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hawk-i: Impact on Access and Health Status

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hawk-i

Impact on Access and Health Status

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

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January 2002

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.

Introduction

This is the second 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). The emphasis of this report is the effect of the ***hawk-i*** participating health plans on access to care, health status and family environment of enrolled children. As in the first evaluation report, 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 was enrolled for about a year (the follow-up survey). This is to determine if there are differences related to being in the ***hawk-i*** program for that time period. In this report, the results are also presented for each health plan as part of the ongoing ***hawk-i*** quality assurance activities and health plan performance measurement activities.

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 December 2001, there were 11,527 children enrolled in ***hawk-i***.

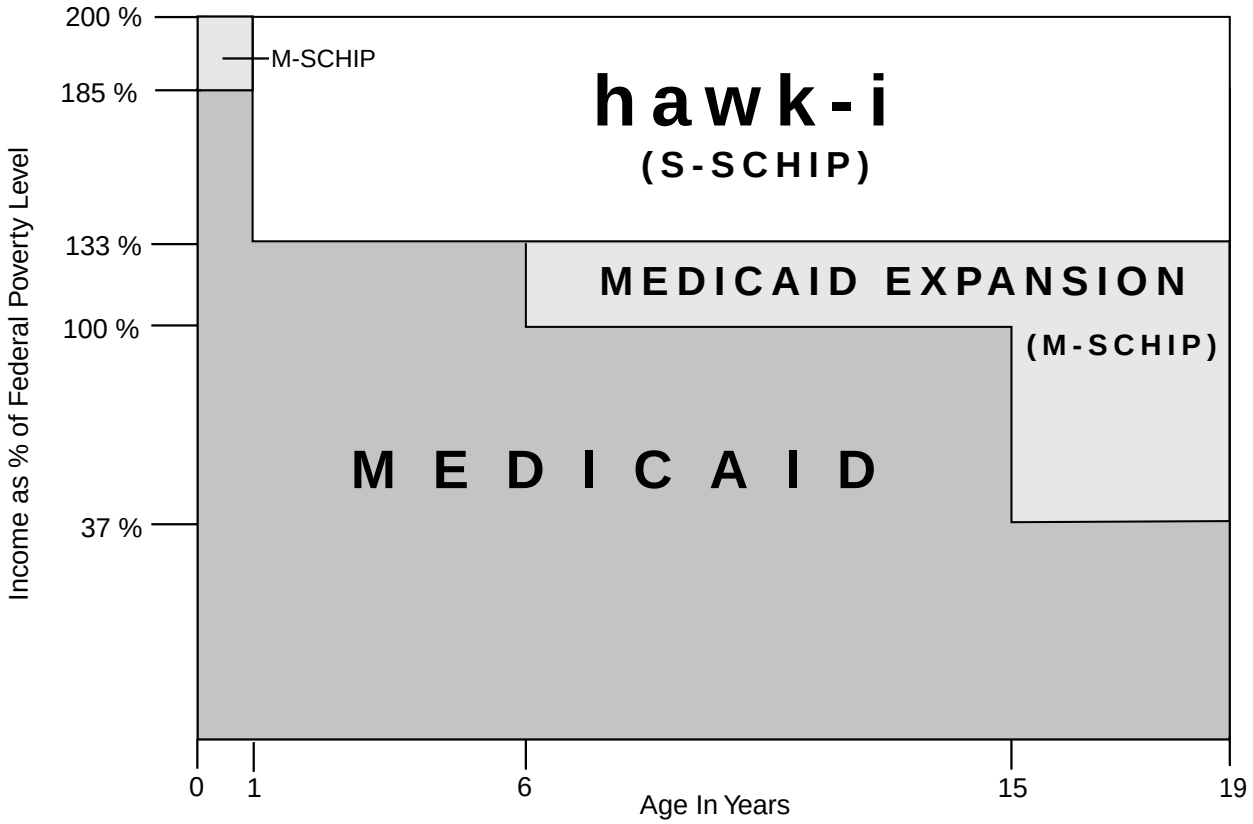

Figure 1. Iowa's State Child Health Insurance Programs

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, however, are included in this report.

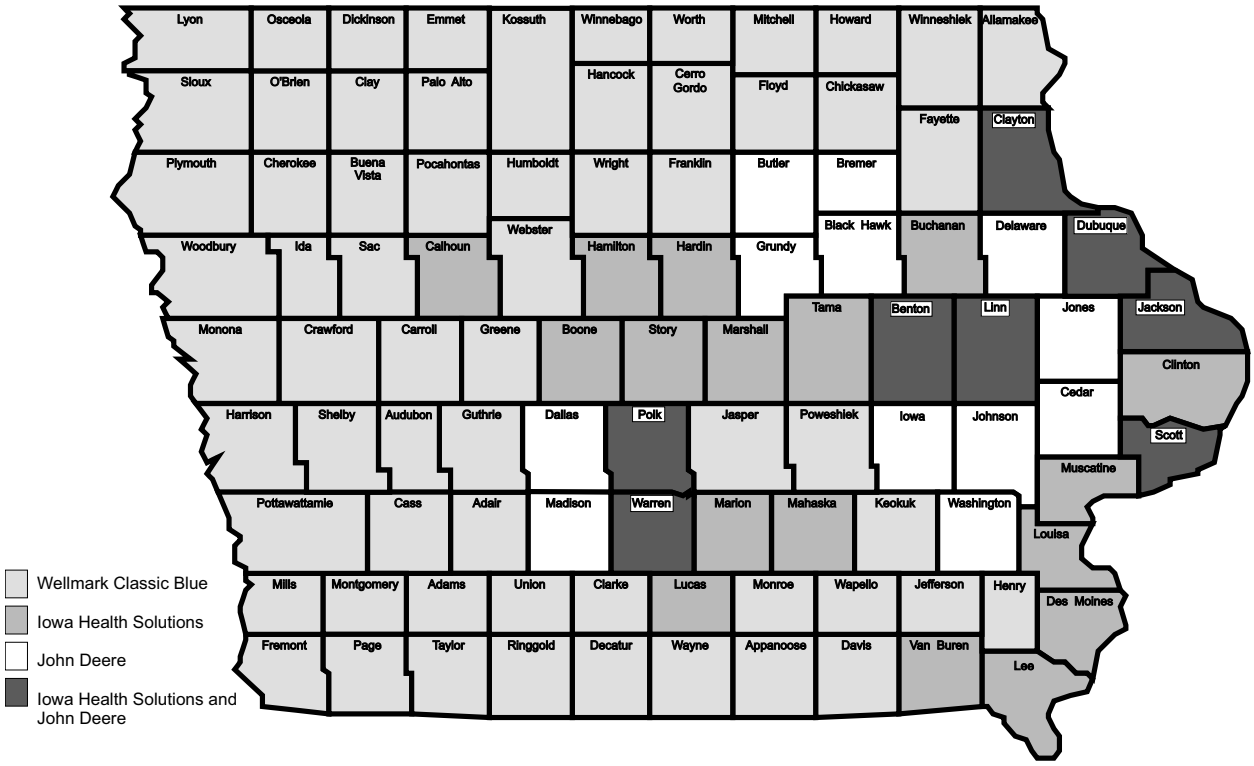

Figure 2. *hawk-i* Health Plans by County

Evaluation of the *hawk-i* Program

This second 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 that having ***hawk-i*** health insurance has on access to care and health status of enrollees. The study process is on-going. 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.

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 they 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), the Consumer Assessment of Health Plan Study (CAHPS), the SCHIP Program Evaluation Guidelines established by the American Academy of Pediatrics, and enrollee surveys used to evaluate the Iowa Medicaid program. Questions were also added about children with special health care needs that were developed by the Children with Special Health Care Needs Subcommittee of the ***hawk-i*** program.

Survey process

A modified Dillman method is 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.

ESI, the third party administrator (TPA) for enrollment and claims processing for the first year of the ***hawk-i*** program, also conducted the surveys for that year (March 1999 until May 2000). MAXIMUS has been the TPA since June 2000 and has conducted the surveys since that time.

Sample selection

Each household with a child enrolled in the ***hawk-i*** program was chosen for the survey. To reduce respondent burden for families with more than one enrolled child, the survey vendor randomly selected one child per household. 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. Fifty two percent of families responded to the mail and telephone versions of the baseline survey while 56 percent responded to the follow-up (Table 1).

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

	Number surveyed	Total surveys completed		Refused/unable to contact	
Survey		n	%	n	%
Baseline	9217	4790	52%	4427	48%
Follow-up	3159	1778	56%	1381	44%

Note: These are responses as of October 2001

*Data used to evaluate **hawk-i***

In order to compare 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 January 1999 and October 2000. This approximates children who were enrolled for the first year and a half of the ***hawk-i*** program.

There were a total of 1036 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 1778 completed follow-up surveys from the survey vendor in December 2001 (for surveys received through October 2001).

The 1778 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. No unique identifier was available for this match because of the change in survey vendors, so the files had to be merged using other identifiers (e.g., first and last name). This resulted in the identification of 1036 children for whom there were data for both a baseline and follow-up survey.

Evaluation analysis

Statistical tests were conducted to evaluate the two primary research questions in this evaluation. Tests were conducted to determine if there were statistically significant differences between responses to the same questions in the baseline and follow-up questionnaires for children enrolled in each plan and for all children in ***hawk-i***. 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. 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 1036 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 all John Deere enrollees; thus the results were left blank. It is also possible that because statistical significance

testing is based in part on the number of respondents, results for John Deere may not have been found to be statistically significantly different even if the percent change from baseline to follow-up had been the same as for one of the other plans.

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 while in ***hawk-i***. 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 was 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 (21% before vs. 6% after),
- they were less likely to be delayed from getting needed care (34% before vs. 10% after),
- there were more visits per child to a doctor's office or clinic,
- children were more likely to have 'always' received needed care for an illness or injury.

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 (38% before vs. 13% after),
- they were less likely to be delayed from getting specialty care (39% before vs. 23% after).

Emergency room care

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

- fewer children had visits to the emergency room in the past year (55% before vs. 62% 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,
- they were less likely to be stopped from getting dental care (25% before vs. 8% after),
- they were less likely to be delayed from getting dental care (27% before vs. 9% after),
- they were more likely to have had a dental visit in past year (55%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),

- 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 (41% before vs. 15% 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 (44% before vs. 15% after),
- children had a similar need for prescription medicine, however,
- they were less likely to have been stopped from receiving prescription medicines (20% before vs. 10% after),

Health status

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

- children's overall health status was rated higher (43% were rated in excellent health before vs. 47% after),
- more children's health was thought to be better than one year earlier (26% before vs. 32% after),
- children had fewer sick days in the previous 4 weeks (74% before without a sick day vs. 82% after),
- 1 in 4 children with a chronic condition 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 95% 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,
- the activities of significantly fewer children were limited because of the concerns about health care costs,
- 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,
- one in four 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

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 Health Sol.		John Deere		Unity Choice*		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**82%**	**86%**	81%	85%	84%	87%	80%	90%	83%	84%
No	**18%**	**14%**	19%	15%	16%	13%	20%	10%	17%	16%

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

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 Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**66%**	**64%**	63%	59%	67%	66%	71%	69%	67%	64%
No	**33%**	**36%**	37%	41%	33%	34%	29%	31%	33%	36%

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 <u>could not get it</u> for any reason?

Response	Total*		IA Health Sol.*		John Deere†		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**21%**	**6%**	19%	8%	--	--	19%	7%	24%	4%
No	**79%**	**94%**	81%	92%	--	--	81%	94%	76%	96%

**Statistically significant change, p < .05*

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

Respondents who answered <u>No</u> skipped to question 5

The following is a list of possible reasons why people may <u>not be able to get</u> 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 (‡ *shown as number of children affected*)? (*please check all that apply*)

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Cost	**131**	**12**	37	5	6	0	29	5	59	2
Trouble getting an appointment	**†**	**6**	†	1	†	0	†	3	†	2
Could not get off work	**9**	**3**	2	1	0	0	4	1	3	1
Distance/transportation	**8**	**4**	4	1	0	0	2	1	2	2
Problems on nights/weekends	**3**	**3**	1	2	0	0	2	1	0	0
Did not understand ***hawk-i***	**NA**	**5**	NA	4	NA	0	NA	1	NA	0
MD would not accept ***hawk-i***	**NA**	**†**	NA	†	NA	†	NA	†	NA	†
Other	**7**	**12**	3	4	1	1	1	3	2	1

**Statistically significant change, p=.00* *† Data not yet available*

‡ Figures are actual numbers of respondents.

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*		IA Health Sol.*		John Deere†		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**34%**	**10%**	33%	10%	--	--	35%	13%	35%	9%
No	**66%**	**90%**	67%	90%	--	--	65%	87%	65%	91%

**Statistically significant change, p < .05*

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

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 (‡ *shown as number of children affected*)? (*please check all that apply*)

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Cost	**173**	**3**	47	1	8	0	39	1	79	1
Trouble getting an appointment	**†**	**22**	†	8	†	1	†	6	†	7
Could not get off work	**15**	**4**	5	2	1	0	4	1	5	1
Distance/transportation	**21**	**5**	4	0	0	0	9	2	8	4
Problems on nights/weekends	**12**	**5**	4	2	1	0	5	2	2	1
Did not understand ***hawk-i***	**NA**	**3**	NA	2	NA	0	NA	1	NA	0
MD would not accept ***hawk-i***	**NA**	**†**	NA	†	NA	†	NA	†	NA	†
Other	**19**	**13**	8	4	4	0	4	5	3	4

**Statistically significant change, p=.00* *† Data not yet available*

‡ Figures are actual numbers of respondents

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 Health Sol.*		John Deere†		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Never	**2%**	**<1%**	2%	0%	--	--	2%	1%	2%	0%
Sometimes	**10%**	**3%**	10%	8%	--	--	9%	3%	12%	1%
Usually	**31%**	**17%**	27%	15%	--	--	30%	18%	34%	17%
Always	**56%**	**80%**	62%	76%	--	--	59%	78%	52%	83%

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

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

Note: 13% of children in the before group, and 8% of children in the after group, did not need care for an illness or injury in the past 12 months.

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*		IA Health Sol.*		John Deere†		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Never	**2%**	**1%**	2%	2%	--	--	3%	2%	2%	1%
Sometimes	**12%**	**3%**	12%	2%	--	--	12%	5%	15%	1%
Usually	**31%**	**17%**	30%	9%	--	--	27%	17%	33%	16%
Always	**55%**	**79%**	56%	88%	--	--	58%	76%	50%	83%

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

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

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

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		IA Health Sol.		John Deere†		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**36%**	**38%**	32%	40%	--	--	37%	41%	38%	34%
No	**64%**	**62%**	68%	60%	--	--	63%	59%	62%	66%

Respondents who answered No skipped to question 12

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

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 Health Sol.†		John Deere†		Unity Choice†		Wellmark†	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**38%**	**13%**	--	--	--	--	--	--	--	--
No	**62%**	**87%**	--	--	--	--	--	--	--	--

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

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

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 Health Sol.†		John Deere†		Unity Choice†		Wellmark†	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**39%**	**23%**	--	--	--	--	--	--	--	--
No	**62%**	**77%**	--	--	--	--	--	--	--	--

**Statistically significant change, p < .05*

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

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

Response	Total*		IA Health Sol.		John Deere†		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
None	**55%**	**62%**	56%	61%	--	--	51%	57%	60%	65%
1	**28%**	**24%**	23%	25%	--	--	31%	27%	28%	22%
2	**9%**	**8%**	11%	7%	--	--	9%	10%	7%	7%
3	**4%**	**4%**	8%	3%	--	--	2%	4%	3%	4%
4 or more	**3%**	**2%**	2%	5%	--	--	8%	2%	3%	2%

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

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

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*		IA Health Sol.*		John Deere†		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
None	**0%**	**<1%**	0%	0%	--	--	0%	1%	0%	1%
1 time	**11%**	**7%**	10%	6%	--	--	8%	4%	15%	9%
2 to 4 times	**51%**	**56%**	52%	53%	--	--	49%	61%	52%	57%
5 to 9 times	**30%**	**28%**	28%	28%	--	--	36%	27%	27%	27%
10 or more	**8%**	**9%**	11%	13%	--	--	7%	8%	7%	7%

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

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

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		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**26%**	**25%**	24%	29%	34%	28%	31%	31%	22%	19%
No	**74%**	**75%**	76%	71%	66%	72%	69%	70%	78%	81%

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 Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**50%**	**51%**	49%	51%	53%	52%	47%	47%	52%	54%
No	**50%**	**49%**	51%	49%	47%	48%	53%	54%	48%	46%

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

Response	Total*		IA Health Sol.*		John Deere		Unity Choice		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**82%**	**87%**	78%	87%	84%	89%	80%	86%	84%	88%
No	**19%**	**13%**	22%	13%	16%	11%	20%	14%	16%	12%

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

17. In the last 12 months, was there any time when your child needed dental care but <u>could not get it</u> for any reason?

Response	Total*		IA Health Sol.*		John Deere		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**25%**	**8%**	26%	10%	17%	9%	25%	5%	26%	9%
No	**75%**	**92%**	74%	90%	83%	91%	76%	96%	74%	91%

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

Respondents who answered <u>No</u> skipped to question 19

18. The following is a list of possible reasons why people may <u>not be able to get</u> 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 (‡ *shown as number of children affected*)? (*please check all that apply*)‡

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Cost	**225**	**34**	65	12	8	0	53	7	99	15
Trouble getting an appointment	**22**	**13**	6	2	1	0	3	4	12	7
Could not get off work	**10**	**3**	2	1	0	0	3	1	5	1
Distance/transportation	**†**	**6**	†	2	†	0	†	1	†	3
Problems on nights/weekends	**5**	**1**	1	0	0	0	2	1	2	0
Did not understand ***hawk-i***	**NA**	**14**	NA	4	NA	2	NA	5	NA	3
Dentist would not accept ***hawk-i***	**NA**	**†**	NA	†	NA	†	NA	†	NA	†
Other	**13**	**28**	5	12	1	2	3	5	4	9

‡ Figures are actual numbers of respondents. *† Data not yet available*

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

Response	Total*		IA Health Sol.*		John Deere*		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**27%**	**9%**	25%	10%	27%	8%	27%	7%	30%	11%
No	**72%**	**91%**	75%	90%	73%	92%	73%	93%	70%	89%

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

Respondents who answered <u>No</u> 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? (‡ shown as number of children affected) (*please check all that apply*)

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
Cost	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Trouble getting an appointment	**237**	**20**	60	6	14	0	56	3	107	11
Could not get off work	**6**	**30**	3	4	0	2	2	5	1	19
Distance/transportation	**1**	**8**	0	1	0	0	1	3	0	4
Problems on nights/weekends	**†**	**11**	†	5	†	0	†	2	†	4
Did not understand ***hawk-i***	**8**	**0**	2	0	0	0	1	0	5	0
Dentist would not accept ***hawk-i***	**NA**	**12**	NA	4	NA	1	NA	4	NA	3
Other	**NA**	**†**	NA	†	NA	†	NA	†	NA	†
Cost	**12**	**19**	4	7	0	0	2	4	6	8

‡ Figures are actual numbers of respondents *† Data not yet available*

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

Response	Total*		IA Health Sol.*		John Deere*		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Never been	**21%**	**13%**	23%	14%	19%	9%	23%	17%	19%	12%
< 12 mos ago	**55%**	**69%**	53%	70%	65%	71%	54%	67%	54%	69%
1-2 yrs ago	**16%**	**13%**	18%	13%	9%	19%	15%	11%	18%	14%
2 or more years ago	**8%**	**5%**	6%	4%	7%	1%	8%	5%	9%	6%

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

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 Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**28%**	**30%**	26%	26%	36%	39%	26%	30%	29%	30%
No	**72%**	**70%**	74%	74%	64%	61%	74%	70%	71%	70%

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 <u>could not get it</u> for any reason?

Response	Total*		IA Health Sol.†		John Deere†		Unity Choice†		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**41%**	**18%**	--	--	--	--	--	--	38%	17%
No	**59%**	**82%**	--	--	--	--	--	--	63%	83%

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

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

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

Response	Total*		IA Health Sol.*		John Deere		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Never been	**47%**	**37%**	46%	39%	40%	33%	53%	43%	44%	33%
< 12 mos ago	**29%**	**39%**	31%	37%	38%	53%	26%	36%	27%	40%
1-2 yrs ago	**18%**	**16%**	16%	18%	17%	8%	18%	16%	19%	17%
2+ yrs ago	**7%**	**7%**	7%	6%	6%	6%	4%	4%	8%	10%

**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 Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**15%**	**13%**	14%	15%	16%	11%	14%	12%	17%	13%
No	**85%**	**87%**	86%	85%	84%	89%	87%	88%	83%	87%

Respondents who answered <u>No</u> 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 <u>could not get it</u> for any reason?

Response	Total*		IA Health Sol.†		John Deere†		Unity Choice†		Wellmark†	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**44%**	**15%**	--	--	--	--	--	--	--	--
No	**56%**	**85%**	--	--	--	--	--	--	--	--

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

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

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 Health Sol.		John Deere*		Unity Choice*		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**69%**	**73%**	70%	75%	59%	74%	69%	76%	71%	70%
No	**31%**	**27%**	30%	25%	41%	26%	31%	24%	29%	30%

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

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 Health Sol.		John Deere†		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**20%**	**10%**	17%	12%	--	--	24%	11%	20%	9%
No	**80%**	**90%**	83%	88%	--	--	76%	89%	80%	91%

** Statistically significant change, p< .05*

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

YOUR CHILD'S HEALTH

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 Health Sol.		John Deere		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
None	**74%**	**82%**	75%	81	80%	81%	70%	77%	74%	86%
1-2 days	**12%**	**9%**	13%	9	12%	7%	12%	11%	12%	8%
3-5 days	**10%**	**6%**	9%	6	7%	12%	12%	9%	10%	4%
6-10 days	**2%**	**2%**	2%	2	1%	0%	4%	2%	2%	1%
11-15 days	**1%**	**1%**	<1%	1	0%	0%	1%	1%	1%	0%
16-20 days	**1%**	**0%**	<1%	1	0%	0%	2%	0%	<1%	0%
> 20 days	**<1%**	**1%**	<1%		0%	0%	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		IA Health Sol.*		John Deere		Unity Choice		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**9%**	**9%**	8%	12%	13%	8%	8%	7%	11%	7%
No	**91%**	**91%**	92%	88%	87%	92%	92%	93%	90%	93%

**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		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**7%**	**7%**	6%	7%	11%	11%	8%	6%	5%	6%
No	**94%**	**93%**	94%	93%	90%	90%	92%	94%	95%	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 Health Sol.		John Deere*		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**3%**	**2%**	3%	3%	8%	0%	2%	2%	2%	1%
No	**97%**	**98%**	97%	97%	92%	100%	98%	98%	98%	99%

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

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

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**10%**	**10%**	10%	11%	8%	8%	9%	10%	12%	10%
No	**90%**	**90%**	90%	89%	92%	92%	91%	90%	88%	90%

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 Health Sol.		John Deere		Unity Choice*		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Not limited	**92%**	**92%**	91%	90%	92%	95%	91%	94%	92%	91%
Limited a lot	**<1%**	**1%**	0%	1%	0%	1%	1%	<1%	<1%	1%
Limited some	**3%**	**2%**	3%	3%	3%	1%	5%	1%	3%	3%
Limited a little	**5%**	**5%**	6%	6%	6%	3%	4%	5%	4%	6%

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

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 Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Not limited	**93%**	**93%**	92%	90%	92%	95%	96%	94%	91%	93%
Limited a lot	**1%**	**1%**	2%	2%	0%	0%	1%	1%	1%	1%
Limited some	**2%**	**2%**	2%	3%	5%	1%	2%	2%	2%	2%
Limited a little	**4%**	**4%**	4%	5%	3%	4%	2%	3%	6%	4%

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

Response	Total*		IA Health Sol.*		John Deere		Unity Choice		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Excellent	**43%**	**47%**	45%	49%	49%	51%	44%	46%	38%	46%
Very good	**39%**	**36%**	35%	35%	39%	31%	36%	38%	43%	37%
Good	**16%**	**16%**	16%	15%	11%	15%	17%	15%	16%	17%
Fair	**3%**	**1%**	3%	0%	1%	3%	3%	1%	3%	<1%
Poor	**0%**	**<1%**	0%	<1%	0%	0%	0%	0%	0%	0%

**Statistically significant change, p < .05*

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

Response	Total*		IA Health Sol.*		John Deere		Unity Choice		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Much better	**16%**	**19%**	17%	23%	22%	23%	14%	16%	15%	19%
Somewhat better	**10%**	**13%**	8%	14%	10%	4%	12%	15%	10%	13%
Same	**72%**	**67%**	71%	62%	67%	74%	72%	68%	74%	68%
Somewhat worse	**2%**	**1%**	3%	2%	1%	0%	2%	1%	2%	1%
Much worse	**<1%**	**<1%**	<1%	<1%	0%	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 Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Allergies/sinus problems	**13%**	**12%**	11%	13%	12%	4%	11%	13%	15%	11%
Dental problems	**11%**	**9%**	11%	10%	17%	4%	7%	8%	13%	11%
Behavioral/emotional problems	**10%**	**9%**	10%	11%	9%	8%	8%	6%	12%	9%
Attention problems	**4%**	**9%**	†	10%	†	9%	†	9%	†	8%
Vision problems	**9%**	**8%**	11%	6%	9%	9%	9%	8%	9%	9%
Frequent ear infections	**9%**	**5%**	8%	4%	15%	3%	8%	7%	9%	4%
Asthma	**8%**	**9%**	7%	10%	11%	12%	10%	9%	7%	8%
Depression	**4%**	**4%**	4%	5%	1%	4%	3%	3%	5%	4%
Bladder/bowel problems	**3%**	**2%**	3%	3%	3%	4%	2%	1%	3%	2%
Speech/language problems	**4%**	**3%**	4%	4%	4%	1%	5%	2%	2%	3%
Back, neck, bone or muscle problems	**3%**	**4%**	2%	3%	1%	4%	3%	3%	4%	5%
Developmental delays or mental retardation	**2%**	**1%**	1%	2%	4%	1%	2%	<1%	2%	2%
Physical disabilities	**<1%**	**1%**	0%	1%	1%	0%	<1%	1%	1%	1%
Substance abuse problems	**1%**	**1%**	1%	2%	1%	0%	<1%	0%	1%	<1%
Hearing impairment/deafness	**1%**	**1%**	<1%	0%	1%	0%	1%	1%	2%	2%
Failure to thrive/eating disorder	**1%**	**1%**	2%	<1%	1%	1%	1%	<1%	1%	1%
Diabetes	**<1%**	**<1%**	0%	0%	1%	0%	0%	0%	1%	1%
Other chronic condition	**4%**	**7%**	5%	7%	1%	7%	4%	6%	4%	7%

**A parent may report more than one condition for a child* *† Data not yet available*

38a. Percent reporting any chronic condition.

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**47%**	**45%**	44	49	46	33	45	43	51	45
No	**53%**	**55%**	56	51	54	67	55	57	49	55

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

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

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
Yes	**27%**	**31%**	25%	31%	39%	29%	30%	32%	25%	29%
No	**73%**	**69%**	75%	69%	61%	70%	70%	68%	75%	71%

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

Response	Total		IA Health Sol.		John Deere		Unity Choice		Wellmark	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
None	**36%**	**38%**	37%	40%	49%	45%	35%	39%	33%	34%
1-2 days	**20%**	**23%**	22%	26%	22%	21%	21%	23%	18%	22%
3-4 days	**16%**	**14%**	13%	13%	12%	9%	17%	13%	19%	17%
5-7 days	**9%**	**10%**	10%	4%	4%	17%	9%	10%	10%	10%
8-10 days	**7%**	**6%**	6%	7%	7%	4%	5%	6%	9%	8%
11-20 days	**4%**	**4%**	3%	1%	1%	3%	4%	4%	5%	5%
21+ days	**1%**	**15**	1%	0%	0%	0%	1%	1%	1%	2%
Child too young for school	**7%**	**3%**	9%	4%	4%	0%	8%	5%	6%	2%

ABOUT YOUR CHILD

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*		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
A great deal	**61%**	**17%**	61%	16%	54%	10%	57%	18%	65%	20%
Somewhat	**22%**	**18%**	22%	20%	25%	15%	22%	19%	21%	17%
A little	**10%**	**33%**	10%	20%	13%	28%	14%	25%	8%	21%
Not at all	**7%**	**43%**	8%	45%	8%	47%	8%	38%	6%	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*		IA Health Sol.*		John Deere		Unity Choice*		Wellmark*	
	Before	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*	*Before*	*After*
A lot	**4%**	**2%**	3%	3%	6%	3%	6%	1%	4%	2%
A little	**22%**	**12%**	22%	9%	16%	6%	22%	14%	24%	14%
Not limited	**73%**	**86%**	74%	88%	78%	91%	72%	85%	73%	84%

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

44. What is your child's age now?

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

45. Is your child male or female?

Age	Total
Male	55%
Female	45%

ABOUT YOU

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
Yes	49%
No	51%

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	10%
6-11 months	6%
12-23 months	15%
2-5 years	39%
More than 5 years	20%
Never had insurance	10%

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

Response	Total
8th grade or less	3%
Some high school	6%
High school or GED	38%
Some college or 2-yr degree	35%
College graduate	19%

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

52. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**21%**	24%	25%	31%	11%
No	**79%**	76%	75%	69%	89%

53. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
A big problem	**11%**	14%	19%	11%	4%
A small problem	**13%**	14%	0%	21%	4%
No problem	**71%**	69%	81%	60%	89%
Didn't need	**5%**	3%	0%	8%	2%

54. When was your child's last dental check-up?

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Within 1 year	**69%**	70%	71%	67%	68%
1-2 years ago	**14%**	13%	19%	11%	15%
Over 2 years ago	**4%**	3%	1%	5%	6%
Never been	**14%**	14%	9%	17%	11%

55. Were any of the conditions found because of care your child received through their ***hawk-i*** health plan? (Of those who had a chronic condition)

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**24%**	26%	14%	25%	24%
No	**76%**	74%	86%	75%	76%

SUBSTANCE ABUSE CARE

56. 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 (‡ shown as number of children affected)?

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**13**	5	0	2	6
No	**1015**	287	75	249	404

‡ *Figures are actual numbers of respondents.*

57. 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 (‡ shown as number of children affected)?

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**1**	1	0	0	0
No	**12**	4	0	2	6

‡ *Figures are actual numbers of respondents.*

CHIROPRACTIC CARE

58. During the past 12 months, was there any time when you or a health professional thought your child needed chiropractic care (‡ shown as number of children affected)?

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**95**	23	6	13	53
No	**929**	266	69	238	356

‡ *Figures are actual numbers of respondents.*

59. In the last 12 months, was there any time when your child needed chiropractic care but could not get it for any reason (‡ shown as number of children affected)?

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**17**	8	3	5	1
No	**78**	15	3	8	52

‡ *Figures are actual numbers of respondents.*

YOUR CHILD'S *HAWK-I* HEALTH PLAN

60. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
A big problem	**2%**	3%	1%	4%	1%
A small problem	**13%**	12%	13%	15%	14%
No problem	**82%**	83%	84%	77%	84%
No information	**2%**	2%	1%	5%	2%

61. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**65%**	71%	57%	65%	61%
No	**36%**	29%	43%	35%	39%

62. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**48%**	55%	62%	47%	42%
No	**52%**	45%	38%	53%	58%

63. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
A big problem	**6%**	5%	4%	9%	5%
A small problem	**11%**	15%	17%	13%	4%
No problem	**78%**	74%	75%	74%	88%
Didn't call	**5%**	7%	4%	4%	3%

64. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
A big problem	**4%**	4%	1%	7%	3%
A small problem	**12%**	14%	15%	11%	11%
No problem	**72%**	75%	70%	69%	73%
No paperwork	**12%**	8%	15%	13%	13%

65. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Nutrition counseling	**5**	0	2	1	2
Help scheduling an appointment for health care	**10**	4	0	2	4
Transportation assistance for travel to health care	**12**	3	0	1	8
Other	**37**	12	3	11	11

66. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes	**13%**	17%	8%	12%	13%
No	**87%**	83%	92%	88%	87%

67. 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 Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
0–3	**2%**	3%	3%	2%	1%
4–7	**15%**	14%	18%	21%	11%
8–9	**33%**	40%	31%	36%	28%
10	**50%**	43%	49%	41%	61%

68. In the last year, has your child's ***hawk-i*** health insurance coverage helped to reduce the amount of stress within your family?

Response	Total	IA Health Sol.	John Deere	Unity Choice	Wellmark
	After	*After*	*After*	*After*	*After*
Yes, reduced it a lot	**77%**	76%	82%	72%	79%
Yes, reduced it a little	**19%**	18%	14%	22%	18%
No, not reduced at all	**5%**	6%	4%	7%	3%

Appendix A:

hawk-i Baseline Survey Instrument

Appendix B:

hawk-i Follow-up Survey Instrument