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# Evaluating Health Plan Performance. Results of the 2000 Survey of Iowa Medicaid Managed Care Enrollees. Final Report to the Iowa Department of Human Services

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# Evaluating Health Plan Performance

Results of the 2000 Survey of Iowa  
Medicaid Managed Care Enrollees

Final Report to the Iowa Department of Human Services

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Public Policy Center  
The University of Iowa

November 2001



**Iowa Medicaid Managed Care Evaluation  
2000  
Final Report to the Iowa Department of Human Services**

**Chapter 1: Introduction**

As part of the quality assurance activities of Iowa's Medicaid managed care program, the Iowa Department of Human Services contracted with researchers at the University of Iowa Public Policy Center to conduct a survey of adults and children enrolled in Iowa's Medicaid HMOs. In Iowa, four private HMO companies currently have contracts with the Department of Human Services to provide payment for Medicaid health care services. These are: John Deere Health Care, Iowa Health Solutions, Coventry Health Care, and UnitedHealthCare of the Midlands. In addition, the State administers its own HMO, MediPASS, in areas not served by the private HMOs.

This report contains the results of the 2000 Iowa Medicaid Survey. The information presented describes enrollees' use of health care services, experience with their health plans, and perceptions of the quality of their care and plans. Enrollees' experiences with dental and behavioral health care are also examined. In addition, the survey screened for the presence of chronic health conditions.

The survey instrument used in this study included questions from the CAHPS® 2.0 Questionnaire (Agency for Health Care Policy and Research, 1999) and other questions designed to assess enrollees' perceived access to health care for themselves or their child. The CAHPS® sections are part of a national demonstration of the Consumer Assessment of Health Plans Study (CAHPS® 2.0), an effort to develop standardized measures for assessing the quality of health plans from the consumer perspective. The survey screened for chronic health conditions using the FACCT Living with Illness measure (Foundation for Accountability, CAMHI, 2000), an instrument developed to identify individuals who have chronic medical and/or behavioral conditions. More detailed descriptions of these instruments and their scoring is provided in Chapter 2.

In order to examine consumer perspectives on both adult and child health care, two versions of the survey were developed. The Child Version differed from the Adult Version in that it addressed child-specific areas, such as the child's ability to communicate with providers, providers' support of caregivers' efforts, education of caregivers about children's health needs, and items addressing cooperation between health care personnel and daycare or schools. These issues are addressed in a separate section on quality of children's health care.



## Chapter 2: Methods

The 2000 Medicaid survey was conducted in the spring and summer of 2000. Questionnaires were mailed to Medicaid enrollees selected at random from administrative data provided by the Iowa Department of Human Services. Those who did not respond to the mailed survey were contacted by phone. The information presented in this report is based on 1051 adult and 1264 child enrollees. These figures represent combined mail and phone response rates of 40 percent for adults and 44 percent for children.

### Sampling

The child and adult samples were selected at random from administrative data furnished by the Iowa Department of Human Services.

**Table 1: Sampling**  
Adults

Plan	Number sampled	% of sample	Number respondents	% of respondents
John Deere	800	29.4%	340	32.4%
Iowa Health Solutions	800	29.4%	293	27.9%
MediPASS	800	29.4%	335	31.9%
Coventry	121	4.4%	22	2.1%
United HealthCare	203	7.5%	61	5.8%
Total	2724	100%	1051	100%

### Children

Plan	Number sampled	% of sample	Number respondents	% of respondents
John Deere	800	26.3%	347	27.5%
Iowa Health Solutions	800	26.3%	314	24.8%
MediPASS	800	26.3%	387	30.6%
Coventry	229	7.5%	73	5.8%
United HealthCare	417	13.7%	143	11.3%
Total	3046	100%	1264	100%

For the child sample, in households with more than one child enrolled in Medicaid, one child was selected at random as the “target child.” The survey was addressed to the parent or guardian with instructions to complete the survey based on their experiences obtaining health care for this particular child.

### The Survey Process

*Mail.* Survey instruments were mailed to 5770 households: 2724 of the Adult Version and 3046 of the Child Version were sent. The first round of surveys was mailed in March 2000, followed by a reminder postcard 10 days later. The second round was mailed in April 2000. Of the 2724 Adult Surveys, 39 were undeliverable and one addressee was deceased, for a revised N of 2684. Of these, 819 usable surveys were received through the mail. Seventy-nine of the 3046 Child Surveys came back undeliverable, for a new total of 2967. Of these, 1010

usable surveys were returned. So, based on the mail survey alone, response rates were 31 percent for adults and 34 percent for children.

*Phone follow-ups.* During the summer of 2000, the Public Policy Center subcontracted with the Iowa Social Science Institute (ISSI) to adapt the mail surveys to a telephone format and conduct a followup survey of enrollees who had not responded to the mail survey. A phone number was available for 77 percent of adult nonrespondents and 82 percent of child nonrespondents. Of the 1605 child numbers, 689 (43%) were invalid, and 60 potential respondents were found to be ineligible. Of the 1443 adult numbers, 706 (49%) were invalid and 73 potential respondents were ineligible for the study. Over a period of four weeks, research staff at ISSI succeeded in completing an additional 235 Adult Surveys and 256 Child Surveys.

*Total survey responses.* The final response rates combined mail and phone responses, eliminating undeliverable surveys, deceased addressees, and those discovered to be ineligible. Total response rates were 40 percent for adults and 44 percent for children, which are comparable to those obtained in previous studies of Medicaid enrollees (e.g., Momany, Damiano & Willard, 1998). Results are based on these 1051 adults and 1264 child enrollees.

### Data Analysis

*General approach.* Our analysis of the survey data utilized descriptive and inferential statistical methods. The results from the survey are reported separately for adults and children because of the differences in how care is used by the two groups (e.g., children require routine preventive care) and because proxy ratings by adults were used for the care received by children. Proxy ratings can affect how questions are answered (e.g., adults tend to rate care higher for their children). Cross tabulations by plan were conducted for each survey item to identify areas in which the plans differed.

*CAHPS® 2.0 Survey.* The CAHPS 2.0 survey is designed to evaluate access to health care and the quality of health plans and care from the consumer's perspective. Respondents use a 0–10 scale to rate their overall health plan, their health care, primary health care provider, and specialist. How easy it is to get needed care and to get care quickly, doctors' ability to communicate, and experience with medical office staff and the plan's customer service are assessed using composites of related items. CAHPS® 2.0 items were analyzed with the SAS statistical package using the CAHPS protocol, which takes into account any plan differences in enrollees' current health status, age, and educational level.

The composites *getting needed care* and *customer service* are measured on a 3-point scale indicating how much of a problem the respondent had in obtaining care or assistance (1=a big problem, 2=a small problem, and 3=not a problem.) *Getting care without long waits, doctors' ability to communicate, and courtesy and helpfulness of office staff* are evaluated in terms of how often the respondent had positive experiences in these areas (1=never, 2=sometimes, 3=usually, and 4=always). Thus, for all composites a higher score is preferable. ("Sometimes" and "never"

responses are combined in the tables for display purposes, but average scores are reported based on a range of one to four.) Each composite is described below.

- 1) *Getting care when you need it* is an average of scores on the following four items, measured on the 3-point problem scale described above:
  - With the choices your health plan gave you, how much of a problem, if any, was it to find a personal doctor or nurse you are happy with?
  - In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?
  - In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?
  - In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?
  
- 2) *Getting care quickly* is a composite of the following four items indicating how often respondents reported that they received care in a timely manner (never, sometimes, usually or always).  
*In the last 12 months...*
  - ...when you called the doctor's office or clinic during regular office hours, how often did you get the help or advice you needed?
  - ...how often did you get an appointment for regular or routine health care as soon as you wanted?
  - ...when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?
  - ...how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see? (reverse-coded so that a higher score indicates less experience with long waits).
  
- 3) *How well doctors communicate* is comprised of the following items:  
*In the last 12 months...*
  - ...how often did doctors or other health providers listen carefully to you?
  - ...how often did doctors or other health providers show respect for what you had to say?
  - ...how often did doctors or other health providers spend enough time with you?
  - ...how often did doctors or other health providers explain things in a way you could understand?
  - ...how often did doctors or other health providers explain things in a way your child could understand? (Child survey only.)
  
- 4) *Courtesy and helpfulness of office staff* is measured by two items:  
*In the last 12 months...*
  - ...how often did office staff treat you with courtesy and respect, and
  - ...how often were office staff as helpful as you thought they should be?

- 5) Experience with *customer service, information and paperwork* is evaluated with a composite of the following three items, measured on the 3-point problem scale: *In the last 12 months...*
- ...how much of a problem, if any, was it to find or understand information in the written materials?
  - ...how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?
  - ...how much of a problem, if any, did you have with paperwork for your health plan?

Differences among health plans were analyzed using the CAHPS® 2.0 methodology (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). The statistical methods used by the CAHPS® 2.0 program are described in some detail in the *CAHPS® 2.0 Survey and Reporting Kit*. Briefly, plan differences on the composite scores and the global ratings are evaluated for statistical significance using t- and F-tests for differences in means (averages). For statistical significance, the probability level was set at .05; that is, the probability that an observed difference is due solely to sampling error is less than five percent. Practical significance was evaluated according to the CAHPS® 2.0 protocol. For this project, differences between plans were determined to have substantive significance if the plan's mean score varied from the overall mean by an amount equal to 15 percent or more of the absolute difference between the overall mean and the nearest extreme score. (In our sample, the nearest extreme was always highest possible score, i.e., 10 on a 0–10 scale, 3 on a 1–3 scale, and 4 on a 1–4 scale). In order for a plan to rate above or below average on a CAHPS® 2.0 measure, the difference between the plan mean and the overall mean was required to meet criteria for *both* statistical and substantive (practical) significance.

As suggested in the CAHPS® 2.0 manual, we used age, educational level (for children, this was the parent's or guardian's educational level), and current health status as case mix adjusters. This technique holds constant the effects of the adjuster variables to allow a clearer picture of the main effects of plan membership on respondents' assessment of their health care experiences.

To help display differences in CAHPS® 2.0 scores by plan, the CAHPS® analytic program calculates a relative rating of how the plans compare to each other. Each plan is given a rating of one star, two stars, or three stars based on how they compared to the other plans for the series of questions in the composite.

These star ratings mean:

- ☆=below the average of all plans
- ☆☆=average
- ☆☆☆=above the average of all plans

It should be emphasized that the star ratings are relative ratings—that is, they represent comparisons among the plans *in this sample only*. Thus, a one-star rating indicates that a plan received a score significantly lower than the average



of all plans in this sample, but it does not necessarily mean that the plan or the care received is substandard in an absolute sense. Similarly, a three-star rating should not be interpreted as an indication of outstanding performance, but simply means that the plan performed better than the average for this sample.

The questions about stops or delays in getting needed care were based on questions in the National Health Interview Survey (NHIS).

The Chronic Condition Screener was developed by the Foundation for Accountability (CAMHI, January, 2000) as a screening tool to identify individuals with a chronic physical, mental or behavioral condition. As this instrument has previously been utilized only in studies of child populations, its use in this evaluation should be considered a pilot project.

To meet criteria for chronicity, a condition must:

- a) be a medical or other health condition, which has
- b) resulted in a specific consequence for the patient (see below), and
- c) has lasted or is expected to last 12 months or longer.

“Consequences” may include any of the following:

- 1) use or need of prescription medication,
- 2) above average use or need of medical, mental health or educational services,
- 3) functional limitations compared with others of the same age,
- 4) use or need of specialized therapies (e.g., OT, PT, speech, etc.), or
- 5) treatment or counseling for emotional, behavioral or developmental problems.



## Chapter 3: Survey Results

### Demographics

*Adult sample.* Adult survey respondents ranged in age from 18 to 65, with an average of 30 years. Nearly nine out of ten were female (89%), and 90 percent identified their race as Caucasian. Seventeen percent had less than a high school education, 39 percent had completed high school or a GED, 36 percent had some college or a two-year degree, and seven percent had graduated from college. Four percent were of Hispanic or Latino heritage. United HealthCare had a higher percentage of Hispanic or Latino adults (9%) than average, but the relatively small sample size for this plan (n=61) limits our ability to comment on the practical significance of this finding. Sixteen percent had experienced at least some problems communicating with health providers due to language barriers. (See Table 2.)

Current health status has been demonstrated to affect enrollees' perceptions of their health plan and care, with those in poorer health tending toward more negative views. Forty-two percent of adults in our sample rated their current health as very good to excellent, and 19 percent had fair to poor health. Forty-three percent reported a chronic physical or behavioral health condition.

**Table 2: Adult demographics by plan**

Variable	John Deere	IA Health Solutions	MediPASS	Coventry	United Healthcare	Total
% female	90%	88%	90%	73%	84%	89%
Mean age in years	29	29	30	29	31	30
<b>Race</b>						
% Caucasian	90%	89%	93%	52%	90%	90%
% African American	6%	7%	4%	38%	5%	6%
% Asian	0%	0.4%	1%	0%	0%	0.4%
% Native American	0%	0.4%	0%	0%	0%	0.1%
% Pacific Island	1%	1%	1%	5%	0%	1%
% Multiethnic	2%	3%	2%	0%	3%	2%
% Hispanic/Latino *	4%	5%	3%	5%	9%	4%
<b>Education level</b>						
% less than HS	18%	20%	14%	18%	22%	17%
% HS or GED	40%	39%	40%	50%	32%	39%
% some college	35%	62%	32%	32%	40%	36%
% college graduate	7%	9%	9%	0%	7%	7%
<b>Current health</b>						
Excellent/very good	43%	43%	38%	62%	45%	42%
Good	41%	41%	38%	33%	28%	39%
Fair/poor	17%	15%	25%	5%	27%	19%
% with chronic condition	41%	40%	48%	18%	43%	43%
<b>Trouble communicating due to different language</b>						
	15%	18%	15%	29%	9%	15%
<b>Total N</b>	<b>340</b>	<b>293</b>	<b>335</b>	<b>22</b>	<b>61</b>	<b>1051</b>

*Child sample.* Children on whom data was obtained ranged in age from zero to 18, with a mean of eight years. The sample was evenly divided between boys (49.5%) and girls (50.5%), and both averaged about eight years old. Children in MediPASS were somewhat older than the other groups, averaging nine years of age. Seven percent of the children were Hispanic or Latino. Eighty-nine percent were Caucasian, nine percent African American, one percent Asian, 0.3 percent Pacific Islander, and 0.6 percent American Indian. Over three-quarters of the children (77%) were rated as currently in very good to excellent health, and five percent were in fair to poor health. About a quarter (26%) were identified as having a chronic behavioral or physical health condition. (See Table 3.)

The child survey was usually completed by a parent (85%). A grandparent completed the survey in 10 percent of the cases, other relatives in three percent, and legal guardians in three percent. Most child surveys were completed by a female (93%), although those from Iowa Health Solutions were slightly more likely to have been completed by a male (11%). Respondents with children in MediPASS were somewhat older than those in other plans, with only eight percent in the 18-24 age group compared to 13 percent overall.

**Table 3: Child survey demographics by health plan**

Variable	John Deere	IA Health Solutions	MediPASS	Coventry	United Healthcare	Total
% female	46%	50%	50%	53%	53%	50%
Mean age of child*	8	8	9	7	8	8
Child Race						
% Caucasian	85%	82%	84%	68%	90%	83%
% African American	7%	8%	9%	29%	4%	9%
% Asian	2%	2%	1%	0%	0%	1%
% Pacific Island	0%	0.3%	1%	0%	0%	0.2%
% Amer. Indian	1%	0.3%	1%	0%	1%	1%
% Multiethnic	6%	7%	5%	3%	5%	6%
% Hispanic/Latino heritage	8%	7%	6%	5%	9%	7%
Health status						
Excellent/very good	77%	77%	77%	77%	76%	77%
Good	18%	19%	19%	15%	20%	19%
Fair/poor	5%	3%	4%	8%	4%	5%
% with chronic condition	27%	24%	26%	26%	27%	26%
% in school or daycare	74%	73%	76%	81%	67%	74%
% non-English at home	5%	3%	2%	4%	0%	3%
Respondent relationship to child						
% parent	87%	84%	82%	86%	86%	85%
% grandparent	9%	11%	12%	11%	8%	10%
% aunt/uncle	0.3%	2%	2%	1%	4%	2%
% other relative	1%	1%	1%	1%	0%	1%
% legal guardian	3%	2%	3%	0%	2%	3%
% Female respondent *	95%	89%	94%	95%	92%	93%

Variable	John Deere	IA Health Solutions	MediPASS	Coventry	United Healthcare	Total
Respondent age group *						
18-24	15%	16%	8%	19%	17%	13%
25-34	37%	40%	34%	36%	34%	36%
35-44	30%	28%	34%	24%	32%	31%
45-54	9%	10%	15%	11%	13%	12%
55-64	7%	5%	6%	8%	3%	6%
65+	2%	2%	3%	1%	1%	2%
Respondent educ level						
% some HS	18%	16%	18%	19%	20%	18%
% HS grad or GED	37%	41%	41%	40%	43%	40%
% some college	37%	35%	36%	36%	32%	35%
% college graduate	9%	8%	6%	6%	4%	7%
Total N	347	314	387	73	143	1264

\* Significant plan differences ( $p < .05$ )

### Enrollment

The vast majority of enrollees (97% of adults, 94% of children) used their Medicaid HMO plan for most or all of their health care. A quarter of the adults (25%) and a fifth of the children (19%) had been enrolled for a year or less. Eighty-five percent of adults and 77 percent of children had been enrolled for under five years (see Table 4). Plan differences were found for the child sample only, and were associated with both the average age of children in the plan and with the plan itself—the newer plans, Coventry and Iowa Health Solutions, had shorter times.

**Table 4: Reported time in current plan**

Time in plan	Adults	Children *
Less than 6 months	4%	4%
6 to 12 months	21%	15%
12 to 24 months	25%	23%
2 to 5 years	35%	35%
5 to 10 years	10%	15%
10 or more years	5%	8%
N	1013	1222

### Prior information about plan

Sixty one percent of both adult enrollees and parents of child enrollees said they had received written information about their plan prior to enrollment. Over half (55%) of adults said that all of the information had proven to be correct, a third said most of it was true, 11 percent said some of it was, and one percent said none of it was true. For child enrollees, 60 percent of parents said all the prior information they'd received was true, 30 percent said most of it was, nine percent said some of it was true, and one percent said none of it was correct.

### Access to care: Outcomes from the enrollee's perspective

Access to needed health care was evaluated with a series of questions that determine the enrollee's perceived access to and reported use of care in a variety of ways including:

1. Stops or delays in receiving needed care and reasons for the problem if it existed;
2. Overall ability to get needed care ("getting care when you need it");
3. Overall ability to get timely care ("getting care in a timely manner"); and
4. Specific access to and utilization of:
  - a. Primary care (regular source of care),
  - b. Specialty care,
  - c. Urgent/emergent care,
  - d. Telephone consultations.

### Stops or delays in receiving care

*Stopped from getting needed care.* Respondents were asked whether they had been prevented from getting needed health care at any time in the previous six months. Overall, nine percent of adults (94 individuals) and three percent of children (37 individuals) reported being unable to get needed care during this period. Among those stopped from getting care, the main reasons given were:

- Trouble getting appointments (26% of adults and 33% of the children stopped);
- Inability to afford care (18% of adults and 19% of children stopped);
- Transportation problems (23% of adults and 11% of children stopped);
- Inability to leave work (19% of adults and 10% of children stopped); and
- Did not know how to access after-hours care (14% of adults and 3% of children stopped).

There were no differences between plans regarding the percentage stopped from accessing care or for the reasons why they were stopped.

*Delays in care.* Eighteen percent of all adult respondents (n=186) reported having to wait longer than they thought they should have to receive care sometime in the previous six months. This was less common for children, with nine percent (n=114) reporting delays. As was the case with blocked access to care, trouble getting appointments was most frequently endorsed as a cause, however, transportation problems were much more likely to be a reason for delaying care than preventing care for adults.

- Trouble getting appointments (35% of adults and 33% of the children delayed);
- Transportation problems (33% of adults and 8% of children delayed);
- Inability to afford care (12% of adults and 5% of children delayed);
- Inability to leave work (11% of adults and 10% of children delayed); and
- Did not know how to access after-hours care (7% of adults and 7% of children delayed).

Delays in obtaining care are sometimes attributed to slowness in health plans' approval processes. Sixteen percent of adults and 10 percent of children experienced some difficulty with this.

- Big problem: 5% of adults, 3% of children
- Small problem: 11% of adults, 7% of children
- No problem: 84% of adults, 90% of children

There was no significant variation by plan regarding delays, reasons for delays, or problems with delays related to approval processes.

*Number of outpatient visits.* Eighty percent of children and 83 percent of adults had visited a doctor's office or outpatient clinic at least once in the previous six months. (See Table 5.)

**Table 5: Number outpatient visits**

N of visits	Adults	Children
0	17%	20%
1	15%	19%
2	18%	25%
3	16%	25%
4	10%	9%
5-9	15%	3%
10 or more	8%	0%
N	1036	1241

Ability to get needed care

*CAHPS® composite.* The CAHPS® 2.0 composite “getting needed care” gives a global indication of how much difficulty a respondent had obtaining health care (see Chapter 2: Methods).

Overall, 20 percent of respondents had had a problem getting care when they needed it in the previous six months.

- Big problem: 7% of adults, 6% of children
- Small problem: 13% of adults, 9% of children
- No problem: 80% of adults, 85% of children

The CAHPS® analysis showed that perceived ability to get needed care varied significantly by health plan (see Table 6). It was significantly lower for both adult and child enrollees in Iowa Health Solutions than for enrollees in the other plans. Among Iowa Health Solutions enrollees, 28 percent of adults and 22 percent of children had had a problem getting needed care.

**Table 6: Getting care when needed**

<i>Adults*</i>						
Plan	N	Big problem 1	Small problem 2	No problem 3	Average Score	Star Rating
John Deere	307	6%	12%	82%	2.76	☆☆
Iowa Health Solutions	257	12%	16%	72%	2.59	☆
MediPASS	297	5%	16%	78%	2.75	☆☆
Coventry	17	0%	14%	86%	2.81	See note
United Healthcare	51	8%	14%	78%	2.72	See note
Total	929	6%	14%	79%	2.73	☆☆

  

<i>Children*</i>						
Plan	N	Big problem 1	Small problem 2	No problem 3	Average Score	Star Rating
John Deere	301	6%	9%	85%	2.80	☆☆
Iowa Health Solutions	268	7%	15%	78%	2.70	☆
MediPASS	333	4%	7%	89%	2.85	☆☆☆
Coventry	64	9%	6%	84%	2.75	See note
United Healthcare	143	5%	9%	86%	2.81	☆☆
Total	1087	6%	9%	84%	2.78	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

### Timeliness or responsiveness of care

*CAHPS® composite.* The CAHPS® 2.0 composite “getting care quickly” is a global index of how often respondents feel they received health care in a timely manner (see Chapter 2: Methods). Results are found in Table 7. Overall, nearly half (47%) of adult enrollees said they always received care quickly, thirty percent said they usually did, and 22 percent said they only sometimes or never got needed care quickly (see Table 7). Among children, 60 percent were reported to have always gotten care quickly, 27 percent usually did, and 13 percent only sometimes or never got care quickly.

**Table 7: Getting care quickly**

<i>Adults*</i>						
Plan	N	Never /sometimes (1-2)	Usually (3)	Always (4)	Average Score	Star Rating
John Deere	311	16%	32%	51%	3.31	☆☆☆
Iowa Health Solutions	258	22%	30%	48%	3.20	☆☆
MediPASS	305	18%	34%	48%	3.28	☆☆
Coventry	16	36%	24%	40%	2.96	See note
United Healthcare	50	20%	32%	49%	3.23	See note
Total	940	22%	30%	47%	3.19	☆☆



## Children

Plan	N	Never /sometimes (1-2)	Usually (3)	Always (4)	Average Score	Star Rating
John Deere	306	10%	25%	65%	3.52	☆☆☆
Iowa Health Solutions	266	16%	31%	53%	3.31	☆
MediPASS	327	13%	28%	59%	3.42	☆☆
Coventry	66	8%	27%	65%	3.52	See note
United Healthcare	123	16%	25%	59%	3.35	☆☆
Total	1026	13%	27%	60%	3.42	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

Analysis of plan variation showed that:

- John Deere adult enrollees indicated they received prompt care significantly more often than the average for all plans;
- John Deere children had significantly higher than average scores; and
- Children in Iowa Health Solutions children had significantly lower than average scores.

### Access to Primary Care Providers (PCPs)

A relationship with a primary health care provider is a central feature of good-quality primary care. Most respondents did report having someone they considered their personal doctor or nurse: 79 percent of adults and 84 percent of children were reported to have a PCP. Since enrolling in their current Medicaid plan, 36 percent of adults and 32 percent of children had begun seeing a new primary care provider. There were no plan differences in being able to identify a primary care provider or in having gotten a new one since enrolling in the plan.

*Problems finding a primary care provider.* Of those who had gotten a new primary care provider since enrollment, 13 percent of adults said they had a big problem finding a personal doctor or nurse they were happy with, 20 percent had a small problem, and 64 percent reported no problem. Nearly 8 out of 10 parents (78%) had no problem finding a primary care provider for their child, 12 percent had a small problem, and 10 percent a big problem.

Analysis of differences by plan showed that:

- Children in MediPASS had less trouble than average finding a primary care provider, with 86 percent reporting no problem.
- Adults in Iowa Health Solutions reported more than average problems finding a primary care provider they liked, with 19 percent reporting a big problem compared to 13 percent overall.

### Routine or Regular Health Care

Access to routine health care was assessed with individual survey questions as well as with the composites reported above. Although some of these items are included in the composite measures, they are discussed here individually so that specific dimensions of access can be evaluated.

*Problem getting care.* A single item asked how much of a problem respondents had had getting the health care they needed in the last six months. Most adults (85%) reported no problem getting needed care, 11 percent had a small problem, and four percent a big problem. Ninety percent of parents reported no problem getting care for their children, eight percent had a small problem, and two percent reported big problems. Results reflected those found for the composite measure by plan.

The analysis indicated that:

- Adults in Iowa Health Solutions reported more trouble getting care than average, with 21% reporting a problem compared to 15% overall; and
- Children in MediPASS had fewer problems than average, with only 7% reporting a problem compared to 10% overall.

*Routine care appointments in last six months.* Sixty-nine percent of adults and 64 percent of children in the survey had appointments for regular or routine health care in the past six months. Those who had appointments were asked how often they got these appointments as soon as they wanted. Seventeen percent of adults said they never or only sometimes got routine appointments as soon as they wanted. Nearly two-thirds of children (64%) were seen for routine care as soon as their parents wanted, and another 27 percent said this was usually the case.

- Never/sometimes: 17% of adults, 9% of children
- Usually: 30% of adults, 27% of children
- Always: 54% of adults, 64% of children

*Time to routine appointment.* Enrollees who had a routine appointment in the previous six months estimated how long they usually had to wait between making an appointment and being seen for routine care. A quarter of adults (26%) said they were seen the same day, 21 percent in one day, and 23 percent waited two or three days (see Table 8). Eighty-five percent were seen within a week. Thirty-five percent of child enrollees were reported to have been seen the same day, 20 percent waited a day and 22 percent waited two or three days. Ninety percent of parents reported their child had seen a provider within a week.

**Table 8: Days waited for routine care**

	Adults	Children
Same day	26%	35%
1 day	21%	20%
2-3 days	23%	22%
4-7 days	15%	13%
8-14 days	8%	5%
15-30 days	5%	3%
31+ days	2%	2%
N	689	763

*Plan differences for routine care.* In the adult sample, no significant plan differences were found for use or timeliness of routine care. However, plans did vary for children:

- Children enrolled in MediPASS were less likely than average to have had a routine appointment in the last six months (58% vs. 64% overall); and
- Children in Iowa Health Solutions got routine appointments as soon as parents wanted less often than average (52% “always” vs. 64% overall).

*In-office waiting time.* Providing responsive and timely health care includes minimizing the time enrollees spend waiting in the office to see a provider. Office delays can also create barriers to enrollees wanting to access care in the future. One-third of adults and about one quarter of the children reported that they usually or always had to wait more than 15 minutes in their doctor’s office or clinic before they were seen. Forty-four percent of adults and children sometimes had to wait more than 15 minutes before a visit, while a quarter of adults and 30 percent of parents said they never did. Analysis of plan differences indicated that:

- Children in the John Deere program had long waits less often than average; and
- There were no plan differences for adults.

### Access to Specialty Care

*Need and utilization.* Both perceived need for specialty care and actual use of specialty care in the previous six months were requested on the survey. Thirty-seven percent of adults and 22 percent of children either felt they needed to see a specialist or had their doctor recommend that they see one in the last six months. There were no differences by health plan in perceived need for a specialist (see Table 9).

Of those respondents who indicated a need for specialty care in the last six months, 89 percent of adults and 84 percent of children reported having visited a specialist. There were differences between plans in the percentage of adults who needed specialty care and received it. Specifically, adults in Iowa Health Solutions who had a perceived need for specialty care were less likely than those in John Deere or MediPASS to have seen a specialist (79% vs. 92% and 94%,  $p < .01$ . There were too few cases in the other two plans to include them in this analysis). No plan differences were found for children. Thirty six percent of adults and 21 percent of children overall had seen a specialist in the last six months.

**Table 9: Perceived need for and use of specialty care**

	Adults	(N)	Children	(N)
% of respondents who needed specialty care	37%	(1042)	22%	(1255)
% of those needing specialty care who saw a specialist	89%	(383)	84%	(275)
% of respondents who saw a specialist	36%	(1042)	21%	(1257)

*Referrals.* Overall, one in four adults (25%) who needed a specialist had a problem getting a referral, as did one in five children. Both adults and children enrolled in Iowa Health Solutions reported significantly more trouble getting referrals to specialists. Thirty-nine percent of adults in Iowa Health Solutions reported at least some problem compared to 25 percent overall, while 32 percent of children had a problem compared to 19 percent overall. The number of Iowa Health Solutions responses for children’s specialty care, however is too small (n=63) to comfortably draw conclusions.

Urgent and emergent care

*Emergency Room use.* Twenty-nine percent of adults and 24 percent of children had been treated in an emergency room at least once in the previous six months (Table 10). Five percent of adults and about two percent of children had three or more ER visits in the previous six months. There were no differences in ER use by plan.

**Table 10: Emergency Room visits in last six months**

Number of visits	Adults	Children
None	71%	76%
1	19%	17%
2	6%	5%
3	3%	1%
4	1%	1%
5-9	1%	0.2%
10 or more	0.4%	0.1%
N	1040	1254

*Illness or injury care.* Forty-five percent of adults and 53 percent of children had required care for an illness or injury in the last six months, and these rates were consistent across plans. Respondents who had needed this care were asked how often it had been delivered as soon as they wanted.

- Never/sometimes: 14% of adults, 7% of children
- Usually: 25% adults, 21% children
- Always: 61% of adults, 72% of children

There were no plan differences on this for adults, but the children’s data did show disparities:

- Children in John Deere more often received illness or injury care as soon as parents wanted (82% “always” vs. 72% overall).
- Children in Iowa Health Solutions got illness/injury care as soon as parents wanted less often than average (65% “always” vs. 72% overall). (The number of respondents in United Healthcare was too small to interpret appropriately).

*Days waited for acute care.* Respondents also estimated the number of days they had had to wait between first trying to get care and actually seeing a provider for

an illness or injury in the previous six months. About one in five adults and one in 10 children had had to wait more than a day from first trying to access care until actually receiving it (see Table 11). Differences in estimated waiting times were not significantly different by plan for either children or adults.

**Table 11: Days wait before being seen for illness or injury**

	Adults	Children
Same day	60%	78%
1 day	18%	14%
2-3 days	12%	6%
4-7 days	5%	2%
8-14	2%	0.2%
>14 days	3%	1%
N	446	527

*Phone consultation.* Access to medical help or advice over the phone is an important component of overall access to care. Sixty-eight percent of the adult enrollees and 62 percent responding to the child survey said that they had phoned a doctor’s office or clinic during regular hours for help or advice. Of those who called, about one in ten never or only sometimes received the help they needed. Adults received help significantly less frequently for themselves than when calling about care for their child.

- Never/sometimes: 12% of adults, 10% of children
- Usually: 29% of adults, 19% of children
- Always: 59% of adults, 71% of children

Adults in Iowa Health Solutions were significantly less likely to have called for help or advice than those in other plans (60% vs. 68% overall). In terms of getting help when calling, however, there was no significant variation by plan for either adults or children.

Access to Behavioral Health Care

In the six months prior to the survey, 23 percent of adults and 16 percent of children had needed treatment for an emotional, mental or developmental problem. Of those who needed it, 24 percent of adults and 26 percent of children had problems accessing behavioral health care. Of those who did encounter problems accessing mental health care, 55 percent of adults and 41 percent of children received help in getting care (Table 12).

**Table 12: Behavioral health care**

	Adults (238)	Children (197)
Problem w/ access	24%	26%
Got help w/ access	55%	41%

### Access to Prescription Medications

Three quarters of adults and nearly two thirds (63%) of children had needed prescription medication at some point in the previous six months. Eighteen percent of adults and fourteen percent of children had had a problem getting their prescriptions. When there was a problem, 64 percent of adults and 55 percent of children received help in getting their medication (see Table 13).

**Table 13: Prescription medication**

	Adults 784	Children 784
Problem with access	18% (138)	14% (110)
Help with access	64% (85)	55% (62)

## Quality of Care: Outcomes from the Enrollee’s Perspective

### Introduction

In addition to assessing perceived access to care, the survey was designed to examine enrollees’ perceptions of the quality of their health plans and the care they had received. To address these areas, respondents answered a series of questions regarding their experiences with different aspects of their health plans and with direct delivery of health care. These included:

1. Health plan issues
  - a. Overall rating of health plan
  - b. Knowledge and use of available customer services
  - c. Satisfaction with the grievance process
  
2. Care delivery issues
  - a. Overall rating of care
  - b. Overall rating of primary care doctor and specialist
  - c. Provision of preventive services
  - d. Communication with providers
  - e. Quality issues in children’s health care
  - f. Treatment by office staff

### Health Plan Issues

*Overall plan rating.* Adults gave their health plans an average rating of 7.6 on a scale of 0–10, while the average rating for children’s plans was 8.2. Significant differences were found by plan for both adults and children (Table 14).

**Table 14. Overall rating of health plan**

Plan	N	Rating				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	333	4%	31%	35%	30%	8.0	☆☆☆
Iowa Health Solutions	286	8%	33%	36%	23%	7.4	☆☆
MediPASS	330	5%	35%	31%	29%	7.8	☆☆
Coventry	21	5%	43%	38%	14%	7.1	See note
United Healthcare	59	7%	37%	29%	27%	7.6	See note
Total	1029	6%	33%	32%	27%	7.6	☆☆

## Children \*

Plan	N	Rating				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	335	3%	24%	35%	39%	8.4	☆☆
Iowa Health Solutions	303	5%	32%	27%	36%	7.8	☆
MediPASS	378	2%	21%	33%	43%	8.5	☆☆☆
Coventry	71	4%	28%	35%	32%	8.0	See note
United Healthcare	140	4%	24%	37%	36%	8.1	☆☆
Total	1227	3%	26%	33%	39%	8.2	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

- Among adults, John Deere received a higher than the average overall plan rating (8.0 vs. 7.6).
- Among child enrollees, Iowa Health Solutions scored significantly lower than the overall average, (7.8 vs. 8.2), while MediPASS was rated higher than average (8.5 vs. 8.2).

## Customer Service

*Customer service and information composite.* The CAHPS 2.0 customer service composite combines the results of three questions concerning:

1. The amount of difficulty respondents had with finding or understanding written plan information;
2. The amount of difficulty completing plan-related paperwork; and
3. Getting help or information using the Medicaid helpline.

Overall, 37 percent of adults and children reported some problem with the health plan's customer service (Table 15).

- Big problem: 11% of adults, 14% of children
- Small problem: 26% of adults, 22% of children
- No problem: 63% of adults, 63% of children

**Table 15: Health plan customer service composite**

## Adults \*

Plan	N	Big problem	Small problem	No problem	Average Score	Star Rating
		1	2	3		
John Deere	154	10%	28%	62%	2.52	☆☆
Iowa Health Solutions	149	17%	27%	56%	2.37	☆
MediPASS	152	15%	28%	57%	2.41	☆☆
Coventry	10	0%	28%	72%	2.71	See note
United Healthcare	29	14%	17%	69%	2.59	See note
Total	494	11%	26%	63%	2.52	☆☆



## Children

Plan	N	Big problem 1	Small problem 2	No problem 3	Average Score	Star Rating
John Deere	135	11%	20%	69%	2.57	☆☆
Iowa Health Solutions	125	15%	20%	65%	2.50	☆☆
MediPASS	117	12%	24%	64%	2.49	☆☆
Coventry	33	13%	26%	61%	2.55	See note
United Healthcare	52	20%	21%	58%	2.35	See note
Total	462	14%	22%	63%	2.49	☆☆

\* significant plan differences

☆☆=below the average of all plans    ☆☆☆=average    ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

The CAHPS® 2.0 analysis indicated that:

- Iowa Health Solutions reported significantly more problems with customer service among adults; and
- There were no significant differences by plan in the child sample.

*Written plan information.* In the six months prior to the survey, nearly a quarter of adult enrollees (24%) and 22 percent of caregivers of child enrollees had looked for information in plan materials. Parents of children in MediPASS were less likely than average to have looked for information (15% vs. 22%). When those who had looked for information were asked about the ability to find or understand written materials, just over a third indicated that they had had a problem with the materials.

- Big problem finding or understanding information: 9% adults, 10% children
- Small problem finding or understanding information: 30% adults, 28% children
- No problem finding or understanding information: 61% adults, 62% children

By health plan:

- John Deere adult enrollees reported significantly less trouble than average; and
- There were no plan differences for child enrollees.

*The Medicaid helpline.* A little over half (55%) of adult enrollees and 50 percent of the child sample were aware of the Medicaid helpline, a toll-free number available to enrollees. Adults in MediPASS were most likely to know about this resource (60%). Of respondents who were aware of the Medicaid helpline, 29 percent of adult enrollees had called during the last six months, and ten percent of those reporting on child enrollees had called. Those who had used the toll-free number were asked how much of a problem it was to get the help they needed when they called:

- Big problem: 18% of adults, 18% of children
- Small problem: 21% of adults, 16% of children
- No problem: 61% of adults, 67% of children

There were no differences by health plan.

*Grievance or complaint process.* Among those who were aware of the Medicaid helpline, 18 percent of adult enrollees and seven percent of child enrollee caregivers had called the helpline with a complaint or problem. Of those adults who had called, nearly a quarter (23%) said their most recent complaint was resolved the same day, and an additional 16% had had their complaint settled within a few days (Table 16). Forty-six percent were still waiting for resolution on their most recent complaint. Among parents who called with complaints or problems about their child’s plan, one third (33%) said their most recent complaint had been resolved the same day, with another 13 percent resolved in a few days. Thirty-seven percent were still waiting for the outcome.

**Table 16: Time to resolution**

	Adults	Children
Same day	23%	37%
Few days	16%	13%
1 week	2%	3%
2 weeks	4%	3%
3 weeks	3%	0%
4 or more weeks	5%	8%
Still waiting	46%	37%
N	97	38

Nearly half (46%) of adult enrollees who had called said the matter had been resolved to their satisfaction (Table 17). Twenty-eight percent were dissatisfied with the outcome, and a quarter (26%) were still waiting. Among parents who had complained regarding their child’s plan, two thirds (66%) were satisfied with the resolution, 22 percent were not, and 22 percent were waiting.

**Table 17: Satisfaction with complaint resolution**

Satisfied?	Adults	Children
Yes	46%	66%
No	28%	22%
Still pending	26%	22%
N	87	36

The total number of complaint calls reported across all plans was relatively small (less than 50 in any plan for adults and children combined) making analysis of differences by plan difficult to interpret. However, based on these small numbers plan differences indicated:

- Iowa Health Solutions enrollees were more likely to have their concern addressed that same day;
  - Adults in John Deere were more likely to still have their concern pending;
- and

- Adults in Iowa Health Solutions were more likely to be satisfied with how their complaint was settled.

### Care Delivery Issues

*Overall rating of health care.* Enrollees were asked rate all of their health care in the previous six months on a scale of 0–10. Overall quality of health care was rated an average of 8.0 for adults and 8.6 for children (Table 18). Plan differences indicated that:

- John Deere adult enrollees rated their care significantly higher than average; and
- Parents with children in Iowa Health Solutions rated their children’s care significantly lower than average.

**Table 18: Overall rating of care by plan**

#### Adults\*

Plan	N	Rating				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	315	2%	26%	35%	37%	8.4	☆☆☆
Iowa Health Solutions	262	4%	29%	37%	29%	7.8	☆☆
MediPASS	316	3%	26%	39%	32%	8.2	☆☆
Coventry	17	6%	35%	41%	18%	7.4	See note
United Healthcare	52	8%	17%	46%	29%	8.1	See note
Total	962	4%	26%	38%	33%	8.0	☆☆

#### Children\*

Plan	N	Rating				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	306	3%	14%	41%	43%	8.7	☆☆
Iowa Health Solutions	282	3%	22%	34%	42%	8.3	☆
MediPASS	350	2%	18%	33%	47%	8.7	☆☆
Coventry	68	3%	13%	38%	46%	8.7	See note
United Healthcare	130	2%	20%	33%	45%	8.6	☆☆
Total	1136	3%	18%	36%	44%	8.6	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

*Rating of primary care providers.* Respondents generally rated their primary care providers highly. Adults gave their primary provider an average score of 8.5, while parents rated their children’s providers at 8.7 (see Table 19).

**Table 19: Rating of primary care provider***Adults*

Plan	N	Ratings				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	242	0.4%	18%	36%	46%	8.8	☆☆☆
Iowa Health Solutions	202	4%	21%	33%	42%	8.3	☆☆
MediPASS	241	0.4%	23%	34%	42%	8.6	☆☆
Coventry	16	0%	19%	19%	63%	8.8	See note
United Healthcare	45	9%	24%	27%	40%	8.0	See note
Total	746	2%	21%	34%	44%	8.5	☆☆

*Children*

Plan	N	Ratings				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	252	2%	12%	41%	46%	8.8	☆☆
Iowa Health Solutions	240	3%	19%	34%	44%	8.5	☆☆
MediPASS	646	1%	22%	32%	45%	8.6	☆☆
Coventry	54	4%	13%	35%	48%	8.6	See note
United Healthcare	111	1%	16%	35%	48%	8.8	☆☆
Total	970	2%	17%	36%	45%	8.7	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

**By plan:**

- Adults in John Deere rated their primary care providers significantly higher than average; and
- There were no differences in primary care provider ratings for children.

*Overall rating of specialist.* As noted earlier, 21 percent of children and 36 percent of adults had seen a specialist in the previous six months. Those who had received specialty care rated the specialist they had seen most often on the 0–10 scale. Adults gave specialists an average score of 8.0, while parents rated their children’s specialists 8.4. No significant differences were identified for adults or children by plan (Table 20).

**Table 20: Rating of specialist****Adults**

Plan	N	Ratings				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	120	8%	23%	30%	39%	8.1	☆☆
Iowa Health Solutions	84	4%	30%	30%	36%	8.0	☆☆
MediPASS	122	6%	23%	31%	40%	8.0	☆☆
Coventry	7	0%	29%	29%	43%	8.2	☆☆
United Healthcare	18	6%	17%	44%	33%	7.9	☆☆
Total	351	6%	25%	31%	39%	8.0	☆☆

**Children**

Plan	N	Ratings				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	80	4%	14%	35%	48%	8.7	☆☆
Iowa Health Solutions	63	10%	24%	21%	46%	7.9	☆☆
MediPASS	75	3%	20%	36%	41%	8.5	☆☆
Coventry	11	9%	9%	27%	55%	8.5	☆☆
United Healthcare	26	0%	15%	58%	27%	8.5	☆☆
Total	255	5%	18%	34%	44%	8.4	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

*Preventive Counseling or Education.* Adequate preventive care is an important aspect of the quality of all health care, especially for children. Survey respondents were asked whether they had received specific prevention advice from their plan or a health provider in the last six months. Adult enrollees were asked if they had been encouraged to exercise or eat a healthy diet. Parents of child enrollees were asked if they had been encouraged to take preventive steps for their child such as watching what the child eats or using bike helmets or car seats. Less than half of both the adult and child samples reported receiving preventive education or advice, although preventive counseling was somewhat more prevalent among children (48% vs. 42%). These rates were very similar across all plans.

- Adults: 42% received preventive counseling (exercise or diet)
- Children: 48% received preventive counseling (nutrition or bicycle and car safety)

*Provider-patient communication.* The CAHPS 2.0 composite was used to evaluate how well enrollees felt their doctor communicated with them (see Chapter 2: Methods). Forty-three percent of adults and 32 percent of parents thought their providers did not always communicate well with them (Table 21).

Analysis of differences between health plans indicated:

- Children in Iowa Health Solutions were reported to have providers who communicated well less often. Specifically, they scored lower than average on the individual questions in the composite for:
  - a) providing understandable explanations to caregivers and children,
  - b) showing respect for what caregivers had to say, and
  - c) spending enough time with children.
- No significant plan differences were found for adults.

**Table 21: Doctor communication**

Adults

Plan	N	Never /sometimes (1-2)	Usually (3)	Always (4)	Average Score	Star Rating
John Deere	288	12%	28%	61%	3.48	☆☆
Iowa Health Solutions	236	19%	26%	55%	3.33	☆☆
MediPASS	280	12%	29%	59%	3.47	☆☆
Coventry	14	11%	38%	52%	3.37	See note
United Healthcare	45	11%	29%	60%	3.49	See note
Total	863	13%	30%	57%	3.43	☆☆

Children \*

Plan	N	Never /sometimes (1-2)	Usually (3)	Always (4)	Average Score	Star Rating
John Deere	281	10%	20%	70%	3.58	☆☆
Iowa Health Solutions	243	13%	26%	61%	3.44	☆
MediPASS	301	9%	23%	68%	3.57	☆☆
Coventry	59	9%	21%	70%	3.59	See note
United Healthcare	114	8%	20%	73%	3.63	☆☆
Total	998	10%	22%	68%	3.56	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

Office Staff Courtesy and Helpfulness.

Enrollees' perception of their treatment by medical office staff was assessed by the CAHPS 2.0 composite that included questions concerning how often the respondents felt that staff was helpful and courteous.

Overall about one-third of adults (35%) and one-quarter of parents (26%) felt that staff did not always treat them with courtesy and respect (see Table 22).

**Table 22: How often are office staff courteous and helpful?**

*Adults*

Plan	N	Never /sometimes (1-2)	Usually (3)	Always (4)	Average Score	Star Rating
John Deere	287	10%	26%	64%	3.54	☆☆
Iowa Health Solutions	238	16%	25%	60%	3.43	☆☆
MediPASS	277	9%	25%	66%	3.58	☆☆
Coventry	14	14%	18%	68%	3.50	See note
United Healthcare	61	10%	24%	66%	3.52	See note
Total	861	12%	24%	65%	3.51	☆☆

*Children\**

Plan	N	Never /sometimes (1-2)	Usually (3)	Always (4)	Average Score	Star Rating
John Deere	277	7%	17%	76%	3.67	☆☆
Iowa Health Solutions	241	11%	23%	66%	3.53	☆
MediPASS	300	7%	18%	75%	3.67	☆☆
Coventry	58	9%	17%	75%	3.65	See note
United Healthcare	113	8%	15%	77%	3.69	☆☆
Total	989	8%	18%	74%	3.64	☆☆

\* significant plan differences

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

Plan differences showed that:

- Iowa Health Solutions’ enrollees were significantly more likely to feel mistreated by staff when receiving care for children than those in the other plans; and
- No difference in this perception by plan for adult care.

Quality issues in children’s health care

A number of survey items addressed issues specific to children’s health care. These included questions about how well providers seemed to understand the impact of medical conditions on children’s lives, how well they communicated with children, and efforts to educate and involve parents in their children’s care. Coordination of services between health care, schools, daycare, and other systems was also addressed.

*Understanding and support.* Most parents (88%) felt their child’s primary care provider usually or always seemed to understand the impact of health conditions on their children’s everyday lives. Over half said that their child’s doctor or nurse always talked with them about how their child was feeling, growing and behaving, and 17 percent said they usually did. On the other hand, nearly a quarter only sometimes or never were asked about this. Two thirds (67%) said their child’s doctor “always” showed support for how they were caring for their child, and another 21 percent said they usually did.

*Communication with child.* Nearly two-thirds (63%) of the children were able to talk with doctors. This was true for somewhat more children in MediPASS (71%), and somewhat fewer in UHC (52%). For those children who were able to talk, 85 percent of parents said their doctor usually or always communicated in a way the child could understand.

*Decision-making.* Thirty-five percent of parents said that decisions about their child's health care had been made in the past six months. These parents or guardians were happy with their level of involvement in the decision-making process:

- Never/sometimes (10%)
- Usually (19%)
- Always (71%)

**Table 23: Summary of children's health care**

How often does...	Never	Sometimes	Usually	Always	N
...doctor understand impact of condition on child's life	4%	8%	32%	56%	945
...doctor/nurse talk with parent re: child's development	8%	16%	17%	59%	958
...doctor support parent's efforts to provide care	5%	8%	21%	67%	960
...doctor explain things so child can understand	4%	11%	26%	59%	596
...doctor involve parent in decision-making as much as wanted	2%	7%	19%	71%	339
...parent get needed information about child's condition	5%	11%	25%	59%	1035
...child receive case coordination services if seen by multiple providers	26%	18%	17%	39%	179

  

Problem getting doctor or other provider to:	Big problem 1	Small problem 2	No problem 3	N
...listen to parent's concerns	3%	9%	88%	881
...follow up on parent's concerns	3%	10%	88%	853
...communicate w/ school or daycare re: child's needs	6%	12%	82%	180



## Chapter 4: Dental Care

### Access and Utilization

Forty percent of adults and 39 percent of children had needed dental care in the six months prior to the survey. Twenty-three percent of adults and eleven percent of child enrollees had been stopped from getting dental care during that time. For both children and adults, inability to afford dental care and trouble getting appointments were commonly cited reasons for not getting care. Transportation problems were more of an issue for adults than children, while not being able to leave work was more likely to affect children (Table 24).

**Table 24: Reasons stopped from getting needed dental care**

Reason	Adults	Children
Could not afford it	31%	25%
Trouble getting an appointment	23%	20%
Distance or transportation problems	21%	7%
Didn't know how to get care after hours	5%	5%
Couldn't get time off work	6%	25%
Other reason	51%	58%
N	237	130

Note: Percentages total more than 100% due to multiple responses

The Adult Version of the survey asked enrollees how much of a problem it had been to access dental care in the last six months. Of the 761 adults who responded to this item, nearly a third (31%) had at least some difficulty getting dental care.

- Big problem: 17%
- Small problem: 14%
- No problem: 69%

The amount of difficulty accessing dental care was consistent across plans.

Twenty-seven percent of adults had had a dental checkup in the last year, 18 percent between one and two years ago, and 25 percent hadn't seen a dentist in over two years (see Table 25). Sixty-two percent of children had been to the dentist in the last year, 11 percent between one and two years ago, and five percent hadn't been for over two years. Twenty-two percent had never been to a dentist. In most cases this was due to their young age: the average age of children who had never seen a dentist was three years. Children in MediPASS were more likely than average to have seen a dentist in the last year (69% vs. 62% overall). Consistent with the age differences noted earlier, MediPASS had the smallest proportion of children who had never seen a dentist (16%) and United Health Care had the highest (31%).

**Table 25: Time since last dental checkup**

Last dental checkup was...	Adults	Children*
Within last year	57%	62%
1 to 2 years ago	18%	11%
More than 2 years ago	25%	5%
Child has never been to a dentist	N/A	22%
N	1034	1239

\* Significant plan difference (p < .05)

Adults were asked about how often they usually went to a dentist. Thirty-nine percent said they visit the dentist regularly, 19 percent occasionally, and 11 percent rarely. Nearly a third (31%) of adults said they only seek dental care when they have problems.

Three quarters (76%) of adults and 83 percent of children had a primary source of dental care—either a particular clinic or a particular dentist. Children in MediPASS were somewhat more likely than average to have a main source of dental care (89% vs. 83% for all children). Nearly a quarter (23%) of adults reported that a dentist had refused to accept their insurance (Table 26).

**Table 26: Dental summary**

Item	Adults	Children
Needed dental care last 6 months	40%	39%
Single source of dental care	76%	83%*
Stopped from receiving dental care last 6 mos	23%	11%
Delayed in receiving dental care last 6 mos	N/A	10%
N	1032	1239

\* significant plan difference (p < .05)

#### Current Dental Health (Adult Version only)

Adults were asked to rate their current dental health. Thirty-eight percent said they had very good to excellent dental health, 33 said it was “good” and 30 percent rated it as only “fair” to “poor.” There were no differences between health plans on this measure.

#### Perceived Quality of Dental Care (Adult Version only)

Adults were asked to rate the quality of their dental care on a scale of 0–10. The average rating was 7.8. Iowa Health Solutions rated their dental care lower than average, at 7.2. No group scored above average (see Table 27).

**Table 27: Overall rating of dental care (adults only)\***

Plan	N	Ratings				Average Score	Star Rating
		0-3	4-7	8-9	10		
John Deere	240	10%	29%	30%	30%	7.5	☆☆
Iowa Health Solutions	203	15%	26%	28%	32%	7.1	☆
MediPASS	232	10%	26%	35%	28%	7.6	☆☆
Coventry	15	7%	20%	20%	53%	8.4	See note
United Healthcare	39	5%	15%	46%	33%	8.3	See note
Total	729	11%	26%	32%	31%	7.8	☆☆

\* significant plan differences (p < .05)

☆=below the average of all plans ☆☆=average ☆☆☆=above the average of all plans

Note: Too few respondents answered this question to calculate a star rating

**APPENDIX A**

Item by Item  
Survey Results by Health Plan

Enrollment

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
%	32%	28%	32%	2%	6%	100%
N	340	293	335	22	61	1051

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
%	28%	25%	31%	6%	11%	100%
N	347	314	387	73	143	1264

Plan used for most or all of health care

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	96%	98%	97%	100%	95%	97%
No	4%	2%	3%	0%	5%	3%
N	332	291	330	22	58	1033

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	95%	96%	94%	94%	93%	94%
No	5%	5%	6%	6%	7%	6%
N	335	308	379	71	142	1235

How many months or years in a row have you (your child) been enrolled in this plan?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
< 6 months	4%	4%	4%	5%	0%	4%
6-12 mos	22%	24%	16%	15%	27%	21%
12-24 mos	23%	24%	26%	30%	27%	25%
2-5 yrs	33%	38%	35%	20%	37%	35%
5-10 yrs	11%	6%	13%	20%	5%	10%
10 + yrs	6%	4%	6%	10%	3%	5%
N	326	285	323	20	59	1013

Children\*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
< 6 months	3%	3%	4%	14%	7%	4%
6-12 mos	15%	15%	11%	23%	21%	15%
12-24 mos	25%	26%	20%	16%	26%	23%
2-5 yrs	37%	33%	36%	32%	33%	35%
5-10 yrs	13%	15%	21%	9%	9%	15%
10 + yrs	7%	8%	9%	7%	5%	8%
<i>N</i>	334	303	376	71	138	1222

Personal doctors or nurses

New personal doctor or nurse

Adults \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	35%	39%	30%	50%	49%	36%
No	65%	61%	70%	50%	51%	64%
<i>N</i>	334	291	332	22	59	1038

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	30%	32%	32%	37%	34%	32%
No	70%	68%	68%	63%	66%	68%
<i>N</i>	341	303	382	71	141	1238

How much of a problem, if any, was it to get a personal doctor or nurse [for your child] that you are happy with?

Adults \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	9%	19%	10%	0%	16%	13%
Small problem	13%	17%	29%	10%	28%	20%
No problem	79%	64%	61%	90%	56%	68%
<i>N</i>	117	10	97	10	25	359

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	13%	10%	6%	22%	11%	10%
Small problem	9%	24%	9%	4%	9%	12%
No problem	78%	66%	86%	74%	80%	78%
<i>N</i>	101	91	117	23	46	378

Do you [does your child] have one person you think of as your personal doctor or nurse?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	80%	75%	82%	77%	77%	79%
No	21%	26%	18%	23%	23%	21%
N	336	290	330	22	57	1035

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	81%	83%	86%	83%	84%	84%
No	19%	17%	14%	17%	16%	17%
N	334	302	381	70	140	1227

Does your child's personal doctor or nurse understand how any medical or health conditions your child has affect his or her day-to-day life?

Child only

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	5%	3%	7%	4%	4%
Sometimes	9%	11%	7%	2%	7%	8%
Usually	33%	32%	34%	28%	30%	32%
Always	56%	52%	56%	63%	60%	56%
N	248	232	304	54	107	945

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

Child only

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	8%	8%	8%	9%	6%	8%
Sometimes	18%	19%	14%	9%	16%	16%
Usually	16%	17%	20%	9%	14%	17%
Always	58%	56%	58%	72%	66%	59%
N	250	238	307	53	110	958

Rating of personal doctor/nurse

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	0.4%	4.0%	0.4%	0%	9%	2%
4-7	18%	21%	23%	19%	24%	21%
8-9	36%	33%	34%	19%	27%	34%
10	46%	42%	42%	63%	40%	44%
N	242	202	241	16	45	746

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	2%	3%	1%	4%	1%	2%
4-7	12%	19%	22%	13%	16%	17%
8-9	41%	34%	32%	35%	35%	36%
10	46%	44%	45%	48%	48%	45%
N	252	240	313	54	111	970

Getting health care from a specialist

In the last 6 months, did you need a specialist?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	38%	35%	38%	27%	40%	37%
No	62%	65%	63%	73%	60%	63%
N	339	292	331	22	58	1042

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	24%	22%	22%	21%	20%	22%
No	76%	78%	78%	80%	80%	78%
N	346	309	385	73	142	1255

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	7%	16%	5%	0%	6%	9%
Small problem	15%	23%	13%	33%	12%	16%
No problem	78%	62%	82%	66%	82%	75%
N	123	97	118	6	17	361

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	6%	14%	6%	8%	0%	8%
Small problem	13%	18%	8%	8%	11%	12%
No problem	81%	68%	86%	85%	89%	81%
N	79	63	83	13	28	266

In the last six months did you [your child] see a specialist?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	38%	31%	39%	32%	35%	36%
No	62%	70%	61%	68%	65%	64%
<i>N</i>	340	292	331	22	57	1042

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	24%	20%	21%	15%	19%	21%
No	77%	80%	80%	85%	81%	79%
<i>N</i>	344	311	386	73	143	1257

Rating of specialist.

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	8%	4%	6%	0%	6%	6%
4-7	23%	90%	23%	29%	17%	25%
8-9	30%	30%	31%	29%	44%	31%
10	39%	37%	40%	43%	33%	39%
<i>N</i>	120	84	122	7	18	351

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	4%	10%	3%	9%	0%	5%
4-7	14%	57%	20%	9%	15%	18%
8-9	35%	21%	36%	27%	58%	34%
10	48%	46%	41%	55%	27%	44%
<i>N</i>	80	63	75	11	26	255

In the last 6 months, was the specialist seen most often same as personal doctor?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	11%	17%	8%	20%	28%	12%
No	89%	83%	93%	80%	82%	88%
<i>N</i>	121	76	120	5	18	340

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	21%	13%	12%	0%	12%	14%
No	80%	87%	88%	100%	89%	86%
<i>N</i>	78	62	73	11	26	250



In the last six months, did your specialist talk to your personal doctor?

(Adult Version only)

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	37%	36%	46%	25%	62%	41%
No	26%	29%	16%	50%	23%	23%
Don't know	36%	36%	38%	25%	15%	36%
<i>N</i>	107	59	104	4	13	287

Calling doctors' offices

In the last 6 months did you call a doctor's office or clinic during regular office hours to get help or advice?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	72%	60%	70%	59%	70%	68%
No	28%	40%	30%	41%	31%	33%
<i>N</i>	339	291	332	22	59	1043

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	65%	61%	60%	59%	62%	62%
No	35%	39%	40%	41%	38%	38%
<i>N</i>	346	310	385	73	141	1255

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	2%	2%	0%	8%	2%
Sometimes	8%	15%	11%	27%	8%	11%
Usually	27%	25%	31%	27%	36%	28%
Always	64%	59%	57%	46%	47%	59%
<i>N</i>	239	172	226	11	36	684

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	1%	1%	5%	1%	1%
Sometimes	7%	13%	8%	0%	8%	9%
Usually	20%	16%	21%	21%	18%	19%
Always	73%	70%	70%	74%	73%	71%
<i>N</i>	213	184	220	42	88	747

Health care in the last six months.

In the last six months did you make any appointments for regular or routine care?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	70%	69%	71%	59%	60%	69%
No	30%	31%	29%	41%	40%	31%
<i>N</i>	339	291	332	22	58	1042

Children \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	67%	64%	58%	74%	66%	64%
No	34%	36%	42%	26%	35%	36%
<i>N</i>	346	309	381	73	142	1251

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	3%	3%	0%	3%	3%
Sometimes	13%	13%	14%	39%	7%	14%
Usually	31%	31%	28%	39%	36%	30%
Always	53%	53%	56%	23%	55%	54%
<i>N</i>	225	198	227	13	31	694

Children \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	2%	1%	2%	1%	1%
Sometimes	7%	11%	7%	2%	11%	8%
Usually	23%	35%	26%	18%	24%	27%
Always	69%	52%	67%	78%	64%	64%
<i>N</i>	222	194	218	50	89	773

In the last six months, how many days did you [your child] usually have to wait between making an appointment and actually seeing a provider?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Same day	32%	21%	26%	31%	13%	26%
1 day	19%	24%	25%	0%	7%	21%
2-3 days	20%	25%	21%	31%	32%	23%
4-7 days	14%	16%	13%	23%	32%	15%
8-14 days	8%	7%	8%	15%	7%	8%
15-30 days	6%	5%	4%	0%	7%	5%
31 + days	2%	2%	2%	0%	3%	2%
N	222	197	226	13	31	689

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Same day	46%	28%	32%	40%	30%	35%
1 day	16%	22%	19%	23%	23%	20%
2-3 days	18%	24%	23%	21%	28%	22%
4-7 days	11%	14%	16%	12%	9%	13%
8-14 days	5%	4%	6%	2%	8%	5%
15-30 days	2%	5%	3%	2%	1%	3%
31 + days	3%	3%	1%	0%	1%	2%
N	221	190	213	52	87	763

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	44%	47%	46%	18%	41%	45%
No	56%	53%	54%	82%	59%	56%
N	337	292	329	22	59	1039

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	47%	41%	40%	47%	45%	43%
No	53%	60%	60%	53%	55%	57%
N	344	309	384	73	141	1251

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

Adults \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	7%	1%	0%	10%	4%
Sometimes	11%	12%	8%	50%	5%	10%
Usually	24%	22%	31%	0%	24%	25%
Always	63%	59%	60%	50%	62%	61%
<i>N</i>	145	135	146	4	21	451

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	3%	1%	3%	3%	2%
Sometimes	3%	7%	6%	0%	8%	5%
Usually	14%	26%	25%	18%	20%	21%
Always	82%	65%	68%	79%	69%	72%
<i>N</i>	159	121	150	34	65	529

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Same day	69%	53%	60%	25%	47%	60%
1 day	11%	24%	18%	25%	32%	18%
2-3 days	11%	14%	12%	25%	5%	12%
4-7 days	4%	4%	6%	25%	11%	5%
8-14 days	1%	3%	2%	0%	0%	2%
15 + days	3%	2%	3%	0%	5%	3%
<i>N</i>	142	135	146	4	19	446

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Same day	85%	71%	86%	82%	85%	78%
1 day	8%	17%	19%	6%	16%	14%
2-3 days	5%	7%	3%	12%	8%	6%
4-7 days	1%	3%	2%	0%	2%	2%
8-14 days	0%	1%	0%	0%	0%	0.2%
15 + days	1%	2%	0%	0%	0%	1%
<i>N</i>	157	121	151	34	64	527

In the last six months, how many times did you [your child] go to an emergency room?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0	72%	65%	73%	82%	70%	71%
1	18%	22%	18%	14%	22%	19%
2	5%	7%	5%	0%	5%	6%
3	3%	3%	2%	5%	2%	3%
4	1%	1%	1%	0%	2%	1%
5-9	1%	2%	1%	0%	0%	1%
10 or more	0.3%	1%	0.3%	0%	0%	0.4%
N	338	290	330	22	60	1040

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0	77%	74%	80%	73%	71%	76%
1	18%	16%	16%	16%	19%	17%
2	4%	7%	3%	8%	6%	5%
3	1%	2%	1%	0%	3%	1%
4	0%	1%	1%	1%	1%	1%
5-9	0%	0.3%	0%	1%	0%	0.2%
10 or more	0.3%	0%	0%	0%	0%	0.1%
N	346	309	386	73	140	1254

In the last 6 months, was there any time when you [your child] needed medical care but could not get it for any reason?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	7%	12%	8%	9%	13%	9%
No	93%	88%	92%	91%	87%	91%
N	336	290	330	22	60	1038

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	3%	4%	3%	1%	3%	3%
No	97%	96%	97%	99%	97%	97%
N	346	309	385	72	142	1254

The following is a list of possible reasons why people may not be able to get medical care [for their children]. In the last 6 months did any of the following stop you from getting medical care that you or a health professional thought you [your child] needed? (Please check all that apply.)

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Couldn't afford it	32%	9%	16%	50%	13%	18%
Trouble getting appointments	2%	4%	21%	32%	0%	26%
Distance/ transportation problem	16%	24%	36%	0%	13%	23%
Didn't know about night or weekend care	8%	15%	16%	0%	25%	4%
Couldn't get off work	4%	6%	16%	0%	25%	10%
Other	20%	44%	32%	100%	25%	34%
<i>N</i>	25	34	25	2	8	94

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Couldn't afford it	10%	9%	50%	0%	0%	19%
Trouble getting appointments	20%	46%	30%	100%	25%	33%
Distance/ transportation problem	20%	9%	0%	0%	25%	11%
Didn't know about night or weekend care	10%	0%	0%	0%	0%	3%
Couldn't get off work	30%	9%	30%	0%	0%	19%
Other	40%	46%	0%	0%	50%	31%
<i>N</i>	10	11	10	1	4	36

In the last six 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?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	17%	21%	17%	14%	20%	18%
No	83%	80%	83%	86%	80%	82%
<i>N</i>	337	292	327	22	60	1038

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	92%	89%	92%	92%	89%	91%
No	8%	11%	8%	8%	11%	9%
<i>N</i>	345	305	384	73	141	1248

In the last 6 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 you [your child] needed? (please check all that apply)

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Couldn't afford it	19%	12%	7%	0%	0%	12%

Trouble getting appointments	23%	32%	51%	33%	42%	35%
Distance/ transportation problem	12%	13%	18%	0%	0%	13%
Didn't know about night or weekend care	4%	10%	5%	0%	17%	7%
Couldn't get off work	16%	7%	9%	0%	25%	11%
Other	40%	40%	37%	67%	42%	40%
N	57	60	57	3	12	189

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Can't afford	7%	6%	7%	0%	0%	5%
Trouble getting appointments	24%	46%	27%	17%	44%	33%
Distance/ transportation problem	14%	6%	7%	0%	6%	8%
Didn't know about night or weekend care	7%	3%	7%	33%	6%	7%
Couldn't get off work	14%	9%	13%	0%	0%	10%
Other	28%	46%	43%	17%	45%	39%
N	29	33	30	6	16	114

In the last 6 months (not counting emergency rooms) how many times did you [your child] go to a doctor's office or clinic?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0	15%	19%	16%	36%	25%	17%
1	17%	16%	15%	14%	8%	15%
2	19%	16%	20%	14%	23%	18%
3	17%	18%	15%	14%	12%	16%
4	10%	10%	10%	14%	7%	10%
5-9	16%	15%	16%	9%	15%	15%
10 or more	7%	6%	9%	0%	10%	8%
N	336	290	328	22	60	1036

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0	18%	21%	21%	19%	19%	20%
1	18%	16%	21%	23%	17%	19%
2	29%	24%	25%	23%	22%	25%
3	22%	28%	23%	23%	30%	25%
4	10%	8%	9%	10%	9%	9%
5-9	3%	3%	2%	1%	2%	3%
10 or more	0%	0%	0%	0%	0%	0%
N	339	306	384	73	139	1241

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	3%	8%	2%	0%	4%	4%

Small problem	9%	13%	12%	7%	9%	11%
No problem	87%	79%	86%	93%	87%	85%
N	286	238	275	14	45	858

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	2%	2%	0.3%	5%	4%	2%
Small problem	8%	11%	7%	7%	7%	8%
No problem	90%	88%	93%	88%	89%	90%
N	278	237	302	59	113	989

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	4%	7%	3%	0%	7%	5%
Small problem	12%	10%	12%	7%	7%	11%
No problem	84%	83%	85%	93%	86%	84%
N	283	234	274	14	44	849

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	2%	2%	2%	3%	5%	3%
Small problem	7%	8%	6%	7%	8%	7%
No problem	91%	90%	92%	90%	87%	90%
N	272	239	300	59	113	983

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	25%	22%	21%	43%	31%	23%
Sometimes	48%	41%	45%	29%	31%	44%
Usually	15%	20%	18%	21%	22%	18%
Always	12%	17%	16%	7%	16%	15%
N	286	238	277	14	45	860

Children\*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	35%	24%	31%	27%	29%	30%
Sometimes	43%	48%	40%	53%	39%	43%
Usually	13%	12%	14%	10%	9%	13%
Always	9%	15%	14%	10%	23%	14%
N	272	234	291	59	109	965

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	0.3%	1%	0.4%	0%	4%	1%
Sometimes	8%	12%	6%	7%	4%	8%



Usually	22%	22%	22%	14%	20%	22%
Always	69%	66%	72%	79%	71%	69%
N	287	237	277	14	45	860

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	2%	1%	2%	1%	2%
Sometimes	4%	8%	4%	3%	5%	5%
Usually	13%	18%	12%	14%	12%	14%
Always	81%	73%	83%	81%	82%	80%
N	277	239	300	58	113	987

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	2%	1%	0%	4%	2%
Sometimes	9%	17%	11%	21%	7%	12%
Usually	30%	28%	28%	21%	29%	29%
Always	59%	54%	60%	57%	60%	58%
N	287	238	277	14	45	861

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	2%	1%	2%	2%	1%
Sometimes	7%	11%	7%	11%	7%	8%
Usually	21%	29%	24%	19%	20%	24%
Always	71%	59%	68%	68%	72%	67%
N	276	239	300	57	113	985

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	3%	1%	0%	0%	2%
Sometimes	8%	11%	8%	7%	11%	9%
Usually	29%	28%	27%	36%	25%	28%
Always	62%	58%	64%	57%	64%	61%
N	288	236	280	14	44	862

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	1%	0.3%	4%	3%	1%
Sometimes	8%	9%	5%	5%	4%	7%
Usually	17%	22%	22%	16%	17%	20%
Always	75%	68%	73%	75%	76%	72%
N	278	240	299	57	113	987

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	3%	1%	0%	0%	1%
Sometimes	9%	14%	10%	14%	7%	11%
Usually	21%	25%	28%	43%	24%	25%
Always	68%	59%	61%	53%	59%	63%
N	287	235	279	14	45	860

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	2%	1%	2%	1%	1%
Sometimes	6%	8%	4%	3%	5%	6%
Usually	14%	20%	18%	14%	10%	16%
Always	79%	70%	77%	81%	84%	77%
N	274	240	300	58	113	985

In the last 6 months, how often did your child's doctors or other health providers give you support about the care you are providing for your child?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	5%	7%	4%	9%	5%	5%
Sometimes	7%	9%	8%	5%	5%	8%
Usually	20%	19%	21%	26%	22%	21%
Always	69%	64%	68%	60%	69%	67%
N	270	234	288	57	111	960

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	4%	1%	0%	4%	2%
Sometimes	7%	14%	10%	7%	9%	10%
Usually	28%	27%	26%	36%	29%	27%
Always	64%	55%	63%	57%	58%	61%
N	287	236	280	14%	45%	862

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	1%	3%	0.3%	0%	3%	1%
Sometimes	8%	9%	6%	7%	4%	7%
Usually	19%	19%	22%	14%	18%	19%
Always	72%	70%	72%	80%	76%	72%
N	277	236	298	59	113	983

Is your child able to talk with doctors about his or her health care? \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	63%	59%	71%	64%	52%	63%
No	37%	41%	29%	36%	48%	37%
N	281	244	299	59	114	997

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

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	3%	7%	2%	3%	2%	4%
Sometimes	12%	12%	13%	8%	4%	11%
Usually	20%	32%	26%	29%	29%	26%
Always	65%	49%	59%	61%	66%	59%
N	165	138	199	38	56	596

In the last 6 months, how often did doctors or other health professional spend enough time with you [your child].

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	4%	5%	3%	0%	7%	4%
Sometimes	15%	20%	15%	14%	4%	16%
Usually	32%	26%	36%	36%	38%	32%
Always	50%	50%	46%	50%	51%	49%
N	288	236	277	14	45	860

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	5%	2%	5%	4%	3%
Sometimes	8%	13%	12%	10%	11%	11%
Usually	31%	35%	28%	34%	25%	30%
Always	59%	48%	58%	51%	61%	56%
N	275	237	296	59	12	980

In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages? (Adult Version only)

Adults \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	85%	82%	85%	71%	91%	84%
Sometimes	11%	12%	12%	14%	7%	11%
Usually	1%	5%	1%	0%	0%	2%
Always	3%	2%	2%	14%	2%	2%
N	287	235	280	14	43	859

(p < .05)

What language do you mainly speak at home? (Child Version only)

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
English	95%	97%	98%	96%	100	97%
Spanish	3%	1%	1%	3%	0	1%
Other	2%	2%	1%	1%	0	2%
N	347	311	387	73	143	1261

In the last 6 months, has a health professional or your child's health plan encouraged you take any type of preventive steps for your child usch as watching what your child eats or using bicycle helmets or car seats?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
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Yes	48%	49%	46%	59%	49%	48%
No	52%	51%	54%	41%	51%	52%
N	276	238	299	58	114	985

In the last 6 months, has a health professional or your health plan encouraged you to exercise or eat a healthy diet?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	41%	41%	44%	32%	40%	42%
No	59%	59%	56%	68%	60%	58%
N	337	292	326	22	58	1035

We want to know how you, your child's doctor, and other health providers make decisions about your child's health care. In the last 6 months, were any decisions made about your child's health care? (Child survey only)

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	39%	31%	34%	27%	39%	35%
No	61%	69%	66%	73%	61%	65%
N	279	239	297	59	114	988

In the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted in these decisions?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	2%	5%	2%	0%	0%	2%
Sometimes	7%	4%	8%	25%	5%	7%
Usually	25%	19%	20%	6%	10%	19%
Always	67%	72%	70%	69%	86%	71%
N	106	75	100	16	42	339

In the past 6 months how much of a problem, if any, was getting your child's doctors or other health providers to listen to your concerns about the best way to manage your child's medical or health problems?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	2%	4%	2%	4%	3%	3%
Small problem	10%	9%	10%	7%	7%	9%
No problem	88%	87%	88%	89%	91%	88%
N	252	210	257	56	106	881

In the last 6 months, how much of a problem, if any, was getting your child's doctor or other health providers to follow up on concerns about your child's medical or health problems?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	3%	3%	1%	4%	2%	3%
Small problem	7%	12%	11%	8%	12%	10%
No problem	90%	85%	88%	89%	86%	88%
N	236	205	256	53	103	853

In the last 6 months, have any of your child's doctors or other health providers talked with you about the skills needed to take care of your child? \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	33%	28%	21%	31%	29%	28%

No	67%	72%	29%	69%	71%	72%
N	334	306	378	72	140	1230

Information about a child's medical or health problems can include things such as its causes, how to care for the child now, and what changes to expect in the future. Do you get the information you need from you child's doctors and other health providers about your child's medical or health conditions?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	4%	8%	3%	8%	3%	5%
Sometimes	9%	13%	14%	10%	7%	11%
Usually	22%	28%	24%	25%	28%	25%
Always	65%	52%	59%	57%	62%	59%
N	286	254	315	63	117	1035

Is your child now enrolled in any kind of school or daycare?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	74%	73%	76%	81%	67%	74%
No	27%	27%	24%	19%	33%	26%
N	340	309	384	73	138	1244

Does your child have any medical or health care needs that require any special help from teachers, nurses, or staff at your child's school or daycare?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	21%	21%	19%	16%	24%	20%
No	79%	79%	82%	85%	76%	80%
N	244	218	286	58	93	899

In the last 6 months, how much of a problem, if any, was getting your child's doctors and/or other health providers to help your child's school or daycare understand these needs?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	8%	4%	6%	0%	9%	6%
Small problem	16%	13%	11%	22%	0%	12%
No problem	76%	82%	83%	78%	91%	82%
N	50	45	54	9	22	180

Does your child get care from more than one health provider OR use more than one kind of service because of special medical or health needs?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	16%	17%	13%	11%	14%	15%
No	84%	83%	87%	89%	86%	85%
N	341	307	383	73	140	1244

Does anyone from your child's health plan, doctor's office or clinic help you to coordinate your child's care among these different providers and services?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Never	25%	34%	27%	25%	10%	26%
Sometimes	25%	16%	10%	25%	20%	18%
Usually	8%	16%	27%	25%	15%	17%
Always	42%	34%	37%	25%	55%	39%

N	52	50	45	8	20	179
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We want to know your rating of all your [your child's] health care in the last 6 months from all doctors and other health providers.

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	2%	5%	3%	6%	8%	4%
4-7	26%	29%	26%	35%	17%	26%
8-9	35%	37%	39%	41%	46%	38%
10	37%	29%	32%	18%	29%	33%
N	315	262	316	17	52	962

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	3%	3%	2%	3%	2%	3%
4-7	14%	22%	18%	13%	20%	18%
8-9	41%	34%	33%	38%	33%	36%
10	43%	42%	47%	46%	45%	44%
N	306	282	350	68	130	1136

Dental Care

During the past 6 months, was there any time when you or a health professional thought you [your child] needed dental care?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	42%	42%	39%	32%	36%	40%
No	59%	58%	61%	68%	64%	60%
N	335	289	328	22	58	1032

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	36%	38%	43%	37%	35%	39%
No	64%	62%	57%	63%	66%	62%
N	339	305	383	73	139	1239

Is there one main person/place where you go for dental care [you can take your child if they need dental care]?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	75%	72%	82%	73%	71%	76%
No	25%	28%	19%	27%	29%	24%
N	334	288	325	22	56	1025

Children \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	84%	79%	89%	75%	80%	83%
No	16%	21%	11%	25%	20%	17%

N	332	301	381	71	137	1222
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Has a dentist ever refused to accept your insurance?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	24%	29%	23%	14%	21%	25%
No	76%	71%	77%	86%	79%	75%
N	313	272	314	21	56	976

In the last 6 months, was there any time when you [your child] needed dental care but could not get it for any reason?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	22%	26%	22%	18%	21%	23%
No	78%	74%	78%	82%	79%	77%
N	335	290	329	22	58	1034

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	10%	14%	9%	7%	9%	11%
No	90%	86%	91%	93%	92%	90%
N	337	305	381	72	141	1236

In the last 6 months did any of the following stop you from getting dental care that you or a health professional thought you [your child] needed?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Couldn't afford it	27%	39%	27%	50%	25%	31%
Distance/ transportation	18%	25%	23%	0%	8%	21%
Didn't know how to get after-hours care	6%	4%	4%	25%	8%	5%
Couldn't get time off work	7%	4%	7%	0%	0%	6%
Trouble getting appointment	22%	20%	29%	0%	17%	23%
Other	52%	48%	48%	75%	67%	51%
N	73	75	73	4	12	237

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Couldn't afford it	23%	30%	27%	40%	8%	25%
Trouble getting appointment	26%	23%	12%	20%	17%	20%
Distance/ transportation	6%	11%	0%	0%	17%	7%
Didn't know how to get after-hours care	9%	2%	9%	0%	0%	5%
Couldn't get time off work	26%	25%	18%	20%	42%	25%
Other	51%	57%	68%	40%	58%	58%
N	35	44	34	5	12	130

In the last 6 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? (Child Version only)

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	10%	11%	11%	6%	6%	10%
No	90%	89%	89%	94%	94%	90%
N	330	299	379	71	137	1216

In the last 6 months, did any of the following make you wait longer than you think you should for dental care that you or a health professional thought your child needed?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPAS S</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Couldn't afford it	15%	34%	19%	0%	0%	20%
Trouble getting appointment	47%	44%	45%	75%	63%	48%
Distance/ transportation	21%	28%	12%	0%	13%	18%
Didn't know how to get wknd/ eve care	6%	13%	2%	0%	13%	7%
Couldn't get time off work	3%	9%	10%	0%	0%	7%
Other	50%	38%	33%	25%	13%	38%
N	34	32	42	4	8	120

When was your last dental checkup? (Adult Version)

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Within last year	56%	57%	58%	64%	60%	27%
1-2 yrs ago	15%	17%	23%	23%	16%	18%
> 2 yrs ago	29%	26%	20%	14%	25%	25%
N	338	289	328	22	57	1034

When was your child's last visit to the dentist? (Child Version)

Children\*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPAS S</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Within last year	62%	57%	69%	61%	55%	62%
1-2 yrs ago	11%	13%	11%	9%	10%	11%
> 2 yrs ago	5%	5%	5%	3%	4%	5%
Has never been to dentist	22%	25%	16%	27%	31%	22%
N	341	308	381	70	139	1239

How often do you visit the dentist? (Adult Version only)

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPAS S</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Regularly	39%	43%	35%	59%	31%	39%
Occasionally	18%	19%	21%	23%	16%	19%
Rarely	11%	9%	13%	0%	19%	11%
Only when have a problem	33%	29%	32%	18%	33%	31%
N	334	287	327	22	57	1027

Behavioral Health Care

In the last 6 months, did you [your child] need any treatment or counseling for an emotional, developmental or behavioral problem?



Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	22%	21%	26%	18%	19%	23%
No	78%	79%	74%	82%	81%	77%
N	339	289	332	22	59	1041

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	15%	17%	15%	12%	18%	16%
No	85%	83%	85%	88%	82%	84%
N	345	310	385	73	142	1255

In the last 6 months, how much of a problem, if any, was it to get treatment or counseling [for your child]?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	10%	5%	6%	0%	40%	8%
Small problem	15%	26%	9%	0%	10%	15%
No problem	76%	69%	85%	100%	50%	77%
N	74	61	85	100	80	234

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	10%	14%	12%	11%	13%	12%
Small problem	8%	17%	14%	33%	13%	14%
No problem	82%	69%	74%	56%	74%	74%
N	50	52	58	9	23	192

Did anyone from your [your child's] health plan, doctor's office or clinic help you try to solve this problem?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	44%	58%	62%	0%	60%	55%
No	56%	42%	39%	0%	40%	46%
N	18	19	13	0	5	55

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	44%	38%	38%	50%	50%	41%
No	56%	83%	63%	50%	50%	59%
N	9	16	16	4	6	51

**The Health Plan**

Did you choose your [your child's] health plan or were you told which plan you were [your child was] in?

Adults \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Chose/placed in plan I would have chosen	44%	31%	31%	38%	35%	36%
Told	29%	38%	36%	24%	46%	34%
Not sure	27%	32%	33%	38%	19%	30%
N	338	284	328	21	57	1028

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Chose/placed in plan I would have chosen	46%	40%	42%	40%	39%	42%
Told	29%	27%	29%	29%	30%	29%
Not sure	25%	33%	29%	31%	31%	29%
N	337	306	380	72	140	1235

You can get information about your [your child's] plan in writing, by telephone, or in-person. Did you get any information about your [your child's] health plan before you signed [him or her] up for it?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	64%	63%	58%	71%	50%	61%
No	36%	37%	42%	29%	50%	39%
N	328	281	322	21	60	1012

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	64%	61%	61%	53%	59%	61%
No	36%	39%	39%	47%	41%	39%
N	332	299	369	72	136	1208

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
All of it	57%	49%	61%	60%	45%	55%
Most of it	33%	35%	31%	27%	31%	33%
Some of it	9%	13%	8%	13%	24%	11%
None of it	2%	2%	1%	0%	0%	1%
N	198	164	173	15	29	579

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
All of it	63%	58%	57%	64%	62%	60%
Most of it	30%	32%	32%	28%	24%	30%
Some of it	7%	9%	10%	8%	11%	9%
None of it	1%	1%	0%	0%	3%	1%
N	195	172	211	36	71	685

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	25%	23%	22%	27%	29%	24%
No	75%	77%	78%	73%	71%	76%
N	337	288	332	22	59	1038

Children \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
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Yes	23%	26%	15%	30%	26%	22
No	77%	74%	85%	70%	74%	78
N	341	306	377	73	142	1239

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	4%	11%	15%	0%	11%	9%
Small problem	25%	31%	32%	50%	33%	30%
No problem	71%	59%	54%	50%	56%	61%
N	84	65	69	6	18	242

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	9%	13%	6%	5%	16%	10%
Small problem	25%	25%	28%	32%	35%	28%
No problem	66%	61%	67%	64%	49%	62%
N	71	75	51	22	37	256

Did you know that there was a Medicaid helpline (1-800-338-9154) that you could call to get information or help [for your child]?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	53%	52%	60%	40%	48%	55%
No	47%	48%	40%	60%	52%	46%
N	333	290	326	20	58	1027

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	49%	47%	54%	53%	49%	50%
No	51%	53%	46%	47%	51%	50%
N	341	312	383	72	140	1248

In the last 6 months, did you call the Medicaid helpline to get information or help [for your child]?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	30%	34%	25%	20%	31%	29%
No	70%	66%	76%	80%	69%	71%
N	182	151	192	10	29	564

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	10%	11%	9%	8%	14%	10%
No	90%	89%	81%	82%	86%	90%
N	165	139	202	38	65	609

In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called the Medicaid helpline?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	16%	20%	20%	0%	13%	18%
Small problem	28%	20%	20%	0%	0%	21%
No problem	56%	59%	61%	100%	88%	61%
<i>N</i>	50	49	46	2	8	155

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	13%	13%	19%	33%	25%	18%
Small problem	7%	13%	25%	33%	13%	16%
No problem	80%	73%	56%	33%	63%	67%
<i>N</i>	15	15	16	3	8	57

In the last 6 months, have you called the helpline with a complaint or problem?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	16%	21%	16%	0%	27%	18%
No	84%	80%	84%	100%	73%	82%
<i>N</i>	180	151	193	10	30	564

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	7%	6%	7%	8%	8%	7%
No	93%	94%	93%	92%	92%	93%
<i>N</i>	166	141	201	38	66	612

How long did it take for your [your child's] healthplan to resolve your most recent complaint?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Same day	15%	39%	13%	N/A	33%	23%
Few days	11%	11%	26%	N/A	17%	16%
1 week	4%	4%	0%	N/A	0%	2%
2 weeks	0%	7%	3%	N/A	17%	4%
3 weeks	0%	0%	10%	N/A	0%	3%
4 + weeks	11%	4%	3%	N/A	0%	5%
Still waiting	59%	36%	45%	N/A	33%	46%
<i>N</i>	27	28	31	N/A	6	92

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Same day	20%	43%	54%	0%	40%	37%
Few days	10%	14%	15%	33%	0%	13%
1 week	10%	0%	0%	0%	0%	3%
2 weeks	10%	0%	0%	0%	0%	3%
3 weeks	0%	0%	0%	0%	0%	0%
4 + weeks	20%	0%	8%	0%	0%	8%
Still waiting	30%	43%	23%	67%	60%	37%
<i>N</i>	10	7	13	3	5	38

Was your most recent complaint or problem settled to your satisfaction?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	40	60	37	N/A		
No	20	24	37	N/A		
Still waiting	40	16	27	N/A		
N	25	25	30	N/A		

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	60%	43%	62%	50%	50%	56%
No	10%	29%	31%	0%	25%	22%
Still waiting	30%	29%	8%	50%	25%	22%
N	10	7	13	2	4	36

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

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	26%	31%	32%	29%	27%	29%
No	74%	69%	68%	71%	73%	71%
N	336	287	326	21	60	1030

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	23%	22%	19%	20%	18%	21%
No	77%	78%	81%	80%	82%	79%
N	343	306	382	71	141	1243

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

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	9%	20%	12%	0%	19%	14%
Small problem	31%	31%	32%	33%	19%	31%
No problem	59%	50%	56%	67%	63%	56%
N	86	91	102	6	16	301

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	10%	18%	12%	0%	20%	13%
Small problem	29%	21%	21%	14%	16%	22%
No problem	61%	61%	68%	86%	64%	64%
N	77	66	68	14	25	250

Rating of health plan:

Adults \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	4%	8%	5%	5%	7%	6%
4-7	31%	33%	35%	43%	37%	33%
8-9	35%	36%	61%	38%	29%	33%

10	30%	23%	29%	14%	27%	27%
N	333	286	330	21	59	1029

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
0-3	3%	5%	2%	4%	4%	3%
4-7	24%	32%	21%	28%	24%	26%
8-9	35%	27%	33%	35%	37%	33%
10	39%	36%	43%	32%	36%	39%
N	335	303	378	71	140	1227

Prescription medicine

In the last 6 months, did you [your child] get any new prescription medicine or refill a prescription?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	77%	70%	80%	46%	75%	75%
No	23%	30%	20%	55%	25%	25%
N	338	289	33	22	60	1042

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	64%	58%	66%	60%	65%	63%
No	36%	42%	34%	40%	35%	37%
N	343	310	379	72	141	1245

In the last 6 months, how much of a problem, if any, was it to get your [your child's] prescription medicine?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	5%	7%	4%	0%	7%	5%
Small problem	14%	10%	12%	20%	17%	13%
No problem	81%	83%	84%	80%	76%	82%
N	255	202	261	10	42	70

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Big problem	5%	6%	3%	2%	9%	5%
Small problem	10%	12%	9%	7%	8%	10%
No problem	85%	83%	88%	91%	84%	86%
N	217	179	241	43	92	772

Did anyone help you try to solve this problem getting your [your child's] prescription medicine?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	69%	53%	73%	0%	50%	64%
No	31%	47%	27%	100%	50%	36%
N	48	32	41	2	10	133

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	63%	48%	70%	25%	33%	55%
No	38%	52%	30%	75%	67%	45%

N	32	31	30	4	15	112
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About your child and you

In general, how would you rate your [your child's] overall health now?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Excellent	12%	15%	12%	10%	13%	13%
Very good	31%	28%	26%	52%	32%	29%
Good	41%	41%	38%	33%	28%	39%
Fair	13%	11%	19%	5%	20%	14%
Poor	4%	4%	6%	0%	7%	5%
N	336	290	330	21	60	1037

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Excellent	41%	43%	41%	45%	40%	42%
Very good	36%	34%	36%	32%	36%	35%
Good	18%	19%	19%	15%	20%	19%
Fair	3%	3%	4%	8%	4%	4%
Poor	2%	0%	0%	0%	0%	1%
N	342	309	378	73	141	1243

Do you [does your child] currently need or use medicine prescribed by a doctor (other than vitamins?)

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	52%	46%	59%	19%	48%	52%
No	48%	54%	41%	81%	52%	48%
N	336	291	330	21	60	1038

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	29%	28%	32%	25%	31%	30%
No	71%	72%	68%	75%	69%	70%
N	343	311	381	73	142	1250

Is this because of any medical, behavioral, or other health condition?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	77%	80%	79%	100%	75%	79%
No	23%	21%	21%	0%	25%	22%
N	176	132	191	4	28	531

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	83%	76%	86%	72%	84%	82%
No	17%	24%	14%	28%	16%	18%
N	98	87	120	18	84	

Is this a condition that has lasted or is expected to last for at least 12 months?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	89%	86%	89%	100%	100%	88%
No	11%	14%	12%	0%	0%	11%
N	132	105	148	3	21	409

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	85%	83%	84%	92%	74%	83%
No	15%	18%	17%	8%	27%	17%
N	79	63	97	13	34	286

Do you [does your child] need or use more medical care, mental health or educational services that is usual for most people [most children] of the same age?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	28%	24%	30%	5%	29%	27%
No	72%	76%	70%	95%	71%	73%
N	326	281	319	21	56	1003

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	18%	17%	16%	11%	19%	17%
No	83%	83%	84%	89%	81%	83%
N	337	310	380	73	139	1239

Is this because of any medical, behavioral or other health condition?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	83%	91%	93%	100%	100%	90%
No	17%	10%	7%	0%	0%	11%
N	94	74	99	1	18	286

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	85%	93%	89%	75%	82%	87%
No	15%	7%	12%	25%	18%	13%
N	60	54	61	8	28	211

Is this a condition that has lasted or is expected to last at least 12 months?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	92%	96%	93%	100%	94%	94%
No	8%	5%	7%	0%	6%	6%
N	77	67	90	1	18	253

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	92%	94%	93%	100%	87%	92%
No	8%	6%	7%	0%	13%	8%
N	50	51	55	6	23	185



Are you [is your child] limited or prevented in any way in your [his or her] ability to do things most people [children] of the same age can do?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	22%	22%	29%	5%	23%	24%
No	79%	78%	72%	95%	77%	77%
N	335	290	326	21	60	1032

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	12%	12%	7%	14%	9%	10%
No	88%	88%	93%	86%	91%	90%
N	343	312	383	73	140	1251

Is this because of any medical, behavioral, or other health condition?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	90%	87%	93%	100%	100%	91%
No	10%	13%	8%	0%	0%	9%
N	69	63	93	1	14	240

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	85%	81%	76%	70%	86%	81%
No	15%	19%	24%	30%	14%	19%
N	39	37	25	10	14	125

Is this a condition that has lasted or is expected to last for at least 12 months?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	98%	9%	96%	100%	100%	97%
No	2%	4%	4%	0%	0%	3%
N	62	54	84	1	13	214

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	91%	93%	100%	100%	100%	95%
No	9%	7%	0%	0%	0%	5%
N	34	30	19	7	12	102

Do you [does your child] need or get special therapy such as physical, occupational or speech therapy?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	6%	7%	7%	9%	10%	7%
No	94%	93%	93%	91%	90%	93%
N	335	292	332	22	60	1041

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	10%	6%	7%	6%	9%	8%

No	90%	95%	93%	95%	91%	92%
N	337	307	380	73	140	1237

Is this because of ANY medical, behavioral, or other health condition?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	96%	90%	100%	100%	100%	96%
No	5%	10%	0%	0%	0%	4%
N	22	20	22	2	6	72

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	66%	63%	44%	75%	57%	59%
No	34%	37%	56%	25%	43%	41%
N	35	19	25	4	14	97

Is this a condition that has lasted or is expected to last for at least 12 months?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	81%	83%	86%	100%	100%	85%
No	19%	17%	14%	0%	0%	15%
N	21	18	22	1	6	68

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	81%	92%	86%	100%	88%	86%
No	19%	8%	14%	0%	13%	14%
N	26	13	14	3	8	64

Do you [does your child] have any kind of emotional, developmental or behavioral problem for which you [he or she] gets treatment or counseling?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	19%	18%	26%	14%	20%	21%
No	81%	82%	75%	86%	80%	79%
N	338	292	329	22	60	1041

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	16%	17%	13%	14%	16%	15%
No	84%	83%	87%	86%	84%	85%
N	342	308	382	73	140	1245

Has this problem lasted or is expected to last for at least 12 months?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	87%	96%	83%	100%	90%	88%
No	13%	4%	17%	0%	10%	12%
N	61	52	81	1	10	205

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
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Yes	96%	81%	91%	89%	90%	90%
No	4%	19%	9%	11%	10%	11%
N	50	47	45	9	20	171

What is your age now?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPAS S</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
18-24	39%	37%	37%	46%	28%	37%
25-34	34%	36%	29%	18%	38%	33%
35-44	21%	22%	24%	32%	25%	23%
45-54	6%	6%	8%	5%	10%	7%
55-64	1%	0%	1%	0%	0%	1%
65-74	0%	0%	0.3%	0%	0%	0.1%
N	340	293	335	22	61	1051

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Less than 1 yr.	2%	3%	0%	0%	2%	2%
1-3 years	24%	25%	16%	29%	27%	23%
4-7 years	25%	22%	25%	33%	25%	25%
8-12 years	27%	30%	34%	14%	22%	28%
13 or older	23%	20%	25%	25%	25%	23%
N	347	314	387	73	143	1264

Are you male or female?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Male	10%	12%	10%	27%	16%	11%
Female	90%	88%	90%	73%	84%	89%
N	340	293	335	22	61	1051

Is your child male or female?

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Male	54%	50%	50%	47%	47%	51%
Female	46%	50%	50%	53%	53%	50%
N	347	314	387	73	143	1264

Are you [is your child] of Hispanic or Latino origin or descent?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	4%	5%	3%	5%	9%	4%
No	96%	95%	97%	95%	91%	96%
N	320	279	316	20	58	993

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Yes	8%	7%	6%	5%	9%	7%
No	92%	93%	94%	95%	92%	93%

<i>N</i>	316	291	346	64	130	1147
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What is your [your child's] race?

Adults

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
White	90%	89%	93%	52%	90%	90%
Black	6%	7%	4%	38%	5%	6%
Asian	0%	0.4%	1%	5%	0%	0.4%
Pacific Islander	0%	0.4%	0%	0%	0%	0.1%
Native American	1%	1%	1%	0%	0%	1%
Other	3%	3%	2%	5%	5%	3%
<i>N</i>	329	283	327	21	58	1018

Children

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
White	90%	89%	89%	68%	94%	89%
Black	8%	8%	9%	31%	5%	9%
Asian	2%	2%	1%	0%	0%	1%
Pacific Islander	0%	0.3%	1%	1%	0%	0.3%
Native American	1%	0.3%	1%	0%	1%	1%
Other						
<i>N</i>	335	303	383	72	140	1233

Are you male or female? (Child Version: parent/ guardian)

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Male	5%	11%	7%	6%	8%	7%
Female	95%	89%	94%	95%	92%	93%
<i>N</i>	346	313	386	73	143	1261

What is your age now? (parent/ guardian) \*

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
18-24	15%	16%	8%	19%	17%	13%
25-34	37%	40%	34%	36%	34%	36%
35-44	30%	28%	34%	24%	32%	31%
45-54	9%	10%	15%	11%	13%	12%
55-64	7%	5%	6%	8%	3%	6%
65-74	1%	2%	3%	1%	1%	2%
75 or over	1%	0%	0.3%	0%	0%	0.2%
<i>N</i>	343	307	382	72	140	1244

What is the highest level of school you have completed? (parent/ guardian)

Adults answering adult survey

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPAS S</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
8 <sup>th</sup> grade or less	2%	2%	3%	0%	3%	3%
Some HS	16%	17%	11%	18%	18%	15%
HS grad/ GED	40%	39%	40%	50%	32%	39%
Some college or 2-yr degree	35%	32%	40%	32%	40%	36%
4-yr college graduate	6%	6%	5%	0%	7%	6%
More than 4 years college	2%	3%	0.3%	0%	0%	2%

<i>N</i>	338	290	334	22	60	1044
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Parent or guardian (Child Version)

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPAS S</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
8 <sup>th</sup> grade or less	4%	3%	3%	6%	6%	4%
Some HS	14%	14%	15%	14%	14%	14%
HS grad/GED	37%	41%	41%	40%	43%	40%
Some college or 2-yr degree	37%	35%	36%	36%	32%	35%
4-yr college graduate	6%	5%	5%	4%	4%	5%
More than 4 years college	2%	3%	1%	1%	1%	2%
<i>N</i>	343	305	379	73	142	1242

What language do you mainly speak at home?  
Child survey

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
English	95%	97%	98%	96%	100%	97%
Spanish	3%	1%	1%	3%	0%	1%
Other language	2%	2%	2%	1%	0%	2%
<i>N</i>	347	311	387	73	143	1261

How are you related to the child? (Child Version)

	<i>John Deere</i>	<i>IA Health Solutions</i>	<i>MediPASS</i>	<i>Coventry</i>	<i>United Healthcare</i>	<i>Total</i>
Parent	87%	84%	82%	86%	86%	85%
Grandparent	9%	11%	12%	11%	8%	10%
Aunt/Uncle	0.3%	2%	2%	1%	4%	2%
Other relative	1%	1%	1%	1%	0%	1%
Legal guardian	3%	2%	3%	0%	2%	3%
<i>N</i>	344	313	385	73	142	1257