



MISSISSIPPI DIVISION OF
MEDICAID

Molina Healthcare of Mississippi

CAHPS® ECHO 3.0 CHIP Report

March 2022



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Ann Arbor, MI 48108

Using This Report	1
Executive Summary	3
Sample Disposition	5
Key Strengths and Opportunities for Improvement	6
Methodology	7
Survey Milestones	
Sampling Frame	
Selection of Cases for Analysis	
Questionnaire	
Definition of Achievement Scores	
Composites	
Correlation to Satisfaction	
Statistical Testing	
Priority Matrices	9
Composites	10
Composite Items	11
Getting Treatment Quickly	12
How Well Clinicians Communicate	13
Getting Treatment and Information from the Plan	14
Perceived Improvement	15
Overall Ratings	16
Rating of counseling or treatment	
Composites	17
Getting Treatment Quickly	18
How Well Clinicians Communicate	19
Getting Treatment and Information from the Plan	20
Perceived Improvement	21
Single Item Measures	22
Usually or always seen within 15 minutes of appointment time	
Told about side effects of medication	
Goals of counseling or treatment discussed completely	
Usually or always got professional help wanted for child	
Child usually or always had someone to talk to when troubled	
Told about different kinds of treatment available	
Given as much information as wanted to manage condition	
Given information about rights as a patient	
Felt that they could refuse a specific type of treatment	
Confident about privacy of treatment information	
Care responsive to cultural needs	
A lot or somewhat helped by treatment	
Told about other ways to get treatment after benefits were used up	
Responses by Question	23
Appendix A: Sample Questionnaire	

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.

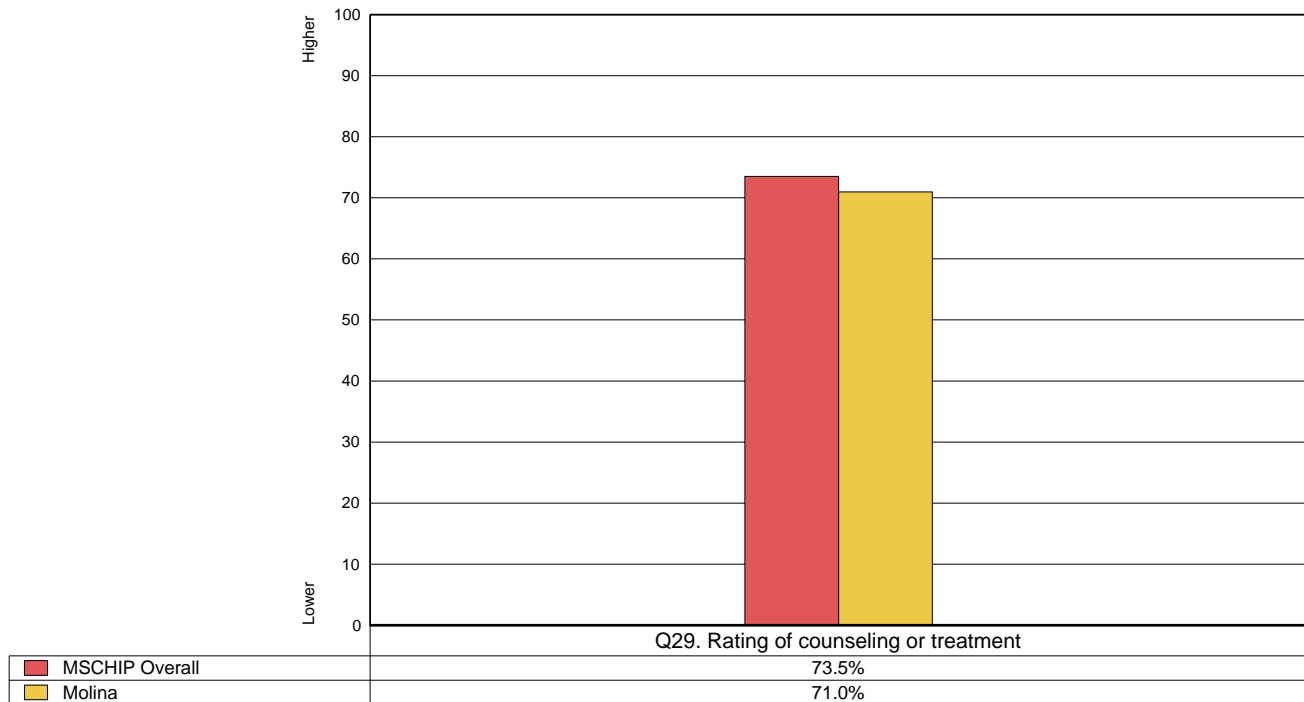
The following pages summarize the findings of a child survey conducted for Mississippi CHIP. Attempts were made to survey 1,183 enrollee households by mail during the period from October 26, 2021 through February 16, 2022, using a standardized survey procedure and questionnaire.

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 your plan's rating. Statistical testing is performed between the Mississippi CHIP overall score and the 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

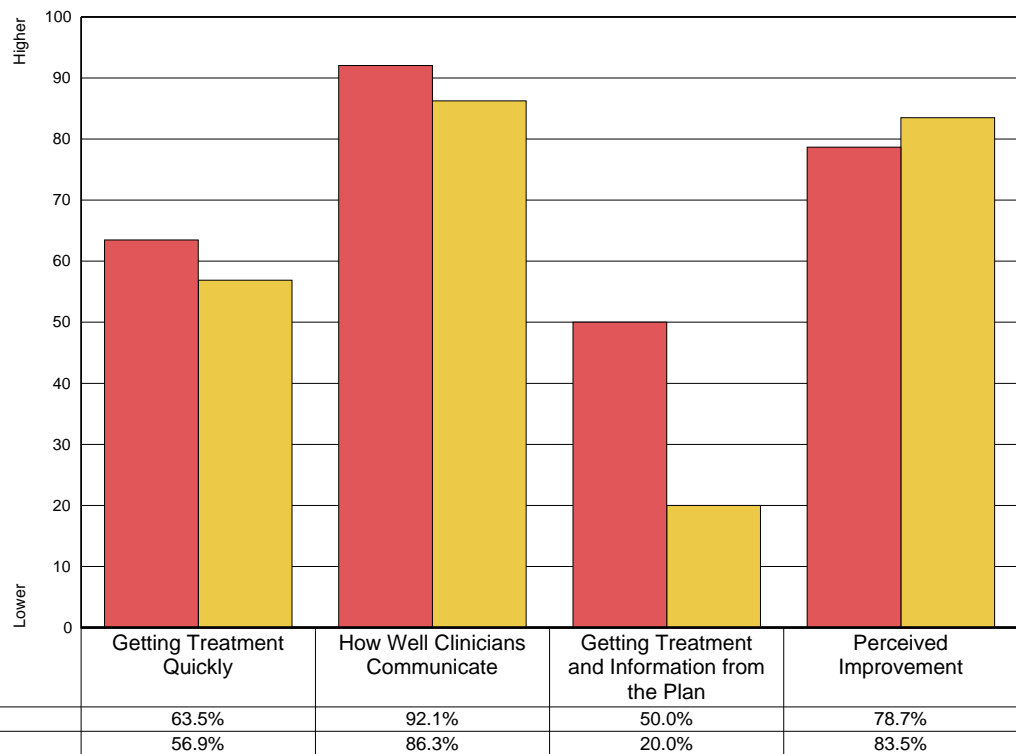
SUMMARY OF COMPOSITES

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 Molina Healthcare of Mississippi performed across the domain.

Mississippi CHIP overall composite scores are presented along with the composite scores for the plan. Statistical testing is performed between the Mississippi CHIP overall score and the 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

	Molina Healthcare of Mississippi
First mailing - sent	1183
First mailing - usable and eligible survey returned	25
Second mailing - sent	1102
Second mailing - usable and eligible survey returned	16
Third mailing - sent	1000
Third mailing - usable and eligible survey returned	9
Total - usable and eligible surveys	50
Ineligible: According to population criteria ¹	113
Ineligible: Language barrier	0
Ineligible: Deceased	0
Bad / no address ²	58
Refusal	0
Nonresponse ³	962
Response Rate	4.7%

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 Molina Healthcare of Mississippi 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	Molina Achievement Score	Correlation w/ satisfaction
Q14. Clinicians usually or always showed respect	90.6	0.49
Q35. Much better or a little better able to deal with symptoms or problems compared to 1 year ago	86.0	0.46
Q18. Usually or always involved as much as you wanted in treatment	84.4	0.48
Q13. Clinicians usually or always explained things	84.4	0.40
Q34. Much better or a little better able to accomplish things compared to 1 year ago	84.0	0.42

Opportunities for Improvement

Question	Molina Achievement Score	Correlation w/ satisfaction
Q3. Usually or always got help by telephone	38.5	0.40
Q30. A lot or somewhat helped by treatment	56.3	0.36
Q23. Given as much information as wanted to manage condition	68.8	0.51
Q25. Felt that they could refuse a specific type of treatment	71.0	0.37
Q20. Usually or always got professional help wanted for child	80.6	0.74

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 50 parent/caretakers of Molina Healthcare of Mississippi enrollees, and the Molina Healthcare of Mississippi usable and eligible response rate was 4.7%.

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

Molina Healthcare of Mississippi 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.

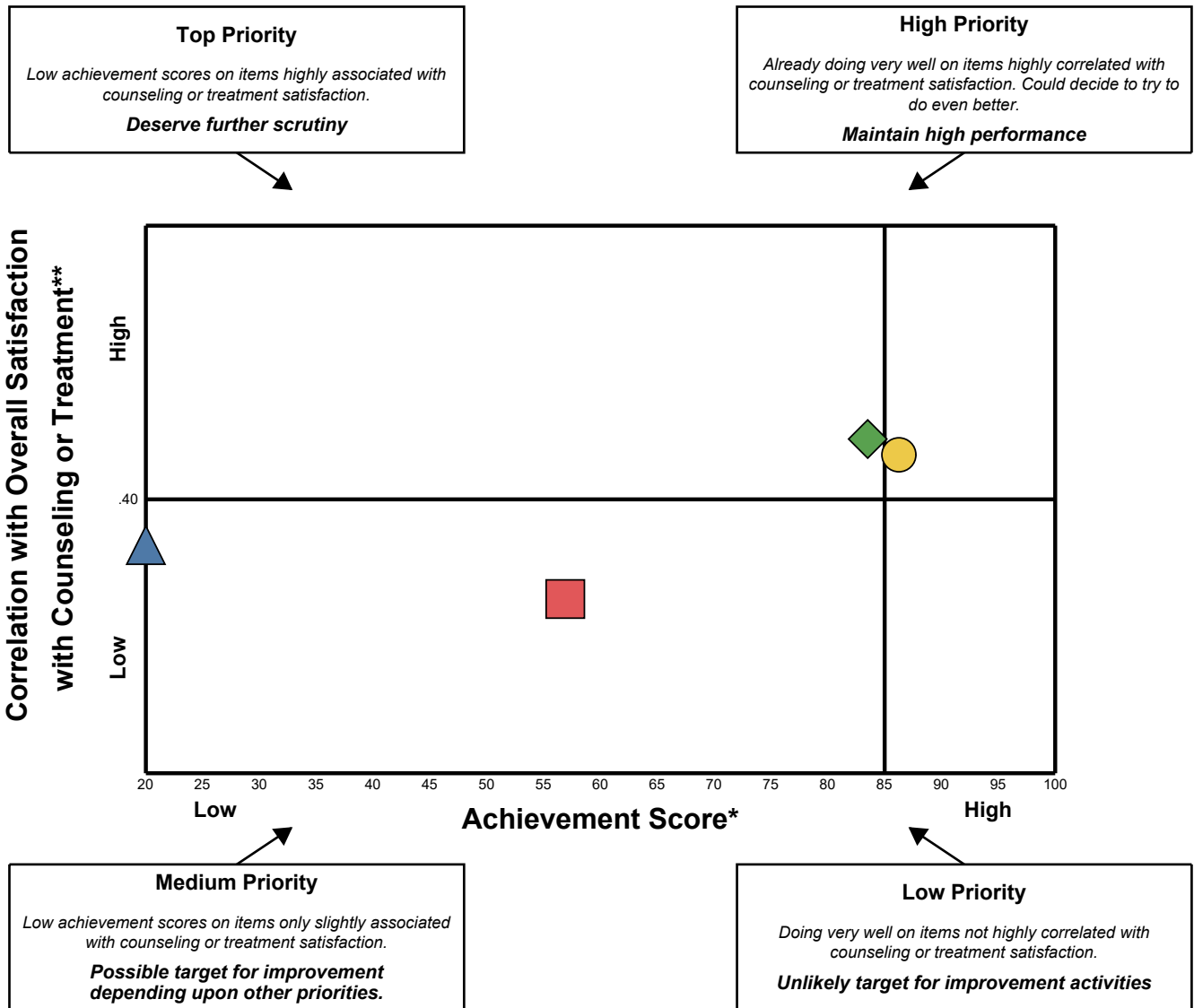
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations 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

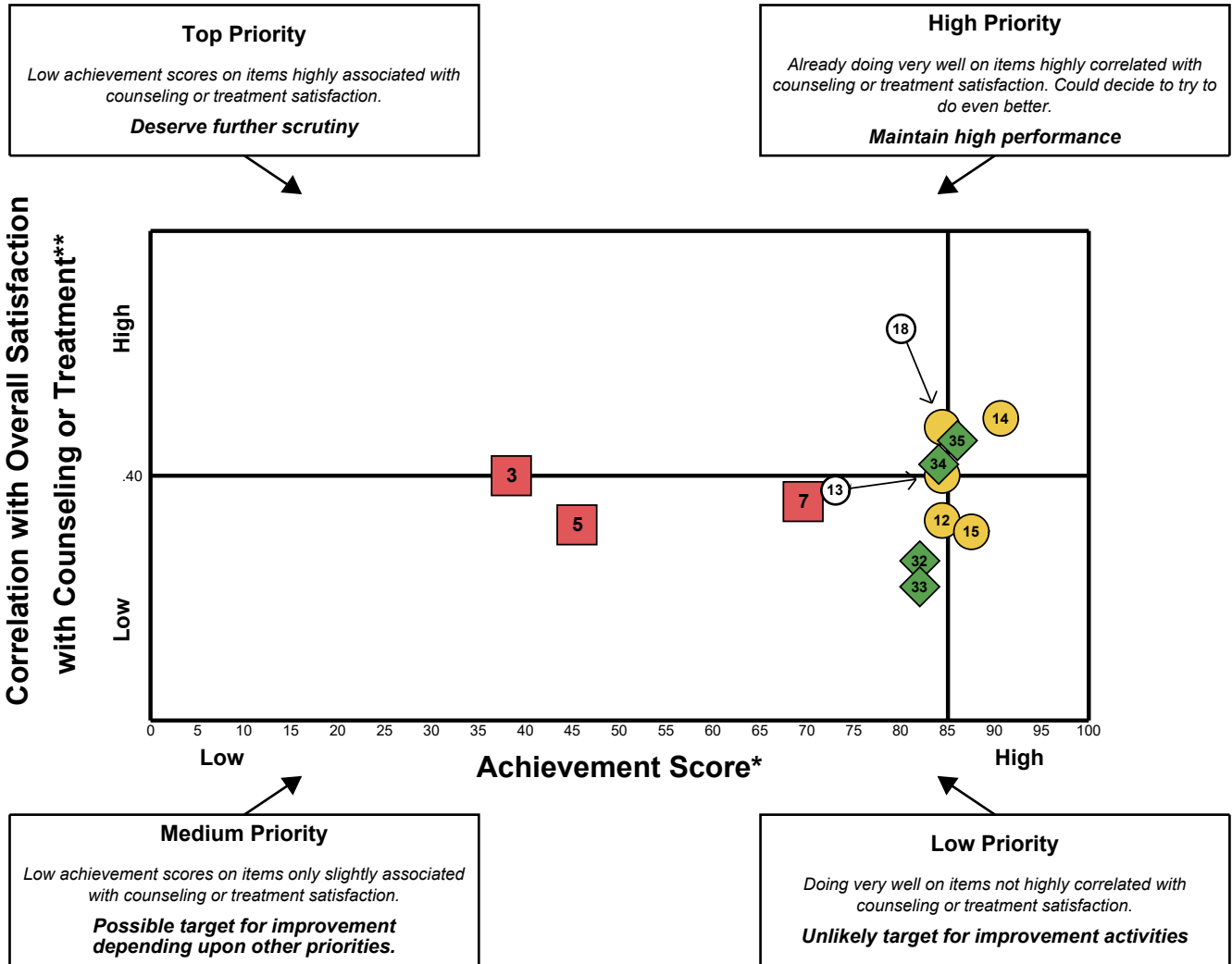


- **Getting Treatment Quickly**
- ▲ **Getting Treatment and Information from the Plan**
- **How Well Clinicians Communicate**
- ◆ **Perceived Improvement**

* 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



- **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

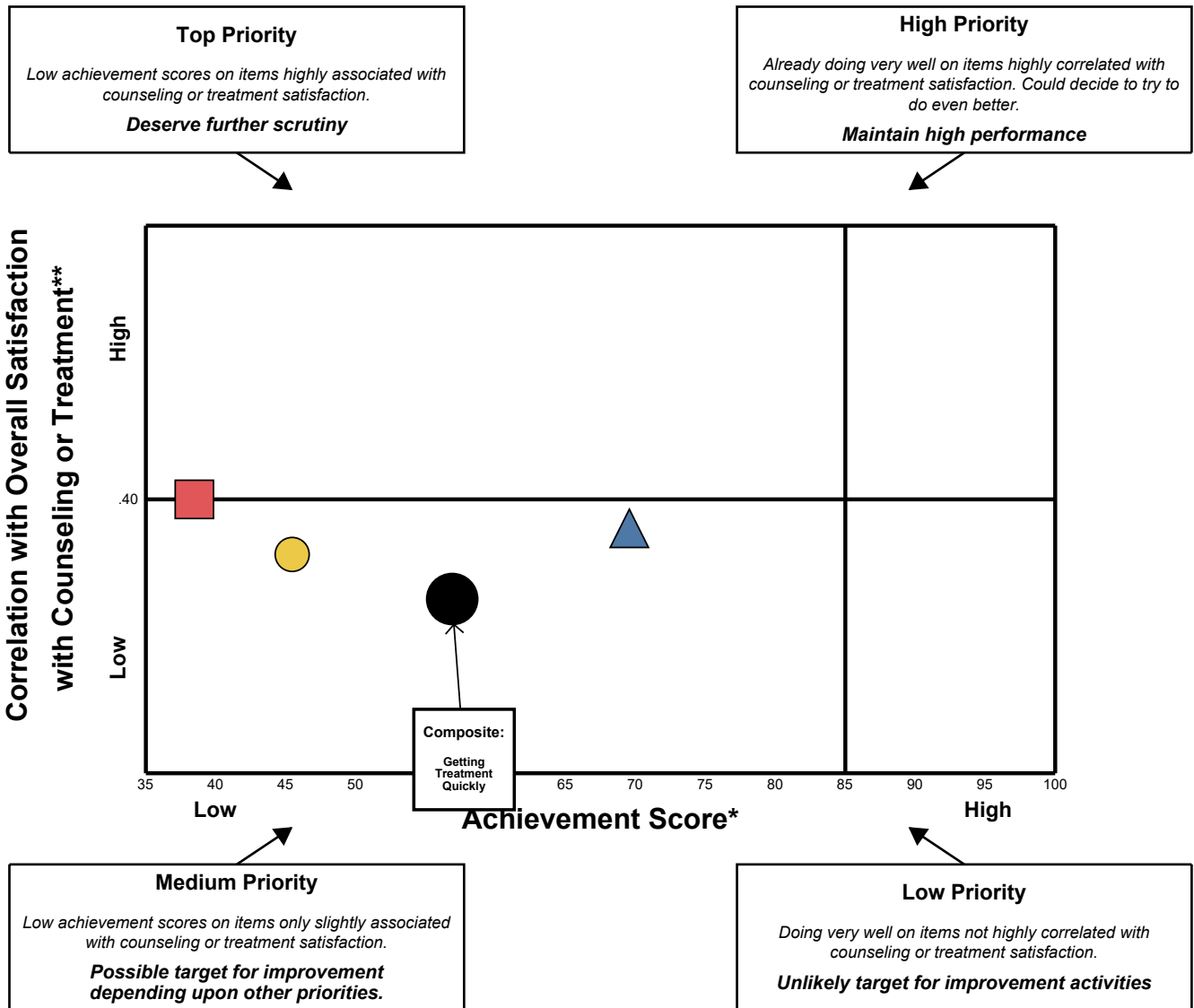
† No variation, priority level not calculated

* 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 - Individual Composites

Getting Treatment Quickly



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

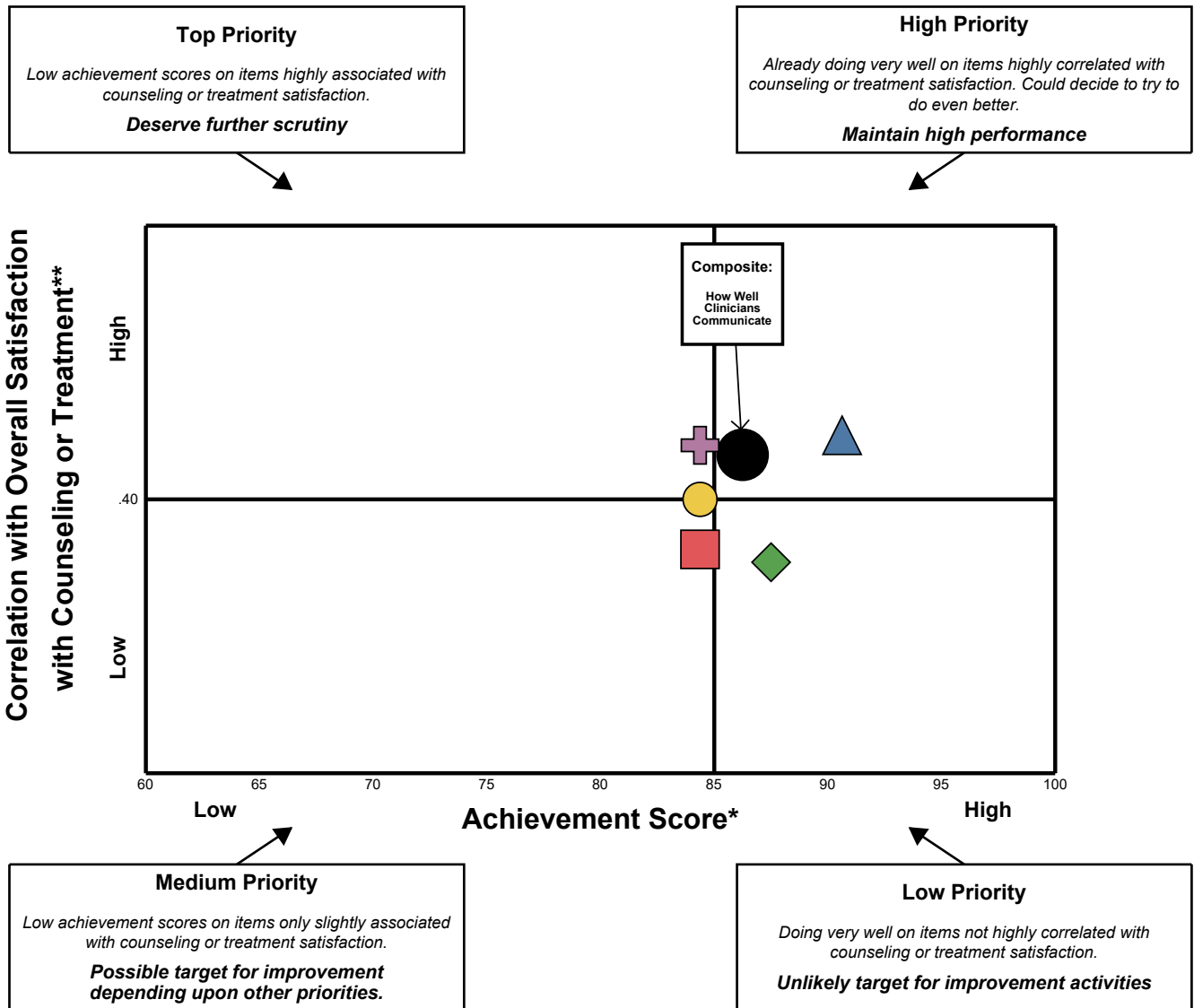
- Q7. Usually or always got appointment as soon as wanted

* 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 - Individual Composites

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

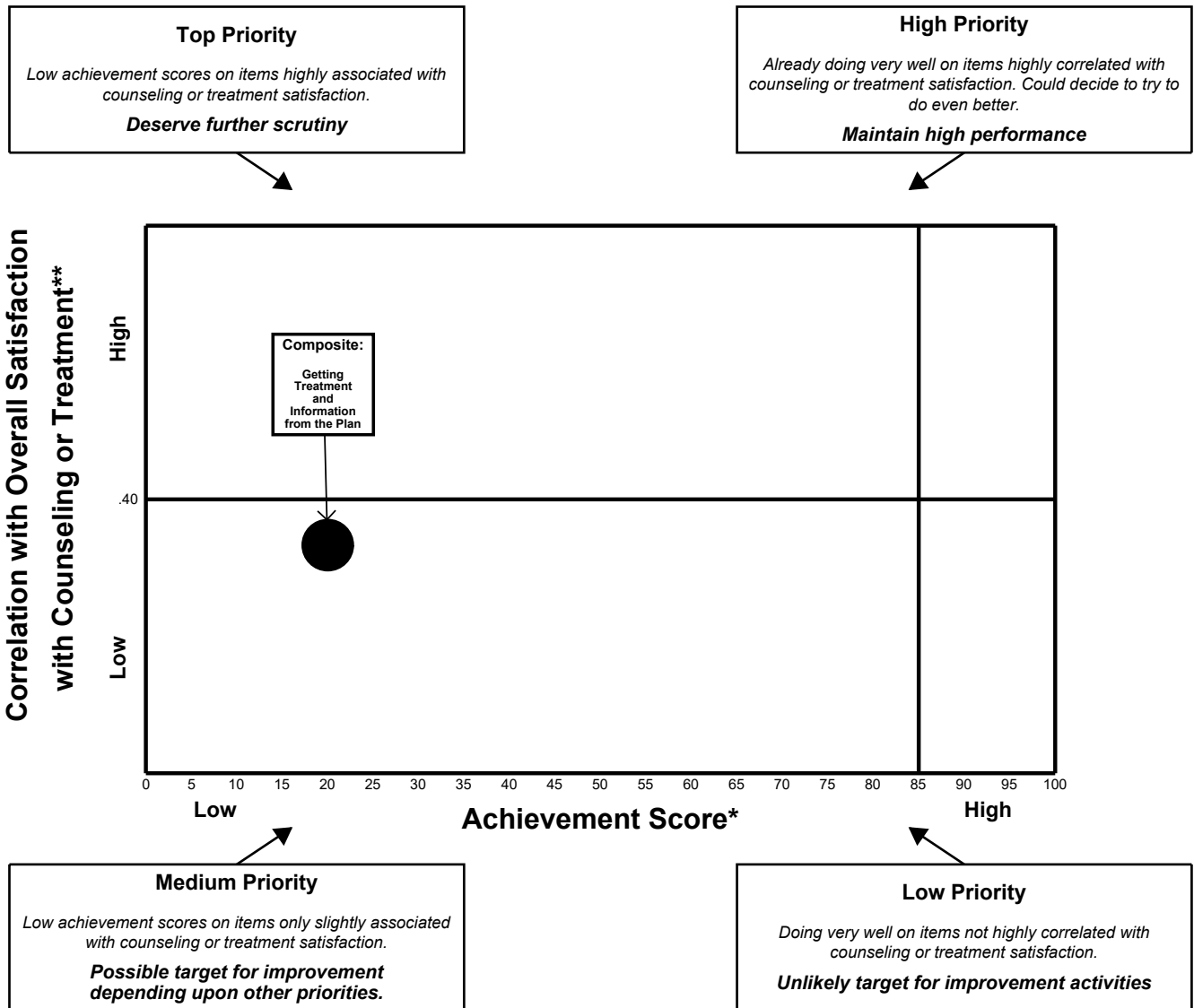
Q18. Usually or always involved as much as you wanted in treatment

* 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 - Individual Composites

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

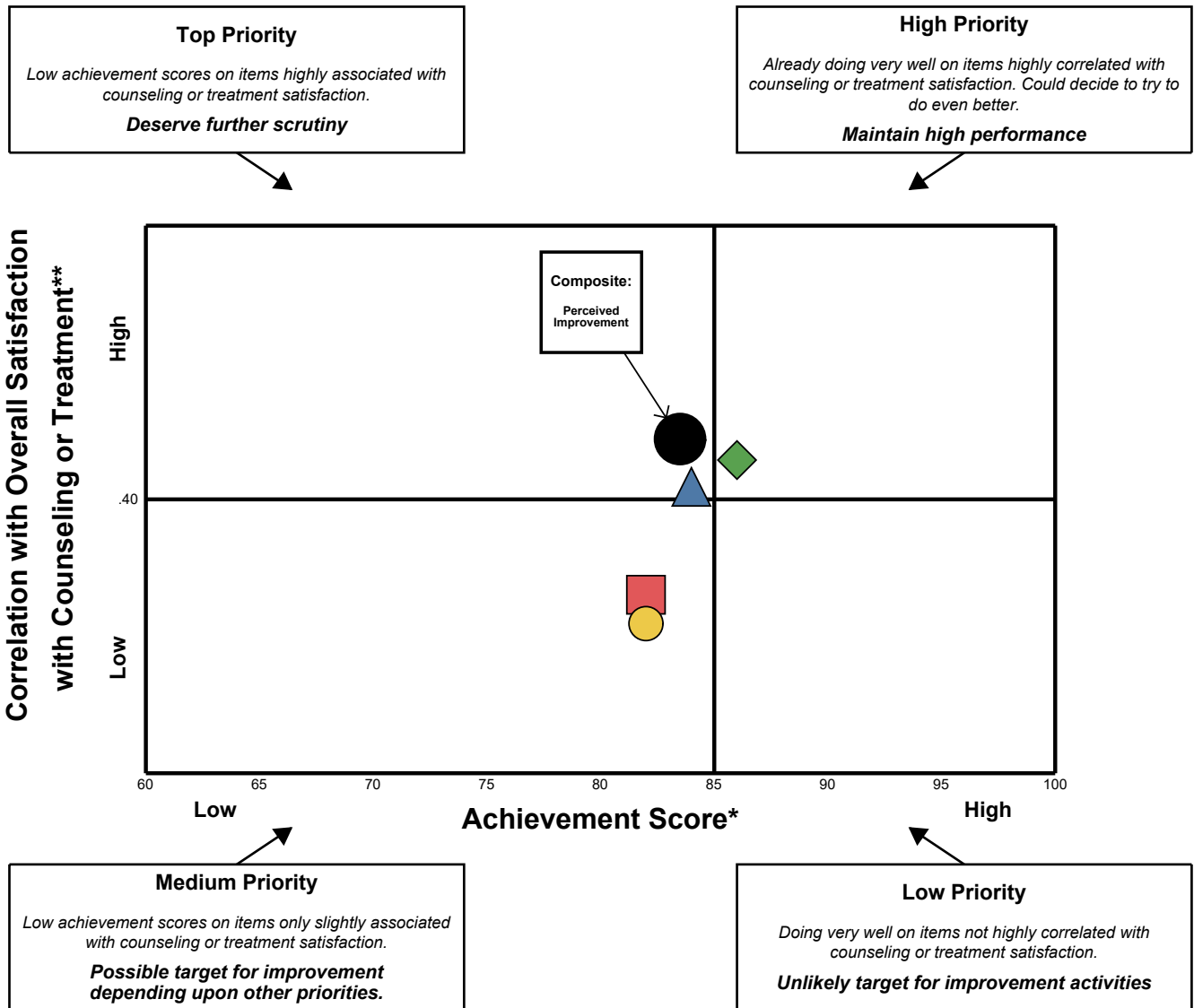
† No variation, priority level not calculated

* 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 - Individual Composites

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

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

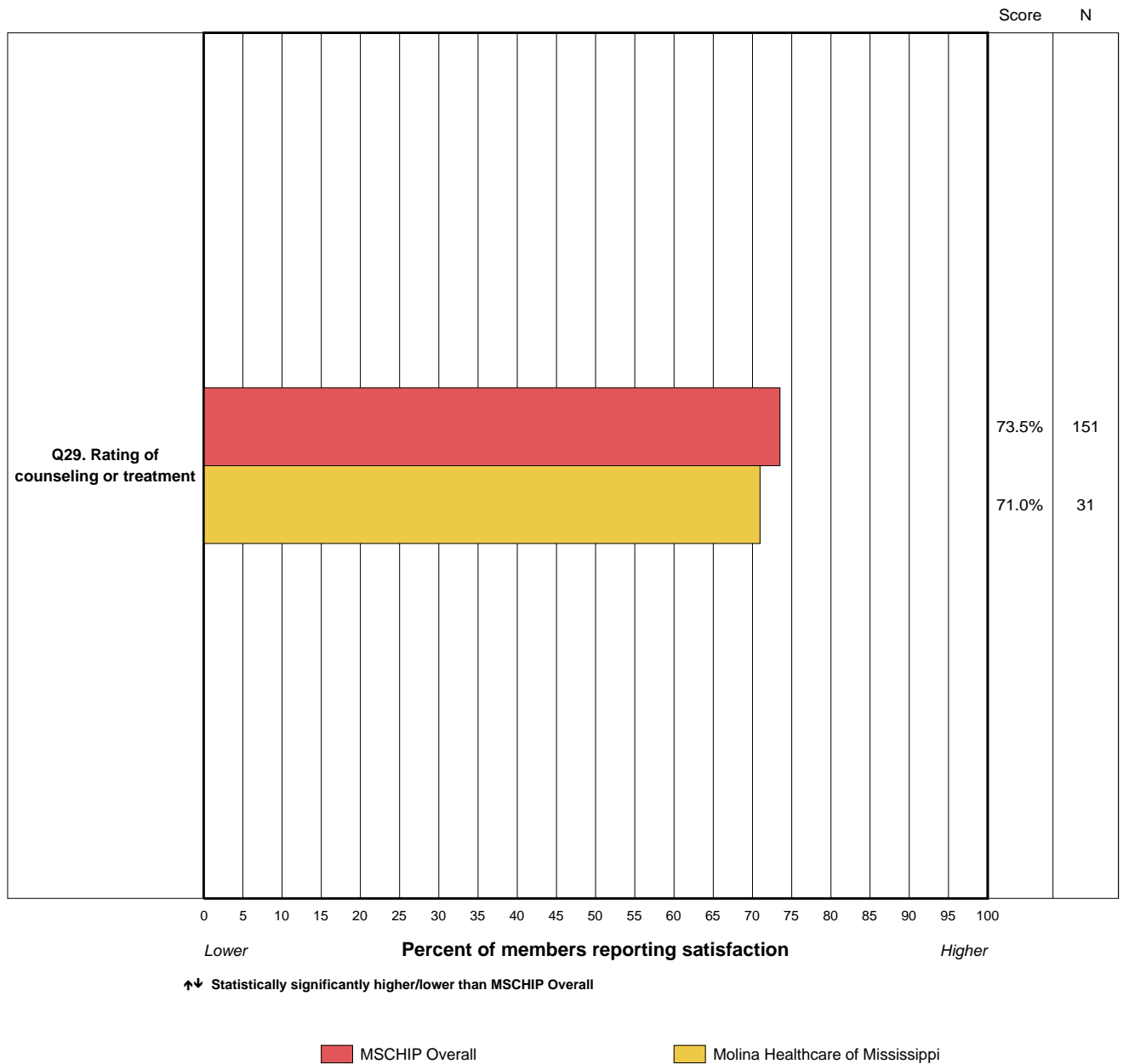
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

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

Overall Rating Questions - Achievement Scores



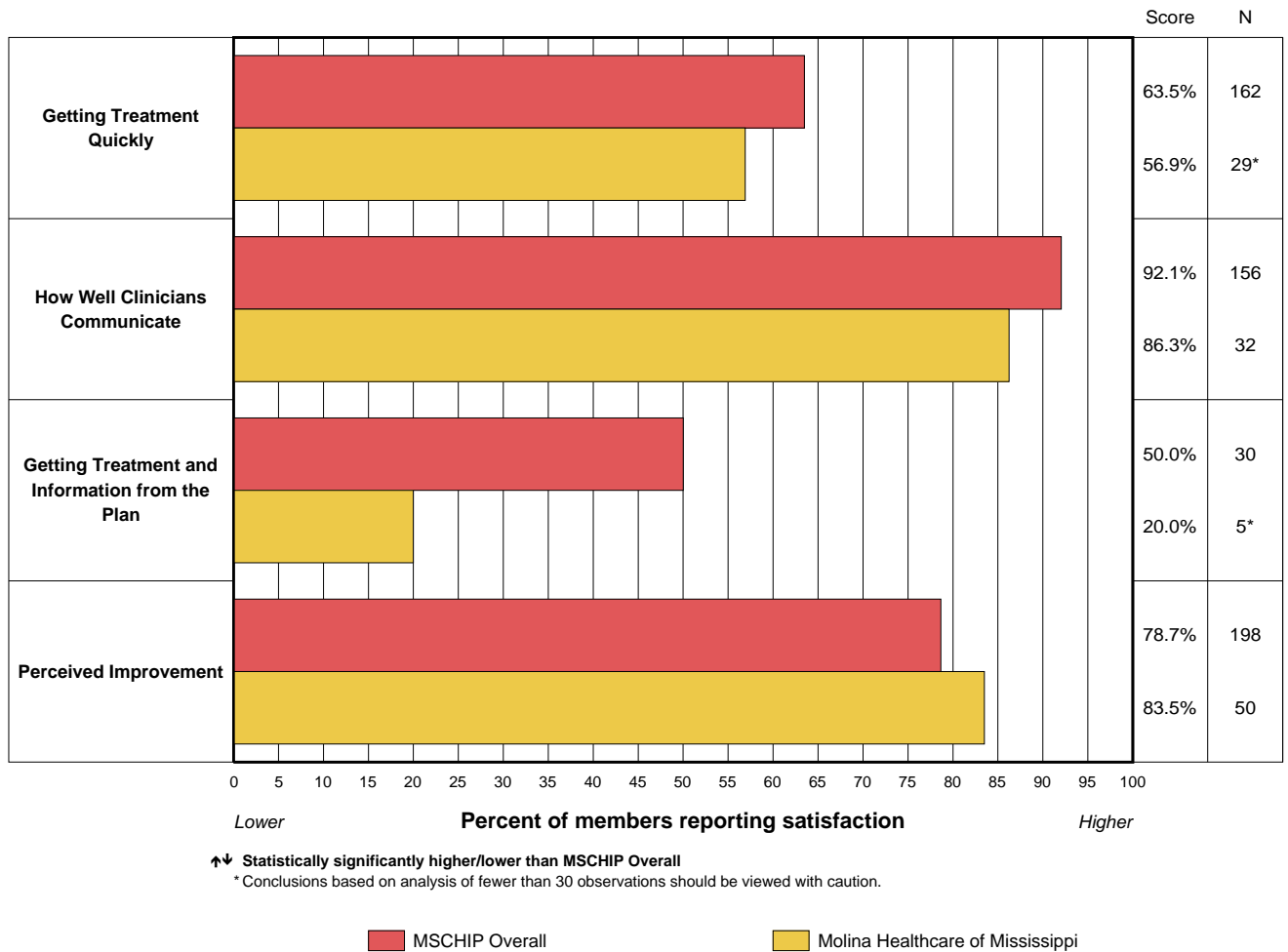
COMPOSITES

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.

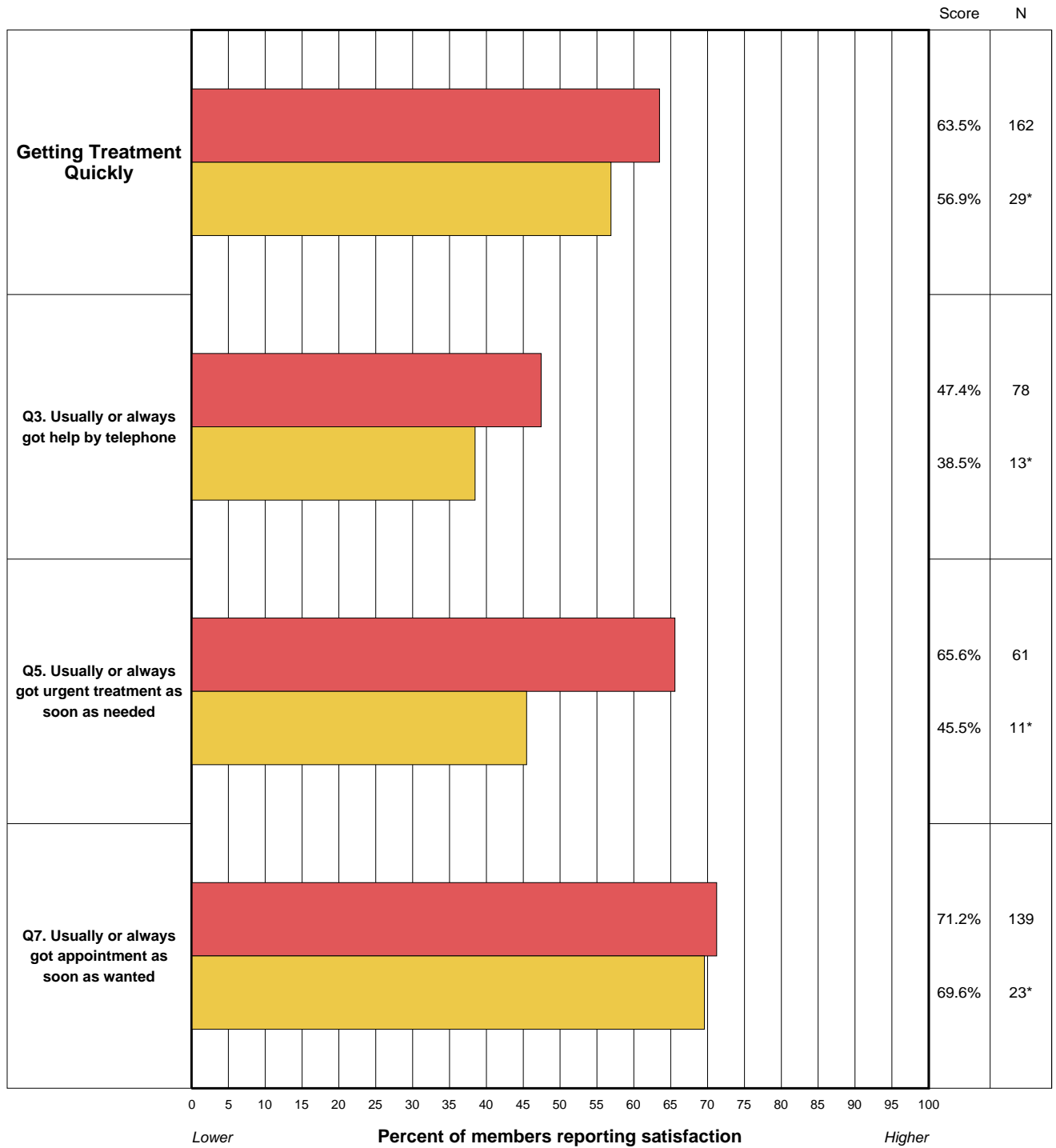
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" 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 the plan's score. Statistical testing is run between the plan score data and the Mississippi CHIP overall data, with an arrow beside the plan's 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 - Achievement Scores



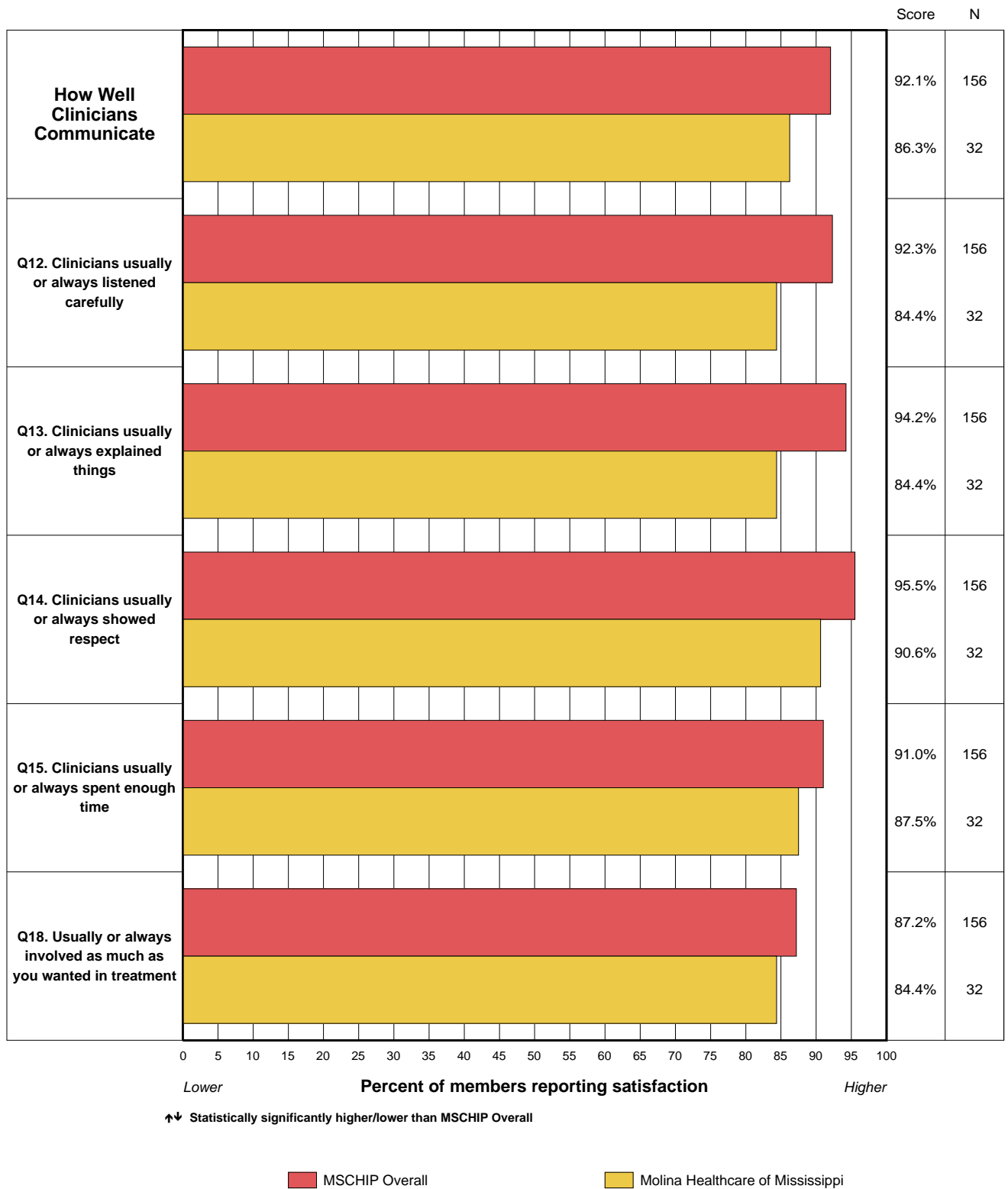
Getting Treatment Quickly - Achievement Scores



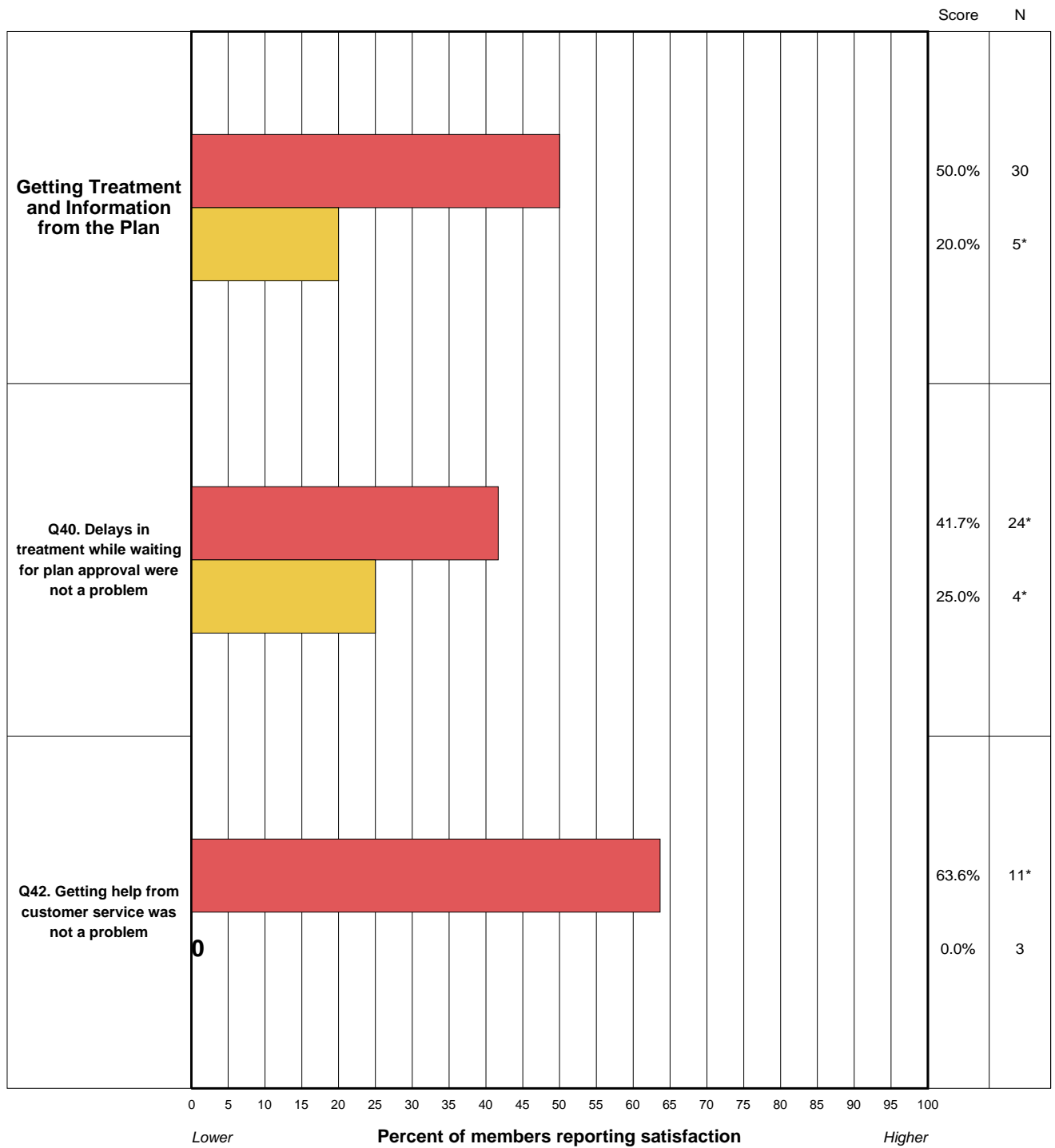
↕ Statistically significantly higher/lower than MSCHIP Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

MSCHIP Overall Molina Healthcare of Mississippi

How Well Clinicians Communicate - Achievement Scores



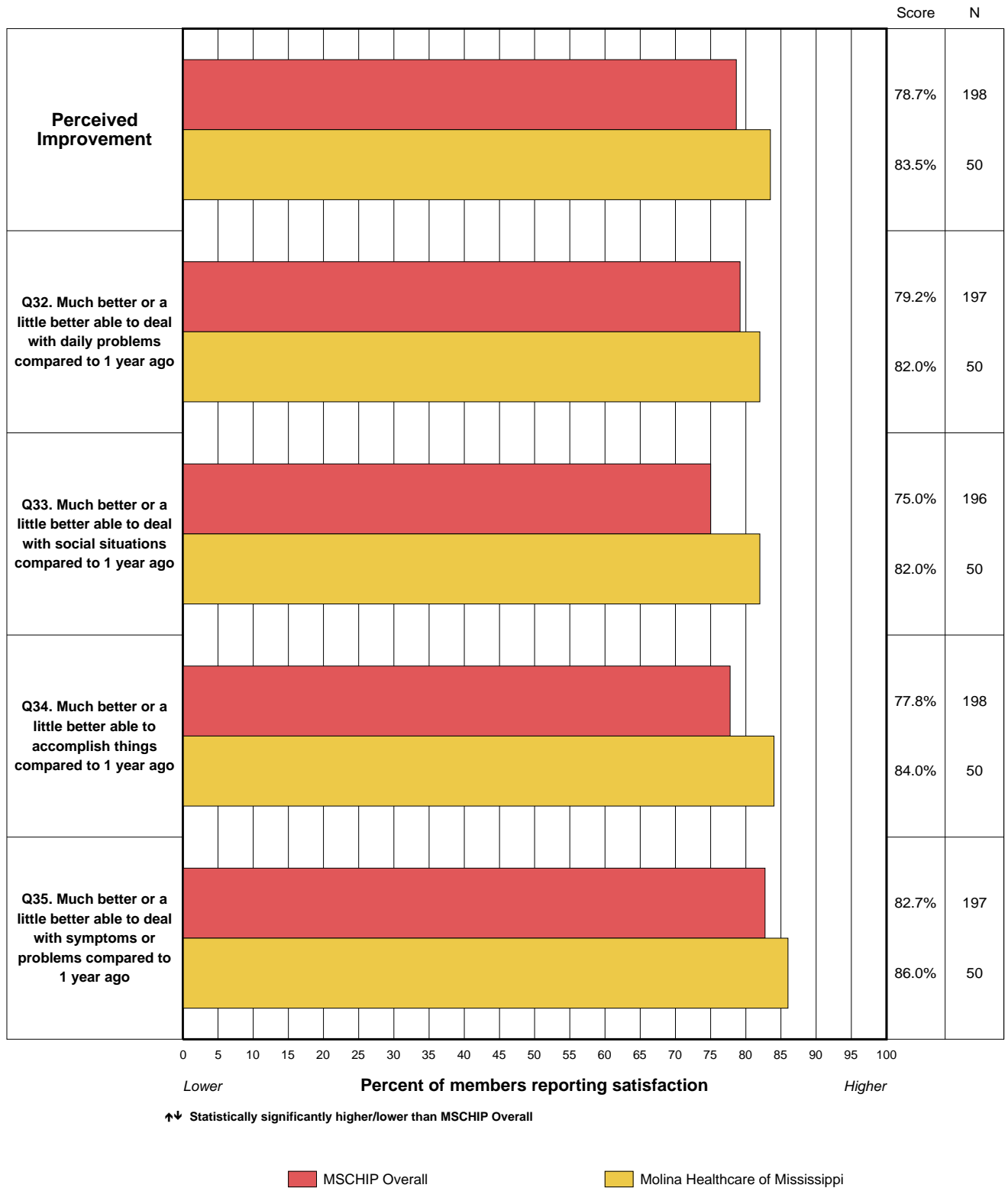
Getting Treatment and Information from the Plan - Achievement Scores



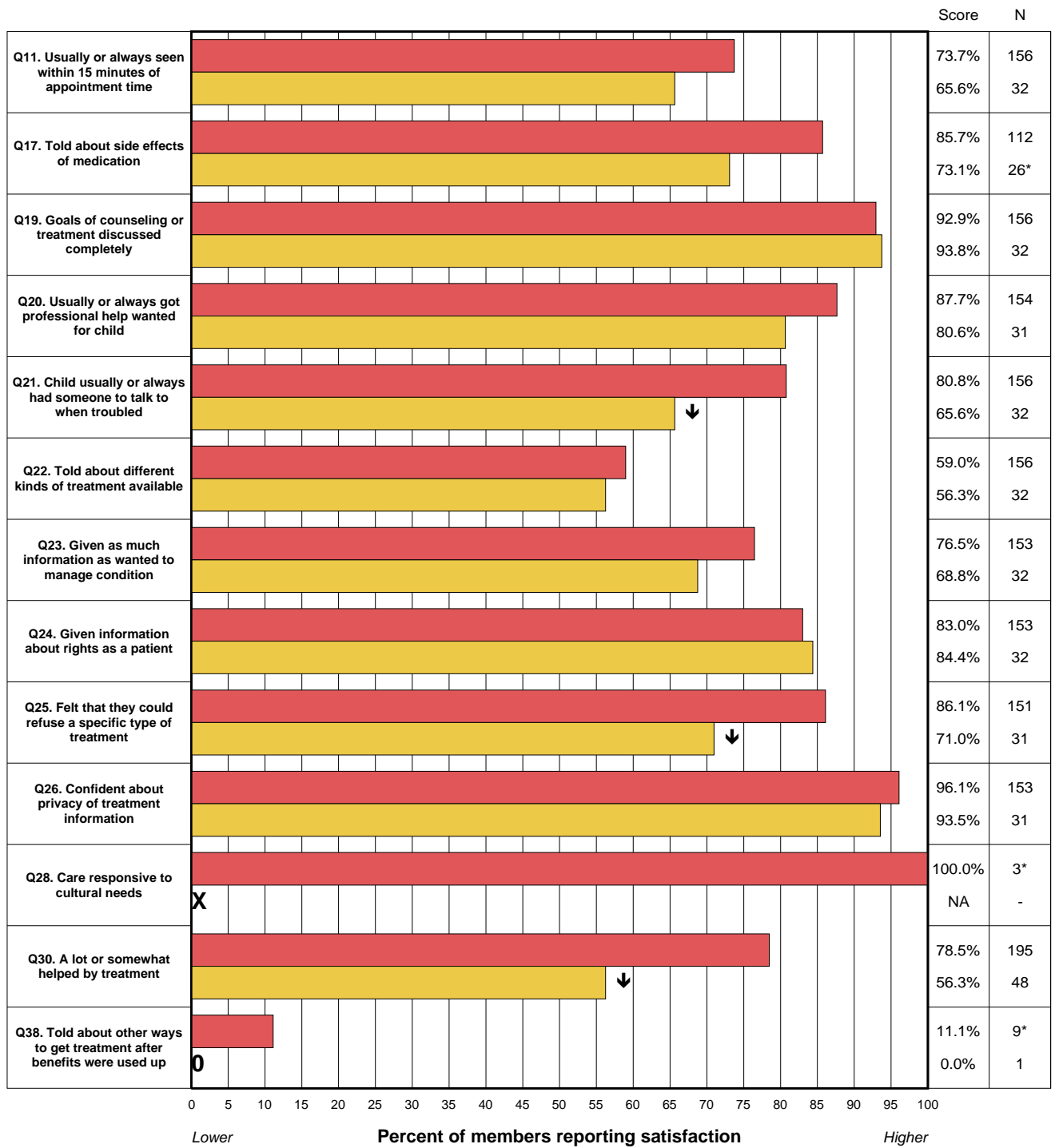
↕ Statistically significantly higher/lower than MSCHIP Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

MSCHIP Overall Molina Healthcare of Mississippi

Perceived Improvement - Achievement Scores



Single Item Measures - Achievement Scores



↕ Statistically significantly higher/lower than MSCHIP Overall
 X Qualified benchmark score not available
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

■ MSCHIP Overall ■ Molina Healthcare of Mississippi

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?

	Molina	
	N	%
Yes	45	100.0%
No	0	0.0%
Total	45	100.0%
Not Answered	5	

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?

	Molina	
	N	%
Yes	13	27.1%
No	35	72.9%
Total	48	100.0%
Not Answered	2	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	2	15.4%
<input checked="" type="radio"/> Sometimes	6	46.2%
<input checked="" type="radio"/> Usually	3	23.1%
<input checked="" type="radio"/> Always	2	15.4%
Total	13	100.0%
Not Answered	0	
Reporting Category	Getting Treatment Quickly	
Achievement Score	38.46%	
Correlation with Satisfaction	0.400	
Priority Rating	Top	

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

	Molina	
	N	%
Yes	11	23.4%
No	36	76.6%
Total	47	100.0%
Not Answered	3	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	1	9.1%
<input checked="" type="radio"/> Sometimes	5	45.5%
<input checked="" type="radio"/> Usually	1	9.1%
<input checked="" type="radio"/> Always	4	36.4%
Total	11	100.0%
Not Answered	0	
Reporting Category	Getting Treatment Quickly	
Achievement Score	45.45%	
Correlation with Satisfaction	0.320	
Priority Rating	Medium	

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?

	Molina	
	N	%
Yes	24	50.0%
No	24	50.0%
Total	48	100.0%
Not Answered	2	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	2	8.7%
<input checked="" type="radio"/> Sometimes	5	21.7%
<input checked="" type="radio"/> Usually	10	43.5%
<input checked="" type="radio"/> Always	6	26.1%
Total	23	100.0%
Not Answered	1	
Reporting Category	Getting Treatment Quickly	
Achievement Score	69.57%	
Correlation with Satisfaction	0.358	
Priority Rating	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?

	Molina	
	N	%
None	44	88.0%
1 time	4	8.0%
2 times	1	2.0%
3 or more times	1	2.0%
Total	50	100.0%
Not Answered	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?

	Molina	
	N	%
None	15	31.9%
1 to 10 times	25	53.2%
11 to 20 times	4	8.5%
21 or more times	3	6.4%
Total	47	100.0%
Not Answered	3	

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

	Molina	
	N	%
None	16	50.0%
1 to 10 times	13	40.6%
11 to 20 times	2	6.3%
21 or more times	1	3.1%
Total	32	100.0%
Not Answered	0	

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

	Molina	
	N	%
<input type="radio"/> Never	4	12.5%
<input type="radio"/> Sometimes	7	21.9%
<input checked="" type="radio"/> Usually	9	28.1%
<input checked="" type="radio"/> Always	12	37.5%
Total	32	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	65.63%	
Correlation with Satisfaction	0.156	
Priority Rating	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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	1	3.1%
<input checked="" type="radio"/> Sometimes	4	12.5%
<input checked="" type="radio"/> Usually	8	25.0%
<input checked="" type="radio"/> Always	19	59.4%
Total	32	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	84.38%	
Correlation with Satisfaction	0.327	
Priority Rating	Medium	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	5	15.6%
<input checked="" type="radio"/> Usually	7	21.9%
<input checked="" type="radio"/> Always	20	62.5%
Total	32	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	84.38%	
Correlation with Satisfaction	0.400	
Priority Rating	Top	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	3	9.4%
<input checked="" type="radio"/> Usually	6	18.8%
<input checked="" type="radio"/> Always	23	71.9%
Total	32	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	90.63%	
Correlation with Satisfaction	0.494	
Priority Rating	High	

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

	Molina	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	4	12.5%
<input checked="" type="radio"/> Usually	10	31.3%
<input checked="" type="radio"/> Always	18	56.3%
Total	32	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	87.50%	
Correlation with Satisfaction	0.308	
Priority Rating	Low	

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

	Molina	
	N	%
Yes	26	81.3%
No	6	18.8%
Total	32	100.0%
Not Answered	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?

	Molina	
	N	%
<input checked="" type="radio"/> Yes	19	73.1%
<input type="radio"/> No	7	26.9%
Total	26	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	73.08%	
Correlation with Satisfaction	0.101	
Priority Rating	Medium	

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

	Molina	
	N	%
<input type="radio"/> Never	2	6.3%
<input type="radio"/> Sometimes	3	9.4%
<input checked="" type="radio"/> Usually	2	6.3%
<input checked="" type="radio"/> Always	25	78.1%
Total	32	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	84.38%	
Correlation with Satisfaction	0.479	
Priority Rating	Top	

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

	Molina	
	N	%
<input checked="" type="radio"/> Yes	30	93.8%
<input type="radio"/> No	2	6.3%
Total	32	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	93.75%	
Correlation with Satisfaction	0.049	
Priority Rating	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?

	Molina	
	N	%
<input checked="" type="radio"/> Never	5	16.1%
<input checked="" type="radio"/> Sometimes	1	3.2%
<input checked="" type="radio"/> Usually	10	32.3%
<input checked="" type="radio"/> Always	15	48.4%
Total	31	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	80.65%	
Correlation with Satisfaction	0.741	
Priority Rating	Top	

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

	Molina	
	N	%
<input checked="" type="radio"/> Never	4	12.5%
<input checked="" type="radio"/> Sometimes	7	21.9%
<input checked="" type="radio"/> Usually	9	28.1%
<input checked="" type="radio"/> Always	12	37.5%
Total	32	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	65.63%	
Correlation with Satisfaction	0.143	
Priority Rating	Medium	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Yes	18	56.3%
<input type="radio"/> No	14	43.8%
Total	32	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	56.25%	
Correlation with Satisfaction	0.113	
Priority Rating	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?

	Molina	
	N	%
<input checked="" type="radio"/> Yes	22	68.8%
<input type="radio"/> No	10	31.3%
Total	32	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	68.75%	
Correlation with Satisfaction	0.512	
Priority Rating	Top	

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

	Molina	
	N	%
<input checked="" type="radio"/> Yes	27	84.4%
<input type="radio"/> No	5	15.6%
Total	32	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	84.38%	
Correlation with Satisfaction	0.325	
Priority Rating	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?

	Molina	
	N	%
<input checked="" type="radio"/> Yes	22	71.0%
<input type="radio"/> No	9	29.0%
Total	31	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	70.97%	
Correlation with Satisfaction	0.365	
Priority Rating	Medium	

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?

	Molina	
	N	%
<input type="radio"/> Yes	2	6.5%
<input checked="" type="radio"/> No	29	93.5%
Total	31	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	93.55%	
Correlation with Satisfaction	0.067	
Priority Rating	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?

	Molina	
	N	%
Yes	0	0.0%
No	31	100.0%
Total	31	100.0%
Not Answered	1	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Yes	-	-
<input type="radio"/> No	-	-
Total	-	-
Not Answered	-	-
Reporting Category	Single Items	
Achievement Score	-	-
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?

	Molina	
	N	%
<input type="radio"/> Worst counseling or treatment possible	1	3.2%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	1	3.2%
<input type="radio"/> 4	1	3.2%
<input type="radio"/> 5	1	3.2%
<input type="radio"/> 6	2	6.5%
<input type="radio"/> 7	3	9.7%
<input checked="" type="radio"/> 8	7	22.6%
<input checked="" type="radio"/> 9	5	16.1%
<input checked="" type="radio"/> Best counseling or treatment possible	10	32.3%
Total	31	100.0%
Not Answered	1	-
Reporting Category	Ratings	
Achievement Score	70.97%	

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?

	Molina	
	N	%
<input type="radio"/> Not at all	9	18.8%
<input type="radio"/> A little	12	25.0%
<input type="radio"/> Somewhat	11	22.9%
<input type="radio"/> A lot	16	33.3%
Total	48	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	56.25%	
Correlation with Satisfaction	0.364	
Priority Rating	Medium	

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

	Molina	
	N	%
Excellent	8	16.0%
Very good	13	26.0%
Good	23	46.0%
Fair	5	10.0%
Poor	1	2.0%
Total	50	100.0%
Not Answered	0	

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

	Molina	
	N	%
<input type="radio"/> Much better	25	50.0%
<input type="radio"/> A little better	16	32.0%
<input type="radio"/> About the same	7	14.0%
<input type="radio"/> A little worse	1	2.0%
<input type="radio"/> Much worse	1	2.0%
Total	50	100.0%
Not Answered	0	
Reporting Category	Perceived Improvement	
Achievement Score	82.00%	
Correlation with Satisfaction	0.261	
Priority Rating	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?

	Molina	
	N	%
<input checked="" type="radio"/> Much better	24	48.0%
<input checked="" type="radio"/> A little better	17	34.0%
<input checked="" type="radio"/> About the same	7	14.0%
<input checked="" type="radio"/> A little worse	1	2.0%
<input checked="" type="radio"/> Much worse	1	2.0%
Total	50	100.0%
Not Answered	0	
Reporting Category	Perceived Improvement	
Achievement Score	82.00%	
Correlation with Satisfaction	0.219	
Priority Rating	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?

	Molina	
	N	%
<input checked="" type="radio"/> Much better	20	40.0%
<input checked="" type="radio"/> A little better	22	44.0%
<input checked="" type="radio"/> About the same	6	12.0%
<input checked="" type="radio"/> A little worse	1	2.0%
<input checked="" type="radio"/> Much worse	1	2.0%
Total	50	100.0%
Not Answered	0	
Reporting Category	Perceived Improvement	
Achievement Score	84.00%	
Correlation with Satisfaction	0.419	
Priority Rating	Top	

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?

	Molina	
	N	%
<input checked="" type="radio"/> Much better	22	44.0%
<input checked="" type="radio"/> A little better	21	42.0%
<input checked="" type="radio"/> About the same	4	8.0%
<input checked="" type="radio"/> A little worse	2	4.0%
<input checked="" type="radio"/> Much worse	1	2.0%
Total	50	100.0%
Not Answered	0	
Reporting Category	Perceived Improvement	
Achievement Score	86.00%	
Correlation with Satisfaction	0.458	
Priority Rating	High	

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?

	Molina	
	N	%
Yes	5	10.6%
No	42	89.4%
Total	47	100.0%
Not Answered	3	

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

	Molina	
	N	%
Yes	1	20.0%
No	4	80.0%
Total	5	100.0%
Not Answered	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?

	Molina	
	N	%
<input checked="" type="radio"/> Yes	0	0.0%
<input type="radio"/> No	1	100.0%
Total	1	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	0.00%	
Correlation with Satisfaction	-	
Priority Rating	-	

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

	Molina	
	N	%
Yes	4	8.2%
No	45	91.8%
Total	49	100.0%
Not Answered	1	

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

	Molina	
	N	%
<input type="radio"/> A big problem	1	25.0%
<input type="radio"/> A small problem	2	50.0%
<input checked="" type="radio"/> Not a problem	1	25.0%
Total	4	100.0%
Not Answered	0	
Reporting Category	Getting Treatment and Information	
Achievement Score	25.00%	
Correlation with Satisfaction	-	
Priority Rating	-	

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?

	Molina	
	N	%
Yes	4	8.2%
No	45	91.8%
Total	49	100.0%
Not Answered	1	

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?

	Molina	
	N	%
<input type="radio"/> A big problem	0	0.0%
<input type="radio"/> A small problem	3	100.0%
<input type="radio"/> Not a problem	0	0.0%
Total	3	100.0%
Not Answered	1	
Reporting Category	Getting Treatment and Information	
Achievement Score	0.00%	
Correlation with Satisfaction	-	
Priority Rating	-	

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?

	Molina	
	N	%
Yes	29	58.0%
No	21	42.0%
Total	50	100.0%
Not Answered	0	

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?

	Molina	
	N	%
Yes	19	38.0%
No	31	62.0%
Total	50	100.0%
Not Answered	0	

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

	Molina	
	N	%
Yes	6	12.0%
No	44	88.0%
Total	50	100.0%
Not Answered	0	

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

	Molina	
	N	%
Yes	1	2.0%
No	49	98.0%
Total	50	100.0%
Not Answered	0	

About You and Your Child

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

	Molina	
	N	%
Excellent	11	22.4%
Very good	16	32.7%
Good	17	34.7%
Fair	4	8.2%
Poor	1	2.0%
Total	49	100.0%
Not Answered	1	

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

	Molina	
	N	%
Less than 1 year old	0	0.0%
1 to 2 years old	0	0.0%
3 to 4	NA	-
5 to 6	NA	-
7 to 9	NA	-
10 to 12	14	29.2%
13 to 15	NA	-
16 to 19 years old	17	35.4%
Total	48	100.0%
Not Answered	2	

Q49. Is your child male or female?

	Molina	
	N	%
Male	31	66.0%
Female	16	34.0%
Total	47	100.0%
Not Answered	3	

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

	Molina	
	N	%
Yes, Hispanic or Latino	NA	-
No, not Hispanic or Latino	45	90.0%
Total	50	100.0%
Not Answered	0	

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%)

	Molina	
	N	%
White	32	64.0%
Black or African-American	15	30.0%
Asian	NA	-
Native Hawaiian or other Pacific Islander	0	0.0%
American Indian or Alaska Native	0	0.0%
Other	NA	-
Total	50	100.0%
Not Answered	0	

Q52. What is your age now?

	Molina	
	N	%
18 to 24	NA	-
25 to 34	NA	-
35 to 44	22	44.9%
45 to 54	11	22.4%
55 to 64	NA	-
65 to 74	NA	-
75 or older	0	0.0%
Total	49	100.0%
Not Answered	1	

Q53. Are you male or female?

	Molina	
	N	%
Male	NA	-
Female	41	83.7%
Total	49	100.0%
Not Answered	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?**

	Molina	
	N	%
8th grade or less	NA	-
Some high school, but did not graduate	NA	-
High school graduate or GED	15	30.6%
Some college or 2-year degree	15	30.6%
4-year college degree	NA	-
More than a 4-year college degree	NA	-
Total	49	100.0%
Not Answered	1	

Q55. How are you related to the policyholder?

	Molina	
	N	%
I am the policyholder	19	40.4%
Spouse or partner of policyholder	4	8.5%
Child of policyholder	3	6.4%
Other family member	18	38.3%
Friend	0	0.0%
Someone else	3	6.4%
Total	47	100.0%
Not Answered	3	

Q56. How are you related to the child?

	Molina	
	N	%
Mother or father	45	90.0%
Grandparent	3	6.0%
Aunt or uncle	1	2.0%
Older sibling	0	0.0%
Other relative	0	0.0%
Legal guardian	1	2.0%
Total	50	100.0%
Not Answered	0	

NA: Fewer than 11 responses

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

	Molina	
	N	%
Yes	2	4.0%
No	48	96.0%
Total	50	100.0%
Not Answered	0	

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

	Molina	
	N	%
Read the questions to me	1	50.0%
Wrote down the answers I gave	1	50.0%
Answered the questions for me	1	50.0%
Translated the questions into my language	1	50.0%
Helped in some other way	0	0.0%
Total	2	100.0%
Not Answered	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**



