

Arkansas
Medicaid

2010

TEFRA
Survey
Results

ARKANSAS
DEPARTMENT OF
 **HUMAN
SERVICES**



TEFRA

The Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) allowed states to open their Medicaid programs to children with physical or mental disabilities who would not ordinarily be eligible because of their parents' income or resources. The program allows these children to be cared for in their homes rather than in institutions. Arkansas is one of only 20 states that offer TEFRA benefits, and more than 3,000 families are enrolled.

To determine which services Arkansas TEFRA beneficiaries use and how they evaluate the program, the state Division of Medical Services (DMS) has contracted with Medicaid Managed Care Services (MMCS), a division of the Arkansas Foundation for Medical Care (AFMC), to survey beneficiaries about the services the TEFRA program provides and the services beneficiaries received. The survey asks questions about beneficiaries' satisfaction with their health care professional and recent health care received, chronic conditions, special therapy, experiences with the TEFRA/Medicaid program and demographics. Data collection occurred from August 2010 through November 2010. The baseline survey of TEFRA beneficiaries was conducted by MMCS in 2004. This is the sixth survey of this population.



Who was surveyed

All TEFRA beneficiaries who had been enrolled for at least six months prior to the survey were eligible to participate. From this group, **MMCS mailed surveys to 1,650 randomly-selected TEFRA beneficiaries.** After excluding beneficiaries with undeliverable addresses or who no longer met eligibility criteria, **1,566 beneficiaries received a survey.**

How they responded

MCS received completed surveys from **742 beneficiaries** before the cutoff date. Of these, **707** were eligible for analysis, resulting in a final response rate of **45.2 percent.**



Self-Reported Utilization Rates

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

Percentage of respondents who reported:

	2008	2009	2010
Visiting the doctor	93.9%	92.6%	93.1%
Getting medical care for illness/injury	29.8%	44.6%	45.8%
Getting special medical equipment	19.5%	20.7%	19.6%
Needing speech therapy	57.1%	62.1%	59.8%
Needing occupational therapy	57.0%	57.5%	56.9%
Needing physical therapy	43.0%	42.5%	42.5%
Getting treatment or counseling	26.3%	30.2%	31.2%
A high number of doctor visits (<i>three or more</i>)	50.1%	49.5%	49.7%



Overall Quality and Satisfaction

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

	2008	2009	2010
Health care professional	8.74	8.97	8.84
Health care	8.53	8.76	8.79
Treatment or counseling	7.93	8.14	8.15
Customer service	5.89	6.37	6.24
Application process	6.50	6.88	6.76
TEFRA program	7.78	8.26	8.02

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

	2008	2009	2010
Health care professional	83.0%	88.6%	86.3%
Health care	81.4%	85.6%	85.0%
Treatment or counseling	67.9%	75.4%	73.4%
Customer service	32.9%	40.7%	40.6%
Application process	42.5%	48.5%	44.6%
TEFRA program	65.1%	73.7%	67.8%*

*Indicates statistically significant decrease from 2009 to 2010.

Access and Availability of Services

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

97.4% of respondents reported little or no problem getting a health care professional for their child with whom they are happy.

96.1% of respondents reported little or no problem getting a referral for their child to see a specialist.

85.3% of respondents reported little or no problem getting additional specialty items for their child.

85.3% of respondents reported little or no problem getting any special medical equipment for their child.



Access and Availability of Special Therapy

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

94.9% of respondents reported little or no problem getting speech therapy for their child.

95.4% of respondents reported little or no problem getting occupational therapy for their child.

94.3% of respondents reported little or no problem getting physical therapy for their child.

89.0% of respondents reported little or no problem getting treatment or counseling for their child.

Quality of Care

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

95.3% of respondents reported they “always” or “usually” received immediate care for illness or injury as soon as they wanted.

91.7% of respondents said they “always” or “usually” got an appointment at a doctor’s office or clinic as soon as they needed.

Provider / Patient Communication

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

94.3% of respondents reported that their doctor “always” or “usually” listened carefully to them.

87.1% of respondents reported that their doctor “always” or “usually” explained things in a way their child could understand.

95.4% of respondents reported that their doctor “always” or “usually” showed respect for what they had to say.

92.4% of respondents reported that their doctor “always” or “usually” spent enough time with their child.

Customer Service

Questions in this category asked respondents about their experience with TEFRA’s customer service, paperwork and written information.

55.8% of respondents reported that TEFRA has got them the help they needed.

77.1% of respondents reported that TEFRA treated them with courtesy and respect.

About MMCS

Medicaid Managed Care Services (MMCS) provides utilization review and quality assurance services for TEFRA and other waived managed-care programs. MMCS is a division of the Arkansas Foundation for Medical Care (AFMC).

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

FOR MORE INFORMATION, CONTACT:



*Medicaid Managed
Care Services*

A Division of AFMCSM

www.afmc.org/mmcs

1020 West 4th Street
Little Rock, AR 72201
501-375-1200
Toll free: 1-888-987-1200
Fax: 501-375-1201



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