2015 CAHPS® Commercial Adult 5.0H Final Report

PPO

UMP CDHP

Project Number(s): 1103490

1965 Evergreen Boulevard Suite 100, Duluth, Georgia 30096

Introduction

Your Sales Executive for this project is Sheryl Savage (678-689-0312), and your Account Project Manager is Dana Sadlo (770-978-3173, ext. 1336). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or your Account Project Manager.

New in 2015 – Survey and Reporting Changes

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2015 Volume Three Technical Update Specifications*, have been made to the 2014 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey:

- NCQA revised the *Shared Decision Making* composite for the CAHPS® Health Plan Survey 5.0H (adult and child versions). Changes to the *Shared Decision Making* attributes are described below:
  - Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Response options*: Yes* and *No*
  - Q11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? Response options*: Yes* and *No*

  In keeping, trending will be not be provided for the *Shared Decision Making* composite and attributes, Q10 and Q11.
- In an attempt to raise the bar for health plans and drive further improvement, NCQA began phasing out the scoring adjustment which was used to account for sampling variation in 2011. Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of:
  - 0.070 points for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* and *Claims Processing* composites
  - 0.050 points for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites
  - Five percent for each HEDIS® clinical measure
- From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.[3]
- Although the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
- In 2015, NCQA no longer allowed supplemental (custom) questions to be interspersed in the survey tool. Supplemental questions were required to be placed at the end of the survey, following the "About You" section of the survey. Additionally, NCQA allowed plans to add a maximum of 12 questions to their regulatory survey tool.

Throughout this report, information essential for understanding the report and suggestions for a course of action for developing quality initiatives are identified by this symbol.

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
[2] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
[3] Please refer to the *Global Proportions and Accreditation* section of this report for additional information.

Table of Contents

1. EXECUTIVE SUMMARY 1-1

2. METHODOLOGY 2-1

RESPONSE RATE 2-1
PROFILE OF SURVEY RESPONDENTS 2-3

Charts 2A – 2C 2-3

3. TREND AND BENCHMARK COMPARISONS 3-1

Charts 3A – 3D 3-2

4. GLOBAL PROPORTIONS AND ACCREDITATION 4-1

Charts 4A – 4C 4-2

ACCREDITATION ASSESSMENT 4-3

Chart 4D 4-4

5. SEGMENTATION ANALYSES 5-1

Charts 5A – 5H 5-1

6. CORRELATION ANALYSES 6-1

Chart 6A 6-1

7. PRIORITY MATRIX 7-1

Chart 7A 7-1

8. COMPOSITE ANALYSES 8-1

Charts 8A – 8I 8-3

9. TECHNICAL NOTES 9-1

Sample Survey Tool 9-11

10. BANNER TABLES 10-1

11. GLOSSARY OF TERMS 11-1

12. APPENDIX A – QUESTION SUMMARIES 12-1

Charts A.1 – A.15 12-1

13. APPENDIX B - CUSTOM QUESTIONS 13-1

Charts B.1 – B.2 13-1

14. APPENDIX C - LOYALTY ANALYSIS 14-1

Charts C.1 – C.2 14-1

15. APPENDIX D - COMPARISON TO OTHER PLANS 15-1

Chart D.1 15-1

1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by UMP CDHP to conduct its 2015 CAHPS® 5.0H Commercial Adult Member Satisfaction Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

Using a mixed (mail, phone, and Internet) survey methodology, per NCQA protocol,[4] SPH Analytics collected 300 valid surveys from the eligible member population, yielding a response rate of 28.0%.[5]

This report summarizes results derived from the CAHPS® 5.0H Commercial Adult Survey as applied to a random sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most positive question responses as specified by NCQA. [6]

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan domain, the Health Care domain, and for the Effectiveness of Care measures. Included in each table are your plan's current scores compared to trend data (if applicable), the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark, and the 2014 PPO Commercial Adult Quality Compass® All Plans [7] benchmark. Significance testing is provided for all comparisons, while percentile rankings[8] are provided for benchmark comparisons.

[4] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.
[5] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[6] Select Summary Rates are defined by NCQA in its HEDIS® 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.
[7] The source for data contained in this publication is Quality Compass® All Plans 2014. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.
[8] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Health Plan Domain

Composites, Measures, & Ratings	2015 Summary Rate (SR)	2014 Trend Comparisons		2015 PPO SPH Analytics Benchmark Comparisons			2014 PPO Quality Compass® All Plans Benchmark Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Plan (Q42)	55.6%	57.6%		64.8%	10th	↓	60.3%	25th	
9-10 Rating of Health Plan (Q42)	23.8%	25.9%		39.4%	<10th	↓	36.0%	<10th	↓
Getting Needed Care	84.3%	85.2%		88.4%	<10th		88.3%	<10th	
Customer Service	90.1%***	82.9%		86.7%	92nd		86.1%	85th	
Claims Processing	89.5%	87.9%		88.6%	56th		88.3%	57th	
Plan Information on Costs	53.0%	49.4%		60.3%	<10th		59.7%	10th	
Providing Needed Information (Q29)	74.1%	67.9%		64.7%	94th	↑	65.0%	96th	↑
Ease of Filling Out Forms (Q38)	95.7%	95.5%		94.8%	75th		95.2%	58th	

* Indicates where your plan's Summary Rate ranks when compared to all other plans in the benchmark.
** Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

Health Care Domain

Composites, Measures, & Ratings	2015 Summary Rate (SR)	2014 Trend Comparisons		2015 PPO SPH Analytics Benchmark Comparisons			2014 PPO Quality Compass® All Plans Benchmark Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	77.6%	68.9%	↑	78.4%	38th		76.5%	55th	
9-10 Rating of Health Care (Q13)	45.7%	41.8%		50.3%	23rd		49.0%	29th	
Getting Care Quickly	84.1%	83.1%		86.2%	14th		86.9%	14th	
How Well Doctors Communicate	95.1%	94.8%		95.7%	28th		95.3%	42nd	
Shared Decision Making	83.1%	NA		82.1%	61st		NA	NA	
Health Promotion and Education (Q8)	69.3%	71.8%		73.9%	10th		74.6%	<10th	
Coordination of Care (Q22)	80.5%	77.0%		80.8%	43rd		79.5%	54th	
8-10 Rating of Personal Doctor (Q23)	84.4%	79.6%		84.8%	37th		84.6%	44th	
9-10 Rating of Personal Doctor (Q23)	61.2%	57.4%		65.9%	<10th		65.7%	20th	
8-10 Rating of Specialist (Q27)	76.2%	77.9%		85.1%	<10th	↓	83.8%	<10th	↓
9-10 Rating of Specialist (Q27)	59.5%	53.7%		66.0%	<10th		65.4%	18th	

* Indicates where your plan's Summary Rate ranks when compared to all other plans in the benchmark.
** Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.

Effectiveness of Care Measures[9]

Measures	2015 Summary Rate (SR)	2014 Trend Comparisons		2015 PPO SPH Analytics Benchmark Comparisons			2014 PPO Quality Compass® All Plans Benchmark Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
Flu Vaccinations (Adults 18-64)	61.0%	60.4%		50.3%	92nd	↑	NA	NA	
Advising Smokers and Tobacco Users to Quit	50.0%***	64.3%		71.6%	<10th		NA	NA	
Discussing Cessation Medications	37.5%***	42.9%		46.6%	15th		NA	NA	
Discussing Cessation Strategies	31.3%***	42.9%		40.7%	<10th		NA	NA	
Aspirin Use	42.0%***	51.9%		41.5%	55th		NA	NA	
Discussing Aspirin Risks and Benefits	39.2%	41.5%		46.9%	<10th	↓	NA	NA	

* Indicates where your plan's Summary Rate ranks when compared to all other plans in the benchmark.
** Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

[9] The Summary Rates for Effectiveness of Care Measures (with the exception of the *Flu Vaccinations (Adults 18-64)* measure) are calculated on a two-year rolling average due to anticipated small denominators. Please note that Quality Compass® All Plans benchmarking is not available for the Effectiveness of Care measures.

Key Driver and Opportunity Analyses

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the *Key Drivers of Satisfaction*.

Multiple linear regression analyses were run on the 2015 PPO SPH Analytics Commercial Adult Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q42), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark in the tables below. Depending on how these composite scores rank they are placed into one of the three following action categories:

Plan Strength (Market & Maintain): *A Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark.

Plan Opportunity (Investigate & Improve): *A Key Driver of Satisfaction,* but Summary Rates are below the 50th percentile when compared to the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark.

Area to Monitor: A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark. These Key Drivers could become strengths or opportunities depending on the plan's success in these areas.

Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q42), with "0" representing worst and "10" representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an "8," "9," or "10." Members' ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

The following composites have been identified as Key Drivers of health plan rating based on the regression analysis:

Key Drivers of Health Plan Rating	Beta Coefficient (β)[10]	Percentile Ranking	Opportunity Analysis
Claims Processing	1.093	56th	Monitor
Customer Service	0.783	92nd	Strength
Getting Needed Care	0.449	<10th	Opportunity

[10] Numbers shown are beta coefficients. See "Regression Analysis" in *Technical Notes* for more information.

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q13) gives members an opportunity to rate all of the health care they have received in the last twelve months. This rating provides feedback to health plans to help improve their members' quality of care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Health Care Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.708	<10th	Opportunity
How Well Doctors Communicate	0.681	28th	Opportunity
Customer Service	0.314	92nd	Strength

Additionally, *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

Rating of Personal Doctor Opportunity Analysis

Question 23 gives members an opportunity to rate their personal doctor. A high rating indicates members rate their personal doctors positively. A positive relationship between personal doctor and patient is an important part of health care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Personal Doctor Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	1.875	28th	Opportunity
Coordination of Care	0.326	43rd	Opportunity

Additionally, *Rating of Personal Doctor* is highly correlated with the *Rating of Health Care*.

Accreditation for 2015 Scoring

NCQA requires health plans seeking accreditation to submit specified HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. NCQA determines the CAHPS® 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS® measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the data are not significant by region. The *Rating of Health Plan* survey item receives double the points of other CAHPS® measures.

To receive points toward accreditation scoring, measures submitted by the organization must receive a *Reportable* (*R*) rate from an NCQA-Certified HEDIS® Compliance auditor. If the audited rate for a measure has a denominator that is too small to report a valid rate (*NA*) or if the organization did not offer the health benefit required by the measure (*NB*), then the points for that measure are redistributed among the remaining required measures.

NCQA provides an accreditation status for each health plan entity reviewed.[11] Accreditation status is valid for a maximum of 36 months from the date of the final results for the First and Renewal Evaluation options and is subject to revision resulting from annual reevaluation of HEDIS®/CAHPS® results (if applicable). Conversely, an interim evaluation status is valid for a maximum of eighteen months.

The table below shows the results for your plan. The second column represents the approximate percentile threshold your plan achieved when compared to the benchmark. The third and fourth column show the point distribution.[12]

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year	
		2015	2013 and 2014
Getting Needed Care	<25th	0.325	0.289
Getting Care Quickly	<25th	0.325	0.289
How Well Doctors Communicate	90th		1.444
Customer Service	NA	-	-
Claims Processing	<25th	0.325	0.289
Rating of Health Care (Q13)	25th	0.650	0.578
Rating of Personal Doctor (Q23)	50th	1.105	0.982
Rating of Specialist (Q27)	25th	0.650	0.578
Rating of Health Plan (Q42)	<25th	0.650	0.578
Approximate Points Earned (Out of possible 13.000 in 2013, 2014, and 2015)		**4.030**	**5.027**

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

[11] Please note that health plan accreditation status provided by NCQA depends on the Evaluation Option that the plan has selected. For more information, please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2015) document.

[12] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

NCQA initially planned to discontinue the sampling variation adjustment for all organizations in 2011 in an attempt to raise the bar for health plans and drive further improvement. Upon recognizing the disruption this change would have in one year, they instead decided to phase out the scoring adjustment over a five-year period – 20 percent per year, from 2011 through 2015.

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.

NCQA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the hundredth and do not represent the final threshold used to determine the distribution of points for accreditation. Therefore, plan percentile thresholds, as well as points earned, are approximations only.

2. Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. UMP CDHP chose a mixed (mail, phone, and Internet) survey administration methodology.

Response Rate

The required sample size is 1,100 in accordance with NCQA protocol for adult commercial plans, although plans may choose to over-sample or augment[13] their sample if desired. Your plan's sample size is 1,100. SPH Analytics collected 300 valid surveys (129 Mail, 119 Telephone, and 52 Internet) from the eligible member population.[14] After adjusting for ineligible members, your survey response rate is 28.0%. The overall NCQA target number of valid surveys is 411.

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The table on the following page shows the total number of members in the sample that fell into each of the various disposition categories. A disposition category is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, M21=mail, did not meet eligibility criteria; T22=phone, language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

[13] Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.
[14] Please note that the CAHPS® survey is eligible to be conducted from January through May 2015.

Disposition Group	Disposition Category	N
Ineligible	Deceased (M20/T20)	0
	Does not meet eligibility criteria (M21/T21)	23
	Language barrier (M22/T22)	2
	Mentally/physically incapacitated (M24/T24)	2
	Total Ineligible	**27**
Non-response	Bad address/phone (M23/T23)	27
	Refusal (M32/T32)	39
	Maximum attempts made (M33/T33)	707
	Total Non-response	**773**

Ineligible members are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible members}} = \text{Response Rate}$$

Using the final figures from your Commercial Adult Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{129\ (\text{Mail}) + 119\ (\text{Phone}) + 52\ (\text{Internet})}{1{,}100\ (\text{Sample}) - 27\ (\text{Ineligible})} = \frac{300}{1{,}073} = 28.0\%$$

Please refer to the *Technical Notes* for the protocol used to calculate the response rate and administer the survey.

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

Pages 2A – 2B show the percentages of respondents by demographic category (Health Status, Mental/Emotional Health Status, Age, Gender, Education, Ethnicity, and Race) from your current survey (displayed in blue), compared to trend data (displayed in yellow, if applicable), the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark (displayed in orange), and the 2014 PPO Commercial Adult Public Report[15] benchmark (displayed in green, where applicable). The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.

Through years of experience and analysis of our books of business, SPH Analytics has observed that the demographics of a response group may have an effect on overall satisfaction results. For example, higher satisfaction ratings are usually given by members who are older and report better health status. In contrast, members who are more educated tend to give lower ratings of overall satisfaction. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analyses – Section 5*.

Page 2C shows a segmentation of the *Rating of Health Plan* (Q42) results by demographic categories. Across the top of the table are scores "0-3," "4-7," "8-10," and "9-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either "0 to 3," "4 to 7," "8 to 10," or "9 to 10."

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be "Of the respondents with a high school education or less, 10% rated their plan '0 to 3;' 30% rated their plan '4 to 7;' 60% rated their plan '8 to 10,' and 40% rated their plan '9 to 10.'"

Segment	Rated Plan "0-3"	Rated Plan "4-7"	Rated Plan "8-10"	Rated Plan "9-10"
High School Graduate or less	10%	30%	60%	40%

Charts 2A – 2C

[15] The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The 2014 Public Report benchmark consists of 185 Commercial Adult Survey results, which were submitted to NCQA in 2014. Please note that any analyses, interpretations, or conclusions based upon the Public Report benchmark are solely that of the author (SPH Analytics) and NCQA specifically disclaims responsibility for any such analyses, interpretations, or conclusions. Quality Compass® 2014 is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass® is a registered trademark of NCQA.

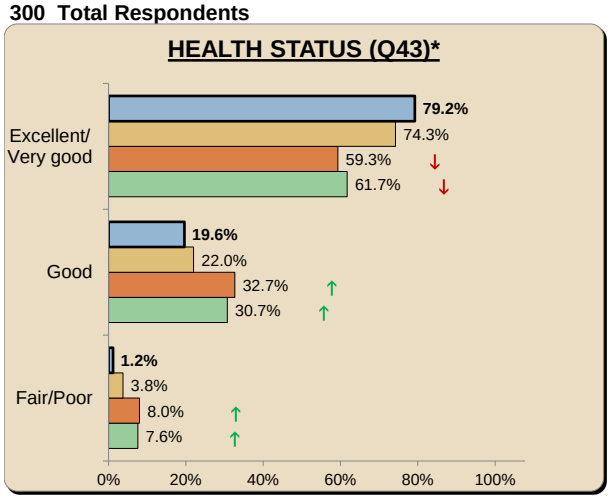
Profile of Survey Respondents

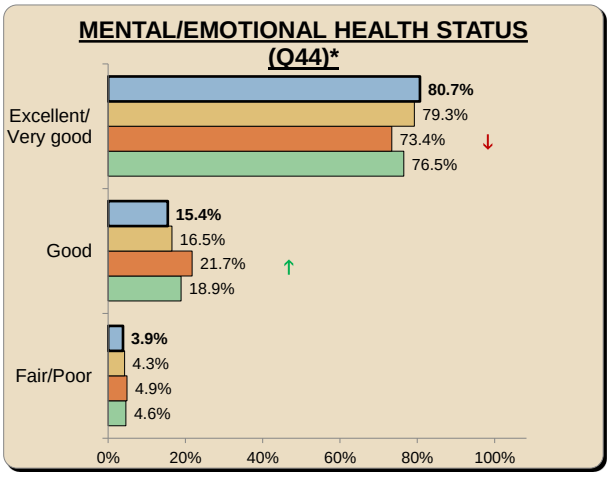
UMP CDHP

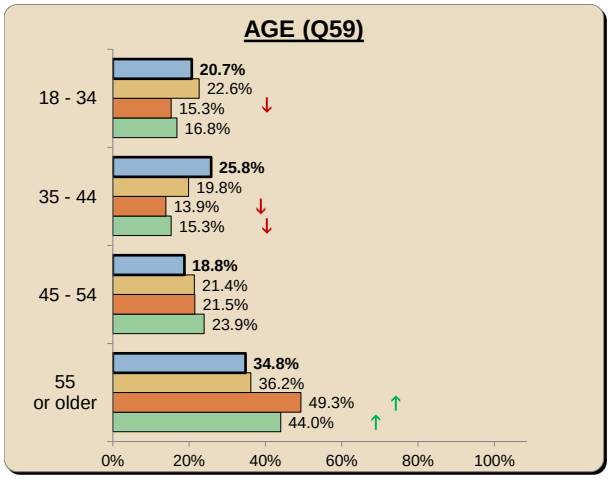
Survey Demographics

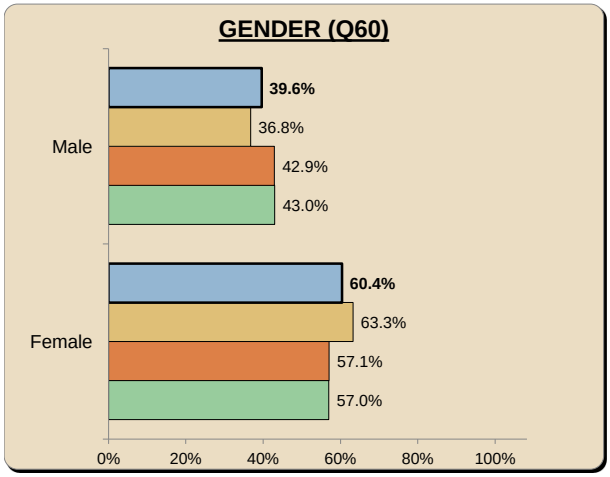
Commercial Adult CAHPS®

300 Total Respondents



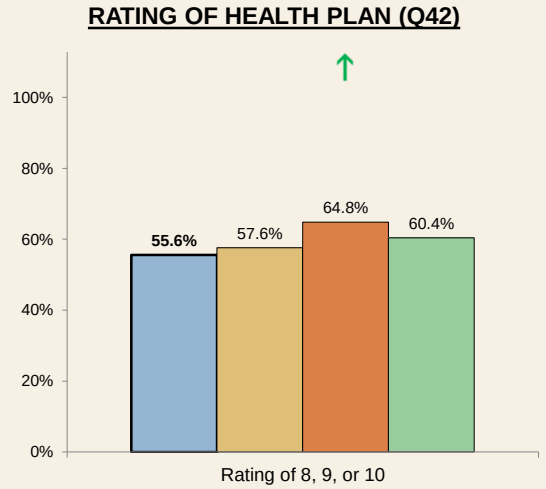






Research on CAHPS® survey results indicates that…

- *Respondents reporting better health statuses* tend to give higher ratings of health plan
- *Older respondents* tend to give higher ratings of health plan
- *Respondents with less education* tend to give higher ratings of health plan



KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 PPO SPH Analytics Benchmark	2014 PPO Public Report Benchmark

* Health Status and Mental/Emotional Health Status are defined by the member.

Note 1: The 2015 SPH Analytics Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

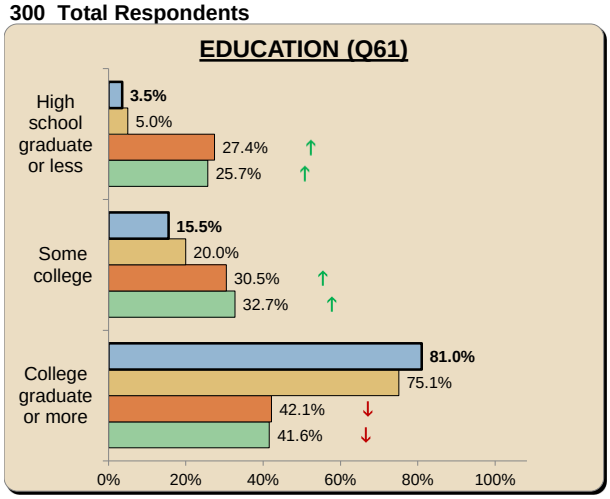
Profile of Survey Respondents

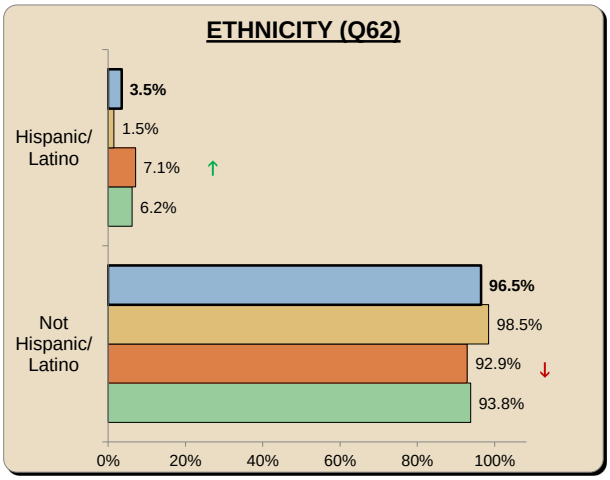
UMP CDHP

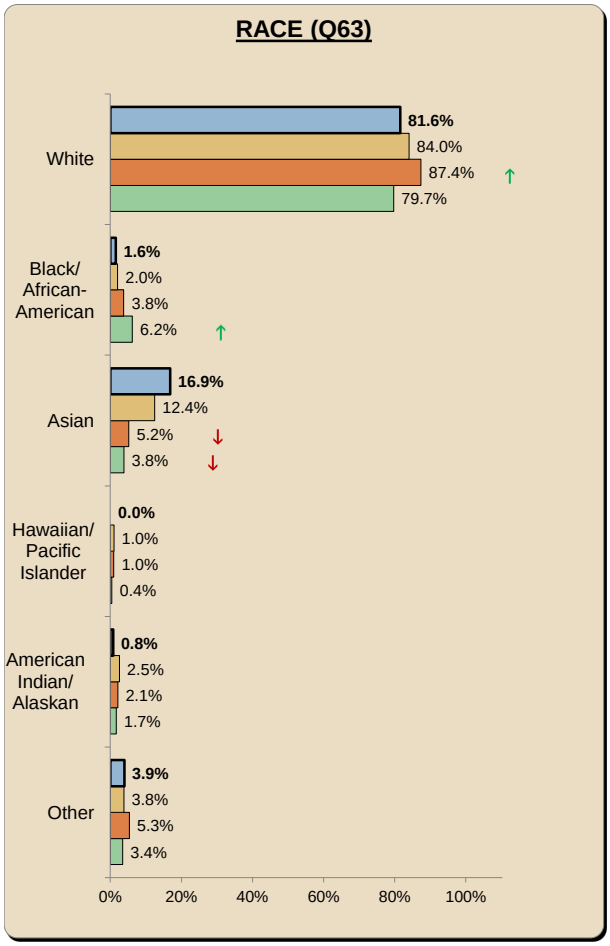
Survey Demographics (Continued)

Commercial Adult CAHPS®

300 Total Respondents

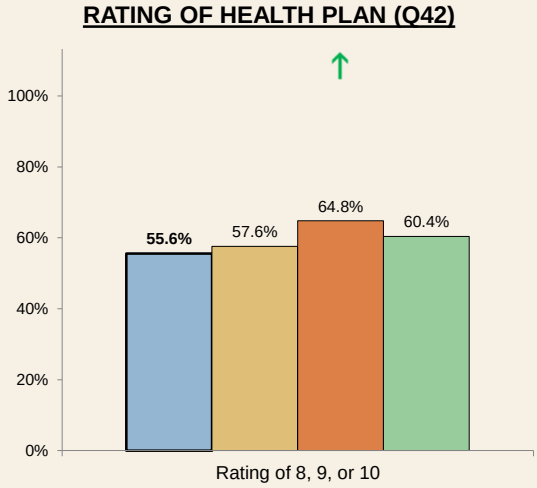






Research on CAHPS® survey results indicates that…

- *Respondents reporting better health statuses* tend to give higher ratings of health plan
- *Older respondents* tend to give higher ratings of health plan
- *Respondents with less education* tend to give higher ratings of health plan



KEY:	Your Plan's 2015 Rate	Your Plan's 2014 Rate	2015 PPO SPH Analytics Benchmark	2014 PPO Public Report Benchmark

Note 1: The 2015 SPH Analytics Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Segmentation Analysis

UMP CDHP

Rating of Health Plan (Q42) by Respondent Demographics

Commercial Adult CAHPS®

300 Total Respondents

Survey Item		Rating of Health Plan (Q42)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
HEALTH STATUS (Q43)**	Excellent/Very good	4	2.0%	86	42.2%	114	55.9%	49	24.0%
	Good	1	2.0%	20	39.2%	30	58.8%	12	23.5%
	Fair/Poor	0	0.0%	2	66.7%	1	33.3%	1	33.3%
MENTAL/EMOTIONAL HEALTH STATUS (Q44)**	Excellent/Very good	5	2.4%	84	40.6%	118	57.0%	53	25.6%
	Good	0	0.0%	19	47.5%	21	52.5%	9	22.5%
	Fair/Poor	0	0.0%	6	60.0%	4	40.0%	0	0.0%
AGE (Q59)	18 - 34	2	3.8%	25	48.1%	25	48.1%	9	17.3%
	35 - 44	2	3.1%	33	50.8%	30	46.2%	11	16.9%
	45 - 54	0	0.0%	16	33.3%	32	66.7%	18	37.5%
	55 or older	1	1.1%	34	38.2%	54	60.7%	24	27.0%
GENDER (Q60)	Male	0	0.0%	47	46.1%	55	53.9%	29	28.4%
	Female	5	3.2%	63	40.4%	88	56.4%	33	21.2%
EDUCATION (Q61)	High school graduate or less	0	0.0%	5	55.6%	4	44.4%	2	22.2%
	Some college or more	5	2.0%	104	42.1%	138	55.9%	59	23.9%
ETHNICITY (Q62)	Hispanic/Latino	0	0.0%	1	11.1%	8	88.9%	4	44.4%
	Not Hispanic/Latino	5	2.0%	108	43.7%	134	54.3%	58	23.5%
RACE (Q63)	White	5	2.4%	91	44.0%	111	53.6%	49	23.7%
	Black/African American	0	0.0%	1	25.0%	3	75.0%	2	50.0%
	Other***	1	1.9%	21	40.4%	30	57.7%	11	21.2%
DATA COLLECTION MODE	Mail	3	2.3%	49	38.3%	76	59.4%	42	32.8%
	Phone	1	1.2%	40	48.8%	41	50.0%	13	15.9%
	Internet	1	2.0%	22	43.1%	28	54.9%	7	13.7%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.
** Health Status and Mental/Emotional Health Status are defined by the member.
*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q63.

3. Trend and Benchmark Comparisons

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Page 3A — Summary of Trend and Benchmark Comparisons
Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable) and scores from the 2015 PPO SPH Analytics Commercial Adult Book of Business, 2014 PPO Commercial Adult Public Report, and 2014 PPO Commercial Adult Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Page 3B — 2015 PPO SPH Analytics Commercial Adult Book of Business Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2015 PPO SPH Analytics Commercial Adult Book of Business benchmark. This benchmark contains data from 25 plan-specific commercial adult samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2015. Your plan's percentile ranking is shown beside each score.

Page 3C — 2014 PPO Commercial Adult Public Report Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2014 PPO Commercial Adult Public Report benchmark. This benchmark contains data from 185 plan-specific commercial adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.

Page 3D — 2014 PPO Commercial Adult Quality Compass® All Plans Mean and Percentiles
Shows your health plan's composite and key question Summary Rates alongside the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2014 PPO Commercial Adult Quality Compass® All Plans benchmark. This benchmark includes approximately 196 samples of commercial adult plans that submitted to NCQA. Your plan's approximate percentile ranking[16] in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

[16] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

A brief description of each benchmark, as well as its pros and cons are shown in the table below.

Benchmark	Definition	# of Plans	Pros	Cons
2014 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of commercial, PPO, adult samples that submitted data to NCQA in 2014 and allowed their data to be publicly reported.	185	* Provides the most up-to-date benchmark reflecting the 2015 survey results[17] * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than All Plans benchmark * Does not contain benchmarking for some Effectiveness of Care measures
2014 Quality Compass® All Plans Report	Includes all commercial, PPO, adult samples that submitted data to NCQA in 2014.	196	* Contains more plans than Public Report * Is presented in NCQA's *The State of Health Care Quality*	* Only contains benchmarks for certain key questions, composites, and rating questions * Does not contain benchmarking for Effectiveness of Care measures
2014 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from commercial PPO adult data collected by NCQA in 2014.	196	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions * Does not contain benchmarking for Effectiveness of Care measures
2015 SPH Analytics Book of Business	Includes all the commercial adult samples (PPO) that contracted with SPH Analytics to administer the 2015 CAHPS 5.0H survey and submitted data to NCQA.	25	* Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Public Report[18] and the Quality Compass® All Plans benchmarks

Please refer to the *Technical Notes* for additional information regarding these benchmarks.

Charts 3A – 3D

[17] The 2015 Quality Compass® will be available in late Summer of 2015.
[18] Historically the SPH Analytics Book of Business benchmark has varied by less than 1% from the Public Report benchmark.

Summary of Trend and Benchmark Comparisons

UMP CDHP

Composites, Attributes, Key Questions, and Ratings of Member Satisfaction

Commercial Adult CAHPS®

300 Total Respondents

Composites, Attributes, and Key Questions	2015 Valid n and Summary Rate*		2014 Summary Rate*	2013 Summary Rate*	2015 SPH Analytics Book of Business (PPO)**	2014 Public Report (PPO)**	2014 Quality Compass® All Plans (PPO)**
Getting Needed Care		**84.3%**	**85.2%**	**88.6%**	**88.4%**	**88.3%**	**88.3%**
Q14. Ease of getting care, tests, or treatment needed	**228**	**88.2%**	88.8%	93.8%	90.9%	91.7%	91.6%
Q25. Obtained appointment with specialist as soon as needed	**133**	**80.5%**	81.6%	83.5%	85.8%	84.9%	84.9%
Getting Care Quickly		**84.1%**	**83.1%**	**88.7%**	**86.2%**	**86.9%**	**86.9%**
Q4. Obtained needed care right away	**82**	**85.4%**	86.8%	90.7%	88.9%	89.4%	89.4%
Q6. Obtained appointment for care as soon as needed	**209**	**82.8%**	79.5%	86.7%	83.5%	84.6%	84.5%
How Well Doctors Communicate		**95.1%**	**94.8%**	**96.0%**	**95.7%**	**95.3%**	**95.3%**
Q17. Doctors explained things in an understandable way	**195**	**96.9%**	96.8%	97.4%	97.0%	96.4%	96.4%
Q18. Doctors listened carefully to you	**195**	**94.9%**	94.2%	96.6%	95.4%	95.1%	95.1%
Q19. Doctors showed respect for what you had to say	**192**	**96.4%**	96.4%	97.0%	96.7%	96.3%	96.3%
Q20. Doctors spent enough time with you	**193**	**92.2%**	91.7%	92.9%	93.6%	93.3%	93.3%
Customer Service		**90.1%**	**82.9%**	**90.5%**	**86.7%**	**85.7%**	**86.1%**
Q35. Getting information/help from customer service	**76**	**81.6%**	72.4%	86.0%	79.8%	77.6%	78.2%
Q36. Treated with courtesy and respect by customer service staff	**77**	**98.7%**	93.3%	95.0%	93.6%	93.7%	94.0%
Claims Processing		**89.5%**	**87.9%**	**88.6%**	**88.6%**	**88.2%**	**88.3%**
Q40. Claims handled quickly	**148**	**87.2%**	83.4%	85.0%	87.0%	86.6%	86.7%
Q41. Claims handled correctly	**148**	**91.9%**	92.3%	92.3%	90.1%	89.9%	90.0%
Shared Decision Making		**83.1%**	**Not Trendable**		**82.1%**	**Not Available**	
Q10. Doctor/health provider talked about reasons you might want to take a medicine	**115**	**95.7%**			94.3%		
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	**114**	**78.1%**			74.4%		
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	**114**	**75.4%**	68.0%	73.1%	77.7%	73.9%	74.1%
Plan Information on Costs		**53.0%**	**49.4%**	**51.4%**	**60.3%**	**59.7%**	**59.7%**
Q31. Able to find out from health plan cost of health care service or equipment	**166**	**56.6%**	53.7%	57.1%	59.3%	57.6%	57.8%
Q33. Able to find out from health plan cost of prescription medicines	**146**	**49.3%**	45.2%	45.7%	61.2%	62.4%	62.2%
Health Promotion and Education (Q8)	**231**	**69.3%**	**71.8%**	**74.8%**	**73.9%**	**74.8%**	**74.6%**
Coordination of Care (Q22)	**123**	**80.5%**	**77.0%**	**70.1%**	**80.8%**	**79.7%**	**79.5%**
Providing Needed Information (Q29)	**147**	**74.1%**	**67.9%**	**77.0%**	**64.7%**	**65.1%**	**65.0%**
Ease of Filling Out Forms (Q38)	**255**	**95.7%**	**95.5%**	**94.9%**	**94.8%**	**95.2%**	**95.2%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**232**	**77.6%**	**68.9%**	**70.6%**	**78.4%**	**76.6%**	**76.5%**
Rating of Personal Doctor (Q23)	**224**	**84.4%**	**79.6%**	**78.9%**	**84.8%**	**84.6%**	**84.6%**
Rating of Specialist (Q27)	**126**	**76.2%**	**77.9%**	**78.2%**	**85.1%**	**83.9%**	**83.8%**
Rating of Health Plan (Q42)	**261**	**55.6%**	**57.6%**	**51.1%**	**64.8%**	**60.4%**	**60.3%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**232**	**45.7%**	**41.8%**	**39.3%**	**50.3%**	**49.2%**	**49.0%**
Rating of Personal Doctor (Q23)	**224**	**61.2%**	**57.4%**	**55.2%**	**65.9%**	**65.9%**	**65.7%**
Rating of Specialist (Q27)	**126**	**59.5%**	**53.7%**	**48.6%**	**66.0%**	**65.6%**	**65.4%**
Rating of Health Plan (Q42)	**261**	**23.8%**	**25.9%**	**17.3%**	**39.4%**	**36.2%**	**36.0%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**254**	**61.0%**	**60.4%**	**Not Trendable**	**50.3%**	**Not Available**	**Not Available**
Advising Smokers and Tobacco Users to Quit	**16**	**50.0%**	**64.3%**	**75.0%**	**71.6%**	**73.6%**	
Discussing Cessation Medications	**16**	**37.5%**	**42.9%**	**50.0%**	**46.6%**	**47.4%**	
Discussing Cessation Strategies	**16**	**31.3%**	**42.9%**	**50.0%**	**40.7%**	**41.3%**	
Aspirin Use	**50**	**42.0%**	**51.9%**	**47.9%**	**41.5%**	**Not Available**	
Discussing Aspirin Risks and Benefits	**240**	**39.2%**	**41.5%**	**42.6%**	**46.9%**		

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Plan Information on Costs, Q31, Q33, and Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) are calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** The 2015 SPH Analytics Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014. The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the PPO commercial adult plans that submitted to NCQA in 2014 (196 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Benchmark Comparisons

UMP CDHP

2015 SPH Analytics Book of Business (PPO) Mean and Percentiles

Commercial Adult CAHPS®

300 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2015 SPH Analytics (PPO) Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**84.3%**	**<10th**	**88.4%**	**86.7%**	**89.2%**	**90.4%**	**92.0%**
Q14. Ease of getting care, tests, or treatment needed	88.2%	16th	90.9%	90.4%	91.8%	93.0%	93.8%
Q25. Obtained appointment with specialist as soon as needed	80.5%	<10th	85.8%	84.3%	86.0%	88.6%	90.0%
Getting Care Quickly	**84.1%**	**14th**	**86.2%**	**84.6%**	**86.3%**	**87.9%**	**90.0%**
Q4. Obtained needed care right away	85.4%	10th	88.9%	86.7%	88.9%	90.7%	93.2%
Q6. Obtained appointment for care as soon as needed	82.8%	38th	83.5%	81.5%	84.6%	86.2%	88.2%
How Well Doctors Communicate	**95.1%**	**28th**	**95.7%**	**94.9%**	**95.5%**	**96.3%**	**97.2%**
Q17. Doctors explained things in an understandable way	96.9%	58th	97.0%	96.1%	96.8%	97.7%	98.1%
Q18. Doctors listened carefully to you	94.9%	32nd	95.4%	94.5%	95.6%	96.5%	97.5%
Q19. Doctors showed respect for what you had to say	96.4%	39th	96.7%	95.8%	96.6%	97.8%	98.1%
Q20. Doctors spent enough time with you	92.2%	20th	93.6%	92.4%	93.5%	95.0%	96.5%
Customer Service	**90.1%**	**92nd**	**86.7%**	**86.0%**	**87.9%**	**89.6%**	**90.0%**
Q35. Getting information/help from customer service	81.6%	56th	79.8%	76.7%	81.1%	84.3%	85.3%
Q36. Treated with courtesy and respect by customer service staff	98.7%	96th	93.6%	92.7%	94.5%	95.6%	97.4%
Claims Processing	**89.5%**	**56th**	**88.6%**	**85.9%**	**89.3%**	**91.6%**	**92.4%**
Q40. Claims handled quickly	87.2%	52nd	87.0%	85.9%	87.0%	90.1%	91.6%
Q41. Claims handled correctly	91.9%	54th	90.1%	87.0%	91.6%	93.1%	94.1%
Shared Decision Making	**83.1%**	**61st**	**82.1%**	**80.7%**	**82.3%**	**84.3%**	**85.3%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	95.7%	68th	94.3%	92.5%	94.5%	95.9%	97.2%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	78.1%	79th	74.4%	71.7%	74.2%	76.6%	79.1%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75.4%	29th	77.7%	75.0%	77.7%	80.9%	83.6%
Plan Information on Costs	**53.0%**	**<10th**	**60.3%**	**56.3%**	**60.2%**	**63.8%**	**68.3%**
Q31. Able to find out from health plan cost of health care service or equipment	56.6%	30th	59.3%	54.3%	61.0%	63.8%	65.3%
Q33. Able to find out from health plan cost of prescription medicines	49.3%	<10th	61.2%	57.8%	59.8%	65.5%	71.8%
Health Promotion and Education (Q8)	**69.3%**	**10th**	**73.9%**	**70.8%**	**73.9%**	**75.9%**	**79.3%**
Coordination of Care (Q22)	**80.5%**	**43rd**	**80.8%**	**78.1%**	**81.4%**	**83.2%**	**85.3%**
Providing Needed Information (Q29)	**74.1%**	**94th**	**64.7%**	**62.3%**	**65.0%**	**68.2%**	**71.7%**
Ease of Filling Out Forms (Q38)	**95.7%**	**75th**	**94.8%**	**93.8%**	**94.9%**	**95.7%**	**96.6%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**77.6%**	**38th**	**78.4%**	**75.9%**	**79.9%**	**81.1%**	**83.5%**
Rating of Personal Doctor (Q23)	**84.4%**	**37th**	**84.8%**	**82.4%**	**85.5%**	**86.4%**	**87.2%**
Rating of Specialist (Q27)	**76.2%**	**<10th**	**85.1%**	**82.9%**	**84.5%**	**86.9%**	**89.3%**
Rating of Health Plan (Q42)	**55.6%**	**10th**	**64.8%**	**60.9%**	**63.4%**	**70.1%**	**73.9%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**45.7%**	**23rd**	**50.3%**	**46.1%**	**49.5%**	**55.7%**	**59.0%**
Rating of Personal Doctor (Q23)	**61.2%**	**<10th**	**65.9%**	**63.2%**	**65.0%**	**69.0%**	**72.3%**
Rating of Specialist (Q27)	**59.5%**	**<10th**	**66.0%**	**63.0%**	**64.9%**	**69.2%**	**72.0%**
Rating of Health Plan (Q42)	**23.8%**	**<10th**	**39.4%**	**33.6%**	**38.9%**	**46.3%**	**48.3%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**61.0%**	**92nd**	**50.3%**	**43.2%**	**50.1%**	**55.6%**	**59.8%**
Advising Smokers and Tobacco Users to Quit	**50.0%**	**<10th**	**71.6%**	**65.6%**	**66.7%**	**78.9%**	**84.5%**
Discussing Cessation Medications	**37.5%**	**15th**	**46.6%**	**40.1%**	**45.2%**	**52.6%**	**62.1%**
Discussing Cessation Strategies	**31.3%**	**<10th**	**40.7%**	**33.9%**	**38.4%**	**45.8%**	**54.3%**
Aspirin Use	**42.0%**	**55th**	**41.5%**	**35.3%**	**40.3%**	**46.3%**	**51.8%**
Discussing Aspirin Risks and Benefits	**39.2%**	**<10th**	**46.9%**	**43.0%**	**47.1%**	**50.3%**	**53.7%**

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Plan Information on Costs, Q31, Q33, and Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) are calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other commercial adult PPO plans that submitted data to NCQA through SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2015 SPH Analytics Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.

Benchmark Comparisons

2014 Public Report (PPO) Mean and Percentiles

UMP CDHP

Commercial Adult CAHPS®

300 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Public Report (PPO) Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**84.3%**	**<10th**	**88.3%**	**86.5%**	**88.6%**	**90.1%**	**91.4%**
Q14. Ease of getting care, tests, or treatment needed	88.2%	10th	91.7%	90.2%	92.2%	93.4%	94.9%
Q25. Obtained appointment with specialist as soon as needed	80.5%	12th	84.9%	82.3%	85.1%	87.9%	89.2%
Getting Care Quickly	**84.1%**	**12th**	**86.9%**	**85.0%**	**87.1%**	**88.8%**	**90.0%**
Q4. Obtained needed care right away	85.4%	<10th	89.4%	87.3%	89.0%	91.6%	93.4%
Q6. Obtained appointment for care as soon as needed	82.8%	26th	84.6%	82.7%	84.8%	86.8%	88.3%
How Well Doctors Communicate	**95.1%**	**42nd**	**95.3%**	**94.4%**	**95.4%**	**96.3%**	**96.8%**
Q17. Doctors explained things in an understandable way	96.9%	58th	96.4%	95.4%	96.6%	97.4%	98.1%
Q18. Doctors listened carefully to you	94.9%	44th	95.1%	94.0%	95.2%	96.3%	97.1%
Q19. Doctors showed respect for what you had to say	96.4%	46th	96.3%	95.5%	96.4%	97.3%	97.9%
Q20. Doctors spent enough time with you	92.2%	27th	93.3%	92.1%	93.3%	94.8%	95.7%
Customer Service	**90.1%**	**88th**	**85.7%**	**83.7%**	**85.3%**	**88.1%**	**90.2%**
Q35. Getting information/help from customer service	81.6%	79th	77.6%	74.3%	77.7%	80.9%	84.1%
Q36. Treated with courtesy and respect by customer service staff	98.7%	99th	93.7%	92.1%	94.0%	95.9%	96.5%
Claims Processing	**89.5%**	**59th**	**88.2%**	**86.3%**	**88.7%**	**90.8%**	**92.6%**
Q40. Claims handled quickly	87.2%	51st	86.6%	84.0%	87.0%	89.6%	91.3%
Q41. Claims handled correctly	91.9%	69th	89.9%	87.7%	90.3%	92.4%	94.5%
Shared Decision Making	**83.1%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want to take a medicine	95.7%						
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	78.1%						
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75.4%	63rd	73.9%	71.0%	73.6%	77.0%	79.8%
Plan Information on Costs	**53.0%**	**<10th**	**59.7%**	**57.2%**	**59.9%**	**62.7%**	**65.5%**
Q31. Able to find out from health plan cost of health care service or equipment	56.6%	37th	57.6%	53.3%	58.6%	61.9%	65.4%
Q33. Able to find out from health plan cost of prescription medicines	49.3%	<10th	62.4%	59.2%	62.7%	65.9%	69.5%
Health Promotion and Education (Q8)	**69.3%**	**<10th**	**74.8%**	**71.9%**	**75.5%**	**77.5%**	**79.8%**
Coordination of Care (Q22)	**80.5%**	**52nd**	**79.7%**	**76.9%**	**80.0%**	**83.0%**	**84.9%**
Providing Needed Information (Q29)	**74.1%**	**96th**	**65.1%**	**62.6%**	**65.5%**	**68.3%**	**70.8%**
Ease of Filling Out Forms (Q38)	**95.7%**	**57th**	**95.2%**	**94.4%**	**95.5%**	**96.2%**	**96.8%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**77.6%**	**55th**	**76.6%**	**73.9%**	**77.3%**	**79.8%**	**81.5%**
Rating of Personal Doctor (Q23)	**84.4%**	**45th**	**84.6%**	**82.4%**	**84.7%**	**87.0%**	**88.8%**
Rating of Specialist (Q27)	**76.2%**	**<10th**	**83.9%**	**81.6%**	**83.9%**	**86.0%**	**89.0%**
Rating of Health Plan (Q42)	**55.6%**	**23rd**	**60.4%**	**55.9%**	**60.0%**	**65.7%**	**69.6%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**45.7%**	**26th**	**49.2%**	**45.4%**	**49.0%**	**53.1%**	**56.8%**
Rating of Personal Doctor (Q23)	**61.2%**	**18th**	**65.9%**	**61.9%**	**65.8%**	**69.0%**	**72.2%**
Rating of Specialist (Q27)	**59.5%**	**17th**	**65.6%**	**60.8%**	**65.2%**	**68.4%**	**74.0%**
Rating of Health Plan (Q42)	**23.8%**	**<10th**	**36.2%**	**30.2%**	**35.1%**	**41.0%**	**45.9%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**61.0%**	**NA**	**Not Available**				
Advising Smokers and Tobacco Users to Quit	**50.0%**	**<10th**	**73.6%**	**68.6%**	**73.9%**	**79.7%**	**84.3%**
Discussing Cessation Medications	**37.5%**	**20th**	**47.4%**	**39.3%**	**47.6%**	**54.4%**	**60.7%**
Discussing Cessation Strategies	**31.3%**	**15th**	**41.3%**	**34.9%**	**41.0%**	**48.3%**	**54.3%**
Aspirin Use	**42.0%**	**NA**	**Not Available**				
Discussing Aspirin Risks and Benefits	**39.2%**						

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Plan Information on Costs, Q31, Q33, and Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) are calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other commercial adult PPO plans that publicly reported their Summary Rates as is shown in the 2014 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

Benchmark Comparisons

UMP CDHP

2014 Quality Compass® All Plans (PPO) Mean and Percentiles

Commercial Adult CAHPS®

300 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 Quality Compass® All Plans (PPO) Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**84.3%**	**<10th**	**88.3%**	**86.4%**	**88.5%**	**90.1%**	**91.4%**
Q14. Ease of getting care, tests, or treatment needed	88.2%	10th	91.6%	90.1%	92.2%	93.5%	94.9%
Q25. Obtained appointment with specialist as soon as needed	80.5%	13th	84.9%	82.1%	84.9%	87.9%	89.2%
Getting Care Quickly	**84.1%**	**14th**	**86.9%**	**84.8%**	**87.0%**	**88.8%**	**90.1%**
Q4. Obtained needed care right away	85.4%	<10th	89.4%	87.3%	89.0%	91.6%	93.4%
Q6. Obtained appointment for care as soon as needed	82.8%	28th	84.5%	82.6%	84.7%	86.8%	88.4%
How Well Doctors Communicate	**95.1%**	**42nd**	**95.3%**	**94.4%**	**95.4%**	**96.3%**	**96.8%**
Q17. Doctors explained things in an understandable way	96.9%	58th	96.4%	95.4%	96.6%	97.4%	98.1%
Q18. Doctors listened carefully to you	94.9%	45th	95.1%	94.0%	95.1%	96.3%	97.1%
Q19. Doctors showed respect for what you had to say	96.4%	46th	96.3%	95.4%	96.4%	97.3%	97.9%
Q20. Doctors spent enough time with you	92.2%	29th	93.3%	92.0%	93.3%	94.8%	95.7%
Customer Service	**90.1%**	**85th**	**86.1%**	**83.8%**	**85.8%**	**88.5%**	**90.6%**
Q35. Getting information/help from customer service	81.6%	74th	78.2%	74.5%	78.1%	81.8%	84.6%
Q36. Treated with courtesy and respect by customer service staff	98.7%	97th	94.0%	92.2%	94.1%	96.1%	97.5%
Claims Processing	**89.5%**	**57th**	**88.3%**	**86.5%**	**88.8%**	**90.7%**	**92.7%**
Q40. Claims handled quickly	87.2%	50th	86.7%	84.5%	87.1%	89.5%	91.6%
Q41. Claims handled correctly	91.9%	70th	90.0%	87.8%	90.5%	92.4%	94.5%
Shared Decision Making	**83.1%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want to take a medicine	95.7%						
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	78.1%						
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75.4%	60th	74.1%	71.2%	73.9%	77.4%	79.7%
Plan Information on Costs	**53.0%**	**10th**	**59.7%**	**56.6%**	**59.7%**	**62.6%**	**65.7%**
Q31. Able to find out from health plan cost of health care service or equipment	56.6%	37th	57.8%	52.9%	58.6%	62.0%	67.3%
Q33. Able to find out from health plan cost of prescription medicines	49.3%	<10th	62.2%	58.8%	62.4%	65.9%	69.6%
Health Promotion and Education (Q8)	**69.3%**	**<10th**	**74.6%**	**71.8%**	**75.1%**	**77.3%**	**79.8%**
Coordination of Care (Q22)	**80.5%**	**54th**	**79.5%**	**76.6%**	**79.9%**	**82.9%**	**84.9%**
Providing Needed Information (Q29)	**74.1%**	**96th**	**65.0%**	**62.5%**	**65.4%**	**68.2%**	**70.5%**
Ease of Filling Out Forms (Q38)	**95.7%**	**58th**	**95.2%**	**94.3%**	**95.5%**	**96.2%**	**96.8%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**77.6%**	**55th**	**76.5%**	**73.9%**	**77.2%**	**79.8%**	**81.6%**
Rating of Personal Doctor (Q23)	**84.4%**	**44th**	**84.6%**	**82.4%**	**84.8%**	**87.0%**	**88.8%**
Rating of Specialist (Q27)	**76.2%**	**<10th**	**83.8%**	**81.4%**	**83.7%**	**86.0%**	**89.0%**
Rating of Health Plan (Q42)	**55.6%**	**25th**	**60.3%**	**55.5%**	**59.9%**	**65.7%**	**69.6%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**45.7%**	**29th**	**49.0%**	**44.8%**	**48.8%**	**52.9%**	**57.0%**
Rating of Personal Doctor (Q23)	**61.2%**	**20th**	**65.7%**	**61.8%**	**65.5%**	**68.9%**	**72.3%**
Rating of Specialist (Q27)	**59.5%**	**18th**	**65.4%**	**60.6%**	**65.0%**	**68.3%**	**74.1%**
Rating of Health Plan (Q42)	**23.8%**	**<10th**	**36.0%**	**29.8%**	**35.0%**	**40.9%**	**46.0%**

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2014 NCQA 1-100 Benchmark (comprised of 196 plan-specific PPO samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the PPO commercial adult plans that submitted to NCQA in 2014 (196 plan-specific samples).

4. Global Proportions and Accreditation

Pages 4A – 4C show a graphical presentation of the percentage of members who answered each response choice, organized by composite category, attributes contained within each composite, additional single question measures, and each of the four global rating questions.

Summary Rates alone are not a complete indication of performance as they only address the most favorable responses. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.

Example:
Summary Rate – 75% (Always and Usually)

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied ("Always") or (2) a large proportion of the Summary Rate responses are "Usually" responses, rather than the more favorable response of "Always." As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

	Summary Rate		
	Always	Usually	Sometimes/Never
Case 1.	65%	10%	25%
Case 2.	15%	60%	25%

Global Proportions are the basis of Three-Point Scores. In Three-Point scoring, a value of 1, 2, or 3 is assigned to each question response category and then a numeric average is computed based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

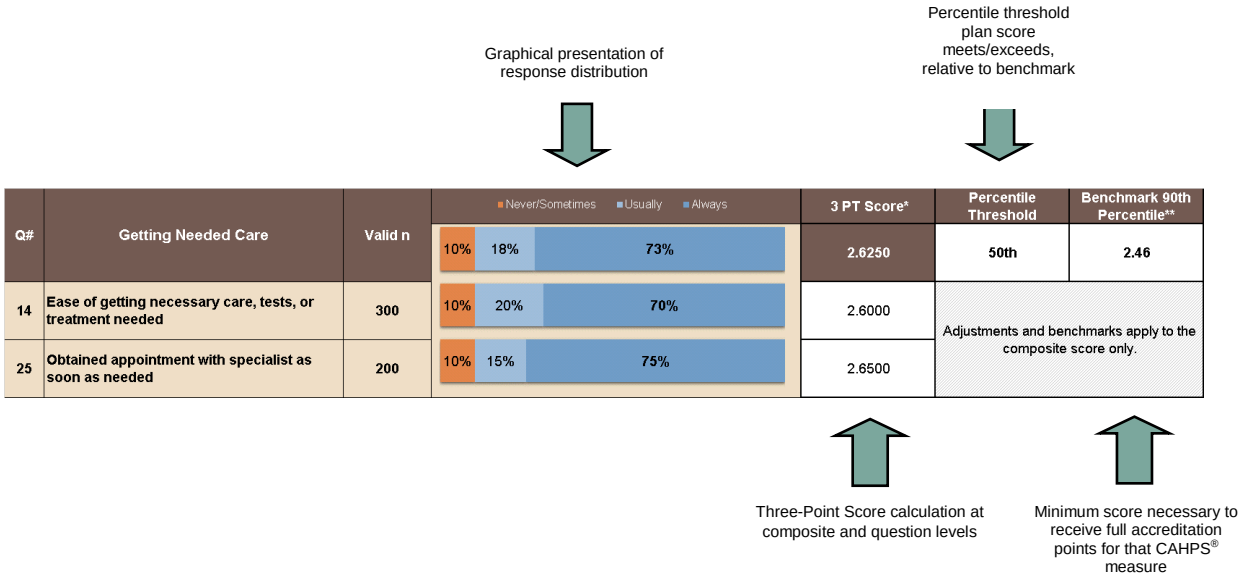
Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Scale 2	Score Value
No	1
Yes	3

Scale 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS® accreditation measure.

How to interpret the following charts:



Note: In the event that fewer than 100 completes were collected, an NA will be displayed in the "Percentile Threshold" columns.

Page 4C displays Global Proportions and Three-Point Score calculations for CAHPS® measures that are not included in accreditation calculations. Three-Point score benchmarks are not available for these measures.

Please refer to the *Technical Notes* for additional information about global proportions and accreditation.

Charts 4A – 4C

Global Proportions/Three-Point Scores

UMP CDHP

Composite/Attribute Response Distributions of Accreditation Measures

Commercial Adult CAHPS®

300 Total Respondents

Q#	Getting Needed Care	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			16%	33%	51%	2.3559	<25th	2.55
14	Ease of getting care, tests, or treatment needed	228	12%	36%	52%	2.4035	Benchmarks apply to the composite score only.	
25	Obtained appointment with specialist as soon as needed	133	20%	30%	50%	2.3083		

Q#	Getting Care Quickly	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			16%	30%	54%	2.3798	<25th	2.57
4	Obtained needed care right away	82	15%	27%	59%	2.4390	Benchmarks apply to the composite score only.	
6	Obtained appointment for care as soon as needed	209	17%	33%	49%	2.3206		

Q#	How Well Doctors Communicate	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			5%	17%	79%	2.7367	90th	2.70
17	Doctors explained things in an understandable way	195	3%	14%	83%	2.7949	Benchmarks apply to the composite score only.	
18	Doctors listened carefully to you	195	5%	15%	79%	2.7436		
19	Doctors showed respect for what you had to say	192	4%	13%	83%	2.7969		
20	Doctors spent enough time with you	193	8%	23%	69%	2.6114		

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

UMP CDHP

Composite/Attribute/Rating Response Distributions of Accreditation Measures

Commercial Adult CAHPS®

300 Total Respondents

Q#	Customer Service	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			10%	23%	**67%**	**2.5740**	**NA**	**2.63**
35	**Getting information/help from customer service**	**76**	18%	24%	**58%**	2.3947	Benchmarks apply to the composite score only.	
36	**Treated with courtesy and respect by customer service staff**	**77**	1%	22%	**77%**	2.7532		

Q#	Claims Processing	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			10%	44%	**45%**	**2.3480**	**<25th**	**2.56**
40	**Claims handled quickly**	**148**	13%	50%	**37%**	2.2432	Benchmarks apply to the composite score only.	
41	**Claims handled correctly**	**148**	8%	39%	**53%**	2.4527		

Q#	Rating Questions	Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	**Rating of Health Care**	**232**	9%	45%	**46%**	**2.3621**	**25th**	**2.50**
23	**Rating of Personal Doctor**	**224**	6%	33%	**61%**	**2.5491**	**50th**	**2.61**
27	**Rating of Specialist**	**126**	9%	32%	**60%**	**2.5079**	**25th**	**2.64**
42	**Rating of Health Plan**	**261**	22%	54%	**24%**	**2.0192**	**<25th**	**2.41**

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

UMP CDHP

Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

Commercial Adult CAHPS®

300 Total Respondents

Q#	Plan Information on Costs*	Valid n	Never/Sometimes	Usually	Always	3 PT Score**
			47%	31%	**22%**	**1.7477**
31	**Able to find out from health plan cost of health care service or equipment**	**166**	43%	35%	**22%**	1.7831
33	**Able to find out from health plan cost of prescription medicines**	**146**	51%	27%	**22%**	1.7123

* Plan Information on Costs and the questions which comprise it are calculated on a rolling average methodology over a period of two years because of anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

Q#	Shared Decision Making	Valid n	No	Yes	3 PT Score**
			17%	**83%**	**2.6611**
10	**Doctor/health provider talked about reasons you might want to take a medicine**	**115**	4%	**96%**	2.9130
11	**Doctor/health provider talked about reasons you might not want to take a medicine**	**114**	22%	**78%**	2.5614
12	**Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine**	**114**	25%	**75%**	2.5088

Q#	Additional Measure	Valid n	No	Yes	3 PT Score**
8	**Health Promotion and Education -** Doctor/health provider discussed specific things to do to prevent illnesses	**231**	31%	**69%**	2.3853

Q#	Additional Measure	Valid n	Never/Sometimes	Usually	Always	3 PT Score**
22	**Coordination of Care** - Doctor seemed informed/up-to-date about the care received from other doctors/health providers	**123**	20%	34%	**46%**	2.2683

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.
Note: Percentages may not add to 100% due to rounding.

Accreditation Assessment

CAHPS® Measures

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the following composites are evaluated: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*,[19] *Customer Service*, and *Claims Processing*. Results are then compared against NCQA Three-Point percentile thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other commercial adult survey results.

NCQA will compare the plan's CAHPS® 5.0H survey results by product line to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles), which are published each year. Points are distributed according to how the plan meets or exceeds the percentile scores. The *Rating of Health Plan* survey item receives twice as many points as the other measures.

In an attempt to raise the bar for health plans and drive further improvement, NCQA initially planned to discontinue the sampling variation adjustment for all organizations in 2011. Upon recognizing the disruption this change would have in one year, they instead decided to phase out the scoring adjustment over a five-year period, from 2011 through 2015.

Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of:

- 0.070 points for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* and *Claims Processing* composites
- 0.050 points for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites

In keeping, CAHPS® 5.0H sampling variation adjustments will be reduced by 0.010 points per year through 2015 for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites and by 0.014 points per year through 2015 for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* and *Claims Processing* composites.

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.

An accreditation assessment analysis utilizing your plan's unadjusted Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold" represents the approximate threshold your plan achieved, which is based upon your organization's Three-Point Score when compared to the benchmark (located in the 2015

[19] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

HEDIS®/CAHPS® Percentiles[20] column). The last two columns show the point distribution for each year in the current three-year accreditation cycle (2015 as well as 2013 and 2014, respectively).[21]

Please refer to the *Technical Notes* for additional information about accreditation.

Chart 4D

[20] Each year NCQA publishes accreditation benchmarks and thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2015) document, which includes all commercial adult plan data to calculate a single set of benchmarks and thresholds.
[21] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Accreditation Assessment

UMP CDHP

HEDIS/CAHPS® Three-Point Scores

Commercial Adult CAHPS®

300 Total Respondents

Composite/Rating Item	2015 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year	
	25th	50th	75th	90th			2015	2013 and 2014
Getting Needed Care	2.42	2.47	2.51	2.55	**2.3559**	**<25th**	**0.325**	**0.289**
Getting Care Quickly	2.44	2.49	2.53	2.57	**2.3798**	**<25th**	**0.325**	**0.289**
How Well Doctors Communicate	2.59	2.64	2.67	2.70	**2.7367**	**90th**		**1.444**
Customer Service	2.44	2.51	2.57	2.63	**NA**	**NA**	**-**	**-**
Claims Processing	2.37	2.43	2.49	2.56	**2.3480**	**<25th**	**0.325**	**0.289**
Rating of Health Care (Q13)	2.34	2.39	2.44	2.50	**2.3621**	**25th**	**0.650**	**0.578**
Rating of Personal Doctor (Q23)	2.47	2.52	2.57	2.61	**2.5491**	**50th**	**1.105**	**0.982**
Rating of Specialist (Q27)	2.49	2.53	2.58	2.64	**2.5079**	**25th**	**0.650**	**0.578**
Rating of Health Plan (Q42)	2.05	2.16	2.25	2.41	**2.0192**	**<25th**	**0.650**	**0.578**
Approximate Points Earned (13.000 available in 2013, 2014, and 2015)							**4.030**	**5.027**

***** Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2015 Accreditation. Please note that the CAHPS® How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

HEDIS® Clinical Measures

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. In addition to the points possible for CAHPS® results, plans may also meet certain HEDIS® clinical measure requirements through administration of the CAHPS® 5.0H survey. Plans undergoing accreditation in 2014 may receive points for the *Advising Smokers and Tobacco Users to Quit* and *Flu Vaccination for Adults 18-64* HEDIS® measures.

NCQA determines the HEDIS® measures portion of the score by comparing a health plan's results to a national benchmark (the 90th percentile of national results) and to national and regional thresholds (the 75th, 50th, and 25th percentiles). NCQA uses the higher of the two scores (results based on comparison with the average of the regional and national thresholds, or the result based on comparison with national thresholds) to award points.

Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of five percent for each HEDIS® measure. In keeping, HEDIS® measures sampling variation adjustments will be reduced by one percent each year.

NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring.

Medical Assistance with Smoking and Tobacco Cessation

The table below displays the *Advising Smokers and Tobacco Users to Quit* national benchmark and thresholds as well as regional thresholds derived from your plan's Health and Human Services (HHS) Region[22] alongside your plan's scores.

Scoring for the *Advising Smokers and Tobacco Users to Quit* Measure				
	Natl. Benchmark	**National/Regional Thresholds**		
	90th	75th	50th	25th
Your Health and Human Services (HHS) Region – Seattle	NA	81.0%	73.0%	72.0%
National	86.0%	81.0%	76.0%	71.0%
Your Plan's 2015 Score				**NA**
Score meets or exceeds the following *regional* threshold percentile				**NA**
Score meets or exceeds the following *national* benchmark/threshold percentile				**NA**

Note: Please note that an Advising Smokers and Tobacco Users to Quit score of NA indicates that the number of valid responses for the two-year period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

[22] Refer to the *Technical Notes* for complete Health and Human Services Regional definitions.

Flu Vaccination for Adults Ages 18-64

The table below displays the *Flu Vaccination for Adults 18-64* national benchmark and thresholds as well as regional thresholds derived from your plan's Health and Human Services (HHS) Region[23] alongside your plan's scores.

Scoring for the *Flu Vaccination for Adults 18-64* Measure				
	Natl. Benchmark	National/Regional Thresholds		
	90th	75th	50th	25th
Your Health and Human Services (HHS) Region – Seattle	NA	52.0%	48.0%	41.0%
National	59.0%	54.0%	49.0%	44.0%
Your Plan's 2014 Score			**61.0%**	
Score meets or exceeds the following *regional* threshold percentile			**75th**	
Score meets or exceeds the following *national* threshold percentile			**90th**	

Note: Please note that a Flu Vaccination for Adults 18-64 score of NA indicates that the number of valid responses for the current survey administration period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2015) and *Accreditation Benchmarks and Thresholds* (2015) documents for further details about HEDIS® scoring, benchmarks, and thresholds.

[23] Refer to the *Technical Notes* for complete Health and Human Services Regional definitions.

5. Segmentation Analyses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan's overall ability to meet the needs of a varied population.

Pages 5A – 5H present Summary Rates[24] for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q59)
- Respondent's Education (Q61)
- Respondent's Ethnicity (Q62)
- Respondent's Race (Q63)
- Respondent's Health Status (Q43)
- Respondent's Mental/Emotional Health Status (Q44)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode

The percentages represent the Summary Rate for each segment of a particular category. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an "8," "9," or "10." The interpretation of this example would be, "Of the respondents with a high school education or less, 63% gave their health plan a rating of '8,' '9,' or '10.' And, of the respondents with some college education or more, 58% gave their health plan a rating of '8,' '9,' or '10.'"

	High School or Less	Some College or More
Q42. Rating of Health Plan	63%	58%

Charts 5A – 5H

[24] Refer to "Summary Rate" in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Respondent's Age (Q59)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	16	75.0%	22	72.7%	13	100.0%	26	92.3%	27.3%
6	Obtained appointment for care as soon as needed	32	78.1%	49	79.6%	39	84.6%	77	84.4%	6.5%
10	Doctor/health provider talked about reasons you might want to take a medicine	20	95.0%	21	100.0%	21	95.2%	47	95.7%	5.0%
11	Doctor/health provider talked about reasons you might not want to take a medicine	20	80.0%	21	85.7%	20	65.0%	47	83.0%	20.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	20	90.0%	21	57.1%	21	76.2%	46	78.3%	32.9%
14	Ease of getting care, tests, or treatment needed	42	85.7%	57	84.2%	39	94.9%	78	91.0%	10.7%
17	Doctors explained things in an understandable way	31	96.8%	39	97.4%	40	97.5%	75	98.7%	1.9%
18	Doctors listened carefully to you	31	96.8%	39	94.9%	40	92.5%	75	97.3%	4.8%
19	Doctors showed respect for what you had to say	31	96.8%	39	97.4%	40	95.0%	73	97.3%	2.4%
20	Doctors spent enough time with you	31	90.3%	39	94.9%	40	87.5%	75	94.7%	7.4%
25	Obtained appointment with specialist as soon as needed	25	80.0%	36	80.6%	19	78.9%	46	80.4%	1.6%
31	Able to find out from health plan cost of health care service or equipment	18	61.1%	17	70.6%	10	70.0%	27	59.3%	11.3%
33	Able to find out from health plan cost of prescription medicines	11	63.6%	16	50.0%	7	57.1%	27	55.6%	13.6%
35	Getting information/help from customer service	12	75.0%	18	77.8%	13	92.3%	30	86.7%	17.3%
36	Treated with courtesy and respect by customer service staff	12	91.7%	18	100.0%	13	100.0%	30	100.0%	8.3%
40	Claims handled quickly	29	79.3%	37	81.1%	28	100.0%	52	90.4%	20.7%
41	Claims handled correctly	29	86.2%	41	95.1%	26	100.0%	50	90.0%	13.8%
Q#	Composites & Key Questions									
	Getting Needed Care		82.9%		82.4%		86.9%		85.7%	4.5%
	Getting Care Quickly		76.6%		76.2%		92.3%		88.4%	16.1%
	How Well Doctors Communicate		95.2%		96.2%		93.1%		97.0%	3.9%
	Customer Service		83.3%		88.9%		96.2%		93.3%	12.8%
	Claims Processing		82.8%		88.1%		100.0%		90.2%	17.2%
	Shared Decision Making		88.3%		81.0%		78.8%		85.7%	9.5%
	Plan Information on Costs		62.4%		60.3%		63.6%		57.4%	6.2%
8	Health Promotion and Education	41	68.3%	58	53.4%	39	61.5%	80	82.5%	29.1%
22	Coordination of Care	18	94.4%	24	70.8%	27	85.2%	49	75.5%	23.6%
29	Providing Needed Information	29	72.4%	35	77.1%	25	76.0%	54	72.2%	4.9%
38	Ease of Filling Out Forms	52	94.2%	62	93.5%	46	97.8%	88	96.6%	4.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
13	Rating of Health Care	42	69.0%	58	70.7%	39	82.1%	80	87.5%	18.5%
23	Rating of Personal Doctor	35	82.9%	46	82.6%	46	84.8%	86	87.2%	4.6%
27	Rating of Specialist	23	69.6%	36	72.2%	18	88.9%	43	76.7%	19.3%
42	Rating of Health Plan	52	48.1%	65	46.2%	48	66.7%	89	60.7%	20.5%
Q#	Rating Items (Summary Rate = 9 + 10)									
13	Rating of Health Care	42	33.3%	58	37.9%	39	53.8%	80	55.0%	21.7%
23	Rating of Personal Doctor	35	60.0%	46	54.3%	46	60.9%	86	67.4%	13.1%
27	Rating of Specialist	23	47.8%	36	52.8%	18	72.2%	43	62.8%	24.4%
42	Rating of Health Plan	52	17.3%	65	16.9%	48	37.5%	89	27.0%	20.6%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Respondent's Education (Q61)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	2	50.0%	74	85.1%	NA
6	Obtained appointment for care as soon as needed	6	66.7%	192	82.8%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	5	100.0%	104	96.2%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	5	80.0%	103	78.6%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	5	100.0%	103	73.8%	NA
14	Ease of getting care, tests, or treatment needed	9	77.8%	209	89.5%	NA
17	Doctors explained things in an understandable way	8	100.0%	178	97.8%	NA
18	Doctors listened carefully to you	8	87.5%	178	96.1%	NA
19	Doctors showed respect for what you had to say	8	87.5%	175	97.1%	NA
20	Doctors spent enough time with you	8	87.5%	178	92.7%	NA
25	Obtained appointment with specialist as soon as needed	2	100.0%	126	80.2%	NA
31	Able to find out from health plan cost of health care service or equipment	2	50.0%	71	64.8%	NA
33	Able to find out from health plan cost of prescription medicines	2	50.0%	59	55.9%	NA
35	Getting information/help from customer service	3	100.0%	71	83.1%	NA
36	Treated with courtesy and respect by customer service staff	3	100.0%	72	98.6%	NA
40	Claims handled quickly	4	75.0%	143	88.1%	NA
41	Claims handled correctly	4	100.0%	143	92.3%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		88.9%		84.8%	NA
	Getting Care Quickly		58.3%		84.0%	NA
	How Well Doctors Communicate		90.6%		95.9%	NA
	Customer Service		100.0%		90.9%	NA
	Claims Processing		87.5%		90.2%	NA
	Shared Decision Making		93.3%		82.9%	NA
	Plan Information on Costs		50.0%		60.4%	NA
8	Health Promotion and Education	9	66.7%	211	68.2%	NA
22	Coordination of Care	4	100.0%	115	79.1%	NA
29	Providing Needed Information	5	80.0%	139	73.4%	NA
38	Ease of Filling Out Forms	8	100.0%	242	95.5%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	9	44.4%	212	79.7%	NA
23	Rating of Personal Doctor	8	87.5%	206	85.0%	NA
27	Rating of Specialist	2	100.0%	120	75.8%	NA
42	Rating of Health Plan	9	44.4%	247	55.9%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	9	44.4%	212	45.8%	NA
23	Rating of Personal Doctor	8	75.0%	206	60.7%	NA
27	Rating of Specialist	2	100.0%	120	58.3%	NA
42	Rating of Health Plan	9	22.2%	247	23.9%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents with a "High school graduate or less" education level, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Respondent's Ethnicity (Q62)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	3	66.7%	75	85.3%	NA
6	Obtained appointment for care as soon as needed	7	100.0%	190	81.6%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	3	100.0%	107	96.3%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	3	100.0%	106	78.3%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	3	100.0%	106	74.5%	NA
14	Ease of getting care, tests, or treatment needed	7	100.0%	210	88.6%	NA
17	Doctors explained things in an understandable way	6	100.0%	180	97.8%	NA
18	Doctors listened carefully to you	6	83.3%	180	96.1%	NA
19	Doctors showed respect for what you had to say	6	100.0%	177	96.6%	NA
20	Doctors spent enough time with you	6	100.0%	180	92.2%	NA
25	Obtained appointment with specialist as soon as needed	5	100.0%	123	80.5%	NA
31	Able to find out from health plan cost of health care service or equipment	2	50.0%	71	64.8%	NA
33	Able to find out from health plan cost of prescription medicines	2	100.0%	59	54.2%	NA
35	Getting information/help from customer service	2	100.0%	71	83.1%	NA
36	Treated with courtesy and respect by customer service staff	2	100.0%	72	98.6%	NA
40	Claims handled quickly	7	71.4%	138	89.1%	NA
41	Claims handled correctly	7	100.0%	138	92.0%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		100.0%		84.5%	NA
	Getting Care Quickly		83.3%		83.5%	NA
	How Well Doctors Communicate		95.8%		95.7%	NA
	Customer Service		100.0%		90.9%	NA
	Claims Processing		85.7%		90.6%	NA
	Shared Decision Making		100.0%		83.0%	NA
	Plan Information on Costs		75.0%		59.5%	NA
8	Health Promotion and Education	7	85.7%	212	68.4%	NA
22	Coordination of Care	5	80.0%	115	80.0%	NA
29	Providing Needed Information	3	100.0%	141	73.0%	NA
38	Ease of Filling Out Forms	9	100.0%	241	95.4%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	7	71.4%	213	78.4%	NA
23	Rating of Personal Doctor	9	77.8%	206	85.4%	NA
27	Rating of Specialist	5	80.0%	117	76.1%	NA
42	Rating of Health Plan	9	88.9%	247	54.3%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	7	71.4%	213	45.1%	NA
23	Rating of Personal Doctor	9	77.8%	206	61.2%	NA
27	Rating of Specialist	5	80.0%	117	58.1%	NA
42	Rating of Health Plan	9	44.4%	247	23.5%	NA

* Range is the difference between Summary Rates shown. Due to the small number of Hispanic/Latino respondents, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Respondent's Race (Q63)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtained needed care right away	66	83.3%	2	100.0%	12	91.7%	8.3%
6	Obtained appointment for care as soon as needed	161	84.5%	4	100.0%	38	73.7%	10.8%
10	Doctor/health provider talked about reasons you might want to take a medicine	91	96.7%	3	100.0%	15	93.3%	3.4%
11	Doctor/health provider talked about reasons you might not want to take a medicine	91	78.0%	3	66.7%	14	78.6%	0.5%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	90	75.6%	3	100.0%	15	66.7%	8.9%
14	Ease of getting care, tests, or treatment needed	176	89.8%	4	100.0%	40	87.5%	2.3%
17	Doctors explained things in an understandable way	153	98.0%	4	100.0%	31	96.8%	1.3%
18	Doctors listened carefully to you	153	97.4%	4	100.0%	31	87.1%	10.3%
19	Doctors showed respect for what you had to say	150	98.0%	4	100.0%	31	90.3%	7.7%
20	Doctors spent enough time with you	153	94.1%	4	100.0%	31	83.9%	10.2%
25	Obtained appointment with specialist as soon as needed	109	80.7%	3	66.7%	20	85.0%	4.3%
31	Able to find out from health plan cost of health care service or equipment	65	67.7%	1	100.0%	8	50.0%	17.7%
33	Able to find out from health plan cost of prescription medicines	45	53.3%	2	100.0%	14	64.3%	11.0%
35	Getting information/help from customer service	58	86.2%	2	100.0%	12	66.7%	19.5%
36	Treated with courtesy and respect by customer service staff	59	98.3%	2	100.0%	12	100.0%	1.7%
40	Claims handled quickly	118	88.1%	2	100.0%	28	82.1%	6.0%
41	Claims handled correctly	119	92.4%	2	100.0%	28	92.9%	0.4%
Q#	Composites & Key Questions							
	Getting Needed Care		85.3%		83.3%		86.3%	1.0%
	Getting Care Quickly		83.9%		100.0%		82.7%	1.2%
	How Well Doctors Communicate		96.9%		100.0%		89.5%	7.4%
	Customer Service		92.3%		100.0%		83.3%	8.9%
	Claims Processing		90.3%		100.0%		87.5%	2.8%
	Shared Decision Making		83.4%		88.9%		79.5%	3.9%
	Plan Information on Costs		60.5%		100.0%		57.1%	3.4%
8	Health Promotion and Education	178	69.1%	4	100.0%	40	60.0%	9.1%
22	Coordination of Care	98	79.6%	3	100.0%	19	73.7%	5.9%
29	Providing Needed Information	120	74.2%	1	100.0%	25	76.0%	1.8%
38	Ease of Filling Out Forms	203	95.1%	4	75.0%	50	98.0%	2.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	179	79.3%	4	100.0%	40	67.5%	11.8%
23	Rating of Personal Doctor	175	85.7%	4	100.0%	39	82.1%	3.7%
27	Rating of Specialist	103	76.7%	3	100.0%	20	75.0%	1.7%
42	Rating of Health Plan	207	53.6%	4	75.0%	52	57.7%	4.1%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	179	48.0%	4	50.0%	40	37.5%	10.5%
23	Rating of Personal Doctor	175	61.7%	4	100.0%	39	59.0%	2.7%
27	Rating of Specialist	103	61.2%	3	66.7%	20	60.0%	1.2%
42	Rating of Health Plan	207	23.7%	4	50.0%	52	21.2%	2.5%

* "Other" includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

** Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Respondent's Health Status (Q43)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	56	83.9%	20	85.0%	1	100.0%	1.1%
6	Obtained appointment for care as soon as needed	157	84.1%	39	76.9%	3	66.7%	7.2%
10	Doctor/health provider talked about reasons you might want to take a medicine	81	96.3%	29	93.1%	0	0.0%	3.2%
11	Doctor/health provider talked about reasons you might not want to take a medicine	80	78.8%	29	75.9%	0	0.0%	2.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	81	74.1%	28	78.6%	0	0.0%	4.5%
14	Ease of getting care, tests, or treatment needed	171	90.6%	46	82.6%	2	50.0%	8.0%
17	Doctors explained things in an understandable way	145	97.9%	38	97.4%	3	100.0%	0.6%
18	Doctors listened carefully to you	145	95.9%	38	94.7%	3	100.0%	1.1%
19	Doctors showed respect for what you had to say	144	96.5%	37	97.3%	3	100.0%	0.8%
20	Doctors spent enough time with you	145	91.7%	38	94.7%	3	100.0%	3.0%
25	Obtained appointment with specialist as soon as needed	102	82.4%	26	69.2%	1	100.0%	13.1%
31	Able to find out from health plan cost of health care service or equipment	55	60.0%	15	80.0%	2	50.0%	20.0%
33	Able to find out from health plan cost of prescription medicines	44	50.0%	17	70.6%	0	0.0%	20.6%
35	Getting information/help from customer service	62	82.3%	13	84.6%	1	0.0%	2.4%
36	Treated with courtesy and respect by customer service staff	62	98.4%	13	100.0%	1	100.0%	1.6%
40	Claims handled quickly	114	86.0%	32	90.6%	2	100.0%	4.7%
41	Claims handled correctly	115	90.4%	31	100.0%	2	50.0%	9.6%
Q#	Composites & Key Questions							
	Getting Needed Care		86.5%		75.9%		75.0%	10.6%
	Getting Care Quickly		84.0%		81.0%		83.3%	3.0%
	How Well Doctors Communicate		95.5%		96.0%		100.0%	0.5%
	Customer Service		90.3%		92.3%		50.0%	2.0%
	Claims Processing		88.2%		95.3%		75.0%	7.1%
	Shared Decision Making		83.0%		82.5%		0.0%	0.5%
	Plan Information on Costs		55.0%		75.3%		25.0%	20.3%
8	Health Promotion and Education	173	67.6%	46	67.4%	2	100.0%	0.2%
22	Coordination of Care	92	81.5%	24	75.0%	2	50.0%	6.5%
29	Providing Needed Information	112	74.1%	29	79.3%	3	66.7%	5.2%
38	Ease of Filling Out Forms	201	97.0%	48	89.6%	3	100.0%	7.4%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	174	80.5%	46	67.4%	2	100.0%	13.1%
23	Rating of Personal Doctor	171	84.2%	42	85.7%	3	100.0%	1.5%
27	Rating of Specialist	97	75.3%	25	76.0%	1	100.0%	0.7%
42	Rating of Health Plan	204	55.9%	51	58.8%	3	33.3%	2.9%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	174	47.7%	46	37.0%	2	100.0%	10.7%
23	Rating of Personal Doctor	171	60.8%	42	64.3%	3	66.7%	3.5%
27	Rating of Specialist	97	58.8%	25	56.0%	1	100.0%	2.8%
42	Rating of Health Plan	204	24.0%	51	23.5%	3	33.3%	0.5%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their health is "Fair" or "Poor," this segment is not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Respondent's Mental/Emotional Health Status (Q44)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	61	83.6%	13	84.6%	3	100.0%	NA
6	Obtained appointment for care as soon as needed	163	84.0%	29	72.4%	6	100.0%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	89	95.5%	17	94.1%	4	100.0%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	88	79.5%	17	70.6%	4	50.0%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	88	75.0%	17	76.5%	4	50.0%	NA
14	Ease of getting care, tests, or treatment needed	174	90.2%	36	80.6%	7	100.0%	NA
17	Doctors explained things in an understandable way	146	97.9%	32	100.0%	6	83.3%	NA
18	Doctors listened carefully to you	146	95.9%	32	96.9%	6	83.3%	NA
19	Doctors showed respect for what you had to say	145	97.2%	32	96.9%	5	80.0%	NA
20	Doctors spent enough time with you	146	91.8%	32	96.9%	6	83.3%	NA
25	Obtained appointment with specialist as soon as needed	104	80.8%	19	68.4%	5	100.0%	NA
31	Able to find out from health plan cost of health care service or equipment	58	65.5%	11	72.7%	1	0.0%	NA
33	Able to find out from health plan cost of prescription medicines	48	58.3%	11	45.5%	1	100.0%	NA
35	Getting information/help from customer service	63	87.3%	9	55.6%	2	50.0%	NA
36	Treated with courtesy and respect by customer service staff	63	98.4%	9	100.0%	3	100.0%	NA
40	Claims handled quickly	118	85.6%	27	92.6%	3	100.0%	NA
41	Claims handled correctly	119	90.8%	25	96.0%	4	100.0%	NA
Q#	Composites & Key Questions							
	Getting Needed Care		85.5%		74.5%		100.0%	NA
	Getting Care Quickly		83.8%		78.5%		100.0%	NA
	How Well Doctors Communicate		95.7%		97.7%		82.5%	NA
	Customer Service		92.9%		77.8%		75.0%	NA
	Claims Processing		88.2%		94.3%		100.0%	NA
	Shared Decision Making		83.4%		80.4%		66.7%	NA
	Plan Information on Costs		61.9%		59.1%		50.0%	NA
8	Health Promotion and Education	176	68.2%	36	66.7%	7	57.1%	NA
22	Coordination of Care	93	76.3%	19	89.5%	4	100.0%	NA
29	Providing Needed Information	118	76.3%	20	70.0%	4	50.0%	NA
38	Ease of Filling Out Forms	202	97.5%	39	87.2%	10	90.0%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	177	77.4%	36	77.8%	7	85.7%	NA
23	Rating of Personal Doctor	172	84.3%	35	88.6%	7	71.4%	NA
27	Rating of Specialist	100	75.0%	17	70.6%	5	100.0%	NA
42	Rating of Health Plan	207	57.0%	40	52.5%	10	40.0%	NA
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	177	46.3%	36	38.9%	7	42.9%	NA
23	Rating of Personal Doctor	172	62.8%	35	60.0%	7	28.6%	NA
27	Rating of Specialist	100	58.0%	17	52.9%	5	80.0%	NA
42	Rating of Health Plan	207	25.6%	40	22.5%	10	0.0%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their mental/emotional health is "Good," "Fair," or "Poor," range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Number of Doctor/Clinic Visits (Q7)

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	Less than three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	26	80.8%	54	87.0%	6.3%
6	Obtained appointment for care as soon as needed	107	76.6%	94	90.4%	13.8%
10	Doctor/health provider talked about reasons you might want to take a medicine	46	89.1%	69	100.0%	10.9%
11	Doctor/health provider talked about reasons you might not want to take a medicine	45	66.7%	69	85.5%	18.8%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	46	71.7%	68	77.9%	6.2%
14	Ease of getting care, tests, or treatment needed	129	89.1%	99	86.9%	2.3%
17	Doctors explained things in an understandable way	103	95.1%	86	98.8%	3.7%
18	Doctors listened carefully to you	103	95.1%	86	94.2%	1.0%
19	Doctors showed respect for what you had to say	100	96.0%	86	96.5%	0.5%
20	Doctors spent enough time with you	101	92.1%	86	91.9%	0.2%
25	Obtained appointment with specialist as soon as needed	48	79.2%	80	82.5%	3.3%
31	Able to find out from health plan cost of health care service or equipment	32	56.3%	40	72.5%	16.3%
33	Able to find out from health plan cost of prescription medicines	26	38.5%	34	67.6%	29.2%
35	Getting information/help from customer service	39	71.8%	35	94.3%	22.5%
36	Treated with courtesy and respect by customer service staff	40	97.5%	35	100.0%	2.5%
40	Claims handled quickly	72	87.5%	70	88.6%	1.1%
41	Claims handled correctly	78	89.7%	65	93.8%	4.1%
Q#	Composites & Key Questions					
	Getting Needed Care		84.2%		84.7%	0.5%
	Getting Care Quickly		78.7%		88.7%	10.0%
	How Well Doctors Communicate		94.6%		95.3%	0.8%
	Customer Service		84.6%		97.1%	12.5%
	Claims Processing		88.6%		91.2%	2.6%
	Shared Decision Making		75.8%		87.8%	12.0%
	Plan Information on Costs		47.4%		70.1%	22.7%
8	Health Promotion and Education	129	60.5%	102	80.4%	19.9%
22	Coordination of Care	40	72.5%	80	83.8%	11.3%
29	Providing Needed Information	75	70.7%	68	77.9%	7.3%
38	Ease of Filling Out Forms	154	94.2%	94	100.0%	5.8%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	130	76.2%	102	79.4%	3.3%
23	Rating of Personal Doctor	124	86.3%	92	82.6%	3.7%
27	Rating of Specialist	44	75.0%	77	76.6%	1.6%
42	Rating of Health Plan	155	54.8%	98	60.2%	5.4%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	130	42.3%	102	50.0%	7.7%
23	Rating of Personal Doctor	124	56.5%	92	68.5%	12.0%
27	Rating of Specialist	44	54.5%	77	61.0%	6.5%
42	Rating of Health Plan	155	20.0%	98	31.6%	11.6%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

Segmentation Analysis

UMP CDHP

Plan Summary Rates by Data Collection Mode

Commercial Adult CAHPS®

300 Total Respondents

Q#	Attributes	Mail		Phone		Internet		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	38	86.8%	27	92.6%	17	70.6%	22.0%
6	Obtained appointment for care as soon as needed	100	85.0%	71	81.7%	38	78.9%	6.1%
10	Doctor/health provider talked about reasons you might want to take a medicine	60	96.7%	33	93.9%	22	95.5%	2.7%
11	Doctor/health provider talked about reasons you might not want to take a medicine	60	73.3%	33	81.8%	21	85.7%	12.4%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	59	76.3%	33	75.8%	22	72.7%	3.5%
14	Ease of getting care, tests, or treatment needed	110	90.9%	72	84.7%	46	87.0%	6.2%
17	Doctors explained things in an understandable way	92	97.8%	66	95.5%	37	97.3%	2.4%
18	Doctors listened carefully to you	92	94.6%	66	95.5%	37	94.6%	0.9%
19	Doctors showed respect for what you had to say	89	96.6%	66	97.0%	37	94.6%	2.4%
20	Doctors spent enough time with you	92	93.5%	64	90.6%	37	91.9%	2.9%
25	Obtained appointment with specialist as soon as needed	66	80.3%	40	87.5%	27	70.4%	17.1%
31	Able to find out from health plan cost of health care service or equipment	34	67.6%	18	61.1%	21	61.9%	6.5%
33	Able to find out from health plan cost of prescription medicines	27	51.9%	21	57.1%	13	61.5%	9.7%
35	Getting information/help from customer service	43	88.4%	21	71.4%	12	75.0%	16.9%
36	Treated with courtesy and respect by customer service staff	44	97.7%	21	100.0%	12	100.0%	2.3%
40	Claims handled quickly	71	87.3%	51	84.3%	26	92.3%	8.0%
41	Claims handled correctly	69	89.9%	52	94.2%	27	92.6%	4.4%
Q#	Composites & Key Questions							
	Getting Needed Care		85.6%		86.1%		78.7%	7.4%
	Getting Care Quickly		85.9%		87.1%		74.8%	12.4%
	How Well Doctors Communicate		95.6%		94.6%		94.6%	1.0%
	Customer Service		93.0%		85.7%		87.5%	7.3%
	Claims Processing		88.6%		89.3%		92.5%	3.9%
	Shared Decision Making		82.1%		83.8%		84.6%	2.5%
	Plan Information on Costs		59.7%		59.1%		61.7%	2.6%
8	Health Promotion and Education	113	70.8%	72	68.1%	46	67.4%	3.4%
22	Coordination of Care	66	78.8%	33	81.8%	24	83.3%	4.5%
29	Providing Needed Information	68	73.5%	46	82.6%	33	63.6%	19.0%
38	Ease of Filling Out Forms	127	96.9%	77	92.2%	51	98.0%	5.8%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	113	76.1%	73	74.0%	46	87.0%	13.0%
23	Rating of Personal Doctor	106	82.1%	75	85.3%	43	88.4%	6.3%
27	Rating of Specialist	63	76.2%	37	75.7%	26	76.9%	1.2%
42	Rating of Health Plan	128	59.4%	82	50.0%	51	54.9%	9.4%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	113	46.0%	73	37.0%	46	58.7%	21.7%
23	Rating of Personal Doctor	106	61.3%	75	56.0%	43	69.8%	13.8%
27	Rating of Specialist	63	61.9%	37	51.4%	26	65.4%	14.0%
42	Rating of Health Plan	128	32.8%	82	15.9%	51	13.7%	19.1%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates shown for Plan Information on Costs, Q31, and Q33 represent 2015 data only.

6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q42), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*. Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$). Comparisons to the 2014 PPO Commercial Adult Quality Compass® All Plans benchmark are also shown with significance testing.

Please refer to the *Technical Notes* for additional information about Correlation Analyses.

Chart 6A

Correlation Analysis

UMP CDHP

Commercial Adult CAHPS®

Attribute Correlations with Key Rating Questions

300 Total Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients* with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Doctor	Plan Summary Rate	2014 Quality Compass, All Plans (PPO)**
Getting Needed Care	Q14. Ease of getting care, tests, or treatment needed	0.346	**0.475**	0.287	88.2%	91.6%
	Q25. Obtained appointment with specialist as soon as needed	0.366	0.327	0.249	80.5%	84.9%
Getting Care Quickly	Q4. Obtained needed care right away	**0.400**	0.225	0.006	85.4%	89.4%
	Q6. Obtained appointment for care as soon as needed	0.238	0.286	0.315	82.8%	84.5%
How Well Doctors Communicate	Q17. Doctors explained things in an understandable way	0.207	**0.519**	**0.541**	96.9%	96.4%
	Q18. Doctors listened carefully to you	0.165	**0.542**	**0.635**	94.9%	95.1%
	Q19. Doctors showed respect for what you had to say	0.129	**0.567**	**0.623**	96.4%	96.3%
	Q20. Doctors spent enough time with you	0.233	**0.524**	**0.603**	92.2%	93.3%
Customer Service	Q35. Getting information/help from customer service	**0.677**	0.374	0.183	81.6%	78.2%
	Q36. Treated with courtesy and respect by customer service staff	**0.418**	0.264	0.042	98.7%	94.0%
Claims Processing	Q40. Claims handled quickly	0.360	0.140	0.188	87.2%	86.7%
	Q41. Claims handled correctly	**0.434**	0.108	0.113	91.9%	90.0%
Plan Info. on Costs	Q31. Able to find out from health plan cost of health care service or equipment	0.256	0.261	0.222	56.6%	57.8%
	Q33. Able to find out from health plan cost of prescription medicines	0.295	0.215	0.202	49.3%	**62.2%**
Additional Measures	Q22. Coordination of Care	0.153	0.280	0.228	80.5%	79.5%
	Q29. Providing Needed Information	**0.444**	0.151	0.126	74.1%	**65.0%**
	Q38. Ease of Filling Out Forms	0.108	0.055	0.049	95.7%	95.2%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q13. Rating of Health Care	0.395	NA	**0.719**	77.6%	76.5%
	Q23. Rating of Personal Doctor	0.308	**0.719**	NA	84.4%	84.6%
	Q27. Rating of Specialist	**0.432**	**0.527**	0.388	76.2%	**83.8%**
	Q42. Rating of Health Plan	NA	0.395	0.308	55.6%	60.3%

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2014 Quality Compass® All Plans benchmark is the mean summary rate from the PPO commercial adult plans that submitted to NCQA in 2014 (196 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Plan Information on Costs, Q31, and Q33, are calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

7. Priority Matrix

SPH Analytics offers a graphical display of relative performance of survey composites and key measures, along with their relative 'importance' as it relates to *Rating of Health Plan* (Q42). The matrix on page 7A is divided into four sections. Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2015 Commercial Adult PPO SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q42) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q42) and ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. Composites and measures to *Monitor and Maintain* are weakly correlated with *Rating of Health Plan* (Q42) and rank at or above the 75th percentile and are placed in the bottom right quadrant. Composites that are weakly correlated with *Rating of Health Plan* (Q42) and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

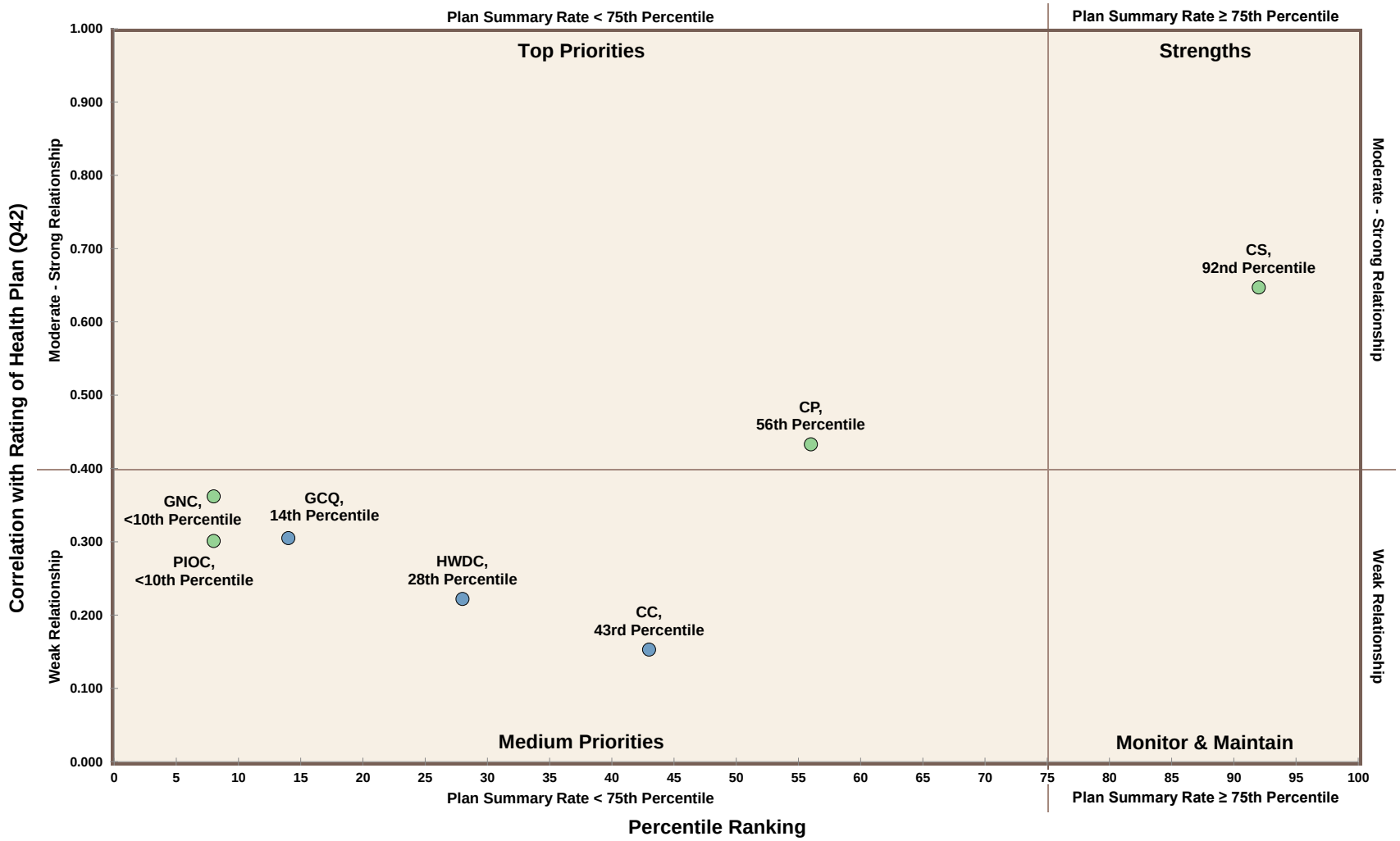
Chart 7A

Priority Matrix

Composite and Key Measure Correlations with Rating of Health Plan (Q42) and Percentile Rankings

UMP CDHP

Commercial Adult CAHPS®



Health Plan Domain Composites	
denoted above with ●	
Abbreviation	**Definition**
GNC	Getting Needed Care
CS	Customer Service
CP	Claims Processing
PIOC	Plan Information on Costs

Health Care Domain Composites and Key Measure	
denoted above with ●	
Abbreviation	**Definition**
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CC	Coordination of Care (Q22)

Note 1: The 2015 SPH Analytics Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA.
Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other commercial adult PPO plans that submitted data to NCQA through SPH Analytics in 2015. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. Pages 8A – 8I present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Claims Processing
- Rating of Health Care (Q13)
- Rating of Personal Doctor (Q23)
- Rating of Specialist (Q27)
- Rating of Health Plan (Q42)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rates to trend results (if applicable). Significance testing is applied to determine whether an observed difference is too large to have occurred by chance alone. Cells highlighted in red denote the current year score is significantly lower when compared to trend data, cells highlighted in green denote the current year score is significantly higher when compared to trend data, no shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

In this section, attribute correlations are displayed as they relate to the *Rating of Health Plan* (Q42), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Comparisons

This section shows a graphical representation of year-to-year comparisons of response options for the composite of interest. Response options are broken down according to three-point score groupings.

Benchmark Summary Rate Comparisons

This section compares your plan's current and trend scores (if applicable) to the current and trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of commercial adult (PPO) samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The Quality Compass® All Plans benchmark is the mean of plan-specific samples (PPO) that submitted to NCQA in 2014.

Benchmark Percentile Rankings

This section displays your health plan's composite and key question Summary Rates alongside the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2014 PPO Commercial Adult Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates at or above the 75th percentile but below the 90th percentile are shaded light green, and Summary Rates at or above the 50th percentile but below the 75th are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds[25]

This section compares your plan's current Three-Point Scores to trend Three-Point Scores (if applicable).[26] This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items at or above the 90th percentile are shaded dark green, while Three-Point Scores at or above the 75th percentile but below the 90th percentile are shaded light green, and Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items with Three-Point Scores at or above the 25th percentile but below the 50th percentile are shaded light orange and Three-Point Scores below the 25th percentile are shaded dark orange.

Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS®/CAHPS® Percentile benchmarks and thresholds is:
NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2015 Accreditation.

If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line, is scored based on the standards score only. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and Three-Point Scores

This section shows a graphical presentation of the percentage of members who answered each response choice. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent, Three-Point Score calculation.

[25] Please note that the CAHPS® *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.

[26] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

Three-Point Score Trend Comparisons

This section displays your plan's current Three-Point Scores and compares them to trend scores (if applicable).[27] NCQA's adjustment rates are displayed for ease of interpretation.

Please refer to the individual report sections for additional information regarding the topics displayed on these pages.

Charts 8A – 8I

[27] NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Getting Needed Care Composite

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Getting Needed Care		**84.3%**		**85.2%**		**88.6%**
Q14. Ease of getting care, tests, or treatment needed	228	88.2%	330	88.8%	321	93.8%
Q25. Obtained appointment with specialist as soon as needed	133	80.5%	196	81.6%	182	83.5%

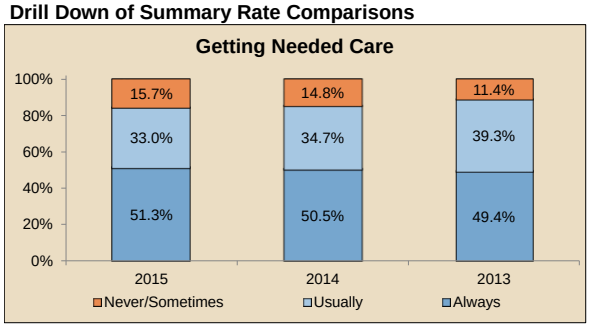
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

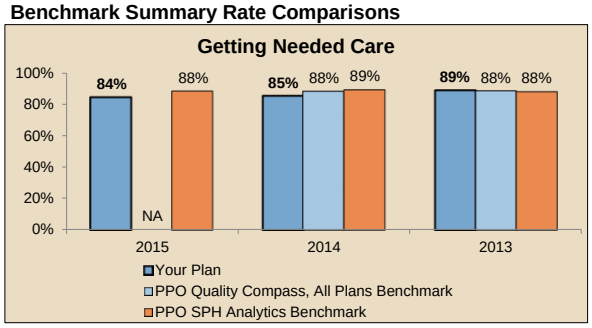
Getting Needed Care	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q14. Ease of getting care, tests, or treatment needed	0.346	**0.475**	0.287
Q25. Obtained appointment with specialist as soon as needed	0.366	0.327	0.249

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**84.3%**	**<10th**	**88.3%**	**86.4%**	**88.5%**	**90.1%**	**91.4%**
Q14. Ease of getting care, tests, or treatment needed	88.2%	10th	91.6%	90.1%	92.2%	93.5%	94.9%
Q25. Obtained appointment with specialist as soon as needed	80.5%	13th	84.9%	82.1%	84.9%	87.9%	89.2%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

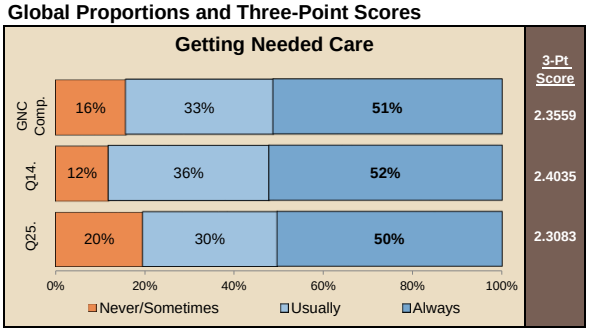
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Getting Needed Care	**2015**	2.3559	**2.3559**	<25th	2.42	2.47	2.51	2.55
	2014	2.3571	**2.3671**	25th	2.36	2.41	2.46	2.50
	2013	2.3800	**2.4000**	25th	2.36	2.41	2.46	2.49

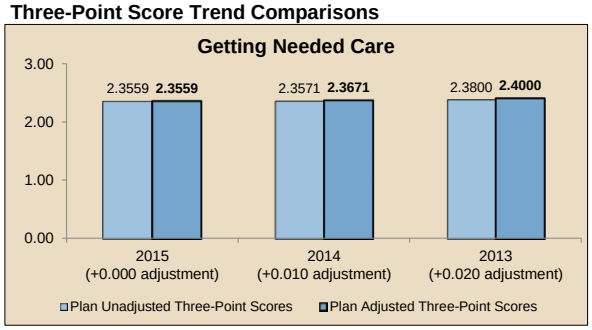
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Getting Care Quickly Composite

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Getting Care Quickly		**84.1%**		**83.1%**		**88.7%**
Q4. Obtained needed care right away	82	85.4%	114	86.8%	86	90.7%
Q6. Obtained appointment for care as soon as needed	209	82.8%	292	79.5%	285	86.7%

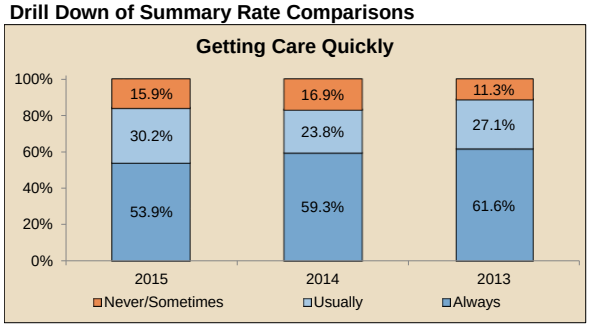
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

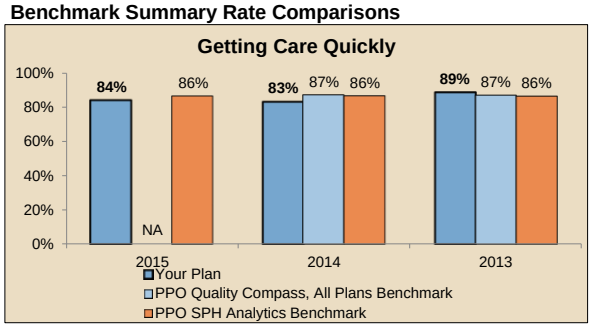
Getting Care Quickly	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q4. Obtained needed care right away	**0.400**	0.225	0.006
Q6. Obtained appointment for care as soon as needed	0.238	0.286	0.315

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**84.1%**	**14th**	**86.9%**	**84.8%**	**87.0%**	**88.8%**	**90.1%**
Q4. Obtained needed care right away	85.4%	<10th	89.4%	87.3%	89.0%	91.6%	93.4%
Q6. Obtained appointment for care as soon as needed	82.8%	28th	84.5%	82.6%	84.7%	86.8%	88.4%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

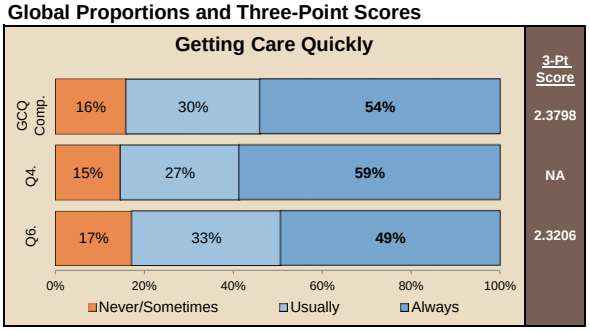
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Getting Care Quickly	**2015**	2.3798	**2.3798**	<25th	2.44	2.49	2.53	2.57
	2014	2.4249	**2.4349**	25th	2.41	2.46	2.50	2.55
	2013	2.5023	**2.5223**	75th	2.41	2.45	2.50	2.55

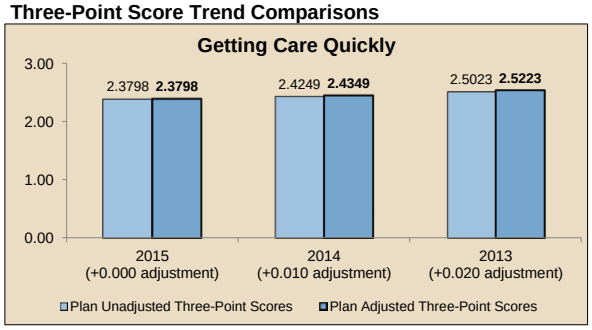
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

How Well Doctors Communicate Composite

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
How Well Doctors Communicate		**95.1%**		**94.8%**		**96.0%**
Q17. Doctors explained things in an understandable way	195	96.9%	277	96.8%	269	97.4%
Q18. Doctors listened carefully to you	195	94.9%	276	94.2%	267	96.6%
Q19. Doctors showed respect for what you had to say	192	96.4%	275	96.4%	268	97.0%
Q20. Doctors spent enough time with you	193	92.2%	277	91.7%	268	92.9%

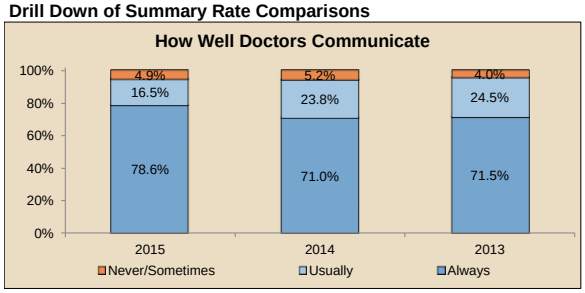
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

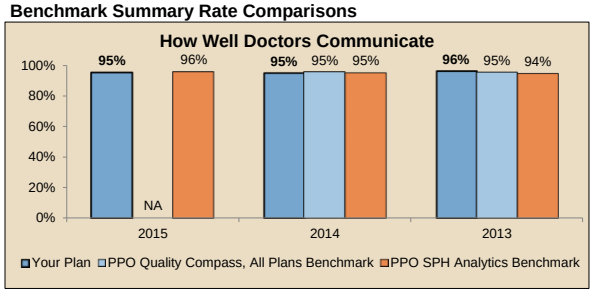
How Well Doctors Communicate	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q17. Doctors explained things in an understandable way	0.207	**0.519**	**0.541**
Q18. Doctors listened carefully to you	0.165	**0.542**	**0.635**
Q19. Doctors showed respect for what you had to say	0.129	**0.567**	**0.623**
Q20. Doctors spent enough time with you	0.233	**0.524**	**0.603**

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
How Well Doctors Communicate	**95.1%**	**42nd**	**95.3%**	**94.4%**	**95.4%**	**96.3%**	**96.8%**
Q17. Doctors explained things in an understandable way	96.9%	58th	96.4%	95.4%	96.6%	97.4%	98.1%
Q18. Doctors listened carefully to you	94.9%	45th	95.1%	94.0%	95.1%	96.3%	97.1%
Q19. Doctors showed respect for what you had to say	96.4%	46th	96.3%	95.4%	96.4%	97.3%	97.9%
Q20. Doctors spent enough time with you	92.2%	29th	93.3%	92.0%	93.3%	94.8%	95.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

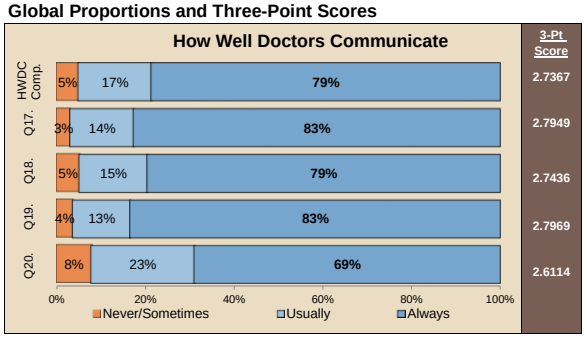
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
How Well Doctors Communicate	**2015**	2.7367	**2.7367**	90th	2.59	2.64	2.67	2.70
	2014	2.6571	**2.6671**	50th	2.59	2.64	2.67	2.70
	2013	2.6744	**2.6944**	75th	2.59	2.64	2.67	2.70

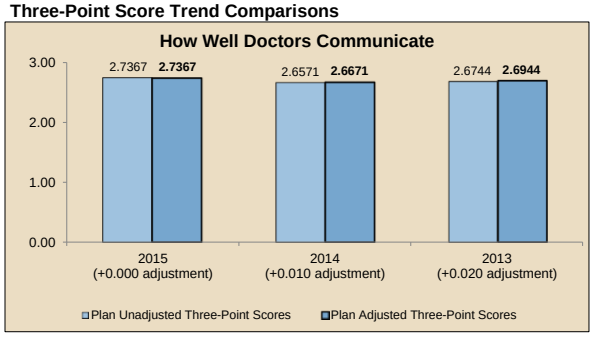
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Please note that the CAHPS How Well Doctors Communicate measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2013 and 2014 standards will still be scored using the organization's submitted rate for this measure.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Customer Service Composite

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Customer Service		**90.1%**		**82.9%**		**90.5%**
Q35. Getting information/help from customer service	76	81.6%	134	72.4%	121	86.0%
Q36. Treated with courtesy and respect by customer service staff	77	98.7%	135	93.3%	120	95.0%

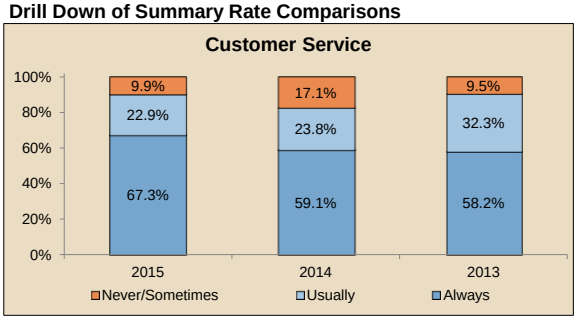
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

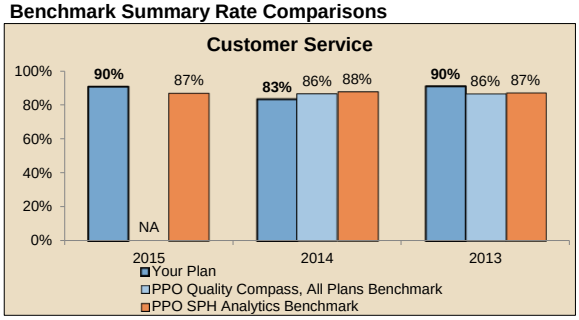
Customer Service	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q35. Getting information/help from customer service	**0.677**	0.374	0.183
Q36. Treated with courtesy and respect by customer service staff	**0.418**	0.264	0.042

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	**90.1%**	**85th**	**86.1%**	**83.8%**	**85.8%**	**88.5%**	**90.6%**
Q35. Getting information/help from customer service	81.6%	74th	78.2%	74.5%	78.1%	81.8%	84.6%
Q36. Treated with courtesy and respect by customer service staff	98.7%	97th	94.0%	92.2%	94.1%	96.1%	97.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

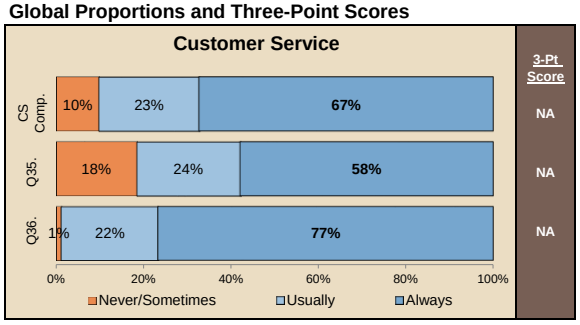
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Customer Service	**2015**	NA	**NA**	NA	2.44	2.51	2.57	2.63
	2014	2.4192	**2.4332**	50th	2.35	2.42	2.50	2.59
	2013	2.4864	**2.5144**	75th	2.33	2.42	2.49	2.59

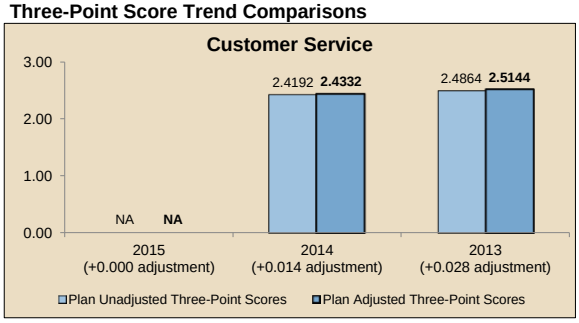
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Claims Processing Composite

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Claims Processing		**89.5%**		**87.9%**		**88.6%**
Q40. Claims handled quickly	148	87.2%	223	83.4%	226	85.0%
Q41. Claims handled correctly	148	91.9%	209	92.3%	208	92.3%

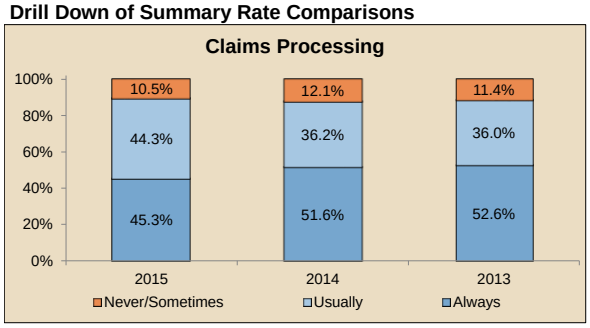
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

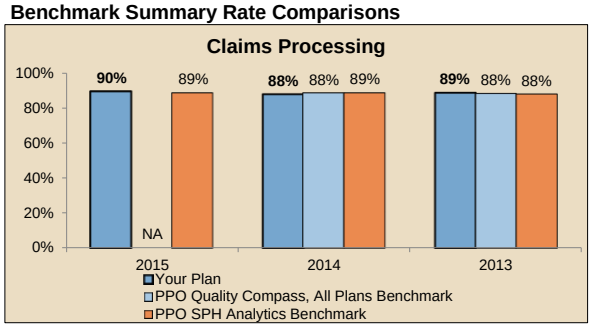
Claims Processing	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q40. Claims handled quickly	0.360	0.140	0.188
Q41. Claims handled correctly	**0.434**	0.108	0.113

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Claims Processing	**89.5%**	**57th**	**88.3%**	**86.5%**	**88.8%**	**90.7%**	**92.7%**
Q40. Claims handled quickly	87.2%	50th	86.7%	84.5%	87.1%	89.5%	91.6%
Q41. Claims handled correctly	91.9%	70th	90.0%	87.8%	90.5%	92.4%	94.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

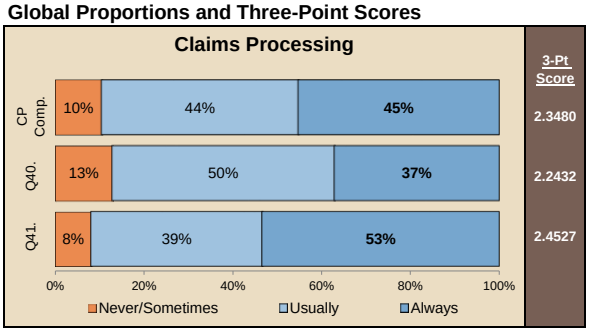
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Claims Processing	**2015**	2.3480	**2.3480**	<25th	2.37	2.43	2.49	2.56
	2014	2.3951	**2.4091**	25th	2.35	2.41	2.49	2.56
	2013	2.4127	**2.4407**	50th	2.35	2.41	2.49	2.56

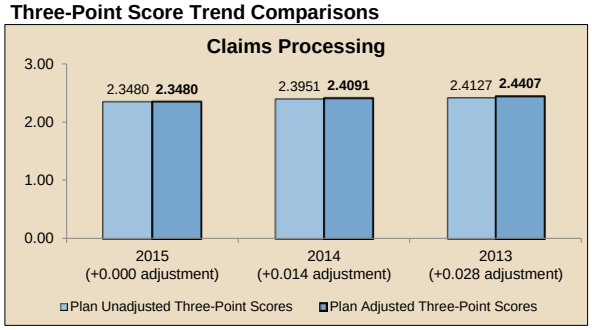
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Rating of Health Care (Q13)

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q13. Rating of Health Care (8-10)	232	77.6%	328	68.9%	323	70.6%
Q13. Rating of Health Care (9-10)	232	45.7%	328	41.8%	323	39.3%

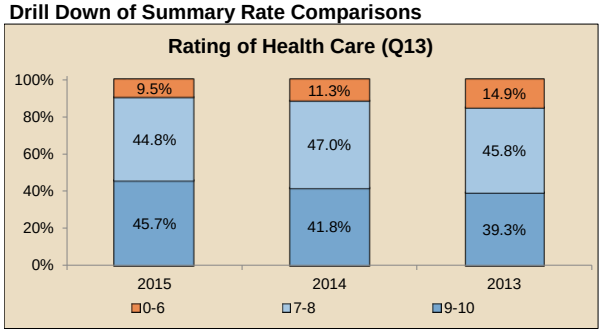
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

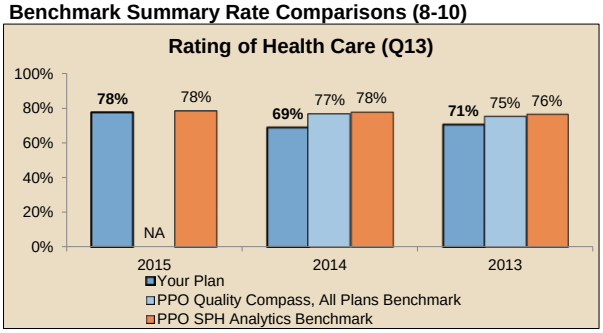
Rating of Health Care	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q13. Rating of Health Care (8-10)	0.395	NA	**0.719**

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	**77.6%**	55th	76.5%	73.9%	77.2%	79.8%	81.6%
Q13. Rating of Health Care (9-10)	**45.7%**	29th	49.0%	44.8%	48.8%	52.9%	57.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

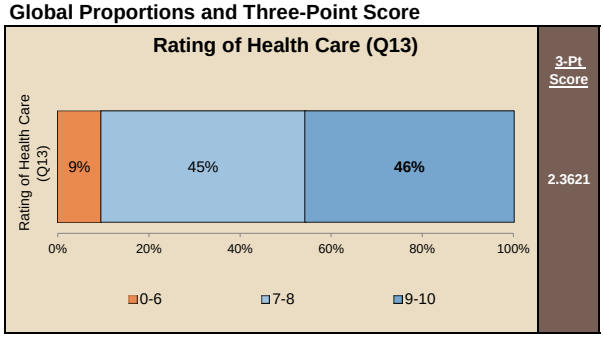
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Care (Q13)	**2015**	2.3621	**2.3621**	25th	2.34	2.39	2.44	2.50
	2014	2.3049	**2.3189**	<25th	2.34	2.39	2.44	2.50
	2013	2.2446	**2.2726**	<25th	2.32	2.38	2.43	2.49

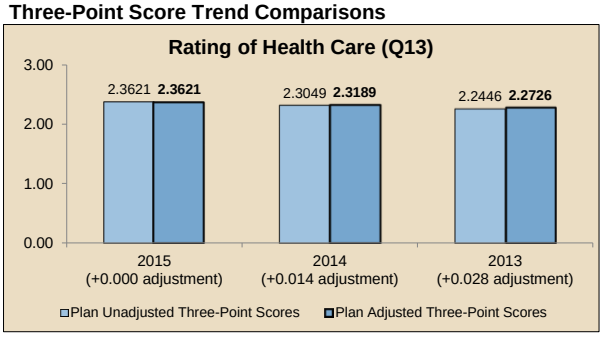
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Rating of Personal Doctor (Q23)

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q23. Rating of Personal Doctor (8-10)	224	84.4%	333	79.6%	308	78.9%
Q23. Rating of Personal Doctor (9-10)	224	61.2%	333	57.4%	308	55.2%

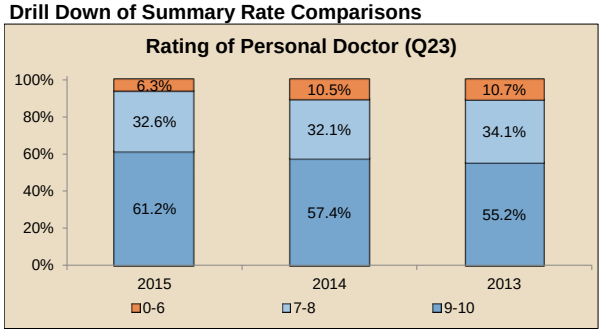
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

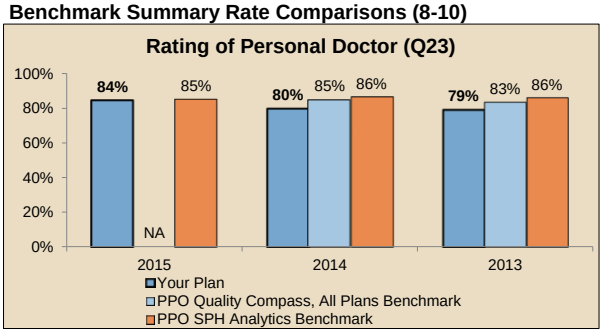
Rating of Personal Doctor	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q23. Rating of Personal Doctor (8-10)	0.308	**0.719**	NA

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q23. Rating of Personal Doctor (8-10)	**84.4%**	44th	84.6%	82.4%	84.8%	87.0%	88.8%
Q23. Rating of Personal Doctor (9-10)	**61.2%**	20th	65.7%	61.8%	65.5%	68.9%	72.3%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

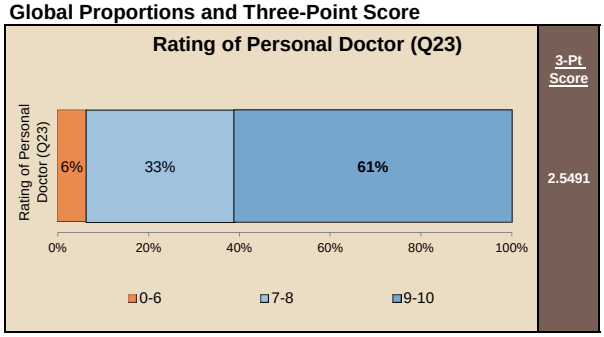
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Personal Doctor (Q23)	**2015**	2.5491	**2.5491**	50th	2.47	2.52	2.57	2.61
	2014	2.4685	**2.4825**	25th	2.47	2.52	2.57	2.61
	2013	2.4448	**2.4728**	25th	2.47	2.52	2.57	2.61

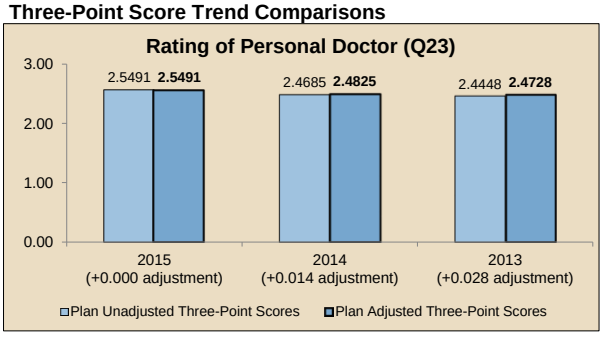
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Rating of Specialist (Q27)

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q27. Rating of Specialist (8-10)	126	76.2%	190	77.9%	179	78.2%
Q27. Rating of Specialist (9-10)	126	59.5%	190	53.7%	179	48.6%

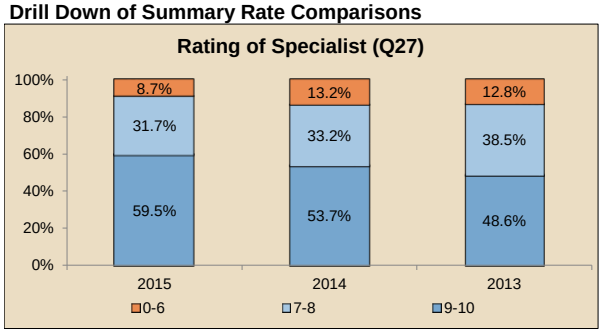
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

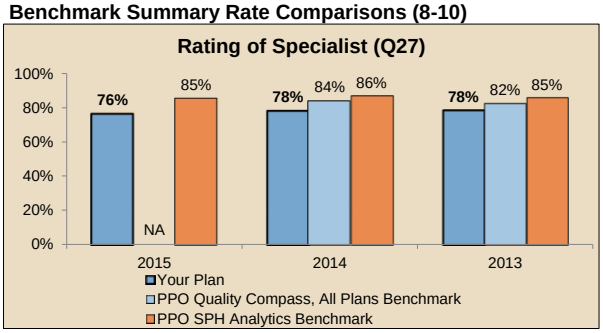
Rating of Specialist	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q27. Rating of Specialist (8-10)	**0.432**	**0.527**	0.388

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q27. Rating of Specialist (8-10)	**76.2%**	<10th	83.8%	81.4%	83.7%	86.0%	89.0%
Q27. Rating of Specialist (9-10)	**59.5%**	18th	65.4%	60.6%	65.0%	68.3%	74.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

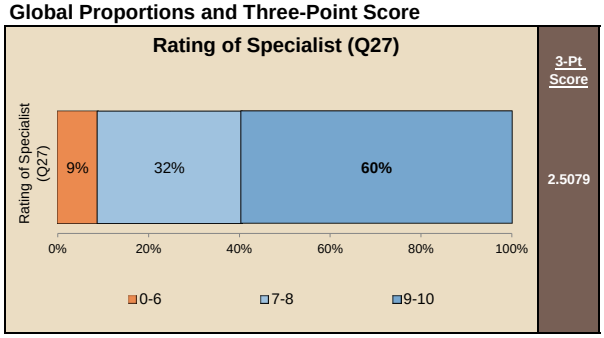
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Specialist (Q27)	**2015**	2.5079	**2.5079**	25th	2.49	2.53	2.58	2.64
	2014	2.4053	**2.4193**	<25th	2.49	2.53	2.58	2.64
	2013	2.3575	**2.3855**	<25th	2.49	2.53	2.58	2.64

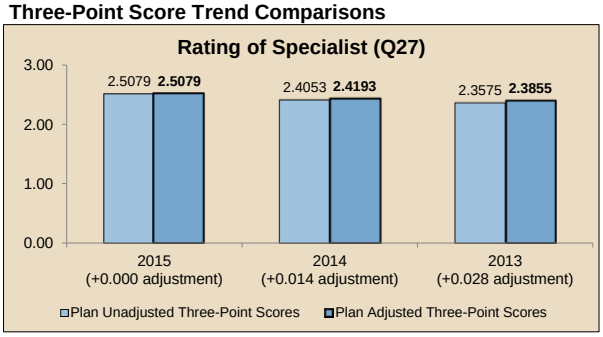
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

UMP CDHP

Rating of Health Plan (Q42)

Commercial Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2015		2014		2013	
Q42. Rating of Health Plan (8-10)	261	55.6%	401	57.6%	376	51.1%
Q42. Rating of Health Plan (9-10)	261	23.8%	401	25.9%	376	17.3%

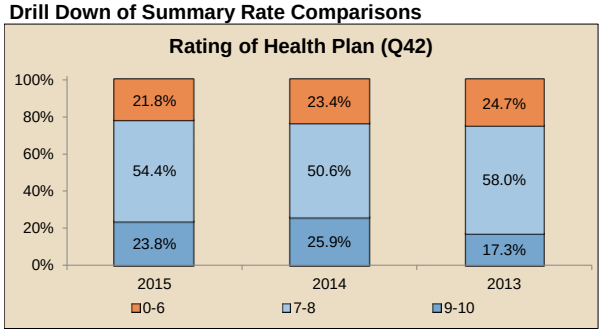
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

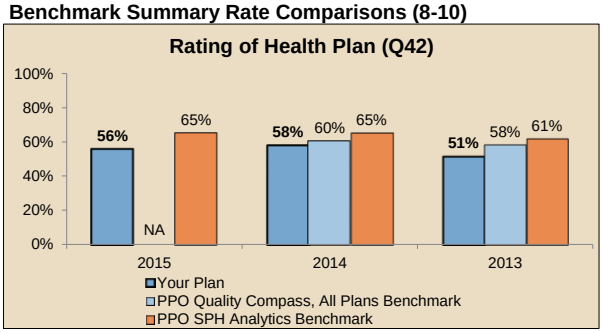
Rating of Health Plan	with Q42 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q42. Rating of Health Plan (8-10)	NA	0.395	0.308

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2014 Quality Compass, All Plans (PPO) Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q42. Rating of Health Plan (8-10)	**55.6%**	25th	60.3%	55.5%	59.9%	65.7%	69.6%
Q42. Rating of Health Plan (9-10)	**23.8%**	<10th	36.0%	29.8%	35.0%	40.9%	46.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

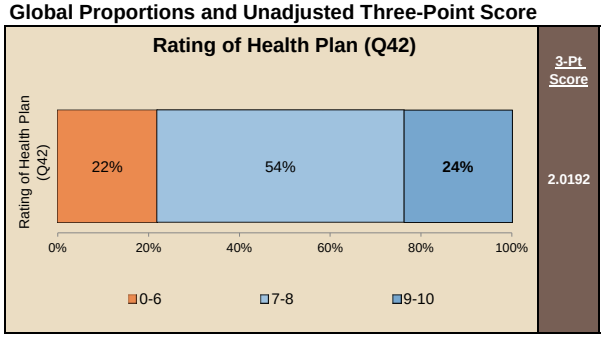
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Commercial Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Plan (Q42)	**2015**	2.0192	**2.0192**	<25th	2.05	2.16	2.25	2.41
	2014	2.0249	**2.0389**	<25th	2.05	2.16	2.25	2.41
	2013	1.9255	**1.9535**	<25th	2.05	2.16	2.25	2.40

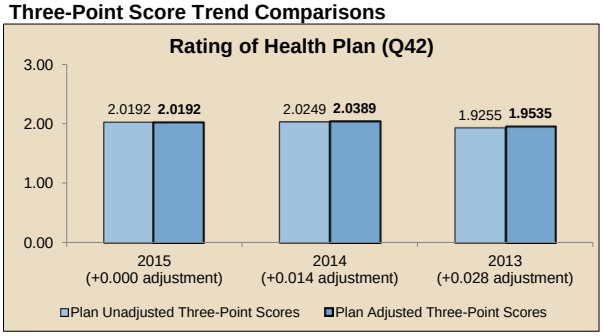
NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

Global Proportions and Unadjusted Three-Point Score



Three-Point Score Trend Comparisons



NCQA is on year five of phasing out the sampling variation adjustments for all organizations. From this year forward, NCQA will use unadjusted HEDIS and CAHPS results to score organizations at the time of their survey and at annual rescoring. In keeping, your plan's 2015 unadjusted and adjusted three-point scores are the same.
Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

9. Technical Notes

Presented alphabetically by subject area

Composite Categories

The NCQA core survey includes seven composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q14 and Q25.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 42, *Rating of Health Plan*, as well as between attributes and Questions 13 and 23, *Rating of Health Care* and *Rating of Personal Doctor*, respectively. The Pearson's product moment correlation coefficient, *r*, is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive correlation. This analysis is shown on Page 6A.

Demographic Categories

SPH Analytics collapses the age, race/ethnicity, and education group categories into fewer segments than those defined by the CAHPS® 5.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Age	
CAHPS®	SPH Analytic
18 – 24	18 – 34
25 – 34	
35 – 44	35 – 44
45 – 54	45 – 54
55 – 64	55 or older
65 – 74	
75 or older	

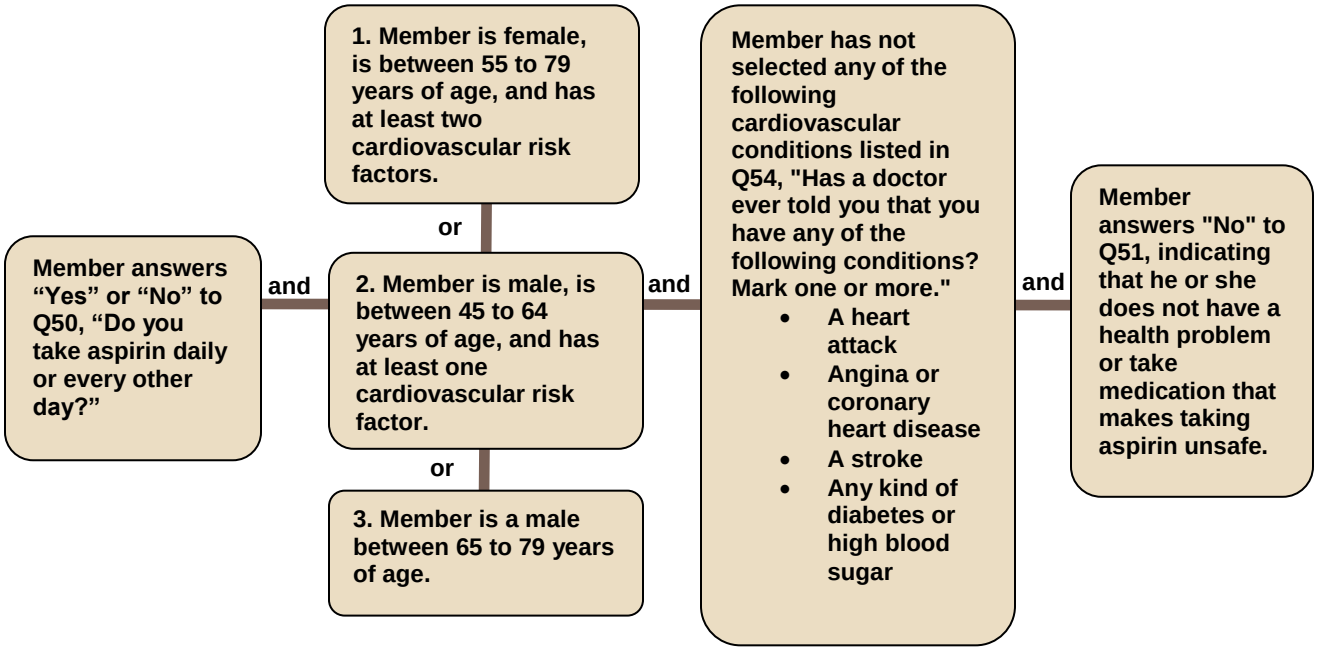
Education	
CAHPS®	SPH Analytics
8th grade or less	High school graduate/GED or less
Some high school	
High school graduate/GED	
Some college/2-year degree	Some college/2-year degree
4-year college degree	College graduate or more
More than 4-year college degree	

Race/Ethnicity	
CAHPS®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Other (In segmentation and banners)
Native Hawaiian/Pacific Islander	
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

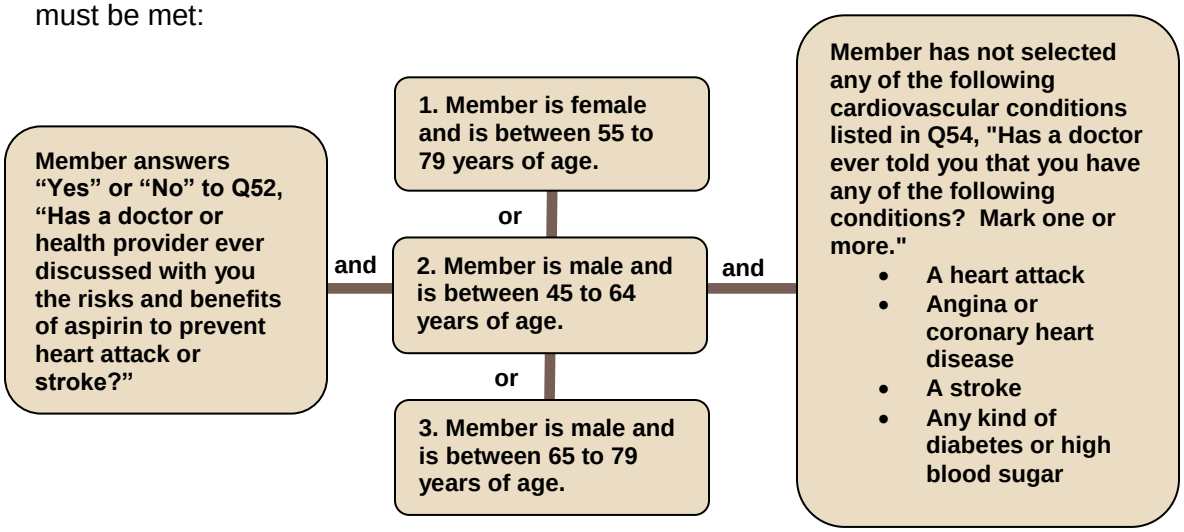
Effectiveness of Care Measures (Aspirin Use and Discussion *ASP*)

The *Aspirin Use* and *Discussing Aspirin Risks and Benefits* Effectiveness of Care Measures were created to assess the various facets of managing aspirin use for the prevention of heart disease. While the *Aspirin Use* Measure represents the percentage of members who are currently taking aspirin, the *Discussing Aspirin Risks and Benefits* Measure indicates the proportion of members who discuss the risks and benefits of using aspirin with a doctor or other health provider.

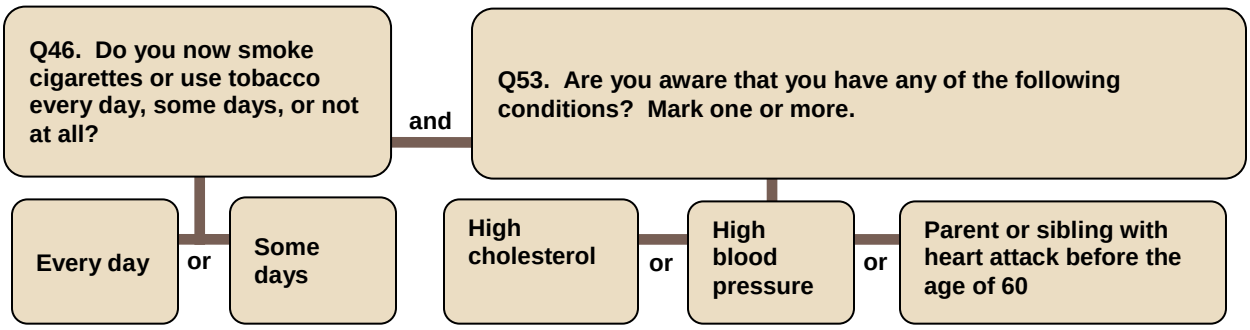
In order for a member to be considered eligible for inclusion in the calculation of the *Aspirin Use* Effectiveness of Care Measure, the following conditions must be met:



Conversely, in order for a member to be considered eligible for inclusion in the calculation of the *Discussing Aspirin Risks and Benefits* Effectiveness of Care Measure, the following conditions must be met:



Cardiovascular risk factors are determined based upon members' responses to the following questions:



Health and Human Services (HHS) Regions:

- **Chicago** – Indiana, Illinois, Michigan, Minnesota, Wisconsin, Ohio
- **New York** – New York, New Jersey, Puerto Rico, Virgin Islands
- **Philadelphia** – Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **Denver** – Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Boston** – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Seattle** – Alaska, Idaho, Washington, Oregon
- **Atlanta** – Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- **Dallas** – Arkansas, Louisiana, Oklahoma, New Mexico, Texas
- **Kansas City –** Iowa, Missouri, Nebraska, Kansas
- **San Francisco –** American Samoa, Arizona, California, Guam, Hawaii, Nevada

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from PPO commercial adult data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3D and in Section 8 – *Composite Analysis* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Public Report (2014) benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those commercial adult plans (185 PPO samples with at least 100 valid responses per question item) *choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary*. The scores shown in this report reflect the mean Summary Rates from these plan means.

Quality Compass® 2014 (All Plans) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (196 samples – PPO) for those commercial adult plans (samples with at least 100 valid responses per question item) *allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores*.

Question Scoring
NCQA Summary Rate & Three-Point Categories for Composite Questions

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
Getting Needed Care			
Never/Sometimes		1	Q14 – In the last 12 months, how often was it easy to get the care, tests, or treatment you needed? Q25 – In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Getting Care Quickly			
Never/Sometimes		1	Q4 – In the last 12 months, when you needed care right away, how often did you get care as soon as you needed? Q6 – In the last 12 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?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q17 – In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand? Q18 – In the last 12 months, how often did your personal doctor listen carefully to you? Q19 – In the last 12 months, how often did your personal doctor show respect for what you had to say? Q20 - In the last 12 months, how often did your personal doctor spend enough time with you?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q35 – In the last 12 months, how often did your health plan's customer service give you the information or help you needed? Q36 – In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Claims Processing			
Never/Sometimes		1	Q40 – In the last 12 months, how often did your health plan handle your claims quickly? Q41 – In the last 12 months, how often did your health plan handle your claims correctly?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
No		1	Q10 – Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Q11 – Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? 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?
Yes	Summary Rate	3	

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
Plan Information on Costs*			
Never/Sometimes		1	Q31 – In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?
Usually	Summary Rate	2	
Always	Summary Rate	3	Q33 – In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?

*Results for *Plan Information on Costs* are calculated using rolling average methodology.

Rating Questions

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q13), *Rating of Personal Doctor* (Q23), *Rating of Specialist* (Q27), and *Rating of Health Plan* (Q42), where zero represents "worst possible" and ten represents "best possible." .

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. Three backward elimination, respondent-level, multiple linear regression models were fitted to the 2015 SPH Analytics Commercial Adult Book of Business benchmark. The SPH Analytics Book of Business consists of the 2015 commercial adult data from each of the 25 PPO health plans that submitted to NCQA. The dependent variables in the models are measured by Question 42 ("What number would you use to rate your health plan?"), Question 13 ("What number would you use to rate your health care?"), as well as Question 23 ("What number would you use to rate your personal doctor?), all of which are scaled from 0 to 10 ("Worst possible" to "Best possible").

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The numbers reported alongside each composite, shown in Section 1 – *Executive Summary*, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, SPH Analytics has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2015 SPH Analytics Commercial Adult Book of Business benchmark Summary Rate, and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate below the 50th percentile when compared to the 2015 SPH Analytics Commercial Adult Book of Business benchmark Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th

percentiles when compared to the 2015 SPH Analytics Commercial Adult Book of Business benchmark Summary Rates, it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan's success in that area.

Response Rate

The sample size for adult commercial health plans is 1,100 in accordance with NCQA protocol, although plans may choose to over-sample if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The formula for determining the response rate is the following:

$$\frac{\text{Completed mail, telephone, and Internet (if applicable) surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The tables on the following page may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90**** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

*95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

**90% confidence interval

The sampling error table is used in the following manner: assume that "overall rating of health plan" received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

SPH Analytics Book of Business

The SPH Analytics Book of Business (calculated on a plan-level) consists of all commercial adult samples (PPO) that were conducted by SPH Analytics and submitted to NCQA. In 2015, there were 25 samples included in the Book of Business. This benchmark is shown throughout the report. The 2014 SPH Analytics Book of Business consists of PPO samples that were submitted to NCQA in 2014, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

Statistical Significance

A statistically significant hypothesis testing result means that based on the sample(s), conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a sample Summary Rate and a set constant score (e.g., Quality Compass® All Plans benchmark), statistical significance would mean that there is sufficient support for the statement that there is a difference between the sample Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's sample Summary Rate and this year's sample Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the sample Summary Rates are different.

Summary Rate

Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8," "9," and "10"), Top Box Scores are also calculated using "9" and "10."

Members who respond "No" to Q37 are recoded as "Always" in Q38 and are, therefore, included in the Summary Rate of Q38.

The Summary Rate for each composite category and additional measure is as follows:

Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Claims Processing; Plan Information on Cost; Coordination of Care, *Providing Needed Information*; and *Ease of Filling Out Forms*: Summary Rate represents the percentage of members who responded "Always" or "Usually."

Health Promotion and Education: Summary Rate represents the percentage of members who responded "Yes."

Shared Decision Making: Summary Rate represents the percentage of members who responded "Yes."

Plan Information on Costs is calculated using rolling average methodology.

Survey Administration Protocol

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey (questionnaire mailings contain an Internet option). The sample size for commercial adult plans seeking accreditation from NCQA is 1,100 members.

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days, and in different weeks.	56-70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-respondents approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

Three-Point Scores

Three-Point scoring assigns a value of 1, 2, or 3 to each question response category and then computes a numerical average based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

Response Choice 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

The "mean of means" method is used in computing the Three-Point composite score. Each question is weighted equally within a composite regardless of the number of valid responses. These composite scores may be in slight variance to the scores shown elsewhere in the report (comparisons by member age, gender, etc.) where scores are calculated as weighted means based on the actual number of respondents answering each question.

Unanswered Questions

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q53, Q54, Q63, and Q65), that response is considered a "multiple mark." A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the Quality Compass® All Plans benchmark) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., the Quality Compass® All Plans benchmark)—with various conditions/assumptions—SPH Analytics uses the statistical test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where

$\hat{p}$ = Summary Rate from the sample

p_0 = Set constant score for comparison

q_0 = 1 – (Set constant score) = $(1 - p_0)$

n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population "Summary Rate" equals the set constant score is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

$\hat{p}_1$ = Summary Rate from the 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

$\hat{q}$ = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is

rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from the cumulative standard normal distribution table).

Sample Survey Tool

57. Do you now need or take medicine prescribed by a doctor? Do not include birth control.
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 59**

58. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.
- ☐1 Yes
- ☐2 No

59. What is your age?
- ☐1 18 to 24
- ☐2 25 to 34
- ☐3 35 to 44
- ☐4 45 to 54
- ☐5 55 to 64
- ☐6 65 to 74
- ☐7 75 or older

60. Are you male or female?
- ☐1 Male
- ☐2 Female

61. What is the highest grade or level of school that you have completed?
- ☐1 8th grade or less
- ☐2 Some high school, but did not graduate
- ☐3 High school graduate or GED
- ☐4 Some college or 2-year degree
- ☐5 4-year college graduate
- ☐6 More than 4-year college degree

62. Are you of Hispanic or Latino origin or descent?
- ☐1 Yes, Hispanic or Latino
- ☐2 No, Not Hispanic or Latino

63. What is your race? Mark one or more.
- ☐A White
- ☐B Black or African-American
- ☐C Asian
- ☐D Native Hawaiian or other Pacific Islander
- ☐E American Indian or Alaska Native
- ☐F Other

64. Did someone help you complete this survey?
- ☐1 Yes . . . . . **If Yes, Go to Question 65**
- ☐2 No . . . . . **If No, Go to Question 66**

65. How did that person help you? Mark one or more.
- ☐A Read the questions to me
- ☐B Wrote down the answers I gave
- ☐C Answered the questions for me
- ☐D Translated the questions into my language
- ☐E Helped in some other way

66. In the last 12 months, have you visited your health plan's website?
- ☐1 Yes
- ☐2 No
- ☐3 I don't use or have convenient access to the Internet

67. How would you rate your understanding of the benefits your health plan offers?
- ☐1 Excellent
- ☐2 Very good
- ☐3 Good
- ☐4 Fair
- ☐5 Poor

68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)
- ☐A Copays, coinsurance, deductibles
- ☐B Pharmacy benefits and the plan formulary
- ☐C Inpatient hospitalization
- ☐D Emergency care
- ☐E In-network versus Out-of-network care
- ☐F Lab and radiology
- ☐G Preventive care
- ☐H Other

69. Would you recommend your health plan to your family or friends?
- ☐1 Definitely yes
- ☐2 Probably yes
- ☐3 Probably no
- ☐4 Definitely no

70. Do you intend to switch to a different health plan when you next have an opportunity?
- ☐1 Definitely no
- ☐2 Probably no
- ☐3 Probably yes
- ☐4 Definitely yes

Questions below ask about your prescription drug plan's customer service (provided by Washington State Rx Services).

71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?
- ☐1 Yes . . . . . **If Yes, Go to Question 72**
- ☐2 No . . . . . **Thank you. Please return the completed survey in the postage-paid envelope.**

72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

This information collection has been approved by the U.S. Office of Management and Budget (Control Number 3206-0236) and is in compliance with the Paperwork Reduction Act of 1995. We estimate that it will take an average of 20 minutes to complete, including the time to read instructions and to gather necessary information. You may send comments about our estimate or any suggestions for minimizing respondent burden, reducing completion time or any other aspect of this information collection to the U.S. Office of Personnel Management (OPM), Reports and Forms Officer (OMB Number 3206-0236), Washington, DC 20415-7900. Your participation in this information collection is voluntary. The OMB Number, 3206-0236, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.

Thank You.

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

The Myers Group
Attn: Survey Processing Department
PO Box 100072
Duluth, GA 30096-9876
Toll-Free: 1-800-692-0041

For Processing Purposes Only: 2015 01_CAS 4pg English

1103490	

Uniform Medical Plan

- Answer each question by marking the box with blue or black ink to the left of your answer. Like this ☒.
- You are sometimes told to skip over some questions in this survey. When this happens you will see 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 cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

1. Our records show that you are now in

   UMP Consumer-Directed Health Plan.

   Is that right?
   - ☐1 Yes . . . . . **If Yes, Go to Question 3**
   - ☐2 No

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

   _____

YOUR HEALTH CARE IN THE LAST 12 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 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
   - ☐1 Yes
   - ☐2 No . . . . . **If No, Go to Question 5**

4. In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?
   - ☐1 Never
   - ☐2 Sometimes
   - ☐3 Usually
   - ☐4 Always

5. In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
   - ☐1 Yes
   - ☐2 No . . . . . **If No, Go to Question 7**

6. In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
   - ☐1 Never
   - ☐2 Sometimes
   - ☐3 Usually
   - ☐4 Always

7. In the last 12 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?
   - ☐1 None . . . . . **If None, Go to Question 15**
   - ☐2 1 time
   - ☐3 2
   - ☐4 3
   - ☐5 4
   - ☐6 5 to 9
   - ☐7 10 or more times

8. In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
   - ☐1 Yes
   - ☐2 No

9. In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
   - ☐1 Yes
   - ☐2 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?
    - ☐1 Yes
    - ☐2 No

11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
    - ☐1 Yes
    - ☐2 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?
    - ☐1 Yes
    - ☐2 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 12 months?

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

14. In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

YOUR PERSONAL DOCTOR

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?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 24**

16. In the last 12 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

Please continue on the next page.

17. In the last 12 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 12 months, how often did your personal doctor listen carefully to you?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

19. In the last 12 months, how often did your personal doctor show respect for what you had to say?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

20. In the last 12 months, how often did your personal doctor spend enough time with you?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

21. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?
- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 23**

22. In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

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?

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

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 12 months, did you make any appointments to see a specialist?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 28**

25. In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

26. How many specialists have you seen in the last 12 months?
    - ☐1 None . . . . . **If None, Go to Question 28**
    - ☐2 1 specialist
    - ☐3 2
    - ☐4 3
    - ☐5 4
    - ☐6 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 12 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?

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

YOUR HEALTH PLAN

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

28. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 30**

29. In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

30. Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen.

    In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 32**

31. In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

32. In some health plans the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy.

    In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 34**

33. In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

34. In the last 12 months, did you get information or help from your health plan's customer service?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 37**

35. In the last 12 months, how often did your health plan's customer service give you the information or help you needed?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

36. In the last 12 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

37. In the last 12 months, did your health plan give you any forms to fill out?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 39**

38. In the last 12 months, how often were the forms from your health plan easy to fill out?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

39. Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you.

    In the last 12 months, did you or anyone else send in any claims for your care to your health plan?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 42**
    - ☐3 Don't know . . . . . **If Don't know, Go to Question 42**

40. In the last 12 months, how often did your health plan handle your claims quickly?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always
    - ☐5 Don't know

41. In the last 12 months, how often did your health plan handle your claims correctly?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always
    - ☐5 Don't know

42. 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?

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

ABOUT YOU

43. In general, how would you rate your overall health?
    - ☐1 Excellent
    - ☐2 Very good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

44. In general, how would you rate your overall mental or emotional health?
    - ☐1 Excellent
    - ☐2 Very good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

45. Have you had either a flu shot or flu spray in the nose since July 1, 2014?
    - ☐1 Yes
    - ☐2 No
    - ☐3 Don't know

46. 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 50**
    - ☐4 Don't know . . . . . **If Don't know, Go to Question 50**

47. In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

48. In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

49. In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

50. Do you take aspirin daily or every other day?
    - ☐1 Yes
    - ☐2 No
    - ☐3 Don't know

51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
    - ☐1 Yes
    - ☐2 No
    - ☐3 Don't know

52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
    - ☐1 Yes
    - ☐2 No

53. Are you aware that you have any of the following conditions? Mark one or more.
    - ☐A High cholesterol
    - ☐B High blood pressure
    - ☐C Parent or sibling with heart attack before the age of 60

54. Has a doctor ever told you that you have any of the following conditions? Mark one or more.
    - ☐A A heart attack
    - ☐B Angina or coronary heart disease
    - ☐C A stroke
    - ☐D Any kind of diabetes or high blood sugar

55. In the last 12 months, did you get health care 3 or more times for the same condition or problem?
    - ☐1 Yes
    - ☐2 No . . . . . **If No, Go to Question 57**

56. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
    - ☐1 Yes
    - ☐2 No

Please continue on the next page.

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents, (2) demographic groups (Age, Education, Gender, Ethnicity, Race, Health Status, and Mental Health Status), (3) survey items, and (4) data collection method. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible" represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 300, which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for Males and Females. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper or lower case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. Note that when comparing groups, the Z-Test is only valid for large sample sizes. See Z-Test in *Technical Notes*.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper and lower case letters.

If a percentage has an upper case letter beneath it, a difference exists at the 0.05 level of significance. A lower case letter denotes a difference at the 0.10 level of significance. A banner table example follows with key points noted.

		========= GENDER =========	
	Total	Male	Female
	(A)	(B)	(C)
Total	433[1]	22	407
Total Valid Responses	429[2]	22	403
	100.0%	100.0%	100.0%
No Answer	4[3]	-	4
Yes	198	6	189
	46.2%	27.3%	46.9%
			B[4]
No	231	16	214
	53.8%	72.7%	53.1%
		C[5]	

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, people who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents–all Female–who were eligible to answer the question did not provide an answer.

4 – Females and Males provided a significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C–Females–and is significant at the 0.05 level of significance.

Please refer to the *Technical Notes* for additional information about banner tables.

Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that you are now in UMP Consumer-Directed Health Plan. Is that right?		Success	300
2	Q3. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	300
3	Q4. (GCQ) In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	84
4	Q5. In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	300
5	Q6. (GCQ) In the last 12 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?	Q5.ContainsAny({Yes})	Success	216
6	Q7. In the last 12 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?		Success	300
7	Q8. (HPE) In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
8	Q9. In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
9	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	116
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	116
11	Q12. (SDM) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	116
12	Q13. What number would you use to rate all your health care in the last 12 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
13	Q14. (GNC) In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
14	Q15. Do you have a personal doctor?		Success	300
15	Q16. In the last 12 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	230
16	Q17. (HWDC) In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
17	Q18. (HWDC) In the last 12 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
18	Q19. (HWDC) In the last 12 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
19	Q20. (HWDC) In the last 12 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
20	Q21. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
21	Q22. (CC) In the last 12 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	128
22	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	230
23	Q24. In the last 12 months, did you make any appointments to see a specialist?		Success	300
24	Q25. (GNC) In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	133
25	Q26. How many specialists have you seen in the last 12 months?	Q24.ContainsAny({Yes})	Success	133
26	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	130
27	Q28. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	300
28	Q29. (PNI) In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	150
29	Q30. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?		Success	300
30	Q31. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?	Q30.ContainsAny({Yes})	Success	76
31	Q32. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?		Success	300
32	Q33. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	Q32.ContainsAny({Yes})	Success	61
33	Q34. In the last 12 months, did you get information or help from your health plan's customer service?		Success	300
34	Q35. (CS) In the last 12 months, how often did your health plan's customer service give you the information or help you needed?	Q34.ContainsAny({Yes})	Success	77
35	Q36. (CS) In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q34.ContainsAny({Yes})	Success	77
36	Q37. In the last 12 months, did your health plan give you any forms to fill out?		Success	300
37	Q38. (FOF) In the last 12 months, how often were the forms from your health plan easy to fill out?	Q37.ContainsAny({Yes, No})	Success	258
38	Q39. In the last 12 months, did you or anyone else send in any claims for your care to your health plan?		Success	300
39	Q40. (CP) In the last 12 months, how often did your health plan handle your claims quickly?	Q39.ContainsAny({Yes})	Success	178
40	Q41. (CP) In the last 12 months, how often did your health plan handle your claims correctly?	Q39.ContainsAny({Yes})	Success	178
41	Q42. What number would you use to rate your health plan?		Success	300
42	Q43. In general, how would you rate your overall health?		Success	300
43	Q44. In general, how would you rate your overall mental or emotional health?		Success	300
44	Q45. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)		Success	300

45	Q45. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	295
46	Q46. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	300
47	Q47. (HEDIS) In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q46.ContainsAny({Every_day, Some_days})	Success	4
48	Q48. (HEDIS) In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q46.ContainsAny({Every_day, Some_days})	Success	4
49	Q49. (HEDIS) In the last 12 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?	Q46.ContainsAny({Every_day, Some_days})	Success	4
50	Q50. Do you take aspirin daily or every other day? (All respondents)		Success	300
51	HEDIS Measure: Aspirin Use		Success	300
52	Q51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	300
53	Q52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	300
54	HEDIS Measure: Aspirin Risks and Benefits		Success	300
55	Q53. Are you aware that you have any of the following conditions? Check all that apply.		Success	300
56	Q54. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	300
57	Q55. In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?		Success	300
58	Q56. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q55.ContainsAny({Yes})	Success	58
59	Q57. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	300
60	Q58. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q57.ContainsAny({Yes})	Success	107
61	Q59. What is your age?		Success	300
62	Q60. Are you male or female?		Success	300
63	Q61. What is the highest grade or level of school that you have completed?		Success	300
64	Q62. Are you of Hispanic or Latino origin or descent?		Success	300
65	Q63. What is your race? Please mark one or more.		Success	300
66	Q64. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	181
67	Q65. How did that person help you? Check all that apply.	Q64.ContainsAny({Yes}) And Dispo.ContainsAny({Internet, Mail})	Success	2
68	Q1. Our records show that you are now in UMP Consumer-Directed Health Plan. Is that right?		Success	300
69	Q3. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	300
70	Q4. (GCQ) In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	84
71	Q5. In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	300
72	Q6. (GCQ) In the last 12 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?	Q5.ContainsAny({Yes})	Success	216
73	Q7. In the last 12 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?		Success	300
74	Q8. (HPE) In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
75	Q9. In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
76	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	116
77	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	116
78	Q12. (SDM) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	116
79	Q13. What number would you use to rate all your health care in the last 12 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
80	Q14. (GNC) In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	232
81	Q15. Do you have a personal doctor?		Success	300
82	Q16. In the last 12 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	230
83	Q17. (HWDC) In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
84	Q18. (HWDC) In the last 12 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
85	Q19. (HWDC) In the last 12 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
86	Q20. (HWDC) In the last 12 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
87	Q21. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	195
88	Q22. (CC) In the last 12 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	128
89	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	230
90	Q24. In the last 12 months, did you make any appointments to see a specialist?		Success	300
91	Q25. (GNC) In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	133
92	Q26. How many specialists have you seen in the last 12 months?	Q24.ContainsAny({Yes})	Success	133
93	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	130
94	Q28. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	300
95	Q29. (PNI) In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	150
96	Q30. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?		Success	300
97	Q31. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?	Q30.ContainsAny({Yes})	Success	76
98	Q32. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?		Success	300
99	Q33. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	Q32.ContainsAny({Yes})	Success	61
100	Q34. In the last 12 months, did you get information or help from your health plan's customer service?		Success	300
101	Q35. (CS) In the last 12 months, how often did your health plan's customer service give you the information or help you needed?	Q34.ContainsAny({Yes})	Success	77
102	Q36. (CS) In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q34.ContainsAny({Yes})	Success	77
103	Q37. In the last 12 months, did your health plan give you any forms to fill out?		Success	300
104	Q38. (FOF) In the last 12 months, how often were the forms from your health plan easy to fill out?	Q37.ContainsAny({Yes, No})	Success	258
105	Q39. In the last 12 months, did you or anyone else send in any claims for your care to your health plan?		Success	300
106	Q40. (CP) In the last 12 months, how often did your health plan handle your claims quickly?	Q39.ContainsAny({Yes})	Success	178
107	Q41. (CP) In the last 12 months, how often did your health plan handle your claims correctly?	Q39.ContainsAny({Yes})	Success	178
108	Q42. What number would you use to rate your health plan?		Success	300

109	Q43. In general, how would you rate your overall health?		Success	300
110	Q44. In general, how would you rate your overall mental or emotional health?		Success	300
111	Q45. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)		Success	300
112	Q45. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	295
113	Q46. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	300
114	Q47. (HEDIS) In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q46.ContainsAny({Every_day, Some_days})	Success	4
115	Q48. (HEDIS) In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q46.ContainsAny({Every_day, Some_days})	Success	4
116	Q49. (HEDIS) In the last 12 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?	Q46.ContainsAny({Every_day, Some_days})	Success	4
117	Q50. Do you take aspirin daily or every other day? (All respondents)		Success	300
118	HEDIS Measure: Aspirin Use		Success	300
119	Q51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	300
120	Q52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	300
121	HEDIS Measure: Aspirin Risks and Benefits		Success	300
122	Q53. Are you aware that you have any of the following conditions? Check all that apply.		Success	300
123	Q54. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	300
124	Q55. In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?		Success	300
125	Q56. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q55.ContainsAny({Yes})	Success	58
126	Q57. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	300
127	Q58. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q57.ContainsAny({Yes})	Success	107
128	Q59. What is your age?		Success	300
129	Q60. Are you male or female?		Success	300
130	Q61. What is the highest grade or level of school that you have completed?		Success	300
131	Q62. Are you of Hispanic or Latino origin or descent?		Success	300
132	Q63. What is your race? Please mark one or more.		Success	300
133	Q64. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	181
134	Q65. How did that person help you? Check all that apply.	Q64.ContainsAny({Yes}) And Dispo.ContainsAny({Internet, Mail})	Success	2

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q1. Our records show that you are now in UMP Consumer-Directed Health Plan. Is that right?																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**297** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**87** ***100.0%***	**9** ***100.0%***	**247** ***100.0%***	**102** ***100.0%***	**156** ***100.0%***	**9** ***100.0%***	**246** ***100.0%***	**206** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**204** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**207** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
No Answer	**3**	-	-	-	2	-	2	1	1	-	2	2	-	-	2	-	-	2	-	-
Yes	**297** ***100.0%***	53 *100.0%*	66 *100.0%*	48 *100.0%*	87 *100.0%*	9 *100.0%* **	247 *100.0%*	102 *100.0%*	156 *100.0%*	9 *100.0%* **	246 *100.0%*	206 *100.0%*	4 *100.0%* **	53 *100.0%*	204 *100.0%*	51 *100.0%*	3 *100.0%* **	207 *100.0%*	40 *100.0%*	10 *100.0%* **
No	**-** **-**	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**297** ***100.0%***	53 *100.0%*	66 *100.0%*	48 *100.0%*	87 *100.0%*	9 *100.0%* **	247 *100.0%*	102 *100.0%*	156 *100.0%*	9 *100.0%* **	246 *100.0%*	206 *100.0%*	4 *100.0%* **	53 *100.0%*	204 *100.0%*	51 *100.0%*	3 *100.0%* **	207 *100.0%*	40 *100.0%*	10 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q3. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**272** *100.0%*	**51** *100.0%*	**65** *100.0%*	**47** *100.0%*	**89** *100.0%*	**8** *100.0%*	**246** *100.0%*	**102** *100.0%*	**154** *100.0%*	**9** *100.0%*	**244** *100.0%*	**206** *100.0%*	**4** *100.0%*	**52** *100.0%*	**203** *100.0%*	**50** *100.0%*	**3** *100.0%*	**206** *100.0%*	**39** *100.0%*	**10** *100.0%*
No Answer	**28**	2	1	1	-	1	3	1	3	-	4	2	-	1	3	1	-	3	1	-
Yes	**84** *30.9%*	17 *33.3%*	23 *35.4%*	13 *27.7%*	26 *29.2%*	2 *25.0%* **	76 *30.9%*	30 *29.4%*	50 *32.5%*	3 *33.3%* **	77 *31.6%*	68 *33.0%*	2 *50.0%* **	12 *23.1%*	57 *28.1%*	21 *42.0%* n	1 *33.3%* **	62 *30.1%*	14 *35.9%*	3 *30.0%* **
No	**188** *69.1%*	34 *66.7%*	42 *64.6%*	34 *72.3%*	63 *70.8%*	6 *75.0%* **	170 *69.1%*	72 *70.6%*	104 *67.5%*	6 *66.7%* **	167 *68.4%*	138 *67.0%*	2 *50.0%* **	40 *76.9%*	146 *71.9%* o	29 *58.0%*	2 *66.7%* **	144 *69.9%*	25 *64.1%*	7 *70.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**84** *30.9%*	17 *33.3%*	23 *35.4%*	13 *27.7%*	26 *29.2%*	2 *25.0%* **	76 *30.9%*	30 *29.4%*	50 *32.5%*	3 *33.3%* **	77 *31.6%*	68 *33.0%*	2 *50.0%* **	12 *23.1%*	57 *28.1%*	21 *42.0%* n	1 *33.3%* **	62 *30.1%*	14 *35.9%*	3 *30.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q4. (GCQ) In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?																				
Total Eligible	**84** *100.0%*	**17** *100.0%*	**23** *100.0%*	**13** *100.0%*	**26** *100.0%*	**2** *100.0%*	**76** *100.0%*	**30** *100.0%*	**50** *100.0%*	**3** *100.0%*	**77** *100.0%*	**68** *100.0%*	**2** *100.0%*	**12** *100.0%*	**57** *100.0%*	**21** *100.0%*	**1** *100.0%*	**62** *100.0%*	**14** *100.0%*	**3** *100.0%*
Total Valid Responses	**82** *100.0%*	**16** *100.0%*	**22** *100.0%*	**13** *100.0%*	**26** *100.0%*	**2** *100.0%*	**74** *100.0%*	**29** *100.0%*	**49** *100.0%*	**3** *100.0%*	**75** *100.0%*	**66** *100.0%*	**2** *100.0%*	**12** *100.0%*	**56** *100.0%*	**20** *100.0%*	**1** *100.0%*	**61** *100.0%*	**13** *100.0%*	**3** *100.0%*
No Answer	**2**	1	1	-	-	-	2	1	1	-	2	2	-	-	1	1	-	1	1	-
Always	**48** *58.5%*	9 *56.3%* **	9 *40.9%* **	11 *84.6%* **	17 *65.4%* **	- - **	46 *62.2%*	16 *55.2%* **	30 *61.2%*	2 *66.7%* **	44 *58.7%*	40 *60.6%*	1 *50.0%* **	6 *50.0%* **	36 *64.3%*	9 *45.0%* **	1 *100.0%* **	38 *62.3%*	6 *46.2%* **	2 *66.7%* **
Usually	**22** *26.8%*	3 *18.8%* **	7 *31.8%* **	2 *15.4%* **	7 *26.9%* **	1 *50.0%* **	17 *23.0%*	11 *37.9%* **	9 *18.4%*	- - **	20 *26.7%*	15 *22.7%*	1 *50.0%* **	5 *41.7%* **	11 *19.6%*	8 *40.0%* **	- - **	13 *21.3%*	5 *38.5%* **	1 *33.3%* **
Sometimes	**10** *12.2%*	4 *25.0%* **	5 *22.7%* **	- - **	1 *3.8%* **	1 *50.0%* **	9 *12.2%*	1 *3.4%* **	9 *18.4%*	1 *33.3%* **	9 *12.0%*	9 *13.6%*	- - **	1 *8.3%* **	8 *14.3%*	2 *10.0%* **	- - **	8 *13.1%*	2 *15.4%* **	- - **
Never	**2** *2.4%*	- - **	1 *4.5%* **	- - **	1 *3.8%* **	- - **	2 *2.7%*	1 *3.4%* **	1 *2.0%*	- - **	2 *2.7%*	2 *3.0%*	- - **	- - **	1 *1.8%*	1 *5.0%* **	- - **	2 *3.3%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**70** *85.4%*	12 *75.0%* **	16 *72.7%* **	13 *100.0%* **	24 *92.3%* **	1 *50.0%* **	63 *85.1%*	27 *93.1%* **	39 *79.6%*	2 *66.7%* **	64 *85.3%*	55 *83.3%*	2 *100.0%* **	11 *91.7%* **	47 *83.9%*	17 *85.0%* **	1 *100.0%* **	51 *83.6%*	11 *84.6%* **	3 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**48** *58.5%*	9 *56.3%* **	9 *40.9%* **	11 *84.6%* **	17 *65.4%* **	- - **	46 *62.2%*	16 *55.2%* **	30 *61.2%*	2 *66.7%* **	44 *58.7%*	40 *60.6%*	1 *50.0%* **	6 *50.0%* **	36 *64.3%*	9 *45.0%* **	1 *100.0%* **	38 *62.3%*	6 *46.2%* **	2 *66.7%* **
3-Point Score	**2.44**	2.31	2.14	2.85	2.58	1.50	2.47	2.48	2.41	2.33	2.44	2.44	2.50	2.42	2.48	2.30	3.00	2.46	2.31	2.67

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q5. In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**272** *100.0%*	**53** *100.0%*	**65** *100.0%*	**47** *100.0%*	**88** *100.0%*	**9** *100.0%*	**246** *100.0%*	**101** *100.0%*	**156** *100.0%*	**9** *100.0%*	**245** *100.0%*	**206** *100.0%*	**4** *100.0%*	**52** *100.0%*	**205** *100.0%*	**49** *100.0%*	**3** *100.0%*	**207** *100.0%*	**39** *100.0%*	**10** *100.0%*
No Answer	**28**	-	1	1	1	-	3	2	1	-	3	2	-	1	1	2	-	2	1	-
Yes	**216** *79.4%*	32 *60.4%*	52 *80.0%* A	40 *85.1%* A	79 *89.8%* Ab	7 *77.8%* **	197 *80.1%*	73 *72.3%*	133 *85.3%* G	8 *88.9%* **	195 *79.6%*	166 *80.6%*	4 *100.0%* **	39 *75.0%*	161 *78.5%*	42 *85.7%*	3 *100.0%* **	166 *80.2%*	33 *84.6%*	6 *60.0%* **
No	**56** *20.6%*	21 *39.6%* BCD	13 *20.0%* d	7 *14.9%*	9 *10.2%*	2 *22.2%* **	49 *19.9%*	28 *27.7%* H	23 *14.7%*	1 *11.1%* **	50 *20.4%*	40 *19.4%*	- - **	13 *25.0%*	44 *21.5%*	7 *14.3%*	- - **	41 *19.8%*	6 *15.4%*	4 *40.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**216** *79.4%*	32 *60.4%*	52 *80.0%* A	40 *85.1%* A	79 *89.8%* Ab	7 *77.8%* **	197 *80.1%*	73 *72.3%*	133 *85.3%* G	8 *88.9%* **	195 *79.6%*	166 *80.6%*	4 *100.0%* **	39 *75.0%*	161 *78.5%*	42 *85.7%*	3 *100.0%* **	166 *80.2%*	33 *84.6%*	6 *60.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q6. (GCQ) In the last 12 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?																				
Total Eligible	**216** ***100.0%***	**32** ***100.0%***	**52** ***100.0%***	**40** ***100.0%***	**79** ***100.0%***	**7** ***100.0%***	**197** ***100.0%***	**73** ***100.0%***	**133** ***100.0%***	**8** ***100.0%***	**195** ***100.0%***	**166** ***100.0%***	**4** ***100.0%***	**39** ***100.0%***	**161** ***100.0%***	**42** ***100.0%***	**3** ***100.0%***	**166** ***100.0%***	**33** ***100.0%***	**6** ***100.0%***
Total Valid Responses	**209** ***100.0%***	**32** ***100.0%***	**49** ***100.0%***	**39** ***100.0%***	**77** ***100.0%***	**6** ***100.0%***	**192** ***100.0%***	**73** ***100.0%***	**127** ***100.0%***	**7** ***100.0%***	**190** ***100.0%***	**161** ***100.0%***	**4** ***100.0%***	**38** ***100.0%***	**157** ***100.0%***	**39** ***100.0%***	**3** ***100.0%***	**163** ***100.0%***	**29** ***100.0%***	**6** ***100.0%***
No Answer	**7**	-	3	1	2	1	5	-	6	1	5	5	-	1	4	3	-	3	4	-
Always	**103** ***49.3%***	12 *37.5%*	18 *36.7%*	22 *56.4%* b	44 *57.1%* aB	3 *50.0%* **	94 *49.0%*	37 *50.7%*	62 *48.8%*	2 *28.6%* **	95 *50.0%*	84 *52.2%*	3 *75.0%* **	16 *42.1%*	81 *51.6%*	16 *41.0%*	1 *33.3%* **	83 *50.9%*	12 *41.4%* **	3 *50.0%* **
Usually	**70** ***33.5%***	13 *40.6%*	21 *42.9%* d	11 *28.2%*	21 *27.3%*	1 *16.7%* **	65 *33.9%*	22 *30.1%*	44 *34.6%*	5 *71.4%* **	60 *31.6%*	52 *32.3%*	1 *25.0%* **	12 *31.6%*	51 *32.5%*	14 *35.9%*	1 *33.3%* **	54 *33.1%*	9 *31.0%* **	3 *50.0%* **
Sometimes	**32** ***15.3%***	6 *18.8%*	9 *18.4%*	5 *12.8%*	11 *14.3%*	1 *16.7%* **	30 *15.6%*	13 *17.8%*	18 *14.2%*	- - **	31 *16.3%*	23 *14.3%*	- - **	8 *21.1%*	22 *14.0%*	8 *20.5%*	1 *33.3%* **	23 *14.1%*	7 *24.1%* **	- - **
Never	**4** ***1.9%***	1 *3.1%*	1 *2.0%*	1 *2.6%*	1 *1.3%*	1 *16.7%* **	3 *1.6%*	1 *1.4%*	3 *2.4%*	- - **	4 *2.1%*	2 *1.2%*	- - **	2 *5.3%*	3 *1.9%*	1 *2.6%*	- - **	3 *1.8%*	1 *3.4%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**173** ***82.8%***	25 *78.1%*	39 *79.6%*	33 *84.6%*	65 *84.4%*	4 *66.7%* **	159 *82.8%*	59 *80.8%*	106 *83.5%*	7 *100.0%* **	155 *81.6%*	136 *84.5%*	4 *100.0%* **	28 *73.7%*	132 *84.1%*	30 *76.9%*	2 *66.7%* **	137 *84.0%*	21 *72.4%* **	6 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**103** ***49.3%***	12 *37.5%*	18 *36.7%*	22 *56.4%* b	44 *57.1%* aB	3 *50.0%* **	94 *49.0%*	37 *50.7%*	62 *48.8%*	2 *28.6%* **	95 *50.0%*	84 *52.2%*	3 *75.0%* **	16 *42.1%*	81 *51.6%*	16 *41.0%*	1 *33.3%* **	83 *50.9%*	12 *41.4%* **	3 *50.0%* **
3-Point Score	**2.32**	2.16	2.16	2.41	2.42	2.17	2.32	2.32	2.32	2.29	2.32	2.37	2.75	2.16	2.36	2.18	2.00	2.35	2.14	2.50

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q7. In the last 12 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?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**266** *100.0%*	**52** *100.0%*	**64** *100.0%*	**46** *100.0%*	**87** *100.0%*	**9** *100.0%*	**242** *100.0%*	**101** *100.0%*	**151** *100.0%*	**8** *100.0%*	**242** *100.0%*	**201** *100.0%*	**4** *100.0%*	**50** *100.0%*	**200** *100.0%*	**50** *100.0%*	**2** *100.0%*	**204** *100.0%*	**38** *100.0%*	**9** *100.0%*
No Answer	**34**	1	2	2	2	-	7	2	6	1	6	7	-	3	6	1	1	5	2	1
None	**34** *12.8%*	10 *19.2%* d	6 *9.4%*	7 *15.2%*	7 *8.0%*	- - **	30 *12.4%*	17 *16.8%* H	13 *8.6%*	1 *12.5%* **	29 *12.0%*	22 *10.9%*	- - **	10 *20.0%* k	26 *13.0%*	4 *8.0%*	- - **	27 *13.2%*	2 *5.3%*	2 *22.2%* **
1 time	**73** *27.4%*	14 *26.9%*	22 *34.4%*	10 *21.7%*	24 *27.6%*	1 *11.1%* **	69 *28.5%*	30 *29.7%*	40 *26.5%*	1 *12.5%* **	67 *27.7%*	56 *27.9%*	- - **	16 *32.0%*	59 *29.5%*	10 *20.0%*	2 *100.0%* **	52 *25.5%*	14 *36.8%*	4 *44.4%* **
2	**57** *21.4%*	13 *25.0%* B	7 *10.9%*	11 *23.9%* b	20 *23.0%* b	5 *55.6%* **	49 *20.2%*	19 *18.8%*	35 *23.2%*	1 *12.5%* **	53 *21.9%*	41 *20.4%*	1 *25.0%* **	10 *20.0%*	39 *19.5%*	15 *30.0%*	- - **	41 *20.1%*	11 *28.9%*	2 *22.2%* **
3	**35** *13.2%*	7 *13.5%*	14 *21.9%* D	5 *10.9%*	8 *9.2%*	1 *11.1%* **	33 *13.6%*	15 *14.9%*	19 *12.6%*	1 *12.5%* **	33 *13.6%*	28 *13.9%*	- - **	6 *12.0%*	25 *12.5%*	9 *18.0%*	- - **	29 *14.2%*	3 *7.9%*	1 *11.1%* **
4	**18** *6.8%*	3 *5.8%*	5 *7.8%*	3 *6.5%*	6 *6.9%*	1 *11.1%* **	16 *6.6%*	5 *5.0%*	12 *7.9%*	- - **	17 *7.0%*	16 *8.0%*	1 *25.0%* **	1 *2.0%*	14 *7.0%*	2 *4.0%*	- - **	14 *6.9%*	2 *5.3%*	- - **
5 to 9	**28** *10.5%*	4 *7.7%*	5 *7.8%*	6 *13.0%*	11 *12.6%*	- - **	25 *10.3%*	11 *10.9%*	15 *9.9%*	3 *37.5%* **	23 *9.5%*	19 *9.5%*	2 *50.0%* **	4 *8.0%*	21 *10.5%*	5 *10.0%*	- - **	22 *10.8%*	4 *10.5%*	- - **
10 or more times	**21** *7.9%*	1 *1.9%*	5 *7.8%*	4 *8.7%*	11 *12.6%* A	1 *11.1%* **	20 *8.3%*	4 *4.0%*	17 *11.3%* G	1 *12.5%* **	20 *8.3%*	19 *9.5%*	- - **	3 *6.0%*	16 *8.0%*	5 *10.0%*	- - **	19 *9.3%*	2 *5.3%*	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**232** *87.2%*	42 *80.8%*	58 *90.6%*	39 *84.8%*	80 *92.0%* a	9 *100.0%* **	212 *87.6%*	84 *83.2%*	138 *91.4%* G	7 *87.5%* **	213 *88.0%*	179 *89.1%* m	4 *100.0%* **	40 *80.0%*	174 *87.0%*	46 *92.0%*	2 *100.0%* **	177 *86.8%*	36 *94.7%*	7 *77.8%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q8. (HPE) In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																				
Total Eligible	**232** *100.0%*	**42** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**212** *100.0%*	**84** *100.0%*	**138** *100.0%*	**7** *100.0%*	**213** *100.0%*	**179** *100.0%*	**4** *100.0%*	**40** *100.0%*	**174** *100.0%*	**46** *100.0%*	**2** *100.0%*	**177** *100.0%*	**36** *100.0%*	**7** *100.0%*
Total Valid Responses	**231** *100.0%*	**41** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**211** *100.0%*	**83** *100.0%*	**138** *100.0%*	**7** *100.0%*	**212** *100.0%*	**178** *100.0%*	**4** *100.0%*	**40** *100.0%*	**173** *100.0%*	**46** *100.0%*	**2** *100.0%*	**176** *100.0%*	**36** *100.0%*	**7** *100.0%*
No Answer	**1**	1	-	-	-	-	1	1	-	-	1	1	-	-	1	-	-	1	-	-
Yes	**160** *69.3%*	28 *68.3%*	31 *53.4%*	24 *61.5%*	66 *82.5%* aBC	6 *66.7%* **	144 *68.2%*	55 *66.3%*	96 *69.6%*	6 *85.7%* **	145 *68.4%*	123 *69.1%*	4 *100.0%* **	24 *60.0%*	117 *67.6%*	31 *67.4%*	2 *100.0%* **	120 *68.2%*	24 *66.7%*	4 *57.1%* **
No	**71** *30.7%*	13 *31.7%* d	27 *46.6%* D	15 *38.5%* D	14 *17.5%*	3 *33.3%* **	67 *31.8%*	28 *33.7%*	42 *30.4%*	1 *14.3%* **	67 *31.6%*	55 *30.9%*	- - **	16 *40.0%*	56 *32.4%*	15 *32.6%*	- - **	56 *31.8%*	12 *33.3%*	3 *42.9%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**160** *69.3%*	28 *68.3%*	31 *53.4%*	24 *61.5%*	66 *82.5%* aBC	6 *66.7%* **	144 *68.2%*	55 *66.3%*	96 *69.6%*	6 *85.7%* **	145 *68.4%*	123 *69.1%*	4 *100.0%* **	24 *60.0%*	117 *67.6%*	31 *67.4%*	2 *100.0%* **	120 *68.2%*	24 *66.7%*	4 *57.1%* **
3-Point Score	**2.39**	2.37	2.07	2.23	2.65	2.33	2.36	2.33	2.39	2.71	2.37	2.38	3.00	2.20	2.35	2.35	3.00	2.36	2.33	2.14

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q9. In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																				
Total Eligible	**232** *100.0%*	**42** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**212** *100.0%*	**84** *100.0%*	**138** *100.0%*	**7** *100.0%*	**213** *100.0%*	**179** *100.0%*	**4** *100.0%*	**40** *100.0%*	**174** *100.0%*	**46** *100.0%*	**2** *100.0%*	**177** *100.0%*	**36** *100.0%*	**7** *100.0%*
Total Valid Responses	**232** *100.0%*	**42** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**212** *100.0%*	**84** *100.0%*	**138** *100.0%*	**7** *100.0%*	**213** *100.0%*	**179** *100.0%*	**4** *100.0%*	**40** *100.0%*	**174** *100.0%*	**46** *100.0%*	**2** *100.0%*	**177** *100.0%*	**36** *100.0%*	**7** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**116** *50.0%*	20 *47.6%*	21 *36.2%*	21 *53.8%* b	48 *60.0%* B	5 *55.6%* **	105 *49.5%*	39 *46.4%*	72 *52.2%*	3 *42.9%* **	108 *50.7%*	92 *51.4%*	3 *75.0%* **	15 *37.5%*	82 *47.1%*	29 *63.0%* n	- - **	90 *50.8%*	17 *47.2%*	4 *57.1%* **
No	**116** *50.0%*	22 *52.4%*	37 *63.8%* cD	18 *46.2%*	32 *40.0%*	4 *44.4%* **	107 *50.5%*	45 *53.6%*	66 *47.8%*	4 *57.1%* **	105 *49.3%*	87 *48.6%*	1 *25.0%* **	25 *62.5%*	92 *52.9%* o	17 *37.0%*	2 *100.0%* **	87 *49.2%*	19 *52.8%*	3 *42.9%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**116** *50.0%*	20 *47.6%*	21 *36.2%*	21 *53.8%* b	48 *60.0%* B	5 *55.6%* **	105 *49.5%*	39 *46.4%*	72 *52.2%*	3 *42.9%* **	108 *50.7%*	92 *51.4%*	3 *75.0%* **	15 *37.5%*	82 *47.1%*	29 *63.0%* n	- - **	90 *50.8%*	17 *47.2%*	4 *57.1%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																				
Total Eligible	**116** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**48** ***100.0%***	**5** ***100.0%***	**105** ***100.0%***	**39** ***100.0%***	**72** ***100.0%***	**3** ***100.0%***	**108** ***100.0%***	**92** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**82** ***100.0%***	**29** ***100.0%***	**-** **-**	**90** ***100.0%***	**17** ***100.0%***	**4** ***100.0%***
Total Valid Responses	**115** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**47** ***100.0%***	**5** ***100.0%***	**104** ***100.0%***	**38** ***100.0%***	**72** ***100.0%***	**3** ***100.0%***	**107** ***100.0%***	**91** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**81** ***100.0%***	**29** ***100.0%***	**-** **-**	**89** ***100.0%***	**17** ***100.0%***	**4** ***100.0%***
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	1	-	-	1	-	-	1	-	-
Yes	**110** ***95.7%***	19 *95.0%* **	21 *100.0%* **	20 *95.2%* **	45 *95.7%*	5 *100.0%* **	100 *96.2%*	38 *100.0%*	68 *94.4%*	3 *100.0%* **	103 *96.3%*	88 *96.7%*	3 *100.0%* **	14 *93.3%* **	78 *96.3%*	27 *93.1%* **	- -	85 *95.5%*	16 *94.1%* **	4 *100.0%* **
No	**5** ***4.3%***	1 *5.0%* **	- - **	1 *4.8%* **	2 *4.3%*	- - **	4 *3.8%*	- -	4 *5.6%*	- - **	4 *3.7%*	3 *3.3%*	- - **	1 *6.7%* **	3 *3.7%*	2 *6.9%* **	- -	4 *4.5%*	1 *5.9%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**110** ***95.7%***	19 *95.0%* **	21 *100.0%* **	20 *95.2%* **	45 *95.7%*	5 *100.0%* **	100 *96.2%*	38 *100.0%*	68 *94.4%*	3 *100.0%* **	103 *96.3%*	88 *96.7%*	3 *100.0%* **	14 *93.3%* **	78 *96.3%*	27 *93.1%* **	- -	85 *95.5%*	16 *94.1%* **	4 *100.0%* **
3-Point Score	**2.91**	2.90	3.00	2.90	2.91	3.00	2.92	3.00	2.89	3.00	2.93	2.93	3.00	2.87	2.93	2.86	-	2.91	2.88	3.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																				
Total Eligible	**116** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**48** ***100.0%***	**5** ***100.0%***	**105** ***100.0%***	**39** ***100.0%***	**72** ***100.0%***	**3** ***100.0%***	**108** ***100.0%***	**92** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**82** ***100.0%***	**29** ***100.0%***	**-** **-**	**90** ***100.0%***	**17** ***100.0%***	**4** ***100.0%***
Total Valid Responses	**114** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**47** ***100.0%***	**5** ***100.0%***	**103** ***100.0%***	**37** ***100.0%***	**72** ***100.0%***	**3** ***100.0%***	**106** ***100.0%***	**91** ***100.0%***	**3** ***100.0%***	**14** ***100.0%***	**80** ***100.0%***	**29** ***100.0%***	**-** **-**	**88** ***100.0%***	**17** ***100.0%***	**4** ***100.0%***
No Answer	**2**	-	-	1	1	-	2	2	-	-	2	1	-	1	2	-	-	2	-	-
Yes	**89** ***78.1%***	16 *80.0%* **	18 *85.7%* **	13 *65.0%* **	39 *83.0%*	4 *80.0%* **	81 *78.6%*	29 *78.4%*	57 *79.2%*	3 *100.0%* **	83 *78.3%*	71 *78.0%*	2 *66.7%* **	11 *78.6%* **	63 *78.8%*	22 *75.9%* **	- -	70 *79.5%*	12 *70.6%* **	2 *50.0%* **
No	**25** ***21.9%***	4 *20.0%* **	3 *14.3%* **	7 *35.0%* **	8 *17.0%*	1 *20.0%* **	22 *21.4%*	8 *21.6%*	15 *20.8%*	- - **	23 *21.7%*	20 *22.0%*	1 *33.3%* **	3 *21.4%* **	17 *21.3%*	7 *24.1%* **	- -	18 *20.5%*	5 *29.4%* **	2 *50.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**89** ***78.1%***	16 *80.0%* **	18 *85.7%* **	13 *65.0%* **	39 *83.0%*	4 *80.0%* **	81 *78.6%*	29 *78.4%*	57 *79.2%*	3 *100.0%* **	83 *78.3%*	71 *78.0%*	2 *66.7%* **	11 *78.6%* **	63 *78.8%*	22 *75.9%* **	- -	70 *79.5%*	12 *70.6%* **	2 *50.0%* **
3-Point Score	**2.56**	2.60	2.71	2.30	2.66	2.60	2.57	2.57	2.58	3.00	2.57	2.56	2.33	2.57	2.58	2.52	-	2.59	2.41	2.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q12. (SDM) 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?																				
Total Eligible	**116** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**48** ***100.0%***	**5** ***100.0%***	**105** ***100.0%***	**39** ***100.0%***	**72** ***100.0%***	**3** ***100.0%***	**108** ***100.0%***	**92** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**82** ***100.0%***	**29** ***100.0%***	**-** **-**	**90** ***100.0%***	**17** ***100.0%***	**4** ***100.0%***
Total Valid Responses	**114** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**46** ***100.0%***	**5** ***100.0%***	**103** ***100.0%***	**38** ***100.0%***	**71** ***100.0%***	**3** ***100.0%***	**106** ***100.0%***	**90** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**81** ***100.0%***	**28** ***100.0%***	**-** **-**	**88** ***100.0%***	**17** ***100.0%***	**4** ***100.0%***
No Answer	**2**	-	-	-	2	-	2	1	1	-	2	2	-	-	1	1	-	2	-	-
Yes	**86** ***75.4%***	18 *90.0%* **	12 *57.1%* **	16 *76.2%* **	36 *78.3%*	5 *100.0%* **	76 *73.8%*	27 *71.1%*	55 *77.5%*	3 *100.0%* **	79 *74.5%*	68 *75.6%*	3 *100.0%* **	10 *66.7%* **	60 *74.1%*	22 *78.6%* **	- -	66 *75.0%*	13 *76.5%* **	2 *50.0%* **
No	**28** ***24.6%***	2 *10.0%* **	9 *42.9%* **	5 *23.8%* **	10 *21.7%*	- - **	27 *26.2%*	11 *28.9%*	16 *22.5%*	- - **	27 *25.5%*	22 *24.4%*	- - **	5 *33.3%* **	21 *25.9%*	6 *21.4%* **	- -	22 *25.0%*	4 *23.5%* **	2 *50.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**86** ***75.4%***	18 *90.0%* **	12 *57.1%* **	16 *76.2%* **	36 *78.3%*	5 *100.0%* **	76 *73.8%*	27 *71.1%*	55 *77.5%*	3 *100.0%* **	79 *74.5%*	68 *75.6%*	3 *100.0%* **	10 *66.7%* **	60 *74.1%*	22 *78.6%* **	- -	66 *75.0%*	13 *76.5%* **	2 *50.0%* **
3-Point Score	**2.51**	2.80	2.14	2.52	2.57	3.00	2.48	2.42	2.55	3.00	2.49	2.51	3.00	2.33	2.48	2.57	-	2.50	2.53	2.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q13. What number would you use to rate all your health care in the last 12 months?																				
Total Eligible	**232** *100.0%*	**42** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**212** *100.0%*	**84** *100.0%*	**138** *100.0%*	**7** *100.0%*	**213** *100.0%*	**179** *100.0%*	**4** *100.0%*	**40** *100.0%*	**174** *100.0%*	**46** *100.0%*	**2** *100.0%*	**177** *100.0%*	**36** *100.0%*	**7** *100.0%*
Total Valid Responses	**232** *100.0%*	**42** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**212** *100.0%*	**84** *100.0%*	**138** *100.0%*	**7** *100.0%*	**213** *100.0%*	**179** *100.0%*	**4** *100.0%*	**40** *100.0%*	**174** *100.0%*	**46** *100.0%*	**2** *100.0%*	**177** *100.0%*	**36** *100.0%*	**7** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best health care possible	**36** *15.5%*	3 *7.1%*	4 *6.9%*	8 *20.5%* aB	19 *23.8%* AB	- - **	34 *16.0%*	12 *14.3%*	23 *16.7%*	2 *28.6%* **	33 *15.5%*	27 *15.1%*	1 *25.0%* **	8 *20.0%*	27 *15.5%*	6 *13.0%*	2 *100.0%* **	28 *15.8%*	4 *11.1%*	1 *14.3%* **
9	**70** *30.2%*	11 *26.2%*	18 *31.0%*	13 *33.3%*	25 *31.3%*	4 *44.4%* **	63 *29.7%*	22 *26.2%*	45 *32.6%*	3 *42.9%* **	63 *29.6%*	59 *33.0%* M	1 *25.0%* **	7 *17.5%*	56 *32.2%*	11 *23.9%*	- - **	54 *30.5%*	10 *27.8%*	2 *28.6%* **
8	**74** *31.9%*	15 *35.7%*	19 *32.8%*	11 *28.2%*	26 *32.5%*	- - **	72 *34.0%*	29 *34.5%*	43 *31.2%*	- - **	71 *33.3%*	56 *31.3%*	2 *50.0%* **	12 *30.0%*	57 *32.8%*	14 *30.4%*	- - **	55 *31.1%*	14 *38.9%*	3 *42.9%* **
7	**30** *12.9%*	11 *26.2%* bcD	7 *12.1%*	4 *10.3%*	6 *7.5%*	3 *33.3%* **	26 *12.3%*	13 *15.5%*	16 *11.6%*	- - **	29 *13.6%*	24 *13.4%*	- - **	7 *17.5%*	19 *10.9%*	10 *21.7%* n	- - **	25 *14.1%*	4 *11.1%*	- - **
6	**11** *4.7%*	1 *2.4%*	6 *10.3%* d	1 *2.6%*	2 *2.5%*	- - **	10 *4.7%*	3 *3.6%*	7 *5.1%*	2 *28.6%* **	8 *3.8%*	6 *3.4%*	- - **	4 *10.0%* k	8 *4.6%*	2 *4.3%*	- - **	9 *5.1%*	1 *2.8%*	- - **
5	**4** *1.7%*	- -	3 *5.2%*	- -	1 *1.3%*	- - **	4 *1.9%*	2 *2.4%*	2 *1.4%*	- - **	4 *1.9%*	3 *1.7%*	- - **	1 *2.5%*	3 *1.7%*	1 *2.2%*	- - **	3 *1.7%*	1 *2.8%*	- - **
4	**3** *1.3%*	1 *2.4%*	- -	1 *2.6%*	1 *1.3%*	2 *22.2%* **	1 *0.5%*	2 *2.4%*	1 *0.7%*	- - **	3 *1.4%*	2 *1.1%*	- - **	1 *2.5%*	2 *1.1%*	1 *2.2%*	- - **	2 *1.1%*	1 *2.8%*	- - **
3	**1** *0.4%*	- -	1 *1.7%*	- -	- -	- - **	1 *0.5%*	1 *1.2%*	- -	- - **	1 *0.5%*	1 *0.6%*	- - **	- -	1 *0.6%*	- -	- - **	1 *0.6%*	- -	- - **
2	**1** *0.4%*	- -	- -	1 *2.6%*	- -	- - **	1 *0.5%*	- -	1 *0.7%*	- - **	1 *0.5%*	1 *0.6%*	- - **	- -	1 *0.6%*	- -	- - **	- -	- -	1 *14.3%* **
1	**1** *0.4%*	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	1 *2.2%* n	- - **	- -	1 *2.8%* Q	- - **
0 - Worst health care possible	**1** *0.4%*	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
SUMMARY - 0-3	**4** *1.7%*	- -	1 *1.7%*	1 *2.6%*	- -	- - **	2 *0.9%*	1 *1.2%*	1 *0.7%*	- - **	2 *0.9%*	2 *1.1%*	- - **	- -	2 *1.1%*	1 *2.2%*	- - **	1 *0.6%*	1 *2.8%*	1 *14.3%* **
SUMMARY - 4-7	**48** *20.7%*	13 *31.0%* D	16 *27.6%* D	6 *15.4%*	10 *12.5%*	5 *55.6%* **	41 *19.3%*	20 *23.8%*	26 *18.8%*	2 *28.6%* **	44 *20.7%*	35 *19.6%*	- - **	13 *32.5%* k	32 *18.4%*	14 *30.4%* n	- - **	39 *22.0%*	7 *19.4%*	- - **
HEDIS/CAHPS SUMMARY RATE - 8-10	**180** *77.6%*	29 *69.0%*	41 *70.7%*	32 *82.1%*	70 *87.5%* AB	4 *44.4%* **	169 *79.7%*	63 *75.0%*	111 *80.4%*	5 *71.4%* **	167 *78.4%*	142 *79.3%* m	4 *100.0%* **	27 *67.5%*	140 *80.5%* o	31 *67.4%*	2 *100.0%* **	137 *77.4%*	28 *77.8%*	6 *85.7%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**106** *45.7%*	14 *33.3%*	22 *37.9%*	21 *53.8%* a	44 *55.0%* AB	4 *44.4%* **	97 *45.8%*	34 *40.5%*	68 *49.3%*	5 *71.4%* **	96 *45.1%*	86 *48.0%*	2 *50.0%* **	15 *37.5%*	83 *47.7%*	17 *37.0%*	2 *100.0%* **	82 *46.3%*	14 *38.9%*	3 *42.9%* **
3-Point Score	**2.36**	2.29	2.21	2.46	2.50	2.22	2.38	2.31	2.41	2.43	2.37	2.41	2.50	2.23	2.39	2.26	3.00	2.38	2.28	2.29

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q14. (GNC) In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																				
Total Eligible	**232** *100.0%*	**42** *100.0%*	**58** *100.0%*	**39** *100.0%*	**80** *100.0%*	**9** *100.0%*	**212** *100.0%*	**84** *100.0%*	**138** *100.0%*	**7** *100.0%*	**213** *100.0%*	**179** *100.0%*	**4** *100.0%*	**40** *100.0%*	**174** *100.0%*	**46** *100.0%*	**2** *100.0%*	**177** *100.0%*	**36** *100.0%*	**7** *100.0%*
Total Valid Responses	**228** *100.0%*	**42** *100.0%*	**57** *100.0%*	**39** *100.0%*	**78** *100.0%*	**9** *100.0%*	**209** *100.0%*	**82** *100.0%*	**137** *100.0%*	**7** *100.0%*	**210** *100.0%*	**176** *100.0%*	**4** *100.0%*	**40** *100.0%*	**171** *100.0%*	**46** *100.0%*	**2** *100.0%*	**174** *100.0%*	**36** *100.0%*	**7** *100.0%*
No Answer	**4**	-	1	-	2	-	3	2	1	-	3	3	-	-	3	-	-	3	-	-
Always	**119** *52.2%*	19 *45.2%*	25 *43.9%*	23 *59.0%*	47 *60.3%* b	4 *44.4%* **	111 *53.1%*	45 *54.9%*	71 *51.8%*	5 *71.4%* **	110 *52.4%*	96 *54.5%*	3 *75.0%* **	20 *50.0%*	99 *57.9%* O	15 *32.6%*	1 *50.0%* **	95 *54.6%*	15 *41.7%*	5 *71.4%* **
Usually	**82** *36.0%*	17 *40.5%*	23 *40.4%*	14 *35.9%*	24 *30.8%*	3 *33.3%* **	76 *36.4%*	30 *36.6%*	49 *35.8%*	2 *28.6%* **	76 *36.2%*	62 *35.2%*	1 *25.0%* **	15 *37.5%*	56 *32.7%*	23 *50.0%* N	- - **	62 *35.6%*	14 *38.9%*	2 *28.6%* **
Sometimes	**23** *10.1%*	5 *11.9%*	8 *14.0%*	2 *5.1%*	6 *7.7%*	1 *11.1%* **	20 *9.6%*	6 *7.3%*	15 *10.9%*	- - **	21 *10.0%*	16 *9.1%*	- - **	4 *10.0%*	15 *8.8%*	7 *15.2%*	- - **	16 *9.2%*	5 *13.9%*	- - **
Never	**4** *1.8%*	1 *2.4%*	1 *1.8%*	- -	1 *1.3%*	1 *11.1%* **	2 *1.0%*	1 *1.2%*	2 *1.5%*	- - **	3 *1.4%*	2 *1.1%*	- - **	1 *2.5%*	1 *0.6%*	1 *2.2%*	1 *50.0%* **	1 *0.6%*	2 *5.6%* Q	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**201** *88.2%*	36 *85.7%*	48 *84.2%*	37 *94.9%*	71 *91.0%*	7 *77.8%* **	187 *89.5%*	75 *91.5%*	120 *87.6%*	7 *100.0%* **	186 *88.6%*	158 *89.8%*	4 *100.0%* **	35 *87.5%*	155 *90.6%*	38 *82.6%*	1 *50.0%* **	157 *90.2%* r	29 *80.6%*	7 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**119** *52.2%*	19 *45.2%*	25 *43.9%*	23 *59.0%*	47 *60.3%* b	4 *44.4%* **	111 *53.1%*	45 *54.9%*	71 *51.8%*	5 *71.4%* **	110 *52.4%*	96 *54.5%*	3 *75.0%* **	20 *50.0%*	99 *57.9%* O	15 *32.6%*	1 *50.0%* **	95 *54.6%*	15 *41.7%*	5 *71.4%* **
3-Point Score	**2.40**	2.31	2.28	2.54	2.51	2.22	2.43	2.46	2.39	2.71	2.41	2.44	2.75	2.38	2.49	2.15	2.00	2.45	2.22	2.71

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q15. Do you have a personal doctor?																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**272** ***100.0%***	**53** ***100.0%***	**65** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**102** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**247** ***100.0%***	**207** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**205** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**208** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
No Answer	**28**	-	1	-	-	-	1	1	-	-	1	1	-	-	1	-	-	1	-	-
Yes	**230** ***84.6%***	37 *69.8%*	47 *72.3%*	47 *97.9%* AB	86 *96.6%* AB	8 *88.9%* **	210 *84.7%*	81 *79.4%*	139 *88.5%* G	9 *100.0%* **	210 *85.0%*	177 *85.5%*	4 *100.0%* **	41 *77.4%*	175 *85.4%*	42 *82.4%*	3 *100.0%* **	175 *84.1%*	36 *90.0%*	7 *70.0%* **
No	**42** ***15.4%***	16 *30.2%* CD	18 *27.7%* CD	1 *2.1%*	3 *3.4%*	1 *11.1%* **	38 *15.3%*	21 *20.6%* H	18 *11.5%*	- - **	37 *15.0%*	30 *14.5%*	- - **	12 *22.6%*	30 *14.6%*	9 *17.6%*	- - **	33 *15.9%*	4 *10.0%*	3 *30.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**230** ***84.6%***	37 *69.8%*	47 *72.3%*	47 *97.9%* AB	86 *96.6%* AB	8 *88.9%* **	210 *84.7%*	81 *79.4%*	139 *88.5%* G	9 *100.0%* **	210 *85.0%*	177 *85.5%*	4 *100.0%* **	41 *77.4%*	175 *85.4%*	42 *82.4%*	3 *100.0%* **	175 *84.1%*	36 *90.0%*	7 *70.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q16. In the last 12 months, how many times did you visit your personal doctor to get care for yourself?																				
Total Eligible	**230** *100.0%*	**37** *100.0%*	**47** *100.0%*	**47** *100.0%*	**86** *100.0%*	**8** *100.0%*	**210** *100.0%*	**81** *100.0%*	**139** *100.0%*	**9** *100.0%*	**210** *100.0%*	**177** *100.0%*	**4** *100.0%*	**41** *100.0%*	**175** *100.0%*	**42** *100.0%*	**3** *100.0%*	**175** *100.0%*	**36** *100.0%*	**7** *100.0%*
Total Valid Responses	**227** *100.0%*	**37** *100.0%*	**46** *100.0%*	**47** *100.0%*	**85** *100.0%*	**8** *100.0%*	**208** *100.0%*	**80** *100.0%*	**137** *100.0%*	**9** *100.0%*	**207** *100.0%*	**175** *100.0%*	**4** *100.0%*	**39** *100.0%*	**172** *100.0%*	**42** *100.0%*	**3** *100.0%*	**172** *100.0%*	**36** *100.0%*	**7** *100.0%*
No Answer	**3**	-	1	-	1	-	2	1	2	-	3	2	-	2	3	-	-	3	-	-
None	**32** *14.1%*	6 *16.2%*	7 *15.2%*	7 *14.9%*	10 *11.8%*	- - **	30 *14.4%*	11 *13.8%*	19 *13.9%*	3 *33.3%* **	27 *13.0%*	22 *12.6%*	- - **	8 *20.5%*	27 *15.7%*	4 *9.5%*	- - **	26 *15.1%*	4 *11.1%*	1 *14.3%* **
1 time	**104** *45.8%*	18 *48.6%*	21 *45.7%*	24 *51.1%*	34 *40.0%*	3 *37.5%* **	96 *46.2%*	39 *48.8%*	60 *43.8%*	1 *11.1%* **	97 *46.9%*	79 *45.1%*	- - **	21 *53.8%*	81 *47.1%*	16 *38.1%*	2 *66.7%* **	76 *44.2%*	17 *47.2%*	4 *57.1%* **
2	**56** *24.7%*	12 *32.4%* b	7 *15.2%*	9 *19.1%*	27 *31.8%* B	3 *37.5%* **	52 *25.0%*	15 *18.8%*	40 *29.2%* g	3 *33.3%* **	52 *25.1%*	47 *26.9%*	1 *25.0%* **	7 *17.9%*	41 *23.8%*	13 *31.0%*	1 *33.3%* **	43 *25.0%*	11 *30.6%*	1 *14.3%* **
3	**16** *7.0%*	- -	6 *13.0%* A	2 *4.3%*	7 *8.2%* a	- - **	15 *7.2%*	9 *11.3%* h	6 *4.4%*	- - **	15 *7.2%*	13 *7.4%*	1 *25.0%* **	1 *2.6%*	9 *5.2%*	5 *11.9%*	- - **	11 *6.4%*	2 *5.6%*	1 *14.3%* **
4	**7** *3.1%*	- -	3 *6.5%* d	2 *4.3%*	1 *1.2%*	1 *12.5%* **	5 *2.4%*	3 *3.8%*	3 *2.2%*	- - **	6 *2.9%*	5 *2.9%*	1 *25.0%* **	1 *2.6%*	4 *2.3%*	2 *4.8%*	- - **	5 *2.9%*	1 *2.8%*	- - **
5 to 9	**10** *4.4%*	- -	1 *2.2%*	3 *6.4%*	6 *7.1%*	1 *12.5%* **	8 *3.8%*	3 *3.8%*	7 *5.1%*	2 *22.2%* **	8 *3.9%*	7 *4.0%*	1 *25.0%* **	1 *2.6%*	8 *4.7%*	2 *4.8%*	- - **	9 *5.2%*	1 *2.8%*	- - **
10 or more times	**2** *0.9%*	1 *2.7%*	1 *2.2%*	- -	- -	- - **	2 *1.0%*	- -	2 *1.5%*	- - **	2 *1.0%*	2 *1.1%*	- - **	- -	2 *1.2%*	- -	- - **	2 *1.2%*	- -	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**195** *85.9%*	31 *83.8%*	39 *84.8%*	40 *85.1%*	75 *88.2%*	8 *100.0%* **	178 *85.6%*	69 *86.3%*	118 *86.1%*	6 *66.7%* **	180 *87.0%*	153 *87.4%*	4 *100.0%* **	31 *79.5%*	145 *84.3%*	38 *90.5%*	3 *100.0%* **	146 *84.9%*	32 *88.9%*	6 *85.7%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q17. (HWDC) In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?																				
Total Eligible	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
Total Valid Responses	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**161** *82.6%*	24 *77.4%*	33 *84.6%*	34 *85.0%*	63 *84.0%*	7 *87.5%* **	148 *83.1%*	53 *76.8%*	103 *87.3%* g	5 *83.3%* **	151 *83.9%*	131 *85.6%*	4 *100.0%* **	23 *74.2%*	123 *84.8%*	29 *76.3%*	3 *100.0%* **	120 *82.2%*	28 *87.5%*	5 *83.3%* **
Usually	**28** *14.4%*	6 *19.4%*	5 *12.8%*	5 *12.5%*	11 *14.7%*	1 *12.5%* **	26 *14.6%*	14 *20.3%* h	13 *11.0%*	1 *16.7%* **	25 *13.9%*	19 *12.4%*	- - **	7 *22.6%*	19 *13.1%*	8 *21.1%*	- - **	23 *15.8%*	4 *12.5%*	- - **
Sometimes	**6** *3.1%*	1 *3.2%*	1 *2.6%*	1 *2.5%*	1 *1.3%*	- - **	4 *2.2%*	2 *2.9%*	2 *1.7%*	- - **	4 *2.2%*	3 *2.0%*	- - **	1 *3.2%*	3 *2.1%*	1 *2.6%*	- - **	3 *2.1%*	- -	1 *16.7%* **
Never	**-** -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**189** *96.9%*	30 *96.8%*	38 *97.4%*	39 *97.5%*	74 *98.7%*	8 *100.0%* **	174 *97.8%*	67 *97.1%*	116 *98.3%*	6 *100.0%* **	176 *97.8%*	150 *98.0%*	4 *100.0%* **	30 *96.8%*	142 *97.9%*	37 *97.4%*	3 *100.0%* **	143 *97.9%*	32 *100.0%*	5 *83.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**161** *82.6%*	24 *77.4%*	33 *84.6%*	34 *85.0%*	63 *84.0%*	7 *87.5%* **	148 *83.1%*	53 *76.8%*	103 *87.3%* g	5 *83.3%* **	151 *83.9%*	131 *85.6%*	4 *100.0%* **	23 *74.2%*	123 *84.8%*	29 *76.3%*	3 *100.0%* **	120 *82.2%*	28 *87.5%*	5 *83.3%* **
3-Point Score	**2.79**	2.74	2.82	2.83	2.83	2.88	2.81	2.74	2.86	2.83	2.82	2.84	3.00	2.71	2.83	2.74	3.00	2.80	2.88	2.67

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q18. (HWDC) In the last 12 months, how often did your personal doctor listen carefully to you?																				
Total Eligible	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
Total Valid Responses	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**155** *79.5%*	24 *77.4%*	31 *79.5%*	31 *77.5%*	62 *82.7%*	7 *87.5%* **	142 *79.8%*	52 *75.4%*	98 *83.1%*	5 *83.3%* **	144 *80.0%*	127 *83.0%* M	4 *100.0%* **	20 *64.5%*	115 *79.3%*	31 *81.6%*	3 *100.0%* **	119 *81.5%*	24 *75.0%*	4 *66.7%* **
Usually	**30** *15.4%*	6 *19.4%*	6 *15.4%*	6 *15.0%*	11 *14.7%*	- - **	29 *16.3%*	12 *17.4%*	17 *14.4%*	- - **	29 *16.1%*	22 *14.4%*	- - **	7 *22.6%*	24 *16.6%*	5 *13.2%*	- - **	21 *14.4%*	7 *21.9%*	1 *16.7%* **
Sometimes	**9** *4.6%*	1 *3.2%*	2 *5.1%*	2 *5.0%*	2 *2.7%*	1 *12.5%* **	6 *3.4%*	5 *7.2%* h	2 *1.7%*	1 *16.7%* **	6 *3.3%*	3 *2.0%*	- - **	4 *12.9%* K	5 *3.4%*	2 *5.3%*	- - **	6 *4.1%*	1 *3.1%*	- - **
Never	**1** *0.5%*	- -	- -	1 *2.5%*	- -	- - **	1 *0.6%*	- -	1 *0.8%*	- - **	1 *0.6%*	1 *0.7%*	- - **	- -	1 *0.7%*	- -	- - **	- -	- -	1 *16.7%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**185** *94.9%*	30 *96.8%*	37 *94.9%*	37 *92.5%*	73 *97.3%*	7 *87.5%* **	171 *96.1%*	64 *92.8%*	115 *97.5%*	5 *83.3%* **	173 *96.1%*	149 *97.4%* M	4 *100.0%* **	27 *87.1%*	139 *95.9%*	36 *94.7%*	3 *100.0%* **	140 *95.9%*	31 *96.9%*	5 *83.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**155** *79.5%*	24 *77.4%*	31 *79.5%*	31 *77.5%*	62 *82.7%*	7 *87.5%* **	142 *79.8%*	52 *75.4%*	98 *83.1%*	5 *83.3%* **	144 *80.0%*	127 *83.0%* M	4 *100.0%* **	20 *64.5%*	115 *79.3%*	31 *81.6%*	3 *100.0%* **	119 *81.5%*	24 *75.0%*	4 *66.7%* **
3-Point Score	**2.74**	2.74	2.74	2.70	2.80	2.75	2.76	2.68	2.81	2.67	2.76	2.80	3.00	2.52	2.75	2.76	3.00	2.77	2.72	2.50

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q19. (HWDC) In the last 12 months, how often did your personal doctor show respect for what you had to say?																				
Total Eligible	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
Total Valid Responses	**192** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**73** *100.0%*	**8** *100.0%*	**175** *100.0%*	**68** *100.0%*	**116** *100.0%*	**6** *100.0%*	**177** *100.0%*	**150** *100.0%*	**4** *100.0%*	**31** *100.0%*	**144** *100.0%*	**37** *100.0%*	**3** *100.0%*	**145** *100.0%*	**32** *100.0%*	**5** *100.0%*
No Answer	**3**	-	-	-	2	-	3	1	2	-	3	3	-	-	1	1	-	1	-	1
Always	**160** *83.3%*	28 *90.3%*	33 *84.6%*	32 *80.0%*	60 *82.2%*	5 *62.5%* **	148 *84.6%*	56 *82.4%*	98 *84.5%*	5 *83.3%* **	148 *83.6%*	130 *86.7%* M	4 *100.0%* **	20 *64.5%*	120 *83.3%*	31 *83.8%*	3 *100.0%* **	122 *84.1%*	26 *81.3%*	4 *80.0%* **
Usually	**25** *13.0%*	2 *6.5%*	5 *12.8%*	6 *15.0%*	11 *15.1%*	2 *25.0%* **	22 *12.6%*	7 *10.3%*	17 *14.7%*	1 *16.7%* **	23 *13.0%*	17 *11.3%*	- - **	8 *25.8%* K	19 *13.2%*	5 *13.5%*	- - **	19 *13.1%*	5 *15.6%*	- - **
Sometimes	**6** *3.1%*	1 *3.2%*	1 *2.6%*	1 *2.5%*	2 *2.7%*	1 *12.5%* **	4 *2.3%*	5 *7.4%* H	- -	- - **	5 *2.8%*	2 *1.3%*	- - **	3 *9.7%* K	4 *2.8%*	1 *2.7%*	- - **	4 *2.8%*	1 *3.1%*	- - **
Never	**1** *0.5%*	- -	- -	1 *2.5%*	- -	- - **	1 *0.6%*	- -	1 *0.9%*	- - **	1 *0.6%*	1 *0.7%*	- - **	- -	1 *0.7%*	- -	- - **	- -	- -	1 *20.0%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**185** *96.4%*	30 *96.8%*	38 *97.4%*	38 *95.0%*	71 *97.3%*	7 *87.5%* **	170 *97.1%*	63 *92.6%*	115 *99.1%* G	6 *100.0%* **	171 *96.6%*	147 *98.0%* M	4 *100.0%* **	28 *90.3%*	139 *96.5%*	36 *97.3%*	3 *100.0%* **	141 *97.2%*	31 *96.9%*	4 *80.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**160** *83.3%*	28 *90.3%*	33 *84.6%*	32 *80.0%*	60 *82.2%*	5 *62.5%* **	148 *84.6%*	56 *82.4%*	98 *84.5%*	5 *83.3%* **	148 *83.6%*	130 *86.7%* M	4 *100.0%* **	20 *64.5%*	120 *83.3%*	31 *83.8%*	3 *100.0%* **	122 *84.1%*	26 *81.3%*	4 *80.0%* **
3-Point Score	**2.80**	2.87	2.82	2.75	2.79	2.50	2.82	2.75	2.84	2.83	2.80	2.85	3.00	2.55	2.80	2.81	3.00	2.81	2.78	2.60

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q20. (HWDC) In the last 12 months, how often did your personal doctor spend enough time with you?																				
Total Eligible	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
Total Valid Responses	**193** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
No Answer	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**133** *68.9%*	23 *74.2%*	28 *71.8%*	23 *57.5%*	55 *73.3%* c	3 *37.5%* **	126 *70.8%*	46 *66.7%*	84 *71.2%*	4 *66.7%* **	125 *69.4%*	110 *71.9%*	3 *75.0%* **	19 *61.3%*	104 *71.7%*	23 *60.5%*	3 *100.0%* **	106 *72.6%*	19 *59.4%*	2 *33.3%* **
Usually	**45** *23.3%*	5 *16.1%*	9 *23.1%*	12 *30.0%*	16 *21.3%*	4 *50.0%* **	39 *21.9%*	17 *24.6%*	26 *22.0%*	2 *33.3%* **	41 *22.8%*	34 *22.2%*	1 *25.0%* **	7 *22.6%*	29 *20.0%*	13 *34.2%* n	- - **	28 *19.2%*	12 *37.5%* Q	3 *50.0%* **
Sometimes	**12** *6.2%*	3 *9.7%*	2 *5.1%*	3 *7.5%*	3 *4.0%*	1 *12.5%* **	10 *5.6%*	4 *5.8%*	7 *5.9%*	- - **	11 *6.1%*	6 *3.9%*	- - **	5 *16.1%* K	9 *6.2%*	2 *5.3%*	- - **	10 *6.8%*	1 *3.1%*	- - **
Never	**3** *1.6%*	- -	- -	2 *5.0%*	1 *1.3%*	- - **	3 *1.7%*	2 *2.9%*	1 *0.8%*	- - **	3 *1.7%*	3 *2.0%*	- - **	- -	3 *2.1%*	- -	- - **	2 *1.4%*	- -	1 *16.7%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**178** *92.2%*	28 *90.3%*	37 *94.9%*	35 *87.5%*	71 *94.7%*	7 *87.5%* **	165 *92.7%*	63 *91.3%*	110 *93.2%*	6 *100.0%* **	166 *92.2%*	144 *94.1%* M	4 *100.0%* **	26 *83.9%*	133 *91.7%*	36 *94.7%*	3 *100.0%* **	134 *91.8%*	31 *96.9%*	5 *83.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**133** *68.9%*	23 *74.2%*	28 *71.8%*	23 *57.5%*	55 *73.3%* c	3 *37.5%* **	126 *70.8%*	46 *66.7%*	84 *71.2%*	4 *66.7%* **	125 *69.4%*	110 *71.9%*	3 *75.0%* **	19 *61.3%*	104 *71.7%*	23 *60.5%*	3 *100.0%* **	106 *72.6%*	19 *59.4%*	2 *33.3%* **
3-Point Score	**2.61**	2.65	2.67	2.45	2.68	2.25	2.63	2.58	2.64	2.67	2.62	2.66	2.75	2.45	2.63	2.55	3.00	2.64	2.56	2.17

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q21. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?																				
Total Eligible	**195** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**75** *100.0%*	**8** *100.0%*	**178** *100.0%*	**69** *100.0%*	**118** *100.0%*	**6** *100.0%*	**180** *100.0%*	**153** *100.0%*	**4** *100.0%*	**31** *100.0%*	**145** *100.0%*	**38** *100.0%*	**3** *100.0%*	**146** *100.0%*	**32** *100.0%*	**6** *100.0%*
Total Valid Responses	**192** *100.0%*	**31** *100.0%*	**39** *100.0%*	**40** *100.0%*	**74** *100.0%*	**8** *100.0%*	**177** *100.0%*	**69** *100.0%*	**117** *100.0%*	**6** *100.0%*	**179** *100.0%*	**152** *100.0%*	**4** *100.0%*	**31** *100.0%*	**144** *100.0%*	**38** *100.0%*	**3** *100.0%*	**145** *100.0%*	**32** *100.0%*	**6** *100.0%*
No Answer	**3**	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
Yes	**128** *66.7%*	21 *67.7%*	24 *61.5%*	27 *67.5%*	50 *67.6%*	4 *50.0%* **	119 *67.2%*	45 *65.2%*	79 *67.5%*	5 *83.3%* **	119 *66.5%*	102 *67.1%*	3 *75.0%* **	19 *61.3%*	95 *66.0%*	25 *65.8%*	2 *66.7%* **	96 *66.2%*	20 *62.5%*	4 *66.7%* **
No	**64** *33.3%*	10 *32.3%*	15 *38.5%*	13 *32.5%*	24 *32.4%*	4 *50.0%* **	58 *32.8%*	24 *34.8%*	38 *32.5%*	1 *16.7%* **	60 *33.5%*	50 *32.9%*	1 *25.0%* **	12 *38.7%*	49 *34.0%*	13 *34.2%*	1 *33.3%* **	49 *33.8%*	12 *37.5%*	2 *33.3%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**128** *66.7%*	21 *67.7%*	24 *61.5%*	27 *67.5%*	50 *67.6%*	4 *50.0%* **	119 *67.2%*	45 *65.2%*	79 *67.5%*	5 *83.3%* **	119 *66.5%*	102 *67.1%*	3 *75.0%* **	19 *61.3%*	95 *66.0%*	25 *65.8%*	2 *66.7%* **	96 *66.2%*	20 *62.5%*	4 *66.7%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q22. (CC) In the last 12 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?																				
Total Eligible	**128** *100.0%*	**21** *100.0%*	**24** *100.0%*	**27** *100.0%*	**50** *100.0%*	**4** *100.0%*	**119** *100.0%*	**45** *100.0%*	**79** *100.0%*	**5** *100.0%*	**119** *100.0%*	**102** *100.0%*	**3** *100.0%*	**19** *100.0%*	**95** *100.0%*	**25** *100.0%*	**2** *100.0%*	**96** *100.0%*	**20** *100.0%*	**4** *100.0%*
Total Valid Responses	**123** *100.0%*	**18** *100.0%*	**24** *100.0%*	**27** *100.0%*	**49** *100.0%*	**4** *100.0%*	**115** *100.0%*	**44** *100.0%*	**76** *100.0%*	**5** *100.0%*	**115** *100.0%*	**98** *100.0%*	**3** *100.0%*	**19** *100.0%*	**92** *100.0%*	**24** *100.0%*	**2** *100.0%*	**93** *100.0%*	**19** *100.0%*	**4** *100.0%*
No Answer	**5**	3	-	-	1	-	4	1	3	-	4	4	-	-	3	1	-	3	1	-
Always	**57** *46.3%*	12 *66.7%* **	8 *33.3%* **	11 *40.7%* **	22 *44.9%*	1 *25.0%* **	53 *46.1%*	22 *50.0%*	33 *43.4%*	2 *40.0%* **	53 *46.1%*	46 *46.9%*	- - **	9 *47.4%* **	46 *50.0%*	7 *29.2%* **	1 *50.0%* **	44 *47.3%*	7 *36.8%* **	2 *50.0%* **
Usually	**42** *34.1%*	5 *27.8%* **	9 *37.5%* **	12 *44.4%* **	15 *30.6%*	3 *75.0%* **	38 *33.0%*	17 *38.6%*	24 *31.6%*	2 *40.0%* **	39 *33.9%*	32 *32.7%*	3 *100.0%* **	5 *26.3%* **	29 *31.5%*	11 *45.8%* **	- - **	27 *29.0%*	10 *52.6%* **	2 *50.0%* **
Sometimes	**13** *10.6%*	1 *5.6%* **	5 *20.8%* **	2 *7.4%* **	5 *10.2%*	- - **	13 *11.3%*	5 *11.4%*	8 *10.5%*	1 *20.0%* **	12 *10.4%*	12 *12.2%*	- - **	1 *5.3%* **	11 *12.0%*	2 *8.3%* **	- - **	13 *14.0%*	- - **	- - **
Never	**11** *8.9%*	- - **	2 *8.3%* **	2 *7.4%* **	7 *14.3%*	- - **	11 *9.6%*	- -	11 *14.5%* G	- - **	11 *9.6%*	8 *8.2%*	- - **	4 *21.1%* **	6 *6.5%*	4 *16.7%* **	1 *50.0%* **	9 *9.7%*	2 *10.5%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**99** *80.5%*	17 *94.4%* **	17 *70.8%* **	23 *85.2%* **	37 *75.5%*	4 *100.0%* **	91 *79.1%*	39 *88.6%* h	57 *75.0%*	4 *80.0%* **	92 *80.0%*	78 *79.6%*	3 *100.0%* **	14 *73.7%* **	75 *81.5%*	18 *75.0%* **	1 *50.0%* **	71 *76.3%*	17 *89.5%* **	4 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**57** *46.3%*	12 *66.7%* **	8 *33.3%* **	11 *40.7%* **	22 *44.9%*	1 *25.0%* **	53 *46.1%*	22 *50.0%*	33 *43.4%*	2 *40.0%* **	53 *46.1%*	46 *46.9%*	- - **	9 *47.4%* **	46 *50.0%*	7 *29.2%* **	1 *50.0%* **	44 *47.3%*	7 *36.8%* **	2 *50.0%* **
3-Point Score	**2.27**	2.61	2.04	2.26	2.20	2.25	2.25	2.39	2.18	2.20	2.26	2.27	2.00	2.21	2.32	2.04	2.00	2.24	2.26	2.50

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q23. What number would you use to rate your personal doctor?																				
Total Eligible	**230** *100.0%*	**37** *100.0%*	**47** *100.0%*	**47** *100.0%*	**86** *100.0%*	**8** *100.0%*	**210** *100.0%*	**81** *100.0%*	**139** *100.0%*	**9** *100.0%*	**210** *100.0%*	**177** *100.0%*	**4** *100.0%*	**41** *100.0%*	**175** *100.0%*	**42** *100.0%*	**3** *100.0%*	**175** *100.0%*	**36** *100.0%*	**7** *100.0%*
Total Valid Responses	**224** *100.0%*	**35** *100.0%*	**46** *100.0%*	**46** *100.0%*	**86** *100.0%*	**8** *100.0%*	**206** *100.0%*	**79** *100.0%*	**137** *100.0%*	**9** *100.0%*	**206** *100.0%*	**175** *100.0%*	**4** *100.0%*	**39** *100.0%*	**171** *100.0%*	**42** *100.0%*	**3** *100.0%*	**172** *100.0%*	**35** *100.0%*	**7** *100.0%*
No Answer	**6**	2	1	1	-	-	4	2	2	-	4	2	-	2	4	-	-	3	1	-
10 - Best personal doctor possible	**65** *29.0%*	8 *22.9%*	9 *19.6%*	16 *34.8%*	29 *33.7%* b	6 *75.0%* **	55 *26.7%*	18 *22.8%*	45 *32.8%*	4 *44.4%* **	59 *28.6%*	51 *29.1%*	2 *50.0%* **	14 *35.9%*	48 *28.1%*	14 *33.3%*	2 *66.7%* **	51 *29.7%*	10 *28.6%*	2 *28.6%* **
9	**72** *32.1%*	13 *37.1%*	16 *34.8%*	12 *26.1%*	29 *33.7%*	- - **	70 *34.0%*	27 *34.2%*	43 *31.4%*	3 *33.3%* **	67 *32.5%*	57 *32.6%*	2 *50.0%* **	9 *23.1%*	56 *32.7%*	13 *31.0%*	- - **	57 *33.1%*	11 *31.4%*	- - **
8	**52** *23.2%*	8 *22.9%*	13 *28.3%*	11 *23.9%*	17 *19.8%*	1 *12.5%* **	50 *24.3%*	23 *29.1%*	28 *20.4%*	- - **	50 *24.3%*	42 *24.0%*	- - **	9 *23.1%*	40 *23.4%*	9 *21.4%*	1 *33.3%* **	37 *21.5%*	10 *28.6%*	3 *42.9%* **
7	**21** *9.4%*	5 *14.3%*	3 *6.5%*	5 *10.9%*	6 *7.0%*	1 *12.5%* **	18 *8.7%*	7 *8.9%*	12 *8.8%*	- - **	19 *9.2%*	15 *8.6%*	- - **	4 *10.3%*	16 *9.4%*	3 *7.1%*	- - **	15 *8.7%*	3 *8.6%*	1 *14.3%* **
6	**6** *2.7%*	- -	3 *6.5%*	1 *2.2%*	2 *2.3%*	- - **	6 *2.9%*	3 *3.8%*	3 *2.2%*	1 *11.1%* **	5 *2.4%*	3 *1.7%*	- - **	3 *7.7%* K	5 *2.9%*	1 *2.4%*	- - **	6 *3.5%*	- -	- - **
5	**3** *1.3%*	1 *2.9%*	1 *2.2%*	- -	1 *1.2%*	- - **	3 *1.5%*	- -	3 *2.2%*	1 *11.1%* **	2 *1.0%*	3 *1.7%*	- - **	- -	2 *1.2%*	1 *2.4%*	- - **	3 *1.7%*	- -	- - **
4	**2** *0.9%*	- -	1 *2.2%*	- -	- -	- - **	1 *0.5%*	- -	1 *0.7%*	- - **	1 *0.5%*	1 *0.6%*	- - **	- -	1 *0.6%*	1 *2.4%*	- - **	1 *0.6%*	1 *2.9%*	- - **
3	**-** -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
2	**3** *1.3%*	- -	- -	1 *2.2%*	2 *2.3%*	- - **	3 *1.5%*	1 *1.3%*	2 *1.5%*	- - **	3 *1.5%*	3 *1.7%*	- - **	- -	3 *1.8%*	- -	- - **	2 *1.2%*	- -	1 *14.3%* **
1	**-** -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
0 - Worst personal doctor possible	**-** -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
SUMMARY - 0-3	**3** *1.3%*	- -	- -	1 *2.2%*	2 *2.3%*	- - **	3 *1.5%*	1 *1.3%*	2 *1.5%*	- - **	3 *1.5%*	3 *1.7%*	- - **	- -	3 *1.8%*	- -	- - **	2 *1.2%*	- -	1 *14.3%* **
SUMMARY - 4-7	**32** *14.3%*	6 *17.1%*	8 *17.4%*	6 *13.0%*	9 *10.5%*	1 *12.5%* **	28 *13.6%*	10 *12.7%*	19 *13.9%*	2 *22.2%* **	27 *13.1%*	22 *12.6%*	- - **	7 *17.9%*	24 *14.0%*	6 *14.3%*	- - **	25 *14.5%*	4 *11.4%*	1 *14.3%* **
HEDIS/CAHPS SUMMARY RATE - 8-10	**189** *84.4%*	29 *82.9%*	38 *82.6%*	39 *84.8%*	75 *87.2%*	7 *87.5%* **	175 *85.0%*	68 *86.1%*	116 *84.7%*	7 *77.8%* **	176 *85.4%*	150 *85.7%*	4 *100.0%* **	32 *82.1%*	144 *84.2%*	36 *85.7%*	3 *100.0%* **	145 *84.3%*	31 *88.6%*	5 *71.4%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**137** *61.2%*	21 *60.0%*	25 *54.3%*	28 *60.9%*	58 *67.4%*	6 *75.0%* **	125 *60.7%*	45 *57.0%*	88 *64.2%*	7 *77.8%* **	126 *61.2%*	108 *61.7%*	4 *100.0%* **	23 *59.0%*	104 *60.8%*	27 *64.3%*	2 *66.7%* **	108 *62.8%*	21 *60.0%*	2 *28.6%* **
3-Point Score	**2.55**	2.57	2.43	2.57	2.62	2.75	2.54	2.52	2.58	2.56	2.56	2.56	3.00	2.51	2.54	2.57	2.67	2.56	2.57	2.14

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q24. In the last 12 months, did you make any appointments to see a specialist?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**269** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**31**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**133** *49.4%*	25 *47.2%*	36 *54.5%*	19 *39.6%*	46 *51.7%*	2 *22.2%* **	126 *50.6%*	48 *46.6%*	81 *51.6%*	5 *55.6%* **	123 *49.6%*	109 *52.4%* M	3 *75.0%* **	20 *37.7%*	102 *49.5%*	26 *51.0%*	1 *33.3%* **	104 *49.8%*	19 *47.5%*	5 *50.0%* **
No	**136** *50.6%*	28 *52.8%*	30 *45.5%*	29 *60.4%*	43 *48.3%*	7 *77.8%* **	123 *49.4%*	55 *53.4%*	76 *48.4%*	4 *44.4%* **	125 *50.4%*	99 *47.6%*	1 *25.0%* **	33 *62.3%* K	104 *50.5%*	25 *49.0%*	2 *66.7%* **	105 *50.2%*	21 *52.5%*	5 *50.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**133** *49.4%*	25 *47.2%*	36 *54.5%*	19 *39.6%*	46 *51.7%*	2 *22.2%* **	126 *50.6%*	48 *46.6%*	81 *51.6%*	5 *55.6%* **	123 *49.6%*	109 *52.4%* M	3 *75.0%* **	20 *37.7%*	102 *49.5%*	26 *51.0%*	1 *33.3%* **	104 *49.8%*	19 *47.5%*	5 *50.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q25. (GNC) In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?																				
Total Eligible	**133** *100.0%*	**25** *100.0%*	**36** *100.0%*	**19** *100.0%*	**46** *100.0%*	**2** *100.0%*	**126** *100.0%*	**48** *100.0%*	**81** *100.0%*	**5** *100.0%*	**123** *100.0%*	**109** *100.0%*	**3** *100.0%*	**20** *100.0%*	**102** *100.0%*	**26** *100.0%*	**1** *100.0%*	**104** *100.0%*	**19** *100.0%*	**5** *100.0%*
Total Valid Responses	**133** *100.0%*	**25** *100.0%*	**36** *100.0%*	**19** *100.0%*	**46** *100.0%*	**2** *100.0%*	**126** *100.0%*	**48** *100.0%*	**81** *100.0%*	**5** *100.0%*	**123** *100.0%*	**109** *100.0%*	**3** *100.0%*	**20** *100.0%*	**102** *100.0%*	**26** *100.0%*	**1** *100.0%*	**104** *100.0%*	**19** *100.0%*	**5** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**67** *50.4%*	13 *52.0%* **	17 *47.2%*	9 *47.4%* **	24 *52.2%*	1 *50.0%* **	64 *50.8%*	25 *52.1%*	41 *50.6%*	3 *60.0%* **	63 *51.2%*	61 *56.0%*	2 *66.7%* **	6 *30.0%* **	52 *51.0%*	11 *42.3%* **	1 *100.0%* **	54 *51.9%*	6 *31.6%* **	4 *80.0%* **
Usually	**40** *30.1%*	7 *28.0%* **	12 *33.3%*	6 *31.6%* **	13 *28.3%*	1 *50.0%* **	37 *29.4%*	15 *31.3%*	23 *28.4%*	2 *40.0%* **	36 *29.3%*	27 *24.8%*	- - **	11 *55.0%* **	32 *31.4%*	7 *26.9%* **	- - **	30 *28.8%*	7 *36.8%* **	1 *20.0%* **
Sometimes	**23** *17.3%*	4 *16.0%* **	5 *13.9%*	4 *21.1%* **	9 *19.6%*	- - **	22 *17.5%*	7 *14.6%*	15 *18.5%*	- - **	21 *17.1%*	19 *17.4%*	1 *33.3%* **	2 *10.0%* **	17 *16.7%*	6 *23.1%* **	- - **	19 *18.3%*	4 *21.1%* **	- - **
Never	**3** *2.3%*	1 *4.0%* **	2 *5.6%*	- - **	- -	- - **	3 *2.4%*	1 *2.1%*	2 *2.5%*	- - **	3 *2.4%*	2 *1.8%*	- - **	1 *5.0%* **	1 *1.0%*	2 *7.7%* **	- - **	1 *1.0%*	2 *10.5%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**107** *80.5%*	20 *80.0%* **	29 *80.6%*	15 *78.9%* **	37 *80.4%*	2 *100.0%* **	101 *80.2%*	40 *83.3%*	64 *79.0%*	5 *100.0%* **	99 *80.5%*	88 *80.7%*	2 *66.7%* **	17 *85.0%* **	84 *82.4%*	18 *69.2%* **	1 *100.0%* **	84 *80.8%*	13 *68.4%* **	5 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**67** *50.4%*	13 *52.0%* **	17 *47.2%*	9 *47.4%* **	24 *52.2%*	1 *50.0%* **	64 *50.8%*	25 *52.1%*	41 *50.6%*	3 *60.0%* **	63 *51.2%*	61 *56.0%*	2 *66.7%* **	6 *30.0%* **	52 *51.0%*	11 *42.3%* **	1 *100.0%* **	54 *51.9%*	6 *31.6%* **	4 *80.0%* **
3-Point Score	**2.31**	2.32	2.28	2.26	2.33	2.50	2.31	2.35	2.30	2.60	2.32	2.37	2.33	2.15	2.33	2.12	3.00	2.33	2.00	2.80

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q26. How many specialists have you seen in the last 12 months?																				
Total Eligible	**133** *100.0%*	**25** *100.0%*	**36** *100.0%*	**19** *100.0%*	**46** *100.0%*	**2** *100.0%*	**126** *100.0%*	**48** *100.0%*	**81** *100.0%*	**5** *100.0%*	**123** *100.0%*	**109** *100.0%*	**3** *100.0%*	**20** *100.0%*	**102** *100.0%*	**26** *100.0%*	**1** *100.0%*	**104** *100.0%*	**19** *100.0%*	**5** *100.0%*
Total Valid Responses	**132** *100.0%*	**25** *100.0%*	**36** *100.0%*	**19** *100.0%*	**45** *100.0%*	**2** *100.0%*	**125** *100.0%*	**48** *100.0%*	**80** *100.0%*	**5** *100.0%*	**122** *100.0%*	**108** *100.0%*	**3** *100.0%*	**20** *100.0%*	**101** *100.0%*	**26** *100.0%*	**1** *100.0%*	**103** *100.0%*	**19** *100.0%*	**5** *100.0%*
No Answer	**1**	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
None	**2** *1.5%*	2 *8.0%* **	- -	- - **	- -	- - **	2 *1.6%*	- -	2 *2.5%*	- - **	2 *1.6%*	2 *1.9%*	- - **	- - **	2 *2.0%*	- - **	- - **	1 *1.0%*	1 *5.3%* **	- - **
1 specialist	**79** *59.8%*	18 *72.0%* **	20 *55.6%*	11 *57.9%* **	23 *51.1%*	- - **	74 *59.2%*	31 *64.6%*	44 *55.0%*	4 *80.0%* **	71 *58.2%*	64 *59.3%*	2 *66.7%* **	12 *60.0%* **	63 *62.4%*	12 *46.2%* **	- - **	60 *58.3%*	10 *52.6%* **	4 *80.0%* **
2	**32** *24.2%*	4 *16.0%* **	10 *27.8%*	5 *26.3%* **	13 *28.9%*	1 *50.0%* **	31 *24.8%*	12 *25.0%*	20 *25.0%*	1 *20.0%* **	30 *24.6%*	25 *23.1%*	1 *33.3%* **	6 *30.0%* **	23 *22.8%*	8 *30.8%* **	1 *100.0%* **	26 *25.2%*	5 *26.3%* **	1 *20.0%* **
3	**14** *10.6%*	1 *4.0%* **	6 *16.7%*	2 *10.5%* **	5 *11.1%*	1 *50.0%* **	13 *10.4%*	5 *10.4%*	9 *11.3%*	- - **	14 *11.5%*	13 *12.0%*	- - **	1 *5.0%* **	10 *9.9%*	4 *15.4%* **	- - **	12 *11.7%*	2 *10.5%* **	- - **
4	**4** *3.0%*	- - **	- -	1 *5.3%* **	3 *6.7%*	- - **	4 *3.2%*	- -	4 *5.0%*	- - **	4 *3.3%*	3 *2.8%*	- - **	1 *5.0%* **	2 *2.0%*	2 *7.7%* **	- - **	3 *2.9%*	1 *5.3%* **	- - **
5 or more specialists	**1** *0.8%*	- - **	- -	- - **	1 *2.2%*	- - **	1 *0.8%*	- -	1 *1.3%*	- - **	1 *0.8%*	1 *0.9%*	- - **	- - **	1 *1.0%*	- - **	- - **	1 *1.0%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**130** *98.5%*	23 *92.0%* **	36 *100.0%*	19 *100.0%* **	45 *100.0%*	2 *100.0%* **	123 *98.4%*	48 *100.0%*	78 *97.5%*	5 *100.0%* **	120 *98.4%*	106 *98.1%*	3 *100.0%* **	20 *100.0%* **	99 *98.0%*	26 *100.0%* **	1 *100.0%* **	102 *99.0%*	18 *94.7%* **	5 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q27. What number would you use to rate that specialist?																				
Total Eligible	**130** *100.0%*	**23** *100.0%*	**36** *100.0%*	**19** *100.0%*	**45** *100.0%*	**2** *100.0%*	**123** *100.0%*	**48** *100.0%*	**78** *100.0%*	**5** *100.0%*	**120** *100.0%*	**106** *100.0%*	**3** *100.0%*	**20** *100.0%*	**99** *100.0%*	**26** *100.0%*	**1** *100.0%*	**102** *100.0%*	**18** *100.0%*	**5** *100.0%*
Total Valid Responses	**126** *100.0%*	**23** *100.0%*	**36** *100.0%*	**18** *100.0%*	**43** *100.0%*	**2** *100.0%*	**120** *100.0%*	**47** *100.0%*	**76** *100.0%*	**5** *100.0%*	**117** *100.0%*	**103** *100.0%*	**3** *100.0%*	**20** *100.0%*	**97** *100.0%*	**25** *100.0%*	**1** *100.0%*	**100** *100.0%*	**17** *100.0%*	**5** *100.0%*
No Answer	**4**	-	-	1	2	-	3	1	2	-	3	3	-	-	2	1	-	2	1	-
10 - Best specialist possible	**34** *27.0%*	5 *21.7%* **	10 *27.8%*	10 *55.6%* **	7 *16.3%*	1 *50.0%* **	32 *26.7%*	12 *25.5%*	21 *27.6%*	3 *60.0%* **	30 *25.6%*	27 *26.2%*	1 *33.3%* **	8 *40.0%* **	26 *26.8%*	6 *24.0%* **	- - **	26 *26.0%*	4 *23.5%* **	2 *40.0%* **
9	**41** *32.5%*	6 *26.1%* **	9 *25.0%*	3 *16.7%* **	20 *46.5%* b	1 *50.0%* **	38 *31.7%*	14 *29.8%*	26 *34.2%*	1 *20.0%* **	38 *32.5%*	36 *35.0%*	1 *33.3%* **	4 *20.0%* **	31 *32.0%*	8 *32.0%* **	1 *100.0%* **	32 *32.0%*	5 *29.4%* **	2 *40.0%* **
8	**21** *16.7%*	5 *21.7%* **	7 *19.4%*	3 *16.7%* **	6 *14.0%*	- - **	21 *17.5%*	9 *19.1%*	12 *15.8%*	- - **	21 *17.9%*	16 *15.5%*	1 *33.3%* **	3 *15.0%* **	16 *16.5%*	5 *20.0%* **	- - **	17 *17.0%*	3 *17.6%* **	1 *20.0%* **
7	**19** *15.1%*	4 *17.4%* **	6 *16.7%*	2 *11.1%* **	7 *16.3%*	- - **	19 *15.8%*	9 *19.1%*	10 *13.2%*	- - **	19 *16.2%*	15 *14.6%*	- - **	4 *20.0%* **	15 *15.5%*	4 *16.0%* **	- - **	17 *17.0%*	2 *11.8%* **	- - **
6	**3** *2.4%*	- - **	2 *5.6%*	- - **	1 *2.3%*	- - **	3 *2.5%*	- -	3 *3.9%*	1 *20.0%* **	2 *1.7%*	3 *2.9%*	- - **	- - **	3 *3.1%*	- - **	- - **	3 *3.0%*	- - **	- - **
5	**3** *2.4%*	1 *4.3%* **	1 *2.8%*	- - **	- -	- - **	2 *1.7%*	1 *2.1%*	1 *1.3%*	- - **	2 *1.7%*	2 *1.9%*	- - **	- - **	1 *1.0%*	2 *8.0%* **	- - **	1 *1.0%*	2 *11.8%* **	- - **
4	**2** *1.6%*	1 *4.3%* **	- -	- - **	1 *2.3%*	- - **	2 *1.7%*	1 *2.1%*	1 *1.3%*	- - **	2 *1.7%*	2 *1.9%*	- - **	- - **	2 *2.1%*	- - **	- - **	2 *2.0%*	- - **	- - **
3	**3** *2.4%*	1 *4.3%* **	1 *2.8%*	- - **	1 *2.3%*	- - **	3 *2.5%*	1 *2.1%*	2 *2.6%*	- - **	3 *2.6%*	2 *1.9%*	- - **	1 *5.0%* **	3 *3.1%*	- - **	- - **	2 *2.0%*	1 *5.9%* **	- - **
2	- -	- - **	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- - **	- - **
1	- -	- - **	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- - **	- - **
0 - Worst specialist possible	- -	- - **	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- - **	- - **
SUMMARY - 0-3	**3** *2.4%*	1 *4.3%* **	1 *2.8%*	- - **	1 *2.3%*	- - **	3 *2.5%*	1 *2.1%*	2 *2.6%*	- - **	3 *2.6%*	2 *1.9%*	- - **	1 *5.0%* **	3 *3.1%*	- - **	- - **	2 *2.0%*	1 *5.9%* **	- - **
SUMMARY - 4-7	**27** *21.4%*	6 *26.1%* **	9 *25.0%*	2 *11.1%* **	9 *20.9%*	- - **	26 *21.7%*	11 *23.4%*	15 *19.7%*	1 *20.0%* **	25 *21.4%*	22 *21.4%*	- - **	4 *20.0%* **	21 *21.6%*	6 *24.0%* **	- - **	23 *23.0%*	4 *23.5%* **	- - **
HEDIS/CAHPS SUMMARY RATE - 8-10	**96** *76.2%*	16 *69.6%* **	26 *72.2%*	16 *88.9%* **	33 *76.7%*	2 *100.0%* **	91 *75.8%*	35 *74.5%*	59 *77.6%*	4 *80.0%* **	89 *76.1%*	79 *76.7%*	3 *100.0%* **	15 *75.0%* **	73 *75.3%*	19 *76.0%* **	1 *100.0%* **	75 *75.0%*	12 *70.6%* **	5 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**75** *59.5%*	11 *47.8%* **	19 *52.8%*	13 *72.2%* **	27 *62.8%*	2 *100.0%* **	70 *58.3%*	26 *55.3%*	47 *61.8%*	4 *80.0%* **	68 *58.1%*	63 *61.2%*	2 *66.7%* **	12 *60.0%* **	57 *58.8%*	14 *56.0%* **	1 *100.0%* **	58 *58.0%*	9 *52.9%* **	4 *80.0%* **
3-Point Score	**2.51**	2.35	2.42	2.72	2.56	3.00	2.50	2.49	2.53	2.60	2.50	2.52	2.67	2.55	2.49	2.48	3.00	2.50	2.35	2.80

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q28. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**266** *100.0%*	**52** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**248** *100.0%*	**103** *100.0%*	**156** *100.0%*	**9** *100.0%*	**247** *100.0%*	**207** *100.0%*	**4** *100.0%*	**53** *100.0%*	**205** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**39** *100.0%*	**10** *100.0%*
No Answer	**34**	1	-	-	-	-	1	-	1	-	1	1	-	-	1	-	-	-	1	-
Yes	**150** *56.4%*	29 *55.8%*	36 *54.5%*	26 *54.2%*	54 *60.7%*	6 *66.7%* **	140 *56.5%*	60 *58.3%*	87 *55.8%*	3 *33.3%* **	143 *57.9%*	121 *58.5%*	2 *50.0%* **	25 *47.2%*	113 *55.1%*	31 *60.8%*	3 *100.0%* **	119 *56.9%*	22 *56.4%*	4 *40.0%* **
No	**116** *43.6%*	23 *44.2%*	30 *45.5%*	22 *45.8%*	35 *39.3%*	3 *33.3%* **	108 *43.5%*	43 *41.7%*	69 *44.2%*	6 *66.7%* **	104 *42.1%*	86 *41.5%*	2 *50.0%* **	28 *52.8%*	92 *44.9%*	20 *39.2%*	- - **	90 *43.1%*	17 *43.6%*	6 *60.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**150** *56.4%*	29 *55.8%*	36 *54.5%*	26 *54.2%*	54 *60.7%*	6 *66.7%* **	140 *56.5%*	60 *58.3%*	87 *55.8%*	3 *33.3%* **	143 *57.9%*	121 *58.5%*	2 *50.0%* **	25 *47.2%*	113 *55.1%*	31 *60.8%*	3 *100.0%* **	119 *56.9%*	22 *56.4%*	4 *40.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

Q29. (PNI) In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Table: 28
Level: Top

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q29. (PNI) In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?																				
Total Eligible	**150** *100.0%*	**29** *100.0%*	**36** *100.0%*	**26** *100.0%*	**54** *100.0%*	**6** *100.0%*	**140** *100.0%*	**60** *100.0%*	**87** *100.0%*	**3** *100.0%*	**143** *100.0%*	**121** *100.0%*	**2** *100.0%*	**25** *100.0%*	**113** *100.0%*	**31** *100.0%*	**3** *100.0%*	**119** *100.0%*	**22** *100.0%*	**4** *100.0%*
Total Valid Responses	**147** *100.0%*	**29** *100.0%*	**35** *100.0%*	**25** *100.0%*	**54** *100.0%*	**5** *100.0%*	**139** *100.0%*	**60** *100.0%*	**85** *100.0%*	**3** *100.0%*	**141** *100.0%*	**120** *100.0%*	**1** *100.0%*	**25** *100.0%*	**112** *100.0%*	**29** *100.0%*	**3** *100.0%*	**118** *100.0%*	**20** *100.0%*	**4** *100.0%*
No Answer	**3**	-	1	1	-	1	1	-	2	-	2	1	1	-	1	2	-	1	2	-
Always	**36** *24.5%*	6 *20.7%* **	11 *31.4%*	6 *24.0%* **	12 *22.2%*	1 *20.0%* **	33 *23.7%*	16 *26.7%*	19 *22.4%*	3 *100.0%* **	31 *22.0%*	30 *25.0%*	- - **	6 *24.0%* **	27 *24.1%*	7 *24.1%* **	1 *33.3%* **	30 *25.4%*	5 *25.0%* **	- - **
Usually	**73** *49.7%*	15 *51.7%* **	16 *45.7%*	13 *52.0%* **	27 *50.0%*	3 *60.0%* **	69 *49.6%*	29 *48.3%*	43 *50.6%*	- - **	72 *51.1%*	59 *49.2%*	1 *100.0%* **	13 *52.0%* **	56 *50.0%*	16 *55.2%* **	1 *33.3%* **	60 *50.8%*	9 *45.0%* **	2 *50.0%* **
Sometimes	**36** *24.5%*	7 *24.1%* **	8 *22.9%*	6 *24.0%* **	14 *25.9%*	1 *20.0%* **	35 *25.2%*	14 *23.3%*	22 *25.9%*	- - **	36 *25.5%*	29 *24.2%*	- - **	6 *24.0%* **	27 *24.1%*	6 *20.7%* **	1 *33.3%* **	26 *22.0%*	6 *30.0%* **	2 *50.0%* **
Never	**2** *1.4%*	1 *3.4%* **	- -	- - **	1 *1.9%*	- - **	2 *1.4%*	1 *1.7%*	1 *1.2%*	- - **	2 *1.4%*	2 *1.7%*	- - **	- - **	2 *1.8%*	- - **	- - **	2 *1.7%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**109** *74.1%*	21 *72.4%* **	27 *77.1%*	19 *76.0%* **	39 *72.2%*	4 *80.0%* **	102 *73.4%*	45 *75.0%*	62 *72.9%*	3 *100.0%* **	103 *73.0%*	89 *74.2%*	1 *100.0%* **	19 *76.0%* **	83 *74.1%*	23 *79.3%* **	2 *66.7%* **	90 *76.3%*	14 *70.0%* **	2 *50.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**36** *24.5%*	6 *20.7%* **	11 *31.4%*	6 *24.0%* **	12 *22.2%*	1 *20.0%* **	33 *23.7%*	16 *26.7%*	19 *22.4%*	3 *100.0%* **	31 *22.0%*	30 *25.0%*	- - **	6 *24.0%* **	27 *24.1%*	7 *24.1%* **	1 *33.3%* **	30 *25.4%*	5 *25.0%* **	- - **
3-Point Score	**1.99**	1.93	2.09	2.00	1.94	2.00	1.97	2.02	1.95	3.00	1.95	1.99	2.00	2.00	1.98	2.03	2.00	2.02	1.95	1.50

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q30. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**265** *100.0%*	**51** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**8** *100.0%*	**248** *100.0%*	**103** *100.0%*	**155** *100.0%*	**9** *100.0%*	**246** *100.0%*	**206** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**50** *100.0%*	**2** *100.0%*	**208** *100.0%*	**40** *100.0%*	**9** *100.0%*
No Answer	**35**	2	-	-	-	1	1	-	2	-	2	2	-	-	-	1	1	1	-	1
Yes	**76** *28.7%*	18 *35.3%*	18 *27.3%*	10 *20.8%*	27 *30.3%*	2 *25.0%* **	72 *29.0%*	27 *26.2%*	47 *30.3%*	2 *22.2%* **	71 *28.9%*	65 *31.6%* M	1 *25.0%* **	9 *17.0%*	56 *27.2%*	15 *30.0%*	2 *100.0%* **	59 *28.4%*	11 *27.5%*	1 *11.1%* **
No	**189** *71.3%*	33 *64.7%*	48 *72.7%*	38 *79.2%*	62 *69.7%*	6 *75.0%* **	176 *71.0%*	76 *73.8%*	108 *69.7%*	7 *77.8%* **	175 *71.1%*	141 *68.4%*	3 *75.0%* **	44 *83.0%* K	150 *72.8%*	35 *70.0%*	- - **	149 *71.6%*	29 *72.5%*	8 *88.9%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**76** *28.7%*	18 *35.3%*	18 *27.3%*	10 *20.8%*	27 *30.3%*	2 *25.0%* **	72 *29.0%*	27 *26.2%*	47 *30.3%*	2 *22.2%* **	71 *28.9%*	65 *31.6%* M	1 *25.0%* **	9 *17.0%*	56 *27.2%*	15 *30.0%*	2 *100.0%* **	59 *28.4%*	11 *27.5%*	1 *11.1%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q31. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?																				
Total Eligible	**76** *100.0%*	**18** *100.0%*	**18** *100.0%*	**10** *100.0%*	**27** *100.0%*	**2** *100.0%*	**72** *100.0%*	**27** *100.0%*	**47** *100.0%*	**2** *100.0%*	**71** *100.0%*	**65** *100.0%*	**1** *100.0%*	**9** *100.0%*	**56** *100.0%*	**15** *100.0%*	**2** *100.0%*	**59** *100.0%*	**11** *100.0%*	**1** *100.0%*
Total Valid Responses	**73** *100.0%*	**18** *100.0%*	**17** *100.0%*	**10** *100.0%*	**27** *100.0%*	**2** *100.0%*	**71** *100.0%*	**27** *100.0%*	**46** *100.0%*	**2** *100.0%*	**71** *100.0%*	**65** *100.0%*	**1** *100.0%*	**8** *100.0%*	**55** *100.0%*	**15** *100.0%*	**2** *100.0%*	**58** *100.0%*	**11** *100.0%*	**1** *100.0%*
No Answer	**3**	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-	-	1	-	-
Always	**19** *26.0%*	5 *27.8%* **	6 *35.3%* **	3 *30.0%* **	5 *18.5%* **	- - **	19 *26.8%*	7 *25.9%* **	12 *26.1%*	- - **	19 *26.8%*	19 *29.2%*	- - **	1 *12.5%* **	12 *21.8%*	6 *40.0%* **	1 *50.0%* **	16 *27.6%*	3 *27.3%* **	- - **
Usually	**28** *38.4%*	6 *33.3%* **	6 *35.3%* **	4 *40.0%* **	11 *40.7%* **	1 *50.0%* **	27 *38.0%*	10 *37.0%* **	18 *39.1%*	1 *50.0%* **	27 *38.0%*	25 *38.5%*	1 *100.0%* **	3 *37.5%* **	21 *38.2%*	6 *40.0%* **	- - **	22 *37.9%*	5 *45.5%* **	- - **
Sometimes	**24** *32.9%*	5 *27.8%* **	5 *29.4%* **	3 *30.0%* **	11 *40.7%* **	1 *50.0%* **	23 *32.4%*	8 *29.6%* **	16 *34.8%*	1 *50.0%* **	23 *32.4%*	19 *29.2%*	- - **	4 *50.0%* **	20 *36.4%*	3 *20.0%* **	1 *50.0%* **	18 *31.0%*	3 *27.3%* **	1 *100.0%* **
Never	**2** *2.7%*	2 *11.1%* **	- - **	- - **	- - **	- - **	2 *2.8%*	2 *7.4%* **	- -	- - **	2 *2.8%*	2 *3.1%*	- - **	- - **	2 *3.6%*	- - **	- - **	2 *3.4%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**47** *64.4%*	11 *61.1%* **	12 *70.6%* **	7 *70.0%* **	16 *59.3%* **	1 *50.0%* **	46 *64.8%*	17 *63.0%* **	30 *65.2%*	1 *50.0%* **	46 *64.8%*	44 *67.7%*	1 *100.0%* **	4 *50.0%* **	33 *60.0%*	12 *80.0%* **	1 *50.0%* **	38 *65.5%*	8 *72.7%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Always	**19** *26.0%*	5 *27.8%* **	6 *35.3%* **	3 *30.0%* **	5 *18.5%* **	- - **	19 *26.8%*	7 *25.9%* **	12 *26.1%*	- - **	19 *26.8%*	19 *29.2%*	- - **	1 *12.5%* **	12 *21.8%*	6 *40.0%* **	1 *50.0%* **	16 *27.6%*	3 *27.3%* **	- - **
3-Point Score	**1.90**	1.89	2.06	2.00	1.78	1.50	1.92	1.89	1.91	1.50	1.92	1.97	2.00	1.63	1.82	2.20	2.00	1.93	2.00	1.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q32. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**265** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**35**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**61** *23.0%*	11 *20.8%*	16 *24.2%*	7 *14.6%*	27 *30.3%* C	2 *22.2%* **	59 *23.7%*	25 *24.3%*	36 *22.9%*	2 *22.2%* **	59 *23.8%*	45 *21.6%*	2 *50.0%* **	14 *26.4%*	44 *21.4%*	17 *33.3%* n	- - **	48 *23.0%*	11 *27.5%*	1 *10.0%* **
No	**204** *77.0%*	42 *79.2%*	50 *75.8%*	41 *85.4%* D	62 *69.7%*	7 *77.8%* **	190 *76.3%*	78 *75.7%*	121 *77.1%*	7 *77.8%* **	189 *76.2%*	163 *78.4%*	2 *50.0%* **	39 *73.6%*	162 *78.6%* o	34 *66.7%*	3 *100.0%* **	161 *77.0%*	29 *72.5%*	9 *90.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**61** *23.0%*	11 *20.8%*	16 *24.2%*	7 *14.6%*	27 *30.3%* C	2 *22.2%* **	59 *23.7%*	25 *24.3%*	36 *22.9%*	2 *22.2%* **	59 *23.8%*	45 *21.6%*	2 *50.0%* **	14 *26.4%*	44 *21.4%*	17 *33.3%* n	- - **	48 *23.0%*	11 *27.5%*	1 *10.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q33. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?																				
Total Eligible	**61** ***100.0%***	**11** ***100.0%***	**16** ***100.0%***	**7** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**59** ***100.0%***	**25** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**59** ***100.0%***	**45** ***100.0%***	**2** ***100.0%***	**14** ***100.0%***	**44** ***100.0%***	**17** ***100.0%***	**-** **-**	**48** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***
Total Valid Responses	**61** ***100.0%***	**11** ***100.0%***	**16** ***100.0%***	**7** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**59** ***100.0%***	**25** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**59** ***100.0%***	**45** ***100.0%***	**2** ***100.0%***	**14** ***100.0%***	**44** ***100.0%***	**17** ***100.0%***	**-** **-**	**48** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**16** ***26.2%***	1 *9.1%* **	3 *18.8%* **	4 *57.1%* **	8 *29.6%* **	- - **	16 *27.1%*	5 *20.0%* **	11 *30.6%*	1 *50.0%* **	15 *25.4%*	14 *31.1%*	- - **	3 *21.4%* **	11 *25.0%*	5 *29.4%* **	- -	16 *33.3%*	- - **	- - **
Usually	**18** ***29.5%***	6 *54.5%* **	5 *31.3%* **	- - **	7 *25.9%* **	1 *50.0%* **	17 *28.8%*	8 *32.0%* **	10 *27.8%*	1 *50.0%* **	17 *28.8%*	10 *22.2%*	2 *100.0%* **	6 *42.9%* **	11 *25.0%*	7 *41.2%* **	- -	12 *25.0%*	5 *45.5%* **	1 *100.0%* **
Sometimes	**18** ***29.5%***	1 *9.1%* **	5 *31.3%* **	2 *28.6%* **	10 *37.0%* **	- - **	18 *30.5%*	8 *32.0%* **	10 *27.8%*	- - **	18 *30.5%*	14 *31.1%*	- - **	2 *14.3%* **	13 *29.5%*	5 *29.4%* **	- -	12 *25.0%*	5 *45.5%* **	- - **
Never	**9** ***14.8%***	3 *27.3%* **	3 *18.8%* **	1 *14.3%* **	2 *7.4%* **	1 *50.0%* **	8 *13.6%*	4 *16.0%* **	5 *13.9%*	- - **	9 *15.3%*	7 *15.6%*	- - **	3 *21.4%* **	9 *20.5%*	- - **	- -	8 *16.7%*	1 *9.1%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**34** ***55.7%***	7 *63.6%* **	8 *50.0%* **	4 *57.1%* **	15 *55.6%* **	1 *50.0%* **	33 *55.9%*	13 *52.0%* **	21 *58.3%*	2 *100.0%* **	32 *54.2%*	24 *53.3%*	2 *100.0%* **	9 *64.3%* **	22 *50.0%*	12 *70.6%* **	- -	28 *58.3%*	5 *45.5%* **	1 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**16** ***26.2%***	1 *9.1%* **	3 *18.8%* **	4 *57.1%* **	8 *29.6%* **	- - **	16 *27.1%*	5 *20.0%* **	11 *30.6%*	1 *50.0%* **	15 *25.4%*	14 *31.1%*	- - **	3 *21.4%* **	11 *25.0%*	5 *29.4%* **	- -	16 *33.3%*	- - **	- - **
3-Point Score	**1.82**	1.73	1.69	2.14	1.85	1.50	1.83	1.72	1.89	2.50	1.80	1.84	2.00	1.86	1.75	2.00	-	1.92	1.45	2.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q34. In the last 12 months, did you get information or help from your health plan's customer service?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**263** *100.0%*	**52** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**248** *100.0%*	**102** *100.0%*	**157** *100.0%*	**9** *100.0%*	**247** *100.0%*	**207** *100.0%*	**4** *100.0%*	**53** *100.0%*	**205** *100.0%*	**51** *100.0%*	**3** *100.0%*	**208** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**37**	1	-	-	-	-	1	1	-	-	1	1	-	-	1	-	-	1	-	-
Yes	**77** *29.3%*	12 *23.1%*	18 *27.3%*	13 *27.1%*	30 *33.7%*	3 *33.3%* **	72 *29.0%*	23 *22.5%*	52 *33.1%* g	2 *22.2%* **	72 *29.1%*	59 *28.5%*	2 *50.0%* **	12 *22.6%*	62 *30.2%*	13 *25.5%*	1 *33.3%* **	63 *30.3%*	9 *22.5%*	3 *30.0%* **
No	**186** *70.7%*	40 *76.9%*	48 *72.7%*	35 *72.9%*	59 *66.3%*	6 *66.7%* **	176 *71.0%*	79 *77.5%* h	105 *66.9%*	7 *77.8%* **	175 *70.9%*	148 *71.5%*	2 *50.0%* **	41 *77.4%*	143 *69.8%*	38 *74.5%*	2 *66.7%* **	145 *69.7%*	31 *77.5%*	7 *70.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**77** *29.3%*	12 *23.1%*	18 *27.3%*	13 *27.1%*	30 *33.7%*	3 *33.3%* **	72 *29.0%*	23 *22.5%*	52 *33.1%* g	2 *22.2%* **	72 *29.1%*	59 *28.5%*	2 *50.0%* **	12 *22.6%*	62 *30.2%*	13 *25.5%*	1 *33.3%* **	63 *30.3%*	9 *22.5%*	3 *30.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q35. (CS) In the last 12 months, how often did your health plan's customer service give you the information or help you needed?																				
Total Eligible	**77** *100.0%*	**12** *100.0%*	**18** *100.0%*	**13** *100.0%*	**30** *100.0%*	**3** *100.0%*	**72** *100.0%*	**23** *100.0%*	**52** *100.0%*	**2** *100.0%*	**72** *100.0%*	**59** *100.0%*	**2** *100.0%*	**12** *100.0%*	**62** *100.0%*	**13** *100.0%*	**1** *100.0%*	**63** *100.0%*	**9** *100.0%*	**3** *100.0%*
Total Valid Responses	**76** *100.0%*	**12** *100.0%*	**18** *100.0%*	**13** *100.0%*	**30** *100.0%*	**3** *100.0%*	**71** *100.0%*	**22** *100.0%*	**52** *100.0%*	**2** *100.0%*	**71** *100.0%*	**58** *100.0%*	**2** *100.0%*	**12** *100.0%*	**62** *100.0%*	**13** *100.0%*	**1** *100.0%*	**63** *100.0%*	**9** *100.0%*	**2** *100.0%*
No Answer	**1**	-	-	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	1
Always	**44** *57.9%*	6 *50.0%* **	12 *66.7%* **	8 *61.5%* **	17 *56.7%*	3 *100.0%* **	41 *57.7%*	13 *59.1%* **	31 *59.6%*	2 *100.0%* **	42 *59.2%*	37 *63.8%*	1 *50.0%* **	6 *50.0%* **	36 *58.1%*	8 *61.5%* **	- - **	41 *65.1%*	1 *11.1%* **	1 *50.0%* **
Usually	**18** *23.7%*	3 *25.0%* **	2 *11.1%* **	4 *30.8%* **	9 *30.0%*	- - **	18 *25.4%*	6 *27.3%* **	12 *23.1%*	- - **	17 *23.9%*	13 *22.4%*	1 *50.0%* **	2 *16.7%* **	15 *24.2%*	3 *23.1%* **	- - **	14 *22.2%*	4 *44.4%* **	- - **
Sometimes	**12** *15.8%*	2 *16.7%* **	3 *16.7%* **	1 *7.7%* **	4 *13.3%*	- - **	10 *14.1%*	2 *9.1%* **	8 *15.4%*	- - **	10 *14.1%*	6 *10.3%*	- - **	3 *25.0%* **	9 *14.5%*	2 *15.4%* **	1 *100.0%* **	6 *9.5%*	4 *44.4%* **	1 *50.0%* **
Never	**2** *2.6%*	1 *8.3%* **	1 *5.6%* **	- - **	- -	- - **	2 *2.8%*	1 *4.5%* **	1 *1.9%*	- - **	2 *2.8%*	2 *3.4%*	- - **	1 *8.3%* **	2 *3.2%*	- - **	- - **	2 *3.2%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**62** *81.6%*	9 *75.0%* **	14 *77.8%* **	12 *92.3%* **	26 *86.7%*	3 *100.0%* **	59 *83.1%*	19 *86.4%* **	43 *82.7%*	2 *100.0%* **	59 *83.1%*	50 *86.2%*	2 *100.0%* **	8 *66.7%* **	51 *82.3%*	11 *84.6%* **	- - **	55 *87.3%*	5 *55.6%* **	1 *50.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**44** *57.9%*	6 *50.0%* **	12 *66.7%* **	8 *61.5%* **	17 *56.7%*	3 *100.0%* **	41 *57.7%*	13 *59.1%* **	31 *59.6%*	2 *100.0%* **	42 *59.2%*	37 *63.8%*	1 *50.0%* **	6 *50.0%* **	36 *58.1%*	8 *61.5%* **	- - **	41 *65.1%*	1 *11.1%* **	1 *50.0%* **
3-Point Score	**2.39**	2.25	2.44	2.54	2.43	3.00	2.41	2.45	2.42	3.00	2.42	2.50	2.50	2.17	2.40	2.46	1.00	2.52	1.67	2.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q36. (CS) In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?																				
Total Eligible	**77** ***100.0%***	**12** ***100.0%***	**18** ***100.0%***	**13** ***100.0%***	**30** ***100.0%***	**3** ***100.0%***	**72** ***100.0%***	**23** ***100.0%***	**52** ***100.0%***	**2** ***100.0%***	**72** ***100.0%***	**59** ***100.0%***	**2** ***100.0%***	**12** ***100.0%***	**62** ***100.0%***	**13** ***100.0%***	**1** ***100.0%***	**63** ***100.0%***	**9** ***100.0%***	**3** ***100.0%***
Total Valid Responses	**77** ***100.0%***	**12** ***100.0%***	**18** ***100.0%***	**13** ***100.0%***	**30** ***100.0%***	**3** ***100.0%***	**72** ***100.0%***	**23** ***100.0%***	**52** ***100.0%***	**2** ***100.0%***	**72** ***100.0%***	**59** ***100.0%***	**2** ***100.0%***	**12** ***100.0%***	**62** ***100.0%***	**13** ***100.0%***	**1** ***100.0%***	**63** ***100.0%***	**9** ***100.0%***	**3** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**59** ***76.6%***	11 *91.7%* **	15 *83.3%* **	8 *61.5%* **	23 *76.7%*	2 *66.7%* **	57 *79.2%*	18 *78.3%* **	41 *78.8%*	1 *50.0%* **	57 *79.2%*	49 *83.1%*	1 *50.0%* **	8 *66.7%* **	50 *80.6%*	8 *61.5%* **	- - **	50 *79.4%*	4 *44.4%* **	3 *100.0%* **
Usually	**17** ***22.1%***	- - **	3 *16.7%* **	5 *38.5%* **	7 *23.3%*	1 *33.3%* **	14 *19.4%*	5 *21.7%* **	10 *19.2%*	1 *50.0%* **	14 *19.4%*	9 *15.3%*	1 *50.0%* **	4 *33.3%* **	11 *17.7%*	5 *38.5%* **	1 *100.0%* **	12 *19.0%*	5 *55.6%* **	- - **
Sometimes	**1** ***1.3%***	1 *8.3%* **	- - **	- - **	-	- - **	1 *1.4%*	- - **	1 *1.9%*	- - **	1 *1.4%*	1 *1.7%*	- - **	- - **	1 *1.6%*	- - **	- - **	1 *1.6%*	- - **	- - **
Never	**-** **-**	- - **	- - **	- - **	-	- - **	-	- - **	-	- - **	-	-	- - **	- - **	-	- - **	- - **	-	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**76** ***98.7%***	11 *91.7%* **	18 *100.0%* **	13 *100.0%* **	30 *100.0%*	3 *100.0%* **	71 *98.6%*	23 *100.0%* **	51 *98.1%*	2 *100.0%* **	71 *98.6%*	58 *98.3%*	2 *100.0%* **	12 *100.0%* **	61 *98.4%*	13 *100.0%* **	1 *100.0%* **	62 *98.4%*	9 *100.0%* **	3 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**59** ***76.6%***	11 *91.7%* **	15 *83.3%* **	8 *61.5%* **	23 *76.7%*	2 *66.7%* **	57 *79.2%*	18 *78.3%* **	41 *78.8%*	1 *50.0%* **	57 *79.2%*	49 *83.1%*	1 *50.0%* **	8 *66.7%* **	50 *80.6%*	8 *61.5%* **	- - **	50 *79.4%*	4 *44.4%* **	3 *100.0%* **
3-Point Score	**2.75**	2.83	2.83	2.62	2.77	2.67	2.78	2.78	2.77	2.50	2.78	2.81	2.50	2.67	2.79	2.62	2.00	2.78	2.44	3.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q37. In the last 12 months, did your health plan give you any forms to fill out?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**258** *100.0%*	**53** *100.0%*	**63** *100.0%*	**47** *100.0%*	**88** *100.0%*	**9** *100.0%*	**244** *100.0%*	**102** *100.0%*	**153** *100.0%*	**9** *100.0%*	**244** *100.0%*	**205** *100.0%*	**4** *100.0%*	**51** *100.0%*	**202** *100.0%*	**50** *100.0%*	**3** *100.0%*	**204** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**42**	-	3	1	1	-	5	1	4	-	4	3	-	2	4	1	-	5	-	-
Yes	**63** *24.4%*	14 *26.4%*	17 *27.0%*	11 *23.4%*	20 *22.7%*	3 *33.3%* **	59 *24.2%*	24 *23.5%*	38 *24.8%*	5 *55.6%* **	57 *23.4%*	54 *26.3%*	2 *50.0%* **	8 *15.7%*	45 *22.3%*	16 *32.0%*	2 *66.7%* **	46 *22.5%*	13 *32.5%*	4 *40.0%* **
No	**195** *75.6%*	39 *73.6%*	46 *73.0%*	36 *76.6%*	68 *77.3%*	6 *66.7%* **	185 *75.8%*	78 *76.5%*	115 *75.2%*	4 *44.4%* **	187 *76.6%*	151 *73.7%*	2 *50.0%* **	43 *84.3%*	157 *77.7%*	34 *68.0%*	1 *33.3%* **	158 *77.5%*	27 *67.5%*	6 *60.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**63** *24.4%*	14 *26.4%*	17 *27.0%*	11 *23.4%*	20 *22.7%*	3 *33.3%* **	59 *24.2%*	24 *23.5%*	38 *24.8%*	5 *55.6%* **	57 *23.4%*	54 *26.3%*	2 *50.0%* **	8 *15.7%*	45 *22.3%*	16 *32.0%*	2 *66.7%* **	46 *22.5%*	13 *32.5%*	4 *40.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q38. (FOF) In the last 12 months, how often were the forms from your health plan easy to fill out?																				
Total Eligible	**258** *100.0%*	**53** *100.0%*	**63** *100.0%*	**47** *100.0%*	**88** *100.0%*	**9** *100.0%*	**244** *100.0%*	**102** *100.0%*	**153** *100.0%*	**9** *100.0%*	**244** *100.0%*	**205** *100.0%*	**4** *100.0%*	**51** *100.0%*	**202** *100.0%*	**50** *100.0%*	**3** *100.0%*	**204** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**255** *100.0%*	**52** *100.0%*	**62** *100.0%*	**46** *100.0%*	**88** *100.0%*	**8** *100.0%*	**242** *100.0%*	**101** *100.0%*	**151** *100.0%*	**9** *100.0%*	**241** *100.0%*	**203** *100.0%*	**4** *100.0%*	**50** *100.0%*	**201** *100.0%*	**48** *100.0%*	**3** *100.0%*	**202** *100.0%*	**39** *100.0%*	**10** *100.0%*
No Answer	**3**	1	1	1	-	1	2	1	2	-	3	2	-	1	1	2	-	2	1	-
Always	**216** *84.7%*	42 *80.8%*	51 *82.3%*	43 *93.5%* ab	74 *84.1%*	7 *87.5%* **	205 *84.7%*	86 *85.1%*	128 *84.8%*	8 *88.9%* **	204 *84.6%*	169 *83.3%*	2 *50.0%* **	47 *94.0%* K	172 *85.6%*	39 *81.3%*	2 *66.7%* **	176 *87.1%* R	29 *74.4%*	7 *70.0%* **
Usually	**28** *11.0%*	7 *13.5%*	7 *11.3%*	2 *4.3%*	11 *12.5%*	1 *12.5%* **	26 *10.7%*	8 *7.9%*	19 *12.6%*	1 *11.1%* **	26 *10.8%*	24 *11.8%* m	1 *25.0%* **	2 *4.0%*	23 *11.4%*	4 *8.3%*	1 *33.3%* **	21 *10.4%*	5 *12.8%*	2 *20.0%* **
Sometimes	**9** *3.5%*	2 *3.8%*	3 *4.8%*	1 *2.2%*	3 *3.4%*	- - **	9 *3.7%*	5 *5.0%*	4 *2.6%*	- - **	9 *3.7%*	8 *3.9%*	1 *25.0%* **	1 *2.0%*	5 *2.5%*	4 *8.3%* n	- - **	4 *2.0%*	5 *12.8%* Q	- - **
Never	**2** *0.8%*	1 *1.9%*	1 *1.6%*	- -	- -	- - **	2 *0.8%*	2 *2.0%* h	- -	- - **	2 *0.8%*	2 *1.0%*	- - **	- -	1 *0.5%*	1 *2.1%*	- - **	1 *0.5%*	- -	1 *10.0%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**244** *95.7%*	49 *94.2%*	58 *93.5%*	45 *97.8%*	85 *96.6%*	8 *100.0%* **	231 *95.5%*	94 *93.1%*	147 *97.4%*	9 *100.0%* **	230 *95.4%*	193 *95.1%*	3 *75.0%* **	49 *98.0%*	195 *97.0%* O	43 *89.6%*	3 *100.0%* **	197 *97.5%* R	34 *87.2%*	9 *90.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**216** *84.7%*	42 *80.8%*	51 *82.3%*	43 *93.5%* ab	74 *84.1%*	7 *87.5%* **	205 *84.7%*	86 *85.1%*	128 *84.8%*	8 *88.9%* **	204 *84.6%*	169 *83.3%*	2 *50.0%* **	47 *94.0%* K	172 *85.6%*	39 *81.3%*	2 *66.7%* **	176 *87.1%* R	29 *74.4%*	7 *70.0%* **
3-Point Score	**2.80**	2.75	2.76	2.91	2.81	2.88	2.80	2.78	2.82	2.89	2.80	2.78	2.25	2.92	2.83	2.71	2.67	2.85	2.62	2.60

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q39. In the last 12 months, did you or anyone else send in any claims for your care to your health plan?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**248** *100.0%*	**49** *100.0%*	**62** *100.0%*	**48** *100.0%*	**84** *100.0%*	**8** *100.0%*	**236** *100.0%*	**97** *100.0%*	**149** *100.0%*	**9** *100.0%*	**234** *100.0%*	**197** *100.0%*	**4** *100.0%*	**49** *100.0%*	**195** *100.0%*	**49** *100.0%*	**2** *100.0%*	**198** *100.0%*	**38** *100.0%*	**8** *100.0%*
No Answer	**38**	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
Yes	**178** *71.8%*	31 *63.3%*	47 *75.8%*	35 *72.9%*	63 *75.0%*	5 *62.5%* **	172 *72.9%*	64 *66.0%*	113 *75.8%* g	7 *77.8%* **	167 *71.4%*	142 *72.1%*	3 *75.0%* **	33 *67.3%*	139 *71.3%*	36 *73.5%*	2 *100.0%* **	140 *70.7%*	30 *78.9%*	6 *75.0%* **
No	**70** *28.2%*	18 *36.7%*	15 *24.2%*	13 *27.1%*	21 *25.0%*	3 *37.5%* **	64 *27.1%*	33 *34.0%* h	36 *24.2%*	2 *22.2%* **	67 *28.6%*	55 *27.9%*	1 *25.0%* **	16 *32.7%*	56 *28.7%*	13 *26.5%*	- - **	58 *29.3%*	8 *21.1%*	2 *25.0%* **
Don't know	**14**	4	4	-	4	1	12	6	7	-	13	10	-	4	10	2	1	10	2	2
HEDIS/CAHPS SUMMARY RATE - Yes	**178** *71.8%*	31 *63.3%*	47 *75.8%*	35 *72.9%*	63 *75.0%*	5 *62.5%* **	172 *72.9%*	64 *66.0%*	113 *75.8%* g	7 *77.8%* **	167 *71.4%*	142 *72.1%*	3 *75.0%* **	33 *67.3%*	139 *71.3%*	36 *73.5%*	2 *100.0%* **	140 *70.7%*	30 *78.9%*	6 *75.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q40. (CP) In the last 12 months, how often did your health plan handle your claims quickly?																				
Total Eligible	**178** ***100.0%***	**31** ***100.0%***	**47** ***100.0%***	**35** ***100.0%***	**63** ***100.0%***	**5** ***100.0%***	**172** ***100.0%***	**64** ***100.0%***	**113** ***100.0%***	**7** ***100.0%***	**167** ***100.0%***	**142** ***100.0%***	**3** ***100.0%***	**33** ***100.0%***	**139** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**140** ***100.0%***	**30** ***100.0%***	**6** ***100.0%***
Total Valid Responses	**148** ***100.0%***	**29** ***100.0%***	**37** ***100.0%***	**28** ***100.0%***	**52** ***100.0%***	**4** ***100.0%***	**143** ***100.0%***	**50** ***100.0%***	**97** ***100.0%***	**7** ***100.0%***	**138** ***100.0%***	**118** ***100.0%***	**2** ***100.0%***	**28** ***100.0%***	**114** ***100.0%***	**32** ***100.0%***	**2** ***100.0%***	**118** ***100.0%***	**27** ***100.0%***	**3** ***100.0%***
No Answer	**1**	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-	-	-	1	-
Always	**55** ***37.2%***	11 *37.9%* **	10 *27.0%*	12 *42.9%* **	21 *40.4%*	2 *50.0%* **	53 *37.1%*	23 *46.0%*	32 *33.0%*	2 *28.6%* **	52 *37.7%*	49 *41.5%*	1 *50.0%* **	6 *21.4%* **	43 *37.7%*	12 *37.5%*	- - **	45 *38.1%*	10 *37.0%* **	- - **
Usually	**74** ***50.0%***	12 *41.4%* **	20 *54.1%*	16 *57.1%* **	26 *50.0%*	1 *25.0%* **	73 *51.0%*	22 *44.0%*	52 *53.6%*	3 *42.9%* **	71 *51.4%*	55 *46.6%*	1 *50.0%* **	17 *60.7%* **	55 *48.2%*	17 *53.1%*	2 *100.0%* **	56 *47.5%*	15 *55.6%* **	3 *100.0%* **
Sometimes	**14** ***9.5%***	4 *13.8%* **	6 *16.2%*	- - **	3 *5.8%*	1 *25.0%* **	12 *8.4%*	3 *6.0%*	10 *10.3%*	2 *28.6%* **	10 *7.2%*	10 *8.5%*	- - **	4 *14.3%* **	11 *9.6%*	3 *9.4%*	- - **	13 *11.0%*	1 *3.7%* **	- - **
Never	**5** ***3.4%***	2 *6.9%* **	1 *2.7%*	- - **	2 *3.8%*	- - **	5 *3.5%*	2 *4.0%*	3 *3.1%*	- - **	5 *3.6%*	4 *3.4%*	- - **	1 *3.6%* **	5 *4.4%*	- -	- - **	4 *3.4%*	1 *3.7%* **	- - **
Don't know	**29**	2	10	7	10	1	28	14	15	-	28	23	1	5	24	4	-	22	2	3
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**129** ***87.2%***	23 *79.3%* **	30 *81.1%*	28 *100.0%* **	47 *90.4%*	3 *75.0%* **	126 *88.1%*	45 *90.0%*	84 *86.6%*	5 *71.4%* **	123 *89.1%*	104 *88.1%*	2 *100.0%* **	23 *82.1%* **	98 *86.0%*	29 *90.6%*	2 *100.0%* **	101 *85.6%*	25 *92.6%* **	3 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**55** ***37.2%***	11 *37.9%* **	10 *27.0%*	12 *42.9%* **	21 *40.4%*	2 *50.0%* **	53 *37.1%*	23 *46.0%*	32 *33.0%*	2 *28.6%* **	52 *37.7%*	49 *41.5%*	1 *50.0%* **	6 *21.4%* **	43 *37.7%*	12 *37.5%*	- - **	45 *38.1%*	10 *37.0%* **	- - **
3-Point Score	**2.24**	2.17	2.08	2.43	2.31	2.25	2.25	2.36	2.20	2.00	2.27	2.30	2.50	2.04	2.24	2.28	2.00	2.24	2.30	2.00

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q41. (CP) In the last 12 months, how often did your health plan handle your claims correctly?																				
Total Eligible	**178** ***100.0%***	**31** ***100.0%***	**47** ***100.0%***	**35** ***100.0%***	**63** ***100.0%***	**5** ***100.0%***	**172** ***100.0%***	**64** ***100.0%***	**113** ***100.0%***	**7** ***100.0%***	**167** ***100.0%***	**142** ***100.0%***	**3** ***100.0%***	**33** ***100.0%***	**139** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**140** ***100.0%***	**30** ***100.0%***	**6** ***100.0%***
Total Valid Responses	**148** ***100.0%***	**29** ***100.0%***	**41** ***100.0%***	**26** ***100.0%***	**50** ***100.0%***	**4** ***100.0%***	**143** ***100.0%***	**52** ***100.0%***	**95** ***100.0%***	**7** ***100.0%***	**138** ***100.0%***	**119** ***100.0%***	**2** ***100.0%***	**28** ***100.0%***	**115** ***100.0%***	**31** ***100.0%***	**2** ***100.0%***	**119** ***100.0%***	**25** ***100.0%***	**4** ***100.0%***
No Answer	**4**	-	-	2	2	-	4	1	3	-	4	3	-	-	3	1	-	3	1	-
Always	**79** ***53.4%***	15 *51.7%* **	18 *43.9%*	15 *57.7%* **	30 *60.0%*	3 *75.0%* **	76 *53.1%*	30 *57.7%*	49 *51.6%*	4 *57.1%* **	74 *53.6%*	69 *58.0%*	1 *50.0%* **	11 *39.3%* **	62 *53.9%*	17 *54.8%*	- - **	65 *54.6%*	13 *52.0%* **	1 *25.0%* **
Usually	**57** ***38.5%***	10 *34.5%* **	21 *51.2%* D	11 *42.3%* **	15 *30.0%*	1 *25.0%* **	56 *39.2%*	19 *36.5%*	38 *40.0%*	3 *42.9%* **	53 *38.4%*	41 *34.5%*	1 *50.0%* **	15 *53.6%* **	42 *36.5%*	14 *45.2%*	1 *50.0%* **	43 *36.1%*	11 *44.0%* **	3 *75.0%* **
Sometimes	**10** ***6.8%***	3 *10.3%* **	2 *4.9%*	- - **	4 *8.0%*	- - **	9 *6.3%*	3 *5.8%*	6 *6.3%*	- - **	9 *6.5%*	7 *5.9%*	- - **	2 *7.1%* **	9 *7.8%*	- -	1 *50.0%* **	9 *7.6%*	1 *4.0%* **	- - **
Never	**2** ***1.4%***	1 *3.4%* **	- -	- - **	1 *2.0%*	- - **	2 *1.4%*	- -	2 *2.1%*	- - **	2 *1.4%*	2 *1.7%*	- - **	- - **	2 *1.7%*	- -	- - **	2 *1.7%*	- - **	- - **
Don't know	**26**	2	6	7	11	1	25	11	15	-	25	20	1	5	21	4	-	18	4	2
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**136** ***91.9%***	25 *86.2%* **	39 *95.1%*	26 *100.0%* **	45 *90.0%*	4 *100.0%* **	132 *92.3%*	49 *94.2%*	87 *91.6%*	7 *100.0%* **	127 *92.0%*	110 *92.4%*	2 *100.0%* **	26 *92.9%* **	104 *90.4%*	31 *100.0%* n	1 *50.0%* **	108 *90.8%*	24 *96.0%* **	4 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**79** ***53.4%***	15 *51.7%* **	18 *43.9%*	15 *57.7%* **	30 *60.0%*	3 *75.0%* **	76 *53.1%*	30 *57.7%*	49 *51.6%*	4 *57.1%* **	74 *53.6%*	69 *58.0%*	1 *50.0%* **	11 *39.3%* **	62 *53.9%*	17 *54.8%*	- - **	65 *54.6%*	13 *52.0%* **	1 *25.0%* **
3-Point Score	**2.45**	2.38	2.39	2.58	2.50	2.75	2.45	2.52	2.43	2.57	2.46	2.50	2.50	2.32	2.44	2.55	1.50	2.45	2.48	2.25

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q42. What number would you use to rate your health plan?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**261** *100.0%*	**52** *100.0%*	**65** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**247** *100.0%*	**102** *100.0%*	**156** *100.0%*	**9** *100.0%*	**247** *100.0%*	**207** *100.0%*	**4** *100.0%*	**52** *100.0%*	**204** *100.0%*	**51** *100.0%*	**3** *100.0%*	**207** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**39**	1	1	-	-	-	2	1	1	-	1	1	-	1	2	-	-	2	-	-
10 - Best health plan possible	**15** *5.7%*	2 *3.8%*	2 *3.1%*	4 *8.3%*	7 *7.9%*	- - **	14 *5.7%*	7 *6.9%*	8 *5.1%*	1 *11.1%* **	14 *5.7%*	13 *6.3%*	- - **	3 *5.8%*	12 *5.9%*	2 *3.9%*	1 *33.3%* **	14 *6.8%*	1 *2.5%*	- - **
9	**47** *18.0%*	7 *13.5%*	9 *13.8%*	14 *29.2%* aB	17 *19.1%*	2 *22.2%* **	45 *18.2%*	22 *21.6%*	25 *16.0%*	3 *33.3%* **	44 *17.8%*	36 *17.4%*	2 *50.0%* **	8 *15.4%*	37 *18.1%*	10 *19.6%*	- - **	39 *18.8%*	8 *20.0%*	- - **
8	**83** *31.8%*	16 *30.8%*	19 *29.2%*	14 *29.2%*	30 *33.7%*	2 *22.2%* **	79 *32.0%*	26 *25.5%*	55 *35.3%* g	4 *44.4%* **	76 *30.8%*	62 *30.0%*	1 *25.0%* **	19 *36.5%*	65 *31.9%*	18 *35.3%*	- - **	65 *31.4%*	12 *30.0%*	4 *40.0%* **
7	**59** *22.6%*	12 *23.1%*	17 *26.2%*	7 *14.6%*	22 *24.7%*	3 *33.3%* **	55 *22.3%*	30 *29.4%* H	29 *18.6%*	- - **	58 *23.5%*	50 *24.2%*	1 *25.0%* **	11 *21.2%*	48 *23.5%*	11 *21.6%*	- - **	45 *21.7%*	12 *30.0%*	2 *20.0%* **
6	**18** *6.9%*	6 *11.5%*	3 *4.6%*	4 *8.3%*	5 *5.6%*	1 *11.1%* **	17 *6.9%*	5 *4.9%*	13 *8.3%*	- - **	18 *7.3%*	13 *6.3%*	- - **	5 *9.6%*	13 *6.4%*	3 *5.9%*	1 *33.3%* **	14 *6.8%*	2 *5.0%*	1 *10.0%* **
5	**32** *12.3%*	5 *9.6%*	13 *20.0%* D	5 *10.4%*	7 *7.9%*	1 *11.1%* **	30 *12.1%*	12 *11.8%*	19 *12.2%*	1 *11.1%* **	30 *12.1%*	26 *12.6%*	- - **	5 *9.6%*	24 *11.8%*	5 *9.8%*	1 *33.3%* **	23 *11.1%*	5 *12.5%*	3 *30.0%* **
4	**2** *0.8%*	2 *3.8%* d	- -	- -	- -	- - **	2 *0.8%*	- -	2 *1.3%*	- - **	2 *0.8%*	2 *1.0%*	- - **	- -	1 *0.5%*	1 *2.0%*	- - **	2 *1.0%*	- -	- - **
3	**3** *1.1%*	2 *3.8%* d	1 *1.5%*	- -	- -	- - **	3 *1.2%*	- -	3 *1.9%*	- - **	3 *1.2%*	3 *1.4%*	- - **	1 *1.9%*	3 *1.5%*	- -	- - **	3 *1.4%*	- -	- - **
2	**-** **-**	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
1	**1** *0.4%*	- -	- -	- -	1 *1.1%*	- - **	1 *0.4%*	- -	1 *0.6%*	- - **	1 *0.4%*	1 *0.5%*	- - **	- -	1 *0.5%*	- -	- - **	1 *0.5%*	- -	- - **
0 - Worst health plan possible	**1** *0.4%*	- -	1 *1.5%*	- -	- -	- - **	1 *0.4%*	- -	1 *0.6%*	- - **	1 *0.4%*	1 *0.5%*	- - **	- -	- -	1 *2.0%* N	- - **	1 *0.5%*	- -	- - **
SUMMARY - 0-3	**5** *1.9%*	2 *3.8%*	2 *3.1%*	- -	1 *1.1%*	- - **	5 *2.0%*	- -	5 *3.2%* g	- - **	5 *2.0%*	5 *2.4%*	- - **	1 *1.9%*	4 *2.0%*	1 *2.0%*	- - **	5 *2.4%*	- -	- - **
SUMMARY - 4-7	**111** *42.5%*	25 *48.1%*	33 *50.8%* c	16 *33.3%*	34 *38.2%*	5 *55.6%* **	104 *42.1%*	47 *46.1%*	63 *40.4%*	1 *11.1%* **	108 *43.7%*	91 *44.0%*	1 *25.0%* **	21 *40.4%*	86 *42.2%*	20 *39.2%*	2 *66.7%* **	84 *40.6%*	19 *47.5%*	6 *60.0%* **
HEDIS/CAHPS SUMMARY RATE - 8-10	**145** *55.6%*	25 *48.1%*	30 *46.2%*	32 *66.7%* aB	54 *60.7%* b	4 *44.4%* **	138 *55.9%*	55 *53.9%*	88 *56.4%*	8 *88.9%* **	134 *54.3%*	111 *53.6%*	3 *75.0%* **	30 *57.7%*	114 *55.9%*	30 *58.8%*	1 *33.3%* **	118 *57.0%*	21 *52.5%*	4 *40.0%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**62** *23.8%*	9 *17.3%*	11 *16.9%*	18 *37.5%* AB	24 *27.0%*	2 *22.2%* **	59 *23.9%*	29 *28.4%*	33 *21.2%*	4 *44.4%* **	58 *23.5%*	49 *23.7%*	2 *50.0%* **	11 *21.2%*	49 *24.0%*	12 *23.5%*	1 *33.3%* **	53 *25.6%*	9 *22.5%*	- - **
3-Point Score	**2.02**	1.88	1.89	2.19	2.12	2.00	2.02	2.12	1.96	2.33	2.01	2.01	2.50	2.00	2.03	2.04	1.67	2.04	2.05	1.60

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q43. In general, how would you rate your overall health?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**260** *100.0%*	**53** *100.0%*	**65** *100.0%*	**48** *100.0%*	**88** *100.0%*	**9** *100.0%*	**246** *100.0%*	**100** *100.0%*	**157** *100.0%*	**9** *100.0%*	**245** *100.0%*	**205** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**208** *100.0%*	**40** *100.0%*	**9** *100.0%*
No Answer	**40**	-	1	-	1	-	3	3	-	-	3	3	-	-	-	-	-	1	-	1
Excellent	**84** *32.3%*	20 *37.7%*	17 *26.2%*	15 *31.3%*	30 *34.1%*	2 *22.2%* **	81 *32.9%*	35 *35.0%*	48 *30.6%*	1 *11.1%* **	81 *33.1%*	70 *34.1%*	- - **	15 *28.3%*	84 *40.8%* O	- -	- - **	76 *36.5%* R	5 *12.5%*	- - **
Very good	**122** *46.9%*	22 *41.5%*	31 *47.7%*	22 *45.8%*	45 *51.1%*	3 *33.3%* **	117 *47.6%*	46 *46.0%*	75 *47.8%*	7 *77.8%* **	113 *46.1%*	98 *47.8%*	2 *50.0%* **	25 *47.2%*	122 *59.2%* O	- -	- - **	105 *50.5%* R	11 *27.5%*	6 *66.7%* **
Good	**51** *19.6%*	10 *18.9%*	16 *24.6%* d	11 *22.9%*	12 *13.6%*	4 *44.4%* **	45 *18.3%*	18 *18.0%*	32 *20.4%*	1 *11.1%* **	48 *19.6%*	35 *17.1%*	2 *50.0%* **	12 *22.6%*	- -	51 *100.0%* N	- - **	27 *13.0%*	22 *55.0%* Q	2 *22.2%* **
Fair	**3** *1.2%*	1 *1.9%*	1 *1.5%*	- -	1 *1.1%*	- - **	3 *1.2%*	1 *1.0%*	2 *1.3%*	- - **	3 *1.2%*	2 *1.0%*	- - **	1 *1.9%*	- -	- -	3 *100.0%* **	- -	2 *5.0%* Q	1 *11.1%* **
Poor	**-** **-**	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**206** *79.2%*	42 *79.2%*	48 *73.8%*	37 *77.1%*	75 *85.2%* b	5 *55.6%* **	198 *80.5%*	81 *81.0%*	123 *78.3%*	8 *88.9%* **	194 *79.2%*	168 *82.0%*	2 *50.0%* **	40 *75.5%*	206 *100.0%* O	- -	- - **	181 *87.0%* R	16 *40.0%*	6 *66.7%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q44. In general, how would you rate your overall mental or emotional health?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**259** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**86** *100.0%*	**9** *100.0%*	**245** *100.0%*	**100** *100.0%*	**156** *100.0%*	**9** *100.0%*	**244** *100.0%*	**206** *100.0%*	**4** *100.0%*	**53** *100.0%*	**203** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**41**	-	-	-	3	-	4	3	1	-	4	2	-	-	3	-	-	-	-	-
Excellent	**95** *36.7%*	18 *34.0%*	20 *30.3%*	17 *35.4%*	39 *45.3%* b	2 *22.2%* **	92 *37.6%*	35 *35.0%*	59 *37.8%*	2 *22.2%* **	91 *37.3%*	80 *38.8%*	1 *25.0%* **	18 *34.0%*	88 *43.3%* O	6 *11.8%*	- - **	95 *45.5%* R	- -	- - **
Very good	**114** *44.0%*	25 *47.2%*	26 *39.4%*	21 *43.8%*	40 *46.5%*	3 *33.3%* **	108 *44.1%*	44 *44.0%*	69 *44.2%*	7 *77.8%* **	104 *42.6%*	93 *45.1%*	1 *25.0%* **	22 *41.5%*	93 *45.8%*	21 *41.2%*	- - **	114 *54.5%* R	- -	- - **
Good	**40** *15.4%*	8 *15.1%*	16 *24.2%* D	8 *16.7%* d	6 *7.0%*	3 *33.3%* **	36 *14.7%*	16 *16.0%*	23 *14.7%*	- - **	39 *16.0%*	24 *11.7%*	2 *50.0%* **	12 *22.6%* K	16 *7.9%*	22 *43.1%* N	2 *66.7%* **	- -	40 *100.0%* Q	- - **
Fair	**9** *3.5%*	2 *3.8%*	4 *6.1%* d	1 *2.1%*	1 *1.2%*	1 *11.1%* **	8 *3.3%*	5 *5.0%*	4 *2.6%*	- - **	9 *3.7%*	8 *3.9%*	- - **	1 *1.9%*	5 *2.5%*	2 *3.9%*	1 *33.3%* **	- -	- -	9 *90.0%* **
Poor	**1** *0.4%*	- -	- -	1 *2.1%*	- -	- - **	1 *0.4%*	- -	1 *0.6%*	- - **	1 *0.4%*	1 *0.5%*	- - **	- -	1 *0.5%*	- -	- - **	- -	- -	1 *10.0%* **
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**209** *80.7%*	43 *81.1%*	46 *69.7%*	38 *79.2%*	79 *91.9%* aBC	5 *55.6%* **	200 *81.6%*	79 *79.0%*	128 *82.1%*	9 *100.0%* **	195 *79.9%*	173 *84.0%*	2 *50.0%* **	40 *75.5%*	181 *89.2%* O	27 *52.9%*	- - **	209 *100.0%* R	- -	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q45. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**259** *100.0%*	**52** *100.0%*	**64** *100.0%*	**48** *100.0%*	**88** *100.0%*	**8** *100.0%*	**246** *100.0%*	**101** *100.0%*	**155** *100.0%*	**9** *100.0%*	**244** *100.0%*	**204** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**48** *100.0%*	**3** *100.0%*	**208** *100.0%*	**38** *100.0%*	**10** *100.0%*
No Answer	**38**	-	-	-	1	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-
Yes	**156** *60.2%*	34 *65.4%* b	31 *48.4%*	27 *56.3%*	59 *67.0%* B	1 *12.5%* **	151 *61.4%*	58 *57.4%*	95 *61.3%*	3 *33.3%* **	149 *61.1%*	126 *61.8%* m	2 *50.0%* **	26 *49.1%*	130 *63.1%* o	23 *47.9%*	2 *66.7%* **	127 *61.1%*	20 *52.6%*	6 *60.0%* **
No	**103** *39.8%*	18 *34.6%*	33 *51.6%* aD	21 *43.8%*	29 *33.0%*	7 *87.5%* **	95 *38.6%*	43 *42.6%*	60 *38.7%*	6 *66.7%* **	95 *38.9%*	78 *38.2%*	2 *50.0%* **	27 *50.9%* k	76 *36.9%*	25 *52.1%* n	1 *33.3%* **	81 *38.9%*	18 *47.4%*	4 *40.0%* **
Don't know	**3**	1	2	-	-	1	2	1	2	-	3	3	-	-	-	3	-	1	2	-
HEDIS/CAHPS SUMMARY RATE - Yes	**156** *60.2%*	34 *65.4%* b	31 *48.4%*	27 *56.3%*	59 *67.0%* B	1 *12.5%* **	151 *61.4%*	58 *57.4%*	95 *61.3%*	3 *33.3%* **	149 *61.1%*	126 *61.8%* m	2 *50.0%* **	26 *49.1%*	130 *63.1%* o	23 *47.9%*	2 *66.7%* **	127 *61.1%*	20 *52.6%*	6 *60.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q45. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)																				
Total Eligible	**295** *100.0%*	**52** *100.0%*	**66** *100.0%*	**48** *100.0%*	**85** *100.0%*	**9** *100.0%*	**244** *100.0%*	**101** *100.0%*	**154** *100.0%*	**9** *100.0%*	**243** *100.0%*	**204** *100.0%*	**3** *100.0%*	**53** *100.0%*	**203** *100.0%*	**49** *100.0%*	**3** *100.0%*	**205** *100.0%*	**39** *100.0%*	**10** *100.0%*
Total Valid Responses	**254** *100.0%*	**51** *100.0%*	**64** *100.0%*	**48** *100.0%*	**84** *100.0%*	**8** *100.0%*	**241** *100.0%*	**99** *100.0%*	**152** *100.0%*	**9** *100.0%*	**239** *100.0%*	**200** *100.0%*	**3** *100.0%*	**53** *100.0%*	**203** *100.0%*	**46** *100.0%*	**3** *100.0%*	**204** *100.0%*	**37** *100.0%*	**10** *100.0%*
No Answer	**38**	-	-	-	1	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-
Yes	**155** *61.0%*	34 *66.7%* b	31 *48.4%*	27 *56.3%*	58 *69.0%* B	1 *12.5%* **	150 *62.2%*	58 *58.6%*	94 *61.8%*	3 *33.3%* **	148 *61.9%*	125 *62.5%* m	2 *66.7%* **	26 *49.1%*	129 *63.5%* o	23 *50.0%*	2 *66.7%* **	126 *61.8%*	20 *54.1%*	6 *60.0%* **
No	**99** *39.0%*	17 *33.3%*	33 *51.6%* aD	21 *43.8%*	26 *31.0%*	7 *87.5%* **	91 *37.8%*	41 *41.4%*	58 *38.2%*	6 *66.7%* **	91 *38.1%*	75 *37.5%*	1 *33.3%* **	27 *50.9%* k	74 *36.5%*	23 *50.0%* n	1 *33.3%* **	78 *38.2%*	17 *45.9%*	4 *40.0%* **
Don't know	**3**	1	2	-	-	1	2	1	2	-	3	3	-	-	-	3	-	1	2	-
HEDIS/CAHPS SUMMARY RATE - Yes	**155** *61.0%*	34 *66.7%* b	31 *48.4%*	27 *56.3%*	58 *69.0%* B	1 *12.5%* **	150 *62.2%*	58 *58.6%*	94 *61.8%*	3 *33.3%* **	148 *61.9%*	125 *62.5%* m	2 *66.7%* **	26 *49.1%*	129 *63.5%* o	23 *50.0%*	2 *66.7%* **	126 *61.8%*	20 *54.1%*	6 *60.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q46. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**262** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**248** *100.0%*	**102** *100.0%*	**157** *100.0%*	**9** *100.0%*	**247** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**205** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**38**	-	-	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	-	-
Every day	**2** *0.8%*	- -	1 *1.5%*	- -	1 *1.1%*	- - **	2 *0.8%*	- -	2 *1.3%*	- - **	2 *0.8%*	2 *1.0%*	- - **	- -	2 *1.0%*	- -	- - **	2 *1.0%*	- -	- - **
Some days	**2** *0.8%*	1 *1.9%*	- -	- -	1 *1.1%*	- - **	2 *0.8%*	2 *2.0%* h	- -	- - **	2 *0.8%*	1 *0.5%*	- - **	1 *1.9%*	2 *1.0%*	- -	- - **	2 *1.0%*	- -	- - **
Not at all	**257** *98.1%*	52 *98.1%*	64 *97.0%*	48 *100.0%*	87 *97.8%*	8 *88.9%* **	244 *98.4%*	100 *98.0%*	154 *98.1%*	9 *100.0%* **	242 *98.0%*	204 *98.1%*	4 *100.0%* **	52 *98.1%*	201 *98.0%*	50 *98.0%*	3 *100.0%* **	205 *98.1%*	39 *97.5%*	10 *100.0%* **
Don't know	**1** *0.4%*	- -	1 *1.5%*	- -	- -	1 *11.1%* **	- -	- -	1 *0.6%*	- - **	1 *0.4%*	1 *0.5%*	- - **	- -	- -	1 *2.0%* N	- - **	- -	1 *2.5%* Q	- - **
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**4** *1.5%*	1 *1.9%*	1 *1.5%*	- -	2 *2.2%*	- - **	4 *1.6%*	2 *2.0%*	2 *1.3%*	- - **	4 *1.6%*	3 *1.4%*	- - **	1 *1.9%*	4 *2.0%*	- -	- - **	4 *1.9%*	- -	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q47. (HEDIS) In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?																				
Total Eligible	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**1** ***25.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *50.0%* **	- -	1 *25.0%*	1 *33.3%* **	- -	- - **	1 *25.0%*	- -	- -	1 *25.0%*	- -	- -
Usually	**-** **-**	- - **	- - **	- -	- - **	- -	- -	- - **	- - **	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- -	- -
Sometimes	**1** ***25.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *25.0%*	1 *50.0%* **	- - **	- -	1 *25.0%*	- - **	- -	1 *100.0%* **	1 *25.0%*	- -	- -	1 *25.0%*	- -	- -
Never	**2** ***50.0%***	1 *100.0%* **	1 *100.0%* **	- -	- - **	- -	2 *50.0%*	1 *50.0%* **	1 *50.0%* **	- -	2 *50.0%*	2 *66.7%* **	- -	- - **	2 *50.0%*	- -	- -	2 *50.0%*	- -	- -
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**2** ***50.0%***	- - **	- - **	- -	2 *100.0%* **	- -	2 *50.0%*	1 *50.0%* **	1 *50.0%* **	- -	2 *50.0%*	1 *33.3%* **	- -	1 *100.0%* **	2 *50.0%*	- -	- -	2 *50.0%*	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q48. (HEDIS) In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?																				
Total Eligible	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**1** ***25.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *50.0%* **	- -	1 *25.0%*	1 *33.3%* **	- -	- - **	1 *25.0%*	- -	- -	1 *25.0%*	- -	- -
Usually	**-** **-**	- - **	- - **	- -	- - **	- -	- -	- - **	- - **	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- -	- -
Sometimes	**1** ***25.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *25.0%*	1 *50.0%* **	- - **	- -	1 *25.0%*	- - **	- -	1 *100.0%* **	1 *25.0%*	- -	- -	1 *25.0%*	- -	- -
Never	**2** ***50.0%***	1 *100.0%* **	1 *100.0%* **	- -	- - **	- -	2 *50.0%*	1 *50.0%* **	1 *50.0%* **	- -	2 *50.0%*	2 *66.7%* **	- -	- - **	2 *50.0%*	- -	- -	2 *50.0%*	- -	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**2** ***50.0%***	- - **	- - **	- -	2 *100.0%* **	- -	2 *50.0%*	1 *50.0%* **	1 *50.0%* **	- -	2 *50.0%*	1 *33.3%* **	- -	1 *100.0%* **	2 *50.0%*	- -	- -	2 *50.0%*	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q49. (HEDIS) In the last 12 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?																				
Total Eligible	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**1** ***25.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *50.0%* **	- -	1 *25.0%*	1 *33.3%* **	- -	- - **	1 *25.0%*	- -	- -	1 *25.0%*	- -	- -
Usually	**-** **-**	- - **	- - **	- -	- - **	- -	- -	- - **	- - **	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- -	- -
Sometimes	**-** **-**	- - **	- - **	- -	- - **	- -	- -	- - **	- - **	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- -	- -
Never	**3** ***75.0%***	1 *100.0%* **	1 *100.0%* **	- -	1 *50.0%* **	- -	3 *75.0%*	2 *100.0%* **	1 *50.0%* **	- -	3 *75.0%*	2 *66.7%* **	- -	1 *100.0%* **	3 *75.0%*	- -	- -	3 *75.0%*	- -	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**1** ***25.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *50.0%* **	- -	1 *25.0%*	1 *33.3%* **	- -	- - **	1 *25.0%*	- -	- -	1 *25.0%*	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q50. Do you take aspirin daily or every other day? (All respondents)																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**262** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**102** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**247** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**205** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
No Answer	**38**	-	-	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	-	-
Yes	**23** ***8.8%***	- -	3 *4.5%*	1 *2.1%*	19 *21.3%* ABC	- - **	23 *9.3%*	11 *10.8%*	12 *7.6%*	2 *22.2%* **	21 *8.5%*	21 *10.1%* M	1 *25.0%* **	- -	19 *9.3%*	4 *7.8%*	- - **	20 *9.6%*	2 *5.0%*	- - **
No	**239** ***91.2%***	53 *100.0%* D	63 *95.5%* D	47 *97.9%* D	70 *78.7%*	9 *100.0%* **	225 *90.7%*	91 *89.2%*	145 *92.4%*	7 *77.8%* **	226 *91.5%*	187 *89.9%*	3 *75.0%* **	53 *100.0%* K	186 *90.7%*	47 *92.2%*	3 *100.0%* **	189 *90.4%*	38 *95.0%*	10 *100.0%* **
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	**23** ***8.8%***	- -	3 *4.5%*	1 *2.1%*	19 *21.3%* ABC	- - **	23 *9.3%*	11 *10.8%*	12 *7.6%*	2 *22.2%* **	21 *8.5%*	21 *10.1%* M	1 *25.0%* **	- -	19 *9.3%*	4 *7.8%*	- - **	20 *9.6%*	2 *5.0%*	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
HEDIS Measure: Aspirin Use																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**21** *100.0%*	**-** *-*	**-** *-*	**5** *100.0%*	**16** *100.0%*	**-** *-*	**21** *100.0%*	**18** *100.0%*	**3** *100.0%*	**4** *100.0%*	**16** *100.0%*	**13** *100.0%*	**2** *100.0%*	**4** *100.0%*	**18** *100.0%*	**3** *100.0%*	**-** *-*	**18** *100.0%*	**2** *100.0%*	**-** *-*
No Answer	**279**	53	66	43	73	9	228	85	154	5	232	195	2	49	188	48	3	191	38	10
Current Year Summary Rate	**4** *19.0%*	- -	- -	- - **	4 *25.0%* **	- -	4 *19.0%*	3 *16.7%* **	1 *33.3%* **	1 *25.0%* **	3 *18.8%* **	2 *15.4%* **	1 *50.0%* **	- - **	4 *22.2%* **	- - **	- -	3 *16.7%* **	- - **	- -
Current Year Bottom Box Rate	**17** *81.0%*	- -	- -	5 *100.0%* **	12 *75.0%* **	- -	17 *81.0%*	15 *83.3%* **	2 *66.7%* **	3 *75.0%* **	13 *81.3%* **	11 *84.6%* **	1 *50.0%* **	4 *100.0%* **	14 *77.8%* **	3 *100.0%* **	- -	15 *83.3%* **	2 *100.0%* **	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**259** *100.0%*	**53** *100.0%*	**65** *100.0%*	**48** *100.0%*	**88** *100.0%*	**9** *100.0%*	**246** *100.0%*	**100** *100.0%*	**157** *100.0%*	**9** *100.0%*	**245** *100.0%*	**207** *100.0%*	**4** *100.0%*	**52** *100.0%*	**203** *100.0%*	**50** *100.0%*	**3** *100.0%*	**207** *100.0%*	**39** *100.0%*	**10** *100.0%*
No Answer	**39**	-	-	-	-	-	1	1	-	-	1	-	-	-	2	-	-	1	-	-
Yes	**8** *3.1%*	2 *3.8%*	1 *1.5%*	- -	5 *5.7%* c	1 *11.1%* **	7 *2.8%*	2 *2.0%*	6 *3.8%*	- - **	8 *3.3%*	6 *2.9%*	- - **	3 *5.8%*	1 *0.5%*	5 *10.0%* N	1 *33.3%* **	4 *1.9%*	3 *7.7%* Q	- - **
No	**251** *96.9%*	51 *96.2%*	64 *98.5%*	48 *100.0%* d	83 *94.3%*	8 *88.9%* **	239 *97.2%*	98 *98.0%*	151 *96.2%*	9 *100.0%* **	237 *96.7%*	201 *97.1%*	4 *100.0%* **	49 *94.2%*	202 *99.5%* O	45 *90.0%*	2 *66.7%* **	203 *98.1%* R	36 *92.3%*	10 *100.0%* **
Don't know	**2**	-	1	-	1	-	2	2	-	-	2	1	-	1	1	1	-	1	1	-
HEDIS/CAHPS SUMMARY RATE - No	**251** *96.9%*	51 *96.2%*	64 *98.5%*	48 *100.0%*	83 *94.3%*	8 *88.9%*	239 *97.2%*	98 *98.0%*	151 *96.2%*	9 *100.0%*	237 *96.7%*	201 *97.1%*	4 *100.0%*	49 *94.2%*	202 *99.5%*	45 *90.0%*	2 *66.7%*	203 *98.1%*	36 *92.3%*	10 *100.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**261** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**88** *100.0%*	**9** *100.0%*	**248** *100.0%*	**102** *100.0%*	**157** *100.0%*	**9** *100.0%*	**247** *100.0%*	**207** *100.0%*	**4** *100.0%*	**53** *100.0%*	**204** *100.0%*	**51** *100.0%*	**3** *100.0%*	**207** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**39**	-	-	-	1	-	1	1	-	-	1	1	-	-	2	-	-	2	-	-
Yes	**60** *23.0%*	7 *13.2%*	7 *10.6%*	11 *22.9%* b	34 *38.6%* ABc	3 *33.3%* **	56 *22.6%*	34 *33.3%* H	25 *15.9%*	4 *44.4%* **	55 *22.3%*	47 *22.7%*	2 *50.0%* **	10 *18.9%*	43 *21.1%*	15 *29.4%*	1 *33.3%* **	47 *22.7%*	8 *20.0%*	2 *20.0%* **
No	**201** *77.0%*	46 *86.8%* D	59 *89.4%* cD	37 *77.1%* d	54 *61.4%*	6 *66.7%* **	192 *77.4%*	68 *66.7%*	132 *84.1%* G	5 *55.6%* **	192 *77.7%*	160 *77.3%*	2 *50.0%* **	43 *81.1%*	161 *78.9%*	36 *70.6%*	2 *66.7%* **	160 *77.3%*	32 *80.0%*	8 *80.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**60** *23.0%*	7 *13.2%*	7 *10.6%*	11 *22.9%* b	34 *38.6%* ABc	3 *33.3%* **	56 *22.6%*	34 *33.3%* H	25 *15.9%*	4 *44.4%* **	55 *22.3%*	47 *22.7%*	2 *50.0%* **	10 *18.9%*	43 *21.1%*	15 *29.4%*	1 *33.3%* **	47 *22.7%*	8 *20.0%*	2 *20.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
HEDIS Measure: Aspirin Risks and Benefits																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**89** ***100.0%***	**-** **-**	**-** **-**	**15** ***100.0%***	**71** ***100.0%***	**1** ***100.0%***	**86** ***100.0%***	**44** ***100.0%***	**44** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**72** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**77** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***	**79** ***100.0%***	**7** ***100.0%***	**-** **-**
No Answer	**211**	53	66	33	18	8	163	59	113	5	165	136	2	40	129	40	2	130	33	10
Current Year Summary Rate	**33** ***37.1%***	- -	- -	6 *40.0%* **	26 *36.6%*	1 *100.0%* **	31 *36.0%*	19 *43.2%*	13 *29.5%*	3 *75.0%* **	29 *34.9%*	26 *36.1%*	2 *100.0%* **	4 *30.8%* **	28 *36.4%*	5 *45.5%* **	- - **	28 *35.4%*	3 *42.9%* **	- -
Current Year Bottom Box Rate	**56** ***62.9%***	- -	- -	9 *60.0%* **	45 *63.4%*	- - **	55 *64.0%*	25 *56.8%*	31 *70.5%*	1 *25.0%* **	54 *65.1%*	46 *63.9%*	- - **	9 *69.2%* **	49 *63.6%*	6 *54.5%* **	1 *100.0%* **	51 *64.6%*	4 *57.1%* **	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q53. Are you aware that you have any of the following conditions? Check all that apply.																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**83**	5	15	14	47	-	82	39	43	8	73	61	3	16	63	18	1	64	14	2
Total Respondents	**68** *100.0%*	**5** *100.0%*	**13** *100.0%*	**13** *100.0%*	**35** *100.0%*	**-** *-*	**67** *100.0%*	**30** *100.0%*	**37** *100.0%*	**6** *100.0%*	**60** *100.0%*	**49** *100.0%*	**2** *100.0%*	**15** *100.0%*	**50** *100.0%*	**16** *100.0%*	**1** *100.0%*	**51** *100.0%*	**13** *100.0%*	**2** *100.0%*
High cholesterol	**28** *41.2%*	2 *40.0%* **	3 *23.1%* **	8 *61.5%* **	13 *37.1%*	- -	27 *40.3%*	14 *46.7%*	13 *35.1%*	1 *16.7%* **	26 *43.3%*	19 *38.8%*	- - **	8 *53.3%* **	22 *44.0%*	4 *25.0%* **	1 *100.0%* **	22 *43.1%*	5 *38.5%* **	1 *50.0%* **
High blood pressure	**25** *36.8%*	1 *20.0%* **	4 *30.8%* **	4 *30.8%* **	16 *45.7%*	- -	25 *37.3%*	13 *43.3%*	12 *32.4%*	4 *66.7%* **	21 *35.0%*	15 *30.6%*	2 *100.0%* **	7 *46.7%* **	18 *36.0%*	7 *43.8%* **	- - **	19 *37.3%*	5 *38.5%* **	- - **
Parent or sibling with heart attack before the age of 60	**30** *44.1%*	2 *40.0%* **	8 *61.5%* **	2 *15.4%* **	18 *51.4%*	- -	30 *44.8%*	12 *40.0%*	18 *48.6%*	3 *50.0%* **	26 *43.3%*	27 *55.1%*	1 *50.0%* **	1 *6.7%* **	23 *46.0%*	7 *43.8%* **	- - **	23 *45.1%*	4 *30.8%* **	1 *50.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q54. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**17**	1	1	3	11	3	14	7	10	-	17	13	-	5	8	7	-	10	4	2
Total Respondents	**17** *100.0%*	**1** *100.0%*	**1** *100.0%*	**3** *100.0%*	**11** *100.0%*	**3** *100.0%*	**14** *100.0%*	**7** *100.0%*	**10** *100.0%*	**-** **-**	**17** *100.0%*	**13** *100.0%*	**-** **-**	**5** *100.0%*	**8** *100.0%*	**7** *100.0%*	**-** **-**	**10** *100.0%*	**4** *100.0%*	**2** *100.0%*
A heart attack	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- -	- - **	- - **	- - **	- -	- - **	- - **	- - **
Angina or coronary heart disease	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- -	- - **	- - **	- - **	- -	- - **	- - **	- - **
A stroke	**1** ***5.9%***	- - **	- - **	- - **	1 *9.1%* **	1 *33.3%* **	- - **	1 *14.3%* **	- - **	- -	1 *5.9%*	1 *7.7%* **	- -	- - **	1 *12.5%* **	- - **	- -	- - **	- - **	1 *50.0%* **
Any kind of diabetes or high blood sugar	**16** ***94.1%***	1 *100.0%* **	1 *100.0%* **	3 *100.0%* **	10 *90.9%* **	2 *66.7%* **	14 *100.0%* **	6 *85.7%* **	10 *100.0%* **	- -	16 *94.1%*	12 *92.3%* **	- -	5 *100.0%* **	7 *87.5%* **	7 *100.0%* **	- -	10 *100.0%* **	4 *100.0%* **	1 *50.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q55. In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**261** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**88** *100.0%*	**9** *100.0%*	**248** *100.0%*	**102** *100.0%*	**157** *100.0%*	**9** *100.0%*	**247** *100.0%*	**207** *100.0%*	**4** *100.0%*	**53** *100.0%*	**204** *100.0%*	**51** *100.0%*	**3** *100.0%*	**207** *100.0%*	**40** *100.0%*	**10** *100.0%*
No Answer	**39**	-	-	-	1	-	1	1	-	-	1	1	-	-	2	-	-	2	-	-
Yes	**58** *22.2%*	11 *20.8%*	11 *16.7%*	11 *22.9%*	25 *28.4%* b	- - **	58 *23.4%*	17 *16.7%*	41 *26.1%* g	2 *22.2%* **	56 *22.7%*	50 *24.2%*	2 *50.0%* **	8 *15.1%*	42 *20.6%*	15 *29.4%*	1 *33.3%* **	49 *23.7%*	8 *20.0%*	1 *10.0%* **
No	**203** *77.8%*	42 *79.2%*	55 *83.3%* d	37 *77.1%*	63 *71.6%*	9 *100.0%* **	190 *76.6%*	85 *83.3%* h	116 *73.9%*	7 *77.8%* **	191 *77.3%*	157 *75.8%*	2 *50.0%* **	45 *84.9%*	162 *79.4%*	36 *70.6%*	2 *66.7%* **	158 *76.3%*	32 *80.0%*	9 *90.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**58** *22.2%*	11 *20.8%*	11 *16.7%*	11 *22.9%*	25 *28.4%* b	- - **	58 *23.4%*	17 *16.7%*	41 *26.1%* g	2 *22.2%* **	56 *22.7%*	50 *24.2%*	2 *50.0%* **	8 *15.1%*	42 *20.6%*	15 *29.4%*	1 *33.3%* **	49 *23.7%*	8 *20.0%*	1 *10.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q56. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	**58** ***100.0%***	**11** ***100.0%***	**11** ***100.0%***	**11** ***100.0%***	**25** ***100.0%***	**-** **-**	**58** ***100.0%***	**17** ***100.0%***	**41** ***100.0%***	**2** ***100.0%***	**56** ***100.0%***	**50** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**42** ***100.0%***	**15** ***100.0%***	**1** ***100.0%***	**49** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***
Total Valid Responses	**58** ***100.0%***	**11** ***100.0%***	**11** ***100.0%***	**11** ***100.0%***	**25** ***100.0%***	**-** **-**	**58** ***100.0%***	**17** ***100.0%***	**41** ***100.0%***	**2** ***100.0%***	**56** ***100.0%***	**50** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**42** ***100.0%***	**15** ***100.0%***	**1** ***100.0%***	**49** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**44** ***75.9%***	9 *81.8%* **	8 *72.7%* **	6 *54.5%* **	21 *84.0%* **	- -	44 *75.9%*	14 *82.4%* **	30 *73.2%*	1 *50.0%* **	43 *76.8%*	38 *76.0%*	1 *50.0%* **	6 *75.0%* **	29 *69.0%*	14 *93.3%* **	1 *100.0%* **	35 *71.4%*	8 *100.0%* **	1 *100.0%* **
No	**14** ***24.1%***	2 *18.2%* **	3 *27.3%* **	5 *45.5%* **	4 *16.0%* **	- -	14 *24.1%*	3 *17.6%* **	11 *26.8%*	1 *50.0%* **	13 *23.2%*	12 *24.0%*	1 *50.0%* **	2 *25.0%* **	13 *31.0%*	1 *6.7%* **	- - **	14 *28.6%*	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**44** ***75.9%***	9 *81.8%* **	8 *72.7%* **	6 *54.5%* **	21 *84.0%* **	- -	44 *75.9%*	14 *82.4%* **	30 *73.2%*	1 *50.0%* **	43 *76.8%*	38 *76.0%*	1 *50.0%* **	6 *75.0%* **	29 *69.0%*	14 *93.3%* **	1 *100.0%* **	35 *71.4%*	8 *100.0%* **	1 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q57. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**261** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**205** ***100.0%***	**50** ***100.0%***	**3** ***100.0%***	**208** ***100.0%***	**39** ***100.0%***	**10** ***100.0%***
No Answer	**39**	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	1	-
Yes	**107** ***41.0%***	11 *20.8%*	24 *36.4%* a	22 *45.8%* A	49 *55.1%* AB	6 *66.7%* **	99 *39.8%*	40 *38.8%*	67 *42.7%*	5 *55.6%* **	102 *41.1%*	84 *40.4%*	2 *50.0%* **	21 *39.6%*	76 *37.1%*	30 *60.0%* N	- - **	86 *41.3%*	15 *38.5%*	3 *30.0%* **
No	**154** ***59.0%***	42 *79.2%* bCD	42 *63.6%* D	26 *54.2%*	40 *44.9%*	3 *33.3%* **	150 *60.2%*	63 *61.2%*	90 *57.3%*	4 *44.4%* **	146 *58.9%*	124 *59.6%*	2 *50.0%* **	32 *60.4%*	129 *62.9%* O	20 *40.0%*	3 *100.0%* **	122 *58.7%*	24 *61.5%*	7 *70.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**107** ***41.0%***	11 *20.8%*	24 *36.4%* a	22 *45.8%* A	49 *55.1%* AB	6 *66.7%* **	99 *39.8%*	40 *38.8%*	67 *42.7%*	5 *55.6%* **	102 *41.1%*	84 *40.4%*	2 *50.0%* **	21 *39.6%*	76 *37.1%*	30 *60.0%* N	- - **	86 *41.3%*	15 *38.5%*	3 *30.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q58. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	**107** ***100.0%***	**11** ***100.0%***	**24** ***100.0%***	**22** ***100.0%***	**49** ***100.0%***	**6** ***100.0%***	**99** ***100.0%***	**40** ***100.0%***	**67** ***100.0%***	**5** ***100.0%***	**102** ***100.0%***	**84** ***100.0%***	**2** ***100.0%***	**21** ***100.0%***	**76** ***100.0%***	**30** ***100.0%***	**-** **-**	**86** ***100.0%***	**15** ***100.0%***	**3** ***100.0%***
Total Valid Responses	**105** ***100.0%***	**11** ***100.0%***	**24** ***100.0%***	**22** ***100.0%***	**47** ***100.0%***	**6** ***100.0%***	**97** ***100.0%***	**40** ***100.0%***	**65** ***100.0%***	**5** ***100.0%***	**100** ***100.0%***	**82** ***100.0%***	**2** ***100.0%***	**21** ***100.0%***	**75** ***100.0%***	**29** ***100.0%***	**-** **-**	**85** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***
No Answer	**2**	-	-	-	2	-	2	-	2	-	2	2	-	-	1	1	-	1	1	-
Yes	**97** ***92.4%***	10 *90.9%* **	23 *95.8%* **	21 *95.5%* **	42 *89.4%*	5 *83.3%* **	90 *92.8%*	37 *92.5%*	60 *92.3%*	4 *80.0%* **	93 *93.0%*	75 *91.5%*	1 *50.0%* **	21 *100.0%* **	70 *93.3%*	26 *89.7%* **	- -	78 *91.8%*	13 *92.9%* **	3 *100.0%* **
No	**8** ***7.6%***	1 *9.1%* **	1 *4.2%* **	1 *4.5%* **	5 *10.6%*	1 *16.7%* **	7 *7.2%*	3 *7.5%*	5 *7.7%*	1 *20.0%* **	7 *7.0%*	7 *8.5%*	1 *50.0%* **	- - **	5 *6.7%*	3 *10.3%* **	- -	7 *8.2%*	1 *7.1%* **	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**97** ***92.4%***	10 *90.9%* **	23 *95.8%* **	21 *95.5%* **	42 *89.4%*	5 *83.3%* **	90 *92.8%*	37 *92.5%*	60 *92.3%*	4 *80.0%* **	93 *93.0%*	75 *91.5%*	1 *50.0%* **	21 *100.0%* **	70 *93.3%*	26 *89.7%* **	- -	78 *91.8%*	13 *92.9%* **	3 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q59. What is your age?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**256** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**246** *100.0%*	**99** *100.0%*	**157** *100.0%*	**9** *100.0%*	**244** *100.0%*	**205** *100.0%*	**4** *100.0%*	**52** *100.0%*	**202** *100.0%*	**49** *100.0%*	**3** *100.0%*	**206** *100.0%*	**38** *100.0%*	**9** *100.0%*
No Answer	**44**	-	-	-	-	-	3	4	-	-	4	3	-	1	4	2	-	3	2	1
18 to 24	**10** *3.9%*	10 *18.9%* BCD	- -	- -	- -	2 *22.2%* **	8 *3.3%*	4 *4.0%*	6 *3.8%*	- - **	10 *4.1%*	9 *4.4%*	- - **	2 *3.8%*	7 *3.5%*	3 *6.1%*	- - **	8 *3.9%*	2 *5.3%*	- - **
25 to 34	**43** *16.8%*	43 *81.1%* BCD	- -	- -	- -	1 *11.1%* **	42 *17.1%*	18 *18.2%*	25 *15.9%*	- - **	43 *17.6%*	37 *18.0%*	- - **	7 *13.5%*	35 *17.3%*	7 *14.3%*	1 *33.3%* **	35 *17.0%*	6 *15.8%*	2 *22.2%* **
35 to 44	**66** *25.8%*	- -	66 *100.0%* ACD	- -	- -	2 *22.2%* **	64 *26.0%*	25 *25.3%*	41 *26.1%*	3 *33.3%* **	61 *25.0%*	49 *23.9%*	1 *25.0%* **	19 *36.5%* k	48 *23.8%*	16 *32.7%*	1 *33.3%* **	46 *22.3%*	16 *42.1%* Q	4 *44.4%* **
45 to 54	**48** *18.8%*	- -	- -	48 *100.0%* ABD	- -	3 *33.3%* **	45 *18.3%*	19 *19.2%*	29 *18.5%*	3 *33.3%* **	44 *18.0%*	32 *15.6%*	1 *25.0%* **	14 *26.9%* K	37 *18.3%*	11 *22.4%*	- - **	38 *18.4%*	8 *21.1%*	2 *22.2%* **
55 to 64	**84** *32.8%*	- -	- -	- -	84 *94.4%* ABC	1 *11.1%* **	82 *33.3%*	30 *30.3%*	54 *34.4%*	3 *33.3%* **	81 *33.2%*	74 *36.1%* M	1 *25.0%* **	9 *17.3%*	71 *35.1%* o	11 *22.4%*	1 *33.3%* **	75 *36.4%* R	5 *13.2%*	1 *11.1%* **
65 to 74	**5** *2.0%*	- -	- -	- -	5 *5.6%* abc	- - **	5 *2.0%*	3 *3.0%*	2 *1.3%*	- - **	5 *2.0%*	4 *2.0%*	1 *25.0%* **	1 *1.9%*	4 *2.0%*	1 *2.0%*	- - **	4 *1.9%*	1 *2.6%*	- - **
75 or older	**-** -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
SPHA SUMMARY RATE - Members 18 to 34	**53** *20.7%*	53 *100.0%* BCD	- -	- -	- -	3 *33.3%* **	50 *20.3%*	22 *22.2%*	31 *19.7%*	- - **	53 *21.7%*	46 *22.4%*	- - **	9 *17.3%*	42 *20.8%*	10 *20.4%*	1 *33.3%* **	43 *20.9%*	8 *21.1%*	2 *22.2%* **
SPHA SUMMARY RATE - Members 35 to 44	**66** *25.8%*	- -	66 *100.0%*	- -	- -	2 *22.2%*	64 *26.0%*	25 *25.3%*	41 *26.1%*	3 *33.3%*	61 *25.0%*	49 *23.9%*	1 *25.0%*	19 *36.5%*	48 *23.8%*	16 *32.7%*	1 *33.3%*	46 *22.3%*	16 *42.1%*	4 *44.4%*
SPHA SUMMARY RATE - Members 45 to 54	**48** *18.8%*	- -	- -	48 *100.0%*	- -	3 *33.3%*	45 *18.3%*	19 *19.2%*	29 *18.5%*	3 *33.3%*	44 *18.0%*	32 *15.6%*	1 *25.0%*	14 *26.9%*	37 *18.3%*	11 *22.4%*	- -	38 *18.4%*	8 *21.1%*	2 *22.2%*
SPHA SUMMARY RATE - Members 55 or older	**89** *34.8%*	- -	- -	- -	89 *100.0%* ABC	1 *11.1%* **	87 *35.4%*	33 *33.3%*	56 *35.7%*	3 *33.3%* **	86 *35.2%*	78 *38.0%* M	2 *50.0%* **	10 *19.2%*	75 *37.1%* o	12 *24.5%*	1 *33.3%* **	79 *38.3%* R	6 *15.8%*	1 *11.1%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q60. Are you male or female?																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**260** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**204** *100.0%*	**50** *100.0%*	**3** *100.0%*	**207** *100.0%*	**39** *100.0%*	**10** *100.0%*
No Answer	**40**	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	2	1	-
Male	**103** *39.6%*	22 *41.5%*	25 *37.9%*	19 *39.6%*	33 *37.1%*	2 *22.2%* **	100 *40.2%*	103 *100.0%* H	- -	4 *44.4%* **	97 *39.1%*	77 *37.0%*	3 *75.0%* **	23 *43.4%*	81 *39.7%*	18 *36.0%*	1 *33.3%* **	79 *38.2%*	16 *41.0%*	5 *50.0%* **
Female	**157** *60.4%*	31 *58.5%*	41 *62.1%*	29 *60.4%*	56 *62.9%*	7 *77.8%* **	149 *59.8%*	- -	157 *100.0%* G	5 *55.6%* **	151 *60.9%*	131 *63.0%*	1 *25.0%* **	30 *56.6%*	123 *60.3%*	32 *64.0%*	2 *66.7%* **	128 *61.8%*	23 *59.0%*	5 *50.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q61. What is the highest grade or level of school that you have completed?																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**258** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**88** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**102** ***100.0%***	**156** ***100.0%***	**9** ***100.0%***	**246** ***100.0%***	**206** ***100.0%***	**4** ***100.0%***	**52** ***100.0%***	**203** ***100.0%***	**49** ***100.0%***	**3** ***100.0%***	**205** ***100.0%***	**39** ***100.0%***	**10** ***100.0%***
No Answer	**42**	-	-	-	1	-	-	1	1	-	2	2	-	1	3	2	-	4	1	-
8th grade or less	**-** -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- - **
Some high school, but did not graduate	**3** ***1.2%***	1 *1.9%*	1 *1.5%*	1 *2.1%*	- -	3 *33.3%* **	- -	- -	3 *1.9%*	- - **	3 *1.2%*	3 *1.5%*	- - **	- -	1 *0.5%*	2 *4.1%* N	- - **	2 *1.0%*	1 *2.6%*	- - **
High school graduate or GED	**6** ***2.3%***	2 *3.8%*	1 *1.5%*	2 *4.2%*	1 *1.1%*	6 *66.7%* **	- -	2 *2.0%*	4 *2.6%*	1 *11.1%* **	5 *2.0%*	3 *1.5%*	- - **	3 *5.8%* k	4 *2.0%*	2 *4.1%*	- - **	3 *1.5%*	2 *5.1%*	1 *10.0%* **
Some college or 2-year degree	**40** ***15.5%***	7 *13.2%*	11 *16.7%*	7 *14.6%*	14 *15.9%*	- - **	40 *16.1%*	17 *16.7%*	23 *14.7%*	3 *33.3%* **	37 *15.0%*	34 *16.5%*	2 *50.0%* **	6 *11.5%*	31 *15.3%*	9 *18.4%*	- - **	34 *16.6%*	4 *10.3%*	2 *20.0%* **
4-year college graduate	**76** ***29.5%***	19 *35.8%*	17 *25.8%*	15 *31.3%*	24 *27.3%*	- - **	76 *30.5%*	27 *26.5%*	49 *31.4%*	1 *11.1%* **	74 *30.1%*	60 *29.1%*	2 *50.0%* **	14 *26.9%*	60 *29.6%*	14 *28.6%*	2 *66.7%* **	60 *29.3%*	12 *30.8%*	3 *30.0%* **
More than 4-year college degree	**133** ***51.6%***	24 *45.3%*	36 *54.5%*	23 *47.9%*	49 *55.7%*	- - **	133 *53.4%*	56 *54.9%*	77 *49.4%*	4 *44.4%* **	127 *51.6%*	106 *51.5%*	- - **	29 *55.8%*	107 *52.7%*	22 *44.9%*	1 *33.3%* **	106 *51.7%*	20 *51.3%*	4 *40.0%* **
SPHA SUMMARY RATE - High school graduate or less	**9** ***3.5%***	3 *5.7%*	2 *3.0%*	3 *6.3%* d	1 *1.1%*	9 *100.0%* **	- -	2 *2.0%*	7 *4.5%*	1 *11.1%* **	8 *3.3%*	6 *2.9%*	- - **	3 *5.8%*	5 *2.5%*	4 *8.2%* n	- - **	5 *2.4%*	3 *7.7%* q	1 *10.0%* **
SPHA SUMMARY RATE - Some college	**40** ***15.5%***	7 *13.2%*	11 *16.7%*	7 *14.6%*	14 *15.9%*	- - **	40 *16.1%*	17 *16.7%*	23 *14.7%*	3 *33.3%* **	37 *15.0%*	34 *16.5%*	2 *50.0%* **	6 *11.5%*	31 *15.3%*	9 *18.4%*	- - **	34 *16.6%*	4 *10.3%*	2 *20.0%* **
SPHA SUMMARY RATE - 4 - year college graduate or more	**209** ***81.0%***	43 *81.1%*	53 *80.3%*	38 *79.2%*	73 *83.0%*	- - **	209 *83.9%*	83 *81.4%*	126 *80.8%*	5 *55.6%* **	201 *81.7%*	166 *80.6%*	2 *50.0%* **	43 *82.7%*	167 *82.3%*	36 *73.5%*	3 *100.0%* **	166 *81.0%*	32 *82.1%*	7 *70.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q62. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	**300** ***100.0%***	**53** ***100.0%***	**66** ***100.0%***	**48** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**249** ***100.0%***	**103** ***100.0%***	**157** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**53** ***100.0%***	**206** ***100.0%***	**51** ***100.0%***	**3** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**10** ***100.0%***
Total Valid Responses	**257** ***100.0%***	**53** ***100.0%***	**64** ***100.0%***	**47** ***100.0%***	**89** ***100.0%***	**9** ***100.0%***	**246** ***100.0%***	**101** ***100.0%***	**156** ***100.0%***	**9** ***100.0%***	**248** ***100.0%***	**208** ***100.0%***	**4** ***100.0%***	**51** ***100.0%***	**202** ***100.0%***	**49** ***100.0%***	**3** ***100.0%***	**204** ***100.0%***	**39** ***100.0%***	**10** ***100.0%***
No Answer	**43**	-	2	1	-	-	3	2	1	-	-	-	-	2	4	2	-	5	1	-
Yes, Hispanic or Latino	**9** ***3.5%***	- -	3 *4.7%*	3 *6.4%* a	3 *3.4%*	1 *11.1%* **	8 *3.3%*	4 *4.0%*	5 *3.2%*	9 *100.0%* **	- -	5 *2.4%*	1 *25.0%* **	4 *7.8%* K	8 *4.0%*	1 *2.0%*	- - **	9 *4.4%*	- -	- - **
No, Not Hispanic or Latino	**248** ***96.5%***	53 *100.0%* c	61 *95.3%*	44 *93.6%*	86 *96.6%*	8 *88.9%* **	238 *96.7%*	97 *96.0%*	151 *96.8%*	- - **	248 *100.0%*	203 *97.6%* M	3 *75.0%* **	47 *92.2%*	194 *96.0%*	48 *98.0%*	3 *100.0%* **	195 *95.6%*	39 *100.0%*	10 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q63. What is your race? Please mark one or more.																				
Total Eligible	**300** *100.0%*	**53** *100.0%*	**66** *100.0%*	**48** *100.0%*	**89** *100.0%*	**9** *100.0%*	**249** *100.0%*	**103** *100.0%*	**157** *100.0%*	**9** *100.0%*	**248** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**206** *100.0%*	**51** *100.0%*	**3** *100.0%*	**209** *100.0%*	**40** *100.0%*	**10** *100.0%*
Total Valid Responses	**267**	55	70	47	90	9	254	104	163	10	255	219	4	65	212	49	3	216	39	10
Total Respondents	**255** *100.0%*	**53** *100.0%*	**66** *100.0%*	**45** *100.0%*	**88** *100.0%*	**9** *100.0%*	**244** *100.0%*	**100** *100.0%*	**155** *100.0%*	**9** *100.0%*	**244** *100.0%*	**208** *100.0%*	**4** *100.0%*	**53** *100.0%*	**201** *100.0%*	**48** *100.0%*	**3** *100.0%*	**205** *100.0%*	**38** *100.0%*	**10** *100.0%*
White	**208** *81.6%*	46 *86.8%* bc	49 *74.2%*	32 *71.1%*	78 *88.6%* BC	6 *66.7%* **	200 *82.0%*	77 *77.0%*	131 *84.5%*	5 *55.6%* **	203 *83.2%*	208 *100.0%* M	- - **	10 *18.9%*	168 *83.6%* o	35 *72.9%*	2 *66.7%* **	173 *84.4%* R	24 *63.2%*	9 *90.0%* **
Black or African-American	**4** *1.6%*	- -	1 *1.5%*	1 *2.2%*	2 *2.3%*	- - **	4 *1.6%*	3 *3.0%*	1 *0.6%*	1 *11.1%* **	3 *1.2%*	- -	4 *100.0%* **	- -	2 *1.0%*	2 *4.2%*	- - **	2 *1.0%*	2 *5.3%* q	- - **
Asian	**43** *16.9%*	8 *15.1%*	16 *24.2%* D	11 *24.4%* D	7 *8.0%*	1 *11.1%* **	41 *16.8%*	19 *19.0%*	24 *15.5%*	- - **	41 *16.8%*	6 *2.9%*	- - **	43 *81.1%* K	30 *14.9%*	12 *25.0%* n	1 *33.3%* **	30 *14.6%*	12 *31.6%* Q	1 *10.0%* **
Native Hawaiian or other Pacific Islander	**-** **-**	- -	- -	- -	- -	- - - **	- -	- -	- -	- - - **	- -	- -	- - - **	- -	- -	- -	- - - **	- -	- -	- - - **
American Indian or Alaska Native	**2** *0.8%*	1 *1.9%*	- -	1 *2.2%*	- -	1 *11.1%* **	1 *0.4%*	1 *1.0%*	1 *0.6%*	- - **	2 *0.8%*	1 *0.5%*	- - **	2 *3.8%* K	2 *1.0%*	- -	- - **	2 *1.0%*	- -	- - **
Other	**10** *3.9%*	- -	4 *6.1%* a	2 *4.4%*	3 *3.4%*	1 *11.1%* **	8 *3.3%*	4 *4.0%*	6 *3.9%*	4 *44.4%* **	6 *2.5%*	4 *1.9%*	- - **	10 *18.9%* K	10 *5.0%*	- -	- - **	9 *4.4%*	1 *2.6%*	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	AGE (Q59)					EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q64. Did someone help you complete this survey?																				
Total Eligible	**181** ***100.0%***	**33** ***100.0%***	**46** ***100.0%***	**38** ***100.0%***	**61** ***100.0%***	**5** ***100.0%***	**174** ***100.0%***	**70** ***100.0%***	**109** ***100.0%***	**8** ***100.0%***	**169** ***100.0%***	**143** ***100.0%***	**2** ***100.0%***	**35** ***100.0%***	**144** ***100.0%***	**32** ***100.0%***	**1** ***100.0%***	**145** ***100.0%***	**25** ***100.0%***	**7** ***100.0%***
Total Valid Responses	**180** ***100.0%***	**33** ***100.0%***	**46** ***100.0%***	**38** ***100.0%***	**61** ***100.0%***	**5** ***100.0%***	**174** ***100.0%***	**70** ***100.0%***	**109** ***100.0%***	**8** ***100.0%***	**169** ***100.0%***	**143** ***100.0%***	**2** ***100.0%***	**35** ***100.0%***	**144** ***100.0%***	**32** ***100.0%***	**1** ***100.0%***	**145** ***100.0%***	**25** ***100.0%***	**7** ***100.0%***
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**2** ***1.1%***	- -	- -	1 *2.6%*	1 *1.6%*	- - **	2 *1.1%*	2 *2.9%* h	- -	1 *12.5%* **	1 *0.6%*	2 *1.4%*	- - **	- -	2 *1.4%*	- -	- - **	2 *1.4%*	- - **	- - **
No	**178** ***98.9%***	33 *100.0%*	46 *100.0%*	37 *97.4%*	60 *98.4%*	5 *100.0%* **	172 *98.9%*	68 *97.1%*	109 *100.0%* g	7 *87.5%* **	168 *99.4%*	141 *98.6%*	2 *100.0%* **	35 *100.0%*	142 *98.6%*	32 *100.0%*	1 *100.0%* **	143 *98.6%*	25 *100.0%* **	7 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		AGE (Q59)				EDUCATION (Q61)		GENDER (Q60)		ETHNICITY (Q62)		RACE (Q63)			HEALTH STATUS (Q43)			MENTAL HEALTH (Q44)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q65. How did that person help you? Check all that apply.																				
Total Eligible	**2** ***100.0%***	**-** **-**	**-** **-**	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**1** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**2**	-	-	1	1	-	2	2	-	1	1	2	-	-	2	-	-	2	-	-
Total Respondents	**2** ***100.0%***	**-** **-**	**-** **-**	**1** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**1** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**1** ***50.0%***	- -	- -	- - **	1 *100.0%* **	- -	1 *50.0%*	1 *50.0%*	- -	- - **	1 *100.0%* **	1 *50.0%*	- -	- -	1 *50.0%*	- -	- -	1 *50.0%*	- -	- -
Wrote down the answers I gave	**-** **-**	- -	- -	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -
Answered the questions for me	**-** **-**	- -	- -	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -
Translated the questions into my language	**-** **-**	- -	- -	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -
Helped in some other way	**1** ***50.0%***	- -	- -	1 *100.0%* **	- - **	- -	1 *50.0%*	1 *50.0%*	- -	1 *100.0%* **	- - **	1 *50.0%*	- -	- -	1 *50.0%*	- -	- -	1 *50.0%*	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q1. Our records show that you are now in UMP Consumer-Directed Health Plan. Is that right?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**297** *100.0%*	**115** *100.0%*	**144** *100.0%*	**51** *100.0%*	**179** *100.0%*	**34** *100.0%*	**188** *100.0%*	**56** *100.0%*	**142** *100.0%*	**61** *100.0%*	**77** *100.0%*	**184** *100.0%*	**14** *100.0%*	**62** *100.0%*	**163** *100.0%*	**101** *100.0%*	**176** *100.0%*	**70** *100.0%*	**127** *100.0%*	**118** *100.0%*	**52** *100.0%*
No Answer	**3**	1	1	1	1	1	1	1	-	1	-	2	-	-	1	1	2	-	2	1	-
Yes	**297** *100.0%*	115 *100.0%*	144 *100.0%*	51 *100.0%*	179 *100.0%*	34 *100.0%*	188 *100.0%*	56 *100.0%*	142 *100.0%*	61 *100.0%*	77 *100.0%*	184 *100.0%*	14 *100.0%* **	62 *100.0%*	163 *100.0%*	101 *100.0%*	176 *100.0%*	70 *100.0%*	127 *100.0%*	118 *100.0%*	52 *100.0%*
No	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**297** *100.0%*	115 *100.0%*	144 *100.0%*	51 *100.0%*	179 *100.0%*	34 *100.0%*	188 *100.0%*	56 *100.0%*	142 *100.0%*	61 *100.0%*	77 *100.0%*	184 *100.0%*	14 *100.0%* **	62 *100.0%*	163 *100.0%*	101 *100.0%*	176 *100.0%*	70 *100.0%*	127 *100.0%*	118 *100.0%*	52 *100.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q3. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**272** *100.0%*	**115** *100.0%*	**142** *100.0%*	**51** *100.0%*	**178** *100.0%*	**35** *100.0%*	**188** *100.0%*	**56** *100.0%*	**140** *100.0%*	**61** *100.0%*	**74** *100.0%*	**185** *100.0%*	**14** *100.0%*	**59** *100.0%*	**162** *100.0%*	**100** *100.0%*	**175** *100.0%*	**69** *100.0%*	**127** *100.0%*	**93** *100.0%*	**52** *100.0%*
No Answer	**28**	1	3	1	2	-	1	1	2	1	3	1	-	3	2	2	3	1	2	26	-
Yes	**84** *30.9%*	33 *28.7%*	47 *33.1%*	19 *37.3%*	59 *33.1%*	9 *25.7%*	66 *35.1%*	17 *30.4%*	38 *27.1%*	25 *41.0%* h	25 *33.8%*	55 *29.7%*	2 *14.3%* **	23 *39.0%*	27 *16.7%*	55 *55.0%* N	60 *34.3%* q	16 *23.2%*	40 *31.5%*	27 *29.0%*	17 *32.7%*
No	**188** *69.1%*	82 *71.3%*	95 *66.9%*	32 *62.7%*	119 *66.9%*	26 *74.3%*	122 *64.9%*	39 *69.6%*	102 *72.9%* i	36 *59.0%*	49 *66.2%*	130 *70.3%*	12 *85.7%* **	36 *61.0%*	135 *83.3%* O	45 *45.0%*	115 *65.7%*	53 *76.8%* p	87 *68.5%*	66 *71.0%*	35 *67.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**84** *30.9%*	33 *28.7%*	47 *33.1%*	19 *37.3%*	59 *33.1%*	9 *25.7%*	66 *35.1%*	17 *30.4%*	38 *27.1%*	25 *41.0%* h	25 *33.8%*	55 *29.7%*	2 *14.3%* **	23 *39.0%*	27 *16.7%*	55 *55.0%* N	60 *34.3%* q	16 *23.2%*	40 *31.5%*	27 *29.0%*	17 *32.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q4. (GCQ) In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?																					
Total Eligible	**84** *100.0%*	**33** *100.0%*	**47** *100.0%*	**19** *100.0%*	**59** *100.0%*	**9** *100.0%*	**66** *100.0%*	**17** *100.0%*	**38** *100.0%*	**25** *100.0%*	**25** *100.0%*	**55** *100.0%*	**2** *100.0%*	**23** *100.0%*	**27** *100.0%*	**55** *100.0%*	**60** *100.0%*	**16** *100.0%*	**40** *100.0%*	**27** *100.0%*	**17** *100.0%*
Total Valid Responses	**82** *100.0%*	**32** *100.0%*	**46** *100.0%*	**18** *100.0%*	**58** *100.0%*	**9** *100.0%*	**65** *100.0%*	**17** *100.0%*	**36** *100.0%*	**25** *100.0%*	**25** *100.0%*	**53** *100.0%*	**2** *100.0%*	**23** *100.0%*	**26** *100.0%*	**54** *100.0%*	**58** *100.0%*	**16** *100.0%*	**38** *100.0%*	**27** *100.0%*	**17** *100.0%*
No Answer	**2**	1	1	1	1	-	1	-	2	-	-	2	-	-	1	1	2	-	2	-	-
Always	**48** *58.5%*	13 *40.6%*	33 *71.7%* A	8 *44.4%* **	38 *65.5%*	6 *66.7%* **	40 *61.5%*	7 *41.2%* **	20 *55.6%*	19 *76.0%* **	17 *68.0%* **	29 *54.7%*	1 *50.0%* **	16 *69.6%* **	15 *57.7%* **	32 *59.3%*	37 *63.8%*	7 *43.8%* **	24 *63.2%*	16 *59.3%* **	8 *47.1%* **
Usually	**22** *26.8%*	13 *40.6%* B	7 *15.2%*	6 *33.3%* **	15 *25.9%*	2 *22.2%* **	17 *26.2%*	6 *35.3%* **	9 *25.0%*	5 *20.0%* **	5 *20.0%* **	15 *28.3%*	1 *50.0%* **	4 *17.4%* **	6 *23.1%* **	15 *27.8%*	14 *24.1%*	4 *25.0%* **	9 *23.7%*	9 *33.3%* **	4 *23.5%* **
Sometimes	**10** *12.2%*	5 *15.6%*	5 *10.9%*	4 *22.2%* **	5 *8.6%*	1 *11.1%* **	6 *9.2%*	3 *17.6%* **	6 *16.7%*	1 *4.0%* **	3 *12.0%* **	7 *13.2%*	- - **	3 *13.0%* **	3 *11.5%* **	7 *13.0%*	7 *12.1%*	3 *18.8%* **	5 *13.2%*	1 *3.7%* **	4 *23.5%* **
Never	**2** *2.4%*	1 *3.1%*	1 *2.2%*	- - **	- -	- - **	2 *3.1%*	1 *5.9%* **	1 *2.8%*	- - **	- - **	2 *3.8%*	- - **	- - **	2 *7.7%* **	- -	- -	2 *12.5%* **	- -	1 *3.7%* **	1 *5.9%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**70** *85.4%*	26 *81.3%*	40 *87.0%*	14 *77.8%* **	53 *91.4%*	8 *88.9%* **	57 *87.7%*	13 *76.5%* **	29 *80.6%*	24 *96.0%* **	22 *88.0%* **	44 *83.0%*	2 *100.0%* **	20 *87.0%* **	21 *80.8%* **	47 *87.0%*	51 *87.9%*	11 *68.8%* **	33 *86.8%*	25 *92.6%* **	12 *70.6%* **
HEDIS/CAHPS SUMMARY RATE - Always	**48** *58.5%*	13 *40.6%*	33 *71.7%* A	8 *44.4%* **	38 *65.5%*	6 *66.7%* **	40 *61.5%*	7 *41.2%* **	20 *55.6%*	19 *76.0%* **	17 *68.0%* **	29 *54.7%*	1 *50.0%* **	16 *69.6%* **	15 *57.7%* **	32 *59.3%*	37 *63.8%*	7 *43.8%* **	24 *63.2%*	16 *59.3%* **	8 *47.1%* **
3-Point Score	**2.44**	2.22	2.59	2.22	2.57	2.56	2.49	2.18	2.36	2.72	2.56	2.38	2.50	2.57	2.38	2.46	2.52	2.13	2.50	2.52	2.18

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q5. In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**272** *100.0%*	**113** *100.0%*	**145** *100.0%*	**51** *100.0%*	**179** *100.0%*	**34** *100.0%*	**188** *100.0%*	**56** *100.0%*	**140** *100.0%*	**62** *100.0%*	**75** *100.0%*	**185** *100.0%*	**13** *100.0%*	**61** *100.0%*	**162** *100.0%*	**102** *100.0%*	**176** *100.0%*	**69** *100.0%*	**127** *100.0%*	**93** *100.0%*	**52** *100.0%*
No Answer	**28**	3	-	1	1	1	1	1	2	-	2	1	1	1	2	-	2	1	2	26	-
Yes	**216** *79.4%*	91 *80.5%*	116 *80.0%*	45 *88.2%*	160 *89.4%*	28 *82.4%*	164 *87.2%*	43 *76.8%*	115 *82.1%*	49 *79.0%*	65 *86.7%* k	143 *77.3%*	12 *92.3%* **	52 *85.2%*	113 *69.8%*	95 *93.1%* N	156 *88.6%* Q	40 *58.0%*	106 *83.5%*	72 *77.4%*	38 *73.1%*
No	**56** *20.6%*	22 *19.5%*	29 *20.0%*	6 *11.8%*	19 *10.6%*	6 *17.6%*	24 *12.8%*	13 *23.2%*	25 *17.9%*	13 *21.0%*	10 *13.3%*	42 *22.7%* j	1 *7.7%* **	9 *14.8%*	49 *30.2%* O	7 *6.9%*	20 *11.4%*	29 *42.0%* P	21 *16.5%*	21 *22.6%*	14 *26.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**216** *79.4%*	91 *80.5%*	116 *80.0%*	45 *88.2%*	160 *89.4%*	28 *82.4%*	164 *87.2%*	43 *76.8%*	115 *82.1%*	49 *79.0%*	65 *86.7%* k	143 *77.3%*	12 *92.3%* **	52 *85.2%*	113 *69.8%*	95 *93.1%* N	156 *88.6%* Q	40 *58.0%*	106 *83.5%*	72 *77.4%*	38 *73.1%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q6. (GCQ) In the last 12 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?																					
Total Eligible	**216** *100.0%*	**91** *100.0%*	**116** *100.0%*	**45** *100.0%*	**160** *100.0%*	**28** *100.0%*	**164** *100.0%*	**43** *100.0%*	**115** *100.0%*	**49** *100.0%*	**65** *100.0%*	**143** *100.0%*	**12** *100.0%*	**52** *100.0%*	**113** *100.0%*	**95** *100.0%*	**156** *100.0%*	**40** *100.0%*	**106** *100.0%*	**72** *100.0%*	**38** *100.0%*
Total Valid Responses	**209** *100.0%*	**86** *100.0%*	**114** *100.0%*	**43** *100.0%*	**155** *100.0%*	**26** *100.0%*	**159** *100.0%*	**40** *100.0%*	**111** *100.0%*	**49** *100.0%*	**62** *100.0%*	**139** *100.0%*	**11** *100.0%*	**50** *100.0%*	**107** *100.0%*	**94** *100.0%*	**151** *100.0%*	**38** *100.0%*	**100** *100.0%*	**71** *100.0%*	**38** *100.0%*
No Answer	**7**	5	2	2	5	2	5	3	4	-	3	4	1	2	6	1	5	2	6	1	-
Always	**103** *49.3%*	29 *33.7%*	70 *61.4%* A	14 *32.6%*	85 *54.8%* C	6 *23.1%* **	89 *56.0%*	15 *37.5%*	55 *49.5%*	29 *59.2%* G	32 *51.6%*	68 *48.9%*	4 *36.4%* **	27 *54.0%*	56 *52.3%*	44 *46.8%*	78 *51.7%*	19 *50.0%*	54 *54.0%*	32 *45.1%*	17 *44.7%*
Usually	**70** *33.5%*	34 *39.5%* b	32 *28.1%*	15 *34.9%*	50 *32.3%*	14 *53.8%* **	45 *28.3%*	10 *25.0%*	42 *37.8%*	14 *28.6%*	19 *30.6%*	47 *33.8%*	3 *27.3%* **	16 *32.0%*	26 *24.3%*	41 *43.6%* N	52 *34.4%*	10 *26.3%*	31 *31.0%*	26 *36.6%*	13 *34.2%*
Sometimes	**32** *15.3%*	19 *22.1%* B	12 *10.5%*	13 *30.2%* D	18 *11.6%*	5 *19.2%* **	23 *14.5%*	13 *32.5%* **H**	12 *10.8%*	6 *12.2%*	11 *17.7%*	20 *14.4%*	4 *36.4%* **	7 *14.0%*	23 *21.5%* O	8 *8.5%*	20 *13.2%*	6 *15.8%*	14 *14.0%*	11 *15.5%*	7 *18.4%*
Never	**4** *1.9%*	4 *4.7%* B	- -	1 *2.3%*	2 *1.3%*	1 *3.8%* **	2 *1.3%*	2 *5.0%*	2 *1.8%*	- -	- -	4 *2.9%*	- - **	- -	2 *1.9%*	1 *1.1%*	1 *0.7%*	3 *7.9%* P	1 *1.0%*	2 *2.8%*	1 *2.6%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**173** *82.8%*	63 *73.3%*	102 *89.5%* A	29 *67.4%*	135 *87.1%* C	20 *76.9%* **	134 *84.3%*	25 *62.5%*	97 *87.4%* G	43 *87.8%* G	51 *82.3%*	115 *82.7%*	7 *63.6%* **	43 *86.0%*	82 *76.6%*	85 *90.4%* N	130 *86.1%*	29 *76.3%*	85 *85.0%*	58 *81.7%*	30 *78.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**103** *49.3%*	29 *33.7%*	70 *61.4%* A	14 *32.6%*	85 *54.8%* C	6 *23.1%* **	89 *56.0%*	15 *37.5%*	55 *49.5%*	29 *59.2%* G	32 *51.6%*	68 *48.9%*	4 *36.4%* **	27 *54.0%*	56 *52.3%*	44 *46.8%*	78 *51.7%*	19 *50.0%*	54 *54.0%*	32 *45.1%*	17 *44.7%*
3-Point Score	**2.32**	2.07	2.51	2.00	2.42	2.00	2.40	2.00	2.37	2.47	2.34	2.32	2.00	2.40	2.29	2.37	2.38	2.26	2.39	2.27	2.24

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q7. In the last 12 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?																				
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**266** *100.0%*	**109** *100.0%*	**144** *100.0%*	**52** *100.0%*	**180** *100.0%*	**33** *100.0%*	**183** *100.0%*	**55** *100.0%*	**136** *100.0%*	**62** *100.0%*	**75** *100.0%*	**180** *100.0%*	**13** *100.0%*	**61** *100.0%*	**164** *100.0%*	**102** *100.0%*	**172** *100.0%*	**68** *100.0%*	**127** *100.0%*	**87** *100.0%*	**52** *100.0%*
No Answer	**34**	7	1	-	-	2	6	2	6	-	2	6	1	1	-	-	6	2	2	32	-
None	**34** *12.8%*	15 *13.8%*	15 *10.4%*	- -	- -	3 *9.1%*	10 *5.5%*	10 *18.2%* H	11 *8.1%*	9 *14.5%*	4 *5.3%*	27 *15.0%* J	1 *7.7%* **	3 *4.9%*	34 *20.7%* O	- -	9 *5.2%*	21 *30.9%* P	14 *11.0%*	14 *16.1%*	6 *11.5%*
1 time	**73** *27.4%*	34 *31.2%*	36 *25.0%*	15 *28.8%*	58 *32.2%*	8 *24.2%*	52 *28.4%*	17 *30.9%* I	45 *33.1%* I	8 *12.9%*	15 *20.0%*	56 *31.1%* j	5 *38.5%* **	10 *16.4%*	73 *44.5%* O	- -	48 *27.9%*	16 *23.5%*	28 *22.0%*	27 *31.0%*	18 *34.6%* r
2	**57** *21.4%*	21 *19.3%*	34 *23.6%*	16 *30.8%*	41 *22.8%*	6 *18.2%*	45 *24.6%*	9 *16.4%*	32 *23.5%*	14 *22.6%*	21 *28.0%*	34 *18.9%*	5 *38.5%* **	15 *24.6%*	57 *34.8%* O	- -	34 *19.8%*	17 *25.0%*	31 *24.4%*	18 *20.7%*	8 *15.4%*
3	**35** *13.2%*	10 *9.2%*	24 *16.7%* a	10 *19.2%*	25 *13.9%*	4 *12.1%*	25 *13.7%*	5 *9.1%*	20 *14.7%*	9 *14.5%*	9 *12.0%*	25 *13.9%*	2 *15.4%* **	7 *11.5%*	- -	35 *34.3%* N	29 *16.9%* Q	4 *5.9%*	21 *16.5%*	9 *10.3%*	5 *9.6%*
4	**18** *6.8%*	10 *9.2%*	7 *4.9%*	2 *3.8%*	16 *8.9%*	3 *9.1%*	15 *8.2%*	5 *9.1%*	9 *6.6%*	3 *4.8%*	4 *5.3%*	13 *7.2%*	- - **	4 *6.6%*	- -	18 *17.6%* N	12 *7.0%*	5 *7.4%*	9 *7.1%*	5 *5.7%*	4 *7.7%*
5 to 9	**28** *10.5%*	10 *9.2%*	16 *11.1%*	4 *7.7%*	24 *13.3%*	6 *18.2%*	19 *10.4%*	6 *10.9%*	9 *6.6%*	11 *17.7%* H	8 *10.7%*	18 *10.0%*	- - **	8 *13.1%*	- -	28 *27.5%* N	21 *12.2%* q	3 *4.4%*	13 *10.2%*	8 *9.2%*	7 *13.5%*
10 or more times	**21** *7.9%*	9 *8.3%*	12 *8.3%*	5 *9.6%*	16 *8.9%*	3 *9.1%*	17 *9.3%*	3 *5.5%*	10 *7.4%*	8 *12.9%*	14 *18.7%* K	7 *3.9%*	- - **	14 *23.0%*	- -	21 *20.6%* N	19 *11.0%* Q	2 *2.9%*	11 *8.7%*	6 *6.9%*	4 *7.7%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**232** *87.2%*	94 *86.2%*	129 *89.6%*	52 *100.0%*	180 *100.0%*	30 *90.9%*	173 *94.5%*	45 *81.8%*	125 *91.9%* G	53 *85.5%*	71 *94.7%* K	153 *85.0%*	12 *92.3%* **	58 *95.1%*	130 *79.3%*	102 *100.0%* N	163 *94.8%* Q	47 *69.1%*	113 *89.0%*	73 *83.9%*	46 *88.5%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q8. (HPE) In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																					
Total Eligible	**232** *100.0%*	**94** *100.0%*	**129** *100.0%*	**52** *100.0%*	**180** *100.0%*	**30** *100.0%*	**173** *100.0%*	**45** *100.0%*	**125** *100.0%*	**53** *100.0%*	**71** *100.0%*	**153** *100.0%*	**12** *100.0%*	**58** *100.0%*	**130** *100.0%*	**102** *100.0%*	**163** *100.0%*	**47** *100.0%*	**113** *100.0%*	**73** *100.0%*	**46** *100.0%*
Total Valid Responses	**231** *100.0%*	**94** *100.0%*	**128** *100.0%*	**52** *100.0%*	**179** *100.0%*	**30** *100.0%*	**172** *100.0%*	**45** *100.0%*	**125** *100.0%*	**52** *100.0%*	**71** *100.0%*	**152** *100.0%*	**12** *100.0%*	**58** *100.0%*	**129** *100.0%*	**102** *100.0%*	**162** *100.0%*	**47** *100.0%*	**113** *100.0%*	**72** *100.0%*	**46** *100.0%*
No Answer	**1**	-	1	-	1	-	1	-	-	1	-	1	-	-	1	-	1	-	-	1	-
Yes	**160** *69.3%*	61 *64.9%*	91 *71.1%*	28 *53.8%*	132 *73.7%* C	19 *63.3%*	130 *75.6%*	30 *66.7%*	81 *64.8%*	41 *78.8%* h	51 *71.8%*	101 *66.4%*	6 *50.0%* **	44 *75.9%*	78 *60.5%*	82 *80.4%* N	117 *72.2%* Q	24 *51.1%*	80 *70.8%*	49 *68.1%*	31 *67.4%*
No	**71** *30.7%*	33 *35.1%*	37 *28.9%*	24 *46.2%* D	47 *26.3%*	11 *36.7%*	42 *24.4%*	15 *33.3%*	44 *35.2%* i	11 *21.2%*	20 *28.2%*	51 *33.6%*	6 *50.0%* **	14 *24.1%*	51 *39.5%* O	20 *19.6%*	45 *27.8%*	23 *48.9%* P	33 *29.2%*	23 *31.9%*	15 *32.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**160** *69.3%*	61 *64.9%*	91 *71.1%*	28 *53.8%*	132 *73.7%* C	19 *63.3%*	130 *75.6%*	30 *66.7%*	81 *64.8%*	41 *78.8%* h	51 *71.8%*	101 *66.4%*	6 *50.0%* **	44 *75.9%*	78 *60.5%*	82 *80.4%* N	117 *72.2%* Q	24 *51.1%*	80 *70.8%*	49 *68.1%*	31 *67.4%*
3-Point Score	**2.39**	2.30	2.42	2.08	2.47	2.27	2.51	2.33	2.30	2.58	2.44	2.33	2.00	2.52	2.21	2.61	2.44	2.02	2.42	2.36	2.35

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q9. In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																					
Total Eligible	**232** *100.0%*	**94** *100.0%*	**129** *100.0%*	**52** *100.0%*	**180** *100.0%*	**30** *100.0%*	**173** *100.0%*	**45** *100.0%*	**125** *100.0%*	**53** *100.0%*	**71** *100.0%*	**153** *100.0%*	**12** *100.0%*	**58** *100.0%*	**130** *100.0%*	**102** *100.0%*	**163** *100.0%*	**47** *100.0%*	**113** *100.0%*	**73** *100.0%*	**46** *100.0%*
Total Valid Responses	**232** *100.0%*	**94** *100.0%*	**129** *100.0%*	**52** *100.0%*	**180** *100.0%*	**30** *100.0%*	**173** *100.0%*	**45** *100.0%*	**125** *100.0%*	**53** *100.0%*	**71** *100.0%*	**153** *100.0%*	**12** *100.0%*	**58** *100.0%*	**130** *100.0%*	**102** *100.0%*	**163** *100.0%*	**47** *100.0%*	**113** *100.0%*	**73** *100.0%*	**46** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**116** ***50.0%***	49 *52.1%*	64 *49.6%*	22 *42.3%*	94 *52.2%*	12 *40.0%*	96 *55.5%*	20 *44.4%*	65 *52.0%*	28 *52.8%*	35 *49.3%*	78 *51.0%*	5 *41.7%* **	29 *50.0%*	46 *35.4%*	70 *68.6%* N	88 *54.0%*	19 *40.4%*	61 *54.0%*	33 *45.2%*	22 *47.8%*
No	**116** ***50.0%***	45 *47.9%*	65 *50.4%*	30 *57.7%*	86 *47.8%*	18 *60.0%*	77 *44.5%*	25 *55.6%*	60 *48.0%*	25 *47.2%*	36 *50.7%*	75 *49.0%*	7 *58.3%* **	29 *50.0%*	84 *64.6%* O	32 *31.4%*	75 *46.0%*	28 *59.6%*	52 *46.0%*	40 *54.8%*	24 *52.2%*
HEDIS/CAHPS SUMMARY RATE - Yes	**116** ***50.0%***	49 *52.1%*	64 *49.6%*	22 *42.3%*	94 *52.2%*	12 *40.0%*	96 *55.5%*	20 *44.4%*	65 *52.0%*	28 *52.8%*	35 *49.3%*	78 *51.0%*	5 *41.7%* **	29 *50.0%*	46 *35.4%*	70 *68.6%* N	88 *54.0%*	19 *40.4%*	61 *54.0%*	33 *45.2%*	22 *47.8%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																					
Total Eligible	**116** *100.0%*	**49** *100.0%*	**64** *100.0%*	**22** *100.0%*	**94** *100.0%*	**12** *100.0%*	**96** *100.0%*	**20** *100.0%*	**65** *100.0%*	**28** *100.0%*	**35** *100.0%*	**78** *100.0%*	**5** *100.0%*	**29** *100.0%*	**46** *100.0%*	**70** *100.0%*	**88** *100.0%*	**19** *100.0%*	**61** *100.0%*	**33** *100.0%*	**22** *100.0%*
Total Valid Responses	**115** *100.0%*	**49** *100.0%*	**63** *100.0%*	**22** *100.0%*	**93** *100.0%*	**12** *100.0%*	**95** *100.0%*	**20** *100.0%*	**65** *100.0%*	**27** *100.0%*	**35** *100.0%*	**77** *100.0%*	**5** *100.0%*	**29** *100.0%*	**46** *100.0%*	**69** *100.0%*	**87** *100.0%*	**19** *100.0%*	**60** *100.0%*	**33** *100.0%*	**22** *100.0%*
No Answer	**1**	-	1	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	1	-	-
Yes	**110** *95.7%*	48 *98.0%*	59 *93.7%*	21 *95.5%* **	89 *95.7%*	11 *91.7%* **	91 *95.8%*	19 *95.0%* **	62 *95.4%*	26 *96.3%* **	33 *94.3%*	74 *96.1%*	4 *80.0%* **	28 *96.6%* **	41 *89.1%*	69 *100.0%* N	84 *96.6%*	17 *89.5%* **	58 *96.7%*	31 *93.9%*	21 *95.5%* **
No	**5** *4.3%*	1 *2.0%*	4 *6.3%*	1 *4.5%* **	4 *4.3%*	1 *8.3%* **	4 *4.2%*	1 *5.0%* **	3 *4.6%*	1 *3.7%* **	2 *5.7%*	3 *3.9%*	1 *20.0%* **	1 *3.4%* **	5 *10.9%* O	- -	3 *3.4%*	2 *10.5%* **	2 *3.3%*	2 *6.1%*	1 *4.5%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**110** *95.7%*	48 *98.0%*	59 *93.7%*	21 *95.5%* **	89 *95.7%*	11 *91.7%* **	91 *95.8%*	19 *95.0%* **	62 *95.4%*	26 *96.3%* **	33 *94.3%*	74 *96.1%*	4 *80.0%* **	28 *96.6%* **	41 *89.1%*	69 *100.0%* N	84 *96.6%*	17 *89.5%* **	58 *96.7%*	31 *93.9%*	21 *95.5%* **
3-Point Score	**2.91**	2.96	2.87	2.91	2.91	2.83	2.92	2.90	2.91	2.93	2.89	2.92	2.60	2.93	2.78	3.00	2.93	2.79	2.93	2.88	2.91

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																					
Total Eligible	**116** *100.0%*	**49** *100.0%*	**64** *100.0%*	**22** *100.0%*	**94** *100.0%*	**12** *100.0%*	**96** *100.0%*	**20** *100.0%*	**65** *100.0%*	**28** *100.0%*	**35** *100.0%*	**78** *100.0%*	**5** *100.0%*	**29** *100.0%*	**46** *100.0%*	**70** *100.0%*	**88** *100.0%*	**19** *100.0%*	**61** *100.0%*	**33** *100.0%*	**22** *100.0%*
Total Valid Responses	**114** *100.0%*	**49** *100.0%*	**62** *100.0%*	**22** *100.0%*	**92** *100.0%*	**12** *100.0%*	**94** *100.0%*	**20** *100.0%*	**64** *100.0%*	**27** *100.0%*	**35** *100.0%*	**76** *100.0%*	**5** *100.0%*	**29** *100.0%*	**45** *100.0%*	**69** *100.0%*	**86** *100.0%*	**19** *100.0%*	**60** *100.0%*	**33** *100.0%*	**21** *100.0%*
No Answer	**2**	-	2	-	2	-	2	-	1	1	-	2	-	-	1	1	2	-	1	-	1
Yes	**89** *78.1%*	42 *85.7%* b	44 *71.0%*	18 *81.8%* **	71 *77.2%*	10 *83.3%* **	73 *77.7%*	17 *85.0%* **	47 *73.4%*	22 *81.5%* **	29 *82.9%*	57 *75.0%*	3 *60.0%* **	26 *89.7%* **	30 *66.7%*	59 *85.5%* N	65 *75.6%*	17 *89.5%* **	44 *73.3%*	27 *81.8%*	18 *85.7%* **
No	**25** *21.9%*	7 *14.3%*	18 *29.0%* a	4 *18.2%* **	21 *22.8%*	2 *16.7%* **	21 *22.3%*	3 *15.0%* **	17 *26.6%*	5 *18.5%* **	6 *17.1%*	19 *25.0%*	2 *40.0%* **	3 *10.3%* **	15 *33.3%* O	10 *14.5%*	21 *24.4%*	2 *10.5%* **	16 *26.7%*	6 *18.2%*	3 *14.3%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**89** *78.1%*	42 *85.7%* b	44 *71.0%*	18 *81.8%* **	71 *77.2%*	10 *83.3%* **	73 *77.7%*	17 *85.0%* **	47 *73.4%*	22 *81.5%* **	29 *82.9%*	57 *75.0%*	3 *60.0%* **	26 *89.7%* **	30 *66.7%*	59 *85.5%* N	65 *75.6%*	17 *89.5%* **	44 *73.3%*	27 *81.8%*	18 *85.7%* **
3-Point Score	**2.56**	2.71	2.42	2.64	2.54	2.67	2.55	2.70	2.47	2.63	2.66	2.50	2.20	2.79	2.33	2.71	2.51	2.79	2.47	2.64	2.71

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q12. (SDM) 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?																				
Total Eligible	**116** *100.0%*	**49** *100.0%*	**64** *100.0%*	**22** *100.0%*	**94** *100.0%*	**12** *100.0%*	**96** *100.0%*	**20** *100.0%*	**65** *100.0%*	**28** *100.0%*	**35** *100.0%*	**78** *100.0%*	**5** *100.0%*	**29** *100.0%*	**46** *100.0%*	**70** *100.0%*	**88** *100.0%*	**19** *100.0%*	**61** *100.0%*	**33** *100.0%*	**22** *100.0%*
Total Valid Responses	**114** *100.0%*	**49** *100.0%*	**62** *100.0%*	**22** *100.0%*	**92** *100.0%*	**12** *100.0%*	**94** *100.0%*	**20** *100.0%*	**64** *100.0%*	**27** *100.0%*	**34** *100.0%*	**77** *100.0%*	**5** *100.0%*	**28** *100.0%*	**46** *100.0%*	**68** *100.0%*	**87** *100.0%*	**18** *100.0%*	**59** *100.0%*	**33** *100.0%*	**22** *100.0%*
No Answer	**2**	-	2	-	2	-	2	-	1	1	1	1	-	1	-	2	1	1	2	-	-
Yes	**86** *75.4%*	35 *71.4%*	48 *77.4%*	15 *68.2%* **	71 *77.2%*	8 *66.7%* **	73 *77.7%*	13 *65.0%* **	48 *75.0%*	22 *81.5%* **	28 *82.4%*	55 *71.4%*	3 *60.0%* **	25 *89.3%* **	33 *71.7%*	53 *77.9%*	64 *73.6%*	14 *77.8%* **	45 *76.3%*	25 *75.8%*	16 *72.7%* **
No	**28** *24.6%*	14 *28.6%*	14 *22.6%*	7 *31.8%* **	21 *22.8%*	4 *33.3%* **	21 *22.3%*	7 *35.0%* **	16 *25.0%*	5 *18.5%* **	6 *17.6%*	22 *28.6%*	2 *40.0%* **	3 *10.7%* **	13 *28.3%*	15 *22.1%*	23 *26.4%*	4 *22.2%* **	14 *23.7%*	8 *24.2%*	6 *27.3%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**86** *75.4%*	35 *71.4%*	48 *77.4%*	15 *68.2%* **	71 *77.2%*	8 *66.7%* **	73 *77.7%*	13 *65.0%* **	48 *75.0%*	22 *81.5%* **	28 *82.4%*	55 *71.4%*	3 *60.0%* **	25 *89.3%* **	33 *71.7%*	53 *77.9%*	64 *73.6%*	14 *77.8%* **	45 *76.3%*	25 *75.8%*	16 *72.7%* **
3-Point Score	**2.51**	2.43	2.55	2.36	2.54	2.33	2.55	2.30	2.50	2.63	2.65	2.43	2.20	2.79	2.43	2.56	2.47	2.56	2.53	2.52	2.45

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q13. What number would you use to rate all your health care in the last 12 months?																					
Total Eligible	**232** *100.0%*	**94** *100.0%*	**129** *100.0%*	**52** *100.0%*	**180** *100.0%*	**30** *100.0%*	**173** *100.0%*	**45** *100.0%*	**125** *100.0%*	**53** *100.0%*	**71** *100.0%*	**153** *100.0%*	**12** *100.0%*	**58** *100.0%*	**130** *100.0%*	**102** *100.0%*	**163** *100.0%*	**47** *100.0%*	**113** *100.0%*	**73** *100.0%*	**46** *100.0%*
Total Valid Responses	**232** *100.0%*	**94** *100.0%*	**129** *100.0%*	**52** *100.0%*	**180** *100.0%*	**30** *100.0%*	**173** *100.0%*	**45** *100.0%*	**125** *100.0%*	**53** *100.0%*	**71** *100.0%*	**153** *100.0%*	**12** *100.0%*	**58** *100.0%*	**130** *100.0%*	**102** *100.0%*	**163** *100.0%*	**47** *100.0%*	**113** *100.0%*	**73** *100.0%*	**46** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best health care possible	**36** *15.5%*	10 *10.6%*	25 *19.4%* a	- -	36 *20.0%* C	1 *3.3%*	34 *19.7%* E	4 *8.9%*	15 *12.0%*	16 *30.2%* GH	12 *16.9%*	23 *15.0%*	1 *8.3%* **	11 *19.0%*	18 *13.8%*	18 *17.6%*	22 *13.5%*	7 *14.9%*	17 *15.0%*	11 *15.1%*	8 *17.4%*
9	**70** *30.2%*	16 *17.0%*	51 *39.5%* A	- -	70 *38.9%* C	1 *3.3%*	63 *36.4%* E	8 *17.8%*	36 *28.8%*	23 *43.4%* Gh	19 *26.8%*	49 *32.0%*	2 *16.7%* **	17 *29.3%*	37 *28.5%*	33 *32.4%*	52 *31.9%*	14 *29.8%*	35 *31.0%*	16 *21.9%*	19 *41.3%* S
8	**74** *31.9%*	33 *35.1%*	39 *30.2%*	- -	74 *41.1%* C	10 *33.3%*	58 *33.5%*	13 *28.9%*	49 *39.2%* I	10 *18.9%*	29 *40.8%* k	43 *28.1%*	4 *33.3%* **	24 *41.4%*	44 *33.8%*	30 *29.4%*	56 *34.4%*	15 *31.9%*	34 *30.1%*	27 *37.0%*	13 *28.3%*
7	**30** *12.9%*	20 *21.3%* B	9 *7.0%*	30 *57.7%* D	- -	6 *20.0%* F	14 *8.1%*	8 *17.8%*	17 *13.6%*	4 *7.5%*	7 *9.9%*	22 *14.4%*	3 *25.0%* **	4 *6.9%*	17 *13.1%*	13 *12.7%*	20 *12.3%*	6 *12.8%*	13 *11.5%*	13 *17.8%*	4 *8.7%*
6	**11** *4.7%*	8 *8.5%* B	2 *1.6%*	11 *21.2%* D	- -	5 *16.7%* F	4 *2.3%*	6 *13.3%* HI	4 *3.2%*	- -	2 *2.8%*	8 *5.2%*	1 *8.3%* **	1 *1.7%*	7 *5.4%*	4 *3.9%*	6 *3.7%*	2 *4.3%*	9 *8.0%* s	1 *1.4%*	1 *2.2%*
5	**4** *1.7%*	2 *2.1%*	2 *1.6%*	4 *7.7%* D	- -	3 *10.0%* F	- -	2 *4.4%*	2 *1.6%*	- -	- -	4 *2.6%*	- - **	- -	3 *2.3%*	1 *1.0%*	3 *1.8%*	1 *2.1%*	3 *2.7%*	1 *1.4%*	- -
4	**3** *1.3%*	2 *2.1%*	1 *0.8%*	3 *5.8%* D	- -	2 *6.7%* F	- -	1 *2.2%*	2 *1.6%*	- -	1 *1.4%*	2 *1.3%*	- - **	1 *1.7%*	2 *1.5%*	1 *1.0%*	2 *1.2%*	1 *2.1%*	1 *0.9%*	2 *2.7%*	- -
3	**1** *0.4%*	1 *1.1%*	- -	1 *1.9%* d	- -	- -	- -	1 *2.2%* h	- -	- -	- -	1 *0.7%*	- - **	- -	- -	1 *1.0%*	1 *0.6%*	- -	1 *0.9%*	- -	- -
2	**1** *0.4%*	1 *1.1%*	- -	1 *1.9%* d	- -	1 *3.3%* F	- -	1 *2.2%* h	- -	- -	- -	1 *0.7%*	- - **	- -	1 *0.8%*	- -	1 *0.6%*	- -	- -	- -	1 *2.2%*
1	**1** *0.4%*	1 *1.1%*	- -	1 *1.9%* d	- -	1 *3.3%* F	- -	1 *2.2%* h	- -	- -	1 *1.4%*	- -	1 *8.3%* **	- -	1 *0.8%*	- -	- -	1 *2.1%* p	- -	1 *1.4%*	- -
0 - Worst health care possible	**1** *0.4%*	- -	- -	1 *1.9%* d	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	1 *1.0%*	- -	- -	- -	1 *1.4%*	- -
SUMMARY - 0-3	**4** *1.7%*	3 *3.2%* B	- -	4 *7.7%* D	- -	2 *6.7%* F	- -	3 *6.7%* HI	- -	- -	1 *1.4%*	2 *1.3%*	1 *8.3%* **	- -	2 *1.5%*	2 *2.0%*	2 *1.2%*	1 *2.1%*	1 *0.9%*	2 *2.7%*	1 *2.2%*
SUMMARY - 4-7	**48** *20.7%*	32 *34.0%* B	14 *10.9%*	48 *92.3%* D	- -	16 *53.3%* F	18 *10.4%*	17 *37.8%* HI	25 *20.0%* I	4 *7.5%*	10 *14.1%*	36 *23.5%*	4 *33.3%* **	6 *10.3%*	29 *22.3%*	19 *18.6%*	31 *19.0%*	10 *21.3%*	26 *23.0%* t	17 *23.3%* t	5 *10.9%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**180** *77.6%*	59 *62.8%*	115 *89.1%* A	- -	180 *100.0%* C	12 *40.0%*	155 *89.6%* E	25 *55.6%*	100 *80.0%* G	49 *92.5%* GH	60 *84.5%*	115 *75.2%*	7 *58.3%* **	52 *89.7%*	99 *76.2%*	81 *79.4%*	130 *79.8%*	36 *76.6%*	86 *76.1%*	54 *74.0%*	40 *87.0%* s
HEDIS/CAHPS SUMMARY RATE - 9-10	**106** *45.7%*	26 *27.7%*	76 *58.9%* A	- -	106 *58.9%* C	2 *6.7%*	97 *56.1%* E	12 *26.7%*	51 *40.8%* g	39 *73.6%* GH	31 *43.7%*	72 *47.1%*	3 *25.0%* **	28 *48.3%*	55 *42.3%*	51 *50.0%*	74 *45.4%*	21 *44.7%*	52 *46.0%*	27 *37.0%*	27 *58.7%* S
3-Point Score	**2.36**	2.12	2.55	1.58	2.59	1.67	2.54	2.00	2.34	2.74	2.38	2.37	2.08	2.45	2.32	2.42	2.37	2.34	2.34	2.29	2.54

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q14. (GNC) In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																					
Total Eligible	**232** *100.0%*	**94** *100.0%*	**129** *100.0%*	**52** *100.0%*	**180** *100.0%*	**30** *100.0%*	**173** *100.0%*	**45** *100.0%*	**125** *100.0%*	**53** *100.0%*	**71** *100.0%*	**153** *100.0%*	**12** *100.0%*	**58** *100.0%*	**130** *100.0%*	**102** *100.0%*	**163** *100.0%*	**47** *100.0%*	**113** *100.0%*	**73** *100.0%*	**46** *100.0%*
Total Valid Responses	**228** *100.0%*	**93** *100.0%*	**127** *100.0%*	**51** *100.0%*	**177** *100.0%*	**30** *100.0%*	**170** *100.0%*	**45** *100.0%*	**124** *100.0%*	**51** *100.0%*	**70** *100.0%*	**151** *100.0%*	**12** *100.0%*	**57** *100.0%*	**129** *100.0%*	**99** *100.0%*	**162** *100.0%*	**45** *100.0%*	**110** *100.0%*	**72** *100.0%*	**46** *100.0%*
No Answer	**4**	1	2	1	3	-	3	-	1	2	1	2	-	1	1	3	1	2	3	1	-
Always	**119** *52.2%*	35 *37.6%*	81 *63.8%* A	10 *19.6%*	109 *61.6%* C	9 *30.0%*	102 *60.0%* E	17 *37.8%*	60 *48.4%*	39 *76.5%* GH	40 *57.1%*	77 *51.0%*	2 *16.7%* **	37 *64.9%*	69 *53.5%*	50 *50.5%*	86 *53.1%*	23 *51.1%*	61 *55.5%*	35 *48.6%*	23 *50.0%*
Usually	**82** *36.0%*	39 *41.9%*	40 *31.5%*	24 *47.1%* d	58 *32.8%*	13 *43.3%*	58 *34.1%*	14 *31.1%*	56 *45.2%* I	9 *17.6%*	20 *28.6%*	59 *39.1%*	4 *33.3%* **	16 *28.1%*	46 *35.7%*	36 *36.4%*	58 *35.8%*	16 *35.6%*	39 *35.5%*	26 *36.1%*	17 *37.0%*
Sometimes	**23** *10.1%*	17 *18.3%* B	5 *3.9%*	14 *27.5%* D	9 *5.1%*	7 *23.3%* F	9 *5.3%*	12 *26.7%* **HI**	7 *5.6%*	3 *5.9%*	9 *12.9%*	13 *8.6%*	5 *41.7%* **	4 *7.0%*	12 *9.3%*	11 *11.1%*	15 *9.3%*	6 *13.3%*	9 *8.2%*	9 *12.5%*	5 *10.9%*
Never	**4** *1.8%*	2 *2.2%*	1 *0.8%*	3 *5.9%* D	1 *0.6%*	1 *3.3%*	1 *0.6%*	2 *4.4%*	1 *0.8%*	- -	1 *1.4%*	2 *1.3%*	1 *8.3%* **	- -	2 *1.6%*	2 *2.0%*	3 *1.9%*	- -	1 *0.9%*	2 *2.8%*	1 *2.2%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**201** *88.2%*	74 *79.6%*	121 *95.3%* A	34 *66.7%*	167 *94.4%* C	22 *73.3%*	160 *94.1%* E	31 *68.9%*	116 *93.5%* G	48 *94.1%* G	60 *85.7%*	136 *90.1%*	6 *50.0%* **	53 *93.0%*	115 *89.1%*	86 *86.9%*	144 *88.9%*	39 *86.7%*	100 *90.9%*	61 *84.7%*	40 *87.0%*
HEDIS/CAHPS SUMMARY RATE - Always	**119** *52.2%*	35 *37.6%*	81 *63.8%* A	10 *19.6%*	109 *61.6%* C	9 *30.0%*	102 *60.0%* E	17 *37.8%*	60 *48.4%*	39 *76.5%* GH	40 *57.1%*	77 *51.0%*	2 *16.7%* **	37 *64.9%*	69 *53.5%*	50 *50.5%*	86 *53.1%*	23 *51.1%*	61 *55.5%*	35 *48.6%*	23 *50.0%*
3-Point Score	**2.40**	2.17	2.59	1.86	2.56	2.03	2.54	2.07	2.42	2.71	2.43	2.41	1.67	2.58	2.43	2.37	2.42	2.38	2.46	2.33	2.37

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q15. Do you have a personal doctor?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**272** *100.0%*	**115** *100.0%*	**145** *100.0%*	**51** *100.0%*	**178** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**141** *100.0%*	**62** *100.0%*	**77** *100.0%*	**185** *100.0%*	**14** *100.0%*	**62** *100.0%*	**162** *100.0%*	**101** *100.0%*	**178** *100.0%*	**69** *100.0%*	**129** *100.0%*	**93** *100.0%*	**50** *100.0%*
No Answer	**28**	1	-	1	2	-	-	-	1	-	-	1	-	-	2	1	-	1	-	26	2
Yes	**230** *84.6%*	93 *80.9%*	128 *88.3%* a	38 *74.5%*	168 *94.4%* C	35 *100.0%*	189 *100.0%*	44 *77.2%*	121 *85.8%*	56 *90.3%* g	69 *89.6%*	153 *82.7%*	12 *85.7%* **	56 *90.3%*	129 *79.6%*	93 *92.1%* N	156 *87.6%* Q	52 *75.4%*	108 *83.7%*	79 *84.9%*	43 *86.0%*
No	**42** *15.4%*	22 *19.1%* b	17 *11.7%*	13 *25.5%* D	10 *5.6%*	- -	- -	13 *22.8%* i	20 *14.2%*	6 *9.7%*	8 *10.4%*	32 *17.3%*	2 *14.3%* **	6 *9.7%*	33 *20.4%* O	8 *7.9%*	22 *12.4%*	17 *24.6%* P	21 *16.3%*	14 *15.1%*	7 *14.0%*
HEDIS/CAHPS SUMMARY RATE - Yes	**230** *84.6%*	93 *80.9%*	128 *88.3%* a	38 *74.5%*	168 *94.4%* C	35 *100.0%*	189 *100.0%*	44 *77.2%*	121 *85.8%*	56 *90.3%* g	69 *89.6%*	153 *82.7%*	12 *85.7%* **	56 *90.3%*	129 *79.6%*	93 *92.1%* N	156 *87.6%* Q	52 *75.4%*	108 *83.7%*	79 *84.9%*	43 *86.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q16. In the last 12 months, how many times did you visit your personal doctor to get care for yourself?																					
Total Eligible	**230** *100.0%*	**93** *100.0%*	**128** *100.0%*	**38** *100.0%*	**168** *100.0%*	**35** *100.0%*	**189** *100.0%*	**44** *100.0%*	**121** *100.0%*	**56** *100.0%*	**69** *100.0%*	**153** *100.0%*	**12** *100.0%*	**56** *100.0%*	**129** *100.0%*	**93** *100.0%*	**156** *100.0%*	**52** *100.0%*	**108** *100.0%*	**79** *100.0%*	**43** *100.0%*
Total Valid Responses	**227** *100.0%*	**91** *100.0%*	**127** *100.0%*	**37** *100.0%*	**167** *100.0%*	**34** *100.0%*	**188** *100.0%*	**43** *100.0%*	**120** *100.0%*	**55** *100.0%*	**68** *100.0%*	**151** *100.0%*	**12** *100.0%*	**55** *100.0%*	**129** *100.0%*	**91** *100.0%*	**155** *100.0%*	**51** *100.0%*	**106** *100.0%*	**78** *100.0%*	**43** *100.0%*
No Answer	**3**	2	1	1	1	1	1	1	1	1	1	2	-	1	-	2	1	1	2	1	-
None	**32** *14.1%*	14 *15.4%*	16 *12.6%*	3 *8.1%*	14 *8.4%*	11 *32.4%* F	19 *10.1%*	9 *20.9%* h	12 *10.0%*	9 *16.4%*	9 *13.2%*	22 *14.6%*	3 *25.0%* **	6 *10.9%*	26 *20.2%* O	5 *5.5%*	18 *11.6%*	12 *23.5%* P	14 *13.2%*	12 *15.4%*	6 *14.0%*
1 time	**104** *45.8%*	44 *48.4%*	56 *44.1%*	19 *51.4%*	81 *48.5%*	13 *38.2%*	90 *47.9%*	24 *55.8%* i	56 *46.7%*	20 *36.4%*	26 *38.2%*	74 *49.0%*	8 *66.7%* **	17 *30.9%*	69 *53.5%* O	32 *35.2%*	67 *43.2%*	23 *45.1%*	48 *45.3%*	36 *46.2%*	20 *46.5%*
2	**56** *24.7%*	21 *23.1%*	34 *26.8%*	11 *29.7%*	43 *25.7%*	6 *17.6%*	49 *26.1%*	6 *14.0%*	33 *27.5%* g	16 *29.1%* g	21 *30.9%*	34 *22.5%*	1 *8.3%* **	20 *36.4%*	32 *24.8%*	22 *24.2%*	41 *26.5%*	12 *23.5%*	32 *30.2%* s	14 *17.9%*	10 *23.3%*
3	**16** *7.0%*	5 *5.5%*	10 *7.9%*	- -	14 *8.4%* c	3 *8.8%*	12 *6.4%*	1 *2.3%*	9 *7.5%*	5 *9.1%*	4 *5.9%*	11 *7.3%*	- - **	4 *7.3%*	1 *0.8%*	14 *15.4%* N	14 *9.0%* q	1 *2.0%*	7 *6.6%*	6 *7.7%*	3 *7.0%*
4	**7** *3.1%*	3 *3.3%*	3 *2.4%*	3 *8.1%* d	4 *2.4%*	- -	7 *3.7%*	1 *2.3%*	5 *4.2%*	- -	1 *1.5%*	5 *3.3%*	- - **	1 *1.8%*	1 *0.8%*	6 *6.6%* N	5 *3.2%*	1 *2.0%*	- -	6 *7.7%* R	1 *2.3%*
5 to 9	**10** *4.4%*	3 *3.3%*	7 *5.5%*	1 *2.7%*	9 *5.4%*	1 *2.9%*	9 *4.8%*	1 *2.3%*	5 *4.2%*	4 *7.3%*	5 *7.4%*	5 *3.3%*	- - **	5 *9.1%*	- -	10 *11.0%* N	8 *5.2%*	2 *3.9%*	5 *4.7%*	3 *3.8%*	2 *4.7%*
10 or more times	**2** *0.9%*	1 *1.1%*	1 *0.8%*	- -	2 *1.2%*	- -	2 *1.1%*	1 *2.3%* h	- -	1 *1.8%*	2 *2.9%* K	- -	- - **	2 *3.6%*	- -	2 *2.2%* n	2 *1.3%*	- -	- -	1 *1.3%*	1 *2.3%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**195** *85.9%*	77 *84.6%*	111 *87.4%*	34 *91.9%*	153 *91.6%*	23 *67.6%*	169 *89.9%* E	34 *79.1%*	108 *90.0%* g	46 *83.6%*	59 *86.8%*	129 *85.4%*	9 *75.0%* **	49 *89.1%*	103 *79.8%*	86 *94.5%* N	137 *88.4%* Q	39 *76.5%*	92 *86.8%*	66 *84.6%*	37 *86.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q17. (HWDC) In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?																					
Total Eligible	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
Total Valid Responses	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**161** *82.6%*	62 *80.5%*	95 *85.6%*	19 *55.9%*	136 *88.9%* C	10 *43.5%* **	150 *88.8%*	24 *70.6%*	89 *82.4%*	44 *95.7%* GH	53 *89.8%*	104 *80.6%*	7 *77.8%* **	45 *91.8%*	81 *78.6%*	75 *87.2%*	115 *83.9%*	34 *87.2%*	74 *80.4%*	55 *83.3%*	32 *86.5%*
Usually	**28** *14.4%*	11 *14.3%*	16 *14.4%*	10 *29.4%* D	17 *11.1%*	9 *39.1%* **	19 *11.2%*	7 *20.6%* I	18 *16.7%* I	2 *4.3%*	5 *8.5%*	22 *17.1%*	2 *22.2%* **	3 *6.1%*	17 *16.5%*	10 *11.6%*	20 *14.6%*	5 *12.8%*	16 *17.4%*	8 *12.1%*	4 *10.8%*
Sometimes	**6** *3.1%*	4 *5.2%* B	- -	5 *14.7%* D	- -	4 *17.4%* **	- -	3 *8.8%* HI	1 *0.9%*	- -	1 *1.7%*	3 *2.3%*	- - **	1 *2.0%*	5 *4.9%*	1 *1.2%*	2 *1.5%*	- -	2 *2.2%*	3 *4.5%*	1 *2.7%*
Never	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**189** *96.9%*	73 *94.8%*	111 *100.0%* A	29 *85.3%*	153 *100.0%* C	19 *82.6%* **	169 *100.0%*	31 *91.2%*	107 *99.1%* G	46 *100.0%* G	58 *98.3%*	126 *97.7%*	9 *100.0%* **	48 *98.0%*	98 *95.1%*	85 *98.8%*	135 *98.5%*	39 *100.0%*	90 *97.8%*	63 *95.5%*	36 *97.3%*
HEDIS/CAHPS SUMMARY RATE - Always	**161** *82.6%*	62 *80.5%*	95 *85.6%*	19 *55.9%*	136 *88.9%* C	10 *43.5%* **	150 *88.8%*	24 *70.6%*	89 *82.4%*	44 *95.7%* GH	53 *89.8%*	104 *80.6%*	7 *77.8%* **	45 *91.8%*	81 *78.6%*	75 *87.2%*	115 *83.9%*	34 *87.2%*	74 *80.4%*	55 *83.3%*	32 *86.5%*
3-Point Score	**2.79**	2.75	2.86	2.41	2.89	2.26	2.89	2.62	2.81	2.96	2.88	2.78	2.78	2.90	2.74	2.86	2.82	2.87	2.78	2.79	2.84

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q18. (HWDC) In the last 12 months, how often did your personal doctor listen carefully to you?																					
Total Eligible	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
Total Valid Responses	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**155** *79.5%*	60 *77.9%*	91 *82.0%*	17 *50.0%*	131 *85.6%* C	6 *26.1%* **	148 *87.6%*	25 *73.5%*	83 *76.9%*	43 *93.5%* GH	52 *88.1%* k	99 *76.7%*	9 *100.0%* **	42 *85.7%*	80 *77.7%*	69 *80.2%*	111 *81.0%*	32 *82.1%*	74 *80.4%*	54 *81.8%*	27 *73.0%*
Usually	**30** *15.4%*	11 *14.3%*	18 *16.2%*	10 *29.4%* D	20 *13.1%*	9 *39.1%* **	21 *12.4%*	5 *14.7%*	22 *20.4%* I	2 *4.3%*	6 *10.2%*	23 *17.8%*	- - **	6 *12.2%*	18 *17.5%*	12 *14.0%*	21 *15.3%*	5 *12.8%*	13 *14.1%*	9 *13.6%*	8 *21.6%*
Sometimes	**9** *4.6%*	5 *6.5%* b	2 *1.8%*	6 *17.6%* D	2 *1.3%*	7 *30.4%* **	- -	3 *8.8%*	3 *2.8%*	1 *2.2%*	1 *1.7%*	6 *4.7%*	- - **	1 *2.0%*	4 *3.9%*	5 *5.8%*	4 *2.9%*	2 *5.1%*	5 *5.4%*	3 *4.5%*	1 *2.7%*
Never	**1** *0.5%*	1 *1.3%*	- -	1 *2.9%* D	- -	1 *4.3%* **	- -	1 *2.9%* h	- -	- -	- -	1 *0.8%*	- - **	- -	1 *1.0%*	- -	1 *0.7%*	- -	- -	- -	1 *2.7%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**185** *94.9%*	71 *92.2%*	109 *98.2%* A	27 *79.4%*	151 *98.7%* C	15 *65.2%* **	169 *100.0%*	30 *88.2%*	105 *97.2%* G	45 *97.8%* g	58 *98.3%*	122 *94.6%*	9 *100.0%* **	48 *98.0%*	98 *95.1%*	81 *94.2%*	132 *96.4%*	37 *94.9%*	87 *94.6%*	63 *95.5%*	35 *94.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**155** *79.5%*	60 *77.9%*	91 *82.0%*	17 *50.0%*	131 *85.6%* C	6 *26.1%* **	148 *87.6%*	25 *73.5%*	83 *76.9%*	43 *93.5%* GH	52 *88.1%* k	99 *76.7%*	9 *100.0%* **	42 *85.7%*	80 *77.7%*	69 *80.2%*	111 *81.0%*	32 *82.1%*	74 *80.4%*	54 *81.8%*	27 *73.0%*
3-Point Score	**2.74**	2.70	2.80	2.29	2.84	1.91	2.88	2.62	2.74	2.91	2.86	2.71	3.00	2.84	2.73	2.74	2.77	2.77	2.75	2.77	2.68

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q19. (HWDC) In the last 12 months, how often did your personal doctor show respect for what you had to say?																					
Total Eligible	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
Total Valid Responses	**192** *100.0%*	**75** *100.0%*	**110** *100.0%*	**34** *100.0%*	**150** *100.0%*	**23** *100.0%*	**166** *100.0%*	**33** *100.0%*	**106** *100.0%*	**46** *100.0%*	**58** *100.0%*	**127** *100.0%*	**9** *100.0%*	**49** *100.0%*	**100** *100.0%*	**86** *100.0%*	**136** *100.0%*	**38** *100.0%*	**89** *100.0%*	**66** *100.0%*	**37** *100.0%*
No Answer	**3**	2	1	-	3	-	3	1	2	-	1	2	-	-	3	-	1	1	3	-	-
Always	**160** *83.3%*	62 *82.7%*	93 *84.5%*	19 *55.9%*	134 *89.3%* C	10 *43.5%* **	148 *89.2%*	25 *75.8%*	89 *84.0%*	41 *89.1%*	51 *87.9%*	104 *81.9%*	8 *88.9%* **	43 *87.8%*	80 *80.0%*	74 *86.0%*	114 *83.8%*	33 *86.8%*	74 *83.1%*	55 *83.3%*	31 *83.8%*
Usually	**25** *13.0%*	9 *12.0%*	15 *13.6%*	10 *29.4%* D	15 *10.0%*	7 *30.4%* **	18 *10.8%*	5 *15.2%*	15 *14.2%*	4 *8.7%*	6 *10.3%*	18 *14.2%*	1 *11.1%* **	5 *10.2%*	16 *16.0%*	9 *10.5%*	18 *13.2%*	3 *7.9%*	12 *13.5%*	9 *13.6%*	4 *10.8%*
Sometimes	**6** *3.1%*	3 *4.0%*	2 *1.8%*	4 *11.8%* D	1 *0.7%*	5 *21.7%* **	- -	2 *6.1%*	2 *1.9%*	1 *2.2%*	1 *1.7%*	4 *3.1%*	- - **	1 *2.0%*	3 *3.0%*	3 *3.5%*	3 *2.2%*	2 *5.3%*	3 *3.4%*	2 *3.0%*	1 *2.7%*
Never	**1** *0.5%*	1 *1.3%*	- -	1 *2.9%* D	- -	1 *4.3%* **	- -	1 *3.0%* h	- -	- -	- -	1 *0.8%*	- - **	- -	1 *1.0%*	- -	1 *0.7%*	- -	- -	- -	1 *2.7%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**185** *96.4%*	71 *94.7%*	108 *98.2%*	29 *85.3%*	149 *99.3%* C	17 *73.9%* **	166 *100.0%*	30 *90.9%*	104 *98.1%* g	45 *97.8%*	57 *98.3%*	122 *96.1%*	9 *100.0%* **	48 *98.0%*	96 *96.0%*	83 *96.5%*	132 *97.1%*	36 *94.7%*	86 *96.6%*	64 *97.0%*	35 *94.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**160** *83.3%*	62 *82.7%*	93 *84.5%*	19 *55.9%*	134 *89.3%* C	10 *43.5%* **	148 *89.2%*	25 *75.8%*	89 *84.0%*	41 *89.1%*	51 *87.9%*	104 *81.9%*	8 *88.9%* **	43 *87.8%*	80 *80.0%*	74 *86.0%*	114 *83.8%*	33 *86.8%*	74 *83.1%*	55 *83.3%*	31 *83.8%*
3-Point Score	**2.80**	2.77	2.83	2.41	2.89	2.17	2.89	2.67	2.82	2.87	2.86	2.78	2.89	2.86	2.76	2.83	2.81	2.82	2.80	2.80	2.78

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q20. (HWDC) In the last 12 months, how often did your personal doctor spend enough time with you?																					
Total Eligible	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
Total Valid Responses	**193** *100.0%*	**77** *100.0%*	**111** *100.0%*	**33** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**101** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**64** *100.0%*	**37** *100.0%*
No Answer	**2**	-	-	1	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2	-
Always	**133** *68.9%*	49 *63.6%*	82 *73.9%*	15 *45.5%*	113 *73.9%* C	5 *21.7%* **	127 *75.1%*	19 *55.9%*	74 *68.5%*	38 *82.6%* Gh	42 *71.2%*	89 *69.0%*	6 *66.7%* **	36 *73.5%*	67 *66.3%*	62 *72.1%*	96 *70.1%*	29 *74.4%*	68 *73.9%* S	37 *57.8%*	28 *75.7%* s
Usually	**45** *23.3%*	18 *23.4%*	25 *22.5%*	9 *27.3%*	34 *22.2%*	8 *34.8%* **	37 *21.9%*	8 *23.5%*	28 *25.9%*	7 *15.2%*	13 *22.0%*	30 *23.3%*	3 *33.3%* **	9 *18.4%*	26 *25.7%*	17 *19.8%*	33 *24.1%*	6 *15.4%*	18 *19.6%*	21 *32.8%* rt	6 *16.2%*
Sometimes	**12** *6.2%*	7 *9.1%*	4 *3.6%*	6 *18.2%* D	6 *3.9%*	7 *30.4%* **	5 *3.0%*	4 *11.8%* i	6 *5.6%*	1 *2.2%*	3 *5.1%*	8 *6.2%*	- - **	3 *6.1%*	7 *6.9%*	5 *5.8%*	5 *3.6%*	4 *10.3%*	4 *4.3%*	6 *9.4%*	2 *5.4%*
Never	**3** *1.6%*	3 *3.9%* B	- -	3 *9.1%* D	- -	3 *13.0%* **	- -	3 *8.8%* Hi	- -	- -	1 *1.7%*	2 *1.6%*	- - **	1 *2.0%*	1 *1.0%*	2 *2.3%*	3 *2.2%*	- -	2 *2.2%*	- -	1 *2.7%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**178** *92.2%*	67 *87.0%*	107 *96.4%* A	24 *72.7%*	147 *96.1%* C	13 *56.5%* **	164 *97.0%*	27 *79.4%*	102 *94.4%* G	45 *97.8%* G	55 *93.2%*	119 *92.2%*	9 *100.0%* **	45 *91.8%*	93 *92.1%*	79 *91.9%*	129 *94.2%*	35 *89.7%*	86 *93.5%*	58 *90.6%*	34 *91.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**133** *68.9%*	49 *63.6%*	82 *73.9%*	15 *45.5%*	113 *73.9%* C	5 *21.7%* **	127 *75.1%*	19 *55.9%*	74 *68.5%*	38 *82.6%* Gh	42 *71.2%*	89 *69.0%*	6 *66.7%* **	36 *73.5%*	67 *66.3%*	62 *72.1%*	96 *70.1%*	29 *74.4%*	68 *73.9%* S	37 *57.8%*	28 *75.7%* s
3-Point Score	**2.61**	2.51	2.70	2.18	2.70	1.78	2.72	2.35	2.63	2.80	2.64	2.61	2.67	2.65	2.58	2.64	2.64	2.64	2.67	2.48	2.68

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q21. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?																					
Total Eligible	**195** *100.0%*	**77** *100.0%*	**111** *100.0%*	**34** *100.0%*	**153** *100.0%*	**23** *100.0%*	**169** *100.0%*	**34** *100.0%*	**108** *100.0%*	**46** *100.0%*	**59** *100.0%*	**129** *100.0%*	**9** *100.0%*	**49** *100.0%*	**103** *100.0%*	**86** *100.0%*	**137** *100.0%*	**39** *100.0%*	**92** *100.0%*	**66** *100.0%*	**37** *100.0%*
Total Valid Responses	**192** *100.0%*	**77** *100.0%*	**110** *100.0%*	**33** *100.0%*	**152** *100.0%*	**23** *100.0%*	**168** *100.0%*	**34** *100.0%*	**107** *100.0%*	**46** *100.0%*	**59** *100.0%*	**128** *100.0%*	**9** *100.0%*	**49** *100.0%*	**100** *100.0%*	**86** *100.0%*	**136** *100.0%*	**39** *100.0%*	**91** *100.0%*	**64** *100.0%*	**37** *100.0%*
No Answer	**3**	-	1	1	1	-	1	-	1	-	-	1	-	-	3	-	1	-	1	2	-
Yes	**128** *66.7%*	50 *64.9%*	74 *67.3%*	20 *60.6%*	103 *67.8%*	16 *69.6%* **	112 *66.7%*	24 *70.6%*	67 *62.6%*	33 *71.7%*	45 *76.3%* k	79 *61.7%*	7 *77.8%* **	37 *75.5%*	43 *43.0%*	81 *94.2%* N	98 *72.1%*	23 *59.0%*	68 *74.7%* S	36 *56.3%*	24 *64.9%*
No	**64** *33.3%*	27 *35.1%*	36 *32.7%*	13 *39.4%*	49 *32.2%*	7 *30.4%* **	56 *33.3%*	10 *29.4%*	40 *37.4%*	13 *28.3%*	14 *23.7%*	49 *38.3%* j	2 *22.2%* **	12 *24.5%*	57 *57.0%* O	5 *5.8%*	38 *27.9%*	16 *41.0%*	23 *25.3%*	28 *43.8%* R	13 *35.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**128** *66.7%*	50 *64.9%*	74 *67.3%*	20 *60.6%*	103 *67.8%*	16 *69.6%* **	112 *66.7%*	24 *70.6%*	67 *62.6%*	33 *71.7%*	45 *76.3%* k	79 *61.7%*	7 *77.8%* **	37 *75.5%*	43 *43.0%*	81 *94.2%* N	98 *72.1%*	23 *59.0%*	68 *74.7%* S	36 *56.3%*	24 *64.9%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q22. (CC) In the last 12 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?																					
Total Eligible	**128** *100.0%*	**50** *100.0%*	**74** *100.0%*	**20** *100.0%*	**103** *100.0%*	**16** *100.0%*	**112** *100.0%*	**24** *100.0%*	**67** *100.0%*	**33** *100.0%*	**45** *100.0%*	**79** *100.0%*	**7** *100.0%*	**37** *100.0%*	**43** *100.0%*	**81** *100.0%*	**98** *100.0%*	**23** *100.0%*	**68** *100.0%*	**36** *100.0%*	**24** *100.0%*
Total Valid Responses	**123** *100.0%*	**48** *100.0%*	**72** *100.0%*	**20** *100.0%*	**99** *100.0%*	**16** *100.0%*	**107** *100.0%*	**23** *100.0%*	**64** *100.0%*	**33** *100.0%*	**45** *100.0%*	**75** *100.0%*	**7** *100.0%*	**37** *100.0%*	**40** *100.0%*	**80** *100.0%*	**95** *100.0%*	**22** *100.0%*	**66** *100.0%*	**33** *100.0%*	**24** *100.0%*
No Answer	**5**	2	2	-	4	-	5	1	3	-	-	4	-	-	3	1	3	1	2	3	-
Always	**57** *46.3%*	18 *37.5%*	37 *51.4%*	5 *25.0%* **	49 *49.5%*	3 *18.8%* **	54 *50.5%*	8 *34.8%* **	25 *39.1%*	22 *66.7%* H	16 *35.6%*	39 *52.0%* j	2 *28.6%* **	13 *35.1%*	23 *57.5%* o	32 *40.0%*	44 *46.3%*	10 *45.5%* **	29 *43.9%*	19 *57.6%*	9 *37.5%* **
Usually	**42** *34.1%*	18 *37.5%*	23 *31.9%*	6 *30.0%* **	35 *35.4%*	7 *43.8%* **	35 *32.7%*	8 *34.8%* **	26 *40.6%* i	7 *21.2%*	16 *35.6%*	25 *33.3%*	2 *28.6%* **	14 *37.8%*	6 *15.0%*	35 *43.8%* N	32 *33.7%*	8 *36.4%* **	23 *34.8%*	8 *24.2%*	11 *45.8%* **
Sometimes	**13** *10.6%*	8 *16.7%* b	5 *6.9%*	6 *30.0%* **	7 *7.1%*	5 *31.3%* **	8 *7.5%*	4 *17.4%* **	8 *12.5%*	1 *3.0%*	6 *13.3%*	7 *9.3%*	2 *28.6%* **	4 *10.8%*	5 *12.5%*	8 *10.0%*	11 *11.6%*	1 *4.5%* **	8 *12.1%*	2 *6.1%*	3 *12.5%* **
Never	**11** *8.9%*	4 *8.3%*	7 *9.7%*	3 *15.0%* **	8 *8.1%*	1 *6.3%* **	10 *9.3%*	3 *13.0%* **	5 *7.8%*	3 *9.1%*	7 *15.6%* k	4 *5.3%*	1 *14.3%* **	6 *16.2%*	6 *15.0%*	5 *6.3%*	8 *8.4%*	3 *13.6%* **	6 *9.1%*	4 *12.1%*	1 *4.2%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**99** *80.5%*	36 *75.0%*	60 *83.3%*	11 *55.0%* **	84 *84.8%*	10 *62.5%* **	89 *83.2%*	16 *69.6%* **	51 *79.7%*	29 *87.9%*	32 *71.1%*	64 *85.3%* j	4 *57.1%* **	27 *73.0%*	29 *72.5%*	67 *83.8%*	76 *80.0%*	18 *81.8%* **	52 *78.8%*	27 *81.8%*	20 *83.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**57** *46.3%*	18 *37.5%*	37 *51.4%*	5 *25.0%* **	49 *49.5%*	3 *18.8%* **	54 *50.5%*	8 *34.8%* **	25 *39.1%*	22 *66.7%* H	16 *35.6%*	39 *52.0%* j	2 *28.6%* **	13 *35.1%*	23 *57.5%* o	32 *40.0%*	44 *46.3%*	10 *45.5%* **	29 *43.9%*	19 *57.6%*	9 *37.5%* **
3-Point Score	**2.27**	2.13	2.35	1.80	2.34	1.81	2.34	2.04	2.19	2.55	2.07	2.37	1.86	2.08	2.30	2.24	2.26	2.27	2.23	2.39	2.21

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q23. What number would you use to rate your personal doctor?																					
Total Eligible	**230** *100.0%*	**93** *100.0%*	**128** *100.0%*	**38** *100.0%*	**168** *100.0%*	**35** *100.0%*	**189** *100.0%*	**44** *100.0%*	**121** *100.0%*	**56** *100.0%*	**69** *100.0%*	**153** *100.0%*	**12** *100.0%*	**56** *100.0%*	**129** *100.0%*	**93** *100.0%*	**156** *100.0%*	**52** *100.0%*	**108** *100.0%*	**79** *100.0%*	**43** *100.0%*
Total Valid Responses	**224** *100.0%*	**90** *100.0%*	**127** *100.0%*	**36** *100.0%*	**167** *100.0%*	**35** *100.0%*	**189** *100.0%*	**44** *100.0%*	**118** *100.0%*	**55** *100.0%*	**68** *100.0%*	**150** *100.0%*	**12** *100.0%*	**55** *100.0%*	**124** *100.0%*	**92** *100.0%*	**155** *100.0%*	**50** *100.0%*	**106** *100.0%*	**75** *100.0%*	**43** *100.0%*
No Answer	**6**	3	1	2	1	-	-	-	3	1	1	3	-	1	5	1	1	2	2	4	-
10 - Best personal doctor possible	**65** *29.0%*	15 *16.7%*	49 *38.6%* A	3 *8.3%*	57 *34.1%* C	- -	65 *34.4%* E	8 *18.2%*	28 *23.7%*	28 *50.9%* GH	17 *25.0%*	47 *31.3%*	3 *25.0%* **	14 *25.5%*	33 *26.6%*	30 *32.6%*	43 *27.7%*	15 *30.0%*	28 *26.4%*	23 *30.7%*	14 *32.6%*
9	**72** *32.1%*	28 *31.1%*	42 *33.1%*	3 *8.3%*	63 *37.7%* C	- -	72 *38.1%* E	10 *22.7%*	45 *38.1%* g	15 *27.3%*	22 *32.4%*	48 *32.0%*	2 *16.7%* **	20 *36.4%*	37 *29.8%*	33 *35.9%*	50 *32.3%*	18 *36.0%*	37 *34.9%*	19 *25.3%*	16 *37.2%*
8	**52** *23.2%*	26 *28.9%* b	24 *18.9%*	12 *33.3%*	35 *21.0%*	- -	52 *27.5%* E	12 *27.3%*	29 *24.6%*	9 *16.4%*	19 *27.9%*	32 *21.3%*	3 *25.0%* **	15 *27.3%*	37 *29.8%* O	13 *14.1%*	37 *23.9%*	11 *22.0%*	22 *20.8%*	22 *29.3%*	8 *18.6%*
7	**21** *9.4%*	13 *14.4%* B	6 *4.7%*	7 *19.4%* D	10 *6.0%*	21 *60.0%* F	- -	6 *13.6%* I	12 *10.2%* i	1 *1.8%*	5 *7.4%*	14 *9.3%*	2 *16.7%* **	3 *5.5%*	8 *6.5%*	11 *12.0%*	14 *9.0%*	4 *8.0%*	10 *9.4%*	9 *12.0%*	2 *4.7%*
6	**6** *2.7%*	1 *1.1%*	5 *3.9%*	5 *13.9%* D	1 *0.6%*	6 *17.1%* F	- -	1 *2.3%*	4 *3.4%*	1 *1.8%*	1 *1.5%*	5 *3.3%*	- - **	1 *1.8%*	3 *2.4%*	3 *3.3%*	5 *3.2%*	- -	4 *3.8%*	1 *1.3%*	1 *2.3%*
5	**3** *1.3%*	3 *3.3%* B	- -	2 *5.6%* D	1 *0.6%*	3 *8.6%* F	- -	3 *6.8%* HI	- -	- -	- -	3 *2.0%*	- - **	- -	2 *1.6%*	1 *1.1%*	3 *1.9%*	- -	2 *1.9%*	- -	1 *2.3%*
4	**2** *0.9%*	2 *2.2%* b	- -	2 *5.6%* D	- -	2 *5.7%* F	- -	2 *4.5%* H	- -	- -	2 *2.9%* K	- -	2 *16.7%* **	- -	2 *1.6%*	- -	1 *0.6%*	1 *2.0%*	1 *0.9%*	1 *1.3%*	- -
3	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
2	**3** *1.3%*	2 *2.2%*	1 *0.8%*	2 *5.6%* D	- -	3 *8.6%* F	- -	2 *4.5%* H	- -	1 *1.8%*	2 *2.9%*	1 *0.7%*	- - **	2 *3.6%*	2 *1.6%*	1 *1.1%*	2 *1.3%*	1 *2.0%*	2 *1.9%*	- -	1 *2.3%*
1	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
0 - Worst personal doctor possible	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY - 0-3	**3** *1.3%*	2 *2.2%*	1 *0.8%*	2 *5.6%* D	- -	3 *8.6%* F	- -	2 *4.5%* H	- -	1 *1.8%*	2 *2.9%*	1 *0.7%*	- - **	2 *3.6%*	2 *1.6%*	1 *1.1%*	2 *1.3%*	1 *2.0%*	2 *1.9%*	- -	1 *2.3%*
SUMMARY - 4-7	**32** *14.3%*	19 *21.1%* B	11 *8.7%*	16 *44.4%* D	12 *7.2%*	32 *91.4%* F	- -	12 *27.3%* HI	16 *13.6%* I	2 *3.6%*	8 *11.8%*	22 *14.7%*	4 *33.3%* **	4 *7.3%*	15 *12.1%*	15 *16.3%*	23 *14.8%*	5 *10.0%*	17 *16.0%*	11 *14.7%*	4 *9.3%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**189** *84.4%*	69 *76.7%*	115 *90.6%* A	18 *50.0%*	155 *92.8%* C	- -	189 *100.0%* E	30 *68.2%*	102 *86.4%* G	52 *94.5%* G	58 *85.3%*	127 *84.7%*	8 *66.7%* **	49 *89.1%*	107 *86.3%*	76 *82.6%*	130 *83.9%*	44 *88.0%*	87 *82.1%*	64 *85.3%*	38 *88.4%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**137** *61.2%*	43 *47.8%*	91 *71.7%* A	6 *16.7%*	120 *71.9%* C	- -	137 *72.5%* E	18 *40.9%*	73 *61.9%* G	43 *78.2%* GH	39 *57.4%*	95 *63.3%*	5 *41.7%* **	34 *61.8%*	70 *56.5%*	63 *68.5%* n	93 *60.0%*	33 *66.0%*	65 *61.3%*	42 *56.0%*	30 *69.8%*
3-Point Score	**2.55**	2.39	2.67	1.86	2.71	1.60	2.72	2.23	2.58	2.75	2.50	2.57	2.25	2.56	2.49	2.63	2.53	2.62	2.53	2.53	2.63

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q24. In the last 12 months, did you make any appointments to see a specialist?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**269** *100.0%*	**116** *100.0%*	**145** *100.0%*	**50** *100.0%*	**178** *100.0%*	**35** *100.0%*	**187** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**160** *100.0%*	**101** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**89** *100.0%*	**51** *100.0%*
No Answer	**31**	-	-	2	2	-	2	-	-	-	-	-	-	-	4	1	-	-	-	30	1
Yes	**133** *49.4%*	57 *49.1%*	74 *51.0%*	25 *50.0%*	100 *56.2%*	21 *60.0%*	92 *49.2%*	26 *45.6%*	72 *50.7%*	33 *53.2%*	47 *61.0%* K	84 *45.2%*	6 *42.9%* **	40 *64.5%*	48 *30.0%*	80 *79.2%* N	104 *58.4%* Q	22 *31.4%*	66 *51.2%*	40 *44.9%*	27 *52.9%*
No	**136** *50.6%*	59 *50.9%*	71 *49.0%*	25 *50.0%*	78 *43.8%*	14 *40.0%*	95 *50.8%*	31 *54.4%*	70 *49.3%*	29 *46.8%*	30 *39.0%*	102 *54.8%* J	8 *57.1%* **	22 *35.5%*	112 *70.0%* O	21 *20.8%*	74 *41.6%*	48 *68.6%* P	63 *48.8%*	49 *55.1%*	24 *47.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**133** *49.4%*	57 *49.1%*	74 *51.0%*	25 *50.0%*	100 *56.2%*	21 *60.0%*	92 *49.2%*	26 *45.6%*	72 *50.7%*	33 *53.2%*	47 *61.0%* K	84 *45.2%*	6 *42.9%* **	40 *64.5%*	48 *30.0%*	80 *79.2%* N	104 *58.4%* Q	22 *31.4%*	66 *51.2%*	40 *44.9%*	27 *52.9%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q25. (GNC) In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?																					
Total Eligible	**133** *100.0%*	**57** *100.0%*	**74** *100.0%*	**25** *100.0%*	**100** *100.0%*	**21** *100.0%*	**92** *100.0%*	**26** *100.0%*	**72** *100.0%*	**33** *100.0%*	**47** *100.0%*	**84** *100.0%*	**6** *100.0%*	**40** *100.0%*	**48** *100.0%*	**80** *100.0%*	**104** *100.0%*	**22** *100.0%*	**66** *100.0%*	**40** *100.0%*	**27** *100.0%*
Total Valid Responses	**133** *100.0%*	**57** *100.0%*	**74** *100.0%*	**25** *100.0%*	**100** *100.0%*	**21** *100.0%*	**92** *100.0%*	**26** *100.0%*	**72** *100.0%*	**33** *100.0%*	**47** *100.0%*	**84** *100.0%*	**6** *100.0%*	**40** *100.0%*	**48** *100.0%*	**80** *100.0%*	**104** *100.0%*	**22** *100.0%*	**66** *100.0%*	**40** *100.0%*	**27** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**67** *50.4%*	21 *36.8%*	45 *60.8%* A	9 *36.0%* **	54 *54.0%*	8 *38.1%* **	48 *52.2%*	8 *30.8%* **	33 *45.8%*	25 *75.8%* H	26 *55.3%*	40 *47.6%*	1 *16.7%* **	24 *60.0%*	21 *43.8%*	43 *53.8%*	53 *51.0%*	10 *45.5%* **	31 *47.0%*	22 *55.0%*	14 *51.9%* **
Usually	**40** *30.1%*	17 *29.8%*	22 *29.7%*	8 *32.0%* **	31 *31.0%*	6 *28.6%* **	29 *31.5%*	9 *34.6%* **	23 *31.9%*	7 *21.2%*	9 *19.1%*	30 *35.7%* J	2 *33.3%* **	7 *17.5%*	17 *35.4%*	23 *28.8%*	29 *27.9%*	9 *40.9%* **	22 *33.3%*	13 *32.5%*	5 *18.5%* **
Sometimes	**23** *17.3%*	17 *29.8%* B	6 *8.1%*	7 *28.0%* **	14 *14.0%*	7 *33.3%* **	14 *15.2%*	7 *26.9%* **	15 *20.8%* I	1 *3.0%*	12 *25.5%* k	11 *13.1%*	3 *50.0%* **	9 *22.5%*	8 *16.7%*	13 *16.3%*	19 *18.3%*	3 *13.6%* **	13 *19.7%*	5 *12.5%*	5 *18.5%* **
Never	**3** *2.3%*	2 *3.5%*	1 *1.4%*	1 *4.0%* **	1 *1.0%*	- - **	1 *1.1%*	2 *7.7%* **	1 *1.4%*	- -	- -	3 *3.6%*	- - **	- -	2 *4.2%*	1 *1.3%*	3 *2.9%*	- - **	- -	- -	3 *11.1%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**107** *80.5%*	38 *66.7%*	67 *90.5%* A	17 *68.0%* **	85 *85.0%*	14 *66.7%* **	77 *83.7%*	17 *65.4%* **	56 *77.8%*	32 *97.0%* H	35 *74.5%*	70 *83.3%*	3 *50.0%* **	31 *77.5%*	38 *79.2%*	66 *82.5%*	82 *78.8%*	19 *86.4%* **	53 *80.3%*	35 *87.5%*	19 *70.4%* **
HEDIS/CAHPS SUMMARY RATE - Always	**67** *50.4%*	21 *36.8%*	45 *60.8%* A	9 *36.0%* **	54 *54.0%*	8 *38.1%* **	48 *52.2%*	8 *30.8%* **	33 *45.8%*	25 *75.8%* H	26 *55.3%*	40 *47.6%*	1 *16.7%* **	24 *60.0%*	21 *43.8%*	43 *53.8%*	53 *51.0%*	10 *45.5%* **	31 *47.0%*	22 *55.0%*	14 *51.9%* **
3-Point Score	**2.31**	2.04	2.51	2.04	2.39	2.05	2.36	1.96	2.24	2.73	2.30	2.31	1.67	2.38	2.23	2.36	2.30	2.32	2.27	2.43	2.22

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q26. How many specialists have you seen in the last 12 months?																					
Total Eligible	**133** *100.0%*	**57** *100.0%*	**74** *100.0%*	**25** *100.0%*	**100** *100.0%*	**21** *100.0%*	**92** *100.0%*	**26** *100.0%*	**72** *100.0%*	**33** *100.0%*	**47** *100.0%*	**84** *100.0%*	**6** *100.0%*	**40** *100.0%*	**48** *100.0%*	**80** *100.0%*	**104** *100.0%*	**22** *100.0%*	**66** *100.0%*	**40** *100.0%*	**27** *100.0%*
Total Valid Responses	**132** *100.0%*	**57** *100.0%*	**73** *100.0%*	**25** *100.0%*	**99** *100.0%*	**21** *100.0%*	**91** *100.0%*	**26** *100.0%*	**72** *100.0%*	**32** *100.0%*	**47** *100.0%*	**83** *100.0%*	**6** *100.0%*	**40** *100.0%*	**47** *100.0%*	**80** *100.0%*	**103** *100.0%*	**22** *100.0%*	**65** *100.0%*	**40** *100.0%*	**27** *100.0%*
No Answer	**1**	-	1	-	1	-	1	-	-	1	-	1	-	-	1	-	1	-	1	-	-
None	**2** *1.5%*	2 *3.5%*	- -	- - **	1 *1.0%*	1 *4.8%* **	- -	1 *3.8%* **	1 *1.4%*	- -	1 *2.1%*	1 *1.2%*	- - **	1 *2.5%*	1 *2.1%*	1 *1.3%*	2 *1.9%*	- - **	1 *1.5%*	- -	1 *3.7%* **
1 specialist	**79** *59.8%*	33 *57.9%*	44 *60.3%*	14 *56.0%* **	61 *61.6%*	10 *47.6%* **	54 *59.3%*	16 *61.5%* **	43 *59.7%*	18 *56.3%*	27 *57.4%*	50 *60.2%*	5 *83.3%* **	21 *52.5%*	38 *80.9%* O	39 *48.8%*	60 *58.3%*	13 *59.1%* **	42 *64.6%*	22 *55.0%*	15 *55.6%* **
2	**32** *24.2%*	14 *24.6%*	18 *24.7%*	6 *24.0%* **	23 *23.2%*	6 *28.6%* **	23 *25.3%*	7 *26.9%* **	17 *23.6%*	8 *25.0%*	8 *17.0%*	24 *28.9%*	1 *16.7%* **	7 *17.5%*	6 *12.8%*	23 *28.8%* N	26 *25.2%*	5 *22.7%* **	12 *18.5%*	11 *27.5%*	9 *33.3%* **
3	**14** *10.6%*	6 *10.5%*	8 *11.0%*	4 *16.0%* **	10 *10.1%*	3 *14.3%* **	10 *11.0%*	1 *3.8%* **	8 *11.1%*	5 *15.6%*	8 *17.0%* k	6 *7.2%*	- - **	8 *20.0%*	2 *4.3%*	12 *15.0%* n	12 *11.7%*	2 *9.1%* **	7 *10.8%*	5 *12.5%*	2 *7.4%* **
4	**4** *3.0%*	2 *3.5%*	2 *2.7%*	1 *4.0%* **	3 *3.0%*	1 *4.8%* **	3 *3.3%*	1 *3.8%* **	3 *4.2%*	- -	2 *4.3%*	2 *2.4%*	- - **	2 *5.0%*	- -	4 *5.0%*	3 *2.9%*	1 *4.5%* **	2 *3.1%*	2 *5.0%*	- - **
5 or more specialists	**1** *0.8%*	- -	1 *1.4%*	- - **	1 *1.0%*	- - **	1 *1.1%*	- - **	- -	1 *3.1%*	1 *2.1%*	- -	- - **	1 *2.5%*	- -	1 *1.3%*	- -	1 *4.5%* **	1 *1.5%*	- -	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**130** *98.5%*	55 *96.5%*	73 *100.0%*	25 *100.0%* **	98 *99.0%*	20 *95.2%* **	91 *100.0%*	25 *96.2%* **	71 *98.6%*	32 *100.0%*	46 *97.9%*	82 *98.8%*	6 *100.0%* **	39 *97.5%*	46 *97.9%*	79 *98.8%*	101 *98.1%*	22 *100.0%* **	64 *98.5%*	40 *100.0%*	26 *96.3%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q27. What number would you use to rate that specialist?																					
Total Eligible	**130** 100.0%	**55** 100.0%	**73** 100.0%	**25** 100.0%	**98** 100.0%	**20** 100.0%	**91** 100.0%	**25** 100.0%	**71** 100.0%	**32** 100.0%	**46** 100.0%	**82** 100.0%	**6** 100.0%	**39** 100.0%	**46** 100.0%	**79** 100.0%	**101** 100.0%	**22** 100.0%	**64** 100.0%	**40** 100.0%	**26** 100.0%
Total Valid Responses	**126** 100.0%	**54** 100.0%	**71** 100.0%	**25** 100.0%	**94** 100.0%	**20** 100.0%	**87** 100.0%	**25** 100.0%	**69** 100.0%	**31** 100.0%	**45** 100.0%	**80** 100.0%	**6** 100.0%	**38** 100.0%	**44** 100.0%	**77** 100.0%	**98** 100.0%	**22** 100.0%	**63** 100.0%	**37** 100.0%	**26** 100.0%
No Answer	**4**	1	2	-	4	-	4	-	2	1	1	2	-	1	2	2	3	-	1	3	-
10 - Best specialist possible	**34** 27.0%	9 16.7%	24 33.8% A	4 16.0% **	29 30.9%	2 10.0% **	26 29.9%	4 16.0% **	11 15.9%	18 58.1% H	12 26.7%	21 26.3%	1 16.7% **	10 26.3%	11 25.0%	22 28.6%	24 24.5%	7 31.8% **	18 28.6%	7 18.9%	9 34.6% **
9	**41** 32.5%	15 27.8%	26 36.6%	5 20.0% **	32 34.0%	5 25.0% **	29 33.3%	5 20.0% **	29 42.0% i	7 22.6%	14 31.1%	27 33.8%	1 16.7% **	13 34.2%	13 29.5%	25 32.5%	33 33.7%	8 36.4% **	21 33.3%	12 32.4%	8 30.8% **
8	**21** 16.7%	7 13.0%	14 19.7%	2 8.0% **	19 20.2%	4 20.0% **	15 17.2%	4 16.0% **	12 17.4%	5 16.1%	9 20.0%	12 15.0%	- - **	9 23.7%	9 20.5%	12 15.6%	17 17.3%	3 13.6% **	9 14.3%	9 24.3%	3 11.5% **
7	**19** 15.1%	13 24.1% B	6 8.5%	7 28.0% **	10 10.6%	4 20.0% **	11 12.6%	5 20.0% **	13 18.8% I	1 3.2%	5 11.1%	14 17.5%	- - **	5 13.2%	6 13.6%	12 15.6%	16 16.3%	2 9.1% **	10 15.9%	6 16.2%	3 11.5% **
6	**3** 2.4%	2 3.7%	1 1.4%	2 8.0% **	1 1.1%	2 10.0% **	1 1.1%	2 8.0% **	1 1.4%	- -	2 4.4%	1 1.3%	1 16.7% **	1 2.6%	2 4.5%	1 1.3%	3 3.1%	- - **	2 3.2%	- -	1 3.8% **
5	**3** 2.4%	3 5.6% B	- -	2 8.0% **	1 1.1%	1 5.0% **	2 2.3%	2 8.0% **	1 1.4%	- -	2 4.4%	1 1.3%	2 33.3% **	- -	2 4.5%	1 1.3%	2 2.0%	1 4.5% **	- -	2 5.4% r	1 3.8% **
4	**2** 1.6%	2 3.7%	- -	2 8.0% **	- -	2 10.0% **	- -	2 8.0% **	- -	- -	- -	2 2.5%	- - **	- -	- -	2 2.6%	1 1.0%	1 4.5% **	1 1.6%	- -	1 3.8% **
3	**3** 2.4%	3 5.6% B	- -	1 4.0% **	2 2.1%	- - **	3 3.4%	1 4.0% **	2 2.9%	- -	1 2.2%	2 2.5%	1 16.7% **	- -	1 2.3%	2 2.6%	2 2.0%	- - **	2 3.2%	1 2.7%	- - **
2	- -	- -	- -	- - **	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- - **
1	- -	- -	- -	- - **	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- - **
0 - Worst specialist possible	- -	- -	- -	- - **	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- - **
SUMMARY - 0-3	**3** 2.4%	3 5.6% B	- -	1 4.0% **	2 2.1%	- - **	3 3.4%	1 4.0% **	2 2.9%	- -	1 2.2%	2 2.5%	1 16.7% **	- -	1 2.3%	2 2.6%	2 2.0%	- - **	2 3.2%	1 2.7%	- - **
SUMMARY - 4-7	**27** 21.4%	20 37.0% B	7 9.9%	13 52.0% **	12 12.8%	9 45.0% **	14 16.1%	11 44.0% **	15 21.7% I	1 3.2%	9 20.0%	18 22.5%	3 50.0% **	6 15.8%	10 22.7%	16 20.8%	22 22.4%	4 18.2% **	13 20.6%	8 21.6%	6 23.1% **
HEDIS/CAHPS SUMMARY RATE - 8-10	**96** 76.2%	31 57.4%	64 90.1% A	11 44.0% **	80 85.1%	11 55.0% **	70 80.5%	13 52.0% **	52 75.4%	30 96.8% H	35 77.8%	60 75.0%	2 33.3% **	32 84.2%	33 75.0%	59 76.6%	74 75.5%	18 81.8% **	48 76.2%	28 75.7%	20 76.9% **
HEDIS/CAHPS SUMMARY RATE - 9-10	**75** 59.5%	24 44.4%	50 70.4% A	9 36.0% **	61 64.9%	7 35.0% **	55 63.2%	9 36.0% **	40 58.0%	25 80.6% H	26 57.8%	48 60.0%	2 33.3% **	23 60.5%	24 54.5%	47 61.0%	57 58.2%	15 68.2% **	39 61.9%	19 51.4%	17 65.4% **
3-Point Score	**2.51**	2.26	2.69	2.08	2.61	2.10	2.56	2.08	2.52	2.81	2.47	2.53	1.67	2.58	2.43	2.53	2.50	2.59	2.54	2.43	2.54

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q28. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**266** *100.0%*	**115** *100.0%*	**145** *100.0%*	**50** *100.0%*	**175** *100.0%*	**34** *100.0%*	**185** *100.0%*	**57** *100.0%*	**141** *100.0%*	**62** *100.0%*	**76** *100.0%*	**186** *100.0%*	**14** *100.0%*	**61** *100.0%*	**159** *100.0%*	**99** *100.0%*	**177** *100.0%*	**70** *100.0%*	**128** *100.0%*	**87** *100.0%*	**51** *100.0%*
No Answer	**34**	1	-	2	5	1	4	-	1	-	1	-	-	1	5	3	1	-	1	32	1
Yes	**150** *56.4%*	64 *55.7%*	84 *57.9%*	29 *58.0%*	104 *59.4%*	20 *58.8%*	105 *56.8%*	31 *54.4%*	79 *56.0%*	38 *61.3%*	58 *76.3%* K	91 *48.9%*	12 *85.7%* **	45 *73.8%*	76 *47.8%*	70 *70.7%* N	106 *59.9%*	37 *52.9%*	69 *53.9%*	48 *55.2%*	33 *64.7%*
No	**116** *43.6%*	51 *44.3%*	61 *42.1%*	21 *42.0%*	71 *40.6%*	14 *41.2%*	80 *43.2%*	26 *45.6%*	62 *44.0%*	24 *38.7%*	18 *23.7%*	95 *51.1%* J	2 *14.3%* **	16 *26.2%*	83 *52.2%* O	29 *29.3%*	71 *40.1%*	33 *47.1%*	59 *46.1%*	39 *44.8%*	18 *35.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**150** *56.4%*	64 *55.7%*	84 *57.9%*	29 *58.0%*	104 *59.4%*	20 *58.8%*	105 *56.8%*	31 *54.4%*	79 *56.0%*	38 *61.3%*	58 *76.3%* K	91 *48.9%*	12 *85.7%* **	45 *73.8%*	76 *47.8%*	70 *70.7%* N	106 *59.9%*	37 *52.9%*	69 *53.9%*	48 *55.2%*	33 *64.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q29. (PNI) In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?																				
Total Eligible	**150** *100.0%*	**64** *100.0%*	**84** *100.0%*	**29** *100.0%*	**104** *100.0%*	**20** *100.0%*	**105** *100.0%*	**31** *100.0%*	**79** *100.0%*	**38** *100.0%*	**58** *100.0%*	**91** *100.0%*	**12** *100.0%*	**45** *100.0%*	**76** *100.0%*	**70** *100.0%*	**106** *100.0%*	**37** *100.0%*	**69** *100.0%*	**48** *100.0%*	**33** *100.0%*
Total Valid Responses	**147** *100.0%*	**62** *100.0%*	**83** *100.0%*	**28** *100.0%*	**102** *100.0%*	**19** *100.0%*	**103** *100.0%*	**30** *100.0%*	**78** *100.0%*	**37** *100.0%*	**56** *100.0%*	**90** *100.0%*	**11** *100.0%*	**44** *100.0%*	**75** *100.0%*	**68** *100.0%*	**104** *100.0%*	**36** *100.0%*	**68** *100.0%*	**46** *100.0%*	**33** *100.0%*
No Answer	**3**	2	1	1	2	1	2	1	1	1	2	1	1	1	1	2	2	1	1	2	-
Always	**36** *24.5%*	5 *8.1%*	29 *34.9%* A	6 *21.4%* **	27 *26.5%*	4 *21.1%* **	26 *25.2%*	- -	17 *21.8%* G	17 *45.9%* GH	11 *19.6%*	24 *26.7%*	- - **	11 *25.0%*	15 *20.0%*	21 *30.9%*	25 *24.0%*	9 *25.0%*	17 *25.0%*	14 *30.4%*	5 *15.2%*
Usually	**73** *49.7%*	29 *46.8%*	44 *53.0%*	15 *53.6%* **	51 *50.0%*	8 *42.1%* **	55 *53.4%*	12 *40.0%*	43 *55.1%*	18 *48.6%*	30 *53.6%*	43 *47.8%*	5 *45.5%* **	25 *56.8%*	38 *50.7%*	32 *47.1%*	53 *51.0%*	17 *47.2%*	33 *48.5%*	24 *52.2%*	16 *48.5%*
Sometimes	**36** *24.5%*	27 *43.5%* B	9 *10.8%*	6 *21.4%* **	23 *22.5%*	6 *31.6%* **	21 *20.4%*	17 *56.7%* HI	17 *21.8%* I	2 *5.4%*	15 *26.8%*	21 *23.3%*	6 *54.5%* **	8 *18.2%*	22 *29.3%*	13 *19.1%*	25 *24.0%*	9 *25.0%*	18 *26.5%*	8 *17.4%*	10 *30.3%*
Never	**2** *1.4%*	1 *1.6%*	1 *1.2%*	1 *3.6%* **	1 *1.0%*	1 *5.3%* **	1 *1.0%*	1 *3.3%*	1 *1.3%*	- -	- -	2 *2.2%*	- - **	- -	- -	2 *2.9%*	1 *1.0%*	1 *2.8%*	- -	- -	2 *6.1%* Rs
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**109** *74.1%*	34 *54.8%*	73 *88.0%* A	21 *75.0%* **	78 *76.5%*	12 *63.2%* **	81 *78.6%*	12 *40.0%*	60 *76.9%* G	35 *94.6%* GH	41 *73.2%*	67 *74.4%*	5 *45.5%* **	36 *81.8%*	53 *70.7%*	53 *77.9%*	78 *75.0%*	26 *72.2%*	50 *73.5%*	38 *82.6%* t	21 *63.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**36** *24.5%*	5 *8.1%*	29 *34.9%* A	6 *21.4%* **	27 *26.5%*	4 *21.1%* **	26 *25.2%*	- -	17 *21.8%* G	17 *45.9%* GH	11 *19.6%*	24 *26.7%*	- - **	11 *25.0%*	15 *20.0%*	21 *30.9%*	25 *24.0%*	9 *25.0%*	17 *25.0%*	14 *30.4%*	5 *15.2%*
3-Point Score	**1.99**	1.63	2.23	1.96	2.03	1.84	2.04	1.40	1.99	2.41	1.93	2.01	1.45	2.07	1.91	2.09	1.99	1.97	1.99	2.13	1.79

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q30. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?																				
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**265** *100.0%*	**114** *100.0%*	**145** *100.0%*	**49** *100.0%*	**176** *100.0%*	**35** *100.0%*	**183** *100.0%*	**55** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**184** *100.0%*	**14** *100.0%*	**62** *100.0%*	**158** *100.0%*	**100** *100.0%*	**177** *100.0%*	**70** *100.0%*	**128** *100.0%*	**86** *100.0%*	**51** *100.0%*
No Answer	**35**	2	-	3	4	-	6	2	-	-	-	2	-	-	6	2	1	-	1	33	1
Yes	**76** *28.7%*	33 *28.9%*	41 *28.3%*	15 *30.6%*	54 *30.7%*	11 *31.4%*	56 *30.6%*	19 *34.5%*	34 *23.9%*	21 *33.9%*	31 *40.3%* K	43 *23.4%*	8 *57.1%* **	23 *37.1%*	32 *20.3%*	42 *42.0%* N	55 *31.1%*	17 *24.3%*	34 *26.6%*	21 *24.4%*	21 *41.2%* rS
No	**189** *71.3%*	81 *71.1%*	104 *71.7%*	34 *69.4%*	122 *69.3%*	24 *68.6%*	127 *69.4%*	36 *65.5%*	108 *76.1%*	41 *66.1%*	46 *59.7%*	141 *76.6%* J	6 *42.9%* **	39 *62.9%*	126 *79.7%* O	58 *58.0%*	122 *68.9%*	53 *75.7%*	94 *73.4%* t	65 *75.6%* T	30 *58.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**76** *28.7%*	33 *28.9%*	41 *28.3%*	15 *30.6%*	54 *30.7%*	11 *31.4%*	56 *30.6%*	19 *34.5%*	34 *23.9%*	21 *33.9%*	31 *40.3%* K	43 *23.4%*	8 *57.1%* **	23 *37.1%*	32 *20.3%*	42 *42.0%* N	55 *31.1%*	17 *24.3%*	34 *26.6%*	21 *24.4%*	21 *41.2%* rS

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q31. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?																					
Total Eligible	**76** *100.0%*	**33** *100.0%*	**41** *100.0%*	**15** *100.0%*	**54** *100.0%*	**11** *100.0%*	**56** *100.0%*	**19** *100.0%*	**34** *100.0%*	**21** *100.0%*	**31** *100.0%*	**43** *100.0%*	**8** *100.0%*	**23** *100.0%*	**32** *100.0%*	**42** *100.0%*	**55** *100.0%*	**17** *100.0%*	**34** *100.0%*	**21** *100.0%*	**21** *100.0%*
Total Valid Responses	**73** *100.0%*	**32** *100.0%*	**41** *100.0%*	**14** *100.0%*	**53** *100.0%*	**9** *100.0%*	**56** *100.0%*	**19** *100.0%*	**33** *100.0%*	**21** *100.0%*	**30** *100.0%*	**43** *100.0%*	**8** *100.0%*	**22** *100.0%*	**32** *100.0%*	**40** *100.0%*	**54** *100.0%*	**17** *100.0%*	**34** *100.0%*	**18** *100.0%*	**21** *100.0%*
No Answer	**3**	1	-	1	1	2	-	-	1	-	1	-	-	1	-	2	1	-	-	3	-
Always	**19** *26.0%*	5 *15.6%*	14 *34.1%* a	2 *14.3%* **	17 *32.1%*	1 *11.1%* **	15 *26.8%*	1 *5.3%* **	10 *30.3%*	8 *38.1%* **	7 *23.3%*	12 *27.9%*	- - **	7 *31.8%* **	4 *12.5%*	15 *37.5%* N	12 *22.2%*	6 *35.3%* **	8 *23.5%*	5 *27.8%* **	6 *28.6%* **
Usually	**28** *38.4%*	12 *37.5%*	16 *39.0%*	5 *35.7%* **	20 *37.7%*	3 *33.3%* **	22 *39.3%*	8 *42.1%* **	11 *33.3%*	9 *42.9%* **	8 *26.7%*	20 *46.5%* j	1 *12.5%* **	7 *31.8%* **	14 *43.8%*	14 *35.0%*	21 *38.9%*	7 *41.2%* **	15 *44.1%*	6 *33.3%* **	7 *33.3%* **
Sometimes	**24** *32.9%*	14 *43.8%* b	10 *24.4%*	6 *42.9%* **	15 *28.3%*	4 *44.4%* **	18 *32.1%*	9 *47.4%* **	11 *33.3%*	4 *19.0%* **	14 *46.7%* K	10 *23.3%*	7 *87.5%* **	7 *31.8%* **	14 *43.8%* o	9 *22.5%*	20 *37.0%*	3 *17.6%* **	11 *32.4%*	6 *33.3%* **	7 *33.3%* **
Never	**2** *2.7%*	1 *3.1%*	1 *2.4%*	1 *7.1%* **	1 *1.9%*	1 *11.1%* **	1 *1.8%*	1 *5.3%* **	1 *3.0%*	- - **	1 *3.3%*	1 *2.3%*	- - **	1 *4.5%* **	- -	2 *5.0%*	1 *1.9%*	1 *5.9%* **	- -	1 *5.6%* **	1 *4.8%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**47** *64.4%*	17 *53.1%*	30 *73.2%* a	7 *50.0%* **	37 *69.8%*	4 *44.4%* **	37 *66.1%*	9 *47.4%* **	21 *63.6%*	17 *81.0%* **	15 *50.0%*	32 *74.4%* J	1 *12.5%* **	14 *63.6%* **	18 *56.3%*	29 *72.5%*	33 *61.1%*	13 *76.5%* **	23 *67.6%*	11 *61.1%* **	13 *61.9%* **
HEDIS/CAHPS SUMMARY RATE - Always	**19** *26.0%*	5 *15.6%*	14 *34.1%* a	2 *14.3%* **	17 *32.1%*	1 *11.1%* **	15 *26.8%*	1 *5.3%* **	10 *30.3%*	8 *38.1%* **	7 *23.3%*	12 *27.9%*	- - **	7 *31.8%* **	4 *12.5%*	15 *37.5%* N	12 *22.2%*	6 *35.3%* **	8 *23.5%*	5 *27.8%* **	6 *28.6%* **
3-Point Score	**1.90**	1.69	2.07	1.64	2.02	1.56	1.93	1.53	1.94	2.19	1.73	2.02	1.13	1.95	1.69	2.10	1.83	2.12	1.91	1.89	1.90

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q32. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?																				
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**265** *100.0%*	**116** *100.0%*	**145** *100.0%*	**49** *100.0%*	**175** *100.0%*	**33** *100.0%*	**185** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**159** *100.0%*	**98** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**85** *100.0%*	**51** *100.0%*
No Answer	**35**	-	-	3	5	2	4	-	-	-	-	-	-	-	5	4	-	-	-	34	1
Yes	**61** *23.0%*	22 *19.0%*	39 *26.9%*	11 *22.4%*	45 *25.7%*	9 *27.3%*	47 *25.4%*	9 *15.8%*	32 *22.5%*	20 *32.3%* G	25 *32.5%* K	36 *19.4%*	4 *28.6%* **	21 *33.9%*	26 *16.4%*	34 *34.7%* N	44 *24.7%*	15 *21.4%*	27 *20.9%*	21 *24.7%*	13 *25.5%*
No	**204** *77.0%*	94 *81.0%*	106 *73.1%*	38 *77.6%*	130 *74.3%*	24 *72.7%*	138 *74.6%*	48 *84.2%* I	110 *77.5%*	42 *67.7%*	52 *67.5%*	150 *80.6%* J	10 *71.4%* **	41 *66.1%*	133 *83.6%* O	64 *65.3%*	134 *75.3%*	55 *78.6%*	102 *79.1%*	64 *75.3%*	38 *74.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**61** *23.0%*	22 *19.0%*	39 *26.9%*	11 *22.4%*	45 *25.7%*	9 *27.3%*	47 *25.4%*	9 *15.8%*	32 *22.5%*	20 *32.3%* G	25 *32.5%* K	36 *19.4%*	4 *28.6%* **	21 *33.9%*	26 *16.4%*	34 *34.7%* N	44 *24.7%*	15 *21.4%*	27 *20.9%*	21 *24.7%*	13 *25.5%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q33. (PIOC) In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?																					
Total Eligible	**61** *100.0%*	**22** *100.0%*	**39** *100.0%*	**11** *100.0%*	**45** *100.0%*	**9** *100.0%*	**47** *100.0%*	**9** *100.0%*	**32** *100.0%*	**20** *100.0%*	**25** *100.0%*	**36** *100.0%*	**4** *100.0%*	**21** *100.0%*	**26** *100.0%*	**34** *100.0%*	**44** *100.0%*	**15** *100.0%*	**27** *100.0%*	**21** *100.0%*	**13** *100.0%*
Total Valid Responses	**61** *100.0%*	**22** *100.0%*	**39** *100.0%*	**11** *100.0%*	**45** *100.0%*	**9** *100.0%*	**47** *100.0%*	**9** *100.0%*	**32** *100.0%*	**20** *100.0%*	**25** *100.0%*	**36** *100.0%*	**4** *100.0%*	**21** *100.0%*	**26** *100.0%*	**34** *100.0%*	**44** *100.0%*	**15** *100.0%*	**27** *100.0%*	**21** *100.0%*	**13** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**16** *26.2%*	2 *9.1%* **	14 *35.9%*	2 *18.2%* **	12 *26.7%*	1 *11.1%* **	14 *29.8%*	- - **	7 *21.9%*	9 *45.0%* **	7 *28.0%* **	9 *25.0%*	- - **	7 *33.3%* **	3 *11.5%* **	12 *35.3%*	9 *20.5%*	6 *40.0%* **	8 *29.6%* **	7 *33.3%* **	1 *7.7%* **
Usually	**18** *29.5%*	6 *27.3%* **	12 *30.8%*	4 *36.4%* **	13 *28.9%*	4 *44.4%* **	12 *25.5%*	3 *33.3%* **	10 *31.3%*	5 *25.0%* **	3 *12.0%* **	15 *41.7%*	- - **	3 *14.3%* **	7 *26.9%* **	11 *32.4%*	12 *27.3%*	5 *33.3%* **	6 *22.2%* **	5 *23.8%* **	7 *53.8%* **
Sometimes	**18** *29.5%*	8 *36.4%* **	10 *25.6%*	2 *18.2%* **	14 *31.1%*	2 *22.2%* **	15 *31.9%*	3 *33.3%* **	11 *34.4%*	4 *20.0%* **	8 *32.0%* **	10 *27.8%*	2 *50.0%* **	6 *28.6%* **	12 *46.2%* **	6 *17.6%*	15 *34.1%*	3 *20.0%* **	9 *33.3%* **	5 *23.8%* **	4 *30.8%* **
Never	**9** *14.8%*	6 *27.3%* **	3 *7.7%*	3 *27.3%* **	6 *13.3%*	2 *22.2%* **	6 *12.8%*	3 *33.3%* **	4 *12.5%*	2 *10.0%* **	7 *28.0%* **	2 *5.6%*	2 *50.0%* **	5 *23.8%* **	4 *15.4%* **	5 *14.7%*	8 *18.2%*	1 *6.7%* **	4 *14.8%* **	4 *19.0%* **	1 *7.7%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**34** *55.7%*	8 *36.4%* **	26 *66.7%*	6 *54.5%* **	25 *55.6%*	5 *55.6%* **	26 *55.3%*	3 *33.3%* **	17 *53.1%*	14 *70.0%* **	10 *40.0%* **	24 *66.7%*	- - **	10 *47.6%* **	10 *38.5%* **	23 *67.6%*	21 *47.7%*	11 *73.3%* **	14 *51.9%* **	12 *57.1%* **	8 *61.5%* **
HEDIS/CAHPS SUMMARY RATE - Always	**16** *26.2%*	2 *9.1%* **	14 *35.9%*	2 *18.2%* **	12 *26.7%*	1 *11.1%* **	14 *29.8%*	- - **	7 *21.9%*	9 *45.0%* **	7 *28.0%* **	9 *25.0%*	- - **	7 *33.3%* **	3 *11.5%* **	12 *35.3%*	9 *20.5%*	6 *40.0%* **	8 *29.6%* **	7 *33.3%* **	1 *7.7%* **
3-Point Score	**1.82**	1.45	2.03	1.73	1.82	1.67	1.85	1.33	1.75	2.15	1.68	1.92	1.00	1.81	1.50	2.03	1.68	2.13	1.81	1.90	1.69

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q34. In the last 12 months, did you get information or help from your health plan's customer service?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**263** *100.0%*	**116** *100.0%*	**144** *100.0%*	**49** *100.0%*	**175** *100.0%*	**33** *100.0%*	**185** *100.0%*	**57** *100.0%*	**142** *100.0%*	**61** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**157** *100.0%*	**98** *100.0%*	**178** *100.0%*	**69** *100.0%*	**128** *100.0%*	**84** *100.0%*	**51** *100.0%*
No Answer	**37**	-	1	3	5	2	4	-	-	1	-	-	-	-	7	4	-	1	1	35	1
Yes	**77** *29.3%*	34 *29.3%*	43 *29.9%*	11 *22.4%*	60 *34.3%*	10 *30.3%*	58 *31.4%*	17 *29.8%*	36 *25.4%*	24 *39.3%* H	77 *100.0%* K	- -	14 *100.0%* **	62 *100.0%*	40 *25.5%*	35 *35.7%* n	61 *34.3%* Q	14 *20.3%*	44 *34.4%*	21 *25.0%*	12 *23.5%*
No	**186** *70.7%*	82 *70.7%*	101 *70.1%*	38 *77.6%*	115 *65.7%*	23 *69.7%*	127 *68.6%*	40 *70.2%*	106 *74.6%* I	37 *60.7%*	- -	186 *100.0%* J	- - **	- -	117 *74.5%* o	63 *64.3%*	117 *65.7%*	55 *79.7%* P	84 *65.6%*	63 *75.0%*	39 *76.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**77** *29.3%*	34 *29.3%*	43 *29.9%*	11 *22.4%*	60 *34.3%*	10 *30.3%*	58 *31.4%*	17 *29.8%*	36 *25.4%*	24 *39.3%* H	77 *100.0%* K	- -	14 *100.0%* **	62 *100.0%*	40 *25.5%*	35 *35.7%* n	61 *34.3%* Q	14 *20.3%*	44 *34.4%*	21 *25.0%*	12 *23.5%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q35. (CS) In the last 12 months, how often did your health plan's customer service give you the information or help you needed?																					
Total Eligible	**77** *100.0%*	**34** *100.0%*	**43** *100.0%*	**11** *100.0%*	**60** *100.0%*	**10** *100.0%*	**58** *100.0%*	**17** *100.0%*	**36** *100.0%*	**24** *100.0%*	**77** *100.0%*	**-** **-**	**14** *100.0%*	**62** *100.0%*	**40** *100.0%*	**35** *100.0%*	**61** *100.0%*	**14** *100.0%*	**44** *100.0%*	**21** *100.0%*	**12** *100.0%*
Total Valid Responses	**76** *100.0%*	**33** *100.0%*	**43** *100.0%*	**11** *100.0%*	**59** *100.0%*	**10** *100.0%*	**57** *100.0%*	**16** *100.0%*	**36** *100.0%*	**24** *100.0%*	**76** *100.0%*	**-** **-**	**14** *100.0%*	**62** *100.0%*	**39** *100.0%*	**35** *100.0%*	**61** *100.0%*	**14** *100.0%*	**43** *100.0%*	**21** *100.0%*	**12** *100.0%*
No Answer	**1**	1	-	-	1	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-
Always	**44** *57.9%*	9 *27.3%*	35 *81.4%* A	4 *36.4%* **	37 *62.7%*	4 *40.0%* **	35 *61.4%*	2 *12.5%* **	20 *55.6%*	22 *91.7%* **	44 *57.9%*	- -	- - **	44 *71.0%*	19 *48.7%*	25 *71.4%* n	32 *52.5%*	11 *78.6%* **	29 *67.4%*	10 *47.6%* **	5 *41.7%* **
Usually	**18** *23.7%*	13 *39.4%* B	5 *11.6%*	2 *18.2%* **	15 *25.4%*	2 *20.0%* **	14 *24.6%*	4 *25.0%* **	12 *33.3%*	2 *8.3%* **	18 *23.7%*	- -	- - **	18 *29.0%*	9 *23.1%*	8 *22.9%*	16 *26.2%*	2 *14.3%* **	9 *20.9%*	5 *23.8%* **	4 *33.3%* **
Sometimes	**12** *15.8%*	9 *27.3%* B	3 *7.0%*	3 *27.3%* **	7 *11.9%*	4 *40.0%* **	7 *12.3%*	8 *50.0%* **	4 *11.1%*	- - **	12 *15.8%*	- -	12 *85.7%* **	- -	10 *25.6%* O	1 *2.9%*	11 *18.0%*	1 *7.1%* **	5 *11.6%*	5 *23.8%* **	2 *16.7%* **
Never	**2** *2.6%*	2 *6.1%*	- -	2 *18.2%* **	- -	- - **	1 *1.8%*	2 *12.5%* **	- -	- - **	2 *2.6%*	- -	2 *14.3%* **	- -	1 *2.6%*	1 *2.9%*	2 *3.3%*	- - **	- -	1 *4.8%* **	1 *8.3%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**62** *81.6%*	22 *66.7%*	40 *93.0%* A	6 *54.5%* **	52 *88.1%*	6 *60.0%* **	49 *86.0%*	6 *37.5%* **	32 *88.9%*	24 *100.0%* **	62 *81.6%*	- -	- - **	62 *100.0%*	28 *71.8%*	33 *94.3%* N	48 *78.7%*	13 *92.9%* **	38 *88.4%*	15 *71.4%* **	9 *75.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**44** *57.9%*	9 *27.3%*	35 *81.4%* A	4 *36.4%* **	37 *62.7%*	4 *40.0%* **	35 *61.4%*	2 *12.5%* **	20 *55.6%*	22 *91.7%* **	44 *57.9%*	- -	- - **	44 *71.0%*	19 *48.7%*	25 *71.4%* n	32 *52.5%*	11 *78.6%* **	29 *67.4%*	10 *47.6%* **	5 *41.7%* **
3-Point Score	**2.39**	1.94	2.74	1.91	2.51	2.00	2.47	1.50	2.44	2.92	2.39	-	1.00	2.71	2.21	2.66	2.31	2.71	2.56	2.19	2.17

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q36. (CS) In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?																					
Total Eligible	**77** ***100.0%***	**34** ***100.0%***	**43** ***100.0%***	**11** ***100.0%***	**60** ***100.0%***	**10** ***100.0%***	**58** ***100.0%***	**17** ***100.0%***	**36** ***100.0%***	**24** ***100.0%***	**77** ***100.0%***	**-** **-**	**14** ***100.0%***	**62** ***100.0%***	**40** ***100.0%***	**35** ***100.0%***	**61** ***100.0%***	**14** ***100.0%***	**44** ***100.0%***	**21** ***100.0%***	**12** ***100.0%***
Total Valid Responses	**77** ***100.0%***	**34** ***100.0%***	**43** ***100.0%***	**11** ***100.0%***	**60** ***100.0%***	**10** ***100.0%***	**58** ***100.0%***	**17** ***100.0%***	**36** ***100.0%***	**24** ***100.0%***	**77** ***100.0%***	**-** **-**	**14** ***100.0%***	**62** ***100.0%***	**40** ***100.0%***	**35** ***100.0%***	**61** ***100.0%***	**14** ***100.0%***	**44** ***100.0%***	**21** ***100.0%***	**12** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**59** ***76.6%***	22 *64.7%*	37 *86.0%* A	7 *63.6%* **	47 *78.3%*	7 *70.0%* **	45 *77.6%*	8 *47.1%* **	30 *83.3%*	21 *87.5%* **	59 *76.6%*	- -	5 *35.7%* **	53 *85.5%*	26 *65.0%*	32 *91.4%* N	46 *75.4%*	11 *78.6%* **	37 *84.1%*	13 *61.9%* **	9 *75.0%* **
Usually	**17** ***22.1%***	11 *32.4%* b	6 *14.0%*	4 *36.4%* **	12 *20.0%*	3 *30.0%* **	12 *20.7%*	8 *47.1%* **	6 *16.7%*	3 *12.5%* **	17 *22.1%*	- -	8 *57.1%* **	9 *14.5%*	13 *32.5%* O	3 *8.6%*	14 *23.0%*	3 *21.4%* **	6 *13.6%*	8 *38.1%* **	3 *25.0%* **
Sometimes	**1** ***1.3%***	1 *2.9%*	- -	- - **	1 *1.7%*	- - **	1 *1.7%*	1 *5.9%* **	- -	- - **	1 *1.3%*	- -	1 *7.1%* **	- -	1 *2.5%*	- -	1 *1.6%*	- - **	1 *2.3%*	- - **	- - **
Never	**-** **-**	- -	- -	- - **	- -	- - **	- -	- - **	- -	- - **	- -	- -	- - **	- -	- -	- -	- -	- - **	- -	- - **	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**76** ***98.7%***	33 *97.1%*	43 *100.0%*	11 *100.0%* **	59 *98.3%*	10 *100.0%* **	57 *98.3%*	16 *94.1%* **	36 *100.0%*	24 *100.0%* **	76 *98.7%*	- -	13 *92.9%* **	62 *100.0%*	39 *97.5%*	35 *100.0%*	60 *98.4%*	14 *100.0%* **	43 *97.7%*	21 *100.0%* **	12 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**59** ***76.6%***	22 *64.7%*	37 *86.0%* A	7 *63.6%* **	47 *78.3%*	7 *70.0%* **	45 *77.6%*	8 *47.1%* **	30 *83.3%*	21 *87.5%* **	59 *76.6%*	- -	5 *35.7%* **	53 *85.5%*	26 *65.0%*	32 *91.4%* N	46 *75.4%*	11 *78.6%* **	37 *84.1%*	13 *61.9%* **	9 *75.0%* **
3-Point Score	**2.75**	2.62	2.86	2.64	2.77	2.70	2.76	2.41	2.83	2.88	2.75	-	2.29	2.85	2.63	2.91	2.74	2.79	2.82	2.62	2.75

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q37. In the last 12 months, did your health plan give you any forms to fill out?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**258** *100.0%*	**112** *100.0%*	**144** *100.0%*	**47** *100.0%*	**173** *100.0%*	**32** *100.0%*	**183** *100.0%*	**56** *100.0%*	**138** *100.0%*	**62** *100.0%*	**75** *100.0%*	**182** *100.0%*	**14** *100.0%*	**60** *100.0%*	**155** *100.0%*	**96** *100.0%*	**174** *100.0%*	**69** *100.0%*	**129** *100.0%*	**78** *100.0%*	**51** *100.0%*
No Answer	**42**	4	1	5	7	3	6	1	4	-	2	4	-	2	9	6	4	1	-	41	1
Yes	**63** *24.4%*	28 *25.0%*	35 *24.3%*	13 *27.7%*	40 *23.1%*	8 *25.0%*	45 *24.6%*	12 *21.4%*	35 *25.4%*	16 *25.8%*	29 *38.7%* K	34 *18.7%*	7 *50.0%* **	22 *36.7%*	39 *25.2%*	20 *20.8%*	49 *28.2%* Q	11 *15.9%*	35 *27.1%*	19 *24.4%*	9 *17.6%*
No	**195** *75.6%*	84 *75.0%*	109 *75.7%*	34 *72.3%*	133 *76.9%*	24 *75.0%*	138 *75.4%*	44 *78.6%*	103 *74.6%*	46 *74.2%*	46 *61.3%*	148 *81.3%* J	7 *50.0%* **	38 *63.3%*	116 *74.8%*	76 *79.2%*	125 *71.8%*	58 *84.1%* P	94 *72.9%*	59 *75.6%*	42 *82.4%*
HEDIS/CAHPS SUMMARY RATE - Yes	**63** *24.4%*	28 *25.0%*	35 *24.3%*	13 *27.7%*	40 *23.1%*	8 *25.0%*	45 *24.6%*	12 *21.4%*	35 *25.4%*	16 *25.8%*	29 *38.7%* K	34 *18.7%*	7 *50.0%* **	22 *36.7%*	39 *25.2%*	20 *20.8%*	49 *28.2%* Q	11 *15.9%*	35 *27.1%*	19 *24.4%*	9 *17.6%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q38. (FOF) In the last 12 months, how often were the forms from your health plan easy to fill out?																					
Total Eligible	**258** *100.0%*	**112** *100.0%*	**144** *100.0%*	**47** *100.0%*	**173** *100.0%*	**32** *100.0%*	**183** *100.0%*	**56** *100.0%*	**138** *100.0%*	**62** *100.0%*	**75** *100.0%*	**182** *100.0%*	**14** *100.0%*	**60** *100.0%*	**155** *100.0%*	**96** *100.0%*	**174** *100.0%*	**69** *100.0%*	**129** *100.0%*	**78** *100.0%*	**51** *100.0%*
Total Valid Responses	**255** *100.0%*	**111** *100.0%*	**142** *100.0%*	**46** *100.0%*	**171** *100.0%*	**32** *100.0%*	**182** *100.0%*	**56** *100.0%*	**135** *100.0%*	**62** *100.0%*	**74** *100.0%*	**180** *100.0%*	**14** *100.0%*	**59** *100.0%*	**154** *100.0%*	**94** *100.0%*	**171** *100.0%*	**69** *100.0%*	**127** *100.0%*	**77** *100.0%*	**51** *100.0%*
No Answer	**3**	1	2	1	2	-	1	-	3	-	1	2	-	1	1	2	3	-	2	1	-
Always	**216** *84.7%*	88 *79.3%*	126 *88.7%* A	38 *82.6%*	148 *86.5%*	27 *84.4%*	155 *85.2%*	46 *82.1%*	112 *83.0%*	56 *90.3%*	54 *73.0%*	161 *89.4%* J	7 *50.0%* **	46 *78.0%*	127 *82.5%*	84 *89.4%*	142 *83.0%*	60 *87.0%*	107 *84.3%*	63 *81.8%*	46 *90.2%*
Usually	**28** *11.0%*	15 *13.5%*	13 *9.2%*	5 *10.9%*	19 *11.1%*	4 *12.5%*	19 *10.4%*	7 *12.5%*	15 *11.1%*	6 *9.7%*	16 *21.6%* K	12 *6.7%*	5 *35.7%* **	11 *18.6%*	18 *11.7%*	10 *10.6%*	22 *12.9%*	6 *8.7%*	16 *12.6%*	8 *10.4%*	4 *7.8%*
Sometimes	**9** *3.5%*	6 *5.4%*	3 *2.1%*	2 *4.3%*	4 *2.3%*	1 *3.1%*	7 *3.8%*	3 *5.4%* i	6 *4.4%* i	- -	3 *4.1%*	6 *3.3%*	1 *7.1%* **	2 *3.4%*	7 *4.5%* O	- -	6 *3.5%*	2 *2.9%*	4 *3.1%*	5 *6.5%* t	- -
Never	**2** *0.8%*	2 *1.8%*	- -	1 *2.2%* d	- -	- -	1 *0.5%*	- -	2 *1.5%*	- -	1 *1.4%*	1 *0.6%*	1 *7.1%* **	- -	2 *1.3%*	- -	1 *0.6%*	1 *1.4%*	- -	1 *1.3%*	1 *2.0%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**244** *95.7%*	103 *92.8%*	139 *97.9%* A	43 *93.5%*	167 *97.7%*	31 *96.9%*	174 *95.6%*	53 *94.6%*	127 *94.1%*	62 *100.0%* gh	70 *94.6%*	173 *96.1%*	12 *85.7%* **	57 *96.6%*	145 *94.2%*	94 *100.0%* N	164 *95.9%*	66 *95.7%*	123 *96.9%*	71 *92.2%*	50 *98.0%*
HEDIS/CAHPS SUMMARY RATE - Always	**216** *84.7%*	88 *79.3%*	126 *88.7%* A	38 *82.6%*	148 *86.5%*	27 *84.4%*	155 *85.2%*	46 *82.1%*	112 *83.0%*	56 *90.3%*	54 *73.0%*	161 *89.4%* J	7 *50.0%* **	46 *78.0%*	127 *82.5%*	84 *89.4%*	142 *83.0%*	60 *87.0%*	107 *84.3%*	63 *81.8%*	46 *90.2%*
3-Point Score	**2.80**	2.72	2.87	2.76	2.84	2.81	2.81	2.77	2.77	2.90	2.68	2.86	2.36	2.75	2.77	2.89	2.79	2.83	2.81	2.74	2.88

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q39. In the last 12 months, did you or anyone else send in any claims for your care to your health plan?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**248** *100.0%*	**105** *100.0%*	**141** *100.0%*	**44** *100.0%*	**166** *100.0%*	**31** *100.0%*	**174** *100.0%*	**50** *100.0%*	**136** *100.0%*	**60** *100.0%*	**75** *100.0%*	**172** *100.0%*	**14** *100.0%*	**61** *100.0%*	**145** *100.0%*	**95** *100.0%*	**178** *100.0%*	**70** *100.0%*	**121** *100.0%*	**78** *100.0%*	**49** *100.0%*
No Answer	**38**	1	-	4	5	2	5	1	-	-	-	2	-	-	8	4	-	-	1	36	1
Yes	**178** *71.8%*	72 *68.6%*	105 *74.5%*	33 *75.0%*	130 *78.3%*	25 *80.6%*	130 *74.7%*	34 *68.0%*	100 *73.5%*	43 *71.7%*	61 *81.3%* K	117 *68.0%*	13 *92.9%* **	48 *78.7%*	91 *62.8%*	81 *85.3%* N	178 *100.0%* Q	- -	89 *73.6%*	54 *69.2%*	35 *71.4%*
No	**70** *28.2%*	33 *31.4%*	36 *25.5%*	11 *25.0%*	36 *21.7%*	6 *19.4%*	44 *25.3%*	16 *32.0%*	36 *26.5%*	17 *28.3%*	14 *18.7%*	55 *32.0%* J	1 *7.1%* **	13 *21.3%*	54 *37.2%* O	14 *14.7%*	- -	70 *100.0%* P	32 *26.4%*	24 *30.8%*	14 *28.6%*
Don't know	**14**	10	4	4	9	2	10	6	6	2	2	12	-	1	11	3	-	-	7	5	2
HEDIS/CAHPS SUMMARY RATE - Yes	**178** *71.8%*	72 *68.6%*	105 *74.5%*	33 *75.0%*	130 *78.3%*	25 *80.6%*	130 *74.7%*	34 *68.0%*	100 *73.5%*	43 *71.7%*	61 *81.3%* K	117 *68.0%*	13 *92.9%* **	48 *78.7%*	91 *62.8%*	81 *85.3%* N	178 *100.0%* Q	- -	89 *73.6%*	54 *69.2%*	35 *71.4%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		HEALTH PLAN RATING (Q42)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q40. (CP) In the last 12 months, how often did your health plan handle your claims quickly?																					
Total Eligible	**178** *100.0%*	**72** *100.0%*	**105** *100.0%*	**33** *100.0%*	**130** *100.0%*	**25** *100.0%*	**130** *100.0%*	**34** *100.0%*	**100** *100.0%*	**43** *100.0%*	**61** *100.0%*	**117** *100.0%*	**13** *100.0%*	**48** *100.0%*	**91** *100.0%*	**81** *100.0%*	**178** *100.0%*	**-** **-**	**89** *100.0%*	**54** *100.0%*	**35** *100.0%*
Total Valid Responses	**148** *100.0%*	**56** *100.0%*	**92** *100.0%*	**29** *100.0%*	**106** *100.0%*	**23** *100.0%*	**108** *100.0%*	**24** *100.0%*	**89** *100.0%*	**35** *100.0%*	**50** *100.0%*	**98** *100.0%*	**12** *100.0%*	**38** *100.0%*	**72** *100.0%*	**70** *100.0%*	**148** *100.0%*	**-** **-**	**71** *100.0%*	**51** *100.0%*	**26** *100.0%*
No Answer	**1**	1	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-
Always	**55** *37.2%*	14 *25.0%*	41 *44.6%* A	11 *37.9%* **	40 *37.7%*	4 *17.4%* **	45 *41.7%*	3 *12.5%* **	32 *36.0%*	20 *57.1%* H	14 *28.0%*	41 *41.8%*	- - **	14 *36.8%*	32 *44.4%*	23 *32.9%*	55 *37.2%*	- -	28 *39.4%*	21 *41.2%*	6 *23.1%* **
Usually	**74** *50.0%*	30 *53.6%*	44 *47.8%*	13 *44.8%* **	54 *50.9%*	14 *60.9%* **	55 *50.9%*	15 *62.5%* **	45 *50.6%*	14 *40.0%*	23 *46.0%*	51 *52.0%*	6 *50.0%* **	17 *44.7%*	31 *43.1%*	39 *55.7%*	74 *50.0%*	- -	34 *47.9%*	22 *43.1%*	18 *69.2%* **
Sometimes	**14** *9.5%*	8 *14.3%*	6 *6.5%*	3 *10.3%* **	9 *8.5%*	4 *17.4%* **	7 *6.5%*	4 *16.7%* **	9 *10.1%*	1 *2.9%*	10 *20.0%* K	4 *4.1%*	4 *33.3%* **	6 *15.8%*	7 *9.7%*	5 *7.1%*	14 *9.5%*	- -	4 *5.6%*	8 *15.7%* r	2 *7.7%* **
Never	**5** *3.4%*	4 *7.1%* B	1 *1.1%*	2 *6.9%* **	3 *2.8%*	1 *4.3%* **	1 *0.9%*	2 *8.3%* **	3 *3.4%*	- -	3 *6.0%*	2 *2.0%*	2 *16.7%* **	1 *2.6%*	2 *2.8%*	3 *4.3%*	5 *3.4%*	- -	5 *7.0%* s	- -	- - **
Don't know	**29**	15	13	4	23	2	21	10	10	8	11	18	1	10	18	11	29	-	17	3	9
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**129** *87.2%*	44 *78.6%*	85 *92.4%* A	24 *82.8%* **	94 *88.7%*	18 *78.3%* **	100 *92.6%*	18 *75.0%* **	77 *86.5%*	34 *97.1%* h	37 *74.0%*	92 *93.9%* J	6 *50.0%* **	31 *81.6%*	63 *87.5%*	62 *88.6%*	129 *87.2%*	- -	62 *87.3%*	43 *84.3%*	24 *92.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**55** *37.2%*	14 *25.0%*	41 *44.6%* A	11 *37.9%* **	40 *37.7%*	4 *17.4%* **	45 *41.7%*	3 *12.5%* **	32 *36.0%*	20 *57.1%* H	14 *28.0%*	41 *41.8%*	- - **	14 *36.8%*	32 *44.4%*	23 *32.9%*	55 *37.2%*	- -	28 *39.4%*	21 *41.2%*	6 *23.1%* **
3-Point Score	**2.24**	2.04	2.37	2.21	2.26	1.96	2.34	1.88	2.22	2.54	2.02	2.36	1.50	2.18	2.32	2.21	2.24	-	2.27	2.25	2.15

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q41. (CP) In the last 12 months, how often did your health plan handle your claims correctly?																					
Total Eligible	**178** *100.0%*	**72** *100.0%*	**105** *100.0%*	**33** *100.0%*	**130** *100.0%*	**25** *100.0%*	**130** *100.0%*	**34** *100.0%*	**100** *100.0%*	**43** *100.0%*	**61** *100.0%*	**117** *100.0%*	**13** *100.0%*	**48** *100.0%*	**91** *100.0%*	**81** *100.0%*	**178** *100.0%*	**-** -	**89** *100.0%*	**54** *100.0%*	**35** *100.0%*
Total Valid Responses	**148** *100.0%*	**55** *100.0%*	**93** *100.0%*	**26** *100.0%*	**110** *100.0%*	**21** *100.0%*	**109** *100.0%*	**24** *100.0%*	**87** *100.0%*	**37** *100.0%*	**52** *100.0%*	**96** *100.0%*	**12** *100.0%*	**40** *100.0%*	**78** *100.0%*	**65** *100.0%*	**148** *100.0%*	**-** -	**69** *100.0%*	**52** *100.0%*	**27** *100.0%*
No Answer	**4**	3	1	-	4	-	4	1	3	-	1	3	-	1	1	3	4	-	3	1	-
Always	**79** *53.4%*	19 *34.5%*	60 *64.5%* A	12 *46.2%* **	61 *55.5%*	6 *28.6%* **	62 *56.9%*	5 *20.8%* **	46 *52.9%*	28 *75.7%* H	22 *42.3%*	57 *59.4%* J	1 *8.3%* **	21 *52.5%*	47 *60.3%* o	30 *46.2%*	79 *53.4%*	- -	35 *50.7%*	33 *63.5%*	11 *40.7%* **
Usually	**57** *38.5%*	28 *50.9%* B	29 *31.2%*	11 *42.3%* **	40 *36.4%*	14 *66.7%* **	39 *35.8%*	15 *62.5%* **	33 *37.9%*	9 *24.3%*	21 *40.4%*	36 *37.5%*	5 *41.7%* **	16 *40.0%*	23 *29.5%*	31 *47.7%* N	57 *38.5%*	- -	27 *39.1%*	16 *30.8%*	14 *51.9%* **
Sometimes	**10** *6.8%*	6 *10.9%*	4 *4.3%*	3 *11.5%* **	7 *6.4%*	1 *4.8%* **	7 *6.4%*	2 *8.3%* **	8 *9.2%* i	- -	7 *13.5%* K	3 *3.1%*	4 *33.3%* **	3 *7.5%*	6 *7.7%*	4 *6.2%*	10 *6.8%*	- -	5 *7.2%*	3 *5.8%*	2 *7.4%* **
Never	**2** *1.4%*	2 *3.6%* b	- -	- - **	2 *1.8%*	- - **	1 *0.9%*	2 *8.3%* **	- -	- -	2 *3.8%* k	- -	2 *16.7%* **	- -	2 *2.6%*	- -	2 *1.4%*	- -	2 *2.9%*	- -	- - **
Don't know	**26**	14	11	7	16	4	17	9	10	6	8	18	1	7	12	13	26	-	17	1	8
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**136** *91.9%*	47 *85.5%*	89 *95.7%* A	23 *88.5%* **	101 *91.8%*	20 *95.2%* **	101 *92.7%*	20 *83.3%* **	79 *90.8%*	37 *100.0%* h	43 *82.7%*	93 *96.9%* J	6 *50.0%* **	37 *92.5%*	70 *89.7%*	61 *93.8%*	136 *91.9%*	- -	62 *89.9%*	49 *94.2%*	25 *92.6%* **
HEDIS/CAHPS SUMMARY RATE - Always	**79** *53.4%*	19 *34.5%*	60 *64.5%* A	12 *46.2%* **	61 *55.5%*	6 *28.6%* **	62 *56.9%*	5 *20.8%* **	46 *52.9%*	28 *75.7%* H	22 *42.3%*	57 *59.4%* J	1 *8.3%* **	21 *52.5%*	47 *60.3%* o	30 *46.2%*	79 *53.4%*	- -	35 *50.7%*	33 *63.5%*	11 *40.7%* **
3-Point Score	**2.45**	2.20	2.60	2.35	2.47	2.24	2.50	2.04	2.44	2.76	2.25	2.56	1.58	2.45	2.50	2.40	2.45	-	2.41	2.58	2.33

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q42. What number would you use to rate your health plan?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**261** *100.0%*	**116** *100.0%*	**145** *100.0%*	**49** *100.0%*	**174** *100.0%*	**33** *100.0%*	**184** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**183** *100.0%*	**14** *100.0%*	**62** *100.0%*	**155** *100.0%*	**98** *100.0%*	**177** *100.0%*	**69** *100.0%*	**128** *100.0%*	**82** *100.0%*	**51** *100.0%*
No Answer	**39**	-	-	3	6	2	5	-	-	-	-	3	-	-	9	4	1	1	1	37	1
10 - Best health plan possible	**15** *5.7%*	- -	15 *10.3%* A	- -	13 *7.5%* C	1 *3.0%*	13 *7.1%*	- -	- -	15 *24.2%* GH	7 *9.1%*	8 *4.4%*	- - **	7 *11.3%*	9 *5.8%*	6 *6.1%*	8 *4.5%*	6 *8.7%*	10 *7.8%*	3 *3.7%*	2 *3.9%*
9	**47** *18.0%*	- -	47 *32.4%* A	4 *8.2%*	36 *20.7%* C	2 *6.1%*	39 *21.2%* E	- -	- -	47 *75.8%* GH	17 *22.1%*	29 *15.8%*	- - **	17 *27.4%*	22 *14.2%*	25 *25.5%* N	35 *19.8%*	11 *15.9%*	32 *25.0%* ST	10 *12.2%*	5 *9.8%*
8	**83** *31.8%*	- -	83 *57.2%* A	10 *20.4%*	66 *37.9%* C	9 *27.3%*	63 *34.2%*	- -	83 *58.5%* GI	- -	19 *24.7%*	64 *35.0%*	3 *21.4%* **	16 *25.8%*	54 *34.8%*	28 *28.6%*	62 *35.0%*	19 *27.5%*	34 *26.6%*	28 *34.1%*	21 *41.2%* r
7	**59** *22.6%*	59 *50.9%* B	- -	15 *30.6%* d	34 *19.5%*	7 *21.2%*	39 *21.2%*	- -	59 *41.5%* GI	- -	17 *22.1%*	42 *23.0%*	1 *7.1%* **	16 *25.8%*	34 *21.9%*	20 *20.4%*	38 *21.5%*	17 *24.6%*	25 *19.5%*	25 *30.5%* r	9 *17.6%*
6	**18** *6.9%*	18 *15.5%* B	- -	5 *10.2%*	9 *5.2%*	4 *12.1%*	12 *6.5%*	18 *31.6%* HI	- -	- -	3 *3.9%*	15 *8.2%*	1 *7.1%* **	2 *3.2%*	13 *8.4%*	5 *5.1%*	8 *4.5%*	6 *8.7%*	9 *7.0%*	5 *6.1%*	4 *7.8%*
5	**32** *12.3%*	32 *27.6%* B	- -	13 *26.5%* D	13 *7.5%*	9 *27.3%* F	16 *8.7%*	32 *56.1%* HI	- -	- -	11 *14.3%*	21 *11.5%*	6 *42.9%* **	4 *6.5%*	18 *11.6%*	12 *12.2%*	20 *11.3%*	9 *13.0%*	15 *11.7%*	10 *12.2%*	7 *13.7%*
4	**2** *0.8%*	2 *1.7%*	- -	- -	1 *0.6%*	1 *3.0%* F	- -	2 *3.5%* H	- -	- -	- -	2 *1.1%*	- - **	- -	1 *0.6%*	1 *1.0%*	2 *1.1%*	- -	- -	- -	2 *3.9%* Rs
3	**3** *1.1%*	3 *2.6%* b	- -	2 *4.1%* d	1 *0.6%*	- -	1 *0.5%*	3 *5.3%* HI	- -	- -	2 *2.6%*	1 *0.5%*	2 *14.3%* **	- -	2 *1.3%*	1 *1.0%*	3 *1.7%*	- -	2 *1.6%*	1 *1.2%*	- -
2	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
1	**1** *0.4%*	1 *0.9%*	- -	- -	1 *0.6%*	- -	- -	1 *1.8%*	- -	- -	1 *1.3%*	- -	1 *7.1%* **	- -	1 *0.6%*	- -	1 *0.6%*	- -	1 *0.8%*	- -	- -
0 - Worst health plan possible	**1** *0.4%*	1 *0.9%*	- -	- -	- -	- -	1 *0.5%*	1 *1.8%*	- -	- -	- -	1 *0.5%*	- - **	- -	1 *0.6%*	- -	- -	1 *1.4%*	- -	- -	1 *2.0%*
SUMMARY - 0-3	**5** *1.9%*	5 *4.3%* B	- -	2 *4.1%*	2 *1.1%*	- -	2 *1.1%*	5 *8.8%* HI	- -	- -	3 *3.9%*	2 *1.1%*	3 *21.4%* **	- -	4 *2.6%*	1 *1.0%*	4 *2.3%*	1 *1.4%*	3 *2.3%*	1 *1.2%*	1 *2.0%*
SUMMARY - 4-7	**111** *42.5%*	111 *95.7%* B	- -	33 *67.3%* D	57 *32.8%*	21 *63.6%* F	67 *36.4%*	52 *91.2%* HI	59 *41.5%* I	- -	31 *40.3%*	80 *43.7%*	8 *57.1%* **	22 *35.5%*	66 *42.6%*	38 *38.8%*	68 *38.4%*	32 *46.4%*	49 *38.3%*	40 *48.8%*	22 *43.1%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**145** *55.6%*	- -	145 *100.0%* A	14 *28.6%*	115 *66.1%* C	12 *36.4%*	115 *62.5%* E	- -	83 *58.5%* G	62 *100.0%* GH	43 *55.8%*	101 *55.2%*	3 *21.4%* **	40 *64.5%*	85 *54.8%*	59 *60.2%*	105 *59.3%*	36 *52.2%*	76 *59.4%*	41 *50.0%*	28 *54.9%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**62** *23.8%*	- -	62 *42.8%* A	4 *8.2%*	49 *28.2%* C	3 *9.1%*	52 *28.3%* E	- -	- -	62 *100.0%* GH	24 *31.2%* k	37 *20.2%*	- - **	24 *38.7%*	31 *20.0%*	31 *31.6%* N	43 *24.3%*	17 *24.6%*	42 *32.8%* ST	13 *15.9%*	7 *13.7%*
3-Point Score	**2.02**	1.51	2.43	1.67	2.14	1.67	2.12	1.00	2.00	3.00	2.09	1.98	1.29	2.29	1.97	2.12	2.05	2.01	2.12	1.96	1.86

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q43. In general, how would you rate your overall health?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**260** *100.0%*	**113** *100.0%*	**145** *100.0%*	**49** *100.0%*	**173** *100.0%*	**33** *100.0%*	**183** *100.0%*	**54** *100.0%*	**142** *100.0%*	**62** *100.0%*	**76** *100.0%*	**183** *100.0%*	**14** *100.0%*	**62** *100.0%*	**155** *100.0%*	**97** *100.0%*	**177** *100.0%*	**69** *100.0%*	**126** *100.0%*	**83** *100.0%*	**51** *100.0%*
No Answer	**40**	3	-	3	7	2	6	3	-	-	1	3	-	-	9	5	1	1	3	36	1
Excellent	**84** *32.3%*	36 *31.9%*	46 *31.7%*	12 *24.5%*	54 *31.2%*	10 *30.3%*	53 *29.0%*	19 *35.2%*	42 *29.6%*	21 *33.9%*	29 *38.2%*	54 *29.5%*	5 *35.7%* **	24 *38.7%*	55 *35.5%*	28 *28.9%*	50 *28.2%*	30 *43.5%* P	41 *32.5%*	28 *33.7%*	15 *29.4%*
Very good	**122** *46.9%*	54 *47.8%*	68 *46.9%*	22 *44.9%*	86 *49.7%*	17 *51.5%*	91 *49.7%*	23 *42.6%*	71 *50.0%*	28 *45.2%*	33 *43.4%*	89 *48.6%*	6 *42.9%* **	27 *43.5%*	69 *44.5%*	48 *49.5%*	89 *50.3%* q	26 *37.7%*	63 *50.0%*	34 *41.0%*	25 *49.0%*
Good	**51** *19.6%*	21 *18.6%*	30 *20.7%*	15 *30.6%* d	31 *17.9%*	6 *18.2%*	36 *19.7%*	10 *18.5%*	29 *20.4%*	12 *19.4%*	13 *17.1%*	38 *20.8%*	2 *14.3%* **	11 *17.7%*	29 *18.7%*	21 *21.6%*	36 *20.3%*	13 *18.8%*	22 *17.5%*	19 *22.9%*	10 *19.6%*
Fair	**3** *1.2%*	2 *1.8%*	1 *0.7%*	- -	2 *1.2%*	- -	3 *1.6%*	2 *3.7%* H	- -	1 *1.6%*	1 *1.3%*	2 *1.1%*	1 *7.1%* **	- -	2 *1.3%*	- -	2 *1.1%*	- -	- -	2 *2.4%* r	1 *2.0%*
Poor	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**206** *79.2%*	90 *79.6%*	114 *78.6%*	34 *69.4%*	140 *80.9%* c	27 *81.8%*	144 *78.7%*	42 *77.8%*	113 *79.6%*	49 *79.0%*	62 *81.6%*	143 *78.1%*	11 *78.6%* **	51 *82.3%*	124 *80.0%*	76 *78.4%*	139 *78.5%*	56 *81.2%*	104 *82.5%*	62 *74.7%*	40 *78.4%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q44. In general, how would you rate your overall mental or emotional health?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**259** *100.0%*	**114** *100.0%*	**143** *100.0%*	**49** *100.0%*	**171** *100.0%*	**33** *100.0%*	**181** *100.0%*	**55** *100.0%*	**140** *100.0%*	**62** *100.0%*	**75** *100.0%*	**183** *100.0%*	**13** *100.0%*	**61** *100.0%*	**155** *100.0%*	**96** *100.0%*	**176** *100.0%*	**68** *100.0%*	**127** *100.0%*	**82** *100.0%*	**50** *100.0%*
No Answer	**41**	2	2	3	9	2	8	2	2	-	2	3	1	1	9	6	2	2	2	37	2
Excellent	**95** *36.7%*	43 *37.7%*	51 *35.7%*	17 *34.7%*	62 *36.3%*	13 *39.4%*	67 *37.0%*	23 *41.8%*	45 *32.1%*	26 *41.9%*	33 *44.0%*	61 *33.3%*	5 *38.5%* **	28 *45.9%*	54 *34.8%*	38 *39.6%*	67 *38.1%*	24 *35.3%*	51 *40.2%*	27 *32.9%*	17 *34.0%*
Very good	**114** *44.0%*	46 *40.4%*	67 *46.9%*	23 *46.9%*	75 *43.9%*	14 *42.4%*	78 *43.1%*	21 *38.2%*	65 *46.4%*	27 *43.5%*	30 *40.0%*	84 *45.9%*	3 *23.1%* **	27 *44.3%*	66 *42.6%*	46 *47.9%*	73 *41.5%*	34 *50.0%*	58 *45.7%*	37 *45.1%*	19 *38.0%*
Good	**40** *15.4%*	19 *16.7%*	21 *14.7%*	8 *16.3%*	28 *16.4%*	4 *12.1%*	31 *17.1%*	7 *12.7%*	24 *17.1%*	9 *14.5%*	9 *12.0%*	31 *16.9%*	4 *30.8%* **	5 *8.2%*	27 *17.4%*	11 *11.5%*	30 *17.0%*	8 *11.8%*	16 *12.6%*	15 *18.3%*	9 *18.0%*
Fair	**9** *3.5%*	5 *4.4%*	4 *2.8%*	- -	6 *3.5%*	1 *3.0%*	5 *2.8%*	3 *5.5%* i	6 *4.3%* i	- -	3 *4.0%*	6 *3.3%*	1 *7.7%* **	1 *1.6%*	7 *4.5%*	1 *1.0%*	5 *2.8%*	2 *2.9%*	2 *1.6%*	3 *3.7%*	4 *8.0%* R
Poor	**1** *0.4%*	1 *0.9%*	- -	1 *2.0%* d	- -	1 *3.0%* F	- -	1 *1.8%*	- -	- -	- -	1 *0.5%*	- - **	- -	1 *0.6%*	- -	1 *0.6%*	- -	- -	- -	1 *2.0%*
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**209** *80.7%*	89 *78.1%*	118 *82.5%*	40 *81.6%*	137 *80.1%*	27 *81.8%*	145 *80.1%*	44 *80.0%*	110 *78.6%*	53 *85.5%*	63 *84.0%*	145 *79.2%*	8 *61.5%* **	55 *90.2%*	120 *77.4%*	84 *87.5%* N	140 *79.5%*	58 *85.3%*	109 *85.8%* T	64 *78.0%*	36 *72.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q45. Have you had either a flu shot or flu spray in the nose since July 1, 2014? (All respondents)																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**259** *100.0%*	**113** *100.0%*	**144** *100.0%*	**48** *100.0%*	**172** *100.0%*	**33** *100.0%*	**181** *100.0%*	**54** *100.0%*	**141** *100.0%*	**62** *100.0%*	**77** *100.0%*	**181** *100.0%*	**14** *100.0%*	**62** *100.0%*	**156** *100.0%*	**95** *100.0%*	**175** *100.0%*	**70** *100.0%*	**126** *100.0%*	**83** *100.0%*	**50** *100.0%*
No Answer	**38**	1	-	3	6	2	5	1	-	-	-	2	-	-	7	5	1	-	1	36	1
Yes	**156** *60.2%*	64 *56.6%*	91 *63.2%*	21 *43.8%*	117 *68.0%* C	18 *54.5%*	117 *64.6%*	31 *57.4%*	83 *58.9%*	41 *66.1%*	55 *71.4%* K	101 *55.8%*	9 *64.3%* **	45 *72.6%*	90 *57.7%*	64 *67.4%*	108 *61.7%*	37 *52.9%*	83 *65.9%* S	40 *48.2%*	33 *66.0%* S
No	**103** *39.8%*	49 *43.4%*	53 *36.8%*	27 *56.3%* D	55 *32.0%*	15 *45.5%*	64 *35.4%*	23 *42.6%*	58 *41.1%*	21 *33.9%*	22 *28.6%*	80 *44.2%* J	5 *35.7%* **	17 *27.4%*	66 *42.3%*	31 *32.6%*	67 *38.3%*	33 *47.1%*	43 *34.1%*	43 *51.8%* RT	17 *34.0%*
Don't know	**3**	2	1	1	2	-	3	2	1	-	-	3	-	-	1	2	2	-	2	-	1
HEDIS/CAHPS SUMMARY RATE - Yes	**156** *60.2%*	64 *56.6%*	91 *63.2%*	21 *43.8%*	117 *68.0%* C	18 *54.5%*	117 *64.6%*	31 *57.4%*	83 *58.9%*	41 *66.1%*	55 *71.4%* K	101 *55.8%*	9 *64.3%* **	45 *72.6%*	90 *57.7%*	64 *67.4%*	108 *61.7%*	37 *52.9%*	83 *65.9%* S	40 *48.2%*	33 *66.0%* S

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q45. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2014? (Respondents 18-64 years as of July 1 of the measurement year)																					
Total Eligible	**295** *100.0%*	**115** *100.0%*	**142** *100.0%*	**51** *100.0%*	**177** *100.0%*	**35** *100.0%*	**184** *100.0%*	**57** *100.0%*	**139** *100.0%*	**61** *100.0%*	**75** *100.0%*	**183** *100.0%*	**14** *100.0%*	**60** *100.0%*	**162** *100.0%*	**99** *100.0%*	**175** *100.0%*	**68** *100.0%*	**128** *100.0%*	**116** *100.0%*	**51** *100.0%*
Total Valid Responses	**254** *100.0%*	**112** *100.0%*	**141** *100.0%*	**47** *100.0%*	**169** *100.0%*	**33** *100.0%*	**176** *100.0%*	**54** *100.0%*	**138** *100.0%*	**61** *100.0%*	**75** *100.0%*	**178** *100.0%*	**14** *100.0%*	**60** *100.0%*	**154** *100.0%*	**92** *100.0%*	**172** *100.0%*	**68** *100.0%*	**125** *100.0%*	**80** *100.0%*	**49** *100.0%*
No Answer	**38**	1	-	3	6	2	5	1	-	-	-	2	-	-	7	5	1	-	1	36	1
Yes	**155** *61.0%*	63 *56.3%*	91 *64.5%*	21 *44.7%*	116 *68.6%* C	18 *54.5%*	116 *65.9%*	31 *57.4%*	82 *59.4%*	41 *67.2%*	55 *73.3%* K	100 *56.2%*	9 *64.3%* **	45 *75.0%*	90 *58.4%*	63 *68.5%*	107 *62.2%*	37 *54.4%*	83 *66.4%* S	39 *48.8%*	33 *67.3%* S
No	**99** *39.0%*	49 *43.8%*	50 *35.5%*	26 *55.3%* D	53 *31.4%*	15 *45.5%*	60 *34.1%*	23 *42.6%*	56 *40.6%*	20 *32.8%*	20 *26.7%*	78 *43.8%* J	5 *35.7%* **	15 *25.0%*	64 *41.6%*	29 *31.5%*	65 *37.8%*	31 *45.6%*	42 *33.6%*	41 *51.3%* RT	16 *32.7%*
Don't know	**3**	2	1	1	2	-	3	2	1	-	-	3	-	-	1	2	2	-	2	-	1
HEDIS/CAHPS SUMMARY RATE - Yes	**155** *61.0%*	63 *56.3%*	91 *64.5%*	21 *44.7%*	116 *68.6%* C	18 *54.5%*	116 *65.9%*	31 *57.4%*	82 *59.4%*	41 *67.2%*	55 *73.3%* K	100 *56.2%*	9 *64.3%* **	45 *75.0%*	90 *58.4%*	63 *68.5%*	107 *62.2%*	37 *54.4%*	83 *66.4%* S	39 *48.8%*	33 *67.3%* S

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q46. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**262** *100.0%*	**116** *100.0%*	**144** *100.0%*	**49** *100.0%*	**174** *100.0%*	**33** *100.0%*	**184** *100.0%*	**57** *100.0%*	**141** *100.0%*	**62** *100.0%*	**76** *100.0%*	**185** *100.0%*	**14** *100.0%*	**61** *100.0%*	**156** *100.0%*	**98** *100.0%*	**178** *100.0%*	**69** *100.0%*	**129** *100.0%*	**82** *100.0%*	**51** *100.0%*
No Answer	**38**	-	1	3	6	2	5	-	1	-	1	1	-	1	8	4	-	1	-	37	1
Every day	**2** *0.8%*	2 *1.7%*	- -	1 *2.0%*	1 *0.6%*	- -	2 *1.1%*	- -	2 *1.4%*	- -	- -	2 *1.1%*	- - **	- -	1 *0.6%*	1 *1.0%*	2 *1.1%*	- -	- -	2 *2.4%* r	- -
Some days	**2** *0.8%*	2 *1.7%*	- -	- -	1 *0.6%*	- -	2 *1.1%*	1 *1.8%*	1 *0.7%*	- -	1 *1.3%*	1 *0.5%*	- - **	1 *1.6%*	2 *1.3%*	- -	2 *1.1%*	- -	- -	1 *1.2%*	1 *2.0%*
Not at all	**257** *98.1%*	111 *95.7%*	144 *100.0%* A	48 *98.0%*	171 *98.3%*	33 *100.0%*	179 *97.3%*	56 *98.2%*	137 *97.2%*	62 *100.0%*	74 *97.4%*	182 *98.4%*	14 *100.0%* **	59 *96.7%*	153 *98.1%*	96 *98.0%*	173 *97.2%*	69 *100.0%*	128 *99.2%*	79 *96.3%*	50 *98.0%*
Don't know	**1** *0.4%*	1 *0.9%*	- -	- -	1 *0.6%*	- -	1 *0.5%*	- -	1 *0.7%*	- -	1 *1.3%*	- -	- - **	1 *1.6%*	- -	1 *1.0%*	1 *0.6%*	- -	1 *0.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**4** *1.5%*	4 *3.4%* B	- -	1 *2.0%*	2 *1.1%*	- -	4 *2.2%*	1 *1.8%*	3 *2.1%*	- -	1 *1.3%*	3 *1.6%*	- - **	1 *1.6%*	3 *1.9%*	1 *1.0%*	4 *2.2%*	- -	- -	3 *3.7%* R	1 *2.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q47. (HEDIS) In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?																				
Total Eligible	**4** ***100.0%***	**4** ***100.0%***	**-** **-**	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**1** ***100.0%***
Total Valid Responses	**4** ***100.0%***	**4** ***100.0%***	**-** **-**	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**1** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**1** ***25.0%***	1 *25.0%*	- -	- - **	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *33.3%* **	- -	- - **	1 *33.3%* **	- -	- -	- - **	1 *100.0%* **	1 *25.0%*	- -	- -	1 *33.3%* **	- - **
Usually	**-** **-**	- -	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- -	- - **	- - **
Sometimes	**1** ***25.0%***	1 *25.0%*	- -	- - **	- - **	- -	1 *25.0%*	1 *100.0%* **	- - **	- -	- - **	1 *33.3%* **	- -	- -	1 *33.3%* **	- - **	1 *25.0%*	- -	- -	1 *33.3%* **	- - **
Never	**2** ***50.0%***	2 *50.0%*	- -	1 *100.0%* **	1 *50.0%* **	- -	2 *50.0%*	- - **	2 *66.7%* **	- -	1 *100.0%* **	1 *33.3%* **	- -	1 *100.0%*	2 *66.7%* **	- - **	2 *50.0%*	- -	- -	1 *33.3%* **	1 *100.0%* **
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**2** ***50.0%***	2 *50.0%*	- -	- - **	1 *50.0%* **	- -	2 *50.0%*	1 *100.0%* **	1 *33.3%* **	- -	- - **	2 *66.7%* **	- -	- -	1 *33.3%* **	1 *100.0%* **	2 *50.0%*	- -	- -	2 *66.7%* **	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q48. (HEDIS) In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?																				
Total Eligible	**4** *100.0%*	**4** *100.0%*	**-** -	**1** *100.0%*	**2** *100.0%*	**-** -	**4** *100.0%*	**1** *100.0%*	**3** *100.0%*	**-** -	**1** *100.0%*	**3** *100.0%*	**-** -	**1** *100.0%*	**3** *100.0%*	**1** *100.0%*	**4** *100.0%*	**-** -	**-** -	**3** *100.0%*	**1** *100.0%*
Total Valid Responses	**4** *100.0%*	**4** *100.0%*	**-** -	**1** *100.0%*	**2** *100.0%*	**-** -	**4** *100.0%*	**1** *100.0%*	**3** *100.0%*	**-** -	**1** *100.0%*	**3** *100.0%*	**-** -	**1** *100.0%*	**3** *100.0%*	**1** *100.0%*	**4** *100.0%*	**-** -	**-** -	**3** *100.0%*	**1** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**1** *25.0%*	1 *25.0%*	- -	- - **	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *33.3%* **	- -	- - **	1 *33.3%* **	- -	- -	- - **	1 *100.0%* **	1 *25.0%*	- -	- -	1 *33.3%* **	- - **
Usually	**-** -	- -	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- -	- - **	- - **
Sometimes	**1** *25.0%*	1 *25.0%*	- -	- - **	- - **	- -	1 *25.0%*	1 *100.0%* **	- - **	- -	- - **	1 *33.3%* **	- -	- -	1 *33.3%* **	- - **	1 *25.0%*	- -	- -	1 *33.3%* **	- - **
Never	**2** *50.0%*	2 *50.0%*	- -	1 *100.0%* **	1 *50.0%* **	- -	2 *50.0%*	- - **	2 *66.7%* **	- -	1 *100.0%* **	1 *33.3%* **	- -	1 *100.0%*	2 *66.7%* **	- - **	2 *50.0%*	- -	- -	1 *33.3%* **	1 *100.0%* **
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**2** *50.0%*	2 *50.0%*	- -	- - **	1 *50.0%* **	- -	2 *50.0%*	1 *100.0%* **	1 *33.3%* **	- -	- - **	2 *66.7%* **	- -	- -	1 *33.3%* **	1 *100.0%* **	2 *50.0%*	- -	- -	2 *66.7%* **	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q49. (HEDIS) In the last 12 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?																				
Total Eligible	**4** ***100.0%***	**4** ***100.0%***	**-** **-**	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**1** ***100.0%***
Total Valid Responses	**4** ***100.0%***	**4** ***100.0%***	**-** **-**	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**4** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**1** ***100.0%***
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**1** ***25.0%***	1 *25.0%*	- -	- - **	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *33.3%* **	- -	- - **	1 *33.3%* **	- -	- -	- - **	1 *100.0%* **	1 *25.0%*	- -	- -	1 *33.3%* **	- - **
Usually	- -	- -	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- -	- - **	- - **
Sometimes	- -	- -	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- -	- - **	- - **
Never	**3** ***75.0%***	3 *75.0%*	- -	1 *100.0%* **	1 *50.0%* **	- -	3 *75.0%*	1 *100.0%* **	2 *66.7%* **	- -	1 *100.0%* **	2 *66.7%* **	- -	1 *100.0%*	3 *100.0%* **	- - **	3 *75.0%*	- -	- -	2 *66.7%* **	1 *100.0%* **
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**1** ***25.0%***	1 *25.0%*	- -	- - **	1 *50.0%* **	- -	1 *25.0%*	- - **	1 *33.3%* **	- -	- - **	1 *33.3%* **	- -	- -	- - **	1 *100.0%* **	1 *25.0%*	- -	- -	1 *33.3%* **	- - **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q50. Do you take aspirin daily or every other day? (All respondents)																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**262** *100.0%*	**116** *100.0%*	**144** *100.0%*	**49** *100.0%*	**174** *100.0%*	**33** *100.0%*	**184** *100.0%*	**57** *100.0%*	**141** *100.0%*	**62** *100.0%*	**76** *100.0%*	**185** *100.0%*	**14** *100.0%*	**61** *100.0%*	**156** *100.0%*	**98** *100.0%*	**178** *100.0%*	**69** *100.0%*	**129** *100.0%*	**82** *100.0%*	**51** *100.0%*
No Answer	**38**	-	1	3	6	2	5	-	1	-	1	1	-	1	8	4	-	1	-	37	1
Yes	**23** ***8.8%***	9 *7.8%*	14 *9.7%*	4 *8.2%*	19 *10.9%*	3 *9.1%*	20 *10.9%*	3 *5.3%*	12 *8.5%*	8 *12.9%*	9 *11.8%*	14 *7.6%*	2 *14.3%* **	7 *11.5%*	13 *8.3%*	10 *10.2%*	19 *10.7%*	4 *5.8%*	12 *9.3%*	7 *8.5%*	4 *7.8%*
No	**239** ***91.2%***	107 *92.2%*	130 *90.3%*	45 *91.8%*	155 *89.1%*	30 *90.9%*	164 *89.1%*	54 *94.7%*	129 *91.5%*	54 *87.1%*	67 *88.2%*	171 *92.4%*	12 *85.7%* **	54 *88.5%*	143 *91.7%*	88 *89.8%*	159 *89.3%*	65 *94.2%*	117 *90.7%*	75 *91.5%*	47 *92.2%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	**23** ***8.8%***	9 *7.8%*	14 *9.7%*	4 *8.2%*	19 *10.9%*	3 *9.1%*	20 *10.9%*	3 *5.3%*	12 *8.5%*	8 *12.9%*	9 *11.8%*	14 *7.6%*	2 *14.3%* **	7 *11.5%*	13 *8.3%*	10 *10.2%*	19 *10.7%*	4 *5.8%*	12 *9.3%*	7 *8.5%*	4 *7.8%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
HEDIS Measure: Aspirin Use																				
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**21** *100.0%*	**7** *100.0%*	**14** *100.0%*	**3** *100.0%*	**15** *100.0%*	**2** *100.0%*	**19** *100.0%*	**2** *100.0%*	**11** *100.0%*	**8** *100.0%*	**7** *100.0%*	**14** *100.0%*	**1** *100.0%*	**6** *100.0%*	**9** *100.0%*	**12** *100.0%*	**18** *100.0%*	**3** *100.0%*	**10** *100.0%*	**6** *100.0%*	**5** *100.0%*
No Answer	**279**	109	131	49	165	33	170	55	131	54	70	172	13	56	155	90	160	67	119	113	47
Current Year Summary Rate	**4** *19.0%*	1 *14.3%* **	3 *21.4%* **	1 *33.3%* **	3 *20.0%* **	1 *50.0%* **	3 *15.8%* **	1 *50.0%* **	- - **	3 *37.5%* **	3 *42.9%* **	1 *7.1%* **	1 *100.0%* **	2 *33.3%* **	- - **	4 *33.3%* **	3 *16.7%* **	1 *33.3%* **	3 *30.0%* **	- - **	1 *20.0%* **
Current Year Bottom Box Rate	**17** *81.0%*	6 *85.7%* **	11 *78.6%* **	2 *66.7%* **	12 *80.0%* **	1 *50.0%* **	16 *84.2%* **	1 *50.0%* **	11 *100.0%* **	5 *62.5%* **	4 *57.1%* **	13 *92.9%* **	- - **	4 *66.7%* **	9 *100.0%* **	8 *66.7%* **	15 *83.3%* **	2 *66.7%* **	7 *70.0%* **	6 *100.0%* **	4 *80.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

		HEALTH PLAN RATING (Q42)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**259** *100.0%*	**115** *100.0%*	**142** *100.0%*	**48** *100.0%*	**173** *100.0%*	**32** *100.0%*	**184** *100.0%*	**57** *100.0%*	**138** *100.0%*	**62** *100.0%*	**76** *100.0%*	**182** *100.0%*	**14** *100.0%*	**61** *100.0%*	**153** *100.0%*	**98** *100.0%*	**176** *100.0%*	**69** *100.0%*	**128** *100.0%*	**81** *100.0%*	**50** *100.0%*
No Answer	**39**	-	2	3	6	2	5	-	2	-	1	2	-	1	9	4	-	1	1	37	1
Yes	**8** *3.1%*	5 *4.3%*	3 *2.1%*	1 *2.1%*	6 *3.5%*	1 *3.1%*	6 *3.3%*	3 *5.3%*	3 *2.2%*	2 *3.2%*	4 *5.3%*	4 *2.2%*	1 *7.1%* **	3 *4.9%*	3 *2.0%*	5 *5.1%*	6 *3.4%*	2 *2.9%*	4 *3.1%*	3 *3.7%*	1 *2.0%*
No	**251** *96.9%*	110 *95.7%*	139 *97.9%*	47 *97.9%*	167 *96.5%*	31 *96.9%*	178 *96.7%*	54 *94.7%*	135 *97.8%*	60 *96.8%*	72 *94.7%*	178 *97.8%*	13 *92.9%* **	58 *95.1%*	150 *98.0%*	93 *94.9%*	170 *96.6%*	67 *97.1%*	124 *96.9%*	78 *96.3%*	49 *98.0%*
Don't know	**2**	1	1	1	1	1	-	-	2	-	-	2	-	-	2	-	2	-	-	1	1
HEDIS/CAHPS SUMMARY RATE - No	**251** *96.9%*	110 *95.7%*	139 *97.9%*	47 *97.9%*	167 *96.5%*	31 *96.9%*	178 *96.7%*	54 *94.7%*	135 *97.8%*	60 *96.8%*	72 *94.7%*	178 *97.8%*	13 *92.9%*	58 *95.1%*	150 *98.0%*	93 *94.9%*	170 *96.6%*	67 *97.1%*	124 *96.9%*	78 *96.3%*	49 *98.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**261** *100.0%*	**115** *100.0%*	**144** *100.0%*	**49** *100.0%*	**174** *100.0%*	**32** *100.0%*	**185** *100.0%*	**57** *100.0%*	**140** *100.0%*	**62** *100.0%*	**77** *100.0%*	**183** *100.0%*	**14** *100.0%*	**62** *100.0%*	**155** *100.0%*	**98** *100.0%*	**177** *100.0%*	**70** *100.0%*	**128** *100.0%*	**82** *100.0%*	**51** *100.0%*
No Answer	**39**	1	1	3	6	3	4	-	2	-	-	3	-	-	9	4	1	-	1	37	1
Yes	**60** *23.0%*	26 *22.6%*	34 *23.6%*	12 *24.5%*	41 *23.6%*	8 *25.0%*	47 *25.4%*	11 *19.3%*	28 *20.0%*	21 *33.9%* gH	19 *24.7%*	41 *22.4%*	4 *28.6%* **	15 *24.2%*	31 *20.0%*	28 *28.6%*	43 *24.3%*	14 *20.0%*	33 *25.8%*	19 *23.2%*	8 *15.7%*
No	**201** *77.0%*	89 *77.4%*	110 *76.4%*	37 *75.5%*	133 *76.4%*	24 *75.0%*	138 *74.6%*	46 *80.7%* i	112 *80.0%* I	41 *66.1%*	58 *75.3%*	142 *77.6%*	10 *71.4%* **	47 *75.8%*	124 *80.0%*	70 *71.4%*	134 *75.7%*	56 *80.0%*	95 *74.2%*	63 *76.8%*	43 *84.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**60** *23.0%*	26 *22.6%*	34 *23.6%*	12 *24.5%*	41 *23.6%*	8 *25.0%*	47 *25.4%*	11 *19.3%*	28 *20.0%*	21 *33.9%* gH	19 *24.7%*	41 *22.4%*	4 *28.6%* **	15 *24.2%*	31 *20.0%*	28 *28.6%*	43 *24.3%*	14 *20.0%*	33 *25.8%*	19 *23.2%*	8 *15.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
HEDIS Measure: Aspirin Risks and Benefits																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**89** *100.0%*	**34** *100.0%*	**55** *100.0%*	**16** *100.0%*	**63** *100.0%*	**12** *100.0%*	**71** *100.0%*	**14** *100.0%*	**49** *100.0%*	**26** *100.0%*	**33** *100.0%*	**56** *100.0%*	**5** *100.0%*	**28** *100.0%*	**51** *100.0%*	**36** *100.0%*	**61** *100.0%*	**23** *100.0%*	**48** *100.0%*	**25** *100.0%*	**16** *100.0%*
No Answer	**211**	82	90	36	117	23	118	43	93	36	44	130	9	34	113	66	117	47	81	94	36
Current Year Summary Rate	**33** *37.1%*	12 *35.3%*	21 *38.2%*	6 *37.5%* **	23 *36.5%*	4 *33.3%* **	28 *39.4%*	5 *35.7%* **	14 *28.6%*	14 *53.8%* **	13 *39.4%*	20 *35.7%*	3 *60.0%* **	10 *35.7%* **	18 *35.3%*	15 *41.7%*	21 *34.4%*	10 *43.5%* **	21 *43.8%*	9 *36.0%* **	3 *18.8%* **
Current Year Bottom Box Rate	**56** *62.9%*	22 *64.7%*	34 *61.8%*	10 *62.5%* **	40 *63.5%*	8 *66.7%* **	43 *60.6%*	9 *64.3%* **	35 *71.4%*	12 *46.2%* **	20 *60.6%*	36 *64.3%*	2 *40.0%* **	18 *64.3%* **	33 *64.7%*	21 *58.3%*	40 *65.6%*	13 *56.5%* **	27 *56.3%*	16 *64.0%* **	13 *81.3%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q53. Are you aware that you have any of the following conditions? Check all that apply.																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**83**	31	52	14	62	11	69	14	43	26	22	61	6	15	43	40	65	17	46	21	16
Total Respondents	**68** *100.0%*	**24** *100.0%*	**44** *100.0%*	**12** *100.0%*	**49** *100.0%*	**9** *100.0%*	**56** *100.0%*	**13** *100.0%*	**36** *100.0%*	**19** *100.0%*	**17** *100.0%*	**51** *100.0%*	**5** *100.0%*	**11** *100.0%*	**39** *100.0%*	**29** *100.0%*	**52** *100.0%*	**15** *100.0%*	**38** *100.0%*	**18** *100.0%*	**12** *100.0%*
High cholesterol	**28** *41.2%*	11 *45.8%* **	17 *38.6%*	7 *58.3%* **	19 *38.8%*	6 *66.7%* **	22 *39.3%*	6 *46.2%* **	15 *41.7%*	7 *36.8%* **	7 *41.2%* **	21 *41.2%*	2 *40.0%* **	4 *36.4%* **	18 *46.2%*	10 *34.5%* **	23 *44.2%*	4 *26.7%* **	16 *42.1%*	5 *27.8%* **	7 *58.3%* **
High blood pressure	**25** *36.8%*	9 *37.5%* **	16 *36.4%*	2 *16.7%* **	20 *40.8%*	3 *33.3%* **	21 *37.5%*	5 *38.5%* **	9 *25.0%*	11 *57.9%* **	7 *41.2%* **	18 *35.3%*	2 *40.0%* **	5 *45.5%* **	13 *33.3%*	12 *41.4%* **	19 *36.5%*	6 *40.0%* **	15 *39.5%*	7 *38.9%* **	3 *25.0%* **
Parent or sibling with heart attack before the age of 60	**30** *44.1%*	11 *45.8%* **	19 *43.2%*	5 *41.7%* **	23 *46.9%*	2 *22.2%* **	26 *46.4%*	3 *23.1%* **	19 *52.8%*	8 *42.1%* **	8 *47.1%* **	22 *43.1%*	2 *40.0%* **	6 *54.5%* **	12 *30.8%*	18 *62.1%* **	23 *44.2%*	7 *46.7%* **	15 *39.5%*	9 *50.0%* **	6 *50.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q54. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**17**	6	11	1	16	1	15	2	9	6	4	13	-	3	11	6	13	3	9	8	-
Total Respondents	**17** *100.0%*	**6** *100.0%*	**11** *100.0%*	**1** *100.0%*	**16** *100.0%*	**1** *100.0%*	**15** *100.0%*	**2** *100.0%*	**9** *100.0%*	**6** *100.0%*	**4** *100.0%*	**13** *100.0%*	**-** **-**	**3** *100.0%*	**11** *100.0%*	**6** *100.0%*	**13** *100.0%*	**3** *100.0%*	**9** *100.0%*	**8** *100.0%*	**-** **-**
A heart attack	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- -
Angina or coronary heart disease	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- -
A stroke	**1** ***5.9%***	1 *16.7%* **	- - **	- - **	1 *6.3%* **	- - **	1 *6.7%* **	- - **	1 *11.1%* **	- - **	- - **	1 *7.7%* **	- -	- -	1 *9.1%* **	- - **	- - **	1 *33.3%* **	- - **	1 *12.5%* **	- -
Any kind of diabetes or high blood sugar	**16** ***94.1%***	5 *83.3%* **	11 *100.0%* **	1 *100.0%* **	15 *93.8%* **	1 *100.0%* **	14 *93.3%* **	2 *100.0%* **	8 *88.9%* **	6 *100.0%* **	4 *100.0%* **	12 *92.3%* **	- -	3 *100.0%*	10 *90.9%* **	6 *100.0%* **	13 *100.0%* **	2 *66.7%* **	9 *100.0%* **	7 *87.5%* **	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q55. In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**261** *100.0%*	**115** *100.0%*	**144** *100.0%*	**49** *100.0%*	**173** *100.0%*	**32** *100.0%*	**184** *100.0%*	**57** *100.0%*	**140** *100.0%*	**62** *100.0%*	**76** *100.0%*	**184** *100.0%*	**13** *100.0%*	**62** *100.0%*	**155** *100.0%*	**98** *100.0%*	**176** *100.0%*	**70** *100.0%*	**129** *100.0%*	**81** *100.0%*	**51** *100.0%*
No Answer	**39**	1	1	3	7	3	5	-	2	-	1	2	1	-	9	4	2	-	-	38	1
Yes	**58** *22.2%*	22 *19.1%*	36 *25.0%*	15 *30.6%*	42 *24.3%*	9 *28.1%*	43 *23.4%*	15 *26.3%*	24 *17.1%*	19 *30.6%* H	21 *27.6%*	37 *20.1%*	1 *7.7%* **	20 *32.3%*	6 *3.9%*	51 *52.0%* N	45 *25.6%* q	11 *15.7%*	25 *19.4%*	19 *23.5%*	14 *27.5%*
No	**203** *77.8%*	93 *80.9%*	108 *75.0%*	34 *69.4%*	131 *75.7%*	23 *71.9%*	141 *76.6%*	42 *73.7%*	116 *82.9%* I	43 *69.4%*	55 *72.4%*	147 *79.9%*	12 *92.3%* **	42 *67.7%*	149 *96.1%* O	47 *48.0%*	131 *74.4%*	59 *84.3%* p	104 *80.6%*	62 *76.5%*	37 *72.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**58** *22.2%*	22 *19.1%*	36 *25.0%*	15 *30.6%*	42 *24.3%*	9 *28.1%*	43 *23.4%*	15 *26.3%*	24 *17.1%*	19 *30.6%* H	21 *27.6%*	37 *20.1%*	1 *7.7%* **	20 *32.3%*	6 *3.9%*	51 *52.0%* N	45 *25.6%* q	11 *15.7%*	25 *19.4%*	19 *23.5%*	14 *27.5%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q56. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																					
Total Eligible	**58** *100.0%*	**22** *100.0%*	**36** *100.0%*	**15** *100.0%*	**42** *100.0%*	**9** *100.0%*	**43** *100.0%*	**15** *100.0%*	**24** *100.0%*	**19** *100.0%*	**21** *100.0%*	**37** *100.0%*	**1** *100.0%*	**20** *100.0%*	**6** *100.0%*	**51** *100.0%*	**45** *100.0%*	**11** *100.0%*	**25** *100.0%*	**19** *100.0%*	**14** *100.0%*
Total Valid Responses	**58** *100.0%*	**22** *100.0%*	**36** *100.0%*	**15** *100.0%*	**42** *100.0%*	**9** *100.0%*	**43** *100.0%*	**15** *100.0%*	**24** *100.0%*	**19** *100.0%*	**21** *100.0%*	**37** *100.0%*	**1** *100.0%*	**20** *100.0%*	**6** *100.0%*	**51** *100.0%*	**45** *100.0%*	**11** *100.0%*	**25** *100.0%*	**19** *100.0%*	**14** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**44** *75.9%*	19 *86.4%* **	25 *69.4%*	13 *86.7%* **	30 *71.4%*	8 *88.9%* **	31 *72.1%*	13 *86.7%* **	18 *75.0%* **	13 *68.4%* **	15 *71.4%* **	29 *78.4%*	1 *100.0%* **	14 *70.0%* **	4 *66.7%* **	39 *76.5%*	35 *77.8%*	7 *63.6%* **	21 *84.0%* **	13 *68.4%* **	10 *71.4%* **
No	**14** *24.1%*	3 *13.6%* **	11 *30.6%*	2 *13.3%* **	12 *28.6%*	1 *11.1%* **	12 *27.9%*	2 *13.3%* **	6 *25.0%* **	6 *31.6%* **	6 *28.6%* **	8 *21.6%*	- - **	6 *30.0%* **	2 *33.3%* **	12 *23.5%*	10 *22.2%*	4 *36.4%* **	4 *16.0%* **	6 *31.6%* **	4 *28.6%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**44** *75.9%*	19 *86.4%* **	25 *69.4%*	13 *86.7%* **	30 *71.4%*	8 *88.9%* **	31 *72.1%*	13 *86.7%* **	18 *75.0%* **	13 *68.4%* **	15 *71.4%* **	29 *78.4%*	1 *100.0%* **	14 *70.0%* **	4 *66.7%* **	39 *76.5%*	35 *77.8%*	7 *63.6%* **	21 *84.0%* **	13 *68.4%* **	10 *71.4%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q57. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**261** *100.0%*	**115** *100.0%*	**144** *100.0%*	**48** *100.0%*	**174** *100.0%*	**32** *100.0%*	**184** *100.0%*	**56** *100.0%*	**141** *100.0%*	**62** *100.0%*	**75** *100.0%*	**185** *100.0%*	**12** *100.0%*	**62** *100.0%*	**155** *100.0%*	**98** *100.0%*	**177** *100.0%*	**69** *100.0%*	**129** *100.0%*	**81** *100.0%*	**51** *100.0%*
No Answer	**39**	1	1	4	6	3	5	1	1	-	2	1	2	-	9	4	1	1	-	38	1
Yes	**107** *41.0%*	43 *37.4%*	64 *44.4%*	15 *31.3%*	83 *47.7%* C	10 *31.3%*	91 *49.5%* e	17 *30.4%*	64 *45.4%* g	26 *41.9%*	26 *34.7%*	81 *43.8%*	3 *25.0%* **	23 *37.1%*	47 *30.3%*	56 *57.1%* N	83 *46.9%* Q	21 *30.4%*	49 *38.0%*	35 *43.2%*	23 *45.1%*
No	**154** *59.0%*	72 *62.6%*	80 *55.6%*	33 *68.8%* D	91 *52.3%*	22 *68.8%* f	93 *50.5%*	39 *69.6%* h	77 *54.6%*	36 *58.1%*	49 *65.3%*	104 *56.2%*	9 *75.0%* **	39 *62.9%*	108 *69.7%* O	42 *42.9%*	94 *53.1%*	48 *69.6%* P	80 *62.0%*	46 *56.8%*	28 *54.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**107** *41.0%*	43 *37.4%*	64 *44.4%*	15 *31.3%*	83 *47.7%* C	10 *31.3%*	91 *49.5%* e	17 *30.4%*	64 *45.4%* g	26 *41.9%*	26 *34.7%*	81 *43.8%*	3 *25.0%* **	23 *37.1%*	47 *30.3%*	56 *57.1%* N	83 *46.9%* Q	21 *30.4%*	49 *38.0%*	35 *43.2%*	23 *45.1%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q58. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																					
Total Eligible	**107** *100.0%*	**43** *100.0%*	**64** *100.0%*	**15** *100.0%*	**83** *100.0%*	**10** *100.0%*	**91** *100.0%*	**17** *100.0%*	**64** *100.0%*	**26** *100.0%*	**26** *100.0%*	**81** *100.0%*	**3** *100.0%*	**23** *100.0%*	**47** *100.0%*	**56** *100.0%*	**83** *100.0%*	**21** *100.0%*	**49** *100.0%*	**35** *100.0%*	**23** *100.0%*
Total Valid Responses	**105** *100.0%*	**41** *100.0%*	**64** *100.0%*	**15** *100.0%*	**81** *100.0%*	**10** *100.0%*	**89** *100.0%*	**17** *100.0%*	**62** *100.0%*	**26** *100.0%*	**26** *100.0%*	**79** *100.0%*	**3** *100.0%*	**23** *100.0%*	**45** *100.0%*	**56** *100.0%*	**81** *100.0%*	**21** *100.0%*	**47** *100.0%*	**35** *100.0%*	**23** *100.0%*
No Answer	**2**	2	-	-	2	-	2	-	2	-	-	2	-	-	2	-	2	-	2	-	-
Yes	**97** *92.4%*	39 *95.1%*	58 *90.6%*	13 *86.7%* **	75 *92.6%*	9 *90.0%* **	82 *92.1%*	16 *94.1%* **	57 *91.9%*	24 *92.3%* **	24 *92.3%* **	73 *92.4%*	3 *100.0%* **	21 *91.3%* **	42 *93.3%*	51 *91.1%*	74 *91.4%*	21 *100.0%* **	43 *91.5%*	32 *91.4%*	22 *95.7%* **
No	**8** *7.6%*	2 *4.9%*	6 *9.4%*	2 *13.3%* **	6 *7.4%*	1 *10.0%* **	7 *7.9%*	1 *5.9%* **	5 *8.1%*	2 *7.7%* **	2 *7.7%* **	6 *7.6%*	- - **	2 *8.7%* **	3 *6.7%*	5 *8.9%*	7 *8.6%*	- - **	4 *8.5%*	3 *8.6%*	1 *4.3%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**97** *92.4%*	39 *95.1%*	58 *90.6%*	13 *86.7%* **	75 *92.6%*	9 *90.0%* **	82 *92.1%*	16 *94.1%* **	57 *91.9%*	24 *92.3%* **	24 *92.3%* **	73 *92.4%*	3 *100.0%* **	21 *91.3%* **	42 *93.3%*	51 *91.1%*	74 *91.4%*	21 *100.0%* **	43 *91.5%*	32 *91.4%*	22 *95.7%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q59. What is your age?																					
Total Eligible	**300** ***100.0%***	**116** ***100.0%***	**145** ***100.0%***	**52** ***100.0%***	**180** ***100.0%***	**35** ***100.0%***	**189** ***100.0%***	**57** ***100.0%***	**142** ***100.0%***	**62** ***100.0%***	**77** ***100.0%***	**186** ***100.0%***	**14** ***100.0%***	**62** ***100.0%***	**164** ***100.0%***	**102** ***100.0%***	**178** ***100.0%***	**70** ***100.0%***	**129** ***100.0%***	**119** ***100.0%***	**52** ***100.0%***
Total Valid Responses	**256** ***100.0%***	**113** ***100.0%***	**141** ***100.0%***	**47** ***100.0%***	**172** ***100.0%***	**32** ***100.0%***	**181** ***100.0%***	**55** ***100.0%***	**137** ***100.0%***	**62** ***100.0%***	**73** ***100.0%***	**182** ***100.0%***	**12** ***100.0%***	**61** ***100.0%***	**151** ***100.0%***	**98** ***100.0%***	**176** ***100.0%***	**67** ***100.0%***	**127** ***100.0%***	**78** ***100.0%***	**51** ***100.0%***
No Answer	**44**	3	4	5	8	3	8	2	5	-	4	4	2	1	13	4	2	3	2	41	1
18 to 24	**10** ***3.9%***	1 *0.9%*	8 *5.7%* A	3 *6.4%*	4 *2.3%*	1 *3.1%*	6 *3.3%*	1 *1.8%*	6 *4.4%*	2 *3.2%*	- -	10 *5.5%* J	- - **	- -	9 *6.0%* o	1 *1.0%*	3 *1.7%*	6 *9.0%* P	3 *2.4%*	5 *6.4%*	2 *3.9%*
25 to 34	**43** ***16.8%***	26 *23.0%* B	17 *12.1%*	10 *21.3%*	25 *14.5%*	5 *15.6%*	23 *12.7%*	14 *25.5%* I	22 *16.1%*	7 *11.3%*	12 *16.4%*	30 *16.5%*	3 *25.0%* **	9 *14.8%*	28 *18.5%*	14 *14.3%*	28 *15.9%*	12 *17.9%*	19 *15.0%*	15 *19.2%*	9 *17.6%*
35 to 44	**66** ***25.8%***	35 *31.0%* b	30 *21.3%*	17 *36.2%* d	41 *23.8%*	8 *25.0%*	38 *21.0%*	18 *32.7%* i	36 *26.3%*	11 *17.7%*	18 *24.7%*	48 *26.4%*	4 *33.3%* **	14 *23.0%*	35 *23.2%*	29 *29.6%*	47 *26.7%*	15 *22.4%*	30 *23.6%*	20 *25.6%*	16 *31.4%*
45 to 54	**48** ***18.8%***	16 *14.2%*	32 *22.7%* a	7 *14.9%*	32 *18.6%*	7 *21.9%*	39 *21.5%*	9 *16.4%*	21 *15.3%*	18 *29.0%* H	13 *17.8%*	35 *19.2%*	1 *8.3%* **	12 *19.7%*	28 *18.5%*	18 *18.4%*	35 *19.9%*	13 *19.4%*	26 *20.5%*	10 *12.8%*	12 *23.5%*
55 to 64	**84** ***32.8%***	32 *28.3%*	52 *36.9%*	10 *21.3%*	65 *37.8%* C	10 *31.3%*	71 *39.2%*	12 *21.8%*	49 *35.8%* g	23 *37.1%* g	28 *38.4%*	56 *30.8%*	4 *33.3%* **	24 *39.3%*	47 *31.1%*	35 *35.7%*	59 *33.5%*	21 *31.3%*	48 *37.8%* t	24 *30.8%*	12 *23.5%*
65 to 74	**5** ***2.0%***	3 *2.7%*	2 *1.4%*	- -	5 *2.9%*	1 *3.1%*	4 *2.2%*	1 *1.8%*	3 *2.2%*	1 *1.6%*	2 *2.7%*	3 *1.6%*	- - **	2 *3.3%*	4 *2.6%*	1 *1.0%*	4 *2.3%*	- -	1 *0.8%*	4 *5.1%* r	- -
75 or older	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
SPHA SUMMARY RATE - Members 18 to 34	**53** ***20.7%***	27 *23.9%*	25 *17.7%*	13 *27.7%* d	29 *16.9%*	6 *18.8%*	29 *16.0%*	15 *27.3%* i	28 *20.4%*	9 *14.5%*	12 *16.4%*	40 *22.0%*	3 *25.0%* **	9 *14.8%*	37 *24.5%* o	15 *15.3%*	31 *17.6%*	18 *26.9%*	22 *17.3%*	20 *25.6%*	11 *21.6%*
SPHA SUMMARY RATE - Members 35 to 44	**66** ***25.8%***	35 *31.0%*	30 *21.3%*	17 *36.2%*	41 *23.8%*	8 *25.0%*	38 *21.0%*	18 *32.7%*	36 *26.3%*	11 *17.7%*	18 *24.7%*	48 *26.4%*	4 *33.3%*	14 *23.0%*	35 *23.2%*	29 *29.6%*	47 *26.7%*	15 *22.4%*	30 *23.6%*	20 *25.6%*	16 *31.4%*
SPHA SUMMARY RATE - Members 45 to 54	**48** ***18.8%***	16 *14.2%*	32 *22.7%*	7 *14.9%*	32 *18.6%*	7 *21.9%*	39 *21.5%*	9 *16.4%*	21 *15.3%*	18 *29.0%*	13 *17.8%*	35 *19.2%*	1 *8.3%*	12 *19.7%*	28 *18.5%*	18 *18.4%*	35 *19.9%*	13 *19.4%*	26 *20.5%*	10 *12.8%*	12 *23.5%*
SPHA SUMMARY RATE - Members 55 or older	**89** ***34.8%***	35 *31.0%*	54 *38.3%*	10 *21.3%*	70 *40.7%* C	11 *34.4%*	75 *41.4%*	13 *23.6%*	52 *38.0%* g	24 *38.7%* g	30 *41.1%*	59 *32.4%*	4 *33.3%* **	26 *42.6%*	51 *33.8%*	36 *36.7%*	63 *35.8%*	21 *31.3%*	49 *38.6%* t	28 *35.9%*	12 *23.5%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q60. Are you male or female?																					
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**260** *100.0%*	**115** *100.0%*	**143** *100.0%*	**48** *100.0%*	**174** *100.0%*	**32** *100.0%*	**184** *100.0%*	**56** *100.0%*	**140** *100.0%*	**62** *100.0%*	**75** *100.0%*	**184** *100.0%*	**12** *100.0%*	**62** *100.0%*	**154** *100.0%*	**98** *100.0%*	**177** *100.0%*	**69** *100.0%*	**128** *100.0%*	**81** *100.0%*	**51** *100.0%*
No Answer	**40**	1	2	4	6	3	5	1	2	-	2	2	2	-	10	4	1	1	1	38	1
Male	**103** *39.6%*	47 *40.9%*	55 *38.5%*	21 *43.8%*	63 *36.2%*	11 *34.4%*	68 *37.0%*	17 *30.4%*	56 *40.0%*	29 *46.8%* g	23 *30.7%*	79 *42.9%* j	3 *25.0%* **	19 *30.6%*	66 *42.9%*	35 *35.7%*	64 *36.2%*	33 *47.8%* p	44 *34.4%*	33 *40.7%*	26 *51.0%* R
Female	**157** *60.4%*	68 *59.1%*	88 *61.5%*	27 *56.3%*	111 *63.8%*	21 *65.6%*	116 *63.0%*	39 *69.6%* i	84 *60.0%*	33 *53.2%*	52 *69.3%* k	105 *57.1%*	9 *75.0%* **	43 *69.4%*	88 *57.1%*	63 *64.3%*	113 *63.8%* q	36 *52.2%*	84 *65.6%* T	48 *59.3%*	25 *49.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q61. What is the highest grade or level of school that you have completed?																				
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**258** *100.0%*	**114** *100.0%*	**142** *100.0%*	**48** *100.0%*	**173** *100.0%*	**32** *100.0%*	**182** *100.0%*	**56** *100.0%*	**139** *100.0%*	**61** *100.0%*	**75** *100.0%*	**182** *100.0%*	**12** *100.0%*	**62** *100.0%*	**154** *100.0%*	**97** *100.0%*	**177** *100.0%*	**67** *100.0%*	**128** *100.0%*	**79** *100.0%*	**51** *100.0%*
No Answer	**42**	2	3	4	7	3	7	1	3	1	2	4	2	-	10	5	1	3	1	40	1
8th grade or less	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
Some high school, but did not graduate	**3** *1.2%*	3 *2.6%* b	- -	2 *4.2%* d	1 *0.6%*	- -	3 *1.6%*	2 *3.6%*	1 *0.7%*	- -	1 *1.3%*	2 *1.1%*	- - **	1 *1.6%*	1 *0.6%*	2 *2.1%*	2 *1.1%*	- -	2 *1.6%*	1 *1.3%*	- -
High school graduate or GED	**6** *2.3%*	2 *1.8%*	4 *2.8%*	3 *6.3%* d	3 *1.7%*	1 *3.1%*	4 *2.2%*	- -	4 *2.9%*	2 *3.3%*	2 *2.7%*	4 *2.2%*	- - **	2 *3.2%*	5 *3.2%*	1 *1.0%*	3 *1.7%*	3 *4.5%*	1 *0.8%*	3 *3.8%*	2 *3.9%*
Some college or 2-year degree	**40** *15.5%*	11 *9.6%*	28 *19.7%* A	7 *14.6%*	26 *15.0%*	3 *9.4%*	29 *15.9%*	4 *7.1%*	23 *16.5%* g	12 *19.7%* g	9 *12.0%*	31 *17.0%*	- - **	9 *14.5%*	30 *19.5%* o	10 *10.3%*	24 *13.6%*	15 *22.4%* p	19 *14.8%*	15 *19.0%*	6 *11.8%*
4-year college graduate	**76** *29.5%*	32 *28.1%*	44 *31.0%*	16 *33.3%*	44 *25.4%*	14 *43.8%* F	48 *26.4%*	14 *25.0%*	42 *30.2%*	20 *32.8%*	18 *24.0%*	57 *31.3%*	2 *16.7%* **	16 *25.8%*	44 *28.6%*	28 *28.9%*	48 *27.1%*	25 *37.3%*	42 *32.8%*	21 *26.6%*	13 *25.5%*
More than 4-year college degree	**133** *51.6%*	66 *57.9%* b	66 *46.5%*	20 *41.7%*	99 *57.2%* c	14 *43.8%*	98 *53.8%*	36 *64.3%* hl	69 *49.6%*	27 *44.3%*	45 *60.0%* k	88 *48.4%*	10 *83.3%* **	34 *54.8%*	74 *48.1%*	56 *57.7%*	100 *56.5%* Q	24 *35.8%*	64 *50.0%*	39 *49.4%*	30 *58.8%*
SPHA SUMMARY RATE - High school graduate or less	**9** *3.5%*	5 *4.4%*	4 *2.8%*	5 *10.4%* D	4 *2.3%*	1 *3.1%*	7 *3.8%*	2 *3.6%*	5 *3.6%*	2 *3.3%*	3 *4.0%*	6 *3.3%*	- - **	3 *4.8%*	6 *3.9%*	3 *3.1%*	5 *2.8%*	3 *4.5%*	3 *2.3%*	4 *5.1%*	2 *3.9%*
SPHA SUMMARY RATE - Some college	**40** *15.5%*	11 *9.6%*	28 *19.7%* A	7 *14.6%*	26 *15.0%*	3 *9.4%*	29 *15.9%*	4 *7.1%*	23 *16.5%* g	12 *19.7%* g	9 *12.0%*	31 *17.0%*	- - **	9 *14.5%*	30 *19.5%* o	10 *10.3%*	24 *13.6%*	15 *22.4%* p	19 *14.8%*	15 *19.0%*	6 *11.8%*
SPHA SUMMARY RATE - 4 - year college graduate or more	**209** *81.0%*	98 *86.0%* b	110 *77.5%*	36 *75.0%*	143 *82.7%*	28 *87.5%*	146 *80.2%*	50 *89.3%* i	111 *79.9%*	47 *77.0%*	63 *84.0%*	145 *79.7%*	12 *100.0%* **	50 *80.6%*	118 *76.6%*	84 *86.6%* n	148 *83.6%* q	49 *73.1%*	106 *82.8%*	60 *75.9%*	43 *84.3%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q62. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	**300** *100.0%*	**116** *100.0%*	**145** *100.0%*	**52** *100.0%*	**180** *100.0%*	**35** *100.0%*	**189** *100.0%*	**57** *100.0%*	**142** *100.0%*	**62** *100.0%*	**77** *100.0%*	**186** *100.0%*	**14** *100.0%*	**62** *100.0%*	**164** *100.0%*	**102** *100.0%*	**178** *100.0%*	**70** *100.0%*	**129** *100.0%*	**119** *100.0%*	**52** *100.0%*
Total Valid Responses	**257** *100.0%*	**114** *100.0%*	**142** *100.0%*	**48** *100.0%*	**172** *100.0%*	**32** *100.0%*	**183** *100.0%*	**56** *100.0%*	**138** *100.0%*	**62** *100.0%*	**74** *100.0%*	**182** *100.0%*	**12** *100.0%*	**61** *100.0%*	**152** *100.0%*	**98** *100.0%*	**174** *100.0%*	**69** *100.0%*	**126** *100.0%*	**80** *100.0%*	**51** *100.0%*
No Answer	**43**	2	3	4	8	3	6	1	4	-	3	4	2	1	12	4	4	1	3	39	1
Yes, Hispanic or Latino	**9** ***3.5%***	1 *0.9%*	8 *5.6%* A	2 *4.2%*	5 *2.9%*	2 *6.3%*	7 *3.8%*	1 *1.8%*	4 *2.9%*	4 *6.5%*	2 *2.7%*	7 *3.8%*	- - **	2 *3.3%*	3 *2.0%*	5 *5.1%*	7 *4.0%*	2 *2.9%*	5 *4.0%*	1 *1.3%*	3 *5.9%*
No, Not Hispanic or Latino	**248** ***96.5%***	113 *99.1%* B	134 *94.4%*	46 *95.8%*	167 *97.1%*	30 *93.8%*	176 *96.2%*	55 *98.2%*	134 *97.1%*	58 *93.5%*	72 *97.3%*	175 *96.2%*	12 *100.0%* **	59 *96.7%*	149 *98.0%*	93 *94.9%*	167 *96.0%*	67 *97.1%*	121 *96.0%*	79 *98.8%*	48 *94.1%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q63. What is your race? Please mark one or more.																					
Total Eligible	**300** ***100.0%***	**116** ***100.0%***	**145** ***100.0%***	**52** ***100.0%***	**180** ***100.0%***	**35** ***100.0%***	**189** ***100.0%***	**57** ***100.0%***	**142** ***100.0%***	**62** ***100.0%***	**77** ***100.0%***	**186** ***100.0%***	**14** ***100.0%***	**62** ***100.0%***	**164** ***100.0%***	**102** ***100.0%***	**178** ***100.0%***	**70** ***100.0%***	**129** ***100.0%***	**119** ***100.0%***	**52** ***100.0%***
Total Valid Responses	**267**	120	145	50	174	32	188	57	146	62	73	193	12	60	157	99	179	73	129	87	51
Total Respondents	**255** ***100.0%***	**113** ***100.0%***	**140** ***100.0%***	**48** ***100.0%***	**169** ***100.0%***	**32** ***100.0%***	**179** ***100.0%***	**54** ***100.0%***	**138** ***100.0%***	**61** ***100.0%***	**71** ***100.0%***	**183** ***100.0%***	**11** ***100.0%***	**59** ***100.0%***	**151** ***100.0%***	**96** ***100.0%***	**173** ***100.0%***	**68** ***100.0%***	**127** ***100.0%***	**78** ***100.0%***	**50** ***100.0%***
White	**208** ***81.6%***	96 *85.0%*	111 *79.3%*	37 *77.1%*	142 *84.0%*	25 *78.1%*	150 *83.8%*	46 *85.2%*	112 *81.2%*	49 *80.3%*	59 *83.1%*	148 *80.9%*	8 *72.7%* **	50 *84.7%*	119 *78.8%*	82 *85.4%*	142 *82.1%*	55 *80.9%*	102 *80.3%*	65 *83.3%*	41 *82.0%*
Black or African-American	**4** ***1.6%***	1 *0.9%*	3 *2.1%*	- -	4 *2.4%*	- -	4 *2.2%*	- -	2 *1.4%*	2 *3.3%*	2 *2.8%*	2 *1.1%*	- - **	2 *3.4%*	1 *0.7%*	3 *3.1%*	3 *1.7%*	1 *1.5%*	2 *1.6%*	2 *2.6%*	- -
Asian	**43** ***16.9%***	19 *16.8%*	23 *16.4%*	9 *18.8%*	23 *13.6%*	5 *15.6%*	26 *14.5%*	9 *16.7%*	23 *16.7%*	10 *16.4%*	9 *12.7%*	34 *18.6%*	3 *27.3%* **	6 *10.2%*	31 *20.5%* O	10 *10.4%*	27 *15.6%*	13 *19.1%*	22 *17.3%*	12 *15.4%*	9 *18.0%*
Native Hawaiian or other Pacific Islander	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -
American Indian or Alaska Native	**2** ***0.8%***	2 *1.8%*	- -	2 *4.2%* D	- -	1 *3.1%* F	- -	1 *1.9%*	1 *0.7%*	- -	1 *1.4%*	1 *0.5%*	1 *9.1%* **	- -	1 *0.7%*	1 *1.0%*	1 *0.6%*	1 *1.5%*	- -	2 *2.6%* r	- -
Other	**10** ***3.9%***	2 *1.8%*	8 *5.7%*	2 *4.2%*	5 *3.0%*	1 *3.1%*	8 *4.5%*	1 *1.9%*	8 *5.8%*	1 *1.6%*	2 *2.8%*	8 *4.4%*	- - **	2 *3.4%*	5 *3.3%*	3 *3.1%*	6 *3.5%*	3 *4.4%*	3 *2.4%*	6 *7.7%* r	1 *2.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Q64. Did someone help you complete this survey?																				
Total Eligible	**181** *100.0%*	**75** *100.0%*	**104** *100.0%*	**33** *100.0%*	**126** *100.0%*	**24** *100.0%*	**125** *100.0%*	**41** *100.0%*	**89** *100.0%*	**49** *100.0%*	**56** *100.0%*	**123** *100.0%*	**8** *100.0%*	**47** *100.0%*	**105** *100.0%*	**74** *100.0%*	**124** *100.0%*	**46** *100.0%*	**129** *100.0%*	**-** **-**	**52** *100.0%*
Total Valid Responses	**180** *100.0%*	**75** *100.0%*	**104** *100.0%*	**33** *100.0%*	**125** *100.0%*	**24** *100.0%*	**125** *100.0%*	**41** *100.0%*	**89** *100.0%*	**49** *100.0%*	**56** *100.0%*	**123** *100.0%*	**8** *100.0%*	**47** *100.0%*	**104** *100.0%*	**74** *100.0%*	**124** *100.0%*	**46** *100.0%*	**129** *100.0%*	**-** **-**	**51** *100.0%*
No Answer	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Yes	**2** ***1.1%***	- -	2 *1.9%*	- -	2 *1.6%*	- - **	2 *1.6%*	- -	- -	2 *4.1%* h	- -	2 *1.6%*	- - **	- -	- -	2 *2.7%* n	2 *1.6%*	- -	1 *0.8%*	- -	1 *2.0%*
No	**178** ***98.9%***	75 *100.0%*	102 *98.1%*	33 *100.0%*	123 *98.4%*	24 *100.0%* **	123 *98.4%*	41 *100.0%*	89 *100.0%* i	47 *95.9%*	56 *100.0%*	121 *98.4%*	8 *100.0%* **	47 *100.0%*	104 *100.0%* o	72 *97.3%*	122 *98.4%*	46 *100.0%*	128 *99.2%*	- -	50 *98.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

	HEALTH PLAN RATING (Q42)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q42)			CONTACT CUSTOMER SERVICE (Q34)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q35)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		CLAIMS (Q39)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**
Q65. How did that person help you? Check all that apply.																					
Total Eligible	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**	**-** **-**	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**1** ***100.0%***	**-** **-**	**1** ***100.0%***
Total Valid Responses	**2**	-	2	-	2	-	2	-	-	2	-	2	-	-	-	2	2	-	1	-	1
Total Respondents	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**-** **-**	**-** **-**	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**1** ***100.0%***	**-** **-**	**1** ***100.0%***
Read the questions to me	**1** ***50.0%***	- -	1 *50.0%*	- -	1 *50.0%*	- -	1 *50.0%*	- -	- -	1 *50.0%*	- -	1 *50.0%*	- -	- -	- -	1 *50.0%*	1 *50.0%*	- -	1 *100.0%* **	- -	- - **
Wrote down the answers I gave	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- - **
Answered the questions for me	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- - **
Translated the questions into my language	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- - **
Helped in some other way	**1** ***50.0%***	- -	1 *50.0%*	- -	1 *50.0%*	- -	1 *50.0%*	- -	- -	1 *50.0%*	- -	1 *50.0%*	- -	- -	- -	1 *50.0%*	1 *50.0%*	- -	- - **	- -	1 *100.0%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q, R/S/T, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2015

TABLE OF CONTENTS

Results by Demographic

Page 1 Q69. Would you recommend your health plan to your family or friends?

Page 2 Q70. Do you intend to switch to a different health plan when you next have an opportunity?

Page 3 LOYALTY

Page 4 Q66. In the last 12 months, have you visited your health plan's website?

Page 5 Q67. How would you rate your understanding of the benefits your health plan offers?

Page 6 Q68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)

Page 7 Q71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?

Page 8 Q72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?

TABLE OF CONTENTS

Results by Survey Measures

Page 9 Q69. Would you recommend your health plan to your family or friends?

Page 10 Q70. Do you intend to switch to a different health plan when you next have an opportunity?

Page 11 LOYALTY

Page 12 Q66. In the last 12 months, have you visited your health plan's website?

Page 13 Q67. How would you rate your understanding of the benefits your health plan offers?

Page 15 Q68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)

Page 16 Q71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?

Page 17 Q72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?

TABLE OF CONTENTS

Results by Survey Administration Mode

Page 18 Q69. Would you recommend your health plan to your family or friends?

Page 19 Q70. Do you intend to switch to a different health plan when you next have an opportunity?

Page 20 LOYALTY

Page 21 Q66. In the last 12 months, have you visited your health plan's website?

Page 22 Q67. How would you rate your understanding of the benefits your health plan offers?

Page 23 Q68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)

Page 24 Q71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?

Page 25 Q72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q69. Would you recommend your health plan to your family or friends?

	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	300	53	66	48	89	9	249	103	157	9	248	208	4	53	206	51	3	209	40	10
Total Answering	250	52	64	46	83	9	239	99	150	8	239	199	4	51	198	46	3	198	39	10
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	1	2	2	6	-	10	4	7	1	9	9	-	2	8	5	-	11	1	-
Definitely yes	61	11	13	14	23	3	58	25	36	2	58	48	-	14	52	9	-	53	7	1
	24.4%	21.2%	20.3%	30.4%	27.7%	33.3%	24.3%	25.3%	24.0%	25.0%	24.3%	24.1%		27.5%	26.3%	19.6%		26.8%	17.9%	10.0%
																		t		
Probably yes	168	37	46	28	53	4	162	67	100	6	160	133	4	34	131	32	3	128	29	9
	67.2%	71.2%	71.9%	60.9%	63.9%	44.4%	67.8%	67.7%	66.7%	75.0%	66.9%	66.8%	100.0%	66.7%	66.2%	69.6%	100.0%	64.6%	74.4%	90.0%
													LN				OP			R
Probably no	17	3	4	4	5	2	15	7	10	-	17	14	-	2	13	3	-	14	2	-
	6.8%	5.8%	6.3%	8.7%	6.0%	22.2%	6.3%	7.1%	6.7%		7.1%	7.0%		3.9%	6.6%	6.5%		7.1%	5.1%	
Definitely no	4	1	1	-	2	-	4	-	4	-	4	4	-	1	2	2	-	3	1	-
	1.6%	1.9%	1.6%		2.4%		1.7%		2.7%		1.7%	2.0%		2.0%	1.0%	4.3%		1.5%	2.6%	
SPHA SUMMARY RATE - Definitely yes/Probably yes	229	48	59	42	76	7	220	92	136	8	218	181	4	48	183	41	3	181	36	10
	91.6%	92.3%	92.2%	91.3%	91.6%	77.8%	92.1%	92.9%	90.7%	100.0%	91.2%	91.0%	100.0%	94.1%	92.4%	89.1%	100.0%	91.4%	92.3%	100.0%
										K			Ln				OP			Rs
Mean	1.8560	1.885	1.891	1.783	1.831	1.8889	1.8536	1.8182	1.8800	1.7500	1.8619	1.8693	2.0000	1.8039	1.8232	1.9565	2.0000	1.8333	1.9231	1.9000

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q70. Do you intend to switch to a different health plan when you next have an opportunity?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	300	53	66	48	89	9	249	103	157	9	248	208	4	53	206	51	3	209	40	10
Total Answering	254	53	64	46	86	9	243	101	152	9	241	202	4	50	202	46	3	202	38	10
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	46	-	2	2	3	-	6	2	5	-	7	6	-	3	4	5	-	7	2	-
Definitely no	85	17	18	16	33	1	84	32	53	3	82	76	2	10	72	11	1	74	7	4
	33.5%	32.1%	28.1%	34.8%	38.4%	11.1%	34.6%	31.7%	34.9%	33.3%	34.0%	37.6%	50.0%	20.0%	35.6%	23.9%	33.3%	36.6%	18.4%	40.0%
							F					N						S		
Probably no	143	30	39	27	43	5	136	62	80	6	134	107	1	32	111	29	2	111	25	4
	56.3%	56.6%	60.9%	58.7%	50.0%	55.6%	56.0%	61.4%	52.6%	66.7%	55.6%	53.0%	25.0%	64.0%	55.0%	63.0%	66.7%	55.0%	65.8%	40.0%
														m						
Probably yes	23	5	6	3	9	3	20	7	16	-	22	16	1	8	17	5	-	15	5	2
	9.1%	9.4%	9.4%	6.5%	10.5%	33.3%	8.2%	6.9%	10.5%		9.1%	7.9%	25.0%	16.0%	8.4%	10.9%		7.4%	13.2%	20.0%
Definitely yes	3	1	1	-	1	-	3	-	3	-	3	3	-	-	2	1	-	2	1	-
	1.2%	1.9%	1.6%		1.2%		1.2%		2.0%		1.2%	1.5%			1.0%	2.2%		1.0%	2.6%	
SPHA SUMMARY RATE - Definitely no/Probably no	228	47	57	43	76	6	220	94	133	9	216	183	3	42	183	40	3	185	32	8
	89.8%	88.7%	89.1%	93.5%	88.4%	66.7%	90.5%	93.1%	87.5%	100.0%	89.6%	90.6%	75.0%	84.0%	90.6%	87.0%	100.0%	91.6%	84.2%	80.0%
										K							OP			
Mean	1.7795	1.811	1.844	1.717	1.744	2.2222	1.7613	1.7525	1.7961	1.6667	1.7759	1.7327	1.7500	1.9600	1.7475	1.9130	1.6667	1.7277	2.0000	1.8000

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

LOYALTY

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
Total Eligible	247	52	62	45	83	9	236	97	149	8	237	198	4	49	196	45	3	196	38	10
Total Valid Responses	247	52	62	45	83	9	236	97	149	8	237	198	4	49	196	45	3	196	38	10
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LOYALTY ZONE	72	13	14	17	28	3	69	28	44	3	69	59	2	12	59	12	1	61	9	2
	29.1%	25.0%	22.6%	37.8%	33.7%	33.3%	29.2%	28.9%	29.5%	37.5%	29.1%	29.8%	50.0%	24.5%	30.1%	26.7%	33.3%	31.1%	23.7%	20.0%
INDIFFERENT ZONE	173	38	47	28	55	6	165	69	103	5	166	137	2	36	136	32	2	133	29	8
	70.0%	73.1%	75.8%	62.2%	66.3%	66.7%	69.9%	71.1%	69.1%	62.5%	70.0%	69.2%	50.0%	73.5%	69.4%	71.1%	66.7%	67.9%	76.3%	80.0%
DEFECTION ZONE	2	1	1	-	-	-	2	-	2	-	2	2	-	1	1	1	-	2	-	-
	0.8%	1.9%	1.6%				0.8%		1.3%		0.8%	1.0%		2.0%	0.5%	2.2%		1.0%		

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q66. In the last 12 months, have you visited your health plan's website?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	300	53	66	48	89	9	249	103	157	9	248	208	4	53	206	51	3	209	40	10
Total Answering	256	52	65	47	87	9	244	102	153	9	243	204	4	52	204	47	3	204	38	10
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	43	1	1	-	2	-	4	1	3	-	4	4	-	-	2	3	-	5	1	-
Yes	188	37	48	39	61	6	180	74	113	6	178	150	3	35	148	35	3	149	28	7
	73.4%	71.2%	73.8%	83.0%	70.1%	66.7%	73.8%	72.5%	73.9%	66.7%	73.3%	73.5%	75.0%	67.3%	72.5%	74.5%	100.0%	73.0%	73.7%	70.0%
				e													OP			
No	68	15	17	8	26	3	64	28	40	3	65	54	1	17	56	12	-	55	10	3
	26.6%	28.8%	26.2%	17.0%	29.9%	33.3%	26.2%	27.5%	26.1%	33.3%	26.7%	26.5%	25.0%	32.7%	27.5%	25.5%		27.0%	26.3%	30.0%
					d															
I don't use or have convenient access to the Internet	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	1	-	-	1	-
SPHA SUMMARY RATE - Yes	188	37	48	39	61	6	180	74	113	6	178	150	3	35	148	35	3	149	28	7
	73.4%	71.2%	73.8%	83.0%	70.1%	66.7%	73.8%	72.5%	73.9%	66.7%	73.3%	73.5%	75.0%	67.3%	72.5%	74.5%	100.0%	73.0%	73.7%	70.0%
				e													OP			

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q67. How would you rate your understanding of the benefits your health plan offers?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	300	53	66	48	89	9	249	103	157	9	248	208	4	53	206	51	3	209	40	10
Total Answering	256	52	65	47	87	9	244	102	153	9	243	204	3	53	202	49	3	203	39	10
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	44	1	1	1	2	-	5	1	4	-	5	4	1	-	4	2	-	6	1	-
Excellent	23	2	9	4	8	-	23	7	16	2	21	22	-	2	18	5	-	19	4	-
	9.0%	3.8%	13.8%	8.5%	9.2%		9.4%	6.9%	10.5%	22.2%	8.6%	10.8%		3.8%	8.9%	10.2%		9.4%	10.3%	
			B									N								
Very good	86	15	20	18	31	5	78	34	51	3	80	65	1	21	70	15	1	73	8	3
	33.6%	28.8%	30.8%	38.3%	35.6%	55.6%	32.0%	33.3%	33.3%	33.3%	32.9%	31.9%	33.3%	39.6%	34.7%	30.6%	33.3%	36.0%	20.5%	30.0%
																		S		
Good	103	22	27	19	35	2	101	42	61	4	98	79	1	25	82	18	2	82	17	3
	40.2%	42.3%	41.5%	40.4%	40.2%	22.2%	41.4%	41.2%	39.9%	44.4%	40.3%	38.7%	33.3%	47.2%	40.6%	36.7%	66.7%	40.4%	43.6%	30.0%
Fair	34	9	8	3	11	2	32	16	18	-	34	29	1	5	23	10	-	20	9	4
	13.3%	17.3%	12.3%	6.4%	12.6%	22.2%	13.1%	15.7%	11.8%		14.0%	14.2%	33.3%	9.4%	11.4%	20.4%		9.9%	23.1%	40.0%
		d																	r	r
Poor	10	4	1	3	2	-	10	3	7	-	10	9	-	-	9	1	-	9	1	-
	3.9%	7.7%	1.5%	6.4%	2.3%		4.1%	2.9%	4.6%		4.1%	4.4%			4.5%	2.0%		4.4%	2.6%	
SPHA SUMMARY RATE - Excellent/Very good	109	17	29	22	39	5	101	41	67	5	101	87	1	23	88	20	1	92	12	3
	42.6%	32.7%	44.6%	46.8%	44.8%	55.6%	41.4%	40.2%	43.8%	55.6%	41.6%	42.6%	33.3%	43.4%	43.6%	40.8%	33.3%	45.3%	30.8%	30.0%
																		s		
Mean	2.6953	2.962	2.569	2.638	2.632	2.6667	2.7049	2.7451	2.6667	2.2222	2.7202	2.6961	3.0000	2.6226	2.6782	2.7347	2.6667	2.6404	2.8718	3.1000

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
Total Eligible	300	53	66	48	89	9	249	103	157	9	248	208	4	53	206	51	3	209	40	10
Total Valid Responses	277	65	72	51	77	15	262	116	161	10	266	207	2	67	205	63	5	212	46	13
Total Respondents	138	32	36	22	45	6	132	54	84	4	133	103	2	34	104	30	2	104	24	8
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Copays, coinsurance, deductibles	80	19	19	16	23	3	77	37	43	2	78	60	2	19	63	15	-	61	11	6
	58.0%	59.4%	52.8%	72.7%	51.1%	50.0%	58.3%	68.5%	51.2%	50.0%	58.6%	58.3%	100.0%	55.9%	60.6%	50.0%		58.7%	45.8%	75.0%
Pharmacy benefits and the plan formulary	55	12	15	9	18	2	53	22	33	2	53	41	-	14	38	15	1	39	14	1
	39.9%	37.5%	41.7%	40.9%	40.0%	33.3%	40.2%	40.7%	39.3%	50.0%	39.8%	39.8%		41.2%	36.5%	50.0%	50.0%	37.5%	58.3%	12.5%
Inpatient hospitalization	18	6	3	2	6	1	17	10	8	-	18	14	-	5	13	5	-	15	3	-
	13.0%	18.8%	8.3%	9.1%	13.3%	16.7%	12.9%	18.5%	9.5%		13.5%	13.6%		14.7%	12.5%	16.7%		14.4%	12.5%	
Emergency care	16	7	3	3	2	1	15	6	10	-	16	13	-	4	13	3	-	14	2	-
	11.6%	21.9%	8.3%	13.6%	4.4%	16.7%	11.4%	11.1%	11.9%		12.0%	12.6%		11.8%	12.5%	10.0%		13.5%	8.3%	
In-network versus out-of-network care	30	6	10	7	5	3	27	13	17	3	27	23	-	6	23	6	-	25	2	1
	21.7%	18.8%	27.8%	31.8%	11.1%	50.0%	20.5%	24.1%	20.2%	75.0%	20.3%	22.3%		17.6%	22.1%	20.0%		24.0%	8.3%	12.5%
Lab and radiology	23	6	5	4	6	2	21	9	14	-	23	14	-	7	14	8	1	16	5	1
	16.7%	18.8%	13.9%	18.2%	13.3%	33.3%	15.9%	16.7%	16.7%		17.3%	13.6%		20.6%	13.5%	26.7%	50.0%	15.4%	20.8%	12.5%
Preventive care	34	6	10	6	11	2	32	12	22	2	31	23	-	10	26	6	2	25	7	2
	24.6%	18.8%	27.8%	27.3%	24.4%	33.3%	24.2%	22.2%	26.2%	50.0%	23.3%	22.3%		29.4%	25.0%	20.0%	100.0%	24.0%	29.2%	25.0%
Other	21	3	7	4	6	1	20	7	14	1	20	19	-	2	15	5	1	17	2	2
	15.2%	9.4%	19.4%	18.2%	13.3%	16.7%	15.2%	13.0%	16.7%	25.0%	15.0%	18.4%		5.9%	14.4%	16.7%	50.0%	16.3%	8.3%	25.0%

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	300	53	66	48	89	9	249	103	157	9	248	208	4	53	206	51	3	209	40	10
Total Answering	250	53	63	46	83	9	238	101	148	9	237	199	4	50	198	46	3	197	39	10
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	-	3	2	6	-	11	2	9	-	11	9	-	3	8	5	-	12	1	-
Yes	15	1	7	1	6	-	15	6	9	1	13	11	1	3	12	3	-	14	1	-
	6.0%	1.9%	11.1%	2.2%	7.2%		6.3%	5.9%	6.1%	11.1%	5.5%	5.5%	25.0%	6.0%	6.1%	6.5%		7.1%	2.6%	
			BD																	
No	235	52	56	45	77	9	223	95	139	8	224	188	3	47	186	43	3	183	38	10
	94.0%	98.1%	88.9%	97.8%	92.8%	100.0%	93.7%	94.1%	93.9%	88.9%	94.5%	94.5%	75.0%	94.0%	93.9%	93.5%	100.0%	92.9%	97.4%	100.0%
		C		C		G											Op			R
SPHA SUMMARY RATE - Yes	15	1	7	1	6	-	15	6	9	1	13	11	1	3	12	3	-	14	1	-
	6.0%	1.9%	11.1%	2.2%	7.2%		6.3%	5.9%	6.1%	11.1%	5.5%	5.5%	25.0%	6.0%	6.1%	6.5%		7.1%	2.6%	
			BD																	

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		========= RACE ========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	15	1	7	1	6	-	15	6	9	1	13	11	1	3	12	3	-	14	1	-
Total Answering	14	1	6	1	6	-	14	5	9	1	12	10	1	3	12	2	-	14	-	-
	100.0%	100%	100%	100%	100%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		
No Answer	1	-	1	-	-	-	1	1	-	-	1	1	-	-	-	1	-	-	1	-
Never	2	1	1	-	-	-	2	2	-	-	2	1	-	1	2	-	-	2	-	-
	14.3%	100%	16.7%				14.3%	40.0%			16.7%	10.0%		33.3%	16.7%			14.3%		
		C																		
Sometimes	2	-	2	-	-	-	2	-	2	-	2	2	-	-	2	-	-	2	-	-
	14.3%		33.3%				14.3%		22.2%		16.7%	20.0%			16.7%			14.3%		
Usually	4	-	1	-	3	-	4	2	2	1	2	2	1	1	4	-	-	4	-	-
	28.6%		16.7%		50.0%		28.6%	40.0%	22.2%	100.0%	16.7%	20.0%	100.0%	33.3%	33.3%			28.6%		
										K			LN							
Always	6	-	2	1	3	-	6	1	5	-	6	5	-	1	4	2	-	6	-	-
	42.9%		33.3%	100%	50.0%		42.9%	20.0%	55.6%		50.0%	50.0%		33.3%	33.3%	100.0%		42.9%		
				CE												O				
SPHA SUMMARY RATE - Always/Usually	10	-	3	1	6	-	10	3	7	1	8	7	1	2	8	2	-	10	-	-
	71.4%		50.0%	100%	100%		71.4%	60.0%	77.8%	100.0%	66.7%	70.0%	100.0%	66.7%	66.7%	100.0%		71.4%		
				C	C					K			L			O				
Mean	3.0000	1.000	2.667	4.000	3.500	-	3.0000	2.4000	3.3333	3.0000	3.0000	3.1000	3.0000	2.6667	2.8333	4.0000	-	3.0000	-	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q69. Would you recommend your health plan to your family or friends?

		= HEALTH PLAN = = RATING (Q42)=		= HEALTH CARE = = RATING (Q13)=		= DOCTOR = = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. = (Q42)			= CONTACT = = CUSTOMER = = SVC (Q34) =		= GOT INFO/HELP= = FROM CUST = = SVC (Q35) =		= # DCTR/ = = CLINIC = = VISITS (Q7)=		= CLAIMS = = (Q39) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	300	116	145	52	180	35	189	57	142	62	77	186	14	62	164	102	178	70
Total Answering	250	110	139	44	168	30	175	52	138	59	72	177	11	60	148	94	170	65
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	6	6	8	12	5	14	5	4	3	5	9	3	2	16	8	8	5
Definitely yes	61	9	51	11	44	7	44	2	25	33	24	37	-	24	30	31	39	17
	24.4%	8.2%	36.7%	25.0%	26.2%	23.3%	25.1%	3.8%	18.1%	55.9%	33.3%	20.9%		40.0%	20.3%	33.0%	22.9%	26.2%
			B						H	HI	L					O		
Probably yes	168	84	84	26	113	21	117	37	106	25	39	128	9	29	107	53	115	43
	67.2%	76.4%	60.4%	59.1%	67.3%	70.0%	66.9%	71.2%	76.8%	42.4%	54.2%	72.3%	81.8%	48.3%	72.3%	56.4%	67.6%	66.2%
		C						J	J			K	N		P			
Probably no	17	14	3	6	9	2	11	11	5	1	6	11	1	5	9	8	14	3
	6.8%	12.7%	2.2%	13.6%	5.4%	6.7%	6.3%	21.2%	3.6%	1.7%	8.3%	6.2%	9.1%	8.3%	6.1%	8.5%	8.2%	4.6%
		C						IJ										
Definitely no	4	3	1	1	2	-	3	2	2	-	3	1	1	2	2	2	2	2
	1.6%	2.7%	0.7%	2.3%	1.2%		1.7%	3.8%	1.4%		4.2%	0.6%	9.1%	3.3%	1.4%	2.1%	1.2%	3.1%
SPHA SUMMARY RATE - Definitely yes/Probably yes	229	93	135	37	157	28	161	39	131	58	63	165	9	53	137	84	154	60
	91.6%	84.5%	97.1%	84.1%	93.5%	93.3%	92.0%	75.0%	94.9%	98.3%	87.5%	93.2%	81.8%	88.3%	92.6%	89.4%	90.6%	92.3%
			B						H	H								
Mean	1.8560	2.1000	1.6691	1.9318	1.8155	1.8333	1.8457	2.2500	1.8841	1.4576	1.8333	1.8644	2.2727	1.7500	1.8851	1.7979	1.8765	1.8462

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q70. Do you intend to switch to a different health plan when you next have an opportunity?

		= HEALTH PLAN = RATING (Q42) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR RATING (Q23) =		= HEALTH PLAN RTNG BY GLOBAL PROP. (Q42) =			= CONTACT CUSTOMER SVC (Q34) =		= GOT INFO/HELP FROM CUST SVC (Q35) =		# DCTR/ CLINIC VISITS (Q7) =		CLAIMS (Q39)	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	300	116	145	52	180	35	189	57	142	62	77	186	14	62	164	102	178	70
Total Answering	254	112	140	45	170	32	177	55	137	60	73	180	12	60	152	94	175	65
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	46	4	5	7	10	3	12	2	5	2	4	6	2	2	12	8	3	5
Definitely no	85	22	62	10	64	12	64	7	43	34	34	51	1	32	38	45	61	19
	33.5%	19.6%	44.3%	22.2%	37.6%	37.5%	36.2%	12.7%	31.4%	56.7%	46.6%	28.3%	8.3%	53.3%	25.0%	47.9%	34.9%	29.2%
			B		D				H	HI	L			M		O		
Probably no	143	68	74	27	93	17	96	33	83	26	31	111	7	24	98	41	97	39
	56.3%	60.7%	52.9%	60.0%	54.7%	53.1%	54.2%	60.0%	60.6%	43.3%	42.5%	61.7%	58.3%	40.0%	64.5%	43.6%	55.4%	60.0%
								j	J			K			P			
Probably yes	23	19	4	8	11	3	14	13	10	-	6	17	4	2	14	7	16	5
	9.1%	17.0%	2.9%	17.8%	6.5%	9.4%	7.9%	23.6%	7.3%		8.2%	9.4%	33.3%	3.3%	9.2%	7.4%	9.1%	7.7%
		C		e				I					N					
Definitely yes	3	3	-	-	2	-	3	2	1	-	2	1	-	2	2	1	1	2
	1.2%	2.7%			1.2%		1.7%	3.6%	0.7%		2.7%	0.6%		3.3%	1.3%	1.1%	0.6%	3.1%
SPHA SUMMARY RATE - Definitely no/Probably no	228	90	136	37	157	29	160	40	126	60	65	162	8	56	136	86	158	58
	89.8%	80.4%	97.1%	82.2%	92.4%	90.6%	90.4%	72.7%	92.0%	100.0%	89.0%	90.0%	66.7%	93.3%	89.5%	91.5%	90.3%	89.2%
			B		d				H	HI				m				
Mean	1.7795	2.0268	1.5857	1.9556	1.7118	1.7188	1.7514	2.1818	1.7737	1.4333	1.6712	1.8222	2.2500	1.5667	1.8684	1.6170	1.7543	1.8462

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

LOYALTY

		= HEALTH PLAN = = RATING (Q42)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. ====== (Q42) =======			=== CONTACT === == CUSTOMER == === SVC (Q34) =		= GOT INFO/HELP= == FROM CUST == = SVC (Q35) =		== # DCTR/ CLINIC = = VISITS (Q7)=		== CLAIMS (Q39)	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
Total Eligible	247	109	138	43	166	30	173	52	136	59	72	174	11	60	147	92	169	64
Total Valid Responses	247	109	138	43	166	30	173	52	136	59	72	174	11	60	147	92	169	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LOYALTY ZONE	72	-	72	5	60	4	59	-	31	41	28	44	-	28	35	37	50	19
	29.1%		52.2%	11.6%	36.1%	13.3%	34.1%		22.8%	69.5%	38.9%	25.3%		46.7%	23.8%	40.2%	29.6%	29.7%
INDIFFERENT ZONE	173	107	66	37	106	26	113	50	105	18	43	129	10	32	111	54	118	44
	70.0%	98.2%	47.8%	86.0%	63.9%	86.7%	65.3%	96.2%	77.2%	30.5%	59.7%	74.1%	90.9%	53.3%	75.5%	58.7%	69.8%	68.8%
DEFECTION ZONE	2	2	-	1	-	-	1	2	-	-	1	1	1	-	1	1	1	1
	0.8%	1.8%		2.3%			0.6%	3.8%			1.4%	0.6%	9.1%		0.7%	1.1%	0.6%	1.6%

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q66. In the last 12 months, have you visited your health plan's website?

		= HEALTH PLAN = RATING (Q42) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q42) =			= CONTACT = CUSTOMER = SVC (Q34) =		= GOT INFO/HELP= FROM CUST = SVC (Q35) =		= # DCTR/ CLINIC = VISITS (Q7)=		= CLAIMS (Q39) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	300	116	145	52	180	35	189	57	142	62	77	186	14	62	164	102	178	70
Total Answering	256	113	141	47	172	31	181	55	139	60	72	183	12	59	151	97	174	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	43	3	3	5	8	4	7	2	3	1	5	2	2	3	12	5	3	3
Yes	188	79	108	33	131	23	133	39	99	49	66	122	12	53	102	79	136	44
	73.4%	69.9%	76.6%	70.2%	76.2%	74.2%	73.5%	70.9%	71.2%	81.7%	91.7%	66.7%	100.0%	89.8%	67.5%	81.4%	78.2%	65.7%
										i	L		N			O	r	
No	68	34	33	14	41	8	48	16	40	11	6	61	-	6	49	18	38	23
	26.6%	30.1%	23.4%	29.8%	23.8%	25.8%	26.5%	29.1%	28.8%	18.3%	8.3%	33.3%		10.2%	32.5%	18.6%	21.8%	34.3%
									j			K			P			q
I don't use or have convenient access to the Internet	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-	1	-
SPHA SUMMARY RATE - Yes	188	79	108	33	131	23	133	39	99	49	66	122	12	53	102	79	136	44
	73.4%	69.9%	76.6%	70.2%	76.2%	74.2%	73.5%	70.9%	71.2%	81.7%	91.7%	66.7%	100.0%	89.8%	67.5%	81.4%	78.2%	65.7%
										i	L		N			O	r	

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q67. How would you rate your understanding of the benefits your health plan offers?

		= HEALTH PLAN = RATING (Q42) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR RATING (Q23) =		= HEALTH PLAN RTNG BY GLOBAL PROP. (Q42) =			= CONTACT CUSTOMER SVC (Q34) =		= GOT INFO/HELP FROM CUST SVC (Q35) =		# DCTR/ CLINIC VISITS (Q7) =		CLAIMS (Q39)	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	300	116	145	52	180	35	189	57	142	62	77	186	14	62	164	102	178	70
Total Answering	256	113	141	47	171	32	180	55	140	59	73	182	12	60	152	96	174	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	44	3	4	5	9	3	9	2	2	3	4	4	2	2	12	6	4	3
Excellent	23	4	19	3	18	1	19	1	8	14	6	17	-	6	8	15	16	7
	9.0%	3.5%	13.5%	6.4%	10.5%	3.1%	10.6%	1.8%	5.7%	23.7%	8.2%	9.3%		10.0%	5.3%	15.6%	9.2%	10.4%
			B				f			HI						O		
Very good	86	28	57	13	59	12	62	7	55	23	32	54	6	26	56	27	63	22
	33.6%	24.8%	40.4%	27.7%	34.5%	37.5%	34.4%	12.7%	39.3%	39.0%	43.8%	29.7%	50.0%	43.3%	36.8%	28.1%	36.2%	32.8%
			B						H	H	L							
Good	103	56	47	22	66	15	69	32	55	16	24	78	5	19	56	44	70	24
	40.2%	49.6%	33.3%	46.8%	38.6%	46.9%	38.3%	58.2%	39.3%	27.1%	32.9%	42.9%	41.7%	31.7%	36.8%	45.8%	40.2%	35.8%
		C						IJ	j									
Fair	34	17	17	6	25	2	25	9	20	5	10	24	1	8	25	8	20	9
	13.3%	15.0%	12.1%	12.8%	14.6%	6.3%	13.9%	16.4%	14.3%	8.5%	13.7%	13.2%	8.3%	13.3%	16.4%	8.3%	11.5%	13.4%
															P			
Poor	10	8	1	3	3	2	5	6	2	1	1	9	-	1	7	2	5	5
	3.9%	7.1%	0.7%	6.4%	1.8%	6.3%	2.8%	10.9%	1.4%	1.7%	1.4%	4.9%		1.7%	4.6%	2.1%	2.9%	7.5%
		C						IJ				k						
SPHA SUMMARY RATE - Excellent/Very good	109	32	76	16	77	13	81	8	63	37	38	71	6	32	64	42	79	29
	42.6%	28.3%	53.9%	34.0%	45.0%	40.6%	45.0%	14.5%	45.0%	62.7%	52.1%	39.0%	50.0%	53.3%	42.1%	43.8%	45.4%	43.3%
			B						H	HI	l							

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q67. How would you rate your understanding of the benefits your health plan offers?

		= HEALTH PLAN = = RATING (Q42)=		= HEALTH CARE = = RATING (Q13)=		= DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q42) =======			= CONTACT === = CUSTOMER == = SVC (Q34) =		= GOT INFO/HELP= == = FROM CUST === = SVC (Q35) =		= # DCTR/ === = CLINIC === = VISITS (Q7)=		= CLAIMS === = (Q39) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Mean	2.6953	2.9735	2.4610	2.8511	2.6257	2.7500	2.6389	3.2182	2.6643	2.2542	2.5616	2.7473	2.5833	2.5333	2.7829	2.5313	2.6264	2.7463

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)

		= HEALTH PLAN = RATING (Q42) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR = RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q42) =			= CONTACT = CUSTOMER = SVC (Q34) =		= GOT INFO/HELP = FROM CUST = SVC (Q35) =		= # DCTR/ CLINIC = VISITS (Q7) =		= CLAIMS = (Q39) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
Total Eligible	300	116	145	52	180	35	189	57	142	62	77	186	14	62	164	102	178	70
Total Valid Responses	277	159	116	79	161	39	171	94	138	43	87	190	20	66	165	105	198	66
Total Respondents	138	72	64	33	84	20	91	42	71	23	47	91	10	36	83	51	98	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Copays, coinsurance, deductibles	80	43	36	21	49	11	57	26	40	13	27	53	7	19	49	30	57	20
	58.0%	59.7%	56.3%	63.6%	58.3%	55.0%	62.6%	61.9%	56.3%	56.5%	57.4%	58.2%	70.0%	52.8%	59.0%	58.8%	58.2%	60.6%
Pharmacy benefits and the plan formulary	55	32	23	14	33	6	38	17	28	10	18	37	3	15	29	24	41	11
	39.9%	44.4%	35.9%	42.4%	39.3%	30.0%	41.8%	40.5%	39.4%	43.5%	38.3%	40.7%	30.0%	41.7%	34.9%	47.1%	41.8%	33.3%
Inpatient hospitalization	18	12	6	5	10	1	11	8	8	2	1	17	-	1	12	6	11	6
	13.0%	16.7%	9.4%	15.2%	11.9%	5.0%	12.1%	19.0%	11.3%	8.7%	2.1%	18.7%		2.8%	14.5%	11.8%	11.2%	18.2%
Emergency care	16	9	7	5	9	1	9	6	7	3	6	10	1	5	10	6	12	3
	11.6%	12.5%	10.9%	15.2%	10.7%	5.0%	9.9%	14.3%	9.9%	13.0%	12.8%	11.0%	10.0%	13.9%	12.0%	11.8%	12.2%	9.1%
In-network versus out-of-network care	30	15	15	8	18	5	17	8	16	6	9	21	1	8	16	14	20	9
	21.7%	20.8%	23.4%	24.2%	21.4%	25.0%	18.7%	19.0%	22.5%	26.1%	19.1%	23.1%	10.0%	22.2%	19.3%	27.5%	20.4%	27.3%
Lab and radiology	23	15	8	10	10	4	11	10	10	3	9	14	3	6	15	7	16	5
	16.7%	20.8%	12.5%	30.3%	11.9%	20.0%	12.1%	23.8%	14.1%	13.0%	19.1%	15.4%	30.0%	16.7%	18.1%	13.7%	16.3%	15.2%
Preventive care	34	21	12	10	18	9	15	12	17	4	10	24	4	6	19	13	25	9
	24.6%	29.2%	18.8%	30.3%	21.4%	45.0%	16.5%	28.6%	23.9%	17.4%	21.3%	26.4%	40.0%	16.7%	22.9%	25.5%	25.5%	27.3%
Other	21	12	9	6	14	2	13	7	12	2	7	14	1	6	15	5	16	3
	15.2%	16.7%	14.1%	18.2%	16.7%	10.0%	14.3%	16.7%	16.9%	8.7%	14.9%	15.4%	10.0%	16.7%	18.1%	9.8%	16.3%	9.1%

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?

		= HEALTH PLAN = RATING (Q42) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. == ====== (Q42) =======			=== CONTACT === CUSTOMER == SVC (Q34) =		= GOT INFO/HELP= FROM CUST == SVC (Q35) =		== # DCTR/ CLINIC == VISITS (Q7)=		== CLAIMS (Q39)	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	300	116	145	52	180	35	189	57	142	62	77	186	14	62	164	102	178	70
Total Answering	250	108	140	45	167	31	175	53	134	61	71	178	12	58	150	92	172	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	8	5	7	13	4	14	4	8	1	6	8	2	4	14	10	6	6
Yes	15	7	8	3	10	-	13	2	9	4	9	6	1	8	2	11	13	2
	6.0%	6.5%	5.7%	6.7%	6.0%		7.4%	3.8%	6.7%	6.6%	12.7%	3.4%	8.3%	13.8%	1.3%	12.0%	7.6%	3.1%
											L					O		
No	235	101	132	42	157	31	162	51	125	57	62	172	11	50	148	81	159	62
	94.0%	93.5%	94.3%	93.3%	94.0%	100.0%	92.6%	96.2%	93.3%	93.4%	87.3%	96.6%	91.7%	86.2%	98.7%	88.0%	92.4%	96.9%
						G						K			P			
SPHA SUMMARY RATE - Yes	15	7	8	3	10	-	13	2	9	4	9	6	1	8	2	11	13	2
	6.0%	6.5%	5.7%	6.7%	6.0%		7.4%	3.8%	6.7%	6.6%	12.7%	3.4%	8.3%	13.8%	1.3%	12.0%	7.6%	3.1%
											L					O		

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?

		= HEALTH PLAN = RATING (Q42) =		= HEALTH CARE = RATING (Q13) =		= DOCTOR RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q42)			= CONTACT CUSTOMER SVC (Q34) =		= GOT INFO/HELP= FROM CUST SVC (Q35) =		= # DCTR/ CLINIC VISITS (Q7)=		= CLAIMS (Q39) =	
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Total Eligible	15	7	8	3	10	-	13	2	9	4	9	6	1	8	2	11	13	2
Total Answering	14	7	7	3	9	-	12	2	8	4	9	5	1	8	2	10	12	2
	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	1	-	1	-	1	-	-	1	-	-	-	1	1	-
Never	2	2	-	2	-	-	1	1	1	-	1	1	1	-	1	1	2	-
	14.3%	28.6%		66.7%			8.3%	50.0%	12.5%		11.1%	20.0%	100.0%		50.0%	10.0%	16.7%	
Sometimes	2	2	-	-	2	-	2	1	1	-	1	1	-	1	-	2	2	-
	14.3%	28.6%			22.2%		16.7%	50.0%	12.5%		11.1%	20.0%		12.5%		20.0%	16.7%	
Usually	4	3	1	-	2	-	3	-	3	1	3	1	-	3	1	1	2	2
	28.6%	42.9%	14.3%		22.2%		25.0%		37.5%	25.0%	33.3%	20.0%		37.5%	50.0%	10.0%	16.7%	100.0%
																		Q
Always	6	-	6	1	5	-	6	-	3	3	4	2	-	4	-	6	6	-
	42.9%		85.7%	33.3%	55.6%		50.0%		37.5%	75.0%	44.4%	40.0%		50.0%		60.0%	50.0%	
SPHA SUMMARY RATE - Always/Usually	10	3	7	1	7	-	9	-	6	4	7	3	-	7	1	7	8	2
	71.4%	42.9%	100.0%	33.3%	77.8%		75.0%		75.0%	100.0%	77.8%	60.0%		87.5%	50.0%	70.0%	66.7%	100.0%
			B															Q
Mean	3.0000	2.1429	3.8571	2.0000	3.3333	-	3.1667	1.5000	3.0000	3.7500	3.1111	2.8000	1.0000	3.3750	2.0000	3.2000	3.0000	3.0000

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP/QR
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q69. Would you recommend your health plan to your family or friends?

	Total	Mail	Phone	Internet
	==SURVEY ADMINISTRATION= ========= MODE =========			
	(A)	(B)	(C)	(D)
Total Eligible	300	129	119	52
Total Answering	250	125	75	50
	100.0%	100.0%	100.0%	100.0%
No Answer	50	4	44	2
Definitely yes	61	36	13	12
	24.4%	28.8%	17.3%	24.0%
		c		
Probably yes	168	79	53	36
	67.2%	63.2%	70.7%	72.0%
Probably no	17	10	6	1
	6.8%	8.0%	8.0%	2.0%
		d		
Definitely no	4	-	3	1
	1.6%		4.0%	2.0%
SPHA SUMMARY RATE - Definitely yes/Probably yes	229	115	66	48
	91.6%	92.0%	88.0%	96.0%
				c
Mean	1.8560	1.7920	1.9867	1.8200

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q70. Do you intend to switch to a different health plan when you next have an opportunity?

	==SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	300	129	119	52
Total Answering	254	128	75	51
	100.0%	100.0%	100.0%	100.0%
No Answer	46	1	44	1
Definitely no	85	45	23	17
	33.5%	35.2%	30.7%	33.3%
Probably no	143	77	38	28
	56.3%	60.2%	50.7%	54.9%
Probably yes	23	6	13	4
	9.1%	4.7%	17.3%	7.8%
			Bd	
Definitely yes	3	-	1	2
	1.2%		1.3%	3.9%
SPHA SUMMARY RATE - Definitely no/Probably no	228	122	61	45
	89.8%	95.3%	81.3%	88.2%
		C		
Mean	1.7795	1.6953	1.8933	1.8235

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

LOYALTY

	==SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
Total Eligible	247	123	74	50
Total Valid Responses	247	123	74	50
	100.0%	100.0%	100.0%	100.0%
LOYALTY ZONE	72	39	18	15
	29.1%	31.7%	24.3%	30.0%
INDIFFERENT ZONE	173	84	55	34
	70.0%	68.3%	74.3%	68.0%
DEFECTION ZONE	2	-	1	1
	0.8%		1.4%	2.0%

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q66. In the last 12 months, have you visited your health plan's website?

	Total	Mail	Phone	Internet
		==SURVEY ADMINISTRATION= ========= MODE =========		
	(A)	(B)	(C)	(D)
Total Eligible	300	129	119	52
Total Answering	256	125	80	51
	100.0%	100.0%	100.0%	100.0%
No Answer	43	3	39	1
Yes	188	90	55	43
	73.4%	72.0%	68.8%	84.3%
				bC
No	68	35	25	8
	26.6%	28.0%	31.3%	15.7%
		d	D	
I don't use or have convenient access to the Internet	1	1	-	-
SPHA SUMMARY RATE - Yes	188	90	55	43
	73.4%	72.0%	68.8%	84.3%
				bC

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q67. How would you rate your understanding of the benefits your health plan offers?

	Total	==SURVEY ADMINISTRATION= ========= MODE ========= Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	300	129	119	52
Total Answering	256	126	79	51
	100.0%	100.0%	100.0%	100.0%
No Answer	44	3	40	1
Excellent	23	12	7	4
	9.0%	9.5%	8.9%	7.8%
Very good	86	41	24	21
	33.6%	32.5%	30.4%	41.2%
Good	103	53	31	19
	40.2%	42.1%	39.2%	37.3%
Fair	34	15	13	6
	13.3%	11.9%	16.5%	11.8%
Poor	10	5	4	1
	3.9%	4.0%	5.1%	2.0%
SPHA SUMMARY RATE - Excellent/Very good	109	53	31	25
	42.6%	42.1%	39.2%	49.0%
Mean	2.6953	2.6825	2.7848	2.5882

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q68. If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)

	==SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
Total Eligible	300	129	119	52
Total Valid Responses	277	123	114	40
Total Respondents	138	64	48	26
	100.0%	100.0%	100.0%	100.0%
Copays, coinsurance, deductibles	80	35	32	13
	58.0%	54.7%	66.7%	50.0%
Pharmacy benefits and the plan formulary	55	26	21	8
	39.9%	40.6%	43.8%	30.8%
Inpatient hospitalization	18	5	10	3
	13.0%	7.8%	20.8%	11.5%
Emergency care	16	7	8	1
	11.6%	10.9%	16.7%	3.8%
In-network versus out-of-network care	30	13	13	4
	21.7%	20.3%	27.1%	15.4%
Lab and radiology	23	13	9	1
	16.7%	20.3%	18.8%	3.8%
Preventive care	34	16	13	5
	24.6%	25.0%	27.1%	19.2%
Other	21	8	8	5
	15.2%	12.5%	16.7%	19.2%

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q71. In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?

		==SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	300	129	119	52
Total Answering	250	125	74	51
	100.0%	100.0%	100.0%	100.0%
No Answer	50	4	45	1
Yes	15	9	3	3
	6.0%	7.2%	4.1%	5.9%
No	235	116	71	48
	94.0%	92.8%	95.9%	94.1%
SPHA SUMMARY RATE - Yes	15	9	3	3
	6.0%	7.2%	4.1%	5.9%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

UMP CDHP
2015 CAHPS 5.0H Commercial Adult Survey (1103490)

Q72. In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?

	Total	==SURVEY ADMINISTRATION= ========= MODE ========= Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	15	9	3	3
Total Answering	14	8	3	3
	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-
Never	2	1	-	1
	14.3%	12.5%		33.3%
Sometimes	2	1	-	1
	14.3%	12.5%		33.3%
Usually	4	2	2	-
	28.6%	25.0%	66.7%	
Always	6	4	1	1
	42.9%	50.0%	33.3%	33.3%
SPHA SUMMARY RATE - Always/Usually	10	6	3	1
	71.4%	75.0%	100.0%	33.3%
			D	
Mean	3.0000	3.1250	3.3333	2.3333

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

11. Glossary of Terms

Accreditation is an official authorization or designation to an organization determined by a set of industry-derived standards.

Attributes are the questions that relate to a specific service area or composite as defined by NCQA.

Augments are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

Composites are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

Confidence level is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, M10=mail complete, T22=phone, language barrier). All record code assignments of "10" are considered valid responses according to NCQA.

Global Proportions are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

Key Drivers are composites that have been found to impact overall health plan, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from commercial PPO adult data collected by NCQA in 2014. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

NCQA HEDIS® Compliance Audit is a two-part program comprised of an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS® specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

Over-sampling is sampling more than the minimum required sample size. The required sample size for adult commercial plans is 1,100 in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary. NCQA allows over-sampling of up to 30% of the database to aid plans in collecting a suitable amount of survey returns.

Public Report 2014 (PPO) is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those commercial adult plans (185 PPO samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

Quality Compass® 2014 (All Plans – PPO) is a collection of CAHPS® 5.0H mean summary ratings for those commercial adult plans (196 PPO samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Rating questions use a scale of 0 to 10 for assessing overall experience (*doctor*, *specialist*, *health care*, and *health plan*) with zero being the worst and ten being the best.

SPH Analytics Book of Business (calculated on a plan-level) consist of all commercial adult samples (PPO) that conducted surveys with SPH Analytics and submitted data to NCQA. In 2015, there were 25 samples included in the Book of Business. This benchmark is shown throughout the report.

Significance test is a test to determine if an observed difference is too large to have occurred by chance alone.

Summary Rates are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options ("Always" and "Usually;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Three-Point Score is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
CP	Claims Processing
SDM	Shared Decision Making
PIOC	Plan Information on Costs
HPE	Health Promotion and Education
CC	Coordination of Care
PNI	Providing Needed Information
FOF	Ease of Filling Out Forms

Charts A.1 – A.15

Question Summaries

UMP CDHP

Urgent and Routine Care

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
3	**In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?**	272	Yes: 30.9%; No: 69.1%	**30.9%**	28.2%	37.9%	38.1%	**Not sig.**	**Below**	**Below**
4 GCQ	**In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?** (If "Yes" in Q3)	82	Never: 2.4%; Sometimes: 12.2%; Usually: 26.8%; Always: 58.5%	**85.4%**	86.8%	88.9%	89.4%	**Not sig.**	**Not sig.**	**Not sig.**
5	**In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?**	272	Yes: 79.4%; No: 20.6%	**79.4%**	76.3%	80.3%	81.7%	**Not sig.**	**Not sig.**	**Not sig.**
6 GCQ	**In the last 12 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?** (If "Yes" in Q5)	209	Never: 1.9%; Sometimes: 15.3%; Usually: 33.5%; Always: 49.3%	**82.8%**	79.5%	83.5%	84.6%	**Not sig.**	**Not sig.**	**Not sig.**
7	**In the last 12 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?**	266	None: 12.8%; 1 time: 27.4%; 2: 21.4%; 3: 13.2%; 4: 6.8%; 5 to 9: 10.5%; 10 or more times: 7.9%	**87.2%**	81.3%	84.6%	84.7%	**Sig. increase**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Discussion of Options

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
8 HPE	**In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?** (If "1 time" or more in Q7)	231	Yes: 69.3%; No: 30.7%	**69.3%**	71.8%	73.9%	74.8%	**Not sig.**	**Not sig.**	**Not sig.**
9	**In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?** (If "1 time" or more in Q7)	232	Yes: 50.0%; No: 50.0%	**50.0%**	46.5%	49.5%	47.2%	**Not sig.**	**Not sig.**	**Not sig.**
10 SDM	**Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q9)	115	Yes: 95.7%; No: 4.3%	**95.7%**	NA	94.3%	NA	**NA**	**Not sig.**	**NA**
11 SDM	**Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q9)	114	Yes: 78.1%; No: 21.9%	**78.1%**	NA	74.4%	NA	**NA**	**Not sig.**	**NA**
12 SDM	**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?** (If "1 time" or more in Q7 and "Yes" in Q9)	114	Yes: 75.4%; No: 24.6%	**75.4%**	68.0%	77.7%	73.9%	**Not sig.**	**Not sig.**	**Not sig.**
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 12 months?** (If "1 time" or more in Q7)	232	0 - 3: 1.7%; 4 - 7: 20.7%; 8 - 10: 77.6%	**77.6%**	68.9%	78.4%	76.6%	**Sig. increase**	**Not sig.**	**Not sig.**
			0 - 6: 9.5%; 7 - 8: 44.8%; 9 - 10: 45.7%	**45.7%**	41.8%	50.3%	49.2%	**Not sig.**	**Not sig.**	**Not sig.**
14 GNC	**In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?** (If "1 time" or more in Q7)	228	Never: 1.8%; Sometimes: 10.1%; Usually: 36.0%; Always: 52.2%	**88.2%**	88.8%	90.9%	91.7%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Your Personal Doctor

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
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?**	272	Yes: 84.6%; No: 15.4%	**84.6%**	83.9%	87.3%	85.9%	**Not sig.**	**Not sig.**	**Not sig.**
16	**In the last 12 months, how many times did you visit your personal doctor to get care for yourself?** (If "Yes" in Q15)	227	None: 14.1%; 1 time: 45.8%; 2: 24.7%; 3: 7.0%; 4: 3.1%; 5 to 9: 4.4%; 10 or more times: 0.9%	**85.9%**	83.1%	86.1%	87.4%	**Not sig.**	**Not sig.**	**Not sig.**
17 HWDC	**In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?** (If "Yes" in Q15 and "1 time" or more in Q16)	195	Never: 0.0%; Sometimes: 3.1%; Usually: 14.4%; Always: 82.6%	**96.9%**	96.8%	97.0%	96.4%	**Not sig.**	**Not sig.**	**Not sig.**
18 HWDC	**In the last 12 months, how often did your personal doctor listen carefully to you?** (If "Yes" in Q15 and "1 time" or more in Q16)	195	Never: 0.5%; Sometimes: 4.6%; Usually: 15.4%; Always: 79.5%	**94.9%**	94.2%	95.4%	95.1%	**Not sig.**	**Not sig.**	**Not sig.**
19 HWDC	**In the last 12 months, how often did your personal doctor show respect for what you had to say?** (If "Yes" in Q15 and "1 time" or more in Q16)	192	Never: 0.5%; Sometimes: 3.1%; Usually: 13.0%; Always: 83.3%	**96.4%**	96.4%	96.7%	96.3%	**Not sig.**	**Not sig.**	**Not sig.**
20 HWDC	**In the last 12 months, how often did your personal doctor spend enough time with you?** (If "Yes" in Q15 and "1 time" or more in Q16)	193	Never: 1.6%; Sometimes: 6.2%; Usually: 23.3%; Always: 68.9%	**92.2%**	91.7%	93.6%	93.3%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Care Coordination

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
21	**In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?** (If "Yes" in Q15 and "1 time" or more in Q16)	192	Yes: 66.7%; No: 33.3%	**66.7%**	68.5%	68.3%	64.6%	**Not sig.**	**Not sig.**	**Not sig.**
22 CC	**In the last 12 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?** (If "Yes" in Q15, "1 time" or more in Q16, and "Yes" in Q21)	123	Never: 8.9%; Sometimes: 10.6%; Usually: 34.1%; Always: 46.3%	**80.5%**	77.0%	80.8%	79.7%	**Not sig.**	**Not sig.**	**Not sig.**
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?** (If "Yes" in Q15)	224	0 - 3: 1.3%; 4 - 7: 14.3%; 8 - 10: 84.4%	**84.4%**	79.6%	84.8%	84.6%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6: 6.3%; 7 - 8: 32.6%; 9 - 10: 61.2%	**61.2%**	57.4%	65.9%	65.9%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Access to Specialist

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
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 12 months, did you make any appointments to see a specialist?**	269	Yes: 49.4%; No: 50.6%	**49.4%**	48.3%	56.5%	56.1%	**Not sig.**	**Below**	**Below**
25 GNC	**In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?** (If "Yes" in Q24)	133	Never: 2.3%; Sometimes: 17.3%; Usually: 30.1%; Always: 50.4%	**80.5%**	81.6%	85.8%	84.9%	**Not sig.**	**Not sig.**	**Not sig.**
26	**How many specialists have you seen in the last 12 months?** (If "Yes" in Q24)	132	None: 1.5%; 1 specialist: 59.8%; 2: 24.2%; 3: 10.6%; 4: 3.0%; 5 or more specialists: 0.8%	**98.5%**	98.5%	99.3%	99.1%	**Unable to Test**	**Unable to Test**	**Unable to Test**
27	**We want to know your rating of the specialist you saw most often in the last 12 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?** (If "Yes" in Q24 and "1 specialist" or more in Q26)	126	0 - 3: 2.4%; 4 - 7: 21.4%; 8 - 10: 76.2%	**76.2%**	77.9%	85.1%	83.9%	**Not sig.**	**Below**	**Below**
			0 - 6: 8.7%; 7 - 8: 31.7%; 9 - 10: 59.5%	**59.5%**	53.7%	66.0%	65.6%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Written Materials

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
28	**In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?**	266	Yes: 56.4%; No: 43.6%	**56.4%**	62.0%	33.8%	36.4%	**Not sig.**	**Above**	**Above**
29 PNI	**In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?** (If "Yes" in Q28)	147	Never: 1.4%; Sometimes: 24.5%; Usually: 49.7%; Always: 24.5%	**74.1%**	67.9%	64.7%	65.1%	**Not sig.**	**Above**	**Above**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Special Equipment/Prescriptions

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
30	**Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?**	265	Yes: 28.7%; No: 71.3%	**28.7%**	23.3%	17.9%	14.7%	**Not sig.**	**Above**	**Above**
31 PIOC	**In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?** (If "Yes" in Q30)	73	Never: 2.7%; Sometimes: 32.9%; Usually: 38.4%; Always: 26.0%	**64.4%**	50.5%	59.3%	57.6%	**Not sig.**	**Not sig.**	**Not sig.**
31 PIOC	**Rolling Average*** (2-year rolling average)**	166	2015 Valid n: 73; 2015 - Always/Usually: 64.4%; 2014 Valid n: 93; 2014 - Always/Usually: 50.5%	**56.6%**	53.7%	59.3%	57.6%	**Not sig.**	**Not sig.**	**Not sig.**
32	**In some health plans, the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?**	265	Yes: 23.0%; No: 77.0%	**23.0%**	21.1%	17.4%	19.9%	**Not sig.**	**Above**	**Not sig.**
33 PIOC	**In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?** (If "Yes" in Q32)	61	Never: 14.8%; Sometimes: 29.5%; Usually: 29.5%; Always: 26.2%	**55.7%**	44.7%	61.2%	62.4%	**Not sig.**	**Not sig.**	**Not sig.**
33 PIOC	**Rolling Average*** (2-year rolling average)**	146	2015 Valid n: 61; 2015 - Always/Usually: 55.7%; 2014 Valid n: 85; 2014 - Always/Usually: 44.7%	**49.3%**	45.2%	61.2%	62.4%	**Not sig.**	**Below**	**Below**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

*** For the rolling average methodology, a score can be obtained one of two ways: (1) If at least 100 responses were achieved by combining 2014 scores and 2015 scores, the rolling average score is the average of the 2014 and 2015 scores. (2) If there were no scores for 2014 but there were at least 100 responses for 2015, the rolling average is the 2015 score. If the combined responses for 2014 and 2015 do not achieve at least 100 responses, then the measure will receive an "NA" by NCQA.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Customer Service

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
34	**In the last 12 months, did you get information or help from your health plan's customer service?**	263	Yes: 29.3%; No: 70.7%	**29.3%**	34.2%	29.2%	30.8%	**Not sig.**	**Not sig.**	**Not sig.**
35 CS	**In the last 12 months, how often did your health plan's customer service give you the information or help you needed?** (If "Yes" in Q34)	76	Never: 2.6%; Sometimes: 15.8%; Usually: 23.7%; Always: 57.9%	**81.6%**	72.4%	79.8%	77.6%	**Not sig.**	**Not sig.**	**Not sig.**
36 CS	**In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?** (If "Yes" in Q34)	77	Never: 0.0%; Sometimes: 1.3%; Usually: 22.1%; Always: 76.6%	**98.7%**	93.3%	93.6%	93.7%	**Unable to Test**	**Unable to Test**	**Unable to Test**
37	**In the last 12 months, did your health plan give you any forms to fill out?**	258	Yes: 24.4%; No: 75.6%	**24.4%**	21.6%	23.4%	21.7%	**Not sig.**	**Not sig.**	**Not sig.**
38 FOF	**In the last 12 months, how often were the forms from your health plan easy to fill out?**	255	Never: 0.8%; Sometimes: 3.5%; Usually: 11.0%; Always***: 84.7%	**95.7%**	95.5%	94.8%	95.2%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

*** Members who responded "No" to Q37 are included in "Always" of Q38, per NCQA, Volume 3, HEDIS 2015 guidelines.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Claims Processing

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
39	**Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you. In the last 12 months, did you or anyone else send in any claims for your care to your health plan?**	248	Yes: 71.8%; No: 28.2%	**71.8%**	68.1%	61.4%	63.2%	**Not sig.**	**Above**	**Above**
40 CP	**In the last 12 months, how often did your health plan handle your claims quickly?** (If "Yes" in Q39)	148	Never: 3.4%; Sometimes: 9.5%; Usually: 50.0%; Always: 37.2%	**87.2%**	83.4%	87.0%	86.6%	**Not sig.**	**Not sig.**	**Not sig.**
41 CP	**In the last 12 months, how often did your health plan handle your claims correctly?** (If "Yes" in Q39)	148	Never: 1.4%; Sometimes: 6.8%; Usually: 38.5%; Always: 53.4%	**91.9%**	92.3%	90.1%	89.9%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Health Plan Rating, Health Status, and Flu Vaccination

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
42	**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?**	261	0 - 3: 1.9%; 4 - 7: 42.5%; 8 - 10: 55.6%	**55.6%**	57.6%	64.8%	60.4%	**Not sig.**	**Below**	**Not sig.**
			0 - 6: 21.8%; 7 - 8: 54.4%; 9 - 10: 23.8%	**23.8%**	25.9%	39.4%	36.2%	**Not sig.**	**Below**	**Below**
43	**In general, how would you rate your overall health?**	260	Excellent: 32.3%; Very good: 46.9%; Good: 19.6%; Fair: 1.2%; Poor: 0.0%	**79.2%**	74.3%	59.3%	61.7%	**Not sig.**	**Above**	**Above**
44	**In general, how would you rate your overall mental or emotional health?**	259	Excellent: 36.7%; Very good: 44.0%; Good: 15.4%; Fair: 3.5%; Poor: 0.4%	**80.7%**	79.3%	73.4%	76.5%	**Not sig.**	**Above**	**Not sig.**
45	**Have you had either a flu shot or flu spray in the nose since July 1, 2014?** (All respondents)	259	Yes: 60.2%; No: 39.8%	**60.2%**	60.1%	52.5%	50.5%	**Not sig.**	**Above**	**Above**

	HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing** 2015 to 2014	Significance Testing** 2015 to SPHA	Significance Testing** 2015 to PR
45	**Have you had either a flu shot or flu spray in the nose since July 1, 2014?** (Respondents 18–64 years as of July 1 of the measurement year)	254	Yes: 61.0%; No: 39.0%	**61.0%**	60.4%	50.3%	NA	**Not sig.**	**Above**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Medical Assistance With Smoking and Tobacco Use Cessation

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages: Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing**: 2015 to 2014	2015 to SPHA	2015 to PR
46	**Do you now smoke cigarettes or use tobacco every day, some days, or not at all?** (% of Current Smokers and Tobacco Users)	262	Every day: 0.8%; Some days: 0.8%; Not at all: 98.1%; Don't know: 0.4%	**1.5%**	3.0%	11.5%	11.4%	**Unable to Test**	**Below**	**Below**
47	**In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?** (If "Every day" or "Some days" in Q46)	4	Never: 50.0%; Sometimes: 25.0%; Usually: 0.0%; Always: 25.0%	**50.0%**	50.0%	71.6%	73.6%	**Unable to Test**	**Unable to Test**	**Unable to Test**
48	**In the last 12 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.** (If "Every day" or "Some days" in Q46)	4	Never: 50.0%; Sometimes: 25.0%; Usually: 0.0%; Always: 25.0%	**50.0%**	33.3%	46.6%	47.4%	**Unable to Test**	**Unable to Test**	**Unable to Test**
49	**In the last 12 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.** (If "Every day" or "Some days" in Q46)	4	Never: 75.0%; Sometimes: 0.0%; Usually: 0.0%; Always: 25.0%	**25.0%**	33.3%	40.7%	41.3%	**Unable to Test**	**Unable to Test**	**Unable to Test**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Commercial Adult CAHPS®

Aspirin Use and Discussion

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages: Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPH Analytics Book of Business* 2015	Public Report* 2014	Significance Testing**: 2015 to 2014	2015 to SPHA	2015 to PR
50	**Do you take aspirin daily or every other day?** (All respondents)	262	Yes: 8.8%; No: 91.2%	**8.8%**	14.6%	23.9%	24.7%	**Sig. decrease**	**Below**	**Below**
51	**Do you have a health problem or take medication that makes taking aspirin unsafe for you?**	259	Yes: 3.1%; No: 96.9%	**96.9%**	96.4%	94.2%	94.3%	**Not sig.**	**Not sig.**	**Not sig.**
52	**Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?** (All respondents)	261	Yes: 23.0%; No: 77.0%	**23.0%**	26.3%	38.6%	NA	**Not sig.**	**Below**	**NA**
53	**Are you aware that you have any of the following conditions? (Mark one or more.)**	68	High cholesterol: 41.2%; High blood pressure: 36.8%; Parent or sibling with heart attack before the age of 60: 44.1%	**NA**	NA	NA	NA	**NA**	**NA**	**NA**
54	**Has a doctor ever told you that you have any of the following conditions? (Mark one or more.)**	17	A heart attack: 0.0%; Angina or coronary heart disease: 0.0%; A stroke: 5.9%; Any kind of diabetes or high blood sugar: 94.1%	**NA**	NA	NA	NA	**NA**	**NA**	**NA**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Effectiveness of Care Measures

UMP CDHP

Rolling Average Methodology*

Commercial Adult CAHPS®

300 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)				All Summary Rates *ARE* Rolling Averages: Plan's Summary Rate		SPH Analytics Book of Business**	Public Report**	Significance Testing***		
		2015 Valid n	2015 - Always/ Usually/ Sometimes	2014 Valid n	2014 - Always/ Usually/ Sometimes	2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 to PR
Advising Smokers and Tobacco Users to Quit (Two-year rolling average of Q47)	16	4	50.0%	12	50.0%	**50.0%**	64.3%	71.6%	73.6%	**Not sig.**	**Unable to Test**	**Unable to Test**
Discussing Cessation Medications (Two-year rolling average of Q48)	16	4	50.0%	12	33.3%	**37.5%**	42.9%	46.6%	47.4%	**Not sig.**	**Not sig.**	**Not sig.**
Discussing Cessation Strategies (Two-year rolling average of Q49)	16	4	25.0%	12	33.3%	**31.3%**	42.9%	40.7%	41.3%	**Not sig.**	**Not sig.**	**Not sig.**
Aspirin Use (Two-year rolling average)****	50	21	19.0%	29	58.6%	**42.0%**	51.9%	41.5%	NA	**Not sig.**	**Not sig.**	**NA**
Discussing Aspirin Risks and Benefits (Two-year rolling average)*****	240	89	37.1%	151	40.4%	**39.2%**	41.5%	46.9%	NA	**Not sig.**	**Below**	**NA**

* For the rolling average methodology, a score can be obtained one of two ways: (1) If at least 100 responses were achieved by combining 2014 scores and 2015 scores, the rolling average score is the average of the 2014 and 2015 scores. (2) If there were no scores for 2014, but there were at least 100 responses for 2015, the rolling average is the 2015 score. If the combined responses for 2014 and 2015 do not achieve at least 100 responses, then the measure will receive an "NA" by NCQA.

** The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

**** Members eligible for inclusion in the Aspirin Use measure are as follows: 1) Women 55-79 years of age with at least two risk factors for cardiovascular disease, 2) Men 45-64 years of age with at least one risk factor for cardiovascular disease, and 3) Men 65-79 years of age, regardless of risk factors.

***** Members eligible for inclusion in the Discussing Aspirin Risks and Benefits measure are as follows: 1) Women 55-79 years of age, and 2) Men 45-79 years of age.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Chronic Conditions

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2015	2014	2015	2014	2015 to 2014	2015 to SPHA	2015 to PR
55	**In the last 12 months, did you get health care 3 or more times for the same condition or problem?**	261	Yes: 22.2% No: 77.8%	**22.2%**	21.8%	27.6%	26.4%	**Not sig.**	**Not sig.**	**Not sig.**
56	**Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" in Q55)	58	Yes: 75.9% No: 24.1%	**75.9%**	87.1%	83.6%	84.9%	**Not sig.**	**Not sig.**	**Not sig.**
57	**Do you now need or take medicine prescribed by a doctor? Do not include birth control.**	261	Yes: 41.0% No: 59.0%	**41.0%**	41.0%	61.5%	59.7%	**Not sig.**	**Below**	**Below**
58	**Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" in Q57)	105	Yes: 92.4% No: 7.6%	**92.4%**	93.9%	94.7%	94.3%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2015 SPH Analytics (SPHA) Book of Business consists of 25 commercial adult, PPO samples that conducted surveys with SPH Analytics in 2015 and submitted data to NCQA. The 2014 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark is the mean of 185 PPO, plan-specific samples that submitted to NCQA in 2014.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2015 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

UMP CDHP

Demographics/Completing this Survey

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
59	**What is your age?**	256	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 or older
			3.9%	16.8%	25.8%	18.8%	32.8%	2.0%	0.0%
60	**Are you male or female?**	260	Male	Female					
			39.6%	60.4%					
61	**What is the highest grade or level of school that you have completed?**	258	8th grade or less	Some high school, but did not graduate	High school graduate/GED	Some college or 2-year degree	4-year college graduate	More than 4-year college degree	
			0.0%	1.2%	2.3%	15.5%	29.5%	51.6%	
62	**Are you of Hispanic or Latino origin or descent?**	257	Yes, Hispanic or Latino	No, not Hispanic or Latino					
			3.5%	96.5%					
63	**What is your race? (Mark one or more.)**	255	White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaska Native	Other	
			81.6%	1.6%	16.9%	0.0%	0.8%	3.9%	
64	**Did someone help you complete this survey?**	180	Yes	No					
			1.1%	98.9%					
65	**How did that person help you? (Mark one or more.)** (If Mail survey and "Yes" in Q64)	2	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		
			50.0%	0.0%	0.0%	0.0%	50.0%		

Note: The base for Q63 and Q65 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

13. Appendix B - Custom Questions

Your plan's custom questions are shown beginning on Page B.1. All custom questions are shown in this section, regardless of their placement on the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the identical question from the previous year (where applicable).

The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for the assignment of Summary Rates, such as "Mark all that apply" questions. In this case, an "NA" is shown in the Summary Rate column.

To the right of the Summary Rate column is a column for the SPH Analytics Book of Business Custom Question Benchmark (2014) and a column for the corresponding correlation coefficient. A correlation analysis was run using the SPH Analytics Custom Question Book of Business (2014) against Q42 (Rating of Health Plan).

Please note that the benchmark for custom questions is the 2014 SPHA Commercial Adult PPO Book of Business. The 2015 SPHA Commercial Adult PPO Book of Business is used throughout the remaining sections of this report.

Please note that not every custom question has a benchmark for comparison.

Charts B.1 – B.2

Question Summaries

Custom Questions

UMP CDHP

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2015	Plan's Summary Rate 2014	SPHA Book of Business 2014* Summary Rate	SPHA Book of Business 2014* Correlation with Q42	Significance Testing** 2014 to 2015	Significance Testing** 2015 to SPHA BoB
66	**In the last 12 months, have you visited your health plan's website?**	256	Yes: 73.4%; No: 26.6%; I don't use or have convenient access to the Internet: n = 1	**73.4%**	76.6%	NA	NA	**Not sig.**	**NA**
67	**How would you rate your understanding of the benefits your health plan offers?**	256	Excellent: 9.0%; Very good: 33.6%; Good: 40.2%; Fair: 13.3%; Poor: 3.9%	**42.6%**	37.7%	43.1%	0.386	**Not sig.**	**Not sig.**
68	**If you had a problem understanding the benefits your health plan offers, which type(s) of benefits were you unable to understand? (Mark all that apply.)**	277	Copays, coinsurance, deductibles: 58.0%; Pharmacy benefits and the plan formulary: 39.9%; Inpatient hospitalization: 13.0%; Emergency care: 11.6%; In-network versus Out-of-network care: 21.7%; Lab and radiology: 16.7%; Preventive care: 24.6%; Other: 15.2%	**NA**	NA	NA	NA	**NA**	**NA**
69	**Would you recommend your health plan to your family or friends?**	250	Definitely yes: 24.4%; Probably yes: 67.2%; Probably no: 6.8%; Definitely no: 1.6%	**91.6%**	88.9%	89.4%	0.691	**Not sig.**	**Not sig.**
70	**Do you intend to switch to a different health plan when you next have an opportunity?**	254	Definitely no: 33.5%; Probably no: 56.3%; Probably yes: 9.1%; Definitely yes: 1.2%	**89.8%**	90.9%	NA	NA	**Not sig.**	**NA**

* The 2014 SPH Analytics Book of Business consists of the results of 37 commercial adult samples surveyed by SPH Analytics in 2014 that submitted data to NCQA.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

UMP CDHP

Custom Questions

Commercial Adult CAHPS®

300 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPHA Book of Business 2014*		Significance Testing**	
				2015	2014	Summary Rate	Correlation with Q42	2014 to 2015	2015 to SPHA BoB
71	**In the last 12 months, did you call or were you transferred by your health plan to Washington State Rx Services?**	250	Yes: 6.0%; No: 94.0%	**6.0%**	8.5%	NA	NA	**Not sig.**	**NA**
72	**In the last 12 months, how often were you able to get the help you needed when you called Washington State Rx Services?**	14	Never: 14.3%; Sometimes: 14.3%; Usually: 28.6%; Always: 42.9%	**71.4%**	84.4%	NA	NA	**Unable to Test**	**NA**

* The 2014 SPH Analytics Book of Business consists of the results of 37 commercial adult samples surveyed by SPH Analytics in 2014 that submitted data to NCQA.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

14. Appendix C - Loyalty Analysis

Member loyalty develops when the health plan consistently meets or exceeds the expectations of its members. Loyal members remain with the health plan, allowing the health plan to recoup its up-front investment in enrolling, orienting, and transitioning members into care.

As defined in this analysis, loyal members of the health plan are: (1) satisfied with the plan, (2) not planning to switch to other plans, and (3) willing to recommend the plan to other consumers. Furthermore, loyal members are more likely to stay with the plan for a prolonged period of time.

Page C.1 presents an assessment of member loyalty. Member loyalty is based upon responses to the following questions:

- What number would you use to rate your health plan?
- Would you recommend your health plan to your family or friends if they needed care?
- Do you intend to switch to a different health plan when you next have an opportunity?

Loyalty Zone: Members are very satisfied, are likely to recommend the plan to others, and are not likely to switch plans in the future.

Defection Zone: Members are not satisfied, are not likely to recommend the plan to others, and are likely to switch plans in the future.

Indifference Zone: Members are mixed in their responses to a combination of the following: whether they are satisfied, likely to recommend the plan to others, and/or whether they will switch in the future.

Loyalty Segmentation

Page C.2 presents a loyalty analysis segmentation by select member demographics, which allows the health plan to identify which members are more likely to be loyal or to defect than other members.

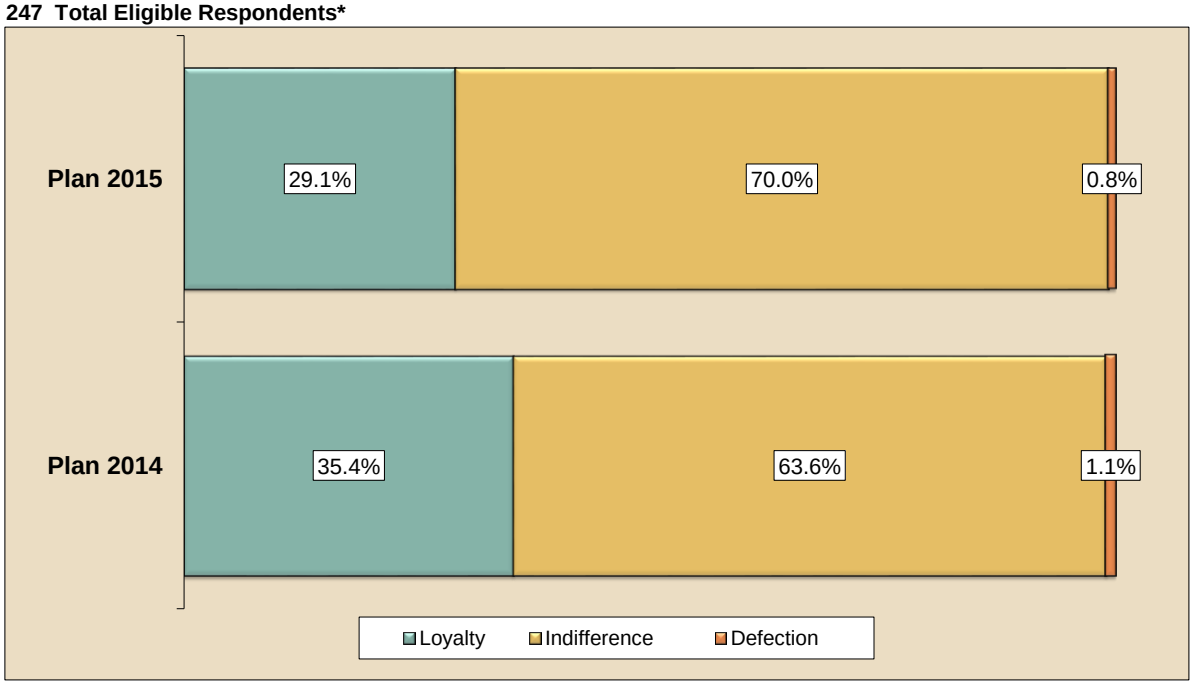
Charts C.1 – C.2

SPHA Loyalty Analysis

UMP CDHP

Commercial Adult CAHPS®

247 Total Eligible Respondents*



Zone Definitions

	Recommend the health plan to others?		Do you intend to switch health plans?		Health Plan Rating
Loyalty	*"Definitely Yes"*	AND	*"Definitely Not"*	AND	*8, 9, 10*
	"Definitely Yes"	AND	*"Probably Not"*	AND	
	"Probably Yes"	AND	*"Definitely Not"*	AND	
Indifference	*All other responses*				
Defection	*"Definitely Not"*	AND	*"Definitely Yes"*	AND	*0, 1, 2, 3*
	"Definitely Not"	AND	*"Probably Yes"*	AND	
	"Probably Not"	AND	*"Definitely Yes"*	AND	

Loyalty Scores & Comparison

Zone	2015 Loyalty		2014 Loyalty		Significance Testing**
	Valid n	Percent	Valid n	Percent	2014 to 2015
Loyalty	**72**	**29.1%**	**134**	**35.4%**	**Not sig.**
Indifference	**173**	**70.0%**	**241**	**63.6%**	**Not sig.**
Defection	**2**	**0.8%**	**4**	**1.1%**	**Unable to Test**

* Eligible Respondents are those answering all three questions.

** Significance Testing -"Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower . "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Segmentation Analysis

UMP CDHP

SPHA Loyalty Zones by Plan Member Demographics

Commercial Adult CAHPS®

247 Total Loyalty Respondents

Survey Item		SPHA Loyalty Zones					
		Loyal		Indifferent		Defection	
		Valid n*	%	Valid n*	%	Valid n*	%
HEALTH STATUS (Q43)**	Excellent/Very good	59	30.1%	136	69.4%	1	0.5%
	Good	12	26.7%	32	71.1%	1	2.2%
	Fair/Poor	1	33.3%	2	66.7%	0	0.0%
MENTAL/EMOTIONAL HEALTH STATUS (Q44)**	Excellent/Very good	61	31.1%	133	67.9%	2	1.0%
	Good	9	23.7%	29	76.3%	0	0.0%
	Fair/Poor	2	20.0%	8	80.0%	0	0.0%
AGE (Q59)	18 - 34	13	25.0%	38	73.1%	1	1.9%
	35 - 44	14	22.6%	47	75.8%	1	1.6%
	45 - 54	17	37.8%	28	62.2%	0	0.0%
	55 or older	28	33.7%	55	66.3%	0	0.0%
GENDER (Q60)	Male	28	28.9%	69	71.1%	0	0.0%
	Female	44	29.5%	103	69.1%	2	1.3%
EDUCATION (Q61)	High school graduate or less	3	33.3%	6	66.7%	0	0.0%
	Some college or more	69	29.2%	165	69.9%	2	0.8%
ETHNICITY (Q62)	Hispanic/Latino	3	37.5%	5	62.5%	0	0.0%
	Not Hispanic/Latino	69	29.1%	166	70.0%	2	0.8%
RACE (Q63)	White	59	29.8%	137	69.2%	2	1.0%
	Black/African-American	2	50.0%	2	50.0%	0	0.0%
	Other***	12	24.5%	36	73.5%	1	2.0%
DATA COLLECTION MODE	Mail	39	31.7%	84	68.3%	0	0.0%
	Phone	18	24.3%	55	74.3%	1	1.4%
	Internet	15	30.0%	34	68.0%	1	2.0%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

** Health Status and Mental/Emotional Health Status are defined by the member.

*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q63.

15. Appendix D - Comparison to Other Plans

Health plans have the option of selecting up to five plans that are included in the 2015 Public Report benchmark for comparison. Page D.1 shows how your plan's Composite, Attribute, Rating, and Measure Summary Rates compare to the Summary Rates of other commercial adult samples that chose to report their plan-level scores publicly. High and low scores for each composite and key question are highlighted, with the highest overall score in green and the lowest overall score in red.

Chart D.1