

Consumer Assessment of Health Plans:
Differences in Utilization and Satisfaction among Parents of Children Enrolled in
Georgia's PeachCare, PeachCare Plus, and Medicaid Programs

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Executive Summary

In April 2000, the Georgia Health Policy Center (GHPC) provided a report to the Department of Community Health (DCH) on the satisfaction of parents and guardians of children enrolled in the PeachCare for Kids program. The GHPC used a nationally recognized survey instrument called the Consumer Assessment of Health Plans (CAHPS®) to assess information regarding utilization and satisfaction. On behalf of DCH, the GHPC fielded a second round of CAHPS surveys in late 2003 and early 2004 to re-evaluate parental or guardian satisfaction for children enrolled in PeachCare and Medicaid in Georgia.

When comparing satisfaction with access to care, the health care experience, and administrative procedures across all three programs in 2003, satisfaction was generally high.

Significant differences¹ were found in the following measures of satisfaction:

- Parents of Medicaid children were more likely to report problems accessing care than were parents of PeachCare or PeachCare Plus children.
- Parents of PeachCare children reported higher levels of satisfaction with access than did parents of PeachCare Plus children.
- Parents of Medicaid children reported lower levels of satisfaction in interactions between the provider and office staff and the patient or parent than did PeachCare or PeachCare Plus parents.
- Parents of Medicaid children had demonstrably lower levels of satisfaction in measures related to customer service, written communication with the health plan, and complaint resolution than did parents of PeachCare children.

This report includes a description of the survey respondents and is followed by a detailed analysis of the survey findings. The report concludes with some general observations and areas for future analysis. Appendices provide a description of the survey instrument, survey methods, and tabular reports of the survey results.

¹ Throughout this report, statistical significance is defined at the .10 level using the Chi-Squared test.

Enrollee Characteristics

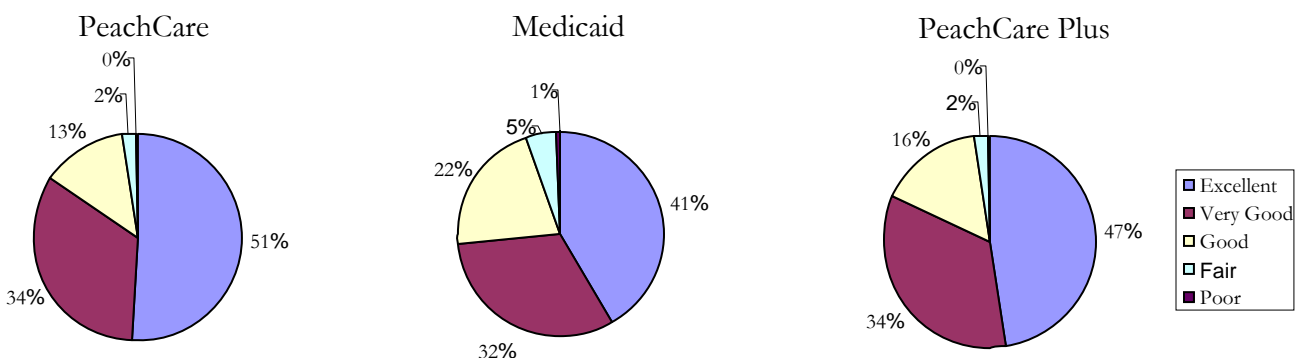
Medicaid survey respondents appeared to be slightly more likely than the other two groups to report that they or their child speaks a language other than English at home. Other key differences were that the Medicaid group were:

- Less likely to have a parent respond to the survey;
- More likely to be in poor health;
- More likely to live in rural areas; and
- More likely to be African American.

While 97 percent of PeachCare respondents were the father or mother of the child, that number fell to 93 percent among PeachCare Plus participants and to only 85 percent among Medicaid participants.

Exhibit 1 illustrates that parents² of Medicaid enrollees were three times more likely to rate their child's health as fair or poor (6 percent) as those of children enrolled in PeachCare or PeachCare Plus (2 percent). PeachCare parents were significantly more likely to rate their child's health status as excellent (51 percent) than were parents of PeachCare Plus participants (47 percent).

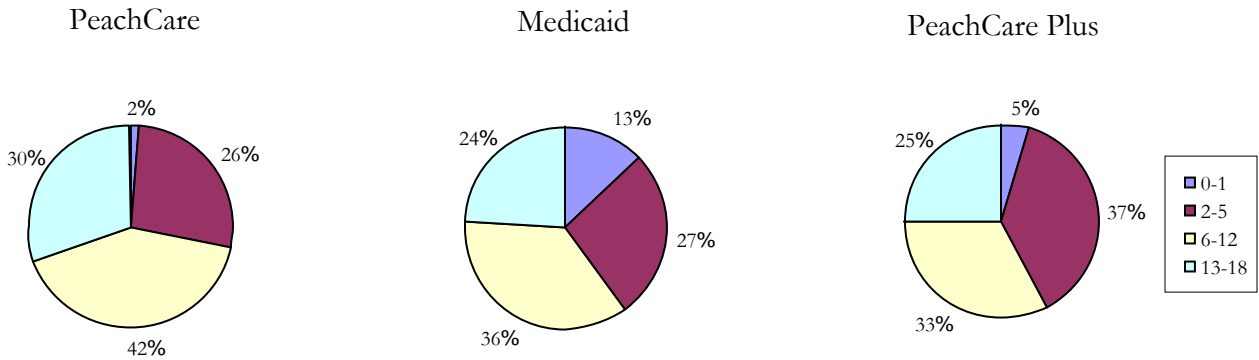
Exhibit 1: Health Status



PeachCare respondents were slightly older than PeachCare Plus respondents and significantly older than respondents in Medicaid, as shown in Exhibit 2. This difference is consistent with eligibility restrictions that move children from Medicaid into PeachCare incrementally at ages one and six at incomes above 133 and 100 percent of FPL respectively.

² Throughout the report we refer to respondents as parents. This should be interpreted inclusive of the eight percent of respondents who are grandparents, aunts or uncles, or other relatives or guardians.

Exhibit 2: Age Distribution



Rural children comprised almost half of the children enrolled in each program type. This is consistent with the generally lower levels of family income found in rural Georgia. Children in the Atlanta metro area were a larger portion of all PeachCare and PeachCare plus children than Medicaid children. African Americans comprised only 27 percent of PeachCare survey respondents but almost half of Medicaid survey respondents. The demographics of the PeachCare Plus children fell between those of PeachCare and Medicaid children. The location and race distributions are provided in Exhibits 3 and 4, respectively.

Exhibit 3: Location

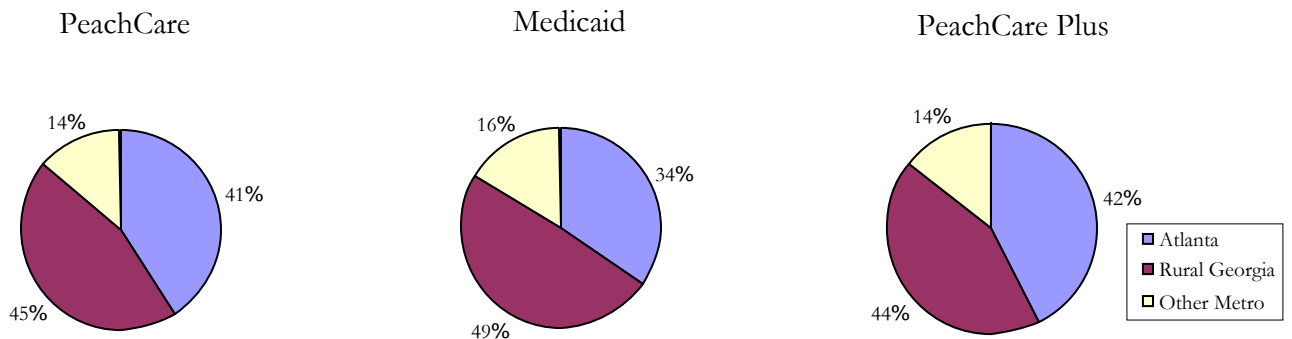
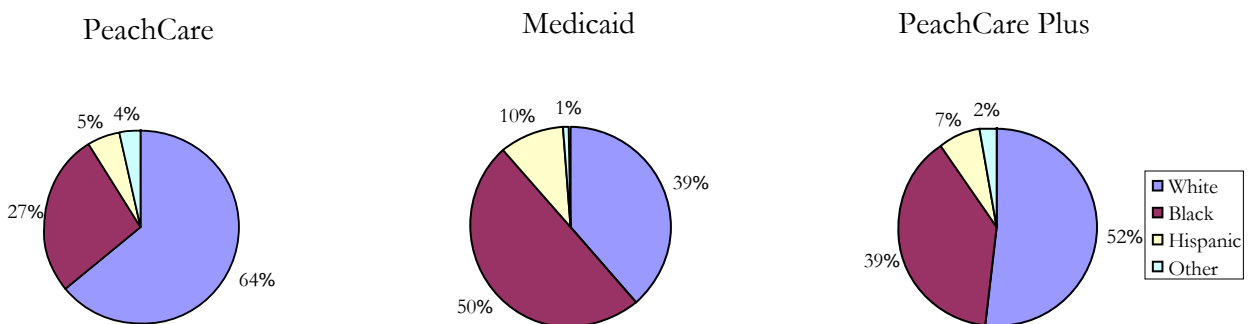


Exhibit 4: Race Distribution



Access and Satisfaction: Comparison of PeachCare, PeachCare Plus, and Medicaid in 2003³

Sections 1 and 2: Access to Primary and Specialty Care (Questions 3-14)

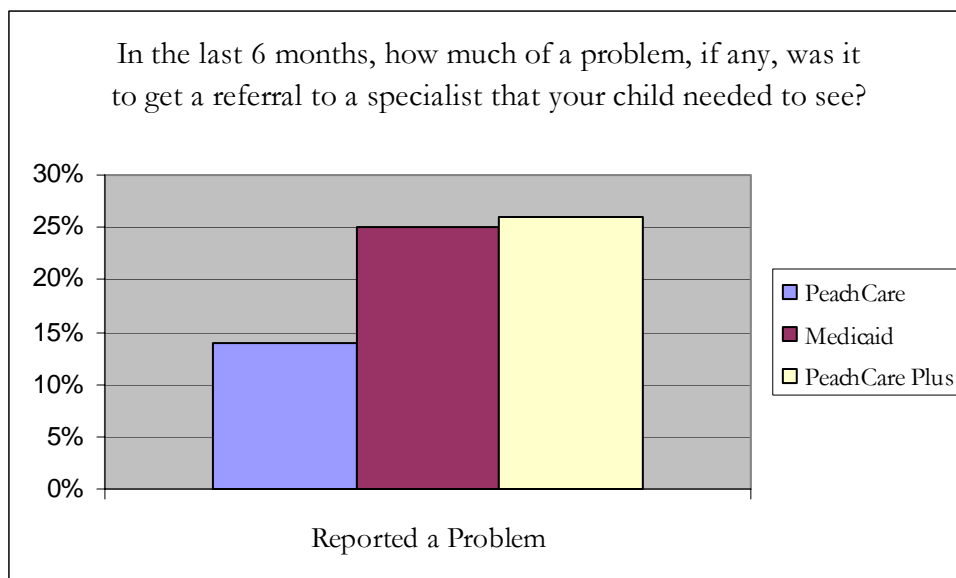
Across all three groups of children, parents reported equal likelihood that their child:

- Obtained a new provider upon entering the plan or at some time since; and
- Did not have a problem finding a provider with whom they were happy.

However, the following findings present significant differences:

- More PeachCare children reported having a regular provider (80 percent) than Medicaid (77 percent) or PeachCare Plus children (76 percent).
- Parents of Medicaid (25 percent) and PeachCare Plus children (26 percent) were significantly more likely to report at least some problem getting a referral for specialty care than were parents of PeachCare children (14 percent). (See Exhibit 5).

Exhibit 5: Access - Referrals



- When calling a physician's office for advice or help during regular hours, PeachCare (77 percent) and PeachCare Plus (80 percent) parents were significantly more likely than Medicaid parents (69 percent) to report obtaining the advice they needed.

³ Tabular results for each question of the survey can be found in Appendix 3.

Section 3: Overall Health Care Experience (Questions 15-36)

Parents of Medicaid and PeachCare Plus children were more likely to make an appointment with a provider for routine or regular care than were PeachCare children (65 versus 60 percent) and less likely to report needing immediate, urgent, or emergency care (34/35 versus 41 percent) than PeachCare children in the past six months (Exhibits 5 and 6). Among children who attempted to obtain care, there was no significant difference in the reported waiting period for routine or for urgent/emergency care among enrollees across the three programs.

Exhibit 6: Access - Routine Appointments

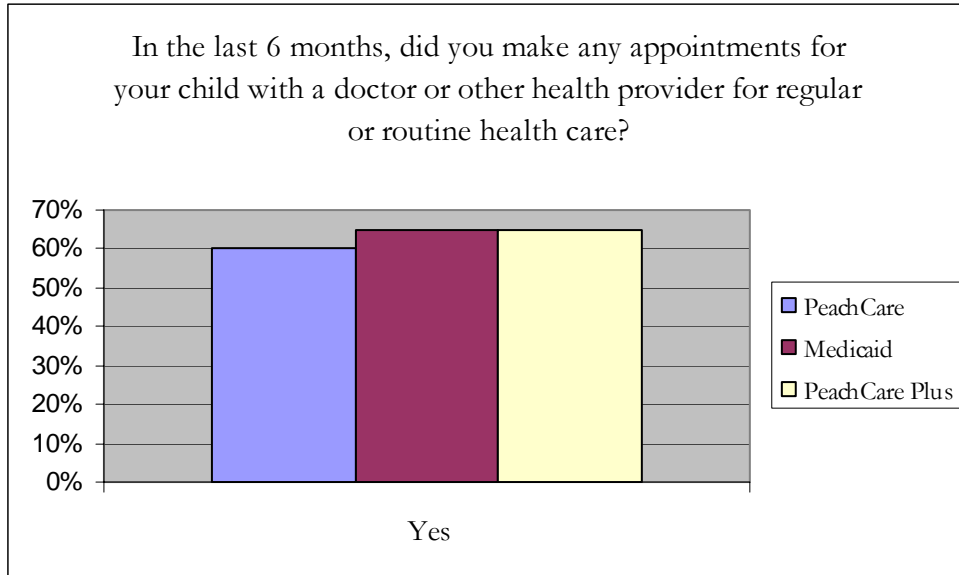
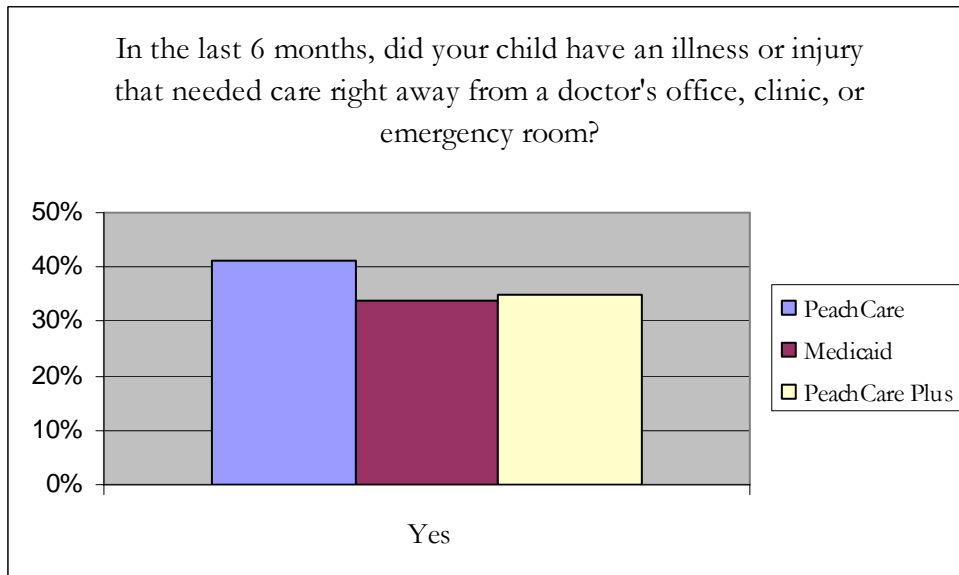


Exhibit 7: Access - Emergency Room



Medicaid enrollees reported significantly more frequent emergency room utilization than PeachCare or PeachCare Plus enrollees (Exhibit 8). Parents of Medicaid children also reported more frequent utilization of office-based care for their dependents than did parents of children in PeachCare or PeachCare Plus, with 12 percent reporting five or more visits in the past six months compared with only seven percent of PeachCare/PeachCare Plus children reporting similar utilization (Exhibit 9).

Exhibit 8: Utilization – Emergency Room

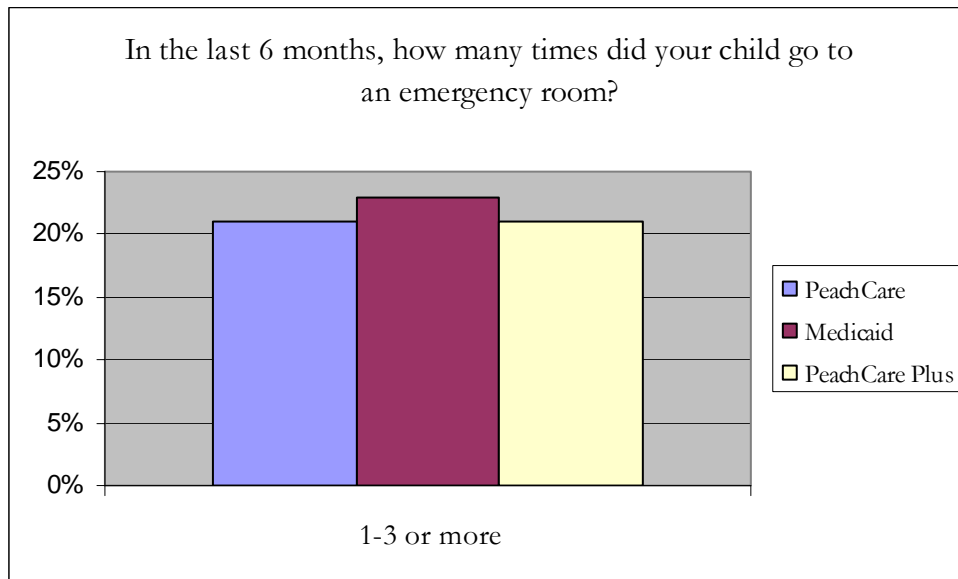
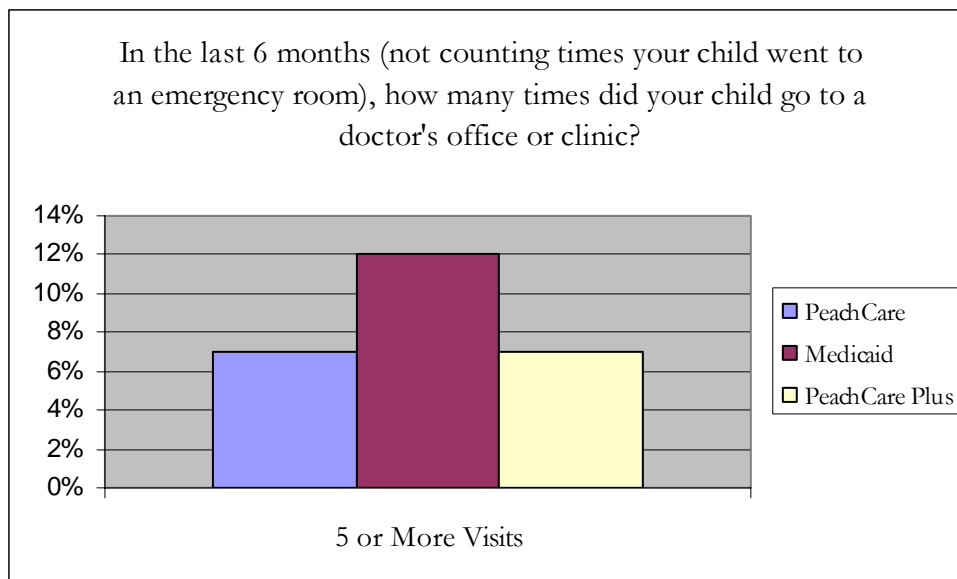


Exhibit 9: Utilization – Office Visits



The three groups also differed in terms of reported problems obtaining necessary care. Ten percent of parents of Medicaid children and nine percent of PeachCare Plus children reported some problem versus only six percent of PeachCare children (Exhibit 10). Nine percent of Medicaid parents reported problems with delays in obtaining required approval for care, compared with only six percent for either PeachCare or PeachCare Plus children (Exhibit 11). However, once in the office for care, reported wait times did not differ among the three groups.

Exhibit 10: Problems Obtaining Care

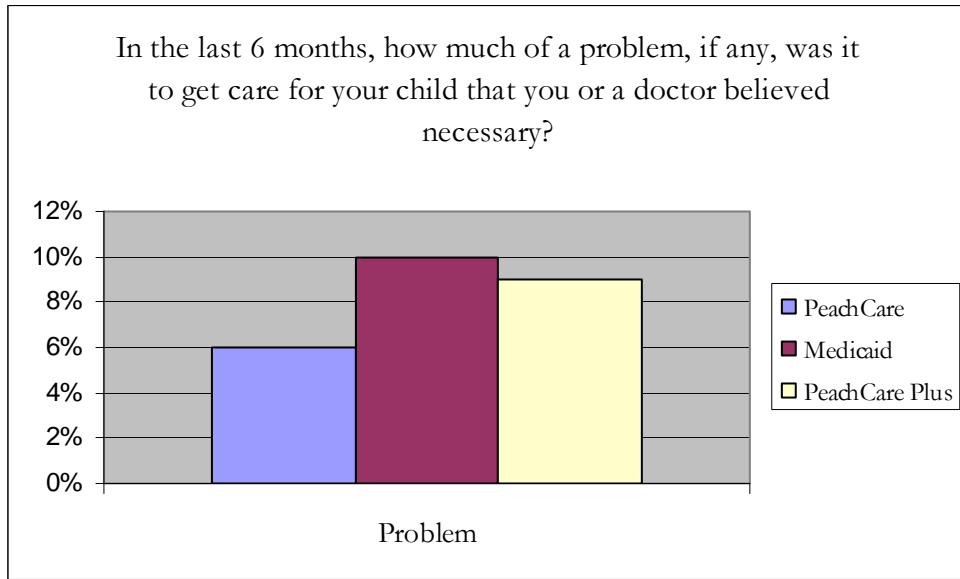
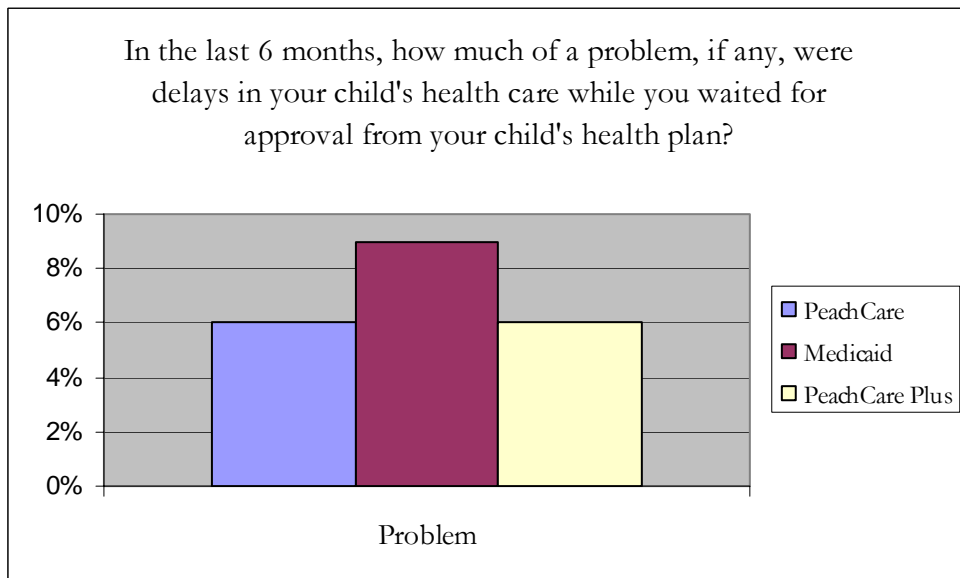
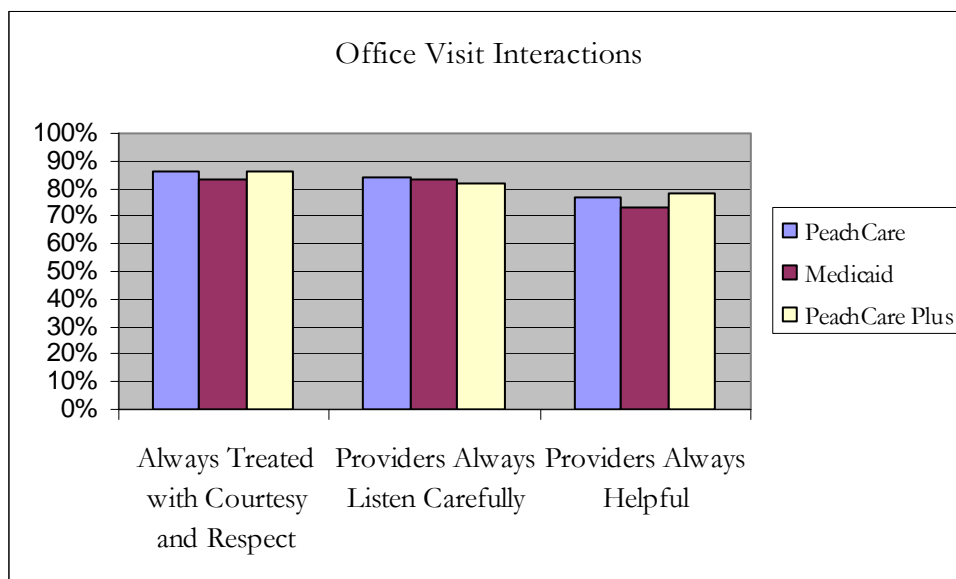


Exhibit 11: Problems Obtaining Approval for Care



On measures of satisfaction with the office visit interaction, parents of PeachCare children reported significantly higher satisfaction than did the parents of Medicaid children (Exhibit 12). During the office visits, six percent of parents of Medicaid enrollees reported never or sometimes being treated with respect and courtesy (versus four percent for PeachCare), ten percent reported that office staff were never or sometimes as helpful as they should be (versus six percent for PeachCare), and seven percent reported that office staff never or only sometimes listened carefully to them (versus three percent for PeachCare). Parents of PeachCare Plus children were significantly more likely to perceive they were always treated with respect and courtesy than parents of Medicaid children (86 versus 83 percent), however these parents reported satisfaction with helpfulness and listening that was comparable to the parents of Medicaid children.

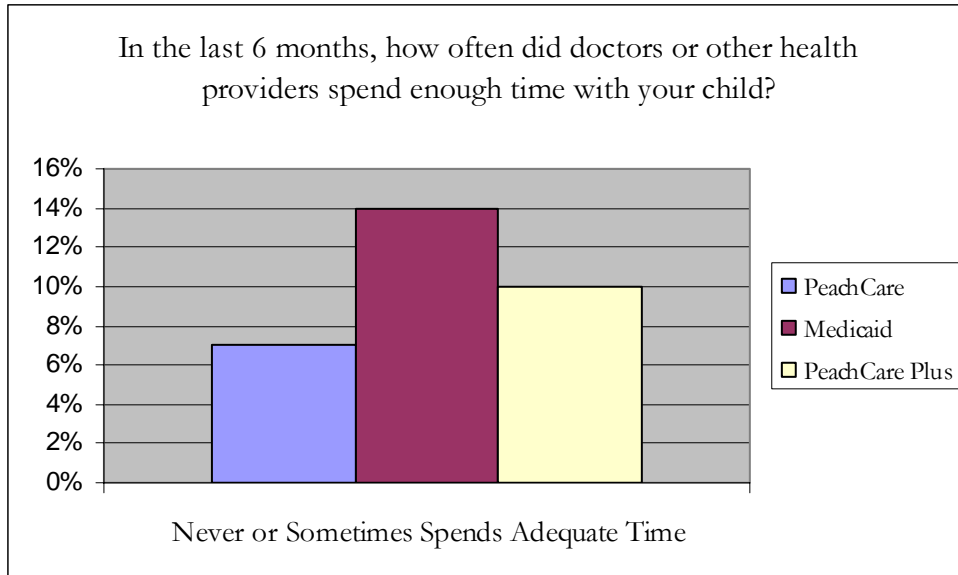
Exhibit 12: Office Visit Interactions



There was no reported difference among the three programs as to the likelihood that language barriers compromised the interaction between the doctor and the parent/guardian. However, parents of Medicaid and PeachCare Plus children were more likely to report never or sometimes understanding provider communication (nine/eight percent) than were parents of PeachCare enrollees (six percent). Parents of both Medicaid and PeachCare Plus children were also more likely to report that their provider never or only sometimes showed respect for what they had to say (five and six percent) than were parents of PeachCare enrollees (three percent).

Consistent with age-based eligibility criteria for each program, PeachCare and PeachCare Plus parents were more likely to report children who are old enough to talk with their provider about their care (79 and 65 percent respectively) than were parents of Medicaid enrollees (58 percent). PeachCare Plus parents were more likely than Medicaid parents to report that providers never or sometimes spoke to their child in a way that their child could understand (14 versus 11 percent). Finally, Medicaid parents were twice as likely as PeachCare parents and almost 50 percent more likely than PeachCare Plus parents to report that providers never or sometimes spent adequate time with their child (Exhibit 13).

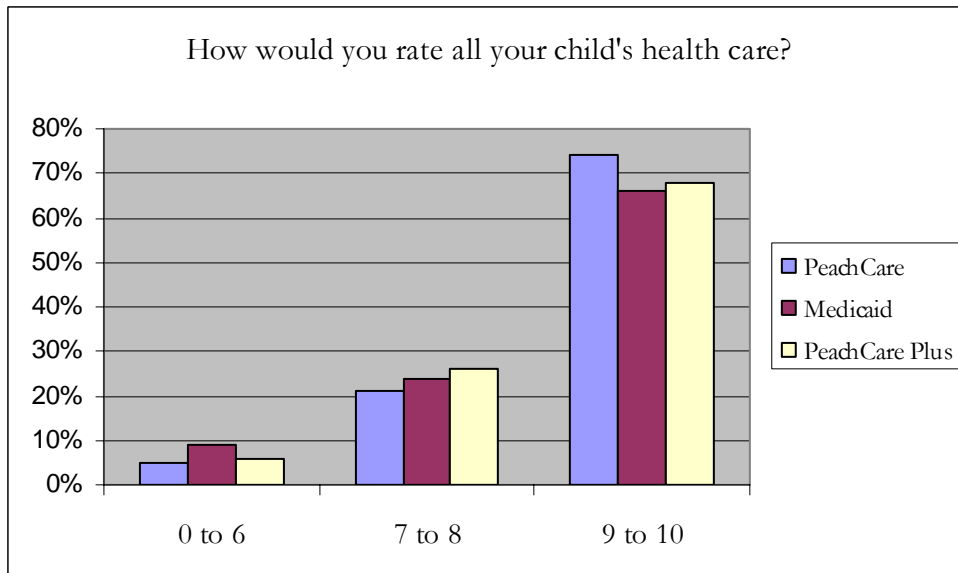
Exhibit 13: Office Visit Interactions – Time Spent with Child



Parents of Medicaid enrollees rated overall care significantly lower than did parents of PeachCare and PeachCare Plus enrollees (Exhibit 14). Nine percent of Medicaid respondents rated overall care a six or lower versus five percent of PeachCare respondents and six percent of PeachCare Plus respondents.

Furthermore, while 74 percent of PeachCare parents rated overall care a nine or ten, only 68 percent of PeachCare plus parents and 66 percent of Medicaid parents rated overall care at these levels .

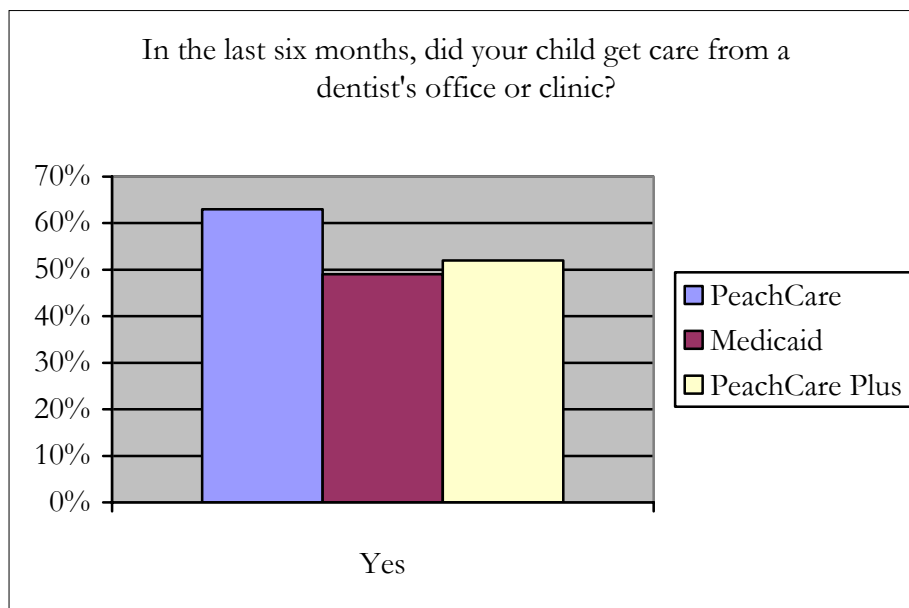
Exhibit 14: Ratings of Overall Care



Section 4: Dental Care (Questions 37-39)

Significantly fewer Medicaid and PeachCare Plus parents reported that their enrolled dependents obtained dental care (49 and 52 percent) than PeachCare parents (63 percent) (Exhibit 15). Among those reporting care, there was no difference in the reported number of visits (across all groups, 75 percent or more reported one or two visits) or in the satisfaction rating for dental care among the three groups (across all groups, at least 68 percent rated dental care a nine or ten).

Exhibit 15: Use of Dental Care



Section 5: Use of an Interpreter (Questions 40-43)

A set of questions regarding use of an interpreter was added to the survey this year. It should be noted, however, that the number of respondents answering these questions was small - less than ten percent per program. While PeachCare Plus parents were the least likely group to report requiring translation services, there were no other identifiable differences in the findings across the three groups.

Section 6: Preventive Care for Children Under 2 (Questions 44-47)

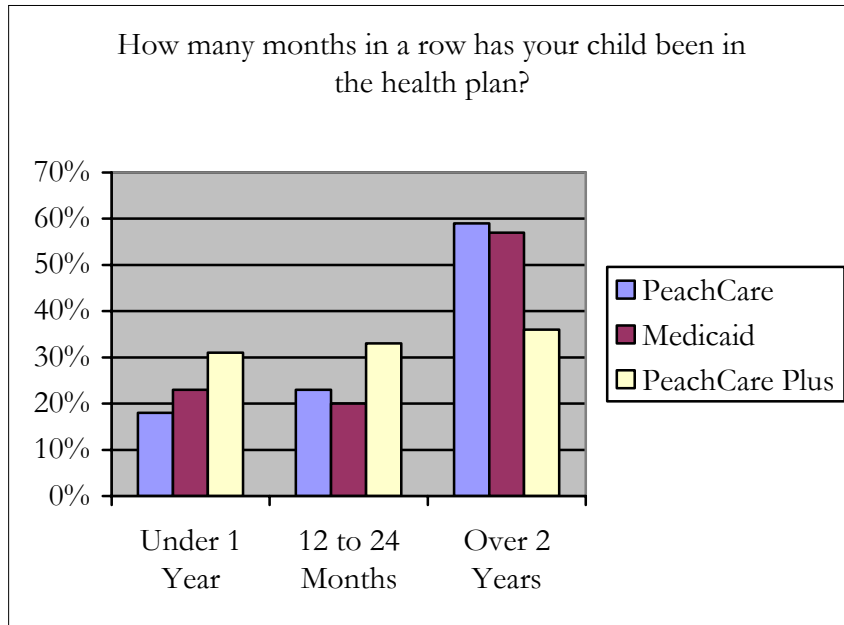
Consistent with the eligibility criteria, a substantially greater share of Medicaid parents reported having a child less than two years of age. However, among those with a child under two years of age, there were no programmatic differences as to the likelihood of receiving a reminder regarding preventive care (at least 81 percent across all groups reported a reminder), obtaining that care (at least 91 percent across all groups), and obtaining the care within an acceptable time frame (at least 95 percent across all groups).

Section 7: Health Plan Satisfaction (Questions 48-60)

There were significant differences in the enrollment tenure patterns of the Medicaid and PeachCare children, with PeachCare children staying enrolled longer (Exhibit 16). PeachCare children were the least likely of the three groups to have been enrolled in their plan for less than one year (18 percent) and most likely to have been enrolled for more than two years (59 percent). PeachCare Plus

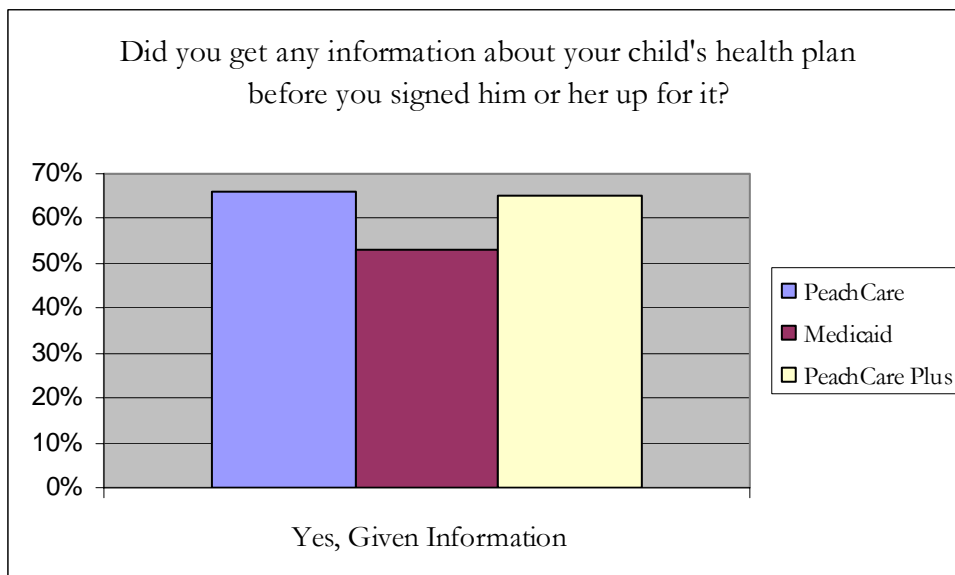
participants were the most likely to have been enrolled in the plan for less than one year (31 percent) and the least likely to have been enrolled in the plan for more than two years (36 percent).

Exhibit 16: Enrollment Tenure Patterns



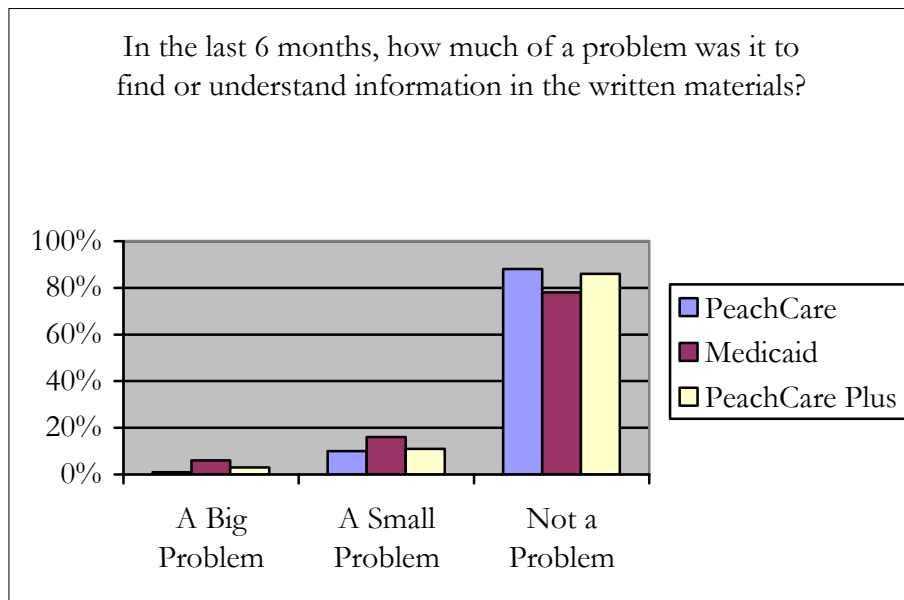
PeachCare and PeachCare Plus parents (66 and 65 percent) were significantly more likely than Medicaid parents (53 percent) to report receiving information prior to enrollment in the plan (Exhibit 17). There were no differences in the perception of the accuracy of the material, although PeachCare Plus parents were significantly more likely to have looked for information in written materials (33 percent) than Medicaid (24 percent) or PeachCare (26 percent) parents.

Exhibit 17: Health Plan Administrative Satisfaction: Receipt of Information



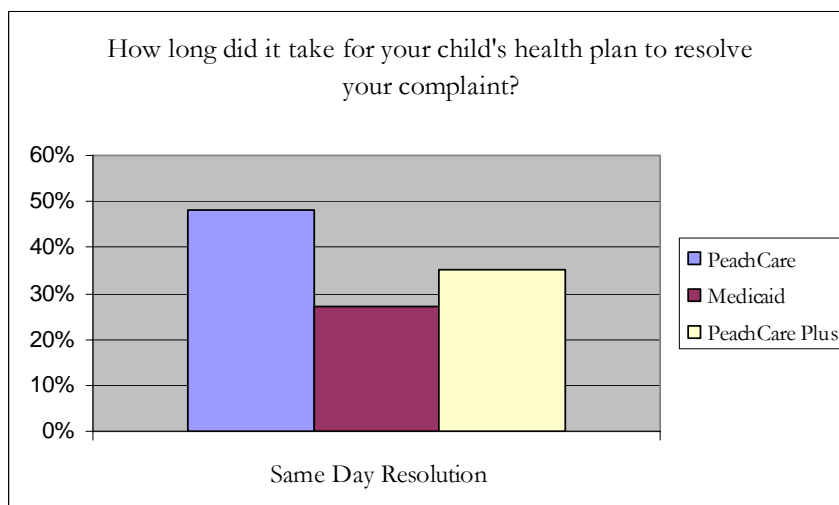
Among those who used the materials, Medicaid parents were significantly more likely to report a problem understanding the materials (22 percent) than either the PeachCare Plus parents (14 percent) or the PeachCare parents (11 percent) (Exhibit 18). Medicaid enrollee parents were significantly less likely to have called customer service than parents of PeachCare or PeachCare Plus children (21 versus 31; 32 percent), but there were no significant differences in the likelihood of reporting a problem getting help when using these customer services.

Exhibit 18: Problems with Written Materials



Similar proportions of parents in each program have called or written to the plan with a problem (5-6 percent). Among those who have had a complaint or problem, PeachCare participant parents are more likely to report same day resolution (48 percent) than parents of PeachCare Plus (35 percent) or Medicaid (27 percent) participants (Exhibit 19). Medicaid parents are also significantly more likely to report problems with paperwork related to the health plan than are parents of PeachCare children (31 versus 19 percent.)

Exhibit 19: Health Plan Administrative Satisfaction – Problem Resolution



Summary

Although there is evidence of improved satisfaction for PeachCare enrolled children over time, many of the differences identified in 2000 (see Edwards, Bornstein and Rein, *Health Affairs*, May/June 2002) between the health care experiences of children enrolled in PeachCare and children enrolled in Medicaid continue.

Given the differences in demographics and health status of the three insured groups, additional analyses of the determinants of access and satisfaction in a multivariate context should be performed. The tabulations presented here are insufficient to identify the extent to which demographic differences, programmatic differences, and provider attitudes about the programs contribute to the differing health care experiences of enrollees.

Appendix 1

Survey Instrument

The CAHPS survey was initially developed in 1997 with the support of the Agency for Healthcare Research and Quality (AHRQ), a division of the U.S. Department of Health and Human Services and has been widely used across a variety of populations, settings, and health plan types. The CAHPS survey process uses questions for different age groups and populations and standardized protocols for sampling, survey administration, data collection, and data preparation. The CAHPS survey used in this report assesses the perceived satisfaction among parents of children enrolled in Georgia's public coverage programs based on their experience in accessing primary, specialty, emergency, and dental care for their children.

SURVEY INSTRUCTIONS

- ◆ Answer all the questions by checking the box to the left of your answer.

- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ⇒ ***Go to Question 1***

No

1. Our records show that your child is now in PeachCare for Kids. Is that right?

¹ Yes ⇒ Go to Question 3

² No

2. What is the name of your child=s health plan? (please print)

YOUR CHILD=S PERSONAL DOCTOR OR NURSE

The next questions ask about your child=s health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. A personal doctor or nurse is the health provider who knows your child best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

When your child joined this health plan or at any time since then, did he or she get a new personal doctor or nurse?

¹ Yes

² No ⇒ Go to Question 5

4. With the choices your child=s health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?

¹ A big problem

² A small problem

³ Not a problem

I didn=t get a new personal doctor or nurse for my child.

5. Do you have one person you think of as your child=s personal doctor or nurse? If your child has more than one personal doctor or nurse, choose the person your child sees most often.

¹ Yes

² No ⇒ Go to Question 8 on page 4

6. In the last 6 months, when your child went to his or her personal doctor or nurse=s office or clinic, how often did the doctor or nurse talk with you about how your child is feeling, growing, and behaving?

¹ Never

² Sometimes

³ Usually

⁴ Always

My child doesn=t have a personal doctor or nurse.

7. We want to know your rating of your child=s personal doctor or nurse. If your child has more than one personal doctor or nurse, choose the person your child sees most often.

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child=s personal doctor or nurse now?

- 0 Worst personal doctor or nurse possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor or nurse possible
- My child doesn=t have a personal doctor or nurse.

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits in your answers.

8. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.

In the last 6 months, did you or a doctor think your child needed to see a specialist?

- ¹ Yes
- ² No ⇨ Go to Question 10

9. In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?

- ¹ A big problem
- ² A small problem
- ³ Not a problem
- My child didn=t need to see a specialist in the last 6 months.

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

- ¹ Yes
- ² No ⇨ Go to Question 13 on page 5

11. We want to know your rating of the specialist your child saw most often in the last 6 months, including a personal doctor if he or she was a specialist.

Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child=s specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible
- My child didn=t see a specialist in the last 6 months.

12. In the last 6 months, was the specialist your child saw most often the same doctor as your child=s personal doctor?

- Yes
- No
- My child doesn=t have a personal doctor or my child didn=t see a specialist in the last 6 months.

CALLING DOCTORS= OFFICES

13. In the last 6 months, did you call a doctor=s office or clinic during regular office hours to get help or advice for your child?

- Yes
- No ⇒ Go to Question 15 on page 6

14. In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?

- Never
- Sometimes
- Usually
- Always
- I didn=t call for help or advice for my child during regular office hours in the last 6 months.

**YOUR CHILD=S HEALTH CARE IN
THE LAST 6 MONTHS**

15. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else your child would see for health care.

In the last 6 months, did you make any appointments for your child with a doctor or other health provider for regular or routine health care?

- ¹ Yes
² No ⇒ **Go to Question 18**

16. In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
 My child didn=t need an appointment for regular or routine care in the last 6 months.

17. In the last 6 months, how many days did your child usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

- ¹ Same day
² 1 day
³ 2-3 days
⁴ 4-7 days
⁵ 8-14 days
⁶ 15-30 days
⁷ 31 days or longer
 My child didn=t need an appointment for regular or routine care in the last 6 months.

18. In the last 6 months, did your child have an illness or injury that needed care right away from a doctor=s office, clinic, or emergency room?

- ¹ Yes
² No ⇒ **Go to Question 21 on page 7**

19. In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- My child didn't need care right away for an illness or injury in the last 6 months.

20. In the last 6 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

- Same day
- 1 day
- 2 days
- 3 days
- 4-7 days
- 8-14 days
- 15 days or longer
- My child didn't need care right away for an illness or injury in the last 12 months.

21. In the last 6 months, how many times did your child go to an emergency room?

- None
- _____ Number of times (*Write in*)

22. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor=s office or clinic?

- None ⇒ **Go to Question 37 on page 10**

- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

23. In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?

- A big problem
- A small problem
- Not a problem
- My child had no visits in the last 6 months.

24. In the last 6 months, how much of a problem, if any, were delays in your child=s health care while you waited for approval from your child=s health plan?

- A big problem
- A small problem
- Not a problem
- My child had no visits in the last 6 months.

25. In the last 6 months, how often did your child wait in the doctor=s office or clinic more than 15 minutes past the appointment time to see the person your child went to see?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

26. In the last 6 months, how often did office staff at your child=s doctor=s office or clinic treat you and your child with courtesy and respect?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

27. In the last 6 months, how often were office staff at your child=s doctor=s office or clinic as helpful as you thought they should be?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

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

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

29. In the last 6 months, how often did you have a hard time speaking with or understanding your child=s doctors or other health providers because you spoke different languages?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

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

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

31. In the last 6 months, how often did your child=s doctors or other health providers show respect for what you had to say?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- I don=t know
- My child had no visits in the last 6 months.

32. Is your child old enough to talk with doctors about his or her health care?

- ¹ Yes
- ² No ⇨ **Go to question 35 on page 10**

33. 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
- My child had no visits in the last 6 months or my child is not old enough to speak to health providers.

34. 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
- I don=t know
- My child had no visits in the last 6 months or my child is not old enough to talk with doctors.

35. 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
- I don=t know
- My child had no visits in the last 6 months.

36. 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?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible
- My child had no visits in the last 6 months.

37. In the last 6 months, did your child get care from a dentist=s office or dental clinic?

- ¹ Yes
- ² No ⇨ **Go to Question 40 on page 11**

38. In the last 12 months, how many times did your child go to a dentist=s office or dental clinic?

- None ⇒ Go to Question 40
- ¹ 1
- ² 2
- ³ 3
- ⁴ 4
- ⁵ 5 to 9
- ⁶ 10 or more

39. We want to know your rating of all your child=s dental care from all dentists and other dental providers in the last 12 months.

Use any number from 0 to 10 where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child=s dental care?

- 0 Worst dental care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best dental care possible
- My child didn=t have any dental care in the last 12 months.

40. An interpreter is someone who repeats or signs what one person says in a language used by another person.

In the last 6 months, did you need an interpreter to help you speak with your child=s doctors or other health providers?

- ¹ Yes
- ² No ⇒ Go to Question 42

41. In the last 6 months, when you needed an interpreter to help you speak with your child=s doctors or other health providers, how often did you get one?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- My child had no visits in the last 6 months or I didn=t need an interpreter in the last 6 months.

42. In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?

- ¹ Yes
- ² No ⇒ Go to Question 44 on page 12

43. In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- My child had no visits in the last 6 months or my child didn't need an interpreter in the last 6 months.

44. Is your child 2 years old or younger?

- ¹ Yes
- ² No ⇒ Go to Question 48

45. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit.

After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- ¹ Yes
- ² No

46. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

- ¹ Yes
- ² No ⇒ Go to Question 48

47. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

- ¹ Yes
- ² No

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

48. Is PeachCare for Kids the health plan you use for all or most of your child's health care?

- ¹ Yes
- ² No

49. How many months or years in a row has your child been in this health plan?

- 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

50. You can get information about your child=s plan services in writing, by telephone, or in-person.

Did you get any information about your child=s health plan before you signed him or her up for it?

- ¹ Yes
- ² No ⇒ Go to Question 52

51. How much of the information you were given before you signed your child up for the plan was correct?

- ¹ All of it
- ² Most of it
- ³ Some of it
- ⁴ None of it
- I didn=t get any information about my child=s health plan.

52. In the last 6 months, did you look for any information in written materials from your child=s health plan?

- ¹ Yes
- ² No ⇒ Go to Question 54

53. In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?

- ¹ A big problem
- ² A small problem
- ³ Not a problem
- I didn=t look for information from my child=s health plan in the last 6 months.

54. In the last 6 months, did you call the health plan=s customer service to get information or help for your child?

- ¹ Yes
- ² No ⇒ Go to Question 56 on page 14

55. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child=s health plan=s customer service?

- ¹ A big problem
- ² A small problem
- ³ Not a problem
- I didn=t call my child=s health plan=s customer service in the last 6 months.

56. In the last 6 months, have you called or written to your child=s health plan with a complaint or problem?

- Yes
- No ⇒ Go to Question 59

57. How long did it take for your child=s health plan to resolve your complaint?

- Same day
- 1 week
- 2 weeks
- 3 weeks
- 4 or more weeks
- I am still waiting for it to be settled.
- I haven=t called or written with a complaint or problem in the last 6 months.

58. Was your complaint or problem settled to your satisfaction?

- Yes
- No
- I am still waiting for it to be settled.
- I haven=t called or written with a complaint or problem in the last 6 months.

59. Paperwork means things like getting your child=s ID card, having your child=s records changed, processing forms, or other paperwork related to getting care for your child.

In the last 6 months, did you have any experiences with paperwork for your child=s health plan?

- Yes
- No ⇒ Go to Question 61 on page 15

60. In the last 6 months, how much of a problem, if any, did you have with paperwork for your child=s health plan?

- A big problem
- A small problem
- Not a problem
- I didn=t have any experience with paperwork for your child=s health plan in the last 6 months.

61. We want to know your rating of all your experience with your child=s health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child=s health plan now?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

ABOUT YOUR CHILD AND YOU

62. In general, how would you rate your child=s overall health now?

- 1 Excellent
- 2 Very Good
- 3 Good
- 4 Fair
- 5 Poor

63. Does your child have any kind of emotional, developmental, or behavior difficulty now for which he or she has received treatment or counseling?

- 1 Yes
- 2 No

64. What is your child=s age now?

- 0 Less than one year old
- _____ YEARS OLD
- (Write in)*

65. Is your child male or female?

- 1 Male
- 2 Female

66. Is your child of Hispanic or Latino origin or descent?

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

67. What is your child=s race? Please mark one or more.

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native

68. What is your age now?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

69. Are you male or female?

- Male
- Female

70. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

71. What language do you mainly speak at home?

- English
 - Spanish
 - Some other language
(please print)
-
-

72. What language does your child mainly speak at home?

- English
 - Spanish
 - Some other language
(please print)
-
-

73. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian

74. Are you listed as the child=s payee or guardian on PeachCare for Kids records?

- Yes
- No

Appendix 2

Survey Sample and Methods

The potential respondents for the 2003 survey were selected from a file of children continuously enrolled in the PeachCare and/or Medicaid programs for six months prior to May 2003. A random sample of about 10,000 children was drawn from the PeachCare and PeachCare Plus enrollees, and an additional sample of 5,000 children from the Medicaid participants, although not all of these children were actually contacted for the survey.

From these original samples, a mail-back survey was sent to parents of 3,000 children in each of the three programs. Once surveys were returned, parents of different children from the sample pool for the PeachCare and PeachCare Plus populations were contacted by phone to reach the target number of 1,000 completed surveys. Among the Medicaid population, there was some overlap among those contacted by phone and by mail to achieve the targeted number of completed surveys. PEGUS Research, a survey firm that specialized in health care related research administered both the mail and phone survey and processed all returns.

Table 1: Response Rates by Program

	PeachCare	Medicaid	PeachCare Plus
Total Attempts	3,504	3,370	3,834
Total Responses	1,003	1,086	1,001
Response Rate (Total)	28.6%	32.2%	26.1%

In total, Medicaid had the highest response rate at 32.0%, followed by PeachCare at 28.6% and PeachCare Plus at 26.1%.

Analytic Methods

For the analyses in this report, the frequency distributions of responses among relevant groups were compared using a Chi-Squared statistic to assess whether the observed differences are statistically significant. A level of $p = .10$ or below was used to denote statistical significance.

Survey Respondents

In order to ensure that there was no bias that affects the results, the characteristics of the survey respondents were compared to those of six-month continuous enrollees for each program group. Small, but statistically significant, differences were found between the demographics of the survey respondents and total enrollees when comparing age, sex, and location. The magnitude of these differences was generally small enough, however, that the sample was considered representative of the enrolled populations.

Appendix 3
Tabular Survey Responses

Demographics

Enrollees vs. Sample Respondents

	PeachCare				Medicaid				PeachCare Plus			
	2003 Respondents		Enrollees		2003 Respondents		Enrollees		2003 Respondents		Enrollees	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Child's Age												
0-1	17	2%	635	0%	129	13%	81,217	15%	44	5%	2,224	2%
2-5	251	26%	38,074	25%	263	27%	152,283	28%	356	37%	33,700	33%
6-12	395	42%	67,515	44%	350	36%	185,529	34%	314	33%	39,052	39%
13-18	288	30%	46,351	30%	238	24%	125,311	23%	242	25%	25,984	26%
Child's Sex												
Male	484	50%	78,472	51%	485	49%	276,404	51%	516	53%	51,077	51%
Female	479	50%	74,103	49%	505	51%	267,936	49%	451	47%	49,883	49%
Child's location												
Atlanta	407	41%	70,037	46%	350	34%	201,798	37%	409	42%	51,217	51%
Rural Georgia	448	45%	64,295	42%	503	49%	240,010	44%	423	44%	37,167	37%
Other Metro	139	14%	18,243	12%	167	16%	102,532	19%	139	14%	12,576	12%
Child's race												
White	622	64%	80,634	58%	381	39%	198,947	39%	502	52%	41,072	45%
Black	265	27%	41,966	30%	496	50%	303,836	59%	376	39%	38,929	43%
Hispanic	53	5%	11,769	8%	100	10%	2,500	0%	71	7%	8,300	9%
Other	35	4%	4,436	3%	12	1%	10,268	2%	23	2%	2,161	2%

Respondents' Characteristics

PeachCare 2003		Medicaid 2003		PeachCare Plus 2003	
Number	Percent	Number	Percent	Number	Percent

Q72) What language does your child mainly speak at home?

English	938	95%	920	93%	924	94%
Spanish	13	1%	44	4%	23	2%
Other	33	3%	29	3%	36	4%

Q73) How are you related to the child?

Mother or Father	951	97%	829	85%	895	93%
Grandparent	18	2%	97	10%	50	5%
Aunt or Uncle	1	0%	17	2%	6	1%
Other relative or guardian	7	1%	33	3%	16	2%

Q68) What is YOUR age now?

Under 18	66	7%	145	15%	78	8%
18 to 24	135	14%	244	25%	226	23%
25 to 34	361	37%	299	30%	373	38%
35 to 44	310	32%	174	18%	195	20%
45 to 54	83	9%	74	7%	72	7%
Over 55	21	2%	51	5%	30	3%

Q69) Are you male or female

Male	102	10%	75	8%	94	10%
Female	873	90%	916	92%	874	90%

Q70) What is the highest grade or education that you have completed?

8th grade or less	20	2%	71	7%	32	3%
Some high school but did not graduate	108	11%	208	21%	124	13%
High school graduate or GED	402	41%	379	39%	383	39%
Some college or 2-year degree	358	37%	258	26%	337	35%
4 year college graduate	68	7%	44	4%	65	7%
More than 4 year college degree	22	2%	23	2%	29	3%

Q71) What Language do you mainly speak at home?

English	924	94%	910	91%	915	93%
Spanish	19	2%	60	6%	32	3%
Other	42	4%	31	3%	36	4%

Health Status of Children

PeachCare 2003		Medicaid 2003		PeachCare Plus 2003	
Number	Percent	Number	Percent	Number	Percent

Q62) In general, how would you rate your child's overall health now?

Excellent	499	51%	411	41%	464	47%
Very Good	331	34%	315	32%	336	34%
Good	130	13%	216	22%	154	16%
Fair	19	2%	47	5%	19	2%
Poor	4	0%	6	1%	4	0%

Q63) Does your child have any kind of emotional, developmental, or behavior difficulty now for which he or she has received treatment or counseling?

1 - Yes	105	11%	159	16%	93	9%
2 - No	873	89%	837	84%	886	91%

Section 1: Access to Primary Care

PeachCare			Medicaid			PeachCare Plus		
2003 Respondents			2003 Respondents			2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q3) When your child joined this health plan or at any time since then, did he or she get a new personal doctor or nurse?

1 - Yes	290	30%	*	300	31%		328	34%	
2 - No	678	70%		677	69%		642	66%	

Q4) With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?

1 - A big problem	13	5%		11	4%		12	4%	
2 - A small problem	20	8%		21	8%		23	8%	
3 - Not a problem	207	86%		235	88%		246	88%	

Q5) Do you have one person you think of as your child's personal doctor or nurse?

1 - Yes	768	80%	*	745	77%	*	734	76%	
2 - No	190	20%		225	23%		230	24%	

Q6) In the last 6 months, when your child went to his or her personal doctor or nurse's office or clinic, how often did the doctor or nurse talk with you about how your child is feeling, growing, and behaving?

1 - Never/Sometimes	104	15%	*	116	17%	*	93	14%	
2 - Usually	131	19%		96	14%		90	14%	
3 - Always	458	66%		471	69%		476	72%	

Q7) How would you rate your child's personal doctor or nurse now?

1 - 0 to 6	42	6%		58	8%		51	8%	
2 - 7 to 8	186	26%		160	23%		163	24%	
3 - 9 to 10	484	68%		477	69%		458	68%	

Section 2: Access to Specialty Care

PeachCare			Medicaid			PeachCare Plus		
2003 Respondents			2003 Respondents			2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q8) In the last 6 months, did you or a doctor think your child needed to see a specialist?

1 - Yes	222	23%		209	21%		204	21%	
2 - No	745	77%		770	79%		767	79%	

Q9) In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?

1 - A big problem	9	4%		19	10%		25	14%	
2 - A small problem	21	10%	*	28	15%	*	23	12%	
3 - Not a problem	173	85%		142	75%		137	74%	

Q10) In the last 6 months, did your child see a specialist?

1 - Yes	204	21%		187	18%		183	18%	
2 - No	791	79%		833	82%		807	82%	

Q11) How would you rate your child's specialist?

1 - 0 to 6	27	14%		22	12%		15	9%	
2 - 7 to 8	38	19%	*	41	23%		48	28%	
3 - 9 to 10	130	67%		115	65%		109	63%	

Q12) In the last 6 months, was the specialist your child saw most often the same doctor as your child's personal doctor?

1 - Yes	24	12%		35	20%	*	29	17%	
2 - No	172	88%		139	80%		141	83%	

Q13) In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?

1 - Yes	523	54%		506	52%		533	55%	*
2 - No	443	46%		474	48%		429	45%	

Q14) In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?

1 - Never/Sometimes	31	6%		59	12%		35	7%	
2 - Usually	84	17%		87	18%	*	67	13%	*
3 - Always	380	77%		331	69%		400	80%	

Section 3: Overall Healthcare Experience in the Last 6 months

PeachCare			Medicaid			PeachCare Plus		
2003 Respondents			2003 Respondents			2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q15) In the last 6 months, did you make any appointments for your child with a doctor or other health provider for regular or routine health care?

1 - Yes	586	60%	*	634	65%	*	630	65%
2 - No	383	40%		347	35%		343	35%

Q16) In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?

1 - Never/Sometimes	59	11%		73	13%		62	11%
2 - Usually	101	19%		133	23%		102	18%
3 - Always	380	70%		375	65%		400	71%

Q17) In the last 6 months, how many days did your child usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

1 - Same day	196	37%		174	31%		187	33%
2 - 1 to 3 days	184	34%		232	41%		221	39%
3 - 4 to 14 days	108	20%		115	20%		114	20%
4 - 15 or more days	47	9%		49	9%		38	7%

Q18) In the last 6 months, did your child have an illness or injury that needed care right away from a doctor's office, clinic, or emergency room?

1 - Yes	392	41%	*	329	34%	*	333	35%
2 - No	573	59%		642	66%		631	65%

Q19) In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?

1 - Never/Sometimes	26	7%		29	9%		17	5%
2 - Usually	56	15%		38	12%		40	13%
3 - Always	294	78%		241	78%		258	82%

Q20) In the last 6 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

1 - Same day	298	80%		230	76%		247	81%
2 - 1 to 3 days	54	14%		45	15%		44	14%
3 - 4 to 14 days	18	5%		21	7%		9	3%
4 - 15 or more days	4	1%		8	3%		5	2%

Q21) In the last 6 months, how many times did your child go to an emergency room?

0 - 0	783	79%		788	77%		785	79%
1 - 1	164	16%		144	14%	*	140	14%
2 - 2	36	4%		54	5%		49	5%
3 - 3 or more	12	1%		34	3%		16	2%

Q22) In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?

0 - 0	216	23%		201	21%		197	20%	
1 - 1 to 2	472	49%		444	46%	*	483	50%	*
2 - 3 to 4	201	21%		216	22%		215	22%	
3 - 5 to 9	51	5%		83	9%		55	6%	
4 - 10 or more	18	2%		27	3%		14	1%	

Q23) In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?

1 - A big problem	9	1%		14	2%		16	2%	
2 - A small problem	39	5%		62	8%	*	53	7%	
3 - Not a problem	687	93%		679	90%		674	91%	

Q24) In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?

1 - A big problem	11	1%		21	3%		16	2%	
2 - A small problem	35	5%		47	6%	*	29	4%	*
3 - Not a problem	692	94%		686	91%		697	94%	

Q25) In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?

1 - Never/Sometimes	484	68%		508	69%		492	68%	
2 - Usually	116	16%		99	13%		113	16%	
3 - Always	117	16%		128	17%		115	16%	

Q26) In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?

1 - Never/Sometimes	30	4%		48	6%		24	3%	
2 - Usually	70	10%		81	11%	*	79	11%	*
3 - Always	636	86%		621	83%		639	86%	

Q27) In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?

1 - Never/Sometimes	43	6%		74	10%		57	8%	
2 - Usually	129	18%		125	17%	*	109	15%	
3 - Always	562	77%		548	73%		578	78%	

Q28) In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?

1 - Never/Sometimes	23	3%		53	7%		39	5%	
2 - Usually	97	13%		75	10%	*	92	12%	
3 - Always	610	84%		620	83%		608	82%	

Q29) In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?

1 - Never/Sometimes	703	96%		721	96%		715	96%	
2 - Usually	11	2%		11	1%		15	2%	
3 - Always	19	3%		18	2%		17	2%	

Q30) In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?

1 - Never/Sometimes	41	6%		64	9%	*	56	8%	
2 - Usually	67	9%		68	9%		76	10%	
3 - Always	626	85%		616	82%		612	82%	

Q31) In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?

1 - Never/Sometimes	24	3%		47	6%	*	36	5%	
2 - Usually	80	11%		78	10%		91	12%	
3 - Always	624	86%		619	83%		613	83%	

Q32) Is your child old enough to talk with doctors about his or her health care?

1 - Yes	573	79%	*	435	58%	*	484	65%	*
2 - No	156	21%		310	42%		261	35%	

Q33) 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/Sometimes	541	97%		402	96%		443	96%	
2 - Usually	9	2%		5	1%		7	2%	
3 - Always	6	1%		10	2%		10	2%	

Q34) In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?

1 - Never/Sometimes	53	10%	*	44	11%		65	14%	*
2 - Usually	105	19%		69	17%		58	13%	
3 - Always	399	72%		298	73%		338	73%	

Q35) In the last 6 months, how often did doctors or other health providers spend enough time with your child?

1 - Never/Sometimes	49	7%	*	103	14%	*	75	10%	*
2 - Usually	166	23%		141	19%		147	20%	
3 - Always	518	71%		493	67%		512	70%	

Q36) How would you rate all your child's health care?

1 - 0 to 6	40	5%	*	71	9%	*	43	6%	*
2 - 7 to 8	154	21%		182	24%		194	26%	
3 - 9 to 10	541	74%		502	66%		512	68%	

Section 4: Dental Care

PeachCare 2003 Respondents			Medicaid 2003 Respondents			PeachCare Plus 2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q37) In the last 6 months, did your child get care from a dentist's office or dental clinic?

1 - Yes	606	63%	*	480	49%	*	504	52%	
2 - No	360	37%		494	51%		460	48%	

Q38) In the last 12 months, how many times did your child go to a dentist's office or dental clinic?

0 - 0	4	1%		10	2%		3	1%	
1 - 1 to 2	449	78%		335	75%		352	75%	
2 - 3 to 4	94	16%		84	19%		91	19%	
3 - 5 to 9	18	3%		15	3%		23	5%	
4 - 10 or more	7	1%		5	1%		3	1%	

Q39) How would you rate your child's dental care?

1 - 0 to 6	69	12%		50	12%		53	11%	
2 - 7 to 8	109	19%		78	18%		94	20%	
3 - 9 to 10	393	69%		303	70%		318	68%	

Section 5: Use of an Interpreter

PeachCare			Medicaid			PeachCare Plus		
2003 Respondents			2003 Respondents			2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q40) In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?

1 - Yes	10	16%		27	27%		9	13%	*
2 - No	52	84%		73	73%		63	88%	

Q41) In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

1 - Never/Sometimes	3	38%		9	35%		5	56%	
2 - Usually	0	0%		4	15%		3	33%	
3 - Always	5	63%		13	50%		1	11%	

Q42) In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?

1 - Yes	3	6%		13	15%		4	6%	
2 - No	46	94%		76	85%		58	94%	

Q43) In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one?

1 - Never/Sometimes	2	100%		4	31%		1	33%	
2 - Usually	0	0%		1	8%		1	33%	
3 - Always	0	0%		8	62%		1	33%	

Section 6: Preventive Care for Children Under 2

PeachCare 2003 Respondents			Medicaid 2003 Respondents			PeachCare Plus 2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q44) Is your child 2 years old or younger?

1 - Yes	133	14%	*	238	24%	*	172	18%	*
2 - No	830	86%		741	76%		796	82%	

Q45) After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

1 - Yes	98	84%		185	83%		125	81%	
2 - No	18	16%		38	17%		29	19%	

Q46) Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

1 - Yes	105	91%		203	92%		146	93%	
2 - No	10	9%		18	8%		11	7%	

Q47) Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

1 - Yes	99	95%		193	97%		139	97%	
2 - No	5	5%		7	4%		4	3%	

Section 7: Health Plan Satisfaction

PeachCare			Medicaid			PeachCare Plus		
2003 Respondents			2003 Respondents			2003 Respondents		
Number	Percent	Signif. Diff from PeachCare Plus 2003	Number	Percent	Signif. Diff from PeachCare 2003	Number	Percent	Signif. Diff from Medicaid 2003

Q48) Is PeachCare for Kids / Medicaid the health plan you use for all or most of your child's health care?

1 - Yes	922	95%		969	97%	*	924	95%	*
2 - No	52	5%		34	3%		50	5%	

Q49) How many months or years in a row has your child been in this health plan?

1 - Under 1 year	175	18%		224	23%		297	31%	
2 - 12 to 24 months	223	23%	*	199	20%	*	320	33%	*
3 - Over 2 years	565	59%		566	57%		351	36%	

Q50) Did you get any information about your child's health plan before you signed him or her up for it?

1 - Yes	634	66%		501	53%	*	616	65%	*
2 - No	322	34%		450	47%		333	35%	

Q51) How much of the information you were given before you signed your child up for the plan was correct?

1 - All of it	444	75%		325	73%		442	76%	
2 - Most of it	120	20%		100	22%		110	19%	
3 - Some or none of it	28	5%		22	5%		32	5%	

Q52) In the last 6 months, did you look for any information in written materials from your child's health plan?

1 - Yes	249	26%	*	231	24%		324	33%	*
2 - No	725	74%		736	76%		647	67%	

Q53) In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?

1 - A big problem	3	1%		12	6%		9	3%	
2 - A small problem	25	10%		35	16%	*	34	11%	*
3 - Not a problem	215	88%		167	78%		273	86%	

Q54) In the last 6 months, did you call the health plan's customer service to get information or help for your child?

1 - Yes	302	31%		201	21%	*	311	32%	*
2 - No	658	69%		769	79%		655	68%	

Q55) In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?

1 - A big problem	20	7%		19	10%		36	12%	
2 - A small problem	55	19%	*	37	19%		49	16%	
3 - Not a problem	217	74%		134	71%		217	72%	

Q56) In the last 6 months, have you called or written to your child's health plan with a complaint or problem?

1 - Yes	55	6%		50	5%		58	6%	
2 - No	905	94%		924	95%		907	94%	

Q57) How long did it take for your child's health plan to resolve your complaint?

1 - Same day	24	48%		13	27%	*	19	35%	
2 - 1 to 3 weeks	5	10%		12	25%		7	13%	
3 - 4 or more weeks	6	12%		5	10%		3	6%	
4 - Still waiting to be settled	15	30%		18	38%		25	46%	

Q58) Was your complaint or problem settled to your satisfaction?

1 - Yes	32	70%		25	61%		29	66%	
2 - No	7	15%		4	10%		3	7%	
3 - Still waiting to be settled	7	15%		12	29%		12	27%	

Q59) In the last 6 months, did you have any experiences with paperwork for your child's health plan?

1 - Yes	170	18%		195	20%		187	19%	
2 - No	790	82%		776	80%		779	81%	

Q60) In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?

1 - A big problem	6	4%		22	12%	*	20	11%	
2 - A small problem	24	15%	*	34	19%	*	26	15%	
3 - Not a problem	132	81%		127	69%		132	74%	