



SAN FRANCISCO HEALTH PLAN

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## Member Services

568 Howard St., 4<sup>th</sup> Floor  
San Francisco, CA 94105  
(415) 547-7818

HEALTHY KIDS ♥  
& YOUNG ADULTS

## 2005 Member Satisfaction Survey

*"I feel safer when my children go out on a field trip or when they play soccer and volleyball.  
My son was not doing well in school, and as soon as he got his glasses his grades have improved!"*

*- HK Member Parent*

## Executive Summary

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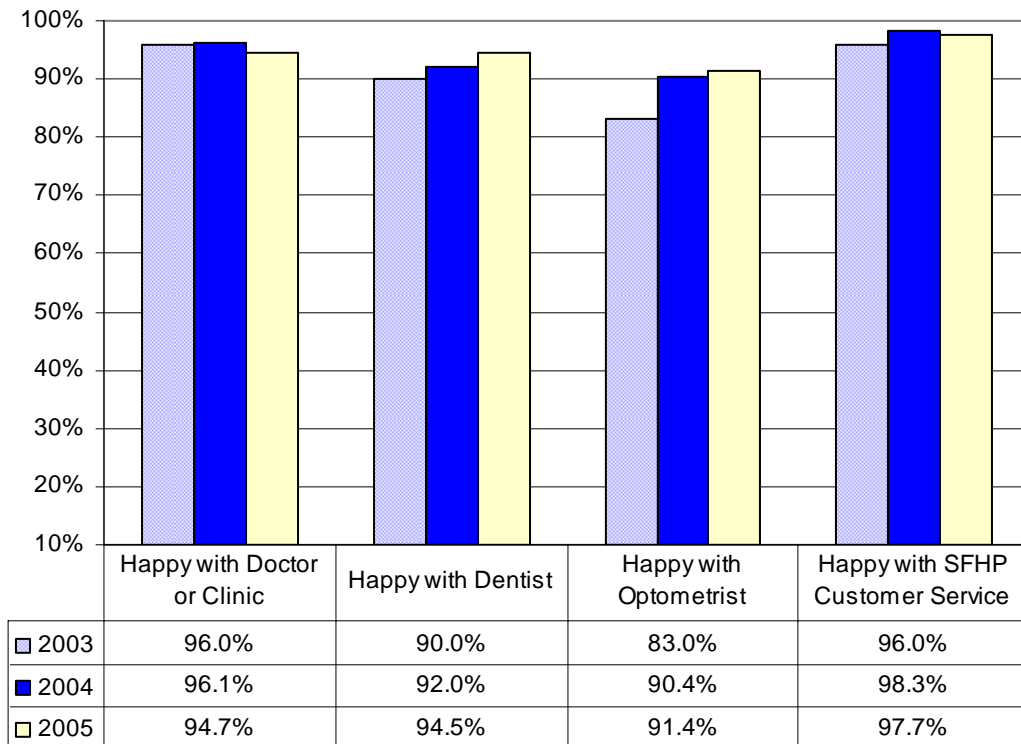
Healthy Kids & Young Adults is a comprehensive health care insurance program, offering medical, dental, and vision care to the children of low to middle-income families and young adults residing in San Francisco. Administered by San Francisco Health Plan (SFHP), Healthy Kids & Young Adults fills a gap for families whose income exceeds the limit for other government or state-funded programs or for those who are undocumented. SFHP is committed to assist Healthy Kids & Young Adults members and their parents to ensure they can access the health services they need.

This report summarizes the findings of the third annual Healthy Kids & Young Adults Member Satisfaction Survey. We use this survey as a tool to assess the level of satisfaction with the Healthy Kids & Young Adults program and to identify areas of services in need of improvement.

**Are Healthy Kids & Young Adults members and parents happy with the program? The answer is an overwhelming “Yes!”**

We asked Healthy Kids & Young Adults parents if their child had accessed four types of services, and if so, we asked them to tell us with a simple “Yes” or “No” if they were happy with the services received. The following chart summarizes their answers in four critical areas of service addressed in this survey:

- Medical services: San Francisco Health Plan doctor or clinic
- Dental Services: Delta Dental Dentist
- Vision Services: VSP Optometrist
- Customer Service: San Francisco Health Plan Member Services and Program Enrollment



## Reported Utilization of Services

REPORTED UTILIZATION OF SERVICE	%
Doctor	84%
Dentist	66%
Eye Doctor	40%
Customer Service	83%

## Survey Return Rate

We surveyed 3,534 Healthy Kids & Young Adults households comprised of 2,096 new members and 1,438 re-enrolling members. The survey was mailed in April 2005, the same month as last year. The targeted members in last year's survey were new enrollees who became members within the last 12 months of that year. This year's survey was sent to all HKYA members, resulting in a 180% increase in the number of members receiving the survey as compared with last year. **The number of returned surveys was excellent with a 30% response rate.**

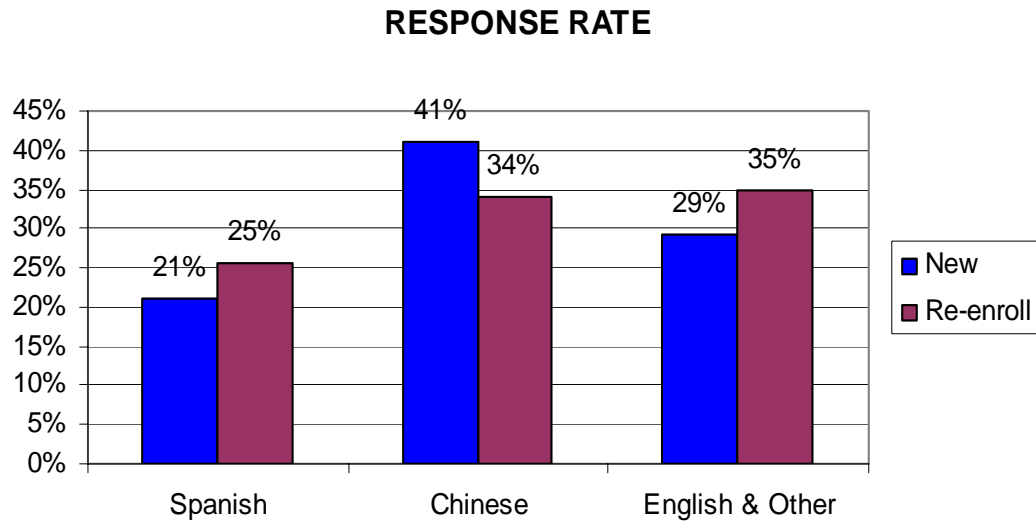
The survey was translated into Spanish and Chinese, our two largest language groups. We mailed English surveys to households who speak other languages besides Chinese or Spanish.

To expedite the return time, two movie tickets were offered as an incentive to members who returned their survey within two weeks. In the last couple of years, we did not provide an incentive and in and it took us six weeks to collect enough surveys to reach a statistically valid return rate. While we reached our goal to increase the turnaround time, the overall response rate decreased 5% from last year. This may be attributed to an adverse effect of the incentive which gave an expiration date for the incentive and may have dis-incentivized members from returning the survey if they missed that short two-week deadline.

We received a total of 1,055 responses, yielding a 30% overall response rate. Compared with last year, the number of members participating in this survey increased 140%, from 440 to 1,055. Below are the return rates of different language groups:

LANGUAGE	SENT			RESPONSE			
	SURVEYS		%	SURVEYS			
	New	Re-enroll			New	%	Re-enroll
Spanish	865	816	48%	182	21%	208	25%
Chinese	770	416	34%	317	41%	141	34%
English/Other	461	206	19%	135	29%	72	35%
<b>ALL LANGUAGES</b>	<b>2096</b>	<b>1438</b>	<b>100%</b>	<b>634</b>	<b>30%</b>	<b>421</b>	<b>29%</b>

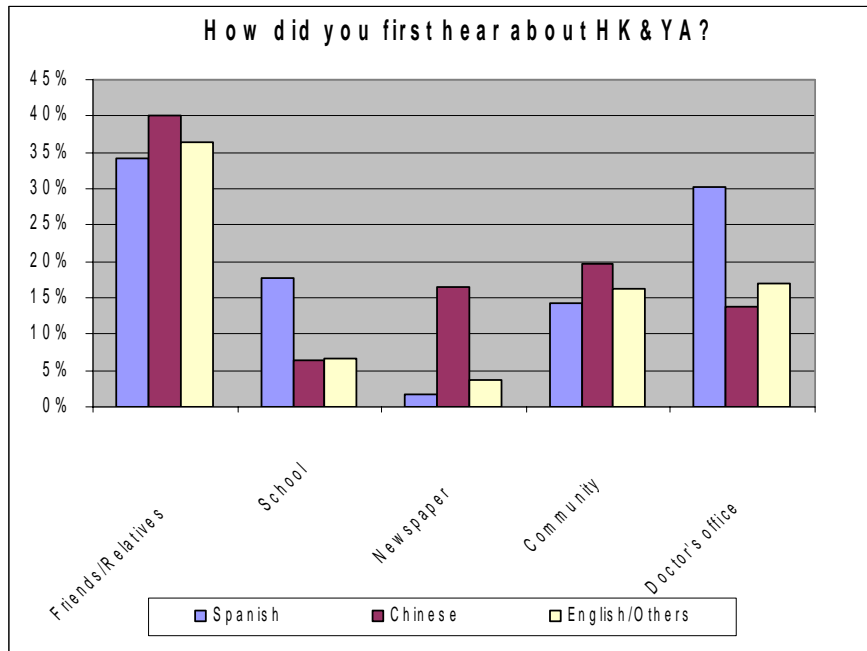
The following graph depicts the return rate per language. Re-enroll members had a higher response than new members in each language group except Chinese speaking members. New Chinese members had the highest response rate.



## Detailed Results

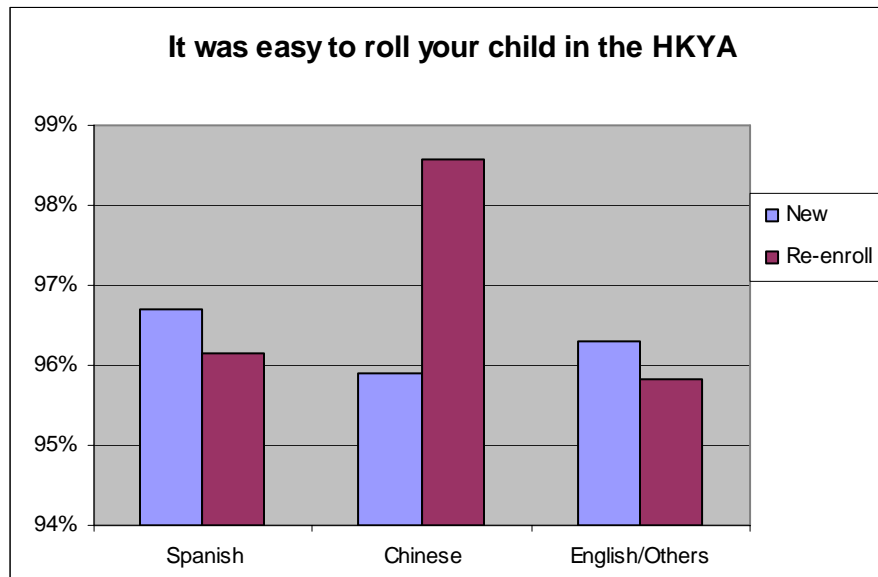
### How did you hear about the Healthy Kids & Young Adults program?

As in previous years, word of mouth is the most common way our respondents learned about the Healthy Kids & Young Adults program, with the doctor's office or the clinic as the second most common source. Last year, school was the third most common source for members learning about the Healthy Kids & Young Adults program. However, this year community organizations were the third highest source and school came in fourth. The results also indicate that our clinic and school outreach and enrollment activities are most effective with the Hispanic population, while our Chinese members hear about us through newspaper advertisements and community organizations. In addition, NEMS continues to play a critical role in helping Chinese-speaking members enroll.



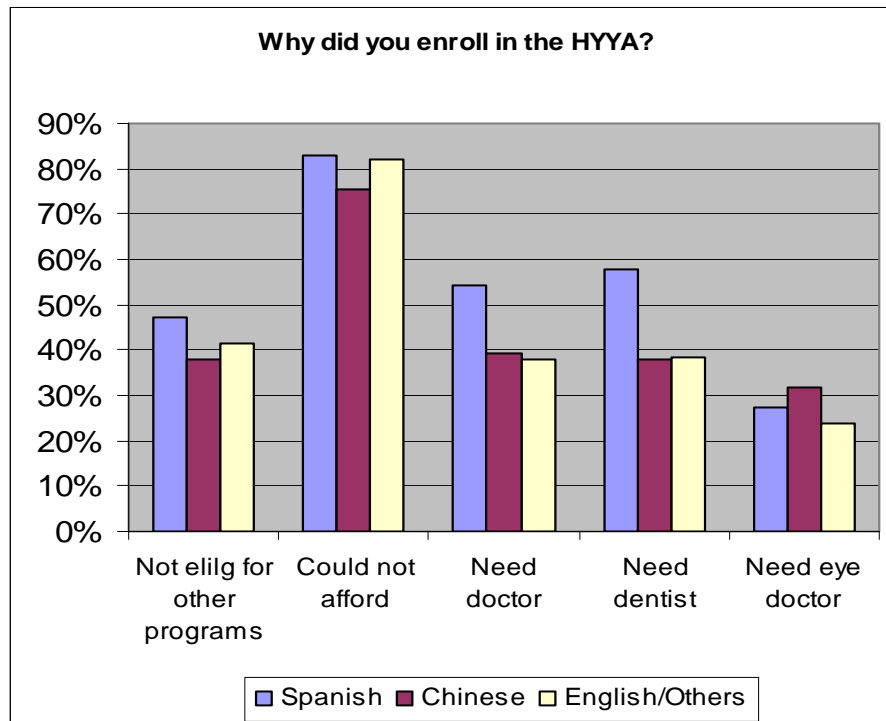
## Was it easy to enroll in the Healthy Kids & Young Adults program?

Regardless of language, the vast majority of our respondents stated that it was easy to enroll in the Healthy Kids & Young Adults program. Last year, we sent the survey only to new members.



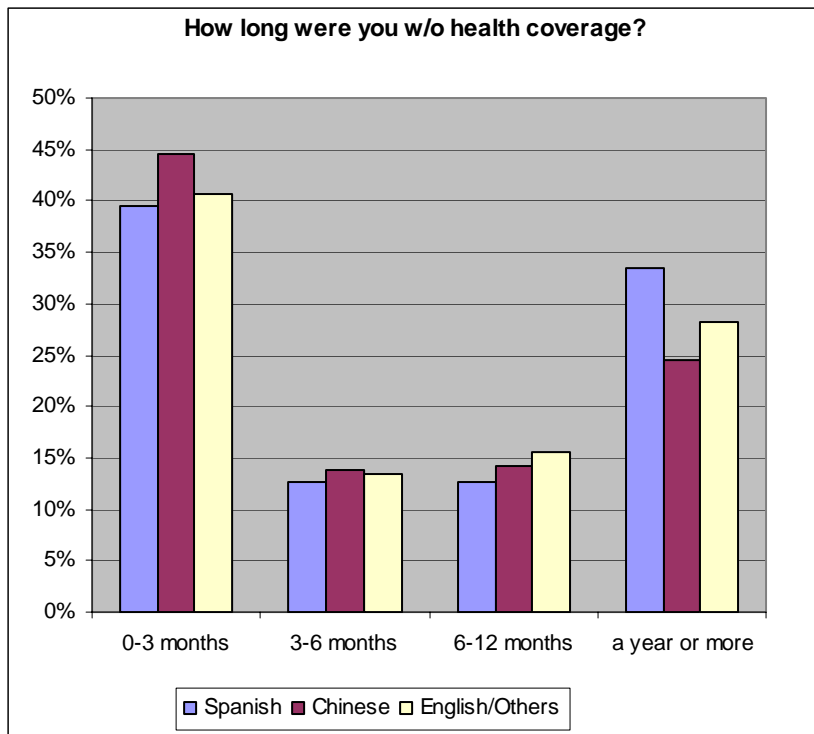
## Why did you enroll in the Healthy Kids & Young Adults program?

The high cost of medical services continues to be the strongest incentive for parents to enroll their children in the Healthy Kids & Young Adults program.



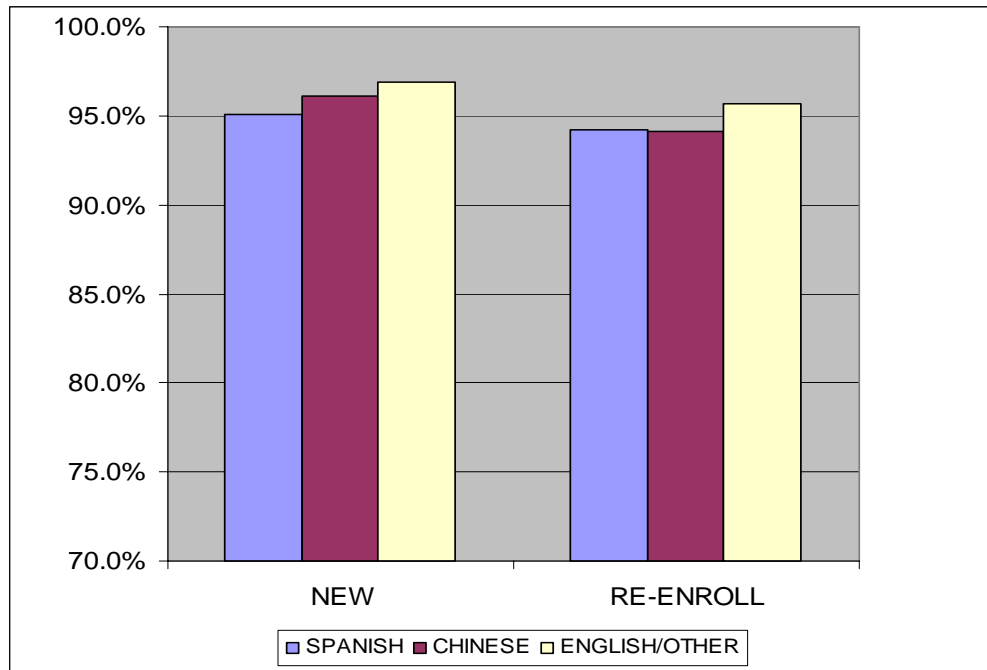
## How long were you or your child without health coverage before joining Healthy Kids & Young Adults?

Similar to last year, most respondents seem to have gone without insurance for two distinct time periods, under three months and over 12 months. Compared with last year, the number of Spanish speaking members who did not have insurance from 0-3 months decreased 7% while the number of Chinese speaking members in this category increased 7%. There were a large percentage of Spanish speaking members who did not have insurance over 12 months last year and that percentage decreased 8% this year.



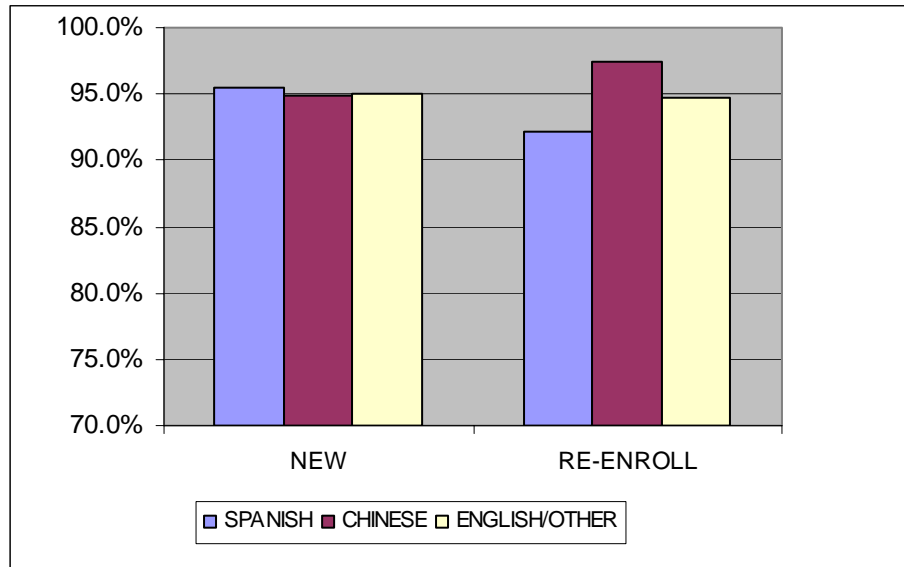
## If you or your child visited a doctor or clinic since joining the Healthy Kids & Young Adults program, was the service satisfactory?

**95% of respondents who accessed medical services indicated that they were happy with the services provided by their doctor or clinic.** We focus, of course, on the rare occasions when people are unhappy. According to members' comments on the survey, the reasons for dissatisfaction are: long wait time during the doctor appointments, long wait time to get doctor appointments, and poor customer service from doctors or office staff.



## If you or your child visited a dentist since joining Healthy Kids & Young Adults, was the service satisfactory?

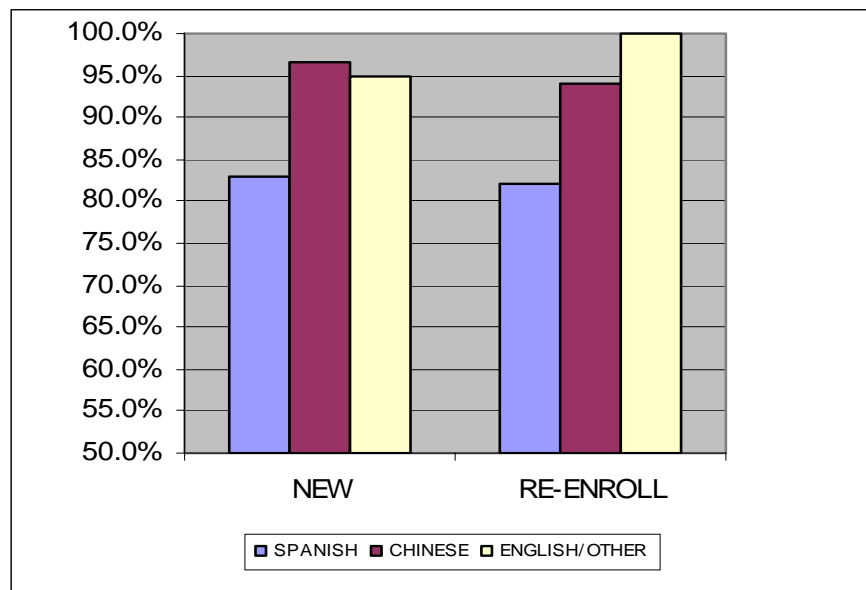
Again, members are very happy. The results exceeded 92% percent for every language group and for new and renewing members. According to comments, the rare dissatisfaction reasons are as follows: long wait time to get appointments to see dentists, quality of care, and issues related to benefits.



## If you or your child visited an eye doctor for vision services since joining Healthy Kids & Young Adults, was the service satisfactory?

The overall satisfaction rate for vision services was high, increasing 1% as compared with last year. However, Spanish speaking members had a significant decrease from last year's 92% to this year's 83%. The satisfaction rates for other language groups increased: English/Other by 12% and Chinese by 5%. Several Spanish-speaking members indicated that they were not happy with their optometrist; we are following up with them to determine why or to identify any trends.

According to member comments, the reasons for dissatisfaction are as follows: cannot contact their doctors; take too long to get an appointment, and out-of-pocket payments.



## Does your doctor or clinic speak your language?

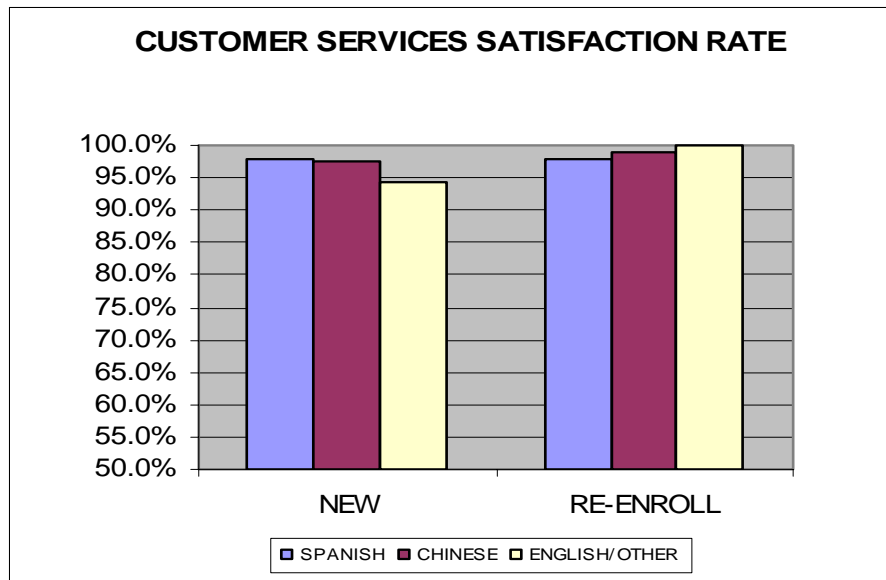
A very large percentage of Spanish and Chinese-speaking members said yes – 97% and 98% respectively. The scores for the responses to the English surveys need interpretation.

We send English surveys to Healthy Kids & Young Adults households that do not have Spanish or Chinese listed as their language in our database. Among these households, a small number of members speak other languages. We assume that when they respond to the survey, they are indicating whether the doctor/clinic speaks their primary, non-English, language. We may modify this question for the English survey next year to make the question clearer.

	Doctor Speaks My Language				Doctor Does Not Speak My Language				Yes & No		
	New	%	Re-enroll	%	New	%	Re-enroll	%	New	%	re-enroll
SPANISH	171	97	203	96	6	3	9	5	0	0	0
CHINESE	304	98	136	97	5	2	4	1	0	0	0
ENGLISH/OTHER	106	83	51	71	19	15	21	17	2	2	0
TOTAL	581	95	390	92	30	5	34	6	2	0	0

**If you called San Francisco Health Plan for assistance, did you get the help you needed?**

The scores are very high – above 95% in five out of six categories.



**San Francisco Health Plan has affordable health insurance programs for San Franciscans aged 0-24 years old. Can we help you to find out if a family member or friend is eligible for health insurance?**

	Yes	No
Spanish	59	70
Chinese	20	105
English/Other	27	94

This is a new question that we added to the survey to see whether there are family members or friends of our members who do not have health insurance. This is a good referral list for our enrollment team.

**May we contact you for possible participation in promoting the Healthy Kids & Young Adults program to other families?**

	Yes	No
Spanish	126	38
Chinese	84	40
English/Other	62	69

This is the first time we asked members whether they would like to participate in promoting the Healthy Kids & Young Adults program and we received a great response from our members with 26% willing to promote the programs/services that we provide. It reflects the very high satisfaction level of our members.

## **What is the one thing you like best about the Healthy Kids program?**

Our respondents told us—sometimes very eloquently—not only one reason, but many reasons why they like our Healthy Kids program. Here is what they had to say. This is a list of most frequent reasons sorted by language in descending order.

### CHINESE:

1. Low cost
2. Dental services
3. All services

### SPANISH:

1. All services
2. Low cost
3. SFHP's customer service

### ENGLISH:

1. Low cost
2. SFHP's customer service
3. All Services

## **What is the one thing you would like to see changed about the Healthy Kids program?**

Our respondents also told us how the Healthy Kids program could improve. We greatly appreciated their feedback because we are committed to improve our program. Here is a list of the most frequent responses listed by language in descending order.

### CHINESE:

1. Nothing.
2. Make HK&YA available to more people, esp. parents and other adults.
3. Expand the provider network, esp. dentists.

### SPANISH:

1. Nothing.
2. Make HK&YA available to more people, esp. parents and other adults.
3. Expand the provider network, esp. dentists.

### ENGLISH:

1. Nothing.
2. Expand the provider network, esp. dentists.
3. Make HK&YA available to more people, esp. parents and other adults.

## Next Steps / Follow-Up

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In 2003, we committed to work on the following items. In 2004, we included an update on our progress, and here is where we are in 2005 on addressing these issues:

- ✓ Continuing to do outreach to enroll more children in the program for which they qualify, including Healthy Kids & Young Adults.

The Healthy Kids & Young Adults membership has increased since last year by 44% to a total membership of 4,039 as of July 1, 2005. As a result of our efforts, SFHP insures 25% of all children in the City and San Francisco now has 99.2% of all children insured! We are very proud of these accomplishments.

At the same time, we continue to have to work hard to retain members, and to find the uninsured children who move to San Francisco or who lose private coverage.

- ✓ Continuing our efforts to find a way to cover parents through sponsoring AB 1524 to allow counties and county health plans to access unspent SCHIP dollars for parental coverage.

AB 1524 was signed by then-Governor Gray Davis on October 12, 2003. Ever since then, we have been trying to convince the State of California to file the required waiver with the federal government to implement the program. To date we have had no success. We are considering whether we will start a pilot parental program on the theory that it will be easier to take actions for an existing program rather than a proposed program.

Meanwhile, on January 1, 2005, we extended Healthy Kids to Young Adults (aged 19-24) who are aging out of Medi-Cal, Health Families, and Healthy Kids. We also cover uninsured parents, aged 19-24, of low-income children. Funds for the Young Adults and Young Parents extensions were provided by Mayor Newsom and the City and County of San Francisco. As of July 1, 2005, we have 1,445 Young Adults members and 181 Young Parents members.

- ✓ Continuing to provide excellent member services so that members can get their questions answered (our average time to answer calls with a live person is 9 seconds), while highlighting this number to members so they know they can call us for help with anything.

Our members have consistently told us that they are satisfied with the level of customer service provided by San Francisco Health Plan. We strive to maintain a high satisfaction score and have succeeded three years running!

- ✓ Reviewing our Member Welcome Calls script to add information about dental and vision services.

In 2004, we reviewed the Member Services Welcome Call script used when we call new members and added information regarding dental and vision services. The results show in the higher scores for dental and vision benefits.

- ✓ Providing funding through our Access Enhancement Fund to our providers for ways to increase access to care.

On November 2003, our Governing Board approved funding for 10 projects to improve access for our members, using \$800,000 SFHP received in a one-time settlement of a lawsuit against the State. Some of the projects we funded included:

- Piloting a team approach to caring for diabetics at Ocean Park Clinic to include doctor, nutritionist, pharmacist, and translator

- Mobile eye services for DPH community clinics and to decrease waiting times at SFGH Ophthalmology Service
- Purchasing equipment to help expand the urgent care services at SFGH to be available from 10 am to 10 pm, 365 days a year

In late 2004, we reviewed the Access Enhancement Fund grants mid-way through the two-year cycle. We are considering whether to do another such program in 2006.

- ✓ Continuing our funding of Children's Medical Center (via San Francisco First Five Commission) for weekend and evening hours.

The San Francisco Health Plan Access Enhancement Fund will support the Children's Medical Center after-hours clinics through January 2006. The Fund also provided two-years of funding to increase the availability of appointments at the San Francisco General Asthma Clinic by 45%, and for a number of other projects that should make getting care easier and faster for Healthy Kids & Young Adults.

- ✓ Exploring with Delta Dental orthodontia benefits (which is unlikely because it is so costly) and improving the communication of the benefits and the network. We do not believe there will be a significant expansion in the network because we cannot afford to pay higher rates. In addition, we are concerned that budget cutbacks will close some dental clinics.

In 2004 we visited the administrative offices of Delta Dental in Sacramento and shared with them our concerns regarding the results of the Healthy Kids & Young Adults survey. We specifically discussed the feasibility of expanding dental benefits to include orthodontia but unfortunately, due to the high cost, we concluded that it's not possible within the funding constraints. In addition, information on how to access dental services was added to all Member ID Cards and the enclosed welcome letter. Delta found the increase in the utilization of dental services to be significant enough to raise rates to us in 2004.

This year, we commit to discussing with Delta again the possibility of recruiting more dental providers into the program.

- ✓ Exploring with VSP ways to improve knowledge about covered services and the providers.

In 2004 we brought the results of the 2003 Healthy Kids survey to the attention of Vision Service Plan's account executives. As a result, VSP providers were trained about the Healthy Kids program. In the 2004 survey, vision services had the highest satisfaction increase (7.4 percentage points) when compared to other services, and those high scores continued into 2005 for English-speaking and Chinese-speaking members. We were disappointed, however, to find a drop in satisfaction among Spanish-speaking members. We are reviewing the individual cases to see if we can find a trend.

Also, in 2004, we added information on how to access vision services to the Member ID Cards and to the welcome letter.

- ✓ Improving our member materials to more clearly explain the basic benefits (and limitations) and how to access dental and vision services.

In 2004, the Marketing and Communications department worked hard to review redesign and improve all our member materials (handbook, provider directory, ID card, etc.). The scores for the materials in the 2004 survey went up.

This year, we did not ask questions about the materials since we wanted to trim the survey a bit and keep it focused on services. Next year we will be revising the HK&YA member handbook; we will include questions about the new handbook in the 2006 survey if the timing works out.

✓ Increasing the Healthy Kids & Young Adults retention rate.

All insurance programs, including Healthy Kids & Young Adults, lose a significant number of children. Many reasons are unavoidable – the children move out of the county or age out of the program, for example. But some are also potentially avoidable, such as the family not sending in the information needed to renew their eligibility.

SFHP's Marketing/Outreach Team convened a task force to look at ways to retain as many children as possible. SFHP efforts to reduce the number of children who leave the program at the annual review include notification efforts to remind families that they must renew to maintain eligibility. These efforts begin with a reminder phone call 60 days out from their deadline to return their renewal form; followed by a postcard 45 days out from their due date; followed by a final reminder letter 30 days out; and a final phone call 5-10 days. All notification efforts offer renewal application assistance via phone or in person.

New retention efforts that were implemented in the summer of 2004 included: 1) creating new member kits a family receives at the time they enroll with information on how to renew. The kit contains an FAQ sheet on how to get started and how to renew, a Change of Address postcard with instructions to send it to us as soon as they move, a magnetic shopping list for the refrigerator that has their renewal date printed at the top, and a high quality plastic SFHP folder designed to keep all their member materials in one place, which has a sticker with their renewal date. With loss of contact as the number one reason for families not returning their renewal forms, the goal is to widely distribute the Change of Address Card and to create and include a Change of Address message in everything we send, reminding families of the importance of notifying us if they move.

✓ Proposal to extend coverage for members until they turn 24.

DONE!

# Appendix 1

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## Surveys in English

- Cover letter
- New member survey
- Renewed member survey



568 Howard Street  
Fourth Floor  
San Francisco, CA 94105



**\*\*\* Your Immediate Reply Is Requested \*\*\***

## REPLY BY APRIL 8<sup>th</sup> AND RECEIVE TWO FREE MOVIE PASSES!

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March 25, 2005

Dear Healthy Kids & Young Adults member:

Your health is important to us! To ensure the Healthy Kids & Young Adults program continues providing great care and services, we are asking you to take a few minutes to fill out the enclosed survey. You do not have to tell us who you are and no one will contact you without your permission. The information is confidential and your answers will not be used for any other purpose.

By answering and returning this survey, you will help us get important information about how to serve you better.

Please complete the enclosed survey and return it in the enclosed postage-paid envelope **by April 15, 2005**. The few minutes you spend sharing your thoughts and suggestions will help ensure that San Francisco Health Plan's Healthy Kids & Young Adults program will continue.

**If you return the survey a week earlier [Postmarked Friday, April 8<sup>th</sup>]  
we'll send you two FREE movie passes!**

If you have any questions, please call Member Services at **1 (800) 288-5555** or **(415) 547-7800**, Monday to Friday, from 8:30 a.m. to 5:30 p.m.

Sincerely,

  
Mark Villares  
Member Relations Director



Please Return By April 15, 2005

Return it early -by April 8<sup>th</sup>- to get  
**TWO FREE MOVIE PASSES!**



**Member Satisfaction Survey**

*Your health is important to us. Please answer each question, thinking about you or your child since joining the Healthy Kids & Young Adults program. Your answers will help us to improve health care services.*

1. How did you first hear about the Healthy Kids & Young Adults program?
  - a. Friends / Relatives
  - b. School
  - c. Newspaper
  - d. Community Organization
  - e. Doctor's office or clinic
  - f. Other: \_\_\_\_\_
  
2. Was it easy to enroll in the Healthy Kids & Young Adults program?  
 **YES**    **NO**   If not, why? \_\_\_\_\_
  
3. Why did you enroll in the Healthy Kids & Young Adults program? (Check all that apply)
  - Not eligible for other health care coverage programs
  - Could not afford to pay for medical services on my own
  - Needed to see a medical doctor
  - Needed dental services
  - Needed to see an eye doctor or to get eyeglasses
  - Other: \_\_\_\_\_
  
4. How long were you or your child without health care coverage before joining Healthy Kids & Young Adults?
  - 0 to 3 months
  - 3 to 6 months
  - 6 to 12 months
  - A year or more
  
5. If you or your child visited a doctor or clinic since joining Healthy Kids & Young Adults, was the service satisfactory?
  - YES**, doctor and clinic services were satisfactory.
  - NO**, doctor and clinic services were not satisfactory. Why? \_\_\_\_\_
  - I have not yet been to a doctor or clinic since joining Healthy Kids & Young Adults.
  
6. If you or your child visited a dentist since joining Healthy Kids & Young Adults, was the service satisfactory?
  - YES**, dental services were satisfactory.
  - NO**, dental services were not satisfactory. Why? \_\_\_\_\_
  - I have not yet been to a dentist since joining Healthy Kids & Young Adults.

7. If you or your child visited an eye doctor for vision services since joining Healthy Kids & Young adults, was the service satisfactory?
- YES**, vision services were satisfactory.
  - NO**, vision services were not satisfactory. Why? \_\_\_\_\_
  - I have not yet been to an eye doctor since joining Healthy Kids & Young Adults.
8. Does the doctor or clinic speak your language?
- YES**    **NO**
  - If not, how has this been a problem? \_\_\_\_\_
- 
9. If you called San Francisco Health Plan for assistance, did you get the help you needed?
- YES**, assistance was satisfactory.
  - NO**, assistance was not satisfactory. Why? \_\_\_\_\_
  - I have not yet called for assistance since joining Healthy Kids & Young Adults.
10. What is the one thing you like best about the Healthy Kids & Young Adults program?
- \_\_\_\_\_
11. What is the one thing you would like to see changed about the Healthy Kids & Young Adults program?
- \_\_\_\_\_
12. How has the Healthy Kids & Young Adults program made a difference in your life or the lives of your children?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
13. San Francisco Health Plan has affordable health insurance programs for San Franciscans aged 0-24 years old. Can we help you to find out if a family member or friend is eligible for health insurance?
- YES**, I would like to find out if a family member or friends is eligible. Call me at \_\_\_\_\_
  - NO**, I would not like to find out if a family member or friends is eligible.
14. **May we contact you for possible participation in promoting the Healthy Kids & Young Adults program to other families?**    **YES**    **NO**

THANK YOU for sharing your experiences and opinions!

Please return the completed survey in the enclosed postage-paid envelope by April 15, 2005.

**If you Return it a week earlier [Postmarked Friday, April 8<sup>th</sup>]**

**we'll send you TWO FREE MOVIE PASSES!**

**You must provide your mailing address below to receive your free tickets**

The following is **OPTIONAL**. The information and comments you have provided in this survey are confidential. You are not required to provide this information unless you would like assistance, or would like us to send you **FREE Movie Passes** for returning the survey by **Friday, April 8, 2005**.

- YES**, I would like assistance. Please call me at the number below.
- NO**, I do not need assistance, but please mail my free movie passes to the address below.

<i>Name:</i> _____
<i>Mailing Address:</i> _____

Phone: \_\_\_\_\_ Best time of day to call: \_\_\_\_\_

*Or please call us at 1 (800) 288-5555.*



Please Return By April 15, 2005

Return it early -by April 8<sup>th</sup>- to get  
**TWO FREE MOVIE PASSES!**



**Member Satisfaction Survey**

*Your health is important to us. Please answer each question, thinking about you or your child since joining the Healthy Kids & Young Adults program. Your answers will help us to improve health care services.*

15. Was it easy to re-enroll in the Healthy Kids & Young Adults program?

Yes  No If not, why? \_\_\_\_\_

16. If you or your child visited a doctor or clinic since re-enrolling in Healthy Kids & Young Adults, was the service satisfactory?

**YES**, doctor and clinic services were satisfactory.  
 **NO**, doctor and clinic services were not satisfactory. Why? \_\_\_\_\_

I have not yet been to a doctor or clinic since joining Healthy Kids & Young Adults.

17. If you or your child visited a dentist since re-enrolling in Healthy Kids & Young Adults, was the service satisfactory?

**YES**, dental services were satisfactory.  
 **NO**, dental services were not satisfactory. Why? \_\_\_\_\_

I have not yet been to a dentist since joining Healthy Kids & Young Adults.

18. If you or your child visited an eye doctor for vision services since re-enrolling in Healthy Kids & Young adults, was the service satisfactory?

**YES**, vision services were satisfactory.  
 **NO**, vision services were not satisfactory. Why? \_\_\_\_\_

I have not yet been to an eye doctor since joining Healthy Kids & Young Adults.

19. Does the doctor or clinic speak your language?

Yes  No  
If not, how has this been a problem? \_\_\_\_\_

20. If you called San Francisco Health Plan for assistance, did you get the help you needed?

**YES**, assistance was satisfactory.

**NO**, assistance was not satisfactory. Why? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I have not yet called for assistance since joining Healthy Kids & Young Adults.

21. What is the one thing you like best about the Healthy Kids & Young Adults program?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

22. What is the one thing you would like to see changed about the Healthy Kids & Young Adults program?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. How has the Healthy Kids & Young Adults program made a difference in your life or the lives of your children?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

24. San Francisco Health Plan has affordable health insurance programs for San Franciscans aged 0-24 years old. Can we help you to find out if a family member or friend is eligible for health insurance?

**YES**, I would like to find out if a family member or friend is eligible. Call me at (\_\_\_\_) \_\_\_\_\_

**NO**, I would not like to find out if a family member or friends is eligible.

25. **May we contact you for possible participation in promoting the Healthy Kids & Young Adults program to other families?**     **YES**     **NO**

**THANK YOU** for sharing your experiences and opinions!

Please return the completed survey in the enclosed postage-paid envelope by April 15th.

**If you Return it a week earlier [Postmarked Friday, April 8<sup>th</sup>]  
we'll send you TWO FREE MOVIE PASSES!**

You must provide your mailing address below to receive your free tickets

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The following is **OPTIONAL**. The information and comments you have provided in this survey are confidential.

You are not required to provide this information unless you would like assistance, or would like us to send you **FREE** Movie Passes for returning the survey by Friday, April 8<sup>th</sup>, 2005.

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Best time of day to call: \_\_\_\_\_

*Please call us at 1 (800) 288-5555 if you need assistance.*

# Appendix 2

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## Translated Member Feedback

The one thing I like best about HK&YA is...

The one thing I would like to see changed about HK&YA is...

HK&YA has made a difference in my life or the life of my kids because...

It was not easy to enroll in the HK&YA program because...

I am not happy with the visit to my doctor because...

I am not happy with the visit to my dentist because...

I am not happy with the visit to my eye doctor because...

Language was a problem when I went to the doctor because...

I called SFHP for assistance but it was not satisfactory because...

## The one thing I like best about HK&YA is...

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### Responses from Chinese surveys:

- Survey: 5686 "Low income family (good for); low monthly fee but still cover many things."  
Survey: 5038 "Low cost fee."  
Survey: 4530 "save money"  
Survey: 5253 "Cheap price"  
Survey: 4222 "I can have this insurance all the way to 24 year old."  
Survey: 4093 "Everything"  
Survey: 5503 "Dental service and eye-checking service."  
Survey: 5863 "Big range of children age covered."  
Survey: 4762 "All."  
Survey: 5641 "In expensive"  
Survey: 5126 "I like the yearly eye exam and glasses."  
Survey: 4919 "Low co-payment"  
Survey: 6129 "I like they have the dental service."  
Survey: 4124 "Affordable."  
Survey: 4181 "Doesn't cost me too much"  
Survey: 4800 "Low monthly fee along with a reasonable range of choices."  
Survey: 6170 "Variety of doctors. Reasonable fees."  
Survey: 5291 "None."  
Survey: 4652 "AFFORDABILITY, ACCESSABILITY TO DOCTORS. THE WHOLE HEALTH CARE SYSTEM IN AMERICA IS PLAIN ABSURD! SFHP "UNIVERSABILITY" IS THE MODEL IT SHOULD BE."  
Survey: 4686 "Low cost. Easy to apply."  
Survey: 5022 "I like it that the plan offers services in the health, vision, and dental fields."  
Survey: 5655 "Low price health services."  
Survey: 4788 "Everything"  
Survey: 4956 "I can afford for the payment."  
Survey: 5515 "Save my money and convenient."  
Survey: 3840 "Helpful and friendly staff."  
Survey: 5551 "I like the doctor's service."  
Survey: 4687 "For kids."  
Survey: 5145 "dental care"  
Survey: 4984 "Mr. Ma. The staff who is working in Healthy Kids + Young Adults office."  
Survey: 4028 "Cost less. Affordable."  
Survey: 5249 "Affordable medical services."  
Survey: 5290 "Low cost services"  
Survey: 5497 "It doesn't cost too much."  
Survey: 5188 "Everything."  
Survey: 1647 "Low paid."  
Survey: 5314 "Coverage for medical fees"  
Survey: 1000 "good service"  
Survey: 103 "I like the dental and vision plan."  
Survey: 105 "I like the dental plan."  
Survey: 1132 "low monthly fee."  
Survey: 1235 "everything"  
Survey: 1289 "the customer service representatives are very friendly. Medical staff are very patient."  
Survey: 1310 "I am happy about everything Healthy Kids"  
Survey: 1365 "everything's good"  
Survey: 1387 "can choose the best doctor"  
Survey: 139 "professional service, very satisfy."  
Survey: 1405 "I can pick the doctor of my choice."  
Survey: 1406 "Lower the income requirement so that more children can be eligible for this plan."  
Survey: 1409 "I like everything. Very good."  
Survey: 142 "I pay lower premium to get a health care."  
Survey: 1500 "The availability of a dental plan."

## The one thing I like best about HK&YA is...continued

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Survey: 1501 "Periodic body checkups for the kids."  
Survey: 1513 "application process was easy. Was able to get fast appts for doctor visits."  
Survey: 1533 "convenient"  
Survey: 1635 "Affordable"  
Survey: 1643 "the plan covers dental and vision."  
Survey: 1655 "I think every part of the plan is important."  
Survey: 1658 "I like the dental service."  
Survey: 1670 "I like everything"  
Survey: 1679 "I like all the services."  
Survey: 1682 "many doctors to choose from"  
Survey: 1686 "I like every service."  
Survey: 1692 "Good rate, good hospital. Good doctors."  
Survey: 176 "we're very satisfied with the doctors and the services they provided."  
Survey: 1774 "able to talk to us in the same language. Easy to fill out forms."  
Survey: 1792 "I like the dental plan."  
Survey: 1893 "The change in age requirement makes more people qualified for health plan."  
Survey: 1932 "reasonably priced monthly fee. Direct contacts available."  
Survey: 197 "I like the dental service."  
Survey: 1980 "I like everything"  
Survey: 199 "my child has been in the healthy kids plan for 3 years. The healthy kids service is very good."  
Survey: 2003 "I like the dental and vision services."  
Survey: 2022 "I like Healthy Kids' dental service the most and the help line."  
Survey: 2040 "we like the dental, vision and body checkup service. The healthy kids staffs are very friendly too."  
Survey: 2184 "less worries about health insurance"  
Survey: 2229 "I like the emergency visits, dental, and vision plan."  
Survey: 2331 "it helped middle to low income families like us."  
Survey: 2338 "the monthly fee was very affordable to us."  
Survey: 2369 "reasonable and affordable monthly fee."  
Survey: 2383 "everything is good"  
Survey: 2458 "The \$5 co-payment for doctor visit."  
Survey: 2494 "I like the dental service."  
Survey: 2530 "dental service."  
Survey: 2534 "Many doctors to choose from."  
Survey: 2572 "Easiness of finding a family doctor, dentist and an optometrist. And they were able to speak my native language."  
Survey: 2575 "This plan provided us with a sense of secureness."  
Survey: 2591 "I can pick the doctor of my choice."  
Survey: 261 "the availability of dental and vision plans."  
Survey: 2640 "I like the dental and vision service. But hope it can cover more medications."  
Survey: 2647 "we were able to pick the doctor that we like."  
Survey: 2649 "low monthly fee, full coverage, no other fees."  
Survey: 2665 "helping the people with low income in SF"  
Survey: 2669 "dental & vision care & medical"  
Survey: 2703 "I like the vision service."  
Survey: 2717 "Can go to doctor visits without worrying about the medical fee."  
Survey: 2737 "I like everything."  
Survey: 2756 "I like every part of the service"  
Survey: 2785 "affordable insurance plan."  
Survey: 2803 "Co-payment is low."  
Survey: 2912 "gave child a healthy growth."  
Survey: 2932 "Affordable prices and good service."  
Survey: 2959 "the workers were able to speak the same language as us."  
Survey: 2995 "dental and vision service."  
Survey: 3014 "Affordable plan."

## The one thing I like best about HK&YA is...continued

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Survey: 3020 "The availability of Chinese translations."  
Survey: 3039 "I like the Healthy Kids & Young Adults' dental and vision plans."  
Survey: 3047 "I like the low monthly membership fee."  
Survey: 3085 "very satisfying"  
Survey: 3114 "We can pick the doctors that we like."  
Survey: 3139 "I like the dental plan"  
Survey: 3171 "Low cost, good doctors."  
Survey: 3245 "Chinese service."  
Survey: 3314 "I like the part that my child was able to receive an eye exam and get glasses."  
Survey: 3332 "I like the vision and dental plan."  
Survey: 3367 "all the services."  
Survey: 3372 "Doctor visits are more much convenient and affordable."  
Survey: 3465 "It allowed us to have a dentist and covers medication."  
Survey: 3498 "I like the dental service."  
Survey: 3502 "Convenience"  
Survey: 351 "More affordable pricing for doctor visits. More doctors available to choose from."  
Survey: 3552 "I like a lot of services."  
Survey: 3572 "secure the health of our child"  
Survey: 3644 "Dental."  
Survey: 3667 "check up for child under 24 months have no co-payment."  
Survey: 388 "the doctor was able to speak the same language as me."  
Survey: 457 "allow me to be healthy."  
Survey: 517 "we can use this service till age 24. low monthly fee."  
Survey: 528 "everything are the complete corver."  
Survey: 544 "Our child can go see a doctor whenever they are sick."  
Survey: 601 "no language barrier."  
Survey: 663 "There's dental, vision and body checkups."  
Survey: 668 "we like everything."  
Survey: 703 "low monthly fee, provides my child with a health plan."  
Survey: 759 "My favorite service in the plan is the dental service."  
Survey: 762 "The process for application is simple and fast."  
Survey: 783 "I like the vision and dental plans."  
Survey: 79 "choice of doctors"  
Survey: 914 "Age extension program."  
Survey: 959 "the plan helped our child to have a healthy growth without worrying about the family finance."  
Survey: 988 "reasonably priced monthly fee. Direct contacts available."  
Survey: 997 "easy to apply"

### **Responses from Spanish surveys:**

Survey: 2328 "That I can have medical and dental service at low cost."  
Survey: 5636 "The care."  
Survey: 4437 "The service is efficient."  
Survey: 5154 "Everything is good because it's a big help."  
Survey: 576 "Medical service that we can choose the hospital we want to go."  
Survey: 5300 "Medical service at UCSF"  
Survey: 1138 "It is a good help to low income people like us."  
Survey: 4232 "I like everything it does and I am satisfied."  
Survey: 4541 "The care they offer to us, and the doctors' support since we are low income people."  
Survey: 3835 "Its low cost and good service."  
Survey: 4364 "I like it because it is available for everybody, like me, a single mom."  
Survey: 3997 "That I only pay \$5."  
Survey: 2224 "Everything is satisfactory."  
Survey: 4471 "That it gives the young people, over 19 years old, the opportunity to have medical care."

## The one thing I like best about HK&YA is...continued

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Survey: 4585 "That it covers our clinic's expenses."  
Survey: 3981 "That it helps me to pay and the services."  
Survey: 2549 "The entire program is good."  
Survey: 4052 "The doctors are lovely and take good care of the children as if they are their own children."  
Survey: 104 "Everything is 100% excellent."  
Survey: 154 "I like it for being making me safe, and the service."  
Survey: 5983 "lots of options and very cheap"  
Survey: 1282 "It is a very good plan and the staff is very very nice."  
Survey: 5884 "It helps."  
Survey: 3162 "I like the program."  
Survey: 3799 "The good service they bring to their patients."  
Survey: 4914 "The good care from the staff and the doctors."  
Survey: 4391 "The medical plan."  
Survey: 4031 "that it has private doctors"  
Survey: 3780 "All the workers are very nice."  
Survey: 1731 "that I only need to pay one bill a year."  
Survey: 3977 "A plan that helps people regardless their legal status."  
Survey: 5475 "Everybody can afford."  
Survey: 5089 "The help it offers."  
Survey: 2636 "The fact that they don't ask prove of membership often in order to give the services."  
Survey: 4119 "Its help to all of the children."  
Survey: 5835 "That it helps low income people."  
Survey: 4398 "Because it gave me coverage up to 24 years and I am very satisfied."  
Survey: 4434 "The care is very good."  
Survey: 4144 "That we have all the health needs (doctors)."  
Survey: 1130 "That it has dental assistance."  
Survey: 4415 "That they charge us low price, and almost where you want is accepted."  
Survey: 5665 "The care it offers."  
Survey: 1091 "That they talk in Spanish."  
Survey: 2102 "low cost for the coverage and one can pay this service"  
Survey: 4579 "They are not racist, and we don't need to prove legal residency to apply."  
Survey: 4657 "That it has different types of coverage."  
Survey: 3972 "Everything is good."  
Survey: 3473 "They attend us when we need."  
Survey: 5540 "I like the fact that the coverage is broad."  
Survey: 4870 "The opportunity that one has to see the doctor."  
Survey: 146 "Everything"  
Survey: 4912 "That one is able to visit a doctor more often and it pays the expenses, and the life is safer."  
Survey: 2248 "That it pays our medical expenses and we only have to make a low co-payment."  
Survey: 4529 "That they help people who need."  
Survey: 4012 "I don't have much to say because we haven't used it more than twice, but in general is good."  
Survey: 2604 "That I can call my dentist at any time and will have an appointment soon."  
Survey: 5111 "That it provides young adults and kids with a program at low cost."  
Survey: 4726 "Tha my daughter can have dental and vision services."  
Survey: 3962 "The care and help."  
Survey: 2150 "Its care and all the program."  
Survey: 4680 "Your help"  
Survey: 4468 "Its coverage and nice care."  
Survey: 4160 "the care and the coverage"  
Survey: 1892 "The staff brings the correct information."  
Survey: 3131 "Everything."  
Survey: 4587 "I like everything."  
Survey: 4848 "Everything. It helps low income families and treats us very nicely."  
Survey: 4710 "That they speak Spanish."

## The one thing I like best about HK&YA is...continued

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Survey: 4220 "The doctor's visit."  
Survey: 5162 "That covers 2 people."  
Survey: 5624 "The service in Spanish."  
Survey: 102 "Its care about us."  
Survey: 1537 "It gives all medical coverage my daughter needs."  
Survey: 5105 "I haven't used the service yet."  
Survey: 3925 "That I can speak my language."  
Survey: 538 "They always solve problems immediately"  
Survey: 4583 "that it helps me financially with medicines and visits"  
Survey: 5766 "I like the service."  
Survey: 5785 "all care is good. Thank you!"  
Survey: 4326 "Because I am not a single mom I don't pay much."  
Survey: 3872 "I am very happy and thankful to the whole program. Thank you."  
Survey: 4159 "The Program's coverage and benefits."  
Survey: 4672 "I like everything because they care about our health, and answer our questions quickly and clearly."  
Survey: 5132 "That they attend us well and speak our language."  
Survey: 4510 "They attend us well and speak our language."  
Survey: 5103 "That there is good care and one can have health insurance."  
Survey: 4911 "Good medical care for low cost."  
Survey: 1819 "The program's medical coverage."  
Survey: 4251 "It keeps me updated about the services."  
Survey: 3208 "good service to my children"  
Survey: 4410 "The people are very nice."  
Survey: 861 "All services are good."  
Survey: 5850 "The medical coverage."  
Survey: 3397 "When I ask for help they are always available."  
Survey: 5286 "I can get easy info (about the program and my options)."  
Survey: 4496 "That it shows a lot of interest in our health."  
Survey: 5113 "The services and that they speak my language."  
Survey: 5603 "I like this program because it is not expensive."  
Survey: 3345 "It's very nice."  
Survey: 5143 "Everything is very good."  
Survey: 5376 "Good care and clear information."  
Survey: 385 "That they speak Spanish and we can communicate with the people in Spanish"  
Survey: 5397 "That I don't worry about paying bills that I could not afford."  
Survey: 4725 "Its doctors and the entire staff."  
Survey: 4227 "When we call the customer service they return quickly, and speak my language."  
Survey: 4452 "That it doesn't request a social security number."  
Survey: 4676 "It helps low income people."  
Survey: 5936 "That they worry about one."  
Survey: 4567 "That are doctors that speak Spanish and the help they provide us with."  
Survey: 5614 "The careful staff and medical services."  
Survey: 615 "Its care and quick service."  
Survey: 5065 "It's a program that helps us enormously. The same for all other people that have this program."  
Survey: 3870 "That I can get medical service and information immediately."  
Survey: 4074 "quick answer on the application (whether accepted or not)"  
Survey: 5886 "everything"  
Survey: 4804 "Low cost and several clinics."  
Survey: 4285 "The people that talk to us over the phone listen to people, and are very nice."  
Survey: 2763 "Everything"  
Survey: 6059 "That there are a lot of places from where we can choose where to go"  
Survey: 2957 "That they attend to me in hospital and the bill doesn't come."  
Survey: 3879 "What I like is that they attend us so well."  
Survey: 138 "The coverage."

## The one thing I like best about HK&YA is...continued

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Survey: 5625 “The people that I had the appointment with were very nice and made me feel very comfortable.”  
Survey: 5616 “That they speak my language, and help me.”  
Survey: 4717 “the care”  
Survey: 4275 “Everything”  
Survey: 3986 “That it offers medical coverage at a low cost.”  
Survey: 1112 “That it has the most important services.”  
Survey: 5984 “The medical coverage.”  
Survey: 6048 “Thanks to your service my daughter has medical services since we could not afford these services.”  
Survey: 4600 “It helps the parents that cannot afford to pay health insurance to our children.”  
Survey: 4495 “The service they provide.”  
Survey: 4032 “The very good care, and that I feel very safe because my son has this insurance.”  
Survey: 4837 “The medical care.”  
Survey: 5604 “Its care and good service to the patients.”  
Survey: 4853 “That the monthly premium is withing my budget.”  
Survey: 4199 “It helps me in what I need.”  
Survey: 4550 “The monthly fee.”  
Survey: 2676 “it's not expensive”  
Survey: 4382 “Everything.”  
Survey: 3527 “The coverages for my son.”  
Survey: 4756 “That in the same ID card I have several insurances: from a drugstore to a doctor etc.”  
Survey: 4090 “The help service.”  
Survey: 4193 “That they treat my dayghter and I well, and everybody is very nice.”  
Survey: 4201 “They are nice and answer the questions.”  
Survey: 2830 “The medical care is very nice.”  
Survey: 5107 “the medical coverage”  
Survey: 5941 “That my son and I have medical coverage.”  
Survey: 2219 “The help we get.”  
Survey: 1865 “everything”  
Survey: 5611 “its coverage”  
Survey: 4103 “Everything”  
Survey: 6103 “Your care.”  
Survey: 4921 “That you guys never wait to solve a problem, you do immediately.”  
Survey: 2055 “Low cost and help people that need”  
Survey: 4148 “Your service.”  
Survey: 4277 “Low cost and great benefits for people like me that need this service.”  
Survey: 3156 “That it has given me results and I feel secure so far about the program.”  
Survey: 5662 “That it has all of the coverages.”  
Survey: 6034 “That you worry about our health.”  
Survey: 2307 “That I pay less when I need to go see a doctor.”  
Survey: 4656 “That my children can get medical care.”  
Survey: 4738 “That they attend to me when I call needing help.”

### **Responses from English surveys:**

Survey: 4745 “The affordability and the fact that our pediatrician is on the plan.”  
Survey: 3937 “it's easy and affordable”  
Survey: 5468 “That people like me who cannot afford pay a lot of money on other programs are able qualify for this program.”  
Survey: 4346 “I like that they help you fill out the forms/applications and that they speak your language”  
Survey: 1268 “my kids have health coverage and I have no worries about them”  
Survey: 4773 “The ease of the application process - friendly staff on Howard Street.”  
Survey: 6154 “Good program, excellent Medicare benefit for kids”  
Survey: 6166 “Easily enroll”  
Survey: 5647 “Affordable insurance for students, providing longer health coverage - up to 24 yrs old”

## The one thing I like best about HK&YA is...continued

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Survey: 5896 “not sure yet”  
Survey: 4658 “We have a choice of very good doctors and clinics.”  
Survey: 6000 “It gives me and my child a good medical services”  
Survey: 4922 “affordability”  
Survey: 5423 “It’s a helpful plan.”  
Survey: 446 “Reasonable health insurance coverage”  
Survey: 4335 “the doctors are very helpful and thorough”  
Survey: 4288 “pay less”  
Survey: 5833 “Service is very good.”  
Survey: 6029 “The doctor was very helpful but to much x-ray on the second app.”  
Survey: 5086 “Service is nice when I apply in the office. And it helps a lot on my pocket.”  
Survey: 6155 “How easy it was to join”  
Survey: 4883 “The program tries it best to support both SF and Daly City kids.”  
Survey: 5156 “I like it b/c must doctors accept this insurance. I don’t have to travel far.”  
Survey: 4944 “I like the rates, the program is affordable & has satisfactory service. I love the free gifts to promote patients to go see the doctors. Ex. Free movie when to get a physical done.”  
Survey: 5278 “Many different language provide.”  
Survey: 4307 “The ease of the application process - friendly staff on Howard Street”  
Survey: 3931 “Our kids can have health care service with low price.”  
Survey: 5739 “Low cost”  
Survey: 3923 “Premium is affordable, people from SF Health office are caring and very reliable. Always send reminder/notice that my son needs to see a doctor.”  
Survey: 4584 “My daughter was able to continue going to the same doctor from before. Staff is helpful.”  
Survey: 5958 “Nothing yet I suppose getting benefits.”  
Survey: 5364 “Providers know you well very much.”  
Survey: 5232 “I got approved right away so I get coverage.”  
Survey: 4811 “affordable cost”  
Survey: 4352 “Peace of mind in time of need provided affordable health coverage for our child.”  
Survey: 5180 “I’ve just received services.”  
Survey: 5305 “SFHP assistance was very helpful whenever I called w/ questions.”  
Survey: 4029 “medical, dental, eye services combined.”  
Survey: 4149 “satisfactory”  
Survey: 5679 “Affordable coverage for up to 24 yrs old.”  
Survey: 3979 “Easy to enroll no paper work or very little.”  
Survey: 6206 “Friendly service and affordable rate.”  
Survey: 4962 “That I can take him to the doctor & dentist at nearby.”  
Survey: 5925 “It helps people like me and it is great and a blessing that there’s a program like this.”  
Survey: 5734 “affordable”  
Survey: 1924 “The choices of different doctors.”  
Survey: 5118 “Get to see dentist, doctor doesn’t need to pay a lot.”  
Survey: 5821 “Helpful assistance”  
Survey: 4917 “Because the service is good.”  
Survey: 6060 “They give my family all the services needed not just one.”  
Survey: 6173 “Easy access and info, and very helpful since I had no coverage.”  
Survey: 4674 “They treated you as family member. Fabulous!!!”  
Survey: 1697 “is affordable”  
Survey: 5722 “Anything is best”  
Survey: 6152 “They are friendly and helpful”  
Survey: 5466 “easy and friendly”  
Survey: 5342 “That I can have Kaiser coverage that is there when I need it & for my child & don’t pay anything, especially medications.”  
Survey: 4131 “I’m eligible for this service.”  
Survey: 3890 “Tranquility to know my son is assist by doctors.”  
Survey: 4985 “This program helps me save money when I need to see a doctor.”

## The one thing I like best about HK&YA is...continued

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Survey: 4798 "Easy access and good service"  
Survey: 3181 "nothing"  
Survey: 4595 "Low premium and low co-payment"  
Survey: 5681 "It's a local plan that helps the community."  
Survey: 3787 "Very efficient."  
Survey: 4450 "For young adults we hope that the age is up to 35 years old."  
Survey: 5972 "Very affordable."  
Survey: 4210 "They take care of low income families"  
Survey: 6052 "good insurance"  
Survey: 5507 "They are affordable for families that don't qualified for medi-cal."  
Survey: 4238 "Affordable!"  
Survey: 4231 "They tried to get my daughter insurance."  
Survey: 5421 "Great insurance accept in most places."  
Survey: 4830 "Low cost"  
Survey: 2747 "Affordability"  
Survey: 5538 "I am still in school and this program help me out on the cost of medical assistance. Everything is \$5 which is affordable."  
Survey: 5622 "good for the kid's health"  
Survey: 5085 "This young adults can have insurance until 24 years"  
Survey: 4524 "The monthly payment is cheap, so I can afford the payment."  
Survey: 5479 "low & affordable medical insurance coverage for lower income class"  
Survey: 3742 "show me respect"  
Survey: 6230 "It is a cheap opportunity for me to have insurance. More English speaking doctors."  
Survey: 3775 "they are very nice and answer all your questions"  
Survey: 4707 "The care."  
Survey: 3778 "The premium is low. The doctor's service is good."  
Survey: 3904 "It's helpful."  
Survey: 4785 "It is very cheap."  
Survey: 6137 "Able to help people how need it."  
Survey: 6028 "It's for young adults that can't afford health plan."  
Survey: 5953 "There very helpful by sending me referrals for dentist."  
Survey: 5014 "Provide the young adults with medical coverage."  
Survey: 5672 "everything"  
Survey: 5621 "very affordable annual fee/premium. Thank you for being there for us (not rich people!)"  
Survey: 4252 "Accessible medical need"  
Survey: 4628 "Staff is very nice"  
Survey: 5380 "Staff is very nice"  
Survey: 5051 "Affordable prices"  
Survey: 5320 "That the new Young adult program covers until 24 years old."  
Survey: 5989 "It was easy to enroll"  
Survey: 5986 "Ease of enrollment, wide range of options."  
Survey: 4192 "Affordable + very helpful and courteous people working at Healthy Kids"  
Survey: 5544 "Affordability and many providers accepts this program"  
Survey: 6014 "Haven't gotten any service from Healthy Kids yet."  
Survey: 5642 "It's easy to join and there's always someone to answer my questions."  
Survey: 4810 "They help all kids, young and adults."  
Survey: 5891 "It's easy to get assistance over the phone."  
Survey: 1104 "I like best that they help you pay for Medical."  
Survey: 5452 "Everyone was really helpful and ready to assist me with my questions I had."  
Survey: 310 "We get the assistance we need whenever we call."  
Survey: 5056 "We stay healthy and fit because Healthy Kids is there to keep us healthy."  
Survey: 4881 "We can get dental serve for free."  
Survey: 2779 "excellent services"  
Survey: 5079 "They are very responsible."

## The one thing I like best about HK&YA is...continued

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Survey: 5332 "I am thankful that I have health care services when I need it."  
Survey: 5671 "Low payments and big selection."  
Survey: 5908 "price/affordability"  
Survey: 4117 "The low fee premium and co-pay."  
Survey: 3440 "It's reliable"  
Survey: 3228 "the convenience for me and my kids need"  
Survey: 5213 "There are doctors or eye doctors etc close to where I live"  
Survey: 5304 "I can choose any kind of doctor."  
Survey: 4856 "The availability of many different doctors."  
Survey: 1955 "Good service in reasonable amount of money!"  
Survey: 5005 "That is really non expensive and the expenses stays in my budget."  
Survey: 6012 "the cost"  
Survey: 4543 "Low cost and good care."  
Survey: 3318 "N/A"

## The one thing I would like to see changed about HK&YA is...

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### Responses from Chinese surveys:

Survey: 5686 “Hopefully, easier for me to help my children to reapply it again next yr. Not so filling out so many forms.”

Survey: 5038 “Set up body check for patient.”

Survey: 5253 “No, everything is good.”

Survey: 4222 “Nothing”

Survey: 4093 “Open 24hr”

Survey: 5503 “I hope that the money limit for buying eye glasses can be little bit more so that I can have more choice for that.”

Survey: 5863 “Nothing.”

Survey: 5641 “More doctor to choose from.”

Survey: 5126 “I would like more funds for contact lenses and braces.”

Survey: 4919 “No, keep up the good work.”

Survey: 6129 “I hope they have better treatment for my health problem.”

Survey: 4124 “None.”

Survey: 4800 “Lift up the minimum qualifications limit (income).”

Survey: 5291 “None.”

Survey: 5715 “So far no”

Survey: 4652 “SFHP should expand in scope. Too many children are in need in the city.”

Survey: 4686 “Cover parents.”

Survey: 5022 “None at the moment.”

Survey: 5655 “More mailing home update information.”

Survey: 4956 “No”

Survey: 5515 “I hope I can go to see doctor anywhere I want.”

Survey: 4687 “For adults that ages over 24.”

Survey: 5145 “no”

Survey: 4984 “Extend to all citizen of SF”

Survey: 4028 “No income limitation. I think it should be a plan for everyone.”

Survey: 4034 “less paperwork”

Survey: 5290 “More coverage areas”

Survey: 5497 “It takes too long for me to see doctor after I make my appointment.”

Survey: 5188 “I don't know.”

Survey: 5078 “more doctors can speak chinese”

Survey: 5314 “N/A”

Survey: 3498 “Hope isn't the \$5 co-payment doctor visit.”

Survey: 1132 “no comment for now.”

Survey: 3644 “Very good.”

Survey: 3039 “Hope for an age extension. Allowing the whole family to be eligible.”

Survey: 197 “cover more frequent dental visits (once every 3 months).”

Survey: 1310 “Nothing, I'm satisfied with everything”

Survey: 914 “Hope to have a monthly invoice. Hope the parents for the low income family can qualify for the plan.”

Survey: 762 “Automatic extension of the plan or have some notice send to us about it.”

Survey: 2383 “nothing I can think of for now.”

Survey: 3085 “age requirement extension”

Survey: 759 “I hope the Healthy Kids & Young adults plan will have other wonderful changes.”

Survey: 2040 “I like this plan a lot. We really appreciate the government for funding this service.”

Survey: 1513 “hope there'll more doctors to choose from. Hope the plan can cover other things such as sensitive skin exams.”

Survey: 668 “very helpful to us.”

Survey: 1409 “none.”

Survey: 3029 “I don't need how to look for an eye doctor. So I didn't take my child to see them.”

Survey: 3332 “The wait for a doctor is too long, hopefully it can be shorten.”

Survey: 3401 “hope there will be more information about children.”

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 2912 "none"  
Survey: 388 "none."  
Survey: 1658 "I hope the doctors can send us reminders for annual checkups."  
Survey: 2959 "I hope there's more dentists to choose from."  
Survey: 1692 "Better choice of service, especially for dentists."  
Survey: 199 "the healthy kids plan is very good. We hope it call cover the parents, because we don't have health insurances."  
Survey: 2737 "nothing that I can think of now, because it's already very wonderful."  
Survey: 176 "more dental visits (about 1-2 times in additional)"  
Survey: 2995 "it covers the same medications as blue cross."  
Survey: 1635 "More vision & dental coverage e. g. contacts, braces supplemental etc."  
Survey: 1406 "We don't have to worry the kid's health. We can schedule regular dental, vision and body checkups for our daughter."  
Survey: 3171 "It will be the best if it covers the whole family."  
Survey: 3372 "I hope the plan can cover the fees for glasses."  
Survey: 1655 "This plan doesn't cover for some medications. Hope this can be improved in the future."  
Survey: 1670 "satisfy"  
Survey: 103 "no comment"  
Survey: 2369 "hope this plan can last forever"  
Survey: 2932 "Keep this up."  
Survey: 1405 "hope the plan allows my child to get 2 pairs of glasses annually."  
Survey: 663 "hope application process can be easier."  
Survey: 2803 "Set the maximum income higher."  
Survey: 3465 "Very good."  
Survey: 2647 "hope the plan will cover a semi-annual or annual full body check. Including vision and dental."  
Survey: 1643 "age extension, hopefully it can be extended till age 30."  
Survey: 3047 "Lower the medication fee. More doctors. Less wait time."  
Survey: 3314 "I hope my child can enjoy this service later on. And less requirements."  
Survey: 2338 "it took me more than 2 months to get an appt for a body checkup. I hope this process can be faster."  
Survey: 3014 "plan that includes adults."  
Survey: 1501 "Very satisfied."  
Survey: 528 "that is good enough for right now"  
Survey: 1679 "not sure yet."  
Survey: 2591 "none."  
Survey: 2331 "it's already very good."  
Survey: 959 "additional service request: addition of eastern/Chinese doctors."  
Survey: 1387 "none"  
Survey: 1682 "none"  
Survey: 3114 "very happy."  
Survey: 3667 "Have updated on-line information, reminder & health tips in \_\_\_\_ because it could same postage paper & last mail"  
Survey: 142 "I can go/choose a dentist whoever I want."  
Survey: 105 "When a child have a fever. They should be able to receive care immediately."  
Survey: 1289 "hope it doesn't require renewal every year. Perhaps extend it to 2-3 years."  
Survey: 2575 "Its already pretty good."  
Survey: 3502 "Any better improvements"  
Survey: 2665 "helping that will help adult too"  
Survey: 517 "hope to cover medication cost also."  
Survey: 2572 "none."  
Survey: 2703 "I don't like the name "healthy kids""  
Survey: 544 "I hope all children in SF can be eligible for this plan, without looking at their family incomes."  
Survey: 2530 "hope the plan can cover my child till age 25."  
Survey: 2022 "more Chinese speaking."

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 1774 "hope to be able to change the family doctor for my daughter on a regular basis."  
Survey: 3367 "nothing, very satisfied."  
Survey: 2534 "hope more children can benefit from this program."  
Survey: 2785 "hope can also provide affordable insurance plan for adults."  
Survey: 987 "hope the plan can cover adults that's under age 40."  
Survey: 2756 "I hope more dental offices participate in this plan."  
Survey: 2640 "it doesn't cover a lot of medications that my child needs. Hope this can be changed."  
Survey: 997 "can help the family which income up to 65,000 yr."  
Survey: 1893 "SF Health Plan has been helping the community. Sometimes mistakes can be forgiven."  
Survey: 1500 "Allow parents to be eligible for this plan."  
Survey: 1365 "none"  
Survey: 3572 "hope there will be no co-payments."  
Survey: 1235 "all kids can attend"  
Survey: 2458 "Doesn't have income requirement so that all the children can participate in this health plan. Also would like improvements in the vision plan, especially laser."  
Survey: 3245 "Let me pay less for my child's medicine fees and doctor appointment fees."  
Survey: 3139 "Age extension so more people can be eligible for the plan."  
Survey: 139 "hope there will be nice services."  
Survey: 1000 "I hope there's a "healthy family plan""  
Survey: 261 "it's already very good"  
Survey: 1686 "I hope every service can be remained."  
Survey: 2184 "none"  
Survey: 2649 "hope this plan can cover my child till college graduation."

### **Responses from Spanish surveys:**

Survey: 2328 "Nothing."  
Survey: 5636 "nothing"  
Survey: 4437 "Orthodontic coverage."  
Survey: 5154 "Nothing, everything is good."  
Survey: 576 "The Delta Dental phone service is inefficient. They want to be fast but do not solve the problem."  
Survey: 5300 "Information service at 1-800..."  
Survey: 4232 "nothing because I think it's great."  
Survey: 4541 "Nothing, everything is fine."  
Survey: 3835 "Nothing so far."  
Survey: 4364 "Everything is perfect."  
Survey: 3997 "That my daughter still has Healthy Kids insurance."  
Survey: 2224 "Everything is satisfactory."  
Survey: 4471 "That the dental service would cover the basic for dental cosmetics."  
Survey: 3981 "That when somebody has an appointment they attend him/her on time."  
Survey: 2549 "everything is good"  
Survey: 4052 "nothing, everything is very good"  
Survey: 104 "Nothing. For us the Plan is 100% satisfactory."  
Survey: 5983 "nothing"  
Survey: 1282 "Nothing"  
Survey: 5884 "Nothing"  
Survey: 3162 "That all dental clinics would accept this insurance."  
Survey: 4914 "For me, everything is fine."  
Survey: 4391 "Nothing"  
Survey: 4031 "that the program would give coverage to adults as well"  
Survey: 3780 "Everyhting seems to me very well (in order)."  
Survey: 1731 "nothing"  
Survey: 5218 "Nothing"

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 3977 "That it could have American care plans cheaper."  
Survey: 5475 "Nothing"  
Survey: 5089 "That it raises the age, not only up to 24 years."  
Survey: 2636 "I don't know."  
Survey: 4119 "nothing"  
Survey: 4398 "That it gave more opportunities to people on majority age."  
Survey: 1130 "That I could have the service."  
Survey: 4415 "Nothing"  
Survey: 5665 "More financial help (because it only covers visits.)"  
Survey: 1091 "That I understand people that speak my language."  
Survey: 2102 "for me it's good the way it is"  
Survey: 4579 "Everything is good."  
Survey: 3972 "Everything is good."  
Survey: 3473 "Nothing"  
Survey: 5540 "That it is not for 25 years old fathers."  
Survey: 4870 "The entire Program is very good."  
Survey: 146 "For me everything is fine."  
Survey: 4912 "Nothing, everything is excellent."  
Survey: 2248 "So far, nothing. Hope it keeps this way."  
Survey: 4529 "nothing"  
Survey: 4012 "Nothing, I guess everything is good as a whole."  
Survey: 2604 "I wouldn't want you to change anything. Everything is good."  
Survey: 5111 "That the whole low income families could have health insurance."  
Survey: 4726 "That it would extend to people over 24 years because I am 29 and can't get the dental service."  
Survey: 3962 "Nothing."  
Survey: 4468 "That it would cover adults."  
Survey: 4160 "the coverage would be for adults over 24"  
Survey: 1892 "That when we leave messages, they return the call as soon as possible."  
Survey: 3131 "That they would speak our language."  
Survey: 4587 "It could provide more vision coverage to get glasses."  
Survey: 4848 "Nothing, everything is very good."  
Survey: 4710 "That they changed their attitude towards people, and provide quick service."  
Survey: 4220 "That the doctors change every time we go there."  
Survey: 5162 "That it could cover my husband as well."  
Survey: 102 "That it gives the same service to adults."  
Survey: 4557 "That my son could see the dentist that qualifies"  
Survey: 1537 "I like the coverage. For me everything is good."  
Survey: 5105 "Not to be so late."  
Survey: 4583 "everything is good"  
Survey: 5766 "Nothing"  
Survey: 4326 "That when I have to pay for medicines they are not very expensive for me."  
Survey: 3872 "I wouldn't know what to say you need to change because all of your programs are good."  
Survey: 4159 "Nothing."  
Survey: 4672 "Nothing."  
Survey: 5103 "That you extend the age limit, over 24 years old."  
Survey: 1819 "Everything has been satisfactory therefore I don't know what could be changed."  
Survey: 4251 "That they would be more careful since it is wrong in case my child many times. (??)"  
Survey: 3208 "that they didn't send any notice before the end of the coverage period."  
Survey: 861 "Nothing"  
Survey: 5850 "Nothing, everything is satisfactory."  
Survey: 5286 "That more clinics would accept it."  
Survey: 4496 "The only problem I have had was the dental ID card."  
Survey: 5113 "A more effective mail service."

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 5143 "Everything should be kept the way it is."  
Survey: 385 "Everything is satisfactory so far."  
Survey: 5397 "That more services were under the coverage."  
Survey: 4725 "Nothing."  
Survey: 4227 "That it would have services for people over 30 years."  
Survey: 4452 "More options for dentists."  
Survey: 357 "More dentists affiliated."  
Survey: 5936 "That the dentist coverage becomes broader."  
Survey: 4567 "That it could be to people over 24 years."  
Survey: 5614 "Broader coverage."  
Survey: 615 "Nothing."  
Survey: 5065 "So far it seems everything is fine."  
Survey: 4708 "nothing"  
Survey: 3870 "Nothing, all the services are good."  
Survey: 4074 "everything is good"  
Survey: 5886 "nothing"  
Survey: 2763 "Nothing"  
Survey: 6059 "Nothing"  
Survey: 2957 "That there were more people speaking my language."  
Survey: 3879 "I would like the program would cover adults over 25 years."  
Survey: 138 "Nothing"  
Survey: 5625 "So far, nothing."  
Survey: 5616 "Nothing, everything is fine."  
Survey: 5415 "Nothing, everything is good."  
Survey: 4275 "I don't know"  
Survey: 3986 "Nothing."  
Survey: 5984 "N/A"  
Survey: 6048 "Everything is good."  
Survey: 774 "Because for me it is a better and more complete service."  
Survey: 4600 "For me the service is very good."  
Survey: 4032 "It could have vision care after following the same."  
Survey: 4837 "Nothing."  
Survey: 4853 "Nothing so far."  
Survey: 4199 "nothing"  
Survey: 4550 "That it could have coverage or insurance for adults over 24 years."  
Survey: 2676 "it could include any member of the family at any age."  
Survey: 4382 "That it should have an interpreter in the Chinese clinic of our neighborhood, for us, the Hispanics."  
Survey: 4090 "Nothing"  
Survey: 4193 "Put out drawing books for the children entertainment."  
Survey: 4844 "efficient and fast service, always"  
Survey: 4201 "nothing"  
Survey: 2830 "nothing"  
Survey: 5107 "nothing so far"  
Survey: 5941 "That it would allow older people into the program."  
Survey: 2219 "Nothing"  
Survey: 1865 "that the procedure would be faster"  
Survey: 5611 "I believe everything is good"  
Survey: 4103 "Nothing"  
Survey: 6103 "Nothing"  
Survey: 4921 "For me, nothing, but there are a lot of people that need your help."  
Survey: 2055 "Nothing so far, I like everything."  
Survey: 3156 "So far, nothing."  
Survey: 6034 "I don't know."

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 2307 “The telephone service.”

Survey: 4656 “That they could send us all the information on medical agencies that we can seek service from.”

Survey: 4738 “I would like to know if the parents can have Healthy if they are over 24 years old.”

### **Responses from English surveys:**

Survey: 2719 “More English American dentist in my area.

Survey: 3247 “More doctors to choose from.

Survey: 2624 “dental coverage, because doctors (dentists) are not taking your dental insurance.

Survey: 2084 “Easier navigation of directory.

Survey: 1784 “N/A

Survey: 2652 “Nothing! You guys are doing wonderful

Survey: 2356 “I hope I don't need to pay money when I go to doctor or dentist because I don't have money.

Survey: 3616 “Nothing

Survey: 2120 “Nothing, everything is fine.

Survey: 2014 “Sometimes it is hard to get help from the 1-800 phone number. The line always busy and needs to hold for long time.

Survey: 1456 “More coverage with some Health Insurance cost and take more a good care for the low income family.

Survey: 702 “None

Survey: 243 “I do not know yet.

Survey: 3432 “None

Survey: 1222 “So far everything is satisfactory.

Survey: 1877 “Offer day care for low income in affordable price.

Survey: 1028 “I hope the program will be extended to adults of families of low income.

Survey: 2578 “If more healthcare providers accepted Healthy Kids.

Survey: 1216 “News letters every 3 months on health issues and events.

Survey: 723 “As of now I don't see anything that need to be changed based on your services. Everything is great!

Survey: 2019 “For now I think the program is doing great and if there some change that Healthy Kids program is more contact to the people that really need the program.

Survey: 3116 “No change.

Survey: 2047 “They can see a doctor if they needed and every check-ups they need. Their dental is very helpful to their teeth. And their vision will be check every year.

Survey: 468 “They should notify when the applications for renewal come out!

Survey: 2627 “I don't think I want things to change or see to be changed.

Survey: 1328 “I hope they can allow us to be part of this program bec. Of the age limit for eligibility we are pass the age of 24 so we cannot have the benefits like our children have.

Survey: 2347 “More choice selection of doctors.

Survey: 3722 “Everything is fine, but sometimes clinic can be far away and it is hard to get in.

Survey: 2728 “More regulations in dentistry.

Survey: 1854 “I would like to see more outreach examples: like coming to the schools, and talking about Healthy Kids/Young Adults also do some commercials.

Survey: 3013 “N/A

Survey: 2407 “To increase family gross income - so, a lot of family/children would be qualify for this affordable health insurance.

Survey: 2391 “As of now, none yet. Because right now I'm satisfied with the service.

Survey: 2951 “Make it easier to schedule appointment to doctor - shorter wait time

Survey: 2875 “Nothing

Survey: 631 “more doctors choice

Survey: 1741 “I would like to see more choices in term of selecting physicians.

Survey: 2775 “None at this moment.

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 3261 "I think my suggestion is you may provide also affordable insurance for the parents bec. We can't afford to pay for higher premium.  
Survey: 3729 "n/a  
Survey: 1278 "Nothing, it's all good, but if it's possible if you can cover orthodontist on dental insurance for braces.  
Survey: 3021 "More dental options. Existing dental clinics are limited and poorer in quality (dental work quality & physician's quality)  
Survey: 2157 "to be available to all members of low income families  
Survey: 3673 "Nothing at this time.  
Survey: 3359 "no  
Survey: 2434 "more choice of doctors and hospital  
Survey: 3193 "Nothing. Thank you!  
Survey: 471 "Keep up the good service!  
Survey: 2637 "None  
Survey: 3075 "More hospitals and clinic accreditation. More healthy programs for kids.  
Survey: 2408 "I don't know yet.  
Survey: 1959 "None.  
Survey: 1702 "None  
Survey: 2753 "Nothing because they give all the good program to all the healthy kids members.  
Survey: 3533 "Nothing  
Survey: 2550 "Nothing, it works for me.  
Survey: 1879 "Have it for the whole family.  
Survey: 834 "I hope it will grow, improve and develop because there are a lot of people it helps and serve.  
Survey: 1608 "Good enough no need to make any changes. (We are very happy the way you are now)  
Survey: 4745 "Coverage for all parents we are older than the current cut-off."  
Survey: 3937 "nothing"  
Survey: 5468 "It would be great if you have an email address for people to contact."  
Survey: 4346 "I would not change anything but I wish there could be a program like Health Kids for adults too"  
Survey: 4773 "Add older members - we don't qualify for Medi-Cal."  
Survey: 6166 "ok"  
Survey: 5647 "more doctors/dentist/optometrist into the program"  
Survey: 5896 "not sure yet"  
Survey: 4658 "I heard you might be cutting down on HK STAFF. Please don't. They are very helpful."  
Survey: 6000 "Nothing I would like to change"  
Survey: 4922 "more dentists"  
Survey: 5423 "Nothing I would like to change"  
Survey: 446 "Immediate response on lab exam bills"  
Survey: 4335 "less bureaucracy"  
Survey: 4288 "no"  
Survey: 5833 "So far everything is good."  
Survey: 6029 "The x-ray gives you headache (all month)"  
Survey: 5086 "I can't stay at Kaiser, it's not covered Kaiser."  
Survey: 6155 "More public advertising for this program"  
Survey: 4883 "More physicians"  
Survey: 5156 "Can't think of any now."  
Survey: 4944 "I wished that Healthy Kids & Young Adults have more providers."  
Survey: 4307 "Add older members - we don't qualify for Medi-Cal"  
Survey: 3931 "I would like you to have health insurance program for adults."  
Survey: 3923 "I don't think that there are things to be changed. Maybe adding other benefits to dental."  
Survey: 4584 "The \$ scale for eligibility"  
Survey: 5958 "That there should be more than one place I can go to, to be seen."  
Survey: 5232 "Hopefully cover abortions for my young girls."  
Survey: 4811 "more selection of doctors and dentists near my home"  
Survey: 4352 "Expanding dental program to include pediatric dentist."

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 5180 "improvement in customer service."  
Survey: 5305 "Nothing yet, the plan is still new to me."  
Survey: 5679 "need my card"  
Survey: 3979 "Everything is fine."  
Survey: 6206 "Nothing so far."  
Survey: 4962 "No, not really."  
Survey: 5925 "Nothing but hopefully in the future the age gap will be higher..."  
Survey: 1924 "The annual review process."  
Survey: 5118 "to get more selection on doctor"  
Survey: 5821 "None"  
Survey: 4917 "No"  
Survey: 6060 "Nothing"  
Survey: 4674 "None so far."  
Survey: 1697 "is good the way it is"  
Survey: 5722 "no"  
Survey: 6152 "None"  
Survey: 5342 "That my child & I are insured"  
Survey: 4131 "More specific information."  
Survey: 3890 "Access the doctor when I have problem with prescriptions."  
Survey: 4985 "This program is great, I don't like this program has to make changes."  
Survey: 3181 "nothing"  
Survey: 4595 "provide more dental coverage"  
Survey: 5681 "More knowledgeable staff on the phones."  
Survey: 3787 "Need language interpreter."  
Survey: 4450 "It helps us to be healthy"  
Survey: 5972 "none"  
Survey: 4210 "For the time being I don't see anything."  
Survey: 5507 "Everything is good."  
Survey: 4231 "Nothing. They are doing a great job."  
Survey: 5421 "Nothing."  
Survey: 4830 "extent doctor office hour"  
Survey: 1717 "extend coverage to parents"  
Survey: 5538 "I was assign to a medical clinic and was hoping to choose my own that is closer."  
Survey: 5622 "extension to parents without age limit"  
Survey: 5085 "Nothing"  
Survey: 4524 "N/A"  
Survey: 3742 "everything is satisfactory"  
Survey: 6230 "I would not be able to have health insurance otherwise. I need glasses and dental and yearly check ups and this allows me to do that."  
Survey: 3775 "pleas stop suspending several drugs from the program"  
Survey: 4707 "Nothing."  
Survey: 3778 "Up dated website and increase income eligibility."  
Survey: 4007 "Up dated website and closure about eligible income in the Internet, increase eligibility income."  
Survey: 4785 "Bov"  
Survey: 6137 "More meds."  
Survey: 6028 "0"  
Survey: 5953 "Everything is good."  
Survey: 5014 "none"  
Survey: 5672 "don't know"  
Survey: 5621 "1) increase doctor's network, not many doctors accept Healthy Kids however they do accept Healthy Families. 2) to speed up applications processing time."  
Survey: 4252 "no comment"  
Survey: 4628 "nothing"

## The one thing I would like to see changed about HK&YA is...continued

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Survey: 5380 “nothing”  
Survey: 5320 “nothing”  
Survey: 5989 “HK&YA need to be more elaborate with telling me what I'm covered on.”  
Survey: 5986 “Include up to 30 years old.”  
Survey: 4192 “nothing!”  
Survey: 5544 “wider range of medical service providers”  
Survey: 5642 “Not sure.”  
Survey: 4810 “N/A”  
Survey: 5891 “Had to find a different dentist than when on Medical. Metro Dental doesn't take Healthy Kids.”  
Survey: 1104 “nothing”  
Survey: 5452 “That is be supported significantly.”  
Survey: 310 “There is nothing I would like to see changed.”  
Survey: 5056 “none”  
Survey: 4881 “Nothing”  
Survey: 2779 “no comments”  
Survey: 5079 “Everything seems fine, nothing really needs to change.”  
Survey: 5332 “I haven't used the program yet.”  
Survey: 5671 “For vision care I would appreciate some type of card that shows of eligibility when attending appointments.”  
Survey: 5908 “N/A”  
Survey: 3440 “that premium would go just slightly lower”  
Survey: 3228 “nothing to change”  
Survey: 1148 “no difference”  
Survey: 5213 “don't need to change anything”  
Survey: 5304 “There is nothing that needs to be change.”  
Survey: 4856 “I would like to have a family plan.”  
Survey: 1955 “Don't like to fill form every year. (Renewing the membership)”  
Survey: 4429 “none”  
Survey: 5005 “That it will be better organized.”  
Survey: 4543 “Application process can be confusing.”

## HK&YA has made a difference in my life or the life of my kids because...

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### Responses from Chinese surveys:

Survey: 5686 "I don't need to help them find low fee insurance."  
Survey: 5038 "Save lots of medical money."  
Survey: 4530 "help"  
Survey: 5253 "Easy medical access"  
Survey: 4222 "It protect my health."  
Survey: 4093 "Don't worry payment"  
Survey: 5503 "It truly helps me a lot because Healthy Kids plan basically provides all the health care needs for me."  
Survey: 5863 "Don't want to worry take the medical treatment without insurance."  
Survey: 5991 "Can see doctors now."  
Survey: 5641 "Good for low income"  
Survey: 5126 "For health and financial security."  
Survey: 4919 "Very good health plan"  
Survey: 6129 "First, it gives our family support financially some the fee is a lot. Second, it others area a good opportunity to maintain our health."  
Survey: 4124 "Because it is affordable and the co-pay is low that we take my kids for regular checkup without worrying about paying out of packet too much."  
Survey: 4181 "We don't need to worry about their health problems"  
Survey: 4800 "Financially saves our money. Physically save our stress. In our case, this service is essential. Otherwise, we can hardly afford to live in SF."  
Survey: 6170 "Ability to be care for by a physician. No need to worry about money problem."  
Survey: 5291 "A lot, we pay less money on everything."  
Survey: 5715 "Gain medical & dental insurance"  
Survey: 4686 "Medical need."  
Survey: 5022 "No need to worry when feeling ill; great services; doctors are helpful."  
Survey: 5655 "Saving money and enjoy a healthy life."  
Survey: 4956 "My kid has a better life."  
Survey: 5515 "I won't worry about pay more money for health insurance."  
Survey: 3840 "Medical & dental health insurance."  
Survey: 5551 "Healthy Kids help my children with health issues. I am really satisfied with Healthy Kids service."  
Survey: 4687 "Very good!"  
Survey: 5145 "gave a good health insurance"  
Survey: 4984 "Feeling safety"  
Survey: 4028 "Keep in touch with the doctors. Keep my kids healthy. Save money."  
Survey: 4034 "save money and have insurance"  
Survey: 5249 "I don't have to worry about expensive medical service."  
Survey: 5290 "Provide primary health care for low cost"  
Survey: 5497 "healthier"  
Survey: 4626 "Safety & Healthy"  
Survey: 5078 "Healthier"  
Survey: 1647 "Check up more often."  
Survey: 5314 "It's a big help b/c it has low fees & helps reduce our spending."  
Survey: 3498 "Secures the health for our child. The parents can go to work without worrying."  
Survey: 2003 "develop the habit of getting regular checkups."  
Survey: 1132 "We don't need to worry about our child's health. We need we can get the help that we need every time."  
Survey: 3644 "Health purposes."  
Survey: 3039 "This plan secures our child's health. We don't need worry about high medical fees."  
Survey: 197 "full coverage for dental care."  
Survey: 1310 "Keeping me keeps my child healthy."  
Survey: 914 "It provided me secure ness and healthier."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 762 "This plan helped us a lot. We can take our child to see the doctor without worrying about not enough money to pay for it."
- Survey: 2494 "We can take the child to see a doctor whenever they are sick."
- Survey: 74 "It hoped the low income family a lot by reducing the financial responsibility."
- Survey: 79 "insured"
- Survey: 3552 "provide a secure health plan for our child"
- Survey: 2383 "very convenient."
- Survey: 2717 "when the child is sick, go to a doctor, it doesn't affect the family's finances."
- Survey: 3085 "it helped us save money."
- Survey: 3020 "Healthy body."
- Survey: 759 "The plan allowed the child to have a more healthy life."
- Survey: 2040 "provided secure health plan. We feel secure about our lives."
- Survey: 1513 "this plan was very important to my child. For example, when my child is sick they can see a doctor immediately. Easy, fast, very satisfy. Can save a lot of money."
- Survey: 1409 "This plan is very useful to us. We greatly appreciate all the service it provides."
- Survey: 2229 "Secure the child's health."
- Survey: 1792 "Our child can have a healthier life."
- Survey: 3029 "very convenient."
- Survey: 3332 "It's very good."
- Survey: 457 "Reduced the family's financial responsibility."
- Survey: 601 "provide the children a secure health plan."
- Survey: 3401 "Low doctor visit cost. Easy to make doctor appointments."
- Survey: 783 "I felt more secure about my health."
- Survey: 2912 "secure health."
- Survey: 388 "When our child got sick in the past, we was unable to afford to see a doctor. This program helped us with it."
- Survey: 1658 "we were able to save money on medical expenses."
- Survey: 2959 "It helped us with the expensive health insurance plan."
- Survey: 1692 "A very positive influence on our lives. At least I don't have to worry about health coverage my children are getting. I know they are in good hands."
- Survey: 199 "it's very helpful to low income families like us, especially we don't understand English. The healthy kids staffs were very friendly and patient to us."
- Survey: 176 "very good. With this health plan we can take our child to see the doctor anytime."
- Survey: 2995 "allow us to get a health plan for our child at a low price."
- Survey: 1635 "Know that my child has ready access to health care without worrying about paying huge doctor's fees."
- Survey: 3171 "It helps kids to have regular health and dental check up and be healthier. Thanks to the program."
- Survey: 3372 "None."
- Survey: 1655 "this plan allow our child to have a secure health plan. We can go to work without worrying. And take the child to see a doctor immediately when they are sick."
- Survey: 1980 "less worries for us."
- Survey: 1670 "I can take my child to doctor visits without worrying."
- Survey: 103 "with this plan, we're less worried about our child's health."
- Survey: 2369 "this plan is very important to us."
- Survey: 2932 "We are less worried about our child's health."
- Survey: 703 "this plan helped our family a lot."
- Survey: 1405 "able to get a health plan for my child at a low cost."
- Survey: 663 "very good. Very convenient."
- Survey: 2803 "I can afford to visit doctor and dentist periodically to keep my kid healthy."
- Survey: 3465 "I felt secure about my health."
- Survey: 2647 "we can go to work without worries after our child enrolled in this plan."
- Survey: 1643 "this plan was very useful for us. Low monthly fee (comparing to other plans). Everyone was able to help us."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 3047 "It helped reduced the family's financial responsibility."
- Survey: 3314 "Very convenient for us."
- Survey: 2338 "My child can get a body, teeth, and eye checkup once a month."
- Survey: 3014 "medical insurance coverage"
- Survey: 1501 "Allow us to have a family doctor."
- Survey: 528 "save a lot of money for the medicine and doctor office visit fee."
- Survey: 1679 "this plan had helped our whole family a lot. In the past, we didn't take our child to the dentist because we didn't have a health plan. Now the problem is solved."
- Survey: 2591 "I can go to work without any worries."
- Survey: 2331 "very convenient, reduced the family's financial responsibility."
- Survey: 1387 "can save money"
- Survey: 1682 "very useful. Reduced the family's financial responsibility."
- Survey: 3114 "very helpful. Don't need to worry about insurance and be able to afford doctor visits."
- Survey: 3667 "Compare \$4 per month and \$200 per month. It saves us money for baby diapers & formula."
- Survey: 142 "Healthy Kids & Young Adults program is a very good program. My daughter can go to the doctor and dentist when she needs, and also annual body check up. Without Healthy Kids my daughter won't have any health care. Because I can not afford the regular health"
- Survey: 105 "It's very useful to use and it help reduced the financial responsibility of the family."
- Survey: 1289 "feel more happy about life."
- Survey: 351 "It helped reduced the stress on the family economics because of the cheaper pricing. Our child will be healthier and have a better growth."
- Survey: 2575 "Allow his health to be secure."
- Survey: 3502 "Affordable health plan."
- Survey: 2665 "healthy"
- Survey: 517 "Low cost for doctor visits."
- Survey: 729 "we saved money on medical fees."
- Survey: 2572 "Secure healthiness for our child and saved us a lot of money."
- Survey: 2703 "very convenient"
- Survey: 544 "Child can have a healthy growth. I can go to work without worries."
- Survey: 2530 "provided my child with the basic insurance plan. Less worries for us."
- Survey: 2022 "Healthy Kids gave me and my kids secure ness."
- Survey: 1774 "very helpful. My child received the necessary health plan. We are less worried. Friendly doctors."
- Survey: 3367 "provides a secure health plan for our child."
- Survey: 2534 "my child can go see a doctor when they are sick."
- Survey: 2785 "it helped my family a lot."
- Survey: 987 "this plan allows my child to have a healthy growth."
- Survey: 2756 "This health plan is very important to us. We don't have to worry about our child's health problems anymore. In the past, when my daughter is sick; we can't afford to take her to see a doctor. Doctor visit are medication are too expensive for us."
- Survey: 2640 "my child was able to see a doctor immediately when they are sick. This plan is very good. A lot of families benefit from it."
- Survey: 997 "It is important for my family because our income is so low that we can't but the insurance for my child. The Healthy Kids and Young Adults help us save the money and let us can sleep comfort. We hope it will be continue to help us."
- Survey: 1893 "She's unable to afford for doctor visits because her family is not in the United States. With this health plan, the child's family is less concerned."
- Survey: 1500 "Don't have to worry about medical fees."
- Survey: 1365 "very good"
- Survey: 3572 "convenience"
- Survey: 1235 "Allow my child to get regular checkups and find out about health problems earlier."
- Survey: 2458 "Allowing me to see a doctor immediately whenever I'm sick. And not worrying about money issues."
- Survey: 2917 "The plan helped us to be less worried about medical fees for our child. We can go to work with a peaceful mind. Thanks very much."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 3245 "It truly makes me pay less for my child insurance."  
Survey: 988 "provides secure health plan for our child."  
Survey: 1932 "provides secure health plan for our child."  
Survey: 3139 "convenient and useful."  
Survey: 139 "we are less worried about our child's health now because they are able to get regular checkups. I hope this service can last forever."  
Survey: 1000 "no worries"  
Survey: 261 "saved us a lot of money."  
Survey: 1686 "The plan helped our child a lot. We can take our child to get body checkups and visit the optometrist. Allowing our child to have a healthy growth. Thanks to Healthy Kids for keep helping us."  
Survey: 3641 "It helped my children to have a healthy life. It also reduced a lot of problems and stress for me."  
Survey: 2184 "our child was able to have a healthier growth."  
Survey: 2649 "regular checkups. Set monthly expenses per month. Doesn't have to worry about other charges."

### Responses from Spanish surveys:

- Survey: 5636 "satisfaction"  
Survey: 4437 "I am safer because my son always need medical care."  
Survey: 5154 "It's been a short time since I received, and I haven't used it yet."  
Survey: 576 "I feel safer when my children go out on field trip or when they play soccer and volleyball. My son was not doing well in school, and as soon as he got his glasses his grades have improved."  
Survey: 5300 "My daughter lives a normal life. Yes 4.00 GPA. Now she can breath well, thanks to the medical assistance received."  
Survey: 1138 "every time my son is sick, or in case of an emergency, he can go to a clinic because he has health coverage."  
Survey: 4232 "Thank you very much to Healthy Kids, that made all my dreams to have the best doctors come true, being healthy and don't worry about anything."  
Survey: 4541 "From the moment we requested the medical service we could use it, and before that we could not because we have a low income, and didn't afford the bills."  
Survey: 3835 "None, because we had just arrived in the state of California and only wanted to have some health insurance."  
Survey: 4364 "Very much because my son did not have a health insurance until I found Healthy Kids."  
Survey: 3997 "It is very important to me that Healthy Kids provides coverage up to 24, that my daughter is still covered."  
Survey: 2224 "With the help from Healthy Kids we are safer because our family has low income."  
Survey: 4471 "The tranquility that if one day one needs medical emergency care, we can count on that."  
Survey: 4585 "Because of this program my children have a doctor."  
Survey: 3981 "I know they are growing healthy."  
Survey: 4052 "My life changed because I had just arrived in CA and could not afford health insurance. I didn't have a job and financially it was of great help because my children needed to go see a doctor."  
Survey: 104 "An big and positive difference because we work but can not afford medical expenses. It is one of the good things that have happened to us."  
Survey: 154 "That I have to go to the doctor but I don't have to worry so much as I used to."  
Survey: 5983 "Very much, helping me to have medical service that is affordable."  
Survey: 1282 "Because I don't have to pay my daughter's dentist. She comes from Mexico and does not qualify for Medi-Cal. Axxx Rxxx 415-###-#### ###-####"  
Survey: 5884 "The help it gives us is very nice."  
Survey: 3162 "That it's very good."  
Survey: 3799 "More security in case of a health emergency."  
Survey: 4914 "It was a big importance because with it I had access to other services that were very expensive to me."  
Survey: 4391 "I don't have an answer."  
Survey: 4031 "that my son is healthy"

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 3780 "Every time my daughter has a health problem, she seeks help in a clinic or hospital without any problem."
- Survey: 1731 "now I have medical and dentist services"
- Survey: 5218 "That I have my own doctor and they treat me very well."
- Survey: 3977 "I have 5 children and I wouldn't have money to afford hospital or medical emergencies, and with this plan that covers everything I am very happy."
- Survey: 5475 "Now I can go to the doctor without thinking about how much I'll have to pay, and I'm not concerned of getting sick."
- Survey: 5089 "I feel safer for having medical care when necessary."
- Survey: 2636 "More tranquility to know that making yearly payment, one doesn't need to worry as he does with Medi-Cal."
- Survey: 4119 "Medical care."
- Survey: 5835 "That they provide us with dentist for our children."
- Survey: 4398 "The difference is that now there are doctors and it is not difficult and I'm proud to be able to go to a clinic and now they don't say no to me when I take my children to the doctor as they did before."
- Survey: 4434 "That we fell more tranquil. It gives was security to know that we can count on this program for our children."
- Survey: 4144 "The difference is that now that I have this program I can take to the doctor at any time needed. And low cost."
- Survey: 1130 "That when they came from Mexico they had many dental problems but now they don't, thanks to the plan."
- Survey: 4415 "That I feel secure regarding my daughter's health, and it doesn't burden a person very much because we pay little."
- Survey: 5665 "It allowed me to get the necessary medical care for my children."
- Survey: 1091 "That they attend to us better and know very well how to attend to people."
- Survey: 2102 "can go to the dentist or to the doctor when necessary nevertheless within our reach"
- Survey: 4579 "Thank you to Healthy Kids & Young Adults for the security."
- Survey: 4657 "That now they have coverage for each type of illness, dental and vision."
- Survey: 3972 "A lot, because in this program I don't have to pay and people speak our language and understand us."
- Survey: 3473 "That if they are sick they can get medical care and if they don't have insurance they can't."
- Survey: 5540 "The change was that I could take my child to see a pediatrician when he had asthma."
- Survey: 4870 "The happiness of knowing we can see the doctor, the dentist, and the ophthalmologist at low cost."
- Survey: 146 "That he/s can go to the doctor when he/s needs it, without any problem."
- Survey: 4912 "Because with Healthy Kids & Young Adults one goes to the doctor more often for check ups, and doesn't have the same expenses as if he/she hasn't. He/she would have to pay, and it's very difficult to see a doctor like that."
- Survey: 2248 "The difference is that each time I go to the doctor I don't have to pay much. Thank you for that!"
- Survey: 4012 "I believe this program is a good idea because we, poor family, cannot pay other insurances and this is a great help."
- Survey: 2604 "The difference is that I have vision coverage because I have eyes condition, and it has changed my life because I don't work and I don't have to pay anything. Thank you very much."
- Survey: 5111 "It changed a lot because I am a low income worker and I cannot afford to pay a health insurance for me and my partner, and Healthy Kids helps me to get to a doctor."
- Survey: 4726 "It was a big difference regarding lack of money because I can work a little and the money wasn't enough to take my daughter to the dentist."
- Survey: 3962 "I am very content."
- Survey: 2150 "Very much, because I can't pay and have 3 children. When I have an emergency I don't need to be scared for not being able to pay the doctor. Thank you!!"
- Survey: 4680 "I can trust more on doctor's visits."
- Survey: 4468 "I am sure that I will get help without being denied medical services."
- Survey: 4160 "I am sure that she will get help without being denied medical services."
- Survey: 4305 "To know that my son has access to a medical insurance gives me tranquility."
- Survey: 1892 "I don't need too much paperwork for the doctor visit and pharmacy."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 3131 "For me it's easier because I don't have to pay much money."
- Survey: 4587 "All for better."
- Survey: 4696 "The help is satisfactory."
- Survey: 4848 "It takes us into discipline to make frequent check ups."
- Survey: 4710 "That we feel a little more protected and trust that we will have the services."
- Survey: 5162 "Tranquility because I also have this plan."
- Survey: 5624 "none"
- Survey: 102 "Trust and security."
- Survey: 1537 "I feel safer with the Healthy Kids coverage."
- Survey: 5105 "I haven't used the service for myself yet, only for my daughter."
- Survey: 3925 "Clean teeth and change teeth."
- Survey: 538 "We feel safer regarding any eventual emergency because we count on the insurance."
- Survey: 6142 "A lot, because this is the true help for us, low income people."
- Survey: 5766 "It helped me to seek medical and dental service"
- Survey: 5785 "All the change now that I know where to get help in case of emergency."
- Survey: 3872 "The difference is not to be so afraid when they get sick because they have professional care for their quick physical recover or in case of an emergency I know they will attend to them well."
- Survey: 4159 "Much tranquility because of the health benefits and help."
- Survey: 4672 "That we know we can count on this service immediately."
- Survey: 5132 "That when we were sick the doctors healed us, thanks to Healthy Kids & Young Adults."
- Survey: 4510 "That my son was sick and the doctors were able to heal him because of Healthy Kids & Young Adults."
- Survey: 5103 "That today I can smile not being sorry because my teeth are not so ugly, and I could say that because of this program, today I can smile."
- Survey: 4911 "I think it's good in case of emergency."
- Survey: 1819 "Now we are tranquil regarding my son's health and his proper physical development. We have taken advantage of the medical check up."
- Survey: 4251 "Good because we already had dental services."
- Survey: 3208 "health"
- Survey: 4410 "Better health."
- Survey: 861 "Very different. Our children have medical care."
- Survey: 5850 "The difference was great my son is healthier."
- Survey: 3397 "I feel safe that when my son needs medical care he will have the Healthy Kids benefits."
- Survey: 5286 "It opened the doors for me when I need a health insurance."
- Survey: 4496 "That my family and I can count on a better health."
- Survey: 5113 "Thanks to this program, my family is healthier."
- Survey: 5603 "have a good health for their services."
- Survey: 3345 "To be able to see a doctor at any time."
- Survey: 5143 "The difference is that we can go see a doctor when necessary, without any problem."
- Survey: 5376 "The appointments in the clinic were a little short. I mean, less at each month."
- Survey: 385 "I am seeing doctors more often."
- Survey: 5397 "Very much, because now I go to the doctor to have check ups, and it is very good for my health."
- Survey: 4725 "That my daughter has a doctor, and I am not afraid that she will get a fever and not get attended to."
- Survey: 4227 "To have the security and peace that the children can go see a doctor when necessary."
- Survey: 4452 "I feel safer knowing that my daughter has the coverage she needs."
- Survey: 357 "Tranquility."
- Survey: 4567 "With this help we can go see a doctor, otherwise we could not."
- Survey: 5614 "My children are in good health and thankful to the program."
- Survey: 615 "That my children can go to the doctor and dentist without a problem, and they can get all the immunizations, and check ups both physical and dental."
- Survey: 5065 "It is a big difference for us to have this program because now we can go see a doctor, a dentist and the vision, and is good for our physical, mental and emotional well being."
- Survey: 4708 "A lot different. I feel tranquil and relax."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 3870 "I am happy to know that my daughter is part of the Healthy Kids program and gets good medical care."
- Survey: 4074 "easy to go see a doctor"
- Survey: 5886 help."
- Survey: 4804 "I can to the hospital and I couldn't before because I couldn't afford."
- Survey: 4285 "That I am tranquil knowing that my daughter has medical coverage, and they are there in case of any emergency."
- Survey: 2763 "As parents, we feel more tranquil regarding the medical need they have, as well as dentist and vision, and that our daughters are healthier."
- Survey: 6059 "That I need dental service and now they are fine."
- Survey: 2957 "Because now I go to the doctor more often and I have no problems on paying, thanks to Healthy Kids."
- Survey: 3879 "A big difference because I have help to them, within the medicine in general, dentist, and vision, and I am very thankful to the program."
- Survey: 138 "Access to a dentist at low cost."
- Survey: 5625 "It's a big difference because now I can have my checkups without any problem, and I feel safer. I know if I get sick I can go see a doctor not fearing whether or not they will give me medical care."
- Survey: 5616 "That it helps me with hospitals and clinics' expenses."
- Survey: 5415 "A lot of difference."
- Survey: 4275 "It's been very good so far, thank you very much."
- Survey: 3986 "Well, now I have tranquility that my son has medical services without affecting my finances, because I have low income."
- Survey: 1112 "That now they are safe."
- Survey: 5984 "It helped me a lot because I don't make much money and could not see a doctor for more than a year, and with the health coverage is easier."
- Survey: 6048 "Now my daughter is very well and this is the most important."
- Survey: 4600 "They helped me with a dental problem my son had, that was very painful to him, but I could not afford the treatment, now the problem is solved and I don't have to worry anymore."
- Survey: 4693 "A lot because I am a single mom and I am the provider for my children and my ill mom."
- Survey: 4495 "Ti lives more tranquil knowing that we can count on the medical care."
- Survey: 4032 "In what one can see a doctor and have his check ups without having to pay a lot of money, and without language problem. Above all, I am happy because Healthy Kids exists."
- Survey: 4837 "That it covered all medical expenses because I couldn't afford."
- Survey: 5604 "That before we had this program everything was expensive and we couldn't afford, and now my son and ourselves have free medical care."
- Survey: 4853 "That we are safer knowing that there is a doctor we can go see to answer our doubts."
- Survey: 3596 "His/her canines are healthy."
- Survey: 4199 "Improve my medical necessities."
- Survey: 4550 "I believe none, but maybe to pay for the doctors' visits, but I believe we get used to it, but everything is fine at this moment."
- Survey: 2676 "Know that we have where to ask for help in case of an emergency."
- Survey: 4382 "That it is helping us a lot on our children's health."
- Survey: 3527 "Good, very good because I can have a benefit that personally I could not afford."
- Survey: 4756 "The difference that the Healthy Kids Program caused in my life is that I can go to any clinic, for any health problem, and when I didn't have it I could not go because my mom did not have money."
- Survey: 4090 "That one is more tranquil and without the impression that the high bills will come."
- Survey: 4193 "When she is sick she gets quick medical service."
- Survey: 4844 "We are more relaxed because we know our children have medical services at such low cost."
- Survey: 4201 "To have medical care."
- Survey: 2830 "Now my daughter has health insurance and acquired many benefits that she did not have before."
- Survey: 5107 "we feel safe for being able to count on"
- Survey: 5941 "Very much, we are very content and without worries about hospital's bills."
- Survey: 2219 "The medical care."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 1865 "It was very helpful because we didn't have any medical service..."
- Survey: 5611 "This change in my life was good because I didn't have health coverage and needed to go see a doctor."
- Survey: 4103 "Very much"
- Survey: 6103 "A lot, service is good."
- Survey: 4921 "A lot, because now my children count on first class doctors and hospitals services, and the payment is not a problem, health plan helps us."
- Survey: 2055 "A lot because this is a great help to my daughter, and she didn't have any insurance before Healthy Kids, and for myself, as a single mom, it's of great help. Thank you."
- Survey: 4148 "Because it's a great help for me and my children (all these services help me financially) and I have all health services to my children. Thank you."
- Survey: 4277 "That I have to take my child to the hospital when she is sick without worrying about paying high fees."
- Survey: 3156 "To have more security on my children's health, and that they are protected against any health problem."
- Survey: 5662 "I feel satisfied because I have this program."
- Survey: 6034 "They are happy because they will go see the dentist."
- Survey: 2307 "I feel safe when taking my daughter to the doctor."
- Survey: 4738 "That they have their medical check ups."

### **Responses from English surveys:**

- Survey: 4745 "We have been able to keep up with the preventive & well-baby visit necessary."
- Survey: 3937 "my son an affordable health insurance"
- Survey: 5468 "Now that I'm eligible for Healthy Kids & Young Adults I no longer fear of being without health care."
- Survey: 4346 "It has made a big difference because I was always worried about my son's health. He has mild asthma and doctors and medicine are very expensive that I cannot afford to pay. I am very happy to have affordable insurance like Health Kids. Thank you."
- Survey: 1268 "there seen regularly"
- Survey: 6154 "Happy family, save money and healthy kids"
- Survey: 6166 "Ensure to have health assistance"
- Survey: 5977 "I have insurance!"
- Survey: 5647 "better quality frames for eyeglasses, affordable health insurance"
- Survey: 5896 "not sure yet"
- Survey: 4658 "I feel secure that my son gets the care he needs. If there is a illness or accident we will not go into debt."
- Survey: 6000 "Better"
- Survey: 4922 "yes - we have reasonable coverage and security in health options"
- Survey: 5423 "It keeps my kids healthy."
- Survey: 446 "Basic health services are very accessible thus assuring my kids good health."
- Survey: 4335 "I feel like I have quality health care available for my son and that the medical professionals we have dealt w/ know and truly care about us."
- Survey: 4288 "more confidence"
- Survey: 5833 "How I'm sure I'm going to have a very healthy life."
- Survey: 6029 "Satisfy on one of my filled tooth now I can eat my food but I still have painful tooth."
- Survey: 5086 "Helps a lot my expenses."
- Survey: 6155 "The program has given me security. I always felt scared about going to a doctor because of the health costs."
- Survey: 4883 "It has helped my daughter stay healthy with checkups and immunizations."
- Survey: 5156 "Medications are very affordable. Usually when I get sick, I don't see the doctor or take medicine b/c it's too expensive."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 4944 "Now that I can afford to see the doctors. I have the initiative to go doc's visits & regular dental/vision visits. A great help in trying to stay healthy :)"
- Survey: 5419 "Go to doctors/dentists more"
- Survey: 4613 "Without the Healthy Kids and Young Adults program, I'm not sure how long can I continue to afford to pay for my child's insurance."
- Survey: 4307 "It has given us the ability to provide quality health insurance for our children. As 2 independent contractors there are really no options for us - I wish the program included ADULTS 24+"
- Survey: 3931 "There are no worries about the health insurance."
- Survey: 5739 "It gives me a peace of mind."
- Survey: 3923 "Easy for my son to see a dentist and medical doctor now that he has health coverage."
- Survey: 4584 "The enrollment process was easy and staff was interested in helping my transition easy."
- Survey: 5958 "N/A"
- Survey: 5364 "Very much appreciated your support, otherwise can not afford health plan."
- Survey: 5232 "Now I can get my medication and not have to pay for them."
- Survey: 4811 "I can take my child to see the doctor anytime."
- Survey: 5180 "I'll find out when I go to my appt. do send another survey."
- Survey: 5305 "No difference yet, except that I now have medical, dental, and vision insurance."
- Survey: 4029 "affordable."
- Survey: 5679 "Peace of mind that my child continues to have health coverage."
- Survey: 3979 "Well, before we always worry about payments now we have insurance and it is good one."
- Survey: 6206 "It helps us a lot financially."
- Survey: 4962 "It saves time and the service is excellent. We don't have to wait a long time in the waiting room."
- Survey: 5925 "I am thankful to receive and to be part of this program because without it, I don't know if I can get medical insurance on my own, and now I don't have to worry about medical problem because I know that I am covered and it's affordable. Thank you!!"
- Survey: 1924 "My daughter has coverage."
- Survey: 5118 "It makes a big difference. My kids need to see dentist. I cannot afford it. I have to wait until I can pay then I send them to check up and do some major work on their teeth. It helps a lot. Kids need health insurance."
- Survey: 5821 "It had provide medical service in our needed time"
- Survey: 4917 "To get cured and treated by the doctor."
- Survey: 6060 "It made every thing just that much easier cuz I already goes to the doctors & dentists & eye doctors listed so I don't have to start all over with new hospitals."
- Survey: 4999 "Helped save a lot of money for sons can afford more and pay school and more."
- Survey: 6173 "This program is great for preventative care because it is essential that my child and I need to see our doctors."
- Survey: 4674 "I don't have to worry much about my child's well being and health. The physician will explain to you thoroughly just about anything. Awesome!!!"
- Survey: 1697 "yes, it does."
- Survey: 5722 "Anything is good to my life"
- Survey: 6152 "I was able to give my kids a proper care."
- Survey: 4131 "I can afford to go see a doctor."
- Survey: 3890 "It did a lot of difference. My son is doing treatment for acnes with expensive medicine that I couldn't do by myself. He was depressed with this now he's getting better each month."
- Survey: 4985 "This program helps me to save money and its such a great program."
- Survey: 4798 "It make my medical service possible and good quality."
- Survey: 4595 "less health worries; teeth conditions were made better; life has been more enjoyable."
- Survey: 5681 "It's helping me get dental services & migraine medicine I need. I wish it started earlier, as I turn 25 in Aug. and will be ineligible and without insurance again. I hope you can expand this program to older parents too."
- Survey: 3787 "Happy and meaningful life."
- Survey: 4450 "Lorenz Giumar Mansujeto"
- Survey: 5972 "I can get affordable health services"

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 4210 "If they are healthy we will have a happy family."
- Survey: 6052 "can go see doctor when I need to"
- Survey: 5507 "My daughter has all her vaccines and all the exams she needs."
- Survey: 4238 "Now I have a peace of mind as I can count on this insurance if some emergency happened on my son. Thank you!"
- Survey: 4231 "I daughter was able to see a doctor when she would get sick. My daughter is a preemie baby, so she is get sick very often when weather changes."
- Survey: 5421 "Give my children great and excellent insurance. Save me lots of money. I really appreciate this insurance."
- Survey: 4830 "low cost - save money and make us more willing to go to doctor office checkup & baby immunization"
- Survey: 2747 "Given me the chance for my child to have medical and dental coverage."
- Survey: 5538 "This is a very good program and I want to say thank you. Now I don't have to worry about school bill and worry about medical bill at the same time."
- Survey: 5622 "security"
- Survey: 5085 "Now can see a doctor"
- Survey: 4524 "Since my kid get insurance from Healthy Kids & Young Adults, I don't have to worry about medical bill when the kid get sick."
- Survey: 5479 "provided great medical insurance that is very important to my life"
- Survey: 3742 "my child is more healthy"
- Survey: 3775 "We now live a happier and healthier life because of Healthy Kids program"
- Survey: 4707 "Made life easier."
- Survey: 3778 "We can save the money."
- Survey: 4007 "We can save the money for something else because the premium is low and I don't have to worry about my children health, I can go to the doctor anytime for checkup/immunizations."
- Survey: 3904 "We know we have a health insurance it's important for us."
- Survey: 4785 "We feel ourselves better that our child has a health insurance"
- Survey: 6137 "It has helped me stay healthy and the ability to take care of my medical problems."
- Survey: 6028 "Now I don't have to worry about May asthma."
- Survey: 5953 "I will be able to send my kids to good doctors and they will be able to stay healthy under Healthy Kids"
- Survey: 5014 "Give me a chance for daily services whenever needed. Give me an opportunity to get new glasses and healthier teeth."
- Survey: 5672 "don't know"
- Survey: 5621 "Thanks to the Healthy Kids, my 2 year old daughter has a doctor. I could not afford to take her to the doctor for regular check ups before I got this plan."
- Survey: 4252 "Yes, because my children can have medical coverage."
- Survey: 4628 "a lot easy"
- Survey: 5380 "a lot easy"
- Survey: 5051 "If my child is sick, I can actually bring him in to a doctor instead of hoping his illness will just past with time."
- Survey: 5320 "It has helped my family have affordable health coverage."
- Survey: 5989 "I know I'm somewhat covered in case of an emergency."
- Survey: 5986 "I feel more assured of my health with coverage. I could not afford health insurance, so it is a blessing."
- Survey: 4192 "We can relax a little more now that we don't have to worry about not having coverage."
- Survey: 5544 "Our quality of life has increased because we are now able to receive and afford quality health care services & preventive measures. Healthy Kids & Young Adults Program is an essential asset for me."
- Survey: 6014 "Accessible and affordable medical services."
- Survey: 5642 "N/S"
- Survey: 4810 "Now my baby has doctor and good care from healthy kids program"
- Survey: 1104 "They make a difference in my life and my child life because without them I would not got Medical for my child."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 5452 "It gives me great satisfaction to know that there is a program for young adults."
- Survey: 310 "It gives us peace of mind that we can get medical and dental care whenever we need one."
- Survey: 5056 "We don't have to worry about seeing a doctor if and when we need to."
- Survey: 4881 "We can check our health when we feel sick. But when we didn't have Healthy Kids program we was not able to check whenever we were sick."
- Survey: 5079 "They make everything easier, I don't have to worry about paying too much to see a doctor."
- Survey: 5332 "I feel safe having health care."
- Survey: 5671 "Has not yet because when I attended my appointment for vision, when secretary looked me up there was no proof of I having this service. I did not know the number my service was under until I called Healthy Kids & Young Adults."
- Survey: 5908 "N/A; have not visited any medical professionals yet."
- Survey: 4117 "That I am able to continue with my medical care."
- Survey: 3440 "able to manage my kids health"
- Survey: 3228 "Good ... in school needs like physical exam we can just present the card that's it."
- Survey: 1148 "I pay small amount every year and this big chance"
- Survey: 4856 "It has been easy for me to know my child has the care and coverage he needs."
- Survey: 1955 "Given relief to parents economically & kids are more safe & healthy without any tension."
- Survey: 5005 "It hasn't changed my life this year because I did not use the health care yet. I DON'T HAVE MY Healthy Family CARD with my number on it. So its impossible to receive care without the card with the number on it."
- Survey: 6012 "better health care"
- Survey: 4543 "Can do regular check-ups with doctors and dentists."
- Survey: 2483 "Very much, because my son has a problem in his sight and should check with his eye doctor and should change his eye glass so with out healthy Kids I don't know what to do."
- Survey: 3318 "She has coverage in case of an emergency."
- Survey: 2719 "I can go to the dentist and keep my teeth nice & healthy, w/out dental insurance I couldn't do it. Thank you."
- Survey: 3247 "By providing my children coverage!"
- Survey: 2624 "yes"
- Survey: 2084 "It has made health care and concerns much less of a hassle and burden. After a car accident, Healthy Kids was able to help me through the whole process. The convenience of coverage is a definite plus."
- Survey: 1784 "affordable especially for a single parent like I am"
- Survey: 2652 "By having a peace of mind that my child have health coverage makes me glad & no worries, no hesitation on taking my child to see doctor when he is sick and young children these days get sick really easy. Thank you Healthy Kids!"
- Survey: 2356 "I don't have money to pay for Young Adults program, and I need help form my sister. Young Adult program is cheaper, and my sister just pays for me, and I just have little indebted from her."
- Survey: 3424 "Very good program."
- Survey: 3616 "Not really. They 've taken great care of our teeth."
- Survey: 2120 "I've been able to continue with the same quality of service and able to keep his same doctor. I'm really happy about his service."
- Survey: 2332 "Healthy Kids made calmness in our life."
- Survey: 2014 "Because the affordable plan, so we have money for entertainment and books."
- Survey: 1456 "Healthy Kids had made big difference in our life, we didn't have any health insurance for our daughters before. Now our daughters have a low cost health insurance and we don't have to worry about highly cost health insurance and our daughters got a health"
- Survey: 702 "It's make our lives happier, don't afraid to go see healthcare worker."
- Survey: 243 "Answer the same number 7"
- Survey: 3432 "With this low cost insurance we would be able to insure our children and getting a proper Health care for them."
- Survey: 1222 "Knowing that there is affordable healthcare for my child."
- Survey: 1877 "The program helped to be able to afford to pay for my child health insurance."
- Survey: 1028 "It makes us less stress & easier. Good to have an affordable insurance."

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 2578 “My daughter receives great healthcare without financial burden.”
- Survey: 1216 “It has kept them healthy.”
- Survey: 723 “Healthy Kids provide a very affordable health insurance program that helps ensure our children will have the best health services available.”
- Survey: 2019 “Now they can go to the doctor regular not to worry about bills and they can go to the dentist not worry about the big bills and all the prescription are covered by the program.”
- Survey: 3116 “Stability and worry free.”
- Survey: 2047 “Mely Saavedra”
- Survey: 428 “It is very helpful, affordable.”
- Survey: 468 “It allowed my family to spend the money that we used to use on insurance, to use in bettering our living environment & improving my education.”
- Survey: 2627 “I am a low income parent and I hope Healthy Kids program will always be this way if things change like I want us to pay share of cost, I don't think I can afford it.”
- Survey: 1328 “It makes a lot of difference to us and our children. It has given us benefits that we can afford.”
- Survey: 2347 “Ease of going to the doctor when children are sick (no fear of huge bill we will have a hard time paying off)”
- Survey: 3722 “Healthy Kids & Young Adults program has helped to make right decision, doctors want to help and try their best to make life more easier.”
- Survey: 2728 “We couldn't afford a regular health insurance. Healthy Kids made a big difference in our life. Now I'm assured that my kid is covered it anything that happens to her.”
- Survey: 1854 “It made a difference because I can afford it. My child is able to get the proper medical attention she deserves.”
- Survey: 3013 “Affordable healthcare!”
- Survey: 2407 “No worries when child gets sick because Healthy Kids is there to ensure the medical/financial care.”
- Survey: 2391 “Big difference. Before I'm paying big, now, I got big discount.”
- Survey: 2951 “Affordable health care, peace of mind knowing they are covered if care is needed.”
- Survey: 631 “Healthy Kids & Young Adults program make a difference.”
- Survey: 1741 “I'm very appreciated for Healthy Kids program. It makes a big difference in my life.”
- Survey: 2775 “Low cost makes my life easier to live.”
- Survey: 1739 “Affordable my child can see the doctor when needed with low cost.”
- Survey: 3261 “It really helps us a lot because by paying a low premium my kids are enjoying the benefits of this medical. We don't have to worry about my kid medical and dental and vision bills. Thank you very much.”
- Survey: 3729 “Easy access to medical care”
- Survey: 1278 “It makes easier for us because it's affordable for us and it covers all our health benefits and it always update us on all information about Healthy Kids & Young Adults program.”
- Survey: 2300 “”
- Survey: 3021 “Peace of mind that my kids are covered in a health plan. My children know they have a doctor.”
- Survey: 2157 “it was our only option in time of need to take care of our daughter”
- Survey: 3673 “It's affordable. I don't have to worry about coverage.”
- Survey: 3359 “Help us very much. We like a lot. Thank you!”
- Survey: 2434 “without it I would have no insurance”
- Survey: 3193 “When I delivered my second baby, it was at UCSF. It was the most fabulous experience. I wanted my children to be taken care of by the same set of professionals. Healthy Kids made it possible.”
- Survey: 471 “Yes. The program covers the medical & dental needs of my kid. The program is affordable and offers the best services.”
- Survey: 2637 “A lot help to our family.”
- Survey: 3075 “The children feel secure in terms of health condition especially when they feel something and they have something to look forward to.”
- Survey: 2408 “It makes me more comfortable in my child life.”
- Survey: 1959 “Since my daughter got Healthy Kids I am no longer concerned about health problems, because she has assistance.”
- Survey: 524 “Healthy Kids help to save a lot of money that some money help parent to make tour for children.”

## HK&YA has made a difference in my life or the life of my kids because...continued

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- Survey: 1702 “My kid has a health insurance, which is very important. We couldn't afford if has to pay regular amount.”
- Survey: 2753 “Healthy Kids is a big help for us, especially to those people who have only pay a minimum wage, they cannot afford to get an insurance. Healthy Kids is the answer. I was thankful to being a member of Healthy Kids.”
- Survey: 3533 “Without health insurance all cost would be out of pocket, Healthy Kids is affordable, unlike Kaiser, and other Hospital/insurance companies.”
- Survey: 2550 “Yes, with Healthy Kids coverage I was able to take my youngest son to see a dentist for the first time.”
- Survey: 2935 “”
- Survey: 1879 “It made a big difference in our finance and it is very easy to join with many helpful assistance. Thank you very much!”
- Survey: 834 “Before my kids don't have insurance, I am always praying that they will not get sick, I am worried about their health. After Healthy Kids few years ago, and after they have used it in SFGH, it made my family feel CONFIDANT and SECURE that our CHILDREN are”
- Survey: 3169 “It is affordable and my kids go for regular check ups. Since my youngest son is asthmatic, I have no problems of taking him to the doctor.”
- Survey: 1608 “No worry about our kids without health insurance. No pressure on high premium.”
- Survey: 2882 “By just having a health plan for my son.”

## I was not easy to enroll in the HK&YA program because...

### **Responses from Chinese surveys:**

Survey: 4034 "A lot of paperwork."  
Survey: 1670 "my renewal application not approve yet."

### **Responses from Spanish surveys:**

Survey: 5300 "One of the organization in front of Hoover School was opened for the public only once a week."  
Survey: 1865 "Procedure took too long."

### **Responses from English surveys:**

Survey: 5180 "My questions were not answered to my satisfaction."  
Survey: 5305 "It was sent in the mail."  
Survey: 5925 "Because I think you have to be eligible to apply."  
Survey: 4131 "There is too much paperwork."  
Survey: 468 "I still have not received my application. Please send it to me!!!"

## I am not happy with the visit to my doctor because...

### **Responses from Chinese surveys:**

Survey: 6129 "They didn't give me detailed explanation about my health problem."  
Survey: 2003 "the doctor's explanation is not very clear."  
Survey: 74 "During the doctor visit, we had to wait a long time."  
Survey: 457 "the wait time is too long."  
Survey: 1658 "I was always redirected to other numbers everytime I call about more information on body checkups. I cant find a doctor. Hence, after the application renewal I haven't use the service yet."  
Survey: 3372 "Some of the services are not cover by this plan."  
Survey: 2184 "every hospital required me to go through my family doctor first befoe I can see other doctors."

### **Responses from Spanish surveys:**

Survey: 2328 "I wasn't able to get an appointment."  
Survey: 4585 "They take too long to see the patients, 2 to 3 hours for each visit."  
Survey: 4391 "The doctor assigned to her didn't attend to her."  
Survey: 4657 "They take too long to attent to us and we don't speak English."  
Survey: 3972 "Because the medicine is not effective and is all the same."  
Survey: 4710 "They didn't attend to us well, and showed prejudice."  
Survey: 4656 "Because they make you arrive earlier for the appointment, and make you wait up to 3 or 5 hours."

### **Responses from English surveys:**

Survey: 5086 "THEY DON'T WASH THEIR HANDS. There was surrounding cigarette smell and smoke because the windows were open. It's very important to avoid smoke because my child has asthma."  
Survey: 4883 "Long waits to be seen, no advice nurses, seen by different physicians."  
Survey: 5958 "I was told that the facility wasn't taking any more patients."  
Survey: 5364 "Medical too crowded."  
Survey: 5679 "Since Feb, I still have not received the medical card. Several times I called to require, but no card has been received. I can't be asking for any service."  
Survey: 4595 "But the doctor sometimes is mean & not very accommodating."  
Survey: 5622 "I didn't have time to do it."  
Survey: 5621 "Doctors were too busy, didn't give me their full attention. I might switch the clinic."  
Survey: 3247 "Have to wait approx. 2 hours for our appt. to be seen / the specialist never called us back."  
Survey: 2047 "We have to wait for more than an hour even when we have appointment."

Survey: 3193 “G.I Specialist office was very unprofessional. Didn't bother with previous medical history.”

## I am not happy with the visit to my dentist because...

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### Responses from Chinese surveys:

Survey: 5641 “The dentist I want does not accept Healthy Family; therefore I have to see other dentist.”  
Survey: 5715 “The dentist wasn't very professional. And he was almost an hour late for the appointment.”  
Survey: 3372 “I had to pay for cavity filling out of my own pocket.”  
Survey: 142 “They are not doing a good job for my daughter”  
Survey: 2703 “didn't receive the dental card yet.”

### Responses from Spanish surveys:

Survey: 576 “My son's request to extract his wisdom teeth (pain) took 8 months. Plus, they sent him to Oakland and the appointment was schedule for 3 moths later, and in the end they charged me \$1,200.”  
Survey: 5300 “The dentist at Delta Dental do not do tooth extractions.”  
Survey: 1138 “Because my son started crying and the dentist didn't want to work on him because he wouldn't let her.”  
Survey: 4912 “I want to get my fron teeth done because they are separated and I look very ugly.”

### Responses from English surveys:

Survey: 4922 “Very difficult to reach available dentists! Limited.”  
Survey: 4944 “Dr. Cai was satisfactory. The dentist I went to, Dr. Peter Liv\_, was hard to communicate & in my opinion unprofessional. Charged me add'l \$200 for an unexpected 4th root canal.”  
Survey: 4352 “Dental options, when needed, were poor. Private practice dentists were poor choices, we finally chose UCSF because my sister works there. We were able to locate a competent resident.”  
Survey: 5679 “See above - no medical card”  
Survey: 6230 “Dentist spoke Russian to me and injured my gums when taking x-rays”  
Survey: 2728 “She mainly went to see the dentists for stains on teeth. Not totally cleaned.”  
Survey: 3021 “Limited dental options. Dental services available are lower quality than other offices.”

## I am not happy with the visit to my eye doctor because...

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### Responses from Chinese surveys:

Survey: 1658 “I tried calling my eye doctor, but no one pick up. I still don't have an eye doctor now.”  
Survey: 3372 “I had to pay for glasses out of my own pocket.”  
Survey: 3314 “We thought we can just got to North East Medical Center for an optometrist but it turns out that we have to go to other offices.”  
Survey: 206 “It took more than 3 months to get an appointment with my optometrist.”

### Responses from Spanish surveys:

Survey: 4032 “I don't have the vision's card. It seems that vision is not under coverage.”  
Survey: 3527 “I haven't had the opportunity.”

### Responses from English surveys:

Survey: 2624 “don't need it”

## Language was a problem when I went to the doctor because...

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### Responses from Chinese surveys:

Survey: 5686 “(in ER Speak English)”  
Survey: 2003 “sometimes, it's ok.”  
Survey: 1692 “It's not a problem.”  
Survey: 155 “there was some language barrier problems.”  
Survey: 987 “sometimes the doctor doesn't provide me with a chinese translator.”

### Responses from Spanish surveys:

Survey: 4657 “Yes, because we can not explain our physical condition.”  
Survey: 3131 “More or less. Not a problem.”  
Survey: 4410 “No because I asked for an interpreter.”  
Survey: 5850 “My dentist doesn't speak my language, but she performs an excellent job, therefore it's not a problem.”  
Survey: 4227 “Not really.”  
Survey: 2676 “no”  
Survey: 4382 “Yes, because our English is not good yet.”

### Responses from English surveys:

Survey: 5364 “Language no problem. But mostly offices (doctors) busy.”  
Survey: 2483 “It's not a problem”  
Survey: 2624 “no”  
Survey: 1784 “N/A”  
Survey: 3424 “I can speak English.”  
Survey: 2332 “The clinic gave me interpreter.”  
Survey: 702 “It hasn't been a problem.”  
Survey: 243 “They speak Chinese.”  
Survey: 1028 “no”  
Survey: 1814 “But I have no problem because me child helped me to speak with the doctor”  
Survey: 2019 “These no problem, I can speak English and all the people there are nice and friendly.”  
Survey: 2047 “but this is no problem”  
Survey: 1328 “not a problem because we can speak and understand English.”  
Survey: 3722 “There has not been a problem, I can speak English, so it was good practice for me.”  
Survey: 2407 “no problem”  
Survey: 3261 “It's not a problem because we can communicate in English.”  
Survey: 1278 “No, it's not been a problem with us I can understand and speak English.”  
Survey: 471 “not a problem at all”  
Survey: 1959 “We can speak English.”  
Survey: 524 “No problem”  
Survey: 1702 “No (English)”

## I called SFHP for assistance but it was not satisfactory because...

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### Responses from Chinese surveys:

Survey: 5686 “My other child still has problem (s). E.q. Not receive the card from you & I need to help he/she reapply again.”  
Survey: 5414 “They were no so nice to explain my questions.”  
Survey: 2003 “I've been trying to find the answer to some question, no luck still.”

Survey: 762 “sometimes there is, sometimes there isn't”

Survey: 1658 “I can't communicate with anyone. No one speak chinese.”

Survey: 1893 “I've made several calls to the SF Health Plan office in the past to make a correction to my last name. It still hasn't been processed. Please change my last name from Tse to Tsz.”

### **Responses from Spanish surveys:**

Survey: 5300 “The staff doesn't know how to solve problems, and is not well informed.”

Survey: 5785 “I was told that my son is not included in the vision program.”

### **Responses from English surveys:**

Survey: 5180 “I asked questions, but some answers weren't to my satisfaction.”

Survey: 5679 “I still have not received my medical card after several inquiries since Feb 05.”

Survey: 5681 “I felt some reps did not understand my problem - one person kept yelling at me to be quiet, but I was interrupting because they did not understand what I needed.

Survey: 4450 “Affordable & knows our needs”

Survey: 5972 “The first time I called to change my doctor somebody told me to find the license # first before I called, then after 2 different persons helped me and she's really nice.

Survey: 5989 “I could never get a hold of any one.”

Survey: 5005 “Because I have not yet received my card yet. It's been over 3 months. I paid my money for a year. I have not seen my card yet.”