

COMMUNITY SOLUTIONS TO IMPROVE EMPLOYED IMMIGRANT HEALTH INITIATIVE

Questions for Latino Focus Groups

Objective

The primary purpose of the focus groups is to understand the health and health care needs and preferences of employed Latino immigrants. In order to do this, we will be asking individuals for open-ended descriptions of experiences they have had when seeking information about health or social services, trying to access health care services or obtain health insurance coverage. We will also be asking individuals to describe their overall understanding of the local health care system including, but not limited to, concepts such as Medicaid, insurance premiums, co-payments and deductibles.

Warm-Up / Demographics *[To establish rapport and get an idea of focus group participants' backgrounds and work settings.]*

1. What is your country of origin?
2. How many family members live with you?
3. How long have you been living in the US?
4. Do you have a job and where?

Questions Regarding Access to Information and Resources *[To understand participants' experiences related to obtaining health and health care information and resources (e.g., experiences finding out about the types of available community resources; experiences finding out about locations of services; experiences finding out about benefits available)].*

5. How comfortable do you feel looking for health care [and other services]? Do you know where to go?
6. Do you know what is available to you and your family in terms of health care and other benefits?

Questions Regarding Access to Health Care Services *[To understand participants' experiences related to obtaining health care prevention and treatment services.]*

7. What do you usually do when you get sick?
 - a. Where do you go to get help?
 - b. Who do you usually see?
 - c. How do you pay for it?
8. Since you were hired at your present job (during the last year if working at same employment longer), how many times have you or members of your family visited the doctor or looked for health care services? Why? (PROBE: sick, preventive care, or prenatal care)
9. In 2007, how many times have you or members of your family visited the doctor or looked for health care services? Why? (PROBE: sick, preventive care, or prenatal care)

10. During the last year, how many days have you missed work because you were sick? (PROBE: Do you go to work sick because you have no sick day benefits? If yes, why do you feel you need to do that?)
11. What do you do when you get injured at work? What do you know about workers-comp?

Questions Regarding Access to Health Insurance Coverage *[To understand participants' knowledge and experiences related to obtaining and using health insurance benefits.]*

12. Has your present employer offered you health insurance?
 - a. Have you accepted, why?
 - b. Did you decline health insurance offered to you by your employer? Why?
(Do you know of anyone that decline health insurance offered to them at their job? If yes, why do they decline?)
(Is it too expensive for the benefits you receive?)
 - c. Do you know of other employees in your job who receive insurance benefits?
13. Did anyone help you with the paperwork when you apply for health insurance and other benefits?
 - a. at your job
 - b. at the hospital
 - c. other organizations/agencies
14. Do you know how to use insurance benefits?
 - a. Has anyone explained to you the benefits and how to use them?
 - b. Has anyone explained premiums, co-pays, deductibles and other expenses you may be required to pay under the health insurance benefits?
 - c. If yes, have they been explain in Spanish?
15. What have been the difficulties/challenges of using the health insurance your employer has provided to you?
16. Are you familiar with Medicaid? Are your children eligible for and enrolled in Medicaid or HealthyStart?
 - a. Do your children receive services through CareSource?
 - b. Do your children receive services through Molina?
 - c. Do your children receive services through Buckeye Health Plan?
17. Is there anything your employer can do to help you and your family access health care and other information about benefits?
18. Is there anything else about your health care experience in the US that you would like to add?