

CAHPS[®] 2.0H Adult Questionnaire (MEDICAID)

SURVEY INSTRUCTIONS

- ◆ Answer all the questions by checking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ***Go to Question 1***

No

All information that would let someone identify you or your family will be kept private. Market Facts, Inc. will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

If you want to know more about this study, please call 1-800-914-2283.

1. Our records show that you are now in {Plan Name} Health Plan/Michigan Medicaid. Is that right?

Yes Go to Question 3
No Go to Question 2

2. What is the name of your health plan?
(please print)

YOUR PERSONAL DOCTOR OR NURSE

The next 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.

3. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

When you joined your health plan or at any time since then, did you get a new personal doctor or nurse?

Yes Go to Question 4
No Go to Question 5

4. With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

A big problem
A small problem
Not a problem
I didn't get a new personal doctor or nurse.

5. Do you have one person you think of as your personal doctor or nurse?

Yes Go to Question 6
No Go to Question 7

6. We want to know your rating of your personal doctor or nurse.

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?

0 Worst personal doctor or nurse possible
1
2
3
4
5
6
7
8
9
10 Best personal doctor or nurse possible
I don't have a personal doctor or nurse.

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, **do not** include dental visits.

7. **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, did you or a doctor think you needed to see a specialist?

- Yes **Go to Question 8**
No **Go to Question 9**

8. In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?

- A big problem
A small problem
Not a problem
I didn't need to see a specialist in the last 6 months.

9. In the last 6 months, did you see a specialist?

- Yes **Go to Question 10**
No **Go to Question 12**

10. We want to know your rating of the **specialist you saw most often** in the last 6 months, including a personal doctor if he or she was a specialist.

Use **any number from 0 to 10** where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?

0 Worst specialist possible

1

2

3

4

5

6

7

8

9

10 Best specialist possible

I didn't see a specialist in the last 6 months.

11. In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?

Yes

No

I don't have a personal doctor or I didn't see a specialist in the last 6 months.

CALLING DOCTORS' OFFICES

12. In the last 6 months, did you call a doctor's office or clinic **during regular office hours** to get help or advice **for yourself?**

Yes **Go to Question 13**

No **Go to Question 14**

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

Never

Sometimes

Usually

Always

I didn't call for help or advice during regular office hours in the last 6 months.

**YOUR HEALTH CARE IN
THE LAST 6 MONTHS**

14. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.

In the last 6 months, did you make any appointments with a doctor or other health provider for regular or routine health care?

Yes **Go to Question 15**

No **Go to Question 17**

15. In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?

Never

Sometimes

Usually

Always

I didn't need an appointment for regular or routine care in the last 6 months.

16. In the last 6 months, how many days did you usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

Same day

1 day

2-3 days

4-7 days

8-14 days

15-30 days

31 days or longer

I didn't need an appointment for regular or routine care in the last 6 months.

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

Yes **Go to Question 18**

No **Go to Question 20**

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

Never

Sometimes

Usually

Always

I didn't need care right away for an illness or injury in the last 6 months.

19. In the last 6 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

Same day

1 day

2 days

3 days

4-7 days

8-14 days

15 days or longer

I didn't need care right away for an illness or injury in the last 6 months.

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

None

_____ Number of times (*Write in.*)

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

None

Go to Question 33

1

Go to Question 22

2

Go to Question 22

3

Go to Question 22

4

Go to Question 22

5 to 9

Go to Question 22

10 or more

Go to Question 22

22. In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?

A big problem

A small problem

Not a problem

I had no visits in the last 6 months.

23. In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?

A big problem

A small problem

Not a problem

I had no visits in the last 6 months.

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

Never

Sometimes

Usually

Always

I had no visits in the last 6 months.

25. In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

Never

Sometimes

Usually

Always

I had no visits in the last 6 months.

26. In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

Never

Sometimes

Usually

Always

I had no visits in the last 6 months.

27. In the last 6 months, how often did doctors or other health providers listen carefully to you?

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 6 months.

28. In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 6 months.

30. In the last 6 months, how often did doctors or other health providers show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 6 months.

31. In the last 6 months, how often did doctors or other health providers spend enough time with you?

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 6 months.

32. We want to know your rating of all your health care in the last 6 months from all doctors and other health providers.

Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible
- I had no visits in the last 6 months.

33. An interpreter is someone who repeats or signs what one person says in a language used by another person.

In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?

- Yes Go to Question 34
- No Go to Question 35

34. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

Never

Sometimes

Usually

Always

I had no visits in the last 6 months or I didn't need an interpreter in the last 6 months.

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

35. Some states pay health plans to care for people covered by Medicaid. With these health plans, you may have to choose a doctor from the plan list or go to a clinic or health care center on the plan list.

Are you covered by a health plan like this?

Yes **Go to Question 36**

No **Go to Question 41**

36. Is this the health plan you use for all or most of your health care?

Yes

No

37. How many months or years in a row have you been in this health plan?

Less than 6 months

6 up to 12 months

12 up to 24 months

2 up to 5 years

5 up to 10 years

10 or more years

38. Did you choose your health plan or were you told which plan you were in?

I chose my plan.

I was told which plan I was in.

39. You can get information about plan services in writing, by telephone, or in-person.

Did you get any information about your health plan before you signed up for it?

Yes **Go to Question 40**

No **Go to Question 41**

40. How much of the information you were given before you signed up for the plan was correct?

All of it

Most of it

Some of it

None of it

I didn't get any information about my health plan.

41. In the last 6 months, did you look for any information in written materials from your health plan?

Yes **Go to Question 42**

No **Go to Question 43**

42. In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?

A big problem

A small problem

Not a problem

I didn't look for information from my health plan in the last 6 months.

43. In the last 6 months, did you call your health plan’s customer service to get information or help?

- Yes **Go to Question 44**
- No **Go to Question 45**

44. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan’s customer service?

- A big problem
- A small problem
- Not a problem
- I didn’t call my health plan’s customer service in the last 6 months.

45. In the last 6 months, have you called or written your health plan with a complaint or problem?

- Yes **Go to Question 46**
- No **Go to Question 48**

46. How long did it take for the health plan to resolve your complaint?

- Same day **Go to Question 47**
- 2-7 days **Go to Question 47**
- 8-14 days **Go to Question 47**
- 15-21 days **Go to Question 47**
- More than 21 days **Go to Question 47**
- I am still waiting for it to be settled **Go to Question 48**
- I haven’t called or written with a complaint or problem in the last 6 months. **Go to Question 48**

47. Was your complaint or problem settled to your satisfaction?

- Yes
- No
- I am still waiting for it to be settled
- I haven’t called or written with a complaint or problem in the last 6 months.

48. Paperwork means things like getting your ID card, having your records changed, processing forms, or other paperwork related to getting care.

In the last 6 months, did you have any experiences with paperwork for your health plan?

- Yes **Go to Question 49**
- No **Go to Question 50**

49. In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?

- A big problem
- A small problem
- Not a problem
- I didn’t have any experience with paperwork for my health plan in the last 6 months.

50. We want to know your rating of all your experience with your health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?

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

50a. In the last 6 months, did you get any new prescription medicine or refill a prescription?

Yes

No **Go to Question 50d**

50b. In the last 6 months, how much of a problem, if any, was it to get your prescription medicine from your health plan?

A big problem

A small problem

Not a problem

I didn't get any prescriptions in the last 6 months.

50c. In the last 6 months, how often did you get the prescription medicine you needed through your health plan?

Never

Sometimes

Usually

Always

I didn't get any prescriptions in the last 6 months.

50d. Some health plans help with transportation to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage.

In the last 6 months did you contact your health plan to get help with transportation?

Yes

No

MICHIGAN ENROLLS

The next questions ask about your experiences with Michigan Enrolls. Michigan Enrolls is a company contracted by Medicaid to assist people enrolling in health plans.

50e. Have you been enrolled in your current health plan for longer than one year?

Yes **Go to Question 51**

No **Go to Question 50f**

50f. Did you get information on your health plan choices from Michigan Enrolls before you signed up with your current health plan?

Yes

No **Go to Question 51**

50g. How did you get your information from Michigan Enrolls? (Mark all that apply.)

I received a packet in the mail

I attended a meeting in my area

I spoke face-to-face with an enrollment counselor

I called MI Enrolls toll free number

I don't remember how I got it

50h. How helpful to you was the information from Michigan Enrolls in choosing your health plan?

Not at all helpful

Somewhat helpful

Very helpful

I did not use the information in choosing my health plan

50i. Were you aware of the toll-free telephone number 1-888-ENROLLS (1-888-367-6557) to use in making your choice?

Yes

No **Go to Question 50l**

50j. Did you try to call the toll free number 1-888-ENROLLS (1-888-367-6557) to make your choice?

Yes

No **Go to Question 50l**

50k. When you reached Michigan Enrolls at their toll free number, did you get all, some, or none of the advice or help you needed?

All

Some

None

I did not reach Michigan Enrolls when I tried calling.

50l. We want to know your rating of all your experiences with Michigan Enrolls. Use any number on a scale from 0 to 10 where 0 is the worst experience possible, and 10 the best experience possible. How would you rate your overall experiences with Michigan Enrolls now?

0 Worst possible experiences

1

2

3

4

5

6

7

8

9

10 Best possible experiences

ABOUT YOU

51. In general, how would you rate your overall health now?

Excellent

Very good

Good

Fair

Poor

52. Have you ever smoked at least 100 cigarettes in your entire life?

Yes

Go to Question 53

No

Go to Question 56

Don't Know

Go to Question 56

53. Do you now smoke every day, some days or not at all?

Every day

Go to Question 55

Some days

Go to Question 55

Not at all

Go to Question 54

Don't Know

Go to Question 56

54. How long has it been since you quit smoking cigarettes?

6 months or less

Go to

Question 55

More than 6 months

Go to

Question 56

Don't Know

Go to

Question 56

55. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

None

1 visit

2 to 4 visits

5 to 9 visits

10 or more visits

I had no visits in the last 6 months.

56. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

57. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

59. Are you of Hispanic or Latino origin or descent?

- Hispanic or Latino
- Not Hispanic or Latino

60. What is your race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

61. What language do you mainly speak at home?

- English
 - Spanish
 - Some other language (please print)
-

62. Did someone help you complete this survey?

- Yes **Go to Question 63**
- No **Please return the survey in the postage paid envelope**

63. How did that person help you?

(Check all that apply)

- Read the questions to me.
 - Wrote down the answers I gave.
 - Answered the questions for me.
 - Translated the questions into my language.
 - Helped in some other way (please print).
-

CAHPS[®] 2.0H Child Questionnaire (MEDICAID)

SURVEY INSTRUCTIONS

- ◆ Answer all the questions by checking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes *Go to Question 1*
No

All information that would let someone identify you or your family will be kept private. Market Facts, Inc. will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

If you want to know more about this study, please call 1-800-914-2283.

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

1. Our records show that your child is now in {Plan Name} Health Plan/Michigan Medicaid. Is that right?

Yes Go to Question 3
No Go to Question 2

2. What is the name of your child's health plan? (please print)

YOUR CHILD'S PERSONAL DOCTOR OR NURSE

The next 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.

3. A personal doctor or nurse is the health provider who knows your child best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

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

Yes Go to Question 4
No Go to Question 5

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

A big problem
A small problem
Not a problem
I didn't get a new personal doctor or nurse for my child.

5. Do you have one person you think of as your child's personal doctor or nurse? If your child has more than one personal doctor or nurse, choose the person your child sees most often.

Yes Go to Question 6
No Go to Question 8

6. In the last 6 months, when your child went to his or her personal doctor or nurse's office or clinic, how often did the doctor or nurse talk with you about how your child is feeling, growing, and behaving?

Never
Sometimes
Usually
Always
My child doesn't have a personal doctor or nurse.

7. We want to know your rating of your child's personal doctor or nurse. If your child has more than one personal doctor or nurse, choose the person your child sees most often.

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?

- 0 Worst personal doctor or nurse possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best personal doctor or nurse possible
- My child doesn't have a personal doctor or nurse.

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits in your answers.

8. **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, did you or a doctor think your child needed to see a specialist?

Yes **Go to Question 9**
 No **Go to Question 10**

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

- A big problem
- A small problem
- Not a problem
- My child didn't need to see a specialist in the last 6 months.

10. In the last 6 months, did your child see a specialist?

- Yes **Go to Question 11**
- No **Go to Question 13**

11. We want to know your rating of the specialist your child saw most often in the last 6 months, including a personal doctor if he or she was a specialist.

Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?

- 0 Worst specialist possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best specialist possible
- My child didn't see a specialist in the last 6 months.

12. In the last 6 months, was the specialist your child saw most often the same doctor as your child's personal doctor?

Yes

No

My child doesn't have a personal doctor or my child didn't see a specialist in the last 6 months.

CALLING DOCTORS' OFFICES

13. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?

Yes **Go to Question 14**

No **Go to Question 15**

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

Never

Sometimes

Usually

Always

I didn't call for help or advice during regular office hours for my child in the last 6 months.

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

15. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else your child would see for health care.

In the last 6 months, did you make any appointments for your child with a doctor or other health provider for regular or routine health care?

Yes **Go to Question 16**

No **Go to Question 18**

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

Never

Sometimes

Usually

Always

My child didn't need an appointment for regular or routine care in the last 6 months.

17. In the last 6 months, how many days did your child usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

Same day

1 day

2-3 days

4-7 days

8-14 days

15-30 days

31 days or longer

My child didn't need an appointment for regular or routine care in the last 6 months.

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

- Yes **Go to Question 19**
- No **Go to Question 21**

19. 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 you wanted?

- Never
- Sometimes
- Usually
- Always
- My child didn't need care right away for an illness or injury in the last 6 months.

20. In the last 6 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

- Same day
- 1 day
- 2 days
- 3 days
- 4-7 days
- 8-14 days
- 15 days or longer
- My child didn't need care right away for an illness or injury in the last 6 months.

21. In the last 6 months, how many times did your child go to an emergency room?

- None
- _____ Number of times (*Write in.*)

22. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?

- None **Go to Question 37**
- 1 **Go to Question 23**
- 2 **Go to Question 23**
- 3 **Go to Question 23**
- 4 **Go to Question 23**
- 5 to 9 **Go to Question 23**
- 10 or more **Go to Question 23**

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

- A big problem
- A small problem
- Not a problem
- My child had no visits in the last 6 months.

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

- A big problem
- A small problem
- Not a problem
- My child had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

29. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

32. Is your child old enough to talk with doctors about his or her health care?

- Yes **Go to Question 33**
- No **Go to Question 35**

33. In the last 6 months, how often did your child have a hard time speaking with or understanding doctors or other health providers because they spoke different languages?

- Never
- Sometimes
- Usually
- Always
- My child had no visits in the last 6 months or my child is not old enough to talk with doctors.

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

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months or my child is not old enough to talk with doctors.

35. In the last 6 months, how often did doctors or other health providers spend enough time with your child?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 6 months.

36. We want to know your rating of all your child's health care in the last 6 months from all doctors and other health providers.

Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible
- My child had no visits in the last 6 months.

37. An interpreter is someone who repeats or signs what one person says in a language used by another person.

In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?

- Yes **Go to Question 38**
 No **Go to Question 39**

38. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

- Never
 Sometimes
 Usually
 Always
 My child had no visits in the last 6 months or I didn't need an interpreter in the last 6 months.

39. In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?

- Yes **Go to Question 40**
 No **Go to Question 41**

40. In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one?

- Never
 Sometimes
 Usually
 Always
 My child had no visits in the last 6 months or my child didn't need an interpreter in the last 6 months.

41. Is your child 2 years old or younger?

- Yes **Go to Question 42**
 No **Go to Question 45**

42. Reminders from the office or clinic, or from the health plan can come to you by mail, by telephone, or in-person during a visit.

After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- Yes
 No

43. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

- Yes **Go to Question 44**
 No **Go to Question 45**

44. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

- Yes
 No

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

45. Some states pay health plans to care for people covered by Michigan Medicaid. With these health plans, you may have to choose your child's doctor from the plan list or take your child to a clinic or health care center on the plan list.

Is your child covered by a health plan like this?

- Yes **Go to Question 46**
No **Go to Question 51**

46. Is this the health plan you use for all or most of your child's health care?

- Yes
No

47. How many months or years in a row has your child been in this health plan?

- Less than 6 months
6 up to 12 months
12 up to 24 months
2 up to 5 years
5 up to 10 years
10 or more years

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

- I chose my child's plan.
I was told which plan my child was in.

49. You can get information about your child's plan services in writing, by telephone, or in-person.

Did you get any information about your child's health plan before you signed him or her up for it?

- Yes **Go to Question 50**
No **Go to Question 51**

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

- All of it
Most of it
Some of it
None of it
I did not get any information about my child's health plan.

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

- Yes **Go to Question 52**
No **Go to Question 53**

52. In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?

- A big problem
A small problem
Not a problem
I didn't look for information from my child's health plan in the last 6 months.

53. In the last 6 months, did you call the health plan's customer service to get information or help for your child?

- Yes **Go to Question 54**
No **Go to Question 55**

54. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?

- A big problem
- A small problem
- Not a problem
- I didn't call my child's health plan's customer service in the last 6 months.

55. In the last 6 months, have you called or written to your child's health plan with a complaint or problem?

- Yes **Go to Question 56**
- No **Go to Question 58**

56. How long did it take for your child's health plan to resolve your complaint?

- Same day **Go to Question 57**
- 2-7 days **Go to Question 57**
- 8-14 days **Go to Question 57**
- 15-21 days **Go to Question 57**
- More than 21 days **Go to Question 57**
- I am still waiting for it to be settled **Go to Question 58**
- I haven't called or written with a complaint or problem in the last 6 months. **Go to Question 58**

57. Was your complaint or problem settled to your satisfaction?

- Yes
- No
- I am still waiting for it to be settled
- I haven't called or written with a complaint or problem in the last 6 months.

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

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

- Yes **Go to Question 59**
- No **Go to Question 60**

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

- A big problem
- A small problem
- Not a problem
- I didn't have any experience with paperwork for my child's health plan in the last 6 months.

60. We want to know your rating of all your experience with your child's health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?

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

60a. In the last 6 months, did your child get any new prescription medicine or refill a prescription?

Yes

No **Go to Question 60d**

60b. In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine from your health plan?

A big problem

A small problem

Not a problem

My child didn't get any prescriptions in the last 6 months.

60c. In the last 6 months, how often did your child get the prescription medicine he or she needed through his or her health plan?

Never

Sometimes

Usually

Always

My child didn't get any prescriptions in the last 6 months.

60d. Some health plans help with transportation for your child to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage.

In the last 6 months did you contact your child's health plan to get help with transportation for your child?

Yes

No

MICHIGAN ENROLLS

The next questions ask about your experience with Michigan Enrolls. Michigan Enrolls is a company contracted by Medicaid to assist people enrolling in health plans.

60e. Has your child been enrolled in his/her health plan for longer than one year?

Yes **Go to Question 61**

No **Go to Question 60f**

60f. Did you get information on your health plan choices from Michigan Enrolls before you signed your child up with his or her current health plan?

Yes

No **Go to Question 61**

60g. How did you get your child's information from Michigan Enrolls? (Mark all that apply.)

I received a packet in the mail

I attended a meeting in my area

I spoke face-to-face with an enrollment counselor

I called MI Enrolls toll free number

I don't remember how I got it

60h. How helpful to you was the information from Michigan Enrolls in choosing your child's health plan?

Not at all helpful

Somewhat helpful

Very helpful

I did not use the information in choosing my child's health plan

60i. Were you aware of the toll-free telephone number 1-888-ENROLLS (1-888-367-6557) to use in making your child's enrollment choice?

Yes

No **Go to Question 60l**

60j. Did you try to call the toll free number 1-888-ENROLLS (1-888-367-6557) to make your child's enrollment choice?

Yes

No **Go to Question 60l**

60k. When you reached Michigan Enrolls at their toll free number, did you get all, some, or none of the advice or help you needed?

All

Some

None

I did not reach Michigan Enrolls when I tried calling

60l. We want to know your rating of all your experiences with Michigan Enrolls. Use any number on a scale from 0 to 10 where 0 is the worst experience possible, and 10 is the best experience possible. How would you rate your overall experiences with Michigan Enrolls now?

0 Worst possible experiences

1

2

3

4

5

6

7

8

9

10 Best possible experiences

ABOUT YOUR CHILD AND YOU

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

Excellent

Very Good

Good

Fair

Poor

62. Does your child have any kind of emotional, developmental, or behavior difficulty now for which he or she has received treatment or counseling?

Yes

No

63. What is your child's age now?

Less than one year old

_____ YEARS OLD (*Write in.*)

64. Is your child male or female?

Male

Female

65. Is your child of Hispanic or Latino origin or descent?

Hispanic or Latino

Not Hispanic or Latino

66. What is your child's race? Please mark one or more.

White

Black or African-American

Asian

Native Hawaiian or other Pacific Islander

American Indian or Alaska Native

67. What is your age now?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

68. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

70. What language do you mainly speak at home?

- English
 - Spanish
 - Some other language (please print)
-

71. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian

72. Are you listed as the child's payee or guardian on Medicaid records?

- Yes
- No

THANK YOU

Please return the completed survey in the postage paid envelope.

**Market Facts, Inc.
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