST* AMERICAN ASSOCIATION OF PUBLIC OPINION
RESEARCH (AAPOR) DISPOSITION CODES**

ADULT MEDIPASS

DISPOSITION CODE	DESCRIPTION	RECORDS
1100	Complete	863
1200	Partial Complete	2
2110	Strong Refusal	86
2120	Soft Refusal	364
2210	Resp Never Available	31
2221	Ans Machine, No Message	445
2222	Ans Machine, Message	94
2310	Dead	35
2320	Phys/Mentally Unable	60
2330	Lang Unable: NOT SPANISH	74
2340	Misc Unable	5
3120	Busy	43
3130	No Answer	286
3150	Technical Phone Problems	4
4200	Fax/Data Line	82
4310	Non-working Number	527
4320	Disconnected Number	867
4410	Number Changed to nonpub#	45
4420	Cell Phone	
4510	Business/Government/Other Org	88
4520	Institution	18
4530	Group Quarters	11
4700	No one there with first/last name	749
4701	Not in Medicaid/Medipass	97
4702	In Medicaid/Medipass, under 18	4
5100	Callback, Resp Not Selected	82
5200	Callback, Respondent Selected	16
TOTAL ATTEMPTED		4978
	Not Attempted	0
TOTAL SAMPLE		4978

** This code reflects the last, most recent interview attempt for every record.*

APPENDIX 2: LAST* AAPOR DISPOSITION CODES

ADULT NON-MEDIPASS

DISPOSITION CODE	DESCRIPTION	RECORDS
1100	Complete	500
1200	Partial Complete	1
2110	Strong Refusal	39
2120	Soft Refusal	220
2210	Resp Never Available	33
2221	Ans Machine, No Message	221
2222	Ans Machine, Message	77
2310	Dead	11
2320	Phys/Mentally Unable	36
2330	Lang Unable: NOT SPANISH	46
2340	Misc Unable	5
3120	Busy	37
3130	No Answer	255
3150	Technical Phone Problems	3
4200	Fax/Data Line	50
4310	Non-working Number	338
4320	Disconnected Number	534
4410	Number Changed to nonpub#	22
4420	Cell Phone	
4510	Business/Government/Other Org	33
4520	Institution	2
4530	Group Quarters	3
4700	No one there with first/last name	429
4701	Not in Medicaid/HMO	64
4702	In Medicaid/HMO, under 18	3
5100	Callback, Resp Not Selected	12
5200	Callback, Respondent Selected	7
TOTAL ATTEMPTED		2981
	Not Attempted	0
TOTAL SAMPLE		2981

** This code reflects the last, most recent interview attempt for every record.*

APPENDIX 3: LAST* AAPOR DISPOSITION CODES

CHILD MEDIPASS

DISPOSITION CODE	DESCRIPTION	RECORDS
1100	Complete	2605
1200	Partial Complete	2
2110	Strong Refusal	145
2120	Soft Refusal	1251
2210	Resp Never Available	17
2221	Ans Machine, No Message	1280
2222	Ans Machine, Message	287
2310	Dead	9
2320	Phys/Mentally Unable	5
2330	Lang Unable: NOT SPANISH	148
2340	Misc Unable	12
3120	Busy	132
3130	No Answer	1063
3150	Technical Phone Problems	13
4200	Fax/Data Line	244
4310	Non-working Number	1575
4320	Disconnected Number	3082
4410	Number Changed to nonpub#	179
4420	Cell Phone	
4510	Business/Government/Other Org	164
4520	Institution	6
4530	Group Quarters	7
4700	No child there with first/last name	1525
4701	Child not in Medicaid/Medipass	446
4702	Child in Medicaid/Medipass, parent under 18	20
4703	Child in Medicaid/Medipass, over 17	10
5100	Callback, Resp Not Selected	113
5200	Callback, Respondent Selected	51
TOTAL ATTEMPTED		14391
	Not Attempted	0

** This code reflects the last, most recent interview attempt for every record.*

APPENDIX 4: LAST* AAPOR DISPOSITION CODES

CHILD NON-MEDIPASS

DISPOSITION CODE	DESCRIPTION	RECORDS
1100	Complete	1774
1200	Partial Complete	2
2110	Strong Refusal	112
2120	Soft Refusal	939
2210	Resp Never Available	25
2221	Ans Machine, No Message	655
2222	Ans Machine, Message	337
2310	Dead	
2320	Phys/Mentally Unable	2
2330	Lang Unable: NOT SPANISH	102
2340	Misc Unable	17
3120	Busy	92
3130	No Answer	779
3150	Technical Phone Problems	78
4200	Fax/Data Line	175
4310	Non-working Number	1039
4320	Disconnected Number	2060
4410	Number Changed to nonpub#	89
4420	Cell Phone	
4510	Business/Government/Other Org	119
4520	Institution	3
4530	Group Quarters	4
4700	No child there with first/last name	1154
4701	Child not in Medicaid/HMO	316
4702	Child in Medicaid/HMO, parent under 18	12
5100	Callback, Resp Not Selected	63
5200	Callback, Respondent Selected	36
TOTAL ATTEMPTED		9984
	Not Attempted	0
TOTAL SAMPLE		9984

** This code reflects the last, most recent interview attempt for every record.*

DIPASS ONLY

CAHPS[®] 3.0

**ADULT QUESTIONNAIRE
MEDICAID MANAGED CARE
TELEPHONE SCRIPT**

INTRODUCTION

Hello, my name is _____, and I'm calling from the University of Florida.

We are conducting research sponsored by the Florida Agency for Health Care Administration concerning customer satisfaction with their health plans in Florida.

May I please speak with [RESPONDENT NAME]?

Your phone number was selected at random from a list of members provided by the Florida Agency for Health Care Administration.

All your answers are completely confidential, and you do not have to answer any question you do not wish to answer. In order to conduct telephone research, we maintain your name and number for study participation. No identifying information is linked with the data sent to the Florida Agency for Health Care Administration. The survey takes about 10–15 minutes to complete.

May we proceed?

1. Our records show that you are now in Medicaid. Is that right?

¹ Yes → **If Yes, Go to Question 3**

² No

2. It may be possible that you know your Medicaid plan by another name. What is the name of the insurance you have?

¹ Amerigroup

² Buena Vista

³ Citrus Health Care

⁴ Healthease

⁵ Healthy Palm Beaches

⁶ Humana Family

⁷ Jackson Memorial Health Plan

⁸ JMH Health Plan

⁹ Medipass

¹⁰ MPN / Minority Physician Network

¹¹ Netpass

¹² Phytrust

¹³ Preferred Medical Plan

¹⁴ PSN / Provider Service Network

¹⁵ South Florida Community Network

¹⁶ Staywell

¹⁷ United Healthcare Plan

¹⁸ United Eldercare

¹⁹ Universal Health Care

²⁰ Vista Health Plan of South Florida

²¹ Well Care

²² Other (please specify) → **If Other, Terminate Survey**

3. When we refer to Medicaid, we will be speaking about the insurance you just named. How many months or years in a row have you been in Medicaid?

¹ Less than 6 months

² At least 6 months but less than 1 year

³ At least 1 year but less than 2 years

⁴ At least 2 years but less than 5 years

⁵ 5 or more years

YOUR PERSONAL DOCTOR OR NURSE

The next questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. **A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant. Do you have one person you think of as your personal doctor or nurse?**

¹ Yes

² No → If No, Go to Question 8

5. **What is the typical travel time for you to see your personal doctor or nurse?**

¹ 15 minutes or less

² 16 – 30 minutes

³ 31 minutes – 1 hour

⁴ Over 1 hour

6. **Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?**

⁰ 0 Worst personal doctor or nurse possible

¹ 1

² 2

³ 3

⁴ 4

⁵ 5

⁶ 6

⁷ 7

⁸ 8

⁹ 9

¹⁰ 10 Best personal doctor or nurse possible

7. **Did you have the same personal doctor or nurse before you joined Medicaid?**

¹ Yes → If Yes, Go to Question 9 on page 4

² No

8. Since you joined Medicaid, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

¹ A big problem

² A small problem

³ Not a problem

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, **do not** include dental visits.

9. **Specialists** are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.
In the last 6 months, did you or a doctor think you needed to see a specialist?
- ¹ Yes
- ² No → If No, Go to Question 11
10. In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?
- ¹ A big problem
- ² A small problem
- ³ Not a problem
11. In the last 6 months, did you see a specialist?
- ¹ Yes
- ² No → If No, Go to Question 15 on page 6
12. What is the typical travel time for you to see your specialist?
- ¹ 15 minutes or less
- ² 16 – 30 minutes
- ³ 31 minutes – 1 hour
- ⁴ Over 1 hour

13. We want to know your rating of the specialist you saw most often in the last 6 months. 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 the specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

14. In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?

- Yes
 - No
-

YOUR HEALTH CARE IN THE LAST 6 MONTHS

15. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?
- ¹ Yes
- ² No → If No, Go to Question 17
16. In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
17. 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?
- ¹ Yes
- ² No → If No, Go to Question 19
18. In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
19. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.
- In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?
- ¹ Yes
- ² No → If No, Go to Question 21 on page 7

20. In the last 6 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?
- ¹ Never
 - ² Sometimes
 - ³ Usually
 - ⁴ Always
21. In the last 6 months, how many times did you go to an emergency room to get care for yourself?
- ⁰ None
 - ¹ 1
 - ² 2
 - ³ 3
 - ⁴ 4
 - ⁵ 5 to 9
 - ⁶ 10 or more
22. In the last 6 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?
- ⁰ None → If None, Go to Question 36 on page 10
 - ¹ 1
 - ² 2
 - ³ 3
 - ⁴ 4
 - ⁵ 5 to 9
 - ⁶ 10 or more
23. In the last 6 months, did you or a doctor believe you needed any care, tests, or treatment?
- ¹ Yes
 - ² No → If No, Go to Question 25 on page 8
24. In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?
- ¹ A big problem
 - ² A small problem
 - ³ Not a problem

25. In the last 6 months, did you need approval from Medicaid for any care, tests, or treatment?
- ¹ Yes
- ² No → If No, Go to Question 27
26. In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from Medicaid?
- ¹ A big problem
- ² A small problem
- ³ Not a problem
27. In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
28. In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
29. In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
30. In the last 6 months, how often did doctors or other health providers listen carefully to you?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

31. In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
32. In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
33. In the last 6 months, how often did doctors or other health providers show respect for what you had to say?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
34. In the last 6 months, how often did doctors or other health providers spend enough time with you?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

35. 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?

⁰ 0 Worst health care possible

¹ 1

² 2

³ 3

⁴ 4

⁵ 5

⁶ 6

⁷ 7

⁸ 8

⁹ 9

¹⁰ 10 Best health care possible

36. An interpreter is someone who repeats or signs what one person says in a language used by another person.

In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?

¹ Yes

² No → If No, Go to Question 38 on page 11

37. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

¹ Never

² Sometimes

³ Usually

⁴ Always

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

38. Our records indicate that you are in MediPass, one of the programs in the Florida Medicaid program. Under MediPass, you have to choose a doctor from a list or go to a clinic or health care center on the list provided by Medicaid.

Are you covered by MediPass?

- ¹ Yes
² No → If No, Go to Question 42

39. Did you choose MediPass or were you told which plan you were in?

- ¹ I chose my plan.
² I was told which plan I was in.

40. You can get information about plan services in writing, by telephone, on the Internet or in-person.

Did you get any information about MediPass before you signed up for it?

- ¹ Yes
² No → If No, Go to Question 42

41. How much of the information you were given before you signed up for MediPass was correct?

- ¹ All of it
² Most of it
³ Some of it
⁴ None of it

42. In the last 6 months, did you look for any information about how MediPass works in written material or on the Internet?

- ¹ Yes
² No → If No, Go to Question 44 on page 12

- 43. In the last 6 months, how much of a problem, if any, was it to find or understand this information?**
- ¹ A big problem
 - ² A small problem
 - ³ Not a problem
- 44. In the last 6 months, did you call the Medicaid office to get information or help?**
- ¹ Yes
 - ² No → If No, Go to Question 46
- 45. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called the Medicaid office?**
- ¹ A big problem
 - ² A small problem
 - ³ Not a problem
- 46. In the last 6 months, did you have to fill out any paperwork for Medicaid?**
- ¹ Yes
 - ² No → If No, Go to Question 48
- 47. In the last 6 months, how much of a problem, if any, did you have with paperwork for Medicaid?**
- ¹ A big problem
 - ² A small problem
 - ³ Not a problem

48. 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?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

49. Would you recommend MediPass to your family or friends?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

50. How would you rate the number of doctors you had to choose from?

- Excellent
- Very Good
- Good
- Fair
- Poor
- No experience

IF Q44=1 OR Q42=1, OTHERWISE START WITH Q55

51. Earlier you said you tried to get information about MediPass at some point in the last 6 months.

When you tried to get information about MediPass, were you given information about other health plans that are available to you?

¹ Yes

² No → If No, Go to Question 55

52. In the last 6 months, how much of a problem, if any, was it to understand this information?

¹ A big problem

² A small problem

³ Not a problem

53. Who gave you the information?

¹ Health Plan Representative/Medicaid Office

² Receptionist at your doctor's office or clinic

³ A doctor or nurse practitioner

⁴ Other

54. Was this information correct?

¹ Yes

² No

55. If you wanted to change your health plan, do you know how to change to another plan?

¹ Yes

² No → If No, Go to Question 57

56. Have you changed health plans in the last 6 months?

¹ Yes

² No

57. In the last 6 months, has a health care provider, MediPass or Medicaid denied you any care, tests or treatment covered by Medicaid or MediPass?

¹ Yes

² No

ABOUT YOU

58. In general, how would you rate your overall health now?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

59. What is your age now?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 or older

60. Are you male or female?

- 1 Male
- 2 Female

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

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

62. Are you of Hispanic or Latino origin or descent?

- 1 Yes, Hispanic or Latino
- 2 No, not Hispanic or Latino

63. What is your race? Please mark one or more.

- ¹ White
- ² Black or African-American
- ³ Asian
- ⁴ Native Hawaiian or other Pacific Islander
- ⁵ American Indian or Alaska Native
- ⁶ Other

64. What language do you mainly speak at home?

- ¹ English
- ² Spanish
- ³ Some other language

**Those are all the questions that I have.
Thank you very much for your help with this survey.
Have a nice (day/evening). Good Bye.**

NON-MEDIPASS (HMO) ONLY

CAHPS[®] 3.0

**CHILD QUESTIONNAIRE
MEDICAID MANAGED CARE
TELEPHONE SCRIPT**

INTRODUCTION

Hello, my name is _____, and I'm calling from the University of Florida.

We are conducting research sponsored by the Florida Agency for Health Care Administration concerning customer satisfaction with their health plans in Florida.

May I please speak with the parent or guardian of [RESPONDENT NAME]?

Your child's name was selected at random from a list of members provided by [HEALTH PLAN NAME].

All your answers are completely confidential, and you do not have to answer any question you do not wish to answer. In order to conduct telephone research, we maintain your name and number for study participation. No identifying information is linked with the data sent to the Florida Agency for Health Care Administration. The survey takes about 10–15 minutes to complete.

May we proceed?

Please answer the questions for {CHILD'S NAME}. Please do not answer for any other children.

1. Our records show that your child is now in {Health Plan Name/State Medicaid Program Name}. Is that right?

¹ Yes → If Yes, Go to Question 3

² No

2. What is the name of your child's health plan?

3. How many months or years in a row has your child been in this plan?

¹ Less than 6 months

² At least 6 months but less than 1 year

³ At least 1 year but less than 2 years

⁴ At least 2 years but less than 5 years

⁵ 5 or more years

YOUR CHILD'S PERSONAL DOCTOR OR NURSE

The next questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. A personal doctor or nurse is the health provider who knows your child best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

Do you have one person you think of as your child's personal doctor or nurse? If your child has more than one personal doctor or nurse, choose the person your child sees most often.

- ¹ Yes
² No → If No, Go to Question 7

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

- ⁰ 0 Worst personal doctor or nurse possible
¹ 1
² 2
³ 3
⁴ 4
⁵ 5
⁶ 6
⁷ 7
⁸ 8
⁹ 9
¹⁰ 10 Best personal doctor or nurse possible

6. Did your child have the same personal doctor or nurse before you joined this health plan?

- ¹ Yes → If Yes, Go to Question 8 on page 3
² No

7. **Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?**

¹ A big problem

² A small problem

³ Not a problem

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

¹ Yes

² No

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits.

9. **Specialists** are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

In the last 6 months, did you or a doctor think your child needed to see a specialist?

- ¹ Yes
² No → If No, Go to Question 11

10. In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?

- ¹ A big problem
² A small problem
³ Not a problem

11. In the last 6 months, did your child see a specialist?

- ¹ Yes
² No → If No, Go to Question 14 on Page 6

12. We want to know your rating of the specialist your child saw most often in the last 6 months. 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?

- ⁰ 0 Worst specialist possible
¹ 1
² 2
³ 3
⁴ 4
⁵ 5
⁶ 6
⁷ 7
⁸ 8
⁹ 9
¹⁰ 10 Best specialist possible

13. In the last 6 months, was the specialist your child saw most often the same doctor as your child's personal doctor?

¹ Yes

² No

Option: Insert additional questions about specialist care here.

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

14. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?
- ¹ Yes
- ² No → If No, Go to Question 16
15. In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
16. 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?
- ¹ Yes
- ² No → If No, Go to Question 18
17. 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 you wanted?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
18. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else your child would see for health care.
- In the last 6 months, not counting the times your child needed health care right away, did you make any appointments for your child with a doctor or other health provider for health care?
- ¹ Yes
- ² No → If No, Go to Question 20 on page 7

19. In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
20. In the last 6 months, how many times did your child go to an emergency room?
- 0 None
 1 1
 2 2
 3 3
 4 4
 5 5 to 9
 6 10 or more
21. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?
- 0 None → If None, Go to Question 38 on Page 10
 1 1
 2 2
 3 3
 4 4
 5 5 to 9
 6 10 or more
22. In the last 6 months, did you or a doctor believe your child needed any care, tests or treatment?
- 1 Yes
 2 No → If No, Go to Question 24
23. In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?
- 1 A big problem
 2 A small problem
 3 Not a problem

24. In the last 6 months, did your child need approval from your health plan for any care, tests or treatment?
- ¹ Yes
- ² No → If No, Go to Question 26 on page 8
25. In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?
- ¹ A big problem
- ² A small problem
- ³ Not a problem
26. In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
27. In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
28. In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
29. In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?
- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

30. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

31. In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

32. In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Yes
- 2 No → If No, Go to Question 36

34. In the last 6 months, how often did your child have a hard time speaking with or understanding doctors or other health providers because they spoke different languages?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

35. In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

36. In the last 6 months, how often did doctors or other health providers spend enough time with your child?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

37. 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?

- 0 0 Worst health care possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best health care possible

38. An interpreter is someone who repeats or signs what one person says in a language used by another person.

In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?

- 1 Yes
- 2 No → If No, Go to Question 40

39. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
40. In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?
- 1 Yes
 2 No → If No, Go to Question 42 on page 11
41. In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
42. Is your child 2 years old or younger?
- 1 Yes
 2 No → If No, Go to Question 46 on page 12
43. Reminders from the doctor's office or clinic, or from the health plan can come to you by mail, by telephone, or in-person during a visit.
- After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?
- 1 Yes
 2 No
44. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?
- 1 Yes
 2 No → If No, Go to Question 46 on Page 12

45. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

¹ Yes

² No

Option: Insert additional questions about general health care here.

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

46. Some states pay health plans to care for people covered by {Medicaid/State name for Medicaid}. With these health plans, you may have to choose your child's doctor from the health plan list or take your child to a clinic or health care center on the plan list.

Is your child covered by a health plan like this?

¹ Yes

² No → If No Go to Question 50

47. Did you choose your child's health plan or were you told which plan your child was in?

¹ I chose my child's plan.

² I was told which plan my child was in.

48. You can get information about your child's plan services in writing, by telephone, on the Internet, or in-person.

Did you get any information about your child's health plan before you signed him or her up for it?

¹ Yes

² No → If No, Go to Question 50

49. How much of the information you were given before you signed your child up for the plan was correct?

¹ All of it

² Most of it

³ Some of it

⁴ None of it

50. In the last 6 months, did you look for any information about how your child's health plan works in written material or on the Internet?

¹ Yes

² No → If No, Go to Question 52 on page 13

51. In the last 6 months, how much of a problem, if any, was it to find or understand information?
- A big problem
 - A small problem
 - Not a problem
52. In the last 6 months, did you call the health plan's customer service to get information or help for your child?
- Yes
 - No → If No, Go to Question 54
53. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?
- A big problem
 - A small problem
 - Not a problem
54. In the last 6 months, did you have to fill out any paperwork for your child's health plan?
- Yes
 - No → If No, Go to Question 56
55. In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?
- A big problem
 - A small problem
 - Not a problem

56. 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 your child's health plan?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

57. Would you recommend your child's health plan to your family or friends?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

58. How would you rate the number of doctors you had to choose from?

- Excellent
- Very Good
- Good
- Fair
- Poor
- No experience

59. If today you could select any health plan company in your area, would you select your child's current health plan again?

- Definitely yes
- Probably yes
- Uncertain
- Probably not
- Definitely not

60. Your health plan may offer programs for members who participate in health classes and/or engage in healthy behaviors. (i.e. participating in disease management, smoking cessation or weight loss programs, having preventive screenings or flu shots)

In the last 6 months, has your child's health plan given you information about programs offered to members who participate in health classes and/or engage in healthy behaviors?

¹ Yes

² No → If No, Go to Question 63 on page 15

61. In the last 6 months, has your child participated in any of these programs?

¹ Yes

² No → If No, Go to Question 63 on page 15

62. Has participating in these programs improved your child's health in the last 6 months?

¹ Yes

² No

IF Q50=1 OR Q51=1, OTHERWISE CONTINUE WITH Q67

63. Earlier you said you tried to get information about your child's health plan at some point in the last 6 months.

When you tried to get information about your child's health plan, were you given information about other health plans that are available to your child?

¹ Yes

² No → If No, Go to Question 67

64. In the last 6 months, how much of a problem, if any, was it to understand this information?

¹ A big problem

² A small problem

³ Not a problem

65. Who gave you the information?

¹ Health Plan Customer Service Representative

² Receptionist at your doctor's office or clinic

³ A doctor or nurse practitioner

⁴ Other

66. Was this information correct?

¹ Yes

² No

67. If you wanted to change your child's health plan, do you know how to change your child to another plan?

¹ Yes

² No → If No, Go to Question 69

68. Has your child changed health plans in the last 6 months?

¹ Yes

² No

69. In the last 6 months, has a health care provider or your child's health plan denied your child any care, tests or treatment covered by your child's plan?

¹ Yes

² No

70. In the last 6 months, did your child's health plan give you information about using their grievance system?

(The grievance system is a process for asking the health plan to look at a decision that could have a negative effect on your health.)

¹ Yes

² No

71. Does your child's health plan offer services not covered by Medicaid?

¹ Yes

² No

Option: Insert additional questions about the health plan here.

ABOUT YOUR CHILD AND YOU

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

- 1 Excellent
- 2 Very Good
- 3 Good
- 4 Fair
- 5 Poor

73. What is your child's age now?

- 1 Less than one year old
_____ YEARS OLD

74. Is your child male or female?

- 1 Male
- 2 Female

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

- 1 Yes, Hispanic or Latino
- 2 No, Not Hispanic or Latino

76. What is your child's race? Please mark one or more.

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native
- 6 Other

77. What is your age now?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

78. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

80. What language do you mainly speak at home?

- English
- Spanish
- Some other language

81. What language does your child mainly speak at home?

- English
- Spanish
- Some other language

82. How are you related to the child?

- ¹ Mother or father
- ² Grandparent
- ³ Aunt or uncle
- ⁴ Older brother or sister
- ⁵ Other relative
- ⁶ Legal guardian
- ⁷ Someone else

83. Are you listed as the child's payee or guardian on Medicaid records?

- ¹ Yes
- ² No

**Those are all the questions that I have.
Thank you very much for your help with this survey.
Have a nice (day/evening). Good Bye.**