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A PROGRAM OF THE ARKANSAS DEPARTMENT OF HUMAN SERVICES,
DIVISION OF MEDICAL SERVICES

2024 Beneficiary Satisfaction Survey Results

DATA COLLECTION
AND ANALYSIS BY

afmc℠

ARKANSAS DEPARTMENT OF HUMAN SERVICES

ARKIDS FIRST A BENEFICIARY SATISFACTION SURVEY

2024 Beneficiary Satisfaction Survey Results

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Executive Summary

Implemented in 1997, Arkansas Medicaid's ARKids First Program is one of the most successful children's healthcare programs in the United States. It was first noted as an innovative program and later became a model for the Children's Health Insurance Program (CHIP) federal mandate. The ARKids Program provides a complete package of benefits under two options based on family income. Low-income families are eligible for ARKids First A, while ARKids First B is for children without employer-sponsored or group health insurance. ARKids First A is Medicaid for children. There are no deductibles, premiums, or copayments charged to children covered by ARKids First A. In the state fiscal year 2024 (SFY24), ARKids First A provided for the healthcare needs of approximately 226,000 Arkansas children.

The Department of Human Services (DHS), Division of Medical Services (DMS) oversees the ARKids First program. In 2024, the ARKids First Program integrated a new survey with a set of items to better address the needs of children with chronic conditions. The goal of the Children with Chronic Conditions (CCC) item set is to identify children with chronic conditions, assess their experiences with the healthcare system, and compare their experiences to those without chronic conditions in the same plan.

As part of their oversight duties, DMS contracted with AFMC to conduct the 2024 ARKids First A Beneficiary Survey using the HEDIS® MY 2023 CAHPS® 5.1H with CCC Measure survey instrument (ARKids First A with CCC). [1,2] AFMC is a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS) survey vendor. After sending 4,790 surveys by mail to parents/guardians of children who were ARKids First A beneficiaries during the measurement year (MY) from July through December of 2023 (SFY24), AFMC received 778 surveys. The analyzable sample size excluded beneficiaries with invalid addresses and respondents who were found to be otherwise ineligible. After removing beneficiaries deemed ineligible (12 respondents), beneficiaries with incomplete surveys per NCQA specifications (7 respondents), and adjusting for invalid addresses (535), 759 surveys were available for analysis from an analyzable sample size of 4,243, resulting in an analyzable response rate of 17.9%. This report summarizes the 2024 ARKids First A Beneficiary Satisfaction Survey results collected from March through May 2024.

This comprehensive analysis will assist DMS in determining which services beneficiaries use, how beneficiaries evaluate the ARKids First A program and its services, and identifying key opportunities for improving member experiences. Additionally, survey results compared the ARKids First A general sample respondents and the ARKids First A Children with Chronic Conditions respondents. Further comparisons are provided with the 2023 National CAHPS Benchmarking Database (NCBD) national rates.

NCBD provides the most positive response options in analysis figures. This is because NCBD considers only the most favorable outcomes or responses. As a result, the analysis figures provided by NCBD are focused on the best-case scenarios and fewer respondents. However, AFMC provides a more comprehensive analysis by considering a wider range of positive response options ("always" and "usually" for the composite components and summary rate question and 8, 9, or 10 response options for rating questions).

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

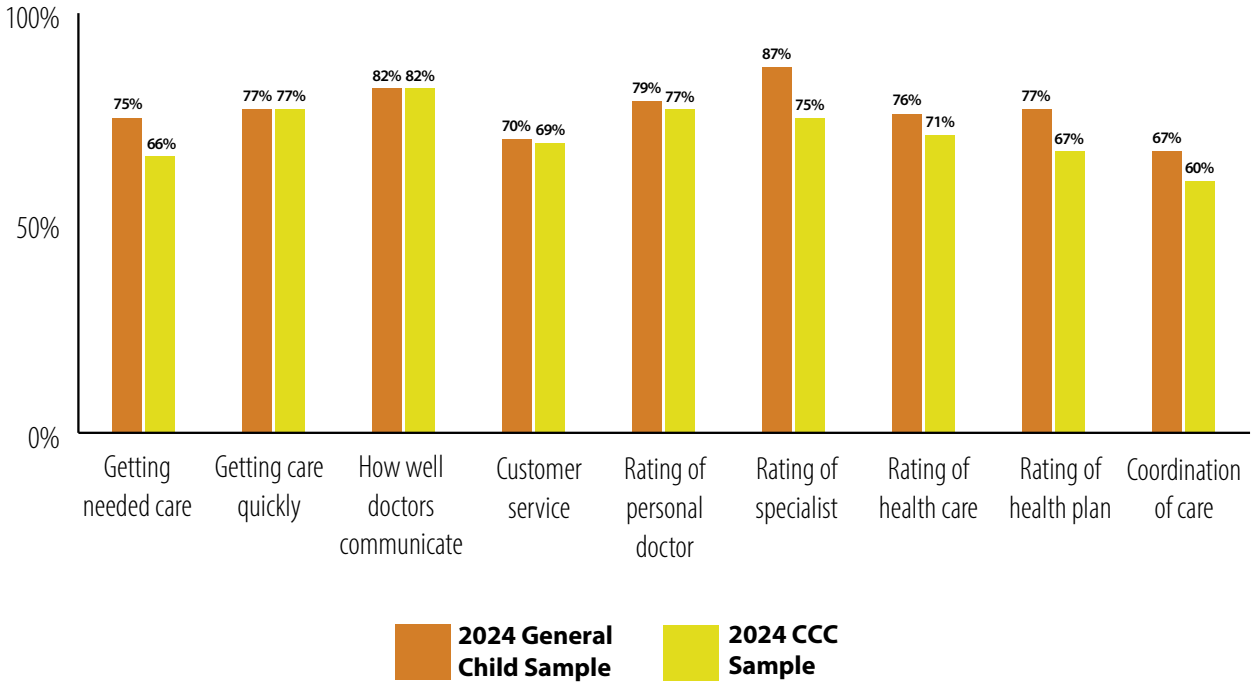
[2] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Table 1 and Figure 1 show the overall composite and rating percentages for the ARKids First A program for the general child respondents and the respondents identified as Children with Chronic Conditions applying NCBD's most positive response options—"always" for composite components and the summary rate question, 9 or 10 for rating questions.

TABLE 1: COMPOSITE AND RATING PERCENTAGES

COMPOSITES/RATINGS	GENERAL CHILD	GENERAL CHILD NCBD 2023	CHILDREN WITH CHRONIC CONDITIONS	CHILDREN WITH CHRONIC CONDITIONS NCBD 2023
Getting needed care	75%	56%	66%	54%
Getting care quickly	77%	66%	77%	68%
How well doctors communicate	82%	77%	82%	77%
Customer service	70%	67%	69%	66%
Rating of personal doctor	79%	75%	77%	73%
Rating of specialist	87%	72%	75%	70%
Rating of health care	76%	67%	71%	62%
Rating of health plan	77%	70%	67%	64%
Coordination of care	67%	58%	60%	54%

FIGURE 1.



The 2024 ARKids First A Beneficiary Satisfaction Survey includes four composite measures, four rating questions, and one summary rate question.

- **Getting needed care** measures a beneficiary's access to urgent and nonurgent care in a timely manner.
- **Getting care quickly** measures the beneficiary's ease of seeing a specialist and getting any care, tests, or treatment.
- **How well doctors communicate** measures how well doctors listen, explain, spend enough time with beneficiaries, and show respect for what they have to say.
- **Customer service** measures how often beneficiaries got the help they needed and were treated with courtesy and respect by Medicaid's customer service representatives.

There are four questions with responses scaled from 0 to 10, where 0 represents the "worst possible" and 10 represents the "best possible." Categories include:

- **Rating of personal doctor**
- **Rating of specialist**
- **Rating of health care**
- **Rating of health plan**

There is one summary rate question:

- **Coordination of care** measures how often a beneficiary's personal doctor seemed informed and up-to-date about the care they got from other doctors or healthcare providers.

In the Composite Analysis section (Table 7), AFMC provides a more comprehensive analysis by considering a wider range of positive response options ("always" and "usually" for composite components and the summary rate question and 8, 9, or 10 response options for rating questions). This means that AFMC considers a greater range of scenarios, which can lead to a more nuanced and realistic assessment with more respondents.

NOTABLE FINDINGS

The following summarizes how ARKids First A demographics, ratings, and composite scores trend over time. For the complete analysis, please refer to the sections Demographics of Survey Sample and Respondents (Page 11), ARKids First A Beneficiary Health Care Access (Page 15), Composite Analysis (Page 16), and Comparisons with Benchmark Data (Page 24) in this report.

AFMC compared the 2024 ARKids First A survey general child sample results with the 2024 CCC sample results, as well as with the 2023 NCBD national rates.

Demographic comparisons of the general child sample of respondents had a significantly higher proportion of children ages 0–3, and a significantly lower proportion of children ages 8–11 than the CCC sample of respondents. For child's overall health status and child's mental health status, the general child sample saw significantly higher proportions of respondents in the "excellent/very good" category, while the proportions for both of these demographics were significantly lower for the "good" and "fair/poor" status categories.

The 2024 ARKids First A survey sample demographics is compared with the population and the demographics of the survey respondents. Based on the population data, 53.4% of 2024 ARKids First A respondents were "white," followed by 17.4% of respondents with race unknown. A larger percentage of respondents were "male" (54.5%) than "female" (45.5%). The majority (40.8%) of respondents were from the "12–18" age group. This year's data also shows that more respondents were in the "Northwest" region (35.4%) than any other region of the state.

Parents/caregivers of ARKids First A beneficiaries were asked about their satisfaction with certain aspects of the health plan, and the beneficiary satisfaction among the general child sample and the children with chronic conditions sample with the ARKids First A health plan was compared. The proportion of beneficiaries reporting it was "usually" or "always" easy to get prescription medicine was significantly higher among beneficiaries of the general child sample (95.2%) than the CCC sample (88.7%). The mean rating of health care was non-significantly higher for beneficiaries of the general child sample in the ARKids First A health plan when compared with the children with chronic conditions sample.

When comparing the ARKids First A 2024 survey results of the general child sample with the survey results of the CCC sample, AFMC found that for both samples, all composite measures had a positive summary rate of 89.5% or higher. The "doctors show respect for what you had to say" component among the CCC sample had a summary rate of 97.8%, the highest summary rate of all composite and component measures. The general child sample had a more positive summary rate among all composites, rating items, and question summary rates when compared to the children with chronic conditions sample, although all differences were not significant except for one. The general child sample had a significantly higher positive summary rate for "rating of health plan" when compared to the CCC sample.

Questions that make up the chronic condition measurement set are contained within the HEDIS MY 2023 CAHPS 5.1H Child with CCC Survey. The questions are used as a screening tool to identify the subset of children with chronic conditions. Based on the screening tool used during analysis, 354 beneficiaries were considered to be a child with chronic conditions. The "use of or need for prescription medicine" health consequence section had the highest positive response rate, with all response rates being 72.0% or higher for all three questions in this section when compared to all other health consequence sections. In the "use or need for specialized services" section, 100.0% of CCC beneficiaries who reported that their child uses or needs specialized services due to medical, behavioral, or other health conditions said this condition has lasted or is expected to last at least 12 months.

The CCC sample has a set of composites, components, and individual items specific to this group of beneficiaries. The "getting therapy" component had the highest summary rate (85.7%) among the "access to specialized services" composite. The "doctors answered questions you had," component within the "family centered care: getting needed information" composite had the highest summary rate of 93.4% when compared to all other component questions. This is followed by the "doctors contacting your child's school or daycare" component within the "coordination of care for children with chronic conditions" composite, with a summary rate of 92.7%.

Comparing 2024 ARKids First A survey results for the general child sample with the 2023 NCBD national survey results, ARKids First A satisfaction was significantly higher for the composites "getting needed care" and "getting care quickly" and each component question for these composites. For the "how well doctors communicate" composite, the "doctors explaining things in an understandable way," and "doctors showing respect for what you had to say" composite questions were significantly higher for the general child sample when compared with the 2023 NCBD national survey respondents of the general child population.

In 2024, the CCC sample from the ARKids First A survey results had a significantly higher satisfaction proportion for two of the four composites — "getting needed care" and "getting care quickly." The component questions making up these two composites were also significantly higher than the national CCC proportions. Only the "rating of healthcare" rating question was significantly higher for the 2024 ARKids First A CCC sample than the 2023 NCBD national CCC sample.

Comparing the 2024 ARKids First A survey result of the CCC sample with the NCBD national survey results of the CCC sample for the CCC specific composite measures, AFMC found the ARKids First A satisfaction was significantly higher for the component question "getting therapy" from the "access to specialized services" composite. The "doctors answering questions you had" component from the "family centered care: getting needed information" composite and the "doctors or staff coordinating child's care among other providers" component from the "coordination of care for children with chronic conditions" composite were significantly higher when compared to the national rates.

Survey Overview and Methodology

BACKGROUND AND SURVEY INSTRUMENT

DMS chose AFMC to conduct the 2024 ARKids First A Beneficiary Satisfaction Survey using the HEDIS MY 2023 CAHPS 5.1H with CCC Measure survey tool. NCQA's naming convention refers to 'HEDIS MY ####' where "MY" refers to "Measurement Year" and #### is the performance period (year) from which the data is derived. Developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA, CAHPS surveys are the most comprehensive survey tools available for assessing beneficiary experiences with their health plan. The survey was conducted using an NCQA-approved enhanced HEDIS/CAHPS protocol.

AFMC first conducted the ARKids First A Beneficiary survey in 1998. It was repeated biennially until 2023. Effective January 1, 2024, the Centers for Medicare & Medicaid Services (CMS) established requirements for mandatory annual State reporting as a major step in the development of a national, evidence-based system for measuring and improving the quality of care delivered to Medicaid beneficiaries. In 2024, the Child Core Set required the implementation of the CAHPS Health Plan Survey 5.1H – Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items (CPC-CH).

This report summarizes results as applied to both systematic samples of ARKids First A and ARKids First A with CCC beneficiaries. The CCC survey includes the same composite, rating, and individual question summary rate questions included in the HEDIS MY 2023 CAHPS 5.1H Child Without CCC Survey:

- Getting needed care
- Getting care quickly
- How well doctors communicate
- Customer service
- Rating personal doctor
- Rating specialist seen most often
- Rating child's health care
- Rating health plan
- Coordination of care

In addition, the survey includes the following three CCC composites that summarize satisfaction with basic components of care essential for successful treatment, management, and support of children with chronic conditions:

- Access to specialized services
- Family centered care: Personal doctor who knows child
- Coordination of care for children with chronic conditions

Question summary rates are also reported individually for two CCC items summarizing the following concepts:

- Access to prescription medicines
- Family centered care: getting needed information

In general, satisfaction is presented by summary rates, which represent the percentage of respondents who chose the most positive question responses as specified by NCQA ("always," 9, or 10). AFMC considers a wider range of positive response options ("always" and "usually" for composite components and the summary rate question and 8, 9, or 10 response options for rating questions). Where applicable, the general child population results are shown alongside the child with chronic conditions results to assess how well the program performs among the different beneficiary types.

CHILDREN WITH CHRONIC CONDITIONS

CAHPS references the Maternal and Child Health Bureau's definition of children with chronic conditions. Their definition is based on consequences rather than specific conditions or diseases. "Children with special health care needs are those who have a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that generally required by children."

SAMPLING PROTOCOL

Children with chronic conditions represent a small proportion of the general population of children. As part of the sampling protocol, a prescreen status code is assigned to each child in the sample frame, which identifies children who are more likely to have a chronic condition as determined by transactional claims data. Then, two systematic samples are drawn (first for the CAHPS 5.1H Child Survey sample [the general population] and then a supplemental sample for the CCC supplemental sample). The supplemental sample is derived from the set of members with a prescreen status code identifying them as children who are more likely to have a chronic condition and who were not already selected in the general population.

The supplemental sample of children who may be more likely to have a chronic condition receive the same survey and follow the same survey protocol as the general children population. During analysis, a survey-based screening tool is used to identify children with chronic conditions based on responses to specific questions. The survey-based screening tool contains five sections representing five different health consequences. A child is identified as having a chronic condition if all questions within at least one specific health consequence are answered as "yes." The five health consequences used in the survey-based screening tool and their respective component questions are listed below. It should be noted that respondents could be assigned chronic condition status based on more than one health consequence section.

Use of or Need for Prescription Medicines	
Q55	Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
Q56	Is this because of any medical, behavioral, or other health condition?
Q57	Is this a condition that has lasted or is expected to last for at least 12 months?
Above-Average Use or Need for Medical, Mental Health or Education Services	
Q58	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?
Q59	Is this because of any medical, behavioral, or other health condition?
Q60	Is this a condition that has lasted or is expected to last for at least 12 months?
Functional Limitations Compared with Others of Same Age	
Q61	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?
Q62	Is this because of any medical, behavioral, or other health condition?
Q63	Is this a condition that has lasted or is expected to last for at least 12 months?
Use of or Need for Specialized Therapies	
Q64	Does your child need or get special therapy such as physical, occupational, or speech therapy?
Q65	Is this because of any medical, behavioral, or other health condition?
Q66	Is this a condition that has lasted or is expected to last for at least 12 months?
Q67	Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
Q68	Has this problem lasted or is it expected to last for at least 12 months?

SURVEY SIZE, SAMPLE DISPOSITION, AND RESPONSE RATE

To determine the sample size, AFMC looks at the number of complete and eligible surveys obtained during prior years to determine if oversampling is necessary to achieve the goal of 411 complete surveys or the required denominator of 100 complete responses for each survey question as recommended by NCQA. The 2023 ARKids First A results were used to determine the oversampling rate. NCQA guidelines allow oversampling for the general population without oversampling for the CCC supplemental sample.

Per NCQA guidelines, a total sample of 4,790 beneficiaries were selected from the Arkansas Medicaid Enterprise (AME) Decision Support System (DSS) claims data using a systematic sampling methodology: 2,950 were part of the general population sample, and 1,840 were part of the supplemental sample. A total of 778 surveys were returned, resulting in a return rate of 16.2%. Of the 4,790 beneficiaries selected, 535 were found to have an invalid address, and 12 were deemed ineligible, resulting in an analyzable sample size of 4,243. After omitting the ineligible beneficiaries (12) and incomplete surveys (7) from the 778 surveys received, 759 were available for analysis, resulting in an analyzable response rate of 17.9%. As seen in **Table 2**, response rates were calculated on the entire child population, as respondents were not identified as part of the children with chronic condition population until the analysis phase.

TABLE 2. SAMPLE SIZE, SURVEY DISPOSITION, AND RESPONSE RATE	
ARKIDS FIRST A: CHILDREN WITH CHRONIC CONDITIONS SURVEY	**2024**
Total mailing sent	4,790
Ineligible: According to population criteria*	12
Ineligible: Language barrier*	0
Ineligible: Mentally or physically incapacitated*	0
Ineligible: Deceased*	0
Invalid address*	535
Analyzable sample size	4,243
Eligible: Incomplete (3 of 5 questions not answered per NCQA specifications)***	7
Refusal	0
Nonresponse**	3,477
Analyzable surveys returned	759
Analyzable response rate	17.9%

** Excluded from response rate denominator*
*** Does not include invalid addresses*
**** An eligible but incomplete disposition code is assigned to received surveys that have not answered at least 3 of 5 specified questions as indicated in HEDIS MY 2023 Volume 3 Specifications for Survey Measures. These surveys are not included in the analyzable surveys returned.*

SAMPLING FRAME

Beneficiary information was obtained from Medicaid. AFMC used a systematic sampling method as outlined in HEDIS MEASUREMENT YEAR 2022 VOLUME 3: SPECIFICATIONS FOR SURVEY MEASURES. NCQA guidelines also require each beneficiary be enrolled for a minimum of six months prior to participating in the survey with no more than one gap in enrollment of up to 45 days. Although NCQA defines the allowable gap as 45 days, AFMC sets this criterion at 30 days because enrollment data are reported monthly. The sampling frame consisted of all ARKids First A primary care case management (PCCM) enrollees who were 17 years old or younger as of December 31, 2023. A beneficiary's six-month continuous enrollment began on July 1, 2023. Only one beneficiary per household was selected.

SURVEY PROCEDURE

AFMC conducted a mail-only survey as telephone numbers or emails of beneficiaries were not available. An advance letter, written on DMS letterhead and signed by the director of DMS, was mailed to each selected beneficiary. For the selected children, the parent/caregiver was the recipient of the advanced letter. The letter explained the purpose of the survey, informed the recipients of its confidential and voluntary nature, and provided instructions for requesting a Spanish or Marshallese language version of the survey. Three weeks later, a packet containing a questionnaire, a postage-paid return envelope, and a cover letter was sent to each beneficiary. The cover letter, on DMS letterhead and signed by the director, reiterated the information in the advance letter and gave specific instructions for completing and returning the survey.

A reminder notice was mailed two weeks later to those beneficiaries who did not respond. Approximately one month after the initial survey was sent, a second survey was mailed to any beneficiary who had not returned a survey. Approximately 10 days after the second survey, a second reminder notice was mailed (Table 3).

All mail was sent bulk rate with return receipt and address correction requested. Letters and surveys that were returned as undeliverable with an address correction were re-mailed.

SURVEY TIMETABLE

TABLE 3. SURVEY MAILING DATES

SURVEY MAILINGS	DATE
Advance letter	March 13, 2024
First survey	April 3, 2024
First reminder notice	April 17, 2024
Second survey	May 3, 2024
Second reminder notice	May 14, 2024
Data collection cutoff	May 31, 2024

SURVEY TRACKING

A unique number was assigned to each survey for tracking purposes only. This tracking number was used so that a second survey could be mailed to nonresponders but not to those who had already completed and returned the survey. Beneficiary confidentiality was never compromised.

DISQUALIFIED SURVEYS

Surveys received after the May 31 cutoff date were excluded from survey analysis. Surveys without any valid responses, incomplete responses per NCQA specifications, and those no longer meeting enrollment criteria were excluded from the analysis. These exclusions were based on the standard HEDIS/CAHPS protocol and recommendations. Total excluded or disqualified surveys represented 2.4% of the total surveys received.

SPANISH AND MARSHALLESE LANGUAGE SURVEYS

AFMC translates all surveys into Spanish and Marshallese and provides either survey version to beneficiaries upon request. Of the 778 surveys returned, one was a Spanish-language survey, and none were Marshallese-language surveys.

Demographics of Survey Sample and Respondents

Since AFMC follows NCQA protocol using a systematic sampling method, the survey samples should be representative of the ARKids First A population. **Table 4** and **Figure 2** illustrate percentages in various demographic categories from parents/caregivers of general child respondents and parents/caregivers of children with chronic conditions. Demographic categories include gender, age, race, parent/caregiver's education, overall health status, and mental health status. **Table 5** shows how the full sample compares with the population and the surveys returned that were used for analysis.

In this initial summary of the HEDIS MY 2023 CAHPS 5.1H Child with CCC Survey for the ARKids First A population, demographic comparisons will be made between the general sample respondents (general child) and the child with chronic conditions respondents (CCC sample). AFMC will highlight where significant differences occur between the two groups. A z-test will be used to determine any significant differences.

Demographic comparisons of the general child sample and the children with chronic conditions sample in **Table 4** showed no significant differences in proportions of respondents by gender. The general child sample of respondents had a significantly higher proportion of children ages 0–3, and a significantly lower proportion of children ages 8–11 than the CCC sample of respondents. The proportion of parents/caregivers with a high school degree or less was significantly higher for the general child sample, while the proportion of parents/caregivers with a college degree or more was significantly lower than the CCC sample. For child's overall health status and child's mental health status, the general child sample saw significantly higher proportions of respondents in the "excellent/very good" category, while the proportions for both of these demographics were significantly lower for the "good" and "fair/poor" status categories.

The demographic data in **Table 5** is derived from the population data, not from the survey responses. The data shows how the sample demographics compare with the population and the demographics of the survey respondents. Based on the population data, 53.4% of 2024 ARKids First A respondents were "white," followed by 17.4% of respondents with race unknown. A larger percentage of respondents were "male" (54.5%) than "female" (45.5%). The majority (40.8%) of respondents were from the "12–18" age group. This year's data also shows that more respondents were in the "Northwest" region (35.4%) than any other region of the state.

TABLE 4. PROFILE OF ARKIDS FIRST A: CHILDREN WITH CHRONIC CONDITIONS SURVEY RESPONDENTS

DEMOGRAPHIC	CATEGORY	GENERAL CHILD	CHILDREN WITH CHRONIC CONDITIONS	SIGNIFICANCE TESTING GENERAL VS. CCC
Gender	Male	54.0%	56.4%	Not Significant
	Female	46.0%	43.6%	Not Significant
Age*	0–3	14.2%	8.1%	Significantly Higher
	4–7	23.6%	25.4%	Not Significant
	8–11	18.9%	26.5%	Significantly Lower
	12–18	43.3%	40.1%	Not Significant
Race*	White	63.9%	64.3%	Not Significant
	Black or African-American	16.6%	18.7%	Not Significant
	Asian	1.0%	0.3%	Not Significant
	Multiracial	7.0%	8.1%	Not Significant
	Other	11.4%	8.6%	Not Significant
Parent/ caregiver's education*	High school graduate or less	60.2%	47.2%	Significantly Higher
	Some college	28.6%	31.6%	Not Significant
	College graduate or more	11.2%	21.2%	Significantly Lower
Overall health status*	Excellent/very good	84.8%	61.4%	Significantly Higher
	Good	13.1%	27.4%	Significantly Lower
	Fair/poor	2.0%	11.1%	Significantly Lower
Mental health status*	Excellent/very good	79.5%	45.5%	Significantly Higher
	Good	17.0%	30.8%	Significantly Lower
	Fair/poor	3.5%	23.6%	Significantly Lower

**Columns may not sum to 100% due to rounding*

FIGURE 2.

Demographics

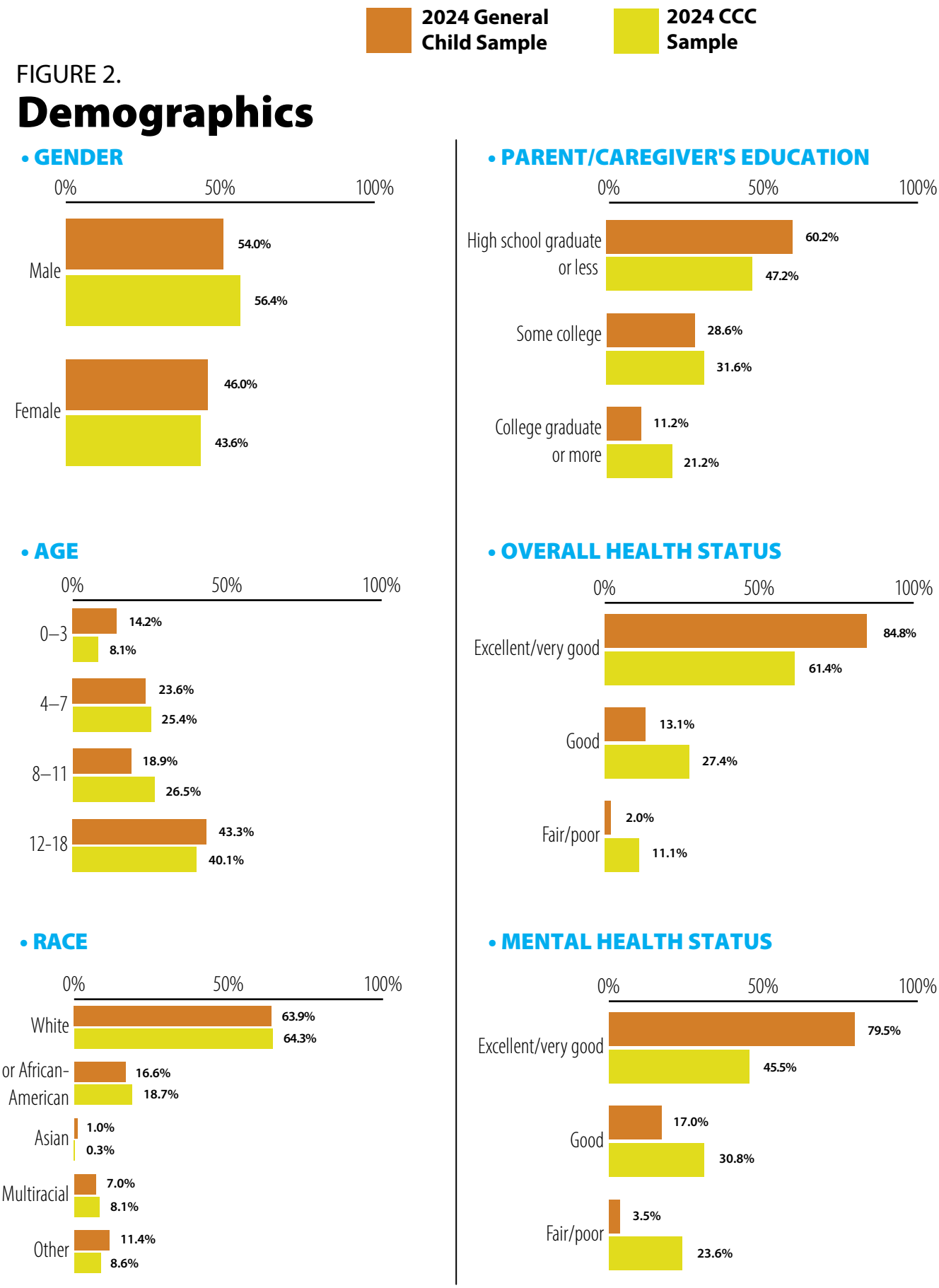


TABLE 5. ARKIDS FIRST A CHILDREN WITH CHRONIC CONDITIONS SAMPLE AND POPULATION DEMOGRAPHICS

DEMOGRAPHIC	BENEFICIARIES SURVEYED	PCT. OF TOTAL	ARKIDS FIRST A POPULATION**	ANALYZABLE RESPONSES	PCT. OF TOTAL	RESPONSE RATE***
RACE AND ETHNICITY						
White	1,953	46.0%	44.9%	405	53.4%	20.7%
Black or African-American	885	20.9%	20.6%	123	16.2%	13.9%
American Indian or Alaska Native	27	0.6%	0.6%	6	0.8%	22.2%
Hispanic or Latino	295	7.0%	8.9%	66	8.7%	22.4%
Asian American	61	1.4%	1.5%	7	0.9%	11.5%
Native Hawaiian or other Pacific Islander	23	0.5%	0.6%	4	0.5%	17.4%
Multiracial	154	3.6%	3.4%	16	2.1%	10.4%
Unknown	845	19.9%	19.5%	132	17.4%	15.6%
Total*	**4,243**	**100.0%**	**100.0%**	**759**	**100.0%**	**17.9%**
GENDER						
Female	1,995	47.0%	48.9%	345	45.5%	17.3%
Male	2,248	53.0%	51.1%	414	54.5%	18.4%
Total*	**4,243**	**100.0%**	**100.0%**	**759**	**100.0%**	**17.9%**
AGE						
0–3	854	20.1%	19.4%	118	15.5%	13.8%
4–7	1,051	24.8%	24.9%	168	22.1%	16.0%
8–11	915	21.6%	23.1%	163	21.5%	17.8%
12–18	1,423	33.5%	32.6%	310	40.8%	21.8%
Total*	**4,243**	**100.0%**	**100.0%**	**759**	**100.0%**	**17.9%**
GEOGRAPHIC REGION						
Northwest	1,345	31.7%	32.8%	269	35.4%	20.0%
Northeast	922	21.7%	20.3%	140	18.4%	15.2%
Central	1,173	27.6%	26.4%	202	26.6%	17.2%
Southwest	427	10.1%	11.5%	78	10.3%	18.3%
Southeast	376	8.9%	8.9%	70	9.2%	18.6%
Total*	**4,243**	**100.0%**	**100.0%**	**759**	**100.0%**	**17.9%**

**Totals may not sum to 100% due to rounding*

***ARKids First A Population is all beneficiaries who meet the enrollment criteria*

****Response Rate is a percent calculated by dividing analyzable responses by the beneficiaries surveyed*

ARKids First A Beneficiary Health Care Access

Parents/caregivers of ARKids First A beneficiaries were asked about their satisfaction with certain aspects of the health plan, such as setting up appointments, rating of the health care, and ease of getting appropriate care and prescription medicine. Table 6 compares the beneficiary satisfaction among the general child sample and the children with chronic conditions sample with the ARKids First A health plan.

TABLE 6. ARKIDS FIRST A: CHILDREN WITH CHRONIC CONDITIONS SATISFACTION WITH HEALTH PLAN

HEALTH CARE ACCESS AMONG GENERAL CHILDREN AND CHILDREN WITH CHRONIC CONDITIONS	2024		
	GENERAL CHILD	CHILDREN WITH CHRONIC CONDITIONS	SIGNIFICANCE TESTING
How often did you get an appointment for a check-up or routine care for your child as soon as your child needed? (q6)			
Never or sometimes	29 (13.3%)	34 (13.2%)	Not Significant
Usually or always	189 (86.7%)	224 (86.8%)	Not Significant
How often was it easy to get prescription medicine? (q51)			
Never or sometimes	8 (4.8%)	32 (11.3%)	Not Significant
Usually or always	160 (95.2%)	251 (88.7%)	Significantly Higher
How often was it easy to get the care, tests, or treatment your child needed? (q10)			
Never or sometimes	12 (4.9%)	21 (7.7%)	Not Significant
Usually or always	232 (95.1%)	250 (92.3%)	Not Significant
Mean rating of health care (q9)	9.12	8.95	Not Significant

The proportion of respondents from both samples is consistent among response options for getting an appointment for a check-up or routine care as soon as needed for their child. The proportion of beneficiaries reporting it was "usually" or "always" easy to get prescription medicine was significantly higher among beneficiaries of the general child sample (95.2%) than the CCC sample (88.7%). The proportion of beneficiaries reporting it was "usually" or "always" easy to get care, tests, or treatment was non-significantly higher among beneficiaries of the general child sample (95.1%) than the CCC sample (92.3%). The mean rating of health care was non-significantly higher for beneficiaries of the general child sample in the ARKids First A health plan when compared with the children with chronic conditions sample.

Composite Analysis

STANDARD COMPOSITES: GENERAL CHILD AND CHILDREN WITH CHRONIC CONDITIONS

The following table shows how the survey data compares between the general child survey sample and the children with chronic conditions survey sample. Table 7 shows each composite measure, the questions that make up these composite measures, the rating questions, and the summary question for general child respondents and children with chronic conditions respondents. As compared with NCBD's most positive response options, AFMC provides a more comprehensive analysis by considering a wider range of positive response options ("always" and "usually" for the component questions that comprise the composite measures and the summary rate question and 8, 9, or 10 response options for rating questions). This greater range of scenarios can lead to a more nuanced and realistic assessment with more respondents. AFMC performs significance testing between the samples through a z-test, and highlighted results indicate whether any comparisons are significantly different. Composite questions are composed of component questions and, therefore, do not have valid n-values.

For both samples, shown in Table 7, all composite measures had a positive summary rate of 89.5% or higher. For the "how well doctors communicate" composite and its corresponding components, the general child and CCC sample groups had a positive summary rate greater than 90.0%. The "doctors show respect for what you had to say" component among the CCC sample, had a summary rate of 97.8%, the highest summary rate of all composite and component measures. The general child sample had a more positive summary rate among all composites, rating items, and question summary rates when compared to the children with chronic conditions sample, although all differences were not significant except for one. The general child sample had a significantly higher positive summary rate for "rating of health plan" when compared to the CCC sample.

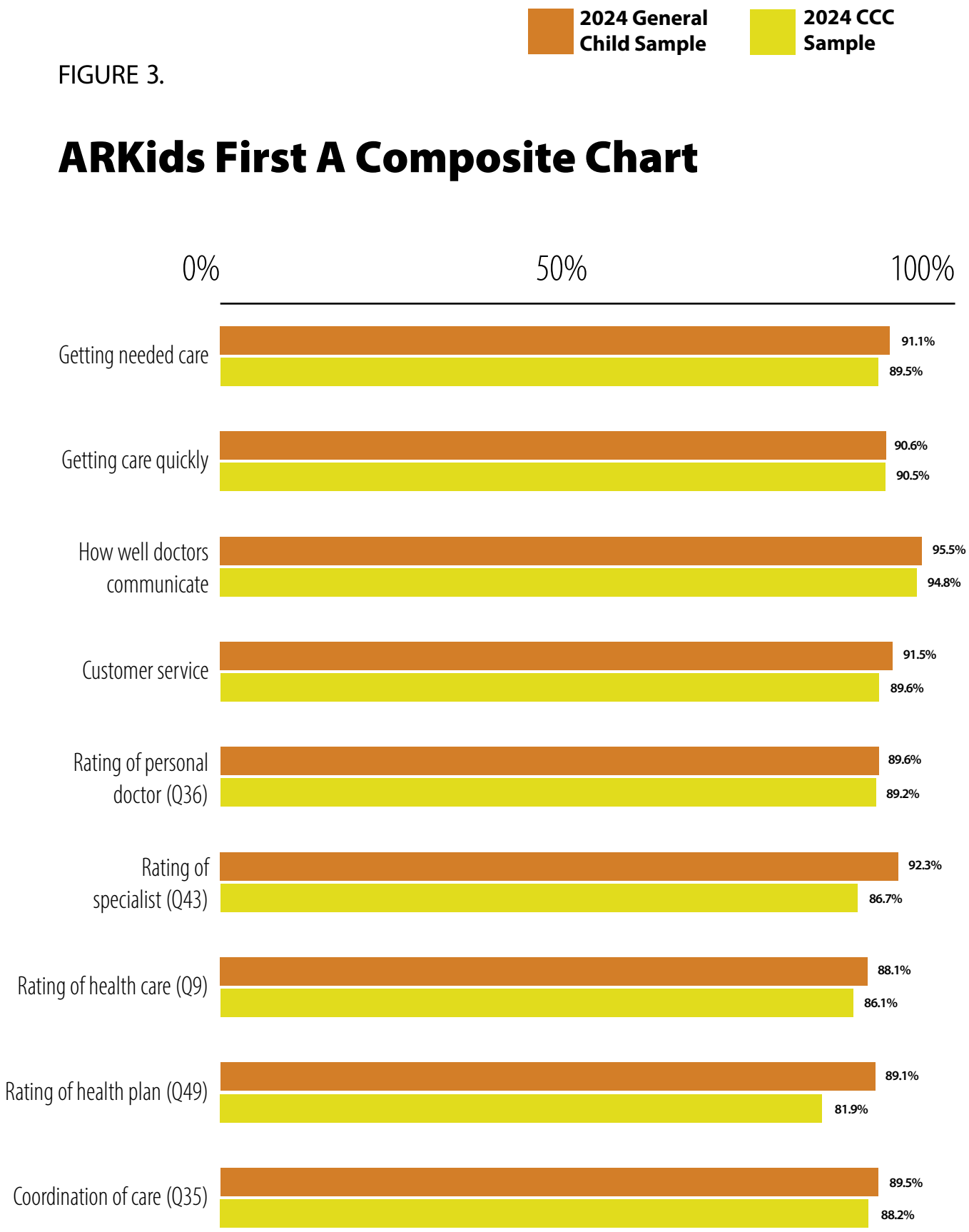
TABLE 7. STANDARD COMPOSITES AND COMPONENT QUESTIONS/RATING QUESTIONS

COMPOSITES/COMPONENTS AND RATING ITEMS	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITIONS		SIGNIFICANCE TESTING
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	GENERAL VS. CCC
Getting needed care		***91.1%***		***89.5%***	***Not Significant***
Q10. Getting care, tests, or treatment	244	95.1%	271	92.3%	Not Significant
Q41. Seeing a specialist	54	87.0%	158	86.7%	Not Significant
Getting care quickly		***90.6%***		***90.5%***	***Not Significant***
Q4. Obtaining care right away for an illness/injury/condition	128	94.5%	156	94.2%	Not Significant
Q6. Obtaining check-up or routine care appointment as soon as needed	218	86.7%	258	86.8%	Not Significant
How well doctors communicate		***95.5%***		***94.8%***	***Not Significant***
Q27. Doctors explaining things in an understandable way	246	95.9%	270	95.6%	Not Significant
Q28. Doctors listening carefully to you	246	97.6%	270	97.4%	Not Significant
Q29. Doctors showing respect for what you had to say	245	96.7%	268	97.8%	Not Significant
Q31. Doctors explaining things in an understandable way to your child	162	96.9%	180	92.8%	Not Significant
Q32. Doctors spending enough time with your child	244	90.6%	267	90.6%	Not Significant
Customer service		***91.5%***		***89.6%***	***Not Significant***
Q45. Getting help when calling customer service	59	86.4%	72	81.9%	Not Significant
Q46. Being treated with courtesy and respect	58	96.6%	73	97.3%	Not Significant
Rating items					
Rating of personal doctor (Q36)	337	89.6%	315	89.2%	Not Significant
Rating of specialist (Q43)	52	92.3%	150	86.7%	Not Significant
Rating of health care (Q9)	244	88.1%	273	86.1%	Not Significant
Rating of health plan (Q49)	393	89.1%	348	81.9%	Significantly Higher
Question summary rate					
Coordination of care (Q35)	76	89.5%	153	88.2%	Not Significant

Columns may not sum to 100% due to rounding

FIGURE 3.

ARKids First A Composite Chart



CHILDREN WITH CHRONIC CONDITIONS SCREENING RESULTS

Questions that make up the chronic condition measurement set are contained within the HEDIS MY 2023 CAHPS 5.1H Child with CCC Survey. Based on responses to these questions, the questions are used as a screening tool to identify the subset of children with chronic conditions.

Table 8 is specific to the children with chronic conditions sample. The screening tool contains five sections, each representing a different health consequence. A child is identified as having a chronic condition if they answer "yes" to all questions within at least one specific health consequence. All screening sections, except for "treatment or counseling for emotional or development problems," are composed of three screener questions. Each section begins with a gate item question; responding "yes" enables the respondent to proceed to the next question, while a "no" response prompts instructions to bypass the following questions within that specific health consequence section. This format also applies to the second question in each section, where a "yes" enables the respondent to proceed to the next question, while a "no" response instructs the respondent to skip the third question. For "treatment or counseling for emotional or development problems," selecting "no" for the first question leads to instructions to skip the second question in that section. **Table 8** displays the number of valid CCC sample beneficiaries for each screening question, along with the percentage of respondents who answered "yes" to the question.

Based on the screening tool used during analysis, 354 beneficiaries were considered to be a child with chronic conditions. As seen in **Table 8**, 72.0% of CCC beneficiaries answered "yes" when asked if their child currently needs or uses medicine prescribed by their doctor. The "use of or need for prescription medicine" health consequence section had the highest positive response rate, with all response rates being 72.0% or higher for all three questions in this section when compared to all other health consequence sections. In the "use or need for specialized services" section, 100.0% of CCC beneficiaries who reported that their child uses or needs specialized services due to medical, behavioral, or other health conditions said this condition has lasted or is expected to last at least 12 months.

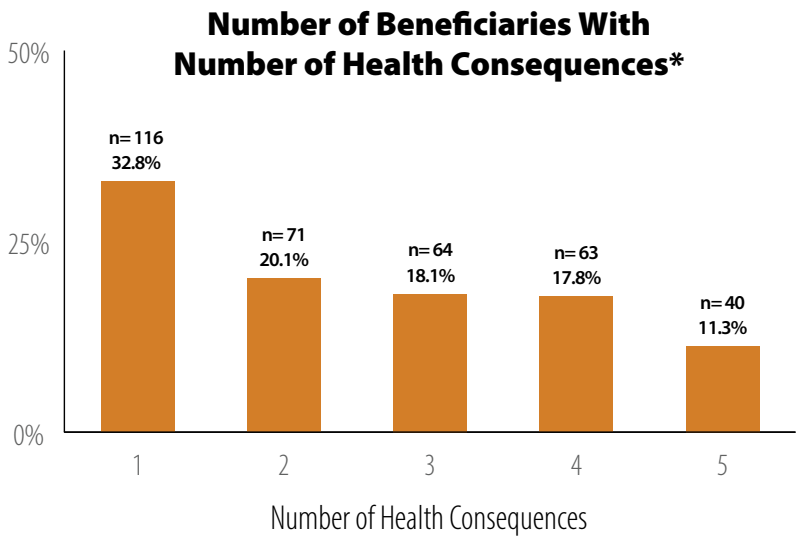
TABLE 8. WITH CHRONIC CONDITION SCREENING TOOL

SCREENING QUESTIONS	CHILDREN WITH CHRONIC CONDITIONS	
	VALID n	POSITIVE RESPONSE RATE
Use of or need for prescription medicine		
Child currently need or use medicine prescribed by doctor (Q55)	350	72.0%
Prescribed medicine due to medical, behavioral, or other health condition (Q56)	251	96.4%
Condition lasted or expected to last at least 12 months (Q57)	240	98.8%
Above average use or need for medical, mental health or education services		
Child has above average need or use for medical care, mental health services, or educational services (Q58)	352	57.1%
Services due to medical, behavioral, or other health condition (Q59)	200	95.0%
Condition lasted or expected to last at least 12 months (Q60)	188	98.9%
Functional limitations compared with others of same age		
Child limited or prevented in ability to do things (Q61)	350	40.9%
Limitations due to medical, behavioral, or other health condition (Q62)	142	95.8%
Condition lasted or expected to last at least 12 months (Q63)	134	96.3%
Use of or need for specialized therapies		
Child need or get special therapy (Q64)	353	48.7%
Therapies due to medical, behavioral, or other health condition (Q65)	169	87.6%
Condition lasted or expected to last at least 12 months (Q66)	147	100.0%
Treatment or counseling for emotional or development problems		
Child has emotional, developmental, or behavioral requiring treatment or counseling (Q67)	353	58.6%
Problem lasted or expected to last at least 12 months (Q68)	207	98.1%

Columns may not sum to 100% due to rounding

Children with Chronic Conditions are identified as part of the CCC sample when answering "yes" to all three questions within a health consequence section. Each section is mutually exclusive; therefore, a respondent can be identified as part of the CCC sample based on multiple sections. **Figure 4** shows the number of beneficiaries with the number of consequences. As seen in this figure, 32.8% of the CCC sample were identified as having a child with chronic conditions because they responded affirmatively to all questions in only one health consequence section. 67.3% of the CCC sample answered "yes" to all questions for 2 or more health consequence sections.

FIGURE 4.

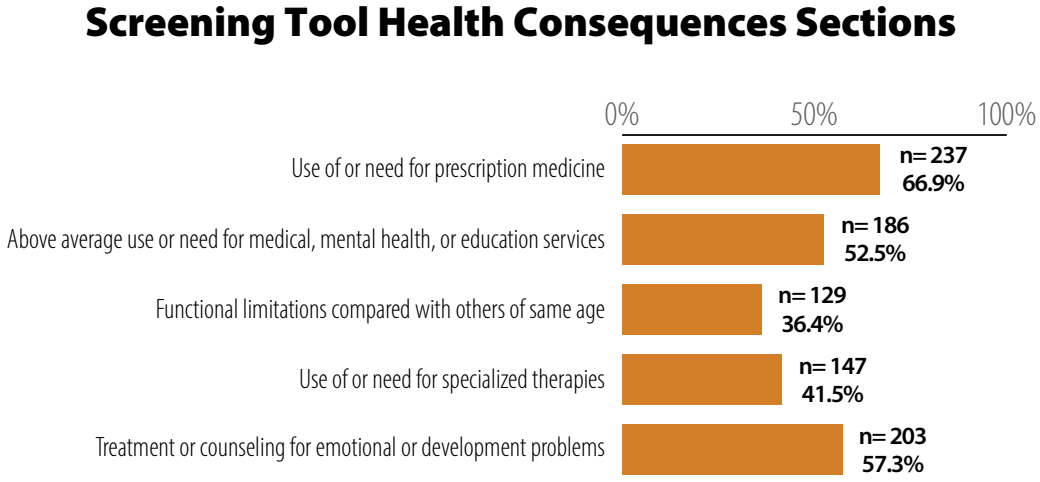


**Percentages may not sum to 100% due to rounding*

Figure 5 shows the number of respondents identified as part of the CCC sample during analysis. Each consequence screening section is mutually exclusive; therefore, a respondent can be included in multiple sections. This will cause the percentages in the figure to be independent of one another and not add up to 100.0%. Each percentage in the figure shows the number of beneficiaries who answered "yes" to all questions in the section, divided by the total number of beneficiaries in the CCC sample (354 beneficiaries).

According to Figure 5, the "use of or need for prescription medicine" and "treatment or counseling for emotional or development problems" health consequence sections had the highest number of respondents who answered "yes" to all questions within the section (237 respondents and 203 respondents, respectively). "Functional limitations compared with other of same age" had the lowest number of beneficiaries who answered "yes" to all section questions, with only 36.4% of the CCC sample included because of this section.

FIGURE 5.



CHILDREN WITH CHRONIC CONDITIONS SPECIFIC COMPOSITES

The CCC sample has a set of composites, components, and individual items specific to this group of beneficiaries. **Table 9** displays each CCC composite measure, the questions that make up these composites, and individual items for children with chronic conditions. Following NCBD reporting, composite summary rates are not included in the table below. Additionally, only the beneficiaries who were identified as children with chronic conditions were included in the summary rates in **Table 9**.

As seen in **Table 9**, the "getting therapy" component had the highest summary rate (85.7%) among the "access to specialized services" composite. All components of the "family centered care: personal doctor who knows child" composite had a summary rate greater than 85.0%. The "doctors answered questions you had," component within the "family centered care: getting needed information" composite had the highest summary rate of 93.4% when compared to all other component questions. This is followed by the "doctors contacting your child's school or daycare" component within the "coordination of care for children with chronic conditions" composite, with a summary rate of 92.7%. The "help getting special medical equipment or devices" individual item had a high summary rate of 85.7%, followed by the "help getting therapy" individual item with a summary rate of 68.3%.

TABLE 9. CCC COMPOSITES AND SUMMARY RATES

COMPOSITES/COMPONENTS AND INDIVIDUAL ITEMS	CHILDREN WITH CHRONIC CONDITIONS	
	VALID n	SUMMARY RATE
Access to specialized services		
Getting special medical equipment or devices (Q15)	34	70.6%
Getting therapy (Q18)	140	85.7%
Getting treatment or counseling (Q21)	141	68.8%
Access to prescription medicines		
Getting prescription medicine (Q51)	283	88.7%
Family centered care: personal doctor who knows child		
Doctors talking about child's feelings, growth, or behavior (Q33)	265	85.7%
Doctors understanding how your child's condition affects your child's life (Q38)	235	91.5%
Doctors understanding how your child's condition affects your family's life (Q39)	235	87.7%
Family centered care: getting needed information		
Doctors answering questions you had (Q8)	273	93.4%
Coordination of care for children with chronic conditions		
Doctors contacting your child's school or daycare (Q13)	55	92.7%
Doctors or staff coordinating child's care among other providers (Q24)	154	76.6%
Individual items		
Help getting special medical equipment or devices (Q16)	35	85.7%
Help getting therapy (Q19)	139	68.3%
Help getting treatment or counseling (Q22)	144	67.4%
Help getting prescription medicine(Q52)	279	67.4%

Columns may not sum to 100% due to rounding

Comparisons with Benchmark Data

The NCBD website[3] includes the latest national and regional comparison data collected by numerous organizations. The NCBD 2023 data displayed composite measure, component, and rating item summary rates formatted as a percentage with no decimal places showing. Therefore, in Table 10 and Table 11, AFMC duplicated the same format when displaying NCBD and ARKids First A summary rates. Table 10 shows how ARKids First A compares with the national rates for the general child sample and the children with chronic conditions sample. The national percentiles are shown in Table 10 for comparison purposes only. Table 11 displays the comparison of ARKids First A rates with the NCBD national rates for the children with chronic conditions specific composite measures.

All scores calculated by NCBD reflect only the most positive response; therefore, the ARKids First A composite and ratings were recalculated to reflect such. For the composite and summary questions, only the response choices of "always" or "yes" were used; in the rating questions, response choices of "9" and "10" were used.

When comparing the ARKids First A 2024 survey results for the general child sample with the 2023 NCBD national survey results in Table 10, AFMC found that ARKids First A satisfaction was significantly higher for the composites "getting needed care" and "getting care quickly" and each component question for these composites. For the "how well doctors communicate" composite, the "doctors explaining things in an understandable way," and "doctors showing respect for what you had to say" composite questions were significantly higher for the general child sample when compared with the 2023 NCBD national survey respondents of the general child population. The "rating of specialist," "rating of healthcare," and "rating of health plan" rating questions from the general sample ARKids First A 2024 survey results had a significantly higher proportion of satisfaction when compared with the general child sample 2023 NCBD national survey results.

The CCC sample from the ARKids First A 2024 survey results in Table 10 had a significantly higher satisfaction proportion for two of the four composites — "getting needed care" and "getting care quickly." The component questions making up these two composites were also significantly higher than the national CCC proportions. While the overall composite of "how well doctors communicate" was not significantly different from the national results, most of its component questions were significantly higher. These significances are seen in the "doctors explaining things in an understandable way," "doctors listening carefully to you," "doctors showing respect for what you had to say," and "doctors spending enough time with your child" components. Only the "rating of healthcare" rating question was significantly higher for the 2024 ARKids First A CCC sample than the 2023 NCBD national CCC sample.

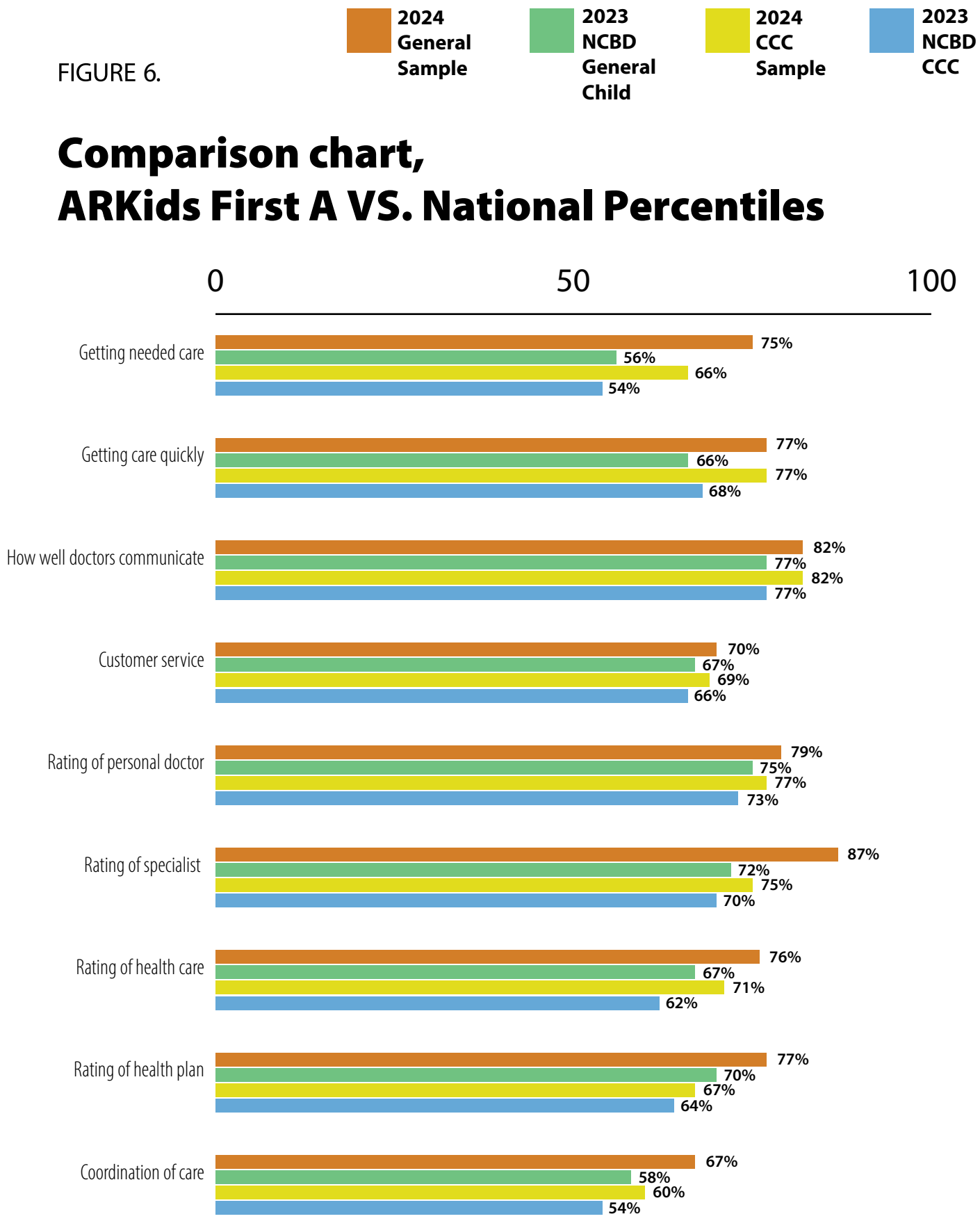
[3] https://datatools.ahrq.gov/cahps/?-type=tab&tab=cahpscarhps&_gl=1%2A38c8i0%2A_ga%2AOTg1MTQ4MDAzLjE3MTUwOTkxNzk.%2A_ga_1NPT56LE7J%2AMTcyNDI1MDYwMy4yLjEuMTcyNDI1MDYwOC4wLjAuMA

TABLE 10. COMPARISON OF ARKIDS FIRST A WITH NATIONAL PERCENTILES

COMPOSITES/COMPONENTS AND RATING ITEMS	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITIONS		SIGNIFICANCE TESTING	
	2024	2023 NCBD NATIONAL RATE	2024	2023 NCBD NATIONAL RATE	GENERAL VS. NATIONAL	CCC VS. NATIONAL
Getting needed care	***75%***	***56%***	***66%***	***54%***	***Significantly Higher***	***Significantly Higher***
Q10. Getting care, tests, or treatment	74%	61%	69%	58%	Significantly Higher	Significantly Higher
Q41. Seeing a specialist	76%	52%	63%	51%	Significantly Higher	Significantly Higher
Getting care quickly	***77%***	***66%***	***77%***	***68%***	***Significantly Higher***	***Significantly Higher***
Q4. Obtaining care right away for an illness/injury/condition	86%	73%	84%	74%	Significantly Higher	Significantly Higher
Q6. Obtaining check-up or routine care appointment as soon as needed	69%	59%	69%	63%	Significantly Higher	Significantly Higher
How well doctors communicate	***82%***	***77%***	***82%***	***77%***	***Not significant***	***Not significant***
Q27. Doctors explaining things in an understandable way	84%	78%	86%	79%	Significantly Higher	Significantly Higher
Q28. Doctors listening carefully to you	84%	81%	86%	79%	Not Significant	Significantly Higher
Q29. Doctors showing respect for what you had to say	91%	86%	90%	84%	Significantly Higher	Significantly Higher
Q31. Doctors explaining things in an understandable way to your child	80%	75%	72%	73%	Not Significant	Not Significant
Q32. Doctors spending enough time with your child	70%	66%	76%	68%	Not Significant	Significantly Higher
Customer service	***70%***	***67%***	***69%***	***66%***	***Not significant***	***Not significant***
Q45. Getting help when calling customer service	63%	56%	61%	55%	Not Significant	Not Significant
Q46. Being treated with courtesy and respect	78%	78%	77%	78%	Not Significant	Not Significant
Rating items						
Rating of personal doctor (Q36)	79%	75%	77%	73%	Not Significant	Not Significant
Rating of specialist (Q43)	87%	72%	75%	70%	Significantly Higher	Not Significant
Rating of health care (Q9)	76%	67%	71%	62%	Significantly Higher	Significantly Higher
Rating of health plan (Q49)	77%	70%	67%	64%	Significantly Higher	Not Significant
Question summary rates						
Coordination of care (Q35)	67%	58%	60%	54%	Not Significant	Not Significant

FIGURE 6.

Comparison chart, ARKids First A VS. National Percentiles



In Table 11, when comparing the 2024 ARKids First A survey result of the CCC sample with the NCBD national survey results of the CCC sample for the CCC specific composite measures, AFMC found the ARKids First A satisfaction was significantly higher for the component question "getting therapy" from the "access to specialized services" composite. The "doctors answering questions you had" component from the "family centered care: getting needed information" composite and the "doctors or staff coordinating child's care among other providers" component from the "coordination of care for children with chronic conditions" composite were significantly higher when compared to the national rates.

TABLE 11. CCC COMPOSITES COMPARISON OF ARKIDS FIRST A WITH NATIONAL PERCENTILES

CCC MEASURES COMPOSITES/COMPONENTS	CHILDREN WITH CHRONIC CONDITIONS		SIGNIFICANCE TESTING
	2024	2023 NCBD NATIONAL RATE	CCC VS. NATIONAL
Access to specialized services			
Getting special medical equipment or devices (Q15)	50%	45%	Not Significant
Getting therapy (Q18)	69%	46%	Significantly Higher
Getting treatment or counseling (Q21)	45%	44%	Not Significant
Access to prescription medicines			
Getting prescription medicine (Q51)	70%	65%	Not Significant
Family centered care: personal doctor who knows child			
Doctors talking about child's feelings, growth, or behavior (Q33)	86%	89%	Not Significant
Doctors understanding how your child's condition affects your child's life (Q38)	91%	92%	Not Significant
Doctors understanding how your child's condition affects your family's life (Q39)	88%	88%	Not Significant
Family centered care: getting needed information			
Doctors answering questions you had (Q8)	82%	71%	Significantly Higher
Coordination of care for children with chronic conditions			
Doctors contacting your child's school or daycare (Q13)	93%	92%	Not Significant
Doctors or staff coordinating child's care among other providers (Q24)	77%	59%	Significantly Higher

Columns may not sum to 100% due to rounding

Demographic Analysis

The end of each survey contains questions regarding the beneficiary's demographics. The following demographic tables show how parents/caregivers of the general population and parents/caregivers of children with chronic conditions responded to the four composite questions, the four rating questions, and the summary rate question. The demographic analysis was performed on age, parent/caregiver's education, gender, race, beneficiary's health status, and beneficiary's mental health status. Some categories have a small number of respondents (<30); caution should be exercised when drawing conclusions on small numbers. Composite questions are composed of component questions and, therefore, do not have valid n-values.

TABLE 12A. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY AGE CATEGORY - GENERAL CHILD

	GENERAL CHILD								
CHILD'S AGE	0–3		4–7		8–11		12–18		
COMPOSITES AND RATINGS	n	%	n	%	n	%	n	%	RANGE
Getting needed care		92.4%		95.8%		80.8%		92.6%	15.0%
Getting care quickly		87.4%		90.2%		87.5%		92.8%	5.4%
How well doctors communicate		96.2%		91.9%		97.8%		97.0%	5.9%
Customer service		88.9%		87.5%		91.7%		97.2%	9.7%
Rating of personal doctor	43	97.7%	80	88.8%	56	89.3%	142	88.7%	8.9%
Rating of specialist	8	87.5%	11	90.9%	6	100.0%	25	96.0%	12.5%
Rating of health care	37	91.9%	60	83.3%	40	95.0%	91	87.9%	11.7%
Rating of health plan	54	85.2%	88	95.5%	71	84.5%	161	89.4%	10.9%
Coordination of care	13	92.3%	24	91.7%	7	71.4%	27	88.9%	20.9%

TABLE 12B. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY AGE CATEGORY - CHILDREN WITH CHRONIC CONDITIONS

	CHILDREN WITH CHRONIC CONDITIONS								
CHILD'S AGE	0–3		4–7		8–11		12–18		
COMPOSITES AND RATINGS	n	%	n	%	n	%	n	%	RANGE
Getting needed care		97.6%		82.2%		91.7%		89.8%	15.4%
Getting care quickly		95.5%		88.3%		89.4%		91.3%	7.1%
How well doctors communicate		96.6%		90.2%		95.9%		96.1%	6.4%
Customer service		85.0%		90.5%		87.7%		90.9%	5.9%
Rating of personal doctor	26	100.0%	79	88.6%	79	92.4%	124	84.7%	15.3%
Rating of specialist	20	80.0%	32	84.4%	35	94.3%	60	85.0%	14.3%
Rating of health care	25	84.0%	67	83.6%	71	90.1%	105	84.8%	6.6%
Rating of health plan	27	85.2%	86	77.9%	90	84.4%	138	81.9%	7.3%
Coordination of care	19	94.7%	40	80.0%	35	94.3%	55	87.3%	14.7%

The "getting care quickly" composite question for the general child sample had the smallest range of 5.4% between age categories in Table 12A. The smallest range of 8.9% from rating questions between age categories occurs in "rating of personal doctor," followed by "rating of health plan" at 10.9%. The largest difference of 20.9% in responses by age category was in the "coordination of care," with a high of 92.3% in the "0-3" age category compared to 71.4% in the "8-11" age category.

In Table 12B, the CCC sample composite "getting needed care" showed the largest composite range of 15.4% between the age categories "0-3" (97.6%) and "4-7" (82.2%). The largest range across age categories among the rating questions occurs in "rating of personal doctor" at 15.3%. The "customer service" composite has the smallest difference, 5.9%, among all composites and rating questions. Note the small numbers in some categories where caution should be applied to any conclusions drawn from such data.

TABLE 13A. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY PARENT/CAREGIVER'S EDUCATION - GENERAL CHILD

	GENERAL CHILD				
PARENT'S EDUCATION	HIGH SCHOOL GRADUATE OR LESS		SOME COLLEGE OR MORE		
COMPOSITES AND RATINGS	n	%	n	%	RANGE
Getting needed care		90.9%		91.2%	0.3%
Getting care quickly		86.6%		94.6%	7.9%
How well doctors communicate		94.7%		96.7%	2.0%
Customer service		89.5%		97.2%	7.7%
Rating of personal doctor	189	88.4%	139	91.4%	3.0%
Rating of specialist	25	92.0%	27	92.6%	0.6%
Rating of health care	128	86.7%	107	89.7%	3.0%
Rating of health plan	229	91.7%	153	85.0%	6.7%
Coordination of care	37	83.8%	38	94.7%	11.0%

TABLE 13B. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY PARENT/CAREGIVER'S EDUCATION - CHILDREN WITH CHRONIC CONDITIONS

	CHILDREN WITH CHRONIC CONDITIONS				
PARENT'S EDUCATION	HIGH SCHOOL GRADUATE OR LESS		SOME COLLEGE OR MORE		
COMPOSITES AND RATINGS	n	%	n	%	RANGE
Getting needed care		89.1%		90.0%	0.9%
Getting care quickly		89.8%		91.5%	1.7%
How well doctors communicate		94.5%		95.5%	1.0%
Customer service		93.9%		87.9%	6.0%
Rating of personal doctor	141	90.1%	167	88.6%	1.4%
Rating of specialist	61	85.2%	85	87.1%	1.8%
Rating of health care	115	85.2%	152	87.5%	2.3%
Rating of health plan	158	83.5%	181	80.7%	2.9%
Coordination of care	69	85.5%	82	90.2%	4.7%

In Table 13A, very small range values of less than 1.0% for the general child sample are found among the composite question "getting needed care" and the rating question "rating of specialist." The "getting care quickly" composite question had the largest range of 7.9% between parent/caregiver's education level, but the "getting needed care" composite's range of 0.3% was the smallest range among composite questions. The largest difference among rating questions in responses by parent/caregiver's education level was "rating of health plan," with a range of 6.7%. All rating questions in the "high school graduate or less" education category except for "rating of health plan" had lower measures compared to the "some college or more" education category. The "coordination of care" summary had a large range of 11.0% with a low positive measure (83.8%) from the "high school graduate or less" education category and a high positive measure (94.7%) from the "some college or more" education category.

The CCC sample composite with the smallest range in Table 13B is "getting needed care," at 0.9%, while the composite "customer service" range of 6.0% was the largest between parent/caregiver's education level. All rating questions had differences of less than 3.0%, with "rating of health plan" being the largest range of 2.9% and the smallest range being 1.4% from the "rating personal doctor" rating question. "Coordination of care" had the second highest range at 4.7%, with a lower positive measure (85.5%) from the "high school graduate or less" education category and a higher positive measure (90.2%) from the "some college or more" education category.

TABLE 14A. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S GENDER - GENERAL CHILD

	GENERAL CHILD				
CHILD'S GENDER	MALE		FEMALE		
COMPOSITES AND RATINGS	n	%	n	%	RANGE
Getting needed care		88.9%		92.2%	3.3%
Getting care quickly		89.5%		91.7%	2.2%
How well doctors communicate		94.6%		96.1%	1.5%
Customer service		96.4%		87.5%	8.9%
Rating of personal doctor	174	86.8%	150	92.0%	5.2%
Rating of specialist	25	92.0%	23	95.7%	3.7%
Rating of health care	127	86.6%	110	89.1%	2.5%
Rating of health plan	204	87.7%	176	89.8%	2.0%
Coordination of care	43	93.0%	31	83.9%	9.2%

TABLE 14B. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S GENDER - CHILDREN WITH CHRONIC CONDITIONS					
	CHILDREN WITH CHRONIC CONDITIONS				
CHILD'S GENDER	MALE		FEMALE		RANGE
COMPOSITES AND RATINGS	n	%	n	%	
Getting needed care		87.6%		92.5%	4.9%
Getting care quickly		90.0%		91.5%	1.5%
How well doctors communicate		94.0%		95.7%	1.8%
Customer service		88.4%		91.1%	2.8%
Rating of personal doctor	179	88.3%	134	90.3%	2.0%
Rating of specialist	75	82.7%	72	90.3%	7.6%
Rating of health care	154	85.1%	117	87.2%	2.1%
Rating of health plan	195	83.1%	150	80.0%	3.1%
Coordination of care	82	90.2%	71	85.9%	4.3%

When evaluating survey results by gender for the general child sample within **Table 14A**, all composite and rating questions, except "customer service" and "coordination of care," had small range values of less than 6.0%. The greatest range of composite questions occurred in the "customer service" composite, with a range of 8.9% between "male" (96.4%) and "female" (87.5%) gender categories. The "how well doctors communicate" composite had the smallest range of 1.5%, with a low positive measure among "male" beneficiaries (94.6%) and a high positive measure among "female" beneficiaries (96.1%). Beneficiaries in the "female" category provided higher positive measures in all four rating questions than respondents for "male" beneficiaries. The largest range of 9.2% occurs in the "coordination of care" summary question, with a low positive measure in the "female" gender category (83.9%) and a higher positive measure in the "male" gender category (93.0%).

In **Table 14B**, the CCC sample results, by gender, had the largest composite range of 4.9% in the "getting needed care" composite and the smallest composite range of 1.5% in the "getting care quickly" composite. "Rating of specialist" had the largest difference of 7.6% among all composites and rating questions, with a low positive measure in the "male" gender category (82.7%) and a higher positive measure in the "female" gender category (90.3%). The smallest range of 2.0% among rating questions occurs in the "rating of personal doctor," with the second smallest range of 2.1% in the "rating of health care" rating question.

TABLE 15A. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S RACE - GENERAL CHILD							
	GENERAL CHILD						
CHILD'S RACE	WHITE		BLACK OR AFRICAN-AMERICAN		OTHER		
COMPOSITES AND RATINGS	n	%	n	%	n	%	RANGE
Getting needed care		92.2%		92.9%		84.2%	8.8%
Getting care quickly		91.1%		92.0%		86.7%	5.3%
How well doctors communicate		94.9%		96.3%		97.7%	2.8%
Customer service		91.0%		93.1%		94.4%	3.5%
Rating of personal doctor	215	88.8%	50	90.0%	57	94.7%	5.9%
Rating of specialist	34	91.2%	9	88.9%	8	100.0%	11.1%
Rating of health care	157	88.5%	33	81.8%	45	91.1%	9.3%
Rating of health plan	241	89.2%	62	83.9%	72	93.1%	9.2%
Coordination of care	59	89.8%	9	77.8%	7	100.0%	22.2%

TABLE 15B. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S RACE - CHILDREN WITH CHRONIC CONDITIONS							
	CHILDREN WITH CHRONIC CONDITIONS						
CHILD'S RACE	WHITE		BLACK OR AFRICAN-AMERICAN		OTHER		
COMPOSITES AND RATINGS	n	%	n	%	n	%	RANGE
Getting needed care		89.8%		94.6%		85.3%	9.3%
Getting care quickly		93.9%		79.6%		87.5%	14.4%
How well doctors communicate		95.4%		94.5%		94.9%	0.9%
Customer service		89.2%		97.1%		87.5%	9.6%
Rating of personal doctor	204	91.2%	54	85.2%	51	86.3%	6.0%
Rating of specialist	99	86.9%	22	81.8%	26	88.5%	6.6%
Rating of health care	183	85.2%	40	90.0%	44	86.4%	4.8%
Rating of health plan	221	85.1%	63	74.6%	57	78.9%	10.5%
Coordination of care	108	88.0%	19	84.2%	24	91.7%	7.5%

The largest difference in responses by child's race from the general child sample in Table 15A was in the "coordination of care" summary question at 22.2% followed by the "rating of specialist" and "rating of health care" rating questions at 11.1% and 9.3%, respectively. There is a category within the child's race table where all the respondents reported the highest measure for the composite or rating question (100.0%). This positive measure is seen in the "rating of specialist" rating question and the "coordination of care" summary question among the "Other" race category. Those identifying as "White" and "Other" provided a positive measure of over 80.0% for all composites, rating questions, and the summary question. Also, those identifying as "Black or African-American" provided a positive measure of over 80.0% for all composite and

rating questions and a positive measure of 77.8% for the "coordination of care" summary question. In the "rating of a specialist" rating question and "coordination of care" summary question, only a small number of respondents (n<20) indicated that their child's race was "Black or African-American" or "Other," and caution should be exercised when making conclusions based on small numbers.

In Table 15B, the CCC sample composite "getting care quickly" had the largest range by race of 14.4%, with a low positive measure from those identifying as "Black or African-American" (79.6%) and a high positive measure from those identifying as "White" (93.9%). The smallest range across race categories occurs in "how well doctors communicate" at 0.9%, with positive measures being over 94.0% across all race categories. Those identifying as "White," "Black or African-American," and "Other" provided a positive measure of over 74.0% for all composites, rating questions, and the summary question.

TABLE 16A. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S OVERALL HEALTH STATUS - GENERAL CHILD

	GENERAL CHILD						
CHILD'S OVERALL HEALTH STATUS	EXCELLENT/VERY GOOD		GOOD		FAIR/POOR		
COMPOSITES AND RATINGS	n	%	n	%	n	%	RANGE
Getting needed care		90.7%		97.4%		66.7%	30.8%
Getting care quickly		90.4%		89.3%		100.0%	10.7%
How well doctors communicate		96.1%		90.8%		100.0%	9.2%
Customer service		93.0%		75.0%		0.0%	18.0%
Rating of personal doctor	285	91.2%	42	81.0%	5	100.0%	19.0%
Rating of specialist	41	92.7%	8	100.0%	2	50.0%	50.0%
Rating of health care	194	88.7%	39	89.7%	6	66.7%	23.1%
Rating of health plan	332	90.1%	50	88.0%	8	75.0%	15.1%
Coordination of care	60	91.7%	14	78.6%	2	100.0%	21.4%

TABLE 16B. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S OVERALL HEALTH STATUS - CHILDREN WITH CHRONIC CONDITIONS

	CHILDREN WITH CHRONIC CONDITIONS						
CHILD'S OVERALL HEALTH STATUS	EXCELLENT/VERY GOOD		GOOD		FAIR/POOR		
COMPOSITES AND RATINGS	n	%	n	%	n	%	RANGE
Getting needed care		91.8%		86.5%		85.0%	6.9%
Getting care quickly		95.2%		89.0%		73.3%	21.8%
How well doctors communicate		97.2%		93.9%		83.0%	14.2%
Customer service		91.3%		90.0%		78.6%	12.7%
Rating of personal doctor	196	91.3%	83	90.4%	33	72.7%	18.6%
Rating of specialist	83	91.6%	48	81.3%	18	77.8%	13.8%
Rating of health care	160	88.8%	84	88.1%	28	64.3%	24.5%
Rating of health plan	213	88.3%	93	79.6%	39	59.0%	29.3%
Coordination of care	89	88.8%	44	88.6%	18	83.3%	5.4%

As seen in Table 16A, the general child sample respondents who perceive their child's overall health status as "excellent/very good" represent the largest number of respondents where n values are provided. Those who perceive their child's overall health status as "fair/poor" have exceptionally small n values. Thus, a comparison between health status categories should be viewed with caution. The "how well doctors communicate" composite had the highest positive composite for all health status categories in comparison to all other composite measures. The largest composite range of 30.8% occurs in the "getting needed care" composite, with a low positive measure for those who perceive their child's overall health status as "fair/poor" (66.7%) and a high positive measure for those who perceive their child's overall health status as "good" (97.4%). The smallest range of 9.2% in responses by child's overall health status was in "how well doctors communicate," with the highest measures in the "fair/poor" overall health category (100.0%) and in the "good" overall health category (90.8%).

The largest difference in responses from the CCC sample, in Table 16B, by child's overall health status was in the "rating of health plan" rating question at 29.3%, with a high positive measure (88.3%) from those who perceive their child's overall health status as "excellent/very good" and a low positive measure (59.0%) from those who perceive their child's overall health status as "fair/poor." The smallest range of 5.4% is from the "coordination of care" summary question, with positive measures from each health status being above 83.0%. The composite with the largest difference of 21.8% occurs in the "getting care quickly," with the lower positive measure from the "fair/poor" health status category (73.3%) and the higher positive measure from the "excellent/very good" health status category (95.2%). The smallest range among the rating questions is the "rating of specialist", 13.8%, with a low positive measure from those who perceive their child's overall health status as "fair/poor" (77.8%) and a higher positive measure from those who perceive their child's overall health status as "excellent/very good" (91.6%).

TABLE 17A. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S OVERALL MENTAL HEALTH STATUS - GENERAL CHILD

	GENERAL CHILD						
CHILD'S OVERALL MENTAL HEALTH STATUS	EXCELLENT/VERY GOOD		GOOD		FAIR/POOR		
COMPOSITES AND RATINGS	n	%	n	%	n	%	RANGE
Getting needed care		90.3%		90.9%		100.0%	9.7%
Getting care quickly		90.7%		89.9%		92.9%	3.0%
How well doctors communicate		95.6%		97.4%		86.0%	11.4%
Customer service		91.2%		100.0%		87.5%	12.5%
Rating of personal doctor	266	92.1%	54	83.3%	12	58.3%	33.8%
Rating of specialist	39	92.3%	9	88.9%	4	100.0%	11.1%
Rating of health care	189	89.9%	42	83.3%	9	66.7%	23.3%
Rating of health plan	311	91.0%	66	81.8%	13	76.9%	14.1%
Coordination of care	59	93.2%	14	78.6%	3	66.7%	26.6%

TABLE 17B. COMPOSITES, RATINGS, AND SUMMARY QUESTIONS BY CHILD'S OVERALL MENTAL HEALTH STATUS - CHILDREN WITH CHRONIC CONDITIONS

	CHILDREN WITH CHRONIC CONDITIONS						
CHILD'S OVERALL MENTAL HEALTH STATUS	EXCELLENT/VERY GOOD		GOOD		FAIR/POOR		
COMPOSITES AND RATINGS	n	%	n	%	n	%	RANGE
Getting needed care		92.5%		88.9%		83.1%	9.4%
Getting care quickly		90.3%		96.1%		84.1%	11.9%
How well doctors communicate		97.3%		96.2%		87.2%	10.2%
Customer service		93.9%		89.5%		80.6%	13.4%
Rating of personal doctor	148	92.6%	96	90.6%	66	78.8%	13.8%
Rating of specialist	79	91.1%	36	88.9%	35	74.3%	16.9%
Rating of health care	126	92.9%	81	86.4%	64	71.9%	21.0%
Rating of health plan	158	90.5%	106	84.9%	78	61.5%	29.0%
Coordination of care	69	95.7%	46	87.0%	36	75.0%	20.7%

In Table 17A, all composite ranges from the general sample for child's overall mental health were high, with ranges greater than 9.0%, except for the "getting care quickly" composite. The largest difference between mental health status categories occurs in the "rating of personal doctor" rating question at a range of 33.8%, occurring between the "excellent/very good" (92.1%) and "fair/poor" (58.3%) mental health categories. This is followed by a range of 26.6% in the "coordination of care" composite, with a high positive measure (93.2%) and a low positive measure (66.7%), from the "excellent/very good" and "fair/poor" mental health status categories, respectively. The smallest range of 3.0% is from the "getting care quickly" composite, with a high positive measure from those who perceive their child's mental health as "fair/poor" (92.9%) and a low positive measure from those who perceive their child's mental health as "good" (89.9%). Only a small number of respondents (n<20) indicated that their child's overall health status as "fair/poor," and caution should be exercised when making conclusions based on small numbers.

As seen in Table 17B, the smallest range of 9.4% is found in the "getting needed care" composite, with the positive measures being above 83.0% for each mental health status category. The largest range from the CCC sample results is 29.0% from the "rating of health plan" rating question, with a low positive measure from those who perceive their child's mental health status as "fair/poor" (61.5%) and a high positive measure from those who perceive their child's mental health status as "excellent/very good" (90.5%). The second largest range of 21.0% is found in the "rating of health care" rating question, followed by the range of 20.7% for the "coordination of care" summary question. It is worth noting that those who perceive their child's mental health status as "fair/poor" did not have positive measures over 88.0% for any composite, rating, or summary question.

State Regional Analysis

Overall mean ratings and utilization of services are further reported by geographic regions of the state. The map below shows the five regions and the counties that comprise them.

GEOGRAPHICAL REGIONS:

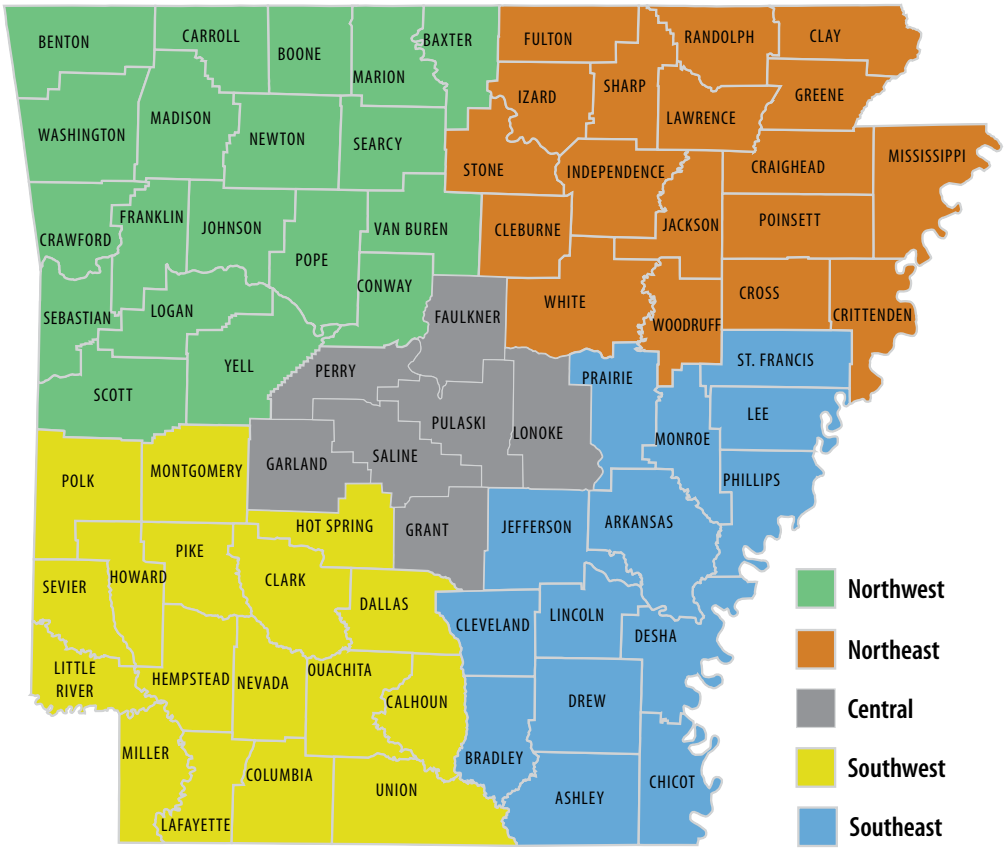
Northwest: Baxter, Benton, Boone, Carroll, Conway, Crawford, Franklin, Johnson, Logan, Madison, Marion, Newton, Pope, Scott, Searcy, Sebastian, Van Buren, Washington, and Yell counties

Northeast: Clay, Cleburne, Craighead, Crittenden, Cross, Fulton, Greene, Independence, Izard, Jackson, Lawrence, Mississippi, Poinsett, Randolph, Sharp, Stone, White, and Woodruff counties

Central: Faulkner, Garland, Grant, Lonoke, Perry, Pulaski, and Saline counties

Southwest: Calhoun, Clark, Columbia, Dallas, Hempstead, Hot Spring, Howard, Lafayette, Little River, Miller, Montgomery, Nevada, Ouachita, Pike, Polk, Sevier, and Union counties

Southeast: Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Jefferson, Lee, Lincoln, Monroe, Phillips, Prairie, and St. Francis counties



OVERALL MEAN RATINGS

The overall mean ratings are based on individual questions that ask beneficiaries to rate their personal doctor, specialist, health care, and health plan on a scale of 0–10, where 0 represents the "worst possible," and 10 represents the "best possible." Tables 18A and 18B display the mean ratings by region compared with the statewide mean and the number of beneficiaries who responded to the question. Some regions have a small number of responses. Caution should be applied when interpreting results.

TABLE 18A. MEAN RATINGS - GENERAL CHILD

MEAN RATINGS	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Rating of personal doctor (Q36)	75	9.2	119	9.2	69	8.9	43	9.2	31	9.7	337	9.2
Rating of specialist (Q43)	14	9.4	18	8.9	10	9.5	5	10.0	5	10.0	52	9.4
Rating of health care (Q9)	51	9.1	84	9.1	55	8.9	30	9.1	24	9.5	244	9.1
Rating of health plan (Q49)	92	8.8	135	9.2	81	9.1	48	8.6	37	9.3	393	9.0

TABLE 18B. MEAN RATINGS - CHILDREN WITH CHRONIC CONDITIONS

MEAN RATINGS	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Rating of personal doctor (Q36)	94	9.0	122	9.1	48	9.2	21	9.3	30	9.1	315	9.1
Rating of specialist (Q43)	50	9.3	60	8.8	23	9.0	7	9.9	10	8.7	150	9.0
Rating of health care (Q9)	88	9.0	106	8.9	41	8.7	17	9.4	21	9.1	273	8.9
Rating of health plan (Q49)	106	8.7	131	8.7	55	8.7	25	9.2	31	9.0	348	8.8

In Table 18A, the "rating of specialist" shows a small number of general child respondents, so caution should be used when interpreting results. Among this rating question, 100.0% of respondents had a mean rating of 10.0 in both the Southwest and Southeast region. This is followed by a high mean rating of 9.7 found for the "rating of personal doctor" for the Southeast region. Statewide, all general child respondents had a mean rating of 9.0 or higher for all four rating questions.

The CCC respondents in Table 18B, had a rating of 9.0 or above among all regions for the "rating of personal doctor" rating question. The highest mean rating of 9.9 is "rating of specialist" within the Southwest region, although caution should be advised due to the small number of respondents. The Southwest region had the highest ratings for all four rating questions, with mean ratings all being at or above 9.2. The smallest statewide mean rating is found for the "rating of health plan" rating question, with a mean rating of 8.8.

UTILIZATION OF SERVICES

The ARKids First A questionnaire contained several questions about whether beneficiaries used various health care services in the last six months. Table 19A and Table 19B present the number and percentage of respondents who responded to the utilization questions.

TABLE 19A. UTILIZATION OF SERVICES - GENERAL CHILD

UTILIZATION OF SERVICES	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	%	n	%	n	%	n	%	n	%	n	%
Q7. Visiting a doctor at least once, in person, by phone, or by video	94	54.3%	135	62.2%	83	66.3%	50	60.0%	36	66.7%	398	61.3%
Q7. Having three or more visits to a doctor in person, by phone, or by video	94	23.4%	135	22.2%	83	30.1%	50	26.0%	36	33.3%	398	25.6%
Q5. Seeking routine medical care	95	55.8%	136	57.4%	81	58.0%	52	55.8%	36	52.8%	400	56.5%
Q3. Seeking medical care for illness/injury	95	29.5%	137	32.1%	82	34.1%	52	40.4%	37	27.0%	403	32.5%
Q40. Visiting a specialist	95	14.7%	137	13.9%	81	14.8%	51	11.8%	38	13.2%	402	13.9%
Q26. Visiting personal doctor at least once, in person, by phone, or by video	75	68.0%	117	74.4%	71	71.8%	45	73.3%	31	77.4%	339	72.6%
Q26. Having three or more visits to a personal doctor, in person, by phone, or by video	75	17.3%	117	25.6%	71	26.8%	45	20.0%	31	35.5%	339	24.2%
Q14. Seeking special medical equipment or devices	92	3.3%	134	0.7%	83	3.6%	52	1.9%	38	0.0%	399	2.0%
Q17. Seeking special therapy*	94	13.8%	136	14.0%	83	15.7%	51	9.8%	37	16.2%	401	14.0%
Q20. Seeking treatment or counseling	94	6.4%	136	8.8%	83	9.6%	52	5.8%	38	7.9%	403	7.9%
Q50. Getting prescription medication	93	38.7%	134	38.1%	82	50.0%	51	52.9	37	40.5%	397	42.8%
Q44. Getting information or help from customer service	95	15.8%	137	12.4%	82	23.2%	51	7.8%	38	23.7%	403	15.9%

** Special therapy includes: speech therapy, occupational therapy, physical therapy.*

TABLE 19B. UTILIZATION OF SERVICES - CHILDREN WITH CHRONIC CONDITIONS												
	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
UTILIZATION OF SERVICES	n	%	n	%	n	%	n	%	n	%	n	%
Q7. Visiting a doctor at least once, in person, by phone, or by video	107	83.2%	132	81.8%	56	73.2%	26	65.4%	31	67.7%	352	78.4%
Q7. Having three or more visits to a doctor in person, by phone, or by video	107	42.1%	132	50.8%	56	39.3%	26	30.8%	31	41.9%	352	44.0%
Q5. Seeking routine medical care	106	77.4%	132	80.3%	54	70.4%	25	80.0%	32	62.5%	349	76.2%
Q3. Seeking medical care for illness/injury	107	47.7%	132	48.5%	55	45.5%	26	42.3%	32	37.5%	352	46.3%
Q40. Visiting a specialist	106	49.1%	131	47.3%	57	45.6%	25	28.0%	31	35.5%	350	45.1%
Q26. Visiting personal doctor at least once, in person, by phone, or by video	96	80.2%	123	89.4%	50	86.0%	20	80.0%	30	80.0%	319	84.6%
Q26. Having three or more visits to a personal doctor, in person, by phone, or by video	96	28.1%	123	44.7%	50	36.0%	20	35.0%	30	43.3%	319	37.6%
Q14. Seeking special medical equipment or devices	106	6.6%	131	14.5%	57	12.3%	25	4.0%	32	3.1%	351	10.0%
*Q17. Seeking special therapy**	105	39.0%	132	42.4%	56	33.9%	26	38.5%	32	46.9%	351	40.2%
Q20. Seeking treatment or counseling	106	39.6%	132	41.7%	55	38.2%	26	42.3%	31	58.1%	350	42.0%
Q50. Getting prescription medication	106	82.1%	131	80.9%	57	82.5%	25	68.0%	32	84.4%	351	80.9%
Q44. Getting information or help from customer service	107	22.4%	131	16.8%	57	19.3%	25	32.0%	32	28.1%	352	21.0%

Among all utilization of service questions, the general child sample had low rates, as seen in Table 19A. The highest statewide utilization rate was 72.6% for "visiting personal doctor at least once, in person, by phone, or by video." For this utilization of service question, the Southeast region had the highest utilization rate of 77.4% among all services and regions. The Central region had low utilization rates for all services, with rates of 68.0% or less. The "seeking special medical equipment or devices" had the lowest utilization rates, with a 1.9% utilization rate in the Southwest, a 0.7% utilization rate in the Northwest, followed by a 0.0% utilization rate in the Southeast.

The CCC sample, as seen in Table 19B, had a high statewide utilization rate of 78.4% for "visiting a doctor at least once, in person, by phone, or by video." This service had a high utilization rate seen among the Central region (83.2%) followed by the Northwest region (81.8%). "Visiting personal doctor at least once, in person, by phone, or by video" had the highest statewide utilization rate (84.6%) as well as the highest region utilization rate (89.4%) in the

Northwest region. All regions had a utilization rate of 80.0% or higher for "Visiting personal doctor at least once, in person, by phone, or by video." The lowest utilization rate was for "Seeking special medical equipment or devices" with a utilization rate of 4.0% for the Southwest region and 3.1% for the Southeast region.

SCHOOL OR DAYCARE REPORTED (QUESTIONS 11 AND 12)

Parents/caregivers of children/adolescents were asked if their child is enrolled in school or daycare and if they have needed their child's doctor to contact a school or daycare about their child's health or health care.

Key Findings

- The majority of respondents (79.6%) stated that their child is currently enrolled in school or daycare. Among the general child sample, 108 respondents said their child is not in school or daycare and 46 respondents among the CCC sample also stated their child does not attend school or daycare.
- Of the respondents who stated their child is in school or daycare, 11.5% stated they needed their child's doctor to contact a school or daycare about their child's health or health care. The majority of respondents who stated they needed their child's doctor to contact a school or daycare about their child's health or health care are among the CCC sample (57 respondents).

HEALTH CARE SERVICES REPORTED (QUESTIONS 23, 25, 34 AND 42)

Parents/caregivers of children/adolescents were asked throughout the survey about the types of providers and services their child has received. Specifically, they were asked if their child used care from more than one kind of health care provider or use more than one kind of health care service, if their child has a personal doctor, if they received care from a doctor or health provider besides their personal doctor, and how many specialists, if any, has their child talked to.

Key Findings

- When asked if their child got care from more than one kind of health care provider or use more than one kind of health care service, 221 respondents answered "yes." Of respondents who stated their child does get care from more than one kind of health care provider or use more than one kind of health care service, 73.3% came from the CCC sample.
- A personal doctor is the one a child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Of all respondents, 89.5% stated that their child has a personal doctor. Of the general child sample only 52 respondents stated their child does not have a personal doctor, and 27 respondents from the CCC sample do not have a personal doctor for their child.
- When asked if their child got care from a doctor or other health provider besides his or her personal doctor, 31.8% of the general child sample said "yes." Among the CCC sample, 58.4% of respondents said their child did get care from a doctor or other health provider besides his or her personal doctor.
- When asked how many specialists their child had talked to in the last 6 months, the majority (53.8%) of respondents who see a specialist stated their child has talked to one specialist.

REPORTED CONDITIONS LASTING MORE THAN 3 MONTHS (QUESTION 37)

Parents/caregivers of children/adolescents were asked if any medical, behavioral, or other health conditions have lasted more than 3 months.

Key Findings

When asked if their child has any medical, behavioral, or other health conditions that have lasted for more than 3 months, 11.5% of general child respondents said "yes" and 75.4% of CCC respondents said "yes."

CHILD'S PERSONAL DOCTOR AND HEALTH PLAN (QUESTIONS 30, 47, AND 48)

Parents/caregivers of children/adolescents were asked about their personal doctor including if their child is able to talk with doctors about their health care. They were also asked about their child's health plan, if their child's health plan gave them any forms to fill out, and how often these forms were easy to fill out.

Key Findings

- Of all respondents, 68.6% stated that their child is able to talk with doctors about his or her health care. Of the general child sample, 79 respondents and 82 CCC respondents answered "no" when asked if their child is able to talk with doctors about his or her health care.
- When asked, "In the last 6 months, did your child's health plan give you any forms to fill out," 79 respondents from the general child sample and 80 respondents from the CCC sample answered "yes."
- The majority of parents/caregivers from the general sample (53.3%) and CCC sample (43.0%) responded that in the last 6 months, the forms from their child's health plan were "always" easy to fill out.

PARENT AND CHILD DEMOGRAPHICS (QUESTIONS 71, 73, AND 74)

Parents/caregivers of children/adolescents were asked about their demographics and their child's demographics. This includes asking if their child is of Hispanic or Latino origin or descent. Questions about the parent's/caregiver's age and gender are also asked.

Key Findings

- The majority of general child (75.4%) and CCC respondents (85.5%) are not Hispanic or Latino.
- The parent/caregivers age category "35 to 44" had the highest number of respondents with 122 parents/caregivers of children/adolescents in the general child sample and 103 parents/caregivers of children/adolescents in the CCC sample.
- The majority of parents/caregivers (86.6%) who filled out the survey are female.

ARKids First A Frequency Tables

Q1) Our records show that your child is now in Medicaid's ARKids First A program. Is that right?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q1	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	396	100.0	345	100.0	741	100.0

A frequency table for Question 2 is not provided. If Question 1 has a response of "Yes," beneficiaries are instructed to skip to Question 3. Based on the HEDIS MY 2023 QAP assessment of Question 1 responses of "No" or those left blank can be eligible for analysis if member indicates coverage in plan.

Q3) In the last 6 months, did your child have an illness, injury, or condition that needed care right away?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q3	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	131	32.5	163	46.3	294	38.9
No	272	67.5	189	53.7	461	61.1

Q4) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q4	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	2	1.3	2	0.7
Sometimes	7	5.5	7	4.5	14	4.9
Usually	11	8.6	16	10.3	27	9.5
Always	110	85.9	131	84.0	241	84.9

Q5) In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q5	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	226	56.5	266	76.2	492	65.7
No	174	43.5	83	23.8	257	34.3

Q6) In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q6	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	1	0.5	0	0.0	1	0.2
Sometimes	28	12.8	34	13.2	62	13.0
Usually	39	17.9	45	17.4	84	17.6
Always	150	68.8	179	69.4	329	69.1

Q7) In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q7	Frequency	Percent	Frequency	Percent	Frequency	Percent
None	154	38.7	76	21.6	230	30.7
1 time	73	18.3	36	10.2	109	14.5
2	69	17.3	85	24.1	154	20.5
3	50	12.6	66	18.8	116	15.5
4	27	6.8	35	9.9	62	8.3
5 to 9	21	5.3	36	10.2	57	7.6
10 or more times	4	1.0	18	5.1	22	2.9

Q8) In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q8	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	6	2.5	2	0.7	8	1.5
Sometimes	11	4.5	16	5.9	27	5.2
Usually	40	16.4	30	11.0	70	13.5
Always	187	76.6	225	82.4	412	79.7

Q9) 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?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q9	Frequency	Percent	Frequency	Percent	Frequency	Percent
0 Worst health care possible	0	0.0	0	0.0	0	0.0
1	0	0.0	0	0.0	0	0.0
2	0	0.0	0	0.0	0	0.0
3	1	0.4	0	0.0	1	0.2
4	0	0.0	1	0.4	1	0.2
5	7	2.9	8	2.9	15	2.9
6	3	1.2	9	3.3	12	2.3
7	18	7.4	20	7.3	38	7.4
8	30	12.3	42	15.4	72	13.9
9	47	19.3	61	22.3	108	20.9
10 Best health care possible	138	56.6	132	48.4	270	52.2

Q10) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q10	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	1	0.4	1	0.2
Sometimes	12	4.9	20	7.4	32	6.2
Usually	51	20.9	63	23.2	114	22.1
Always	181	74.2	187	69.0	368	71.5

Q11) Is your child now enrolled in any kind of school or daycare?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q11	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	293	73.1	307	87.0	600	79.6
No	108	26.9	46	13.0	154	20.4

Q12) In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q12	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	10	3.5	57	19.5	67	11.5
No	278	96.5	236	80.5	514	88.5

Q13) In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q13	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	10	100.0	51	92.7	61	93.8
No	0	0.0	4	7.3	4	6.2

Q14) Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q14	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	8	2.0	35	10.0	43	5.7
No	391	98.0	316	90.0	707	94.3

Q15) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q15	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	1	2.9	1	2.4
Sometimes	0	0.0	9	26.5	9	22.0
Usually	1	14.3	7	20.6	8	19.5
Always	6	85.7	17	50.0	23	56.1

Q16) Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q16	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	4	57.1	30	85.7	34	81.0
No	3	42.9	5	14.3	8	19.0

Q17) In the last 6 months, did you get or try to get special therapy such as physical, occupational or speech therapy for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q17	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	56	14.0	141	40.2	197	26.2
No	345	86.0	210	59.8	555	73.8

Q18) In the last 6 months, how often was it easy to get this therapy for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q18	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	2	3.6	6	4.3	8	4.1
Sometimes	2	3.6	14	10.0	16	8.2
Usually	4	7.3	23	16.4	27	13.8
Always	47	85.5	97	69.3	144	73.8

Q19) Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q19	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	36	65.5	95	68.3	131	67.5
No	19	34.5	44	31.7	63	32.5

Q20) In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q20	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	32	7.9	147	42.0	179	23.8
No	371	92.1	203	58.0	574	76.2

Q21) In the last 6 months, how often was it easy to get this treatment or counseling for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q21	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	5	15.6	28	19.9	33	19.1
Sometimes	5	15.6	16	11.3	21	12.1
Usually	4	12.5	33	23.4	37	21.4
Always	18	56.3	64	45.4	82	47.4

Q22) Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q22	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	21	65.6	97	67.4	118	67.0
No	11	34.4	47	32.6	58	33.0

Q23) In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of heath care service?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q23	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	59	14.8	162	46.6	221	29.5
No	341	85.3	186	53.4	527	70.5

Q24) In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q24	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	40	69.0	118	76.6	158	74.5
No	18	31.0	36	23.4	54	25.5

Q25) A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q25	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	349	87.0	324	92.3	673	89.5
No	52	13.0	27	7.7	79	10.5

Q26) In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q26	Frequency	Percent	Frequency	Percent	Frequency	Percent
None	93	27.4	49	15.4	142	21.6
1 time	106	31.3	67	21.0	173	26.3
2	58	17.1	83	26.0	141	21.4
3	43	12.7	66	20.7	109	16.6
4	16	4.7	25	7.8	41	6.2
5 to 9	17	5.0	23	7.2	40	6.1
10 or more times	6	1.8	6	1.9	12	1.8

Q27) 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?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q27	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	2	0.8	1	0.4	3	0.6
Sometimes	8	3.3	11	4.1	19	3.7
Usually	29	11.8	25	9.3	54	10.5
Always	207	84.1	233	86.3	440	85.3

Q28) In the last 6 months, how often did your child's personal doctor listen carefully to you?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q28	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	0	0.0	0	0.0
Sometimes	6	2.4	7	2.6	13	2.5
Usually	34	13.8	31	11.5	65	12.6
Always	206	83.7	232	85.9	438	84.9

Q29) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q29	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	0	0.0	0	0.0
Sometimes	8	3.3	6	2.2	14	2.7
Usually	14	5.7	21	7.8	35	6.8
Always	223	91.0	241	89.9	464	90.4

Q30) Is your child able to talk with doctors about his or her health care?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q30	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	166	67.8	186	69.4	352	68.6
No	79	32.2	82	30.6	161	31.4

Q31) 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?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q31	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	2	1.2	2	1.1	4	1.2
Sometimes	3	1.9	11	6.1	14	4.1
Usually	27	16.7	38	21.1	65	19.0
Always	130	80.2	129	71.7	259	75.7

Q32) In the last 6 months, how often did your child's personal doctor spend enough time with your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q32	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	6	2.5	8	3.0	14	2.7
Sometimes	17	7.0	17	6.4	34	6.7
Usually	49	20.1	38	14.2	87	17.0
Always	172	70.5	204	76.4	376	73.6

Q33) In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q33	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	208	85.6	227	85.7	435	85.6
No	35	14.4	38	14.3	73	14.4

Q34) In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q34	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	78	31.8	156	58.4	234	45.7
No	167	68.2	111	41.6	278	54.3

Q35) In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q35	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	3	3.9	7	4.6	10	4.4
Sometimes	5	6.6	11	7.2	16	7.0
Usually	17	22.4	43	28.1	60	26.2
Always	51	67.1	92	60.1	143	62.4

Q36) 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 child's personal doctor?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q36	Frequency	Percent	Frequency	Percent	Frequency	Percent
0 Worst personal doctor possible	0	0.0	1	0.3	1	0.2
1	0	0.0	1	0.3	1	0.2
2	1	0.3	0	0.0	1	0.2
3	3	0.9	1	0.3	4	0.6
4	1	0.3	2	0.6	3	0.5
5	7	2.1	8	2.5	15	2.3
6	4	1.2	6	1.9	10	1.5
7	19	5.6	15	4.8	34	5.2
8	36	10.7	37	11.7	73	11.2
9	62	18.4	60	19.0	122	18.7
10 Best personal doctor possible	204	60.5	184	58.4	388	59.5

Q37) Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q37	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	39	11.5	239	75.4	278	42.4
No	300	88.5	78	24.6	378	57.6

Q38) Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q38	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	36	97.3	215	91.5	251	92.3
No	1	2.7	20	8.5	21	7.7

Q39) Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q39	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	35	94.6	206	87.7	241	88.6
No	2	5.4	29	12.3	31	11.4

Q40) Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q40	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	56	13.9	158	45.1	214	28.5
No	346	86.1	192	54.9	538	71.5

Q41) In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q41	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	1	1.9	3	1.9	4	1.9
Sometimes	6	11.1	18	11.4	24	11.3
Usually	6	11.1	38	24.1	44	20.8
Always	41	75.9	99	62.7	140	66.0

Q42) How many specialists has your child talked to in the last 6 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q42	Frequency	Percent	Frequency	Percent	Frequency	Percent
None	3	5.5	6	3.8	9	4.2
1 specialist	39	70.9	75	47.8	114	53.8
2	9	16.4	47	29.9	56	26.4
3	2	3.6	16	10.2	18	8.5
4	1	1.8	7	4.5	8	3.8
5 or more specialists	1	1.8	6	3.8	7	3.3

Q43) We want to know your rating of the specialist your child talked to 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 that specialist?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q43	Frequency	Percent	Frequency	Percent	Frequency	Percent
0 Worst specialist possible	0	0.0	0	0.0	0	0.0
1	0	0.0	0	0.0	0	0.0
2	0	0.0	1	0.7	1	0.5
3	0	0.0	1	0.7	1	0.5
4	2	3.8	1	0.7	3	1.5
5	1	1.9	3	2.0	4	2.0
6	0	0.0	5	3.3	5	2.5
7	1	1.9	9	6.0	10	5.0
8	3	5.8	18	12.0	21	10.4
9	7	13.5	25	16.7	32	15.8
10 Best specialist possible	38	73.1	87	58.0	125	61.9

Q44) In the last 6 months, did you get information or help from customer service at your child's health plan?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q44	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	64	15.9	74	21.0	138	18.3
No	339	84.1	278	79.0	617	81.7

Q45) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q45	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	4	5.6	4	3.1
Sometimes	8	13.6	9	12.5	17	13.0
Usually	14	23.7	15	20.8	29	22.1
Always	37	62.7	44	61.1	81	61.8

Q46) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q46	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	0	0.0	1	1.4	1	0.8
Sometimes	2	3.4	1	1.4	3	2.3
Usually	11	19.0	15	20.5	26	19.8
Always	45	77.6	56	76.7	101	77.1

Q47) In the last 6 months, did your child's health plan give you any forms to fill out?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q47	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	79	19.9	80	22.9	159	21.3
No	318	80.1	270	77.1	588	78.7

Q48) In the last 6 months, how often were the forms from your child's health plan easy to fill out?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q48	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	5	6.7	3	3.8	8	5.2
Sometimes	8	10.7	12	15.2	20	13.0
Usually	22	29.3	30	38.0	52	33.8
Always	40	53.3	34	43.0	74	48.1

Q49) 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?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q49	Frequency	Percent	Frequency	Percent	Frequency	Percent
0 Worst health plan possible	2	0.5	1	0.3	3	0.4
1	0	0.0	0	0.0	0	0.0
2	2	0.5	2	0.6	4	0.5
3	3	0.8	3	0.9	6	0.8
4	1	0.3	5	1.4	6	0.8
5	17	4.3	12	3.4	29	3.9
6	7	1.8	16	4.6	23	3.1
7	11	2.8	24	6.9	35	4.7
8	49	12.5	52	14.9	101	13.6
9	79	20.1	51	14.7	130	17.5
10 Best health plan possible	222	56.5	182	52.3	404	54.5

Q50) In the last 6 months, did you get or refill any prescription medicines for your child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q50	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	170	42.8	284	80.9	454	60.7
No	227	57.2	67	19.1	294	39.3

Q51) In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q51	Frequency	Percent	Frequency	Percent	Frequency	Percent
Never	2	1.2	2	0.7	4	0.9
Sometimes	6	3.6	30	10.6	36	8.0
Usually	22	13.1	52	18.4	74	16.4
Always	138	82.1	199	70.3	337	74.7

Q52) Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q52	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	109	66.1	188	67.4	297	66.9
No	56	33.9	91	32.6	147	33.1

Q53) In general, how would you rate your child's overall health?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q53	Frequency	Percent	Frequency	Percent	Frequency	Percent
Excellent	186	47.0	66	18.9	252	33.8
Very good	150	37.9	149	42.6	299	40.1
Good	52	13.1	96	27.4	148	19.8
Fair	8	2.0	36	10.3	44	5.9
Poor	0	0.0	3	0.9	3	0.4

Q54) In general, how would you rate your child's overall mental or emotional health?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q54	Frequency	Percent	Frequency	Percent	Frequency	Percent
Excellent	184	46.6	61	17.6	245	33.0
Very good	130	32.9	97	28.0	227	30.6
Good	67	17.0	107	30.8	174	23.5
Fair	14	3.5	68	19.6	82	11.1
Poor	0	0.0	14	4.0	14	1.9

Q55) Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q55	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	68	17.2	252	72.0	320	43.0
No	327	82.8	98	28.0	425	57.0

Q56) Is this because of any medical, behavioral, or other health condition?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q56	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	22	34.9	242	96.4	264	84.1
No	41	65.1	9	3.6	50	15.9

Q57) Is this a condition that has lasted or is expected to last for at least 12 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q57	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	0	0.0	237	98.8	237	90.5
No	22	100.0	3	1.3	25	9.5

Q58) 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?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q58	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	20	5.0	201	57.1	221	29.5
No	377	95.0	151	42.9	528	70.5

Q59) Is this because of any medical, behavioral, or other health condition?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q59	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	8	40.0	190	95.0	198	90.0
No	12	60.0	10	5.0	22	10.0

Q60) Is this a condition that has lasted or is expected to last for at least 12 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q60	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	0	0.0	186	98.9	186	95.4
No	7	100.0	2	1.1	9	4.6

Q61) 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?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q61	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	17	4.3	143	40.9	160	21.4
No	381	95.7	207	59.1	588	78.6

Q62) Is this because of any medical, behavioral, or other health condition?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q62	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	6	35.3	136	95.8	142	89.3
No	11	64.7	6	4.2	17	10.7

Q63) Is this a condition that has lasted or is expected to last for at least 12 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q63	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	0	0.0	129	96.3	129	92.1
No	6	100.0	5	3.7	11	7.9

Q64) Does your child need or get special therapy such as physical, occupational, or speech therapy?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q64	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	57	14.3	172	48.7	229	30.5
No	342	85.7	181	51.3	523	69.5

Q65) Is this because of any medical, behavioral, or other health condition?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q65	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	8	14.5	148	87.6	156	69.6
No	47	85.5	21	12.4	68	30.4

Q66) Is this a condition that has lasted or is expected to last for at least 12 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q66	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	0	0.0	147	100.0	147	94.8
No	8	100.0	0	0.0	8	5.2

Q67) Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q67	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	21	5.3	207	58.6	228	30.4
No	377	94.7	146	41.4	523	69.6

Q68) Has this problem lasted or is it expected to last for at least 12 months?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q68	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	0	0.0	203	98.1	203	89.8
No	19	100.0	4	1.9	23	10.2

Q69) What is your child's age?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q69	Frequency	Percent	Frequency	Percent	Frequency	Percent
Less than 1 year old	0	0.0	0	0.0	0	0.0
1 year old	17	4.5	8	2.3	25	3.4
2 years old	19	5.0	13	3.7	32	4.4
3 years old	18	4.7	7	2.0	25	3.4
4 years old	27	7.1	27	7.8	54	7.4
5 years old	21	5.5	21	6.1	42	5.8
6 years old	28	7.3	16	4.6	44	6.0
7 years old	14	3.7	24	6.9	38	5.2
8 years old	14	3.7	14	4.0	28	3.8
9 years old	20	5.2	18	5.2	38	5.2
10 years old	18	4.7	28	8.1	46	6.3
11 years old	20	5.2	32	9.2	52	7.1
12 years old	24	6.3	20	5.8	44	6.0
13 years old	22	5.8	19	5.5	41	5.6
14 years old	17	4.5	24	6.9	41	5.6
15 years old	24	6.3	17	4.9	41	5.6
16 years old	33	8.7	28	8.1	61	8.4
17 years old	39	10.2	26	7.5	65	8.9
18 years old	6	1.6	5	1.4	11	1.5

Q70) Is your child male or female?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q70	Frequency	Percent	Frequency	Percent	Frequency	Percent
Male	209	54.0	198	56.4	407	55.1
Female	178	46.0	153	43.6	331	44.9

Q71) Is your child of Hispanic or Latino origin or descent?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q71	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes, Hispanic or Latino	97	24.6	50	14.5	147	19.9
No, not Hispanic or Latino	297	75.4	296	85.5	593	80.1

Q72) What is your child's race? Mark one or more.						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q72	Frequency	Percent	Frequency	Percent	Frequency	Percent
White	246	63.9	223	64.3	469	64.1
Black or African-American	64	16.6	65	18.7	129	17.6
Asian	4	1.0	1	0.3	5	0.7
Native Hawaiian or other Pacific Islander	2	0.5	0	0.0	2	0.3
American Indian or Alaska Native	2	0.5	5	1.4	7	1.0
Other	40	10.4	25	7.2	65	8.9
Multiracial	27	7.0	28	8.1	55	7.5

Q73) What is your age?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q73	Frequency	Percent	Frequency	Percent	Frequency	Percent
Under 18	67	16.9	57	16.4	124	16.6
18 to 24	22	5.5	5	1.4	27	3.6
25 to 34	83	20.9	73	21.0	156	20.9
35 to 44	122	30.7	103	29.6	225	30.2
45 to 54	54	13.6	59	17.0	113	15.2
55 to 64	24	6.0	27	7.8	51	6.8
65 to 74	20	5.0	17	4.9	37	5.0
75 or older	5	1.3	7	2.0	12	1.6

Q74) Are you male or female?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q74	Frequency	Percent	Frequency	Percent	Frequency	Percent
Male	58	14.6	42	12.0	100	13.4
Female	339	85.4	308	88.0	647	86.6

Q75) What is the highest grade or level of school that you have completed?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q75	Frequency	Percent	Frequency	Percent	Frequency	Percent
8th grade or less	35	8.9	14	4.1	49	6.6
Some high school, but did not graduate	58	14.8	32	9.3	90	12.2
High school graduate or GED	143	36.5	117	33.9	260	35.3
Some college or 2-year degree	112	28.6	109	31.6	221	30.0
4 year college graduate	25	6.4	43	12.5	68	9.2
More than 4-year college degree	19	4.8	30	8.7	49	6.6

Q76) How are you related to the child?						
	GENERAL CHILD		CHILDREN WITH CHRONIC CONDITION		TOTAL	
Q76	Frequency	Percent	Frequency	Percent	Frequency	Percent
Mother or father	329	87.5	274	85.9	603	86.8
Grandparent	38	10.1	30	9.4	68	9.8
Aunt or uncle	0	0.0	2	0.6	2	0.3
Older brother or sister	0	0.0	0	0.0	0	0.0
Other relative	0	0.0	0	0.0	0	0.0
Legal guardian	9	2.4	12	3.8	21	3.0
Someone else	0	0.0	1	0.3	1	0.1

ARKids First A Comments

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Good	13-18	General Sample	** MEDICINE IS FOR HER ACNE.
8-10	Excellent	9-12	General Sample	Q44) THEY NEVER CALL ME!
5-7	Good	13-18	CCC Sample	CONSTANT DENIAL FOR DENTAL CARE.
8-10	Very good	9-12	CCC Sample	#67 ** IS DEVELOPMENTALLY DELAYED AND I WORK WITH HIM DAILY. WE ARE HOMESCHOOLING ** AND TAKE A LOT OF TIME WITH FINDING A LEARNING PROCESS THAT WORKS FOR HIM.
5-7	Excellent	0-4	General Sample	MY CHILDS INSURANCE WAS RANDOMLY CANCELLED FOR NO REASON. CALLING TO FIX IT WAS THE WORST EXPERIENCE. WE HAD BEEN TOLD TO DO ONE THING TO FIX IT. I WAS GIVEN THE INCORRECT INFO. YOU ALSO ALWAYS SAY WE MAKE MORE THAN WE DO BY ABOUT 2K DOLLARS!
8-10	Excellent	13-18	CCC Sample	I THANK YOU ANSWER ALL THE QUESTION SO FAR. I JUST HOPE HE KEEPS GETTING HIS HELP THROUGH OUT HIS LIFE EACH AND EVERYDAY. I HOPE THAT HE'S GETTING ALL OF HIS HEALTH SERVICES, PLAN EACH AND EVER DAY, OCCUPATION THERAPY, HEALTH SERVICES, LEARNING DISABILITIES, PROBLEMS SPEECH ALL THAT! MORE LEARNING DISABILITIES ** THANK YOU FOR YOUR SURVEY.
0-4	Very good		General Sample	OUR HEALTHCARE HAS BEEN CANCELLED BY ACCIDENT EVERY RENEWAL PERIOD, DISRUPTING CARE. WE ALSO ARE NOT COVERED TO SEE SPECIALIST, OR IF WE ARE, THE SPECIALISTS WHO ARE IN NETWORK ARE NOT TAKING NEW PATIENTS OR THEY AREN'T ABLE TO SEE US FOR MANY MONTHS.
5-7	Excellent	0-4	General Sample	THIS TIME FRAME DURING HER ADOPTION PROCESS. THE TRANSITION OF NAME CHANGE AND CARE IS STILL TAKING PLACE.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
5-7	Very good	13-18	General Sample	THE PHARMACY KEEPS SAYING WHEN THEY LOOK UP HER NUMBER ON HER CARD THAT IT DOESN'T MATCH HER NAME ON HER MEDICAL CARD AND WE HAVE TROUBLE GETTING HER MEDICINE SOMETIMES BECAUSE OF THIS SHE NEEDS A NEW CARD; Q49) THEY KEEP SAYING HER NUMBER ON HER CARD DOESN'T MATCH HER NAME.
8-10	Excellent	0-4	CCC Sample	I'M STARTING TO SEE THAT ** IS HAVING SOME DIFFICULTIES IN HER SPEECH. AS WELL AS HAVING VERY BAD TANTRUMS WHEN SHE DOESN'T GET HER WAY.
8-10	Excellent	9-12	General Sample	THANKS FOR OUR HEALTH INSURANCE
8-10	Excellent	9-12	General Sample	THE ONLY SUGGESTION IS WHEN PARENTS CALL IN WITH QUESTIONS OR AN ISSUE, IT IS SOMETIMES VERY DIFFICULT TO GET THROUGH AND GET ANSWERS. I CAN'T RECALL ANY ISSUES WITH INSURANCE AT THE DOCTORS OFFICE. MY SON LIKES HIS DOCTOR AND HE CAN OPENLY TALK TO HIM.
8-10	Fair	13-18	CCC Sample	MY FAMILY IS VERY APPRECIATIVE AND THANKFUL FOR INSURANCE COVERAGE THANK YOU!
8-10	Excellent	0-4	General Sample	WHEN NEEDING TO SEE A DERMATOLOGIST, THE FIRST AVAILABE APPT WAS 4 MONTHS OUT FOR A BABY! IT SEEMED RIDICULOUS. HIS PERSONAL DOCTOR WENT ABOVE AND BEYOND TO GET HIM THE CARE HE NEEDED.
8-10	Very good	9-12	General Sample	WITH INFLATION AND INCREASE COST OF EVERYTHING. DHS SHOULD RE-EVALUATE THE INCOME REQUIREMENTS TO QUALIFY FOR SERVICES, MEDICAL AND SNAP, IT SHOULD ALSO BE BASED OFF YOUR WAGES AND NOT THE GROSS. DUE TO THE GROSS IS NOT WHAT YOU RECEIVE TO LIVE ON, IT'S THE WAGES AFTER TAXES. WE LIVE ON, THE INCOME REQUIREMENTS SHOULD BE SEVERLY INCREASED AND BASE OFF WAGES, NOT GROSS. THE CURRENT REQUIREMENTS ARE CAUSING WORKING PEOPLE A SEVERE HARDSHIP. THANK YOU CONCERNED SINGLE WORKING CITIZENS.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Very good	5-8	CCC Sample	WASN'T QUITE SURE HOW TO ANSWER SOME QUESTIONS. WE ARE SO THANKFUL FOR HER HEALTH CARE THAT SHE HAS!; Q49) I DO WISH HER HEALTH CARE WOULD COVER SEDATION FOR DENTAL WORK! THAT'S MY ONLY COMPLAINT!
8-10	Excellent	9-12	General Sample	WE GET WONDERFUL CARE FROM HIS DOCTOR, THEY ARE RESPECTFUL. SO FAR PLAN HAS BEEN GREAT!
8-10	Excellent	9-12	General Sample	MY CHILD IS A PRETTY HEALTHY KID. RARELY DOES HE GET SICK HIS IMMUNE SYSTEM IS AMAZING ARKIDS HAS ALWAYS BEEN A GREAT HEALTH INSURANCE FOR THE CHILDREN THANK YOU **
8-10	Good		CCC Sample	WHERE WE LIVE HAS NO SPECIALIST, NO ER OR URGENT CARE.
8-10	Good		CCC Sample	1. PLEASE HELP ME WITH HIS ARKIDS 1ST CARD IT HAS EXPIRED-RECIPIENT ** DOB ** CARD NUMBER ** 2. HE ALSO HAS A BROTHER AND HIS ARKIDS 1ST CARD HAS EXPIRED- RECIPIENT NAME ** DOB ** CARD NUMBER ** THANKS
8-10	Very good		CCC Sample	MY ONLY ISSUE WITH THE INSURANCE IS MY SON HAS AUTISM, AND HE GETS STREP THROAT FREQUENTLY, HE WILL NOT TAKE THE MEDICINE SO I HAVE TO TAKE HIM TO THE ER FOR THE ANTIBIOTIC SHOT. I WISH I COULD GET HIS TONSILS REMOVED TO HELP LOWER HIS RISK OF STREP BUT WE ALWAYS FALL SHORT ON THE REQUIREMENTS OF GETTING THEM REMOVED. OTHER THAN THAT IT HELPS COVER EVERYTHING HE NEEDS!
8-10	Excellent	5-8	General Sample	WE ARE HER GRANDPARENTS WE HAVE GUARDIANSHIP. WE HAD IT SIGNED AND WE BROUGHT HER HOME FROM HOSPITAL SHE ONLY KNOWS US AS MOM AND DAD
8-10	Very good	0-4	CCC Sample	JUST WANTED TO ADD THAT EVERY SINGLE TIME I CALL THE AR MEDICAID OFFICE, EVERY SINGLE PERSON I INTERACT WITH HAS BEEN NOTHING BUT HELPFUL AND DILIGENT WITH THEIR CUSTOMER SERVICE. THANK YOU!
5-7	Very good	9-12	General Sample	THEY SHOULD COVER ORTHODONTICS AND THEY SHOULD COVER WHEN A ROOT CANAL HAS TO BE DONE TWICE.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Excellent	13-18	CCC Sample	THE ONLY COMPLAINT I HAVE OVER LAST YEAR OF MY SON'S MEDICAL HISTORY WOULD BE THE DIFFICULTY IT IS TO COME BY HIS PRESCRIPTION MEDICINE PRESCRIBED BY HIS DOCTOR. THIS GENERIC FORM OF VYVANCE FROM THE LISDEXAMFETAMINE HAS HAD ME SEARCHING SEVERAL DIFFERENT PHARMACIES TO BE ABLE TO FILL IT. IT IS RIDICULOUS HOW DIFFICULT IT IS TO GET A HOLD OF THIS PARTICULAR MEDICINE. UNFORTUNATELY, IT IS THE ONLY ADHD MED. THAT WORKS WELL FOR MY CHILD.
8-10	Excellent	13-18	General Sample	Q33) (WE HAVEN'T SEEN HIM IN THE LAST 6 MONTHS SO N/A)
5-7	9		CCC Sample	MY DAUGHTER HAS PROBLEMS WITH DEPRESSION AND HER BEHAVIOR PROBLEMS SHE SEES A THERAPIST. SHE HAD PROBLEMS WITH HER EYES BUT THEY ARE BETTER FOR NOW.
8-10	Excellent	9-12	CCC Sample	I'VE NEVER HAD ANY ISSUES W/PROVIDERS OR HEALTH CARE - IT'S ALWAYS WITH THE PEOPLE PROCESSING MY APPLICATION, DETERMINING ELIGIBILITY, ETC. VERY UNPROFESSIONAL, LACK OF CONSIDERATION, LACK OF COMPASSION...RUDE, ONCE I GET HEALTH CARE COVERAGE, IT'S GREAT. IT'S GETTING IT THAT HAS ALWAYS CAUSED ME ISSUES.
8-10	Very good	9-12	CCC Sample	Q65) TAKES VYVANSE
8-10	Excellent	9-12	General Sample	EYE CARE, MY DAUGHTER WEARS GLASSES AND AT HER AGE IT IS HARD TO KEEP ONLY ONE PAIR PER YEAR SCRATCH FREE OR THEY GO THROUGH GROWTH SPURTS. WE CURRENTLY SEE ** AND THEY ARE 10/10 BEST HEALTH PLAN POSSIBLE THEY ANSWER CALLS AND GET OUR APPOINTMENTS ON TIME, ANSWERS ALL OUR QUESTIONS.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
5-7	Very good	0-4	General Sample	THIS INSURANCE HAS BEEN GREAT FOR GETTING MY DAUGHTER THE SPEECH AND OCCUPATIONAL THERAPY SHE NEEDS. BUT I HAVE HAD ISSUES WITH THE INSURANCES RECOMMENDED FACILITIES. I STARTED AT ** AS RECOMMENDED. WHOM DIDN'T CONTACT ME FOR MONTHS AT A TIME. BUT I HAVE SWITCHED TO ** NOW.
8-10	Good	5-8	CCC Sample	** HAS PRIMARY CILIARY DYSKINESIA THE TINY HAIRS IN HER AIRWAYS DO NOT FUNCTION PROPERLY. SO SHE HAS TO HAVE HER MEDS, NEBULIZER AND VEST MACHINE DAILY. SHE CAN'T GET STUFF OUT OF HER LUNGS AS EASILY AS MOST PEOPLE. WITH YOUR HELP AND OUR DAILY DEDICATION SHE IS ABLE TO GO TO SCHOOL AND PLAY SPORTS AS MOST CHILDREN CAN. WE HAVE PROBLEMS GETTING HER 3% SODIUM CHLORIDE PAID FOR IS THERE ANY SPECIAL THING WE NEED TO DO TO FIX THAT ISSUE. SHE NEEDS IT WITH HER NEBULIZER MACHINE TO HELP GET GUNK OUT OF HER LUNGS.
5-7	Good	13-18	CCC Sample	THE PCP IS NOT WHO WE USUALLY SEE AT OUR CLINIC. WE SEE A NPA THAT'S AWESOME AND IS THE ONE WHO REALLY MAKES A DIFFERENCE IN THEIR CARE. WHEN ANSWERING THE QUESTIONS ABOUT MY CHILD'S PCP (DOCTOR) I WAS GIVING THE ANSWERS FOR THE DOCTOR AND NOT THE NPA AT THE CLINIC.
8-10	Excellent	13-18	General Sample	THERE ISN'T ENOUGH DRS THAT TAKE ARKIDS INSURANCE LOCALLY, SOME DO BUT NONE ARE TAKING NEW PATIENTS. LITTLE ROCK IS 45 MIN AWAY. WE LAST JUST WENT TO ** FOR UPDATING SHOTS.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Excellent		General Sample	I WISH MY HEALTH PLAN WOULD CONTACT ME PRIMARILY BY PHONE OR EMAIL AS I HAVE RECEIVED MANY THINGS BY MAIL AND WHEN I LOOKED INTO THE THINGS I'VE BEEN SENT THROUGH THE MAIL HAVE BEEN SCAMS. SO HERE IS MY PRIMARY WAY OF CONTACT (**)****, ****@GMAIL.COM. BIGGEST COMPLAINT WE ARE TREATED LIKE A NUMBER AND SEEM TO HAVE NO INTEREST IN WHAT OUR OPINIONS OR CONCERNS ARE. WE ARE JUST SEEN AND THEN GONE. I WISH THEY SPENT MORE TIME ACTUALLY SEEING OUR CHILD. EVERYTHING SEEMS RUSHED.
0-4	Very good	13-18	General Sample	** IS MY SON MEDICAL DOCTOR. HE USED TO TAKE SPEECH THERAPY WHEN HE WAS YOUNGER IN SCHOOL. ELEMENTARY. MY SON GRADUATE MAY OF 2024 OF THIS YEAR. ANY QUESTION CALL ** ** MOTHER
0-4	8	0-4	CCC Sample	I WANT HELP GETTING A PASSE!
8-10	Good	13-18	CCC Sample	THE ROUTINE CHECK UPS, THE URGENT CARES AND PERSONAL DOCTOR'S VISITS, ALL ARE EASY TO SCHEDULE AND ACHIEVE. BUT HAVING AN APPOINTMENT WITH A SPECIALIST IS SOMETHING DIFFERENT. IT TAKES A VERY LONG TIME. MY CHILD IS WAITING FOR THREE MONTHS TO BE SEEN BY A PEDIATRIC ENDOCRINOLOGIST. I JUST WISH IT WAS EASIER TO SCHEDULE AN APPOINTMENT WITH SPECIALISTS LIKE IT WAS WITH OTHER PROVIDERS. OVERALL THE MEDICAID IS A SOLID PLAN FOR KIDS AND PROVIDE GREAT SERVICE.
8-10	Excellent	0-4	CCC Sample	#64 SHE GETS SPECIAL THERAPY FROM HER SCHOOL (DAYCARE)
8-10	Excellent	13-18	General Sample	MY CHILD DOES NOT HAVE ANY SPECIAL NEEDS ** HAVE HER AS A SPECIAL NEED CHILD BUT SHE IS NOT A SPECIAL NEED CHILD.
8-10	Excellent	0-4	CCC Sample	TWINS WERE BORN AT 29 WEEKS, 1 WITH CLEFT PALLET, ALL 3 SPEECH, 2 IN OT, 2 IN PHYSICAL THERAPY, ALL 3 SKIN CONDITIONS AND ALLERGIES, 1 CRONIC STOMACH ISSUES, MULTIPLE SURGERIES FOR 2

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Good	0-4	General Sample	Q36) ** IS THE BEST!
	9	9-12	CCC Sample	** HAS HAD A PROBLEM SINCE SHE WAS A CHILD WHEN SHE WALKS HER RIGHT FOOT INWARDS AND THAT IS WHY SHE FALLS VERY OFTEN AND THAT IS WHY SHE HAS THERAPY, IT HAS HELPED HER BUT SHE NEEDS MORE.
8-10	Good	13-18	General Sample	I WOULD LIKE FOR CHILDREN TO BE ABLE TO GET BRACES ON THEIR TEETH IF NECESSARY. TO ME THIS IS PART OF THEIR MENTAL HEALTH IN SOME CASES. WE ARE THANKFUL FOR ARKIDS 1ST.
8-10	Excellent	13-18	General Sample	ARKIDS HAS BEEN A BLESSING TO OUR FAMILY AFTER MY WIFE AND I LOST OUR JOBS DURING COVID. A TRUE LIFESAVER AS WE BOTH CHANGED CAREERS.
8-10	Good	13-18	CCC Sample	THE SERVICE IS GREAT. I AM THANKFUL FOR ALL THE HEALTH CARE AND OPPORTUNITIES ARKIDS PROVIDE.
8-10	Good		General Sample	I TRIED TO ANSWER BEST AS POSSIBLE BUT I COULD NOT REMEMBER SOME INFORMATION.
8-10	Very good	13-18	CCC Sample	HE SEES A DERMATOLOGIST FOR ACNE
8-10	Very good	0-4	CCC Sample	MY DAUGHTER IS AT ** AND SHE HAS BEEN GOING SINCE LAST YEAR OF DECEMBER.
8-10	Excellent	0-4	General Sample	THIS IS ** MOTHER, THE ONLY QUESTION I HAVE IS HOW CAN I GET A DOCTOR FOR HER? I RECEIVED THE APPROVAL LETTER FOR MY DAUGHTERS AND IT STATED THAT WE COULD FIND A DOCTOR ON A WEBSITE. I GO ON THE WEBSITE AND TRY TO APPLY FOR TWO DOCS BUT I HAVE YET TO GET A RESPONSE FROM ANY OF THEM. THANK YOU FOR YOUR TIME AND HELP.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Very good	9-12	General Sample	** WAS GIVEN PERMANENT CUSTODY TO MY HUSBAND (**) AND MYSELF IN NOVEMBER 2014. AT FIRST HE HAD SOME SEPARATION ANXIETY. WE TOOK HIM TO BE CHECKED BY A DOCTOR IN LITTLE ROCK AR. I BELIEVE HE WAS ALMOST 3 YEARS OLD. HE IS WELL ADJUSTED SINCE THAT TIME. AND WILL SOON BE 12 YEARS OLD. HE IS NOT SICK EXCEPT THE USUAL COLDS AND STOMACHS; I BELIEVE HIM TO BE HEALTHY.
0-4	Fair	5-8	CCC Sample	Q45) NEED A SECOND APPT
8-10	Very good	13-18	CCC Sample	MY SON IS ADOPTED, HE HAS ADHD SOMETIMES HE HAS MORE TROUBLE THAN OTHER TIMES FOCUSING.
5-7	Very good	9-12	General Sample	I FEEL LIKE THE SCALE THEY USE TO DETERMINE WEATHER OR NOT A CHILD QUALIFIES FOR BRACES ON THEIR TEETH OR NOT IS A BIT EXTREME. MY OLDEST DAUGHTER NEEDED BRACES DESPERATELY BAD AND DIDN'T QUALIFY CAUSE SHE WAS ONE POINT OFF ON YA'LLS SCALE. I HAD TO PAY 5,000$ OUT OF POCKET AND SHE'S A LIFETIME RETAINER WEARER AND IS NOW GOING TO NEED BRACES AGAIN CAUSE I COULDN'T AFFORD TO GET HER A NEW RETAINER WHEN SHE BROKE HERS. SO NOW I PAID ALL THAT MONEY ON HER TEETH FOR NOTHING AND IT WASN'T EASY BEING A SINGLE MOM OF 3 WITH ONE INCOME.
8-10	Good	9-12	CCC Sample	Q67) HE TAKES MEDS FOR ADHD
8-10	Excellent		CCC Sample	Q31) NA (MY CHILD IS NON VERBAL)

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Excellent	13-18	General Sample	THE ONLY THING I DISAGREE WITH IS WHEN MY CHILD IS TREATED IN A HOSPITAL OR CLINIC WITHIN DAYS I RECEIVE THE AMOUNT OF THAT VISIT OR THE CARE PROVIDED AND IT STATES THAT I AM RESPONSIBLE FOR PAYING FOR THOSE SERVICES GIVEN TO MY CHILD WHEN HE HAS ARKIDS A, WHICH IS SUPPOSED TO BE COMPLETE COVERAGE AND I DO NOT HAVE THE NECESSARY RESOURCES TO COVER EVERYTHING THAT IS PROVIDED TO HIM FOR HIS HEALTH THANK YOU FOR YOUR UNDERSTANDING.
8-10	Very good	9-12	CCC Sample	HE WAS DIAGNOSED WITH ADHD STRUGGLES WITH READING HE IS IN PROGRAMS LIKE 504, IEP ETC.
8-10	Very good	9-12	CCC Sample	Q30) CHANGED DR SO WE HAVEN'T SEEN NEW DR. YET; Q76) I'M HER GREAT GRANDMOTHER AND I'VE HAD HER SINCE 2019
8-10	Very good	13-18	General Sample	I REALLY APPRECIATE MY CHILDREN'S HEALTH COVERAGE I FEEL LIKE I CAN TAKE THEM TO THE DOCTOR, GET MEDICINE, DENTAL CARE, VISION, ETC...I CAN DO THINGS FOR MY KIDS THAT I CAN'T AFFORD TO DO FOR MYSELF. Q67) INTELLECTUALLY DISABLED NO TREATMENT OR COUNSELING.
8-10	Very good	13-18	General Sample	THANK YOU FOR THE SURVEY, APOLOGIES FOR BEING LATE. LOVE THIS HEALTHCARE, ALWAYS EASY TO USE AND BENEFICIAL FINANCIALLY. AS A SINGLE PARENT HEALTHCARE IS CRITICAL AND TO EVEN THINK I WOULD HAVE TO SACRIFICE AT MY CHILDS SAKE DUE TO FINANCIALS IT WOULD TEAR ME APART. SO, HEALTH INSURANCE COVERAGE HAS BEEN ONE SAVING GRACE AND HUGE LIFT OF POTENTIAL STRESS. THANKS FOR KEEPING IT GOING!
8-10	Excellent	13-18	General Sample	THIS FORM WAS FILLED OUT FOR **
8-10	Very good	0-4	CCC Sample	I CONSIDER MY SON'S PERSONAL DOCTOR TO BE HIS ONCOLOGY/HEMATOLOGY DOCTOR UNTIL HE'S FINISHED WITH HIS LEUKEMIA TREATMENTS.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Fair	0-4	CCC Sample	OUR GRANDSON WAS PRESCRIBED OMEPRAZOLE FOR REFLUX. ** IS THE ONLY PHARMACY WHERE WE LIVE THAT CAN FILL IT SINCE IT IS A COMPOUND. ** HAS STARTED CHARGING US $20 A REFILL BECAUSE THEY SAY MEDICAID DOES NOT PAY THEM ENOUGH FOR THE COMPOUND. THEY SAID THAT WE MAY BE ABLE TO GET THE PRESCRIPTION FILLED IN NWA WHICH IS 45 MINUTES FROM WHERE WE LIVE.
8-10	Very good		CCC Sample	MY DAUGHTER HAS BEEN DIAGNOSED OF HAVING GENERAL ANXIETY BY HER THERAPIST
8-10	Good	13-18	General Sample	MY DAUGHTER BROKE 3 LIGAMENTS IN HER FOOT HAD SURGERY ON IT AND LATER ON 3-4 MONTHS THERE AFTER SHE SPRAINED THE SAME FOOT. ONE TIME ON CRUTCHES AND REQUIRED A FOOT MACHINE SO SHE COULD NOT HAVE TO PUT WEIGHT ON IT.
8-10	Very good	13-18	CCC Sample	MY CHILD IS HANDICAP WITH MANY LEARNING DISABILITIES THIS SURVEY DIDN'T FIT TOO WELL WITH OUR DISABILITY. NOT SO MUCH FOR THE CHILDRENS NEEDS. MY CHILD HAS A FORM OF AUTISM ASPERGER'S SYNDROME IS A NEURODEVELOPMENTAL DISORDER AND A PART OF THE AUTISM SPECTRUM DISORDER (ASD) CATEGORY. IT'S OFTEN CONSIDERED A HIGH-FUNCTIONING FORM OF AUTISM. THIS SURVEY DIDN'T MEET OUR NEEDS. THANK YOU
8-10	Fair	13-18	CCC Sample	YES HE WAS ON MED BEHAVIOR PROBLEM HE GOT ADHD IS ONE OF THE COMMON DIAGNOSED IN CHILDHOOD. FIRST DIAGNOSED WITH ADHD THEY HAVE TROUBLE PAYING ATTENTION. CONTROLLING. IMPULSIVE BEHAVIOR. HE ACTS WITHOUT THINKING ABOUT WHAT THE RESULT. OR HE WILL BE OVERLY ACTIVE HE STILL GETS COUNSELING. BUT HE STOPPED TAKING HIS MED I WOULD PICK THEM UP AND HE WOULD NOT TAKE THEM. I TOLD HIS DR HIS PSYCHIATRIST AND HE TOLD THEM HE DIDN'T WA 6NT ANYMORE. SO HE JUST GOES TO COUNSELING HER NAME IS ** PHONE ** SHE WORKS AT ** IN FORREST CITY 72335

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Very good	13-18	General Sample	I HAVE FELT HAPPY WITH THE SERVICE. THANK YOU, GOD BLESS YOU
8-10	Excellent	5-8	General Sample	I'M NOT FOR SURE YOU CAN HELP WITH THIS HOWEVER, SINGLE MOMS SHOULDN'T HAVE TO FIGHT TO GET THEIR HEALTHCARE IF THEIR CHILDREN ARE ON ARKIDS. WE SINGLE MOMS NEED HEALTHCARE TOO!
8-10	Very good	9-12	General Sample	EXCELLENT.
8-10	Good	9-12	CCC Sample	MY CHILD HAS ADHD, AUTISM, ** HE NEEDS A LOT OF HELP. HE TAKES MEDS FOR ADHD, ANXIETY, AND NIGHTMARES DUE TO SEXUAL ABUSE BY HIS STEPBROTHER.
8-10	Very good	5-8	General Sample	THANK YOU
8-10	Very good	9-12	CCC Sample	WITH THE COUNSELING WE HAVE CALLED THE PLACE REFERRED TO US FROM THE SCHOOL. I TALKED TO SOMEONE ONCE OVER A MONTH AGO AND NOTHING BACK SINCE. HE ALSO GOES TO ** FOR HIS BILATERAL CLUBBED FEET. YALL SENT ME ONE PACKET FOR 1 CHILD, I HAVE SEEN KIDDOS AND A FEW OTHERS USE OTHER SERVICES; Q35) I HONESTLY DONT KNOW IF ** TELLS HIS DOCTOR ANYTHING.
	9		General Sample	** IS NOT IN THE ARKIDS PROGRAM SHE HAS RECEIVED ARKANSAS ADOPTION MEDICAID SINCE 02-14-2017 I BELIEVE THERE HAS BEEN SOME SORT OF MIX UP SHE HAD ARKIDS BEFORE SHE WAS YOUNGER THAN 12 YEARS OLD HER MOM PASSED AWAY AND I ADOPTED HER OUT OF THE STATE OF TEXAS AND NOW IN THE YEAR OF 2017 SHE WAS PUT ON ADOPTION MEDICAID. ADOPTIVE PARENT ** PHONE: ** WE ARE NOT HAVING ANY PROBLEMS WITH ADOPTION MEDICAID WHICH IS WHY I DID NOT FILL OUT THIS ARKIDS SURVEY.
8-10	Excellent	0-4	General Sample	WE ARE VERY THANKFUL FOR THE INSURANCE SHE HAS. THEY HELP US OUT SO MUCH WITH THE PRICES OF EVERYTHING GOING UP. IT'S A BLESSING FOR US TO RECEIVE ARKIDS.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
0-4	Very good	0-4	CCC Sample	I'M UNABLE TO FIND A PHONE # TO CONTACT SOMEONE REGARDING HIS HEALTH COVERAGE NOT SURE WHAT IS COVERED AND WHAT IS NOT.
8-10	Fair	9-12	CCC Sample	BEING A SINGLE MOTHER OF MY NEPHEW FOR 11 YEARS NOW, THE ONLY THING I FIND HARD IS BEING ABLE TO BE OFF WORK TO TAKE HIM TO DOCTOR OR DO JUST ABOUT ANYTHING WITH HIM. I WORRY IF HE WILL BE ABLE TO LIVE AND MANAGE A HOUSEHOLD BY HIMSELF.
8-10	Very good	5-8	CCC Sample	** IS LEVEL 3 AUTISTIC.
8-10	Good	5-8	General Sample	I FEEL THAT EVERYTHING WAS COVERED VERY GOOD **
8-10	Good	5-8	CCC Sample	CHILD IS DIAGNOSED WITH AUTISM LEVEL 2.
8-10	Very good	9-12	CCC Sample	WASN'T SURE WHAT MY CHILD'S HEALTH PLAN IS. NEVER DISCUSSED AT DOCTORS OFFICE.
8-10	Very good	13-18	CCC Sample	THE ONLY PROBLEM I HAVE IS GETTING THE PRESCRIPTION THE DOCTORS GIVES US. IF WE DIDN'T NEED THE MEDS, SHE WOULDN'T PRESCRIBE THEM. YA'LL NEED TO TRUST THE DOCTORS ON WHY SHE PRESCRIBES WHAT SHE DOES.
5-7	Fair	9-12	General Sample	HOW ABOUT EBT, I WAS APPROVED BUT DENIED DUE TO A BOGUS ACCOUNT, THIS WAS LAST YEAR. IT WAS A HARD SUMMER. THEY NEVER HELP ME.
8-10	Excellent	9-12	General Sample	MY CHILD IS A CHILD OF DIVORCED PARENTS. THE ONLY ISSUE WE HAVE EXPERIENCED WITH OUR INSURANCE IS FINDING A THERAPIST OFFICE THAT ACCEPTS OUR INSURANCE. I WOULD LIKE FOR MY CHILD TO SEE A DOCTOR, NOT A SOCIAL WORKER. ACCESS TO QUALIFIED HIGHER LEVEL EDUCATED MENTAL HEALTH THERAPY IS A MUST FOR CHILDREN AND ADULTS.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
5-7	Good		CCC Sample	I AM WRITING TO EXPRESS MY SINCERE GRATITUDE FO THE INVALUABLE SUPPORT AND COVERAGE PROVIDED BY MEDICAID. HAVING ACCESS TO THIS INSURANCE HAS BEEN A LIFETIME FOR MY FAMILY AND ME, AND WE ARE TRULY THANKFUL FOR THE ASSISTANCE IT PROVIDES IN ENSURING OUR WELL-BEING. HOWEVER, WE EXPERIENCED CHALLENGES REGARDING SOME SPECIALISTS WHO WOULDN'T ACCEPT THE INSURANCE. IT'S DIFFICULT TO FIND PROVIDERS WHO ACCEPT THIS COVERAGE. THIS HAS MADE ACCESSING NECESSARY CARE FOR MY CHILD CHALLENGING. ADDITIONALLY, THE LIMITED COVERAGE FOR CERTAIN MEDICATIONS HAS POSED SIGNIFICANT OBSTACLES AND HAS RESULTED IN UNDUE HARDSHIP FOR BOTH MY CHILD AND OUR FAMILY. I URGE YOU TO CONSIDER REVIEWING AND ENHACING THE INSURANCE PLANS OFFERED BY ARKIDS 1ST TO INCREASE THE ACCEPTANCE OF SPECIALIST AND EXPAND COVERAGE FOR ESSENTIAL MEDICATIONS. BY DOING SO, YOU WOULD GREATLY ALLEVIATE THE BURDEN ON FAMILIES LIKE MINE, ALLOWING US TO ACCESS THE CARE AND TREATMENTS WE NEED WITHOUT UNNECESSARY BARRIERS. THANK YOU FOR YOUR ATTENTION TO THIS MATTER
8-10	Excellent	5-8	General Sample	ARKIDS A HAS BEEN AMAZING TO HAVE. IT HAS HELPED COVER PRESCRIPTIONS WHEN NEEDED, ESPECIALLY WITH ANTIBIOTICS FOR EAR INFECTIONS. AR KIDS A IS VERY BENEFICIAL FOR US. THANK YOU FOR LETTING US TAKE THIS SURVEY.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
5-7	Very good	9-12	CCC Sample	MY BIGGEST CONCERN IS REFERRAL, MY DAUGHTER HAS BEEN WAITING FOR APPTS FOR AN ENT AND UROLOGIST AND DERMATOLOGIST, THE DOCTORS SEND THE REFERRALS, BUT THERE IS NO FOLLOW UP TO MAKE SURE THE APPOINTMENTS HAVE BEEN SET!! I DON'T GET REMINDERS FOR REFERRAL APPTS AND ITS FRUSTRATING ESPECIALLY IF ONE IS MISSED THEN I HAVE TO GET ANOTHER NEW REFERRAL.
8-10	Excellent	5-8	CCC Sample	MY CHILD IS DIAGNOSED WITH AUTISM. SHE NEEDS EXTRA HELP AND IS IN SPEECH, PHYSICAL, AND OCCUPATIONAL THERAPY.
5-7	Good	9-12	CCC Sample	MY DAUGHTER NEEDS BRACES BADLY. IN ORDER FOR HER TO GET THEM SHE HAS TO QUALIFY UNDER A CERTAIN BRACKET.
8-10	Excellent	0-4	General Sample	I WISH IT WAS EASIER TO CHANGE YOUR LAST NAME THROUGH MEDICAID BECAUSE WHEN I CALL SOMETIMES I AM UNDER ** AND OTHER TIMES I AM UNDER **. I JUST WISH IT WAS A LOT EASIER.
8-10	Good	9-12	CCC Sample	SOMETIMES I HAVE HAD TO PAY FOR THE MEDICATION, BECAUSE IN THE PHARMACIES THEY SAY THAT. ARKIDS, OR MEDICAID, DOES NOT COVER IT, ALSO MEDICAL BILLS...ALSO IN THE HEALTH CLINICS WHERE I GO TO MY SON'S MEDICAL APPOINTMENTS, THE CLEANING STAFF IS VERY DISCRIMINATORY AND THERE ARE DOCTORS WHO SIMPLY DON'T EVEN WANT TO GET THEIR BRAIN MOVING, THEY NEED TO GO BACK TO STUDY MORE, IT'S NOT JUST ABOUT DRESSING A MEDICAL GOWN. THANK YOU
8-10	Very good	9-12	CCC Sample	MY DAUGHTER HAD OPEN HEART SURGERY 5 YEARS AGO; SHE HAD MEDICAID AT THE TIME. WE HAD THE BEST EXPERIENCE WITH HER REGULAR DOCTOR (DR. **) AND WITH HER HEART DOCTOR AT ** (DR. **) I AM VERY THANKFUL WE HAD MEDICAID TO HELP WITH THESE EXPENSES. I WAS A SINGLE MOM, WORKING, AND GOING TO SCHOOL FULL TIME AND NEEDED THE HELP. I AM BLESSED TO HAVE A HEALTHY (MOSTLY) DAUGHTER NOW.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Good	5-8	CCC Sample	MY SON NEEDS EMOTIONAL THERAPY, HIS FATHER PASSED AWAY AND HE RECEIVED THERAPY FOR A FEW MONTHS BUT HIS BEHAVIOR HAS NOT CHANGED AND THE CLINIC HE IS A PATIENT AT SAID HE DIDN'T NEED THIS THERAPY. HE IS 5 YEARS OLD AND GOES TO KINDERGARDEN BUT HIS SPEECH HAS NOT IMPROVED. HE NEVER RECEIVED ANY KIND OF SPEECH THERAPY. FROM MY UNDERSTANDING THAT'S A PROBLEM WITH THE CLINIC SINCE HE DOESNT HAVE A DOCTOR.
8-10	8	0-4	General Sample	Q57) (ASTHMA) INHALER
8-10	Good	13-18	General Sample	EVERYTHING IS COVERED, THE TRUTH MY DAUGHER HAS A GOOD DOCTOR AND SHE ALWAYS FEELS VERY GOOD EXPLAINING TO THE DOCTOR AND THE DOCTOR LISTENS TO HER AND ANSWERS HER VERY CLEARLY. THANK YOU
8-10	Excellent	0-4	General Sample	MY SON'S HEALTH IS EXCELLENT. HE HAS A PERSONAL DOCTOR HE SEES REGULARLY FOR CHECK UPS AND ANYTIME HE IS SICK. OUR DOCTOR HAS REFERRED HIM TO A SPEECH THERAPIST, WHO HE SEES TWICE A WEEK. HE IS STEADILY IMPROVING, AND WE ARE VERY PLEASED WITH OUR HEALTHCARE. ** 4/15/24
8-10	Excellent		General Sample	THERE ARE SOME THAT WERE NOT ANSWERED BECAUSE MY BABY HAS NOT GONE TO AN EMERGENCY ROOM. AND I WAS CALLING TO RECEIVE THE SURVEY IN SPANISH.
0-4	Very good	5-8	CCC Sample	VERY DISAPPOINTED FOR WHAT DOCTORS MUST DO TO GET REIMBURSEMENT FOR ARKIDS. IT'S SO BAD THAT MY DAUGHTER'S PEDIATRICIAN HAS DROPPED CHILDREN WITH ARKIDS!! AWFUL. WE LOVE THE PEDIATRICIAN AND IS EXCELLENT.
	Good	9-12	General Sample	THEY DID NOT MENTION AN EYE DOCTOR, IN SOME PLACES THEY DON'T ACCEPT IT AND YOU HAVE TO WAIT A LONG TIME TO GET AN APPOINTMENT

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Excellent	0-4	General Sample	QUESTION # 44 IS WORDED QUITE ODD.'AT YOUR CHILD'S HEALTH PLAN' MAY REFER TO DOCTOR'S APPOINTMENTS, QUESTIONNARIES. OR CARE PLAN MEETINGS. THIS MAY CAUSE ISSUES WITH CORRECT INFORMATION.
8-10	Excellent		General Sample	I LOVE MY HEALTH CARE PLAN FOR MY BABY. SHE IS HAPPY AND HEALTHY AND HAS CHECK UPS EVERY 3-4 MONTHS. SHE IS HITTING ALL OF HER MILESTONES. HOPE ME FILLING OUT THIS SURVEY HELPS AR MEDICAID.
8-10	Very good	0-4	General Sample	FIRST OF ALL, I THANK YOU SO MUCH FOR THIS PROGRAM. THANK YOU THAT YOU TAKE CARE OF OUR CHILD HEALTH. ALL GREAT. PLEASE KEEP GOING TO GIVE AND TAKE CARE OUR CHILD AS LONG. THANK YOU SO MUCH.
5-7	Excellent	13-18	CCC Sample	SHE HAD SEIZURES THAT CAUSED DAMAGE AND FOR HER TO BE DEVELOPMENTALLY DELAYED SHE IS ON AN INHALER AND ALLERGY MEDICINE SHE WAS ON SEIZURE MEDICINE AND SAW A NEUROLOGIST BUT NO LONGER DOES EITHER SHE HAS SEEN A DOCTOR AT THE ** SHE AS ON IEP AND SPECIAL ACCOMODATIONS FOR SCHOOL.
5-7	Very good	5-8	CCC Sample	I HATE ALL THE PAPERWORK THAT'S ALWAYS NEEDED! DHS OFFICE SUCKS AND DOES NOT GET THINGS DONE LIKE THEY SHOULD.
8-10	Very good	13-18	General Sample	OVERALL ARKANSAS MEDICAID IS A 10/10. I DO STRUGGLE TO GET SOMEONE ON THE PHONE FROM THE DHS OFFICE, WHEN THE NEED ARISES.
8-10	Excellent	5-8	CCC Sample	Q59) TRAUMA FROM A WRECK
8-10	Excellent	13-18	CCC Sample	** IS DOING VERY WELL. SHE TAKES HER MEDICINE EVERY MORNING AND SHE'S STARTING THERAPY ON 5-10-2024 AT SCHOOL. SHE IS REALLY A WONDERFUL, SMART, BRIGHT KID AND I AM PROUD OF HER. THANK YOU. **
0-4	Very good	0-4	CCC Sample	Q2) I HAVEN'T RECEIVED AN ARKID CARD
8-10	Good		CCC Sample	I'M SO SORRY ABOUT THE LATE. THANK YOU FOR THINKING OF US

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
5-7	9	13-18	CCC Sample	Q67) I BELIEVE HE STILL DEALS WITH DEPRESSION ISSUES DETACHMENT; Q73) I WAS HIS GUARDIAN- HE'S MY GREAT NEPHEW HE'S NOW 18 YEARS OLD
8-10	Excellent	5-8	General Sample	IN QUESTION #64 SHE RECEIVES SPEECH THERAPY IN **
8-10	Excellent	5-8	CCC Sample	IT IS HARD TO FIND THE APPROPIATE THERAPIST.
8-10	Excellent	0-4	CCC Sample	Q26) I HAVE NEVER SEEN HER.
8-10	Good	5-8	CCC Sample	MY SON, AGED 6, WAS DIAGNOSED WITH AUTISM SPECTRUM DISORDER NON VERBAL, SENSORY PROCESSING DELAYED AT THE AGE 3 1/2. SINCE THEN HE CURRENTLY RECEIVES PHYSICAL THERAPY, OCCUPATIONAL THERAPY, SPEECH THERAPY, AND ABA THERAPY. ABA HAS BEEN AN ABSOLUTE MIRACLE FOR OUR FAMILY. AS HE'S GETTING OLDER IT IS TO MY UNDERSTANDING THAT ARKIDS 1ST ONLY COVERS ABA SERVICES UNTIL AGE 8. ABA HAS HELPED MY SON WITH DAY TO DAY LIVING AND PROVIDE HIM WITH SO MANY TO GET PAST BEHAVIORS THAT HOLD HIM BACK FROM FUNCTIONING IN SCHOOL, PUBLIC PLACES AND HOW WORKING WITH HIS RBTS AND BCBAS PROVIDES ME (HIS MOTHER) THE KNOWLEDGE AND UNDERSTANDING ON HOW TO HANDLE THESE BEHAVIORS EVERYDAY. IM A SINGLE MOTHER DOING EVERYTHING I CAN TO ENSURE THAT EVERY DOOR IS OPEN FOR HIM AS HE GROWS OLDER PAST THE AGE OF '8' ABA IS SO IMPORTANT TO HELP PROVIDE STRUCTURE TO OUR LIVES. TRANSPORTATION TO HIS SERVICES ARE A CONSTANT STRUGGLE AS WELL. I WORK FULL TIME AND HAVE LIMITED RESOURCES TO ENSURE HE GETS THE SERVICES HE NEEDS. THERE'S NO RESOURCES DOWN HERE IN THE RIVER VALLEY FOR AUTISM. PLEASE TAKE THE TIME TO READ AND CONSIDER MAKING CHANGES TO THESE RESTRICTIONS. ABA SAVES OUR FAMILY. I KNOW WE'RE NOT THE ONLY FAMILY THAT FEELS THIS WAY.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Excellent	5-8	General Sample	MY CHILD IS ON ARKIDS DUE TO BEING IN THE FOSTER SYSTEM PRIOR TO HER ADOPTION. SHE CURRENTLY IS NOT NEEDING ANY SERVICES, HOWEVER THERE COULD BE A POINT IN TIME IN THE FUTURE WHEN THERE MAY BE A NEED. MOST OF HER HISTORY IS UNKOWN BEFORE BEING IN THE SYSTEM.
8-10	Excellent	9-12	General Sample	WE TRULY APPRECIATE THE HEALTHCARE THAT ARKIDS GIVES OUR CHILDREN. IT'S GREAT HEALTHCARE AND IS WIDELY ACCEPTED SO WE'VE NEVER HAD ISSUES FINDING CARE. THANK YOU, THANK YOU ARKANSAS!
8-10	Very good		General Sample	EVERYTHING IS GOOD
5-7	Very good	0-4	General Sample	I HAVE OTHER CHILDREN, ONE IN PARTICULAR WE HAVE TRIED TO GET COUNSELING FOR BUT HAVE BEEN UNABLE TO. THE REASON I HAVE BEEN GIVEN IS NOT MANY MENTAL HEALTH FACILITIES HAVE SLOTS AVAILABLE FOR MEDICAID OR ONLY ACCEPT PRIVATE PAY. VERY FEW OPTIONS ARE AVAILABLE FOR ARKIDS RECIPIENTS. ALSO, WE LIVE IN RUSSELLVILLE BUT HAVE TO TRAVEL OUT TO CONWAY BECAUSE THE PEDIATRICIANS LOCAL HAVE NO MEDICAID SLOTS AVAILABLE. OTHER THAN THESE TWO ISSUES I HAVE HAD NO ISSUE WITH GETTING MEDICATIONS OR SEEING A SPECIALIST WHEN ONE OF THE CHILDREN NEEDED ONE. THANK YOU FOR YOUR TIME.
8-10	Very good	9-12	CCC Sample	** IS A HEALTHY CHILD EXCEPT HIS SPEECH. YOU CANNOT UNDERSTAND WHAT HE SAYS.; Q38) HE HAS JUST STARTED SEEING DR** I HAVE NOT TALKED TO HIM YET
0-4	Excellent	9-12	General Sample	SHE NEEDS A NEW ARKIDS CARD PLEASE; Q56) SHE HAS ALLERGY MED.
8-10	Very good	5-8	General Sample	THE COVERAGE YOU GIVE FOR SINGLE MOTHERS IS A HUGE HELP.

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Very good	5-8	CCC Sample	MY DAUGHER ** SEES A DOCTOR WHEN SHE'S SICK OR CHECK UPS. SHE ALSO SEES A THERAPIST BECAUSE HER PRE-K TEACHER SAID SHE WASN'T TALKING AT ALL. BUT SHE BLOOMED SEEING A THERAPIST. NOW SHE HAS BEHAVIORAL PROBLEMS LIKE NOT PAYING ATTENTION WITH HER SCHOOL WORK AND HELP WITH ANGER WITH HOW TO DEAL WITH IT.
8-10	Very good	13-18	CCC Sample	ARKIDS IS THE BEST THANKS
5-7	Fair	9-12	CCC Sample	** IS AUTISTIC, SHE NEEDS A LOT OF THERAPY MORE THAN SHE RECEIVES. HOWEVER DUE TO HIGH DEMAND IN OUR AREA AND A HIGH TURNOVER RATE THERE IS NOT ENOUGH THERAPIST TO FULFILL THE NEED. ALSO GETTING INTO A SPECIALIST IS HARD FOR THE SAME REASON MY DAUGHER HAS HAD TO TRAVEL OUT OF STATE TO SEE DOCTORS BECAUSE SHE COULD NOT WAIT 4-6 MOS TO GET SEEN. ADHD MEDS ARE ALSO HARD TO GET WHEN MY CHILD NEEDS A PA EVERY OTHER MONTH FOR MEDS SHE HAS TAKEN FOR MORE THAN A YEAR. RESULTING IN NOT BEING ABLE TO GET MEDS THAT SHE REALLY NEEDS FOR 3 DAY SOMETIMES THESE ARE NOT MEDS THAT YOU JUST STOP LIKE THAT AND CAN BE HARD FOR YOUR CHILD.
8-10	Very good	5-8	General Sample	I AM VERY GRATEFUL FOR MEDICAID ARKIDS FIRST. IF IT WASN'T FOR HAVING THIS INSURANCE MY KIDS, COULDN'T GET THE HELP/ SERVICES NEEDED FOR THEM. THANK YOU!
8-10	Excellent	9-12	CCC Sample	Q43) NEVER SEEN A SPECIALIST.
8-10	Excellent	0-4	CCC Sample	I LOVE HOW MY DAUGHTER'S DOCTOR TREATS HER AND TREATS HER WITH LOVE AND RESPECT, I GIVE HER A 10

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Very good	0-4	General Sample	EVERY TIME I CALL MEDICAID FOR ANY REASON, THE REPRESENTATIVES ARE ALWAYS SO POLITE AND HELPFUL! I HAVE TWO OTHER CHILDREN WITH MEDICAID AS WELL, AND I HAVE NEVER HAD A PROBLEM THAT WAS NOT TAKEN SERIOUSLY AND RESOLVED IN A TIMELY MANNER WHEN DEALING WITH ANY OF THE MEDICAID REPRESENTATIVES! OVERALL, I AM VERY PLEASED WITH ALL OF OUR HEALTHCARE PLANS AND EVERYONE WHO I HAVE DEALT WITH! THANK YOU **
8-10	Very good	13-18	CCC Sample	** IS MY AND MY HUSBANDS GRANDCHILD. ** HAS DEVELOPMENTAL DELAYS. WE ADOPTED ** IN 2014.
5-7	Fair	13-18	CCC Sample	QUALITY OF CARE PROVIDED BY ANY AND ALL PHYSICIANS SHOULD NEVER VARY! CARE AND QUALITY OF PHYSICIANS ARE VERY MUCH DESIRED!

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Excellent	13-18	CCC Sample	THE ONLY THING I FIND TRULY DIFFICULT FOR MY CHILDREN IS THE LACK OF THERAPIST OPTIONS. MY DAUGHTER'S THERAPIST ISN'T COVERED. SHE NEEDS THERAPY MORE THAN MY SON RIGHT NOW SO MY SON IS GOING WITHOUT THERAPY. ** WASN'T A GOOD FIT FOR HIM BECASE HE WOULD HAVE 2-3 THERAPISTS A YEAR OR AT LEAST A NEW ONE EVERY SINGLE YEAR. AND ONLY GETTING TO DO THAT DURING SCHOOL MONTHS. HE WAS ALWAYS GETTING TO KNOW HIS THERAPISTS AND NEVER GETTING TRUE THERAPY FOR HIS ADHD AND LEARNING COPING SKILLS AND WORKING ON THE THINGS HE NEEDED TO WORK ON WITH HIS LACK OF HIS ALCOHOLIC FATHER IN THE PICTURE. BY THE TIME HE WAS COMFORTABLE ENOUGH TO OPEN UP WITH HIM THEY WERE SWITCHING THERAPISTS ON HIM AGAIN. AND I REALIZED QUICKLY THEY WEREN'T EVEN SEEING HIM THE EVERY OTHER WEEK THEY WERE SUPPOSED TO BE SEEING HIM. AND CHARGING MY PRIVATE HEALTH INSURANCE FOR IT WHEN I HAD HEALTH INSURANCE BEFORE MY DIVORCE BEFORE THEY WERE ON ARKIDS. SO WE JUST OPTED OUT IN USING ** SCHOOL BASED THERAPY ANYMORE
8-10	Very good	5-8	CCC Sample	** WAS RECEIVING WEEKLY PT AND OT UNTIL SHE BEGAN 1ST GRADE AT PUBLIC SCHOOL IN FALL 2023. I FEEL SHE WOULD STILL BENEFIT FROM THESE SERVICES, BUT SHE DID NOT QUALIFY AT SCHOOL AND WAS PLACED ON 'OBSERVATIONAL' STATUS
8-10	Very good		CCC Sample	MY CHILD'S SPECIALIST IS HARD TO GET AHOLD OF FOR QUESTIONS IN BETWEEN ROUTINE VISITS SO THEY GOT A 9 OF 10.
8-10	Very good	13-18	CCC Sample	** HAS ANXIETY ISSUES THAT HAVE BEEN ADDRESSED. WE ARE HAPPY WITH THE HEALTH CARE SHE RECEIVES. THANK YOU **

Level of Satisfaction with Health Plan	Overall Health Status	Child's Age Group	Population	Comments
8-10	Very good	9-12	CCC Sample	FRUSTRATED BY NOT BEING ABLE TO GET THE ADHD MEDICINE MY CHILD NEEDS AFTER TRYING SO MANY! MY CHILD IS DIABETIC AND NEEDS THE MEDICINE NOT TO AFFECT HER APPETITE OR SLEEP! VERY FRUSTRATED AND I HAVE NEVER BEEN BEFORE! I HAVE ALWAYS HAD THE BEST CARE AND COVERAGE FOR HER! WE SAMPLED THE MEDICATION AND THEN HAVE BEEN DENIED AFTER KNOWING IT WORKS WELL WITH HER.
8-10	Good	0-4	CCC Sample	I GET BILLS FOR MEDICAL EVEN THOUGH HE HAS MEDICAID. I WASN'T INFORMED HE WAS CHANGED TO ARKIDS SINCE WE DON'T GET CARDS
8-10	Good	13-18	CCC Sample	HAS ADHD, AUTISM, DYSLEXIA, LEARNING DISABILITIES.
8-10	Very good	13-18	General Sample	AS BEING THE GRANDMOTHER IS THERE ANY OTHER HELP I CAN GET REGARDING HELP FOR THE BOY'S.
8-10	Excellent	13-18	General Sample	WE HAVE ALWAYS GOTTEN EXCELLENT CARE WITH ARKIDS FOR ** FROM DENTAL TO EYECARE. SHE IS HEALTHY EXCELLENT STRAIGHT A STUDENT. NO PROBLEMS WITH HER HEALTH. THANK YOU ** 5.7.24

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5-7	Very good		CCC Sample	MY CHILD HAS BEEN ON MEDICAID SINCE HE WAS BORN. HE IS ADOPTED FROM STATE FOSTER CARE. HE WAS ABLE TO KEEP HIS MEDICAID EVEN AFTER HIM ADOPTION WAS FINAL DUE TO ALL OF HIS MEDICAL BEHAVIORAL ISSUES A LOT OF THESE ISSUES HAVE IMPROVED OR RESOLVED AS A RESULT OF THE EXTENSIVE THERAPIES HE HAS PREVIOUSLY RECEIVED. I AM VERY APPRECIATIVE OF EVERY KIND/TYPE OF ASSISTANCE HE HAS BEEN ABLE TO RECEIVE THUS FAR. FOR THE MOST PART I HAVE NOT HAD ISSUES GETTING HIM SEEN BY ANY OF THE PREVIOUS SPECIALIST, HOWEVER, NOW THAT WE ARE NEEDING/REQUIRING MENTAL HEALTH SERVICES I AM HAVING SIGNIFICANT ISSUES. I RUN INTO ISSUES FINDING REPUTABLE PROVIDERS THAT HAVE OPEN MEDICAID SLOTS OR THE WAIT TIMES TO BE SEEN ARE MONTHS AWAY. OR I HAVE RUN INTO SITUATIONS WHERE (ME/TEACHER/ETC) ARE ABLE TO SEE THAT HE IS STRUGGLING WITH SOMETHING (SCHOOL WORK/ CONCEPT/ UNDERSTANDING/ETC) HOWEVER BECAUSE HE DOESN'T SCORE BAD ENOUGH ON A TEST OR BAD ENOUGH ON A SCREENING TOOL HE DOESN'T QUALIFY FOR ADDITIONAL ASSISTANCE. ALSO, TO HAVE ADDITIONAL TESTING PERFORMED OUTSIDE OF SCHOOL USING VARIOUS OTHER TEST- ONLY A LIMITED (MEANING TWO) OFFER THE TESTING TO MEDICAID PATIENTS AND YOU CAN IMAGINE HOW LONG THOSE WAIT TIMES ARE.
8-10	Very good	9-12	CCC Sample	MY SON HAS ADHD, SELF-ANXIETY, DYSLEXIA, SPEECH PROBLEMS. AND WE ARE STILL LEARNING THE OTHERS.
8-10	Fair	5-8	CCC Sample	THE CHILD USES TWO DIFFERENT INHALERS EVERY DAY PLUS A NEBULIZER EVERY DAY. ALLERGY MEDS TWO TYPES. WHEN HE NEEDED A NEW NEBULIZER MACHINE IT WAS DIFFICULT TO FIND ONE IN A HURRY. DR. OFFICE HAD SOME THAT I FILLED OUT A PAPER FOR.
8-10	Very good	13-18	CCC Sample	MORE OPTIONS FOR PSORIASIS COVERED BY MEDICAID

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8-10	Excellent	13-18	CCC Sample	YOU ALL HAVE BEEN SUPER GOOD, NEVER HAVE HAD ONE PROBLEM WITH YOU ALL. THANK YOU VERY VERY MUCH
8-10	Very good	9-12	CCC Sample	REGARDING MY SON'S PRESCRIPTIONS, IT HAS NOT BEEN HARD GETTING HIS DOCTOR TO SEND THEM INTO THE PHARMACY. IT HAS BEEN DIFFICULT GETTING HIS PRESCRIPTIONS FROM THE PHARMACY. THEY HAVE TOLD ME THEY ARE OUT OF IT EVERYTIME I GO IN TO CHECK IF IT HAS BEEN FILLED YET. THE LAST TIME THEY TOLD ME IT'S ON BACK ORDER AND WON'T BE IN FOR SEVERAL WEEKS.
8-10	Excellent	13-18	CCC Sample	MY GRANDSON IS EXTREMELY INTELLIGENT. MAKES GOOD GRADES, ON THE HONOR ROLL AND ON THE QUIZ BOWL TEAM. HE IS ON THE FOOTBALL TEAM (**) THE UPPER CLASSMEN LIKE HIM (BOYS AND GIRLS) AND INVITE HIM TO THEIR ACTIVITIES. THE TEACHERS, STAFF AT SCHOOL AND PARENTS TELL US WHAT A GREAT BOY HE IS. HE NEVER MEETS A STRANGER AND IS VERY FUNNY. HE TREATS US WITH LOVE AND RESPECT.
5-7	Fair	13-18	CCC Sample	YES! WHAT ARKIDS COVER FOR DIABETICS AND SOME THEY NEED BADLY. JUST CALL ME AND I CAN EXPLAIN. **,**

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8-10	Very good	5-8	CCC Sample	RENEWAL OF ARKIDS A IS DIFFICULT EACH YEAR BECAUSE THE WEBSITE USED IS OLD AND GLITCHY (ACCESSARKANSAS.COM), AND BECAUSE PAPERWORK WAS IN OFTEN MISSED OR NOT DELIVERED TIMELY. THIS YEAR, ALL MY PAPERWORK WAS IN ORDER AND APPROVED (ACCORDING TO INTERNAL CASE NOTES), BUT SOMEBODY CLICKED 'DENY' INSTEAD OF 'RENEW'. IT TOOK A MONTH OF CALLS ADD FOLLOW UPS TO CORRECT THIS. IT WAS CLEAR THERE WAS NO PROCESS FOR THIS AS EACH PERSON I CALLED WOULD END UP JUST EMAILING SOMEONE DIFFERENT - 2/3 OF THOSE QUERIES WENT UNRESPONDED TO. IN MY 3 YEARS SO FAR ON THIS PLAN, SOMETHING ADMINISTRATIVE HAS ALWAYS GONE WRONG ON THEIR END, SO I HAVE TO BABYSIT EACH STEP OF THE PROCESS AND VERIFY THEY ARE DOING THINGS CORRECTLY. IT OFTEN FEELS LIKE I KNOW MORE ABOUT THE PROGRAM THAN THEY DO.
8-10	Excellent	9-12	CCC Sample	DR ** HAS BEEN AN INCREDIBLE PEDIATRICIAN FOR ALL OUR 4 (FOUR) CHILDREN. AR KIDS HAS BEEN A BLESSING TO US. MY CHILDREN ARE GENERALLY VERY HEALTHY AND DON'T NEED A LOT OF MEDICAL CARE, BUT WHEN THEY DO, WE HAVE ALWAYS BEEN ABLE TO ACCESS THE MEDICAL CARE WE NEED (INCLUDING SPECIALIST CARE SUCH AS ENT) IN A TIMELY MANNER AND WE HAVE ALWAYS BEEN TREATED RESPECTFULLY AND KINDLY. FOR ALL OF THIS, WE ARE VERY GRATEFUL AND PROUD OF ARKANSAS MEDICAID AND IT'S ASSOCIATED CARE PROVIDERS. THE FOLKS AT DHS HAVE ALSO ALWAYS BEEN HELPFUL KIND IN THE PAST WHEN I'VE HAD QUESTIONS.
5-7	Very good	13-18	CCC Sample	MY SON HAS AUTISM THAT'S GOING TO BE PRETTY MUCH PERMANENT FOR THE REST OF HIS LIFE OCCUPATIONAL THERAPY AND SPEECH THERAPY IS VERY PARAMOUNT.

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5-7	Fair	13-18	CCC Sample	GETTING HER SPECIFIC FORMULA REQUESTED BY HER NUTRITIONIST IS VERY HARD AND WHEN IT IS OUT OF STOCK, IT IS EVEN HARDER TO SWITCH BACK TO ORIGINAL FORMULA WHEN IT IS BACK IN STOCK. HER PHYSICAL THERAPY DOES NOT SEEM TO BE COVERED FOR SOME REASON. MY CO-PAY WITH PRIMARY INSURANCE IS $75 A VISIT. THE THERAPY GROUP OFFERED TO WRITE OFF THE $75 SO WE CAN CONTINUE TO GO.
5-7	Very good		General Sample	OUR CHILD RECEIVES EXCELLENT HEALTHCARE. DEALING WITH ARKANSAS DHS IS A FRUSTRATING MESS. SEVERAL TIMES WE HAVE BEEN ASKED TO PROVIDE INFORMATION AND DOCUMENTATION, DAYS BEFORE THE DEADLINE. LETTERS FROM DHS SEEN ALMOST INTENTIONALLY DIFFICULT TO UNDERSTAND.
8-10	Very good	13-18	CCC Sample	I HIGHLY RECOMMEND SENDING OUT THIS TYPE OF SURVEYS TO ADULTS. MY ANSWERS CONCERNING THE HEALTHCARE THAT I HAVE RECEIVED IN THE LAST 6 MO 1 YR WOULD BE ON THE COMPLETE OPPOSITE SIDE OF THE SPECTRUM.
8-10	Excellent	9-12	CCC Sample	I LOVE OUR PEDIATRICIAN SHE IS AMAZING. DR. **, SHE DIAGNOSED ADHD 2 YEARS AGO AND HAS BEEN AMAZING WITH COMMUNICATING WITH MY CHILD AND MYSELF WITH HIS TREATMENT PLAN. SHE'S A 10/10
8-10	Very good	13-18	CCC Sample	** IS DYSLEXIC AND GET 1 HOUR A DAY AT SCHOOL FOR THAT. HE HAS A 501 PLAN AT SCHOOL

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8-10	Very good	13-18	General Sample	HELLO, I'VE BEEN MEANING TO CALL SOMEONE ABOUT THIS, SO GLAD I RECEIVED THIS SURVEY :) I WAS CONFUSED BY THE LAST NOTICE THAT WAS SENT OUT ON 2-15-24. I HAVE 3 BOYS. TWO OF THEM WERE APPROVED FOR ARKIDS A, BUT MY OLDEST SON STAYS ON ARKIDS B? IF YOU LOOK AT THE ACTION TAKEN SECTIONS, THEY ARE ALL DIFFERENT. ON ONE OF MY BOYS IT SAYS MY MONTHLY INCOME IS $ 3283.01 AND HOUSEHOLD OF 3, THE VERY NEXT BOY SAYS INCOME OF 3283.01 AND HOUSEHOLD OF 5. A LITTLE FURTHER DOWN IT SAYS INCOME OF 4098.07 HOUSEHOLD OF 4. YOU CAN SEE HOW THIS CAN BE A BIT CONFUSING. IF ONE OF MY BOYS (WELL 2 ACTUALLY) IS APPROVED FOR ARKIDS A, SHOULDN'T THEY ALL QUALIFY? WE ARE A HOUSEHOLD OF 5. I WOULD LOVE TO HEAR FROM SOMEONE ON THIS MATTER. THANK YOU ** CASE # **
8-10	Excellent	0-4	General Sample	** IS SUPPOSED TO BE SPELLED ** IT IS MISSPELLED ON HIS MEDICAID CARD, WE DO NEED A NEW ONE TO BE PROVIDED AS SOON AS POSSIBLE. TRY TO BE MORE PRECISE ON THE SPELLING OF NAMES.
0-4	Very good	9-12	CCC Sample	MEDICAID HAS REPEATEDLY DENIED MEDICATION PRESCRIBED BY MY CHILD'S PROVIDER, REQUIRING US TO PAY OUT OF POCKET. EACH TIME THE PROVIDER FOLLOWS NEW REQUIREMENTS TO GET THE REQUEST SUBMITTED, AGAIN IT IS DENIED. Q52) TRIED TO HELP BUT THE MEDICATION HAS BEEN REPEATEDLY DENIED PAYING OUT OF POCKET.

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8-10	Good		General Sample	ER VISIT IN ** WAS HORRIBLE. I WALKED OUT BEFORE COMPLETING THE VISIT. THE STAFF AT ** HAVE BEEN WONDERFUL AND TAKE VERY GOOD CARE OF MY BABY! THEY LOVE HIM LIKE THEIR OWN. HIS MEDICAL CONDITION IS HIS EARS. CONSTANT EAR INFECTIONS AND WILL NEED TUBES AND WAITING TO HEAR BACK FROM SOMEONE TO ACCEPT HIM. THIS PROCESS I FEEL LIKE TAKES A LITTLE TOO LONG ONLY BECAUSE THE BABY IS IN PAIN AND NEEDS THEM DONE FAIRLY QUICKLY. THANKS**
8-10	Excellent	9-12	CCC Sample	HIS DADDY PASSED AWAY THAT IS WHY HE IS DOING COUNSELING.
8-10	Good	13-18	CCC Sample	THERE NEEDS TO BE SERVICES AVAILABE FOR CHILDREN WITH HIGH FUNCTIONING AUTISM. JUST BECAUSE THEY ARE INTELLIGENT IN A SPECIFIC AREA DOESN'T MEAN THEY DON'T HAVE SPECIAL NEEDS.
5-7	Excellent	0-4	CCC Sample	WE REALLY NEED TO FIND A PLACE THAT WILL TEST HER FOR AUTISM ASAP AND ADHD ASAP.
8-10	Very good	0-4	General Sample	MY ALMOST 3 YEAR OLD IS DOING GOOD IN MY OPINION. EVEN THOUGH HE IS BEHIND IN SPEECH I'VE SEEN HE'S DOING WELL AT HIS SPEECH THERAPIES. HE SAYS MORE SPANISH PHRASES AT HOME WHICH I THINK IS GOOD. WE ARE THANKFUL FOR ALL THE THERAPY HE HAS RECEIVED AND HAVE SEEN HIM ADVANCED SINCE HE STARTED
8-10	Excellent	0-4	General Sample	** ATTTEND ** (**) WHICH DO HAVE SPEECH THERAPY BUT NOT FOR 4 YEARS. BUT THEY ARE OTHERS FOR THERAPY I HAVE GOTTEN ALL HER PAPERWORK FOR **. TALK WITH SOMEONE LAST ABOUT HER SCHOOL AND SPEECH THERAPY. NO ONE EVER GOT BACK WITH ME. I CONSTANTLY CALLING EVEN NOW. ** IS MY GRANDDAUGHTER BUT MY FIRST CHILD ALSO I HAD HAVE A CASEWORKER **
8-10	Good	13-18	CCC Sample	NO COMPLAINTS IN THE HEALTH CARE PLAN. THANK YOU FOR ALL YOU DO TO TAKE CARE OF MY GIRL. WE APPRECIATE ALL YOU DO FOR THE HEALTHCARE COVERAGES. GREATLY APPRECIATED!

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8-10	Excellent	0-4	CCC Sample	Q1) SHE WAS BUT NOT NOW, SHE WILL BE WHEN I GET HER BACK FROM HER DAD, DIVORCE WENT WRONG WITH WRONG LAWYER; Q11) SHE WAS BUT HER DAD HASN'T PUT HER BACK IN SCHOOL FOR HER LEARNING DISABILITY; Q17) I HAD HER IN ALL OF THAT FOR LEARNING DISABILITY HER DAD HASN'T DID IT; Q23) SHE DID BUT HER DAD HASN'T DONE IT.; Q24) WHEN I HAD HER IN ALL THAT YES THEY DID; Q25) NOT ANYMORE BECAUSE OF HER DAD;Q44) NO CUZ HER DAD PULLED HER FROM HER SCHOOL; Q58) YES SHE WAS BUT NOW NO BECAUSE HER DAD PULLED HER OUT AND HASN'T PUT HER BACK IN SCHOOL; Q64) SHE CAN'T NOW CUZ HER DAD PULLED HER OUT AND HASN'T TRIED GETTING HER BACK IN SCHOOL
8-10	Fair	0-4	CCC Sample	AR KIDS HAS BEEN ABSOLUTLEY WONDERFUL FOR MY CHILD. WE HAVE ALWAYS RECEIVED THE CARE SHE NEEDED AND MEDICATIONS AS WELL I APPRECIATE AR KIDS VERY MUCH.
8-10	Good	13-18	CCC Sample	HE HAS ALLERGIES AND HAS SOME MOMENTS OF DEPRESSION AND GOES TO COUNSELING.
8-10	Excellent	13-18	General Sample	I CAN ONLY TAKE HER DOCTOR FOR CHECK UP ONCE A YEAR AND EYE DOCTOR BUT SHE DO GO TO DENTIST EVERY 6 MONTH WHICH I DID THIS YEAR
8-10	Very good	13-18	General Sample	** WAS HURT ON BASKETBALL COURT THAT REQUIRED FULL RECONSTRUCTION THAT REQUIRED INTENSE PHYSICAL THERAPY AFTER SURGERY AND IS STILL IN PHYSICAL THERAPY. **
8-10	Very good	9-12	General Sample	IN QUESTION 73, THE CORRECT ANSWER IS NUMBER 3 I MARKED NUMBER 1 BY MISTAKE. IN QUESTION ONE I HAVE A DOUBT BECAUSE ON MY SON'S MEDICAID CARD IT DOESN'T SAY ARKIDS ONLY SAYS MEDICAID.

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