A PROGRAM OF THE ARKANSAS DEPARTMENT OF HUMAN SERVICES,
DIVISION OF MEDICAL SERVICES

2019 Beneficiary Satisfaction Survey Results

DATA COLLECTION AND ANALYSIS BY

ARKANSAS DEPARTMENT OF HUMAN SERVICES
Arkansas Medicaid’s ARKids First program is one of the most successful children’s health care programs in the United States. ARKids First was seen as an innovative program when it was implemented, and later became a model for the Children’s Health Insurance Program (CHIP) federal mandate. ARKids First B provided for the health care needs of more than 32,000 Arkansas children in State Fiscal Year 2019.

About the Survey

ARKids First B continuously strives to improve its quality. To this end, AFMC, an independent organization, has surveyed the parents and caregivers of ARKids First B beneficiaries. The results will be used to examine beneficiary satisfaction with the ARKids First B health program.

AFMC used the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program and followed its surveying protocol. CAHPS is scientifically designed to measure and report the experiences that form consumer health care satisfaction. This tool was developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA). AFMC conducted the latest survey by mail from January 2019 to April 2019. All individual responses and comments were kept confidential.

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
Who was Surveyed

All ARKids First B beneficiaries who had been enrolled for at least six months prior to the survey were eligible to participate. From this group, AFMC mailed surveys to the parents/caregivers of 2,475 randomly selected ARKids First B beneficiaries. After excluding beneficiaries with undeliverable addresses or who no longer met eligibility criteria, 2,201 beneficiaries received a survey.

How They Responded

AFMC received 479 surveys from the parents or caregivers of beneficiaries before the data collection cutoff date. Of these, 465 were eligible for analysis, resulting in an analyzable rate of 21.1 percent.

“I have tremendous faith in ARKids. And I am forever grateful for the coverage they have provided to take great care of my family.”

— Parent from Jefferson County
## Self-reported Utilization Rates

<table>
<thead>
<tr>
<th>Percentage of respondents who reported:</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visiting the doctor</td>
<td>76%</td>
<td>80%</td>
</tr>
<tr>
<td>Getting medical care for regular/routine health care needs</td>
<td>66%</td>
<td>68%</td>
</tr>
<tr>
<td>Getting medical care for illness/injury</td>
<td>46%</td>
<td>45%</td>
</tr>
<tr>
<td>Seeing a specialist</td>
<td>22%</td>
<td>25%</td>
</tr>
<tr>
<td>Seeing a dentist</td>
<td>98%</td>
<td>97%</td>
</tr>
<tr>
<td>Getting prescription medicine</td>
<td>59%</td>
<td>52%</td>
</tr>
<tr>
<td>Seeking treatment or counseling</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>A high number of doctor visits (3 or more visits)</td>
<td>32%</td>
<td>27%</td>
</tr>
</tbody>
</table>
## Overall Quality and Satisfaction

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.

<table>
<thead>
<tr>
<th>Service</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal doctor</td>
<td>9.06</td>
<td>9.09</td>
</tr>
<tr>
<td>Specialist</td>
<td>8.62</td>
<td>8.83</td>
</tr>
<tr>
<td>Dental care</td>
<td>9.12</td>
<td>9.23</td>
</tr>
<tr>
<td>Quality of care</td>
<td>8.87</td>
<td>8.91</td>
</tr>
</tbody>
</table>

Of the ARKids First B beneficiaries who responded, the percentage of respondents indicating a high degree of satisfaction (a score of 8 or higher) is listed below:

<table>
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<tr>
<th>Service</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal doctor</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>Specialist</td>
<td>81%</td>
<td>83%</td>
</tr>
<tr>
<td>Dental care</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Quality of care</td>
<td>87%</td>
<td>87%</td>
</tr>
</tbody>
</table>
Access and Availability of Services

96% of respondents reported no problem seeing a doctor or nurse since enrolling in ARKids First B compared with 87 percent who reported no problem before joining the program.

94% of respondents reported no problem getting prescription medicines since joining ARKids First B compared with 88 percent who reported no problem before joining the program.

94% of respondents reported no problem getting urgent care from a doctor’s office or the emergency room since enrolling in ARKids First B compared with 88 percent who reported no problem before joining the program.
Quality of Care

Getting the Care You Need:

- 90% of beneficiaries’ parents or caregivers who responded to the survey indicated that it was “always” or “usually” easy:
  - Getting appointments with a specialist
  - Getting health care services, tests or treatment through ARKids First B

Getting Care without Long Waits:

- 95% of respondents said they “always” or “usually”:
  - Received an appointment for regular or routine health care as soon as they wanted
  - Received immediate care for an illness or injury as soon as they wanted
Customer Service

Courtesy, Respect and Helpfulness of the Customer Service Staff:

85% of beneficiaries’ parents or caregivers surveyed said that ARKids First B customer service staff “always” or “usually”:

- Treated them with courtesy and respect
- Was as helpful as they thought the staff should be
Provider/Patient Communication

Doctors Who Communicate Well:

96% of respondents agreed that their doctor “always” or “usually”:

- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child
- Explained things in a way their child could understand

Shared Decision Making:

76% of respondents on average said their doctor or other health care provider shared decision making responsibilities with them. Specifically, respondents stated providers:

- Talked with them about the reasons they might want their child to take a medicine
- Talked with them about the reasons they might not want their child to take a medicine
- Asked them which choice they thought was best for their child
Beneficiary Satisfaction

**ARKids First B Program:**

8.48 is the average rating for ARKids First B based on a scale of 0 to 10.

79% of the respondents gave ARKids First B a rating of 8 or above.
About AFMC

AFMC provides utilization review and quality assurance services for Arkansas Medicaid's ARKids First A and B, as well as other waivered managed care programs.

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

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