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**Policy Report**  
September 2014

**Post-Enrollment  
Experiences of Iowa  
Medicaid Health  
Home Program  
Adults and Children**

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## **Post-Enrollment Experiences of Iowa Medicaid Health Home Program Adults and Children**

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# Key Findings from the Post-Enrollment Survey of Adults and Children in the Medicaid Health Home Program

To evaluate the influence of the first year of the Medicaid Chronic Condition Health Home program, we conducted surveys with enrollees near the time they enrolled and then about one year after joining the program.

## Adults

Issues that appeared to improve over the year included:

- Less need for routine medical care (from 92% to 87%) and decreased visits to their doctor's office (from 93% to 89%).
- Fewer visits to the emergency department (ED) in the past six months (from 48% to 41%).
- Less need for urgent care (from 58% to 52%) and less unmet need for urgent care (from 29% to 20%).
- Less need for specialist care (from 66% to 58%) and less unmet need for specialist care (from 23% to 16%).
- Fewer hospitalizations in the previous 6 months (from 29% to 21%).
- More enrollees called their doctor's office with a medical question after hours (from 19% to 13%).
- Less unmet need for prescription medications (from 34% to 27%),

There were no issues that appeared to get worse throughout the year for adults.

Other issues of note for adults after one year of the program:

- They were successfully enrolling, by design, adults with multiple physical and mental health issues

### Physical Health

- 60% rated their physical health as fair or poor which is much higher than adults in the Iowa SSI (46%) and Iowa Medicaid state (22%) plan programs
- Almost 80% had 3 or more chronic physical conditions
- 89% had seen a specialist in the previous six months
- 21% had been hospitalized at least once in the previous six months

### Mental Health

- 41% rated their mental and emotional health as fair or poor which is much higher than adults in the Iowa SSI (32%) and Iowa Medicaid state (24%) plan programs
- 71% had at least one chronic mental health condition.
- 80% had received treatment or counseling for a mental or emotional health problem
- Overall, these adults had relatively high rates of unmet need for services
  - 18% for medical care (11% SSI, 9% Medicaid)
  - 31% for dental care (8% SSI, 12% Medicaid)

- 25% for mental health services (9% SSI, 7% Medicaid)
- 27% for pharmaceuticals (comparable to SSI and Medicaid)

Adult Health Home members' experiences with the functional attributes of their health homes (access to care, care coordination, communication, etc.) were not markedly different from the pre-enrollment to post-enrollment period. Yet, of note, there was room for improvement in the following areas:

- Access to care
  - 30% reported never being able to access care on weekends or evenings
  - Only half reported getting information about how to access after-hours care
- Shared decision-making – Fewer reported that their doctor or other health care provider talked to them about starting or stopping a prescribed medication (from 58% to 51%)
- Self-management support – Only about half reported that their provider asked if there were things in their life that made it hard for them to take care of their health

## Children

- They were successfully enrolling children with significant chronic health conditions:
  - Around 66% met the criteria for having a special health care need
  - 26% had significant functional limitations
  - 82% had at least one chronic physical health condition, 23% had three or more.
  - The most common chronic physical health conditions were asthma (49%), overweight/obese (21%), speech/language problems (18%), allergies or sinus problems (18%), and vision problems (15%)
  - The most common chronic mental/behavioral health conditions were, attention problems (31%), behavioral/emotional problems (26%), depression (23%), anxiety (21%), and learning disabilities (21%)
- Some service areas had little unmet need
  - Prescription drugs (95% used them, 4% had an unmet need)
  - Preventive care (5% had an unmet need)
- They had good experiences with a personal doctor
  - 95% reported having a personal doctor
  - 90% rated personal doctor a 9 or 10
  - Most had excellent communication with their personal doctor

There was room for improvement in the care for children in the Medical Health Home program.

- After hours care (evenings and weekends)
  - Less than half of the parents/guardians (47%) remembered receiving information about what to do if they needed after hours care
  - About one-third (29%) needed after hours care but less than half

(45%) usually or always received the after-hours care they needed

- Care in an Emergency Department (ED)
  - 36% used an ED in the past 6 months; yet 64% of parents/guardians reported that those visits were for care that they thought could have been provided in a doctor's office or clinic if one were available
- There was significant unmet need for some service areas
  - Mental/behavioral health care
    - 41% needed it, 19% had an unmet need
  - Specialty care
    - Around 33% needed it, 21% had an unmet need
  - Urgent care
    - About 50% needed it, 20% had a time when they had an unmet need

# Chapter 1

## Iowa Medicaid Health Home Initiative: Background

The Iowa Medicaid Health Home program enables health care providers in the state of Iowa to offer additional services for their Medicaid patients who have specific chronic conditions. The Iowa Health Home model was authorized under a state plan amendment approved by the Centers for Medicare and Medicaid Services with providers enrolling eligible Medicaid members beginning on July 1, 2012.

A Health Home is a specific designation under section 2703 of the Patient Protection and Affordable Care Act. It is a care model that provides patient-centered, whole person, coordinated care for all stages of life and transitions of care specifically for individuals with chronic illnesses. For Iowa Medicaid, Health Home practices are enrolled Medicaid provider organizations capable of providing enhanced personal, coordinated care for Medicaid enrollees meeting program eligibility criteria. In return for the enhanced care provided, the Iowa Medicaid Enterprise (IME) offers providers monthly care coordination payments and the potential for annual performance-based incentives designed to improve patient health outcomes and lower overall Medicaid program costs.

### Program Obligations of Medicaid Health Home Providers

To be a Medicaid Health Home and receive enhanced payments for providing care to Medicaid Health Home enrollees, providers are contractually obligated to each of the following eight standards<sup>1</sup>:

- 1) At a minimum, the practice must have a designated provider, dedicated care coordinator, health coach, and clinic support staff.
- 2) Health Home providers must adhere to all federal and state laws regarding Health Home recognition/certification which include completing a self-assessment prior to enrollment in the program and achieving National Committee for Quality Assurance or other national accreditation/recognition as a Patient-Centered Medical Home (PCMH) within the first year of operation.
- 3) Ensure each patient has an ongoing relationship with a personal provider, physician, nurse practitioner or physician assistant who is trained to provide first contact, continuous and comprehensive care, where both the patient and the provider/care team recognize each other as partners in care. This relationship is initiated by the patient choosing the Health Home.
- 4) For all eligible patients, provide a document (called a Continuity of Care Document (CCD)) detailing all important aspects of the enrolled patient's medical needs, treatment plan and medication list. The CCD shall be updated and maintained by the Health Home Provider.
- 5) Provide or take responsibility for appropriately arranging care with other qualified professionals for all the patient's health care needs. This includes care for all stages of life, acute care, chronic care, preventive services, long-term care, and end of life care.

<sup>1</sup> Iowa Medicaid Enterprise Health Home Provider Standards. Available at: [http://www.ime.state.ia.us/docs/HealthHome\\_ProviderStandards.pdf](http://www.ime.state.ia.us/docs/HealthHome_ProviderStandards.pdf)

- 6) Provide coordinated/integrated care by dedicating a care coordinator for enrolled patients; communicating with the patient (or authorized patient representative) in a culturally appropriate manner about care decisions; monitoring, arranging, and evaluating appropriate evidence-based and/or evidence-informed preventive services; coordinating or providing the following services: mental health/behavioral health, oral health, long term care, chronic disease management, recovery services and social health services available in the community, behavior modification interventions, comprehensive transitional care from inpatient to other settings; assess social, educational, housing, transportation, and vocational needs that may contribute to the patient's condition and/or present barriers to self-management; and maintain system and written standards/protocols for tracking patient referrals.
- 7) Emphasize quality and safety by demonstrating the use of clinical decision support within the practice workflow, adoption of an electronic health record system, connect to and participate with the Statewide Health Information Network (HIN) when available, implementing or supporting a formal diabetes disease management program, and a formal screening tool to assess behavioral health treatment needs along with physical health care needs.
- 8) Provide enhanced access through 24/7 communication to the care team that includes, but is not limited to: a phone triage system with appropriate scheduling during and after regular business hours, monitoring access outcomes such as the average third next available appointment and same day scheduling availability, and use of email, text messaging, patient portals, and other technology as available to communicate with patients.

## Eligibility for the Medicaid Health Home Program

Any adult or child who is a full benefit Medicaid member, and has at least two chronic conditions or one chronic condition and be at risk for developing a second condition (see Table 1-1 below), is eligible to participate in the Health Home program.

**Table 1-1. At risk conditions eligible for Health Home coverage**

<b>At risk conditions eligible for Health Home</b>
Hypertension
Overweight (Adults with a Body Mass Index of 25 or greater/Children in the 85 <sup>th</sup> percentile)
Heart Disease
Diabetes
Asthma
Substance Abuse
Mental Health Problems

The enrollment process begins with a request to participate from the Health Home practice provider. The provider presents the qualifying member with the benefits of a health home and the member agrees to opt-in to health home services.

Benefits to participating in the Health Home program include the following services in addition to their regular Medicaid benefits:

- A primary care practitioner that manages all of the enrollee’s health care
- A nurse available to help identify and achieve health and wellness goals
- Access to support services to remove barriers to achieving better health
- Access to health education and promotion to address smoking, nutrition, and physical activity
- Assistance with transitional care and discharge planning after hospital or rehabilitation stays
- Assistance in finding community resources and support services
- Assistance with managing the enrollee’s medication and medical treatments
- One plan of care that the enrollee participates in

Health Home enrollees are classified into one of four tiers based on the member’s number of chronic conditions. The provider receives a per-member-per-month (PMPM) payment depending on the severity of the tier. The tier categories are as follows:

**Table 1-2. Tier levels by number of chronic health conditions**

Tier	Sum of Chronic Conditions
1	1-3
2	4-6
3	7-9
4	10 or more

### Health Home Provider Network

Medicaid Health Homes include but are not limited to: physician clinics, community mental health centers, Federally Qualified Health Centers (FQHCs), and Rural Health Clinics (RHCs).

A map of the counties with Health Homes as of April 2014 is shown in Figure 1-1.

**Figure 1-1. Iowa Medicaid Health Homes by County as of April, 2014**



(Map: Courtesy of the Iowa Department of Human Services)



## Chapter 2 Methodology

This report evaluates aspects of the Health Home from the perspective of adults and the parent/legal guardian of children who were enrolled in the program for at least six consecutive months. Enrollees provided their perceptions about their health and health care experiences in the six months prior to receiving the mailed surveys. We conducted mailed surveys during the spring of 2013 of newly enrolled adults and children to obtain a baseline or “pre-program” assessment of their experiences. In this report, in addition to the results of this post-enrollment assessment (conducted in 2014), we will provide the results from the baseline assessment for comparison.

The survey instrument used in this study was based on the most recent version of the Consumer Assessment of Health Plan Study (CAHPS®) 5.0 and the CAHPS Clinician and Group Surveys. Supplementary items were added to the CAHPS questionnaire, including additional demographics, more specific chronic condition information, and more detailed information about care coordination and communication. In order to better define the types of chronic conditions experienced by enrollees, we included checklists of chronic physical and mental health conditions. Survey instruments for both the adult and child enrollees are in Appendix A.

### Process

This follow-up survey of Health Home enrollees was conducted during the late winter/early spring of 2014. On January 31, 2014, questionnaires were mailed to a random sample of community-dwelling, Medicaid members (adults and children) who had been enrolled in the Health Home program for the prior six consecutive months, were still enrolled in the Health Home program as of the first day of the month of the survey, and whose household members had not been included in any other survey sample of Medicaid members within the past year. This strategy reduced the potential for respondent burden and relatedness of the responses.

#### *Survey Methodology for Enrollees*

The initial mailing was sent to 1,705 adult Medicaid Health Home enrollees and the parents/legal guardians of 240 child enrollees. The initial mailing was followed by a reminder postcard sent fourteen days later. In an effort to maximize response rates for the mailed survey, each survey packet from the initial mailing included a \$2 bill, to keep regardless of whether the survey was completed. About fourteen days after the postcard, a second mailing was sent to those who had not responded to the initial mailing. In the mailing cover letters and on the reminder postcard, enrollees were given the option of completing the survey online and were provided a website address for that purpose.

For the child sample, a phone follow-up was conducted approximately 5 weeks after the initial mailing for those who had not yet responded. A maximum of 8 attempts were made to contact the parent/guardian of each child enrollee who had not responded to a mailed survey and if contacted, they were given the option of completing the survey over the phone.

### Response Rate & Response Bias

#### *Adult and Child Enrollee Response Rates*

Survey data was obtained for 554 adult enrollees with a response rate of 35%, after adjusting for bad addresses. Enrollment of children into the Health Home program overall was much lower than expected, thus the number of potential

survey respondents concerning children's care was also lower than anticipated. Complete survey data was obtained for 38 of the child enrollees providing a response rate of 17%, after adjusting for bad addresses-this is much lower than usually achieved with child surveys conducted with Iowa Medicaid enrollees.

### *Response Bias-Adults*

The adjusted survey response rate of 35% for the adult enrollees is comparable to response rates seen in surveys of Iowa adult Medicaid enrollees. Tests were run to determine if those who responded to the survey differed demographically from those who did not respond. Overall, 64% of adult Health Home enrollees are female, which is about equivalent to the percentage of female respondents to the survey (63%). Respondents were also similar to non-respondents with regard to race/ethnicity, rural/urban residency, and household poverty. There did appear to be some respondent age bias. As age increased, so did response rates (up to age 65), leading to a bias toward enrollees between the ages of 45 and 64 (particularly 55-64) responding to the survey, as is shown in Table 2-1.

**Table 2-1. Gender and Age Bias in Responses (Adult Enrollees)**

	<b>Survey Respondents</b>	<b>Non-Respondents</b>
<b>Female</b>	63%	64%
<b>Age</b>		
<b>18-24</b>	2%	5%
<b>25-34</b>	5%	13%
<b>35-44</b>	12%	15%
<b>45-54</b>	29%	26%
<b>55-64</b>	41%	29%
<b>65 or older</b>	11%	11%

### *Response Bias-Children*

Respondents were not statistically different demographically from all children in the Health Home. 47% of children enrolled in the Medicaid Health Home were female which is greater, although not statistically different, than the percentage of female children whose parent/guardian responded to the survey (41%). Age range of the children did not vary based on response, as shown in Table 2-2. The mean age of children enrolled in the program is 11 years old, which is equivalent to the mean age of the sample of children whose parent/guardian responded to the survey.

**Table 2-2. Gender and Age Bias in Responses (Child Enrollees)**

	<b>Survey Respondents</b>	<b>Medicaid Child HH Enrollees</b>
<b>Female</b>	41%	47%
<b>Age</b>		
<b>0 - 5</b>	18%	11%
<b>6 - 12</b>	38%	44%
<b>13 - 17</b>	44%	45%

## **Data Analysis**

Data was tabulated and bivariate analyses (i.e., chi-square, t-test and nonparametric tests for group differences) were conducted using SAS and SPSS. Statistical testing for group differences (differences between the baseline sample and follow-up sample) in the various measures were conducted only for the adult enrollee sample due to the sample size constraints in the child samples.

CAHPS composite ratings were analyzed with a SAS macro program developed by the CAHPS team. This program generates CAHPS results adjusted for the case-mix variables of age and self-reported general health status.

### *Evaluating Groups Based on Pre- & Post- Enrollment Experiences*

We compared the characteristics and experiences of enrollee respondents (n=554) from this survey (who had been enrolled in the Health Home program for at least 6 months) to enrollee respondents (n=561) from the baseline survey (who provided their experiences with care in the 6 months prior to being enrolled in the Health Home program). Although there was significant overlap in the numbers of adults who completed both a baseline survey and the follow-up survey (n=225, 40%), each group is treated as an independent sample for statistical testing. This provides a more complete picture of programmatic changes than limiting the analyses to the 225 people who completed both surveys. Any statistically significant differences are noted in the results that follow. Where no difference is noted in the text, table or figure, no statistically significant differences were found. The child sample was too small to allow for statistical testing.

## Chapter 3

# Health Home Enrollment and Demographic Characteristics

This Chapter presents the demographics characteristics for both children and adults enrolled in the Iowa Medicaid Health Home program

### Age, Gender, Race/Ethnicity, and Education

Information about the age, gender, race/ethnicity, and educational level of Health Home enrollees was obtained from the enrollee survey. Demographics for the adults and children who responded to the survey are presented below. Similar demographic information about Health Home enrollees at baseline can be found in our previous report: <http://ppc.uiowa.edu/publications/baseline-evaluation-experiences-iowa-medicaid-health-home-program-enrollees>

### Adults in the Health Home Program (2014)

Almost 70% of the adult Health Home enrollees who responded to the survey were between 45 and 64 years old, with 40% between 55 and 64.

Table 3-1 depicts the sex, race/ethnicity, and educational disposition of the adult Health Home enrollees who responded to the survey alongside those of the most recent Adult Medicaid survey respondents. The age distribution of adult Health Home enrollees is considerably older compared to adults in the traditional Medicaid programs.

**Table 3-1. Demographics of Adult Health Home and Medicaid Enrollees who responded to recent surveys**

	<b>Medicaid Health Home Adult 2014</b>	<b>Medicaid Adult 2014</b>
<b>Age in years</b>		
18-44	18%	70%
45-64	70%	30%
65+	12%	0%
Female	64%	79%
Race/Ethnicity*		
White	72%	85%
Black or African American	18%	12%
Hispanic/Latino	6%	5%
Asian/Pacific Islander	3%	2%
American Indian	5%	2%
Other	4%	2%
Education		
< High School	29%	21%
High School/GED	37%	36%
> High School	34%	43%

\* Race/ethnicity categories not mutually exclusive.

When compared to the traditional adult Medicaid enrollees, Health Home enrollees were more likely to be older and non-white and were somewhat less likely to be female. Regarding educational attainment, Medicaid Health Home

and traditional Medicaid enrollees were comparable.

## Children in the Health Home Program (2014)

Forty-two percent of the children whose parent/guardian responded to the survey were between 6 and 12 years old, 39% were between 13 and 17 years old, and 18% were less than 6 years old. The mean age of children in the Health Home program is slightly older than children in the traditional Medicaid programs.

Table 3-2 depicts the sex, age, and racial/ethnic disposition of the children in the Medicaid Health Home 2014 whose parent/guardian responded to the survey alongside those of the most recent Medicaid survey results for children.

**Table 3-1. Demographics of Child Health Home and Medicaid Enrollees who responded to recent surveys**

	Health Home Children 2014	Medicaid Children 2013
Female	41%	48%
Average age	11	8
Race/Ethnicity*		
White	69%	79%
Black or African American	33%	14%
Hispanic/Latino	8%	13%
Asian/Pacific Islander	0%	4%
American Indian	8%	3%
Other	10%	5%

\* Race/ethnicity categories not mutually exclusive.

Children in the Health Home program were more likely to be non-white compared to children in the traditional Medicaid programs. Sixty-nine percent of parents/guardians reported the child's race/ethnicity in the Health Home program to be white compared to 79% in the most recent survey of Medicaid enrollees. Children in the Health Home program were more likely to be African American (33%) and American Indian (8%) compared to children in Medicaid not enrolled in the Health Home program (14% and 3%, respectively). There were fewer female children enrolled in the Health Home program compared to the Medicaid program as a whole in 2013 (41% vs. 48%).

The child enrollees' legal guardian completed the survey about the child. For the vast majority of the respondents, this person was the child's parent (82%). The child's grandparent (8%) or unrelated legal guardian (5%) was the other people who filled out the survey for the children. As with the adult self-respondents, few of the respondents to the child survey (3%) *often* or *always* needed help reading instructions, pamphlets or other written material from their child's doctor, a potential indication of their capability to complete the survey appropriately.

## Chapter 4

# Experiences of Adults in the Medicaid Health Home Program

In this chapter are the results of a comparison of the 2013 (baseline) and 2014 (1 year follow-up) surveys of Adult Enrollees in the Iowa Medicaid Health Home program. This comparison is to identify changes for enrollees during the first year of the program.

The baseline experiences of these adults include self-assessments of their:

- Health Status,
- Health Services Utilization and Unmet Need for Care, and
- Experiences with the Medical (Health) Home.

Individual responses to each item in the 2014 questionnaire are in Appendix B. A summary of the 2014 open-ended comments from adult enrollees is in Appendix C. Individual responses and open-ended comments from adult enrollees who completed the baseline survey (2013) can be found at: <http://ppc.uiowa.edu/publications/baseline-evaluation-experiences-iowa-medicaid-health-home-program-enrollees>

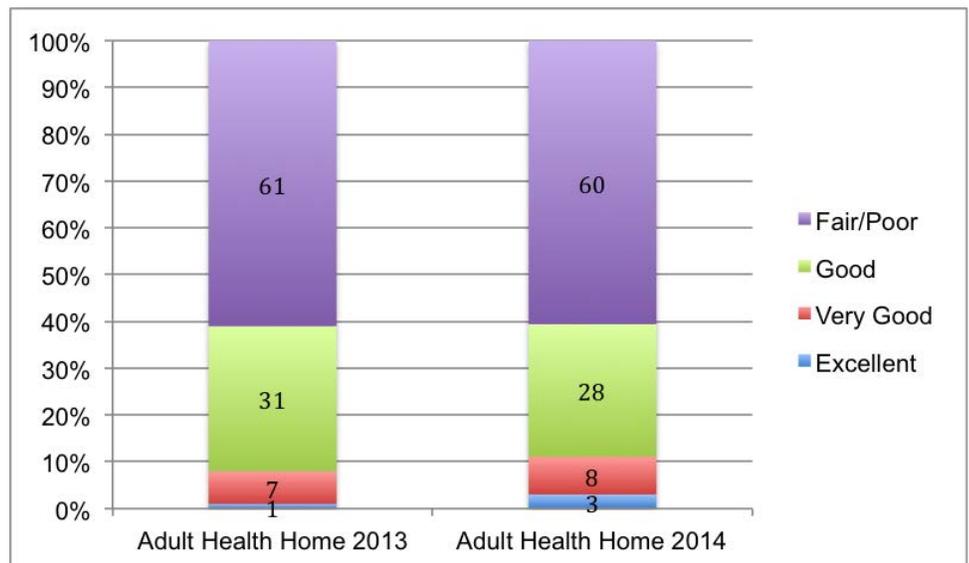
### Health Status

The enrollees' health status was measured in several ways in the survey, including overall physical and mental health status, chronic physical and mental health conditions, and functional health.

### Physical Health

Overall health status was determined in the survey using a standard excellent to poor response scale. Around 60% of adult Health Home enrollees rated their health as fair or poor and only 11% rated their health as very good or excellent. The health of adult Health Home enrollees after experience in the program was comparable to their health prior to being in the program (Figure 4-1).

**Figure 4-1. Self-Reported Health Status of 2013 and 2014 Adult Enrollees in the Health Home**



## Chronic Physical Health Conditions

Poor health status was also evident in the self-reported chronic physical health conditions. Ninety-four percent of adult Health Home enrollees indicated that they had at least one chronic physical health condition. Over 80% had three or more chronic physical health conditions. The most common chronic physical health conditions reported by Health Home enrollees before and after experience in the program are presented in Table 4-1.

There was a statistically significant drop in percent of people reporting weight problems after being in the Health Home program (52% to 44%;  $p=.02$ ) and a small but not significant drop in the percent reporting dental, tooth, or mouth problems (30% to 25%;  $p=.06$ ). Otherwise enrollees did not differ markedly in their chronic physical health conditions.

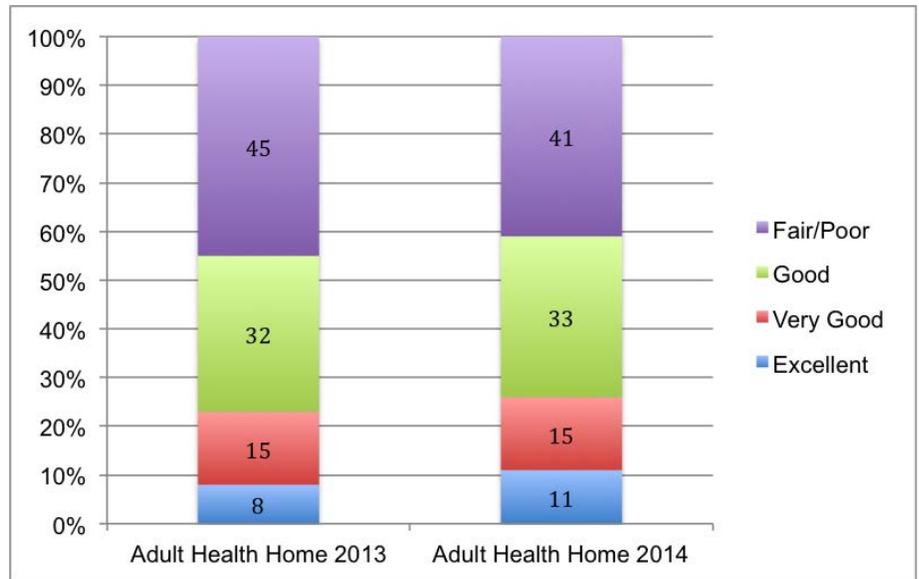
**Table 4-1. Most Commonly Reported Chronic Physical Health Conditions**

<b>Chronic Health Condition</b>	<b>Adult Health Home Pre-program (2013) % Reporting</b>	<b>Adult Health Home In Program (2014) % Reporting</b>
Arthritis, bone, or joint problems	57%	56%
Hypertension	57%	54%
Overweight/Obese	52%	44% ( $p=.02$ )
Back or neck problems	52%	51%
Allergies or sinus problems	39%	35%
Recurrent indigestion, heartburn, or ulcers	36%	37%
A physical disability	33%	31%
Bronchitis, emphysema, COPD, or lung problems	32%	32%
Diabetes	32%	34%
Dental, tooth, or mouth problems	30%	25%
Asthma	29%	30%
Heart problems	23%	22%
Bladder or bowel problems	22%	23%
Migraine headaches	21%	19%

## Overall Mental and Emotional Health

Overall mental and emotional health was determined in the survey using a standard excellent to poor response scale. At baseline, almost half of adult Health Home enrollees (45%) rated their mental and emotional health as fair or poor dropping to 41% for enrollees in the program over a year after its inception. Overall, the mental health status of adult Health Home enrollees prior to enrollment in the program was comparable to adult Health Home enrollees post enrollment, as shown in Figure 4-2.

**Figure 4-2. Self-Reported Mental Health Status of 2013 and 2014 Adult Health Home Enrollees**



### Chronic Mental Health Conditions

Enrollees were asked to indicate any chronic mental health conditions they had that had lasted for at least the past three months. The self-reported prevalence of a chronic mental health condition among adult Health Home enrollees post-enrollment was high with 71% reporting at least one chronic mental health condition. The most frequently self-reported chronic mental health problems are presented in Table 4-2. There was a statistically significant drop in percent of people reporting drug or alcohol-related problems after being in the Health Home program (8% to 4%;  $p=.01$ ) but otherwise enrollees did not differ markedly in their chronic physical health conditions.

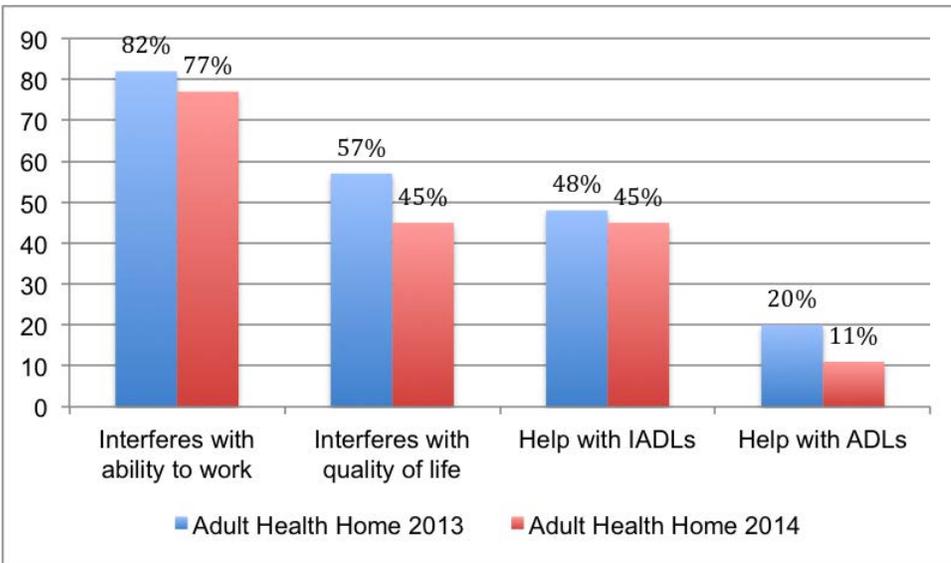
**Table 4-2. Most Commonly Reported Chronic Mental Health Conditions**

Chronic Mental Health Condition	Adult Health Home Pre-program (2013) % Reporting	Adult Health Home In Program (2014) % Reporting
Depression	53%	49%
Anxiety	44%	43%
Emotional problems other than depression or anxiety	20%	18%
Attention problems	16%	16%
A learning disability	12%	15%
Other mental health condition	9%	13%
Drug or alcohol-related problem	8%	4% ( $p=.01$ )

### Functional Health

Self-rated functional health was assessed in the survey by asking respondents a series of questions about how their physical health affected daily life activities ranging from interference with work or social activities to more serious problems with their ability to function independently in the home. Adult Health Home enrollees with experience in the program reported significantly less functional limitation than pre-program enrollees in three areas, as shown in Figure 4-3.

**Figure 4-3. Self-Reported Functional Limitations of 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



\* Interference with ability to work also includes school attendance and ability to manage day-to-day activities.

\* Quality of life includes serious interference with independence and community participation.

\* IADLs include instrumental activities of daily living such as everyday household chores, shopping, or getting around for other purposes.

\* ADLs include activities of daily living such as eating, dressing, or getting around the house.

While a majority Health Home enrollees still had a physical or medical condition that seriously interfered with their ability to work, attend school, or manage day-to-day activities after the first year, there was a statistically significant drop from the 82% reporting such a limitation in the pre-enrollment survey to the 77% reporting one afterward ( $p=.02$ ). The percentage of Health Home enrollees reporting a physical condition that interfered with their independence, participation in the community, or quality of life also dropped, from 57% pre-enrollment to 45% post-enrollment ( $p<.001$ ). Finally, the percentage of Health Home enrollees reporting a need for help with their activities of daily living (which is an indicator of ability to live independently in the home) dropped from 20% pre-enrollment to 11% post-enrollment ( $p<.001$ ).

### Health Services Utilization and Unmet Need for Care

The use of services by adult Health Home enrollees was explored with questions related to: 1) personal doctor and routine care, 2) urgent care, 3) preventive care, 4) telephone medicine, 5) specialty care, 6) hospitalizations, 7) dental care, 8) mental health care, and 9) prescription drugs.

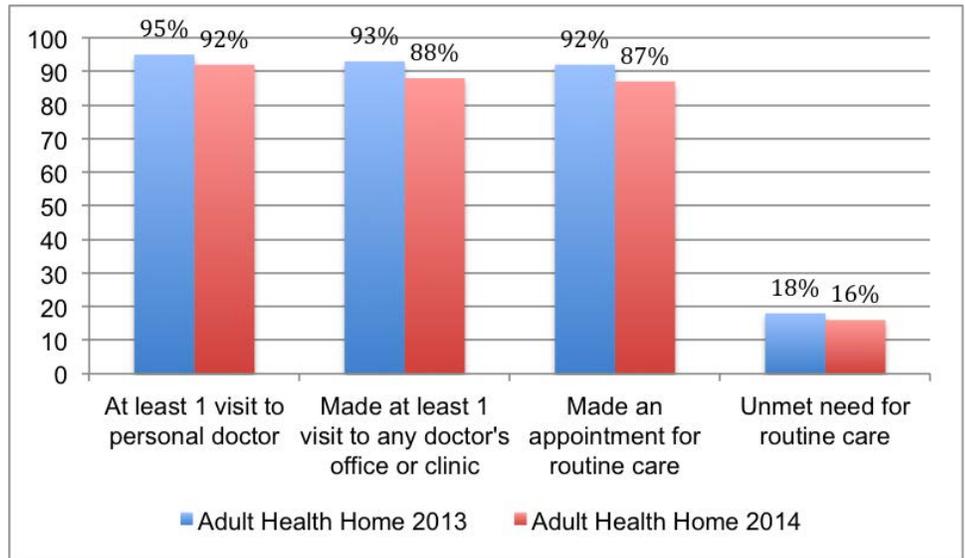
### Personal Doctor and Routine Medical Care: Use and Unmet Need

Adult Health Home enrollees are high utilizers of routine medical care visits, as shown in Figure 4-4. The vast majority of adult Health Home enrollees with a personal doctor made at least one visit to that provider in the previous six months, yet, the percentage who reported at least one visit to their personal doctor significantly dropped from the pre-enrollment (95%) to post-enrollment period (92%) ( $p=.02$ ). The same trend is evident regarding the percentage who reported at least one visit to any doctor’s office or clinic (93% pre-enrollment to 88% post-enrollment,  $p=.02$ ) and is also reflected in the percentage of enrollees

who reported making an appointment for routine care in the previous six months (92% pre-enrollment to 87% post-enrollment,  $p=.003$ ).

Unmet need for routine care was defined as enrollees who needed care, tests or treatment in the last six months, but could not get it for any reason. 16% of post-enrollment adult Health Home enrollees reported an unmet need for routine medical care, which is less than the 18% reported by Health Home adults in the pre-enrollment period but this difference was not statistically significant.

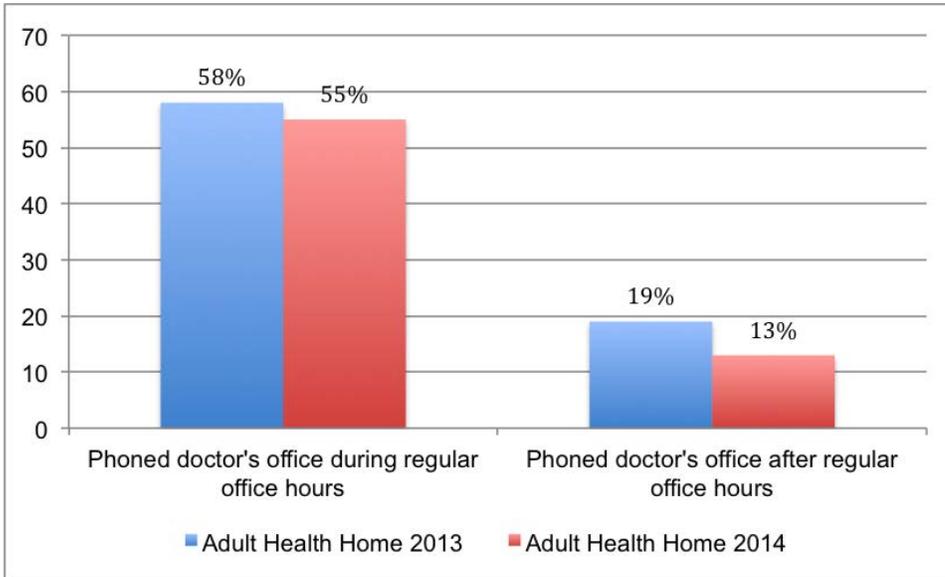
**Figure 4-4. Utilization of routine medical visits for 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



## Telephone Medicine

A little over half of adult Health Home enrollees called their doctor's office with a medical question in the six months prior to the survey, as shown in Figure 4-5. During regular office hours, adult Health Home enrollees were just as likely to phone a doctor's office with a medical question pre-enrollment (58%) as post-enrollment (55%). However, there was a significant drop in the percentage who phoned their doctor's office with a medical question *after* regular office hours from the pre-enrollment (19%) to the post-enrollment (13%) period ( $p=.01$ ). Of those from the post-enrollment period who called a doctor's office, 69% *usually* or *always* got the help they needed regardless of whether the call was during or after regular office hours.

**Figure 4-5. Utilization of telephone medicine for 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



### After-hours, Urgent, and Emergent Medical Care

This study explored the need for after-hours care, emergent care (usually received from a hospital emergency department), and urgent care, typically received from either an emergency department or clinic. In the post-enrollment period, 33% of adult Health Home enrollees reported needing care during evenings, weekends, or holidays in the previous six months which is comparable to the 37% who reported the same need in the six months before becoming part of the Medicaid Health Home program.

### Emergency Department (ED) Visits and Urgent Care

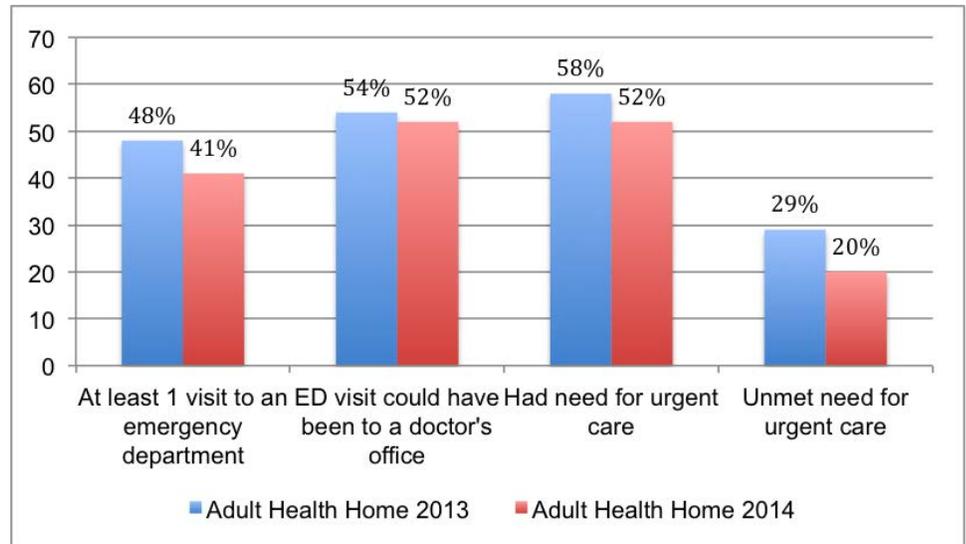
Fewer adult Health Home members in the post-enrollment period (41%) visited an ED at least once in six months compared to the percentage who did in the pre-enrollment period (48%), as shown in Figure 4-6, ( $p=.04$ ). Almost one-quarter (23%) had been to an ED two or more times during that six-month period which is almost equivalent to what was reported in the pre-enrollment period (24%).

About half of enrollees who had visited an ED reported that the care they received at their last visit to the ED could have been provided in a doctor's office if one had been available-comparable to the pre-enrollment period.

There were significant drops in the need for and unmet need for urgent care services. More than half of Health Home adults in the post-enrollment period (52%) had a need for urgent care in the six months prior to completing the survey, which is significantly ( $p=.02$ ) lower than reported by pre-enrollment Health Home adults (58%). In the post-enrollment period, most respondents (85%) who needed this urgent care *always* (57%) or *usually* (28%) received it as soon as they thought they needed it.

Unmet need for urgent care was defined as enrollees who had an illness, injury or condition that needed care right away in the last six months, but who were not able to get it for any reason. While nearly one-third of adult Health Home enrollees in the pre-enrollment period (30%) reported an unmet need for urgent medical care, there was a significant ( $p=.01$ ) drop in the post-enrollment period (20%).

**Figure 4-6. Utilization of emergency or urgent care services for 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



### Preventive Care: Visits and Unmet Need

Use of preventive services was evaluated by asking enrollees for information on their last preventive health visit, which could have included a check-up, physical exam, mammogram, or Pap smear test. Comparable to the pre-enrollment period, about two-thirds of adults (63%) had a preventive visit in the six months before the survey.

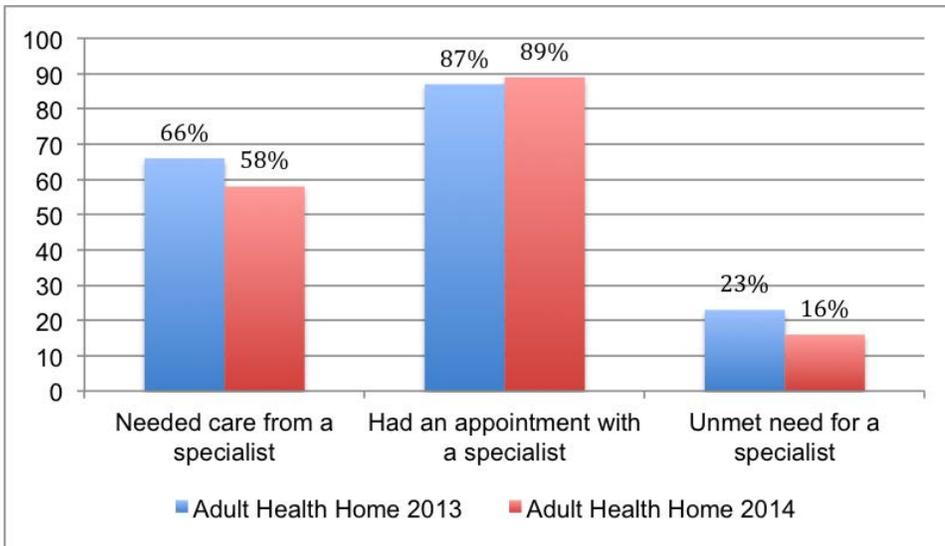
There was a slight but not significant decline in the percentage of Health Home adults who reported a time when they needed preventive care, but were unable to receive it for some reason (14% pre-enrollment to 11% post-enrollment).

### Specialty care: Visits and Unmet Need

The percentage of Health Home adults who reported a need for specialist care within six months of the survey was significantly ( $p=.01$ ) less in the post-enrollment period (58% vs. 66%) (Figure 4-7). The vast majority of adults in both time periods (88%) had seen a specialist for a particular health problem in the previous six months.

Unmet need for specialty care was defined as a time when specialty care was needed, but the enrollee could not receive it for some reason. There was a statistically significant ( $p=.03$ ) decline in the percentage of Health Home adults who reported having a time when they needed to see a specialist but could not, from 23% in the pre-enrollment period to 16% in the post-enrollment period.

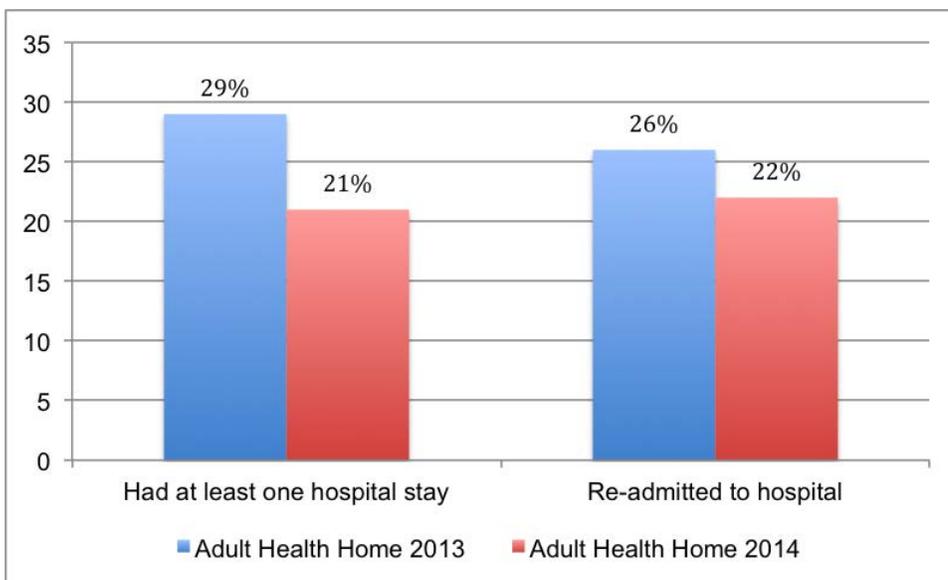
**Figure 4-7. Utilization of specialty providers for 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



## Hospitalizations

As shown in Figure 4-8, there was a significant decline ( $p=.003$ ) in the percentage of Health Home adults who reported having been hospitalized overnight at least once in the six months prior to the survey, from 29% in the pre-enrollment period to 21% in the post-enrollment period. The percentage who reported being hospitalized 3 or more times in the previous six months was comparable in both groups (pre-enrollment 18%, post-enrollment 13%). And, while the percentage who reported needing to return to the hospital soon after being discharged because they were still sick or had a problem dropped from 26% in the pre-enrollment period to 22% in the post-enrollment period, the difference was not statistically significant.

**Figure 4-8. Hospital Stays for 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



## Dental Care

Reported need, use, and unmet need for dental care was comparable in the pre- and post-enrollment periods for Health Home adults. In the post-enrollment period, 37% of respondents reported a need for dental care for any reason compared to 40% pre-enrollment and 43% had seen a dentist within the previous

year compared to 42% pre-enrollment. Around one-third of adult enrollees at each time period (35% pre-enrollment and 31% post-enrollment) had been unable to receive care for some reason when they thought dental care was needed—a rate more than double the rate of unmet need for medical care.

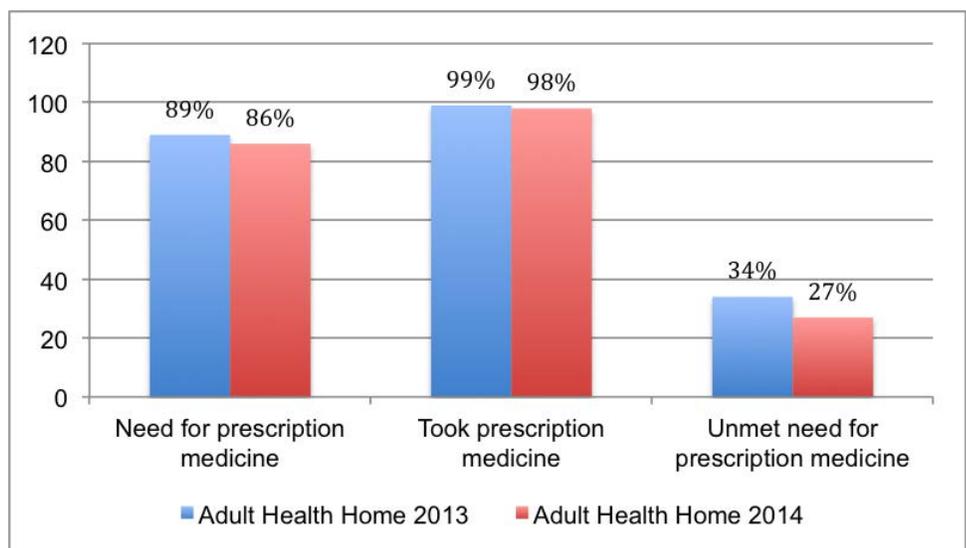
## Mental and Emotional Health Care

About one-third (33%) of adult Health Home enrollees reported a need for treatment or counseling for a mental or emotional problem in the post-enrollment period, which was comparable to the 37% reporting this need in the pre-enrollment period. Of those with need, 80% received treatment or counseling for their mental or emotional problem in the post-enrollment period; 82% in the pre-enrollment period. Among those who believed they needed treatment or counseling for a mental health problem, 25% in each time period experienced a time when they were unable to receive this care for some reason.

## Prescription Drugs

As indicated in Figure 4-9, a majority of adult Health Home enrollees (89% in the pre-enrollment period and 86% in the post-enrollment period) reported needing prescription medicine in the six months prior to the survey and all but a handful of respondents at each time period reported having taken a prescription medicine during that time. Notably, the percentage of adult Health Home enrollees who reported having had a time in the previous six months when they could not get a prescription for some reason significantly dropped from 34% in the pre-enrollment period to 27% in the post-enrollment period ( $p=.02$ ).

**Figure 4-9. Utilization of Prescription Medicine for 2014 Adult Health Home Enrollees as compared to 2013 Adult Health Home Enrollees**



## Health Home Attributes

We assessed adult Health Home enrollee experiences with several domains of the medical home model of health care delivery: 1) identification of a personal doctor; 2) enhanced communication with a personal doctor; 3) coordination of care; 4) timely access to care; 5) information about care; 6) comprehensiveness of care; 7) self-management support; and, 8) shared decision-making.

## Personal Doctor

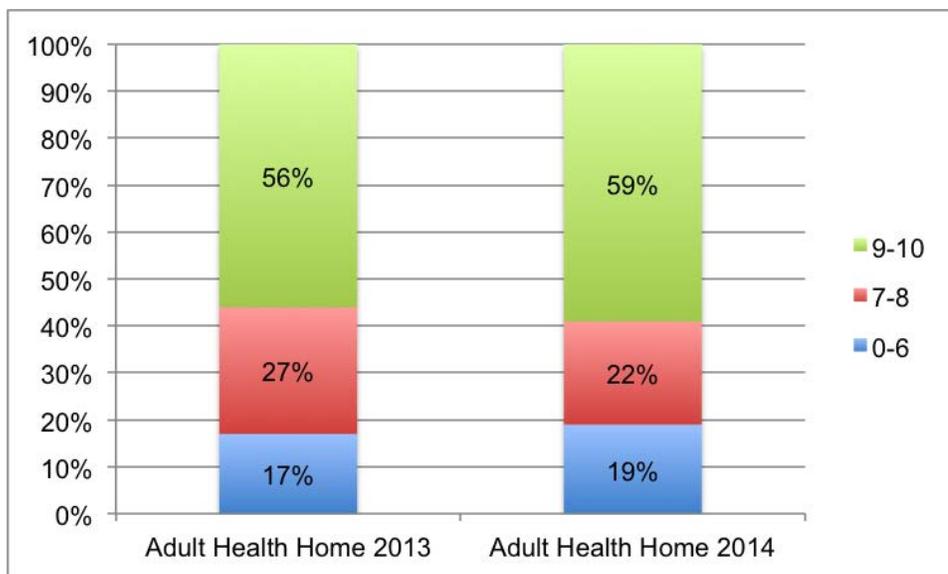
Utilization of medical services often starts with having a personal doctor. Since enrollment into the Health Home program is initiated by the Medicaid member's provider, we might expect the enrollee to be able to identify a personal doctor

and maintain contact with that doctor. Enrollees in the survey were asked the following questions regarding personal doctors: 1) if they had a doctor that they thought of as their personal doctor; 2) if that person was located in the office that introduced them to the Medicaid Health Home program; 3) how often they visited their personal doctor in the previous six months; and, 4) to rate the quality of their personal doctor (if they had one).

In the pre-enrollment period, 11% of adult Health Home respondents could not identify a provider they considered to be their personal doctor and that percentage declined to 8% in the post-enrollment period. A little over 60% of Health Home adults in the post-enrollment period responded that their personal doctor was located in the office that introduced them to the Health Home program which is a decline from the 72% who reported in the pre-enrollment period that their personal doctor was their Medicaid Health Home provider.

Those enrollees who indicated they had a personal doctor were asked to rate this person on a zero to ten scale (0 is the worst doctor possible and 10 is the best doctor possible). Well over half (59%) of respondents gave their personal doctor a nine or ten rating in the post-enrollment period which is comparable to personal doctor ratings reported in the pre-enrollment period (56%) (Figure 4-10).

**Figure 4-10. Rating of Personal Doctors**



### *Communication with a Personal Doctor*

A Health Home should promote enhanced communication between the patient and the physician. Enrollees were asked several questions to assess how well their personal doctors communicated with them during their visits, including questions about how often their personal doctor: 1) explained things in a way that was easy to understand; 2) listened carefully to them; 3) gave them easy to understand information about their health questions or concerns; 4) knew the important information about their medical history; 5) showed respect for what the enrollee had to say; 6) spent enough time with them; and, 7) understood how the enrollee's health problems affected their day-to-day life.

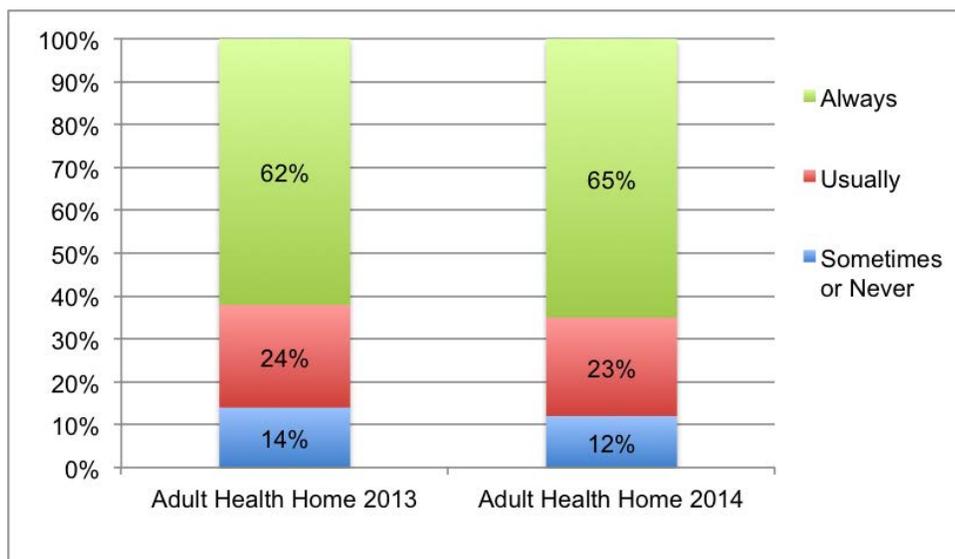
Overall, adult Health Home enrollees rated their experiences communicating with their personal doctors very highly, with their responses in the post-

enrollment period being similar to those in the pre-enrollment period. They reported that their personal doctor usually or always:

- Showed respect for what they had to say (90% post- and 89% pre-enrollment)
- Listened carefully to them (87% post- and 88% pre-enrollment)
- Gave them easy to understand information about their health concerns (88% post- and 85% pre-enrollment)
- Explained things in a way that was easy to understand (89% post- and 86% pre-enrollment)
- Knew the important information about their medical history (86% post- and 83% pre-enrollment) and,
- Spent enough time with them (86% post- and 81% pre-enrollment)

A summary measure incorporating these six communication components was calculated and is shown in Figure 4-11. Again the ratings were relatively high and there were no statistically significant differences in communication between the pre-enrollment and post-enrollment periods.

**Figure 4-11. How Often Personal Doctors Communicated Effectively**



### Care Coordination

The Health Home population is made up, by design, of a population of the sicker Medicaid members. Almost 80% of the adult respondents to the 2014 survey had 3 or more chronic physical conditions and 71% had at least one chronic mental health condition. Such illness burden often results in the use of a variety of different health services aside from those provided by the member's personal doctor. In the six months prior to completing the 2014 survey (post enrollment in the Health Home), 89% of these respondents had seen a specialist for a particular health problem, 80% had received treatment or counseling for a mental or emotional health problem, 21% had been hospitalized at least once, and all but a few of them had taken a prescription medication.

For those with multiple chronic illnesses who are likely to access many different areas of the health care delivery system, care coordination and communication between providers and others involved in their health care becomes critically important. We asked respondents several specific questions to evaluate how well their care is coordinated. These included:

- How often their doctor's office followed-up with them regarding test

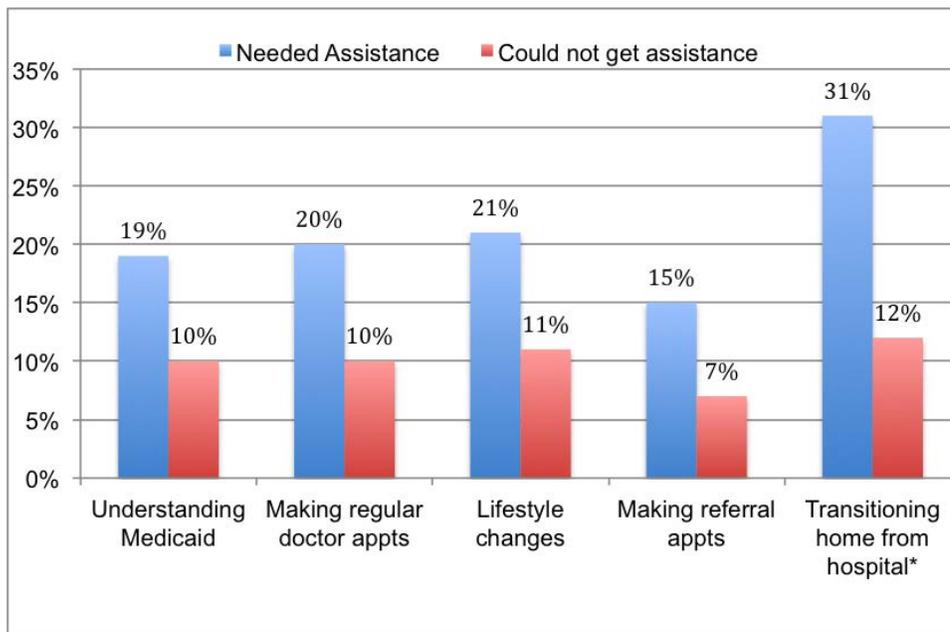
results

- How often their doctor’s office seemed informed and up-to-date about the care they received from specialists
- Need for assistance with a variety of potential health services and if these needs were met
- Need for information about specific health service provisions communicated back to their personal doctor and if these needs were met

The vast majority of these Health Home adults post-enrollment (86%) reported that their doctor’s office ordered a blood test, x-ray, or other test for them in the six months prior to the survey. Most (78%) reported that someone from that office *usually* or *always* followed-up with them to give them the results. Over three-quarters (79%) of post-enrollment respondents reported that their doctor’s office *usually* or *always* seemed informed and up-to-date about the care they received from specialist.

Figure 4-12 summarizes the need for assistance with particular health care services and whether or not respondents were able to get the needed assistance. Approximately 1 in 5 of these enrollees reported needing assistance with modifying their lifestyle or behaviors to be healthier (21%), making regular doctor appointments (20%), and understanding their Medicaid coverage (19%). For the two services that involved coordinating with outside entities, 15% reported needing help making appointments after being referred by their doctor and, for those who had at least one hospital stay, 31% reported a need for help with their transition home from the hospital. In each instance, fewer than 15% reported that they could not get the assistance that they needed.

**Figure 4-12. Need and Unmet Need for Specific Care Coordination Services during the post-enrollment period (Adult Health Home 2014)**

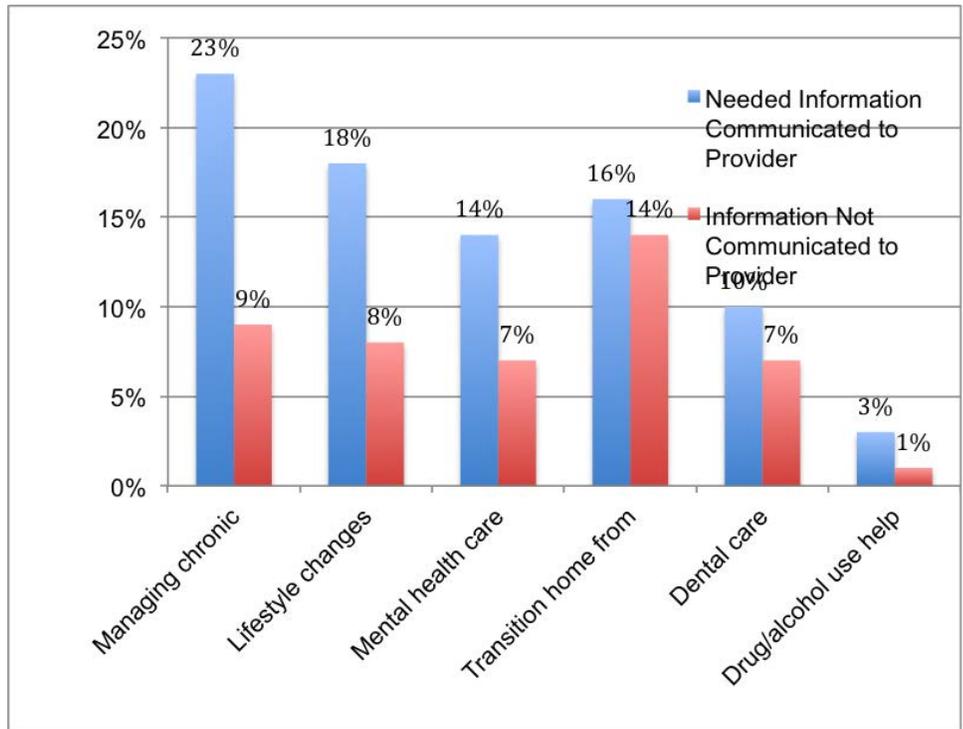


\* Calculated for those who responded that they had at least one hospital stay in the six months prior to the survey (n=115 respondents).

Figure 4-13 summarizes the need and unmet need for the communication of information between the respondents’ personal doctors and other care providers in the community. Almost one-quarter (23%) of respondents reported needing information about management of their chronic health problem communicated

back to their personal doctor. For the rest of the services, less than 20% of these enrollees reported a need for information to be communicated back to their provider. And, with the exception of transitioning home from the hospital, 10% or fewer respondents reported that their need to have information communicated back to their personal doctor was met. Almost 15% reported an unmet need for communication back to their personal doctor about transitioning home from a hospital stay.

**Figure 4-13. Need and Unmet Need for Communication between Providers during the post-enrollment period (Adult Health Home 2014)**



\* Calculated for those who responded that they had at least one hospital stay in the six months prior to the survey (n=115).

### Access to Care

Several survey items explored enrollee experiences with accessing care. These included enrollee assessments of the following: 1) ability to get urgent care when needed; 2) ability to get routine care; 3) same day response to regular office hour phone calls; 4) response to after office hours phone calls; 5) ability to see a provider within 15 minutes of their appointment time; and, 6) ability to get needed care on evenings, weekends, or holidays.

With regard to access experiences:

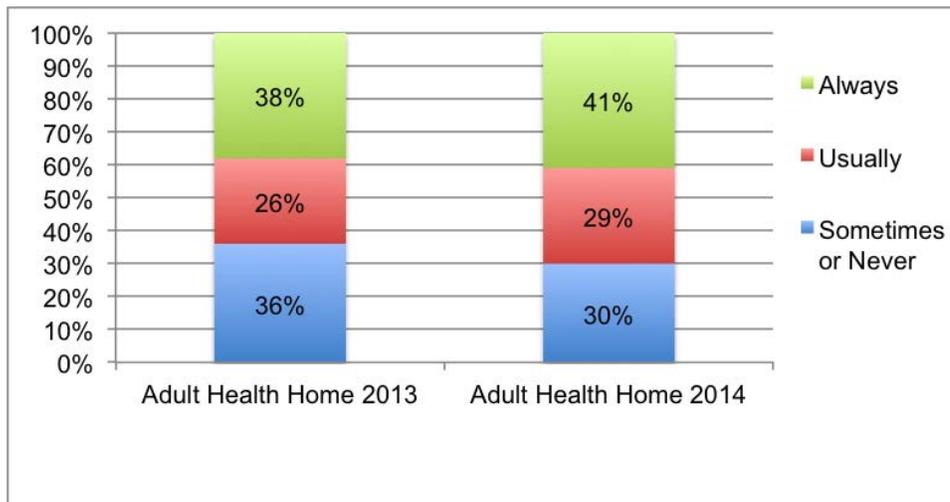
- About 82% of adult Health Home enrollees in the post-enrollment period reported *usually* or *always* getting an appointment for routine care and 85% reported getting urgent care as soon as they needed it compared to 80% in the pre-enrollment period for each service type.
- Almost one-half (45%) of enrollees in the post-enrollment period were *usually* or *always* able to get needed care from a doctor's office during evenings, weekends, or holidays (compared to 47% pre-enrollment), but, as reported in the pre-enrollment period, 30% reported never being able to access care during those times.
- Well over half (69%) of Health Home adults in the post-enrollment period *usually* or *always* received an answer to their medical question on

the same day if they left a phone message during regular office hours which is a significant increase from the 62% reporting the same in the pre-enrollment period ( $p=.04$ ).

- Far fewer respondents utilized after hours telephone services in the post-enrollment period (13%) compared to the pre-enrollment period (19%). Yet, 69% in the post-enrollment period *usually or always* got an answer as soon as they wanted which is statistically equivalent to the 57% in the pre-enrollment period who reported the same.
- Fewer than half (45%) of adults in the post-enrollment period *usually or always* saw their doctor within 15 minutes of their appointment time with 21% reporting never having seen a doctor that close to their appointment time. These percentages are comparable to what enrollees reported in the pre-enrollment period.

Figure 4-14 provides the results of a CAHPS-based composite measure (constructed from the first five items above) used to evaluate access to care. From 2013 (pre-enrollment) to 2014 (post-enrollment), there was a significant increase in the percentage of adult Health Home enrollees who reported *usually or always* having access to care ( $p=.02$ ).

**Figure 4-14. Summary Access to Care Measure**



## Information about care and appointments

A Health Home works to promote increased access to and increased quality of care by providing timely information to patients regarding their health care and appointments. For adult Health Home enrollees:

- About half (51%) of adults in the post-enrollment period reported that a doctor's office gave them information about what to do if they needed care during evenings, weekends, or holidays with is comparable to the 57% from the pre-enrollment period who reported receiving information.
- Over three-quarters (76%) of adults in the post-enrollment period received reminders from a doctor's office about upcoming tests, treatments or appointments, which is comparable to the 79% from the pre-enrollment period who reported receiving reminders.

## Comprehensive Care

Comprehensive care means the Health Home provides services that account for the majority of patient needs, including mental health. In the adult Health Home enrollee survey, questions about comprehensiveness of care were asked,

including whether or not someone in a doctor's office talked with them about their mental/emotional health.

Of the adult Health Home enrollees:

- Over two-thirds (70%) in the post-enrollment period reported that someone from a doctor's office asked them if they felt sad, empty, or depressed during any period of time during the past six months which is comparable what was reported by the pre-enrollment adults (65%).
- Fifty-seven percent in the post-enrollment period reported being asked if there were things in their life that worried them or caused them stress which again is comparable to the pre-enrollment period (54%).
- Over half (54%) in the post-enrollment period reported talking to someone at a doctor's office about personal or family problems, alcohol or drug use, or mental or emotional illness which is similar to the 51% who reported having this discussion with someone in their doctor's office in the pre-enrollment period.

A composite measure of comprehensiveness of care was calculated using the items detailed in the previous paragraph. There was no significant difference in the comprehensiveness of care reported by post-enrollment Health Home adults (60%) and pre-enrollment Health Home adults (57%).

## Self-Management Support

Self-management support is the care and encouragement provided to people with chronic conditions to help them understand their central role in managing their illness, make informed decisions about care, and engage in healthy behaviors. In this survey, two items assess adult Health Home enrollees' perceptions about whether or not a doctor's office supported them in taking care of their own health.

For adults in the Health Home program:

- The majority of adults in the post-enrollment period (72%) reported that someone from a doctor's office talked with them about their specific health goals and this is comparable to the 69% in the pre-enrollment period who reported having had this talk.
- Under half (47%) in the post-enrollment period reported being asked if there were things that made it hard for them to take care of their health which also is comparable to the pre-enrollment percentage (45%).

These two constructs were combined into a composite measure for comparison between groups about how well their doctor's offices provided self-management support. There were no statistically significant differences in self-management support from pre- (57%) to post-enrollment (59%).

## Shared Decision Making

One component of a health home is patient-centered care, which is the provision of care while taking into account the patient's preferences and values. Shared decision making between the patient and the provider is a core feature of the patient-centered approach to care.

In the surveys, three items were asked that focused on how a provider included their adult patients in the decision-making process when starting or stopping a prescription medication. This is especially pertinent since almost all of the

respondents at both survey time periods reported having taken a prescription medicine at some point in the six months prior to the survey. For adults enrolled in the Health Home program whose provider talked with them about their medications:

- Almost half of adults in each time period reported that the provider talked “a lot” about the reasons they might want to start taking a medication (46% post-enrollment, 48% pre-enrollment)
- Fewer enrollees in each time period reported they talked “a lot” about the reasons you might *not* want to take a medication (29% post-enrollment, 31% pre-enrollment).
- The majority of adult Health Home enrollees in each time period reported that during the discussion about medications, the provider asked them what they thought was best for them (67% post-enrollment, 68% pre-enrollment).

These three constructs combined into a composite measure about how well these respondents’ providers involved the enrollee in care decisions. There were no statistically significant differences with regard to shared decision making between the pre-enrollment (49%) and post-enrollment (47%) responses.

## Chapter 5

# Experiences of Children in the Medicaid Health Home

The following is a summary of results from the 2013 (baseline) and 2014 (1 year follow-up) surveys of Child Enrollees into the Iowa Medicaid Health Home program. The experiences reported by the parents/legal guardians of these children include their health status, utilization of and unmet need for care, and experiences with the components of the Health Home.

Individual responses to each item in the 2014 questionnaire are in Appendix B. A summary of the 2014 open-ended comments is in Appendix C. Individual parent/legal guardian responses and open-ended comments about child enrollees from the baseline survey (2013) can be found here: <http://ppc.uiowa.edu/publications/baseline-evaluation-experiences-iowa-medicaid-health-home-program-enrollees>

Because the number of child enrollees in the Medicaid Health Home Program was so low, the number of respondents related to the care for children was also low; thus no pre-post comparison of responses were done for the issues in this chapter.

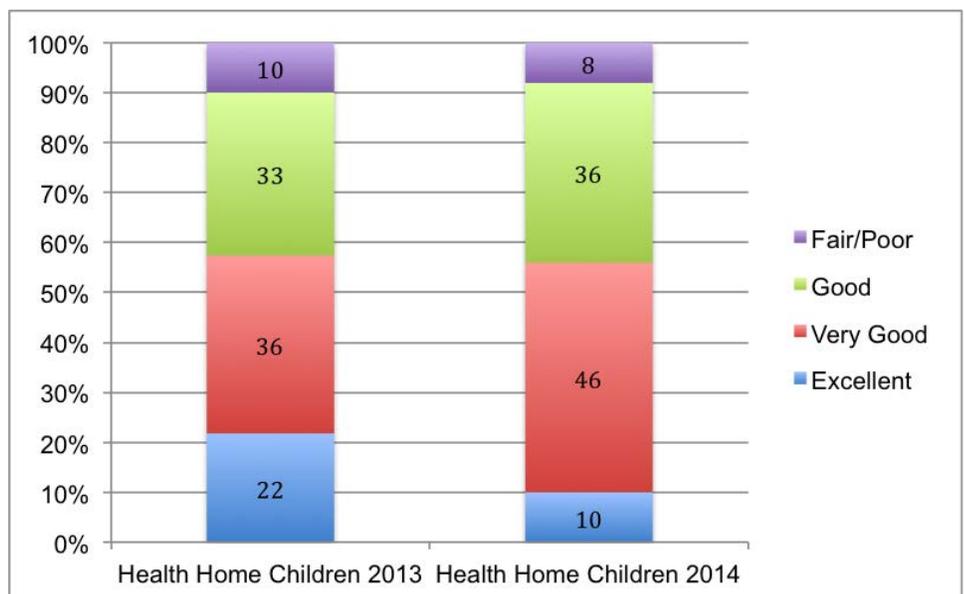
### Health Status of Children in the Health Home

Several indicators of the child's health status were measured by the survey including overall physical and mental health status, chronic physical and mental health conditions, and special health care needs status.

#### Physical Health & Special Needs

Fewer children in the post-enrollment period were reported to be in excellent physical health (10%) as compared to the pre-enrollment period (22%). However, the percentage reported to be in fair or poor physical health was almost equal in both periods, as shown in Figure 5-1.

**Figure 5-1. Self-Reported Health Status of 2014 Child Enrollees in the Health Home as compared to that of 2013 Child Enrollees.**



Two-thirds (67%) of children whose parent/legal guardian responded to the 2014 survey met the criteria for being a child with a special health care need (CSHCN)

which is less than the 72% reported in 2013. Within the CSHCN screener, there are three subdomains that address: 1) dependency on prescription medications; 2) service use above that considered usual or routine; and, 3) functional limitations. The majority (56%) of these children in the post-enrollment period (2014) met the definition for having dependency on prescription medications, 46% used more services (such as medical care, mental health services, or educational services) than considered usual for children of about the same age, and 26% screened as having significant functional limitations.

### Chronic Physical Health Conditions

Poor health status was also evident in the reported chronic health conditions. Eighty-two percent of child Health Home enrollees in 2014 had at least one chronic physical health condition with 23% having had three or more. The most common chronic physical health conditions reported for child Health Home enrollees before and after experience in the program are presented in Table 5-1.

**Table 5-1. Most Commonly Reported Chronic Physical Health Conditions**

Chronic Health Condition	Health Home Children % Reporting 2013	Health Home Children % Reporting 2014
Asthma	39%	49%
Allergies or sinus problems	26%	18%
Vision problems	22%	15%
Overweight or obese	15%	21%
Dental problems	13%	5%
Speech or language problems	9%	18%
Back, neck, bone, or muscle problems	7%	5%
Frequent bladder or bowel problems	6%	8%
Diabetes	4%	3%
Failure to thrive or eating disorder	2%	3%
Frequent ear infections	2%	3%
Hearing impairment or deafness	1%	0%

Asthma remained the most significant chronic physical health burden experienced by the children in the Health Home program with almost 50% reported to have the condition. Fewer children had allergies/sinus problems or problems with their vision (decrease of 8% and 7% respectively). There was an increase from 9% to 18% in children reported to have speech or language problems from the 2013 pre-enrollment period. And, fewer children experienced dental problems (a drop from 13% in 2013 to 5% in 2014).

As in 2013, the school aged children in the Health Home program in 2014 averaged 5 missed school days in the six months prior to the survey because of illness or injury.

### Overall Emotional and Behavioral Health

The overall emotional and behavioral health of children in the Health Home program was assessed using the Pediatric Symptom Checklist (PSC). The PSC is a parent-completed screening questionnaire designed to identify children’s emotional and behavioral problems and psychosocial functioning.<sup>2</sup> We evaluated three subscales of the PSC used to identify problems with attention, internalizing (depression/anxiety), and externalizing (behavior). In this

<sup>2</sup> Jellinek MS, Murphy JM, Robinson J, et al. The Pediatric Symptom Checklist: screening school-age children for psychosocial dysfunction. *Journal of Pediatrics*. 1988;112:201-209.



group of children enrolled in the Health Home in 2014, 33% were identified as having significant impairments because of depression and/or anxiety, 31% with significant problems with conduct/behavior, and 23% with significant impairments in attention.

### **Chronic Mental Health Conditions**

At least one chronic mental health condition was reported for 56% of the children enrolled in the Health Home program in 2014. The most frequently reported chronic mental health problems are presented in Table 5-2.

**Table 5-2. Most Commonly Reported Chronic Mental Health Conditions**

<b>Chronic Mental Health Condition</b>	<b>Health Home Children % Reporting 2013</b>	<b>Health Home Children % Reporting 2014</b>
Attention problems	33%	31%
Behavioral or emotional problems other than depression or anxiety	19%	26%
Depression	18%	23%
Anxiety	16%	21%
A learning disability	12%	21%
Developmental delays or mental retardation	6%	15%
Drug or alcohol related problems	2%	0%

Almost one-third of the Health Home children in 2014 were reported to have attention problems, which was similar to 2013. Around 1 in 5 children were reported to have depression (23%) and anxiety (21%) and 1 in 4 were reported to have behavioral/emotional problems aside from depression or anxiety (26%); yet 33% were identified by the PSC screening instrument as having significant impairments due to anxiety and/or depression.

### **Utilization of and Unmet Need for Care**

The use of services by children enrolled in the Health Home program was explored with questions related to: 1) personal doctor and routine care; 2) urgent care; 3) preventive care; 4) telephone medicine; 5) specialty care; 6) hospitalizations; 7) dental care; 8) mental health care; and, 9) prescription drugs.

#### **Personal Doctor and Routine Medical Care**

The percentage of children in the Health Home who were reported to have made at least one visit to their personal doctor was 82% in the post-enrollment (2014). Over half (56%) of children were reported to have made 2 or more visits to their personal doctor in the previous six months. The vast majority had an appointment for routine care in the six months prior to completing the survey (87%).

#### **Unmet Need for Routine Care**

Unmet need for routine care was defined as enrollees who needed care, tests or treatment in the last six months, but could not get it for any reason. One in ten children in the Health Home program reported an unmet need for routine medical care for their children (10%).

#### **Telephone Medicine**

Less than half of the parents of these child enrollees (45%) had called a doctor's office with a medical question about their child during *regular* business hours in

the previous six months. About three-quarters (76%) reported *usually* or *always* getting an answer to their medical question the same day of the call.

## **After-hours, Urgent, and Emergent Medical Care**

This study explored Health Home children's need for after-hours care, emergent care (usually received from a hospital emergency department), and urgent care, typically received from either an emergency department or clinic. In the post-enrollment period, 29% of children were reported to need care during evenings, weekends, or holidays within the past six months.

Only 13% of parents of these child enrollees in the post-enrollment period had called a doctor's office with a medical question about their child *after regular* business hours in the previous six months. However, 40% reported *usually* or *always* getting the help they needed when calling *after regular* business hours.

## **Emergency Department (ED) Visits**

Slightly over one-third (36%) of the children enrolled in the Health Home were reported to have visited an ED in the previous six months. Of those children who had visited an ED at least once during the previous six months, 64% of their parents reported that the care their child received in the ED could have been provided in a doctor's office if one had been available at the time.

## **Urgent Care**

Nearly half of enrollees (49%) in the post-enrollment period had a need for urgent care in the six months prior to completing the survey. The majority (95%) of children who needed this urgent care either *usually* (21%) or *always* (74%) received it as soon as their parent thought they needed it.

### **Unmet Need for Urgent Care**

Unmet need for urgent care was defined as enrollees who had an illness, injury or condition that needed care right away in the last six months, but who were not able to get it for any reason. About 1 in 5 children (21%) enrolled in the post-enrollment period were reported to have had an unmet need for urgent medical care.

## **Preventive Care**

Use of preventive services was evaluated by asking parents/guardians for information about their child's last preventive health visit, which could have included a check-up, physical exam, or vaccination shots. Over three-quarters of the children (78%) had a preventive visit in the six months prior to the survey. Half of parents (50%) reported that a health professional had encouraged them to take any type of preventive health steps for their children (such as watching what their child eats or using bicycle helmets or car seats).

### **Unmet Need for Preventive Care**

Only 5% of parents of children in the Health Home post-enrollment period reported a time when their child needed preventive care, but they were unable to receive it for some reason.

## **Specialty care**

Over one-third (38%) of the children were reported to have a need for specialist care in the six months prior to the survey. The vast majority (93%) of these children had seen a specialist for a particular health problem during the same time period.

### *Unmet Need for Specialty Care*

Unmet need for specialty care was defined as a time when specialty care was needed, but the enrollee could not receive it for any reason. One in five children (21%) enrolled in the Health Home were reported as having a time when they needed to see a specialist but could not for some reason, which is higher than the one in ten children reported to have an unmet need for specialty care in the pre-enrollment period.

### ***Hospitalizations***

In the post-enrollment period, 10% of children enrolled in the Health Home had spent at least one night in a hospital. None of these hospitalized children were reported as needing to return to the hospital soon after being discharged because they were still sick or had a problem.

### ***Dental Care***

In 2014, almost all children (95%) had seen a dentist in the last year in the post-enrollment period. Only 6 parents reported that there was a time in the six months before the survey when their child needed dental care with only 2 reporting that their child had been unable to receive dental care when it was needed.

### ***Mental and Emotional Health Care***

Four in ten children had a need for care for a behavioral or emotional problem (41%). Nearly one in five children (19%) experienced a time when they were unable to receive this care for some reason.

### ***Prescription Drugs***

Nearly three-quarters of children enrolled in the Health Home program in the post-enrollment period (71%) had a reported need for prescription medicine in the six months prior to the survey with almost all of the enrollees (96%) reported to have taken a prescription medicine within the previous six months. Only 4% of the children who were reported as needing prescription medication had a time in the previous six months when their parent could not get a prescription for them for some reason.

## **Pre-program experiences with Health Home attributes**

In this survey, we assessed several domains of the medical Health Home model of health care delivery: 1) identification of a personal doctor; 2) enhanced communication with a personal doctor; 3) coordination of care; 4) timely access to care; 5) information about care; 6) comprehensiveness of care; 7) self-management support; and, 8) shared decision-making.

### ***Personal Doctor***

The following questions were asked of respondents regarding the child's personal doctor: 1) if they had a doctor that they thought of as their child's personal doctor; 2) if that person was located in the office that introduced them to the Health Home program; 3) how often their child visited their personal doctor in the previous six months; and, 4) to rate the quality of their child's personal doctor.

Ninety five percent of parents could identify a provider they considered to be their child's personal doctor or nurse. Less than two-thirds (61%) had a personal

doctor that was located in the office that introduced them to the Health Home program. Four out of five children had visited their personal doctor at least once during the previous six months (82% in the post-enrollment period).

Parents were asked to rate their child's personal doctor on a zero to ten scale (0 is the worst doctor possible and 10 is the best doctor possible). Most (89%) of respondents to the 2014 survey gave their child's personal doctor a nine or ten rating with no respondents rating their child's personal doctor less than 5 out of 10.

### **Communication with a Personal Doctor**

Respondents were asked about their own experiences communicating with their child's personal doctor as well as their child's experiences interacting with his/her personal doctor. Parents of enrollees were asked how well their personal doctors communicated with them during their visits, including questions about how often their child's personal doctor: 1) explained things in a way that was easy to understand; 2) listened carefully to them; 3) gave them easy to understand information about their health questions or concerns about their child; 4) knew the important information about their child's medical history; 5) showed respect for what they had to say; 6) spent enough time with them; and, 7) gave them enough information about what they needed to do to follow up on their child's care.

Overall, parents of children enrolled in the Health Home program rated their experiences communicating with their child's personal doctors very highly, and their responses in the post-enrollment period were comparable to those in the pre-enrollment period. They reported that their child's personal doctor usually or always:

- Showed respect for what they had to say (100%)
- Listened carefully to them (93%)
- Gave them easy to understand information about the health concerns they had about their child (96%)
- Explained things in a way that was easy to understand (92%).
- Knew the important information about their child's medical history (93%)
- Spent enough time with them (96%)
- All of the respondents in both time periods felt that their child's personal doctor gave them enough information to be able to provide follow up care for their children.

Parents were also asked how well their child's personal doctor communicated with their child. They were asked: 1) if their child was able to talk with the provider about his or her health care: 2) how often the provider explained things to the child in a way that was easy for the child to understand: and, 3) how often the provider listened carefully to the child.

Again, personal doctors were rated highly regarding their skills at communicating with their child patients. Parents reported that their child's doctor *usually* or *always*:

- Explained things clearly (95%)

- Listened carefully to their child (94%)
- About two-thirds of parents felt that their child was able to talk with the provider about their own health care (63%).

### Care Coordination

As the Health Home population consists, by design, of a population of the Medicaid members most in need of health care, care coordination can be important. As mentioned earlier, about two-thirds (67%) of the children enrolled in the program screened as having a special health care need with 23% reported to have 3 or more chronic physical conditions. And, in the six months prior to the 2014 survey, 93% of these children had seen a specialist for a particular health problem and 96% of them had taken a prescription medication. Children with special health care needs are likely to access many different areas of the health care delivery system, so care coordination and communication between providers and others involved in their health care becomes critically important. We asked respondents several specific questions to evaluate how well their child's health care has been coordinated. These included:

- How often their child's doctor's office followed-up with them regarding test results
- How often their child's doctor's office seemed informed and up-to-date about the care their child received from specialists
- Need for assistance with a variety of potential health services and if these needs were met
- Need for information about specific health service provisions communicated back to their child's personal doctor and if these needs were met

Of the 48% of respondents who reported that their child's doctor's office ordered a blood test, x-ray, or other test for their child in the six months prior to the survey, most (93%) reported that someone from that office *usually* or *always* followed-up with them to give them the results, which was comparable to the pre-enrollment period (89%). Almost all (92%) of the respondents reported that their child's doctor's office *usually* or *always* seemed informed and up-to-date about the care their child received from a specialist which was equivalent to the pre-enrollment period responses.

Figure 5-2 summarizes the need for assistance with particular health care services and whether or not respondents were able to get the assistance they needed for their child. Overall, few parents report needing assistance with these particular health care services. Only 13% of parents reported needing assistance with each of the following: modifying their child's lifestyle or behaviors to be healthier, understanding their Medicaid coverage, and making referral appointment. And, only 10% needed assistance making regular doctor appointments for their children. Only one parent reported needing assistance transitioning their child home from a hospital stay. In each instance, 5% or less reported that they could not get the assistance that they required.

**Figure 5-2. Need and Unmet Need for Specific Care Coordination Services for Children Enrolled in the Health Home Program 2014**

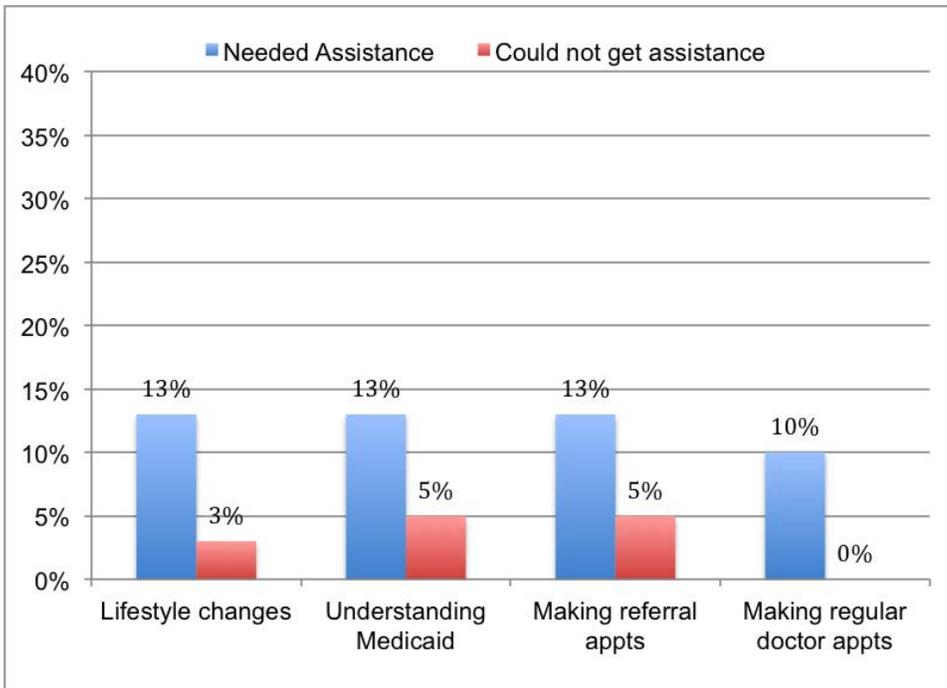
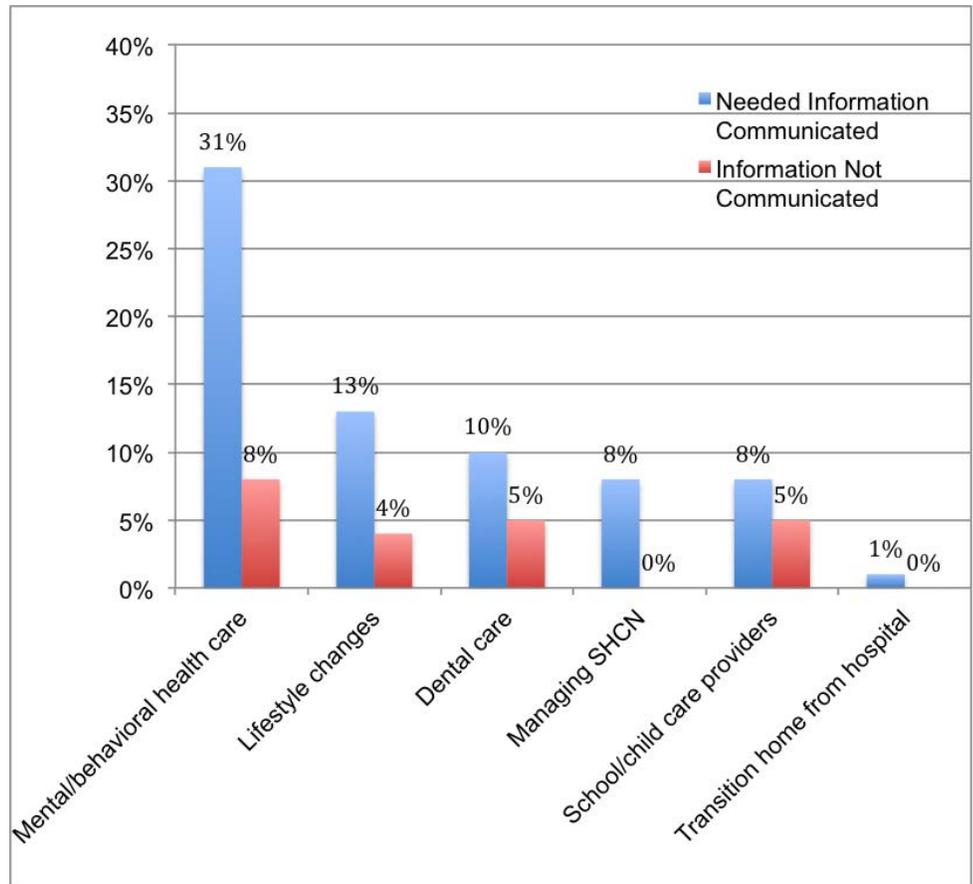


Figure 5-3 summarizes the need and unmet need for the communication of information between the child enrollees' personal doctors and other care providers in the community. Almost one-third of parents (31%) responded that they needed information about their child's mental/behavioral health care communicated back to the child's doctor but only 8% reported that need to be unmet. And, 13% reported needing information communicated back to their child's personal doctor about help they received modifying their child's lifestyle or behaviors to improve their health. For their child's dental care, 10% of respondents reported needing information communicated back to their child's personal doctor while 8% of respondents reported needing information communicated about help they received managing their child's special health care need (SHCN) and from their school or child care providers. For each service, the majority of respondents reported that their need to have information communicated back to their child's personal doctor was satisfied.

**Figure 5-3. Need and Unmet Need for Communication between Providers for Children Enrolled in the Health Home Program, 2014**



### Access to Care

Several survey items explored access to care for children enrolled in the Health Home program. These include assessments of the following: 1) ability to get urgent care when needed; 2) ability to get routine care; 3) same day response to regular office hour phone call; 4) response to after office hours phone call; 5) ability to see a provider within 15 minutes of their appointment; and, 6) ability to get needed care on evenings, weekends, or holidays.

For the children enrolled in the Health Home program at least six months:

- About 95% were reported to have *usually* or *always* obtained urgent care or an appointment for routine care as soon as they needed it.
- A majority (77%) of respondents reported *usually* or *always* received an answer to a medical question about their child on the same day if they left a phone message during regular office hours; yet, only 40% of respondents had the same response after regular office hours
- Less than half of children were reported as *usually* or *always* able to get needed care from a doctor's office during evenings, weekends, or holidays (45%)
- With regard to office visits, nearly two-thirds (65%) of children were reported as *usually* or *always* seeing their doctor within 15 minutes of their appointment time

### Information about care and appointments

A Health Home works to promote increased access to and increased quality of

care by providing timely information to patients regarding their health care and appointments.

For the children enrolled in the Health Home program:

- About half of parents (47%) in the post-enrollment period reported that a doctor's office gave them information about what to do if their child needed care during evenings, weekends, or holidays
- A little over half (54%) of parents in the post-enrollment period reported that they received reminders about their child's care from a doctor's office between visits, which is less than the parents in the pre-enrollment period (67%).

### ***Self-Management Support***

Self-management support is the care and encouragement provided to parents of children with chronic conditions to help them understand their role in managing their children's illnesses, making informed decisions about their care, and engaging their children in healthy behaviors. In this survey, two items assessed respondent perceptions about whether or not a doctor's office supported them in taking care of their child's health:

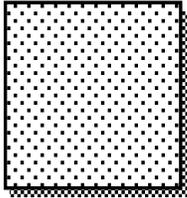
- 80% reported that someone from a doctor's office talked with them about specific goals for their child's health
- A little under one-third (30%) reported being asked if there were things that made it hard for them to take care of their child's health

## **Appendices**

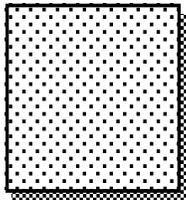
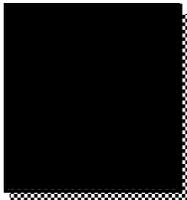
- A. 2014 Survey Instruments (Adult and Child)**
- B. 2014 Survey Results by Question (Adult and Child)**
- C. 2014 Respondent Comments**



# Survey of Iowa



## Medicaid



## Enrollees

**This questionnaire asks you about your health and health care experiences in the past six months. This will give policymakers an idea of how well the Medicaid program is meeting your needs and how things can be improved.**

**This survey is being conducted by  
the Public Policy Center at the University of Iowa.  
If you have any questions or comments, please contact:**

**Erin Shane  
Public Policy Center  
814 Jefferson Building  
University of Iowa  
Iowa City, IA 52242  
Toll-free 1-866-363-1984**

**When you have finished this questionnaire, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.**

**Thank you for your help.**

Adult 2014

<IDNUM>

1. Our records show that you are a member of the Medicaid Health Home Program. Is that right?

- 1  Yes
- 2  No
- 3  Don't Know/Unsure

2. How long have you been going to your doctor's office?

- 1  Less than 6 months
- 2  At least 6 months but less than 1 year
- 3  At least 1 year but less than 3 years
- 4  At least 3 years but less than 5 years
- 5  5 years or more

3. How many months or years in a row have you been in Medicaid?

- 1  Less than 6 months
- 2  At least 6 months but less than 1 year
- 3  At least 1 year but less than 3 years
- 4  3 years or more

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### YOUR HEALTH CARE IN THE LAST 6 MONTHS

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These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room, or doctor's office?

- 1  Yes
- 2  No → If No, go to Question 7

5. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

6. In the last 6 months, was there any time when you needed care right away but could not get it for any reason?

- 1  Yes
- 2  No

7. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

- 1  Yes
- 2  No → If No, go to Question 9

8. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

9. In the last 6 months, was there any time when you needed a check-up or routine care but could not get it for any reason?

- 1  Yes
- 2  No

10. In the last 6 months, did a doctor's office give you information about what to do if you needed care during evenings, weekends, or holidays?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 12

11. What did the doctor's office tell you to do, if you were to need care during evenings, weekends, or holidays?

(Check all that apply)

<sup>1</sup>  Wait until the doctor's office is open again to seek care

<sup>2</sup>  Call office after-hours phone number

<sup>3</sup>  Call nurse care line or telephone advisory service

<sup>4</sup>  Go to a Walk-in clinic such as Free Medical Clinic or Urgent Care clinic

<sup>5</sup>  Go to a Hospital Emergency Department

<sup>6</sup>  Other (write in)

---

12. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 14

13. In the last 6 months, how often were you able to get the care you needed from a doctor's office during evenings, weekends, or holidays?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

14. In the last 6 months, did you phone a doctor's office with a medical question during regular office hours?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 16

15. In the last 6 months, when you phoned a doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

16. In the last 6 months, did you phone a doctor's office with a medical question after regular office hours?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 18

17. In the last 6 months, when you phoned a doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

18. Some offices remind patients between visits about tests, treatment or appointments. In the last 6 months, did you get any reminders from a doctor's office between visits?

<sup>1</sup>  Yes

<sup>2</sup>  No

**19. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**

- None → **Go to Question 28**
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

**20. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see a doctor within 15 minutes of your appointment time?**

- Never
- Sometimes
- Usually
- Always

**21. In the last 6 months, did anyone in a doctor's office talk with you about specific goals for your health?**

- Yes
- No

**22. In the last 6 months, did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your health?**

- Yes
- No

**23. In the last 6 months, did anyone in a doctor's office ask you if there was a period of time when you felt sad, empty, or depressed?**

- Yes
- No

**24. In the last 6 months, did you and anyone in a doctor's office talk about things in your life that worry you or cause you stress?**

- Yes
- No

**25. In the last 6 months, did you and anyone in a doctor's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?**

- Yes
- No

**26. In the last 6 months, did anyone in a doctor's office order a blood test, x-ray, or other test for you?**

- Yes
- No → **If No, go to Question 28**

**27. In the last 6 months, when that doctor's office ordered a blood test, x-ray, or other test for you, how often did someone from that doctor's office follow up to give you those results?**

- Never
- Sometimes
- Usually
- Always

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## YOUR PERSONAL DOCTOR

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**28. A personal doctor is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 39

**29. Is your personal doctor located in the office that introduced you to the Medicaid Health Home program?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No  
<sup>3</sup>  Don't Know/Unsure

**30. In the last 6 months, how many times did you visit your personal doctor to get health care for yourself?**

- <sup>0</sup>  None → Go to Question 38  
<sup>1</sup>  1 time  
<sup>2</sup>  2  
<sup>3</sup>  3  
<sup>4</sup>  4  
<sup>5</sup>  5 to 9  
<sup>6</sup>  10 or more times

**31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

**32. In the last 6 months, how often did your personal doctor listen carefully to you?**

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

**33. In the last 6 months, did you talk with your personal doctor about any health questions or concerns?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 35

**34. In the last 6 months, how often did your personal doctor give you easy to understand information about these health questions or concerns?**

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

**35. In the last 6 months, how often did your personal doctor seem to know the important information about your medical history?**

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

**36. In the last 6 months, how often did your personal doctor show respect for what you had to say?**

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

37. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

38. Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate your personal doctor?

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

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### PREVENTIVE CARE

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39. In the last 6 months, did you get any preventive care, such as a check-up, physical exam, mammogram or Pap smear test from a doctor's office?

- Yes
- No

40. In the last 6 months, was there any time when you needed preventive care but could not get it for any reason?

- Yes
- No

---

### EMERGENCY ROOM CARE

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41. In the last 6 months, how many times did you go to an emergency room (ER) to get care for yourself?

- 0 times → Go to Question 43
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

42. Do you think the care you received at your most recent visit to the ER could have been provided in a doctor's office if one was available at the time?

- Yes
- No

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### GETTING HEALTH CARE FROM SPECIALISTS

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

In the last 6 months, was there any time when you or a doctor thought you needed care from a specialist?

- Yes
- No → If No, go to Question 47

44a. In the last 6 months, did you make any appointments to see a specialist?

- Yes
- No → If No, go to Question 46

**44b. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?**

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**45. In the last 6 months, how often did your personal doctor's office seem informed and up-to-date about the care you got from specialists?**

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**46. In the last 6 months, was there any time when you needed care from a specialist but could not get it for any reason?**

- <sup>1</sup> Yes
- <sup>2</sup> No

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### HOSPITAL CARE

---

**47. In the last 6 months, how many nights did you spend in the hospital for any reason?**

- <sup>0</sup> 0 nights → **Go to Question 49**
- <sup>1</sup> 1 night
- <sup>2</sup> 2 nights
- <sup>3</sup> 3 nights
- <sup>4</sup> 4 or more nights

**48. In the last 6 months, did you ever have to go back into the hospital soon after being allowed to go home because you were still sick or had a problem?**

- <sup>1</sup> Yes
- <sup>2</sup> No

---

### MENTAL OR EMOTIONAL HEALTH CARE

---

**49. In the last 6 months, did you or a health care provider believe you needed any treatment or counseling for a mental or emotional health problem?**

- <sup>1</sup> Yes
- <sup>2</sup> No → **If No, go to Question 52**

**50. In the last 6 months, did you get any treatment or counseling for a mental or emotional health problem?**

- <sup>1</sup> Yes
- <sup>2</sup> No

**51. In the last 6 months, was there any time when you needed treatment or counseling for a mental or emotional health problem but could not get it for any reason?**

- <sup>1</sup> Yes
- <sup>2</sup> No

---

## PRESCRIPTION MEDICINE

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**52. During the last 6 months, was there any time when you or a health professional thought you needed prescription medicine for any reason?**

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 55

**53. In the last 6 months, did you take any prescription medicine? Do not include birth control.**

<sup>1</sup>  Yes

<sup>2</sup>  No

**54. In the last 6 months, was there any time when you needed prescription medicine but could not get it for any reason?**

<sup>1</sup>  Yes

<sup>2</sup>  No

**55. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?**

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 59

**56. When you talked about starting or stopping a prescription medicine, how much did the doctor or other health care provider talk about the reasons you might want to take a medicine?**

<sup>1</sup>  Not at all

<sup>2</sup>  A little

<sup>3</sup>  Some

<sup>4</sup>  A lot

**57. When you talked about starting or stopping a prescription medicine, how much did the doctor or other health care provider talk about the reasons you might not want to take a medicine?**

<sup>1</sup>  Not at all

<sup>2</sup>  A little

<sup>3</sup>  Some

<sup>4</sup>  A lot

**58. When you talked about starting or stopping a prescription medicine, did the doctor or other health care provider ask you what you thought was best for you?**

<sup>1</sup>  Yes

<sup>2</sup>  No

---

## DENTAL CARE

---

**59. When was your last dental check-up?**

<sup>1</sup>  Within the last year

<sup>2</sup>  Between 1 and 2 years ago

<sup>3</sup>  More than 2 years ago

<sup>4</sup>  I've never been to a dentist

**60. During the last 6 months, was there any time when you or a health professional thought you needed dental care for any reason?**

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 62

**61. In the last 6 months, was there any time when you needed dental care but could not get it for any reason?**

<sup>1</sup>  Yes

<sup>2</sup>  No

---

## COORDINATING YOUR CARE

---

**62. In the last 6 months, was there any time when you needed assistance coordinating any of the following services for any reason?**  
(Check all that apply)

- <sup>1</sup> Making regular doctor appointments
  - <sup>2</sup> Making appointments after being referred by your doctor
  - <sup>3</sup> Understanding your Medicaid coverage
  - <sup>4</sup> Help with your transition home from the hospital
  - <sup>5</sup> Modifying your lifestyle or behaviors to be healthier
  - <sup>6</sup> Other (write in)
- 

**63. In the last 6 months, was there any time when you needed assistance coordinating any of the following services but could not get it for any reason?** (Check all that apply)

- <sup>1</sup> Making regular doctor appointments
  - <sup>2</sup> Making appointments after being referred by your doctor
  - <sup>3</sup> Understanding your Medicaid coverage
  - <sup>4</sup> Help with your transition home from the hospital
  - <sup>5</sup> Modifying your lifestyle or behaviors to be healthier
  - <sup>6</sup> Other (write in)
- 

---

## COMMUNICATING BACK TO YOUR DOCTOR

---

The next two questions ask about the communications that might have occurred between your personal doctor and other care you received in the community.

**64. In the last 6 months, was there any time (for any reason) when you needed information about any of the following services communicated back to your personal doctor?**  
(Check all that apply)

- <sup>1</sup> Mental/behavioral health care
- <sup>2</sup> Dental care
- <sup>3</sup> Nursing home care
- <sup>4</sup> Help with managing your chronic health problem
- <sup>5</sup> Drug/alcohol use help
- <sup>6</sup> Help with your transition home from the hospital
- <sup>7</sup> Help with modifying your lifestyle or behaviors to be healthier

**65. In the last 6 months, was there any time when you received any of the following services but this information was not communicated back to your personal doctor?**  
(Check all that apply)

- <sup>1</sup> Mental/behavioral health care
- <sup>2</sup> Dental care
- <sup>3</sup> Nursing home care
- <sup>4</sup> Help with managing your chronic health problem
- <sup>5</sup> Drug/alcohol use help
- <sup>6</sup> Help with your transition home from the hospital
- <sup>7</sup> Help with modifying your lifestyle or behaviors to be healthier

---

## YOUR HEALTH

---

**66. In general, how would you rate your overall health?**

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

**67. Compared to one year ago, how would you rate your health now?**

- 1  Much better now
- 2  Somewhat better now
- 3  About the same now
- 4  Somewhat worse now
- 5  Much worse now

**68. In general, how would you rate your overall mental or emotional health?**

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

**69. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?**

- 1  Yes
- 2  No

**70. Does your doctor understand how any health problems you have affect your day-to-day life?**

- 1  Yes
- 2  No

**71. Because of any disability or other health problem, do you need help with your routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?**

- 1  Yes
- 2  No

**72. Because of any disability or other health problem, do you need the help of other persons with your personal care needs, such as eating, dressing, or getting around the house?**

- 1  Yes
- 2  No

**73. Do you have a physical or medical condition that seriously interferes with your independence, participation in the community, or quality of life?**

- 1  Yes
- 2  No

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

**74. Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?** (Check all that apply)

- <sup>01</sup>  Allergies or sinus problems
  - <sup>02</sup>  Arthritis, rheumatism, bone or joint problems
  - <sup>03</sup>  Asthma
  - <sup>04</sup>  Back or neck problems
  - <sup>05</sup>  Bladder or bowel problems
  - <sup>06</sup>  Bronchitis, emphysema, COPD, or other lung problems
  - <sup>07</sup>  Cancer, other than skin cancer
  - <sup>08</sup>  Dental, tooth, or mouth problems
  - <sup>09</sup>  Diabetes
  - <sup>10</sup>  Migraine headaches
  - <sup>11</sup>  Digestive disease or stomach problems such as recurrent indigestion, heartburn, or ulcers
  - <sup>12</sup>  Overweight/ obese
  - <sup>13</sup>  Hearing, speech, or language problems
  - <sup>14</sup>  Heart problems
  - <sup>15</sup>  High blood pressure
  - <sup>16</sup>  A physical disability
  - <sup>17</sup>  Any other chronic physical health condition (do not include mental health) (write in)
- 
- 

**75. Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?** (Check all that apply)

- <sup>01</sup>  Anxiety
  - <sup>02</sup>  Depression
  - <sup>03</sup>  Emotional problems other than depression or anxiety
  - <sup>04</sup>  Drug or alcohol related problems
  - <sup>05</sup>  Attention problems
  - <sup>06</sup>  A learning disability
  - <sup>07</sup>  Post-traumatic stress disorder (PTSD)
  - <sup>08</sup>  Bipolar disorder
  - <sup>09</sup>  Schizophrenia or Schizoaffective disorder
  - <sup>10</sup>  Any other chronic emotional or mental health condition (write in)
- 

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### About You

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**76. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor?**

- <sup>1</sup>  Never
- <sup>2</sup>  Rarely
- <sup>3</sup>  Sometimes
- <sup>4</sup>  Often
- <sup>5</sup>  Always

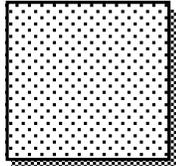
**77. What is your age?**

- <sup>1</sup>  18 to 24
- <sup>2</sup>  25 to 34
- <sup>3</sup>  35 to 44
- <sup>4</sup>  45 to 54
- <sup>5</sup>  55 to 64
- <sup>6</sup>  65 to 74
- <sup>7</sup>  75 or older

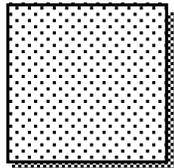
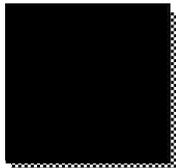




## Survey of Iowa



## Medicaid



## Enrollees

This questionnaire asks you about your experiences with *your child's* health care through Medicaid. This information will give policymakers an idea of how well Medicaid is meeting *your child's* needs and how things can be improved.

**Please fill out this questionnaire thinking about the Medicaid experiences of *the child named on the cover letter.***

This survey is being conducted by  
the Public Policy Center at the University of Iowa.  
If you have any questions or comments, please contact:

Erin Shane  
Public Policy Center  
814 Jefferson Building  
University of Iowa  
Iowa City, IA 52242  
Toll-free 1-866-363-1984

When you have finished this questionnaire, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

**Thank you for your help.**

Child 2014

Please answer the questions for *the child listed on the cover letter*. Please do not answer for any other children.

---

1. Our records show that your child is a member of the Medicaid Health Home Program. Is that right?

- <sup>1</sup>  Yes  
<sup>2</sup>  No  
<sup>3</sup>  Don't Know/Unsure

2. How long has your child been going to his or her doctor's office?

- <sup>1</sup>  Less than 6 months  
<sup>2</sup>  At least 6 months but less than 1 year  
<sup>3</sup>  At least 1 year but less than 3  
<sup>4</sup>  At least 3 years but less than 5  
<sup>5</sup>  5 years or more

3. How many months or years in a row has your child been in Medicaid?

- <sup>1</sup>  Less than 6 months  
<sup>2</sup>  At least 6 months but less than 1 year  
<sup>3</sup>  At least 1 year but less than 3  
<sup>4</sup>  3 years or more

---

### YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 7

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

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

6. In the last 6 months, was there any time when your child needed care right away but could not get it for any reason?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

7. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 9

8. In the last 6 months, when your child needed an appointment for a check-up or routine care, how often did your child get the care as soon as your child needed?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

9. In the last 6 months, was there any time when your child needed an appointment for a check-up or routine care but could not get it for any reason?

<sup>1</sup>  Yes

<sup>2</sup>  No

10. In the last 6 months, did a doctor's office give you information about what to do if your child needed care during evenings, weekends, or holidays?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 12

11. What did the doctor's office tell you to do, if your child were to need care during evenings, weekends, or holidays?

*(Check all that apply)*

<sup>1</sup>  Wait until the doctor's office is open again to seek care

<sup>2</sup>  Call office after-hours phone number

<sup>3</sup>  Call nurse care line or telephone advisory service

<sup>4</sup>  Go to a Walk-in clinic such as Free Medical Clinic or Urgent Care clinic

<sup>5</sup>  Go to a Hospital Emergency Department

<sup>6</sup>  Other *(write in)*

---

12. In the last 6 months, did your child need care during evenings, weekends, or holidays?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 14

13. In the last 6 months, how often were you able to get the care your child needed from a doctor's office during evenings, weekends, or holidays?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

14. In the last 6 months, did you phone a doctor's office with a medical question about your child during regular office hours?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 16

15. In the last 6 months, when you phoned a doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

16. In the last 6 months, did you phone a doctor's office with a medical question about your child after regular office hours?

<sup>1</sup>  Yes

<sup>2</sup>  No → If No, go to Question 18

17. In the last 6 months, when you phoned a doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

18. Some offices remind patients between visits about tests, treatment or appointments. In the last 6 months, did you get any reminders about your child's care from a doctor's office between visits?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

19. In the last 6 months, not counting the times you went to an emergency room, how many times did your child go to a doctor's office or clinic to get health care?

- <sup>0</sup>  0 times → Go to Question 25  
<sup>1</sup>  1 time  
<sup>2</sup>  2  
<sup>3</sup>  3  
<sup>4</sup>  4  
<sup>5</sup>  5 to 9  
<sup>6</sup>  10 or more times

20. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did your child see a doctor within 15 minutes of your appointment time?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

21. In the last 6 months, did anyone in a doctor's office talk with you about specific goals for your child's health?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

22. In the last 6 months, did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your child's health?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

23. In the last 6 months, did anyone in a doctor's office order a blood test, x-ray, or other test for your child?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 25

24. In the last 6 months, when that doctor's office ordered a blood test, x-ray, or other test for your child, how often did someone from that doctor's office follow up to give you those results?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

---

## YOUR CHILD'S PERSONAL DOCTOR

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25. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 43

26. Is your child's personal doctor located in the office that introduced you to the Medicaid Health Home program?

- <sup>1</sup>  Yes  
<sup>2</sup>  No  
<sup>3</sup>  Don't Know/Unsure

**27. In the last 6 months, how many times did your child visit his/her personal doctor for care?**

- 0 times → **Go to Question 42**
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

**28. In the last 6 months, did you ever stay in the exam room with your child during a visit to this doctor?**

- Yes
- No → **If No, go to Question 32**

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

- Yes
- No → **If No, go to Question 33**

**30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?**

- Never
- Sometimes
- Usually
- Always

**31. In the last 6 months, how often did your child's personal doctor listen carefully to your child?**

- Never
- Sometimes
- Usually
- Always

**32. Did this doctor give you enough information about what was discussed during the visit when you were not in the exam room with your child?**

- Yes
- No
- I never left the exam room

**33. Did your child's personal doctor tell you that you needed to do anything to follow up on the care your child got during the visit?**

- Yes
- No → **If No, go to Question 35**

**34. Did your child's personal doctor give you enough information about what you needed to do to follow up on your child's care?**

- Yes
- No

**35. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?**

- Never
- Sometimes
- Usually
- Always

**36. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

- Never
- Sometimes
- Usually
- Always

37. In the last 6 months, did you talk with your child's personal doctor about any questions or concerns you had about your child's health?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → If No, go to Question 39

38. In the last 6 months, how often did your child's personal doctor give you easy to understand information about these health questions or concerns?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

39. In the last 6 months, how often did your child's personal doctor seem to know the important information about your child's medical history?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

40. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

41. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

42. Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate your child's personal doctor?

- <sup>0</sup>  0 Worst doctor possible  
<sup>1</sup>  1  
<sup>2</sup>  2  
<sup>3</sup>  3  
<sup>4</sup>  4  
<sup>5</sup>  5  
<sup>6</sup>  6  
<sup>7</sup>  7  
<sup>8</sup>  8  
<sup>9</sup>  9  
<sup>10</sup>  10 Best doctor possible

---

## PREVENTIVE CARE

---

43. In the last 6 months, did your child get any preventive care, such as a check-up, physical exam, or vaccination shots from a provider's office?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

44. In the last 6 months, was there any time when your child needed preventive care but could not get it for any reason?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

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

- <sup>1</sup>  Yes  
<sup>2</sup>  No

---

## EMERGENCY ROOM CARE

---

46. In the last 6 months, how many times did your child go to an emergency room (ER) for care?

- 0 times → Go to Question 48  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times

47. Do you think the care your child received at your most recent visit to the ER could have been provided in a doctor's office if one was available at the time?

- Yes  
 No

---

## GETTING HEALTH CARE FROM SPECIALISTS

---

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

In the last 6 months, was there any time when you or a doctor thought your child needed care from a specialist?

- Yes  
 No → If No, go to Question 52

49a. In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes  
 No → If No, go to Question 51

49b. In the last 6 months, how often did you get appointments for your child to see a specialist as soon as he or she needed?

- Never  
 Sometimes  
 Usually  
 Always

50. In the last 6 months, how often did the office of your child's personal doctor seem informed and up-to-date about the care your child got from specialists?

- Never  
 Sometimes  
 Usually  
 Always

51. In the last 6 months, was there any time when your child needed care from a specialist but could not get it for any reason?

- Yes  
 No

---

## HOSPITAL STAYS

---

52. In the past 6 months, how many nights did your child spend in the hospital?

- 0 nights → Go to Question 54  
 1 night  
 2 nights  
 3 nights  
 4 or more nights

53. In the last 6 months, did your child ever have to go back into the hospital soon after being allowed to go home because he/she was still sick or had a problem?

<sup>1</sup>  Yes

<sup>2</sup>  No

---

### BEHAVIORAL OR EMOTIONAL HEALTH CARE

---

54. During the last 6 months, was there any time when you or a health professional thought your child needed care for behavioral or emotional problems?

<sup>1</sup>  Yes

<sup>2</sup>  No → Go to Question 56

55. In the last 6 months, was there any time when your child needed care for behavioral or emotional problems but could not get it for any reason?

<sup>1</sup>  Yes

<sup>2</sup>  No

---

### PRESCRIPTION MEDICINE

---

56. During the last 6 months, was there any time when you or a health professional thought your child needed prescription medicine for any reason?

<sup>1</sup>  Yes

<sup>2</sup>  No → Go to Question 60

57. In the last 6 months, did your child take any prescription medicine?

<sup>1</sup>  Yes

<sup>2</sup>  No

58. In the last 6 months, was there any time when your child needed prescription medicine but could not get it for any reason?

<sup>1</sup>  Yes

<sup>2</sup>  No

59. In the last 6 months, did you and anyone in a provider's office talk at each visit about all the prescription medicines your child was taking?

<sup>1</sup>  Yes

<sup>2</sup>  No

---

### DENTAL CARE

---

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

<sup>1</sup>  Within the last year

<sup>2</sup>  Between 1 and 2 years ago

<sup>3</sup>  More than 2 years ago

<sup>4</sup>  My child has never been to a dentist

61. During the last 6 months, was there any time when you or a health professional thought your child needed dental care for any reason?

<sup>1</sup>  Yes

<sup>2</sup>  No → Go to Question 63

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

<sup>1</sup>  Yes

<sup>2</sup>  No

---

## COORDINATING YOUR CHILD'S CARE

---

The next two questions ask about assistance you may have needed coordinating your child's care.

63. In the last 6 months, was there any time when you needed assistance coordinating any of the following services for your child for any reason? (Check all that apply)

- Making regular doctor appointments
  - Making appointments after being referred by your child's doctor
  - Understanding your child's Medicaid coverage
  - Help with your child's transition home from the hospital
  - Modifying your child's lifestyle or behaviors to be healthier
  - Other (write in)
- 

64. In the last 6 months, was there any time when you needed assistance coordinating any of the following services for your child but could not get it for any reason? (Check all that apply)

- Making regular doctor appointments
  - Making appointments after being referred by your child's doctor
  - Understanding your child's Medicaid coverage
  - Help with your child's transition home from the hospital
  - Modifying your child's lifestyle or behaviors to be healthier
  - Other (write in)
- 

---

## COMMUNICATING BACK TO YOUR CHILD'S DOCTOR

---

The next two questions ask about the communications that might have occurred between your child's personal doctor and other care you received in the community.

65. In the last 6 months, was there any time (for any reason) when you needed information about any of the following services communicated back to your child's doctor? (Check all that apply)

- Mental/behavioral health care
- Dental care
- School/child care providers
- Help with managing your child's special health care need
- Drug/alcohol use help for a family member
- Help with your child's transition home from the hospital
- Help with modifying your child's lifestyle or behaviors to be healthier

66. In the last 6 months, was there any time when you received any of the following services but this information was not communicated back to your child's doctor? (Check all that apply)

- Mental/behavioral health care
- Dental care
- School/child care providers
- Help with managing your child's special health care need
- Drug/alcohol use help for a family member
- Help with your child's transition home from the hospital
- Help with modifying your child's lifestyle or behaviors to be healthier

---

## YOUR CHILD'S HEALTH

---

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

Please answer the questions for the child listed on the cover letter.

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

- <sup>1</sup>  Excellent  
<sup>2</sup>  Very Good  
<sup>3</sup>  Good  
<sup>4</sup>  Fair  
<sup>5</sup>  Poor

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

- <sup>1</sup>  Much better now  
<sup>2</sup>  Somewhat better now  
<sup>3</sup>  About the same now  
<sup>4</sup>  Somewhat worse now  
<sup>5</sup>  Much worse now

**69. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → Go to Question 70

**69a. Is this because of any medical, behavioral, or other health condition?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → Go to Question 70

**69b. Is this a condition that has lasted or is expected to last for at least 12 months?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**70. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → Go to Question 71

**70a. Is this because of any medical, behavioral, or other health condition?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → Go to Question 71

**70b. Is this a condition that has lasted or is expected to last for at least 12 months?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**71. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → Go to Question 72

**71a. Is this because of any medical, behavioral, or other health condition?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No → Go to Question 72

**71b. Is this a condition that has lasted or is expected to last for at least 12 months?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**72. Does your child need or get special therapy, such as physical, occupational, or speech therapy?**

- <sup>1</sup> Yes  
<sup>2</sup> No → **Go to Question 73**

**72a. Is this because of any medical, behavioral, or other health condition?**

- <sup>1</sup> Yes  
<sup>2</sup> No → **Go to Question 73**

**72b. Is this a condition that has lasted or is expected to last for at least 12 months?**

- <sup>1</sup> Yes  
<sup>2</sup> No

**73. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?**

- <sup>1</sup> Yes  
<sup>2</sup> No → **Go to Question 74**

**73a. Has this problem lasted or is it expected to last for at least 12 months?**

- <sup>1</sup> Yes  
<sup>2</sup> No

**74. In the last 6 months, about how many days did your child miss school (K-12) because of illness or injury?**

\_\_\_\_\_ days

<sup>999</sup> My child is not in school

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

**75. Does your child now have any of the following conditions that have lasted for at least 3 months? (Please check all that apply)**

- <sup>01</sup> Anxiety  
<sup>02</sup> Asthma  
<sup>03</sup> Attention problems  
<sup>04</sup> Autism spectrum disorder  
<sup>05</sup> Behavioral or emotional problems other than depression or anxiety  
<sup>06</sup> Chronic allergies or sinus problems  
<sup>07</sup> Chronic back, neck, bone or muscle problems  
<sup>08</sup> Dental problems  
<sup>09</sup> Depression  
<sup>10</sup> Developmental delays or mental retardation  
<sup>11</sup> Diabetes  
<sup>12</sup> Drug or alcohol related problems  
<sup>13</sup> Failure to thrive or eating disorder  
<sup>14</sup> Frequent bladder/bowel problems  
<sup>15</sup> Frequent ear infections  
<sup>16</sup> Hearing impairment or deafness  
<sup>17</sup> A learning disability  
<sup>18</sup> Overweight/Obese  
<sup>19</sup> Speech or language problems  
<sup>20</sup> Vision problems  
<sup>21</sup> Any other chronic condition  
(write in) \_\_\_\_\_

<sup>999</sup> My child has no conditions that have lasted 3 months. → **Go to Question 78**

**76. In the last 6 months, has your child seen a doctor or other health professional more than twice for any of the conditions from Question 75?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**77. Has your child been taking prescription medicine for at least 3 months for any of the conditions from Question 75?**

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**78. What is your child's age now? (Child listed on cover letter)**

<sup>999</sup>  Less than 1 year old → **Go to Question 79, page 13**

\_\_\_\_\_ YEARS OLD (*write in*) → **If your child is younger than age 4, go to Question 79 on page 13**

**78a. In the past 6 months, how often has your child felt sad or unhappy?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78b. In the past 6 months, how often has your child felt hopeless?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78c. In the past 6 months, how often has your child been down on him/herself?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78d. In the past 6 months, how often has your child worried a lot?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78e. In the past 6 months, how often has your child seemed to be having less fun?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78f. In the past 6 months, how often has your child been fidgety or unable to sit still?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78g. In the past 6 months, how often has your child daydreamed too much?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78h. In the past 6 months, how often has your child been easily distracted?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78i. In the past 6 months, how often has your child had trouble concentrating?**

- <sup>0</sup>  Never  
<sup>1</sup>  Sometimes  
<sup>2</sup>  Often

**78j. In the past 6 months, how often has your child acted as if driven by a motor?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78k. In the past 6 months, how often has your child fought with other children?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78l. In the past 6 months, how often has your child not listened to rules?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78m. In the past 6 months, how often has your child not understood other people's feelings?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78n. In the past 6 months, how often has your child teased others?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78o. In the past 6 months, how often has your child blamed others for his/her troubles?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78p. In the past 6 months, how often has your child refused to share?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

**78q. In the past 6 months, how often has your child taken things that did not belong to him/her?**

- <sup>0</sup> Never  
<sup>1</sup> Sometimes  
<sup>2</sup> Often

---

**ABOUT YOUR CHILD LISTED ON THE COVER LETTER**

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**79. Is your child male or female?**

- <sup>1</sup> Male  
<sup>2</sup> Female

**80. Is your child of Hispanic or Latino origin or descent? (Optional)**

- <sup>1</sup> Yes, Hispanic or Latino  
<sup>2</sup> No, not Hispanic or Latino

**81. What is your child's race? Mark one or more. (Optional)**

- <sup>1</sup> White  
<sup>2</sup> Black or African American  
<sup>3</sup> Asian  
<sup>4</sup> Native Hawaiian or Other Pacific Islander  
<sup>5</sup> American Indian or Alaska Native  
<sup>6</sup> Other (*write in*)
-





## **Appendix B**

### **2014 Survey of Adult Medicaid Health Home Enrollees:**

#### **Results by Question**

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## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q2. How long have you been going to your doctor's office?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Less than 6 months</b>	45	8.24
<b>6 months but &lt; 1 year</b>	29	5.31
<b>1 year but &lt; 3 years</b>	88	16.12
<b>3 years but &lt; 5 years</b>	84	15.38
<b>5 or more years</b>	300	54.95

*Frequency Missing = 8*

<b>Q3. How long have you been in Medicaid?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Less than 6 months</b>	10	1.85
<b>6 months but &lt; 1 year</b>	21	3.87
<b>1 year but &lt; 3 years</b>	119	21.96
<b>3 or more years</b>	392	72.32

*Frequency Missing = 12*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Your Health Care in the Last 6 Months*

<b>Q4. Did you have an illness, injury, or condition that needed care right away?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	275	51.59
<b>No</b>	258	48.41

*Frequency Missing = 21*

<b>Q5. When you needed care right away, how often did you get it as soon as you needed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	4	1.47
<b>Sometimes</b>	38	13.92
<b>Usually</b>	76	27.84
<b>Always</b>	155	56.78

*Frequency Missing = 281*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q6. Was there any time when you needed care right away but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	54	19.85
<b>No</b>	218	80.15

*Frequency Missing = 282*

<b>Q7. Did you make any appointments for a check-up or routine care at a doctor's office or clinic?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	474	86.65
<b>No</b>	73	13.35

*Frequency Missing = 7*

<b>Q8. How often did you get an appointment for a check-up or routine care as soon as you needed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	11	2.34
<b>Sometimes</b>	74	15.71
<b>Usually</b>	139	29.51
<b>Always</b>	247	52.44

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

*Frequency Missing = 83*

<b>Q9. Was there any time when you needed a check-up or routine care but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	85	15.63
<b>No</b>	459	84.38

*Frequency Missing = 10*

<b>Q10. Did a doctor's office give you information about what to do if you needed care during evenings, weekends, or holidays?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	278	51.58
<b>No</b>	261	48.42

*Frequency Missing = 15*

<b>Q11_1. Doctor's office told me to wait until office open again if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	18	6.47
<b>No</b>	260	93.53

*Frequency Missing = 276*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q11_2. Doctor's office told me to call after-hours phone number if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	48	17.27
<b>No</b>	230	82.73

*Frequency Missing = 276*

<b>Q11_3. Doctor's office told me to call nurse care line or telephone advisory service if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	38	13.67
<b>No</b>	240	86.33

*Frequency Missing = 276*

<b>Q11_4. Doctor's office told me to go to a walk-in clinic if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	122	43.88
<b>No</b>	156	56.12

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

*Frequency Missing = 276*

<b>Q11_5. Doctor's office told me to go to a hospital emergency department if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	199	71.58
<b>No</b>	79	28.42

*Frequency Missing = 276*

<b>Q12. Did you need care for yourself during evenings, weekends, or holidays?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	176	32.90
<b>No</b>	359	67.10

*Frequency Missing = 19*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q13. How often were you able to get the care you needed from a doctor's office during evenings, weekends, or holidays?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	53	30.81
<b>Sometimes</b>	43	25.00
<b>Usually</b>	32	18.60
<b>Always</b>	44	25.58

*Frequency Missing = 382*

<b>Q14. Did you phone a doctor's office with a medical question during regular office hours?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	298	54.88
<b>No</b>	245	45.12

*Frequency Missing = 11*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q15. When you phoned a doctor's office during regular office hours, how often did you get an answer to your medical question that same day?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	25	8.42
<b>Sometimes</b>	68	22.90
<b>Usually</b>	83	27.95
<b>Always</b>	121	40.74

*Frequency Missing = 257*

<b>Q16. Did you phone a doctor's office with a medical question after regular office hours?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	70	12.99
<b>No</b>	469	87.01

*Frequency Missing = 15*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q17. When you phoned a doctor's office after regular office hours, how often did you get an answer to your medical question as soon as needed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	8	11.59
<b>Sometimes</b>	13	18.84
<b>Usually</b>	21	30.43
<b>Always</b>	27	39.13

*Frequency Missing = 485*

<b>Q18. Did you get any reminders from a doctor's office between visits?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	417	76.37
<b>No</b>	129	23.63

*Frequency Missing = 8*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q19. How many times did you go to a doctor's office or clinic to get health care for yourself?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 times</b>	62	11.46
<b>1 time</b>	78	14.42
<b>2 times</b>	108	19.96
<b>3 times</b>	84	15.53
<b>4 times</b>	66	12.20
<b>5-9 times</b>	96	17.74
<b>10+ times</b>	47	8.69

*Frequency Missing = 13*

<b>Q20. How often did you see a doctor within 15 minutes of your appointment time?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	101	21.13
<b>Sometimes</b>	159	33.26
<b>Usually</b>	145	30.33
<b>Always</b>	73	15.27

*Frequency Missing = 76*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q21. Did anyone in a doctor's office talk with you about specific goals for your health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	345	72.33
<b>No</b>	132	27.67

*Frequency Missing = 77*

<b>Q22. Did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	220	46.51
<b>No</b>	253	53.49

*Frequency Missing = 81*

<b>Q23. Did anyone in a doctor's office ask you if there was a period of time when you felt sad, empty, or depressed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	333	70.11
<b>No</b>	142	29.89

*Frequency Missing = 79*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q24. Did you and anyone in a doctor's office talk about things in your life that worry you or cause you stress?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	270	56.84
<b>No</b>	205	43.16

*Frequency Missing = 79*

<b>Q25. Did you and anyone in a doctor's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	254	54.04
<b>No</b>	216	45.96

*Frequency Missing = 84*

<b>Q26. Did anyone in a doctor's office order a blood test, x-ray, or other test for you?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	407	86.05
<b>No</b>	66	13.95

*Frequency Missing = 81*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q27. When that doctor's office ordered a test for you, how often did someone from that office follow up to give you the results?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	29	7.13
<b>Sometimes</b>	62	15.23
<b>Usually</b>	90	22.11
<b>Always</b>	226	55.53

*Frequency Missing = 147*

### *Your Personal Doctor*

<b>Q28. Do you have a personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	501	92.27
<b>No</b>	42	7.73

*Frequency Missing = 11*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q29. Is your personal doctor located in the office that introduced you to the Medicaid Health Home program?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	219	61.00
<b>No</b>	140	39.00

*Frequency Missing = 195*

<b>Q30. How many times did you visit your personal doctor to get health care for yourself?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 times</b>	42	8.48
<b>1 time</b>	89	17.98
<b>2 times</b>	127	25.66
<b>3 times</b>	81	16.36
<b>4 times</b>	59	11.92
<b>5-9 times</b>	66	13.33
<b>10+ times</b>	31	6.26

*Frequency Missing = 59*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q31. How often did your personal doctor explain things in a way that was easy to understand?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	11	2.43
<b>Sometimes</b>	40	8.83
<b>Usually</b>	106	23.40
<b>Always</b>	296	65.34

*Frequency Missing = 101*

<b>Q32. How often did your personal doctor listen carefully to you?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	12	2.65
<b>Sometimes</b>	48	10.60
<b>Usually</b>	86	18.98
<b>Always</b>	307	67.77

*Frequency Missing = 101*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q33. Did you talk with your personal doctor about any health questions or concerns?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	388	86.61
<b>No</b>	60	13.39

*Frequency Missing = 106*

<b>Q34. How often did your personal doctor give you easy to understand information about these health questions or concerns?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	11	2.84
<b>Sometimes</b>	35	9.02
<b>Usually</b>	96	24.74
<b>Always</b>	246	63.40

*Frequency Missing = 166*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q35. How often did your personal doctor seem to know the important information about your medical history?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	13	2.87
<b>Sometimes</b>	49	10.82
<b>Usually</b>	122	26.93
<b>Always</b>	269	59.38

*Frequency Missing = 101*

<b>Q36. How often did your personal doctor show respect for what you had to say?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	13	2.88
<b>Sometimes</b>	29	6.42
<b>Usually</b>	68	15.04
<b>Always</b>	342	75.66

*Frequency Missing = 102*

**Survey of Iowa Adult Medicaid Health Home Enrollees**

*Experiences after at least 6 months  
in the program*

<b>Q37. How often did your personal doctor spend enough time with you?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	15	3.32
<b>Sometimes</b>	49	10.84
<b>Usually</b>	125	27.65
<b>Always</b>	263	58.19

*Frequency Missing = 102*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q38. How would you rate your personal doctor (0=worst doctor possible, 10=best doctor possible)?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0</b>	5	1.01
<b>1</b>	9	1.81
<b>2</b>	8	1.61
<b>3</b>	13	2.62
<b>4</b>	13	2.62
<b>5</b>	27	5.44
<b>6</b>	20	4.03
<b>7</b>	43	8.67
<b>8</b>	65	13.10
<b>9</b>	66	13.31
<b>10</b>	227	45.77

*Frequency Missing = 58*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Preventive Care*

<b>Q39. Did you get any preventive care, such as a check-up, physical exam, mammogram, or Pap smear test from a doctor's office?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	343	62.94
<b>No</b>	202	37.06

*Frequency Missing = 9*

<b>Q40. Was there any time when you needed preventive care but could not get it for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	58	10.76
<b>No</b>	481	89.24

*Frequency Missing = 15*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Emergency Room Care*

<b>Q41. How many times did you go to an emergency room (ER) for care?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 times</b>	317	58.70
<b>1 time</b>	100	18.52
<b>2 times</b>	55	10.19
<b>3 times</b>	23	4.26
<b>4 times</b>	19	3.52
<b>5-9 times</b>	20	3.70
<b>10+ times</b>	6	1.11

*Frequency Missing = 14*

<b>Q42. Do you think the care you received at your last visit to the ER could have been provided in a doctor's office if one was available?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	114	52.29
<b>No</b>	104	47.71

*Frequency Missing = 336*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Getting Health Care from Specialists*

<b>Q43. Was there any time when you or a doctor thought you needed care from a specialist?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	312	58.32
<b>No</b>	223	41.68

*Frequency Missing = 19*

<b>Q44a. Did you make any appointments to see a specialist?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	275	88.71
<b>No</b>	35	11.29

*Frequency Missing = 244*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q44b. How often did you get an appointment to see a specialist as soon as you needed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	15	5.49
<b>Sometimes</b>	21	7.69
<b>Usually</b>	95	34.80
<b>Always</b>	142	52.01

*Frequency Missing = 281*

<b>Q45. How often did your doctor's office seem informed and up-to-date about the care you got from specialists?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	17	6.37
<b>Sometimes</b>	39	14.61
<b>Usually</b>	84	31.46
<b>Always</b>	127	47.57

*Frequency Missing = 287*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q46. Was there any time when you needed care from a specialist but could not get it for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	50	16.34
<b>No</b>	256	83.66

*Frequency Missing = 248*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Hospital Care*

<b>Q47. How many nights did you spend in the hospital for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 nights</b>	424	78.66
<b>1 night</b>	26	4.82
<b>2 nights</b>	17	3.15
<b>3 nights</b>	19	3.53
<b>4+ nights</b>	53	9.83

*Frequency Missing = 15*

<b>Q48. Did you ever have to go back into the hospital soon after being allowed to go home because you were still sick or had a problem?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	25	22.12
<b>No</b>	88	77.88

*Frequency Missing = 441*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Mental or Emotional Health Care*

<b>Q49. Did you or a health care provider believe you needed any treatment or counseling for a mental or emotional health problem?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	176	32.53
<b>No</b>	365	67.47

*Frequency Missing = 13*

<b>Q50. Did you get any treatment or counseling for a mental or emotional health problem?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	140	80.00
<b>No</b>	35	20.00

*Frequency Missing = 379*

**Survey of Iowa Adult Medicaid Health Home Enrollees**

*Experiences after at least 6 months  
in the program*

<b>Q51. Was there any time when you needed treatment/counseling for a mental/emotional problem but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	43	24.71
<b>No</b>	131	75.29

*Frequency Missing = 380*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Prescription Medicine*

<b>Q52. Was there any time when you or a health professional thought you needed prescription medicine for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	462	86.19
<b>No</b>	74	13.81

*Frequency Missing = 18*

<b>Q53. Did you take any prescription medicine?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	455	98.48
<b>No</b>	7	1.52

*Frequency Missing = 92*

<b>Q54. Was there any time when you needed prescription medicine but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	122	26.70
<b>No</b>	335	73.30

*Frequency Missing = 97*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q55. Did you and a provider talk about starting or stopping a prescription medicine?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	277	51.11
<b>No</b>	265	48.89

*Frequency Missing = 12*

<b>Q56. When you talked about starting/stopping a prescription, how much did the provider talk about the reasons you might want to take a medicine?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Not at all</b>	14	5.11
<b>A little</b>	37	13.50
<b>Some</b>	96	35.04
<b>A lot</b>	127	46.35

*Frequency Missing = 280*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q57. When you talked about starting/stopping a prescription, how much did the provider talk about the reasons you might not want to take a medicine?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Not at all</b>	61	22.51
<b>A little</b>	40	14.76
<b>Some</b>	92	33.95
<b>A lot</b>	78	28.78

*Frequency Missing = 283*

<b>Q58. When you talked about starting/stopping a prescription, did the provider ask you what you thought was best for you?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	182	67.16
<b>No</b>	89	32.84

*Frequency Missing = 283*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Dental Care*

<b>Q59. When was your last dental check-up?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Within past year</b>	234	43.49
<b>1-2 years ago</b>	104	19.33
<b>&gt; 2 years ago</b>	181	33.64
<b>Never been to a dentist</b>	19	3.53

*Frequency Missing = 16*

<b>Q60. Was there any time when you or a health professional thought you needed dental care for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	195	36.86
<b>No</b>	334	63.14

*Frequency Missing = 25*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q61. Was there any time when you needed dental care but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	59	30.89
<b>No</b>	132	69.11

*Frequency Missing = 363*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Coordinating Your Care*

<b>Q62_1. Was there any time when you needed assistance making regular doctor appointments?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	109	19.68
<b>No</b>	445	80.32

<b>Q62_2. Was there any time when you needed assistance making referral appointments?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	85	15.34
<b>No</b>	469	84.66

<b>Q62_3. Was there any time when you needed assistance understanding your Medicaid coverage?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	107	19.31
<b>No</b>	447	80.69

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q62_4. Was there any time when you needed assistance with your transition home from the hospital?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	60	10.83
<b>No</b>	494	89.17

<b>Q62_5. Was there any time when you needed assistance modifying your lifestyle or behaviors to be healthier?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	119	21.48
<b>No</b>	435	78.52

<b>Q62_6. Was there any time when you needed assistance coordinating any other services?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	106	19.13
<b>No</b>	448	80.87

<b>Q63_1. Was there any time when you needed assistance making regular doctor appointments but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	58	10.47
<b>No</b>	496	89.53

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q63_2. Was there any time when you needed assistance making referral appointments but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	36	6.50
<b>No</b>	518	93.50

<b>Q63_3. Was there any time when you needed assistance understanding your Medicaid coverage but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	56	10.11
<b>No</b>	498	89.89

<b>Q63_4. Was there any time when you needed assistance with your transition home from the hospital but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	29	5.23
<b>No</b>	525	94.77

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q63_5. Was there any time when you needed assistance modifying your lifestyle or behaviors to be healthier but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	59	10.65
<b>No</b>	495	89.35

<b>Q63_6. Was there any time when you needed assistance coordinating other services but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	104	18.77
<b>No</b>	450	81.23

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Communicating Back to Your Doctor*

<b>Q64_1. Was there any time when you needed information about your mental/behavioral health care communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	79	14.26
<b>No</b>	475	85.74

<b>Q64_2. Was there any time when you needed information about your dental care communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	56	10.11
<b>No</b>	498	89.89

<b>Q64_3. Was there any time when you needed information about your nursing home care communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	7	1.26
<b>No</b>	547	98.74

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q64_4. Was there any time when you needed information about help with managing your chronic health problem communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	129	23.29
<b>No</b>	425	76.71

<b>Q64_5. Was there any time when you needed information about help with drug/alcohol use communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	17	3.07
<b>No</b>	537	96.93

<b>Q64_6. Was there any time when you needed information about your transition home from the hospital communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	29	5.23
<b>No</b>	525	94.77

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q64_7. Was there any time when you needed information about modifying your lifestyle to be healthier communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	102	18.41
<b>No</b>	452	81.59

<b>Q65_1. Was there any time when you received mental/behavioral health care services and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	41	7.40
<b>No</b>	513	92.60

<b>Q65_2. Was there any time when you received dental care and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	40	7.22
<b>No</b>	514	92.78

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q65_3. Was there any time when you received nursing home care and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	11	1.99
<b>No</b>	543	98.01

<b>Q65_4. Was there any time when you received help with managing your chronic health problem and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	50	9.03
<b>No</b>	504	90.97

<b>Q65_5. Was there any time when you received help with drug/alcohol use and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	1.44
<b>No</b>	546	98.56

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q65_6. Was there any time when you received help with your transition home from the hospital and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	21	3.79
<b>No</b>	533	96.21

<b>Q65_7. Was there any time when you received help modifying your lifestyle to be healthier and it was not communicated back to your personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	44	7.94
<b>No</b>	510	92.06

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

### *Your Health*

<b>Q66. In general, how would you rate your overall health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Excellent</b>	18	3.33
<b>Very good</b>	44	8.13
<b>Good</b>	152	28.10
<b>Fair</b>	226	41.77
<b>Poor</b>	101	18.67

*Frequency Missing = 13*

<b>Q67. Compared to one year ago, how would you rate your health now?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Much better now</b>	64	11.85
<b>Somewhat better now</b>	93	17.22
<b>About the same</b>	239	44.26
<b>Somewhat worse now</b>	117	21.67
<b>Much worse now</b>	27	5.00

*Frequency Missing = 14*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q68. In general, how would you rate your overall mental/emotional health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Excellent</b>	59	10.87
<b>Very good</b>	79	14.55
<b>Good</b>	181	33.33
<b>Fair</b>	174	32.04
<b>Poor</b>	50	9.21

*Frequency Missing = 11*

<b>Q69. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage day-to-day activities?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	412	76.72
<b>No</b>	125	23.28

*Frequency Missing = 17*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q70. Does your doctor understand how any health problems you have affect your day-to-day life?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	456	86.86
<b>No</b>	69	13.14

*Frequency Missing = 29*

<b>Q71. Because of any disability, do you need help with your routine needs, such as everyday household chores, shopping, etc.?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	241	44.55
<b>No</b>	300	55.45

*Frequency Missing = 13*

<b>Q72. Because of any disability, do you need the help of other persons with your personal care needs, such as eating, dressing, etc.?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	59	10.99
<b>No</b>	478	89.01

*Frequency Missing = 17*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q73. Do you have a physical or medical condition that seriously interferes with your independence, community participation, or quality of life?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	239	45.44
<b>No</b>	287	54.56

*Frequency Missing = 28*

<b>Q74_1. Do you have chronic allergies or sinus problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	193	34.84
<b>No</b>	361	65.16

<b>Q74_2. Do you have chronic arthritis, rheumatism, bone, or joint problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	311	56.14
<b>No</b>	243	43.86

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q74_3. Do you have chronic asthma?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	164	29.60
<b>No</b>	390	70.40

<b>Q74_4. Do you have chronic back or neck problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	280	50.54
<b>No</b>	274	49.46

<b>Q74_5. Do you have chronic bladder or bowel problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	129	23.29
<b>No</b>	425	76.71

<b>Q74_6. Do you have chronic bronchitis, emphysema, COPD, or other lung problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	177	31.95
<b>No</b>	377	68.05

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q74_7. Do you have cancer (other than skin)?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	20	3.61
<b>No</b>	534	96.39

<b>Q74_8. Do you have chronic dental, tooth, or mouth problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	138	24.91
<b>No</b>	416	75.09

<b>Q74_9. Do you have diabetes?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	189	34.12
<b>No</b>	365	65.88

<b>Q74_10. Do you have chronic migraine headaches?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	108	19.49
<b>No</b>	446	80.51

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q74_11. Do you have chronic stomach problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	203	36.64
<b>No</b>	351	63.36

<b>Q74_12. Are you overweight/obese?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	244	44.04
<b>No</b>	310	55.96

<b>Q74_13. Do you have chronic hearing, speech, or language problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	76	13.72
<b>No</b>	478	86.28

<b>Q74_14. Do you have chronic heart problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	123	22.20
<b>No</b>	431	77.80

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q74_15. Do you have high blood pressure?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	299	53.97
<b>No</b>	255	46.03

<b>Q74_16. Do you have a physical disability?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	170	30.69
<b>No</b>	384	69.31

<b>Q74_17. Do you have any other chronic problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	142	25.63
<b>No</b>	412	74.37

<b>Q75_1. Do you have chronic anxiety?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	237	42.78
<b>No</b>	317	57.22

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q75_2. Do you have chronic depression?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	272	49.10
<b>No</b>	282	50.90

<b>Q75_3. Do you have chronic emotional problems other than depression or anxiety?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	98	17.69
<b>No</b>	456	82.31

<b>Q75_4. Do you have chronic drug or alcohol related problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	23	4.15
<b>No</b>	531	95.85

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q75_5. Do you have chronic attention problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	86	15.52
<b>No</b>	468	84.48

<b>Q75_6. Do you have a learning disability?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	84	15.16
<b>No</b>	470	84.84

<b>Q75_7. Do you have post-traumatic stress disorder (PTSD)?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	73	13.18
<b>No</b>	481	86.82

<b>Q75_8. Do you have bipolar disorder?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	87	15.70
<b>No</b>	467	84.30

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q75_9. Do you have schizophrenia or schizoaffective disorder?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	47	8.48
<b>No</b>	507	91.52

<b>Q75_10. Do you have any other chronic emotional or mental health problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	72	13.00
<b>No</b>	482	87.00

### *About You*

<b>Q76. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	231	42.62
<b>Rarely</b>	82	15.13
<b>Sometimes</b>	125	23.06
<b>Often</b>	48	8.86
<b>Always</b>	56	10.33

*Frequency Missing = 12*

## Survey of Iowa Adult Medicaid Health Home Enrollees

### *Experiences after at least 6 months in the program*

<b>Q77. What is your age?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>18 - 24</b>	12	2.23
<b>25 - 34</b>	27	5.02
<b>35 - 44</b>	60	11.15
<b>45 - 54</b>	162	30.11
<b>55 - 64</b>	212	39.41
<b>65 - 74</b>	52	9.67
<b>75 +</b>	13	2.42

*Frequency Missing = 16*

<b>Q78. Are you male or female?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Male</b>	198	36.40
<b>Female</b>	346	63.60

*Frequency Missing = 10*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q79. What is the highest grade or level of school that you have completed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>8th grade or less</b>	54	10.00
<b>Some high school, did not grad</b>	101	18.70
<b>High school grad or GED</b>	201	37.22
<b>Some college or 2 year degree</b>	164	30.37
<b>4 year college grad</b>	11	2.04
<b>&gt; 4 year college degree</b>	9	1.67

*Frequency Missing = 14*

<b>Q80. Are you of Hispanic or Latino origin or descent?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	32	6.46
<b>No</b>	463	93.54

*Frequency Missing = 59*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

Q81_1. White Race		
	Frequency	Percent
Yes	399	72.02
No	155	27.98

Q81_2. Black or African American		
	Frequency	Percent
Yes	97	17.51
No	457	82.49

Q81_3. Asian		
	Frequency	Percent
Yes	16	2.89
No	538	97.11

Q81_4. Native Hawaiian or Other Pacific Islander		
	Frequency	Percent
Yes	2	0.36
No	552	99.64

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q81_5. American Indian</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	30	5.42
<b>No</b>	524	94.58

<b>Q81_6. Other Race/Ethnicity</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	24	4.33
<b>No</b>	530	95.67

<b>Q82. Did someone help you complete this survey?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	97	18.06
<b>No</b>	440	81.94

*Frequency Missing = 17*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q83_1. Helper read the questions to me</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	69	71.13
<b>No</b>	28	28.87

*Frequency Missing = 457*

<b>Q83_2. Helper wrote down the answers I gave</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	46	47.42
<b>No</b>	51	52.58

*Frequency Missing = 457*

<b>Q83_3. Helper answered the questions for me</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	16	16.49
<b>No</b>	81	83.51

*Frequency Missing = 457*

## Survey of Iowa Adult Medicaid Health Home Enrollees

*Experiences after at least 6 months  
in the program*

<b>Q83_4. Helper translated the questions into my language</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	22	22.68
<b>No</b>	75	77.32

*Frequency Missing = 457*

<b>Q83_5. Person helped in other ways</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	8.25
<b>No</b>	89	91.75

*Frequency Missing = 457*

## **Appendix B**

### **2014 Survey of Child Medicaid Health Home Enrollees:**

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*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q2. How long has your child been going to this doctor's office?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>6 months but &lt; 1 year</b>	3	7.69
<b>1 year but &lt; 3 years</b>	4	10.26
<b>3 years but &lt; 5 years</b>	8	20.51
<b>5 or more years</b>	24	61.54

<b>Q3. How long has your child been in Medicaid?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Less than 6 months</b>	1	2.63
<b>1 year but &lt; 3 years</b>	2	5.26
<b>3 or more years</b>	35	92.11

*Frequency Missing = 1*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Your Child's Health Care in the Last 6 Months*

<b>Q4. Did your child have an illness, injury, or condition that needed care right away?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	19	48.72
<b>No</b>	20	51.28

<b>Q5. When your child needed care right away, how often did your child get care as soon as you wanted?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	5.26
<b>Usually</b>	4	21.05
<b>Always</b>	14	73.68

*Frequency Missing = 20*

<b>Q6. Was there any time when your child needed care right away but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	21.05
<b>No</b>	15	78.95

*Frequency Missing = 20*

<b>Q7. Did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	33	86.84
<b>No</b>	5	13.16

*Frequency Missing = 1*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q8. How often did your child get an appointment for a check-up or routine care as soon as you wanted?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	2	6.25
<b>Usually</b>	7	21.88
<b>Always</b>	23	71.88

*Frequency Missing = 7*

<b>Q9. Was there any time when your child needed a check-up or routine care but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	10.26
<b>No</b>	35	89.74

<b>Q10. Did a doctor's office give you information about what to do if your child needed care during evenings, weekends, or holidays?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	17	47.22
<b>No</b>	19	52.78

*Frequency Missing = 3*

<b>Q11_1. Doctor's office told me to wait until office open again if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	17.65
<b>No</b>	14	82.35

*Frequency Missing = 22*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q11_2. Doctor's office told me to call after-hours phone number if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	23.53
<b>No</b>	13	76.47

*Frequency Missing = 22*

<b>Q11_3. Doctor's office told me to call nurse care line or telephone advisory service if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	17.65
<b>No</b>	14	82.35

*Frequency Missing = 22*

<b>Q11_4. Doctor's office told me to go to a walk-in clinic if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	47.06
<b>No</b>	9	52.94

*Frequency Missing = 22*

<b>Q11_5. Doctor's office told me to go to a hospital emergency department if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	12	70.59
<b>No</b>	5	29.41

*Frequency Missing = 22*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q11_6. My doctor's office told me to do something other than the above if care needed during evenings, weekends, or holidays.</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	11.76
<b>No</b>	15	88.24

*Frequency Missing = 22*

<b>Q12. Did your child need care during evenings, weekends, or holidays?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	11	28.95
<b>No</b>	27	71.05

*Frequency Missing = 1*

<b>Q13. How often were you able to get the care your child needed from a doctor's office during evenings, weekends, or holidays?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	3	27.27
<b>Sometimes</b>	3	27.27
<b>Usually</b>	2	18.18
<b>Always</b>	3	27.27

*Frequency Missing = 28*

<b>Q14. Did you phone a doctor's office with a medical question about your child during regular office hours?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	17	44.74
<b>No</b>	21	55.26

*Frequency Missing = 1*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q15. When you phoned a doctor's office during regular office hours, how often did you get an answer to your medical question that same day?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	4	23.53
<b>Usually</b>	3	17.65
<b>Always</b>	10	58.82

*Frequency Missing = 22*

<b>Q16. Did you phone a doctor's office with a medical question about your child after regular office hours?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	5	13.16
<b>No</b>	33	86.84

*Frequency Missing = 1*

<b>Q17. When you phoned a doctor's office after regular office hours, how often did you get an answer to your medical question as soon as needed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	1	20.00
<b>Sometimes</b>	2	40.00
<b>Always</b>	2	40.00

*Frequency Missing = 34*

<b>Q18. Did you get any reminders about your child's care from a doctor's office between visits?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	19	54.29
<b>No</b>	16	45.71

*Frequency Missing = 4*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q19. How many times did your child go to a doctor's office or clinic to get health care?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 times</b>	7	17.95
<b>1 time</b>	9	23.08
<b>2 times</b>	6	15.38
<b>3 times</b>	9	23.08
<b>4 times</b>	3	7.69
<b>5-9 times</b>	4	10.26
<b>10+ times</b>	1	2.56

<b>Q20. How often did your child see a doctor within 15 minutes of your appointment time?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	4	12.90
<b>Sometimes</b>	7	22.58
<b>Usually</b>	12	38.71
<b>Always</b>	8	25.81

*Frequency Missing = 8*

<b>Q21. Did anyone in a doctor's office talk with you about specific goals for your child's health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	24	80.00
<b>No</b>	6	20.00

*Frequency Missing = 9*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q22. Did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your child's health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	9	30.00
<b>No</b>	21	70.00

*Frequency Missing = 9*

<b>Q23. Did anyone in a doctor's office order a blood test, x-ray, or other test for your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	15	48.39
<b>No</b>	16	51.61

*Frequency Missing = 8*

<b>Q24. When that doctor's office ordered a test for your child, how often did someone from that office follow up to give you the results?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	6.67
<b>Usually</b>	5	33.33
<b>Always</b>	9	60.00

*Frequency Missing = 24*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Your Child's Personal Doctor*

<b>Q25. Do you have one person you think of as your child's personal doctor or nurse?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	36	94.74
<b>No</b>	2	5.26

*Frequency Missing = 1*

<b>Q26. Is your child's personal doctor located in the office that introduced you to the Medicaid Health Home program?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	14	60.87
<b>No</b>	9	39.13

*Frequency Missing = 16*

<b>Q27. How many times did your child visit his/her personal doctor for care?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 times</b>	6	17.65
<b>1 time</b>	9	26.47
<b>2 times</b>	6	17.65
<b>3 times</b>	10	29.41
<b>4 times</b>	1	2.94
<b>5-9 times</b>	2	5.88

*Frequency Missing = 5*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q28. Did you ever stay in the exam room with your child during a visit to this doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	27	96.43
<b>No</b>	1	3.57

*Frequency Missing = 11*

<b>Q29. Is your child able to talk with doctors about his or her health care?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	17	62.96
<b>No</b>	10	37.04

*Frequency Missing = 12*

<b>Q30. How often did your child's personal doctor explain things in a way that was easy for your child to understand?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	5.88
<b>Usually</b>	4	23.53
<b>Always</b>	12	70.59

*Frequency Missing = 22*

<b>Q31. How often did your child's personal doctor listen carefully to your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	5.88
<b>Usually</b>	1	5.88
<b>Always</b>	15	88.24

*Frequency Missing = 22*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q32. Did this doctor give you enough information about what was discussed during the visit when you were not in the exam room with your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	11.76
<b>No</b>	15	88.24

*Frequency Missing = 22*

<b>Q33. Did your child's personal doctor tell you that you needed to do anything to follow up on the care your child got during the visit?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	17	60.71
<b>No</b>	11	39.29

*Frequency Missing = 11*

<b>Q34. Did your child's personal doctor give you enough information about what you needed to do to follow up on your child's care?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	17	100.00

*Frequency Missing = 22*

<b>Q35. How often did your child's personal doctor explain things in a way that was easy to understand?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	2	7.41
<b>Usually</b>	2	7.41
<b>Always</b>	23	85.19

*Frequency Missing = 12*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q36. How often did your child's personal doctor listen carefully to you?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	2	7.14
<b>Usually</b>	3	10.71
<b>Always</b>	23	82.14

*Frequency Missing = 11*

<b>Q37. Did you talk with your child's personal doctor about any questions or concerns you had about your child's health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	24	85.71
<b>No</b>	4	14.29

*Frequency Missing = 11*

<b>Q38. How often did your child's personal doctor give you easy to understand information about these health questions or concerns?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	4.17
<b>Usually</b>	5	20.83
<b>Always</b>	18	75.00

*Frequency Missing = 15*

<b>Q39. How often did your child's personal doctor seem to know the important information about your child's medical history?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	2	7.14
<b>Usually</b>	5	17.86
<b>Always</b>	21	75.00

*Frequency Missing = 11*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q40. How often did your child's personal doctor show respect for what you had to say?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Usually</b>	4	14.29
<b>Always</b>	24	85.71

*Frequency Missing = 11*

<b>Q41. How often did your child's personal doctor spend enough time with you?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	3.57
<b>Usually</b>	6	21.43
<b>Always</b>	21	75.00

*Frequency Missing = 11*

<b>Q42. How would you rate your child's personal doctor (0=worst doctor possible, 10=best doctor possible)?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>5</b>	1	2.94
<b>6</b>	1	2.94
<b>7</b>	2	5.88
<b>8</b>	6	17.65
<b>9</b>	2	5.88
<b>10</b>	22	64.71

*Frequency Missing = 5*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Preventive Care*

<b>Q43. Did your child get any preventive care, such as a check-up, physical exam, or vaccination shots from a provider's office?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	29	78.38
<b>No</b>	8	21.62

*Frequency Missing = 2*

<b>Q44. Was there any time when your child needed preventive care but could not get it for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.41
<b>No</b>	35	94.59

*Frequency Missing = 2*

<b>Q45. Has a health professional encouraged you to take any type of preventive health steps for your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	18	50.00
<b>No</b>	18	50.00

*Frequency Missing = 3*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Emergency Room Care*

<b>Q46. How many times did your child go to an emergency room (ER) for care?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 times</b>	25	64.10
<b>1 time</b>	7	17.95
<b>2 times</b>	6	15.38
<b>5-9 times</b>	1	2.56

<b>Q47. Do you think the care your child received at your last visit to the ER could have been provided in a doctor's office if one was available?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	9	64.29
<b>No</b>	5	35.71

*Frequency Missing = 25*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

***Getting Health Care from Specialists***

<b>Q48. Was there any time when you or a doctor thought your child needed care from a specialist?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	14	37.84
<b>No</b>	23	62.16

*Frequency Missing = 2*

<b>Q49a. Did you make any appointments for your child to see a specialist?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	13	92.86
<b>No</b>	1	7.14

*Frequency Missing = 25*

<b>Q49b. How often did you get appointments for your child to see a specialist as soon as he or she needed?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	2	15.38
<b>Sometimes</b>	2	15.38
<b>Usually</b>	2	15.38
<b>Always</b>	7	53.85

*Frequency Missing = 26*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q50. How often did your doctor's office seem informed and up-to-date about the care your child got from specialists?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Sometimes</b>	1	8.33
<b>Usually</b>	5	41.67
<b>Always</b>	6	50.00

*Frequency Missing = 27*

<b>Q51. Was there any time when your child needed care from a specialist but could not get it for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	21.43
<b>No</b>	11	78.57

*Frequency Missing = 25*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Hospital Stays*

<b>Q52. How many nights did your child spend in the hospital?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 nights</b>	35	89.74
<b>1 night</b>	1	2.56
<b>3 nights</b>	2	5.13
<b>4+ nights</b>	1	2.56

<b>Q53. Did your child ever have to go back into the hospital soon after being allowed to go home because he/she was still sick or had a problem?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	4	100.00

*Frequency Missing = 35*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Behavioral or Emotional Health Care*

<b>Q54. Was there any time when you or a health care professional thought your child needed care for behavioral or emotional problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	16	41.03
<b>No</b>	23	58.97

<b>Q55. Was there any time when your child needed care for behavioral or emotional problems but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	18.75
<b>No</b>	13	81.25

*Frequency Missing = 23*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

***Prescription Medicine***

<b>Q56. Was there any time when you or a health professional thought your child needed prescription medicine for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	27	71.05
<b>No</b>	11	28.95

*Frequency Missing = 1*

<b>Q57. Did your child take any prescription medicine?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	26	96.30
<b>No</b>	1	3.70

*Frequency Missing = 12*

<b>Q58. Was there any time when your child needed prescription medicine but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	3.70
<b>No</b>	26	96.30

*Frequency Missing = 12*

<b>Q59. Did you and anyone in a provider's office talk at each visit about all the prescription medicines your child was taking?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	24	88.89
<b>No</b>	3	11.11

*Frequency Missing = 12*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Dental Care*

<b>Q60. When was your child's last dental check-up?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Within past year</b>	37	94.87
<b>1-2 years ago</b>	2	5.13

<b>Q61. Was there any time when you or a health professional thought your child needed dental care for any reason?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	6	15.38
<b>No</b>	33	84.62

<b>Q62. Was there any time when your child needed dental care but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	33.33
<b>No</b>	4	66.67

*Frequency Missing = 33*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

***Coordinating Your Child's Care***

<b>Q63_1. Was there any time when you needed assistance making regular doctor appointments for your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	10.26
<b>No</b>	35	89.74

<b>Q63_2. Was there any time when you needed assistance making referral appointments for your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	5	12.82
<b>No</b>	34	87.18

<b>Q63_3. Was there any time when you needed assistance understanding your child's Medicaid coverage?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	5	12.82
<b>No</b>	34	87.18

<b>Q63_4. Was there any time when you needed assistance with your child's transition home from the hospital?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

<b>Q63_5. Was there any time when you needed assistance modifying your child's lifestyle or behaviors to be healthier?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	5	12.82
<b>No</b>	34	87.18

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q63_6. Was there any time when you needed assistance coordinating other services for your child?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

<b>Q64_1. Was there any time when you needed assistance making regular doctor appointments for your child but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q64_2. Was there any time when you needed assistance making referral appointments for your child but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.13
<b>No</b>	37	94.87

<b>Q64_3. Was there any time when you needed assistance understanding your child's Medicaid coverage but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.13
<b>No</b>	37	94.87

<b>Q64_4. Was there any time when you needed assistance with your child's transition home from the hospital but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q64_5. Was there any time when you needed assistance modifying your child's lifestyle or behaviors to be healthier but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

<b>Q64_6. Was there any time when you needed assistance coordinating other services for your child but could not get it?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	10.26
<b>No</b>	35	89.74

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

***Communicating Back to Your Child's Doctor***

<b>Q65_1. Was there any time when you needed information about your child's mental/behavioral health care communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	12	30.77
<b>No</b>	27	69.23

<b>Q65_2. Was there any time when you needed information about your child's dental care communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	10.26
<b>No</b>	35	89.74

<b>Q65_3. Was there any time when you needed information about your child's school/child care providers communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.69
<b>No</b>	36	92.31

<b>Q65_4. Was there any time when you needed information about help with managing your child's special health care need communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.69
<b>No</b>	36	92.31

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q65_5. Was there any time when you needed information about help with a family member's drug/alcohol use communicated back to your child's doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q65_6. Was there any time when you needed information about your child's transition home from the hospital communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

<b>Q65_7. Was there any time when you needed information about modifying your child's lifestyle to be healthier communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	5	12.82
<b>No</b>	34	87.18

<b>Q66_1. Was there any time when your child received mental/behavioral health care services and it was not communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.69
<b>No</b>	36	92.31

<b>Q66_2. Was there any time when your child received dental care and it was not communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.13
<b>No</b>	37	94.87

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q66_3. Was there any time when your child received care from school/child care providers and it was not communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.13
<b>No</b>	37	94.87

<b>Q66_4. Was there any time when your child received help managing a special health care need and it was not communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q66_5. Was there any time when you received help with a family member's drug/alcohol use and it was not communicated back to your child's personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q66_6. Was there any time when you received help with your child's transition home from the hospital and it was not communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q66_7. Was there any time when you received help modifying your child's lifestyle to be healthier and it was not communicated back to his/her personal doctor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

*Your Child's Health*

<b>Q67. In general, how would you rate your child's overall health?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Excellent</b>	4	10.26
<b>Very good</b>	18	46.15
<b>Good</b>	14	35.90
<b>Fair</b>	2	5.13
<b>Poor</b>	1	2.56

<b>Q68. Compared to one year ago, how would you rate your child's health now?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Much better now</b>	11	28.95
<b>Somewhat better now</b>	7	18.42
<b>About the same</b>	17	44.74
<b>Somewhat worse now</b>	3	7.89

*Frequency Missing = 1*

<b>Q69. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	26	68.42
<b>No</b>	12	31.58

*Frequency Missing = 1*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q69a. Is this because of any medical, behavioral, or other health condition?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	24	92.31
<b>No</b>	2	7.69

*Frequency Missing = 13*

<b>Q69b. Is this a condition that has lasted or is expected to last for at least 12 months?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	22	91.67
<b>No</b>	2	8.33

*Frequency Missing = 15*

<b>Q70. Does your child need or use more medical care, mental health services, or educational services than is usual for most children of the same age?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	15	42.86
<b>No</b>	20	57.14

*Frequency Missing = 4*

<b>Q70a. Is this because of any medical, behavioral, or other health condition?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	15	100.00

*Frequency Missing = 24*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q70b. Is this a condition that has lasted or is expected to last for at least 12 months?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	14	93.33
<b>No</b>	1	6.67

*Frequency Missing = 24*

<b>Q71. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	10	27.03
<b>No</b>	27	72.97

*Frequency Missing = 2*

<b>Q71a. Is this because of any medical, behavioral, or other health condition?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	10	100.00

*Frequency Missing = 29*

<b>Q71b. Is this a condition that has lasted or is expected to last for at least 12 months?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	10	100.00

*Frequency Missing = 29*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q72. Does your child need or get special therapy, such as physical, occupational, or speech therapy?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	9	25.00
<b>No</b>	27	75.00

*Frequency Missing = 3*

<b>Q72a. Is this because of any medical, behavioral, or other health condition?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	88.89
<b>No</b>	1	11.11

*Frequency Missing = 30*

<b>Q72b. Is this a condition that has lasted or is expected to last for at least 12 months?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	100.00

*Frequency Missing = 31*

<b>Q73. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	14	37.84
<b>No</b>	23	62.16

*Frequency Missing = 2*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6 months in the program*

<b>Q73a. Has this problem lasted or is it expected to last for at least 12 months?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	12	100.00

*Frequency Missing = 27*

<b>Q74. Is your child old enough to be in school?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	34	89.47
<b>No</b>	4	10.53

*Frequency Missing = 1*

<b>Q74. About how many days did your child miss school because of illness or injury?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>0 days</b>	10	33.33
<b>1 day</b>	5	16.67
<b>2 days</b>	4	13.33
<b>3 days</b>	1	3.33
<b>4 days</b>	2	6.67
<b>6 days</b>	1	3.33
<b>7 days</b>	1	3.33
<b>8 days</b>	2	6.67
<b>10 days</b>	3	10.00
<b>60 days</b>	1	3.33

*Frequency Missing = 9*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q75_1. Does your child have anxiety?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	20.51
<b>No</b>	31	79.49

<b>Q75_2. Does your child have asthma?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	19	48.72
<b>No</b>	20	51.28

<b>Q75_3. Does your child have attention problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	12	30.77
<b>No</b>	27	69.23

<b>Q75_4. Does your child have autism spectrum disorder?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.69
<b>No</b>	36	92.31

<b>Q75_5. Does your child have behavioral or emotional problems other than depression or anxiety?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	10	25.64
<b>No</b>	29	74.36

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q75_6. Does your child have chronic allergies or sinus problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	7	17.95
<b>No</b>	32	82.05

<b>Q75_7. Does your child have chronic back, neck, bone, or muscle problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.13
<b>No</b>	37	94.87

<b>Q75_8. Does your child have dental problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	2	5.13
<b>No</b>	37	94.87

<b>Q75_9. Does your child have depression?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	9	23.08
<b>No</b>	30	76.92

<b>Q75_10. Does your child have developmental delays or mental retardation?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	6	15.38
<b>No</b>	33	84.62

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q75_11. Does your child have diabetes?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

<b>Q75_12. Does your child have drug or alcohol related problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q75_13. Does your child have an eating disorder or failure to thrive?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

<b>Q75_14. Does your child have frequent bladder/bowel problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.69
<b>No</b>	36	92.31

<b>Q75_15. Does your child have frequent ear infections?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	1	2.56
<b>No</b>	38	97.44

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q75_16. Does your child have a hearing impairment or deafness?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q75_17. Does your child have a learning disability?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	20.51
<b>No</b>	31	79.49

<b>Q75_18. Is your child overweight or obese?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	8	20.51
<b>No</b>	31	79.49

<b>Q75_19. Does your child have speech or language problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	7	17.95
<b>No</b>	32	82.05

<b>Q75_20. Does your child have vision problems?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	6	15.38
<b>No</b>	33	84.62

<b>Q75_21. Does your child have any other chronic condition?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	6	15.38
<b>No</b>	33	84.62

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q76. Has your child seen a doctor or other health professional more than twice for any of the conditions from Question 75?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	22	62.86
<b>No</b>	13	37.14

*Frequency Missing = 4*

<b>Q77. Has your child been taking prescription medicine for at least 3 months for any of the conditions from Question 75?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	26	72.22
<b>No</b>	10	27.78

*Frequency Missing = 3*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q78. Is your child at least 1 year old?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	39	100.00

<b>Q78. Age of child</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>2</b>	1	2.63
<b>3</b>	1	2.63
<b>4</b>	3	7.89
<b>5</b>	2	5.26
<b>6</b>	3	7.89
<b>7</b>	3	7.89
<b>9</b>	2	5.26
<b>10</b>	3	7.89
<b>11</b>	2	5.26
<b>12</b>	3	7.89
<b>13</b>	4	10.53
<b>14</b>	2	5.26
<b>15</b>	3	7.89
<b>16</b>	4	10.53
<b>17</b>	2	5.26

*Frequency Missing = 1*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q78a. How often has your child felt sad or unhappy?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	7	21.88
<b>Sometimes</b>	18	56.25
<b>Often</b>	7	21.88

*Frequency Missing = 7*

<b>Q78b. How often has your child felt hopeless?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	20	64.52
<b>Sometimes</b>	8	25.81
<b>Often</b>	3	9.68

*Frequency Missing = 8*

<b>Q78c. How often has your child been down on him/herself?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	14	45.16
<b>Sometimes</b>	13	41.94
<b>Often</b>	4	12.90

*Frequency Missing = 8*

<b>Q78d. How often has your child worried a lot?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	14	45.16
<b>Sometimes</b>	9	29.03
<b>Often</b>	8	25.81

*Frequency Missing = 8*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q78e. How often has your child seemed to be having less fun?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	16	51.61
<b>Sometimes</b>	11	35.48
<b>Often</b>	4	12.90

*Frequency Missing = 8*

<b>Q78f. How often has your child been fidgety or unable to sit still?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	13	39.39
<b>Sometimes</b>	7	21.21
<b>Often</b>	13	39.39

*Frequency Missing = 6*

<b>Q78g. How often has your child daydreamed too much?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	17	53.13
<b>Sometimes</b>	10	31.25
<b>Often</b>	5	15.63

*Frequency Missing = 7*

<b>Q78h. How often has your child been easily distracted?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	8	25.00
<b>Sometimes</b>	10	31.25
<b>Often</b>	14	43.75

*Frequency Missing = 7*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q78i. How often has your child had trouble concentrating?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	8	25.00
<b>Sometimes</b>	13	40.63
<b>Often</b>	11	34.38

*Frequency Missing = 7*

<b>Q78j. How often has your child acted as if driven by a motor?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	22	68.75
<b>Sometimes</b>	5	15.63
<b>Often</b>	5	15.63

*Frequency Missing = 7*

<b>Q78k. How often has your child fought with other children?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	12	35.29
<b>Sometimes</b>	18	52.94
<b>Often</b>	4	11.76

*Frequency Missing = 5*

<b>Q78l. How often has your child not listened to rules?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	5	15.15
<b>Sometimes</b>	14	42.42
<b>Often</b>	14	42.42

*Frequency Missing = 6*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q78m. How often has your child not understood other people's feelings?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	11	32.35
<b>Sometimes</b>	13	38.24
<b>Often</b>	10	29.41

*Frequency Missing = 5*

<b>Q78n. How often has your child teased others?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	19	57.58
<b>Sometimes</b>	10	30.30
<b>Often</b>	4	12.12

*Frequency Missing = 6*

<b>Q78o. How often has your child blamed others for his/her troubles?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	10	30.30
<b>Sometimes</b>	15	45.45
<b>Often</b>	8	24.24

*Frequency Missing = 6*

<b>Q78p. How often has your child refused to share?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	16	47.06
<b>Sometimes</b>	10	29.41
<b>Often</b>	8	23.53

*Frequency Missing = 5*

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q78q. How often has your child taken things that did not belong to him/her?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	21	61.76
<b>Sometimes</b>	6	17.65
<b>Often</b>	7	20.59

*Frequency Missing = 5*

*About Your Child Listed on the Cover Letter*

<b>Q79. Is your child male or female?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Male</b>	23	58.97
<b>Female</b>	16	41.03

<b>Q80. Is your child of Hispanic or Latino origin or descent?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.89
<b>No</b>	35	92.11

*Frequency Missing = 1*

<b>Q81_1. Child's Race/Ethnicity: White</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	27	69.23
<b>No</b>	12	30.77

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q81_2. Child's Race/Ethnicity: Black or African American</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	13	33.33
<b>No</b>	26	66.67

<b>Q81_3. Child's Race/Ethnicity: Asian</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q81_4. Child's Race/Ethnicity: Native Hawaiian/Pacific Islander</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	39	100.00

<b>Q81_5. Child's Race/Ethnicity: American Indian</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	3	7.69
<b>No</b>	36	92.31

<b>Q81_6. Child's Race/Ethnicity: Other</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	4	10.26
<b>No</b>	35	89.74

<b>Q82. Are you one of the child's main caregivers?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	39	100.00

*Survey of Iowa Medicaid Health Home Enrollees (Child)*

*Experiences after at least 6  
months in the program*

<b>Q83. How are you related to the child referred to in this questionnaire?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Parent</b>	31	81.58
<b>Grandparent</b>	3	7.89
<b>Unrelated legal guardian</b>	2	5.26
<b>Other</b>	2	5.26

*Frequency Missing = 1*

<b>Q84. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your child's provider?</b>		
	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	28	71.79
<b>Rarely</b>	6	15.38
<b>Sometimes</b>	4	10.26
<b>Always</b>	1	2.56

## Appendix C

### Respondent Comments: Adult Enrollee Perspectives about the Iowa Medicaid Health Home Program

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## Part 1. Problems with Access to Care/Need Additional Coverage

Just unhappy cannot get some meds used to get.

Dislike the fact there are few doctors who will accept new patients with Medicaid insurance. Wish Medicaid would cover more dental procedures for adults such as bridges, etc. to allow us to keep our teeth instead of having teeth pulled to get dentures. Coverage for eye exams and glasses. Other than those I can say I haven't had any issues with having Medicaid.

Don't understand why some doctors honor it and some don't.

Everything switched to XXX here in XXX County, which left me no options for dental, vision, and every other medical need.

Feel like second rate person. Would like better dental care. Would like mechanical fingers.

Getting the proper medicines. The meds that have helped the most, Medicaid, rejects the meds needed and prescribed for e.g.: after my diabetes meds had horrible side effects. Doctor took away the harmful ones that damaged me and found XXX which radically improved my high blood sugar, 400 down to 130. Medicaid won't let me have it and substituted XXX which causes pancreas cancer and kidney failure (which I have) and bad for stomach, which I have IBS.

I like Medicaid, I do not like that they tried to tell me who my provider is going to be 1 1/2 hours away.

I really appreciate my SSI disability insurance. I would be not alive without it with all my medical problems. I wish I could get the newest and more effective medicines, but always get generic or the oldest meds. And the way Medicaid rejects what my doctor prescribes and getting the refill dates wrong a lot. And have had to go without certain meds for days sometimes because of not flexing with doctors' orders.

Have to get approved for knee injections before I can get them and when I need them it takes like two weeks before I get approved.

Having to wait for a simple CAT scan.

I am currently trying to go back for my \*illegible\* or GED now. I have a learning disability as far as retaining the information, and concentration. I just wish more people would or providers would take Medicaid, as far as mental health providers goes. We need more open hospital beds for mental illness.

I dislike some things that are not approved, such as a tummy tuck or braces.

I dislike that I have to wait two years for new glasses, because I really think I need new lens every year and I wish they would let you have more variety of frames. I also hate the fact I can't find a dentist because I am on the Medicaid card.

I dislike that Medicaid won't pay for dental partials. I also dislike that Medicaid won't pay to remove assure coils but that do pay to put them in, I had them in since 2009, ever since I have been suffering from 18 different side effects, chronic pelvic pain, nausea, dizziness, blurry vision, migraine headaches, bruising, muscle weakness, heavy bleeding, burning in legs and face, itching everywhere, lower back pain, hot flashes and many more.

I don't like it when Medicaid doesn't pay for certain meds. Cough syrup with codeine. I understand there has been lots of abuse with it, but with any meds, that can happen. But I have chronic bronchitis, COPD and the cough syrup allows me to rest at night, quiets my cough and it's not covered by Medicaid. Being on a fixed income it's not affordable, and that frustrates me.

I don't like the prescription part of it. Medication that I can't get because they won't pay for it or pain medicine is limited to 30 day prescription. I don't take amount that I could but if I have more pain, I can't take more because it won't be paid for. I don't understand that. For instance I could actually take up to 8 pills a day but usually only take two. But if I have bad days I need to take more I can't

because it won't pay for it. How can you get pain under control when you can't take the pills? I have an excellent doctor, he takes time to address my concerns EVERY time. Needs to be more doctors like him.
I don't like the way some prescriptions are not accepted. Drug insurance *****.
I don't mind it, and it helps me out financially, but I don't like how you are limited and confined to go to certain doctors and if you can't get in your doctor's office it takes forever because they have to wait for a referral.
I feel that Medicaid should pay for services not covered by Medicare, if they would have paid for it anyway if I didn't have Medicare. I know this is hard to understand. It may take a few times to get it. Sorry.
I wish I could receive dental care.
I didn't like the fact that in the XXX area I couldn't find a dentist that would take Medicaid or Medicare so I went into debt just to get new dentures. I went to the county dentist and the dentures didn't fit way too large and nothing would make them fit. Other than that one problem I think things run as well as they can.
I would like more dentists to take Medicaid coverage. It's very hard to find a dentist that does.
It does not allow the doctor to prescribe the dose of medicine that is needed to help with some things.
It doesn't always cover prescriptions.
Wish it could cover other States when I'm transferred to a specialist.
It would be nice to have help with transportation in the winter months.
Need help with transportation besides bus pass. That is hard to get.
Need mental doctor.
Needs to add an emergency taxi service.
Some meds are not covered.
The dental coverage and the services are hard to get. I need multiple crowns and can only get two per year.
The only thing that bothers me is when Medicaid won't cover a prescription and have to wait for approval or get something different.
Them not covering a bypass surgery for weight loss.
There are some prescriptions that are not paid for by Medicaid that are needed by me. Cough syrup/w codeine. I need for my COPD is not available to someone on Title 19. And if so you have to come out of pocket.
We have to travel to other cities for some medical services.
We need dental.
The lock in program is bogus due to the fact that it takes three to four hours before I can get pills, or I don't get the whole prescription. I am locked in program and it ***** , you can't get services you need from other hospitals in case of emergency.
The mental health services offered are extremely inadequate. Only a nurse practitioner will see me (not a doctor) and their office does the absolute minimum to get by. My personal doctor and specialists I have seen are EXCELLENT. I wish I could see them for my Bipolar disorder instead. (We need better mental health care in Iowa).
What I dislike about it is being denied for a partial (lower) because they didn't take my bicuspid and now I have NO lower back teeth and only 3 upper back teeth, when I really need them to eat.
Would like to see help in getting meds from pharmacy. I always pay my co-pay but there are times I can't go to pick it up. If they could *illegible* them or something. Thank you.

Yes some of the medications they do not let us have the doctors prescribe us. Or see what doctors we want to see.
There are some things it covers that I don't understand and then there are those that I have a hard time believing that it doesn't cover. But you can't have it all!
I hate that they don't take in all income vs. monies going out (when it is the same expense every month) when determining eligibility. I needed help desperately before, but they don't even consider the money from your income being used to feed your children. Rent and heat aren't the only necessary expenses each month so why only consider those for eligibility. Why are children only given health insurance? Especially in a single parent family? Shouldn't the parent/caretaker's health also be a priority because they need to be healthy to care for their children/dependents! There's a lot of BS going on within that part of the government.

<b>Part 2. Problems with Cost of Medicaid Program</b>
Won't pay for increased prescriptions even when doctor orders it until old prescription runs out.
Co pays on medicine needs to be lowered, especially with surviving on SSDI to pay bills etc., unable to work in anyway.
Don't like that you have to get all your scripts at once then you have to pay all of the co-pay at once it's a lot of money at once. Have a tooth that didn't get pulled in XXX not my insurance won't pay for it.
I have found a medicine that GREATLY lowers the chronic pain I have in my back, but Medicaid does not assist in helping to pay for it. The medicine costs over \$100.00. My income is \$721.00 a month, so I am able to buy it. The pain causes me to do less activities and increases my medicines.
I wish that they would help us to pay our medicine, some of them are not covered, and we have to pay for them and is so hard to pay sometimes.
It is getting expensive for medicine.
There are times that I can't afford co-pays.
Some of my things I need to bandage my leg Medicaid doesn't pay for or limits the supply of it, limits the antibiotics cost wise that Medicaid will pay for instead that of that will work to heal my leg quicker.
Some things it won't pay for. And sometimes you need things (like a scooter or chair to go places and get around) and as soon as they hear Medicaid and Medicare the price and things or parts you don't need goes up! All so I can't pay part of some of the things I need out of pocket. So I go without. I have a wheelchair, but it is so hard to wheel by myself. And I can't walk that far with my cane so I stay inside a lot. And can only go when someone can take me, and no one wants to push an old lady around.

<b>Part 3. Communication Problems with Medicaid Program or Providers</b>
Around 1 1/2 years ago I had colon cancer, they had to take a small portion of my colon, they got it all and things are okay. I was told to have a colonoscopy every year, but when I tried to get an appointment the next year, they told me Medicare wouldn't pay for it unless it was every two years. I don't know if that's healthy or not. Three years or more ago I missed a dental appointment because I

thought it was for the next month, so they said I couldn't come anymore and I haven't seen a dentist since. They said it was their rules...
Dislike not hearing from my home health care worker on a regular basis.
Don't understand difference between Medicaid, Medicare. What does it cover?
Figuring out Medicaid.
I owe my life to Medicaid, without it my quality of life would be very very poor without Medicaid. In fact I probably wouldn't have survived this long without the medical treatments and services that Medicaid provides.
Inter-departmental/service communication. Often it seems that the hand doesn't know where the left hand is.
Not being able to get in to see doctor when I need to. It takes two weeks at calling every day at 7 am to schedule appointment that day only causing me to run out of heart meds quite often. And when I mention they don't even apologize. Just like now been waiting for a prescription for two weeks and still haven't received it yet. So much faith so little done to prevent.
On this survey, where I say "I did not get some kind of care, etc." was because I was not sure if my insurance would cover it for approx. 6 months during the transition. I was confused and couldn't get any answers ANYWHERE. The DHS social workers wouldn't even return my calls when I requested that they explain what was happening at that time (approx. end of summer 2013)? I was afraid I would rack up medical bills I could not afford. (I went with no income for 3 years because I needed the medical so badly and still do.) Thank you.
The social workers do not get back to you or take time with you on the phone. I have waited two years 4 waiver to get help in my home and get someone to help me and heard nothing. I need someone for 5 to 6 hours to help me and they put in my home to live a better life and live longer.
I would like to talk to a real person and all these I'll connect you is ***** for long of a hold on the phone is too long.
Medicaid gives their members "the run around". I didn't get an answer to a question for a week. The data entry for Medicaid was wrong.

#### **Part 4. Negative Experiences with Care/Providers**

How doctors treat you. I'm mostly last to go back in the exam room. People often have appointment behind me but go first. I'll be waiting an hour or more to see the doctor.
When I was first diagnosed w/my brain tumor, I had insurance through work. There is definitely a difference in the quality of care I received when I had my own insurance compared to now being on Medicaid, but as of now, because of disabilities, I can no longer afford my own insurance. The community health system has been an interesting experience. I do not feel there is a real interest in me as a person, it's more how fast they can get you in and out. When I bring up issues.
I am STILL in severe pain and nurse at doctor XXX was rude to me about help for pain. Please help.
I feel you are discriminated against when you are on Medicaid by doctors. I don't feel you get the same care or caring as you would with regular insurance. Especially the ER, they treat you different and do as little as possible and move you out. It is sad. I have been a victim of such care.
I went to XXX and needed serious help, a doctor, XXX, handed her a couple bags of bloody mucus and she just gave me nausea meds and sent me home WITHOUT even looking in the bags threw them away, within 24 hours I was in cardiac arrest and incubated, they (the doctors) cut the bottom of my R lung out. I almost died because of their callousness.
I wish they wouldn't change my Asthma medicine.

I would like a different doctor and pharmacy that helps me and is not rude to me. I have frequent problems getting my medicine refilled and problems getting the right health care I need. It would be helpful if my doctor referred me to the right specialist for my other health care needs.
Medicaid is fine. The doctors tell them something else is wrong they don't listen until tell you are about dead then they find out what is wrong with you. You tell them what is wrong they don't listen. He is getting very good help now, health care.
More service in Spanish. Answer calls. Faster service. We have a problem to get some medicine because in the system appears I was enrolled with a health provider that I did not have anymore.
No problems with Medicaid. Problems with mental doctor writing and signing letters for my dog to be with me to help with social phobia and anxiety and she (my dog) does help me to go places, but doctor now refuses to allow her to my appointments. After 1 and 1/2 years they refuse to see me with my dog? Even though I've told them I'm talking to dead people and want to die?
Not enough doctors or bedside manner.
Seems like people with Medicaid wait longer to be seen at doctor's office, several times have waited longer than others and they are helped first even when they arrived later.
Sometimes the doctor needs to listen better to what you have to say. Sometimes they push you off to something else. I hate life, it ***** being human. I can't wait until I die.
This is just about my doctor. He does not do anything about the illness I am experiencing. Pooping blood and a ball in my stomach that hurts at times and the back of my head the right side. I have bad pains. I want to change doctors but don't know how to go about it without hurting his feelings.
You tell a doctor a problem you are having and they tell you they will set up test but they don't. I've been complaining about severe back and leg problems for 5-6 years. Just now I got a new PA who set up appointment at XXX for test. As I said the dentist I went to won't fix my bottom plate and made me feel like I was trash because I was on Medicaid. Makes me embarrassed and ashamed to have to mention it.

## Part 5. General Negative Comments about Medicaid

Don't like when dose of script changes even though it's the same medication delayed because needs prior authorization that takes additional 3 days. Then it's only 15 day supply.
I feel I am prescribed too much medication. And race is a factor in getting health care.
I feel that I have worked all of my life. And there are people who has not work, and receive Medicaid. Even with my disability, I have to do side jobs in order to keep Medicaid. I do not feel it's fair what about you?
I called and told this survey of Iowa no one helps me do anything. I've never had help at my home since cancer 2004 until now. I'm capable of doing for myself at this time.
It is just confusing but do not worry life is short.
Don't like the fact that my providers don't get the entire amount reimbursed to them.
Like all insurance it needs to let the doctors be in control of how long the patient should be treated in the hospital and then send them home. Do like the idea of pre-authorization on expensive procedures.
Hospital, doctor's office are ***** to poor people.
Well how others can get their medicine but, well not me because they keep changing the doctors med health and physical health.
Some of the rules are very strict and hard to follow.
The State needs to insure more poor people. People are dying because no insurance.

The only problems I have had is getting certain meds filled. After playing the phone game for a couple days I would get something different. Other than that, I have had no problems. Love my personal doctors.
The wait I have to experience with any changes in my pain medicine, sometimes five days without pain medicine when I experience severe back and leg pain. Being denied medicine that my doctor has ordered for my specific problems. Having to go through sometimes five alternate choices instead that do nothing to help. And the wait for healing. Being denied important tests that I need for diagnosis.
This lock-in program is completely ridiculous and unfair. I feel I should not be on it. I see the same doctor for years, and the only other doctor who I seen besides doctor XXX was doctor XXX in the same office. And doctor XXX transferred to another facility out of State so I got stuck seeing community health care. They are the absolute worst health care facility I have ever.
XXX will only allow transport to XXX two days a week, and you are required to be gone for at least *illegible* hours so they only make one trip. I was assigned a case coordinator by the home health plan. I do not feel that they help appropriately.

<b>Part 6. Positive Comments about Medicaid</b>
All is well.
At this time I am very pleased with the amount of my co-pay for my medications. Pleased for the most part in the amount of my premiums for my health care.
Covers all of my medical needs with absolutely no problems. If I do have problems understanding this I have a social worker who explains it to me.
Everything is good.
Everything works well most of the time.
Everything's ok.
God bless all the caring people that care for all the people like me. My health is leaving me. Thank you for caring. Hard to write things into sense. My train of thought and writing is leaving. I know I sound stupid but can still thank your help.
Good. Thank you so much.
Grateful.
I am blessed that they help me and if I ever win the lotto I give Medicaid a \$100,000.00 to help someone else.
I am glad to be a member of the Medicare Medicaid program. Most of all because of its low price. Without Medicare, Medicaid, I would not be able to afford basic health care needs.
I am grateful because I am able to get my seizure medicine with Medicaid.
I am happy with my program.
I am most grateful to have Medicaid as I would not have any medical insurance at all.
I am very grateful for the program and what it does for me. It is a true blessing, thank you very much. It has greatly increased the balance and comfort in my life.
I am very thankful for and pleased with my medical care at XXX in XXX. They are angels.
I am very thankful for Medicaid helping me get through my greatest time of need in my life.
I appreciate it very much. Thank you for it.
I appreciate the care, doctor, dental, medications I receive. The eye care also! Thank you.
I appreciate the fact that I was able to get Medicaid. I can now go to doctors when I need to and not worry about how I'm going to pay for it; and for that I'm very grateful.
I appreciate the help it gives me. Thanks.

I like everything about Medicaid.
I like everything Medicaid are help me a lot with my medications. Just I want to say thank you very much.
I like everything the service has been given to me by Medicaid. I don't have any problem yet. I really appreciate their help. Thank you.
I like Medicaid a lot but having problems hanging on to my oxygen machine. Arguing to get help with that through XXX. Thank you.
I like Medicaid because it covers all my medical and dental services. If I didn't have Medicaid I would not be able to pay my bills (medical) as I am low income. Chiropractic doctors don't like Medicaid or Medicare as they (some of them) don't want to treat those patients because they don't make much money from them (reimbursement) and the long paper work the gov't makes them make out for patients.
I like Medicaid because it helps me pay my medical bills, and for my medicines. I'm grateful to them.
I like Medicaid care. I don't like Medicare.
I like Medicaid it helps with my prescription and will help if I need to go to hospital.
I like Medicaid, it helped me to stay as comfortable as possible, but I am having problems with finding ride. I can afford who not leave me stranded for long period of time in bad weather mainly for warm or cold.
I like not paying for meds, like going to doctor office for free.
I like the care that is provided. It really helps out.
I like the fact it covers vision and dental.
I like the toll free number as can call for questions. But always seems to have a long wait time. Wish that more dentists would take Medicaid. Also with eye care as seems only XXX covers most charges for eye and dentist visits.
I like the way Medicaid has helped and worked for me.
I love being on Medicaid because I do not receive that much income and I could not afford to pay for my medicines if I had to pay for my rent and food and the co-payments are low.
I really like XXX and her nurses at the XXX. Maybe opening up XXX one night a week for people who can't come in the morning (because of jobs, school, etc.). Very nice secretaries too and appointment desk people are nice also. I like the way you can change doctors at XXX without hassle. XXX a great place and a big help and very caring. Thank you.
I really want to thank Medicaid for all the years.
I thank God every day that I have financial help and care due to Medicaid. I believe I wouldn't be alive if Medicaid wasn't available for my health issues.
I think its fine, I'm not quite sure how it works sometimes.
I think Medicaid is a good program for low income people. And I have the best doctor in the world and he accepts Medicaid. Dr. XXX, family health care, XXX.
I appreciate this service.
Seems ok.
So far it's been okay.
Thank you...
Thank you for all.
Thank you!
Thank you. I hope the insurance gets better real soon.
The Medicaid program is a financial blessing.
This program is amazing to me and my child, without it I wouldn't be able to afford my inhalers. Thank you!

When I go to my Dr. XXX, she takes very good care of me. And I need a different specialist she send me to one.
I did not see a doctor for over 7 years. Medicaid made it possible to get everything checked out and back on track.
I for one appreciate all that it does, for who really needs it.
I have my health care provider for 10 years, I am happy and feel safe and well cared for.
I have my needs met without much confusion. My physician is very aware of my needs and gets me the help I need. I only go in for my basic needs and try not to stress the system. I'm very glad I'm able to get my basic needs for daily living. Sorry I didn't send in sooner.
I haven't had too many problems with it. For the most part it has been very good.
I like it very well.
I was in hospital for 5 weeks, 1 1/2 weeks in ICU. I received very good care by nurses and doctors.
If it wasn't for Medicaid I would probably be dead now. Medicare and Medicaid are wonderful for those of us who need help.
If it weren't for Medicaid I would not be able to have my lift chair, or one of my meds. I am very thankful for the assistance. The only thing I wish were available would be help being able to go to the YWCA to swim, it would be helpful in helping my back issues.
I'm just thankful that it is there for me. Being on SSI and going to retire here in less than two years now I hope that it will still be working for me with my back problems the way they are. Without medicine, I would not be able to even walk.
I needed your help, thanks.
I'm ok with Medicaid.
I'm so thankful I have it, I always say I have the best insurance possible.
I'm thankful for it.
I'm very satisfied with Medicaid. I depend on it very much.
It has really helped.
It has saved my life.
It is a good program. It helps me a lot with my medical needs. Thanks!
It pays a lot of bills.
It works for me.
It's all good.
It's good. I think we need it.
It's great.
Just thankful that I have Medicaid.
Medicaid has been great for me. Easy to work with.
Medicaid has been very good to me. I have no complaints. Thank you.
Medicaid is a God send to me, thanks!
Medicaid is a good program. It helps pay some of my medical bills.
Medicaid meets my needs.
My experience in XXX has been outstanding. My experience at XXX has also been pretty good and I thank you.
This has been a pretty good program so far.
Very satisfied.
It has been extremely helpful in getting health needs met.
I like the help I receive from Medicaid. Because I'm not able to work.
Has no problem with Medicaid.

Thank God I've got it.
I like having it because I can get dental and eye doctor appointments. Also helps me with my primary by covering a lot of my copayments, but not all.
I would like to know all that I can about Medicaid and how is helping me with a lot of things like prescription medicine. I don't dislike Medicaid, it helps me out a lot.
Am blessed to have Medicaid for I live on disability and that's not much, so I am happy to get all the help I can get. Like I said I would like to know more so if you can help let me know. Thank you for everything.
I would most likely be dead without Medicaid. I would not be able to get the medicine and or care. Unable to work because of heart disease plus a lot of other medical problems. Thank God and others for Medicare and Medicaid. I worked my whole life, but a person never knows when your health starts to fail. I'm happy to still be alive. Hopefully for another few years. God bless. Thanks for all you do!
No there is nothing wrong with my Medicaid. I'm very happy. Thank you very much.
Not sure all the benefits I have just know Medicaid helps pay my bills. I'm thankful for that don't know what else to say. Thanks for letting me do this form. Hope some good comes from my answers.
Very grateful that I receive. Wish all Americans who need health care can get help! I worked hard for many years, did not expect this.
Without Medicaid, I would not have been able to see the necessary doctors and tests done and stay on the meds that are needed to keep pain somewhat bearable to try to have some kind of life.
Being low income, I really appreciate having Medicaid. If I didn't I would not be able to go to the doctor.
I am very grateful to have Medicaid!!! Without it I'm sure I wouldn't have survived with the health issues that popped upon me all at once, and made me handicapped. Thank you!!
I'm just glad that I can get help with Medicaid.

## Part 7. Other Comments

I appreciate all that Medicaid has done for me. I wish I didn't need it but I praise God I have assistance. I had a *illegible* handicap waiver but for whatever reason I was in a nursing home for help after having 3rd hand surgery, left hand and total knee replacement (left knee) in Oct 2013. My waiver has taken away from me and given to someone else. No one shared with me that I lost it including my social worker. Can you help?
I could use a set of teeth, mine was lost.
I do need help.
I do not know what services I am entitled to.
I don't have a home nurse come to my home to take care of me.
I go to counseling every two weeks.
I had open heart surgery valve replacement. After I had surgery 3 years ago it seems I'm worst. I have a lot of pain pressure pulling in my chest. I stay in bed a lot. I just force myself to do things. I will be sick for the rest of my life, the doctor said I put it in the hands of the Lord.
I have not been to this hospital for over three or four years.
I just wish that we had more mental health programs available in this town for like anger, mood disorders, etc. We need more doctors, and counselors in this area also. We could also use the old "mental" part put back in our hospital in case that patients may need to have their meds evaluated, etc., or just need a break, you know. The old "psychiatric" ward that use to be in our hospital here.

<p>That was a good place for this town. I was there a couple of times when I was a teenager. This is my home town. People here are too narrow minded about mental illness in this town, they like to judge, and run others down. If it's not about race, then it's about mental illness, or something in certain places. It's like they're living in the dark ages or something. Gossip spreads here as time goes on. It makes things worse, and hard to deal with at times. And with no support it can really hurt, and bring you down. Some people are good. In a way, it has helped with ALL these different races of people that have come into our community ever since '93. It's kind of gotten people use to others, other than just White, and a few Blacks, and a few other races when I was growing up here, and in the '80's. My support was my Mom and a few friends that passed away now.</p>
<p>I think there should be a place where people like me can go and exercise and get help with our weight issues. Without be subjected to regular gyms that do not handle obese people due to machines that cannot accommodate people of larges sizes and are not subject to bullying and being made fun of!</p>
<p>I think they should have an ambulance.</p>
<p>I was taking Lipitor for several years and when I was put on Medicaid they switched it. I want to keep my Medicaid and not Medicare.</p>
<p>I would like help with contacts financially and a sitter so I can go to the doctor alone, it's hard to focus and communicate if my attention is split between the doctor and my kids. Like cell phone use isn't allowed. Cell phone is way less of a distraction as two 2 year olds in the room. If that makes sense.</p>
<p>I would like to know more about Medicaid and what it can do for me, sometimes I think I miss out on things that would help me out. Maybe you have a book on Medicaid.</p>
<p>I'm very thankful that I can get my meds, hard to get to, pick them up in the winter months.</p>
<p>I've only been on Medicaid for 1 1/2 months so I don't really know much about it, good or bad. I'm hoping it works out well.</p>
<p>Just trying to figure out the coverage and learning the book (big book).</p>
<p>Like because I get the medicine I need. Most prescriptions. Dislike, only getting (false) dentures every 5 years. Eye glasses can only get every two years.</p>
<p>Most all dentist in Iowa don't take Title 19 or Medicaid at all.</p>
<p>Don't really understand how Medicaid works just know that I get my bills at the doctor's office and hospital paid, hope that helps.</p>
<p>Should have you see certain doctors that's in the field.</p>
<p>Told I have to use only XXX for tests. Because of what type of insurance I have. Thank you.</p>
<p>Understanding my hospital bills and doctor bills that I have unpaid due to Medicaid in the past with my chronic illnesses that I needed help with.</p>
<p>Had home care for about two weeks. No home care now.</p>
<p>There not much could say badly about Medicaid. All I know that I had insurance and then I didn't. I did not know where to go. My mom took me over to XXX and I want you to know XXX was the only one that did not turn me away, they help me. It took time but in time XXX took care of me. Doctors there, the heart doctor and doctor XXX and doctor XXX helped me out the best they can. And I thank you and all that help me. So I say thank you.</p>
<p>What is the Medicaid Health Home program? I need information about it, thank you. P.S.: Until I know what the Home Health Program is about?</p>
<p>I just do not understand the dental or chiropractor or foot part, I should say I am not sure what is or is not covered.</p>
<p>I need some dental work done. Thank you.</p>

## Appendix C

### Respondent Comments: Enrollee Perspectives (Child) about the Iowa Medicaid Health Home Program

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## Part 1. Problems with Access to Care/Need Additional Coverage

As a mom whom has been unable to work since complications of surgery, my child whom has bipolar, ODD, depression, anxiety and also \*illegible\*. I try to get her help and all Medicaid tells me is they can't do long term because it costs the State, really I was a tax payer, business owner. They deny her meds, testing, etc. Since when does Medicaid know my child better than her doctor of 16 years. They need to understand it, could be their own child. Finding her a therapist, etc. is always a challenge by the time my child trusts someone the limit is up and my child is forced to start over, not mentally healthy and they wonder why kids kill themselves because getting help is a nightmare. Iowa needs to wake up before it's too late.

The fact that when we need, the night meds they prescribe for her, it's a controlled substance, and she's only allowed to have 15 of the pills and she's required to take them every day and we have to go back and forth to get pills since we have to spilt it up between two houses. So, we have to keep going back and forth to the pharmacy to get them and if we go a little sooner they don't fill it since Medicare doesn't allow it. It'd be fine if she could get like 20 pills a month which would make a huge difference.

## Part 2. Problems with Cost of Medicaid Program

I was extremely disappointed to hear that as of Jan 1, 2014 they went to allowing only name brand medications and are not using generic. I do not understand this. Why pay more for medications. This does not make any sense at all.

## Part 3. Communication Problems with Medicaid Program or Providers

I just wish they would have a better explanation for everything. Coverage and knowing where to do it at [get procedures done] and other things.

## Part 4. Negative Experiences with Care/Providers

Not about Medicaid - but XXX, Dr. XXX - you cannot make appointments in advance and have to wait until their meds are about to run out. Then you can call and get the appointment time they have available. With my own work schedule, I need to be able to set appointment in advance (not just 3-4 days before). You call and leave a message and it can take 3 to 4 days for them to return phone calls.

Sometimes I think we don't get the best treatment or referrals. Also may not get best medications or some medicines. Like being given Risperdal when other options. Also I feel we run into cultural or ethnic situations where we have misdiagnosis.

## **Part 5. Positive Comments about Medicaid**

I think it's a fine program and I am very thankful for it.

I know it's a good program- I know typically for most kids enrolled in it there's a source you can go to for additional help. Because of the care we receive we haven't had to do that very much.

## **Part 6. Other Comments**

I am pleased that our doctor takes Title 19. However if he didn't our choices would be limited, like it is for us to find a dentist. Most offices hold Title 19 patients to a higher standard.

I have no complaints at this time.

There is nothing I don't like about it