



Health Policy Research

4-1-2003

hawk-i: Impact on Access and Health Status

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hawk-i

Impact on Access and Health Status

Fourth Evaluation Report to:
The *hawk-i* Clinical Advisory Committee

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April 2003

This study was supported by the Iowa Department of Human Services and the *hawk-i* program. The results and views expressed are the independent products of university research and do not necessarily represent the views of the Iowa Department of Human Services, the *hawk-i* program or the University of Iowa.

Acknowledgements

The authors would like to thank the staff of the *hawk-i* program at the Iowa Department of Human Services, including Anita Smith, Anna Ruggle and Shellie Goldman, for their assistance with the completion of this research. MAXIMUS, the fiscal intermediary for the *hawk-i* program conducted the mail and telephone surveys. Barbara Fox-Goldizen, Gary DeLuca, Joe Szall, Joaquin Villanueva and others at MAXIMUS provide critical support services for this evaluation.

This research is conducted under the guidance of the *hawk-i* Clinical Advisory Committee and the *hawk-i* Board of Directors. It is thanks to their thoughtful review that these results are approved and disseminated for use by policymakers.

Special thanks to our colleagues at the Public Policy Center. As always, Professor David Forkenbrock, the Center Director, made the valuable resources of the Center available to us. Research colleagues Elizabeth Momany and Maggie Tyler provided assistance and guidance along the way. Kevin Sellers provided computer database support. Kathy Holeton, administrative assistant, Teresa Lopes, editor, Peggy Waters, secretary, and Ben High, student research assistant, all contributed to this research.

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Introduction

This is the fourth evaluation report in the continuing assessment of the Healthy and Well Kids in Iowa program (*hawk-i*), Iowa's Separate State Child Health Insurance Program (S-SCHIP). This report evaluates the time period between July 1, 2002, and June 30, 2003, which approximates experiences of enrollees during the fourth year of the program. The report is an evaluation of the effect of the *hawk-i* participating health plans on access to care, health status and the family environment of enrolled children. As in the previous evaluation reports, parents' responses to a survey given at the time they joined the program (the baseline survey) are compared with their responses to a survey given after their child had been enrolled for about a year (the follow-up survey) to determine if there are differences related to being in the *hawk-i* program for that time period. The results are presented for children as a group as well as for children in each health plan as part of the ongoing quality assurance activities and health plan performance measurement activities that are being conducted by the *hawk-i* program.

This study was authorized by Iowa House File (HF) 2517, the bill that created the *hawk-i* program, to evaluate the impact the program is having on enrolled children and their families. It is being conducted in coordination with the *hawk-i* Clinical Advisory Committee and the *hawk-i* Board of Directors. Both the *hawk-i* Clinical Advisory Committee and Board of Directors approved this report prior to its public release.

The *hawk-i* program

The *hawk-i* program is part of Iowa's State Child Health Insurance Program (also known as SCHIP or Title XXI), which is designed to provide health insurance coverage for uninsured children in Iowa up to 200 percent of the poverty level. The Iowa legislature authorized the creation of a two-part 'combination' SCHIP program (see Figure 1). The first part is a Medicaid expansion (M-SCHIP) for children with family incomes up to 133 percent of the federal poverty level (FPL). The second component is *hawk-i*, the separate state child health insurance program (S-SCHIP). *hawk-i* provides health insurance for children with family incomes from 134 to 200 percent of the FPL (the upper eligibility limit was raised from 185% to 200% of the FPL on July 1, 2000). In this program, the State of Iowa contracts with private health plans to provide covered services to enrolled children in the program. In *hawk-i*, families with incomes from 134 to 150 percent of the FPL have no premiums or copayments, while those with household incomes from 151 to 200 percent of the FPL pay a premium of \$10 per child per month up to a maximum of \$20 per family per month. For those above 150 percent of the FPL, there is also a \$25 fee for non-emergent care provided in an emergency room (non-emergent is defined following the prudent layperson standard). The first recipients were enrolled in *hawk-i* in January 1999. As of November 30, 2003, there were 15,710 children enrolled in *hawk-i* and 13,821 in M-SCHIP.

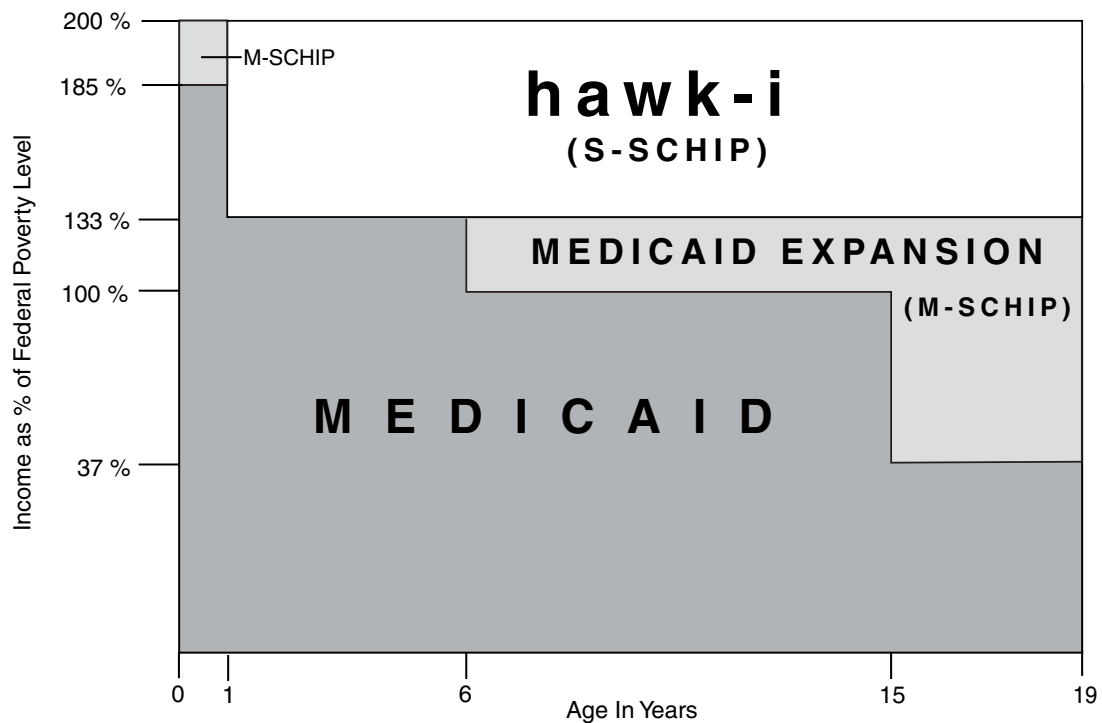


Figure 1. Iowa's State Child Health Insurance Programs

John Deere Health Plan and/or Iowa Health Solutions Health Plan are available to enrollees in 37 Iowa counties (see Figure 2). These are the counties in which the health plans contracted to provide services and had adequate provider networks. In all other counties, an indemnity health plan, Wellmark Blue Cross Blue Shield of Iowa, is available. John Deere Health Plan and Iowa Health Solutions are managed care plans. This means that *hawk-i* enrollees must use providers that participate with these plans and that prior approval may be required before seeing certain providers. In Wellmark Blue Cross Blue Shield of Iowa, *hawk-i* enrollees may go to any provider who accepts this insurance. All three health plans provide the same type of benefits, but they may have different utilization management processes, such as having a formulary for coverage of prescription drugs and limiting benefits to manage costs.



Figure 2. *hawk-i* health plans by county

Evaluation of the *hawk-i* program

This fourth evaluation of the *hawk-i* program was designed to answer two primary questions:

1. Did the *hawk-i* program improve the access to care, health status and family environment of enrolled children?
2. Was there a difference in the impact of the program based on the health plan in which the children were enrolled?

A longitudinal pretest-posttest panel study design is being used to evaluate the effect of *hawk-i* health insurance on the access to care and health status of enrollees. The study process is ongoing. Surveys are conducted with each household upon entry into the *hawk-i* program and again at the one-year enrollment anniversary. A mixed-mode data collection process is being used, starting with a mailed survey and continuing with a telephone data collection process for nonrespondents.

Survey instruments

Questionnaires for the baseline and follow-up surveys are nearly identical. The 60-item baseline survey instrument asks about the 12 months prior to joining *hawk-i*, and includes questions on the child's health status, presence of chronic conditions, physical and behavioral/emotional limitations, and access to health care including medical care, dental care, mental health care, prescription medicine, and vision care. The follow-up questionnaire asks the same questions with the addition of a few questions concerning the *hawk-i* plan in which respondents were enrolled. Questions were also added about access to chiropractic and substance abuse care. Demographic sections were included in both questionnaires.

Both survey instruments were developed by researchers at the University of Iowa Public Policy Center at the request of and in consultation with the *hawk-i* Clinical Advisory Committee (see Appendix A). The questions were developed after review of existing documents such as the National Health Interview Survey (NHIS),¹ the Consumer Assessment of Health Plan Study (CAHPS)^{2, 3}, the SCHIP Program Evaluation Guidelines established by the American Academy of Pediatrics,⁴ and enrollee surveys used to evaluate the Iowa Medicaid program.⁵ Questions were also added about children with special health care needs; these were developed by the Children with Special Health Care Needs Subcommittee of the *hawk-i* program.

Survey process

A modified Dillman method⁶ is being used for both the baseline and 1-year follow-up mailed questionnaires. The process is as follows: (1) a prenotification postcard is sent, addressed to the parent or guardian of one randomly chosen child per household, (2) about one week later, a cover letter is sent along with a questionnaire and business reply envelope, (3) one week after the letter and questionnaire, a reminder postcard is sent to each household, and (4) three weeks after the postcard, a second letter, questionnaire and business reply envelope are sent to nonrespondents.

Telephone surveys are conducted with families that do not respond to the mailed survey. Calls are made until: (a) a telephone questionnaire is completed, (b) a refusal is obtained, or (c) 10 failed contact attempts have been made.

¹ National Health Interview Survey, National Center for Health Statistics, US Department of Health and Human Services. Available at <http://www.cdc.gov/nchs/nhis.htm>. Accessed most recently November 7, 2002.

² CAHPS®. 1999. 2.0 Survey and Reporting Kit, Agency for Health Care Research and Quality. Washington, DC: US Department of Health and Human Services, Public Health Service.

³ CAHPS Products. CAHPS-Survey Users Network. Available at <http://www.cahps-sun.org/Products/Products.asp>. Accessed most recently November 7, 2002.

⁴ SCHIP Evaluation Tool. American Academy of Pediatrics. Available at <http://www.aap.org/research/evaltool.htm>. Accessed most recently November 7, 2002.

⁵ Damiano PC, Tyler MA, Momany ET. 2002. *Evaluating Iowa Medicaid Managed Care Plans: A Consumer Perspective*. Final report to the Iowa Department of Human Services. University of Iowa: Public Policy Center, Iowa City, IA.

⁶ Dillman DA. 2000. *Mail and Internet Surveys: The tailored design method*, 2nd Edition. New York: Wiley and Sons.

MAXIMUS, the third party administrator (TPA) for enrollment and claims processing for the *hawk-i* program, has conducted the data collection for the surveys presented in this report.

Sample selection

Each household with a child enrolled in the *hawk-i* program was asked to participate in this study. To reduce respondent burden for families with more than one enrolled child, the survey vendor (MAXIMUS) randomly selected one child per household to be the subject of the survey. The parent or guardian of this child was asked to fill out the survey as it related to the child's health and health care.

Data used to evaluate *hawk-i*

In order to assess the effect of *hawk-i* on comparable populations, only data for children from whom both a baseline and follow-up survey were received were used in this analysis. This allows for a cleaner evaluation of the impact of the program. The data used in this report were for children who *initially* enrolled in the program between July 1, 2001 and June 30, 2002. This approximates children who were enrolled during the fourth year of operation of the *hawk-i* program.

There were a total of 1,698 cases with data for both the baseline and follow-up survey. The process of identifying children for whom there were complete data began with the receipt of data for completed follow-up surveys from the survey vendor through June 30, 2003.

Summary of *hawk-i* Survey Results

This is a summary of the results of surveys conducted with parents comparing their children's health and health care experiences in the year prior to joining *hawk-i* with those after being in *hawk-i* for a year. It presents an estimate of the effect that providing *hawk-i* health insurance had on these previously uninsured children. Using standard statistical tests to evaluate differences in responses before and after *hawk-i*, the following results were determined.

Medical care

After being in the hawk-i program for a year:

- ❖ children needed health care at rates similar to when they joined, however,
- ❖ they were less likely to be stopped from getting needed care (17% before vs. 4% after),
- ❖ they were less likely to be delayed from getting needed care (23% before vs. 7% after),
- ❖ they were more likely to have 'always' received needed care for an illness or injury (65% before vs. 82% after).

Specialty care

After being in hawk-i for a year:

- ❖ children needed to see a specialist at rates similar to when they joined, however,
- ❖ they were less likely to be stopped from getting specialty care (18% before vs. 10% after),
- ❖ they were less likely to be delayed from getting specialty care (27% before vs. 13% after).

Dental care

After being in hawk-i for a year:

- ❖ children needed dental care at the same rate as when they joined, however,
- ❖ they were more likely to have a regular source of dental care (82% before vs. 86% after),
- ❖ they were less likely to be stopped from getting dental care (22% before vs. 8% after),
- ❖ they were less likely to be delayed from getting dental care (23% before vs. 9% after),
- ❖ they were more likely to have had a dental visit in the past year (56% before vs. 69% after).

Preventive care

After being in hawk-i for a year:

- ❖ children were more likely to have 'always' received needed routine preventive care (e.g., physical exams or vaccinations) (65% before vs. 82% after),
- ❖ they were also as likely to receive anticipatory guidance (preventive counseling) as before they joined.

Other care

*After being in **hawk-i** for a year:*

- ❖ children had a similar need for vision care, however,
- ❖ they were less likely to have been stopped from receiving vision care (32% before vs. 9% after),
- ❖ children had a similar need for behavioral or emotional care, however,
- ❖ they were less likely to be stopped from receiving behavioral or emotional care (39% before vs. 16% after),
- ❖ children's need for prescription medicine increased (70% vs. 75%), however,
- ❖ they were less likely to have been stopped from receiving prescription medicines (15% before vs. 10% after).

Health Status

*After being in **hawk-i** for a year:*

- ❖ children's overall health was rated similar to when they joined (83% were reported to be in excellent or very good health at both times), however,
- ❖ more children were thought to be in better health than a year earlier.

Impact on families

*After being in **hawk-i** for a year:*

- ❖ stress was reduced in 96% of families,
 - three quarters said it had reduced stress 'a lot,'
- ❖ worry about the ability to pay for health care was reduced significantly (54% worried 'a great deal' before vs. 20% after),
- ❖ the activities of significantly fewer children were limited because of concerns about health care costs (23% limited before vs. 12% limited after),
- ❖ significantly more parents had health insurance.

Health plans

*After being in **hawk-i** for a year:*

- ❖ one in five children had to get a new personal doctor or nurse (30% in John Deere),
- ❖ more than one in four (27%) had a problem finding a personal doctor or nurse they were happy with (37% in John Deere),
- ❖ almost 40% of parents did not know that their health plan had a help line they could call for assistance.
- ❖ For John Deere: children had fewer ER visits but were not more likely to have received timely preventive care or to be considered in better health than a year earlier, as they were in the other plans.
- ❖ For Iowa Health Solutions: children were not more likely to have a regular source of dental care as they were in the other plans.
- ❖ For Wellmark: children did not have less unmet need for prescription medicines as they did in the other plans.

Responses to Questions in the Survey

Your Child's Health Care in the Last 12 Months

The first series of questions ask about your child's health care and times when your child might have had difficulty receiving care. Do not include the times your child went for dental care.

1. A personal doctor or nurse is the health provider who knows your child best. This can be a general doctor, a pediatrician, a specialist, a nurse practitioner, or a physician assistant. Do you have one person you think of as your child's personal doctor or nurse?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	86%	86%	88%	87%	85%	87%	85%	84%
No	14%	14%	12%	13%	15%	13%	15%	16%

2. During the past 12 months, was there any time when you or a health professional thought your child needed medical care of any kind?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	66%	66%	63%	62%	64%	64%	69%	69%
No	34%	34%	37%	38%	36%	36%	31%	31%

Respondents who answered No skipped to question 14.

- 3a. In the last 12 months, was there any time when your child needed medical care but could not get it for any reason? (*% of those who needed medical care*)

Response	Total*		IA HealthSol *		John Deere*		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	17%	4%	18%	5%	16%	6%	16%	3%
No	83%	96%	82%	95%	84%	94%	84%	97%

**Statistically significant change, $p < .05$.*

Respondents who answered No skipped to question 5.

- 3b. In the last 12 months, was there any time when your child needed medical care but could not get it for any reason? (% of all children)

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	8%	2%	8%	2%	7%	3%	8%	2%
No	92%	98%	92%	98%	93%	97%	92%	98%

Respondents who answered No skipped to question 5.

The following is a list of possible reasons why people may not be able to get medical care for their children.

4. In the last 12 months, did any of the following stop you from getting medical care that you or a health professional thought your child needed? (*please check all that apply*)

Response	Total		IA HealthSol†		John Deere†		Wellmark†	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>
Cost	19%	2%	—	—	—	—	—	—
Trouble getting an appointment	2%	1%	—	—	—	—	—	—
Could not get off work	1%	<1%	—	—	—	—	—	—
Distance/transportation	<1%	1%	—	—	—	—	—	—
Problems on nights/weekends	2%	1%	—	—	—	—	—	—
Did not understand <i>hawk-i</i>	NA	1%	—	—	—	—	—	—
MD would not accept <i>hawk-i</i>	NA	1%	—	—	—	—	—	—
Other	2%	0%	—	—	—	—	—	—

† Number of respondents was too small to present percentages for individual plans.

5. In the last 12 months, was there any time when you waited longer than you think you should have to get medical care for your child for any reason? (% of those who needed medical care)

Response	Total*		IA HealthSol*		John Deere*		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	23%	7%	24%	9%	25%	8%	21%	6%
No	77%	93%	76%	91%	75%	93%	79%	94%

*Statistically significant change, $p < .05$.

Respondents who answered No skipped to question 7.

The following is a list of possible reasons why people may have to wait longer than they think they should have to for medical care for their children.

6. In the last 12 months, did any of the following make you wait longer than you think you should have for medical care that you or a health professional thought your child needed? (*please check all that apply*)

Response	Total		IA HealthSol.†		John Deere†		Wellmark†	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Cost	21%	1%	—	—	—	—	—	—
Trouble getting an appointment	6%	3%	—	—	—	—	—	—
Could not get off work	2%	1%	—	—	—	—	—	—
Distance/transportation	1%	1%	—	—	—	—	—	—
Problems on nights/weekends	3%	1%	—	—	—	—	—	—
Did not understand <i>hawk-i</i>	NA	<1%	—	—	—	—	—	—
MD would not accept <i>hawk-i</i>	NA	1%	—	—	—	—	—	—
Other	7%	3%	—	—	—	—	—	—

† Number of respondents was too small to present percentages for individual plans.

7. In the last 12 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?

Response	Total*		IA HealthSol.*		John Deere		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Never	1%	1%	1%	0%	1%	2%	1%	1%
Sometimes	8%	2%	10%	2%	8%	2%	7%	2%
Usually	26%	15%	24%	17%	29%	18%	24%	13%
Always	65%	82%	65%	80%	62%	78%	67%	84%

*Statistically significant change, $p < .05$.

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

8. In the last 12 months, was there any time when you or a health professional thought your child needed care from a specialist?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	36%	38%	36%	41%	36%	35%	36%	38%
No	64%	62%	64%	59%	64%	65%	64%	62%

Respondents who answered No skipped to question 12.

- 9a. In the last 12 months, was there any time when your child needed care from a specialist but could not get it for any reason? (% of children who needed a specialist)

Response	Total*		IA HealthSol.†		John Deere†		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	18%	10%	—	—	—	—	15%	10%
No	82%	90%	—	—	—	—	85%	90%

*Statistically significant change, $p < .05$.

† Number of respondents was too small to present percentages for individual plans.

- 9b. In the last 12 months, was there any time when your child needed care from a specialist but could not get it for any reason? (% of all children)

Response	Total		IA HealthSol.†		John Deere†		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	2%	1%	—	—	—	—	2%	1%
No	98%	99%	—	—	—	—	98%	99%

† Number of respondents was too small to present percentages for individual plans.

10. In the last 12 months, was there any time when your child needed care from a specialist but waited longer than you thought you should have to get it for any reason? (% of those who needed specialty care)

Response	Total*		IA HealthSol.†		John Deere†		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	27%	13%	—	—	—	—	23%	13%
No	73%	87%	—	—	—	—	77%	87%

*Statistically significant change, $p < .05$.

† Number of respondents was too small to present percentages for individual plans.

Emergency room visits

11. In the last 12 months, how many times did your child go to a hospital emergency room?

Response	Total		IA HealthSol		John Deere*		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
None	61%	65%	61%	64%	63%	71%	60%	62%
1	23%	22%	24%	23%	20%	17%	23%	24%
2	9%	7%	9%	7%	8%	6%	10%	8%
3	4%	3%	3%	3%	5%	3%	4%	3%
4 or more	3%	3%	3%	3%	4%	3%	3%	3%

*Statistically significant change, $p < .05$.

12. In the last 12 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?

Response	Total*		IA HealthSol*		John Deere*		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
None	1%	2%	<1%	3%	1%	2%	2%	2%
1 time	10%	7%	8%	6%	10%	9%	11%	6%
2 to 4 times	52%	56%	54%	54%	48%	58%	52%	58%
5 to 9 times	28%	26%	30%	31%	30%	23%	26%	25%
10 or more	9%	8%	7%	6%	11%	8%	9%	9%

*Statistically significant change, $p < .05$.

Prevention

13. In the last 12 months, when your child needed routine preventive care (for example, a physical exam or vaccination shots), how often did your child get care as soon as you wanted? (% of those needing preventive care in past year)

Response	Total*		IA HealthSol.*		John Deere		Wellmark*	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Never	3%	1%	2%	2%	4%	2%	4%	<1%
Sometimes	10%	3%	11%	3%	11%	3%	10%	2%
Usually	21%	15%	20%	20%	18%	13%	22%	12%
Always	65%	82%	67%	73%	66%	82%	64%	86%

*Statistically significant change, $p < .05$.

Note: 14% of children in both the before and after groups were thought not to need preventive care in the last 12 months.

- 14a. In the last 12 months, has a health professional encouraged you to take any type of preventive health steps for your child such as watching what your child eats or using bicycle helmets or car seats?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	27%	28%	24%	27%	35%	35%	23%	26%
No	74%	72%	76%	73%	65%	65%	77%	74%

- 14b. When was your child's last visit to your personal doctor or nurse for routine preventive care (for example, a physical exam or vaccination shot)?

Response	Total	IA HealthSol.	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Never been	2%	2%	2%	3%
< 12 mos ago	68%	71%	69%	66%
1-2 yrs ago	24%	21%	23%	25%
2 or more years ago	7%	7%	6%	7%

Dental care

15. During the past 12 months, was there any time when you or a health professional thought your child needed dental care?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	50%	50%	47%	43%	50%	51%	51%	54%
No	50%	50%	53%	57%	50%	49%	49%	46%

16. Is there one main person/place where you can take your child if they need dental care?

Response	Total*		IA HealthSol		John Deere*		Wellmark*	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	82%	86%	77%	77%	83%	89%	86%	91%
No	18%	14%	23%	23%	17%	11%	14%	9%

*Statistically significant change, $p < .05$.

17. In the last 12 months, was there any time when your child needed dental care but could not get it for any reason? (% of all children)

Response	Total*		IA HealthSol*		John Deere*		Wellmark*	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	22%	8%	19%	9%	22%	8%	24%	8%
No	78%	92%	81%	91%	78%	92%	77%	92%

*Statistically significant change, $p < .05$.

Respondents who answered No skipped to question 19.

18. The following is a list of possible reasons why people may not be able to get dental care for their children.

In the last 12 months, did any of the following stop you from getting dental care that you or a health professional thought your child needed? (*please check all that apply*)

Response	Total		IA HealthSol.†		John Deere†		Wellmark†	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Cost	19%	4%	—	—	—	—	—	—
Trouble getting an appointment	2%	2%	—	—	—	—	—	—
Could not get off work	1%	1%	—	—	—	—	—	—
Distance/transportation	1%	1%	—	—	—	—	—	—
Problems on nights/weekends	1%	1%	—	—	—	—	—	—
Did not understand <i>hawk-i</i>	NA	1%	—	—	—	—	—	—
Dentist would not accept <i>hawk-i</i>	NA	2%	—	—	—	—	—	—
Other	3%	2%	—	—	—	—	—	—

† Number of respondents was too small to present percentages for individual plans.

19. In the last 12 months, was there any time when you waited longer than you think you should have to get dental care for your child for any reason?

Response	Total*		IA HealthSol.*		John Deere*		Wellmark*	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	23%	9%	21%	9%	23%	7%	25%	9%
No	77%	91%	79%	91%	77%	93%	75%	91%

*Statistically significant change, $p < .05$.

Respondents who answered No skipped to question 21.

20. The following is a list of possible reasons why people may have to wait longer than they think they should have to for dental care for their children.

In the last 12 months, did any of the following make you wait longer than you think you should have for dental care that you or a health professional thought your child needed? (*please check all that apply*)

Response	Total		IA HealthSol. †		John Deere†		Wellmark†	
	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>After</u> <u>r</u>
Cost	19%	3%	—	—	—	—	—	—
Trouble getting an appointment	3%	3%	—	—	—	—	—	—
Could not get off work	1%	1%	—	—	—	—	—	—
Distance/transportation	1%	1%	—	—	—	—	—	—
Problems on nights/weekends	1%	1%	—	—	—	—	—	—
Did not understand <i>hawk-i</i>	-	1%	—	—	—	—	—	—
Dentist would not accept <i>hawk-I</i>	-	2%	—	—	—	—	—	—
Other	-	2%	—	—	—	—	—	—

† Number of respondents was too small to present percentages for individual plans.

21. When was your child's last visit to the dentist?

Response	Total*		IA HealthSol.*		John Deere*		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Never been	22%	15%	23%	17%	21%	14%	22%	15%
< 12 mos ago	56%	69%	56%	63%	58%	74%	55%	72%
1-2 yrs ago	16%	12%	13%	14%	16%	10%	16%	11%
2 or more years ago	7%	4%	8%	6%	5%	2%	7%	3%

*Statistically significant change, $p < .05$.

- 21a. When was your child's last dental check-up? (follow-up only)

Response	Total	IA HealthSol.	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Within 1 year	69%	62%	74%	71%
1-2 years ago	12%	16%	10%	11%
Over 2 years ago	4%	5%	1%	4%
Never been	15%	17%	15%	15%

Vision care

22. During the past 12 months, was there any time when you or a health professional thought your child needed vision care or eyeglasses?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	31%	31%	34%	33%	24%	26%	32%	33%
No	69%	69%	66%	67%	76%	74%	68%	67%

Respondents who answered No skipped to question 24.

- 23a. In the last 12 months, was there any time when your child needed vision care or eyeglasses but could not get it for any reason?

Response	Total*		IA HealthSol.*		John Deere†		Wellmark*	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	32%	9%	30%	11%	—	—	33%	8%
No	68%	91%	70%	89%	—	—	67%	92%

*Statistically significant change, $p < .05$.

† Number of respondents was too small to present percentages for individual plans.

- 23b. In the last 12 months, was there any time when your child needed vision care or eyeglasses but could not get it for any reason?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	6%	2%	7%	2%	5%	2%	7%	2%
No	94%	98%	93%	98%	95%	98%	93%	98%

24. When was your child's last professional eye exam?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Never been	42%	36%	38%	33%	49%	43%	39%	35%
< 12 mos ago	30%	38%	34%	41%	24%	34%	32%	39%
1-2 yrs ago	21%	19%	21%	21%	19%	16%	21%	19%
2+ yrs ago	8%	7%	7%	5%	8%	7%	8%	8%

Behavioral or emotional health care

25. During the past 12 months, was there any time when you or a health professional thought your child needed care for behavioral or emotional problems?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	13%	11%	14%	12%	12%	12%	12%	10%
No	87%	89%	86%	88%	88%	88%	88%	90%

Respondents who answered No skipped to question 27.

- 26a. In the last 12 months, was there any time when your child needed care for behavioral or emotional problems but could not get it for any reason?

Response	Total*		IA HealthSol.†		John Deere†		Wellmark†	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	39%	16%	—	—	—	—	—	—
No	61%	84%	—	—	—	—	—	—

*Statistically significant change, $p < .05$.

† Numbers of respondents were too small to present percentages for individual plans.

- 26b. In the last 12 months, was there any time when your child needed care for behavioral or emotional problems but could not get it for any reason?

Response	Total		IA HealthSol.†		John Deere†		Wellmark†	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	2%	1%	—	—	—	—	—	—
No	98%	99%	—	—	—	—	—	—

† Numbers of respondents were too small to present percentages for individual plans.

Prescription medicine

27. During the past 12 months, was there any time when you or a health professional thought your child needed prescription medicine for any reason?

Response	Total*		IA HealthSol.*		John Deere		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	70%	75%	67%	73%	68%	74%	71%	77%
No	30%	25%	33%	27%	32%	26%	29%	23%

*Statistically significant change, $p < .05$.

Respondents who answered No skipped to question 29.

- 28a. In the last 12 months, was there any time when your child needed prescription medicine but could not get it for any reason? (% of those needing prescription drugs)

Response	Total*		IA HealthSol.*		John Deere*		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	15%	10%	15%	9%	14%	4%	15%	13%
No	85%	90%	85%	91%	86%	96%	85%	87%

*Statistically significant change, $p < .05$.

- 28b. In the last 12 months, was there any time when your child needed prescription medicine but could not get it for any reason? (% of all children)

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Before</u> <u>r</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	8%	6%	8%	5%	8%	2%	9%	8%
No	92%	94%	92%	95%	92%	98%	91%	92%

Child's health status

The next series of questions ask about your child's health. Please answer the questions the best you can even if some questions may not seem quite right if your child is very young.

29. During the last 4 weeks, how many days has your child not been able to do his/her normal activities because of sickness?

Response	Total*		IA HealthSol.*		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
None	79%	82%	77%	82%	82%	84%	78%	80%
1-2 days	12%	9%	12%	9%	9%	11%	13%	9%
3-5 days	7%	6%	8%	7%	7%	3%	7%	6%
6-10 days	1%	2%	1%	1%	1%	1%	1%	3%
11-15 days	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
16-20 days	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
> 20 days	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%

*Statistically significant change, $p < .05$.

30. Because of a medical, developmental, behavioral or emotional health condition, does your child require more supervision than other children of his/her age?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	8%	8%	7%	7%	8%	7%	8%	8%
No	92%	92%	93%	93%	92%	93%	92%	92%

31. Does your child require extra or specialized medical care, therapies, diet supplies, medical equipment, nursing or home health because of a special health care need?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	6%	7%	7%	6%	7%	6%	6%	7%
No	94%	94%	93%	94%	93%	94%	94 %	93%

32. Does your child need more assistance than other children of his/her age with any of the following: eating, dressing, bathing, moving around, going to the bathroom, or playing?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	2%	1%	2%	1%	1%	2%	3%	1%
No	98%	99%	98%	99%	99%	98%	97%	99%

33. Does your child need more assistance than other children of his/her age with understanding or using language or learning?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Yes	8%	9%	9%	11%	9%	9%	7%	9%
No	92%	91%	91%	89%	91%	91%	93%	91%

34. During the past 12 months, has your child been more limited in the activities he/she could do compared to other children his/her age because of your child's PHYSICAL health?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Limited a lot	<1	<1	1%	1%	0%	0%	1%	1%
Limited some	3%	2%	3%	3%	2%	1%	3%	3%
Limited a little	5%	4%	3%	2%	6%	3%	5%	5%
Not limited	92%	93%	93%	94%	92%	95%	91%	91%

35. During the past 12 months, has your child been more limited in the activities he/she could do compared to other children his/her age because of your child's BEHAVIORAL OR EMOTIONAL health?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Limited a lot	<1%	<1%	0%	1%	<1%	<1%	1%	1%
Limited some	2%	2%	2%	2%	2%	2%	2%	2%
Limited a little	3%	3%	4%	3%	5%	3%	3%	3%
Not limited	94%	95%	95%	94%	93%	94%	1%	94%

36. In general, how would you rate your child's overall health now?

Response	Total		IA HealthSol.		John Deere		Wellmark	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Excellent	45%	46%	44%	43%	50%	50%	43%	45%
Very good	38%	37%	38%	39%	37%	35%	39%	37%
Good	15%	14%	16%	14%	12%	13%	16%	15%
Fair	2%	3%	2%	3%	1%	2%	2%	3%
Poor	<1%	<1%	<1%	<1%	0%	0%	0%	0%

37. Compared to one year ago, how would you rate your child's health now?

Response	Total*		IA HealthSol.*		John Deere		Wellmark*	
	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>	<u>Befor</u>	<u>Afte</u>
	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>	<u>e</u>	<u>r</u>
Much better	15%	17%	14%	18%	19%	19%	14%	16%
Somewhat better	9%	13%	8%	11%	10%	12%	9%	15%
Same	74%	68%	75%	68%	70%	69%	75%	68%
Somewhat worse	2%	1%	3%	2%	2%	1%	2%	1%
Much worse	<1	0%	<1%	0%	0%	0%	0%	0%

*Statistically significant change, $p < .05$.

The following is a list of health problems that can last a long time in children.

38. Does your child now have any medical conditions that have lasted for at least 3 months? (*Please check all that apply*)

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>
Allergies/sinus problems	12%	13%	12%	12%	14%	11%	13%	14%
Dental problems	11%	9%	13%	9%	12%	12%	11%	5%
Behavioral/emotional problems	7%	7%	8%	8%	6%	10%	7%	7%
Attention problems	8%	8%	8%	7%	11%	8%	7%	7%
Vision problems	10%		12%	10%	8%	7%	10%	9%
Frequent ear infections	8%		7%	4%	7%	4%	8%	5%
Asthma	8%	9%	10%	8%	8%	7%	6%	9%
Depression	3%	3%	2%	4%	2%	2%	4%	3%
Bladder/bowel problems	<1%		2%	3%	2%	3%	4%	4%
Speech/language problems	3%		4%	3%	2%	3%	2%	3%
Back, neck, bone or muscle problems	3%	3%	2%	2%	2%	3%	4%	4%
Developmental delays or mental retardation	1%	1%	2%	1%	1%	1%	1%	1%
Physical disabilities	<1%		<1%	<1%	<1%	<1%	1%	1%
Substance abuse problems	<1%		<1%	<1%	<1%	<1%	<1%	<1%
Hearing impairment/deafness	1%		1%	1%	1%	<1%	2%	2%
Failure to thrive/eating disorder	<1%		<1%	1%	<1%	<1%	1%	1%
Diabetes	<1%	<1%	<1%	<1%	1%	<1%	1%	<1%

38a. Percent reporting any chronic condition.

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>
Yes	43%	43%	43%	42%	44%	42%	43%	45%
No	57%	57%	57%	58%	56%	58%	57%	55%

38b. Were any of the conditions found because of care your child received through their *hawk-i* health plan? (Percentages are for those who had a chronic condition. This question was in the follow-up survey only.)

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	25%	25%	22%	27%
No	75%	75%	78%	73%

39. In the last 12 months, has your child seen a doctor or other health professional more than twice for any of these conditions?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	45%	44%	43%	41%	47%	42%	46%	48%
No	55%	56%	58%	59%	53%	58%	54%	52%

40. Has your child been taking prescription medicine for at least 3 months for any of these conditions?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
Yes	29%	32%	26%	32%	30%	31%	30%	33%
No	71%	56%	74%	68%	70%	69%	70%	67%

41. In the past 12 months, about how many days did your child miss school because of illness or injury?

Response	Total		IA HealthSol		John Deere		Wellmark	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
None	27%	28%	27%	29%	28%	30%	26%	26%
1-2 days	27%	27%	27%	30%	28%	26%	28%	27%
3-4 days	18%	18%	18%	18%	20%	18%	17%	18%
5-7 days	14%	14%	15%	12%	12%	17%	14%	15%
8-10 days	8%	7%	8%	7%	7%	6%	7%	9%
11-20 days	5%	4%	4%	4%	5%	4%	6%	4%
21+ days	1%	1%	1%	1%	<1%	1%	2%	2%

Impact on the family

42. In the last year, how much have you worried about your ability to pay for your child's health care?

Response	Total*		IA Health Sol.*		John Deere*		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
A great deal	54%	20%	51%	20%	50%	18%	57%	21%
Somewhat	25%	19%	25%	19%	26%	15%	24%	20%
A little	12%	20%	12%	19%	12%	20%	11%	21%
Not at all	10%	42%	12%	42%	12%	47%	8%	38%

*Statistically significant change, $p < .05$.

- 42a. In the last year, has your child's *hawk-i* health insurance coverage helped to reduce the amount of stress within your family? (follow-up survey only)

Response	Total	IA Health Sol.	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes, reduced it a lot	75%	73%	75%	75%
Yes, reduced it a little	21%	23%	21%	21%
No, not reduced at all	4%	4%	4%	4%

43. In the last year, did your child's lack of health insurance lead you to limit your child's activities in any way?

Response	Total*		IA Health Sol.*		John Deere*		Wellmark*	
	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>	<u>Befor</u> <u>e</u>	<u>Afte</u> <u>r</u>
A lot	4%	2%	3%	2%	4%	2%	4%	2%
A little	18%	10%	18%	10%	18%	9%	18%	11%
Not limited	78%	88%	79%	88%	78%	89%	78%	87%

*Statistically significant change, $p < .05$.

Age and gender of children

44. What is your child's age now?

Response	Total
	<u>After</u>
1	1%
2	10%
3	7%
4	7%
5	6%
6	6%
7	5%
8	6%
9	5%
10	6%
11	5%
12	6%
13	7%
14	6%
15	4%
16	5%
17	5%
18	3%

45. Is your child male or female?

Response	Total	IA Health Sol.	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Male	53%	54%	56%	52%
Female	47%	46%	44%	48%

Parent's insurance status

The following questions apply to the person filling out this questionnaire.

46. Do you currently have health insurance for yourself or are you enrolled in a program that pays for your health care?

Response	Total*		IA HealthSol*		John Deere*		Wellmark*	
	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>
	<u>e</u>	<u>r</u>	<u>e</u>		<u>e</u>		<u>e</u>	
Yes	52%	59%	48%	59%	53%	56%	55%	61%
No	48%	41%	52%	41%	47%	44%	45%	39%

*Statistically significant change, $p < .05$.

47. Up until now, how long have you been without health insurance or a program that paid for health care?

Response	Total*		IA HealthSol*		John Deere*		Wellmark*	
	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>
	<u>e</u>	<u>r</u>	<u>e</u>				<u>e</u>	
Under 6 months	26%	4%	30%	7%	22%	4%	25%	3%
6-11 months	18%	6%	18%	11%	19%	4%	18%	4%
12-23 months	14%	29%	9%	27%	18%	31%	15%	29%
2-5 years	23%	37%	26%	36%	22%	33%	22%	41%
More than 5 years	11%	15%	11%	15%	9%	15%	13%	15%
Never had insurance	8%	9%	6%	5%	10%	13%	7%	8%

*Statistically significant change, $p < .05$.

Demographics of parents

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

Response	Total		IA Health Sol		John Deere		Wellmark	
	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>
Eighth grade or less	<u>2%</u>	<u>1%</u>	<u>2%</u>	<u>1%</u>	<u>2%</u>	<u>2%</u>	<u>2%</u>	<u>1%</u>
Some high school	<u>6%</u>	<u>6%</u>	<u>7%</u>	<u>7%</u>	<u>5%</u>	<u>5%</u>	<u>5%</u>	<u>5%</u>
High school or GED	<u>37%</u>	<u>34%</u>	<u>38%</u>	<u>36%</u>	<u>32%</u>	<u>30%</u>	<u>38%</u>	<u>36%</u>
Some college or 2-yr degree	<u>33%</u>	<u>33%</u>	<u>33%</u>	<u>33%</u>	<u>36%</u>	<u>35%</u>	<u>31%</u>	<u>32%</u>
College graduate	<u>23%</u>	<u>25%</u>	<u>20%</u>	<u>22%</u>	<u>25%</u>	<u>27%</u>	<u>24%</u>	<u>36%</u>

49. Are you one of this child's main caregivers?

Response	Total	
	<u>Before</u>	<u>After</u>
Yes	<u>99%</u>	<u>99%</u>
No	<u>1%</u>	<u>1%</u>

QUESTIONS FROM FOLLOW-UP SURVEY ONLY

New personal doctor or nurse

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

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	19%	20%	30%	12%
No	81%	80%	70%	88%

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

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	13%	12%	18%	8%
A small problem	14%	7%	19%	12%
No problem	71%	77%	61%	78%
Didn't need	3%	4%	2%	2%

Substance abuse care

52. During the past 12 months, was there any time when you or a health professional thought your child needed care for a substance abuse problem? ‡

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	10	2	2	6

‡ Numbers represent number of children affected—not percentages.

53. In the last 12 months, was there any time when your child needed care for a substance abuse problem but could not get it for any reason? ‡

Response	Total‡	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	4	2	0	2

‡ Numbers represent number of children affected—not percentages.

Chiropractic care

54. During the past 12 months, was there any time when you or a health professional thought your child needed chiropractic care? ‡

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	182	48	30	104

‡ Numbers represent number of children affected—not percentages

55. In the last 12 months, was there any time when your child needed chiropractic care but could not get it for any reason? ‡

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	25	11	10	4

‡ Numbers represent number of children affected—not percentages

Child's *hawk-i* health plan

56. When you joined the *hawk-i* program, you were mailed information about your plan and how to use services through your plan. How much of a problem, if any, was it to understand the information in these written materials?

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	2%	1%	2%	2%
A small problem	12%	14%	11%	11%
No problem	86%	84%	85%	87%
No information	1%	1%	2%	1%

57. Did you know that your child's *hawk-i* health plan has a helpline that you can call to get information or help for your child?

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	63%	68%	62%	61%
No	37%	32%	38%	39%

58. In the last 12 months, did you call your child's *hawk-i* health plan's helpline to get information or help for your child?

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	45%	48%	52%	40%
No	55%	52%	48%	59%

59. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your child's *hawk-i* health plan's helpline?

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	4%	3%	5%	4%
A small problem	13%	12%	17%	13%
No problem	78%	80%	75%	78%
Didn't call	5%	6%	2%	6%

60. In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	3%	3%	3%	3%
A small problem	11%	11%	12%	10%
No problem	75%	77%	74%	74%
No paperwork	11%	10%	10%	13%

61. In the last 12 months, did your child need any of the following services but could not get them for any reason? (Please check all that apply)

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Nutrition counseling	5	1	1	3
Help scheduling an appointment for health care	13	6	3	4
Transportation assistance for travel to health care	9	1	0	8
Other	51	19	14	18

62. In the last 12 months, was there any time when your child needed more services than were allowed by their *hawk-i* health plan?

Response	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	15%	12%	16%	16%
No	85%	88%	84%	83%

63. We want to know your rating of all your experience with your child's health plan since joining *hawk-i*.

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?

Plan rating	Total	IA HealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
0-3	2%	2%	2%	2%
4-7	13%	16%	13%	11%
8-9	36%	37%	35%	37%
10	49%	45%	49%	50%