

Washington State Health Care Authority

Apple Health Managed Care

CAHPS® 5.0H

Adult Medicaid



August 2016



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As Washington's Medicaid External Quality Review Organization (EQRO), Qualis Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs and the managed mental healthcare services. For more information, visit us online at: www.QualisHealth.org/WAEQRO.



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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 fifty-eight questions addressing areas such as getting care quickly, how well doctors communicate, making decisions about health care, overall satisfaction with health care and overall satisfaction with the health plan. 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 Managed Care plans during the spring of 2016. 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, customer service and shared decision making.

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 adult members enrolled in the Apple Health Managed Care plans. In 2016, the plans that participated are: Amerigroup Washington, Inc., Community Health Plan of Washington, Coordinated Care Corporation, Molina Healthcare of Washington, Inc. and UnitedHealthcare Community Plan. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period. All of the five participating plans used a pre-approved enhanced mixed-mode protocol based on NCQA HEDIS® guidelines. 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.

Sampling Frame

A random sample of 8,785 cases was drawn of adult members from across the five participating health plans. All plans used the NCQA HEDIS® prescribed systematic sampling protocol. Four plans opted to do an additional oversample to reach a higher number of completed surveys. The oversample percentages for the plans ranged from 20% to 85%. To be eligible, adults had to be over the age of 18, and had to be continuously enrolled for at least six months as of December 31, 2015, with no more than one enrollment gap of 45 days or less. Detailed information regarding sampling protocols and methods can be found in *HEDIS® 2016 Volume 3* and the *HEDIS® 2016 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. The key questions are: Q3, Q15, Q24, Q28 and Q35. Complete interviews were obtained from 2,138 adults enrolled in the Apple Health Managed Care plans. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 25.1%. Detailed information regarding protocols and methods can be found in *HEDIS® 2016 Volume 3* and the *HEDIS® 2016 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 as an adaptation of the CAHPS 5.0H Adult Survey for use in assessing the performance of health plans. Sixteen (16) supplemental questions were added which were consistent across all participating 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 thought 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

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

Getting Needed Care

- Q14. Usually or always got care, tests or treatment you thought you needed
- Q25. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly

- Q4. Usually or always got care right away as soon as you needed
- Q6. Usually or always got an appt. for routine care as soon as you needed

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q20. Personal doctor usually or always spent enough time with you

Customer Service

- Q31. Health plan's customer service usually or always gave needed information or help
- Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

- Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
- Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
- Q12. Doctor/provider definitely asked what you thought was best for you

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 Q35, 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 Managed Care plans' results are compared to Apple Health Managed Care overall results, with statistical significance testing. The Apple Health Managed Care (AHMC) 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 the Apple Health Managed Care plans in the spring of 2016. Attempts were made to survey 8,785 Apple Health member households by mail and telephone using a standardized survey procedure and questionnaire. Complete interviews were obtained from 2,138 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® 2016 Volume 3* and the *HEDIS® 2016 Quality Assurance Plan*.

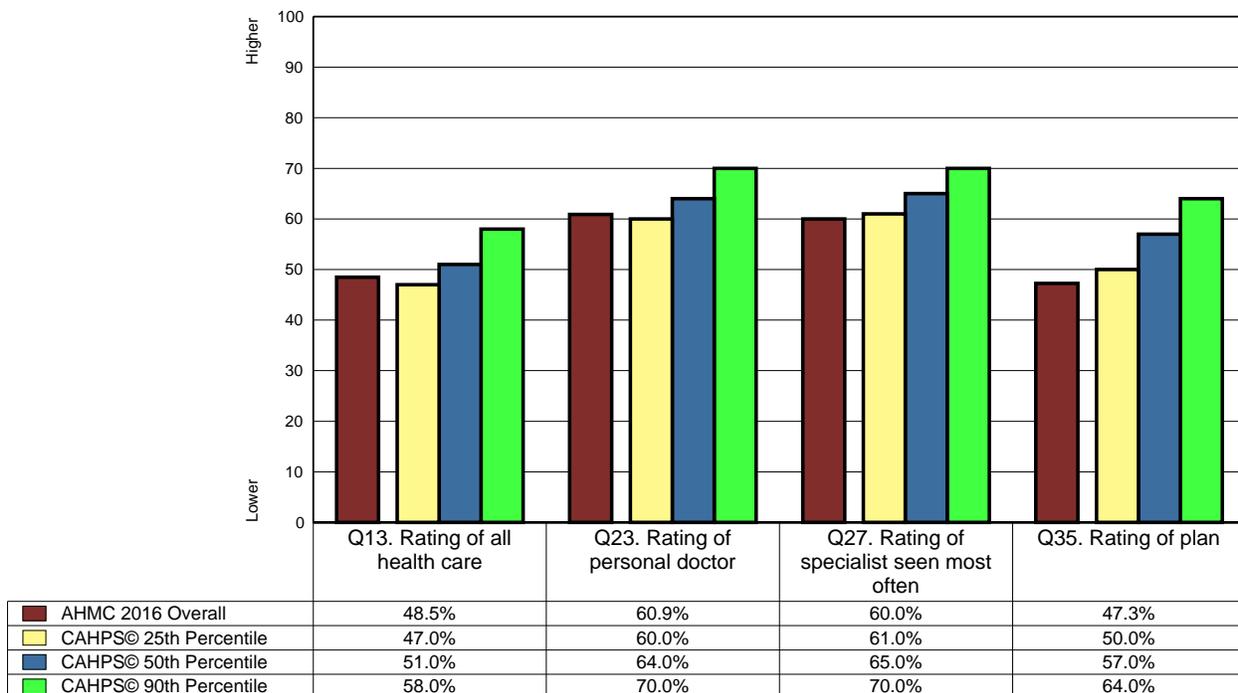
SUMMARY OF OVERALL RATING QUESTIONS

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 2016 Apple Health Managed Care adult top box ratings scores are presented in the following chart.

The 2015 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 combination of all five Apple Health Managed Care plans is presented as AHMC.

Overall Rating Questions



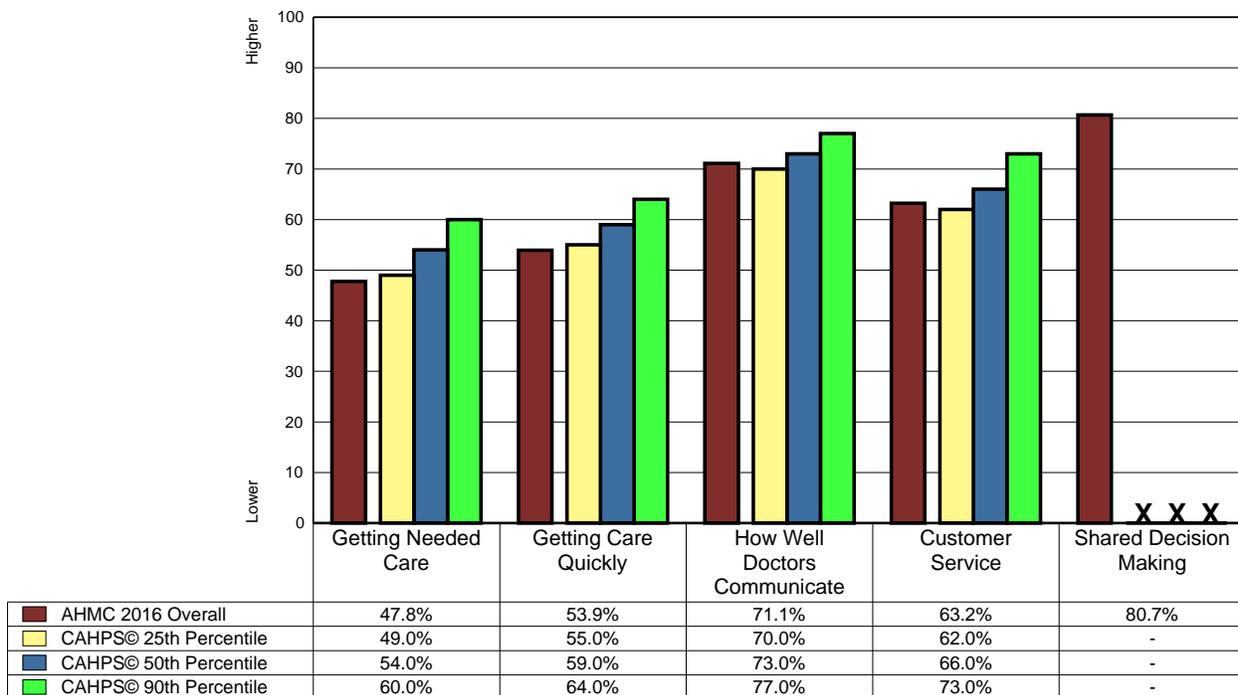
SUMMARY OF COMPOSITES

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

The 2016 Apple Health Managed Care 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 the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of 'Always' are considered achievements. Responses of 'Yes' are considered achievements for the Shared Decision Making composite. The 2015 CAHPS® database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. CAHPS® benchmarks are not available for the Shared Decision Making composite.

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

Standard Composites



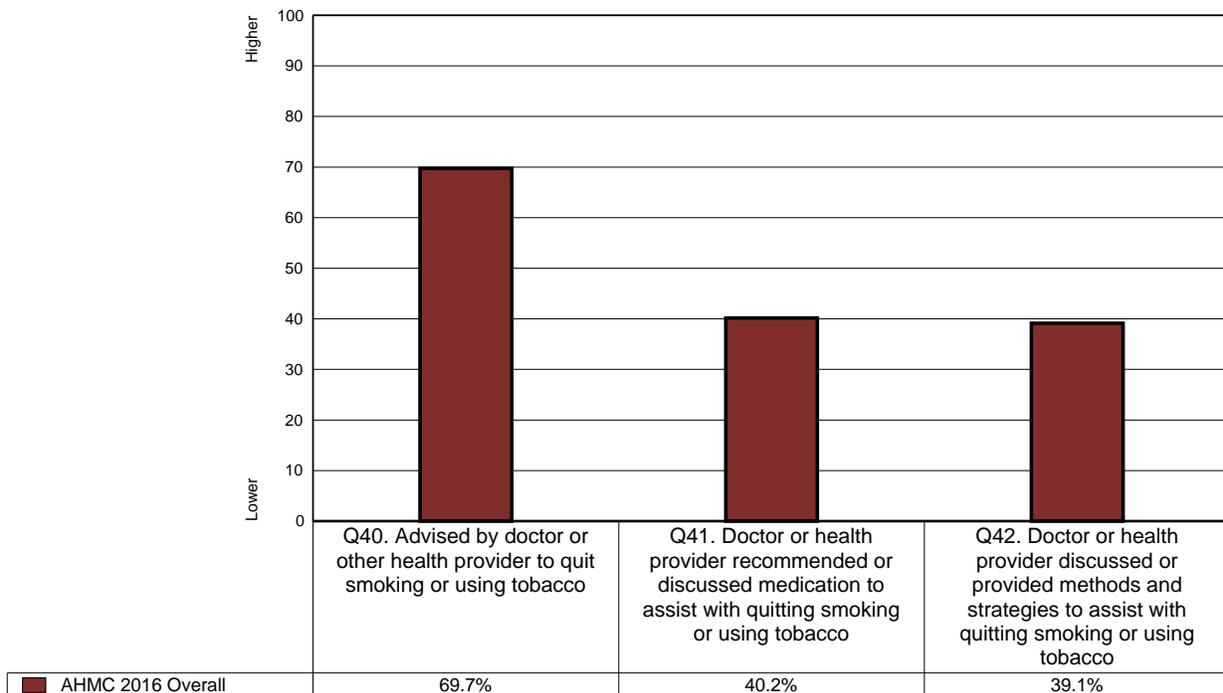
X Comparative data not available

SUMMARY OF EFFECTIVENESS OF CARE MEASURES

Three Effectiveness of Care Measures are presented below. Two of the measures, Aspirin Use and Discussion and 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, these measures are presented as single-year scores, rather than rolling averages.

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)



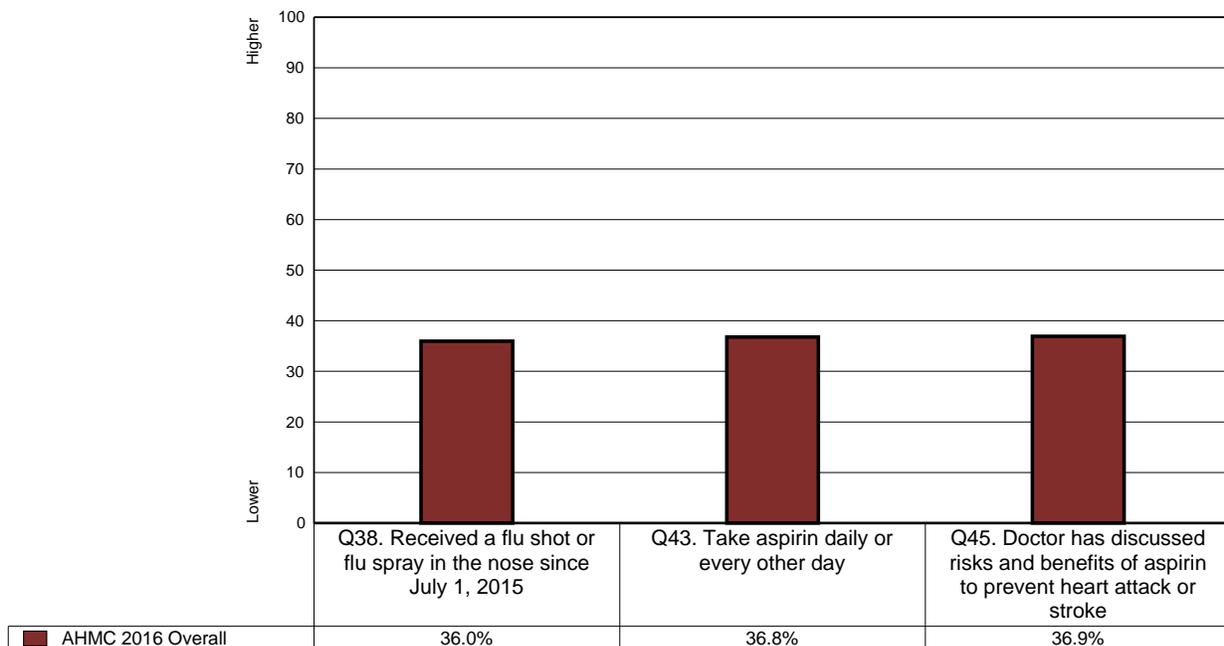
The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.

The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

The Aspirin Use component includes members in certain risk factor categories who could safely take aspirin (based on the response to Q44), had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q43. The rate represents the proportion of these members who indicated they take aspirin daily or every other day.

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q45. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

Flu Shot for Adults Ages 18-64 (FSA) / Aspirin Use and Discussion (ASP)



Key Strengths and Opportunities for Improvement

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health Managed Care 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	AHMC Achievement Score	Correlation w/ satisfaction
Q19. Personal doctor usually or always showed respect for what you had to say	93.5	0.25
Q17. Personal doctor usually or always explained things in way that was easy to understand	91.6	0.25
Q18. Personal doctor usually or always listened carefully to you	91.5	0.30
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	91.0	0.40
Q20. Personal doctor usually or always spent enough time with you	88.7	0.30

Opportunities for Improvement

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q25. Usually or always get an appointment to see a specialist as soon as you needed	73.1	0.34
Q31. Health plan's customer service usually or always gave needed information or help	75.3	0.45
Q12. Doctor/provider definitely asked what you thought was best for you	77.4	0.20
Q14. Usually or always got care, tests or treatment you thought you needed	81.5	0.48
Q4. Usually or always got care right away as soon as you needed	82.4	0.33

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 Managed Care participating plans' services for adults is based on Q35, 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".

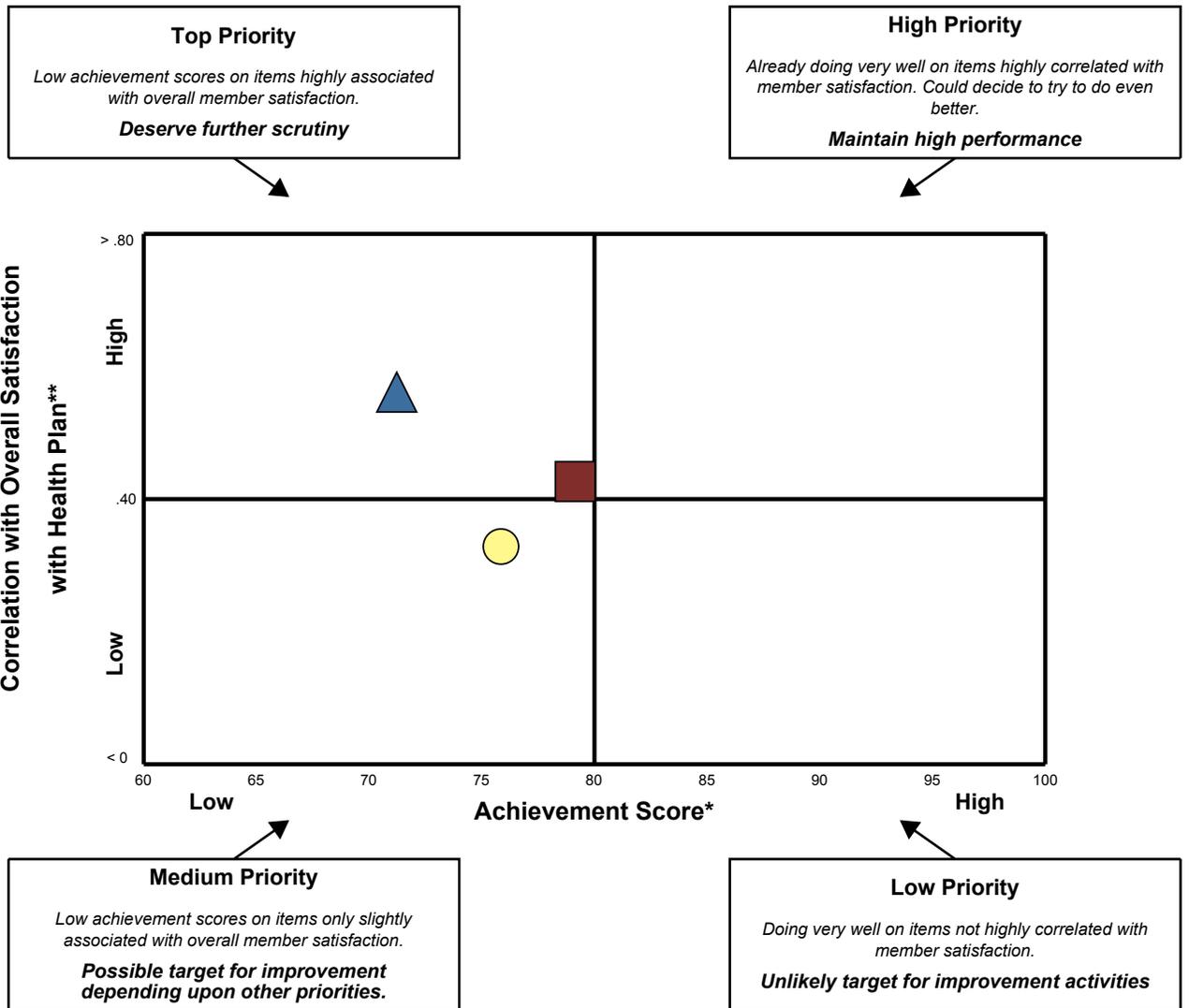
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with health plan satisfaction; coefficients less than .4 are considered lower correlations with plan 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	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		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



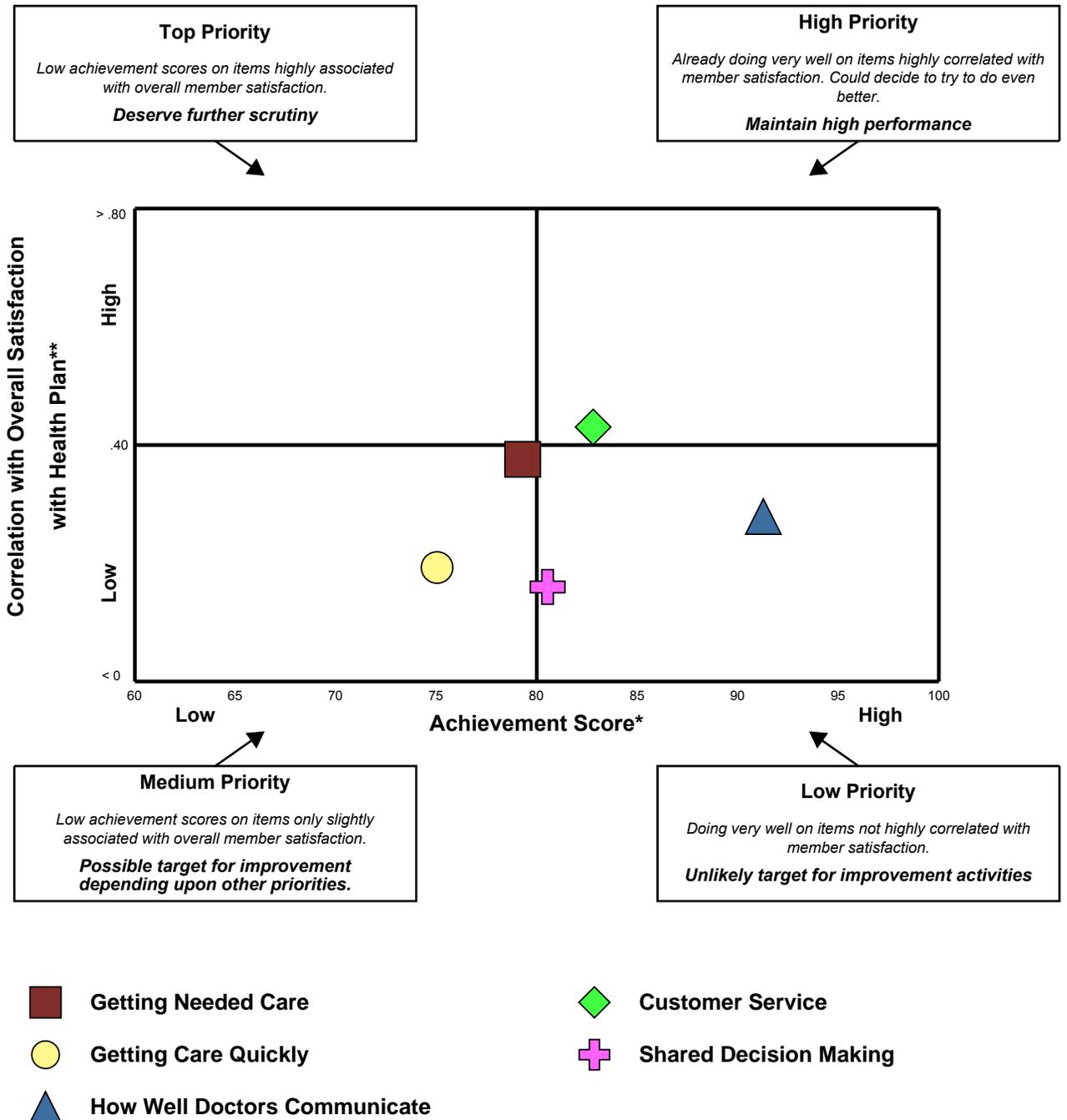
Rating of Personal Doctor or Nurse
 Rating of Specialist

Rating of All Health Care From All Doctors and Other Health Providers

* 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

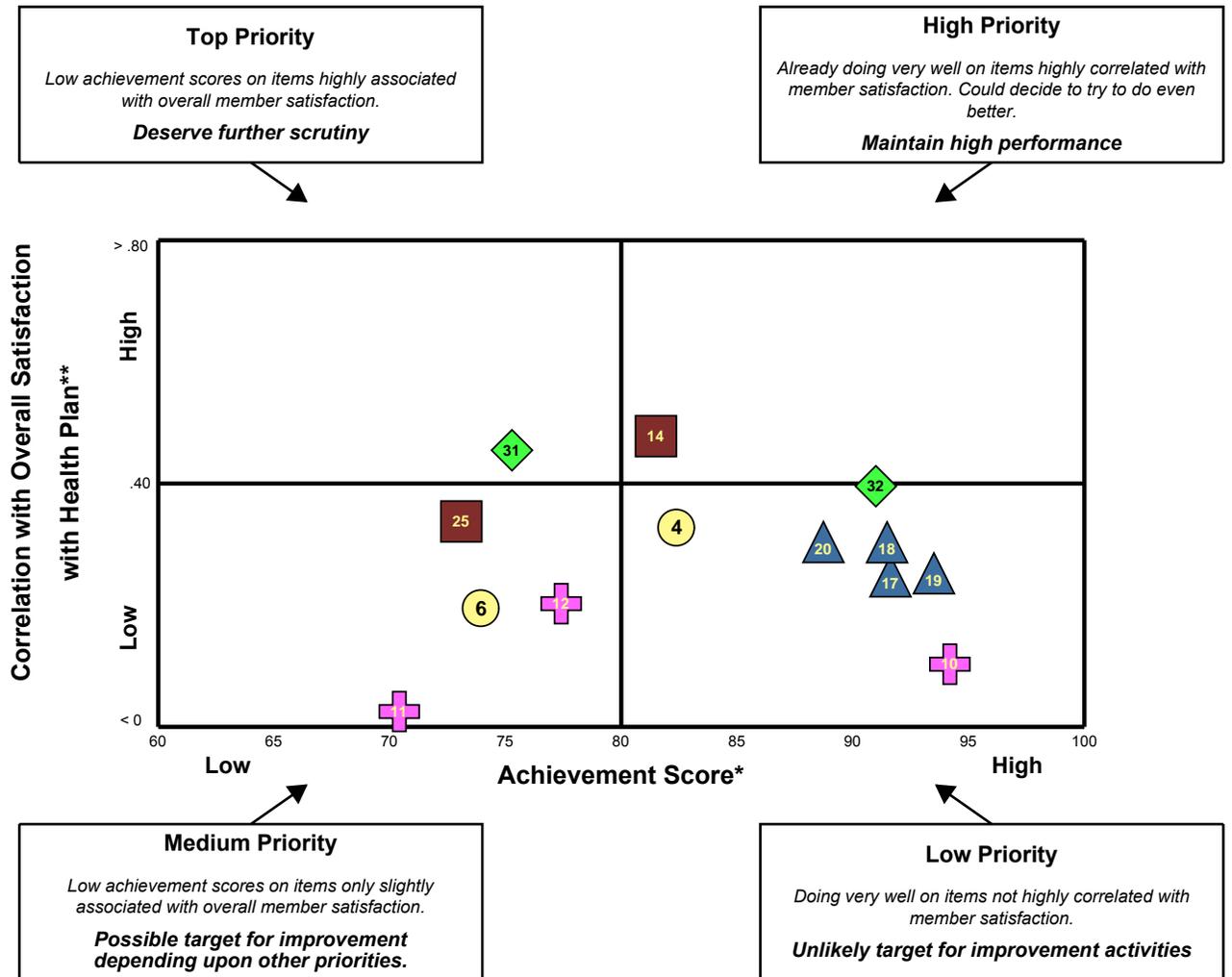


* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CAHPS® 5.0 Composites

Composite Items



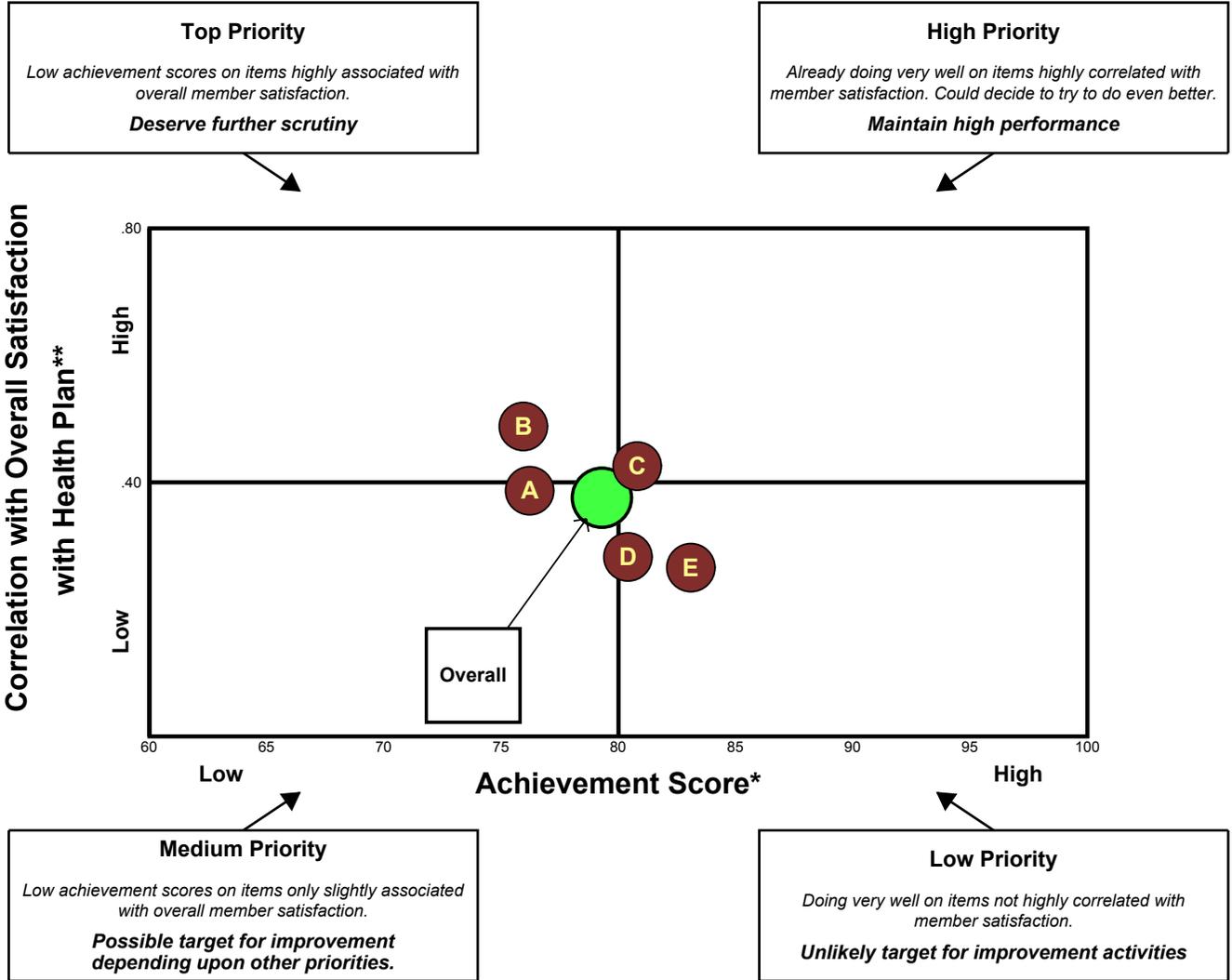
- **Getting Needed Care**
Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always get an appointment to see a specialist as soon as you needed
- **Getting Care Quickly**
Q4. Usually or always got care right away as soon as you needed
Q6. Usually or always got an appt. for routine care as soon as you needed
- ▲ **Communication**
Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you

- ◆ **Customer Service**
Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff
- + **Shared Decision Making**
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

* 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

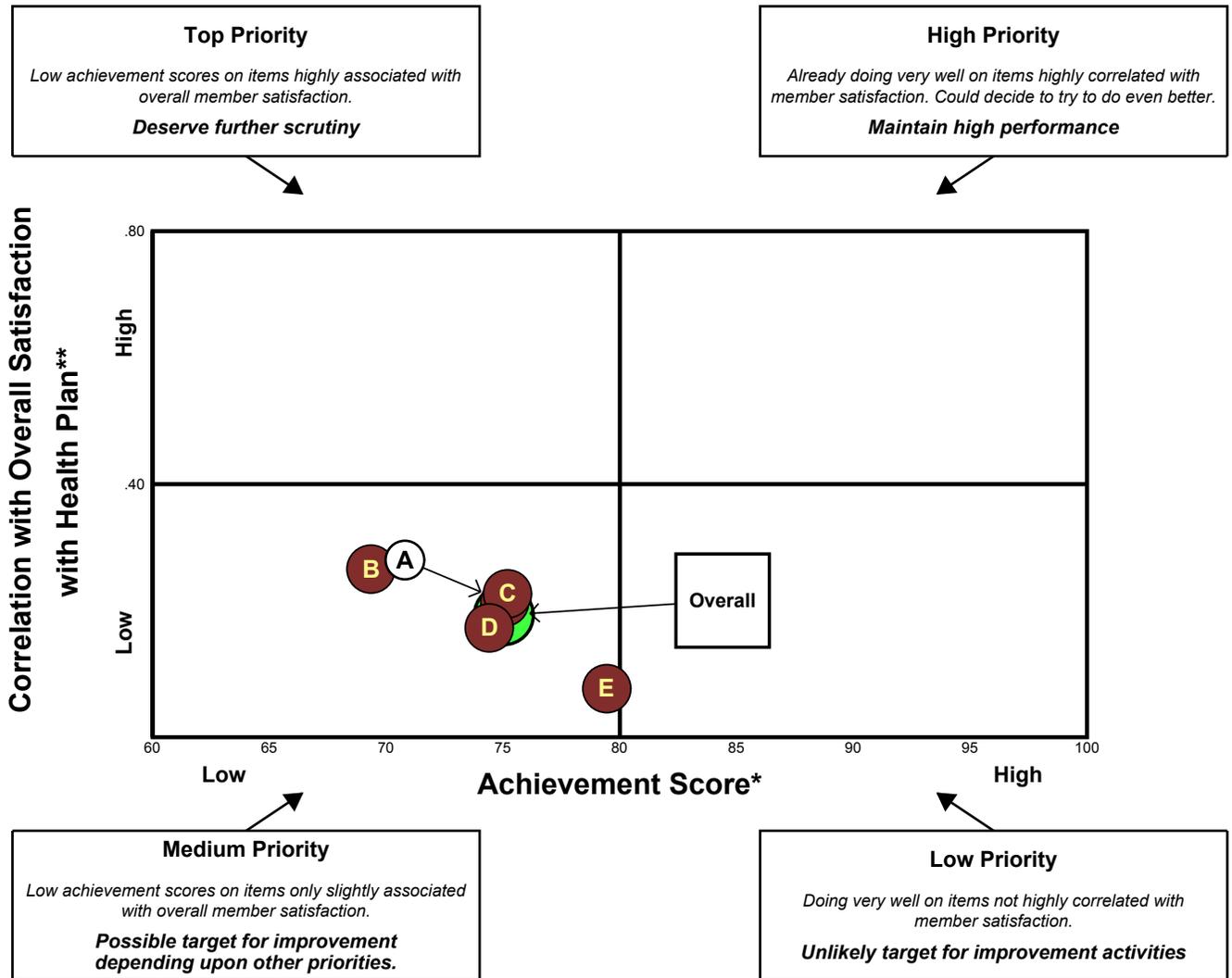


- A Amerigroup
- D Molina
- B Community Health Plan of Washington
- E UnitedHealthcare
- C Coordinated Care

* 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

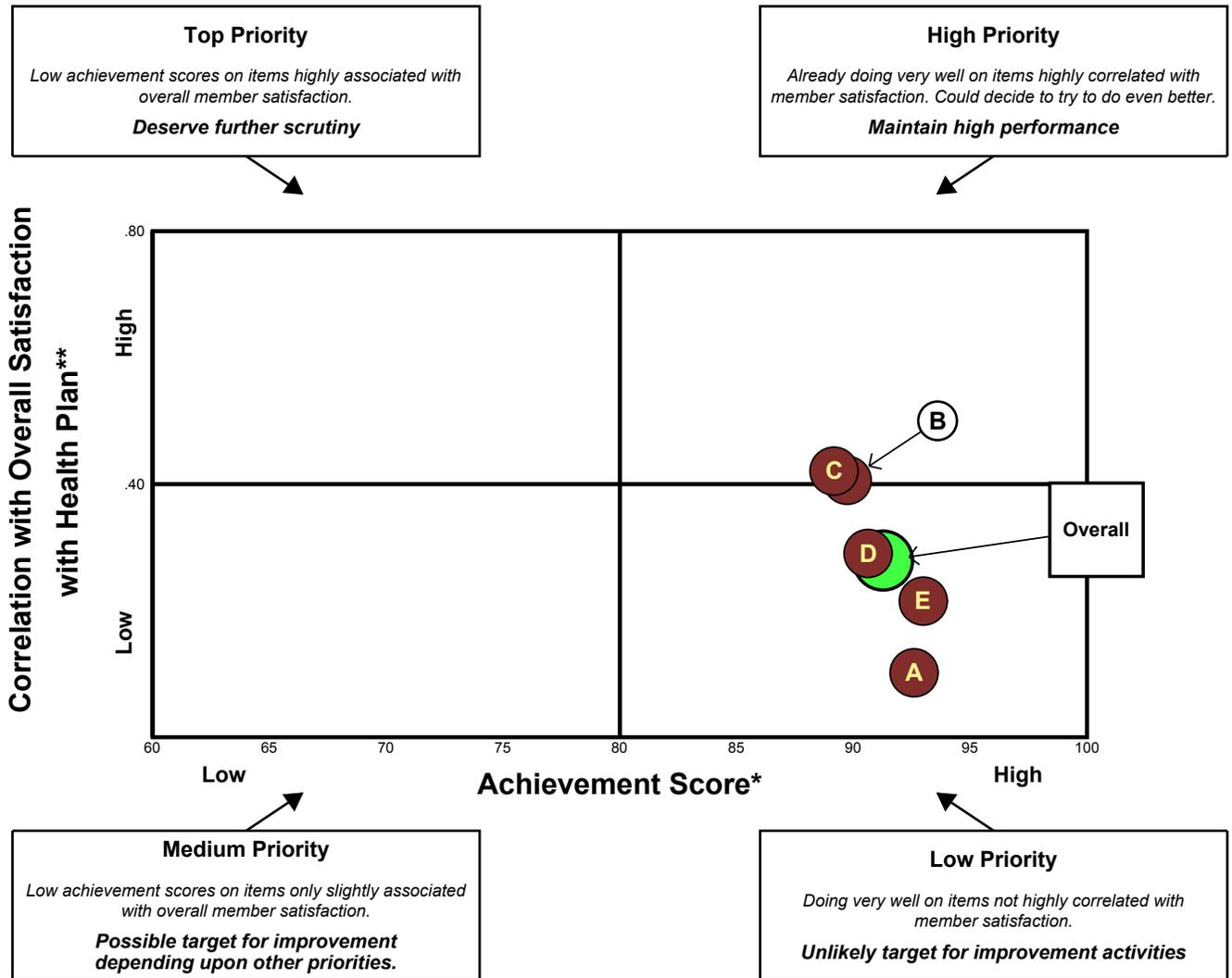


- A Amerigroup
- D Molina
- B Community Health Plan of Washington
- E UnitedHealthcare
- C Coordinated Care

* 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

How Well Doctors Communicate

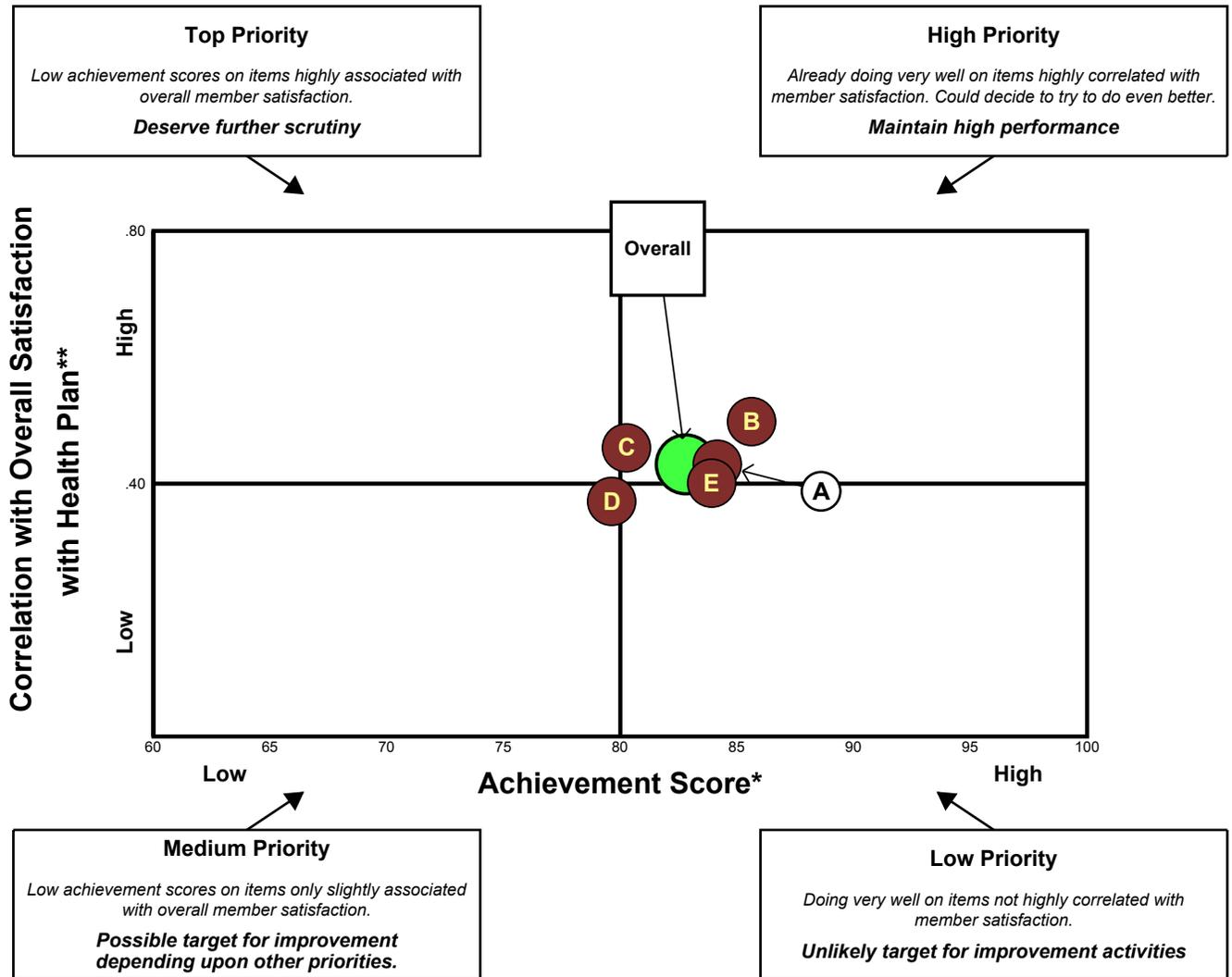


- A Amerigroup
- D Molina
- B Community Health Plan of Washington
- E UnitedHealthcare
- C Coordinated Care

* 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

Customer Service



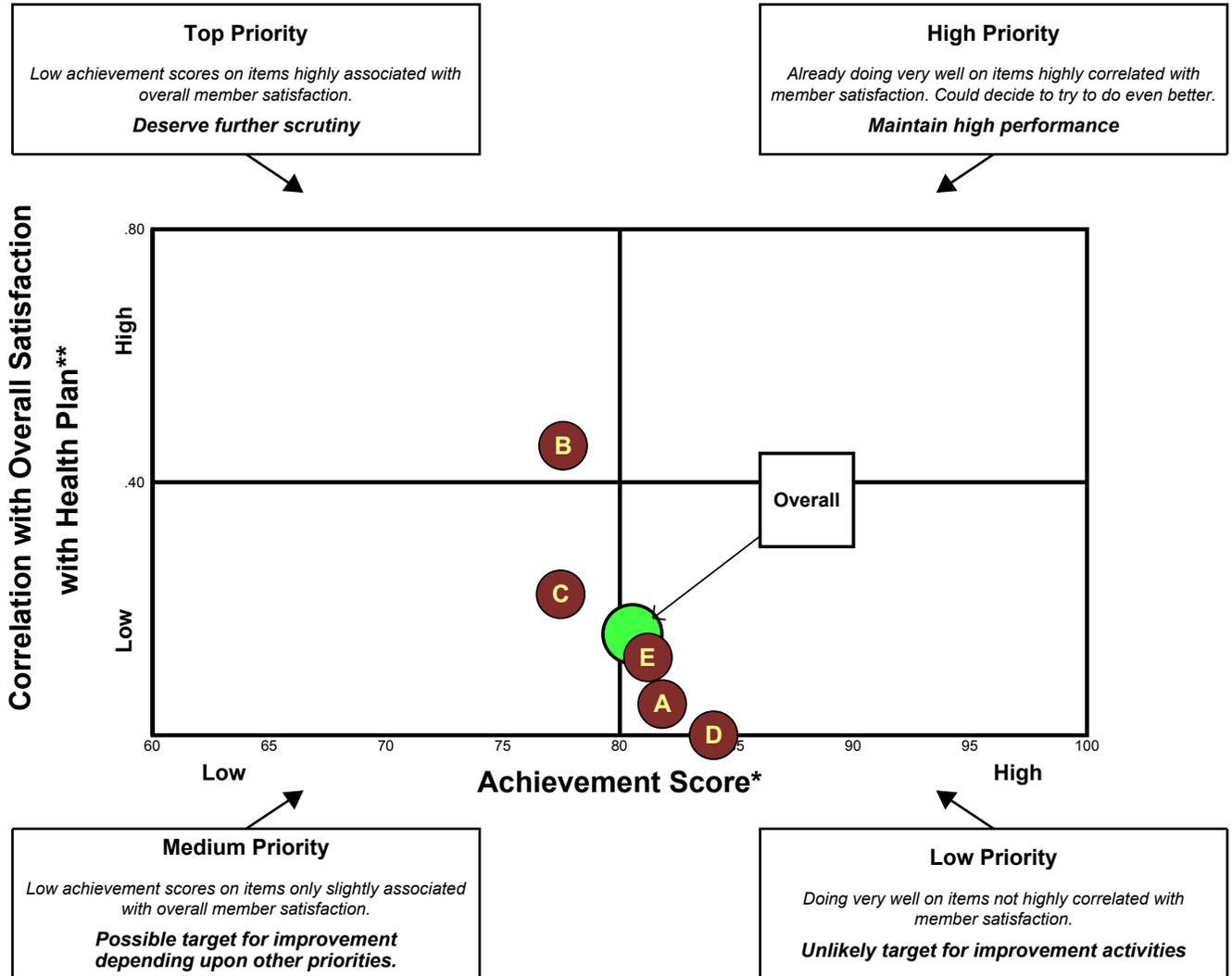
- A Amerigroup
- D Molina
- B Community Health Plan of Washington
- E UnitedHealthcare
- C Coordinated Care

* 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

Shared Decision Making



- A** Amerigroup
- B** Community Health Plan of Washington
- C** Coordinated Care
- D** Molina
- E** UnitedHealthcare

* 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 Q35, 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 Managed Care plans' enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Apple Health Managed Care overall adult achievement score, and the correlation with overall satisfaction with the services for adults under Apple Health Managed Care. 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).

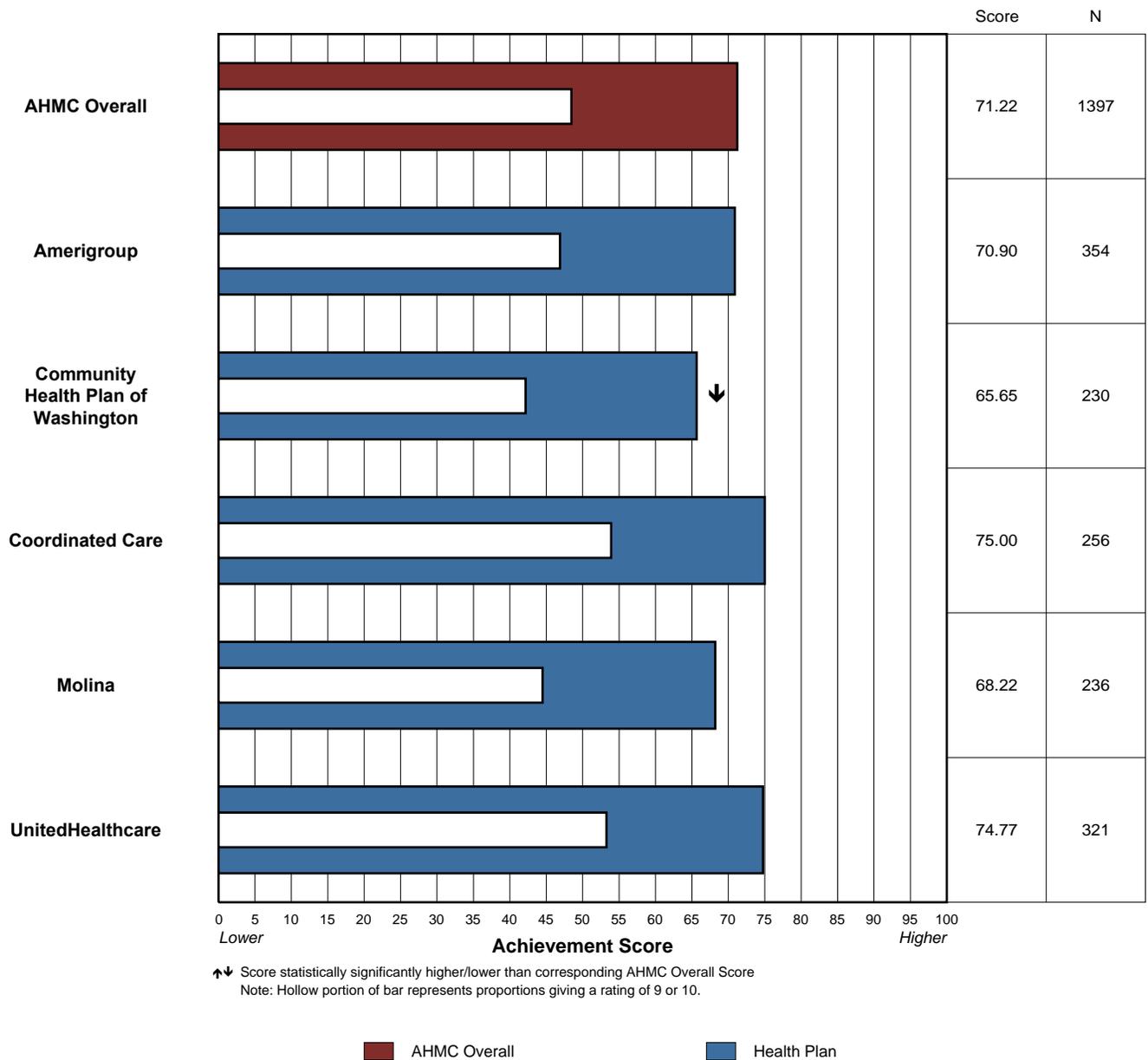
Question	AHMC Achievement Score	Correlation w/ satisfaction
Q13. Rating of all health care	71.2	0.56
Q14. Usually or always got care, tests or treatment you thought you needed	81.5	0.48
Q31. Health plan's customer service usually or always gave needed information or help	75.3	0.45
Q29. Written materials/Internet usually or always provided needed information about how health plan works	60.2	0.43
Q23. Rating of personal doctor	79.1	0.43
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	91.0	0.40
Q25. Usually or always get an appointment to see a specialist as soon as you needed	73.1	0.34
Q27. Rating of specialist seen most often	75.8	0.33
Q4. Usually or always got care right away as soon as you needed	82.4	0.33
Q20. Personal doctor usually or always spent enough time with you	88.7	0.30

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 Managed Care plans is presented as AHMC.

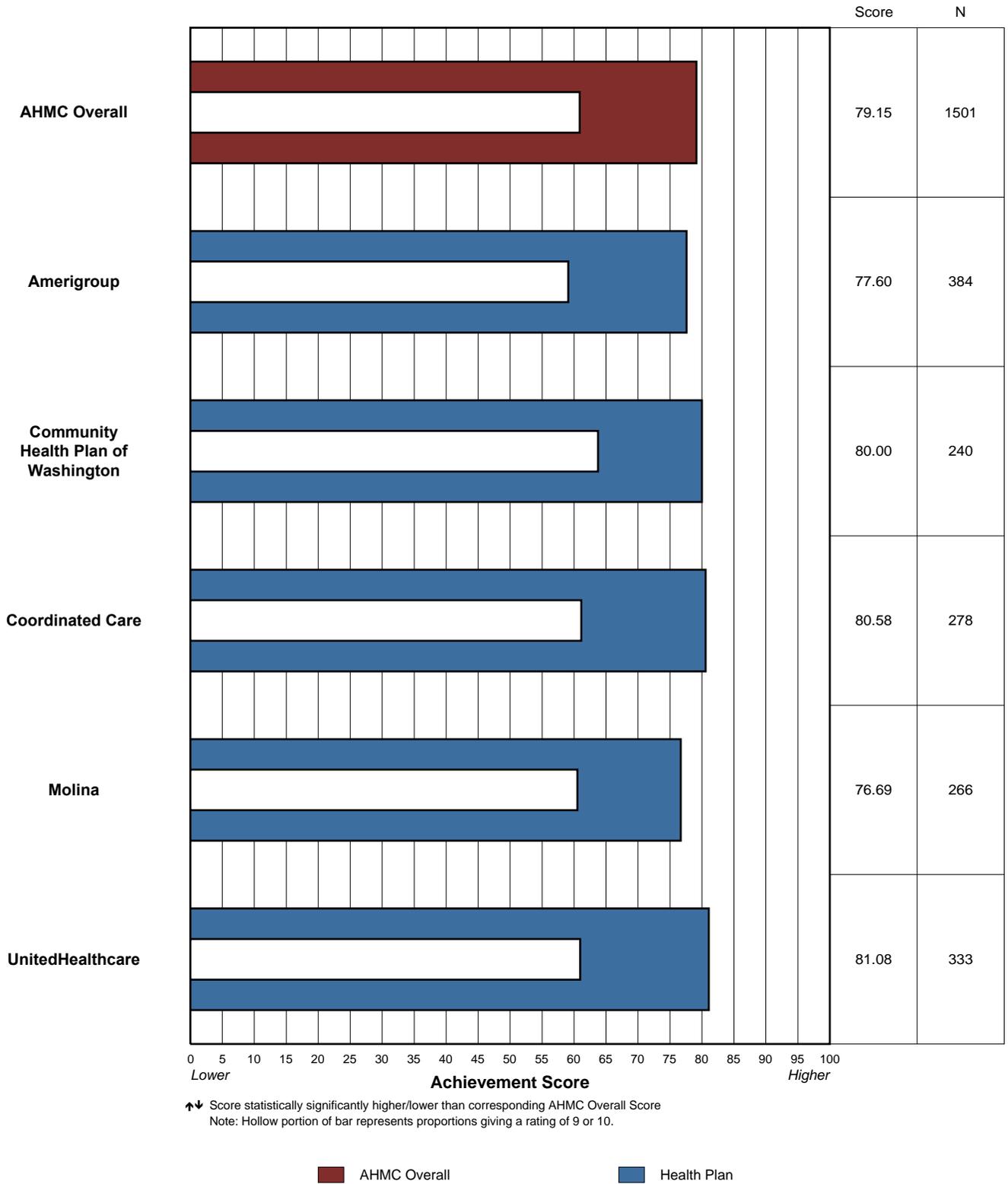
When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this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

Q13. Rating of all health care



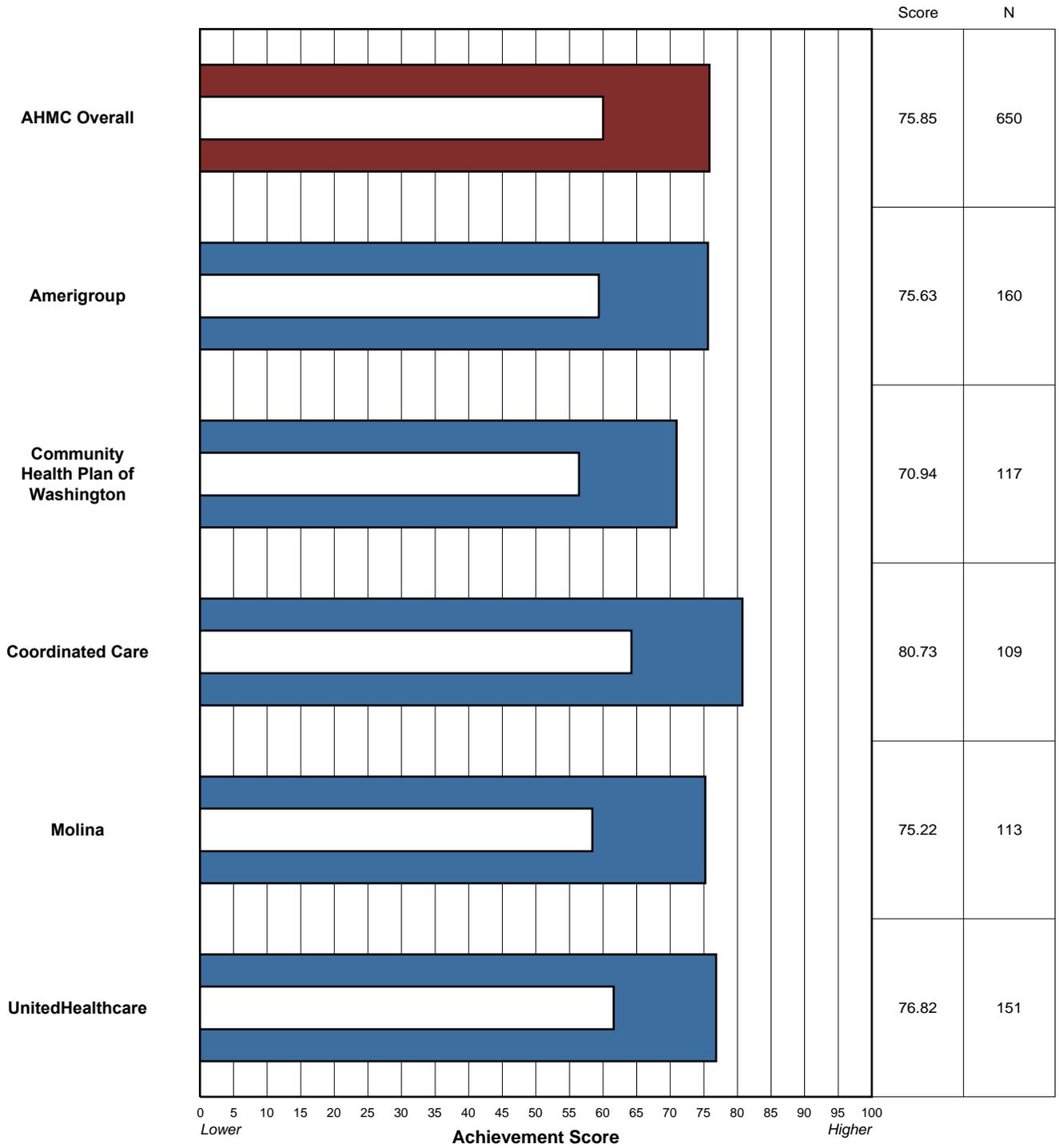
Overall Ratings

Q23. Rating of personal doctor



Overall Ratings

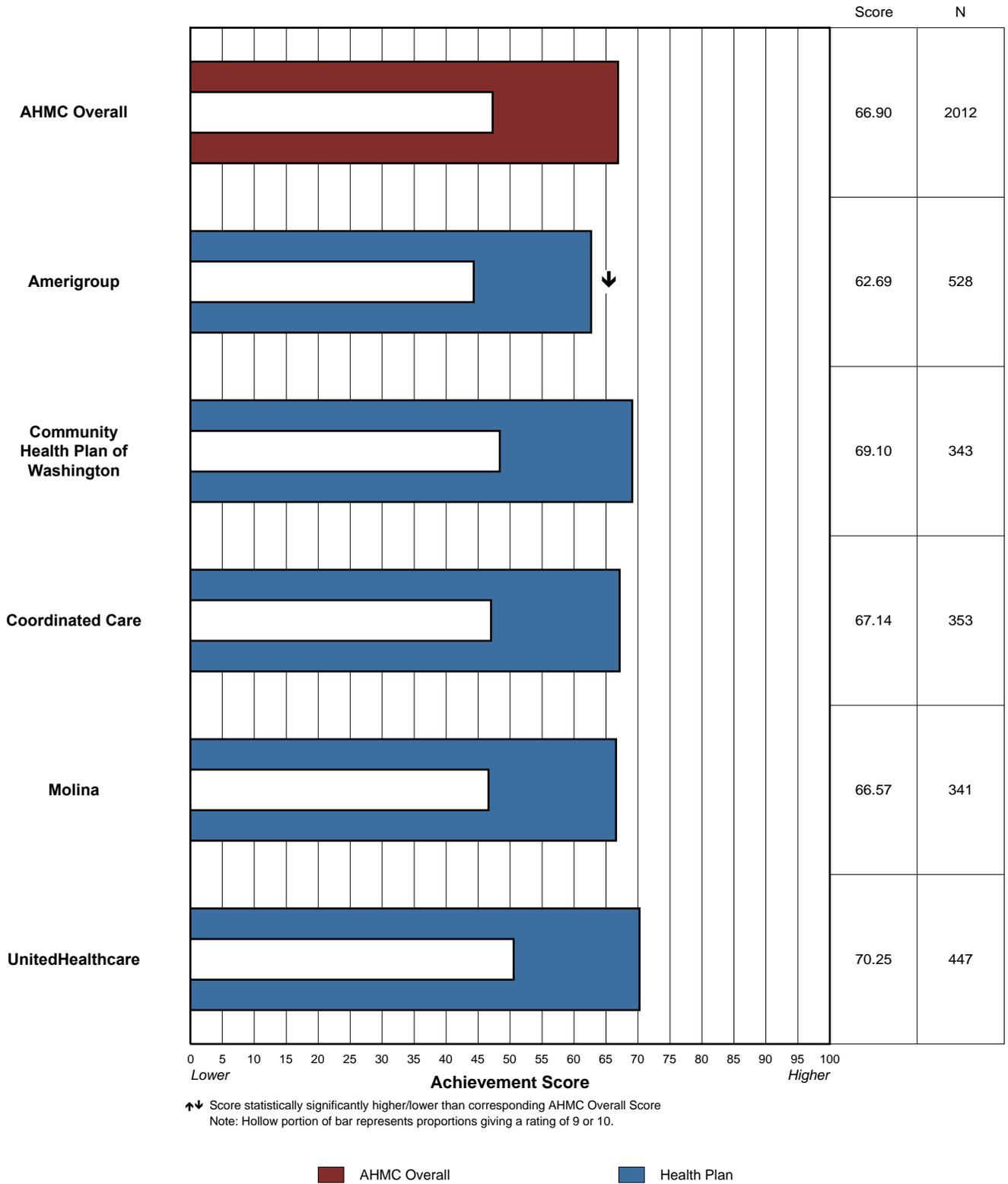
Q27. Rating of specialist seen most often



↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

■ AHMC Overall ■ Health Plan

Overall Ratings Q35. Rating of plan



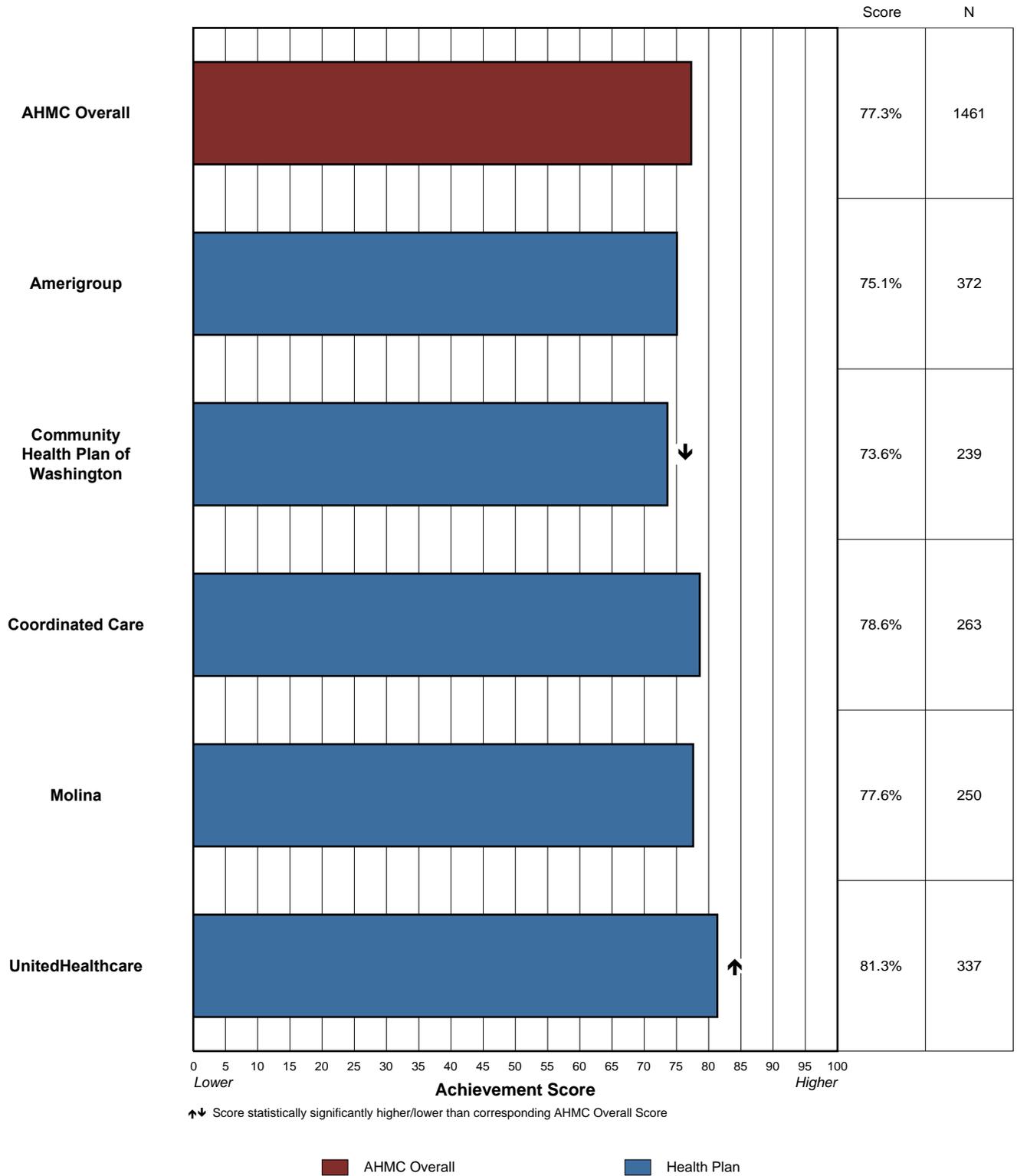
Composites

The CAHPS 5.0H survey has five 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 Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites and 'Yes' for the Shared Decision Making composite. 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 Managed Care plans is presented as AHMC.

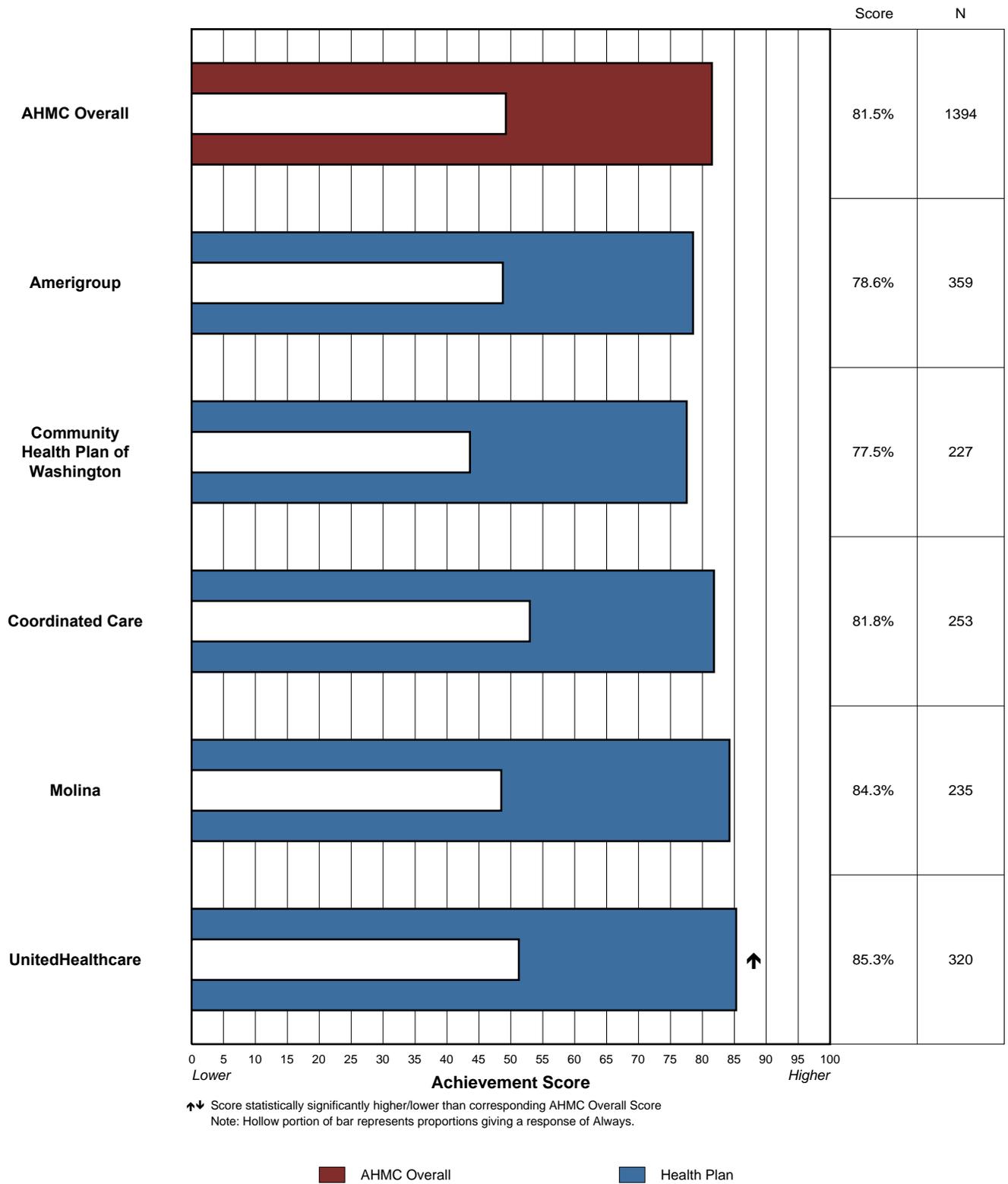
When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this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

Composites Getting Needed Care



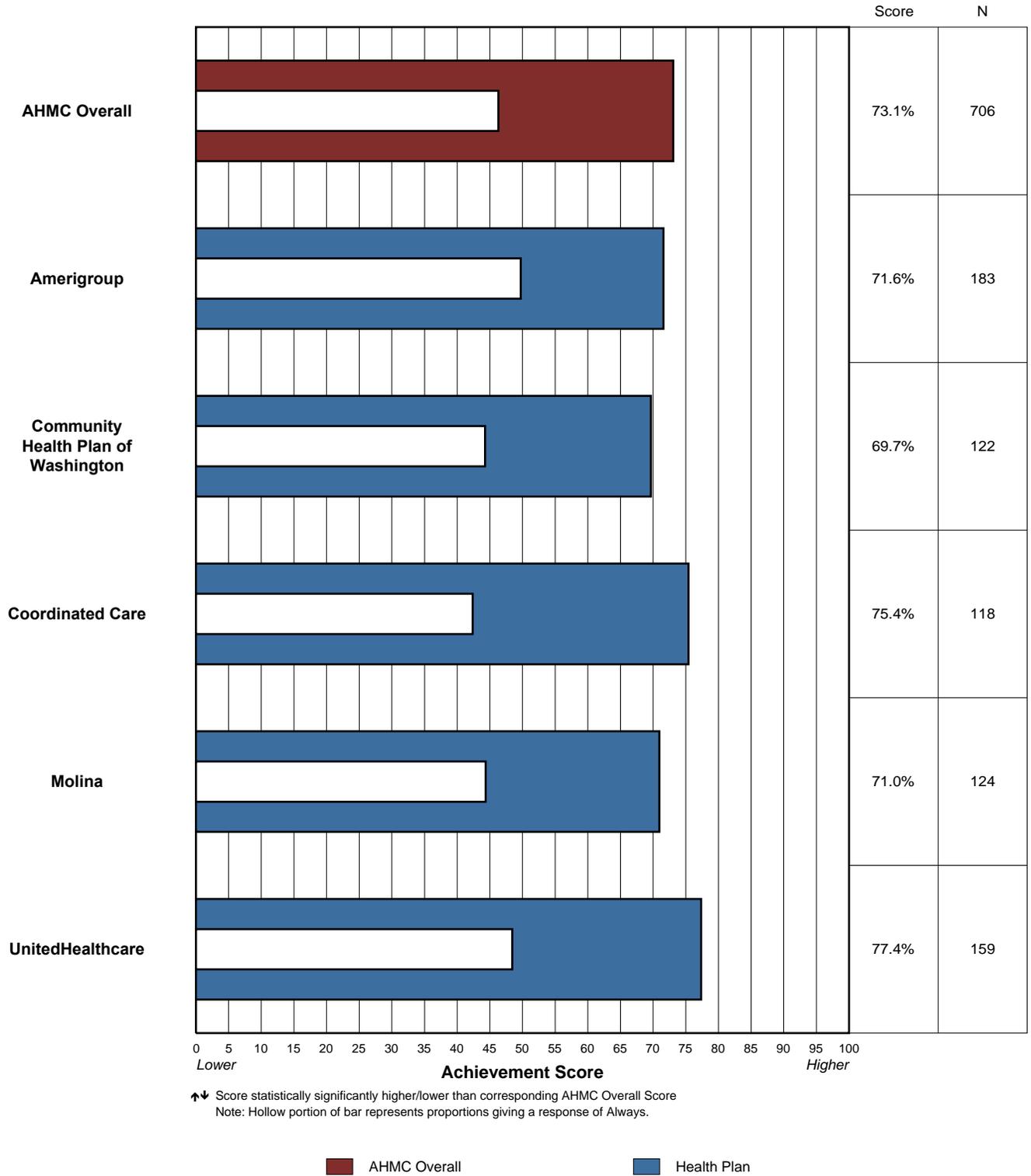
Getting Needed Care

Q14. Usually or always got care, tests or treatment you thought you needed

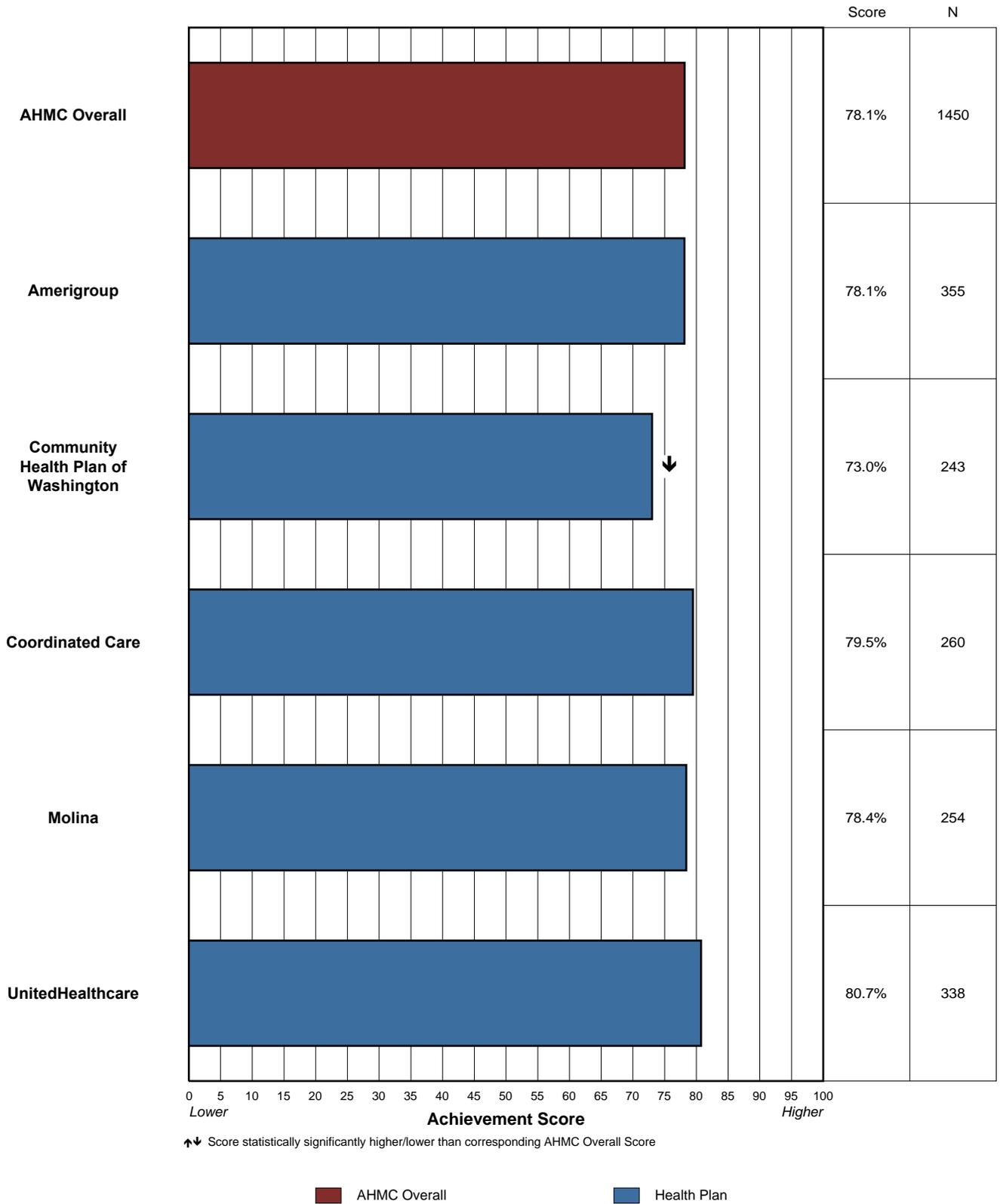


Getting Needed Care

Q25. Usually or always get an appointment to see a specialist as soon as you needed

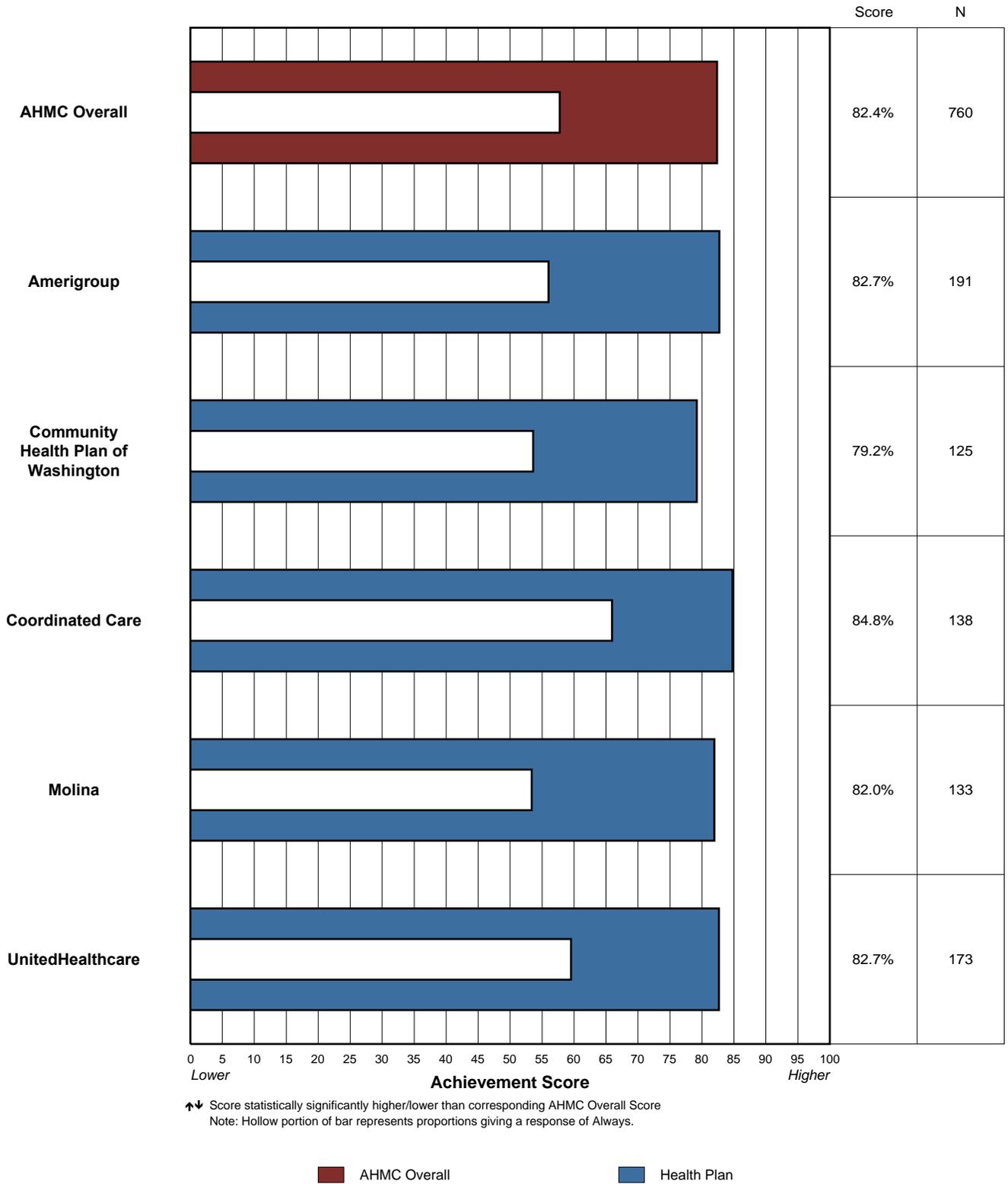


Getting Care Quickly



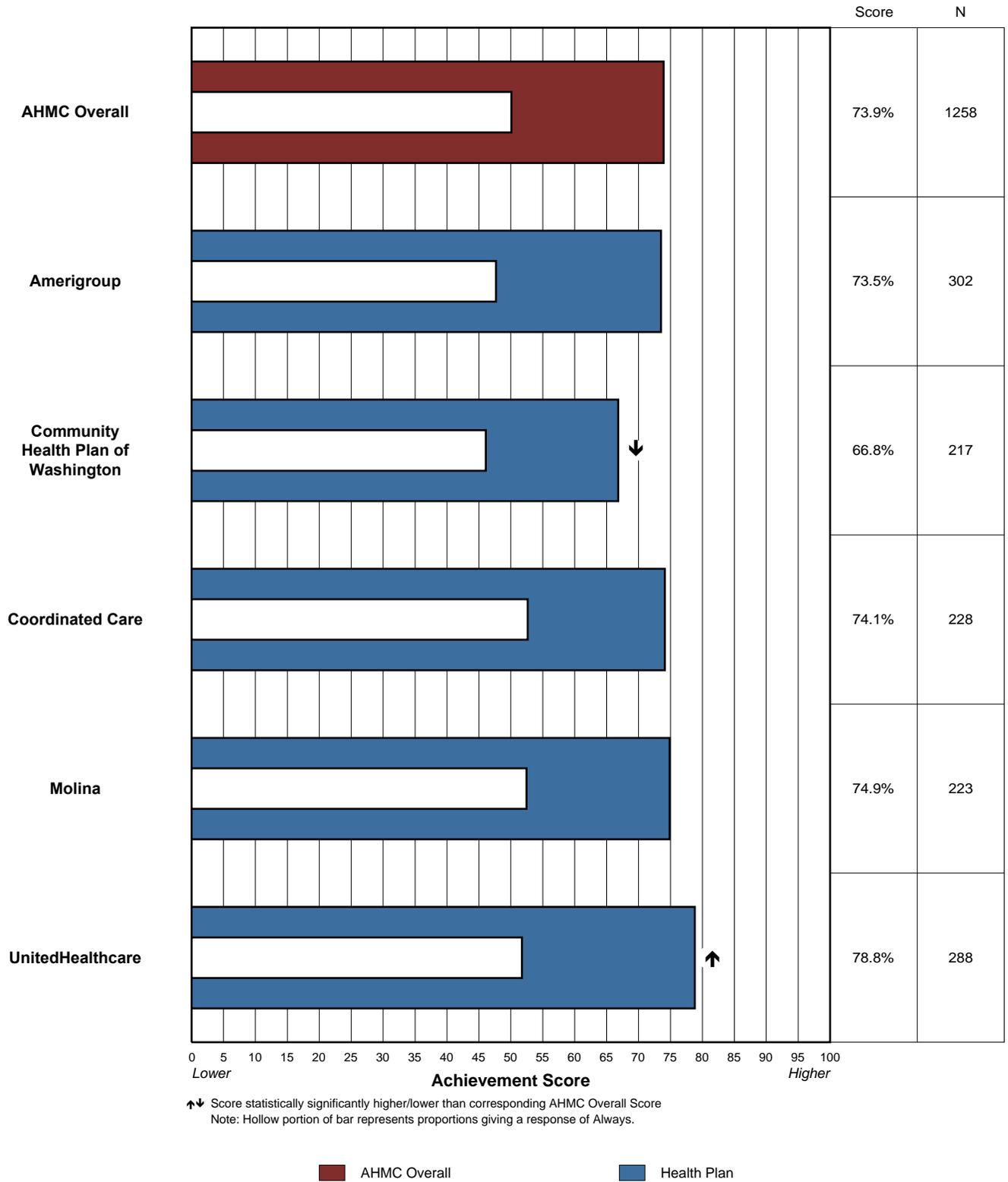
Getting Care Quickly

Q4. Usually or always got care right away as soon as you needed

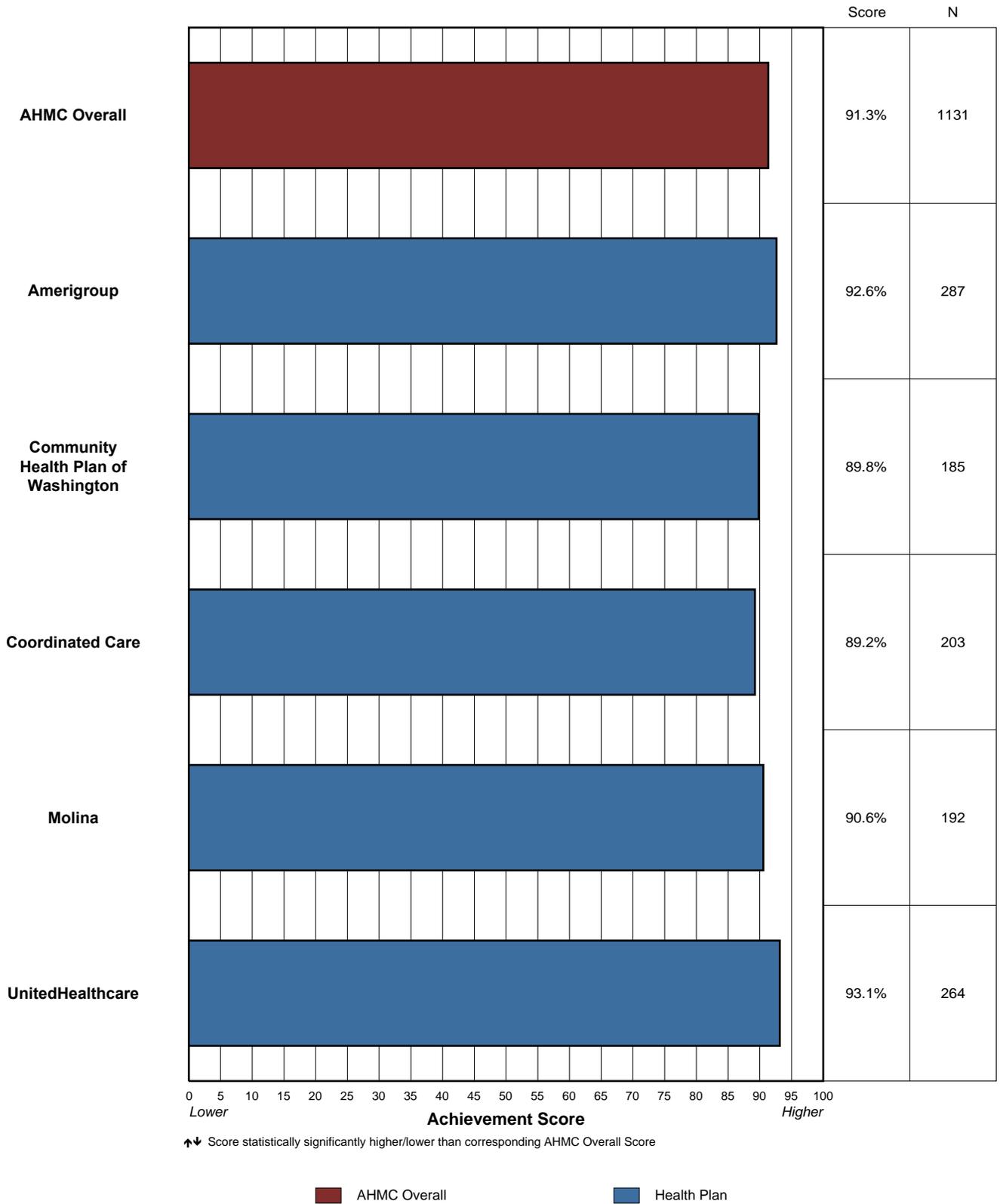


Getting Care Quickly

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

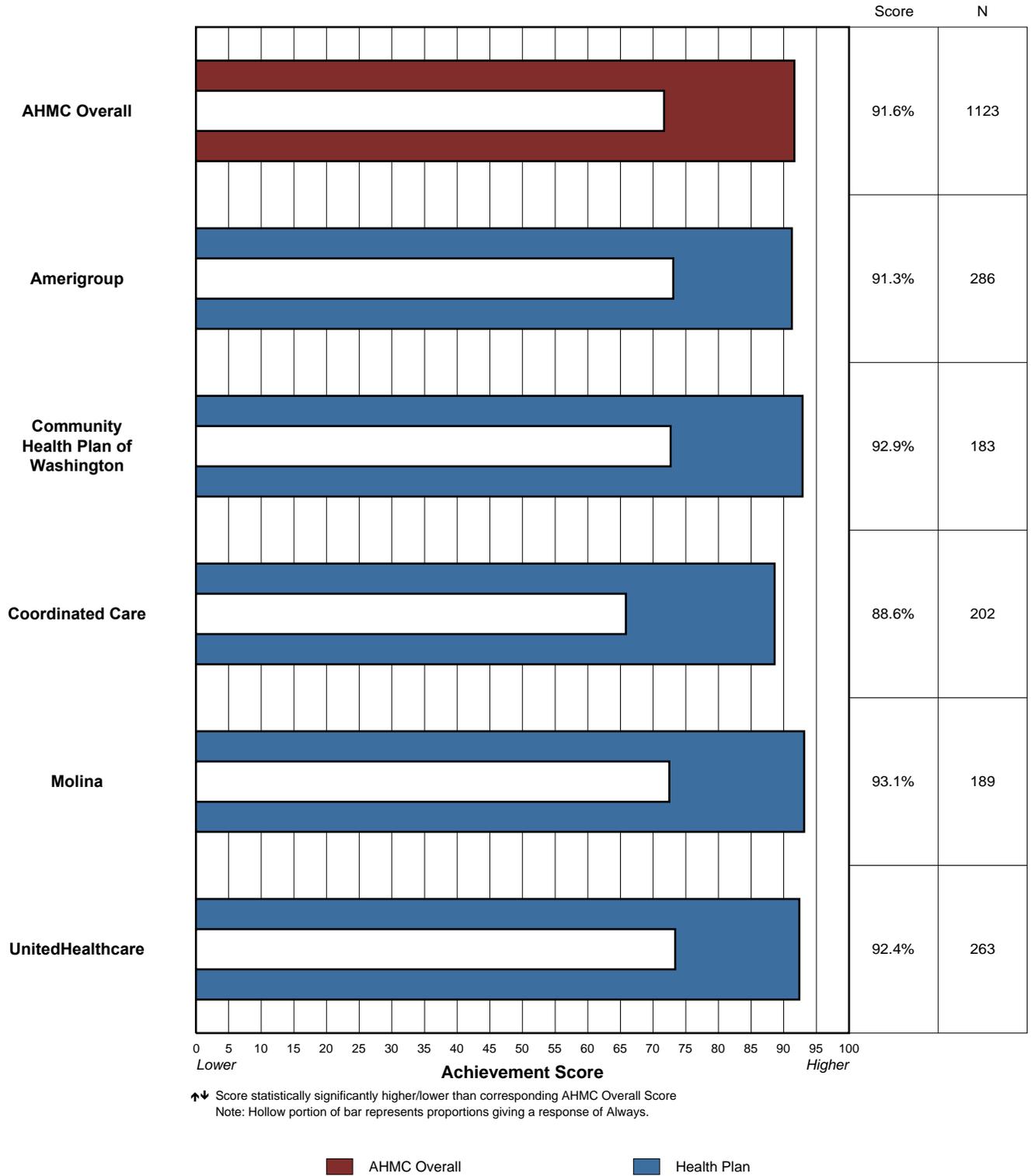


How Well Doctors Communicate



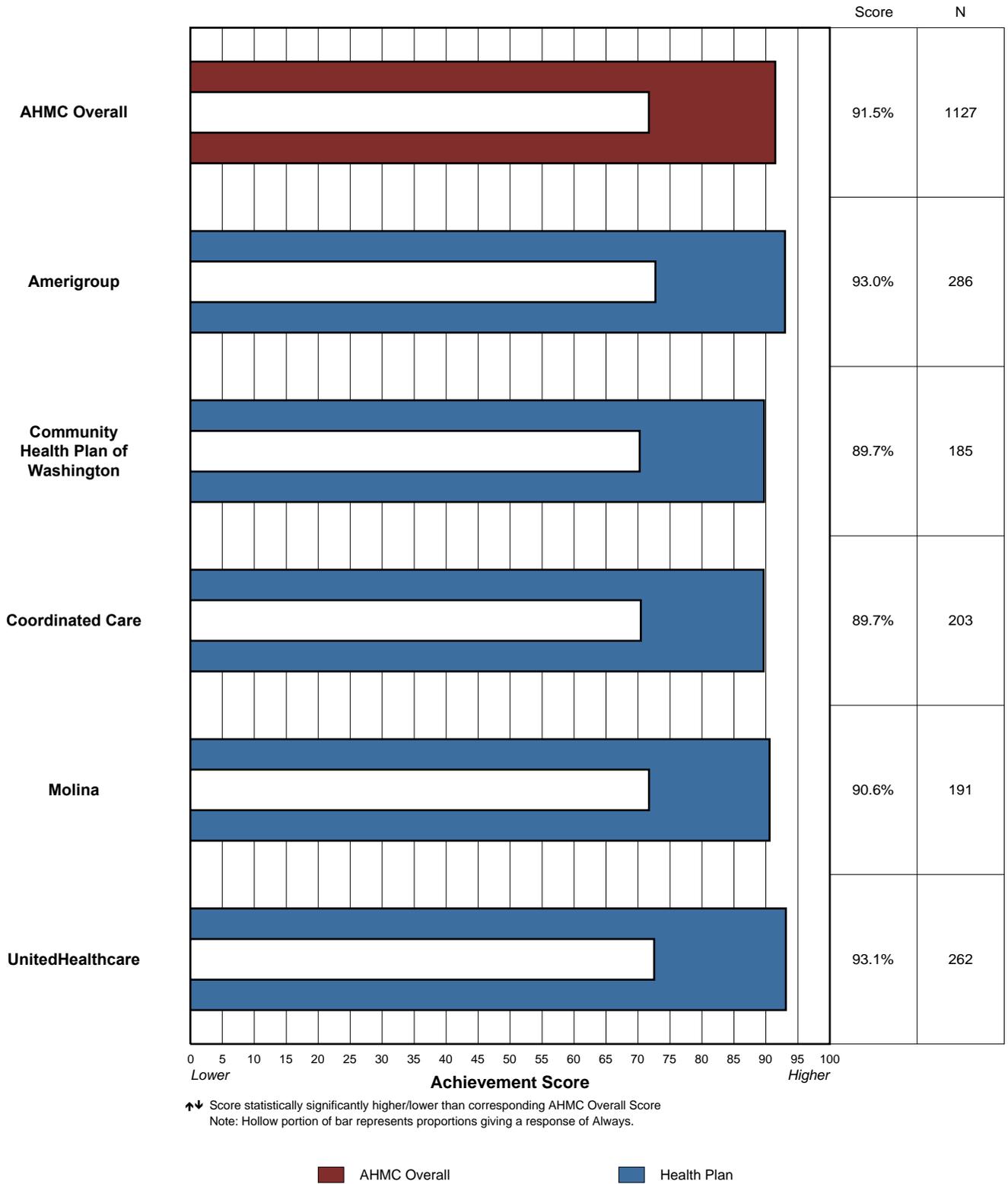
How Well Doctors Communicate

Q17. Personal doctor usually or always explained things in way that was easy to understand



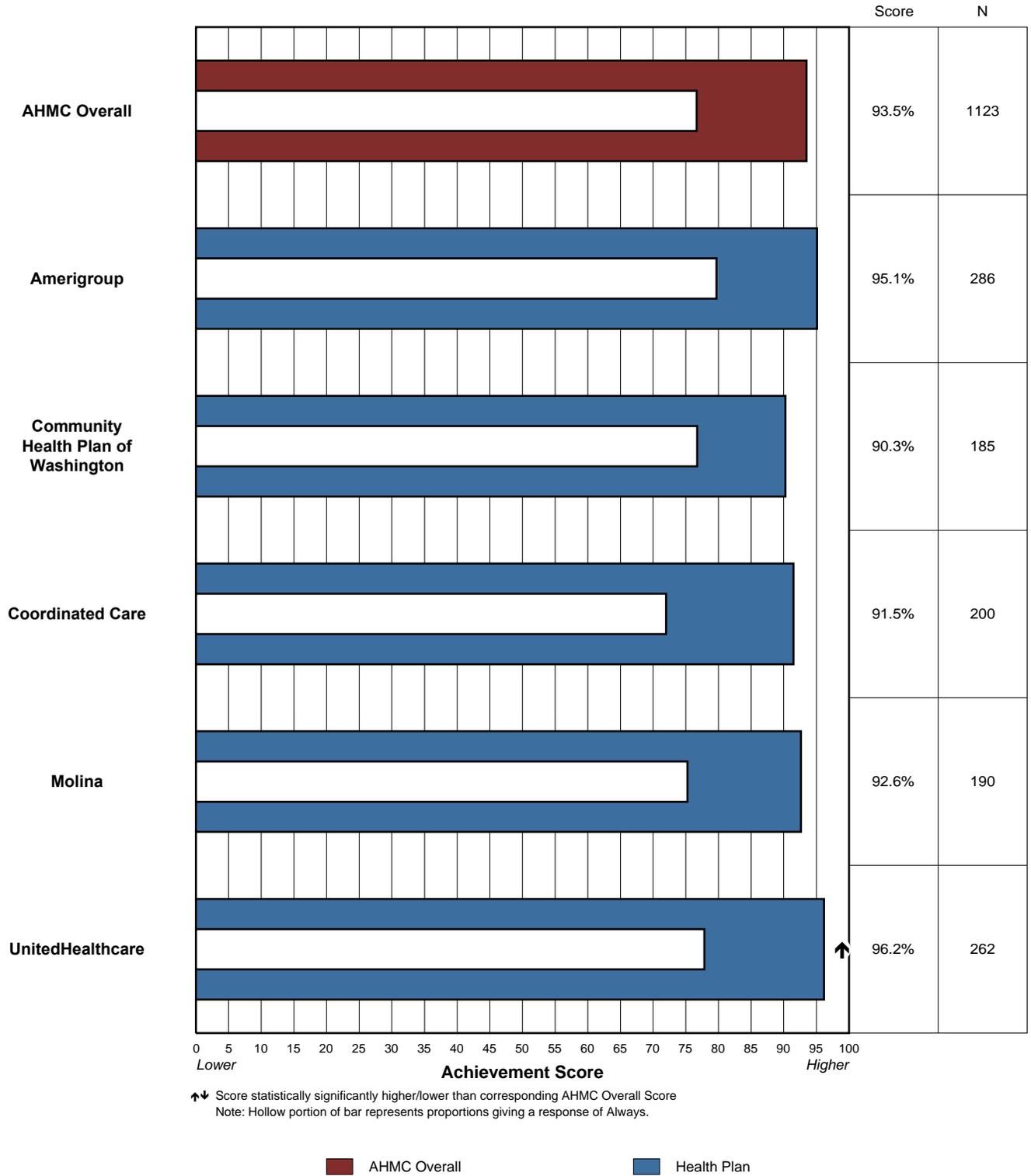
How Well Doctors Communicate

Q18. Personal doctor usually or always listened carefully to you



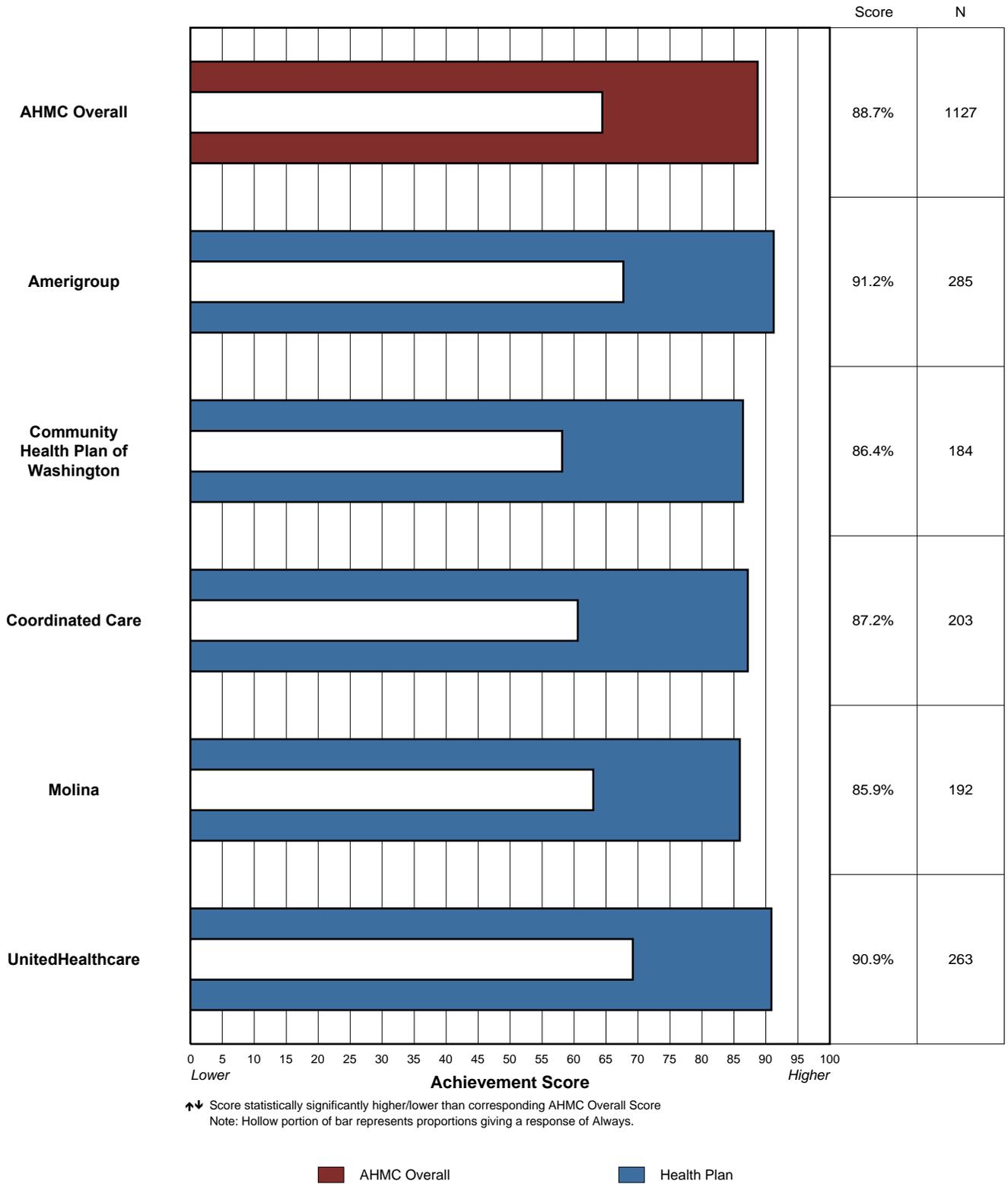
How Well Doctors Communicate

Q19. Personal doctor usually or always showed respect for what you had to say

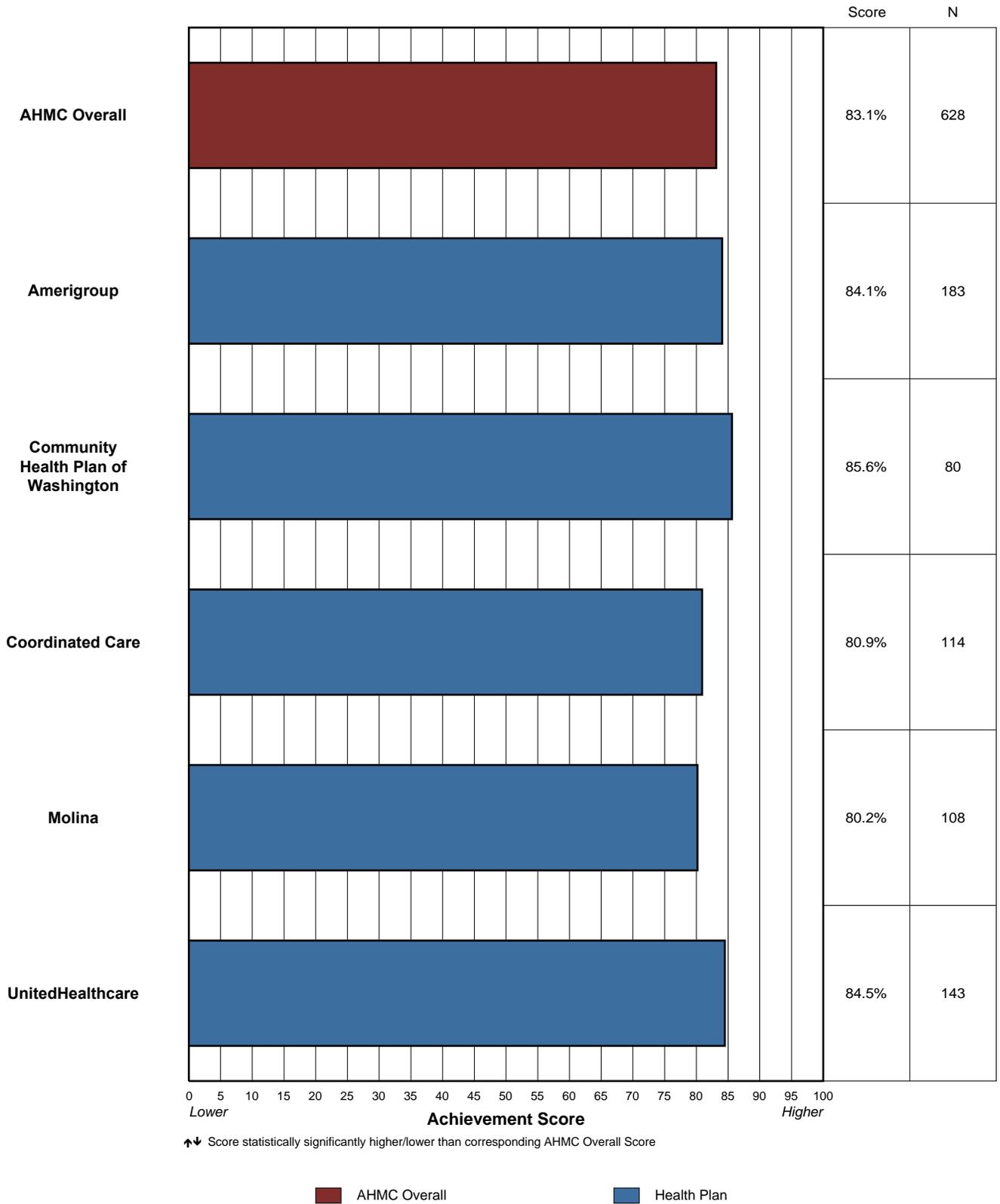


How Well Doctors Communicate

Q20. Personal doctor usually or always spent enough time with you

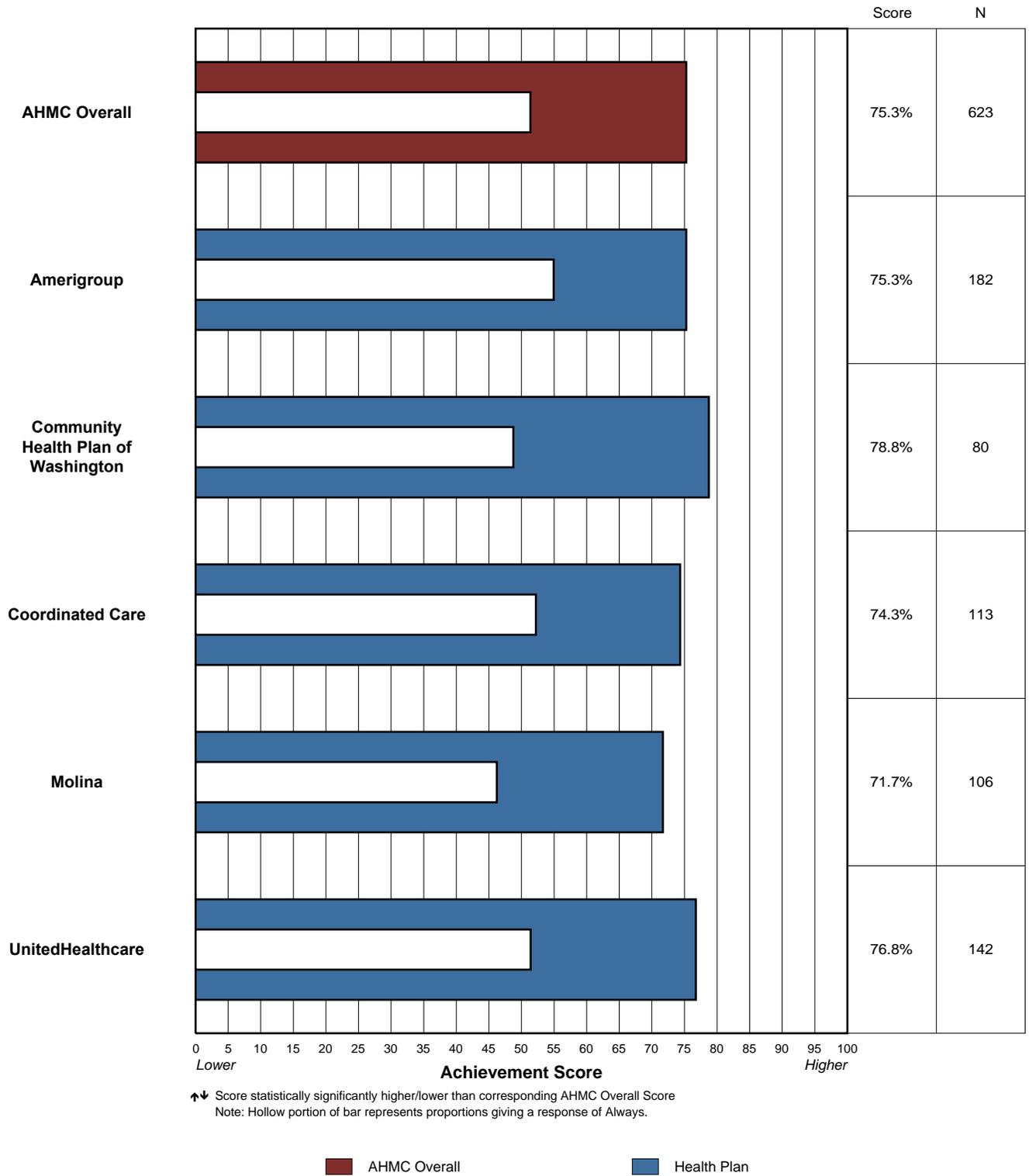


Customer Service



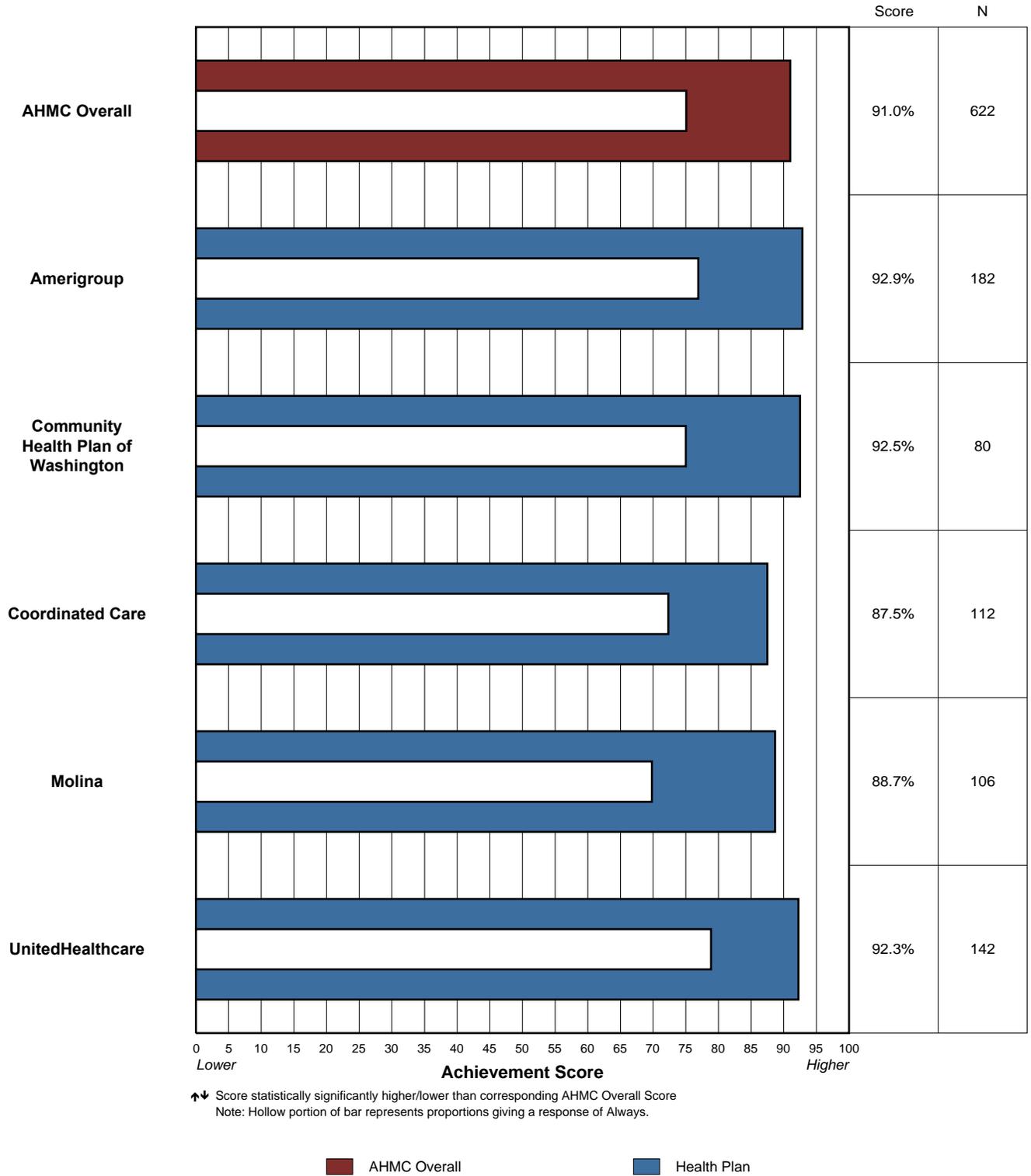
Customer Service

Q31. Health plan's customer service usually or always gave needed information or help

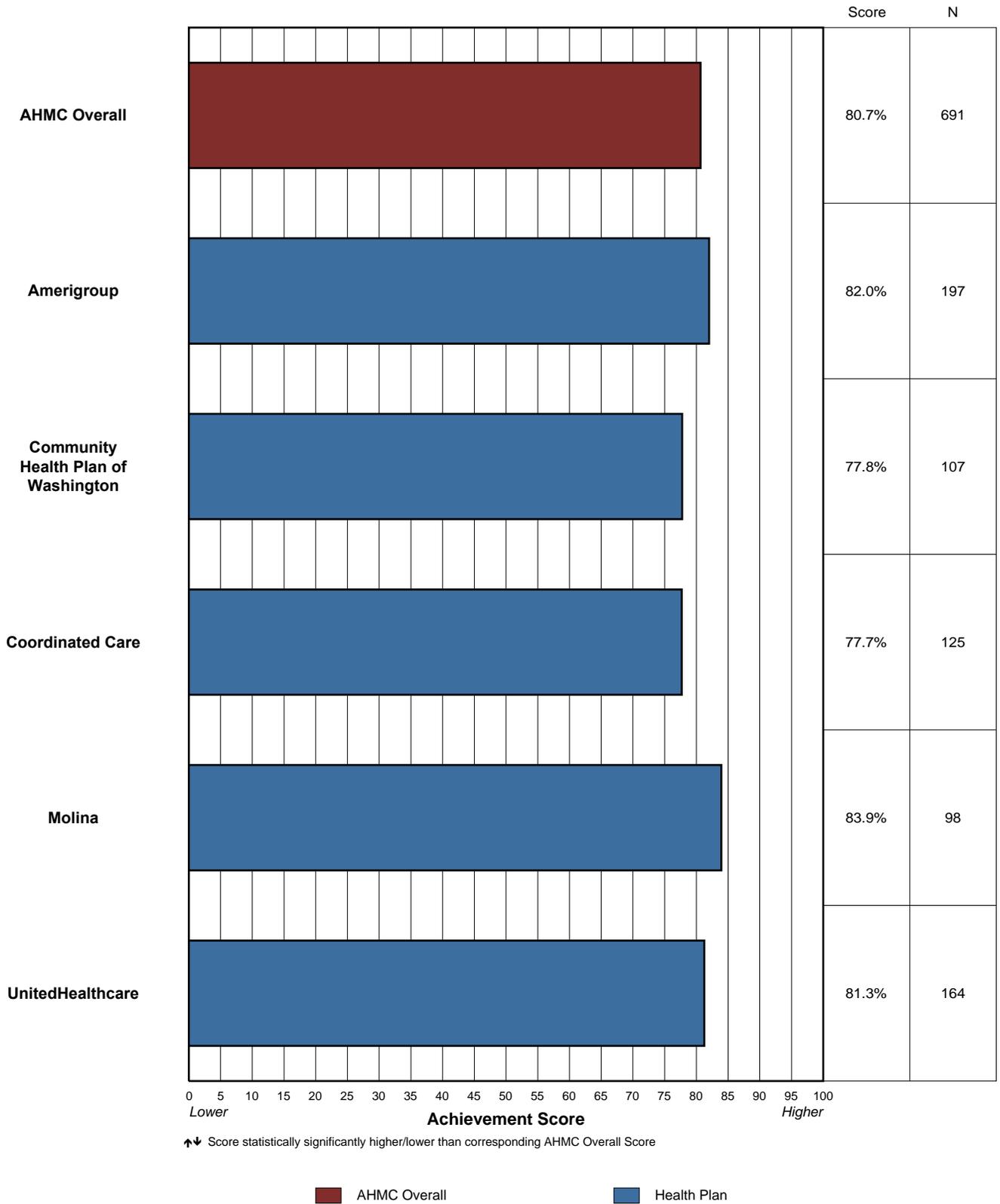


Customer Service

Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

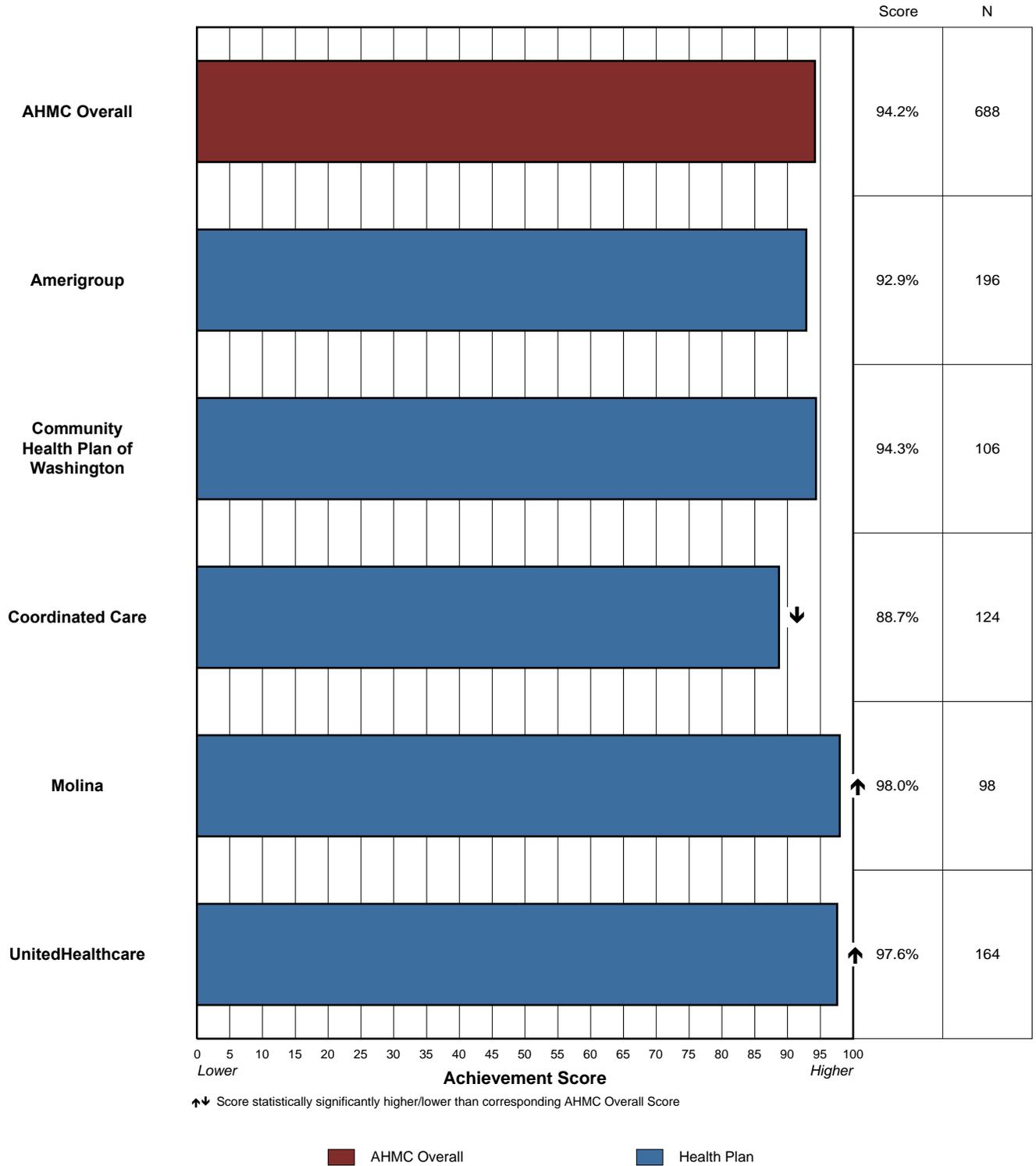


Shared Decision Making



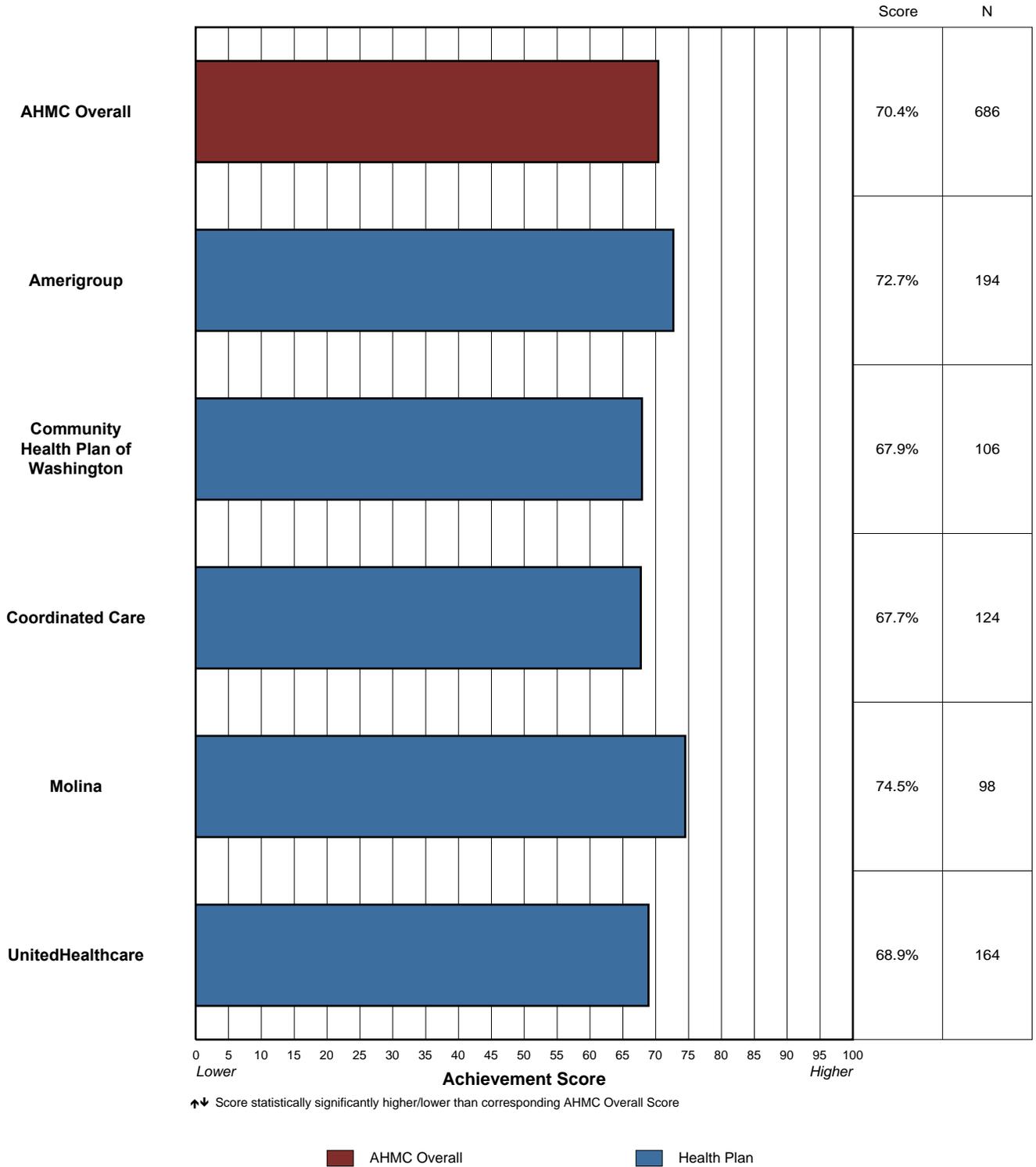
Shared Decision Making

Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine



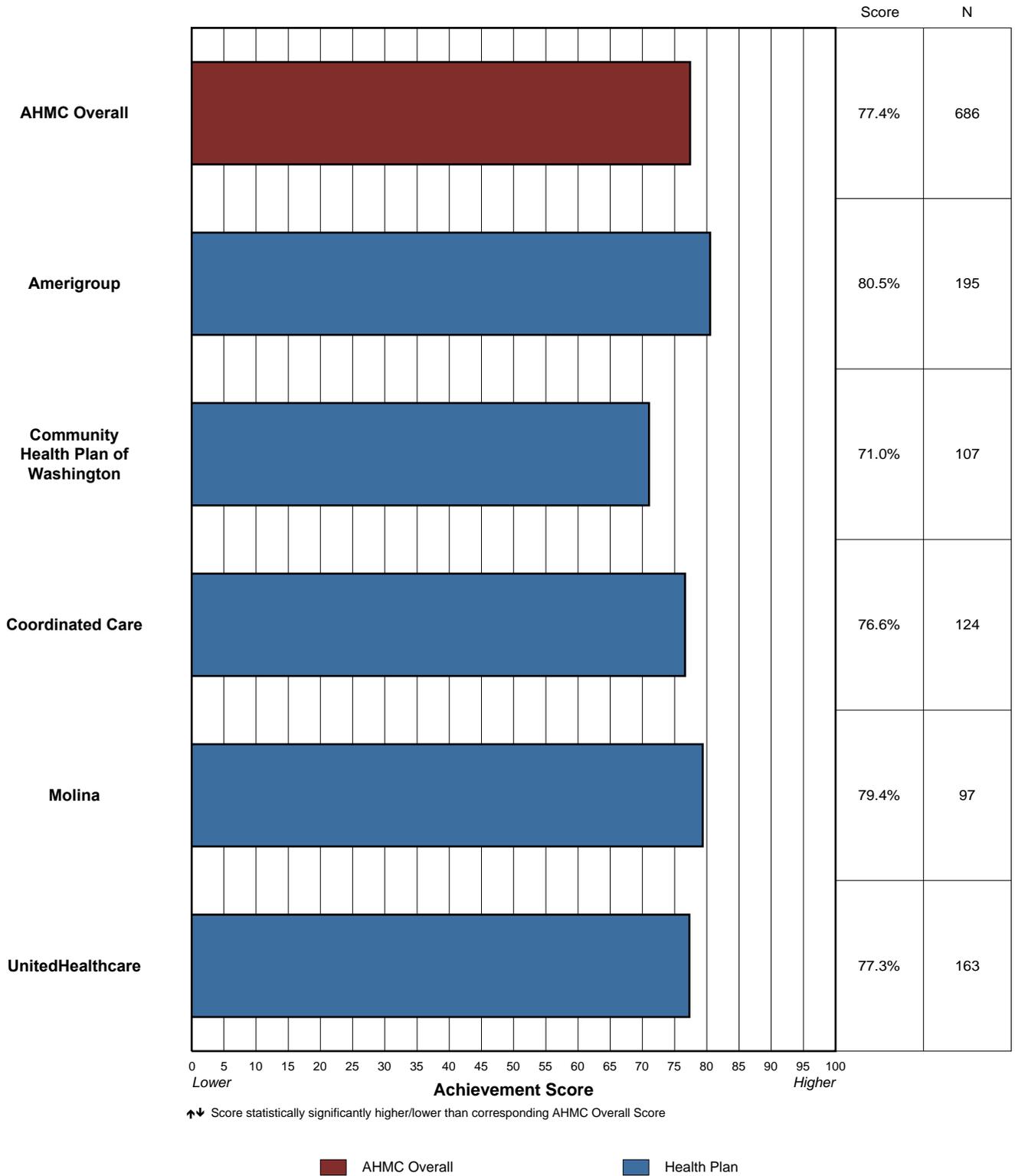
Shared Decision Making

Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine



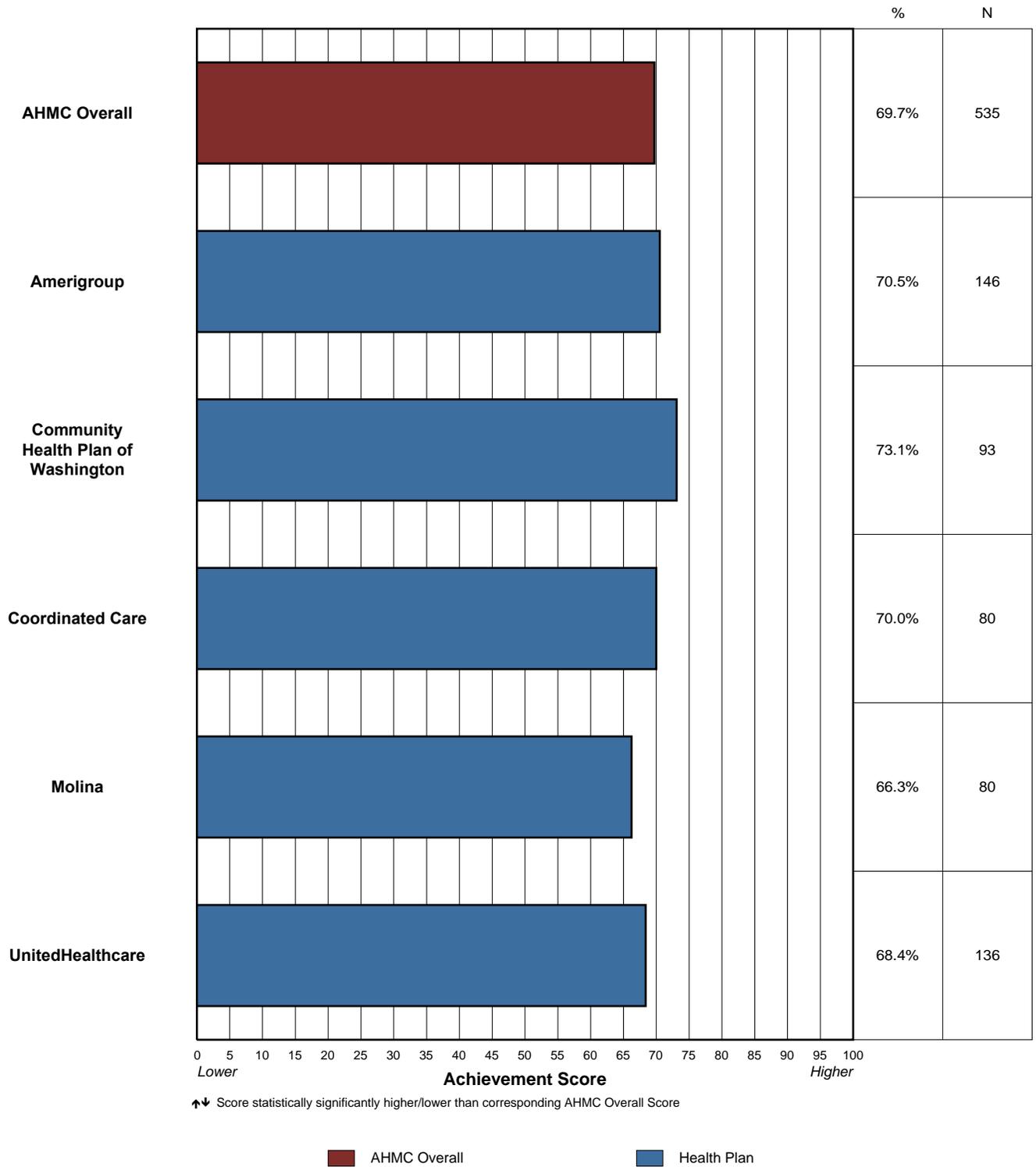
Shared Decision Making

Q12. Doctor/provider definitely asked what you thought was best for you



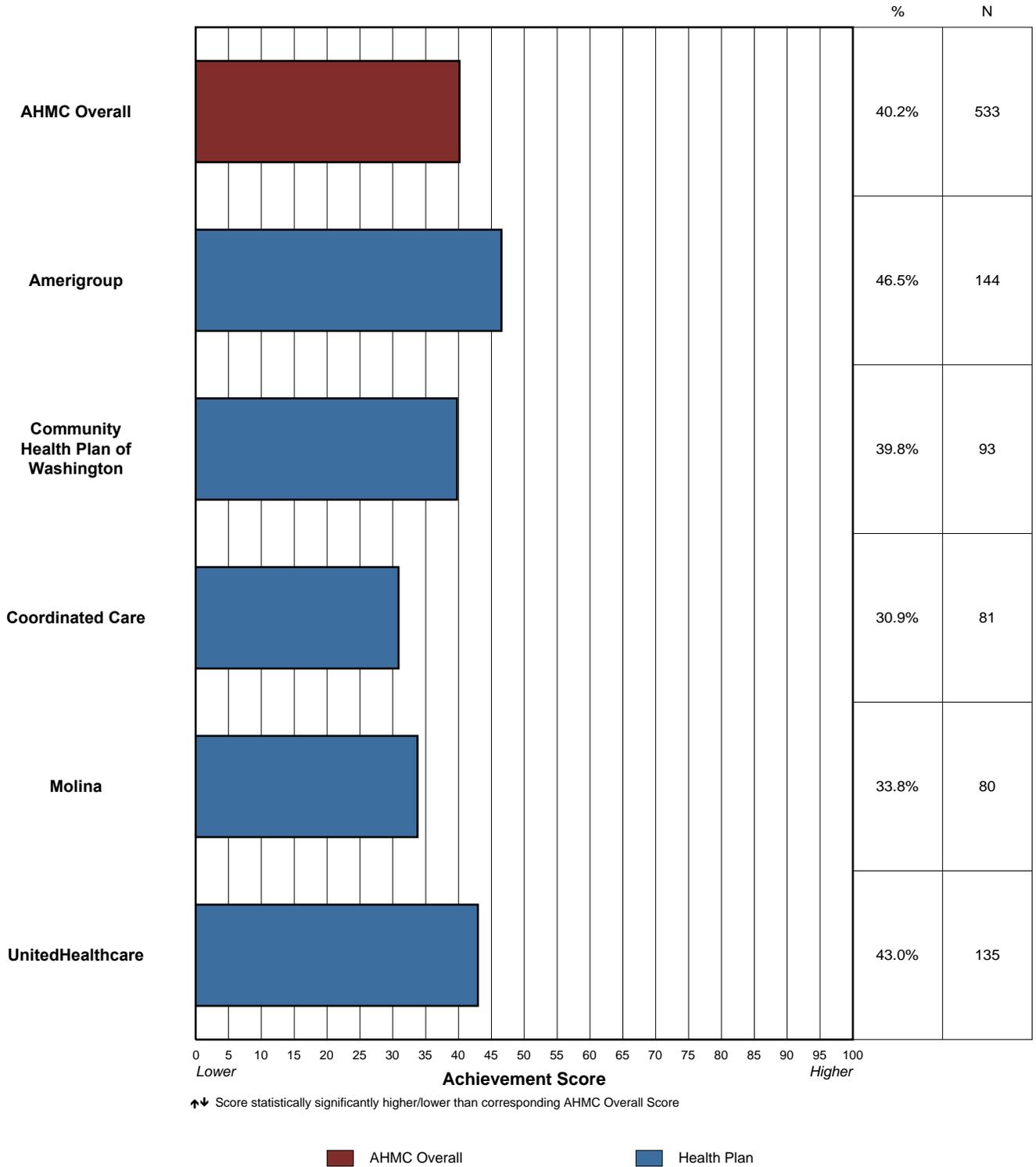
Medical Assistance with Smoking Cessation

Q40. Advised by doctor or other health provider to quit smoking or using tobacco



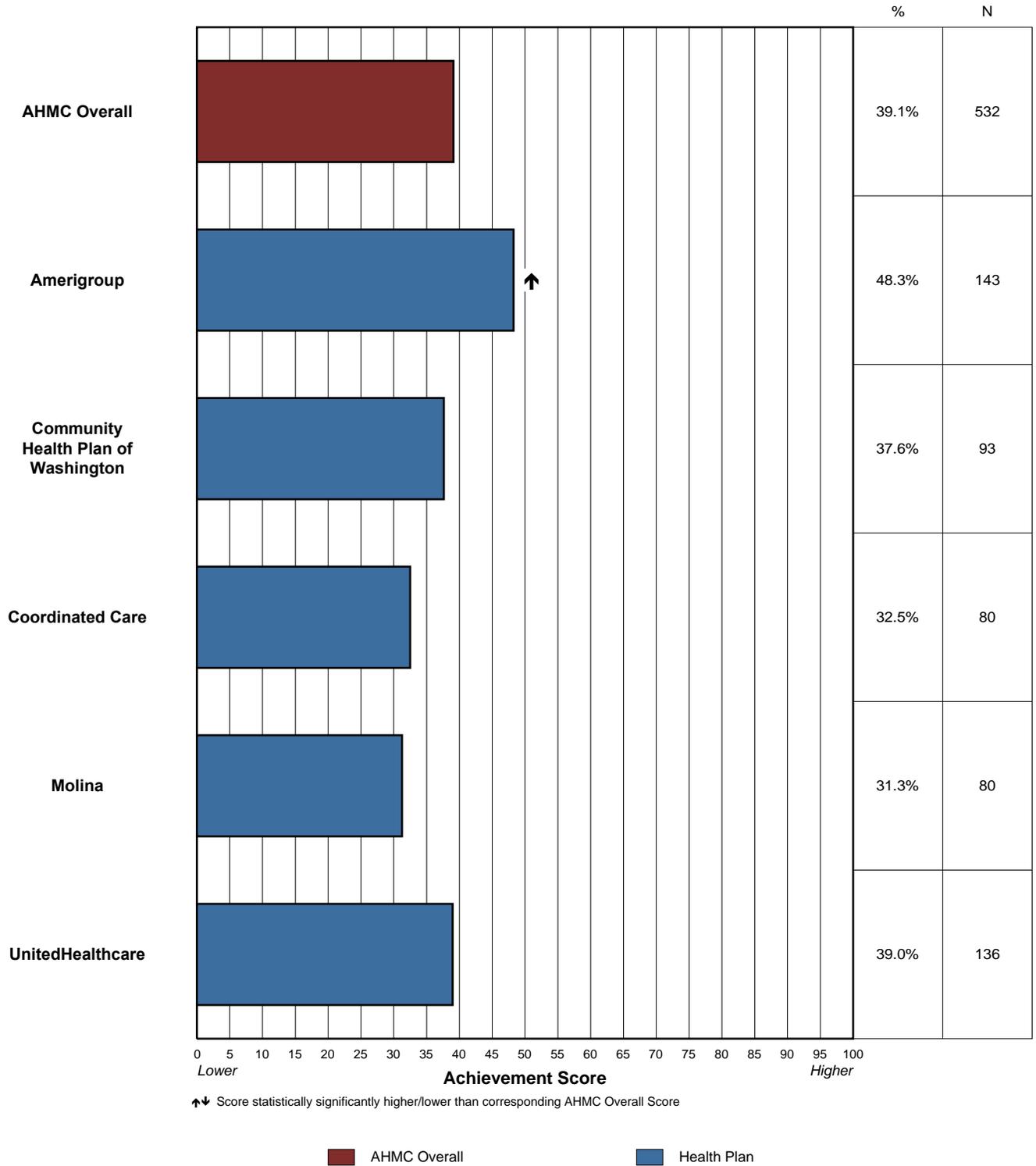
Medical Assistance with Smoking Cessation

Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco



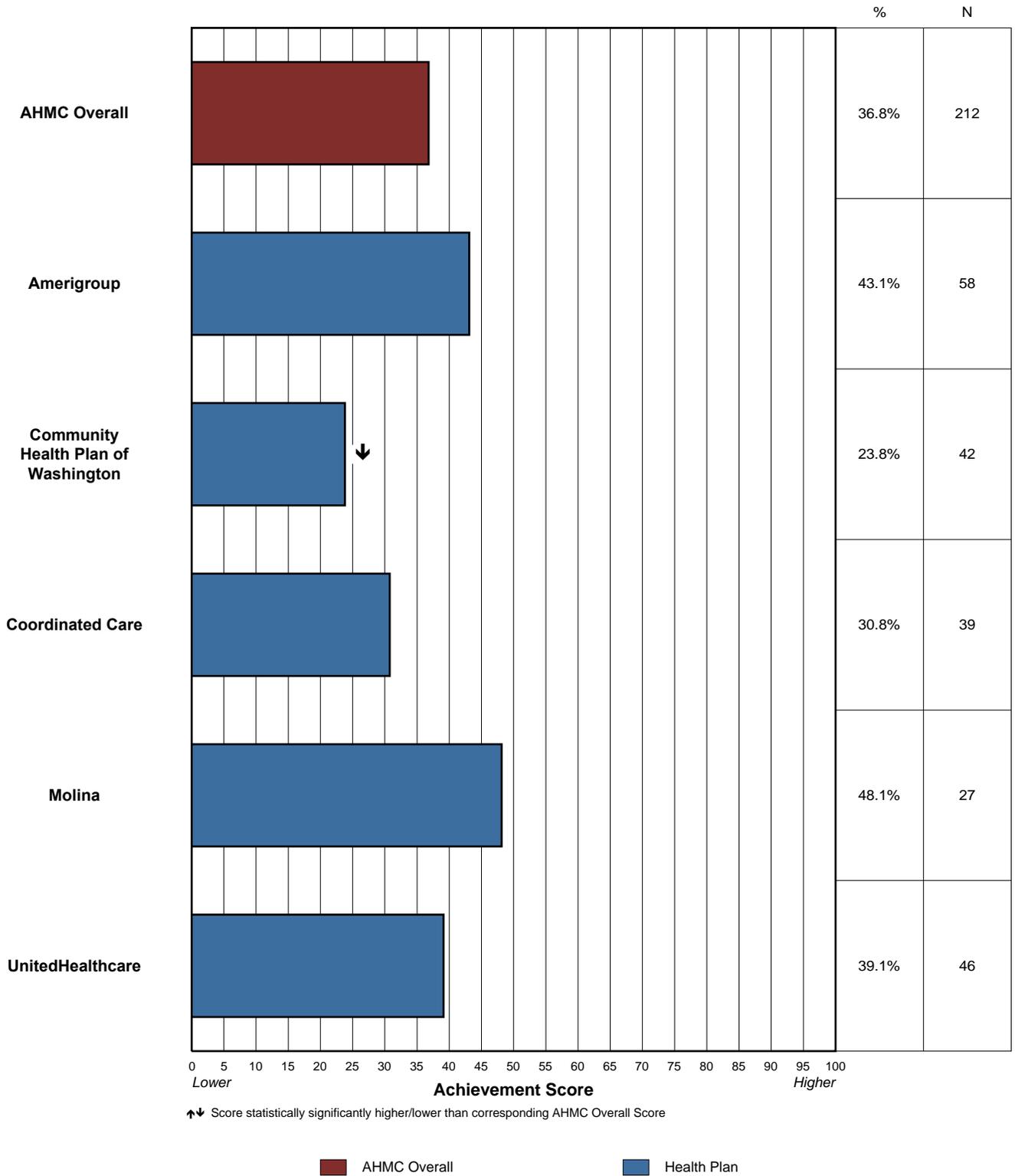
Medical Assistance with Smoking Cessation

Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



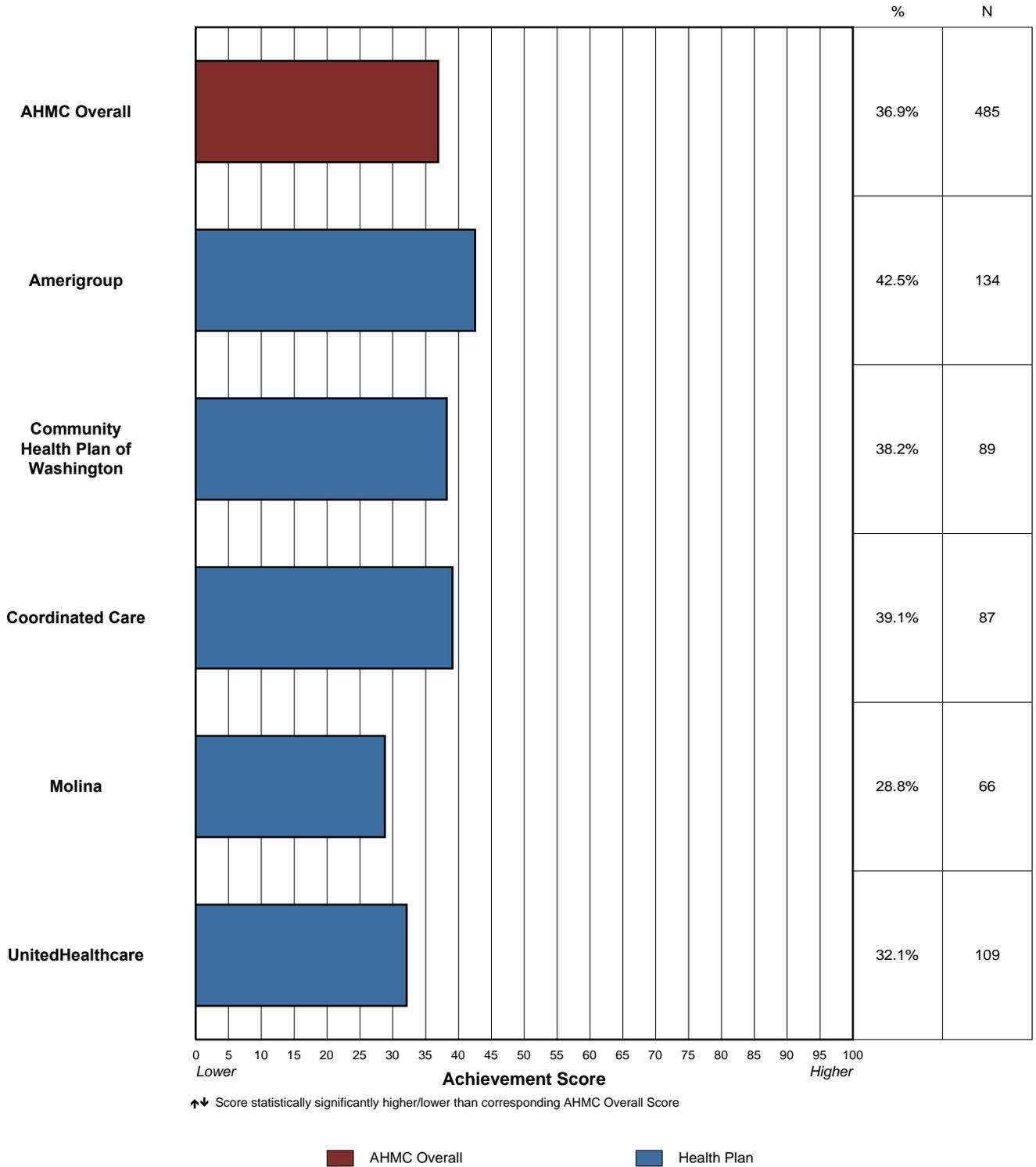
Aspirin Use and Discussion

Q43. Take aspirin daily or every other day



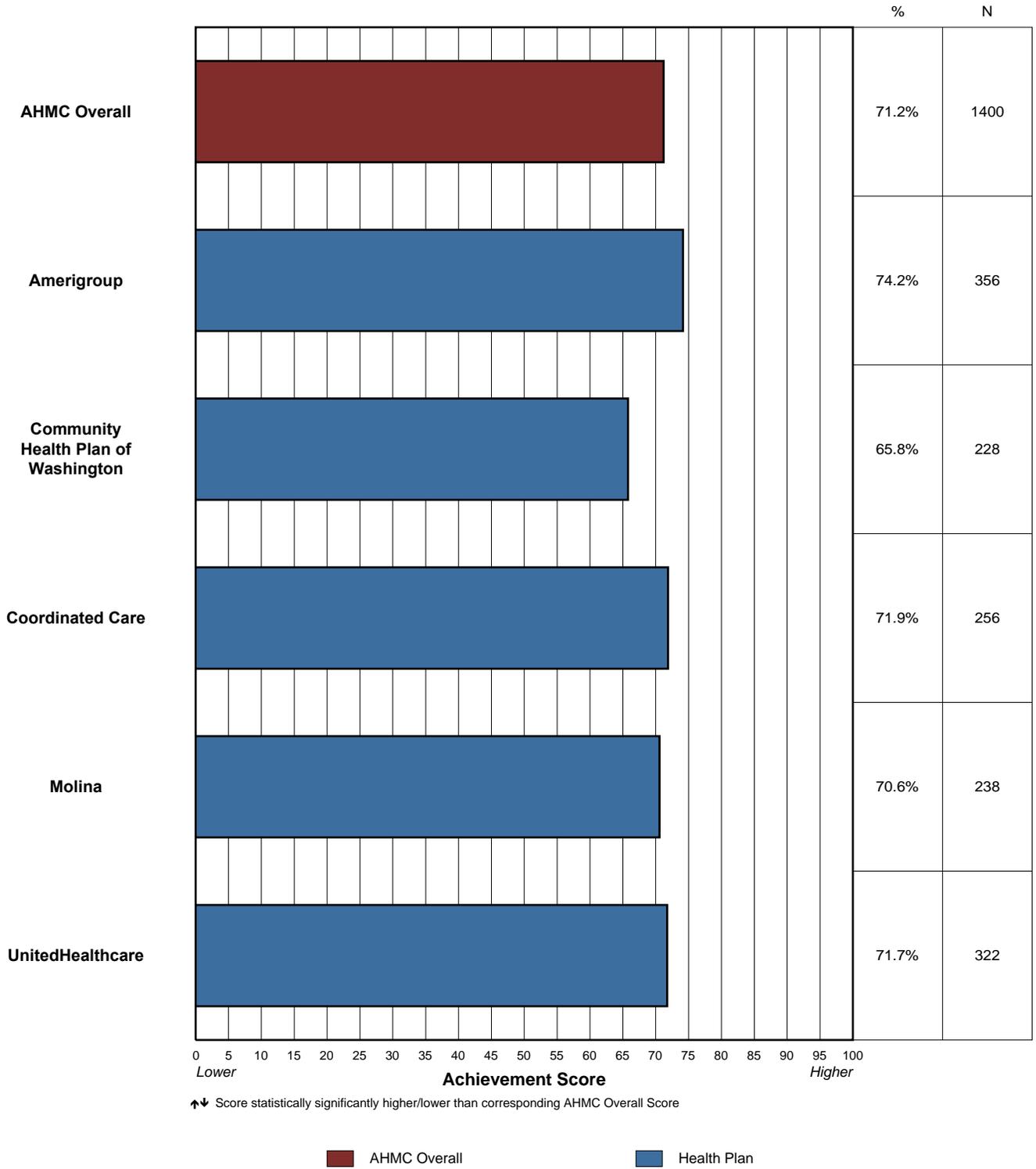
Aspirin Use and Discussion

Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke



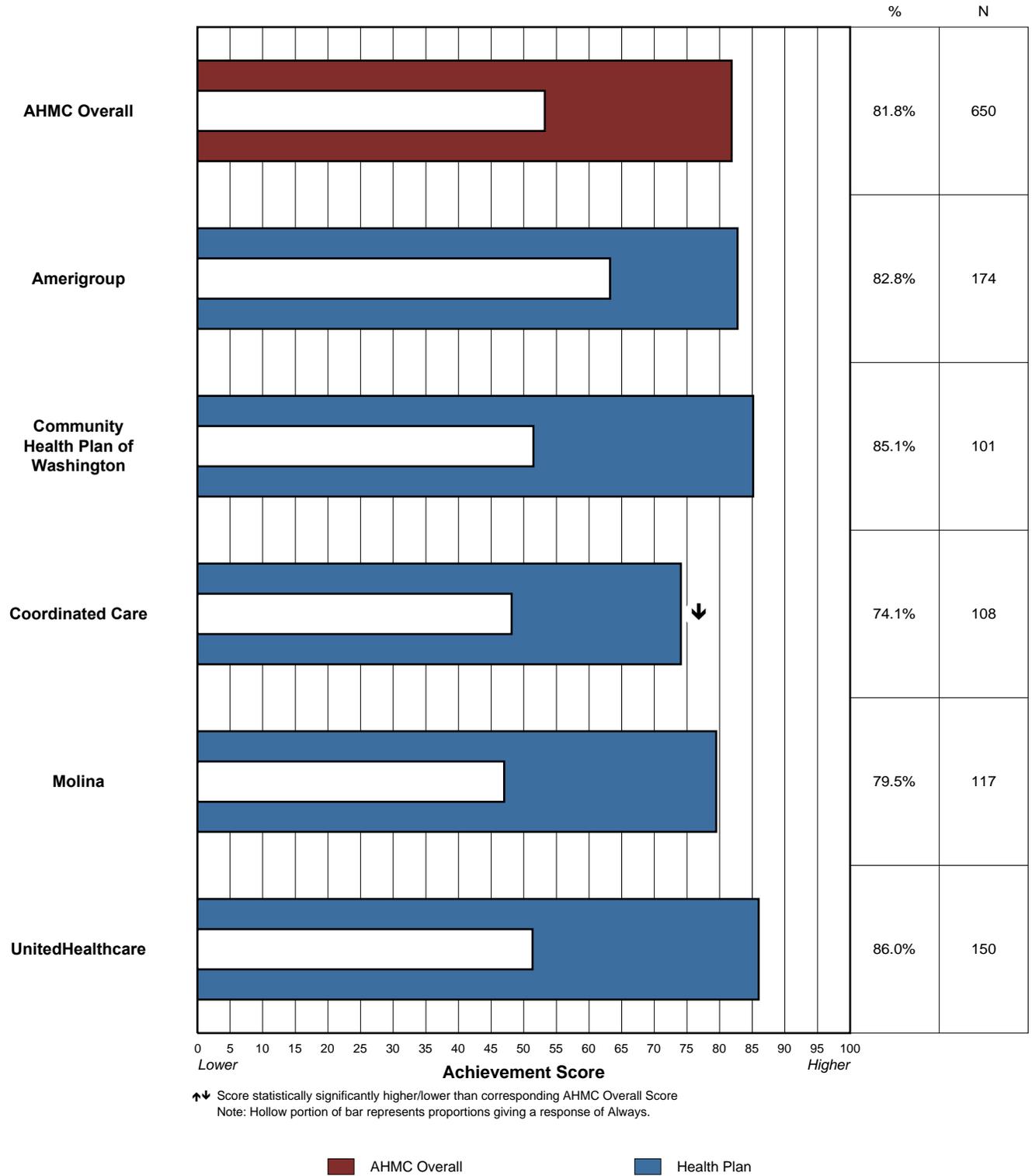
Single Items

Q8. Doctor/provider definitely talked about specific things to do to prevent illness



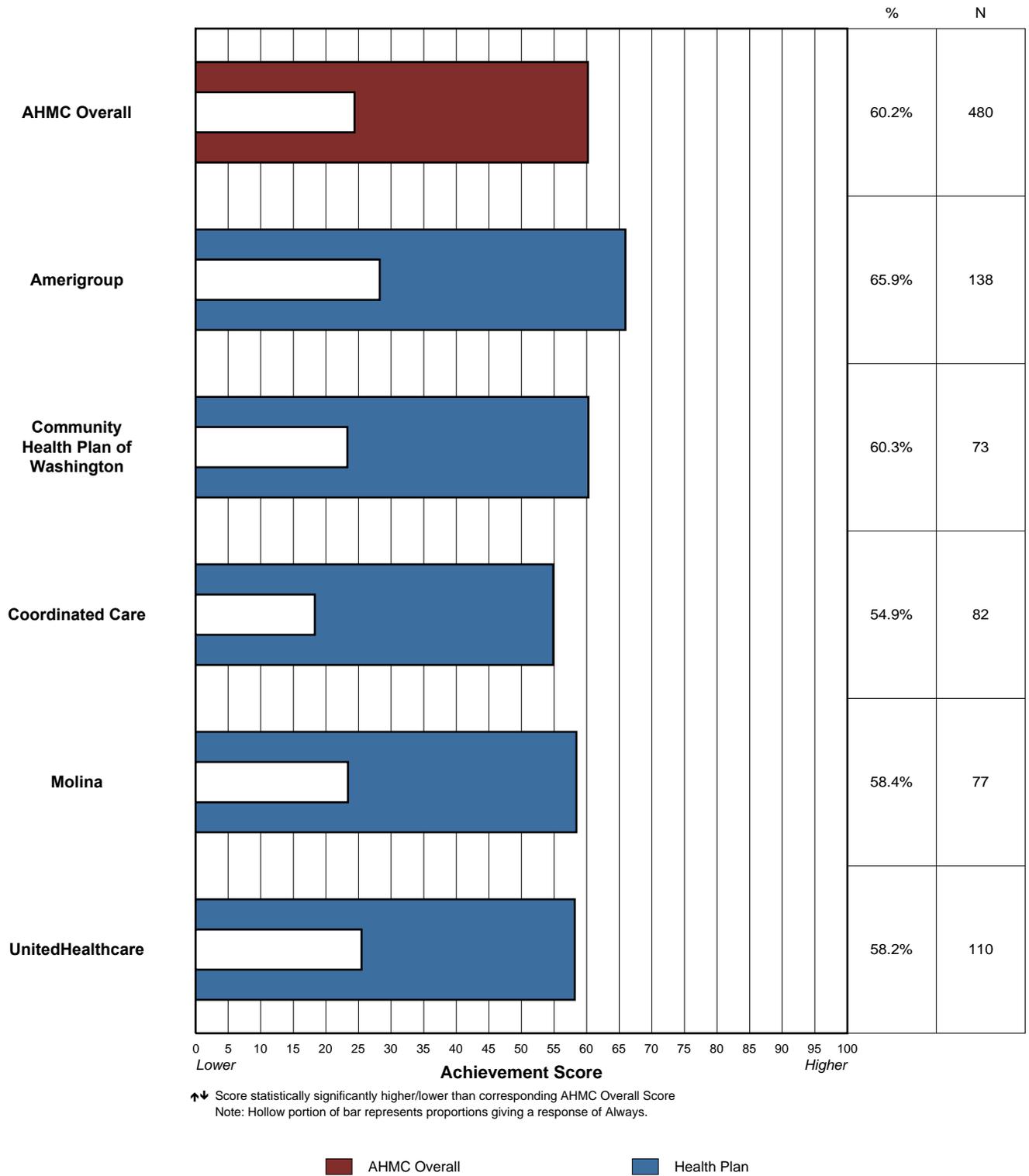
Single Items

Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers



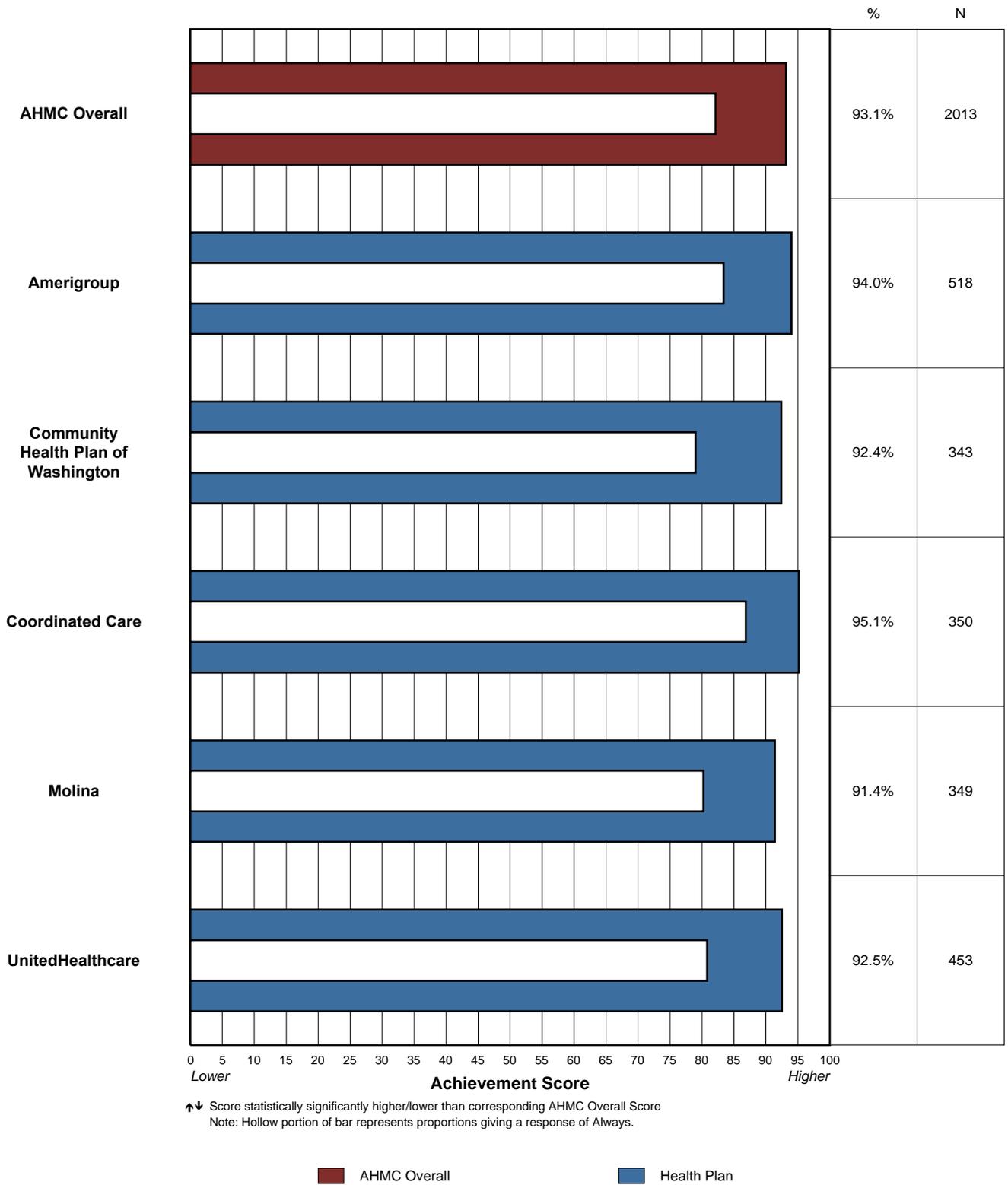
Single Items

Q29. Written materials/Internet usually or always provided needed information about how health plan works



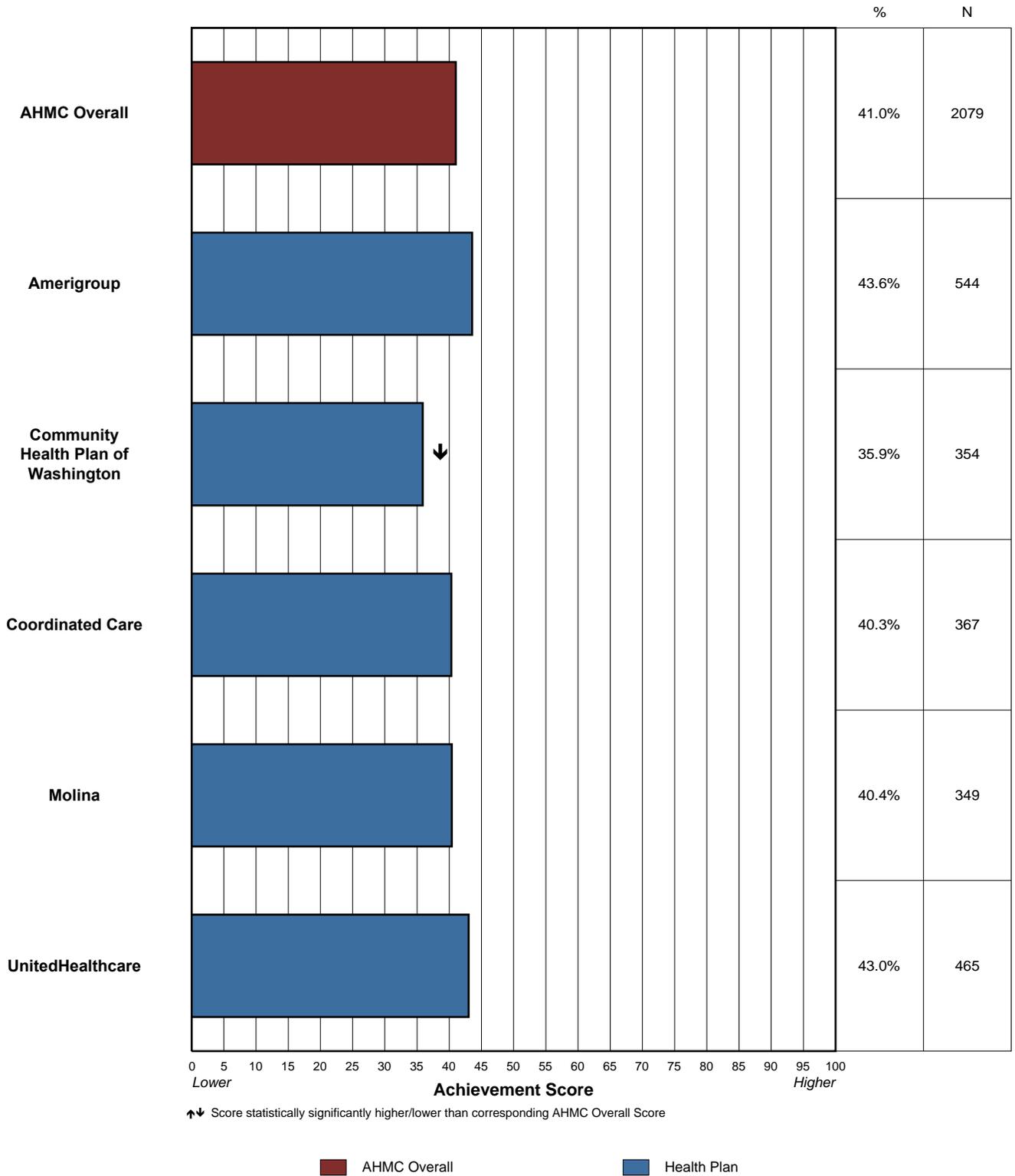
Single Items

PQ34. Forms from your health plan usually or always easy to fill out



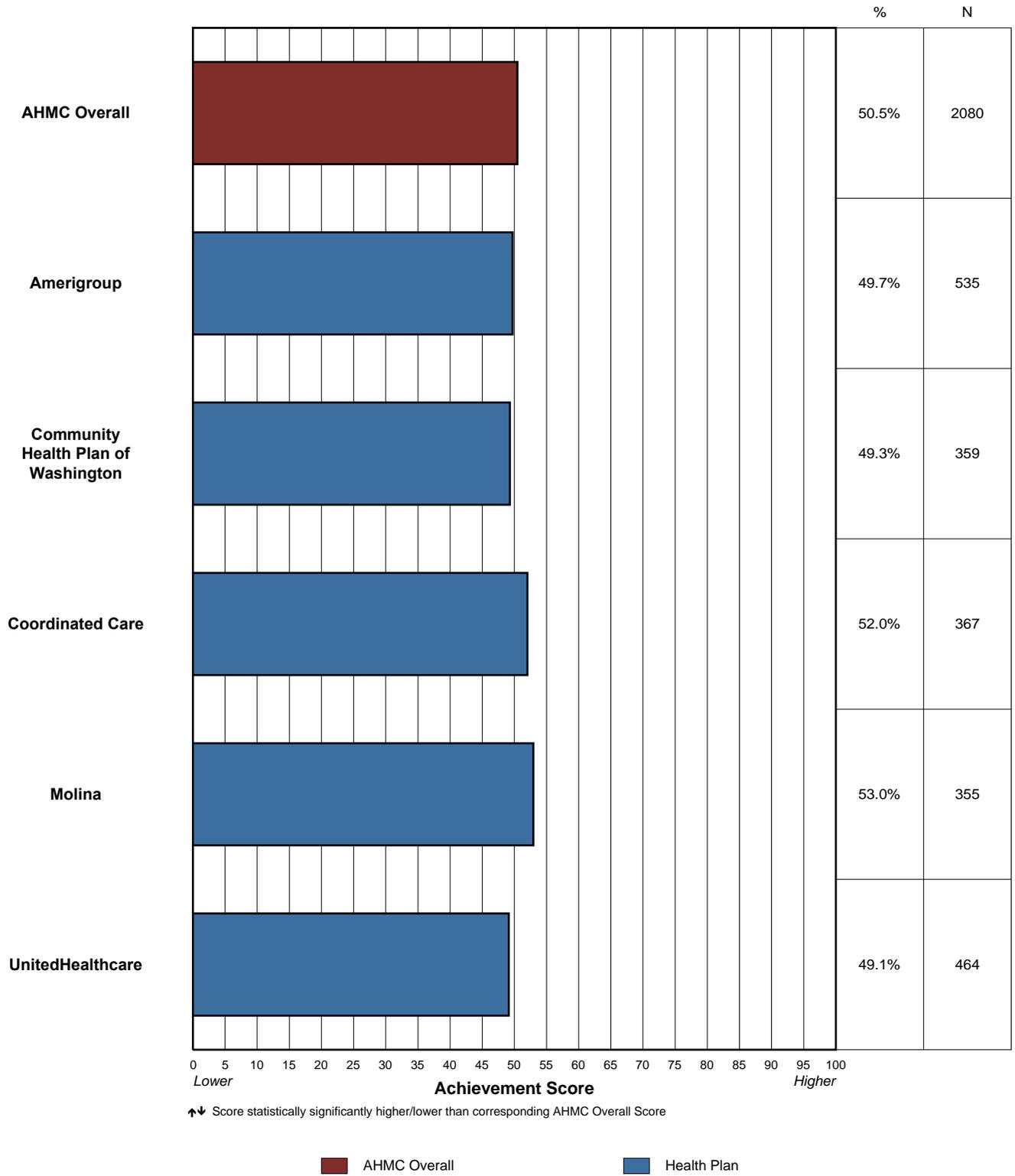
Single Items

Q36. Excellent or very good rating of your overall health



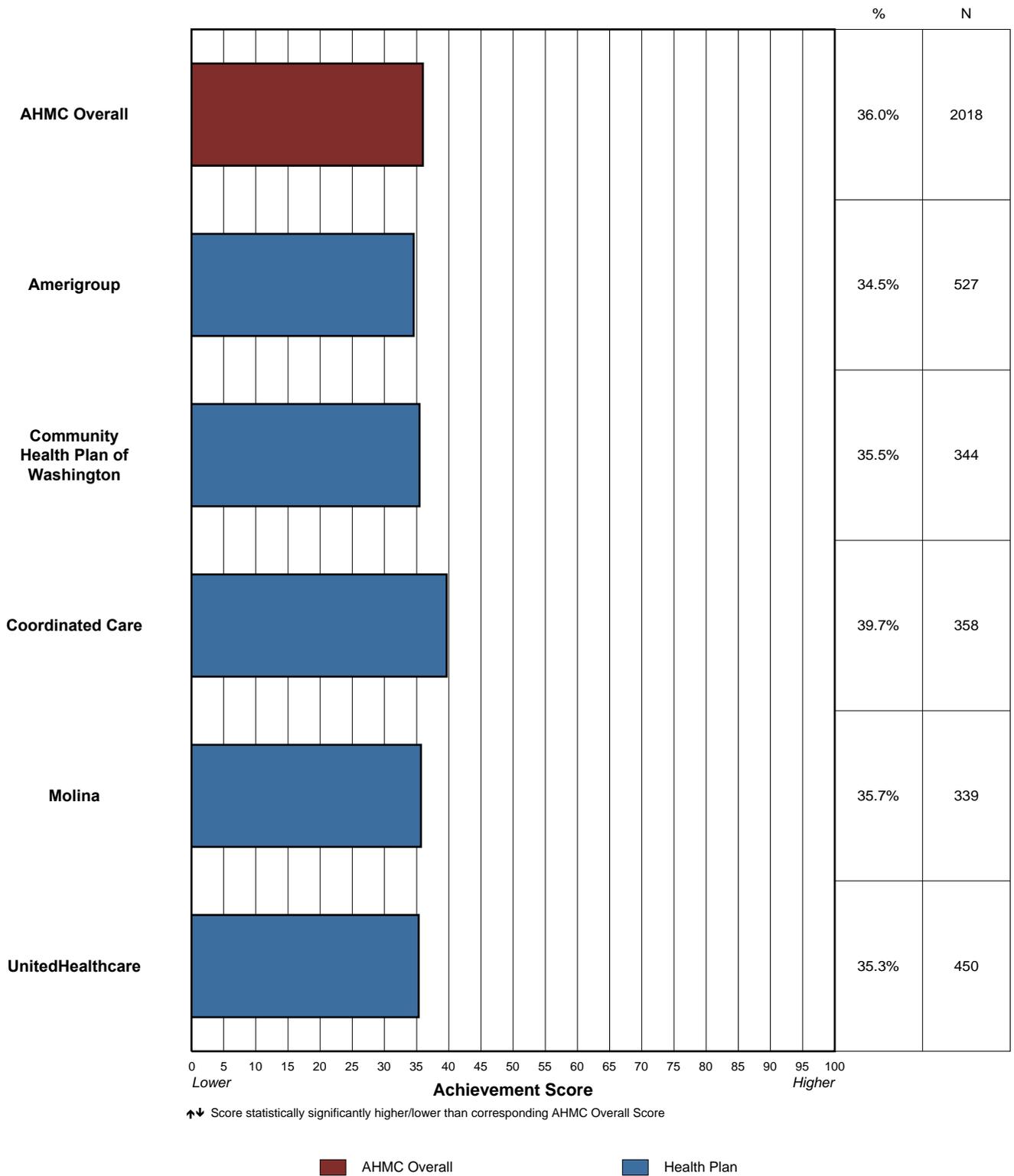
Single Items

Q37. Excellent or very good rating of your overall mental or emotional health



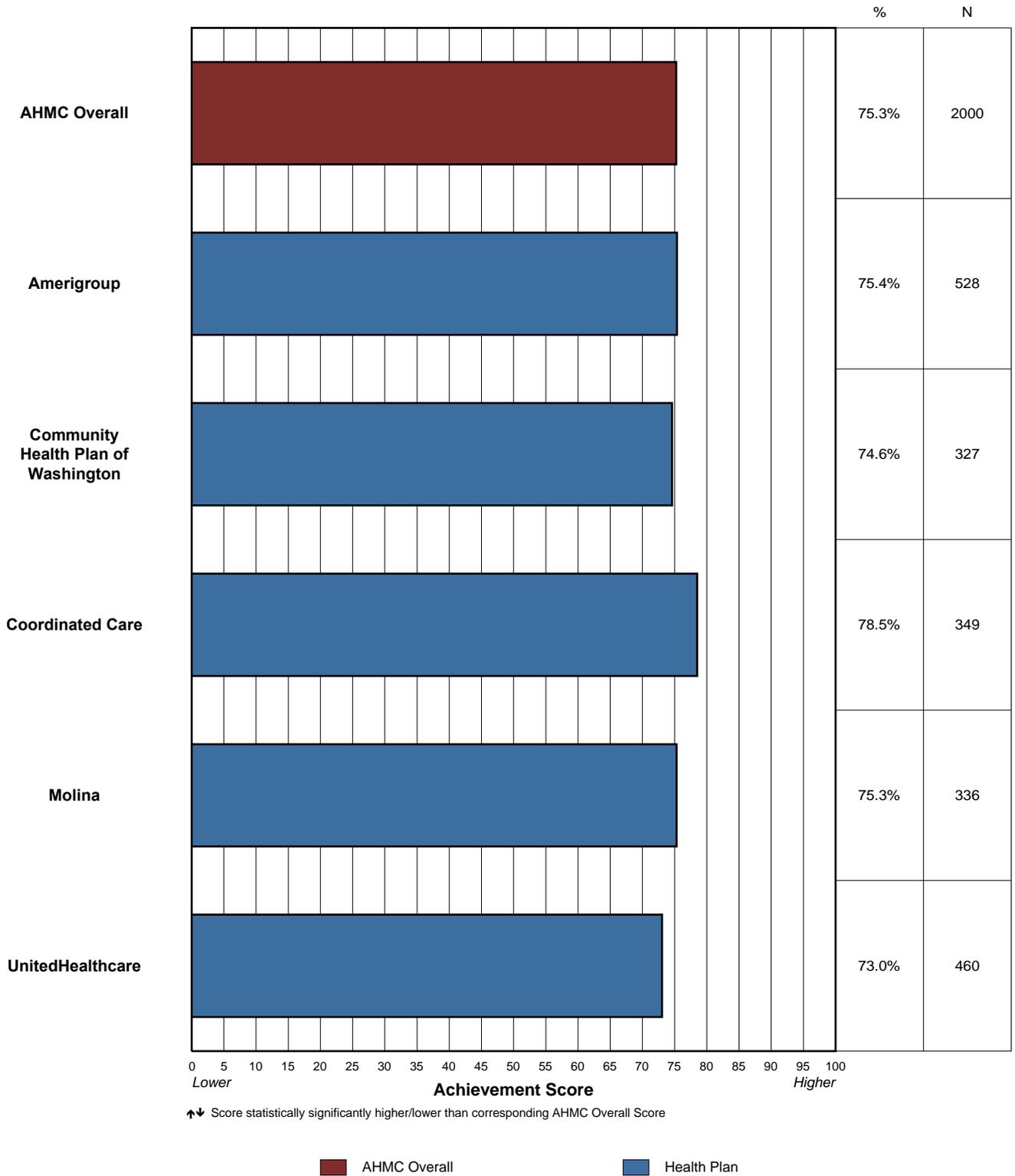
Single Items

Q38. Received a flu shot or flu spray in the nose since July 1, 2015



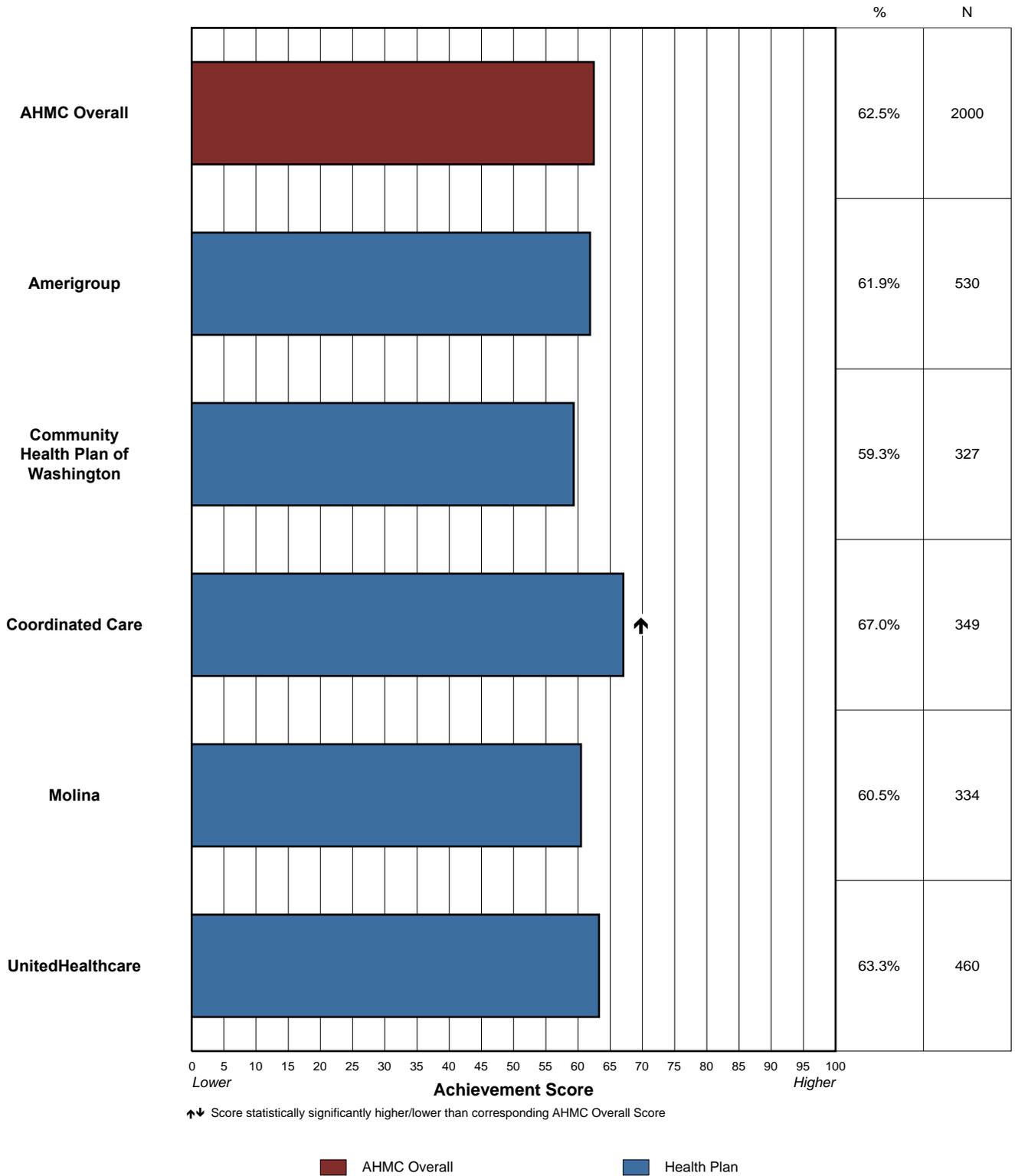
Supplemental Items

Q59. Very good or good rating of quality of life



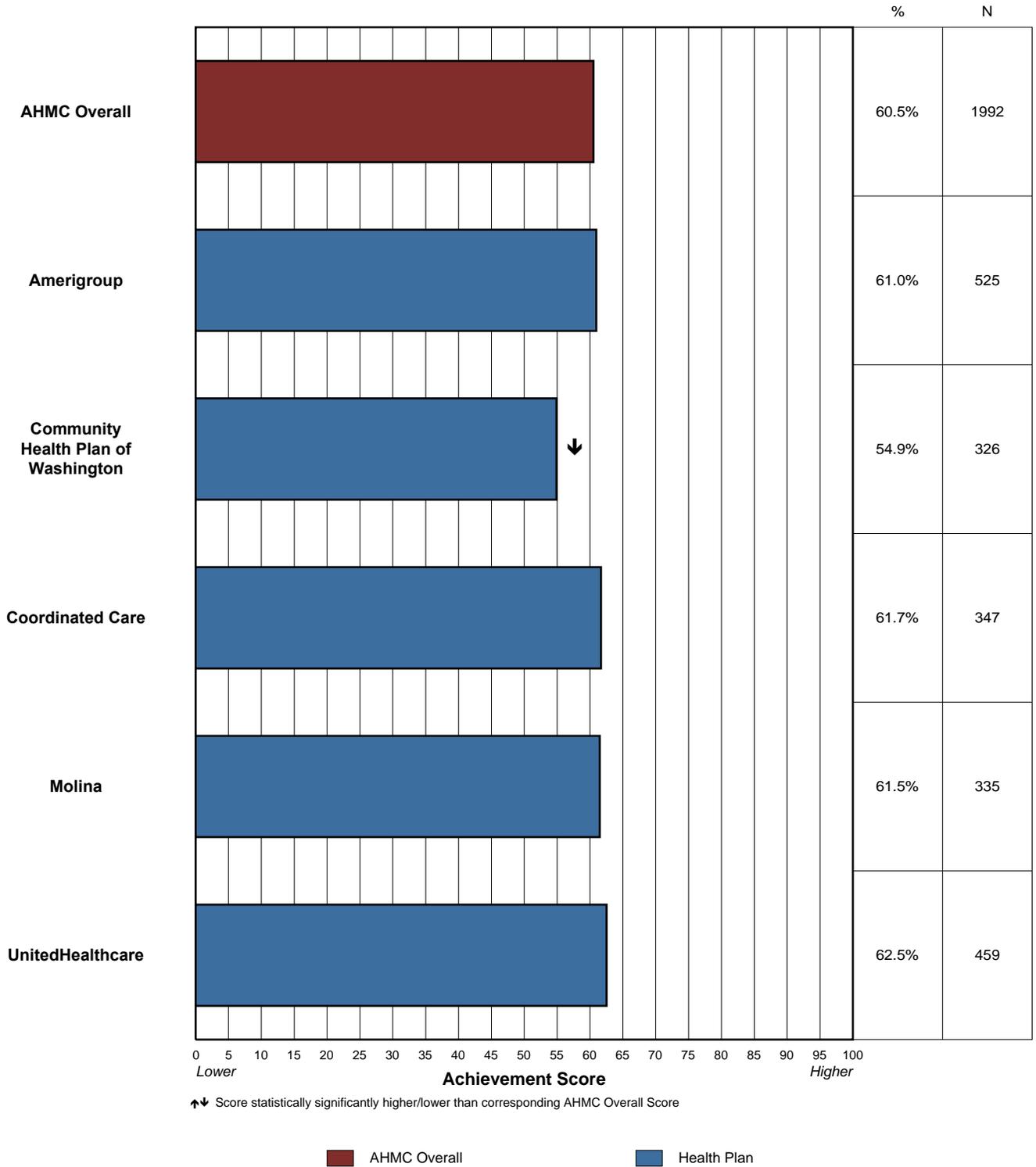
Supplemental Items

Q60. Very satisfied or satisfied with your health



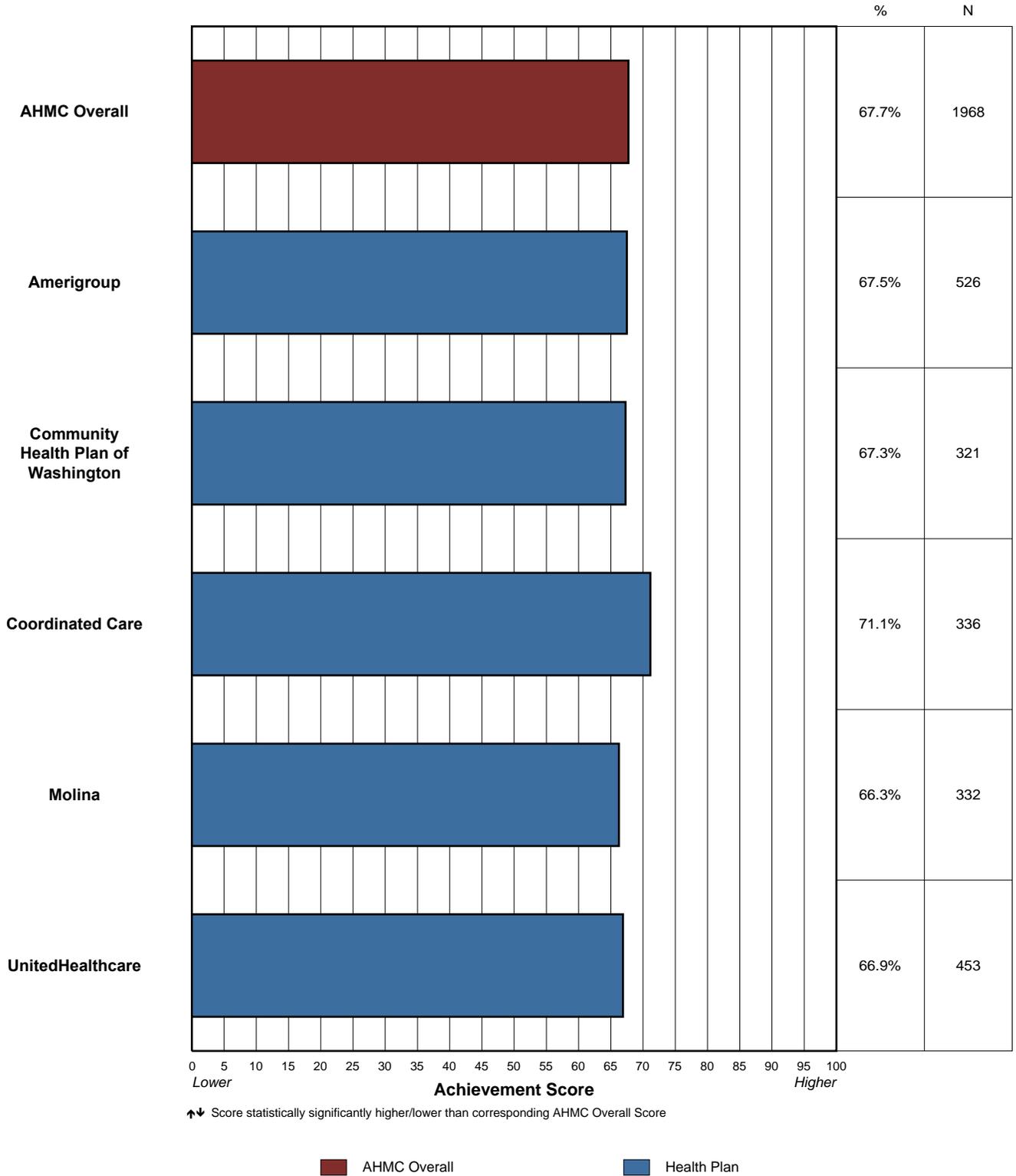
Supplemental Items

Q61. Physical pain prevents you not at all or a little from doing what you need to do



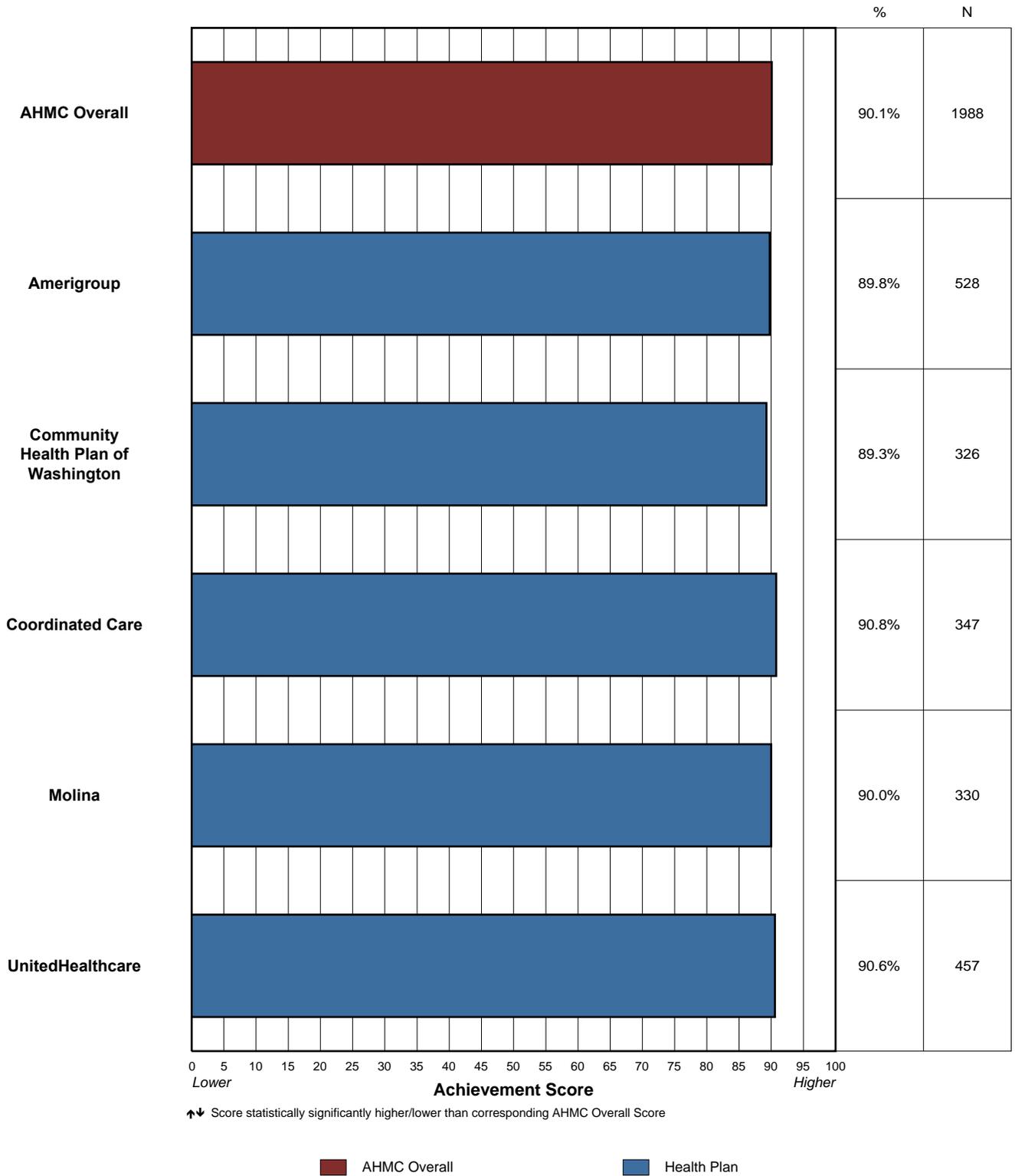
Supplemental Items

Q62. Need medical treatment not at all or a little to function in your daily life



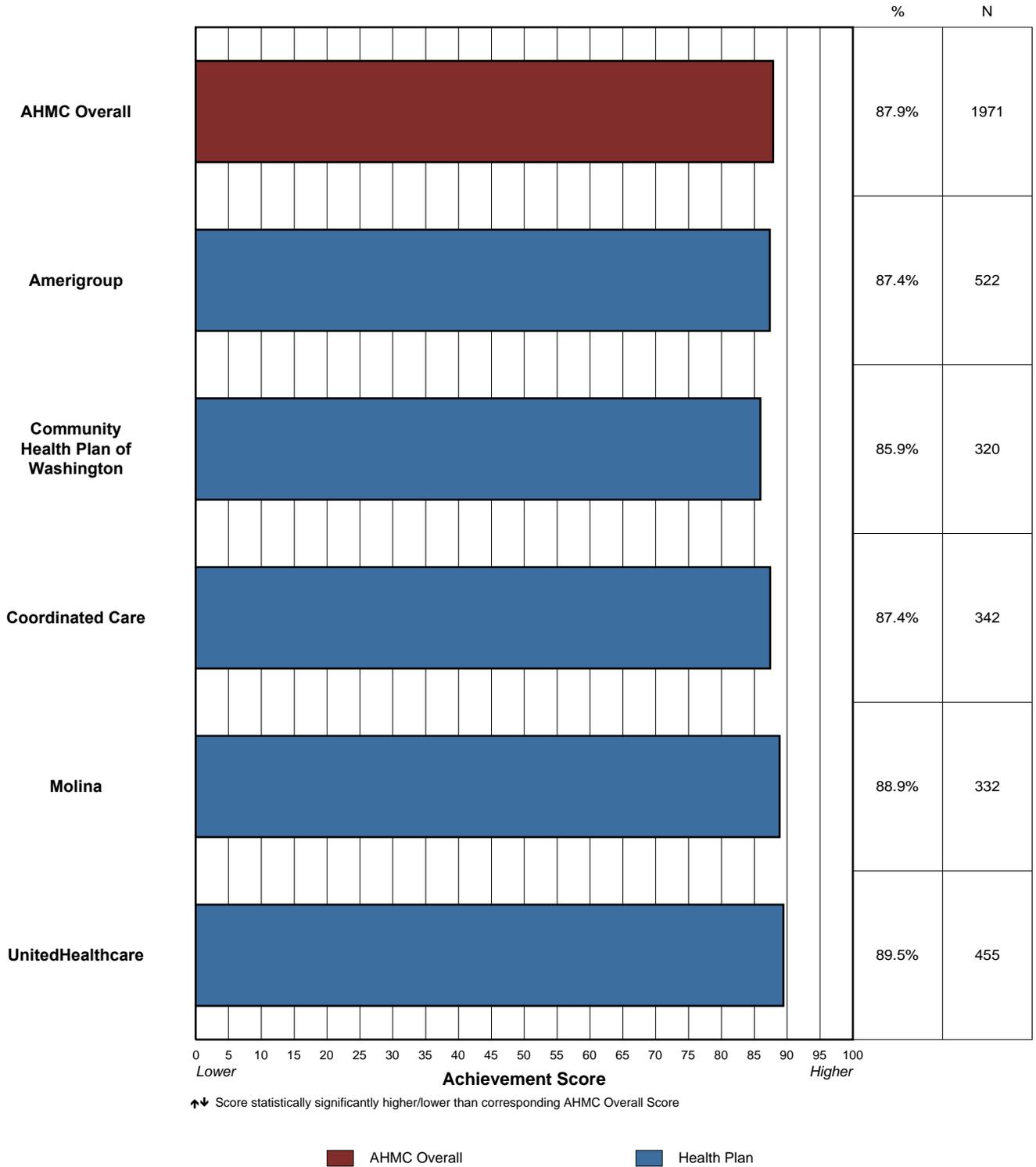
Supplemental Items

Q63. Enjoy life a moderate amount, very much, or an extreme amount



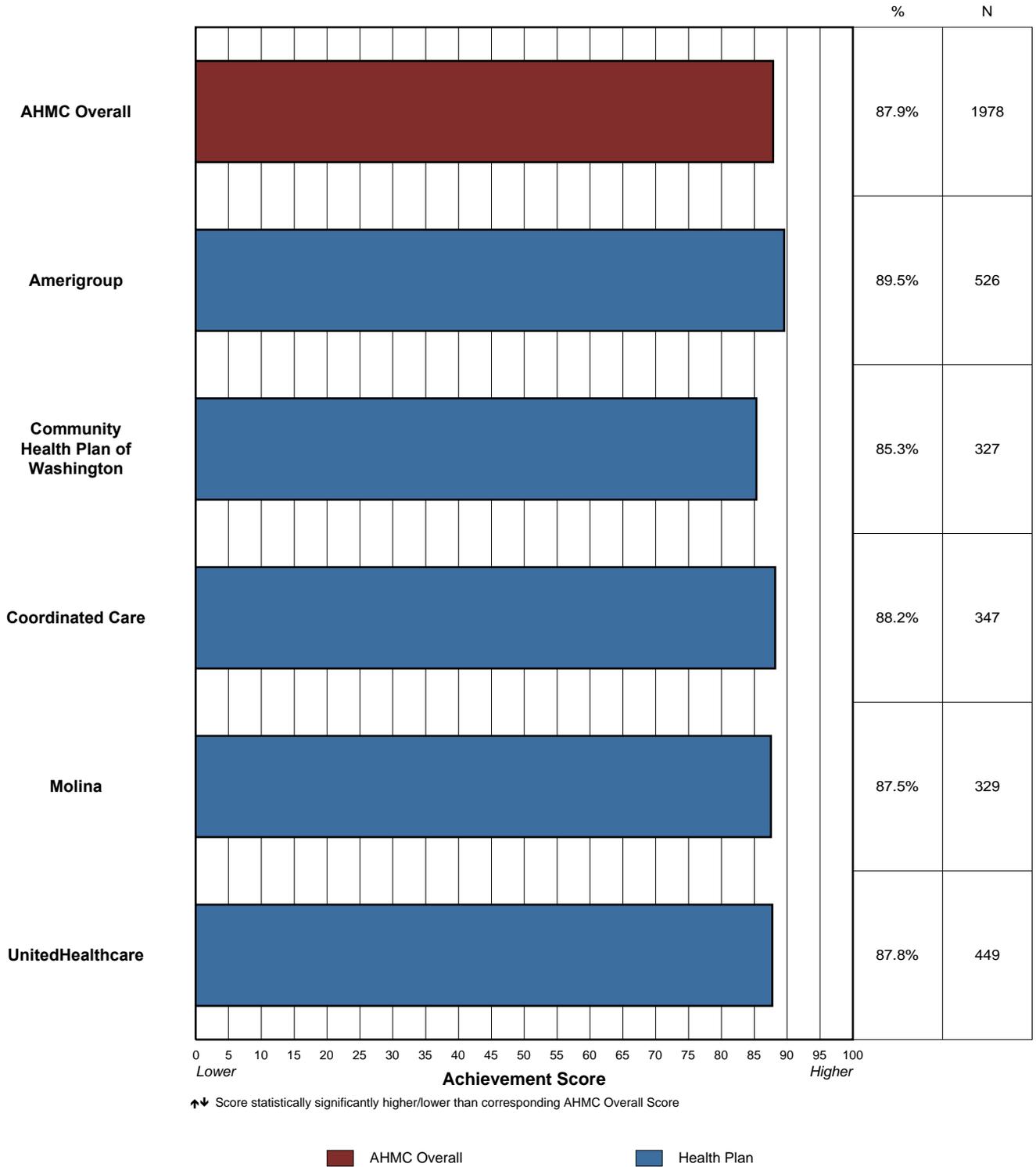
Supplemental Items

Q64. Feel your life to be meaningful a moderate amount, very much, or an extreme amount



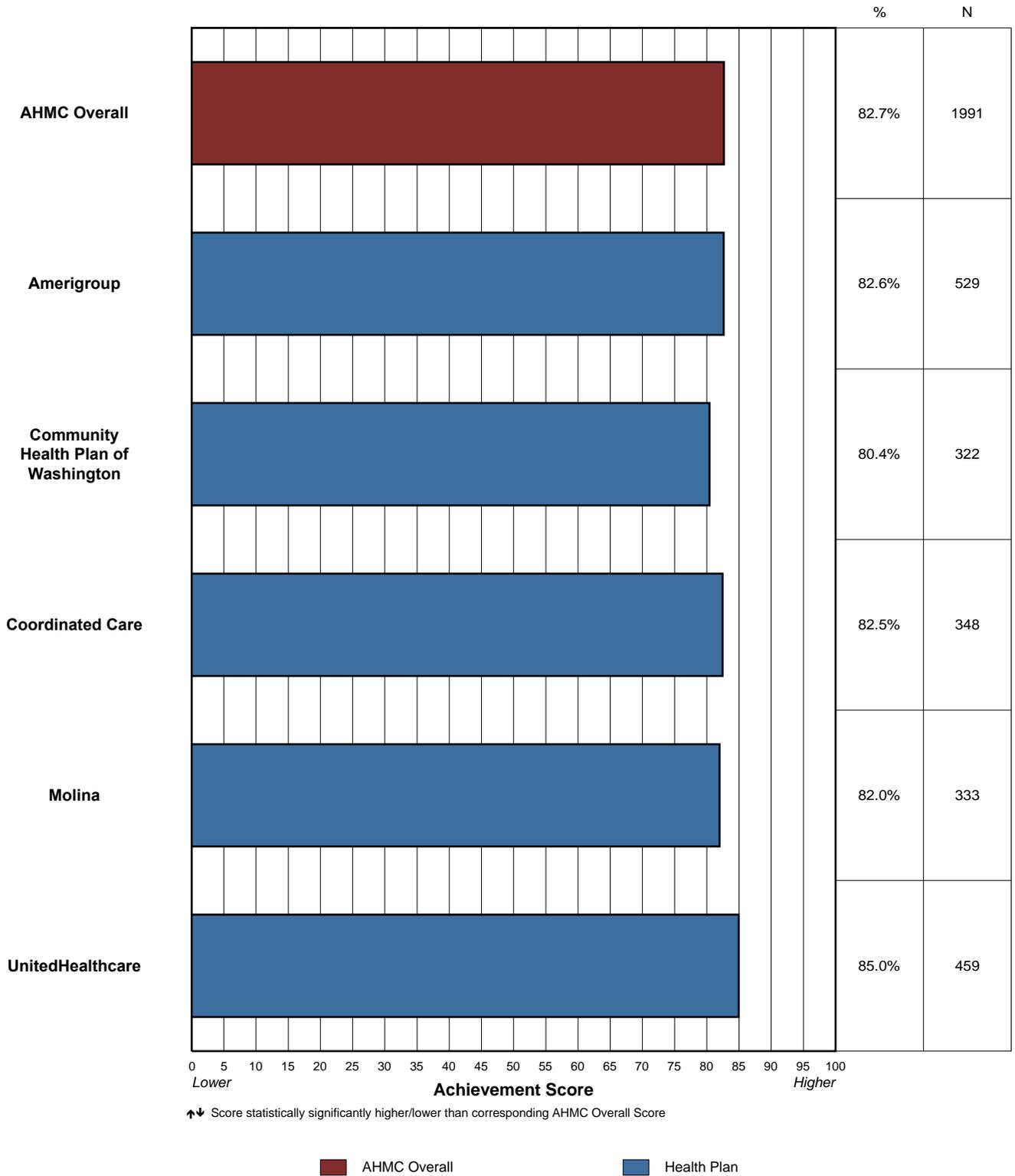
Supplemental Items

Q65. Able to concentrate a moderate amount, very much, or an extreme amount



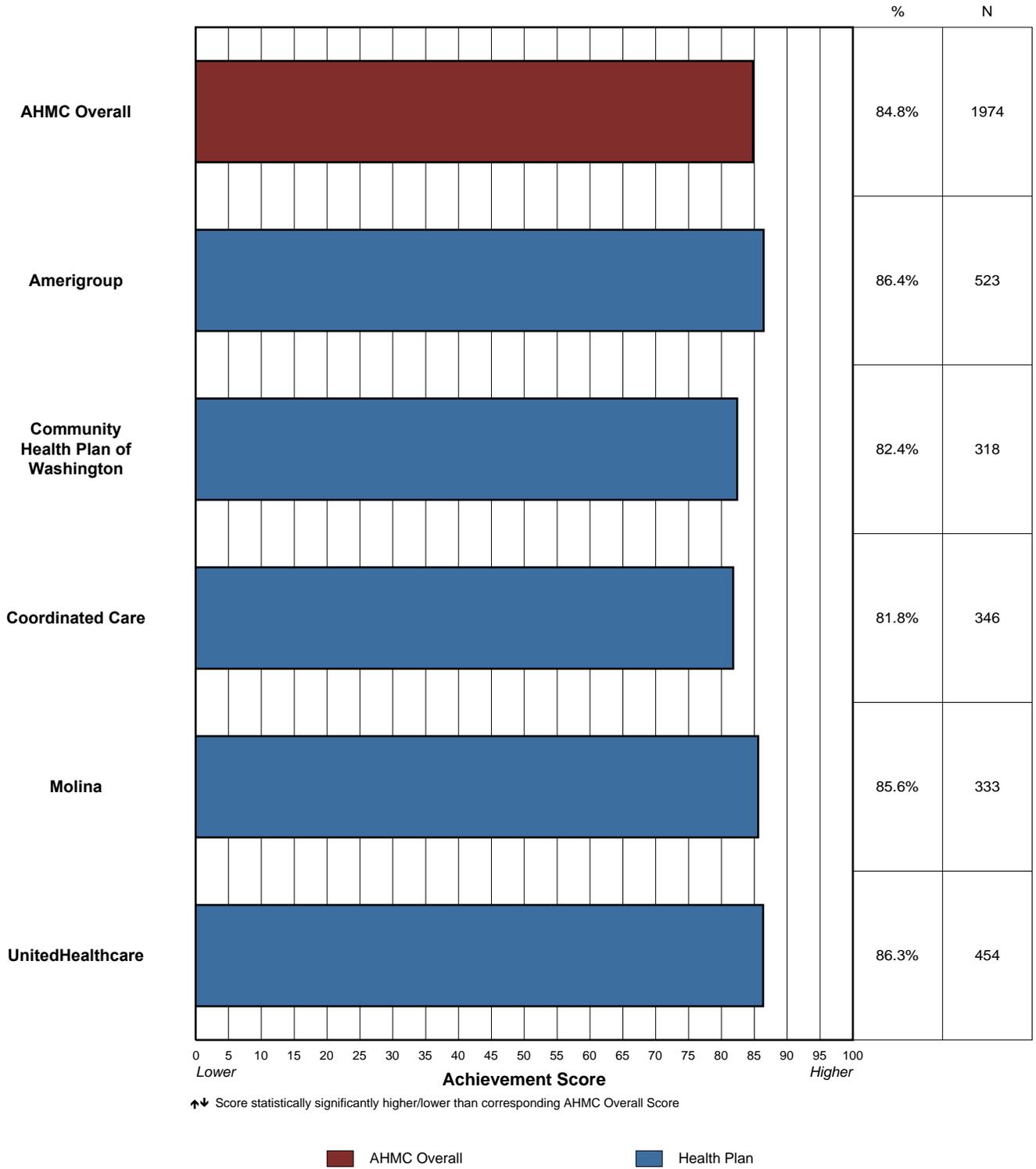
Supplemental Items

Q66. Have enough energy for everyday life moderately, mostly, or completely



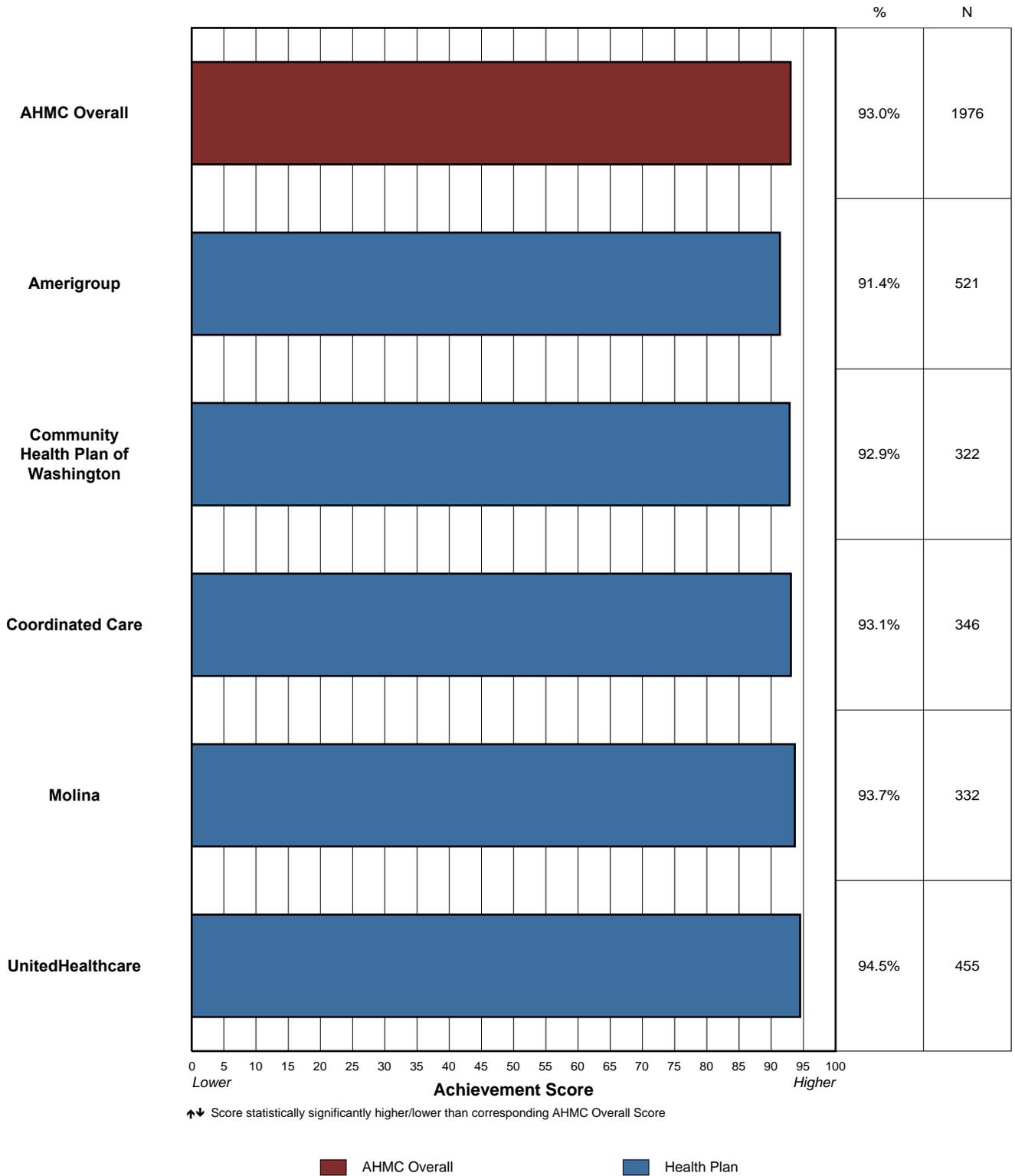
Supplemental Items

Q67. Able to accept your bodily appearance moderately, mostly, or completely



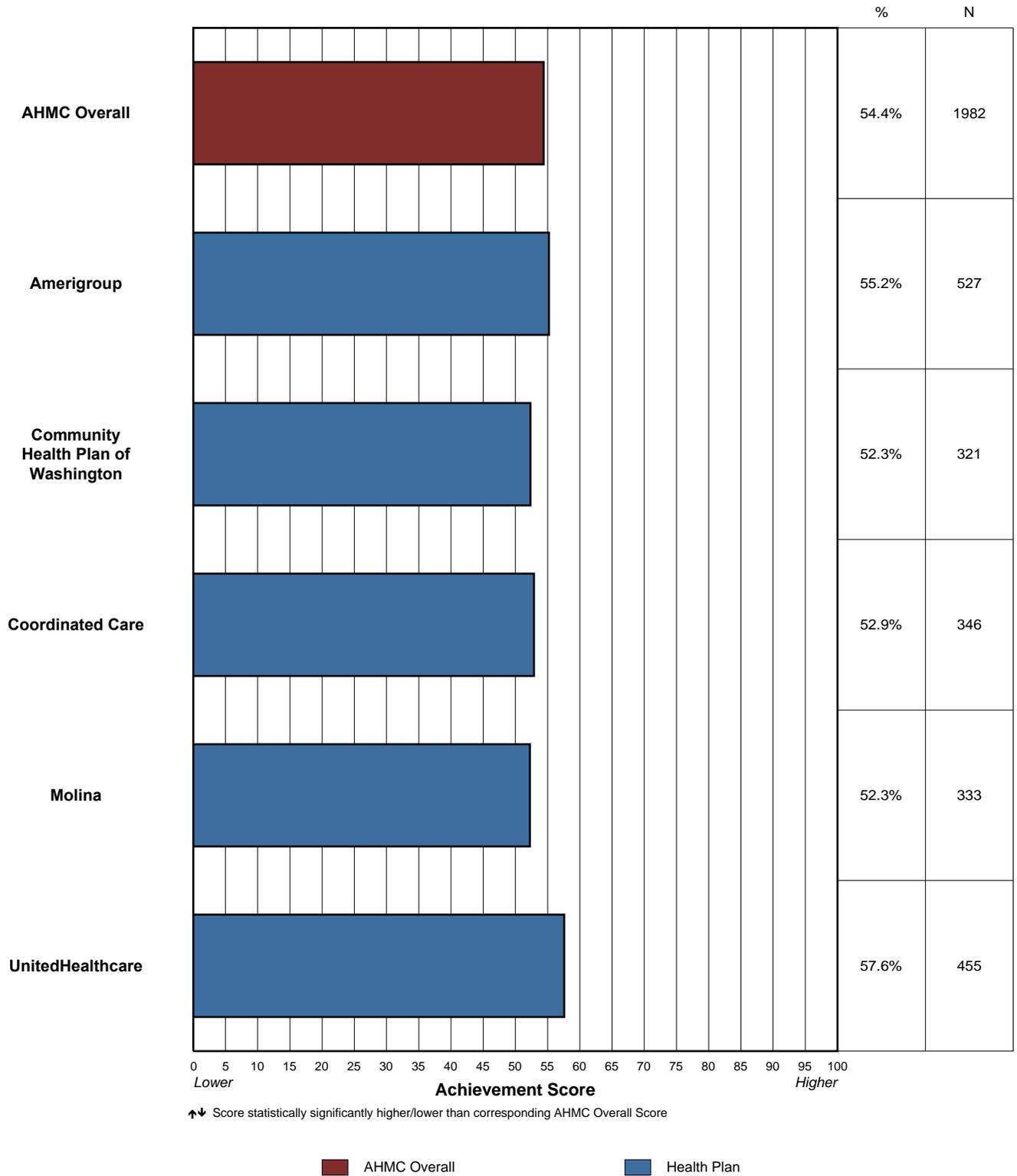
Supplemental Items

Q68. Able to get around moderately, mostly, or completely well



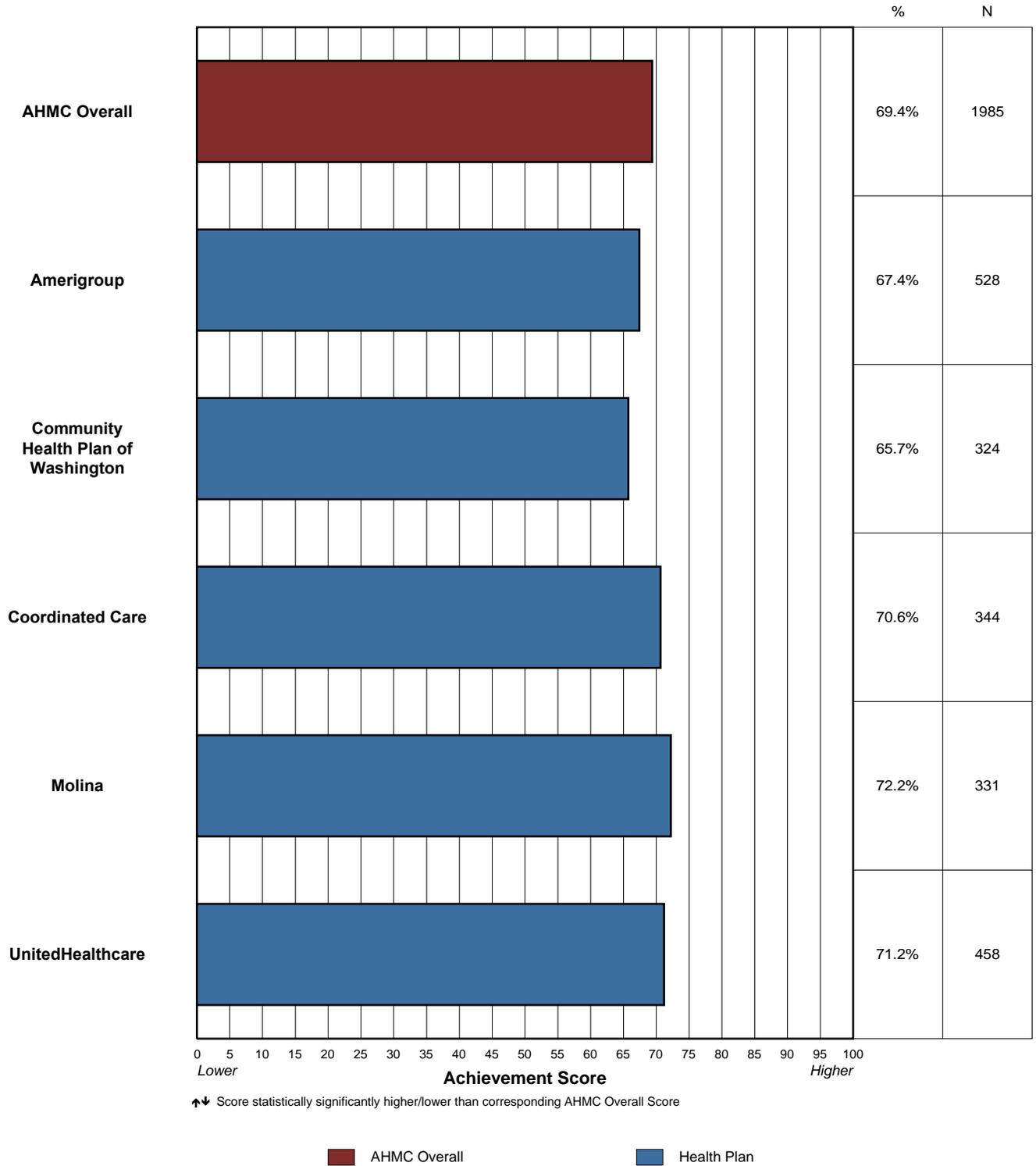
Supplemental Items

Q69. Very satisfied or satisfied with your sleep



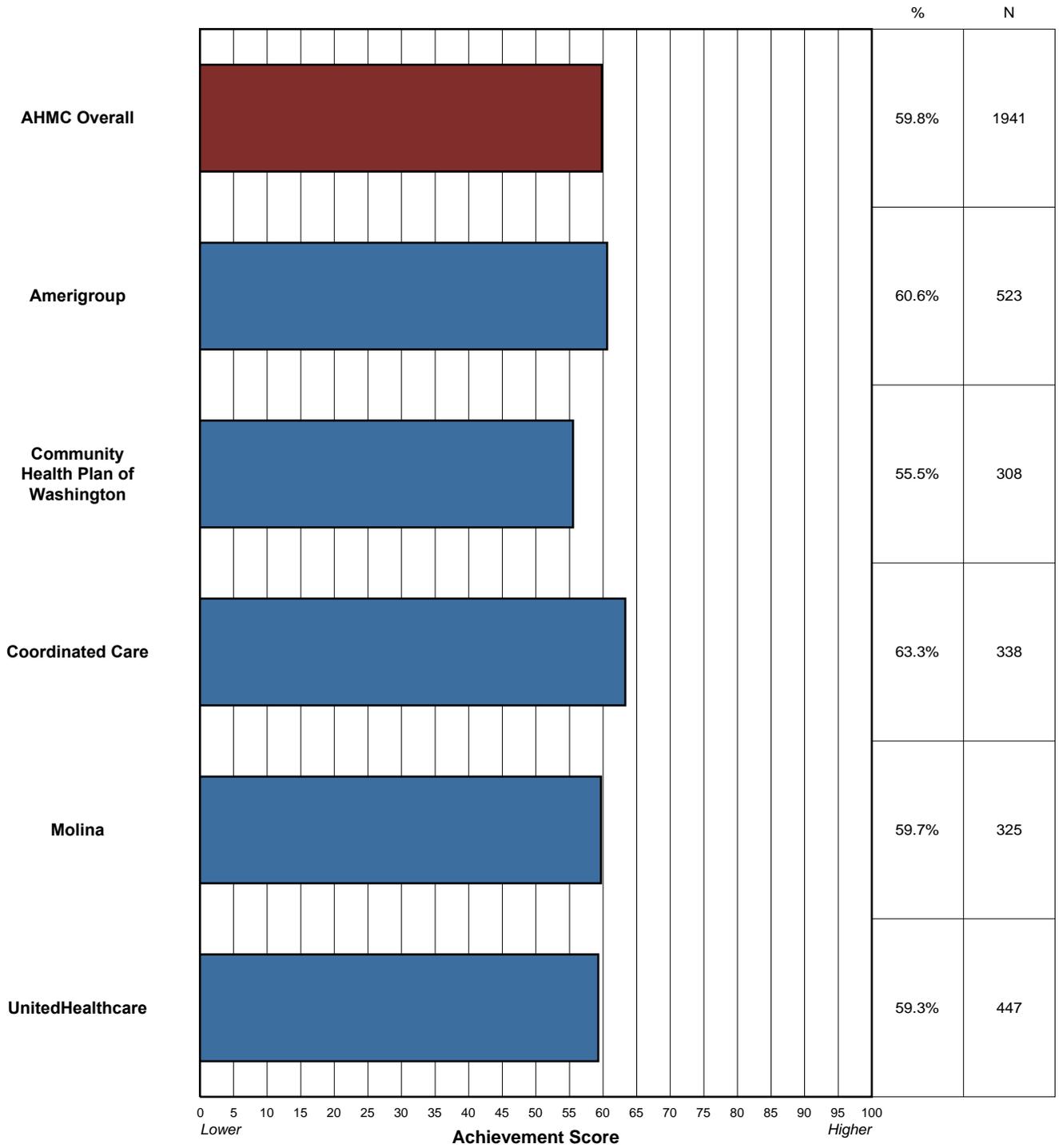
Supplemental Items

Q70. Very satisfied or satisfied with your ability to perform your daily living activities



Supplemental Items

Q71. Very satisfied or satisfied with your capacity for work

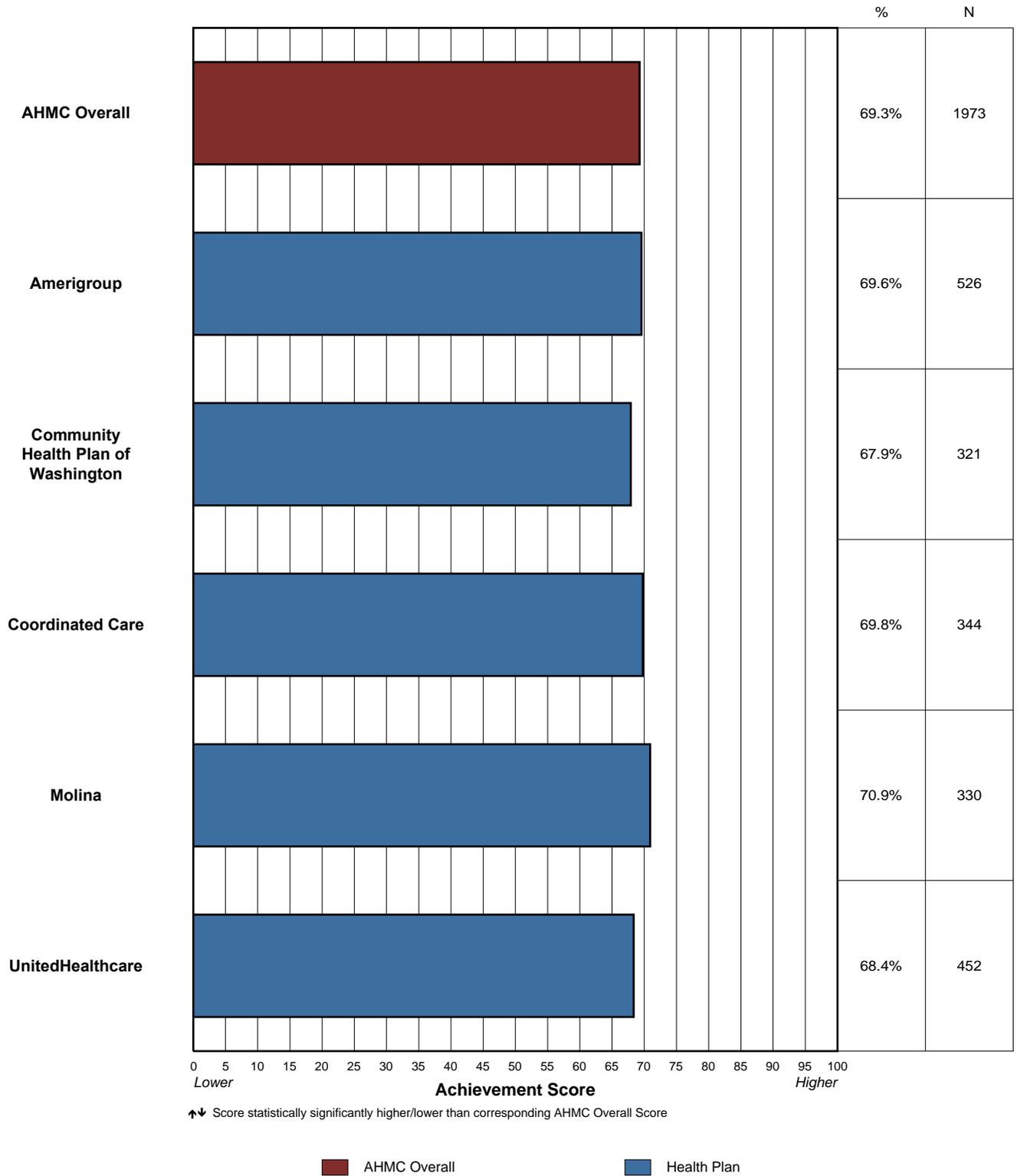


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score

■ AHMC Overall ■ Health Plan

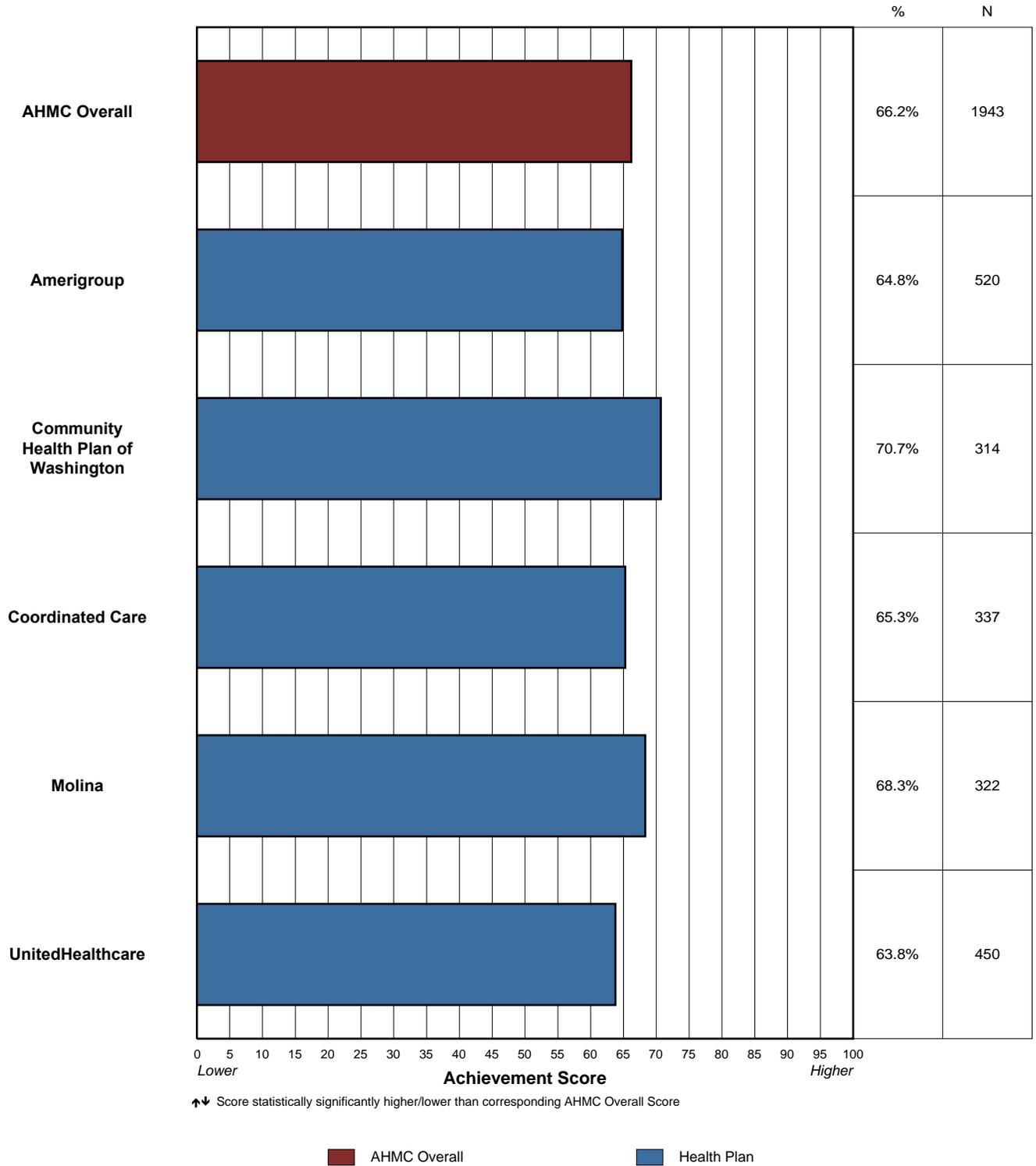
Supplemental Items

Q72. Very satisfied or satisfied with yourself



Supplemental Items

Q73. Never or seldom have negative feelings, such as blue mood, despair, anxiety, depression



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.

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 Q35, 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 Managed Care plans is presented as AHMC.

Q1. Our records show that you are now in [HEALTH PLAN NAME]. Is that right?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2052	100.0%	524	100.0%	355	100.0%	358	100.0%	359	100.0%	456	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	2052	100.0%	524	100.0%	355	100.0%	358	100.0%	359	100.0%	456	100.0%
Not Answered	86		28		13		20		4		21	

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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	789	37.6%	201	37.5%	128	35.1%	141	37.9%	141	39.5%	178	37.8%
No	1312	62.4%	335	62.5%	237	64.9%	231	62.1%	216	60.5%	293	62.2%
Total	2101	100.0%	536	100.0%	365	100.0%	372	100.0%	357	100.0%	471	100.0%
Not Answered	37		16		3		6		6		6	

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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	18	2.4%	5	2.6%	2	1.6%	3	2.2%	4	3.0%	4	2.3%
● Sometimes	116	15.3%	28	14.7%	24	19.2%	18	13.0%	20	15.0%	26	15.0%
● Usually	187	24.6%	51	26.7%	32	25.6%	26	18.8%	38	28.6%	40	23.1%
● Always	439	57.8%	107	56.0%	67	53.6%	91	65.9%	71	53.4%	103	59.5%
Total	760	100.0%	191	100.0%	125	100.0%	138	100.0%	133	100.0%	173	100.0%
Not Answered	29		10		3		3		8		5	
Reporting Category Getting Care Quickly												
Achievement Score	82.4%		82.7%		79.2%		84.8%		82.0%		82.7%	
Correlation with Satisfaction	0.328		0.388		0.422		0.295		0.295		0.219	
Priority Rating	Low		Low		Top		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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1316	62.3%	319	58.4%	226	62.1%	244	65.2%	233	65.6%	294	62.0%
No	797	37.7%	227	41.6%	138	37.9%	130	34.8%	122	34.4%	180	38.0%
Total	2113	100.0%	546	100.0%	364	100.0%	374	100.0%	355	100.0%	474	100.0%
Not Answered	25		6		4		4		8		3	

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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	44	3.5%	9	3.0%	12	5.5%	5	2.2%	10	4.5%	8	2.8%
● Sometimes	284	22.6%	71	23.5%	60	27.6%	54	23.7%	46	20.6%	53	18.4%
● Usually	300	23.8%	78	25.8%	45	20.7%	49	21.5%	50	22.4%	78	27.1%
● Always	630	50.1%	144	47.7%	100	46.1%	120	52.6%	117	52.5%	149	51.7%
Total	1258	100.0%	302	100.0%	217	100.0%	228	100.0%	223	100.0%	288	100.0%
Not Answered	58		17		9		16		10		6	
Reporting Category Getting Care Quickly												
Achievement Score	73.9%		73.5%		66.8%		74.1%		74.9%		78.8%	
Correlation with Satisfaction	0.195		0.210		0.227		0.236		0.162		0.148	
Priority Rating	Medium											

○ 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	657	31.7%	179	33.2%	119	34.0%	110	29.9%	110	31.6%	139	29.9%
1 time	391	18.9%	75	13.9%	70	20.0%	74	20.1%	74	21.3%	98	21.1%
2	353	17.1%	109	20.2%	46	13.1%	75	20.4%	53	15.2%	70	15.1%
3	203	9.8%	57	10.6%	37	10.6%	38	10.3%	29	8.3%	42	9.0%
4	154	7.4%	41	7.6%	17	4.9%	30	8.2%	29	8.3%	37	8.0%
5 to 9	225	10.9%	49	9.1%	52	14.9%	27	7.3%	39	11.2%	58	12.5%
10 or more times	87	4.2%	29	5.4%	9	2.6%	14	3.8%	14	4.0%	21	4.5%
Total	2070	100.0%	539	100.0%	350	100.0%	368	100.0%	348	100.0%	465	100.0%
Not Answered	68		13		18		10		15		12	

Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	997	71.2%	264	74.2%	150	65.8%	184	71.9%	168	70.6%	231	71.7%
● No	403	28.8%	92	25.8%	78	34.2%	72	28.1%	70	29.4%	91	28.3%
Total	1400	100.0%	356	100.0%	228	100.0%	256	100.0%	238	100.0%	322	100.0%
Not Answered	13		4		3		2		0		4	

Reporting Category

Single Items

Achievement Score	71.2%	74.2%	65.8%	71.9%	70.6%	71.7%
Correlation with Satisfaction	0.110	0.167	0.205	-0.005	0.018	0.138
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	694	49.6%	198	55.3%	108	46.8%	125	49.4%	98	41.9%	165	50.9%
No	706	50.4%	160	44.7%	123	53.2%	128	50.6%	136	58.1%	159	49.1%
Total	1400	100.0%	358	100.0%	231	100.0%	253	100.0%	234	100.0%	324	100.0%
Not Answered	13		2		0		5		4		2	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

Q10. Did a doctor or other health provider talk about the reasons you might want to take a medicine?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	648	94.2%	182	92.9%	100	94.3%	110	88.7%	96	98.0%	160	97.6%
<input checked="" type="radio"/> No	40	5.8%	14	7.1%	6	5.7%	14	11.3%	2	2.0%	4	2.4%
Total	688	100.0%	196	100.0%	106	100.0%	124	100.0%	98	100.0%	164	100.0%
Not Answered	6		2		2		1		0		1	
Reporting Category Shared Decision Making												
Achievement Score	94.2%		92.9%		94.3%		88.7%		98.0%		97.6%	
Correlation with Satisfaction	0.103		0.059		0.126		0.187		-0.094		0.192	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q11. Did a doctor or other health provider talk about the reasons you might not want to take a medicine?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	483	70.4%	141	72.7%	72	67.9%	84	67.7%	73	74.5%	113	68.9%
<input checked="" type="radio"/> No	203	29.6%	53	27.3%	34	32.1%	40	32.3%	25	25.5%	51	31.1%
Total	686	100.0%	194	100.0%	106	100.0%	124	100.0%	98	100.0%	164	100.0%
Not Answered	8		4		2		1		0		1	
Reporting Category Shared Decision Making												
Achievement Score	70.4%		72.7%		67.9%		67.7%		74.5%		68.9%	
Correlation with Satisfaction	0.025		-0.010		0.219		0.050		-0.154		0.001	
Priority Rating	Medium											

Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	531	77.4%	157	80.5%	76	71.0%	95	76.6%	77	79.4%	126	77.3%
<input checked="" type="radio"/> No	155	22.6%	38	19.5%	31	29.0%	29	23.4%	20	20.6%	37	22.7%
Total	686	100.0%	195	100.0%	107	100.0%	124	100.0%	97	100.0%	163	100.0%
Not Answered	8		3		1		1		1		2	
Reporting Category Shared Decision Making												
Achievement Score	77.4%		80.5%		71.0%		76.6%		79.4%		77.3%	
Correlation with Satisfaction	0.203		0.057		0.499		0.268		0.058		0.148	
Priority Rating	Medium		Low		Top		Medium		Medium		Medium	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

Q13. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	6	0.4%	1	0.3%	2	0.9%	1	0.4%	2	0.8%	0	0.0%
● 1	7	0.5%	1	0.3%	2	0.9%	0	0.0%	3	1.3%	1	0.3%
● 2	16	1.1%	5	1.4%	3	1.3%	4	1.6%	0	0.0%	4	1.2%
● 3	27	1.9%	11	3.1%	5	2.2%	6	2.3%	1	0.4%	4	1.2%
● 4	26	1.9%	9	2.5%	4	1.7%	4	1.6%	5	2.1%	4	1.2%
● 5	62	4.4%	10	2.8%	10	4.3%	15	5.9%	14	5.9%	13	4.0%
● 6	81	5.8%	23	6.5%	12	5.2%	8	3.1%	16	6.8%	22	6.9%
● 7	177	12.7%	43	12.1%	41	17.8%	26	10.2%	34	14.4%	33	10.3%
● 8	318	22.8%	85	24.0%	54	23.5%	54	21.1%	56	23.7%	69	21.5%
● 9	255	18.3%	65	18.4%	35	15.2%	56	21.9%	36	15.3%	63	19.6%
● Best health care possible	422	30.2%	101	28.5%	62	27.0%	82	32.0%	69	29.2%	108	33.6%
Total	1397	100.0%	354	100.0%	230	100.0%	256	100.0%	236	100.0%	321	100.0%
Not Answered	16		6		1		2		2		5	
Reporting Category	Ratings											
Achievement Score	71.2%		70.9%		65.7%		75.0%		68.2%		74.8%	
Correlation with Satisfaction	0.561		0.531		0.688		0.600		0.552		0.449	
Priority Rating	Top		Top		Top		Top		Top		Top	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	46	3.3%	14	3.9%	12	5.3%	6	2.4%	9	3.8%	5	1.6%
● Sometimes	212	15.2%	63	17.5%	39	17.2%	40	15.8%	28	11.9%	42	13.1%
● Usually	450	32.3%	107	29.8%	77	33.9%	73	28.9%	84	35.7%	109	34.1%
● Always	686	49.2%	175	48.7%	99	43.6%	134	53.0%	114	48.5%	164	51.3%
Total	1394	100.0%	359	100.0%	227	100.0%	253	100.0%	235	100.0%	320	100.0%
Not Answered	19		1		4		5		3		6	
Reporting Category	Getting Needed Care											
Achievement Score	81.5%		78.6%		77.5%		81.8%		84.3%		85.3%	
Correlation with Satisfaction	0.478		0.499		0.565		0.512		0.355		0.419	
Priority Rating	High		Top		Top		High		Low		High	

○ Response scored as: ● Room for Improvement ● Achievement

Your Personal Doctor

Q15. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1566	74.6%	401	74.1%	246	68.1%	285	76.0%	280	79.3%	354	75.6%
No	532	25.4%	140	25.9%	115	31.9%	90	24.0%	73	20.7%	114	24.4%
Total	2098	100.0%	541	100.0%	361	100.0%	375	100.0%	353	100.0%	468	100.0%
Not Answered	40		11		7		3		10		9	

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	377	25.0%	101	26.0%	49	20.9%	70	25.6%	75	28.1%	82	23.7%
1 time	390	25.8%	80	20.6%	66	28.2%	65	23.8%	85	31.8%	94	27.2%
2	298	19.7%	85	21.9%	42	17.9%	65	23.8%	50	18.7%	56	16.2%
3	169	11.2%	49	12.6%	34	14.5%	25	9.2%	21	7.9%	40	11.6%
4	107	7.1%	33	8.5%	12	5.1%	23	8.4%	10	3.7%	29	8.4%
5 to 9	129	8.5%	30	7.7%	25	10.7%	19	7.0%	18	6.7%	37	10.7%
10 or more times	39	2.6%	11	2.8%	6	2.6%	6	2.2%	8	3.0%	8	2.3%
Total	1509	100.0%	389	100.0%	234	100.0%	273	100.0%	267	100.0%	346	100.0%
Not Answered	57		12		12		12		13		8	

Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	13	1.2%	2	0.7%	1	0.5%	6	3.0%	1	0.5%	3	1.1%
● Sometimes	81	7.2%	23	8.0%	12	6.6%	17	8.4%	12	6.3%	17	6.5%
● Usually	224	19.9%	52	18.2%	37	20.2%	46	22.8%	39	20.6%	50	19.0%
● Always	805	71.7%	209	73.1%	133	72.7%	133	65.8%	137	72.5%	193	73.4%
Total	1123	100.0%	286	100.0%	183	100.0%	202	100.0%	189	100.0%	263	100.0%
Not Answered	9		2		2		1		3		1	
Reporting Category	Communication											
Achievement Score	91.6%	91.3%	92.9%	88.6%	93.1%	92.4%						
Correlation with Satisfaction	0.247	0.178	0.300	0.342	0.239	0.182						
Priority Rating	Low	Low	Low	Low	Low	Low						

○ Response scored as: ● Room for Improvement ● Achievement

Your Personal Doctor (continued)

Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	1.4%	3	1.0%	4	2.2%	4	2.0%	2	1.0%	3	1.1%
● Sometimes	80	7.1%	17	5.9%	15	8.1%	17	8.4%	16	8.4%	15	5.7%
● Usually	223	19.8%	58	20.3%	36	19.5%	39	19.2%	36	18.8%	54	20.6%
● Always	808	71.7%	208	72.7%	130	70.3%	143	70.4%	137	71.7%	190	72.5%
Total	1127	100.0%	286	100.0%	185	100.0%	203	100.0%	191	100.0%	262	100.0%
Not Answered	5		2		0		0		1		2	
Reporting Category Communication												
Achievement Score	91.5%		93.0%		89.7%		89.7%		90.6%		93.1%	
Correlation with Satisfaction	0.304		0.193		0.445		0.446		0.267		0.197	
Priority Rating	Low		Low		High		High		Low		Low	

Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	1.2%	1	0.3%	5	2.7%	4	2.0%	2	1.1%	2	0.8%
● Sometimes	59	5.3%	13	4.5%	13	7.0%	13	6.5%	12	6.3%	8	3.1%
● Usually	189	16.8%	44	15.4%	25	13.5%	39	19.5%	33	17.4%	48	18.3%
● Always	861	76.7%	228	79.7%	142	76.8%	144	72.0%	143	75.3%	204	77.9%
Total	1123	100.0%	286	100.0%	185	100.0%	200	100.0%	190	100.0%	262	100.0%
Not Answered	9		2		0		3		2		2	
Reporting Category Communication												
Achievement Score	93.5%		95.1%		90.3%		91.5%		92.6%		96.2%	
Correlation with Satisfaction	0.252		0.137		0.373		0.328		0.324		0.139	
Priority Rating	Low											

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	27	2.4%	5	1.8%	8	4.3%	8	3.9%	3	1.6%	3	1.1%
● Sometimes	100	8.9%	20	7.0%	17	9.2%	18	8.9%	24	12.5%	21	8.0%
● Usually	274	24.3%	67	23.5%	52	28.3%	54	26.6%	44	22.9%	57	21.7%
● Always	726	64.4%	193	67.7%	107	58.2%	123	60.6%	121	63.0%	182	69.2%
Total	1127	100.0%	285	100.0%	184	100.0%	203	100.0%	192	100.0%	263	100.0%
Not Answered	5		3		1		0		0		1	
Reporting Category Communication												
Achievement Score	88.7%		91.2%		86.4%		87.2%		85.9%		90.9%	
Correlation with Satisfaction	0.304		0.219		0.388		0.374		0.322		0.251	
Priority Rating	Low											

○ Response scored as: ● Room for Improvement ● Achievement

Your Personal Doctor (continued)

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	663	59.1%	176	61.5%	105	57.1%	114	56.7%	117	61.6%	151	58.1%
No	458	40.9%	110	38.5%	79	42.9%	87	43.3%	73	38.4%	109	41.9%
Total	1121	100.0%	286	100.0%	184	100.0%	201	100.0%	190	100.0%	260	100.0%
Not Answered	11		2		1		2		2		4	

Q22. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	25	3.8%	4	2.3%	4	4.0%	8	7.4%	5	4.3%	4	2.7%
● Sometimes	93	14.3%	26	14.9%	11	10.9%	20	18.5%	19	16.2%	17	11.3%
● Usually	186	28.6%	34	19.5%	34	33.7%	28	25.9%	38	32.5%	52	34.7%
● Always	346	53.2%	110	63.2%	52	51.5%	52	48.1%	55	47.0%	77	51.3%
Total	650	100.0%	174	100.0%	101	100.0%	108	100.0%	117	100.0%	150	100.0%
Not Answered	13		2		4		6		0		1	
Reporting Category	Single Items											
Achievement Score	81.8%		82.8%		85.1%		74.1%		79.5%		86.0%	
Correlation with Satisfaction	0.284		0.272		0.345		0.318		0.334		0.146	
Priority Rating	Low		Low		Low		Medium		Medium		Low	

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

Your Personal Doctor (continued)

Q23. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	7	0.5%	2	0.5%	0	0.0%	2	0.7%	2	0.8%	1	0.3%
● 1	5	0.3%	2	0.5%	2	0.8%	0	0.0%	0	0.0%	1	0.3%
● 2	19	1.3%	5	1.3%	2	0.8%	4	1.4%	2	0.8%	6	1.8%
● 3	17	1.1%	3	0.8%	4	1.7%	3	1.1%	3	1.1%	4	1.2%
● 4	13	0.9%	3	0.8%	2	0.8%	4	1.4%	2	0.8%	2	0.6%
● 5	63	4.2%	17	4.4%	4	1.7%	12	4.3%	17	6.4%	13	3.9%
● 6	54	3.6%	17	4.4%	14	5.8%	7	2.5%	10	3.8%	6	1.8%
● 7	135	9.0%	37	9.6%	20	8.3%	22	7.9%	26	9.8%	30	9.0%
● 8	274	18.3%	71	18.5%	39	16.3%	54	19.4%	43	16.2%	67	20.1%
● 9	267	17.8%	67	17.4%	55	22.9%	41	14.7%	51	19.2%	53	15.9%
● Best personal doctor possible	647	43.1%	160	41.7%	98	40.8%	129	46.4%	110	41.4%	150	45.0%
Total	1501	100.0%	384	100.0%	240	100.0%	278	100.0%	266	100.0%	333	100.0%
Not Answered	65		17		6		7		14		21	
Reporting Category												
	Ratings											
Achievement Score	79.1%	77.6%	80.0%	80.6%	76.7%	81.1%						
Correlation with Satisfaction	0.427	0.371	0.440	0.574	0.486	0.318						
Priority Rating	Top	Medium	Top	High	Top	Low						

Getting Health Care From Specialists

Q24. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	719	34.0%	184	33.7%	125	34.6%	123	32.8%	124	34.5%	163	34.4%
No	1396	66.0%	362	66.3%	236	65.4%	252	67.2%	235	65.5%	311	65.6%
Total	2115	100.0%	546	100.0%	361	100.0%	375	100.0%	359	100.0%	474	100.0%
Not Answered	23		6		7		3		4		3	

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	49	6.9%	17	9.3%	5	4.1%	4	3.4%	14	11.3%	9	5.7%
<input checked="" type="radio"/> Sometimes	141	20.0%	35	19.1%	32	26.2%	25	21.2%	22	17.7%	27	17.0%
<input checked="" type="radio"/> Usually	189	26.8%	40	21.9%	31	25.4%	39	33.1%	33	26.6%	46	28.9%
<input checked="" type="radio"/> Always	327	46.3%	91	49.7%	54	44.3%	50	42.4%	55	44.4%	77	48.4%
Total	706	100.0%	183	100.0%	122	100.0%	118	100.0%	124	100.0%	159	100.0%
Not Answered	13		1		3		5		0		4	
Reporting Category	Getting Needed Care											
Achievement Score	73.1%		71.6%		69.7%		75.4%		71.0%		77.4%	
Correlation with Satisfaction	0.338		0.341		0.467		0.314		0.294		0.274	
Priority Rating	Medium		Medium		Top		Medium		Medium		Medium	

Q26. How many specialists have you seen in the last 6 months?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	43	6.1%	18	9.9%	4	3.3%	7	6.0%	7	5.8%	7	4.4%
1 specialist	375	53.3%	90	49.5%	73	59.3%	60	51.3%	72	59.5%	80	50.0%
2	164	23.3%	42	23.1%	30	24.4%	32	27.4%	23	19.0%	37	23.1%
3	68	9.7%	15	8.2%	9	7.3%	10	8.5%	13	10.7%	21	13.1%
4	26	3.7%	6	3.3%	4	3.3%	6	5.1%	2	1.7%	8	5.0%
5 or more specialists	27	3.8%	11	6.0%	3	2.4%	2	1.7%	4	3.3%	7	4.4%
Total	703	100.0%	182	100.0%	123	100.0%	117	100.0%	121	100.0%	160	100.0%
Not Answered	16		2		2		6		3		3	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

Q27. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	7	1.1%	4	2.5%	2	1.7%	1	0.9%	0	0.0%	0	0.0%
● 1	7	1.1%	2	1.3%	2	1.7%	1	0.9%	0	0.0%	2	1.3%
● 2	5	0.8%	1	0.6%	0	0.0%	1	0.9%	1	0.9%	2	1.3%
● 3	10	1.5%	2	1.3%	2	1.7%	2	1.8%	2	1.8%	2	1.3%
● 4	10	1.5%	2	1.3%	4	3.4%	0	0.0%	2	1.8%	2	1.3%
● 5	29	4.5%	6	3.8%	6	5.1%	5	4.6%	5	4.4%	7	4.6%
● 6	25	3.8%	5	3.1%	5	4.3%	3	2.8%	7	6.2%	5	3.3%
● 7	64	9.8%	17	10.6%	13	11.1%	8	7.3%	11	9.7%	15	9.9%
● 8	103	15.8%	26	16.3%	17	14.5%	18	16.5%	19	16.8%	23	15.2%
● 9	132	20.3%	28	17.5%	26	22.2%	24	22.0%	28	24.8%	26	17.2%
● Best specialist possible	258	39.7%	67	41.9%	40	34.2%	46	42.2%	38	33.6%	67	44.4%
Total	650	100.0%	160	100.0%	117	100.0%	109	100.0%	113	100.0%	151	100.0%
Not Answered	10		4		2		1		1		2	
Reporting Category	Ratings											
Achievement Score	75.8%		75.6%		70.9%		80.7%		75.2%		76.8%	
Correlation with Satisfaction	0.328		0.327		0.461		0.415		0.276		0.210	
Priority Rating	Medium		Medium		Top		High		Medium		Medium	

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	489	23.1%	140	25.6%	76	20.9%	84	22.4%	78	21.6%	111	23.6%
No	1628	76.9%	407	74.4%	287	79.1%	291	77.6%	283	78.4%	360	76.4%
Total	2117	100.0%	547	100.0%	363	100.0%	375	100.0%	361	100.0%	471	100.0%
Not Answered	21		5		5		3		2		6	

○ Response scored as: ● Room for Improvement ● Achievement

Your Health Plan (continued)

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	46	9.6%	12	8.7%	8	11.0%	9	11.0%	11	14.3%	6	5.5%
● Sometimes	145	30.2%	35	25.4%	21	28.8%	28	34.1%	21	27.3%	40	36.4%
● Usually	172	35.8%	52	37.7%	27	37.0%	30	36.6%	27	35.1%	36	32.7%
● Always	117	24.4%	39	28.3%	17	23.3%	15	18.3%	18	23.4%	28	25.5%
Total	480	100.0%	138	100.0%	73	100.0%	82	100.0%	77	100.0%	110	100.0%
Not Answered	9		2		3		2		1		1	
Reporting Category Single Items												
Achievement Score	60.2%		65.9%		60.3%		54.9%		58.4%		58.2%	
Correlation with Satisfaction	0.431		0.386		0.478		0.498		0.502		0.367	
Priority Rating	Top		Medium		Top		Top		Top		Medium	

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	633	30.4%	184	34.2%	82	23.0%	115	31.5%	108	30.3%	144	31.0%
No	1449	69.6%	354	65.8%	275	77.0%	250	68.5%	249	69.7%	321	69.0%
Total	2082	100.0%	538	100.0%	357	100.0%	365	100.0%	357	100.0%	465	100.0%
Not Answered	56		14		11		13		6		12	

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	31	5.0%	9	4.9%	2	2.5%	8	7.1%	8	7.5%	4	2.8%
● Sometimes	123	19.7%	36	19.8%	15	18.8%	21	18.6%	22	20.8%	29	20.4%
● Usually	149	23.9%	37	20.3%	24	30.0%	25	22.1%	27	25.5%	36	25.4%
● Always	320	51.4%	100	54.9%	39	48.8%	59	52.2%	49	46.2%	73	51.4%
Total	623	100.0%	182	100.0%	80	100.0%	113	100.0%	106	100.0%	142	100.0%
Not Answered	10		2		2		2		2		2	
Reporting Category Customer Service												
Achievement Score	75.3%		75.3%		78.8%		74.3%		71.7%		76.8%	
Correlation with Satisfaction	0.455		0.427		0.488		0.515		0.494		0.379	
Priority Rating	Top		Medium									

○ Response scored as: ● Room for Improvement ● Achievement

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	2.4%	3	1.6%	1	1.3%	5	4.5%	3	2.8%	3	2.1%
● Sometimes	41	6.6%	10	5.5%	5	6.3%	9	8.0%	9	8.5%	8	5.6%
● Usually	99	15.9%	29	15.9%	14	17.5%	17	15.2%	20	18.9%	19	13.4%
● Always	467	75.1%	140	76.9%	60	75.0%	81	72.3%	74	69.8%	112	78.9%
Total	622	100.0%	182	100.0%	80	100.0%	112	100.0%	106	100.0%	142	100.0%
Not Answered	11		2		2		3		2		2	
Reporting Category Customer Service												
Achievement Score	91.0%		92.9%		92.5%		87.5%		88.7%		92.3%	
Correlation with Satisfaction	0.396		0.511		0.404		0.367		0.201		0.421	
Priority Rating	Low		High		High		Low		Low		High	

Q33. In the last 6 months, did your health plan give you any forms to fill out?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	681	33.4%	180	34.0%	128	36.9%	95	26.7%	121	34.4%	157	34.4%
No	1360	66.6%	349	66.0%	219	63.1%	261	73.3%	231	65.6%	300	65.6%
Total	2041	100.0%	529	100.0%	347	100.0%	356	100.0%	352	100.0%	457	100.0%
Not Answered	97		23		21		22		11		20	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	29	1.4%	7	1.4%	4	1.2%	5	1.4%	4	1.1%	9	2.0%
● Sometimes	109	5.4%	24	4.6%	22	6.4%	12	3.4%	26	7.4%	25	5.5%
● Usually	222	11.0%	55	10.6%	46	13.4%	29	8.3%	39	11.2%	53	11.7%
● Always	1653	82.1%	432	83.4%	271	79.0%	304	86.9%	280	80.2%	366	80.8%
Total	2013	100.0%	518	100.0%	343	100.0%	350	100.0%	349	100.0%	453	100.0%
Not Answered	28		11		4		6		3		4	
Reporting Category Single Items												
Achievement Score	93.1%		94.0%		92.4%		95.1%		91.4%		92.5%	
Correlation with Satisfaction	0.143		0.133		0.177		0.156		0.122		0.144	
Priority Rating	Low											

○ Response scored as: ● Room for Improvement ● Achievement

Your Health Plan (continued)

Q35. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	17	0.8%	8	1.5%	5	1.5%	1	0.3%	0	0.0%	3	0.7%
● 1	11	0.5%	3	0.6%	3	0.9%	2	0.6%	1	0.3%	2	0.4%
● 2	13	0.6%	3	0.6%	4	1.2%	4	1.1%	1	0.3%	1	0.2%
● 3	42	2.1%	12	2.3%	5	1.5%	9	2.5%	7	2.1%	9	2.0%
● 4	34	1.7%	10	1.9%	4	1.2%	6	1.7%	7	2.1%	7	1.6%
● 5	163	8.1%	48	9.1%	28	8.2%	30	8.5%	32	9.4%	25	5.6%
● 6	127	6.3%	35	6.6%	21	6.1%	18	5.1%	23	6.7%	30	6.7%
● 7	259	12.9%	78	14.8%	36	10.5%	46	13.0%	43	12.6%	56	12.5%
● 8	395	19.6%	97	18.4%	71	20.7%	71	20.1%	68	19.9%	88	19.7%
● 9	327	16.3%	77	14.6%	61	17.8%	62	17.6%	58	17.0%	69	15.4%
● Best health plan possible	624	31.0%	157	29.7%	105	30.6%	104	29.5%	101	29.6%	157	35.1%
Total	2012	100.0%	528	100.0%	343	100.0%	353	100.0%	341	100.0%	447	100.0%
Not Answered	126		24		25		25		22		30	
Reporting Category	Ratings											
Achievement Score	66.9%	62.7%	69.1%	67.1%	66.6%	70.2%						

About You

Q36. In general, how would you rate your overall health?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	250	12.0%	78	14.3%	33	9.3%	40	10.9%	45	12.9%	54	11.6%
● Very Good	603	29.0%	159	29.2%	94	26.6%	108	29.4%	96	27.5%	146	31.4%
● Good	700	33.7%	178	32.7%	123	34.7%	126	34.3%	113	32.4%	160	34.4%
● Fair	399	19.2%	94	17.3%	73	20.6%	71	19.3%	79	22.6%	82	17.6%
● Poor	127	6.1%	35	6.4%	31	8.8%	22	6.0%	16	4.6%	23	4.9%
Total	2079	100.0%	544	100.0%	354	100.0%	367	100.0%	349	100.0%	465	100.0%
Not Answered	59		8		14		11		14		12	
Reporting Category	Single Items											
Achievement Score	41.0%	43.6%	35.9%	40.3%	40.4%	43.0%						
Correlation with Satisfaction	0.111	0.068	0.185	0.180	0.095	0.054						
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium						

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	435	20.9%	111	20.7%	65	18.1%	84	22.9%	80	22.5%	95	20.5%
● Very Good	615	29.6%	155	29.0%	112	31.2%	107	29.2%	108	30.4%	133	28.7%
● Good	575	27.6%	151	28.2%	101	28.1%	97	26.4%	95	26.8%	131	28.2%
● Fair	349	16.8%	95	17.8%	63	17.5%	60	16.3%	57	16.1%	74	15.9%
● Poor	106	5.1%	23	4.3%	18	5.0%	19	5.2%	15	4.2%	31	6.7%
Total	2080	100.0%	535	100.0%	359	100.0%	367	100.0%	355	100.0%	464	100.0%
Not Answered	58		17		9		11		8		13	
Reporting Category												
Single Items												
Achievement Score	50.5%		49.7%		49.3%		52.0%		53.0%		49.1%	
Correlation with Satisfaction	0.088		0.092		0.114		0.150		0.094		0.012	
Priority Rating	Medium											

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2015? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	726	36.0%	182	34.5%	122	35.5%	142	39.7%	121	35.7%	159	35.3%
● No	1292	64.0%	345	65.5%	222	64.5%	216	60.3%	218	64.3%	291	64.7%
Don't know	50		11		8		10		10		11	
Total	2018	100.0%	527	100.0%	344	100.0%	358	100.0%	339	100.0%	450	100.0%
Not Answered	48		10		10		9		8		11	
Reporting Category												
Single Items												
Achievement Score	36.0%		34.5%		35.5%		39.7%		35.7%		35.3%	
Correlation with Satisfaction	0.102		0.048		0.125		0.147		0.047		0.158	
Priority Rating	Medium											

Q39. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Every day	334	16.1%	89	16.6%	54	15.3%	52	14.2%	52	14.7%	87	18.8%
Some days	212	10.2%	59	11.0%	41	11.6%	31	8.5%	30	8.5%	51	11.0%
Not at all	1525	73.6%	389	72.4%	257	73.0%	283	77.3%	271	76.8%	325	70.2%
Don't Know	13		5		1		2		2		3	
Total	2071	100.0%	537	100.0%	352	100.0%	366	100.0%	353	100.0%	463	100.0%
Not Answered	54		10		15		10		8		11	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q40. 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?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	162	30.3%	43	29.5%	25	26.9%	24	30.0%	27	33.8%	43	31.6%
● Sometimes	97	18.1%	19	13.0%	23	24.7%	19	23.8%	14	17.5%	22	16.2%
● Usually	76	14.2%	27	18.5%	10	10.8%	7	8.8%	12	15.0%	20	14.7%
● Always	200	37.4%	57	39.0%	35	37.6%	30	37.5%	27	33.8%	51	37.5%
Total	535	100.0%	146	100.0%	93	100.0%	80	100.0%	80	100.0%	136	100.0%
Not Answered	11		2		2		3		2		2	
Reporting Category Medical Assistance with Smoking Cessation												
Achievement Score	69.7%		70.5%		73.1%		70.0%		66.3%		68.4%	
Correlation with Satisfaction	0.176		0.166		0.279		0.092		0.207		0.123	
Priority Rating	Medium											

Q41. 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.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	319	59.8%	77	53.5%	56	60.2%	56	69.1%	53	66.3%	77	57.0%
● Sometimes	76	14.3%	17	11.8%	13	14.0%	10	12.3%	16	20.0%	20	14.8%
● Usually	57	10.7%	21	14.6%	12	12.9%	5	6.2%	3	3.8%	16	11.9%
● Always	81	15.2%	29	20.1%	12	12.9%	10	12.3%	8	10.0%	22	16.3%
Total	533	100.0%	144	100.0%	93	100.0%	81	100.0%	80	100.0%	135	100.0%
Not Answered	13		4		2		2		2		3	
Reporting Category Medical Assistance with Smoking Cessation												
Achievement Score	40.2%		46.5%		39.8%		30.9%		33.8%		43.0%	
Correlation with Satisfaction	0.153		0.080		0.324		-0.011		0.090		0.188	
Priority Rating	Medium											

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

About You (continued)

Q42. 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.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	324	60.9%	74	51.7%	58	62.4%	54	67.5%	55	68.8%	83	61.0%
● Sometimes	86	16.2%	27	18.9%	14	15.1%	13	16.3%	12	15.0%	20	14.7%
● Usually	53	10.0%	19	13.3%	10	10.8%	7	8.8%	6	7.5%	11	8.1%
● Always	69	13.0%	23	16.1%	11	11.8%	6	7.5%	7	8.8%	22	16.2%
Total	532	100.0%	143	100.0%	93	100.0%	80	100.0%	80	100.0%	136	100.0%
Not Answered	14		5		2		3		2		2	
Reporting Category Medical Assistance with Smoking Cessation												
Achievement Score	39.1%		48.3%		37.6%		32.5%		31.3%		39.0%	
Correlation with Satisfaction	0.177		0.140		0.329		0.005		0.093		0.195	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q43. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	78	36.8%	25	43.1%	10	23.8%	12	30.8%	13	48.1%	18	39.1%
● No	134	63.2%	33	56.9%	32	76.2%	27	69.2%	14	51.9%	28	60.9%
Don't know	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	212	100.0%	58	100.0%	42	100.0%	39	100.0%	27	100.0%	46	100.0%
Not Answered	0		0		0		0		0		0	
Reporting Category Aspirin Use and Discussion												
Achievement Score	36.8%		43.1%		23.8%		30.8%		48.1%		39.1%	
Correlation with Satisfaction	-0.016		0.125		-0.379		0.152		0.134		-0.201	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	138	7.1%	40	7.8%	27	8.2%	17	5.0%	23	7.1%	31	7.1%
No	1802	92.9%	473	92.2%	303	91.8%	323	95.0%	299	92.9%	404	92.9%
Don't know	144		30		25		29		29		31	
Total	1940	100.0%	513	100.0%	330	100.0%	340	100.0%	322	100.0%	435	100.0%
Not Answered	54		9		13		9		12		11	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	179	36.9%	57	42.5%	34	38.2%	34	39.1%	19	28.8%	35	32.1%
● No	306	63.1%	77	57.5%	55	61.8%	53	60.9%	47	71.2%	74	67.9%
Total	485	100.0%	134	100.0%	89	100.0%	87	100.0%	66	100.0%	109	100.0%
Not Answered	0		0		0		0		0		0	
Reporting Category Aspirin Use and Discussion												
Achievement Score	36.9%		42.5%		38.2%		39.1%		28.8%		32.1%	
Correlation with Satisfaction	0.021		0.196		-0.019		-0.093		0.007		-0.064	
Priority Rating	Medium											

Q46.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	444	49.4%	113	47.7%	76	51.0%	84	50.6%	67	46.2%	104	51.7%
No	454	50.6%	124	52.3%	73	49.0%	82	49.4%	78	53.8%	97	48.3%
Total	898	100.0%	237	100.0%	149	100.0%	166	100.0%	145	100.0%	201	100.0%
Not Answered	1240		315		219		212		218		276	

Q46.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	555	61.8%	152	64.1%	96	64.4%	101	60.8%	81	55.9%	125	62.2%
No	343	38.2%	85	35.9%	53	35.6%	65	39.2%	64	44.1%	76	37.8%
Total	898	100.0%	237	100.0%	149	100.0%	166	100.0%	145	100.0%	201	100.0%
Not Answered	1240		315		219		212		218		276	

Q46.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	302	33.6%	95	40.1%	52	34.9%	42	25.3%	51	35.2%	62	30.8%
No	596	66.4%	142	59.9%	97	65.1%	124	74.7%	94	64.8%	139	69.2%
Total	898	100.0%	237	100.0%	149	100.0%	166	100.0%	145	100.0%	201	100.0%
Not Answered	1240		315		219		212		218		276	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)**Q47.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack**

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	73	17.6%	24	21.6%	18	23.4%	11	15.5%	10	16.4%	10	10.6%
No	341	82.4%	87	78.4%	59	76.6%	60	84.5%	51	83.6%	84	89.4%
Total	414	100.0%	111	100.0%	77	100.0%	71	100.0%	61	100.0%	94	100.0%
Not Answered	1724		441		291		307		302		383	

Q47.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	77	18.6%	21	18.9%	17	22.1%	16	22.9%	10	16.4%	13	13.8%
No	336	81.4%	90	81.1%	60	77.9%	54	77.1%	51	83.6%	81	86.2%
Total	413	100.0%	111	100.0%	77	100.0%	70	100.0%	61	100.0%	94	100.0%
Not Answered	1725		441		291		308		302		383	

Q47.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	67	16.2%	21	18.9%	11	14.3%	12	17.1%	13	21.3%	10	10.6%
No	346	83.8%	90	81.1%	66	85.7%	58	82.9%	48	78.7%	84	89.4%
Total	413	100.0%	111	100.0%	77	100.0%	70	100.0%	61	100.0%	94	100.0%
Not Answered	1725		441		291		308		302		383	

Q47.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	312	75.7%	79	71.2%	60	78.9%	52	74.3%	45	73.8%	76	80.9%
No	100	24.3%	32	28.8%	16	21.1%	18	25.7%	16	26.2%	18	19.1%
Total	412	100.0%	111	100.0%	76	100.0%	70	100.0%	61	100.0%	94	100.0%
Not Answered	1726		441		292		308		302		383	

About You (continued)

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	571	27.7%	142	26.5%	103	29.4%	101	28.0%	89	25.4%	136	29.4%
No	1488	72.3%	394	73.5%	247	70.6%	260	72.0%	261	74.6%	326	70.6%
Total	2059	100.0%	536	100.0%	350	100.0%	361	100.0%	350	100.0%	462	100.0%
Not Answered	79		16		18		17		13		15	

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	489	87.8%	123	89.1%	88	88.0%	83	84.7%	70	80.5%	125	93.3%
No	68	12.2%	15	10.9%	12	12.0%	15	15.3%	17	19.5%	9	6.7%
Total	557	100.0%	138	100.0%	100	100.0%	98	100.0%	87	100.0%	134	100.0%
Not Answered	14		4		3		3		2		2	

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1088	53.0%	286	53.6%	187	53.9%	192	53.8%	166	47.3%	257	55.3%
No	966	47.0%	248	46.4%	160	46.1%	165	46.2%	185	52.7%	208	44.7%
Total	2054	100.0%	534	100.0%	347	100.0%	357	100.0%	351	100.0%	465	100.0%
Not Answered	84		18		21		21		12		12	

Q51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	978	91.8%	257	92.1%	174	95.1%	162	87.6%	151	91.5%	234	92.5%
No	87	8.2%	22	7.9%	9	4.9%	23	12.4%	14	8.5%	19	7.5%
Total	1065	100.0%	279	100.0%	183	100.0%	185	100.0%	165	100.0%	253	100.0%
Not Answered	23		7		4		7		1		4	

About You (continued)**Q52. What is your age?**

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	259	12.6%	62	11.5%	44	12.5%	48	13.3%	54	15.6%	51	11.0%
25 to 34	451	21.9%	126	23.4%	64	18.2%	93	25.8%	72	20.7%	96	20.8%
35 to 44	330	16.0%	63	11.7%	60	17.1%	46	12.8%	76	21.9%	85	18.4%
45 to 54	418	20.3%	118	21.9%	73	20.8%	61	16.9%	74	21.3%	92	19.9%
55 to 64	572	27.8%	162	30.1%	106	30.2%	107	29.7%	67	19.3%	130	28.1%
65 to 74	25	1.2%	5	0.9%	4	1.1%	5	1.4%	4	1.2%	7	1.5%
75 or older	3	0.1%	2	0.4%	0	0.0%	0	0.0%	0	0.0%	1	0.2%
Total	2058	100.0%	538	100.0%	351	100.0%	360	100.0%	347	100.0%	462	100.0%
Not Answered	80		14		17		18		16		15	

Q53. Are you male or female?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	792	42.6%	201	50.0%	149	42.0%	164	45.3%	119	33.8%	159	40.9%
Female	1068	57.4%	201	50.0%	206	58.0%	198	54.7%	233	66.2%	230	59.1%
Total	1860	100.0%	402	100.0%	355	100.0%	362	100.0%	352	100.0%	389	100.0%
Not Answered	278		150		13		16		11		88	

Q54. What is the highest grade or level of school that you have completed?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	86	4.3%	14	2.6%	18	5.4%	21	6.1%	15	4.4%	18	4.0%
Some high school but did not graduate	208	10.4%	49	9.2%	49	14.7%	28	8.1%	40	11.7%	42	9.3%
High school graduate or GED	617	30.7%	172	32.5%	102	30.5%	111	32.0%	104	30.4%	128	28.2%
Some college or 2-year degree	749	37.3%	195	36.8%	132	39.5%	116	33.4%	123	36.0%	183	40.3%
4-year college graduate	228	11.4%	63	11.9%	21	6.3%	49	14.1%	41	12.0%	54	11.9%
More than 4-year college degree	119	5.9%	37	7.0%	12	3.6%	22	6.3%	19	5.6%	29	6.4%
Total	2007	100.0%	530	100.0%	334	100.0%	347	100.0%	342	100.0%	454	100.0%
Not Answered	131		22		34		31		21		23	

About You (continued)

Q55. Are you of Hispanic or Latino origin or descent?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	271	13.5%	41	7.8%	55	16.2%	78	22.2%	53	15.4%	44	9.7%
No, Not Hispanic or Latino	1741	86.5%	482	92.2%	285	83.8%	274	77.8%	292	84.6%	408	90.3%
Total	2012	100.0%	523	100.0%	340	100.0%	352	100.0%	345	100.0%	452	100.0%
Not Answered	126		29		28		26		18		25	

Q56.1. What is your race? Response: White.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1521	76.8%	409	77.8%	252	75.2%	257	76.3%	257	77.2%	346	76.9%
No	460	23.2%	117	22.2%	83	24.8%	80	23.7%	76	22.8%	104	23.1%
Total	1981	100.0%	526	100.0%	335	100.0%	337	100.0%	333	100.0%	450	100.0%
Not Answered	157		26		33		41		30		27	

Q56.2. What is your race? Response: Black or African-American.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	169	8.5%	58	11.0%	27	8.1%	20	5.9%	28	8.4%	36	8.0%
No	1812	91.5%	468	89.0%	308	91.9%	317	94.1%	305	91.6%	414	92.0%
Total	1981	100.0%	526	100.0%	335	100.0%	337	100.0%	333	100.0%	450	100.0%
Not Answered	157		26		33		41		30		27	

Q56.3. What is your race? Response: Asian.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	176	8.9%	46	8.7%	25	7.5%	28	8.3%	30	9.0%	47	10.4%
No	1805	91.1%	480	91.3%	310	92.5%	309	91.7%	303	91.0%	403	89.6%
Total	1981	100.0%	526	100.0%	335	100.0%	337	100.0%	333	100.0%	450	100.0%
Not Answered	157		26		33		41		30		27	

About You (continued)**Q56.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	54	2.7%	14	2.7%	11	3.3%	9	2.7%	11	3.3%	9	2.0%
No	1927	97.3%	512	97.3%	324	96.7%	328	97.3%	322	96.7%	441	98.0%
Total	1981	100.0%	526	100.0%	335	100.0%	337	100.0%	333	100.0%	450	100.0%
Not Answered	157		26		33		41		30		27	

Q56.5. What is your race? Response: American Indian or Alaskan Native.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	104	5.2%	30	5.7%	30	9.0%	12	3.6%	15	4.5%	17	3.8%
No	1877	94.8%	496	94.3%	305	91.0%	325	96.4%	318	95.5%	433	96.2%
Total	1981	100.0%	526	100.0%	335	100.0%	337	100.0%	333	100.0%	450	100.0%
Not Answered	157		26		33		41		30		27	

Q56.6. What is your race? Response: Other.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	224	11.3%	42	8.0%	51	15.2%	53	15.7%	40	12.0%	38	8.4%
No	1757	88.7%	484	92.0%	284	84.8%	284	84.3%	293	88.0%	412	91.6%
Total	1981	100.0%	526	100.0%	335	100.0%	337	100.0%	333	100.0%	450	100.0%
Not Answered	157		26		33		41		30		27	

Q57. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	123	9.8%	28	9.3%	26	12.8%	20	9.3%	24	10.5%	25	8.1%
No	1136	90.2%	273	90.7%	177	87.2%	196	90.7%	205	89.5%	285	91.9%
Total	1259	100.0%	301	100.0%	203	100.0%	216	100.0%	229	100.0%	310	100.0%
Not Answered	476		10		165		162		134		5	

About You (continued)**Q58.1. How did that person help you? Response: Read the questions to me.**

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	51	42.1%	13	46.4%	13	52.0%	5	26.3%	11	45.8%	9	36.0%
No	70	57.9%	15	53.6%	12	48.0%	14	73.7%	13	54.2%	16	64.0%
Total	121	100.0%	28	100.0%	25	100.0%	19	100.0%	24	100.0%	25	100.0%
Not Answered	2		0		1		1		0		0	

Q58.2. How did that person help you? Response: Wrote down the answers I gave.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	41	33.9%	9	32.1%	11	44.0%	5	26.3%	8	33.3%	8	32.0%
No	80	66.1%	19	67.9%	14	56.0%	14	73.7%	16	66.7%	17	68.0%
Total	121	100.0%	28	100.0%	25	100.0%	19	100.0%	24	100.0%	25	100.0%
Not Answered	2		0		1		1		0		0	

Q58.3. How did that person help you? Response: Answered the questions for me.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	38	31.4%	11	39.3%	4	16.0%	8	42.1%	6	25.0%	9	36.0%
No	83	68.6%	17	60.7%	21	84.0%	11	57.9%	18	75.0%	16	64.0%
Total	121	100.0%	28	100.0%	25	100.0%	19	100.0%	24	100.0%	25	100.0%
Not Answered	2		0		1		1		0		0	

Q58.4. How did that person help you? Response: Translated the questions into my language.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	34	28.1%	4	14.3%	9	36.0%	7	36.8%	7	29.2%	7	28.0%
No	87	71.9%	24	85.7%	16	64.0%	12	63.2%	17	70.8%	18	72.0%
Total	121	100.0%	28	100.0%	25	100.0%	19	100.0%	24	100.0%	25	100.0%
Not Answered	2		0		1		1		0		0	

About You (continued)

Q58.5. How did that person help you? Response: Helped in some other way.

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	14	11.6%	3	10.7%	2	8.0%	4	21.1%	1	4.2%	4	16.0%
No	107	88.4%	25	89.3%	23	92.0%	15	78.9%	23	95.8%	21	84.0%
Total	121	100.0%	28	100.0%	25	100.0%	19	100.0%	24	100.0%	25	100.0%
Not Answered	2		0		1		1		0		0	

Q59. How would you rate your quality of life?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Very poor	31	1.5%	11	2.1%	4	1.2%	7	2.0%	3	0.9%	6	1.3%
● Poor	114	5.7%	31	5.9%	23	7.0%	11	3.2%	16	4.8%	33	7.2%
● Neither poor nor good	350	17.5%	88	16.7%	56	17.1%	57	16.3%	64	19.0%	85	18.5%
● Good	978	48.9%	255	48.3%	173	52.9%	171	49.0%	167	49.7%	212	46.1%
● Very good	527	26.4%	143	27.1%	71	21.7%	103	29.5%	86	25.6%	124	27.0%
Total	2000	100.0%	528	100.0%	327	100.0%	349	100.0%	336	100.0%	460	100.0%
Not Answered	80		24		6		6		27		17	

Reporting Category	Supplemental Items					
Achievement Score	75.3%	75.4%	74.6%	78.5%	75.3%	73.0%
Correlation with Satisfaction	0.086	0.126	0.110	0.144	0.018	0.018
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium

Q60. How satisfied are you with your health?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Very dissatisfied	85	4.3%	19	3.6%	21	6.4%	10	2.9%	10	3.0%	25	5.4%
● Dissatisfied	278	13.9%	80	15.1%	49	15.0%	49	14.0%	41	12.3%	59	12.8%
● Neither satisfied nor dissatisfied	388	19.4%	103	19.4%	63	19.3%	56	16.0%	81	24.3%	85	18.5%
● Satisfied	924	46.2%	233	44.0%	150	45.9%	169	48.4%	159	47.6%	213	46.3%
● Very Satisfied	325	16.3%	95	17.9%	44	13.5%	65	18.6%	43	12.9%	78	17.0%
Total	2000	100.0%	530	100.0%	327	100.0%	349	100.0%	334	100.0%	460	100.0%
Not Answered	79		22		6		5		29		17	

Reporting Category	Supplemental Items					
Achievement Score	62.5%	61.9%	59.3%	67.0%	60.5%	63.3%
Correlation with Satisfaction	0.159	0.120	0.157	0.258	0.230	0.087
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q61. To what extent do you feel that physical pain prevents you from doing what you need to do?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	722	36.2%	204	38.9%	105	32.2%	120	34.6%	114	34.0%	179	39.0%
● A little	484	24.3%	116	22.1%	74	22.7%	94	27.1%	92	27.5%	108	23.5%
● A moderate amount	369	18.5%	94	17.9%	67	20.6%	65	18.7%	65	19.4%	78	17.0%
● Very much	280	14.1%	79	15.0%	53	16.3%	47	13.5%	43	12.8%	58	12.6%
● An extreme amount	137	6.9%	32	6.1%	27	8.3%	21	6.1%	21	6.3%	36	7.8%
Total	1992	100.0%	525	100.0%	326	100.0%	347	100.0%	335	100.0%	459	100.0%
Not Answered	85		27		6		6		28		18	
Reporting Category												
	Supplemental Items											
Achievement Score	60.5%	61.0%	54.9%	61.7%	61.5%	62.5%						
Correlation with Satisfaction	0.076	0.050	0.145	0.069	0.130	0.020						
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium						

Q62. How much do you need any medical treatment to function in your daily life?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	851	43.2%	222	42.2%	134	41.7%	149	44.3%	152	45.8%	194	42.8%
● A little	482	24.5%	133	25.3%	82	25.5%	90	26.8%	68	20.5%	109	24.1%
● A moderate amount	326	16.6%	87	16.5%	61	19.0%	42	12.5%	56	16.9%	80	17.7%
● Very much	225	11.4%	59	11.2%	34	10.6%	45	13.4%	43	13.0%	44	9.7%
● An extreme amount	84	4.3%	25	4.8%	10	3.1%	10	3.0%	13	3.9%	26	5.7%
Total	1968	100.0%	526	100.0%	321	100.0%	336	100.0%	332	100.0%	453	100.0%
Not Answered	108		26		10		17		31		24	
Reporting Category												
	Supplemental Items											
Achievement Score	67.7%	67.5%	67.3%	71.1%	66.3%	66.9%						
Correlation with Satisfaction	0.008	-0.016	0.052	0.021	0.031	-0.015						
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium						

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

About You (continued)

Q63. How much do you enjoy life?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	33	1.7%	5	0.9%	7	2.1%	8	2.3%	4	1.2%	9	2.0%
● A little	164	8.2%	49	9.3%	28	8.6%	24	6.9%	29	8.8%	34	7.4%
● A moderate amount	469	23.6%	111	21.0%	82	25.2%	81	23.3%	86	26.1%	109	23.9%
● Very much	937	47.1%	249	47.2%	153	46.9%	166	47.8%	158	47.9%	211	46.2%
● An extreme amount	385	19.4%	114	21.6%	56	17.2%	68	19.6%	53	16.1%	94	20.6%
Total	1988	100.0%	528	100.0%	326	100.0%	347	100.0%	330	100.0%	457	100.0%
Not Answered	88		24		5		6		33		20	
Reporting Category	Supplemental Items											
Achievement Score	90.1%		89.8%		89.3%		90.8%		90.0%		90.6%	
Correlation with Satisfaction	0.110		0.125		0.192		0.097		0.070		0.067	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q64. To what extent do you feel your life to be meaningful?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	51	2.6%	13	2.5%	10	3.1%	11	3.2%	7	2.1%	10	2.2%
● A little	188	9.5%	53	10.2%	35	10.9%	32	9.4%	30	9.0%	38	8.4%
● A moderate amount	409	20.8%	96	18.4%	69	21.6%	70	20.5%	69	20.8%	105	23.1%
● Very much	821	41.7%	218	41.8%	126	39.4%	144	42.1%	144	43.4%	189	41.5%
● An extreme amount	502	25.5%	142	27.2%	80	25.0%	85	24.9%	82	24.7%	113	24.8%
Total	1971	100.0%	522	100.0%	320	100.0%	342	100.0%	332	100.0%	455	100.0%
Not Answered	103		30		10		10		31		22	
Reporting Category	Supplemental Items											
Achievement Score	87.9%		87.4%		85.9%		87.4%		88.9%		89.5%	
Correlation with Satisfaction	0.133		0.101		0.162		0.143		0.159		0.127	
Priority Rating	Low		Low		Low		Low		Low		Low	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q65. How well are you able to concentrate?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	31	1.6%	9	1.7%	7	2.1%	3	0.9%	4	1.2%	8	1.8%
● A little - Slightly	209	10.6%	46	8.7%	41	12.5%	38	11.0%	37	11.2%	47	10.5%
● A moderate amount	603	30.5%	152	28.9%	114	34.9%	97	28.0%	105	31.9%	135	30.1%
● Very much	838	42.4%	221	42.0%	124	37.9%	155	44.7%	151	45.9%	187	41.6%
● An extreme amount - Extremely	297	15.0%	98	18.6%	41	12.5%	54	15.6%	32	9.7%	72	16.0%
Total	1978	100.0%	526	100.0%	327	100.0%	347	100.0%	329	100.0%	449	100.0%
Not Answered	96		26		3		5		34		28	
Reporting Category	Supplemental Items											
Achievement Score	87.9%		89.5%		85.3%		88.2%		87.5%		87.8%	
Correlation with Satisfaction	0.108		0.122		0.092		0.176		0.097		0.062	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q66. Do you have enough energy for everyday life?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	77	3.9%	20	3.8%	15	4.7%	10	2.9%	15	4.5%	17	3.7%
● A little	268	13.5%	72	13.6%	48	14.9%	51	14.7%	45	13.5%	52	11.3%
● Moderately	430	21.6%	100	18.9%	69	21.4%	72	20.7%	80	24.0%	109	23.7%
● Mostly	745	37.4%	191	36.1%	126	39.1%	124	35.6%	132	39.6%	172	37.5%
● Completely	471	23.7%	146	27.6%	64	19.9%	91	26.1%	61	18.3%	109	23.7%
Total	1991	100.0%	529	100.0%	322	100.0%	348	100.0%	333	100.0%	459	100.0%
Not Answered	82		23		7		4		30		18	
Reporting Category	Supplemental Items											
Achievement Score	82.7%		82.6%		80.4%		82.5%		82.0%		85.0%	
Correlation with Satisfaction	0.136		0.114		0.194		0.161		0.169		0.082	
Priority Rating	Low		Low		Low		Low		Low		Low	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q67. Are you able to accept your bodily appearance?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	84	4.3%	22	4.2%	16	5.0%	17	4.9%	15	4.5%	14	3.1%
● A little	216	10.9%	49	9.4%	40	12.6%	46	13.3%	33	9.9%	48	10.6%
● Moderately	341	17.3%	93	17.8%	48	15.1%	44	12.7%	71	21.3%	85	18.7%
● Mostly	729	36.9%	179	34.2%	129	40.6%	133	38.4%	120	36.0%	168	37.0%
● Completely	604	30.6%	180	34.4%	85	26.7%	106	30.6%	94	28.2%	139	30.6%
Total	1974	100.0%	523	100.0%	318	100.0%	346	100.0%	333	100.0%	454	100.0%
Not Answered	97		29		9		6		30		23	
Reporting Category	Supplemental Items											
Achievement Score	84.8%		86.4%		82.4%		81.8%		85.6%		86.3%	
Correlation with Satisfaction	0.145		0.142		0.178		0.256		0.039		0.108	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q68. How well are you able to get around?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	14	0.7%	4	0.8%	2	0.6%	2	0.6%	4	1.2%	2	0.4%
● A little	124	6.3%	41	7.9%	21	6.5%	22	6.4%	17	5.1%	23	5.1%
● Moderately	311	15.7%	62	11.9%	67	20.8%	42	12.1%	57	17.2%	83	18.2%
● Mostly	490	24.8%	129	24.8%	87	27.0%	101	29.2%	75	22.6%	98	21.5%
● Completely	1037	52.5%	285	54.7%	145	45.0%	179	51.7%	179	53.9%	249	54.7%
Total	1976	100.0%	521	100.0%	322	100.0%	346	100.0%	332	100.0%	455	100.0%
Not Answered	94		31		5		5		31		22	
Reporting Category	Supplemental Items											
Achievement Score	93.0%		91.4%		92.9%		93.1%		93.7%		94.5%	
Correlation with Satisfaction	0.085		0.080		0.127		0.082		0.034		0.097	
Priority Rating	Low		Low		Low		Low		Low		Low	

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q69. How satisfied are you with your sleep?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Very dissatisfied	147	7.4%	42	8.0%	25	7.8%	23	6.6%	23	6.9%	34	7.5%
● Dissatisfied	345	17.4%	96	18.2%	57	17.8%	62	17.9%	56	16.8%	74	16.3%
● Neither satisfied nor dissatisfied	412	20.8%	98	18.6%	71	22.1%	78	22.5%	80	24.0%	85	18.7%
● Satisfied	763	38.5%	202	38.3%	130	40.5%	123	35.5%	130	39.0%	178	39.1%
● Very Satisfied	315	15.9%	89	16.9%	38	11.8%	60	17.3%	44	13.2%	84	18.5%
Total	1982	100.0%	527	100.0%	321	100.0%	346	100.0%	333	100.0%	455	100.0%
Not Answered	88		25		6		5		30		22	
Reporting Category												
Supplemental Items												
Achievement Score	54.4%		55.2%		52.3%		52.9%		52.3%		57.6%	
Correlation with Satisfaction	0.156		0.095		0.115		0.233		0.208		0.166	
Priority Rating	Medium											

Q70. How satisfied are you with your ability to perform your daily living activities?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Very dissatisfied	65	3.3%	19	3.6%	17	5.2%	8	2.3%	9	2.7%	12	2.6%
● Dissatisfied	228	11.5%	66	12.5%	40	12.3%	43	12.5%	35	10.6%	44	9.6%
● Neither satisfied nor dissatisfied	315	15.9%	87	16.5%	54	16.7%	50	14.5%	48	14.5%	76	16.6%
● Satisfied	882	44.4%	209	39.6%	144	44.4%	158	45.9%	164	49.5%	207	45.2%
● Very Satisfied	495	24.9%	147	27.8%	69	21.3%	85	24.7%	75	22.7%	119	26.0%
Total	1985	100.0%	528	100.0%	324	100.0%	344	100.0%	331	100.0%	458	100.0%
Not Answered	85		24		3		7		32		19	
Reporting Category												
Supplemental Items												
Achievement Score	69.4%		67.4%		65.7%		70.6%		72.2%		71.2%	
Correlation with Satisfaction	0.135		0.120		0.167		0.170		0.076		0.137	
Priority Rating	Medium											

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q71. How satisfied are you with your capacity for work?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Very dissatisfied	193	9.9%	46	8.8%	49	15.9%	24	7.1%	27	8.3%	47	10.5%
● Dissatisfied	235	12.1%	71	13.6%	35	11.4%	45	13.3%	36	11.1%	48	10.7%
● Neither satisfied nor dissatisfied	352	18.1%	89	17.0%	53	17.2%	55	16.3%	68	20.9%	87	19.5%
● Satisfied	739	38.1%	192	36.7%	116	37.7%	138	40.8%	132	40.6%	161	36.0%
● Very Satisfied	422	21.7%	125	23.9%	55	17.9%	76	22.5%	62	19.1%	104	23.3%
Total	1941	100.0%	523	100.0%	308	100.0%	338	100.0%	325	100.0%	447	100.0%
Not Answered	127		29		18		13		37		30	
Reporting Category												
Supplemental Items												
Achievement Score	59.8%		60.6%		55.5%		63.3%		59.7%		59.3%	
Correlation with Satisfaction	0.110		0.048		0.192		0.188		0.155		0.040	
Priority Rating	Medium											

Q72. How satisfied are you with yourself?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Very dissatisfied	47	2.4%	9	1.7%	10	3.1%	13	3.8%	6	1.8%	9	2.0%
● Dissatisfied	173	8.8%	50	9.5%	32	10.0%	32	9.3%	30	9.1%	29	6.4%
● Neither satisfied nor dissatisfied	386	19.6%	101	19.2%	61	19.0%	59	17.2%	60	18.2%	105	23.2%
● Satisfied	880	44.6%	226	43.0%	157	48.9%	144	41.9%	163	49.4%	190	42.0%
● Very Satisfied	487	24.7%	140	26.6%	61	19.0%	96	27.9%	71	21.5%	119	26.3%
Total	1973	100.0%	526	100.0%	321	100.0%	344	100.0%	330	100.0%	452	100.0%
Not Answered	92		26		3		6		32		25	
Reporting Category												
Supplemental Items												
Achievement Score	69.3%		69.6%		67.9%		69.8%		70.9%		68.4%	
Correlation with Satisfaction	0.142		0.119		0.140		0.220		0.123		0.116	
Priority Rating	Medium											

○ Response scored as: ● Room for Improvement ● Achievement

About You (continued)

Q73. How often do you have negative feelings, such as blue mood, despair, anxiety, depression?

	AHMC		AMG		CHPW		CCARE		MHC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	399	20.5%	128	24.6%	59	18.8%	69	20.5%	65	20.2%	78	17.3%
● Seldom	887	45.7%	209	40.2%	163	51.9%	151	44.8%	155	48.1%	209	46.4%
● Quite often	389	20.0%	107	20.6%	54	17.2%	71	21.1%	62	19.3%	95	21.1%
● Very often	163	8.4%	48	9.2%	19	6.1%	26	7.7%	24	7.5%	46	10.2%
● Always	105	5.4%	28	5.4%	19	6.1%	20	5.9%	16	5.0%	22	4.9%
Total	1943	100.0%	520	100.0%	314	100.0%	337	100.0%	322	100.0%	450	100.0%
Not Answered	120		32		9		12		40		27	
Reporting Category	Supplemental Items											
Achievement Score	66.2%	64.8%	70.7%	65.3%	68.3%	63.8%						
Correlation with Satisfaction	0.092	0.048	0.130	0.201	0.126	0.018						
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium						

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

Sample Disposition

	AHMC Overall
Total mailing - sent	8,785
*First mailing - usable survey returned	805
*Second mailing - usable survey returned	473
*Phone - usable surveys	860
*Internet - usable surveys	0
Total - usable surveys	2,138
†Ineligible: According to population criteria‡	147
†Ineligible: Language barrier	86
†Ineligible: Deceased	9
†Ineligible: Mentally or physically unable to complete survey	15
Bad address and/or bad phone number	893
Refusal	454
Incomplete survey - mail or phone	257
Nonresponse - Unavailable by mail or phone	4,786
Response Rate	25.07%

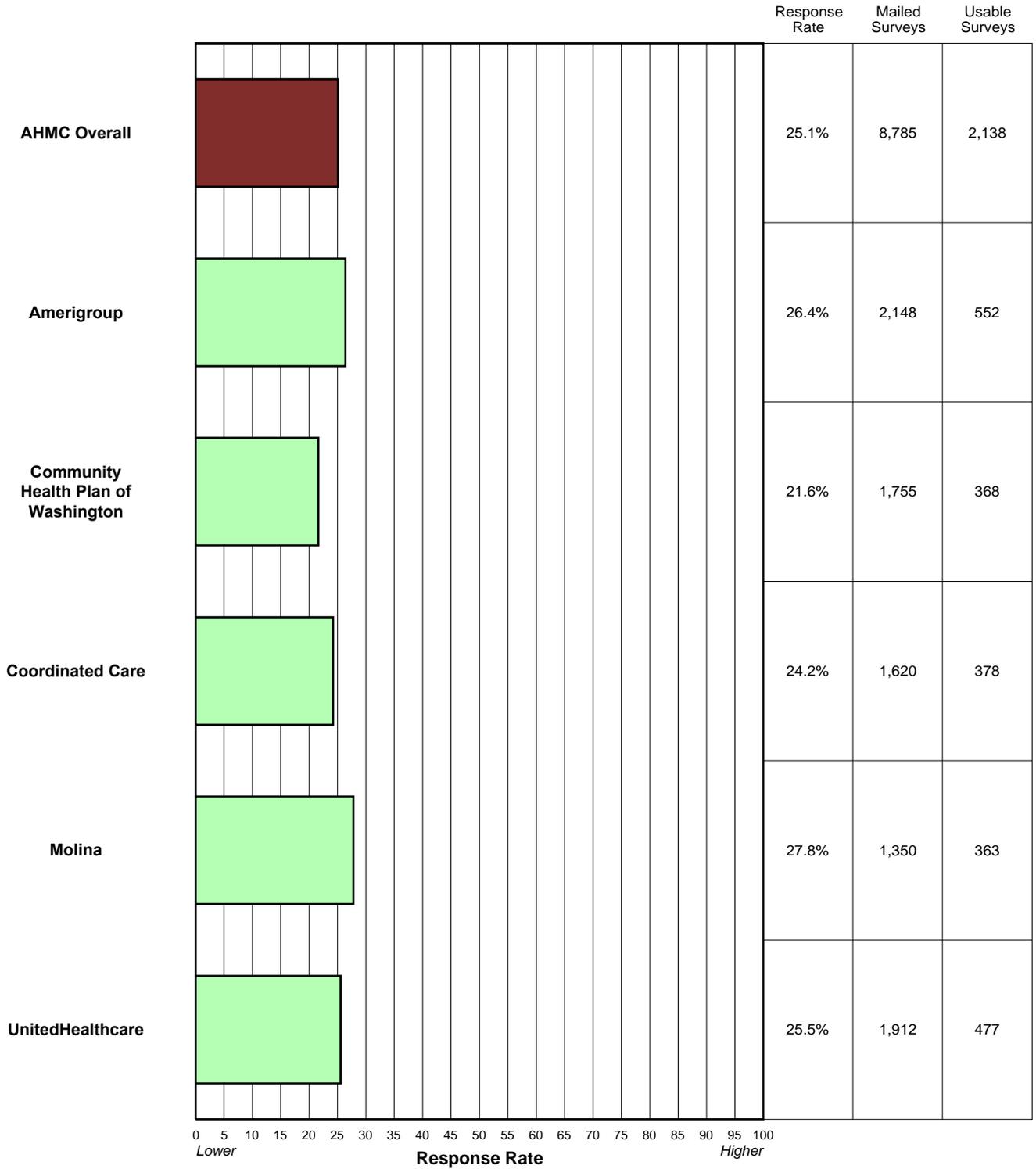
*Included in response rate numerator

†Excluded from response rate denominator

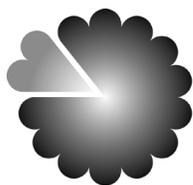
‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

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

Response Rates Variation Across Health Plans



AHMC Overall
 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:

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 Amerigroup 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
 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 15**
 1 time
 2
 3
 4
 5 to 9
 10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
 No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
 No → **If No, Go to Question 13**

10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- Yes
- No

11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Yes
- No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. 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

14. 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

15. 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 24*

16. 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 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

21. 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 23*

22. 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

23. 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.

24. 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?

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

25. 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

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

- None → *If None, Go to Question 28*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. 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.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → *If No, Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

30. 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 33*

31. 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

32. 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

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

- Yes
- No → *If No, Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

35. 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

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2015?

- Yes
- No
- Don't know

39. 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 43*
- Don't know → *If Don't know, Go to Question 43*

40. 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

41. 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
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- Never
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- Usually
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43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

46. Are you aware that you have any of the following conditions? *Mark one or more*

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? *Mark one or more*

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → *If No, Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → *If No, Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

52. 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

53. Are you male or female?

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

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

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

56. 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

57. Did someone help you complete this survey?

- Yes → *If Yes, Go to Question 58*
- No → *If No, Go to Question 59*

58. How did that person help you? Mark one or more

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

Please read each question, assess your feelings, and check the number on the scale that gives the best answer for you for each question.

59. How would you rate your quality of life?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good

60. How satisfied are you with your health?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

The following questions ask about how much you have experienced certain things in the last two weeks.

61. To what extent do you feel that physical pain prevents you from doing what you need to do?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

62. How much do you need any medical treatment to function in your daily life?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

63. How much do you enjoy life?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

64. To what extent do you feel your life to be meaningful?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

65. How well are you able to concentrate?

- Not at all
- Slightly
- A moderate amount
- Very much
- Extremely

The following questions ask about how completely you experience or were able to do certain things in the last two weeks.

66. Do you have enough energy for everyday life?

- Not at all
- A little
- Moderately
- Mostly
- Completely

67. Are you able to accept your bodily appearance?

- Not at all
- A little
- Moderately
- Mostly
- Completely

68. How well are you able to get around?

- Not at all
- A little
- Moderately
- Mostly
- Completely

The following questions ask you to say how good or satisfied you have felt about various aspects of your life over the last two weeks.

69. How satisfied are you with your sleep?

- Very Dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

70. How satisfied are you with your ability to perform your daily living activities?

- Very Dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

71. How satisfied are you with your capacity for work?

- Very Dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

72. How satisfied are you with yourself?

- Very Dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

The following question refers to how often you have felt or experienced certain things in the last two weeks.

73. How often do you have negative feelings, such as blue mood, despair, anxiety, depression?

- Never
- Seldom
- Quite often
- Very often
- Always

74. How long did it take to fill out this form?

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009

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



16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
- 1 None → If None, Go to Question 23
- 2 1 time
- 3 2
- 4 3
- 5 4
- 6 5 to 9
- 7 10 or more times

17. 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

18. In the last 6 months, how often did your personal doctor listen carefully to you?
- 1 Never
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22. 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?
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- | | |
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| Worst personal doctor possible | Best personal doctor possible |
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| 3 | 7 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | 6 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | 5 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | 4 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | 3 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | 2 |
| <input type="checkbox"/> | <input type="checkbox"/> |
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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.

24. 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
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25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
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| <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | 6 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | 5 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | 4 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | 3 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | 2 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | 1 |
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| 10 | 0 |
| <input type="checkbox"/> | <input type="checkbox"/> |

YOUR HEALTH PLAN

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

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- 1 Yes
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29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- 1 Never
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30. 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 33

31. 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
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32. 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

33. 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 35

34. In the last 6 months, how often were the forms from your health plan easy to fill out?
- 1 Never
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| 3 | 7 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | 6 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | 5 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | 4 |
| <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | 3 |
| <input type="checkbox"/> | <input type="checkbox"/> |
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ABOUT YOU

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

37. In general, how would you rate your overall mental or emotional health?
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- 3 Good
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38. Have you had either a flu shot or flu spray in the nose since July 1, 2015?
- 1 Yes
- 2 No
- 3 Don't know

39. 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 43
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- A High cholesterol
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49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
- 1 Yes
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50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.
- 1 Yes
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51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.
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52. What is your age?
- 1 18 to 24
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- 1 Yes, Hispanic or Latino
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₂ Poor
₃ Neither poor nor good
₄ Good
₅ Very good
60. How satisfied are you with your health?
₁ Very dissatisfied
₂ Dissatisfied
₃ Neither satisfied nor dissatisfied
₄ Satisfied
₅ Very Satisfied
61. To what extent do you feel that physical pain prevents you from doing what you need to do?
₁ Not at all
₂ A little
₃ A moderate amount
₄ Very much
₅ An extreme amount
62. How much do you need any medical treatment to function in your daily life?
₁ Not at all
₂ A little
₃ A moderate amount
₄ Very much
₅ An extreme amount
63. How much do you enjoy life?
₁ Not at all
₂ A little
₃ A moderate amount
₄ Very much
₅ An extreme amount
64. To what extent do you feel your life to be meaningful?
₁ Not at all
₂ A little
₃ A moderate amount
₄ Very much
₅ An extreme amount
65. How well are you able to concentrate?
₁ Not at all
₂ A little
₃ A moderate amount
₄ Very much
₅ An extreme amount
66. Do you have enough energy for everyday life?
₁ Not at all
₂ A little
₃ Moderately
₄ Mostly
₅ Completely
67. Are you able to accept your bodily appearance?
₁ Not at all
₂ A little
₃ Moderately
₄ Mostly
₅ Completely

68. How well are you able to get around?
₁ Not at all
₂ A little
₃ Moderately
₄ Mostly
₅ Completely
69. How satisfied are you with your sleep?
₁ Very dissatisfied
₂ Dissatisfied
₃ Neither satisfied nor dissatisfied
₄ Satisfied
₅ Very Satisfied
70. How satisfied are you with your ability to perform your daily living activities?
₁ Very dissatisfied
₂ Dissatisfied
₃ Neither satisfied nor dissatisfied
₄ Satisfied
₅ Very Satisfied
71. How satisfied are you with your capacity for work?
₁ Very dissatisfied
₂ Dissatisfied
₃ Neither satisfied nor dissatisfied
₄ Satisfied
₅ Very Satisfied
72. How satisfied are you with yourself?
₁ Very dissatisfied
₂ Dissatisfied
₃ Neither satisfied nor dissatisfied
₄ Satisfied
₅ Very Satisfied
73. How often do you have negative feelings, such as blue mood, despair, anxiety, depression?
₁ Never
₂ Seldom
₃ Quite often
₄ Very often
₅ Always
74. How long did it take to fill out this form?



Community Plan

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 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
 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 15**
 1 time
 2
 3
 4
 5 to 9
 10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
 No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
 No → **If No, Go to Question 13**

10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- Yes
- No

11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Yes
- No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. 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

14. 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

15. 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 24*

16. 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 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

21. 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 23*

22. 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

23. 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.

24. 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?

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

25. 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

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

- None → *If None, Go to Question 28*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. 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.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → *If No, Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

30. 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 33*

31. 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

32. 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

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

- Yes
- No → *If No, Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

35. 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

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2015?

- Yes
- No
- Don't know

39. 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 43*
- Don't know → *If Don't know, Go to Question 43*

40. 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

41. 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

42. 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

43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

46. Are you aware that you have any of the following conditions? *Mark one or more*

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? *Mark one or more*

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → *If No, Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → *If No, Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

52. 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

53. Are you male or female?

- Male
- Female

54. 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

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

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

56. 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

57. Did someone help you complete this survey?

- Yes → *If Yes, Go to Question 58*
- No → *If No, Go to Question 59*

**58. How did that person help you?
*Mark one or more***

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

59. How would you rate your quality of life?

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good

60. How satisfied are you with your health?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

61. To what extent do you feel that physical pain prevents you from doing what you need to do?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

62. How much do you need any medical treatment to function in your daily life?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

63. How much do you enjoy life?

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- Very much
- An extreme amount

64. To what extent do you feel your life to be meaningful?

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- A moderate amount
- Very much
- An extreme amount

65. How well are you able to concentrate?

- Not at all
- A little
- A moderate amount
- Very much
- An extreme amount

66. Do you have enough energy for everyday life?

- Not at all
- A little
- Moderately
- Mostly
- Completely

67. Are you able to accept your bodily appearance?

- Not at all
- A little
- Moderately
- Mostly
- Completely

68. How well are you able to get around?

- Not at all
- A little
- Moderately
- Mostly
- Completely

69. How satisfied are you with your sleep?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

70. How satisfied are you with your ability to perform your daily living activities?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

71. How satisfied are you with your capacity for work?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

72. How satisfied are you with yourself?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

73. How often do you have negative feelings, such as blue mood, despair, anxiety, depression?

- Never
- Seldom
- Quite often
- Very often
- Always

74. How long did it take to fill out this form?

Thank You

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

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

