

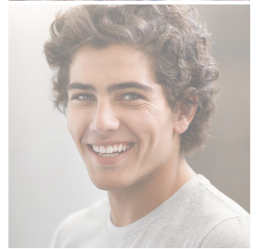
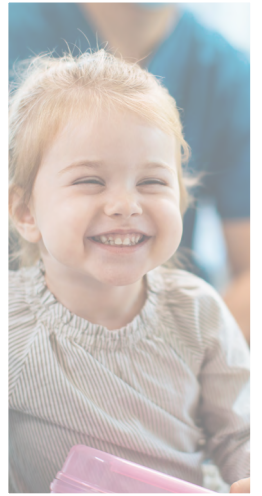
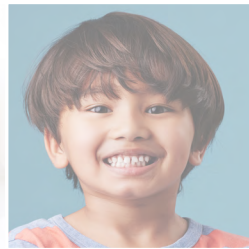
2023

Beneficiary Satisfaction Survey Results

ARKids 1st A Adult Medicaid

DATA COLLECTION AND ANALYSIS BY afmc

ARKANSAS DEPARTMENT OF HUMAN SERVICES

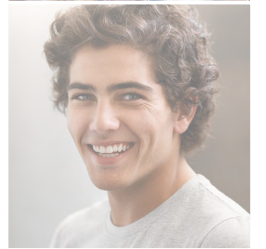
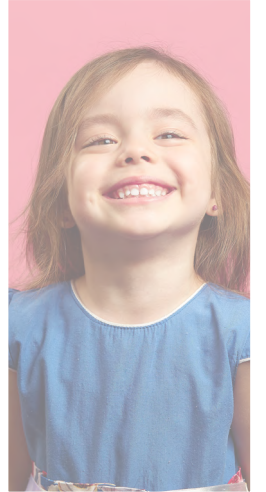
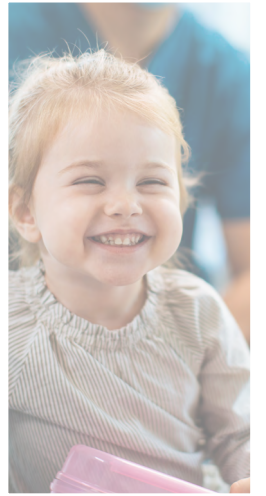
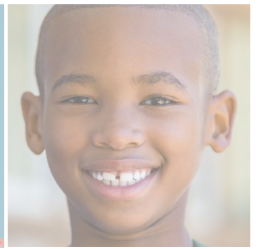
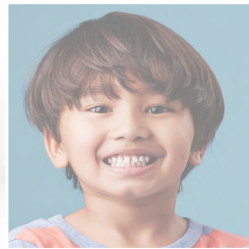


2023 Beneficiary Satisfaction Survey Results

TABLE OF CONTENTS

Executive Summary.....	1
Survey Overview and Methodology	5
Demographics of Survey Sample and Respondents.....	9
Trend Analysis.....	16
Comparisons with Benchmark Data.....	22
Demographic Analysis.....	28
State and Regional Analysis.....	40
Comparison of ARKids First A with ARKids First B	44
Frequency Tables and Comments	46





Executive Summary

The Arkansas Department of Human Services (DHS), Division of Medical Services (DMS), contracted with AFMC, a National Committee for Quality Assurance (NCQA) certified Healthcare Effectiveness Data and Information Set (HEDIS¹) survey vendor, to conduct its 2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS²) 5.1H Medicaid Adult and Child Beneficiary Satisfaction surveys. A random sample of 2,428 Adult Medicaid beneficiaries and 2,969 ARKids First A child/adolescent beneficiaries was selected. After conducting a mail-only survey administration between January and March, excluding beneficiaries deemed ineligible and adjusting for invalid addresses, the analyzable sample size was 2,061 for adults and 2,578 for children/adolescent surveys. A total of 434 (21.1%) adult and 463 (18.0%) child surveys were available for analysis by the data collection cutoff date of March 27, 2023, and April 14, 2023, respectively. This report provides a summary of the 2023 survey results and compares the survey data with 2021 and 2019 Arkansas Medicaid survey results as well as the national and South region benchmarks. This comprehensive analysis will assist DMS in determining which services Adult Medicaid and ARKids First A beneficiaries use, how beneficiaries evaluate the Medicaid program and its services, and how the Arkansas ARKids First A program compares with the Arkansas ARKids First B program. **Table 1** shows the overall composite and rating percentages for the ARKids First A program for 2023 and 2021, as well as for the 2022 National CAHPS Benchmark Database (NCBD).

TABLE 1. Composite and rating percentages

COMPOSITES/RATINGS	ADULT			CHILD		
	2023	2021	NCBD 2022	2023	2021	NCBD 2022
Getting needed care	54%	51%	52%	65%	65%	60%
Getting care quickly	54%	56%	56%	74%	77%	70%
How well doctors communicate	76%	72%	76%	81%	81%	80%
Customer service	71%	69%	69%	60%	65%	69%
Rating of personal doctor	68%	66%	68%	76%	77%	76%
Rating of specialist	69%	66%	67%	77%	70%	73%
Rating of health care	50%	46%	56%	70%	68%	69%
Rating of health plan	48%	45%	62%	74%	73%	70%
QUESTION SUMMARY RATES	2023	2021	NCBD 2022	2023	2021	NCBD 2022
Coordination of care	59%	54%	58%	60%	49%	59%
EFFECTIVENESS OF CARE	2023	2021	NCBD 2022	2023	2021	NCBD 2022
Advising tobacco users to quit	33%	34%	73%	N/A	N/A	N/A
Discussing tobacco cessation medications	13%	18%	52%	N/A	N/A	N/A
Discussing tobacco cessation strategies	12%	12%	46%	N/A	N/A	N/A

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).

The CAHPS 5.1H Medicaid adult survey includes four composite measures, four rating questions, one summary rate question, and three effectiveness of care measures. The CAHPS 5.1H Medicaid child survey includes four composite measures, four rating questions and one summary rate question.

The National CAHPS Benchmarking Database (NCBD) composite measures represent the percentage of beneficiaries who responded by selecting the most favorable response, “always” or “yes” to the questions comprising the composite measures:

- **Getting needed care:** Measures the beneficiary’s ease of seeing a specialist and getting any care, tests, or treatment
- **Getting care quickly:** Measures a beneficiary’s access to urgent and non-urgent care in a timely manner
- **How well doctors communicate:** Measures how well doctors listen, explain, spend enough time with, and show respect for what beneficiaries have to say (in 2023 and 2021, doctor visits include in person, by phone, or by video)
- **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 rating questions with responses scaled from 0 to 10 in the CAHPS 5.1H survey, where 0 represents the “worst possible” and 10 represents the “best possible.” The ratings represent the percentage of beneficiaries who rated the question a 9 or 10. Categories include:

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

The summary rate question indicates the proportion of beneficiaries who selected “always” for:

- **Coordination of care:** Measures how often beneficiaries’ personal doctor seemed informed and up to date about the care they got from another doctor or health care providers

The effectiveness of care measures in the adult survey specifically define criteria for the numerator and denominator in that measure. These measures are described in detail below:

- **Advising smokers to quit:** Represents the percentage of beneficiaries ages 18 and older who were current smokers or tobacco users and who received advice to quit
- **Discussing cessation medications:** Represents the percentage of beneficiaries ages 18 and older who were current smokers or tobacco users and who discussed or were recommended cessation medications
- **Discussing cessation strategies:** Represents the percentage of beneficiaries ages 18 and older who were current smokers or tobacco users and who discussed or were provided cessation methods or strategies

KEY FINDINGS

The following highlights show Medicaid's adult and child data trending over time and compares them with national and regional benchmarks. For the complete analysis, please refer to Trend Analysis (**Page 16**) and Comparisons with Benchmark Data (**Page 22**). In addition, key findings of demographic comparisons with both 2021 and 2019 and comparisons of the ARKids First A and ARKids First B programs are provided (**Page 44**). For a complete analysis, please refer to Demographics of Survey Sample and Respondents (**Page 9**) and trends on rating and composite scores comparison with national and regional benchmarks.

AFMC compared the adult and child survey results with the survey results from 2021 and 2019.

In demographic comparisons between 2023 and 2021, adult Medicaid survey respondents show no statistically significant differences among any categories. The largest decrease in proportions in the 2023 adult Medicaid respondents was seen in the "male" gender category, though non significantly. The largest increase between the 2021 and 2023 demographics was in the "fair/poor" mental health status. The ARKids First A respondents for 2023 resulted in a statistically lower proportion when compared with 2021 in the "fair/poor" mental health status category.

In demographic comparisons of 2023 respondents with 2019 respondents, the proportion of adult Medicaid respondents in the "college graduate or more" education category is significantly higher in 2023. Adult Medicaid respondents show a statistically lower proportion in the "fair/poor" overall health status category, but significantly higher in the "excellent/very good" overall health status category in 2023 than in 2019 data. The proportion of adult Medicaid respondents in the "every day" smoking status category is significantly lower in 2023 compared to 2019. ARKids First A showed significant changes from 2019 to 2023 for the "good" and "fair/poor" mental health category; the proportion was significantly lower for the "fair/poor" mental health category but significantly higher for the "good" mental health category.

AFMC compared the 2023 adult Medicaid survey results with previous years and found that the component "doctors spending enough time with you," of the "how well doctors communicate" composite, was the only component showing a significant increase between years 2023 and 2021. The "getting care quickly" composite slightly decreased insignificantly from 2021. The "how well doctors communicate" composite and its components all increased from 2021, although no changes were significant. The "customer service" composite and its components all increased insignificantly or stayed the same from 2021. Three of the four 2023 rating questions increased with no significance from 2021: "rating of a personal doctor," "rating of specialist," and "rating of health plan." The question summary rate and effectiveness of care measures: "coordination of care," "advising smokers and tobacco users to quit," and "discussing cessation strategies" were all insignificantly lower when compared with 2021 measures.

The "rating of health care" was the only rating with a significant increase between 2023 and 2021 and a significant increase between 2023 and 2019. The "getting help when calling

customer service” was the only component of the “customer service” composite showing a significant increase between years 2023 and 2019. The effectiveness of care measure “discussing cessation strategies” was the only measure that showed a significant decrease from 2023 and 2019.

When AFMC compared the 2023 ARKids First A survey results with previous years it was found that the “doctors spending enough time with your child” component, of the “how well doctors communicate” composite, was significantly higher in 2023 when compared to 2021 and 2019. The “customer service” composite and its components showed an insignificant increase from 2019 and 2021 measures. The “rating of health care” decreased slightly, but not significantly, when compared to 2021. The “rating of health plan” significantly increased from the 2021 rating measure.

In comparison to the 2023 ARKids First A survey, the “getting care quickly” composite was the only composite that decreased significantly from 2019. The “obtaining care when wanted, not when needed right away” component was significantly lower from 2019. The “how well doctors communicate” composite, along with most of its comprising components, have steadily increased since 2019. The “treated with courtesy and respect” component of the “customer service” composite was significantly higher when compared to the 2019 component.

Comparisons with benchmark data show that the customer service component “getting help when calling customer service” was significantly higher among Arkansas adult Medicaid respondents than the NCBD benchmark. The ratings for “health care” and “health plan” both scored significantly lower when compared to the NCBD benchmark. The effectiveness of care measure “discussing cessation strategies” was significantly lower than the NCBD benchmark measure. Arkansas adult Medicaid respondents scored significantly lower when compared to respondents in the South Region³ in the “getting needed care” composite, and the “how well doctors communicate” composite. The component “treated with courtesy and respect” of the “customer service” composite was also significantly lower than the South Region. Similar findings are also in the ratings of “health care” and “health plan,” both being significantly lower among Arkansas adult Medicaid respondents in comparison to respondents within the NCBD Southern region.

Among the composite measures, rating questions, and effectiveness of care measure, no significant differences were found when comparing 2023 ARKids First A responses with the 2022 NCBD benchmark. ARKids First A scored higher on the “getting needed care” and “getting care quickly” composites and their components in comparison to NCBD respondents, but not significantly. The summary rate for “coordination of care” is higher for ARKids First A, but not significantly. When compared with other Medicaid plans within the Southern region, ARKids First A scores are higher in the “getting needed care,” “getting care quickly,” and “how well doctors communicate” composites. The overall “customer service” composite show ARKids First A scores are lower, though not significantly, except for the single component “treated with courtesy and respect,” which is significantly lower when compared with the Southern region. [ARKids First A ratings are greater among the “rating of specialist” and “rating of health plan” in comparison to the NCBD South Region ratings.]

3: The South Region includes Alabama, Arkansas, Delaware, the District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, and West Virginia.

Survey Overview and Methodology

BACKGROUND AND SURVEY INSTRUMENT

As part of its contract with DMS, AFMC regularly surveys Medicaid beneficiaries about their health care experiences. For the most recent survey activities, AFMC used the HEDIS MY 2022 CAHPS 5.1H Medicaid Adult and Child Beneficiary Satisfaction Surveys. NCQA's naming convention refers to 'HEDIS MY ####' where "MY" refers to "Measurement Year" and #### is the actual year the sample is from.

The CAHPS surveys are a set of survey tools developed to assess patient satisfaction with their health plan. CAHPS is funded by Agency for Healthcare Research and Quality (AHRQ) and was developed jointly by AHRQ and NCQA. AFMC first conducted this survey in 1998. It is repeated biennially.

This report summarizes results derived from the CAHPS 5.1H Medicaid adult and child surveys as applied to a systematic random sample of Medicaid adult and ARKids First A beneficiaries. The four composite measures are "getting needed care," "getting care quickly," "how well doctors communicate," and "customer service."

The four rating questions covered by the CAHPS surveys are "personal doctor," "specialist seen most often," "health care," and "health plan." Both the adult and child CAHPS surveys also cover a summary question, "coordination of care." In addition, the adult CAHPS survey has three effectiveness of care measures: "advising tobacco users to quit," "discussing tobacco cessation medications," and "discussing tobacco cessation strategies."

Satisfaction is presented as the percentage of respondents who chose the most positive question responses as specified by NCQA. Where applicable, scores are shown alongside the NCBD national benchmark and South regional rates to assess how well they perform compared to other Medicaid plans.

SURVEY SIZE, SAMPLE DISPOSITION, AND RESPONSE RATE

Per NCQA guidelines, 2,428 adult and 2,969 child beneficiaries were systematically selected from Arkansas Medicaid Enterprise (AME) Decision Support System (DSS) claims data. 450 adult surveys and 469 child surveys were received, resulting in return rates of 21.1% and 18.0%, respectively. After further adjusting for invalid addresses and beneficiaries found to be ineligible, the analyzable sample sizes were 2,061 for adults and 2,578 for child beneficiaries. Surveys not meeting eligibility guidelines, not meeting NCQA question requirements, and not meeting enrollment criteria were excluded, and 434 adult surveys (21.1%) and 463 child surveys (18.0%) were available for analysis (**Table 2**). It should be noted that the oversampling rate for 2023 was 80% for both adult and child samples.

TABLE 2. Survey disposition and response rates

CAHPS SURVEYS	ADULT 2023	ADULT 2021	CHILD 2023	CHILD 2021
Total mailing sent	2,428	2,160	2,969	2,640
Ineligible: According to population criteria*	8	16	3	15
Ineligible: Language barrier*	0	0	0	0
Ineligible: Mentally or physically incapacitated*	2	0	N/A	N/A
Ineligible: Deceased*	1	0	0	0
Invalid address*	356	195	388	220
Analyzable sample size	2,061	1,949	2,578	2,405
Refusal	1	0	0	0
Eligible but incomplete (3 of 5 NCQA required questions were not answered)**	4	7	3	2
Nonresponse***	1,622	1,527	2,112	1,992
Analyzable surveys returned	434	415	463	411
Analyzable response rate	21.1%	21.3%	18.0%	17.1%

*Excluded from response rate denominator

**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 2022 Volume 3 Specifications for Survey Measures. These surveys are not included in the analyzable surveys returned.

***Does not include invalid addresses

SAMPLING FRAME

Beneficiary information was obtained from Medicaid. NCQA guidelines require each beneficiary to be enrolled for a minimum of six months with no more than one gap in enrollment of up to 45 days before participating in the survey. Although NCQA defines the allowable gap as 45 days, AFMC set this criterion at 30 days because the enrollment data are reported monthly. The adult sample frame consisted of all Arkansas Medicaid PCP focused care enrollees at least 18 years old as of December 31, 2022. The sampling frame for child/adolescents consisted of all ARKids First A PCCM enrollees who were 17 years old or younger as of December 31, 2022. The adult and child beneficiaries' six-month continuous enrollment began July 1, 2022. Only one beneficiary per household was selected.

SURVEY PROCEDURE

As beneficiaries may not have provided a telephone number or email address during enrollment or re-enrollment, AFMC conducted a mail-only survey. An advance letter, written on DMS letterhead and signed by the director of DMS, was mailed to each selected adult beneficiary. For the selected children, the parent/caretaker received the advance letter. The letter explained the purpose of the survey, informed the beneficiary of its confidential and voluntary nature, and gave information on requesting a Spanish-language version of the survey. Approximately two weeks later, a packet containing a questionnaire, a post-age-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 on completing and returning the survey. A reminder notice was mailed roughly 10 days later to those beneficiaries who did not respond to the first survey mailing. Approximately one month after the initial survey was sent, a second survey packet was mailed to any beneficiary who had not returned the initial survey. Approximately 10 days after the second survey was mailed, a second reminder notice was mailed to nonrespondents (**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 remailed. Since beneficiary telephone numbers were not available, telephone follow-up of nonrespondents was not performed.

SURVEY TIMETABLE

TABLE 3. Survey mailing dates		
SURVEY MAILINGS AND DATES	ADULT	CHILD
Advance letter	Jan. 17, 2023	Jan. 19, 2023
First survey	Feb. 3, 2023	Feb. 6, 2023
First reminder notice	Feb. 13, 2023	Feb. 23, 2023
Second survey	Mar. 6, 2023	Mar.10, 2023
Second reminder notice	Mar. 17, 2023	Mar. 24, 2023
Data cutoff	Mar. 27, 2023	Apr. 14, 2023

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.

NONANALYZABLE SURVEYS

A total of 1,622 adult Medicaid and 2,112 ARKids First A surveys were either not returned or not available for analysis. AFMC tracked the reasons why these surveys were not returned or were ineligible for analysis following NCQA guidelines.

DISQUALIFIED RECEIVED SURVEYS

Adult Medicaid and ARKids First A surveys received after the cutoff date of March 27, 2023, and April 14, 2023, respectively, were not included in the survey analysis. Surveys received without any valid responses, those no longer meeting enrollment criteria, and those deemed incomplete were excluded from analysis. These exclusions were made following standard HEDIS/CAHPS protocol and recommendations. Surveys not available for analysis represented 3.6% of the total adult Medicaid surveys received and 1.3% of the ARKids First A surveys received.

SPANISH-LANGUAGE SURVEYS

AFMC translates all surveys into Spanish and provides the Spanish-language version to beneficiaries by request. No Spanish surveys were returned from the 434 analyzable adult Medicaid surveys received, nor the 463 analyzable ARKids First A surveys received.

Demographics of Survey Sample and Respondents

A FMC follows NCQA protocol and uses the systematic random sampling method. Therefore, the adult Medicaid and ARKids First A survey samples should be similar to the adult Medicaid and ARKids First A populations. **Table 4** and **Table 5** show the percentage of respondents by each demographic category of gender, age, race, education (parent's education for the ARKids First A's survey), overall health and mental health status, and smoking status for adults.

Table 4 and **Table 5** also compare the demographics of survey respondents with the 2021 and 2019 Arkansas Medicaid respondents. The comparison with the previous years' data shows how the adult Medicaid and the ARKids First A respondents have changed over time. AFMC highlights where the proportion of 2023 Medicaid respondents differ significantly compared with the previous years. A z-test was used to determine significant differences in proportions.

In demographic comparisons between 2023 and 2021, adult Medicaid survey respondents show no statistically significant differences among any categories. The largest decrease in proportions in the 2023 adult Medicaid respondents was seen in the "male" gender category, though non significantly. The largest increase between the 2021 and 2023 demographics was in the "fair/poor" mental health status. The ARKids First A respondents for 2023 resulted in a statistically lower proportion when compared with 2021 in the "fair/poor" mental health status category.

In demographic comparisons of 2023 respondents with 2019 respondents, the proportion of adult Medicaid respondents in the "college graduate or more" education category is significantly higher in 2023. Adult Medicaid respondents show a statistically lower proportion in the "fair/poor" overall health status category, but significantly higher in the "excellent/very good" overall health status category in 2023 than in 2019 data. The proportion of adult Medicaid respondents in the "every day" smoking status category is significantly lower in 2023 compared to 2019. ARKids First A showed significant changes from 2019 to 2023 for the "good" and "fair/poor" mental health category; the proportion was significantly lower for the "fair/poor" mental health category but significantly higher for the "good" mental health category. **Table 4** and **Table 5** findings are depicted in **Figure 1** and **Figure 2**, respectively.

Table 6 and **Table 7** demographic data is derived from the population data not from the survey responses. It shows how the sample demographics compare with the respective populations and the demographics of the survey respondents. In 2023, the percent of adult Medicaid analyzable responses for "female" respondents was much larger than the percent of "male" respondents. Within the age of analyzable responses for adult Medicaid respondents, a majority of respondents were from the "55-64" age group (36.4%). For the 2023 ARKids First A survey, the age category with the most respondents of 35.9% is the "12-17" group. This year's data also shows that more respondents are located in the "Northwest" region (33.7%) than any other region of the state.

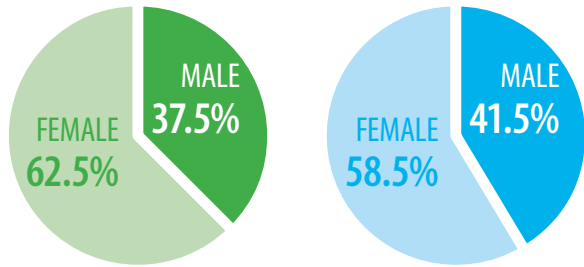
TABLE 4. Profile of adult Medicaid survey respondents: Comparison with 2021 and 2019

					SIGNIFICANT DIFFERENCE	
DEMOGRAPHIC	CATEGORY	2023	2021	2019	2023 VS. 2021	2023 VS. 2019
Gender	Male	37.5%	41.5%	38.3%	Not significant	Not significant
	Female	62.5%	58.5%	61.7%	Not significant	Not significant
Age	18–34	26.0%	25.9%	25.6%	Not significant	Not significant
	35–44	14.3%	12.2%	14.5%	Not significant	Not significant
	45–54	21.2%	21.3%	21.9%	Not significant	Not significant
	55 or older	38.5%	40.6%	37.9%	Not significant	Not significant
Race	White	69.1%	68.3%	69.1%	Not significant	Not significant
	Black/ African American	21.3%	20.7%	24.0%	Not significant	Not significant
	Asian	0.9%	1.0%	0.4%	Not significant	Not significant
	Multiracial	5.1%	6.1%	3.7%	Not significant	Not significant
	Other	3.5%	3.9%	2.9%	Not significant	Not significant
Education	High school graduate or less	73.0%	76.2%	77.9%	Not significant	Not significant
	Some college	21.2%	19.6%	19.0%	Not significant	Not significant
	College graduate or more	5.8%	4.2%	3.1%	Not significant	Significantly higher
Overall health status	Excellent/very good	18.5%	16.3%	13.0%	Not significant	Significantly higher
	Good	28.3%	26.6%	26.7%	Not significant	Not significant
	Fair/poor	53.3%	57.1%	60.2%	Not significant	Significantly lower
Mental health status	Excellent/very good	22.4%	24.9%	21.0%	Not significant	Not significant
	Good	28.0%	30.6%	26.5%	Not significant	Not significant
	Fair/poor	49.6%	44.5%	52.5%	Not significant	Not significant
Smoking status	Every day	24.4%	27.5%	31.9%	Not significant	Significantly lower
	Some days	15.5%	15.0%	12.5%	Not significant	Not significant
	Not at all	60.1%	57.5%	55.5%	Not significant	Not significant

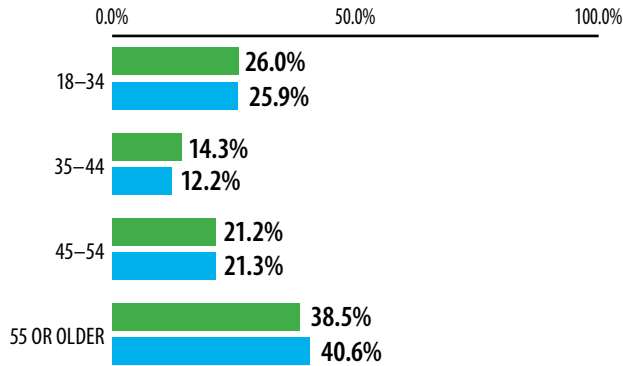
FIGURE 1. (ADULT MEDICAID) Demographics

2023 2021

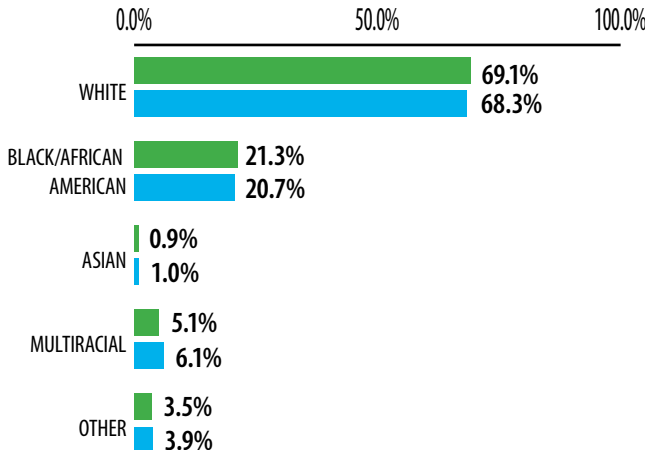
• GENDER



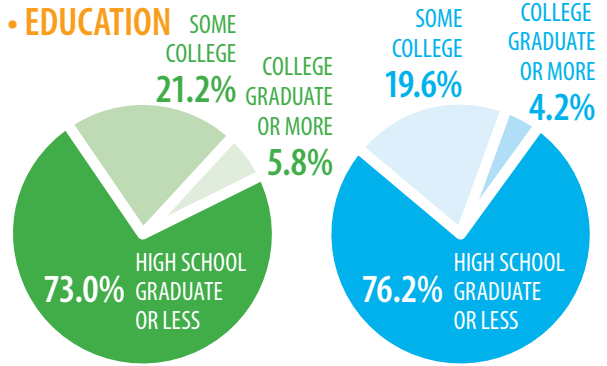
• AGE



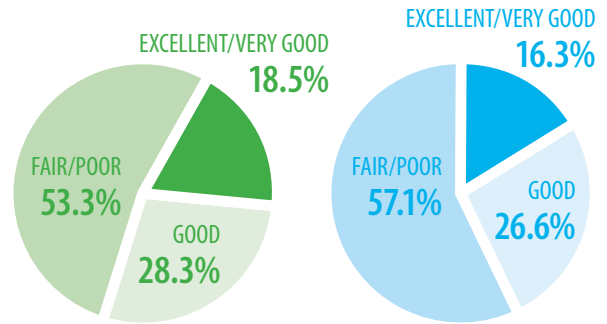
• RACE



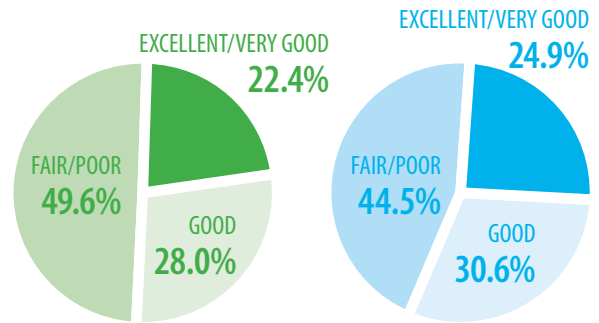
• EDUCATION



• OVERALL HEALTH STATUS



• MENTAL HEALTH STATUS



• SMOKING STATUS

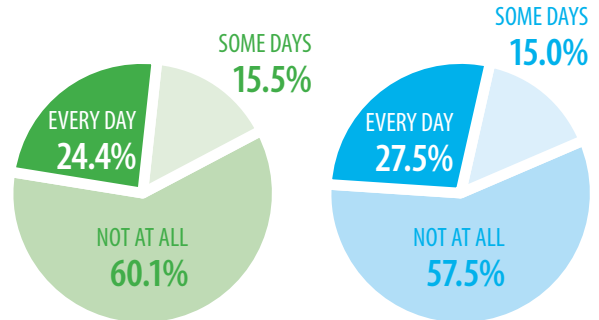


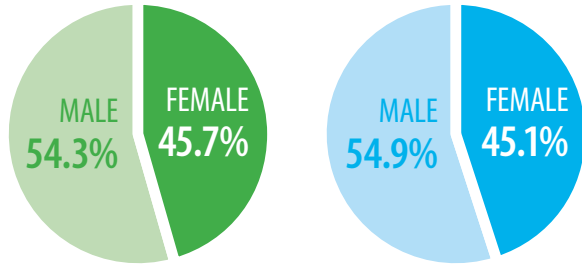
TABLE 5. Profile of ARKids First A survey respondents: Comparison with 2021 and 2019

					SIGNIFICANT DIFFERENCE	
DEMOGRAPHIC	CATEGORY	2023	2021	2019	2023 VS. 2021	2023 VS. 2019
Gender	Male	54.3%	54.9%	55.9%	Not significant	Not significant
	Female	45.7%	45.1%	44.1%	Not significant	Not significant
Age	0–3	13.7%	17.3%	16.0%	Not significant	Not significant
	4–7	21.1%	21.5%	22.4%	Not significant	Not significant
	8–11	27.1%	22.0%	24.7%	Not significant	Not significant
	12 or older	38.1%	39.3%	36.9%	Not significant	Not significant
Race	White	63.6%	61.6%	63.9%	Not significant	Not significant
	Black/ African American	18.3%	17.7%	18.7%	Not significant	Not significant
	Asian	1.8%	1.5%	1.9%	Not significant	Not significant
	Multiracial	4.9%	7.0%	6.2%	Not significant	Not significant
	Other	11.4%	12.2%	9.3%	Not significant	Not significant
Parent's education	High school graduate or less	52.5%	53.5%	53.3%	Not significant	Not significant
	Some college	32.8%	33.6%	33.1%	Not significant	Not significant
	College graduate or more	14.7%	12.9%	13.7%	Not significant	Not significant
Overall health status	Excellent/very good	75.0%	73.7%	72.6%	Not significant	Not significant
	Good	21.1%	20.8%	21.6%	Not significant	Not significant
	Fair/poor	3.9%	5.5%	5.8%	Not significant	Not significant
Mental health status	Excellent/very good	65.1%	62.8%	65.6%	Not significant	Not significant
	Good	25.1%	22.3%	19.1%	Not significant	Significantly higher
	Fair/poor	9.8%	14.9%	15.4%	Significantly lower	Significantly lower

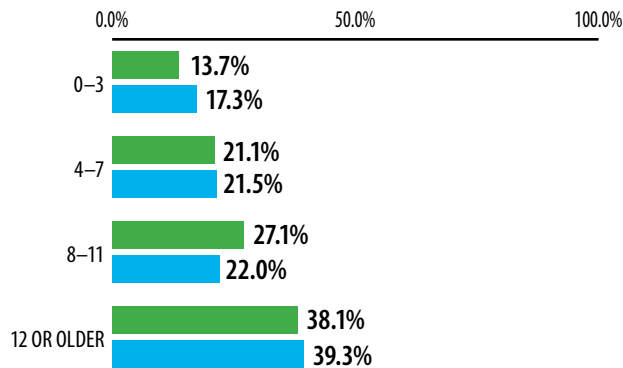
FIGURE 2. (ARKIDS FIRST A) Demographics

2023 2021

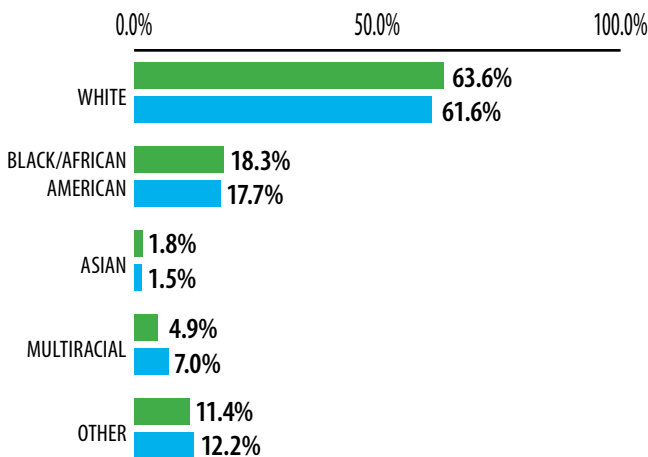
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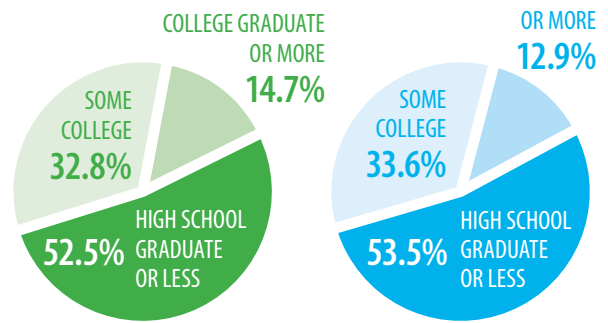
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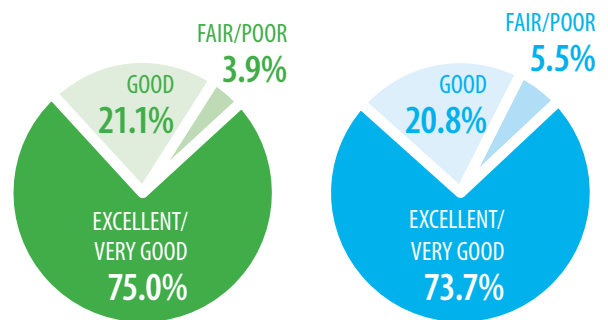
• RACE



• PARENT'S EDUCATION



• OVERALL HEALTH STATUS



• MENTAL HEALTH STATUS

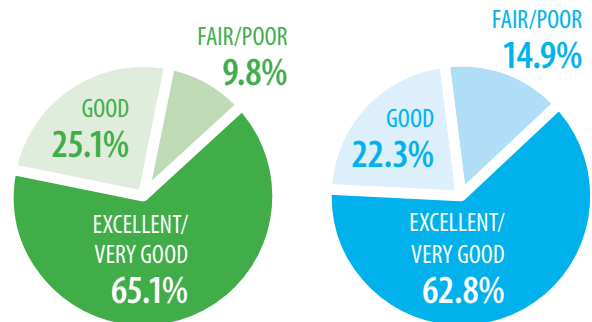


TABLE 6. Adult Medicaid sample and population demographics

DEMOGRAPHIC	CATEGORY	BENEFICIARIES SURVEYED	PERCENT OF TOTAL	ADULT MEDICAID POPULATION	ANALYZABLE RESPONSES	PERCENT OF TOTAL	ANALYZABLE RESPONSE RATE
Gender	Female	1,306	63.4%	67.7%	270	62.2%	20.7%
	Male	755	36.6%	32.3%	164	37.8%	21.7%
	TOTAL	2,061	100.0%	100.0%	434	100.0%	21.1%
Age	18–24	488	23.7%	27.0%	53	12.2%	10.9%
	25–34	432	21.0%	25.7%	62	14.3%	14.4%
	35–44	394	19.1%	21.0%	63	14.5%	16.0%
	45–54	347	16.8%	13.0%	95	21.9%	27.4%
	55–64	388	18.8%	12.9%	158	36.4%	40.7%
	65–74	6	0.3%	0.3%	2	0.5%	33.3%
	75 or older	6	0.3%	0.1%	1	0.2%	16.7%
	TOTAL	2,061	100.0%	100.0%	434	100.0%	21.1%
Race	White	1,277	62.0%	58.3%	293	67.5%	22.9%
	Black or African-American	508	24.6%	26.0%	92	21.2%	18.1%
	American Indian or Alaska Native	15	0.7%	0.9%	3	0.7%	20.0%
	Hispanic or Latino	52	2.5%	3.6%	5	1.2%	9.6%
	Asian-American	17	0.8%	0.9%	3	0.7%	17.6%
	Native Hawaiian or other Pacific Islander	0	0.0%	0.3%	0	0.0%	0.0%
	Multiracial	45	2.2%	2.4%	10	2.3%	22.2%
	Unknown	147	7.1%	7.6%	28	6.5%	19.0%
	TOTAL	2,061	100.0%	100%	434	100.0%	21.1%
Geographic region	Northwest	575	27.9%	29.0%	111	25.6%	19.3%
	Northeast	462	22.4%	21.7%	106	24.4%	22.9%
	Central	553	26.8%	26.0%	120	27.6%	21.7%
	Southwest	251	12.2%	12.2%	52	12.0%	20.7%
	Southeast	220	10.7%	11.1%	45	10.4%	20.5%
	TOTAL	2,061	100.0%	100%	434	100.0%	21.1%

Rounding occurs after calculations and may not sum to 100.0%

TABLE 7. ARKids First A sample and population demographics

DEMOGRAPHIC	CATEGORY	BENEFICIARIES SURVEYED	PERCENT OF TOTAL	ARKIDS FIRST A POPULATION	ANALYZABLE RESPONSES	PERCENT OF TOTAL	ANALYZABLE RESPONSE RATE
Gender	Female	1,282	49.7%	49.3%	212	45.8%	16.5%
	Male	1,296	50.3%	50.7%	251	54.2%	19.4%
	TOTAL	2,578	100.0%	100.0%	463	100.0%	18.0%
Age	0–3	565	21.9%	21.3%	69	14.9%	12.2%
	4–7	687	26.6%	25.5%	101	21.8%	14.7%
	8–11	542	21.0%	22.0%	127	27.4%	23.4%
	12–17	784	30.4%	31.2%	166	35.9%	21.2%
	TOTAL	2,578	100.0%	100.0%	463	100.0%	18.0%
Race	White	1,179	45.7%	45.9%	238	51.4%	20.2%
	Black or African-American	511	19.8%	20.9%	65	14.0%	12.7%
	American Indian or Alaska Native	17	0.7%	0.7%	3	0.6%	17.6%
	Hispanic or Latino	244	9.5%	9.1%	61	13.2%	25.0%
	Asian-American	34	1.3%	1.4%	12	2.6%	35.3%
	Native Hawaiian or other Pacific Islander	12	0.5%	0.7%	2	0.4%	16.7%
	Multiracial	84	3.3%	3.3%	13	2.8%	15.5%
	Unknown	497	19.3%	17.9%	69	14.9%	13.9%
	TOTAL	2,578	100.0%	100.0%	463	100.0%	18.0%
Geographic region	Northwest	849	32.9%	33.2%	156	33.7%	18.4%
	Northeast	513	19.9%	19.8%	87	18.8%	17.0%
	Central	708	27.5%	26.6%	116	25.1%	16.4%
	Southwest	301	11.7%	11.3%	56	12.1%	18.6%
	Southeast	207	8.0%	9.1%	48	10.4%	23.2%
	TOTAL	2,578	100.0%	100.0%	463	100.0%	18.0%

Rounding occurs after calculations and may not sum to 100.0%

Trend Analysis

TREND ANALYSIS

The following pages contain trending tables and graphs that show how the adult Medicaid and ARKids First A CAHPS data change over time. The tables and graphs show specifically each composite measure, the questions that make up these composites, and the overall rating questions for the current year of 2023 and the previous two surveys (2021 and 2019). The composite measures in the trending tables represent the percentage of beneficiaries who responded favorably by selecting “usually” or “always” to the composite measures and question summary rates, and “8,” “9,” or “10” to the rating questions. Although the trending graphs show a visual representation of the trends, the trending tables show whether any trend comparisons are significantly different; a z-test was used to determine significant differences. Significant differences are highlighted.

Note that measure figures in this section differ from the NCBD figures in the following section. The NCBD figures only include the most positive response options such as “always” for composite measures and question summary rates, and “9” or “10” to the rating questions.

ADULT TREND ANALYSIS

AFMC compared the 2023 adult Medicaid survey results with previous years in **Table 8** (displayed in **Figure 3**) and found the following:

- The component “doctors spending enough time with you,” of the “how well doctors communicate” composite, was the only component showing a significant increase between years 2023 and 2021
- The “getting help when calling customer service” was the only component of the “customer service” composite showing a significant increase between years 2023 and 2019
- No significant differences occurred between 2023 and 2021 or 2023 and 2019 for any of the composite measures
- The “rating of health care” was the only rating with a significant increase between 2023 and 2021 and a significant increase between 2023 and 2019
- The effectiveness of care measure “discussing cessation strategies,” was the only measure that showed a significant decrease from 2023 and 2019
- The “getting needed care” composite decreased from 2021, but not significantly
- The “getting care quickly” composite slightly decreased insignificantly from 2021
- The “how well doctors communicate” composite and components all increased from 2021, although no changes were significant
- The “customer service” composite and its components all increased insignificantly or stayed the same from 2021
- Three of the four 2023 rating questions increased with no significance from 2021: “rating of a personal doctor,” “rating of healthcare,” and “rating of health plan”

- The summary rate and the effectiveness of care measures: “coordination of care,” “advising smokers and tobacco users to quit,” and “discussing cessation strategies” were all insignificantly lower when compared with 2021 measures

ARKIDS FIRST A TREND ANALYSIS

When we compared the 2023 ARKids First A survey results with previous years in **Table 9** (displayed in **Figure 4**), we found the following:

- The “getting care quickly” composite was the only composite that decreased significantly from 2019
- The “obtaining care when wanted, not when needed right away” component was significantly lower from 2019
- The “how well doctors communicate” composite, along with most of its comprising components, have steadily increased since 2019
- The “doctors spending enough time with your child” component, of the “how well doctors communicate” composite, was significantly higher in 2023 when compared to 2021 and 2019
- The “customer service” composite and components showed an insignificant increase from 2019 and 2021 measures
- The “treated with courtesy and respect” component was significantly higher when compared to the 2019 component
- Overall, rating for “personal doctor” and the rating for “specialist” have increased over each measurement year, but not significantly
- The “rating of health care” decreased slightly, but not significantly, when compared to 2021
- The “rating of health plan” significantly increased from the 2021 rating measure
- The summary rate for “coordination of care” has increased slightly over each measurement year to reach a high of 85.2% in 2023, with the increases not being significant

TABLE 8. Composites, components of composites, and ratings of adult Medicaid beneficiary satisfaction

COMPOSITES AND COMPONENTS	2023		2021		2019		SIGNIFICANT DIFFERENCE	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2023 VS. 2021	2023 VS. 2019
Getting needed care		81.5%		82.8%		79.0%	Not significant	Not significant
Q20. Seeing a specialist	208	80.3%	188	83.5%	244	78.3%	Not significant	Not significant
Q9. Getting care, tests, or treatment	294	82.7%	291	82.1%	399	79.7%	Not significant	Not significant
Getting care quickly		82.7%		82.9%		82.5%	Not significant	Not significant
Q4. Obtaining care right away for an illness/injury/condition	174	84.5%	169	80.5%	241	80.5%	Not significant	Not significant
Q6. Obtaining care when wanted, when not needed right away	282	80.9%	265	85.3%	376	84.6%	Not significant	Not significant
How well doctors communicate		92.6%		89.3%		90.2%	Not significant	Not significant
Q12. Doctors explaining things in an understandable way	306	92.8%	287	90.2%	376	90.2%	Not significant	Not significant
Q13. Doctors listening carefully to you	306	92.8%	289	89.3%	375	89.6%	Not significant	Not significant
Q14. Doctors showing respect for what you had to say	305	92.8%	288	91.7%	374	92.0%	Not significant	Not significant
Q15. Doctors spending enough time with you	306	92.2%	288	86.1%	375	89.1%	Significantly higher	Not significant
Customer service		91.6%		87.6%		83.0%	Not significant	Not significant
Q24. Getting help when calling customer service	78	91.0%	76	82.9%	88	76.1%	Not significant	Significantly higher
Q25. Treated with courtesy and respect	77	92.2%	77	92.2%	88	89.8%	Not significant	Not significant
RATING ITEMS								
Rating of personal doctor (Q18)	367	79.8%	361	75.3%	421	78.1%	Not significant	Not significant
Rating of specialist (Q22)	198	79.8%	181	80.1%	226	77.4%	Not significant	Not significant
Rating of health care (Q8)	294	71.4%	292	63.4%	398	64.3%	Significantly higher	Significantly higher
Rating of health plan (Q28)	422	61.6%	402	57.2%	478	61.1%	Not significant	Not significant
QUESTION SUMMARY RATES								
Q17. Coordination of care	176	81.3%	178	82.0%	207	82.6%	Not significant	Not significant
EFFECTIVENESS OF CARE								
Q33. Advising smokers and tobacco users to quit	166	72.3%	168	73.8%	210	75.2%	Not significant	Not significant
Q34. Discussing cessation medications	167	48.5%	169	46.7%	211	49.8%	Not significant	Not significant
Q35. Discussing cessation strategies	165	37.6%	167	41.9%	209	48.8%	Not significant	Significantly lower

FIGURE 3. (ADULT MEDICAID)

Trending Charts

Composites and ratings of beneficiary satisfaction

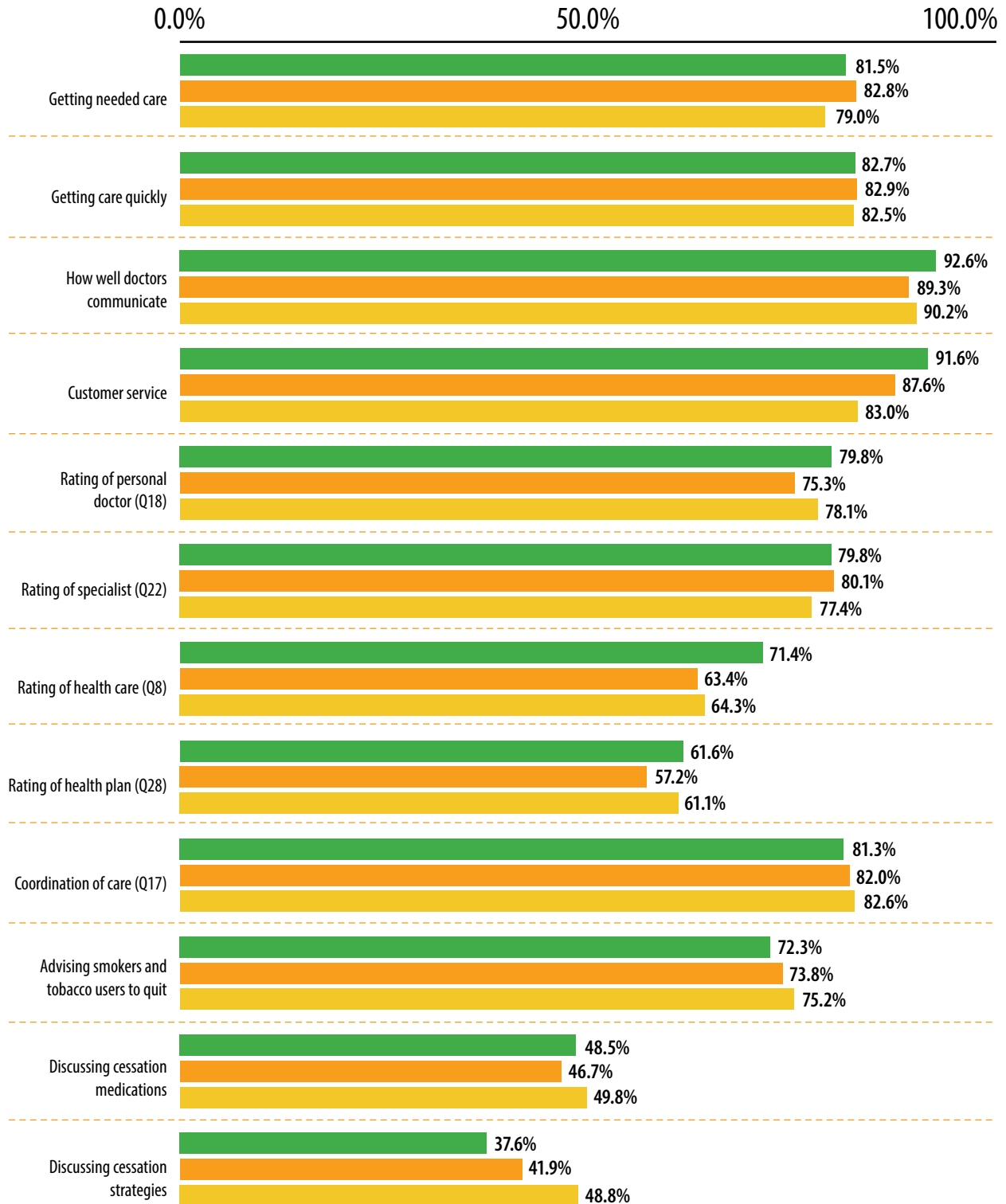
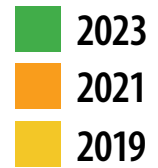


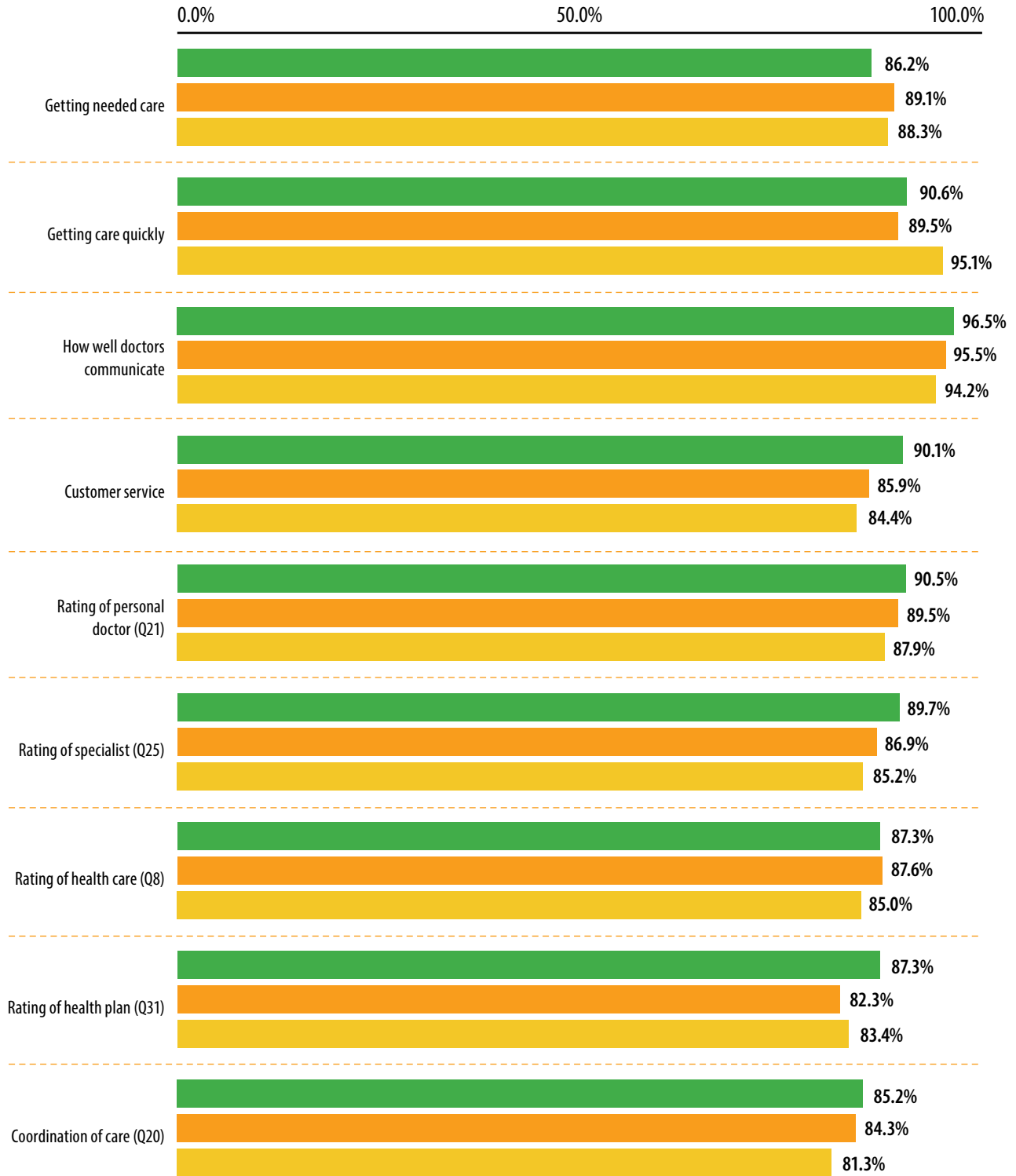
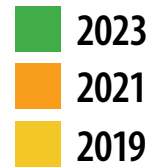
TABLE 9. Composites, components of composites, and ratings of ARKids First A beneficiary satisfaction

COMPOSITES AND COMPONENTS	2023		2021		2019		SIGNIFICANT DIFFERENCE	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2023 VS. 2021	2023 VS. 2019
Getting needed care		86.2%		89.1%		88.3%	Not significant	Not significant
Q23. Seeing a specialist	119	79.8%	84	85.7%	119	81.5%	Not significant	Not significant
Q9. Getting care, tests, or treatment	308	92.5%	242	92.6%	373	95.2%	Not significant	Not significant
Getting care quickly		90.6%		89.5%		95.1%	Not significant	Significantly lower
Q4. Obtaining care right away for an illness/injury/condition	156	94.2%	85	92.9%	217	96.3%	Not significant	Not significant
Q6. Obtaining care when wanted, not when needed right away	299	87.0%	222	86.0%	331	94.0%	Not significant	Significantly lower
How well doctors communicate		96.5%		95.5%		94.2%	Not significant	Not significant
Q12. Doctors explaining things in an understandable way	315	95.9%	253	96.4%	356	94.7%	Not significant	Not significant
Q13. Doctors listening carefully to you	317	96.5%	252	97.2%	357	96.4%	Not significant	Not significant
Q14. Doctors showing respect for what you had to say	317	97.8%	253	97.6%	357	96.6%	Not significant	Not significant
Q16. Doctors explaining things in an understandable way to your child	214	96.3%	172	94.8%	240	92.5%	Not significant	Not significant
Q17. Doctors spending enough time with your child	315	95.9%	252	91.7%	356	91.0%	Significantly higher	Significantly higher
Customer service		90.1%		85.9%		84.4%	Not significant	Not significant
Q27. Getting help when calling customer service	66	81.8%	64	79.7%	86	79.1%	Not significant	Not significant
Q28. Treated with courtesy and respect	65	98.5%	63	92.1%	87	89.7%	Not significant	Significantly higher
RATING ITEMS								
Rating of personal doctor (Q21)	421	90.5%	362	89.5%	428	87.9%	Not significant	Not significant
Rating of specialist (Q25)	116	89.7%	84	86.9%	115	85.2%	Not significant	Not significant
Rating of health care (Q8)	308	87.3%	242	87.6%	374	85.0%	Not significant	Not significant
Rating of health plan (Q31)	457	87.3%	406	82.3%	477	83.4%	Significantly higher	Not significant
QUESTION SUMMARY RATES								
Q20. Coordination of care	135	85.2%	89	84.3%	171	81.3%	Not significant	Not significant

FIGURE 4. (ARKIDS FIRST A)

Trending Charts

Composites and ratings of beneficiary satisfaction



Comparisons with Benchmark Data

The following tables show how the adult and child CAHPS data compare to the 2022 national Medicaid benchmarks for both adult and child populations and to the NCBD South region. To report regional benchmarks, NCBD uses the United States Census Bureau's four regions. The South Region includes Alabama, Arkansas, Delaware, the District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, and West Virginia.

The tables show specifically each composite measure, the questions that make up these composites, the overall rating questions, the question summary rates and the effectiveness of care measures for 2023, and the 2022 national and Southern region Medicaid benchmarks. Included in the tables are the results from a z-test indicating whether any benchmark comparisons are significantly different from response data; any significant differences are highlighted.

The benchmark data comes from the 2022 National CAHPS Benchmarking Database (NCBD). To make comparisons with NCBD benchmarks, the state composites and rates shown in **Table 10** and **Table 11** are calculated differently than in other sections of this report. Composites are calculated using the highest value only ("always" or "yes"). Ratings are calculated as the percentage of respondents who chose a "9" or a "10" on a scale of 0 to 10.

COMPARISONS WITH BENCHMARK DATA — ADULT MEDICAID SURVEY

Results in **Table 10** show two 2023 Arkansas adult Medicaid composites scored higher than the NCBD benchmarks for 2022: "getting needed care" and "customer service." These differences were not significant. The customer service component "getting help when calling customer service," was significantly higher than the NCBD benchmark. The ratings for "health care" and "health plan" both scored significantly lower when compared to the NCBD benchmark. The effectiveness of care measure "discussing cessation strategies" was significantly lower than the NCBD benchmark measure.

Arkansas adult Medicaid scored significantly lower when compared to the respondents in the South Region in the "getting needed care" composite and the "how well doctors communicate" composite. The component "treated with courtesy and respect" of the "customer service" composite was also significantly lower than the South Region. Similar findings are also in the ratings of "health care" and "health plan," both being significantly lower among Arkansas adult Medicaid respondents in comparison to respondents within the NCBD Southern region. These results are depicted in **Figure 5**.

COMPARISONS WITH BENCHMARK DATA — ARKIDS FIRST A SURVEY

From **Table 11**, among the composite measures rating questions and effectiveness of care measure, no significant differences were found when comparing 2023 ARKids First A responses with the 2022 NCBD benchmark. ARKids First A scored higher on the “getting needed care” and “getting care quickly” composites and their components in comparison to NCBD respondents, but not significantly. The “how well doctors communicate” composite and component measures were similar among ARKids First A and NCBD respondents, while the “customer service” composite was lower for ARKids First A. Three rating measures were higher than the NCBD ratings: “rating of a specialist,” “rating of health care,” and “rating of health plan,” but none were significantly higher. The “rating of personal doctor” measure was the same as the NCBD rating. The summary rate for “coordination of care” is higher for ARKids First A, but not significantly.

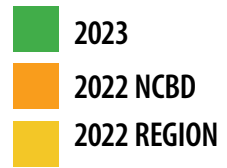
When compared with other Medicaid plans within the Southern region, ARKids First A scores are higher in the “getting needed care,” “getting care quickly,” and “how well doctors communicate” composites. The overall “customer service” composite show ARKids First A scores are lower, though not statistically significant, except for the single component “treated with courtesy and respect,” which is significantly lower when compared with the Southern region. ARKids First A ratings are greater among the “rating of specialist” and “rating of health plan” in comparison to the NCBD South Region ratings. Results from ARKids First A summary rate question “coordination of care” were the same as the results from the South Region summary rate. The findings from **Table 11** are also seen in **Figure 6**.

TABLE 10. Comparisons with benchmark data — adult Medicaid survey

COMPOSITES AND COMPONENTS	ADULT SUMMARY RATE	2022 NCBD RATE	NCBD SOUTH REGION	SIGNIFICANT DIFFERENCE	
				ADULT VS. NCBD	ADULT VS. REGION
Getting needed care	54%	52%	56%	<i>Not significant</i>	Significantly lower
Q20. Seeing a specialist	53%	50%	54%	Not significant	Not significant
Q9. Getting care, tests, or treatment	55%	54%	58%	Not significant	Not significant
Getting care quickly	54%	56%	59%	<i>Not significant</i>	Not significant
Q4. Obtaining care right away for an illness/injury/condition	56%	59%	61%	Not significant	Not significant
Q6. Obtaining care when wanted, not when needed right away	53%	52%	56%	Not significant	Not significant
How well doctors communicate	76%	76%	78%	<i>Not significant</i>	Significantly lower
Q12. Doctors explaining things in an understandable way	74%	75%	77%	Not significant	Not significant
Q13. Doctors listening carefully to you	77%	76%	78%	Not significant	Not significant
Q14. Doctors showing respect for what you had to say	81%	82%	84%	Not significant	Not significant
Q15. Doctors spending enough time with you	72%	70%	73%	Not significant	Not significant
Customer service	71%	69%	72%	<i>Not significant</i>	Not significant
Q24. Getting help when calling customer service	71%	59%	62%	Significantly higher	Not significant
Q25. Treated with courtesy and respect	71%	80%	82%	Not significant	Significantly lower
RATING ITEMS					
Rating of personal doctor (Q18)	68%	68%	70%	Not significant	Not significant
Rating of specialist (Q22)	69%	67%	68%	Not significant	Not significant
Rating of health care (Q8)	50%	56%	58%	Significantly lower	Significantly lower
Rating of health plan (Q28)	48%	62%	63%	Significantly lower	Significantly lower
QUESTION SUMMARY RATES					
Q17. Coordination of care	59%	58%	59%	Not significant	Not significant
EFFECTIVENESS OF CARE					
Q33. Advising smokers and tobacco users to quit	72%	73%	75%	Not significant	Not significant
Q34. Discussing cessation medications	49%	52%	50%	Not significant	Not significant
Q35. Discussing cessation strategies	38%	46%	44%	Significantly lower	Not significant

FIGURE 5. (ADULT MEDICAID)

Benchmark Comparison Chart



Composites and ratings of beneficiary satisfaction

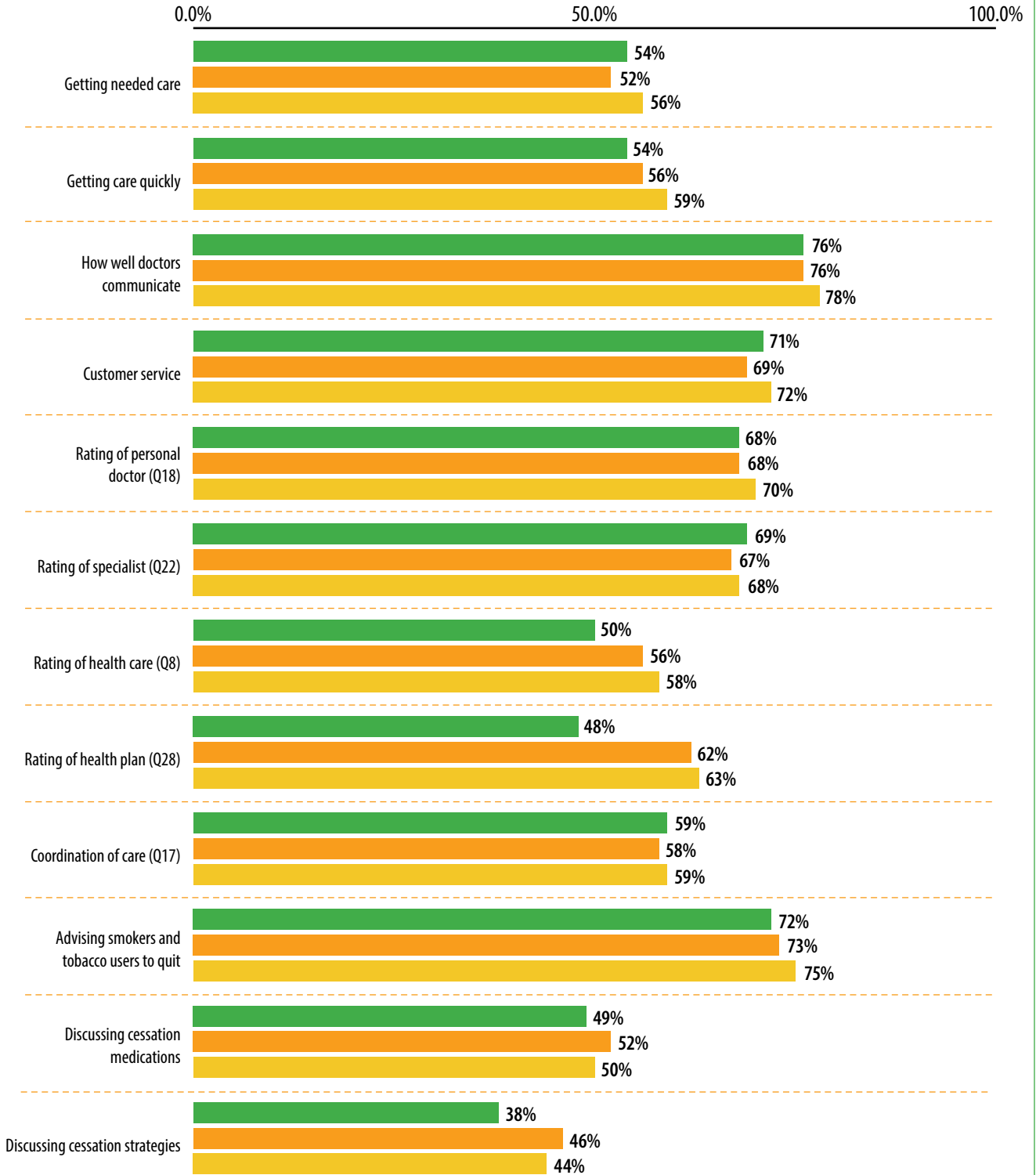
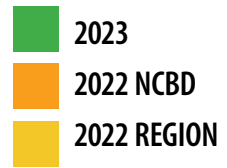


TABLE 11. Comparisons with benchmark data — ARKids First A survey

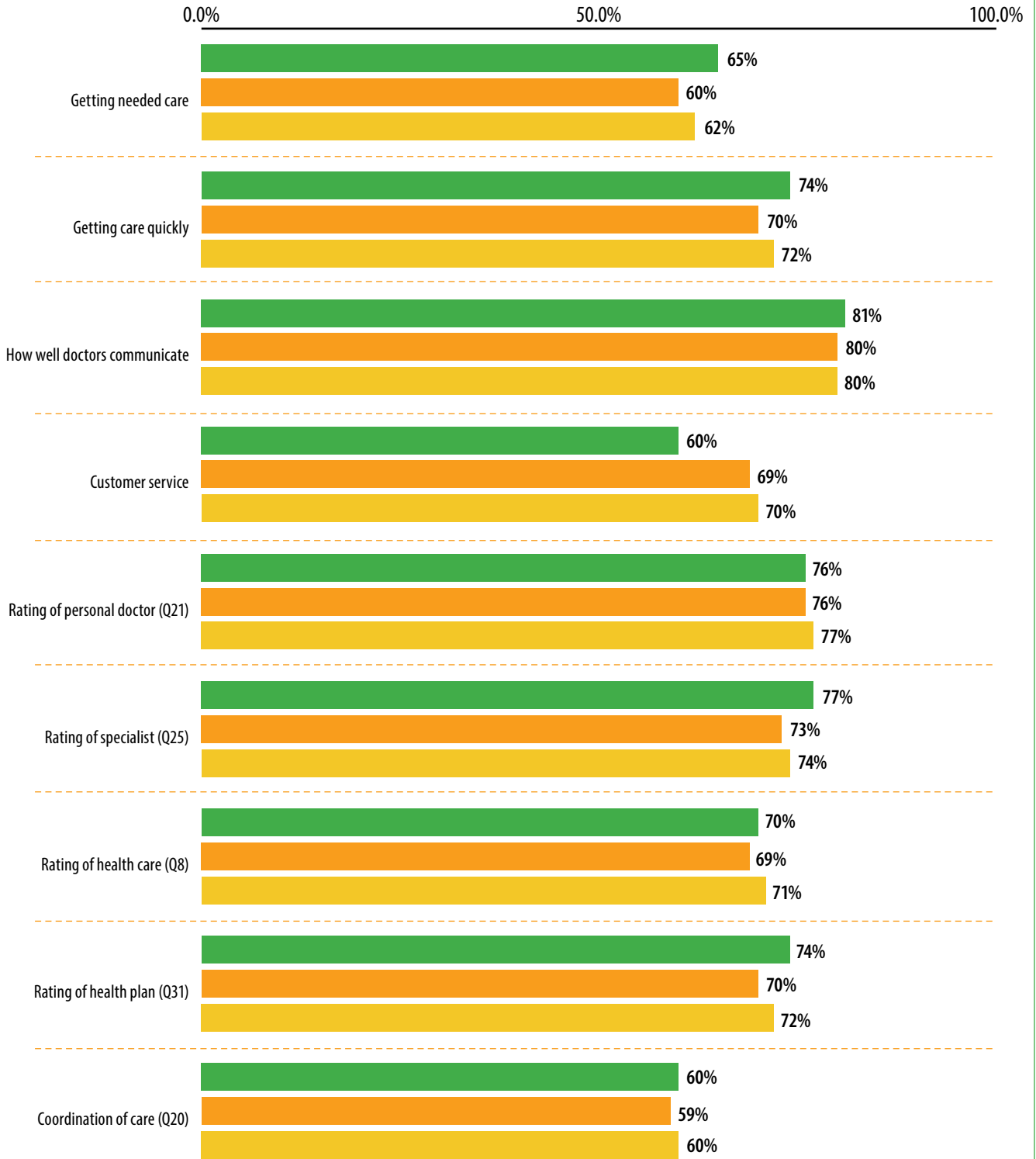
COMPOSITES AND COMPONENTS	CHILD SUMMARY RATE	2022 NCB D RATE	NCBD SOUTH REGION	SIGNIFICANT DIFFERENCE	
				CHILD VS. NCB D	CHILD VS. REGION
Getting needed care	65%	60%	62%	Not significant	Not significant
Q23. Seeing a specialist	63%	55%	57%	Not significant	Not significant
Q9. Getting care, tests, or treatment	67%	64%	67%	Not significant	Not significant
Getting care quickly	74%	70%	72%	Not significant	Not significant
Q4. Obtaining care right away for an illness/injury/condition	83%	76%	78%	Not significant	Not significant
Q6. Obtaining care when wanted, when not needed right away	66%	64%	66%	Not significant	Not significant
How well doctors communicate	81%	80%	80%	Not significant	Not significant
Q12. Doctors explaining things in an understandable way	84%	81%	81%	Not significant	Not significant
Q13. Doctors listening carefully to you	83%	83%	84%	Not significant	Not significant
Q14. Doctors showing respect for what you had to say	88%	87%	87%	Not significant	Not significant
Q16. Doctors explaining things in an understandable way to your child	78%	77%	79%	Not significant	Not significant
Q17. Doctors spending enough time with your child	70%	70%	71%	Not significant	Not significant
Customer service	60%	69%	70%	Not significant	Not significant
Q27. Getting help when calling customer service	50%	58%	59%	Not significant	Not significant
Q28. Treated with courtesy and respect	69%	79%	81%	Not significant	Significantly lower
RATING ITEMS					
Rating of personal doctor (Q21)	76%	76%	77%	Not significant	Not significant
Rating of specialist (Q25)	77%	73%	74%	Not significant	Not significant
Rating of health care (Q8)	70%	69%	71%	Not significant	Not significant
Rating of health plan (Q31)	74%	70%	72%	Not significant	Not significant
QUESTION SUMMARY RATES					
Q20. Coordination of care	60%	59%	60%	Not significant	Not significant

FIGURE 6. (ARKIDS FIRST A)

Benchmark Comparison Chart



Composites and ratings of beneficiary satisfaction



Demographic Analysis

At the end of each CAHPS survey, there are questions regarding the demographics of the beneficiary. The following tables show how beneficiaries in various demographic categories responded to the composites and the rating questions. Demographic analysis was performed on age, education (for the ARKids First A survey, the parent’s education), gender, race, overall health status, and mental health status. Range is the difference between the highest and lowest percentage on the specific composite or rating item. The number of respondents was small in some categories (<30), and caution should be exercised when making conclusions based on small numbers.

Composite measures consist of any number of question components. The number of respondents to component questions will differ. Therefore, composite measures do not have “n” values.

TABLE 12. Adult Medicaid composite, ratings, and summary questions by age category

AGE	18–34		35–44		45–54		55 OR OLDER		RANGE
COMPOSITES/RATINGS	n	%	n	%	n	%	n	%	
Getting needed care		77.7%		86.0%		78.5%		83.4%	8.2%
Getting care quickly		77.5%		86.4%		81.0%		84.8%	8.9%
How well doctors communicate		91.4%		93.4%		93.0%		92.9%	2.0%
Customer service		81.6%		100.0%		100.0%		92.0%	18.4%
Rating of personal doctor	92	80.4%	52	78.8%	75	76.0%	148	81.8%	5.8%
Rating of specialist	39	76.9%	21	90.5%	48	68.8%	90	84.4%	21.7%
Rating of health care	69	73.9%	41	63.4%	62	66.1%	122	75.4%	12.0%
Rating of health plan	112	65.2%	61	60.7%	90	52.2%	159	64.8%	13.0%
Coordination of care	35	77.1%	24	79.2%	42	78.6%	75	85.3%	8.2%
Advising smokers and tobacco users to quit	24	58.3%	21	66.7%	47	66.0%	74	82.4%	24.1%
Discussing cessation medications	24	29.2%	22	36.4%	47	46.8%	74	59.5%	30.3%
Discussing cessation strategies	24	20.8%	22	36.4%	46	34.8%	73	45.2%	24.4%

Rounding occurs after calculations.

Results from **Table 12** show that of the composites, the “how well doctors communicate” composite recorded the smallest range with a difference of 2.0% between age categories. The “customer service” composite recorded the largest range between age categories with respondents ages “35–44” and “45–54” at the high end (100.0%) and respondents ages “18–34” at the low end (81.6%). Of the ratings, the “rating of specialist” had the largest range with a difference of 21.7% between respondents ages “45–54” at the low end and ages “35–44” at the high end. However, some age groups had a small number of respondents and warrant caution when making conclusions based on these small numbers.

The “coordination of care” range had an 8.2% difference between age groups. Again, representation is small in some categories and warrants caution, as do the summary rate questions between age groups. The “discussing cessation medications” measure recorded a range of 30.3%, with a much higher percentage of age “55 or older” smokers as compared to smokers in the “18–34” age category which has a small number of respondents.

TABLE 13. Adult Medicaid composite, ratings, and summary questions by level of education

EDUCATION	HIGH SCHOOL GRADUATE OR LESS		SOME COLLEGE OR MORE		RANGE
	n	%	n	%	
Getting needed care		81.5%		81.4%	0.1%
Getting care quickly		81.8%		84.2%	2.3%
How well doctors communicate		93.5%		90.3%	3.2%
Customer service		93.2%		86.8%	6.3%
Rating of personal doctor	263	79.8%	99	78.8%	1.1%
Rating of specialist	125	81.6%	71	76.1%	5.5%
Rating of health care	204	71.6%	86	70.9%	0.6%
Rating of health plan	303	63.4%	114	57.0%	6.3%
Coordination of care	116	80.2%	58	82.8%	2.6%
Advising smokers and tobacco users to quit	129	71.3%	35	77.1%	5.8%
Discussing cessation medications	129	47.3%	36	55.6%	8.3%
Discussing cessation strategies	128	40.6%	35	28.6%	12.1%

Rounding occurs after calculations.

All composite measures, seen in **Table 13**, between education levels had ranges of less than 7.0%. Of the composites, “getting needed care” percentages show the least amount of variation between beneficiary education levels with 0.1 percentage difference. The “customer service” composite had the greatest range between education levels (6.3%) with the “high school graduate or less” respondents at the high end, 93.2%. The “rating of health care” had the smallest range of rating questions (0.6%) between education levels, followed by “rating of personal doctor” (1.1%).

The “coordination of care” measure is higher for those respondents reporting as “some college or more” (82.8%) compared to respondents with “high school graduate or less” (80.2%). The “advising smokers and tobacco users to quit” had a higher percentage (77.1%) in the “some college or more” education category compared to those with less education (71.3%). The “discussing cessation medications” summary rate (47.3%) is lower for the “high school graduate or less” category of respondents than respondents with more education (55.6%). The “discussing cessation strategies” summary rate was higher for the “high school graduate or less” education category (40.6%) when compared with the “some college or more” rate (28.6%).

TABLE 14. Adult Medicaid composite, ratings, and summary questions by gender

GENDER	MALE		FEMALE		RANGE
	n	%	n	%	
Getting needed care		88.0%		77.6%	10.4%
Getting care quickly		87.4%		80.1%	7.3%
How well doctors communicate		95.1%		91.7%	3.5%
Customer service		94.6%		89.9%	4.7%
Rating of personal doctor	138	81.2%	227	79.3%	1.9%
Rating of specialist	74	85.1%	122	76.2%	8.9%
Rating of health care	103	79.6%	191	67.0%	12.6%
Rating of health plan	160	65.0%	260	59.2%	5.8%
Coordination of care	64	82.8%	110	80.9%	1.9%
Advising smokers and tobacco users to quit	73	72.6%	92	71.7%	0.9%
Discussing cessation medications	73	45.2%	93	50.5%	5.3%
Discussing cessation strategies	73	32.9%	91	40.7%	7.8%

Rounding occurs after calculations.

Of composites from **Table 14**, the “getting needed care” composite had the largest range with a difference of 10.4% between genders, with “male” respondents on the high end (88.0%) and “female” respondents on the low end (77.6%). The “how well doctors communicate” composite has the smallest difference of 3.5% amongst all the composites. The “rating of personal doctor” has a small range of 1.9%, while “rating of health care” has a large range difference between genders at 12.6%.

The “coordination of care” measure is higher for males (82.8%) than females (80.9%). There are more female smokers and tobacco users than male, and only a difference of 0.9% of respondents reported being advised to quit. Higher proportions of females reported “discussing cessation medications” (50.5%) and “discussing cessation strategies” (40.7%) with their providers, in comparison to males.

TABLE 15. Adult Medicaid composite, ratings, and summary questions by race

RACE	WHITE		BLACK/AFRICAN AMERICAN		OTHER		RANGE
	n	%	n	%	n	%	
Getting needed care		83.0%		79.9%		75.7%	7.3%
Getting care quickly		85.4%		74.6%		83.4%	10.8%
How well doctors communicate		93.1%		88.8%		95.8%	7.0%
Customer service		90.2%		95.6%		92.3%	5.3%
Rating of personal doctor	262	81.3%	68	70.6%	34	85.3%	14.7%
Rating of specialist	141	78.0%	35	85.7%	21	85.7%	7.7%
Rating of health care	214	71.5%	49	69.4%	29	75.9%	6.5%
Rating of health plan	290	62.4%	90	64.4%	39	51.3%	13.2%
Coordination of care	127	83.5%	29	65.5%	19	89.5%	24.0%
Advising smokers and tobacco users to quit	115	72.2%	37	78.4%	13	53.8%	24.5%
Discussing cessation medications	116	43.1%	37	59.5%	13	69.2%	26.1%
Discussing cessation strategies	114	31.6%	37	51.4%	13	53.8%	22.3%

Rounding occurs after calculations.

In **Table 15**, the “getting care quickly” composite registered the widest range of 10.8% among race categories. Respondents in the “white” race category reported higher scores in the “getting needed care” (83.0%) and “getting care quickly” (85.4%) composites when compared to the other race categories. Respondents identifying as “other” gave higher scores in the “how well doctors communicate” (95.8%) composite, and respondents identifying as “Black/African American” gave higher scores in the “customer service” (95.6%) composite. The “rating of personal doctor” has the greatest range of 14.7% between races, with respondents identifying as “Black/African American” at the low end at 70.6%, while those identifying as “other” at the high end at 85.3%. A smaller number of respondents are found in the “Black/African American” and “other” race categories within rating and summary questions, so caution should be applied when drawing inferences.

In the effectiveness of care measures, all measures had large range values over 20.0%. “Discussing cessation medications” had the greatest range with a difference of 26.1% between groups in this measure, with “other” respondents providing the highest measure at 69.2%. Results should be viewed with caution as numbers are small.

TABLE 16. Adult Medicaid composite, ratings, and summary questions by overall health status

OVERALL HEALTH STATUS	EXCELLENT/ VERY GOOD		GOOD		FAIR/POOR		RANGE
	n	%	n	%	n	%	
Getting needed care		93.2%		80.7%		78.5%	14.7%
Getting care quickly		91.9%		75.1%		83.6%	16.7%
How well doctors communicate		95.4%		91.6%		92.2%	3.9%
Customer service		94.4%		88.9%		91.9%	5.5%
Rating of personal doctor	66	90.9%	100	79.0%	196	76.5%	14.4%
Rating of specialist	27	100.0%	54	83.3%	116	73.3%	26.7%
Rating of health care	47	91.5%	84	75.0%	160	63.8%	27.7%
Rating of health plan	79	86.1%	118	62.7%	219	52.1%	34.0%
Coordination of care	25	92.0%	49	77.6%	101	80.2%	14.4%
Advising smokers and tobacco users to quit	19	68.4%	33	45.5%	110	80.0%	34.5%
Discussing cessation medications	19	63.2%	34	32.4%	110	50.9%	30.8%
Discussing cessation strategies	19	47.4%	34	20.6%	108	40.7%	26.8%

Rounding occurs after calculations.

Shown in **Table 16**, the “getting care quickly” composite had the widest range amongst composite questions (16.7%), followed by the “getting needed care” composite (14.7%) between respondents’ overall health status categories. Respondents who perceived their health status as “excellent/very good” had the highest measure in the “how well doctors communicate” with a positive composite score of 95.4%.

Those respondents who perceived their health status as “fair/poor” had the lowest percentage of positive measures in “rating of health plan” (52.1%), compared to the high measure of 86.1% among respondents who perceived their health status as “excellent/very good.” The rating of “health plan” had the largest range (34.0%) amongst all rating questions. There was a perfect positive measure of 100.0% in the “rating of specialist” in the “excellent/very good” health status. The effectiveness of care measures had small numbers of respondents in the “excellent/very good” health status category. Caution should be used in drawing any conclusions on this data. “Advising smokers and tobacco users to quit” had the widest range (34.5%) between health status categories. Respondents in the “fair/poor” health status category had greater proportions of positive responses for “advising smokers and tobacco users to quit” (80.0%).

TABLE 17. Adult Medicaid composite, ratings, and summary questions by overall mental health status

OVERALL MENTAL HEALTH STATUS	EXCELLENT/ VERY GOOD		GOOD		FAIR/POOR		RANGE
	n	%	n	%	n	%	
Getting needed care		91.9%		77.0%		79.0%	14.9%
Getting care quickly		91.8%		79.4%		80.9%	12.5%
How well doctors communicate		97.0%		93.5%		89.8%	7.2%
Customer service		88.9%		93.6%		91.4%	4.7%
Rating of personal doctor	86	87.2%	101	85.1%	173	73.4%	13.8%
Rating of specialist	43	95.3%	53	83.0%	99	70.7%	24.6%
Rating of health care	59	81.4%	81	66.7%	149	69.8%	14.7%
Rating of health plan	95	71.6%	116	62.1%	202	56.9%	14.6%
Coordination of care	35	94.3%	52	76.9%	86	77.9%	17.4%
Advising smokers and tobacco users to quit	27	70.4%	40	77.5%	96	70.8%	7.1%
Discussing cessation medications	27	63.0%	40	40.0%	96	46.9%	23.0%
Discussing cessation strategies	27	44.4%	39	41.0%	95	34.7%	9.7%

Rounding occurs after calculations.

Results from **Table 17** convey that the “customer service” composite had the smallest range among composites of 4.7 percentage points between mental health status categories.

“Getting needed care” had the widest range of composites with beneficiaries identifying as having “excellent/very good” mental health status at the high end (91.9%) and those who identified their mental health status as “good” at the low end (77.0%). The rating questions all have large ranges of over 13.0% between the different categories of mental health status. The widest range occurs in the “rating of specialist” (24.6%), with those perceiving their mental health status as “fair/poor” at the low end at 70.7% while those at the high end perceive their mental health status as “excellent/very good” at 95.3%.

The “coordination of care” high measure of 94.3% is from those who perceive their overall mental health status as “excellent/very good.” The effectiveness of care measures shows those who perceive their mental health status as “fair/poor” had lower measures in “discussing cessation strategies” (34.7%) when compared with other mental health status perceptions. The widest range across mental health status occurred in the “discussing cessation medications” effectiveness of care measure at 23.0%.

TABLE 18. ARKids First A composite, ratings, and summary questions by child's age

CHILD'S AGE	0-3		4-7		8-11		12 OR OLDER		RANGE
COMPOSITES/RATINGS	n	%	n	%	n	%	n	%	
Getting needed care		82.5%		87.4%		92.2%		82.7%	9.7%
Getting care quickly		85.8%		90.1%		92.9%		91.6%	7.1%
How well doctors communicate		99.2%		94.1%		96.5%		96.3%	5.0%
Customer service		83.3%		93.8%		86.7%		93.5%	10.4%
Rating of personal doctor	57	93.0%	85	91.8%	109	91.7%	158	87.3%	5.6%
Rating of specialist	14	71.4%	22	95.5%	31	87.1%	45	93.3%	24.0%
Rating of health care	40	80.0%	72	84.7%	75	92.0%	111	87.4%	12.0%
Rating of health plan	60	81.7%	93	83.9%	120	88.3%	167	90.4%	8.8%
Coordination of care	22	77.3%	25	80.0%	38	86.8%	45	88.9%	11.6%

Rounding occurs after calculations.

For ARKids First A results in **Table 18**, the “customer service” composite recorded the widest range of composite measures, 10.4% between children’s age categories; the “0-3” age group provided the low measure of 83.3%. The “how well doctors communicate” composite had positive percentages of greater than 94.0% in all age categories with a small range of 5.0%. Among all ratings, “rating of personal doctor” had the smallest difference between age categories at 5.6%, which ranged from 87.3% for the “12 or older” age category and 93.0% for those “0-3” years old. The rating of specialist had the greatest range between age categories of 24.0%. The “coordination of care” measure was highest (88.9%) for those in the “12 or older” age category.

TABLE 19. ARKids First A composite, ratings, and summary questions by parent’s education level

PARENT’S EDUCATION	HIGH SCHOOL GRADUATE OR LESS		SOME COLLEGE OR MORE		RANGE
	n	%	n	%	
Getting needed care		83.2%		89.2%	6.0%
Getting care quickly		86.2%		94.2%	8.1%
How well doctors communicate		95.6%		97.4%	1.8%
Customer service		94.0%		86.8%	7.2%
Rating of personal doctor	211	87.2%	198	93.9%	6.7%
Rating of specialist	52	94.2%	62	87.1%	7.1%
Rating of health care	144	82.6%	158	91.1%	8.5%
Rating of health plan	233	88.0%	210	86.7%	1.3%
Coordination of care	60	80.0%	70	88.6%	8.6%

Rounding occurs after calculations.

Seen in **Table 19**, the “how well doctors communicate” composite had the smallest range (1.8%) of positive measures between parent’s education level with respondents in the “some college or more” category at the high end at 97.4%. ARKids First A respondents reported a range of 6.0% in the “getting needed care” with those in the “some college or more” category at the higher end (89.2%). The widest range among composite questions (8.1%) occurred in the “getting care quickly” composite, where respondents in the “high school graduate or less” category provided the low score of 86.2%. The “rating of health plan” reported the smallest range value of 1.3% between response measures of 88.0% and 86.7%. The “coordination of care” summary rate recorded a large range between parental education categories of 8.6%.

TABLE 20. ARKids First A composite, ratings, and summary questions by child's gender

CHILD'S GENDER	MALE		FEMALE		RANGE
	n	%	n	%	
Getting needed care		84.8%		88.2%	3.5%
Getting care quickly		91.9%		88.9%	3.0%
How well doctors communicate		96.4%		96.6%	0.2%
Customer service		88.7%		92.0%	3.3%
Rating of personal doctor	230	89.1%	189	92.1%	2.9%
Rating of specialist	68	92.6%	48	85.4%	7.2%
Rating of health care	176	87.5%	131	87.0%	0.5%
Rating of health plan	246	86.6%	208	88.0%	1.4%
Coordination of care	74	83.8%	61	86.9%	3.1%

Rounding occurs after calculations.

Satisfaction between genders in **Table 20** was not different for most measures for the ARKids First A respondents, with most ranges being 3.5% or less. Respondents in the “male” category recorded 84.8% for the “getting needed care” composite while respondents in the “female” category recorded 88.2%; this was the greatest range (3.5%) among composite measures. The smallest composite range (0.2%) was for “how well doctors communicate” followed by “getting care quickly” (3.0%). “Rating of health care” recorded a range of 0.5% between genders with measures of 87.5% and 87.0%. The next smallest range for rating questions was for “rating of health plan” at 1.4% (males: 86.6%, females: 88.0%). The “coordination of care” measure between genders is different with a range of 3.1%.

TABLE 21. ARKids First A composite, ratings, and summary questions by child's race

CHILD'S RACE	WHITE		BLACK/AFRICAN AMERICAN		OTHER		RANGE
	n	%	n	%	n	%	
Getting needed care		86.7%		96.8%		74.0%	22.9%
Getting care quickly		93.9%		93.9%		75.0%	18.9%
How well doctors communicate		97.1%		97.0%		92.9%	4.2%
Customer service		87.8%		100.0%		86.7%	13.3%
Rating of personal doctor	267	92.9%	73	89.0%	67	83.6%	9.3%
Rating of specialist	76	92.1%	17	94.1%	20	80.0%	14.1%
Rating of health care	205	89.8%	47	89.4%	48	75.0%	14.8%
Rating of health plan	281	88.3%	82	85.4%	80	83.8%	4.5%
Coordination of care	89	84.3%	17	88.2%	24	87.5%	4.0%

Rounding occurs after calculations.

In ARKids First A, **Table 21**, the composite questions with the greatest variances between child's race were "getting needed care" and "getting care quickly," with ranges of 22.9% and 18.9%, respectively. The "Black/African-American" race category recorded the highest positive measure (96.8%) for "getting needed care" and the "white" and "Black/African-American" race categories recorded the same high positive measure (93.9%) for "getting care quickly." For rating questions, "rating of health care" recorded the greatest range of 14.8%. The "rating of health plan" had the smallest range for rating measures (4.5%) between respondents by child's race. The "coordination of care" measure had the lowest range (4.0%) seen in **Table 21** across race categories. It should be noted, the "coordination of care" measure has small numbers across races; therefore, caution is warranted during interpretation of results.

TABLE 22. ARKids First A composite, ratings, and summary questions by child’s overall health status

CHILD’S OVERALL HEALTH STATUS	EXCELLENT/ VERY GOOD		GOOD		FAIR/POOR		RANGE
	n	%	n	%	n	%	
Getting needed care		91.1%		78.0%		74.7%	16.4%
Getting care quickly		91.3%		88.1%		95.8%	7.8%
How well doctors communicate		97.1%		96.2%		86.8%	10.4%
Customer service		88.9%		93.3%		90.0%	4.5%
Rating of personal doctor	312	92.3%	90	84.4%	17	88.2%	7.9%
Rating of specialist	69	94.2%	36	80.6%	11	90.9%	13.6%
Rating of health care	231	90.9%	63	74.6%	14	85.7%	16.3%
Rating of health plan	339	89.1%	97	79.4%	18	94.4%	15.1%
Coordination of care	88	86.4%	36	88.9%	11	63.6%	25.3%

Rounding occurs after calculations.

From **Table 22**, the “getting needed care” and “how well doctors communicate” composite questions had the greatest satisfaction measures from the ARKids First A respondents, 91.1% and 97.1%, respectively, and were among those who perceived their child’s overall health status as “excellent/very good” compared to those who perceived their child’s overall health status as “good” or “fair/poor.” All rating questions except “rating of health plan” recorded the highest satisfaction levels by respondents perceiving the child’s health status as “excellent/very good.” Among these positive levels for rating questions, the widest range (16.3%) occurred in “rating of health care,” with a high of 90.9% and low of 74.6% from those who perceive their child’s overall health as “excellent/very good” and “good,” respectively. “Coordination of care” also follows this pattern of wide range in satisfaction (25.3%). It should be noted the “fair/poor” overall health status category has small numbers; therefore, caution is warranted during interpretation of results.

TABLE 23. ARKids First A composite, ratings, and summary questions by child’s overall mental health status

CHILD’S OVERALL MENTAL HEALTH STATUS	EXCELLENT/ VERY GOOD		GOOD		FAIR/POOR		RANGE
	n	%	n	%	n	%	
Getting needed care		89.0%		85.0%		75.3%	13.7%
Getting care quickly		91.3%		91.5%		85.4%	6.2%
How well doctors communicate		97.2%		96.5%		92.9%	4.3%
Customer service		89.3%		90.6%		91.7%	2.4%
Rating of personal doctor	272	93.0%	106	84.0%	40	90.0%	9.1%
Rating of specialist	66	89.4%	34	91.2%	16	87.5%	3.7%
Rating of health care	195	89.7%	78	88.5%	33	69.7%	20.0%
Rating of health plan	293	91.5%	115	82.6%	45	71.1%	20.4%
Coordination of care	77	85.7%	36	86.1%	20	85.0%	1.1%

Rounding occurs after calculations.

As seen in **Table 23**, ARKids First A respondents who perceive their child’s overall mental health as “excellent/very good” recorded positive satisfaction measures in the “getting care quickly” (91.3%), “how well doctors communicate” (97.2%), and “customer service” (89.3%) composite questions. The “getting needed care” composite had the widest range among the composite measures (13.7%) and recorded the lowest composite score of 75.3% from those respondents who perceive their child’s overall mental health status as “fair/poor.” “Rating of personal doctor” recorded its highest satisfaction measure (93.0%) from those who perceived their child’s mental health status as “excellent/very good.” The largest range comes from the “rating of health plan,” with a high satisfaction of 91.5% and a low measure of 71.1%. “Coordination of care” had a high level of satisfaction by those who perceive their child’s mental health status as “good” and a low range of 1.1% across child’s mental health status.

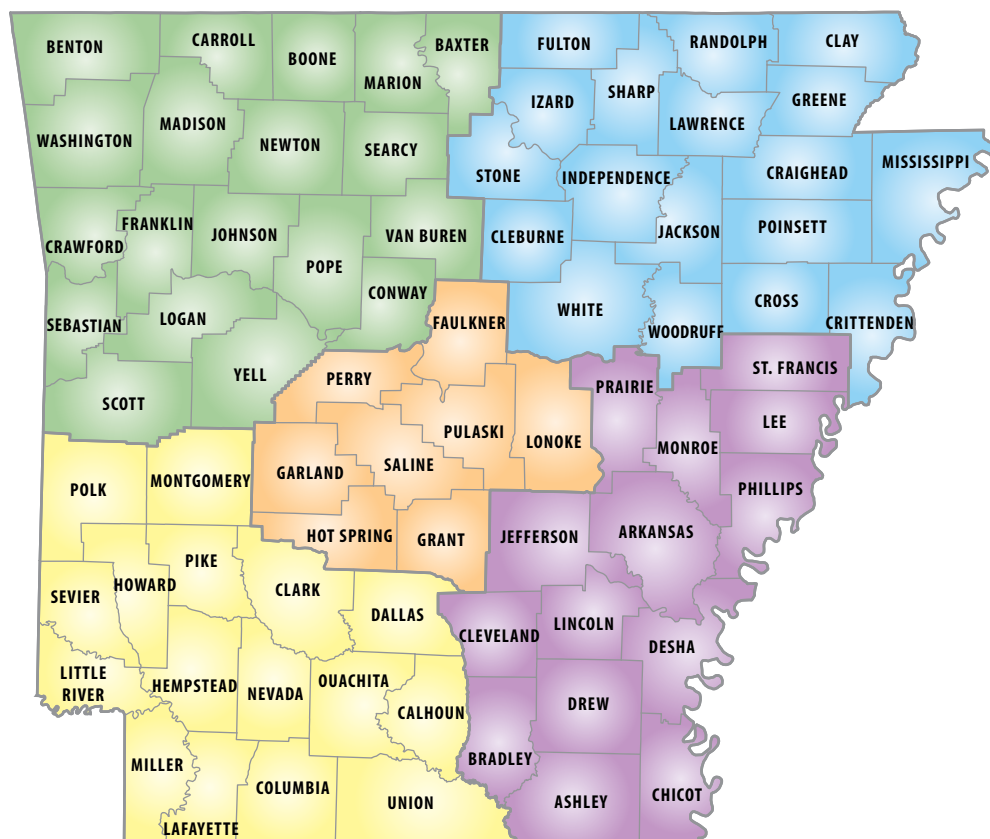
State and Regional Analysis

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 lie within 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

■ Northwest ■ Northeast ■ Central ■ Southwest ■ Southeast



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 to 10, where 0 represents the “worst possible,” and 10 represents the “best possible.” The following (**Tables 24** and **25**) show the mean ratings by region compared to the state mean and the number of beneficiaries who responded to the question. Caution should be exercised where there exists a small number (<30) of respondents.

TABLE 24. Overall mean ratings for adult Medicaid beneficiaries

RATINGS	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Personal doctor	95	8.5	100	8.7	94	8.6	42	8.5	36	8.3	367	8.6
Specialist	57	8.9	50	8.6	55	8.5	17	8.1	19	8.5	198	8.6
Health care	73	8.3	77	8.3	83	7.9	34	8.2	27	7.5	294	8.1
Health plan	116	7.6	106	7.9	106	7.5	52	8.0	42	7.0	422	7.6

TABLE 25. Overall mean ratings for ARKids First A beneficiaries

RATINGS	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Personal doctor	102	9.1	143	9.0	81	9.3	51	9.2	44	9.1	421	9.1
Specialist	26	9.0	39	9.3	22	9.0	14	8.9	15	9.5	116	9.2
Health care	79	9.0	106	8.9	60	9.1	34	8.6	29	9.2	308	9.0
Health plan	114	8.9	155	9.0	86	8.6	56	9.3	46	9.2	457	9.0

Statewide, the mean rating score was highest for “personal doctor” and “specialist” by adult Medicaid beneficiaries, both with a mean of 8.6 (**Table 24**). The range of means across all regions was 7.0—8.9 for adult Medicaid beneficiaries. The low mean score of 7.0 is for “health plan” in the Southeast region and the high mean score of 8.9 is for “specialist” in the Central region.

For ARKids First A beneficiaries, the statewide ratings score was highest for “specialist” with a mean score of 9.2 (**Table 25**). Rating of “health care” and “health plan” both had a mean score of 9.0, which is the lowest statewide rating mean score. Regionally, the range of means across all categories for ARKids First A beneficiaries was 8.6—9.5. The low mean score of 8.6 was for “health care” in the Southwest region and for “health plan” in the Northeast region. The high mean of 9.5 occurred in the Southeast region for “specialist.” Note that small numbers should be viewed with caution.

UTILIZATION OF SERVICES

The questionnaire contained several questions asking whether beneficiaries used various health care services in the previous six months. The following tables (**Tables 26 and 27**) show the percentage of respondents that utilized these different health care services.

TABLE 26. Utilization of services by adult Medicaid beneficiaries

UTILIZATION OF SERVICES	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	%	n	%	n	%	n	%	n	%	n	%
Visiting the doctor at least once, in person, by phone, or by video	116	63%	108	71%	103	83%	51	69%	43	63%	421	71%
Three or more visits to doctor, in person, by phone, or by video	116	40%	108	39%	103	48%	51	33%	43	42%	421	41%
Visiting personal doctor at least once, in person, by phone, or by video	94	82%	101	82%	93	86%	43	81%	36	89%	367	84%
Three or more visits to personal doctor, in person, by phone, or by video	94	31%	101	28%	93	43%	43	30%	36	50%	367	35%
Seeking routine medical care, in person, by phone, or by video	116	66%	108	69%	104	67%	51	67%	45	76%	424	68%
Needing medical care for illness/injury	117	46%	109	39%	105	40%	51	37%	45	42%	427	41%
Seeking specialist care	116	51%	107	50%	106	53%	51	37%	45	47%	425	49%

TABLE 27. Utilization of services by ARKids First A beneficiaries

UTILIZATION OF SERVICES	CENTRAL		NORTHWEST		NORTHEAST		SOUTHWEST		SOUTHEAST		STATEWIDE	
	n	%	n	%	n	%	n	%	n	%	n	%
Visiting the doctor at least once, in person, by phone, or by video	113	71%	155	69%	87	70%	56	63%	45	64%	456	68%
Three or more visits to doctor, in person, by phone, or by video	113	30%	155	27%	87	31%	56	25%	45	38%	456	29%
Visiting personal doctor at least once, in person, by phone, or by video	103	71%	143	76%	81	75%	49	80%	44	80%	420	75%
Three or more visits to personal doctor, in person, by phone, or by video	103	25%	143	28%	81	30%	49	33%	44	41%	420	30%
Seeking routine medical care, in person, by phone, or by video	115	70%	156	72%	87	54%	55	75%	47	68%	460	68%
Needing medical care for illness/injury	116	39%	155	34%	86	41%	55	25%	47	32%	459	35%
Seeking specialist care	116	24%	155	26%	87	25%	56	25%	48	31%	462	26%

In 2021, changes were made to some questions within the surveys to keep beneficiary responses from exclusion due to new opportunities available in seeking medical care. Before 2021, questions about doctor visits only referred to in-person visits. The same questions, questions 3, 5, 7, 11, and 22 from the adult Medicaid and ARKids First A surveys, now refer to in-person, phone, or video visits and/or appointments.

For adult Medicaid beneficiaries statewide, “visiting personal doctor at least once, in person, by phone, or by video” recorded the highest statewide utilization rate at 84%, followed by “visiting the doctor at least once, in person, by phone, or by video” at 71%, and “seeking routine medical care, in person, by phone, or by video” at 68% (**Table 26**). The least utilized services statewide were “three or more visits to personal doctor, in person, by phone, or by video” at 35%. Utilization services “three or more visits to doctor, in person, by phone, or by video” and “needing medical care for illness/injury” both had a statewide rate of 41%. “Visiting personal doctor at least once, in person, by phone, or by video” is the only service to have utilization rates higher than 80% amongst all regions.

The “visiting the doctor at least once, in person, by phone, or by video,” “three or more visits to doctor, in person, by phone, or by video,” and “seeking specialist care” services were used most in the Northeast region, when compared with other regions in **Table 26**. The adult Medicaid beneficiaries indicated the highest utilization rate for “visiting personal doctor at least once, in person, by phone, or by video,” “three or more visits to personal doctor, in person, by phone, or by video,” and “seeking routine medical care, in person, by phone, or by video” in the Southeast region. “Needing medical care for illness/injury” was the most utilized service among the state in the Central region.

Similar to adult Medicaid beneficiaries, parents/caregivers of ARKids First A beneficiaries statewide reported the highest utilization rate for “visiting personal doctor at least once, in person, by phone, or by video” at 75% (**Table 27**). This is followed by “visiting the doctor at least once, in person, by phone, or by video” and “seeking routine medical care, in person, by phone, or by video” both at 68%. “Seeking specialist care,” “three or more visits to doctor, in person, by phone, or by video,” and “three or more visits to personal doctor, in person, by phone, or by video” were the least utilized services with rates of 26%, 29%, and 30%, respectively.

Regionally speaking, Central region had the highest rate for “visiting the doctor at least once, in person, by phone, or by video.” “Three or more visits to doctor, in person, by phone, or by video,” “three or more visits to personal doctor, in person, by phone, or by video,” and “seeking specialist care,” were services utilized most in the Southeast region, when compared with other regions in the State. “Visiting personal doctor at least once, in person, by phone, or by video” had the highest utilization rates in the Southwest and Southeast regions, both with a rate of 80%. “Seeking routine medical care, in person, by phone, or by video” was utilized most in the Southwest region while “needing medical care for illness/injury” was utilized most across the state in Northeast region.

Comparison of ARKids First A with ARKids First B

A RKids First is health care insurance for children. ARKids First has two programs: ARKids First A and ARKids First B. ARKids First A is Medicaid for children. ARKids First B is for children whose parents make too much money to get regular Medicaid, but do not have health insurance for their children. For ARKids First B, there are co-payments required for some services.

The following table shows how the 2023 ARKids First A data compares with the 2023 ARKids First B data. Specifically, the table shows each composite measure, the questions that make up these composites, rating questions, and the summary question. The table also shows whether any comparisons are significantly different; any significant differences are highlighted below. The ARKids First A data comes from this summary, while the ARKids First B data comes from the 2023 ARKids First B Beneficiary Satisfaction Survey executive summary conducted by AFMC between January and March.

When comparing 2023 ARKids First A with 2023 ARKids First B, ARKids First A indicates a higher score in the “getting needed care,” “getting care quickly,” “how well doctors communicate” and “customer service” composites, although none are significant. Also, components of the composites “getting needed care,” “getting care quickly,” and “customer service” have higher summary rates among ARKids First A respondents. ARKids First A respondents have higher positive ratings for all rating items. “Rating of health plan” is significantly higher for ARKids First A respondents in comparison to ARKids First B respondents. “Coordination of care” is higher for ARKids First A respondents but not significantly.

TABLE 28. Comparison of ARKids First A and ARKids First B

COMPOSITE AND COMPONENTS	2023 ARKIDS FIRST A		2023 ARKIDS FIRST B		SIGNIFICANT DIFFERENCE
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	ARKIDS FIRST A VS. ARKIDS FIRST B
Getting needed care		86.2%		84.2%	Not significant
Q23. Seeing a specialist	308	92.5%	296	92.2%	Not significant
Q9. Getting care, tests, or treatment	119	79.8%	101	76.2%	Not significant
Getting care quickly		90.6%		87.3%	Not significant
Q4. Obtaining care right away for an illness/injury/condition	156	94.2%	142	91.5%	Not significant
Q6. Obtaining care when wanted, when not needed right away	299	87.0%	242	83.1%	Not significant
How well doctors communicate		96.5%		95.7%	Not significant
Q12. Doctors explaining things in an understandable way	315	95.9%	293	96.2%	Not significant
Q13. Doctors listening carefully to you	317	96.5%	294	96.9%	Not significant
Q14. Doctors showing respect for what you had to say	317	97.8%	294	98.0%	Not significant
Q16. Doctors explaining things in an understandable way to your child	214	96.3%	231	95.2%	Not significant
Q17. Doctors spending enough time with your child	315	95.9%	293	92.2%	Not significant
Customer service		90.1%		84.5%	Not significant
Q27. Getting help when calling customer service	66	81.8%	42	78.6%	Not significant
Q28. Treated with courtesy and respect	65	98.5%	42	90.5%	Not significant
RATING ITEMS					
Rating of personal doctor (Q21)	421	90.5%	402	89.8%	Not significant
Rating of specialist (Q25)	116	89.7%	96	89.6%	Not significant
Rating of health care (Q8)	308	87.3%	298	86.2%	Not significant
Rating of health plan (Q31)	457	87.3%	445	82.2%	Significantly higher
QUESTION SUMMARY RATES					
Q20. Coordination of care	135	85.2%	130	83.8%	Not significant

Frequency Tables and Comments

ADULT MEDICAID SURVEY FREQUENCIES

Q1. Our records show that you are now in Arkansas Adult Medicaid program. Is that right?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	418	100.00	418	100.00

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 2022 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 you have an illness, injury, or condition that needed care right away?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	176	41.22	176	41.22
No	251	58.78	427	100.00

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	0.57	1	0.57
Sometimes	26	14.94	27	15.52
Usually	50	28.74	77	44.25
Always	97	55.75	174	100.00

Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	289	68.16	289	68.16
No	135	31.84	424	100.00

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	1.06	3	1.06
Sometimes	51	18.09	54	19.15
Usually	79	28.01	133	47.16
Always	149	52.84	282	100.00

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care in person, by phone, or by video?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	124	29.45	124	29.45
1 time	49	11.64	173	41.09
2	76	18.05	249	59.14
3	58	13.78	307	72.92
4	34	8.08	341	81.00
5 to 9	53	12.59	394	93.59
10 or more times	27	6.41	421	100.00

Q8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst health care possible	1	0.34	1	0.34
1	1	0.34	2	0.68
2	4	1.36	6	2.04
3	6	2.04	12	4.08
4	12	4.08	24	8.16
5	24	8.16	48	16.33
6	16	5.44	64	21.77
7	20	6.80	84	28.57
8	63	21.43	147	50.00
9	27	9.18	174	59.18
10 Best health care possible	120	40.82	294	100.00

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Q9	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	4	1.36	4	1.36
Sometimes	47	15.99	51	17.35
Usually	81	27.55	132	44.90
Always	162	55.10	294	100.00

Q10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem or get sick or hurt. Do you have a personal doctor?

Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	376	87.04	376	87.04
No	56	12.96	432	100.00

Q11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	60	16.35	60	16.35
1 time	90	24.52	150	40.87
2	89	24.25	239	65.12
3	63	17.17	302	82.29
4	24	6.54	326	88.83
5 to 9	33	8.99	359	97.82
10 or more times	8	2.18	367	100.00

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	0.98	3	0.98
Sometimes	19	6.21	22	7.19
Usually	58	18.95	80	26.14
Always	226	73.86	306	100.00

Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	0.33	1	0.33
Sometimes	21	6.86	22	7.19
Usually	47	15.36	69	22.55
Always	237	77.45	306	100.00

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	0.98	3	0.98
Sometimes	19	6.23	22	7.21
Usually	35	11.48	57	18.69
Always	248	81.31	305	100.00

Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	7	2.29	7	2.29
Sometimes	17	5.56	24	7.84
Usually	61	19.93	85	27.78
Always	221	72.22	306	100.00

Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	180	60.20	180	60.20
No	119	39.80	299	100.00

Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	15	8.52	15	8.52
Sometimes	18	10.23	33	18.75
Usually	40	22.73	73	41.48
Always	103	58.52	176	100.00

Q18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst personal doctor possible	2	0.54	2	0.54
1	5	1.36	7	1.91
2	3	0.82	10	2.72
3	9	2.45	19	5.18
4	4	1.09	23	6.27
5	24	6.54	47	12.81
6	11	3.00	58	15.80
7	16	4.36	74	20.16
8	44	11.99	118	32.15
9	45	12.26	163	44.41
10 Best personal doctor possible	204	55.59	367	100.00

Q19. 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 with a specialist?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	208	48.94	208	48.94
No	217	51.06	425	100.00

Q20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	2.88	6	2.88
Sometimes	35	16.83	41	19.71
Usually	57	27.40	98	47.12
Always	110	52.88	208	100.00

Q21. How many specialists have you talked to in the last 6 months?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	10	4.81	10	4.81
1 specialist	90	43.27	100	48.08
2	50	24.04	150	72.12
3	31	14.90	181	87.02
4	14	6.73	195	93.75
5 or more specialists	13	6.25	208	100.00

Q22. We want to know your rating of the specialist you 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?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst specialist possible	1	0.51	1	0.51
1	0	0.00	1	0.51
2	3	1.52	4	2.02
3	2	1.01	6	3.03
4	6	3.03	12	6.06
5	10	5.05	22	11.11
6	8	4.04	30	15.15
7	10	5.05	40	20.20
8	21	10.61	61	30.81
9	40	20.20	101	51.01
10 Best specialist possible	97	48.99	198	100.00

Q23. In the last 6 months, did you get information or help from your health plan's customer service?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	79	18.68	79	18.68
No	344	81.32	423	100.00

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	7	8.97	7	8.97
Usually	16	20.51	23	29.49
Always	55	70.51	78	100.00

Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.30	1	1.30
Sometimes	5	6.49	6	7.79
Usually	16	20.78	22	28.57
Always	55	71.43	77	100.00

Q26. In the last 6 months, did your health plan give you any forms to fill out?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	83	19.81	83	19.81
No	336	80.19	419	100.00

Q27. In the last 6 months, how often were the forms from your health plan easy to fill out?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	3.75	3	3.75
Sometimes	16	20.00	19	23.75
Usually	25	31.25	44	55.00
Always	36	45.00	80	100.00

Q28. 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 health plan?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst health plan possible	12	2.84	12	2.84
1	3	0.71	15	3.55
2	4	0.95	19	4.50
3	13	3.08	32	7.58
4	14	3.32	46	10.90
5	51	12.09	97	22.99
6	23	5.45	120	28.44
7	42	9.95	162	38.39
8	59	13.98	221	52.37
9	52	12.32	273	64.69
10 Best health plan possible	149	35.31	422	100.00

Q29. In general, how would you rate your overall health?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	28	6.54	28	6.54
Very good	51	11.92	79	18.46
Good	121	28.27	200	46.73
Fair	167	39.02	367	85.75
Poor	61	14.25	428	100.00

Q30. In general, how would you rate your overall mental or emotional health?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	42	9.88	42	9.88
Very good	53	12.47	95	22.35
Good	119	28.00	214	50.35
Fair	155	36.47	369	86.82
Poor	56	13.18	425	100.00

Q31. Have you had either flu shot or flu spray in the nose since July 1, 2022?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	160	37.21	160	37.21
No	258	60.00	418	97.21
Don't know	12	2.79	430	100.00

Q32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Every day	104	24.24	104	24.24
Some days	66	15.38	170	39.63
Not at all	256	59.67	426	99.30
Don't know	3	0.70	429	100.00

Q33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	46	27.71	46	27.71
Sometimes	37	22.29	83	50.00
Usually	29	17.47	112	67.47
Always	54	32.53	166	100.00

Q34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Example of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	86	51.50	86	51.50
Sometimes	40	23.95	126	75.45
Usually	19	11.38	145	86.83
Always	22	13.17	167	100.00

Q35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	103	62.42	103	62.42
Sometimes	24	14.55	127	76.97
Usually	18	10.91	145	87.88
Always	20	12.12	165	100.00

Q36. What is your age?

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18 to 24	57	13.13	57	13.13
25 to 34	56	12.90	113	26.04
35 to 44	62	14.29	175	40.32
45 to 54	92	21.20	267	61.52
55 to 64	154	35.48	421	97.00
65 to 74	11	2.53	432	99.54
75 or older	2	0.46	434	100.00

Q37. Are you male or female?

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	162	37.50	162	37.50
Female	270	62.50	432	100.00

Q38. What is the highest grade or level of school that you have completed?

Q38	Frequency	Percent	Cumulative Frequency	Cumulative Percent
8th grade or less	27	6.29	27	6.29
Some high school, but did not graduate	95	22.14	122	28.44
High school graduate or GED	191	44.52	313	72.96
Some college or 2-year degree	91	21.21	404	94.17
4-year college graduate	16	3.73	420	97.90
More than 4-year college degree	9	2.10	429	100.00

Q39. Are you of Hispanic or Latino origin or descent?

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, Hispanic or Latino	28	6.67	28	6.67
No, Not Hispanic or Latino	392	93.33	420	100.00

Q40. What is your race? Mark one or more.

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
White	298	69.14	298	69.14
Black or African-American	92	21.35	390	90.49
Asian	4	0.93	394	91.42
Native Hawaiian or other Pacific Islander	0	0.00	394	91.42
American Indian or Alaska Native	4	0.93	398	92.34
Other	11	2.55	409	94.90
Multiracial	22	5.10	431	100.00

ADULT MEDICAID SURVEY COMMENTS

Level of Satisfaction	Overall Health Status	Age	Education Level	Comments
5-7	Poor	25 to 34	Some high school, but did not graduate	Q11) NO RIDE; Q19) MISSED MY APPT.
8-10	Excellent	55 to 64	Some high school, but did not graduate	Q34) QUIT ON MY OWN-HEALTH PROBLEMS Q38) 10TH QUIT Q40) IRISH/PORTUGUESE, CHEEROKEEE
8-10	Very good	25 to 34	High school graduate or GED	Q27) LEGALLY BLIND TOO SMALL TO READ
8-10	Fair	55 to 64	High school graduate or GED	TO WHO IT MAY CONCERN SOME OF THE PILLS I TAKE DON'T WORK. I TOLD MY DR. HE TOLD ME TO KEEP TAKING THEM. AND HE PUT ME ON MORE THAT DON'T WORK THANKS
8-10	Fair	55 to 64	Some high school, but did not graduate	Q40) MIXED RACE
8-10	Fair	55 to 64	High school graduate or GED	Q8) I CAN'T FIND A PRIMARY CARE DOCTOR IN BENTON THAT WILL TAKE MEDICAID.THERE'S NO LIST OF DOCTORS WHO ACCEPT MEDICAID TO ASSIST ME. AS FOR THE MEDICAID PROGRAM I'VE NEVER HAD A PROBLEM AND HAPPY TO HAVE. Q25) WHO IS HEALTH PLAN CUSTOMER SERV.? Q29) NEED NECK AND SHOULDER BOTH SURGERY. Q30) SOMETIMES I FEEL LIKE A NUT SOMETIMES I DON'T. I'M HAPPY SOME CARES ENOUGH TO ASK ABOUT ALL OF THIS. THANK YOU! HAVE A BLESSED DAY
	Fair	45 to 54	8th grade or less	1) I AM UNAWARE OF WHAT ADULT MEDICAID PROGRAM IS; 2) MEDICAID OTHERWISE I AM UNSURE; 19) I WILL SEE A CARDIOLOGIST AS SOON AS I SCHEDULE; 20) I RESCHEDULED DUE TO MY SON'S HEALTHCARE BUT WILL RESCHEDULE; 23) I'M UNAWARE THAT ANYTHING HAS CHANGED WITH MEDICAID; 26) NOT THAT I'M AWARE OF; 28) CAN SOMEONE PLEASE EXPLAIN WHAT THIS MEANS TO ME? OVERALL, WHAT HEALTH PLAN?; 38) I LEFT SCHOOL DUE TO PREGNANCY AND A HUGE RIOT WAS HAPPENING. I PLANNED TO GET GED;

Level of Satisfaction	Overall Health Status	Age	Education Level	Comments
	Poor	45 to 54	High school graduate or GED	Q28) DONT HAVE ONE, MOST SEEN FOR STEREOTYPE AND ARC JUDGEMENTAL
8-10	99	55 to 64	High school graduate or GED	Q40) BLACK AMERICAN
5-7	Good	55 to 64	Some college or a 2-year degree	10) I JUST LOST MY PCP
				Q10) THEY CHANGE. Q18) DR **? NPRACTITIONERS, DR. **. Q38) SPECIAL ED.
0-4	Fair	55 to 64	Some high school, but did not graduate	40) COULD ADD MORE SPOTS FOR MEDS!
				7) PHYCOLOGIST IT'S HARD TO ANSWER QUESTIONS I'VE ONLY SEEN MY PYCH DR. I HAVE A NEW DR. COVERED BY MEDICAID, I DON'T LIKE HER HAVEN'T SEEN HER IN YEAR.
8-10	Fair	55 to 64	Some high school, but did not graduate	Q21) I TALKED TO THE NURSE Q22) HAVEN'T SEEN HIM YET
8-10	Poor	55 to 64	High school graduate or GED	18) IF HE WOULD GIVE ME A LITTLE PAIN MEDICINE
0-4	Good	25 to 34	Some high school, but did not graduate	Q18) HIS ASSISTANT SEES ME THE MOST I'VE NEVER MEET HIM THE ASSISTANT GETS A '9'; Q31) ALLERGIC
8-10	Fair	45 to 54	Some high school, but did not graduate	Q18) DR ** AT BAPTIST IS MEAN

Level of Satisfaction	Overall Health Status	Age	Education Level	Comments
0-4	Poor	45 to 54	Some college or a 2-year degree	MEDICAID LIMITS WHERE I CAN EVEN BE SEEN BY A DOCTOR - PLUS NO DOCTOR WILL ACCEPT MEDICAID. MEDICAID WON'T COVER ALL THE MEDS I NEED AND WILL NOT COVER MUTIPLE TRIPS TO G.P OR OTHER... I DON'T AGREE OR FEEL GOING BACK ONLY 6 MONTHS IS FAIR ... I HAD COVID ABOUT 10 MONTHS AND WAS ALSO IN HOSPITAL A COUPLE OTHER TIMES BEFORE THAT... MEDICAID DON'T ALLOW ME TO MY CARDIOLIGEST AS MUCH AS I NEED TOO. IT WON'T COVER THE COST OF MY MEDICATIONS I NEED TO BE BETTER OR STAY ALIVE... IT DON'T ACCOUNT FOR CHANGES TO MY RXS DRUGS AND PUTS LIMITS ON WHAT IS PAID ON RXS... THIS PUTS MY OVERALL HEATH IN JEOPARDY... I CAN'T SEE A DERMOTOLOGIST FOR POSSIBLE SKIN CANCER TO BE BIOPSY... I CAN'T SEE A PROCTOLOGISTS TO BE SEEN FOR CANCER SCREENING \ TREATMENTS... I CAN'T EVEN SEE MY G.P. DOCTOR MORE THAN TWICE PER YEAR ON MEDICAID. THIS SYSTEM IS S*** AND BROKEN... FIX IT...
0-4	Good	55 to 64	Some high school, but did not graduate	Q20) **, ** CANCER CENTER, PINE BLUFF ARK.
8-10	Fair	45 to 54	High school graduate or GED	40)CAN YOU PLEASE SEND ME A MEDICAID CARD IN THE MAIL BECAUSE I DON'T HAVE ONE. THANK YOU. **
8-10	Good	55 to 64	Some college or a 2-year degree	29) ALLERGIES WITH A LOT AND HAVE TO WATCH THINGS CONSTANTLY AND EVERYTHING
0-4	Poor	55 to 64	Some college or a 2-year degree	Q11) WANTED MORE BUT RAN OUT OF VISITS.
8-10	Good	55 to 64	High school graduate or GED	Q22) HAVEN'T SEEN A SPECIALIST.
				Q34) DO NOT SMOKE.
8-10	Poor	55 to 64	8th grade or less	Q33) QUIT SMOKING JAN 10, 2016, STOP SMOKING FOR 7 YEARS COPD Q34) EMPHYSEMA REFORM SMOKER Q35) I STOP SMOKING ON MY OWN

Level of Satisfaction	Overall Health Status	Age	Education Level	Comments
5-7	Poor	45 to 54	Some high school, but did not graduate	10) NOT AT THIS TIME; 11) EVERY THREE MONTHS; 20) DID NOT GET TO SEE THEM; 34) NO DOCTOR HAS TALK TO ME. OK
8-10	Very good	35 to 44	Some college or a 2-year degree	Q38) TRADE SCHOOL BARBER COLLEGE
8-10	Excellent	18 to 24	99	38) STILL IN SCHOOL
8-10	99	18 to 24	High school graduate or GED	Q22) DID NOT SEE. Q24) DID NOT CALL. Q33) DO NOT SMOKE
8-10	Fair	55 to 64	High school graduate or GED	THANK YOU VERY MUCH.
8-10	Good	18 to 24	High school graduate or GED	Q38) WILL GRADUATE IN MAY. CAN'T SEE TO READ FORMS SOMEONE ELSE HAS TO COMPLETE FOR ME
8-10	Good	55 to 64	High school graduate or GED	Q31) FLU SHOT NOT IN NOSE
5-7	Very good	25 to 34	High school graduate or GED	40) WORST PART IS MOST DOCTORS DON'T ACCEPT MEDICAID SO I DON'T HAVE CHOICES OTHER THAN ARCARE DOCTORS.
8-10	Good	55 to 64	More than 4-year college	Q38) 4-YEAR UNION JONNYMAN

ARKIDS FIRST A SURVEY FREQUENCIES

Q1. Our records show that your child is now in Medicaid's ARKIDS First A program. Is that right?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	448	100.00	448	100.00

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 2022 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?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	162	35.29	162	35.29
No	297	64.71	459	100.00

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?

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	0.64	1	0.64
Sometimes	8	5.13	9	5.77
Usually	18	11.54	27	17.31
Always	129	82.69	156	100.00

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?

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	312	67.83	312	67.83
No	148	32.17	460	100.00

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?

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	0.33	1	0.33
Sometimes	38	12.71	39	13.04
Usually	63	21.07	102	34.11
Always	197	65.89	299	100.00

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?

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	144	31.58	144	31.58
1 time	91	19.96	235	51.54
2	87	19.08	322	70.61
3	55	12.06	377	82.68
4	42	9.21	419	91.89
5 to 9	28	6.14	447	98.03
10 or more times	9	1.97	456	100.00

Q8. 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?

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst health care possible	1	0.32	1	0.32
1	0	0.00	1	0.32
2	0	0.00	1	0.32
3	1	0.32	2	0.65
4	4	1.30	6	1.95
5	10	3.25	16	5.19
6	3	0.97	19	6.17
7	20	6.49	39	12.66
8	52	16.88	91	29.55
9	56	18.18	147	47.73
10 Best health care possible	161	52.27	308	100.00

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Q9	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	0.97	3	0.97
Sometimes	20	6.49	23	7.47
Usually	78	25.32	101	32.79
Always	207	67.21	308	100.00

Q10. 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?

Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	426	93.01	426	93.01
No	32	6.99	458	100.00

Q11. 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?

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	103	24.52	103	24.52
1 time	113	26.90	216	51.43
2	80	19.05	296	70.48
3	59	14.05	355	84.52
4	36	8.57	391	93.10
5 to 9	23	5.48	414	98.57
10 or more times	6	1.43	420	100.00

Q12. 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?

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	13	4.13	13	4.13
Usually	37	11.75	50	15.87
Always	265	84.13	315	100.00

Q13. In the last 6 months, how often did your child's personal doctor listen carefully to you?

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	0.63	2	0.63
Sometimes	9	2.84	11	3.47
Usually	43	13.56	54	17.03
Always	263	82.97	317	100.00

Q14. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	0.63	2	0.63
Sometimes	5	1.58	7	2.21
Usually	32	10.09	39	12.30
Always	278	87.70	317	100.00

Q15. Is your child able to talk with doctors about his or her health care?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	217	68.45	217	68.45
No	100	31.55	317	100.00

Q16. 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?

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	0.47	1	0.47
Sometimes	7	3.27	8	3.74
Usually	39	18.22	47	21.96
Always	167	78.04	214	100.00

Q17. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	13	4.13	13	4.13
Usually	81	25.71	94	29.84
Always	221	70.16	315	100.00

Q18. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	279	88.29	279	88.29
No	37	11.71	316	100.00

Q19. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	138	44.09	138	44.09
No	175	55.91	313	100.00

Q20. 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?

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	4.44	6	4.44
Sometimes	14	10.37	20	14.81
Usually	34	25.19	54	40.00
Always	81	60.00	135	100.00

Q21. 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?

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst personal doctor possible	1	0.24	1	0.24
1	0	0.00	1	0.24
2	2	0.48	3	0.71
3	1	0.24	4	0.95
4	3	0.71	7	1.66
5	9	2.14	16	3.80
6	6	1.43	22	5.23
7	18	4.28	40	9.50
8	60	14.25	100	23.75
9	81	19.24	181	42.99
10 Best personal doctor possible	240	57.01	421	100.00

Q22. 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?

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	119	25.76	119	25.76
No	343	74.24	462	100.00

Q23. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	4	3.36	4	3.36
Sometimes	20	16.81	24	20.17
Usually	20	16.81	44	36.97
Always	75	63.03	119	100.00

Q24. How many specialists has your child talked to in the last 6 months?

Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	3	2.52	3	2.52
1 specialist	87	73.11	90	75.63
2	17	14.29	107	89.92
3	8	6.72	115	96.64
4	3	2.52	118	99.16
5 or more specialists	1	0.84	119	100.00

Q25. 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?

Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst specialist possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	0	0.00	0	0.00
3	0	0.00	0	0.00
4	2	1.72	2	1.72
5	1	0.86	3	2.59
6	2	1.72	5	4.31
7	7	6.03	12	10.34
8	15	12.93	27	23.28
9	21	18.10	48	41.38
10 Best specialist possible	68	58.62	116	100.00

Q26. In the last 6 months, did you get information or help from customer service at your child's health plan?

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	68	14.69	68	14.69
No	395	85.31	463	100.00

Q27. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	1.52	1	1.52
Sometimes	11	16.67	12	18.18
Usually	21	31.82	33	50.00
Always	33	50.00	66	100.00

Q28. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	1	1.54	1	1.54
Usually	19	29.23	20	30.77
Always	45	69.23	65	100.00

Q29. In the last 6 months, did your child's health plan give you any forms to fill out?

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	89	19.39	89	19.39
No	370	80.61	459	100.00

Q30. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	2.30	2	2.30
Sometimes	26	29.89	28	32.18
Usually	24	27.59	52	59.77
Always	35	40.23	87	100.00

Q31. 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?

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst health plan possible	6	1.31	6	1.31
1	1	0.22	7	1.53
2	0	0.00	7	1.53
3	0	0.00	7	1.53
4	3	0.66	10	2.19
5	20	4.38	30	6.56
6	12	2.63	42	9.19
7	16	3.50	58	12.69
8	60	13.13	118	25.82
9	75	16.41	193	42.23
10 Best health plan possible	264	57.77	457	100.00

Q32. In general, how would you rate your child's overall health?

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	168	36.52	168	36.52
Very good	177	38.48	345	75.00
Good	97	21.09	442	96.09
Fair	16	3.48	458	99.57
Poor	2	0.43	460	100.00

Q33. In general, how would you rate your child's overall mental or emotional health?

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	167	36.38	167	36.38
Very good	132	28.76	299	65.14
Good	115	25.05	414	90.20
Fair	43	9.37	457	99.56
Poor	2	0.44	459	100.00

Q34. What is your child's age?

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 1 year old	1	0.22	1	0.22
1 years old	19	4.26	20	4.48
2 years old	18	4.04	38	8.52
3 years old	23	5.16	61	13.68
4 years old	21	4.71	82	18.39
5 years old	21	4.71	103	23.09
6 years old	29	6.50	132	29.60
7 years old	23	5.16	155	34.75
8 years old	33	7.40	188	42.15
9 years old	32	7.17	220	49.33
10 years old	28	6.28	248	55.61
11 years old	28	6.28	276	61.88
12 years old	35	7.85	311	69.73
13 years old	27	6.05	338	75.78
14 years old	32	7.17	370	82.96
15 years old	24	5.38	394	88.34
16 years old	26	5.83	420	94.17
17 years old	22	4.93	442	99.10
18 years old	4	0.90	446	100.00

Q35. Is your child male or female?				
Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	250	54.35	250	54.35
Female	210	45.65	460	100.00

Q36. Is your child of Hispanic or Latino origin or descent?				
Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, Hispanic or Latino	102	22.22	102	22.22
No, not Hispanic or Latino	357	77.78	459	100.00

Q37. What is your child's race? Mark one or more.				
Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
White	285	63.62	285	63.62
Black or African-American	82	18.30	367	81.92
Asian	8	1.79	375	83.71
Native Hawaiian or other Pacific Islander	1	0.22	376	83.93
American Indian or Alaska Native	1	0.22	377	84.15
Other	49	10.94	426	95.09
Multiracial	22	4.91	448	100.00

Q38. What is your age?				
Q38	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Under 18	71	15.67	71	15.67
18 to 24	17	3.75	88	19.43
25 to 34	104	22.96	192	42.38
35 to 44	146	32.23	338	74.61
45 to 54	70	15.45	408	90.07
55 to 64	25	5.52	433	95.58
65 to 74	13	2.87	446	98.45
75 or older	7	1.55	453	100.00

Q39. Are you male or female?				
Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	55	12.11	55	12.11
Female	399	87.89	454	100.00

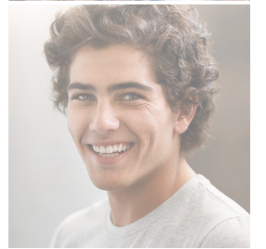
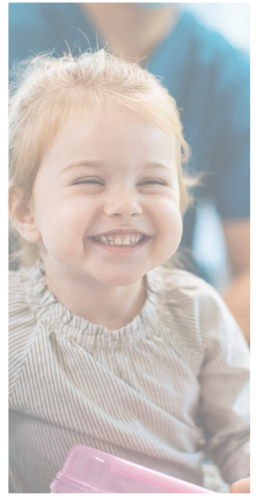
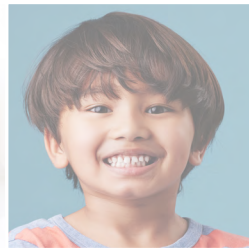
Q40. What is the highest grade or level of school that you have completed?				
Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
8th grade or less	32	7.14	32	7.14
Some high school, but did not graduate	44	9.82	76	16.96
High school graduate or GED	159	35.49	235	52.46
Some college or 2-year degree	147	32.81	382	85.27
4-year college graduate	42	9.38	424	94.64
More than 4-year college degree	24	5.36	448	100.00

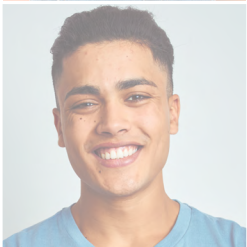
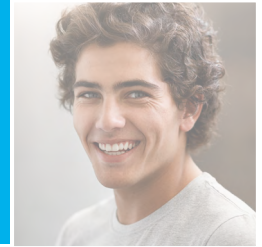
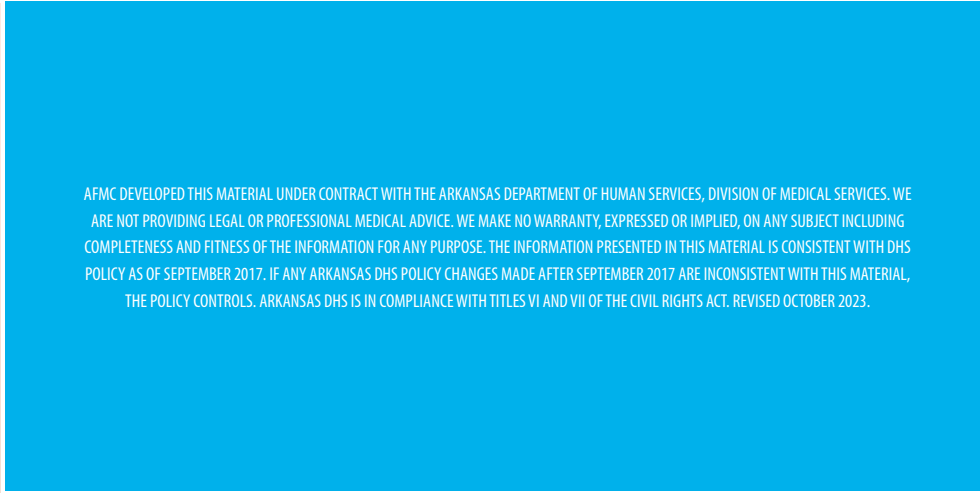
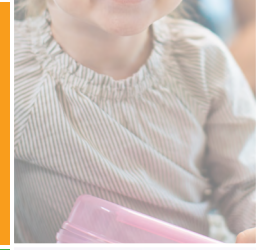
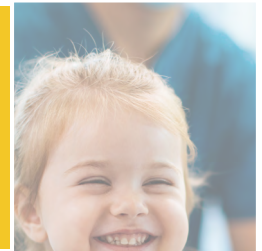
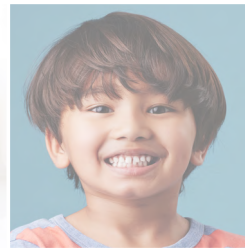
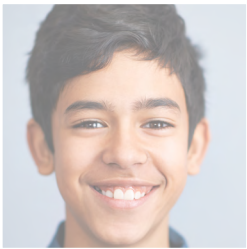
Q41. How are you related to the child?				
Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother or father	387	88.56	387	88.56
Grandparent	30	6.86	417	95.42
Aunt or uncle	3	0.69	420	96.11
Older brother or sister	0	0.00	420	96.11
Other relative	1	0.23	421	96.34
Legal guardian	14	3.20	435	99.54
Someone else	2	0.46	437	100.00

ARKIDS FIRST A SURVEY COMMENTS

Level of Satisfaction	Overall Health Status of Child	Parent's Age	Parent's Education Level	Comments
5-7	Very good	25 to 34	High school graduate or GED	Q10) ZOOM APP
8-10	Good	55 to 64	Some high school, but did not graduate	Q3) BREATHING TREATMENTS
8-10	Good	65 to 74	99	Q33) ON MEDICINE FOR ADHD
5-7	Very good	55 to 64	4-year college graduate	THE ONLY ISSUE I HAVE IS THAT MENTAL HEALTH DOCTORS DO NOT ACCEPT ARKIDS.
8-10	Good	25 to 34	High school graduate or GED	Q33) EVALUATED AT SCHOOL
8-10	Fair	35 to 44	Some high school, but did not graduate	Q2) SOME OF THESE QUESTIONS ARE BASED ON OLD PCP. THE ONES THAT ARE GOOD, THEM ARE BASED ON THE NEW PCP. DR. ** (OLD PCP) WAS NOT A GOOD DOCTOR.; Q13) WE JUST SWITCHED PCP AND HE IS GREAT, THE PCP BEFORE WAS HORRIBLE.; Q21) THE NEW PCP IS GREAT.
	Excellent	65 to 74	High school graduate or GED	Q4) HASN'T BEEN SICK. Q6) HASN'T BEEN SICK.; Q31) WOULDN'T KNOW HAVEN'T HAD TO USE IT MUCH.
0-4	Good	45 to 54	More than 4-year college	SHE IS TOO YOUNG,. PARENT
8-10	Very good	45 to 54	High school graduate or GED	Q41) ADOPTED HER
8-10	Excellent	75 or older	Some high school, but did not graduate	Q7) HAD A COLD
8-10	Very good	45 to 54	4-year college graduate	QUESTIONS 35 & 39 COULD EASILY BE MADE MORE INCLUSIVE WITH A 3RD OPTION OF OTHER.
8-10	Very good	25 to 34	Some high school, but did not graduate	Q8) HOSPITAL TAKES 5 YEARS JUST TO SEE HIM OR EVEN GET TO A ROOM.; Q15) SON ONLY TWO YEARS OLD.; Q17) HASN'T SEEN HIM YET.; Q18) HIS OLD DOCTOR.; Q21) TALK TO ON PHONE BUT HASN'T VISIT YET.

Level of Satisfaction	Overall Health Status of Child	Parent's Age	Parent's Education Level	Comments
8-10	Good	55 to 64	Some high school, but did not graduate	Q41) WE ARE MOTHER FATHER TO HER NOW. LEGAL GUARDIAN.
5-7	Excellent	45 to 54	More than 4-year college	Q7) 2 OR 3
8-10	Very good	35 to 44	High school graduate or GED	THANK YOU
0-4	Excellent	45 to 54	High school graduate or GED	Q17) SHE NEVER BEEN SICK THANK GOD.; Q21) NEVER BEEN SICK.; Q31) NEVER BEEN SICK
8-10	Excellent	0	4-year college graduate	Q21) HE IS THE BEST, DR. **





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 **ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

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