

Apple Health

CAHPS® 5.0H

Adult Medicaid

Comagine
Health

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This report was prepared under a subcontract with Comagine Health under contract K3866 with the Washington State Health Care Authority to conduct External Quality Review and Quality Improvement Activities. As Washington's Medicaid External Quality Review Organization (EQRO), Comagine Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs.



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Using This Report

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues. The survey instrument consists of forty-five questions addressing areas such as getting care quickly, how well doctors communicate and global ratings. A set of questions collecting demographic data and additional supplemental items completes the survey.

This report summarizes the findings of the CAHPS® 5.0H Adult survey conducted by the Apple Health plans during the spring of 2020. It is designed to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with 'Usually' or 'Always'. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate and customer service.

The HEDIS-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. These reports:

1. Identify strengths and weaknesses in plans' quality of care and services.
2. Demonstrate where resources are needed to improve weaknesses.
3. Show the effects of plan efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. Correlations with overall health plan satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

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Methodology and Definitions

The survey drew, as potential respondents, the members 18 years old and older who were enrolled in Washington Apple Health. In 2020, the plans that participated are: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC). All survey participants included managed care enrollees from Apple Health Managed Care (AHMC), Apple Health Integrated Managed Care (AH-IMC) and Apple Health Foster Care (AH-IFC) programs.

The survey was administered over a 10-week period and five different health plans participated. Of the five participating plans, one used a mixed-mode (mail and telephone) protocol with a pre-approved Internet enhancement, two used a pre-approved enhanced mail only-mode protocol and two used a pre-approved enhanced mixed-mode protocol based on NCQA HEDIS® guidelines. The five-wave mail-only protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing, a second reminder postcard and a third survey mailing to non-respondents. The four-wave mixed-mode protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents with a valid telephone number. For the plan that used the Internet enhancement, respondents also had the option to complete the survey on the Internet. One of the five plans opted for an English only protocol, whereas the remaining four plans made the survey available English or Spanish.

Sampling Frame

A random sample of 8,775 cases was drawn of adult members from across the five participating health plans. Survey participants included managed care enrollees from Apple Health Managed Care (AHMC), Apple Health Integrated Managed Care (AH-IMC) and Apple Health Foster Care (AH-IFC) programs. Each plan drew an initial sample consisting of 1,350 cases from eligible adult enrollees. The oversample percentages for the plans ranged from 0% to 60%. To be eligible, adults had to be 18 years or older and had to be continuously enrolled for at least six months as of December 31, 2019, with no more than one enrollment gap of 45 days or less. Detailed information regarding sampling protocols and methods can be found in *HEDIS® 2020 Volume 3* and the *HEDIS® 2020 Quality Assurance Plan*.

Selection of Cases for Analysis and Response Rate

NCQA protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least three of the five key questions. Complete interviews were obtained from 1,115 members enrolled in Apple Health. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 12.8%. Detailed information regarding protocols and methods can be found in *HEDIS® 2020 Volume 3* and the *HEDIS® 2020 Quality Assurance Plan*.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Adult Survey. The core questions in the survey were developed and tested nationally for use in assessing the performance of health plans.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did you get care as soon as you needed?" is considered an achievement, and responses of '8', '9', or '10' to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question*

section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Top Box Method

For questions with response options 'Never,' 'Sometimes,' 'Usually,' and 'Always', alternate achievement scores are also calculated using only the response option 'Always' (instead of both 'Usually' and 'Always') as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Top Box scores are displayed in the *Executive Summary* section and as hollow bars in the *Graphs* section of the report.

Composites

Four composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q9. Usually or always easy to get care, tests, or treatment you needed
- Q20. Usually or always got an appointment to see a specialist as soon as you needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as you needed
- Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

How Well Doctors Communicate

- Q12. Personal doctor usually or always explained things in way that was easy to understand
- Q13. Personal doctor usually or always listened carefully to you
- Q14. Personal doctor usually or always showed respect for what you had to say
- Q15. Personal doctor usually or always spent enough time with you

Customer Service

- Q24. Health plan's customer service usually or always gave needed information or help
- Q25. Health plan's customer service staff usually or always treated you with courtesy and respect

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases as well. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the health plan, correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Comparisons

In this report, the Apple Health results are compared to Apple Health overall results, with statistical significance testing. The Apple Health overall results represent the combined scores of the five participating health plans.

Statistical Significance Testing

Significance testing is a way to measure the probability that two different measures of a population represent a true difference or are the result of chance. When comparing two random samples from a population, as we do between health plans or within a health plan over time, for example, we often want to know if there is any meaningful change. If there is a difference, then we evaluate if it is simply by chance, or if it is a true difference using statistical significance tests. When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance.

Throughout this report, statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant, and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater and there was variation in the tested groups.

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of the Adult Survey conducted by Apple Health in the spring of 2019. Attempts were made to survey 8,775 Apple Health member households by mail, Internet and telephone using a standardized survey procedure and questionnaire. Complete interviews were obtained from 1,115 selected respondents.

Both the survey procedure and the questionnaire were developed jointly by the Agency for Healthcare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2020 Volume 3* and the *HEDIS® 2020 Quality Assurance Plan*.

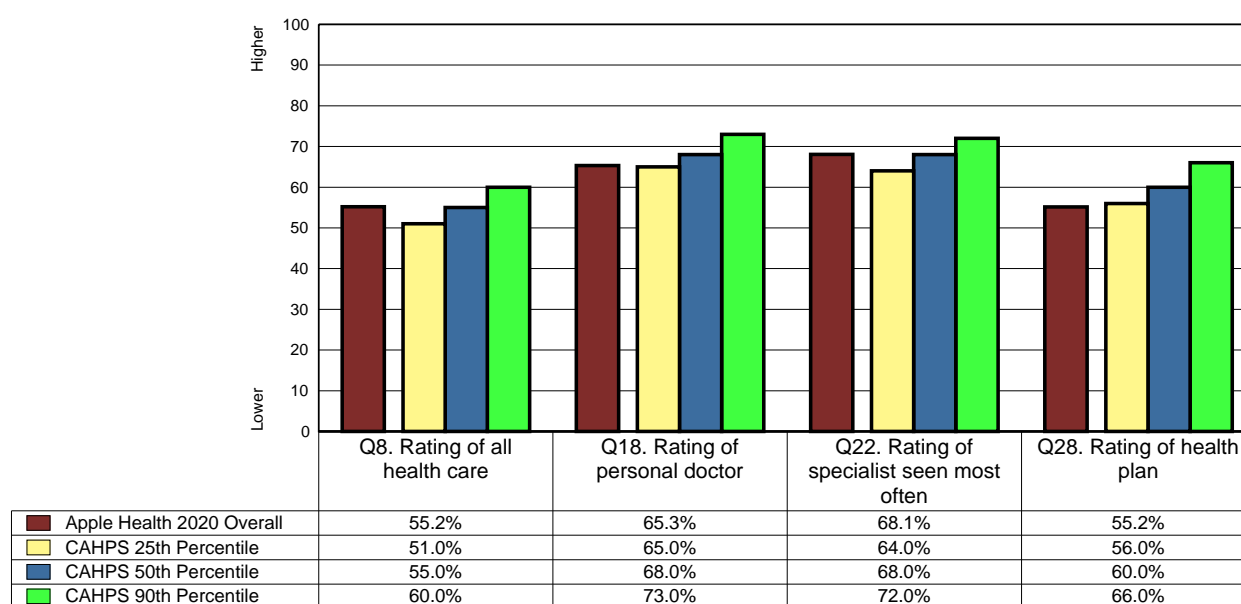
SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the following tables, ratings of 9 or 10 are considered top box achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The 2020 Apple Health top box ratings scores are presented in the following chart.

The 2019 CAHPS® Database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. The adult CAHPS scores were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2019 adult comparative database includes 43,588 respondents from 131 adult Medicaid sample submissions.

The combination of all five Apple Health plans is presented as Apple Health.

Overall Rating Questions



SUMMARY OF COMPOSITES

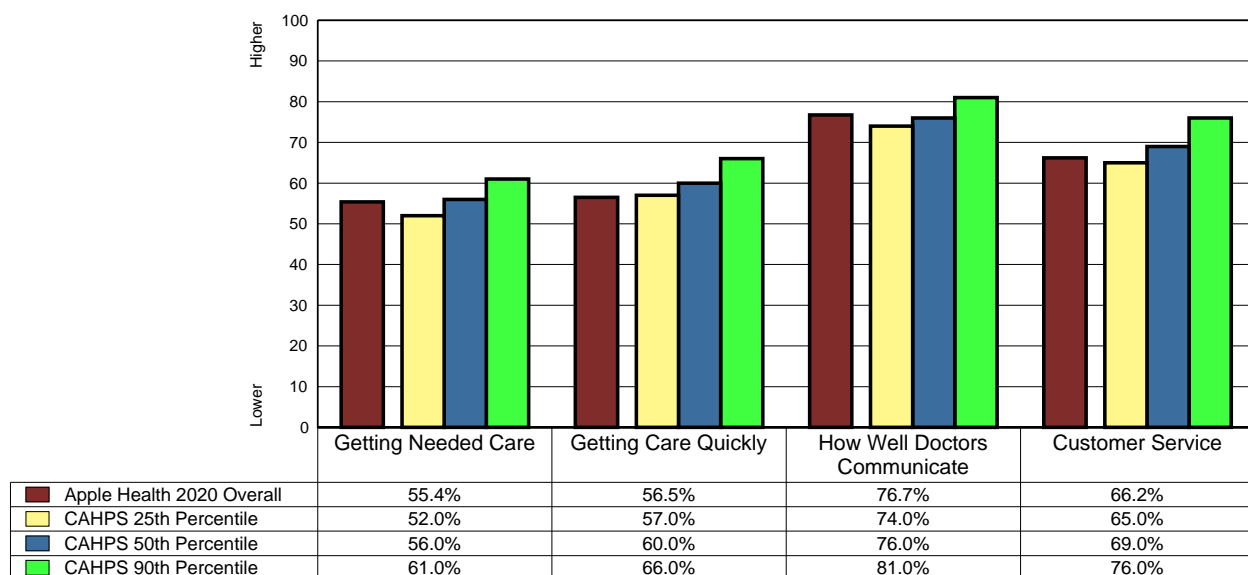
For each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service a composite score is calculated. The composite scores are intended to give a summary assessment of how the services under Apple Health performed across the domain.

The 2020 Apple Health adult top box composite scores are presented in the following tables. In these tables, proportions of the most positive response are reported as achievement scores. For all the composites, responses of 'Always' are considered achievements.

The 2019 CAHPS® Database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data.

The combination of all five Apple Health plans is presented as Apple Health.

Standard Composites

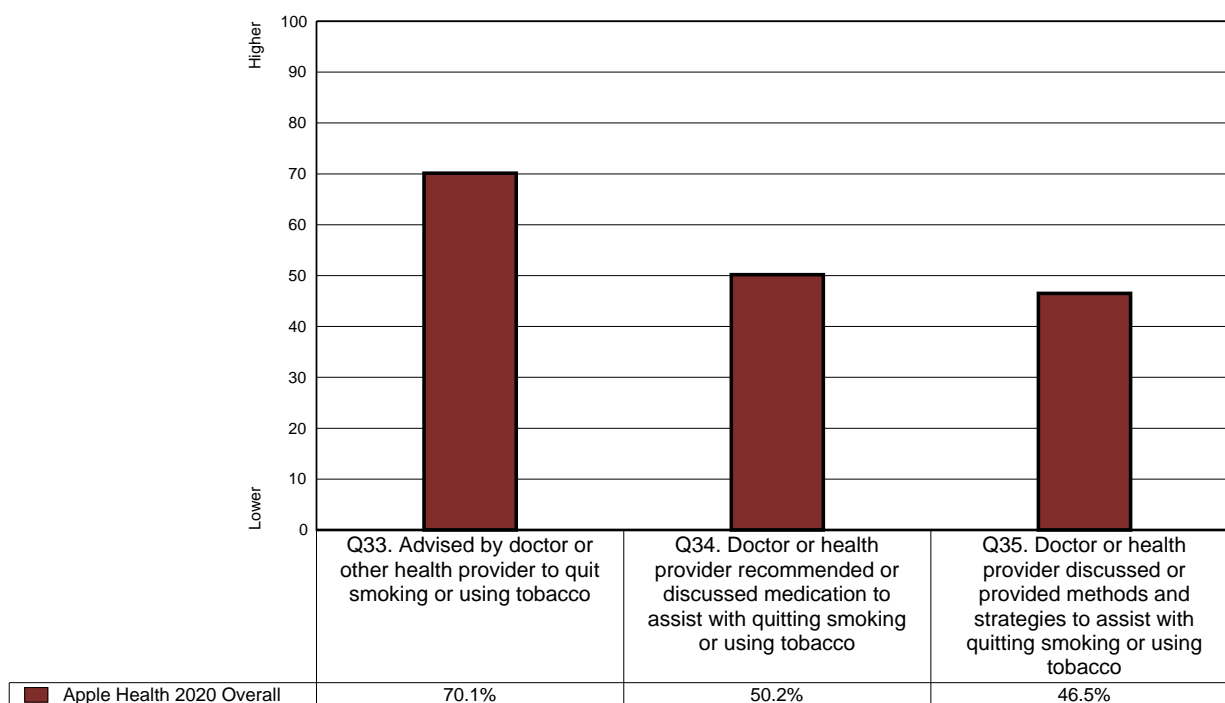


SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Effectiveness of Care Measures are presented below. The Medical Assistance with Smoking and Tobacco Use Cessation typically use a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, this measure is presented as single-year score, rather than rolling average.

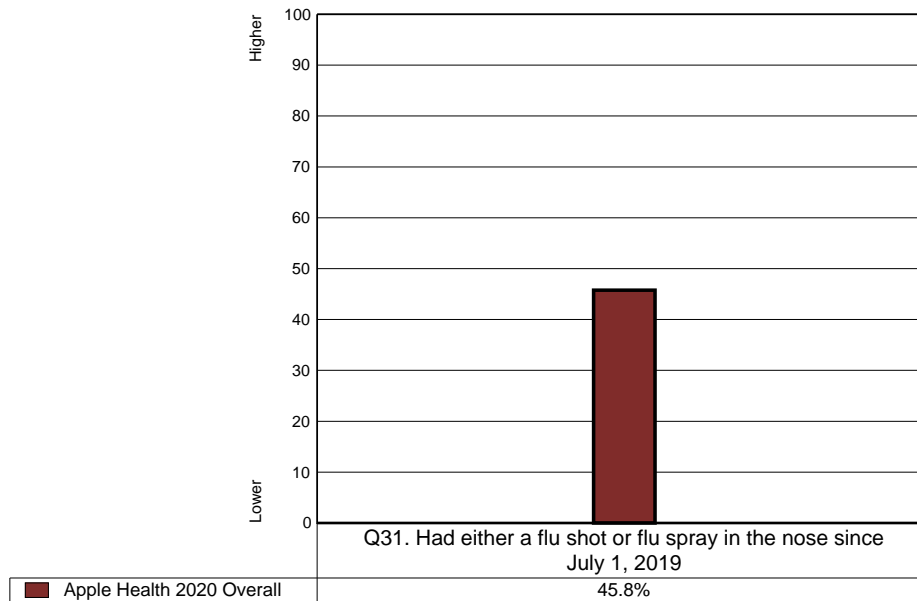
The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.

Medical Assistance with Smoking and Tobacco Use Cessation (MSC)



The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.

Flu Shot for Adults Ages 18-64 (FSA)



Key Strengths and Opportunities for Improvement

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health plans members' satisfaction with the health plan along with their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Note that the global rating questions for personal doctor, specialists, and overall health care have been excluded from this analysis. By their nature, global ratings tend to be more highly correlated with overall satisfaction with a health plan, and are typically not specific enough to provide clear pathways to action for improvement.

Key Strengths

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q14. Personal doctor usually or always showed respect for what you had to say	96.3	0.30
Q25. Health plan's customer service staff usually or always treated you with courtesy and respect	93.4	0.28
Q13. Personal doctor usually or always listened carefully to you	92.5	0.29
Q12. Personal doctor usually or always explained things in way that was easy to understand	92.3	0.33
Q15. Personal doctor usually or always spent enough time with you	91.0	0.34

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed	77.2	0.19
Q20. Usually or always got an appointment to see a specialist as soon as you needed	79.0	0.32
Q24. Health plan's customer service usually or always gave needed information or help	81.3	0.37
Q4. Usually or always got urgent care as soon as you needed	83.4	0.23
Q9. Usually or always easy to get care, tests, or treatment you needed	85.1	0.41

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the health plan's achievement scores and their correlation with overall plan satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall health plan satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall health plan satisfaction. For example, if one composite is more highly correlated with overall health plan satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the health plan.

Overall satisfaction with the Apple Health participating plans' services is based on Q28, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

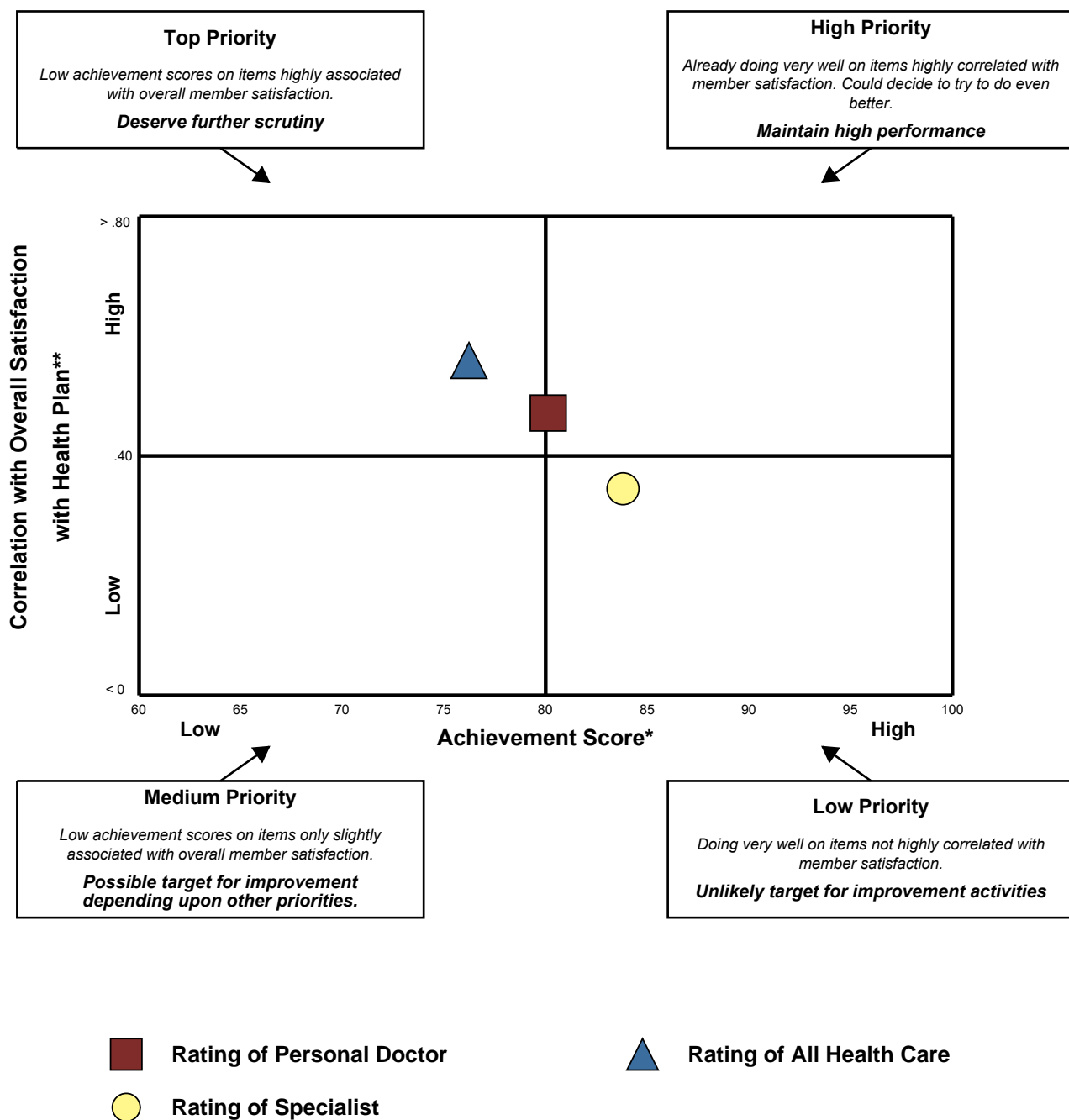
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with health plan satisfaction; coefficients less than .4 are considered lower correlations with plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

Association with Overall Satisfaction**	High	Top Priority <i>Low achievement scores on items highly associated with overall member satisfaction.</i> Deserve further scrutiny	High Priority <i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i> Maintain high performance
	Low	Medium Priority <i>Low achievement scores on items only slightly associated with overall member satisfaction.</i> Possible target for improvement depending upon other priorities.	Low Priority <i>Doing very well on items not highly correlated with member satisfaction.</i> Unlikely target for improvement activities
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings

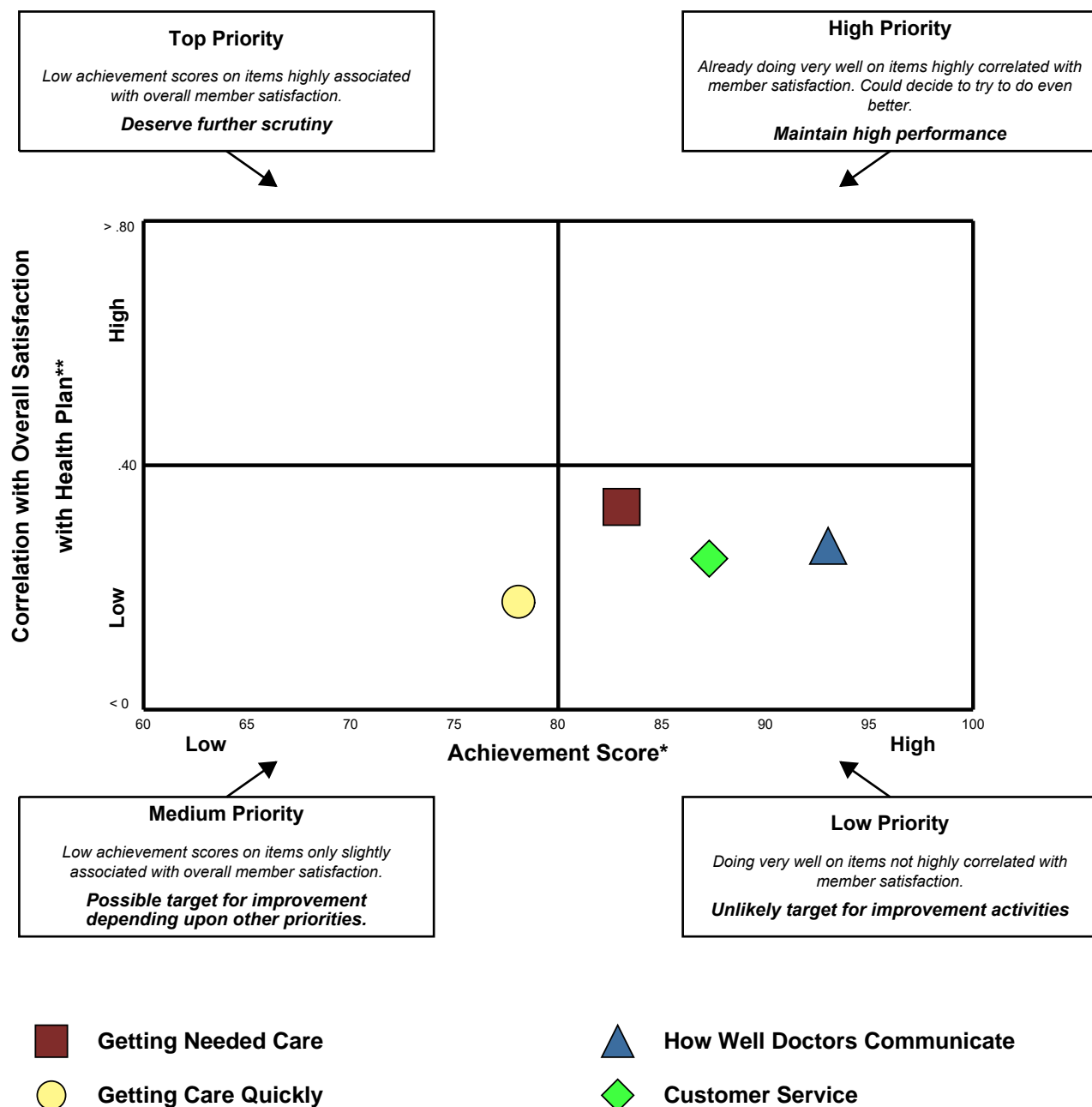


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

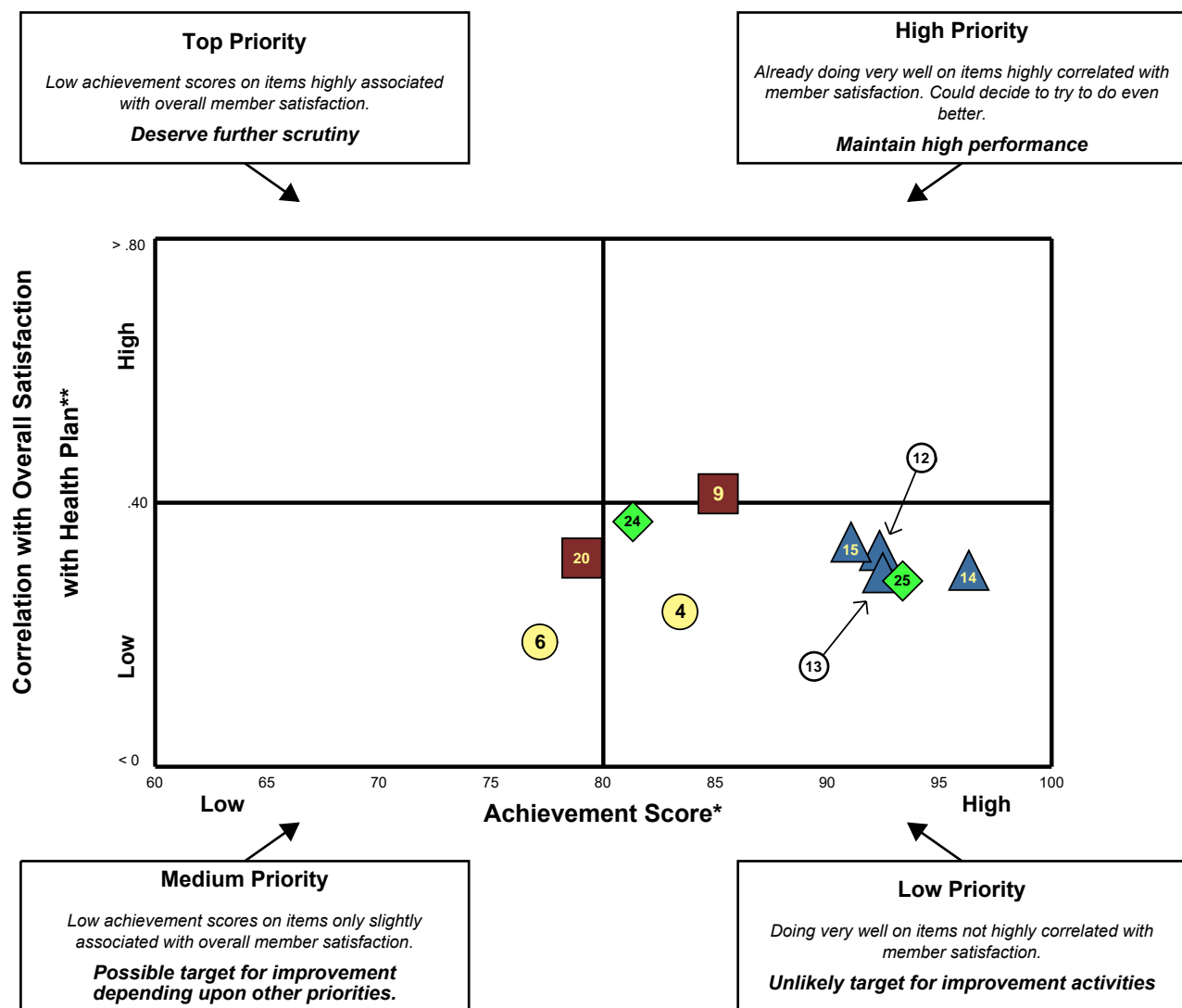


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

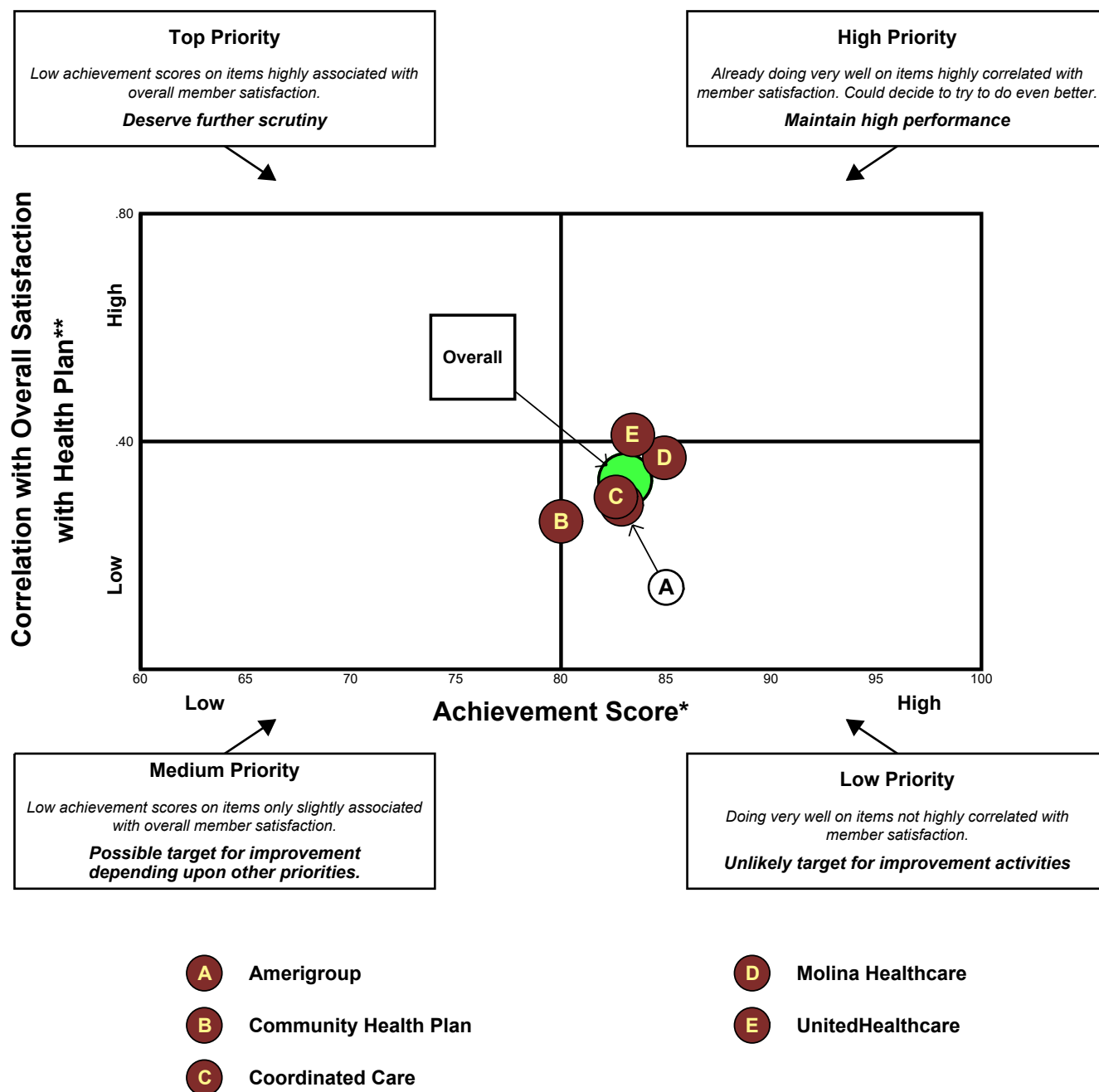


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Needed Care

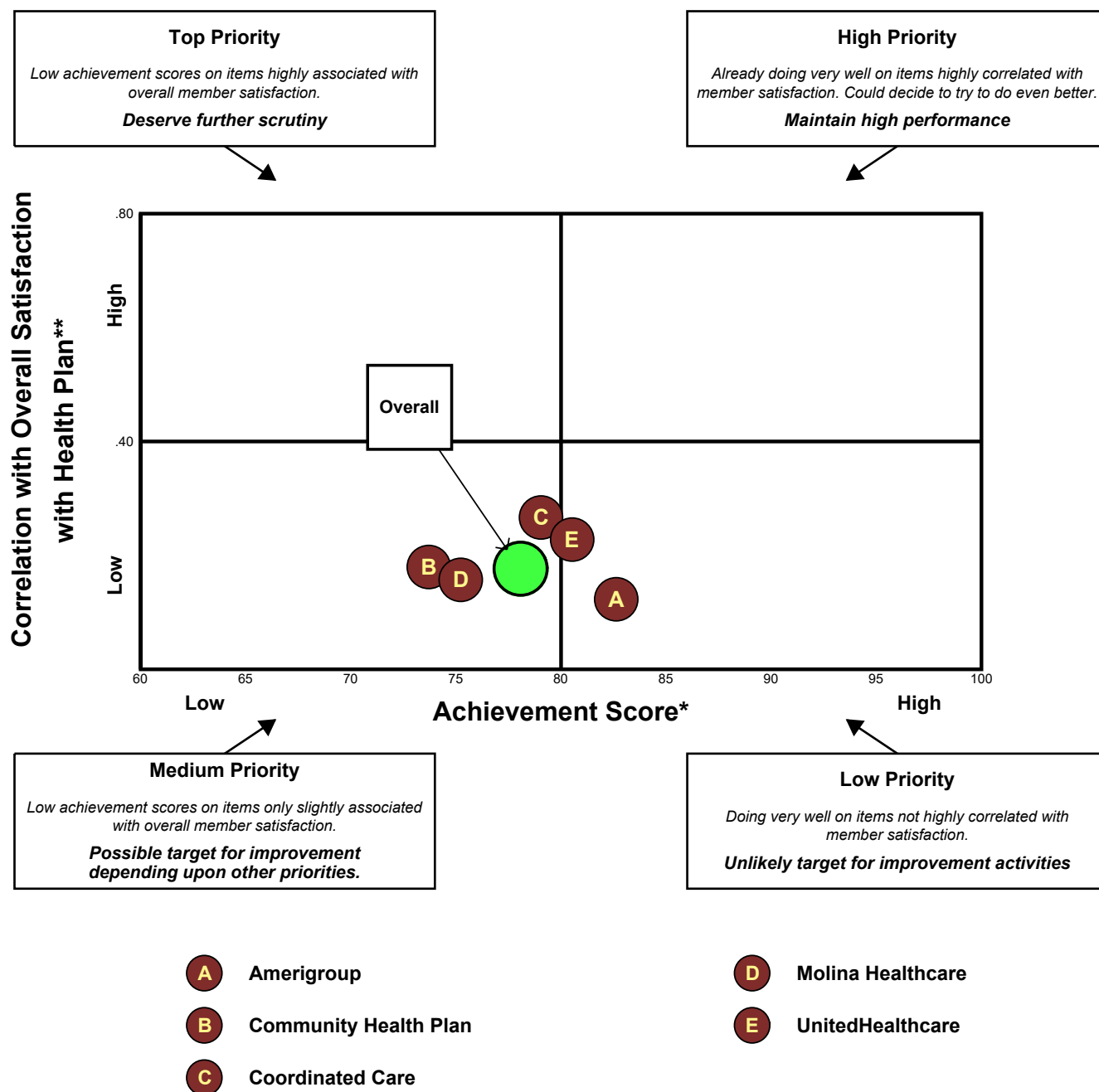


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Care Quickly

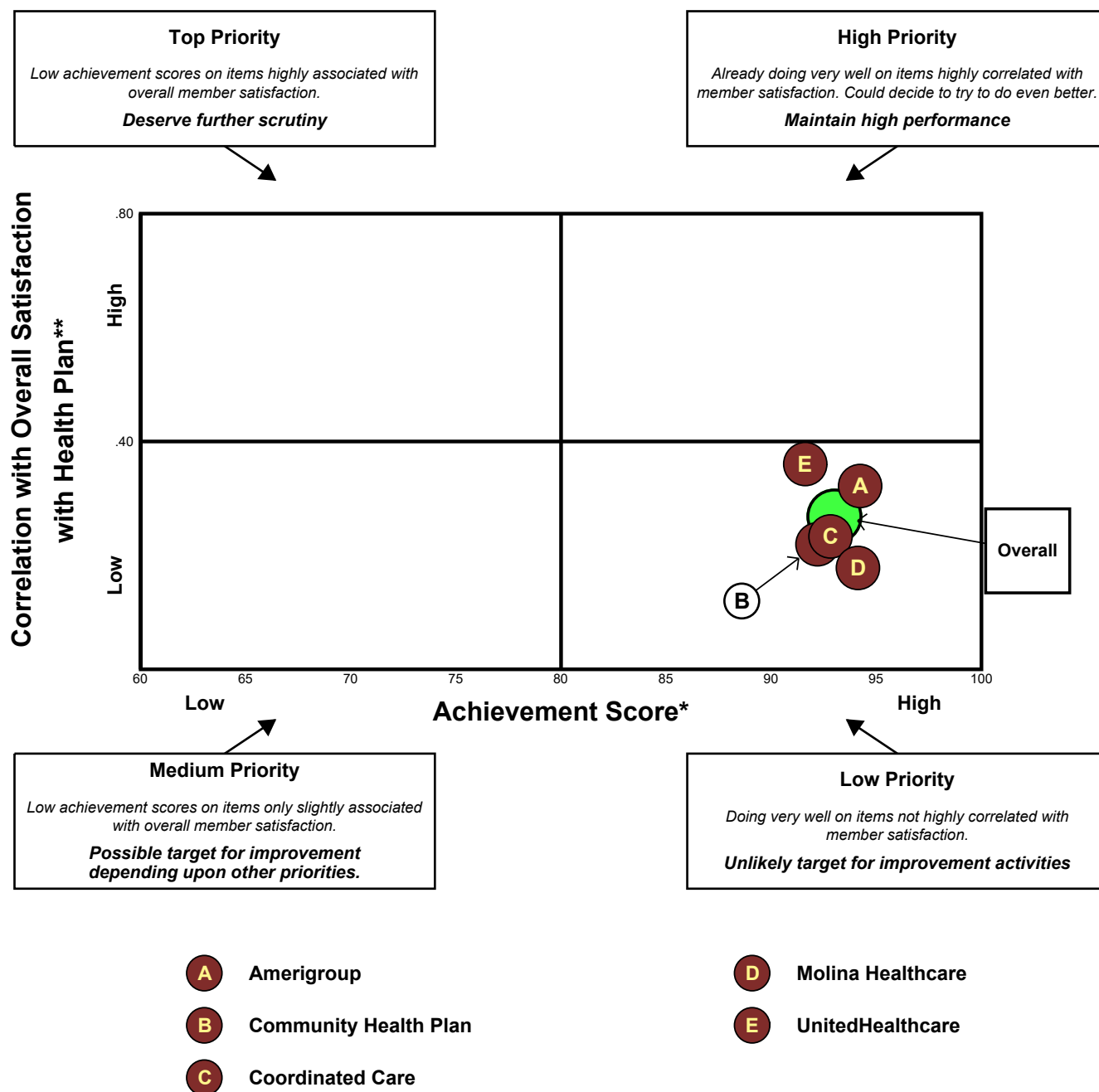


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .40 or higher.

Priority Matrix - Standard Composites

How Well Doctors Communicate

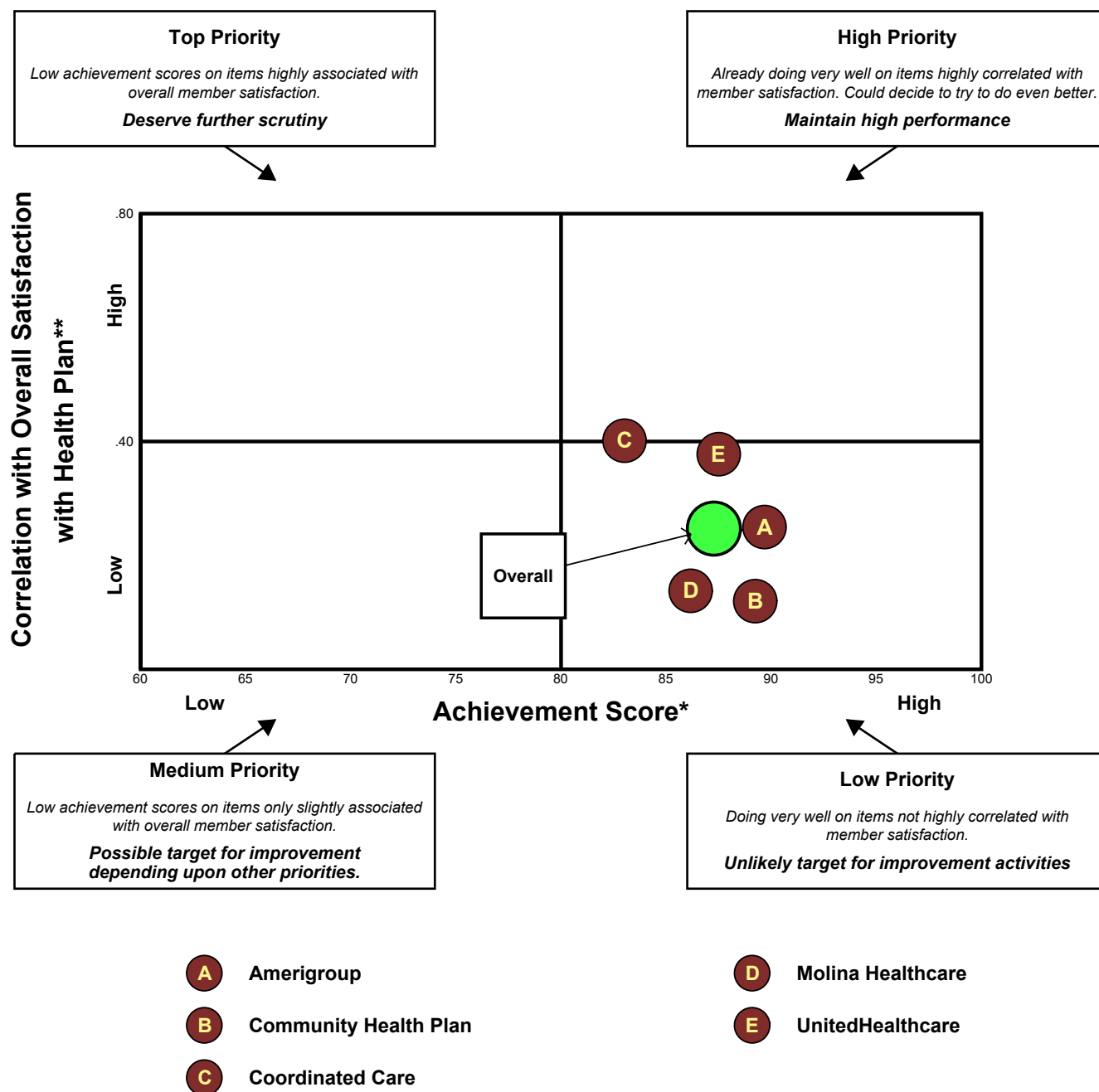


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Customer Service



* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the health plan is based on Q28, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Apple Health overall achievement score, and the correlation with overall satisfaction with the services under Apple Health. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. Correlation coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q8. Rating of all health care	76.2	0.56
Q18. Rating of personal doctor	80.1	0.47
HCA_6. Rating of all treatment or counseling	61.3	0.44
Q9. Usually or always easy to get care, tests, or treatment you needed	85.1	0.41
Q24. Health plan's customer service usually or always gave needed information or help	81.3	0.37
Q22. Rating of specialist seen most often	83.8	0.35
Q15. Personal doctor usually or always spent enough time with you	91.0	0.34
Q17. Personal doctor usually or always seemed informed and up-to-date about the care from other doctors	83.5	0.33
Q12. Personal doctor usually or always explained things in way that was easy to understand	92.3	0.33
Q20. Usually or always got an appointment to see a specialist as soon as you needed	79.0	0.32

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Ratings

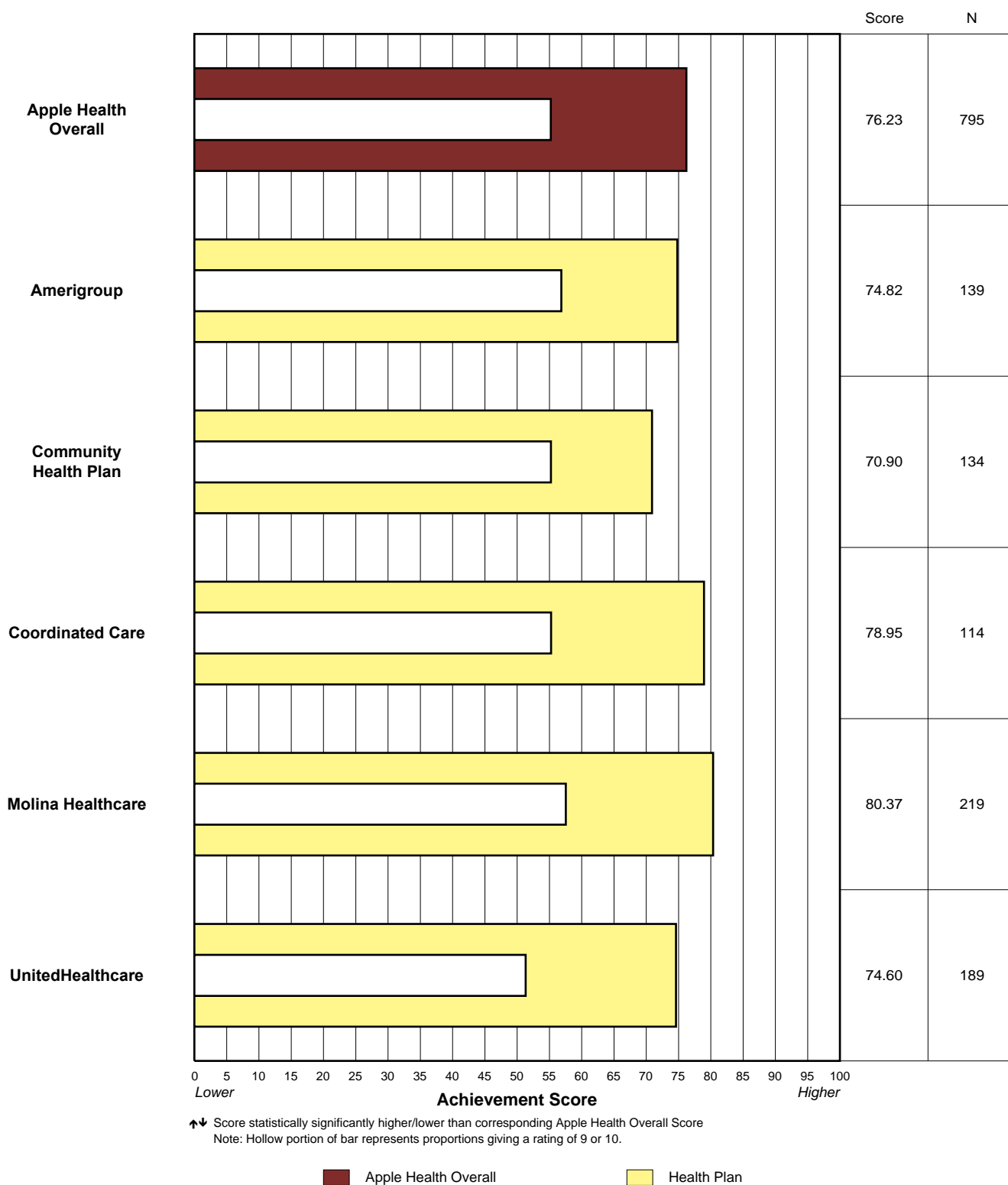
The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists, and health care. In the following tables, proportions of respondents (N) assigning ratings of 8, 9, or 10 are reported as achievement scores (Score). Alternate top box achievement scores are calculated using only response options 9+10 as achievements. These are presented as hollow bars.

In each graph, the combination of all five Apple Health plans is presented as Apple Health.

When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

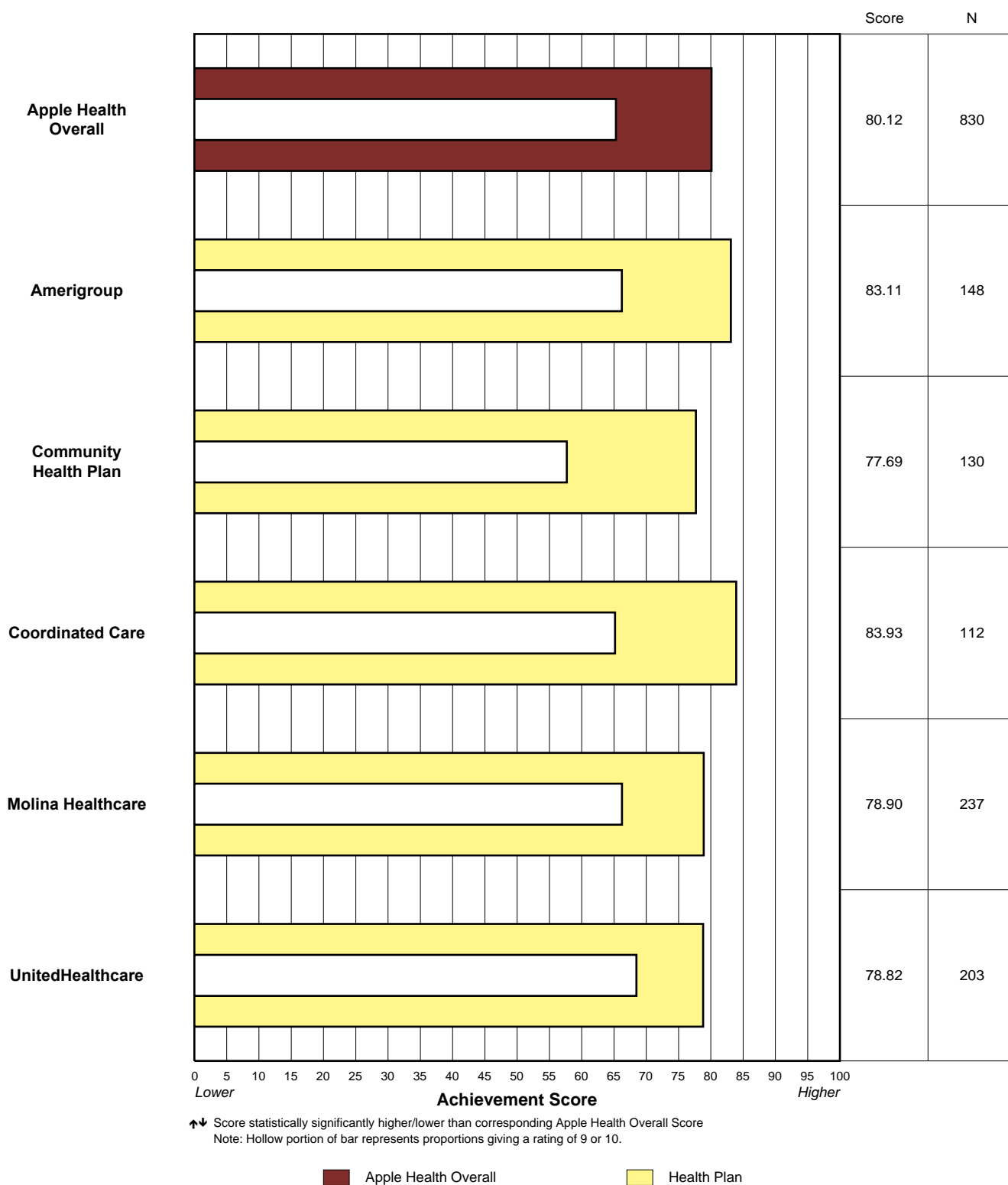
Overall Ratings

Q8. Rating of all health care



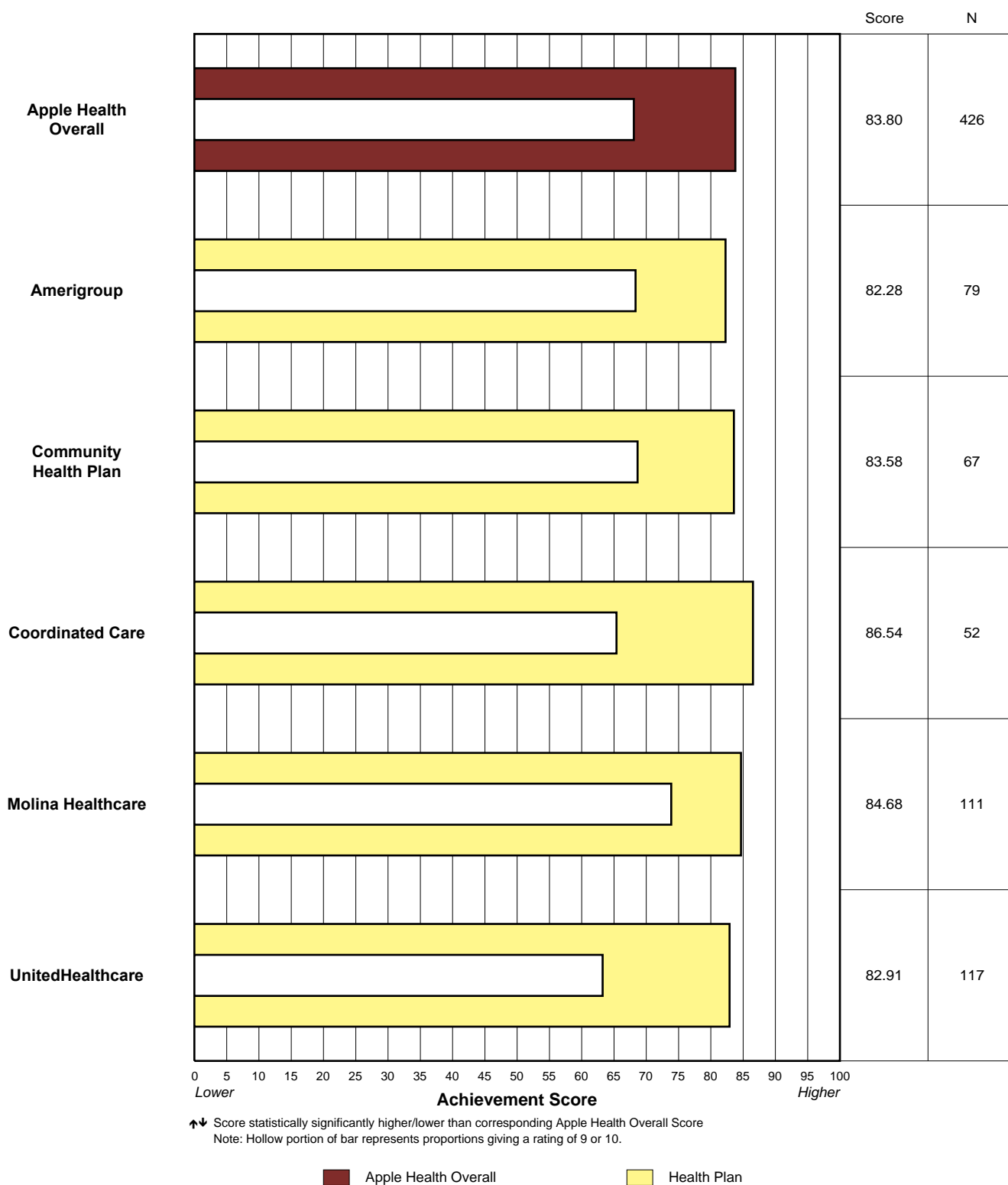
Overall Ratings

Q18. Rating of personal doctor



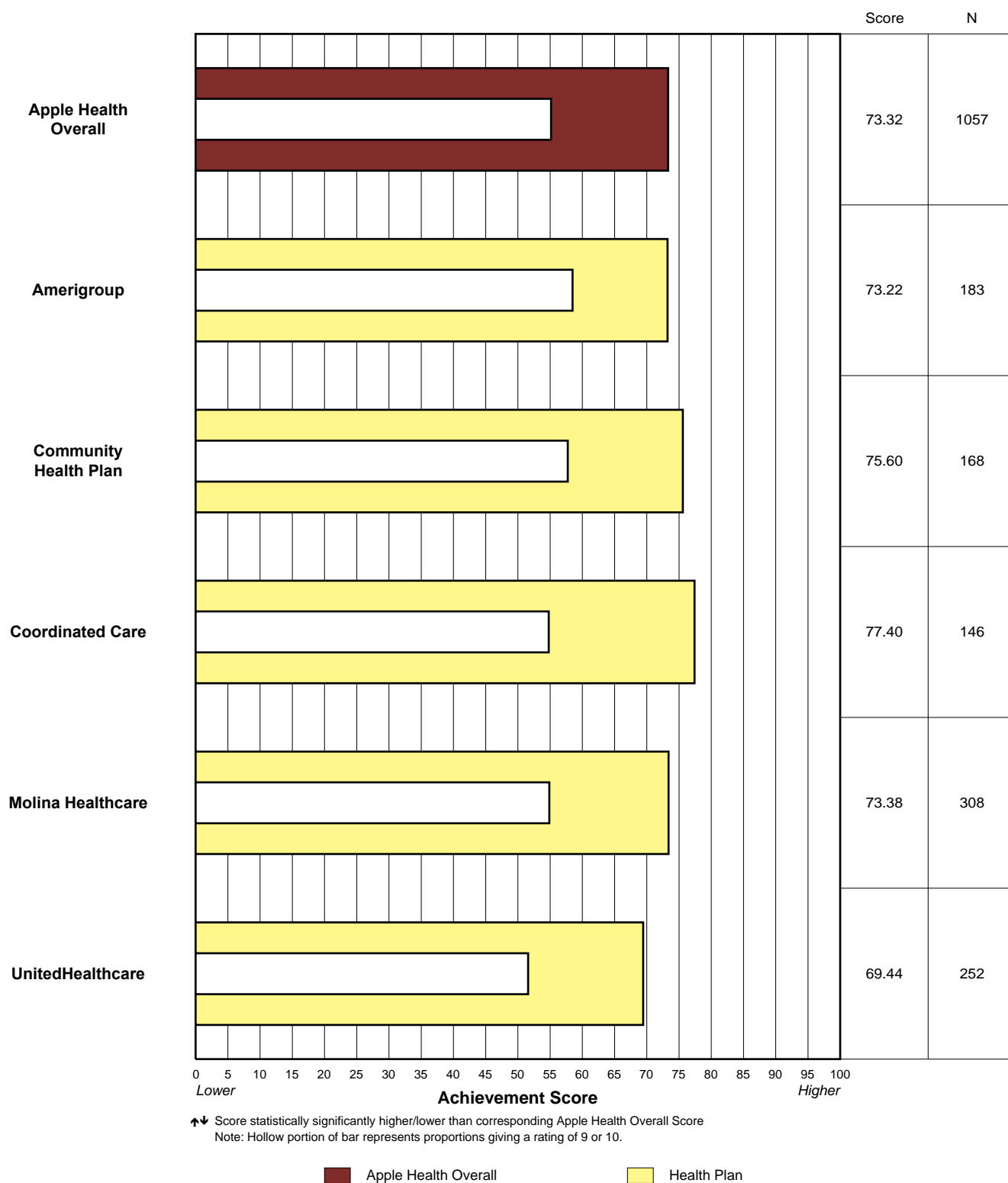
Overall Ratings

Q22. Rating of specialist seen most often



Overall Ratings

Q28. Rating of health plan



Composites

The CAHPS® 5.0H survey has four standard composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite item; the mean of these achievement scores is presented in this section.

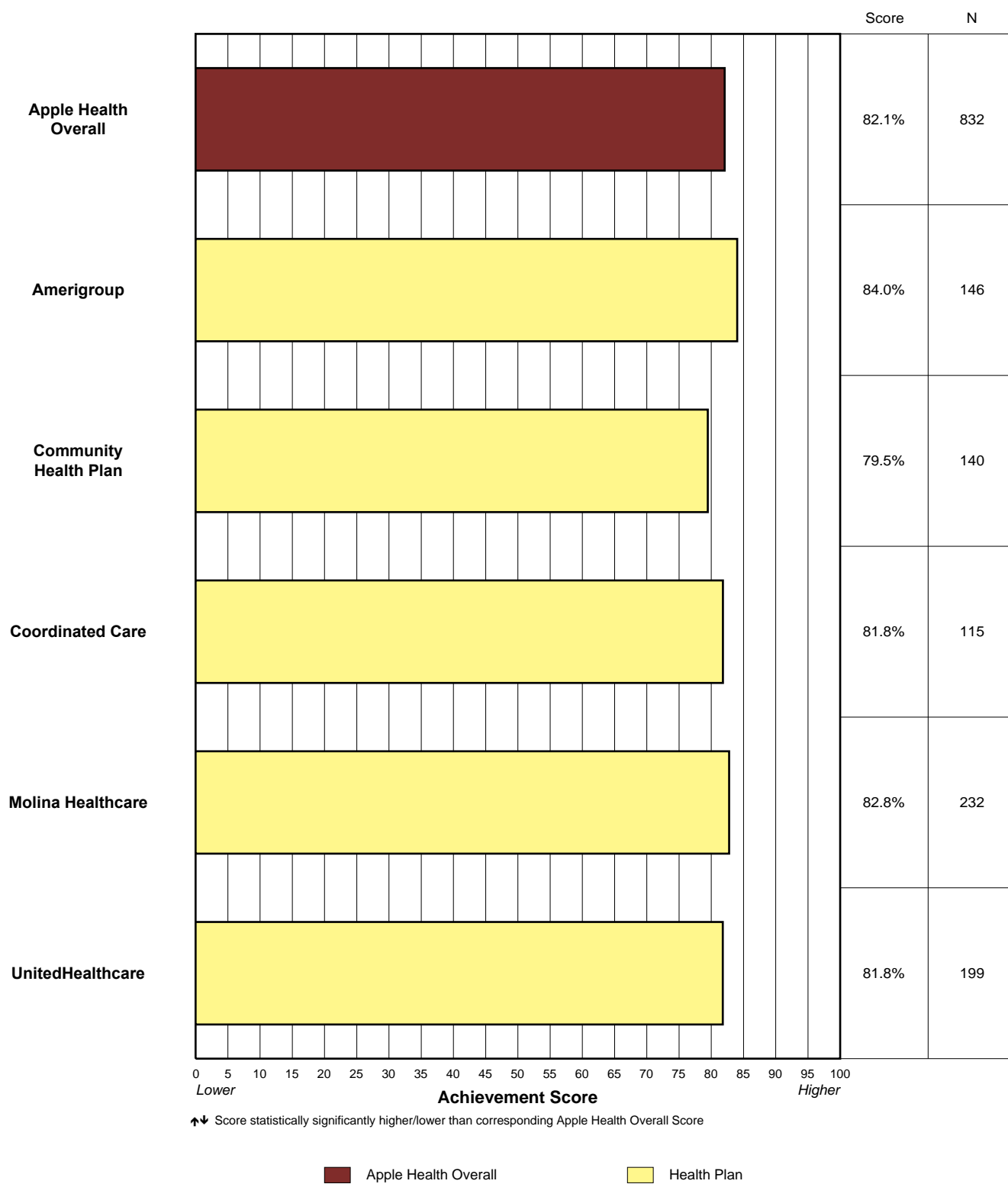
The achievement scores presented on the following pages reflect responses of 'Usually' or 'Always' to the questions comprising the composites. For the questions that use a 'Never' to 'Always' scale the alternate top box scores of 'Always' are presented as hollow bars. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

In each graph, the composite score for the combination of all five Apple Health plans is presented as Apple Health.

When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

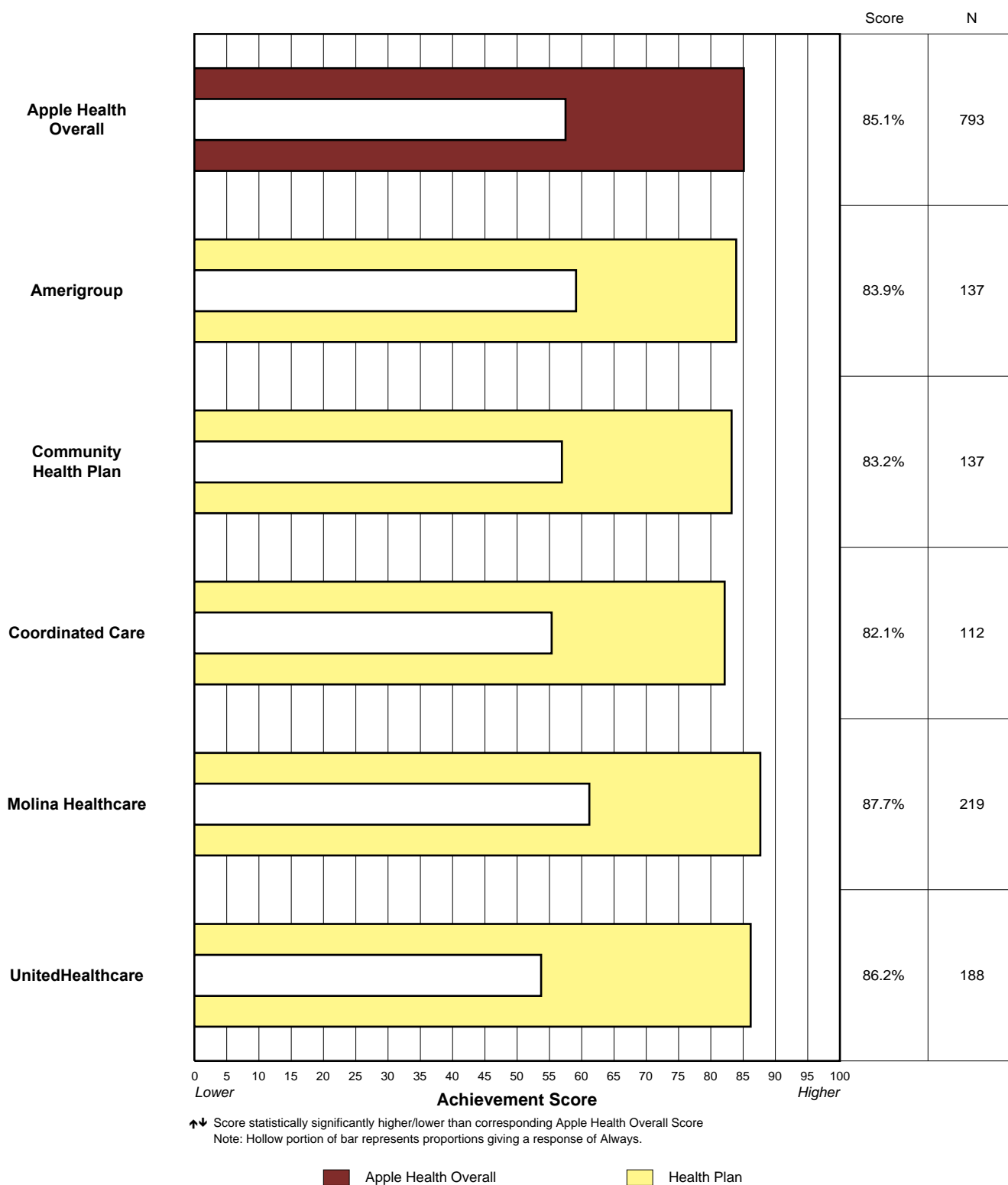
Composites

Getting Needed Care



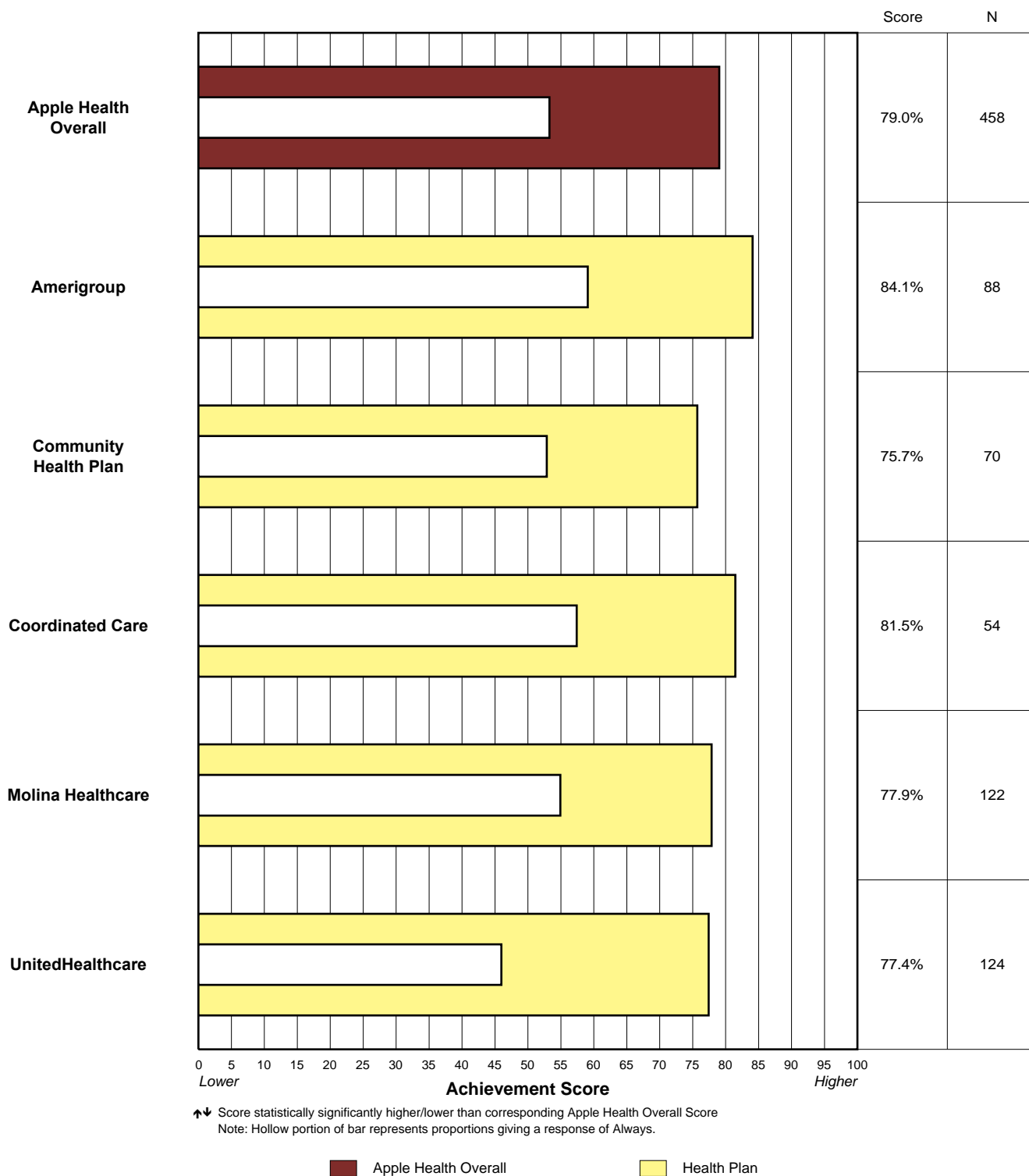
Getting Needed Care

Q9. Usually or always easy to get care, tests, or treatment you needed

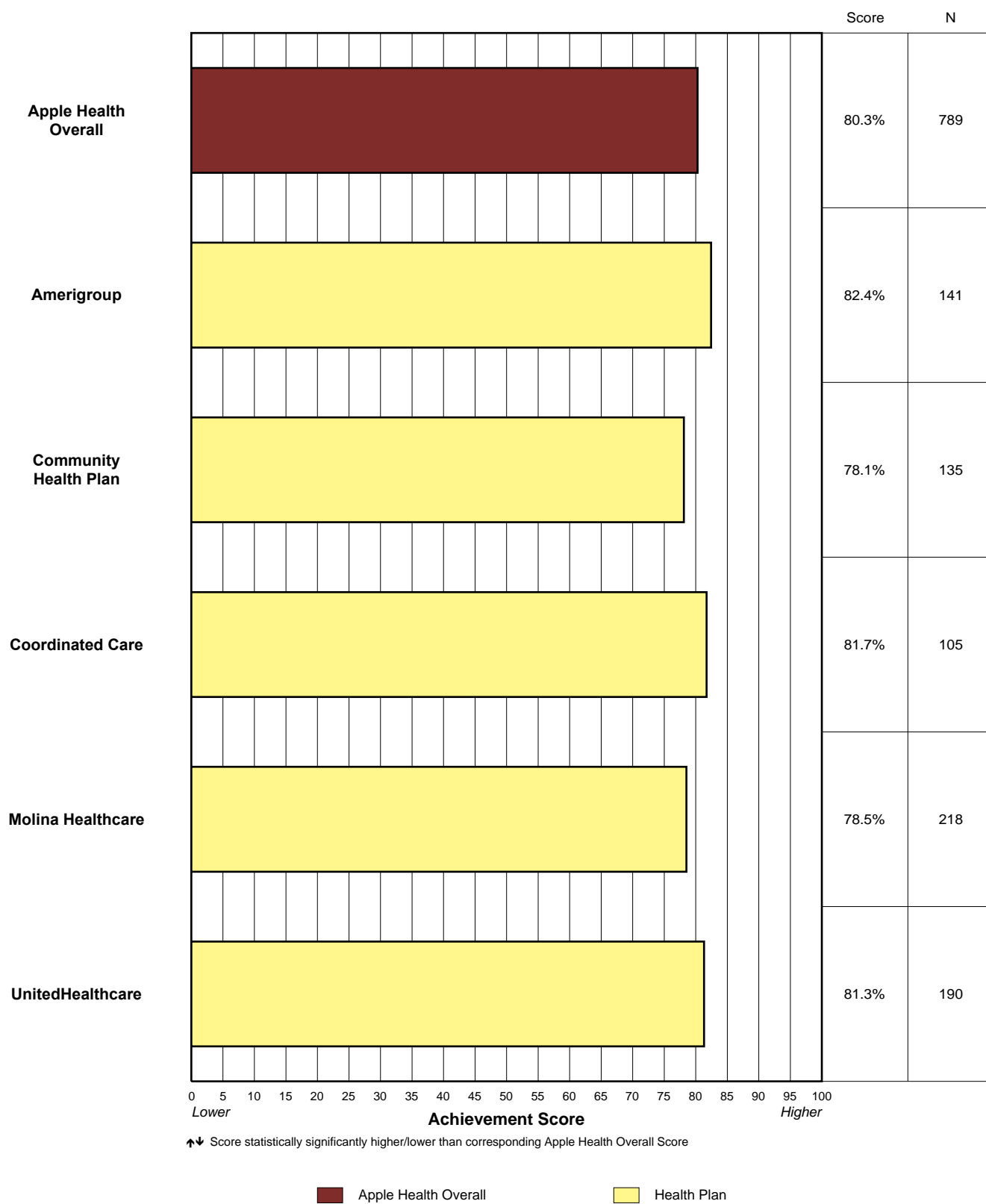


Getting Needed Care

Q20. Usually or always got an appointment to see a specialist as soon as you needed

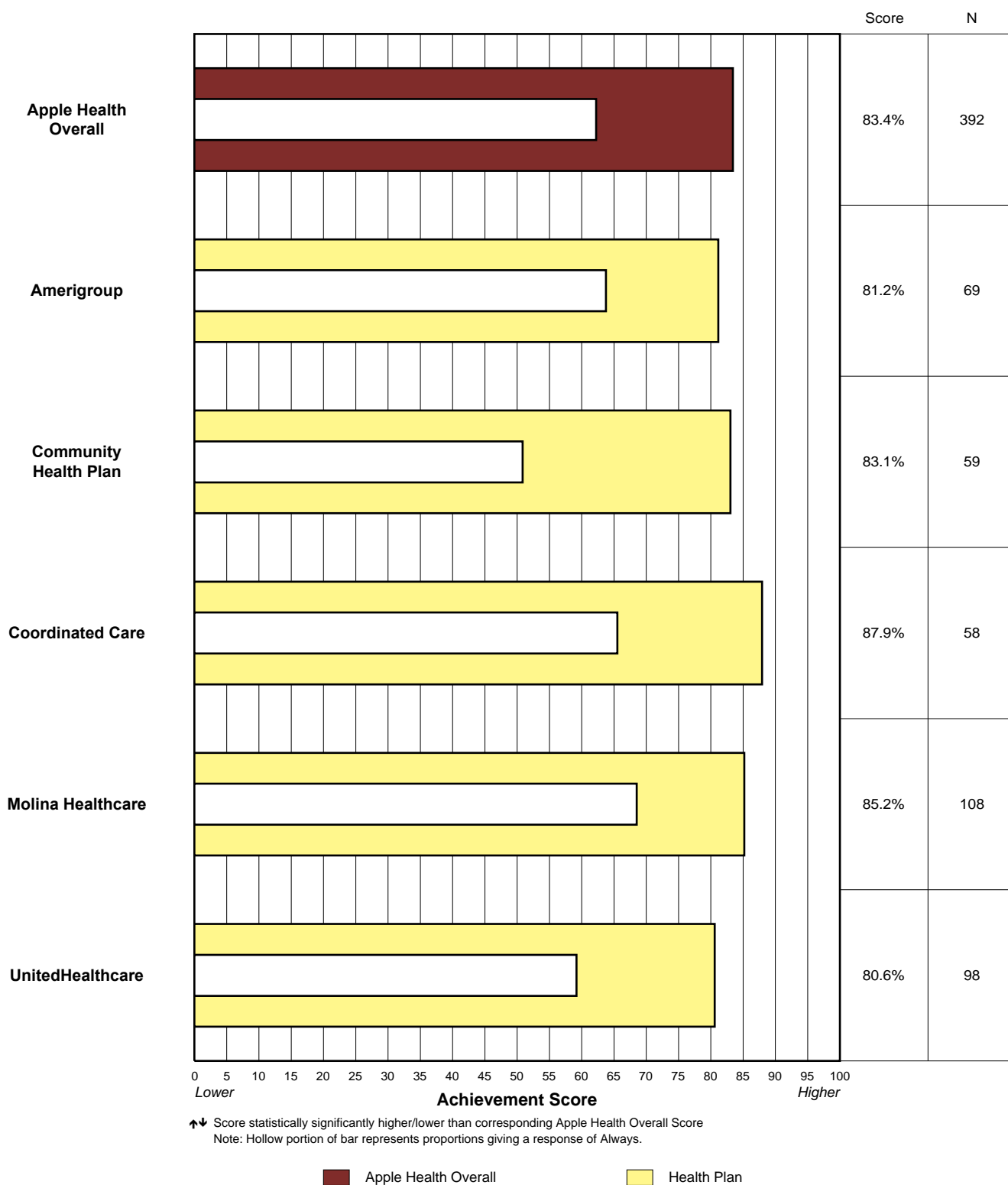


Getting Care Quickly



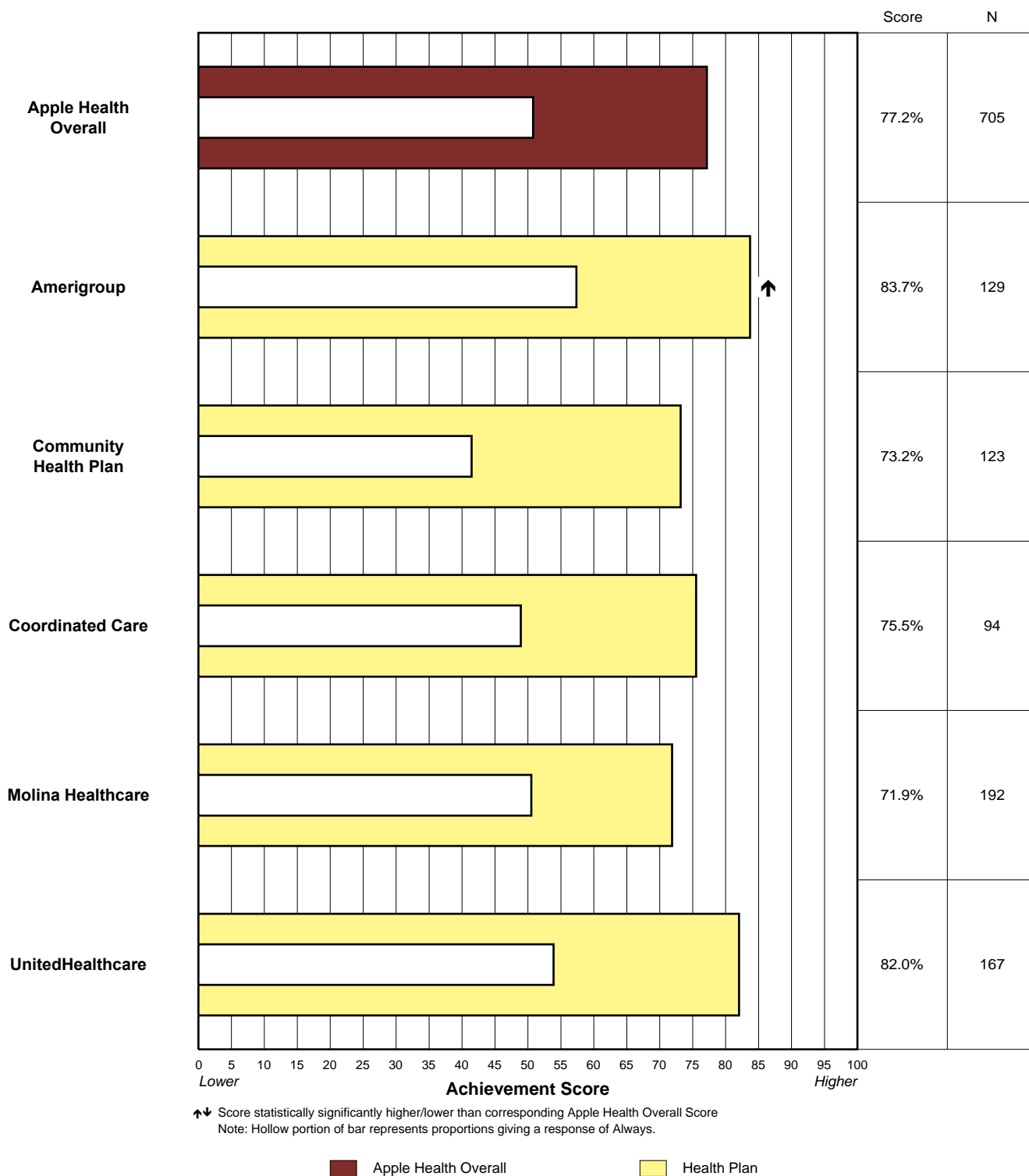
Getting Care Quickly

Q4. Usually or always got urgent care as soon as you needed

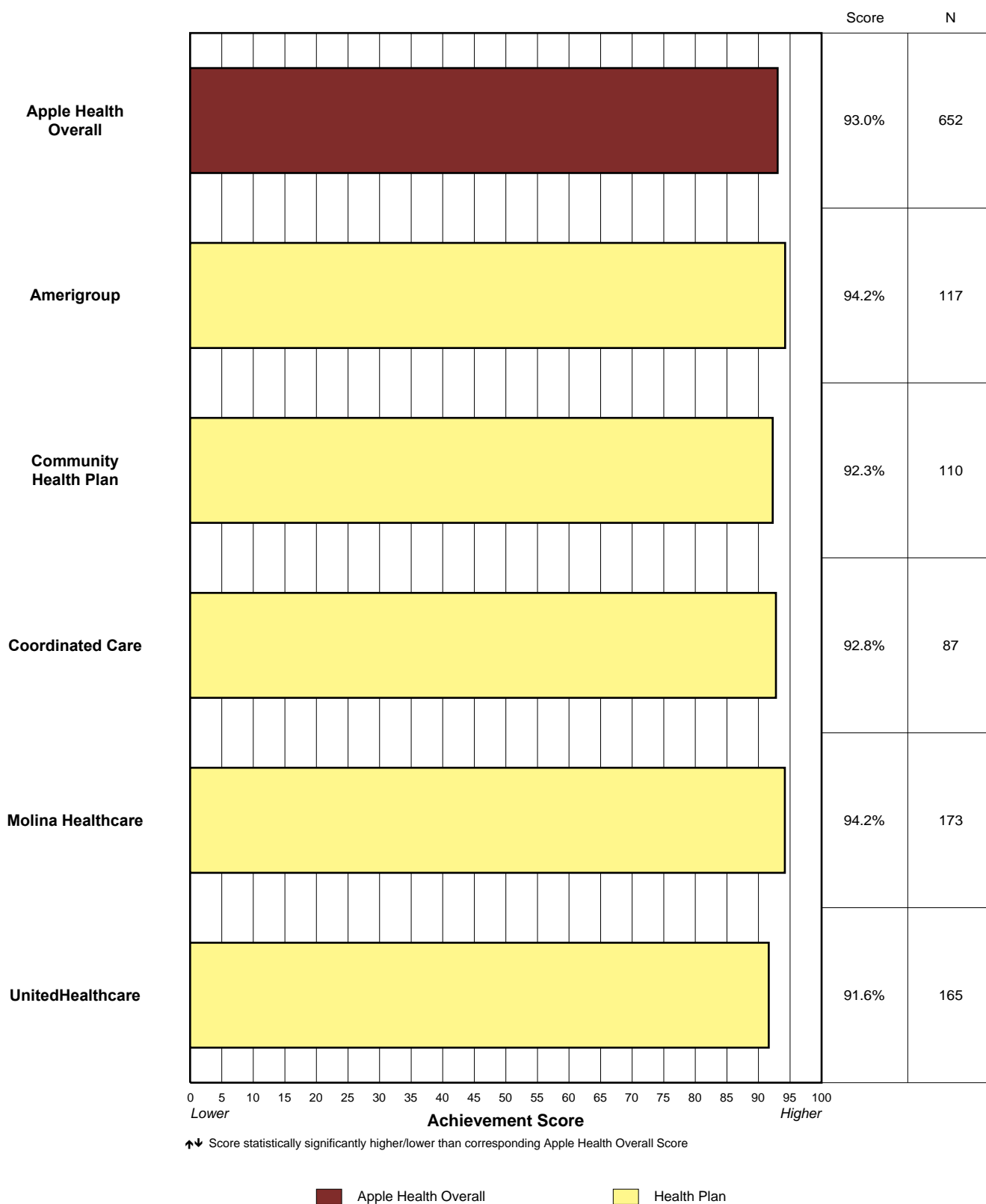


Getting Care Quickly

Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

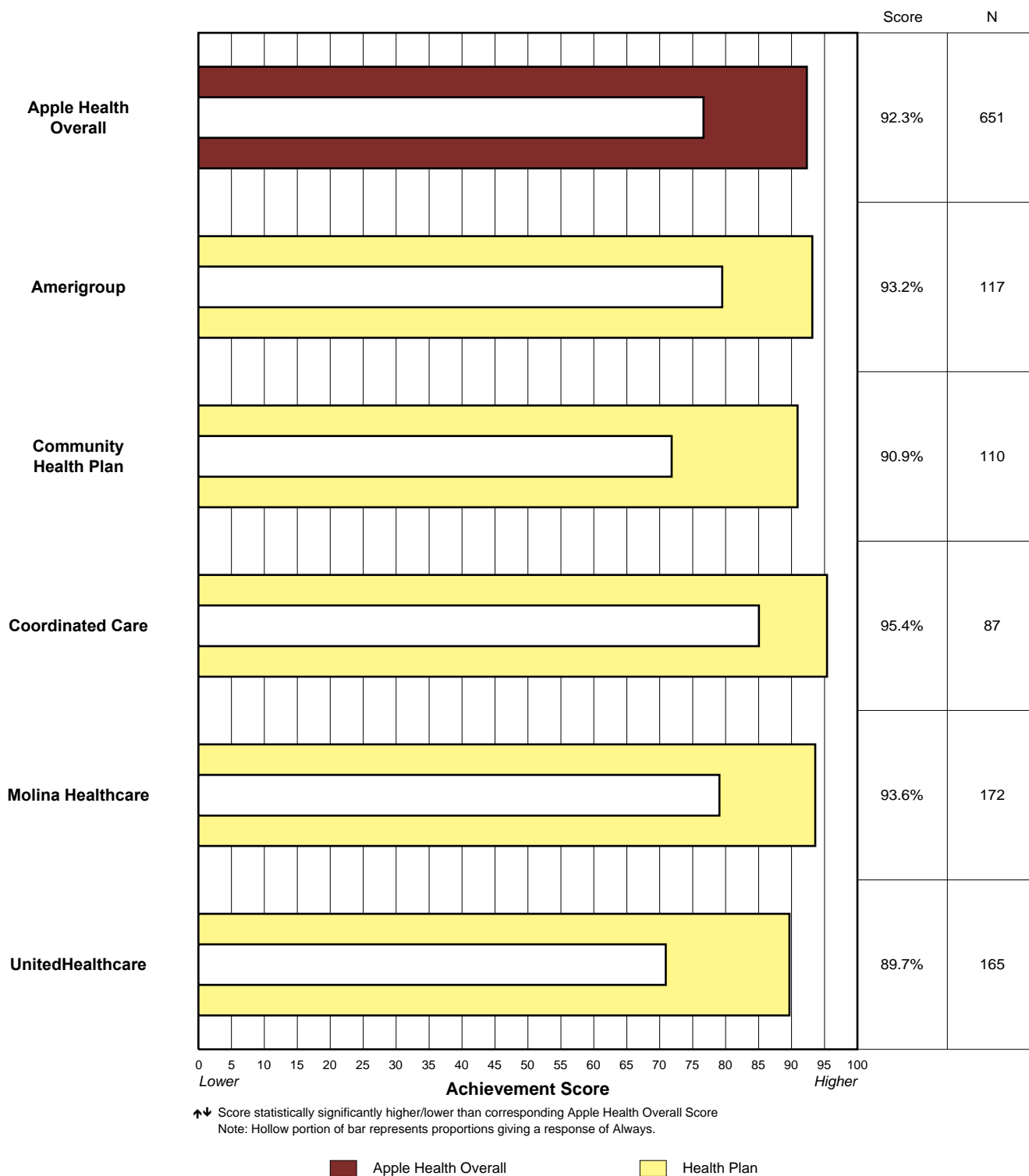


How Well Doctors Communicate



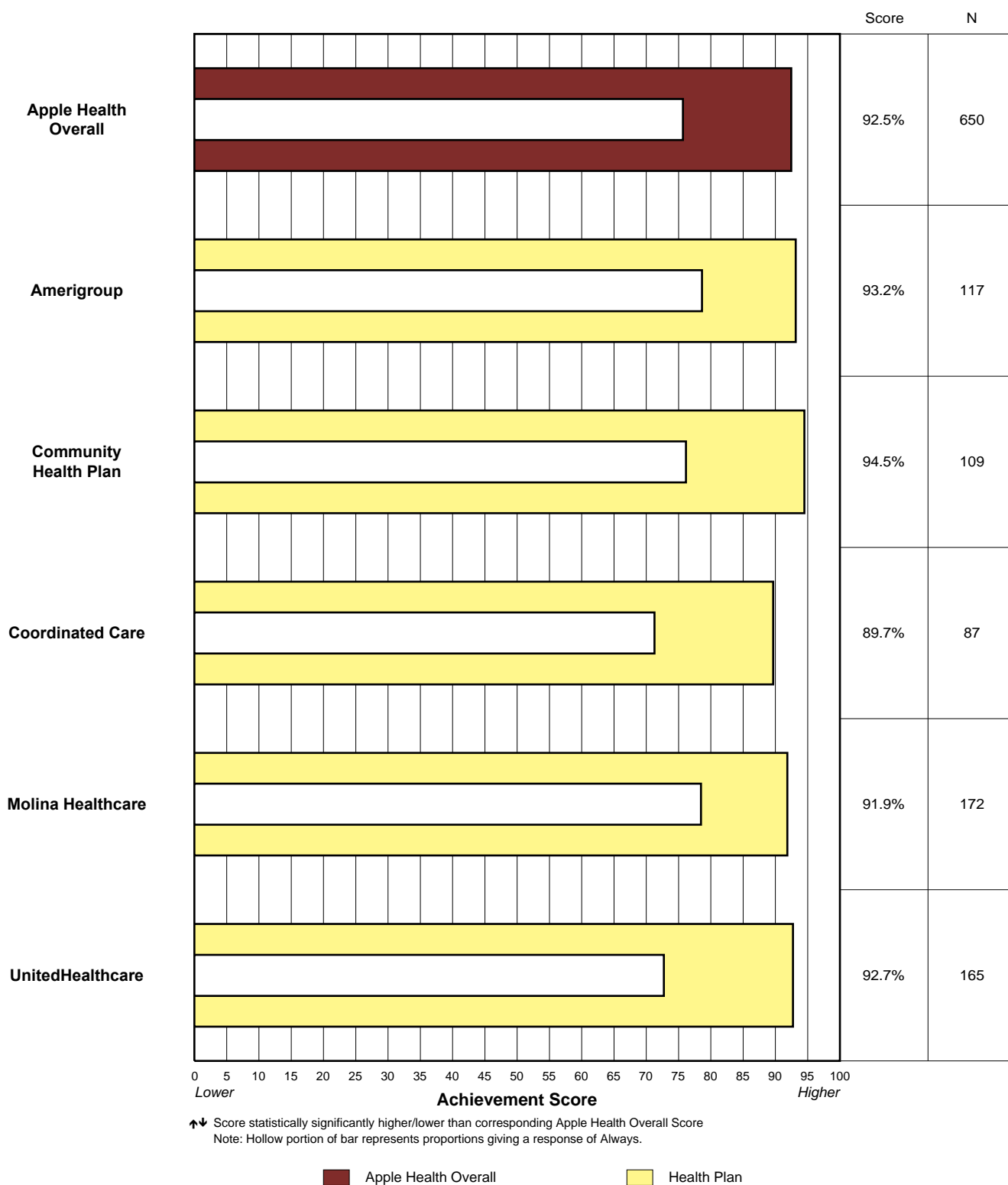
How Well Doctors Communicate

Q12. Personal doctor usually or always explained things in way that was easy to understand



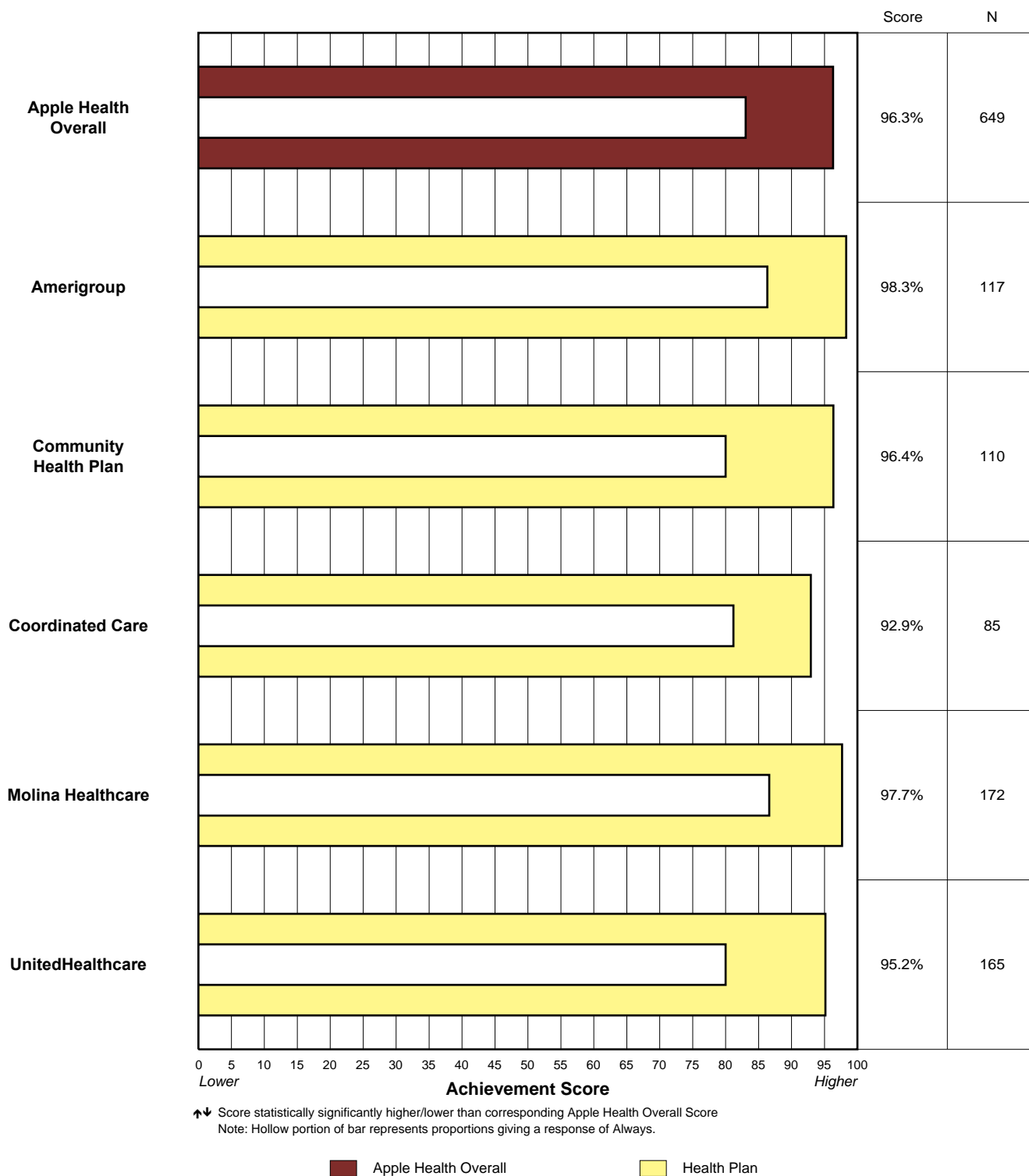
How Well Doctors Communicate

Q13. Personal doctor usually or always listened carefully to you



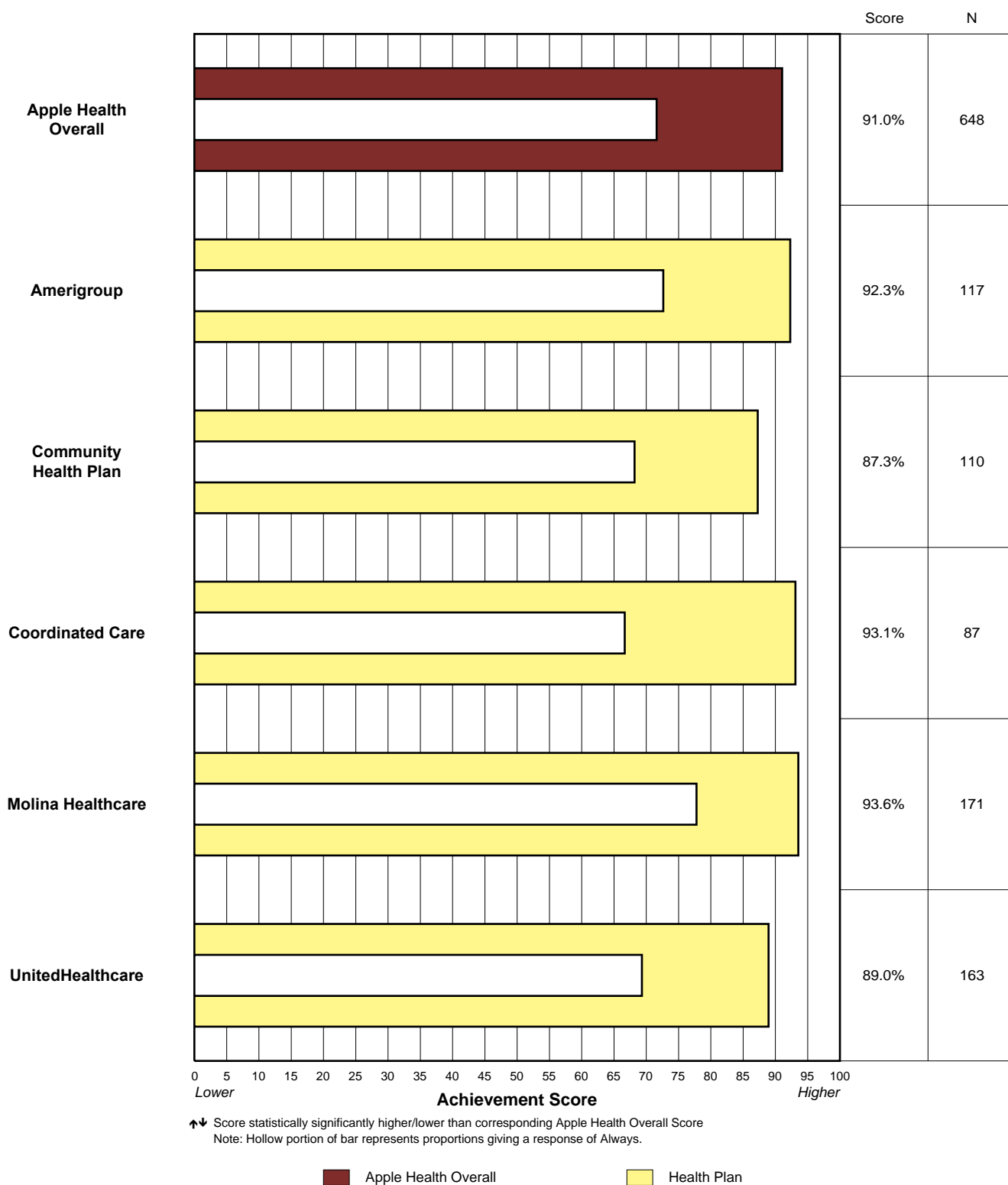
How Well Doctors Communicate

Q14. Personal doctor usually or always showed respect for what you had to say

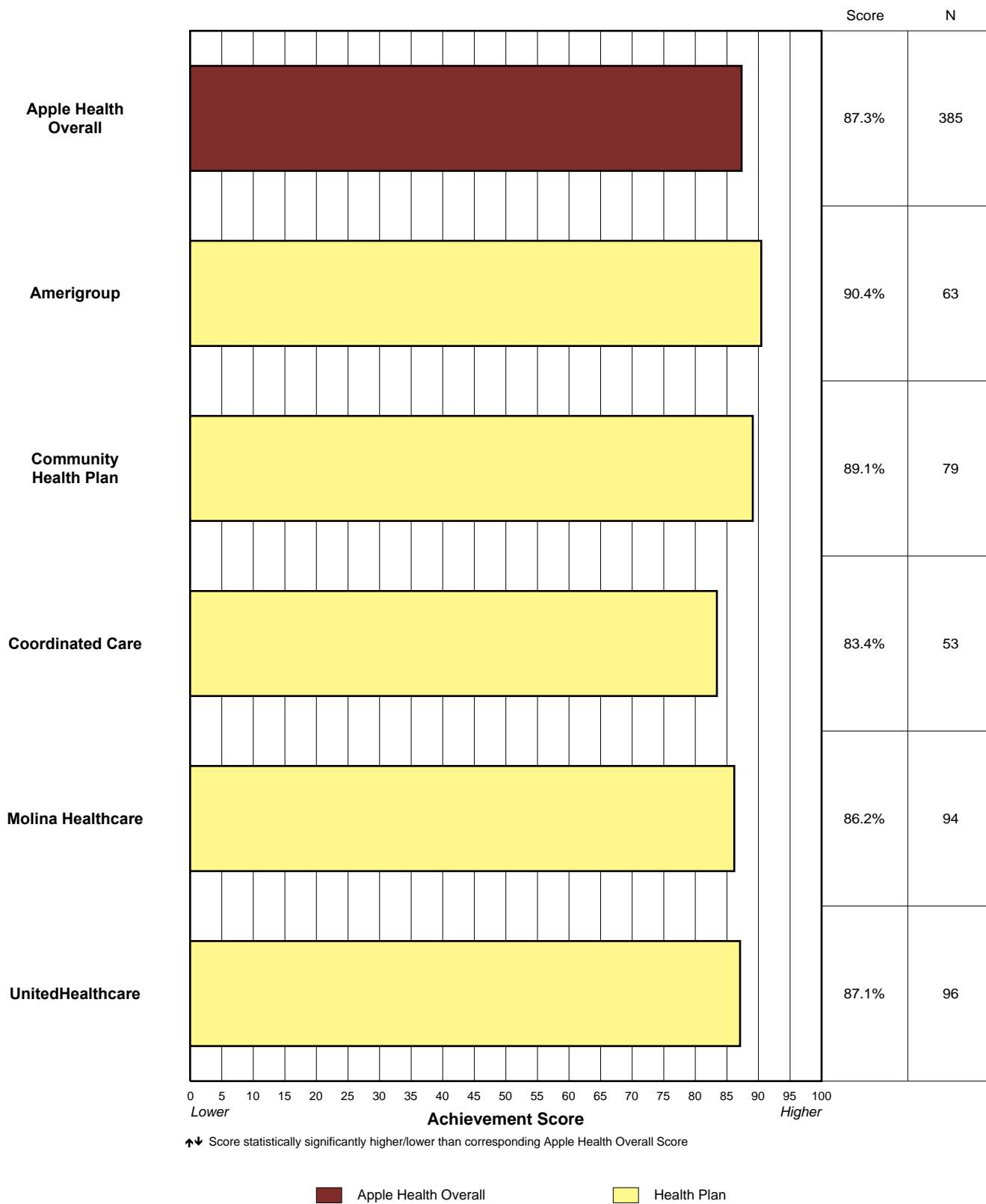


How Well Doctors Communicate

Q15. Personal doctor usually or always spent enough time with you

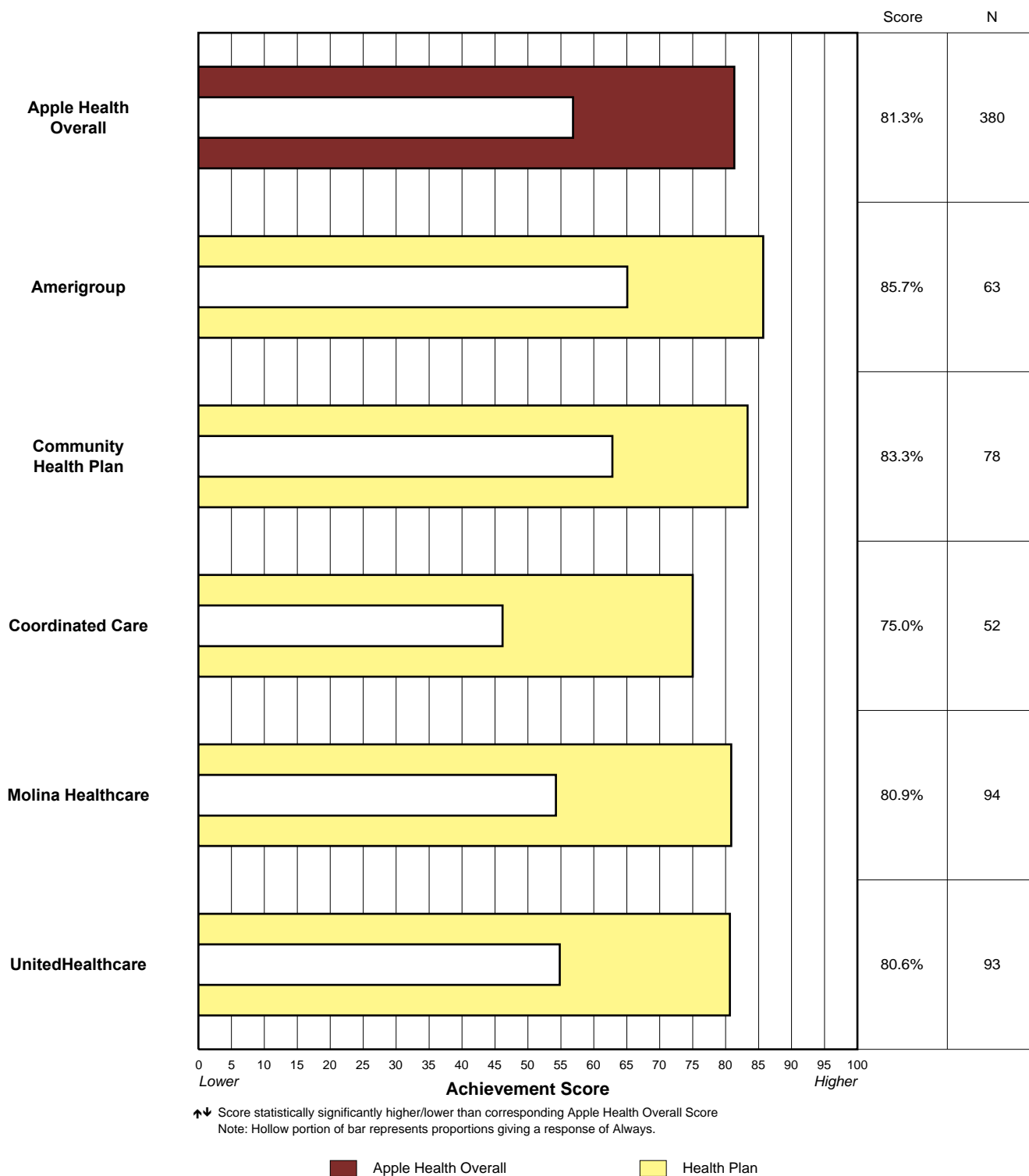


Customer Service



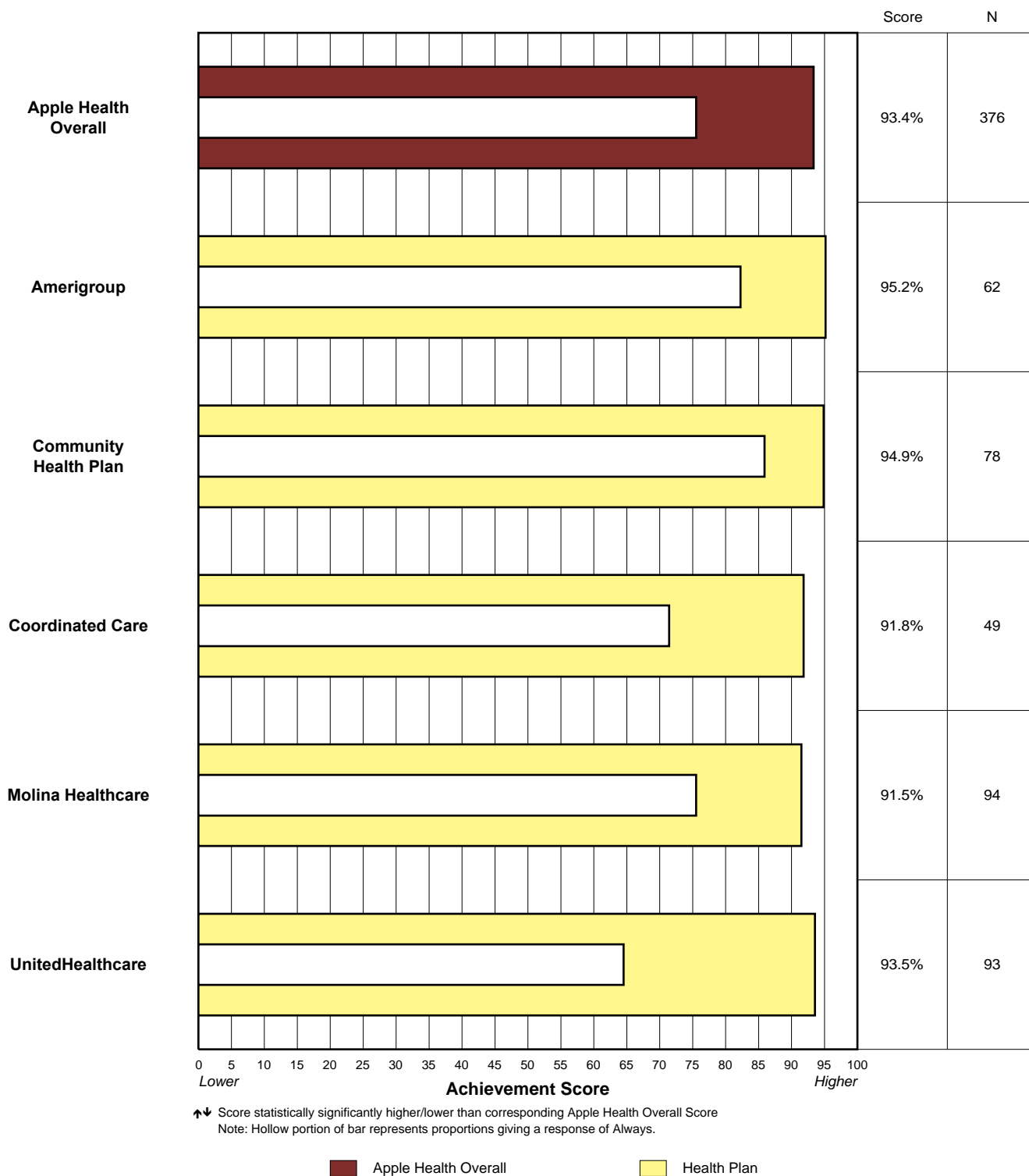
Customer Service

Q24. Health plan's customer service usually or always gave needed information or help



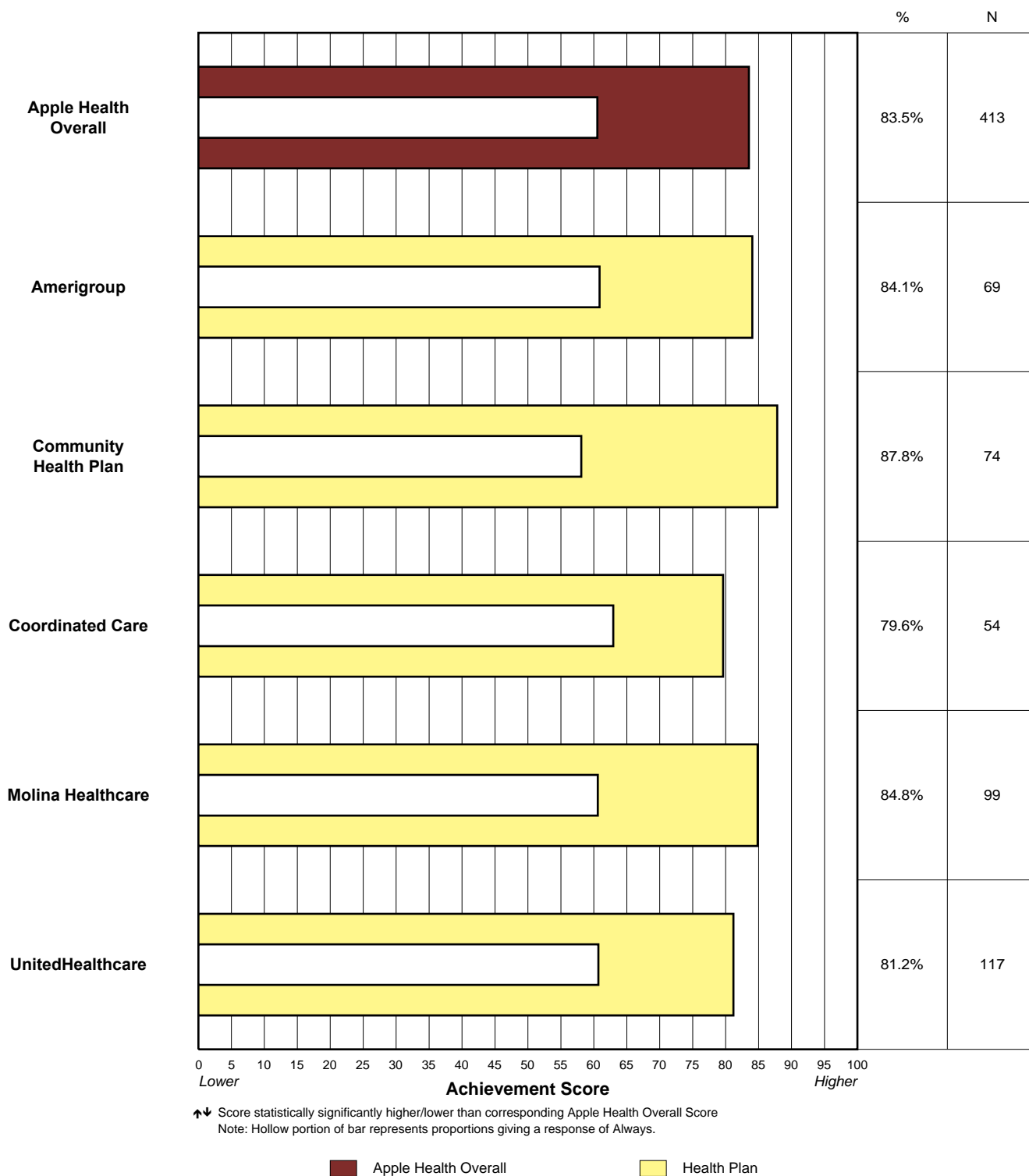
Customer Service

Q25. Health plan's customer service staff usually or always treated you with courtesy and respect



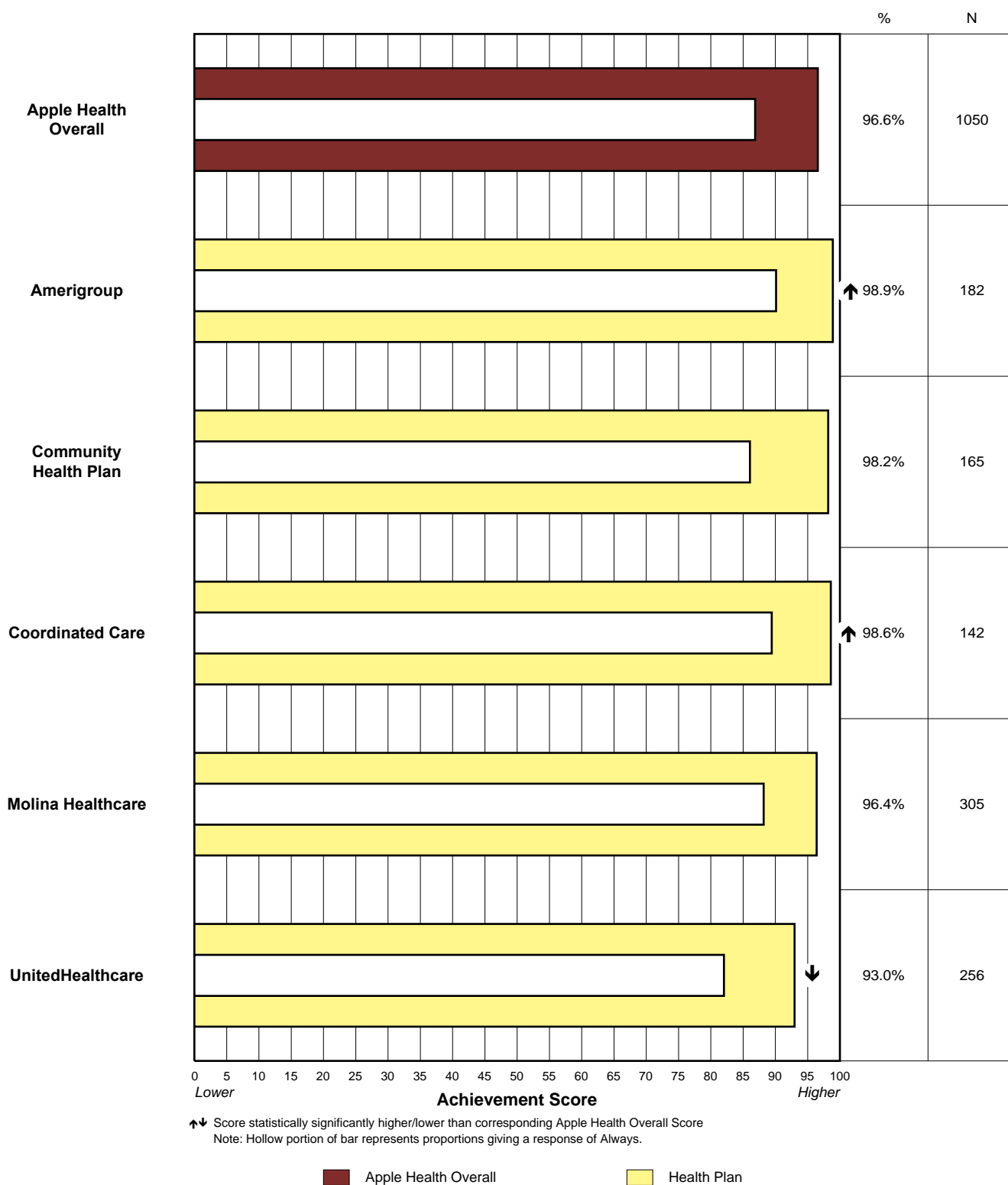
Single Items

Q17. Personal doctor usually or always seemed informed and up-to-date about the care from other doctors



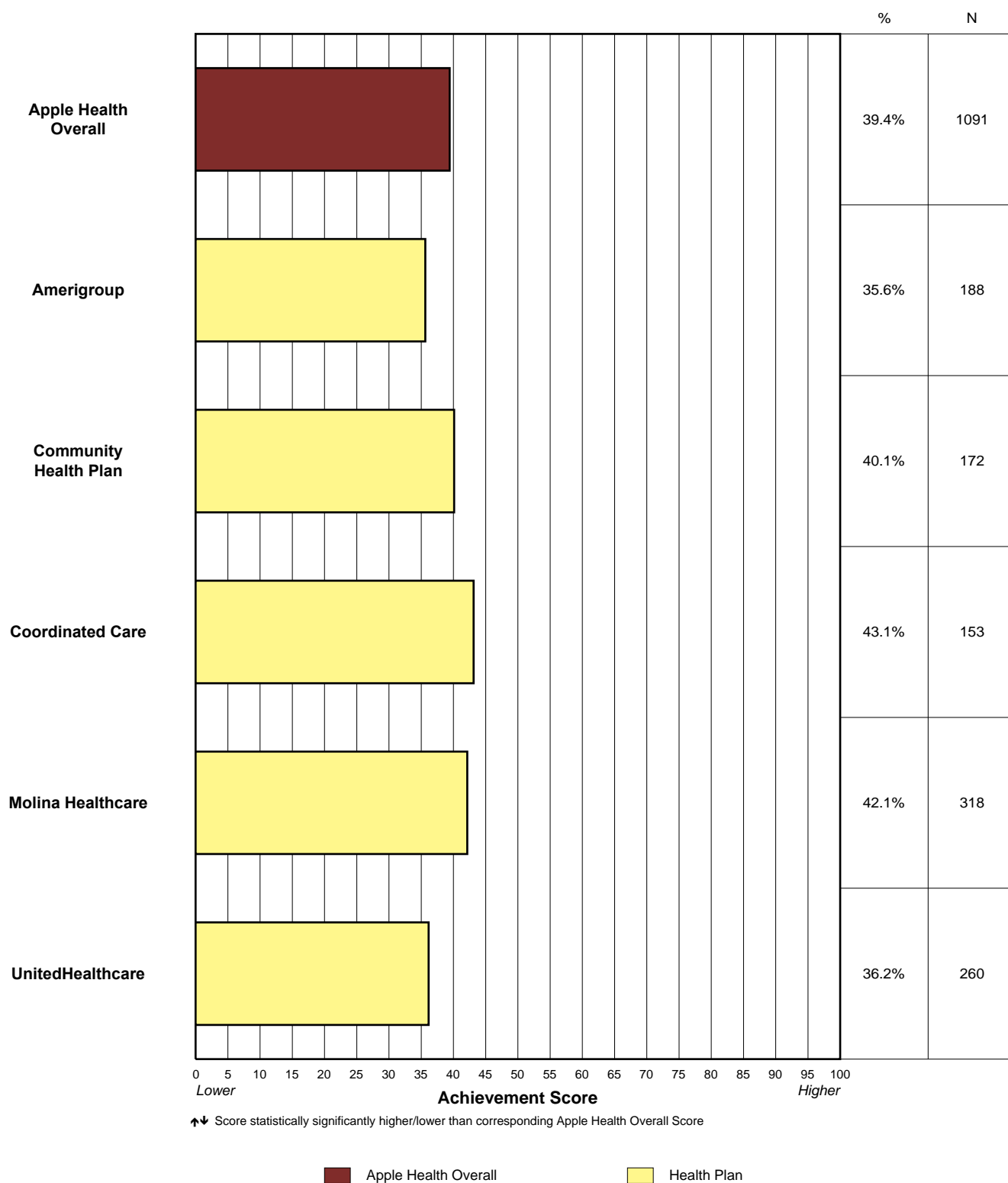
Single Items

PQ27. Forms from your health plan were usually or always easy to fill out



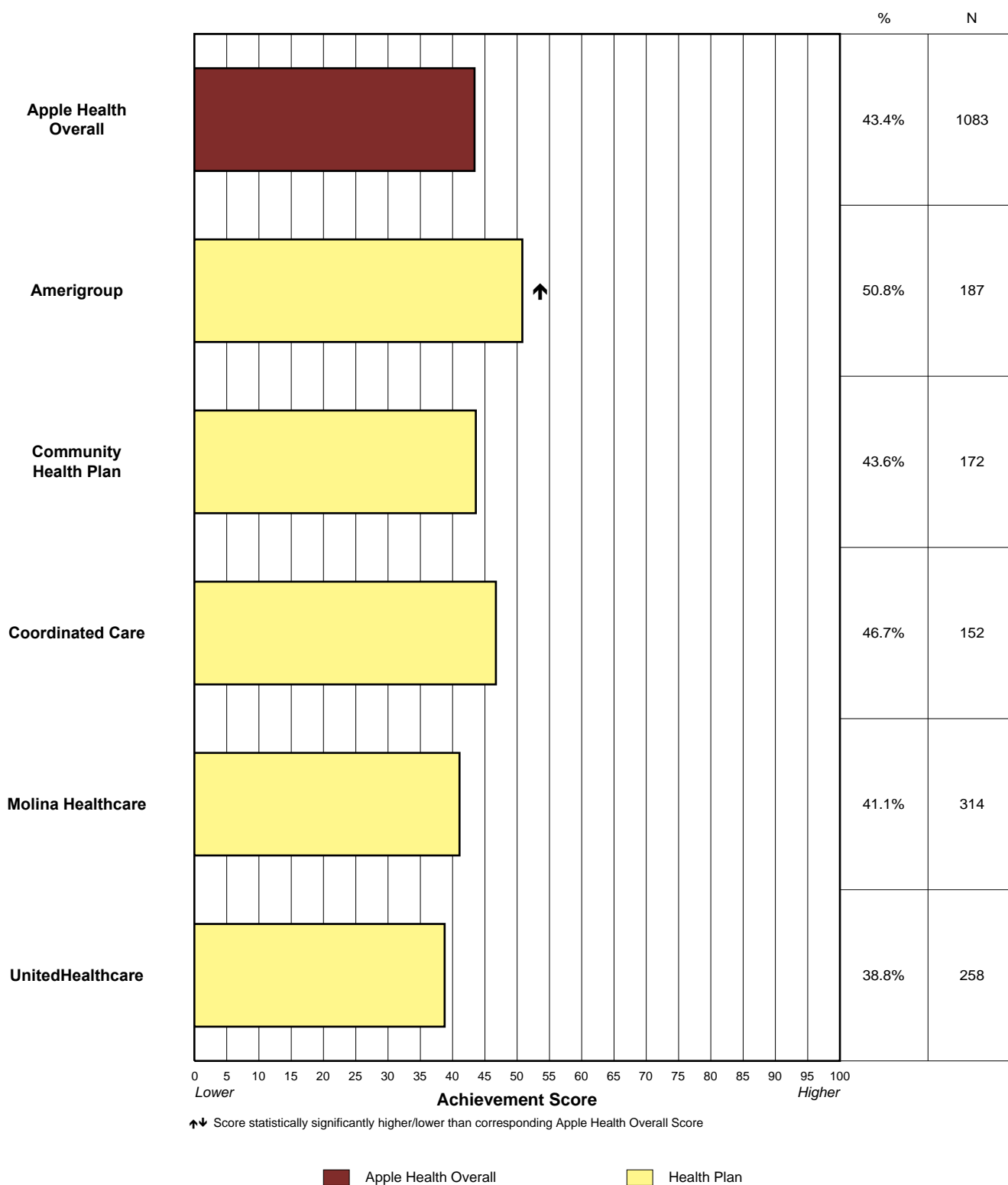
Single Items

Q29. Excellent or very good rating of your overall health



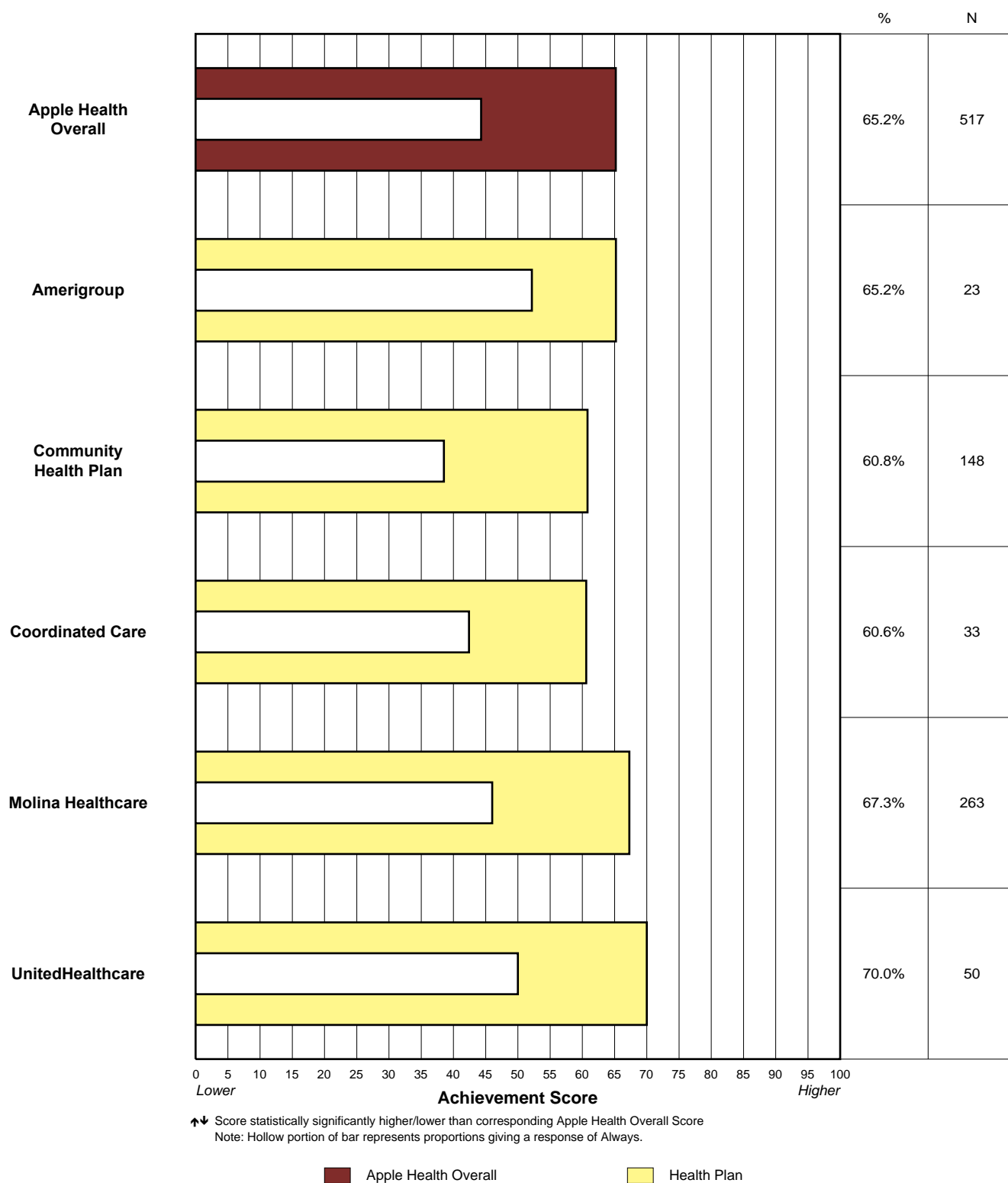
Single Items

Q30. Excellent or very good rating of your overall mental or emotional health



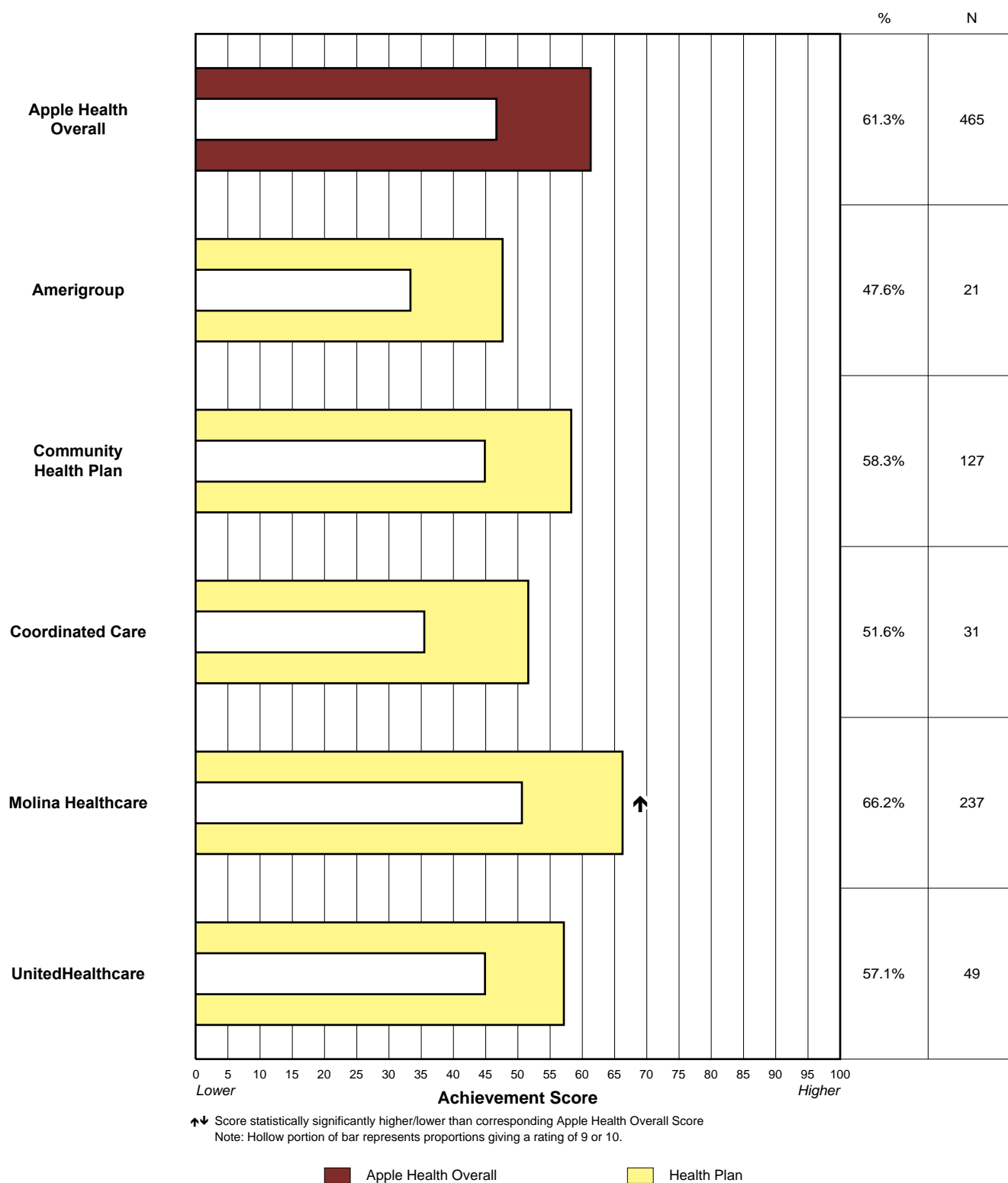
Supplemental Items

HCA_5. Usually or always easy to get needed treatment or counseling



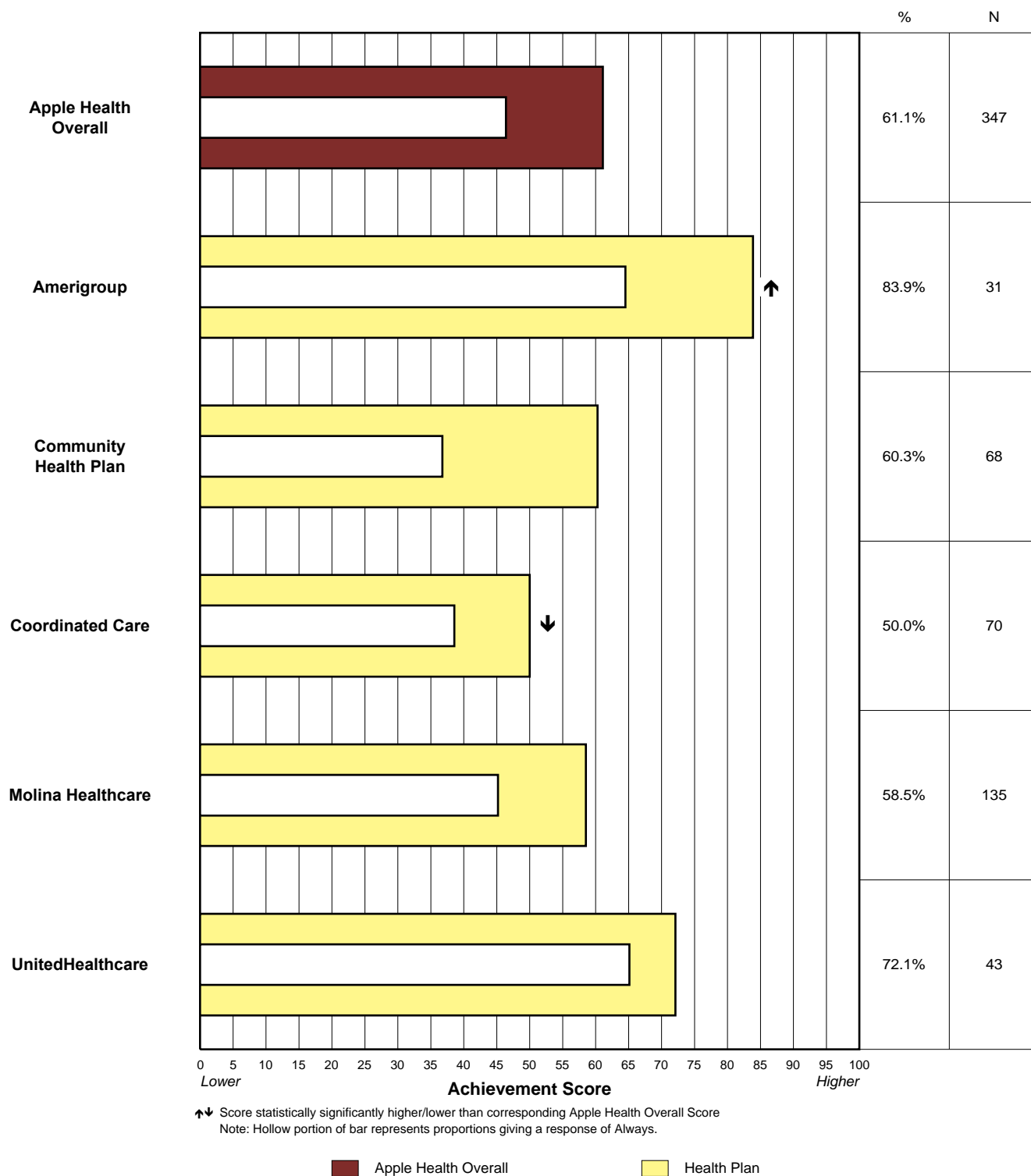
Supplemental Items

HCA_6. Rating of all treatment or counseling



Supplemental Items

HCA_7. Usually or always involved as much as wanted in mental health care or counseling



Responses by Question

The *Responses by Question* section shows the proportions of respondents (N) and the associated percentage (%) of whom selected each response option for each question in the survey. DataStat does not display cell counts with fewer than 11 observations on key demographic questions. For those questions, cells with fewer than 11 observations will be labelled with 'NA'.

When applicable the achievement score, correlation with satisfaction and priority rating are presented. An achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are considered "high" when the score is 80% or higher. Correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction. The priority rating corresponds to which quadrant the question falls in on the priority matrix. Please see the *Priority Matrices* section for the full plot graph for each composite. In each table, the combination of all five Apple Health plans is presented as Apple Health. The plans that participated are: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC).

Q1. Our records show that you are now in Apple Health. Is that right?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1069	100.0%	180	100.0%	174	100.0%	150	100.0%	311	100.0%	254	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	1069	100.0%	180	100.0%	174	100.0%	150	100.0%	311	100.0%	254	100.0%
Not Answered	46		11		5		5		12		13	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	406	36.9%	74	39.2%	60	34.1%	60	39.7%	110	34.5%	102	38.6%
No	693	63.1%	115	60.8%	116	65.9%	91	60.3%	209	65.5%	162	61.4%
Total	1099	100.0%	189	100.0%	176	100.0%	151	100.0%	319	100.0%	264	100.0%
Not Answered	16		2		3		4		4		3	

Your Health Care in the Last 6 Months (continued)

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	2.6%	3	4.3%	0	0.0%	1	1.7%	1	0.9%	5	5.1%
● Sometimes	55	14.0%	10	14.5%	10	16.9%	6	10.3%	15	13.9%	14	14.3%
● Usually	83	21.2%	12	17.4%	19	32.2%	13	22.4%	18	16.7%	21	21.4%
● Always	244	62.2%	44	63.8%	30	50.8%	38	65.5%	74	68.5%	58	59.2%
Total	392	100.0%	69	100.0%	59	100.0%	58	100.0%	108	100.0%	98	100.0%
Not Answered	723		122		120		97		215		169	
Reporting Category Getting Care Quickly												
Achievement Score	83.4%		81.2%		83.1%		87.9%		85.2%		80.6%	
Correlation with Satisfaction	0.235		0.140		0.074		0.337		0.309		0.290	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	737	67.4%	136	72.3%	125	71.0%	103	66.9%	203	64.0%	170	65.6%
No	357	32.6%	52	27.7%	51	29.0%	51	33.1%	114	36.0%	89	34.4%
Total	1094	100.0%	188	100.0%	176	100.0%	154	100.0%	317	100.0%	259	100.0%
Not Answered	21		3		3		1		6		8	

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	22	3.1%	7	5.4%	1	0.8%	3	3.2%	6	3.1%	5	3.0%
● Sometimes	139	19.7%	14	10.9%	32	26.0%	20	21.3%	48	25.0%	25	15.0%
● Usually	186	26.4%	34	26.4%	39	31.7%	25	26.6%	41	21.4%	47	28.1%
● Always	358	50.8%	74	57.4%	51	41.5%	46	48.9%	97	50.5%	90	53.9%
Total	705	100.0%	129	100.0%	123	100.0%	94	100.0%	192	100.0%	167	100.0%
Not Answered	410		62		56		61		131		100	
Reporting Category Getting Care Quickly												
Achievement Score	77.2%		83.7%		73.2%		75.5%		71.9%		82.0%	
Correlation with Satisfaction	0.189		0.195		0.133		0.108		0.233		0.231	
Priority Rating	Medium		Low		Medium		Medium		Medium		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Health Care in the Last 6 Months (continued)

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	274	25.3%	45	24.2%	35	20.2%	38	24.8%	92	29.4%	64	24.9%
1 time	188	17.4%	29	15.6%	29	16.8%	32	20.9%	53	16.9%	45	17.5%
2	202	18.7%	43	23.1%	24	13.9%	32	20.9%	55	17.6%	48	18.7%
3	139	12.8%	28	15.1%	25	14.5%	20	13.1%	35	11.2%	31	12.1%
4	99	9.1%	13	7.0%	24	13.9%	17	11.1%	24	7.7%	21	8.2%
5 to 9	123	11.4%	18	9.7%	23	13.3%	12	7.8%	39	12.5%	31	12.1%
10 or more times	57	5.3%	10	5.4%	13	7.5%	2	1.3%	15	4.8%	17	6.6%
Total	1082	100.0%	186	100.0%	173	100.0%	153	100.0%	313	100.0%	257	100.0%
Not Answered	33		5		6		2		10		10	

Q8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	3	0.4%	1	0.7%	0	0.0%	1	0.9%	0	0.0%	1	0.5%
● 1	2	0.3%	0	0.0%	1	0.7%	0	0.0%	0	0.0%	1	0.5%
● 2	2	0.3%	1	0.7%	0	0.0%	0	0.0%	1	0.5%	0	0.0%
● 3	6	0.8%	3	2.2%	0	0.0%	0	0.0%	3	1.4%	0	0.0%
● 4	13	1.6%	3	2.2%	0	0.0%	1	0.9%	6	2.7%	3	1.6%
● 5	45	5.7%	8	5.8%	8	6.0%	6	5.3%	9	4.1%	14	7.4%
● 6	33	4.2%	6	4.3%	6	4.5%	6	5.3%	9	4.1%	6	3.2%
● 7	85	10.7%	13	9.4%	24	17.9%	10	8.8%	15	6.8%	23	12.2%
● 8	167	21.0%	25	18.0%	21	15.7%	27	23.7%	50	22.8%	44	23.3%
● 9	134	16.9%	19	13.7%	26	19.4%	19	16.7%	37	16.9%	33	17.5%
● Best health care possible	305	38.4%	60	43.2%	48	35.8%	44	38.6%	89	40.6%	64	33.9%
Total	795	100.0%	139	100.0%	134	100.0%	114	100.0%	219	100.0%	189	100.0%
Not Answered	320		52		45		41		104		78	
Reporting Category												
Ratings												
Achievement Score	76.2%		74.8%		70.9%		78.9%		80.4%		74.6%	
Correlation with Satisfaction	0.559		0.620		0.455		0.459		0.608		0.561	
Priority Rating	Top		Top		Top		Top		High		Top	

○ Response scored as: ● Room for Improvement ● Achievement

Your Health Care in the Last 6 Months (continued)

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	1.9%	4	2.9%	1	0.7%	3	2.7%	3	1.4%	4	2.1%
● Sometimes	103	13.0%	18	13.1%	22	16.1%	17	15.2%	24	11.0%	22	11.7%
● Usually	219	27.6%	34	24.8%	36	26.3%	30	26.8%	58	26.5%	61	32.4%
● Always	456	57.5%	81	59.1%	78	56.9%	62	55.4%	134	61.2%	101	53.7%
Total	793	100.0%	137	100.0%	137	100.0%	112	100.0%	219	100.0%	188	100.0%
Not Answered	322		54		42		43		104		79	
Reporting Category Getting Needed Care												
Achievement Score	85.1%		83.9%		83.2%		82.1%		87.7%		86.2%	
Correlation with Satisfaction	0.413		0.374		0.378		0.377		0.446		0.483	
Priority Rating	High		Low		Low		Low		High		High	

Your Personal Doctor

Q10. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	870	78.4%	154	80.6%	134	75.3%	115	75.7%	250	77.4%	217	81.9%
No	239	21.6%	37	19.4%	44	24.7%	37	24.3%	73	22.6%	48	18.1%
Total	1109	100.0%	191	100.0%	178	100.0%	152	100.0%	323	100.0%	265	100.0%
Not Answered	6		0		1		3		0		2	

Q11. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	174	21.1%	28	19.3%	18	14.1%	26	23.0%	66	27.6%	36	17.9%
1 time	222	26.9%	43	29.7%	31	24.2%	31	27.4%	66	27.6%	51	25.4%
2	196	23.7%	42	29.0%	24	18.8%	29	25.7%	39	16.3%	62	30.8%
3	86	10.4%	12	8.3%	14	10.9%	16	14.2%	24	10.0%	20	10.0%
4	55	6.7%	8	5.5%	13	10.2%	5	4.4%	15	6.3%	14	7.0%
5 to 9	76	9.2%	10	6.9%	21	16.4%	5	4.4%	25	10.5%	15	7.5%
10 or more times	17	2.1%	2	1.4%	7	5.5%	1	0.9%	4	1.7%	3	1.5%
Total	826	100.0%	145	100.0%	128	100.0%	113	100.0%	239	100.0%	201	100.0%
Not Answered	289		46		51		42		84		66	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Personal Doctor (continued)

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	1.4%	1	0.9%	0	0.0%	1	1.1%	2	1.2%	5	3.0%
● Sometimes	41	6.3%	7	6.0%	10	9.1%	3	3.4%	9	5.2%	12	7.3%
● Usually	102	15.7%	16	13.7%	21	19.1%	9	10.3%	25	14.5%	31	18.8%
● Always	499	76.7%	93	79.5%	79	71.8%	74	85.1%	136	79.1%	117	70.9%
Total	651	100.0%	117	100.0%	110	100.0%	87	100.0%	172	100.0%	165	100.0%
Not Answered	464		74		69		68		151		102	
Reporting Category Communication												
Achievement Score	92.3%		93.2%		90.9%		95.4%		93.6%		89.7%	
Correlation with Satisfaction	0.328		0.471		0.318		0.226		0.213		0.365	
Priority Rating	Low		High		Low		Low		Low		Low	

Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	0.8%	0	0.0%	0	0.0%	0	0.0%	2	1.2%	3	1.8%
● Sometimes	44	6.8%	8	6.8%	6	5.5%	9	10.3%	12	7.0%	9	5.5%
● Usually	109	16.8%	17	14.5%	20	18.3%	16	18.4%	23	13.4%	33	20.0%
● Always	492	75.7%	92	78.6%	83	76.1%	62	71.3%	135	78.5%	120	72.7%
Total	650	100.0%	117	100.0%	109	100.0%	87	100.0%	172	100.0%	165	100.0%
Not Answered	465		74		70		68		151		102	
Reporting Category Communication												
Achievement Score	92.5%		93.2%		94.5%		89.7%		91.9%		92.7%	
Correlation with Satisfaction	0.294		0.265		0.245		0.229		0.243		0.431	
Priority Rating	Low		Low		Low		Low		Low		High	

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	0.6%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	3	1.8%
● Sometimes	20	3.1%	1	0.9%	4	3.6%	6	7.1%	4	2.3%	5	3.0%
● Usually	86	13.3%	14	12.0%	18	16.4%	10	11.8%	19	11.0%	25	15.2%
● Always	539	83.1%	101	86.3%	88	80.0%	69	81.2%	149	86.6%	132	80.0%
Total	649	100.0%	117	100.0%	110	100.0%	85	100.0%	172	100.0%	165	100.0%
Not Answered	466		74		69		70		151		102	
Reporting Category Communication												
Achievement Score	96.3%		98.3%		96.4%		92.9%		97.7%		95.2%	
Correlation with Satisfaction	0.298		0.270		0.265		0.288		0.187		0.441	
Priority Rating	Low		Low		Low		Low		Low		High	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Personal Doctor (continued)

Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	2.2%	3	2.6%	1	0.9%	2	2.3%	3	1.8%	5	3.1%
● Sometimes	44	6.8%	6	5.1%	13	11.8%	4	4.6%	8	4.7%	13	8.0%
● Usually	126	19.4%	23	19.7%	21	19.1%	23	26.4%	27	15.8%	32	19.6%
● Always	464	71.6%	85	72.6%	75	68.2%	58	66.7%	133	77.8%	113	69.3%
Total	648	100.0%	117	100.0%	110	100.0%	87	100.0%	171	100.0%	163	100.0%
Not Answered	467		74		69		68		152		104	
Reporting Category Communication												
Achievement Score	91.0%		92.3%		87.3%		93.1%		93.6%		89.0%	
Correlation with Satisfaction	0.340		0.358		0.355		0.255		0.367		0.334	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	422	65.7%	69	60.5%	75	69.4%	57	65.5%	101	59.4%	120	73.6%
No	220	34.3%	45	39.5%	33	30.6%	30	34.5%	69	40.6%	43	26.4%
Total	642	100.0%	114	100.0%	108	100.0%	87	100.0%	170	100.0%	163	100.0%
Not Answered	473		77		71		68		153		104	

Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	18	4.4%	2	2.9%	2	2.7%	4	7.4%	4	4.0%	6	5.1%
● Sometimes	50	12.1%	9	13.0%	7	9.5%	7	13.0%	11	11.1%	16	13.7%
● Usually	95	23.0%	16	23.2%	22	29.7%	9	16.7%	24	24.2%	24	20.5%
● Always	250	60.5%	42	60.9%	43	58.1%	34	63.0%	60	60.6%	71	60.7%
Total	413	100.0%	69	100.0%	74	100.0%	54	100.0%	99	100.0%	117	100.0%
Not Answered	702		122		105		101		224		150	
Reporting Category Single Items												
Achievement Score	83.5%		84.1%		87.8%		79.6%		84.8%		81.2%	
Correlation with Satisfaction	0.328		0.313		0.191		0.230		0.420		0.374	
Priority Rating	Low		Low		Low		Medium		High		Low	

○ Response scored as: ● Room for Improvement ● Achievement

Your Personal Doctor (continued)

Q18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	10	1.2%	1	0.7%	2	1.5%	0	0.0%	3	1.3%	4	2.0%
● 1	1	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	0	0.0%
● 2	4	0.5%	0	0.0%	0	0.0%	1	0.9%	1	0.4%	2	1.0%
● 3	6	0.7%	1	0.7%	1	0.8%	0	0.0%	3	1.3%	1	0.5%
● 4	12	1.4%	3	2.0%	2	1.5%	0	0.0%	4	1.7%	3	1.5%
● 5	37	4.5%	9	6.1%	8	6.2%	6	5.4%	5	2.1%	9	4.4%
● 6	27	3.3%	2	1.4%	4	3.1%	2	1.8%	12	5.1%	7	3.4%
● 7	68	8.2%	9	6.1%	12	9.2%	9	8.0%	21	8.9%	17	8.4%
● 8	123	14.8%	25	16.9%	26	20.0%	21	18.8%	30	12.7%	21	10.3%
● 9	161	19.4%	26	17.6%	22	16.9%	16	14.3%	46	19.4%	51	25.1%
● Best personal doctor possible	381	45.9%	72	48.6%	53	40.8%	57	50.9%	111	46.8%	88	43.3%
Total	830	100.0%	148	100.0%	130	100.0%	112	100.0%	237	100.0%	203	100.0%
Not Answered	285		43		49		43		86		64	
Reporting Category												
Ratings												
Achievement Score	80.1%		83.1%		77.7%		83.9%		78.9%		78.8%	
Correlation with Satisfaction	0.472		0.549		0.428		0.188		0.469		0.556	
Priority Rating	High		High		Top		Low		Top		Top	

Getting Health Care From Specialists

Q19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	465	42.4%	90	48.1%	72	40.7%	56	37.1%	123	38.9%	124	46.6%
No	632	57.6%	97	51.9%	105	59.3%	95	62.9%	193	61.1%	142	53.4%
Total	1097	100.0%	187	100.0%	177	100.0%	151	100.0%	316	100.0%	266	100.0%
Not Answered	18		4		2		4		7		1	

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q20. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	31	6.8%	6	6.8%	3	4.3%	2	3.7%	12	9.8%	8	6.5%
● Sometimes	65	14.2%	8	9.1%	14	20.0%	8	14.8%	15	12.3%	20	16.1%
● Usually	118	25.8%	22	25.0%	16	22.9%	13	24.1%	28	23.0%	39	31.5%
● Always	244	53.3%	52	59.1%	37	52.9%	31	57.4%	67	54.9%	57	46.0%
Total	458	100.0%	88	100.0%	70	100.0%	54	100.0%	122	100.0%	124	100.0%
Not Answered	657		103		109		101		201		143	
Reporting Category Getting Needed Care												
Achievement Score	79.0%		84.1%		75.7%		81.5%		77.9%		77.4%	
Correlation with Satisfaction	0.316		0.264		0.178		0.284		0.340		0.429	
Priority Rating	Medium		Low		Medium		Low		Medium		Top	

Q21. How many specialists have you seen in the last 6 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	24	5.3%	8	9.2%	2	2.9%	1	1.9%	10	8.2%	3	2.5%
1 specialist	209	46.1%	40	46.0%	34	49.3%	24	44.4%	57	46.7%	54	44.6%
2	138	30.5%	24	27.6%	17	24.6%	22	40.7%	36	29.5%	39	32.2%
3	49	10.8%	6	6.9%	12	17.4%	3	5.6%	11	9.0%	17	14.0%
4	16	3.5%	6	6.9%	1	1.4%	4	7.4%	3	2.5%	2	1.7%
5 or more specialists	17	3.8%	3	3.4%	3	4.3%	0	0.0%	5	4.1%	6	5.0%
Total	453	100.0%	87	100.0%	69	100.0%	54	100.0%	122	100.0%	121	100.0%
Not Answered	662		104		110		101		201		146	

○ **Response scored as:** ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q22. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	5	1.2%	1	1.3%	1	1.5%	0	0.0%	2	1.8%	1	0.9%
● 1	2	0.5%	0	0.0%	0	0.0%	0	0.0%	1	0.9%	1	0.9%
● 2	7	1.6%	2	2.5%	2	3.0%	1	1.9%	2	1.8%	0	0.0%
● 3	6	1.4%	0	0.0%	2	3.0%	0	0.0%	2	1.8%	2	1.7%
● 4	2	0.5%	0	0.0%	0	0.0%	2	3.8%	0	0.0%	0	0.0%
● 5	8	1.9%	1	1.3%	2	3.0%	0	0.0%	3	2.7%	2	1.7%
● 6	8	1.9%	0	0.0%	1	1.5%	2	3.8%	0	0.0%	5	4.3%
● 7	31	7.3%	10	12.7%	3	4.5%	2	3.8%	7	6.3%	9	7.7%
● 8	67	15.7%	11	13.9%	10	14.9%	11	21.2%	12	10.8%	23	19.7%
● 9	77	18.1%	11	13.9%	12	17.9%	8	15.4%	23	20.7%	23	19.7%
● Best specialist possible	213	50.0%	43	54.4%	34	50.7%	26	50.0%	59	53.2%	51	43.6%
Total	426	100.0%	79	100.0%	67	100.0%	52	100.0%	111	100.0%	117	100.0%
Not Answered	689		112		112		103		212		150	
Reporting Category												
Ratings												
Achievement Score	83.8%		82.3%		83.6%		86.5%		84.7%		82.9%	
Correlation with Satisfaction	0.345		0.341		0.239		0.210		0.375		0.469	
Priority Rating	Low		Low		Low		Low		Low		High	

Your Health Plan

Q23. In the last 6 months, did you get information or help from your health plan's customer service?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	387	35.5%	63	33.5%	79	44.6%	53	35.1%	95	30.4%	97	36.9%
No	704	64.5%	125	66.5%	98	55.4%	98	64.9%	217	69.6%	166	63.1%
Total	1091	100.0%	188	100.0%	177	100.0%	151	100.0%	312	100.0%	263	100.0%
Not Answered	24		3		2		4		11		4	

○ Response scored as: ● Room for Improvement ● Achievement

Your Health Plan (continued)

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	1.6%	0	0.0%	0	0.0%	0	0.0%	2	2.1%	4	4.3%
● Sometimes	65	17.1%	9	14.3%	13	16.7%	13	25.0%	16	17.0%	14	15.1%
● Usually	93	24.5%	13	20.6%	16	20.5%	15	28.8%	25	26.6%	24	25.8%
● Always	216	56.8%	41	65.1%	49	62.8%	24	46.2%	51	54.3%	51	54.8%
Total	380	100.0%	63	100.0%	78	100.0%	52	100.0%	94	100.0%	93	100.0%
Not Answered	735		128		101		103		229		174	
Reporting Category Customer Service												
Achievement Score	81.3%		85.7%		83.3%		75.0%		80.9%		80.6%	
Correlation with Satisfaction	0.371		0.352		0.239		0.323		0.407		0.468	
Priority Rating	Low		Low		Low		Medium		High		High	

Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	1.1%	0	0.0%	1	1.3%	0	0.0%	1	1.1%	2	2.2%
● Sometimes	21	5.6%	3	4.8%	3	3.8%	4	8.2%	7	7.4%	4	4.3%
● Usually	67	17.8%	8	12.9%	7	9.0%	10	20.4%	15	16.0%	27	29.0%
● Always	284	75.5%	51	82.3%	67	85.9%	35	71.4%	71	75.5%	60	64.5%
Total	376	100.0%	62	100.0%	78	100.0%	49	100.0%	94	100.0%	93	100.0%
Not Answered	739		129		101		106		229		174	
Reporting Category Customer Service												
Achievement Score	93.4%		95.2%		94.9%		91.8%		91.5%		93.5%	
Correlation with Satisfaction	0.282		0.491		0.106		0.593		0.016		0.350	
Priority Rating	Low		High		Low		High		Low		Low	

Q26. In the last 6 months, did your health plan give you any forms to fill out?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	293	27.5%	37	20.3%	64	37.6%	30	21.0%	83	26.6%	79	30.6%
No	772	72.5%	145	79.7%	106	62.4%	113	79.0%	229	73.4%	179	69.4%
Total	1065	100.0%	182	100.0%	170	100.0%	143	100.0%	312	100.0%	258	100.0%
Not Answered	50		9		9		12		11		9	

○ Response scored as: ● Room for Improvement ● Achievement

Your Health Plan (continued)

PQ27. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q26 = 'No', based on NCQA scoring guidelines.]

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	0.7%	1	0.5%	0	0.0%	1	0.7%	2	0.7%	3	1.2%
● Sometimes	29	2.8%	1	0.5%	3	1.8%	1	0.7%	9	3.0%	15	5.9%
● Usually	102	9.7%	16	8.8%	20	12.1%	13	9.2%	25	8.2%	28	10.9%
● Always	912	86.9%	164	90.1%	142	86.1%	127	89.4%	269	88.2%	210	82.0%
Total	1050	100.0%	182	100.0%	165	100.0%	142	100.0%	305	100.0%	256	100.0%
Not Answered	65		9		14		13		18		11	
Reporting Category Single Items												
Achievement Score	96.6%		98.9%		98.2%		98.6%		96.4%		93.0%	
Correlation with Satisfaction	0.111		0.047		-0.034		0.043		0.067		0.264	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	8	0.8%	3	1.6%	2	1.2%	1	0.7%	2	0.6%	0	0.0%
● 1	4	0.4%	0	0.0%	1	0.6%	1	0.7%	1	0.3%	1	0.4%
● 2	7	0.7%	2	1.1%	1	0.6%	0	0.0%	2	0.6%	2	0.8%
● 3	8	0.8%	3	1.6%	0	0.0%	0	0.0%	1	0.3%	4	1.6%
● 4	17	1.6%	4	2.2%	1	0.6%	1	0.7%	5	1.6%	6	2.4%
● 5	77	7.3%	15	8.2%	9	5.4%	14	9.6%	17	5.5%	22	8.7%
● 6	59	5.6%	8	4.4%	13	7.7%	7	4.8%	21	6.8%	10	4.0%
● 7	102	9.6%	14	7.7%	14	8.3%	9	6.2%	33	10.7%	32	12.7%
● 8	192	18.2%	27	14.8%	30	17.9%	33	22.6%	57	18.5%	45	17.9%
● 9	181	17.1%	33	18.0%	37	22.0%	19	13.0%	54	17.5%	38	15.1%
● Best health plan possible	402	38.0%	74	40.4%	60	35.7%	61	41.8%	115	37.3%	92	36.5%
Total	1057	100.0%	183	100.0%	168	100.0%	146	100.0%	308	100.0%	252	100.0%
Not Answered	58		8		11		9		15		15	
Reporting Category Ratings												
Achievement Score	73.3%		73.2%		75.6%		77.4%		73.4%		69.4%	

○ Response scored as: ● Room for Improvement ● Achievement

About You

Q29. In general, how would you rate your overall health?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	119	10.9%	19	10.1%	21	12.2%	18	11.8%	34	10.7%	27	10.4%
● Very Good	311	28.5%	48	25.5%	48	27.9%	48	31.4%	100	31.4%	67	25.8%
● Good	373	34.2%	80	42.6%	59	34.3%	48	31.4%	101	31.8%	85	32.7%
● Fair	223	20.4%	30	16.0%	35	20.3%	33	21.6%	61	19.2%	64	24.6%
● Poor	65	6.0%	11	5.9%	9	5.2%	6	3.9%	22	6.9%	17	6.5%
Total	1091	100.0%	188	100.0%	172	100.0%	153	100.0%	318	100.0%	260	100.0%
Not Answered	24		3		7		2		5		7	
Reporting Category Single Items												
Achievement Score	39.4%		35.6%		40.1%		43.1%		42.1%		36.2%	
Correlation with Satisfaction	0.106		0.171		0.129		0.052		0.028		0.159	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q30. In general, how would you rate your overall mental or emotional health?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	199	18.4%	53	28.3%	29	16.9%	26	17.1%	47	15.0%	44	17.1%
● Very Good	271	25.0%	42	22.5%	46	26.7%	45	29.6%	82	26.1%	56	21.7%
● Good	332	30.7%	53	28.3%	53	30.8%	39	25.7%	97	30.9%	90	34.9%
● Fair	220	20.3%	34	18.2%	37	21.5%	30	19.7%	65	20.7%	54	20.9%
● Poor	61	5.6%	5	2.7%	7	4.1%	12	7.9%	23	7.3%	14	5.4%
Total	1083	100.0%	187	100.0%	172	100.0%	152	100.0%	314	100.0%	258	100.0%
Not Answered	32		4		7		3		9		9	
Reporting Category Single Items												
Achievement Score	43.4%		50.8%		43.6%		46.7%		41.1%		38.8%	
Correlation with Satisfaction	0.166		0.174		0.163		0.078		0.137		0.258	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	456	45.8%	77	51.0%	70	43.8%	75	52.1%	119	39.4%	115	48.1%
● No	540	54.2%	74	49.0%	90	56.3%	69	47.9%	183	60.6%	124	51.9%
Don't Know	35		7		8		6		9		5	
Total	996	100.0%	151	100.0%	160	100.0%	144	100.0%	302	100.0%	239	100.0%
Not Answered	13		0		6		3		1		3	
Reporting Category Flu Shot for Adults												
Achievement Score	45.8%		51.0%		43.8%		52.1%		39.4%		48.1%	
Correlation with Satisfaction	0.129		0.153		0.029		0.130		0.167		0.149	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)**Q32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?**

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Every day	170	15.6%	25	13.4%	37	21.6%	27	17.6%	48	15.0%	33	12.7%
Some days	128	11.7%	25	13.4%	18	10.5%	12	7.8%	40	12.5%	33	12.7%
Not at all	792	72.7%	136	73.1%	116	67.8%	114	74.5%	232	72.5%	194	74.6%
Don't Know	4		2		0		0		1		1	
Total	1090	100.0%	186	100.0%	171	100.0%	153	100.0%	320	100.0%	260	100.0%
Not Answered	21		3		8		2		2		6	

Q33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	86	29.9%	20	40.8%	11	21.6%	8	21.1%	25	29.8%	22	33.3%
● Sometimes	58	20.1%	7	14.3%	16	31.4%	8	21.1%	14	16.7%	13	19.7%
● Usually	49	17.0%	6	12.2%	6	11.8%	6	15.8%	16	19.0%	15	22.7%
● Always	95	33.0%	16	32.7%	18	35.3%	16	42.1%	29	34.5%	16	24.2%
Total	288	100.0%	49	100.0%	51	100.0%	38	100.0%	84	100.0%	66	100.0%
Not Answered	827		142		128		117		239		201	
Reporting Category Medical Assistance with Smoking Cessation												
Achievement Score	70.1%		59.2%		78.4%		78.9%		70.2%		66.7%	
Correlation with Satisfaction	0.200		0.273		0.241		0.275		0.184		0.048	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	144	49.8%	29	58.0%	23	45.1%	14	37.8%	45	52.9%	33	50.0%
● Sometimes	59	20.4%	8	16.0%	11	21.6%	7	18.9%	19	22.4%	14	21.2%
● Usually	42	14.5%	6	12.0%	10	19.6%	6	16.2%	8	9.4%	12	18.2%
● Always	44	15.2%	7	14.0%	7	13.7%	10	27.0%	13	15.3%	7	10.6%
Total	289	100.0%	50	100.0%	51	100.0%	37	100.0%	85	100.0%	66	100.0%
Not Answered	826		141		128		118		238		201	
Reporting Category Medical Assistance with Smoking Cessation												
Achievement Score	50.2%		42.0%		54.9%		62.2%		47.1%		50.0%	
Correlation with Satisfaction	0.260		0.213		0.218		0.270		0.253		0.333	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

About You (continued)

- Q35.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	153	53.5%	25	53.2%	23	45.1%	20	52.6%	48	56.5%	37	56.9%
● Sometimes	60	21.0%	9	19.1%	11	21.6%	6	15.8%	22	25.9%	12	18.5%
● Usually	37	12.9%	6	12.8%	12	23.5%	5	13.2%	5	5.9%	9	13.8%
● Always	36	12.6%	7	14.9%	5	9.8%	7	18.4%	10	11.8%	7	10.8%
Total	286	100.0%	47	100.0%	51	100.0%	38	100.0%	85	100.0%	65	100.0%
Not Answered	829		144		128		117		238		202	
Reporting Category Medical Assistance with Smoking Cessation												
Achievement Score	46.5%		46.8%		54.9%		47.4%		43.5%		43.1%	
Correlation with Satisfaction	0.232		0.154		0.325		0.430		0.152		0.218	
Priority Rating	Medium		Medium		Medium		Top		Medium		Medium	

- Q36.** What is your age?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	133	12.1%	NA	-	29	16.7%	15	9.7%	55	17.2%	24	9.2%
25 to 34	196	17.9%	22	11.8%	26	14.9%	34	22.1%	76	23.8%	38	14.6%
35 to 44	141	12.9%	18	9.6%	23	13.2%	17	11.0%	49	15.3%	34	13.0%
45 to 54	194	17.7%	36	19.3%	30	17.2%	36	23.4%	48	15.0%	44	16.9%
55 to 64	363	33.1%	67	35.8%	60	34.5%	52	33.8%	88	27.5%	96	36.8%
65 to 74	51	4.7%	24	12.8%	NA	-	0	0.0%	NA	-	18	6.9%
75 or older	18	1.6%	NA	-	NA	-	0	0.0%	0	0.0%	NA	-
Total	1096	100.0%	187	100.0%	174	100.0%	154	100.0%	320	100.0%	261	100.0%
Not Answered	19		4		5		1		3		6	

- Q37.** Are you male or female?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	467	42.6%	95	50.3%	63	36.4%	61	40.1%	135	42.2%	113	43.3%
Female	628	57.4%	94	49.7%	110	63.6%	91	59.9%	185	57.8%	148	56.7%
Total	1095	100.0%	189	100.0%	173	100.0%	152	100.0%	320	100.0%	261	100.0%
Not Answered	20		2		6		3		3		6	

○ **Response scored as:** ● Room for Improvement ● Achievement

NA: Fewer than 11 responses

About You (continued)**Q38. What is the highest grade or level of school that you have completed?**

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	45	4.2%	11	5.8%	NA	-	NA	-	12	3.8%	NA	-
Some high school but did not graduate	115	10.7%	25	13.2%	17	10.1%	18	12.0%	32	10.3%	23	9.0%
High school graduate or GED	347	32.3%	64	33.9%	57	33.9%	48	32.0%	92	29.5%	86	33.7%
Some college or 2-year degree	374	34.8%	64	33.9%	49	29.2%	50	33.3%	126	40.4%	85	33.3%
4-year college graduate	123	11.5%	13	6.9%	22	13.1%	14	9.3%	33	10.6%	41	16.1%
More than 4-year college degree	70	6.5%	12	6.3%	15	8.9%	12	8.0%	17	5.4%	14	5.5%
Total	1074	100.0%	189	100.0%	168	100.0%	150	100.0%	312	100.0%	255	100.0%
Not Answered	41		2		11		5		11		12	

Q39. Are you of Hispanic or Latino origin or descent?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	123	11.6%	23	12.8%	28	16.6%	18	12.2%	41	13.3%	13	5.1%
No, Not Hispanic or Latino	938	88.4%	156	87.2%	141	83.4%	130	87.8%	267	86.7%	244	94.9%
Total	1061	100.0%	179	100.0%	169	100.0%	148	100.0%	308	100.0%	257	100.0%
Not Answered	54		12		10		7		15		10	

Q40.1. What is your race? Response: White.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	852	100.0%	146	100.0%	137	100.0%	113	100.0%	262	100.0%	194	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	852	100.0%	146	100.0%	137	100.0%	113	100.0%	262	100.0%	194	100.0%
Not Answered	263		45		42		42		61		73	

Q40.2. What is your race? Response: Black or African-American.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	79	100.0%	12	100.0%	11	100.0%	NA	-	24	100.0%	22	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	79	100.0%	12	100.0%	11	100.0%	NA	-	24	100.0%	22	100.0%
Not Answered	1036		179		168		145		299		245	

NA: Fewer than 11 responses

About You (continued)**Q40.3. What is your race? Response: Asian.**

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	98	100.0%	18	100.0%	11	100.0%	13	100.0%	17	100.0%	39	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	98	100.0%	18	100.0%	11	100.0%	13	100.0%	17	100.0%	39	100.0%
Not Answered	1017		173		168		142		306		228	

Q40.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	23	100.0%	NA	-	NA	-	NA	-	NA	-	NA	-
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	23	100.0%	NA	-	NA	-	NA	-	NA	-	NA	-
Not Answered	1092		187		178		152		313		262	

Q40.5. What is your race? Response: American Indian or Alaska Native.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	49	100.0%	NA	-	NA	-	NA	-	17	100.0%	11	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	49	100.0%	NA	-	NA	-	NA	-	17	100.0%	11	100.0%
Not Answered	1066		181		174		149		306		256	

Q40.6. What is your race? Response: Other.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	92	100.0%	13	100.0%	15	100.0%	14	100.0%	34	100.0%	16	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	92	100.0%	13	100.0%	15	100.0%	14	100.0%	34	100.0%	16	100.0%
Not Answered	1023		178		164		141		289		251	

NA: Fewer than 11 responses

About You (continued)

HCA_1. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	508	47.1%	75	40.1%	82	48.5%	74	49.3%	146	46.8%	131	50.2%
No	571	52.9%	112	59.9%	87	51.5%	76	50.7%	166	53.2%	130	49.8%
Total	1079	100.0%	187	100.0%	169	100.0%	150	100.0%	312	100.0%	261	100.0%
Not Answered	36		4		10		5		11		6	

HCA_2. Did you receive mental health care or counseling in the last 6 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	235	21.8%	31	16.7%	37	21.6%	31	20.9%	71	22.5%	65	25.2%
No	844	78.2%	155	83.3%	134	78.4%	117	79.1%	245	77.5%	193	74.8%
Total	1079	100.0%	186	100.0%	171	100.0%	148	100.0%	316	100.0%	258	100.0%
Not Answered	36		5		8		7		7		9	

HCA_3. Did you receive all the mental health care or counseling that you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	371	56.2%	27	87.1%	80	51.9%	70	54.3%	147	51.9%	47	74.6%
No	289	43.8%	4	12.9%	74	48.1%	59	45.7%	136	48.1%	16	25.4%
Total	660	100.0%	31	100.0%	154	100.0%	129	100.0%	283	100.0%	63	100.0%
Not Answered	455		160		25		26		40		204	

HCA_4. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	220	20.5%	24	12.8%	38	22.2%	34	23.3%	72	23.1%	52	20.2%
No	854	79.5%	163	87.2%	133	77.8%	112	76.7%	240	76.9%	206	79.8%
Total	1074	100.0%	187	100.0%	171	100.0%	146	100.0%	312	100.0%	258	100.0%
Not Answered	41		4		8		9		11		9	

About You (continued)

HCA_5. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	118	22.8%	6	26.1%	41	27.7%	7	21.2%	59	22.4%	5	10.0%
● Sometimes	62	12.0%	2	8.7%	17	11.5%	6	18.2%	27	10.3%	10	20.0%
● Usually	108	20.9%	3	13.0%	33	22.3%	6	18.2%	56	21.3%	10	20.0%
● Always	229	44.3%	12	52.2%	57	38.5%	14	42.4%	121	46.0%	25	50.0%
Total	517	100.0%	23	100.0%	148	100.0%	33	100.0%	263	100.0%	50	100.0%
Not Answered	598		168		31		122		60		217	
Reporting Category												
Supplemental Items												
Achievement Score	65.2%		65.2%		60.8%		60.6%		67.3%		70.0%	
Correlation with Satisfaction	0.246		0.272		0.272		0.415		0.194		0.397	
Priority Rating	Medium		Medium		Medium		Top		Medium		Medium	

HCA_6. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst treatment or counseling possible	33	7.1%	2	9.5%	10	7.9%	3	9.7%	15	6.3%	3	6.1%
● 1	5	1.1%	0	0.0%	1	0.8%	0	0.0%	3	1.3%	1	2.0%
● 2	1	0.2%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	0	0.0%
● 3	10	2.2%	1	4.8%	0	0.0%	2	6.5%	4	1.7%	3	6.1%
● 4	10	2.2%	1	4.8%	3	2.4%	1	3.2%	5	2.1%	0	0.0%
● 5	43	9.2%	0	0.0%	13	10.2%	3	9.7%	22	9.3%	5	10.2%
● 6	33	7.1%	5	23.8%	12	9.4%	3	9.7%	11	4.6%	2	4.1%
● 7	45	9.7%	2	9.5%	14	11.0%	3	9.7%	19	8.0%	7	14.3%
● 8	68	14.6%	3	14.3%	17	13.4%	5	16.1%	37	15.6%	6	12.2%
● 9	54	11.6%	2	9.5%	20	15.7%	3	9.7%	26	11.0%	3	6.1%
● Best treatment or counseling possible	163	35.1%	5	23.8%	37	29.1%	8	25.8%	94	39.7%	19	38.8%
Total	465	100.0%	21	100.0%	127	100.0%	31	100.0%	237	100.0%	49	100.0%
Not Answered	650		170		52		124		86		218	
Reporting Category												
Supplemental Items												
Achievement Score	61.3%		47.6%		58.3%		51.6%		66.2%		57.1%	
Correlation with Satisfaction	0.438		0.249		0.466		0.355		0.449		0.445	
Priority Rating	Top		Medium		Top		Medium		Top		Top	

○ **Response scored as:** ● Room for Improvement ● Achievement

About You (continued)

HCA_7. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	99	28.5%	2	6.5%	22	32.4%	30	42.9%	42	31.1%	3	7.0%
● Sometimes	36	10.4%	3	9.7%	5	7.4%	5	7.1%	14	10.4%	9	20.9%
● Usually	51	14.7%	6	19.4%	16	23.5%	8	11.4%	18	13.3%	3	7.0%
● Always	161	46.4%	20	64.5%	25	36.8%	27	38.6%	61	45.2%	28	65.1%
No use of mental health care in last 6 months	297		0		78		63		149		7	
Total	347	100.0%	31	100.0%	68	100.0%	70	100.0%	135	100.0%	43	100.0%
Not Answered	471		160		33		22		39		217	
Reporting Category												
Supplemental Items												
Achievement Score	61.1%		83.9%		60.3%		50.0%		58.5%		72.1%	
Correlation with Satisfaction	0.129		-0.128		0.249		0.215		0.062		0.223	
Priority Rating	Medium		Low		Medium		Medium		Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Sample Disposition

	Apple Health Overall
Total mailing - sent	8,775
*First mailing - usable survey returned	508
*Second mailing - usable survey returned	342
*Phone - usable surveys	245
*Internet - usable surveys	20
Total - usable surveys	1,115
†Ineligible: According to population criteria‡	58
†Ineligible: Language barrier	14
†Ineligible: Deceased	6
Bad address and/or bad phone number	2,770
Refusal	155
Incomplete survey - mail or phone	53
Nonresponse - Unavailable by mail or phone	4,590
Response Rate	12.82%

*Included in response rate numerator

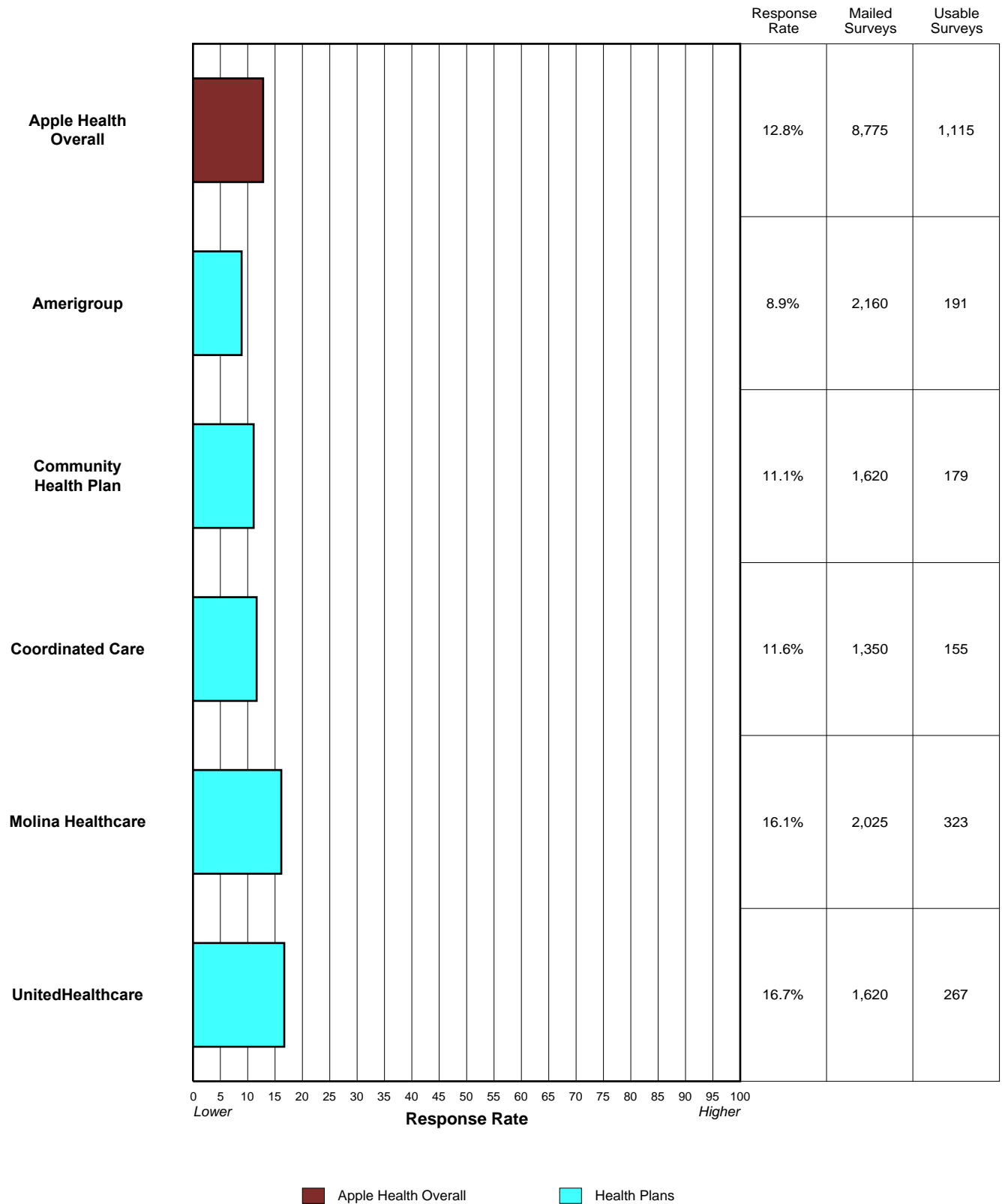
†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $\text{Response Rate} = \text{Total Usable Surveys} / \text{Total Eligible Cases}$

Response Rates

Variation Across Health Plans



SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Amerigroup Washington, Inc. Is that right?

- ☐₁ Yes → *If Yes, Go to Question 3*
☐₂ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

- ☐₁ Yes
☐₂ No → *If No, Go to Question 5*

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

- ☐₁ Yes
☐₂ No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- ☐₀ None → *If None, Go to Question 10*
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst health care possible					Best health care possible					

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

☐₁ Yes
☐₂ No → **If No, Go to Question 19**

11. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

☐₀ None → **If None, Go to Question 18**
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

☐₁ Yes
☐₂ No → **If No, Go to Question 18**

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst personal doctor possible					Best personal doctor possible					

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

☐₁ Yes
☐₂ No → **If No, Go to Question 23**

20. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

21. How many specialists have you seen in the last 6 months?

☐₀ None → **If None, Go to Question 23**
☐₁ 1 specialist
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 or more specialists

22. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Worst specialist possible											Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

☐₁ Yes
☐₂ No → **If No, Go to Question 26**

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

☐₁ Yes
☐₂ No → **If No, Go to Question 28**

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Worst health plan possible											Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐₁ Excellent
- ☐₂ Very good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → ***If Not at all, Go to Question 36***
- ☐₄ Don't know → ***If Don't know, Go to Question 36***

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

36. What is your age?

- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

37. Are you male or female?

- ☐₁ Male
- ☐₂ Female

38. What is the highest grade or level of school that you have completed?

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- ☐₁ Yes, Hispanic or Latino
- ☐₂ No, not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐_a White
- ☐_b Black or African-American
- ☐_c Asian
- ☐_d Native Hawaiian or other Pacific Islander
- ☐_e American Indian or Alaska Native
- ☐_f Other

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- ☐₁ Yes
☐₂ No

42. Did you receive mental health care or counseling in the last 6 months?

- ☐₁ Yes
☐₂ No → ***If No, Go to Question 45***

43. Did you receive all the mental health care or counseling that you needed?

- ☐₁ Yes
☐₂ No

44. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always
☐₅ No use of mental health care in last 6 months

45. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐₁ Yes
☐₂ No → ***Thank you. Please return the completed survey in the postage-paid envelope.***

46. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- ☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

47. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

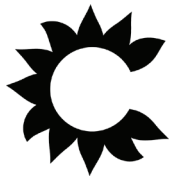
- | | | | | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst treatment or counseling possible | | | | | | Best treatment or counseling possible | | | | |

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.



SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☒ Yes → **If Yes, Go to Question 1**
☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605, ext. 4190.

1. Our records show that you are now in Community Health Plan of Washington. Is that right?

☐ Yes → **If Yes, Go to Question 3**
☐ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

☐ Yes
☐ No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

☐ Yes
☐ No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

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☐ Sometimes
☐ Usually
☐ Always



7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- ☐ None → *If None, Go to Question 10*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ☐ 0 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- ☐ Yes
- ☐ No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

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- ☐ 3
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- ☐ 5 to 9
- ☐ 10 or more times

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- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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- ☐ Never
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- ☐ Usually
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14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

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- ☐ Sometimes
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- ☐ Always

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- ☐ Usually
- ☐ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
- ☐ No → *If No, Go to Question 18*

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- ☐ 0 Worst personal doctor possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

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In the last 6 months, did you make any appointments to see a specialist?

- ☐ Yes
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21. How many specialists have you seen in the last 6 months?

- ☐ None → *If None, Go to Question 23*
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

22. We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ☐ 0 Worst specialist possible
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- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

- ☐ Yes
- ☐ No → *If No, Go to Question 26*

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- ☐ Never
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- ☐ Usually
- ☐ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

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- ☐ Usually
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28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐ Yes
- ☐ No
- ☐ Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → *If Not at all, Go to Question 36*
- ☐ Don't know → *If Don't know, Go to Question 36*

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

36. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

37. Are you male or female?

- ☐ Male
- ☐ Female

38. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- ☐ Yes
- ☐ No

42. Did you receive mental health care or counseling in the last 6 months?

- ☐ Yes
- ☐ No

43. Did you receive all the mental health care or counseling that you needed?

- ☐ Yes
- ☐ No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐ Yes
- ☐ No

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

46. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- ☐ 0 Worst treatment or counseling possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best treatment or counseling possible

47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ No use of mental health care in last 6 months

48. If you did not think that it was easy to get the care or tests you thought you needed, what was the main problem you had getting care or tests? (Please mark **ONLY one)**

- ☐ Authorization process
- ☐ Difficulty working with your PCP or other provider for services you need
- ☐ Difficulty finding in-network providers for services
- ☐ Difficulty getting prescription medication(s)
- ☐ Difficulty getting vision or dental services
- ☐ Waiting for approval for services you need (example: Home health services, Durable Medical Equipment, surgery etc.)
- ☐ Services were not approved
- ☐ Difficulty getting an immediate appointment with my doctor or other provider
- ☐ Difficulty getting assistance when calling my insurance company
- ☐ Difficulty getting in touch with my service coordinator assigned to me from my insurance company
- ☐ Transportation issues
- ☐ Did not have a problem
- ☐ None of the above

49. In the last 6 months, which type of specialist was it difficult to get an appointment with?

- ☐ Dentist (Teeth or Mouth)
- ☐ Ophthalmologist/Optometrlist (Eyes or Glasses)
- ☐ Orthopedist/Orthopedic Surgeon (Bones or Joints)
- ☐ Cardiologist/Cardiac Surgeon (Heart)
- ☐ Gynecologist/Obstetrician (Women's Care or Pregnancy)
- ☐ Psychiatrist or Psychologist (Behavioral/ Mental Health)
- ☐ Counselor (Therapy)
- ☐ Neurologist/Neurosurgeon (Spine, Brain or Nerves)
- ☐ Endocrinologist (Diabetes, Thyroid, etc.)
- ☐ Gastroenterologist (Stomach, Gut or Bowels)
- ☐ Rheumatologist (Joints, Muscles, and Ligaments)
- ☐ Other
- ☐ I did not have difficulty getting an appointment in the last 6 months
- ☐ I did not try to make an appointment with a specialist in the last 6 months

50. If you saw a behavioral health provider in the last 6 months, how often do you feel your primary care doctor was up to date and informed of your behavioral health care?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

51. In the last 6 months, if you had a problem getting an appointment to see a specialist that you needed to see, why was it a problem? (Mark all that apply)

- ☐ I had a problem getting a referral from my PCP
 - ☐ I had a problem getting a referral approved by my health plan
 - ☐ I had a problem getting an appointment to see a specialist
 - ☐ I did not have a problem getting an appointment with a specialist
 - ☐ Other (*specify*):
-

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions,
please call 1-888-797-3605, ext. 4190.**





SURVEY INSTRUCTIONS

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☒ Yes → **If Yes, Go to Question 1**
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1. Our records show that you are now in Coordinated Care of Washington, Inc. Is that right?

☐ Yes → **If Yes, Go to Question 3**
☐ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

☐ Yes
☐ No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

☐ Yes
☐ No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
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7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- ☐ None → *If None, Go to Question 10*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ☐ 0 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
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- ☐ Usually
- ☐ Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- ☐ Yes
- ☐ No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- ☐ None → *If None, Go to Question 18*
- ☐ 1 time
- ☐ 2
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- ☐ 4
- ☐ 5 to 9
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12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐ Never
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- ☐ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

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16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
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In the last 6 months, did you make any appointments to see a specialist?

- ☐ Yes
- ☐ No → *If No, Go to Question 23*

20. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

21. How many specialists have you seen in the last 6 months?

- ☐ None → *If None, Go to Question 23*
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

22. We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ☐ 0 Worst specialist possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

- ☐ Yes
- ☐ No → *If No, Go to Question 26*

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐ Yes
- ☐ No
- ☐ Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → *If Not at all, Go to Question 36*
- ☐ Don't know → *If Don't know, Go to Question 36*

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

36. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

37. Are you male or female?

- ☐ Male
- ☐ Female

38. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- ☐ Yes
- ☐ No

42. Did you receive mental health care or counseling in the last 6 months?

- ☐ Yes
- ☐ No

43. Did you receive all the mental health care or counseling that you needed?

- ☐ Yes
- ☐ No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐ Yes
- ☐ No → ***If No, Go to Question 47***

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

46. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- ☐ 0 Worst treatment or counseling possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best treatment or counseling possible

47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ No use of mental health care in last 6 months

Thank You

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Ft. Worth, TX 76185-5009**

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Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

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1. Our records show that you are now in Molina Healthcare of Washington. Is that right?

☐ Yes → **If Yes, Go to Question 3**
☐ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

☐ Yes
☐ No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

☐ Yes
☐ No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always



7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- ☐ None → *If None, Go to Question 10*
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

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YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- ☐ Yes
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16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

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18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

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- ☐ 7
- ☐ 8
- ☐ 9
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GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

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- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
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YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

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- ☐ 3
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- ☐ 5
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- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

30. In general, how would you rate your overall mental or emotional health?

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- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐ Yes
- ☐ No
- ☐ Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → *If Not at all, Go to Question 36*
- ☐ Don't know → *If Don't know, Go to Question 36*

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

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- ☐ Sometimes
- ☐ Usually
- ☐ Always

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- ☐ Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

36. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

37. Are you male or female?

- ☐ Male
- ☐ Female

38. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

40. What is your race? *Mark one or more.*

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- ☐ Yes
- ☐ No

42. Did you receive mental health care or counseling in the last 6 months?

- ☐ Yes
- ☐ No

43. Did you receive all the mental health care or counseling that you needed?

- ☐ Yes
- ☐ No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐ Yes
- ☐ No

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

46. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- ☐ 0 Worst treatment or counseling possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best treatment or counseling possible

47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ No use of mental health care in last 6 months

48. In the last 6 months, what type of care, test or treatment did you have trouble getting? (Mark all that apply)

- ☐ Care at my primary care physician's office
- ☐ Care at a specialist's office
- ☐ Care at a hospital or surgery center
- ☐ Labs
- ☐ Medication
- ☐ X-ray, MRI, etc.
- ☐ Medical equipment (e.g., brace, wheelchair)
- ☐ Other
- ☐ I did not have difficulty getting care, a test, or treatment

49. In the last 6 months, if it was not always easy to get the care, tests, or treatment you thought you needed, what was the main reason for your difficulty? (Mark all that apply)

- ☐ Transportation issues
- ☐ The doctor I wanted was not in the network
- ☐ The care, tests, or treatment were not covered by my plan
- ☐ I could not get confirmation from my health plan that a service was covered
- ☐ It took too long to get an appointment
- ☐ Waiting for my doctor's office to respond with approval or denial information
- ☐ Waiting for my health plan to respond to me with approval or denial information about a medical service
- ☐ Waiting for my health plan to respond to me with approval or denial information about a prescription drug
- ☐ I could not find a convenient in-network facility for the care my doctor ordered (e.g. X-ray, CT scan, MRI, mammography, or other radiology test, etc.)
- ☐ My health plan's authorization process was difficult/complicated
- ☐ Other
- ☐ I did not have difficulty getting care, tests, or treatment

50. In the last 6 months, how often was it easy to get a referral to a specialist that you needed to see?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

51. If you had a problem seeing a specialist in the last 6 months, what type of specialist did you need to see?

- ☐ Dermatologist
- ☐ Gastroenterologist
- ☐ OB/Gyn
- ☐ Orthopedist
- ☐ Surgeon
- ☐ Cardiologist
- ☐ Behavioral Health
- ☐ Other, please specify:

-
- ☐ I did not try to make an appointment with a specialist in the last 6 months
 - ☐ I had no problems seeing a specialist in the last 6 months

52. If you were not able to get an appointment with a specialist as soon as you needed, please choose the answer below that most closely identifies the reason.

- ☐ The number of specialists in the network
- ☐ The distance I have to drive to reach a specialist I want to use
- ☐ Appointment availability did not fit my needs
- ☐ I was always able to get an appointment with a specialist when I needed it
- ☐ I did not try to make an appointment with a specialist
- ☐ Other, please specify:

-
- ☐ None of the above
-

Thank You

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1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

☐ Yes → **If Yes, Go to Question 3**
☐ No

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

☐ Yes
☐ No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
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5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

☐ Yes
☐ No → **If No, Go to Question 7**

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☐ Sometimes
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7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- ☐ None → *If None, Go to Question 10*
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- ☐ 5 to 9
- ☐ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

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- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
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9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

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YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- ☐ Yes
- ☐ No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- ☐ None → *If None, Go to Question 18*
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23. In the last 6 months, did you get information or help from your health plan's customer service?

- ☐ Yes
- ☐ No → *If No, Go to Question 26*

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

30. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐ Yes
- ☐ No
- ☐ Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → *If Not at all, Go to Question 36*
- ☐ Don't know → *If Don't know, Go to Question 36*

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

36. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

37. Are you male or female?

- ☐ Male
- ☐ Female

38. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- ☐ Yes
- ☐ No

42. Did you receive mental health care or counseling in the last 6 months?

- ☐ Yes
- ☐ No → ***If No, Go to Question 44***

43. Did you receive all the mental health care or counseling that you needed?

- ☐ Yes
- ☐ No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐ Yes
- ☐ No → ***If No, Go to Question 48***

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

46. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- ☐ 0 Worst treatment or counseling possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best treatment or counseling possible

47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ No use of mental health care in last 6 months

48. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty? (Please mark **ONLY one)**

- ☐ I had to wait too long for the health plan to give the OK
- ☐ I did not know where to go to get a physician for care, lab work, or an x-ray, mammogram, etc.
- ☐ I could not find a doctor, lab, or x-ray facility in my network
- ☐ I could not find a doctor, lab, or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment in the last 6 months

49. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call after hours in the last 6 months

50. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

51. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not need an interpreter to help me speak with doctors or other health providers in the last 6 months

52. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
-

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions,
please call 1-888-797-3605, ext. 4190.**

