

CONNECT CARE NEWS

Recipient Satisfaction Surveys

The Arkansas Medicaid program (<http://www.medicaid.state.ar.us/>) consists of two award-winning health care plans that have set the standard for health care in the United States, ARKids Plan A (Medicaid/ConnectCare) and ARKids Plan B (ARKids First).

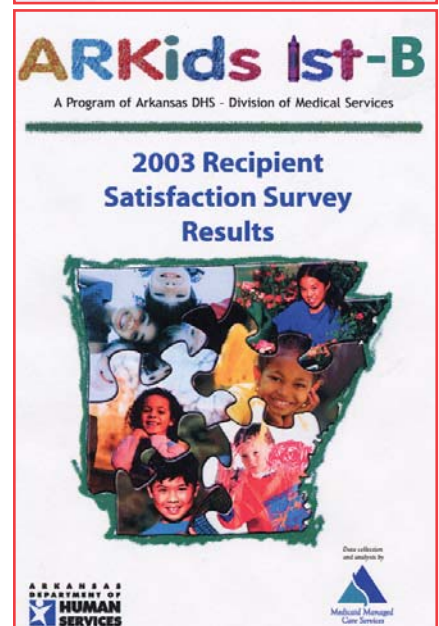
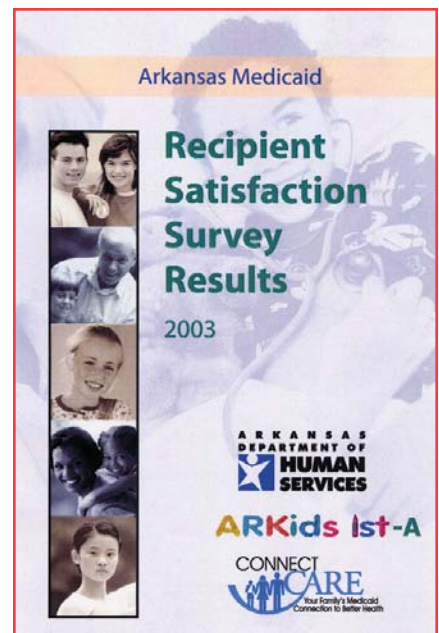
The recipient satisfaction survey concluded that the Arkansas Medicaid program ranked “*above average or average*” when compared to other Medicaid programs across the nation.

The results are highlighted in this edition of ConnectCare News.

“The results showed that, as a group, most recipients are generally very satisfied with the quality of health care they receive.”

Source: ARKids Plan B Recipient Satisfaction Survey Results 2003 and Arkansas Medicaid Recipient Satisfaction Survey Results 2003.

If you receive bills for services covered by Medicaid and you feel you have received these bills by mistake, please call toll free 1-800-482-1141 or 1-800-482-5431.



ARKids 1st-A

ARKids Plan A (<http://www.arkidsfirst.com/>) is Arkansas Medicaid's primary care physician program that provides health care services to over *335,000 adults, 18-21 years of age, and children in Arkansas. ARKids Plan A, also known as "Medicaid or ConnectCare," has been nationally recognized as an innovative Medicaid care delivery system, winning the Ford Foundation's coveted *Innovations in American Government Award* for 1997.

The Arkansas Medicaid Recipient Satisfaction Survey is one effort to provide continual monitoring and improvement for Arkansas Medicaid. Respondents of the survey included *1,474 adult Medicaid recipients and *1,378 parents or guardians of adolescent Medicaid recipients.

To view the entire survey, visit http://www.afmc.org/HTML/programs/data/surveys/arkids_cc_survey/ccare_arkids_a.asp.

*Source: Arkansas Medicaid Recipient Satisfaction Survey Results 2003.

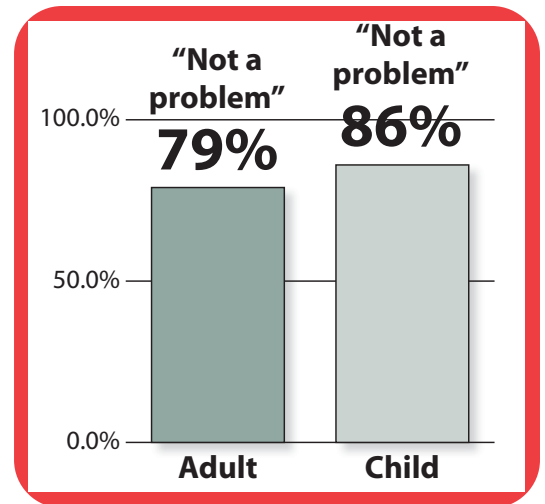
The results of the survey indicate:

***79%** of adult respondents said it was "not a problem" to:

- Get a personal doctor with whom they were happy.
- Get a referral to a specialist.
- Get the care they or a doctor believed necessary.
- Get health care without any delays pending approval from Arkansas Medicaid.

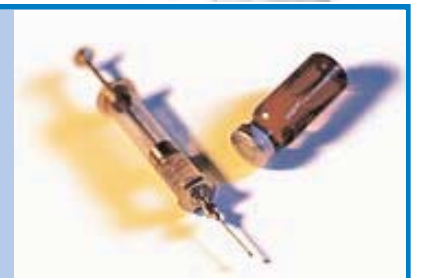
***86%** of child respondents said it was "not a problem" to:

- Get a personal doctor with whom they were happy.
- Get a referral to a specialist.
- Get the care they or a doctor believed necessary.
- Get health care without any delays pending approval from ARKids Plan A.



Get Your Child's Shots Early This Year

Getting your child's shots early will help eliminate long waits for doctor appointments that may occur toward the end of the summer. Your Medicaid and ARKids benefits cover these costs. Do not wait until the last minute, call your child's ConnectCare doctor today.



ARKids 1st-B



ARKids Plan B (<http://www.arkidsfirst.com/>), also known as the “ARKids First” program, provides low-cost health insurance coverage for children under the age of 19. Coverage includes doctor visits, hospital care, prescription drugs and many other services. ARKids Plan B currently provides for the health care needs of more than *67,000 Arkansas children and is one of the most successful children’s health care programs in the U.S.

To view the entire survey, visit <http://www.afmc.org/HTML/programs/data/surveys/arkidscsurvey/arkidsb.asp>.

*Source: Arkansas ARKids First Plan B Recipient Satisfaction Survey 2003.

The results of the survey indicate:

***90%** of respondents said it was “not a problem” to:

- Get a personal doctor with whom they were happy.
- Get a referral to a specialist.
- Get the care they or a doctor believed necessary.
- Get health care without any delays pending approval from ARKids Plan B.



1-800-275-1131

TDD: 1-800-285-1131

Toll-free ConnectCare
HELPLINE

INTERNET INSTRUCTIONS: To find a ConnectCare doctor, log on to www.seeyourdoc.org, click Get Your Own Doctor, enter your county and view ALL ConnectCare doctors for the county. Or call us toll-free 1-800-275-1131 or 1-800-285-1131 (TDD).

ADDITIONAL INFO: Please remember to have your Medicaid and ARKids First ID number handy when calling the toll-free helpline.

To get answers to your Medicaid and/or ARKids First questions, visit ConnectCare online, www.seeyourdoc.org, and then click on FAQs. You can also print copies of our quarterly recipient newsletters, brochures and fact sheets. We have many items available in both English and Spanish.



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Hours of Operation

ConnectCare Toll-Free Helpline

Monday - Friday
6:00 am - 12:00 midnight

1-800-275-1131 or
1-800-285-1131 (TDD)

OR

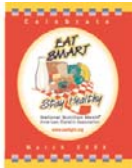
Visit us online at
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monthly health observances



MARCH



National Nutrition Month

For more information, contact The Knowledge Center at 1-800-877-1600, or visit the web site at www.eatright.org.

APRIL



April 22-28 National Infants' Immunization Week

Call 1-800-232-2522, or visit the web site at www.cdc.gov/nip.

MAY



May 9-15 National Women's Health Week

For more information, visit the National Women's Health Information Center web site at www.4woman.gov.