

## APPENDIX A

### RESULTS FOR THE RECIPIENT SURVEY GROUPS (CHILDREN)

For all results reported, the superscripts for each question number should be read as follows. Superscripts show for which programs there is a significant difference between Chronic and Non-Chronic groups. P, C, A, and H stand for CHIP (North Carolina Health Choice), Carolina ACCESS, ACCESS II/III, and HMO, respectively.

1. Our records show that you are now in North Carolina Health Choice. Is that right?
  
2. For NC Health Choice (CHIP), what is the name of your health plan or HMO?

#### CHIP

NC Health Choice	70.5
BC/BS	14.5
Optimum Choice	0.3
ACCESS	0.1
Aflac	0.1
DSS	0.1
Atlantic	0.1
Wellness	0.1
Community Health	0.1
First Health	0.1
PPO Zero Plan	0.1
Health Check	0.1
No Response	12.7

3. <sup>A</sup> A personal doctor or nurse is the health provider who knows your child best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant. When your child joined this health plan or at any time since then, did he or she get a new personal doctor or nurse?

	CHIP	CA	AII/III	HMO
Yes	16.0	24.6	19.7	34.3
No	83.9	75.0	79.6	64.8
No Response	0.1	0.4	0.7	0.9

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

	CHIP	CA	AII/III	HMO
Big Problem	0.7	0.8	1.2	3.9
Small Problem	0.8	1.9	1.9	1.8
Not a problem	14.5	20.3	16.3	27.7
Didn't get new Dr.	0.0	0.0	0.2	0.4
No Response	0.1	1.7	0.2	0.6
Skipped	84.0	75.4	80.3	65.7

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

	CHIP	CA	AII/III	HMO
Yes	71.9	79.4	63.8	68.3
No	28.0	20.3	36.2	31.2
Skipped	0.1	0.4	0.0	0.6

6.<sup>PCAH</sup> Is this person a general doctor, a pediatrician, a specialist doctor, a physician assistant, or a nurse practitioner?

	CHIP	CA	AII/III	HMO
General Doctor	27.3	34.2	15.2	25.9
Pediatrician	39.7	56.7	76.5	64.0
Specialist	2.4	3.4	4.5	5.7
Phys Asst.	1.3	2.9	1.1	1.6
Nurse Pract.	1.2	2.7	2.7	2.7

6a.<sup>CAH</sup> How many months or years has your child been going to his/her personal doctor or nurse?

	CHIP	CA	AII/III	HMO
< 6 mos.	2.7	3.0	2.9	8.8
6-12 mos.	5.7	4.5	1.4	10.3
12-24 mos.	11.6	12.1	8.1	16.7
2-5 yrs.	26.1	32.0	20.5	22.9
5 or more yrs.	25.0	26.9	30.6	9.2
Doesn't have Dr.	0.1	0.0	0.0	0.0
No Response	0.7	0.8	0.3	0.4
Skipped	28.1	20.6	36.2	31.7

7.<sup>PA</sup> In the last 6 months, how often did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving

	CHIP	CA	AII/III	HMO
Never	8.9	8.5	7.0	7.0
Sometimes	15.1	14.4	12.6	15.8
Usually	9.9	8.0	8.0	7.2
Always	33.6	44.1	32.6	36.5
Doesn't have Dr.	4.2	2.8	3.1	1.1
No Response	0.3	1.5	0.7	0.7
Skipped	28.1	20.6	36.2	31.7

8. We want to know your rating of your child's personal doctor or nurse. (If your child has more than one personal doctor or nurse, choose the person your child sees most often.) Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?

	CHIP	CA	AII/III	HMO
0	0.1	0.2	0.0	0.3
1	0.0	0.0	0.0	0.3
2	0.1	0.0	0.3	0.5
3	0.0	0.7	0.5	0.3
4	0.3	0.2	0.3	1.1
5	1.6	1.7	1.3	3.5
6	1.2	2.7	0.8	1.6
7	5.0	5.8	5.4	3.8
8	14.6	17.1	19.9	18.4
9	12.1	14.7	14.5	14.9
10	36.3	56.8	57.0	55.4
Doesn't have one	0.1	0.0	0.0	0.0
Skipped	28.1	0.0	0.0	0.0
No Response	0.4	0.0	0.0	0.0

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

	CHIP	CA	AII/III	HMO
Yes	67.4	75.0	59.3	62.8
No	2.7	3.4	3.1	4.6
Doesn't have one	0.7	0.0	1.2	0.6
No Response	1.2	0.9	0.3	0.4
Skipped	28.1	20.6	36.2	31.7

10. Does your child's personal doctor or nurse know about all the services that Medicaid covers?

	CA	AII/III	HMO
Yes	64.8	55.0	50.8
No	1.1	1.0	1.3
Don't Know	13.4	7.6	16.0
Doesn't have one	0.0	0.2	0.0
No Response	0.0	0.0	0.2
Skipped	20.6	36.2	31.7

11. <sup>PCAH</sup> Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 6 months, did you or a doctor think your child needed to see a specialist?

	CHIP	CA	All/III	HMO
Yes	19.5	28.8	24.6	25.5
No	80.4	71.0	75.4	74.5
No Response	0.1	0.2	0.0	0.0

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

	CHIP	CA	All/III	HMO
Big Problem	1.8	2.3	2.4	4.4
Small Problem	1.8	3.0	1.9	3.9
Not a problem	15.2	22	18.7	16.1
Didn't need to see specialist	0.2	0.4	0.2	0.0
No Response	0.4	1.1	1.5	1.1
Skipped	80.5	71.2	75.4	74.5

13. <sup>NCAH</sup> In the last 6 months, did your child see a specialist?

	CHIP	CA	All/III	HMO
Yes	18.5	26.9	23.4	20.9
No	81.5	73.1	76.6	78.9
No Response	0.0	0.0	0.0	0.2

14. We want to know your rating of the specialist your child saw most often in the last 6 months, including a personal doctor if he/she was a specialist? Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?

	CHIP	CA	All/III	HMO
1	0.0	0.0	0.7	0.0
2	0.1	0.0	0.7	1.8
3	0.4	0.0	0.0	0.0
4	0.0	1.4	0.7	1.8
5	0.4	3.6	2.2	5.3
6	0.7	0.0	1.5	3.5
7	1.2	11.6	2.2	9.7
8	4.8	11.6	15.7	10.6
9	2.4	14.5	16.4	12.4
10	8.3	57.2	59.7	54.9
Skipped	81.5	0.0	0.0	0.0

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

	CHIP	CA	AII/III	HMO
Yes	3.5	23.9	23.3	31.3
No	14.8	76.1	76.7	68.8
Doesn't have one	0.2	0.0	0.0	0.0
Skipped	81.5	0.0	0.0	0.0

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

	CHIP	CA	AII/III	HMO
Yes	49.1	61.6	54.7	57.8
No	50.8	38.1	45.2	42.0
No Response	0.1	0.4	0.2	0.2

17. <sup>PA</sup> In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?

	CHIP	CA	AII/III	HMO
Never	0.7	1.1	0.8	4.2
Sometimes	3.4	5.1	4.6	9.5
Usually	5.5	10.0	8.0	9.2
Always	39.3	45.3	41.3	34.5
Didn't call	0.1	0.0	0.0	0.2
No Response	0.1	0.0	0.0	0.2
Skipped	50.9	38.4	45.3	42.2

18. <sup>PCA</sup> A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else your child would see for health care. In the last 6 months, did you make any appointments for your child with a doctor or other health provider for regular or routine health care?

	CHIP	CA	AII/III	HMO
Yes	53.7	67.2	61.1	73.2
No	46.3	32.6	38.7	26.6
No Response	0.0	0.2	0.2	0.2

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

	CHIP	CA	AII/III	HMO
Never	1.1	0.9	0.7	4.0
Sometimes	4.1	8.7	5.3	14.7
Usually	12.1	13.4	12.7	11.4
Always	36.3	43.9	42.1	42.9
Didn't need appt.	0.0	0.0	0.0	0.2
No Response	0.1	0.2	0.3	0.0
Skipped	46.3	32.8	38.9	26.8

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

	CHIP	CA	AII/III	HMO
Yes	33.6	33	31.4	36.1
No	66.4	66.9	68.6	63.9
No Response	0	0.2	0	0

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

	CHIP	CA	AII/III	HMO
Never	0.5	1.7	0.7	1.3
Sometimes	1.5	3.6	1.9	3.7
Usually	4.1	3.4	3.9	5.0
Always	27.2	24.1	24.8	25.9
Didn't need care	0.0	0.2	0.0	0.0
No Response	0.2	0.0	0.2	0.4
Skipped	66.4	67.0	68.6	63.9

22. In the last 6 months, how much of a problem, if any, was it to get emergency room care for your child

	CHIP	CA	AII/III	HMO
Big Problem	0.7	3.0	2.0	2.4
Small Problem	2.7	3.4	3.2	2.6
Not a Problem	25.4	24.8	22.6	28.4
No Response	4.9	1.7	3.6	2.8
Skipped	66.4	67.0	68.6	63.9

23. <sup>PCAH</sup> In the last 6 months, how many times did your child go to an emergency room?

	CHIP	CA	AII/III	HMO			
0	79.2	0	71.0	0	81.3	0	66.8
1	15.9	1	18.2	1	13.2	1	20.7
2	3.0	2	6.3	2	2.9	2	7.9
3	0.5	3	2.3	3	1.7	3	2.4
4	0.7	4	0.8	4	0.3	4	0.6
8	0.1	5	0.4	5	0.2	5	0.4
9	0.1	15	0.2			6	0.7
50	0.1					10	0.6
No Response	0.3	No Response	0.9	No Response	0.3	No Response	0.0

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

	CHIP	CA	AII/III	HMO
0	30.8	20.3	25.3	23.5
1	21.0	21.8	21.4	27.0
2	20.6	21	21.6	22.8
3	13.4	13.8	13.8	9.9
4	4.6	7.6	5.8	6.6
5-9	7.0	10.2	9.3	5.7
10 or more	2.5	25	2.5	4.6
No Response	0.1	0.6	0.3	0.0

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

	CHIP	CA	AII/III	HMO
Big problem	1.1	2.8	2.5	3.3
Small Problem	4.7	6.6	5.6	9.0
Not a Problem	63.4	70.1	66.2	64
No Response	0.1	0.2	0.3	0.2
Skipped	30.8	20.3	25.3	23.5

26. <sup>H</sup> In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?

	CHIP	CA	AII/III	HMO
Big Problem	1.6	2.8	2.5	5.7
Small Problem	3.0	6.6	5.6	7.0
Not a Problem	64.4	70.1	66.2	63.5
No Visits	0.0	0.0	0.2	0.0
No Response	0.2	0.0	0.3	0.4
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	24.1	24.2	22.6	27.9
Sometimes	27.4	33.7	29.0	29.4
Usually	8.0	8.3	10.0	6.4
Always	9.5	12.7	12.6	12.5
I don't know	0.1	0.4	0.0	0.2
No Visits	0.0	0.2	0.0	0.0
No Response	0.1	0.2	0.5	0.2
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	0.4	0.2	22.6	0.9
Sometimes	2.0	4.5	29.0	5.9
Usually	6.7	5.7	10.0	7.0
Always	60.0	69.3	12.6	62.8
I don't know	0.1	0.0	0.0	0.0
No Response	0.0	0.0	0.3	0.0
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	0.5	0.6	0.8	1.1
Sometimes	3.9	8.0	6.6	9.7
Usually	9.6	11.4	10.9	12.7
Always	55.1	59.7	56.0	52.7
I don't know	0.0	0.2	0.0	0.2
No Response	0.0	0.0	0.3	0.2
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	0.4	0.6	1.2	1.1
Sometimes	2.5	4.9	5.6	6.1
Usually	8.3	7.8	7.5	8.6
Always	58	66.1	60.1	60.2
I don't know	0.0	0.2	0.0	0.6
No Response	0.0	0.2	0.3	0.0
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	64.7	72.3	67.4	68.4
Sometimes	2.7	4.9	5.1	4.2
Usually	0.4	0.4	0.3	0.7
Always	1.4	1.9	1.5	2.9
I don't know	0.0	0.0	0.0	0.2
No Visits	0.0	0.2	0.0	0.0
No Response	0.0	0.0	0.3	0.0
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	0.1	2.5	3.2	1.8
Sometimes	2.4	5.5	4.8	4.2
Usually	5.6	7.2	6.3	6.4
Always	61	64.4	60.1	64
I don't know	0.1	0.2	0.0	0.0
No Response	0.0	0.0	0.3	0.0
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Yes	40.6	48.9	48.6	48.3
No	28.3	30.9	25.5	27.5
No Response	0.3	0.0	0.7	0.7
Skipped	30.8	20.3	25.3	23.5

34. <sup>A</sup> In the last 6 months, have any of your child's doctors or other health providers given you support about the care you are providing for your child?

	CHIP	CA	AII/III	HMO
Yes	55.0	67.4	60.8	61.7
No	13.5	11.9	13.1	14.5
No Response	0.7	0.4	0.8	0.4
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	2.0	1.5	1.7	2.0
Sometimes	6.1	4.9	4.1	6.1
Usually	7.7	9.5	7.6	7.7
Always	60.6	63.8	60.6	60.6
I don't know	0.1	0.0	0.0	0.2
No Response	0.0	0.0	0.7	0.0
Skipped	30.8	20.3	25.3	23.5

36. <sup>P</sup> Is your child able to talk with doctors about his or her health care?

	CHIP	CA	AII/III	HMO
Yes	60.5	53.8	44.0	48.1
No	8.6	25.6	30.4	28.3
No Response	0.2	0.4	0.3	0.2
Skipped	30.8	20.3	25.3	23.5

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

	CHIP	CA	AII/III	HMO
Never	0.8	2.1	1.7	1.5
Sometimes	5.1	8.7	3.9	4.6
Usually	9.8	8.1	8.5	9.2
Always	44.5	33.9	29.5	32.8
I don't know	0.2	0.8	0.0	0.0
No Visits	0.0	0.2	0.0	0.0
No Response	0.1	0.0	0.3	0.0
Skipped	39.5	46.2	56.0	51.9

38. <sup>P</sup> In the last 6 months, how often did doctors or other health providers spend enough time with you and your child?

	CHIP	CA	AII/III	HMO
Never	0.4	3.6	3.1	2.8
Sometimes	5.2	11.7	8.8	11.0
Usually	13.0	13.1	14.9	13.0
Always	50.5	50.6	47.2	49.5
I don't know	0.1	0.2	0.0	0.2
No Visits	0.0	0.2	0.0	0.0
No Response	0.0	0.4	0.7	0.0
Skipped	30.8	20.3	25.3	23.5

39. We want to know your rating of all your child's health care in the last 6 months from all doctors and other health providers. Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?

	CHIP	CA	AII/III	HMO
0	0.1	0.2	0.2	0.7
1	0.0	0.0	0.2	0.2
2	0.2	0.2	0.0	0.2
3	0.2	0.2	0.2	0.2
4	0.2	1.0	1.4	0.7
5	0.8	2.6	2.3	4.8
6	1.4	1.9	1.2	2.9
7	5.1	6.0	6.7	7.9
8	13.8	21.9	19.4	18.7
9	14.7	17.9	22.6	15.8
10	32.4	48.1	45.9	47.7
Skipped	30.8	0.0	0.0	0.0
No Response	0.3	0.0	0.0	0.0

40. <sup>PCAH</sup> We want to know how you, your child's doctors, and other health providers make decisions about your child's health care. In the last 6 months, were any decisions made about your child's health care?

	CHIP	CA	AII/III	HMO
Yes	19.6	28.4	26.5	30.3
No	49.4	50.8	47.2	46.1
No Response	0.2	0.6	1.0	0.2
Skipped	30.8	20.3	25.3	23.5

41. <sup>P</sup> In the last 6 months, how often were you involved as much as you wanted in these decisions about your child's health care?

	CHIP	CA	AII/III	HMO
Never	0.5	0.2	0.5	0.2
Sometimes	0.7	0.8	1.0	1.3
Usually	1.5	3.0	1.2	2.8
Always	16.9	24.4	23.8	25.9
I don't know	0.0	0.0	0.0	0.2
Skipped	80.4	71.6	73.5	69.7

42. Sometimes a child's doctors or other health providers give different opinions or information. In the last 6 months, how much of a problem, if any, was this for you?

	CHIP	CA	AII/III	HMO
Big Problem	0.3	0.9	1.0	0.7
Small Problem	1.2	2.8	1.4	4.8
Not a Problem	17.6	24.6	23.9	24.8
No Response	0.5	0.0	0.2	0.0
Skipped	80.4	71.6	73.5	69.7

43. <sup>PCA</sup> Is your child now enrolled in any kind of school or day care program?

	CHIP	CA	AII/III	HMO
Yes	85.2	84.7	80.6	82.6
No	14.8	14.6	18.7	17.4
Home School	0.0	0.8	0.0	0.0
No Response	0.0	0.0	0.3	0.0

44. <sup>PCAH</sup> Does your child have health care needs that require any special help from teachers, nurses, or staff at your child's school or day care program?

	CHIP	CA	AII/III	HMO
Yes	10.3	33.9	37.6	28.1
No	74.9	66.1	62.4	71.9
Skipped	14.8	0.0	0.0	0.0

45. <sup>P</sup> In the last 6 months, have any of your child's doctors or other health providers helped let the school or day care program know about these needs?

	CHIP	CA	AII/III	HMO
Yes	6.3	20.1	21.1	14.7
No	4.0	8.0	8.8	7.7
Isn't enrolled	0.0	0.0	0.0	0.4
No Response	0.0	0.8	0.5	0.4
Skipped	89.7	71.2	69.6	76.9

46. <sup>H</sup> An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?

	CHIP	CA	AII/III	HMO
Yes	0.4	1.7	1.9	4.8
No	99.5	98.3	98.1	95.0
No Response	0.1	0.0	0.0	0.2

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

	CHIP	CA	AII/III	HMO
Never	0.1	0.6	0.2	0.2
Sometimes	0.2	0.2	0.5	1.5
Usually	0.1	0.9	0.2	1.1
Always	0.0	0.0	0.8	1.8
No Response	0.0	0.0	0.2	0.2
Skipped	99.6	98.3	98.1	95.2

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

	CHIP	CA	AII/III	HMO
Yes	0.1	0.4	0.3	1.3
No	0.2	1.3	1.4	3.5
No Response	0.0	0.0	0.2	0.0
Skipped	99.6	98.3	98.1	95.2

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

	CHIP	CA	AII/III	HMO
Never	0.0	0.2	0.2	0.0
Sometimes	0.1	0.0	0.2	0.6
Usually	0.0	0.0	0.0	0.4
Always	0.0	0.2	0.0	0.4
Skipped	99.9	99.6	99.7	98.7

50. <sup>PCAH</sup> Is your child 2 years old or younger?

	CHIP	CA	AII/III	HMO
Yes	5.9	10.2	14.4	16.0
No	94.1	89.8	85.6	84.0

51. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

	CHIP	CA	AII/III	HMO
Yes	5.1	11.2	12.4	12.8
No	0.8	0.4	2.0	2.9
No Response	0.0	0.0	0.0	0.2
Skipped	94.1	88.4	85.6	84.0

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

	CHIP	CA	AII/III	HMO
Yes	5.3	10.2	13.2	14.3
No	0.4	1.3	1.2	1.5
No Response	0.1	0.0	0.0	0.2
Skipped	94.1	88.4	85.6	84.0

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

	CHIP	CA	AII/III	HMO
Yes	5.2	9.5	12.7	13.2
No	0.1	0.6	0.3	0.9
No Response	0.0	0.2	0.2	0.2
Skipped	94.7	89.8	86.8	85.7

54. <sup>CA</sup> A case manager is someone other than your child's personal doctor who helps your child get services. Does your child have a case manager?

	CHIP	CA	AII/III	HMO
Yes	19.2	34.8	35.5	30.6
No	75.0	56.8	58.1	63.7
I don't know	5.7	8.3	6.5	5.3
No Response	0.1	0.0	0.0	0.4

55. <sup>PCAH</sup> In the last 6 months, did your child need to get or replace any special medical equipment or devices such as a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment?

	CHIP	CA	AII/III	HMO
Yes	3.9	9.9	6.1	7.7
No	95.9	90.1	93.9	92.3
No Response	0.1	0.0	0.0	0.0

56. In the last 6 months, how much of a problem, if any, was it to get the special medical equipment your child needed through your health plan?

	CHIP	CA	AII/III	HMO
Big Problem	0.4	1.9	0.7	1.1
Small Problem	0.3	0.6	0.8	0.7
Not a problem	3.0	7.2	4.6	5.9
No Response	0.1	0.2	0.0	0.0
Skipped	96.1	90.2	93.9	92.3

57.<sup>PCAH</sup> In the last 6 months, did your child need special therapy, such as physical, occupational, or speech therapy?

	CHIP	CA	AII/III	HMO
Yes	3.5	18.9	19.0	15.7
No	96.5	81.1	81.0	84.0
5	0.0	0.0	0.0	0.4

58. In the last 6 months, how much of a problem, if any, was it to get the special therapy your child needed through your child's health plan?

	CHIP	CA	AII/III	HMO
Big Problem	0.5	2.8	0.6	0.7
Small Problem	0.2	2.6	1.1	0.8
Not a Problem	2.2	5.9	12.3	13.9
Get therapy through school	0.3	4.2	2.5	3.3
No Response	0.2	0.8	1.0	1.1
Skipped	96.5	81.1	81.0	84.4

59.<sup>CAH</sup> Home health care services can include home nursing, or help with feeding, bathing, or dressing your child. In the last 6 months, did you need someone to come into your home to give your child home health care or assistance?

	CHIP	CA	AII/III	HMO
Yes	0.0	2.7	2.5	2.4
No	100	97.3	97.5	97.6

60. In the last 6 months, how much of a problem, if any, was it to get these home health care services for your child through your health plan?

	CA	AII/III	HMO
Big Problem	0.6	0.3	0.7
Small Problem	0.6	0.0	0.4
Not a Problem	1.5	2.0	1.3
No Response	0.0	0.2	0.0
Skipped	97.3	97.5	97.6

61. <sup>PCAH</sup> In the last 6 months, did your child need any treatment or counseling for an emotional, developmental, or behavior difficulty?

	CHIP	CA	AII/III	HMO
Yes	8.3	16.7	15.9	13.6
No	91.7	83.3	84.1	86.4

62. In the last 6 months, how much of a problem, if any, was it for you to get this treatment or counseling through your child's health plan?

	CHIP	CA	AII/III	HMO
Big Problem	0.5	2.8	1.5	2.9
Small Problem	0.7	1.3	1.4	2.4
Not a Problem	6.6	11.6	11.5	6.2
Didn't need treatment	0.1	0.0	0.0	0.2
Get through school	0.1	0.4	0.3	1.3
No Response	0.3	0.6	1.0	0.6
Skipped	91.7	83.3	84.2	86.4

63. In the last 6 months, did your child get any treatment or counseling for an emotional, developmental, or behavior difficulty?

	CHIP	CA	AII/III	HMO
Yes	6.4	13.4	11.2	9.7
No	2.0	3.2	4.6	3.5
No Response	0.0	0.0	0.0	0.4
Skipped	91.7	83.3	84.2	86.4

64. We want to know your rating of your child's treatment or counseling for emotional, developmental, or behavior difficulties. Use any number from 0 to 10 where 0 is the worst treatment or counseling possible, and 10 is the best treatment or counseling possible. How would you rate your child's treatment or counseling now?

	CHIP	CA	AII/III	HMO
0	0.1	1.5	3.0	2.0
2	0.1	1.5	1.5	4.0
4	0.2	4.5	1.5	2.0
5	0.2	6.1	6.1	8.0
6	0.3	3.0	3.0	8.0
7	0.5	3.0	7.6	10.0
8	1.6	19.7	15.2	16.0
9	0.4	15.2	10.6	14.0
10	2.5	45.5	51.5	36.0
No Response	0.3	0.0	0.0	0.0
Skipped	93.6	0.0	0.0	0.0

65. Some states pay health plans such as Carolina Access to care for people covered by Medicaid. With these health plans, you may have to choose your child's doctor from the plan list or take your child to a clinic or health care center on the plan list. Is your child covered by a health plan like this?

	CA	AII/III	HMO
Yes	72.5	66.2	73.8
No	22.9	29.0	22.8
No Response	4.5	4.8	3.5

66.<sup>H</sup> Is this the health plan you use for all or most of your child's health care?

	CHIP	CA	AII/III	HMO
Yes	98.3	71.4	65.2	71.2
No	1.6	0.8	0.8	2.4
No Response	0.1	0.4	0.2	0.2
Skipped	0.0	27.5	33.8	26.2

67.<sup>A</sup> How many months or years in a row has your child been covered by this health plan?

	CHIP	CA	AII/III	HMO
< 6 mos	1.7	1.9	1.4	13.9
6-11 mos	18.4	3.4	2.5	6.2
12-24 mos	48.1	17.4	11.2	20.2
2-5 years	28.4	29.0	24.1	23.9
5-10 years	1.7	13.1	17.1	6.8
>=10 years	0.8	5.3	7.1	1.5
No Response	0.9	2.5	2.7	1.3
Skipped	0.0	27.5	33.8	26.2

68. Did you choose your child's doctor or were you told which doctor your child was to use?

	CHIP	CA	AII/III	HMO
I chose	86.5	62.1	53.3	49.7
Told which to use	10.8	9.5	12.4	23.5
No Response	2.7	0.9	0.5	0.6
Skipped	0.0	27.5	33.8	26.2

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

	CHIP	CA	AII/III	HMO
Yes	71.2	42.2	35.5	49.9
No	28.2	26.7	29.0	23.5
No Response	0.7	3.6	1.7	0.4
Skipped	0.0	27.5	33.8	26.2

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

	CHIP	CA	AII/III	HMO
All	54.4	29.2	25.5	30.8
Most	13.5	10.2	7.5	13.9
Some	2.6	1.5	1.4	3.3
None	0.2	0.2	0.0	0.4
Didn't get info.	0.0	0.2	0.0	0.0
No Response	0.4	0.2	1.2	1.5
Skipped	28.8	57.8	64.5	50.1

71. <sup>P</sup> In the last 6 months, did you look for any information in written materials from your child's health plan?

	CHIP	CA	AII/III	HMO
Yes	27.7	17.2	13.1	33.8
No	72.0	81.8	86.8	65.9
No Response	0.2	0.9	0.2	0.4

72. <sup>CH</sup> In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?

	CHIP	CA	AII/III	HMO
Big Problem	1.7	2.1	1.2	2.0
Small Problem	3.0	2.7	1.5	4.4
Not a Problem	22.9	12.1	10.4	26.8
No Response	0.1	0.4	0.0	0.6
Skipped	72.3	82.8	86.9	66.2

73. <sup>PH</sup> In the last 6 months, did you call the health plan's customer service to get information or help for your child?

	CHIP	CA	AII/III	HMO
Yes	21.1	9.7	7.6	32.7
No	78.4	90.0	92.0	67.0
No Response	0.4	0.4	0.3	0.4

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

	CHIP	CA	AII/III	HMO
Big Problem	2.6	2.5	0.5	4.2
Small problem	3.0	1.7	1.2	7.3
Not a problem	15.4	5.5	5.9	20.9
No Response	0.1	0.0	0.0	0.2
Skipped	78.9	90.3	92.4	67.3

75. Paperwork means things like getting your child's ID card, having your child's records changed, processing forms, or other paperwork related to getting care for your child. In the last 6 months, did you have any experiences with paperwork for your child's health plan?

	CHIP	CA	AII/III	HMO
Yes	19.2	14.6	13.6	20.0
No	80.8	85.4	86.1	80.0
No Response	0.0	0.0	0.3	0.0

76.<sup>H</sup> In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?

	CHIP	CA	AII/III	HMO
Big Problem	1.8	1.5	1	4
Small problem	2.6	2.5	1.4	4.4
Not a problem	14.7	10.6	11.2	11.6
Skipped	80.8	85.4	86.4	80.0

77. We want to know your rating of all your experience with your child's health plan. Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?

	CHIP	CA	AII/III	HMO
0	0.3	1.2	0.2	1.9
1	0.1	0.0	0.3	0.4
2	0.1	0.6	0.3	0.8
3	0.3	0.4	0.2	1.0
4	0.3	0.4	0.5	1.0
5	2.3	4.2	2.9	7.7
6	1.2	3.7	4.1	4.2
7	3.6	6.5	5.7	7.5
8	15.5	19.0	16.7	18.3
9	16.7	20.2	18.3	14.6
10	57.9	43.8	50.7	42.6
No Response	1.7	0.0	0.0	0.0

78.<sup>PCAH</sup> In the last 6 months, did your child get any new prescription medicine or refill a prescription?

	CHIP	CA	AII/III	HMO
Yes	52.8	60.7	56.1	48.0
No	47.2	39.3	43.9	52.0

79. In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine through his or her health plan?

	CHIP	CA	AII/III	HMO
Big Problem	1.4	1.3	0.5	1.3
Small Problem	1.6	2.8	2.7	1.7
Not a Problem	49.7	56.3	52.8	44.8
No Response	0.0	0.2	0.0	0.2
Skipped	47.2	39.4	44.0	52.1

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

	CHIP	CA	AII/III	HMO
Never	0.4	0.4	0.3	1.5
Sometimes	2.3	4.7	4.6	5.1
Usually	1.7	2.5	3.9	3.3
Always	48.3	52.8	47.2	37.8
No Response	0.0	0.2	0.0	0.2
Skipped	47.2	39.4	44.0	52.1

81.<sup>P</sup> In the last 6 months, did your child ever have to get a generic medicine when you wanted a brand name medicine?

	CHIP	CA	AII/III	HMO
Yes	4.6	11.6	9.2	9.7
No	47.2	46.8	45.8	36.3
Didn't get any prescriptions	0.0	0.0	0.2	0.0
No Response	0.5	1.9	0.5	0.4
Skipped	47.7	39.8	44.3	53.6

82. In the last 6 months, how often did your child have to get a generic medicine when you wanted a brand name medicine?

	CHIP	CA	AII/III	HMO
Never	0.0	1.1	0.0	0.4
Sometimes	1.6	4.7	3.7	3.9
Usually	0.3	1.1	1.5	1.1
Always	2.6	4.5	3.9	4.4
No Response	0.1	0.2	0.1	0.9
Skipped	95.4	88.4	90.8	90.3

83.<sup>PCAH</sup> In general, how would you rate your child's overall health now?

	CHIP	CA	AII/III	HMO
Excellent	42.0	31.9	36.5	37.8
Very good	31.4	28.5	25.8	28.3
Good	20.2	26.6	27.6	25.7
Fair	5.3	11.0	8.9	7.3
Poor	0.9	2.1	1.2	0.9
No Response	0.2	0.0	0.0	0.0

84.<sup>PCH</sup> In the last 6 months, has your child been a patient in a hospital overnight or longer?

	CHIP	CA	AII/III	HMO
Yes	2.1	4.9	5.3	4.8
No	96.4	95.1	93.7	93.6
No Response	1.5	0.0	1.0	1.7

85. <sup>PCAH</sup> Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? Is this for ANY medical, behavioral, or health condition that has lasted or is expected to last for at least 12 months?

	CHIP	CA	AII/III	HMO
Yes	20.4	31.8	27.8	23.1
No	79.6	68.2	72.2	76.9

86. <sup>PCAH</sup> Does your child need or use more medical care, mental health or educational services than is usual for most children of the same age? Is this for ANY medical, behavioral, or health condition that has lasted or is expected to last for at least 12 months?

	CHIP	CA	AII/III	HMO
Yes	7.2	28.0	23.8	21.5
No	92.8	72.0	76.2	78.5

87. <sup>PCAH</sup> Is your child limited or prevented in any way in his or her ability to do the things most children the same age can do? Is this for ANY medical, behavioral, or health condition that has lasted or is expected to last for at least 12 months?

	CHIP	CA	AII/III	HMO
Yes	4.6	25.4	23.8	18.9
No	95.4	74.6	76.2	81.1

88. <sup>PCAH</sup> Does your child need or get special therapy, such as physical, occupational, or speech therapy? Is this for ANY medical, behavioral, or health condition that has lasted or is expected to last for at least 12 months?

	CHIP	CA	AII/III	HMO
Yes	1.4	16.9	15.1	12.7
No	98.6	83.1	84.9	87.3

89. <sup>PCAH</sup> Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? Is this for ANY medical, behavioral, or health condition that has lasted or is expected to last for at least 12 months?

	CHIP	CA	AII/III	HMO
Yes	5.2	20.3	16.5	14.9
No	94.8	79.7	83.5	85.1

## APPENDIX A

### RESULTS FOR THE RECIPIENT SURVEY GROUPS (CHILDREN)

For all results reported, the superscripts for each question number should be read as follows. C, A, and H mean there is a significant difference between chronic and non-chronic groups for Carolina ACCESS, ACCESS II/III, and HMO respectively. The superscript M means there is a significant difference among delivery modes.

3. Our records show that you are now in Medicaid. Is that right?

4. What is the name of your child's health plan?

	CA	AII/III	HMO	CHIP
Medicaid	15.4	16.8	0.7	0
ACCESS	82.7	69.6	0.0	.1
Wellness	1.8	1.0	61.7	1.1
United Health	0.2	0.0	14.5	0
Health Choice	0.8	1.2	1.3	70.5
Principal/South Care	0.0	0.0	7.9	0
United Health	0.0	0.0	14.5	0
Atlantic	0.0	0.0	2.2	.1
Maxicare	0.0	0.0	1.5	0
Healthsource	0.0	0.2	0.0	0
CW Williams	0.0	0.0	0.2	0
Southcare	0.0	0.0	0.4	0
Ultimate Choice	0.0	0.0	0.4	0
Optimum Choice	0.0	0.0	1.5	.3
Meridian	0.0	0.0	0.0	0
Optic Care	0.0	0.0	0.2	0
CMC Transit	0.0	0.0	0.2	0
Memphis	0.0	0.0	0.2	0
Coventry	0.0	0.0	0.2	0
Medicare	0.2	0.0	0.0	0
BC/BS	0.2	0.0	0.7	14.5
First Health	0.2	0.0	0.0	.1
Wellpath	0.0	0.0	0.2	0
MIC	0.2	0.0	0.0	0
CAP	0.2	0.0	0.0	0
Lincoln Health	0.0	0.2	0.0	0
Med Call	0.0	0.2	0.0	0
Gifford Child Health	0.0	0.5	0.0	0
SSI	0.2	0.0	0.0	0
No Response	14.9	10.5	6.4	12.7