

Oklahoma Health Care Authority

**ECHO[®] Adult Behavioral Health Survey
For SoonerCare Choice**

**Executive Summary and
Technical Specifications**



Report for Fiscal Year 2009

Report Submitted June 2009

Submitted by:

APS Healthcare

4545 North Lincoln Boulevard
Suite 24
Oklahoma City, Oklahoma 73105
(405) 556-9700



ECHO® Adult Behavioral Health Survey for SoonerCare Choice

Executive Summary

The Oklahoma Health Care Authority (OHCA) is the state's single agency responsible for administering Medicaid. The managed care component of this program is known as SoonerCare Choice, which operated under a partially capitated case management system during the first half of state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare to survey the members enrolled in SoonerCare Choice who accessed outpatient behavioral health services between November 1, 2007, and October 31, 2008.

Comparing the SFY 2007 survey and the SFY 2009 survey, results indicate fairly high levels of satisfaction holding steady across an array of 11 quality measures. One measure showed a statistically significant difference between SFY 2007 and SFY 2009:

- The composite measure of "Information about Treatment Options" had a significant increase of members from SFY 2007 to SFY 2009 who indicated that they were informed of alternative treatment options.

ECHO® Adult Behavioral Health Survey For SoonerCare Choice

Technical Specifications

INTRODUCTION

Consumer satisfaction surveys are an important source of information to consumers, purchasers of health care, health plans and program administrators. By responding to satisfaction surveys, individuals provide valuable information regarding access to care, use of services, and satisfaction with the care they have received. The practice of surveying the general population of managed care members about their overall experience with their health plan has extended to surveying special populations. This special population survey detailed responses of members enrolled in SoonerCare Choice who received outpatient behavioral health services through the SoonerCare program.

The Oklahoma Health Care Authority (OHCA) is the state's single agency responsible for administering Medicaid. The managed care component of this program is known as SoonerCare Choice, which operated under a partially capitated case management system during the first half of the state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. Behavioral health services are available to SoonerCare Choice members. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare to survey members enrolled in SoonerCare Choice who accessed outpatient behavioral health services between November 1, 2007, and October 31, 2008. This technical report includes information on the survey methodology, findings, and summary information on the respondents' satisfaction with behavioral health services.

The OHCA annually administers the Experience of Care and Health Outcomes (ECHO) survey, version 3.0, to measure members' satisfaction with behavior health services. The methodology for this survey was based on the Consumer Assessment of

Healthcare Providers Systems (CAHPS®). The CAHPS surveys, administration protocol and survey analysis were developed by Harvard, RAND and the Research Triangle Institute. The ECHO survey was developed by behavioral health consumers, clinicians and behavioral health policy experts, including representatives from the National Committee for Quality Assurance's (NCQA) Behavioral Health Measurement Advisory Panel, the Center for Mental Health Services, and the National Alliance for the Mentally Ill. On alternating years the OHCA surveys adults about their experiences with behavioral health treatment and parents/guardians about their children's behavioral health care. For SFY 2009 the survey focused on the services to adults; comparisons were made with results from SFY 2007, the last year during which SoonerCare Choice adults responded to the ECHO survey.

METHODOLOGY

The ECHO Questionnaire

The ECHO questionnaire (shown in Appendix A) was administered by The Myers Group (TMG) between November 1, 2008, and May 1, 2009. The survey covered several aspects of behavioral health services, including:

- Access to care
- Receiving care without long waits
- Communication with clinicians
- Family involvement in care
- Perceived improvement in functioning
- Patient's rights
- Experiences with the health plan

The questionnaire also asked respondents to give overall ratings of the counseling or treatment they received and SoonerCare Choice.

Sampling

Because it was not feasible to survey the entire SoonerCare Choice population, recognized sampling techniques were used to obtain information from a limited number of members. This information was used to estimate the consumer satisfaction of the SoonerCare Choice population as a whole. Sampling and fielding of the survey was conducted by subcontract with a nationally certified CAHPS survey firm, The Myers Group (TMG).

Sampling for this survey followed CAHPS 3.0 protocols. APS provided TMG with a list of eligible members for sample selection. Each member included in the eligibility list met the following criteria:

- 18 years of age or older as of November 1, 2007;
- Enrolled in the SoonerCare Choice program as of October 31, 2008; and
- Continuously enrolled in SoonerCare Choice for 12 months between November 1, 2007, and October 31, 2008. (Continuous enrollment was defined as having no more than one 45-day break in enrollment during the year.)

In addition, APS limited the pool of members to those who had paid claims for outpatient behavioral health services between November 1, 2007, and October 31, 2008, in hopes of improving response rates. In accordance with CAHPS recommendations and to reduce the burden on respondents, TMG selected one member from a household for the sample. The ECHO Survey and Reporting Kit 3.0 standards indicate that a minimum of 411 completed surveys were needed for a valid administration. With an estimated response rate of 40% and a 15% adjustment for underreporting of behavioral health services received, the 3.0 Reporting Kit recommended a sample of 1,183 members. The total number of SoonerCare Choice members eligible for the survey was 7,909; TMG selected a random sample of 1,750 members.

Data Collection

The CAHPS survey methodology allowed data to be collected by mail, telephone interview, or a combination of mail and telephone. The OHCA and APS agreed to conduct the survey using mail, and incorporated telephone interviewing only when the targeted response rate was not received. The survey process had six outreach interventions that included mailings of the survey packet, reminder postcards, and phone follow-up with bilingual interviewers

After the sample was selected, address lists were processed using the U.S. Postal Service's CASS Certified ZIP + 4 Coding Software, which verified the zip code for each address. Each packet included a questionnaire and a letter that explained the purpose and the importance of the survey. To encourage participation, the packet also contained a postage-paid business reply envelope. Reminder postcards served to thank individuals who had responded to the survey and to remind others to complete their questionnaires. Members selected for the sample who did not respond to the first survey and/or postcard mailings were mailed a second survey. All correspondence included a toll-free number that members could use to contact TMG with questions regarding the survey or to complete the survey over the telephone. Each information letter contained a statement written in Spanish asking the member to call the toll-free number to take the survey by phone with a Spanish interpreter. If needed, follow-up calls were then initiated with bilingual interviewers.

TMG developed a database to track the status of members selected for the sample at each stage of the survey protocol. The database identified members who had not returned the survey and needed subsequent mailings. The database also indicated the date that a member responded to the survey, refused to participate in the survey, or was determined to be ineligible for the survey. Members were determined to be ineligible for the survey if they no longer qualified for SoonerCare or had moved to a another state.

The criteria for determining a complete ECHO survey was taken from Article X of the CAHPS Survey and Reporting Kit entitled, "Determining a Complete ECHO Questionnaire." According to those criteria, if 9 of 18 key items were appropriately

answered, the survey was considered complete. Only surveys that met these criteria were included in the analysis.

Data Coding and Data Entry

TMG recorded the responses to the questionnaires in a database specifically designed for this purpose. The data entry program permitted the entry of only those responses that were within the accepted range for each specific item; for example, if a rating was supposed to be on a scale of 0 to 10, a response of 12 could not be entered. APS performed a data clean-up process prior to the actual analysis to detect any additional out-of-range values and response inconsistencies. Typically, inconsistencies occurred when respondents did not follow the skip pattern of question groups. Whenever feasible, APS recoded the items to conform to the questionnaire skip patterns; for example, if one response indicated the person did not receive forms to fill out, then any subsequent responses to questions about the ease of completing the forms were discarded. However, when the intent of the respondent could not be determined, the analyst recoded the item as missing.

Data Analysis

All analyses and calculations in the study were performed using Microsoft Excel 2003. Frequencies were computed for all the items on the survey. Due to the lengthy results for this type of analysis, the frequency distributions are reported in Appendix B rather than in the results section.

The second level of analysis consisted of recoding the responses and comparing this year's survey results with those from the previous administration of the survey, which was in state fiscal year (SFY) 2007. This level of analysis produced three types of results: global ratings, composite measures, and individual items.

Global ratings, which used a scale of 0 to 10, measured the respondents' assessment of their health plan and the quality of the care received. APS computed the

adjusted means for each global rating and used statistical tests to compare means from the SFY 2007 and SFY 2009 SoonerCare Choice surveys. Two global ratings were from SFY 2009:

- Overall rating of treatment or counseling received by the member; and
- Overall rating of the health plan.

The results for the overall rating of treatment or counseling were compared with results on the same question from SFY 2007 survey; it was the only global rating that could be trended because of changes in the survey.

Composite measures combined the responses to questions that were closely related to each other and provided more comprehensive and meaningful results than comparing each item separately. APS computed the adjusted mean scores for each composite and used statistical tests to compare means from the SFY 2007 and SFY 2009 SoonerCare Choice surveys. The three composites that could be compared were:

- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate
- Experiences in getting treatment and information from the plan

Individual items provide meaningful results concerning specific issues. APS computed the adjusted mean scores for each individual item and used statistical tests to compare results from the SFY 2007 and SFY 2009 SoonerCare Choice surveys. The six individual items that could be compared were:

- Getting information about treatment options
- Length of office wait
- Informed of medication side effects
- Given information to manage condition
- Given patient's rights information
- Member felt he or she could refuse treatment

Mean comparisons were performed using t-tests after checking for violations of the equal variances assumption. When responses were dichotomous (yes/no), comparisons were made using a chi square statistic.

RESULTS

Table 1 shows the response by method for the current year's survey and the previous administration of the survey in SFY 2007.

Table 1. Completed Survey Response by Method and Year

Completed Surveys	SFY 2009 Survey	SFY 2007 Survey
First Mailing	369	182
Second Mailing	260	103
Third Mailing	100	35
Phone Follow-Up	46	144
Total Completed Surveys	775	464

APS evaluated each returned questionnaire to determine if it met the CAHPS definition for a completed survey. To be considered complete, a questionnaire must have had appropriate responses to at least nine of 18 key questions identified by CAHPS. APS coded returned questionnaires that did not pass the completion criteria as non-respondents and excluded them from the analysis. Additionally, returned surveys received by TMG included refusals returned by mail and those from former SoonerCare Choice members who had moved out of state or were not in the plan.

The adjusted response rate, expressed as a percentage, is the number of completed surveys divided by the number of eligible surveys.

$$\text{Adjusted response rate} = \frac{\text{Number of completed surveys} \times 100}{\text{Number of eligible surveys}}$$

The adjusted response rate for the current SoonerCare Choice survey (53.3%) was higher than the previous administration (42.8%).

Table 2 shows the number of ineligible survey respondents by disposition.

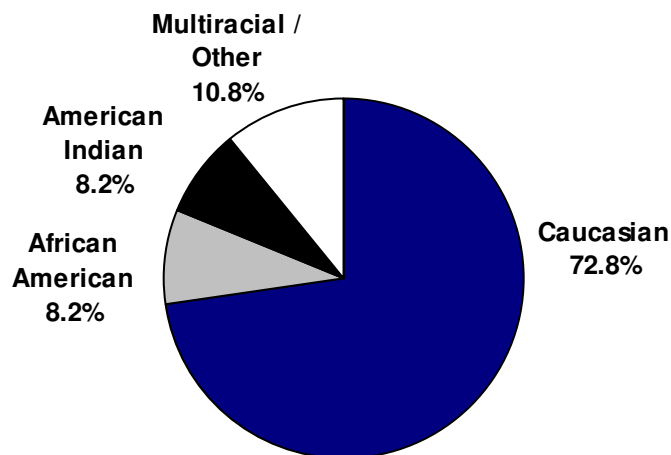
Table 2. Number of ineligible surveys for SFY 2009

Ineligible Disposition	N
Mentally/Physically Incapacitated	10
Language Barrier	1
Wrong Number	80
Not a Member	3
Number Changed	3
Fax/Pager/Modem/Data Line	2
Not in Service/Non-working Number	60
Disconnected	137
Total Ineligibles	296

Demographics

Respondents were asked their race and ethnicity. Figure 1 shows the results.

Figure 1. ECHO Respondents' Racial Identity



Results showed that the majority of participants (72.8%) were Caucasian. African Americans and Native Americans were equally represented (8.2% each), and the rest reported another race or multiple races. In response to a separate question about ethnicity, 2.4% of participants said they were Hispanic or Latino.

The sample consisted mostly of women (68.8% of the sample), with the majority of respondents being between 25 and 54 years old (71.3%).

Global Ratings

In Figures 1 and 2, the global ratings or overall ratings are shown for the following:

- Overall rating of treatment or counseling received
- Overall rating of the health plan providing behavioral health services

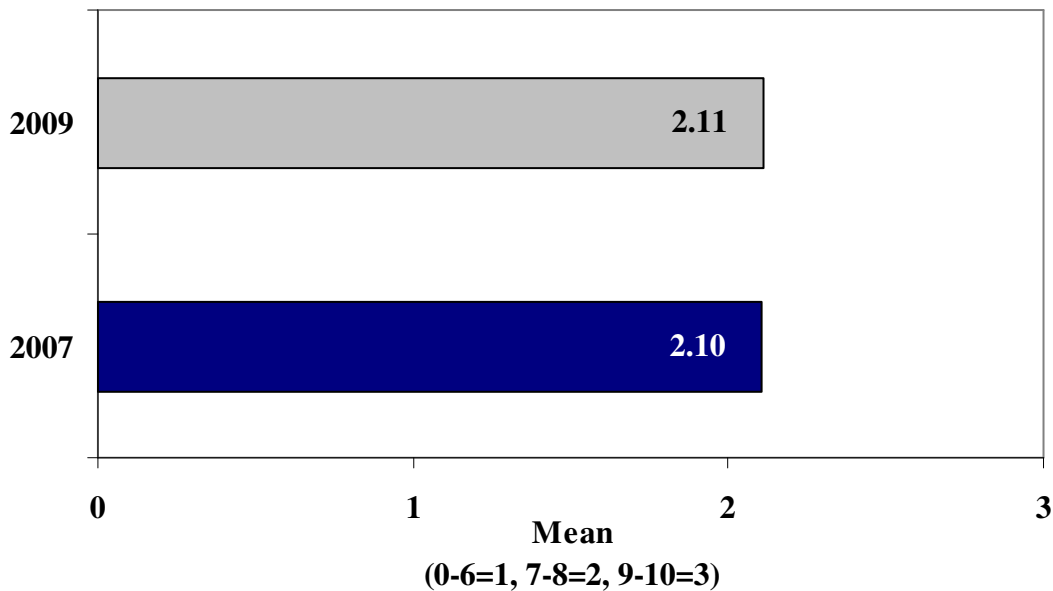
The means for the global rating items for the two years are shown in bar graphs. The table below each graph lists the number of respondents analyzed, the means, and the p-value associated with the statistical comparison between the two years, using a t-test. A p-value less than .05 was considered statistically significant. That is, if the p-value was less than .05, the two means were statistically different from each other; otherwise, the two means were not statistically different.* Before analyzing the two global rating items, APS recoded response values to be consistent with the methodology of the document entitled, “Supplemental Instructions for Analyzing ECHO Survey Results.” The initial response range of 0-10 was recoded as follows; choices 0-6 were recoded as 1, choices 7 and 8 were recoded as 2, and choices 9 and 10 were recoded as 3. (Tables 29 and 52 in Appendix B show the complete frequencies of responses for each of the options from 0 to 10.)

*A statistical note: The ECHO analysis algorithm does not assume equal variances, but it did not compute a difference between the OHCA results for SFY 2007 and SFY 2009. APS used SAS PROC TTEST to compute the significance of difference between years. Reported p-values are from pooled tests with equal variances assumed. Only one question failed a test of equal variances, but the decision on the hypothesis test of equal means would have been the same with a t-test that did not assume equal variances.

Overall Rating of Treatment or Counseling Received

- 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 your counseling or treatment in the last 12 months? (Original 0 to 10 responses were recoded to 1 through 3.)

Figure 2. Overall Rating of Treatment or Counseling Received



* Due to the recoding of the response values, original values of 0 to 6 were recoded to 1, 7 and 8 recoded to 2, and 9 and 10 recoded as 3.

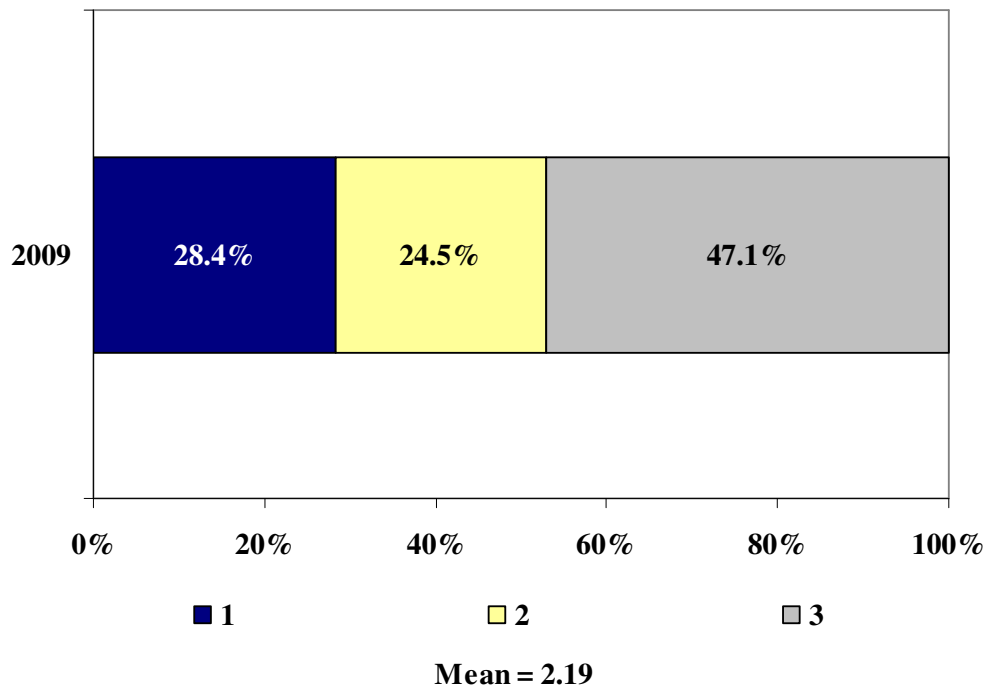
Year	N	Mean*	p-value
2009	475	2.11	.9082
2007	165	2.10	

Figure 2 demonstrates that SoonerCare Choice members remained fairly satisfied with the counseling and treatment received in SFY 2009 compared with the ratings in SFY 2007. The slight increase was not statistically significant.

Overall Rating for Health Plan on Providing Behavioral Health Services

- 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 your counseling or treatment in the last 12 months? (Original 0 to 10 responses were recoded to 1 through 3.)

Figure 3. Overall Rating for Health Plan on Providing Behavioral Health Services



* Due to the recoding of the response values, original values of 0 to 6 were recoded to 1, 7 and 8 recoded to 2, and 9 and 10 recoded as 3.

Figure 3 shows that SoonerCare Choice members were satisfied with the provision of behavioral health services in SFY 2009. No comparable data were collected in SFY 2007 for this question.

Composite Measures

In Figures 4 through 6, the following composite measures are provided:

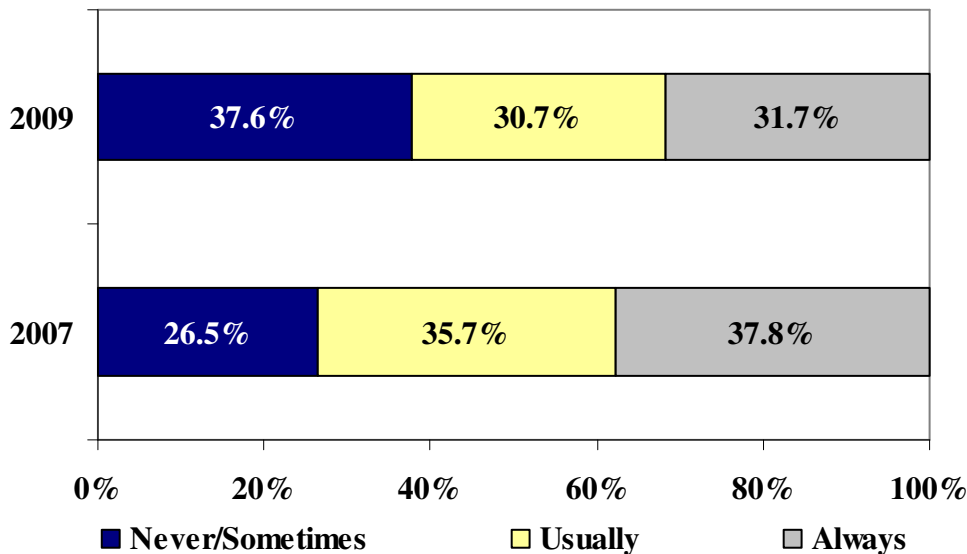
- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate
- Experiences in getting treatment and information from the plan

The percentage in each category for the composite measures is shown in the bar graph. The table below each graph lists the number of respondents analyzed, and the mean and the p-value associated with the statistical comparison between the two years. Three of the four composite measures were recoded before analysis to be consistent with the methodology of ECHO version 3. See comments below each table on how recoding was performed.

Getting Treatment Quickly

- *In the last 12 months, how often did you get the professional counseling you needed on the phone?*
- *In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?*
- *In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?*

Figure 4. Getting Treatment Quickly



Year	N	Mean*	p-value
2009	468	1.94	.0737
2007	107	2.11	

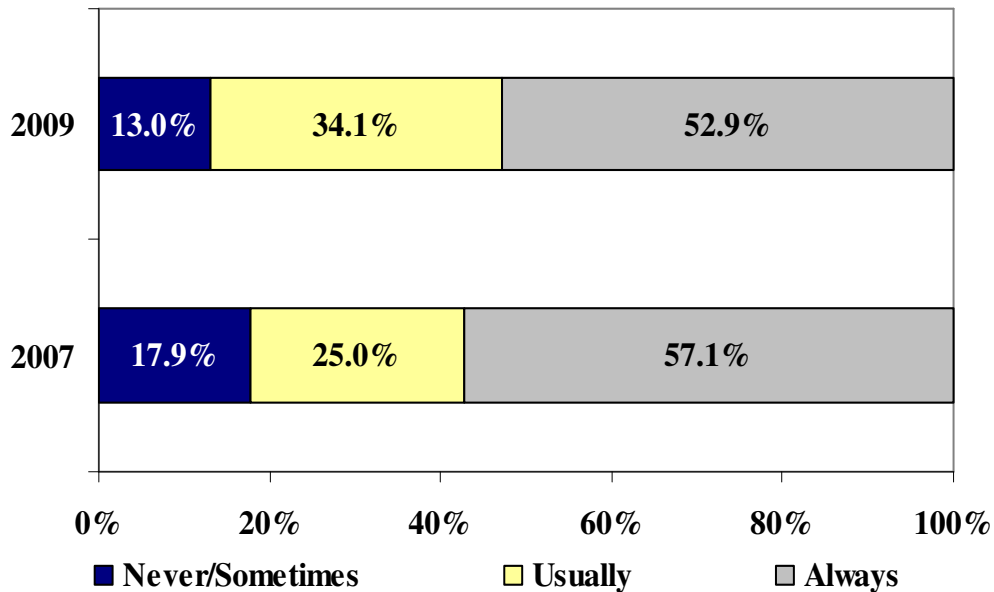
* Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

Figure 4 shows that 62.4% of the respondents in SFY 2009 reported they usually or always received treatment quickly. This is less than in SFY 2007, when 73.5% reported that they usually or always received treatment quickly. The mean difference was not significant.

How Well Clinicians Communicate

- *In the last 12 months, how often did the people you saw for counseling or treatment listen carefully to you?*
- *In the last 12 months, how often did the people you saw for counseling or treatment explain things in a way you could understand?*
- *In the last 12 months, how often did the people you saw for counseling or treatment show respect for what you had to say?*
- *In the last 12 months, how often did the people you saw for counseling or treatment spend enough time with you?*
- *In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?*

Figure 5. How Well Clinicians Communicate



Year	N	Mean*	p-value
2009	484	2.40	.9276
2007	168	2.39	

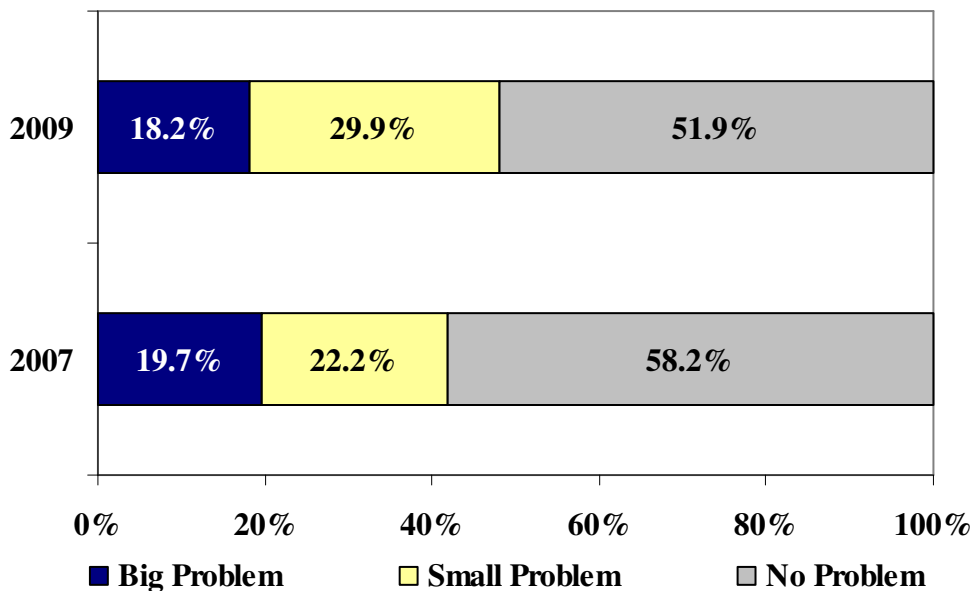
* Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

Figure 5 indicates that 87% of members felt that their clinicians usually or always communicated well during SFY 2009. This was an increase of 6% when compared to SFY 2007; however, the mean difference was not significant.

Access to Treatment and Information from the Health Plan

- *In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your health plan?*
- *In the last 12 months, did you call the health plan’s customer services to get information or help about counseling or treatment?*

Figure 6. Access to Treatment and Information from the Health Plan



Year	N	Mean*	p-value
2009	217	2.35	.7201
2007	130	2.38	

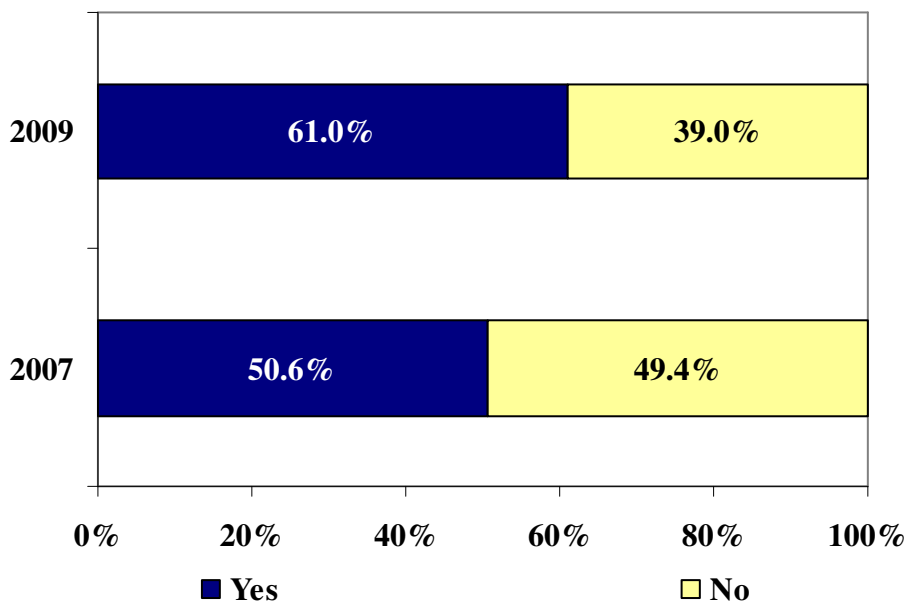
* Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

Figure 6 demonstrates that 51.9% of respondents indicated no problem with access to treatment and information in SFY 2009, compared with 58.2% in SFY 2007, but the difference in average ratings was not statistically significant.

Information about Treatment Options

- *In the last 12 months, were you given information about different kinds of counseling or treatment that are available?*

Figure 7. Information about Treatment Options



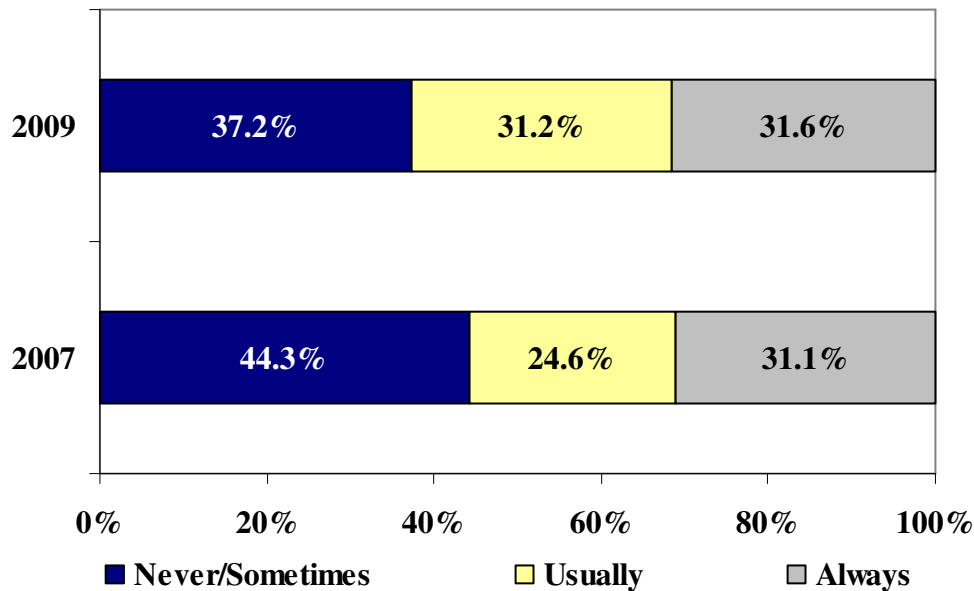
Year	Yes	No	Totals	p-value
2009	291	186	477	.0198
2007	83	81	164	

Figure 7 shows that respondents in SFY 2009 believed they were more informed of the different treatment options available than were respondents in SFY 2007. The chi square test showed a significantly higher proportion of members responded yes to this question in 2009, compared with 2007.

Length of Office Wait

- *In the last 12 months, how often were you seen within 15 minutes of your appointment?*

Figure 8. Length of Office Wait



Year	N	Mean*	p-value
2009	478	1.94	.3177
2007	167	1.87	

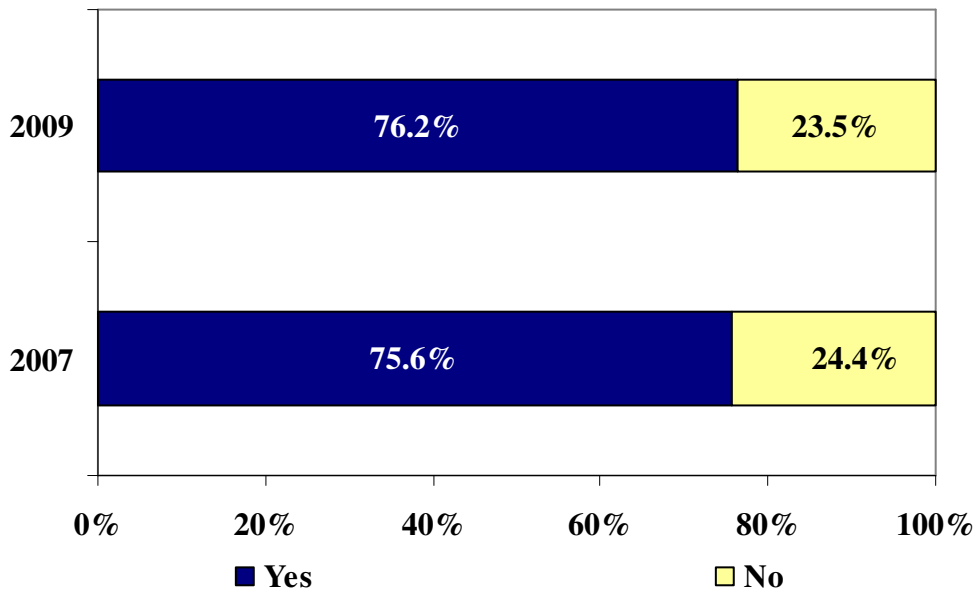
*Responses of “Never” and “Sometimes” were recoded to 1, responses of “Usually” were recoded to 2 and responses of “Always” were recoded to 3.

As seen above in Figure 8, 62.8% of members surveyed indicated that they usually or always saw the clinician within 15 minutes of their appointment time during SFY 2009, which was an increase when compared to SFY 2007 (55.7%), although the mean difference was not significant.

Informed of Medication Side Effects

- *In the last 12 months, were you told what side effects of those medications to watch for?*

Figure 9. Informed of Medication Side Effects



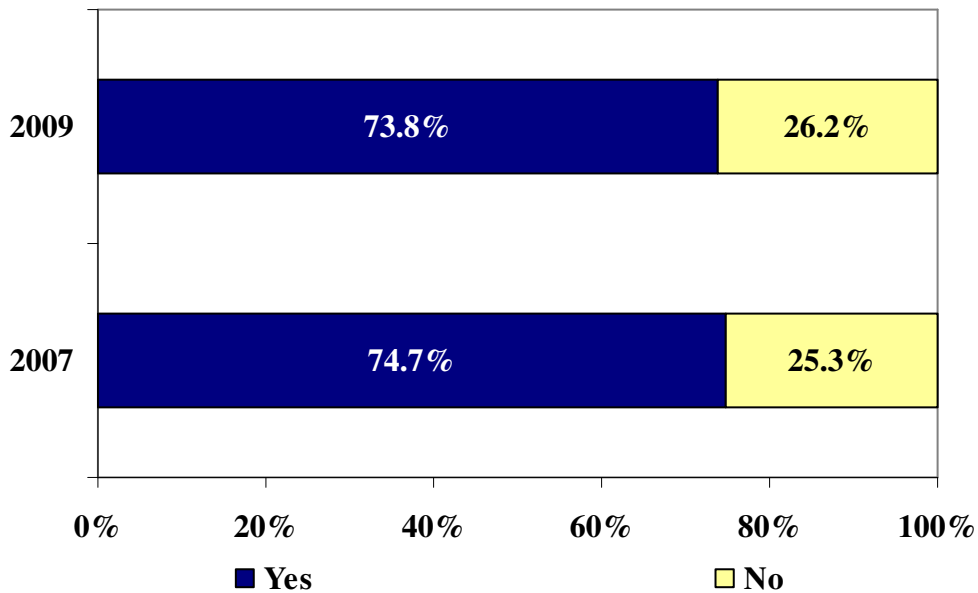
Year	Yes	No	Totals	p-value
2009	337	105	442	.8791
2007	118	38	156	

Figure 9 shows the proportion of people who indicated that they were informed of the side effects of their prescribed medications did not significantly change between SFY 2007 and SFY 2009.

Received Information about Managing Condition

- *In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?*

Figure 10. Received Information about Managing Condition



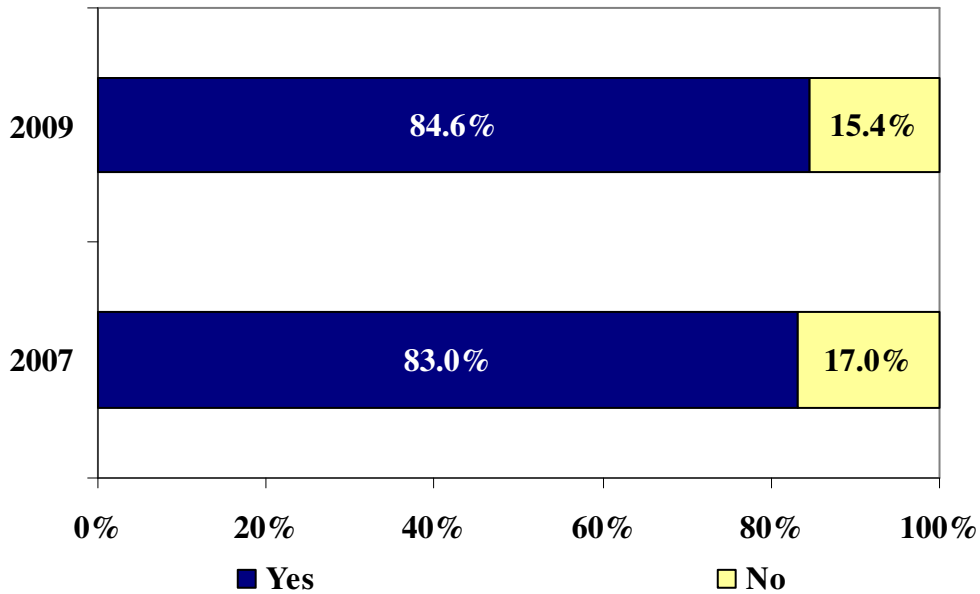
Year	Yes	No	Totals	p-value
2009	349	124	473	.8172
2007	124	42	166	

Figure 10 shows that SFY 2009 and SFY 2007 respondents remained consistent when asked if the members received information about managing their condition.

Informed about Patient Rights

- *In the last 12 months, were you given information about your rights as a patient?*

Figure 11. Given Information on Patient’s Rights



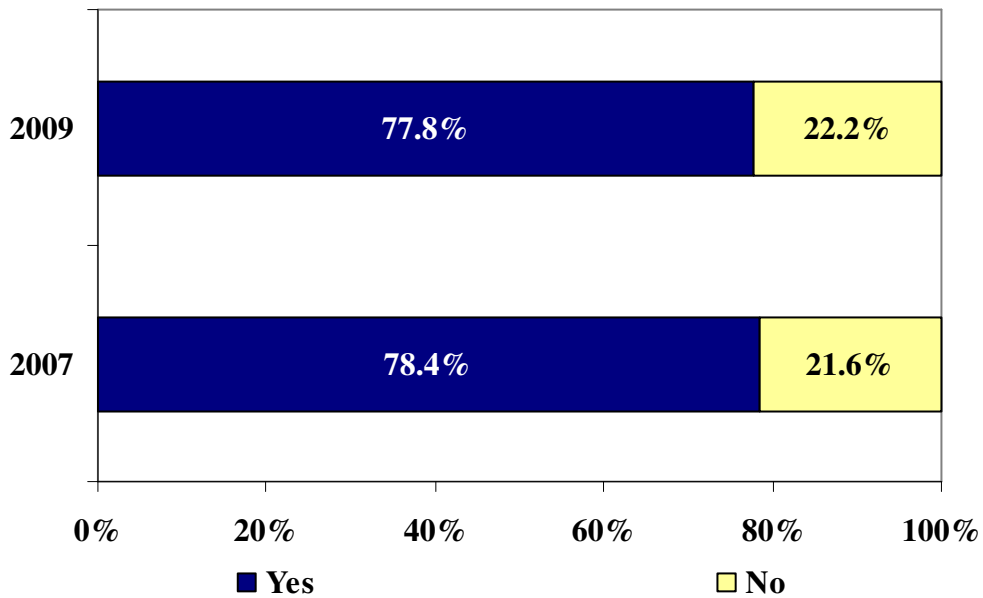
Year	Yes	No	Totals	p-value
2009	395	72	467	.6386
2007	137	28	165	

Figure 11 shows for both state fiscal years, respondents indicated they were provided information on patient rights.

Ability to Refuse Medication and Treatment

- *In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?*

Figure 12. Ability to Refuse Medication and Treatment



Year	Yes	No	Totals	p-value
2009	360	103	463	.8655
2007	127	35	162	

Figure 12 illustrates that the majority of the members felt they had the ability to refuse medication and treatment suggested by a provider.

Discussion

Comparing the SFY 2007 survey and the SFY 2009 survey, results indicate relatively high levels of satisfaction holding steady across an array of 11 quality measures.

One measure showed statistically significant differences between SFY 2007 and SFY 2009. The composite measure “Information about Treatment Options” had a significant increase of members from SFY 2007 to SFY 2009 who indicated they were informed of alternative treatment options. This measure is a key indicator of SoonerCare Choice members being provided information about their treatment options in order to make educated decisions regarding their treatment.

The SFY 2009 survey had an adjusted response rate increase of 24.5% during SFY 2009 when compared to SFY 2007, which may be attributable to a change in methodology that limited the pool of members to those with paid claims. Due to the increase in response rates, APS suggests following the same sampling methodology in future surveys.

Appendix A



• Answer **all** the questions by shading or marking the box with blue or black ink. Like this , this , or this

• You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, Like this: YesGo to Question 3.

All information that would let someone identify you will be kept private. The Myers Group 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 number on the cover 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 1-877-901-8432.

PERSONAL OR FAMILY COUNSELING
 People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or “stressed out”
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use,
- For mental or emotional illness

1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

₁ YesGo to Question 2
₂ NoGo to Question 55

YOUR COUNSELING AND TREATMENT IN THE LAST 12 MONTHS
 The next questions ask about your 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?

₁ YesGo to Question 3
₂ NoGo to Question 4

3. In the last 12 months, how often did you get the professional counseling you needed **on the phone**?

₁ Never
₂ Sometimes
₃ Usually
₄ Always

4. In the last 12 months, did you need counseling or treatment **right away**?

₁ YesGo to Question 5
₂ NoGo to Question 6

5. In the last 12 months, when you needed counseling or treatment **right away**, how often did you see someone as soon as you wanted?

₁ Never
₂ Sometimes
₃ Usually
₄ Always

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any **appointments** for counseling or treatment?

₁ YesGo to Question 7
₂ NoGo to Question 8

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Attn: Survey Processing Department
 The Myers Group
 2351 Henry Clower Boulevard, Suite C
 Snellville, GA 30078-3107
 Toll-Free: 1-877-901-8432

Improving the Business of Healthcare Satisfaction

For Internal Purposes Only: 95952



7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you 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 you go to an **emergency room or crisis center** to get counseling or treatment?

- None
- 1 time
- 2 times
- 3 or more times

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?

- NoneGo to Question 31
- 1 to 10 timesGo to Question 10
- 11 to 20 timesGo to Question 10
- 21 or more timesGo to Question 10

10. In the last 12 months, how many times did you get counseling or treatment **in your home**?

- None
- 1 to 10 times
- 11 to 20 times
- 21 or more times

11. In the last 12 months, how often were you seen **within 15 minutes** of your appointment?

- Never
- Sometimes
- Usually
- Always

The next questions are about **all** the counseling or treatment you 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 you saw for counseling or treatment in your answers.

12. In the last 12 months, how often did the people you saw for counseling or treatment **listen carefully to you**?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

16. In the last 12 months, did you take any **prescription medicines** as part of your treatment?

- YesGo to Question 17
- NoGo to Question 18

17. In the last 12 months, were you told what **side effects** of those medicines to watch for?

- Yes
- No



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 degree
- More than 4-year college degree

59. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

60. What is your race? (Please mark one or more)

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

61. How are you related to the policyholder?

- I am the policyholder
- Spouse or partner of the policyholder
- Child of policyholder
- Other family member
- Friend
- Someone else (Please print):

62. Did someone help you complete this survey?

- YesGo to Question 63
- NoPlease return the survey in the postage-paid envelope.

63. How did that person help you?

(Mark 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:

18. In the last 12 months, how often were you **involved as much as you wanted** in your counseling or treatment?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

19. In the last 12 months, were the goals of your counseling or treatment discussed completely with you?

- 1 Yes
- 2 No

20. In the last 12 months, how often did your family get the professional help you wanted?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

21. In the last 12 months, how often did you feel you **had someone to talk to** for counseling or treatment when you were troubled?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

22. In the last 12 months, were you given information about **different kinds** of counseling or treatment that are available?

- 1 Yes
- 2 No

23. In the last 12 months, were you given as much information as you wanted about what you could do to **manage** your condition?

- 1 Yes
- 2 No

24. In the last 12 months, were you given information about your **rights as a patient**?

- 1 Yes
- 2 No

25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

- 1 Yes
- 2 No

26. In the last 12 months, as far as you know, did anyone you saw for counseling or treatment **share information** with others that should have been kept private?

- 1 Yes
- 2 No

27. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?

- 1 YesGo to Question 28
- 2 NoGo to Question 29

28. In the last 12 months, was the care you received responsive to those needs?

- 1 Yes
- 2 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 your **counseling or treatment** in the last 12 months?

Worst counseling or treatment possible					Best counseling or treatment possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. In the last 12 months, how much were you helped by the counseling or treatment you got?

- 1 Not at all
- 2 A little
- 3 Somewhat
- 4 A lot

31. In general, how would you rate your **overall mental health** now?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor



32. **Compared to 12 months ago**, how would you rate your 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 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 ability to **accomplish the things you want 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 **problems or symptoms now**?

- Much better
- A little better
- About the same
- A little worse
- Much worse

YOUR HEALTH PLAN FOR COUNSELING OR TREATMENT

The next questions ask about your experience with your health plan for **counseling or treatment**.

36. Our records show that you are now in **SoonerCare Choice**. Is that right?

- YesGo to Question 38
- NoGo to Question 37

37. What is the name of your health plan?
(Please print)

38. How many months or years **in a row** have you been in this health plan?

- Less than 1 year
- At least 1 year but less than 2 years
- At least 2 years but less than 5 years
- 5 or more years

39. How much of the counseling or treatment you got in the last 12 months was **paid for** by your health plan?

- All of it was paid for
- Most of it was paid for
- Some of it was paid for
- None of it was paid for

40. Were you told about **other ways** to get counseling, treatment, or medicine?

- Yes
- No

41. When you joined this health plan or at any time since then, did you get someone **new** for counseling or treatment?

- YesGo to Question 42
- NoGo to Question 43

42. Since you joined this health plan, how much of a problem, if any, was it to get someone you are happy with?

- A big problem
- A small problem
- Not a problem

43. In the last 12 months, did you need approval from your health plan for any counseling or treatment?

- YesGo to Question 44
- NoGo to Question 45

44. In the last 12 months, how much of a problem, if any, were **delays** in counseling or treatment while you waited for approval from your health plan?

- A big problem
- A small problem
- Not a problem

45. In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought you needed?

- A big problem
- A small problem
- Not a problem

46. In the last 12 months, did you look for any **information** about counseling or treatment from your health plan **in written materials or on the Internet**?

- YesGo to Question 47
- NoGo to Question 48

47. In the last 12 months, how much of a problem, if any, was it to find or understand this information?

- A big problem
- A small problem
- Not a problem

48. In the last 12 months, did you call the health plan's **customer service** to get information or help about counseling or treatment?

- YesGo to Question 49
- NoGo to Question 50

49. In the last 12 months, how much of a problem, if any, was it to **get the help you needed** when you called the health plan's customer service?

- A big problem
- A small problem
- Not a problem

50. In the last 12 months, did you have to fill out any **paperwork** about counseling or treatment for your health plan?

- YesGo to Question 51
- NoGo to Question 52

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

- A big problem
- A small problem
- Not a problem

52. Using **any number from 0 to 10**, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your **health plan for counseling or treatment**?

Worst health plan possible					Best health plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REASONS FOR COUNSELING OR TREATMENT

53. In the last 12 months, was any of your counseling or treatment for **personal problems, family problems, emotional illness, or mental illness**?

- Yes
- No

54. In the last 12 months, was any of your counseling or treatment for help with **alcohol use or drug use**?

- Yes
- No

ABOUT YOU

55. In general, how would you rate **your overall health now**?

- Excellent
- Very good
- Good
- Fair
- Poor

56. 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

57. Are you male or female?

- Male
- Female



Appendix B

Below are the responses by survey question. There were 484 total respondents. Frequencies in the tables reflect the number of people responding to each item; percentages in the tables reflect the number of respondents to the particular question.

1. In the last 12 months, did you get counseling, treatment or medicine for any reasons?		
Q1	Frequency	Percent
Yes	484	100.00

2. In the last 12 months, did you call someone to get professional counseling on the phone?		
Q2	Frequency	Percent
Yes	154	32.42
No	321	67.58
Item Totals	475	100.00

3. In the last 12 months, how often did you get the professional counseling you needed on the phone?		
Q3	Frequency	Percent
Never	33	21.71
Usually	64	42.11
Sometimes	17	11.18
Always	38	25.00
Item Totals	152	100.00

4. In the last 12 months, did you need counseling or treatment right away?		
Q4	Frequency	Percent
Yes	265	56.14
No	207	43.86
Item Totals	472	100.00

5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?		
Q5	Frequency	Percent
Never	32	12.17
Usually	59	22.43
Sometimes	70	26.62
Always	102	38.78
Item Totals	263	100.00

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?		
Q6	Frequency	Percent
Yes	378	82.17
No	82	17.83
Item Totals	460	100.00

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?		
Q7	Frequency	Percent
Never	11	2.93
Usually	59	15.73
Sometimes	117	31.20
Always	188	50.13
Item Totals	375	100.00

8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment?		
Q8	Frequency	Percent
None	316	65.70
1 time	69	14.35
2 times	45	9.36
3 or more times	51	10.60
Item Totals	481	100.00

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?		
Q9	Frequency	Percent
None	0	0.00
1 to 10 times	237	48.97
11 to 20 times	137	28.31
21 or more times	110	22.73
Item Totals	484	100.00

10. In the last 12 months, how many times did you get counseling or treatment in your home?		
Q10	Frequency	Percent
None	354	73.90
1 to 10 times	74	15.45
11 to 20 times	17	3.55
21 or more times	34	7.10
Item Totals	479	100.00

11. In the last 12 months, how often were you seen within 15 minutes of your appointment?		
Q11	Frequency	Percent
Never	66	13.81
Usually	112	23.43
Sometimes	149	31.17
Always	151	31.59
Item Totals	478	100.00

12. In the last 12 months, how often did the people you saw for counseling or treatment list carefully to you?		
Q12	Frequency	Percent
Never	15	3.13
Usually	64	13.33
Sometimes	108	22.50
Always	293	61.04
Item Totals	480	100.00

13. In the last 12 months, how often did the people you saw for counseling or treatment explain things in a way you could understand?		
Q13	Frequency	Percent
Never	20	4.18
Usually	59	12.32
Sometimes	139	29.02
Always	261	54.49
Item Totals	479	100.00

14. In the last 12 months, how often did the people you saw for counseling or treatment show respect for what you had to say?		
Q14	Frequency	Percent
Never	16	3.32
Usually	59	12.24
Sometimes	119	24.69
Always	288	59.75
Item Totals	482	100.00

15. In the last 12 months, how often did the people you saw for counseling or treatment spend enough time with you?		
Q15	Frequency	Percent
Never	32	6.65
Usually	73	15.18
Sometimes	143	29.73
Always	233	48.44
Item Totals	481	100.00

16. In the last 12 months, did you take any prescription medicines as part of your treatment?		
Q16	Frequency	Percent
Yes	447	92.74
No	35	7.26
Item Totals	482	100.00

17. In the last 12 months, were you told what side effects of those medicines to watch for?		
Q17	Frequency	Percent
Yes	337	76.42
No	104	23.58
Item Totals	441	100.00

18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?		
Q18	Frequency	Percent
Never	23	4.84
Usually	71	14.95
Sometimes	128	26.95
Always	253	53.26
Item Totals	475	100.00

19. In the last 12 months, were the goals of your counseling or treatment discussed completely with you?		
Q19	Frequency	Percent
Yes	384	81.01
No	90	18.99
Item Totals	474	100.00

20. In the last 12 months, how often did your family get the professional help you wanted?		
Q20	Frequency	Percent
Never	140	30.70
Usually	65	14.25
Sometimes	88	19.30
Always	163	35.75
Item Totals	456	100.00

21. In the last 12 months, how often did you feel you had someone to talk to for counseling or treatment when you were troubled?		
Q21	Frequency	Percent
Never	52	10.88
Usually	103	21.55
Sometimes	101	21.13
Always	222	46.44
Item Totals	478	100.00

22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?		
Q22	Frequency	Percent
Yes	291	61.01
No	186	38.99
Item Totals	477	100.00

23. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?		
Q23	Frequency	Percent
Yes	349	73.78
No	124	26.22
Item Totals	473	100.00

24. In the last 12 months, were you given information about your rights as a patient?		
Q24	Frequency	Percent
Yes	395	84.58
No	72	15.42
Item Totals	467	100.00

25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?		
Q25	Frequency	Percent
Yes	360	77.75
No	103	22.25
Item Totals	463	100.00

26. In the last 12 months, as far as you know, did anyone you saw for counseling or treatment share information with others that should have been kept private?		
Q26	Frequency	Percent
Yes	48	10.21
No	422	89.79
Item Totals	470	100.00

27. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?		
Q27	Frequency	Percent
Yes	41	8.82
No	424	91.18
Item Totals	465	100.00

28. In the last 12 months, was the care you received responsive to those needs?		
Q28	Frequency	Percent
Yes	24	60.00
No	16	40.00
Item Totals	40	100.00

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 you counseling or treatment in the last 12 months?

Q29	Frequency	Percent
0	10	2.11
1	6	1.27
2	10	2.11
3	21	4.43
4	22	4.64
5	40	8.44
6	34	7.17
7	54	11.39
8	81	17.09
9	59	12.45
10	137	28.90
Item Totals	474	100.00

30. In the last 12 months, how much were you helped by the counseling or treatment you got?

Q30	Frequency	Percent
Not at all	12	2.52
A little	82	17.19
Somewhat	157	32.91
A lot	226	47.38
Item Totals	477	100.00

31. In general, how would you rate your overall mental health now?		
Q31	Frequency	Percent
Excellent	25	5.24
Very Good	46	9.64
Good	146	30.61
Fair	202	42.35
Poor	58	12.16
Item Totals	477	100.00

32. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?		
Q32	Frequency	Percent
Much better	96	20.21
A little better	168	35.37
About the same	161	33.89
A little worse	36	7.58
Much worse	14	2.95
Item Totals	475	100.00

33. Compared to 12 months ago, how would you rate your ability to deal with social situations now?		
Q33	Frequency	Percent
Much better	69	14.44
A little better	152	31.80
About the same	191	39.96
A little worse	52	10.88
Much worse	14	2.93
Item Totals	478	100.00

34. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?		
Q34	Frequency	Percent
Much better	73	15.18
A little better	148	30.77
About the same	178	37.01
A little worse	56	11.64
Much worse	26	5.41
Item Totals	481	100.00

35. Compared to 12 months ago, how would you rate your problems or symptoms now?		
Q35	Frequency	Percent
Much better	91	19.08
A little better	159	33.33
About the same	151	31.66
A little worse	48	10.06
Much worse	28	5.87
Item Totals	477	100.00

38. How many months or years in a row have you been in this health plan?		
Q38	Frequency	Percent
Less than 1 year	23	4.96
At least 1 year but less than 2 years	59	12.72
At least 2 years but less than 5 years	179	38.58
5 or more years	203	43.75
Item Totals	464	100.00

39. How much of the counseling or treatment you got in the last 12 months was paid for by your health plan?		
Q39	Frequency	Percent
All of it was paid for	380	80.68
Most of it was paid for	82	17.41
Some of it was paid for	8	1.70
None of it was paid for	1	0.21
Item Totals	471	100.00

40. Were you told about other ways to get counseling, treatment, or medicine?		
Q40	Frequency	Percent
Yes	189	40.82
No	274	59.18
Item Totals	463	100.00

41. When you joined this health plan or at any time since then, did you get someone new for counseling or treatment?		
Q41	Frequency	Percent
Yes	242	52.72
No	217	47.28
Item Totals	459	100.00

42. Since you joined this health plan, how much of a problem, if any, was it to get someone you are happy with?		
Q42	Frequency	Percent
A big problem	50	21.01
A small problem	72	30.25

42. Since you joined this health plan, how much of a problem, if any, was it to get someone you are happy with?		
Q42	Frequency	Percent
Not a problem	116	48.74
Item Totals	238	100.00

43. In the last 12 months, did you need approval from your health plan for any counseling or treatment?		
Q43	Frequency	Percent
Yes	180	39.65
No	274	60.35
Item Totals	454	100.00

44. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your health plan?		
Q44	Frequency	Percent
A big problem	27	15.61
A small problem	53	30.64
Not a problem	93	53.76
Item Totals	173	100.00

45. In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought you needed?		
Q45	Frequency	Percent
A big problem	56	12.04
A small problem	102	21.94
Not a problem	307	66.02
Item Totals	465	100.00

46. In the last 12 months, did you look for any information about counseling or treatment from your health plan in written materials or on the Internet?		
Q46	Frequency	Percent
Yes	82	17.60
No	384	82.40
Item Totals	466	100.00

47. In the last 12 months, how much of a problem, if any, was it to find or understand this information?		
Q47	Frequency	Percent
A big problem	11	13.75
A small problem	28	35.00
Not a problem	41	51.25
Item Totals	80	100.00

48. In the last 12 months, did you call the health plan's customer service to get information or help about counseling or treatment?		
Q48	Frequency	Percent
Yes	98	20.99
No	369	79.01
Item Totals	467	100.00

49. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called the health plan's customer service?		
Q49	Frequency	Percent
A big problem	20	20.83
A small problem	28	29.17

49. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called the health plan's customer service?		
Q49	Frequency	Percent
Not a problem	48	50.00
Item Totals	96	100.00

50. In the last 12 months, did you have to fill out any paperwork about counseling or treatment for your health plan?		
Q50	Frequency	Percent
Yes	175	37.63
No	290	62.37
Item Totals	465	100.00

51. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?		
Q51	Frequency	Percent
A big problem	21	12.43
A small problem	35	20.71
Not a problem	113	66.86
Item Totals	169	100.00

52. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan for counseling or treatment?		
Q52	Frequency	Percent
0	6	1.28
1	3	0.64
2	6	1.07
3	13	2.78
4	21	4.49
5	51	10.90
6	33	7.05
7	44	9.40
8	71	15.17
9	57	12.18
10	164	35.04
Item Totals	469	100.00

53. In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?		
Q53	Frequency	Percent
Yes	451	96.37
No	17	3.63
Item Totals	468	100.00

54. In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?		
Q54	Frequency	Percent
Yes	51	10.78
No	422	89.22
Item Totals	473	100.00

55. In general, how would you rate your overall health now?		
Q55	Frequency	Percent
Excellent	16	3.33
Very Good	40	8.33
Good	151	31.46
Fair	195	40.63
Poor	78	16.25
Item Totals	480	100.00

56. What is your age now?		
Q56	Frequency	Percent
18-24	57	11.92
25-34	94	19.67
35-44	109	22.80
45-54	138	28.87
55-64	78	16.32
65-74	2	0.42
75 or older	0	0.00
Item Totals	478	100.00

57. Are you male or female?		
Q57	Frequency	Percent
Male	146	31.20
Female	322	68.80
Item Totals	468	100.00

58. What is the highest grade or level of school that you have completed?		
Q58	Frequency	Percent
8th grade or less	53	11.30
Some high school, but did not graduate	119	25.37
High school graduate or GED	179	38.17
Some college or 2-year degree	103	21.96
4-year college degree	9	1.92
More than 4-year college degree	6	1.28
Item Totals	469	100.00

59. Are you of Hispanic or Latino origin or descent?		
Q59	Frequency	Percent
Yes, Hispanic or Latino	11	2.40
No, not Hispanic or Latino	447	97.60
Item Totals	458	100.00

60. What is your race? (Please mark one or more)		
Q60	Frequency	Percent
Caucasian	338	72.84
African-American	38	8.19
American Indian	38	8.19
Multiracial / Other	50	10.78
Item Totals	464	100.00

* Respondents who selected more than one race were grouped into the multiracial/other category.

61. How are you related to the policyholder?		
Q61	Frequency	Percent
I am the policyholder	408	91.07
Spouse or partner of the policyholder	4	0.89
Child of the policyholder	15	3.35
Other family member	9	2.01
Friend	5	1.12
Someone else	7	1.56
Item Totals	448	100.00

62. Did someone help you complete this survey?		
Q62	Frequency	Percent
Yes	129	28.99
No	316	71.01
Item Totals	445	100.00

63. How did that person help you? (Mark all that apply)		
Q63	Frequency	Percent
Read the questions to me	79	39.11
Wrote down the answers I gave	59	28.21
Answered the questions for me	32	15.84
Translated the questions into my language	5	2.48
Helped me in some other way	27	13.37
Item Totals	202	100.00