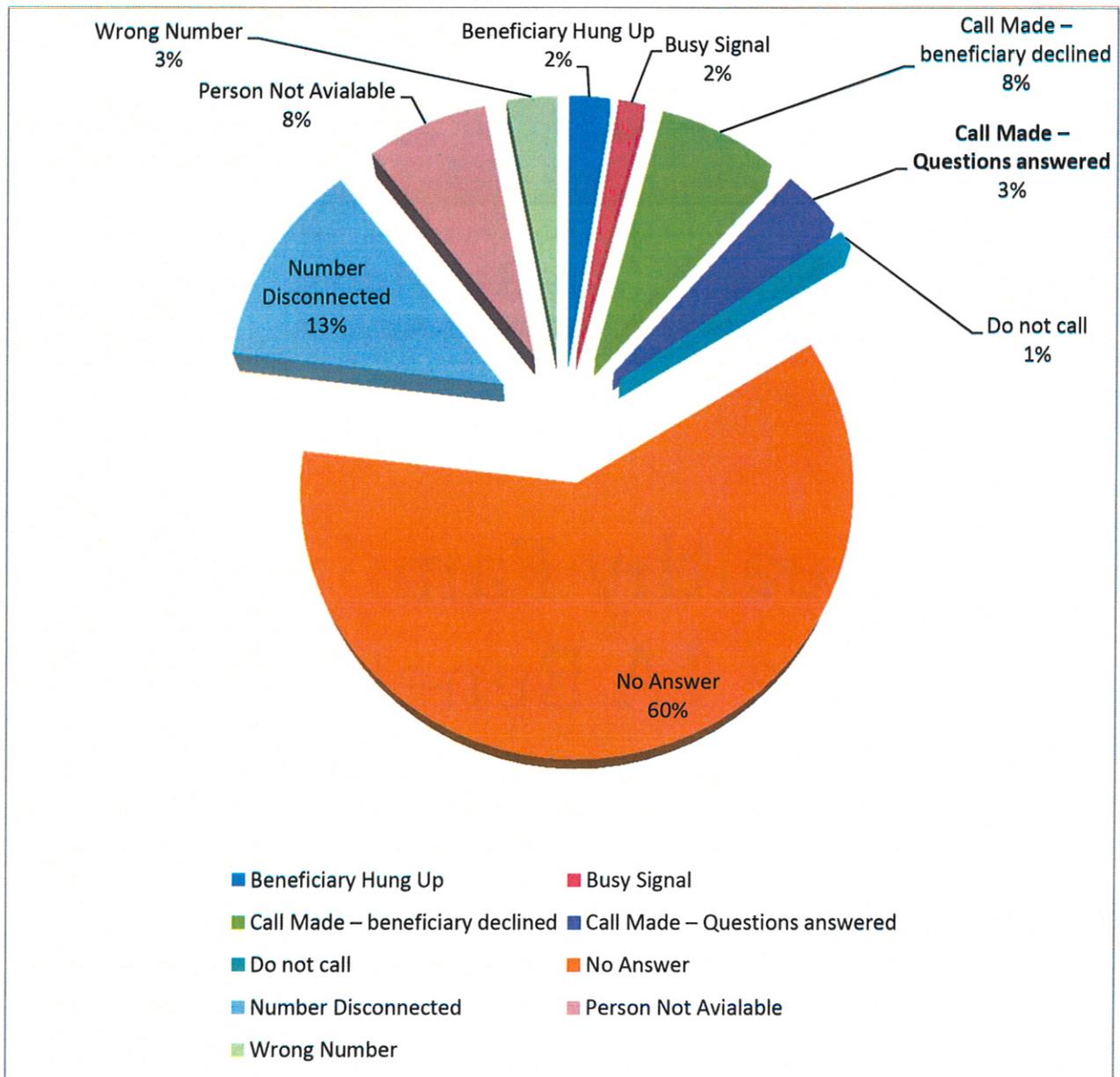


Healthy Families Phase 1A Beneficiary Survey March 2013

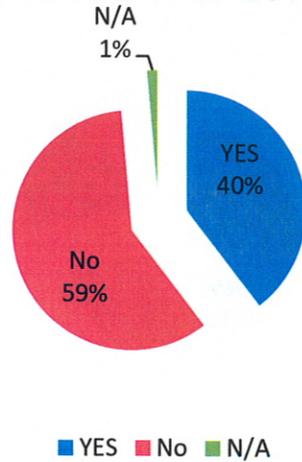
The following report includes a survey of Healthy Families beneficiaries who transitioned into the Targeted Low-Income Children's Program on January 1, 2013.

The data includes individual survey questions, response totals, percent of beneficiaries reached, percentage of beneficiaries unable to be reached, and beneficiary the responses to the questions in the areas of medical, dental, mental health, and alcohol and drug services.

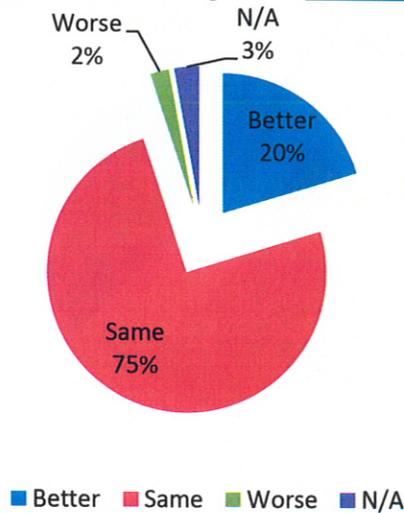
Call Disposition	Count	Percentage
Do Not Call (DNC)	90	0.90%
Busy Signal (BS)	161	1.61%
Beneficiary Hung Up (HU)	247	2.47%
Wrong Number (WN)	306	3.06%
Call Made - Questions answered (CM)	349	3.49%
Person Not Available (PNA)	786	7.86%
Call Made - Beneficiary declined (CMD)	812	8.12%
Number Disconnected (ND)	1,283	12.83%
No Answer (NA)	5,966	59.66%
Total	10,000	100.00%



Has your child been scheduled for an appointment to see a Medical Doctor, since your move to Medi-Cal?

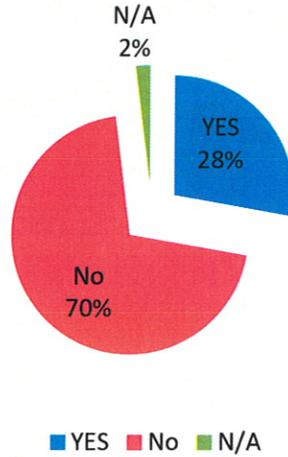


Was your experience with making or keeping an appointment with your Medical Doctor?

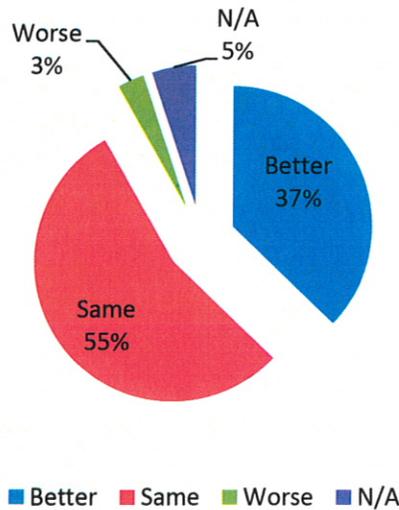


Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see a <u>Medical Doctor</u> , since your move to Medi-Cal?	138	206	5	349	39.54%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Those that answered Yes: Was your experience with making or keeping an appointment with your <u>Medical Doctor</u> ?	28	103	3	4	20.28%

Has your child been scheduled for an appointment to see a Dentist, since your move to Medi-Cal?

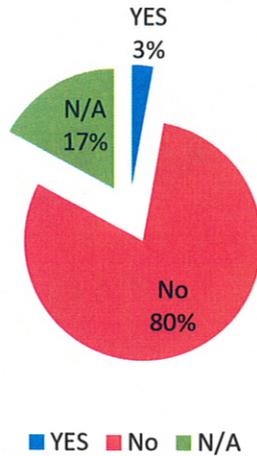


Was your experience with making or keeping an appointment with your Dentist?

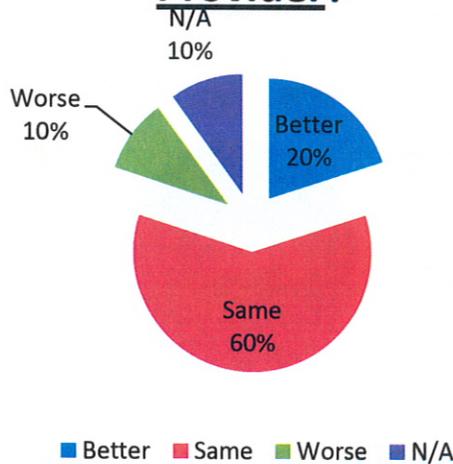


Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see a <u>Dentist</u> , since your move to Medi-Cal?	97	245	7	349	27.79%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Was your experience with making or keeping an appointment with your <u>Dentist</u> ?	36	53	3	5	37.11%

Has your child been scheduled for an appointment to see a Mental Health Provider, since your move to Medi-Cal?

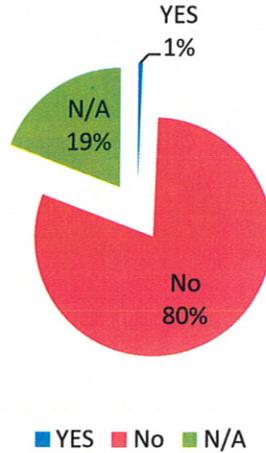


Was your experience with making or keeping an appointment with your Mental Health Provider?

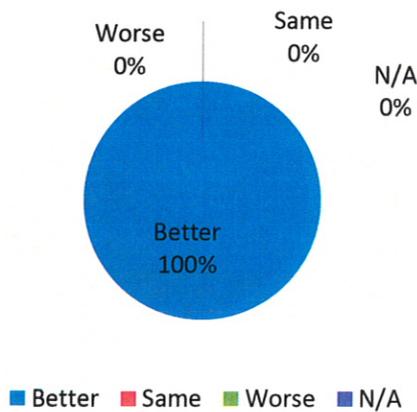


Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see a <u>Mental Health Provider</u> , since your move to Medi-Cal?	10	279	60	349	2.86%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Those that answered Yes: Was your experience with making or keeping an appointment with your <u>Mental Health Provider</u> ?	2	6	1	1	20%

Has your child been scheduled for an appointment to see a Alcohol or Drug Treatment Provider, since your move to Medi-Cal?

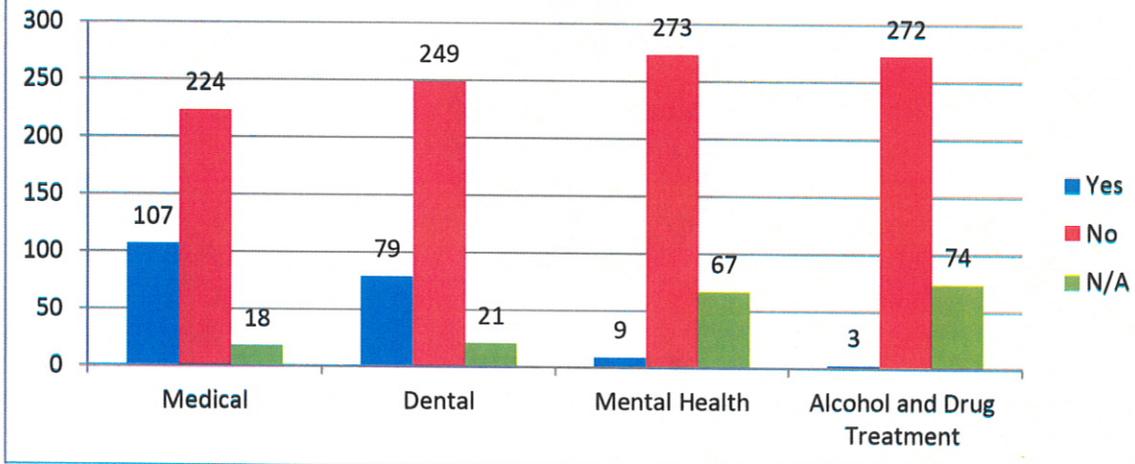


Was your experience with making or keeping an appointment with your Alcohol or Drug Treatment Provider?



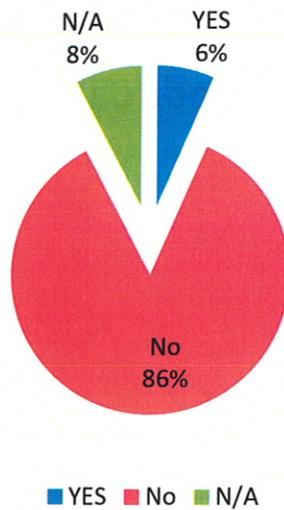
Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see a <u>Alcohol or Drug Treatment Provider</u> , since your move to Medi-Cal?	2	280	67	349	< 1%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Those that answered Yes: Was your experience with making or keeping an appointment with your <u>Alcohol or Drug Treatment Provider</u> ?	2	0	0	0	100%

Has your child received Services with one of the following providers since their move to Medi-Cal?

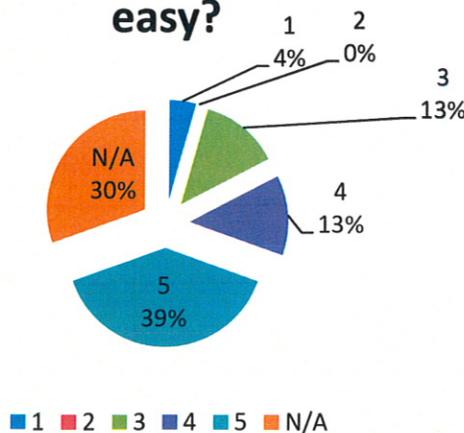


Has your child received Services with one of the following providers since their move to Medi-Cal?	Yes	No	N/A	Total	% Yes
Medical	107	224	18	349	30.65%
Dental	79	249	21	349	22.63%
Mental Health	9	273	67	349	2.57%
Alcohol and Drug Treatment	3	272	74	349	< 1%

Have you had to change your Medical Doctor, because of the move to Medi-Cal?

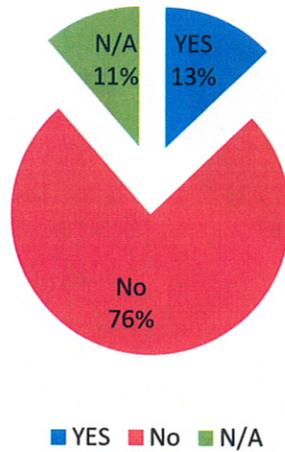


How would you rate your experience in selecting a Medical Doctor on a scale of 1-5, with one (1) being hard and five (5) being easy?

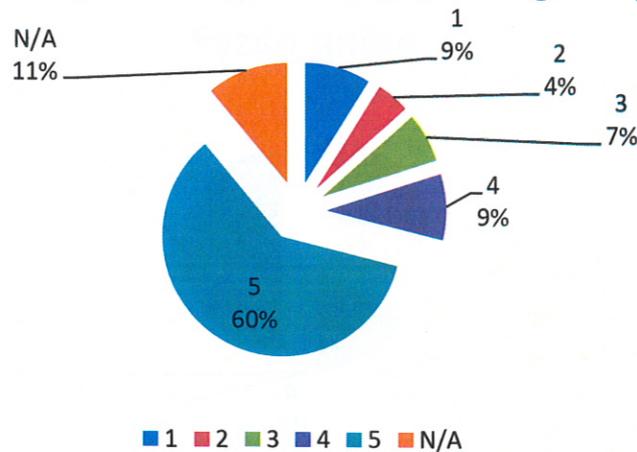


Call Disposition	Yes	No	N/A	Total	% Yes		
Have you had to change your <u>Medical Doctor</u> , because of the move to Medi-Cal?	23	299	27	349	6.59%		
Those that answered Yes were asked:	1	2	3	4	5	N/A	% 5
How would you rate your experience in selecting a <u>Medical Doctor</u> on a scale of 1-5, with one (1) being hard and five (5) being easy?	1	0	3	3	9	7	39.13%

Have you had to change your Dentist, because of the move to Medi-Cal?

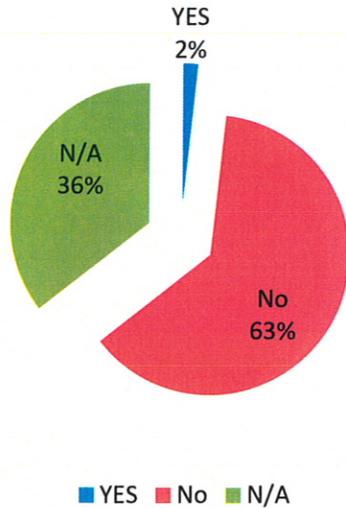


How would you rate your experience in selecting a Dentist on a scale of 1-5, with one (1) being hard and five (5) being easy?

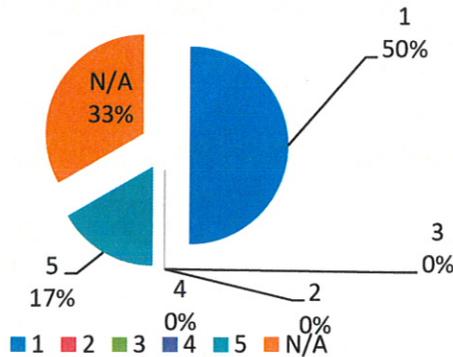


Call Disposition	Yes	No	N/A	Total	% Yes		
Have you had to change your <u>Dentist</u> , because of the move to Medi-Cal?	45	264	40	349	12.89%		
Those that answered Yes were asked:	1	2	3	4	5	N/A	% 5
How would you rate your experience in selecting a <u>Dentist</u> on a scale of 1-5, with one (1) being hard and five (5) being easy?	4	2	3	4	27	5	60%

Have you had to change your Mental Health Provider, because of the move to Medi-Cal?

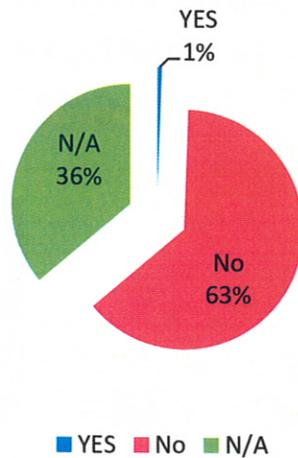


How would you rate your experience in selecting a Mental Health Provider on a scale of 1-5, with one (1) being hard and five (5) being easy?

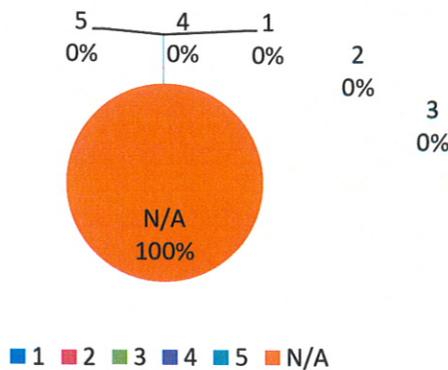


Call Disposition	Yes	No	N/A	Total	% Yes		
Have you had to change your <u>Mental Health Provider</u> , because of the move to Medi-Cal?	6	219	124	349	1.71%		
Those that answered Yes were asked:	1	2	3	4	5	N/A	% 5
How would you rate your experience in selecting a <u>Mental Health Provider</u> on a scale of 1-5, with one (1) being hard and five (5) being easy?	3	0	0	0	1	2	16.66%

Have you had to change your Alcohol and Drug Treatment Provider, because of the move to Medi-Cal?

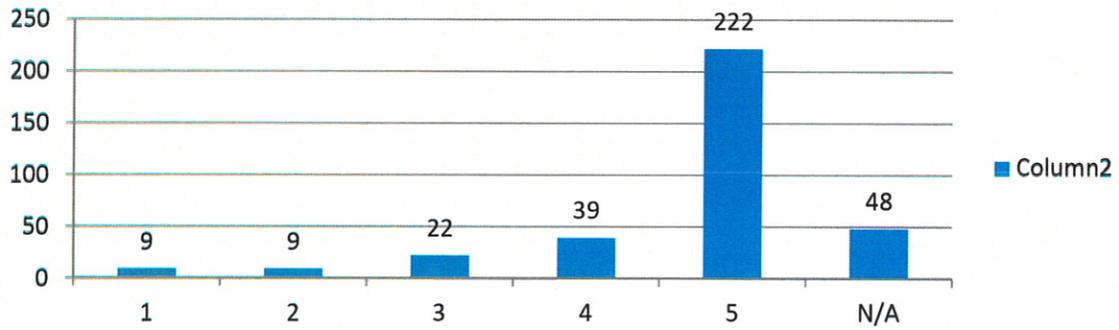


How would you rate your experience in selecting a Alcohol and Drug Treatment Provider on a scale of 1-5, with one (1) being hard and five (5) being easy?



Call Disposition	Yes	No	N/A	Total	% Yes		
Have you had to change your <u>Alcohol or Drug Treatment Provider</u> , because of the move to Medi-Cal?	2	221	126	349	< 1%		
Those that answered Yes were asked:	1	2	3	4	5	N/A	% 5
How would you rate your experience in selecting a <u>Alcohol or Drug Treatment Provider</u> on a scale of 1-5, with one (1) being hard and five (5) being easy?	0	0	0	0	0	2	0%

Please rate on a scale of 1-5, with one (1) being Not Satisfied and five (5) being Satisfied, your experience overall with the transition from the Healthy Families Program to Medi-Cal?



Call Disposition	1	2	3	4	5	N/A	% 5
Please rate on a scale of 1-5, with one (1) being Not Satisfied and five (5) being Satisfied, your experience overall with the transition from the Healthy Families Program to Medi-Cal?	9	9	22	39	222	48	63.61%