
Iowa Department of Human Services

The State of Iowa asked 3000 people in Medicaid about the quality of the services they receive. Here's what they said; 2002.

Here is how **Iowa Health Solutions Health Plan** scored on each of the five survey topics:

ADULTS' CARE	CHILDREN'S CARE	
Below the average	Average	People got the care they needed without problems
Average	Average	People got care without long waits
Average	Below the average	Their doctors spent enough time with them, listened carefully, gave good explanations, and showed respect
Average	Below the average	Office staff were helpful, and treated patients with courtesy and respect
Average	Average	Customer Service from the health plan - people got the help and information they needed without problems

Here is how **John Deere Health Plan** scored on each of the five survey topics:

ADULTS' CARE	CHILDREN'S CARE	
Average	Average	People got the care they needed without problems
Average	Average	People got care without long waits
Average	Average	Their doctors spent enough time with them, listened carefully, gave good explanations, and showed respect
Average	Average	Office staff were helpful, and treated patients with courtesy and respect
Better than average	Average	Customer Service from the health plan - people got the help and information they needed without problems

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