Arkansas Medicaid

2024

TEFRA Beneficiary Satisfaction Survey Results

ARMedicaid

ARKANSAS DEPARTMENT OF HUMAN SERVICES

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ARKANSAS MEDICAID TEFRA SURVEY

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 AFMC, A National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®)[1] survey vendor, to conduct its 2024 Tax Equity and Fiscal Responsibility Act (TEFRA) Beneficiary Satisfaction Survey. The survey is modeled after the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.1H Child Medicaid Questionnaire. TEFRA is a cost-sharing Medicaid program available to children under the age of 19 who have a disability and live and receive care in their homes. TEFRA requires families to pay a monthly premium based on parental income not to exceed 5% of household income. Premiums are not required if annual income is below 150% of the federal poverty level.

This report includes a summary of the 2024 TEFRA survey results and compares them with the 2023 and 2022 TEFRA survey results. This comprehensive analysis will assist DMS in determining which services TEFRA beneficiaries use, how beneficiaries evaluate the TEFRA program and its services, and how the program performs over time. This is the 19th TEFRA Beneficiary Satisfaction Survey AFMC has conducted for DMS.

For the first time, AFMC administered the TEFRA survey using a multi-mode administration, making the survey available to sampled members through both the traditional paper mode and an online mode. The data was collected from early August 2024 to early November 2024 to evaluate 2024 TEFRA beneficiary satisfaction. A random sample of 1,650 beneficiaries was selected to participate in the survey, with a total of 422 surveys being returned to AFMC. After removing beneficiaries deemed ineligible (5 surveys) and adjusting for invalid addresses (43 surveys), 417 surveys were eligible for analysis, resulting in an analyzable response rate of 26.0%

The TEFRA survey includes both composite measures and rating questions. A composite measure combines the responses from two or more questions to obtain a single score. The composite measure scores represent the percentage of beneficiaries who responded favorably. For questions scaled as "never," "sometimes," "usually," and "always," a favorable response represents the proportion of beneficiaries who selected "usually" or "always." For questions scaled as "a big problem," "a small problem," and "not a problem," a favorable response represents the proportion of beneficiaries who selected "not a problem." Rating questions are scaled from 0 to 10, where 0 represents "worst possible" and 10 represents "best possible." The rating scores show the percentage of beneficiaries who rated the question favorably by selecting a rating of 8, 9, or 10.

Table 1 shows the overall composite and rating percentages for the TEFRA program for 2024, 2023, and 2022.

1 HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

2 CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

TABLE 1. Composite and rating percentages

COMPOSITES/RATINGS	2024	2023	2022
Getting care quickly	93%	95%	94%
How well doctors communicate	93%	95%	94%
Customer service	70%	69%	63%
Special equipment and supplies	69%	74%	61%
Special therapies	90%	89%	88%
Rating of health care professional	90%	93%	90%
Rating of health care	89%	93%	91%
Rating of treatment or counseling[3]	77%	68%	71%
Rating of TEFRA program	67%	62%	55%
Rating of customer service	32%	36%	30%
Rating of TEFRA application process	43%	43%	41%

The Rating of customer service question only applies to respondents who indicated they called customer service on question 45.

3 Rating of your child's treatment or counseling for emotional or behavioral difficulties

The TEFRA survey includes five composite measures and six rating questions. The TEFRA composite measures include the following:

- **Getting care quickly:** Measures a beneficiary's access to timely urgent and non-urgent care
- **How well doctors communicate:** Measures how well doctors listen, explain, spend enough time with, and show respect for what beneficiaries have to say
- **Customer service:** Measures how often beneficiaries got the help they needed and were treated with courtesy and respect by TEFRA's customer service representatives
- **Special equipment and supplies:** Measures a beneficiary's access to additional specialty items and special medical equipment
- **Special therapies:** Measures a beneficiary's access to speech, occupational, and physical therapies

The TEFRA rating questions include the following:

- Rating of health care professional
- Rating of health care
- Rating of treatment or counseling
- Rating of TEFRA program
- Rating of customer service
- Rating of TEFRA application process

NOTABLE FINDINGS

The following paragraphs summarize how TEFRA's respondents' demographics, composite scores, and ratings trend over time. For the complete analysis, please refer to the TEFRA Demographics of Survey Sample and Respondents section (**Page 9**), Comparing TEFRA Health Plan section (**Page 13**) and the Trend Analysis section (**Page 19**) of this report.

AFMC compared the 2024 TEFRA respondents' demographics with the 2023 and 2022 TEFRA respondents' demographics:

- Gender and race distributions have remained stable, with no significant changes from 2022 to 2024.
- Consistent with previous years, TEFRA survey respondents were predominantly male.
- The 8.7% of respondents reporting a household income of "$0–$50,000" in 2024 is significantly lower than the 15.0% of respondents in 2022.
- The percentage of respondents with less than one year of enrollment significantly increased from 5.7% in 2022 to 11.8% in 2024.
- A majority (48.8% and 36.2%) of respondents reported that the TEFRA premium is "A small financial burden" or "No financial burden," respectively.

AFMC compared the 2024 TEFRA survey results with the results from the 2023 and 2022 surveys:

- The "How well doctors communicate" composite decreased insignificantly from 2023's summary rate of 95.4% to 92.9% in 2024. All components of this composite showed a slight insignificant decrease in summary rates when compared to 2023 and 2022, except the "Doctors spending enough time with your child" component, which decreased significantly from 96.6% in 2023 to 93.1% in 2024.
- The "Getting care quickly" composite decreased insignificantly, from 94.6% in 2023

to 92.6% in 2024. The "Obtaining care right away" component of this composite decreased insignificantly from 96.7% in 2023 to 94.5% in 2024. The "Obtaining care when wanted, but not needed right away" component of this composite decreased insignificantly from 92.6% in 2023 to 90.7% in 2024.

- The "Rating of treatment or counseling" and "Rating of TEFRA program" both increased insignificantly from 68.1% and 61.6% in 2023 to 76.6% and 67.1% in 2024, respectively. The "Rating of TEFRA program" increased significantly from 55.1% in 2022 to 67.1% in 2024.
- The "Rating of health care professional" and "Rating of customer service" both decreased insignificantly from 93.4% and 35.9% in 2023 to 90.1% and 32.2% in 2024, respectively.
- The "Rating of TEFRA application process" summary rate has not significantly increased or decreased since 2022. Additionally, the rate showed no change from 43.1% in 2023 to 43.1% in 2024.

Survey Overview and Methodology

BACKGROUND AND SURVEY INSTRUMENT

As part of its contract with DMS, AFMC annually surveys TEFRA beneficiaries about their health care experiences.

AFMC used the 2023 CAHPS 5.1H Child Medicaid Questionnaire as a model.

CAHPS surveys are a set of survey tools developed to assess patients' satisfaction with their health plan. CAHPS is funded by the Agency for Healthcare Research and Quality (AHRQ) and was developed by AHRQ and NCQA jointly. AFMC conducted the baseline survey of TEFRA beneficiaries in 2004. This is the 19th survey of this population.

SURVEY SIZE, SAMPLE DISPOSITION, AND RESPONSE RATE

AFMC randomly selected a sample of 1,650 TEFRA beneficiaries from the Arkansas Medicaid Enterprise (AME) Decision Support System (DSS) claims data using a systematic sampling methodology. AFMC tracks returned and nonreturned surveys according to NCQA guidelines. Of the 1,650 beneficiaries selected, 43 were found to have an invalid address, and 5 were deemed ineligible, resulting in an analyzable sample size of 1,602. After eliminating ineligible surveys and those with an invalid address, there were 1,184 nonreturned surveys. Of the 422 received surveys, a total of 417 analyzable surveys were available for analysis, resulting in an analyzable response rate of 26.0%.

TABLE 2. 2024 Sample size, survey disposition, and response rate

TEFRA SURVEY	2024
Total mailing sent	1,650
*Ineligible: According to population criteria	5
*Ineligible: Language barrier	0
*Ineligible: Mentally or physically incapacitated	0
*Ineligible: Deceased	0
†Invalid address	43
Analyzable sample size	1,602
Refusal	1
§Nonresponse	1,184
Analyzable surveys returned	417
Analyzable response rate	26.0%

**Excluded from response rate denominator* *†Excluded from response rate denominator* *§ Does not include invalid addresses*

SAMPLING FRAME

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 sets this criterion at 30 days because enrollment data are reported monthly. AFMC drew the sampling from the January 1, 2024 – June 30, 2024 enrollment period. AFMC selected only one beneficiary per household for participation. Some selected members may have been age 18 at the time of selection and age 19 when filling out this survey.

SURVEY PROCEDURE

AFMC followed the Internet data collection protocol enhancement methodology as presented in HEDIS specifications with minor adjustments to accommodate the Arkansas enrollment data structure. AFMC mailed an advance letter written on DMS letterhead and signed by the director of DMS to each selected TEFRA beneficiary. The letter explained the purpose of the survey, informed the beneficiary of its confidential and voluntary nature, and provided information on requesting a Spanish or Marshallese language version of the survey and for accessing the survey online. Approximately four weeks later, AFMC sent each selected TEFRA beneficiary a packet containing the TEFRA questionnaire, a postage-paid return envelope, and a cover letter. The cover letter, also on DMS letterhead and signed by the DMS director, reiterated the information in the advance letter and gave specific instructions on completing and returning the survey. Additionally, the cover letter contained a unique access code, username, and password for each beneficiary. Twelve days later, AFMC mailed a reminder notice to those beneficiaries who did not respond to the initial survey mailing. Approximately four weeks after sending the initial survey, AFMC mailed a second survey and cover letter to any beneficiary with a valid address who had not returned a survey. Finally, AFMC mailed a second reminder notice after the second

survey was mailed to beneficiaries with a valid address who had not returned a survey. Data collection continued until November 1, 2024.

AFMC sent all mail bulk rate with a return receipt and address correction requested. AFMC also re-mailed all letters and surveys that returned as undeliverable with an address correction requested.

SURVEY TIMETABLE

TABLE 3. 2024 Survey mailing dates

SURVEY MAILINGS	
Advance letter	Aug. 1, 2024
First survey	Aug. 28, 2024
First reminder postcard	Sept. 9, 2024
Second survey	Sept. 26, 2024
Second reminder postcard	Oct. 9, 2024
Data cutoff	Nov. 1, 2024

SURVEY TRACKING

Each survey had a unique number assigned to it for tracking purposes only. This tracking number was used to mail a second survey to nonrespondents but not to those who had already completed and returned the survey. AFMC never compromised beneficiary confidentiality.

DISQUALIFIED SURVEYS

Survey analysis excluded surveys received after the November 1, 2024, cutoff date. The analysis also excluded surveys with no valid responses and those no longer meeting enrollment criteria. AFMC made these exclusions based on the standard HEDIS/CAHPS protocol and recommendation.

SPANISH AND MARSHALLESE LANGUAGE SURVEYS

AFMC translated all surveys into Spanish and Marshallese, and both versions were available to beneficiaries upon request. Of the 417 analyzable surveys returned, all were completed in English. None were requested in Spanish or Marshallese.

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Demographics of Survey Sample and Respondents

Table 4 shows the percentage of respondents by demographic category for 2024, 2023, and 2022: gender, age, race, household income, years of TEFRA enrollment, and financial burden of premiums. Significance testing is performed by individually comparing 2024 percentages with 2023 and 2022 percentages. **Table 5** shows how the 2024 sample (excluding ineligible beneficiaries and those with an invalid address) compares to the population and the returned surveys used for analysis. Since AFMC follows NCQA protocol, the survey sample should be similar to the TEFRA population.

AFMC pinpoints respondents' demographics that have significantly changed over time by using a z-test to determine any significant differences at the 95% significance level.

Gender, age, and race distributions have remained stable, with no significant changes from 2022 to 2024. Consistent with previous years, TEFRA 2024 survey respondents were predominantly male (gender of the child for whom the survey was filled out). This is consistent with the general TEFRA beneficiary distribution, which includes a higher percentage of males (see **Table 5** comparing beneficiaries surveyed with the TEFRA population and survey respondents). In 2024, the majority (77.7%) of respondents were white followed by 11.8% of respondents who identified as "Other," including multiracial individuals.

The 8.7% of respondents reporting a household income of "$0–$50,000" in 2024 was significantly lower than the 15.0% of respondents in 2022. The percentage of respondents reporting a household income of "$150,001 or more" significantly increased from 16.0% in 2022 to 22.9% in 2024. All other "household income" categories showed no significant differences from 2022 and 2023 to 2024.

The percentage of respondents with less than one year of enrollment significantly increased from 5.7% in 2022 to 11.8% in 2024. There were no additional significant differences in any of the other "years of enrollment" categories from 2022 and 2023 to 2024.

A majority (48.8% and 36.2%) of respondents reported that the TEFRA premium is "A small financial burden" or "Not a financial burden," respectively. There were no significant changes between financial burden categories from 2022 and 2023 to 2024.

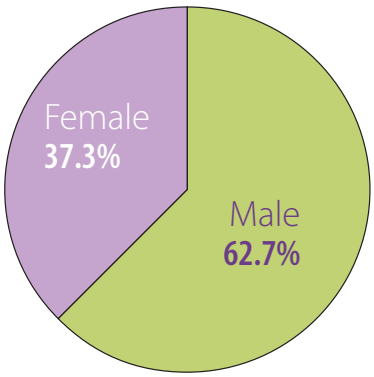
TABLE 4. Profile of TEFRA survey respondents: Comparison with 2023 and 2022 results

DEMOGRAPHIC	CATEGORY	2024	2023	2022	SIGNIFICANT DIFFERENCE (2024 VS. 2023)	SIGNIFICANT DIFFERENCE (2024 VS. 2022)
Gender	Male	62.7%	62.3%	61.9%	Not Significant	Not Significant
	Female	37.3%	37.7%	38.1%	Not Significant	Not Significant
Age	0–4	24.0%	23.1%	20.3%	Not Significant	Not Significant
	5–8	32.4%	30.1%	29.6%	Not Significant	Not Significant
	9–12	20.8%	23.1%	22.8%	Not Significant	Not Significant
	13–19	22.8%	23.6%	27.3%	Not Significant	Not Significant
Race	White	77.7%	82.5%	81.7%	Not Significant	Not Significant
	Black or African-American	7.0%	6.6%	5.9%	Not Significant	Not Significant
	Asian	3.6%	1.9%	2.5%	Not Significant	Not Significant
	Other	11.8%	9.0%	9.9%	Not Significant	Not Significant
Household income	$0–$50,000	8.7%	8.6%	15.0%	Not Significant	**Significantly lower**
	$50,001–$100,000	40.5%	45.1%	46.1%	Not Significant	Not Significant
	$100,001–$150,000	27.9%	25.4%	22.9%	Not Significant	Not Significant
	$150,001 or more	22.9%	20.9%	16.0%	Not Significant	**Significantly higher**
Years of enrollment	Less than 12 months	11.8%	10.9%	5.7%	Not Significant	**Significantly higher**
	12 up to 24 months	23.6%	22.0%	21.0%	Not Significant	Not Significant
	2 up to 5 years	33.7%	35.5%	39.9%	Not Significant	Not Significant
	5 or more years	31.0%	31.7%	33.4%	Not Significant	Not Significant
Financial burden	Not a financial burden	36.2%	37.6%	42.0%	Not Significant	Not Significant
	A small financial burden	48.8%	51.0%	46.8%	Not Significant	Not Significant
	A big financial burden	15.0%	11.4%	11.2%	Not Significant	Not Significant

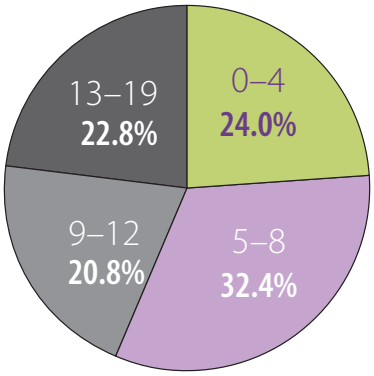
Some percentages may not add up to 100.0% due to rounding

FIGURE 1. 2024 Demographics

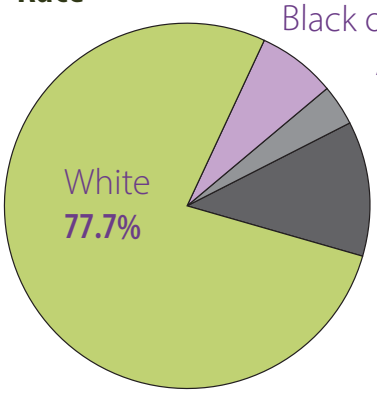
Gender



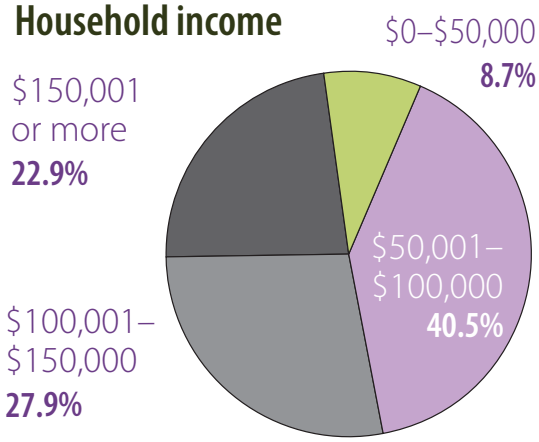
Age



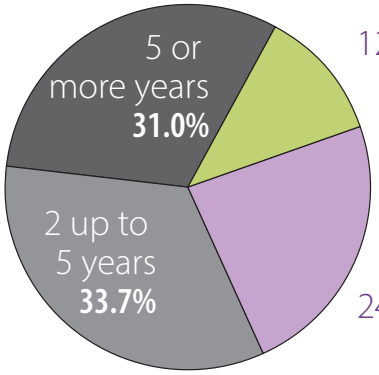
Race



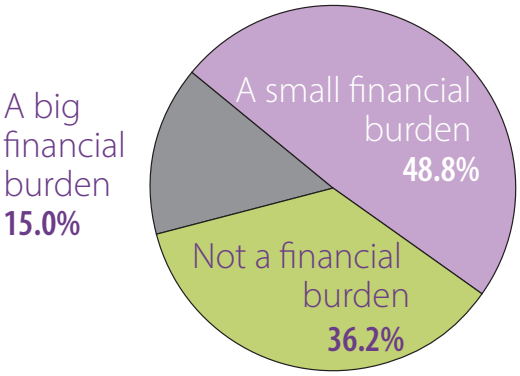
Household income



Years of enrollment



Financial burden



Some percentages may not add up to 100.0% due to rounding

The following table shows the demographic proportions of the TEFRA beneficiaries surveyed, the TEFRA population, and the TEFRA respondents and compares them by gender, age, race, and geographic region (**Table 5**).

Notably, proportions from respondents remained consistent from the TEFRA population and beneficiaries surveyed in all demographic categories.

TABLE 5. 2024 TEFRA surveyed beneficiaries, population, and respondents' demographics

DEMOGRAPHIC	CATEGORY	BENEFICIARIES SURVEYED	PCT. OF TOTAL	TEFRA POPULATION	ANALYZABLE RESPONSES	PCT. OF TOTAL	ANALYZABLE RESPONSE RATE
Gender	Female	549	34.3%	34.5%	155	37.2%	28.2%
	Male	1053	65.7%	65.5%	262	62.8%	24.9%
	TOTAL	**1602**	**100.0%**	**100.0%**	**417**	**100.0%**	**26.0%**
Age	0–4	449	28.0%	28.2%	106	25.4%	23.6%
	5–8	490	30.6%	30.8%	136	32.6%	27.8%
	9–12	343	21.4%	20.9%	86	20.6%	25.1%
	13–19	320	20.0%	20.1%	89	21.3%	27.8%
	TOTAL	**1602**	**100.0%**	**100.0%**	**417**	**100.0%**	**26.0%**
Race	White	1095	68.4%	69.2%	287	68.8%	26.2%
	Black or African-American	102	6.4%	6.7%	28	6.7%	27.5%
	Asian	43	2.7%	2.7%	14	3.4%	32.6%
	Native Hawaiian or other Pacific Islander	3	0.2%	0.2%	1	0.2%	33.3%
	American Indian or Alaska Native	10	0.6%	0.7%	2	0.5%	20.0%
	Other/ Unknown	313	19.5%	18.4%	79	18.9%	25.2%
	Multiracial	36	2.2%	2.1%	6	1.4%	16.7%
	TOTAL	**1602**	**100.0%**	**100.0%**	**417**	**100.0%**	**26.0%**
Geographic region*	Northwest	609	38.1%	38.8%	165	39.6%	27.1%
	Northeast	287	18.0%	18.0%	75	18.0%	26.1%
	Central	594	37.2%	36.3%	148	35.5%	24.9%
	Southwest	72	4.5%	4.3%	22	5.3%	30.6%
	Southeast	36	2.3%	2.6%	7	1.7%	19.4%
	TOTAL	**1598**	**100.0%**	**100.0%**	**417**	**100.0%**	**26.1%**

Totals may not add up to 100.0% due to rounding.

**Beneficiaries with current out-of-state addresses were excluded from regional analysis, which affects response rate calculations.*

Comparing TEFRA Health Plan

The survey asked recipients to compare certain aspects of the health care plan their child had in the six months before enrolling in TEFRA to post-enrollment in the TEFRA health plan and their satisfaction during both periods. **Table 6** below summarizes the response results.

TABLE 6. Comparing TEFRA with other health plans

COMPARING HEALTH CARE BEFORE AND SINCE ENROLLING IN TEFRA	2024		2023		2022	
	PRE-TEFRA	POST-TEFRA	PRE-TEFRA	POST-TEFRA	PRE-TEFRA	POST-TEFRA
How much of a problem, if any, was it for your child to see a personal doctor or nurse?						
Big or small problem	121 (31.1%)	26 (6.3%)	104 (26.2%)	30 (7.1%)	103 (27.2%)	36 (8.9%)
No problem	268 (68.9%)	388 (93.7%)	293 (73.8%)	391 (92.9%)	276 (72.8%)	367 (91.1%)
How much of a problem, if any, was it to get your child's prescription medication?						
Big or small problem	122 (33.3%)	49 (12.3%)	116 (31.6%)	45 (11.1%)	104 (29.5%)	71 (18.6%)
No problem	244 (66.7%)	348 (87.7%)	251 (68.4%)	361 (88.9%)	249 (70.5%)	311 (81.4%)
How much of a problem, if any, was it for your child to get urgent care?						
Big or small problem	99 (29.6%)	27 (7.5%)	83 (24.9%)	16 (4.3%)	89 (27.8%)	28 (7.9%)
No problem	235 (70.4%)	332 (92.5%)	251 (75.1%)	352 (95.7%)	231 (72.2%)	328 (92.1%)

Beneficiaries continue to have fewer problems seeing a personal doctor or nurse, getting prescription medication, and getting urgent care since enrolling in TEFRA compared to the six months before enrolling. Although **Table 6** does not include the numbers before 2022, this trend has been consistent since 2010.

Further Analysis of TEFRA Program

Table 7 outlines premium levels, the amount of money one must pay monthly to receive services, by household income in 2024. The overall pattern indicates that the higher the household income, the more likely the parent/caregiver was to indicate having a higher premium level, which generally corresponds to the cost-sharing system implemented by the TEFRA program in determining enrollees' premiums.

TABLE 7. 2024 TEFRA premium levels by household income

TEFRA PREMIUM	$0–$25,000	$25,001–$50,000	$50,001–$75,000	$75,001–$100,000	$100,001–$125,000	$125,001–$150,000	$150,001–$175,000	$175,001–$200,000	$200,001 OR MORE
$0	1 (7.7%)	7 (53.9%)	5 (38.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
$20–$41	1 (4.2%)	14 (58.3%)	8 (33.3%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
$52–$78	1 (1.5%)	6 (9.2%)	38 (58.5%)	16 (24.6%)	4 (6.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
$93–$125	1 (1.2%)	1 (1.2%)	12 (14.8%)	46 (56.8%)	14 (17.3%)	3 (3.7%)	0 (0.0%)	3 (3.7%)	1 (1.2%)
$145–$182	0 (0.0%)	2 (2.9%)	4 (5.7%)	23 (32.9%)	24 (34.3%)	12 (17.1%)	1 (1.4%)	3 (4.3%)	1 (1.4%)
$208–$250	0 (0.0%)	0 (0.0%)	3 (5.5%)	5 (9.1%)	20 (36.4%)	13 (23.6%)	7 (12.7%)	5 (9.1%)	2 (3.6%)
$281–$328	0 (0.0%)	1 (3.7%)	0 (0.0%)	1 (3.7%)	2 (7.4%)	10 (37.0%)	9 (33.3%)	3 (11.1%)	1 (3.7%)
$364–$416	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (10.0%)	2 (10.0%)	5 (25.0%)	3 (15.0%)	8 (40.0%)
$458	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.3%)	1 (2.3%)	4 (9.1%)	5 (11.4%)	5 (11.4%)	28 (63.6%)

Families of eligible children whose annual income, after adjusting for allowable deductions, exceeds 150% of the Federal Poverty Level (FPL) are required to pay a monthly premium to participate in the program. Allowable deductions include $600 for each dependent child living in the home plus excess medical and dental expenses according to Schedule A, as reported in the parents' federal tax returns. Premiums cannot be more than 5% of a family's gross annual income.

The survey asked respondents to indicate their "current household income;" however, they may have interpreted current household income as gross or net income rather than the adjusted income amount calculated according to the eligibility policy that is the basis for determining the premium amount.

The survey also asked beneficiaries about their monthly TEFRA premium and how much of a financial burden, if any, it was to pay. **Table 8** below provides a cross-tabulation with the number and percentage of respondents who answered both the monthly TEFRA premium question (Question 56) and the financial burden question (Question 57) in 2024.

The greatest number of respondents, 49 (59.0%), reported premiums were "A small financial burden" in the "$93–$125" premium category. This is followed by the "$145–$182" premium category for respondents reporting "A small financial burden." This category had 42 respondents with a response percentage of 59.2%

TABLE 8. 2024 Reported TEFRA premium and financial burden in paying TEFRA premiums

TEFRA PREMIUM	A BIG FINANCIAL BURDEN	A SMALL FINANCIAL BURDEN	NOT A FINANCIAL BURDEN
$0	0 (0.0%)	0 (0.0%)	13 (100.0%)
$20–$41	1 (4.2%)	10 (41.7%)	13 (54.2%)
$52–$78	10 (14.9%)	25 (37.3%)	32 (47.8%)
$93–$125	9 (10.8%)	49 (59.0%)	25 (30.1%)
$145–$182	12 (16.9%)	42 (59.2%)	17 (23.9%)
$208–$250	9 (16.1%)	31 (55.4%)	16 (28.6%)
$281–$328	7 (25.0%)	13 (46.4%)	8 (28.6%)
$364–$416	5 (25.0%)	11 (55.0%)	4 (20.0%)
$458	8 (17.0%)	19 (40.4%)	20 (42.6%)

The following sections comprise findings based on question frequencies (Appendix A). They show how beneficiaries responded to their child's health care professional and health care in the last six months. These sections also include beneficiaries' experience with the TEFRA program, customer service, TEFRA premiums and enrollment, and the TEFRA renewal process.

CHILD'S HEALTH CARE PROFESSIONAL

- A majority (57.8%) of parents/caregivers indicated that the type of health care professional their child saw most often was a personal doctor/family doctor/primary care physician. In comparison, 42.2% indicated that their child saw a specialist most often.
- Less than half (48.1%) of respondents reported that their child needed a referral to see a specialist in the six months prior to the survey.
- Of those who needed a referral to see a specialist, 75.1% indicated it was not a problem getting a referral.
- 80.9 percent of respondents reported no problem getting a health care professional for their child whom they are happy with. Comparatively, 7.0% reported a small problem, and 1.7% reported a big problem getting a health care professional for their child whom they are happy with.
- On a scale of 0 to 10, 90.1% of respondents rated their child's health care professional at an 8 or higher, and 1.2% rated their child's health care professional at a 5 or lower.

CHILD'S HEALTH CARE IN THE LAST SIX MONTHS

- Less than half (40.3%) of respondents reported needing care right away from a clinic, emergency room, or doctor's office. Of those respondents, 94.5% reported "always" or "usually" getting care as soon as they needed.
- In total, 92.5% of respondents reported that their child had at least one visit to a doctor's office or clinic, and 68.4% of respondents reported more than one visit.
- Of the respondents who answered "yes" to their child requiring special medical equipment or devices, 10.0% reported getting special medical equipment for their child through TEFRA was "a big problem," and 71.7% reported it was "not a problem."

EXPERIENCE WITH TEFRA/MEDICAID PROGRAM

- A total of 28.1% of respondents first heard about TEFRA through Arkansas Children's Hospital; 15.8% first heard about the program through their doctor's office; 22.1% first heard about it from a friend or relative; and 12.8% first heard about TEFRA through a school or daycare.
- Only 25.5% of respondents looked for information in written materials or on the Internet about how TEFRA works, and, of those respondents, 38.5% indicated they "usually" or "always" found the needed information.

- 71.4 percent of respondents indicated that they were given TEFRA forms to fill out in the last six months. Of those who completed paperwork, only 49.7% indicated the forms were "usually" or "always" easy to fill out.

CUSTOMER SERVICE

- Less than a third (30.0%) of the 414 respondents indicated they called Medicaid customer service in the last six months to get information, help for their child, or report a change in income. Less than half (44.3%) of those parents/caregivers indicated they called TEFRA (1-866-239-9938) for Medicaid customer service information or help, while 25.7% indicated they called their local county DHS office.
- Only three respondents called ConnectCare, but all individuals indicated they spoke with someone who was able to help them.
- Of the respondents who called Medicaid customer service, 53.2% of respondents indicated they were "usually" or "always" able to get the help they needed.
- 9.1 percent of respondents indicated that they called Medicaid customer service about a change in income in the last six months, and less than half (45.5%) of those respondents indicated that they "usually" or "always" got the help they needed.

TEFRA PREMIUMS AND ENROLLMENT

- Around half (48.8%) of respondents indicated that their TEFRA premium was "a small financial burden," while 15.0% indicated their premium was "a big financial burden."
- Four respondents (1.0%) indicated their child lost their TEFRA eligibility due to premiums being too expensive to pay.
- 36.5 percent of respondents experienced some problem receiving care while waiting for their child's TEFRA application to be processed.
- Almost half (44.7%) of respondents applied for TEFRA at a DHS county office, while slightly less than one-third (32.5%) applied for TEFRA at Arkansas Children's Hospital.
- More than a third of respondents (36.3%) spoke with someone at the county DHS office in the last six months regarding questions they had about TEFRA. A majority (75.4%) indicated that the person at the county DHS office answered all their questions. Of those, 89.8% of respondents "usually" or "always" understood the answers they gave.

TEFRA RENEWAL PROCESS

- In the last 12 months, 93.3% of respondents reported that they received paperwork to renew TEFRA benefits for their child.
- Of those respondents who remembered the time span from receiving the TEFRA renewal packet until the deadline to turn it in, 21.8% indicated that they had 1 to 7 days to complete the paperwork, 27.5% indicated that they had 8 to 14 days to complete the paperwork, and 50.7% of respondents indicated that they had more than 14 days to complete the paperwork.
- Thirty-three respondents (8.6%) reported that they "never" have enough time to complete the renewal packet before the deadline, while 69.1% indicated that they "usually" or "always" have enough time.

Trend Analysis

The following pages contain a trending table and graphs that show how TEFRA survey data changes over time. **Table 9** shows each composite measure, the questions that make up these composites, and rating questions for the current year (2024) and the previous two years (2023 and 2022). While the trending graphs in Figure 2 provide a visual representation of the composites and rating questions over time, the trending table shows whether any trend comparisons are significantly different. Any significant differences are highlighted. Composite questions are composed of component questions and therefore do not have valid n-values.

The five composite measures are as follows: "Getting care quickly," "How well doctors communicate," "Customer service," "Special equipment and supplies," and "Special therapies." The six rating questions cover health care professionals, health care, treatment or counseling, the TEFRA program, customer service, and the TEFRA application process.

The summary rate is the percentage of respondents who chose the most positive question responses as specified by the National Committee for Quality Assurance (NCQA). For questions scaled as "Never," "Sometimes," "Usually," and "Always," a favorable response represents the proportion of beneficiaries who selected "Usually" or "Always." For questions scaled as "A big problem," "A small problem," and "Not a problem," a favorable response represents the proportion of beneficiaries who selected "Not a problem." Rating questions are scaled from 0 to 10, where 0 represents "worst possible," and 10 represents "best possible." The rating scores show the percentage of beneficiaries who rated the question favorably by selecting a rating of 8, 9 or, 10.

TEFRA TREND ANALYSIS

A comparison of the 2024 TEFRA survey results with the previous years' results found the following:

- The "Getting care quickly" composite decreased insignificantly from 94.6% in 2023 to 92.6% in 2024. The "Obtaining care right away" component of this composite decreased insignificantly from 96.7% in 2023 to 94.5% in 2024. The "Obtaining care when wanted, but not needed right away" component of this composite decreased insignificantly from 92.6% in 2023 to 90.7% in 2024.
- The "How well doctors communicate" composite decreased insignificantly from 95.4% in 2023 to 92.9% in 2024. All components of this composite showed an insignificant decrease in summary rates when compared to 2023 and 2022, except the "Doctors spending enough time with your child" component, which decreased significantly from 96.6% in 2023 to 93.1% in 2024.
- The "Customer service" composite increased insignificantly from 69.0% in 2023 to 69.6% in 2024. "Getting help when calling customer service" decreased insignificantly from

54.3% to 53.2% and "Treated with courtesy and respect" increased insignificantly from 83.6% to 86.1%. These components remained higher than the summary rates from 2022, with the "Treated with courtesy and respect" component significantly increasing from 76.4% in 2022 to 86.1% in 2024.

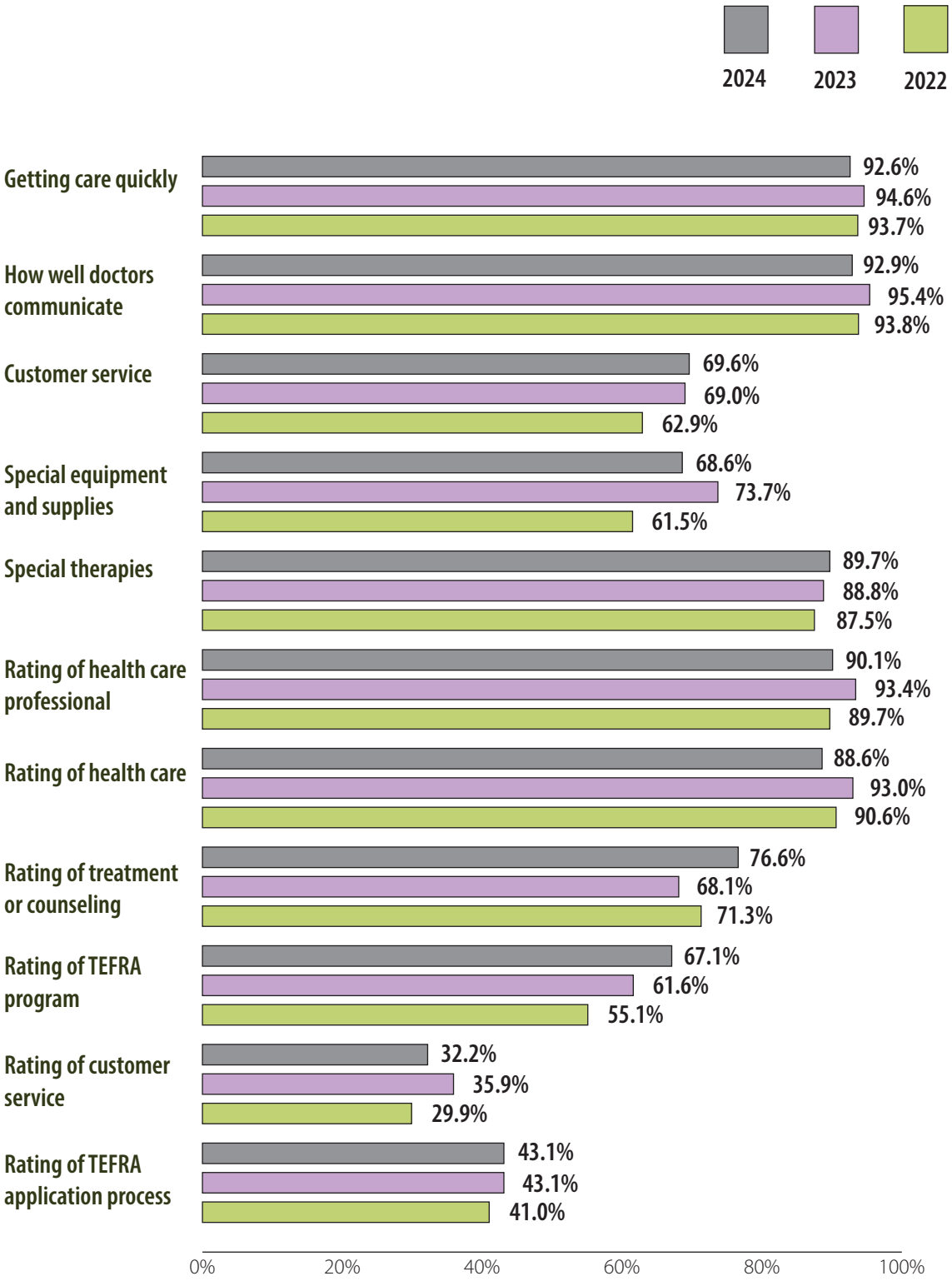
- The "Special equipment and supplies" composite decreased insignificantly from 73.7% in 2023 to 68.6% in 2024. The "Getting additional specialty items" component decreased insignificantly from 76.6% in 2023 to 65.6% in 2024. "Getting special medical equipment" increased insignificantly from 70.8% in 2023 to 71.7% in 2024.
- The "Special therapies" composite summary rates have remained consistent from 2022 and 2023 to 2024, with no significant changes over the compared years.
- The "Rating of treatment or counseling" and "Rating of TEFRA Program" both increased insignificantly from 68.1% and 61.6% in 2023 to 76.6% and 67.1% in 2024, respectively. "Rating of TEFRA Program" increased significantly from 55.1% in 2022 to 67.1% in 2024.
- The "Rating of health care professional" and "Rating of customer service" both decreased insignificantly from 93.4% and 35.9% in 2023 to 90.1% and 32.2% in 2024, respectively.
- The "Rating of health care" decreased significantly from 93.0% in 2023 to 88.6% in 2024.
- The "Rating of TEFRA application process" summary rate has not significantly increased or decreased since 2022. Additionally, the rate showed no change from 43.1% in 2023 to 43.1% in 2024.

TABLE 9. TEFRA trending table

COMPOSITES/COMPONENTS RATING ITEMS	2024		2023		2022		SIGNIFICANCE TESTING	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2024 VS. 2023	2024 VS. 2022
Getting care quickly		**92.6%**		**94.6%**		**93.7%**	Not Significant	Not Significant
Q15. Obtaining care right away for an illness/injury/ condition	165	94.5%	180	96.7%	139	98.6%	Not Significant	Not Significant
Q17. Obtaining care when wanted, but not needed right away	355	90.7%	366	92.6%	338	88.8%	Not Significant	Not Significant
How well doctors communicate		**92.9%**		**95.4%**		**93.8%**	Not Significant	Not Significant
Q23. Doctors explaining things in an understandable way to your child	194	84.0%	181	87.8%	191	84.3%	Not Significant	Not Significant
Q19. Doctors listening carefully to you	377	96.8%	394	98.7%	366	97.3%	Not Significant	Not Significant

COMPOSITES/COMPONENTS RATING ITEMS	2024		2023		2022		SIGNIFICANCE TESTING	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2024 VS. 2023	2024 VS. 2022
Q20. Doctors showing respect for what you had to say	376	97.6%	395	98.2%	366	98.4%	Not Significant	Not Significant
Q24. Doctors spending enough time with your child	378	93.1%	383	96.6%	363	95.3%	**Significantly lower**	Not Significant
Customer service		**69.6%**		**69.0%**		**62.9%**	Not Significant	Not Significant
Q48. Getting help when calling customer service	124	53.2%	173	54.3%	160	49.4%	Not Significant	Not Significant
Q51. Treated with courtesy and respect	122	86.1%	171	83.6%	157	76.4%	Not Significant	**Significantly higher**
Special equipment and supplies		**68.6%**		**73.7%**		**61.5%**	Not Significant	Not Significant
Q27. Getting additional specialty items	93	65.6%	94	76.6%	87	63.2%	Not Significant	Not Significant
Q29. Getting special medical equipment	60	71.7%	72	70.8%	72	59.7%	Not Significant	Not Significant
Special therapies		**89.7%**		**88.8%**		**87.5%**	Not Significant	Not Significant
Q31. Getting speech therapy	268	87.7%	280	86.4%	248	85.5%	Not Significant	Not Significant
Q33. Getting occupational therapy	270	91.5%	272	90.4%	253	87.4%	Not Significant	Not Significant
Q35. Getting physical therapy	206	89.8%	202	89.6%	184	89.7%	Not Significant	Not Significant
Rating of health care professional (Q13)	415	90.1%	422	93.4%	406	89.7%	Not Significant	Not Significant
Rating of health care (Q25)	378	88.6%	384	93.0%	363	90.6%	**Significantly lower**	Not Significant
Rating of treatment or counseling (Q38)	124	76.6%	119	68.1%	115	71.3%	Not Significant	Not Significant
Rating of TEFRA program (Q44)	413	67.1%	422	61.6%	401	55.1%	Not Significant	**Significantly higher**
Rating of customer service (Q55)	121	32.2%	167	35.9%	157	29.9%	Not Significant	Not Significant
Rating of TEFRA application process (Q68)	415	43.1%	422	43.1%	400	41.0%	Not Significant	Not Significant

FIGURE 2. TEFRA trending chart



Demographic Analysis

The following tables show how beneficiaries in various demographic categories responded to the composite and the ratings questions. Range is the difference between the highest and lowest percentage among categories of 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.

Values for "n" are not provided for composites as they are derived from multiple questions and may not have the same number of respondents for each question.

TABLE 10. 2024 Composite and rating questions by age category

	0–4		5–8		9–12		13–19		
AGE COMPOSITES AND RATINGS	n	%	n	%	n	%	n	%	RANGE
Getting care quickly		91.3%		91.6%		92.9%		96.0%	4.7
How well doctors communicate		88.9%		90.3%		95.7%		94.6%	6.8
Customer service		73.1%		74.9%		55.2%		64.6%	19.6
Special equipment and supplies		69.8%		71.8%		73.9%		57.4%	16.5
Special therapies		92.1%		92.3%		84.8%		84.5%	7.7
Rating of health care professional (Q13)	99	86.9%	133	88.0%	86	94.2%	94	92.6%	7.3
Rating of health care (Q25)	91	84.6%	117	86.3%	75	96.0%	92	89.1%	11.4
Rating of treatment or counseling (Q38)	13	69.2%	33	78.8%	34	79.4%	43	74.4%	10.2
Rating of TEFRA program (Q44)	98	63.3%	134	67.9%	85	69.4%	93	68.8%	6.1
Rating of customer service (Q55)	39	30.8%	40	32.5%	17	35.3%	24	33.3%	4.5
Rating of TEFRA application process (Q68)	99	37.4%	134	42.5%	86	48.8%	93	45.2%	11.5

As seen in **Table 10**, "Getting care quickly" had positive percentage measures above 90.0% for all age categories. "Customer service" composite had the largest range, 19.6%, between age categories "9 – 12" (55.2%") and "5 – 8" (74.9%). Except for "Special equipment and supplies," with a range of 16.5%, all other composites had a range of less than 8.0.

The "Rating of customer service" and "Rating of TEFRA application process" rating questions had low positive percentages, all being below 49%. A range of 4.5 percentage points was seen for "Rating of customer service," a range of 6.1 percentage points for "Rating of TEFRA program," and a range of 7.3 for "Rating of health care professional." All other ratings had a range above 10.0.

TABLE 11. 2024 Composite and rating questions by child's gender

GENDER COMPOSITES AND RATINGS	MALE		FEMALE		RANGE
	n	%	n	%	
Getting care quickly		92.2%		93.5%	1.3
How well doctors communicate		93.2%		92.2%	1.0
Customer service		69.5%		69.2%	0.3
Special equipment and supplies		71.6%		63.5%	8.1
Special therapies		93.8%		81.7%	12.0
Rating of health care professional (Q13)	258	89.9%	154	90.3%	0.3
Rating of health care (Q25)	235	88.5%	140	88.6%	0.1
Rating of treatment or counseling (Q38)	83	75.9%	41	78.0%	2.1
Rating of TEFRA program (Q44)	258	67.1%	152	67.1%	0.1
Rating of customer service (Q55)	69	33.3%	51	29.4%	3.9
Rating of TEFRA application process (Q68)	258	42.6%	154	43.5%	0.9

Table 11 is comprised of the composite and rating questions by child's gender. All composites had ranges less than 9.0 percentage points apart from "Special therapies," having a range of 12.0 percentage points. "Customer service" had the smallest range (0.3). The "Getting care quickly" and "How well doctors communicate" composites had positive percentage measures of over 90.0% from both genders. The composite with the lowest positive percentage was "Special equipment and supplies" in the female category (63.5%), while the composite with the highest positive percentage was "Special therapies" in the male category (93.8%).

Among rating questions, "Rating of health care professional" and "Rating of health care" had positive percentage measures over 88.0% for both male and female categories. On the contrary, "Rating of customer service" and "Rating of TEFRA application process" had low positive percentages that were all lower than 44.0%. "Rating of customer service" had the largest range, with a high positive percentage of 33.3% for males and a low positive percentage of 29.4% for females.

TABLE 12. 2024 Composite and rating questions by child's race category

RACE COMPOSITES AND RATINGS	WHITE		BLACK		OTHER		RANGE
	n	%	n	%	n	%	
Getting care quickly		93.8%		91.9%		86.2%	7.7
How well doctors communicate		92.9%		96.5%		92.3%	4.3
Customer service		69.6%		70.0%		69.8%	0.4
Special equipment and supplies		66.1%		76.2%		78.0%	11.9
Special therapies		91.3%		84.1%		84.0%	7.2
Rating of health care professional (Q13)	323	90.4%	29	89.7%	63	88.9%	1.5
Rating of health care (Q25)	300	88.7%	26	92.3%	52	86.5%	5.8
Rating of treatment or counseling (Q38)	101	78.2%	4	100.0%	19	63.2%	36.8
Rating of TEFRA program (Q44)	321	65.7%	29	72.4%	63	71.4%	6.7
Rating of customer service (Q55)	92	27.2%	5	40.0%	24	50.0%	22.8
Rating of TEFRA application process (Q68)	323	40.9%	29	51.7%	63	50.8%	10.9

For **Table 12**, all respondents not identifying as "White" or "Black" are placed in the "Other" race category. As seen in Question 75 in Appendix A, parents/caregivers identifying their child's race as "Black" or categorized as "Other" have a small representation. Caution should be exercised when making conclusions based on small numbers.

Composite questions "Getting care quickly," How well doctors communicate," and "Special therapies" have a composite score of at least 84.0% for all race categories. "Customer service" had a small range of 0.4 percentage points; those identifying their child's race as "Black" had the highest positive measure at 70.0%, and those identifying their child's race as "White" had the lowest positive measure at 69.6%.

"Rating of treatment or counseling" had the highest possible positive measure (100.0%) for the "Black" race category. "Rating of health care professional" and "Rating of health care" had a positive measure of 86.5% or above for all race categories. The largest range (36.8) was found for the "Rating of treatment or counseling" rating question, between those identifying their child as "Black" (100.0%) and "Other" (63.2%).

TABLE 13. 2024 Composite and rating questions by household income

INCOME COMPOSITES AND RATINGS	$0–$50,000		$50,001–$100,000		$100,001–$150,000		$150,001 OR MORE		RANGE
	n	%	n	%	n	%	n	%	
Getting care quickly		80.1%		94.6%		92.7%		94.0%	14.5
How well doctors communicate		93.5%		91.3%		94.9%		91.9%	3.5
Customer service		70.0%		71.1%		68.0%		69.4%	3.1
Special equipment and supplies		88.9%		67.9%		62.5%		74.2%	26.4
Special therapies		86.2%		90.3%		85.9%		92.6%	6.7
Rating of health care professional (Q13)	35	88.6%	163	89.6%	111	89.2%	92	93.5%	4.9
Rating of health care (Q25)	30	83.3%	151	86.1%	97	90.7%	87	90.8%	7.5
Rating of treatment or counseling (Q38)	10	70.0%	41	78.0%	36	83.3%	33	72.7%	13.3
Rating of TEFRA program (Q44)	35	77.1%	162	72.8%	112	59.8%	91	60.4%	17.3
Rating of customer service (Q55)	10	50.0%	46	34.8%	43	30.2%	17	17.6%	32.4
Rating of TEFRA application process (Q68)	35	62.9%	162	45.1%	112	39.3%	92	38.0%	24.8

As seen in **Table 13**, some of the household income categories had an insufficient number of respondents to make valid interpretations on the ranges for some composite and rating measures (Appendix A, Question 77). Income categories have been combined in **Table 13**. Caution is warranted due to small numbers.

Among composite measures, "Getting care quickly" and "How well doctors communicate" had high positive measures above 91.0% for all household income categories, except for the "Getting care quickly" composite for the "$0 – $50,000" income range with a composite rating of 80.1%. "Special equipment and supplies" had the largest range (26.4) among income categories, with the largest positive measure for income "$0 – $50,000" (88.9%) and the smallest positive measure for an income of "$100,001 - $150,000" (62.5%). The smallest range, 3.1 percentage points, is seen for the composite "Customer service," where all income categories have a positive measure between 68.0% and 71.1%.

For rating questions, the income of "$150,001 or more" scored the highest positive measures for "Rating of health care professional" and "Rating of health care" at 93.5% and 90.8%, respectively. The largest range among rating questions was seen in "Rating of customer service" with a high positive measure for "$0 – $50,000" income (50.0%) and a low positive measure for "$150,001 or more" income (17.6%).

TABLE 14. 2024 Composite and rating questions by length of enrollment in TEFRA

LENGTH OF ENROLLMENT COMPOSITES AND RATINGS	LESS THAN 12 MONTHS		12 UP TO 24 MONTHS		2 UP TO 5 YEARS		5 OR MORE YEARS		RANGE
	n	%	n	%	n	%	n	%	
Getting care quickly		94.3%		90.5%		91.9%		94.6%	4.2
How well doctors communicate		90.7%		90.9%		92.9%		94.6%	3.8
Customer service		66.3%		70.6%		76.7%		60.0%	16.7
Special equipment and supplies		89.3%		73.9%		64.6%		63.7%	25.6
Special therapies		90.8%		88.9%		94.5%		83.2%	11.3
Rating of health care professional (Q13)	49	91.8%	98	86.7%	139	89.2%	128	93.0%	6.2
Rating of health care (Q25)	44	90.9%	92	84.8%	124	88.7%	117	90.6%	6.1
Rating of treatment or counseling (Q38)	10	60.0%	30	90.0%	47	76.6%	36	72.2%	30.0
Rating of TEFRA program (Q44)	48	66.7%	98	60.2%	138	70.3%	128	68.8%	10.1
Rating of customer service (Q55)	20	40.0%	33	33.3%	43	27.9%	25	32.0%	12.1
Rating of TEFRA application process (Q68)	49	42.9%	98	37.8%	139	45.3%	128	45.3%	7.6

As seen in **Table 14**, "Getting care quickly" and "How well doctors communicate" composites had positive measures of greater than 90.0% in each enrollment category. The "Special equipment and supplies" composite had the largest range (25.6), with a high of 89.3% for "Less than 12 months" enrollment length and a low of 63.7% for "5 or more years" length of enrollment. "Customer service" had the lowest composite rating (60.0%) for the "5 or more years" enrollment length, and the "Rating of customer service" rating had the lowest positive measure amongst all other ratings (27.9%) for the "2 up to 5 years" enrollment length.

Within rating measures, "Rating of treatment or counseling" had the largest range (30.0) while "Rating of health care" had the smallest range (6.1). Among all length of enrollment categories, the "Rating of health care professional" rating collectively received a high measure of satisfaction as all categories had positive measures higher than 86.0%.

TABLE 15. 2024 Composite and rating questions by financial burden of TEFRA premiums

FINANCIAL BURDEN OF TEFRA PREMIUMS COMPOSITES AND RATINGS	A BIG FINANCIAL BURDEN		A SMALL FINANCIAL BURDEN		NOT A FINANCIAL BURDEN		RANGE
	n	%	n	%	n	%	
Getting care quickly		89.4%		94.2%		91.7%	4.8
How well doctors communicate		85.4%		96.0%		92.2%	10.5
Customer service		61.1%		69.9%		73.5%	12.4
Special equipment and supplies		77.0%		63.6%		70.8%	13.3
Special therapies		87.4%		90.4%		89.6%	2.9
Rating of health care professional (Q13)	61	88.5%	202	90.6%	150	90.7%	2.1
Rating of health care (Q25)	56	83.9%	188	89.4%	132	90.9%	7.0
Rating of treatment or counseling (Q38)	17	76.5%	61	75.4%	45	77.8%	2.4
Rating of TEFRA program (Q44)	62	51.6%	201	67.7%	148	73.0%	21.4
Rating of customer service (Q55)	18	33.3%	68	29.4%	35	37.1%	7.7
Rating of TEFRA application process (Q68)	62	32.3%	202	40.1%	149	51.0%	18.7

In **Table 15**, the financial burden of TEFRA premiums had smaller numbers of respondents in the "A big financial burden" category when compared to the other financial burden categories. Generally, caution should be used in drawing conclusions on small numbers.

Among composites, "Special equipment and supplies" had the largest range of 13.3 percentage points between levels of burden of TEFRA premiums, with "A big financial burden" being the highest (77.0%) and "A small financial burden" being the lowest (63.6%). "How well doctors communicate" had the largest positive measures amongst all composites in the "A small financial burden" category with a positive measure of 96.0%, followed by "Getting care quickly" in "A small financial burden" with a measure of 94.2%.

Among ratings, a large range of 21.4 percentage points was seen for "Rating of TEFRA program," and a small range of 2.1 percentage points was seen for "Rating of health care professional." Small positive measures were recorded for the "Rating of customer service" rating question in the "A big financial burden" (33.3%) and "A small financial burden" (29.4%) financial burden categories. "Rating of TEFRA application" also had a small positive measure of 32.3% in the "A big financial burden" financial burden category. "Not a financial burden" had the highest measures between levels of burden of TEFRA premiums for all rating questions.

Regional Analysis

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

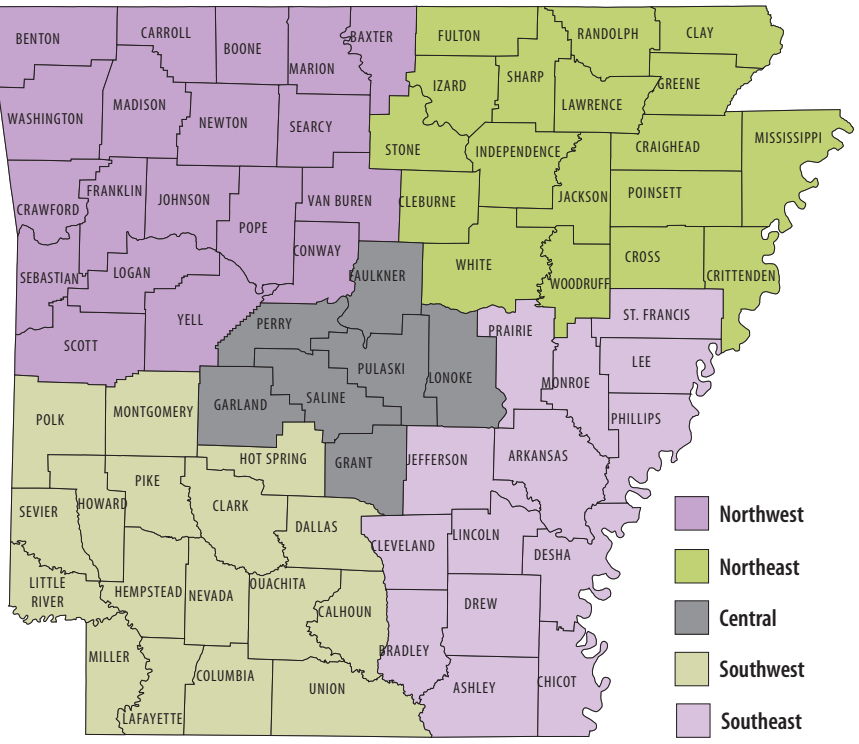
Northwest: Baxter, Benton, Boone, Carroll, Conway, Crawford, Franklin, Johnson, Logan, Madison, Marion, Newton, Pope, Scott, Searcy, Sebastian, Van Buren, Washington, and Yell counties

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



OVERALL MEAN RATINGS

The mean ratings are based on individual questions that ask beneficiaries to rate their child's health care professional, child's health care, child's treatment or counseling, the TEFRA program, customer service, and the TEFRA application process. Ratings are based on a scale of 0–10, where 0 represents "worst possible," and 10 represents "best possible." **Table 16** shows the mean ratings by region compared to the state mean, as well as the number of beneficiaries who responded to the question. Caution should be applied when drawing conclusions from small numbers.

TABLE 16. 2024 Mean ratings

	CENTRAL		NORTHEAST		NORTHWEST		SOUTHEAST		SOUTHWEST		STATEWIDE	
MEAN RATINGS	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN	n	MEAN
Rating of health care professional (Q13)	148	9.22	73	9.04	165	8.97	7	10.00	22	9.27	415	9.11
Rating of health care (Q25)	140	9.05	66	8.85	144	8.88	7	9.43	21	9.14	378	8.96
Rating of treatment or counseling (Q38)	49	8.86	14	7.93	54	8.35	2	9.00	5	6.80	124	8.45
Rating of TEFRA program (Q44)	148	8.03	73	7.68	164	7.82	7	9.00	21	8.38	413	7.92
Rating of customer service (Q55)	44	5.91	19	6.26	53	6.00	0	-	5	6.40	121	6.02
Rating of TEFRA application process (Q68)	148	6.86	73	6.16	165	6.30	7	8.14	22	7.14	415	6.55

Like previous years, "Rating of health care professional" received the highest mean rating of 9.11 statewide, the highest mean among each of the last three years. The "Rating of customer service" had the lowest mean rating of 6.02 of statewide means. This trend is also similar to the results in 2023, where this item had a mean rating of 5.97 statewide (not in **Table 16**).

Due to a small number of respondents in the Southeast and Southwest regions, caution should be exercised when reviewing results in these regions. For "Rating of health care professional" and "Rating of health care," all regions had a mean rating at or above 8.85. The Southeast region had the highest mean rating (10.00) for "Rating of health care professional," followed by the Southeast region (9.43) for "Rating of health care." The Central region had the lowest mean rating of 5.91, followed by the Northwest region with a mean rating of 6.00, both for "Rating of customer service."

UTILIZATION OF SERVICES

TABLE 17. 2024 Utilization of services

UTILIZATION OF SERVICES	CENTRAL		NORTHEAST		NORTHWEST		SOUTHEAST		SOUTHWEST		STATEWIDE	
	n	%	n	%	n	%	n	%	n	%	n	%
Visiting the doctor at least once	147	95.2%	72	91.7%	163	89.6%	7	100.0%	22	95.5%	411	92.5%
Visiting the doctor three or more times	147	37.4%	72	40.3%	163	37.4%	7	71.4%	22	31.8%	411	38.2%
Seeking routine medical care	148	89.2%	73	86.3%	165	83.0%	7	85.7%	22	86.4%	415	86.0%
Seeking medical care for illness/ injury	146	37.0%	72	47.2%	165	40.6%	7	71.4%	22	27.3%	412	40.3%
Getting treatment or counseling	148	33.8%	74	18.9%	165	33.3%	7	28.6%	22	22.7%	416	30.3%
Calling Medicaid customer service	146	30.8%	74	27.0%	165	32.7%	7	0.0%	22	22.7%	414	30.0%
Needing additional specialty items	148	24.3%	74	20.3%	165	23.0%	7	28.6%	22	22.7%	416	23.1%
Needing special medical equipment	147	14.3%	74	16.2%	165	15.2%	7	14.3%	22	9.1%	415	14.7%
Needing speech therapy	147	66.7%	73	65.8%	164	64.6%	7	71.4%	22	54.5%	413	65.1%
Needing occupational therapy	148	68.9%	74	62.2%	164	66.5%	7	57.1%	22	45.5%	415	65.3%
Needing physical therapy	148	50.0%	74	44.6%	165	52.1%	7	85.7%	22	31.8%	416	49.5%

According to **Table 17**, "Visiting the doctor at least once" had the highest statewide utilization rate (92.5%), followed by "Seeking routine medical care" (86.0%). Across the state, "Needing additional specialty items" and "Needing special medical equipment" were the least utilized services, with rates of 23.1% and 14.7%, respectively.

Due to the small number of respondents in the Southeast and Southwest regions, caution should be exercised when reviewing results in these regions. The highest utilization rate, 100.0%, was seen in the "Visiting the doctor at least once" service utilization within the Southeast region. Regionally, the "Needing physical therapy" showed the most variability (53.9 percentage points), with a rate of 85.7% in the Southeast region and 31.8% in the Southwest region. This is followed by "Seeking medical care for illness/injury," with a range of 44.1 percentage points, the Southeast region having the highest utilization rate (71.4%) and the Southwest region having the lowest utilization rate (27.3%).

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Appendix A: TEFRA Frequency Tables

Q1) Our records show that your child is enrolled in the TEFRA program. Is that right?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	417	100.00	417	100.00

Q2) How many months or years in a row has your child been enrolled in the TEFRA program?				
Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 6 months	1	0.24	1	0.24
6 up to 12 months	48	11.54	49	11.78
12 up to 24 months	98	23.56	147	35.34
2 up to 5 years	140	33.65	287	68.99
5 up to 10 years	82	19.71	369	88.70
10 or more years	47	11.30	416	100.00

Q3) In the 6 months before your child was enrolled with TEFRA, how much of a problem, if any, was it for your child to see a personal doctor or nurse?				
Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	30	7.19	30	7.19
A small problem	91	21.82	121	29.02
Not a problem	268	64.27	389	93.29
My child did not see a personal doctor or nurse in the 6 months before enrolling in TEFRA.	28	6.71	417	100.00

Q4) Since enrolling in TEFRA, how much of a problem, if any, has it been for your child to see a personal doctor or nurse?				
Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	1	0.24	1	0.24
A small problem	25	6.00	26	6.24
Not a problem	388	93.05	414	99.28
My child did not see a personal doctor or nurse since enrolling in TEFRA.	3	0.72	417	100.00

Q5) In the 6 months before your child was enrolled with TEFRA, how much of a problem, if any, was it to get your child's prescription medicine?				
Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	42	10.10	42	10.10
A small problem	80	19.23	122	29.33
Not a problem	244	58.65	366	87.98
My child did not need prescription medicine in the 6 months before enrolling in TEFRA.	50	12.02	416	100.00

Q6) Since enrolling in TEFRA, how much of a problem, if any, was it to get your child's prescription medicine?				
Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	8	1.92	8	1.92
A small problem	41	9.83	49	11.75
Not a problem	348	83.45	397	95.20
My child has not needed prescription medicine since enrolling in TEFRA.	20	4.80	417	100.00

Q7) In the 6 months before your child was enrolled with TEFRA, when your child needed urgent care from a doctor's office or the emergency room, how much of a problem, if any, was it for your child to get this care?				
Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	33	7.97	33	7.97
A small problem	66	15.94	99	23.91
Not a problem	235	56.76	334	80.68
My child did not need urgent care in the 6 months before enrolling in TEFRA.	80	19.32	414	100.00

Q8) Since enrolling in TEFRA, when your child needed urgent care from a doctor's office or the emergency room, how much of a problem, if any, was it for your child to get this care?				
Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	5	1.20	5	1.20
A small problem	22	5.29	27	6.49
Not a problem	332	79.81	359	86.30
My child has not needed urgent care since enrolling in TEFRA.	57	13.70	416	100.00

Q9) A personal doctor or nurse can be a general doctor, a nurse practitioner, or a physician assistant. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. Which describes the type of health care professional your child sees most often?				
Q9	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Personal doctor/family doctor primary care physician	233	57.82	233	57.82
Specialist	170	42.18	403	100.00

Q10) In the last 6 months, did your child need a referral to see a specialist?				
Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	198	48.06	198	48.06
No	214	51.94	412	100.00

Q11) In the last 6 months, how much of a problem, if any, did you have getting a referral to see a specialist?				
Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	6	3.05	6	3.05
A small problem	43	21.83	49	24.87
Not a problem	148	75.13	197	100.00

Q12) With the choices the TEFRA program gave you, how much of a problem, if any, was it to get a health care professional for your child you are happy with?				
Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	7	1.69	7	1.69
A small problem	29	7.00	36	8.70
Not a problem	335	80.92	371	89.61
I didn't get a new health care professional for my child.	43	10.39	414	100.00

Q13) We want to know your rating of your child's health care professional. Use any number from 0 to 10, where 0 is the worst health care professional possible and 10 is the best. How would you rate your child's health care professional now?				
Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst health care professional	0	0.00	0	0.00
1	0	0.00	0	0.00
2	1	0.24	1	0.24
3	0	0.00	1	0.24
4	1	0.24	2	0.48
5	3	0.72	5	1.20
6	11	2.65	16	3.86
7	25	6.02	41	9.88
8	70	16.87	111	26.75
9	83	20.00	194	46.75
10 Best health care professional	221	53.25	415	100.00

Q14) In the last 6 months, did your child have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?				
Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	166	40.29	166	40.29
No	246	59.71	412	100.00

Q15) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?				
Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	1.21	2	1.21
Sometimes	7	4.24	9	5.45
Usually	28	16.97	37	22.42
Always	128	77.58	165	100.00

Q16) In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?				
Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	357	86.02	357	86.02
No	58	13.98	415	100.00

Q17) In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?				
Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	1	0.28	1	0.28
Sometimes	32	9.01	33	9.30
Usually	99	27.89	132	37.18
Always	223	62.82	355	100.00

Q18) In the last 6 months, how many times did your child go to his or her doctor's office or clinic?				
Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	31	7.54	31	7.54
1	99	24.09	130	31.63
2	124	30.17	254	61.80
3	71	17.27	325	79.08
4	36	8.76	361	87.83
5 to 9	31	7.54	392	95.38
10 or more	19	4.62	411	100.00

Q19) In the last 6 months, how often did your child's doctors or other health care providers listen carefully to you?				
Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	12	3.18	12	3.18
Usually	74	19.63	86	22.81
Always	291	77.19	377	100.00

Q20) In the last 6 months, how often did your child's health care professional show respect for what you had to say?				
Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	9	2.39	9	2.39
Usually	63	16.76	72	19.15
Always	304	80.85	376	100.00

Q21) Is your child able to talk with doctors about his or her health care?				
Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	197	52.25	197	52.25
No	180	47.75	377	100.00

Q22) In the last 6 months, how often did your child have a hard time speaking with or understanding doctors or other health providers because they spoke different languages?				
Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	168	86.15	168	86.15
Sometimes	23	11.79	191	97.95
Usually	2	1.03	193	98.97
Always	2	1.03	195	100.00

Q23) In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?				
Q23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	8	4.12	8	4.12
Sometimes	23	11.86	31	15.98
Usually	62	31.96	93	47.94
Always	101	52.06	194	100.00

Q24) In the last 6 months, how often did doctors or other health providers spend enough time with your child?				
Q24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	2	0.53	2	0.53
Sometimes	24	6.35	26	6.88
Usually	108	28.57	134	35.45
Always	244	64.55	378	100.00

Q25) We want to know your rating of all your child's health care in the last 6 months from all doctors and other health providers. Use any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?				
Q25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst health care possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	1	0.26	1	0.26
3	0	0.00	1	0.26
4	1	0.26	2	0.53
5	4	1.06	6	1.59
6	10	2.65	16	4.23
7	27	7.14	43	11.38
8	66	17.46	109	28.84
9	105	27.78	214	56.61
10 Best health care possible	164	43.39	378	100.00

Q26) In the last 6 months, did your child have any health problems for which he or she needed additional specialty items such as diapers, formula, or dietary supplements? (Don't count diapers for infants or toddlers who are not yet potty trained.)				
Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	96	23.08	96	23.08
No	320	76.92	416	100.00

Q27) In the last 6 months, how much of a problem, if any, was it to get the additional specialty items your child needed through TEFRA?				
Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	10	10.75	10	10.75
A small problem	22	23.66	32	34.41
Not a problem	61	65.59	93	100.00

Q28) In the last 6 months, did your child have any health problems that required you to get or replace any special medical equipment or devices such as a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment?				
Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	61	14.70	61	14.70
No	354	85.30	415	100.00

Q29) In the last 6 months, how much of a problem, if any, was it to get the special medical equipment your child needed through TEFRA?				
Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	6	10.00	6	10.00
A small problem	11	18.33	17	28.33
Not a problem	43	71.67	60	100.00

Q30) In the last 6 months, did your child need speech therapy?				
Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	269	65.13	269	65.13
No	144	34.87	413	100.00

Q31) In the last 6 months, how much of a problem, if any, was it to get the speech therapy your child needed through TEFRA?				
Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	10	3.73	10	3.73
A small problem	23	8.58	33	12.31
Not a problem	235	87.69	268	100.00

Q32) In the last 6 months, did your child need occupational therapy?				
Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	271	65.30	271	65.30
No	144	34.70	415	100.00

Q33) In the last 6 months, how much of a problem, if any, was it to get the occupational therapy your child needed through TEFRA?				
Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	5	1.85	5	1.85
A small problem	18	6.67	23	8.52
Not a problem	247	91.48	270	100.00

Q34) In the last 6 months, did your child need physical therapy?				
Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	206	49.52	206	49.52
No	210	50.48	416	100.00

Q35) In the last 6 months, how much of a problem, if any, was it to get the physical therapy your child needed through TEFRA?				
Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	6	2.91	6	2.91
A small problem	15	7.28	21	10.19
Not a problem	185	89.81	206	100.00

Q36) In the last 6 months, did your child have any treatment or counseling for an emotional or behavioral difficulty?				
Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	126	30.29	126	30.29
No	290	69.71	416	100.00

Q37) In the last 6 months, how much of a problem, if any, was it for you to get this treatment or counseling through TEFRA?				
Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	10	8.00	10	8.00
A small problem	17	13.60	27	21.60
Not a problem	98	78.40	125	100.00

Q38) We want to know your rating of your child's treatment or counseling for emotional or behavioral difficulties. Use any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible. How would you rate your child's treatment or counseling now?				
Q38	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst treatment or counseling possible	0	0.00	0	0.00
1	0	0.00	0	0.00
2	2	1.61	2	1.61
3	2	1.61	4	3.23
4	1	0.81	5	4.03
5	5	4.03	10	8.06
6	10	8.06	20	16.13
7	9	7.26	29	23.39
8	22	17.74	51	41.13
9	20	16.13	71	57.26
10 Best treatment or counseling possible	53	42.74	124	100.00

Q39) Where did you first hear about TEFRA?				
Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Arkansas Children's Hospital	112	28.07	112	28.07
Doctor's office	63	15.79	175	43.86
Friend or relative	88	22.06	263	65.91
Internet	5	1.25	268	67.17
School/daycare	51	12.78	319	79.95
Other (Please print.)	80	20.05	399	100.00

Q39 Other (Please print.)	
Q39_other	Frequency
ACUTE INPATIENT PSYCHIATRIC HOSPITAL	1
ARKANSAS DEPARTMENT OF HEALTH	1
ARKANSAS SUPPORT NETWORK	1
ASSIGNED ASSISTANT	1
CHILD SUPPORT OFFICE	1
CHILDREN'S THERAPY TEAM	4
CHRONIC HEALTH CONDITIONS OFFICE	1
DENNIS DEVELOPMENTAL CENTER- LITTLE ROCK	1
DESTINATION EDUCATION	1
DEVELOPMENTAL THERAPIST @ LITTLE BITTY CITY	1
DHS	2
EMPLOYMENT	1
HIPPOS AND FISH (OT AND PT)	1
HOPE LANDING THERAPY	1
HOSPITAL - BAPTIST HOSPITAL	3
HOSPITAL - COX SOUTH HOSPITAL	1
HOSPITAL - PINNACLE POINTE HOSPITAL	1
JOB	1
KC CHILDRENS HOSPITAL AND CASA PEDIATRIC THERAPY	1
KIDS UNLIMITED LEARNING ACADEMY OF SEARCY	1
KIDSOURCE THERAPY	2
MAIL	1
MEDICAID OFFICE	1
MY OTHER SON HAS TEFRA	1
MY PHARMACIST/FRIEND TOLD ME ABOUT TEFRA. I AM SO VERY THANKFUL FOR THIS PROGRAM.	1
NEW HOPE THERAPY	1
PATHWAY PEDIATRIC THERAPIES	2
PEDIATRICS PLUS	4
PEDIATRICS THERAPIST.	1
PLAYSTRONG THERAPY	1
POST PEDIATRIC THERAPY	2
PROVIDERS (PROBABLY FOSTER SEATS) SIBLINGS HAVE DOWNS SYNDROME	1

Q39 Other (Please print.)	
Q39_other	Frequency
REACH THERAPY	1
RISE COUNSELING DURING AUTISM DIAGNOSIS	1
SOCIAL SECURITY OFFICE	1
SOCIAL WORKER FOR ADOPTION	1
SPEECH THERAPY/OCCUPATIONAL THERAPY/ PHYSICAL THERAPY	27
STATE SENATOR	1
THERAPIST AT ALLIED THERAPY	1
THERAPY CLINIC- INSYNC	1
UAMS	1

Q40) In the last 6 months, did you look for any information in written materials or on the Internet about how TEFRA works?				
Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	105	25.49	105	25.49
No	307	74.51	412	100.00

Q41) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how TEFRA works?				
Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	17	16.35	17	16.35
Sometimes	47	45.19	64	61.54
Usually	34	32.69	98	94.23
Always	6	5.77	104	100.00

Q42) In the last 6 months, did TEFRA give you any forms to fill out?				
Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	294	71.36	294	71.36
No	118	28.64	412	100.00

Q43) In the last 6 months, how often were the forms from TEFRA easy to fill out?				
Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	48	16.44	48	16.44
Sometimes	99	33.90	147	50.34
Usually	111	38.01	258	88.36
Always	34	11.64	292	100.00

Q44) We want to know your rating of all your experiences with the TEFRA program. Use any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible. How would you rate the TEFRA program now?				
Q44	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst experience possible	2	0.48	2	0.48
1	4	0.97	6	1.45
2	3	0.73	9	2.18
3	9	2.18	18	4.36
4	7	1.69	25	6.05
5	22	5.33	47	11.38
6	35	8.47	82	19.85
7	54	13.08	136	32.93
8	91	22.03	227	54.96
9	79	19.13	306	74.09
10 Best experience possible	107	25.91	413	100.00

Q45) In the last 6 months, did you call Medicaid customer service to get information, help for your child, or to report a change in income?				
Q45	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	124	29.95	124	29.95
No	290	70.05	414	100.00

Q46) Where did you call most often for Medicaid customer service information or help? (Check only one.)				
Q46	Frequency	Percent	Cumulative Frequency	Cumulative Percent
TEFRA (1-866-239-9938)	50	44.25	50	44.25
Medicaid Resolution Center (1-888-474-8275)	10	8.85	60	53.10
Access AR Call Center (1-800-482-8988 or 1-855-372-1084)	11	9.73	71	62.83
Medicaid Claims Resolution Center (1-800-482-5431)	0	0.00	71	62.83
Medicaid Services, a division of AFMC (1-888-987-1200)	4	3.54	75	66.37
ConnectCare (1-800-275-1131)	3	2.65	78	69.03
Local county DHS office	29	25.66	107	94.69
Doctor's office	1	0.88	108	95.58
Other	5	4.42	113	100.00

Q46 Other (Please print.)	
Q46_other	Frequency
EMAIL PROGRAM COUNTY CONTACT	1
EMAILED ** W/ DHS	1
NUMBER ON BACK OF MEDICAID CARD	1
OFFICE OF OMBUDSMAN, NO ANSWER AND NO CALL BACK AFTER LEAVING 2 MESSAGES.	1
SINCE ALL MEDICAID AND TEFRA NUMBERS ARE ACTUALLY ONE NUMBER, A CALL CENTER WHERE A COMPUTER OR PERSON WILL 'CONNECT' ME TO THE ACTUAL SERVICE NEEDED, I HAVE LITTLE SUCCESS IN REACHING THE CORRECT PERSON. THIS NEW ONE NUMBER FOR THE STATE OF AR HAS CAUSED HAVOC FOR CLIENTS AND DHS STAFF. THE STAFF THINKS HE/SHE IS CONNECTING ME TO TEFRA, BUT IT IS A GENERAL NUMBER. BEFORE THIS NEW DIRECTING OF ALL CALLS THROUGH A GENERAL NUMBER, I COULD CALL TEFRA IN BERRYVILLE AND TALK TO SOMEONE IN CHARGE OF TEFRA. I CANNOT CALL ANY SPECIFIC DHS OFFICE IN A SPECIFIC AREA NOW. THIS HAS BEEN FRUSTRATING FOR ME AND THE DHS STAFF WHO THINKS THEY ARE GIVING ME CORRECT NUMBERS TO ADDRESS TEFRA, ETC. (STAFF DO NOT HAVE CORRECT NUMBERS FOR TEFRA OR THE NUMBERS HAVEN'T WORKED WHEN I HAVE TRIED TO USE THEM IN THE LAST SIX MONTHS.) THE NEW ONE NUMBER SYSTEM DOES NOT WORK AND ADDS STRESS TO CLIENTS AND DHS STAFF.	1

Q47) In the last 6 months, when you spoke to a person at ConnectCare, were they able to help you?				
Q47	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	100.00	3	100.00
No	0	0.00	3	100.00

Q48) In the last 6 months, how often did Medicaid customer service give you the information or help you needed?				
Q48	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	9.68	12	9.68
Sometimes	46	37.10	58	46.77
Usually	37	29.84	95	76.61
Always	29	23.39	124	100.00

Q49) In the last 6 months, have you called Medicaid customer service about a change in income?				
Q49	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	9.09	11	9.09
No	110	90.91	121	100.00

Q50) In the last 6 months, when you called Medicaid customer service about a change in income, how often did Medicaid customer service give you the information or help you needed?				
Q50	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	27.27	3	27.27
Sometimes	3	27.27	6	54.55
Usually	4	36.36	10	90.91
Always	1	9.09	11	100.00

Q51) In the last 6 months, how often did Medicaid customer service staff treat you with courtesy and respect?				
Q51	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	2.46	3	2.46
Sometimes	14	11.48	17	13.93
Usually	42	34.43	59	48.36
Always	63	51.64	122	100.00

Q52) In the last 6 months, when you called Medicaid customer service, was the person in customer service able to answer all your questions about the TEFRA program?				
Q52	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	69	56.56	69	56.56
No	53	43.44	122	100.00

Q53) How often did you understand the answers that they gave?				
Q53	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	4	6.56	4	6.56
Usually	24	39.34	28	45.90
Always	33	54.10	61	100.00

Q54) In the last 6 months, when you called Medicaid customer service, did any of these things happen to you? (Check all that apply.)			
Q54	Frequency	Percent	Utilization Rate
None	28	10.85	23.14
Long wait or no one called back	60	23.26	49.59
Kept getting transferred or could not get in touch with the right person	65	25.19	53.72
Staff could not answer questions	40	15.50	33.06
Staff members were rude	13	5.04	10.74
Left message(s) and no one returned my call	21	8.14	17.36
Kept getting disconnected	15	5.81	12.40
Voicemail full	4	1.55	3.31
Other (Please Print.)	12	4.65	9.92

Q54 Other (Please print.)	
Q54_other	Frequency
CALL RANG AND NO ONE ANSWERED.	1
CONNECT WITH DHS CASE MANAGER DIRECTLY, WHO KNOWS MY CHILD'S CASE.	1
DID NOT HELP AT ALL	1
HAD TO REPEAT INFO MULTIPLE TIMES (WITH THE SAME PERSON)	1
I HAVE CALLED, EMAILED, SENT IN THE PAPERWORK THAT WAS ASKED AND GOT NO RESPONSE, SO I HAVE NOT BEEN ABLE TO PAY MY TEFRA.	1
ITEMS THAT WERE 'ESCALATED UP' DID NOT IN FACT SEEM TO BE ATTENDED TO AFTER ALL.	1
KEPT BEING TOLD TO CALL BACK IN A WEEK TO SEE IF ANYTHING NOW WAS UPDATED ON OUR CASE IN RENEWAL PAPERWORK, UNABLE TO TAKE TO CASE WORKER, SO GOT A NEW PERSON ON PHONE EACH TIME I CALLED AND WOULD HAVE TO FILL IN ON WHAT WAS WRONG. THANKFUL PREVIOUS PEOPLE KEPT GOOD NOTES IN COMPUTER SO THEY COULD HELP FIGURE OUT EVERYTHING. PEOPLE ON PHONE WERE KIND.	1
NO ANSWER	1
PHONE NEVER ANSWERED	1
POOR CONNECTION/SOUND QUALITY. I HAD A DIFFICULT TIME HEARING & UNDERSTANDING THE SERVICE REP. I HAD A GOOD CELL CONNECTION AND I DO NOT HAVE A HEARING LOSS. LOUD BACKGROUND AND NOISE AT CALL CENTER AS WELL.	1
THE PHONE WOULD KEEP REPEATING THE MESSAGE	1
WAS TOLD THE WRONG INFORMATION & TOO MANY DEPARTMENTS TO GO THROUGH.	1
UNRETURNED EMAILS	1
WE CAN NEVER GET SALINE COUNTY OFFICE ON THE PHONE-SEE ATTACHED	1
WHEN I ASKED PREVIOUSLY NO DOCTOR ASSIGNED WHY NOW? AND THEY COULDN'T GIVE AN ANSWER	1

Q55) We want to know your rating of your experience with Medicaid customer service. Use any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible. How would you rate the Medicaid customer service?				
Q55	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst experience possible	4	3.31	4	3.31
1	2	1.65	6	4.96
2	4	3.31	10	8.26
3	11	9.09	21	17.36
4	14	11.57	35	28.93
5	13	10.74	48	39.67
6	19	15.70	67	55.37
7	15	12.40	82	67.77
8	17	14.05	99	81.82
9	10	8.26	109	90.08
10 Best experience possible	12	9.92	121	100.00

Q56) A premium is the amount of money you must pay monthly to receive services covered under the TEFRA program. What is your monthly TEFRA premium?				
Q56	Frequency	Percent	Cumulative Frequency	Cumulative Percent
$0	13	3.16	13	3.16
$20 – $41	24	5.84	37	9.00
$52 – $78	67	16.30	104	25.30
$93 – $125	84	20.44	188	45.74
$145 – $182	71	17.27	259	63.02
$208 – $250	57	13.87	316	76.89
$281 – $328	28	6.81	344	83.70
$364 – $416	20	4.87	364	88.56
$458	47	11.44	411	100.00

Q57) In the last 6 months, how much of a financial burden, if any, was it to pay the TEFRA program premiums?				
Q57	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big financial burden	62	14.98	62	14.98
A small financial burden	202	48.79	264	63.77
Not a financial burden	150	36.23	414	100.00

Q58) In the last 6 months, has your child lost TEFRA eligibility because the TEFRA program premiums were too expensive for you to pay?				
Q58	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	4	0.96	4	0.96
No	411	99.04	415	100.00

Q59) Please tell us which services you could not get in the last 6 months because your child lost TEFRA coverage. (Check all that apply.)			
Q59	Frequency	Percent	Utilization Rate
Regular physician visits	0	0	0.00
Visits to a specialist	1	20	33.33
Emergency room visits	0	0	0.00
Dental visits	0	0	0.00
Prescription medicine	1	20	33.33
Special therapy	2	40	66.67
Medical equipment	1	20	33.33
Other (Please print.)	0	0	0.00

Q60) In the last 6 months, were there any medical services that you could not get for your child because those services were not included in the TEFRA program?				
Q60	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	37	8.96	37	8.96
No	376	91.04	413	100.00

Q61) Please tell us which services you could not get in the last 6 months because those services were not included in the TEFRA program. (Check all that apply.)			
Q61	Frequency	Percent	Utilization Rate
Regular physician visits	2	4.65	5.56
Visits to a specialist	4	9.30	11.11
Emergency room visits	1	2.33	2.78
Dental visits	6	13.95	16.67
Prescription medicine	10	23.26	27.78
Special therapy	12	27.91	33.33
Medical equipment	2	4.65	5.56
Other (Please print.)	6	13.95	16.67

Q61 Other (Please print.)	
Q61_other	Frequency
COUNSELING AT HARBOR HIGH SCHOOL.	1
FUNCTIONAL DOCTOR/ NATUREPATH	1
LAB WORK, IV INFUSION	1
OUT OF STATE SPECIALIST	1
PSYCH EVALUATION	1
URGENT CARE CLINIC	1

Q62). When you enrolled your child in the TEFRA program, how much of a problem did you have receiving care while you waited for your TEFRA application to be processed?				
Q62	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	66	16.06	66	16.06
A small problem	84	20.44	150	36.50
Not a problem	261	63.50	411	100.00

Q63) When you enrolled your child in the TEFRA program, where did you apply?				
Q63	Frequency	Percent	Cumulative Frequency	Cumulative Percent
DHS county office	184	44.66	184	44.66
Arkansas Children's Hospital	134	32.52	318	77.18
Federally qualified health center (doctor's office/day care center)	30	7.28	348	84.47
Other (Please print.)	64	15.53	412	100.00

Q63 Other (Please print.)	
Q63_other	Frequency
APPLICATION GIVEN TO ME BY DESTINATION EDUCATION	1
BRIDGES THERAPY OFFICE	1
CHILDREN'S THERAPY CENTER OF BENTONVILLE ARKANSAS	1
CHILDREN'S THERAPY TEAM	2
DO NOT REMEMBER	2
I APPLIED ONLINE. I DID MY OWN FOOTWORK. I DID HAVE THE SPECIALIST WRITE THE FORM. BUT ACH WAS NO HELP. NO ONE ANSWERED THE PHONE	1
IMAGINE PEDIATRICS	1
JUST GOT FORMS AT PEDS PLUS	1
KIDSPIRATION MOUNTAIN HOME AR	1
MAIL / AT HOME	12
ONLINE / HUMAN SERVICES WEBSITE / ACCESS ARKANSAS WEBSITE	28
PLAYSTRONG THERAPY	1
RE CERTIFY FORMS EVERY YEAR	1
SCHOOL/DAYCARE	1
SPEECH THERAPY/OCCUPATIONAL THERAPY/PHYSICAL THERAPY	6
VANTAGE POINT BEHAVIORAL, FAYETTEVILLE AR	1

Q64) At which county DHS office did you enroll your child in the TEFRA program? (Please print.)				
Q64	Frequency	Percent	Cumulative Frequency	Cumulative Percent
BAXTER	1	0.59	1	0.59
BENTON	28	16.47	29	17.06
BOONE	1	0.59	30	17.65
CALHOUN	1	0.59	31	18.24
CARROLL	7	4.12	38	22.35
CLARK	1	0.59	39	22.94
CLAY	1	0.59	40	23.53
CLEVELAND	1	0.59	41	24.12
COLUMBIA	1	0.59	42	24.71
CONWAY	1	0.59	43	25.29
CRAIGHEAD	7	4.12	50	29.41
CRAWFORD	4	2.35	54	31.76
CRITTENDEN	2	1.18	56	32.94
CROSS	1	0.59	57	33.53
DREW	2	1.18	59	34.71
FAULKNER	9	5.29	68	40.00
GREENE	6	3.53	74	43.53
HEMPSTEAD	1	0.59	75	44.12
HOT SPRING	2	1.18	77	45.29
INDEPENDENCE	1	0.59	78	45.88
IZARD	1	0.59	79	46.47
JEFFERSON	2	1.18	81	47.65
LAWRENCE	4	2.35	85	50.00
LONOKE	7	4.12	92	54.12
MADISON	1	0.59	93	54.71
MARION	1	0.59	94	55.29
MILLER	7	4.12	101	59.41
MISSISSIPPI	1	0.59	102	60.00
NEVADA	1	0.59	103	60.59
POINSETT	1	0.59	104	61.18
POLK	1	0.59	105	61.76
POPE	4	2.35	109	64.12
PULASKI	17	10.00	126	74.12

Q64) At which county DHS office did you enroll your child in the TEFRA program? (Please print.)				
Q64	Frequency	Percent	Cumulative Frequency	Cumulative Percent
RANDOLPH	16	9.41	142	83.53
SALINE	2	1.18	144	84.71
SEBASTIAN	6	3.53	150	88.24
ST. FRANCIS	1	0.59	151	88.82
STONE	1	0.59	152	89.41
VAN BUREN	4	2.35	156	91.76
WASHINGTON	12	7.06	168	98.82
WHITE	2	1.18	170	100.00

Q65) In the last 6 months (including enrollment), have you spoken with anyone at the county DHS office regarding questions you have about TEFRA?				
Q65	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	65	36.31	65	36.31
No	114	63.69	179	100.00

Q66) In the last 6 months, when you spoke to a person at the county DHS office, were they able to answer all your questions?				
Q66	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	49	75.38	49	75.38
No	16	24.62	65	100.00

Q67) How often did you understand the answers that they gave?				
Q67	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	0	0.00	0	0.00
Sometimes	5	10.20	5	10.20
Usually	16	32.65	21	42.86
Always	28	57.14	49	100.00

Q68) We want to know your rating of all your experience with the TEFRA application process. Think about when you first got the application, to when your child started getting services. Use any number from 0 to 10, where 0 is the worst application experience possible and 10 is the best application experience possible. How would you rate the TEFRA application process?				
Q68	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst experience possible	11	2.65	11	2.65
1	11	2.65	22	5.30
2	15	3.61	37	8.92
3	22	5.30	59	14.22
4	22	5.30	81	19.52
5	58	13.98	139	33.49
6	42	10.12	181	43.61
7	55	13.25	236	56.87
8	74	17.83	310	74.70
9	46	11.08	356	85.78
10 Best experience possible	59	14.22	415	100.00

Q69) In the last 12 months, did you receive paperwork to renew TEFRA benefits for your child?				
Q69	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	387	93.25	387	93.25
No	28	6.75	415	100.00

Q70) From the time you received the TEFRA renewal packet until the deadline to turn it in, how many days did you have to complete the paperwork?				
Q70	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 to 7 days	62	16.19	62	16.19
8 to 14 days	78	20.37	140	36.55
More than 14 days	144	37.60	284	74.15
I don't remember	99	25.85	383	100.00

Q71) In the last 12 months, how often did you have enough time to complete the TEFRA renewal packet before the deadline?				
Q71	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	33	8.64	33	8.64
Sometimes	85	22.25	118	30.89
Usually	143	37.43	261	68.32
Always	121	31.68	382	100.00

Q72) What is your child's age now?				
Q72	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 1 year old	0	0.00	0	0.00
1 year old	6	1.45	6	1.45
2 years old	26	6.30	32	7.75
3 years old	26	6.30	58	14.04
4 years old	41	9.93	99	23.97
5 years old	41	9.93	140	33.90
6 years old	33	7.99	173	41.89
7 years old	31	7.51	204	49.39
8 years old	29	7.02	233	56.42
9 years old	25	6.05	258	62.47
10 years old	20	4.84	278	67.31
11 years old	24	5.81	302	73.12
12 years old	17	4.12	319	77.24
13 years old	17	4.12	336	81.36
14 years old	15	3.63	351	84.99
15 years old	16	3.87	367	88.86
16 years old	14	3.39	381	92.25
17 years old	21	5.08	402	97.34
18 years old	9	2.18	411	99.52
19 years old	2	0.48	413	100.00

Q73) Is your child male or female?				
Q73	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	259	62.71	259	62.71
Female	154	37.29	413	100.00

Q74) Is your child of Hispanic or Latino origin or descent?				
Q74	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, Hispanic or Latino	31	7.49	31	7.49
No, not Hispanic or Latino	383	92.51	414	100.00

Q75) What is your child's race? (Please mark one or more.)				
Q75	Frequency	Percent	Cumulative Frequency	Cumulative Percent
White	324	77.70	324	77.70
Black or African-American	29	6.95	353	84.65
Asian	15	3.60	368	88.25
Native Hawaiian or other Pacific Islander	2	0.48	370	88.73
American Indian or Alaska Native	3	0.72	373	89.45
Other	12	2.88	385	92.33
Multiracial	32	7.67	417	100.00

Q76) What is your child's preferred language?				
Q76	Frequency	Percent	Cumulative Frequency	Cumulative Percent
English	410	99.51	410	99.51
Spanish	0	0.00	410	99.51
Marshallese	0	0.00	410	99.51
Chinese	1	0.24	411	99.76
Other	1	0.24	412	100.00

Q77) What is your age now?				
Q77	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18 to 24	2	0.49	2	0.49
25 to 34	73	17.72	75	18.20
35 to 44	230	55.83	305	74.03
45 to 54	92	22.33	397	96.36
55 to 64	12	2.91	409	99.27
65 to 74	1	0.24	410	99.51
75 or older	2	0.49	412	100.00

Q78) Are you male or female?				
Q78	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	58	14.01	58	14.01
Female	356	85.99	414	100.00

Q79) How are you related to the child?				
Q79	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother or father	411	99.52	411	99.52
Grandparent	1	0.24	412	99.76
Aunt or uncle	0	0.00	412	99.76
Older brother or sister	0	0.00	412	99.76
Other relative	0	0.00	412	99.76
Legal guardian	1	0.24	413	100.00
Someone else	0	0.00	413	100.00

Q80) What is your current household income?				
Q80	Frequency	Percent	Cumulative Frequency	Cumulative Percent
$0 – $25,000	4	1.00	4	1.00
$25,001 – $50,000	31	7.71	35	8.71
$50,001 – $75,000	70	17.41	105	26.12
$75,001 – $100,000	93	23.13	198	49.25
$100,001 – $125,000	68	16.92	266	66.17
$125,001 – $150,000	44	10.95	310	77.11
$150,001 – $175,000	27	6.72	337	83.83
$175,001 – $200,000	23	5.72	360	89.55
$200,001 or more	42	10.45	402	100.00

Q81) Did someone help you complete this survey?				
Q81	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	0	0.00	0	0.00
No	415	100.00	415	100.00

Q82) How did that person help you? (Check all that apply.)			
Q82	Frequency	Percent	Utilization Rate
Read the questions to me.	0	0.0	0.0
Wrote down the answers I gave.	0	0.0	0.0
Answered the questions for me.	0	0.0	0.0
Translated the questions into my language.	0	0.0	0.0
Helped in some other way.	0	0.0	0.0

Appendix B: TEFRA Comments

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments ** indicates de-identification
8-10	1-2 years	$100,001-$150,000	13-19	#68 - ACH DID GREAT, WE RECEIVED SERVICES QUICKLY. MY PROBLEM WAS THE QUESTIONS ON THE APPLICATION WERE VERY INVASIVE AND I FELT VIOLATED GOING THROUGH THE APPLICATION PROCESS. IT WAS AWFUL. YOU SHOULD NOT HAVE TO GIVE BANK & VEHICLE INFO-THAT IS CRAZY!
5-7	2-5 years	$150,001 or more	-	Q65) THE COMMUNICATION THRU THE YEAR 2021/22 WAS AWFUL SO I QUIT AND GOT HELP THROUGH AR CHILDREN'S HOSPITAL; Q73) PLEASE INCLUDE OTHER FOR FAMILIES; PLEASE BE MORE GENDER INCLUSIVE IN YOUR QUESTIONS. PLEASE ADD THE INFO ABOUT WHAT A PERSONAL DOCTOR OR NURSE IS ON THE FIRST (NOT SECOND) PAGE. I FIND ONLINE TEFRA VERY COMPLICATED TO USE BEING NEURODIVERGENT MYSELF. SIMPLIFY YOUR WEBSITE. THANK YOU.
5-7	2-5 years	$100,001-$150,000	5-8	WE HAVE ISSUES GETTING FORMULA AND FEEDING RELATED SUPPLIES.
8-10	2-5 years	$50,001-$100,000	9-12	NEED MORE FLEXIBILITY TO WORK WITH PRIVATE INSURANCE. Q70) I HAD TO REQUEST IT.
5-7	2-5 years	$150,001 or more	9-12	I DO NOT UNDERSTAND THE NEED FOR ANNUAL RENEWAL WHEN MY SON HAS A LIFELONG DISABILITY (AUTISM)
5-7	1-2 years	$150,001 or more	5-8	68. THE APPLICATION PROCESS AND RENEWAL ONLINE IS VERY DIFFICULT TO NAVIGATE
8-10	1-2 years	$100,001-$150,000	13-19	Q23) HIS TBI CAUSES HIM NOT TO UNDERSTAND; PAYING IS DIFFICULT. WISH WE COULD PAY ONLINE.
8-10	More than 5 years	$150,001 or more	9-12	I DO NOT AGREE WITH HAVING TO RE APPLY FOR TEFRA ON A DISABILITY SUCH AS DOWNS SYNDROME THAT IS NOT GOING TO CHANGE YEAR TO YEAR.
5-7	More than 5 years	$50,001-$100,000	5-8	Q73) * I HAVE BOY, GIRL TWINS WHO RECEIVE TEFRA
5-7	1-2 years	$50,001-$100,000	0-4	Q9) BOTH
8-10	More than 5 years	$150,001 or more	13-19	MRS. ** W/DHS HAS BEEN AN ABSOLUTE BLESSING THROUGHOUT THE YEARS OF NAVIGATING THIS PROCESS. I'M/WE'RE EXTREMLY GRATEFUL FOR HER PATIENCE, WILLINGNESS TO ASSIST & KNOWLEDGE. A TRUE BLESSING!

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments ** indicates de-identification
0-4	1-2 years	$100,001-$150,000	0-4	MEDICAID CUSTOMER SERVICE HAS ALWAYS BEEN NICE, HOWEVER THEY ARE NEVER ABLE TO TELL ME WHAT I NEED TO KNOW. I GET TRANSFERRED FROM DEPARTMENT TO DEPARTMENT WITH NO HELP. I LOST MY JOB AND TRIED TO REPORT THIS AND NEVER GOT ANY HELP WITH OUR PREMIUM. WE ARE PAYING A PREMIUM BASED ON MY PREVIOUS FMU TIME SALARY WHICH ISN'T ACCURATE. I STILL NEED HELP WITH THIS.
5-7	1-2 years	$100,001-$150,000	0-4	TEFRA HAS HELPED US IMENSELY WITH OUR SON & THE MEDICAL CARE HE NEEDS. WE WOULD NOT BE ABLE TO SUPPORT HIM WITHOUT THIS PROGRAM.
5-7	1-2 years	$50,001-$100,000	5-8	PROCESS TO APPLY SHOULD BE ONLINE. RENEWAL IS A BIG PAIN. PEOPLE AT DDS ARE NOT FRIENDLY OR ACT LIKE THEY WANT TO HELP. I'VE WORKED WITH DEPT OF ED AND THEY SHOULD TRAIN ALL OTHER GOVERNMENT OFFICES. Q68) I'M AN EDUCATED ENGLISH SPEAKING, SAHM AND CRIED NUMEROUS. DON'T KNOW HOW OTHERS WITH LESS MANAGE.
0-4	2-5 years	$100,001-$150,000	5-8	YEARLY RENEWAL FORMS WILL INSIST THAT YOU WRITE A CHECK TO RE-ESTABLISH AUTO-DRAFT AND MAIL THAT IN. THEY WILL THEN AUTO-DRAFT THE MONEY ANYWAYS AND NOT CASH THE CHECK. FYI
5-7	2-5 years	$0-$50,000	13-19	WE ARE VERY THANKFUL FOR THE TEFRA PROGRAM. I HAVE INSURANCE FOR MY CHILD THROUGH MY EMPLOYER, BUT FROM AN INCOME STANDPOINT WE QUALIFY FOR MEDICAID. WE DO NOT HOWEVER QUALIFY FOR MEDICAID BECAUSE I CARRY MY CHILDREN ON MY INSURANCE PLAN AT WORK. IN ORDER TO HAVE SOME OF MY SON'S CARE, I WOULD'VE HAD TO TAKE HIM OFF MY INSURANCE AT WORK FOR 6 MONTHS, LEAVING HIM UN INSURED BEFORE MEDICAID WOULD PICK UP. TEFRA WAS THE SAVING GRACE FROM THAT HORRIBLE SCENERIO. IT IS NOT RIGHT FOR MY SON, WHO IS A LEUKEMIA SURVIVOR TO GO UNINSURED FOR 6 MONTHS WAITING ON A PROGRAM TO KICK IN.
8-10	1-2 years	$50,001-$100,000	0-4	THANK YOU SO MUCH! TEFRA HAS MADE SUCH A DIFFERENCE FOR US FINANCIALLY AND HAS IMPACTED ** LIFE IN SUCH A POSITIVE WAY! WE ARE SO THANKFUL!
0-4	2-5 years	$100,001-$150,000	0-4	I NEVER HAVE ENOUGH TIME TO FILL OUT THE RENEWAL PAPERWORK. WHENEVER I SUBMIT INFORMATION, THE DEADLINE IS ARBITRARILY MOVED UP. IT IS RIDICULOUS!!; Q71) THE WORST EXPERIENCE!
8-10	2-5 years	$100,001-$150,000	9-12	Q44) I CAN'T FIND A PERSONAL FACILITATOR IN SPANISH.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments ** indicates de-identification
8-10	1-2 years	$50,001-$100,000	0-4	Q5) WE HAD NEWBORN MEDICAID PRIOR TO TEFRA OR IT WOULD'VE BEEN A BIG PROBLEM. OUR PRIMARY INSURANCE DOES NOT COVER PRESCRIPTIONS OR OT/PT/ST; Q43) DUPLICATE LETTERS OUT OF ORDER LETTERS CONFLICTING NOTICES; Q55) COULD CALL 10 TIMES WITH SAME QUESTION AND GET DIFFERENT ANSWER EACH TIME. THIS CAUSED US MAJOR ISSUES WITH APPLICATION MORE THAN ONCE; Q62) WE HAD A SMALL GAP COVERAGE WHILE WAITING BUT OUR THERAPY PROVIDER SAW US AT NO CHARGE; Q71) WOULD BE A PROBLEM IF WE DID NOT HAVE A CLOSE RELATIONSHIP WITH A GREAT DOCTOR WHO EXPEDITED FORMS.
8-10	-	$50,001-$100,000	9-12	Q70) I GOT A LETTER BUT NO PACKET YET. IT'S DUE IN 7 DAYS.; MY YOUNGEST SON GETS MORE SERVICES AND MEDICAL HELP THROUGH TEFRA THAN THE ONE THIS SURVEY WAS SENT FOR. THIS WAS ADRESSED TO THE PARENT OF ** BUT I THINK PARENTS OF ** WOULD HAVE PROVIDED BETTER INSIGHTS.
8-10	2-5 years	$100,001-$150,000	5-8	DURING THE TEFRA RENEWAL PROCESS, I OFTEN EXPERIENCE TURNING IN ALL THE PAPERWORK THAT IS REQUIRED, BUT THEY OFTEN SEND A LETTER SAYING SOMETHING IS MISSING. THAT CAN BE VERY FRUSTRATING.
8-10	2-5 years	$50,001-$100,000	0-4	Q36) HE IS YOUNG; Q42) ONLY HIS RENEWAL FORM WE FILLED OUT; Q57) BUT WE MANAGE BECAUSE TEFRA IS BEST; Q66) BEST LADIES EVER; TEFRA IS THE BEST OPTION FOR BOTH OF MY KIDS. MY OLDER CHILD IS NOW ON A WAIVER, BUT MY YOUNGER ONE HAS TEFRA, AND IT'S GREAT INSURANCE. WITHOUT TEFRA, MY SONS WOULD NOT BE ABLE TO GET THE CARE HE NEEDS FOR THEIR HEALTH. BOTH DHS SOUTHWEST CASEWORKERS ARE GREAT.
8-10	2-5 years	$150,001 or more	5-8	OUR PRIMARY CARE IS NO LONGER ACCEPTING TEFRA/MEDICAID. DECIDING IF WE SHOULD CHANGE DR'S.
8-10	Less than 1 year	$0-$50,000	0-4	HAVING TEFRA AT A MANAGEABLE PREMIUM AMOUNT HAS BEEN A BLESSING FOR OUR FAMILY. MY DAUGHTER HAS SHOWN GREAT IMPROVEMENT IN ALL AREAS. THANKS TO HER RECEIVING SPEECH, OCCUPATIONAL AND PHYSICAL THERAPY. SHE ATTENDS PEDIATRICS PLUS ONLY THANKS TO TEFRA. WE ARE SO THANKFUL FOR THIS PROGRAM. THANK YOU FOR RENWING OUR COVERAGE.
8-10	2-5 years	$150,001 or more	0-4	Q44) WE APPRECIATE TEFRA SO MUCH.; THANK YOU FOR THIS PROGRAM! IT HAS HELPED SO MUCH WITH ALL OF MY DAUGHTER'S MEDICAL NEEDS.

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8-10	2-5 years	$50,001-$100,000	0-4	PLEASE FIX THE RENEWAL PROCESS. IT'S TOO MUCH WORK. CAN MEDICAID NOT CONTACT THE DOC OFFICE? I WANT TO BE ABLE TO JUST SAY YES OVER THE PHONE TO RENEW, NOTHING HAS CHANGED ON OUR PART. I CURRENTLY DON'T HAVE TEFRA BECAUSE OF THE RENEWAL PROCESS. I JUST GOT BACK THE INFO FROM DOC TO FINISH THE APP. I PLAN ON SENDING IT IN THIS WEEK.
5-7	More than 5 years	-	13-19	IT IS SO HARD TO FIND A REAL PERSON TO TALK TO WHEN YOU HAVE A QUESTION ABOUT PREMIUMS, RE-ENROLLMENT, ETC. I'VE FILLED OUT THE SAME RENEWAL FORM 3 TIMES IN THE LAST 6 WEEKS. I RETURN IT CERTIFIED SO I KNOW IT WAS RECEIVED EACH TIME. FRUSTRATING.
8-10	More than 5 years	$50,001-$100,000	13-19	I LOVE TEFRA AND THE ONLY PROBLEM I HAD WAS HAVING TO FILL RENEWAL PAPERS OUT EVERY YEAR. I FEEL IT SHOULD BE RENEWAL AS THINGS CHANGE, BUT I DO UNDERSTAND THE PROCESS.
8-10	More than 5 years	$100,001-$150,000	13-19	THIS YEAR WE HAD MORE TIME TO COMPLETE PAPERWORK. IN YEARS PAST IT WOULD COME AFTER IT WAS DUE BACK OR ONLY GIVE DAYS TO GET BACK. TYPICALLY, WOULD HAVE CALL CASE WORKER AND GET EXTENSIONS. OTHERWISE, GREAT PROGRAM AND HAS BEEN TONS OF HELP. THANKS.
5-7	2-5 years	$0-$50,000	9-12	Q12) SHE SEES MULTIPLE SPECIALIST; Q47) I HAVE BARELY EVER GOTTEN A PERSON W/OUT HAVING TO WAIT OVER 30 MIN ON HOLD.; ALL OF MY ANSWER'S DEALING WITH MY CHILD'S HEALTHCARE REALLY HAVE MORE TO DO W/ AR CHILDREN'S HOSPITAL BEING AMAZING THAN TEFRA. TEFRA HAS BEEN A HASSLE TO COMMUNICATE W/ FOR OVER A YEAR I SENT IN PROOF OF UNEMPLOYMENT, PAY STUBS AND MANY OTHER DOCUMENTS SHOWING CHANGE OF INCOME AND GOT NO RESPONSE. TRYING TO CALL IS A JOKE, THE WAIT TIME IS RIDICULOUS AND IF YOU DO NOT GET SOMEONE ON THE PHONE, THEY HANG UP OR DISCONNECT WHEN I GET TRANSFERRED. ALSO, YOU ARE NOT SET UP FOR INCOMES THAT ARE BASED ON COMMISION AND CONTRACTS, THIS NEEDS TO CHANGE, NOT EVERYONE IS HOURLY OR SALARY. IN OUR HOUSE WE CAN GO MONTHS W/OUT INCOME, NO 2 YEARS OR EVEN MONTHS ARE ALIKE.

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0-4	2-5 years	$50,001-$100,000	0-4	WITH EACH OF OUR BOYS' APPLICATIONS, THEY WERE LOST. OUR YOUNGEST WAS LOST 3 DIFFERENT TIMES. HE COULDN'T GET THERAPY FOR OVER A YEAR BECAUSE OF IT. IF WE HADN'T BEEN CALLING AND CHECKING EVERY 2 WEEKS WHO KNOWS HOW LONG IT WOULD HAVE TAKEN. WE EVEN GOT A DENIAL LETTER BECAUSE IT HAD TAKEN SO LONG EVEN THOUGH IT WAS STILL BEING PROCESSED AND WAS ACCEPTED.
8-10	2-5 years	$0-$50,000	5-8	Q47 TO Q52) N/A; Q66 TO Q67) N/A
5-7	1-2 years	$100,001-$150,000	13-19	MY SON WAS WHAT/ WOULD CALL ADOLESCENT 'NARCISSISM' IN THAT HE ACTS MUCH LIKE AN ALCOHOLIC/ADDICT BUT DOESN'T USE DRUGS OR DRINK. HE HAD HUGE BEHAVIORAL PROBLEMS THAT WERE TREATED AT VANTAGE POINT BEHAVIORAL, BUT IT WAS VERY EXPENSIVE. NOT BEING COVERED BY INSURANCE, I WOULD SAY IT WAS PROHIBITIVELY EXPENSIVE. I THINK MANY, MANY CHILDREN FACE THIS PROBLEM AND FAMILIES DON'T KNOW WHAT TO DO ABOUT IT.
8-10	1-2 years	$50,001-$100,000	9-12	Q31) ON WAITING LIST
5-7	1-2 years	$50,001-$100,000	0-4	WE LIKE THE SERVICE. I FEEL THE RENEWAL PROCESS COULD BE EASIER. I ALSO FEEL IF WE WAS ASSIGNED A CASEWORKER EMAIL, IT WOULD HELP KNOW IF THEY HAD A QUESTION ABOUT OUR PAPERWORK AND WE COULD RESPOND AND RESOLVE PROBLEMS QUICKER. INSTEAD OF GETTING A LETTER IN MAIL AND THEN HAVING TO CALL AND SPEAK WITH NEW RANDOM WORKER EACH TIME. ALSO, THE LOCAL OFFICE IS GREAT AT TAKING FORMS BUT UNABLE TO ANSWER ALL QUESTIONS. UNFORTUNATELY, I HAD TO TURN IN THE SAME FORM 3 TIMES TO LOCAL OFFICE DATES STAMPED EACH TIME AS PERSON WAS UNABLE TO FIND THE SCANNED FORM. EVEN THOUGH THE LOCAL OFFICE COULD FIND. ONCE THAT WAS RESOLVED WAS THEN TOLD THEIR WAS ISSUE WITH OUR INCOME, BUT IT WAS SOME AS LAST YEAR WHEN FIRST ENROLLED. THERE HAD BEEN A NUMBER TYPO AND GOT RESOLVED AFTER HAVING TO CALL AND CHECK TWICE. AGAIN, THINK THIS IS GREAT SERVICE, JUST STRESSFUL PROCESS GETTING AND KEEPING. HOPEFULLY A FEW THINGS CAN BE CHANGED TO MAKE PROCESS EASIER. Q62) THERAPIST WOULD ONLY SEE ONCE A WEEK INSTEAD OF 3 TIMES A WEEK UNTIL WE GOT APPROVED; Q71) ONE LETTER I GOT SAID A FORM WAS DUE DAYS BEFORE I GOT THE LETTER IN MAIL.

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8-10	2-5 years	-	5-8	I HAVE HAD A COUPLE ISSUES THIS YEAR WITH DOCUMENTS NOT BEING UPLOADED INTO THE SYSTEM ONCE RECEIVED. ALSO, A HUGE PROBLEM HAS BEEN CONFLICTING ACTIONS TAKEN ON THE ACCOUNT BECAUSE OF THIS, CAUSING ME TO WASTE TIME CORRECTING IT WHEN I CORRECTLY AND PUNCTUALLY DID MY PART TO BEGIN WITH. *I WORK 'PRN' AND GET CANCELLED SHIFTS MORE THAN I GET TO WORK THEM, BUT OUR INCOME AND PREMIUM WAS DETERMINED AT A TIME WHEN I WAS GETTING CONSISTENT HOURS. THIS IS NOW PUTTING A GREAT FINANCIAL BURDEN ON OUR FAMILY. I WISH THERE WAS A BETTER PROCESS FOR PREMIUMS WITH PRN WORK... THANK YOU FOR ALL YOU DO! WE TRULY ARE THANKFUL FOR OUR SON'S TEFRA!
8-10	More than 5 years	$150,001 or more	13-19	TEFRA IS A WONDERFUL PROGRAM THAT HAS ALLOWED ME TO GET THE BEST MEDICAL CARE FOR MY DAUGHTER. IT WAS A CHALLENGE MEETING HER NEEDS WITH ONLY OUR PRIVATE INSURANCE.
8-10	2-5 years	$50,001-$100,000	5-8	WE ARE VERY GRATEFUL FOR TEFRA. THANK YOU!
8-10	2-5 years	$150,001 or more	9-12	PHARMACY IS OUR OPPORTUNITY. MY PRIVATE HEALTH INSURANCE DOESN'T COVER BRANDS BUT TEFRA ONLY COVERS BRANDS SO I END UP PAYING THE GENERIC COPAY AT PHARMACY INSTEAD OF PAYING ZERO BECAUSE TEFRA DOES NOT COVER THE GENERIC. TEFRA HAS ALLOWED OUR 2 SONS TO HAVE BEHAVIORAL, OT/SPEECH THERAPIES AND WE COULDN'T SAY THANK YOU ENOUGH!
8-10	More than 5 years	$50,001-$100,000	13-19	Q33) PROVIDER GOT KICKED OUT OF SYSTEM!; Q70) BETTER THAN LAST YEAR
5-7	2-5 years	$50,001-$100,000	5-8	PA'S FOR PRESCRIPTIONS TAKE FOREVER TO PROCESS. ALSO, IT'S HARD NEEDING REFERRALS FOR EVERY SPECIALIST WE SEE.
8-10	2-5 years	$50,001-$100,000	0-4	Q68) THE STAFF WERE KIND, BUT SOMETHING WAS NOT DOING RIGHT AND CAUSED US TO DROP THE SAME MATERIAL 3 TIMES BECAUSE THE SYSTEM SHOWED WE DID NOT SUBMIT, OTHERWISE IT WAS A STRAIGHTFORWARD PROCESS.
0-4	Less than 1 year	$150,001 or more	0-4	THE ONLINE PORTAL TO RENEW TEFRA WAS NOT USER FRIENDLY. THE INFORMATION/GUIDE SENT TO USE THE PORTAL DID NOT CORRESPOND WITH THE INFORMATION ON THE INTERNET. WHEN I CALLED FOR HELP, THERE WAS NO ANSWER. I WENT TO THE DHS OFFICE IN PERSON TO COMPLETE THE APPLICATION. MY DEADLINE WAS ALSO CONFUSING AS SOME DOCUMENTS STATED 9/10 AND OTHERS 9/1.

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8-10	2-5 years	$50,001-$100,000	5-8	Q2) 2 YEARS I THINK; SOMETIMES IT TAKES LONGER TO TURN IN RENEWAL FORMS BECAUSE CHILD NEEDS ASSESSMENT FROM DOCTOR. I AM NOT ALWAYS ABLE TO TAKE OFF WORK TO GET HIM THERE. THIS DELAYS OUR APPLICATION.
8-10	2-5 years	$0-$50,000	0-4	THANK YOU FOR EVERYTHING!
5-7	More than 5 years	$100,001-$150,000	13-19	SENDING PAPERWORK TO A CENTRAL SCANNING OFFICE HAS GREATLY COMPLICATED RENEWING. IT ALSO KEEPS SENDING IT EARLIER IN THE YEAR THAN IT IS ACTUALLY DUE.
0-4	2-5 years	$150,001 or more	0-4	TEFRA HAS BEEN GREAT FOR HEALTHCARE SERVICES, BUT RECENTLY DECIDED NOT TO PAY FOR LIQUID MEDICINES THAT ARE NEEDED (TIROSANT). THIS HAS CAUSED A NEW FINANCIAL BURDEN.
8-10	1-2 years	$50,001-$100,000	0-4	I BELIEVE THAT THERE SHOULD BE A QUESTION ABOUT WHAT YOU HAD BEFORE TEFRA. FOR EXAMPLE, MY SON WAS ON SSI MEDICAID BEFORE TEFRA SO WE DIDN'T STRUGGLE TOO MUCH TO GET HIM CARE. WE ABSOLUTELY WOULD NOT BEEN ABLE TO GET THE CARE HE NEEDED IF HE JUST HAD PRIVATE INSURANCE.
5-7	1-2 years	$50,001-$100,000	9-12	I WOULD LIKE A WAY TO REVIEW OUR ACCOUNT ONLINE WHERE I CAN REVIEW COVERAGE, CLAIMS AND PAY OUR PREMIUM.
0-4	Less than 1 year	$50,001-$100,000	5-8	WE HAD A CHANGE OF INCOME IN MARCH 2024, IT TOOK 3 MONTHS OF CONSTANT CALLING FOR ANYONE TO HELP. OUR DHS OFFICE REFUSED, SAID WE WOULD NEED TO CALL. OUR INCOME ONLY GOT CHANGED BECAUSE I SENT IN OUR RENEWAL FORM AND THEY REFUSED TO BACK DATE.
5-7	Less than 1 year	$100,001-$150,000	5-8	TEFRA IS A GOOD PROGRAM BUT FINDING ANYONE WHO KNOWS ABOUT IT AT THE DHS OFFICE WAS A NIGHTMARE, ALSO HAVING TO HAVE MY CHILDS DOCTOR FILL OUT PAPERWORK TIMELY HAS BEEN A CHALLENGE. AGAIN, VERY HAPPY WITH PROGRAM, IT'S BEEN A GREAT BENEFIT TO MY SON.
8-10	2-5 years	$100,001-$150,000	9-12	MOST OF OUR DOCTORS EITHER NO LONGER ACCEPT TEFRA OR NEVER DID. WE MAY REALLY USE IT FOR THERAPIES AND COUNSELING. NEVER COVERS ANY OF HIS MEDICATIONS EITHER.
8-10	More than 5 years	$100,001-$150,000	9-12	Q27) THANK YOU; Q44) JUST LOT'S OF PAPERWORK TO FILL OUT! OTHERWISE, IT'S GREAT!; Q62) JUST WITH GETTING OT/PT/ST
0-4	More than 5 years	$50,001-$100,000	13-19	Q70) NOT ENOUGH TIME

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5-7	1-2 years	$150,001 or more	5-8	I DO THINK THE PROGRAM IS IMPROVING. WHEN WE GOT OUR RENEWAL PACKETS THIS SUMMER, WE HAD PLENTY OF TIME TO RENEW BEFORE THE PACKET WAS DUE & WE ALSO GOT REMINDERS. THIS WAS VERY HELPFUL AND NEW FOR US. THANK YOU FOR SENDING OUT PACKETS 4-6 WEEKS OUT FROM THE DUE DATE, IT TAKES THE PANIC AWAY.
8-10	More than 5 years	$100,001-$150,000	13-19	I HAVE PRIVATE MEDICAL INSURANCE THAT IS PRIMARY. TEFRA IS HIS SECONDARY INSURANCE.
8-10	2-5 years	$50,001-$100,000	0-4	MAKE IT SIMPLER FOR THE KIDS THAT HAVE THE RECURRING SAME DIAGNOSIS WHEN RENEWING MY CHILDS HEART CONDITION WILL NEVER BE HEALED, SO WE FILL THE SAME THING OUT YEARLY.
8-10	2-5 years	$100,001-$150,000	13-19	THE ONLY REASON WE HAD ANY DIFFICULTY WITH HER MEDICATIONS IS DUE TO HER AGE. SHE IS ONLY 16, BUT SHE IS ADULT SIZE.
5-7	2-5 years	$100,001-$150,000	5-8	MY #1 SUGGESTION IS TO MAKE IT EASIER TO SUBMIT PAPERWORK. THERE SHOULD BE AN EMAIL ADDRESS THAT WE CAN SCAN AND SEND TO.
8-10	More than 5 years	$50,001-$100,000	13-19	IT WOULD BE GREAT TO NOT HAVE TO FILL OUT THE PAPERWORK YEARLY WHEN THE CHILD HAS A LIFELONG CONDITION. MY CHILD HAS A CHROMOSONE DELETION THAT WILL AFFECT HIM THE REST OF HIS LIFE. WE ANSWER THE SAME QUESTIONS THE SAME WAY EVERY YEAR AND HAVE THE DOCTOR DO THE SAME.
8-10	2-5 years	$100,001-$150,000	13-19	I'VE HAD A HARD TIME GETTING THROUGH TO CUSTOMER SERVICE. LONG HOLD TIME, THEN DISCONNECTS.
0-4	2-5 years	$100,001-$150,000	13-19	MAKE THE RENEWAL PROCESS EASIER HARD TO GET SOME INFORMATION IN A WEEK OR SO.
8-10	1-2 years	$50,001-$100,000	0-4	Q8) NOT DUE TO INSURANCE. DUE TO AUTISM AND PRACTITIONERS NOT HAVING EXPERIENCE WITH AUTISTIC KIDS; TEFRA RENEWAL PROCESS DID NOT GO WELL DUE TO THE WEBSITE. PAPER RENEWAL WAS MAILED TO ME INCOMPLETE. WRONG NUMBERS FOR CALL CENTER ON ALL PAPERWORK, WAS TRANSFERRED MULTIPLE TIMES TO A NONWORKING NUMBER.
8-10	1-2 years	$50,001-$100,000	9-12	EXCELLENT PROGRAM. WE ARE THANKFUL FOR TEFRA.
8-10	Less than 1 year	$50,001-$100,000	0-4	THOUGH BEING APPROVED TOOK A VERY LONG TIME, I AM VERY GRATEFUL FOR THE SERVICE.
8-10	2-5 years	$50,001-$100,000	9-12	QUESTION 80: THAT IS MY HUSBAND'S SALARY AND HE IS ALSO PART OWNER OF A BUSINESS WHERE HE WORKS.

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0-4	More than 5 years	$100,001-$150,000	13-19	NEED MORE LEAD TIME TO COMPLETE RENEWAL FORMS. TEFRA SERVICE SHOULD NOT BE DISCONTINUED SO QUICKLY WHEN MEDICAL HARDSHIPS EXIST.
8-10	2-5 years	$0-$50,000	5-8	Q47) CALL TO FIND THE RIGHT PERSON TO HELP; THE WOMAN WHO HELPED COMPLETE THE APPLICATION WAS AMAZING AND SO KIND! VERY STRESSFUL PROCESS BUT WORTH IT AFTER MAKING SURE CHILD RECEIVES CARE.
8-10	More than 5 years	$150,001 or more	5-8	THERE SHOULD BE AN EASIER RENEWAL PROCESS FOR LONG-TERM PARTICIPANTS. JUST AUTO RENEW BASED ON THERAPY INFO. NOTHING HAS CHANGED. PREMIUMS ARE TOO EXPENSIVE. MORE SHOULD BE CONSIDERED WHEN DECIDING PREMIUM.
8-10	More than 5 years	$50,001-$100,000	5-8	I DON'T THINK TEFRA SHOULD BE INCOME BASED.
8-10	Less than 1 year	$50,001-$100,000	5-8	LAST WEEK WE TOOK ** AND ** TO URGENT CARE IN FORT SMITH ON SOUTH O STREET. THEY USED OUR MEDICAL INSURANCE ONLY. THEY SAID IN ORDER TO USE MEDICAID, THEY WOULD NEED REFERRALS FOR BOTH. IT WAS THE WEEKEND AND THEIR DOCTOR'S OFFICE WAS CLOSED. SO I THINK THIS IS VERY INCONVENIENT. HOPE IT WOULD CHANGE. THANK YOU, **
8-10	Less than 1 year	$150,001 or more	0-4	THE APPLICATION PROCESS IS VERY DETAILED AND LENGTHY. IT IS ALSO VERY HARD TO COMPLETE WITHOUT HELP. WHEN I RECEIVED THE RENEWAL APPLICATION, MOST OF THE INFORMATION ON TEFRA HAD ON FILE WAS VERY WRONG, WHICH IS DISAPOINTING SINCE PROVIDED AMPLE INFORMATION FOR THE INITIAL APPLICATION. I KNOW PEOPLE WHO ARE IN NEED OF TEFRA BENEFITS BUT DON'T WANT TO HASSLE WITH THE APPLICATION PROCESS DUE TO IT'S EXTENSIVE NATURE. P.S. THE ENVELOPE TO SEND THIS SURVEY BACK IS LARGER THAN THE ENVELOPE SENT FOR THE RENEWAL APPLICATION, WE NEED LARGER ENVELOPES PLEASE.
0-4	More than 5 years	$100,001-$150,000	13-19	WE NEED TO BE ABLE TO CONTACT LOCAL OFFICES AGAIN. ACCESS ARKASAS AND ** ARE AWFUL AND I HAVE RECEIVED TERRIBLE CUSTOMER SERVICE ON BOTH. LOCAL NUMBER GOES STRAIGHT TO MAIN LINE AGAIN. NO LOCAL HELP AVAILABLE.
5-7	Less than 1 year	$50,001-$100,000	13-19	Q55) REGULAR HELP LINE; Q62) JUST HAD TO PAY OUT OF POCKET WHICH IS HARD

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5-7	2-5 years	$50,001-$100,000	5-8	WE ARE THANKFUL FOR TEFRA COVERAGE AND THAT IT MAKES IT POSSIBLE FOR MY SON TO RECEIVE THE SPEECH/OCCUPATIONAL THERAPY HE NEEDS.THE RENEWAL PROCESS CAN BE FRUSTRATING AND EVEN THOUGH CUSTOMER SERVICE IS AVAILABLE. IT IS HARD TO GET THROUGH AND GET CLEAR ANSWERS.
8-10	2-5 years	$50,001-$100,000	5-8	Q68) PLEASE SEE COMMENT ON LAST PAGE; LAST YEAR A WORKER KEYED IN AN 'END DATE' TO MY SON'S TEFRA COVERAGE, WHICH RESULTED IN HIM BEING CANCELLED & WE HAD TO FIGURE OUT THE PROBLEM AND GET IT REINSTATED. IT WAS A HEADACHE BUT IT WAS FIXED & WE ARE VERY GRATEFUL FOR THE TEFRA PROGRAM.
8-10	1-2 years	$100,001-$150,000	5-8	OFTEN, I HAVE RECEIVED PAPERWORK ON DOCUMENTS NEEDED AND THE DEADLINE HAS PASSED.THIS CAUSED ME TO PAY A LOT OUT OF POCKET THE FIRST TIME I APPLIED FOR TEFRA. WHY IS ARHIPP A HIDDEN PROGRAM?
8-10	Less than 1 year	$50,001-$100,000	0-4	TEFRA IS GREATLY APPRECIATED! WHAT A BLESSING THIS HAS BEEN TO MY FAMILY TO HELP MY SON RECEIVE THE THERAPIES HE NEEDS.
8-10	2-5 years	$50,001-$100,000	13-19	THANKS FOR ALL YOU DO, GREATLY APPRECIATED!
8-10	1-2 years	$50,001-$100,000	0-4	TEFRA IS WONDERFUL! WE NEED MORE FACILITIES WILLING TO DIAGNOSE WITHOUT CHARGING $1000-$2000. YOU CANNOT GET TEFRA W/O DIAGNOSIS, CURRENT WAIT TIME DELAYS MUCH NEEDED SERVICES.
8-10	1-2 years	-	5-8	Q75) THIS QUESTION PERPETUATES RACISM, STOP IT.
5-7	More than 5 years	$150,001 or more	13-19	Q4) PA TURN AROUND; Q5) ON ADHD MED AN PCP SENDING RX IS ISSUE; Q37) PAID OUT OF POCKET; Q38) BECAUSE I PAY OUT OF POCKET.
5-7	1-2 years	$100,001-$150,000	13-19	I STILL HAVE NOT BEEN APPROVED FOR OUR RENEWAL & HAVE NOT BEEN REIMBURSED IN 4 MONTHS.
5-7	More than 5 years	$50,001-$100,000	9-12	I OFTEN RECEIVE CORRESPONDENCE TELLING ME TO SET UP AN ACCOUNT AT ACESS ARKANSAS TO MAKE RENEWAL EASIER, BUT EVERYTIME I'VE TRIED, I'M TOLD TEFRA PARTICIPANTS ARE NOT ALLOWED.
8-10	1-2 years	$100,001-$150,000	0-4	THE PACKET TO APPLY IS OVERWHELMING & CONFUSING (AT TIMES) AND I HAVE A MASTERS DEGREE. OTHER THAN THAT, WE ARE VERY THANKFUL & APPRECIATIVE OF THE PROGRAM.
5-7	More than 5 years	$150,001 or more	9-12	PHARMACY QUESTIONS REQUIRED. HARDEST PART OF MEDICAID IS GETTING MEDICINE FOR OUR CHILD. IT IS A HASSLE FOR PHARMACIES DEALING WITH GOVERNMENT.

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8-10	More than 5 years	$50,001-$100,000	13-19	THE RENEWAL FORMS SHOULD BE BETTER EXPLAINED. I NEVER KNOW IF IT'S ASKING MY INFO OR THE PERTAINING TO FINANCES AND ASSETS.
8-10	More than 5 years	$100,001-$150,000	5-8	THE TEFRA RENEWAL PROCESS IS DIFFICULT. I ALWAYS HAVE TROUBLE COMPLETING ONLINE. I HAD TO GO TO LOCAL DHS OFFICE FOR ASSISTANCE - I FEEL LIKE THIS SHOULD BE AN AUTOMATIC RENEWAL FOR CHILDREN WITH AUTISM.
8-10	2-5 years	$150,001 or more	5-8	Q70) REQUIRES DOCTORS PAPERWORK; DENTAL COVERAGE WOULD BE VERY BENEFICIAL. WE ALREADY PAY INSURANCE AND TEFRA PREMIUMS, ALONG WITH DENTAL, BUT THEN WE HAVE TO FIGURE OUT HOW TO PAY FOR DENTAL TREATMENT THAT IS MEDICALLY INDUCED THAT INSURANCE WILL NOT COVER.
8-10	More than 5 years	$100,001-$150,000	13-19	I'M WANTING INFORMATION ABOUT WHAT COVERAGE SHE WILL HAVE AFTER SHE TURNS 18.
5-7	Less than 1 year	$50,001-$100,000	0-4	APPLICATION PROCESS WAS GIVEN A LOW SCORE DUE TO OUR APPLICATION BEING LOST IN THE PROCESS AND NOT FINDING OUT UNTIL RIGHT BEFORE EARLY INTERVENTION COVERAGE WAS ABOUT TO EXPIRE. RIGHT AFTER APPLICATION WAS REDONE AND ACCEPTED, WE KEPT RECEIVEING LETTERS THREATENING DENIAL IF WE DID NOT TURN IN CERTAIN PAPERS; HOWEVER THESE PAPERS WERE NOT ASKED FOR IN APPLICATION. WE WERE ONLY GIVEN 2 DAYS TO TURN THEM IN OR WE WOULD BE DENIED.
8-10	More than 5 years	$150,001 or more	9-12	WE ARE SO THANKFUL FOR THIS COVERAGE FOR OUR SON'S DIABETIC SUPPLIES!
5-7	2-5 years	$0-$50,000	5-8	Q58) (ALMOST) BUT I TOLD THEM MY SITUATION. (**) I DON'T HAVE A JOB TO PAY PREMIUMS. ** RUNS OUT OF FUNDS. WE CAN'T PAY OUR PREMIUMS NOWTHAT WE OWE IN THE PAST. WE STILL HAVE A BALANCE THAT WE CAN'T PAY BECAUSE NOT ENOUGH FUNDS. WE STILL NEED HELP.; Q68) I HAD TO CALL ** CASE WORKER FOR ANSWERS; IS THERE ANYWAY WE CAN GET HELP WITH THE PREMIUMS UNTIL I GET A JOB? IT WILL BE GREATLY APPRECIATED. THANK YOU! ** (MOTHER)
8-10	1-2 years	$50,001-$100,000	0-4	Q19) N/A, THEY ARE PT, OT, SPEECH
5-7	2-5 years	$150,001 or more	9-12	Q70) NOT ENOUGH

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5-7	More than 5 years	$100,001-$150,000	9-12	THE RENEWAL PROCESS WAS NOT PLEASANT THIS YEAR. HAD TO WAIT ON PCP TO FILL OUT PHYSICIANS FORM, WHICH MADE PAPERWORK LATE, TURNED IT ALL IN 2 DAYS LATE AND WAS STILL CANCELLED! I HAD TO ENGAGE COUNTY REP TO RE-START.
0-4	2-5 years	$100,001-$150,000	0-4	Q68) TOOK WAY TOO LONG, THE PAPERWORK WAS WAY TOO COMPLICATED & THERE WAS NO WAY FOR ME TO CHECK THE STATUS FOR MYSELF; Q70) ALSO WE WERE OUT OF TOWN & OUR PCP RETIRED. 3 MO. WOULD BE BETTER B/C IT IS SO COMPLICATED TO FILL OUT.; RENEWALS COME TO OFTEN (2X YEAR) FOR SOMETHING THAT IS GENETIC AND NOT GOING TO CHANGE. THIS IS A BOTHER, ALSO HAVING NO SCHOOL CHOICE (BECAUSE OF THE THERAPIES NEEDED) IS LIMITING. THERE ARE ALSO WAY TOO MANY DEPARTMENTS, PHONE NUMBERS, ETC. TO GET ANY HELPFUL INFORMATION ON MULTIPLE TOPICS WITHOUT HAVING TO BE TRANSFERRED TO 5 DIFFERENT PEOPLE. AND CAN YOU PLEASE UPDATE TEFRA ONLINE TO BE MORE USER FRIENDLY? THAT WAY IT CAN BE MORE SELF-SERVICE AND CHECK IN FOR STATUS UPDATES.
8-10	2-5 years	$150,001 or more	0-4	WHEN COMPLETING & UPLOADING PARTS OF TEFRA RENEWAL PACKAGE, I WOULD RECEIVE LETTERS OF MISSING INFORMATION (SUCH AS MEDICAL PROVIDER DOCUMENTATION) WITH A NEW DEADLINE TO RETURN THAT PIECE WHICH WAS A STRICTER DEADLINE THAN THE OVERALL RENEWAL DEADLINE. SO NEXT RENEWAL I WILL NOT UPLOAD PARTS OF THE RENEWAL THAT I HAVE COMPLETED, I WILL WAIT & UPLOAD ALL DOCUMENTS AT ONCE.
8-10	1-2 years	$100,001-$150,000	0-4	TEFRA BENEFITS ARE AMAZING & HELP OUR FAMILY CARE FOR OUR SON. THE INITIAL APPLICATION PROCESS IS TOO MUCH- ASK FOR INFO THAT IS UNNECESSARY & DIFFICULT TO OBTAIN. RENEWAL IS SLIGHTLY IMPROVED. DIFFICULT TO GET IN TOUCH WITH ANYONE WHO KNOWS WHAT THEY'RE TALKING ABOUT. BENEFITS ARE FANTASTIC & SO APPRECIATED.
8-10	More than 5 years	$100,001-$150,000	5-8	WONDERFUL PROGRAM, VERY THANKFUL FOR IT!
8-10	More than 5 years	$50,001-$100,000	9-12	Q29) KNEE SCOOTER FOR A BROKE ANKLE
5-7	2-5 years	$50,001-$100,000	5-8	ONE RENEWAL, I SUBMITED EVERYTHING, IT WAS APPROVED AFTER A REVIEW BUT A DENIAL WAS MAILED, TWO CALLS TO LOCAL DHS ONE WEEK APART RESULTED IN 'EMAILS TO SUPERVISOR', BUT RESOLUTION ONLY OCCURRED AFTER CALLING MEDICAID RESOLUTION LINE.

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0-4	More than 5 years	$50,001-$100,000	13-19	TEFRA IS EXPENSIVE FOR PEOPLE WHO WORK. TEFRA OFFICE ALWAYS SENDS NOTICES OF SERVICES NOT COVERED, AND OUR REGULAR INSURANCE MUST PAY SOLEY. (REGULAR DOCTOR VISITS) MOST DOCTORS REFUSE TO ACCEPT TEFRA. YOU MUST ALWAYS ASK FOR TIME EXTENSIONS BECAUSE THE PAPERWORK MUST BE TURNED IN IMMEDIATELY AFTER RECEIVING. DOCTORS ARE IN NO HURRY TO FILL OUT THEIR PART OF THE PAPERWORK.
0-4	More than 5 years	$50,001-$100,000	13-19	Q60) N/A WE DO NOT USE TEFRA FOR MEDICAL; Q71) COULD NOT MAKE DOCTOR APPT QUICKLY ENOUGH TO GET PHYSICIAN ASSESSMENT PORTION SIGNED.
8-10	Less than 1 year	$50,001-$100,000	5-8	PLEASE ALLOW ADEQUATE TIME TO HAVE DOCUMENTS COMPLETED BY DOCTORS BEFORE CANCELLING THE SERVICES.
5-7	1-2 years	$100,001-$150,000	0-4	IT'S NOT DIFFICULT TO GATHER THE DOCUMENTS FOR TEFRA RENEWAL ON OUR END, IT'S THAT IT SEEMS TO TAKE THE PHYSICIANS OFFICE MORE THAN 2 WEEKS TO GET THEIR FORMS IN-OR THEIR OFFICE SHOWS THEY SENT IT, BUT TEFRA DOESN'T -THEN THEY JUST CANCEL THE COVERAGE AND YOU HAVE TO APPEAL IT. APPEALING IS DIFFICULT WITH WORK, ETC-WHEN IT ISN'T OUR FAULT PHYSICIAN DOES AREN'T IN.
8-10	2-5 years	-	0-4	TEFRA RENEWAL IN 2023 WAS A NIGHTMARE. YOU DROPPED OUR CHILD'S COVERAGE BY MISTAKE. HIS SERVICES AND ORDERS FOR SPECIALIZED MEDICAL EQUIPMENT ALL STOPPED AND NO ONE HELPED US. 2024 RENWAL WAS MUCH BETTER.
5-7	Less than 1 year	$100,001-$150,000	0-4	CRITTENDEN COUNTY DHS NEEDS HELP. RIDICULOUSLY LONG WAIT TIMES AT THE OFFICE & THEY COULD'NT ANSWER MY QUESTIONS.
8-10	2-5 years	$50,001-$100,000	5-8	TEFRA HAS BEEN AN EXTREMELY HELPFUL BENEFIT TO OUR HOME AND WE ARE APPRECIATIVE. THE ONLY DOWNSIDE IS DOING THE RENEWAL FORMS. I HAVE A HARD TIME GETTING HELP THROUGH DHS IN REGARD TO HANDLING MY PAPERWORK, AND I ALWAYS FEAR MY BENEFITS BEING TERMINATED B/C OF THAT. I KNOW EVERYONE THERE IS SO BUSY AND DOES THEIR BEST.
8-10	2-5 years	$100,001-$150,000	5-8	Q71) GETTING INTO OUR PCP OFFICE BEFORE DEADLINE WAS HARD. HE WAS OUT FOR VACATION.
0-4	Less than 1 year	$50,001-$100,000	0-4	THE TEFRA PROGRAM, LEADERSHIP, AND EMPLOYEES ARE A COMPLETE DISAPPOINTMENT. NEVER RECEIVED SERVICES OR HELP WITH MY DAUGHTER'S PHYSICAL THERAPY.

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-	Less than 1 year	$50,001-$100,000	9-12	Q76) ASL; MEDICAID CUT OFF SERVICES FOR MY DAUGHTER LAST YEAR. IT TOOK 3-4 MONTHS FOR TEFRA TO BEGIN COVERAGE. IN THAT TIME FRAME WE ACCRUED CONSIDERABLE DEBT WITH MEDICAL BILLS & TESTS & COULD NOT AFFORD THERAPIES. THIS TRANSITION PERIOD SHOULD HAVE BEEN SMOOTHER TO CONTINUE PROGRESS FOR MY DAUGHTER. OTHERWISE, THE TEFRA PROGRAM HAS BEEN BENEFICIAL & HELPFUL.
5-7	2-5 years	$150,001 or more	9-12	THE PRICE FOR TEFRA IS VERY EXPENSIVE FOR A GENERALLY HEALTHY AUTISTIC CHILD. I PAY 458 DOLLARS PER MONTH. I'M NOT SURE IF WE ARE GETTING OUR DOLLARS WORTH OF HEALTHCARE. THE DENTAL CARE DOES HELP.
0-4	1-2 years	$0-$50,000	13-19	I'VE BEEN FRUSTRATED BY MEDICINES NOT COVERED AS WELL AS THE CONFUSION WHEN WE HAD A PRIMARY INSURANCE ABOUT WHO WOULD COVER WHAT & HOW THE 2 INSURANCES WOULD NOT WORK TOGETHER WELL. ALSO, THE RETURN DEADLINES FOR PAPERWORK ARE USUALLY VERY SHORT AND I'VE RARELY BEEN ABLE TO GET THE INFORMATION TURNED IN ON TIME. WE HAD TEFRA IN THE STATE WE MOVED FROM BEFORE COMING HERE & THE COMMUNICATION WAS STILL A PROBLEM BUT THE COVERAGE WAS BETTER.
8-10	More than 5 years	$0-$50,000	13-19	DOESN'T ALWAYS NEED TO SEE HER PCP BUT IS REQUIRED TO EVERY YEAR JUST TO HAVE THEM SIGN OFF ON RENEWAL. UNDERSTOOD IN MOST CASES, BUT SHE HAS HAD THE SAME MEDICAL NECCESITY EVERY SINGLE YEAR, JUST INCONVENIENT, THAT'S ALL.
8-10	2-5 years	$50,001-$100,000	5-8	THIS PROGRAM ALLOWS US TO GIVE OUR SON THE BEST CARE BETWEEN NEUROLOGIST/THERAPISTS/DOCTORS. HIS SEIZURE MEDS WERE STILL OVER $300 A MONTH JUST WITH MY INSURANCE. THIS PROGRAM IS A BLESSING. Q5) 130.00 MO WITHOUT TEFRA
8-10	More than 5 years	$150,001 or more	13-19	THE ONLINE PORTAL TO UPLOAD DOCUMENTS IS NOT AVAILABLE TO MINORS & PARENTS AREN'T ABLE TO SIGN UP FOR THE MINOR CHILD. THIS IS INCONVENIENT & SHOULD BE CHANGED. THE RENEWAL PROCESS & UPLOADING DOCS SHOULD ALL BE PAPERLESS.
8-10	More than 5 years	$100,001-$150,000	13-19	I WISH THE QUESTIONS WERE MORE AGE APPROPRIATE ON THE TEFRA APPLICATION.

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8-10	More than 5 years	$100,001-$150,000	5-8	IT WOULD BE A LOT LESS CONFUSING IF THE TEFRA RENEWAL PACKET WASN'T LUMPED INTO ONE FORM WITH SNAP, TANF AND OTHER THINGS THAT DON'T APPLY. I NEVER REALLY KNOW IF I FILL OUT THE PAPERWORK CORRECTLY BECAUSE OF THAT. THANKS
8-10	Less than 1 year	$50,001-$100,000	13-19	THE APPLICATION PROCESS IS DIFFICULT. I'M AN EDUCATED PERSON WITH A MASTERS DEGREE AND I STILL HAD ISSUES WITH THE APPLICATION FORM NOT BEING CLEAR AND TO THE POINT.
8-10	2-5 years	$150,001 or more	0-4	THE APPLICATION PROCESS AT ACH WAS FINE, BUT MY DAUGHTER'S APPLICATION WAS PROCESSED INCORRECTLY AND WE WERE INITIALLY DENIED COVERAGE. TEFRA HAS DONE SO MUCH FOR OUR FAMILY & HELPS PROVIDE NECESSARY SERVICES FOR BOTH OF MY KIDS!
5-7	More than 5 years	$50,001-$100,000	13-19	I AM LOOKING INTO MEDICAID WAIVER AND I'M HAVING A HARD TIME GETTING SOMEONE TO CONTACT ME FOR THAT. TEFRA SEEMS TO BE FINE
5-7	2-5 years	$150,001 or more	0-4	I DON'T THINK HAVING ISSUES WITH A SPECIALIST OR SPEECH THERAPIST IS BECAUSE OF TEFRA, IT'S BECAUSE THERE IS SO MUCH DEMAND LOCALLY. I ALSO STILL DON'T UNDERSTAND WHY I KEEP GETTING LETTERS THAT SAY TEFRA ISN'T COVERING DIAPERS.
8-10	1-2 years	$50,001-$100,000	5-8	I FEEL LIKE WE DID NOT HAVE ENOUGH TIME TO FILL OUT THE RENEWAL AND FELT RUSHED. I DO FEEL THE MONTHLY PAYMENT IS HIGH, BUT IT IS HELPING US TO BE ABLE TO PROVIDE OUR SON WITH SPEECH AND OT.
5-7	Less than 1 year	$150,001 or more	0-4	USED THE ONLINE FORM FOR RENEWAL AND IT WAS EASIER THAN THE PAPER APPLICATION. WEBSITE HAD SOME ISSUES, BUT I COULD FIGURE IT OUT. IT MADE SUBMITTING FORMS & PAPERWORK EASIER.
8-10	2-5 years	$50,001-$100,000	9-12	URGENT CARE IS A STRUGGLE- THEY REQUIRE A REFERRAL, BUT I ONLY TAKE HIM TO URGENT CARE IF IT'S AN EVENING OR WEEKEND OR HOLIDAY WHEN HIS DOCTOR'S OFFICE IS CLOSED AND I CAN'T GET A REFERRAL. MAKING THAT PROCESS EASIER WOULD BE VERY HELPFUL!
8-10	More than 5 years	-	13-19	WHEN RENEWING, I WAS DENIED MULTIPLE TIMES BUT COULD NOT GET ANYONE TO TELL ME WHY & DENIAL LETTER DID NOT GIVE A REASON. THE FINAL TIME WHEN I WAS ACCEPTED, I HAD DELIVERED (MY FAILED PKT WAS LOST) AND GAVE MY NEW TAX FORMS - MY RENEWAL IS NEAR TAX TIME & I THINK I HAD TO DO MY TAXES BEFORE DOING RENEWAL... I THINK MY RENEWAL SHOULD BE AFTER APTIL 15TH IF I AM BEING DENIED FOR THIS REASON EACH SPRING!!!

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8-10	2-5 years	$50,001-$100,000	5-8	I FEEL VERY GREATFUL FOR THE ASSISTANCE TEFRA HAS PROVIDED FOR MY SPECIAL NEEDS LITTLE BOY.
8-10	More than 5 years	-	9-12	Q75) SAMOAN
8-10	More than 5 years	$50,001-$100,000	5-8	Q3) ENROLLED AT BIRTH: I HAVE HAD A LOT OF ISSUES FINDING OUT INFORMATION ON HIS RENEWAL, I HAVE REACHED OUT SEVERAL TIMES SINCE AUGUST AND HAVE HEARD NOTHING. HE IS STILL SHOWING AS INACTIVE. STILL NO RESPONSE. IT IS NOW OCTOBER & WE DON'T KNOW WHAT IS GOING ON.
8-10	More than 5 years	$150,001 or more	9-12	Q38) STILL LOOKING FOR A THERAPIST.
5-7	More than 5 years	$50,001-$100,000	5-8	MY DAUGHTER HAS BEEN UNABLE TO GET THERAPY SERVICES BECAUSE MY PRIVATE INSURANCE WILL NOT PAY FOR IT SO TEFRA WILL NOT PICK UP THE BALANCE. I HAVE SEARCHED FOR THERAPY CENTER IN NETWORK WITH MY INSURANCE & HAVE BEEN UNSUCCESSFUL SINCE APRIL 2024. I'M PAYING A TEFRA PREMIUM THAT I CAN'T EVEN USE.
8-10	2-5 years	-	13-19	$458 IS A LOT TO PAY FOR A CHILD WHO NEEDS ASSISTANCE, BUT MAYBE NOT AS MUCH AS OTHER CHILDREN. WOULD BE GREAT TO HAVE OPPORTUNITY OF TIER NEEDS.
5-7	2-5 years	$150,001 or more	9-12	PLEASE IMPROVE MAIL DELIVERY TIME FRAMES; FREQUENTLY RECEIVE MAIL WITH A 'PRINTED' DATE OF (EX.1/1/24; DUE 1/15/24; RECEIVED 1/12/24). DECREASE PREMIUMS! REACH OUT TO THE MEDICAL PROVIDERS FOR DOCUMENTATION VERSUS PUTTING THE SOLE RESPONSIBILITY ON PARENT TO GATHER ARBITRARY MEDICAL INFORMATION YOU SHOULD AREADY HAVE.
5-7	1-2 years	$50,001-$100,000	0-4	TEFRA HAS BEEN SUCH A FINANCIAL BLESSING TO OUR FAMILY! OUR SON WOULDN'T BE ABLE TO RECEIVE THE PT, OT, OR NEUROLOGICAL SPECIALTY SERVICES WITHOUT THIS PROGRAM.
8-10	Less than 1 year	$0-$50,000	13-19	WHY THE OZARK GUIDANCE HAS NOT ACCEPTED THE TEFRA INSURANCE ANYMORE. FOR THAT REASON, I DON'T RENEW THE SERVICE. MY DAUGHTER WOULD NOT TAKE COUNSELING ANYMORE.

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ARKANSAS DEPARTMENT OF HUMAN SERVICES

Data analysis by

afmc℠

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