

*This is a preliminary summary of themes based on focus groups and interviews conducted with Iowa mothers of infants and toddlers in July and August of 2019.*

### PROVIDER ISSUES

- Parent concerns not taken seriously
- Not explaining what is happening with their child
- Did not accept insurance
- Judgement

### INSURANCE ISSUES

- Lack of insurance
- Coverage issues
  - Difficulty figuring out what is covered
  - Needed care/services not covered
- MCO/Medicaid issues
  - Poor coordination between private insurance and Medicaid on coverage
  - Communication problems with MCOs
- Gaps in coverage due to insurance changes causes well-child visit delay

### ACCESS ISSUES

- Age requirements for specific care/services
- Lack of quality providers
- Paying for needed care/services/prescriptions
- Insurance coverage denied due to citizenship status
- Not knowing resources/services exist
- Times of education/support groups
- No longer qualifying for previously accessed services
  - WIC lactation consultant

## SERVICES NEEDED OR DESIRED

- On-going support after pregnancy
- Breastfeeding support
  - Education before and continuing support after delivery
- Non-Emergency Medical Transportation (NEMT)
- More childcare options
- Increased awareness/advertisement of available programs and resources
- Additional educational resources
- Additional financial resources
- More OB/GYN providers
- Improved referral networks for family support programs
- Summer programs for preschoolers with ASD
- Healthier food options at food pantries
- Affordable electronic breast pumps
- Interpreter services

## HEALTH ISSUES

- Autism
- Breastfeeding difficulties
- Co-sleeping
- Neglect
- Food insecurity
- Community violence
- Broken bones
- Skin problems
- Speech issues
- Behavior problems
- RSV
- Vaccination
- Premature birth
- SIDS