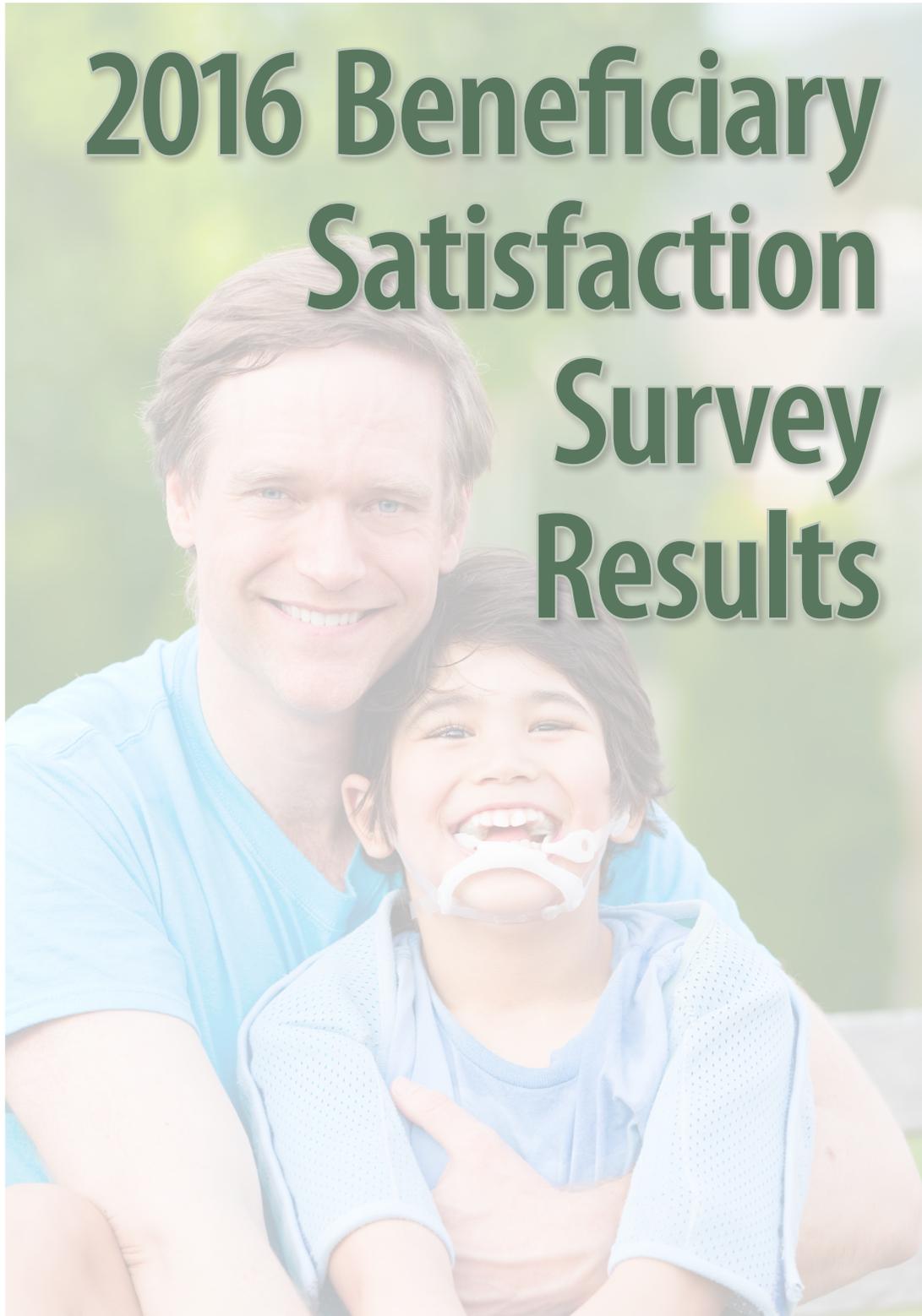
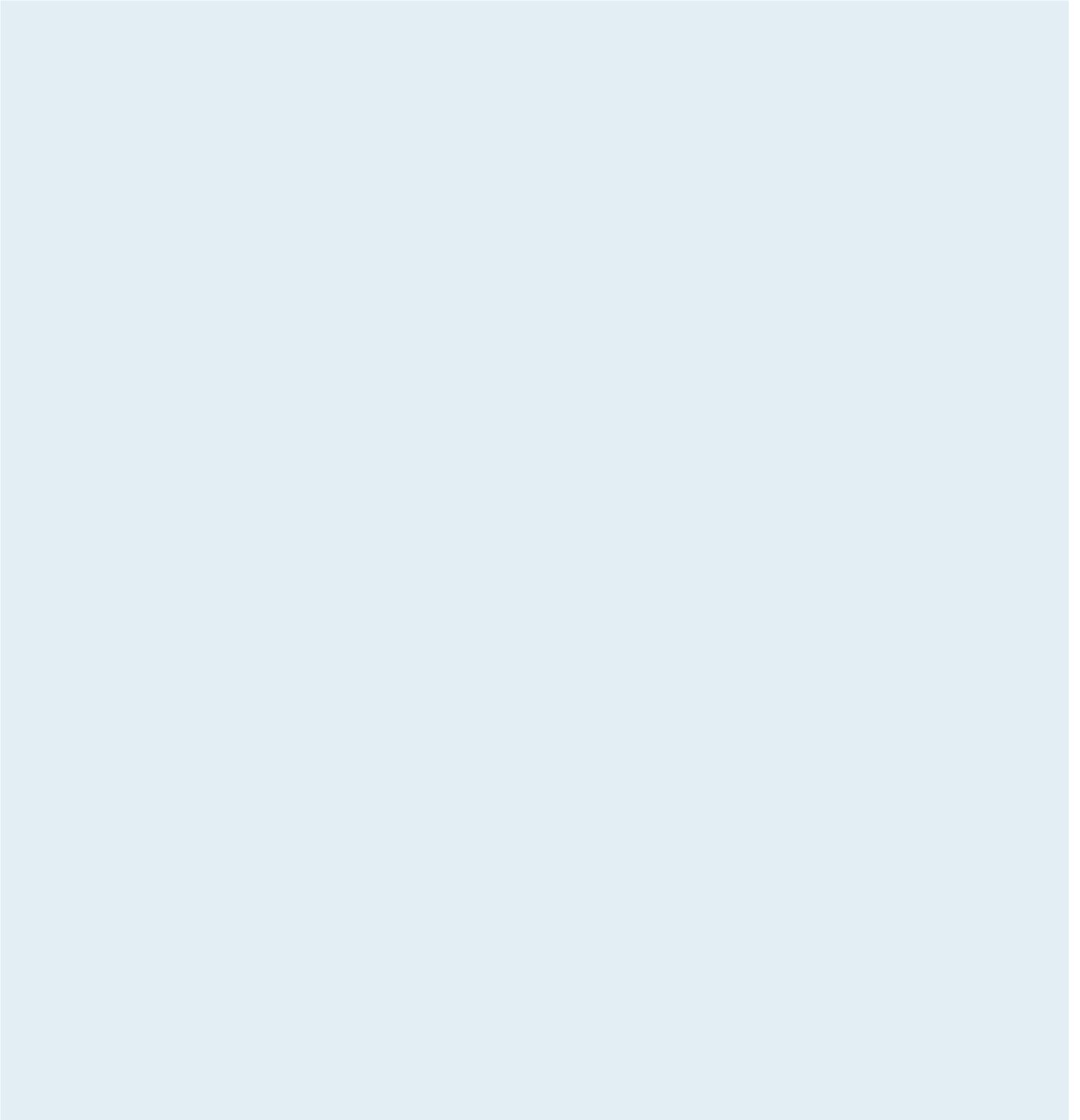


ARKANSAS MEDICAID TEFRA SURVEY



2016 Beneficiary Satisfaction Survey Results



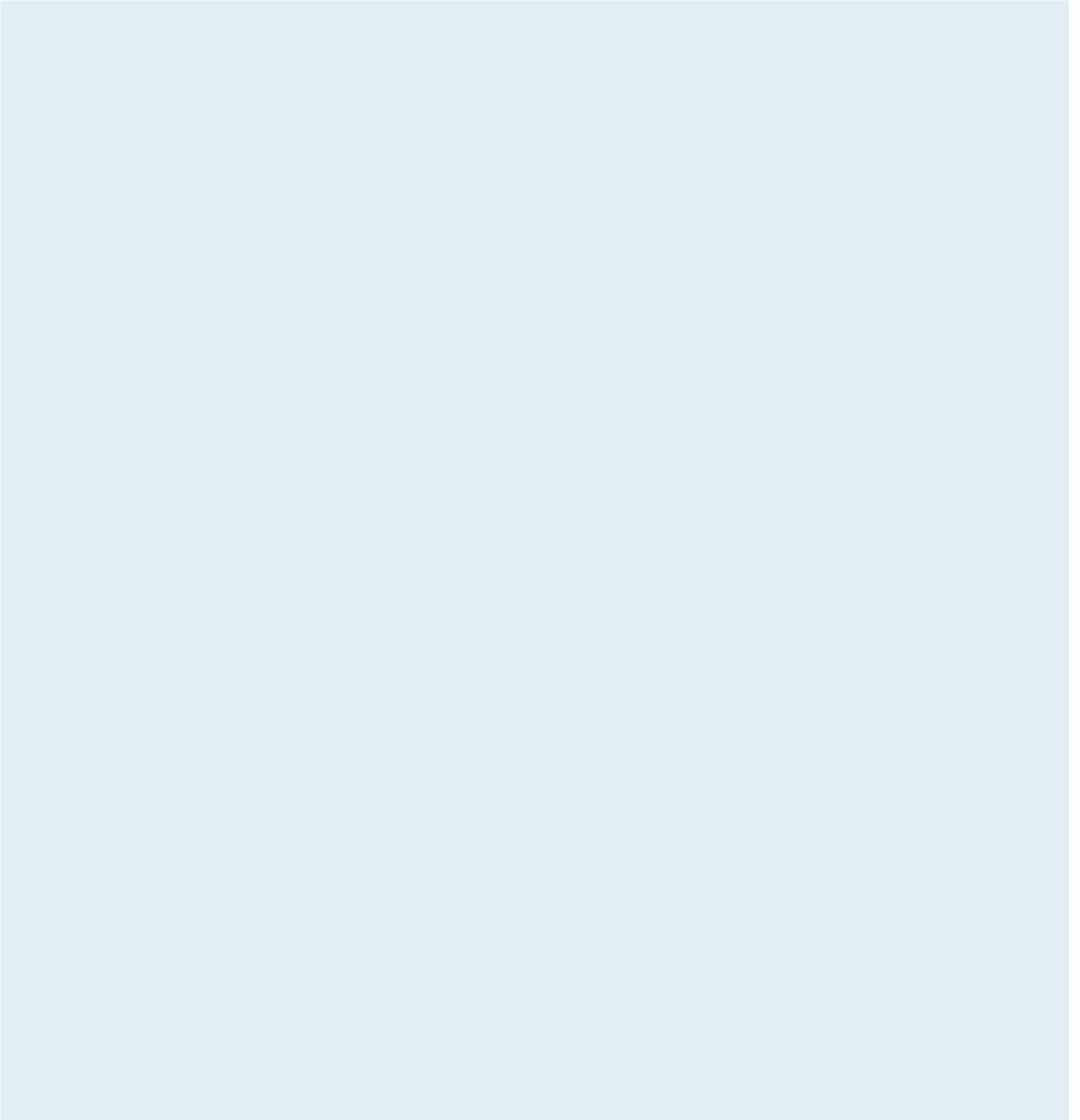


ARKANSAS MEDICAID TEFRA SURVEY

2016 Beneficiary Satisfaction Survey Results

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Executive Summary

The Arkansas 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 2016 Tax Equity and Fiscal Responsibility Act (TEFRA) Beneficiary Satisfaction Survey, which is modeled after the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.0H Medicaid Child survey. After conducting a mail-only survey, AFMC received 787 surveys from the eligible beneficiary population from August 2016 to October 2016, resulting in a cooperation rate of 39.0 percent. This report provides a summary of the 2016 survey results and compares the survey data with the 2015 and 2014 TEFRA survey results. This comprehensive analysis will assist DMS in determining which services beneficiaries use, how beneficiaries evaluate the TEFRA program and its services, and how the TEFRA program performs over time.

TABLE 1. Composite and rating percentages

COMPOSITES/RATINGS	2016	2015	2014
Getting care quickly	94%	95%	93%
How well doctors communicate	93%	94%	93%
Customer service	67%	65%	68%
Special equipment and supplies	70%	69%	69%
Special therapies	90%	88%	89%
Rating of health care professional	90%	89%	87%
Rating of health care	89%	91%	85%
Rating of treatment or counseling	71%	70%	72%
Rating of TEFRA	73%	72%	74%
Rating of customer service	40%	32%	44%
Rating of TEFRA application process	48%	48%	48%

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

- **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

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)

- **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

There are six questions with responses scaled 0–10, where 0 represents “worst possible” and 10 represents “best possible.” The rating scores show the percentage of beneficiaries who rated the question an 8, 9 or 10. Rating questions include:

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

KEY FINDINGS

The following paragraphs summarize how TEFRA's ratings and composite scores as well as respondents' demographics trend over time. For the complete analysis, please refer to the Demographics of Survey Sample and Respondents section (**page 9**), Comparing TEFRA Health Plan section (**page 15**), and Trend Analysis section of this report (**page 21**).

AFMC compared the 2016 TEFRA survey results with the results from the 2015 and 2014 surveys:

- The “Getting care quickly” composite has remained consistent in the previous three years of reporting, with the 2016 composite at 93.9. The proportion of beneficiaries responding positively to “Obtaining care right away for an illness/injury/condition” remained steady at around 95 to 97 percent, and the “Obtaining routine care when wanted” measure also showed no significant change.
- The “How well doctors communicate” composite has remained consistent and is 92.7 percent for 2016. Most of its comprising measures remained consistent; however, in 2016, “Doctors explaining things in an understandable way to your child” had a decrease of three points that was not significant. “Doctors listening carefully,” “Doctors showing respect for what you had to say” and “Doctors spending enough time with your child” had less than a one-point difference when comparing 2016 with 2015.
- In 2016, the composite score for the “Customer service” composite and its comprising measures increased from 2015, but those increases were not significant.
- “Access to special equipment and supplies” has slightly increased since 2015. Both comprising measures increased; however, there was no significant change on either the overall composite or the individual measures that comprise this composite. Other than the “Customer service” composite, this composite has consistently obtained a low score.

- “Special therapies” and its comprising measures all increased slightly since 2015. However, no significant change was noted on the composite or its individual measures.
- The proportion of respondents rating the overall experience with the TEFRA program with an 8, 9 or 10 decreased slightly from 73.9 percent in 2014 to 72.0 percent in 2015 and increased slightly to 72.7 percent in 2016; however, these changes were not significant.
- The summary ratings for health care professionals, health care, treatment or counseling, and the TEFRA application process showed no significant change from previous years (2015 and 2014). The best rating was obtained by health care professional, followed by the rating of health care.
- Similar to the composite, the summary ratings for “Customer service” had an increase from 2015 to 40.2 percent; however, this increase is not significant. Both the “Rating of customer service” and “Rating of TEFRA application process” received low ratings, 40.2 and 48.1 percent respectively.
- Beneficiaries have had significantly fewer problems seeing a personal doctor or nurse, getting prescription medication and getting urgent care since enrolling in TEFRA compared with the six months before enrolling in TEFRA. This has been consistent since 2010 (2010–2013 numbers not included in this report).

AFMC compared the 2016 TEFRA respondents’ demographics with the 2015 and 2014 TEFRA respondents’ demographics:

- In 2016, respondents showed no significant differences in any of the age groups. The proportions of gender and race categories also showed no significant differences.
- For 2016, the lowest household income bracket (\$0–\$50,000) had a lower proportion of respondents compared to both 2015 and 2014. The decrease was significant when comparing 2016 with 2014 but not significant from 2016 to 2015. At the same time, the proportion of respondents in the income bracket of \$100,001–\$150,000 showed a significant increase when comparing 2016 with 2014. Although there was also an increase in respondents in the income bracket of \$100,001–\$150,000 from 2015 to 2016, this increase was not significant.
- Respondents for 2016 showed no significant change compared with 2015 in the “Years of enrollment” category. Although, respondents for 2016 were skewed in the “Years of enrollment” category, with 35.3 percent enrolled in TEFRA for 2–5 years and less than 20 percent enrolled for less than a year or 1–2 years. Comparing 2016 with 2014, there is a significant increase in the “2–5 years” enrollment category and a significant decrease in the “Less than 1 year” category.
- A majority of the respondents reported “No financial burden” or “A small financial burden” in paying TEFRA premiums. However, 73 respondents (9.7%) indicated it had been “A big financial burden” to pay TEFRA premiums in the last six months. The difference from the past years was not significant and has been fairly consistent in the previous years (2015 and 2014).

- The beneficiaries of TEFRA have generally been predominantly male. This is consistent with reports from previous years.
- The beneficiaries are also mostly white (84.0%), with only 7.3 percent indicating they are African-American. An even smaller proportion were identified as Asian or “Other.” This distribution also mirrors the race distribution of the TEFRA population in general.

Survey Overview and Methodology

BACKGROUND

As part of its contract with DMS, AFMC regularly surveys TEFRA beneficiaries about their health care experiences. AFMC used the 2015 CAHPS 5.0H Medicaid Child Beneficiary Satisfaction Survey 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 AHRQ and was developed jointly by AHRQ and NCQA. The baseline survey of TEFRA beneficiaries was conducted by AFMC in 2004. This is the eleventh survey of this population.

This report summarizes results derived from the TEFRA survey as applied to a random sample of TEFRA beneficiaries. The results include five composite measures ("Getting care quickly," "How well doctors communicate," "Customer service," "Special equipment and supplies" and "Special therapies") and six ratings questions (health care professional, health care, treatment or counseling, TEFRA, customer service, and TEFRA application process).

Satisfaction is presented as the percentage of respondents who chose the most positive question responses as specified by NCQA.

RESPONSE RATE

Per NCQA guidelines, 2,100 TEFRA beneficiaries were systematically selected from Arkansas Medicaid Enterprise (AME) Decision Support System (DSS) claims data. After eliminating beneficiaries with duplicate addresses, the survey sample size was 2,016. A total of 787 surveys were received, resulting in a cooperation rate of 39.0 percent. After further excluding survey recipients who no longer met eligibility criteria and adjusting for bad addresses, the analyzable sample size was 1,968. After eliminating received surveys without any valid responses and received surveys from beneficiaries who did not meet enrollment criteria, 779 surveys (39.6%) were available for analysis.

SAMPLING FRAME

The beneficiary data were obtained from Medicaid Management Information System. NCQA guidelines require each beneficiary to be enrolled for a minimum of six months with no more than one gap in enrollment of up to 45 days prior to participating in the survey. Although NCQA defines the allowable gap as 45 days, AFMC sets this criterion at 30 days because the enrollment data is reported monthly. Beneficiaries selected for other surveys within the last 12 months were excluded from the population this year, and only one beneficiary per household was selected.

TABLE 2. Sample size and response rates

2016 SURVEY	
Survey sample size	2,016
Total surveys returned	787
Cooperation rate	39.0%
Analyzable sample size*	1,968
Analyzable surveys	779
Analyzable rate	39.6%
<i>*Excludes bad addresses</i>	

SURVEY PROCEDURE

An advance letter, written on Arkansas Department of Human Services (DHS) letterhead and signed by the director of DMS, was mailed to each selected TEFRA beneficiary (**Appendix A**). The letter explained the purpose of the survey, informed the beneficiary of its confidential and voluntary nature, and gave information on requesting a Spanish-language version of the survey. Approximately 18 days later, a packet was sent to the beneficiary containing a questionnaire (**Appendix B**), a postage-paid return envelope and a cover letter. The cover letter, on DHS letterhead and signed by the director, reiterated the information in the advance letter and gave specific instructions on completing and returning the survey (**Appendix A**). A reminder postcard was mailed 10 days later to those beneficiaries who did not respond (**Appendix A**). Approximately one month after the initial survey was sent, a second survey was mailed to any beneficiary who had not returned a survey. A second reminder postcard was mailed 11 days after the second survey.

All mail was sent bulk rate with return receipt and address correction requested, and letters and surveys that were returned as undeliverable with an address correction were re-mailed. Telephone follow-up of non-respondents was not performed.

SURVEY TRACKING

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

DISQUALIFIED SURVEYS

Surveys received after the cutoff date of Oct. 31, 2016, were excluded from the survey analysis. Surveys without any valid responses and those no longer meeting enrollment criteria were excluded from the analysis. These exclusions were made based on the standard HEDIS/CAHPS protocol and recommendations. Total excluded or disqualified surveys represented 1.0 percent of the total surveys received.

TABLE 3. Survey time table**SURVEY MAILINGS AND DATE**

Advance letter	Aug. 10, 2016
First survey	Aug. 29, 2016
First reminder postcard	Sept. 8, 2016
Second survey	Sept. 29, 2016
Second reminder postcard	Oct. 10, 2016
Data cutoff	Oct. 31, 2016

NON-ANALYZABLE SURVEYS

A total of 1,237 surveys were not returned or available for analysis. AFMC tracked the reasons why these surveys were not returned or were ineligible for analysis following NCQA guidelines.

TABLE 4. Non-analyzable surveys**FINAL DISPOSITIONS**

Incorrect address	38
No response after maximum attempts	1,188
Beneficiary refusal	1
Beneficiary deceased	0
Beneficiary mentally incapacitated	0
Ineligible — language barrier	1
Does not meet eligibility criteria	9

SPANISH-LANGUAGE SURVEYS

AFMC translates all surveys into Spanish and provides the Spanish-language version to beneficiaries upon request (**Appendix B**). Of the 787 surveys returned, one was completed in Spanish.

Demographics of Survey Sample and Respondents

Since AFMC follows NCQA protocol, the survey sample should be similar to the TEFRA population. **Table 6** shows how the sample compares with the population and to the actual returned surveys that were used for analysis. The following pages show the percentage of respondents by demographic category: age, gender, race, household income, years of enrollment in TEFRA and financial burden of premiums.

AFMC highlights respondents' demographics that have significantly changed over time; a z-test was used to determine any significant differences. All significance testing is performed at the 95-percent significance level.

The respondents of TEFRA are generally predominantly male (gender of the child for whom the survey was filled out). This is consistent with reports from previous years. This is also in line with the general TEFRA beneficiary distribution, which is skewed towards males (see **Table 6** comparing beneficiaries surveyed with the TEFRA population and survey respondents). **Table 5** and the graph (**Figure 1**) show that respondents are also mostly white (84.0%) with only 7.3 percent of respondents indicating they are African-American. An even smaller proportion of respondents identified as Asian or "Other." This distribution also mirrors the race distribution of the TEFRA population in general.

In demographic comparisons of 2016 respondents with 2015 and 2014 respondents, 2016 respondents showed no significant differences in any of the age groups. The 2014 and 2015 proportions of gender and race categories also showed no significant difference compared to 2016.

For 2016, the lowest household income bracket (\$0–\$50,000) had a lower proportion of respondents compared to both 2015 and 2014. The decrease was significant when comparing 2016 with 2014 but not significant from 2016 to 2015. At the same time, the proportion of respondents in the income bracket of \$100,001–\$150,000 showed a significant increase when comparing 2016 with 2014. Although there was also an increase in respondents in the income bracket of \$100,001–\$150,000 from 2015 to 2016, this increase was not significant.

Respondents for 2016 showed no significant change compared with 2015 in the "Years of enrollment" category. Although, respondents for 2016 were skewed in the "Years of enrollment" category, with 35.3 percent enrolled in TEFRA for 2–5 years and less than 20 percent enrolled for less than a year or 1–2 years. Comparing 2016 with 2014, there is a significant

increase in the “2–5 years” enrollment category and a significant decrease in the “Less than 1 year” category.

A majority of the respondents reported “No financial burden” or “A small financial burden” in paying TEFRA premiums. However, 73 respondents (9.7%) indicated it had been “A big financial burden” to pay TEFRA premiums in the last six months. The difference from the past years were not significant and have been fairly consistent in the previous years (2015 and 2014).

TABLE 5. Profile of TEFRA survey respondents: Comparison with 2015 and 2014 results

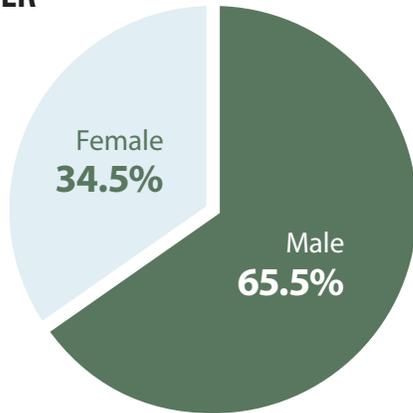
DEMOGRAPHIC*	CATEGORY	2016	2015	2014	SIGNIFICANT DIFFERENCE (2016 VS. 2015)	SIGNIFICANT DIFFERENCE (2016 VS. 2014)
Gender	Male	65.5%	64.5%	66.7%	Not significant	Not significant
	Female	34.5%	35.5%	33.3%	Not significant	Not significant
Age	0–4	24.5%	25.4%	28.1%	Not significant	Not significant
	5–8	27.7%	28.7%	25.8%	Not significant	Not significant
	9–12	20.3%	19.0%	18.2%	Not significant	Not significant
	13 or older	27.5%	26.9%	27.9%	Not significant	Not significant
Race	White	84.0%	83.6%	83.7%	Not significant	Not significant
	Black/ African-American	7.3%	7.0%	7.7%	Not significant	Not significant
	Asian	2.9%	2.6%	3.3%	Not significant	Not significant
	Other	5.8%	6.8%	5.3%	Not significant	Not significant
Household income	\$0–\$50,000	31.9%	34.0%	38.7%	Not significant	Significantly lower
	\$50,001– \$100,000	46.7%	43.5%	44.1%	Not significant	Not significant
	\$100,001– \$150,000	15.1%	14.3%	11.4%	Not significant	Significantly higher
	\$150,001 or more	6.3%	8.2%	5.8%	Not significant	Not significant
Years of enrollment	Less than 1 year	18.7%	19.8%	24.2%	Not significant	Significantly lower
	1–2 years	18.5%	19.8%	21.4%	Not significant	Not significant
	2–5 years	35.3%	31.6%	28.5%	Not significant	Significantly higher
	More than 5 years	27.5%	28.8%	25.8%	Not significant	Not significant
Financial burden	Not a financial burden	42.3%	43.7%	44.4%	Not significant	Not significant
	A small financial burden	48.0%	44.9%	44.7%	Not significant	Not significant
	A big financial burden	9.7%	11.4%	10.8%	Not significant	Not significant

*Some percentages do not add to 100% due to rounding.

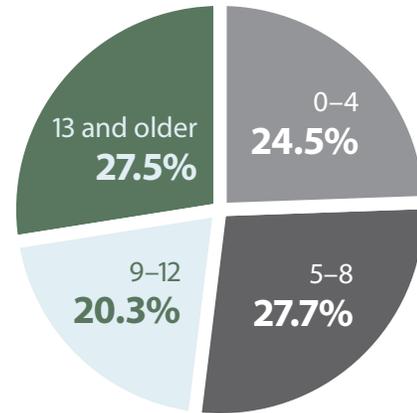
FIGURE 1.

Demographics

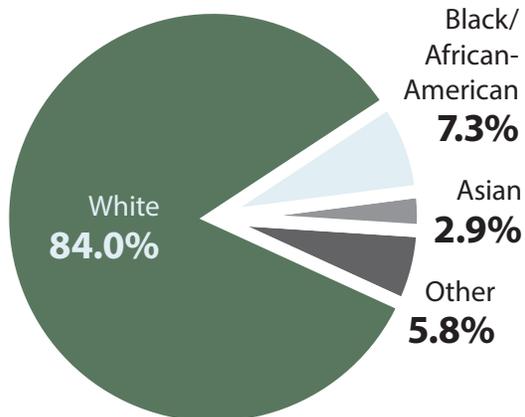
GENDER



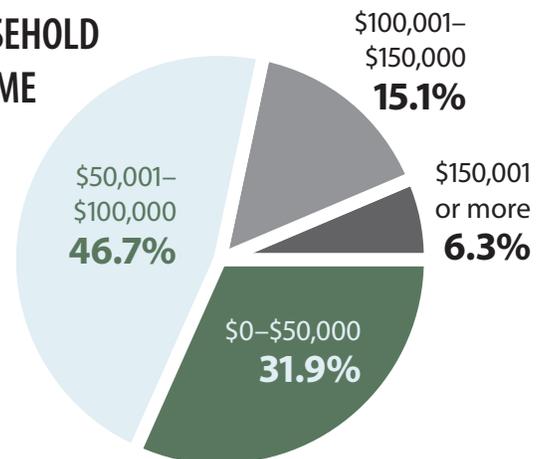
AGE



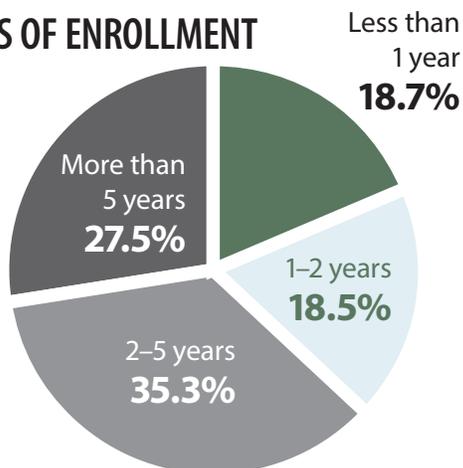
RACE



HOUSEHOLD INCOME



YEARS OF ENROLLMENT



FINANCIAL BURDEN

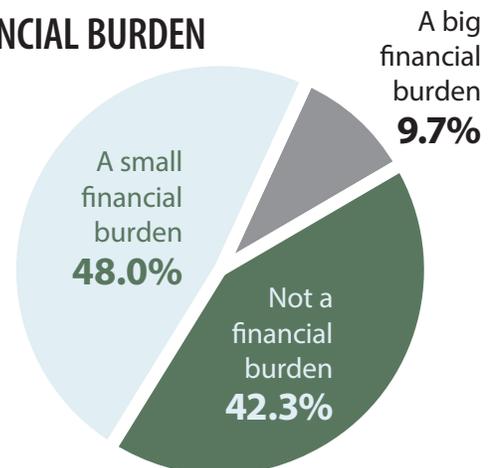


TABLE 6. TEFRA sample and population demographics

DEMOGRAPHIC*	CATEGORY	BENEFICIARIES SURVEYED	PCT. OF TOTAL	TEFRA POPULATION	ANALYZABLE RESPONSES	PCT. OF TOTAL	ANALYZABLE RESPONSE RATE
Gender	Female	670	34.0%	34.6%	266	34.1%	39.7%
	Male	1,298	66.0%	65.4%	513	65.9%	39.5%
	TOTAL	1,968	100.0%	100.0%	779	100.0%	39.6%
Age	0–4	524	26.6%	25.9%	211	27.1%	40.3%
	5–8	532	27.0%	28.1%	205	26.3%	38.5%
	9–12	423	21.5%	21.1%	154	19.8%	36.4%
	13 or older	489	24.8%	24.9%	209	26.8%	42.7%
	TOTAL	1,968	100.0%	100.0%	779	100.0%	39.6%
Race	White	1,513	76.9%	77.1%	607	77.9%	40.1%
	Black/African-American	145	7.4%	7.1%	44	5.6%	30.3%
	Asian	43	2.2%	2.3%	19	2.4%	44.2%
	Native Hawaiian or other Pacific Islander	5	0.3%	0.2%	1	0.1%	20.0%
	American Indian or Alaska Native	6	0.3%	0.2%	1	0.1%	16.7%
	Other/Unknown	226	11.5%	11.5%	95	12.2%	42.0%
	Multiracial	30	1.5%	1.6%	12	1.5%	40.0%
	TOTAL	1,968	100.0%	100.0%	779	100.0%	39.6%
Geographic region	Northwest	720	36.6%	36.5%	302	38.8%	41.9%
	Northeast	319	16.2%	16.3%	128	16.4%	40.1%
	Central	760	38.6%	38.1%	275	35.3%	36.2%
	Southwest	106	5.4%	5.6%	42	5.4%	39.6%
	Southeast	63	3.2%	3.4%	32	4.1%	50.8%
	TOTAL	1,968	100.0%	100.0%	779	100.0%	39.6%

**Some percentages do not add to 100% due to rounding.*

Comparing TEFRA Health Plan

Survey recipients were asked to compare certain aspects of the health care plan their child had in the six months before enrolling in TEFRA with the TEFRA health plan. Response results from questions about the beneficiaries' satisfaction with their child's health care plan both in the six months before enrolling in TEFRA and after enrolling are summarized below.

TABLE 7. Comparing TEFRA with other health plans

COMPARING HEALTH CARE BEFORE AND SINCE ENROLLING IN TEFRA	2016		2015		2014	
	PRE-TEFRA	POST-TEFRA	PRE-TEFRA	POST-TEFRA	PRE-TEFRA	POST-TEFRA
<i>How much of a problem, if any, was it for your child to see a personal doctor or nurse?</i>						
Big or small problem	181 (24.30%)	53 (6.86%)	131 (22.55%)	47 (7.76%)	167 (25.73%)	50 (7.37%)
No problem	564 (75.70%)	720 (93.14%)	450 (77.45%)	559 (92.24%)	482 (74.27%)	628 (92.63%)
<i>How much of a problem, if any, was it to get your child's prescription medication?</i>						
Big or small problem	220 (31.61%)	99 (13.34%)	171 (30.76%)	90 (15.18%)	209 (33.55%)	97 (14.74%)
No problem	476 (68.39%)	643 (86.66%)	385 (69.24%)	503 (84.82%)	414 (66.45%)	561 (85.26%)
<i>How much of a problem, if any, was it for your child to get urgent care?</i>						
Big or small problem	178 (29.52%)	38 (5.77%)	113 (22.97%)	28 (5.32%)	124 (23.40%)	31 (5.51%)
No problem	425 (70.48%)	621 (94.23%)	379 (77.03%)	498 (94.68%)	406 (76.60%)	532 (94.49%)

Beneficiaries have had significantly fewer problems seeing a personal doctor or nurse, getting prescription medication, and getting urgent care since enrolling in TEFRA compared with the six months before enrolling in TEFRA. This has been consistent since 2010 (2010–2013 numbers not included on table).

Further Analysis of TEFRA Program

Below is a table of premium levels, the amount of money one must pay monthly to receive services, by household income. 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 8. 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	44 (34.4%)	71 (55.5%)	7 (5.5%)	3 (2.3%)	0 (0.0%)	0 (0.0%)	1 (0.8%)	0 (0.0%)	2 (1.6%)
\$20– \$41	3 (3.3%)	59 (64.8%)	24 (26.4%)	4 (4.4%)	1 (1.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
\$52– \$78	1 (0.5%)	35 (18.4%)	114 (60.0%)	33 (17.4%)	7 (3.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
\$93– \$125	3 (2.0%)	19 (12.8%)	34 (23.0%)	69 (46.6%)	20 (13.5%)	2 (1.4%)	1 (0.7%)	0 (0.0%)	0 (0.0%)
\$145– \$182	0 (0.0%)	3 (3.3%)	8 (8.8%)	25 (27.5%)	39 (42.9%)	13 (14.3%)	0 (0.0%)	1 (1.1%)	2 (2.2%)
\$208– \$250	0 (0.0%)	0 (0.0%)	9 (27.3%)	4 (12.1%)	10 (30.3%)	5 (15.2%)	1 (3.0%)	3 (9.1%)	1 (3.0%)
\$281– \$328	0 (0.0%)	0 (0.0%)	2 (10.0%)	5 (25.0%)	2 (10.0%)	5 (25.0%)	2 (10.0%)	2 (10.0%)	2 (10.0%)
\$364– \$416	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	2 (28.6%)	3 (42.9%)	0 (0.0%)	1 (14.3%)	0 (0.0%)
\$458	0 (0.0%)	0 (0.0%)	2 (6.1%)	2 (6.1%)	0 (0.0%)	2 (6.1%)	0 (0.0%)	3 (9.1%)	24 (72.7%)

Beneficiaries were asked about their monthly TEFRA premium and how much of a financial burden, if any, it was to pay it. Below is a table of the monthly TEFRA premiums along with the percentage of respondents who answered the financial burden question each way. Analogous to the distribution of premiums by reported income, this cross-tabulation indicates that the smaller the premium, the more likely the parent/guardian was to report not having a corresponding financial burden.

TABLE 9. Reported household income and financial burden in paying TEFRA premiums

TEFRA PREMIUM	BIG FINANCIAL BURDEN	SMALL FINANCIAL BURDEN	NOT A FINANCIAL BURDEN
\$0	1 (0.8%)	1 (0.8%)	122 (98.4%)
\$20-\$41	7 (7.4%)	35 (37.2%)	52 (55.3%)
\$52-\$78	15 (7.7%)	113 (58.2%)	66 (34.0%)
\$93-\$125	16 (10.7%)	93 (62.0%)	41 (27.3%)
\$145-\$182	12 (14.0%)	58 (67.4%)	16 (18.6%)
\$208-\$250	2 (5.6%)	27 (75.0%)	7 (19.4%)
\$281-\$328	6 (26.1%)	14 (60.9%)	3 (13.0%)
\$364-\$416	5 (55.6%)	4 (44.4%)	0 (0.00%)
\$458	8 (22.9%)	16 (45.7%)	11 (31.4%)

Families of children determined eligible for the TEFRA waiver whose annual income after allowable deduction exceeds 150 percent of the federal poverty level are required to pay a monthly premium to participate in the program. Allowable deductions include \$600 per dependent child living in the home and excess medical and dental expenses according to Schedule A of the parents' federal tax return⁵. Respondents were asked to indicate their current household income; they may have interpreted this 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. TEFRA eligibility policy does not require households to report income changes between re-evaluations.

5: http://humanservices.arkansas.gov/dms/oltcDocuments/pub_405.pdf

CHILD'S HEALTH CARE PROFESSIONAL

- More than half (60.1%) of parents/caregivers responding to the survey indicated that the type of health care professional their child sees most often was a personal doctor/family doctor/primary care physician.
- Less than half (48.1%) of respondents reported that their child needed a referral to see a specialist in the six months prior to the survey.
- Of those who needed a referral to see a specialist, 84.5 percent reported that it was not a problem getting a referral.
- Close to three out of four respondents (75.3%) reported that it was not a problem getting a health care professional for their child whom they are happy with, while 2.1 percent of the respondents indicated that it was a big problem.
- The percentage of respondents rating their child's health care professional an 8 or higher was 90.0 percent.

- Slightly more than half (51.5%) of the parents/caregivers rated their child's health care professional as the "best health care professional."
- Less than 3 percent of the respondents gave a rating of 5 or below (on a scale of 0–10) to their child's health care professional.

CHILD'S HEALTH CARE IN THE LAST SIX MONTHS

- In all, 92.8 percent of parents/caregivers indicated their child went to his or her doctor's office or clinic at least one time, while 5.2 percent reported that their child went to his or her doctor's office or clinic 10 times or more.
- Among respondents whose child had at least one doctor's visit in the past six months, less than half (47.6%) indicated that their child is able to talk with doctors about their health care.
- Of those who are able to talk with doctors, 2.1 percent reported that their child usually or always had a hard time speaking with or understanding doctors or other health care providers because they spoke different languages. However, 83.1 percent of those also reported that their doctors or other health care providers were usually or always able to explain things in a way their child could understand.

EXPERIENCE WITH TEFRA/MEDICAID PROGRAM

- One in four respondents (25.4%) first heard about TEFRA through Arkansas Children's Hospital, while 17.8 percent of respondents first heard about the program through a friend or relative.
- Respondents also reported school/daycare (17.7%) followed by doctor's office (15.8%) as the source where they first heard about TEFRA.
- Less than a quarter of respondents (22.9%) heard about TEFRA through other sources, such as their child's therapy clinic, health care providers, DHS and others not listed as options.
- Less than 1 percent (0.4%) of respondents reported first hearing about TEFRA on the internet.
- None of the respondents in 2016 indicated first hearing about TEFRA on TV/radio or newspapers.
- In the last six months, almost one in four respondents (22.6%) looked for information in written materials or on the internet about how TEFRA works. This is slightly higher than 2015 (22.0%). Almost half of the respondents (49.4%) who searched for this information indicated that they usually or always found it.
- A large majority of respondents (70.0%) were given forms to fill out from TEFRA in the last six months. Of those who completed paperwork, a majority (63.5%) found the forms usually or always easy to fill out.

CUSTOMER SERVICE

- A total of 188 parents/caregivers (24.2%) indicated that they called Medicaid customer service during the last six months to get information or help for their child. Of those who called, most (37.5%) called their local county DHS office, while the second-most contacted Medicaid communications (14.9%). Also, only 73.9 percent felt that they were usually or always treated with courtesy and respect.
- Of the 20 respondents (11.9%) who called ConnectCare, more than four out of five (85.0%) spoke with someone who was able to help them or refer them to someone else who was able to help them.
- Of all the respondents who called Medicaid customer service, slightly more than half (64.0%) indicated that the person was able to answer all their questions about the TEFRA program. Of the 111 respondents who called and whose questions were answered, 94.6 percent usually or always understood the answers that customer service gave.

TEFRA PREMIUMS AND ENROLLMENT

- Less than half of respondents (42.3%) indicated that their TEFRA premiums were not a financial burden.
- 9.7 percent indicated that the premiums were a big financial burden, a slight decrease from 2015 (11.4%).
- One respondent (0.1%) lost TEFRA eligibility because the premiums were too expensive.
- Almost nine in 10 respondents (89.9%) experienced little or no problem receiving care while they waited for their child's TEFRA application to be processed.
- Little more than half of the respondents (50.6%) applied for TEFRA at a DHS county office, while 29.7 percent of respondents applied for TEFRA at Arkansas Children's Hospital.
- More than a third of respondents (38.0%) spoke with someone at the county DHS office in the last six months regarding questions they had about TEFRA. A majority (81.8%) indicated that the person at the county DHS office answered all of their questions. Of those, 97.4 percent of respondents usually or always understood the answers they gave.
- The percentage of respondents rating their experience with TEFRA application process with a score of 8 or higher (rating score for this measure) was only 48.1 percent.

TEFRA RENEWAL PROCESS

- In the last 12 months, 630 respondents (81.4%) received paperwork to renew TEFRA benefits for their child.
- From the time they received the TEFRA renewal packet until the deadline to turn it in, 43.6 percent had seven days or fewer to complete the paperwork, 33.4 percent had 8–14 days, and 6.6 percent had more than 14 days to complete the paperwork. More than a quarter (27.8%) responded that they never had enough time to complete the TEFRA renewal packet before the deadline.
- Only 46.0 percent reported that they usually or always had enough time.

Trend Analysis

The following pages contain trending tables and graphs that show how the TEFRA data changes over time. The tables and graphs show specifically each composite measure; the questions that make up these composites; and the overall rating questions for 2016, 2015 and 2014. Although the trending graph (**Figure 2**) shows a visual representation of the trends, the trending table (**Table 10**) shows whether any trend comparisons are significantly different; any significant differences are highlighted below.

When we compared the 2016 TEFRA survey results with the previous years, we found the following:

- The “Getting care quickly” composite has remained consistent in the previous three years of reporting, with the 2016 composite at 93.9. The proportion of beneficiaries responding positively to “Obtaining care right away for an illness/injury/condition” remained steady at around 95 to 97 percent, and the “Obtaining routine care when wanted” measure also showed no significant change.
- The “How well doctors communicate” composite has remained consistent and is 92.7 percent for 2016. Most of its comprising measures remained consistent; however, in 2016, “Doctors explaining things in an understandable way to your child” had a decrease of three points that was not significant. “Doctors listening carefully,” “Doctors showing respect for what you had to say” and “Doctors spending enough time with your child” had less than a one-point difference when comparing 2016 with 2015.
- In 2016, the composite score for the “Customer service” composite and its comprising measures increased from 2015, but those increases were not significant.
- “Access to special equipment and supplies” has slightly increased since 2015. Both comprising measures increased; however, there was no significant change on either the overall composite or the individual measures that comprise this composite. Other than the “Customer service” composite, this composite has consistently obtained a low score.
- “Special therapies” and its comprising measures all increased slightly since 2015. No significant change was noted on the composite or its individual measures.
- The proportion of respondents rating the overall experience with the TEFRA program with an 8, 9 or 10 decreased slightly from 73.9 percent in 2014 to 72.0 percent in 2015 and increased slightly to 72.7 percent in 2016 ; however these changes were not significant.
- The summary ratings for health care professionals, health care, treatment or counseling, and the TEFRA application process showed no significant change from previous years (2015 and 2014). The best rating was obtained by health care professional, followed by the rating of health care.
- Similar to the composite, the summary ratings for “Customer service” had an increase from 2015 to 40.2 percent; however, this increase is not significant. Both the “Rating of customer service” and “Rating of TEFRA application process” received low ratings.

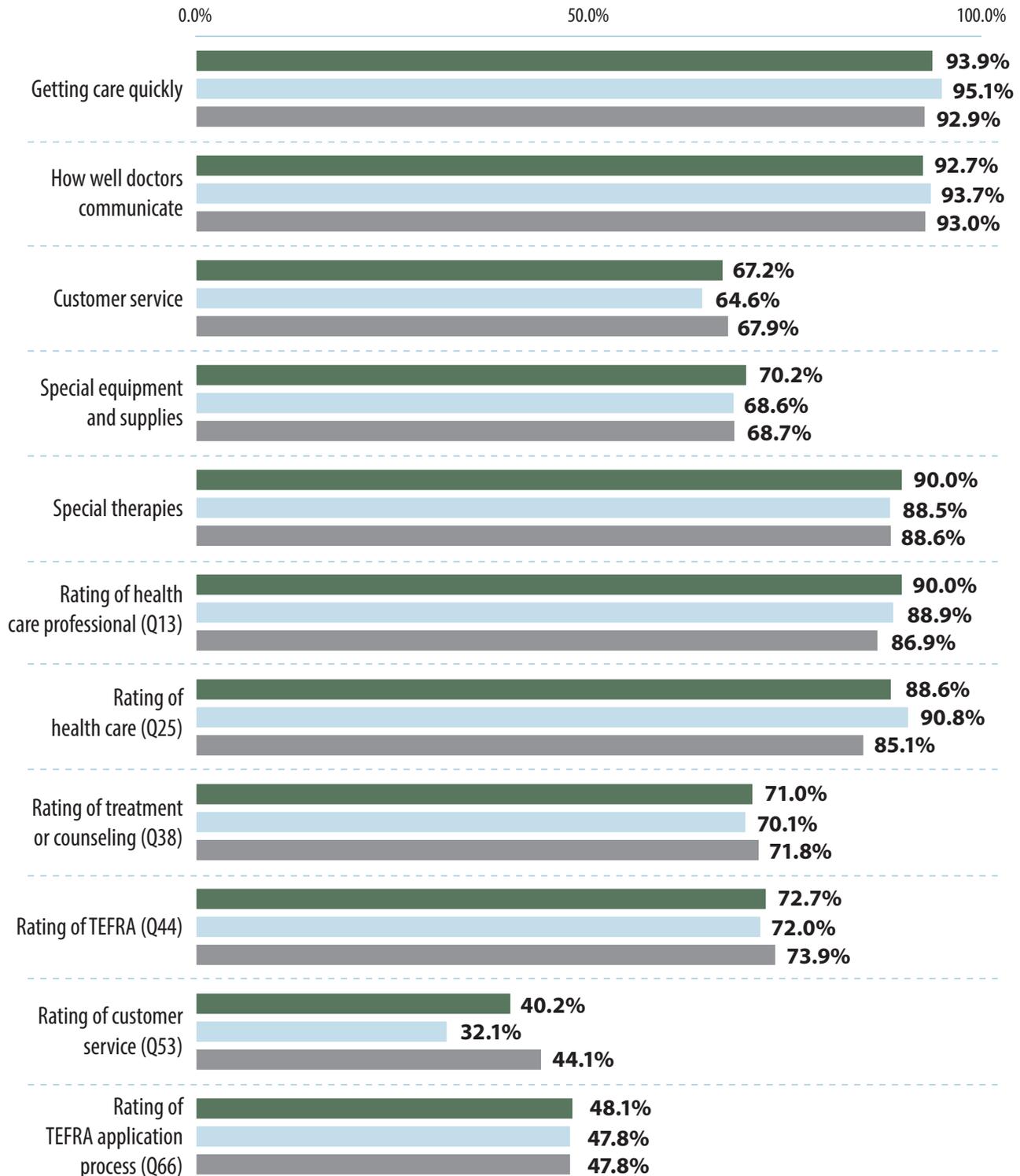
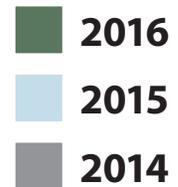
TABLE 10. TEFRA trending table

COMPOSITE/COMPONENTS RATING ITEM	2016		2015		2014		SIGNIFICANCE TESTING	
	VALID N	SUMMARY RATE	VALID N	SUMMARY RATE	VALID N	SUMMARY RATE	2016 VS. 2015	2016 VS. 2014
Getting care quickly		93.9%		95.1%		92.9%	Not significant	Not significant
Q15. Obtaining care right away for an illness/injury/condition	335	95.5%	250	97.6%	269	96.3%	Not significant	Not significant
Q17. Obtaining care when wanted, but not needed right away	663	92.3%	526	92.6%	602	89.5%	Not significant	Not significant
How well doctors communicate		92.7%		93.7%		93.0%	Not significant	Not significant
Q23. Doctors explaining things in an understandable way to your child	338	83.1%	250	86.8%	282	86.9%	Not significant	Not significant
Q19. Doctors listening carefully to you	717	96.8%	562	96.6%	629	95.9%	Not significant	Not significant
Q20. Doctors showing respect for what you had to say	716	97.3%	561	97.5%	626	96.2%	Not significant	Not significant
Q24. Doctors spending enough time with your child	710	93.7%	558	93.7%	630	93.2%	Not significant	Not significant
Customer service		67.2%		64.6%		67.9%	Not significant	Not significant
Q48. Getting help when calling customer service	187	60.4%	140	56.4%	170	62.4%	Not significant	Not significant
Q49. Treated with courtesy and respect	184	73.9%	140	72.9%	170	73.5%	Not significant	Not significant
Special equipment and supplies		70.2%		68.6%		68.7%	Not significant	Not significant
Q27. Getting additional specialty items	190	73.7%	155	72.3%	151	66.2%	Not significant	Not significant
Q29. Getting special medical equipment	141	66.7%	111	64.9%	118	71.2%	Not significant	Not significant
Special therapies		90.0%		88.5%		88.6%	Not significant	Not significant
Q31. Getting speech therapy	508	90.4%	380	87.9%	431	87.9%	Not significant	Not significant
Q33. Getting occupational therapy	501	89.4%	380	88.4%	436	88.3%	Not significant	Not significant
Q35. Getting physical therapy	367	90.2%	285	89.1%	323	89.5%	Not significant	Not significant
Rating of health care professional (Q13)	773	90.0%	604	88.9%	674	86.9%	Not significant	Not significant
Rating of health care (Q25)	713	88.6%	557	90.8%	629	85.1%	Not significant	Not significant
Rating of treatment or counseling (Q38)	210	71.0%	147	70.1%	177	71.8%	Not significant	Not significant
Rating of TEFRA (Q44)	772	72.7%	603	72.0%	675	73.9%	Not significant	Not significant
Rating of customer service (Q53)	184	40.2%	140	32.1%	170	44.1%	Not significant	Not significant
Rating of TEFRA application process (Q66)	771	48.1%	604	47.8%	674	47.8%	Not significant	Not significant

FIGURE 2.

Trending Charts

Composites and ratings of beneficiary satisfaction



Demographic Analysis

The survey included questions about the beneficiary's demographics. The following tables show how beneficiaries in various demographic categories responded to the composites and the rating questions. Range is the difference between the highest and lowest value on the specific composite or rating item. The number of respondents in some categories are small (<25), and caution should be exercised when making conclusions based on small numbers.

TABLE 11. Composite, ratings and summary questions by age category

AGE COMPOSITE AND RATINGS	0-4		5-8		9-12		13 OR OLDER		RANGE
	N	%	N	%	N	%	N	%	
Getting care quickly	166	96.2%	180	93.4%	132	95.8%	176	91.5%	4.7
How well doctors communicate	177	93.7%	198	91.5%	141	93.2%	192	93.2%	2.2
Customer service	62	68.3%	47	57.1%	31	64.5%	46	77.0%	19.9
Special equipment and supplies	61	72.1%	52	71.5%	33	67.9%	43	66.0%	6.1
Special therapies	156	92.4%	163	90.7%	108	85.8%	79	89.0%	6.6
Rating of health care professional (Q13)	189	88.4%	211	89.6%	156	90.4%	208	91.8%	3.4
Rating of health care (Q25)	175	83.4%	198	90.4%	139	89.9%	192	90.6%	7.2
Rating of treatment or counseling (Q38)	9	66.7%	58	74.1%	61	63.9%	78	75.6%	11.7
Rating of TEFRA (Q44)	185	70.3%	212	75.0%	154	75.3%	212	70.8%	5.0
Rating of customer service (Q53)	62	43.5%	46	34.8%	30	36.7%	45	44.4%	9.6
Rating of TEFRA application process (Q66)	186	45.2%	212	48.1%	155	51.6%	210	49.0%	6.4

The "Customer service" composite registered the most pronounced difference among age groups: 19.9 percentage points between the lowest in the 5-8 age bracket and the highest in the 13 and older age bracket. The "How well doctors communicate" composite differed by 2.2 percentage points implying that all age groups responded similarly on this composite.

The rating measure among age groups with the largest difference is in "Rating of treatment or counseling" at 11.7 percentage points. The rating measures with the lowest difference by age groups was noted on the "Rating of health care professional" (a difference of 3.4 percentage points).

TABLE 12. Composite, ratings and summary questions by child's gender

GENDER COMPOSITE AND RATINGS	MALE		FEMALE		RANGE
	N	%	N	%	
Getting care quickly	427	94.7%	231	93.3%	1.1
How well doctors communicate	464	93.0%	248	93.0%	0.0
Customer service	121	63.8%	66	73.3%	9.5
Special equipment and supplies	113	72.2%	76	67.0%	5.2
Special therapies	349	90.2%	160	90.6%	0.4
Rating of health care professional (Q13)	502	89.8%	266	91.0%	1.2
Rating of health care (Q25)	460	88.9%	248	88.3%	0.6
Rating of treatment or counseling (Q38)	141	68.8%	66	77.3%	8.5
Rating of TEFRA (Q44)	502	73.7%	265	71.3%	2.4
Rating of customer service (Q53)	119	32.8%	65	53.8%	21.0
Rating of TEFRA application process (Q66)	501	46.3%	266	51.9%	5.6

Two of the five composites recorded a difference of less than one percentage point, implying that males and females responded similarly on the “How well doctors communicate,” and “Special therapies” composites. The largest difference in response was noted on the “Customer service” composite, where a larger proportion of females responded favorably (73.3%) than males (63.8%).

Similarly, a larger proportion of parents/caregivers of female beneficiaries recorded satisfaction with the “Rating of customer service” (53.8% for females vs. only 32.8% for males). The ratings registering the lowest differences were “Rating of health care” with a difference of 0.6 percentage points followed by “Rating of health care professional” with 1.2 percentage points between the two groups.

TABLE 13. Composite, ratings and summary questions by child's race category

RACE COMPOSITE AND RATINGS	WHITE		BLACK		OTHER		RANGE
	N	%	N	%	N	%	
Getting care quickly	561	94.9%	44	95.2%	52	85.1%	10.1
How well doctors communicate	594	92.8%	54	94.9%	61	90.5%	4.4
Customer service	156	65.4%	12	79.2%	19	73.7%	13.8
Special equipment and supplies	171	68.7%	9	74.6%	9	87.3%	18.6
Special therapies	425	90.4%	40	97.3%	47	77.9%	19.4
Rating of health care professional (Q13)	642	90.7%	56	89.3%	66	83.3%	7.4
Rating of health care (Q25)	590	89.2%	54	90.7%	61	80.3%	10.4
Rating of treatment or counseling (Q38)	176	68.8%	13	92.3%	18	72.2%	23.5
Rating of TEFRA (Q44)	642	71.0%	55	87.3%	66	75.8%	16.3
Rating of customer service (Q53)	153	38.6%	12	50.0%	19	47.4%	11.4
Rating of TEFRA application process (Q66)	641	47.1%	55	61.8%	67	43.3%	18.5

Among the three race categories, the largest difference in composite scores (19.4 percentage points) was recorded in the "Special therapies" composite. The smallest difference was in the "How well doctors communicate" composite. The "Other" category includes Asians, Native Hawaiians, American Indians, multiracial respondents and individuals who checked "Other" as their child's race.

The largest difference in rating measures was for "Rating of treatment or counseling" at 23.5 percentage points. Caution should be exercised when making inferences based on small numbers. The smallest range was noted on the "Rating of health care professional" with a difference of 7.4 percentage points.

TABLE 14. Composite, ratings and summary questions by parent's income

INCOME COMPOSITE 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	193	90.7%	310	95.3%	96	96.9%	41	97.6%	6.9
How well doctors communicate	216	92.0%	324	93.5%	104	92.8%	43	90.0%	3.5
Customer service	52	66.8%	91	64.7%	26	67.3%	12	75.0%	10.3
Special equipment and supplies	55	74.4%	95	73.0%	28	62.5%	12	49.2%	25.2
Special therapies	149	92.1%	230	89.5%	81	89.4%	40	86.2%	5.9
Rating of health care professional (Q13)	235	89.4%	349	90.0%	113	92.0%	47	93.6%	4.2
Rating of health care (Q25)	214	89.3%	322	87.3%	104	95.2%	43	86.0%	9.2
Rating of treatment or counseling (Q38)	84	71.4%	78	70.5%	32	68.8%	10	80.0%	11.2
Rating of TEFRA (Q44)	238	81.1%	346	71.1%	111	61.3%	47	68.1%	19.8
Rating of customer service (Q53)	51	43.1%	90	37.8%	26	38.5%	12	58.3%	20.5
Rating of TEFRA application process (Q66)	236	57.6%	348	46.3%	111	35.1%	47	57.4%	22.5

When computed by household income, the composite with the largest difference was the "Special equipment and supplies" composite (25.2 percentage points). The composite with the smallest difference is "How well doctors communicate" at 3.5 percentage points.

Four out of six ratings registered large variations with ranges exceeding 10 percentage points. The largest difference for a rating item was in the "Rating of TEFRA application process" with a difference of 22.5 percentage points. The smallest difference in rating questions was in the "Rating of health care professional" at 4.2 percentage points.

TABLE 15. Composite, ratings and summary questions by length of enrollment in TEFRA

LENGTH OF ENROLLMENT COMPOSITE AND RATINGS	LESS THAN 1 YEAR		1-2 YEARS		2-5 YEARS		MORE THAN 5 YEARS		RANGE
	N	%	N	%	N	%	N	%	
Getting care quickly	125	93.1%	126	95.0%	240	93.9%	170	93.9%	1.9
How well doctors communicate	136	94.7%	132	92.0%	260	93.1%	187	91.7%	3.0
Customer service	61	63.5%	45	69.7%	51	69.6%	30	66.7%	6.2
Special equipment and supplies	39	76.0%	33	77.5%	64	68.2%	53	65.6%	11.9
Special therapies	95	85.7%	96	93.5%	189	89.9%	133	90.6%	7.8
Rating of health care professional (Q13)	145	91.0%	143	88.8%	271	91.9%	212	87.7%	4.2
Rating of health care (Q25)	135	84.4%	131	87.0%	260	90.8%	185	90.3%	6.4
Rating of treatment or counseling (Q38)	27	74.1%	39	61.5%	71	73.2%	73	72.6%	12.6
Rating of TEFRA (Q44)	144	68.8%	142	76.1%	272	76.5%	212	68.4%	8.1
Rating of customer service (Q53)	61	31.1%	45	48.9%	49	44.9%	29	37.9%	17.8
Rating of TEFRA application process (Q66)	142	43.0%	143	55.2%	272	49.6%	212	44.8%	12.2

By length of enrollment, the largest difference among composites also occurred in “Special equipment and supplies,” with a difference of 11.9 percentage points. Parents/caregivers of beneficiaries enrolled in TEFRA for more than five years gave a much lower score to the composite compared with parents/caregivers of beneficiaries enrolled for less than one year or 1–2 years. The lowest range by length of enrollment was reported on the “Getting care quickly” composite with a difference of only 1.9 percentage points between the highest and lowest score.

For the rating items, the greatest difference of 17.8 percentage points was noted in “Rating of customer service” with 31.1 percent of parents of beneficiaries in the “Less than 1 year” group and 48.9 percent in the “1-2 years” group responding with the higher scores of 8, 9 or 10 on this measure. Other rating measures, with a difference of 10 percentage points or more include “Rating of treatment or counseling,” and “Rating of TEFRA application process.”

TABLE 16. Composite, ratings and summary questions by financial burden of TEFRA premiums

FINANCIAL BURDEN OF TEFRA PREMIUMS COMPOSITE AND RATINGS	A BIG FINANCIAL BURDEN		A SMALL FINANCIAL BURDEN		NOT A FINANCIAL BURDEN		RANGE
	N	%	N	%	N	%	
Getting care quickly	61	91.6%	310	94.4%	275	94.9%	3.3
How well doctors communicate	67	90.2%	334	91.0%	298	95.0%	4.8
Customer service	27	55.6%	93	65.4%	62	73.9%	18.3
Special equipment and supplies	23	52.7%	77	68.4%	84	77.4%	24.7
Special therapies	48	79.2%	236	88.6%	215	94.1%	14.9
Rating of health care professional (Q13)	73	87.7%	361	86.4%	318	94.3%	7.9
Rating of health care (Q25)	66	87.9%	334	85.3%	296	91.9%	6.6
Rating of treatment or counseling (Q38)	24	62.5%	85	71.8%	94	72.3%	9.8
Rating of TEFRA (Q44)	73	49.3%	360	69.4%	317	81.7%	32.4
Rating of customer service (Q53)	27	22.2%	93	33.3%	61	57.4%	35.2
Rating of TEFRA application process (Q66)	71	38.0%	362	43.1%	316	56.0%	18.0

Respondents perceiving premiums as “A big financial burden” consistently scored composites much lower than respondents perceiving premiums as “Not a financial burden.” Of the five composites, the largest difference was observed in the composite “Special equipment and supplies” with a range of 24.7 percentage points. The “Customer service” composite followed with a difference of 18.3 percentage points. The “Getting care quickly” composite varied the least, with a range of only 3.3 percentage points.

In all of six rating measures, respondents who perceived premiums to be “A big financial burden” consistently gave much lower ratings than did respondents who perceived premiums as “Not a financial burden.” The rating of customer service experienced the largest difference (35.2 percentage points), followed by the rating of TEFRA (32.4 percentage points). Three out of the six rating measures recorded a range of less than 10 percentage points among the three groups.

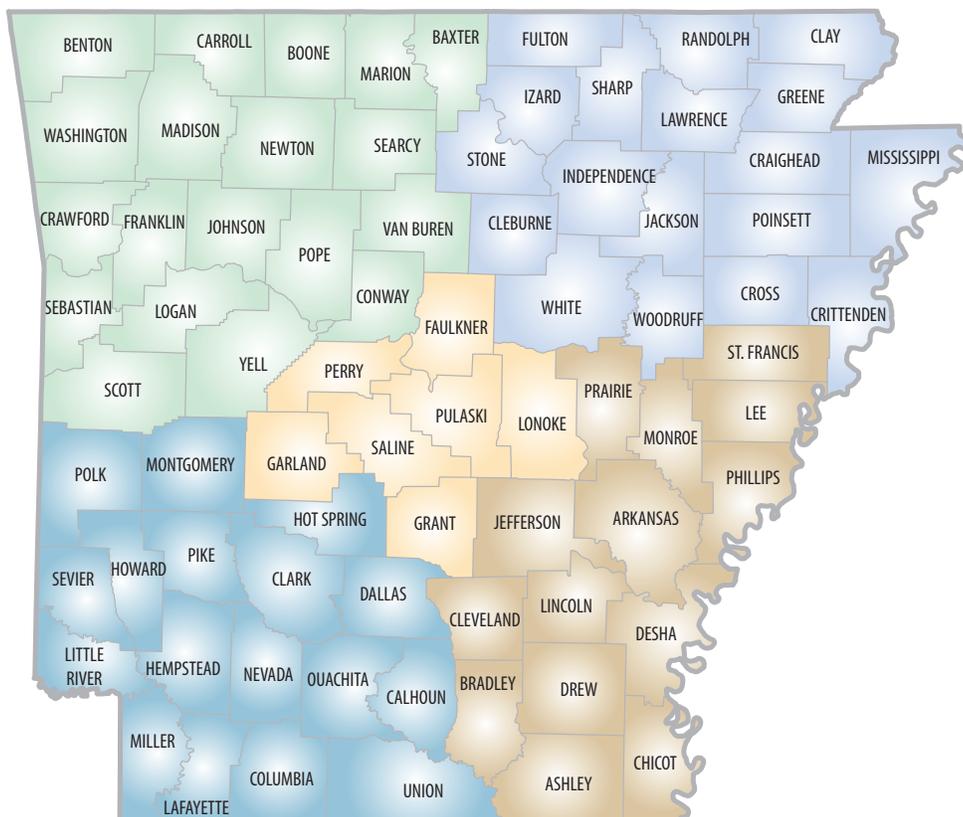
Regional Analysis

Overall mean ratings and utilization of services are further reported by geographic regions of the state. The map below shows the five regions and the counties that lie within them.

GEOGRAPHICAL REGIONS

- **Northwest:** Baxter, Benton, Boone, Carroll, Conway, Crawford, Franklin, Johnson, Logan, Madison, Marion, Newton, Pope, Scott, Searcy, Sebastian, Van Buren, Washington and Yell counties
- **Northeast:** Clay, Cleburne, Craighead, Crittenden, Cross, Fulton, Greene, Independence, IZard, Jackson, Lawrence, Mississippi, Poinsett, Randolph, Sharp, Stone, White and Woodruff counties
- **Central:** Faulkner, Garland, Grant, Lonoke, Perry, Pulaski and Saline counties
- **Southwest:** Calhoun, Clark, Columbia, Dallas, Hempstead, Hot Spring, Howard, Lafayette, Little River, Miller, Montgomery, Nevada, Ouachita, Pike, Polk, Sevier and Union counties
- **Southeast:** Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Jefferson, Lee, Lincoln, Monroe, Phillips, Prairie and St. Francis counties

Northwest
 Northeast
 Central
 Southwest
 Southeast



OVERALL MEAN RATINGS

The overall mean ratings are based on individual questions that ask beneficiaries to rate their child's health care professional, child's health care, child's treatment or counseling, TEFRA, customer service, and the TEFRA application process. Ratings are based on a scale of 0–10, where 0 represents “worst possible” and 10 represents “best possible.” The following table shows the mean ratings by region compared with the state mean as well as the number of beneficiaries that responded to the question.

TABLE 17. Mean ratings

MEAN RATINGS	CENTRAL		NORTHEAST		NORTHWEST		SOUTHEAST		SOUTHWEST		STATEWIDE	
	N	MEAN	N	MEAN	N	MEAN	N	MEAN	N	MEAN	N	MEAN
Rating of health care professional (Q13)	273	9.14	127	9.01	299	8.98	32	9.06	42	8.93	773	9.04
Rating of health care (Q25)	259	8.97	117	9.02	268	8.86	27	8.74	42	8.90	713	8.92
Rating of treatment or counseling (Q38)	64	8.25	34	7.88	87	7.94	12	7.58	13	8.15	210	8.02
Rating of TEFRA (Q44)	274	8.08	127	8.67	298	8.17	31	8.26	42	8.50	772	8.24
Rating of customer service (Q53)	71	5.65	27	7.19	72	6.10	9	3.89	5	3.80	184	5.91
Rating of TEFRA application process (Q66)	275	7.06	126	7.63	297	6.69	32	7.72	41	7.32	771	7.05

At the state level, “Health care professional” received the highest mean rating at 9.04, while both “TEFRA application process” and “Customer service” received lowest mean ratings of 7.05 and 5.91, respectively. Respondents in the Central region gave their health care professional the best rating at 9.14, while respondents in the Southwest region rated their health care professional the lowest at 8.93. However, the rating of customer service recorded large variability among regions, with the highest rating in the Northeast region and the lowest rating in the Southwest region, although the latter was based on only five responses.

UTILIZATION OF SERVICES

The questionnaire contained several questions regarding whether beneficiaries had used various health care services in the previous six months. The following table shows the percentage of respondents who reported:

TABLE 18. Utilization of Services

UTILIZATION OF SERVICES	CENTRAL		NORTHEAST		NORTHWEST		SOUTHEAST		SOUTHWEST		STATEWIDE	
	N	%	N	%	N	%	N	%	N	%	N	%
Visiting the doctor at least once	273	94.9%	128	93.8%	298	89.9%	32	87.5%	42	100.0%	773	92.8%
Visiting the doctor three or more times	273	41.0%	128	43.8%	298	41.3%	32	43.8%	42	40.5%	773	41.7%
Seeking routine medical care	272	90.1%	127	87.4%	298	84.6%	32	87.5%	41	82.9%	770	87.0%
Seeking medical care for illness/injury	274	44.9%	128	46.1%	300	42.0%	31	41.9%	42	40.5%	775	43.6%
Get treatment or counseling	274	23.4%	127	26.8%	302	29.1%	31	38.7%	41	31.7%	775	27.2%
Called Medicaid customer service	275	26.5%	127	21.3%	302	24.5%	32	28.1%	41	12.2%	777	24.2%
Needed additional specialty items	275	26.5%	128	25.0%	300	22.0%	32	25.0%	41	31.7%	776	24.7%
Needed special medical equipment	273	19.0%	128	21.1%	298	17.8%	32	12.5%	41	14.6%	772	18.4%
Needed speech therapy	273	70.7%	128	69.5%	301	63.8%	32	56.3%	41	46.3%	775	65.9%
Needed occupational therapy	271	69.0%	128	64.8%	301	65.1%	32	53.1%	41	46.3%	773	64.9%
Needed physical therapy	273	45.8%	127	56.7%	302	49.3%	32	28.1%	40	32.5%	774	47.5%

Across the state, “Visiting the doctor at least once” recorded the highest utilization rate at 92.8 percent, followed by “Seeking routine medical care” at 87.0 percent. On the other hand, “Needed special medical equipment” and “Calling Medicaid customer service” were the least utilized services with rates of 18.4 percent and 24.2 percent, respectively.

Regionally, “Needed physical therapy” registered the most variability, with the highest utilization rate of 56.7 percent in the Northeast region and the lowest utilization rate of 28.1 percent in the Southeast. “Needed speech therapy” and “Needed occupational therapy” also recorded high variability. “Visiting the doctor three or more times” and “Seeking medical care for illness/injury” registered lowest variability among regions. Utilization rates of less than 20 percent were recorded in all regions for “Needed special medical equipment” except in the Northeast.

Frequency Tables

Note: * indicate identifying information has been removed throughout the frequency tables.

1. Our records show that your child is enrolled in the TEFRA program. Is that right?				
Q1	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	775	100.00	775	100.00

2. 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	28	3.60	28	3.60
6 up to 12 months	117	15.06	145	18.66
12 up to 24 months	144	18.53	289	37.19
2 up to 5 years	274	35.26	563	72.46
5 up to 10 years	147	18.92	710	91.38
10 or more years	67	8.62	777	100.00

3. 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	63	8.14	63	8.14
A small problem	118	15.25	181	23.39
Not a problem	564	72.87	745	96.25
My child did not see a personal doctor or nurse in the 6 months before enrolling in TEFRA.	29	3.75	774	100.00

4. 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	10	1.29	10	1.29
A small problem	43	5.53	53	6.81
Not a problem	720	92.54	773	99.36
My child did not see a personal doctor or nurse since enrolling in TEFRA.	5	0.64	778	100.00

5. 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	93	12.03	93	12.03
A small problem	127	16.43	220	28.46
Not a problem	476	61.58	696	90.04
My child did not need prescription medicine in the 6 months before enrolling in TEFRA.	77	9.96	773	100.00

6. 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	22	2.84	22	2.84
A small problem	77	9.94	99	12.77
Not a problem	643	82.97	742	95.74
My child has not needed prescription medicine since enrolling in TEFRA.	33	4.26	775	100.00

7. 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	64	8.33	64	8.33
A small problem	114	14.84	178	23.18
Not a problem	425	55.34	603	78.52
My child did not need urgent care in the 6 months before enrolling in TEFRA.	165	21.48	768	100.00

8. 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	8	1.03	8	1.03
A small problem	30	3.88	38	4.92
Not a problem	621	80.34	659	85.25
My child has not needed urgent care since enrolling in TEFRA.	114	14.75	773	100.00

9. 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	449	60.11	449	60.11
Specialist	298	39.89	747	100.00

10. In the last 6 months, did your child need a referral to see a specialist?

Q10	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	370	48.11	370	48.11
No	399	51.89	769	100.00

11. 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	8	2.17	8	2.17
A small problem	49	13.32	57	15.49
Not a problem	311	84.51	368	100.00

12. 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	16	2.08	16	2.08
A small problem	52	6.77	68	8.85
Not a problem	578	75.26	646	84.11
I didn't get a new health care professional for my child.	122	15.89	768	100.00

13. 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	0.13	1	0.13
2	3	0.39	4	0.52
3	2	0.26	6	0.78
4	1	0.13	7	0.91
5	12	1.55	19	2.46
6	15	1.94	34	4.40
7	43	5.56	77	9.96
8	143	18.50	220	28.46
9	155	20.05	375	48.51
10 Best health care professional	398	51.49	773	100.00

14. 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	338	43.61	338	43.61
No	437	56.39	775	100.00

15. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Q15	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	2	0.60	2	0.60
Sometimes	13	3.88	15	4.48
Usually	58	17.31	73	21.79
Always	262	78.21	335	100.00

16. 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	670	87.01	670	87.01
No	100	12.99	770	100.00

17. 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	3	0.45	3	0.45
Sometimes	48	7.24	51	7.69
Usually	182	27.45	233	35.14
Always	430	64.86	663	100.00

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	56	7.24	56	7.24
1	187	24.19	243	31.44
2	208	26.91	451	58.34
3	135	17.46	586	75.81
4	69	8.93	655	84.73
5 to 9	78	10.09	733	94.83
10 or more	40	5.17	773	100.00

19. In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?

Q19	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	1	0.14	1	0.14
Sometimes	22	3.07	23	3.21
Usually	170	23.71	193	26.92
Always	524	73.08	717	100.00

20. 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	2	0.28	2	0.28
Sometimes	17	2.37	19	2.65
Usually	138	19.27	157	21.93
Always	559	78.07	716	100.00

21. Is your child able to talk with doctors about his or her health care?

Q21	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	340	47.62	340	47.62
No	374	52.38	714	100.00

22. 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	297	87.61	297	87.61
Sometimes	35	10.32	332	97.94
Usually	6	1.77	338	99.71
Always	1	0.29	339	100.00

23. In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?

Q23	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	8	2.37	8	2.37
Sometimes	49	14.50	57	16.86
Usually	115	34.02	172	50.89
Always	166	49.11	338	100.00

24. 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	6	0.85	6	0.85
Sometimes	39	5.49	45	6.34
Usually	229	32.25	274	38.59
Always	436	61.41	710	100.00

25. 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. 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	3	0.42	3	0.42
4	2	0.28	5	0.70
5	11	1.54	16	2.24
6	14	1.96	30	4.21
7	51	7.15	81	11.36
8	147	20.62	228	31.98
9	178	24.96	406	56.94
10 Best health care possible	307	43.06	713	100.00

26. 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?

Q26	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	192	24.74	192	24.74
No	584	75.26	776	100.00

27. 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	20	10.53	20	10.53
A small problem	30	15.79	50	26.32
Not a problem	140	73.68	190	100.00

28. 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	142	18.39	142	18.39
No	630	81.61	772	100.00

29. 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	17	12.06	17	12.06
A small problem	30	21.28	47	33.33
Not a problem	94	66.67	141	100.00

30. In the last 6 months, did your child need speech therapy?

Q30	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	511	65.94	511	65.94
No	264	34.06	775	100.00

31. 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	14	2.76	14	2.76
A small problem	35	6.89	49	9.65
Not a problem	459	90.35	508	100.00

32. In the last 6 months, did your child need occupational therapy?

Q32	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	502	64.94	502	64.94
No	271	35.06	773	100.00

33. 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	20	3.99	20	3.99
A small problem	33	6.59	53	10.58
Not a problem	448	89.42	501	100.00

34. In the last 6 months, did your child need physical therapy?

Q34	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	368	47.55	368	47.55
No	406	52.45	774	100.00

35. 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	15	4.09	15	4.09
A small problem	21	5.72	36	9.81
Not a problem	331	90.19	367	100.00

36. 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	211	27.23	211	27.23
No	564	72.77	775	100.00

37. 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	31	14.76	31	14.76
A small problem	30	14.29	61	29.05
Not a problem	149	70.95	210	100.00

38. We want to know your rating of your child's treatment or counseling for emotional or behavioral difficulties. How would you rate your child's treatment or counseling now?

Q38	Frequency	Percent	Cumulative frequency	Cumulative percent
0 Worst treatment of counseling possible	2	0.95	2	0.95
1	3	1.43	5	2.38
2	0	0.00	5	2.38
3	2	0.95	7	3.33
4	2	0.95	9	4.29
5	17	8.10	26	12.38
6	12	5.71	38	18.10
7	23	10.95	61	29.05
8	51	24.29	112	53.33
9	39	18.57	151	71.90
10 Best treatment or counseling possible	59	28.10	210	100.00

39. Where did you first hear about TEFRA?

Q39	Frequency	Percent	Cumulative frequency	Cumulative percent
TV/radio	0	0.00	0	0.00
Newspaper	0	0.00	0	0.00
Arkansas Children's Hospital	190	25.44	190	25.44
Doctor's office	118	15.80	308	41.23
Friend or relative	133	17.80	441	59.04
Internet	3	0.40	444	59.44
School/daycare	132	17.67	576	77.11
Other	171	22.89	747	100.00

Q39. Other responses	Frequency count
* WAS ON IT BEFORE I GOT GUARDIENSHIP OF HER	1
ACQUANTANCE, OTHER PARENT	1
AIR FORCE BASE	1

Q39. Other responses	Frequency count
ANOTHER PARENT AT ARKANSAS CHILDREN'S HOSPITAL	1
ANOTHER PARENT SPEECH THERAPIST	1
ARKANSAS 'FIRST CONNECTIONS' PROGRAM COORDINATOR AND THERAPY SERVICES PROVIDERS	1
ARKANSAS DEPARTMENT OF HUMAN SERVICES	1
ARKANSAS EARLY INTERVENTION PROGRAM	1
ARKANSAS REGIONAL THERAPY SERVICES	1
ARKANSAS SCHOOL FOR BLIND	1
ARKANSAS THERAPY OUTREACH CLINIC	1
AS A PROFESSIONAL IN MENTAL HEALTH	1
ASKED FOR HELP THROUGH DHS OFFICE THEY TOLD ME ABOUT IT NEVER HEARD OF IT BEFORE THAT TIME.	1
AT FAMILY SERVICES WHEN SIGNING UP FOR MEDICAID	1
AT SPEECH THERAPY	1
CASE COORDINATOR AT GI CLINIC	1
CASE MANAGER AT KIDSOURCE THERAPY	1
CASE WORKER	1
CASSADY'S CHILDREN CENTER	1
CASSIDY CHILDREN CENTER	1
CHILDREN'S MERCY HOSPITAL IN KANSAS CITY, MO.	1
CHILDREN'S SERVICES	1
CHILDREN'S TEAM THERAPY	1
CHILDREN'S THERAPY CLINIC	1
CHILDREN'S THERAPY TEAM	1
CHILDRENS THERAPY T.E.A.M.	1
CLEVELAND CLINIC IN 2000	1
COTTON KANDIE DAYCARE VANBUREN AR.	1
COWORKER	1
D.H.S.	2
D.H.S. IN GRANT CO.	1
DDC LITTLE ROCK	1
DDS	1
DDTCS (TLC)	1
DENNIS DEVELOPMENTAL CENTER (LR)	1
DEPARTMENT OF HEALTH, BENTONVILLE	1
DEPARTMENT OF HUMAN SERVICES	2
DEPT. HUMAN SERVICES	1
DHS	8
DHS AND GOVERNERS OFFICE	1
DHS CASE MANAGER	1
DHS OFFICE	1
DHS WHEN THEY SENT US TO BERRYVILLE AR	1

Q39. Other responses	Frequency count
DON'T REMEMBER	1
DONI MARTIN CENTER, POCAHONTAS, AR 72455	1
DOWN SYNDROME GROUP	1
DSH OFFICE	1
EARLY INTERVATION COORDINATOR	1
EARLY INTERVENTION	1
EARLY INTERVENTION AT THE SCHOOL	1
EARLY INTERVENTION PROGRAM.	1
EARLY INTERVENTION REPRESENTATIVE	1
EARLY INTERVENTION THERAPIST	1
EASTER SEALS	1
FRIENDSHIP COMMUNITY CARE	1
FRIENDSHIP COMMUNITY CARE - RECOMMENDATION	1
FROM DEVELOPMENTAL PEDS PHYSICIAN	1
HEALTH RESOURCES OR THE LADY OVER SEVERAL COUNTIES FOR DISABILITY SERVICE	1
HELPING HAND	1
HER MENTAL HEALTH COUNSIOR	1
I AM A PEDIATRIC OCCUPATIONAL THERAPIST AND WAS ALREADY AWARE OF THE TEFRA PROGRAM.	1
I AM AN OCCUPATIONAL THERAPIST SO MANY OF THE KIDS I SEE ARE ON TEFRA.	1
I WAS TITLE V NURSE WITH DDS/CS	1
I WORKED IN EARLY INTERVENTION.	1
I'M A SPEECH-LANGUAGE THERAPIST-MANY OF MY CLIENTS USE IT	1
JARVIS PEDIATRIC FOR SPEECH THERAPY AND OT	1
JENKINS MEMORIAL CENTER PINE BLUFF, AR	1
KIDSOURCE THERAPY	4
KIDSOURCE THERAPY DENNIS DEVELOPMENTAL CENTER	1
KIDSOURCE THERAPY IN SHERWOOD, AR	1
LITTLE BITTY CITY IN HOT SPRINGS	1
LOCAL DHS OFFICE	1
LOCAL DHS OFFICE-EARLY BEGINNINGS PROGRAM	1
MY CHILD LOST HIS MEDICAID AND TOOK OFF OF SSI WHEN WE ADOPTED HIM. THE BRADLEY CO HUMAN SERVICES PUT HIM ON TEFRA	1
MY OWN, WHILE LEARNING ABOUT SSD/SSI	1
NORTHWEST PEDIATRIC THERAPY	1
OCCUPATIONAL THERAPIST	4
OLDER CHILD HAD TEFRA	1
OT CLINIC	2
OT OFFICE	1
OUR PCP WHILE AT BAPTIST HOSPITAL	1
OUTPATIENT THERAPY CENTER	1
PATIENT ADVOCATE	1

Q39. Other responses	Frequency count
PEDIATRICS PLUS	2
PEDIATRICS PLUS - CONWAY	2
PEDIATRICS PLUS - OCCUPATIONAL THERAPY	1
PHYSICAL THERAPIST	2
PHYSICAL THERAPIST/FRIEND	1
PLAYSTRING THERAPY (PHYSICAL THERAPY EVALUATION)	1
PREVIOUS JOB	1
PROVIDER	1
PSYCH EVALUATION PLACE.	1
QUALCHOICE INSURANCE COMPANY	1
SCHOOL THERAPIST	1
SHE HAD IT BEFORE, WHEN SHE WAS A BABY.	1
SOCIAL SECURITY	1
SOCIAL SECURITY ADMINISTRATION	1
SOCIAL SECURITY CASE WORKER	1
SOCIAL WORKER	1
SOCIAL WORKER AT UAMS	1
SOUGHT OUT INFO AND TALKED WITH A SOCIAL WORKER AT A HOSPITAL ONE OF US WORKED AT BECAUSE OUR DAUGHTER WAS BORN 3 MONTHS PREMATURE	1
SPECIALIST	1
SPEECH CLINIC	1
SPEECH THERAPIST	5
SSI	1
ST. VINCENTS HOSPITAL	1
SUPPORT GROUP	2
TEFRA AGENT THAT WAS A FRIEND	1
THE FRANCIS ALLEN SCHOOL	1
THE HOSPITAL WHEN SHE WAS BORN	1
THE LEARNING CENTER JONESBORO, AR	1
THE THERAPY COMPANY WHERE WE WERE PREVIOUSLY USING E.I. BENEFITS	1
THERAPIST	2
THERAPIST (SPEECH) RECOMMENDED	1
THERAPY	2
THERAPY ALL CHILDRENS THERAPY	1
THERAPY CENTER	2
THERAPY CLINIC	5
THERAPY OFFICE	1
THERAPY OFFICE (PT/ST/OT)	1
THERAPY PLACE	1
THERAPY PROVIDER CME JONESBORO, AR	1
THERAPY PROVIDER OF PT, OT, ST	1

Q39. Other responses	Frequency count
THERAPY SERVICES PROVIDER	1
THERAPY TEAM	1
THROUGH HER OT	1
U OF A AUTISM CLINIC	1
UAMS NICU & AGAIN @ ACH NICU	1
UNDERGRADUATE COURSEWORK AS SPECIAL ED TEACHER	1
WAVER	1
WE WERE MOVING FROM CALIFORNIA AND STARTED MAKING PHONE CALLS TO SEEK OUT INFORMATION ABOUT HOW TO GET SERVICES FOR OUR SON WITH SPECIAL NEEDS.	1
WE WERE ON SSI UNTIL WE NO LONGER QUALIFIED AND THEN WE STARTED TEFRA	1
WILLOW CREEK HOSIPTAL SOCIAL WORKER *	1
WILLOW CREEK WOMEN'S HOSPITAL NICU	1
WORK	2
WORKED FOR DCFS	1

40. 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	175	22.55	175	22.55
No	601	77.45	776	100.00

41. 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	24	13.79	24	13.79
Sometimes	64	36.78	88	50.57
Usually	67	38.51	155	89.08
Always	19	10.92	174	100.00

42. In the last 6 months, did TEFRA give you any forms to fill out?				
Q42	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	539	70.00	539	70.00
No	231	30.00	770	100.00

43. In the last 6 months, how often were the forms from TEFRA easy to fill out?				
Q43	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	51	9.55	51	9.55
Sometimes	144	26.97	195	36.52
Usually	228	42.70	423	79.21
Always	111	20.79	534	100.00

44. We want to know your rating of all your experience with the TEFRA program. How would you rate the TEFRA program now?				
Q44	Frequency	Percent	Cumulative frequency	Cumulative percent
0 Worst experience possible	0	0.00	0	0.00
1	2	0.26	2	0.26
2	10	1.30	12	1.55
3	7	0.91	19	2.46
4	7	0.91	26	3.37
5	36	4.66	62	8.03
6	47	6.09	109	14.12
7	102	13.21	211	27.33
8	164	21.24	375	48.58
9	167	21.63	542	70.21
10 Best experience possible	230	29.79	772	100.00

45. In the last 6 months, did you call Medicaid customer service to get information or help for your child?				
Q45	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	188	24.20	188	24.20
No	589	75.80	777	100.00

46. Where did you call most often for Medicaid customer service information or help?

Q46	Frequency	Percent	Cumulative frequency	Cumulative percent
ARKids First Help Line (1-888-474-8275)	11	6.55	11	6.55
DHS Client Assistance (1-800-482-8988)	22	13.10	33	19.64
Medicaid Communications (1-800-482-5431)	25	14.88	58	34.52
Local county DHS office	63	37.50	121	72.02
ConnectCare (1-800-275-1131)	20	11.90	141	83.93
Doctor's office	5	2.98	146	86.90
Arkansas Foundation for Medical Care (1-888-987-1200)	0	0.00	146	86.90
Other	22	13.10	168	100.00

Q46. Other responses	Frequency count
* TEFRA PULASKI COUNTY	1
1-866-239-9938 NUMBER ON PREMIUM INVOICE	1
866-239-9938 (FINANCE)	1
870 442 3351	1
AR DEPT. HUMAN SERVICES MILLER COUNTY TEXARKANA *	1
CARROLL COUNTY DEPARTMENT SERVICES.	1
CASE MANAGER	1
CMS CASE MRG.	1
DHS BERRYVILLE	1
I CALLED SUE PARKS AT THE OFFICE OF LONG TERM CARE. SHE IS ALWAYS KNOWLEDGEABLE AND SO NICE. OUR CHILDREN'S SERVICES REP. IS ALSO VERY HELPFUL.	1
LOCAL TEFRA OFFICE	1
NOT SURE	1
RE: DDS WAIVER UNCERTAIN IF ONE OF ABOVE NUMBERS	1
SOMEONE OUT OF FLORIDA RETURNED MY CALL	1
* 501-745-4192 EXT: 108	1
TEFRA APPLICATION HELP	1
TEFRA AT ST. LOUIS, MO	1
TEFRA CENTRAL PROCESSING UNIT P.O. BOX 425 BERRYVILLE, AR 72616 (870)423-3351 SHE IS ONE PERSON WORKING ON ALL OF NWA TEFRA. SHE NEEDS HELP!	1
TEFRA MEDICAID OFFICE	1
TEFRA PAYMENT	1
TEFRA PREMIUM UNIT/COUNTY DHS BERRYVILLE, AR	1
THE # FOR CASEWORKER	1

47. In the last 6 months, when you spoke to a person at ConnectCare, were they able to help you or did they refer you to someone else that was able to help you?

Q47	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	17	85.00	17	85.00
No	3	15.00	20	100.00

48. 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	30	16.04	30	16.04
Sometimes	44	23.53	74	39.57
Usually	44	23.53	118	63.10
Always	69	36.90	187	100.00

49. In the last 6 months, how often did Medicaid customer service staff treat you with courtesy and respect?

Q49	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	10	5.43	10	5.43
Sometimes	38	20.65	48	26.09
Usually	44	23.91	92	50.00
Always	92	50.00	184	100.00

50. 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?

Q50	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	119	63.98	119	63.98
No	67	36.02	186	100.00

51. How often did you understand the answers that they gave?

Q51	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	0	0.00	0	0.00
Sometimes	6	5.41	6	5.41
Usually	34	30.63	40	36.04
Always	71	63.96	111	100.00

52. In the last 6 months, when you called Medicaid customer service, did any of these things happen to you? (Check all that apply.)	Frequency	Percent	Utilization rate
None	68	21.52	37.16
Long wait or no one called back.	95	30.06	51.91
Keep getting transferred or could not get in touch with the right person.	62	19.62	33.88
Staff could not answer questions.	46	14.56	25.14
Staff members were rude.	20	6.33	10.93
Other	25	7.91	13.66

Q52. Other responses	Frequency count
A FEW DID NOT KNOW WHAT THE TEFRA PROGRAM WAS.	1
ARGUED WITH ME	1
HAD TO CALL MULTIPLE TIMES TO GET AN ANSWER AT ALL AND THEN REC. POOR SERVICE.	1
HAD TO LEAVE A MESSAGE. IT USUALLY TOOK A FEW DAYS TO GET BACK WITH ME.	1
HUNG UP ON!	1
I DON'T FEEL I HAVE ANYONE I COULD TALK TO FOR HELP. NO ONE SEEMS TO KNOW THE ANSWER NOR CARE TO HELP	1
I HAVE STAYED ON THE PHONE FOR UP TO AN HOUR WAITING FOR SOMEONE TO ANSWER EVERY TIME I CALL AND THEN WHEN THEY ANSWER THEY HANG UP OR WE GET DISCONNECTED.	1
IGNORING MY CALLS AND EMAILS. SENDING ME FADED COPIES OF FORMS THAT WERE UNREADABLE. RUDE, RUDE RUDE	1
LAST TIME I NEED ONE PERSON SPOKE SPANISH	1
LEAVING MESSAGES BUT ALWAYS CALLED BACK	1
LEFT 5 VOICEMAILS NO RETURN CALL EXCEPT 1	1
LEFT MESSAGE AND GOT MY CALL BACK FROM CASE WORKER WHO WAS VERY HELPFUL.	1
LOCAL OFFICE FOR DHS LINE BUSSY, WHEN I RACH RIGHT PERSON THEY ARE KIND-HELPFUL AND TAKE CARE OF THE NEED.	1
LONG WAIT BUT SOMEONE EVENTUALLY CALLED BACK	1
NEVER GOT ANYONE TO ANSWER	1
NO MATTER THE TIME OF DAY THE PHONE WOULD RING FOR 30 MINUTES THEN DISCONNECT ME AFTER ALL THAT WAIT. IT WAS VERY FRUSTRATING. I GAVE UP. SEEKING HELP ANOTHER DIRECTION.	1
SEE PREVIOUS PAGE. NO ONE COULD ANSWER MY QUESTION SO I WAS TRANSFERRED AND STILL...NO ANSWER.	1
SHE IS A ONE PERSON UNIT. ALWAYS POLITE, ALWAYS INFORMATIVE. SHE NEEDS AN ASSISTANT OR MORE.	1
STAFF MEMBERS NEVER COMPLETED REQUESTS.	1
STAFF MEMEBER COULD CARE LESS ABOUT YOUR NEEDS. YOU ARE JUST A PHONE CALL.	1
STAFF WASN'T RUDE, BUT SEEMED UNWILLINGLY TO PUT IN EFFORT TO DIG FOR INFORMATION.	1
THE WOMEN AT ONE LOCAL DHS WE DEAL WITH IS AWESOME! SHE HAS HELPED US SO MUCH	1
TRANSFERED TO LOCAL DHS OFFICE AND NO ONE ANSWERED OR CALLED BACK	1
VOICEMAIL BOXES ARE ALWAYS FULL.	1

53. We want to know your rating of your experience with Medicaid customer service. How would you rate the Medicaid customer service?

Q53	Frequency	Percent	Cumulative frequency	Cumulative percent
0 Worst experience possible	12	6.52	12	6.52
1	7	3.80	19	10.33
2	18	9.78	37	20.11
3	10	5.43	47	25.54
4	12	6.52	59	32.07
5	19	10.33	78	42.39
6	12	6.52	90	48.91
7	20	10.87	110	59.78
8	33	17.93	143	77.72
9	14	7.61	157	85.33
10 Best experience possible	27	14.67	184	100.00

54. 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?

Q54	Frequency	Percent	Cumulative frequency	Cumulative percent
\$0	132	17.21	132	17.21
\$20 - \$41	94	12.26	226	29.47
\$52 - \$78	194	25.29	420	54.76
\$93 - \$125	151	19.69	571	74.45
\$145 - \$182	92	11.99	663	86.44
\$208 - \$250	36	4.69	699	91.13
\$281 - \$328	23	3.00	722	94.13
\$364 - \$416	9	1.17	731	95.31
\$458	36	4.69	767	100.00

55. In the last 6 months, how much of a financial burden, if any, was it to pay the TEFRA program premiums?

Q55	Frequency	Percent	Cumulative frequency	Cumulative percent
A big financial burden	73	9.66	73	9.66
A small financial burden	363	48.02	436	57.67
Not a financial burden	320	42.33	756	100.00

56. In the last 6 months, has your child lost TEFRA eligibility because the TEFRA program premiums were too expensive for you to pay?

Q56	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	1	0.13	1	0.13
No	771	99.87	772	100.00

57. In the last 6 months, what types of medical services could you not get for your child because he or she was ineligible for TEFRA due to non-payment of TEFRA premiums? (Check all that apply.)

	Frequency	Percent	Utilization rate
Regular physician visits	0	0.00	0.00
Visits to a specialist	0	0.00	0.00
Emergency room visits	0	0.00	0.00
Dental visits	1	33.33	100.00
Prescription medicine	1	33.33	100.00
Special therapy	0	0.00	0.00
Medical equipment	1	33.33	100.00
Other	0	0.00	0.00

57. Specify other

Q57other	Frequency	Percent	Cumulative frequency	Cumulative percent
	0	0.00	0.00	0.00

58. 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?

Q58	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	112	14.43	112	14.43
No	664	85.57	776	100.00

59. In the last 6 months, what types of services could you not get for your child because those services were not included in the TEFRA program? (Check all that apply.)

	Frequency	Percent	Utilization rate
Regular physician visits	5	3.09	4.55
Visits to a specialist	11	6.79	10.00
Emergency room visits	1	0.62	0.91
Dental visits	14	8.64	12.73
Prescription medicine	42	25.93	38.18
Special therapy	22	13.58	20.00
Medical equipment	19	11.73	17.27
Other	48	29.63	43.64

Q59. Other responses	Frequency count
ABA	1
ABA THERAPY	5
ABA THERAPY FOR AUTISM	1
ADAPTIVE HEADREST FOR CAR TRANSPORTATION	1
APPLIED BEHAVIOR ANALYSIS	1
ASTHMA MEDS; B12 SHOTS FROM COMPOND	1
AUGMENTIVE DEVICE	1
BOOST VERY HIGH CALORIE NUTRITIONAL DRINK	1
BUYING DIAPERS FOR MY 7 YEAR OLD WAS A BURDEN I DID NOT KNOW TEFRA COULD GET THEM FOR HER UNTIL A COWORKER MENTIONED IT.	1
CAT SCAN	1
CONTINUOUS GLUCOSE MONITOR. THIS IS ONE OF THE MAIN HELPS FOR A TYPE 1 DIABETIC AND MY CHILD IS 3 YRS. OLD AND HYPOGLYCEMIC UNAWARE.	1
COUNSELING SERVICES	1
DAILY PT FOLLOWING EXTENSIVE SURGERY	1
GENETIC TEST WAS NOT COVERED	1
HER PRIMARY CARE DOCTOR DOESN'T ACCEPT MCAID	1
IN-PATIENT PSYCHIATRIC CARE (NEEDED LONGER THAN A 30 DAY STAY)	1
ISSUE W/DENTAL COVERAGE FOR BRACES AND COMBINED WITH PRIVATE DENTAL INSURANCE COPAY FOR CONCERTA (MEDICATION)	1
MEDICATION	1
MENTAL HEALTH	1
MENTAL HEALTH THERAPY. COUNSELORS DON'T ACCEPT IT.	1
MENTAL HEALTH/BEHAVIOR THERAPY	1
NECESSARY ORTHODONTIA	1
NEEDED A PA FOR A MED, SO THE DOCTOR PRESCRIBED SOMETHING ELSE	1
ONE SPECIALIST REFUSED TO FILE TEFRA INSURANCE AND WOULD NOT SEE MY SON.	1
ORTHODONTIC BRACES	1
ORTHODONTICS WOULD NOT BE COVERED.	1
ORTHODONTIST	1
PERSEPTIONS	1
PLAY THERAPHY	1
PRESCRIBED PEDIASURE FOR OUR DAUGHTER B/C SHE WASN'T OLD ENOUGH	1
PRESCRIPTION COVERAGE DENIED AFTER I LOST MY JOB/PRIMARY INSURANCE. I WAS UNAWARE THAT I HAD TO CALL & INFORM TEFRA. I WAS TOLD THAT IT WOULD AUTOMATICALLY TAKE OVER. SO IT WAS MY FAULT. MY SON WENT A FEW DAYS WITHOUT MEDICATION UNTIL IT COULD BE UPDATED.	1
PTS WITH ADHD AND AUTISM ARE OFTEN ON MORE THAN 1 MED. TEFRA ONLY PAYS FOR 1 A MONTH. MY CIHLD IS ON 3.	1
PTSD COUNSELING	1
RESIDENTIAL MENTAL HEALTH FACILITY	1
SPEECH THERAPY IS ONLY PROVIDED AT THE PUBLIC SCHOOL AND HE DOES NOT ATTEND PUBLIC SCHOOL.	1

Q59. Other responses	Frequency count
TESTING FROM DEVELOPMENTAL OPTOMETRIST FOR VISION THERAPY	1
THERE IS NOT A QUALITY PROVIDER THAT PROVIDES DENTAL CARE, PSYCHOLOGIST, OR PSYCIATRIST THAT EXECPTS OR IS A PARTICIPATING PROVIDER	1
TOOTH IS INCYSTED AND WON'T EMERGE - WE WOULD HAVE TO PAY ABOUT \$3800.00 TO GET THE SURGERY TO OPEN THE GUM TO LET IT GROW OUT. WE CAN'T AFFORD IT.	1
TRANSPORTATION TO MEDICAL APPOINTMENTS	1
URGENT CARE VISIT	1
VACCINES	1
VITAMINS FOR EXAMPLE SHOULD BE COVERED BECAUSE THEY SHOULD BE CONSIDERED A PREVENTATIVE.	1
WANTED HELP WITH SSI APPLICATION CALL ME AND HELP ME PLEASE *	1

60. 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?

Q60	Frequency	Percent	Cumulative frequency	Cumulative percent
A big problem	77	10.10	77	10.10
A small problem	170	22.31	247	32.41
Not a problem	515	67.59	762	100.00

61. When you enrolled your child in the TEFRA program, where did you apply?

Q61	Frequency	Percent	Cumulative frequency	Cumulative percent
DHS county office	385	50.59	385	50.59
Arkansas Children's Hospital	226	29.70	611	80.29
Federally qualified health center	66	8.67	677	88.96
Other	84	11.04	761	100.00

Q61. Other responses	Frequency count
A APPLICATION WAS MAILED TO ME	1
APPLICATION SENT TO HOUSE	1
AT HOME	1
BY MAIL	2
BY MAIL FROM COUNTY OFFICE	1
CALLED BERRYVILLE OFFICE DOWN LOADED FROM INTERNET	1
CALLED POCAHONTAS AND WAS SENT FORMS	1
CAME TO OUR HOUSE	1
CASSADY'S CHILDREN CENTER	1
DDS SENT ME PAPERS	1
DENNIS DEVELOPMENTAL CENTER	1

Q61. Other responses	Frequency count
EMAILED WITH TEFRA OFFICE	1
FAXED PAPERS	1
FILED OUT AND MAILED TO DHS (BENTON COUNTY)	1
FILLED OUT PACKET AND MAILED	1
GET FORMS ONLINE, MAILED BACK TO LOCAL OFFICE	1
GOT PAPERWORK OFFLINE AND SENT IT TO * PULASKI TEFRA OFFICE	1
GROWING GOD'S KINGDOM PRESCHOOL WEST FORK, AR	1
HELP FROM EASTER SEALS REP	1
I CALLED THE TEFRA UNIT	1
I GOT THE PAPERWORK FROM IMAGINE PEDIATRIC THERAPIES APPROX 51 MILES AWAY I SENT IT TO TEFRA CPU PO BOX 425, BERRYVILLE, AR 72616 (870) 423-3351	1
I MAILED MY IN TO JEFFERSON COUNTY LADY CHRISTINE TAYLOR.	1
I OBTAINED THE APPLICATION FROM 'FIRST CONNECTIONS' AND MAILED IT MYSELF TO BERRYVILLE, AR DHS. I THEN BEGAN CALLING BERRYVILLE TO LEARN THE PROCESS.	1
I WAS SENT PAPERWORK TO FILL OUT A DISTRICT DHS	1
IMAGINE PEDIATRIC THERAPIES	1
JENKINS MEMORIAL	1
KIDSOURCE THERAPY	1
MAIL	2
MAILED APP DIRECTLY TO PROCESS CENTER	1
MAILED APPLICATION IN.	1
MAILED FORM	2
MAILED IN APPLICATION	1
MAILED IN APPLICATION PROVIDED BY DHS	1
MAILED IN PAPERWORK	1
ON-SITE CASE WORKER	1
ONLINE	1
ONLINE AND THRU MAIL	1
OVER THE PHONE MAILED APP. IN	1
OZARK GUIDANCE CENTER	1
PACKET IN MAIL	1
PACKET SENT TO ME FROM OFFICE	1
PAPERS FROM THERAPY CLINIC	1
PCP PRINTED FORMS OR HAD FORMS MAILED TO US. CAN'T REMEMBER	1
PEDIATRIC'S PLUS	1
PEDIATRICS PLUS - CONWAY	1
PHYSICAL THERAPIST OFFICE	1
PICKED UP APPLICATION @ DHS AND MAILED IN	1
PRESCHOOL	1
PRINTED PAPERWORK	1
PRIVATE THERAPY CLINIC	1
RECEIVED APPLICATION FROM CENTERS FOR CHILDREN IN LOWELL, AR.	1

Q61. Other responses	Frequency count
RECEIVED APPLICATION FROM OT, MAILED IT IN DIRECTLY	1
RECURSOS HUMANOS BENTON	1
SENT FORMS BY MAIL	1
SHE WAS ALREADY ON IT WHEN I GOT GUARDIANSHIP OF HER	1
SOCIAL SECURITY OFFICE	1
SPEECH THERAPIST	1
ST, OT, PT -THERAPY PROVIDER	1
ST. FRANCIS AREA DEVELOPMENTAL CENTER	1
ST. VINCENTS HOSPITAL	1
STEUDLEIN LEARNING CENTER	1
SUBMITTED APPLICATION BY MAIL	1
TEFRA FORMS FROM DOCTOR'S OFFICE	1
THE LEARNING CENTER	1
THE SCHOOL HE ATTENDS	1
THERAPIST REFERRAL	1
THERAPY	1
THERAPY CENTER	1
THERAPY OFFICE HELPED TO MAIL IT IN	1
THERAPY SERVICE PROVIDER	1
THEY SENT APPLICATION AND WE SENT IT IN.	1
THROUGH EARLY INTERVENTION	1
THROUGH SUNSHINE SCHOOL.	1
THROUGH THE MAIL	1
THROUGH THE MAIL WITH HELP FROM THERAPY CLINIC	1
THRU MAIL	1
VIA PAPERWORK - MAIL FROM DHS I THINK	1
WAS GIVEN A FORM FROM THE SUNSHINE SCHOOL	1
WILLOW CREEK HOSPITAL *	1

62. At which county DHS office did you enroll your child in the TEFRA program?				
AR counties	Frequency	Percent	Cumulative frequency	Cumulative percent
ARKANSAS	1	0.28	1	0.28
BAXTER	3	0.83	4	1.10
BENTON	27	7.44	31	8.54
BOONE	2	0.55	33	9.09
BRADLEY	2	0.55	35	9.64
CARROLL	43	11.85	78	21.49
CLARK	2	0.55	80	22.04
CLEBURNE	1	0.28	81	22.31
COLUMBIA	1	0.28	82	22.59
CONWAY	3	0.83	85	23.42
CRAIGHEAD	8	2.20	93	25.62
CRAWFORD	7	1.93	100	27.55
CRITTENDEN	3	0.83	103	28.37
CROSS	2	0.55	105	28.93
DALLAS	3	0.83	108	29.75
FAULKNER	16	4.41	124	34.16
FRANKLIN	4	1.10	128	35.26
FULTON	1	0.28	129	35.54
GARLAND	4	1.10	133	36.64
GRANT	3	0.83	136	37.47
GREENE	2	0.55	138	38.02
HEMPSTEAD	1	0.28	139	38.29
HOT SPRING	5	1.38	144	39.67
INDEPENDENCE	1	0.28	145	39.94
IZARD	2	0.55	147	40.50
JACKSON	1	0.28	148	40.77
JEFFERSON	1	0.28	149	41.05
JOHNSON	6	1.65	155	42.70
LAWRENCE	2	0.55	157	43.25
LEE	1	0.28	158	43.53
LONOKE	13	3.58	171	47.11
MADISON	6	1.65	177	48.76
MILLER	9	2.48	186	51.24
MONROE	1	0.28	187	51.52
MONTGOMERY	1	0.28	188	51.79
NEVADA	2	0.55	190	52.34
NEWTON	1	0.28	191	52.62
OUACHITA	2	0.55	193	53.17
PERRY	2	0.55	195	53.72
PHILLIPS	5	1.38	200	55.10

62. At which county DHS office did you enroll your child in the TEFRA program?				
AR counties	Frequency	Percent	Cumulative frequency	Cumulative percent
POPE	13	3.58	213	58.68
PRAIRIE	1	0.28	214	58.95
PULASKI	46	12.67	260	71.63
RANDOLPH	23	6.34	283	77.96
SALINE	8	2.20	291	80.17
SCOTT	1	0.28	292	80.44
SEBASTIAN	8	2.20	300	82.64
SHARP	1	0.28	301	82.92
STONE	3	0.83	304	83.75
UNION	2	0.55	306	84.30
VAN BUREN	11	3.03	317	87.33
WASHINGTON	27	7.44	344	94.77
WHITE	14	3.86	358	98.62
YELL	5	1.38	363	100.00

63. In the last 6 months (including enrollment), have you spoken with anyone at the county DHS office regarding questions you have about TEFRA?				
Q63	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	144	37.99	144	37.99
No	235	62.01	379	100.00

64. In the last 6 months, when you spoke to a person at the county DHS office, were they able to answer all your questions?				
Q64	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	117	81.82	117	81.82
No	26	18.18	143	100.00

65. How often did you understand the answers that they gave?				
Q65	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	0	0.00	0	0.00
Sometimes	3	2.56	3	2.56
Usually	35	29.91	38	32.48
Always	79	67.52	117	100.00

**66. We want to know your rating of all your experience with the TEFRA application process.
How would you rate the TEFRA application process?**

Q66	Frequency	Percent	Cumulative frequency	Cumulative percent
0 Worst experience possible	11	1.43	11	1.43
1	11	1.43	22	2.85
2	28	3.63	50	6.49
3	21	2.72	71	9.21
4	34	4.41	105	13.62
5	81	10.51	186	24.12
6	86	11.15	272	35.28
7	128	16.60	400	51.88
8	128	16.60	528	68.48
9	102	13.23	630	81.71
10 Best experience possible	141	18.29	771	100.00

67. In the last 12 months, did you receive paperwork to renew TEFRA benefits for your child?

Q67	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	630	81.40	630	81.40
No	144	18.60	774	100.00

68. 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?

Q68	Frequency	Percent	Cumulative frequency	Cumulative percent
1 to 7 days	271	43.57	271	43.57
8 to 14 days	208	33.44	479	77.01
More than 14 days	41	6.59	520	83.60
I don't remember	102	16.40	622	100.00

69. In the last 12 months, how often did you have enough time to complete the TEFRA renewal packet before the deadline?

Q69	Frequency	Percent	Cumulative frequency	Cumulative percent
Never	172	27.83	172	27.83
Sometimes	162	26.21	334	54.05
Usually	149	24.11	483	78.16
Always	135	21.84	618	100.00

70. What is your child's age now?				
Q70	Frequency	Percent	Cumulative frequency	Cumulative percent
Less than 1 year old	4	0.52	4	0.52
1 year old	15	1.95	19	2.47
2 years old	40	5.19	59	7.66
3 years old	71	9.22	130	16.88
4 years old	59	7.66	189	24.55
5 years old	63	8.18	252	32.73
6 years old	51	6.62	303	39.35
7 years old	50	6.49	353	45.84
8 years old	49	6.36	402	52.21
9 years old	44	5.71	446	57.92
10 years old	42	5.45	488	63.38
11 years old	32	4.16	520	67.53
12 years old	38	4.94	558	72.47
13 years old	33	4.29	591	76.75
14 years old	30	3.90	621	80.65
15 years old	35	4.55	656	85.19
16 years old	41	5.32	697	90.52
17 years old	47	6.10	744	96.62
18 years old	26	3.38	770	100.00

71. Is your child male or female?				
Q71	Frequency	Percent	Cumulative frequency	Cumulative percent
Male	507	65.50	507	65.50
Female	267	34.50	774	100.00

72. Is your child of Hispanic or Latino origin or descent?				
Q72	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes, Hispanic or Latino	50	6.50	50	6.50
No, not Hispanic or Latino	719	93.50	769	100.00

73. What is your child's race? Please mark one or more.				
Q73	Frequency	Percent	Cumulative frequency	Cumulative percent
White	647	84.03	647	84.03
Black or African-American	56	7.27	703	91.30
Asian	22	2.86	725	94.16
Native Hawaiian or other Pacific Islander	1	0.13	726	94.29
American Indian or Alaska Native	2	0.26	728	94.55
Other	14	1.82	742	96.36
Multiracial	28	3.64	770	100.00

74. What is your age now?				
Q74	Frequency	Percent	Cumulative frequency	Cumulative percent
18 to 24	4	0.52	4	0.52
25 to 34	203	26.40	207	26.92
35 to 44	348	45.25	555	72.17
45 to 54	169	21.98	724	94.15
55 to 64	29	3.77	753	97.92
65 to 74	12	1.56	765	99.48
75 or older	4	0.52	769	100.00

75. Are you male or female?				
Q75	Frequency	Percent	Cumulative frequency	Cumulative percent
Male	95	12.26	95	12.26
Female	680	87.74	775	100.00

76. How are you related to the child?				
Q76	Frequency	Percent	Cumulative frequency	Cumulative percent
Mother or father	749	97.78	749	97.78
Grandparent	8	1.04	757	98.83
Aunt or uncle	1	0.13	758	98.96
Older brother or sister	0	0.00	758	98.96
Other relative	1	0.13	759	99.09
Legal guardian	6	0.78	765	99.87
Someone else	1	0.13	766	100.00

77. What is your current household income?				
Q77	Frequency	Percent	Cumulative frequency	Cumulative percent
\$0 - \$25,000	51	6.81	51	6.81
\$25,001 - \$50,000	188	25.10	239	31.91
\$50,001 - \$75,000	204	27.24	443	59.15
\$75,001 - \$100,000	146	19.49	589	78.64
\$100,001 - \$125,000	83	11.08	672	89.72
\$125,001 - \$150,000	30	4.01	702	93.72
\$150,001 - \$175,000	6	0.80	708	94.53
\$175,001 - \$200,000	10	1.34	718	95.86
\$200,001 or more	31	4.14	749	100.00

78. Did someone help you complete this survey?				
Q78	Frequency	Percent	Cumulative frequency	Cumulative percent
Yes	12	1.54	12	1.54
No	765	98.46	777	100.00

79. How did that person help you? (Check all that apply.)	Frequency	Percent	Utilization rate
Read the questions to me.	3	16.67	27.27
Wrote down the answers I gave.	4	22.22	36.36
Answered the questions for me.	1	5.56	9.09
Translated the questions into my language.	5	27.78	45.45
Helped in some other way.	5	27.78	45.45

Comments

Level of satisfaction	Length of enrollment	Household income	Age	Comments written on form
—	1 - 2 years	\$50,001-\$100,000	0-4	THE RENEWAL PROCESS IS A NIGHTMARE AND FOR WORKING SINGLE PARENTS DIFFICULT TO GET THE REQUIRED INFO QUICKLY.
—	2 - 5 years	\$50,001-\$100,000	0-4	I AM VERY THANKFUL TO HAVE TEFRA FOR MY CHILDREN. THEY ARE HEARING IMPAIRED AND MY INSURANCE DOES NOT COVER HEARING AIDS SO TEFRA IS A BLESSING FOR THEM. MY SON JUST RECEIVED A COCHLEAR IMPLANT WITH TEFRA. THE ONLY COMPLAINT I HAVE IS THAT I HAVE LESS THAN A WEEK TO GET MY CHILDREN'S DOCTOR TO COMPLETE THEIR RENEWAL PAPERWORK AND GET IT RETURNED. THANKS, *
—	Less than 1 year	\$50,001-\$100,000	0-4	THANK YOU FOR THE FUNDING TO HELP MY CHILD PROGRESS AS MUCH AS POSSIBLE BY GIVING HIM THE TOOLS (OCCUPATIONAL/PHYSICAL) TO STRENGTHEN HIS WEAK MUSCLES!
0-4	2 - 5 years	—	13 or older	THE CARROLL COUNTY DHS SEEMS TO BE UNDERSTAFFED AND HAVE AN ISSUE WITH TURN OVERS. TEFRA SHOULD BE HANDLED IN THE COUNTY WE LIVE IN SO WE CAN HAVE FACE TO FACE MEETINGS AND TURN IN INFO NEED TO SOMEONE LOCAL.
0-4	2 - 5 years	\$100,001-\$150,000	13 or older	HOW CAN I FIND OUT WHAT IS PAID BY MEDICAID / TEFRA PROGRAM?
0-4	2 - 5 years	\$50,001-\$100,000	5-8	NOT SURE THE CHANGE FROM LAST YEAR, HOWEVER, THOSE ACCEPTING AND PROCESSING PAPERWORK NEED TO BE MORE ORGANIZED AND RECEIVE BETTER MANAGING. THEY ARE MESSING WITH MY ACCOUNTS OVER AND OVER HER LAST 7 MONTHS LIVING BILLS WE CAN NOT PAY.; Q1) ALTHOUGH DUE TO UNORGANIZED OFFICE STAFF HERS HAS BEEN CUT OFF INCORRECTLY MULTIPLE TIMES.; Q33) TEFRA KEEPS MESSING UP MY CHILDS ACCOUNT?; Q35) HER ACCOUNTS GETS MESSED UP AND THERAPY IS NOT BEING COVEREDQ69) WE HAVE HAD TO RESUBMIT 5 TIMES NOW IN 7 MONTHS(?);
0-4	2 - 5 years	\$50,001-\$100,000	9-12	IF YOUR CHILD HAS TEFRA DUE TO A GENETIC DISORDER THAT WILL NEVER CHANGE, YEARLY RENEWALS WITH MD CERTIFICATION ARE A WASTE OF EVERYONE'S TIME AND PAPER! ONLY TAX INFO SHOULD HAVE TO BE SUBMITTED FOR THOSE FAMILIES 10 DAYS IS THE 'MAXIMUM' NUMBER DHS IS ALLOWED TO GIVE ON RENEWAL PAPERWORK (FROM THE DATE THEY MAILED IT) AND THIS IS A RIDICULOUS EXPECTATION WHEN YOU HAVE A CHILD WITH A DISABILITY AND YOU HAVE TO GET THE MD TO FILL OUT AND SIGN THE PAPERS!
0-4	More than 5 years	—	9-12	Q31) BUT TEFREA DENIES PAYMENT TO PROVIDER FREQUENTLY Q43) USUALLY ONLY GIVE YOU A WEEK TO COMPLETE A MOUNTAIN OF PAPERWORK Q45) HOW WOULD YOU KNOW WHERE TO CALL Q60) TOOK OVER 6 MONTHS TO GET IT!!

Level of satisfaction	Length of enrollment	Household income	Age	Comments written on form
0-4	More than 5 years	\$0-\$50,000	13 or older	IT IS EXTREMELY ANNOYING SOME OF THE MEDICATION REFILL GUIDELINES THAT WHEN I MEET THEM, IT TAKES MEDICAID UP TO 1 WEEK TO CORRECT FOR MEDS TO GO THRU. PLUS MY 8-5 WEEKDAYS. MY CHILD HAS GONE W/O NEEDED MEDS BEFORE!
0-4	More than 5 years	\$0-\$50,000	13 or older	I THINK IT IS A WASTE OF TIME AND MONEY THAT I HAVE TO RENEW MY CHILD'S TEFRA EACH YEAR. SHE HAS A BIRTH DEFECT THAT WILL NEVER CHANGE OR GET BETTER. THE RIDICULOUS RULES OUR PEDIATRICIAN OFFICE HAS REGARDING GETTING PRESCRIPTIONS DUE TO TEFRA REGULATIONS.
0-4	More than 5 years	\$100,001-\$150,000	5-8	WE ARE NEVER GIVEN ENOUGH TIME TO FILL OUT RENEWAL PAPERS. MANY PEOPLE MUST HELP WITH FILLING OUT PARTS OF THE PAPERWORK. MY HUSBAND AND I BOTH WORK 40+ HR WEEKS. Q69) B/C I TOOK OFF WORK TO GET IT DONE
0-4	More than 5 years	\$50,001-\$100,000	—	NORTHWEST ARKANSAS DOES NOT HAVE ENOUGH PARTICIPATING PROVIDERS OT, PT, DENTIST, PSYCHOLOGIST, PSYCHIATRIST, BEHAVIORAL CONSULTING, FAMILY CONSULTING, COORDINATORS LIFE CARE. IF THOSE PROVIDERS ARE AVAILABLE THEY PROVIDE POOR TO SUBSTANDARD CARE AND ARE BOOKED OUT FOR MONTHS. THIS CAUSES CHILDREN TO MISS SCHOOL FOR SERVICES AND THEN PARENTS/STUDENTS ARE IN TROUBLE WITH STATE REGARDING DAYS OF SCHOOL MISSED. UNFORTUNATELY AS A PARENT OF A SPECIAL NEEDS CHILDREN ON THE AUTISM SPECTRUM TEFRA PARTIALLY PAYS FOR SUBSTANDARD/POOR CARE. PROVIDERS THAT PROVIDE EXCELLENT CARE CHOOSE NOT TO PARTICIPATE FOR THE LACK OF PROPER REIMBURSEMENT, DOCUMENTATIONS AND EXCESS REQUIREMENTS
0-4	More than 5 years	\$50,001-\$100,000	13 or older	RENEWAL PROCESS NEEDS A LOT OF WORK. TEFRA REFUSED TO PAY FOR THE ONLY ADHD MED THAT HELPS MY CHILD. I AM PAYING \$453.00 EVERY 3 MONTHS AND WE HAVE SPENT THE PAST 2 YEARS BACK AND FORTH ON MEDS THAT HAVE TERRIBLE SIDE EFFECTS AND DON'T WORK WHEN I'M PAYING ALL THIS MONEY. TERRIBLE!!
0-4	More than 5 years	\$50,001-\$100,000	9-12	UNABLE TO GET APPT WITH PCP WHEN SICK, CANT GET AUGMENTIVE DEVICE, TROUBLE GETTING DIAPER AND PROTHETIC NEEDS; Q59) UNABLE TO GET APPT WHEN NEEDED
0-4	Less than 1 year	\$50,001-\$100,000	0-4	#27 AND #44 IT HAS BEEN DIFFICULT TO GET TEFRA TO APPROVE MY SON'S FORMULA. THEY ONLY APPROVED SO MANY OUNCES. FORMULA IS ALL HE CAN HAVE, HIS CONDITIONS REQUIRES HIM TO EAT NO FOOD WE ARE STILL FIGHTING FOR MORE OUNCES FOR HIM AFTER 6 MONTHS
0-4	Less than 1 year	\$50,001-\$100,000	0-4	I WAS FIRST DENIED IN 2014 WHEN MY CHILD WAS AT HER WORST. IT WASN'T UNTIL 2015 AND MY APPLICATION WAS HANDLED THROUGH PHILLIPS COUNTY DHS DID SHE GET THE CARE NEEDED ALMOST A FULL YEAR TOO LATE. HIGHLY DISAPPOINTED IN BRADLEY COUNTY DHS OFFICE AND DIRECTOR! I EXPECT BETTER FOR OUR LOCAL CHILDREN AND FAMILIES!

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0-4	Less than 1 year	\$50,001-\$100,000	13 or older	DURING THE INCREDIBLY SLOW TEFRA APPROVAL PROCESS, (8+ MONTHS) OUR FAMILY ACCUMULATED THOUSANDS OF DOLLARS WORTH OF MEDICAL EXPENSES. EVEN THOUGH COVERAGE IS RETROACTIVE, PROVIDERS REFUSE TO REIMBURSE ME. A MORE EFFICIENT APPROVAL TIMELINE WOULD SAVE FAMILIES MUCH HEARTACHE!
0-4	Less than 1 year	\$50,001-\$100,000	13 or older	I ALSO HAVE PRIVATE INSURANCE ON MY CHILD. MY TEFRA INSURANCE COSTS \$104 A MONTH. IT DOES NOT COVER OR HER COUNSELOR DOESN'T ACCEPT MEDICAID SO SHE CAN'T GO. COUNSELING OFFICE SAYS MEDICAID IS TOO HARD TO WORK WITH. THE CUSTOMER SERVICE IN LITTLE ROCK WAS SO TERRIBLE. Q12) I DIDN'T GET A NEW ONE BUT GETTING TEFRA TO ASSIGN HER TO HER OWN DOCTOR TOOK A FEW PHONE CALLS FROM MYSELF AND HER DOCTOR. IT TOOK ALMOST A WEEK.; Q18) 3 TIMES AT MENTAL HEALTH DR. 0 AT REGULARY DR.; Q68) I APPLIED IN SEPT. GOT APPROVED IN APRIL.
0-4	Less than 1 year	\$0-\$50,000	0-4	THE TEFRA PROGRAM HAS BEEN AWESOME HELPING MY SON GET SPEECH THERAPY. HOWEVER, THE APPLICATION PROCESS WAS A NIGHTMARE AND I ALMOST GAVE UP ON IT. NEEDS TO BE EASIER AND CLEARER. AND SHOULD HAVE PEOPLE THAT CAN ANSWER QUESTIONS ABOUT IT. THANK YOU
0-4	Less than 1 year	\$50,001-\$100,000	5-8	GETTING TEFRA APPROVED TOOK WAY TOO MUCH TIME SO THAT DIDN'T GET IN DEVELOPMENTAL PRESCHOOL TOO LATE WHICH DELAYED HIS LEARNING BUT OTHERWISE, WE ARE GRATEFUL. THANK YOU!
5-7	—	\$0-\$50,000	0-4	IT TOOK SO LONG TO INITIALLY GET APPROVED THAT WE HAD A LOT OF MEDICAL BILLS STACKING UP AND NO THERAPIST WOULD SEE US.
5-7	More than 5 years	—	13 or older	COST IS TOO HIGH. THERE ARE MANY EXPENSES TO CARE FOR A SPECIAL NEEDS CHILD NOT COVERED BY MEDICAID.
5-7	More than 5 years	\$0-\$50,000	13 or older	ORTHODONTIST SENT IN PAPERWORK FOR BRACES. IT HAS NOW BEEN 6 MONTHS SINCE SENDING ALL INFORMATION IN AND STILL HAVE NOT HEARD ANYTHING. THIS IS UNACCEPTABLE
5-7	More than 5 years	\$0-\$50,000	13 or older	THE PAPERWORK IS DIFFICULT TO GET THE DOCTOR'S OFFICE TO COMPLETE BY THE DEADLINE. WHY CAN'T THIS BE DONE ONLINE?
5-7	More than 5 years	\$0-\$50,000	13 or older	I WISH THE REAPPLICATION WAS DIGITAL. TOO MANY REPETITIVE QUESTIONS. THERE IS SIMPLY NOT ENOUGH TIME ALOTTED.
5-7	More than 5 years	\$100,001-\$150,000	13 or older	I APPLIED FOR TEFRA MEDICAID WAIVER MANY YEARS AGO. APPROX 2-3 YEARS AGO I MET WITH A REPRESENTATIVE OF WAIVER TO ENSURE ALL OUR INFORMATION WAS UP TO DATE. I HAVE NOT HEARD ANYTHING EVER SINCE TO KNOW WHERE WE ARE ON THE LIST, TO BE APPROVED FOR WAIVER. I WANT TO KNOW WHEN THIS WILL HAPPEN.

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5-7	More than 5 years	\$100,001-\$150,000	9-12	ONE OF GENERAL DOCTOR REFUSED TO SEE MY SON BECAUSE MY SON WAS COVERED UNDER MEDICAID. THE REASONING WAS MEDICAID DOESN'T PAY ENOUGH FOR THEIR SERVICE. A BEHAVIORAL THERAPY SERVICE MY SON NEEDED, REFUSED SERVICE AS WELL. WAL-MART PHARMACY GAVE MY SON GENETIC ZERTEC BECAUSE MEDICAID DOES NOT PAY FOR BRAND FOR THIS MEDICINE. PROBLEM IS THIS GENETIC FORMULA DOES NOT WORK FOR MY SON, SO, I HAVE TO PAY OUT-OF-POCKET TO BUY OVER-THE-COUNTER ZERTEC EVERY MONTH. MY BIGGEST ISSUE IS MY SON CAN'T RECEIVE BEHAVIORAL THERAPY SEVICE HE NEEDS...; Q56) TEFRA PREMIUM IS BASED ON PREVIOUS YEAR'S INCOME TAX RETURN. PROBLEM IS OUR INCOME IS MUCH LOWER THIS YEAR BECAUSE MY HUSBAND'S COMMISSION IS MUCH LOWER THIS YEAR. IT'S BURDEN FOR THIS YEAR TO PAY HIGH PREMIUM.;
5-7	More than 5 years	\$50,001-\$100,000	13 or older	* NEEDS TO BE ON WAIVER SHE'S BEEN ON THE WAITING LIST SINCE FIRST GRADE. SHE IS IN JUNIOR HIGH 9TH GRADE. COME ON REALLY??
5-7	More than 5 years	\$50,001-\$100,000	13 or older	MY WIFE STOPPED WORKING TO TAKE CARE OF OUR SON. I REPORTED THE LOSS OF INCOME. OUR CASE MANAGER NEVER ADDED IT TO THE SYSTEM SO OUR PREMIUM NEVER CHANGED. I CALLED HER AND HER SUPERVISOR SEVERAL TIMES OVER A YEAR. IT WAS A \$35,000 PAY DECREASE. WE HAVE HAD A HARD TIME MAKING THE PAYMENTS. THANKS FOR NOTHING!
5-7	More than 5 years	\$50,001-\$100,000	13 or older	TEFRA IS A WONDERFUL SERVICE & GIVES OUR SON GREAT COVERAGE TO SEE ALL THE SPECIALISTS AT AR CHILDREN'S HOSPITAL. MY ONE COMPLAINT IS THE TIME TO GET PAPERWORK BACK IS JUST TOO SHORT OF A WINDOW, ESPECIALLY WHEN THE DOCTOR HAS TO FILL PAPERS OUT FOR US. BY THE TIME WE RECEIVE THE PAPERS, WE USUALLY HAVE ONLY 8 DAYS TO GET THEM BACK. I ALMOST ALWAYS HAVE TO CALL & GET AN EXTENSION.
5-7	More than 5 years	\$50,001-\$100,000	13 or older	I RECEIVED RENEWAL PAPERWORK ON SATURDAY AND THE DEADLINE WAS THE FOLLOWING FRIDAY. IT WOULD HELP TO SEND ME THE PAPERWORK ALREADY FILLED OUT SINCE MY DAUGHTER'S CONDITION WILL NEVER CHANGE. THEY ALSO SEND ME A LEGAL SIZE ENVELOPE WHICH I CAN NEVER FIT THE PAPERWORK IN AND I END UP HAVING TO PAY POSTAGE. REDICULOUS!
5-7	1 - 2 years	\$150,001 or more	0-4	I HAD TO ASK FOR MORE TIME TO COMPLETE PPWK FOR RENEWAL, BUT IT WAS GRANTED WITH NO PROBLEM
5-7	1 - 2 years	\$0-\$50,000	0-4	TEFRA HAS BEEN A HUGE BLESSING FOR US. I'VE NOT HAD ANY ISSUES GETTING MY SON THE SERVICES HE NEEDS. MY ONLY FRUSTRATION IS CUSTOMER SERVICE. I HAVE NEVER BEEN ABLE TO GET STRIGHT ANSWERS ABOUT GUIDELINES FOR QUALIFYING. I NEVER KNOW IF HE'LL HAVE IT THE NEXT TIME I APPLY. THE BILLING OFFICE 1-866-239-9938 HAS ALSO BEEN VERY UNPROFESSIONAL BY NOT RETURNING CALLS AND BEING HATEFUL WHEN IT'S NOT NECESSARY.

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5-7	1 - 2 years	\$0-\$50,000	5-8	HAD A LOT OF PROBLEMS GETTING STUFF FROM PCP TO TURN IN ON TIME. ALSO DHS STAFF IS NOT KNOWLEDGEABLE ABOUT TEFRA. OTHER BUSINESS GIVE YOU CRAP OR DO NOT WANT TO SEE YOU IF YOU HAVE TEFRA. ANOTHER PROBLEM IS WHEN TEFRA BENEFITS ARE GIVEN AND SUPPOSE TO DATE BACK. NO ONE WANTS TO GIVE YOUR COPAYS BACK. WHEN THEY ARE SUPPOSE TO JUST TO LAZY TO GO BACK AND DO PAPERWORK. THIS IS A BIG PROBLEM. Q76) OPEN TO TALK W/ YOU * AND EXPRESS CONCERNS AND ISSUES. MOTHER OF SPECIAL NEEDS CHILD SICK CHILD AND HEALTH CARE PROFESSIONAL. WELL VERSED.
5-7	1 - 2 years	\$0-\$50,000	9-12	IN ONE PARGARPH YOU SAY TO FILL THIS OUT BUT THEN IN THE NEXT PARGARPH YOU SAY I DON'T HAVE TO IF I DON'T WANT TO. BUT YOU SENT ME THIS NOTICE HERE TO FILL IT OUT. Q60) I HAD TO PAY OUT OF POCKET.;
5-7	1 - 2 years	\$0-\$50,000	9-12	I WOULD LIKE TO KNOW MORE ABOUT HOW TEFRA WORKS AND ABOUT THE BENEFITS OR SERVICES THAT MY CHILD COULD GET WITH THIS PROGRAM
5-7	1 - 2 years	\$100,001-\$150,000	0-4	THIS SURVEY COULD EASILY BE IN AN ELECTRONIC FORM. I UNDERSTAND MANY CLIENTS DO NOT HAVE INTERNET SERVICE, BUT FOR THE ONES THAT DO THIS WOULD MUCH QUICKER AND I ASSUME COST EFFICIENT. SEEMS LIKE THIS PAPER SURVEY SHOULD FOLLOW AN ELECTRONIC CAMPAIGN. THANK YOU FOR YOUR SERVICE. WE ARE THANKFUL FOR TEFRA AND THE CONSISTANT THERAPY SERVICES OUR CHILD RECEIVES!
5-7	1 - 2 years	\$100,001-\$150,000	0-4	TEFRA PROCESS WAS ENTIRELY TOO LENGTHY!! IT DELAYS NEEDED SERVICES FOR YOUR CHILD.
5-7	1 - 2 years	\$100,001-\$150,000	0-4	Q44) WOULD BE HIGHER IF PAPERWORK WASN'T SO INTENSE
5-7	1 - 2 years	\$50,001-\$100,000	0-4	PLEASE START COVERING ABA THERAPY!
5-7	1 - 2 years	\$50,001-\$100,000	0-4	MY ONLY COMPLAINT IS THE SHORT DEADLINE I TYPICALLY RECEIVE ANYTIME TEFRA NEEDS ANY PAPERWORK AND THE WORDING OF SOME OF LETTERS ARE DIFFICULT TO UNDERSTAND.
5-7	1 - 2 years	\$50,001-\$100,000	0-4	WE HAVE APPRECIATED HAVING THIS INSURANCE FOR OUR BOYS-RENEWAL AND APPLICATION PAPER WORK IS OVERWHELMING BUT WE ARE THANKFUL - * Q8) (WALKIN) URGENT CARE DOESN'T ACCEPT TEFRA; Q58) JUST PAID OUT OF POCKET
5-7	1 - 2 years	\$50,001-\$100,000	0-4	WE SWITCHED BANKS AND HAVE NOT GOT THE SAME ANSWER ON HOW TO GET THE PREMEUM DRAFTED FROM THE NEW ACCOUNT. WE HAVE NO CHECKS.
5-7	1 - 2 years	\$50,001-\$100,000	13 or older	THE BIGGEST HARDSHIP WAS THE 7 DAY TIMEFRAME TO FILL OUT PAPERWORK. ALWAYS HAVE HAD TO ASK FOR EXTENSION. SOME MEDS ARE NOT COVERED AS WELL. *ALSO, IF USED ALTNENT DR-WE HAD TO CALL TEFRA THEN CALL DR. SHOULD BE WAY FOR DR TO SEE OUR CHILD AND JUST CLICK ON THEM.
5-7	1 - 2 years	\$50,001-\$100,000	13 or older	ON QUESTIONS 3-8, IT WAS NOT A LOGISTICAL PROBLEM TO GET MY SON CARE PRIOR TO TEFRA. BUT IT WAS A BIG FINANCIAL PROBLEM. TEFRA HAS BEEN A BIG HELP TO US FINANCIALLY.

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5-7	1 - 2 years	\$50,001-\$100,000	13 or older	THE TEFRA PROGRAM IS NOT DESIGNED TO HELP KIDS AND FAMILIES WITH SERIOUS MENTAL ILLNESS. CHILDREN NOT ABLE TO GET SWIFT, ADEQUATE HELP EARLY ON HAS A HUGE NEGATIVE IMPACT ON THEIR FUTURE AS AN ADULT.
5-7	1 - 2 years	\$50,001-\$100,000	5-8	WE RECIEVED THE RENEWAL FORMS AT THE BEGINNING OF FEBRUARY. THE DATE ON THE LETTER WAS THE DUE DATE. I CALLED AND SHE SAID WE HAD 10 DAYS. WE DID NOT HAVE ALL OF OUR TAX FORMS AT THAT TIME YET SO I HAD TO TRACK THEM DOWN AND HIRE AN ACCOUNT TO RUSH TO COMPLETE OUR TAXES. THE RENEWAL FORMS SHOULDN'T BE MAILED OUT UNTIL MARCH OR APRIL. IT WAS EXTREMELY STRESSFUL.
5-7	1 - 2 years	\$50,001-\$100,000	5-8	Q37) TEFRA WAS CANCELED DUE TO MISCOMMUNICATION AND MISUNDERSTANDING.; Q66) IT WAS DONE WITH HELP FROM KNOWLEDGEABLE STAFF.; Q69) I DIDN'T RECEIVE IT SO TEFRA WAS TERMINATED.
5-7	1 - 2 years	\$50,001-\$100,000	9-12	TEFRA HAS BEEN A BLESSING TO MY FAMILY AND I'M SO THANKFUL FOR IT. AREAS TO BE IMPROVED ARE CUSTOMER SERVICE AND THE ABILITY TO PAY ELECTRONICALLY AND ON CREDIT CARD.; Q68) IT WASN'T MUCH TIME BUT DON'T REMEMBER EXACT # OF DAYS.
5-7	2 - 5 years	\$150,001 or more	13 or older	Q31) ONLY SCHOOL WILL HELP; Q64) WHEN I GOT RIGHT PERSON
5-7	2 - 5 years	\$150,001 or more	13 or older	WHEN I RECEIVE THE RENEWAL PACKET, THE RETURN DEADLINE HAS EITHER ALREADY PAST OR IS WITHIN 3 DAYS. I REALLY WISH THE RENEWAL ONLY ASKED ABOUT CHANGES IN THE LAST YEAR RATHER THAN REQUIRING THE EXACT SAME INFORMATION GIVEN YEAR AFTER YEAR FOR 13 YEARS.
5-7	2 - 5 years	\$150,001 or more	5-8	WE REALLY WISH ABA THERAPY WAS A SERVICE PROVIDED BY TEFRA. WE PAY AN INDIVIDUAL INS POLICY JUST FOR THOSE THERAPY SERVICES. WE ALSO AREN'T HAPPY TO HEAR ABOUT THE THERAPY CAP ON MINUTES FOR ST/ OT/ PT. WE HAVE SEEN SUCH PROGRESS IN OUR SON AND WE WOULD HATE FOR HIM TO REGRESS.
5-7	2 - 5 years	\$150,001 or more	5-8	OUR STATE PROVIDES GOOD MEDICAID COVERAGE; HOWEVER THERE IS A GREAT NEED FOR NURSING CARE COVERAGE TO BE EXPANDED.
5-7	2 - 5 years	\$150,001 or more	5-8	THE PROGRAM ITSELF IS WONDERFUL. RENEWAL FORMS, INCOME VERIFICATION FORMS, AND OTHER PAPERWORK IS NOT CLEARLY WRITTEN. I AM QUITE CERTAIN THIS HAS RESULTED IN OTHER CHILDREN NOT RECEIVING NECESSARY CARE. THANK YOU!

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5-7	2 - 5 years	—	9-12	Q11) PT WAS NEEDED DUE TO DRAIN DAMAGE FROM THE ILLNESS. I HAVE HAD TROUBLE WITH COVERAGE FOR THE PT EXPENSE.; Q35) SHE RECEIVED PT JUST FINE BUT TEFRA REFUSES TO PAY; Q44) IT IS A GREAT PROGRAM AND REALLY HELPS US. IT IS VERY DIFFICULT TO GET IN TOUCH WITH SOMEONE THROUGH THE 1-800 NUMBER ON THE BACK OF THE CARD. TRYING TO GET SPECIALITY ITEMS AND GETTING PT COVERED IS IMPOSSIBLE WHEN I CAN'T CONTACT ANYONE(Q47) -NEVER COULD GET THROUGH. THE PHONE WOULD RING FOR 30 MINUTES THEN DISCONNECT ME.; Q53) IT WOULD BE UNFAIR TO ANSWER SEEING HOW I WAS NEVER ABLE TO SPEAK WITH ANYONE.; Q58) SHE RECEIVED THEM WITH OUT OF POCKET EXPENSE TO US.
5-7	2 - 5 years	\$0-\$50,000	0-4	MEDICATION HAS NOT BEEN COVERED. DIAPERS HAVE BEEN COMING LATE. LOVE OUR DR M. ADKINS AND DR'S AT ACH. VERY GRATEFUL FOR THIS PROGRAM
5-7	2 - 5 years	\$0-\$50,000	0-4	PAPERWORK IS COMPLICATED AND TAKES A WHILE TO FILL OUT. I WAS ALSO GIVEN (EACH TIME) LESS THAN A WEEK TO FILL IT OUT.
5-7	2 - 5 years	\$0-\$50,000	13 or older	JUST THAT THE WAIVER LIST IS TO LONG. MY SON HAS BEEN ON IT SINCE HE WAS AROUND 4 YRS OLD.
5-7	2 - 5 years	\$0-\$50,000	5-8	WE STILL USE MY PRIMARY INSURANCE THROUGH WORK, AND TEFRA IS A SECONDARY. GENETIC TESTING WAS NOT COVERED ON ONE TEST. SOMETIMES I STRUGGLE WITH ANNUAL PAPER WORK AND TIME FRAMES, IVE ASKED FOR AN EXTENSION WHEN NECESSARY. FOR SOME REASON WITH OUR ENDOCRINE DOCTOR AT ACH WE HAVE FALLEN BETWEEN THE CRACKS WITH APPOINTMENTS AND TESTING.
5-7	2 - 5 years	\$0-\$50,000	5-8	-TEFRA IS NOT PAYING MY INSURANCE COPAY AMOUNTS AS DHS ADVISED SHOULD BE COVERED, HAVING TO PAY COPAY FOR PRIMARY INSURANCE OUT OF POCKET AT PCP OFFICE -WOULD LIKE TO SEE EOB'S FOR WHAT TEFRA PAYS
5-7	2 - 5 years	\$0-\$50,000	5-8	Q3)BUT HAD TO WAIT FOR SPEECH & OT WHICH WAS A BIG PROBLEM!; Q60) HAD TO WAIT 3 MONTHS OR MORE
5-7	2 - 5 years	\$100,001-\$150,000	—	IT IS VERY HARD TO GET SOMEONE ON THE PHONE. WHEN YOU LIEAVE A MESSAGE YOU WILL RECEIVE A PHONE CALL, BUT IF YOU DON'T ANSWER IT YOU BEGIN THE PHONE TAG GAME BUT, I APPRECIATE THE PROGRAM. WITHOUT THIS PROGRAM I WOULD NOT BE ABLE TO PROVIDE MY SON WITH THE CARE HE NEEDS!
5-7	2 - 5 years	\$100,001-\$150,000	0-4	THE PREMIUMS SEEM TO RAISE UPON CURRENT INCOME, HOWEVER THE OTHER SCHOOL EXPENSES AND MEDICAL EXPENSES IN OUR FAMILY DO MAKE IT DIFFICULT AND STRESSFUL TO PAY THE FULL PREMIUMS AT TIMES.
5-7	2 - 5 years	\$100,001-\$150,000	0-4	NOT ALL SERVICE PROVIDERS ACEPT TEFRA DUE TO HEAVY PROCESS, SO, OPPERTUNITY TO SIMPLIFY THE PROCESS SO THAT ALL PROVIDERS ACEPT TEFRA

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5-7	2 - 5 years	\$100,001-\$150,000	5-8	MORE TIME SHOULD BE GIVEN TO COMPLETE RENEWALS. DON'T ASK FOR THE SAME DOCUMENTS EACH YEAR THAT DO NOT CHANGE - LIKE BIRTH CERTIFICATE. HAVE AN OPTION TO COMPLETE RENEWALS ONLINE!
5-7	2 - 5 years	\$100,001-\$150,000	9-12	TEFRA RENEWAL PACKETS SHOULD BE MAILED OUT SOONER IF YOU WANT THEM BACK ON TIME. IT'S HARD TO GET INTO THE DOCTOR JUST FOR THE DOCTOR TO FILL OUT PAPERWORK.
5-7	2 - 5 years	\$150,001 or more	0-4	WE HAVE HAD MANY ISSUES WITH HAVING TO PAY CO-PAYS FOR MEDICINE BECAUSE OUR PRIMARY INSURANCE AND MEDICAID DO NOT AGREE ON GENERIC OR NAMEBRAND. GETTING A LIST OF MEDICAID'S PREFERRED MEDS IS NEXT TO IMPOSSIBLE - OR SEEMS TO BE.
5-7	2 - 5 years	\$50,001-\$100,000	0-4	ADEQUATE TIME TO FILL OUT RENEWAL PACKETS WITH REQUIRED INFO FROM THE DOCTOR IS NOT PROVIDED. IT IS ALWAYS A HASSEL TO GET EVERYTHING FILLED OUT AND SIGNED BY THE DOCTOR WITHIN THE SHORT TIMEFRAME (USUALLY 10 DAYS FROM DATE ON THE FORM, LESS ONCE IT IS RECIEVED) OUR LAST RENEWAL NOTICE ACTUALLY ARRIVED AFTER THE DEADLINE AND I HAD TO CALL FOR AN EXTENSION, WHICH, THANKFULLY, WAS HANDLED EASILY. Q68) *I ACTUALLY RECIEVED IT AFTER THE DEADLINE AND HAD TO CALL TO GET AN EXTENSION
5-7	2 - 5 years	\$50,001-\$100,000	0-4	MAIN REASON DEALINES ARE IMPOSSIBLE WITH TEFRA PAPERWORK IS THAT IT USUALLY ASKS FOR A DOCTOR TO FILL OUT PART/ALL OF IT AND IT'S DIFFICULT TO GET AHOLD OF A DOCTOR IN A DAY OR TWO, ESPECIALLY WITH WORKING PEOPLE LIKE MYSELF AND MY HUSBAND.;
5-7	2 - 5 years	\$50,001-\$100,000	0-4	I HAVE PRIMARY INSURANCE THROUGH MY JOB FOR ENTIRE FAMILY. SO DISCUSSION OF MULTIPLE INSURANCES S/B QUESTIONED.

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5-7	2 - 5 years	\$50,001-\$100,000	0-4	A LOT OF THE QUESTIONS REFER TO HOW HARD IT WAS TO RECIEVE SERVICES B/F TEFRA. WE HAVE A GREAT PEDIATRICIAN THAT WASNT PUSHY W/ PAYMENTS. HOWEVER, HER THERAPIES WOULDN'T BE POSSIBLE W/OUT TEFRA WE COULDN'T AFFORD THEM. PREMIUMS MAKE MONEY TIGHT B/C A LOT OF OUR INCOME GOES TO GASOLINE FOR ALL THE THERAPIES I TAKE HER TO. THE ONLY COMPLAINT I HAVE ABOUT TEFRA IS NOT KNOWING THE COVERAGE. I WANT ACCESS TO WHAT ALL IS COVERED. I HAVEN'T FOUND THAT ANYWHERE & WHEN YOU CALL THE PHONE LINE YOU ARE ON HOLD FOR HOURS. I DON'T HAVE TIME FOR THAT. I'M NOT HOME TO CALL B/C I'M ALWAYS AT THERAPY. Q60) SIMPLY B/C OUR DOCTORS WERE WILLING TO WORK W/ US. HOWEVER, THE HOSPITAL TRIED TO TURN US OVER TO COLLECTIONS FOR THINGS THAT TEFRA WAS TO GO BACK & PAY FOR (THRU BACK BILLING.); Q66) THEY GAVE ME FORMS FOR FREE BIRTH CONTROL & NOT TEFRA THEY HAD NO CLUE WHAT THEY WERE DOING & WERE RUDE.; Q68) THIS WAS RIDICULOUS. PART OF THE FORMS REQUIRED THE DOCTORS OFFICE TO FILL THEM OUT THERE IS NO WAY THEY WOULD DO THAT IN A DAYS TIME. THIS TIMEFRAME DIDN'T ALLOW TIME TO GET IT THROUGH THE MAIL EITHER. THEY NEED TO ALLOW 3-4 WEEKS.
5-7	2 - 5 years	\$50,001-\$100,000	0-4	THE ONLY MAJOR ISSUE I HAVE WITH TEFRA IS ONE MONTH IT WILL DRAFT FROM MY ACCT (WHICH I REQUEST CONSTANTLY) THE NEXT IT WON'T AND GET A BILL. THIS HAS HAPPENED 7 TIMES - I HAVE RESUBMITTED DRAFT PAPERWORK NUMEROUS TIMES.
5-7	2 - 5 years	\$50,001-\$100,000	0-4	CHILDREN LESS THAN 2 YEARS OLD NEED TO BE ENROLLED IN TEFRA QUICKER. THE WAIT TIME TO GET APPROVED IS A LIFETIME TO A INFANT NEED CARE/THERAPY. OVERALL A GOOD PROGRAM. APPLICATION/RENEWALS NEED TO BE SIMPLIFIED.
5-7	2 - 5 years	\$50,001-\$100,000	13 or older	THE TEFRA PROGRAM IS A GREAT PROGRAM. WE HAVE BCBS AS PRIMARY INSURANCE. IT WAS VERY HARD TO FIND A PRIMARY DR. IN BENTON THAT WOULD TAKE TEFRA. PRESCRIPTIONS ARE A NIGHTMARE, TEFRA NEVER PAYS FOR HIS PRESCRIPTIONS THEY TELL ME THE DRUGS ARE NOT COVERED THEN I HAVE TO PAY OUT OF POCKET FOR THEM. IT IS JUST VERY FRUSTRATING.
5-7	2 - 5 years	\$50,001-\$100,000	13 or older	I ONLY HAVE 2 COMPLAINTS. #1) I WISH TEFRA WOULD HELP PAY FOR MORE THAN 1 MEDICATION FOR ADHD/AUTISM MEDICATIONS AND #2) I NEVER GET MY RENEWAL PAPERWORK ON TIME, I ALWAYS HAVE TO RUSH TO COMPLETE IT IN LESS THAN 2 DAYS. AND I WORK NIGHTS SO IT SUCKS.

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5-7	2 - 5 years	\$50,001-\$100,000	5-8	SINCE WE APPLIED, THE APPROVAL OF COCHLEAR IMPLANT UPGRADES EVERY 5 YEARS HAS CHANGED. NOW IT IS RATHER HARD TO GET APPROVED VS. A 'GIVEN' BEFORE. PLEASE CONSIDER CHANGING THIS. THEY ARE AS COMPUTERS - NEARLY OBSOLETE AFTER A FEW YEARS AND ALL THE NEW TECHNOLOGICAL ADVANCES. NOT AS MUCH IN ADULTS, BUT FOR CHILDREN, IT IS IMPORTANT TO HAVE THE BEST POSSIBLE WHEN TRYING TO LEARN TO SPEAK AND (HOPEFULLY) EVENTUALLY CATCH UP WITH PEERS.
5-7	2 - 5 years	\$50,001-\$100,000	5-8	RENEWAL ASKS QUESTIONS RELATED TO BIRTH THAT DO NOT CHANGE AND COULD BE ELIMINATED TO SAVE TIME.
5-7	2 - 5 years	\$50,001-\$100,000	5-8	* WITH MILLER CO. HAS BEEN LESS THAN COMPETENT AT TIMES REGARDING APPLICATION PROCESS. MY INCOME DROPPED \$25,000 AND MY PREMIUM NEVER LOWERED WHEN I QUESTIONED THIS. I WAS TOLD BY * SHE WAS OVERWHELMED WITH HER LOAD AND DID NOT KNOW WHEN OR IF THIS ISSUE WOULD BE RESOLVED. I NEVER RECEIVED A CHANGE IN PREMIUM. MY MONTHLY AMOUNT STAYED THE EXACT SAME DEPOSIT SUBSTANTIAL CHANGE IN INCOME. I HAVE SINCE HAD BETTER LUCK WITH FINANCES BUT WORRY FOR OTHER WHO MIGHT LOOSE COVERAGE DUE TO INCOMPETENCE.
5-7	2 - 5 years	\$50,001-\$100,000	5-8	I FEEL LIKE CHILDREN WHO WILL BE ON TEFRA LONG TERM SHOULD NOT HAVE TO REDO THE ENTIRE PACKET EACH YEAR - & GIVE MORE TIME!
5-7	2 - 5 years	\$50,001-\$100,000	5-8	WE ARE VERY THANKFUL FOR TEFRA - IT HAS MADE A SIGNIFICANT IMPACT ON MY SON'S LIFE. HE COULD NOT HAVE RECEIVED HELP & THERAPY WITHOUT IT.
5-7	2 - 5 years	\$50,001-\$100,000	9-12	TEFFRA/MEDICAID SHOULD SEND A LIST OF SERVICES PROVIDED EACH YEAR TO ALL APPLICANTS. TRYING TO UNDERSTAND OR GET INFORMATION ABOUT SERVICES IS EXTREMELY DIFFICULT
5-7	More than 5 years	\$150,001 or more	5-8	RENEWAL PAPERWORK - NEVER ENOUGH TIME, POORLY WRITTEN - NEEDS MAJOR REVISION. TURNED IT IN MONTHS AGO AND HAVEN'T HEARD THAT IT WAS RECEIVED, THAT THE INFO WAS ADEQUATE, OK, VERY GRATEFUL FOR THE PROGRAM - EVEN WITH 2 EMPLOYED PARENTS AND GOOD INCOME, PAYING FOR ALL THE THERAPY OUT OF POCKET WOULD BE IMPOSSIBLE.
5-7	More than 5 years	\$0-\$50,000	13 or older	IT'S SAD THAT MY CHILD HAS TO SUFFER WITH GRIEF, ANXIETY, AND PANIC TO GET UP AND FACE EVERY SINGLE DAY BECAUSE TEFRA WON'T PAY FOR HER MEDICATION - THE FIRST ONE THAT EVER WORKED I CAN'T AFFORD IT.
5-7	More than 5 years	\$0-\$50,000	13 or older	JUST WISH IT WERE EASIER TO TALK TO SOMEONE ABOUT WHAT ALL TEFRA COVERS. I WISH I COULD ACTUALLY CALL SOMEONE AND TALK TO THEM AND THEY WOULD KNOW ALL MY ANSWERS.

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5-7	More than 5 years	\$0-\$50,000	13 or older	THE APPLICATION PROCESS WAS EXTREMELY DIFFICULT AND CONFUSING, AND I AM COLLEGE EDUCATED. I EVEN WENT INTO OFFICE AND HAD A SUPERVISOR HELP ME AND STILL HAD TO HAVE PART OF IT SENT BACK. COMMUNICATION ABOUT WAIVER LIST OR ANY OTHER CHANGES OR BENEFITS AVAILABLE HAVE BEEN ALMOST NON EXSISTANT. HAVING SAID THIS OVERALL, WE ARE VERY GRATEFUL FOR THIS PROGRAM.
5-7	More than 5 years	\$0-\$50,000	9-12	I USUALLY HAVE TO HAVE A EXTENTION CAUSE I DON'T GET MY TEFRA RENEWAL IN TIME AND SO DR. CAN FILL HIS PART OUT TO.
5-7	More than 5 years	\$100,001-\$150,000	13 or older	HOW I FEEL ABOUT FINDING PROVIDERS THAT ACCEPT TEFRA (HARD TO FINE) DO I FEEL LIKE I USE TEFRA TO IT'S FULLEST EXTENT (NO) WHAT ABOUT THE TEFRA WAIVER? (ELEPHANT IN THE ROOM) Q37)DR. DONT TAKE TEFRA
5-7	More than 5 years	\$100,001-\$150,000	5-8	THE WAIVER PROGRAM AND TEFRA NEED TO BE COMBINED
5-7	More than 5 years	\$100,001-\$150,000	5-8	QUESTION 68/69: I THINK I AM ALWAYS GIVEN 10 DAYS FROM DATE MAILED (POSTMARKED). THIS OFTEN INCLUDES 2 WEEKENDS WHICH GIVES ME LESS THAN 5 BUSINESS DAYS TO GET RENEWAL PAPERWORK DONE, THAT IS VERY DIFFICULT TO TURN AROUND, ESPECIALLY WHEN YOU HAVE TO ALLOW TIME FOR DOCTORS OFFICE TO PROCESS (WHICH MEANS 2 TRIPS TO THEIR OFFICE TO DROP OFF AND PICK UP DURING BUSINESS HOURS).
5-7	More than 5 years	\$100,001-\$150,000	9-12	OUR INITIAL APPLICATION PROCESS WAS SO BAD BECAUSE THE OFFICE LOST SOME OF OUR APPLICATION BUT NEVER CALLED US TO TELL US OUR PACKET WAS NOT BEING PROCESSED BECAUSE IT WAS INCOMPLETE. IF I HAD NOT CALLED THEM, WE WOULD HAVE NEVER KNOWN WHY WE WERE NOT RECEIVING TEFRA BENEFITS.
5-7	More than 5 years	\$150,001 or more	13 or older	NEVER ENOUGH TIME TO COMPLETE RENEWAL APPLICATION. ALSO FORM'S ARE DUPLICATES OF WHAT IS FILLED OUT EACH YEAR.
5-7	More than 5 years	\$150,001 or more	9-12	FOR RENEWAL-TOO MANY FORMS REQUESTING EXACT SAME INFORMATION. POORLY DESIGNED FORMS. NOT ENOUGH TIME GIVEN INITIALLY, BUT EXTENSION GRANTED.
5-7	More than 5 years	\$50,001-\$100,000	13 or older	*#68. I FEEL THAT 2 WEEKS IS NOT ENOUGH TIME TO FILL OUT AND RETURN TEFRA RE-NEWALS. SPECIALLY BECAUSE THE MEDICAL DOCTORS NEEDS TIME TO FILL OUT THEIR PART! AT LEAST 2 WKS, BUT NOT 2. THANK YOU!
5-7	More than 5 years	\$50,001-\$100,000	13 or older	OUR DAUGHTER IS IN RESIDENTIAL THERAPY IN MISSOURI. WE ARE VERY GRATEFUL THAT ARKANSAS TEFRA HELPS COVER THAT CARE. HER PRESCRIPTIONS ARE NOT COVERED BECAUSE HER DOCTOR IS NOT AN ARKANSAS PROVIDER. DO YOU HAVE ANY RECOMMENDATIONS? Q69) WE PANIC TO GET IT ALL COLLECTED AND DRIVE TO THE OFFICE TO SUBMIT IT IN PERSON.

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5-7	More than 5 years	\$50,001-\$100,000	5-8	MY SON'S FOCALIN XR PRESCRIPTION ISN'T COVERED DUE TO BRAND NAME VS. GENERIC (PRIVATE INSURANCE AND TEFRA) WE NOW PAY \$12/MONTH. WHAT SHOULD I DO TO GET IT COVERED IN FULL? *
5-7	More than 5 years	\$50,001-\$100,000	5-8	BESIDES THE RENEWAL PAPERWORK THAT DRIVES ME CRAZY. TEFRA IS A TRUE BLESSING TO MY FAMILY.
5-7	More than 5 years	\$50,001-\$100,000	5-8	ABA THERAPY NEEDS TO BE COVERED FOR CHILDREN WITH AUTISM!
5-7	More than 5 years	\$50,001-\$100,000	5-8	Q69) I ALWAYS HAVE TO GET AN EXTENSION ON THE DEADLINE.
5-7	More than 5 years	\$50,001-\$100,000	9-12	WILL PAY FOR BRACES OUT OF POCKET BECAUSE SPEECH PATH & ORTHODONTIST ARE CONCERNED. ORTHO DOESN'T ACCEPT MEDICAID.
5-7	More than 5 years	\$50,001-\$100,000	9-12	WE LOST THE BEST CASE MANAGER WHEN * RETIRED. SUE PARKS IS A HUGE HELP WITH THIS PAPERWORK WE WOULD BE LOST WITHOUT THESE GREAT FOLKS! PAPERWORK IS TERRIBLE BURDEN. NO SLOTS OPEN FOR MEDICAID WITH OUR PREFERRED PEDIATRICIAN!
5-7	Less than 1 year	—	0-4	OVERALL EXPERIENCE OF TEFRA PROGRAM WAS ONLY RATED 7 BECAUSE I THINK AS PART OF APPLICATION PROCESS YOU SHOULD MAKE APPLICANTS AWARE OF THE ARHIPA PROGRAM FOR TEFRA PREMIUM REIMBURSEMENT. I ONLY FOUND OUT ABOUT IT BY CHANCE WHEN THE BILLING DEPT. AT AR CHILDREN'S MENTIONED IT TO ME. WITHOUT IT, THE TEFRA PREMIUMS WOULD HAVE CAUSED US A BIG FINANCIAL BURDEN.
5-7	Less than 1 year	\$0-\$50,000	0-4	Q3) ENDOCRINOLOGIST WAS WHAT WE NEEDED AND DIDN'T HAVE COVERAGE FOR.; Q27) EXCEPT FOR A CONTINUOUS GLUCOSE MONITOR WHICH WOULD HELP MY TYPE 1 DIABETIC CHILD SO MUCH!; Q28) INFUSION SETS FOR INSULIN PUMP; Q29) -GETTING EVERYTHING APPROVED WAS A BIG ORDEAL, BUT ONCE WE DID IT WAS OK.; Q44) -I CAN'T FIGURE OUT WHAT EXACTLY TEFRA WILL COVER AND WHAT IS THE MAXIMUM COVERAGE.; Q48) I NEVER GOT ANYONE TO ANSWER THE PHONE!; Q49) (THE TEFRA #; Q53) B/C NO ONE EVER ONCE ANSWERED THE # ON THE BACK OF MY ARKIDS CARD.; Q66) CHILDREN'S HOSPITAL WAS AMAZING AT HELPING US APPLY!;
5-7	Less than 1 year	\$100,001-\$150,000	0-4	NEED ON-LINE PAYMENT OPTION THAT ALLOWS FOR CREDIT CARD PYMT.
5-7	Less than 1 year	\$100,001-\$150,000	0-4	HAD TO FIGHT WITH PERSONAL INSURANCE ABOUT SHOE ORTHOTICS. NEVER GOT A RETURN CALL ON ORTHOTICS OR GLASSES SO I HAD TO PAY MYSELF.
5-7	Less than 1 year	\$100,001-\$150,000	0-4	QUESTIONS #3-8 58 AND 60: THE REASON THERE WAS 'NO PROBLEM' RECEIVING CARE BEFORE TEFRA ENROLLMENT WAS BECAUSE I HAVE PRIMARY INSURANCE (A HEALTH SAVINGS ACCT.) THROUGH MY JOB (WITH A VERY HIGH DEDUCTIBLE.) QUESTION #59: THE SPECIALISTS AND URGENT CARE CENTERS DO NO TAKE MEDICAID AS A SECONDARY INSURANCE. I HAVE TO USE MY PRIMARY INSURANCE AND PAY THE DEDUCTIBLE OUT OF MY OWN POCKET.

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5-7	Less than 1 year	\$100,001-\$150,000	5-8	SOME PRESCRIPTIONS THAT MY SON NEEDS IS NOT COVERED BY TEFRA. HIS QUALLIVENT IS NOT COVERED. I PAY ADDITIONAL OUT OF POCKET FOR HIM TO HAVE IT.
5-7	Less than 1 year	\$100,001-\$150,000	5-8	THE TEFRA RENEWAL APPLICATION/PROCESS IS QUITE LABORIOUS. I CAN UNDERSTAND THE INITIAL APPLICATION BEING SO, BUT DO NOT UNDERSTAND WHY THE RENEWAL IS SO SIMILAR TO THE INITIAL APPLICATION WITH THE MAJORITY OF IT BEING THE EXACT SAME INFORMATION.
5-7	Less than 1 year	\$100,001-\$150,000	5-8	WE ALSO HAD GREAT DIFFICULTY IN WRITTEN CORRESPONDANCE. EVEN WHEN WE SENT A LETTER SAYING WE WANTED OUR PREMIUM DRAFTER, INCLUDED A VOIDED CHECK IN ADDITION TO A PAYMENT FOR CURRENT MONTH, IT APPARENTLY REMAINED UNCLEAR THAT WE WERE CHOOSING THE DRAFT OPTION.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	TEFRA IS A GREAT PROGRAM! HOWEVER, IT IS POORLY MANAGED! GETTING SOMEONE ON THE PHONE IS A TIME CONSUMNG HUGE CHALLENGE AND EVEN IF YOU GET SOMEONE ON THE LINE, THEY NEVER SEEM TO KNOW THE ANSWER.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	TEFRA HELP LINE IMPOSSIBLE TO GET THROUGH TO SOMEONE TO ASK QUESTIONS. LOCAL DHS OFFICE LEFT SEVERAL MESSAGES WITH NO RETURN PHONE CALL. WILL CANCEL MY COVERAGE SOON.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	Q27) I HAVE NEVER ATTEMPTED TO USE TEFRA TO OBTAIN THESE
5-7	Less than 1 year	\$50,001-\$100,000	0-4	GREAT PROGRAM BUT BENEFITS UNCLEAR. I HAVE A MASTERS AND I THOUGHT THE APPLICATION WAS DIFFICULT TO UNDERSTAND.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	THE APPLICATION PROCESS IS INCREDIBLY CONFUSING AND YOU REALLY HAVE TO SEARCH FOR ANSWERS OR KNOW SOMEONE WHO HAS DONE IT BEFIRE YOU. ALSO IF YOU MISS ONLY 1 THING IN THE APPLICATION, THEY SHOULDN'T THREATEN YOU WITH CANCELLATION. THE WAIT TIME FOR PROCESSING IS ALSO WAY TOO LONG. WE WAITED 5 MONTHS.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	WE HAD TO RENEW ELIGIBILITY <1 YEAR OF HAVING TEFRA; APPROVAL RECEIVED IN NOV 2015, HAD TO REAPPLY APPLICANT IN JUNE 2016 & DID NOT HAVE TO DO THE SAME FOR HER TWIN WHO WAS APPROVED SAME DAY AS WELL. Q33) DUE TO LACK OF OT PROVIDERS IN AREA
5-7	Less than 1 year	\$50,001-\$100,000	0-4	THERE IS A SIGNIFANT DELAY WITH COMMUNICATION BY THE MATTER OF HOW PAYMENT IS RECIEVED. WE TRIED AUTOMATIC DEDUCTION TO WHICH WE RECIEVED LATE PAYMENT NOTICES. SO WE CHANGED TO QUARTERLY PAPER STATEMENTS.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	THE APPLICATION AND BILLING PROCESS IS EXTREMELY ANTIQUATED AND DIFFICULT. MOVING TO AN ONLINE SYSTEM WOULD MAKE IT MUCH EASIER AND SURELY LESS EXPENSIVE.

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5-7	Less than 1 year	\$50,001-\$100,000	13 or older	OUR OTHER SON * IS ON TEFRA WE HAVE BEEN IN NEED OF REPAIRS TO HIS WHEELCHAIR THAT AR M'CAID. DID NOT PAY FOR. REPAIRS BY ONE OF YOUR PROVIDERS WAS DENIED. WE WERE TOLD TEFRA WOULDN'T PAY FOR REPAIRS TO A CHAIR THEY DIDN'T PURCHASE. IN MY OPINION REPAIRS WOULD BE MUCH LESS EXPENSIVE THAN PURCHASING A WHOLE NEW CHAIR?? ARKANSAS MEDICAID COULD SAVE \$\$ BY CHANGING THIS PROTOCOL.
5-7	Less than 1 year	\$50,001-\$100,000	9-12	IT TOOK US OVER 6 MONTHS TO GET APPROVED, I FELT THIS WAS A LITTLE TOO LONG.
5-7	Less than 1 year	\$0-\$50,000	0-4	WE HAVE TRICARE IN ADDITION TO TEFRA. FINDING CLINICS THAT WILL WORK WITH BOTH INSURANCE PLANS HAS PROVEN TO BE AN ISSUE!
5-7	Less than 1 year	\$0-\$50,000	13 or older	I AM HAVING PROBLEMS WITH TEFRA NOT COVERING SERVICES AND MEDS, THAT I PAID FOR PRIOR TO ACCEPTANCE INTO PROGRAM. TEFRA HAS BACK DATED TO COVER 3 MONTHS PRIOR TO ACCEPTANCE.; Q48) NEVER GO THROUGH TO ANYONE;
5-7	Less than 1 year	\$0-\$50,000	9-12	I DON'T HAVE MUCH EXPERIENCE WITH TEFRA, MY CHILD WAS JUST APPROVED IN AUGUST 2016.
5-7	Less than 1 year	\$50,001-\$100,000	0-4	IT TOOK A VERY LONG TIME TO RECEIVE TEFRA & IN THOSE 7 MONTHS MY SON WAS NOT ABLE TO RECEIVE HIS 7HRS OF THERAPY SERVICES- HUGE SETBACK!;
5-7	Less than 1 year	\$50,001-\$100,000	0-4	IT SEEMS LIKE * QUALIFIES FOR MORE THERAPY THAN HE IS GETTING NOW. A TRANSPORTATION SERVICE WOULD BE NICE. MY HUSBAND HAS TO DRIVE TO AND FROM THE THERAPY PLACE DURING WORK HOURS.
5-7	Less than 1 year	\$50,001-\$100,000	9-12	THERE IS NO CLARITY ON WHO I CAN CONTACT FOR QUESTIONS OR SUPPORT. IT IS ALSO ALMOST IMPOSSIBLE TO GET HOLD OF SOMEONE FROM THE BILLING DEPARTMENT. LASTLY, I FEEL I HAVE BEEN GIVEN A ROUND-A-ROUND WHEN I NEED INFORMATION. I STILL DON'T KNOW WHO TO REACH OUT TO TO FOLLOW-UP ON DENTAL CHARGES.
8-10	—	\$50,001-\$100,000	5-8	OUTPT THERAPY 3X WEEK IS NOT ENOUGH TO GAIN MAXIMUM FUNCTION FOR A PT WITH A STROKE. INPT COVERAGE WOULD BE MOST BENEFICIAL.
8-10	More than 5 years	\$150,001 or more	9-12	WHEN WE 1ST STARTED TEFRA, WE HAD JUST GOTTEN OUT OF COLLEGE -- WE COULDN'T HAVE MADE IT W/O IT. THANK YOU.
8-10	More than 5 years	\$0-\$50,000	13 or older	I GOT GUARDIANSHIP OF * IN 2008. SHE, HAS DDMD AND DISABILITY. SHE HAS BEEN IN AND OUT OF METHODIST BEHAVIORAL HOSPITAL TRYING TO GET HER INTO RESIDENCE BECAUSE OF BEHAVIOR WHICH HASN'T BEEN EASY
8-10	More than 5 years	\$0-\$50,000	13 or older	I HAD PROBLEMS GETTING THE DR. OFFICE TURNING IN HER PAPERWORK AND I APPRECIATE THE PATIENCE OF THE TEFRA OFFICE WHILE THEY HAD TO WAIT TO GET THEM IN.
8-10	More than 5 years	\$0-\$50,000	13 or older	ALL I CAN SAY IS THANK GOD FOR TEFRA!! IT HAS BEEN A TREMENDOUS HELP WITH HAVING A CHILD WITH A DISABILITY.

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8-10	More than 5 years	\$0-\$50,000	13 or older	IT JUST SEEMS TO ME THAT IF MY SONS CONDITION IS PERMANENT THEN RENEWAL SHOULDN'T HAVE TO BE DONE EACH YEAR.
8-10	More than 5 years	\$0-\$50,000	13 or older	Q54)\$ 0 CURRENTLY \$52-\$78 IN THE PAST
8-10	More than 5 years	\$100,001-\$150,000	13 or older	Q37) CHILDREN W/AUTISM CANNOT GET TREATMENT FOR ANXIETY; Q38) UNTIL HE WAS DISMISSED B/C HE HAD AUTISM
8-10	More than 5 years	\$150,001 or more	13 or older	TEFRA SERVES AS A SECONDARY COVERAGE FOR OUR CHILD, THEREFORE AS OUR INCOME INCREASES I WILL HAVE TO CONSIDER THE POSSIBILITY OF CANCELING TEFRA DUE TO THE HIGH MONTHLY PREMIUM.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	TEFRA PAPERWORK / RENEWALS CAN BE DIFFICULT, BUT OVERTIME THE PROCESS GETS EASIER WITH EXPERIENCE. EXTENSION OF BENEFIT SERVICES FOR SUPPLIES HAS DIFFICULT PAPERWORK AS WELL. BUT OVERALL, WITH ALL THINGS CONSIDERED, THE PAPERWORK IS NEEDED SO IT AS GOOD AS ONE COULD EXPECT. I WOULD BE INTERESTED IN INFORMATION ON CONTINUED COVERAGE AFTER MY CHILD REACHES AGE 19. THANK YOU OVERALL - TEFRA HAS BEEN A POSITIVE EXPERIENCE AND I AM VERY THANKFUL FOR THE BENEFITS RECEIVED. I WOULD LIKE MORE INFORMATION ON COVERAGE WHEN MY CHILD AGES OUT OF TEFRA THANK YOU!; Q69) I REQUESTED AND RECEIVED AN EXTENSION FROM COUNTY WORKER
8-10	More than 5 years	\$50,001-\$100,000	13 or older	WE ARE SO GRATEFUL TO HAVE TEFRA. WE FEEL THAT WE RECEIVE EXCELLENT CARE FROM ALL MEDICAL PROVIDERS/PHARMACIES.;
8-10	More than 5 years	\$50,001-\$100,000	13 or older	DHS PERSONNEL NEED ADDITIONAL TRAINING ON OPTIONS TO CONSIDER AFTER A CHILD IS NO LONGER ELIGIBLE FOR TEFRA. I SPENT AN ENTIRE DAY BEING SENT FROM ONE PERSON TO THE NEXT, OFFICE TO OFFICE ACROSS TOWN AND NEVER RECEIVED THE ANSWERS I NEEDED.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	Q31) THE PROBLEM IS ME HAVING THE TIME TO TAKE HIM TO SPEECH THERAPY.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	THANK YOU FOR PROVIDING THIS SERVICE. IT HAS ALLOWED MY DAUGHTER TO BECOME MENTALLY, PHYSICALLY, AND SPIRITUALLY WELL. SHE WENT FROM BEING TOLD SHE WOULD NEVER WALK OR TALK TO DRIVING AND GOING TO COLLEGE.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	MY BIGGEST COMPLAINT IS THE RENEWAL PROCESS. IT TAKE AROUND 4-5 WEEKS TO COMPLETE THIS PROCESS BECAUSE THE PCP HAS TO COMPLETE THE PAPERWORK AND I ALWAYS RECEIVED THE RENEWAL IN THE JUNE WHEN THE PCP IS ON VACATION. 14 DAYS IS NOT ENOUGH TIME TO RENEW. ALSO, THE RENEWAL IS MAILED WHICH TAKES SEVERAL DAYS.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	TEFRA HAS BEEN A BLESSING TO MY CHILD'S HEALTHCARE. I REALLY DON'T KNOW WHAT WE WOULD HAVE DONE! THANK YOU!!

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8-10	1 - 2 years	—	13 or older	#65 MARY JO WARNER RN BSN HAS BEEN A GOD SEND. (I CAN ALWAYS COUNT ON MARY JO TO HELP ME) SHE HAS HELPED ME MORE TIMES THAN I CAN COUNT. VERY PERSONNABLE A+ PERSON AND HELP ALWAYS!! * FORMS ARE DIFFICULT TO FILL OUT! VERY REPETITIVE FROM YEAR TO YEAR; Q76) ADOPTED PARENTS OF CHILD; Q77) REDONDENT! IF I PAY THE HIGHEST PREMIUM YOU FIGURE IT OUT
8-10	1 - 2 years	—	5-8	ONLY ISSUE WAS TRYING TO CALL FOR APPLICATION HELP. LOCAL COUNTY HAD ME CALL WRONG PLACE AND ULTIMATELY HAD TO RESEARCH ONLINE. VALID PHONE SHOULD BE ON PAPERWORK AND MORE TIME TO COMPLETE APPS. ALSO INSTRUCTIONS NOT GIVEN ON HOW TO GET MONEY MACK ON EXPENSES INCURRED DURING INITIAL APPLICATION PROCESS.
8-10	1 - 2 years	\$150,001 or more	5-8	THERE ARE NOT ENOUGH MEDICAL DOCTORS, PSYCHOLOGISTS OR PSYCHIATRISTS THAT ACCEPT TEFRA IN MY CITY OF BENTONVILLE OR ROGERS, AR. THE TEFRA GAL IN THE CPU OFFICE NEEDS HELP. WITHOUT TEFRA, WE WOULD HAVE TO BORROW MONEY TO LIVE. THANK YOU FOR YOUR HELP. HOPEFULLY, MY SON WILL CONTINUE TO IMPROVE WITH AGE. THE GAL IN THE CPU OFFICE IS DOING AN EXCELLENT JOB BUT I CAN TELL SHE IS SUPER BUSY. Q25) MD'S ARE NOT EXPERIENCED ENOUGH TO KNOW WHAT TO DO W/ AUTISM & ADHD - IN THIS AREA ANYWAY. THEY NEED TO READ THE MOST RECENT EVALUATION BEFORE SPEAKING THEIR MINDS.; Q38) VERY FEW ARE APPROVED W/ TEFRA. WE ARE OUT OF NETWORK NOW.; Q44) THE PAPERWORK IS EXTENSIVE AND THE YEARLY IS REPETITIVE.; Q50) TEFRA IS A ONE PERSON UNIT.; Q53) BASED ON HER WORK LOAD AND CIRCUMSTANCES, SHE IS AN ANGEL!; Q55) WE WOULD LIKE TO SAVE FOR COLLEGE OR A TECHNICAL SCHOOL.; Q56) WE WILL SACRIFICE WHATEVER WE HAVE TO.; Q58) DOCTOR SHORTAGE W/ TEFRA COVERAGE TEFRA IS LIMITED AT PSYCHOLOGISTS AND BEHAVIORALISTS & PSYCHIATRIST OFFICES; Q60) I'VE HEARD OTHER PEOPLE HAVE HAD BIG PROBLEMS.; Q64) TEFRA CPU ONLY; Q68) THIS REQUIRES A DOCTOR SIGNATURE THAT TAKES 7 DAYS!;
8-10	1 - 2 years	\$0-\$50,000	0-4	I NEVER RECEIVED A CALL BACK FROM MY ASSIGNED DHS SPECIALIST DESPITE MULTIPLE PHONE CALLS. I WAS SEEKING HELP COMPLETING OUR RENEWAL PACKET. I SUBMITTED MY PACKET BY EMAIL AND MAIL 7/30/16 AND HAVE YET TO HEAR ANYTHING IN RESPONSE. IT IS NOW 10/2/16. IT WOULD BE NICE TO KNOW IF IT WAS RECEIVED OR IF THERE IS ANY UPDATES. WE RELY ON MY SON'S THERAPY AND HIS TEFRA ALLOWS HIM TO GET IN PLUS HIS EXPENSIVE MEDS.;

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8-10	1 - 2 years	\$0-\$50,000	0-4	IN REGARDS TO DOCTORS AND TIME TO FILL OUT PAPERWORK. MY CHILD'S DOCTOR IS FINE, BUT THE CLINIC ITSELF IS DIFFICULT TO WORK WITH WHEN NEEDING PAPERWORK COMPLETED. WHERE I FELT I HAD ENOUGH TIME TO DO MY PART OF THE PAPERWORK, I GOT NERVOUS WAITING ON THE CLINIC TO FILL & RETURN THEIR PART OF IT. I HAD CALLED MULTIPLE TIMES AND FAXED AND EXPLAINED WHAT WAS GOING ON AND IT STILL TOOK THEM TWO WEEKS TO TURN IT IN, WHICH WAS ON THE DEADLINE.
8-10	1 - 2 years	\$0-\$50,000	0-4	I AM EXTREMELY GRATEFUL FOR TEFRA. IT IS A BLESSING.
8-10	1 - 2 years	\$0-\$50,000	13 or older	I AM SO GRATEFUL TO HAVE TEFRA IF IT WASN'T FOR THIS I COULDN'T AFFORD MY DAUGHTERS MEDICINE AND HER DOCTOR'S APPOINTMENTS. THANK YOU SO VERY MUCH FOR ALLOWEING US THIS PRIVILEGE. *
8-10	1 - 2 years	\$0-\$50,000	13 or older	68) 1 TO 7 DAYS IS NOT ENOUGH TIME TO FILL IT OUT YOU HAVE TO START ON IT THAT DAY AND TAKE IT TO THE DOCTOR TO GET IT FILLED OUT. I THINK YOU SHOULD HAVE AT LEAST 2 WEEKS TO GET IT BACK
8-10	1 - 2 years	\$0-\$50,000	13 or older	THANK YOU
8-10	1 - 2 years	\$0-\$50,000	5-8	WE ARE THANKFUL FOR TEFRA! IF IT WASN'T FOR TEFRA, OUR DAUGHTER PROBABLY COULDN'T RECEIVE ALL THE OT, PT, ST SHE NEEDS!
8-10	1 - 2 years	\$0-\$50,000	5-8	TEFRA HAS BEEN A LIFE SAVER FOR MY SON. I COULD NOT GET WHAT HE NEEDED WITHOUT THIS.
8-10	1 - 2 years	\$0-\$50,000	5-8	I AM VERY PLEASED WITH TEFRA SERVICES AND I AM THANKFUL AND GREATFULL TO HAVE THEM. THANKS,
8-10	1 - 2 years	\$0-\$50,000	9-12	TEFRA HAS HELP ME GET THE HELP MY CHILD NEED. IF IT WAS NOT FOR TEFRA HELP SHE WOULD NOT BE WHERE SHE IS NOW. WE GOT ALONG WAY TO GO BUT SHE DOING BETTER EVERY DAY. THANK YOU FOR ALL THE HELP YOU HAVE PROVIDED.
8-10	1 - 2 years	\$0-\$50,000	9-12	THANK YOU SO MUCH FOR THIS PROGRAM, BECAUSE WITHOUT IT MY SON WOULD NOT HAVE BEEN ABLE TO HAVE HIS EARDRUM RECONSTRUCTED OR I WOULDN'T BE ABLE TO AFFORD HIS ADHD MEDS.
8-10	1 - 2 years	\$100,001-\$150,000	0-4	THE 6 MONTHS PRIOR QUESTIONS AT THE BEGINNING REALLY DIDN'T APPLY B/C WE HAD COVERAGE FROM BIRTH.
8-10	1 - 2 years	\$100,001-\$150,000	0-4	#13: I DON'T CARE FOR OUR OFFICIAL PEDIATRICIAN, BUT REMAIN AT THAT OFFICE BECAUSE OF THE NURSE PRACTITIONER WHO WORKS THERE. SHE IS EXCELLENT, ALWAYS RESPECTFUL AND CONSIDERATE. WHEN/IF SHE LEAVES, WE WILL, TOO. THE PED. (DR.) IS NOT AS GOOD. SHE'S NOT BAD, BUT I'M NOT AS COMFORTABLE WITH HER.
8-10	1 - 2 years	\$100,001-\$150,000	0-4	TEFRA HAS ALLOWED OUR DAUGHTER TO RECIEVE PT/OT/ SPEECH THERAPIES THAT WE WOULD OTHERWISE NOT BE ABLE TO AFFORD. THESE THERAPIES HAVE CHANGED HER LIFE.
8-10	1 - 2 years	\$100,001-\$150,000	13 or older	WE DON'T KNOW WHAT WE'D DO IF THERE'S NO TEFRA, SORRY FOR LATE RESPOND. THANKS AGAIN!

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8-10	1 - 2 years	\$100,001-\$150,000	5-8	TEFRA HAS BEEN A BLESSING IN REGARDS TO COVERING THERAPY SERVICES.
8-10	1 - 2 years	\$100,001-\$150,000	9-12	DR SNEED AND KIM AT THE CHILDREN'S CLINIC WERE MOST HELPFUL. RANDOLPH COUNTY WAS GREAT EVEN THOUGH IT TAKES FOREVER. ARHIP IS FABULOUS!
8-10	1 - 2 years	\$100,001-\$150,000	9-12	AN OVERALL LACK OF THE QUALITY OF CARE FOR MY CHILD'S SPECIFIC CONDITION HAS BEEN AN ISSUE IN ARKANSAS. NOT SPECIFICALLY A TEFRA ISSUE, BUT STILL A SERIOUS ISSUE.
8-10	1 - 2 years	\$100,001-\$150,000	9-12	TEFRA HAS BEEN A LIFE-SAVER FOR US. CANCER TREATMENT IS SO EXPENSIVE AND HAVING THIS COVERAGE HAS BEEN A BLESSING TO US. THANK YOU!
8-10	1 - 2 years	\$150,001 or more	0-4	I THINK THERE SHOULD BE NOTIFICATION FOLLOWING RENEWAL TO WHETHER CHILD WAS RE-ENROLLED. ALSO-THE TEFRA PREMIUMS SHOULD CONSIDER FAMILY'S PERSONAL COST FOR INSURANCE AS WELL AS INCOME TO DETERMINE TEFRA PREMIUM. WE ARE SO THANKFUL FOR TEFRA --BUT IT IS A BURDEN FINANCIALLY DUE TO THE FACT WE PAY \$2100/MONTH FOR INSURANCE PLUS \$324/MO FOR TEFRA. Q56) BUT MANY SACRIFICES WERE MADE FINANCIALLY
8-10	1 - 2 years	\$50,001-\$100,000	0-4	EVERYONE WE HAVE TALKED TO IN THE TEFRA DEPARTMENT HAS BEEN WONDERFUL! WE ARE SO HAPPY TO HAVE THIS PROGRAM AVAILBLE. WITHOUT THIS MY CHILD WOULD NOT BE ABLE TO GET ALL THE SERVICES/THERAPIES SHE NEEDS! THANK YOU!
8-10	1 - 2 years	\$50,001-\$100,000	0-4	I HAVE CALLED A FEW TIMES, REGARDING THE PREMIUMS. EVERYTIME I CALLED I WAS TOLD THEY WERE BEHIND IN PROCESSING.
8-10	1 - 2 years	\$50,001-\$100,000	0-4	Q66) CHILDREN'S HELPED US W/ APP PROCESS
8-10	1 - 2 years	\$50,001-\$100,000	0-4	THE ONLY PROBLEM WE EVER HAVE HAD WITH TEFRA WAS HAVING TO PAY ANOTHER CLINIC WHEN HIS DOCTOR'S OFICE WAS FULL FOR THE DAY AND HAD TO GO TO ANOTHER CLINIC, NOT COVERED WITH TEFRA.
8-10	1 - 2 years	\$50,001-\$100,000	0-4	WE ARE VERY THANKFUL FOR THE TEFRA SERVICES. ALTHOUGH OUR PREMIUM IS A FINANCIAL BURDEN, ITS NOTHING COMPARED TO WHAT IT WOULD BE W/O IT.
8-10	1 - 2 years	\$50,001-\$100,000	0-4	THE ONLY COMPLAINT WE HAVE IS THE SHORT TIME PERIOD ALLOWED FOR RETURN OF RENEWAL FORMS. THEY REQUIRE MD DOCUMENTATION, SO IT IS DIFFICULT TO GET THAT COMPLETED WITH LESS THAN 1 WEEK FROM RECEIPT IN THE MAIL TO THE DEADLINE.
8-10	1 - 2 years	\$50,001-\$100,000	0-4	WE LOVE TEFRA, BEFORE MY SON GOT TEFRA THEY WOULD NOT TEST HIM FOR ANY THERAPIES AND I KNEW HE NEEDED THEM BECAUSE OF THE EYES PROBLEMS HE HAS! OUR TEFRA ALSO HELPED US PAY FOR A SURGERY TO HELP CORRECT HIS EYE PROBLEM! WE LOVE OUR TEFRA! THANK YOU SO MUCH- *

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8-10	1 - 2 years	\$50,001-\$100,000	0-4	TEFRA MAKES IT TOO DIFICULT TO PAY PREMIUMS I SHOULD BE ABLE TO USE BILL PAY OR SET UP A RELIABLE AUTODRAFT. MY AUTODRAFT FOR THIS MONTH STILL HAS NOT COME OUT AND ITS THE 13TH. I EXPECT A DELINQUENT BILL TO COME NEXT AND YET I HAVE DONE MY PART.
8-10	1 - 2 years	\$50,001-\$100,000	13 or older	I WOULD LIKE TO RECEIVE A REGULAR STATEMENT (OR BE ABLE TO LOG IN AND SEE ONE). I RECEIVE STATEMENTS FROM MY INSURANCE COMPANY BUT NOT FROM TEFRA, NO I DON'T KNOW WHAT ACTIVITY/CLAIMS ARE FILED.
8-10	1 - 2 years	\$50,001-\$100,000	13 or older	Q43) GETTING EASIER AND LESS LENGTHY.; Q69) GETTING THE PHYSICIANS PART FILLED OUT IS THE HARDEST.
8-10	1 - 2 years	\$50,001-\$100,000	13 or older	MANY TIMES WE SEE WHOEVER AT CONVIENANT CARE BECAUSE PRIMARY DOCTOR IS TO FULL.
8-10	1 - 2 years	\$50,001-\$100,000	13 or older	TEFRA IS HER SECONDARY INSURANCE. WE HAVE HAD NO PROBLEM AT ALL. ITS BEEN VERY HELPFUL ON NUMEROUS SURGERIES AND HOSPITAL STAYS.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	WE GREATLY APPRECIATE THE TEFRA PROGRAM. THANK YOU. WE DO, HOWEVER, ALSO PURCHASE PRIVATE INSURANCE TO HELP COVER COSTS THAT TEFRA DOESN'T COVER. WE PURCHASED A PLAN THROUGH HEALTHCARE.GOV, AS OUR EMPLOYER HAS TOO FEW EMPLOYEES TO REQUIRE COMPANY PLANS. WE PAY OVER \$1,100 A MONTH FOR PRIVATE (SILVER PLAN ON ACA) AND TEFRA. WE ARE CONSIDERING DROPPING OUR DAUGHTER'S PRIVATE INSURANCE BECAUSE OF THE COSTS AND TEFRA WILL THEN BE HER ONLY INSURANCE. OUR FAMILY WOULD APPRECIATE IT IF FAMILIES ON ACA INSURANCE COULD BE ELIGIBLE FOR MY AR HIPPA.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	Q10) VISION SPECIALIST; Q26) CORRECTIVE INSOLES AND SHOES; Q27) TOOK A LONG TIME AND HAD TO BE RE-ORDERED DUE TO WRONG SIZE.; Q33) THERAPIST WAS VERY BUSY DURING SUMMER.; Q35) THERAPIST WAS VERY BUSY THROUGH SUMMER.; Q44) LOTS OF PAPERWORK.; Q46) HAD TO CALL SEVERAL OFFICES TO GET ANY INFORMATION. (AT LEAST 5 CALLS.); Q53) AT LEAST THEY WERE POLITE. I EVENTUALLY GOT THE INFO I NEEDED.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	SO THANKFUL FOR TEFRA
8-10	1 - 2 years	\$50,001-\$100,000	5-8	TEFRA HAS BEEN A HUGE BLESSING. WE COULD NOT HAVE AFFORDED THE THERAPIES MY DAUGHTER NEEDED WITHOUT IT.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	MY COST FOR HAVING TEFRA SEEMS TOO HIGH. THEN RECENTLY IT HAS INCREASED EVEN MORE. THIS MAY BE A STRUGGLE TO PAY. PLEASE SEE WHERE YOU CAN CUT COST FOR THE FAMILYES IN NEED FOR THERAPIES. THANK YOU!
8-10	1 - 2 years	\$50,001-\$100,000	5-8	I HAVE BEEN SO PLEASED WITH SUE PARKS, THE TEFRA COUNTY OFFICE PERSON I SPEAK WITH. SHE IS ALWAYS SO HELPFUL & ACCOMMODATING. ALSO, THANK YOU ARKANSAS FOR PROVIDING TEFRA. IF IT WEREN'T FOR TEFRA MY CHILD WOULDN'T HAVE RECEIVED THE LIFE CHANGING THERAPIES HE HAS GOTTEN.

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8-10	1 - 2 years	\$50,001-\$100,000	5-8	NEED LONGER DEADLINE TO RETURN RENEWAL FORMS. DIFFICULT TO GET PHYSICIAN FORMS TURNED IN TIMELY.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	I HAVE BEEN VERY PLEASED WITH TEFRA. THE ONLY PROBLEM WAS WITH CUSTOMER SERVICE AND GETTING SOMEONE TO ANSWER. THE WAITING WAS WAY TOO LONG! Q66) ACH 'DEE' WAS VERY HELPFUL.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	THE TIME FRAME FOR SUBMITTING PAPERWORK IS TOO SHORT, ESPECIALLY WHEN WE HAVE TO ALSO SUBMIT PAPERWORK FROM DOCTORS.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	I SENT IN THE RENEWAL. IT WOULD BE NICE TO KNOW IT HAS BEEN RECEIVED. * USES TEFRA FOR SPEECH AND OT AND ANY EXTRA TESTING NEEDED.; Q12) * PCP IS NOT THE ONE LISTED WITH TEFRA'S SET DOCTOR. THANKFULLY OUR REGULAR INSURANCE COVERS THIS PCP.; Q36) BUT THE SCHOOL WANTS HIM TO GET IT.
8-10	1 - 2 years	\$50,001-\$100,000	5-8	SPECIAL THANK YOU TO LAVENDER THAT HELPED WITH APPLICATION PROCESS. THIS SERVICE GREATLY SERVES MY SON AND HIS MEDICAL NEEDS. THANK YOU!
8-10	1 - 2 years	\$50,001-\$100,000	5-8	VERY APPRECIATIVE OF THIS PROGRAM. WE WOULD HAVE GONE BANKRUPT WITHOUT.
8-10	2 - 5 years	—	0-4	THE DEADLINE TO RENEW IS VERY HARD TO KEEP. THE PAPERWORK TAKES TIME TO FILL OUT, AND THEN WAIT ON YOUR DOCTOR TO FILL OUT THEIR PART-IT'S VERY TIME CONSUMING AND STRESSFUL. OUR DOCTOR WAS OUT ON VACATION THIS YEAR, AND COULD NOT COMPLETE THE PAPERWORK ON TIME. IT WOULD BE HELPFUL TO HAVE AT LEAST TWO WEEKS TO FILL OUT THE RENEWAL, INSTEAD OF 10 DAYS OR LESS.
8-10	2 - 5 years	—	0-4	Q69) COULD FINISH PERSONAL PART BUT NOT ABLE TO GET TO PHYSICIAN IN 3 DAYS ALLOWED.
8-10	2 - 5 years	—	13 or older	COULD I RECEIVE THE SURVEY IN SPANISH NEXT TIME? I CALLED THE NUMBER ON IT TO CHANGE IT FOR ONE IN SPANISH, BUT NOBODY ANSWERED THE PHONE. Q77) I DO NOT HAVE A JOB
8-10	2 - 5 years	—	5-8	I AM THANKFUL FOR THIS PROGRAM. WITHOUT THIS TEFRA PROGRAM MY SON WOULD NOT BE ABLE TO RECEIVE THE SPEECH INSTRUCTION HE CURRENTLY NEEDS.
8-10	2 - 5 years	\$150,001 or more	5-8	I FEEL THE RENEWAL TIME SHOULD BE LONGER; IT IS SOMETIMES DIFFICULT TO GET THE DR TO FILL OUT FORMS IN A TIMELY MANNER. OTHER THAN THAT, TEFRA HAS BEEN A GODSEND!
8-10	2 - 5 years	\$0-\$50,000	13 or older	OUR PROBLEM WITH INITIAL APP PROCESS WAS TIME FRAME TO GET APPROVED OUR PROBLEM WITH EQUIPMENT IS HE NEEDS A NEW MANUAL CUSTOM WHEELCHAIR BUT CANNOT GET ONE THROUGH PRIMARY INS.OR IT WILL VOID MAINTENANCE ON POWER CHAIR. I GUESS TEFRA DOESN'T PAY FOR CUSTOM CHAIR.

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8-10	2 - 5 years	\$0-\$50,000	13 or older	TEFRA IS A GREAT PROGRAM FOR CHILDEN WITH DISABILITIES. MY SON WAS ABLE TO RECIEVE OUTSTANDING HEALTHCARE BECAUSE OF IT. THX A MILLION - SATISFIED MOTHER!!
8-10	2 - 5 years	\$0-\$50,000	13 or older	WE REALLY APPRECIATE THIS PROGRAM TO FUND MY CHILD'S DISEASE. WE JUST NEED MORE THAN ONE WEEK TO FILL OUT PROPER FORMS ESPECIALLY WHEN IT REQUIRES A DR TO TAKE TIME OUT TO FILL OUT THEIR PART. I WILL ALWAYS DO WHAT IS ASKED I JUST ASK YOU TO SEND FORMS A MONTH BEFORE DUE. THANKS, * Q69) I ACTUALLY GOT AN EXTENSION FOR AN EXTRA WEEK TO COMPLETE DUE TO THE DR PART FILL OUT. THEY KEPT MY PAPERWORK OVER A WEEK TO FILL OUT HER PART AND I HAD TO PAY OVERNIGHT SHIPPING TO MAIL ON TIME; Q73) BUT THIS IS RACIST
8-10	2 - 5 years	\$0-\$50,000	13 or older	MY SON IS SPECIAL NEEDS. HE HAS MYOTONIC MUSCULAR DYSTROPHY. WE HAVE BEEN VERY PLEASED WITH THE MEDICAL SERVICES TEFRA PROVIDES AND OUR DHS REP. IS VERY HELPFUL! Q56) STRETCH BUT WE ALWAYS PAY IT, TOO IMPORTANT TO HIS CARE
8-10	2 - 5 years	\$0-\$50,000	5-8	IF WE CAN POSSIBLY REAPPLY, BECAUSE OUR INCOME IS NOT WHAT WE BRING HOME, DUE TO BANKRUPSEY THAT WOULD BE GREAT! SOMETHING TO CONSIDER FOR FAMILIES. Q36) UNSURE IF GOING TO THE DENNIS L. JACKS (AUTISM CLINIC) QULIFIES; Q56) BUT WE DID IN SEPTEMBER 2015. THE ONLY WAY IT IS GETTING PAID NOW IS BECAUSE SOMEONE ELSE IS HAVING TO PAY IT FOR US. WE ARE UNDER BANKRUPSEY.
8-10	2 - 5 years	\$0-\$50,000	5-8	PREMIUM IS GETTING TOO EXPENSIVE; Q38) THEY ROCK!;
8-10	2 - 5 years	\$0-\$50,000	5-8	TEFRA IS A GREAT PROGRAM. I AM SO THANKFUL FOR THE PROGRAM AND ALL OF THE SERVICES OFFERED.
8-10	2 - 5 years	\$0-\$50,000	5-8	I THANK TEFRA BECAUSE IT HELP OUT MY SON MEDICAL BILLS. THERAPY SERVICES, MEDICINE ORTHO SHOES AND INSERTS.
8-10	2 - 5 years	\$0-\$50,000	5-8	#69 THE TIME GIVEN FOR RENEWAL IS NOT ENOUGH BECAUSE IT OFTEN TAKES A LONG TIME FOR THE DOCTOR TO GET HIS PAPER WORK DONE! *WE ARE VERY GRATEFUL TO AR TEFRA, MY BIGGEST COMPLAINT HAS TO DO W/ COVERATE FOR WHEEL CHAIRS. MY DAUGHTER IS COMPLETELY NON MOBILE. TEFRA COVERS EITHER AN ELECTRIC OR A MANUAL WHEEL CHAIR BUT NOT BOTH. THE ELECTRIC WHEEL CHAIR IS NECESSARY FOR GROWTH, DEVELOPMENT AND FREEDOM HOWEVER THERE WILL ALWAYS BE TIMES THAT A MANUEL WHEEL CHAIR IS NEEDED. ALSO MY DAUGHTERS PRIVATE INSURANCE COVERED THE ELECTRIC I DON'T UNDERSTAND WHY TEFRA WOULD NOT COVER THE MANUAL.;
8-10	2 - 5 years	\$0-\$50,000	5-8	IF IT WASN'T FOR TEFRA MY CHILD WOULD NOT HAVE GOTTEN THE SPECIAL TREATMENT HE NEEDED. I ALSO STRUGGLE TO PAY FOR MEDICATIONS AND SERVICES HE NEEDED BEFORE TEFRA. THANK YOU! Q36) HAS BEEN REFERRED TO COUNSELING;

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8-10	2 - 5 years	\$0-\$50,000	5-8	THANK YOU GUYS FOR EVERYTHING YOU HAVE PROVIDED MY DAUGHTER WITH. W/OUT TEFRA, MY DAUGHTER WOULD NOT BE WHERE SHE IS RIGHT NOW- HAPPY AND WELL. THANK YOU!
8-10	2 - 5 years	\$0-\$50,000	9-12	WE HAD A CHANGE IN FINANCIAL SITUATION AND THANKFULLY TEFRA REMOVED THE PREMIUM. WE APPRECIATE THE ASSISTANCE SO MUCH. ALSO, MY CASE WORKER SHOLANDA GREEN IS SO VERY HELPFUL WHEN I HAVE A QUESTION, OR IF I MISSED SOMETHING IN OUR PAPERWORK.
8-10	2 - 5 years	\$0-\$50,000	9-12	I APPRECIATE VERY MUCH THE HELP I HAVE RECEIVED FOR MY GREAT-GRANDCHILD. HE IS ADHD AND ASPERGERS WITH FINE MOTOR PROBLEMS. IT IS CHALLENGE FOR ME.
8-10	2 - 5 years	\$0-\$50,000	9-12	1. MY SON HAS PERSONAL INSURANCE ALSO 2. I AM SURE THIS IS WHY I DIDN'T HAVE A PROBLEM GETTING SOMETHINGS APPROVED. 3. THE PERSON WHO HELP ME W/TEFRA YOLANDA WILLIAMS SHE IS GREAT. AND HAVE ALWAYS MADE TEFRA RECERTIFICATIONS EASY.
8-10	2 - 5 years	\$0-\$50,000	9-12	CONNECT CARE IS A PAIN IN THE BUTT THAT DOESN'T ANSWER QUESTIONS!
8-10	2 - 5 years	\$0-\$50,000	9-12	THE ONLY ISSUE I HAVE IS FILLING OUT THE EXTENSIVE PAPERWORK OVER AND OVER AGAIN. I DON'T UNDERSTAND WHY WE DON'T JUST FILL OUT ANY CHANGES OVER THE PAST YEARS.
8-10	2 - 5 years	\$0-\$50,000	9-12	I'M NOT SURE ATTENTION WAS PAID TO MY CHANGE OF INCOME (GREATLY DECREASED). WHE I LAST RENEWED MY SON'S TEFRA (PREMIUM DID NOT CHANGE).
8-10	2 - 5 years	\$0-\$50,000	9-12	JUST I WAS NOT SURE ABOUT THE BEHAVIORAL THERAPY, BUT I DONT THINK SHE DOES. Q47) SUE PARKS ALWAYS TAKES VERY GOOD CARE OF OUR NEEDS.
8-10	2 - 5 years	\$100,001-\$150,000	0-4	1) OCCASIONALLY I GET LETTERS FROM AFMC STATING MY SON NO LONGER QUALIFIES FOR SERVICES. HE HAS DOWN SYNDROME. HE SHOULD ALWAYS QUALIFY FOR SERVICE. THIS UPSETS ME A LOT BUT I'VE LEARNED TO GIVE THIS TO EASTER SEALS TO RESOLVE - BUT WHAT ABOUT OTHER FAMILIES THAT DONT HAVE ES TO DEAL W/THIS FOR THEM? 2) MY SON TAKES A LOT OF OTC SUPPLEMENTS PRE-SCRIBED BY DOCTOR. REALLY WISH TEFRA COVERED THESE.;
8-10	2 - 5 years	\$100,001-\$150,000	0-4	THANK YOU, LORD, FOR TEFRA AND GOD BLESS THE WORKERS OF DHS. THANK YOU!
8-10	2 - 5 years	\$100,001-\$150,000	0-4	TEFRA PREMIUMS SHOULD NOT BE BASED ON BONUSES. MY HUSBAND GETS BONUSES EVERY YEAR AND THEY ARE NEVER THE SAME BUT PREMIUMS KEEP GOING UP EVERY YEAR!

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8-10	2 - 5 years	\$100,001-\$150,000	0-4	QUESTION REGARDING 'BEFORE' MY CHILD WAS ENROLLED IN TEFRA ARE SKEWED WITH 'NOT A PROBLEM' RESPONSE. MY CHILD WAS BORN 3 MOS PREMATURE, THUS, SHE HAD SSI WHILE IN NICU AND THEN WENT STRAIGHT ON TEFRA UPON RELEASE WITHOUGH A GAP IN COVERAGE. WE GREATLY APPRECIATE TEFRA AS FOR WE CAN GET THE SERVICES OUR CHILD NEEDS THAT OUR INSURANCE DOESN'T ALWAYS WANT TO COVER. THANK YOU!
8-10	2 - 5 years	\$100,001-\$150,000	0-4	(1) THERE IS NEVER EOUGH TIME GIVEN FOR RENEWAL (2) MY PCP DOESN'T ACCEPT TEFRA SO US SELECTING HER HAD NO AFFECT ON OUR COVERAGE. WE CHOSE HER BECAUSE WE LIKE HER. (3) THE APPLICAITON IS CUMBERSOME BUT MANAGABLE. WISH IT WAS MORE STREAMELINED OR ONLINE (RENEWALS ONLINE ALSO).
8-10	2 - 5 years	\$100,001-\$150,000	5-8	RENEWAL FORM IN EMAIL WOULD BE NICE LIKE FILLABLE PDF.;
8-10	2 - 5 years	\$100,001-\$150,000	5-8	THIS YEAR I HAD ABOUT TWO WEEKS TO COMPLETE THE TEFRA RENEWAL PAPERWORK & GET IT SIGNED BY OUR PEDIATRICIAN. IN THE PAST, I'VE HAD A WEEK & IT WAS DIFFICULT GETTING THE PEDIATRICIAN'S PART WITHIN THAT TIME. THE EXTRA TIME THIS YEAR WAS APPRECIATED! THANKS!
8-10	2 - 5 years	\$100,001-\$150,000	5-8	REGARDING QUESTION 68 AND 69. - THE DEADLINE IS SHORT BUT I JUST CALL FOR AN EXTENSION AND THEY ARE HAPPY TO PROVIDE AND ADDITIONAL 2 WEEKS OR MORE. GREAT CUSTOMER SERVICE!
8-10	2 - 5 years	\$100,001-\$150,000	5-8	THE RENEWAL PROCESS NEEDS TO BE EASIER. IF THE DOCTOR OR TEAM HAS ALREADY JUSTIFIED PERMENANT DISABILITY THE RENEWAL SHOULD BECOME EASIER OR GIVE MORE TIME.
8-10	2 - 5 years	\$100,001-\$150,000	5-8	TIME FRAME TO COMPLETE RENEWAL FORMS IS EXTREMELY DIFFICULT. ALSO, OUR DATE WAS DURING THE THANKSGIVING HOLIDAY AND NO ALLOWANCE MADE FOR THAT.; Q69) BUT VERY DIFFICULT DUE TO FORMS NEEDED FROM DOCTORS
8-10	2 - 5 years	\$100,001-\$150,000	5-8	ONLY COMPLAINT IS DON'T GET MUCH TIME TO COMPLETE THE TEFRA RENEWAL PACKET BEFORE DEADLINE. HAVE TO GETS LOTS OF INFO FROM OTHER DOCTORS IN SHORT PERIOD OF TIME.
8-10	2 - 5 years	\$100,001-\$150,000	5-8	MY SON URGENTLY NEEDS SOCIAL SKILLS THERAPY AND ANXIETY THERAPY NOT COVERED BY TEFRA. THESE ARE A SIGNIFICANT OUT OF POCKET EXPENSE EVEN WITH SOME PRIVATE INSURANCE COVERAGE. THE SCHOOL CANNOT PROVIDE THEM. WITH THE TEFRA PREMIUM, THE PREMIUM FOR PRIVATE INSURANCE, AND THESE COSTS, WE HAVE SUBSTANTIAL MEDICAL EXPENSE EVEN THOUGH WE ARE GRATEFUL THAT TEFRA HELPS. MY SON NEEDS THE NOT COVERED SERVICES VERY MUCH.
8-10	2 - 5 years	\$100,001-\$150,000	5-8	TEFRA HELPS PROVIDE A LOT OF SERVICES FOR MY AUTISTIC SON BUT WE CAN'T AFFORD TO LOSE ANY SERVICES WE ARE FINALLY, AFTER FIVE YEARS, STARTING TO SEE PROGRESS, BECAUSE OF TEFRA AND WHAT THEY PROVIDE

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8-10	2 - 5 years	\$100,001-\$150,000	5-8	THE ONLY THING THAT I WOULD WANT TO CHANGE WOULD BE TO ALLOW A FEW EXTRA DAYS TO GET TEFRA RENEWAL PAPERWORK IN. A COUPLE TIMES I HAVE ONLY HAD MAYBE 4 OR 5 DAYS BUT THANKFULLY HER PCP WAS VERY TIMELY IN FILLING OUT HIS PORTION OF THE PAPERWORK.
8-10	2 - 5 years	\$150,001 or more	0-4	I THINK THERE NEEDS TO BE A BREAK ON PREMIUMS ON THE HIGHER TAX BRACKET.
8-10	2 - 5 years	\$150,001 or more	5-8	PREMIUMS ARE SO HIGH FOR A FAMILY OF 7 WITH 3 CHILDREN IN COLLEGE!;
8-10	2 - 5 years	\$50,001-\$100,000	—	WITH OUT TEFRA MY BOYS WOULD BE UNABLE TO HAVE MEDICINE AND EQUIPMENT THY NEEDED ALSO SPECIAL DOCTORS AND REG CLINICS. THANK YOU SO MUCH!; Q69) DUE TO DOCTORS BEING SLOW W/ PAPERWORK
8-10	2 - 5 years	\$50,001-\$100,000	0-4	THIS PROGRAM HAS BEEN ESSENTIAL TO OUR DAUGHTER'S HEALTHCARE, WITHOUT IT I FEEL WE'D BE UNABLE TO GET HER THE BEST CARE AND MEDICAL SUPPLIES FOR HER CHD. THANK YOU!
8-10	2 - 5 years	\$50,001-\$100,000	0-4	Q69) YOU MAKE THE TIME - BUT IT'S A TIGHT DEADLINE
8-10	2 - 5 years	\$50,001-\$100,000	0-4	VERY MUCH SATISFIED WITH TEFRA
8-10	2 - 5 years	\$50,001-\$100,000	0-4	I NEEDED MORE TIME BEFORE DEADLINE TO REAPPLY, RENEWAL PROCESS IS LENGTHY
8-10	2 - 5 years	\$50,001-\$100,000	0-4	WE ARE VERY THANKFUL FOR TEFRA. MY ONLY COMPLAINT WOULD BE THAT WE HAVE MORE TIME TO COMPLETE PAPER WORK.
8-10	2 - 5 years	\$50,001-\$100,000	0-4	SUE PARKS, HANDLES MY DAUGHTER'S CASE/POLICY. SHE IS ALWAYS HELPFUL & ALWAYS PROMPT TO RETURN ANY CALLS. SHE GIVES ME EXTENSION WHEN I NEED THEM AND IS VERY HELPFUL AND UNDERSTANDING.
8-10	2 - 5 years	\$50,001-\$100,000	0-4	WE ARE EXTREMELY GRATEFUL FOR THE TEFRA PROGRAM. I HAVE TWO CHILDREN ON IT AND FREQUENTLY 'BRAG' ABOUT HOW WELL ARKANSAS TAKES CARE OF THEIR KIDDOS! THANK YOU!
8-10	2 - 5 years	\$50,001-\$100,000	0-4	WE ARE VERY GRATEFUL FOR TEFRA. OUR FAMILY WOULD LITERALLY HAVE GONE BANKRUPT OVER THE PAST 3 YEARS IF IT WASN'T FOR THE COVERAGE PROVIDED BY TEFRA. OUR SON IS HEALTHY, HAPPY AND THRIVING DUE LARGELY TO THE SERVICES TEFRA HAS HELPED COVER. THANK YOU! A FEW MORE DAYS TO FILL OUT THE RENEWAL FORMS WOULD BE NICE.
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	I AM VERY GRATEFUL FOR THE SERVICES MY FAMILY HAS RECEIVED THAT WE WOULD HAVE NOT BEEN ABLE TO GET WITHOUT TEFRA. ONLY COMPLAINT IS THAT WITH RENEWAL FORMS THE INCLUDED LETTER IS DATED WITH ENOUGH TIME TO GET PAPERWORK DONE AND DOCTOR TO SIGN BUT POSTMARKED WEEKS LATER THIS DRAMATICALLY REDUCES THE TIME TO COMPLETE. HOWEVER WAS ABLE TO CALL FOR AN EXTENSION.

Level of satisfaction	Length of enrollment	Household income	Age	Comments written on form
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	NEED MORE TIME FOR RENEWALS. WOULD BE GREAT IF MCD COULD SEND THE DR. FORMS STRAIGHT TO THE DOCTOR. INSTEAD OF ME HAVING TO DRIVE OUT OF TOWN TO TAKE THEM. Q68) IT IS NEVER ENOUGH TIME TO GET IT FILLED OUT AND RETURNED BY DR. IN TIME.; Q73) MY OTHER CHILD LOST HIS SERVICES BECAUSE I DID NOT MEET THE DEADLINE.
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	RESIDENTIAL TREATMENT FACILITIES ARE NOT COVERED. THANKFULLY, THIS IS NO LONGER A NEED FOR US. BUT, I'M SURE IT IS FOR OTHER FAMILIES.
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	I NEEDED MORE TIME TO COMPLETE RENEWAL PAPERWORK & I WISH I COULD HAVE BEEN NOTIFIED BY EMAIL OR A DIFFERENT LOOKING LETTER WHEN PREMIUM IS INCREASED. I JUST THREW AUTODRAFT NOTICES AWAY SO MISSED THEM & THEN HAD PAYMENT ISSUES. BUT OVERALL THANK YOU FOR THE SUPPORT HELP DURING OUR DIFFICULT TIME!
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	TEFRA HAS BEEN VERY BENEFICIAL FOR US - WE ARE SO GRATEFUL -
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	WE ARE VERY THANKFUL FOR THE PROGRAM. OUR DAUGHTER WAS DIAGNOSED W/ CANCER AND WE DON'T KNOW IF WE COULD/CAN SURVIVE WITHOUT THIS PROGRAM. THANK YOU,*
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	TEFRA HAS BEEN A LIFE-SAVER FOR US. THE ONLY ISSUE THAT I HAVE HAD IS GETTING THE PHYSICIAN TO FILL HIS PART OUT IN A TIMELY MANNER ON THE RENEWAL PROCESS. I'M USUALLY LATE BECAUSE HE DOESN'T DO HIS PART - SO, GIVING MORE TIME (SENDING OUT EARLIER) MAY HELP WITH THAT.
8-10	2 - 5 years	\$50,001-\$100,000	13 or older	YEAR RENEWAL FORM ASKS HAVE WE EVER APPLIED FOR SSI. I HAVE AND AM AGAIN REQUESTING YOUR HELP IN DOING SO. * Q38) NON EXISTANT DR. WILL NOT KEEP HER SCHEDULE SHE CAN'T SHE IS SPREAD WAY TOO THIN!!; Q42) NO, BUT RENEWAL FORM COMING SOON.; Q48) PASSED THE BUCK LIKE GOV. EMPLOYEES DO!!; Q66) I KNOW DUE TO REGULATIONS, THAT THIS IS A COMPLEX PROCESS BUT I TEND TO GET ANNOYED WITH IT!; Q68) I KEEP THE PREVIOUS YEAR'S FORM.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	LUCKILY THIS SURVEY PERTAINED TO MY DAUGHTER AND I DON'T HAVE TO DEAL W/ MEDICAID OFTEN FOR HER. HOWEVER, RECENTLY I HAD A TERRIBLE EXPERIENCE DEALING WITH MY SON'S MEDICAID!!
8-10	2 - 5 years	\$50,001-\$100,000	5-8	WE LOVE TEFRA, WITHOUT IT, OUR SON WOULD NOT, OR RATHER WE WOULD NOT BE ABLE TO PROVIDE ALL OF HIS NEEDED THERAPIES. THANK YOU AR MEDICAIDE! SUE PARKS AT THE CLINTON OFFICE IS ALWAYS HELPFUL! LOCAL DHS OFFICES NOT SO MUCH. FOR RENEWAL PROCESS IT TAKES APPROX 4HRS. TO COMPLETE PAPERWORK AND MAKE ALL OF THE COPIES OF EVALUATIONS, DR. VISITS, ETC. THAT WE HAVE TO INCLUDE IN THE RETURN ENVELOPE, WHICH IS SOMEWHAT OF A JOKE. THE ENVELOPE, I MEAN. THE PROGRAM COULD SAVE A LITTLE MONEY BY NOT INCLUDING THAT SMALL RETURN ENVELOPE, BECAUSE WHO CAN FIT ALL OF THE ACCOMPANYING REFERAL PAPER WORK IN IT?

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8-10	2 - 5 years	\$50,001-\$100,000	5-8	FOR THE RENEWAL PROCESS I HAVE ALWAYS HAD TO CALL AND GET AN EXTENTION OF THE DEADLINE TO GET THE PAPERS FROM THE DOCTOR, BUT IT HAS NEVER BEEN A PROBLEM AND MILLER CO DHS HAS ALWAYS BEEN NICE ABOUT IT.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	MOST QUESTIONS ASKED ABOUT PRIMARY CARE. OUR PRIMARY NEED FOR TEFRA IS TO HELP COVER OT AND PT SERVICES. THE ONE THING I WOULD LIKE IMPROVED IS THE ABILITY TO RENEW ONLINE, WITH PREVIOUS INFO SAVED.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	THIS PROGRAM HAS HELPED OUR FAMILY SO MUCH. IT TAKES THE STRESS OF WORRYING ABOUT EXTRA BILLS AWAY SO YOU CAN CONCENTRATE ON YOUR CHILD.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	RENEWAL PROCESS NEEDS TO BE UPDATED AND AVAILABLE ONLINE.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	WE ARE SO GRATEFUL FOR THE TEFRA PROGRAM, WHICH ALLOWS OUR SON TO GET ALL OF THE SERVICES HE NEEDS. OUR LOCAL POCOHONTAS OFFICE IS FANTASTIC AT EXPLAINING THE PROCESS AND MAKING US FEEL LIKE WE ARE MORE THAN JUST A NUMBER TO THEM. THANK YOU!
8-10	2 - 5 years	\$50,001-\$100,000	5-8	THANK YOU FOR OFFERING MY CHILD THESE SERVICES. TEFRA HAS MADE HIS LIFE, SCHOOL, THERAPY AND MEDICAL VISITS MUCH EASIER!!
8-10	2 - 5 years	\$50,001-\$100,000	5-8	WE ARE VERY HAPPY WITH THE TEFRA PROGRAM AND IT HAS EXCEDED OUR EXPECTATIONS.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	REGARDING QUESTION 6 - TEFRA REFUSED TO PAY FOR APPROPRIATE ANTIEPLITIPTIC MEDICATION AS INDICATED BY, AND PRESCRIBED BY RECIPIENTS PROVIDER. I PAID OUT OF POCKET FOR THIS MEDICATION FOR THE DURATION OF TEFRA RECIPIENT BEING ON THIS MEDICATION.
8-10	2 - 5 years	\$50,001-\$100,000	5-8	I AM HAVING A HARD TIME FINDING A PSYCHIATRIST FOR MY CHILD THAT ACCEPTS TEFRA AND THAT DOES NOT HAVE A VERY LONG WAIT LIST. THANK YOU!
8-10	2 - 5 years	\$50,001-\$100,000	9-12	I THINK MY PREMIUM IS A BIG PROBLEM. WE STRUGGLE TO PAY IT MONTHLY. SHE HAS CONGENITAL DISABILITY; THAT TAKING CARE OF HER IS EXPENSIVE WITH CHILD CARE, AS WELL AS MISSING WORK TO STAY AT HOME WITH HER.
8-10	2 - 5 years	\$50,001-\$100,000	9-12	THE LARGEST PROBLEM I HAVE HAD IS WITH PRESCRIPTIONS. MY CHILD HAS INSURANCE THROUGH HER FATHER BUT NOT PRESCRIPTION COVERAGE. TEFRA SHOWS THAT WE HAVE OR ASSUMES THAT INSURANCE COVERAGE INCLUDES PRESCRIPTION SO THEY WON'T PAY. I HAVE FAXED FORM TRYING TO CORRECT THIS BUT I'M CONTINUING TO HAVE TO PAY FOR PRESCRITPTIONS OUT OF POCKET.

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8-10	2 - 5 years	\$50,001-\$100,000	9-12	AGAIN-GREATFUL FOR THIS PROGRAM WE ARE HARD WORKING PARENTS WHO HAVE FULLTIME JOBS WITH HEALTH BENEFITS, HOWEVER INS DOES NOT PAY FOR PHYSICAL THERAPY FOR OUR CHILD WE CAN'T AFFORD \$360 A WEEK FOR IT, SO TEFRA ENABLES HIM TO GET THE THERAPY HE NEEDS. Q44) IF IT WEREN'T FOR TEFRA MY SON WOULD NOT GET THE CARE HE NEEDS, HE HAS IMPROVED SO MUCH OVER THE LAST 5 YEARS AND CONTINUES TO IMPROVE.
8-10	2 - 5 years	\$50,001-\$100,000	9-12	THANK YOU, TEFRA HELPS MY SON GET THE SERVICES HE NEEDS
8-10	More than 5 years	—	5-8	IF A CHILD IS APPROVED FOR TEFRA I DON'T FEEL THEY SHOULD HAVE TO HAVE ANY OTHER MEDICAL INSURANCE COVERAGE AS A PRIMARY. ALSO, WHEN A CHILD HAS A PERMANENT DISABILITY, THE RENEWAL PAPERWORK SHOULD NOT BE SO LENGTHY. EACH YEAR, I SHOULD NOT HAVE TO EXPLAIN HER DISABILITY WHEN IT'S PERMANENT.
8-10	More than 5 years	—	5-8	ALTHOUGH I DON'T ENJOY ALL THE PAPERWORK INVOLVED, I VERY MUCH APPRECIATE THE TEFRA PROGRAM!!! I DON'T KNOW WHAT WE WOULD DO WITHOUT IT AS I COULD NOT AFFORD MY DAUGHTER'S THERAPIES WITHOUT TEFRA! THANK YOU! Q55) BUDGETED FOR IT, BUT WISH IT WAS A LITTLE LESS PER MONTH.; Q66) THE AMOUNT OF PAPERWORK WAS OVERWHELMING WHEN YOU ARE DEALING WITH A NEW BABY THAT IS DISABLED AND ALL THE THINGS THAT GO ALONG WITH THAT. LOVE TEFRA, THOUGH!; Q69) I WOULD PREFER A LITTLE LONGER TURNAROUND TIME TO GIVE TIME TO GET NEEDED PAPERWORK, ETC.
8-10	More than 5 years	\$0-\$50,000	13 or older	MY ONLY WISH IS THAT MEDICAID COVERED SOY BASED PRODUCTS FOR CHILDREN WHO CAN'T DRINK COWS MILK. THANK YOU!

8-10	More than 5 years	\$0-\$50,000	13 or older	<p>Q50) I DID NOT CALL ABOUT TEFRA ATTACHED LETTER: Q2: I GUESSED HOW LONG MY CHILD HAS BEEN ENROLLED IN PROGRAM (5-10 YEARS). AT THE TIME OF ENROLLMENT I ASSUMED THIS WAS A NEW PROGRAM DIFFERENT FROM AR KIDS WHICH WE DID NOT QUALIFY FOR BASED ON THE FACT WE ARE ALSO COVERED UNDER TRICARE STANDARD (WHICH DOES NOT TAKE CARE OF EYES OR DENTAL). Q3,4,5,6,7,8: SINCE WE HAVE OTHER INSURANCE AND A FEW YEARS WE QUALIFIED FOR AR KIDS AND THEN MY SON HAD SSI BEFORE THE DEATH OF HIS FATHER BEFORE ENROLLING IN TEFRA ---MY ANSWERS TO THESE ARE BASED ON YEARS OF DEALING WITH HAVING MY CHILD COVERED TRICARE STANDARD THRU ME, ANOTHER INSURANCE WHEN HIS DAD WAS ALIVE AND MEDICAID (SSI). I THINK THESE QUESTIONS COULD BE ASKED: 1. WAS YOUR CHILD COVERED BY ANY OTHER HEALTH INSURANCE BEFORE ENROLLING IN TEFRA? (Y OR N) IF Y GO TO NEXT 2. WHICH INSURANCE(S) AND GIVE A LISTING (ARKIDS A, ARKIDS B, MEDICARD, TRICARE, ETC. OTHER (WRITE IN) 3. SINCE ENROLLING IN TEFRA DO YOU HAVE ANY OTHER INSURANCE (Y OR N). IF Y GO TO NEXT 4. WHICH INSURANCE(S) AND GIVE A LISTING. 5. IS THERE ANY SERVICES THAT YOUR CHILD'S INSURANCE COVERAGE DOESN'T COVER (IN OUR PERSONAL CASE IT IS EYE EXAMS, GLASSES, DENTAL SERVICES) Q12: THERE IS A PROBLEM FINDING A PERSONAL DOCTOR FOR MY CHILD IN MY LOCAL AREA THAT WE DON'T HAVE TO DRIVE AN HOUR OR MORE TO SEE. I RECENTLY HAD TO FIND ANOTHER DOCTOR BECAUSE A CLINIC CLOSED AND ANOTHER DOCTOR WHO COULD HAVE BEEN A CHOICE WAS GETTING MARRIED AND MOVED OUT OF THE AREA. SO A LOT OF PARENTS WERE UPSET BECAUSE THE ONES THAT WERE LEFT WERE NOW GETTING FULL PATIENT LIST. THE CLINIC CLOSED IN JUNE AND WE WERE NOT ABLE TO HAVE OUR INITIAL VISIT WITH MY CHILD'S NEW DOCTOR UNTIL AUGUST. I AM LUCKY THAT I HAD ALMOST ENOUGH MEDS TO COVER THAT TIME PERIOD. A MENTAL HEALTH CARE SPECIALIST (PSYCHARIST) IS REALLY IN HIGH DEMAND IN MY LOCAL AREA ALSO. WE DO HAVE ONE WE SEE THAT HAS EXPERIENCE WITH CHILDREN, ETC. AND CAN PRESCRIBE MEDICATION FOR PDD. Q37: I WISH A PSYCHOLOGIST WERE COVERED (OR ONE THAT WOULD TAKE MEDICAID). MY SON GETS SOME COUNSELING THRU A SCHOOL ENVIRONMENT THRU DAYSPRING BUT I NOTICE NOT ALL THEIR SERVICES IS COVERED AND THANK HEAVENS I HAVE NEVER RECEIVED A BILL. Q46: I DON'T REMEMBER WHICH PART OF MEDICAID I CALLED ABOUT. BUT IT WAS ABOUT A PRESCRIPTION AUTHORIZATION. SEEMS SINCE WE HAD TO GET A NEW DOCTOR AND HE HAD TO PRESCRIBE EVERYTHING MY CHILD WAS TAKING UNDER PREVIOUS DOCTOR. ONE OF THOSE MEDICINES WAS FOR ACID REFLUX AND NEED PERMISSION. I MISTAKENLY THOUGHT I COULD TALK TO SOMEONE ABOUT IT. SINCE I HAD ALREADY TALKED TO ANOTHER NURSE, WHO TALKED TO MY CHILD'S DOCTOR'S NURSE ABOUT NEEDING THIS DONE TO MEDICAID AND IT HAD BEEN LIKE 4 DAYS AND I HAD CALLED TO VERIFY WITH THE PHARMACY IF IT HAD GONE THRU. Q50: I DID NOT ANSWER BECAUSE I DID NOT CALL ABOUT TEFRA AND COULD BE WORDED DIFFERENTLY Q52: I COULD NOT REMEMBER WHAT HAPPENED - I CALLED A MEDICINE AND CALLED</p>
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				2 NUMBERS AND THEN I CALLED TO CHANGE TO A NEW DOCTOR FOR MY CHILD Q54: I DID NOT KNOW THERE WERE PREMIUMS. Q55: IF THE ANSWER IS ZERO FOR Q54 THIS QUESTION DOESN'T NEED TO BE ANSWERED Q56: IF THE ANSWER IS ZERO FOR Q54 THIS QUESTION DOESN'T NEED TO BE ANSWERED Q58: I REALLY DON'T KNOW IF THERE WERE NOT ANY SERVICES COVERED THAT WE MIGHT HAVE USED. SOMETIMES SERVICES THAT WE MIGHT USED IS THE DR/SPECIALIST DOES NOT ACCEPT OR WANTS PAYMENT UP FRONT. Q60: SINCE WE HAVE OTHER INSURANCE AND A FEW YEARS WE QUALIFIED FOR AR KIDS AND THEN MY SON HAD SSI BEFORE THE DEATH OF HIS FATHER BEFORE ENROLLING IN TEFRA --- MY ANSWERS TO THESE ARE BASED ON YEARS OF DEALING WITH HAVING MY CHILD COVERED TRICARE STANDARD THRU ME, ANOTHER INSURANCE WHEN HIS DAD WAS ALIVE AND MEDICAID (SSI). Q61: I WAS SENT PAPERWORK OUT OF DHS IN BERRYVILLE, I THINK INSTEAD OF MARION COUNTY DHS OFFICE Q66: THE PROCESS IS SIMPLE AND THERE IS ALWAYS SOMEONE ON THE END OF THE LINE TO ANSWER A QUESTION IN FILLING OUT THE FORMS. Q67: I USALLY RECEIVE PAPERWORK IN AUGUST. SO FAR IN 2016 I HAVE NOT RECEIVED THE RENEWAL! Q68 & 69: I DON'T MIND A DEADLINE, BUT I USUALLY GET THIS PAPERWORK LATE FRIDAY OR ON A SATURDAY AND CANNOT CONTACT THE DR'S OFFICE FOR THEM TO FILL OUT THEIR PART OR THE SPECIALIST PART AND THEY AND THEIR STAFF ARE THE ONES THAT ARE REALLY UPSET ABOUT THE DEADLINE. MAKES ME NERVOUS THAT THE TEFRA BENEFIT WILL STOP BECAUSE I COULDN'T MEET THE DEADLINE. THANK YOU 9/16/2016
8-10	More than 5 years	\$0-\$50,000	13 or older	THIS IS * MOTHER, I FILLED OUT THE SURVEY THE 13,200 OF INCOME IS A MAYBE JOB, I HAVE ONE CLIENT AND WHEN SHE IS IN HOSPITAL, REHAB OR ON VACATION OR OUT OF STATE I HAVE NO WORK, BECAUSE I HAVE TO TAKE MY SON (BLIND) AND HUSBAND (DEMENTIA) WITH ME TO WORK.; Q17) THIS TIME HAD TO WAIT FOR WEEKS DOCTOR WAS OUT. SECRETARY DIDN'T THINKING SLEEPING A LOT WAS A CONCERN TO SEE A DIFFERENT DOCTOR SO HE HAD TO WAIT AND SCHOOL BEGINNING. NOW HE IS HAVING TO BE TAKEN OUT OF SCHOOL TO SEE DOCTOR.; Q28) HE DID HAVE TO HAVE A LONGER CANE HE IS BLIND AND BRAILLE SENCE;
8-10	More than 5 years	\$0-\$50,000	13 or older	SUE PARKS, THE LADY THAT WORKS IN THE CLINTON DHS OFFICE THAT HANDLES TEFRA, HAS ALWAYS BEEN EXTREMELY HELPFUL AND PLEASANT TO WORK WITH!
8-10	More than 5 years	\$0-\$50,000	13 or older	WITH OUT THE TEFRA, WE COULD NOT AFFORD THE TREATMENT MY SON NEEDS. HE HAS MENTAL PROBLEMS WHICH REQUIRES ALOTS OF CARE. THANKS
8-10	More than 5 years	\$0-\$50,000	13 or older	THANK YOU FOR YOUR HELP. WITHOUT TEFRA MY SON COULDN'T GET THE HELP HE NEEDED W/HIS HEARING IMPAIRMENT. Q9) EQUAL; Q10) PRIMARY CARE HAD TO REFER THE EAR, NOSE THROAT; Q68) I THINK BUT I CALLED FOR AN EXTENSION

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8-10	More than 5 years	\$0-\$50,000	5-8	LAST TIME THEY ASKED ME FOR PAPERS, I TOOK THEM TO THE OFFICE DHS JOHNSON IN CLARKSVILLE. THEY TOLD ME THAT EVERYTHING LOOKED FINE. LATER THEY SENT ME A LETTER STATING THAT THEY WERE GOING TO CLOSE MY CASE, SO I CALLED AND WAS TOLD THAT THEY NEVER RECEIVED ANY OF MY INFORMATION. WE THEN WENT TO THE OFFICE TO INQUIRE. THEY SAID THAT WE HAD TO FILL THE FORMS AGAIN. WE ASKED FOR THE PAPERS WE SUBMITTED AND THEY SAID NO. WE HAD TO CALL TO REQUEST THEY SEND IT IN SPANISH. THEY SAID THEY WOULD NOT SEND THEM IN SPANISH. WE HAD TO LOOK FOR HELP 2 TIMES TO FILL THEM OUT. THAT IS THE ONLY COMPLAINT I HAVE – THANK YOU.
8-10	More than 5 years	\$0-\$50,000	9-12	I HAVE BEEN TRYING TO GET MY ADDRESS CORRECTED FOR OVER A YEAR WITH NO SUCCESS. ALL MY ATTEMPTS AT VERBAL AND WRITTEN COMMUNICATION HAVE BEEN IGNORED AND THIS HAS CAUSED IMPORTANT PAPERWORK TO BE DELAYED. IN FACT, THIS SURVEY WAS MAILED TO THE WRONG ADDRESS. MY ADDRESS WAS NOT INCORRECT IN THE BEGINNING, BUT WAS SOMEHOW MESSED UP WITHIN THE TEFRA OFFICE. PLEASE CORRECT THIS.
8-10	More than 5 years	\$0-\$50,000	9-12	WE HAVE OTHER INSURANCE THAT PAYS FIRST SO SHOTS MY CHILD NEEDS I END UP PAYING A GOOD PORTION BECAUSE TEFRA WON'T PICK UP THE DIFFERENCE AND BY LAW THEY CAN'T GIVE SHOT YOU DO PAY FOR
8-10	More than 5 years	\$0-\$50,000	9-12	ADVOCATE ASSISTED AT MOTHER'S PREFERENCE - SHE WAS NERVOUS ABOUT THE TURN-AROUND TIME TO REQUEST A (SURVEY) FORM IN SPANISH AT THE INDICATED PHONE NUMBER ON ENCLOSED LETTER. (SHE THOUGHT INITIALLY THEY WERE THE RENEWAL FORMS.)
8-10	More than 5 years	\$0-\$50,000	9-12	THE DOCTOR HAS TO HAVE THE PAPER WORK FOR 7 BUSINESS DAYS WHEN RENEWING I ALWAYS HAVE TO CALL AND GET A EXTENSION.
8-10	More than 5 years	\$0-\$50,000	9-12	THE TEFRA APPLICATION IS A LOT EASIER TO FILL OUT NOW.
8-10	More than 5 years	\$0-\$50,000	9-12	Q55) IT WOULD BE IF IT COST WE ARE VERY LOW INCOME
8-10	More than 5 years	\$0-\$50,000	9-12	* IS MY GRANDSON I ADOPTED. HE HAS AUTISM, ADHD AND A BAD ANIEXTY DISORDER. TEFRA HAS BEEN A BLESSING TO HAVE TO TAKE CARE OF SOME OF HIS NEEDS. THANK YOU SO MUCH. * Q21)BUT DUE TO HIS AUTISM IT'S HARD FOR * TO EXPRESS HIMSELF. Q22) BECAUSE THE DR. SPEAK TO * SO HE UNDERSTANDS Q25) NOT HAPPY WITH OT * Q69) YOU HAVE EXTRA TIME TO TURN YOUR TAXES IN.
8-10	More than 5 years	\$100,001-\$150,000	9-12	I AM THANKFUL FOR THE TEFRA PROGRAM BUT MORE TIME IS NEEDED TO REAPPLY. 7 DAYS IS NOT AN ADEQUATE TIME FRAME.

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8-10	More than 5 years	\$100,001-\$150,000	9-12	TEFRA RENEWAL PROCESS COULD BE MORE STREAM LINED, SEVERAL FORMS ARE REPEATITIVE. AND MORE TIME COULD BE ALLOWED TO SUBMITT THE INFORMATION SINCE WE HAVE TO GET FORMS COMPLETED BY DOCTORS. AN ELECTRONIC VERSION COULD HELP ALSO. (I USUALL HAVE A 5 DAY TURN AROUND AT IT IS VERY HARD TO GET ALL THE REQUIRED INFO THAT IS NEEDED.)
8-10	More than 5 years	\$50,001-\$100,000	13 or older	PLEASE CONSIDER ADDING BOOST VERY HIGH CALORIE NUTRITIONAL DRINK TO THE MEDICAID FORMULARY LIST. NOT MUCH DIFFERENCE IN PRICE THAN THE REGULAR BOOST NUTRITIONAL DRINK. THANKS
8-10	More than 5 years	\$50,001-\$100,000	13 or older	I AM WORRIED ABOUT MY CHILD'S HEALTH INSURANCE SINCE SHE'S REACHING THE TEFRA AGE LIMIT AND HER EXPENSES AS A COLLEGE STUDENT.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	THANK YOU FOR ALL YOUR HELP - WE COULD NOT KEEP OUR SON ALIVE WITHOUT YOUR HELP.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	MY ONLY CONCERN IS DOCTORS THAT ARE PROVIDERS ARE NOT REQUIRED TO FILE IF TEFRA IS SECONDARY, WHICH CAUSES ME TO PAY OUT OF POCKET FOR REGULAR DOCTOR VISIT WITH PRIMARY CARE PHYSICIAN.
8-10	More than 5 years	\$50,001-\$100,000	13 or older	I FEEL LIKE CAREGIVERS ARE NOT GIVEN ENOUGH RESPONSE TIME TO GET THE APPROPRIATE PAPERWORK TO THE DOCTORS TO FILL OUT. LUCKILY I HAD TIME TO DO IT BECAUSE I COULD LEAVE WORK EARLY TO DRIVE IT OVER TO ACH. THANKS
8-10	More than 5 years	\$50,001-\$100,000	5-8	FROM THE TIME THE RENEWEL PAPERWORK IS RECEIVED IN THE MAIL TO THE DUE DATE THE PAPERWORK MUST BE IN BY IS AWFUL!!!! THERE IS NOT A ENOUGH TIME TO FILL OUT, GET DOCTORS TO FILL OUT, AND MAIL BACK IN. I ALWAYS HAVE TO CALL MY CASE WORKER TO LET HER KNOW IT WILL BE LATE!
8-10	More than 5 years	\$50,001-\$100,000	5-8	DURING A PREVIOUS RENEWAL I NEVER RECIEVED THE PAPERWORK AND MEDICAID WAS TURNED OFF HAD TO REAPPLY FROM THE BEGINNING - THAT WAS EXTREMELY FRUSTRATING. (2011 OR 2012 THIS OCCURED)
8-10	More than 5 years	\$50,001-\$100,000	5-8	I WISH SOME OF THE FORMS OF RENEWALS COULD BE COMPLETED ONLINE. I HAVE HAD TO USE ALL OF THE TIME ALLOWED TO GET ALL INFO. I PRE GATHER INFO NOW WHEN TAX SEASON COMES SO THAT I ONLY NEED CURRENT STATEMENTS THE MEDICAL REVIEW FORM REQUIRES THEM TO SIGN/FILL OUT WHICH TAKES TIME FOR THEM GET AND THEM TO COMPLETE THEN I HAVE TO TURN I BACK IN TO DHS
8-10	More than 5 years	\$50,001-\$100,000	9-12	THE ONLY COMPLAINT I HAVE IS THAT EVERY YEAR I HAVE TO CALL FOR AN EXTENSION BECAUSE THEY NEVER GIVE ME ENOUGH TIME TO GET ALL THE PAPERWORK DONE AND MAILED BACK. Q54) \$282 FOR 2 CHILDREN \$141 EACH

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8-10	More than 5 years	\$50,001-\$100,000	9-12	WE'VE RARELY HAD TIME TO GET RENEWALS IN ON TIME DUE TO HAVING TO ALSO GET SIGNATURES FROM THIS PCP. EVEN AFTER FILLING IN MOST OF THE INFO FOR HIM AS HE REQUIRES, IT TAKES SEVERAL DAYS TO GET IT BACK.
8-10	More than 5 years	\$50,001-\$100,000	9-12	TEFRA IS GREAT, THE ONLY PROBLEM I HAVE IS THAT MY CHILD IS DOWN'S SYNDROME AND HIS DIAGNOSIS WON'T CHANGE. THE YEARLY APPLICATION PROCESS COULD BE EASIER IF WE DIDN'T HAVE TO FILL OUT PAPERWORK, ALSO THE DOCTOR'S PAPERWORK. IT WOULD BE EASIER JUST TO TURN IN THE TAX FORMS. THX.
8-10	More than 5 years	\$50,001-\$100,000	9-12	MY SON HAS AUTISM. WE WERE NOT ABLE TO GET APPOINTMENTS TO THERAPISTS, COUNSELING, NEEDED THERAPY WITHOUT TEFRA. THIS PROGRAM HAS BEEN A BLESSING!!
8-10	More than 5 years	\$50,001-\$100,000	9-12	IT WOULD HELP TO HAVE MORE TIME FOR RENEWAL DOCUMENTS BECAUSE IT TAKES TIME TO GET THE PHYSICIAN FORMS BACK.
8-10	More than 5 years	\$50,001-\$100,000	9-12	I'M GRATEFUL FOR TEFRA. -THANK YOU MY ONE CHALLENGE WAS RECEIVING MAIL FROM THE SURVEY AND MY CANCELANON NOTICE, BUT MY RENEWAL NOTICE WAS SENT TO AN OLD ADDRESS RESULTING IN CANCELANON OF TEFRA. I NOW HAVE TO SCRAMBLE TO RENEW IT. I'M NOT SURE WHY THE PIECE OF MAIL I REALLY NEEDED WAS NOT CORRECTLY MAILED.
8-10	Less than 1 year	\$150,001 or more	0-4	Q52) B- HAPPENED UNTIL I GOT ANOTHER NUMBER FROM OUR THERAPISTS OFFICE. I WAS USING THE # ON OUR TEFRA BILL/STATEMENT.
8-10	Less than 1 year	\$150,001 or more	0-4	GOD BLESS THE STATE OF ARKANSAS FOR PROVIDING FOR OUR DAUGHTER * IN HER TIME OF NEED. WE, HER MOM & DAD, ARE FOREVER GRATEFUL!!
8-10	Less than 1 year	\$150,001 or more	0-4	IT'S FRUSTRATING TO FILL OUT PAPERWORK EVERY YEAR FOR A CHILD THAT WILL ALWAYS REQUIRE HELP (PERMANENT CONDITION). I DO HOWEVER SEE THE NEED TO DOCUMENT IMPROVEMENTS OR CHANGES. IT IS ALSO QUITE DIFFICULT TO GET ALL INFO FILLED OUT IN TIME REQUESTED. I USUALLY HAVE ABOUT 1 WK FROM WHEN I RECEIVE REQUEST TO WHEN IT'S DUE. IT CAN BE CHALLENGING TO GET INTO SEE SPECIALIST REQUESTED.
8-10	Less than 1 year	—	5-8	I'VE SPOKEN W/HELPFUL PEOPLE AT OUR REGIONAL DHS OFFICE REGARDING TEFRA. THE RENEWAL TIMELINE (7 DAYS BEFORE I CALLED IS NEARLY IMPOSSIBLE-ESP. CONSIDERING MUCH OF THAT MUCH COME FROM DOCTOR. ; Q69) -CALLED AND GOT EXTENSION

Level of satisfaction	Length of enrollment	Household income	Age	Comments written on form
8-10	Less than 1 year	\$0-\$50,000	—	I JUST WANT TO SAY THAT I AM EXTREMELY THANKFUL FOR THIS PROGRAM! WITH MY CHILD HAVING CANCER, THE MEDICAL BILLS, PRESCRIPTIONS & TREATMENTS WOULD BE IMPOSSIBLE FOR US TO PAY! Q18) (THE HEMATOLOGY/ONCOLOGY CLINIC); Q25) PLEASE NOTE, ARKANSAS CHILDREN'S HOSPITAL HAS GIVEN THE BEST CARE POSSIBLE, HOWEVER OUR ER TRIPS TO WASHINGTON REGIONAL MEDICAL CENTER WAS THE WORST CARE!; Q66) THIS WASN'T DUE TO TEFRA'S PROCESS, TO MY KNOWLEDGE, IT WAS THE FINANCIAL COUNSELOR NOT DOING HER PART IN A TIMELY MANNER.
8-10	Less than 1 year	\$0-\$50,000	0-4	WE HAVE PRIMARY INSURANCE OF ARBLUE CROSS PPO+ I FEEL THERE SHOULD BE A QUICKER PROCESS FOR NEEDED EQUIPMENT. Q29) STILL WAITING.
8-10	Less than 1 year	\$0-\$50,000	0-4	IT WOULD BE NICE IF AND WHEN MAILING PAPERWORK TO FAMILIES IF YOU ALSO SENT A EMAIL LETTING US KNOW YOU ARE MAILING SOMETHING SO WE CAN LOOK FOR IT.
8-10	Less than 1 year	\$0-\$50,000	0-4	TWYANA STEVESON IN THE RANDOLPH COUNTY DHS IS WONDERFUL, SHE WENT ABOVE AND BEOND TO HELP MY LITTLE BOY; GIVING ME ADDITIONAL INFO ON HIS CONDITION (AUTISM) THANK YOU
8-10	Less than 1 year	\$0-\$50,000	0-4	WHEN WE LOST OUR PCP, LADY AT CONNECT CARE WENT ABOVE AND BEYOND TO HELP ME FIND A DOCTOR.
8-10	Less than 1 year	\$0-\$50,000	0-4	TEFRA IS A LIFESAVER FOR OUR FAMILY! WITHOUT THIS AID WE WOULD NOT BE ABLE TO AFFORD THE THERAPIES, DR. VISITS, AND TREATMENTS FOR *! WE COULD NOT BE HAPPIER WITH THIS AMAZING SERVICE!
8-10	Less than 1 year	\$0-\$50,000	13 or older	DOES TEFRA COVER FOR A WHEEL CHAIR? I CAN GET ONE ON MADISON COUNTY AT DURA MED FOR \$600.00 AND SOMETHING; Q28) SHE NEEDS A NEW WHEEL CHAIR I DIDN'T KNOW THEY WOULD COVER.;
8-10	Less than 1 year	\$0-\$50,000	13 or older	HOW HARD IT WAS TO GET SPEICAL HEALTH EQUIPMENT BEFORE MY CHILD WAS ENROLLED IN TEFRA.
8-10	Less than 1 year	\$0-\$50,000	13 or older	THE ONLY PROBLEM I BELIEVE WE HAVE WITH TEFRA IS THE LONG WAIT TO SEE IF SHE WOULD BE APPROVED (3 MONTHS) AND SOME STIPULATIONS FOR MEDICAL CARE OR EQUIPMENT.
8-10	Less than 1 year	\$0-\$50,000	5-8	SON HAD TO GO TO URGENT CARE FOR EAR INFECTION AS HE RAN FEVER ON WEEKEND. THEY ASK FOR REFERRAL THEN WHEN YOU GET PRESCRIPTION FILLED MCD REJECTS CERTAIN MEDS OR HAS DELAY DUE TO DIFFERENT PHYSICIAN. HAVE PREMIUM NOT BASED ON INCOME BASE ON DISABILITY. KIDS W/ DISABILITY NEED CARE & SHOULD NOT REQUIRE ANYTHING.
8-10	Less than 1 year	\$0-\$50,000	5-8	IT IS VERY HARD TO GET IN TOUCH WITH SOMEONE CAN TRULY HELP WITH QUESTIONS REGARDING TEFRA. TEFRA IS A GOD SENT TO OUR LITTLE FAMILY!

Level of satisfaction	Length of enrollment	Household income	Age	Comments written on form
8-10	Less than 1 year	\$100,001-\$150,000	5-8	MY CHILD WAS PRESCRIBED AN ANTIBIOTIC TO TREAT OSTEOMYELITIS. TEFRA WOULD NOT PAY FOR THE ANTIBIOTIC DUE TO THE HIGH DOSING. I HAVE PAID OUT OF POCKET FOR THE MEDICINE.
8-10	Less than 1 year	\$150,001 or more	—	*WAS RECENTLY APPROVED FOR TEFRA AS A SECONDARY INSURANCE - I HAVE CALLED TWO DIFFERENT TIMES TO FIND OUT ABOUT A MONTHLY PREMIUM AND HAVE BEEN GIVEN NO INFORMATION SO AS OF RIGHT NOW, WE AREN'T PAYING ANYTHING. ALSO, I HAVE REQUESTED A MCAID CARD BUT HAVEN'T RECEIVED ONE YET. Q54) WE DON'T KNOW YET - NO ONE HAS TOLD US!
8-10	Less than 1 year	\$50,001-\$100,000	0-4	LOVE TEFRA! HARDEST PART WAS INITIAL APPLICATION
8-10	Less than 1 year	\$50,001-\$100,000	0-4	HOW LONG FROM TIME OF APPLICATION UNTIL APPROVED AND AVAILABLE TO USE. PROCESS IS WAY TOO SLOW. TOOK 9 MONTHS!
8-10	Less than 1 year	\$50,001-\$100,000	0-4	WITHOUT TEFRA, MY SON WOULD NOT BE ABLE TO RECEIVE ADEQUATE THERAPY FOR HIS APRAXIA. THIS WILL TRULY HELP HIM TO BECOME MORE SUCCESSFUL. THANK YOU!
8-10	Less than 1 year	\$50,001-\$100,000	0-4	WE LOVE TEFRA AND CANNOT IMAGINE PAYING THE THOUSANDS OF COSTS FOR SPEECH AND OT THAT MY CHILD ACQUIRED THE LAST 6 MONTHS.
8-10	Less than 1 year	\$50,001-\$100,000	0-4	THANK YOU FOR THIS SERVICE - WITHOUT IT WE COULD NOT AFFORD THE DEVELOPMENTAL SERVICES MY SON RECEIVES!
8-10	Less than 1 year	\$50,001-\$100,000	0-4	IN BOTH THE APPLICATION AND RENEWAL PROCESS, I WISH THERE WAS COMMUNICATION BACK THAT ALL THE PAPERWORK HAD BEEN RECEIVED (BY EMAIL OR TEXT).
8-10	Less than 1 year	\$50,001-\$100,000	0-4	ALTHOUGH THE WAIT WAS A BIT LONG AND I COULDN'T CHECK ON THE STATUS, I'M GRATEFUL FOR THE PROGRAM AND ALL IT DOES FOR MY CHILD. TRULY GRATEFUL! IT'S BEEN A LIFESAVER!
8-10	Less than 1 year	\$50,001-\$100,000	0-4	APPLICATION PROCESSING TIME WAS QUITE A WAIT.
8-10	Less than 1 year	\$50,001-\$100,000	0-4	WE STRUGGLE TO PAY THE PREMIUMS BUT WE HAVE TO FIGURE IT OUT FOR OUR SONS SAKE-WE HAVE INSURANCE SO WE PAY DOUBLE
8-10	Less than 1 year	\$50,001-\$100,000	0-4	Q54) \$348.00 EVERY 3 MONTHS
8-10	Less than 1 year	\$50,001-\$100,000	0-4	WE HAVE BEEN VERY PLEASED & THANKFUL FOR THE TEFRA PROGRAM ONCE WE WERE ABLE TO FINISH THE APPLICATION/ENROLLMENT PROCESS. I DID FEEL THAT THE APPLICATION/ENROLLMENT PROCESS WAS COMPEICATED & CONFUSING. TEFRA HELPS OUR CHILD GET THE THINGS HE NEEDS TO THRIVE & DEVELOP. WE HAVEN'T HAD ANY PROBLEMS SINCE AFTER ENROLLMENT.
8-10	Less than 1 year	\$50,001-\$100,000	13 or older	UNABLE TO GET MENTAL HEALTH SCRIPTS FILLED BY TEFRA.

Level of satisfaction	Length of enrollment	Household income	Age	Comments written on form
8-10	Less than 1 year	\$50,001-\$100,000	13 or older	WITHOUT THE TEFFRA PROGRAM MY CHILD'S HEALTH WOULD SUFFER GREATLY. THERE IS NO WAY WE WOULD BE ABLE TO MANAGE HER CONDITION AND HAVE ACCESS TO THE CARE SHE NEEDS WITHOUT HER ENROLLMENT IN THE TEFFRA PROGRAM.
8-10	Less than 1 year	\$50,001-\$100,000	13 or older	IT'S A BIG HELP BUT COSTLY WHEN YOU DON'T HAVE THE FINANCES BUT I AM THANKFUL BECAUSE WE COULD NOT SURVIVE WITHOUT IT!! THANK YOU; Q6) THE LAST MEDICATION WAS NOT PAID FOR.; Q66) THANK TO ARK CHILDREN HOSPITAL!!
8-10	Less than 1 year	\$50,001-\$100,000	13 or older	MORE TIME NEEDS TO BE ALLOWED TO RETURN PAPERWORK. TWO WEEKS WOULD BE BETTER. THANK YOU!
8-10	Less than 1 year	\$50,001-\$100,000	9-12	WE DIDN'T HAVE PROBLEMS WITH GETTING HEALTH CARE BEFORE TEFRA ONLY BECAUSE WE HAD A PRIMARY INSURANCE. TEFRA HAS BEEN A GODSEND FOR PICKING UP WHAT PRIMARY DOESN'T!
8-10	Less than 1 year	\$0-\$50,000	13 or older	I ANSWERED THIS SURVEY TO THE BEST OF MY KNOWLEDGE MY SON HAS ONLY HAD TEFRA SINCE JUNE 2016 SO I HAVEN'T REALLY HAD THE CHANCE TO USE THE FULL BENEFITS YET. Q74) 17
8-10	Less than 1 year	\$50,001-\$100,000	0-4	TEFRA HAS BEEN A HUGE BLESSING TO OUR FAMILY BECAUSE OUR CHILD WAS UNEXPECTEDLY BORN WITH DOWN SYNDROME.
8-10	Less than 1 year	\$50,001-\$100,000	0-4	WHEN I APPLIED AT ACH, MY CASE WORKER SAID MY PREMIUM ESTIMATE WAS \$25-\$40 PER MO., I RECEIVED FIRST BILL AND IT IS \$72 PER MO., WHICH IS A BIG DIFFERENCE AND MORE OF A FINANCIAL BURDEN THAN I EXPECTED.
8-10	Less than 1 year	\$50,001-\$100,000	0-4	MY FAMILY AND I APPRECIATE A PROGRAM LIKE TEFRA THAT HELPS OUT WITH A CHILD THAT'S HAD SEVERE HEALTH PROBLEMS. THIS PROGRAM HAS BEEN SO HELPFUL: THANK YOU
8-10	Less than 1 year	\$50,001-\$100,000	5-8	I HAVE 610.00 BILL FROM ACH FOR EMERGENCY VISIT, WHEN I APPLIED FOR TEFRA WAS ONTIME, BUT THE LADY DID NOT PROCESS ON TIME AND NOW ACH IS SAYING THAT MEDICAID DON'T GO BACK THAT FAR BUT WHEN I APPLIED IT WAS ON TIME I APPLIED WITH * A FINANCIAL REP AT ACH, PLEASE HEL ME WITH THAT I CANNOT AFFORD THAT BILL; Q18) (PCP AND ACH)

APPENDIX A: Letters and Postcard

ADVANCE LETTER



Division of Medical Services

P.O. Box 1437, Slot S-401 · Little Rock, AR
72203-1437
844-493-8763 · Fax: 501-682-1197



Dear TEFRA beneficiary:

The state Division of Medical Services has asked AFMC to conduct a survey. This survey will tell us how satisfied you are with Medicaid's TEFRA program. **This is a chance for you to help us serve you better.**

A small group of Medicaid beneficiaries have been chosen to receive a survey. You are part of that group. **In the next two weeks, we will mail you a survey.** Please tell us about your health care by answering the survey questions. It is important that you fill out and return this survey so that we can find out how satisfied you are with your health care. The survey will also help us find ways to improve the care you receive. The accuracy of the results depends on responses from you and the other people in the survey.

We ask that you return your completed survey, in the envelope provided, by **Friday, September 16**. Your answers will be combined with the answers we get from others. Your individual answers will never be shown. All information that identifies you will be **STRICTLY CONFIDENTIAL**.

You do not have to fill out the survey if you don't want to. Your benefits will not be affected in any way, whether or not you choose to participate. We hope you will take the time to tell us about your health care. Your knowledge and experiences are very important.

If you have any questions, please call AFMC at 1-844-493-8763. This is a free call.

Si gusta recibir la versión en español de esta encuesta, favor llamar al 1-844-493-8763.

We are excited about this important project and need your support to make it a success. Thank you in advance for your help.

Sincerely,

A handwritten signature in cursive script that reads "Dawn Stehle".

Dawn Stehle
Director

www.arkansas.gov/dhs
Serving more than one million Arkansans each year

FIRST COVER LETTER



Division of Medical Services

P.O. Box 1437, Slot S-401 · Little Rock, AR
72203-1437
844-493-8763 · Fax: 501-682-1197



Dear TEFRA beneficiary:

You may remember receiving a letter from us a couple of weeks ago.

The state **Division of Medical Services** has asked **AFMC** to conduct a survey. This survey will tell us how satisfied you are with Medicaid's TEFRA program. **We are asking for your help with this survey.**

Please fill out the enclosed survey and return it by Friday, September 16, in the envelope provided. The postage has already been paid, so it will not cost you anything to mail it. It should take you about 20 minutes to complete.

All information you provide will be kept **private** and will not have any effect on your Medicaid benefits. Your responses will be grouped together with responses from other beneficiaries to form a picture of how well beneficiaries believe Medicaid is meeting their health care needs. **You do not have to fill out the survey if you don't want to. Your services will not be affected.** If you are unable to complete the survey by yourself, please feel free to have someone help.

Please call AFMC if you have questions about the survey or would like more information. Call 1-844-493-8763 any time Monday through Friday between 8:30 a.m. and 5:00 p.m. This is a free call.

Si gusta recibir la versión en español de esta encuesta, favor llamar al 1-844-493-8763.

We hope you will decide to take part because your experience is unique and cannot be replaced by anyone else's.

Sincerely,

A handwritten signature in cursive script that reads "Dawn Stehle".

Dawn Stehle
Director

www.arkansas.gov/dhs
Serving more than one million Arkansans each year

SECOND COVER LETTER



Division of Medical Services

P.O. Box 1437, Slot S-401 · Little Rock, AR
72203-1437
844-493-8763 · Fax: 501-682-1197



Dear TEFRA beneficiary:

We need your help! Several weeks ago we mailed you a survey as part of an important study we are conducting. If you have already returned the survey, thank you. If you have not, please take some time today to fill it out. We need your answers to make this project a success.

The Arkansas Division of Medical Services is sponsoring the survey so we can find out how satisfied you are with Medicaid's TEFRA program. This is a chance to help us serve you better.

Your answers will go directly to the AFMC and will be combined with information we get from others. **No one at Medicaid will see your answers.** All information that identifies you will be strictly confidential. **You do not have to fill out the survey if you don't want to. Your benefits will not be affected in any way, whether or not you choose to participate.**

In case you misplaced the first survey, we enclosed another copy. Please fill out the enclosed survey and return it by **Tuesday, October 18**, in the envelope provided. The postage has already been paid, so it will not cost you anything to mail it. It should take you about 20 minutes to complete.

If you feel this study does not apply to you, or if you have questions, please call AFMC at 1-844-493-8763. This is a free call.

Si gusta recibir la versión en español de esta encuesta, favor llamar al 1-844-493-8763.

We hope you will take this opportunity to tell us about your health care experiences. Your knowledge and experience could help us improve the quality of care you receive. Thanks in advance for your help.

Sincerely,

A handwritten signature in cursive script that reads "Dawn Stehle".

Dawn Stehle
Director

www.arkansas.gov/dhs
Serving more than one million Arkansans each year

REMINDER POSTCARD

Hello!

We recently sent you a survey. If you have already returned it,
please accept our thanks.

You do not need to call to see if it has been received.
If you have not returned your survey,
please take a few minutes to do so.

Because only a small number of people have been selected
for the survey, it is extremely important that each person
takes part. Even if you can only answer some questions,
please return the survey.

If you did not get a survey, or if it was misplaced,
please call AFMC toll-free at

1-844-493-8763

and we will mail you another copy.

We appreciate your help!

**Si gusta recibir la versión en español de esta encuesta
o completarla por teléfono, favor de llamar al 1-844-493-8763.**

APPENDIX B: Survey Tools



2016

TEFRA Beneficiary Satisfaction Survey



**Si gusta recibir la versión en español de esta encuesta,
favor llamar al 1-844-493-8763.**

DATA COLLECTION AND ANALYSIS BY



THIS QUESTIONNAIRE WAS ADAPTED FROM CAHPS, WHICH IS A CONSORTIUM OF HARVARD MEDICAL SCHOOL, RAND AND THE RESEARCH TRIANGLE INSTITUTE. QUESTION DEVELOPMENT BY THE AGENCY FOR HEALTH CARE POLICY AND RESEARCH.

Survey Instructions

IMPORTANT: Please read before answering questions!

This survey asks about your experience with Medicaid's TEFRA program.

NOTE: Please answer the survey questions thinking about the child named in the letter that came with this survey, even if you have other children in the TEFRA program.

Answer the questions by checking the box to the left of your answer. You may be asked to skip some questions that don't apply to you. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- 1 **YES** ➔ **Go to next question**
2 **NO** ➔ **Go to question 13**

You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we won't send you reminders.

All information that would let someone identify you or your family will be kept private.
AFMC will not share your personal information with anyone without your OK.

We appreciate your help in completing the survey.

If you choose not to, however, it will not affect the Medicaid benefits that you get.

If you have questions or want to know more about this study,
please call toll free 1-844-493-8763.

**Si gusta recibir la versión en español de esta encuesta,
favor llamar al 1-844-493-8763.**

Please answer the survey questions thinking about the child whose name appears in the letter that came with this survey even if you have other children enrolled in TEFRA.

- 1) Our records show that your child is enrolled in the TEFRA program. Is that right?

1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **STOP and return survey.**

- 2) How many months or years in a row has your child been enrolled in the TEFRA program?

1 Less than 6 months
 2 6 up to 12 months
 3 12 up to 24 months
 4 2 up to 5 years
 5 5 up to 10 years
 6 10 or more years

YOUR CHILD'S HEALTH CARE BEFORE AND AFTER ENROLLING IN TEFRA

The next questions ask you to compare your child's health care in the 6 months **BEFORE enrolling in TEFRA to the health care he or she has gotten **SINCE** enrolling in TEFRA.**

- 3) 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?

1 A big problem
 2 A small problem
 3 Not a problem
 4 My child did not see a personal doctor or nurse in the 6 months before enrolling in TEFRA.

- 4) Since enrolling in TEFRA, how much of a problem, if any, has it been for your child to see a personal doctor or nurse?

1 A big problem
 2 A small problem
 3 Not a problem
 4 My child has not seen a personal doctor or nurse since enrolling in TEFRA.

- 5) 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?

1 A big problem
 2 A small problem
 3 Not a problem
 4 My child did not need prescription medicine in the 6 months before enrolling in TEFRA.

- 6) Since enrolling in TEFRA, how much of a problem, if any, was it to get your child's prescription medicine?

1 A big problem
 2 A small problem
 3 Not a problem
 4 My child has not needed prescription medicine since enrolling in TEFRA.

7) 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?

- 1 A big problem
- 2 A small problem
- 3 Not a problem
- 4 My child did not need urgent care in the 6 months before enrolling in TEFRA.

8) 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?

- 1 A big problem
- 2 A small problem
- 3 Not a problem
- 4 My child has not needed urgent care since enrolling in TEFRA.

YOUR CHILD'S HEALTH CARE PROFESSIONAL

The next questions ask about your child's health care. **Do not include overnight hospital stays or emergency room visits. Do not include the times your child went for dental care visits. Do not include the times your child went for therapy or counseling.**

9) 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?

- 1 Personal doctor/family doctor/primary care physician
- 2 Specialist

10) In the last 6 months, did your child need a referral to see a specialist?

- 1 **Yes** ➔ **Go to next question**
- 2 **NO** ➔ **Go to Question 12**

11) In the last 6 months, how much of a problem, if any, did you have getting a referral to see a specialist?

- 1 A big problem
- 2 A small problem
- 3 Not a problem

Think about the health care professional you chose in question 9. Questions 12 through 25 are questions about that health care professional only.

12) 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?

- 1 A big problem
- 2 A small problem
- 3 Not a problem
- 4 I didn't get a new health care professional for my child.

- 13)** 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?

- 00 0 Worst health care professional
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Best health care professional

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

- 14)** 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?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 16**

- 15)** 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?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

- 16)** 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?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 18**

- 17)** 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?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

- 18)** In the last 6 months, how many times did your child go to his or her doctor's office or clinic?

- 0 **NONE** ➔ **Go to Question 26**
 1 1
 2 2
 3 3
 4 4
 5 5 to 9
 6 10 or more

- 19)** In the last 6 months, how often did your child's doctors or other health care providers listen carefully to you?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

- 20)** In the last 6 months, how often did your child's health care professional show respect for what you had to say?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

- 21)** Is your child able to talk with doctors about his or her health care?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 24**

- 22) 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?

1 Never
 2 Sometimes
 3 Usually
 4 Always

- 23) In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?

1 Never
 2 Sometimes
 3 Usually
 4 Always

- 24) In the last 6 months, how often did doctors or other health providers spend enough time with your child?

1 Never
 2 Sometimes
 3 Usually
 4 Always

- 25) 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?

00 0 Worst health care possible
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Best health care possible

SPECIAL EQUIPMENT AND SUPPLIES

- 26) 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.)

1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 28**

- 27) 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?

1 A big problem
 2 A small problem
 3 Not a problem

- 28) 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?

1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 30**

- 29) 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?

1 A big problem
 2 A small problem
 3 Not a problem

SPECIAL THERAPY

- 30) In the last 6 months, did your child need speech therapy?
- 1 **Yes** ➔ **Go to next question**
2 **NO** ➔ **Go to Question 32**
- 31) In the last 6 months, how much of a problem, if any, was it to get the speech therapy your child needed through TEFRA?
- 1 A big problem
2 A small problem
3 Not a problem
- 32) In the last 6 months, did your child need occupational therapy?
- 1 **Yes** ➔ **Go to next question**
2 **NO** ➔ **Go to Question 34**
- 33) In the last 6 months, how much of a problem, if any, was it to get the occupational therapy your child needed through TEFRA?
- 1 A big problem
2 A small problem
3 Not a problem
- 34) In the last 6 months, did your child need physical therapy?
- 1 **Yes** ➔ **Go to next question**
2 **NO** ➔ **Go to Question 36**
- 35) In the last 6 months, how much of a problem, if any, was it to get the physical therapy your child needed through TEFRA?
- 1 A big problem
2 A small problem
3 Not a problem

EMOTIONAL/ BEHAVIORAL COUNSELING

- 36) In the last 6 months, did your child have any treatment or counseling for an emotional or behavioral difficulty?
- 1 **Yes** ➔ **Go to next question**
2 **NO** ➔ **Go to Question 39**
- 37) In the last 6 months, how much of a problem, if any, was it for you to get this treatment or counseling through TEFRA?
- 1 A big problem
2 A small problem
3 Not a problem
- 38) 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?
- 00 0 Worst treatment
or counseling possible
- 01 1
02 2
03 3
04 4
05 5
06 6
07 7
08 8
09 9
10 10 Best treatment
or counseling possible

YOUR EXPERIENCE WITH TEFRA

The next questions ask about your experience with **TEFRA and the Medicaid program**.

39) Where did you first hear about TEFRA?

- 1 TV/radio
- 2 Newspaper
- 3 Arkansas Children's Hospital
- 4 Doctor's office
- 5 Friend or relative
- 6 Internet
- 7 School/daycare
- 8 Other (**Please print.**)

40) In the last 6 months, did you look for any information in written materials or on the Internet about how TEFRA works?

- 1 **Yes** ➔ **Go to next question**
- 2 **NO** ➔ **Go to Question 42**

41) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how TEFRA works?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

42) In the last 6 months, did TEFRA give you any forms to fill out?

- 1 **Yes** ➔ **Go to next question**
- 2 **NO** ➔ **Go to Question 44**

43) In the last 6 months, how often were the forms from TEFRA easy to fill out?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

44) We want to know your rating of all your experience 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?

- 00 0 Worst experience possible
- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9
- 10 10 Best experience possible

CUSTOMER SERVICE

- 45) In the last 6 months, did you call Medicaid customer service to get information or help for your child?
- 1 **Yes** ➔ **Go to next question**
- 2 **NO** ➔ **Go to Question 54**

For questions 46-53, think about where you call for Medicaid customer service information or help. If you call more than one place, answer questions 46-53 for the place you call the most.

- 46) Where did you call most often for Medicaid customer service information or help? **(Check only one.)**

- 1 ARKids First Help Line
(1-888-474-8275)
➔ **Go to Question 48**
- 2 DHS Client Assistance
(1-800-482-8988)
➔ **Go to Question 48**
- 3 Medicaid Communications
(1-800-482-5431)
➔ **Go to Question 48**
- 4 Local county DHS office
➔ **Go to Question 48**
- 5 ConnectCare (1-800-275-1131)
➔ **Go to next question**
- 6 Doctor's office
➔ **Go to Question 48**
- 7 Arkansas Foundation for
Medical Care (1-844-493-8763)
➔ **Go to Question 48**
- 8 Other **(Please print.)**

➔ **Go to Question 48**

- 47) In the last 6 months, when you spoke to a person at ConnectCare, were they able to help you or did they refer you to someone else that was able to help you?

- 1 Yes
- 2 No

- 48) In the last 6 months, how often did Medicaid customer service give you the information or help you needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

- 49) In the last 6 months, how often did Medicaid customer service staff treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

- 50) 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?

- 1 **Yes** ➔ **Go to next question**
- 2 **NO** ➔ **Go to Question 52**

- 51) How often did you understand the answers that they gave?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

52) In the last 6 months, when you called Medicaid customer service, did any of these things happen to you? **(Check all that apply.)**

- A None
 B Long wait or no one called back.
 C Keep getting transferred or could not get in touch with the right person.
 D Staff could not answer questions.
 E Staff members were rude.
 F Other **(Please print.)**

53) 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?

- 00 0 Worst experience possible
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Best experience possible

TEFRA PREMIUMS AND ENROLLMENT

54) 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?

- 1 \$0
 2 \$20 - \$41
 3 \$52 - \$78
 4 \$93 - \$125
 5 \$145 - \$182
 6 \$208 - \$250
 7 \$281 - \$328
 8 \$364 - \$416
 9 \$458

55) In the last 6 months, how much of a financial burden, if any, was it to pay the TEFRA program premiums?

- 1 A big financial burden
 2 A small financial burden
 3 Not a financial burden

56) In the last 6 months, has your child lost TEFRA eligibility because the TEFRA program premiums were too expensive for you to pay?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 58**

- 57) In the last 6 months, what types of medical services could you not get for your child because he or she was ineligible for TEFRA due to non-payment of TEFRA premiums?

(Check all that apply.)

- A Regular physician visits
 B Visits to a specialist
 C Emergency room visits
 D Dental visits
 E Prescription medicine
 F Special therapy
 G Medical equipment
 H Other **(Please print.)**

- 58) 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?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 60**

- 59) In the last 6 months, what types of medical services could you not get for your child because those services were not included in the TEFRA program? **(Check all that apply.)**

- A Regular physician visits
 B Visits to a specialist
 C Emergency room visits
 D Dental visits
 E Prescription medicine
 F Special therapy
 G Medical equipment
 H Other **(Please print.)**

- 60) 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?

- 1 A big problem
 2 A small problem
 3 Not a problem

- 61) When you enrolled your child in the TEFRA program, where did you apply?

- 1 DHS county office
 ➔ **Go to next question**
 2 Arkansas Children's Hospital
 ➔ **Go to question 66**
 3 Federally qualified health center (doctor's office/day care center)
 ➔ **Go to question 66**
 4 Other **(Please print.)**

➔ **Go to question 66**

- 62) At which county DHS office did you enroll your child in the TEFRA program? **(Please print.)**

- 63) In the last 6 months (including enrollment), have you spoken with anyone at the county DHS office regarding questions you have about TEFRA?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 66**

- 64) In the last 6 months, when you spoke to a person at the county DHS office, were they able to answer all your questions?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 66**

65) How often did you understand the answers that they gave?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

66) We want to know your rating of all your experience with the TEFRA application process. Think about when you first got the application, to when your child started getting services.

Use any number from 0 to 10, where 0 is the worst application experience possible and 10 is the best application experience possible. How would you rate the TEFRA application process?

- 00 0 Worst experience possible
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Best experience possible

TEFRA RENEWAL PROCESS

67) In the last 12 months, did you receive paperwork to renew TEFRA benefits for your child?

- 1 **Yes** ➔ **Go to next question**
 2 **NO** ➔ **Go to Question 70**

68) 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?

- 1 1 to 7 days
 2 8 to 14 days
 3 More than 14 days
 4 I don't remember

69) In the last 12 months, how often did you have enough time to complete the TEFRA renewal packet before the deadline?

- 1 Never
 2 Sometimes
 3 Usually
 4 Always

ABOUT YOU AND YOUR CHILD

70) What is your child's age now?

- 0 Less than 1 year old

_____ years old **(Write in.)**

71) Is your child male or female?

- 1 Male
 2 Female

72) Is your child of Hispanic or Latino origin or descent?

- 1 Yes, Hispanic or Latino
 2 No, not Hispanic or Latino

73) What is your child's race?

(Please mark one or more.)

- A White
 B Black or African-American
 C Asian
 D Native Hawaiian or other Pacific Islander
 E American Indian or Alaska Native
 F Other

74) What is your age now?

- 1 18 to 24
 2 25 to 34
 3 35 to 44
 4 45 to 54
 5 55 to 64
 6 65 to 74
 7 75 or older

75) Are you male or female?

- 1 Male
 2 Female

76) How are you related to the child?

- 1 Mother or father
 2 Grandparent
 3 Aunt or uncle
 4 Older brother or sister
 5 Other relative
 6 Legal guardian
 7 Someone else

77) What is your current household income?

- 1 \$0 - \$25,000
 2 \$25,001 - \$50,000
 3 \$50,001 - \$75,000
 4 \$75,001 - \$100,000
 5 \$100,001 - \$125,000
 6 \$125,001 - \$150,000
 7 \$150,001 - \$175,000
 8 \$175,001 - \$200,000
 9 \$200,001 or more

78) Did someone help you complete this survey?

- 1 **YES** ➔ **Go to Question 79**
 2 **No** ➔ **Thank you.**

Please return the survey
in the postage-paid envelope.

79) How did that person help you?

(Check all that apply.)

- A Read the questions to me.
 B Wrote down the answers I gave.
 C Answered the questions for me.
 D Translated the questions into my language.
 E Helped in some other way.

Please use this space to comment on any of your answers.

Also, if there are areas that were not covered by the survey that you feel should have been covered, please write them here. Thank you for completing this survey.

THANK YOU!

**Please return the completed survey
in the postage-paid envelope.**



DATA COLLECTION AND ANALYSIS BY



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SPANISH SURVEY



2016

Encuesta de Satisfacción del Beneficiario de TEFRA



**Si gusta recibir la versión en español de esta encuesta,
favor llamar al 1-844-493-8763.**

ESTE CUESTIONARIO FUE ADAPTADO DE CAHPS, QUE ES UN CONSORCIO DE ESCUELA DE MEDICINA HARVARD, RAND
Y EL RESEARCH TRIANGLE INSTITUTE. DESARROLLO DE LAS PREGUNTAS POR LA AGENCIA PARA LA POLÍTICA Y LA INVESTIGACIÓN DE SALUD

RECOPIACIÓN Y ANÁLISIS DE DATOS POR



Instrucciones para la Encuesta

IMPORTANTE: ¡Por favor lea antes de contestar las preguntas!

Esta encuesta pregunta sobre su experiencia con el programa TEFRA de Medicaid.

NOTA: Por favor, conteste las preguntas de la encuesta pensando en el niño mencionado en la carta que acompaña esta encuesta, incluso si usted tiene otros niños en el programa TEFRA.

Responda a las preguntas marcando la casilla a la izquierda de su respuesta. Se le puede pedir omitir algunas preguntas que no se aplican a usted. Cuando esto ocurra, verá una flecha con una nota que le indica qué pregunta contestar a continuación

- 1 **SÍ** ➔ **Pase a la siguiente pregunta**
2 **NO** ➔ **Pase a la pregunta 13**

Usted puede notar un número en la portada de esta encuesta. Este número se utiliza SÓLO para hacernos saber que usted ya envió su respuesta y que no le enviemos nuevos recordatorios.

Toda la información que permitiría a alguien identificarlo a usted o su familia se mantendrá en privado.
AFMC no compartirá su información personal con nadie sin su permiso.

Apreciamos su ayuda en completar la encuesta.
Si decide no hacerlo, sin embargo, esto no va a afectar los beneficios de Medicaid que usted recibe.

Si tiene alguna pregunta o quiere saber más acerca de este estudio, por favor llame al 1-844-493-8763, sin costo.

Si prefiere recibir la versión en español de esta encuesta, por favor llame al 1-844-493-8763.

Por favor, responda a las preguntas de la encuesta pensando en el niño cuyo nombre aparece en la carta que acompaña esta encuesta incluso si usted tiene otros niños inscritos en TEFRA.

- 1) Nuestros registros indican que su niño está inscrito en el programa TEFRA. ¿Es correcto?
- 1 **SÍ** ➔ **Pase a la siguiente pregunta**
- 2 **NO** ➔ **PARE y devuelva la encuesta.**

- 2) ¿Cuántos meses o años seguidos tiene su niño sido inscrito en el programa TEFRA?
- 1 Menos de 6 meses
- 2 6 hasta 12 meses
- 3 12 hasta 24 meses
- 4 2 hasta 5 años
- 5 5 hasta 10 años
- 6 10 o más años

LA SALUD DE SU NIÑO ANTES Y DESPUÉS DE INSCRIBIRSE EN TEFRA

Las siguientes preguntas piden que usted compare el cuidado de la salud de su niño en los 6 meses antes de inscribirse en TEFRA con la atención de la salud que ha recibido desde su inscripción en TEFRA.

- 3) En los 6 meses antes de que su niño fue inscrito en TEFRA, ¿cuánto problema tuvo para que su niño viera a un médico personal o enfermera?
- 1 Un gran problema
- 2 Un pequeño problema
- 3 No fue un problema
- 4 Mi niño no ha visto a un médico personal o enfermera desde su inscripción en TEFRA.

- 4) Desde su inscripción en TEFRA, ¿cuánto problema tuvo para que su niño viera a un médico personal o enfermera?
- 1 Un gran problema
- 2 Un pequeño problema
- 3 No fue un problema
- 4 Mi niño no ha visto a un médico personal o enfermera desde su inscripción en TEFRA.

- 5) En los 6 meses antes de que su niño fue inscrito en TEFRA, ¿cuánto problema tuvo para que su niño recibiera un medicamento recetado?
- 1 Un gran problema
- 2 Un pequeño problema
- 3 No fue un problema
- 4 Mi niño no ha visto a un médico personal o enfermera desde su inscripción en TEFRA.

- 6) Desde su inscripción en TEFRA, ¿cuánto problema tuvo para que su niño recibiera un medicamento recetado?
- 1 Un gran problema
- 2 Un pequeño problema
- 3 No fue un problema
- 4 Mi niño no ha visto a un médico personal o enfermera desde su inscripción en TEFRA.

- 7) En los 6 meses antes de que su niño se inscribiera en TEFRA, cuando su niño necesitaba atención urgente en la consulta médica o sala de emergencia, ¿cuánto problema fue, si alguno, para su niño para obtener esta atención?

- 1 Un gran problema
 2 Un pequeño problema
 3 No fue un problema
 4 Mi niño no ha visto a un médico personal o enfermera desde su inscripción en TEFRA.

- 8) Desde que su niño se inscribió en TEFRA, cuando su niño necesitaba atención urgente en la consulta médica o sala de emergencia, ¿cuánto problema fue, si alguno, para su niño para obtener esta atención?

- 1 Un gran problema
 2 Un pequeño problema
 3 No fue un problema
 4 Mi niño no ha visto a un médico personal o enfermera desde su inscripción en TEFRA.

EL PROFESIONAL DEL CUIDADO DE SALUD DE SU NIÑO

Las siguientes preguntas son sobre el cuidado de salud de su niño. No incluya el cuidado que su niño recibió cuando tuvo que quedarse una noche en el hospital o visitó la sala de emergencias. No incluya las veces que su niño fue para terapia u orientación.

- 9) Un médico personal o enfermera puede ser un médico general, una enfermera practicante especialista, o un asistente médico.

Los especialistas son médicos como cirujanos, médicos del corazón, médicos de alergias, médicos dermatólogos, y otros que se especializan en un área particular del cuidado de la salud. ¿Cuál describe mejor el tipo de profesional del cuidado de salud que su niño ve con más frecuencia?

- 1 Médico personal/Médico de familia/
Médico de cuidado primario
 2 Especialista

- 10) En los últimos 6 meses, ¿necesitó su niño una referencia para ver a un especialista?

- 1 **SÍ** ➔ **Vaya a la pregunta siguiente**
 2 **NO** ➔ **Vaya a la pregunta 12**

- 11) En los últimos 6 meses, ¿cuánto problema fue, si alguno, obtener una referencia para ver a un especialista?

- 1 Un gran problema
 2 Algo de problema
 3 Sin problema

Piense sobre el profesional del cuidado de salud que usted escogió en la pregunta 9. Las preguntas 12 a 25 son únicamente preguntas sobre ese profesional del cuidado de salud.

- 12)** Con las opciones del programa TEFRA, ¿cuánto problema fue, si alguno, el conseguir a un profesional del cuidado de salud para su niño con el cual está satisfecho?
- 1 Un gran problema
 2 Algo de problema
 3 Sin problema
 4 No conseguí un nuevo profesional del cuidado de salud para mi niño.
- 13)** Queremos conocer su evaluación del profesional del cuidado de salud de su niño.
 Usando cualquier número de 0 a 10, siendo 0 el peor profesional del cuidado de salud posible, y 10 el mejor. ¿Cómo evaluaría al profesional del cuidado de salud de su niño ahora?
- 00 0 Peor profesional del cuidado de salud
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Mejor profesional del cuidado de salud

EL CUIDADO DE SALUD DE SU NIÑO EN LOS ÚLTIMOS 6 MESES

- 14)** En los últimos 6 meses, ¿tuvo su niño alguna enfermedad, lesión o condición que necesitó atención inmediata en una clínica, sala de emergencia o consultorio médico?
- 1 **SÍ** ➔ **Vaya a la pregunta siguiente**
 2 **NO** ➔ **Vaya a la pregunta 16**
- 15)** En los últimos 6 meses, ¿Cuándo su niño necesitó atención inmediata, con qué frecuencia recibió su niño la atención que usted pensaba necesitaba?
- 1 Nunca
 2 A veces
 3 Generalmente
 4 Siempre
- 16)** En los últimos 6 meses, sin contar las veces que su niño necesito atención inmediata ¿hizo citas para la atención de salud de su niño en la consulta de su médico o clínica?
- 1 **SÍ** ➔ **Vaya a la pregunta siguiente**
 2 **NO** ➔ **Vaya a la pregunta 18**
- 17)** En los últimos 6 meses, sin contar las veces que su niño necesitó atención inmediata ¿con que frecuencia consiguió hacer la cita en la consulta del médico o clínica que usted pensaba necesitaba?
- 1 Nunca
 2 A veces
 3 Generalmente
 4 Siempre

- 18)** En los últimos 6 meses, ¿cuántas veces fue su niño a la consulta de su médico o clínica?
- 0 **NINGUNA** ➔ **Vaya a la pregunta 26**
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5 a 9
- 6 10 o más
- 19)** En los últimos 6 meses, ¿con que frecuencia su médico y otros prestadores de cuidado de salud lo escucharon atentamente?
- 1 Nunca
- 2 A veces
- 3 Generalmente
- 4 Siempre
- 20)** En los últimos 6 meses, ¿con que frecuencia el profesional del cuidado de salud de su niño mostró respeto por lo que usted tenía que decir?
- 1 Nunca
- 2 A veces
- 3 Generalmente
- 4 Siempre
- 21)** ¿Tiene su niño capacidad suficiente para hablar con el médico sobre su propio cuidado de salud?
- 1 **SÍ** ➔ **Vaya a la pregunta siguiente**
- 2 **NO** ➔ **Vaya a la pregunta 24**
- 22)** En los últimos 6 meses, ¿con que frecuencia tuvo dificultad su niño para hablar con, o para entender a los médicos y otros prestadores de servicios de salud porque ellos hablaban un idioma diferente?
- 1 Nunca
- 2 A veces
- 3 Generalmente
- 4 Siempre
- 23)** En los últimos 6 meses, ¿con que frecuencia los médicos y otros prestadores de servicios de salud le dieron explicaciones de manera que su niño pudiera entenderlos?
- 1 Nunca
- 2 A veces
- 3 Generalmente
- 4 Siempre
- 24)** En los últimos 6 meses, ¿con que frecuencia los médicos y otros prestadores de servicios de salud pasaron suficiente tiempo con su niño?
- 1 Nunca
- 2 A veces
- 3 Generalmente
- 4 Siempre
- 25)** Queremos saber su evaluación sobre todos los cuidados de salud de su niño en los últimos 6 meses de parte de todos los médicos y otros prestadores de servicios de salud.
- Usando cualquier número de 0 a 10, siendo 0 la peor mejor atención de salud posible, y 10 la mejor atención posible, ¿cómo evaluaría la atención de salud completa para su niño?
- 00 0 Peor atención posible
- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9
- 10 10 Mejor atención posible

APARATOS Y SUMINISTROS ESPECIALES

- 26) En los últimos 6 meses, ¿tuvo su niño algún problema de salud para el cual necesitó suministros adicionales especiales tales como pañales, alimentación de fórmula, o suplementos dietéticos? (No cuente los pañales para infantes que todavía no pueden ir solos al baño)
- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 28**
- 27) En los últimos 6 meses, ¿cuanto problema, si alguno, fue el conseguir suministros adicionales especiales que su niño necesitaba, a través de TEFRA?
- 1 Un gran problema
 2 Algo de problema
 3 Sin problema
- 28) En los últimos 6 meses, ¿tuvo su niño algún problema de salud que necesitó obtener o reemplazar algún equipo médico especial o aparatos tal como un caminador, silla de ruedas, nebulizador, tubos de alimentación, o tanque de oxígeno?
- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 30**
- 29) En los últimos 6 meses, ¿cuanto problema, si alguno, fue el conseguir equipo médico especial que su niño necesitaba, a través de TEFRA?
- 1 Un gran problema
 2 Algo de problema
 3 Sin problema

TERAPIA ESPECIAL

- 30) En los últimos 6 meses, ¿necesitó su niño terapia del habla?
- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 32**
- 31) En los últimos 6 meses, ¿cuanto problema fue, si alguno, el conseguir la terapia del habla que su niño necesitaba, a través de TEFRA?
- 1 Un gran problema
 2 Algo de problema
 3 Sin problema
- 32) En los últimos 6 meses, ¿necesitó su niño terapia ocupacional?
- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 34**
- 33) En los últimos 6 meses, ¿cuanto problema fue, si alguno, el conseguir la terapia ocupacional que su niño necesitaba, a través de TEFRA?
- 1 Un gran problema
 2 Algo de problema
 3 Sin problema
- 34) En los últimos 6 meses, ¿necesitó su niño terapia física?
- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 36**
- 35) En los últimos 6 meses, ¿cuanto problema fue, si alguno, el conseguir la terapia física que su niño necesitaba, a través de TEFRA?
- 1 Un gran problema
 2 Algo de problema
 3 Sin problema

ORIENTACION EMOCIONAL O DE COMPORTAMIENTO

36) En los últimos 6 meses, ¿recibió su niño algún tratamiento u orientación por una dificultad emocional o de comportamiento?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
2 **NO** ➔ **Vaya a la pregunta 39**

37) En los últimos 6 meses, ¿cuanto problema fue, si alguno, el conseguir ese tratamiento u orientación a través de TEFRA?

- 1 Un gran problema
2 Algo de problema
3 Sin problema

38) Queremos conocer su evaluación del tratamiento u orientación de su niño por dificultades emocionales o de comportamiento. Usando cualquier número de 0 a 10, siendo 0 el peor tratamiento u orientación posible, y 10 el mejor tratamiento u orientación posible. ¿cómo evaluaría el tratamiento u orientación de su niño ahora?

- 00 0 Peor tratamiento
u orientación posible
01 1
02 2
03 3
04 4
05 5
06 6
07 7
08 8
09 9
10 10 Mejor tratamiento
u orientación posible

SU EXPERIENCIA CON TEFRA

Las siguientes preguntas son sobre su experiencia con TEFRA y el programa Medicaid.

39) ¿Dónde se enteró por primera vez sobre TEFRA?

- 1 TV/radio
2 Periódico
3 Hospital de Niños de Arkansas (ACH)
4 Oficina del Médico
5 Amigo o familiar
6 Internet
7 Escuela/guardería
8 Otro (**Por favor en mayúsculas.**)

40) En los últimos 6 meses, ¿buscó alguna información en materiales impresos o por la Internet sobre como funciona TEFRA?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
2 **NO** ➔ **Vaya a la pregunta 42**

41) En los últimos 6 meses, ¿con que frecuencia los materiales impresos o la Internet le dieron la información que necesitaba sobre cómo funciona TEFRA?

- 1 Nunca
2 A veces
3 Generalmente
4 Siempre

42) En los últimos 6 meses, ¿le entregó TEFRA formularios para llenar?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
2 **NO** ➔ **Go to Question 44**

43) En los últimos 6 meses ¿cuan fácil fue llenar los formularios de TEFRA?

- 1 Nunca
 2 A veces
 3 Generalmente
 4 Siempre

44) Queremos conocer su evaluación sobre su experiencia con el programa TEFRA. Usando cualquier número de 0 a 10, siendo 0 la peor experiencia posible, y 10 la mejor experiencia posible. ¿Cómo evaluaría el programa de TEFRA ahora?

- 00 0 Peor experiencia posible
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Mejor experiencia posible

ATENCIÓN AL CLIENTE

45) En los últimos 6 meses, ¿llamó al servicio de atención al cliente de Medicaid para obtener información o ayuda para su niño?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 54**

Para las preguntas 46-53 piense sobre adonde usted llamó para pedir información de servicios de atención al cliente para Medicaid o para pedir ayuda. Si llamó a más de un lugar, conteste las preguntas 46-53 sobre el lugar adonde llamó más veces.

46) ¿Adónde llamó más seguido para atención al cliente de Medicaid para obtener información o ayuda? **(Marque sólo una.)**

- 1 ARKids First Help Line (línea de ayuda ARKids First) (1-888-474-8275)
 ➔ **Vaya a la pregunta 48**
 2 DHS Client Assistance (Ayuda al cliente de DHS) (1-800-482-8988)
 ➔ **Vaya a la pregunta 48**
 3 Medicaid Communications (Comunicaciones de Medicaid) (1-800-482-5431)
 ➔ **Vaya a la pregunta 48**
 4 Oficina local del DHS en su condado
 ➔ **Vaya a la pregunta 48**
 5 ConnectCare (1-800-275-1131)
 ➔ **Vaya a la siguiente pregunta**
 6 Consultorio del médico
 ➔ **Vaya a la pregunta 48**
 7 Arkansas Foundation for Medical Care (Fundación para la Atención Médica de Arkansas)(1-844-493-8763)
 ➔ **Vaya a la pregunta 48**
 8 Otro **(En mayúsculas por favor.)**

➔ **Vaya a la pregunta 48**

47) ¿En los últimos 6 meses, cuando habló con alguien de Connect Care, fueron capaces de ayudarlo o lo refirieron a otra persona que pudo ayudarlo?

- 1 Sí
2 No

48) En los últimos 6 meses, ¿cuán seguido el servicio de atención al cliente de Medicaid le dió la información o la ayuda que necesitaba?

- 1 Nunca
2 A veces
3 Generalmente
4 Siempre

49) En los últimos 6 meses, ¿con que frecuencia el servicio de atención al cliente de Medicaid lo trató con cortesía y respeto?

- 1 Nunca
2 A veces
3 Generalmente
4 Siempre

50) En los últimos 6 meses, cuando llamó al servicio de atención al cliente de Medicaid, ¿fue la persona que lo atendió capaz de contestar todas sus preguntas sobre el programa TEFRA?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
2 **NO** ➔ **Vaya a la pregunta 52**

51) ¿Con que frecuencia entendió usted las respuestas que le dieron?

- 1 Nunca
2 A veces
3 Generalmente
4 Siempre

52) En los últimos 6 meses, cuando llamó al servicio al cliente de Medicaid, ¿le sucedieron alguna de estas cosas? (**Marque todas las que apliquen.**)

- A Ninguna
B Larga espera o nadie devolvió la llamada.
C Me continuaban transfiriendo o no pude ponerme en contacto con la persona adecuada.
D El personal no pudo responder a las preguntas.
E Los miembros del personal fueron groseros.
F Otro (**Por favor en mayúsculas.**)

53) Queremos conocer la evaluación de su experiencia con el servicio al cliente de Medicaid.

Use cualquier número de 0 a 10, siendo 0 la peor experiencia posible, y 10 la mejor experiencia posible. ¿Cómo evaluaría el servicio al cliente de Medicaid?

- 00 0 Peor experiencia posible
01 1
02 2
03 3
04 4
05 5
06 6
07 7
08 8
09 9
10 10 Mejor experiencia posible

INSCRIPCIÓN Y PRIMA MENSUAL DE TEFRA

- 54) Una prima es la cantidad de dinero que debe pagar mensualmente para recibir los servicios cubiertos bajo el programa TEFRA.

¿Cuál es su prima mensual de TEFRA?

- 1 \$0
 2 \$20 - \$41
 3 \$52 - \$78
 4 \$93 - \$125
 5 \$145 - \$182
 6 \$208 - \$250
 7 \$281 - \$328
 8 \$364 - \$416
 9 \$458

- 55) En los últimos 6 meses, ¿cuánta carga financiera, si alguna, fue el pagar el programa de primas de TEFRA?

- 1 Una gran carga financiera
 2 Una pequeña carga financiera
 3 No fue una carga financiera

- 56) En los últimos 6 meses ¿perdió su niño la elegibilidad para TEFRA porque las primas del programa TEFRA eran demasiado caras?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 58**

- 57) En los últimos 6 meses, ¿Qué tipo de servicios médicos NO pudo recibir su hijo/a porque no era elegible para TEFRA debido a la falta de pago de las primas TEFRA? (**Marque todas las que apliquen.**)

- A Las visitas regulares al médico
 B Las visitas a un especialista
 C Visitas a la sala de urgencias
 D Visitas al dentista
 E Medicamentos recetados
 F Terapia especial
 G Aparatos médicos
 H Otro (**Por favor en mayúsculas.**)

- 58) En los últimos 6 meses ¿hubo algún servicio médico que no pudo obtener para su niño porque esos servicios no estaban incluidos en el programa de TEFRA?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 60**

- 59) En los últimos 6 meses, ¿qué tipo de servicios médicos NO pudo recibir su hijo/a ya que tales servicios no estaban incluidos en el programa TEFRA? (**Marque todas las que apliquen.**)

- A Las visitas regulares al médico
 B Las visitas a un especialista
 C Visitas a la sala de urgencias
 D Visitas al dentista
 E Medicamentos recetados
 F Terapia especial
 G Aparatos médicos
 H Otro (**Por favor en mayúsculas.**)

60) Cuando inscribió a su niño en el programa TEFRA, ¿cuánto problema encontró para recibir cuidados mientras esperaba por la aprobación de su solicitud a TEFRA?

- 1 Un gran problema
 2 Algo de problema
 3 Sin problema

61) Cuando inscribió a su niño en el programa TEFRA, ¿donde hizo la solicitud?

- 1 Oficina local del DHS en su condado
 ➔ **Vaya a la siguiente pregunta**
 2 Arkansas Children's Hospital
 ➔ **Vaya a la pregunta 66**
 3 Centro de salud calificado federalmente (consulta del médico/jardín infantil)
 ➔ **Vaya a la pregunta 66**
 4 Otro **(Por favor en mayúsculas.)**

➔ **Vaya a la pregunta 66**

62) ¿En cuál oficina local del DHS en su condado inscribió a su niño en el programa TEFRA?
(Por favor en mayúsculas.)

63) En los últimos 6 meses (incluyendo la inscripción), ¿habló usted con una persona en la oficina local del DHS en su condado, haciendo preguntas sobre TEFRA?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 66**

64) En los últimos 6 meses, cuando habló con una persona en la oficina local del DHS en su condado ¿esta fue capaz de contestar todas sus preguntas?

- 1 **SÍ** ➔ **Vaya a la siguiente pregunta**
 2 **NO** ➔ **Vaya a la pregunta 66**

65) ¿Con que frecuencia entendió usted las respuestas que le dieron?

- 1 Nunca
 2 A veces
 3 Generalmente
 4 Siempre

66) Queremos conocer la evaluación sobre su experiencia con el procedimiento de inscripción en TEFRA. Piense desde cuando inicialmente recibió el formulario de solicitud hasta el momento en que su niño comenzó a recibir servicios.

Usando cualquier número de 0 a 10, siendo 0 la peor experiencia con el procedimiento de solicitud posible, y 10 la mejor experiencia con el procedimiento de solicitud posible. ¿Cómo evaluaría el proceso de solicitud de TEFRA?

- 00 0 Peor experiencia posible
 01 1
 02 2
 03 3
 04 4
 05 5
 06 6
 07 7
 08 8
 09 9
 10 10 Mejor experiencia posible

PROCESO DE RENOVACIÓN CON TEFRA

- 67)** En los últimos 12 meses, ¿recibió formularios para renovar los beneficios TEFRA para su hijo?
- 1 Sí
- 2 **NO** → Vaya a la pregunta 70
- 68)** Desde el momento en que recibió el paquete de renovación TEFRA hasta la fecha límite para devolverlo en, ¿cuántos días tuvo para completar el papeleo?
- 1 1 a 7 días
- 2 8 a 14 días
- 3 Más de 14 días
- 4 No recuerdo
- 69)** En los últimos 12 meses, ¿con qué frecuencia tuvo suficiente tiempo para completar el paquete de renovación TEFRA antes de la fecha límite?
- 1 Nunca
- 2 A veces
- 3 Generalmente
- 4 Siempre

SOBRE SU NIÑO Y USTED

- 70)** ¿Que edad tiene su niño ahora?
- 0 Menos de 1 año
- _____ Años (**Escribalos.**)
- 71)** ¿Es su niño hombre o mujer?
- 1 Hombre
- 2 Mujer
- 72)** ¿Es su niño de origen o descendencia Hispana o Latina?
- 1 Sí, Hispano o Latino
- 2 No, No es Hispano o Latino
- 73)** ¿Cual es la raza de su niño?
(**Por favor marque uno o más.**)
- A Blanco
- B Negro o afro-americano
- C Asiático
- D Nativo Hawaiano u otro
Isleño del Pacifico
- E Indígena Americano
o Nativo de Alaska
- F Otro
- 74)** ¿Que edad tiene usted ahora?
- 1 18 a 24
- 2 25 a 34
- 3 35 a 44
- 4 45 a 54
- 5 55 a 64
- 6 65 a 74
- 7 75 o mayor
- 75)** ¿Es usted hombre o mujer?
- 1 Hombre
- 2 Mujer

76) ¿Cual es su relación con el niño?

- 1 Madre o padre
- 2 Abuelo/a
- 3 Tío/a
- 4 Hermano/a mayor
- 5 Otro familiar
- 6 Tutor legal
- 7 Otra persona

77) ¿Cual es su actual ingreso familiar?

- 1 \$0 - \$25,000
- 2 \$25,001 - \$50,000
- 3 \$50,001 - \$75,000
- 4 \$75,001 - \$100,000
- 5 \$100,001 - \$125,000
- 6 \$125,001 - \$150,000
- 7 \$150,001 - \$175,000
- 8 \$175,001 - \$200,000
- 9 \$200,001 or more

78) ¿Le ayudó alguien a completar esta encuesta?

- 1 **SÍ** ➔ **Vaya a la pregunta 79**
- 2 **No** ➔ **Muchas gracias.**

Por favor devuelva la encuesta completada en el sobre con franqueo prepago.

79) ¿Cómo le ayudó esta persona?

(Marque todas las que correspondan.)

- A Me leyó las preguntas.
- B Escribió las respuestas que le dí.
- C Respondió las preguntas por mí.
- D Tradujo las preguntas a mi idioma.
- E Me ayudó de alguna otra forma.

Por favor utilice este espacio para comentar cualquiera de sus respuestas.

Además, si hay temas que no estaban cubiertos por la encuesta que cree que debería haber sido cubierto, por favor escríbalos aquí. Gracias por completar esta encuesta.

¡MUCHAS GRACIAS!

Por favor, devuelva la encuesta completada en el sobre con franqueo pagado.



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