Arkansas Medicaid

2025

TEFRA Survey Results



ARMedicaid

ARKANSAS DEPARTMENT OF HUMAN SERVICES

Data analysis by

afmc

TEFRA in Arkansas

The Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) allowed states to open their Medicaid programs to children with physical or mental disabilities who would not ordinarily be eligible because of their parents' income or resources. Arkansas operates as a TEFRA-like 1115 demonstration waiver, which provides services to disabled children eligible for Medicaid under TEFRA section 134. The program allows these children to be cared for in their homes rather than in institutions. The TEFRA program can help pay for the cost of services for eligible children.

To determine which services Arkansas TEFRA beneficiaries use and how they evaluate the program, the Arkansas Department of Human Services (DHS) Division of Medical Services (DMS) contracted with AFMC to survey beneficiaries about the services the TEFRA program provides and the services they received. The survey asks questions about beneficiaries' satisfaction with their health care professional, recent health care received, chronic conditions, special therapy, experiences with the TEFRA/Medicaid program, and demographics. Data collection took place from August 2025 to mid-November 2025. AFMC conducted the baseline survey of TEFRA beneficiaries in 2004. This is the 20th survey of this population.





Sampling Frame Survey

The National Committee for Quality Assurance (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 prior to 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. Only one beneficiary per household was selected for participation.

Who Was Surveyed

TEFRA beneficiaries who had been enrolled for at least six months prior to the survey were eligible to participate. From this group, AFMC mailed surveys to 1,650 randomly selected TEFRA beneficiaries. After excluding beneficiaries with invalid addresses, 1,616 beneficiaries received a survey. One survey was received and determined to be ineligible, resulting in an analyzable sample size of 1,615.

How They Responded

AFMC received 443 surveys, either online or through the mail, before the cutoff date of November 18, 2025. Of these, 442 were eligible for analysis, resulting in a final analyzable response rate of 27.4%





Self-Reported Utilization Rates

This section of the survey asked respondents about the TEFRA services they used in the previous six months.

Percentage of respondents who reported:

	2025	2024	2023
Visiting the doctor at least once	93.8%	92.5%	94.3%
Visiting the doctor three or more times	39.2%	38.2%	37.4%
Seeking medical care for illness/injury	37.2%	40.3%	43.0%
Needing special medical equipment	16.6%	14.7%	17.3%
Needing speech therapy	67.1%	65.1%	66.7%
Needing occupational therapy	67.5%	65.3%	64.6%
Needing physical therapy	51.8%	49.5%	48.5%
Getting treatment or counseling*	27.1%	30.3%	28.3%

** Getting treatment or counseling for emotional or behavioral difficulty*





Overall Quality and Satisfaction

In this section of the survey, participants were asked to rate their satisfaction with various aspects of the TEFRA program on a scale from 0 ("worst possible") to 10 ("best possible"). The scores below represent an average of all responses received.

	2025	2024	2023
Health care professional	9.11	9.11	9.26
Health care	9.05	8.96	9.11
Treatment or counseling	8.09	8.45	7.76
TEFRA program	8.18	7.92	7.64
Customer service	6.82	6.02	5.97
Application process	6.67	6.55	6.61

Of the TEFRA beneficiaries who responded, the percentage below represents beneficiaries who indicated a high degree of satisfaction (a score of 8 or higher):

	2025	2024	2023
Health care professional	89.7%	90.1%	93.4%
Health care	89.7%	88.6%	93.0%
Treatment or counseling	70.3%	76.6%	68.1%
TEFRA program	72.0%	67.1%	61.6%
Customer service	50.0%	32.2%	35.9%
Application process	42.3%	43.1%	43.1%

Access and Availability of Services

Survey participants were asked how easy it was for them to get the health care and services they thought were necessary for their child.

- **89.1% of respondents** reported little or no problem getting their child a health care professional with whom they are happy; this percentage increased to **98.7%** when excluding those who did not get a new health care professional for their child.

- **97.2% of respondents** reported little or no problem getting a referral for their child to see a specialist.

- **89.8% of respondents** reported little or no problem getting additional specialty items for their child.

- **90.4% of respondents** reported little or no problem getting any special medical equipment for their child.





Access and Availability of Special Therapy

This portion of the survey asked respondents about the ease of getting various types of specialized therapy, including counseling, for their child.

■ **98.0% of respondents** reported little or no problem getting speech therapy for their child.

■ **96.9% of respondents** reported little or no problem getting occupational therapy for their child.

■ **97.8% of respondents** reported little or no problem getting physical therapy for their child.

■ **83.2% of respondents** reported little or no problem getting treatment or counseling for their child.

Quality of Care

Questions in this section asked respondents how long they waited for care.

■ **96.3% of respondents** reported that their child "always" or "usually" received care right away for illness or injury as soon as their child needed it.

■ **91.7% of respondents** reported that their child "always" or "usually" was able to get an appointment for health care at a doctor's office or clinic for illness or injury as soon as their child needed it.

Provider/Patient Communication

This section of the survey asked beneficiaries about how well they thought their provider communicated with them and their child.

■ **98.0% of respondents** reported that their doctor "always" or "usually" listened carefully to them.

■ **90.2% of respondents** reported that their doctor "always" or "usually" explained things in a way their child could understand.

■ **97.5% of respondents** reported that their doctor "always" or "usually" showed respect for what they had to say.

■ **96.1% of respondents** reported that their doctor "always" or "usually" spent enough time with their child.

Customer Service

Questions in this category asked respondents about their experience with Medicaid's customer service.

■ **60.5% of respondents** reported that customer service "always" or "usually" got them the help they needed.

■ **85.4% of respondents** reported that customer service "always" or "usually" treated them with courtesy and respect.

About AFMC

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

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