

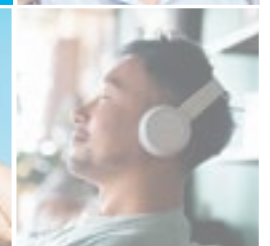
# 2024

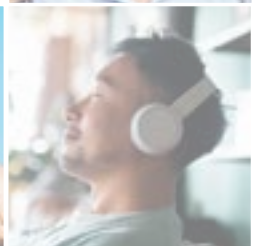


# Beneficiary Satisfaction Survey Results



## Adult Medicaid



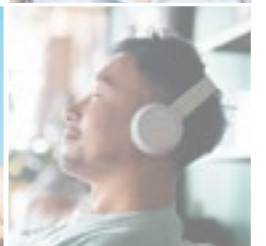


# 2024 Beneficiary Satisfaction Survey Results

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# Executive Summary

The Arkansas Department of Human Services (DHS), Division of Medical Services (DMS) contracted with the Arkansas Foundation for Medical Care (AFMC), a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS)<sup>1</sup> survey vendor, to conduct its 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS)<sup>2</sup> 5.1H Medicaid Adult survey. A random sample of 2,430 Adult Medicaid beneficiaries was selected. After conducting a mail-only survey administration between March and May, excluding beneficiaries deemed ineligible and adjusting for invalid addresses, the analyzable sample size was 2,055. A total of 533 (25.9%) surveys were available for analysis by the data collection cutoff date of May 29, 2024. This report provides a summary of the 2024 survey data and results compared to the 2023 Adult Medicaid survey results and the national and South Region benchmarks. This comprehensive analysis will assist DMS in determining which services Adult Medicaid beneficiaries use and how beneficiaries evaluate these services and the program as a whole.

**Table 1** shows the overall composite and rating percentages for the Adult Medicaid program for 2024 and 2023, as well as for the 2023 National CAHPS Benchmark Database (NCBD).

| TABLE 1. Composite and rating percentages |       |      |           |
|---|-------|------|-----------|
| COMPOSITES/RATINGS                        | ADULT |      |           |
|   | 2024  | 2023 | NCBD 2023 |
| Getting needed care                       | 50%   | 54%  | 50%       |
| Getting care quickly                      | 61%   | 54%  | 54%       |
| How well doctors communicate              | 77%   | 76%  | 75%       |
| Customer service                          | 64%   | 71%  | 68%       |
| RATING ITEMS                              | 2024  | 2023 | NCBD 2023 |
| Rating of personal doctor                 | 70%   | 68%  | 67%       |
| Rating of specialist                      | 63%   | 69%  | 68%       |
| Rating of health care                     | 47%   | 50%  | 54%       |
| Rating of health plan                     | 48%   | 48%  | 60%       |
| QUESTION SUMMARY RATES                    | 2024  | 2023 | NCBD 2023 |
| Coordination of care                      | 59%   | 59%  | 57%       |
| EFFECTIVENESS OF CARE                     | 2024  | 2023 | NCBD 2023 |
| Advising tobacco users to quit            | 35%   | 33%  | 73%       |
| Discussing tobacco cessation medications  | 20%   | 13%  | 52%       |
| Discussing tobacco cessation strategies   | 15%   | 12%  | 45%       |

1: HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

2: CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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

Because NCBD considers only the most favorable outcomes or responses, it provides the most positive response options in analysis figures. As a result, the analysis figures are focused on the best-case scenarios and fewer respondents.

AFMC, on the other hand, provides a more comprehensive analysis by considering a wider range of positive response options. Therefore, AFMC considers a greater range of scenarios, which can lead to a more nuanced and realistic assessment with more respondents.

NCBD composite measures represent the percentage of beneficiaries who responded by selecting the most favorable responses, “always” or “yes,” to the questions comprising the following 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 2024 and 2023, 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 the following measures:

- **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 the following measure:

- **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 key findings show adult Medicaid beneficiaries' data trends over time and comparisons with national and regional benchmarks. For the complete analysis, please refer to the Trend Analysis (**Page 13**) and Comparisons with Benchmark Data (**Page 17**) sections of this summary. Key findings also show demographic data over time compared with both 2023 and 2021 data. For a complete analysis, rating trends, and comparisons of composite scores with national and regional benchmarks, please refer to the Demographics of Survey Sample and Respondents (**Page 9**) section of this summary.

In demographic comparisons between 2024 and 2023, Adult Medicaid survey respondents showed no statistically significant differences among all categories. The "male" gender category increased non-significantly (4.9%) from 2023 to 2024, the largest proportion increase among 2024 Adult Medicaid respondents. In the overall health status category, the proportion of respondents reporting their overall health status as "fair/poor" increased non-significantly (2.9%). The proportion of respondents reporting "fair/poor" in mental health status decreased non-significantly (4.6%).

In demographic comparisons of 2024 respondents with 2021 respondents, less than a 1.0% difference is noted for each gender in the gender category. In the overall health category, a non-significant increase of 2.3% occurred from respondents reporting their overall health as "excellent/very good." All differences in reporting groups for the mental health category were within 1.0% in 2024 compared to 2021. In the smoking status category, the proportion of adult Medicaid respondents who reported their smoking status as "not at all" increased non-significantly (4.6%).

AFMC compared the 2024 Adult Medicaid survey results with previous years and found that the "obtaining check-up or routine care appointment as soon as needed" component of the "getting care quickly" composite was the only component that increased significantly from 2023 to 2024. The "getting needed care" composite has had no significant change in the summary rate since 2021 even with more respondents to the component questions in each respective year. The "how well doctors communicate" composite decreased non-significantly (0.5%) from 92.6% in 2023 to 92.1% in 2024 but increased non-significantly (2.8%) from 2021's summary rate of 89.3%. The "customer service" summary rate decreased non-significantly (6.2%) from 91.6% in 2023 to 85.4% in 2024. The low "customer service" composite score in 2024 stems from the "getting help when calling customer service" component summary rate of 78.8%, which significantly decreased (12.2%) from 91.0% in 2023 to 78.8% in 2024 for this component question. No significant differences occurred between 2024 and 2023, nor 2024 and 2021 for any of the rating questions.

In 2024, the effectiveness of care measures “coordination of care,” “advising smokers and tobacco users to quit,” “discussing cessation medications,” and “discussing cessation strategies” were all higher when compared with 2023, with the percentage of respondents reporting “discussing cessation strategies” increasing significantly (13.2%) to 50.8% in 2024 when compared with 37.6% in 2023.

Comparisons with benchmark data show two 2024 Arkansas Adult Medicaid composite rates scored higher than the 2023 NCBD composite rates: “getting care quickly” and “how well doctors communicate.” The 2024 Adult Medicaid “getting care quickly” composite rate of 61% is significantly higher (7%) than the 2023 NCBD rate of 54%. The 2024 Arkansas Adult Medicaid “obtaining check-up or routine care appointment as soon as needed” component rate of 59% from the “getting care quickly” composite is significantly higher (9%) than the 2023 NCBD component rate of 50% from the same composite. The 2024 Arkansas Adult Medicaid component rates for the “how well doctors communicate” composite are non-significantly higher ( $\leq 3\%$ ) than the 2023 NCBD data rates. The “customer service” composite and its components are lower for the 2024 Arkansas Adult Medicaid data compared to both the 2023 NCBD data and the NCBD South Region<sup>3</sup> data. All comparisons are non-significant except for “treated with courtesy and respect,” with a significantly lower result of 73% when compared to the South Region’s rate of 81%.

The 2024 Adult Medicaid data shows the “rating of personal doctor” composite rate of 70% is non-significantly higher (3%; 1%) than both the 2023 NCBD composite rate of 67% and the South Region data rate of 69%. The data from the 2024 Adult Medicaid shows the “rating of health care” rate of 47% is significantly lower (7%; 9%) than rates in both the 2023 NCBD and South Region data. The 2024 Adult Medicaid also shows the “rating of health plan” rate of 48% is significantly lower (12%; 13%) than rates in both the 2023 NCBD and South Region data.

The 59% summary rate of the “coordination of care” question from 2024 Adult Medicaid data is non-significantly higher (2%) than the 57% rate from 2023 NCBD data. There are no significant differences in the effectiveness of care measures “advising smokers and tobacco users to quit,” “discussing cessation strategies,” and “discussing cessation strategies,” although 2024 Adult Medicaid results are either the same as or slightly higher than both 2023 NCBD and South Region data.

*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

**A**s 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 2023 CAHPS 5.1H Medicaid Adult Beneficiary Satisfaction Survey. 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 was repeated biennially until 2023. Effective January 1, 2024, the Centers for Medicare & Medicaid Services established requirements for mandatory annual State reporting as a major step in the development of a national, evidence-based system for measuring and improving the quality of care delivered to Medicaid beneficiaries.

This report summarizes results derived from the CAHPS 5.1H Medicaid Adult survey as applied to a systematic random sample of Medicaid adult 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 survey are "personal doctor," "specialist seen most often," "health care," and "health plan." The Adult survey also covers 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, 2,430 adult beneficiaries were systematically selected from Arkansas Medicaid Enterprise Decision Support System claims data. AFMC received 553 Adult surveys, resulting in a return rate of 22.8%. After further adjusting for invalid addresses (363 surveys) and beneficiaries found to be ineligible (12 beneficiaries), the analyzable sample size was 2,055 for adult beneficiaries. Surveys not meeting eligibility guidelines, not

meeting NCQA question requirements, or not meeting enrollment criteria were excluded resulting in 533 Adult surveys (25.9%) available for analysis (**Table 2**). It should be noted that the oversampling rate for 2024 was 80% for the Adult sample.

| TABLE 2. Survey disposition and response rates                               |            |            |
|--|------------|------------|
| CAHPS SURVEYS  | ADULT 2024 | ADULT 2023 |
| Total mailing sent   | 2,430      | 2,428      |
| Ineligible: According to population criteria*                                | 7          | 8          |
| Ineligible: Language barrier*  | 0          | 0          |
| Ineligible: Mentally or physically incapacitated*                            | 2          | 2          |
| Ineligible: Deceased*  | 3          | 1          |
| Invalid address*   | 363        | 356        |
| Analyzable sample size   | 2,055      | 2,061      |
| Refusal  | 0          | 1          |
| Eligible but incomplete (3 of 5 NCQA required questions were not answered)** | 8          | 4          |
| Nonresponse***   | 1,514      | 1,622      |
| Analyzable surveys returned  | 533        | 434        |
| Analyzable response rate   | 25.9%      | 21.1%      |

\*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 2023 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, 2023. The adult beneficiaries' six-month continuous enrollment began on July 1, 2023. Only one beneficiary per household was selected.

## SURVEY PROCEDURE

As beneficiaries may not have provided telephone numbers or email addresses 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. The letter explained the purpose of the survey, informed the beneficiary of its confidential and voluntary nature, and gave information on requesting a Spanish and Marshallese version of the surveys. Over two weeks later, a packet containing a questionnaire, a postage-paid return envelope, and a cover letter was sent to each beneficiary. The cover letter, on DMS letterhead and signed by the director, reiterated the information in the advance letter and gave specific instructions on completing and returning the survey. A reminder notice was mailed two weeks 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. Two weeks 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        | DATE          |
|------------------------|---------------|
| Advance letter         | Mar. 11, 2024 |
| First survey           | Mar. 29, 2024 |
| First reminder notice  | Apr. 12, 2024 |
| Second survey          | Apr. 26, 2024 |
| Second reminder notice | May 10, 2024  |
| Data collection cutoff | May 29, 2024  |

## SURVEY TRACKING

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

## NONANALYZABLE SURVEYS

A total of 1,897 Adult Medicaid 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 surveys received after the cutoff date of May 29, 2024, 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 2.7% of the total Adult Medicaid surveys received.

## SPANISH AND MARSHALLESE LANGUAGE SURVEYS

AFMC translates all surveys into Spanish and Marshallese and provides the Spanish/Marshallese version to beneficiaries upon request. No Spanish or Marshallese surveys were returned from the 533 analyzable Adult Medicaid surveys received.

# Demographics of Survey Sample and Respondents

**A** FMC follows NCQA protocol and uses the systematic random sampling method. Therefore, the Adult Medicaid survey sample should be similar to the adult Medicaid population. **Table 4** shows the percentage of respondents by each demographic category of gender, age, race, education, overall health and mental health status, and smoking status for adults.

**Table 4** also compares the demographics of survey respondents with the 2023 and 2021 Arkansas Medicaid respondents. Comparing the data with previous years shows how the adult Medicaid respondents have changed over time. Using a z-test, AFMC highlights where the proportion of 2024 Adult Medicaid respondents differs significantly from the previous years.

In demographic comparisons between 2024 and 2023, when using a z-test, Adult Medicaid survey respondents showed no statistically significant differences within any demographic category (**Table 4**). The “male” gender in the gender category non-significantly increased (4.9%) from 2023 to 2024, the largest proportion increase among 2024 Adult Medicaid respondents. In the age category, slight variations in proportions (less than 3.0%) occur in all age groups between 2023 and 2024. In the race category, those reporting their race as “white” non-significantly decreased (5.0%) in the proportion of respondents from 2023 to 2024. In the area of education, the proportion of “high school graduate or less” respondents non-significantly increased (4.0%) from 2023 to 2024. In the overall health status category, the proportion of respondents reporting their overall health status as “fair/poor” non-significantly increased (2.9%) from 2023 to 2024. The proportion of respondents reporting “fair/poor” in mental health status non-significantly decreased (4.6%) from 2023 to 2024. The proportion of respondents reporting their smoking status who reported smoking “every day” non-significantly increased (1.3%) from 2023 to 2024.

A z-test is used to determine significant differences in demographic categories when comparing the proportion of 2024 respondents with 2021 respondents. Although no significant differences occurred within demographic categories, small differences were observed (**Table 4**). Less than a 1.0% difference is noted for each gender in the gender category. Slight variations occurred in each of the age groups within the age category; all were within 2.5% or less. The “Black or African-American” race non-significantly increased (4.3%) from 2021 to 2024, the largest difference in proportions within the race category. In the education category, all groups had less than 1.0% variation in proportions for these same years. In the overall health category, the proportion of respondents reporting their overall health as “excellent/very good” non-significantly increased (2.3%) from 2021 to 2024. All differences in reporting groups for the mental health category were within 1.0% in 2024 compared to 2021. In the smoking status category, the proportion of adult Medicaid respondents who reported their smoking status as “not at all” non-significantly increased (4.6%) from 2021 to 2024. **Table 4** findings are depicted in **Figure 1**.

**Table 5** 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 2024, the percentage of Adult Medicaid analyzable responses for “female” respondents was much larger than the percentage of “male” respondents. Within the age of analyzable responses for Adult Medicaid respondents, the largest percentage were from the “55-64” age group (37.5%). This year’s data also shows that more respondents are located in the “Northwest” region (28.1%) than any other region of the state.

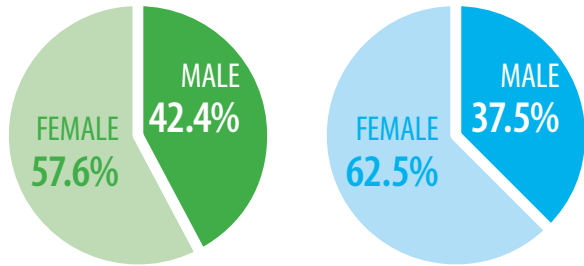
**TABLE 4. Profile of adult Medicaid survey respondents: Comparison with 2023 and 2021**

|                              |                              |       |       |       | SIGNIFICANT DIFFERENCE |                 |
|------------------------------|------------------------------|-------|-------|-------|------------------------|-----------------|
| DEMOGRAPHIC                  | CATEGORY                     | 2024  | 2023  | 2021  | 2024 VS. 2023          | 2024 VS. 2021   |
| <b>Gender</b>                | Male                         | 42.4% | 37.5% | 41.5% | Not significant        | Not significant |
|                              | Female                       | 57.6% | 62.5% | 58.5% | Not significant        | Not significant |
| <b>Age</b>                   | 18–34                        | 23.4% | 26.0% | 25.9% | Not significant        | Not significant |
|                              | 35–44                        | 14.6% | 14.3% | 12.2% | Not significant        | Not significant |
|                              | 45–54                        | 21.9% | 21.2% | 21.3% | Not significant        | Not significant |
|                              | 55 or older                  | 40.1% | 38.5% | 40.6% | Not significant        | Not significant |
| <b>Race</b>                  | White                        | 64.1% | 69.1% | 68.3% | Not significant        | Not significant |
|                              | Black or African-American    | 25.0% | 21.3% | 20.7% | Not significant        | Not significant |
|                              | Asian                        | 0.9%  | 0.9%  | 1.0%  | Not significant        | Not significant |
|                              | Multiracial                  | 5.3%  | 5.1%  | 6.1%  | Not significant        | Not significant |
|                              | Other                        | 4.7%  | 3.5%  | 3.9%  | Not significant        | Not significant |
| <b>Education</b>             | High school graduate or less | 77.0% | 73.0% | 76.2% | Not significant        | Not significant |
|                              | Some college                 | 19.2% | 21.2% | 19.6% | Not significant        | Not significant |
|                              | College graduate or more     | 3.8%  | 5.8%  | 4.2%  | Not significant        | Not significant |
| <b>Overall health status</b> | Excellent/very good          | 18.6% | 18.5% | 16.3% | Not significant        | Not significant |
|                              | Good                         | 25.1% | 28.3% | 26.6% | Not significant        | Not significant |
|                              | Fair/poor                    | 56.2% | 53.3% | 57.1% | Not significant        | Not significant |
| <b>Mental health status</b>  | Excellent/very good          | 24.2% | 22.4% | 24.9% | Not significant        | Not significant |
|                              | Good                         | 30.9% | 28.0% | 30.6% | Not significant        | Not significant |
|                              | Fair/poor                    | 45.0% | 49.6% | 44.5% | Not significant        | Not significant |
| <b>Smoking status</b>        | Every day                    | 25.7% | 24.4% | 27.5% | Not significant        | Not significant |
|                              | Some days                    | 12.2% | 15.5% | 15.0% | Not significant        | Not significant |
|                              | Not at all                   | 62.1% | 60.1% | 57.5% | Not significant        | Not significant |

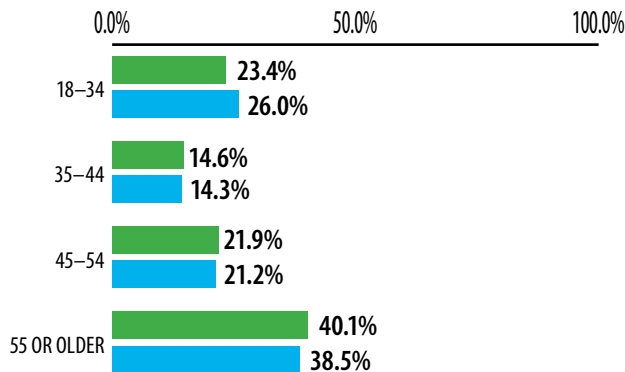
# FIGURE 1. (ADULT MEDICAID) Demographics

2024 2023

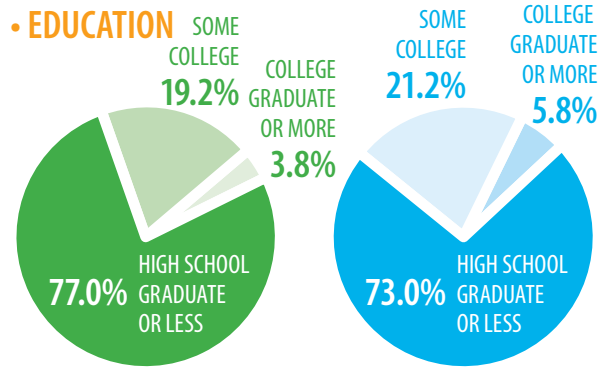
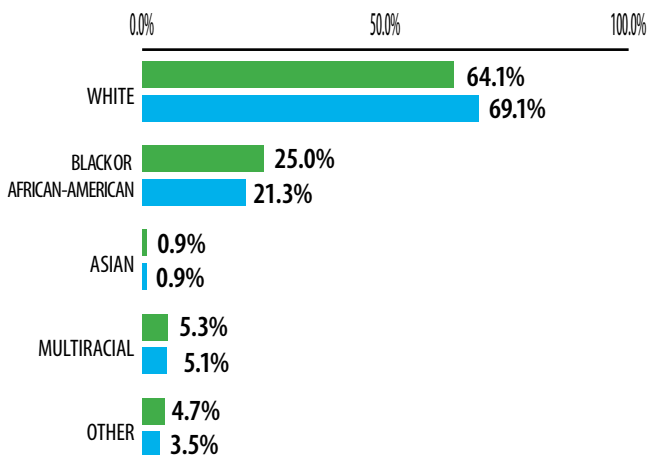
## • GENDER



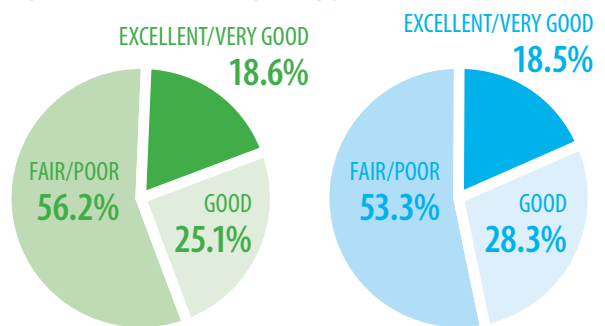
## • AGE



## • RACE



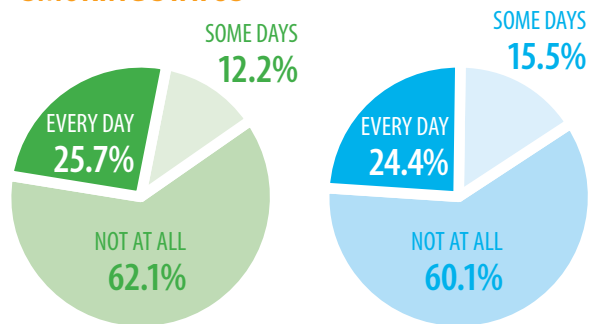
## • OVERALL HEALTH STATUS



## • MENTAL HEALTH STATUS



## • SMOKING STATUS



**TABLE 5. Adult Medicaid sample and population demographics**

| DEMOGRAPHIC              | CATEGORY                                  | BENEFICIARIES SURVEYED | PERCENT OF TOTAL | ADULT MEDICAID POPULATION | ANALYZABLE RESPONSES | PERCENT OF TOTAL | ANALYZABLE RESPONSE RATE |
|--------------------------|---|------------------------|------------------|---------------------------|----------------------|------------------|--------------------------|
| <b>Gender</b>            | Female                                    | 1,273                  | 61.9%            | 62.9%                     | 302                  | 56.7%            | 23.7%                    |
|                          | Male                                      | 782                    | 38.1%            | 37.1%                     | 231                  | 43.3%            | 29.5%                    |
|                          | <b>TOTAL</b>                              | <b>2,055</b>           | <b>100.0%</b>    | <b>100.0%</b>             | <b>533</b>           | <b>100.0%</b>    | <b>25.9%</b>             |
| <b>Age</b>               | 18–24                                     | 438                    | 21.3%            | 24.3%                     | 68                   | 12.8%            | 15.5%                    |
|                          | 25–34                                     | 347                    | 16.9%            | 20.2%                     | 60                   | 11.3%            | 17.3%                    |
|                          | 35–44                                     | 414                    | 20.1%            | 20.0%                     | 85                   | 15.9%            | 20.5%                    |
|                          | 45–54                                     | 349                    | 17.0%            | 15.8%                     | 111                  | 20.8%            | 31.8%                    |
|                          | 55–64                                     | 484                    | 23.6%            | 18.8%                     | 200                  | 37.5%            | 41.3%                    |
|                          | 65–74                                     | 19                     | 0.9%             | 0.6%                      | 7                    | 1.3%             | 36.8%                    |
|                          | 75 or older                               | 4                      | 0.2%             | 0.3%                      | 2                    | 0.4%             | 50.0%                    |
|                          | <b>TOTAL</b>                              | <b>2,055</b>           | <b>100.0%</b>    | <b>100.0%</b>             | <b>533</b>           | <b>100.0%</b>    | <b>25.9%</b>             |
| <b>Race/Ethnicity</b>    | White                                     | 1,265                  | 61.6%            | 59.0%                     | 345                  | 64.7%            | 27.3%                    |
|                          | Black or African-American                 | 529                    | 25.7%            | 25.6%                     | 132                  | 24.8%            | 25.0%                    |
|                          | American Indian or Alaska Native          | 14                     | 0.7%             | 0.8%                      | 4                    | 0.8%             | 28.6%                    |
|                          | Hispanic or Latino                        | 42                     | 2.0%             | 3.1%                      | 7                    | 1.3%             | 16.7%                    |
|                          | Asian-American                            | 18                     | 0.9%             | 1.0%                      | 3                    | 0.6%             | 16.7%                    |
|                          | Native Hawaiian or other Pacific Islander | 7                      | 0.3%             | 0.4%                      | 1                    | 0.2%             | 14.3%                    |
|                          | Multiracial                               | 36                     | 1.8%             | 2.1%                      | 6                    | 1.1%             | 16.7%                    |
|                          | Unknown                                   | 144                    | 7.0%             | 8.0%                      | 35                   | 6.6%             | 24.3%                    |
|                          | <b>TOTAL</b>                              | <b>2,055</b>           | <b>100.0%</b>    | <b>100.0%</b>             | <b>533</b>           | <b>100.0%</b>    | <b>25.9%</b>             |
| <b>Geographic region</b> | Northwest                                 | 564                    | 27.4%            | 29.3%                     | 150                  | 28.1%            | 26.6%                    |
|                          | Northeast                                 | 472                    | 23.0%            | 21.7%                     | 123                  | 23.1%            | 26.1%                    |
|                          | Central                                   | 493                    | 24.0%            | 25.3%                     | 105                  | 19.7%            | 21.3%                    |
|                          | Southwest                                 | 277                    | 13.5%            | 12.5%                     | 82                   | 15.4%            | 29.6%                    |
|                          | Southeast                                 | 249                    | 12.1%            | 11.2%                     | 73                   | 13.7%            | 29.3%                    |
|                          | <b>TOTAL</b>                              | <b>2,055</b>           | <b>100.0%</b>    | <b>100.0%</b>             | <b>533</b>           | <b>100.0%</b>    | <b>25.9%</b>             |

*Rounding occurs after calculations and may not sum to 100.0%*



# Trend Analysis

The following pages contain trending tables and graphs that show how the Adult Medicaid CAHPS data changed over time. The tables and graphs specifically show each composite measure, the questions that make up these composites, and the overall rating questions for the current year (2024) and the previous two survey years (2023 and 2021). 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. Any significant differences are highlighted.

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

## ADULT MEDICAID TREND ANALYSIS

AFMC compared the 2024 Adult Medicaid survey results with previous years in **Table 6** (displayed in **Figure 2**) and found the following composite trends:

- No significant differences occurred between 2024 and 2023 or 2024 and 2021 for any of the composite measures, though a few significant differences occurred in some component questions between years 2024 and 2023.
- The summary rate for the “getting needed care” composite has not significantly changed since 2021, even with more respondents to the component questions in each respective year.
- The “getting care quickly” composite non-significantly increased (2.4%) from 2023 to 2024 and (2.2%) from 2021 to 2024.
- The “obtaining check-up or routine care appointment as soon as needed” component of the “getting care quickly” composite significantly increased (5.9%) from 80.9% in 2023 to 86.8% in 2024.
- In 2024, the “how well doctors communicate” composite non-significantly decreased (0.5%) from 92.6% in 2023 to 92.1% in 2024 but non-significantly increased (2.8%) from 89.3% in 2021.
- One component, “doctors spending enough time with you,” in the “how well doctors communicate” composite non-significantly decreased (3.1%) from 92.2% in 2023 to 89.2% in 2024.
- The “customer service” summary rate non-significantly decreased (6.2%) from 91.6% in 2023 to 85.4% in 2024.
- The low “customer service” composite score in 2024 stems from the “getting help when calling customer service” component summary rate of 78.8%, which significantly decreased (12.2%) from 91.0% in the 2023 summary rate for this component.

AFMC compared the 2024 Adult Medicaid survey results with previous years in **Table 6** (displayed in **Figure 2**) and found the following rating and summary question trends:

- No significant differences occurred between 2024 and 2023 or 2024 and 2021 for any of the rating questions.
- The “rating of personal doctor” rating question non-significantly increased each year; the number of respondents to this question has also non-significantly increased each year, reaching a high of 80.3% in 2024.
- The “rating of specialist” rating question has non-significantly decreased each year, reaching a low of 77.2% in 2024, down from a high of 80.1% in 2021.
- The “rating of health care” rating question non-significantly decreased (6.5%) from 71.4% in 2023 to 64.9% in 2024.
- Each year, the “rating of health plan” rating question non-significantly increased, reaching a high of 62.5% in 2024.
- In 2024, the “coordination of care,” “advising smokers and tobacco users to quit,” “discussing cessation medications” and “discussing cessation strategies” effectiveness of care measures were all higher when compared with 2023 measures, with the percentage of respondents reporting “discussing cessation strategies” significantly increasing (13.2%) from 37.6% in 2023 to 50.8% in 2024.
- The “coordination of care” rating question from 2021 and 2023 shows no significant change, but it reached a high of 83.4% in 2024.
- Although insignificant, 2024 has a greater percentage of respondents who reported being advised to quit smoking and/or the use of tobacco and discussing cessation medications than in 2023 and 2021.

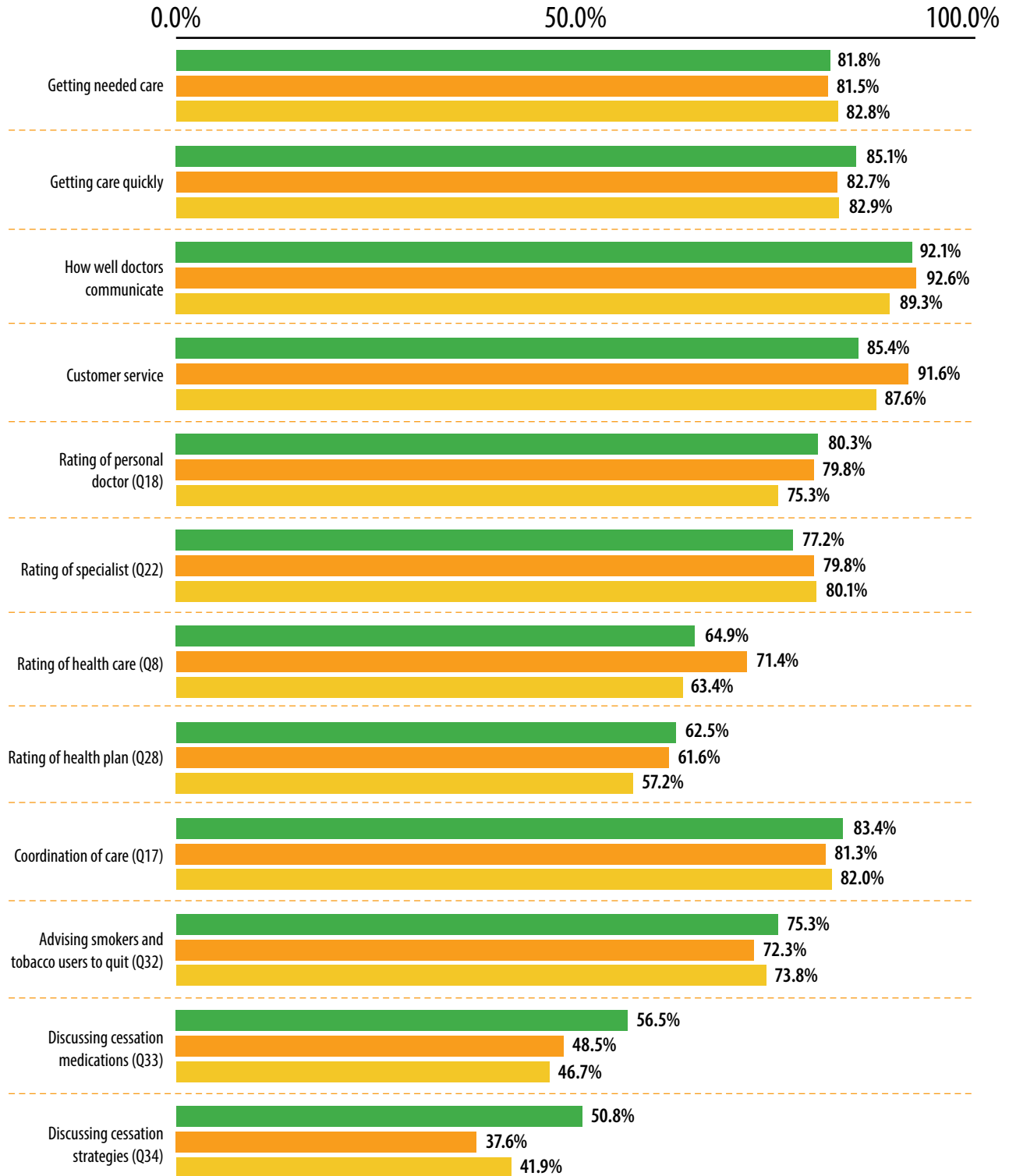
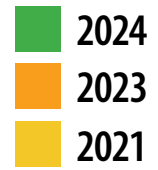
**TABLE 6. Composites, components of composites, and ratings of adult Medicaid beneficiary satisfaction**

| COMPOSITES AND COMPONENTS  | 2024    |              | 2023    |              | 2021    |              | SIGNIFICANT DIFFERENCE |                        |
|--|---------|--------------|---------|--------------|---------|--------------|------------------------|------------------------|
|  | VALID n | SUMMARY RATE | VALID n | SUMMARY RATE | VALID n | SUMMARY RATE | 2024 VS. 2023          | 2024 VS. 2021          |
| <b>Getting needed care</b>   |         | <b>81.8%</b> |         | <b>81.5%</b> |         | <b>82.8%</b> | <b>Not significant</b> | <b>Not significant</b> |
| Q20. Seeing a specialist   | 257     | 80.5%        | 208     | 80.3%        | 188     | 83.5%        | Not significant        | Not significant        |
| Q9. Getting care, tests, or treatment                                | 383     | 83.0%        | 294     | 82.7%        | 291     | 82.1%        | Not significant        | Not significant        |
| <b>Getting care quickly</b>  |         | <b>85.1%</b> |         | <b>82.7%</b> |         | <b>82.9%</b> | <b>Not significant</b> | <b>Not significant</b> |
| Q4. Obtaining care right away for an illness/injury/condition        | 253     | 83.4%        | 174     | 84.5%        | 169     | 80.5%        | Not significant        | Not significant        |
| Q6. Obtaining check-up or routine care appointment as soon as needed | 357     | 86.8%        | 282     | 80.9%        | 265     | 85.3%        | Significantly higher   | Not significant        |
| <b>How well doctors communicate</b>                                  |         | <b>92.1%</b> |         | <b>92.6%</b> |         | <b>89.3%</b> | <b>Not significant</b> | <b>Not significant</b> |
| Q12. Doctors explaining things in an understandable way              | 395     | 92.7%        | 306     | 92.8%        | 287     | 90.2%        | Not significant        | Not significant        |
| Q13. Doctors listening carefully to you                              | 394     | 93.1%        | 306     | 92.8%        | 289     | 89.3%        | Not significant        | Not significant        |
| Q14. Doctors showing respect for what you had to say                 | 394     | 93.7%        | 305     | 92.8%        | 288     | 91.7%        | Not significant        | Not significant        |
| Q15. Doctors spending enough time with you                           | 394     | 89.1%        | 306     | 92.2%        | 288     | 86.1%        | Not significant        | Not significant        |
| <b>Customer service</b>  |         | <b>85.4%</b> |         | <b>91.6%</b> |         | <b>87.6%</b> | <b>Not significant</b> | <b>Not significant</b> |
| Q24. Getting help when calling customer service                      | 113     | 78.8%        | 78      | 91.0%        | 76      | 82.9%        | Significantly lower    | Not significant        |
| Q25. Treated with courtesy and respect                               | 113     | 92.0%        | 77      | 92.2%        | 77      | 92.2%        | Not significant        | Not significant        |
| <b>RATING ITEMS</b>  |         |              |         |              |         |              |                        |                        |
| <b>Rating of personal doctor (Q18)</b>                               | 463     | 80.3%        | 367     | 79.8%        | 361     | 75.3%        | Not significant        | Not significant        |
| <b>Rating of specialist (Q22)</b>                                    | 241     | 77.2%        | 198     | 79.8%        | 181     | 80.1%        | Not significant        | Not significant        |
| <b>Rating of health care (Q8)</b>                                    | 385     | 64.9%        | 294     | 71.4%        | 292     | 63.4%        | Not significant        | Not significant        |
| <b>Rating of health plan (Q28)</b>                                   | 518     | 62.5%        | 422     | 61.6%        | 402     | 57.2%        | Not significant        | Not significant        |
| <b>QUESTION SUMMARY RATES</b>  |         |              |         |              |         |              |                        |                        |
| <b>Q17. Coordination of care</b>                                     | 229     | 83.4%        | 176     | 81.3%        | 178     | 82.0%        | Not significant        | Not significant        |
| <b>EFFECTIVENESS OF CARE</b>   |         |              |         |              |         |              |                        |                        |
| <b>Q32. Advising smokers and tobacco users to quit</b>               | 194     | 75.3%        | 166     | 72.3%        | 168     | 73.8%        | Not significant        | Not significant        |
| <b>Q33. Discussing cessation medications</b>                         | 193     | 56.5%        | 167     | 48.5%        | 169     | 46.7%        | Not significant        | Not significant        |
| <b>Q34. Discussing cessation strategies</b>                          | 193     | 50.8%        | 165     | 37.6%        | 167     | 41.9%        | Significantly higher   | Not significant        |

FIGURE 2. (ADULT MEDICAID)

# Trending Charts

Composites and ratings of beneficiary satisfaction



# Comparisons with Benchmark Data

The following table shows how the 2024 Adult Medicaid data compared to the 2023 Adult national Medicaid benchmarks and 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 table specifically shows 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 2024, and the 2023 national and Southern region Medicaid benchmarks. Included in the table 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 2023 NCBD. To make comparisons with NCBD benchmarks, the composite questions and rating questions shown in **Table 7** are calculated differently than in other composite/rating tables in this report. **Table 7** composites are calculated using the highest value only ("always"). **Table 7** ratings are calculated as the percentage of respondents who chose a "9" or a "10" on a scale of 0 to 10.

## ADULT MEDICAID SURVEY COMPARISONS WITH BENCHMARK DATA

Results in **Table 7** show two 2024 Arkansas Adult Medicaid composite rates scored higher than the 2023 NCBD composite rates: "getting care quickly" and "how well doctors communicate." The outcome of a z-test indicated the 2024 Adult Medicaid "getting care quickly" composite rate of 61% is significantly higher than the 2023 NCBD rate of 54%. The 2024 Arkansas Adult Medicaid "obtaining check-up or routine care appointment as soon as needed" component rate of 59% from the "getting care quickly" composite is significantly higher (9%) than the 2023 NCBD component rate of 50% from the same composite. The "how well doctors communicate" composite and its component rates are non-significantly higher ( $\leq 3\%$ ) for the Arkansas Adult Medicaid data when compared to the 2023 NCBD data. The "customer service" composite and its components are lower for the 2024 Arkansas Adult Medicaid data compared to both the 2023 NCBD data and the NCBD South Region data. All comparisons are non-significant except for "treated with courtesy and respect," with a significantly lower result of 73% when compared to the South Region's rate of 81%.

The “rating of personal doctor” rate of 70% from the 2024 Adult Medicaid data is non-significantly higher (3%; 1%) than both the rate of 67% from the 2023 NCBD and the rate of 69% from the South Region data. The 2024 Adult Medicaid data shows the “rating of specialist” rate of 63% is non-significantly lower (3%; 5%) than the rate of 66% from the 2023 NCBD data and the rate of 68% from the South Region data. The data from the 2024 Adult Medicaid shows the “rating of health care” rate of 47% is significantly lower (7%; 9%) than rates in both the 2023 NCBD and South Region data. The 2024 Adult Medicaid also shows the “rating of health plan” rate of 48% is significantly lower (12%; 13%) than rates in both the 2023 NCBD and South Region data.

The 2024 Adult Medicaid data shows the “coordination of care” summary question rate of 59% is non-significantly higher (2%) than the rate of 57% from the 2023 NCBD data.

There are no significant differences in the effectiveness of care measures “advising smokers and tobacco users to quit,” “discussing cessation strategies,” or “discussing cessation strategies,” although rates from the 2024 Adult Medicaid data are either the same as or non-significantly higher than rates from both 2023 NCBD and South Region data. These results are depicted in **Figure 3**.

**TABLE 7. Comparisons with benchmark data — Adult Medicaid survey**

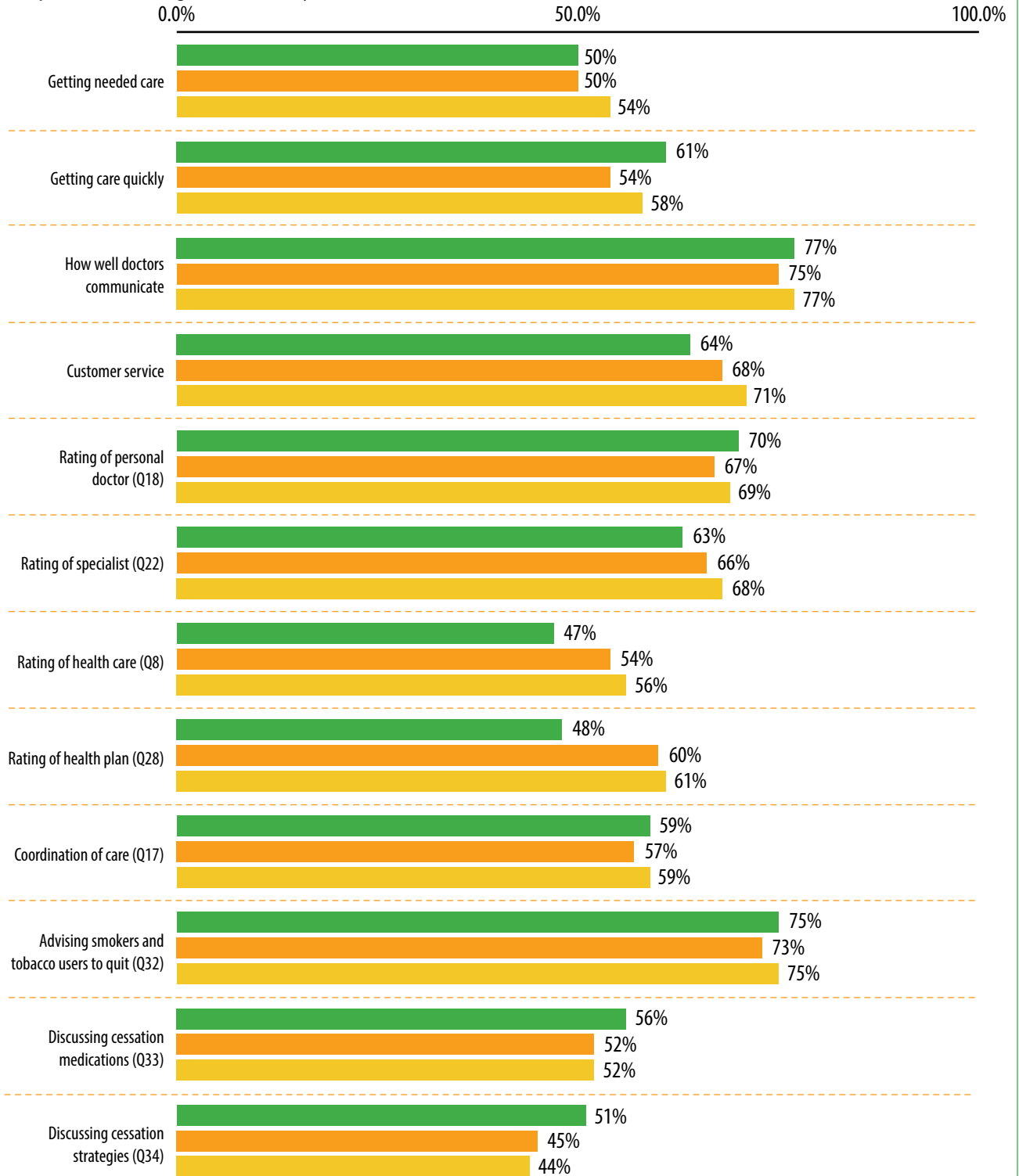
| COMPOSITES AND COMPONENTS  | 2024 ADULT SUMMARY RATE | 2023 NCBD RATE | 2023 NCBD SOUTH REGION | SIGNIFICANT DIFFERENCE      |                           |
|--|-------------------------|----------------|------------------------|-----------------------------|---------------------------|
|  |                         |                |                        | ADULT MEDICAID VS. NCBD     | ADULT MEDICAID VS. REGION |
| <b>Getting needed care</b>   | <b>50%</b>              | <b>50%</b>     | <b>54%</b>             | <i>Not Significant</i>      | <i>Not Significant</i>    |
| Q20. Seeing a specialist   | 47%                     | 48%            | 52%                    | Not Significant             | Not Significant           |
| Q9. Getting care, tests, or treatment                                | 54%                     | 52%            | 57%                    | Not Significant             | Not Significant           |
| <b>Getting care quickly</b>  | <b>61%</b>              | <b>54%</b>     | <b>58%</b>             | <b>Significantly higher</b> | <i>Not Significant</i>    |
| Q4. Obtaining care right away for an illness/injury/condition        | 62%                     | 58%            | 60%                    | Not Significant             | Not Significant           |
| Q6. Obtaining check-up or routine care appointment as soon as needed | 59%                     | 50%            | 55%                    | Significantly higher        | Not Significant           |
| <b>How well doctors communicate</b>                                  | <b>77%</b>              | <b>75%</b>     | <b>77%</b>             | <i>Not Significant</i>      | <i>Not Significant</i>    |
| Q12. Doctors explaining things in an understandable way              | 76%                     | 74%            | 76%                    | Not Significant             | Not Significant           |
| Q13. Doctors listening carefully to you                              | 78%                     | 76%            | 78%                    | Not Significant             | Not Significant           |
| Q14. Doctors showing respect for what you had to say                 | 82%                     | 81%            | 83%                    | Not Significant             | Not Significant           |
| Q15. Doctors spending enough time with you                           | 72%                     | 69%            | 71%                    | Not Significant             | Not Significant           |
| <b>Customer service</b>  | <b>64%</b>              | <b>68%</b>     | <b>71%</b>             | <i>Not Significant</i>      | <i>Not Significant</i>    |
| Q24. Getting help when calling customer service                      | 55%                     | 57%            | 60%                    | Not Significant             | Not Significant           |
| Q25. Treated with courtesy and respect                               | 73%                     | 78%            | 81%                    | Not Significant             | Significantly lower       |
| <b>RATING ITEMS</b>  |                         |                |                        |                             |                           |
| <b>Rating of personal doctor (Q18)</b>                               | 70%                     | 67%            | 69%                    | Not Significant             | Not Significant           |
| <b>Rating of specialist (Q22)</b>                                    | 63%                     | 66%            | 68%                    | Not Significant             | Not Significant           |
| <b>Rating of health care (Q8)</b>                                    | 47%                     | 54%            | 56%                    | Significantly lower         | Significantly lower       |
| <b>Rating of health plan (Q28)</b>                                   | 48%                     | 60%            | 61%                    | Significantly lower         | Significantly lower       |
| <b>QUESTION SUMMARY RATES</b>  |                         |                |                        |                             |                           |
| <b>Q17. Coordination of care</b>                                     | 59%                     | 57%            | 59%                    | Not significant             | Not significant           |
| <b>EFFECTIVENESS OF CARE</b>   |                         |                |                        |                             |                           |
| <b>Q32. Advising smokers and tobacco users to quit</b>               | 75%                     | 73%            | 75%                    | Not Significant             | Not Significant           |
| <b>Q33. Discussing cessation medications</b>                         | 56%                     | 52%            | 52%                    | Not Significant             | Not Significant           |
| <b>Q34. Discussing cessation strategies</b>                          | 51%                     | 45%            | 44%                    | Not Significant             | Not Significant           |

FIGURE 3. (ADULT MEDICAID)

# Benchmark Comparison Chart



Composites and ratings of beneficiary satisfaction





# Demographic Analysis

At the end of the 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 level, 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 8. 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                        |       | 76.8% |       | 88.9% |       | 75.8% |             | 83.7% | 13.1%  |
| Getting care quickly                       |       | 82.1% |       | 85.0% |       | 81.0% |             | 89.7% | 8.8%   |
| How well doctors communicate               |       | 97.5% |       | 96.1% |       | 88.3% |             | 90.6% | 9.2%   |
| Customer service                           |       | 79.5% |       | 92.9% |       | 79.4% |             | 90.0% | 13.4%  |
| Rating of personal doctor                  | 99    | 77.8% | 70    | 87.1% | 101   | 80.2% | 186         | 80.1% | 9.4%   |
| Rating of specialist                       | 39    | 74.4% | 34    | 85.3% | 52    | 76.9% | 113         | 76.1% | 10.9%  |
| Rating of health care                      | 84    | 67.9% | 61    | 65.6% | 86    | 62.8% | 150         | 64.0% | 5.1%   |
| Rating of health plan                      | 119   | 69.7% | 76    | 68.4% | 112   | 56.3% | 206         | 59.7% | 13.5%  |
| Coordination of care                       | 39    | 84.6% | 31    | 93.5% | 55    | 72.7% | 100         | 85.0% | 20.8%  |
| Advising smokers and tobacco users to quit | 21    | 52.4% | 31    | 74.2% | 56    | 71.4% | 84          | 84.5% | 32.1%  |
| Discussing cessation medications           | 20    | 30.0% | 31    | 51.6% | 55    | 58.2% | 85          | 62.4% | 32.4%  |
| Discussing cessation strategies            | 21    | 28.6% | 31    | 58.1% | 54    | 50.0% | 85          | 52.9% | 29.5%  |

\*Rounding occurs after calculations.

Results from **Table 8** show that among the composite measures, the “getting care quickly” composite recorded the smallest range with a difference of 8.8% between age categories. The “customer service” composite recorded the largest range between age categories with respondents ages “35–44” at the high end (92.9%) and respondents ages “45–54” at the low end (79.4%). Of the ratings, the “rating of health plan” had the largest range with a difference of 13.5% between respondents ages “45–54” at the low end and ages “18–34” at the high end.

The “coordination of care” range had a 20.8% difference between age groups. The “discussing cessation medications” measure recorded a range of 32.4%, 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. Some age groups had a small number of respondents, which warrants caution when making conclusions based on these small numbers.

**TABLE 9. 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                        |                              | 81.6% |                      | 82.4% | 0.8%   |
| Getting care quickly                       |                              | 85.8% |                      | 83.5% | 2.4%   |
| How well doctors communicate               |                              | 91.6% |                      | 93.4% | 1.8%   |
| Customer service                           |                              | 86.9% | *                    | 81.0% | 6.0%   |
| Rating of personal doctor                  | 344                          | 81.1% | 110                  | 79.1% | 2.0%   |
| Rating of specialist                       | 177                          | 75.7% | 62                   | 80.6% | 4.9%   |
| Rating of health care                      | 283                          | 64.0% | 95                   | 67.4% | 3.4%   |
| Rating of health plan                      | 391                          | 63.7% | 118                  | 59.3% | 4.4%   |
| Coordination of care                       | 166                          | 82.5% | 61                   | 85.2% | 2.7%   |
| Advising smokers and tobacco users to quit | 153                          | 77.8% | 40                   | 67.5% | 10.3%  |
| Discussing cessation medications           | 152                          | 59.2% | 40                   | 47.5% | 11.7%  |
| Discussing cessation strategies            | 152                          | 52.0% | 40                   | 47.5% | 4.5%   |

\*Rounding occurs after calculations.

All composite measures, seen in **Table 9**, between education levels had ranges of 6.0% or less. Of the composites, the “getting needed care” composite percentages show the least amount of variation between beneficiary education levels, with a 0.8% difference. The “customer service” composite had the greatest range between education levels at 6.0%, with the “high school graduate or less” respondents at the high end (86.9%). The “rating of personal doctor” had the smallest range of rating questions at 2.0% between education levels, followed by the “rating of health care” at 3.4%.

The “coordination of care” measure is higher for those respondents reporting as “some college or more” (85.2%) compared to respondents with “high school graduate or less” (82.5%). The “advising smokers and tobacco users to quit” had a lower percentage in the “some college or more” education category (67.5%) compared to those with less education (77.8%). The “discussing cessation medications” summary rate is higher for the “high school graduate or less” category of respondents (59.2%) than for respondents with more education (47.5%). The “discussing cessation strategies” summary rate was higher for the “high school graduate or less” education category (52.0%) when compared with the “some college or more” rate (47.5%).

**TABLE 10. Adult Medicaid composite, ratings, and summary questions by gender**

| GENDER                                     | MALE |       | FEMALE |       | RANGE* |
|--|------|-------|--------|-------|--------|
|  | n    | %     | n      | %     |        |
| Getting needed care                        |      | 82.7% |        | 80.9% | 1.8%   |
| Getting care quickly                       |      | 87.4% |        | 83.8% | 3.5%   |
| How well doctors communicate               |      | 94.4% |        | 90.9% | 3.5%   |
| Customer service                           |      | 85.0% |        | 86.4% | 1.4%   |
| Rating of personal doctor                  | 187  | 82.9% | 267    | 79.4% | 3.5%   |
| Rating of specialist                       | 94   | 79.8% | 143    | 76.2% | 3.6%   |
| Rating of health care                      | 150  | 69.3% | 229    | 62.9% | 6.5%   |
| Rating of health plan                      | 220  | 64.5% | 290    | 61.7% | 2.8%   |
| Coordination of care                       | 85   | 81.2% | 138    | 84.1% | 2.9%   |
| Advising smokers and tobacco users to quit | 93   | 73.1% | 99     | 76.8% | 3.6%   |
| Discussing cessation medications           | 92   | 54.3% | 99     | 57.6% | 3.2%   |
| Discussing cessation strategies            | 92   | 44.6% | 99     | 55.6% | 11.0%  |

\*Rounding occurs after calculations.

Of composites from **Table 10**, both “getting care quickly” and “how well doctors communicate” composites have the largest range with a difference of 3.5% between genders, with “male” respondents on the high end in both composites (87.4% and 94.4%, respectively). The “customer service” composite has the smallest difference of 1.4% amongst all the composites between genders. The “rating of health plan” has a small range of 2.8%, while the “rating of health care” has a large range difference between genders at 6.5%.

The “coordination of care” measure is lower for males (81.2%) than females (84.1%). There are more female smokers and tobacco users than male users, and only a difference of 3.6% of respondents reported being advised to quit. Higher proportions of females reported “discussing cessation medications” (57.6%) and “discussing cessation strategies” (55.6%) with their providers than males.

**TABLE 11. Adult Medicaid composite, ratings, and summary questions by race**

| RACE                                       | WHITE |       | BLACK OR AFRICAN-AMERICAN |       | OTHER |       | RANGE* |
|--|-------|-------|---------------------------|-------|-------|-------|--------|
|  | n     | %     | n                         | %     | n     | %     |        |
| Getting needed care                        |       | 80.9% |                           | 87.0% |       | 76.9% | 10.2%  |
| Getting care quickly                       |       | 85.2% |                           | 86.7% |       | 82.9% | 3.8%   |
| How well doctors communicate               |       | 90.0% |                           | 97.8% |       | 92.5% | 7.9%   |
| Customer service                           |       | 86.8% |                           | 84.1% |       | 83.3% | 3.5%   |
| Rating of personal doctor                  | 307   | 76.9% | 107                       | 89.7% | 45    | 84.4% | 12.8%  |
| Rating of specialist                       | 161   | 76.4% | 52                        | 78.8% | 27    | 77.8% | 2.4%   |
| Rating of health care                      | 249   | 61.0% | 90                        | 75.6% | 43    | 67.4% | 14.5%  |
| Rating of health plan                      | 330   | 63.6% | 128                       | 64.8% | 57    | 50.9% | 14.0%  |
| Coordination of care                       | 150   | 81.3% | 55                        | 87.3% | 24    | 87.5% | 6.2%   |
| Advising smokers and tobacco users to quit | 136   | 75.0% | 41                        | 80.5% | 16    | 62.5% | 18.0%  |
| Discussing cessation medications           | 134   | 53.7% | 41                        | 68.3% | 17    | 47.1% | 21.2%  |
| Discussing cessation strategies            | 134   | 50.0% | 41                        | 58.5% | 17    | 35.3% | 23.2%  |

\*Rounding occurs after calculations.

In **Table 11**, the “getting needed care” composite registered the widest range of 10.2% among race categories. Respondents in the “Black or African-American” race category reported higher scores in the “getting needed care” (87.0%), “getting care quickly” (86.7%), and “how well doctors communicate” (97.8%) composites when compared to the other race categories. Respondents identifying as “white” gave higher scores in the “customer service” (86.8%) composite.

The “rating of health care” has the greatest range of 14.5% between races, with respondents identifying as “Black or African-American” at the high end (75.6%), while those identifying as “white” at the low end (61.0%). Smaller numbers of respondents are found in the “other” race category within rating and summary questions, so caution should be applied when drawing inferences. The “coordination of care” measure received the highest score from those identifying as “other” (87.5%).

In the effectiveness of care measures, all measures had large range values. “Discussing cessation strategies” had the greatest range with a difference of 23.2% between groups in this measure, with “Black or African-American” respondents providing the highest measure (58.5%). Results should be viewed with caution as numbers are small within the “other” race category.

**TABLE 12. Adult Medicaid composite, ratings, and summary questions by overall health status**

| OVERALL HEALTH STATUS                      | EXCELLENT/<br>VERY GOOD |       | GOOD |       | FAIR/POOR |       | RANGE* |
|--|-------------------------|-------|------|-------|-----------|-------|--------|
|  | n                       | %     | n    | %     | n         | %     |        |
| Getting needed care                        |                         | 87.8% |      | 86.3% |           | 78.7% | 9.2%   |
| Getting care quickly                       |                         | 89.4% |      | 85.2% |           | 84.8% | 4.6%   |
| How well doctors communicate               |                         | 97.7% |      | 95.2% |           | 89.4% | 8.3%   |
| Customer service                           |                         | 90.9% |      | 90.0% |           | 81.1% | 9.8%   |
| Rating of personal doctor                  | 75                      | 85.3% | 113  | 80.5% | 264       | 78.4% | 6.9%   |
| Rating of specialist                       | 20                      | 95.0% | 57   | 84.2% | 158       | 72.8% | 22.2%  |
| Rating of health care                      | 60                      | 81.7% | 91   | 71.4% | 225       | 58.2% | 23.4%  |
| Rating of health plan                      | 94                      | 77.7% | 130  | 66.9% | 286       | 55.2% | 22.4%  |
| Coordination of care                       | 21                      | 95.2% | 47   | 83.0% | 155       | 81.3% | 13.9%  |
| Advising smokers and tobacco users to quit | 15                      | 46.7% | 48   | 70.8% | 129       | 79.8% | 33.2%  |
| Discussing cessation medications           | 14                      | 50.0% | 47   | 42.6% | 130       | 62.3% | 19.8%  |
| Discussing cessation strategies            | 14                      | 42.9% | 48   | 47.9% | 129       | 52.7% | 9.9%   |

\*Rounding occurs after calculations.

Shown in **Table 12**, the “customer service” composite had the widest range amongst composite questions at 9.8%, followed by the “getting needed care” composite at 9.2% 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” composite (97.7%).

Those respondents who perceived their health status as “fair/poor” had the lowest percentage of positive measures in the rating of “health plan” (55.2%), compared to the respondents who perceived their health status as “excellent/very good” (77.7%) The rating of “health care” had the largest range amongst all rating questions at 23.4%.

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 from this data. “Advising smokers and tobacco users to quit” had the widest range between health status categories at 33.2%. Respondents in the “fair/poor” health status category had greater proportions of positive responses for “advising smokers and tobacco users to quit” (79.8%).

**TABLE 13. Adult Medicaid composite, ratings, and summary questions by overall mental health status**

| OVERALL MENTAL HEALTH STATUS               | EXCELLENT/<br>VERY GOOD |       | GOOD |       | FAIR/POOR |       | RANGE* |
|--|-------------------------|-------|------|-------|-----------|-------|--------|
|  | n                       | %     | n    | %     | n         | %     |        |
| Getting needed care                        |                         | 88.6% |      | 83.3% |           | 77.6% | 11.0%  |
| Getting care quickly                       |                         | 89.2% |      | 84.3% |           | 84.1% | 5.1%   |
| How well doctors communicate               |                         | 96.9% |      | 93.7% |           | 88.6% | 8.3%   |
| Customer service                           |                         | 87.9% |      | 91.4% |           | 79.3% | 12.1%  |
| Rating of personal doctor                  | 108                     | 85.2% | 140  | 83.6% | 208       | 75.5% | 9.7%   |
| Rating of specialist                       | 57                      | 86.0% | 71   | 77.5% | 110       | 71.8% | 14.1%  |
| Rating of health care                      | 88                      | 75.0% | 112  | 69.6% | 178       | 57.3% | 17.7%  |
| Rating of health plan                      | 124                     | 75.8% | 162  | 66.0% | 228       | 52.6% | 23.2%  |
| Coordination of care                       | 52                      | 92.3% | 65   | 89.2% | 109       | 75.2% | 17.1%  |
| Advising smokers and tobacco users to quit | 32                      | 59.4% | 59   | 74.6% | 103       | 80.6% | 21.2%  |
| Discussing cessation medications           | 31                      | 41.9% | 59   | 61.0% | 103       | 58.3% | 19.1%  |
| Discussing cessation strategies            | 31                      | 41.9% | 59   | 50.8% | 103       | 53.4% | 11.5%  |

\*Rounding occurs after calculations.

Results from **Table 13** convey the “customer service” composite had the largest range among composites of 12.1% between mental health status categories, with the highest percentage (91.4%) coming from those identifying as having “good” overall mental health status. “Getting needed care” had the next largest range of composites at 11.0%, with beneficiaries identifying as having “excellent/very good” mental health status at the high end (88.6%) and those who identified their mental health status as “fair/poor” at the low end (77.6%).

Two rating questions have large ranges of over 17.0% between the different categories of mental health status “rating of health care” and “rating of health plan.” The widest range of 23.2% occurs in the “rating of health plan,” with those at the low end (52.6%) perceiving their mental health status as “fair/poor” at the low end, while those at the high end (75.8%) perceived their mental health status as “excellent/very good.”

The “coordination of care” high measure (92.3%) is from those who perceived their overall mental health status as “excellent/very good.”

The effectiveness of care measures show a wide range in the “advising smokers and tobacco users to quit” question, with a high percentage (80.6%) coming from those who perceived their overall mental health status as “fair/poor.” Those who perceived their mental health status as “excellent/very good” had lower measures in all questions pertaining to the effectiveness of care.

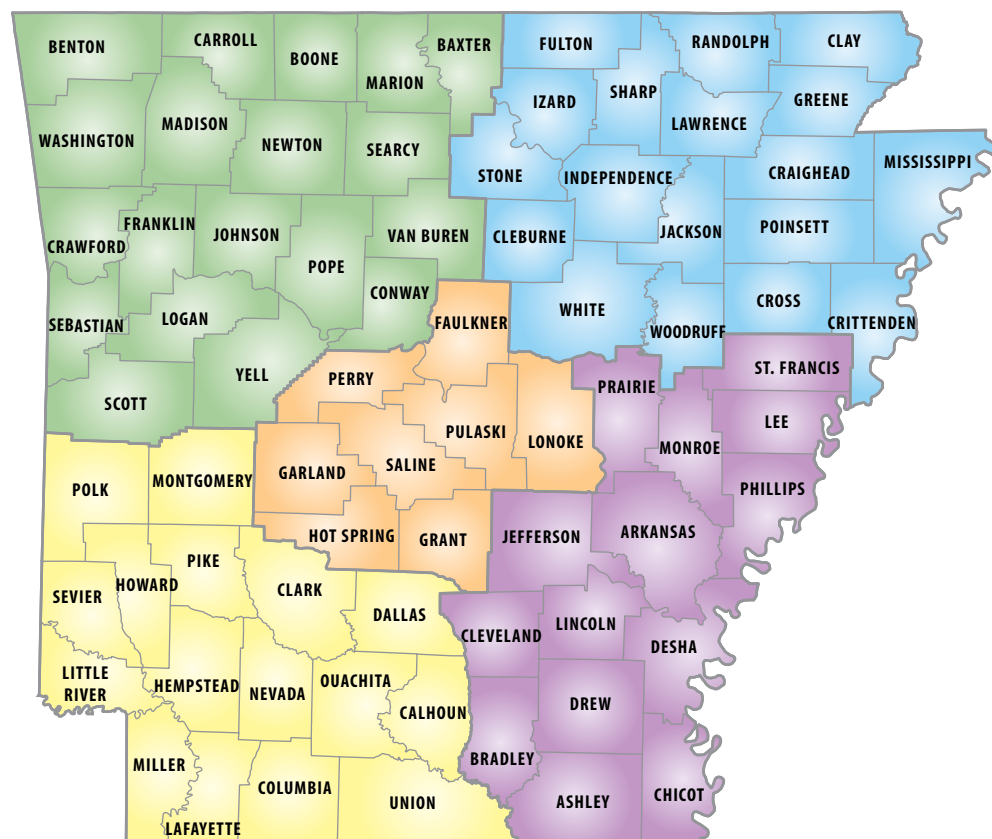
# State and Regional Analysis

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 (**Table 14**) shows 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 14. 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 | 91      | 8.5  | 133       | 8.4  | 103       | 8.9  | 71        | 8.9  | 65        | 8.9  | 463       | 8.7  |
| Specialist      | 52      | 8.2  | 60        | 8.2  | 58        | 8.6  | 39        | 8.6  | 32        | 9.1  | 241       | 8.5  |
| Health care     | 81      | 7.5  | 103       | 8.0  | 89        | 7.6  | 61        | 7.7  | 51        | 8.1  | 385       | 7.8  |
| Health plan     | 102     | 7.4  | 146       | 7.8  | 119       | 7.6  | 81        | 7.4  | 70        | 7.9  | 518       | 7.6  |

Statewide, the mean rating scores were highest for “personal doctor” (8.7) and “specialist” (8.5) by adult Medicaid beneficiaries (**Table 14**). The range of means across all regions was 9.1—7.4 for adult Medicaid beneficiaries. The low mean score of 7.4 is for “health plan” in the Southwest and Central regions, and the high mean score of 9.1 is for “specialist” in the Southeast region.



## UTILIZATION OF SERVICES

The questionnaire contained several questions asking whether beneficiaries used various health care services in the previous six months. The following table (**Table 15**) shows the percentage of respondents that utilized these different health care services.

| 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       | 102     | 79% | 147       | 71% | 118       | 75% | 79        | 77% | 70        | 74% | 516       | 75% |
| Three or more visits to doctor, in person, by phone, or by video          | 102     | 43% | 147       | 41% | 118       | 47% | 79        | 41% | 70        | 49% | 516       | 44% |
| Visiting personal doctor at least once, in person, by phone, or by video  | 87      | 86% | 135       | 83% | 106       | 84% | 72        | 90% | 64        | 86% | 464       | 85% |
| Three or more visits to personal doctor, in person, by phone, or by video | 87      | 39% | 135       | 39% | 106       | 37% | 72        | 50% | 64        | 45% | 464       | 41% |
| Seeking routine medical care, in person, by phone, or by video            | 103     | 80% | 146       | 72% | 121       | 64% | 80        | 68% | 73        | 71% | 523       | 71% |
| Needing medical care for illness/injury                                   | 103     | 46% | 149       | 51% | 122       | 48% | 80        | 54% | 73        | 49% | 527       | 50% |
| Seeking specialist care   | 105     | 52% | 148       | 45% | 120       | 53% | 80        | 53% | 72        | 47% | 525       | 50% |

For adult Medicaid beneficiaries statewide, “visiting personal doctor at least once, in person, by phone, or by video” recorded the highest statewide utilization rate (85%), followed by “visiting the doctor at least once, in person, by phone, or by video” (75%), and “seeking routine medical care, in person, by phone, or by video” (71%) (**Table 15**). The least utilized service statewide was “three or more visits to personal doctor, in person, by phone, or by video” (41%), followed by “three or more visits to doctor, in person, by phone, or by video” (44%). “Needing medical care for illness/injury” and “seeking specialist care” both had a statewide rate of 50%.

“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” and “seeking routine medical care, in person, by phone, or by video” services were used most in the Central region when compared with other regions in **Table 15**. 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 “needing medical care for illness/injury” in the Southwest region. “Three or more visits to doctor, in person, by phone, or by video” was the most utilized service among the state in the Southeast region. The Northeast region matched the Southwest region in utilization of “seeking specialist care” (53%).

# 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   | 514       | 100.00  | 514                  | 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 2023 QAP assessment of Question 1 responses of "No" or those left blank can be eligible for analysis if member indicates coverage in plan.

| Q3) In the last 6 months, did you have an illness, injury, or condition that needed care right away? |           |         |                      |                    |
|--|-----------|---------|----------------------|--------------------|
| Q3   | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
| Yes  | 261       | 49.53   | 261                  | 49.53              |
| No   | 266       | 50.47   | 527                  | 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  | 4         | 1.58    | 4                    | 1.58               |
| Sometimes  | 38        | 15.02   | 42                   | 16.60              |
| Usually  | 54        | 21.34   | 96                   | 37.94              |
| Always   | 157       | 62.06   | 253                  | 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  | 371       | 70.94   | 371                  | 70.94              |
| No   | 152       | 29.06   | 523                  | 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         | 0.84    | 3                    | 0.84               |
| Sometimes | 44        | 12.32   | 47                   | 13.17              |
| Usually   | 98        | 27.45   | 145                  | 40.62              |
| Always    | 212       | 59.38   | 357                  | 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 |
|------------------|-----------|---------|----------------------|--------------------|
| 0 None           | 129       | 25.00   | 129                  | 25.00              |
| 1 time           | 68        | 13.18   | 197                  | 38.18              |
| 2                | 93        | 18.02   | 290                  | 56.20              |
| 3                | 69        | 13.37   | 359                  | 69.57              |
| 4                | 44        | 8.53    | 403                  | 78.10              |
| 5 to 9           | 82        | 15.89   | 485                  | 93.99              |
| 10 or more times | 31        | 6.01    | 516                  | 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 | 4         | 1.04    | 4                    | 1.04               |
| 1                            | 4         | 1.04    | 8                    | 2.08               |
| 2                            | 8         | 2.08    | 16                   | 4.16               |
| 3                            | 11        | 2.86    | 27                   | 7.01               |
| 4                            | 13        | 3.38    | 40                   | 10.39              |
| 5                            | 40        | 10.39   | 80                   | 20.78              |
| 6                            | 14        | 3.64    | 94                   | 24.42              |
| 7                            | 41        | 10.65   | 135                  | 35.06              |
| 8                            | 70        | 18.18   | 205                  | 53.25              |
| 9                            | 47        | 12.21   | 252                  | 65.45              |
| 10 Best health Care possible | 133       | 34.55   | 385                  | 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     | 8         | 2.09    | 8                    | 2.09               |
| Sometimes | 57        | 14.88   | 65                   | 16.97              |
| Usually   | 111       | 28.98   | 176                  | 45.95              |
| Always    | 207       | 54.05   | 383                  | 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 | 476       | 90.84   | 476                  | 90.84              |
| No  | 48        | 9.16    | 524                  | 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 |
|------------------|-----------|---------|----------------------|--------------------|
| 0 None           | 68        | 14.66   | 68                   | 14.66              |
| 1 time           | 105       | 22.63   | 173                  | 37.28              |
| 2                | 100       | 21.55   | 273                  | 58.84              |
| 3                | 68        | 14.66   | 341                  | 73.49              |
| 4                | 48        | 10.34   | 389                  | 83.84              |
| 5 to 9           | 56        | 12.07   | 445                  | 95.91              |
| 10 or more times | 19        | 4.09    | 464                  | 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     | 9         | 2.28    | 9                    | 2.28               |
| Sometimes | 20        | 5.06    | 29                   | 7.34               |
| Usually   | 67        | 16.96   | 96                   | 24.30              |
| Always    | 299       | 75.70   | 395                  | 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     | 8         | 2.03    | 8                    | 2.03               |
| Sometimes | 19        | 4.82    | 27                   | 6.85               |
| Usually   | 61        | 15.48   | 88                   | 22.34              |
| Always    | 306       | 77.66   | 394                  | 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     | 8         | 2.03    | 8                    | 2.03               |
| Sometimes | 17        | 4.31    | 25                   | 6.35               |
| Usually   | 44        | 11.17   | 69                   | 17.51              |
| Always    | 325       | 82.49   | 394                  | 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     | 14        | 3.55    | 14                   | 3.55               |
| Sometimes | 29        | 7.36    | 43                   | 10.91              |
| Usually   | 69        | 17.51   | 112                  | 28.43              |
| Always    | 282       | 71.57   | 394                  | 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 | 231       | 58.93   | 231                  | 58.93              |
| No  | 161       | 41.07   | 392                  | 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     | 9         | 3.93    | 9                    | 3.93               |
| Sometimes | 29        | 12.66   | 38                   | 16.59              |
| Usually   | 56        | 24.45   | 94                   | 41.05              |
| Always    | 135       | 58.95   | 229                  | 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 | 4         | 0.86    | 4                    | 0.86               |
| 1                                | 5         | 1.08    | 9                    | 1.94               |
| 2                                | 5         | 1.08    | 14                   | 3.02               |
| 3                                | 2         | 0.43    | 16                   | 3.46               |
| 4                                | 5         | 1.08    | 21                   | 4.54               |
| 5                                | 24        | 5.18    | 45                   | 9.72               |
| 6                                | 17        | 3.67    | 62                   | 13.39              |
| 7                                | 29        | 6.26    | 91                   | 19.65              |
| 8                                | 47        | 10.15   | 138                  | 29.81              |
| 9                                | 83        | 17.93   | 221                  | 47.73              |
| 10 Best personal doctor possible | 242       | 52.27   | 463                  | 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 | 261       | 49.71   | 261                  | 49.71              |
| No  | 264       | 50.29   | 525                  | 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     | 13        | 5.06    | 13                   | 5.06               |
| Sometimes | 37        | 14.40   | 50                   | 19.46              |
| Usually   | 87        | 33.85   | 137                  | 53.31              |
| Always    | 120       | 46.69   | 257                  | 100.00             |

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

| Q21                   | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------------|-----------|---------|----------------------|--------------------|
| 0 None                | 11        | 4.33    | 11                   | 4.33               |
| 1 specialist          | 119       | 46.85   | 130                  | 51.18              |
| 2                     | 57        | 22.44   | 187                  | 73.62              |
| 3                     | 38        | 14.96   | 225                  | 88.58              |
| 4                     | 13        | 5.12    | 238                  | 93.70              |
| 5 or more specialists | 16        | 6.30    | 254                  | 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 |
|-----------------------------|-----------|---------|----------------------|--------------------|
| 1 Worst specialist possible | 5         | 2.07    | 5                    | 2.07               |
| 2                           | 3         | 1.24    | 8                    | 3.32               |
| 3                           | 3         | 1.24    | 11                   | 4.56               |
| 4                           | 2         | 0.83    | 13                   | 5.39               |
| 5                           | 13        | 5.39    | 26                   | 10.79              |
| 6                           | 7         | 2.90    | 33                   | 13.69              |
| 7                           | 22        | 9.13    | 55                   | 22.82              |
| 8                           | 33        | 13.69   | 88                   | 36.51              |
| 9                           | 43        | 17.84   | 131                  | 54.36              |
| 10 Best specialist possible | 110       | 45.64   | 241                  | 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 | 117       | 22.20   | 117                  | 22.20              |
| No  | 410       | 77.80   | 527                  | 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     | 4         | 3.54    | 4                    | 3.54               |
| Sometimes | 20        | 17.70   | 24                   | 21.24              |
| Usually   | 27        | 23.89   | 51                   | 45.13              |
| Always    | 62        | 54.87   | 113                  | 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         | 0.88    | 1                    | 0.88               |
| Sometimes | 8         | 7.08    | 9                    | 7.96               |
| Usually   | 22        | 19.47   | 31                   | 27.43              |
| Always    | 82        | 72.57   | 113                  | 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 | 99        | 19.15   | 99                   | 19.15              |
| No  | 418       | 80.85   | 517                  | 100.00             |

| <b>Q27) In the last 6 months, how often were the forms from your health plan easy to fill out?</b> |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q27</b>   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| Never  | 6                | 6.12           | 6                           | 6.12                      |
| Sometimes  | 15               | 15.31          | 21                          | 21.43                     |
| Usually  | 37               | 37.76          | 58                          | 59.18                     |
| Always   | 40               | 40.82          | 98                          | 100.00                    |

| <b>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?</b> |                  |                |                             |                           |
|---|------------------|----------------|-----------------------------|---------------------------|
| <b>Q28</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| 0 Worst health plan possible  | 8                | 1.54           | 8                           | 1.54                      |
| 1   | 9                | 1.74           | 17                          | 3.28                      |
| 2   | 14               | 2.70           | 31                          | 5.98                      |
| 3   | 13               | 2.51           | 44                          | 8.49                      |
| 4   | 19               | 3.67           | 63                          | 12.16                     |
| 5   | 63               | 12.16          | 126                         | 24.32                     |
| 6   | 24               | 4.63           | 150                         | 28.96                     |
| 7   | 44               | 8.49           | 194                         | 37.45                     |
| 8   | 76               | 14.67          | 270                         | 52.12                     |
| 9   | 61               | 11.78          | 331                         | 63.90                     |
| 10 Best health plan possible  | 187              | 36.10          | 518                         | 100.00                    |

| <b>Q29) In general, how would you rate your overall health?</b> |                  |                |                             |                           |
|---|------------------|----------------|-----------------------------|---------------------------|
| <b>Q29</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| Excellent   | 35               | 6.72           | 35                          | 6.72                      |
| Very good   | 62               | 11.90          | 97                          | 18.62                     |
| Good  | 131              | 25.14          | 228                         | 43.76                     |
| Fair  | 184              | 35.32          | 412                         | 79.08                     |
| Poor  | 109              | 20.92          | 521                         | 100.00                    |

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

| Q30       | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------|-----------|---------|----------------------|--------------------|
| Excellent | 54        | 10.29   | 54                   | 10.29              |
| Very good | 73        | 13.90   | 127                  | 24.19              |
| Good      | 162       | 30.86   | 289                  | 55.05              |
| Fair      | 171       | 32.57   | 460                  | 87.62              |
| Poor      | 65        | 12.38   | 525                  | 100.00             |

**Q31) Do you now smoke cigarettes or use tobacco every day, some days, or not at all?**

| Q31        | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| Every day  | 133       | 25.48   | 133                  | 25.48              |
| Some days  | 63        | 12.07   | 196                  | 37.55              |
| Not at all | 321       | 61.49   | 517                  | 99.04              |
| Don't know | 5         | 0.96    | 522                  | 100.00             |

**Q32) 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?**

| Q32       | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------|-----------|---------|----------------------|--------------------|
| Never     | 48        | 24.74   | 48                   | 24.74              |
| Sometimes | 53        | 27.32   | 101                  | 52.06              |
| Usually   | 25        | 12.89   | 126                  | 64.95              |
| Always    | 68        | 35.05   | 194                  | 100.00             |

**Q33) 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? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.**

| Q33       | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------|-----------|---------|----------------------|--------------------|
| Never     | 84        | 43.52   | 84                   | 43.52              |
| Sometimes | 46        | 23.83   | 130                  | 67.36              |
| Usually   | 24        | 12.44   | 154                  | 79.79              |
| Always    | 39        | 20.21   | 193                  | 100.00             |

**Q34) 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.**

| Q34       | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------|-----------|---------|----------------------|--------------------|
| Never     | 95        | 49.22   | 95                   | 49.22              |
| Sometimes | 43        | 22.28   | 138                  | 71.50              |
| Usually   | 26        | 13.47   | 164                  | 84.97              |
| Always    | 29        | 15.03   | 193                  | 100.00             |

**Q35) What is your age?**

| Q35         | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-------------|-----------|---------|----------------------|--------------------|
| 18 to 24    | 64        | 12.17   | 64                   | 12.17              |
| 25 to 34    | 59        | 11.22   | 123                  | 23.38              |
| 35 to 44    | 77        | 14.64   | 200                  | 38.02              |
| 45 to 54    | 115       | 21.86   | 315                  | 59.89              |
| 55 to 64    | 189       | 35.93   | 504                  | 95.82              |
| 65 to 74    | 19        | 3.61    | 523                  | 99.43              |
| 75 or older | 3         | 0.57    | 526                  | 100.00             |

**Q36) Are you male or female?**

| Q36    | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------|-----------|---------|----------------------|--------------------|
| Male   | 222       | 42.37   | 222                  | 42.37              |
| Female | 302       | 57.63   | 524                  | 100.00             |

**Q37) What is the highest grade or level of school that you have completed?**

| Q37                                    | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--|-----------|---------|----------------------|--------------------|
| 8th grade or less                      | 55        | 10.56   | 55                   | 10.56              |
| Some high school, but did not graduate | 103       | 19.77   | 158                  | 30.33              |
| High school graduate or GED            | 243       | 46.64   | 401                  | 76.97              |
| Some college or 2-year degree          | 100       | 19.19   | 501                  | 96.16              |
| 4-year college graduate                | 10        | 1.92    | 511                  | 98.08              |
| More than 4-year college degree        | 10        | 1.92    | 521                  | 100.00             |

| <b>Q38) Are you of Hispanic or Latino origin or descent?</b> |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q38</b>   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| Yes, Hispanic or Latino                                      | 30               | 5.75           | 30                          | 5.75                      |
| No, Not Hispanic or Latino                                   | 492              | 94.25          | 522                         | 100.00                    |

| <b>Q39) What is your race? Mark one or more.</b> |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q39</b>                                       | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| White  | 339              | 64.08          | 339                         | 64.08                     |
| Black or African-American                        | 132              | 24.95          | 471                         | 89.04                     |
| Asian  | 5                | 0.95           | 476                         | 89.98                     |
| Native Hawaiian or other Pacific Islander        | 0                | 0.00           | 476                         | 89.98                     |
| American Indian or Alaska Native                 | 5                | 0.95           | 481                         | 90.93                     |
| Other  | 20               | 3.78           | 501                         | 94.71                     |
| Multiracial                                      | 28               | 5.29           | 529                         | 100.00                    |

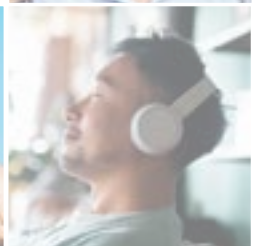
## ADULT MEDICAID SURVEY COMMENTS

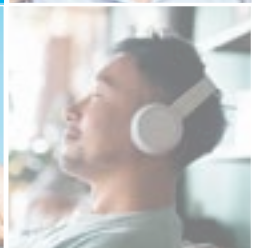
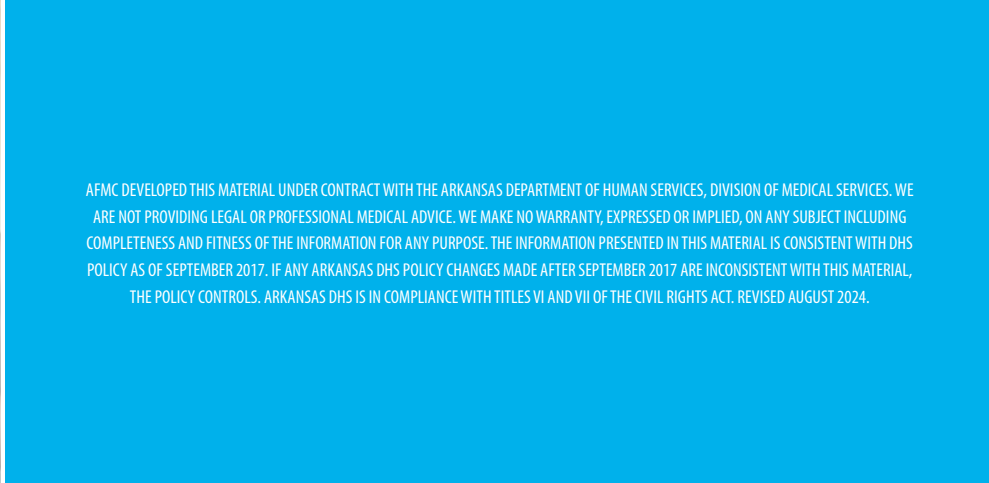
| Satisfaction with Health Plan | Overall Health Status | Age      | Education Level                        | Comments   |
|-------------------------------|-----------------------|----------|--|--|
| -                             | Good                  | 25 to 34 | Some college or 2-year degree          | Q2) I HAVE FULL MEDICAID DUE TO DISABILITY (EPILEPSY); Q7) LOTS OF TELEMEDS AM LOOKING INTO NEUROSURGERY AS POSSIBLE CARE FOR MY EPILEPSY. HAVE BEEN UNDERGOING A LOT OF TESTS; Q18) MY PRIMARY DOCTOR HAS ALWAYS BEEN GREAT. I'VE BEEN SEEING HIM FOR YEARS; Q30) I AM SURROUNDED BY LOTS OF PEOPLE WHO LOVE AND CARE FOR ME. I AM BLESSED. |
| 8-10                          | Very good             | 45 to 54 | -                                      | Q28) BUT WE CAN'T RECEIVE OTHER BENEFITS TO HELP PAY BILLS AND OTHER THINGS. WE ONLY GET ONE SMALL CHECK TO LIVE ON EACH MONTH.  |
| 8-10                          | -                     | 35 to 44 | High school graduate or GED            | MY SON IS AUTISTIC (HIGH FUNCTIONING) I- HIS MOM AND LEGAL GUARDIAN FILLED THIS OUT. HE GETS EXCELLENT CARE FROM ALL HIS DOCTORS;  |
| 8-10                          | Poor                  | 45 to 54 | Some high school, but did not graduate | THIS IS WHAT I RECEIVED IN THE MAIL, WRITTEN IN SPANISH, I CALLED SS NUMBER AND REPORTED IT. UNABLE TO GET MAIL AT **, DON'T HAVE A KEY SO THE POST OFFICE IS HOLDING MY MAIL. Q18) REFUSE TO GIVE ME REFERRALS! DR. ** GIVES ME ALL MY MEDICATION.  |
| 5-7                           | -                     | 45 to 54 | Some college or 2-year degree          | IT IS HARD TO GET SOME MEDICINES APPROVED THROUGH MEDICAID THAT IS REALLY NEEDED AND IN A TIMELY MANNER  |
| 8-10                          | Good                  | 18 to 24 | High school graduate or GED            | PLEASE NOTE IN YOUR RECORDS THAT THIS PERSON IS AUTISTIC HIS GUARDIAN FILED THIS OUT BECAUSE YOU WON'T STOP SENDING THEM.  |
| 0-4                           | Fair                  | 25 to 34 | Some college or 2-year degree          | DENTAL AND VISION SHOULD BE INCLUDED AS WELL AS SKIN REDUCTION FOR WEIGHT MANAGEMENT   |
| 8-10                          | Poor                  | 35 to 44 | Some college or 2-year degree          | Q19) I RECENTLY HAD A HEART TEST. DO NOT KNOW RESULTS YET.   |

| Satisfaction with Health Plan | Overall Health Status | Age      | Education Level                        | Comments  |
|-------------------------------|-----------------------|----------|--|---|
| 0-4                           | Fair                  | 55 to 64 | Some college or 2-year degree          | I WOULD LIKE TO ADD WHEN I AM REFERED TO HAVE A TEST DONE LIKE A CT OR BLOOD WORK, MY DOCTORS ALWAYS GET A PA BUT I SOMETIMES RECEIVE BILLS THAT I CAN NOT PAY. I THINK THERE SHOULD BE A WAY TO KNOW PRIOR TO HAVING THE TESTS DONE, IF THERE WOULD BE A BILL TO ME; Q8) WHEN YOU NEED SO MANY PA, IT SLOWS DOWN THE HEALTHCARE YOU NEED AT THAT TIME. |
| 5-7                           | Fair                  | 55 to 64 | 8th grade or less                      | ONLY GIVING ME TO VISIT A YEAR WITH MY FOOT DOCTOR, AND I AM HAVING RECURRING ULCERS ON MY FEET AND I THINK I OWE MONEY. I NEED MORE VISIT A YEAR PLEASE. DR ** IN RUSSELLVILLE AR. IS MY DOCTOR. IF COULD PLEASE GET THIS CLEARED UP. MY FEET ARE NOT GOOD. THANK YOU  |
| 8-10                          | Very good             | 45 to 54 | High school graduate or GED            | Q18) JUST HARD TO GET AN APPOINTMENT  |
| 0-4                           | Good                  | 45 to 54 | High school graduate or GED            | YOU DIDN'T ASK BUT WEIGHT LOSE OTHER THAN PILLS, BETTER DENTAL FOR DENTURES OR EVEN BETTER DENTURES. INFORMATION ON BENEFITS.   |
| 0-4                           | Fair                  | 45 to 54 | -                                      | Q27) I ALWAYS CALLED IN WHEN I NEEDED TO SEE THE DOCTOR; Q32) I DON'T SMOKE OR DRINK OR DO DRUGS I NEVER HAVE IN MY ENTIRE LIFE.  |
| 8-10                          | Poor                  | 55 to 64 | Some high school, but did not graduate | Q18) EVERYTIME I GO THERE'S A DIFFERENT PCP   |
| 8-10                          | Good                  | 55 to 64 | Some college or 2-year degree          | Q12) DISAPPOINTED IN MY SNAP REDUCTION OF BENEFITS; Q20) CANCELLED THE APPT I DESPERATELY NEEDED. MY SPECIALIST CANCELLED LAST MINUTE; Q28) SINCE I'M DISABLED MY DENTAL SHOULD HAVE BEEN CONTINUED. DISCONTINUED WITHOUT NOTIFICATION.   |
| 0-4                           | Poor                  | 35 to 44 | 4-year college graduate                | THIS IS THE FIRST TIME I'VE EVER RATED A "PERSONAL DR" THIS HIGH. THEY ARE ALL TYPICAL TRASH INCLUDING SPECIALISTS. OUR HEALTH CARE IS A JOKE!  |

| Satisfaction with Health Plan | Overall Health Status | Age      | Education Level                        | Comments  |
|-------------------------------|-----------------------|----------|--|---|
| 0-4                           | Poor                  | 45 to 54 | Some college or 2-year degree          | WHEN MY SPECIALIST PRESCRIBED MEDICATION FOR MY MIGRAINES, THE MIGRAINES I HAVE HAD FOR ALMOST 40 YEARS, THE MEDS WERE NOT APPROVED EVEN THOUGH I HAVE TRIED THE SUGGESTED MEDS BY MEDICAID. MY DR WANTS ME ON 140 MG BUT ONLY 70 MG WAS APPROVED AFTER ALMOST A YEAR OF DENIALS.   |
| 8-10                          | -                     | 45 to 54 | High school graduate or GED            | Q22) ONE OF THEM DIDN'T KNOW WHAT THEY WERE TALKING ABOUT   |
| 8-10                          | Fair                  | 35 to 44 | Some high school, but did not graduate | Q8) ONLY ISSUE IS HOW HARD TO GET APPROVED MEDICINE IF YOU DON'T HAVE A MED TEAM FIGHT FOR YOU;   |
| 5-7                           | Fair                  | 45 to 54 | High school graduate or GED            | MY MEDICAID DON'T PAY FOR HALF THE STUFF I'M PRESCRIBED. IT IS AWFUL;   |
| 5-7                           | Poor                  | 45 to 54 | Some college or 2-year degree          | THE WORSE PART OF MEDICAID IS 1. A PERSON OR DR. HAS TO JUMP THROUGH SO MANY HOOPS TO GET WHAT IS NEEDED. AND 2. THE LIMIT ON PRESCRIPTIONS AND DR. VISITS.   |
| 8-10                          | Very good             | 25 to 34 | High school graduate or GED            | MY NAME IS ** AND THIS IS A PERSONAL MESSAGE I WOULD LIKE TO GET TO YOU! SO, IN THE LAST YEAR I HAVE CALLED NUMEROUS TIMES, TRYING TO GET MINE AND MY KIDS MEDICAID CARDS. SINCE MY SON WAS BORN, I HAVE HAD PROBLEMS WITH HIS MEDICAID AND YOU GUYS WERE SUPPOSED TO SEND ME HIS NEW CARD AND I STILL HAVEN'T RECEIVED IT. I HAVE NEVER RECEIVED MY MEDICAID CARD SINCE 2020 WITH MY FIRST PREGNANCY. ALSO, I WOULD APPRECIATE A PHONE CALL MAKING SURE ALL MY INFO IS UP TO DATE AND CORRECT AS FOR MY KIDS. ANYWAYS I HAVE NEVER HAD AN ISSUE WITH MY DAUGHTERS. EVERYTHING HAS BEEN EXCELLENT WITH HER, JUST ME AND MY SON. MY INCOME HAS CHANGED TREMENDOUSLY AS I ONLY WORK 30 HOURS A WEEK NOW. SO, I NEED TO GET ALL THAT STRAIGHTENED OUT. |







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