Arkansas Medicaid

2025

TEFRA Beneficiary Satisfaction Survey Results



ARMedicaid

ARKANSAS DEPARTMENT OF HUMAN SERVICES

Data analysis by

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ARKANSAS MEDICAID TEFRA SURVEY

2025 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 2025 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 gross household income. Premiums are not required if annual income is below 150% of the federal poverty level.

This report presents a summary of the 2025 TEFRA Beneficiary Satisfaction Survey results, alongside comparisons with data from 2024 and 2023. The analysis provides DMS with insights into the services utilized by TEFRA beneficiaries, their evaluations of the program, and trends in program performance over time. This marks the 20th annual survey conducted by AFMC on behalf of DMS.

Mirroring 2024, AFMC administered the 2025 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 2025 to mid-November 2025 to evaluate 2025 TEFRA beneficiary satisfaction. A random sample of 1,650 beneficiaries was selected to participate in the survey, with a total of 443 surveys (122 online and 321 by mail) returned to AFMC. After removing beneficiaries deemed ineligible (1 survey) and adjusting for invalid addresses (34 surveys), 442 surveys were eligible for analysis, resulting in an analyzable response rate of 27.4% from an analyzable sample size of 1,615.

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 2025, 2024, and 2023.

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	2025	2024	2023
Getting care quickly	94%	93%	95%
How well doctors communicate	95%	93%	95%
Customer service	73%	70%	69%
Special equipment and supplies	61%	69%	74%
Special therapies	91%	90%	89%
Rating of health care professional	90%	90%	93%
Rating of health care	90%	89%	93%
Rating of treatment or counseling[3]	70%	77%	68%
Rating of TEFRA program	72%	67%	62%
Rating of customer service	50%	32%	36%
Rating of TEFRA application process	42%	43%	43%

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

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

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 the demographics, composite scores, and ratings of TEFRA's respondents' 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 2025 TEFRA respondents' demographics with the 2024 and 2023 TEFRA respondents' demographics:

- Gender and race distributions have remained stable, with no significant changes from 2023 to 2025.
- Consistent with previous years, TEFRA survey respondents were predominantly male.
- In 2025, 7.2% of respondents reported income of "$0–$50,000." There are no significant changes from 2023 to 2025.
- The percentage of respondents with less than one year of enrollment increased insignificantly from 10.9% in 2023 to 13.2% in 2025.
- A majority (49.1% and 40.4%) of respondents reported that the TEFRA premium is "A small financial burden" or "No financial burden," respectively.

AFMC compared the 2025 TEFRA survey results with the results from the 2024 and 2023 surveys:

- The "Getting care quickly" composite increased insignificantly from 92.6% in 2024 to 94.0% in 2025. The "Obtaining care right away" component of this composite increased insignificantly from 94.5% in 2024 to 96.3% in 2025. The "Obtaining care when wanted but not needed right away" component of this composite increased insignificantly from 90.7% in 2024 to 91.7% in 2025.





- The "How well doctors communicate" composite increased insignificantly from 92.9% in 2024 to 95.5% in 2025. Three components of this composite showed an insignificant increase in summary rates when compared to 2024, and three components showed an insignificant decrease when compared to 2023. The "Doctors showing respect for what you had to say" component decreased insignificantly from 97.6% in 2024 to 97.5% in 2025 and the "Doctors explaining things in an understandable way to your child" component increased insignificantly from 87.8% in 2023 to 90.2% in 2025.
- The "Special equipment and supplies" composite decreased insignificantly from 68.6% in 2024 to 61.4% in 2025. The "Getting additional specialty items" component decreased significantly from 76.6% in 2023 to 61.1% in 2025. "Getting special medical equipment" decreased insignificantly from 71.7% in 2024 to 61.6% in 2025.
- The "Special therapies" composite summary rates have remained consistent from 2023 to 2025, with no significant changes over the compared years. However, the "Getting speech therapy" and "Getting physical therapy" components have increased insignificantly each year since 2023.
- The "Rating of healthcare" and "Rating of TEFRA program" both increased insignificantly from 88.6% and 67.1% in 2024 to 89.7% and 72.0% in 2025, respectively. "Rating of TEFRA Program" increased significantly from 61.6% in 2023 to 72.0 % in 2025.
- The "Rating of health care professional" and "Rating of treatment or counseling" both decreased insignificantly from 90.1% and 76.6% in 2024 to 89.7% and 70.3% in 2025, respectively.
- The "Rating of customer service" increased significantly from 35.9% in 2023 and 32.2% in 2024 to 50.0% in 2025.
- The "Rating of TEFRA application process" summary rate has not significantly increased or decreased since 2023.





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 2024 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 20th 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, 34 were found to have an invalid address, and one was deemed ineligible, resulting in an analyzable sample size of 1,615. After eliminating ineligible surveys and those with invalid addresses, there were 1,173 non-returned surveys. Of the 443 received surveys, a total of 442 analyzable surveys were available for analysis, resulting in an analyzable response rate of 27.4%.

TABLE 2. 2025 Sample size, survey disposition, and response rate

TEFRA SURVEY	2025
Total mailing sent	1,650
*Ineligible: According to population criteria	1
*Ineligible: Language barrier	0
*Ineligible: Mentally or physically incapacitated	0
*Ineligible: Deceased	0
†Invalid address	34
Analyzable sample size	1,615
Refusal	0
§Nonresponse	1,173
Analyzable surveys returned	442
Analyzable response rate	27.4%

**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, 2025 – June 30, 2025, 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 the parents of each selected TEFRA beneficiary. The letter explained the purpose of the survey, informed them of its confidential and voluntary nature, provided information on requesting a printed Spanish or Marshallese language version of the survey, and explained how to access 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 18, 2025.

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. 2025 Survey mailing dates

SURVEY MAILINGS	
Advance letter	Jul. 31, 2025
First survey	Aug. 27, 2025
First reminder postcard	Sep. 10, 2025
Second survey	Oct. 7, 2025
Second reminder postcard	Oct. 27, 2025
Data cutoff	Nov. 18, 2025

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 18, 2025, 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 the TEFRA survey into Spanish and Marshallese for both online access and print format. The print format was available upon request. Of the 442 analyzable surveys returned, all except one were completed in English. One was requested in Spanish, and none were requested in Marshallese.

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Demographics of Survey Sample and Respondents

Table 4 shows the percentage of respondents by demographic category for 2025, 2024, and 2023: gender, age, race, household income, years of TEFRA enrollment, and financial burden of premiums. Significance testing is performed by individually comparing 2025 percentages with 2024 and 2023 percentages. **Table 5** shows how the 2025 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 2023 to 2025. Consistent with previous years, TEFRA 2025 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 2025, the majority (82.0%) of respondents were white, followed by 7.7% of respondents who identified as "Other," including multiracial individuals.

All "household income" categories and "years of enrollment" categories showed no significant differences from 2023 to 2025.

A majority (49.1% and 40.4%) 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 2023 to 2025.

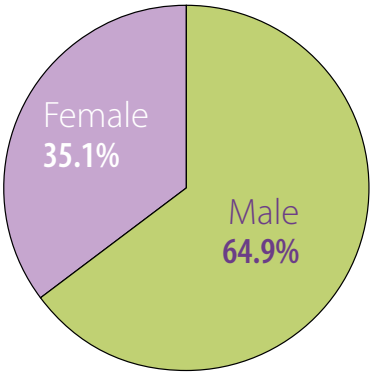
TABLE 4. Profile of TEFRA survey respondents: Comparison with 2024 and 2023 results

DEMOGRAPHIC	CATEGORY	2025	2024	2023	SIGNIFICANT DIFFERENCE (2025 VS. 2024)	SIGNIFICANT DIFFERENCE (2025 VS. 2023)
Gender	Male	64.9%	62.7%	62.3%	Not Significant	Not Significant
	Female	35.1%	37.3%	37.7%	Not Significant	Not Significant
Age	0–4	24.9%	24.0%	23.1%	Not Significant	Not Significant
	5–8	30.3%	32.4%	30.1%	Not Significant	Not Significant
	9–12	20.1%	20.8%	23.1%	Not Significant	Not Significant
	13–19	24.7%	22.8%	23.6%	Not Significant	Not Significant
Race	White	82.0%	77.7%	82.5%	Not Significant	Not Significant
	Black or African-American	7.5%	7.0%	6.6%	Not Significant	Not Significant
	Asian	2.7%	3.6%	1.9%	Not Significant	Not Significant
	Other	7.7%	11.8%	9.0%	Not Significant	Not Significant
Household income	$0–$50,000	7.2%	8.7%	8.6%	Not Significant	Not Significant
	$50,001–$100,000	42.4%	40.5%	45.1%	Not Significant	Not Significant
	$100,001–$150,000	26.9%	27.9%	25.4%	Not Significant	Not Significant
	$150,001 or more	23.6%	22.9%	20.9%	Not Significant	Not Significant
Years of enrollment	Less than 12 months	13.2%	11.8%	10.9%	Not Significant	Not Significant
	12 up to 24 months	24.9%	23.6%	22.0%	Not Significant	Not Significant
	2 up to 5 years	31.7%	33.7%	35.5%	Not Significant	Not Significant
	5 or more years	30.2%	31.0%	31.7%	Not Significant	Not Significant
Financial burden	Not a financial burden	40.4%	36.2%	37.6%	Not Significant	Not Significant
	A small financial burden	49.1%	48.8%	51.0%	Not Significant	Not Significant
	A big financial burden	10.6%	15.0%	11.4%	Not Significant	Not Significant

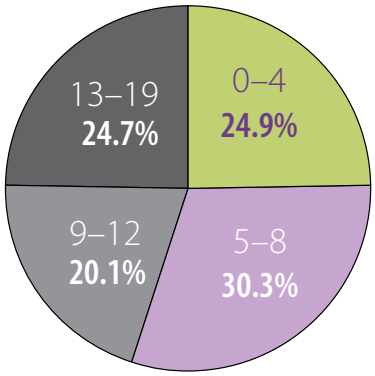
Some percentages may not add up to 100.0% due to rounding

FIGURE 1. 2025 Demographics

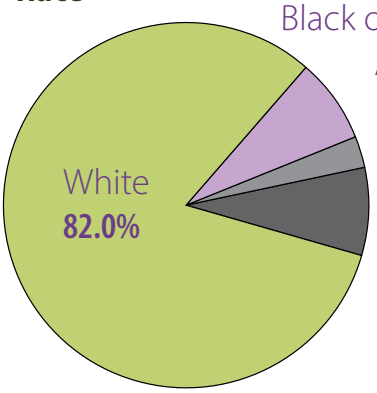
Gender



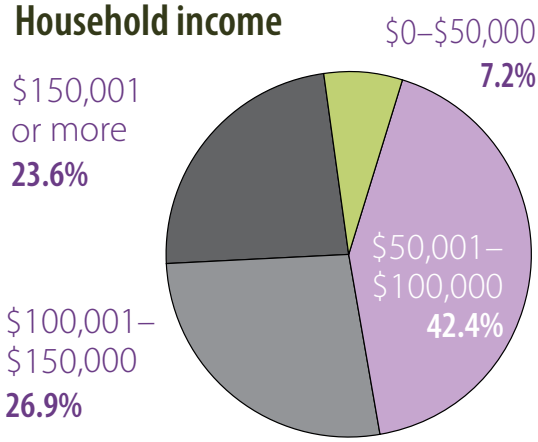
Age



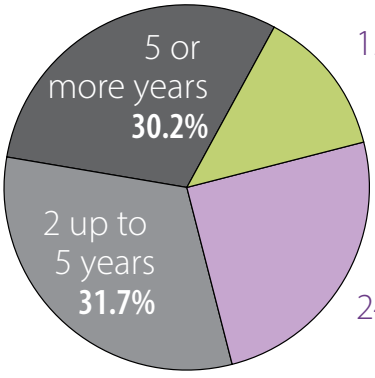
Race



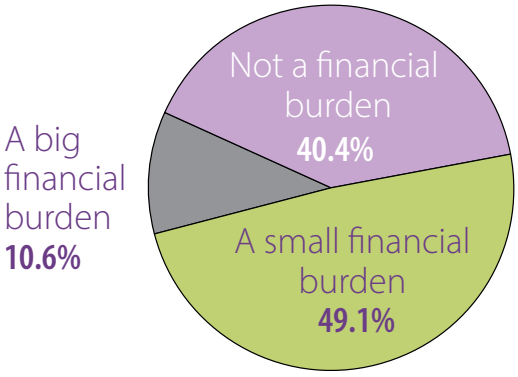
Household income



Years of enrollment



Financial burden



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

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

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

TABLE 5. 2025 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	585	36.2%	35.5%	159	36.0%	27.2%
	Male	1,030	63.8%	64.5%	283	64.0%	27.5%
	TOTAL	**1,615**	**100.0%**	**100.0%**	**442**	**100.0%**	**27.4%**
Age	0–4	487	30.2%	30.3%	119	26.9%	24.4%
	5–8	487	30.2%	31.3%	128	29.0%	26.3%
	9–12	329	20.4%	19.6%	90	20.4%	27.4%
	13–19	312	19.3%	18.8%	105	23.8%	33.7%
	TOTAL	**1,615**	**100.0%**	**100.0%**	**442**	**100.0%**	**27.4%**
Race	White	1,017	63.0%	64.4%	292	66.1%	28.7%
	Black or African-American	113	7.0%	6.1%	27	6.1%	23.9%
	Asian	42	2.6%	2.7%	11	2.5%	26.2%
	Native Hawaiian or other Pacific Islander	3	0.2%	0.1%	1	0.2%	33.3%
	American Indian or Alaska Native	7	0.4%	0.6%	2	0.5%	28.6%
	Other/ Unknown	389	24.1%	23.4%	102	23.1%	26.2%
	Multiracial	44	2.7%	2.7%	7	1.6%	15.9%
	TOTAL	**1,615**	**100.0%**	**100.0%**	**442**	**100.0%**	**27.4%**
Geographic region*	Northwest	661	41.0%	41.2%	191	43.3%	28.9%
	Northeast	292	18.1%	17.9%	82	18.6%	28.1%
	Central	549	34.1%	34.4%	130	29.5%	23.7%
	Southwest	69	4.3%	3.8%	25	5.7%	36.2%
	Southeast	40	2.5%	2.7%	13	2.9%	32.5%
	TOTAL	**1,611**	**100.0%**	**100.0%**	**441**	**100.0%**	**27.4%**

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	2025		2024		2023	
	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	123 (29.4%)	28 (6.4%)	121 (31.1%)	26 (6.3%)	104 (26.2%)	30 (7.1%)
No problem	296 (70.6%)	413 (93.7%)	268 (68.9%)	388 (93.7%)	293 (73.8%)	391 (92.9%)
How much of a problem, if any, was it to get your child's prescription medication?						
Big or small problem	143 (37.1%)	52 (12.6%)	122 (33.3%)	49 (12.3%)	116 (31.6%)	45 (11.1%)
No problem	242 (62.9%)	361 (87.4%)	244 (66.7%)	348 (87.7%)	251 (68.4%)	361 (88.9%)
How much of a problem, if any, was it for your child to get urgent care?						
Big or small problem	112 (32.5%)	28 (7.4%)	99 (29.6%)	27 (7.5%)	83 (24.9%)	16 (4.3%)
No problem	233 (67.5%)	349 (92.6%)	235 (70.4%)	332 (92.5%)	251 (75.1%)	352 (95.7%)

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 2023, 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 2025. 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. 2025 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	0 (0.0%)	0 (0.0%)	4 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
$20–$41	1 (5.0%)	9 (45.0%)	9 (45.0%)	1 (5.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
$52–$78	1 (1.3%)	10 (13.0%)	40 (51.9%)	24 (31.2%)	1 (1.3%)	1 (1.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
$93–$125	1 (0.9%)	7 (6.2%)	19 (16.8%)	48 (42.5%)	27 (23.9%)	6 (5.3%)	5 (4.4%)	0 (0.0%)	0 (0.0%)
$145–$182	0 (0.0%)	0 (0.0%)	8 (11.8%)	22 (32.4%)	27 (39.7%)	9 (13.2%)	2 (2.9%)	0 (0.0%)	0 (0.0%)
$208–$250	1 (2.1%)	1 (2.1%)	3 (6.4%)	2 (4.3%)	8 (17.0%)	16 (34.0%)	9 (19.1%)	5 (10.6%)	2 (4.3%)
$281–$328	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.1%)	2 (6.3%)	11 (34.4%)	5 (15.6%)	11 (34.4%)	2 (6.3%)
$364–$416	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	2 (13.3%)	4 (26.7%)	4 (26.7%)	4 (26.7%)
$458	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.9%)	0 (0.0%)	5 (9.3%)	4 (7.4%)	7 (13.0%)	37 (68.5%)

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 2025.

The greatest number of respondents, 59, reported premiums were "A small financial burden" in the "$93–$125" premium category, or 51.8% of those in this premium range. This is followed by the "$145–$182" premium category for respondents reporting "A small financial burden." This category had 43 respondents with a response percentage of 61.4% in this premium range.

TABLE 8. 2025 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%)	4 (100.0%)
$20–$41	0 (0.0%)	7 (33.3%)	14 (66.7%)
$52–$78	6 (7.8%)	30 (39.0%)	41 (53.2%)
$93–$125	8 (7.0%)	59 (51.8%)	47 (41.2%)
$145–$182	6 (8.6%)	43 (61.4%)	21 (30.0%)
$208–$250	8 (17.0%)	23 (48.9%)	16 (34.0%)
$281–$328	5 (15.6%)	17 (53.1%)	10 (31.3%)
$364–$416	3 (20.0%)	8 (53.3%)	4 (26.7%)
$458	10 (18.5%)	26 (48.1%)	18 (33.3%)

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 Q9 – Q13

- A majority (60.3%) 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, 39.7% indicated that their child saw a specialist most often.
- More than half (50.1%) 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, 79.7% indicated it was not a problem getting a referral.
- 84.1 percent of respondents reported no problem finding a health care professional for their child with whom they are happy. Comparatively, 5.0% reported a small problem, and 1.1% reported a big problem finding a health care professional for their child with whom they are happy.
- On a scale of 0 to 10, 89.7% of respondents rated their child's health care professional at an 8 or higher, and 1.8% rated their child's health care professional at a 5 or lower.

CHILD'S HEALTH CARE IN THE LAST SIX MONTHS Q14, Q15, Q18, Q28, Q29

- Less than half (37.1%) of respondents reported needing care right away from a clinic, emergency room, or doctor's office. Of those respondents, 96.3% reported "always" or "usually" getting care as soon as they needed.
- In total, 93.8% of respondents reported that their child had at least one visit to a doctor's office or clinic in the last six months, and 70.3% of respondents reported more than one visit.
- Of the respondents who answered "yes" to their child requiring special medical equipment or devices, 9.6% reported getting special medical equipment for their child through TEFRA was "a big problem," and 61.6% reported it was "not a problem."

EXPERIENCE WITH TEFRA/MEDICAID PROGRAM Q39 – Q43

- A total of 24.9% of respondents first heard about TEFRA through Arkansas Children's Hospital; 14.5% first heard about the program through their doctor's office; 21.5% first heard about it from a friend or relative; and 14.2% first heard about TEFRA through a school or daycare.
- Only 24.9% of respondents looked for information in written materials or on the Internet about how TEFRA works, and, of those respondents, 42.2% indicated they "usually" or "always" found the needed information.

- 70.8 percent of respondents indicated that they were given TEFRA forms to fill out in the last six months. Of those who completed paperwork, only 58.5% indicated the forms were "usually" or "always" easy to fill out.

CUSTOMER SERVICE Q45 – Q50

- Less than a third (29.8%) of the 439 respondents indicated they called Medicaid customer service in the last six months to get information, help for their child, or to report a change in income. Less than half (42.4%) of those parents/caregivers indicated they called TEFRA (1-866-239-9938) for Medicaid customer service information or help, while 20.3% indicated they called their local county DHS office.
- Only six respondents called ConnectCare, but five individuals indicated they spoke with someone who was able to help them.
- Of the respondents who called Medicaid customer service, 60.5% of respondents indicated they were "usually" or "always" able to get the help they needed.
- 7.0 percent of respondents indicated that they called Medicaid customer service about a change in income in the last six months, and less than half (44.4%) of those respondents indicated that they "usually" or "always" got the help they needed.

TEFRA PREMIUMS AND ENROLLMENT Q57, Q58, Q62, Q63, Q65 – Q67

- Around half (49.1%) of respondents indicated that their TEFRA premium was "a small financial burden," while 10.6% indicated their premium was "a big financial burden."
- Six respondents (1.4%) indicated their child lost their TEFRA eligibility due to premiums being too expensive to pay.
- 36.7 percent of respondents experienced some problem receiving care while waiting for their child's TEFRA application to be processed.
- Almost half (44.4%) of respondents applied for TEFRA at a DHS county office, while slightly less than one-third (31.0%) applied for TEFRA at Arkansas Children's Hospital.
- Of those who enrolled their child in the TEFRA program at a DHS county office, more than a third of respondents (34.6%) spoke with someone at the county DHS office in the last six months regarding questions they had about TEFRA. A majority (68.3%) indicated that the person at the county DHS office answered all their questions. Of those, 97.6% of respondents "usually" or "always" understood the answers they gave.

TEFRA RENEWAL PROCESS Q69 – Q71

- In the last 12 months, 89.1% 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, 19.6% indicated that they had 1 to 7 days to complete the paperwork, 28.2% indicated that they had 8 to 14 days to complete the paperwork, and 52.2% of respondents indicated that they had more than 14 days to complete the paperwork.
- Twenty-nine (7.6%) reported that they "never" have enough time to complete the renewal packet before the deadline, while 74.7% indicated that they "usually" or "always" have enough time.





Trend Analysis

The following pages contain a trending table and chart that show how TEFRA survey data changes over time. **Table 9** shows each composite measure, the component questions that make up these composites, and rating questions for the current year (2025) and the previous two years (2024 and 2023). While the trending chart 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 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 2025 TEFRA survey results with the previous years' results found the following:

- The "Getting care quickly" composite increased insignificantly from 92.6% in 2024 to 94.0% in 2025. The "Obtaining care right away" component of this composite increased insignificantly from 94.5% in 2024 to 96.3% in 2025. The "Obtaining care when wanted but not needed right away" component of this composite increased insignificantly from 90.7% in 2024 to 91.7% in 2025.
- The "How well doctors communicate" composite increased insignificantly from 92.9% in 2024 to 95.5% in 2025. Three components of this composite showed an insignificant increase in summary rates when compared to 2024, and three components showed an insignificant decrease when compared to 2023. The "Doctors showing respect for what you had to say" component decreased insignificantly from 97.6% in 2024 to 97.5% in 2025 and the "Doctors explaining things in an understandable way to your child" component increased insignificantly from 87.8% in 2023 to 90.2% in 2025.

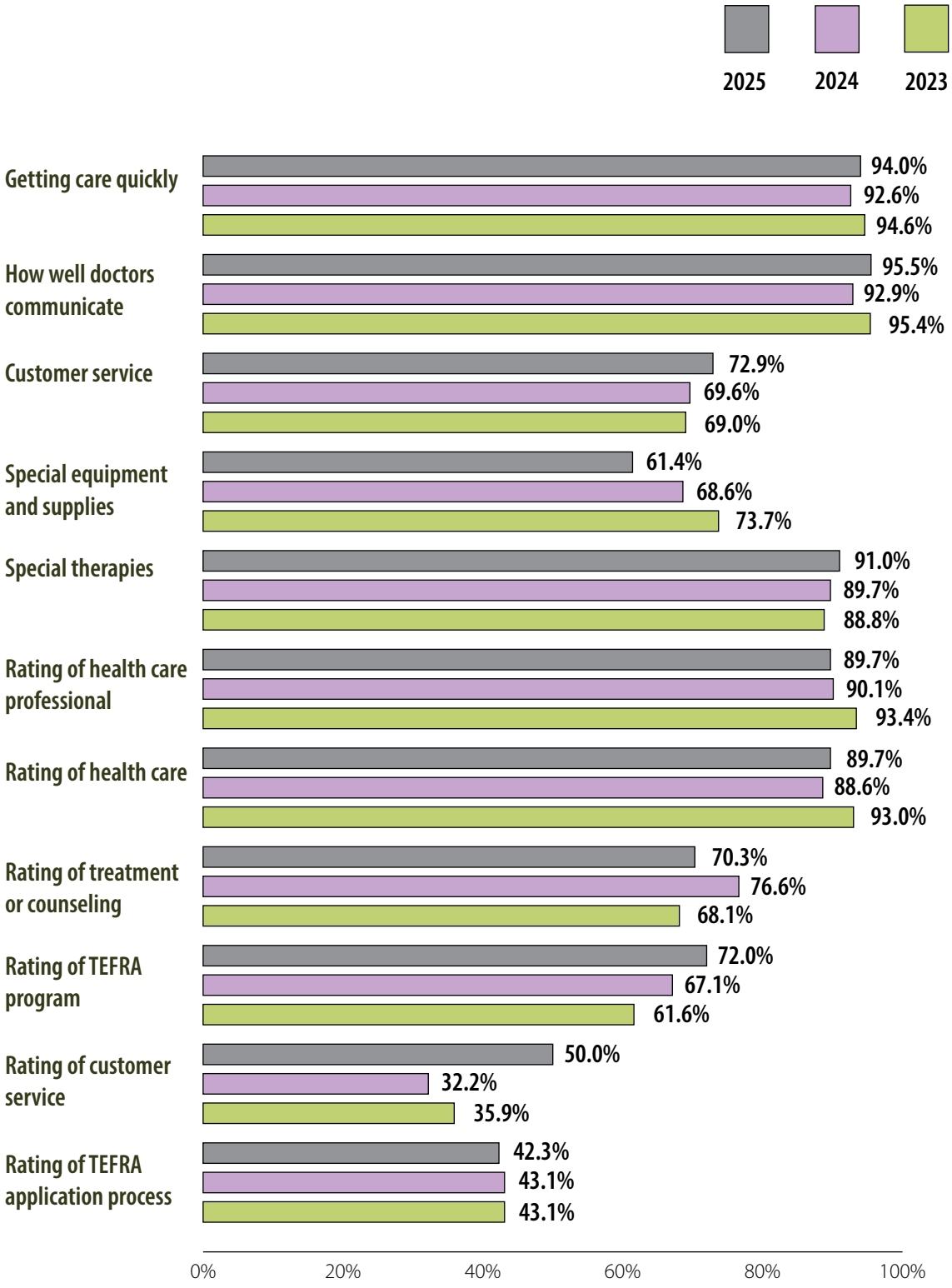
- The "Customer service" composite increased insignificantly from 69.6% in 2024 to 72.9% in 2025. "Getting help when calling customer service" increased insignificantly from 53.2% to 60.5%, and "Treated with courtesy and respect" decreased insignificantly from 86.1% to 85.4% from 2024 to 2025. These components remained higher than the summary rates from 2023, with the "Treated with courtesy and respect" component insignificantly increasing from 83.6% in 2023 to 85.4% in 2025.
- The "Special equipment and supplies" composite decreased insignificantly from 68.6% in 2024 to 61.4% in 2025. The "Getting additional specialty items" component decreased significantly from 76.6% in 2023 to 61.1% in 2025. "Getting special medical equipment" decreased insignificantly from 71.7% in 2024 to 61.6% in 2025.
- The "Special therapies" composite summary rates have remained consistent from 2023 to 2025, with no significant changes over the compared years. However, the "Getting speech therapy" and "Getting physical therapy" components have increased insignificantly each year since 2023.
- The "Rating of healthcare" and "Rating of TEFRA program" both increased insignificantly from 88.6% and 67.1% in 2024 to 89.7% and 72.0% in 2025, respectively. "Rating of TEFRA Program" increased significantly from 61.6% in 2023 to 72.0% in 2025.
- The "Rating of health care professional" and "Rating of treatment or counseling" both decreased insignificantly from 90.1% and 76.6% in 2024 to 89.7% and 70.3% in 2025, respectively.
- The "Rating of customer service" increased significantly from 35.9% in 2023 and 32.2% in 2024 to 50.0% in 2025.
- The "Rating of TEFRA application process" summary rate has not significantly increased or decreased since 2023.

TABLE 9. TEFRA trending table

COMPOSITES/COMPONENTS RATING ITEMS	2025		2024		2023		SIGNIFICANCE TESTING	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2025 VS. 2024	2025 VS. 2023
Getting care quickly		**94.0%**		**92.6%**		**94.6%**	**Not Significant**	**Not Significant**
Q15. Obtaining care right away for an illness/injury/ condition	161	96.3%	165	94.5%	180	96.7%	Not Significant	Not Significant
Q17. Obtaining care when wanted, but not needed right away	387	91.7%	355	90.7%	366	92.6%	Not Significant	Not Significant
How well doctors communicate		**95.5%**		**92.9%**		**95.4%**	**Not Significant**	**Not Significant**

COMPOSITES/COMPONENTS RATING ITEMS	2025		2024		2023		SIGNIFICANCE TESTING	
	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	VALID n	SUMMARY RATE	2025 VS. 2024	2025 VS. 2023
Q23. Doctors explaining things in an understandable way to your child	193	90.2%	194	84.0%	181	87.8%	Not Significant	Not Significant
Q19. Doctors listening carefully to you	410	98.0%	377	96.8%	394	98.7%	Not Significant	Not Significant
Q20. Doctors showing respect for what you had to say	408	97.5%	376	97.6%	395	98.2%	Not Significant	Not Significant
Q24. Doctors spending enough time with your child	407	96.1%	378	93.1%	383	96.6%	Not Significant	Not Significant
Customer service		**72.9%**		**69.6%**		**69.0%**	**Not Significant**	**Not Significant**
Q48. Getting help when calling customer service	129	60.5%	124	53.2%	173	54.3%	Not Significant	Not Significant
Q51. Treated with courtesy and respect	130	85.4%	122	86.1%	171	83.6%	Not Significant	Not Significant
Special equipment and supplies		**61.4%**		**68.6%**		**73.7%**	**Not Significant**	**Not Significant**
Q27. Getting additional specialty items	108	61.1%	93	65.6%	94	76.6%	Not Significant	Significantly Lower
Q29. Getting special medical equipment	73	61.6%	60	71.7%	72	70.8%	Not Significant	Not Significant
Special therapies		**91.0%**		**89.7%**		**88.8%**	**Not Significant**	**Not Significant**
Q31. Getting speech therapy	293	91.1%	268	87.7%	280	86.4%	Not Significant	Not Significant
Q33. Getting occupational therapy	295	90.8%	270	91.5%	272	90.4%	Not Significant	Not Significant
Q35. Getting physical therapy	226	91.2%	206	89.8%	202	89.6%	Not Significant	Not Significant
Rating of health care professional (Q13)	439	89.7%	415	90.1%	422	93.4%	Not Significant	Not Significant
Rating of health care (Q25)	409	89.7%	378	88.6%	384	93.0%	Not Significant	Not Significant
Rating of treatment or counseling (Q38)	118	70.3%	124	76.6%	119	68.1%	Not Significant	Not Significant
Rating of TEFRA program (Q44)	435	72.0%	413	67.1%	422	61.6%	Not Significant	Significantly Higher
Rating of customer service (Q55)	130	50.0%	121	32.2%	167	35.9%	Significantly Higher	Significantly Higher
Rating of TEFRA application process (Q68)	440	42.3%	415	43.1%	422	43.1%	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 in some categories was small (<30); findings for these groups should be interpreted with appropriate caution.

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. 2025 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		94.2%		93.9%		94.5%		93.3%	1.2
How well doctors communicate		88.8%		94.5%		97.0%		96.7%	8.3
Customer service		75.2%		73.8%		62.0%		76.9%	14.9
Special equipment and supplies		61.5%		65.3%		53.6%		63.1%	11.7
Special therapies		92.6%		91.1%		90.9%		88.3%	4.3
Rating of health care professional (Q13)	108	89.8%	131	89.3%	87	86.2%	106	92.5%	6.2
Rating of health care (Q25)	103	86.4%	119	89.1%	82	90.2%	99	92.9%	6.5
Rating of treatment or counseling (Q38)	14	71.4%	29	65.5%	34	73.5%	40	72.5%	8.0
Rating of TEFRA program (Q44)	106	81.1%	129	73.6%	87	56.3%	106	73.6%	24.8
Rating of customer service (Q55)	37	51.4%	40	50.0%	25	44.0%	26	50.0%	7.4
Rating of TEFRA application process (Q68)	108	39.8%	131	37.4%	87	34.5%	107	55.1%	20.7

As seen in **Table 10**, "Getting care quickly" had positive percentage measures above 90.0% for all age categories. The "Customer service" composite had the largest range, 14.9 percentage points, between age categories "9–12" (62.0%) and "13–19" (76.9%). Except for "Special equipment and supplies," which had a range of 11.7 percentage points, all other composites had a range of less than 9.0.

The "Rating of TEFRA application process" rating questions had low positive percentages. The "Rating of customer service" had mid-range positive percentages, with fewer than 30 respondents in some age groups, and should be viewed with caution. A range of 7.4 was seen for "Rating of customer service," a range of 6.5 for "Rating of healthcare," a range of 8.0 for "Rating of treatment and counseling," and a range of 6.2 for "Rating of health care professional." All other ratings had a range above 20.0.

TABLE 11. 2025 Composite and rating questions by child's gender

GENDER COMPOSITES AND RATINGS	MALE		FEMALE		RANGE
	n	%	n	%	
Getting care quickly		93.0%		95.5%	2.5
How well doctors communicate		94.1%		97.9%	3.8
Customer service		73.2%		71.8%	1.4
Special equipment and supplies		58.8%		66.2%	7.4
Special therapies		92.1%		89.3%	2.8
Rating of health care professional (Q13)	282	88.3%	153	92.2%	3.9
Rating of health care (Q25)	265	90.2%	141	89.4%	0.8
Rating of treatment or counseling (Q38)	80	70.0%	38	71.1%	1.1
Rating of TEFRA program (Q44)	281	69.8%	150	76.0%	6.2
Rating of customer service (Q55)	84	47.6%	45	53.3%	5.7
Rating of TEFRA application process (Q68)	283	41.3%	153	43.1%	1.8

Table 11 comprises the composite and rating questions by child's gender. All composites had ranges less than 8.0. "Customer service" had the smallest range (1.4) among composites. 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 male category (58.8%), while the composite with the highest positive percentage was "How well doctors communicate" in the female category (97.9%).

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 54.0%. "Rating of TEFRA program" had the largest range of 6.2, with positive percentages of 69.8% for males and 76.0% for females.

TABLE 12. 2025 Composite and rating questions by child's race category

RACE COMPOSITES AND RATINGS	WHITE		BLACK		OTHER		RANGE
	n	%	n	%	n	%	
Getting care quickly		94.5%		92.1%		91.7%	2.8
How well doctors communicate		96.0%		91.5%		94.0%	4.5
Customer service		72.3%		81.3%		70.0%	11.3
Special equipment and supplies		59.2%		83.3%		73.9%	24.1
Special therapies		91.3%		97.3%		85.9%	11.4
Rating of health care professional (Q13)	360	90.6%	33	81.8%	45	88.9%	8.7
Rating of health care (Q25)	335	89.3%	29	93.1%	44	90.9%	3.8
Rating of treatment or counseling (Q38)	99	71.7%	6	50.0%	12	75.0%	25.0
Rating of TEFRA program (Q44)	355	69.6%	33	84.8%	46	80.4%	15.3
Rating of customer service (Q55)	111	50.5%	8	62.5%	10	40.0%	22.5
Rating of TEFRA application process (Q68)	360	41.4%	33	39.4%	46	52.2%	12.8

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 non-White are represented by comparatively smaller numbers. As a result, interpretations of findings for these races should be made cautiously, recognizing limitations in representation.

Composite questions "Getting care quickly," "How well doctors communicate," and "Special therapies" have a composite score of at least 85.0% for all race categories. "Getting care quickly" had a small range of 2.8; those identifying their child's race as "White" had the highest positive measure at 94.5%, and those identifying their child's race as "Other" had the lowest positive measure at 91.7%.

Among ratings, "Rating of health care" had the highest possible positive measure (93.1%) for the "Black" race category. "Rating of health care professional" and "Rating of health care" had positive measures of 81.0% or above for all race categories. The largest range (25.0) was found for the "Rating of treatment or counseling" rating question between those identifying their child as "Black" (50.0%) and "Other" (75.0%).

TABLE 13. 2025 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		96.2%		92.4%		97.2%		92.7%	4.8
How well doctors communicate		96.0%		94.6%		95.0%		97.5%	2.9
Customer service		75.0%		72.7%		75.8%		68.7%	7.2
Special equipment and supplies		50.0%		66.6%		77.5%		39.6%	37.9
Special therapies		92.1%		90.7%		94.0%		87.2%	6.7
Rating of health care professional (Q13)	31	96.8%	183	87.4%	115	90.4%	102	90.2%	9.3
Rating of health care (Q25)	28	92.9%	169	87.6%	106	92.5%	98	88.8%	5.3
Rating of treatment or counseling (Q38)	6	83.3%	50	70.0%	32	71.9%	30	66.7%	16.7
Rating of TEFRA program (Q44)	30	76.7%	183	74.3%	114	75.4%	101	61.4%	15.3
Rating of customer service (Q55)	10	50.0%	55	54.5%	31	51.6%	31	45.2%	9.4
Rating of TEFRA application process (Q68)	31	54.8%	183	44.8%	116	44.8%	102	30.4%	24.4

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 these small numbers.

Among composite measures, "Getting care quickly" and "How well doctors communicate" had high positive measures above 92.0% for all household income categories. "Special equipment and supplies" had the largest range (37.9) among income categories, with the largest positive measure for an income range "$100,001 – $150,000" (77.5%) and the smallest positive measure for an income of "$150,001 or more" (39.6%). The smallest range, 2.9, is seen for the composite "How well doctors communicate," where all income categories have a positive measure between 94.6% and 96.0%.

For rating questions, the income of "$0 – $50,000" scored the highest positive measures for "Rating of health care professional" and "Rating of health care" at 96.8% and 92.9%, respectively. The largest range among rating questions was seen in "Rating of TEFRA application process" with a high positive measure for "$0 – $50,000" income (54.8%) and a low positive measure for "$150,001 or more" income (30.4%).

TABLE 14. 2025 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		91.1%		95.3%		93.4%		94.7%	4.2
How well doctors communicate		99.5%		90.9%		95.1%		97.6%	8.6
Customer service		72.2%		74.4%		79.2%		61.1%	18.1
Special equipment and supplies		56.3%		57.7%		66.9%		58.6%	10.6
Special therapies		88.8%		88.1%		92.1%		94.2%	6.1
Rating of health care professional (Q13)	57	96.5%	108	87.0%	140	85.7%	133	93.2%	10.8
Rating of health care (Q25)	55	90.9%	103	88.3%	127	88.2%	123	91.9%	3.7
Rating of treatment or counseling (Q38)	13	76.9%	27	77.8%	37	67.6%	40	65.0%	12.8
Rating of TEFRA program (Q44)	57	66.7%	108	75.0%	138	74.6%	131	68.7%	8.3
Rating of customer service (Q55)	18	66.7%	41	39.0%	44	56.8%	27	44.4%	27.6
Rating of TEFRA application process (Q68)	57	35.1%	109	39.4%	140	41.4%	133	48.9%	13.8

Some categories of enrollment length have an insufficient number of respondents to make valid interpretations. 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 "Customer service" composite had the largest range (18.1), with a high of 79.2% for the "2 up to 5 years" enrollment length and a low of 61.1% for the "5 or more years" enrollment length. "Special equipment and supplies" had the lowest composite rating (56.3%) for the "Less than 12 months" enrollment length.

The "Rating of TEFRA application process" rating (35.1%) had the lowest positive measure amongst all other ratings for the "Less than 12 months" enrollment length. Within rating measures, "Rating of customer service" had the largest range (27.6) while "Rating of health care" had the smallest range (3.7). Among all enrollment length categories, the "Rating of health care" rating collectively received a high measure of satisfaction, as all categories had positive measures higher than 88.0%.

TABLE 15. 2025 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		94.5%		92.9%		95.3%	2.4
How well doctors communicate		94.8%		96.2%		94.7%	1.5
Customer service		56.3%		73.1%		78.0%	21.8
Special equipment and supplies		32.6%		65.2%		65.4%	32.9
Special therapies		90.0%		88.4%		94.0%	5.5
Rating of health care professional (Q13)	46	89.1%	213	90.6%	176	88.6%	2.0
Rating of health care (Q25)	45	86.7%	204	90.2%	157	90.4%	3.8
Rating of treatment or counseling (Q38)	10	70.0%	65	70.8%	41	68.3%	2.5
Rating of TEFRA program (Q44)	46	50.0%	211	76.3%	174	73.0%	26.3
Rating of customer service (Q55)	16	31.3%	64	43.8%	50	64.0%	32.8
Rating of TEFRA application process (Q68)	46	21.7%	214	41.6%	176	48.9%	27.1

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 exercised when drawing conclusions based on a small number as there are limitations in representation.

Among composites, "Special equipment and supplies" had the largest range of 32.9 percentage points between levels of burden of TEFRA premiums, with "A big financial burden" being the lowest (32.6%) and "Not a financial burden" being the highest (65.4%). "How well doctors communicate" had the largest positive measures amongst all composites in the "A small financial burden" category, with a positive measure of 96.2%, followed by "Getting care quickly" in "Not a financial burden" with a measure of 95.3%.

Among ratings, a large range of 32.8 was seen for "Rating of customer service," and a small range of 2.0 was seen for "Rating of health care professional." A small positive measure (31.3%) was recorded for the "Rating of customer service" rating question in the "A big financial burden" category. "Rating of TEFRA application process" also had a small positive measure of 21.7% in the "A big financial burden" category.

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

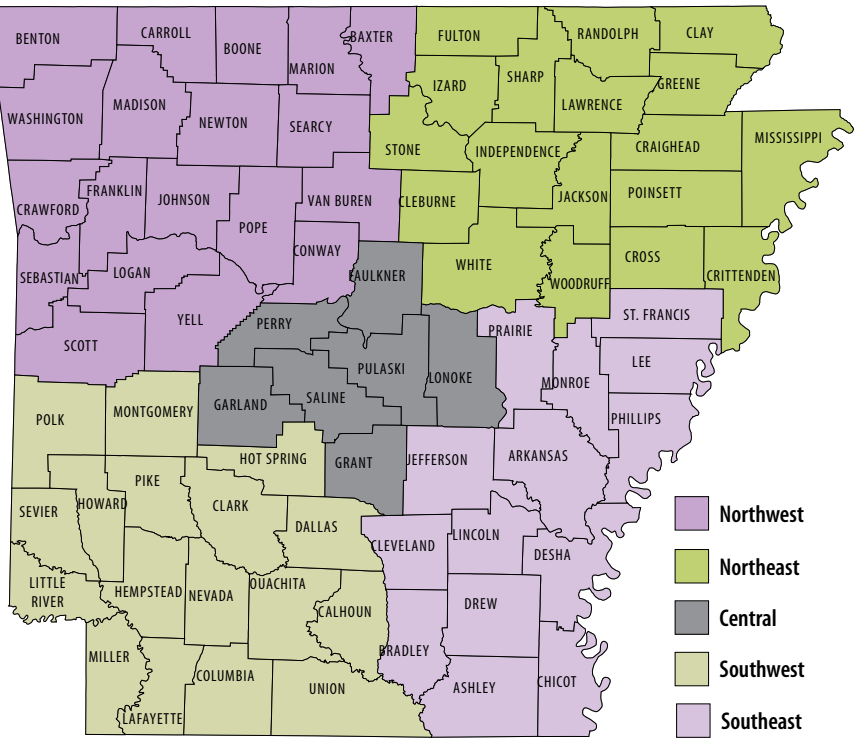
Northwest: Baxter, Benton, Boone, Carroll, Conway, Crawford, Franklin, Johnson, Logan, Madison, Marion, Newton, Pope, Scott, Searcy, Sebastian, Van Buren, Washington, and Yell counties

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" rating, and 10 represents "best possible" rating. **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 exercised when drawing conclusions from any region with a small number of respondents.

TABLE 16. 2025 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)	130	9.14	81	9.04	190	9.17	13	8.54	24	8.96	438	9.11
Rating of health care (Q25)	121	9.10	78	9.09	175	9.06	13	8.62	21	8.86	408	9.05
Rating of treatment or counseling (Q38)	32	8.50	25	8.04	51	8.14	2	6.50	8	6.75	118	8.09
Rating of TEFRA program (Q44)	128	8.14	81	8.36	188	8.17	13	7.92	24	7.96	434	8.18
Rating of customer service (Q55)	48	6.63	22	7.18	53	7.15	3	6.00	4	3.25	130	6.82
Rating of TEFRA application process (Q68)	130	6.64	82	6.90	190	6.54	13	7.31	24	6.71	439	6.67

Like previous years, "Rating of health care professional" received the highest mean rating of 9.11 statewide. The "Rating of TEFRA application process" had the lowest mean rating of 6.67 among statewide means.

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 8.54. The Northwest region had the highest mean rating (9.17) for "Rating of health care professional," followed by the Central region (9.14) for "Rating of health care professional." The Southwest region had the lowest mean rating of 3.25, followed by the Southeast region with a mean rating of 6.00, both for "Rating of customer service."

UTILIZATION OF SERVICES

TABLE 17. 2025 Utilization of services

UTILIZATION OF SERVICES	CENTRAL		NORTHEAST		NORTHWEST		SOUTHEAST		SOUTHWEST		STATEWIDE	
	n	%	n	%	n	%	n	%	n	%	n	%
Visiting the doctor at least once	130	93.1%	81	96.3%	188	93.6%	13	100.0%	24	87.5%	436	93.8%
Visiting the doctor three or more times	130	35.4%	81	32.1%	188	43.6%	13	53.8%	24	41.7%	436	39.2%
Seeking routine medical care	129	89.1%	82	86.6%	188	88.8%	13	92.3%	24	91.7%	436	88.8%
Seeking medical care for illness/ injury	130	35.4%	81	35.8%	190	38.4%	13	38.5%	24	41.7%	438	37.2%
Getting treatment or counseling	130	24.6%	82	30.5%	190	27.4%	13	15.4%	24	33.3%	439	27.1%
Calling Medicaid customer service	130	36.9%	82	26.8%	190	27.9%	12	33.3%	24	16.7%	438	29.9%
Needing additional specialty items	130	25.4%	82	20.7%	190	23.7%	13	30.8%	24	41.7%	439	24.8%
Needing special medical equipment	130	14.6%	82	19.5%	190	16.3%	13	30.8%	24	12.5%	439	16.6%
Needing speech therapy	130	65.4%	81	64.2%	190	67.9%	13	76.9%	24	75.0%	438	67.1%
Needing occupational therapy	130	70.0%	81	61.7%	189	67.7%	13	53.8%	24	79.2%	437	67.5%
Needing physical therapy	130	50.0%	81	54.3%	190	51.1%	13	46.2%	24	62.5%	438	51.8%

According to **Table 17**, "Visiting the doctor at least once" had the highest statewide utilization rate (93.8%), followed by "Seeking routine medical care" (88.8%). Across the state, "Needing additional specialty items" and "Needing special medical equipment" were the least utilized services, with rates of 24.8% and 16.6%, 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 occupational therapy" showed the most variability (25.4), with a rate of 79.2% in the Southwest region and 53.8% in the Southeast region. This is followed by "Needing additional specialty items," with a range of 21.0, the Southwest region having the highest utilization rate (41.7%), and the Northeast region having the lowest utilization rate (20.7%).

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Appendix A: TEFRA Frequency Tables

Q1) Our records show that your child is enrolled in the TEFRA program or has been enrolled in the TEFRA program within the last 12 months. Is that correct?				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	442	100.00	442	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	4	0.91	4	0.91
6 up to 12 months	54	12.24	58	13.15
12 up to 24 months	110	24.94	168	38.10
2 up to 5 years	140	31.75	308	69.84
5 up to 10 years	85	19.27	393	89.12
10 or more years	48	10.88	441	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	37	8.43	37	8.43
A small problem	86	19.59	123	28.02
Not a problem	296	67.43	419	95.44
My child did not see a personal doctor or nurse in the 6 months before enrolling in TEFRA.	20	4.56	439	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	0.23	1	0.23
A small problem	27	6.12	28	6.35
Not a problem	413	93.65	441	100.00
My child did not see a personal doctor or nurse since enrolling in TEFRA.	0	0.00	441	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	33	7.52	33	7.52
A small problem	110	25.06	143	32.57
Not a problem	242	55.13	385	87.70
My child did not need prescription medicine in the 6 months before enrolling in TEFRA.	54	12.30	439	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	10	2.28	10	2.28
A small problem	42	9.59	52	11.87
Not a problem	361	82.42	413	94.29
My child has not needed prescription medicine since enrolling in TEFRA.	25	5.71	438	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	37	8.41	37	8.41
A small problem	75	17.05	112	25.45
Not a problem	233	52.95	345	78.41
My child did not need urgent care in the 6 months before enrolling in TEFRA.	95	21.59	440	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	4	0.91	4	0.91
A small problem	24	5.44	28	6.35
Not a problem	349	79.14	377	85.49
My child has not needed urgent care since enrolling in TEFRA.	64	14.51	441	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	254	60.33	254	60.33
Specialist	167	39.67	421	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	220	50.11	220	50.11
No	219	49.89	439	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	2.76	6	2.76
A small problem	38	17.51	44	20.28
Not a problem	173	79.72	217	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	5	1.14	5	1.14
A small problem	22	5.00	27	6.14
Not a problem	370	84.09	397	90.23
I didn't get a new health care professional for my child.	43	9.77	440	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	1	0.23	1	0.23
2	0	0.00	1	0.23
3	0	0.00	1	0.23
4	3	0.68	4	0.91
5	4	0.91	8	1.82
6	7	1.59	15	3.42
7	30	6.83	45	10.25
8	70	15.95	115	26.20
9	86	19.59	201	45.79
10 Best health care professional	238	54.21	439	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	163	37.13	163	37.13
No	276	62.87	439	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	0	0.00	0	0.00
Sometimes	6	3.73	6	3.73
Usually	23	14.29	29	18.01
Always	132	81.99	161	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	388	88.79	388	88.79
No	49	11.21	437	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	0.26	1	0.26
Sometimes	31	8.01	32	8.27
Usually	107	27.65	139	35.92
Always	248	64.08	387	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	27	6.18	27	6.18
1	103	23.57	130	29.75
2	136	31.12	266	60.87
3	82	18.76	348	79.63
4	33	7.55	381	87.19
5 to 9	35	8.01	416	95.19
10 or more	21	4.81	437	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	8	1.95	8	1.95
Usually	90	21.95	98	23.90
Always	312	76.10	410	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	10	2.45	10	2.45
Usually	60	14.71	70	17.16
Always	338	82.84	408	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	48.05	197	48.05
No	213	51.95	410	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	167	86.53	167	86.53
Sometimes	21	10.88	188	97.41
Usually	3	1.55	191	98.96
Always	2	1.04	193	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	3	1.55	3	1.55
Sometimes	16	8.29	19	9.84
Usually	70	36.27	89	46.11
Always	104	53.89	193	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	0.49	2	0.49
Sometimes	14	3.44	16	3.93
Usually	130	31.94	146	35.87
Always	261	64.13	407	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	0	0.00	0	0.00
3	0	0.00	0	0.00
4	1	0.24	1	0.24
5	1	0.24	2	0.49
6	10	2.44	12	2.93
7	30	7.33	42	10.27
8	78	19.07	120	29.34
9	90	22.00	210	51.34
10 Best health care possible	199	48.66	409	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	109	24.77	109	24.77
No	331	75.23	440	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	11	10.19	11	10.19
A small problem	31	28.70	42	38.89
Not a problem	66	61.11	108	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	73	16.59	73	16.59
No	367	83.41	440	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	7	9.59	7	9.59
A small problem	21	28.77	28	38.36
Not a problem	45	61.64	73	100.00

Q30) In the last 6 months, did your child need speech therapy?				
Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	294	66.97	294	66.97
No	145	33.03	439	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	6	2.05	6	2.05
A small problem	20	6.83	26	8.87
Not a problem	267	91.13	293	100.00

Q32) In the last 6 months, did your child need occupational therapy?				
Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	295	67.35	295	67.35
No	143	32.65	438	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	9	3.05	9	3.05
A small problem	18	6.10	27	9.15
Not a problem	268	90.85	295	100.00

Q34) In the last 6 months, did your child need physical therapy?				
Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	227	51.71	227	51.71
No	212	48.29	439	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	5	2.21	5	2.21
A small problem	15	6.64	20	8.85
Not a problem	206	91.15	226	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	119	27.05	119	27.05
No	321	72.95	440	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	20	16.81	20	16.81
A small problem	22	18.49	42	35.29
Not a problem	77	64.71	119	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	1	0.85	1	0.85
1	0	0.00	1	0.85
2	1	0.85	2	1.69
3	4	3.39	6	5.08
4	3	2.54	9	7.63
5	7	5.93	16	13.56
6	7	5.93	23	19.49
7	12	10.17	35	29.66
8	22	18.64	57	48.31
9	18	15.25	75	63.56
10 Best treatment or counseling possible	43	36.44	118	100.00

Q39) Where did you first hear about TEFRA?				
Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Arkansas Children's Hospital	107	24.94	107	24.94
Doctor's office	62	14.45	169	39.39
Friend or relative	92	21.45	261	60.84
Internet	4	0.93	265	61.77
School/daycare	61	14.22	326	75.99
Other (Please print.)	103	24.01	429	100.00

Q39) Other (Please print.)	
Q39_other	Frequency
ARKANSAS DOWN SYNDROME NETWORK	5
AUTISM WAIVER TRANSFER	1
DHS	8
EARLY INTERVENTION PROGRAM	1
ECCTZ	1
GOVERNOR'S DISABILITY COUNCIL	1
HOSPITAL - BAPTIST HOSPITAL	3
HOSPITAL - OTHER	3
PREVIOUS EXPERIENCE	1
PREVIOUS KNOWLEDGE OF OUT OF STATE TEFRA	1
SPEECH THERAPY/OCCUPATIONAL THERAPY/PHYSICAL THERAPY	76
SSI OFFICE	1
WHEN WE DID NOT QUALIFY FOR AR KIDS	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	109	24.89	109	24.89
No	329	75.11	438	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	7	6.42	7	6.42
Sometimes	56	51.38	63	57.80
Usually	36	33.03	99	90.83
Always	10	9.17	109	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	311	70.84	311	70.84
No	128	29.16	439	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	29	9.48	29	9.48
Sometimes	98	32.03	127	41.50
Usually	131	42.81	258	84.31
Always	48	15.69	306	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	0.46	2	0.46
1	0	0.00	2	0.46
2	6	1.38	8	1.84
3	4	0.92	12	2.76
4	8	1.84	20	4.60
5	24	5.52	44	10.11
6	25	5.75	69	15.86
7	53	12.18	122	28.05
8	98	22.53	220	50.57
9	72	16.55	292	67.13
10 Best experience possible	143	32.87	435	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	131	29.84	131	29.84
No	308	70.16	439	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	42.37	50	42.37
Medicaid Resolution Center (1-888-474-8275)	16	13.56	66	55.93
Access AR Call Center (1-800-482-8988 or 1-855-372-1084)	16	13.56	82	69.49
Medicaid Claims Resolution Center (1-800-482-5431)	3	2.54	85	72.03
Medicaid Services, a division of AFMC (1-888-987-1200)	1	0.85	86	72.88
ConnectCare (1-800-275-1131)	6	5.08	92	77.97
Local County DHS Office	24	20.34	116	98.31
Doctor's Office	2	1.69	118	100.00
Other (Please print.)	0	0.00	118	100.00

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	5	83.33	5	83.33
No	1	16.67	6	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	9.30	12	9.30
Sometimes	39	30.23	51	39.53
Usually	31	24.03	82	63.57
Always	47	36.43	129	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	9	6.98	9	6.98
No	120	93.02	129	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	1	11.11	1	11.11
Sometimes	4	44.44	5	55.56
Usually	2	22.22	7	77.78
Always	2	22.22	9	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	4	3.08	4	3.08
Sometimes	15	11.54	19	14.62
Usually	28	21.54	47	36.15
Always	83	63.85	130	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	77	61.11	77	61.11
No	49	38.89	126	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	3	4.05	3	4.05
Usually	16	21.62	19	25.68
Always	55	74.32	74	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	57	25.91	44.88
Long wait or no one called back	45	20.45	35.43
Kept getting transferred or could not get in touch with the right person	37	16.82	29.13
Staff could not answer questions	36	16.36	28.35
Staff members were rude	13	5.91	10.24
Left a message(s) and no one returned my call	13	5.91	10.24
Kept getting disconnected	9	4.09	7.09
Voicemail full	2	0.91	1.57
Other (Please print.)	8	3.64	6.30

Q54) Other (Please print.)	
Q54_other	Frequency
FINALLY CONNECTED TO ONE STAFF MEMBER AND THEY CALLED ME BACK BUT IT TOOK 3 OTHER PEOPLE TO GET THERE	1
GIVEN INCORRECT INFO	1
INFORMATION DIDN'T PROVIDE RESOLUTION	1
KEPT SAYING I WASN'T CALLING DURING OFFICE HOURS	1
QUESTION HAS NEVER BEEN ANSWERED. IT'S RELATED TO BILLING.	1
STAFF SAID THEY WOULD RESEARCH THE ISSUE AND CALL BACK, BUT NEVER DID. MULTIPLE ATTEMPTS ON MY PART.	1
THE QUALITY OF THE CALL WAS POOR MAKING THE REPRESENTATIVE DISTANT AND MUFFLED; I KEPT ASKING IF SHE COULD REPEAT HER INFORMATION AND THAT LED TO SHORTNESS OF ANSWERS AND MINIMAL HELP.	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	3	2.31	3	2.31
1	4	3.08	7	5.38
2	2	1.54	9	6.92
3	7	5.38	16	12.31
4	12	9.23	28	21.54
5	16	12.31	44	33.85
6	9	6.92	53	40.77
7	12	9.23	65	50.00
8	19	14.62	84	64.62
9	21	16.15	105	80.77
10 Best experience possible	25	19.23	130	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	4	0.92	4	0.92
$20 - $41	21	4.81	25	5.72
$52 - $78	78	17.85	103	23.57
$93 - $125	115	26.32	218	49.89
$145 - $182	71	16.25	289	66.13
$208 - $250	47	10.76	336	76.89
$281 - $328	32	7.32	368	84.21
$364 - $416	15	3.43	383	87.64
$458	54	12.36	437	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	46	10.55	46	10.55
A small financial burden	214	49.08	260	59.63
Not a financial burden	176	40.37	436	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	6	1.37	6	1.37
No	431	98.63	437	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	1	7.14	16.67
Visits to a specialist	3	21.43	50.00
Emergency room visits	0	0.00	0.00
Dental Visits	1	7.14	16.67
Prescription medicine	3	21.43	50.00
Special therapy	4	28.57	66.67
Medical equipment	2	14.29	33.33
Other (Please print.)	0	0.00	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	55	12.56	55	12.56
No	383	87.44	438	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	5	6.33	9.26
Visits to a specialist	11	13.92	20.37
Emergency room visits	1	1.27	1.85
Dental Visits	1	1.27	1.85
Prescription medicine	20	25.32	37.04
Special therapy	12	15.19	22.22
Medical equipment	6	7.59	11.11
Other (Please print.)	23	29.11	42.59

Q61) Other (Please print.)	
Q61_other	Frequency
BEHAVIORAL/ PSYC EVALUATION	1
CHIROPRACTIC	1
CODES @ DRS OFFICE.	1
COULDN'T GET THE THICKENER HE TOLERATES THROUGH A COMPANY SO BEEN PAYING OUT OF POCKET	1
COUNSELING/ PSYCHIATRY	1
DOPTOLEF AND FLOURIDE TOOTHACHE	1
GETTING VISITS TO A PSYCHOLOGIST TO HELP WITH HER EMOTIONS AND TO DO FURTHER TESTING TO SEE IF SHE IS ON THE SPECTRUM.	1
LAB STUDIES SHOWING ABNORMALITIES NOT COVERED STATING NO NEED BUT MEDICATIONS WERE NEEDED TO FIX ABNORMALITIES.	1
MENTAL HEALTH	1
ORTHODONTIC SURGEON FOR WISDOM TEETH EXTRACTION	1
ORTHODONTICS	3
OUR BEHAVIORAL THERAPY CLINIC QUIT TAKING MEDICAID BECAUSE OF LOW REIMBURSEMENT RATES, SO IN ORDER TO CONTINUE SEEING THE THERAPIST WE HAVE SEEN FOR THE PAST 5 YEARS, WE MUST NOW PAY A CO-PAY FOR EACH SESSION.	1
PLAY THERAPY	1
PSYCHOLOGICAL EVALUATION	1
SPEECH THERAPY	1
TREATMENT FOR OCD	1
URGENT CARE THAT WOULD NOT SEE HIM WITHOUT A MEDICAID REFERAL	1
URGENT CARE VISIT. HE COULD NOT SEE SOMEONE UNLESS THE URGENT CARE WAS LISTED AS HIS PCP.	1
URGENT CARE VISITS	1
VISION THERAPY	1
WE HAVE CHOSEN TO GO TO SAINT LOUIS CHILDREN'S HOSPITAL FOR OUR SPINA BIFIDA CLINIC DUE TO UNHAPPINESS WITH QUALITY OF CARE FOR THIS DIAGNOSIS AT ACH. THIS YEAR (APPROX 2 MONTHS AGO) I WAS TOLD OUR INSURANCE WAS ACCEPTED BUT WHEN BILLED, OUR BILL WAS FOR OVER $1000. WE WERE TOLD BY HEARSAY AND OTHER PEOPLE WITH MEDICAID THAT THEY WERE NOT PROVIDING FUNDING FOR OUT OF STATE CARE, NOT PER THE MEDICAID PROGRAM ITSELF.	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	43	9.79	43	9.79
A small problem	118	26.88	161	36.67
Not a problem	278	63.33	439	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	192	44.44	192	44.44
Arkansas Children's Hospital	134	31.02	326	75.46
Federally qualified health center (doctor's office/day care center)	52	12.04	378	87.50
Other (Please print.)	54	12.50	432	100.00

Q63) Other (Please print.)	
Q63_other	Frequency
AUTISM WAIVER TRANSITION	1
FAX	1
ONLINE	49
PHONE	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	3	1.80	3	1.80
BENTON	30	17.96	33	19.76
BOONE	1	0.60	34	20.36
CARROLL	4	2.40	38	22.75
CLARK	1	0.60	39	23.35
CLEBURNE	4	2.40	43	25.75
COLUMBIA	1	0.60	44	26.35
CONWAY	1	0.60	45	26.95
CRAIGHEAD	4	2.40	49	29.34
CRAWFORD	3	1.80	52	31.14
CRITTENDEN	1	0.60	53	31.74
FAULKNER	11	6.59	64	38.32
FRANKLIN	2	1.20	66	39.52
GREENE	5	2.99	71	42.51
HOT SPRING	1	0.60	72	43.11
HOWARD	1	0.60	73	43.71
INDEPENDENCE	2	1.20	75	44.91
JACKSON	1	0.60	76	45.51
JEFFERSON	1	0.60	77	46.11
JOHNSON	1	0.60	78	46.71
LAWRENCE	2	1.20	80	47.90
LINCOLN	1	0.60	81	48.50
LOGAN	1	0.60	82	49.10
LONOKE	6	3.59	88	52.69
MILLER	5	2.99	93	55.69
NEVADA	1	0.60	94	56.29
POINSETT	3	1.80	97	58.08
POPE	7	4.19	104	62.28
PULASKI	14	8.38	118	70.66
RANDOLPH	11	6.59	129	77.25
SALINE	4	2.40	133	79.64
SCOTT	1	0.60	134	80.24
SEARCY	1	0.60	135	80.84
SEBASTIAN	5	2.99	140	83.83
STONE	1	0.60	141	84.43

Q64) At which county DHS office did you enroll your child in the TEFRA program? (Please print.)				
Q64	Frequency	Percent	Cumulative Frequency	Cumulative Percent
UNION	2	1.20	143	85.63
VAN BUREN	5	2.99	148	88.62
WASHINGTON	11	6.59	159	95.21
WHITE	8	4.79	167	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	63	34.62	63	34.62
No	119	65.38	182	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	43	68.25	43	68.25
No	20	31.75	63	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	1	2.44	1	2.44
Usually	18	43.90	19	46.34
Always	22	53.66	41	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. How would you rate the TEFRA application process?				
Q68	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst experience possible	5	1.14	5	1.14
1	9	2.05	14	3.18
2	20	4.55	34	7.73
3	30	6.82	64	14.55
4	25	5.68	89	20.23
5	46	10.45	135	30.68
6	48	10.91	183	41.59
7	71	16.14	254	57.73
8	64	14.55	318	72.27
9	49	11.14	367	83.41
10 Best experience possible	73	16.59	440	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	391	89.07	391	89.07
No	48	10.93	439	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
1-7 days	57	14.92	57	14.92
8-14 days	82	21.47	139	36.39
More than 14 days	152	39.79	291	76.18
I don't remember	91	23.82	382	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	29	7.57	29	7.57
Sometimes	68	17.75	97	25.33
Usually	146	38.12	243	63.45
Always	140	36.55	383	100.00

Q72) What is your child's age now?				
Q72	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 year old	12	2.77	12	2.77
2 years old	15	3.46	27	6.24
3 years old	34	7.85	61	14.09
4 years old	47	10.85	108	24.94
5 years old	34	7.85	142	32.79
6 years old	43	9.93	185	42.73
7 years old	19	4.39	204	47.11
8 years old	35	8.08	239	55.20
9 years old	22	5.08	261	60.28
10 years old	26	6.00	287	66.28
11 years old	20	4.62	307	70.90
12 years old	19	4.39	326	75.29
13 years old	17	3.93	343	79.21
14 years old	22	5.08	365	84.30
15 years old	16	3.70	381	87.99
16 years old	25	5.77	406	93.76
17 years old	10	2.31	416	96.07
18 years old	16	3.70	432	99.77
19 years old	1	0.23	433	100.00

Q73) Is your child male or female?				
Q73	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	283	64.91	283	64.91
Female	153	35.09	436	100.00

Q74) Is your child of Hispanic or Latino origin or descent?				
Q74	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, Hispanic or Latino	44	10.09	44	10.09
No, not Hispanic or Latino	392	89.91	436	100.00

Q75) What is your child's race? (Please mark one or more.)				
Q75	Frequency	Percent	Cumulative Frequency	Cumulative Percent
White	360	82.00	360	82.00
Black or African-American	33	7.52	393	89.52
Asian	12	2.73	405	92.26
Native Hawaiian or other Pacific Islander	1	0.23	406	92.48
American Indian or Alaska Native	2	0.46	408	92.94
Other	9	2.05	417	94.99
Multiracial	22	5.01	439	100.00

Q76) What is your child's preferred language?				
Q76	Frequency	Percent	Cumulative Frequency	Cumulative Percent
English	428	98.17	428	98.17
Spanish	5	1.15	433	99.31
Marshallese	0	0.00	433	99.31
Chinese	0	0.00	433	99.31
Other	3	0.69	436	100.00

Q77) What is your age now?				
Q77	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18 to 24	4	0.91	4	0.91
25 to 34	93	21.23	97	22.15
35 to 44	226	51.60	323	73.74
45 to 54	95	21.69	418	95.43
55 to 64	17	3.88	435	99.32
65 to 74	3	0.68	438	100.00
75 or older	0	0.00	438	100.00

Q78) Are you male or female?				
Q78	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	72	16.40	72	16.40
Female	367	83.60	439	100.00

Q79) How are you related to the child?				
Q79	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother or father	439	99.77	439	99.77
Grandparent	0	0.00	439	99.77
Aunt or uncle	0	0.00	439	99.77
Older brother or sister	0	0.00	439	99.77
Other relative	0	0.00	439	99.77
Legal guardian	1	0.23	440	100.00
Someone else	0	0.00	440	100.00

Q80) What is your current household income?				
Q80	Frequency	Percent	Cumulative Frequency	Cumulative Percent
$0 - $25,000	4	0.93	4	0.93
$25,001 - $50,000	27	6.25	31	7.18
$50,001 - $75,000	84	19.44	115	26.62
$75,001 - $100,000	99	22.92	214	49.54
$100,001 - $125,000	66	15.28	280	64.81
$125,001 - $150,000	50	11.57	330	76.39
$150,001 - $175,000	30	6.94	360	83.33
$175,001 - $200,000	27	6.25	387	89.58
$200,001 or more	45	10.42	432	100.00

Q81. Did someone help you complete this survey?				
Q81	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	6	1.37	6	1.37
No	432	98.63	438	100.00

Q82. How did that person help you? (Check all that apply.)			
Q82	Frequency	Percent	Utilization Rate
Read the questions to me.	3	27.27	50.00
Wrote down the answers I gave.	2	18.18	33.33
Answered the questions for me.	1	9.09	16.67
Translated the questions into my language.	2	18.18	33.33
Helped in some other way.	3	27.27	50.00

Appendix B: TEFRA Comments

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
5-7	12 up to 24 months	$50,001 - $100,000	5-8	I HAVE BEEN TRYING TO APPLY BY PHONE THIS ROUND. I GOT AS FAR AS LISTENING TO ALL OF THE RECORDED INFO, AND SOMEONE WAS SUPPOSED TO CALL ME BACK, AND I HAVE NOT RECEIVED A CALL BACK. **
5-7	12 up to 24 months	$100,001 - $150,000	5-8	WHEN WE APPLIED FOR TEFRA, THE TIMELINE WE WERE GIVEN OF WHEN WE WOULD KNOW IF WE QUALIFIED WAS SIGNIFICANTLY DELAYED BECAUSE OF THE DELAY IN THE APPLICATION TIME. MANY OF THE EXPENSES WE NEEDED HELP COVERING WERE NOT COVERED DUE TO HOW LONG IT TOOK. WE OWE THE CHILDREN'S HOSPITAL OVER $5,000.00 STILL BECAUSE OF EXPENSES THAT OCCURRED DURING THIS TIME PERIOD. WHEN WE APPLIED, WE WERE TOLD THAT THE APPLICATION WOULD BE DECIDED UPON IN OCTOBER. WHEN WE CALLED, IT WAS NOT ASSIGNED A PERSON TO REVIEW IT UNTIL JANUARY. I'M DISAPPOINTED IN THE AMOUNT OF TIME IT TOOK FOR OUR APPLICATION TO BE REVIEWED/APPROVED FOR INITIAL ACCEPTANCE/ACCESS TO TEFRA AND ALSO DISAPPOINTED THAT THEY DID NOT BACKPAY WHAT WE EXPECTED THEM TO. OUR FAMILY IS STILL IN EXCESSIVE FINANCIAL DEBT AND STRAIN BECAUSE OF OUR CHILD'S DISABILITY AND TEFRA NOT BACK-PAYING WHAT WE HOPED THEY WOULD WITH ARKANSAS CHILDREN'S HOSPITAL.
8-10	12 up to 24 months	$50,001 - $100,000	5-8	Q31) WHEN WE START THERAPY, WE ARE WAITING TOO LONG TO GET THE SPOT; PLEASE, WE NEED MORE TIME TO COMPLETE THE RENEWAL FORMS. WHEN WE GET THE PAPER, WE HAVE ONLY 3 DAYS TO COMPLETE AND THE DOCTOR TAKES 1-2 DAYS TO FILL THE PAPERWORK, AND ALSO SEND A GOOD PHONE NUMBER TO CONTACT YOU GUYS. IT'S HARD TO GET SOMEONE TO ANSWER THE PHONE. THANK YOU, GOD BLESS YOU!
5-7	Less than 1 year	$50,001 - $100,000	99	30-DAY PROCESSING TIME WITH THE APPLICATION AND DOCUMENTS RECEIVED WAS THE MOST FRUSTRATING PIECE.
8-10	Less than 1 year	$150,001 or more	0-4	THE FORMS REQUIRED ALONG WITH RECEIVING THE RENEWAL OF 3 MONTHS ARE MY BIGGEST COMPLAINTS BUT OVERALL IT HAS BEEN A GOOD EXPERIENCE.
8-10	5 or more years	$100,001 - $150,000	5-8	** GOES ABOVE AND BEYOND ANSWERING ALL MY QUESTIONS AND IS VERY QUICK TO RESPOND. HE TRULY NEEDS RECOGNITION FOR DOING SUCH A GOOD JOB!; Q73) BOTH CHILDREN ARE ON TEFRA

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
0-4	5 or more years	$100,001 - $150,000	9-12	TEFRA DOES NOT COVER OUR HOSPITAL BILLS FOR ST. LOUIS CHILDRENS. DUE TO MY DAUGHTER'S SYNDROME, NO HOSPITAL WILL SEE HER. MY DAUGHTER HAS RETT AND ST. LOUIS IS THE CLOSEST CLINIC.
8-10	5 or more years	$50,001 - $100,000	5-8	THIS IS A GOOD PROGRAM. IT FAILS TO GET THE RENEWAL PAPERWORK TO YOU IN A TIMELY MANNER. ** AND THE NEW PERSON AT THE VAN BUREN DHS OFFICE DO A GOOD JOB AND ARE VERY HELPFUL.
8-10	12 up to 24 months	$150,001 or more	5-8	I AM VERY THANKFUL FOR THIS PROGRAM AND ARHIPP. IT HAS ALLOWED MY CHILDREN TO RECEIVE THERAPY THAT HAS GREATLY IMPROVED THEIR QUALITY OF LIFE.
8-10	12 up to 24 months	88	0-4	LOVE TEFRA
8-10	5 or more years	$150,001 or more	13-19	** WITH DHS HAS ALWAYS BEEN SO HELPFUL WITH RENEWAL PROCESS AND ANSWERING QUESTIONS. SHE IS GREATLY APPRECIATED.
5-7	Less than 1 year	$150,001 or more	0-4	OVERALL, WE ARE PLEASED AND GRATEFUL FOR TEFRA. THE APPLICATION PROCESS WAS A NIGHTMARE. I CALLED ONCE TO TRY AND SEE HOW MUCH OF OUR BILLS - TO SEE IF TEFRA MAKES SENSE AND THE PERSON I SPOKE WITH COULDN'T GIVE ME THE INFO I NEEDED DUE TO 'POLICY'. OUR DAUGHTER WAS BORN AT 26 WEEKS AND GETS A LOT OF THERAPY SO AGAIN, WE'RE THANKFUL FOR TEFRA!
8-10	5 or more years	$50,001 - $100,000	9-12	I AM UNABLE TO REGISTER ONLINE TO BE ABLE TO USE THAT PROCESS TO RENEW AND UPLOAD DOCUMENTS. BETTER ONLINE RENEWAL PROCESS IS NEEDED, IN MY OPINION. THANK YOU!!!
5-7	Less than 1 year	$150,001 or more	5-8	THE BIGGEST ISSUE WE ENCOUNTER IS FINDING PROVIDERS WHO WILL TAKE US TO SEE OUR CHILD ONCE THEY FIND OUT WE HAVE TEFRA. I HAD TO CALL OVER 30 DOCTORS BEFORE I WAS ABLE TO FIND A PRIMARY CARE DOCTOR WHO WOULD TAKE US AND THEN GET US A REFERRAL TO THE ENDOCRINOLOGIST MY TYPE 1 DIABETIC NEEDED.
8-10	12 up to 24 months	$50,001 - $100,000	0-4	WHEN I SWITCHED JOBS, WE LOST INSURANCE. I DID NOT KNOW I HAD TO MAKE A REPORT TO DHS AND TEFRA WASN'T PAYING FOR MY CHILD'S SERVICES (THERAPIES). I THINK IT'S FIXED, I DON'T KNOW. NO ONE HAS CONTACTED ME. THAT WAS 6/3/25
8-10	12 up to 24 months	$50,001 - $100,000	5-8	I KNOW THAT TEFRA HAS NOTHING TO DO WITH ARHIPP, BUT IF SOMEONE COULD HELP THOSE PAYMENTS GO OUT ON A MORE CONSISTENT SCHEDULE, IT WOULD BE SO HELPFUL. THANK YOU SO MUCH FOR THIS PROGRAM.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	5 or more years	$150,001 or more	13-19	TEFRA HAS BEEN A GOD-SEND AND A WONDERFUL BLESSING. WE WILL CONTINUE TO BE ON TEFRA AS LONG AS WE'RE ALLOWED. THANK YOU FOR ALL YOU DO. WE APPRECIATE YOU.
8-10	12 up to 24 months	$100,001 - $150,000	0-4	IT WOULD BE AWESOME IF THERE WAS A PORTAL FOR TEFRA WHERE A PATIENT OR WHATEVER COULD SEE WHAT CLAIMS HAVE BEEN RECEIVED AND PROCESSED BY TEFRA LIKE THE INSURANCE COMPANIES HAVE. THANK YOU!
5-7	5 or more years	$0 - $50,000	13-19	I'M CURRENTLY TRYING TO GET YOU ALL TO PAY FOR BRACES. WE WERE DENIED AND FINANCIALLY I CANNOT AFFORD IT.
5-7	2 up to 5 years	$100,001 - $150,000	5-8	THE APPLICATION AND RENEWAL ARE NOT EASY TO FOLLOW. THE INFO ON THEM FROM PREVIOUS YEARS IS NEVER RIGHT, AND IT IS CONFUSING WHICH INFO IS NECESSARY FOR TEFRA AND WHAT IS ONLY NECESSARY FOR SNAP OR TEA. I WISH THERE WERE BETTER RENEWAL OPTIONS. EACH YEAR I MARK THAT THEY CAN REVIEW MY TAX DATA FOR RENEWAL, BUT EVERY YEAR THEY STILL SEND ME A RENEWAL PACKET AND REQUEST I SEND IT IN.
5-7	2 up to 5 years	$50,001 - $100,000	0-4	MY SON'S TEFRA WAS RECENTLY TERMINATED FOR NO REASON AND ** WAS THE BIGGEST HELP EVER!
8-10	2 up to 5 years	$100,001 - $150,000	0-4	TEFRA SHOULD REINSTATE ACH AS A RESOURCE FOR FAMILIES TO APPLY. WITHOUT THEIR HELP, THIS WOULD'VE BEEN TOO OVERWHELMING. OUR PEDIATRICIAN WAS OUT OF THE COUNTRY DURING THE RENEWAL PERIOD, THEREFORE AUGUST 2025 COVERAGE GOT 'DROPPED' EVEN THOUGH OUR PAPERWORK WAS TURNED IN. TEFRA IS WORKING TO RETRY OUR COVERAGE WITH PERMISSION TO DRAFT FOR AUGUST PAYMENTS.
5-7	2 up to 5 years	$150,001 or more	99	TEFRA RENEWAL AND HELP WITH ANY QUESTIONS HAS ALWAYS BEEN A HUGE ORDEAL. THIS YEAR WHEN I CALLED WITH QUESTIONS REGARDING RENEWAL, I WAS HELPED IMMEDIATELY. THE REPRESENTATIVE CALLED BACK PROMPTLY AFTER I LEFT A VOICEMAIL AND HELPED ME RESOLVE ALL ISSUES. THERE WAS A HUGE IMPROVEMENT TO CUSTOMER SERVICE REPRESENTATIVE HELPLINE IN THE PAST YEAR. THANK YOU!
8-10	5 or more years	$150,001 or more	13-19	ONLY ISSUE WE HAVE HAD IS WITH DENTAL CARE. IT IS CHALLENGING TO FIND A PROVIDER THAT DOES NOT DO CANALS WITH SEDATION THAT TAKES TEFRA. AR CHILDRENS DENTAL CLINIC DOESN'T DO ROOT CANALS.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
0-4	2 up to 5 years	$150,001 or more	5-8	WOULD LIKE TO BE ABLE TO FILL OUT TEFRA FORMS ONLINE, BUT I WAS ALWAYS DENIED ACCESS, EVEN WHEN I VERIFIED VIA PHONE CALL WITH TEFRA THAT I WAS TYPING IN OUR INFORMATION CORRECTLY. COULD YOU MAKE ONLINE RENEWAL POSSIBLE FOR EVERYONE? THANKS!
8-10	2 up to 5 years	$50,001 - $100,000	5-8	PLEASE MAKE IT AVAILABLE TO MAKE PAYMENTS ONLINE AND ON THE PHONE
8-10	Less than 1 year	$50,001 - $100,000	0-4	WE HAVE NOT RECEIVED ANY BILLS FROM TEFRA YET.
5-7	2 up to 5 years	$50,001 - $100,000	5-8	IT WOULD BE BENEFICIAL TO HAVE A WAY TO RENEW ONLINE AND WHERE YOU CAN UPLOAD DOCUMENTS NEEDED. ALSO, A SEPARATE FORM FOR TEFRA VS. NORMAL MEDICAID/SNAP
8-10	5 or more years	$100,001 - $150,000	13-19	THE BIGGEST SUGGESTION WITH RENEWAL IS HAVING AN ONLINE SYSTEM THAT SAVES MY CHILDS INFORMATION FROM LAST YEAR SO I CAN EASILY UPDATE AND NOT RE-WRITE EVERYTHING.
5-7	12 up to 24 months	$50,001 - $100,000	9-12	NOT HAVING A CENTRAL LOCATION TO LOOK UP IN-NETWORK PROVIDERS HAS MADE THINGS DIFFICULT. FILING APPEALS FOR REJECTED CARE AND HAVING TO HAVE A PCP REFILE THINGS BECAUSE A SPECIALIST ORDERED SOMETHING IS AN UNNECESARY STEP AND IMPEDES CARE. MEDICATION MY CHILD NEEDS IS NOT BEING COVERED.
8-10	Less than 1 year	$100,001 - $150,000	0-4	WE APPRECIATE THE OPPORTUNITY FOR TEFRA. WE WOULD NOT BE ABLE TO AFFORD THE PROPER THERAPIES FOR MY SON WITHOUT IT.
5-7	5 or more years	$50,001 - $100,000	5-8	I WISH THE RENEWAL PROCESS WAS EASIER AND NOT AS FREQUENT FOR KIDS WHO HAVE LIFE LONG DISABILITES. ALSO, MY RENEWAL PAPERWORK HAS BEEN LOST SEVERAL TIMES.
8-10	12 up to 24 months	$150,001 or more	0-4	WE HAD TROUBLE WITH CVS CAREMARK SPECIALTY PHARMACY BEING WILLING TO BILL TEFRA AS SECONDARY INSURANCE AFTER HER PRIMARY DENIED IT FOR A PLAN EXCLUSION.
5-7	Less than 1 year	$50,001 - $100,000	5-8	THE ORIGINAL PROCESS REQUIRED LOTS OF PAPERWORK AND WAS SENT A NOTICE I DIDN'T HAVE FORM DONE RIGHT AND TO RETURN LESS THAN A WEEK LATER. A DR HAD TO DO THE PAPERWORK. WE WERE ORIGINALLY DENIED BECAUSE PAPERWORK DIDN'T ARRIVE TO YOU IN THE WEEK TIME. ENVELOPES ARE TOO SMALL FOR THE REEVALUATION PAPERWORK.
8-10	5 or more years	$150,001 or more	13-19	Q38) NO REAL OPTIONS FOR TREATMENT THROUGH TEFRA- PAID OUT OF POCKET FOR TREATMENT.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	5 or more years	$150,001 or more	5-8	THE TEFRA COVERAGE HAS BEEN AMAZING AND A HUGE BLESSING! THE RENEWAL PROCESS EVERY YEAR FEELS LIKE MORE WORK THAN IT SHOULD BE, BUT OTHERWISE WE'VE HAD GREAT EXPERIENCE.
0-4	Less than 1 year	$50,001 - $100,000	9-12	THE ENROLLMENT PROCESS IS A NIGHTMARE AND Y'ALL STILL ENTERED INFO WRONG. I HAVE NEVER BEEN ABLE TO GET PRESCRIPTIONS COVERED. I DON'T KNOW HOW CAN'T FIND INFO. WORKING WITH TANDEM INC. WITH TEFRA HAS BEEN AWFUL.
8-10	2 up to 5 years	$100,001 - $150,000	13-19	WHEN I CALL MEDICAID NO ONE SEEMS TO KNOW ABOUT TEFRA. LOCAL DHS OFFICE CAN'T ANSWER QUESTIONS-JUST GIVES A TEFRA PHONE NUMBER. TEFRA PAPERWORK DOES NOT GIVE OUT THE TEFRA PHONE NUMBER. VERY FRUSTRATING!
8-10	2 up to 5 years	$150,001 or more	5-8	WHEN RENEWING PAPERWORK FOR TEFRA, IT SEEMS LIKE THE PROCESS NEVER GOES CORRECTLY. I TURN EVERYTHING IN AND THEN RECEIVE COMMUNICATION THAT I DIDN'T TURN IT IN. THERE IS ALWAYS A PROBLEM.
8-10	12 up to 24 months		0-4	I JUST WANTED TO SAY THANK YOU, WITHOUT YOUR SERVICES MY CHILD WOULD NOT BE THRIVING LIKE SHE IS. I APPRECIATE EVERYTHING.
8-10	2 up to 5 years	$150,001 or more	0-4	THE TEFRA PROGRAM IS AN EXTREMELY IMPORTANT PROGRAM. WITHOUT TEFRA WE WOULD BE PAYING UPWARDS OF $1750 IN SPEECH, OT, AND ABA A WEEK. THIS DOES NOT INCLUDE THE EIBT PROGRAM WE USE AS WELL. THERAPY IS EXTREMELY IMPORTANT FOR EVERY INDIVIDUAL!
8-10	12 up to 24 months	$100,001 - $150,000	5-8	AS FAR AS PRESCRIPTION MEDICATION GOES, WE HAVE JUST PAID OUT OF POCKET FOR THEM BECAUSE TEFRA DOESN'T COVER COMPOUND MEDICATIONS. ALSO, THE APPLICATION FORM AND RENEWAL FORMS DON'T HAVE ENOUGH SPACE TO PUT IN ALL THE DETAILS. NOT A HUGE DEAL. SOME OF THE INSTRUCTIONS WERE A LITTLE CONFUSING. I CAN'T REMEMBER EXACTLY WHICH QUESTIONS JUST REMEMBER I WAS A LITTLE CONFUSED.
8-10	12 up to 24 months	$50,001 - $100,000	5-8	THANK YOU! WITHOUT THIS SERVICE MY DAUGHTER WOULD NOT HAVE GOTTEN THE THERAPIES SHE NEEDED!
0-4	5 or more years	$50,001 - $100,000	13-19	PREVIOUS TO THE '6 MONTH' I HAD CHANGED MY PRIMARY INSURANCE AND NEEDED TO UPDATE IT FOR TEFRA. MY LOCAL DHS OFFICE COULD NOT POINT ME IN THE RIGHT DIRECTION AND IT TOOK A FEW INTERNET SEARCHES AND SEVERAL WRONG NUMBERS TO GET TO THE RIGHT PLACE.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
0-4	12 up to 24 months	$50,001 - $100,000	0-4	I HAVE NEVER BEEN ABLE TO APPLY OR SUBMIT DOCUMENTS VIA THE ONLINE PORTAL. WHEN I MAILED IN PAPERWORK, IT HAS BEEN 'LOST' MORE OFTEN THAN NOT. THE ONLY WAY I HAVE HAD SUCCESS IN APPLYING AND RENEWING TEFRA IS WHEN I PHYSICALLY GO TO THE DHS OFFICE AND HAVE THE EMPLOYEE COPY AND STAMP EACH PAGE OF THE PAPERWORK.
5-7	12 up to 24 months	$150,001 or more	0-4	Q69) PAPERWORK WAS ALLEGEDLY MAILED, BUT WE NEVER RECEIVED. OUR SON LOST HIS SERVICES AS A RESULT; WE APPRECIATE THE PROGRAM AS IT MAKES ACCESS TO PT AND OT SERVICES POSSIBLE FOR US. I WISH THE APPLICATION PROCESS WERE EASIER (ESPECIALLY TO RENEW) AND THAT WE HAD BETTER EXPERIENCE WITH THE STAFF.
99	2 up to 5 years	$100,001 - $150,000	5-8	MY DAUGHTER HAS A CHRONIC CONDITION THAT QUALIFIES HER FOR TEFRA AND THE RENEWAL PROCESS IS TOO BURDENSOME. IT SHOULD BE STREAMLINED.
0-4	2 up to 5 years	$150,001 or more	9-12	THE BILLING DEPARTMENT NEEDS TRAINING. I'VE HAD AN EXTRA CHARGE ON MY ACCOUNT FOR OVER 3 YEARS THAT I'M TOLD IS NOT VALID, BUT NO ONE KNOWS HOW TO REMOVE IT.
0-4	2 up to 5 years	$50,001 - $100,000	5-8	RENEWAL HAS BEEN AWFUL, MULTIPLE TIMES MY SUBMITTED PAPERWORK HAS BEEN LOST OR FILED INCORRECTLY. HAVE LOST COVERAGE DUE TO CLERICAL ERRORS NOT OF MY OWN DOING. TOOK FOREVER TO GET RE-INSTATED AND MANY HOURS OF EXTRA PAPERWORK.
8-10	Less than 1 year	$100,001 - $150,000	0-4	THANK YOU FOR THIS PROGRAM. MY SON WOULD NOT BE RECEIVING THE THERAPIES HE GETS NOW IF IT WASN'T FOR TEFRA.
8-10	12 up to 24 months	$100,001 - $150,000	5-8	TEFRA IS A LIFE SAVER, AS HEALTHCARE IS EXTREMELY EXPENSIVE. WE THANK GOD FOR TEFRA. WE ALSO PRAY THAT OUR SON GROWS UP SOON (STARTS SPEAKING AND MATURES AS PER HIS AGE) & COMES OUT OF TEFRA AS SOON AS POSSIBLE. MAY GOD BLESS US ALL
8-10	12 up to 24 months	$150,001 or more	0-4	FINDING THERAPY SERVICES HAS BEEN THE BIGGEST CHALLENGE. THE WEBSITE IS TERRIBLE, IT'S HARD TO FIND WHAT YOU ARE LOOKING FOR. THE MOBILE VERSION IS EVEN WORSE.
8-10	5 or more years	$50,001 - $100,000	99	THANK YOU! ALL.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	2 up to 5 years	$50,001 - $100,000	5-8	I RECEIVED MY RENEWAL TO TEFRA AND TURNED IT IN, IN A TIMELY MANNER. UNFORTUNATELY, DUE TO A CLERICAL ERROR ON DHS SIDE, HER TEFRA WAS CANCELLED EVEN THOUGH EVERYTHING WAS SHOWING PROVIDED. I THEN HAD TO ESCALATE THE SITUATION UP THE CHAIN TO GET HELP. IT WAS DIFFICULT TO GET IN CONTACT WITH SOMEONE WITH TEFRA TO TALK TO. THEY DID FIX IT AND NO COVERAGE WAS LOST, BUT PROVIDERS DID NOT WANT TO OFFER COVERAGE UNTIL THE TEFRA WAS REINSTATED. I HAD TO SIGN A PAPER WITH THEM UNTIL TEFRA FIXED IT ON THEIR SIDE. THIS CAUSED A LOT OF WORK ON MY SIDE TO TRY AND GET IT STRAIGHTENED OUT WHEN I HAD ALREADY PROVIDED EVERYTHING TO BEGIN WITH. I WOULD LIKE MORE EFFECTIVE COMMUNICATION BETWEEN TEFRA WORKERS AND GUARDIANS. WHEN I DID GET AHOLD OF SOMEONE, THEY WERE AWESOME ABOUT GETTING IT WORKED OUT!
8-10	5 or more years	$50,001 - $100,000	13-19	WE WERE VERY GRATEFUL TO HAVE TEFRA! IT WAS A BLESSING TO KNOW YOUR CHILD HAD INSURANCE WITH A DISABILITY, AUTISM PROGNOSIS.
5-7	5 or more years	$50,001 - $100,000	5-8	Q68) GOT PERSONAL HELP- LADY MET ME AND HELPED ME
8-10	5 or more years	$150,001 or more	5-8	WE'RE THANKFUL FOR THE TEFRA PROGRAM AS IT ALLOWS US TO GET THE CARE AND SERVICES NEEDED FOR OUR DAUGHTER. SOMETIMES THE RENEWAL PROCESS CAN TAKE AWHILE AND NOT HAVING A LOT OF SPECIFIC PEOPLE TO CONTACT REGARDING QUESTIONS CAN DELAY SOME THINGS BUT OVERALL IT HAS BEEN A GOOD EXPERIENCE FOR OUR FAMILY AND WE REALLY APPRECIATE IT.
8-10	5 or more years	$50,001 - $100,000	13-19	THANK YOU FOR PROVIDING SUCH AN AMAZING SERVICE. MY SON IS ABLE TO GET ALL HE NEEDS THANKS TO TEFRA.
5-7	2 up to 5 years	$100,001 - $150,000	13-19	TEFRA HAS BEEN GREAT. THE APPLICATION IS HARD TO UNDERSTAND, OVERWHELMING (AND I HAVE A BSN DEGREE). THE DHS IN FAYETVILLE ARKANSAS ARE NOT HELPFUL AND RUDE AND BECAUSE OF THEIR OVERSIGHT WE HAD LOST OUR COVERAGE AND HAD TO RE-ENROLL ALL OVER AGAIN. THANKFUL FOR THE TEFRA PROGRAM, BUT THE PAPERWORK COULD BE IMPROVED.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	2 up to 5 years	$100,001 - $150,000	9-12	WE HAVE HAD A GREAT EXPERIENCE WITH TEFRA, AND IT HAS MADE A BIG DIFFERENCE FOR OUR FAMILY. OUR ONLY COMPLAINT WOULD BE 'AUTOMATIC' NOTICES THAT OUR SON'S TEFRA WOULD BE CLOSED BEFORE OUR RENEWAL PAPERWORK HAD BEEN SUBMITTED/ REVIEWED, CAUSING US SOME PANIC/CONCERN THAT SOMETHING HAD GONE WRONG.
8-10	5 or more years	$150,001 or more	5-8	THANK YOU FOR PROVIDING THIS SERVICE FOR MY SON.
8-10	2 up to 5 years	$100,001 - $150,000	5-8	OUR ONLY FRUSTRATION IS THE INCREASED PREMIUM, OTHERWISE WE ARE VERY THANKFUL FOR TEFRA.
8-10	2 up to 5 years	$100,001 - $150,000	5-8	Q65) VERY IMPOSSIBLE TO TALK TO ANYONE; Q66) YOU CANNOT TALK TO ANYONE FOR HELP PERIOD; Q67) NEVER GOT ANY ANSWERS; THE APPLICATION PROCESS IS THE WORST I'D EVER SEEN, I'D RATHER DO MY TAXES THAN THIS. TEFRA APP PROCESS ASKS QUESTIONS- YOU HAVE NO IDEA WHAT IT'S ASKING OR IF IT EVEN APPLIES TO YOU. I HAVE TO ALWAYS SEND WHAT I CAN FIRST AND LET THEM TELL ME WHAT I STILL NEED. USUALLY TAKES 2-3 MORE ATTEMPTS AND THEN CROSS YOUR FINGERS. IT IS THE MOST DREADFUL PROCESS EVER.
8-10	12 up to 24 months	$50,001 - $100,000	0-4	IT'S HARD TO FIND INFO ABOUT WHAT TEFRA ACTUALLY COVERS SOMETIMES. OUR MAIN INSURANCE OFTEN CHARGES TOO MUCH COPAY FOR THINGS THAT I'M NOT SURE IF TEFRA WOULD COVER.
5-7	5 or more years	$50,001 - $100,000	9-12	IT WOULD BE HELPFUL IF PERMANENT DISABILITIES WERE COVERED BY 5-YEAR RENEWALS.
8-10	Less than 1 year	$0 - $50,000	9-12	I FEEL LIKE GOING PAPERLESS WOULD SAVE A LOT OF PAPER. I WOULD HIGHLY RECOMMEND ELECTRONIC STATEMENTS.
8-10	12 up to 24 months	$150,001 or more	0-4	Q48) NEVER COULD GET AHOLD OF CUSTOMER SERVICE.
5-7	5 or more years	$150,001 or more	9-12	I AVOID CALLING DHS IF AT ALL POSSIBLE. THE WAIT TIME IS RIDICULOUS AND WHENEVER YOU DO GET THROUGH, THEY JUST TRANSFER YOU TO SOMEONE ELSE.
8-10	5 or more years	$150,001 or more	13-19	THANK YOU FOR THE TEFRA PROGRAM!
5-7	5 or more years	$100,001 - $150,000	5-8	Q3) BORN PREMATURE, HAS ALWAYS BEEN ON TEFRA
8-10	5 or more years	$50,001 - $100,000	5-8	MY CHILD IS DIAGNOSED WITH AND IS LOW FUNCTIONING. I DON'T UNDERSTAND THE NEED TO DO THE YEARLY TEFRA RENEWAL PAPERWORK. HE IS GOING TO NEED HELP FOR THE REST OF HIS LIFE.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	12 up to 24 months	$50,001 - $100,000	0-4	Q68) WE RATED A 10 BECAUSE THE FINANCIAL ADVISOR HELPED US UNDERSTAND THE APPLICATION. WE WERE A BIT OVERWHELMED.
5-7	12 up to 24 months	$100,001 - $150,000	13-19	THE APPLICATION PROCESS IS EXTREMELY HARD AND CONFUSING. I HAD TO ASK MY DAUGHTERS OT HOW I WAS SUPPOSED TO FILL CERTAIN PARTS OUT. ALSO, PART OF IT REQUIRES A DR TO FILL OUT WHICH MEANS GETTING IT IN BY THE DEADINE IS HARD AND STRESSFUL.
8-10	5 or more years	$150,001 or more	5-8	Q3) WE APPLIED FOR TEFRA IMMEDIATELY AFTER DIAGNOSIS; ** HAS A LIFELONG DIAGNOSIS- DOWN SYNDROME. I WOULD LIKE IT IF I DIDN'T HAVE TO RE-APPLY EVERY YEAR.
5-7	2 up to 5 years	$150,001 or more	9-12	OFTEN TIMES PAPERWORK IS REDUNDANT. I WOULD ENCOURAGE A MORE STREAMLINED APPROACH FOR CHILDREN WITH PROVEN LIFELONG DISABILITIES ESPECIALLY. I WOULD ALSO APPRECIATE BETTER ORTHODONTURE COVERAGE.
8-10	12 up to 24 months	$100,001 - $150,000	5-8	WE WISH THERE WAS AN EASIER ONLINE APPLICATION/RENEWAL PROCESS. WE HAVE TRIED TO DO IT ONLINE BEFORE BUT RAN INTO SO MANY ROADBLOCKS THAT WE GAVE UP.
8-10	5 or more years	$100,001 - $150,000	13-19	TEFRA HAS BEEN A BLESSING FOR US DUE TO OUR SON'S MULTIPLE PHYSICIAN VISITS AND HIS PAST THERAPY. **
8-10	Less than 1 year	$50,001 - $100,000	5-8	TEFRA HAS BEEN EXTREMELY HELPFUL FOR OUR FAMILY TO COVER DAUGHTER'S THERAPY AND EXPENSES THROUGH LEUKEMIA TREATMENT
5-7	5 or more years	$50,001 - $100,000	9-12	OVERALL, MY EXPERIENCE HAS BEEN POSITIVE. THE RENEWAL PROCESS CAN BE BURDENSOME. I AM NOT HAPPY THAT I CANNOT CALL THE LOCAL COUNTY OFFICE DIRECTLY ANYMORE! THE PERSON AT THE CALL CENTER COULD NOT HELP ME, AND ALL THE RUN-AROUND COULD HAVE BEEN AVOIDED BY ME CALLING THE OFFICE DIRECTLY! HOW ABSOLUTELY STUPID TO DO THIS!
8-10	12 up to 24 months	$150,001 or more	0-4	MY ONLY DOWNSIDE TO THE APPLICATION PROCESS IS THAT I HAVE TO HAVE A DOCTOR FILL OUT PAPERWORK EVERY YEAR TO SAY HE STILL HAS DOWN SYNDROME.
0-4	5 or more years	$100,001 - $150,000	9-12	RE-ENROLLED IN 6/2025. TEFRA WAS CANCELLED DUE TO 'MEDICAL INELIGIBILITY'. MY SON STILL HAS DOWN SYNDROME AND AIRSCHSPRUNG'S DISEASE. FOUGHT WITH AFMS, TOTAL CARE, MEDICAID, AND LOCAL DHS TO FIGURE OUT WHY IT WAS CANCELLED. FINALLY SPOKE WITH SOMEONE AT DHS WHO RESENT PCP FORM AND WAS APPROVED. NOW THERE IS A GAP FROM 7/18-8/22, STILL TRYING TO WORK THAT OUT.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	5 or more years	$50,001 - $100,000	13-19	IN THE LAST TWO YEARS, MY SON HAS BEEN ON THE WAIVER WAITLIST. FOR ABOUT THE FIRST 6 MONTHS OR SO, HIS DOCTORS AND PHARMACY HAD A HUGE PROBLEM VERIFYING HIS INSURANCE INFORMATION. NO ONE KNEW HOW TO PROCESS IT, ALONG WITH HIS PRIMARY INSURANCE. EVEN THE CARE COORDINATOR FROM WAIVER COULDN'T EXPLAIN TO THEM OR ME HOW IT WAS SUPPOSED TO WORK. I HAD SIMILAR ISSUES THE BEGINNING OF THIS YEAR, TOO. IT'S BEEN LONGER THAN 6 MONTHS. I SAY THAT TO SHARE THAT SO MANY PEOPLE (THAT I FEEL SHOULD, LIKE MEDICAL STAFF AND CARE COORDINATORS WHICH OF COURSE, TRICKLES DOWN TO US CAREGIVERS) DON'T REALLY UNDERSTAND HOW TO PROCESS THE MULTIPLE INSURANCES WITH TEFRA. I HAVE NO ISSUE WITH TEFRA OR WHAT WE RECEIVE WITH TEFRA, IT'S JUST COMPLICATED AND FRUSTRATING TO GET EVERYTHING THAT'S INVOLVED AROUND TEFRA TO WORK TOGETHER. WE RECEIVE ARHIPP, WHICH I USE TO HELP PAY FOR THE TEFRA PREMIUM. THAT IS WHY THE PREMIUM IS NOT A HUGE FINANCIAL BURDEN. WE HAVE TO HAVE A PRIMARY IN ORDER TO RECEIVE TEFRA, AND THEN THE PREMIUM ON TEFRA. IT WOULD BE NICE IF THE ARHIPP AND TEFRA PREMIUM COULD BE SORTED OUT TOGETHER SOMEHOW. ALSO, ON QUESTION #43, I MARKED SOMETIMES BECAUSE THE DOCTOR'S OFFICE HAS ME FILL OUT THE DOCTOR'S FORM FOR THE RENEWAL AND THE DOCTOR JUST SIGNS IT, WHEN HE GETS AROUND TO IT. THE FORM SAYS IT IS FOR THEM TO FILL OUT, BUT THE OFFICE STAFF WILL NOT GIVE THE FORM TO HIM WITHOUT IT BEING FILLED OUT. I COULD GET THE WHOLE FORM FILLED OUT AND TURNED BACK IN FASTER IF I CAN CUT OUT THE VISIT AND WAIT TIME FOR THE DOCTOR ALTOGETHER. NOT SURE WHY THE INFORMATION ON THE DOCTOR'S FORM NEEDS TO BE FILLED OUT BY A DOCTOR OR HOW MANY DOCTORS ARE NOT DOING IT, BUT MY CHILD'S DOCTOR IS NOT. IF THAT'S NOT IMPORTANT, THEN MAYBE CUT OUT THE NEED FOR THE DOCTOR'S SIGNATURE OR GET A DOCTOR'S APPROVAL ANOTHER WAY. MEDICAL STAFF IS GENERALLY UNPLEASANT TO DEAL WITH, SO IT WOULD BE NICE TO NOT HAVE TO DEAL WITH THEM AS MUCH.
8-10	5 or more years	$50,001 - $100,000	9-12	THE TEFRA PROGRAM HAS BEEN GREAT FOR OUR FAMILY.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	5 or more years	$100,001 - $150,000	99	OUR LIVES HAVE TRULY BEEN CHANGED WITH APPROPRIATELY MET NEEDS FOR OUR BOY'S LIFE. (BECAUSE OF TEFRA). AS ONE OF OUR SPECIALTY DOCTORS SAID, 'IN ANOTHER COUNTRY, YOUR SON'S LIFE WOULD BE A VERY SAD OUTCOME.' WITH THE HELP OF TEFRA, WE'VE BEEN ABLE TO MEET HIS NEEDS AND HELP HIM THRIVE AND MOVE TOWARDS THE ULTIMATE GOAL OF INDEPENDENCE.
8-10	5 or more years	$100,001 - $150,000	5-8	I WISH THE RENEWAL PROCESS WAS EASIER. IT IS SOMETIMES DIFFICULT TO GET ALL OF THE PAPERWORK SIGNED BY ALL OF THE REQUIRED PEOPLE, AND SOMETIMES I HAVE TO TAKE OFF WORK EARLY JUST TO GET A PAPER SIGNED. IF TEFRA COULD SEND THOSE FORMS TO THE PROPER INDIVIDUALS TO SIGN, THAT WOULD BE VERY HELPFUL FOR BUSY, WORKING PARENTS. I AM SO THANKFUL FOR TEFRA! THERE'S NO WAY MY SON WOULD RECEIVE ALL OF THE VERY IMPORTANT SERVICES HE NEEDS IF WE DID NOT HAVE TEFRA! BEFORE TEFRA, THE PRICE OF JUST TWO OF HIS SERVICES WAS MORE THAN OUR HOUSE PAYMENT, SO TEFRA HELPS US LIVE AND PROVIDE OUR SON WITH THE IMPORTANT SERVICES AND INTERVENTIONS HE DESPERATELY NEEDS!
5-7	12 up to 24 months	$150,001 or more	9-12	REMEMBER PRIMARY INSURANCE COMES INTO PLAY SOMETIMES WITH CHOICE OF WHERE OUR CHILD CAN RECEIVE CARE AND NOT TEFRA.
5-7	12 up to 24 months	$50,001 - $100,000	9-12	APPLYING FOR TEFRA WAS NOT A PROBLEM, HOWEVER WHEN WE CHANGED PRIMARY INSURANCE WITH A NEW JOB LAST YEAR AS WELL AS WHEN IT WAS TIME TO RENEW, I HAD TROUBLE FINDING OUT WHO TO CALL FOR QUESTIONS. I WAS ALWAYS DIRECTED TO A DIFFERENT DEPARTMENT AND WE WERE NEVER INFORMED OF WHO OUR CASE WORKER WAS. WE HAVE ALSO HAD ISSUES WITH TEFRA VS PRIMARY INSURANCE ON COVERAGE FOR MY SON'S MEDICATION.
8-10	2 up to 5 years	$150,001 or more	0-4	MY CHILD NEEDS BEHAVIORAL THERAPY. I CANNOT FIND PROVIDER FOR CHILDREN WHO TAKES TEFRA. IT WOULD BE BENEFICIAL TO HAVE AN APP TO SEE ELIGIBLE PROVIDERS!
8-10	2 up to 5 years	$100,001 - $150,000	0-4	IN THE PAST 6 MONTHS MY INTERACTIONS WITH TEFRA HAVE BEEN GREAT, BUT IN THE LAST SEVERAL YEARS I HAVE HAD TERRIBLE EXPERIENCES WITH MEDICAID. TEFRA STAFF ARE THE BEST. YOU JUST HAVE TO BE ABLE TO GET THEIR CONTACT INFO.
8-10	2 up to 5 years	$50,001 - $100,000	5-8	ALL TOGETHER IT IS A GOOD PROGRAM AND VERY HELPFUL

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
0-4	2 up to 5 years		5-8	RENEWAL IS TERRIBLE!; Q71) BUT THEY ALWAYS SAY THEY DID NOT RECEIVE IT! THE BIGGEST ISSUE I HAVE WITH TEFRA IS THEY ARE SUPPOSED TO TAKE IT OUT OF MY ACCOUNT MONTHLY. WE HAVE DONE IT THIS WAY FOR YEARS. THERE ARE MONTHS THEY DO NOT TAKE ENOUGH AND THEN I END UP AT THE END OF THE YEAR WITH A BALANCE. YOU CAN INVESTIGATE MY ACCOUNT FOR ALL THIS INFORMATION. I WILL THEN CALL ABOUT THE BALANCE I AM TOLD ONE DAY IT'S NOT A TRUE BALANCE AND THEN THE NEXT TIME I CALL I AM TOLD IT IS A TRUE BALANCE. IF TEFRA WOULD DO IT CORRECTLY AND TAKE IT OUT MONTHLY I WOULD NOT HAVE THIS ISSUE. MY SECOND ISSUE IS THAT EVERY YEAR WHEN IT'S TIME TO RE-ENROLL I SEND ALL OF THE INFORMATION IN AND EVERY YEAR THEY DID NOT GET IT OR DON'T HAVE THIS OR THAT. IT'S ALWAYS SOMETHING. I MAIL THE INFORMATION, AND I FAX IT ALSO. THIS YEAR THAT LED TO TWO WEEKS WITHOUT MY CHILD HAVING COVERAGE. I HAD TO PAY OUT OF POCKET FOR HIS MEDICATION AND HE WENT TWO WEEKS WITHOUT THERAPY DUE TO THE LAPSE. I UNDERSTAND PAPERWORK AND THINGS MUST BE DONE CORRECTLY BUT ** HAS THE SAME DIAGNOSIS WHICH IS AUTISM. YOU DO NOT OUTGROW IT OR NO LONGER HAVE IT. THE INFORMATION IS ALWAYS THE SAME OTHER THAN PAYSTUBS WHICH I SEND EVERYTIME. THIS YEAR THE LAPSE WAS BECAUSE I NEEDED TO SEND IN A TAX RETURN WHICH I DID BECAUSE HIS SCHOOL DID NOT SEND THE PAPERWORK BACK IN TIME. WELL SCHOOL IS OUT DURING THE SUMMER. THE PROCESS HAS TO GET BETTER!
8-10	12 up to 24 months	$100,001 - $150,000	0-4	TEFRA HAS BEEN A LIFELINE. I WOULD NOT BE ABLE TO AFFORD MY SON'S CARE WITHOUT IT.
8-10	5 or more years	$50,001 - $100,000	13-19	WE HAVE ALWAYS BEEN VERY PLEASED WITH HOW TEFRA HAS ALWAYS PROVIDED THE MEANS FOR ALL OF OUR MEDICAL NEEDS! THANKS SO MUCH!!
5-7	2 up to 5 years	$50,001 - $100,000	9-12	WE THINK TEFRA IS A BLESSING WHEN IT WORKS. WE HAVE TO JUMP THROUGH HOOPS TO GET SERVICES PAID FOR BY TEFRA. I WAS TOLD OUR TEFRA WAS ONLY FOR THERAPY. INFORMATION ABOUT OTHER DOCTOR VISITS WAS NOT PROVIDED OR DENIED WHEN USED TEFRA.
8-10	5 or more years	$150,001 or more	13-19	I HAVE BEEN CHARGED FOR BEHAVIORAL APPOINTMENTS BECAUSE TEFRA WILL NOT PAY FOR THEM. NOT SURE WHY, SO WE STOPPED GOING TO THAC CLINIC. ** SAW A NURSE PRACTITIONER FOR HIS MEDICINE TO HELP WITH HIS IRRITABILITY AND MOOD.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	2 up to 5 years	$100,001 - $150,000	5-8	THE TEFRA PREMIUMS CONTINUE TO GO UP EACH YEAR EVEN THOUGH OUR INCOME IS NOT INCREASING. THIS HAS BEEN A LITTLE DIFFICULT FINANCIALLY. ALSO, THE RENEWAL PROCESS SEEMS MORE LENGTHY THAN IT SHOULD BE. IF THE CHILD'S HEALTH HAS NOT CHANGED, IT WOULD BE NICE TO BE ABLE TO RENEW EVERY 2-3 YEARS INSTEAD.
8-10	2 up to 5 years	$50,001 - $100,000	5-8	TEFRA, AS WELL AS THE ARHIPP PROGRAM, HAS BEEN A HUGE BLESSING TO OUR FAMILY.
5-7	Less than 1 year	$50,001 - $100,000	0-4	APPLYING TO ORIGINALLY GET TEFRA WAS SO CHALLENGING. I SPENT SO MANY HOURS ON THE PHONE WITH SOME VERSION OF MEDICAID/DHS/COUNTY. IT WAS NEVER CLEAR TO ME WHAT I NEEDED TO DO NEXT. I FILLED OUT THE APPLICATION, BUT APPARENTLY I DIDN'T DO IT RIGHT. I CORRECTED IT, BUT NOW I'M TOLD I DID SOMETHING ELSE WRONG. I CORRECTED IT, BUT NOW I WAIT A MONTH AND STILL DON'T HEAR ANYTHING BACK. THEN I CALL AND FIND OUT THEY NEED AN EXTRA DOCUMENT (BUT I'M 90% SURE I ALREADY SUBMITTED IT). NEVER AT ANY POINT IN THE APPLICATION PROCESS WAS I CONFIDENT IN MY ABILITY TO APPLY NOR WAS I EVER CONFIDENT IN THE CUSTOMER SERVICE PERSONNEL'S ANSWER. I CURRENTLY HAVE RECEIVED A NOTIFICATION IN ACCESSARKANSAS TO RENEW, BUT I HAVEN'T RECEIVED ANYTHING IN THE MAIL. WHICH IS CONFUSING TO ME. SO I THINK I NEED TO RENEW, BUT NOT CERTAIN HOW TO DO IT. IT SEEMS LIKE THE PROGRAM IS GREAT TO BE IN, BUT GETTING IN AND GETTING QUESTIONS ANSWERED IS DIFFICULT. ADDITIONALLY, A FRIEND TOLD ME THAT TEFRA WILL PAY FOR PULLUPS. HOW WOULD I HAVE KNOWN THAT? THERE WAS NO COMMUNICATION OF WHAT TEFRA DOES AND DOES NOT COVER. I NEVER GET AN EXPLANATION OF BENEFITS AFTER RECEIVING CARE LIKE I DO WITH TYPICAL PRIVATE HEALTH INSURANCE. THE APPLICATION/RENEWAL PROCESS IS LESS THAN IDEAL ALONG WITH THE LIMITED INFORMATION ABOUT THE PROGRAM. I HOPE THIS PROGRAM CONTINUES. I THINK IT IS GREAT. I WAS BEING BILLED $920 A WEEK FOR SPEECH/OT/PT UNTIL WE GOT TEFRA. I SIMPLY COULD NOT AFFORD MY SON'S MEDICALLY NECESSARY SERVICES IF IT WEREN'T FOR TEFRA.
8-10	12 up to 24 months	$100,001 - $150,000	5-8	THE APPLICATION PROCESS IS INTENSE AND RIGHTFULLY SO BUT THERE NEEDS TO BE A STEP BY STEP OR CHECKLIST OF REQUIRED DOCUMENTS. THIS WOULD HELP EASE THE CALLING FOR SIMPLE QUESTIONS.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	2 up to 5 years	$100,001 - $150,000	9-12	THE OVERALL TEFRA EXPERIENCE WAS WONDERFUL AND REALLY HELPED ENSURE THAT MY SON HAD ACCESS TO ALL THE THERAPY AND OTHER MEDICAL RESOURCES THAT HE NEEDED OVER THE YEARS. I AM TRULY SO VERY THANKFUL FOR HIS THERAPY CLINIC TELLING US ABOUT IT AND ALSO HELPING US TO FILL OUT THE APPLICATION. TRULY THANK EVERYONE THERE FOR THEIR SUPPORT AND ASSISTANCE OVER THE YEARS.
5-7	2 up to 5 years	$150,001 or more	13-19	THE BILLING CENTER IN ST. LOUIS IS NOT EASY TO GET ACCURATE INFORMATION FROM
8-10	2 up to 5 years	$100,001 - $150,000	5-8	THANKS FOR ALL YOU DO!!
5-7	12 up to 24 months	$150,001 or more	0-4	WE HAVE A VERY GOOD PRIVATE INSURANCE THAT HAS WORKED WELL WILL TEFRA TO COVER MOST EXPENSES.
5-7	Less than 1 year	$50,001 - $100,000	13-19	I HAVE NEVER GOTTEN A BILL
8-10	12 up to 24 months	$50,001 - $100,000	9-12	Q6) PROBLEM SEEING PHYSICAL AND OCCUPATIONAL THERAPIST FOR MEDICAL NEEDS BEFORE RECEIVING TEFRA; Q8) ONLY CAN BE SEEN BY MEDICAL FACILITY IN NETWORK; Q17) ON A WEEKEND WENT TO CLINIC OPEN ON SATURDAY AND SUNDAY. I LEARNED I COULD NOT USE MY TEFRA SINCE THE CLINIC WAS OUT OF MY CHILD'S ASSIGNED NETWORK; Q44) IT WOULD BE CONVENIENT TO SEE DOCTORS AND USE CLINICS OUT OF NETWORK FOR WEEKENDS OR AFTER HOURS WHEN CHILD GETS SICK WITH COLD, COUGH, FEVER, ETC. AND CHILD IS NOT ABLE TO SEE THEIR PCP OR USE THEIR NORMAL HEALTH CARE CLINIC ETC; IT WOULD BE HELPFUL IF CHILD CAN BE SEEN OUT OF NETWORK WITH TEFRA WHEN THEY CANNOT USE NORMAL MEDICAL FACILITY OR SEE PCP. WE ARE THANKFUL FOR THIS PROGRAM! BOTH MY CHILDREN CAN RECEIVE THERAPY THEY NEED WONDERFUL PROGRAM!
8-10	12 up to 24 months	$150,001 or more	13-19	MY DAUGHTER HAD TO RECEIVE CARE AT SPRINGWOODS BEHAVIORAL HEALTH. SHE WAS CONSIDERING SUICIDE, VERY DEPRESSED AND WE NEEDED HELP. OUR INSURANCE WOULD ONLY COVER A SMALL PORTION OF THE STAY. WE APPLIED FOR TEFRA TO HELP COVER THE BILL. WE HAVE KEPT THE COVERAGE 'JUST IN CASE' SHE NEEDS TO USE IT AGAIN BUT MANY OF HER PROVIDERS (ONLY HER PCP TAKES MEDICAID) DON'T TAKE MEDICAID -- I WISH THAT WAS DIFFERENT. IF YOU WOULD LIKE TO SPEAK WITH ME MORE ABOUT OUR EXPERIENCE -- I FEEL WE HAVE HAD A POSITIVE EXPERIENCE AND WITHOUT TEFRA, WE WOULD BE IN A PICKLE, PLEASE FEEL FREE TO CALL ME AT **. THANK YOU!

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	Less than 1 year	$50,001 - $100,000	0-4	THE TEFRA PROGRAM HAS BEEN SO IMPORTANT IN OUR JOURNEY WITH AUTISM AND GETTING MY SON THE HELP HE NEEDS TO THRIVE. THANK YOU! BECAUSE OF TEFRA HE IS GETTING THE CLASSES AND THERAPIES HE NEEDS! GOD BLESS!
8-10	Less than 1 year	$50,001 - $100,000	0-4	** IS WONDERFUL! HE HAS BEEN AN INCREDIBLE HELP
5-7	2 up to 5 years	$150,001 or more	5-8	HAVING TO GET REFERRALS FROM THE PCP FOR AFTER HOURS CARE IS RIDICULOUS. WE HAVE NEEDED TO BE SEEN AT ARKANSAS CHILDREN'S HOSPITAL AFTER HOURS CLINIC AT NIGHTS AND ON WEEKENDS, BUT THEY WON'T SEE US BECAUSE WE DON'T HAVE A REFERRAL. WE DON'T HAVE A WAY TO GET REFERRALS AFTER 5 OR ON THE WEEKENDS BECAUSE THE DOCTORS ARE NOT THERE...THAT MEANS WE PAY OUT OF POCKET OR GO TO THE ER. IT IS A WASTE OF TEFRA FUNDS TO MAKE A PATIENT GO TO THE ER WHERE THE COST IS HIGHER AND WAIT IS LONGER ALL BECAUSE WE CANNOT GET A REFERRAL FOR URGENT CARE OR ACH AFTER HOURS CLINIC. THAT IS THE MOST INEFFICIENT PROCESS OUT THERE. PLEASE FIX THAT
8-10	2 up to 5 years	$100,001 - $150,000	5-8	THE TIME OF YEAR THE RENEWAL PACKET IS SENT WE HAVE NOT FILED TAXES FOR PREVIOUS YEAR. WE ALWAYS HAVE AN EXTENSION SO THIS MAKES IT INCONVENIENT FOR THE NEED OF OUR TAX RETURN. IT WOULD BE BETTER IF THE RENEWAL PACKET CAME AFTER OCTOBER.
8-10	5 or more years	$100,001 - $150,000	9-12	THE BEHAVIORAL HEALTH REIMBURSEMENT ISSUE IS A HUGE PROBLEM FOR MANY CHILDREN. CONTINUITY OF CARE IS VERY IMPORTANT FOR CHILDREN WITH DEVELOPMENTAL DISABILITIES AND HAVING TO CHANGE PROVIDERS EVERY TIME A CLINIC DECIDES NOT TO TAKE MEDICAID ANYMORE IS DETRIMENTAL TO THE CHILD AND THE FAMILY.
5-7	5 or more years	$150,001 or more	5-8	THE RENEWAL PROCESS IS LENGTHILY. MANY TIMES, THE DATA PULLED FROM THE LAST RENEWAL IS INCORRECT.
0-4	2 up to 5 years	$150,001 or more	5-8	I WOULD LIKE TO TALK MORE ABOUT THE RENEWAL PROCESS AND HOW IT TAKES MONTHS AND LOTS OF STRESS.
8-10	12 up to 24 months	$100,001 - $150,000	0-4	I APPRECIATE TEFRA SERVICES FOR MY KIDS. THANK YOU! THESE SERVICES HELP OUT A LOT!

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8-10	12 up to 24 months		13-19	Q3) BEFORE TEFRA WE WERE ON MEDICAID SO WE HAD WONDERFUL SERVICE FOR ALL HIS NEEDS; Q27) DIDN'T KNOW I COULD GO THROUGH TEFRA FOR VITAMINS; Q52) IT WAS JUST HARD TO GET THROUGH INITIALLY; Q68) GOOD BECAUSE THEY WALKED ME THROUGH IT OTHERWISE IT WOULD HAVE BEEN OVERWHELMING;
8-10	2 up to 5 years	$100,001 - $150,000	9-12	TEFRA HAS BEEN A BLESSING TO OUR FAMILY. WE SERIOUSLY DON'T KNOW WHAT WE'D DO WITHOUT IT.
5-7	5 or more years	$150,001 or more	9-12	I HAVE PREVIOUSLY HAD ABSOLUTELY HORRIBLE EXPERIENCES WITH THE MEDICAID RESOLUTION CENTER. EMPLOYEES WERE RUDE, UNINFORMED, AND UNABLE TO HELP ME- THAT LASTED FOR 3-4 MONTHS. I HAVEN'T HAD THE NEED TO CALL SINCE BUT I HOPE THE SERVICE HAS IMPROVED. THANK YOU. WE ARE GRATEFUL FOR TEFRA.
8-10	2 up to 5 years	$150,001 or more	0-4	MY ONLY COMPLAINT IS SOMETIMES WE RECEIVE UNTIMELY REQUESTS IN THE MAIL WHICH HAVE ALREADY BEEN ADDRESSED AND IT CAN BE MISLEADING.
8-10	2 up to 5 years	$50,001 - $100,000	5-8	THE PROCESS FOR RENEWAL IS TERRIBLE. MY DAUGHTER'S TEFRA WAS DENIED DUE TO DHS LOSING THE PAPERWORK. I HAD THE DOCTOR FILL OUT HER SECTION IN MAY AND WAS TOLD IN AUGUST I HADN'T RETURNED THE PACKET BUT THE DATE SHE SIGNED HER DOCUMENTS WAS IN MAY. IT ALL WORKED OUT IN THE END BUT IT WAS A LOT OF UNNECESSARY HOOPS.
8-10	12 up to 24 months	$50,001 - $100,000	0-4	PROBLEMS I HAD WITH TERFRA WERE WHEN I SUBMITTED ALL THE REQUIRED DOCUMENTS VIA THE ACCESS ARKANSAS PORTAL AND THEN THEY CANCELED MY TEFRA FOR NO REASON AND I HAD TO GO TO THE DHS AND ASK HER AND SHE HAD NO IDEA AND HAD TO ESCALATE MY PROBLEM TO A MANAGER WHO THEN FIXED IT. BUT NO ONE EVER TOLD ME WHY IT WAS APPROVED AND THEN SUDDENLY DENIED AND I HAD TO GO THROUGH ALL THAT MESS.
8-10	Less than 1 year	$100,001 - $150,000	9-12	TEFRA WAS A LIFE SAVER WHEN WE NEEDED IT. WE ARE SO THANKFUL. THANK YOU!
5-7	2 up to 5 years	$50,001 - $100,000	9-12	THE INITIAL APPLICATION IS DAUNTING. IT'S INCREDIBLY LONG. THE YEARLY RENEWAL TAKES SEVERAL DAYS TO COMPLETE ONLINE DUE TO FINDING DOCUMENTS AND INFORMATION WHILE WORKING A FULL TIME JOB. HOWEVER, WE ARE THANKFUL FOR THE BENEFITS. OUR DAUGHTER WOULD NOT RECEIVE THE SERVICES SHE NEEDS WITHOUT IT, DUE TO FINANCIAL CONSTRAINTS

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5-7	12 up to 24 months	$100,001 - $150,000	9-12	THE APPLICATION PROCESS IS A BURDEN AND THERE IS NO SUPPORT AVAILABLE (OR RESPONSIVE) TO ASSIST WITH APPLYING.
0-4	12 up to 24 months	$100,001 - $150,000	13-19	NO ONE CAN GIVE YOU A STRAIGHT ANSWER ON COVERAGE OR BENEFITS INCLUDED. RENEWAL PAPERWORK SENT IN 5/30/25 AND STILL NOT PROCESSED AS OF 9/8/25
5-7	12 up to 24 months	$150,001 or more	0-4	THE APPLICATION PROCESS IS QUITE DIFFICULT TO COMPLETE AND VERY DIFFICULT TO FIND SOMEONE TO HELP ANSWER QUESTIONS OR TRY TO EXPLAIN TO YOU WHAT YOUR BENEFITS ACTUALLY ARE.
8-10	5 or more years	$100,001 - $150,000	13-19	WITHOUT TEFRA, WE WOULD BE FINANCIALLY DEVASTATED. IBD IS A VERY COSTLY CONDITION TO TREAT. MY SON HAS A VERY AGGRESSIVE FORM OF IBD, SO HE GETS TREATED MORE AGGRESSIVELY. TEFRA HAS BEEN OUR LIFE SAVER!!!
5-7	12 up to 24 months	$100,001 - $150,000	13-19	I AM NOT GOING TO CHANGE MY SON'S DOCTOR!
99	2 up to 5 years		0-4	Q22) UNSURE HOW TO ANSWER BECAUSE SHE'S NONVERBAL. I THINK THE MOST FRUSTRATING PART IS THE RENEWAL PROCESS. IF NONE OF THE INFORMATION HAS CHANGED, WHY DO I NEED TO COLLECT IT ALL OVER AGAIN? WHY NOT ASK ME IF THINGS HAVE CHANGED THEN RENEW IT IF IT HASN'T? I HAVE ENOUGH ON MY PLATE AS IS, BUT NOW I HAVE THIS TO WORRY ABOUT TOO. THIS ABSOLUTELY NEEDS TO BE CHANGED!
0-4	Less than 1 year	$150,001 or more	0-4	WE ARE SPENDING MORE ON OUR TEFRA PREMIUMS THAN WE WOULD ON COPAYS WITH OUR PRIVATE INSURANCE. WE ARE STAYING ON TEFRA TO STAY ON AUTISM ABA THERAPY WAITLISTS THAT OUR PRIVATE INSURANCE DOES NOT COVER. WE ARE UNABLE TO BE GIVEN A TIME FRAME FOR WHEN OUR SON WILL COME OFF THE LIST. LAB WORK AND DENTAL COVERAGE WAS DENIED SO WE PAID OUT OF POCKET FOR COVERAGE IN ADDITION TO PREMIUMS. WE WERE NOT TOLD SOME LABS WERE NOT COVERED UNTIL AFTER THEY WERE DRAWN AND WE WERE REQUIRED TO PAY OUT OF POCKET.

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5-7	5 or more years	$100,001 - $150,000	9-12	I WOULD LIKE TO SAY THIS PROGRAM IS THE ONLY WAY MY SON CAN SEE THE AMOUNT OF SPEECH/OT NEEDED IN THE WEEK. HE DOES NOT SPEAK MUCH BUT HE LOVES SEEING HIS THERAPIST. THE BENEFIT RENEWAL PACKAGE USUALLY ARRIVES ABOUT 6 WEEKS PRIOR TO THE DEADLINE. I WOULD SAY I HAD DIFFICULTY WITH FAYETTEVILLE LOCATION BEFORE AND I MADE AN OFFICIAL GRIEVANCE AGAINST THEM. ONE YEAR, I MAILED IN THE BENEFITS RENEWAL (DURING COVID). A FEW WEEKS LATER, I RECEIVED ANOTHER RENEWAL PACKET. I CALLED THE MAIN CUSTOMER SERVICE LINE AND WAS TOLD SINCE I ALREADY COMPLETED IT AND THEY COULD SEE IT IN THE SYSTEM, THAT I DID NOT NEED TO FILL THIS OUT. SO I DIDN'T. THEN, I KEPT GETTING DENIAL LETTERS EVEN THOUGH NOTHING ON MY SIDE OTHER THAN PAY WENT UP - CLAIMING I DID NOT FILL OUT THE RENEWAL PACKET. SOMEHOW WHEN THE SECOND RENEWAL PACKET WAS SENT, IT TRIGGERED SOMETHING IN YOUR SYSTEM WHERE IT WOULD NOT RECOGNIZE THE PREVIOUSLY SUBMITTED RENEWAL. FRUSTRATED, I PHYSICALLY WENT TO FAYETTEVILLE DHS TO ASK WHAT WAS GOING ON AND IF THEY COULD PULL UP THE FILE TO SHOW. THE WORKER SAID SHE COULD NOT PULL UP THE FILE AS SHE DID NOT HAVE ACCESS TO SEE IT SCANNED AND THAT IT WAS MY FAULT BECAUSE I SHOULD HAVE TURNED IT IN PHYSICALLY. I SHOWED HER THE INSTRUCTION PORTION WHERE WE HAVE MULTIPLE WAYS OF SENDING THIS. SHE KEPT WITH HER INITIAL STATEMENT THAT THEY COULD NOT SEE IT BECAUSE I DID NOT TURN IT IN DIRECTLY TO THEM, AND THAT I SHOULD HAVE DONE THAT IN THE FIRST PLACE AND NOT MAILED. AFTER BEING DISMISSED, I CALLED THE BERRYVILLE LOCATION BUT THEY HAD THE NEW PHONE SYSTEM LINKING TO RANDOM PEOPLE IN AR WHO COULD NOT ANSWER ANYTHING RELATING TO TEFRA, BUT THEY COULD SEE HIS PPW WAS IN THE SYSTEM. FINALLY, I RESORTED TO CALLING THE LISTED COUNTY CONTACTS ON THE WEBSITE. I WAS ABLE TO DIRECTLY SPEAK WITH ASHLEY COUNTY AS THEIR PHONE SYSTEM HADN'T CHANGED YET, AND THEY ASSISTED ME WITH EVERYTHING. ASHLEY COUNTY SAID WHOEVER PROCESSED IT SENT THE DENIAL BECAUSE OF MY INCOME. TEFRA HAS NO INCOME CAP. THEY WERE TRULY A GODSEND AND HELPED ME KEEP THE PROGRAM FOR MY SON WHO DESPERATELY NEEDS THIS ASSISTANCE. I'VE NOT HAD AN ISSUE GETTING IN TOUCH WITH BERRYVILLE OR BERRYVILLE PERSONNEL SINCE THE PHONE SYSTEM WAS CORRECTED.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	12 up to 24 months	$150,001 or more	13-19	THE ONLY REASON WE APPLIED FOR TEFRA WAS BECAUSE OUR SON NEEDED A GROWTH HORMONE THAT OUR INSURANCE REFUSED TO COVER. WE COULD NOT AFFORD THIS MEDICATION ON OUR OWN. HAVING TEFRA HAS CHANGED EVERYTHING FOR OUR SON'S HEIGHT. THE MEDICATION IS WORKING AND WE CAN AFFORD THE PREMIUM TO GET THE MEDICATION. THANK YOU!
5-7	Less than 1 year	$50,001 - $100,000	0-4	TEFRA IS A GREAT PROGRAM BUT THE INITIAL PROCESS NEEDS MAJOR IMPROVEMENT. WE RECEIVED RUN AROUND AT LEAST 3-4 MONTHS. IT WAS CONTINUOUS BACK AND FORTH BETWEEN THE MAIN OFFICE AND LOCAL OFFICE.
5-7	5 or more years	$150,001 or more	13-19	WE ARE VERY THANKFUL FOR THE TEFRA PROGRAM AND THE BENEFITS IT PROVIDES FOR OUR SON. WE ARE ALSO VERY FORTUNATE AS MY HUSBAND AND I ARE BOTH HIGHLY EDUCATED AND HAVE JOBS WHERE WE CAN TAKE OFF TO GO TO THE DHS/MEDICAID OFFICE TO DEAL WITH ISSUES. THE RED TAPE AND COMPLICATED FORMS AND LACK OF COMMUNICATION IS VERY FRUSTRATING AND CAUSES MANY PROBLEMS AND DIFFICULTIES. IT SHOULD NOT BE SO DIFFICULT FOR US OR ANY OTHER PARENT TO GET NEEDED SERVICES FOR OUR CHILDREN.
8-10	2 up to 5 years	$150,001 or more	0-4	THE RENEWAL PROCESS IS DIFFICULT. ONLINE PORTAL DOES NOT UPLOAD PDF'S, SO I HAD TO PRINT HUNDREDS OF PAGES OF EVALS/MEDICAL RECORDS. NO ONE COULD TELL ME IF THOSE WERE NEEDED OR NOT BUT HAD TO INCLUDE OR RISK DENIAL. THANK YOU!
8-10	2 up to 5 years	$0 - $50,000	9-12	PLEASE MAKE PAYMENTS AVAILABLE ON A WEBPAGE (INTERNET, APP, OR COMPUTER). I HAVE TO PAY FEES TO CANCEL CHECKS BECAUSE OF MAIL SERVICE.
8-10	12 up to 24 months	$50,001 - $100,000	0-4	THANK YOU FOR ALL THAT YOU DO. OUR CHILD HAS CEREBRAL PALSY & HAVING TEFRA HAS TRULY CHANGED OUR LIVES. SHE IS ABLE TO WALK DUE TO THE THERAPY THEY HAD PROVIDED. WE'RE WORKING ON SPEAKING & EATING. YOU TRULY DON'T KNOW HOW MUCH WE DEPEND ON YOUR SERVICES & HOW ABSOLUTELY APPRECIATIVE WE ARE.
8-10	2 up to 5 years	$150,001 or more	5-8	OUR TEFRA PREMIUM WENT FROM $65 TO $458 WITH 3 WEEKS NOTICE. ALTHOUGH WE CANNOT AFFORD IT, WE HAVE NO OTHER OPTIONS. SO TEFRA IS WONDERFUL BUT ALSO CAUSING DEBT AND FINANCIAL STRUGGLES.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	12 up to 24 months	$0 - $50,000	0-4	THE TEFRA PACKET TO APPLY AND REAPPLY IS VERY LENGTHY AND OVERWHELMING. RE-APPLYING SHOULD BE EASIER, AND A MORE UPDATED VERSION OF WEBSITE. I AM VERY GRATEFUL TO HAVE TEFRA AND ALL THE HELP!!!! THANK YOU
5-7	2 up to 5 years	$150,001 or more	5-8	THE RENEWAL PACKET WE RECEIVED THIS YEAR ARRIVED ENOUGH IN ADVANCE OF THE DUE DATE THAT WE WERE EASILY ABLE TO FILL IT OUT. UNFORTUNATELY, WE RECEIVED THE SECOND PART, A NEW SOCIAL REPORT FORM, THAT WAS DUE A WEEK FROM WHEN WE RECEIVED IT. IT REQUIRED INFORMATION WE HAD TO GET FROM OUR DOCTOR AND A FEDERAL HOLIDAY WAS DURING THE WEEK TIME PERIOD. IT WAS A RUSH TO GET IT COMPLETED AND THE WAIT AT DHS TO TURN IT IN WAS OVER AN HOUR AND A HALF. ALSO, I HAVE CALLED NUMEROUS TIMES TO TRY TO SET UP AN ONLINE ACCESS ARKANSAS ACCOUNT (MY CASE WON'T LINK ONLINE) AND HAVE NOT BEEN ABLE TO GET ANYONE TO HELP ME.
8-10	2 up to 5 years	$150,001 or more	5-8	RENEWAL PROCESS HAS BEEN OUR ONLY ISSUE EVER.
8-10	2 up to 5 years	$50,001 - $100,000	9-12	TEFRA WAS A HEAVEN SENT TO OUR FAMILY WHEN WE FOUND OUT OUR CHILDS CONGENITAL DEFECTS THAT REQUIRED LIFE-LONG TESTING AND SPECIALIST VISITS. BECAUSE BOTH PARENTS WORKED, WE LOST COVERAGE TO REGULAR MD AND STRUGGLED TO PAY FOR PRIVATE INSURANCE FOR OURSELVES AND OUR CHILDREN. GOVERNMENT TENDS TO PENALIZE WORKING LOW-MIDDLE CLASS PARENTS, SO TEFRA WAS TRULY HEAVEN SENT SO THAT OUR DAUGHTER GOT THE HELP SHE NEEDED WITHOUT PARENTS HAVING TO RESORT TO FINANCIAL STRUGGLES.
8-10	12 up to 24 months	$100,001 - $150,000	13-19	I WISH THERE WAS MORE ABILITY TO USE THE WEBSITE FOR QUESTIONS AND ANSWERS- FINDING PROVIDERS, WHAT'S COVERED/NOT COVERED, PAYING PREMIUMS. IT WOULD BE ESPECIALLY NICE IF WE COULD USE CARDS TO PAY. WE HAVE TWO CHECKING ACCOUNTS AND DEPENDING ON FINANCIALS ON THE FIRST OF THE MONTH, I WOULD LIKE TO USE ONE VERSUS THE OTHER SOMETIMES. AND MAILING CHECKS IS ONE MORE THING THAT'S HARD TO KEEP UP WITH. WE DO HAVE AUTODRAFT BUT I WISH I COULD HAVE MORE CONTROL OF OUR PAYMENTS.

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0-4	Less than 1 year	$50,001 - $100,000	0-4	THE MOST FRUSTRATING PART OF TEFRA IS THE LACK OF CLEAR COMMUNICATION ABOUT THE PROGRAM AND HOW IT WORKS. IT TOOK ME MANY MONTHS TO FIGURE OUT SOME OF MY QUESTIONS. I STILL DON'T FULLY UNDERSTAND. I AM FRUSTRATED THAT I HAD TO PAY A PREMIUM AND GOT FEW BENEFITS.
8-10	12 up to 24 months	$100,001 - $150,000	0-4	** WAS SO RUDE DURING THE PROCESS!
5-7	2 up to 5 years	$150,001 or more	5-8	I HAVE HAD SEVERAL TIMES WHEN I HAVE HAD TO WAIT/ BUY FORMULA OUT OF POCKET WHILE WAITING FOR APPROVAL. IT IS INCONVENIENT BECAUSE I HAVE TO ORDER IT ONLINE AND CAN'T GET IT LOCALLY. IT HAS BEEN 7 MONTHS SEVERAL TIMES.
0-4	5 or more years	$100,001 - $150,000	9-12	YEARLY PAPERWORK SHOULD BE EASIER. EVERY YEAR I HAVE THE DOCTOR FILL OUT THE SAME INFORMATION EACH YEAR. THIS ALL NEEDS TO BE BETTER- EASIER TO CONTINUE SERVICES AND SOME ITEMS DO NOT NEED TO BE REPEATED EVERY YEAR. INCOME ADJUSTMENTS AND ADDRESS CHANGES I UNDERSTAND. EACH YEAR I HAVE TO HAVE THE DR FILL OUT THE SAME INFORMATION. IT IS A BURDEN TO THEM. THEY ARE THE ONLY ONES THAT HELP ME GET THE MEDICINE AND DR APPTS I NEED AND HAVE TO GO THRU THE TEFRA HOOPS ON THOSE AND THEN FILL OUT THE SAME DOCUMENTS EACH YEAR.
8-10	Less than 1 year	$150,001 or more	0-4	THE WAY PREMIUM IS CALCULATED, THE HOUSEHOLD INCOME IS NOT ALWAYS THE INCOME FOR THE PARTICIPANT.
8-10	12 up to 24 months	$50,001 - $100,000	0-4	WE ARE VERY THANKFUL FOR THIS PROGRAM. IT GIVES ACCESS TO PROGRAMS AND SERVICES FOR AUTISM THAT WOULD OTHERWISE NOT BE AVAILABLE. THANK YOU!
8-10	2 up to 5 years	$50,001 - $100,000	9-12	TEFRA HAS BEEN A GOD SEND. WITHOUT IT WE WOULD BE LOST AND FINANCIALLY UNABLE TO GET OUR SON LIFE CHANGING SERVICES.
5-7	2 up to 5 years	$0 - $50,000	9-12	Q31) REFERRAL AND UPDATED SCRIPTS TAKE A LONG TIME ON TEFRAS END; REFERRAL AND SCRIPT ACCEPTANCE TAKES A LONG TIME AND OFTEN CAUSES DELAYS/BREAKS IN CARE (ST AND OT). APPLICATION RENEWAL PROCESS IS ALWAYS DIFFICULT BECAUSE OF WHERE WE LIVE. WE NEVER RECEIVE PACKETS WITH ADEQUATE TIME TO COMPLETE. ALWAYS CREATING A HUGE HASSLE.

Level of Satisfaction	Length of Enrollment	Household Income	Age	Comments
8-10	5 or more years	$0 - $50,000	13-19	THANK YOU FOR TEFRA
8-10	5 or more years	88	9-12	Q6) DEPENDS ON THE MEDICATION. SEVERAL MEDS ARE NOT COVERED; Q71) I DID NOT HAVE TROUBLE COMPLETING IT ON TIME, BUT THE DOCTOR DOES SOMETIMES.

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ARKANSAS DEPARTMENT OF HUMAN SERVICES

Data analysis by

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