



Assessment of the New Hampshire Medicaid Program and Providers

*Consumer Assessment of Healthcare Providers and Systems
(CAHPS®) Core Child and Adult Survey Results
Summer 2012*

A Report Prepared by ICF International for the Office of Medicaid Business and Policy
New Hampshire Department of Health and Human Services

Nicholas A. Toumpas, Commissioner
New Hampshire Department of Health and Human Services

Kathleen A. Dunn, MPH
Associate Commissioner and Medicaid Director

May 31, 2013

Acknowledgements

This report was written by ICF International and the Office of Medicaid Business and Policy, New Hampshire Department of Health and Human Services. Contributors include the following:

ICF International

- Ashley Marks, Associate
- Shelley N. Osborn, PhD, Senior Project Manager
- Thomas Brassell, Senior Associate

New Hampshire Department of Health and Human Services

- Andrew Chalsma, Chief, Bureau of Health Care Analytics and Data Systems
- Andrea Stewart, Business System Analyst, Bureau of Health Care Analytics and Data Systems
- Doris Lotz, MD, Medicaid Medical Director
- Ellen Boudreau, Senior Management Analyst, Client Services Division

Table of Contents

Executive Summary	i
1. Introduction	1
2. Methodology	2
Population	2
Data Collection	3
Scanning and Reviewing	3
Data Processing	4
Quality Control and Assurance Measures	6
Response Rates	7
Information Included for Each Survey Result	7
3. Child Core Survey Results	8
Child’s Health Status and Child and Respondent Demographics	8
Child’s Enrollment in New Hampshire Medicaid	13
Your Child’s Health Care in the Last Six Months	13
Your Child’s Personal Doctor	17
Getting Health Care from Specialists for Your Child	23
Your Child’s Health Plan	26
4. Adult Core Survey Results	32
Respondent Health Status and Demographics	32
Enrollment in New Hampshire Medicaid	36
Your Health Care in the Last Six Months	37
Your Personal Doctor	41
Getting Health Care from Specialists	46
Your Health Plan	49
5. Discussion and Next Steps	55

Executive Summary

This report describes the results of the Agency for Healthcare Research and Quality's (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Medicaid Child & Adult Surveys administered in the summer of 2012 to New Hampshire Medicaid beneficiaries. The survey questions ask about beneficiary interactions with New Hampshire Medicaid services and providers.

The Office of Medicaid Business and Policy contracted with ICF International to conduct this survey to assist in an assessment of access to care as well as provide baseline results of the beneficiary perception of NH Medicaid's fee-for-service population prior to transition to a managed care model. Below are summarized key results from both the child and adult surveys in the following areas:

- Self-Assessment of General Health,
- Rating of Health Care in the Last Six Months,
- Rating of Personal Doctor in the Last Six Months,
- Rating of Specialists in the Last Six Months, and
- Rating of Health Plan in the Last Six Months.

The Executive Summary also makes selected comparisons of NH Medicaid results to the national Medicaid managed care median rates available from National Committee for Quality Assurance's (NCQA) 2012 Quality Compass reports on CAHPS® results submitted to NCQA. While NH Medicaid beneficiaries are not yet cared for through a managed care model, the comparison is the best available.

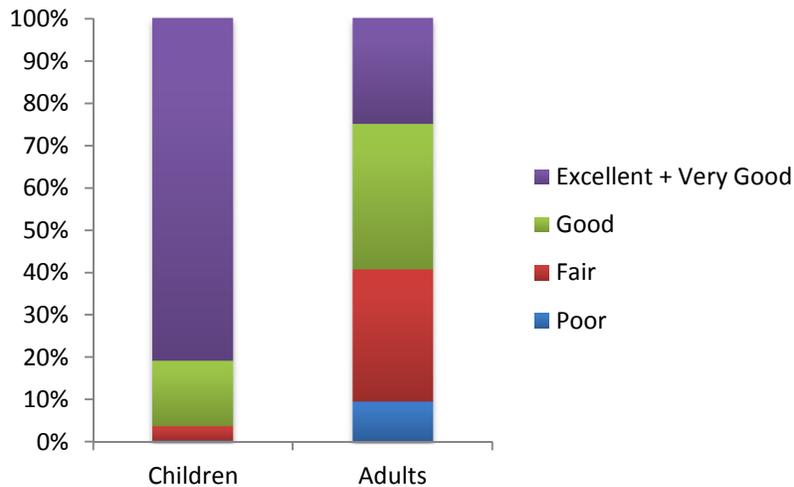
Self-Assessment of General Health

The survey asked recipients to self-assess the overall health of either the child for whom the parent* completed the child version of the survey or for the adult completing the adult version, rating general health as excellent, very good, good, fair or poor. Based on the current eligibility requirements for New Hampshire Medicaid, DHHS expected that the rating for child beneficiaries would be much better than our adult beneficiaries, which include a significant portion of beneficiaries who are eligible due to health conditions. The figure below illustrates the differences in the two populations.

- 81% parents rated their child's health as excellent or very good while 25% of adults rated their health at that level.
- 41% of adults rated their health as fair or poor, compared to 4% of parents rating their children at that level.

* 96% of respondents to the Child survey indicated they were the mother or father of the child selected for the survey, so we refer to those respondents as "parents" throughout this report. We refer to adult respondents as "adults".

Self-Assessment of General Health

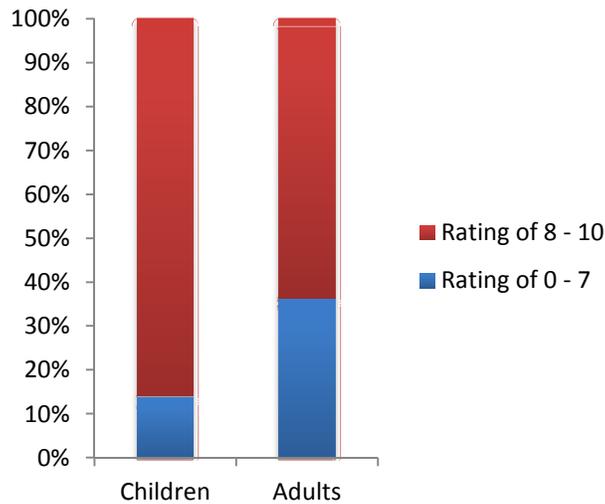


Rating of Health Care in the Last Six Months

The survey asked respondents to answer questions related to access to immediate and non-emergency care, and asked for an overall rating of health care in the last six months.

- 37% of parents and 52% of adults reported an immediate need for care in a clinic, emergency room or doctor's office in the last six months.
 - 98% of parents and 85% of adults seeking immediate care reported they were always or usually able to receive care as soon as they thought they needed it (US median: Child=92%; Adult=82%).
 - No parent reported an inability for his or her child to receive immediate care, and 1.4% of adults reported this issue.
- 80% of parents and 83% of adults made an appointment at a doctor's office or clinic in the past six months for non-emergency care.
 - 92% of parents and 87% of adults reported they were always or usually able to obtain an appointment for non-emergency care as soon as they needed it (US median: Child=85%; Adult=80%).
- The figure below presents overall health care ratings for New Hampshire Medicaid. On a scale of 1 to 10, where 10 is the best health care possible, 86% of parents rated their child's overall health care provided through New Hampshire Medicaid in the past six months as an 8 or higher, compared with 64% of adults (US median: Child=83%; Adult=70%).

Rating of Health Care (scale of 0 – 10, where 0 = worst possible and 10 = best possible)

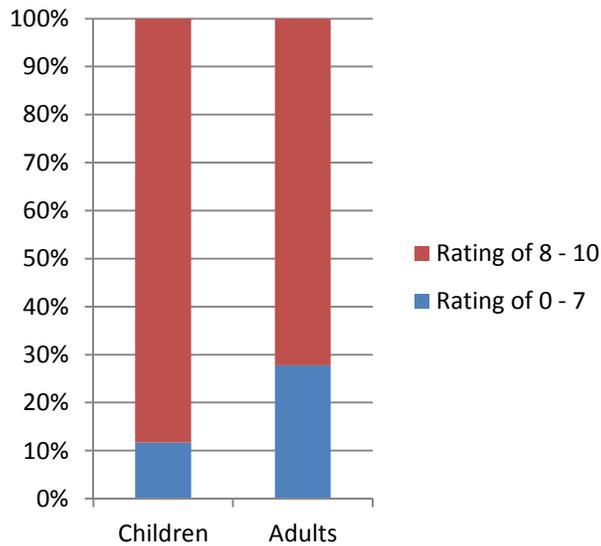


Rating of Personal Doctor in the Last Six Months

Respondents also provided opinions on personal doctors for their children and themselves, rating them on several attributes. The survey defines a personal doctor as a doctor seen for check-ups, advice, or for ailments or injuries.

- 97% of parents and 87% of adults reported having a personal doctor.
 - When asked how many times their child saw their personal doctor in the last six months, parents reported 21% of children had not visited their personal doctor, while 14% of adults had not visited their personal doctor in the last six months.
 - 96% of parents and 90% of adults reported their doctor’s explanation was always or usually easy to understand.
 - 98% of parents and 90% of adults reported their doctor listened carefully.
 - 87% of parents and 86% of adults reported the doctor always showed respect for what they said.
 - 95% of parents and 83% of adults reported their doctor usually or always spends enough time with their child or them.
- 88% of parents and 72% of adults gave overall ratings of personal doctors as an 8, 9, or 10, as shown in the figure below (US median: Child=87%; Adult=77%).

Rating of Personal Doctor (scale of 0 – 10, where 0 = worst possible and 10 = best possible)

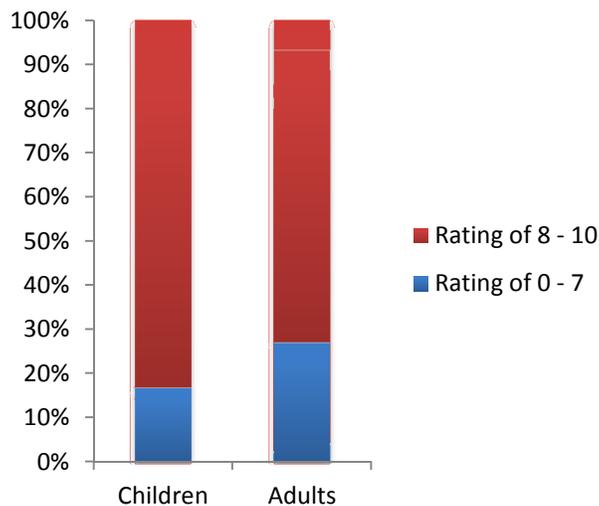


Rating of Specialists in the Last Six Months

The survey also asked about working with specialists (not including dentists or overnight hospital stays).

- 31% of parents reported they tried to make an appointment for their child to see a specialist in the past six months, while 60% of adults tried to make similar appointments.
- Of this group, 85% of parents and 82% of adults indicated it was usually or always easy to get appointments with specialists for their child or themselves (US median: Child=75%; Adult=75%).
- 83% of parents and 73% of adults rated the most frequently seen specialist an 8 or higher, as shown in the figure below (US median: Child=82%; Adult=77%).

Rating of Specialist Seen Most Often (scale of 0 – 10, where 0 = worst possible and 10 = best possible)

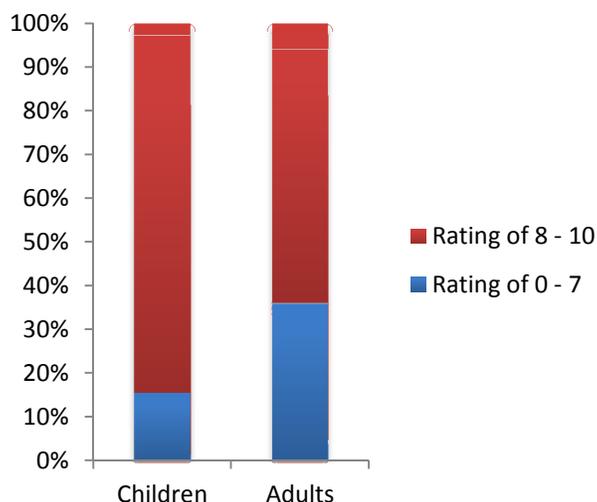


Rating of Health Plan in the Last Six Months

Respondents answered several questions related to their opinions of New Hampshire Medicaid as a health plan, focusing on access to needed care, tests, or treatment and various aspects of customer service.

- 44% of parents and 64% of adults reported they tried to get care, tests, or treatment through New Hampshire Medicaid in the past six months. 91% of parents and 76% of the adults seeking these services reported it was always or usually easy to get these services through New Hampshire Medicaid (US median: Child=83%; Adult=78%).
- 14% of parents and 20% of adults reported they contacted NH Medicaid Client Services in the past six months to get information or help.
 - 55% of the parents and 68% of adults always or usually received the information or help they needed (US median: Child=76%; Adult=72%).
 - 70% of parents and 93% of adults felt they were always or usually treated with courtesy and respect when receiving assistance from New Hampshire Medicaid Client Services.
- As shown in the figure below, 85% of parents and 64% of adults gave New Hampshire Medicaid a health plan rating an 8 or higher (US median: Child=84%; Adult=74%) on a scale of 0 to 10.

Rating of Health Plan (scale of 0 – 10, where 0 = worst possible and 10 = best possible)



Discussion and Next Steps

The results of the report demonstrate that New Hampshire Medicaid’s current fee for service program beneficiaries are generally satisfied with the New Hampshire Medicaid program, its providers, and their or their child’s ability to access care. Key results are summarized below along with national Medicaid medians.

- 98% of parents and 85% of adults seeking immediate care reported they were always or usually able to receive care as soon as they thought they needed it (US median: Child=92%; Adult=82%).
- 92% of parents and 87% of adults reported they were always or usually able to obtain an appointment for non-emergency care as soon as they needed it (US median: Child=85%; Adult=80%).
- 91% of parents and 76% of the adults who tried to get care, tests or treatment reported it was always or usually easy to get these services through New Hampshire Medicaid (US median: Child=83%; Adult=78%).

This study sets the stage for important New Hampshire Medicaid initiatives that will further expand the use of the CAHPS® survey instrument in New Hampshire. The availability of beneficiary perspective into the program is vital as the Department moves its Medicaid population to a Care Management model and continues to develop its capacity to monitor and improve the quality of care received by beneficiaries.

In the 2012 survey, adults generally had poorer survey results than children (similar to national results, but with New Hampshire adults proportionally worse than children to a larger degree than national medians). In December 2012, NH Medicaid was awarded an Adult Medicaid Quality grant from the Centers for Medicare and Medicaid Services (CMS) to build capacity in monitoring quality and implementing quality improvement activities in the adult Medicaid population. The grant will fund a more robust CAHPS® survey in mid-2013 that will have a greatly increased sample size. The larger sample size of the survey will allow results to be stratified by geography, gender, and long term care status to better determine which populations are driving results. The information gained will be provided to New Hampshire's Care Management organizations as they transition to caring for much of the adult population.

1. Introduction

The New Hampshire Department of Health and Human Services (DHHS), Office of Medicaid and Business Policy (OMBP) partnered with ICF International to administer the child and adult Agency for Healthcare Research and Quality's (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey for the New Hampshire Medicaid program.

ICF utilized the standard core CAHPS® Health Plan Surveys for children and adults, version 4.0, which is designed to assess consumers' and patients' evaluation of their experiences with healthcare. The survey covers topics that are important to consumers, such as providers' communication skills and the accessibility of services.

The Office of Medicaid Business and Policy contracted with ICF International to conduct this survey to assist in an assessment of access to care as well as provide baseline results of the beneficiary perception of NH Medicaid's fee-for-service population prior to transition to Medicaid Care Management. The survey collects results from both the child and adult surveys in the following areas:

- Self-Assessment of General Health,
- Rating of Health Care in the Last Six Months,
- Rating of Personal Doctor in the Last Six Months,
- Rating of Specialists in the Last Six Months, and
- Rating of Health Plan in the Last Six Months.

OMBP is very grateful for the time spent by Medicaid beneficiaries who completed this valuable survey.

2. Methodology

The CAHPS® survey utilizes instruments for gathering data about the healthcare experiences of both children and adults. ICF International employed the CAHPS® Medicaid surveys for children and adults to evaluate New Hampshire’s Medicaid program. These surveys follow guidelines established by AHRQ, which is an agency within the U.S. Department of Health and Human Services dedicated to improving the quality, safety, efficiency, and effectiveness of healthcare for all Americans.

Specifically, DHHS enlisted ICF International’s help to:

- Collect 411 child and 411 adult CAHPS® surveys by mail, based on a survey mailing to 1,650 children and 1,350 adults as prescribed by AHRQ CAHPS® guidelines;
- Process the returned surveys;
- Weight the data; and
- Analyze data according to AHRQ CAHPS® guidelines to rate satisfaction with care and coverage.

96% of respondents to the Child survey indicated they were the mother or father of the child selected for the survey, so we refer to those respondents as “parents” throughout this report. We refer to adult respondents as “adults”.

Population

The sample population consisted of children and adults enrolled in the New Hampshire Medicaid program as of May 2012 with at least six continuous months and no lapse in coverage as recommended by AHRQ guidelines. In an effort to replicate the population that will initially participate in the New Hampshire Medicaid Care Management program, we intentionally excluded the following New Hampshire Medicaid beneficiaries from the survey sample:

- Anyone not having at least six months continuous enrollment in the last 12 months (with a one month gap),
- Anyone dually eligible for Medicare,
- Anyone with an address outside of New Hampshire,
- Anyone in a Foster Care or Adoption aid category, and
- Anyone in CHIP (formerly known as Healthy Kids Silver).

Based on the exclusions outlined above, the estimated population for New Hampshire Medicaid is 71,323 child beneficiaries and 25,391 adult beneficiaries.

Data Collection

The following section describes how ICF International collected and tracked the returned mail surveys. Survey sample sizes are based on AHRQ CAHPS® guidelines.

Timeline of Mail Events

Table 1: Timeline of mail events

Date	Event	Survey Sample Size	
		Child	Adult
July 10, 2012	Pre-notification letter	1,650	1,350
July 12, 2012	First survey mailing	1,650	1,350
July 19, 2012	Reminder postcard mailing	1,650	1,350
July 30, 2012	Second survey mailing	1,452	1,147

Tracking Returns

ICF International logged all returned mail within 72 hours of receipt in a web-based tracking system, capturing six types of events in the tracking system:

- Outgoing mail events for the pre-notification letter, the first survey mailing, postcard reminder, and the second survey mailing;
- Survey returned: A returned survey was defined as having at least one question answered by the respondent;
- Refused: Per CAHPS® requirements, respondents were directed to return the blank survey if they did not wish to participate in the survey;
- Deceased: If the returned mail included a note that the respondent was deceased;
- Does not meet eligible population criteria: Surveys with notes that the respondent was not enrolled in the New Hampshire Medicaid program were logged as ineligible; and
- Returned due to invalid address: ICF International logged all mail returned as undeliverable as having an invalid address.

Scanning and Reviewing

The following section describes how ICF International scanned and reviewed the survey data from returned mail surveys.

Kodak® Scanning

ICF International used EnergyStar®-rated Kodak® scanners in combination with the Kodak® Capture software to create PDF documents of received paper surveys.

Remark® Reviewing

ICF International used Remark OMR Office® to read the optical marks (bar codes, check boxes, bubble fills and handwriting) captured by the Kodak® scanners from the paper surveys and save the results as an external data file.

A form template was used to tell Remark Office OMR® software how to read mark ups on the project's survey form. Once a batch of scanned surveys had been completed, the scanning operator performed a quality control data validation process on that batch. This involved reviewing a spreadsheet generated by the scanning software with columns representing each question within the survey and each row representing an individual's scanned survey response. Cells were color-coded to indicate various types of potential errors, and, as the operator navigated through each cell of the spreadsheet, the scanned question from the respondent's questionnaire was displayed at the bottom of the screen so that he/she could validate the original input against what had been scanned. Once all cells for the batch were validated according to their color indicators, the cells all turned grey. At this point the operator exported the data from the excel sheet to the scanning database and proceeded with the next batch.

Data Processing

This section details how ICF International cleaned and processed the data for the New Hampshire Medicaid Satisfaction Survey.

Eligibility Requirements

There were two eligibility criteria for the child New Hampshire Medicaid Satisfaction Survey:

- The respondent had to be continuously enrolled in the New Hampshire Medicaid program for six months; and
- The child had to be less than 19 years of age.

There were two eligibility criteria for the adult New Hampshire Medicaid Satisfaction Survey:

- The respondent had to be continuously enrolled in the New Hampshire Medicaid program for six months; and
- The adult had to 19 years of age or older.

Dispositions

Every survey sample record was assigned a final disposition. Since ICF International managed multiple outgoing and incoming mail events, they developed a best disposition algorithm by coding return events and then weighting those codes. They defined "best" event as the event that offered the most information and resulted in a terminal disposition. Once the best event was identified for a record, ICF International assigned the respective NCQA final disposition for mail, according to AHRQ /CAHPS® specifications. Table 2 details the final dispositions assigned to the 1,650 child and 1,350 adult records in order of AHRQ /CAHPS® ranking.

Table 2: Final dispositions in order of AHRQ /CAHPS® ranking

NCQA Disposition Code	Definition	Frequency - Child Survey	Frequency - Adult Survey
m10	Complete: The member appropriately answered selected survey questions <i>and</i> none of the responses indicate the member does not meet the eligible population criteria.	429	442
m15	Partial complete: The member is eligible and answered some, but not all of the required questions.	98	110
m20	Deceased: The member is deceased.	0	0
m21	Not eligible: Evidence that the member does not meet one or more of the eligibility requirements: <ul style="list-style-type: none"> • Continuous enrollment for six months; • Respondent is under 19 years of age; and • Respondent is not currently enrolled in the New Hampshire Medicaid Program. 	5	5
m32	Refusal: The member returns a blank survey or an incomplete survey with a note that he or she does not wish to participate.	2	10
m23	Invalid address: There is evidence that the member's address is invalid (post office returns questionnaire to vendor).	73	24
m33	Non-response: There is no evidence to suggest the member's address is invalid. The member has not returned a mail questionnaire.	1,043	759

Mail Cleaning Specifications

Since the data entry program was designed to capture all respondent answers regardless of whether they were appropriately marked or not, ICF International developed a data processing program to clean the answers. ICF International developed mail cleaning specifications based on the skip patterns in the CAHPS® survey such that answers were coded based on CAHPS® specifications:

- Responses answered appropriately were coded “as is”.
- Appropriately blank responses were coded as “appropriately skipped”.
- Inappropriately blank answers were re-coded as “missing” in the data file.

Unique Specifications – Child Survey

- Multiple response questions: The race question (Q35) and the question asking respondents if someone helped them complete the survey (Q41) allowed respondents to “mark all that apply”. Thus, the multiple-mark value was not a valid response option, and ICF International captured the multiple responses in the data file provided to the State of New Hampshire.
- Q38 asked respondents for their highest level of education. If respondents selected more than one answer, according to CAHPS® specifications, the answer was re-coded to capture the highest level of education selected by the respondent.

Unique Specifications – Adult Survey

- Multiple response questions: The race question (Q37) and the question asking respondents if someone helped them complete the survey (Q39) allowed respondents to “mark all that apply”. Thus, the multiple-mark value was not a valid response option, and the multiple responses appear in the data file provided to the State of New Hampshire.
- Q35 asked respondents for their highest level of education. If respondents selected more than one answer, according to CAHPS® specifications, the answer was re-coded to capture the highest level of education selected by the respondent.

Quality Control and Assurance Measures

ICF International adhered to all CAHPS® quality control requirements for survey development and data collection. Table 3 shows the quality control steps implemented on the New Hampshire Medicaid Satisfaction Survey.

Table 3: Quality control steps for the New Hampshire Medicaid Satisfaction Survey

Task	Mail
Mail survey material development	Formatted the CAHPS® Health Plan Survey version 4.0 to CAHPS® standards (100%)
	Personalized the survey letters according to CAHPS® requirements and client needs (100%)
Address sample	Updated addresses using National Change of Address Database and CASS Address Hygiene system (100%)
Printing	Reviewed print-ready media for alignment, accurate text, and correct position of barcode and address
Insertion and postage	Performed manual check to ensure all envelopes had address information and postage (75%)
Mail-out	Verified that initial sample counts matched counts of printed and posted material (100%)
	Included ICF staff and State of NH staff in mailings (3 per mailing)
Task	Scanning
Scanning quality assurance	Developed a survey template adhering to the Remark® scanning guidelines (100%)
	Manually reviewed every scanned response (100%)
Preparation of data files	Cleaned mail responses so they adhered to the skip patterns in the CAHPS® survey (100%)
	Identified ineligible returns via responses to questions one and two and re-processed by blanking out all survey answers (100%)
	Cleaned open-ended responses (100%)
	Assigned a final disposition to each record (100%)
	Produced frequency tabulations of every question and variable to detect missing data or errors in skip patterns (100%)
Task	Data Analysis
Custom data analysis	Project manager reviewed data processing and analysis code (100%)
	Analyzed the CAHPS® International output to ensure the composite scores were accurate (100%)

Response Rates

ICF International calculated the response rates using the following American Association for Public Opinion Research (AAPOR) response rate calculations:

- Response Rate 1 (RR1), or the minimum response rate, is the number of complete interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown, other).
- Response Rate 2 (RR2), or the minimum response rate, is the number of complete and partial interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown, other).

ICF International data-entered the following surveys, resulting in the following RR1 and RR2:

Table 4: Response rates

	Complete Surveys	RR1	Partially Complete Surveys	RR2
Child Survey	429	26.1%	98	32.0%
Adult Survey	442	32.9%	110	41.0%

Information Included for Each Survey Result

Survey results, reflecting the weighted data, are presented in tables in the next sections of this report which are comprised of several parts. The exact text of the question asked during survey administration serves as the title of the table. The leftmost column indicates the response options provided to respondents during data collection. The rightmost column, Sample Count, is the actual number of survey respondents that selected the specific response option. For example, in Table 5, all 429 survey respondents rated their child’s health on a scale of “Poor” to “Excellent”. ICF International computed percentages on the weighted data, not the sample counts.

The Population Estimate refers to the estimated number of people in the population represented by the number of survey respondents, after weighting. Table 5 shows an estimated 71,323 children enrolled in New Hampshire Medicaid. The Weighted Percent is based on the Population Estimate numbers. Additional information on how these population estimates are obtained is provided above in the Methodology section. The Confidence Interval represents the lower and upper bounds of the 95% confidence level. For instance, in Table 16, 37.2% of respondents reported that their child had an illness, injury or condition that needed immediate care. ICF International is 95% certain that the true population estimate is between 31.8% and 42.6%.

3. Child Core Survey Results

This section includes the summarized results for each question in the CAHPS® Child Core Survey.

Child’s Health Status and Child and Respondent Demographics

All parent respondents rated their child’s general health as excellent, very good, good, fair or poor. 47.4% rated their child’s health as excellent, 33.4% rated their child’s health as very good, and 15.4% reported their child has good health. Approximately 4.0% rated their child’s health as fair or poor. These data appear in Table 5.

Table 5: In general, how would you rate your child’s overall health?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Excellent and Very Good	80.8%	(76.7% – 85.0%)	57,657	337
<i>Excellent*</i>	47.4%	(41.5% – 53.3%)	33,812	197
<i>Very Good*</i>	33.4%	(27.4% – 39.4%)	23,846	140
Good	15.4%	(11.5% – 19.3%)	10,982	69
Fair	3.4%	(1.8% – 4.9%)	2,405	21
Poor	0.4%	(0.0% – 1.0%)	279	2
Total			71,323	429

* Not included in totals

All parent respondents reported the age of their child. As shown in Table 6, child's age is fairly evenly distributed across all ages except children younger than one year of age (just 1.2%). This survey requires continuous enrollment of six months or longer, which will automatically exclude many children under 12 months in age.

Table 6: What is your child's age?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Less than 1 year old	1.2%	(0.2% – 2.2%)	819	6
1	5.6%	(3.2% – 8.0%)	3,970	25
2	6.2%	(3.9% – 8.5%)	4,419	33
3	7.3%	(4.5% – 10.1%)	5,178	30
4	8.5%	(4.9% – 12.0%)	6,021	29
5	4.8%	(2.2% – 7.4%)	3,418	17
6	6.9%	(4.0% – 9.7%)	4,890	25
7	6.1%	(3.3% – 8.8%)	4,315	24
8	4.8%	(2.5% – 7.2%)	3,432	19
9	6.6%	(3.6% – 9.5%)	4,681	24
10	5.1%	(3.0% – 7.3%)	3,654	25
11	4.8%	(2.6% – 7.0%)	3,425	23
12	6.5%	(4.0% – 9.1%)	4,634	30
13	4.3%	(2.4% – 6.3%)	3,070	21
14	5.6%	(3.4% – 7.9%)	4,001	30
15	5.6%	(2.7% – 8.4%)	3,956	24
16	3.4%	(1.8% – 5.1%)	2,431	20
17	6.7%	(1.6% – 11.8%)	4,788	23
Total	100%		71,103	428

As shown in Table 7, 51.5% of respondent’s children are male and 48.5% are female.

Table 7: Is the child male or female?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Male	51.5%	(45.6% – 57.4%)	36,757	236
Female	48.5%	(42.6% – 54.4%)	34,566	193
Total	100%		71,323	429

7.5% of parents reported that their child is of Hispanic or Latino origin or descent.

Table 8: Is your child of Hispanic or Latino origin or descent?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes, Hispanic or Latino	7.5%	(4.8% – 10.2%)	5,370	36
No, not Hispanic or Latino	92.5%	(89.8% – 95.2%)	65,953	393
Total	100%		71,323	429

91.6% of parents selected White as a racial category for their child. The next largest selected category was Black or African American (5.4%). A total percent does not appear in Table 9 since parents could indicate that their child falls into more than one of the racial categories provided.

Table 9: What is your child’s race? Please mark one or more.

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
White	91.6%	(88.6% – 94.5%)	65,328	392
Black or African American	5.4%	(3.1% – 7.7%)	3,859	25
Asian	2.3%	(0.6% – 4.0%)	1,670	10
Native Hawaiian or other Pacific Islander	0.1%	(0.0% – 0.4%)	101	1
American Indian or Alaska Native	0.1%	(0.0% – 0.4%)	101	1
Other	4.5%	(2.4% – 6.5%)	3,184	23

42.1% of respondents are between 35-44 years old; followed by 31.7% that are 25-34 and 15.9% that are 45-54. About 4% of respondents are 55 years of age or older.

Table 10: What is your age?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
18 to 24	6.6%	(4.1% – 9.2%)	4,727	32
25 to 34	31.7%	(26.4% – 37.0%)	22,613	132
35 to 44	42.1%	(36.1% – 48.1%)	30,036	164
45 to 54	15.9%	(12.0% – 19.8%)	11,350	80
55 to 64	2.5%	(0.9% – 4.1%)	1,800	14
65 to 74	1.0%	(0.1% – 1.9%)	707	6
75 or older	0.1%	(0.0% – 0.4%)	89	1
Total	100%		71,323	429

89.8% of respondents are female and 10.2% are male.

Table 11: Are you male or female?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Male	10.2%	(6.9% – 13.4%)	7,257	47
Female	89.8%	(86.6% – 93.1%)	64,066	382
Total	100%		71,323	429

About equal proportions of respondents reported they graduated high school or completed their GED (36.8%) or have some college or a 2-year degree (38.9%). All data appear in Table 12.

Table 12: What is the highest grade or level of school that you have completed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
8 th grade or less	1.5%	(0.2% – 2.8%)	1,071	6
Some high school, but did not graduate	6.1%	(3.6% – 8.7%)	4,382	30
High school graduate or GED	36.8%	(31.2% – 42.4%)	26,255	154
Some college or 2-year degree	38.9%	(32.9% – 44.9%)	27,750	165
4-year college graduate	9.9%	(6.6% – 13.2%)	7,041	42
More than 4-year college degree	6.8%	(4.2% – 9.3%)	4,823	32
Total	100%		71,323	429

96.1% of respondents reported they are the child’s mother or father (note that 89.8% of respondents are female); 2.5% are the child’s grandparent. All data appear in Table 13.

Table 13: How are you related to the child?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Mother or father	96.1%	(94.4% – 97.8%)	68,552	404
Grandparent	2.5%	(1.2% – 3.9%)	1,801	17
Other relative	0.3%	(0.0% – 0.8%)	221	2
Legal guardian	1.1%	(0.1% – 2.1%)	750	6
Total	100%		71,323	429

Just 3.1% of respondents reported that they received help completing the survey; 96.9% did not require assistance (see Table 14).

Table 14: Did someone help you complete this survey?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	3.1%	(1.1% – 5.0%)	2,181	13
No	96.9%	(95.0% – 98.9%)	69,142	416
Total	100%		71,323	429

Child’s Enrollment in New Hampshire Medicaid

As shown in Table 15, all parents reported that their child is enrolled in New Hampshire Medicaid.

Table 15: Our records show that your child is now in New Hampshire Medicaid (also formerly known as "Healthy Kids Gold"). Is that right?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	100%	(100%)	71,323	429
Total	100%		71,323	429

Your Child’s Health Care in the Last Six Months

37.2% of parents reported their child had an illness, injury, or condition in the last six months that needed immediate care in a clinic, emergency room or doctor’s office. These data appear in Table 16.

Table 16: In the last six months, did your child have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor’s office?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	37.2%	(31.8% – 42.6%)	26,532	173
No	62.8%	(57.4% – 68.2%)	44,791	256
Total	100%		71,323	429

Of the parents whose child needed immediate care within the past six months, 97.5% reported they were always (90.7%) or usually (6.9%) able to receive care as soon as they thought their child needed it. As shown in Table 17, no respondent reported they were never able to receive care as soon as it was needed.

Table 17: In the last six months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	97.5%	(94.8% – 100.0%)	25,880	169
<i>Always*</i>	90.7%	(85.8% – 95.5%)	24,058	156
<i>Usually*</i>	6.9%	(2.7% – 11.0%)	1,822	13
Sometimes	2.5%	(0.0% – 5.2%)	652	4
Never	0		0	0
Total	100%		26,532	173

* Not included in totals

The survey asked all parents if they made an appointment for their child at a doctor’s office or clinic in the past six months—other than the times the child may have needed care right away. As shown in Table 18, 79.7% of parents had made such an appointment for their child.

Table 18: In the last six months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	79.7%	(75.3% – 84.1%)	56,829	340
No	20.3%	(15.9% – 24.7%)	14,494	89
Total	100%		71,323	429

Of the parents that made an appointment at a doctor’s office or clinic for their child, 91.7% reported they were always (70.9%) or usually (20.7%) able to obtain an appointment as soon as their child needed it. 7.5% were sometimes able to get an appointment as soon as it was needed. All valid survey data are shown in Table 19.

Table 19: In the last six months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor’s office or clinic as soon as you thought your child needed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	91.7%	(88.3% – 95.1%)	51,718	309
<i>Always*</i>	70.9%	(63.9% – 77.9%)	40,028	244
<i>Usually*</i>	20.7%	(13.8% – 27.6%)	11,690	65
Sometimes	7.5%	(4.2% – 10.8%)	4,255	25
Never	0.8%	(0.0% – 1.6%)	446	4
Total	100%		56,419	338

* Not included in totals

All parent respondents were asked to report the number of times (excluding emergency room visits) their child went to a doctor’s office or clinic to receive care in the last six months. As shown in Table 20, 19.9% of children had no visits in the past six months, while 30.7% had one visit and 24.0% had two visits in the previous six months.

Table 20: In the last six months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor’s office or clinic to get health care?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
None	19.9%	(15.5% – 24.4%)	14,221	87
1	30.7%	(24.6% – 36.9%)	21,909	109
2	24.0%	(19.2% – 28.7%)	17,082	108
3	10.0%	(7.1% – 12.8%)	7,119	53
4	5.8%	(3.3% – 8.3%)	4,159	24
5 to 9	7.3%	(4.6% – 9.9%)	5,171	35
10 or more	2.3%	(0.9% – 3.7%)	1,662	13
Total	100%		71,323	429

Parents that took their child to a doctor’s office or clinic within the past six months rated their child’s health care on a scale from 0 to 10, with 0 representing the “worst health care possible” and 10 representing the “best health care possible.” These data appear in Table 21. No parents rated their child’s health care a 2 or lower, and approximately 14% of parents rated their care between 3 and 7. The largest proportion (44.5%) of parents rated their child’s care a 10.

Table 21: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last six months?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	0		0	0
1	0		0	0
2	0		0	0
3	0.4%	(0.0% – 0.9%)	208	2
4	1.8%	(0.0% – 3.7%)	1,005	4
5	3.6%	(1.3% – 5.8%)	1,993	13
6	2.6%	(0.6% – 4.6%)	1,476	9
7	5.6%	(3.1% – 8.2%)	3,143	22
8	21.1%	(15.9% – 26.4%)	11,838	70
9	20.4%	(15.3% – 25.5%)	11,427	68
10 – Best Possible	44.5%	(37.6% – 51.4%)	24,907	148
Total	100%		55,996	336

Table 22 presents health care ratings for several numeric groupings. Since categories overlap, no total is presented. As shown, 86.0% of parents rated their child’s overall health care in the past six months an 8, 9, or 10.

Table 22: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last six months? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	8.4%	(4.8% – 11.9%)	4,681	28
7 to 8	26.8%	(21.1% – 32.4%)	14,981	92
8 to 10	86.0%	(81.8% – 90.3%)	48,172	286
9 to 10	64.9%	(58.7% – 71.1%)	36,334	216

Your Child’s Personal Doctor

As shown in Table 23, 97.5% of parents reported that their child has a personal doctor, defined as a doctor their child would see if he or she needed a check-up, advice, or were sick or injured.

Table 23: A personal doctor is the one your child would see if he or she needs a check-up or gets sick or hurt. Does your child have a personal doctor?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	97.5%	(95.9% – 99.1%)	69,553	417
No	2.5%	(0.9% – 4.1%)	1,770	12
Total	100%		71,323	429

The survey asked parents whose child has a personal doctor a series of follow-up questions, presented in Table 24 through Table 33. First, parents reported the number of times their child visited his or her personal doctor in the last six months. As shown in Table 24, 21.1% of children had not visited their personal doctor; the largest proportion (38.2%) visited their personal doctor once, followed by 25.7% that had visited their personal doctor two times in the previous six months.

Table 24: In the last six months, how many times did your child visit his or her personal doctor for care?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
None	20.1%	(15.3% – 24.8%)	13,749	78
1	38.2%	(31.9% – 44.4%)	26,118	145
2	25.7%	(20.7% – 30.7%)	17,591	107
3	8.2%	(5.6% – 10.9%)	5,631	41
4	4.4%	(2.4% – 6.4%)	3,036	22
5 to 9	3.3%	(1.4% – 5.2%)	2,229	14
10 or more	0.1%	(0.0% – 0.4%)	101	1
Total	100%		68,455	429

Parents whose child had visited his/her personal doctor in the past six months rated the doctor on several attributes: explaining things in a way the respondent felt was easy to understand (Table 25), listening carefully (Table 26), and showing respect for what the respondent had to say (Table 27). As shown in Table 25, very few parents reported their doctor sometimes (3.0%) or never (0.8%) explained things in a way that was easy to understand; 96.3% reported their doctor’s explanation was always or usually easy to understand.

Table 25: In the last six months, how often did your child’s personal doctor explain things in a way that was easy to understand?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	96.3%	(93.6% – 99.0%)	52,668	321
<i>Always*</i>	83.8%	(79.1% – 88.5%)	45,835	278
<i>Usually*</i>	12.5%	(8.4% – 16.6%)	6,833	43
Sometimes	3.0%	(0.5% – 5.4%)	1,615	7
Never	0.8%	(0.0% – 2.0%)	423	2
Total	100%		54,706	330

* Not included in totals

Similarly, 2.2% of parents reported their child’s doctor sometimes or never listened carefully, while 97.9% reported their child’s doctor either always or usually listened carefully (see Table 26 for all results).

Table 26: In the last six months, how often did your child’s personal doctor listen carefully to you?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	97.9%	(96.2% – 99.5%)	53,532	322
<i>Always*</i>	81.6%	(76.8% – 86.5%)	44,658	266
<i>Usually*</i>	16.2%	(11.6% – 20.8%)	8,874	56
Sometimes	1.4%	(0.2% – 2.5%)	750	6
Never	0.8%	(0.0% – 2.0%)	423	2
Total	100%		54,706	330

* Not included in totals

3.1% of parents reported their child’s personal doctor sometimes or never showed respect for what they had to say (over the past six months). The largest proportion (86.7%) reported that their child’s doctor always showed respect for what they said. All results appear in Table 27.

Table 27: In the last six months, how often did your child’s personal doctor show respect for what you had to say?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	96.9%	(94.8% – 99.0%)	53,018	320
<i>Always*</i>	86.7%	(82.4% – 90.9%)	47,416	284
<i>Usually*</i>	10.2%	(6.5% – 14.0%)	5,602	36
Sometimes	2.3%	(0.6% – 4.0%)	1,265	8
Never	0.8%	(0.0% – 2.0%)	423	2
Total	100%		54,706	330

* Not included in totals

69.6% of parents reported that their child is able to talk with doctors about their own health care. All valid results appear in Table 28.

Table 28: Is your child able to talk with doctors about his or her health care?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	69.6%	(63.7% – 75.5%)	37,760	221
No	30.4%	(24.5% – 36.3%)	16,486	106
Total	100%		54,246	327

For children that could talk with their doctor about their care, parents reported how often the child’s doctor explained things in a way that was easy for their child to understand. As shown in Table 29, 77.0% reported this always occurred, while 18.7% reported it usually did.

Table 29: In the last six months, how often did your child’s personal doctor explain things in a way that was easy for your child to understand?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	95.7%	(92.6% – 98.7%)	36,127	212
<i>Always*</i>	77.0%	(70.6% – 83.4%)	29,075	166
<i>Usually*</i>	18.7%	(12.9% – 24.5%)	7,052	46
Sometimes	3.7%	(0.9% – 6.5%)	1,393	8
Never	0.6%	(0.0% – 1.9%)	240	1
Total	100%		37,760	221

* Not included in totals

Just 1.2% of parents reported their child’s doctor never spends enough time with their child, 4.3% reported that this happens sometimes, and 94.5% reported that their child’s doctor either usually (19.8%) or always (74.4%) spends enough time with their child. See Table 30 for all survey data.

Table 30: In the last six months, how often did your child’s personal doctor spend enough time with your child?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	94.5%	(91.5% – 97.4%)	51,687	312
<i>Always*</i>	74.4%	(69.1% – 80.3%)	40,878	243
<i>Usually*</i>	19.8%	(14.7% – 24.8%)	10,809	69
Sometimes	4.3%	(1.8% – 6.8%)	2,356	15
Never	1.2%	(0.0% – 2.8%)	663	3
Total	100%		54,706	330

* Not included in totals

Parents reported if, in the last six months, their child’s doctor talked with them about how their child is feeling, growing, or behaving. As shown in Table 31, 9.1% of parents reported that their child’s doctor did not do this.

Table 31: In the last six months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	90.9%	(87.3% – 94.6%)	49,751	300
No	9.1%	(5.4% – 12.7%)	4,955	30
Total	100%		54,706	330

Parents whose child has a personal doctor rated that doctor on a scale from 0 (worst personal doctor possible) to 10 (best personal doctor possible). These data appear in Table 32. 53.0% of parents rated their child’s doctor a 10; 23.5% rated their child’s doctor a 9.

Table 32: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child’s personal doctor?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	0.2%	(0.0% – 0.5%)	108	1
1	0.6%	(0.0% – 1.6%)	423	2
2	0.3%	(0.0% – 0.8%)	179	1
3	0.1%	(0.0% – 0.4%)	89	1
4	0.9%	(0.0% – 2.0%)	629	3
5	1.9%	(0.4% – 3.4%)	1,303	10
6	1.4%	(0.0% – 2.8%)	974	6
7	6.3%	(3.7% – 9.0%)	4,339	26
8	11.8%	(8.2% – 15.4%)	8,124	52
9	23.5%	(18.4% – 28.5%)	16,094	91
10 – Best Possible	53.0%	(47.0% – 59.0%)	36,352	217
Total	100%		68,614	410

Table 33 shows some combinations of ratings for the child’s personal doctor. The majority (88.3%) of parents rated their child’s personal doctor an 8 or higher; with 76.4% rating their child’s doctor as a 9 or 10.

Table 33: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child’s personal doctor? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	5.4%	(2.9% – 7.9%)	3,705	24
7 to 8	18.2%	(13.9% – 22.5%)	12,463	78
8 to 10	88.3%	(84.7% – 91.8%)	60,570	360
9 to 10	76.4%	(71.6% – 81.2%)	52,446	308

Getting Health Care from Specialists for Your Child

31.1% of parents reported that they had tried to make an appointment for their child to see a specialist in the past six months. This does not include dentists or overnight hospital stays.

Table 34: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last six months, did you try to make any appointments for your child to see a specialist?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	31.1%	(25.2% – 36.9%)	22,166	134
No	68.9%	(63.1% – 74.8%)	49,157	295
Total	100%		71,323	429

The survey asked parents that had tried to make an appointment for their child with a specialist four follow-up questions, presented in Table 35, Table 36, Table 37 and Table 38. As shown in Table 35, 84.7% of parents indicated it was either always (49.8%) or usually (34.9%) easy to get appointments with specialists for their child.

Table 35: In the last six months, how often was it easy to get appointments for your child with specialists?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	84.7%	(77.9% – 91.5%)	18,775	111
<i>Always*</i>	49.8%	(37.8% – 61.9%)	11,048	62
<i>Usually*</i>	34.9%	(24.5% – 45.2%)	7,728	49
Sometimes	13.2%	(6.8% – 19.7%)	2,933	19
Never	2.1%	(0.0% – 4.2%)	457	4
Total	100%		22,166	134

* Not included in totals

60% of parents reported that their child has seen one specialist in the past six months; an additional 20.7% reported their child has seen two specialists in that time frame. All valid survey data appear in Table 36.

Table 36: How many specialists has your child seen in the last six months?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
None	6.2%	(1.8% – 10.5%)	1,354	9
1	61.2%	(50.6% – 71.9%)	13,451	69
2	20.7%	(12.7% – 28.7%)	4,538	31
3	6.6%	(2.3% – 10.9%)	1,415	12
4	3.1%	(0.4% – 5.8%)	681	6
5 or more specialists	2.2%	(0.2% – 4.2%)	490	5
Total	100%		21,964	132

Parents rated the specialist their child saw most often in the last six months. As shown in Table 37, the largest proportion (44.8%) rated the specialist as the “best specialist possible” using a scale from 0 (worst) to 10 (best). 18.7% rated their child’s primary specialist a 9, and 19.7% rated the specialist an 8.

Table 37: Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child’s specialist?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	1.0%	(0.0% – 3.0%)	201	1
1	2.5%	(0.0% – 6.0%)	508	2
2	0.0%		0	0
3	2.2%	(0.0% – 5.3%)	446	2
4	1.4%	(0.0% – 3.5%)	286	2
5	2.5%	(0.0% – 5.1%)	499	4
6	0.5%	(0.0% – 1.5%)	101	1
7	6.7%	(2.1% – 11.4%)	1,358	10
8	19.7%	(11.3% – 28.1%)	3,979	25
9	18.7%	(10.5% – 26.9%)	3,793	24
10 – Best Possible	44.8%	(31.4% – 58.2%)	9,070	50
Total	100%		20,242	121

Combining the ratings various ways, as is done in Table 38, we see that 83.2% of parents rated their child’s specialist an 8 or higher.

Table 38: Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child’s specialist? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	10.1%	(4.0% – 16.2%)	2,041	12
7 to 8	26.4%	(16.8% – 35.9%)	5,337	35
8 to 10	83.2%	(75.6% – 90.8%)	16,842	99
9 to 10	63.5%	(52.4% – 74.7%)	12,863	74

Your Child’s Health Plan

In the past six months, 44.3% of parents reported they tried to get care, tests or treatment for their child through New Hampshire Medicaid. These data appear in Table 39.

Table 39: In the last six months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	44.3%	(38.5% – 50.1%)	31,581	194
No	55.7%	(49.9% – 61.5%)	39,742	235
Total	100%		71,323	429

Of parents that sought care, tests or treatment for their child, 62.6% reported it was always easy to get this service through New Hampshire Medicaid; 27.5% reported they could usually receive the care, tests or treatment their child needed. All valid responses appear in Table 40.

Table 40: In the last six months, how often was it easy to get the care, tests or treatment you thought your child needed through his or her health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	90.1%	(85.4% – 94.8%)	28,454	175
<i>Always*</i>	62.6%	(54.4% – 70.7%)	19,758	123
<i>Usually*</i>	27.5%	(19.8% – 35.2%)	8,696	52
Sometimes	5.8%	(2.5% – 9.2%)	1,844	13
Never	4.1%	(0.6% – 7.6%)	1,283	6
Total	100%		31,581	194

* Not included in totals

The survey asked parent respondents if they had tried to get information or help from New Hampshire Medicaid Client Services in the past six months. 85.9% of parents reported they had not tried to contact New Hampshire Medicaid Client Services in the time frame; 14.1% of parents had contacted New Hampshire Medicaid Client Services in the previous six months.

Table 41: In the last six months, did you try to get information or help from customer service at your child's health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	14.1%	(8.6% – 19.6%)	10,035	52
No	85.9%	(80.4% – 91.4%)	61,288	377
Total	100%		71,323	429

34.9% of parents that contacted New Hampshire Medicaid Client Services reported they sometimes received the information or help they needed. Two-thirds of parents always (35.7%) or usually (19.0%) received the information or help they needed. All data appear in Table 42.

Table 42: In the last six months, how often did customer service at your child's health plan give you the information or help you needed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	54.8%	(30.9% – 78.7%)	5,495	34
<i>Always*</i>	35.7%	(16.7% – 54.8%)	3,587	20
<i>Usually*</i>	19.0%	(6.7% – 31.3%)	1,908	14
Sometimes	34.9%	(8.3% – 61.5%)	3,500	11
Never	10.4%	(1.5% – 19.2%)	1,040	7
Total	100%		10,035	52

* Not included in totals

Just 6.5% of parents that contacted New Hampshire Medicaid Client Services in the past six months reported they were never treated with courtesy and respect. One-third were sometimes, 9.0% were usually, and 60.5% were always treated with courtesy and respect. All data appear in Table 43.

Table 43: In the last six months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	60.5%	(34.8% – 86.2%)	6,005	39
<i>Always*</i>	51.5%	(28.2% – 74.8%)	5,108	33
<i>Usually*</i>	9.0%	(0.6% – 17.4%)	897	6
Sometimes	33.0%	(5.6% – 60.4%)	3,275	8
Never	6.5%	(0.0% – 13.6%)	647	4
Total	100%		9,927	51

* Not included in totals

As shown in Table 44, in the past six months, 14.4% of parents received forms from New Hampshire Medicaid Client Services to fill out.

Table 44: In the last six months, did your child’s health plan give you any forms to fill out?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	14.4%	(10.7% – 18.1%)	10,286	68
No	85.6%	(81.9% – 89.3%)	61,037	361
Total	100%		71,323	429

Of parents that received forms to complete from New Hampshire Medicaid Client Services, 48.7% reported they were always easy to fill out; and 33.7% reported they were usually easy to fill out. Just 4.8% reported the forms were never easy to complete. All data appear in Table 45.

Table 45: In the last six months, how often were the forms from your child’s health plan easy to fill out?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	82.4%	(71.6% – 93.3%)	8,404	56
<i>Always*</i>	48.7%	(34.9% – 62.6%)	4,971	35
<i>Usually*</i>	33.7%	(20.1% – 47.2%)	3,433	21
Sometimes	12.8%	(3.1% – 22.5%)	1,306	8
Never	4.8%	(0.0% – 10.6%)	487	3
Total	100%		10,197	67

* Not included in totals

All parent respondents rated New Hampshire Medicaid on a scale from 0 to 10, with 0 representing the “worst possible health plan” and 10 representing the “best possible health plan.” As shown in Table 46, half of the parents rated New Hampshire Medicaid as the “best possible”. 22.2% rated New Hampshire Medicaid a 9, and 13.3% rated New Hampshire Medicaid an 8.

Table 46: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child’s health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	0.3%	(0.0% – 0.7%)	179	1
1	0.0%		0	0
2	0.6%	(0.0% – 1.3%)	410	3
3	0.6%	(0.0% – 1.1%)	396	4
4	0.6%	(0.0% – 1.4%)	458	3
5	3.7%	(1.5% – 5.8%)	2,634	16
6	3.1%	(0.7% – 5.5%)	2,242	11
7	6.6%	(4.0% – 9.3%)	4,728	29
8	13.3%	(9.6% – 17.0%)	9,467	60
9	22.2%	(16.4% – 28.0%)	15,827	90
10 – Best Possible	49.0%	(43.2% – 54.9%)	34,982	212
Total	100%		71,323	429

As shown in Table 47, 8.9% of parents rated New Hampshire Medicaid or 6 or lower; 19.9% rated it a 7 or 8, and 71.2% rated it a 9 or higher.

Table 47: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child’s health plan? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	8.9%	(5.5% – 12.2%)	6,318	38
7 to 8	19.9%	(15.5% – 24.3%)	14,195	89
8 to 10	84.5%	(80.4% – 88.6%)	60,276	362
9 to 10	71.2%	(66.1% – 76.4%)	50,809	302

4. Adult Core Survey Results

This section includes the summarized results for each question in the CAHPS® Adult Core Survey.

Respondent Health Status and Demographics

All adult respondents rated their general health as excellent, very good, good, fair or poor. Just 4.9% rated their health as excellent, 20.0% rated their health as very good. The largest proportion (34.3%) rated their health as good, followed closely by 31.1% that rated their overall health as fair. 9.6% believe their health is poor. All data appear in Table 48.

Table 48: In general, how would you rate your overall health?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Excellent and Very Good	25.0%	(19.4% – 30.6%)	6,338	98
<i>Excellent*</i>	4.9%	(2.4% – 7.4%)	1,254	19
<i>Very Good*</i>	20.0%	(14.7% – 25.3%)	5,085	79
Good	34.3%	(28.0% – 40.5%)	8,698	136
Fair	31.1%	(25.2% – 37.1%)	7,909	148
Poor	9.6%	(6.7% – 12.6%)	2,445	60
Total	100%		25,391	442

* Not included in totals

All respondents reported if they had seen a doctor or other health provider three or more times in the past six months for the same condition; 46.0% had done so, as shown in Table 49.

Table 49: In the last six months, have you seen a doctor or other health provider three or more times for the same condition or problem?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	46.0%	(39.7% – 52.4%)	11,683	214
No	54.0%	(47.6% – 60.3%)	13,708	228
Total	100%		25,391	442

Of respondents that saw a provider three or more times for the same condition in the past six months, 86.7% reported the condition or problem lasted for at least three months.

Table 50: Is this a condition or problem that has lasted for at least three months? Do not include pregnancy or menopause.

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	86.7%	(80.4% – 93.0%)	9,902	183
No	13.3%	(7.0% – 19.6%)	1,517	24
Total	100%		11,419	207

77.6% of adult respondents reported that they take medicine (excluding birth control) prescribed by a doctor, as presented in Table 51.

Table 51: Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	77.6%	(71.8% – 83.5%)	19,715	377
No	22.4%	(16.5% – 28.2%)	5,676	65
Total	100%		25,391	442

Of respondents that currently take a doctor-prescribed medication, 98.0% reported the condition has lasted for at least three months. These data appear in Table 52.

Table 52: Is this medicine to treat a condition that has lasted for at least three months? Do not include pregnancy or menopause.

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	98.0%	(96.5% – 99.5%)	18,969	357
No	2.0%	(0.5% – 3.5%)	396	10
Total	100%		19,365	367

The largest proportion (30.8%) of respondents are age 35-44; followed by 22.0% that are age 25-34, 21.2% that are age 18-24, and 13.1% that are age 45-54. 10.1% of respondents are age 55-64.

Table 53: What is your age?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
18 to 24	21.2%	(16.4% – 26.0%)	5,390	76
25 to 34	22.0%	(16.0% – 27.9%)	5,579	61
35 to 44	30.8%	(24.1% – 37.4%)	7,809	75
45 to 54	13.1%	(10.2% – 16.0%)	3,327	107
55 to 64	10.1%	(7.9% – 12.4%)	2,574	95
65 to 74	1.3%	(0.6% – 2.1%)	339	14
75 or older	1.5%	(0.7% – 2.3%)	373	14
Total	100%		25,391	442

As shown in Table 54, just over two-thirds of respondents are female and nearly one-third are male.

Table 54: Are you male or female?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Male	31.0%	(25.9% – 36.0%)	7,867	178
Female	69.0%	(64.0% – 74.1%)	17,524	264
Total	100%		25,391	442

46.3% of respondents report they graduated high school or completed their GED; and 22.6% have some college or a 2-year degree. 18.1% completed some high school, without obtaining a degree. All data appear in Table 55.

Table 55: What is the highest grade or level of school that you have completed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
8 th grade or less	8.0%	(5.2% – 10.8%)	2,026	52
Some high school, but did not graduate	18.1%	(14.0% – 22.2%)	4,591	94
High school graduate or GED	46.3%	(39.9% – 52.7%)	11,760	197
Some college or 2-year degree	22.6%	(16.6% – 28.6%)	5,740	76
4-year college graduate	4.2%	(1.3% – 7.1%)	1,070	16
More than 4-year college degree	0.8%	(0.2% – 1.4%)	203	7
Total	100%		25,391	442

4.3% of respondents reported they are of Hispanic or Latino origin or descent.

Table 56: Are you of Hispanic or Latino origin or descent?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes, Hispanic or Latino	4.3%	(1.9% – 6.7%)	1,090	22
No, not Hispanic or Latino	95.7%	(93.3% – 98.1%)	24,301	420
Total	100%		25,391	442

93.7% of respondents selected White as a racial category. The next largest selected category was “Other” (4.6%). A total percent does not appear in Table 57 since respondents could select more than one racial category.

Table 57: What is your race? Please mark one or more.

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
White	93.7%	(91.3% – 96.1%)	23,788	403
Black or African American	1.4%	(0.4% – 2.5%)	366	9
Asian	0.9%	(0.1% – 1.7%)	235	7
Native Hawaiian or other Pacific Islander	1.1%	(0.0% – 2.7%)	292	3
American Indian or Alaska Native	3.0%	(1.2% – 4.9%)	767	17
Other	4.6%	(2.3% – 6.9%)	1,172	24

29.1% of respondents reported that they received help completing the survey.

Table 58: Did someone help you complete this survey?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	29.1%	(24.0% – 34.2%)	7,380	147
No	70.9%	(65.8% – 76.0%)	18,011	295
Total	100%		25,391	442

Enrollment in New Hampshire Medicaid

As shown in Table 59, all adult respondents indicated they were enrolled in New Hampshire Medicaid.

Table 59: Our records show that you are now in New Hampshire Medicaid. Is that right?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	100%	(100%)	25,391	442
Total	100%		25,391	442

Your Health Care in the Last Six Months

Approximately equal proportions of adults indicated they did (52.7%) and did not (47.3%) have an illness, injury or condition that needed immediate care in a clinic, emergency room or doctor's office in the past six months. These data appear in Table 60.

Table 60: In the last six months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	52.7%	(46.2% – 59.1%)	13,375	245
No	47.3%	(40.9% – 53.8%)	12,016	197
Total	100%		25,391	442

Of the adults that needed immediate care within the past six months, 85.4% reported they were always (52.6%) or usually (32.8%) able to receive care as soon as they thought they needed it. 13.2% of adults were sometimes able to receive care as soon as they thought they needed it. These data appear in Table 61.

Table 61: In the last six months, when you needed care right away, how often did you get care as soon as you thought you needed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	85.4%	(80.0% – 90.8%)	11,036	198
<i>Always*</i>	52.6%	(44.0% – 61.2%)	6,795	129
<i>Usually*</i>	32.8%	(24.4% – 41.3%)	4,241	69
Sometimes	13.2%	(7.9% – 18.5%)	1,707	31
Never	1.4%	(0.2% – 2.5%)	178	6
Total	100%		12,921	235

* Not included in totals

The survey asked all adult respondents if they had made an appointment at a doctor’s office or clinic— other than the times they may have needed care right away. As shown in Table 62, 82.5% of NH Medicaid adults had made such an appointment.

Table 62: In the last six months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	82.5%	(78.2% – 86.8%)	20,952	357
No	17.5%	(13.2% – 21.8%)	4,439	85
Total	100%		25,391	442

Of the adults that made an appointment at a doctor’s office or clinic, 86.5% reported they were always (47.7%) or usually (38.8%) able to obtain an appointment as soon as they thought they needed it. 9.6% of adults were sometimes able to get an appointment as soon as they thought it was needed. All valid survey data appear in Table 63.

Table 63: In the last six months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	86.5%	(81.5% – 91.6%)	17,754	294
<i>Always*</i>	47.7%	(40.4% – 55.0%)	9,788	186
<i>Usually*</i>	38.8%	(31.2% – 46.4%)	7,967	108
Sometimes	9.6%	(6.3% – 12.8%)	1,963	44
Never	3.9%	(0.0% – 8.1%)	800	7
Total	100%		20,518	345

* Not included in totals

All adult respondents were asked to report the number of times (excluding emergency room visits) they went to a doctor’s office or clinic in the last six months to receive care. As shown in Table 64, responses are fairly evenly distributed the various visit counts over a six month period.

Table 64: In the last six 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?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
None	14.2%	(9.7% – 18.7%)	3,605	59
1	17.8%	(12.8% – 22.9%)	4,523	72
2	16.0%	(11.9% – 20.2%)	4,073	78
3	13.7%	(8.7% – 18.7%)	3,472	65
4	11.5%	(7.3% – 15.8%)	2,921	48
5 to 9	17.6%	(13.0% – 22.2%)	4,468	79
10 or more	9.2%	(5.5% – 12.9%)	2,330	41
Total	100%		25,391	442

Adults that visited a doctor’s office or clinic within the past six months (at least one or more times as reported in Table 64), rated the care they received on a scale from 0 to 10, with 0 representing the “worst health care possible” and 10 representing the “best health care possible.” These data appear in Table 65. As shown, less than 2% of adults rated their care a 0, 1, or 2 respectively. The largest proportion (31.6%) of adults rated their care a 10.

Table 65: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last six months?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	0.2%	(0.0% – 0.6%)	51	2
1	1.0%	(0.0% – 2.6%)	203	2
2	0.4%	(0.0% – 0.8%)	78	3
3	2.4%	(0.6% – 4.1%)	500	9
4	4.2%	(1.2% – 7.1%)	880	13
5	8.5%	(3.8% – 13.2%)	1,803	23
6	11.3%	(5.6% – 17.0%)	2,394	34
7	8.3%	(5.2% – 11.5%)	1,762	35
8	19.4%	(13.9% – 24.9%)	4,106	67
9	12.8%	(8.8% – 16.8%)	2,712	55
10 – Best Possible	31.6%	(25.2% – 38.0%)	6,692	127
Total	100%		21,180	370

Table 66 presents some combined health care ratings. Since categories overlap, no total is presented. As shown, 63.8% of adults rated their overall health care in the past six months between an 8 and a 10.

Table 66: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last six months? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	27.9%	(20.8% – 35.0%)	5,908	86
7 to 8	27.7%	(21.7% – 33.7%)	5,868	102
8 to 10	63.8%	(56.7% – 70.9%)	13,510	249
9 to 10	44.4%	(37.5% – 51.3%)	9,404	182

Your Personal Doctor

The majority (87.4%) of adults reported that they have a personal doctor, defined as a doctor they would see if they needed a check-up, advice, or were sick or injured. 12.6% of adults do not have a personal doctor. Table 67 presents these data.

Table 67: A personal doctor is the one 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?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	87.4%	(82.4% – 92.3%)	22,182	403
No	12.6%	(7.7% – 17.6%)	3,209	39
Total	100%		25,391	442

The survey asked adults with a personal doctor a series of follow-up questions, presented in Table 68 through Table 74. First, adults reported the number of times they visited their personal doctor in the last six months. Slightly more than half of adults visited their personal doctor one (26.3%) or two (26.2%) times in the previous six months. 13% visited their doctor five or more times in the past six months.

Table 68: In the last six months, how many times did you visit your personal doctor to get care for yourself?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
None	14.0%	(9.8% – 18.1%)	3,036	55
1	26.3%	(20.3% – 32.3%)	5,717	99
2	26.2%	(20.0% – 32.4%)	5,694	104
3	13.2%	(8.7% – 17.8%)	2,881	48
4	7.3%	(3.4% – 11.3%)	1,592	30
5 to 9	11.4%	(7.4% – 15.5%)	2,484	47
10 or more	1.6%	(0.3% – 2.9%)	347	8
Total	100%		21,751	391

Adults that had visited their personal doctor in the past six months rated him/her on four attributes: explaining things in a way that is easily understood (Table 69), listening carefully (Table 70), showing respect for what they had to say (Table 71), and spending enough time with them (Table 72). As shown in Table 69, very few adults (2.2%) reported their doctor never explained things in a way that was easily understood; 89.8% reported their doctor’s explanation was always (67.7%) or usually (22.1%) easy to understand.

Table 69: In the last six months, how often did your personal doctor explain things in a way that was easy to understand?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	89.8%	(85.2% – 94.4%)	16,780	306
<i>Always*</i>	67.7%	(60.3% – 75.1%)	12,657	238
<i>Usually*</i>	22.1%	(15.2% – 28.9%)	4,123	68
Sometimes	8.1%	(4.3% – 11.8%)	1,505	25
Never	2.2%	(0.0% – 5.0%)	405	4
Total	100%		18,691	335

* Not included in totals

Similarly, just 2.4% of adults reported their doctor never listened carefully, while 90.0% reported their doctor either always or usually listened carefully (see Table 70 for all results).

Table 70: In the last six months, how often did your personal doctor listen carefully to you?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	90.0%	(85.6% – 94.4%)	16,763	304
<i>Always*</i>	69.1%	(61.6% – 76.5%)	12,865	243
<i>Usually*</i>	20.9%	(13.9% – 28.0%)	3,898	61
Sometimes	7.6%	(4.2% – 11.1%)	1,424	27
Never	2.4%	(0.0% – 5.3%)	441	4
Total	100%		18,628	335

* Not included in totals

Whereas 1.3% reported their doctor never showed respect for what they have to say, 13.2% reported that their doctor showed this kind of respect sometimes. About the same proportion (14.1%) said this is usually the case. Still, 85.6% reported their doctor either usually (14.1%) or always (71.5%) shows respect for what they say. All valid results appear in Table 71.

Table 71: In the last six months, how often did your personal doctor show respect for what you had to say?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	85.6%	(78.9% – 92.3%)	16,014	304
<i>Always*</i>	71.5%	(64.4% – 78.6%)	13,373	246
<i>Usually*</i>	14.1%	(9.9% – 18.3%)	2,641	58
Sometimes	13.2%	(6.5% – 19.8%)	2,466	27
Never	1.3%	(0.0% – 2.5%)	235	5
Total	100%		18,715	336

* Not included in totals

The results shown in Table 72 are quite similar to Table 71. Just 1.8% of adults reported their doctor never spends enough time with them, 15.0% reported that this happens sometimes, and 83.2% reported that their doctor either usually or always spends enough time with them.

Table 72: In the last six months, how often did your personal doctor spend enough time with you?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	83.2%	(77.3% – 89.1%)	15,571	293
<i>Always*</i>	58.9%	(51.5% – 66.3%)	11,025	215
<i>Usually*</i>	24.3%	(17.8% – 30.8%)	4,545	78
Sometimes	15.0%	(9.6% – 20.4%)	2,811	40
Never	1.8%	(0.0% – 4.5%)	333	3
Total	100%		18,715	336

* Not included in totals

As shown below, the largest proportion of adults (37.8%) reported their personal doctor is the “best possible” using a scale from 0 to 10, where 0 is the worst possible and 10 is the best possible. Approximately one in six adults rated their doctor a 9 (17.9%) or an 8 (16.5%).

Table 73: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	1.6%	(0.0% – 4.1%)	347	2
1	1.1%	(0.0% – 2.1%)	230	5
2	1.1%	(0.0% – 2.1%)	236	5
3	2.0%	(0.6% – 3.4%)	431	10
4	4.9%	(1.9% – 7.8%)	1,050	15
5	8.1%	(2.5% – 13.6%)	1,752	16
6	5.1%	(2.4% – 7.9%)	1,113	19
7	4.0%	(1.7% – 6.3%)	860	19
8	16.5%	(11.0% – 22.0%)	3,574	55
9	17.9%	(13.3% – 22.5%)	3,885	73
10 – Best Possible	37.8%	(31.5% – 44.0%)	8,181	174
Total	100%		21,658	393

Table 74 shows some combinations of rating. The majority (55.7%) of adults rated their personal doctor as either a 9 or 10. 20.5% rated their doctor a 7 or 8.

Table 74: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	23.8%	(17.2% – 30.4%)	5,159	72
7 to 8	20.5%	(14.7% – 26.2%)	4,434	74
8 to 10	72.2%	(65.5% – 78.9%)	15,639	302
9 to 10	55.7%	(48.8% – 62.6%)	12,065	247

Getting Health Care from Specialists

57.7% of adult respondents tried to make an appointment with a specialist in the past six months (this does not include dentists or overnight hospital stays).

Table 75: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last six months, did you try to make any appointments to see a specialist?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	57.7%	(51.3% – 64.1%)	14,652	261
No	42.3%	(35.9% – 48.7%)	10,739	181
Total	100%		25,391	442

The survey asked adults that tried to make an appointment with a specialist four follow-up questions—presented in Table 76, Table 77, Table 78, and Table 79. As shown in Table 76, 82.4% of adults indicated it was either usually (37.5%) or always (44.9%) easy to get appointments with specialists.

Table 76: In the last six months, how often was it easy to get appointments with specialists?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	82.4%	(76.1% – 88.7%)	11,916	218
<i>Always*</i>	44.9%	(36.7% – 53.1%)	6,494	133
<i>Usually*</i>	37.5%	(28.6% – 46.4%)	5,423	85
Sometimes	15.0%	(9.0% – 21.1%)	2,172	31
Never	2.6%	(0.5% – 4.6%)	373	8
Total	100%		14,462	257

* Not included in totals

As shown in Table 77, the largest proportion (43.9%) of adults reported they have seen one specialist in the past six months; an additional 28.1% have seen two specialists, and 13.3% have seen three specialists in that time frame. Approximately 8% of adults have seen four or more specialists in the past six months.

Table 77: How many specialists have you seen in the last six months?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
None	6.6%	(2.5% – 10.6%)	949	16
1	43.9%	(35.3% – 52.6%)	6,355	100
2	28.1%	(21.2% – 35.0%)	4,062	75
3	13.3%	(7.3% – 19.3%)	1,927	36
4	5.2%	(2.5% – 7.9%)	757	20
5 or more specialists	2.9%	(0.1% – 5.6%)	419	8
Total	100%		14,469	255

Adults that saw at least one specialist in the previous six months rated the specialist they saw most often in that time period. These data appear in Table 78 and Table 79. The largest proportion (33.5%) rated the specialist as the “best possible” from 0 (worst) to 10 (best). 25.8% rated their specialist a 9, and 13.7% rated their specialist an 8.

Table 78: We want to know your rating of the specialist you saw most often in the last six months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	0.4%	(0.0% – 1.0%)	54	2
1	3.2%	(0.0% – 6.8%)	427	4
2	2.3%	(0.0% – 5.2%)	308	3
3	2.7%	(0.4% – 5.0%)	366	7
4	3.6%	(0.0% – 8.7%)	481	3
5	5.0%	(0.4% – 9.6%)	676	9
6	2.4%	(0.4% – 4.4%)	327	8
7	7.5%	(2.5% – 12.5%)	1,014	11
8	13.7%	(8.8% – 18.6%)	1,854	43
9	25.8%	(17.1% – 34.4%)	3,484	55
10 – Best Possible	33.5%	(26.0% – 41.0%)	4,530	94
Total	100%		13,520	239

Combining the ratings various ways, as is done in Table 79, we see that 73.0% of adults rated the specialist an 8 or higher.

Table 79: We want to know your rating of the specialist you saw most often in the last six months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	19.5%	(11.6% – 27.4%)	2,639	36
7 to 8	21.2%	(14.6% – 27.9%)	2,868	54
8 to 10	73.0%	(64.4% – 81.5%)	9,868	192
9 to 10	59.3%	(50.5% – 68.0%)	8,013	149

Your Health Plan

As depicted in Table 80, 63.5% of adults reported they tried to get care, tests, or treatment through New Hampshire Medicaid in the past six months.

Table 80: In the last six months, did you try to get any kind of care, tests, or treatment through your health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	63.5%	(57.3% – 69.7%)	16,123	287
No	36.5%	(30.3% – 42.7%)	9,268	155
Total	100%		25,391	442

Of those who had sought care, tests, or treatment, 45.9% reported that it was always easy to get this service through New Hampshire Medicaid; 29.6% reported they could usually receive the care, test, or treatment they needed. All valid responses appear in Table 81.

Table 81: In the last six months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	75.5%	(66.8% – 84.2%)	11,804	232
<i>Always*</i>	45.9%	(37.9% – 54.0%)	7,182	144
<i>Usually*</i>	29.6%	(22.5% – 36.7%)	4,621	88
Sometimes	18.7%	(10.7% – 26.8%)	2,930	36
Never	5.7%	(0.7% – 10.7%)	897	10
Total	100%		15,631	278

* Not included in totals

Most adults (79.8%) reported they had not tried to get information or help from New Hampshire Medicaid Client Services in the last six months; 20.2% of respondents had contacted New Hampshire Medicaid Client Services. These data appear in Table 82.

Table 82: In the last six months, did you try to get information or help from your health plan's customer service?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	20.2%	(14.6% – 25.8%)	5,136	90
No	79.8%	(74.2% – 85.4%)	20,255	352
Total	100%		25,391	442

About one-third of adults that contacted New Hampshire Medicaid Client Services reported they never (3.6%) or sometimes (28.7%) received the information or help they needed. About two-thirds always (31.7%) or usually (36.1%) received the information or help they needed. These data appear in Table 83.

Table 83: In the last six months, how often did your health plan’s customer service give you the information or help you needed?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	67.8%	(49.5% – 86.0%)	3,354	65
<i>Always*</i>	31.7%	(18.4% – 44.9%)	1,568	35
<i>Usually*</i>	36.1%	(20.7% – 51.5%)	1,786	30
Sometimes	28.7%	(10.0% – 47.4%)	1,419	15
Never	3.6%	(0.4% – 6.7%)	176	6
Total	100%		4,949	86

* Not included in totals

7.5% of adults that contacted New Hampshire Medicaid Client Services in the past six months reported they were never (3.5%) or sometimes (4.0%) treated with courtesy and respect. The majority reported they were always (38.9%) or usually (53.7%) treated with courtesy and respect. All valid data appear in Table 84.

Table 84: In the last six months, how often did your health plan’s customer service staff treat you with courtesy and respect?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	92.5%	(85.1% – 100.0%)	4,659	79
<i>Always*</i>	38.9%	(24.5% – 53.2%)	1,956	49
<i>Usually*</i>	53.7%	(37.8% – 69.5%)	2,703	30
Sometimes	4.0%	(0.7% – 7.3%)	202	7
Never	3.5%	(0.0% – 10.2%)	174	1
Total	100%		5,034	87

* Not included in totals

As shown in Table 85, in the past six months, 19.7% of respondents received forms to fill out from New Hampshire Medicaid Client Services.

Table 85: In the last six months, did your health plan give you any forms to fill out?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Yes	19.7%	(15.2% – 24.2%)	4,997	102
No	80.3%	(75.8% – 84.8%)	20,394	340
Total	100%		25,391	442

Of the respondents that had received forms to complete, the largest proportion (38.3%) reported they were usually easy to fill out. About equal proportions reported they were always (28.2%) or sometimes (30.2%) easy to complete. Just 3.3% reported they were never easy to complete. These data appear in Table 86.

Table 86: In the last six months, how often were the forms from your health plan easy to fill out?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
Always and Usually	66.5%	(54.7% – 78.3%)	3,287	70
<i>Always*</i>	28.2%	(17.4% – 39.0%)	1,394	33
<i>Usually*</i>	38.3%	(26.0% – 50.6%)	1,893	37
Sometimes	30.2%	(18.6% – 41.7%)	1,490	26
Never	3.3%	(0.0% – 7.2%)	165	4
Total	100%		4,942	100

* Not included in totals

All adult respondents rated New Hampshire Medicaid on a scale from 0 (worst possible) to 10 (best possible). As shown in Table 87, the largest proportion of respondents (30.7%) rated New Hampshire Medicaid as the “best possible.” 18.8% rated New Hampshire Medicaid a 9, and 14.5% rated New Hampshire Medicaid an 8.

Table 87: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 – Worst Possible	0.3%	(0.0% – 0.7%)	76	2
1	1.2%	(0.0% – 2.6%)	304	5
2	0.9%	(0.0% – 1.9%)	228	4
3	2.0%	(0.6% – 3.4%)	507	10
4	6.0%	(1.0% – 10.9%)	1,512	15
5	10.0%	(5.7% – 14.2%)	2,530	36
6	7.6%	(4.1% – 11.1%)	1,931	28
7	8.0%	(4.7% – 11.3%)	2,041	38
8	14.5%	(10.4% – 18.7%)	3,690	65
9	18.8%	(14.0% – 23.6%)	4,773	78
10 – Best Possible	30.7%	(25.2% – 36.3%)	7,800	161
Total	100%		25,391	442

As shown in Table 88, 49.5% of the respondents rated New Hampshire Medicaid a 9 or 10; 22.6% rated it a 7 or 8, and 27.9% rated it a 6 or lower.

Table 88: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? (Condensed)

	Weighted Percent	Confidence Interval	Population Estimate	Sample Count
0 to 6	27.9%	(21.5% – 34.4%)	7,088	100
7 to 8	22.6%	(17.5% – 27.6%)	5,731	103
8 to 10	64.0%	(57.5% – 70.6%)	16,262	304
9 to 10	49.5%	(43.1% – 55.9%)	12,572	239

5. Discussion and Next Steps

This report describes the results of the Agency for Healthcare Research and Quality's (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Medicaid Child & Adult Surveys administered in the summer of 2012 to New Hampshire Medicaid beneficiaries. The survey questions ask about beneficiary interactions with New Hampshire Medicaid services and providers in the following topic areas:

- Self-Assessment of General Health,
- Rating of Health Care in the Last Six Months,
- Rating of Personal Doctor in the Last Six Months,
- Rating of Specialists in the Last Six Months, and
- Rating of Health Plan in the Last Six Months.

The results of the report demonstrate that New Hampshire Medicaid's current fee for service program beneficiaries are generally satisfied with the New Hampshire Medicaid program, its providers, and their or their child's ability to access care. Key results are summarized below along with national Medicaid medians.*

- 98% of parents and 85% of adults seeking immediate care reported they were always or usually able to receive care as soon as they thought they needed it (US median: Child=92%; Adult=82%).
- 92% of parents and 87% of adults reported they were always or usually able to obtain an appointment for non-emergency care as soon as they needed it (US median: Child=85%; Adult=80%).
- 91% of parents and 76% of the adults who tried to get care, tests or treatment reported it was always or usually easy to get these services through New Hampshire Medicaid (US median: Child=83%; Adult=78%).

This study sets the stage for important New Hampshire Medicaid initiatives that will further expand the use of the CAHPS® survey instrument in New Hampshire. The availability of beneficiary perspective into the program is vital as the Department moves its Medicaid population to a Care Management model and continues to develop its capacity to monitor and improve the quality of care received by beneficiaries.

In the 2012 survey, adults generally had poorer survey results than children (similar to national results, but with New Hampshire adults proportionally worse than children to a larger degree than national medians). In December 2012, NH Medicaid was awarded an Adult Medicaid Quality grant from the Centers for Medicare and Medicaid Services (CMS) to build capacity in monitoring quality and

* Note: National results are almost entirely based on beneficiaries receiving care through a managed care model. While NH Medicaid beneficiaries are not yet cared for through such a model, the comparison is the best available.

implementing quality improvement activities in the adult Medicaid population. The grant will fund a more robust CAHPS® survey in mid-2013 that will have a greatly increased sample size. The larger sample size of the survey will allow results to be stratified by geography, gender, and long term care status to better determine which populations are driving results. The information gained will be provided to New Hampshire's Care Management organizations as they transition to caring for much of the adult population.

