

Oklahoma Health Care Authority

**ECHO[®] Child Behavioral Health Survey
for SoonerCare Choice**

**Executive Summary and
Technical Specifications**



Report for Contract: State Fiscal Year 2010

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ECHO® Child Behavioral Health Survey for SoonerCare Choice

Executive Summary

The Oklahoma Health Care Authority (OHCA) is the state's single agency responsible for administering Medicaid. The managed care component of this program is known as SoonerCare Choice, which operated under a partially capitated case management system during the first half of state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare (APS) to survey children enrolled in SoonerCare Choice who accessed outpatient behavioral health services between December 1, 2008, and November 30, 2009. This survey is conducted annually alternating between the adult and child populations.

Comparing the 2008 survey and the 2010 survey, results indicated fairly high levels of satisfaction holding steady across an array of 21 quality measures. One measure showed a statistically significant difference between 2008 and 2010:

- The composite measure “As far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?” had a significant decrease of members who reported “yes” from 6.7% in 2008 to 2.8% in 2010.

ECHO[®] Child Behavioral Health Survey for SoonerCare Choice

Technical Specifications

Consumer satisfaction surveys are an important source of information to consumers, purchasers of health care, health plans and program administrators. By responding to satisfaction surveys, individuals provide valuable information regarding access to care, use of services, and satisfaction with the care they have received. The practice of surveying the general population of managed care members about their overall experience with their health plan has extended to surveying special populations. This special population survey detailed responses of members enrolled in SoonerCare Choice who received outpatient behavioral health services through the SoonerCare program.

The Oklahoma Health Care Authority (OHCA) is the state's single agency responsible for administering Medicaid. The managed care component of this program is known as SoonerCare Choice, which operated under a partially capitated case management system during the first half of the state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. Behavioral health services are available to SoonerCare Choice members. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare to survey members enrolled in SoonerCare Choice who accessed outpatient behavioral health services between December 1, 2008, and November 30, 2009. This technical report includes information on the survey methodology, findings, and summary information on the respondents' satisfaction with behavioral health services received.

The OHCA annually administers the Experience of Care and Health Outcomes (ECHO) survey, version 3.0, to measure members' satisfaction with behavior health services. The methodology for this survey was based on the Consumer Assessment of Healthcare Providers Systems (CAHPS[®]). The CAHPS surveys, administration protocol and survey analysis were developed by Harvard, RAND and the Research Triangle Institute. The ECHO survey was developed by behavioral health consumers, clinicians and behavioral health policy experts, including representatives from the National

Committee for Quality Assurance's (NCQA) Behavioral Health Measurement Advisory Panel, the Center for Mental Health Services, and the National Alliance for the Mentally Ill. On alternating years the OHCA surveys adults about their experiences with behavioral health treatment and parents/guardians about their children's behavioral health care. For SFY 2010 the survey focused on services provided to children; comparisons were made with results from SFY 2008, the last year during which SoonerCare Choice children were measured by the ECHO survey.

Method

The Child ECHO Health Plan survey 3.0 questionnaire (shown in Appendix A) was administered by The Myers Group (TMG) between December 1, 2009, and March 31, 2010. The survey covered several aspects of behavioral health services, including:

- Access to care
- Receiving care without long waits
- Communication with clinicians
- Family involvement in care
- Perceived improvement in functioning
- Patient's rights
- Experiences with the health plan

The questionnaire also asked respondents to give overall ratings of the counseling or treatment they received and SoonerCare Choice.

Sampling

Because it was not feasible to survey the entire SoonerCare Choice population, recognized sampling techniques were used to obtain information from a limited number of members. This information was used to estimate the consumer satisfaction of the SoonerCare Choice population as a whole. Sampling and fielding of the survey was conducted by subcontract with a nationally certified CAHPS survey firm, TMG.

Sampling for this survey followed CAHPS 3.0 protocols. APS provided TMG with a list of eligible members for sample selection. Each member included in the eligibility list met the following criteria:

- 17 years of age or younger as of November 30, 2008;
- Enrolled in the SoonerCare Choice program as of November 30, 2009 and
- Continuously enrolled in SoonerCare Choice for 12 months between December 1, 2008, and November 30, 2009. (Continuous enrollment was defined as having no more than one 45-day break in enrollment during the year.)

In addition, APS limited the pool of members to those who had paid claims for outpatient behavioral health services between December 1, 2008, and November 30, 2009, in hopes of improving response rates. In accordance with CAHPS recommendations and to reduce the burden on respondents, TMG randomly selected only one member from a household for the sample. The ECHO Survey and Reporting Kit 3.0 standards indicate that a minimum of 411 completed surveys were needed for a valid administration. Estimating a response rate of 40% and adjusting 15% for the underreporting of behavioral health services received, the recommended sample was 1,183 members. The total number of SoonerCare Choice members eligible for the survey was 17,202; TMG selected a random sample of 2,000 members.

Data Collection

The CAHPS survey methodology allowed data to be collected by mail, telephone interview, or a combination of mail and telephone. The OHCA and APS agreed to conduct the survey using mail, and incorporated telephone interviewing only when the targeted response rate was not received. The survey process had six outreach interventions that included mailings of the survey packet, reminder postcards, and phone follow-up with bilingual interviewers.

After the sample was selected, address lists were processed using the U.S. Postal Service's CASS Certified ZIP + 4 Coding Software, which verified the zip code for each address. Each packet included a questionnaire and a letter that explained the purpose and

the importance of the survey. To encourage participation, the packet also contained a postage-paid business reply envelope. Reminder postcards served to thank individuals who had responded to the survey and to remind others to complete their questionnaires. Members selected for the sample who did not respond to the first survey and/or postcard mailings were mailed a second survey. All correspondence included a toll-free number that members could use to contact TMG with questions regarding the survey or to complete the survey over the telephone. Each information letter contained a statement written in Spanish asking the member to call the toll-free number to take the survey by phone with a Spanish interpreter. If needed, follow-up calls were then initiated with bilingual interviewers.

TMG developed a database to track the status of members selected for the sample at each stage of the survey protocol. The database identified members who had not returned the survey and needed subsequent mailings. The database also indicated the date that a member responded to the survey, refused to participate in the survey, or was determined to be ineligible for the survey. Members were determined to be ineligible for the survey if they no longer qualified for SoonerCare or had moved to a another state.

The criteria for determining a complete ECHO survey was taken from Article X of the CAHPS Survey and Reporting Kit entitled, “Determining a Complete ECHO Questionnaire.” According to those criteria, if 9 of 18 key items were appropriately answered, the survey was considered complete. Only surveys that met these criteria were included in the analysis.

Data Coding and Data Entry

TMG recorded the responses to the questionnaires in a database specifically designed for this purpose. The data entry program permitted the entry of only those responses that were within the accepted range for each specific item; for example, if a rating was supposed to be on a scale of 0 to 10, a response of 12 could not be entered. APS performed a data clean-up process prior to the actual analysis to detect any additional out-of-range values and response inconsistencies. Typically, inconsistencies occurred when respondents did not follow the skip pattern of question groups. Whenever

feasible, APS recoded the items to conform to the questionnaire skip patterns; for example, if one response indicated the person did not receive forms to fill out, then any subsequent responses to questions about the ease of completing the forms were discarded. However, when the intent of the respondent could not be determined, the analyst recoded the item as missing.

Data Analysis

All analyses and calculations in the study were performed by APS using SAS Version 9.1. Frequencies were computed for all the items on the survey. Due to the lengthy results for this type of descriptive statistics, the frequency distributions are reported in Appendix B rather than in the results section.

The main analysis compared this year's survey results with those from the previous administration of the survey, which was in SFY 2008. This analysis produced three types of results: global ratings, composite measures, and individual items.

Global ratings, which used a scale of 0 to 10, measured the respondents' assessment of their health plan and the quality of the care received. APS computed the means for each global rating and used t-tests to compare means from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. The two global ratings compared were:

- Overall rating of treatment or counseling received by the child
- Overall rating of the health plan.

Composite measures combined the responses to questions that were closely related to each other and provided more comprehensive and meaningful results than comparing each item separately. APS computed the mean scores for each composite and used t-tests to compare means from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. The five composite measures were compared were:

- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate
- Experiences in getting treatment and information from the plan
- Perceived improvement from treatment

- Availability of professional help and support

Individual items provided meaningful results concerning specific issues. For items with multiple responses, APS computed the mean scores for each individual item and used t-tests to compare results from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. For items with dichotomous “yes/no” responses, APS computed chi-squared tests to compare results. The individual items that could be compared were:

- Appointment waiting time
- Amount child was helped by treatment
- Informed about medication side effects
- Discussed goals of treatment
- Discussed treatment options
- Informed about condition management
- Informed about patient rights
- Ability to refuse treatment options
- Health information privacy
- Responsiveness to cultural needs
- Reasons for seeking treatment

Results

Table 1 shows the response by method for the current year’s survey and the previous administration of the survey in SFY 2008.

Table 1. Completed Survey Response by Method and Year

| Completed Surveys | SFY 2010 Survey | SFY 2008 Survey |
|--------------------------------|------------------------|------------------------|
| Mailing | 519 | 433 |
| Phone Follow-Up | 114 | 114 |
| Total Completed Surveys | 633 | 547 |

The study evaluated each returned questionnaire to determine if it met the CAHPS definition for a completed survey. To be considered complete, a questionnaire must have had appropriate responses to at least nine of 18 key questions identified by CAHPS. APS

coded returned questionnaires that did not pass the completion criteria as non-respondents and excluded them from the analysis. During SFY 2010, 380 surveys were deemed ineligible due to not meeting the criteria for completion.

Table 2 shows the number of ineligible survey respondents by disposition.

Table 2. Number of ineligible surveys for SFY 2010

| Ineligible Disposition | N | % |
|--------------------------------------|------------|-------------|
| Did not meet criteria for completion | 380 | 100% |
| Total Ineligibles | 380 | 100% |

The adjusted response rate, expressed as a percentage, is the number of completed surveys divided by the number of eligible surveys.

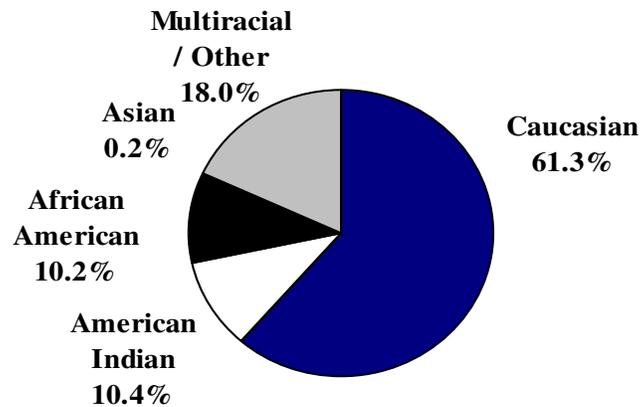
$$\frac{\text{Number of completed surveys}}{\text{Number of eligible surveys}} \times 100 = \text{Adjusted response rate}$$

$$\frac{(\text{Total completed surveys})}{(\text{Sample}) - (\text{Ineligible})} = \frac{633}{2000 - 380} \times 100 = 39.1\%$$

The adjusted response rates for the current SoonerCare Choice survey was 39.1%; the adjusted response rates for the previous SoonerCare Choice survey was 32.0%. The difference in response rates probably is attributable to the decision in SFY 2010 to limit the sampling frame to participants who had a paid claim with a behavioral health provider during the sample timeframe.

Demographics

Respondents were asked their race and ethnicity. Figure 1 shows the results.

Figure 1. ECHO Respondents' Racial Identity

Results showed that the majority of participants (61.3%) were Caucasian. African Americans and American Indians were equally represented (10% each), and the remaining members reported another race or multiple races. In response to a separate question about ethnicity, 9.9% of respondents reported to be Hispanic or Latino.

Global Ratings

In Figures 2 and 3, the overall ratings are shown for the following:

- Overall rating of treatment or counseling received
- Overall rating of the health plan providing behavioral health services

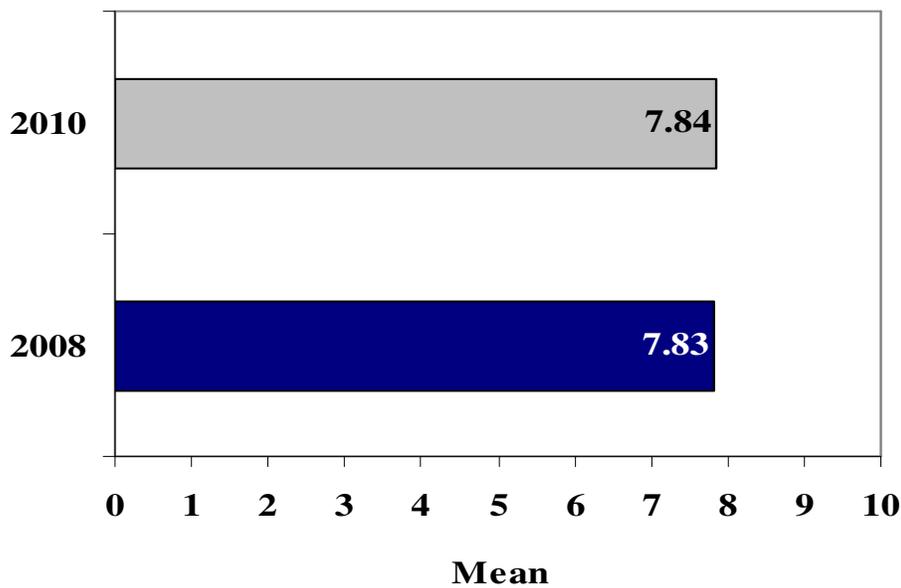
The means for the global rating items for the two years are shown in bar graphs. The table below each graph lists the number of respondents analyzed, the means, and the p-value associated with the statistical comparison between the two years, using a t-test. A p-value less than .05 was considered statistically significant. That is, if the p-value was less than .05, the two means were statistically different from each other; otherwise, the two means were not statistically different.*

* APS used SAS PROC TTEST to compute the significance of difference between years. Reported p-values are from pooled tests with equal variances assumed: no items failed a test of equal variances.

Overall Rating of Treatment or Counseling Received

- *Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your child's counseling or treatment in the last 12 months?*

Figure 2. Overall Rating of Treatment or Counseling Received



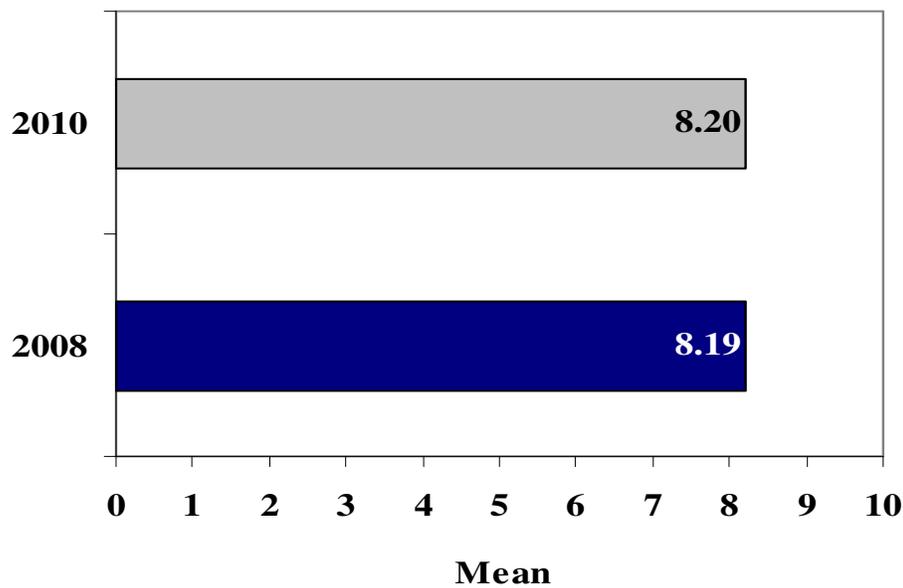
| Year | N | Mean | p-value |
|------|-----|------|---------|
| 2010 | 620 | 7.84 | .9371 |
| 2008 | 287 | 7.83 | |

Figure 2 demonstrates that SoonerCare Choice members remained fairly satisfied with the counseling and treatment received in 2010 compared with the ratings in 2008. The slight increase was not statistically significant.

Overall Rating for Health Plan on Providing Behavioral Health Services

- *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 for counseling or treatment?*

Figure 3. Overall Rating for Health Plan on Providing Behavioral Health Services



| Year | N | Mean | p-value |
|------|-----|------|---------|
| 2010 | 616 | 8.20 | .9910 |
| 2008 | 349 | 8.19 | |

Figure 3 shows that SoonerCare Choice members were satisfied with the provision of behavioral health services in 2010. The slight increase from 2008 was not statistically significant.

Composite Measures

In Figures 4 through 8, the following composite measures are provided:

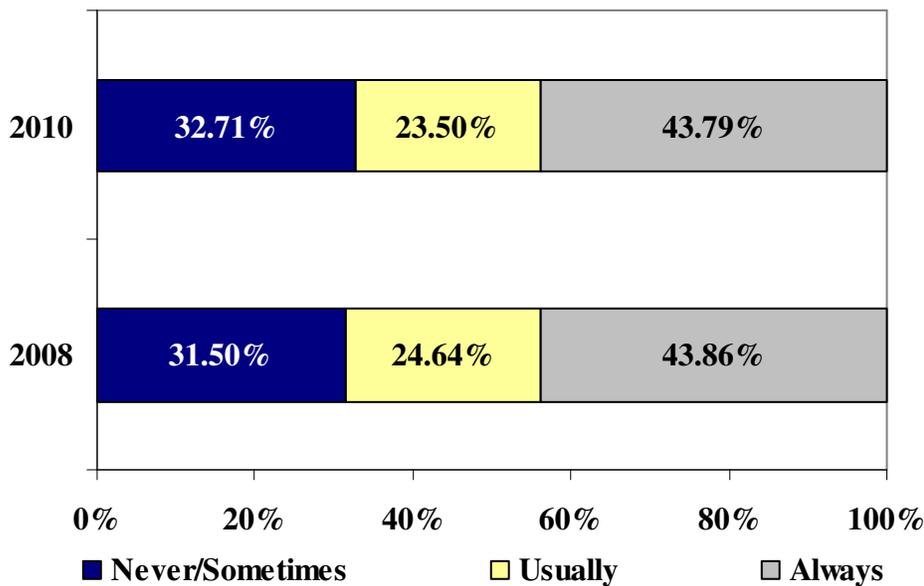
- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate
- Experiences in getting treatment and information from the plan
- Perceived improvement from treatment
- Availability of help and support

The percentage in each category for the composite measures is shown in the bar graph. The table below each graph lists the number of respondents analyzed, and the mean and the p-value associated with the statistical comparison between the two years. The smallest categories are combined for display purposes only, so that percentages can be shown for each category in the graph. See footnotes below each table on how recoding was performed.

Getting Treatment Quickly

- *In the last 12 months, how often did you get the professional counseling your child needed on the phone?*
- *In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?*
- *In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted?*

Figure 4. Getting Treatment Quickly



| Year | N | Mean* | p-value |
|------|-----|-------|---------|
| 2010 | 549 | 3.00 | .3195 |
| 2008 | 294 | 3.01 | |

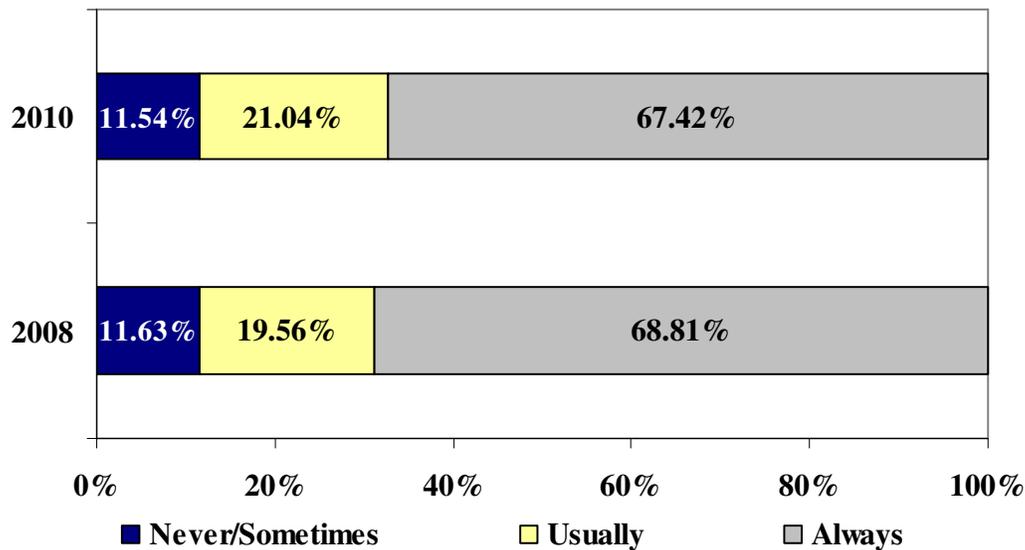
* Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

Figure 4 shows that 67.3% of the respondents in 2010 reported usually or always receiving treatment quickly. This was a decrease from 2008 when 68.5% of respondents reported usually or always receiving treatment quickly. The mean difference was not statistically significant.

How Well Clinicians Communicate

- In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?
- In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?
- In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?
- In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?
- In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?

Figure 5. How Well Clinicians Communicate



| Year | N | Mean* | p-value |
|------|-----|-------|---------|
| 2010 | 633 | 3.53 | .8788 |
| 2008 | 290 | 3.55 | |

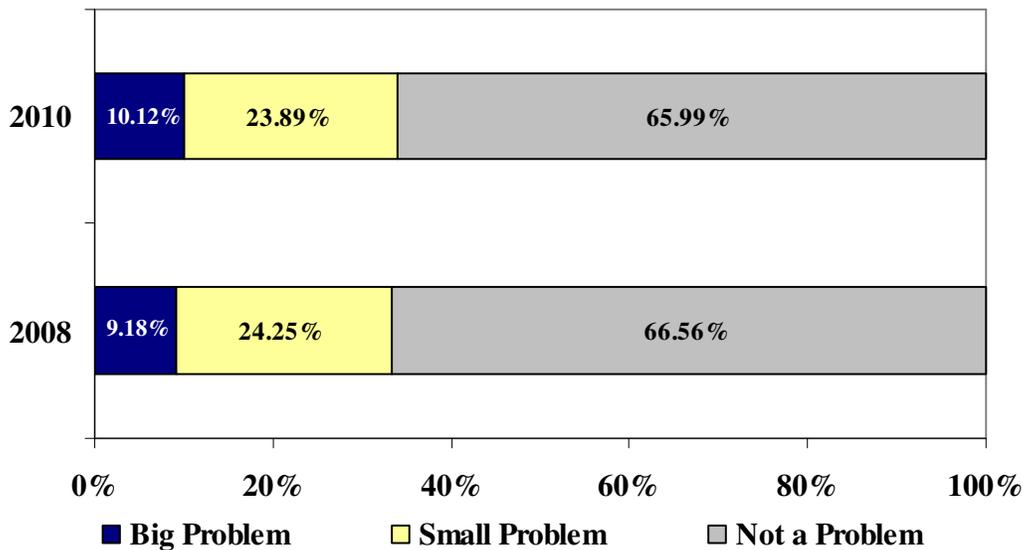
* Responses of "Never" and "Sometimes" were recoded to 1, responses of "Usually" were recoded to 2 and responses of "Always" were recoded to 3.

Figure 5 shows that 88% of members felt that clinicians usually or always communicated well during 2010, the same as 2008. The mean difference was not significant.

Access to Treatment and Information from the Health Plan

- Since your child joined this health plan, how much of a problem, if any, was it to get someone for your child you are happy with?
- In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your child’s health plan?
- In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought your child needed?
- In the last 12 months, how much of a problem, if any, was it to find or understand information (about counseling or treatment)?
- In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called the health plan’s customer service?
- In the last 12 months, how much of a problem, if any, did you have with paperwork for your child’s health plan?

Figure 6. Access to Treatment and Information from the Health Plan



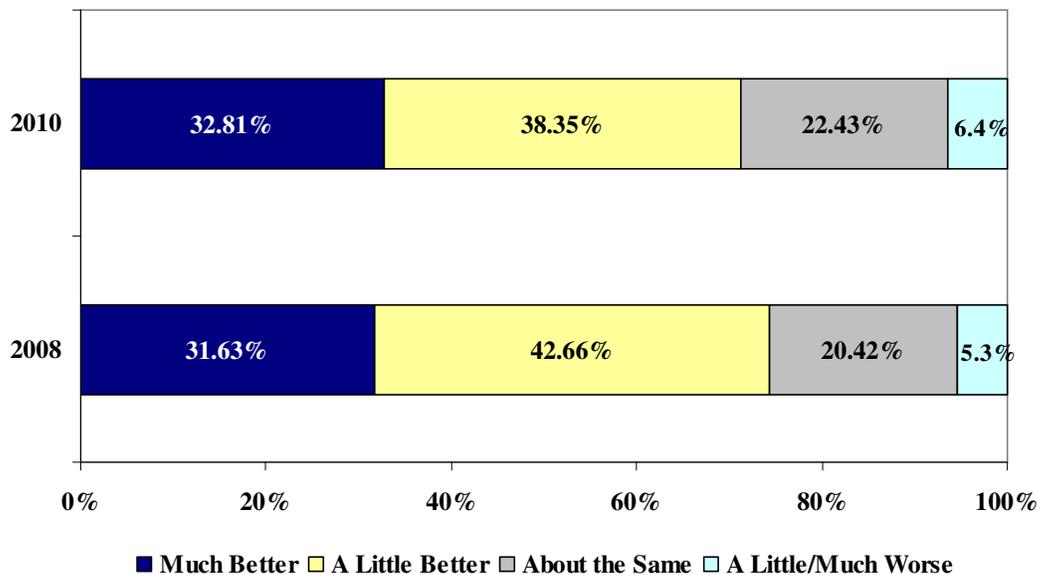
| Year | N | Mean | p-value |
|------|-----|------|---------|
| 2010 | 618 | 2.56 | .6891 |
| 2008 | 351 | 2.57 | |

Figure 6 demonstrates that 89.9% of respondents indicated no problem with access to treatment and information in 2010, compared with 90.8% in 2008. The mean difference in average ratings was not statistically significant.

Perceived Improvement from Treatment

- *Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?*
- *Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?*
- *Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?*
- *Compared to 12 months ago, how would you rate your child's problems or symptoms now?*

Figure 7. Perceived Improvement from Treatment



| Year | N | Mean* | p-value |
|------|-----|-------|---------|
| 2010 | 627 | 2.04 | .6213 |
| 2008 | 359 | 2.01 | |

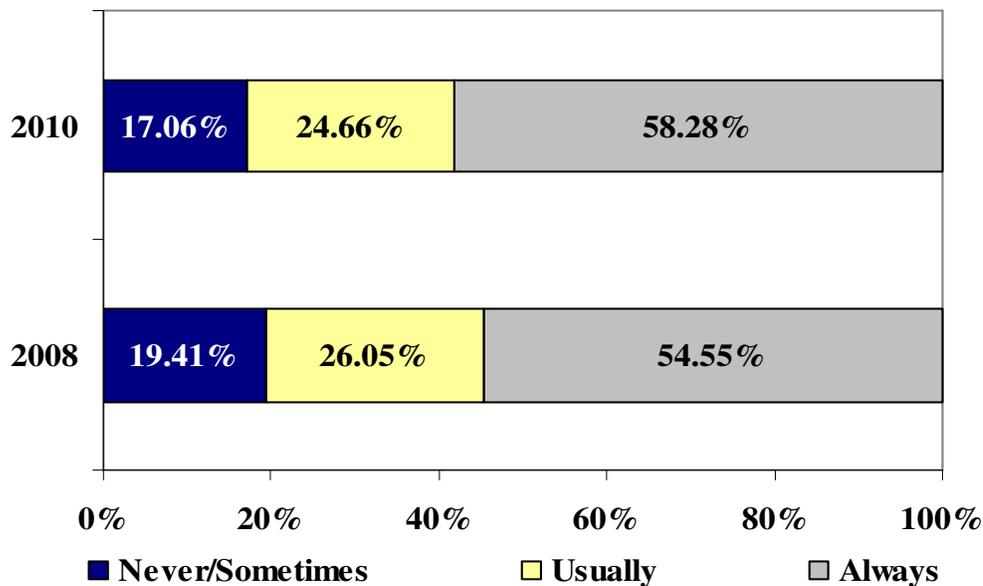
* Responses of "Much better" were recoded to 1, responses of "A little better" were recoded to 2, responses of "About the same" were recoded to 3, responses of "A little worse" and "Much worse" were recoded to 4.

Figure 7 shows that 71.2% of respondents in 2010 believed their child was “much better” or “a little better”, compared with 74.3% in 2008. The mean difference was not statistically significant.

Availability of Help and Support

- *In the last 12 months, how often did your family get the professional help you wanted for your child?*
- *In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?*

Figure 8. Availability of Help and Support



| Year | N | Mean* | p-value |
|------|-----|-------|---------|
| 2010 | 627 | 3.36 | .4424 |
| 2008 | 288 | 3.31 | |

* Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

Figure 8 shows that 82.9% of respondents in 2010 believed their child “usually” or “always” had professional help and support available, compared with 80.6% in 2008. The difference of means was not statistically significant.

Single Item Measures

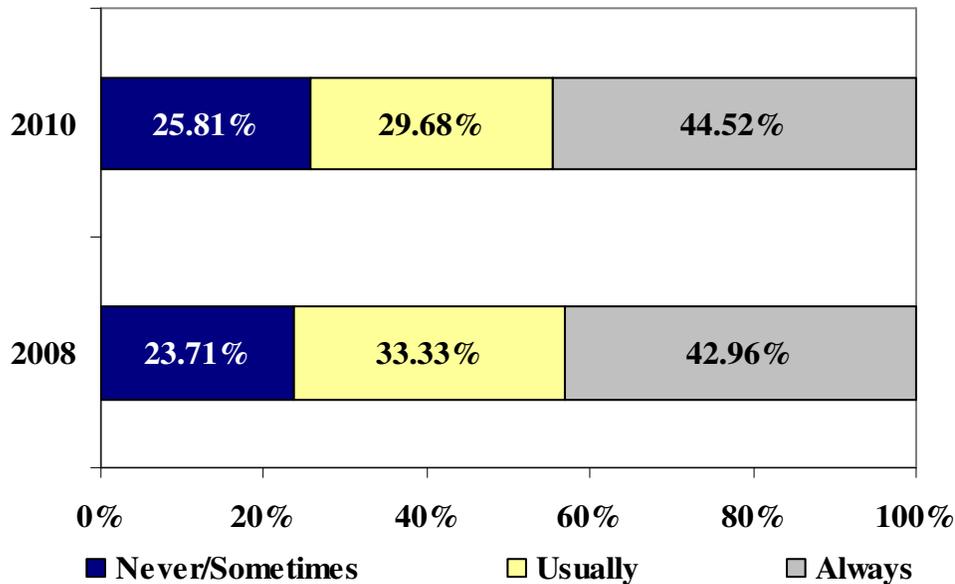
Figures 9 and 10, and Table 2 compare results for the following single item measures:

- Appointment waiting time
- Amount child was helped by treatment
- Informed about medication side effects
- Discussed goals of treatment
- Discussed treatment options
- Informed about condition management
- Informed about patient rights
- Ability to refuse treatment options
- Health information privacy
- Responsiveness to cultural needs
- Reasons for seeking treatment

Table 2 contains the percentage who answered “yes” to yes/no questions in 2008 and 2010, as well as the p-value for a statistical chi-squared test of the difference between years. Differences with p-values of .05 or less are considered statistically significant.

Appointment Waiting Time

- *In the last 12 months, how often was your child seen within 15 minutes of his or her appointment?*

Figure 9. Appointment Waiting Time

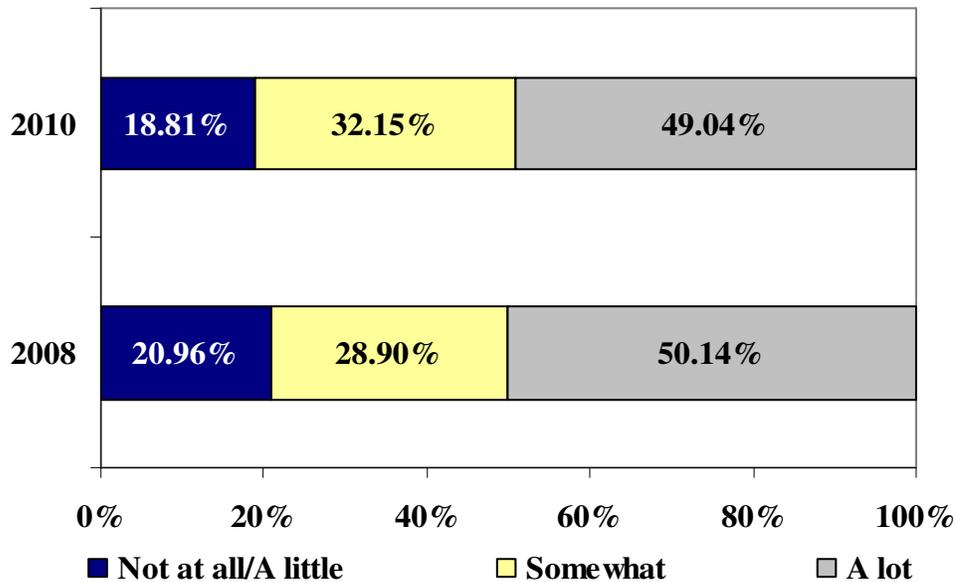
| Year | N | Mean* | p-value |
|------|-----|-------|---------|
| 2010 | 620 | 3.09 | .8197 |
| 2008 | 291 | 3.10 | |

* Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

Figure 9 shows that 74.2% of respondents in 2010 said their child “usually” or “always” was seen within 15 minutes, compared with 76.3% in 2008. The difference of means was not statistically significant.

How Much Your Child was Helped

- *In the last 12 months, how much was your child helped by the counseling or treatment he or she got?*

Figure 10. How Much Child was Helped

| Year | N | Mean* | p-value |
|------|-----|-------|---------|
| 2010 | 622 | 3.25 | .6856 |
| 2008 | 353 | 3.23 | |

* Responses of “Not at all” and “A little” were recoded to 1, responses of “Somewhat” were recoded to 2 and responses of “A lot” were recoded to 3.

Figure 10 shows that 81.2% of respondents in 2010 said their child was helped “somewhat” or “a lot”, compared with 79.0% in 2008. The difference of means was not statistically significant.

Table 3. Percent Responding “Yes” to Single-Item Measures

| Item | SFY 2008 | SFY 2010 | p-value |
|---|---------------------|---------------------|----------------|
| <i>Were you told what side effects of those medicines to watch for?</i> | 80.30% | 80.57% | .9337 |
| <i>Were the goals of your child’s counseling or treatment discussed completely with you?</i> | 89.55% | 88.22% | .5563 |
| <i>Were you given information about different kinds of counseling or treatment that are available for your child?</i> | 62.11% | 64.25% | .5331 |
| <i>Were you given as much information as you wanted about what you could do to manage your child’s condition?</i> | 73.17% | 74.15% | .7546 |
| <i>Were you given information about your child’s rights as a patient?</i> | 88.61% | 90.06% | .5077 |
| <i>Did you feel you could refuse a specific type of medicine or treatment for your child?</i> | 87.06% | 87.68% | .7936 |
| <i>As far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?</i> | 6.67% | 2.78% | .0058* |
| <i>Was the care your child received responsive to those (cultural) needs?</i> | 75.00% | 76.92% | .8908 |
| <i>Was any of your child’s counseling or treatment for problems related to ADHD or other behavior problems?</i> | 77.90% | 81.73% | .1481 |
| <i>Was any of your child’s counseling or treatment for family problems or mental or emotional illness?</i> | 66.76% | 67.91% | .7146 |
| <i>Was any of your child’s counseling or treatment for autism or other developmental problems?</i> | 20.00% | 22.30% | .4044 |
| <i>Was any of your child’s counseling or treatment for help with alcohol use or drug use?</i> | 5.16% | 4.21% | .4958 |

* Statistically significant

Discussion

Comparing the SFY 2008 survey and the SFY 2010 survey, results indicated relatively high levels of satisfaction holding steady across an array of 21 quality measures. Although the majority of the differences were not statistically significant, many of the quality measures showed slight improvements. These results continue to reflect a positive upward trend occurring in regards to member satisfaction with the behavioral health services for children.

One measure showed a statistically significant difference between SFY 2008 and SFY 2010. The single-item measure “As far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?” reflected a significant decrease in the percent of members who responded “yes” from 6.7% in SFY 2008 to 2.8% in SFY 2010. This may indicate that members perceive providers being more cautious about complying with HIPAA regulations regarding disclosure of personal health information.

The SFY 2010 sampling methodology limited the sample pool to members who had a paid behavioral health claim. This method may have contributed to an increase in the adjusted response rate, which was 22.2% higher than the SFY 2008 rates. APS recommends the OHCA continue to follow this sampling methodology for future surveys.

Appendix A



• Answer all the questions by shading or marking the box with blue or black ink.
Like this , this , or this

• You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, Like this: YesGo to Question 3.

All information that would let someone identify you or your family will be kept private. The Myers Group 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.

You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-901-8432.

PERSONAL OR FAMILY COUNSELING

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

Children can get counseling, treatment or medicine for many different reasons, such as:

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavioral problems
- Family problems (like when parents and children have trouble getting along)
- For mental or emotional illness
- For autism or other developmental conditions
- Needing help with drug or alcohol use

1. In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?
 YesGo to Question 2
 NoGo to Question 57

YOUR CHILD'S COUNSELING AND TREATMENT IN THE LAST 12 MONTHS

The next questions ask about your child's counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?
 YesGo to Question 3
 NoGo to Question 4

3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?
 Never
 Sometimes
 Usually
 Always

4. In the last 12 months, did your child need counseling or treatment right away?
 YesGo to Question 5
 NoGo to Question 6

5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?
 Never
 Sometimes
 Usually
 Always

6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?
 YesGo to Question 7
 NoGo to Question 8

Thank You

Please return the completed survey in the postage-paid envelope to:

Attn: Survey Processing Department
 The Myers Group
 2351 Henry Clower Boulevard, Suite C
 Shelville, GA 30078-3107
 Toll-Free: 1-877-901-8432

For Internal Purposes Only: 97407

7. In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

8. In the last 12 months, how many times did your child go to an **emergency room or crisis center** to get counseling or treatment?

- None
- 1 time
- 2 times
- 3 or more times

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?

- NoneGo to Question 31
- 1 to 10 timesGo to Question 10
- 11 to 20 timesGo to Question 10
- 21 or more timesGo to Question 10

10. In the last 12 months, how many times did your child get counseling or treatment **in your home**?

- None
- 1 to 10 times
- 11 to 20 times
- 21 or more times

11. In the last 12 months, how often was your child seen **within 15 minutes** of his or her appointment?

- Never
- Sometimes
- Usually
- Always

The next questions are about **all** the counseling or treatment your child got in the last 12 months in your home, during office, clinic, and emergency room **visits** as well as **over the phone**. Please do the best you can to include all the different people your child saw for counseling or treatment in your answers.

12. In the last 12 months, how often did the people your child saw for counseling or treatment **listen carefully to you**?

- Never
- Sometimes
- Usually
- Always

13. In the last 12 months, how often did the people your child saw for counseling or treatment **explain things** in a way you could understand?

- Never
- Sometimes
- Usually
- Always

14. In the last 12 months, how often did the people your child saw for counseling or treatment **show respect for what you had to say**?

- Never
- Sometimes
- Usually
- Always

15. In the last 12 months, how often did the people your child saw for counseling or treatment **spend enough time** with you?

- Never
- Sometimes
- Usually
- Always

16. In the last 12 months, did your child take any **prescription medicines** as part of his or her treatment?

- YesGo to Question 17
- NoGo to Question 18

17. In the last 12 months, were you told what **side effects** of those medicines to watch for?

- Yes
- No

18. In the last 12 months, how often were you **involved as much as you wanted** in your child's counseling or treatment?

- Never
- Sometimes
- Usually
- Always

19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?

- Yes
- No

64. 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 degree
- More than 4-year college degree

65. How are you related to the child?

- Mother or Father
- Grandparent
- Aunt or uncle
- Older sibling
- Other relative
- Legal guardian

66. Did someone help you complete this survey?

- Yes **Go to Question 67**
- No **Please return the survey in the postage-paid envelope.**

67. How did that person help you? *(Mark 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:

20. In the last 12 months, how often did your family get the professional help you wanted for your child?

- Never
- Sometimes
- Usually
- Always

21. In the last 12 months, how often did you feel your child **had someone to talk to** for counseling or treatment when he or she was troubled?

- Never
- Sometimes
- Usually
- Always

22. In the last 12 months, were you given information about **different kinds** of counseling or treatment that are available for your child?

- Yes
- No

23. In the last 12 months, were you given as much information as you wanted about what you could do to **manage** your child's condition?

- Yes
- No

24. In the last 12 months, were you given information about your child's **rights as a patient**?

- Yes
- No

25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

- Yes
- No

26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment **share information** with others that should have been kept private?

- Yes
- No

27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment **he or she needs**?

- Yes **Go to Question 28**
- No **Go to Question 29**

28. In the last 12 months, was the care your child received responsive to those needs?

- Yes
- No

29. Using **any number from 0 to 10**, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your child's **counseling or treatment** in the last 12 months?

| Worst counseling or treatment possible | | | | | Best counseling or treatment possible | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

- Not at all
- A little
- Somewhat
- A lot

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

- Excellent
- Very good
- Good
- Fair
- Poor

32. **Compared to 12 months ago**, how would you rate your child's ability to deal with **daily problems now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

33. **Compared to 12 months ago**, how would you rate your child's ability to deal with **social situations now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

34. Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?

- Much better
- A little better
- About the same
- A little worse
- Much worse

35. Compared to 12 months ago, how would you rate your child's problems or symptoms now?

- Much better
- A little better
- About the same
- A little worse
- Much worse

YOUR CHILD'S HEALTH PLAN FOR COUNSELING OR TREATMENT

The next questions ask about your experience with your child's health plan for counseling or treatment.

36. Our records show that your child is now in SoonerCare Choice. Is that right?

- YesGo to Question 38
- NoGo to Question 37

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

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

- Less than 1 year
- At least 1 year but less than 2 years
- At least 2 years but less than 5 years
- 5 or more years

39. How much of the counseling or treatment your child got in the last 12 months was paid for by his or her health plan?

- All of it was paid for
- Most of it was paid for
- Some of it was paid for
- None of it was paid for

40. Were you told about other ways to get counseling, treatment, or medicine for your child?

- Yes
- No

41. When your child joined this health plan or at any time since then, did your child get someone new for counseling or treatment?

- YesGo to Question 42
- NoGo to Question 43

42. Since your child joined this health plan, how much of a problem, if any, was it to get someone for your child you are happy with?

- A big problem
- A small problem
- Not a problem

43. In the last 12 months, did you need approval from your child's health plan for any counseling or treatment?

- YesGo to Question 44
- NoGo to Question 45

44. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your child's health plan?

- A big problem
- A small problem
- Not a problem

45. In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought your child needed?

- A big problem
- A small problem
- Not a problem

46. In the last 12 months, did you look for any information about counseling or treatment from your child's health plan in written materials or on the Internet?

- YesGo to Question 47
- NoGo to Question 48

47. In the last 12 months, how much of a problem, if any, was it to find or understand this information?

- A big problem
- A small problem
- Not a problem

48. In the last 12 months, did you call the health plan's customer service to get information or help about counseling or treatment for your child?

- YesGo to Question 49
- NoGo to Question 50

49. In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called the health plan's customer service?

- A big problem
- A small problem
- Not a problem

50. In the last 12 months, did you have to fill out any paperwork about counseling or treatment for your child's health plan?

- YesGo to Question 51
- NoGo to Question 52

51. In the last 12 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

52. 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 for counseling or treatment?

| Worst health plan possible | | Best health plan possible | | | | | | | | |
|----------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

REASONS FOR COUNSELING OR TREATMENT

53. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?

- Yes
- No

54. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

- Yes
- No

55. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

- Yes
- No

56. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

- Yes
- No

ABOUT YOU AND YOUR CHILD

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

- Excellent
- Very good
- Good
- Fair
- Poor

58. What is your child's age now?

- Less than 1 year old

Years old (Write in)

59. Is your child male or female?

- Male
- Female

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

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

61. 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
- Other

62. 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

63. Are you male or female?

- Male
- Female

Appendix B

Below are the responses by survey question. There were 633 total respondents with completed surveys. Frequencies in the tables reflect the number of people responding to each item; percentages in the tables reflect the number of respondents to the particular question.

| Q1 In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons? | | | |
|---|------------|------------------|----------------|
| | Q1 | Frequency | Percent |
| | Yes | 633 | 100.00 |

| Q2 In the last 12 months, did you call someone to get professional counseling on the phone for your child? | | | |
|---|--------------|------------------|----------------|
| | Q2 | Frequency | Percent |
| | Yes | 222 | 35.86 |
| | No | 397 | 64.14 |
| | Total | 619 | 100.00 |

| Q3 In the last 12 months, how often did you get the professional counseling your child needed on the phone? | | | |
|--|------------------|------------------|----------------|
| | Q3 | Frequency | Percent |
| | Never | 47 | 22.38 |
| | Sometimes | 80 | 38.10 |
| | Usually | 28 | 13.33 |
| | Always | 55 | 26.19 |
| | Total | 210 | 100.00 |

| Q4 In the last 12 months, did your child need counseling or treatment right away? | | | |
|--|--------------|------------------|----------------|
| | Q4 | Frequency | Percent |
| | Yes | 254 | 40.25 |
| | No | 377 | 59.75 |
| | Total | 631 | 100.00 |

| Q5 In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted? | | | |
|--|------------------|------------------|----------------|
| | Q5 | Frequency | Percent |
| | Never | 20 | 7.97 |
| | Sometimes | 33 | 13.15 |
| | Usually | 70 | 27.89 |
| | Always | 128 | 51.00 |
| | Total | 251 | 100.00 |

| Q6 In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment? | | | |
|---|--------------|------------------|----------------|
| | Q6 | Frequency | Percent |
| | Yes | 510 | 81.21 |
| | No | 118 | 18.79 |
| | Total | 628 | 100.00 |

| Q7 In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted? | | | |
|--|--------------|------------------|----------------|
| | Q7 | Frequency | Percent |
| | Never | 13 | 2.59 |
| | Sometimes | 70 | 13.94 |
| | Usually | 147 | 29.28 |
| | Always | 272 | 54.18 |
| | Total | 502 | 100.00 |

| Q8 In the last 12 months, how many times did your child go to an emergency room or crisis center to get counseling or treatment? | | | |
|---|-----------------|------------------|----------------|
| | Q8 | Frequency | Percent |
| | None | 521 | 82.70 |
| | 1 time | 59 | 9.37 |
| | 2 times | 34 | 5.40 |
| | 3 or more times | 16 | 2.54 |
| | Total | 630 | 100.00 |

| Q9 In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program? | | | |
|---|------------------|------------------|----------------|
| | Q9 | Frequency | Percent |
| | None | 0 | 0.00 |
| | 1 to 10 times | 278 | 43.92 |
| | 11 to 20 times | 171 | 27.01 |
| | 21 or more times | 184 | 29.07 |
| | Total | 633 | 100.00 |

| Q10 In the last 12 months, how many times did your child get counseling or treatment in your home? | | | |
|---|------------------|----------------|--|
| Q10 | Frequency | Percent | |
| None | 478 | 75.87 | |
| 1 to 10 times | 74 | 11.75 | |
| 11 to 20 times | 37 | 5.87 | |
| 21 or more times | 41 | 6.51 | |
| Total | 630 | 100.00 | |

| Q11 In the last 12 months, how often was your child seen within 15 minutes of his or her appointment? | | | |
|--|------------------|----------------|--|
| Q11 | Frequency | Percent | |
| Never | 62 | 10.00 | |
| Sometimes | 98 | 15.81 | |
| Usually | 184 | 29.68 | |
| Always | 276 | 44.52 | |
| Total | 620 | 100.00 | |

| Q12 In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you? | | | |
|--|------------------|----------------|--|
| Q12 | Frequency | Percent | |
| Never | 17 | 2.71 | |
| Sometimes | 56 | 8.93 | |
| Usually | 140 | 22.33 | |
| Always | 414 | 66.03 | |
| Total | 627 | 100.00 | |

| Q13 In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand? | | | |
|---|------------------|----------------|--|
| Q13 | Frequency | Percent | |
| Never | 14 | 2.23 | |
| Sometimes | 40 | 6.36 | |
| Usually | 143 | 22.73 | |
| Always | 432 | 68.68 | |
| Total | 629 | 100.00 | |

| Q14 In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say? | | | |
|---|------------------|----------------|--|
| Q14 | Frequency | Percent | |
| Never | 16 | 2.55 | |
| Sometimes | 45 | 7.18 | |
| Usually | 124 | 19.78 | |
| Always | 442 | 70.49 | |
| Total | 627 | 100.00 | |

| Q15 In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you? | | | |
|---|------------------|----------------|--|
| Q15 | Frequency | Percent | |
| Never | 24 | 3.83 | |
| Sometimes | 79 | 12.62 | |
| Usually | 151 | 24.12 | |
| Always | 372 | 59.42 | |
| Total | 626 | 100.00 | |

| Q16 In the last 12 months, did your child take any prescription medicines as part of his or her treatment? | | | |
|---|--------------|------------------|----------------|
| | Q16 | Frequency | Percent |
| | Yes | 457 | 72.42 |
| | No | 174 | 27.58 |
| | Total | 631 | 100.00 |

| Q17 In the last 12 months, were you told what side effects of those medicines to watch for? | | | |
|--|--------------|------------------|----------------|
| | Q17 | Frequency | Percent |
| | Yes | 365 | 80.57 |
| | No | 88 | 19.43 |
| | Total | 453 | 100.00 |

| Q18 In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment? | | | |
|--|------------------|------------------|----------------|
| | Q18 | Frequency | Percent |
| | Never | 18 | 2.86 |
| | Sometimes | 53 | 8.43 |
| | Usually | 102 | 16.22 |
| | Always | 456 | 72.50 |
| | Total | 629 | 100.00 |

| Q19 In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you? | | | |
|---|--------------|------------------|----------------|
| | Q19 | Frequency | Percent |
| | Yes | 554 | 88.22 |
| | No | 74 | 11.78 |
| | Total | 628 | 100.00 |

| Q20 In the last 12 months, how often did your family get the professional help you wanted for your child? | | | |
|--|------------------|----------------|--|
| Q20 | Frequency | Percent | |
| Never | 32 | 5.16 | |
| Sometimes | 63 | 10.16 | |
| Usually | 151 | 24.35 | |
| Always | 374 | 60.32 | |
| Total | 620 | 100.00 | |

| Q21 In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled? | | | |
|---|------------------|----------------|--|
| Q21 | Frequency | Percent | |
| Never | 36 | 5.83 | |
| Sometimes | 80 | 12.97 | |
| Usually | 154 | 24.96 | |
| Always | 347 | 56.24 | |
| Total | 617 | 100.00 | |

| Q22 In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child? | | | |
|--|------------------|----------------|--|
| Q22 | Frequency | Percent | |
| Yes | 399 | 64.25 | |
| No | 222 | 35.75 | |
| Total | 621 | 100.00 | |

| Q23 In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition? | | | |
|--|--------------|------------------|----------------|
| | Q23 | Frequency | Percent |
| | Yes | 459 | 74.15 |
| | No | 160 | 25.85 |
| | Total | 619 | 100.00 |

| Q24 In the last 12 months, were you given information about your child's rights as a patient? | | | |
|--|--------------|------------------|----------------|
| | Q24 | Frequency | Percent |
| | Yes | 562 | 90.06 |
| | No | 62 | 9.94 |
| | Total | 624 | 100.00 |

| Q25 In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child? | | | |
|--|--------------|------------------|----------------|
| | Q25 | Frequency | Percent |
| | Yes | 541 | 87.68 |
| | No | 76 | 12.32 |
| | Total | 617 | 100.00 |

| Q26 In the last 12 months, as far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private? | | | |
|--|--------------|------------------|----------------|
| | Q26 | Frequency | Percent |
| | Yes | 17 | 2.78 |
| | No | 594 | 97.22 |
| | Total | 611 | 100.00 |

| Q27 Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs? | | | |
|---|--------------|------------------|----------------|
| | Q27 | Frequency | Percent |
| | Yes | 40 | 6.53 |
| | No | 573 | 93.47 |
| | Total | 613 | 100.00 |

| Q28 In the last 12 months, was the care your child received responsive to those needs? | | | |
|---|--------------|------------------|----------------|
| | Q28 | Frequency | Percent |
| | Yes | 30 | 76.92 |
| | No | 9 | 23.08 |
| | Total | 39 | 100.00 |

| Q29 Using any number from 0 to 10, what number would you use to rate all your child's counseling or treatment in the last 12 months? | | | |
|---|----------------|------------------|----------------|
| | Q29 | Frequency | Percent |
| | 0 Worst | 6 | 0.97 |
| | 1 | 6 | 0.97 |
| | 2 | 8 | 1.29 |
| | 3 | 22 | 3.55 |
| | 4 | 19 | 3.06 |
| | 5 | 38 | 6.13 |
| | 6 | 36 | 5.81 |
| | 7 | 71 | 11.45 |
| | 8 | 130 | 20.97 |
| | 9 | 87 | 14.03 |
| | 10 Best | 197 | 31.77 |
| | Total | 620 | 100.00 |

| Q30 In the last 12 months, how much was your child helped by the counseling or treatment he or she got? | | |
|--|------------------|----------------|
| Q30 | Frequency | Percent |
| Not at all | 32 | 5.14 |
| A little | 85 | 13.67 |
| Somewhat | 200 | 32.15 |
| A lot | 305 | 49.04 |
| Total | 622 | 100.00 |

| Q31 In general, how would you rate your child's overall mental health now? | | |
|---|------------------|----------------|
| Q31 | Frequency | Percent |
| Excellent | 54 | 8.68 |
| Very Good | 133 | 21.38 |
| Good | 255 | 41.00 |
| Fair | 147 | 23.63 |
| Poor | 33 | 5.31 |
| Total | 622 | 100.00 |

| Q32 Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now? | | |
|--|------------------|----------------|
| Q32 | Frequency | Percent |
| Much better | 226 | 36.16 |
| A little better | 236 | 37.76 |
| About the same | 125 | 20.00 |
| A little worse | 22 | 3.52 |
| Much worse | 16 | 2.56 |
| Total | 625 | 100.00 |

| Q33 Compared to 12 months ago, how would you rate your child's ability to deal with social situations now? | | | |
|---|------------------|----------------|--|
| Q33 | Frequency | Percent | |
| Much better | 192 | 30.77 | |
| A little better | 233 | 37.34 | |
| About the same | 156 | 25.00 | |
| A little worse | 29 | 4.65 | |
| Much worse | 14 | 2.24 | |
| Total | 624 | 100.00 | |

| Q34 Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now? | | | |
|---|------------------|----------------|--|
| Q34 | Frequency | Percent | |
| Much better | 207 | 33.33 | |
| A little better | 236 | 38.00 | |
| About the same | 151 | 24.32 | |
| A little worse | 21 | 3.38 | |
| Much worse | 6 | 0.97 | |
| Total | 621 | 100.00 | |

| Q35 Compared to 12 months ago, how would you rate your child's problems or symptoms now? | | | |
|---|------------------|----------------|--|
| Q35 | Frequency | Percent | |
| Much better | 193 | 30.98 | |
| A little better | 251 | 40.29 | |
| About the same | 127 | 20.39 | |
| A little worse | 41 | 6.58 | |
| Much worse | 11 | 1.77 | |
| Total | 623 | 100.00 | |

| Q36 Our records show that your child is now in SoonerCare Choice. Is that right? | | | |
|---|--------------|------------------|----------------|
| | Q36 | Frequency | Percent |
| | Yes | 618 | 99.36 |
| | No | 4 | 0.64 |
| | Total | 622 | 100.00 |

| Q38 How many months or years in a row has your child been in this health plan? | | | |
|---|-------------------------|------------------|----------------|
| | Q38 | Frequency | Percent |
| | Less than 1 year | 22 | 3.62 |
| | 1-2 years | 48 | 7.91 |
| | 2-5 years | 155 | 25.54 |
| | 5 or more years | 382 | 62.93 |
| | Total | 607 | 100.00 |

| Q39 How much of the counseling or treatment your child got in the last 12 months was paid for by his or her health plan? | | | |
|---|-------------------|------------------|----------------|
| | Q39 | Frequency | Percent |
| | All of it | 565 | 91.57 |
| | Most of it | 26 | 4.21 |
| | Some of it | 16 | 2.59 |
| | None of it | 10 | 1.62 |
| | Total | 617 | 100.00 |

| Q40 Were you told about other ways to get counseling, treatment, or medicine for your child? | | | |
|---|--------------|------------------|----------------|
| | Q40 | Frequency | Percent |
| | Yes | 205 | 33.39 |
| | No | 409 | 66.61 |
| | Total | 614 | 100.00 |

| Q41 When your child joined this health plan or at any time since then, did your child get someone new for counseling or treatment? | | | |
|---|--------------|------------------|----------------|
| | Q41 | Frequency | Percent |
| | Yes | 294 | 48.04 |
| | No | 318 | 51.96 |
| | Total | 612 | 100.00 |

| Q42 Since your child joined this health plan, how much of a problem, if any, was it to get someone for your child you are happy with? | | | |
|--|------------------------|------------------|----------------|
| | Q42 | Frequency | Percent |
| | A big problem | 44 | 15.22 |
| | A small problem | 80 | 27.68 |
| | Not a problem | 165 | 57.09 |
| | Total | 289 | 100.00 |

| Q43 In the last 12 months, did you need approval from your child's health plan for any counseling or treatment? | | | |
|--|--------------|------------------|----------------|
| | Q43 | Frequency | Percent |
| | Yes | 238 | 39.21 |
| | No | 369 | 60.79 |
| | Total | 607 | 100.00 |

| Q44 In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your child's health plan? | | | |
|--|------------------|----------------|--|
| Q44 | Frequency | Percent | |
| A big problem | 24 | 10.30 | |
| A small problem | 65 | 27.90 | |
| Not a problem | 144 | 61.80 | |
| Total | 233 | 100.00 | |

| Q45 In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought your child needed? | | | |
|---|------------------|----------------|--|
| Q45 | Frequency | Percent | |
| A big problem | 48 | 7.87 | |
| A small problem | 97 | 15.90 | |
| Not a problem | 465 | 76.23 | |
| Total | 610 | 100.00 | |

| Q46 In the last 12 months, did you look for any information about counseling or treatment from your child's health plan in written materials or on the Internet? | | | |
|---|------------------|----------------|--|
| Q46 | Frequency | Percent | |
| Yes | 192 | 31.22 | |
| No | 423 | 68.78 | |
| Total | 615 | 100.00 | |

| Q47 In the last 12 months, how much of a problem, if any, was it to find or understand this information? | | | |
|---|------------------|----------------|--|
| Q47 | Frequency | Percent | |
| A big problem | 23 | 12.04 | |
| A small problem | 55 | 28.80 | |
| Not a problem | 113 | 59.16 | |
| Total | 191 | 100.00 | |

| Q48 In the last 12 months, did you call the health plans customer service to get information or help about counseling or treatment for your child? | | | |
|---|--------------|------------------|----------------|
| | Q48 | Frequency | Percent |
| | Yes | 80 | 13.09 |
| | No | 531 | 86.91 |
| | Total | 611 | 100.00 |

| Q49 In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called the health plans customer service? | | | |
|--|------------------------|------------------|----------------|
| | Q49 | Frequency | Percent |
| | A big problem | 9 | 11.54 |
| | A small problem | 22 | 28.21 |
| | Not a problem | 47 | 60.26 |
| | Total | 78 | 100.00 |

| Q50 In the last 12 months, did you have to fill out any paperwork about counseling or treatment for your child's health plan? | | | |
|--|--------------|------------------|----------------|
| | Q50 | Frequency | Percent |
| | Yes | 298 | 49.09 |
| | No | 309 | 50.91 |
| | Total | 607 | 100.00 |

| Q51 In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan? | | | |
|--|------------------------|------------------|----------------|
| | Q51 | Frequency | Percent |
| | A big problem | 11 | 3.72 |
| | A small problem | 44 | 14.86 |
| | Not a problem | 241 | 81.42 |
| | Total | 296 | 100.00 |

| Q52 Using any number from 0 to 10, what number would you use to rate your child's health plan for counseling or treatment? | | |
|---|------------------|----------------|
| Q52 | Frequency | Percent |
| 0 Worst | 7 | 1.14 |
| 1 | 6 | 0.97 |
| 2 | 1 | 0.16 |
| 3 | 14 | 2.27 |
| 4 | 11 | 1.79 |
| 5 | 37 | 6.01 |
| 6 | 24 | 3.90 |
| 7 | 62 | 10.06 |
| 8 | 117 | 18.99 |
| 9 | 114 | 18.51 |
| 10 Best | 223 | 36.20 |
| Total | 616 | 100.00 |

| Q53 In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems? | | |
|--|------------------|----------------|
| Q53 | Frequency | Percent |
| Yes | 510 | 81.73 |
| No | 114 | 18.27 |
| Total | 624 | 100.00 |

| Q54 In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness? | | | |
|---|--------------|------------------|----------------|
| | Q54 | Frequency | Percent |
| | Yes | 419 | 67.91 |
| | No | 198 | 32.09 |
| | Total | 617 | 100.00 |

| Q55 In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems? | | | |
|---|--------------|------------------|----------------|
| | Q55 | Frequency | Percent |
| | Yes | 136 | 22.30 |
| | No | 474 | 77.70 |
| | Total | 610 | 100.00 |

| Q56 In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use? | | | |
|--|--------------|------------------|----------------|
| | Q56 | Frequency | Percent |
| | Yes | 26 | 4.21 |
| | No | 592 | 95.79 |
| | Total | 618 | 100.00 |

| Q57 In general, how would you rate your child's overall health now? | | |
|--|------------------|----------------|
| Q57 | Frequency | Percent |
| Excellent | 105 | 16.88 |
| Very Good | 213 | 34.24 |
| Good | 219 | 35.21 |
| Fair | 74 | 11.90 |
| Poor | 11 | 1.77 |
| Total | 622 | 100.00 |

| Q58 What is your child's age now? | | |
|--|------------------|----------------|
| Q58 | Frequency | Percent |
| 0 | 3 | 0.48 |
| 1 | 2 | 0.32 |
| 2 | 0 | 0.00 |
| 3 | 4 | 0.64 |
| 4 | 7 | 1.12 |
| 5 | 35 | 5.59 |
| 6 | 35 | 5.59 |
| 7 | 36 | 5.75 |
| 8 | 57 | 9.11 |
| 9 | 62 | 9.90 |
| 10 | 62 | 9.90 |
| 11 | 53 | 8.47 |
| 12 | 58 | 9.27 |
| 13 | 52 | 8.31 |
| 14 | 42 | 6.71 |
| 15 | 62 | 9.90 |
| 16 | 40 | 6.39 |
| 17 | 16 | 2.56 |
| Total | 626 | 100.00 |

| Q59 Is your child male or female? | | |
|--|------------------|----------------|
| Q59 | Frequency | Percent |
| Male | 387 | 62.22 |
| Female | 235 | 37.78 |
| Total | 622 | 100.00 |

| Q60 Is your child of Hispanic or Latino origin or descent? | | |
|---|------------------|----------------|
| Q60 | Frequency | Percent |
| Yes, Hispanic or Latino | 61 | 9.85 |
| No, not Hispanic or Latino | 558 | 90.15 |
| Total | 619 | 100.00 |

| Q61 What is your child's race? | | |
|---------------------------------------|------------------|----------------|
| Q61 | Frequency | Percent |
| White | 379 | 61.33 |
| American Indian | 64 | 10.36 |
| Black or African American | 63 | 10.19 |
| Asian | 1 | 0.16 |
| Multiple or Other* | 111 | 17.96 |
| Total | 618 | 100.00 |

* Respondents who selected more than one race were grouped in the multiracial / other category.

| Q62 What is your age now? | | |
|----------------------------------|------------------|----------------|
| Q62 | Frequency | Percent |
| 18-24 | 10 | 1.62 |
| 25-34 | 226 | 36.69 |
| 35-44 | 206 | 33.44 |
| 45-54 | 108 | 17.53 |
| 55-64 | 42 | 6.82 |
| 65-74 | 22 | 3.57 |
| 75 or older | 2 | 0.32 |
| Total | 616 | 100.00 |

| Q63 Are you male or female? | | | |
|------------------------------------|---------------|------------------|----------------|
| | Q63 | Frequency | Percent |
| | Male | 49 | 7.87 |
| | Female | 574 | 92.13 |
| | Total | 623 | 100.00 |

| Q64 What is the highest grade or level of school that you have completed? | | | |
|--|------------------------------|------------------|----------------|
| | Q64 | Frequency | Percent |
| | 8th grade or less | 14 | 2.30 |
| | Some high school | 79 | 12.97 |
| | HS grad or GED | 229 | 37.60 |
| | Some college | 233 | 38.26 |
| | College grad | 37 | 6.08 |
| | More than 4yr college | 17 | 2.79 |
| | Total | 609 | 100.00 |

| Q65 How are you related to the child? | | | |
|--|-------------------------|------------------|----------------|
| | Q65 | Frequency | Percent |
| | Mother or Father | 496 | 79.87 |
| | Grandparent | 75 | 12.08 |
| | Aunt or Uncle | 11 | 1.77 |
| | Other relative | 4 | 0.64 |
| | Legal Guardian | 35 | 5.64 |
| | Total | 621 | 100.00 |

| Q66 Did someone help you complete this survey? | | | |
|---|--------------|------------------|----------------|
| | Q66 | Frequency | Percent |
| | Yes | 15 | 2.94 |
| | No | 496 | 97.06 |
| | Total | 511 | 100.00 |

| Q67 How did that person help you? (Mark all that apply) | Frequency |
|--|------------------|
| Read the questions to me | 7 |
| Wrote down the answers I gave | 6 |
| Answered the questions for me | 3 |
| Translated the questions into my language | 1 |
| Helped in some other way | 5 |
| Total * | 15 |

** Respondents could have selected more than one response.
Respondents must have answered "Yes" to Q66 to respond on Q67.*