

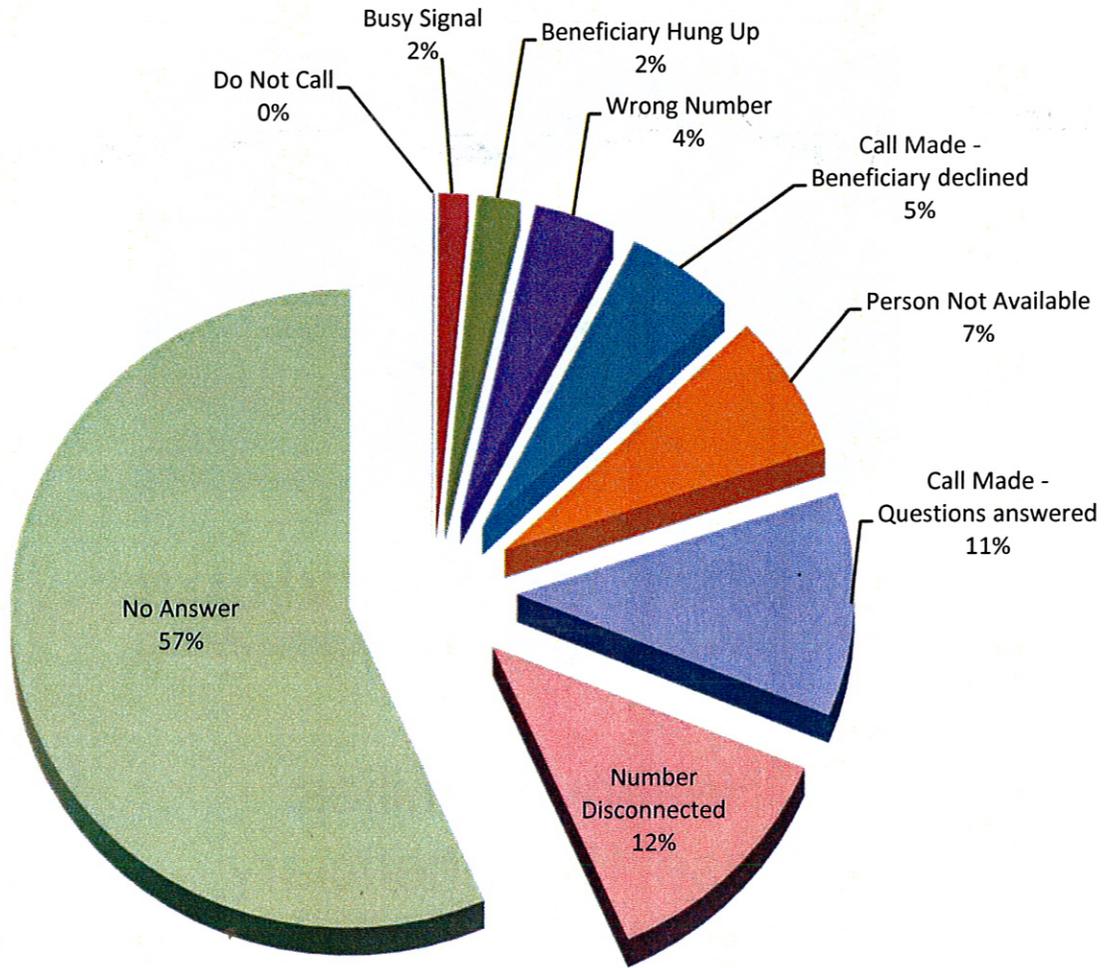


Healthy Families Phase 1B Beneficiary Survey April 2013

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

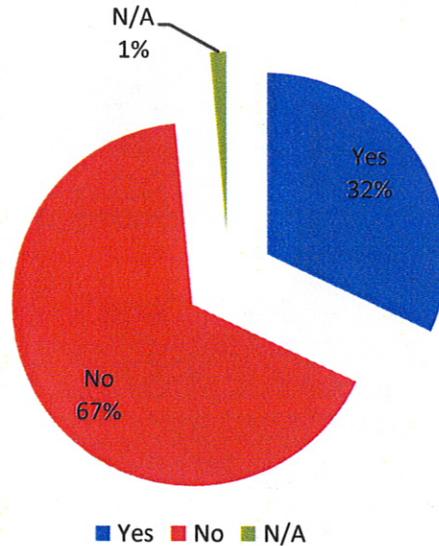
The data includes individual survey questions, response totals, percent of beneficiaries reached, percentage of beneficiaries unable to be reached, and beneficiary responses to the questions in the areas of medical, dental, mental health and alcohol and drug services.

Call Disposition	Count	Percentage
Do Not Call (DNC)	3	0.07%
Busy Signal (BS)	58	1.40%
Beneficiary Hung Up (HU)	84	2.03%
Wrong Number (WN)	160	3.87%
Call Made - Beneficiary declined (CMD)	219	5.29%
Person Not Available (PNA)	298	7.20%
Call Made - Questions answered (CM)	470	11.36%
Number Disconnected (ND)	504	12.18%
No Answer (NA)	2,341	56.59%
Total	4,137	100.00%

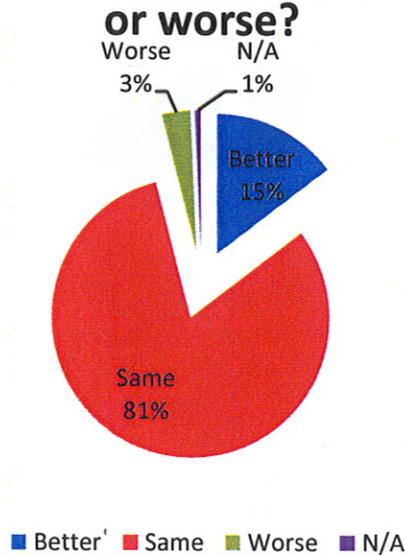


- Do Not Call (DNC)
- Busy Signal (BS)
- Beneficiary Hung Up (HU)
- Wrong Number (WN)
- Call Made - Beneficiary declined (CMD)
- Person Not Available (PNA)
- Call Made - Questions answered (CM)
- Number Disconnected (ND)
- No Answer (NA)

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

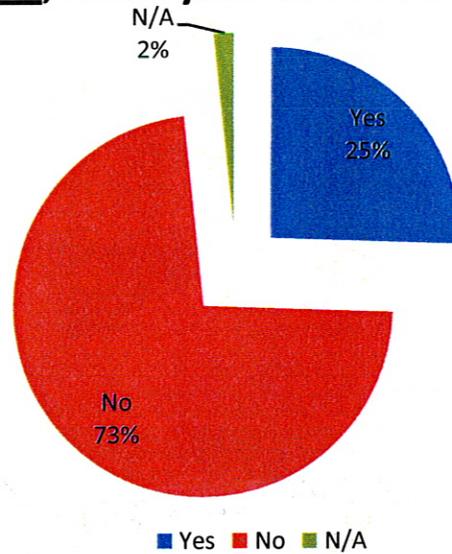


Was your experience with making or keeping an appointment with your Medical Doctor the same, better or worse?

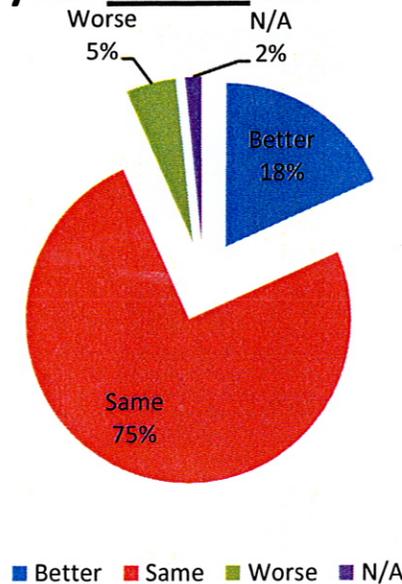


Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see a <u>Medical Doctor</u> , since your move to Medi-Cal?	150	313	7	470	31.91%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Was your experience with making or keeping an appointment with your <u>Medical Doctor</u> the same, better or worse?	22	122	5	1	14.67%

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

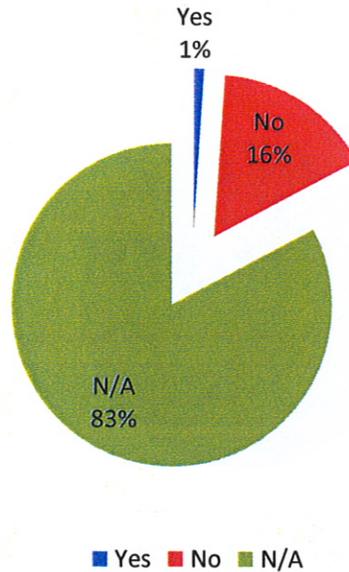


Was your experience with making or keeping an appointment with your Dentist the same, better or worse

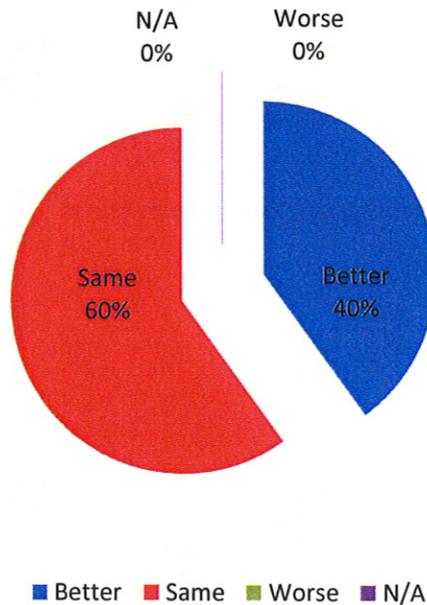


Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see a <u>Dentist</u> , since your move to Medi-Cal?	120	342	8	470	25.53%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Was your experience with making or keeping an appointment with your <u>Dentist</u> the same, better or worse?	22	90	6	2	18.33%

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 the same, better or worse?



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?	5	76	389	470	1.06%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Was your experience with making or keeping an appointment with your <u>Mental Health Provider</u> the same, better or worse?	2	3	0	0	40.00%

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



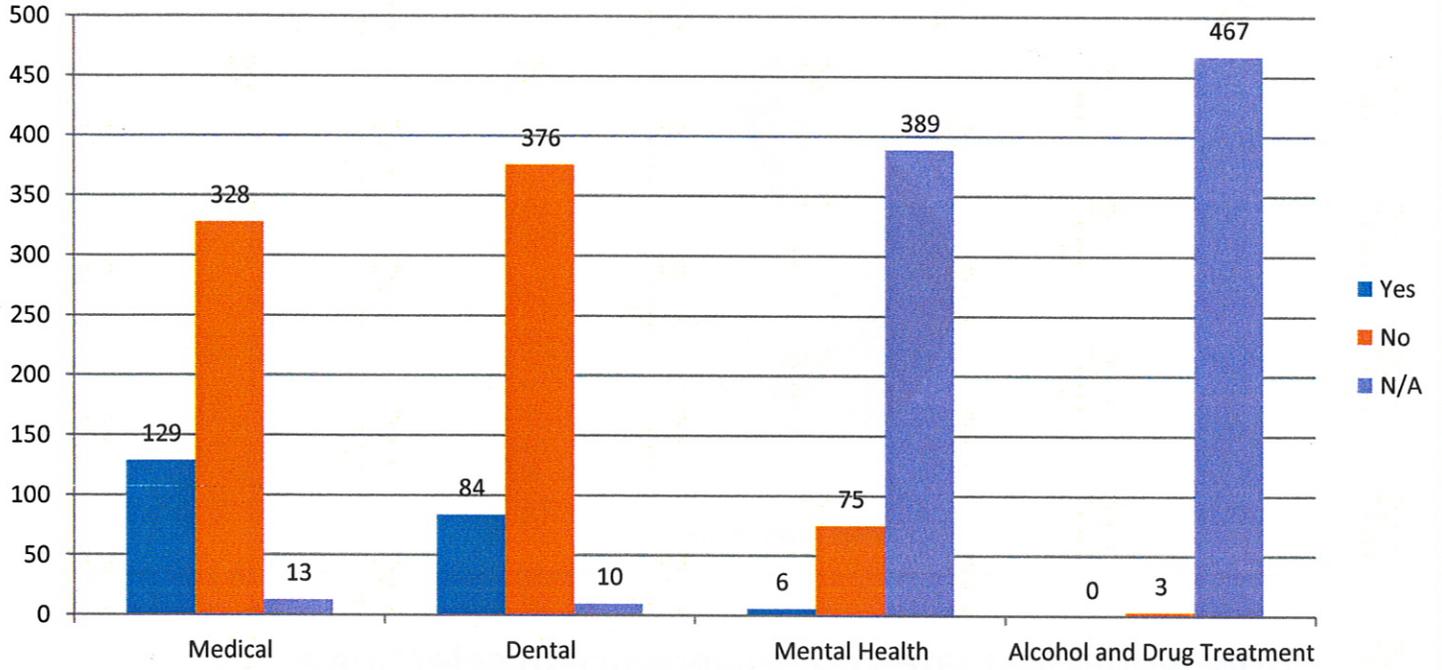
Was your experience with making or keeping an appointment with your Alcohol or Drug Treatment Provider the same, better or worse?

No Information was Provided



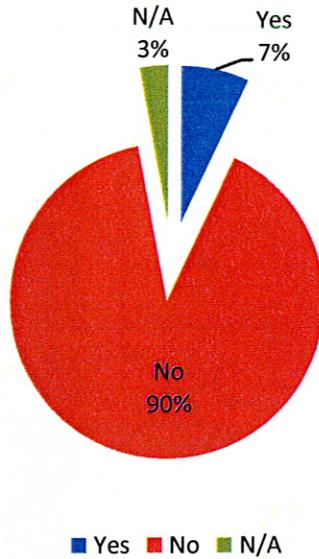
Call Disposition	Yes	No	N/A	Total	% Yes
Has your child been scheduled for an appointment to see an <u>Alcohol or Drug Treatment Provider</u> , since your move to Medi-Cal?	0	2	468	470	0.00%
Those that answered Yes were asked:	Better	Same	Worse	N/A	% Better
Was your experience with making or keeping an appointment with your <u>Alcohol or Drug Treatment Provider</u> the same, better or worse?	0	0	0	0	0.00%

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

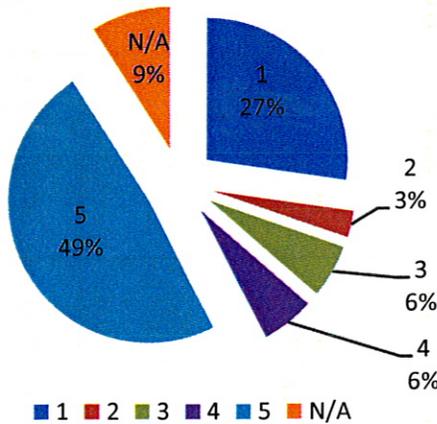


Has your child received Services with one of the following providers since their move to Medi-Cal?	Yes	No	N/A	Total	% Yes
Medical	129	328	13	470	27.45%
Dental	84	376	10	470	17.87%
Mental Health	6	75	389	470	1.28%
Alcohol and Drug Treatment	0	3	467	470	0.00%

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

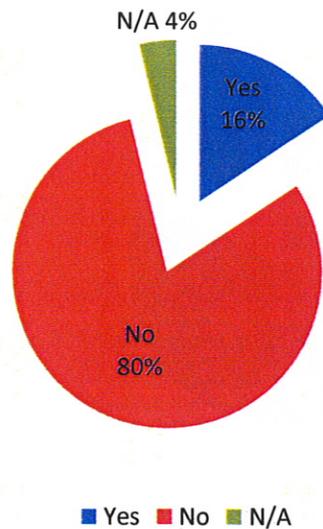


How would you rate your experience in selecting a Medical Doctor on a scale of 1-5, with one (1) being hard and five (5) being easy?

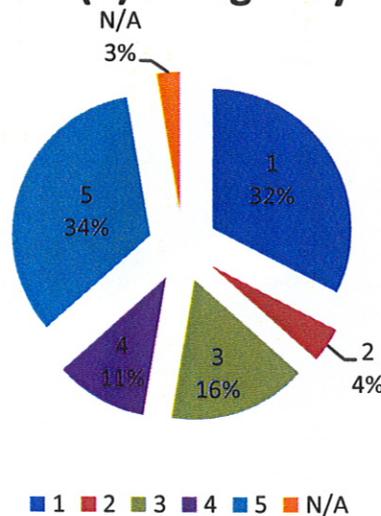


Call Disposition	Yes	No	N/A	Total	% Yes		
Have you had to change your <u>Medical Doctor</u> , because of the move to Medi-Cal?	33	423	14	470	7.02%		
Those that answered Yes were asked:	1	2	3	4	5	N/A	% 5
How would you rate your experience in selecting a <u>Medical Doctor</u> on a scale of 1-5, with one (1) being hard and five (5) being easy?	9	1	2	2	16	3	48.48%

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

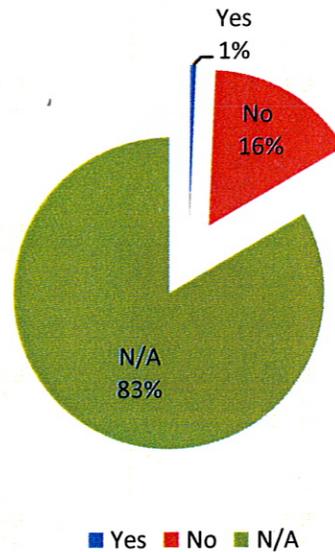


How would you rate your experience in selecting a Dentist on a scale of 1-5, with one (1) being hard and a five (5) being easy?

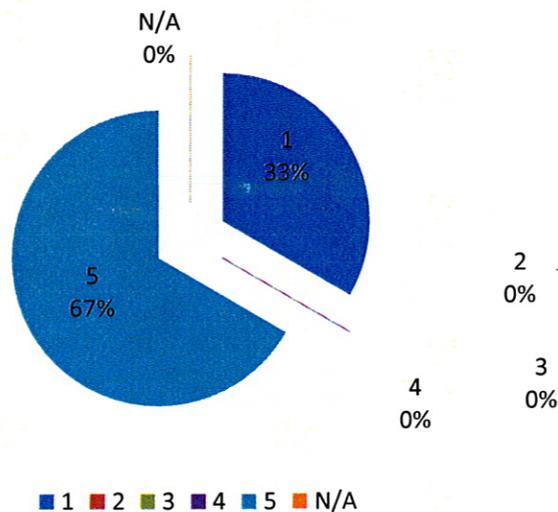


Call Disposition	Yes	No	N/A	Total	% Yes		
Have you had to change your <u>Dentist</u> , because of the move to Medi-Cal?	74	378	18	470	15.74%		
Those that answered Yes were asked:	1	2	3	4	5	N/A	% 5
How would you rate your experience in selecting a <u>Dentist</u> on a scale of 1-5, with one (1) being hard and five (5) being easy?	24	3	12	8	25	2	33.78%

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

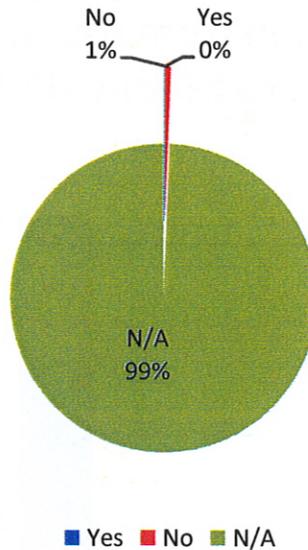


How would you rate your experience in selecting a Mental Health Provider on a scale of 1-5, with one (1) being hard and five (5) being easy?



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?	3	75	392	470	0.64%		
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?	1	0	0	0	2	0	66.67%

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



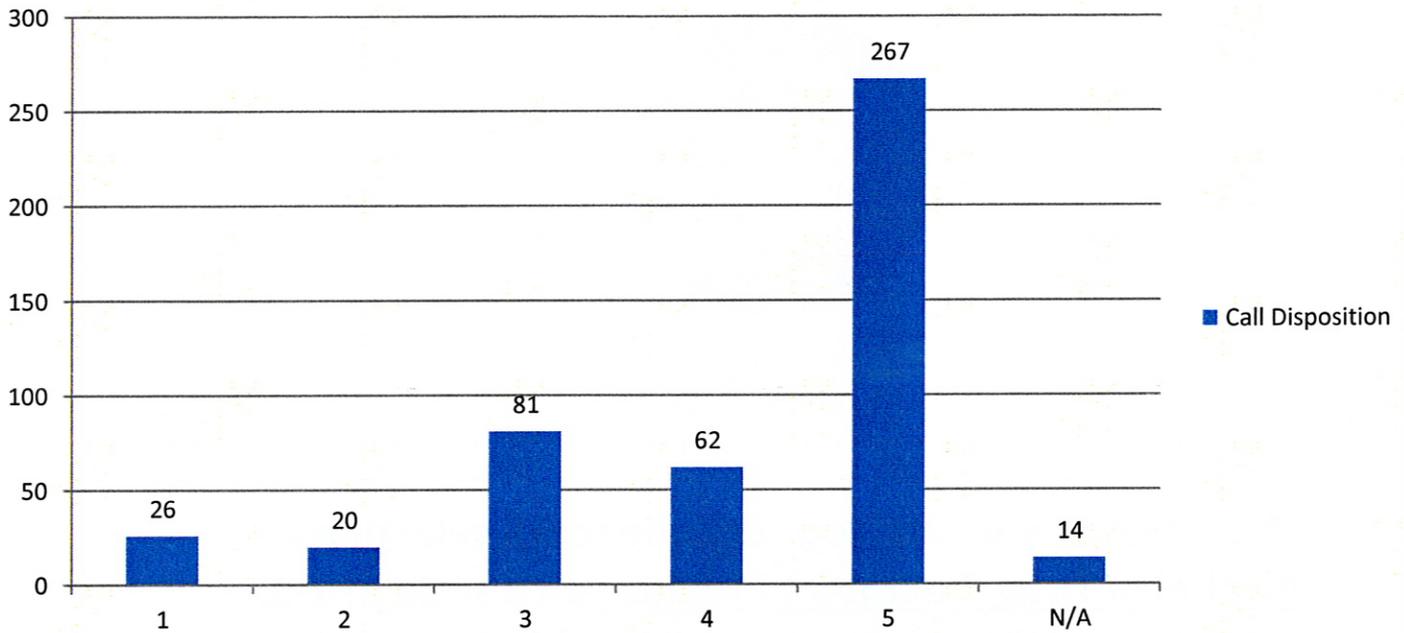
How would you rate your experience in selecting a Alcohol or Drug Treatment Provider on a scale of 1-5, with one (1) being hard and five (5) being easy?

No Information was Provided



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?	0	3	467	470	0.00%		
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	0	0.00%

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?	26	20	81	62	267	14	56.81%