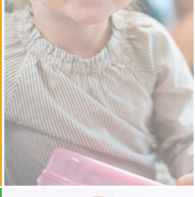
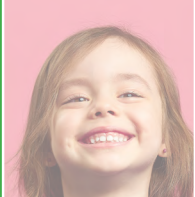


2023



BENEFICIARY  
SATISFACTION  
SURVEY  
RESULTS



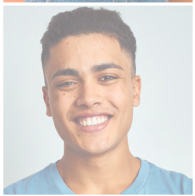
ARKids 1st A  
Adult Medicaid

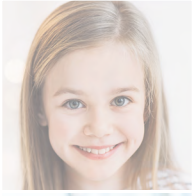


DATA COLLECTION AND  
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HUMAN SERVICES





# About the Survey

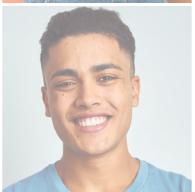
Adult Medicaid (enrollees at least 18 years old as of December 31, 2022) and ARKids First A are Arkansas Medicaid's primary health plans, providing medical services for Arkansans in need. Arkansas Medicaid, in partnership with Arkansas Foundation for Medical Care (AFMC), is continuously improving the care provided to Medicaid members of all ages in an effort to build a healthier future for all Arkansans.



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

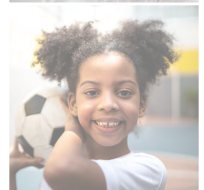
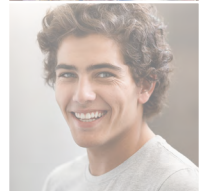
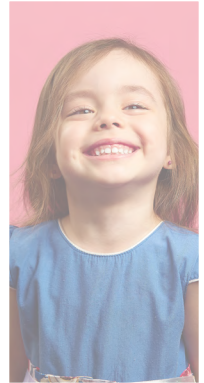
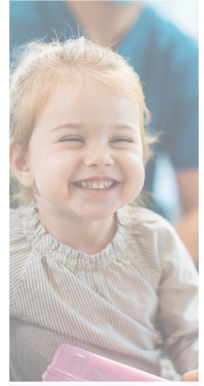


The surveys ask questions about beneficiaries' satisfaction with their personal doctor, recent health care received, experiences with the Medicaid program and demographics. Data collection occurred from January 2023 through April 2023. The baseline survey of Medicaid beneficiaries was conducted by AFMC in 1998. This is the 14th survey of this population.





# Survey Response Rates



2023	ADULT	CHILD
Total mailing sent	2,428	2,969
Ineligible: According to population criteria*	8	3
Ineligible: Language barrier*	0	0
Ineligible: Mentally or physically incapacitated*	2	N/A
Ineligible: Deceased*	1	0
Invalid address*	356	388
Analyzable sample size	2,061	2,578
Refusal	1	0
Eligible but incomplete (3 of 5 NCQA required questions were not answered)**	4	3
Nonresponse***	1,622	2,112
Analyzable surveys returned	434	463
Analyzable response rate	21.1%	18.0%

\*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

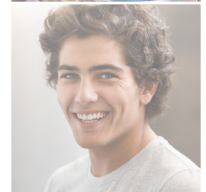
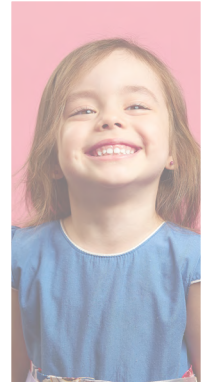
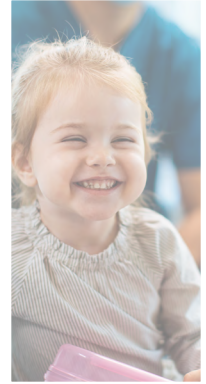
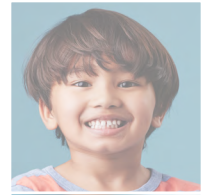
Adult beneficiaries are 18 or older as of 12/31/22, Child beneficiaries are 17 or younger as of 12/31/22.

# Overall Quality and Satisfaction

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

AVERAGE SCORE	ADULT		CHILD	
	2023	2021	2023	2021
Personal doctor	8.6	8.4	9.1	9.1
Specialist	8.6	8.6	9.2	8.8
Quality of care	8.1	7.8	9.0	9.0
Adult Medicaid/ ARKids First A	7.6	7.2	9.0	8.8

PERCENT	ADULT		CHILD	
	2023	2021	2023	2021
Personal doctor	80%	75%	91%	90%
Specialist	80%	80%	90%	87%
Quality of care	71%	63%	87%	88%
Adult Medicaid/ ARKids First A	62%	57%	87%	82%





# Self-Reported Utilization Rates

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

Percentage of respondents who reported:

2023	ADULT	CHILD
Visiting the doctor at least once*	71%	68%
Seeking medical care for regular/routine health care needs*	68%	68%
Needing medical care for illness/injury	41%	35%
Seeking specialist care	49%	26%
Having a high number of doctor visits (3 or more visits)*	41%	29%

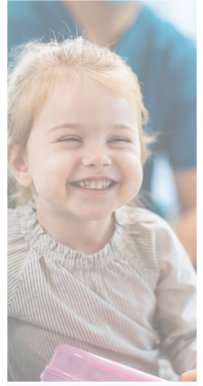
2021	ADULT	CHILD
Visiting the doctor at least once*	73%	62%
Seeking medical care for regular/routine health care needs*	68%	58%
Needing medical care for illness/injury	43%	21%
Seeking specialist care	47%	21%
Having a high number of doctor visits (3 or more visits)*	44%	22%

\* Visits include in person, by phone, or by video





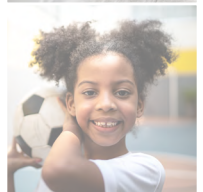
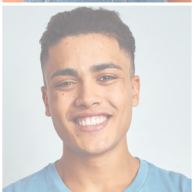
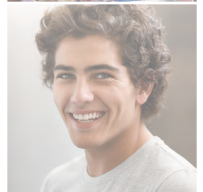
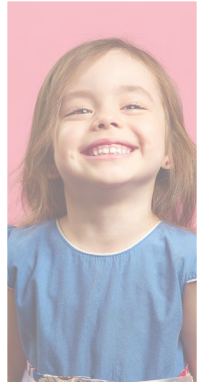
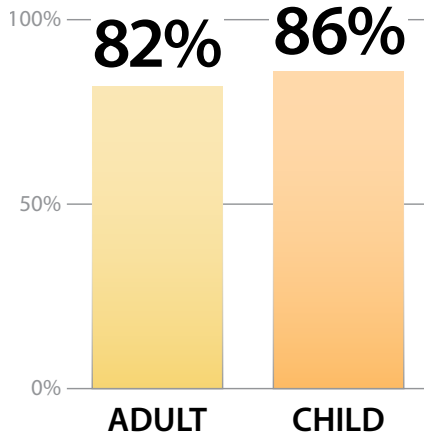
# Getting the Care You Need

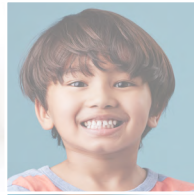


**82 percent of adult beneficiaries** and **86 percent of respondents for child beneficiaries surveyed** reported that they usually or always:



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

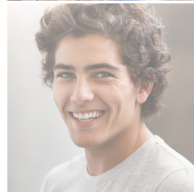
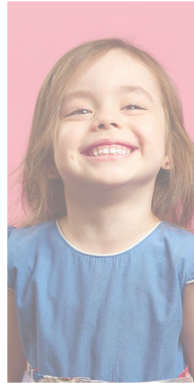
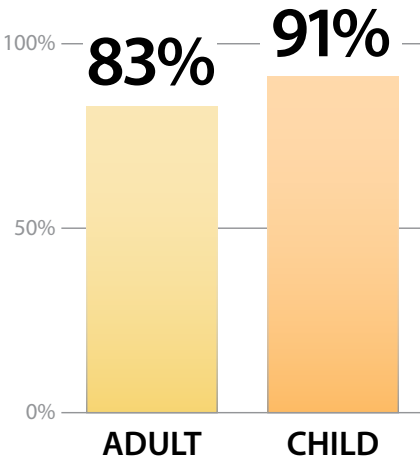


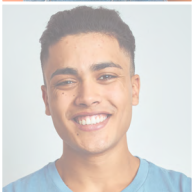
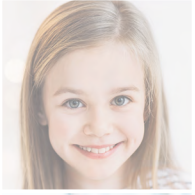


# Getting Care Without Long Waits

**83 percent of adult beneficiaries** and **91 percent of respondents for child beneficiaries surveyed** reported that they usually or always:

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



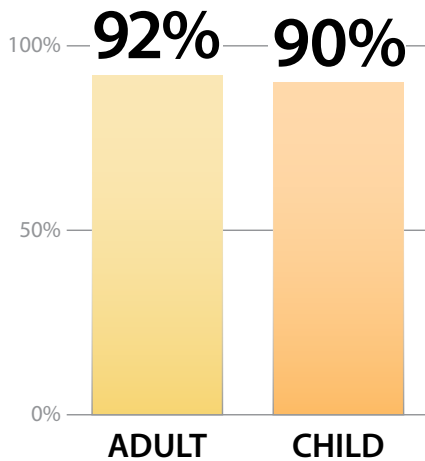


# Customer Service

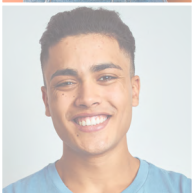
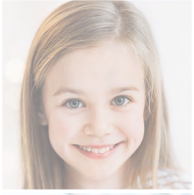
The survey also asked beneficiaries about their experiences with Adult Medicaid/ARKids First A customer service.

**92 percent of adult** and **90 percent of respondents for child beneficiaries** surveyed said that Adult Medicaid/ARKids First A customer service staff:

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





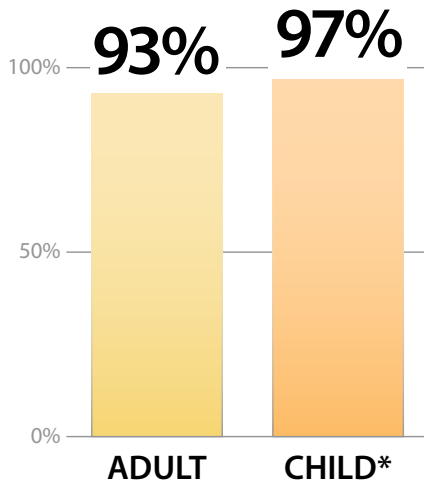


# Provider/Patient Communication

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

**93 percent of adult** and **97 percent of respondents for child beneficiaries** agreed that their doctor always or usually:

- Listened carefully to them
- Explained things in an understandable way
- Showed respect for what they had to say
- Spent enough time with them
- Explained things in an understandable way to your child\*



\* This additional question only pertains to child beneficiaries



# About AFMC

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

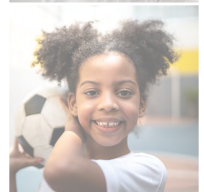
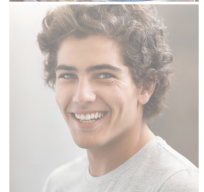
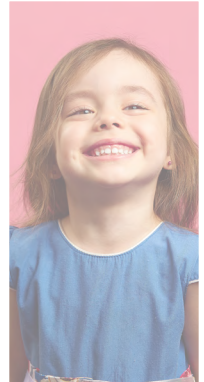
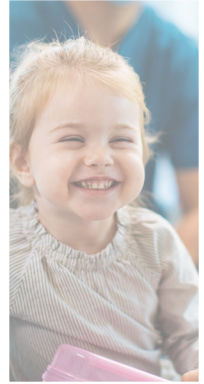
Community-based and clinically oriented, AFMC works collaboratively with health care plans, providers, facilities and physicians to identify opportunities for improvement and encourage innovation in health care. AFMC strives to ensure health care quality in a meaningful and effective way by initiating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

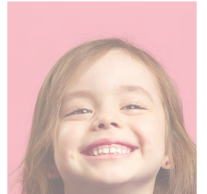
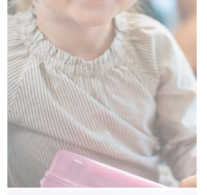
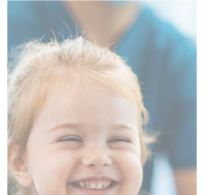
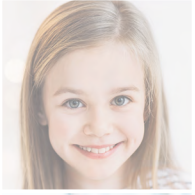
## FOR MORE INFORMATION, CONTACT:

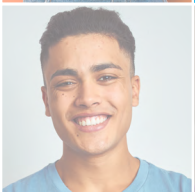
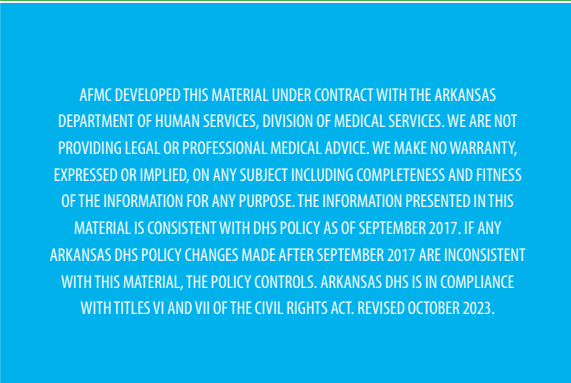
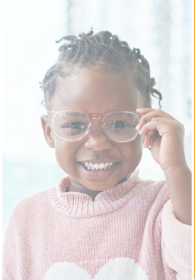
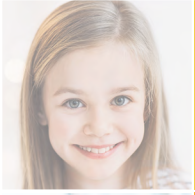
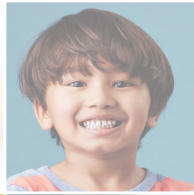


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