




ARMedicaid

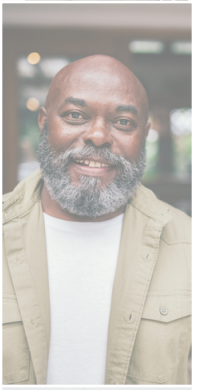
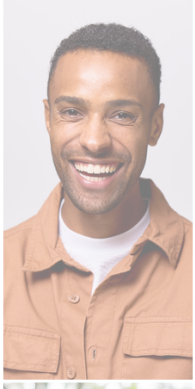
2025

BENEFICIARY SATISFACTION SURVEY RESULTS

Adult Medicaid






DATA COLLECTION AND ANALYSIS BY afmc

ARKANSAS DEPARTMENT OF HUMAN SERVICES



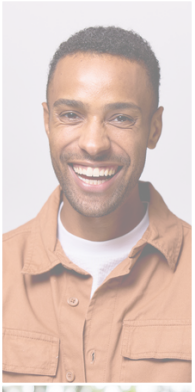













About the Survey

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

The Arkansas Department of Human Services, Division of Medical Services (DMS) manages the Arkansas Medicaid program. Under contract with DMS, AFMC surveys beneficiaries about the type and quality of services they receive from the Arkansas Adult Medicaid program.

The survey asks questions about beneficiaries' satisfaction with their personal doctor, recent health care received, experiences with the Medicaid program and demographics. Data collection occurred from February 2025 through April 2025. AFMC conducted the baseline survey of Medicaid beneficiaries in 1998. This is the 16th survey of this population.





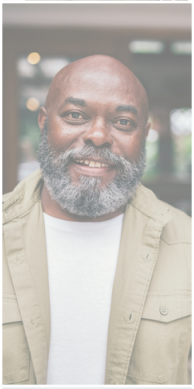

Survey Response Rates

2025	ADULT
Total mailing sent	2,430
Ineligible: According to population criteria*	5
Ineligible: Language barrier*	0
Ineligible: Mentally or physically incapacitated*	0
Ineligible: Deceased*	2
Invalid address*	400
Analyzable sample size	2,023
Refusal	4
Eligible but incomplete (3 of 5 NCQA required questions were not answered)**	5
Nonresponse***	1,515
Analyzable surveys returned	499
Analyzable response rate	24.7%

**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 2024 Volume 3 Specifications for Survey Measures. These surveys are not included in the analyzable surveys returned.*
****Does not include invalid addresses*

Adult beneficiaries are 18 or older as of 12/31/24







Overall Quality and Satisfaction

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

ADULT

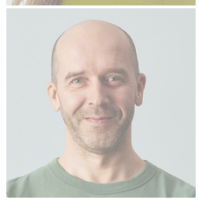
AVERAGE SCORE	2025	2024	2023
Personal doctor	**8.8**	**8.7**	**8.6**
Specialist	**8.5**	**8.5**	**8.6**
Quality of care	**8.0**	**7.8**	**8.1**
Health plan	**7.6**	**7.6**	**7.6**

ADULT

PERCENT	2025	2024	2023
Personal doctor	**83%**	**80%**	**80%**
Specialist	**80%**	**77%**	**80%**
Quality of care	**68%**	**65%**	**71%**
Health plan	**63%**	**63%**	**62%**







Self-Reported Utilization Rates

This section of the survey asked respondents about the Adult Medicaid services they used in the last six months.

Below are the percentages of respondents who reported, by service:

2025	ADULT
Visiting the doctor at least once*	75%
Seeking medical care for regular/routine health care needs*	72%
Needing medical care for illness/injury	45%
Seeking specialist care	55%
Having a high number of doctor visits (3 or more visits)*	44%

2024	ADULT
Visiting the doctor at least once*	75%
Seeking medical care for regular/routine health care needs*	71%
Needing medical care for illness/injury	50%
Seeking specialist care	50%
Having a high number of doctor visits (3 or more visits)*	44%

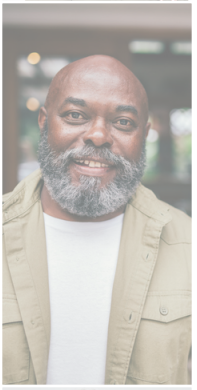
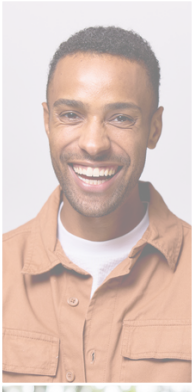
** Visits include in person, by phone, or by video*









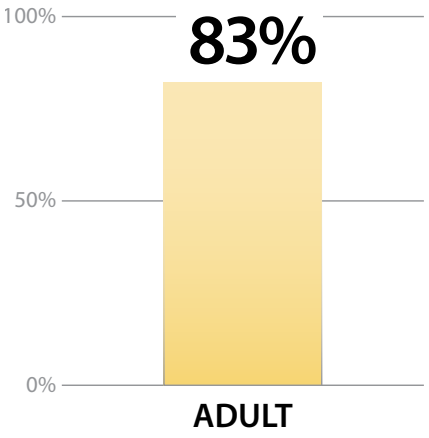







Getting the Care You Need

83 percent of Adult Medicaid beneficiaries reported that they usually or always:

- saw a specialist that they needed to see.
- got the care, tests, or treatment they thought they needed.







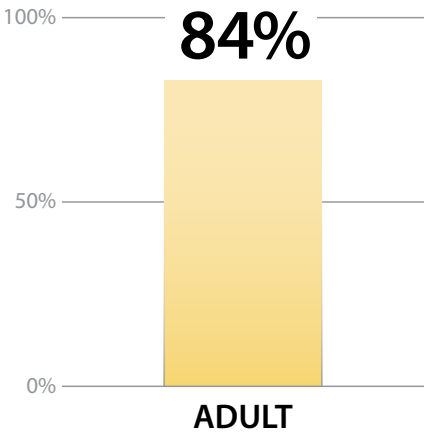

Getting Care Without Long Waits



84 percent of Adult Medicaid beneficiaries reported that they usually or always:

- received care as soon as they thought they needed it, when they needed care right away.
- received an appointment as soon as they thought they needed it.







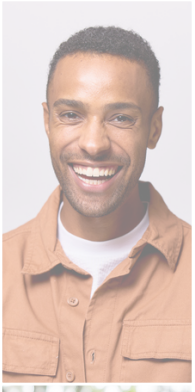










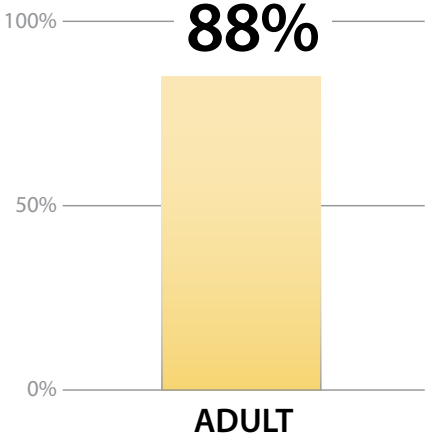




Customer Service

The survey also asked beneficiaries about their experiences with Adult Medicaid customer service.

88 percent of Adult Medicaid beneficiaries surveyed said that Adult Medicaid customer service staff:

- treated them with courtesy and respect.
- was as helpful as they thought the staff should be.

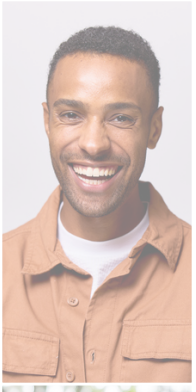












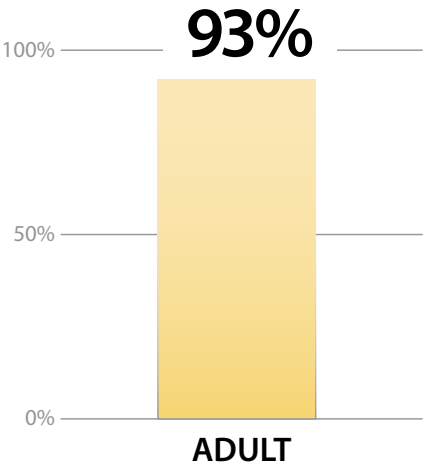


Provider/Patient Communication

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

93 percent of Adult Medicaid beneficiaries agreed that their doctor always or usually:

- listened carefully to them.
- explained things in an understandable way.
- showed respect for what they had to say.
- spent enough time with them.








About AFMC

AFMC provides utilization review and quality assurance services for Adult Medicaid and other waivered managed care programs.

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







FOR MORE INFORMATION, CONTACT:

afmc℠

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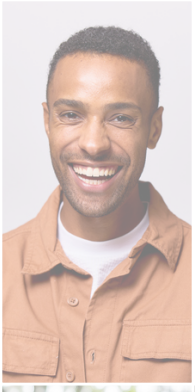


















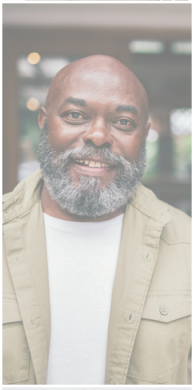
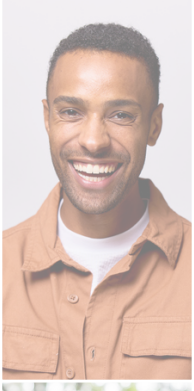




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ARKANSAS DEPARTMENT OF HUMAN SERVICES

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