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## hawk-i: Impact on Access and Health Status

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# *hawk-i*

## Impact on Access and Health Status

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

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## Acknowledgements

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This research is conducted under the guidance of the *hawk-i* Clinical Advisory Committee and the *hawk-i* Board of Directors. It is under 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, and Peggy Waters, secretary, and Josh Miller, student research assistant, all contributed to this research



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## Introduction

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This is the third 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 2001 and October 2002, which approximates experiences of enrollees during the third 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 first two 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 1, 2002, there were 12,031 children enrolled in the Medicaid expansion program and 13,845 children enrolled in *hawk-i*.

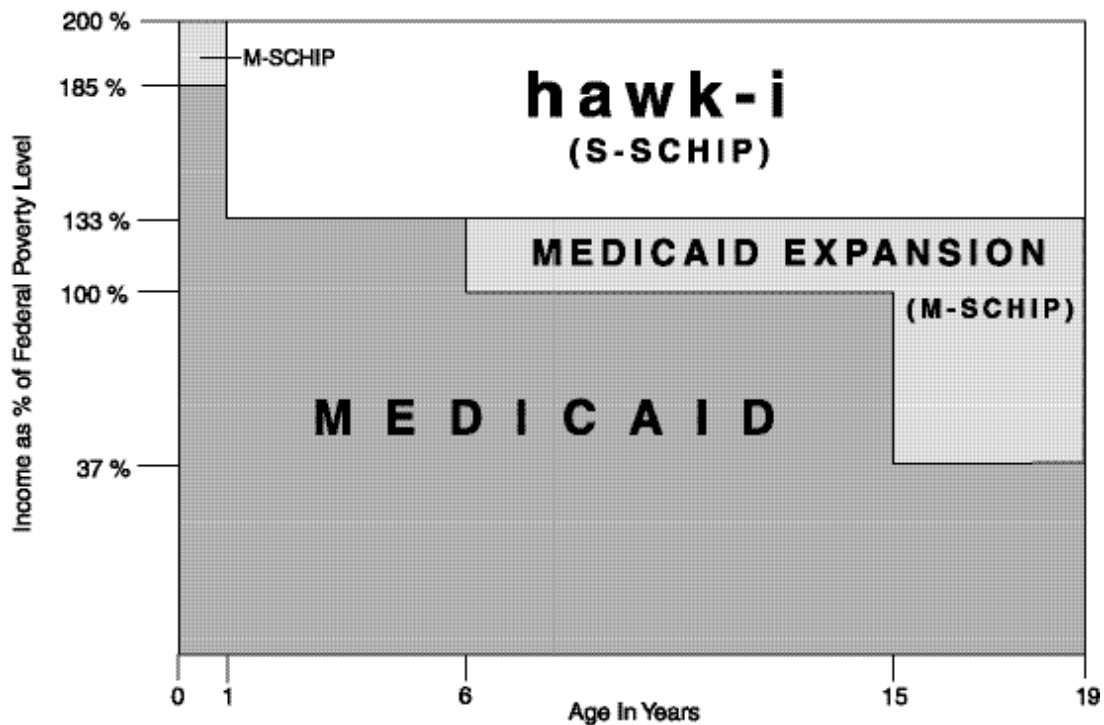


Figure 1. Iowa's State Child Health Insurance Programs

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 Wellmark Blue Cross Blue Shield of Iowa 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. UnityChoice, a managed care plan operating in some Iowa counties, stopped operating as a *hawk-i* managed care plan in July 2001. Results for UnityChoice enrollees are included in the total responses in this report, but are not included in the breakdown by health plan since they are no longer a participating health plan.



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

## Evaluation of the *hawk-i* program

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This third 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),<sup>1</sup> the Consumer Assessment of Health Plan Study (CAHPS)<sup>2,3</sup>, the SCHIP Program Evaluation Guidelines established by the American Academy of Pediatrics,<sup>4</sup> and enrollee surveys used to evaluate the Iowa Medicaid program.<sup>5</sup> Questions were also added about children with special health care needs, developed by the Children with Special Health Care Needs Subcommittee of the *hawk-i* program.

## Survey process

A modified Dillman method<sup>6</sup> is being used for both the baseline and 1-year follow-up mailed questionnaires: 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; 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.

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

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

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

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

<sup>5</sup> Damiano PC, Tyler MA, Momany ET. *Evaluating Health Plan Performance: Results of the 2000 Survey of Iowa Medicaid Managed Care Enrollees*. Final report to the Iowa Department of Human Services, University of Iowa, Public Policy Center, Iowa City, IA. November 2001.

<sup>6</sup> Dillman DA. 1978. *Mail and Telephone Surveys: The total design method*. 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 a 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.

*Response rates*

Table 1 shows the results for the baseline and follow-up surveys. Sixty-six percent of families responded to the mail and telephone versions of the baseline survey, while 50 percent responded to the follow-up (Table 1).

**Table 1. Response rates for hawk-i baseline and 1-year follow-up surveys**

Survey	Number surveyed	Total surveys completed		Refused/unable to contact	
		n	%	n	%
Baseline	5158	3387	66%	1771	34%
Follow-up	5158	2551	50%	2607	50%
Baseline and follow-up	5158	2005	39%	3153	61%

Note: These are responses as of September 2002.

**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, 2000 and October 1, 2001. This approximates children who were enrolled during the second year of operation of the *hawk-i* program.

There were a total of 2005 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 2551 completed follow-up surveys from the survey vendor through September 2002.

The 2551 follow-up cases were then merged with the available baseline data to determine if a baseline survey had been received for each of these cases. This resulted in the identification of 2005 children for whom there were data for both a baseline and follow-up survey.

### *Response bias*

Statistical tests were performed to evaluate whether systematic bias was introduced into the results because only respondents to both surveys were used. Of the 5158 people originally selected for this study, 2005 responded to both the baseline and follow-up questionnaires and were used in this study. Respondents were more likely to be from larger families, have lower incomes, and report their child's race/ethnicity as white. There were no differences between respondents and non-respondents regarding gender, age, English as the primary language, or the health plan in which they were enrolled.

### **Evaluation analysis**

Statistical tests were conducted to analyze the two primary research questions in this evaluation:

- a) To determine if there were statistically significant differences between responses in the baseline and follow-up questionnaires, McNemar's test for correlated proportions was used for questions with binomial responses, and the Wilcoxon signed rank tests were used for items with multinomial response options.
- b) To determine if there were statistically significant differences between responses for the different health plans, Chi-square tests were conducted.

Tests were considered statistically significantly different if the probability of the difference occurring by chance was less than 5 percent ( $p < 0.05$ ).

Unless otherwise indicated, the tables in this report present data from 2005 matched surveys. Analyses were conducted using SPSS for the Macintosh version 6.1. For some items, there were too few responses for the results to reliably represent the views of enrollees in a plan; these questions are noted in the table footnotes and the results were left blank.

## Summary of *hawk-i* survey results

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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 (19% before vs. 6% after),
- ❖ they were less likely to be delayed from getting needed care (32% before vs. 10% after),
- ❖ they were more likely to have 'always' received needed care for an illness or injury (61% before vs. 80% 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 (21% before vs. 15% after),
- ❖ they were less likely to be delayed from getting specialty care (33% before vs. 15% after).

### Emergency room care

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

- ❖ fewer children had visits to the emergency room in the past year (40% before vs. 38% 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 (81% before vs. 88% after),
- ❖ they were less likely to be stopped from getting dental care (23% before vs. 8% after),
- ❖ they were less likely to be delayed from getting dental care (26% before vs. 9% after),
- ❖ they were more likely to have had a dental visit in past year (54% before vs. 71% 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) (60% 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 (38% before vs. 14% 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. 17% after),
- ❖ children had a similar need for prescription medicine, however,
- ❖ they were less likely to have been stopped from receiving prescription medicines (17% before vs. 8% after),

## Health status

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

- ❖ children's overall health status was rated higher (44% were rated in excellent health before vs. 50% after),
- ❖ more children's health was thought to be better than one year earlier (26% before vs. 31% after),
- ❖ children had fewer sick days in the previous 4 weeks (80% before without a sick day vs. 83% after),
- ❖ more than 1 in 4 children with a chronic condition (28%) had the condition detected because of care provided while in the *hawk-i* program.

## Impact on families

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

- ❖ stress was reduced in 96% of families,
  - more than three quarters said it had reduced stress “a lot,”
- ❖ worry about the ability to pay for health care was reduced significantly, (57% worried ‘a great deal’ before vs. 19% after),
- ❖ the activities of significantly fewer children were limited because of concerns about health care costs (25% before vs. 14% after)
- ❖ significantly more parents had health insurance one year after their children started on the *hawk-i* program.

## Health plans

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

- ❖ one in five children had to get a new personal doctor or nurse,
- ❖ more than one in four (29%) had a problem finding a personal doctor or nurse they were happy with,
- ❖ one in three did not know that their health plan had a help line they could call for assistance.

## Responses to Questions in the Survey

### Child's health care in the last 12 months

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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		IAHealthSol		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	<b>85%</b>	<b>86%</b>	86%	87%	87%	85%	83%	86%
No	<b>15%</b>	<b>14%</b>	14%	13%	13%	15%	17%	15%

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		IAHealthSol		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	<b>67%</b>	<b>67%</b>	63%	64%	67%	70%	69%	69%
No	<b>33%</b>	<b>33%</b>	64%	36%	33%	30%	31%	31%

*Respondents who answered No skipped to question 14.*

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

Response	Total*		IA HealthSol*		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	19%	6%	16%	7%	17%	8%	23%	4%
No	81%	94%	84%	93%	84%	92%	77%	96%

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

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†	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Cost	10%	1%	--	--	--	--	--	--
Trouble getting an appointment	1%	1%	--	--	--	--	--	--
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%	--	--	--	--	--	--
MD would not accept <i>hawk-i</i>	NA	<1%	--	--	--	--	--	--
Other	0%	0%	--	--	--	--	--	--

\*Statistically significant change,  $p = .00$ .

† 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?

Response	Total*		IAHealthSol.*		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	32%	10%	33%	13%	31%	8%	31%	8%
No	68%	90%	68%	87%	69%	92%	69%	92%

\*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*		IAHealthSol. †		John Deere†		Wellmark†	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
<b>Cost</b>	14%	1%	--	--	--	--	--	--
Trouble getting an appointment	3%	2%	--	--	--	--	--	--
Could not get off work	2%	<1%	--	--	--	--	--	--
Distance/transportation	1%	<1%	--	--	--	--	--	--
Problems on nights/weekends	1%	<1%	--	--	--	--	--	--
Did not understand <i>hawk-i</i>	NA	<1%	--	--	--	--	--	--
MD would not accept <i>hawk-i</i>	NA	<1%	--	--	--	--	--	--
Other	3%	1%	--	--	--	--	--	--

\*Statistically significant change,  $p = .00$ .

† 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*		IAHealthSol*		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>
Never	2%	<1%	1%	0%	1%	1%	3%	<1%
Sometimes	8%	2%	10%	3%	6%	1%	8%	3%
Usually	29%	17%	26%	19%	30%	24%	29%	13%
Always	61%	80%	63%	78%	63%	74%	60%	85%

\*Statistically significant change,  $p=.00$ .

8. 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?

Response	Total*		IAHealthSol*		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>
Never	4%	1%	3%	1%	4%	2%	4%	<1%
Sometimes	10%	3%	10%	2%	11%	2%	11%	3%
Usually	26%	15%	23%	19%	25%	21%	28%	9%
Always	60%	82%	64%	78%	61%	76%	57%	88%

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

Note:13-14% of children in both the before and after groups were thought not to need preventive care in the last 12 months.

## Specialist care

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

9. 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		IAHealthSol		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	38%	40%	36%	45%	36%	38%	42%	38%
No	62%	60%	64%	55%	64%	62%	58%	62%

Respondents who answered No skipped to question 12.

10. 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?

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	<b>21%</b>	<b>15%</b>	20%	17%	--	--	17%	13%
No	<b>79%</b>	<b>85%</b>	80%	83%	--	--	84%	87%

† Numbers of respondents were too small to present percentages for this plan.

11. 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?

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	<b>33%</b>	<b>15%</b>	33%	24%	--	--	31%	12%
No	<b>67%</b>	<b>85%</b>	67%	76%	--	--	69%	88%

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

† Numbers of respondents were too small to present percentages for this plan.

### Emergency room care

12. 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>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>	<u>Before</u>	<u>After</u>
None	<b>60%</b>	<b>62%</b>	60%	63%	62%	65%	59%	61%
1	<b>24%</b>	<b>24%</b>	23%	26%	23%	22%	23%	25%
2	<b>10%</b>	<b>7%</b>	10%	5%	9%	8%	10%	7%
3	<b>4%</b>	<b>4%</b>	4%	4%	3%	3%	5%	5%
4 or more	<b>3%</b>	<b>3%</b>	3%	2%	3%	2%	3%	3%

13. 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*		IAHealthSol.*		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>
None	1%	1%	1%	<1%	1%	1%	1%	2%
1 time	10%	8%	10%	7%	9%	12%	11%	8%
2 to 4 times	52%	54%	54%	57%	48%	51%	54%	54%
5 to 9 times	27%	28%	26%	25%	28%	26%	26%	29%
10 or more	10%	9%	10%	11%	14%	10%	8%	8%

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

### Preventive counseling

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14. 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		IAHealthSol.		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	27%	27%	26%	28%	32%	31%	25%	24%
No	73%	73%	74%	72%	68%	69%	75%	76%

### Dental care

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

Response	Total		IAHealthSol.		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	51%	53%	48%	50%	56%	59%	51%	53%
No	49%	47%	52%	50%	44%	41%	49%	47%

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

Response	Total*		IAHealthSol.*		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	81%	88%	75%	82%	84%	90%	85%	91%
No	19%	12%	25%	18%	16%	10%	15%	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?

Response	Total*		IAHealthSol.*		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	23%	8%	22%	10%	25%	11%	23%	7%
No	77%	92%	78%	90%	75%	89%	77%	93%

\*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*		IAHealthSol. †		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>
Cost	20%	3%	--	--	--	--	--	--
Trouble getting an appointment	2%	1%	--	--	--	--	--	--
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%	3%	--	--	--	--	--	--

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

† 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*		IAHealthSol.*		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	26%	9%	26%	11%	26%	12%	26%	8%
No	74%	91%	74%	89%	74%	88%	74%	92%

\*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*		IAHealthSol. †		John Deere†		Wellmark†	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Cost	21%	2%	--	--	--	--	--	--
Trouble getting an appointment	3%	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	0%	--	--	--	--	--	--
Dentist would not accept <i>hawk-I</i>	NA	0%	--	--	--	--	--	--
Other	0%	2%	--	--	--	--	--	--

\*Statistically significant change,  $p < .05$ .  
 † 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*		IAHealthSol.*		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Never been	22%	14%	25%	17%	21%	11%	21%	13%
< 12 mos ago	54%	71%	51%	65%	58%	75%	54%	73%
1-2 yrs ago	17%	12%	17%	14%	15%	12%	18%	12%
2 or more years ago	7%	3%	7%	5%	7%	3%	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
	<i>After</i>	<i>After</i>	<i>After</i>	<i>After</i>
Within 1 year	<b>74%</b>	64%	74%	71%
1-2 years ago	<b>14%</b>	15%	12%	12%
Over 2 years ago	<b>4%</b>	5%	3%	3%
Never been	<b>8%</b>	16%	12%	14%

### 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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	<b>31%</b>	<b>32%</b>	30%	34%	29%	31%	33%	32%
No	<b>69%</b>	<b>68%</b>	70%	66%	71%	69%	67%	68%

*Respondents who answered No skipped to question 24.*

23. 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*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	<b>38%</b>	<b>14%</b>	33%	18%	42%	17%	37%	12%
No	<b>62%</b>	<b>86%</b>	68%	83%	58%	84%	63%	88%

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

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

Response	Total*		IA HealthSol		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Never been	<b>44%</b>	<b>37%</b>	45%	37%	49%	39%	41%	34%
< 12 mos ago	<b>28%</b>	<b>40%</b>	31%	39%	26%	40%	28%	41%
1-2 yrs ago	<b>20%</b>	<b>17%</b>	19%	19%	18%	13%	22%	17%
2+ yrs ago	<b>7%</b>	<b>7%</b>	6%	4%	8%	8%	9%	8%

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

## 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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	14%	13%	16%	16%	14%	14%	14%	11%
No	86%	87%	84%	84%	86%	86%	86%	89%

*Respondents who answered No skipped to question 27.*

26. 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 †	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	39%	17%	--	--	--	--	--	--
No	61%	83%	--	--	--	--	--	--

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

*† 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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	70%	75%	69%	75%	66%	73%	74%	76%
No	30%	25%	31%	25%	34%	27%	26%	24%

*Respondents who answered No skipped to question 29.*

28. In the last 12 months, was there any time when your child needed prescription medicine but could not get it for any reason?

Response	Total*		IA HealthSol		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	17%	8%	15%	12%	14%	4%	17%	7%
No	83%	92%	85%	88%	86%	96%	83%	93%

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

## 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*		IAHealthSol		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>
None	<b>80%</b>	<b>83%</b>	79%	86%	80%	82%	80%	83%
1-2 days	<b>10%</b>	<b>8%</b>	11%	6%	10%	9%	11%	8%
3-5 days	<b>7%</b>	<b>6%</b>	7%	6%	7%	7%	7%	6%
6-10 days	<b>2%</b>	<b>2%</b>	2%	1%	3%	2%	2%	2%
11-15 days	<b>&lt;1%</b>	<b>&lt;1%</b>	1%	1%	0%	0%	<1%	<1%
16-20 days	<b>&lt;1%</b>	<b>&lt;1%</b>	0%	<1%	0%	0%	<1%	0%
> 20 days	<b>&lt;1%</b>	<b>&lt;1%</b>	<1%	<1%	0%	<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		IAHealthSol		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	<b>8%</b>	<b>7%</b>	9%	9%	9%	7%	8%	6%
No	<b>92%</b>	<b>93%</b>	91%	91%	92%	93%	92%	94%

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

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		IAHealthSol		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	<b>7%</b>	<b>7%</b>	7%	6%	9%	8%	7%	6%
No	<b>93%</b>	<b>94%</b>	92%	94%	91%	92%	93%	94%



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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	2%	2%	3%	3%	3%	2%	2%	2%
No	98%	98%	97%	97%	97%	98%	98%	98%

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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes	10%	9%	10%	9%	10%	8%	11%	9%
No	90%	91%	90%	91%	90%	92%	89%	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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Limited a lot	1%	1%	2%	1%	1%	1%	1%	1%
Limited some	3%	2%	3%	3%	2%	2%	3%	3%
Limited a little	5%	5%	5%	5%	5%	3%	6%	6%
Not limited	91%	92%	91%	92%	91%	94%	90%	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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Limited a lot	1%	1%	2%	1%	<1%	1%	1%	1%
Limited some	2%	2%	2%	2%	3%	3%	2%	2%
Limited a little	4%	4%	4%	5%	3%	3%	5%	3%
Not limited	93%	94%	93%	92%	94%	94%	92%	94%

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

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>
Excellent	<b>44%</b>	<b>50%</b>	46%	51%	49%	54%	40%	47%
Very good	<b>39%</b>	<b>34%</b>	36%	32%	38%	31%	42%	37%
Good	<b>15%</b>	<b>15%</b>	16%	15%	13%	14%	17%	15%
Fair	<b>2%</b>	<b>2%</b>	2%	2%	2%	1%	2%	2%
Poor	<b>&lt;1%</b>	<b>&lt;1%</b>	0%	<1%	0%	0%	<1%	<1%

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

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

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>
Much better	<b>16%</b>	<b>18%</b>	13%	19%	20%	20%	16%	16%
Somewhat better	<b>10%</b>	<b>13%</b>	10%	11%	10%	10%	9%	15%
Same	<b>73%</b>	<b>68%</b>	74%	68%	69%	67%	73%	68%
Somewhat worse	<b>2%</b>	<b>2%</b>	3%	2%	1%	2%	2%	1%
Much worse	<b>&lt;1%</b>	<b>&lt;1%</b>	<1%	0%	0%	<1%	<1%	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	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Allergies/sinus problems	13%	9%	12%	9%	--%	--%	15%	11%
Dental problems	11%	8%	11%	--	13%	--	11%	8%
Behavioral/emotional problems	9%	6%	10%	--	--	--	--	--
Attention problems	8%	6%	9%	--%	--%	--%	8%	--%
Vision problems	10%	6%	11%	--%	--%	--%	9%	6%
Frequent ear infections	8%	4%	--%	--%	--%	--%	8%	--%
Asthma	9%	8%	9%	9%	11%	9%	9%	8%
Depression	3%	3%	--%	--%	--%	--%	--%	--%
Bladder/bowel problems	3%	3%	--%	--%	--%	--%	--%	--%
Speech/language problems	3%	3%	--%	--%	--%	--%	--%	--%
Back, neck, bone or muscle problems	3%	3%	--%	--%	--%	--%	--%	--%
Developmental delays or mental retardation	1%	1%	--%	--%	--%	--%	--%	--%
Physical disabilities	1%	1%	%	--%	--%	--%	%	--%
Substance abuse problems	<1%	<1%	--%	--%	--%	--%	--%	--%
Hearing impairment/deafness	1%	1%	--%	--%	--%	--%	--%	--%
Failure to thrive/eating disorder	1%	1%	--%	--%	--%	--%	--%	--%
Diabetes	<1%	<1%	--%	--%	--%	--%	--%	--%
Other chronic condition	<1%	4%	--%	--%	--%	--%	--%	--%

‡ A parent may report more than one condition for a child.

-- Numbers of respondents were too small to present percentages separately.

38a. Percent reporting any chronic condition.‡

Response	Total		IA HealthSol		John Deere		Wellmark	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
Yes								
No								

‡ Data are not yet available

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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	28%	31%	20%	31%
No	72%	70%	80%	69%

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*		IAHealthSol*		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	46%	48%	45%	49%	47%	43%	47%	48%
No	54%	52%	55%	51%	53%	57%	53%	52%

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

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

Response	Total*		IAHealthSol*		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	27%	31%	25%	32%	27%	31%	27%	31%
No	73%	69%	75%	68%	73%	69%	73%	69%

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

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

Response	Total		IAHealthSol		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>
None	42%	39%	45%	42%	39%	39%	41%	36%
1-2 days	20%	21%	19%	21%	21%	23%	19%	20%
3-4 days	16%	15%	17%	13%	16%	14%	16%	18%
5-7 days	12%	12%	12%	11%	12%	14%	12%	12%
8-10 days	6%	7%	5%	7%	6%	5%	7%	8%
11-20 days	4%	4%	3%	3%	4%	4%	4%	4%
21+ days	1%	1%	<1%	1%	1%	1%	2%	1%

## Impact on the family

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

Response	Total*		IAHealthSol.*		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
A great deal	<b>57%</b>	<b>19%</b>	58%	18%	54%	17%	60%	20%
Somewhat	<b>25%</b>	<b>19%</b>	20%	20%	25%	18%	26%	19%
A little	<b>10%</b>	<b>19%</b>	14%	18%	13%	20%	8%	19%
Not at all	<b>8%</b>	<b>43%</b>	9%	43%	8%	46%	7%	43%

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

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*		IAHealthSol.*		John Deere*		Wellmark*	
	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>	<i>Before</i>	<i>After</i>
A lot	<b>4%</b>	<b>2%</b>	3%	2%	5%	2%	5%	3%
A little	<b>21%</b>	<b>12%</b>	20%	10%	18%	10%	23%	12%
Not limited	<b>75%</b>	<b>86%</b>	77%	88%	76%	88%	73%	85%

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

43a. 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	IAHealthSol.	John Deere	Wellmark
	<i>After</i>	<i>After</i>	<i>After</i>	<i>After</i>
Yes, reduced it a lot	<b>75%</b>	72%	74%	79%
Yes, reduced it a little	<b>21%</b>	24%	22%	17%
No, not reduced at all	<b>5%</b>	5%	4%	4%

## Age and gender of children

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44. What is your child's age now?

Age	Total
1	8%
2	7%
3	7%
4	6%
5	7%
6	4%
7	6%
8	7%
9	7%
10	6%
11	5%
12	6%
13	5%
14	5%
15	5%
16	5%
17	3%
18	1%

45. Is your child male or female?

Age	Total
Male	53%
Female	47%

## Parent's insurance status

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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*	
	<u>Before</u>	<u>After</u>
Yes	<b>51%</b>	<b>58%</b>
No	<b>49%</b>	<b>43%</b>

\*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
Under 6 months	19%
6-11 months	20%
12-23 months	14%
2-5 years	19%
More than 5 years	17%
Never had insurance	11%

### Demographics of parents

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

Response	Total
8 <sup>th</sup> grade or less	3%
Some high school	6%
High school or GED	37%
Some college or 2-yr degree	32%
College graduate	22%

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

Response	Total
Yes	99%
No	1%

50. How are you related to the child referred to in this questionnaire?

Response	Total
Parent	98
Grandparent	1
Other relative	<1
Unrelated guardian	<1
Other	1

**Questions from Follow-up Survey Only**

**New personal doctor or nurse**

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

<b>Response</b>	<b>Total</b>	<b>IA HealthSol</b>	<b>John Deere</b>	<b>Wellmark</b>
	<i><u>After</u></i>	<i><u>After</u></i>	<i><u>After</u></i>	<i><u>After</u></i>
Yes	<b>20%</b>	23%	30%	12%
No	<b>80%</b>	77%	70%	88%

52. 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?

<b>Response</b>	<b>Total</b>	<b>IA HealthSol</b>	<b>John Deere</b>	<b>Wellmark</b>
	<i><u>After</u></i>	<i><u>After</u></i>	<i><u>After</u></i>	<i><u>After</u></i>
A big problem	<b>11%</b>	9%	14%	6%
A small problem	<b>18%</b>	18%	22%	11%
No problem	<b>67%</b>	70%	61%	79%
Didn't need	<b>4%</b>	3%	4%	4%



## Substance abuse care

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53. 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	1%	1%	1%	1%
No	99%	99%	99%	99%

54. 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	3	--	--	--
No	11	--	--	--

‡ Numbers represent number of children affected—not percentages

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

## Chiropractic care

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55. 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	13%	9%	8%	14%
No	87%	91%	92%	86%

56. 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	13%	33%	--%	3%
No	87%	32%	--%	97%

† Number of respondents was too small to present percentages for this plan.

## Child's *hawk-i* health plan

57. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	2%	2%	2%	2%
A small problem	14%	16%	14%	10%
No problem	82%	81%	83%	86%
No information	2%	2%	1%	3%

58. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	63%	68%	63%	61%
No	37%	32%	36%	39%

59. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	50%	51%	52%	45%
No	50%	49%	48%	55%

60. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	5%	6%	8%	5%
A small problem	16%	14%	15%	11%
No problem	74%	77%	76%	80%
Didn't call	4%	3%	1%	4%

61. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
A big problem	4%	5%	3%	3%
A small problem	13%	15%	13%	10%
No problem	75%	71%	74%	75%
No paperwork	8%	9%	10%	12%

62. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Nutrition counseling	1%	<1%	<1%	<1%
Help scheduling an appointment for health care	1%	1%	<1%	<1%
Transportation assistance for travel to health care	1%	<1%	<1%	<1%
Other	3%	2%	1%	1%

63. 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	IAHealthSol	John Deere	Wellmark
	<u>After</u>	<u>After</u>	<u>After</u>	<u>After</u>
Yes	18%	16%	15%	13%
No	82%	84%	85%	87%

64. 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?

<b>Plan rating</b>	<b>Total</b>	<b>IAHealthSol</b>	<b>John Deere</b>	<b>Wellmark</b>
	<u><i>After</i></u>	<u><i>After</i></u>	<u><i>After</i></u>	<u><i>After</i></u>
0-3	<b>3%</b>	2%	4%	1%
4-7	<b>13%</b>	18%	13%	10%
8-9	<b>36%</b>	37%	33%	33%
10	<b>47%</b>	43%	51%	56%