

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

1. Our records show that your child is in {health plan name}. Is that right?

- Yes ~> Go to Question 3
 No ~> Go to Question 2

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

3. Is this the health plan you use for all or most of your child's health care?

- Yes
 No

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

- Less than 12 months
 12 up to 24 months
 2 up to 5 years
 5 up to 10 years
 10 or more years

YOUR CHILD'S PERSONAL DOCTOR OR NURSE

The next questions ask about your child's health care. **Do not** include care your child got when he or she stayed overnight in a hospital. **Do not** include the times your child went for dental care visits.

5. A personal doctor or nurse is the health provider who knows your child best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

When your child joined this health plan or at any time since then, did he or she get a new personal doctor or nurse?

- Yes ~> Go to Question 6
 No ~> Go to Question 7

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

- A big problem
 A small problem
 Not a problem
 I didn't get a new personal doctor or nurse for my child.

7. Do you have one person you think of as your child's personal doctor or nurse? If your child has more than one personal doctor or nurse, choose the person your child sees most often.

- Yes ~> Go to Question 8
 No ~> Go to Question 10

8. In the last 12 months, when your child went to his or her personal doctor or nurse's office or clinic, how often did the doctor or nurse talk with you about how your child is feeling, growing, or behaving?

- Never
- Sometimes
- Usually
- Always
- My child doesn't have a personal doctor or nurse.

9. We want to know your rating of your child's personal doctor or nurse. If your child has more than one personal doctor or nurse, choose the person your child sees most often.

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?

- 0 Worst personal doctor or nurse possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor or nurse possible
- My child doesn't have a personal doctor or nurse.

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits.

10. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.

In the last 12 months, did you or a doctor think your child needed to see a specialist?

- Yes ~> Go to Question 11
- No ~> Go to Question 12

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

- A big problem
- A small problem
- Not a problem
- My child didn't need to see a specialist in the last 12 months.

12. In the last 12 months, did your child see a specialist?

- Yes ~> Go to Question 13
- No ~> Go to Question 15

13. We want to know your rating of the **specialist your child saw most often** in the last 12 months, including a personal doctor if he or she was a specialist.

Use **any number from 0 to 10** where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?

- 0 Worst specialist possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best specialist possible
 - My child didn't see a specialist in the last 12 months.
14. In the last 12 months, was the **specialist your child saw most often the same doctor as your child's personal doctor?**
- Yes
 - No
 - My child doesn't have a personal doctor or didn't see a specialist in the last 12 months.

CALLING DOCTORS' OFFICES

15. In the last 12 months, did you call a doctor's office or clinic **during regular office hours** to get help or advice for **your child**?
- Yes ~> Go to Question 16
 - No ~> Go to Question 17
16. In the last 12 months, when you called during regular office hours, how often did you **get** the help or advice you needed for your child?
- Never
 - Sometimes
 - Usually
 - Always
 - I didn't call for help or advice for my child during regular office hours in the last 12 months.

**YOUR CHILD'S HEALTH CARE
IN THE LAST 12 MONTHS**

17. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else your child would see for health care.

In the last 12 months, did you make any appointments for your child with a doctor or other health provider for regular or routine health care?

- Yes ~> Go to Question 18
 No ~> Go to Question 20

18. In the last 12 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?

- Never
 Sometimes
 Usually
 Always
 My child didn't need an appointment for regular or routine care in the last 12 months.

19. In the last 12 months, how many days did your child usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

- Same day
 1 day
 2-3 days
 4-7 days
 8-14 days
 15-30 days
 31 days or longer
 My child didn't need an appointment for regular or routine care in the last 12 months.

20. In the last 12 months, did your child have an illness or injury that needed care right away from a doctor's office, clinic, or emergency room?

- Yes ~> Go to Question 21
 No ~> Go to Question 23

21. In the last 12 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?

- Never
 Sometimes
 Usually
 Always
 My child didn't need care right away for an illness or injury in the last 12 months.

22. In the last 12 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

- Same day
 1 day
 2 days
 3 days
 4-7 days
 8-14 days
 15 days or longer
 My child didn't need to get care right away for an illness or injury in the last 12 months.

23. In the last 12 months, how many times did your child go to an **emergency room**?
- None
 _____ Number of times (*Write in.*)
24. In the last 12 months (not counting times your child went to an emergency room), how many times did your child go to a **doctor's office or clinic**?
- None ~> Go to Question 37
 1 ~> Go to Question 25
 2 ~> Go to Question 25
 3 ~> Go to Question 25
 4 ~> Go to Question 25
 5 to 9 ~> Go to Question 25
 10 or more ~> Go to Question 25
25. In the last 12 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?
- A big problem
 A small problem
 Not a problem
 My child had no visits in the last 12 months.
26. In the last 12 months, how much of problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?
- A big problem
 A small problem
 Not a problem
 My child had no visits in the last 12 months.
27. In the last 12 months, how often did your child wait in the doctor's office or clinic **more than 15 minutes** past the appointment time to see the person your child went to see?
- Never
 Sometimes
 Usually
 Always
 I don't know
 My child had no visits in the last 12 months.
28. In the last 12 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?
- Never
 Sometimes
 Usually
 Always
 I don't know
 My child had no visits in the last 12 months.
29. In the last 12 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?
- Never
 Sometimes
 Usually
 Always
 I don't know
 My child had no visits in the last 12 months.

30. In the last 12 months, how often did your child's doctors or other health providers listen carefully to you?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 12 months.

31. In the last 12 months, how often did your child's doctors or other health providers explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 12 months.

32. In the last 12 months, how often did your child's doctors or other health providers show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 12 months.

33. Is your child old enough to talk with doctors about his or her health care?

- Yes ~> Go to Question 34
- No ~> Go to Question 35

34. In the last 12 months, how often did doctors or other health providers explain things in a way your child could understand?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 12 months or my child is not old enough to talk with doctors.

35. In the last 12 months, how often did doctors or other health providers spend enough time with your child?

- Never
- Sometimes
- Usually
- Always
- I don't know
- My child had no visits in the last 12 months.

36. We want to know your rating of all your child's health care in the last 12 months from all doctors and other health providers.

Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible
- My child had no visits in the last 12 months.

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

37. Claims are sent to a health plan for payment. You may send in your child's claims yourself, or doctors, hospitals, or others may do this for your child.

In the last 12 months, did you or anyone else send in any claims for your child to your child's health plan?

- Yes ~> Go to Question 38
- No ~> Go to Question 41
- Don't Know ~> Go to Question 41

38. In the last 12 months, how often did your child's health plan handle your child's claims in a reasonable time?

- Never
- Sometimes
- Usually
- Always
- Don't Know
- No claims were sent to my child's health plan in the last 12 months.

39. In the last 12 months, how often did your child's health plan handle your child's claims correctly?

- Never
- Sometimes
- Usually
- Always
- Don't Know
- No claims were sent to my child's health plan in the last 12 months.

40. In the last 12 months, before your child went for care, how often did your child's health plan make it clear how much you would have to pay?
- Never
 - Sometimes
 - Usually
 - Always
 - Don't Know
 - No claims were sent to my child's health plan in the last 12 months.
41. In the last 12 months, did you look for any information in written materials from your child's health plan?
- Yes ~> Go to Question 42
 - No ~> Go to Question 43
42. In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials?
- A big problem
 - A small problem
 - Not a problem
 - I didn't look for information from my child's health plan in the last 12 months.
43. In the last 12 months, did you call the health plan's customer service to get information or help for your child?
- Yes ~> Go to Question 44
 - No ~> Go to Question 45
44. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?
- A big problem
 - A small problem
 - Not a problem
 - I didn't call my child's health plan's customer service in the last 12 months.
45. In the last 12 months, have you called or written to your child's health plan with a complaint or problem?
- Yes ~> Go to Question 46
 - No ~> Go to Question 48
46. How long did it take for your child's health plan to resolve your complaint?
- Same day ~> Go to Question 47
 - 1 week ~> Go to Question 47
 - 2 weeks ~> Go to Question 47
 - 3 weeks ~> Go to Question 47
 - 4 or more weeks ~> Go to Question 47
 - I am still waiting for it to be settled. ~> Go to Question 48
 - I haven't called or written with a complaint or problem in the last 12 months. ~> Go to Question 48
47. Was your complaint or problem settled to your satisfaction?
- Yes
 - No
 - I am still waiting for it to be settled
 - I haven't called or written with a complaint or problem in the last 12 months.

48. **Paperwork** means things like getting your child's ID card, having your child's records changed, processing forms, or other paperwork related to getting care for your child.

In the last 12 months, did you have any experiences with paperwork for your child's health plan?

- Yes ~> Go to Question 49
 No ~> Go to Question 50

49. In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?

- A big problem
 A small problem
 Not a problem
 I didn't have any experience with paperwork for my child's health plan in the last 12 months.

50. We want to know your rating of all your experience with your child's health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible.

How would you rate your child's health plan now?

- 0 Worst health plan possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best health plan possible

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

52. What is your child's age now?

- Less than 1 year old
_____ YEARS OLD (*Write in.*)

53. Is your child male or female?

- Male
- Female

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

- Hispanic or Latino
- Not Hispanic or Latino

55. 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

56. What is your age now?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

57. Are you male or female?

- Male
- Female

58. 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

59. 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 (please print)

60. How are you related to the child?

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

THANK YOU

Please return the completed survey in the postage paid envelope.