



Informing CHIP and Medicaid Outreach and Education

Topline Report

Key Findings from a National Survey of Low-Income Parents

Conducted for
Centers for Medicare & Medicaid Services

By
Prime: Ketchum
Subcontractor: Lake Research Partners

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Introduction

This report summarizes project background, methodology, and research findings from a recently completed (June 2011) survey conducted for the Centers for Medicare & Medicaid Services (CMS). The purpose of the survey is to inform policy, outreach, and education on the Children's Health Insurance Program (CHIP) and Medicaid. The survey examines low-income parents' experiences around their children's health insurance coverage, as well as awareness of and attitudes toward Medicaid and CHIP programs. All respondents come from households at or below 250% of the Federal Poverty Level (FPL). The survey was conducted among a total of 1,936 respondents, including 1,507 who took the survey in English and 429 who took it Spanish.

The survey focused on five main areas:

- Awareness of and knowledge about Medicaid and CHIP
- Barriers to and motivators for enrolling children in Medicaid or CHIP
- Preferences for enrollment modes
- Feedback on outreach vehicles
- Experiences with children's health insurance

Methodology

Lake Research Partners led the design of the questionnaire and conducted the analysis contained in this report. Knowledge Networks led the data collection and provided the cross-tabulations. The survey was conducted nationally among a total of n=1,936 parents (of children under 19 years old who live in a household at or below 250% of the Federal Poverty Level (FPL) from April 22 through June 10, 2011. It was conducted in English (n=1,507) and Spanish (n=429). The sample was drawn so as to consist of about one-third parents with a child covered by an employer's insurance plan (n=611), one-third parents with a child enrolled in Medicaid or CHIP (n=638), and one-third parents of children who are currently uninsured or have been insured in the past 12 months (n=628). See Table 1.

Table 1
Sample Composition by Insurance Status

	Total N =
Parents with a child enrolled in employer coverage	611
Parents with a child enrolled in Medicaid or CHIP	638
Parents with a child currently uninsured (n = 295) or who has been uninsured in the past 12 months (n = 333)	628
Parents with a child covered by a private market plan or other public insurance	59
Total	1936

The survey was administered using Knowledge Networks' online panel. Part of this online panel was recruited through random digit dialing (RDD) sampling which was previously Knowledge Networks' primary sampling technique. Since 2009, all additions to the panel have been recruited using addressed-based sampling (ABS) which is estimated to cover 97 percent of U.S. households. For those who need it, Knowledge Networks provides a laptop and Internet access to participate on their panel. The resulting panel is a probability-based panel designed to be representative of the U.S.

To select respondents for this survey, Knowledge Networks first randomly sampled over 9,000 households from its online panel. Respondents were then screened on two eligibility criteria: respondents had to be the parent of at least one child under the age of 19 and to reside in a household at or below 250% of the Federal Poverty Level (FPL). A total of 1,962 respondents were eligible. Of these, nearly 99 percent completed the survey, resulting in the total sample size of n=1,936. The survey took respondents about 19 minutes (median) to complete.

Many questions throughout the survey deal with issues and experiences related to a single child. For respondents who had only one age-eligible child, these questions were directed to them about that one child. For respondents with more than one age-eligible child, the following selection rules were applied in an attempt to maximize the number of uninsured children: (a) if only one of the respondent's age-eligible children was uninsured at the time of the survey, then that child was selected; (b) if two or more of the respondent's age-eligible children were uninsured, then a child was randomly selected from the subset of uninsured children; and, (c) if all of the respondent's age-eligible children were insured, then a child was randomly selected.

Sample Weighting and Margin of Error

The survey data have been weighted to adjust for several potential sources of sampling and non-sampling error. The weights include consideration of factors Knowledge Networks uses to account for sources of error from recruitment and sampling issues. The weights are also based on a set of demographic variables, including the following: gender, age, race/ethnicity, education, income, census region, primary language, whether the respondent owns a home, whether the respondent lives in a metropolitan area, and whether the respondent has internet at home. All proportions presented throughout this report are based on the weighted data. Note, however, that the base sizes reported in tables and charts are unweighted in order to present an accurate representation of the amount of information being leveraged to produce the statistics. Table 2 presents the unweighted and weighted base sizes for the subsamples discussed most often in the report.

Using the standard 95% level of confidence, the margin of sampling error for proportions using the total sample (n=1,936) as the base is ± 2.2 percentage points. The margin of error is, of course, different for the various subgroups of parents examined throughout this report (e.g., parents of children enrolled in Medicaid or CHIP). Table 2 presents the margins of error for the subsamples discussed most often in the report.

Table 2
Base Sizes and Margins of Error for Key Subsamples

	Unweighted N	Weighted N	Margin of Error
Language			
English	1507	1493	± 3.8%
Spanish	429	443	± 7.0%
Selected Child's Coverage Status			
Uninsured	628	628	± 6.0%
Medicaid or CHIP	638	638	± 6.0%
Employer Coverage	611	611	± 5.2%
Total	1936	1936	± 2.2%

Note: "Uninsured" includes parents of children who are either currently or recently (in past 12 months) uninsured. The N sizes reported here for Medicaid/CHIP and employer coverage exclude parents whose child is recently uninsured.

Reading this Report

In reading the report, note that, unless otherwise noted, the statistics cited reflect responses from the total base of respondents (n=1,936), including respondents who took the survey in English and those who took the survey in Spanish. This total is referred to as “all parents” or simply “parents.” Respondents who took the survey in English are referred to as “English-speaking parents” or “English speakers.” Likewise, respondents who chose to take the survey in Spanish are referred to as “Spanish-speaking parents” or “Spanish speakers.”

Unless otherwise noted, “parents of uninsured children” refers to parents of children who were either uninsured at the time of the survey or had been uninsured at some point during the 12 months prior (n=628). At times, parents of children who were uninsured at the time of the survey (n=295) will be discussed separately. This further subsample is referred to as “parents of children who are currently uninsured” or some variation thereof. Likewise, when parents of children who were uninsured in the past 12 months but currently have coverage (n=333) are discussed separately, they too will be described explicitly.

Throughout the report, attention is paid to differences among various subgroups of parents. All comparisons among subgroups are statistically significant at the 95% confidence level (unless otherwise noted), as determined by a z-score statistical comparison of proportions.

Key Findings

Demographic and Coverage Profiles

Children with employer coverage tend to come from very different demographic backgrounds than children with Medicaid or CHIP and uninsured children. The latter two groups of children tend to come from similar backgrounds. Also, many children not currently enrolled in Medicaid or CHIP have been enrolled at some point in their lives.

- **Compared to parents of children with employer coverage, parents of children enrolled in Medicaid/CHIP and those of uninsured children tend to have lower incomes, and have less education.** The median household income for parents of children with employer coverage is about \$44,820 per year. The median household income is about \$25,400 per year for parents with children enrolled in Medicaid/CHIP and about \$29,200 per year for parents with uninsured children. Sixty-five percent of parents of children with employer coverage have had at least some college. This rate is almost cut in half for parents of Medicaid/CHIP (29 percent) and uninsured (35 percent) children.
- **Parents of children enrolled in Medicaid/CHIP and of uninsured children are less likely than parents of children with employer coverage to have insurance coverage for themselves.** Nearly all (96 percent) parents of children with employer coverage have health insurance for themselves. More than half (58 percent) of parents with children enrolled in Medicaid/CHIP have health insurance. Meanwhile, only two in five parents of uninsured children (40 percent) have insurance for themselves.
- **Among parents in households at or below 250% of the FPL whose child is not currently enrolled in Medicaid or CHIP, many say their child has been enrolled in the past.** Among parents whose child is not currently enrolled in Medicaid/CHIP, 39 percent say their child has been enrolled at some point in their life. Spanish-speaking parents are more likely than English-speaking parents to say their child has been enrolled previously (50 percent vs. 36 percent). Parents of uninsured children are much more likely to say their child has been enrolled previously than parents of children with employer coverage (54 percent vs. 29 percent).
- **Some parents have tried unsuccessfully to enroll their child in Medicaid/CHIP in the past.** Of the parents whose child has never been enrolled Medicaid/CHIP, 10 percent have tried to enroll them at some point.

- **Nearly one in five insured children in households at or below 250% of the FPL has been uninsured at some point in the past 12 months.** Nineteen percent of children who currently have coverage – either through Medicaid/CHIP or an employer plan – have gone without insurance at some point in the past 12 months.
- **Many parents of children with employer coverage are worried about their coverage being dropped or about their benefits being reduced.** Nearly half (46 percent) of parents with children covered by an employer plan are somewhat (21 percent) or very (25 percent) concerned about an employer dropping their or their child’s health insurance in the next year or two. Seventy percent say they are somewhat (29 percent) or very (41 percent) concerned about an employer reducing their benefits in the next year or two.
- **Parents of insured children worry that their child would not get the care they needed if they did not have insurance, and many do not know where they would turn if their child became uninsured.** Eighty-six percent of parents with insured children – either by Medicaid/CHIP or an employer plan – strongly (69 percent) or somewhat (17 percent) agree with the following statement: “I would be worried if [my child] did not have health insurance because my child would not be able to get the health care that he/she needs.” Only half (50 percent) of parents of insured children, however, would know where to turn for help if their child became uninsured. Another 17 percent say they are unsure.

Currently Uninsured Children

Parents of currently uninsured children worry about their child’s health care, and many have had to put off medical attention due to costs. These parents cite affordability issues as the main obstacles to having insurance for their child.

- **Most children who are currently uninsured have been so for less than a year.** Two-thirds (67 percent) of parents with currently uninsured children say their child has been uninsured for less than a year. In fact, 32 percent of them say their child has been uninsured for less than three months. Another 14 percent, however, say their child has gone without insurance for more than a year (but less than two years), and another 14 percent say their child has been uninsured for more than two years.

- **Parents of currently uninsured children cite affordability issues as the main reason their child is uninsured.** Fifty percent of parents whose child is currently uninsured say it is because they cannot afford insurance. While this is the top reason across language groups, it is cited more among English-speaking parents (63 percent) than among Spanish-speaking parents (35 percent). Additionally, 11 percent of Spanish-speaking parents whose child is currently uninsured say it is because they are not citizens.
- **Being uninsured has consequences for getting and paying for children's health care.** Children who are currently uninsured are the least likely to have a regular doctor watching over their health care. Ninety-five percent of parents whose child has employer coverage have a regular doctor watching over their child's care. Similarly, 92 percent of parents whose child is enrolled in Medicaid/CHIP have this. In contrast, less than half of parents whose child is currently uninsured (45 percent) have a regular doctor watching over their child's health care.

Additionally, 44 percent of these parents have had to put off medical care for their children because of cost.

- **Parents of currently uninsured children worry about their child's health care.** Eighty-two percent of parents of currently uninsured children strongly (64 percent) or somewhat (18 percent) agree with the following statement: "I'm worried that without health insurance, [my child] won't get the health care that he/she needs." When asked to describe how it feels to be without insurance for their child in one or two words, words like "worried," "uneasy," and "scared" are among the most common responses.

Awareness and Impressions of Medicaid and CHIP

Most parents who have not had a child enrolled in Medicaid or CHIP have heard of the programs. Additionally, most parents have positive impressions of the programs. The most common sources of information about Medicaid and CHIP are friends, family members, a piece of mail, or a TV advertisement.

- **Most parents have heard of their state’s Medicaid and CHIP programs.** Of parents who have never had a child enrolled in Medicaid/CHIP, 88 percent say they have heard of “Medicaid.” In states that use a name other than “Medicaid,” most parents who have never had a child enrolled in Medicaid/CHIP recognize that name (62 percent). In states that use a unique CHIP name different than the state’s Medicaid name, 74 percent of parents who have never had a child enrolled have heard of that program.

English speakers are more likely than Spanish speakers to have heard of “Medicaid” (93 percent versus 67 percent). However, there are no statistically significant differences between English and Spanish speakers in states that use a name other than “Medicaid” to describe either their Medicaid or CHIP program.

- **A majority has positive impressions of their CHIP programs and “Medicaid.”** Seventy-one percent of all parents perceive the CHIP program in their state to be very (41 percent) or somewhat (30 percent) good. Seventy-two percent say “Medicaid” is very (36 percent) or somewhat (36) good.

Additionally, 82 percent of parents who do not currently have a child enrolled in Medicaid/CHIP say they would be interested in enrolling their child in the program if their child needed coverage. Parents who have had a child enrolled in Medicaid/CHIP in the past, but not currently, are more likely to be interested than those who have never had a child enrolled (88 percent vs. 78 percent).

- **About four in ten parents have been exposed to information about Medicaid and CHIP programs recently – most commonly from friends or family members, a piece of mail, or a TV ad.** Of those who have been exposed to information, 31 percent say the source of information was a friend or family member. Twenty-eight percent say they received something in the mail about the program(s), including 26 percent of parents with an uninsured child and 41 percent of parents with a child enrolled in Medicaid/CHIP. About one in five (22 percent) has seen an advertisement on TV. Spanish-speaking parents are more likely than English speakers to have seen a recent TV ad (37 percent vs. 17 percent).

Barriers to Enrollment

The top barriers to enrollment include the perception of a difficult enrollment process, uncertainty regarding income eligibility requirements and where to apply, and concerns about quality and access.

- **One of the top barriers to enrolling in Medicaid or CHIP may be the perception of a difficult enrollment process.** Of those currently without children in Medicaid/CHIP, half (51 percent) think enrolling their child in Medicaid or CHIP would be somewhat (41 percent) or very (10 percent) hard. Close to half (48 percent) say enrollment would be somewhat (39 percent) or very (9 percent) easy.
- **Perception of income ineligibility is a top barrier.** Forty-three percent of parents without children currently in Medicaid/CHIP strongly or somewhat agree with the statement “my family’s income is too high to be eligible for Medicaid or CHIP.” Another 24 percent say they are not sure. Even 21 percent of parents below 100% of FPL believe their income is too high.
- **Uncertainty about where to apply or get information about Medicaid or CHIP is also a barrier for some.** In reaction to the statement “I know where parents can find information about Medicaid or CHIP,” 45 percent of parents with employer coverage for their child disagree or say they are not sure. Thirty-four percent of parents with an uninsured child disagree or say they are not sure with the statement.

Similarly, about half of parents whose child has employer coverage (51 percent) say they are not sure or disagree with the statement “I know where parents can go to apply for Medicaid or CHIP.” About one in three parents whose child is currently uninsured (37 percent) does not know where to go to apply for Medicaid or CHIP (17 percent disagree with the statement and 20 percent are not sure).

- **Perceptions of access and quality may also affect enrollment.** Twenty-six percent of parents strongly or somewhat disagree that “children with Medicaid or CHIP get the same quality of health care as children with private insurance,” and 26 percent are unsure. The same proportion (26 percent) strongly or somewhat disagrees that it would be easy to find a dentist who takes Medicaid or CHIP, with 36 percent unsure. Nineteen percent strongly or somewhat disagree that it would be easy to find a doctor who accepts Medicaid or CHIP, and 32 percent are unsure.

Parents who have never had a child enrolled in Medicaid/CHIP are among the most likely to have doubts about access and quality. For example, 70 percent of these parents disagree or are not sure that “children with Medicaid or CHIP get the same quality of health care as children with private insurance,” compared to fewer than half (44 percent) of those who have had children in Medicaid/CHIP.

- **Concerns about cost may deter some parents.** One in six (16 percent) parents who do not currently have a child in Medicaid or CHIP strongly or somewhat disagree with the statement “I could afford Medicaid or CHIP.” Another 36 percent are unsure. Uncertainty about affordability spans income groups.

Spanish-speaking parents are more likely than English-speaking parents to strongly or somewhat disagree that they could afford Medicaid or CHIP (35 percent vs. 11 percent).

- **Misperceptions around jobs, assets, and immigration status are less common barriers than those discussed above.** Thirteen percent of parents erroneously believe a child cannot be eligible if a parent has a full-time job, and 9 percent say a child cannot be eligible if a parent has a car. Fifteen percent say a child with a pre-existing condition is ineligible, including 31 percent of Spanish speakers. Seventeen percent say children are ineligible if their parents are not U.S. citizens or legal residents, including 27 percent of Spanish-speaking parents.
- **Misperceptions about health reform’s implications for the need for Medicaid/CHIP programs are not commonly held, but many parents appear to be uninformed about health reform’s implications for their situation.** Only 4 percent of parents without a child currently enrolled in Medicaid/CHIP strongly agree with the statement “now that health reform has passed, I may not need Medicaid or CHIP as an option.” Fifteen percent somewhat agree. Twenty-one percent somewhat disagree and 14 percent strongly disagree. Forty-four percent are not sure.
- **For English-speaking parents, the top barriers to enrollment are perceptions of a difficult enrollment process and income eligibility.** About half (51 percent) of English-speaking parents think the enrollment process would be somewhat (44 percent) or very (7 percent) hard. Close to half (48 percent) of English-speaking parents without a child currently in Medicaid or CHIP strongly or somewhat agree with the statement “my family’s income is too high to be eligible for Medicaid or CHIP.”

- **For Spanish-speaking parents, the top barriers include concerns about costs and the perception of a difficult enrollment process.** Thirty-five percent of Spanish-speaking parents without a child currently in Medicaid or CHIP strongly or somewhat disagree with the statement “I could afford Medicaid or CHIP.” Another 25 percent say they are not sure. About half of Spanish-speaking parents (48 percent) anticipate a somewhat (30 percent) or very (18 percent) hard enrollment process.

Motivating Reasons to Enroll

Parents cite getting peace of mind, ensuring health care for their child, and affordability as motivating reasons to enroll in Medicaid or CHIP.

- **The top motivators for enrolling in Medicaid or CHIP include getting peace of mind and ensuring health care for their child.** About seven in ten parents (71 percent) say a very motivating reason to enroll their child in Medicaid or CHIP is that it would give them peace of mind. Similar proportions say the same about their child having a regular doctor (70 percent), access to prescription drugs if needed (69 percent), dental care (68 percent), and vision care (65 percent).
- **Finding out about the affordability of programs and mental health services are also motivators.** Finding out that Medicaid or CHIP is something they could afford is very motivating to 63 percent of parents. Additionally, 56 percent say the availability of mental health services for their child is a very motivating reason to enroll.
- **Hearing the income amount a family of four can make in their state and still be eligible** is very motivating for 46 percent of parents.
- **For English-speaking parents, a number of motivators we tested rise to the top of motivating reasons to enroll, including the following:** having peace of mind (68 percent say very motivating), finding out they could afford it (68 percent), and having a regular doctor for their child (68 percent).
- **For Spanish-speaking parents, top reasons to enroll include the following:** having peace of mind (82 percent say very motivating), dental care for their child (81 percent), access to prescription drugs if needed (80 percent), a regular doctor for their child (79 percent), and vision care for their child (78 percent).

Preferred Enrollment Methods

Most parents prefer online, phone, and mail applications, but preferences for enrollment mode vary by demographic groups.

- **Many parents say they would be more likely to apply for Medicaid or CHIP if they could fill out an application online, by mail, or by telephone.** Sixty-two percent of parents say they would be much more or somewhat more likely to apply if it meant filling out an application online. About half say the same about sending in an application by mail (55 percent) and filling out an application by telephone (47 percent).
- **Fewer say they would be more likely to apply if it meant going to a government office or getting help from someone in a community group or their child's school.** Slightly more than one-third of parents say they would be more likely to apply if it meant going to a government office to fill out an application (34 percent), someone from a community group helping them fill out an application (35 percent), or someone from their child's school helping them fill out an application (39 percent).
- **Mode preferences vary by education, income, and language.** Nearly three-quarters of college graduates (72 percent) say they would be more likely to enroll if it meant applying online, while only 14 percent say they would be more likely to enroll if it meant going into a government office. About two-thirds of parents in households at 100-150% of FPL (68 percent) and 150-250% of FPL (66 percent) say they would be more likely to enroll if it meant applying online. In contrast, 33 percent and 23 percent of the same groups, respectively, would be more likely to enroll if it meant going to a government office.

Among parents in the lowest education and income groups, similar proportions say they would be more likely to enroll if it meant applying online and more likely if it meant going to a government office. For example, 51 percent of those who did not complete high school say they would be more likely to enroll if it meant applying online, and 52 percent say they would be more likely to enroll if it meant going into a government office. Fifty-six percent of those below 100% of FPL say they would be more likely to enroll if it meant applying online, and 50 percent say they would be more likely if it meant going to a government office.

Sixty-four percent of English-speaking parents say they would be more likely to enroll if it meant applying online while only 26 percent say they would be more likely if it meant going to a government office. In contrast, 62 percent of Spanish-

speaking parents say they would be more likely to enroll if it meant applying at a government office, and 58 percent say they would be more likely to enroll if it meant doing so online.

Of all the enrollment options presented, enrolling by mail is the mode that received the highest proportion of Spanish-speaking parents (72 percent) saying they would be more likely to enroll if it meant applying via this mode.

- **Large majorities of Spanish-speaking parents say they would be more likely to apply for Medicaid or CHIP if in-language applications and assistance were available, and if they would not be questioned about their own immigration status.** Nearly eight in ten Spanish-speaking parents (78 percent) say they would be much or somewhat more likely to apply for Medicaid or CHIP if the application were available in Spanish. Three in four Spanish-speaking parents (74 percent) say they would be much or somewhat more likely to apply if someone who speaks Spanish would help them complete the application. Seventy percent of Spanish-speaking parents also say they would be much or somewhat more likely to apply if it meant they would not be asked any questions about their own immigration status, only questions about their child's status.
- **Most parents are comfortable with the concept of programs sharing eligibility information to make it easier to apply for programs.** For example, 86 percent say they are very (54 percent) or somewhat (32 percent) comfortable with a Food Stamps program sharing income information with Medicaid or CHIP instead of parents having to hand in the same information twice. Additionally, 82 percent of parents say they would want a program like Food Stamps, Medicaid, or CHIP to tell them if they were eligible for other programs.
- **Most think it is a good idea to use income tax returns to find out which families in a state might be eligible for children's health insurance coverage.** Seven in ten (70 percent) say this is a good idea. Among those who do not like the idea, 38 percent say it is a good idea to use information if parents give their permission. Sixty-two percent resist the idea even if permission is given.

The Messenger and the Medium

Health care providers are the most trusted messengers and the medium through which most parents want information about Medicaid and CHIP programs.

- **When presented with a list of nine potential messengers, doctors top the list in terms of trust.** More than half of parents (57 percent) say they would trust a doctor a lot about whether they should enroll in Medicaid or CHIP. After doctors, the people parents are most likely to trust a lot include a nurse (43 percent), a social worker (40 percent), and other parents who have used Medicaid or CHIP (40 percent). Further down on the list are employers (20 percent of employed parents) and coaches (14 percent of all parents).
- **Doctors are also the preferred medium. Parents want Medicaid or CHIP information at the doctor's office.** When asked where they want to get information about the programs, parents are most likely to say a doctor's office (50 percent) and other government programs, such as WIC or Food Stamps (42 percent). Parents are least likely to say they want information from their child's sports programs (8 percent) and online social networks like Facebook (7 percent).
- **Close to four in ten parents (41 percent) would want to get information about Medicaid or CHIP on the Internet.** When asked in an open-ended question from which websites they would want information, the most common responses are government websites (23 percent) and simply using search engines (14 percent).
- **Schools are another source of information for parents.** Thirty-eight percent say they would want information from their child's school.
- **In terms of advertisements, parents prefer TV placements for information about Medicaid or CHIP.** Parents are twice as likely to say they want information from a TV ad (24 percent) than from a newspaper (12 percent) or radio (12 percent) ad.
- **While doctors' offices top the list for most parents, parents of uninsured children are nearly as likely to want information from other sources.** The doctor's office remains a popular source of information for parents of uninsured children, but it is less popular among them (44 percent) compared to parents of children with employer coverage (53 percent) or Medicaid/CHIP (54 percent). Parents of uninsured children are nearly as likely to want information from other sources like the Internet (40 percent), a clinic (38 percent), or their child's school (38 percent).

- **Spanish-speaking parents differ slightly from English-speaking parents in terms of preferences for sources of information.** Spanish-speaking parents are less likely than English-speaking parents to want information from a doctor's office (37 percent vs. 54 percent). They are more likely than English-speaking parents to want information from a clinic (50 percent vs. 32 percent of English-speaking parents), a TV ad (49 percent vs. 16 percent), and their child's school (48 percent vs. 36 percent).

Experiences with Medicaid or CHIP

Parents of children with Medicaid or CHIP coverage are satisfied with a number of aspects of their coverage.

- **More than nine in ten (93 percent) parents with a child currently in Medicaid/CHIP are very or somewhat satisfied with their coverage – and they are more likely to be very satisfied than parents with employer coverage.** Two-thirds (66 percent) of parents with a child in Medicaid/CHIP say they are very satisfied, compared to 48 percent of those with employer coverage for their child.
- **Large majorities of parents are satisfied with a number of aspects of their child's Medicaid or CHIP coverage.** Large majorities are very or somewhat satisfied with the quality of care their child receives (93 percent), how quickly they can get an appointment for their child to see a doctor (89 percent), the range of services covered (88 percent), the affordability of coverage (86 percent), and how easy it is to find a doctor (87 percent). Parents are slightly less satisfied with how easy it is to find a specialist (77 percent) or dentist (77 percent) who takes Medicaid or CHIP.
- **Satisfaction rates with the enrollment process are lower than satisfaction rates with coverage.** About one in three parents who have ever had a child enrolled in Medicaid/CHIP (35 percent) says they are very satisfied with the enrollment process overall. Another 38 percent say they are somewhat satisfied, and 18 percent are very (7 percent) or somewhat (11 percent) dissatisfied.
- **One in five parents (20 percent) who have ever had a child enrolled in Medicaid/CHIP says the enrollment process was very or somewhat hard.** Close to one in three (31 percent) says enrollment was very easy, and 36 percent say enrolling their child was somewhat easy. Eleven percent do not recall.
- **Parents who have ever had a child enrolled in Medicaid/CHIP are most likely to say the difficult parts of enrollment are getting questions answered and gathering required paperwork.** Nearly one in four parents (23 percent) says it was very or

somewhat hard to get answers to their questions. One in five (20 percent) says it was very or somewhat hard to gather the required pay stubs and other paperwork they needed. Seventeen percent say it was very or somewhat hard to find out if their child was eligible. Fifteen percent say it was very or somewhat hard to find out what they needed to do to enroll.

- **Nearly half of parents who have ever had Medicaid or CHIP coverage for their child filled out the enrollment application in person at a government office.** Nearly half (49 percent) says they filled out the application in person at a government office. One in four (25 percent) says they did so by mail, and 10 percent say they did so online. There are no statistically significant differences in satisfaction levels with the enrollment process among parents who enrolled in person at a government office, by mail, or online.
- **Two-thirds (67 percent) of parents who have ever had a child in Medicaid/CHIP are or were aware of the need to renew their child's coverage.** Thirteen percent say they do not or did not have to renew (13 percent), and 19 percent are not sure. Of those who are aware of renewal, most say they know what to do (84 percent) and when (71 percent) to renew.

A majority (58 percent) says they have received a notification telling them when and what to do to renew. Nearly 20 percent of respondents never received notification about renewal and an additional 22 percent do not remember receiving notification about renewal.