



# About the Survey

ConnectCare and ARKids First A are Arkansas Medicaid's primary health plans, providing medical services for Arkansans in need. Arkansas Medicaid, in partnership with Arkansas Foundation for Medical Care (AFMC), is continuously improving the care provided to Medicaid members of all ages in an effort to build a healthier future for all Arkansans.

To determine which services Arkansas Medicaid beneficiaries use and how they evaluate the Adult Medicaid and ARKids First A programs, the state Division of Medical Services (DMS) of the Arkansas Department of Human Services, the division that operates Medicaid in Arkansas, has contracted with AFMC to survey beneficiaries about the services the ConnectCare/ARKids First A programs provide and the services beneficiaries received. For the selected children, the parent/guardian received the survey.

The surveys ask questions about beneficiaries' satisfaction with their personal doctor, recent health care received, experiences with the Medicaid program and demographics. Data collection occurred from February 2019 through April 2019. The baseline survey of Medicaid beneficiaries was conducted by AFMC in 1998. This is the 12th survey of this population.



# Survey Response Rates

2019	ADULT*	CHILD**
Survey sample size	2,160	2,475
Total surveys returned	519	497
Analyzable sample size***	1,890	2,159
Analyzable surveys	494	483
Response rate	26.1%	22.4%



\*Beneficiaries 18 or older as of 12/31/18.

\*\*Beneficiaries 17 or younger as of 12/31/18.

\*\*\*Excludes bad addresses and ineligible.

# Overall Quality and Satisfaction

Survey participants were asked to rate their satisfaction with their personal doctor, any specialists they might have seen, overall quality of care and the ConnectCare/ARKids First A program in general on a scale from 0 (worst possible) to 10 (best possible). Below are the average scores of satisfaction of all responses received and the percentages of participants who indicated a high degree of satisfaction (8 or higher).

AVERAGE SCORE	ADULT		CHILD	
	2019	2017	2019	2017
Personal doctor	8.5	8.4	9.1	8.8
Specialist	8.4	8.6	9.0	9.0
Quality of care	7.8	7.9	8.9	8.9
ConnectCare/ ARKids First A	7.5	7.5	8.9	8.8

PERCENT	ADULT		CHILD	
	2019	2017	2019	2017
Personal doctor	78%	76%	88%	85%
Specialist	77%	78%	85%	86%
Quality of care	64%	64%	85%	86%
ConnectCare/ ARKids First A	61%	58%	83%	83%





# Self-Reported Utilization Rates

This section of the survey asked respondents about the ConnectCare/ ARKids First A services they had used in the last six months.

Percentage of respondents who reported:

2019	ADULT	CHILD
Visiting the doctor at least once	84%	79%
Seeking medical care for regular/routine health care needs	80%	71%
Needing medical care for illness/injury	51%	47%
Seeking specialist care	51%	25%
Having a high number of doctor visits (3 or more visits)	50%	31%

2017	ADULT	CHILD
Visiting the doctor at least once	83%	77%
Seeking medical care for regular/routine health care needs	80%	70%
Needing medical care for illness/injury	52%	42%
Seeking specialist care	47%	22%
Having a high number of doctor visits (3 or more visits)	50%	37%





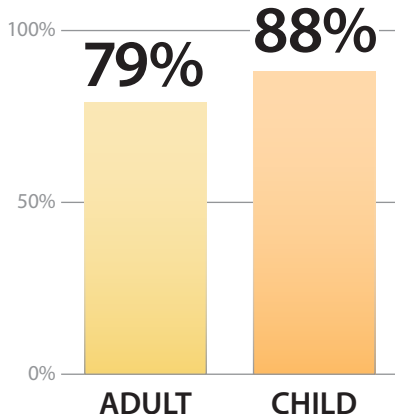
# Getting the Care You Need



**79 percent of adult beneficiaries and 88 percent of respondents for child beneficiaries surveyed reported that they usually or always:**



- Saw a specialist that they needed to see
- Got the care, tests or treatment they thought they needed

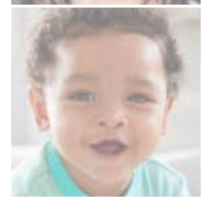
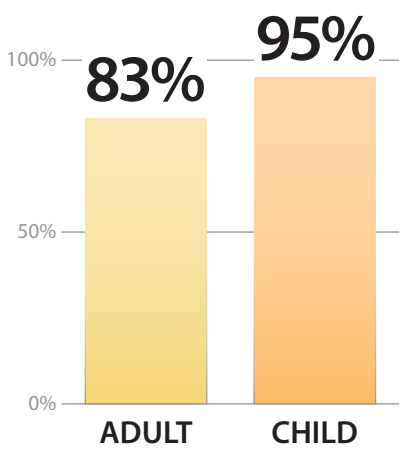




# Getting Care Without Long Waits

83 percent of adult beneficiaries and 95 percent of respondents for child beneficiaries surveyed reported that they usually or always:

- Received care as soon as they thought they needed, when they needed care right away
- Received an appointment as soon as they thought they needed



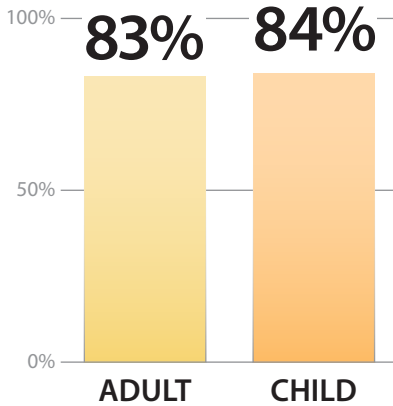


# Customer Service

The survey also asked beneficiaries about their experiences with ConnectCare/ARKids First A customer service.

**83 percent of adult** and **84 percent of respondents for child beneficiaries** surveyed said that ConnectCare/ARKids First A customer service staff:

- Treated them with courtesy and respect
- Was as helpful as they thought the staff should be



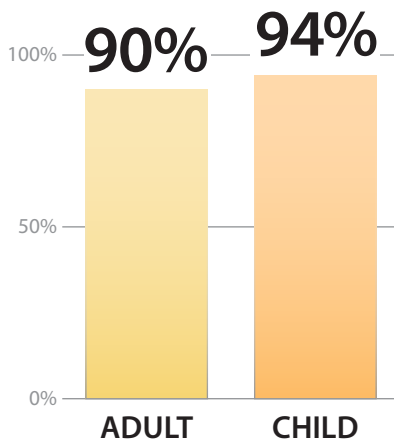


# Provider/Patient Communication

Communication between doctors and their patients is vital. This portion of the survey asked participants about their interactions with their health care provider.

**90 percent of adult** and **94 percent of respondents for child beneficiaries** agreed that their doctor always or usually:

- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with them

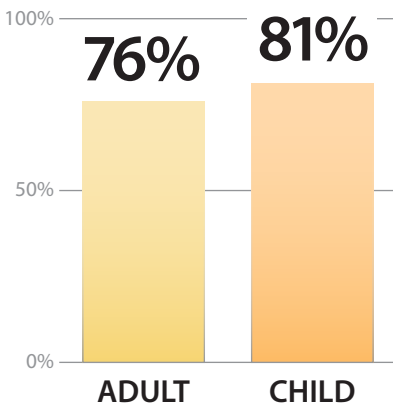




# Shared Decision Making

**76 percent of adult** and **81 percent of respondents for child beneficiaries** agreed that when discussing starting or stopping a prescription medicine, their doctor:

- Talked with them about the reasons you (your child) might want to take a medicine
- Talked with them about the reasons you (they) might **not** want (their child) to take a medicine
- Asked which choice you (they) thought was best for you (their child)





# About AFMC

AFMC provides utilization review and quality assurance services for ARKids First, ConnectCare and other waived managed care programs.

Community-based and clinically oriented, AFMC works collaboratively with health care plans, providers, facilities and physicians to identify opportunities for improvement and encourage innovation in health care. AFMC strives to ensure health care quality in a meaningful and effective way by initiating quality improvement projects and disseminating information about best practices.



**FOR MORE INFORMATION, CONTACT:**



Improving health care. Improving lives.

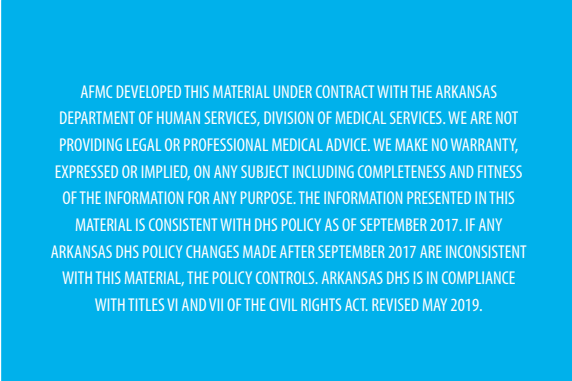
1020 W. 4th St., Suite 300

Little Rock, AR 72201

501-212-8600

Fax: 501-375-5705





 **ARMedicaid**

 **ARKANSAS DEPARTMENT OF HUMAN SERVICES**

**ARKids 1st A**

DATA COLLECTION AND ANALYSIS BY



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