



MISSISSIPPI DIVISION OF
MEDICAID

Mississippi CHIP

CAHPS® ECHO 3.0 CHIP Report

March 2022



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Using This Report

Results from the CAHPS® ECHO 3.0 Survey for CHIP enrollees provide a comprehensive tool for assessing consumers' experiences with their behavioral health care. DataStat, Inc., conducted the survey on behalf of the Mississippi Child Health Insurance Program (Mississippi CHIP).

The instrument selected for the survey was the Child Experience of Care and Health Outcomes (ECHO) Survey 3.0, the CAHPS® behavioral health survey for use in assessing the performance of health plans. The survey instrument used for the Mississippi CHIP survey project consisted of fifty-eight core questions.

The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and overall satisfaction with counseling and treatment.

This report is designed to allow Mississippi CHIP and the health plans to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "... when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, and perceived improvement.

The CAHPS® ECHO survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist health plans in identifying strengths and weaknesses in their quality of care and services.
2. Provide health plans with a way to assess where resources can best be allocated to improve weaknesses.
3. Show health plans the effects of their efforts to improve over time.

In the *Composites* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores across health plans or time.

Correlations with counseling or treatment satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing counseling or treatment satisfaction among members.

Statistical significance tests were run comparing Mississippi CHIP overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report.

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Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

Executive Summary

This report offers the findings from the Experience of Care and Behavioral Health Outcomes (ECHO) Survey developed by AHRQ. The purpose of the survey is to learn about the experiences of adult and child members after receiving counseling or treatment from a provider. It addresses key topics such as access to counseling and treatment, provider communication, plan information, and overall rating of counseling and treatment received. The results of this survey are used to give feedback to the plan to help improve the quality of care.

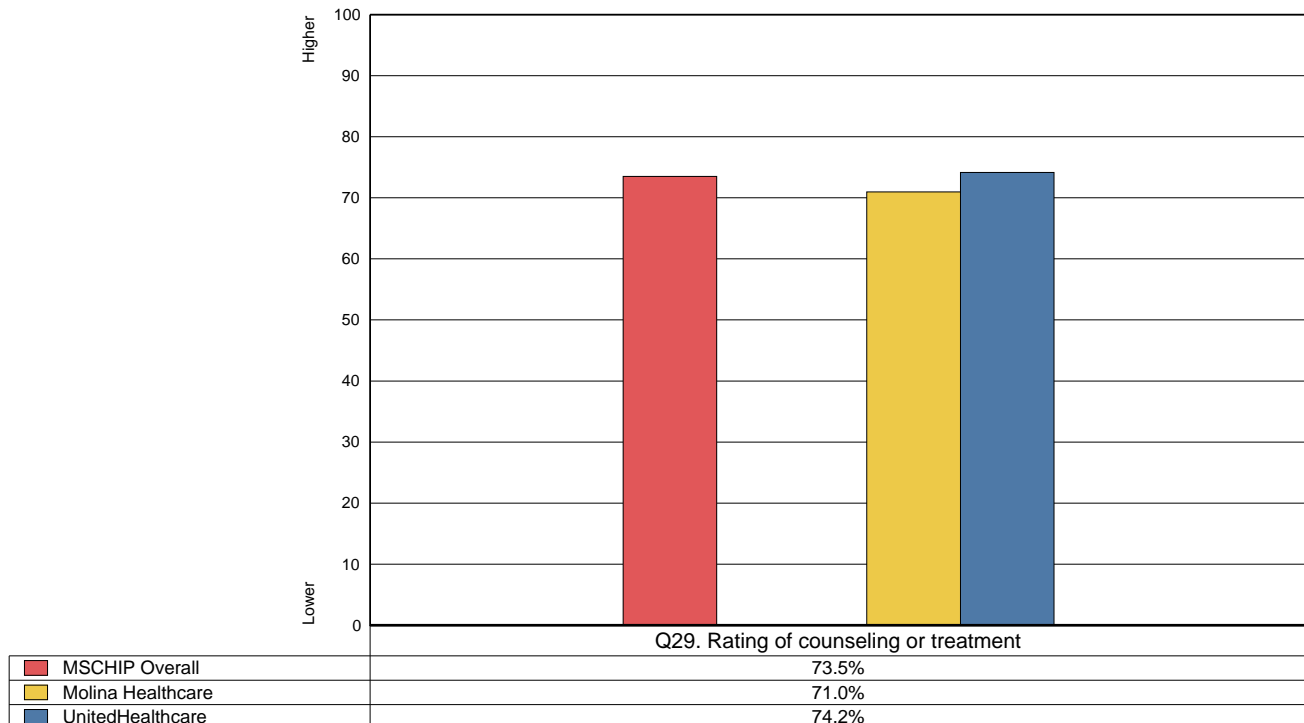
The following pages summarize the findings of a child survey conducted for Mississippi CHIP. Attempts were made to survey 2,366 enrollee households by mail during the period from October 26, 2021 through February 16, 2022, using a standardized survey procedure and questionnaire.

SUMMARY OF OVERALL RATING QUESTION

Response options for the counseling or treatment rating question range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of enrollees whose response was an achievement.

The Mississippi CHIP overall rating is presented along with each plan's rating. Statistical testing is performed between the Mississippi CHIP overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar.

Overall Rating Question



↕ Statistically significantly higher/lower than MSCHIP Overall

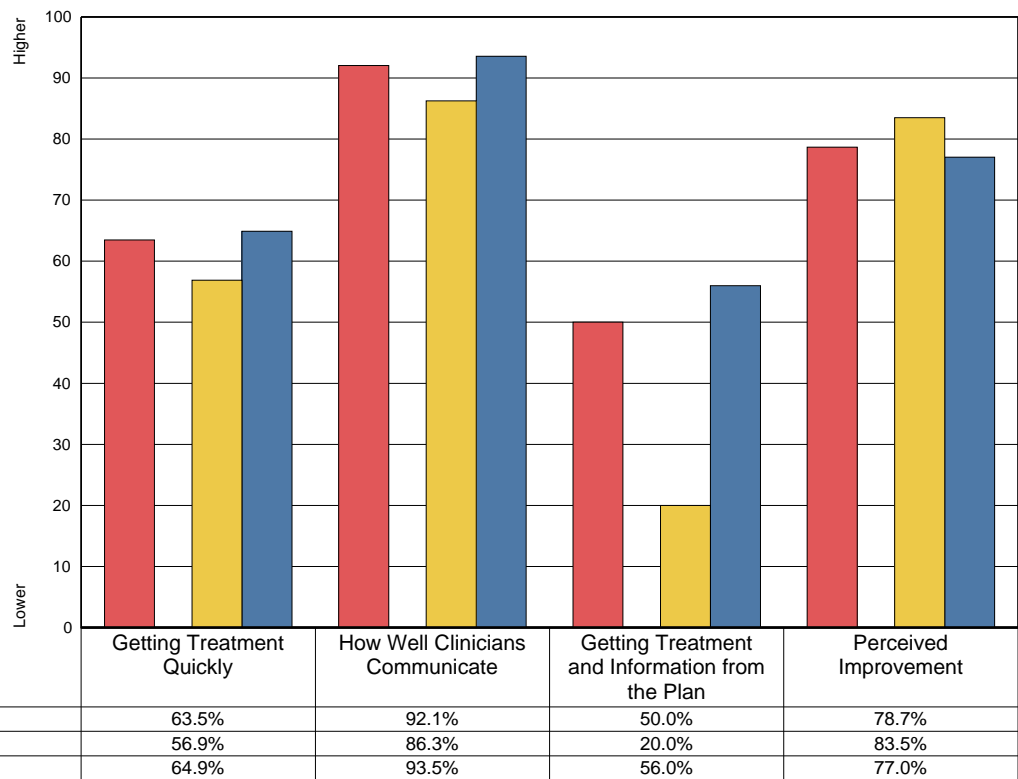
SUMMARY OF COMPOSITES

For each of four domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, and Perceived Improvement, a composite score is calculated. The composite scores are intended to give a summary assessment of how Mississippi CHIP performed across the domain.

Mississippi CHIP overall composite scores are presented along with the composite scores for each plan. Statistical testing is performed between the Mississippi CHIP overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar. For details on how statistical testing was conducted, please see the Methodology section of the report.

In the table below, proportions of positive responses are reported as achievement scores. For the Getting Treatment Quickly and How Well Clinicians Communicate composites, responses of "Usually" or "Always" are considered achievements. For the Getting Treatment and Information from the Plan composite, responses of "Not a problem" are considered achievements. For the Perceived Improvement composite, responses of "Much better" or "A little better" are considered achievements.

Composites



↕ Statistically significantly higher/lower than MSCHIP Overall

Sample Disposition

	MSCHIP Overall	Molina Healthcare	UnitedHealthcare
First mailing - sent	2366	1183	1183
First mailing - usable and eligible survey returned	109	25	84
Second mailing - sent	2172	1102	1070
Second mailing - usable and eligible survey returned	56	16	40
Third mailing - sent	1971	1000	971
Third mailing - usable and eligible survey returned	35	9	26
Total - usable and eligible surveys	200	50	150
Ineligible: According to population criteria ¹	141	113	28
Ineligible: Language barrier	0	0	0
Ineligible: Deceased	0	0	0
Bad / no address ²	136	58	78
Refusal	1	0	1
Nonresponse ³	1888	962	926
Response Rate	9.0%	4.7%	13.0%

¹Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

²No valid contact information provided in sample.

³Unavailable by mail; includes bad / no contact information

Note: $Response Rate = \frac{Total Usable and Eligible Surveys}{Total Cases - Total Ineligible Cases}$

Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with Mississippi CHIP member satisfaction with counseling and treatment (Q29), their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 85% or higher. For the details of the correlation analysis, please see the Methodology section of the report.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Key Strengths

Question	Mississippi CHIP Achievement Score	Correlation w/ satisfaction
Q14. Clinicians usually or always showed respect	95.5	0.48
Q13. Clinicians usually or always explained things	94.2	0.42
Q12. Clinicians usually or always listened carefully	92.3	0.44
Q15. Clinicians usually or always spent enough time	91.0	0.48
Q20. Usually or always got professional help wanted for child	87.7	0.66

Opportunities for Improvement

Question	Mississippi CHIP Achievement Score	Correlation w/ satisfaction
Q38. Told about other ways to get treatment after benefits were used up	11.1	0.56
Q3. Usually or always got help by telephone	47.4	0.44
Q42. Getting help from customer service was not a problem	63.6	0.64
Q23. Given as much information as wanted to manage condition	76.5	0.46
Q30. A lot or somewhat helped by treatment	78.5	0.56

Methodology

The survey drew as potential respondents parents or guardians of CHIP enrollees aged 17 or younger who received mental health, substance abuse, or intellectual and developmental disability services through the health plan within the last year. Respondents were surveyed in English, with the option to request Spanish or Vietnamese materials at the second and third survey mailings.

The survey was administered over a 16-week period using a mail-only protocol. The five-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents, and finally a third survey mailing to any remaining non-respondents.

Survey Milestones

1st mailing of survey packets:	October 26, 2021
1st mailing of reminder postcards:	November 2, 2021
2nd mailing of survey packets:	November 30, 2021
2nd mailing of reminder postcards:	December 7, 2021
3rd mailing of survey packets:	January 11, 2022
Mail field closed:	February 16, 2022

Sampling Frame

A total random sample of 2,366 cases was drawn of CHIP enrollees from the participating plans. This consisted of a random sample of 1,183 enrollees from each plan. To be eligible, child enrollees had to be 17 years or younger and have received services through the health plan within the last year prior to September 2021.

Selection of Cases for Analysis

Surveys were considered complete if a respondent answered at least one question and their responses did not indicate that they were ineligible for the survey. Complete usable and eligible interviews were obtained from 200 parent/caretakers of Mississippi CHIP enrollees, and the Mississippi CHIP usable and eligible response rate was 9.0%.

Questionnaire

The instrument selected for the survey was the CAHPS® ECHO 3.0 Child core survey for use in assessing the performance of health plans. The survey instrument used for the Mississippi CHIP ECHO survey project consisted of fifty-eight core questions. The scored questions included fourteen composite items, thirteen single items, and one rating question, which addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and satisfaction with counseling or treatment.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, member responses of "Usually" or "Always" for items with the response options "Never", "Sometimes", "Usually", and "Always" are considered achievements, and responses of "8", "9", or "10" to rating questions on a scale of "0" to "10" are also considered achievements. Because achievement scores for survey questions are computed as the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

Composites

Four composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, and Perceived Improvement. Following is a list of the questions that comprise each composite, with a short description of the responses considered an achievement for each question:

Getting Treatment Quickly

- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed
- Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate

- Q12. Clinicians usually or always listened carefully
- Q13. Clinicians usually or always explained things
- Q14. Clinicians usually or always showed respect
- Q15. Clinicians usually or always spent enough time
- Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

- Q40. Delays in treatment while waiting for plan approval were not a problem
- Q42. Getting help from customer service was not a problem

Perceived Improvement

- Q32. Much better or a little better able to deal with daily problems compared to 1 year ago
- Q33. Much better or a little better able to deal with social situations compared to 1 year ago
- Q34. Much better or a little better able to accomplish things compared to 1 year ago
- Q35. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

The composite scores presented in this report are calculated using a member-level scoring algorithm. First, an average of achievements is calculated for each member that appropriately answered at least one question in the composite. A composite achievement score is then calculated by taking the mean of those individual member averages.

The "N" presented with the composite score is the number of members who appropriately answered at least one question in that composite.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with counseling or treatment, correlations are computed between responses to specific performance-related items and Q29, which is the rating question in the survey instrument measuring overall satisfaction with counseling or treatment. The particular correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 and 1. In the context of this report, coefficients greater than or equal to .4 are more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Statistical Testing

Mississippi CHIP 2021 results are compared to each plan's results, with significance testing. Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of health plan achievement scores and their Pearson correlation with overall counseling or treatment satisfaction. Overall satisfaction with counseling or treatment is based on Q29, which asks respondents to rate their experience with their counseling or treatment, using a 0-10 scale, from "Worst counseling or treatment possible" to "Best counseling or treatment possible". Achievement scores are plotted against their correlation with overall counseling or treatment satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites are those which are most highly correlated with overall counseling and treatment satisfaction. For example, if one composite is more highly correlated with overall counseling and treatment satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall counseling and treatment satisfaction over time. Conversely, if an item is weakly correlated with overall counseling and treatment satisfaction, altering services in that domain won't significantly alter ratings of counseling and treatment.

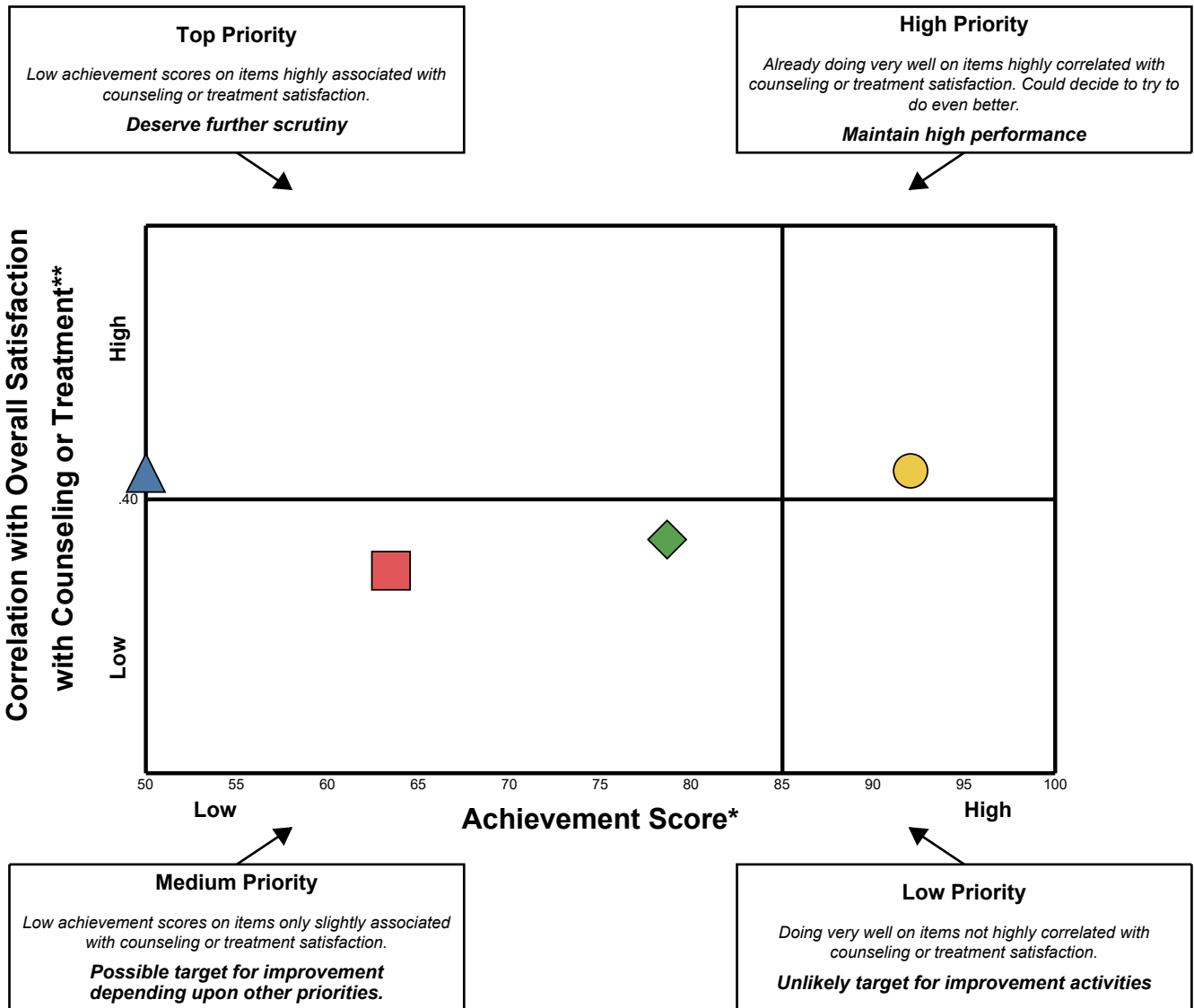
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations with counseling and treatment satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 85% score horizontal axis and a .4 correlation vertical axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with counseling or treatment satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with counseling or treatment satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with counseling or treatment satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composites



Top Priority
 Low achievement scores on items highly associated with counseling or treatment satisfaction.
Deserve further scrutiny

High Priority
 Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.
Maintain high performance

Medium Priority
 Low achievement scores on items only slightly associated with counseling or treatment satisfaction.
Possible target for improvement depending upon other priorities.

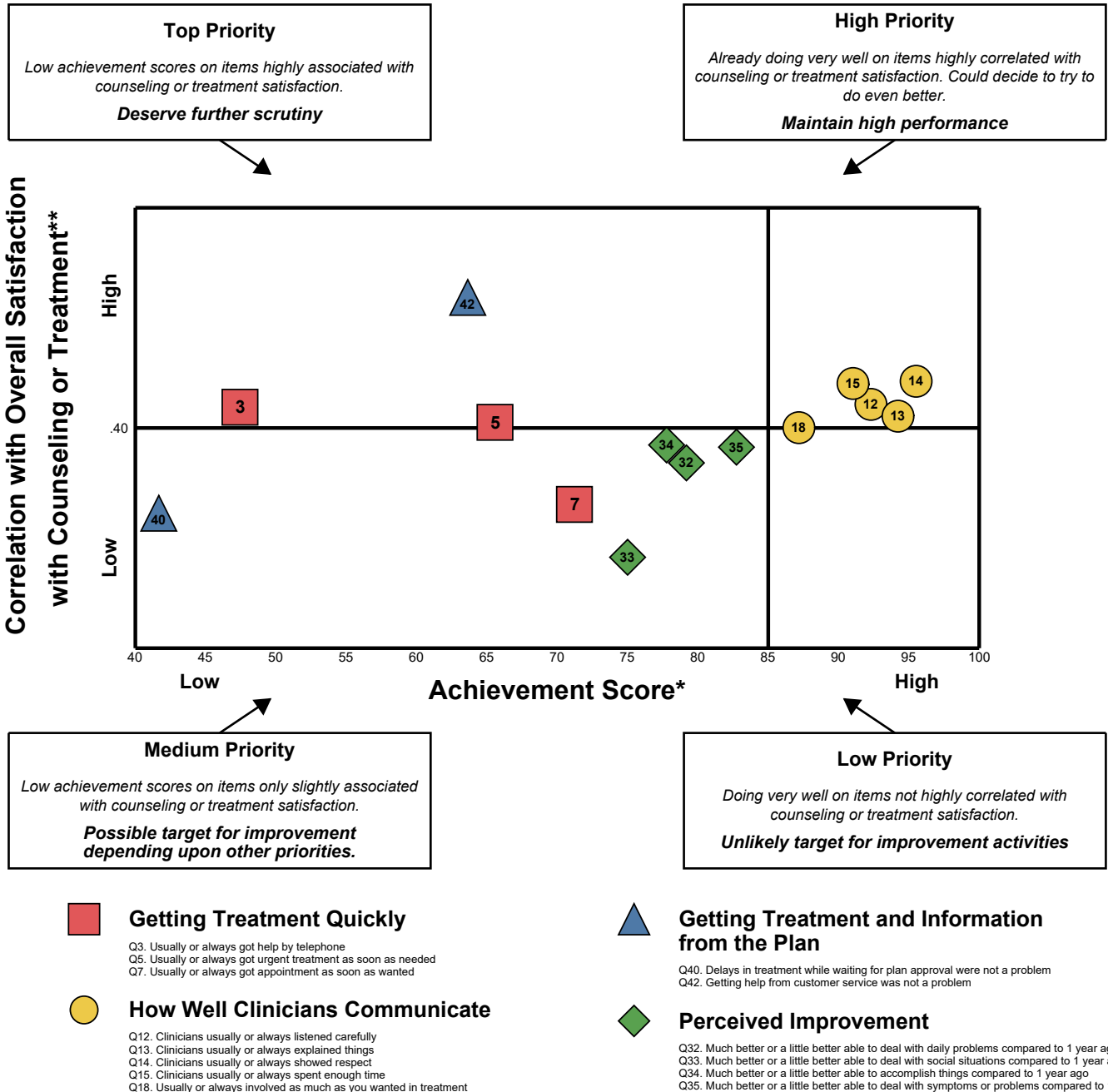
Low Priority
 Doing very well on items not highly correlated with counseling or treatment satisfaction.
Unlikely target for improvement activities

- Getting Treatment Quickly
- How Well Clinicians Communicate

- ▲ Getting Treatment and Information from the Plan
- ◆ Perceived Improvement

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composite Items

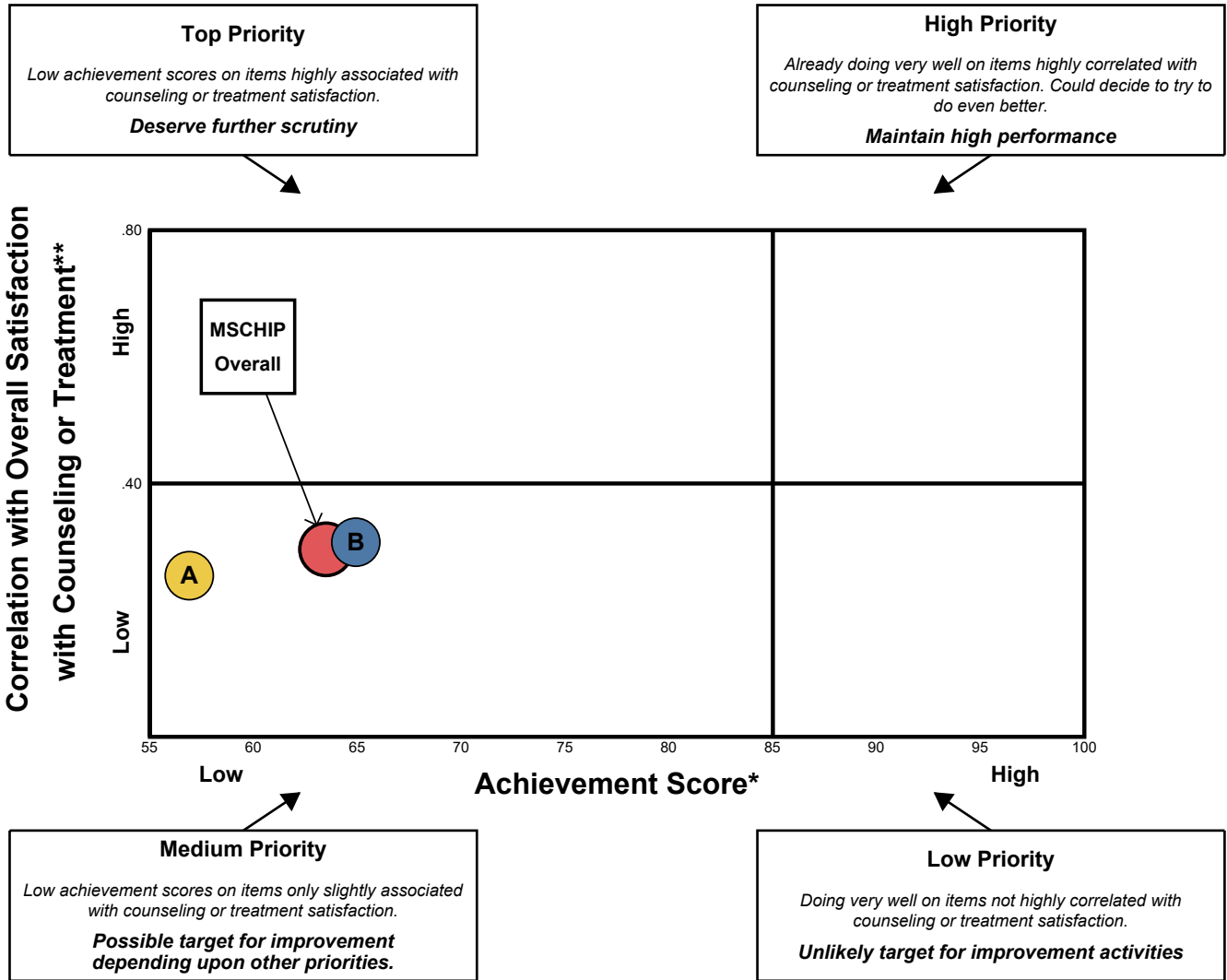


* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Getting Treatment Quickly

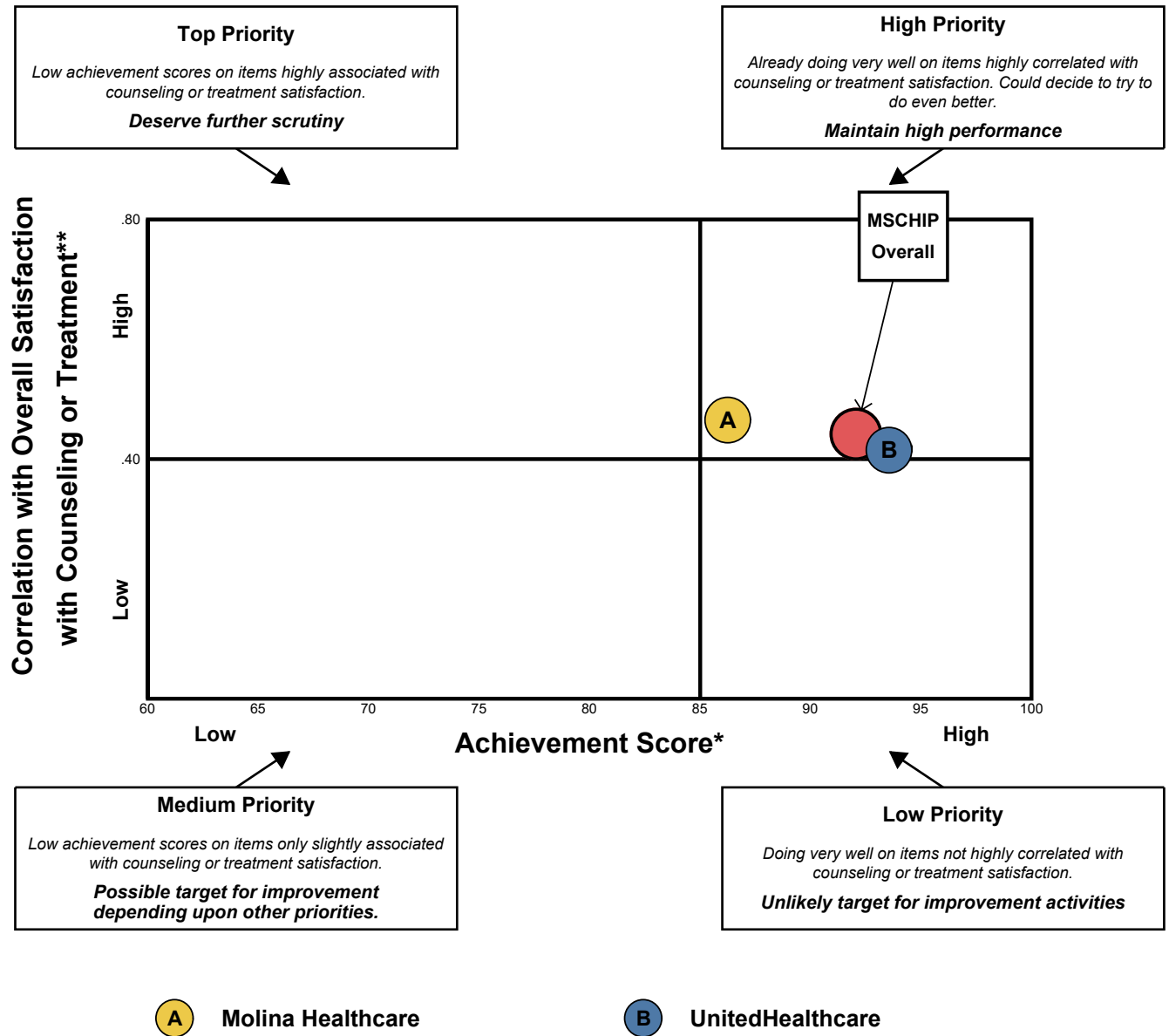


* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

How Well Clinicians Communicate

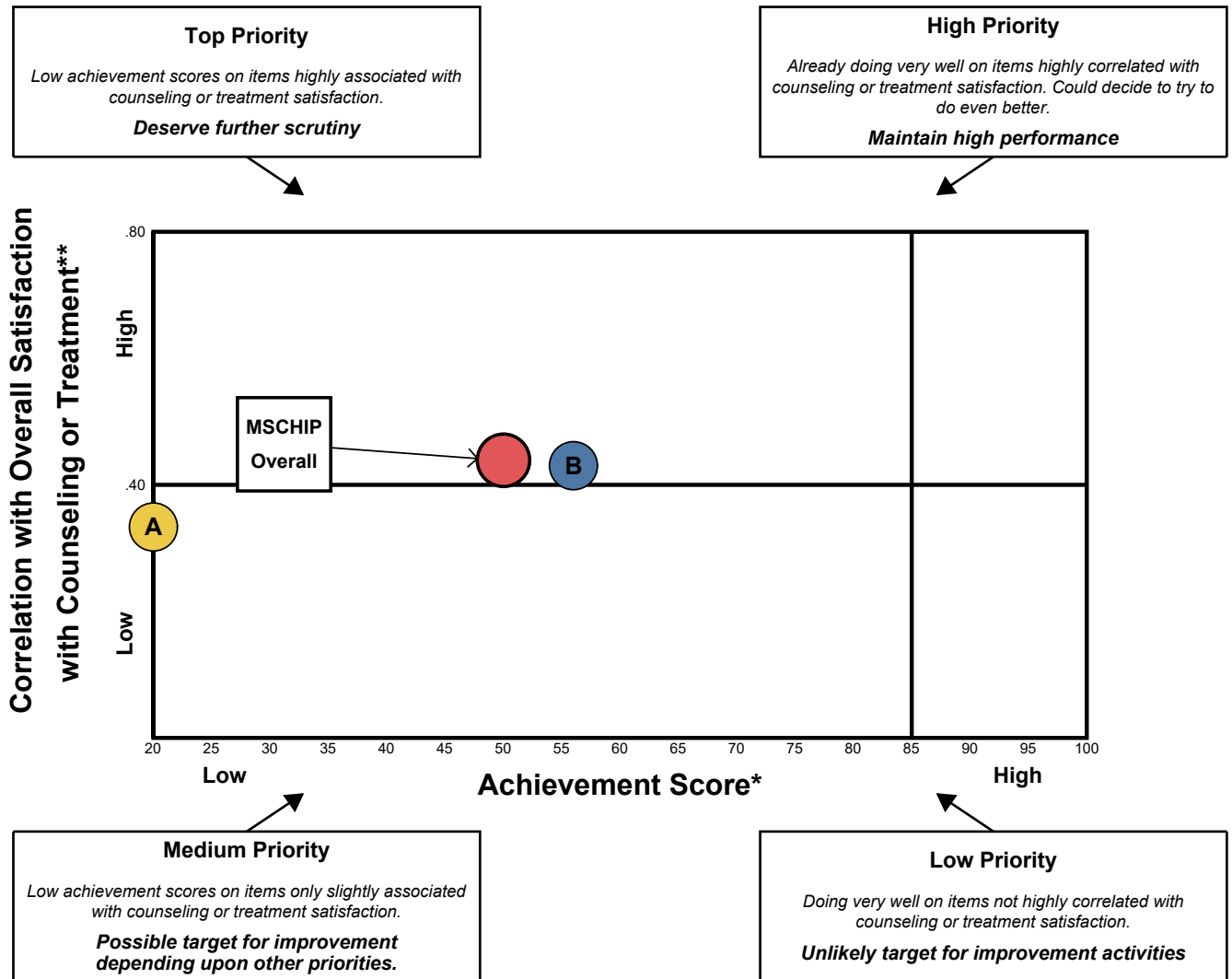


* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Getting Treatment and Information from the Plan



A Molina Healthcare

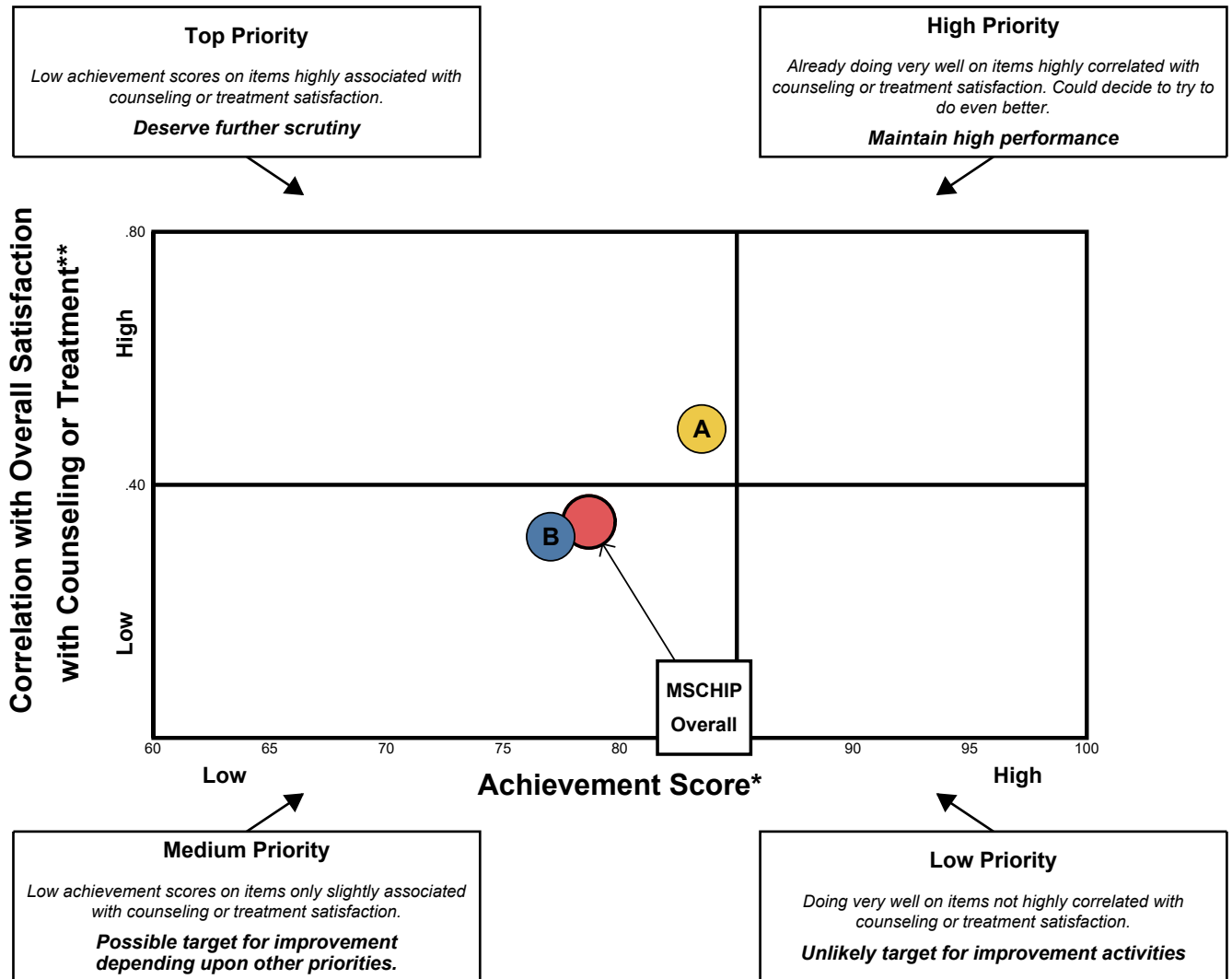
B UnitedHealthcare

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Perceived Improvement



A Molina Healthcare

B UnitedHealthcare

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

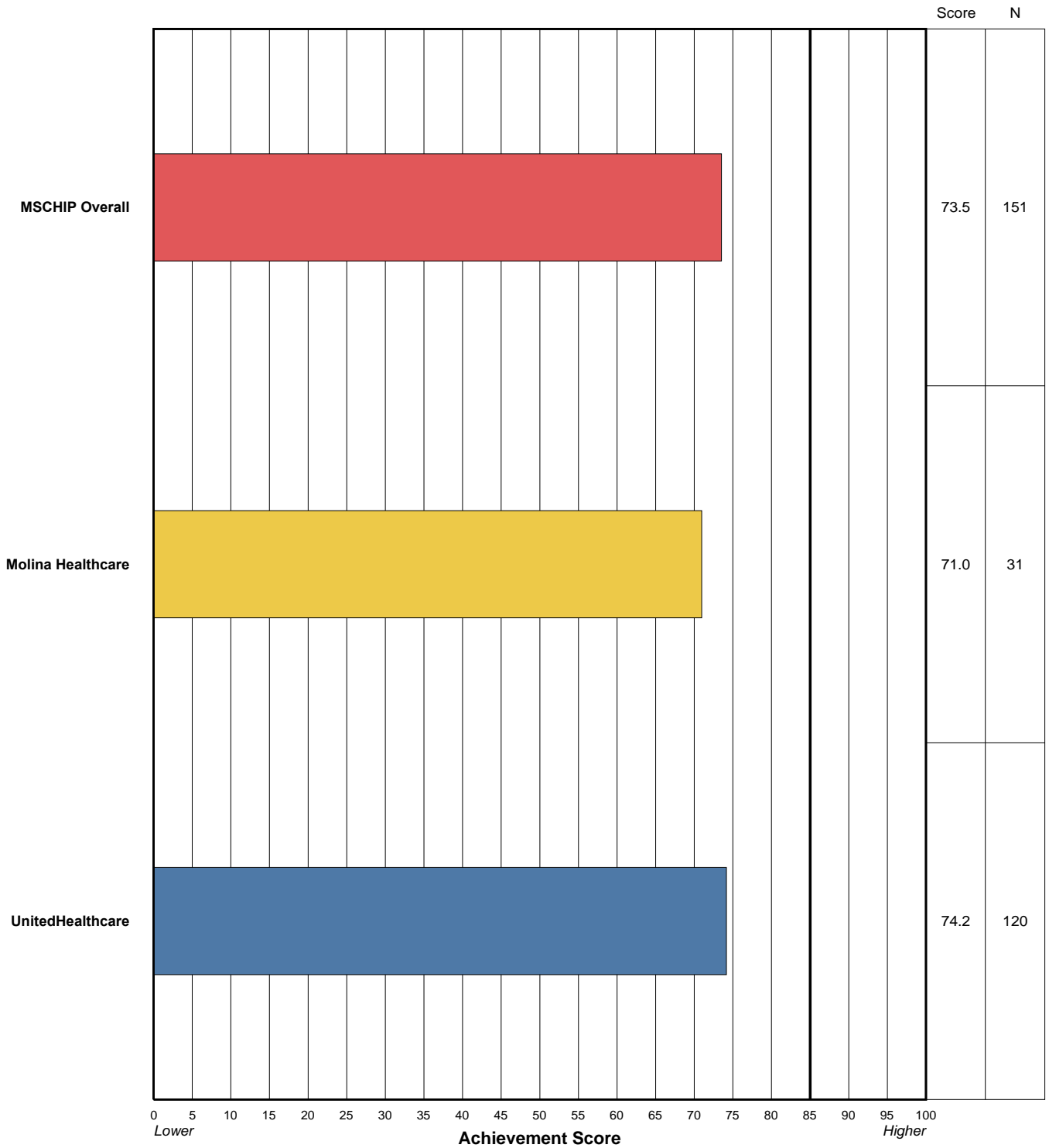
Overall Ratings

The CAHPS® ECHO 3.0 Child survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the table below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Alternate top box scoring of 9 or 10 are presented as hollow bars.

The Mississippi CHIP overall score is compared to each plan's score. Statistical testing is run between the plan score data and the Mississippi CHIP overall score, with an arrow beside the bar if applicable.

Overall Ratings

Q29. Rating of counseling or treatment



NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

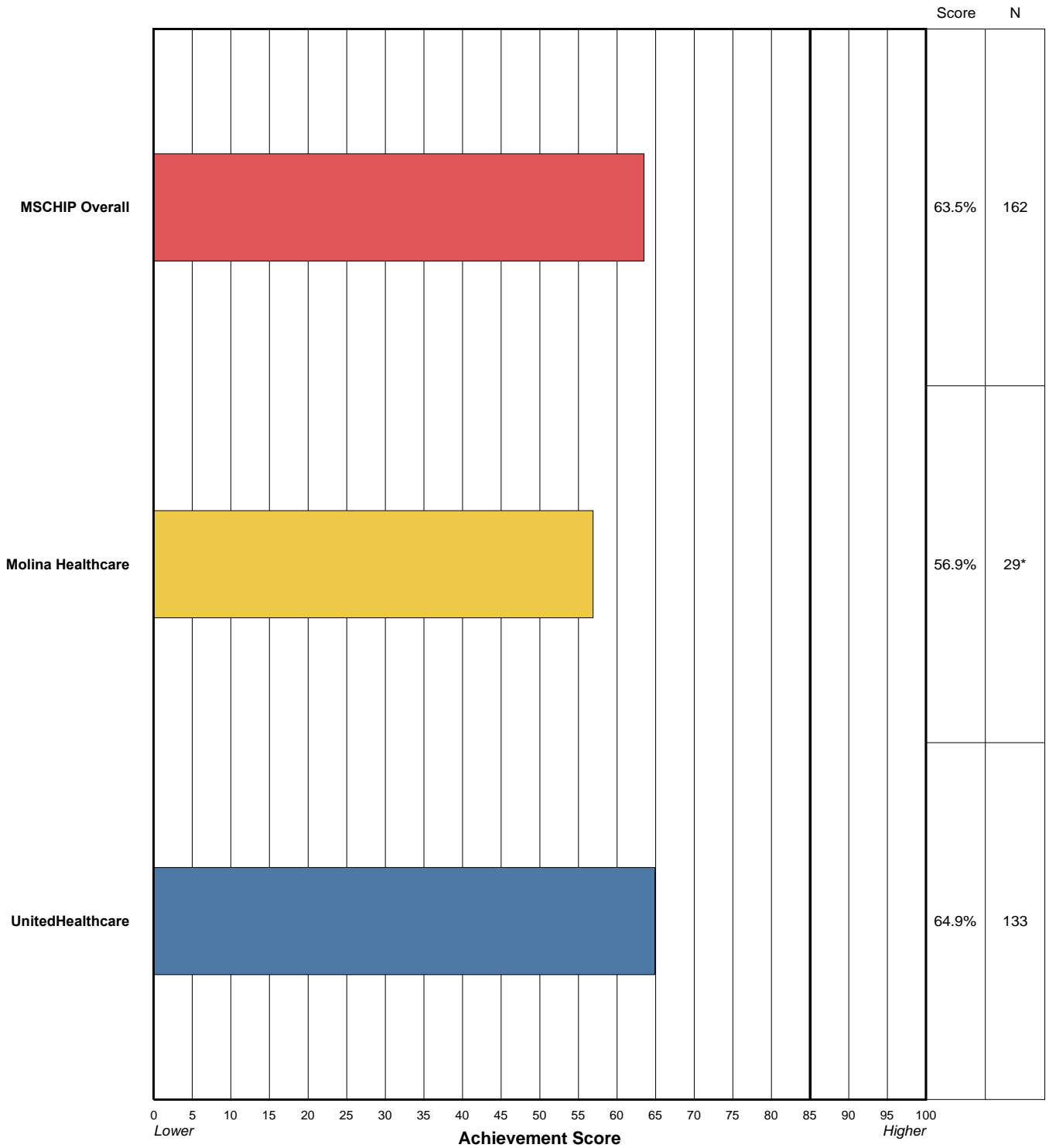
Composites

Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "Getting Treatment Quickly" includes questions about how often respondents were able to get needed help, treatment, and appointments quickly.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite. Alternate top box scoring is presented when applicable as hollow bars.

The Mississippi CHIP overall score is compared to each plan's score. Statistical testing is run between the plan score data and the Mississippi CHIP overall data, with an arrow beside the bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Composites Getting Treatment Quickly



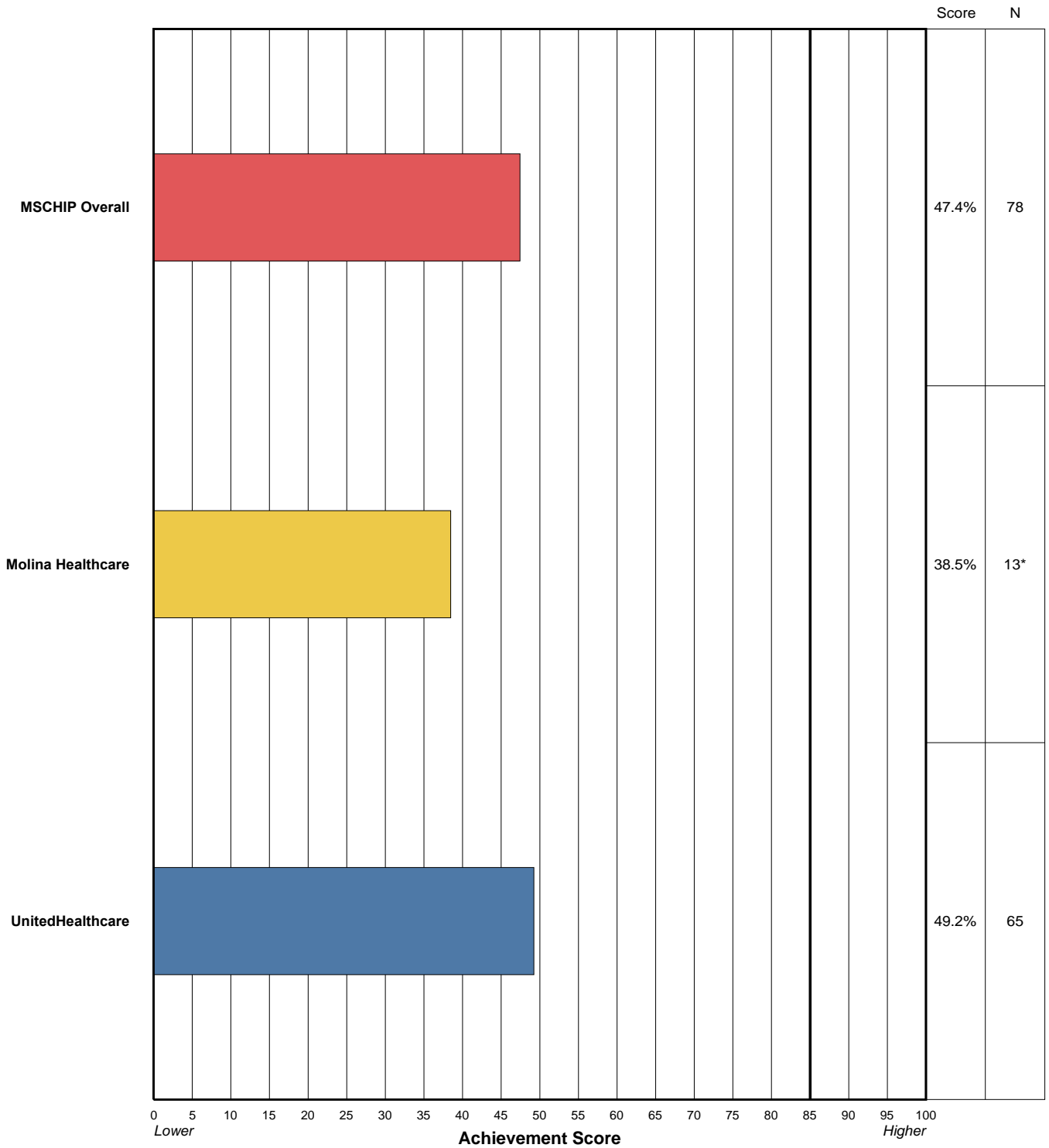
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment Quickly

Q3. Usually or always got help by telephone



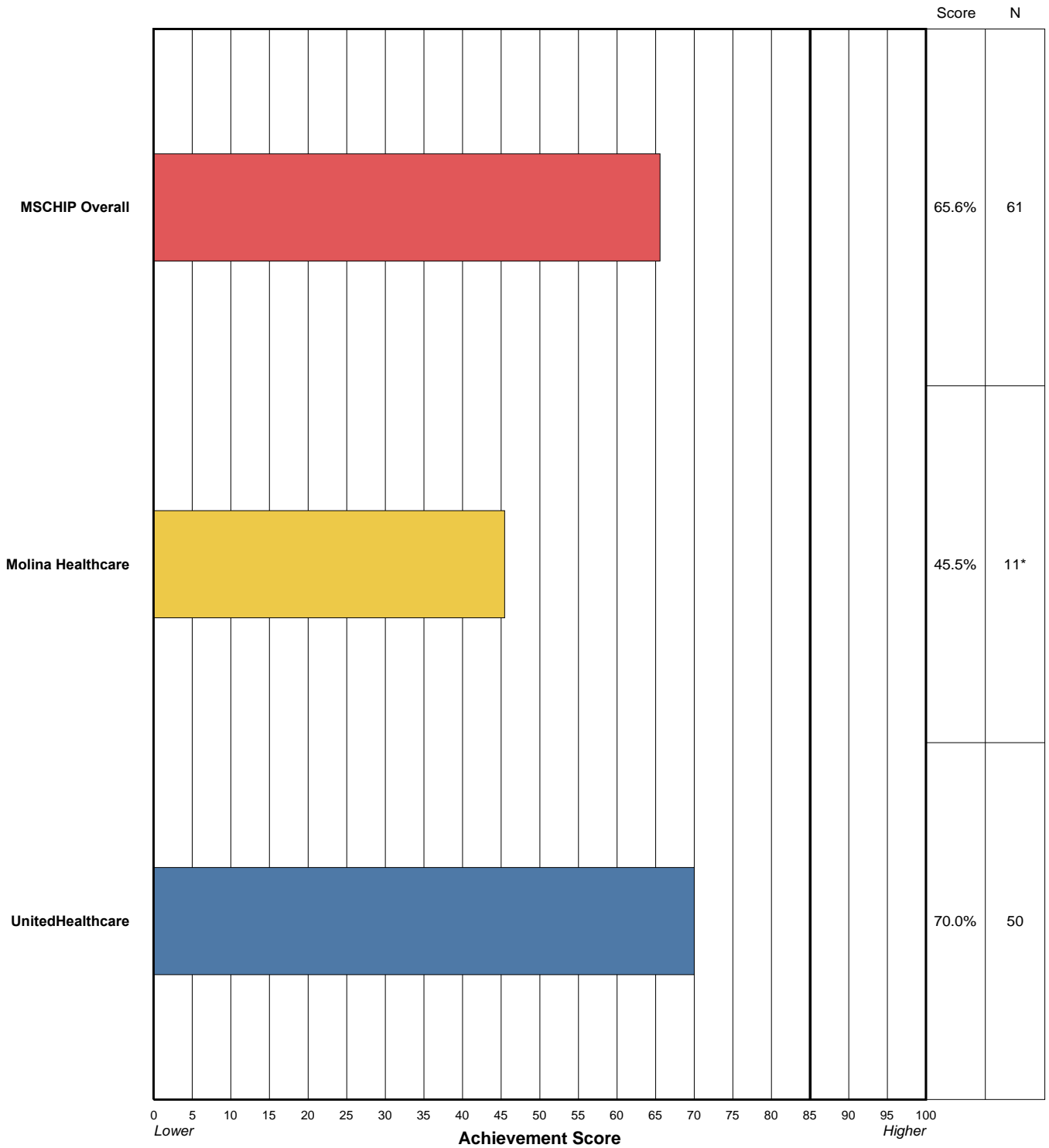
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment Quickly

Q5. Usually or always got urgent treatment as soon as needed



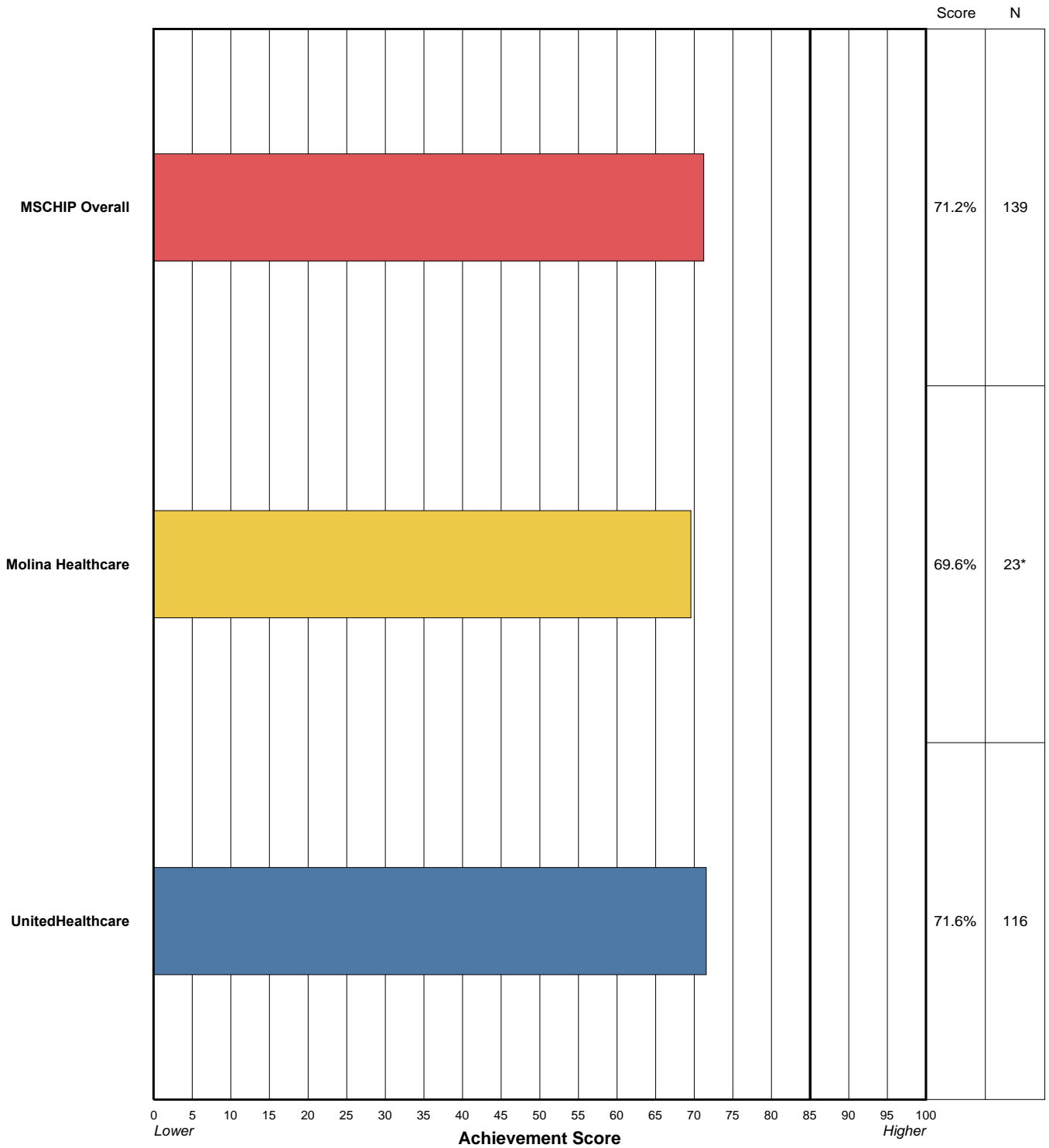
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment Quickly

Q7. Usually or always got appointment as soon as wanted

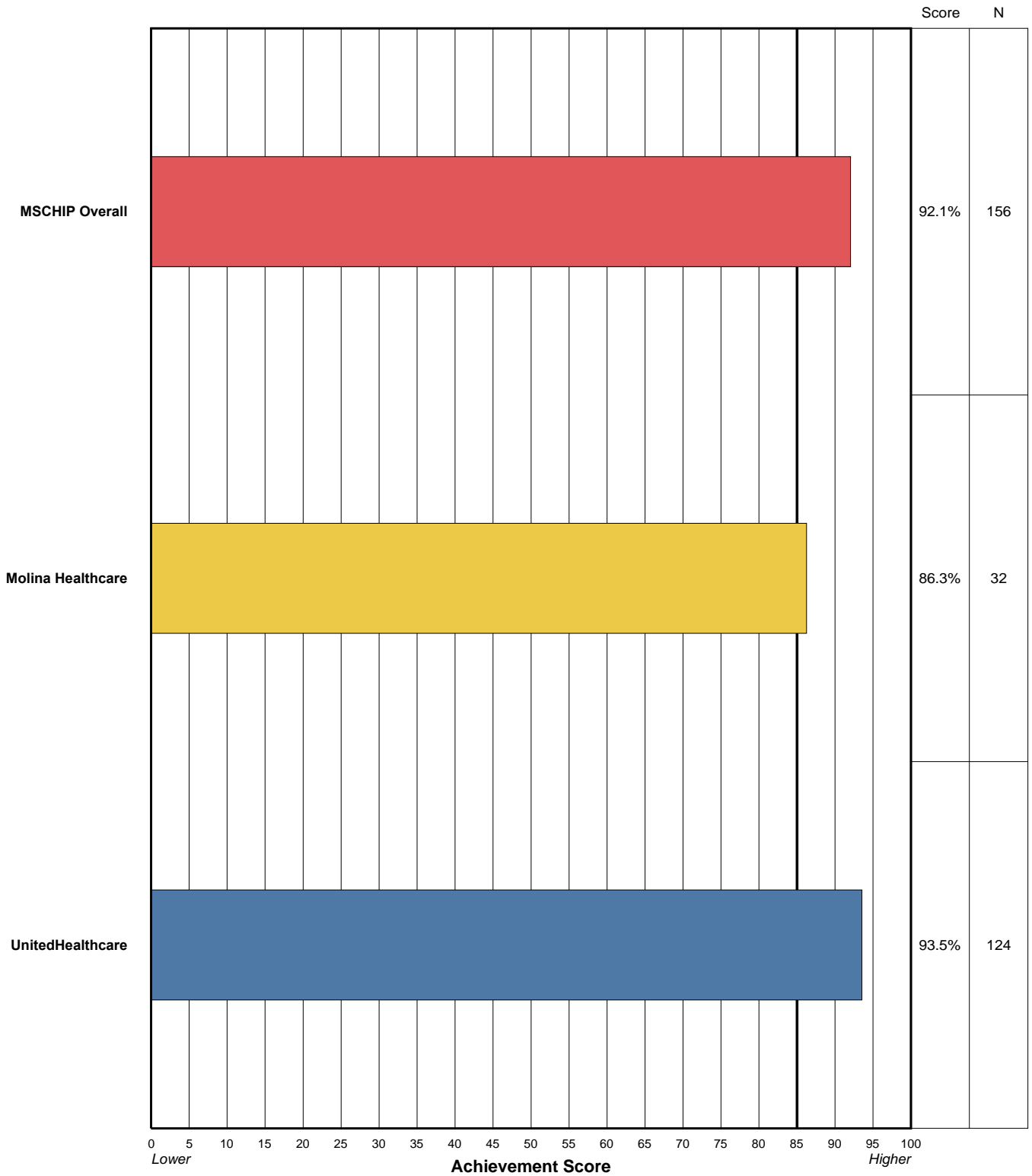


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

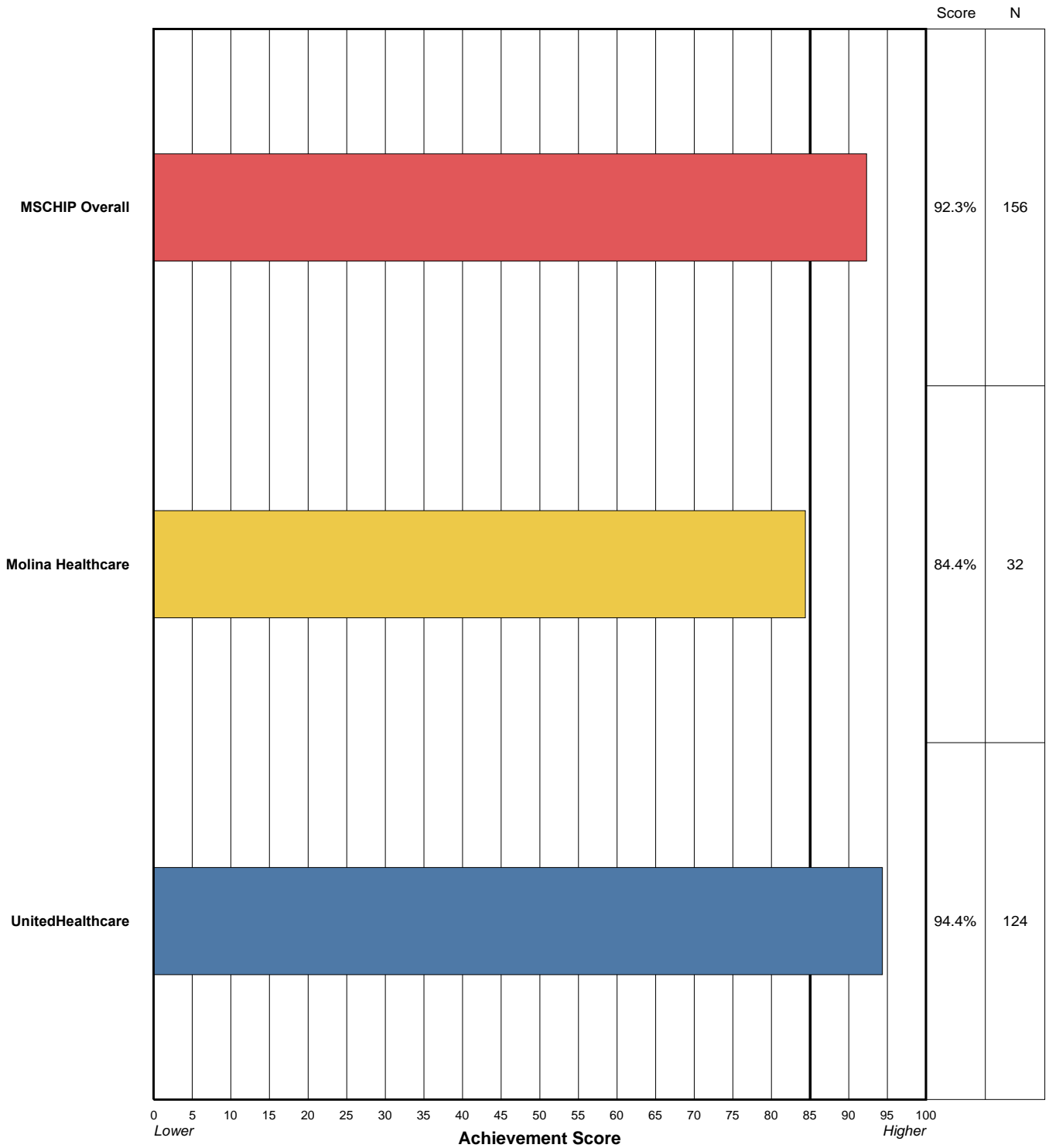


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

How Well Clinicians Communicate

Q12. Clinicians usually or always listened carefully

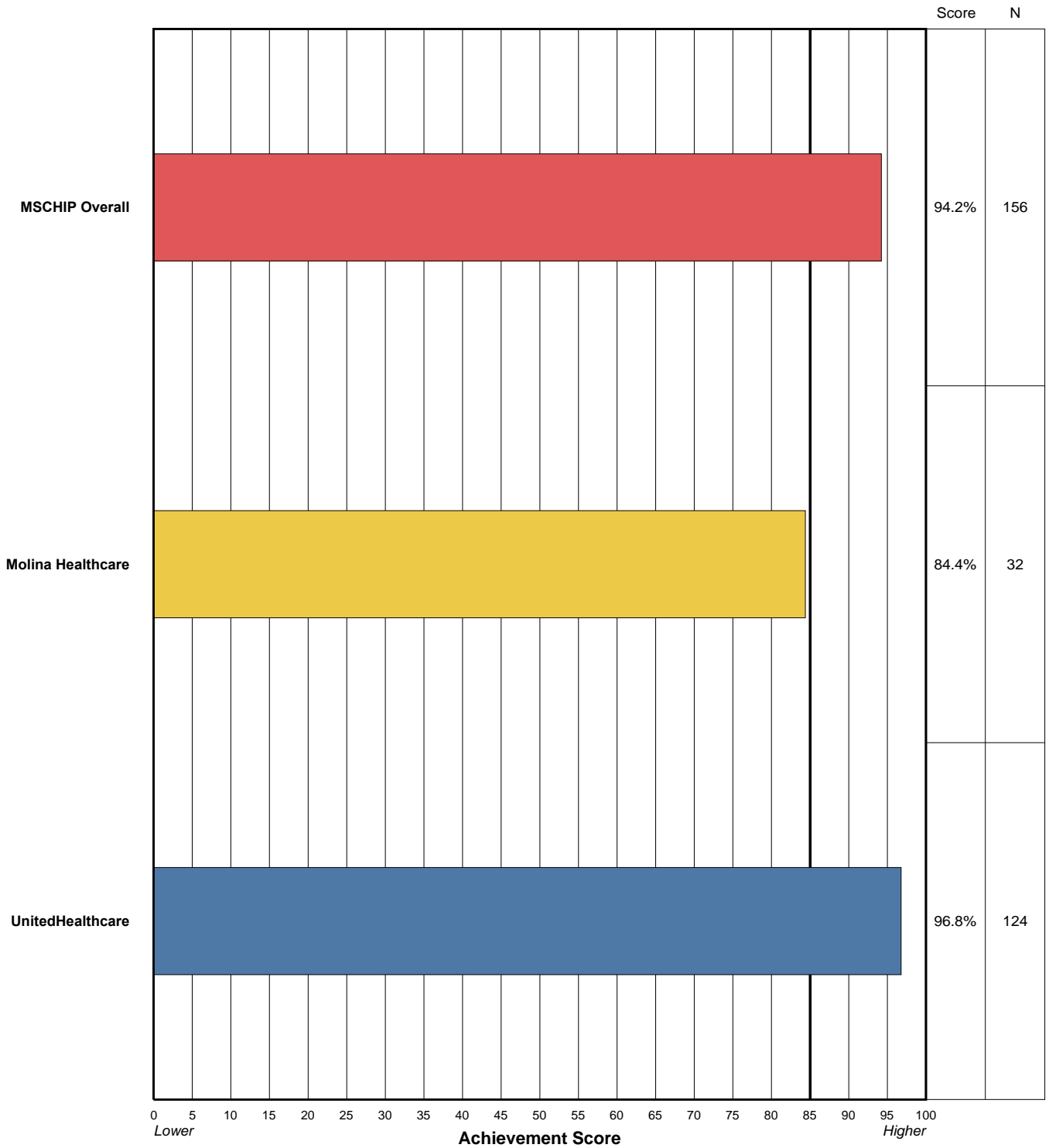


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

How Well Clinicians Communicate

Q13. Clinicians usually or always explained things

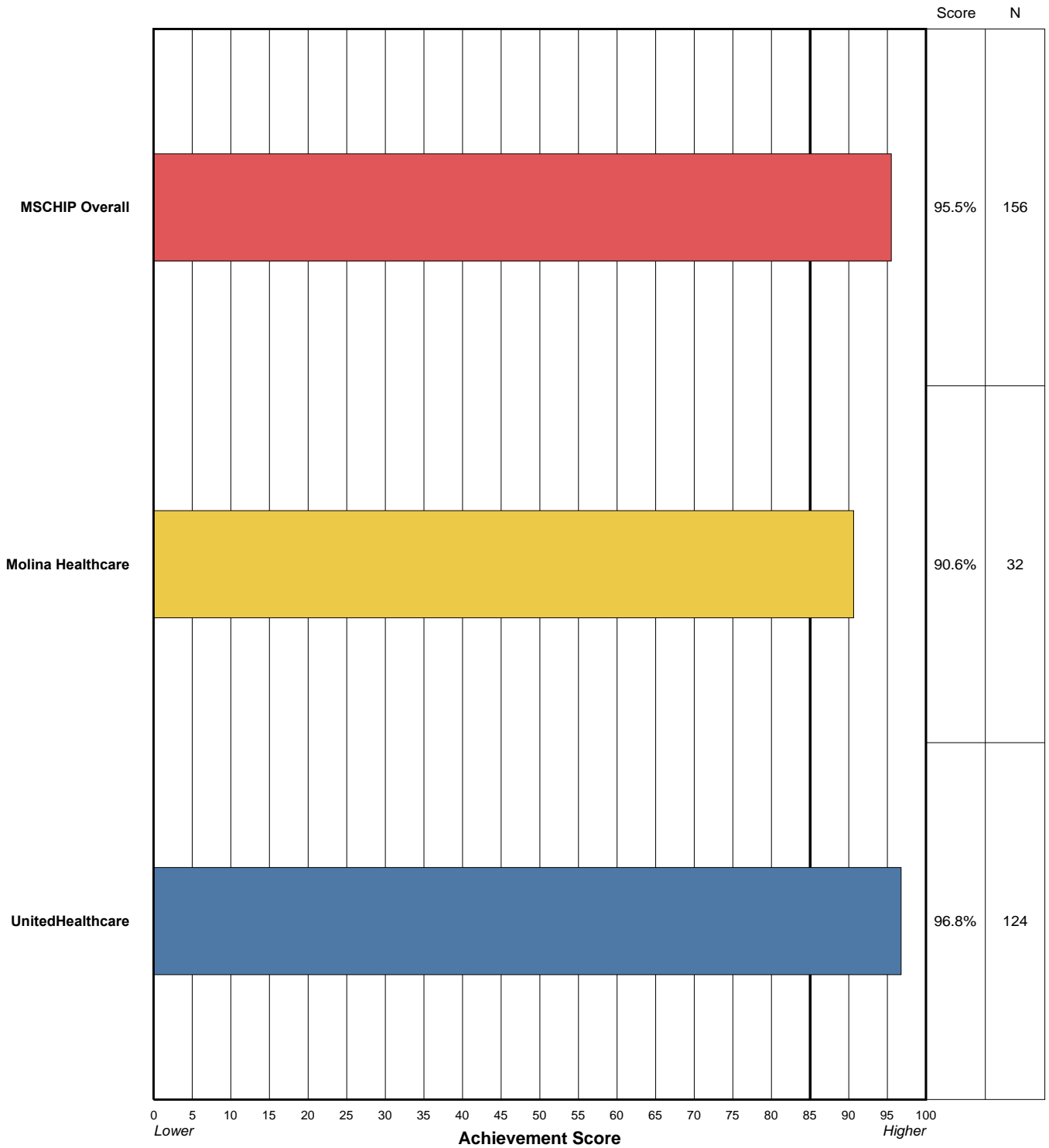


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

How Well Clinicians Communicate

Q14. Clinicians usually or always showed respect

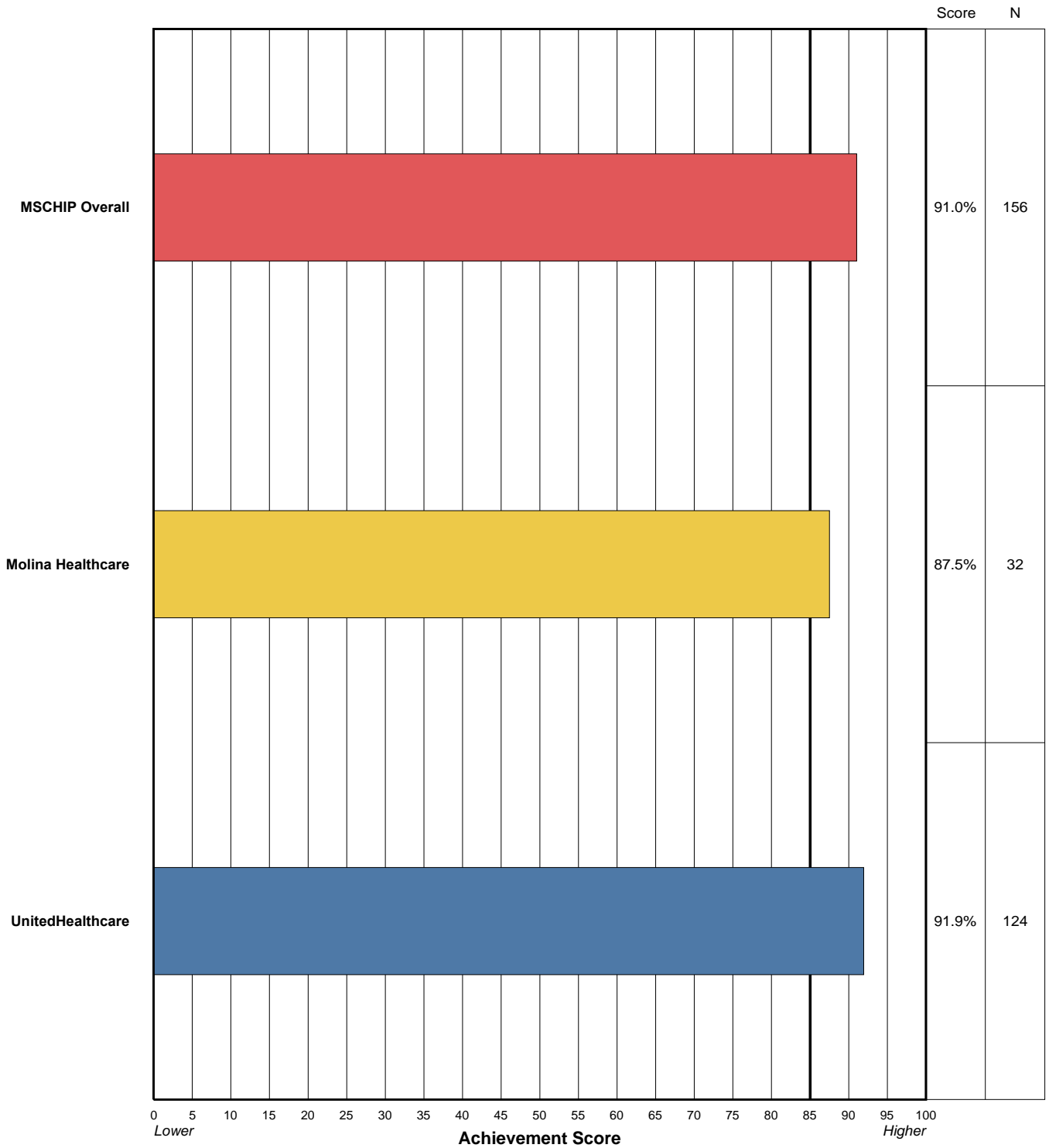


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

How Well Clinicians Communicate

Q15. Clinicians usually or always spent enough time

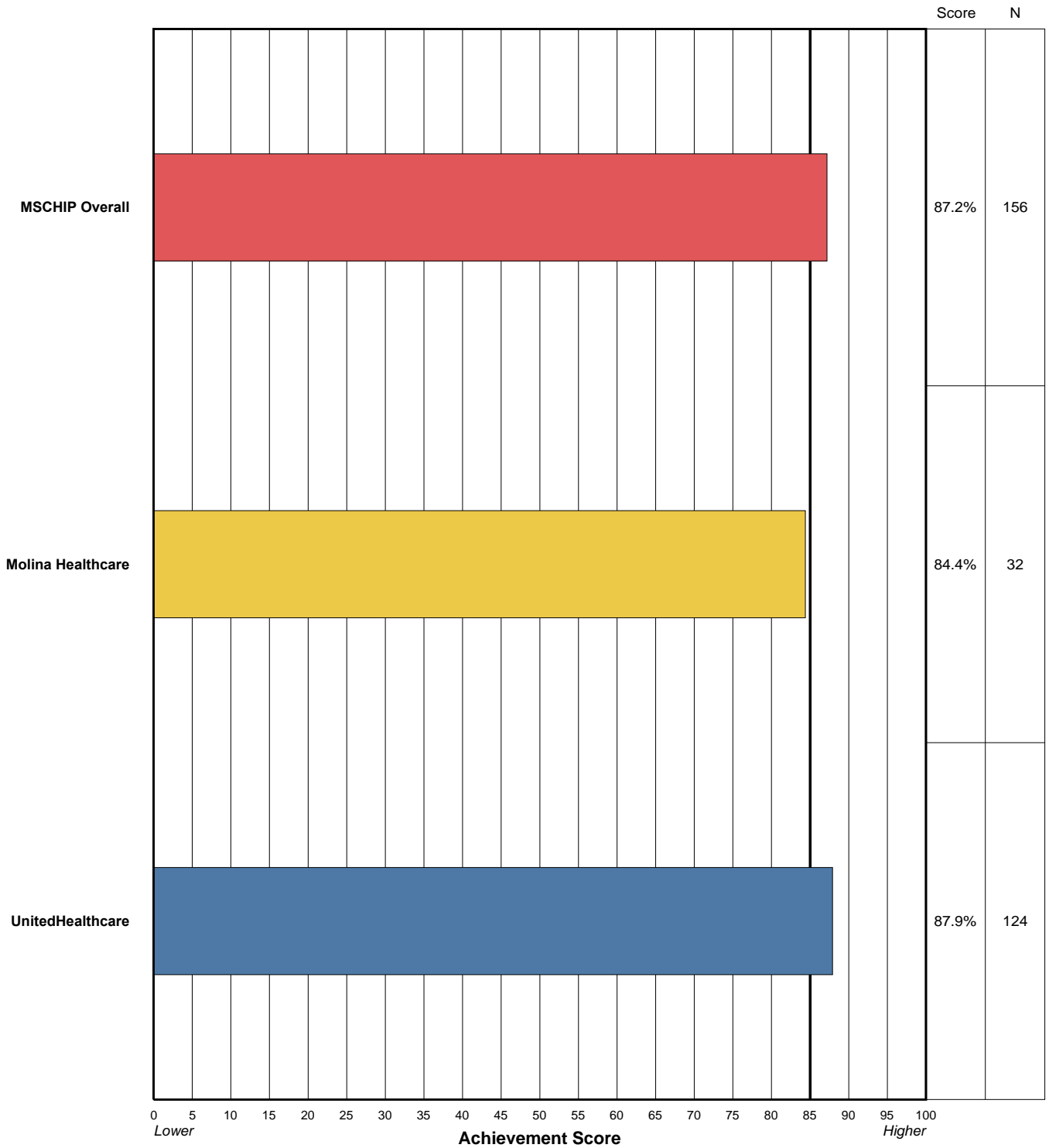


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

How Well Clinicians Communicate

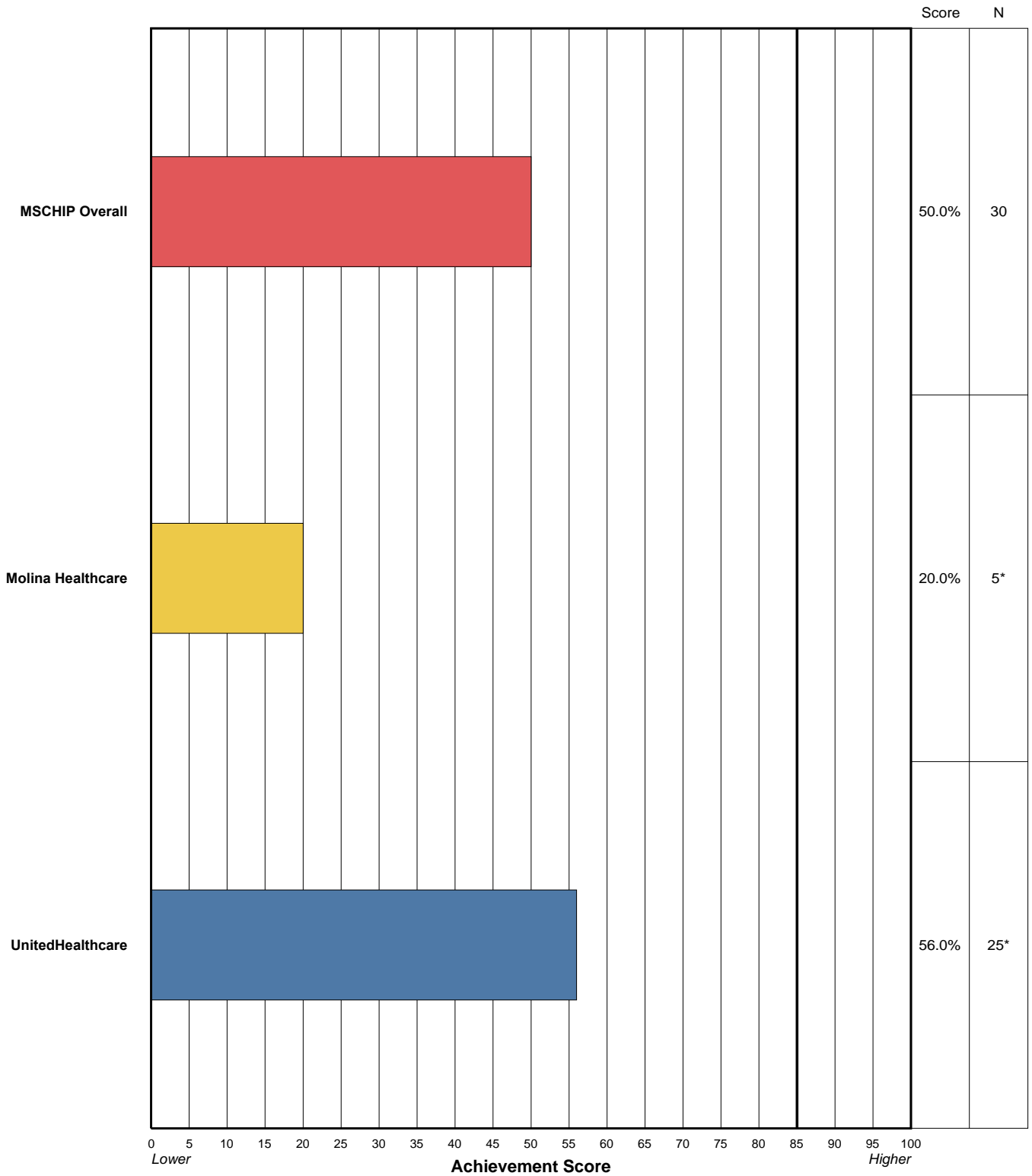
Q18. Usually or always involved as much as you wanted in treatment



NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Getting Treatment and Information from the Plan



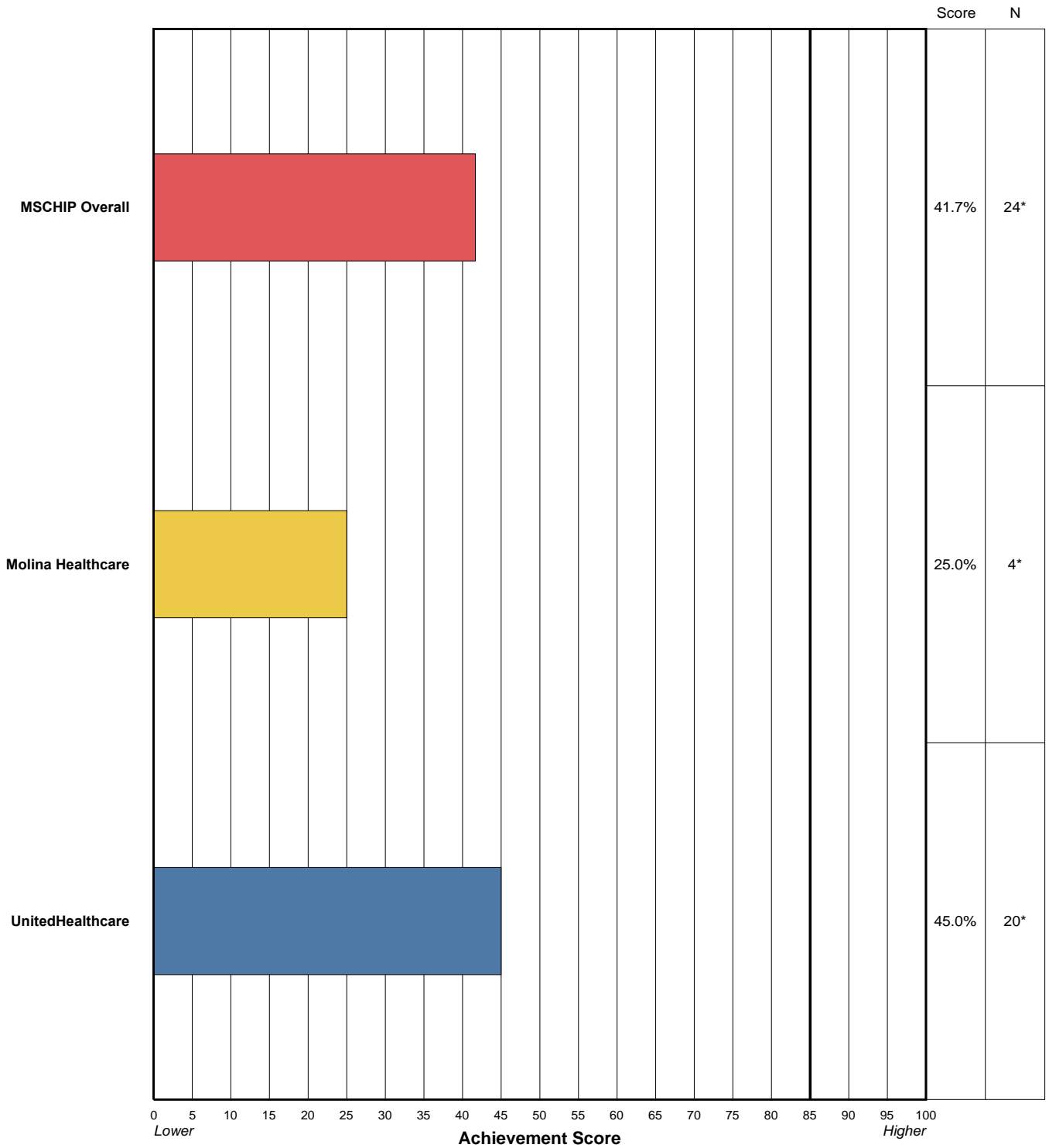
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment and Information from the Plan

Q40. Delays in treatment while waiting for plan approval were not a problem



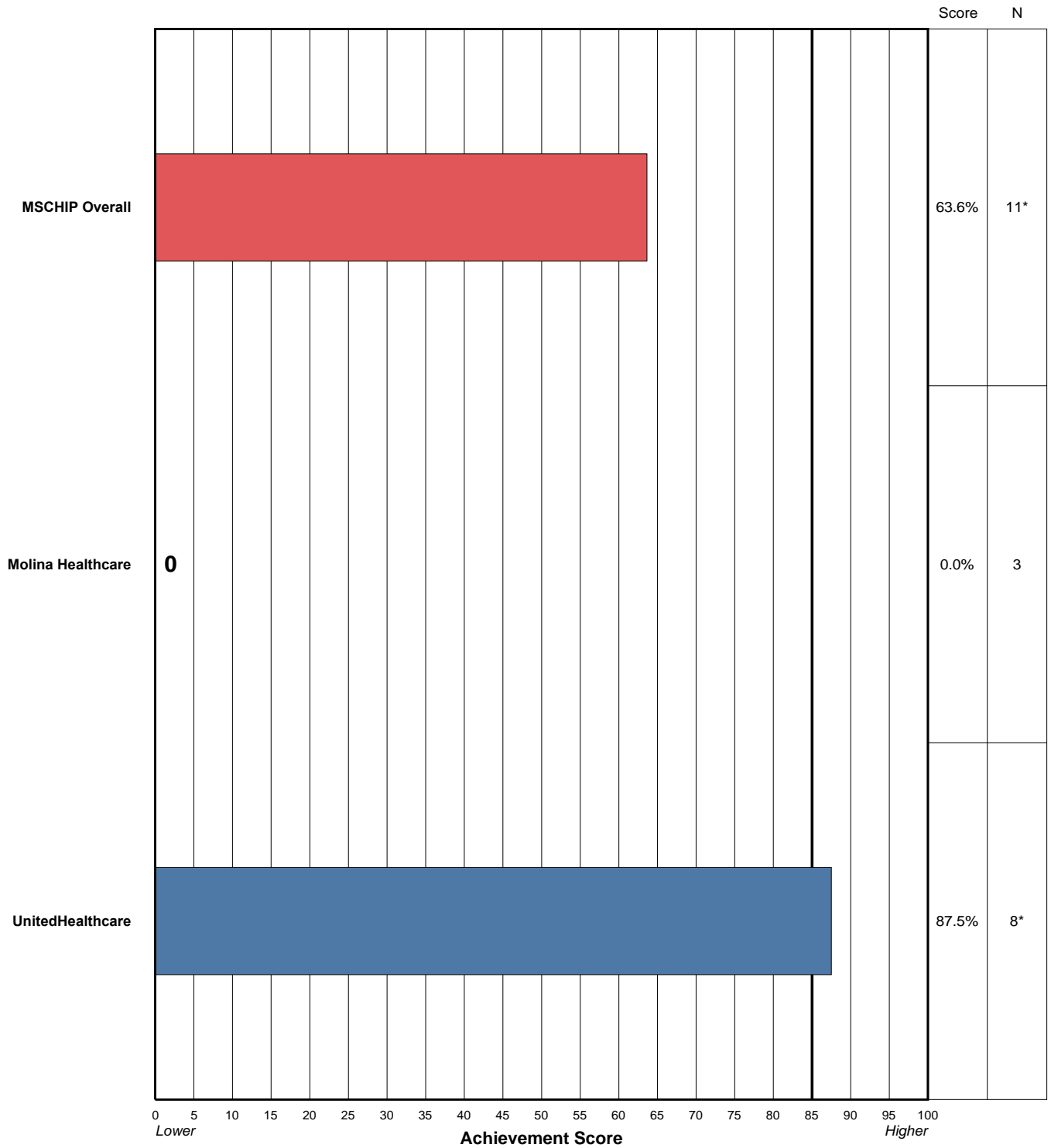
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment and Information from the Plan

Q42. Getting help from customer service was not a problem

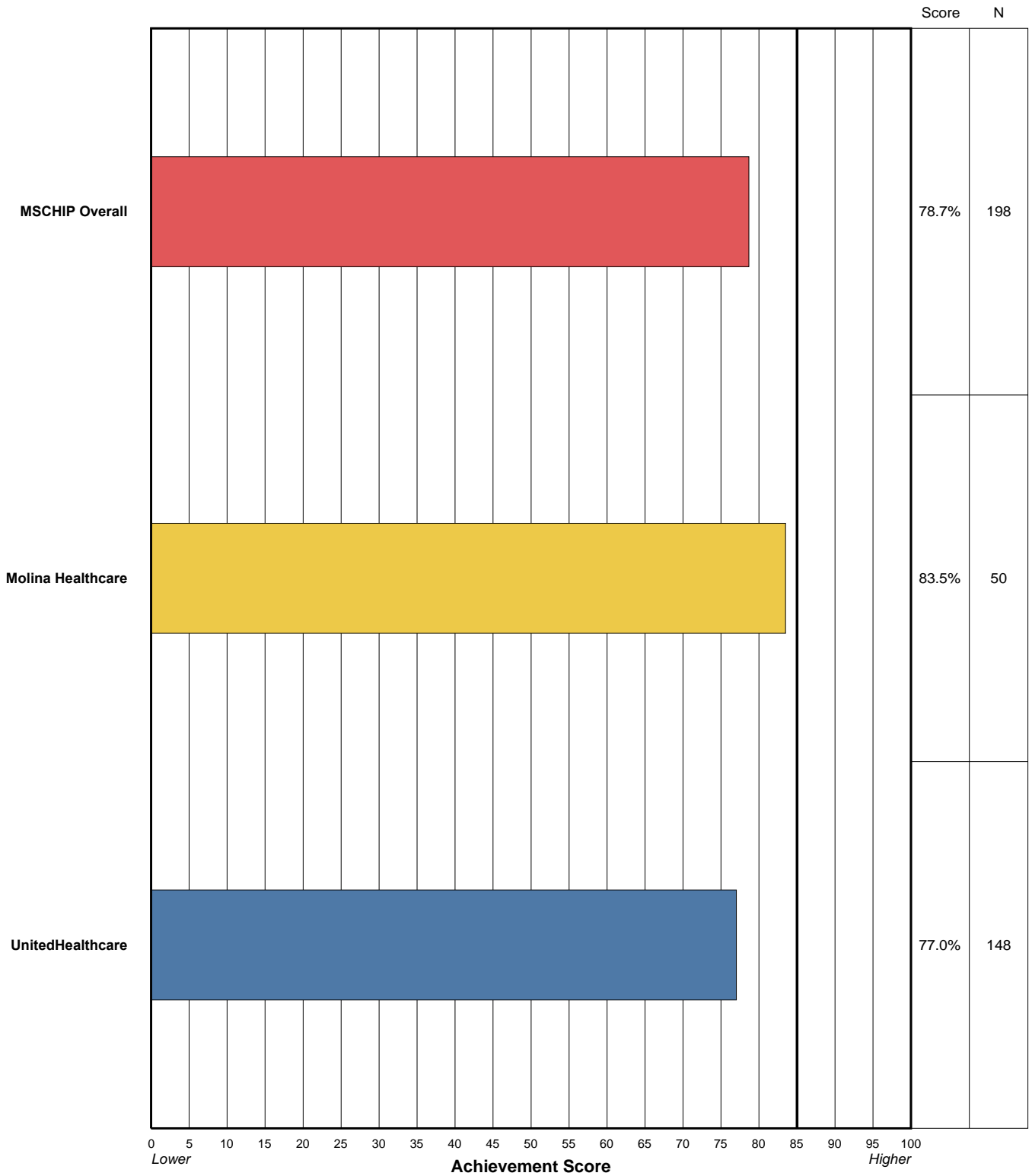


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Perceived Improvement

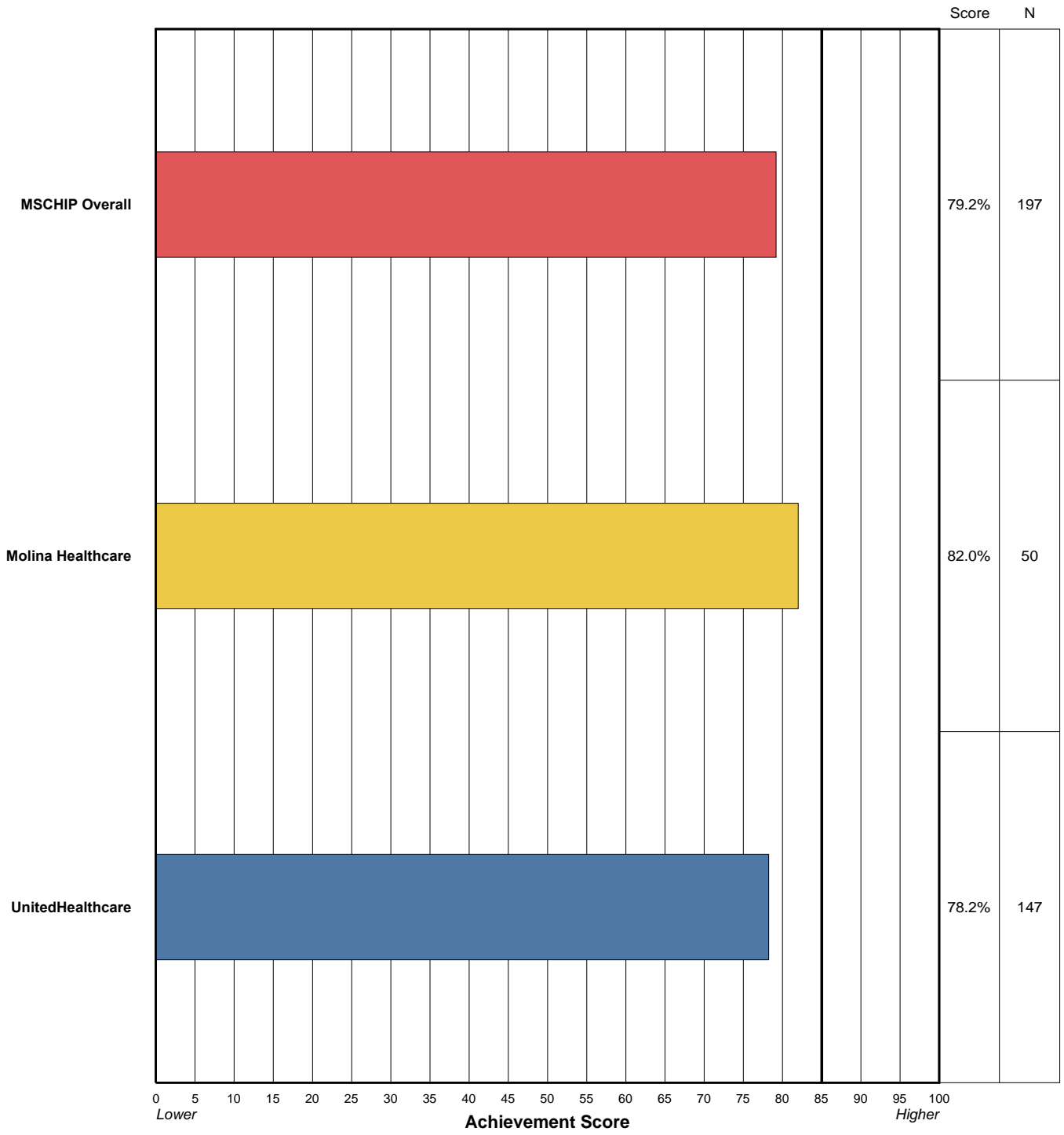


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Perceived Improvement

Q32. Much better or a little better able to deal with daily problems compared to 1 year ago

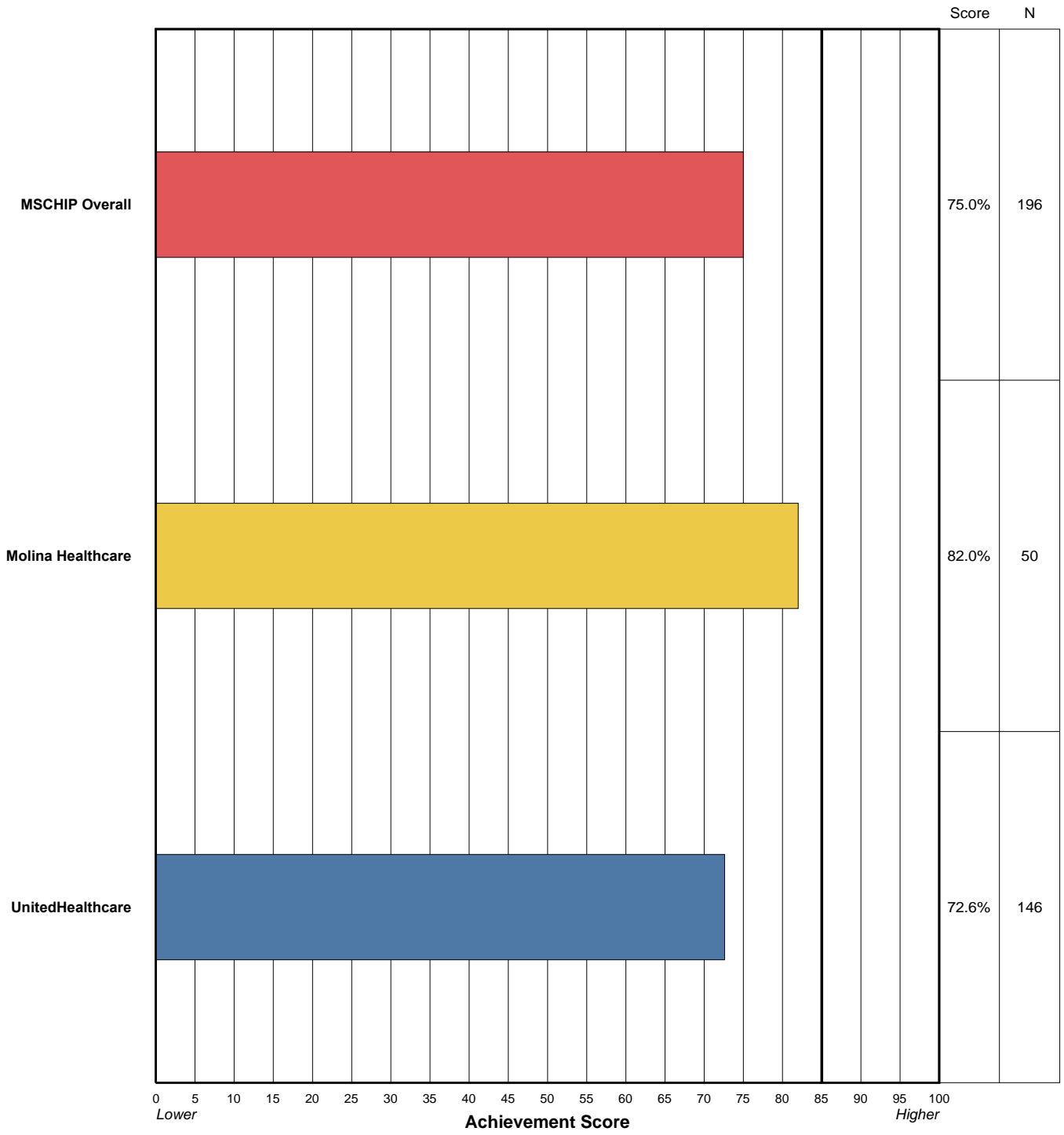


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Perceived Improvement

Q33. Much better or a little better able to deal with social situations compared to 1 year ago

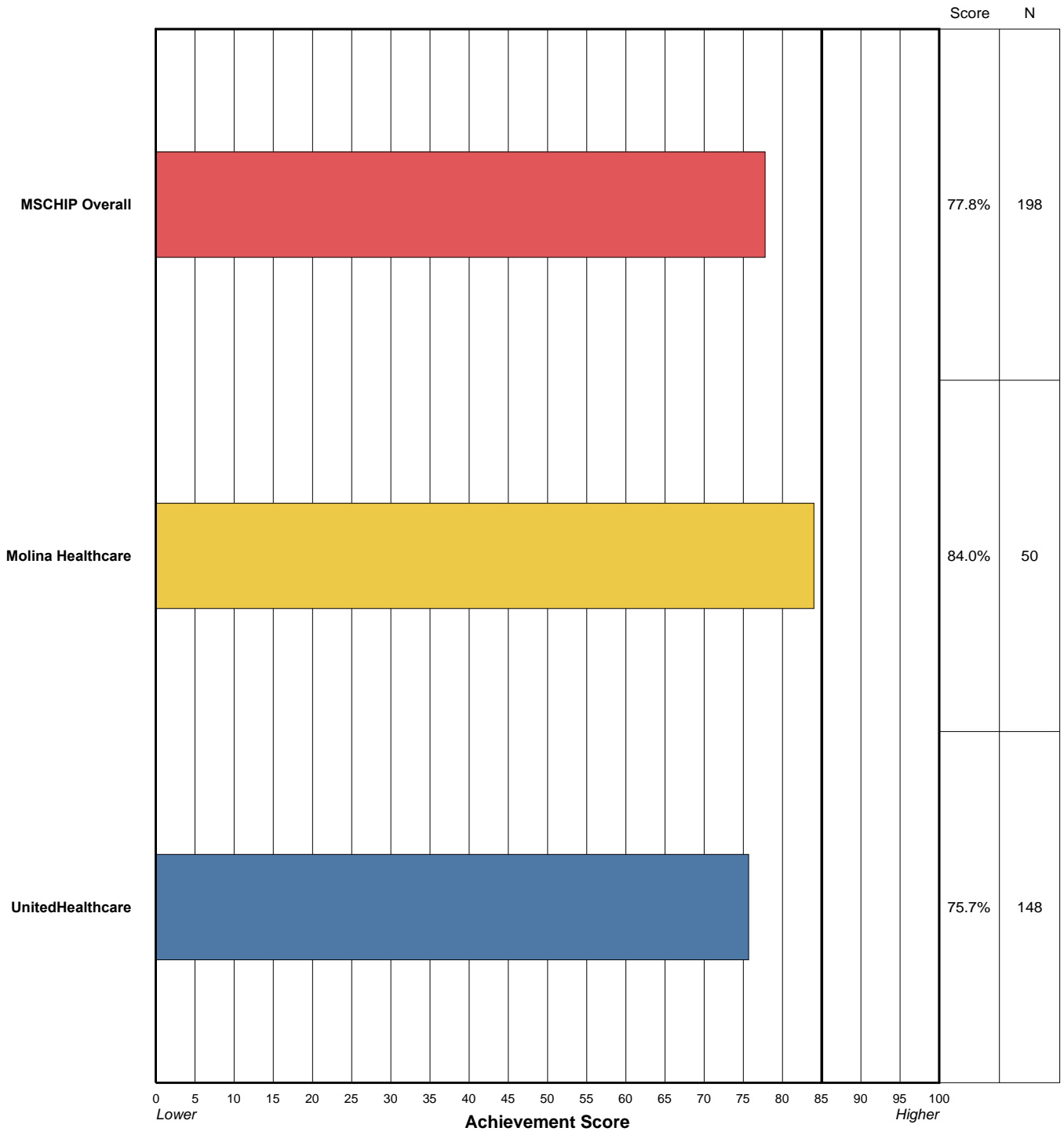


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Perceived Improvement

Q34. Much better or a little better able to accomplish things compared to 1 year ago

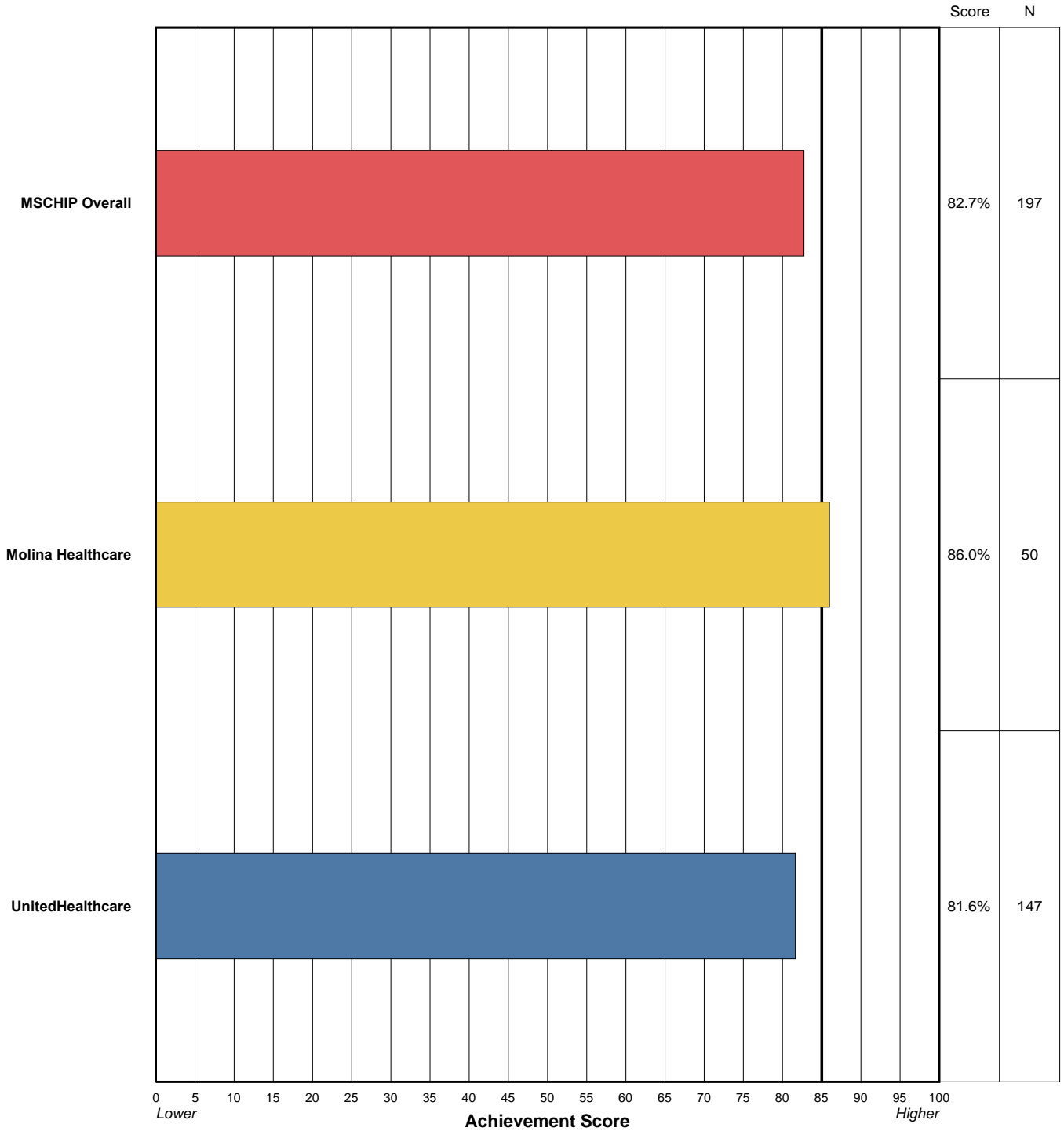


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Perceived Improvement

Q35. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

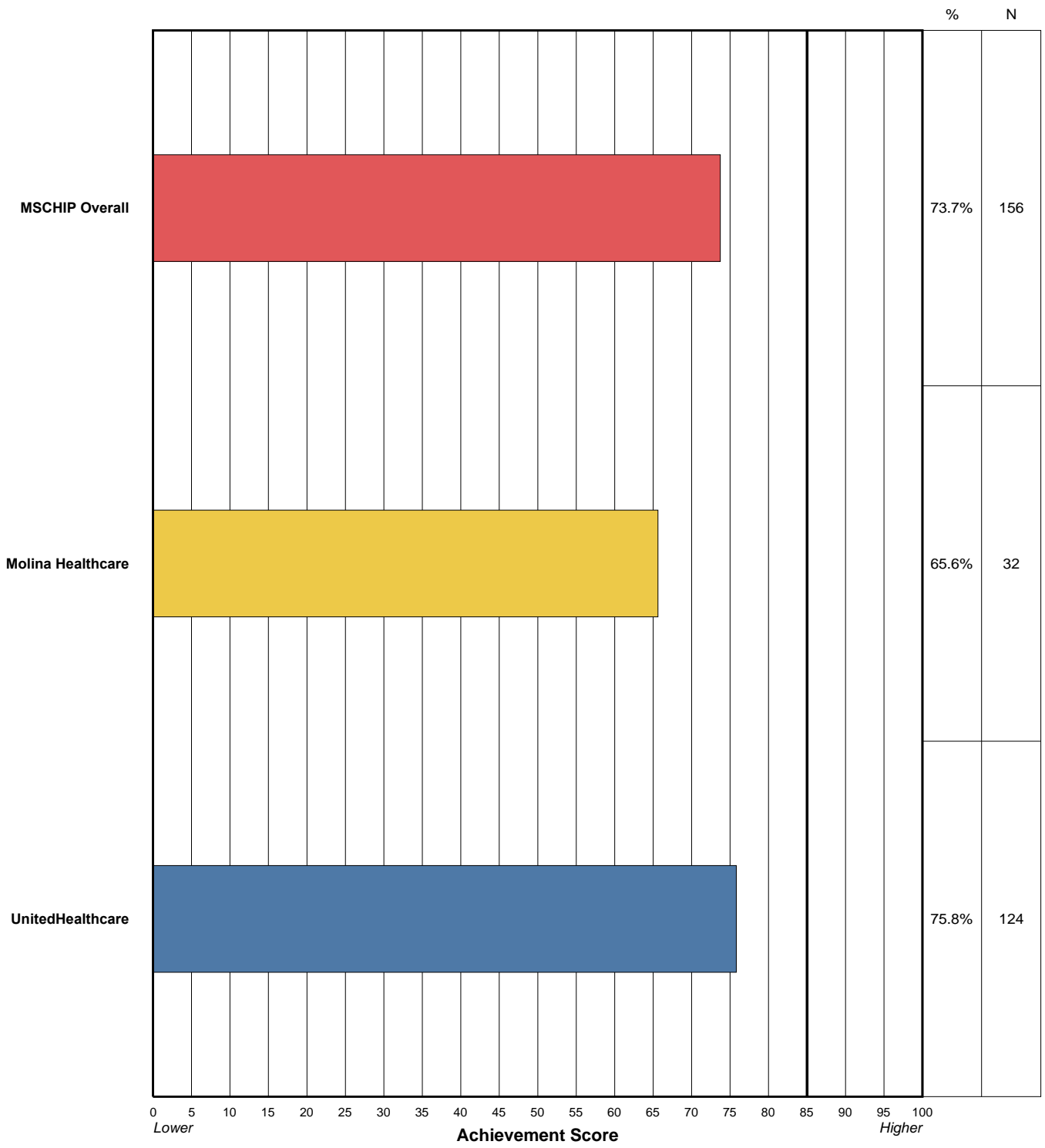


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q11. Usually or always seen within 15 minutes of appointment time

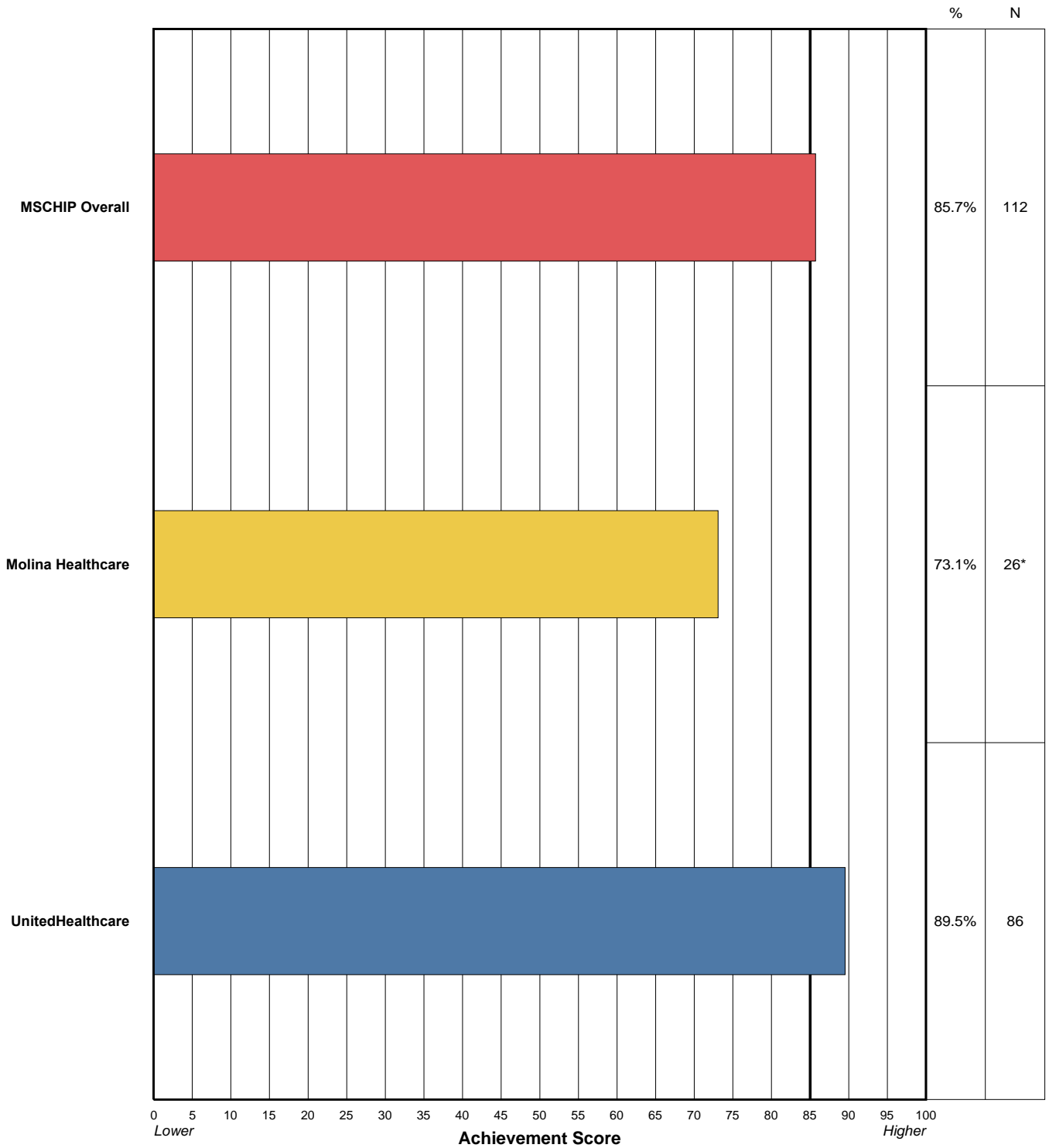


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q17. Told about side effects of medication



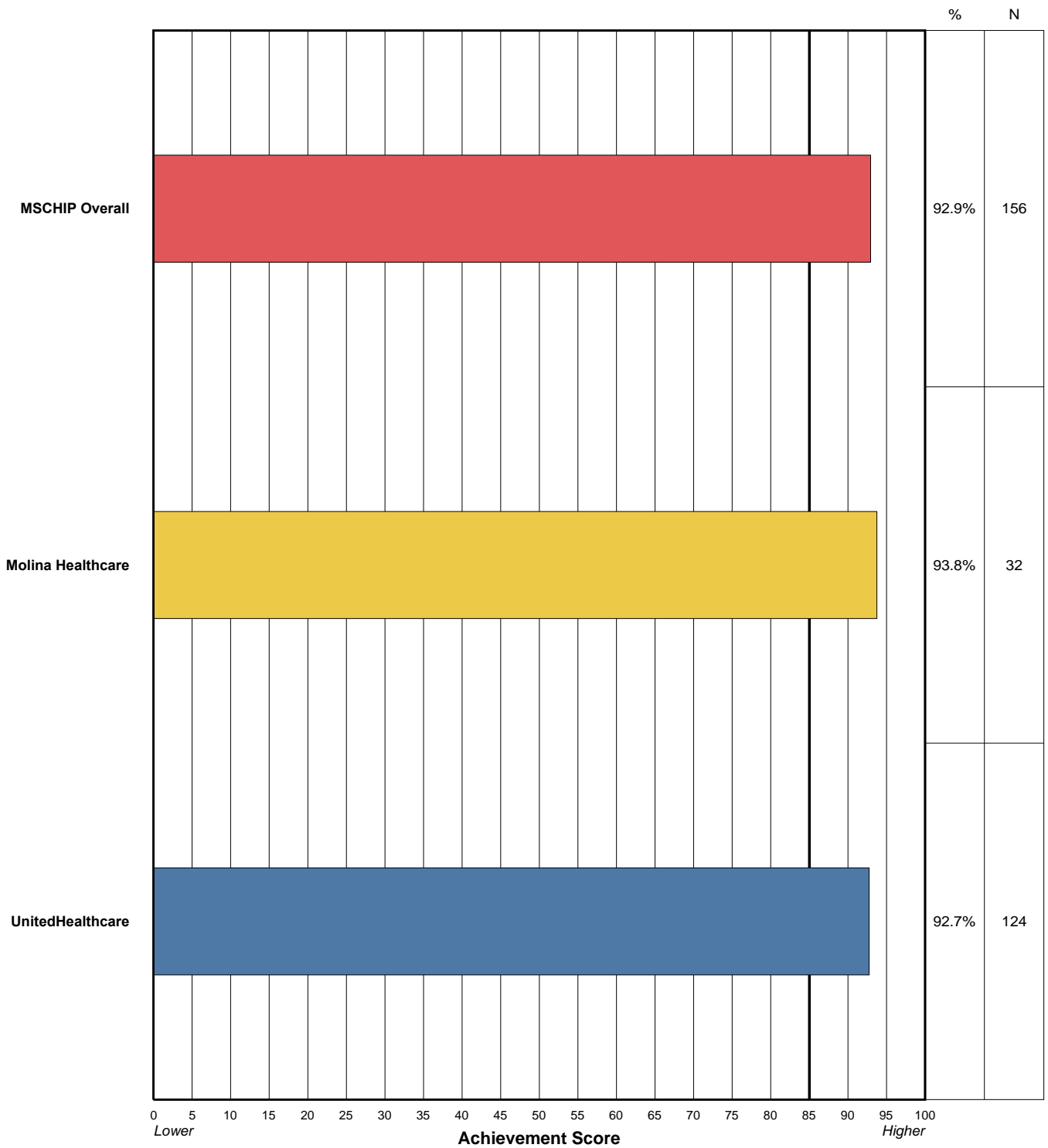
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q19. Goals of counseling or treatment discussed completely

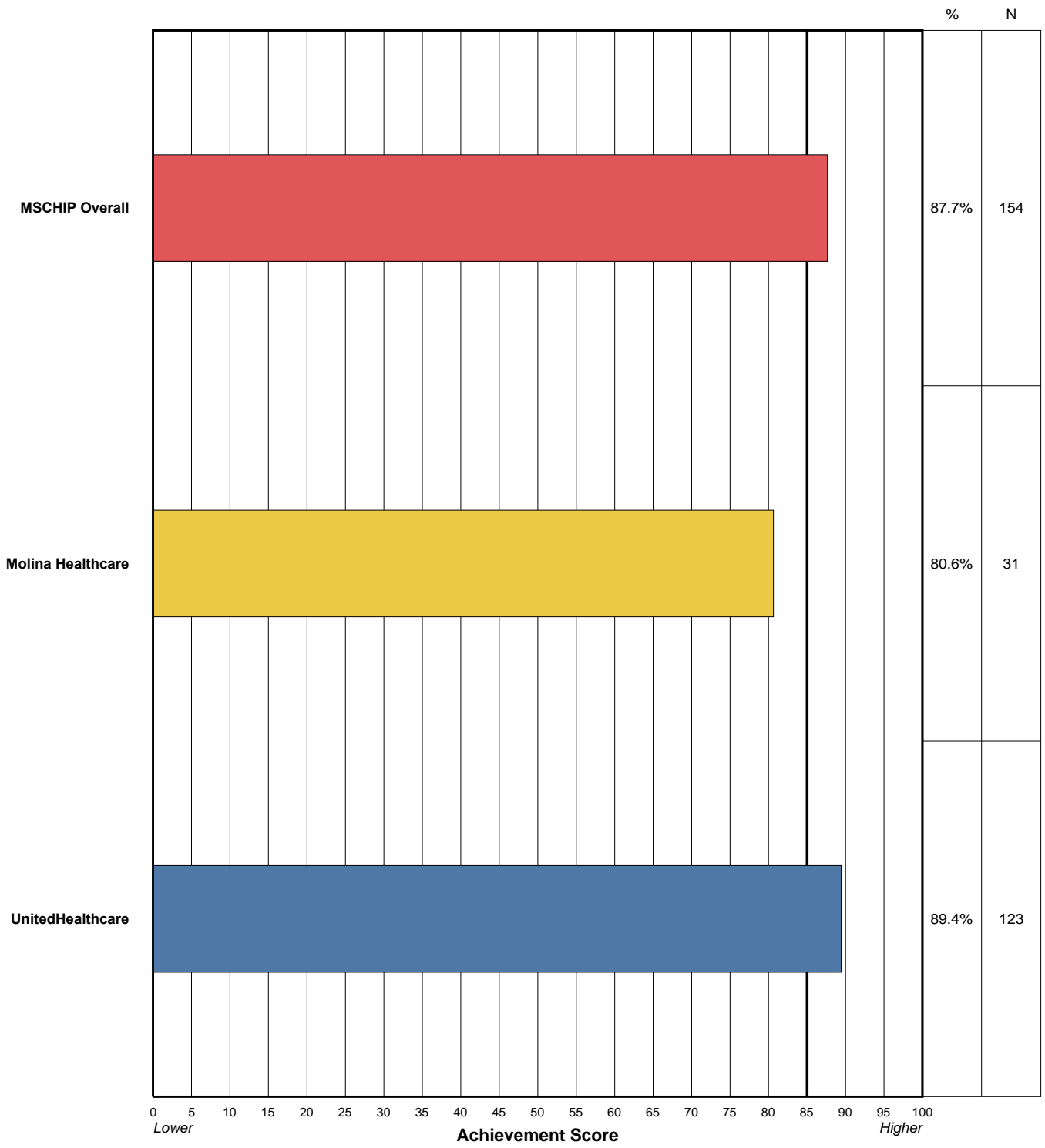


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q20. Usually or always got professional help wanted for child

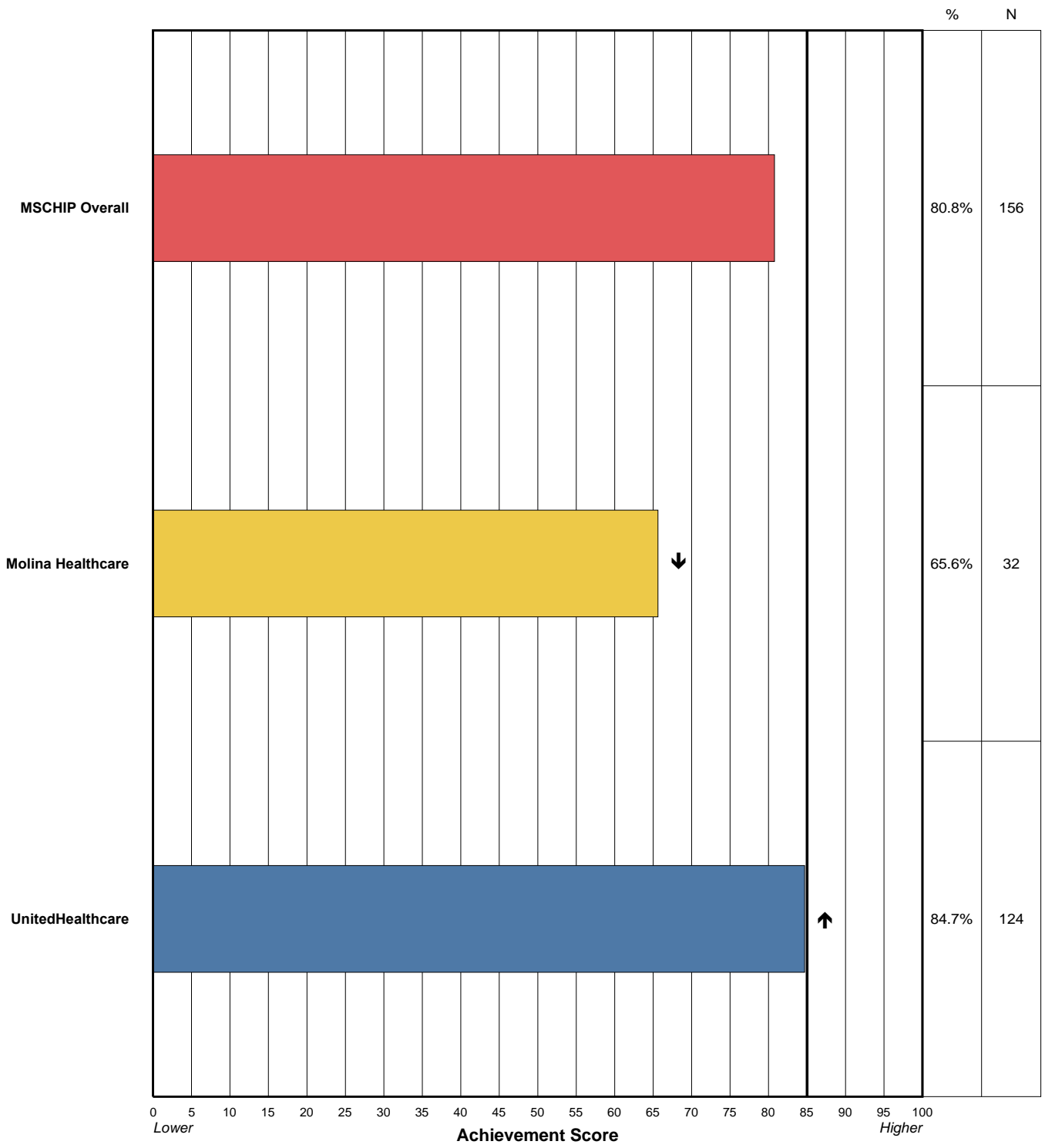


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q21. Child usually or always had someone to talk to when troubled

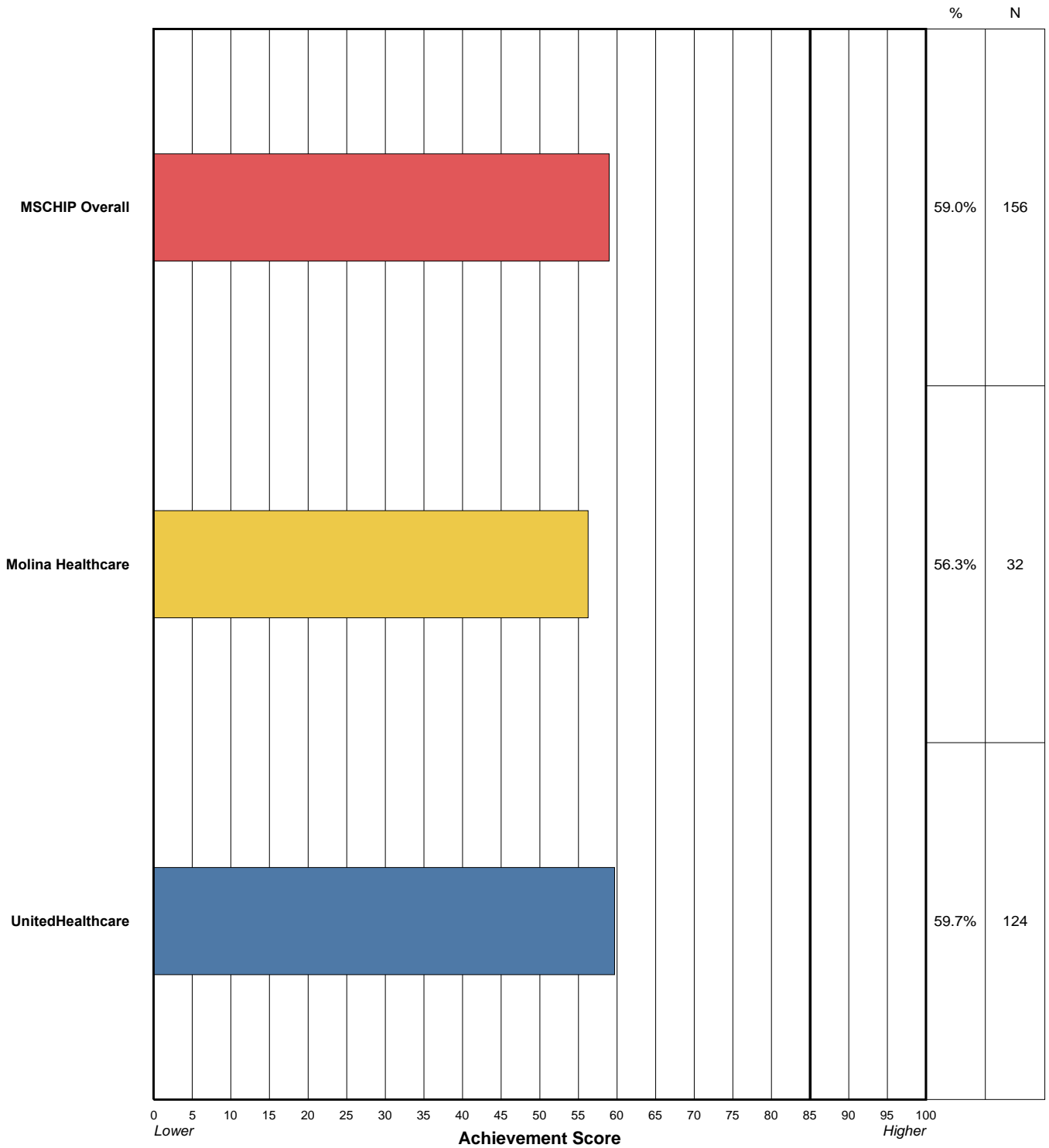


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q22. Told about different kinds of treatment available

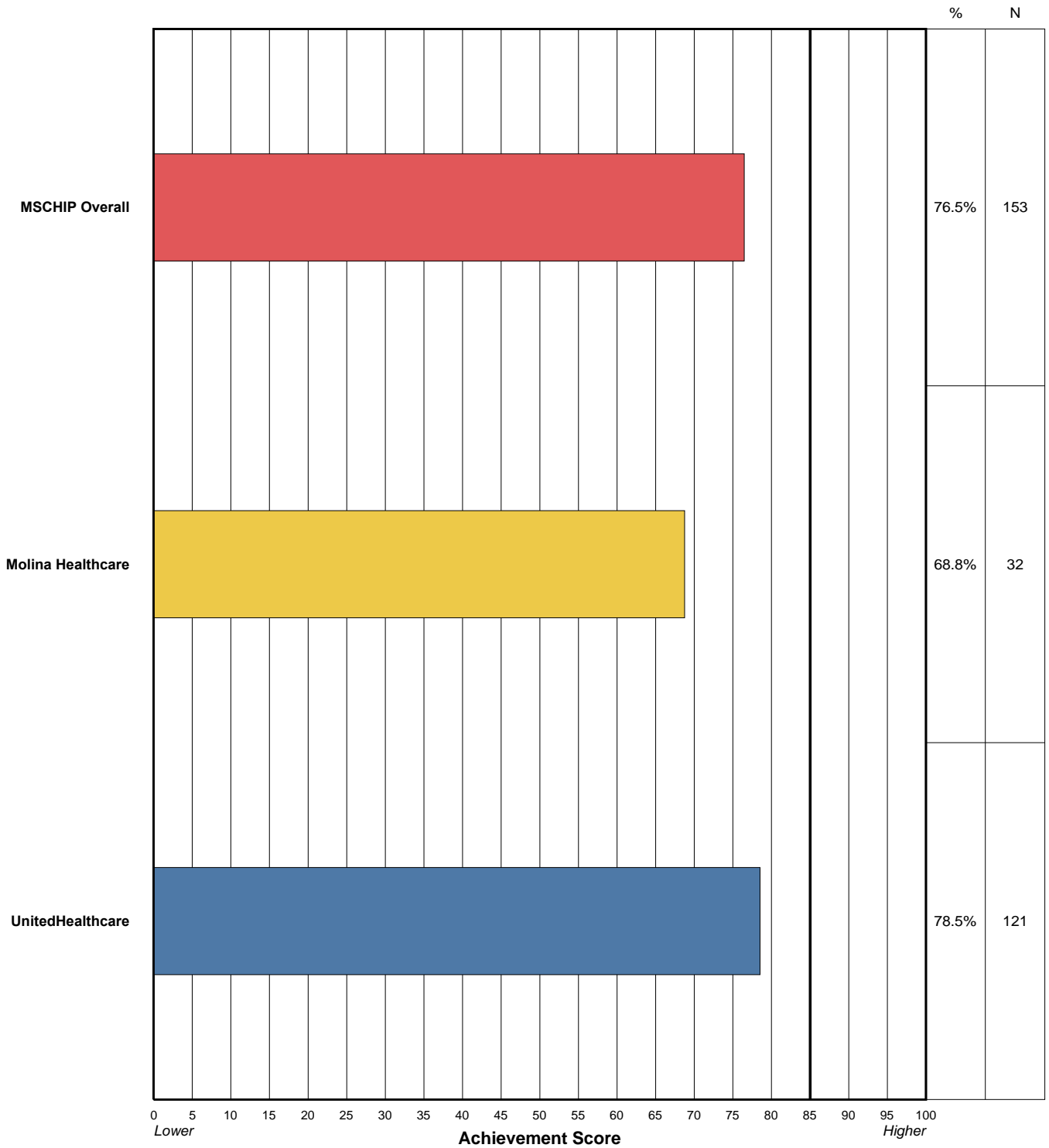


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q23. Given as much information as wanted to manage condition

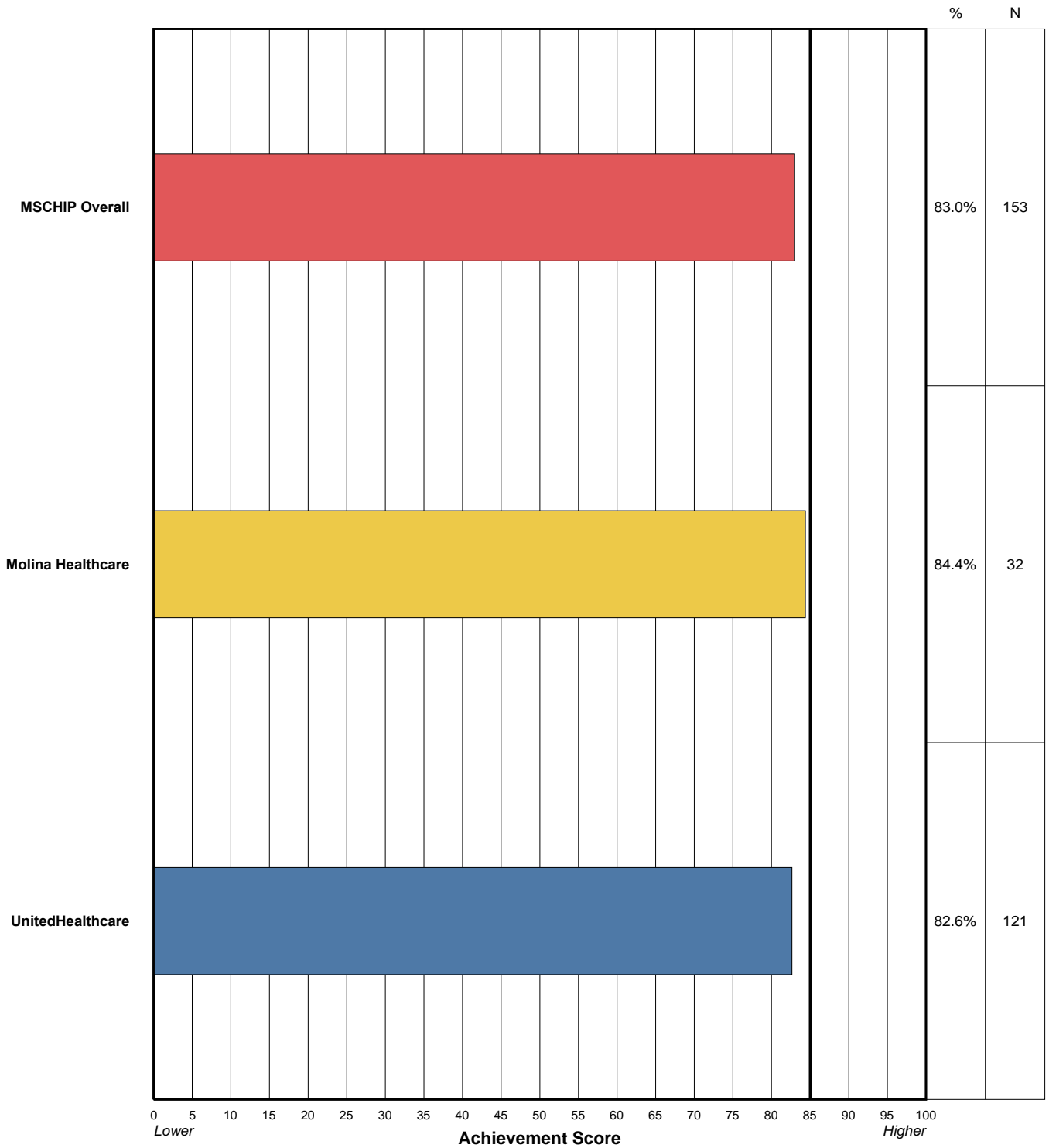


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q24. Given information about rights as a patient

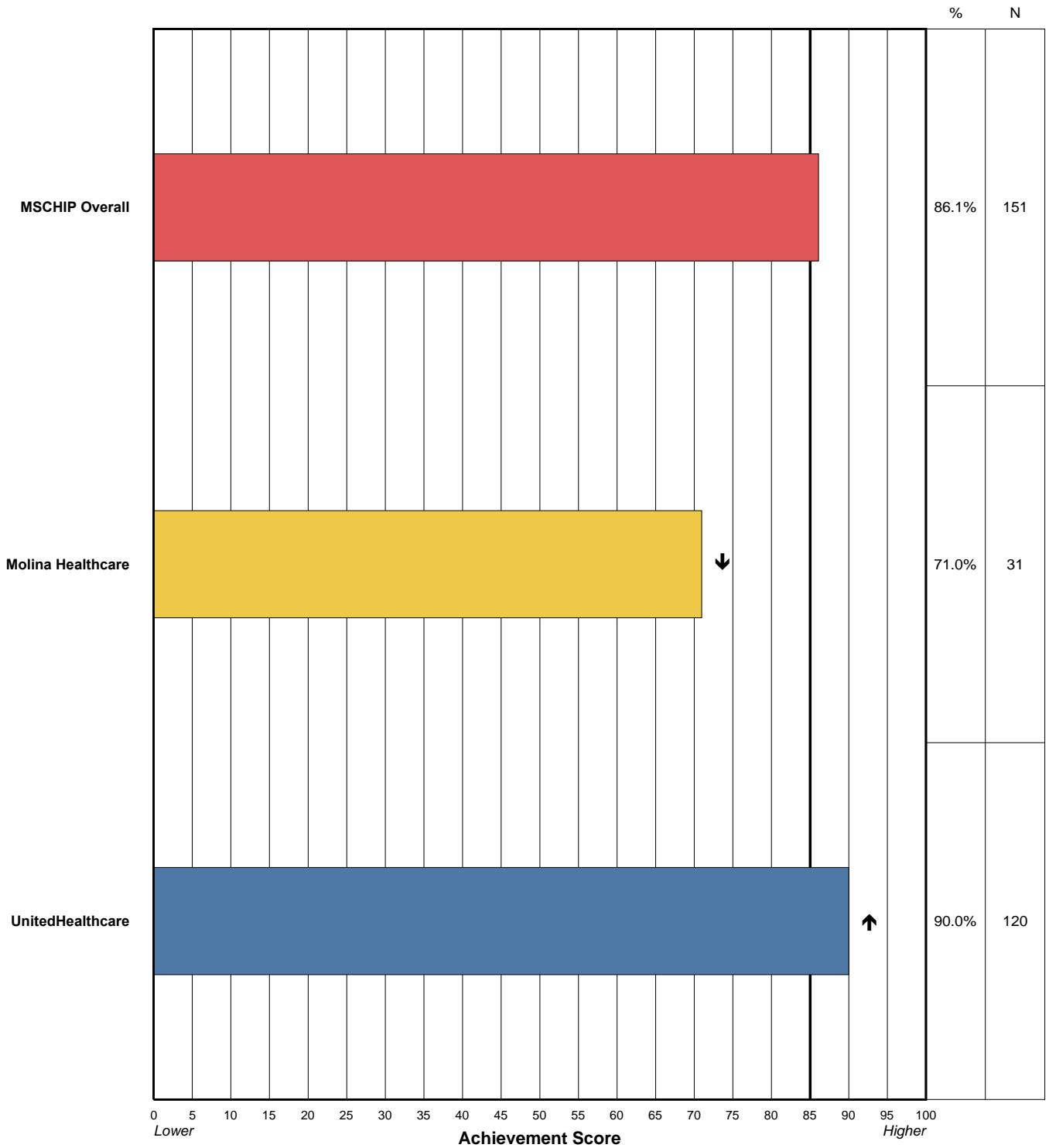


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q25. Felt that they could refuse a specific type of treatment

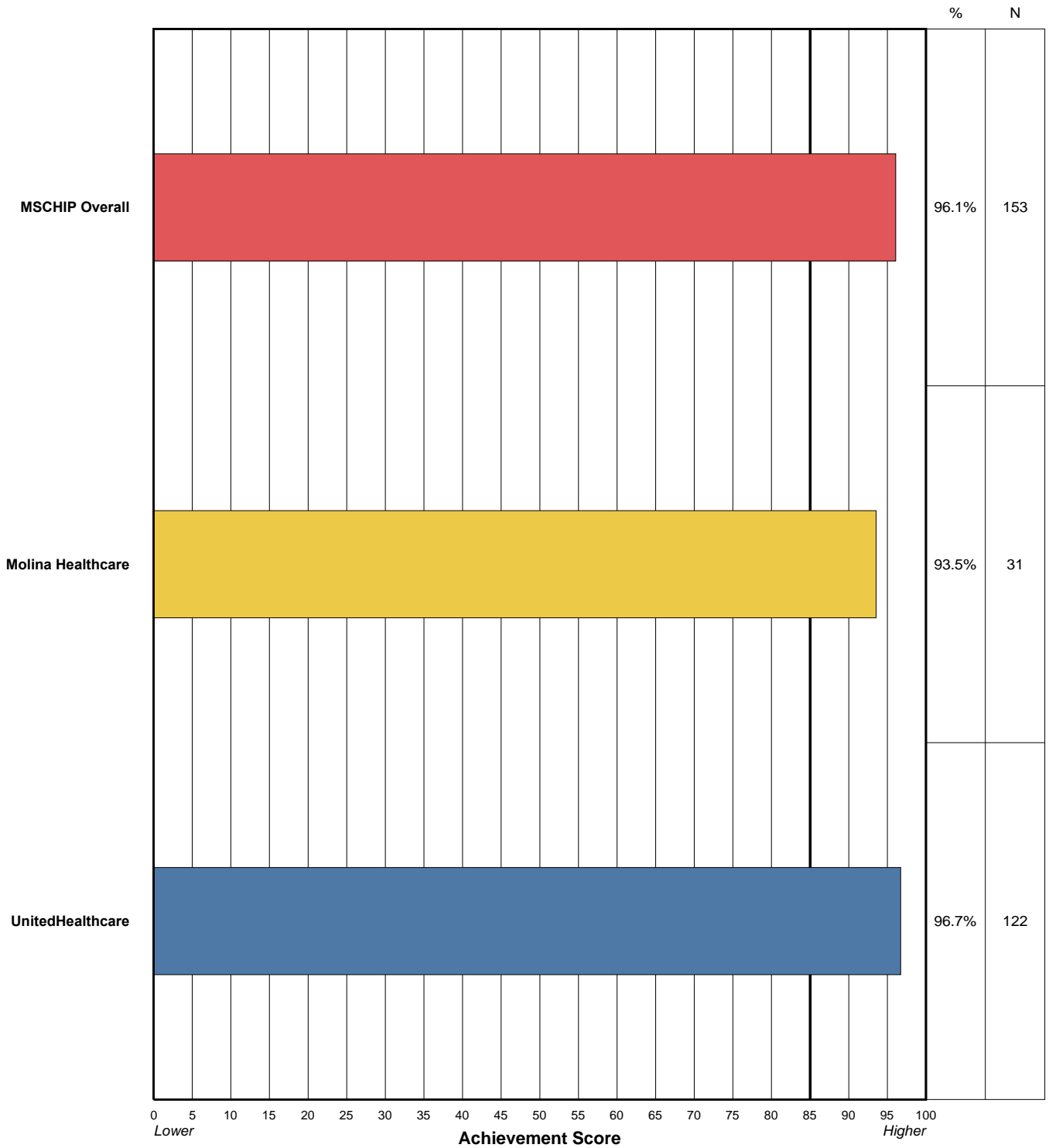


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q26. Confident about privacy of treatment information

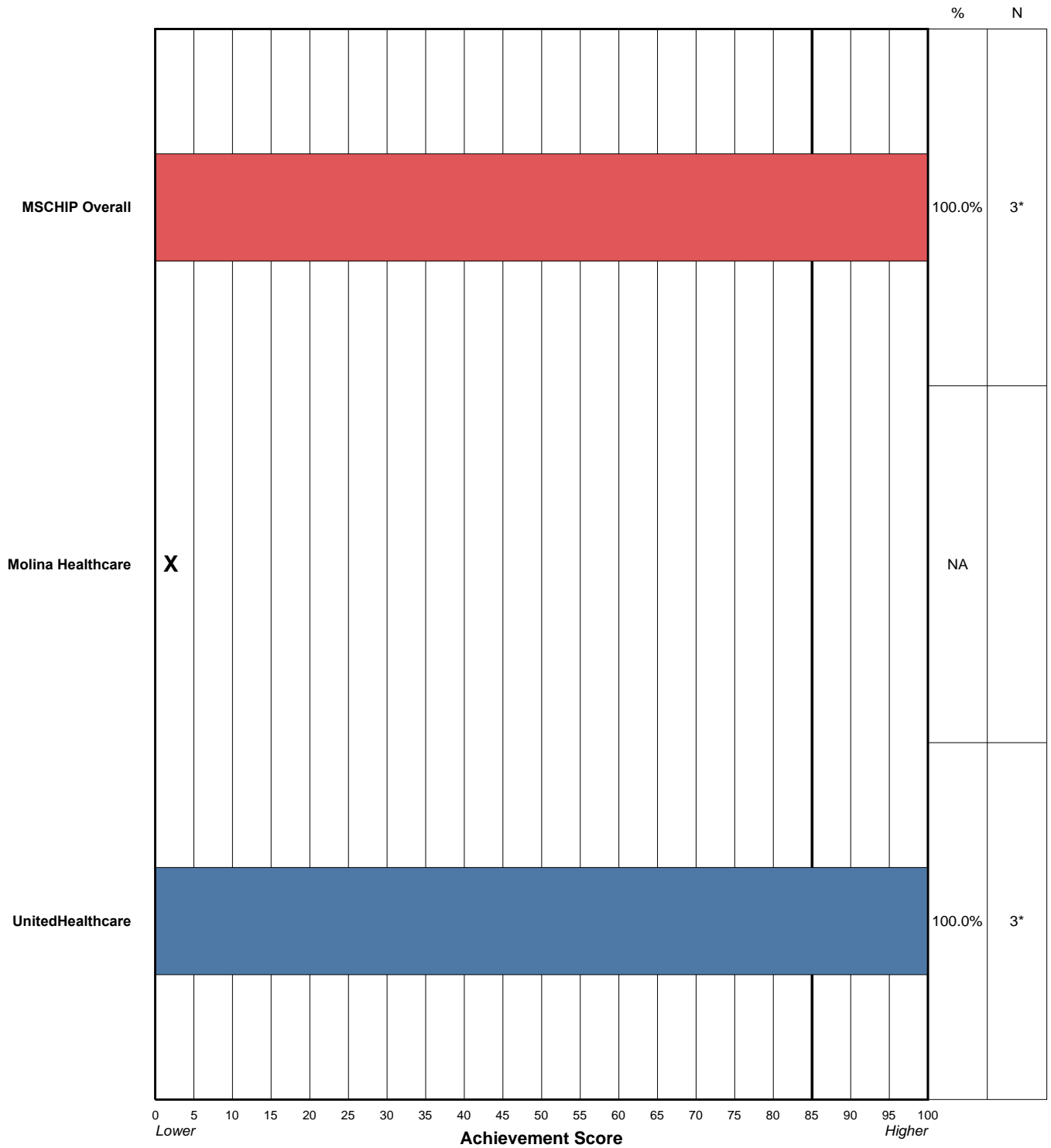


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

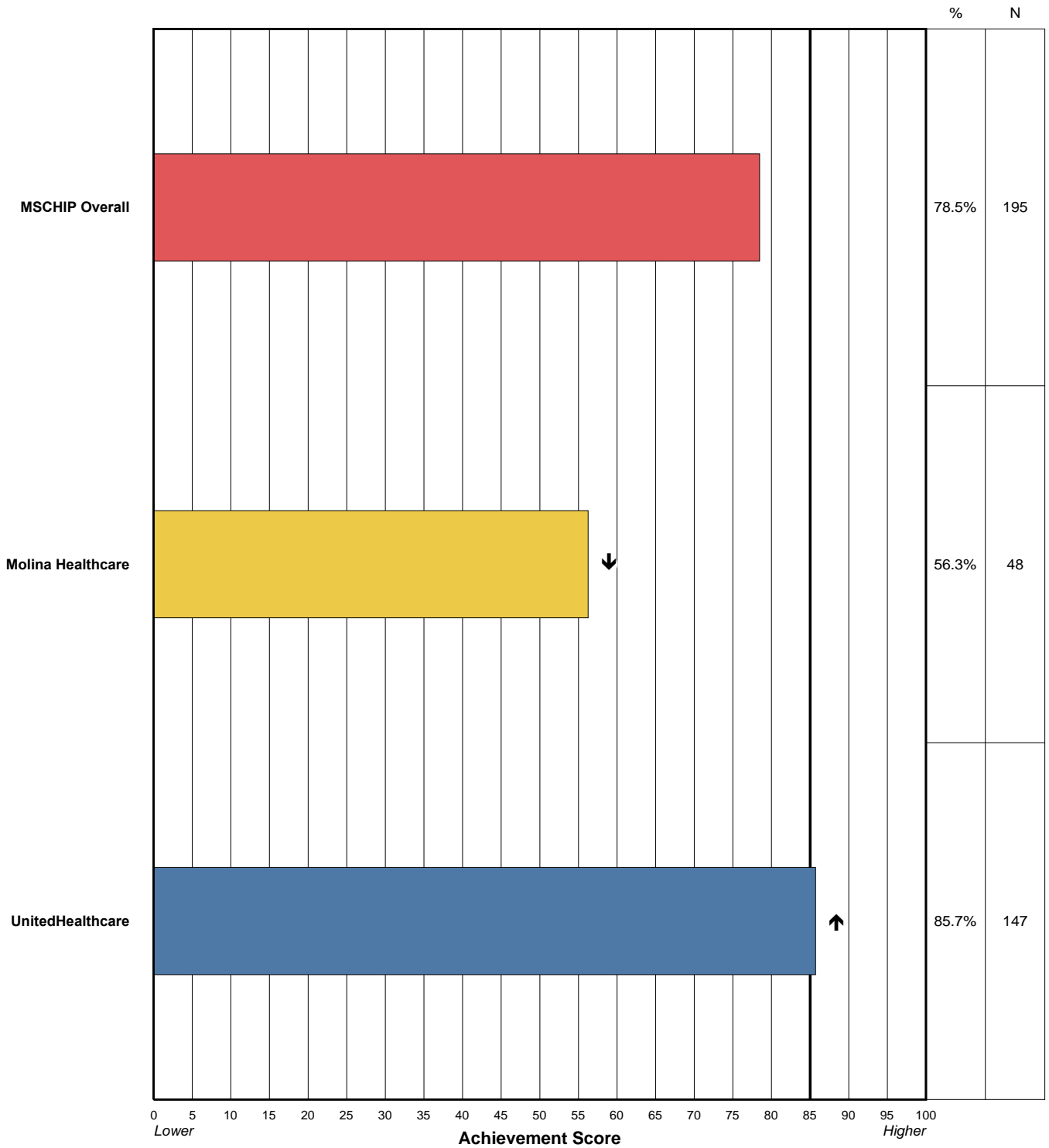
Q28. Care responsive to cultural needs



X Comparative data not available
 NT/X: No trend data available.
 ↑↓ Score statistically significantly higher/lower than 2021 MSCHIP Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q30. A lot or somewhat helped by treatment

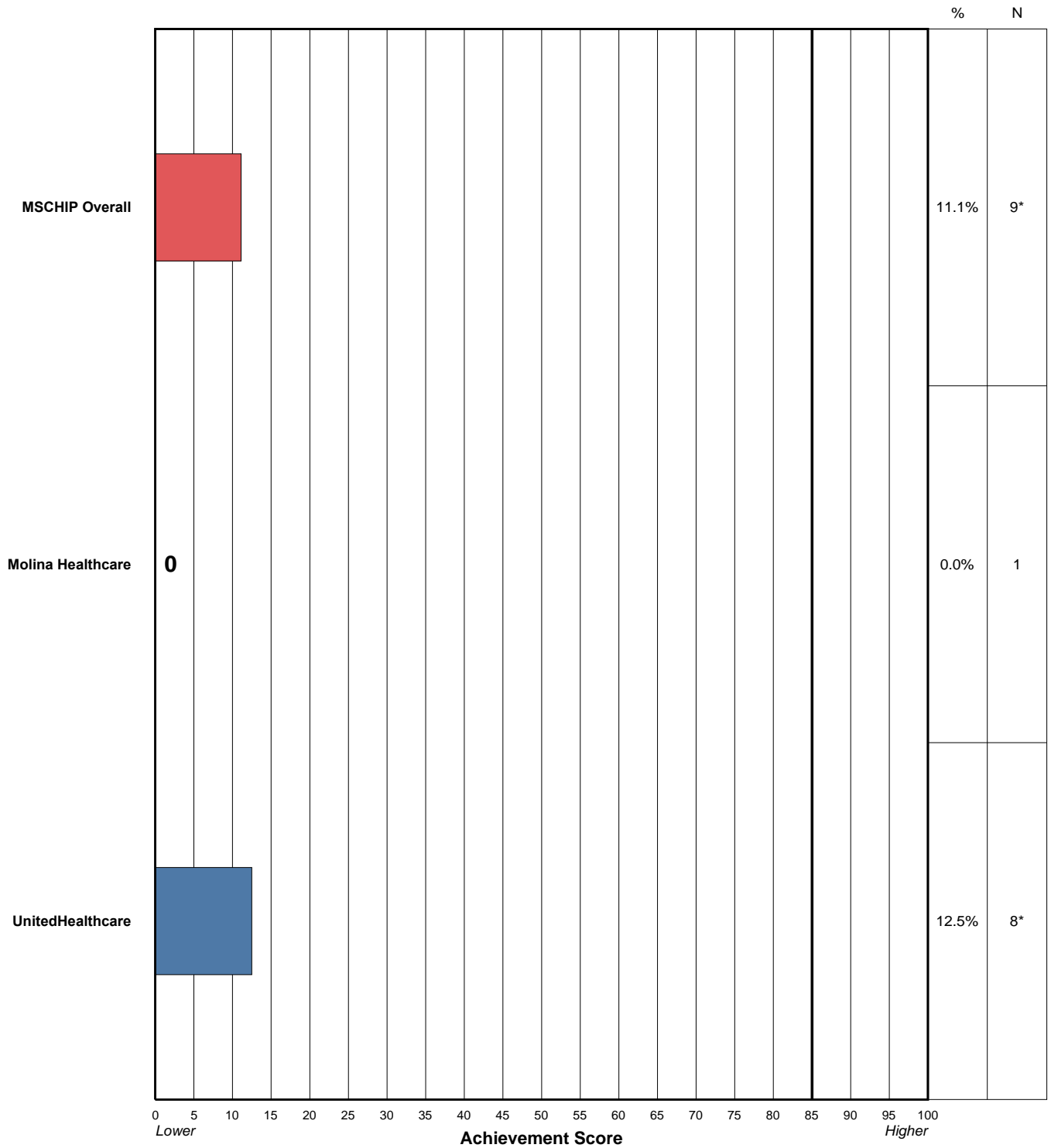


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

Single Items

Q38. Told about other ways to get treatment after benefits were used up



NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCHIP Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Responses by Question

Personal or Family Counseling

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

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior or emotional 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

Q1. In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	187	100.0%	45	100.0%	142	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	187	100.0%	45	100.0%	142	100.0%
Not Answered	13		5		8	

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.

Q2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	78	39.4%	13	27.1%	65	43.3%
No	120	60.6%	35	72.9%	85	56.7%
Total	198	100.0%	48	100.0%	150	100.0%
Not Answered	2		2		0	

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	7	9.0%	2	15.4%	5	7.7%
● Sometimes	34	43.6%	6	46.2%	28	43.1%
● Usually	16	20.5%	3	23.1%	13	20.0%
● Always	21	26.9%	2	15.4%	19	29.2%
Total	78	100.0%	13	100.0%	65	100.0%
Not Answered	0		0		0	
Reporting Category	Getting Treatment Quickly					
Achievement Score	47.44%		38.46%		49.23%	
Correlation with Satisfaction	0.438		0.400		0.479	
Priority Rating	Top		Top		Top	

Q4. In the last 12 months, did your child need counseling or treatment right away?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	61	31.3%	11	23.4%	50	33.8%
No	134	68.7%	36	76.6%	98	66.2%
Total	195	100.0%	47	100.0%	148	100.0%
Not Answered	5		3		2	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	3	4.9%	1	9.1%	2	4.0%
● Sometimes	18	29.5%	5	45.5%	13	26.0%
● Usually	10	16.4%	1	9.1%	9	18.0%
● Always	30	49.2%	4	36.4%	26	52.0%
Total	61	100.0%	11	100.0%	50	100.0%
Not Answered	0		0		0	
Reporting Category	Getting Treatment Quickly					
Achievement Score	65.57%		45.45%		70.00%	
Correlation with Satisfaction	0.410		0.320		0.453	
Priority Rating	Top		Medium		Top	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	142	72.1%	24	50.0%	118	79.2%
No	55	27.9%	24	50.0%	31	20.8%
Total	197	100.0%	48	100.0%	149	100.0%
Not Answered	3		2		1	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input type="radio"/> Never	10	7.2%	2	8.7%	8	6.9%
<input type="radio"/> Sometimes	30	21.6%	5	21.7%	25	21.6%
<input checked="" type="radio"/> Usually	36	25.9%	10	43.5%	26	22.4%
<input checked="" type="radio"/> Always	63	45.3%	6	26.1%	57	49.1%
Total	139	100.0%	23	100.0%	116	100.0%
Not Answered	3		1		2	
Reporting Category	Getting Treatment Quickly					
Achievement Score	71.22%		69.57%		71.55%	
Correlation with Satisfaction	0.261		0.358		0.243	
Priority Rating	Medium		Medium		Medium	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
None	172	86.0%	44	88.0%	128	85.3%
1 time	20	10.0%	4	8.0%	16	10.7%
2 times	7	3.5%	1	2.0%	6	4.0%
3 or more times	1	0.5%	1	2.0%	0	0.0%
Total	200	100.0%	50	100.0%	150	100.0%
Not Answered	0		0		0	

Response scored as: Achievement Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
None	40	20.4%	15	31.9%	25	16.8%
1 to 10 times	100	51.0%	25	53.2%	75	50.3%
11 to 20 times	32	16.3%	4	8.5%	28	18.8%
21 or more times	24	12.2%	3	6.4%	21	14.1%
Total	196	100.0%	47	100.0%	149	100.0%
Not Answered	4		3		1	

Q10. In the last 12 months how many times did your child get counseling, treatment, or medicine in your home?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
None	68	43.6%	16	50.0%	52	41.9%
1 to 10 times	50	32.1%	13	40.6%	37	29.8%
11 to 20 times	16	10.3%	2	6.3%	14	11.3%
21 or more times	22	14.1%	1	3.1%	21	16.9%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	

Q11. In the last 12 months, how often were you seen within 15 minutes of his or her appointment?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	17	10.9%	4	12.5%	13	10.5%
● Sometimes	24	15.4%	7	21.9%	17	13.7%
● Usually	40	25.6%	9	28.1%	31	25.0%
● Always	75	48.1%	12	37.5%	63	50.8%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	Single Items					
Achievement Score	73.72%		65.63%		75.81%	
Correlation with Satisfaction	0.230		0.156		0.252	
Priority Rating	Medium		Medium		Medium	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

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.

- Q12.** In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	1	0.6%	1	3.1%	0	0.0%
● Sometimes	11	7.1%	4	12.5%	7	5.6%
● Usually	28	17.9%	8	25.0%	20	16.1%
● Always	116	74.4%	19	59.4%	97	78.2%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	How Well Clinicians Communicate					
Achievement Score	92.31%		84.38%		94.35%	
Correlation with Satisfaction	0.443		0.327		0.488	
Priority Rating	High		Medium		High	

- 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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	1	0.6%	0	0.0%	1	0.8%
● Sometimes	8	5.1%	5	15.6%	3	2.4%
● Usually	22	14.1%	7	21.9%	15	12.1%
● Always	125	80.1%	20	62.5%	105	84.7%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	How Well Clinicians Communicate					
Achievement Score	94.23%		84.38%		96.77%	
Correlation with Satisfaction	0.421		0.400		0.412	
Priority Rating	High		Top		High	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	0	0.0%	0	0.0%	0	0.0%
<input checked="" type="radio"/> Sometimes	7	4.5%	3	9.4%	4	3.2%
<input checked="" type="radio"/> Usually	19	12.2%	6	18.8%	13	10.5%
<input checked="" type="radio"/> Always	130	83.3%	23	71.9%	107	86.3%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	How Well Clinicians Communicate					
Achievement Score	95.51%		90.63%		96.77%	
Correlation with Satisfaction	0.485		0.494		0.466	
Priority Rating	High		High		High	

Q15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	3	1.9%	0	0.0%	3	2.4%
<input checked="" type="radio"/> Sometimes	11	7.1%	4	12.5%	7	5.6%
<input checked="" type="radio"/> Usually	29	18.6%	10	31.3%	19	15.3%
<input checked="" type="radio"/> Always	113	72.4%	18	56.3%	95	76.6%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	How Well Clinicians Communicate					
Achievement Score	91.03%		87.50%		91.94%	
Correlation with Satisfaction	0.481		0.308		0.546	
Priority Rating	High		Low		High	

Q16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	112	71.8%	26	81.3%	86	69.4%
No	44	28.2%	6	18.8%	38	30.6%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	

Response scored as: Achievement Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q17. In the last 12 months, were you told what side effects of those medicines to watch for?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Yes	96	85.7%	19	73.1%	77	89.5%
● No	16	14.3%	7	26.9%	9	10.5%
Total	112	100.0%	26	100.0%	86	100.0%
Not Answered	0		0		0	
Reporting Category	Single Items					
Achievement Score	85.71%		73.08%		89.53%	
Correlation with Satisfaction	0.157		0.101		0.170	
Priority Rating	Low		Medium		Low	

Q18. In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	4	2.6%	2	6.3%	2	1.6%
● Sometimes	16	10.3%	3	9.4%	13	10.5%
● Usually	13	8.3%	2	6.3%	11	8.9%
● Always	123	78.8%	25	78.1%	98	79.0%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	How Well Clinicians Communicate					
Achievement Score	87.18%		84.38%		87.90%	
Correlation with Satisfaction	0.401		0.479		0.377	
Priority Rating	High		Top		Low	

Q19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Yes	145	92.9%	30	93.8%	115	92.7%
● No	11	7.1%	2	6.3%	9	7.3%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	Single Items					
Achievement Score	92.95%		93.75%		92.74%	
Correlation with Satisfaction	0.256		0.049		0.342	
Priority Rating	Low		Low		Low	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q20. In the last 12 months, how often did your family get the professional help you wanted for your child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	5	3.2%	5	16.1%	0	0.0%
● Sometimes	14	9.1%	1	3.2%	13	10.6%
● Usually	38	24.7%	10	32.3%	28	22.8%
● Always	97	63.0%	15	48.4%	82	66.7%
Total	154	100.0%	31	100.0%	123	100.0%
Not Answered	2		1		1	
Reporting Category	Single Items					
Achievement Score	87.66%		80.65%		89.43%	
Correlation with Satisfaction	0.655		0.741		0.601	
Priority Rating	High		Top		High	

Q21. In the last 12 months, how often did you feel your child had someone to talk to when he or she was troubled?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Never	5	3.2%	4	12.5%	1	0.8%
● Sometimes	25	16.0%	7	21.9%	18	14.5%
● Usually	36	23.1%	9	28.1%	27	21.8%
● Always	90	57.7%	12	37.5%	78	62.9%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	Single Items					
Achievement Score	80.77%		65.63%		84.68%	
Correlation with Satisfaction	0.390		0.143		0.493	
Priority Rating	Medium		Medium		Top	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Yes	92	59.0%	18	56.3%	74	59.7%
● No	64	41.0%	14	43.8%	50	40.3%
Total	156	100.0%	32	100.0%	124	100.0%
Not Answered	0		0		0	
Reporting Category	Single Items					
Achievement Score	58.97%		56.25%		59.68%	
Correlation with Satisfaction	0.301		0.113		0.375	
Priority Rating	Medium		Medium		Medium	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Yes	117	76.5%	22	68.8%	95	78.5%
● No	36	23.5%	10	31.3%	26	21.5%
Total	153	100.0%	32	100.0%	121	100.0%
Not Answered	3		0		3	
Reporting Category	Single Items					
Achievement Score	76.47%		68.75%		78.51%	
Correlation with Satisfaction	0.460		0.512		0.433	
Priority Rating	Top		Top		Top	

Q24. In the last 12 months, were you given information about your child's rights as a patient?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Yes	127	83.0%	27	84.4%	100	82.6%
● No	26	17.0%	5	15.6%	21	17.4%
Total	153	100.0%	32	100.0%	121	100.0%
Not Answered	3		0		3	
Reporting Category	Single Items					
Achievement Score	83.01%		84.38%		82.64%	
Correlation with Satisfaction	0.340		0.325		0.361	
Priority Rating	Medium		Medium		Medium	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	130	86.1%	22	71.0%	108	90.0%
<input type="radio"/> No	21	13.9%	9	29.0%	12	10.0%
Total	151	100.0%	31	100.0%	120	100.0%
Not Answered	5		1		4	
Reporting Category	Single Items					
Achievement Score	86.09%		70.97%		90.00%	
Correlation with Satisfaction	0.153		0.365		-0.007	
Priority Rating	Low		Medium		Low	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input type="radio"/> Yes	6	3.9%	2	6.5%	4	3.3%
<input checked="" type="radio"/> No	147	96.1%	29	93.5%	118	96.7%
Total	153	100.0%	31	100.0%	122	100.0%
Not Answered	3		1		2	
Reporting Category	Single Items					
Achievement Score	96.08%		93.55%		96.72%	
Correlation with Satisfaction	0.006		0.067		-0.033	
Priority Rating	Low		Low		Low	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	3	2.0%	0	0.0%	3	2.5%
No	149	98.0%	31	100.0%	118	97.5%
Total	152	100.0%	31	100.0%	121	100.0%
Not Answered	4		1		3	

Response scored as: Achievement Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months *(continued)*

Q28. In the last 12 months, was the care your child received responsive to those needs?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	3	100.0%	-	-	3	100.0%
<input type="radio"/> No	0	0.0%	-	-	0	0.0%
Total	3	100.0%	-	-	3	100.0%
Not Answered	0		-		0	
Reporting Category	Single Items					
Achievement Score	100.00%		-		100.00%	
Correlation with Satisfaction	-		-		-	
Priority Rating	-		-		-	

Q29. 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 of your child's counseling or treatment in the last 12 months?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input type="radio"/> Worst counseling or treatment possible	1	0.7%	1	3.2%	0	0.0%
<input type="radio"/> 1	0	0.0%	0	0.0%	0	0.0%
<input type="radio"/> 2	0	0.0%	0	0.0%	0	0.0%
<input type="radio"/> 3	2	1.3%	1	3.2%	1	0.8%
<input type="radio"/> 4	2	1.3%	1	3.2%	1	0.8%
<input type="radio"/> 5	6	4.0%	1	3.2%	5	4.2%
<input type="radio"/> 6	8	5.3%	2	6.5%	6	5.0%
<input type="radio"/> 7	21	13.9%	3	9.7%	18	15.0%
<input checked="" type="radio"/> 8	32	21.2%	7	22.6%	25	20.8%
<input checked="" type="radio"/> 9	23	15.2%	5	16.1%	18	15.0%
<input checked="" type="radio"/> Best counseling or treatment possible	56	37.1%	10	32.3%	46	38.3%
Total	151	100.0%	31	100.0%	120	100.0%
Not Answered	5		1		4	
Reporting Category	Ratings					
Achievement Score	73.51%		70.97%		74.17%	

Response scored as: Achievement Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Not at all	12	6.2%	9	18.8%	3	2.0%
● A little	30	15.4%	12	25.0%	18	12.2%
● Somewhat	54	27.7%	11	22.9%	43	29.3%
● A lot	99	50.8%	16	33.3%	83	56.5%
Total	195	100.0%	48	100.0%	147	100.0%
Not Answered	5		2		3	
Reporting Category	Single Items					
Achievement Score	78.46%		56.25%		85.71%	
Correlation with Satisfaction	0.561		0.364		0.643	
Priority Rating	Top		Medium		High	

Q31. In general, how would you rate your child's overall mental health now?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Excellent	17	8.6%	8	16.0%	9	6.1%
Very good	50	25.3%	13	26.0%	37	25.0%
Good	83	41.9%	23	46.0%	60	40.5%
Fair	43	21.7%	5	10.0%	38	25.7%
Poor	5	2.5%	1	2.0%	4	2.7%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

Q32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Much better	78	39.6%	25	50.0%	53	36.1%
● A little better	78	39.6%	16	32.0%	62	42.2%
● About the same	33	16.8%	7	14.0%	26	17.7%
● A little worse	5	2.5%	1	2.0%	4	2.7%
● Much worse	3	1.5%	1	2.0%	2	1.4%
Total	197	100.0%	50	100.0%	147	100.0%
Not Answered	3		0		3	
Reporting Category	Perceived Improvement					
Achievement Score	79.19%		82.00%		78.23%	
Correlation with Satisfaction	0.337		0.261		0.396	
Priority Rating	Medium		Medium		Medium	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q33. Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Much better	67	34.2%	24	48.0%	43	29.5%
● A little better	80	40.8%	17	34.0%	63	43.2%
● About the same	42	21.4%	7	14.0%	35	24.0%
● A little worse	6	3.1%	1	2.0%	5	3.4%
● Much worse	1	0.5%	1	2.0%	0	0.0%
Total	196	100.0%	50	100.0%	146	100.0%
Not Answered	4		0		4	
Reporting Category	Perceived Improvement					
Achievement Score	75.00%		82.00%		72.60%	
Correlation with Satisfaction	0.165		0.219		0.184	
Priority Rating	Medium		Medium		Medium	

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?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Much better	68	34.3%	20	40.0%	48	32.4%
● A little better	86	43.4%	22	44.0%	64	43.2%
● About the same	40	20.2%	6	12.0%	34	23.0%
● A little worse	2	1.0%	1	2.0%	1	0.7%
● Much worse	2	1.0%	1	2.0%	1	0.7%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	
Reporting Category	Perceived Improvement					
Achievement Score	77.78%		84.00%		75.68%	
Correlation with Satisfaction	0.369		0.419		0.354	
Priority Rating	Medium		Top		Medium	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q35. Compared to 12 months ago, how would you rate your child's problems or symptoms now?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● Much better	69	35.0%	22	44.0%	47	32.0%
● A little better	94	47.7%	21	42.0%	73	49.7%
● About the same	26	13.2%	4	8.0%	22	15.0%
● A little worse	6	3.0%	2	4.0%	4	2.7%
● Much worse	2	1.0%	1	2.0%	1	0.7%
Total	197	100.0%	50	100.0%	147	100.0%
Not Answered	3		0		3	
Reporting Category	Perceived Improvement					
Achievement Score	82.74%		86.00%		81.63%	
Correlation with Satisfaction	0.365		0.458		0.338	
Priority Rating	Medium		High		Medium	

The next questions ask about your experience with the company or organization that handles your benefits for your child's counseling or treatment.

Q36. In the last 12 months, did your child use up all his or her benefits for counseling or treatment?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	16	8.4%	5	10.6%	11	7.6%
No	175	91.6%	42	89.4%	133	92.4%
Total	191	100.0%	47	100.0%	144	100.0%
Not Answered	9		3		6	

Q37. At the time benefits were used up, did you think your child still needed counseling or treatment?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	9	56.3%	1	20.0%	8	72.7%
No	7	43.8%	4	80.0%	3	27.3%
Total	16	100.0%	5	100.0%	11	100.0%
Not Answered	0		0		0	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q38. Were you told about other ways to get counseling, treatment, or medicine for your child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1	11.1%	0	0.0%	1	12.5%
<input checked="" type="radio"/> No	8	88.9%	1	100.0%	7	87.5%
Total	9	100.0%	1	100.0%	8	100.0%
Not Answered	0		0		0	
Reporting Category	Single Items					
Achievement Score	11.11%		0.00%		12.50%	
Correlation with Satisfaction	0.556		-		0.556	
Priority Rating	Top		-		Top	

Q39. In the last 12 months, did you need approval for any of your child's counseling or treatment?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	24	12.4%	4	8.2%	20	13.8%
No	170	87.6%	45	91.8%	125	86.2%
Total	194	100.0%	49	100.0%	145	100.0%
Not Answered	6		1		5	

Q40. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
<input checked="" type="radio"/> A big problem	3	12.5%	1	25.0%	2	10.0%
<input checked="" type="radio"/> A small problem	11	45.8%	2	50.0%	9	45.0%
<input checked="" type="radio"/> Not a problem	10	41.7%	1	25.0%	9	45.0%
Total	24	100.0%	4	100.0%	20	100.0%
Not Answered	0		0		0	
Reporting Category	Getting Treatment and Information					
Achievement Score	41.67%		25.00%		45.00%	
Correlation with Satisfaction	0.245		-		0.282	
Priority Rating	Medium		-		Medium	

Response scored as: Achievement Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q41. In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	12	6.1%	4	8.2%	8	5.4%
No	184	93.9%	45	91.8%	139	94.6%
Total	196	100.0%	49	100.0%	147	100.0%
Not Answered	4		1		3	

Q42. 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 customer service?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
● A big problem	0	0.0%	0	0.0%	0	0.0%
● A small problem	4	36.4%	3	100.0%	1	12.5%
● Not a problem	7	63.6%	0	0.0%	7	87.5%
Total	11	100.0%	3	100.0%	8	100.0%
Not Answered	1		1		0	
Reporting Category	Getting Treatment and Information					
Achievement Score	63.64%		0.00%		87.50%	
Correlation with Satisfaction	0.637		-		-	
Priority Rating	Top		-		-	

Reasons for Counseling or Treatment

Q43. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	124	62.6%	29	58.0%	95	64.2%
No	74	37.4%	21	42.0%	53	35.8%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

○ **Response scored as:** ● Achievement ● Room for improvement

Reasons for Counseling or Treatment (continued)

Q44. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	129	65.2%	19	38.0%	110	74.3%
No	69	34.8%	31	62.0%	38	25.7%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

Q45. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	27	13.6%	6	12.0%	21	14.2%
No	171	86.4%	44	88.0%	127	85.8%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

Q46. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	2	1.0%	1	2.0%	1	0.7%
No	196	99.0%	49	98.0%	147	99.3%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

About You and Your Child

Q47. In general, how would you rate your child's overall health now?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Excellent	36	18.3%	11	22.4%	25	16.9%
Very good	66	33.5%	16	32.7%	50	33.8%
Good	75	38.1%	17	34.7%	58	39.2%
Fair	18	9.1%	4	8.2%	14	9.5%
Poor	2	1.0%	1	2.0%	1	0.7%
Total	197	100.0%	49	100.0%	148	100.0%
Not Answered	3		1		2	

About You and Your Child (continued)**Q48. What is your child's age now?**

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Less than 1 year old	0	0.0%	0	0.0%	0	0.0%
1 to 2 years old	0	0.0%	0	0.0%	0	0.0%
3 to 4	NA	-	NA	-	NA	-
5 to 6	NA	-	NA	-	NA	-
7 to 9	27	13.7%	NA	-	23	15.4%
10 to 12	45	22.8%	14	29.2%	31	20.8%
13 to 15	51	25.9%	NA	-	43	28.9%
16 to 19 years old	62	31.5%	17	35.4%	45	30.2%
Total	197	100.0%	48	100.0%	149	100.0%
Not Answered	3		2		1	

Q49. Is your child male or female?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Male	99	50.5%	31	66.0%	68	45.6%
Female	97	49.5%	16	34.0%	81	54.4%
Total	196	100.0%	47	100.0%	149	100.0%
Not Answered	4		3		1	

Q50. Is your child of Hispanic or Latino origin or descent?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes, Hispanic or Latino	11	5.5%	NA	-	NA	-
No, not Hispanic or Latino	188	94.5%	45	90.0%	143	96.0%
Total	199	100.0%	50	100.0%	149	100.0%
Not Answered	1		0		1	

NA: Fewer than 11 responses

About You and Your Child (continued)**Q51. What is your child's race? Please mark one or more. (Note: Percents may add to > 100%)**

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
White	125	62.8%	32	64.0%	93	62.4%
Black or African-American	70	35.2%	15	30.0%	55	36.9%
Asian	NA	-	NA	-	NA	-
Native Hawaiian or other Pacific Islander	0	0.0%	0	0.0%	0	0.0%
American Indian or Alaska Native	NA	-	0	0.0%	NA	-
Other	NA	-	NA	-	NA	-
Total	199	100.0%	50	100.0%	149	100.0%
Not Answered	1		0		1	

Q52. What is your age now?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
18 to 24	NA	-	NA	-	NA	-
25 to 34	35	18.1%	NA	-	28	19.4%
35 to 44	92	47.7%	22	44.9%	70	48.6%
45 to 54	44	22.8%	11	22.4%	33	22.9%
55 to 64	11	5.7%	NA	-	NA	-
65 to 74	NA	-	NA	-	NA	-
75 or older	NA	-	0	0.0%	NA	-
Total	193	100.0%	49	100.0%	144	100.0%
Not Answered	7		1		6	

Q53. Are you male or female?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Male	15	7.6%	NA	-	NA	-
Female	183	92.4%	41	83.7%	142	95.3%
Total	198	100.0%	49	100.0%	149	100.0%
Not Answered	2		1		1	

NA: Fewer than 11 responses

About You and Your Child (continued)**Q54. What is the highest grade or level of school that you have completed?**

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
8th grade or less	NA	-	NA	-	NA	-
Some high school, but did not graduate	11	5.6%	NA	-	NA	-
High school graduate or GED	50	25.3%	15	30.6%	35	23.5%
Some college or 2-year degree	69	34.8%	15	30.6%	54	36.2%
4-year college degree	32	16.2%	NA	-	27	18.1%
More than a 4-year college degree	28	14.1%	NA	-	21	14.1%
Total	198	100.0%	49	100.0%	149	100.0%
Not Answered	2		1		1	

Q55. How are you related to the policyholder?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
I am the policyholder	84	44.2%	19	40.4%	65	45.5%
Spouse or partner of policyholder	10	5.3%	4	8.5%	6	4.2%
Child of policyholder	6	3.2%	3	6.4%	3	2.1%
Other family member	84	44.2%	18	38.3%	66	46.2%
Friend	0	0.0%	0	0.0%	0	0.0%
Someone else	6	3.2%	3	6.4%	3	2.1%
Total	190	100.0%	47	100.0%	143	100.0%
Not Answered	10		3		7	

Q56. How are you related to the child?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Mother or father	185	93.4%	45	90.0%	140	94.6%
Grandparent	7	3.5%	3	6.0%	4	2.7%
Aunt or uncle	2	1.0%	1	2.0%	1	0.7%
Older sibling	1	0.5%	0	0.0%	1	0.7%
Other relative	1	0.5%	0	0.0%	1	0.7%
Legal guardian	2	1.0%	1	2.0%	1	0.7%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

NA: Fewer than 11 responses

About You and Your Child (continued)**Q57.** Did someone help you complete this survey?

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Yes	5	2.5%	2	4.0%	3	2.0%
No	193	97.5%	48	96.0%	145	98.0%
Total	198	100.0%	50	100.0%	148	100.0%
Not Answered	2		0		2	

Q58. How did that person help you? Check all that apply. (Note: Percents may add to > 100%)

	MSCHIP Overall		Molina Healthcare		UnitedHealthcare	
	N	%	N	%	N	%
Read the questions to me	4	80.0%	1	50.0%	3	100.0%
Wrote down the answers I gave	1	20.0%	1	50.0%	0	0.0%
Answered the questions for me	2	40.0%	1	50.0%	1	33.3%
Translated the questions into my language	2	40.0%	1	50.0%	1	33.3%
Helped in some other way	1	20.0%	0	0.0%	1	33.3%
Total	5	100.0%	2	100.0%	3	100.0%
Not Answered	0		0		0	

Mississippi Children's Health Insurance Program (MSCHIP)

All information that would let someone identify you or your family will be kept private. The research staff 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 barcode number on the front 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 1-877-455-9243.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *If Yes, Go to Question 1*
 No



START HERE



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 behavior 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?

- Yes → *If Yes, go to question 2*
 No → *If No, go to question 47 on page 6*

**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?
- Yes
 No → *If No, go 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?
- Yes
 No → *If No, go 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?
- Yes
 No → *If No, go to question 8*

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
 2
 3 or more
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?
- None → *If None, go to question 30 on page 4*
 1 to 10
 11 to 20
 21 or more
10. In the last 12 months how many times did your child get counseling, treatment or medicine in your home?
- None
 1 to 10
 11 to 20
 21 or more
11. In the last 12 months, how often were you 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?
- Yes
 - No → *If No, go 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
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
- No → *If 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 of your child's counseling or treatment in the last 12 months?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Counseling or | | | | | Counseling or | | | | | |
| Treatment | | | | | Treatment | | | | | |
| Possible | | | | | Possible | | | | | |

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

The next questions ask about your experience with the **company or organization** that handles your benefits for your child's counseling or treatment.

36. In the last 12 months, did your child **use up all his or her benefits** for counseling or treatment?

- Yes
- No → *If No, go to question 39*

37. At the time benefits were used up, did you think your child **still needed** counseling or treatment?

- Yes
- No → *If No, go to question 39*

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

- Yes
- No

39. In the last 12 months, did you need approval for any of your child's counseling or treatment?

- Yes
- No → *If No, go to question 41*

40. In the last 12 months, how much of a problem, if any, were **delays** in counseling or treatment while you waited for approval?

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

41. In the last 12 months, did you call **customer service** to get information or help about counseling or treatment for your child?

- Yes
- No → *If No, go to question 43*

42. 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 customer service?

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

REASONS FOR COUNSELING OR TREATMENT

43. 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

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

- Yes
- No

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

- Yes
- No



46. 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

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

- Excellent
- Very Good
- Good
- Fair
- Poor

48. What is your child's age now?

- Less than 1 year old

YEARS OLD (write in)

49. Is your child male or female?

- Male
- Female

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

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

51. 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

52. 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

53. Are you male or female?

- Male
- Female

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

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

55. How are you related to the policyholder?

- I am the policyholder
- Spouse or partner of policyholder
- Child of policyholder
- Other family member
- Friend
- Someone else

56. How are you related to the child?

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

57. Did someone help you complete this survey?

- Yes → *If Yes, go to question 58*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*



◆

58. How did that person help you? Check all that apply.

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

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

**DataStat,
3975 Research Park Drive
Ann Arbor, MI 48108**



