CDPHP

CAHPS® 5.0H

Adult Medicaid Health Plan Survey

Continuous Quality Improvement Report

February 2016

DataStat

3975 Research Park Drive
Ann Arbor, MI 48108

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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYSDOH) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2015. The instrument used for the administration of the survey was the CAHPS® 5.0H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

The majority of question items addressed domains of member experience, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The survey was expanded to include 15 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 63 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

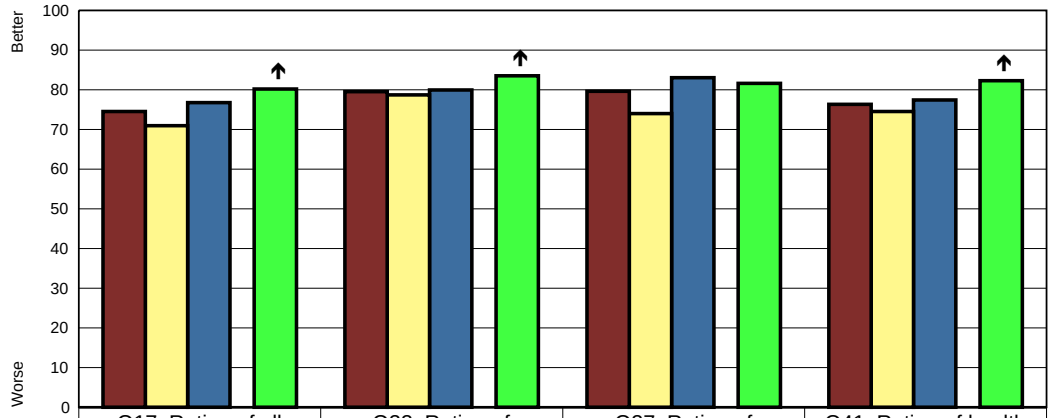
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2015 administration, the NYSDOH focused on adult members of Medicaid managed care plans. The survey included 16 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. Surveys were sent to 24,000 members following a combined mail and phone methodology (three mailings, followed by phone follow up of non-responders) during the period September 15, 2015, through December 7, 2015, using a standardized survey procedure and questionnaire. For your plan, a total of 413 responses were received resulting in a 28.1% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with less than 30 observations are included in the report. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Overall Rating Questions (8, 9 or 10)



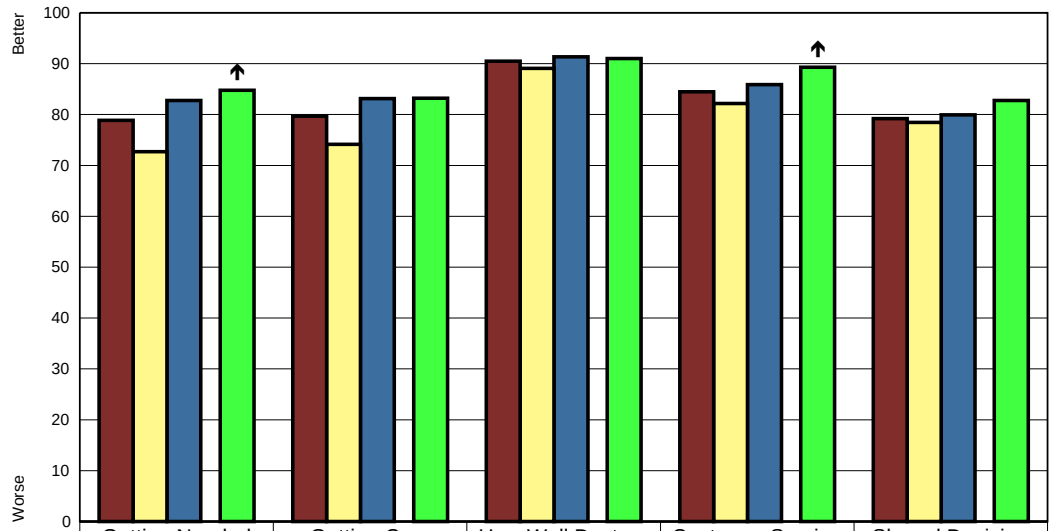
	Q17. Rating of all health care	Q33. Rating of personal doctor	Q37. Rating of specialist seen most often	Q41. Rating of health plan
Statewide 2015	74.55%	79.53%	79.61%	76.34%
NYC 2015	70.95%	78.73%	74.00%	74.50%
Rest of State 2015	76.77%	79.97%	83.03%	77.44%
CDPHP 2015	80.21%	83.51%	81.64%	82.29%

↑↓ **Statistically significantly better/worse than Statewide 2015.**

Summary of Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Composites



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)
Statewide 2015	78.85%	79.69%	90.51%	84.46%	79.20%
NYC 2015	72.68%	74.13%	89.09%	82.16%	78.46%
Rest of State 2015	82.78%	83.12%	91.36%	85.90%	79.95%
CDPHP 2015	84.76%	83.19%	91.00%	89.30%	82.76%

↑↓ **Statistically significantly better/worse than Statewide 2015.**

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Key Measure Summary

NYSDOH Medicaid Managed Care Plans 2015

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)	Rating of all health care	Rating of personal doctor	Rating of specialist seen most often	Rating of health plan
Statewide	79	80	91	84	79	75	80	80	76
NYC	73	74	89	82	78	71	79	74	75
Rest of State	83	83	91	86	80	77	80	83	77
Affinity Health Plan	78	81	92	90 ▲	78	73	83	76	77
CDPHP	85 ▲	83	91	89 ▲	83	80 ▲	84 ▲	82	82 ▲
Excellus BlueCross BlueShield	86 ▲	84 ▲	92	87	80	78	80	85	82 ▲
Fidelis Care New York	78	76	90	85	73 ▼	69 ▼	78	75	71 ▼
Healthfirst PHSP	77	78	89	80	80	77	80	79	78
HealthNow New York	83	88 ▲	92	84	84 ▲	78	77	86 ▲	75
Health Plus (Amerigroup)	74 ▼	75	89	82	75	74	76	74	78
HIP (EmblemHealth)	76	75 ▼	91	83	83	70	79	74	69 ▼
Hudson Health Plan	84 ▲	83	93 ▲	88	76	78	83	85 ▲	79
Independent Health	82	85 ▲	89	87	80	79 ▲	80	82	81 ▲
MetroPlus Health Plan	67 ▼	68 ▼	87 ▼	80	77	70 ▼	74 ▼	76	73
MVP Health Plan	87 ▲	85 ▲	93 ▲	88	83	79 ▲	80	83	81 ▲
Total Care	78	79	87	81	78	76	81	83	76
United Healthcare Community Plan	74 ▼	78	91	79	76	68 ▼	80	77	69 ▼
WellCare of New York	71 ▼	75 ▼	87	82	80	71	81	79	75
YourCare	82	83	94 ▲	86	81	74	78	78	75

▲▼ **Statistically significantly better/worse than Statewide 2015.**

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Respondent Sample Profile

Age (years)	Statewide	NYC	Rest of State	CDPHP
18 to 24	12.9%	13.3%	12.5%	12.2%
25 to 34	19.1%	19.1%	19.1%	17.1%
35 to 44	17.5%	17.1%	17.7%	14.8%
45 to 54	24.5%	25.2%	24.1%	25.6%
55 to 64	24.7%	23.2%	25.7%	29.3%
65 to 74	1.3%	2.1%	0.8%	0.8%
75 or older	0.0%	0.0%	0.1%	0.3%

Gender	Statewide	NYC	Rest of State	CDPHP
Male	41.0%	41.2%	40.8%	39.6%
Female	59.0%	58.8%	59.2%	60.4%

Highest grade or level of school completed	Statewide	NYC	Rest of State	CDPHP
8th grade or less	8.1%	11.7%	5.9%	3.4%
Some high school, but did not graduate	15.9%	17.5%	14.8%	16.5%
High school graduate or GED	33.0%	29.3%	35.3%	31.5%
Some college or 2-year degree	28.5%	23.8%	31.3%	36.0%
4-year college graduate	9.8%	12.3%	8.3%	9.4%
More than 4-year college graduate	4.8%	5.4%	4.4%	3.1%

Hispanic or Latino	Statewide	NYC	Rest of State	CDPHP
Yes, Hispanic or Latino	24.5%	38.2%	15.9%	6.9%
No, Not Hispanic or Latino	75.5%	61.8%	84.1%	93.1%

Race	Statewide	NYC	Rest of State	CDPHP
White	53.1%	27.3%	68.1%	78.6%
Black or African-American	22.2%	27.6%	18.9%	11.3%
Asian	13.1%	24.1%	6.8%	7.1%
Native Hawaiian or Other Pacific Islander	1.1%	1.9%	0.7%	0.8%
American Indian or Alaska Native	3.4%	2.7%	3.7%	4.7%
Other	15.6%	26.5%	9.3%	5.5%

Rating of Overall Health	Statewide	NYC	Rest of State	CDPHP
Excellent	14.9%	16.6%	13.9%	11.3%
Very good	27.1%	26.7%	27.4%	27.5%
Good	34.7%	34.8%	34.7%	34.4%
Fair	18.5%	18.3%	18.5%	20.6%
Poor	4.8%	3.6%	5.5%	6.2%

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Sample Disposition

	Statewide	CDPHP
First mailing - sent	24,000	1,500
First mailing - usable survey returned*	2,886	217
Second mailing - sent	21,961	1,335
Second mailing - usable survey returned*	1,472	85
Phone - usable surveys*	2,412	111
Total - usable surveys	6,770	413
Ineligible: According to population criteria‡†	353	13
Ineligible: Language barrier†	898	15
Ineligible: Deceased†	10	0
Ineligible: Mentally or physically unable to complete survey†	44	3
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	1,809	131
Refusal/Returned survey blank	782	62
Nonresponse - Unavailable by mail or phone	13,334	863
Response Rate	**29.8%**	**28.1%**

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the managed care plan.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*

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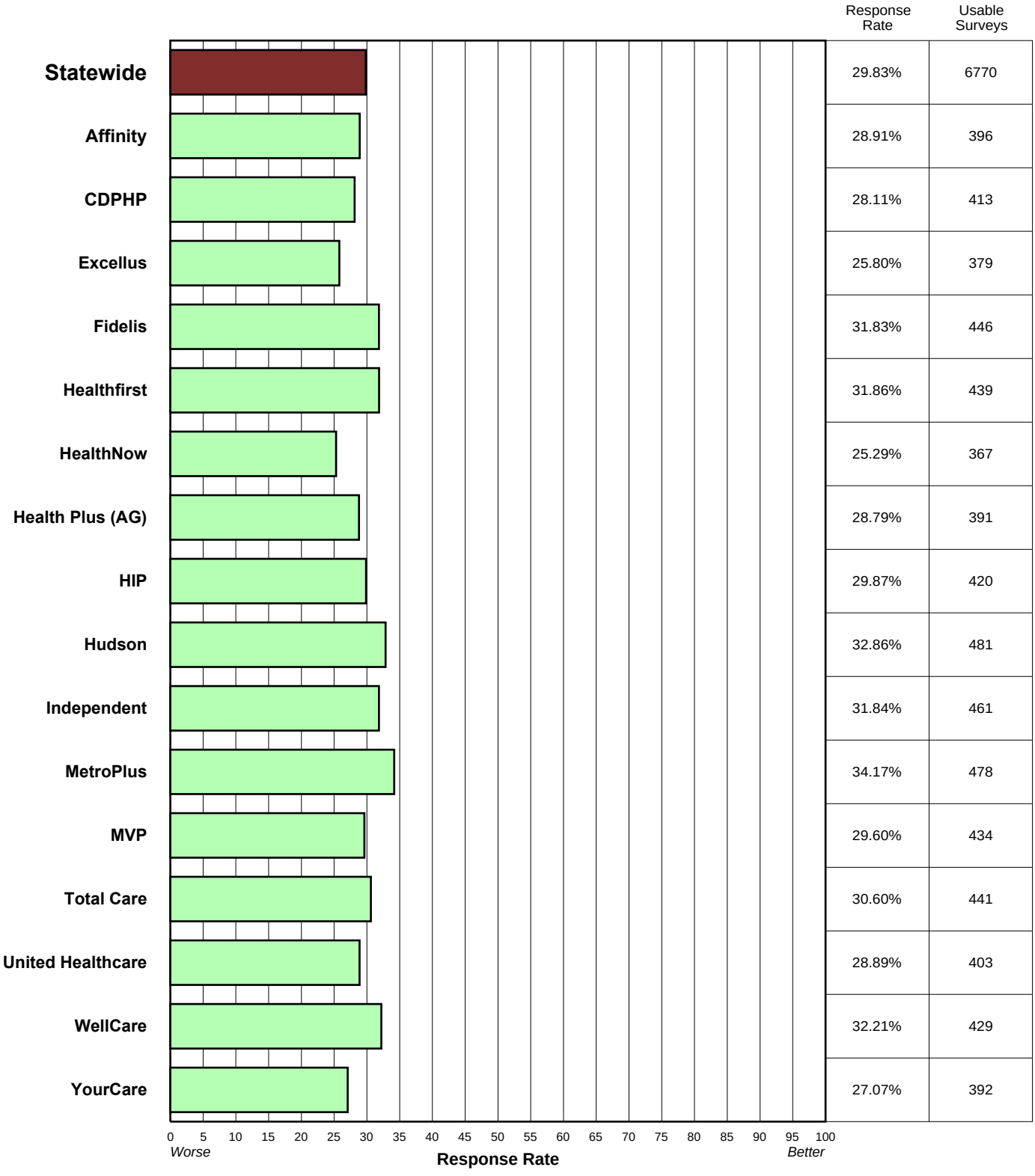
Response Rates



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Trend Analysis - 2015 vs. 2013

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2013. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically signficant. Two questions from the Shared Decision Making Composite (Questions 11 and 12) as well as the flu shot question (Question 45) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2013 and 2015 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	CDPHP 2015 Score	CDPHP 2013 Score	Point Change	Composite/ Question Group
Q24. Rating of alcohol, drug, or addiction treatment or counseling	78.3%	69.0%	+ 9.4	Single Items
Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	75.3%	66.1%	+ 9.2	Single Items
Q9a. Doctor or other health provider talked about a healthy diet and eating habits	67.9%	59.5%	+ 8.4 ▲	Single Items
Q37. Rating of specialist seen most often	81.6%	73.9%	+ 7.8	Ratings
Q39. Health plan's customer service usually or always gave needed information or help	84.6%	79.8%	+ 4.8	Customer Service
Q17. Rating of all health care	80.2%	76.1%	+ 4.2	Ratings
Q23. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	81.3%	77.9%	+ 3.4	Single Items
Q52. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]	44.1%	41.0%	+ 3.1	Aspirin Use and Discussion
Q33. Rating of personal doctor	83.5%	80.4%	+ 3.1	Ratings
Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers	88.4%	85.5%	+ 2.9	Single Items
Q30. Personal doctor usually or always spent enough time with you	88.9%	91.6%	- 2.7	Communication
Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	74.8%	77.7%	- 3.0	Single Items
Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	75.5%	79.2%	- 3.7	Single Items
Q9f. Doctor or other health provider talked about alcohol or other drug use	32.7%	36.9%	- 4.2	Single Items
Q48. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	59.3%	63.9%	- 4.5	Medical Assistance with Smoking Cessation
Q49. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	48.8%	54.5%	- 5.7	Medical Assistance with Smoking Cessation
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	71.8%	77.6%	- 5.8	Single Items
Q9c. Doctor or other health provider talked about things in your life that worry you or cause you stress	51.0%	57.7%	- 6.6	Single Items
Q50. Take aspirin daily or every other day [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]	33.3%	40.0%	- 6.7	Aspirin Use and Discussion
Q9e. Doctor or other health provider talked about smoking or using tobacco products	50.0%	57.4%	- 7.4	Single Items

Better ▲ ▼ Worse

▲▼ **Statistically significantly higher/lower than 2013 score.**

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Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS Medicaid managed care plans as of July 2015 and who had been enrolled for five out of the last six months. Respondents were surveyed in English or Spanish. The survey was administered over a twelve-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

Survey Milestones

1. 1st questionnaire packets mailed: September 15, 2015
2. Reminder postcards mailed: September 23, 2015
3. 2nd questionnaire packets mailed: October 14, 2015
4. Phone field opened: October 26, 2015
5. Mail and phone field closed: December 7, 2015

Sampling Frame

A random sample of 1500 adults ages 18-64 was drawn for each of the managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care plan for at least five out of the last six months as of July 2015.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.0H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and with the health plan. The survey was expanded to include 15 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 63 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least one question. Complete interviews were obtained from 6,770 NYSDOH Medicaid managed care members, and the overall project response rate was 29.8%.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for survey questions represent the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements, as are responses of "8", "9", or "10" to ratings questions. For the smoking questions, responses of "Sometimes", "Usually" or "Always" are considered achievements.

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Composites

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

Getting Needed Care

Q18. Usually or always got care, tests or treatment you thought you needed
Q35. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly

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

How Well Doctors Communicate

Q27. Personal doctor usually or always explained things in way that was easy to understand
Q28. Personal doctor usually or always listened carefully to you
Q29. Personal doctor usually or always showed respect for what you had to say
Q30. Personal doctor usually or always spent enough time with you

Customer Service

Q39. Health plan's customer service usually or always gave needed information or help
Q40. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

Q11. Doctor/provider talked about reasons you might want to take a medicine
Q12. Doctor/provider talked about reasons you might not want to take a medicine
Q13. Doctor/provider asked what you thought was best for you

The CAHPS® 5.0H Adult Medicaid core survey contains a revision to the Shared Decision Making composite; the revised composite altered two of the questions and associated response choices. Due to the revisions the Shared Decision Making composite and two of the questions comprising it are not eligible for trend comparisons.

Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the question items comprising the five composites and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, plan results for the Rating Items and Composites are compared to the Statewide achievement score, with statistical testing. Regional results are presented for comparison. In the *Graphs* section plan results for each performance measure are compared to the Statewide achievement score, with statistical testing. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom, with their 2013 and 2015 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

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Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "🡅" or "🡇" is placed at the top/end of the appropriate bar or next to the appropriate achievement score.

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2015 are case-mix adjusted for age (Q56), health status (Q43) and education (Q58). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

All achievement scores based on questions in the "About Your Health" and "About You" sections are not case-mix adjusted. Case-mix adjustment is also not applied to the achievement scores for the Question 9 series.

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Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. Responses of "Yes" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

Understanding the Sections of the Report

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and

2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

Rating Questions, Composites, Medical Assistance with Smoking Cessation and Single Items

This section contains a graphic presentation of Statewide, NYC, Rest of State and plan-specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to various benchmarks or peers. The composites are directly followed by the individual questions in the composite for more detailed information.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four general rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The tables show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the program or plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

Responses by Question

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, 8, 9, or 10 are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a member needed a service in the past six months does not have an associated achievement related to it. This section provides additional information about volume of members to help you prioritize areas to be addressed.

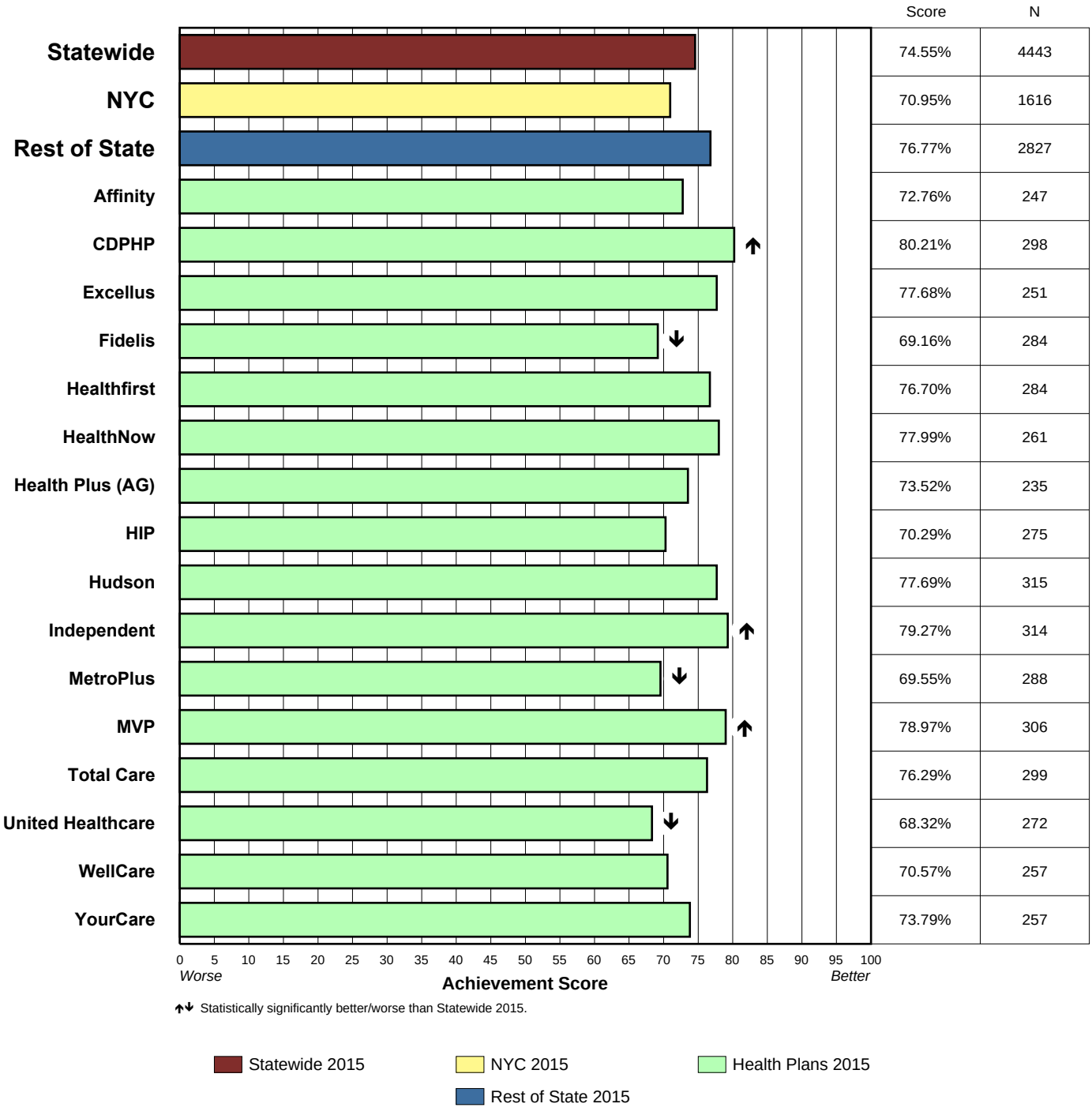
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Overall Ratings

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the following four graphs, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores.

For each rating graph, plan-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

Q17. Rating of all health care (8, 9 or 10)



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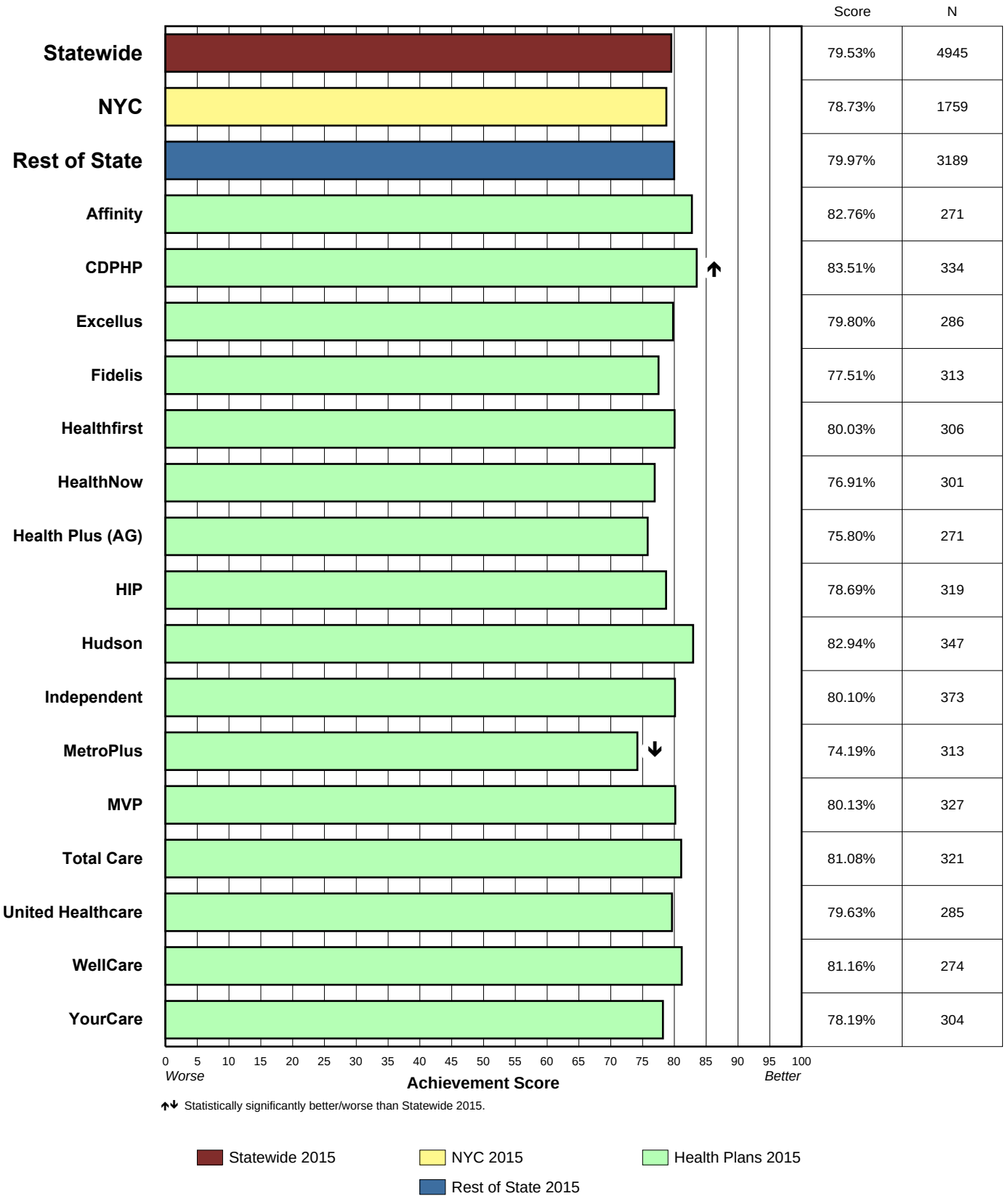
Overall Ratings

Q33. Rating of personal doctor (8, 9 or 10)



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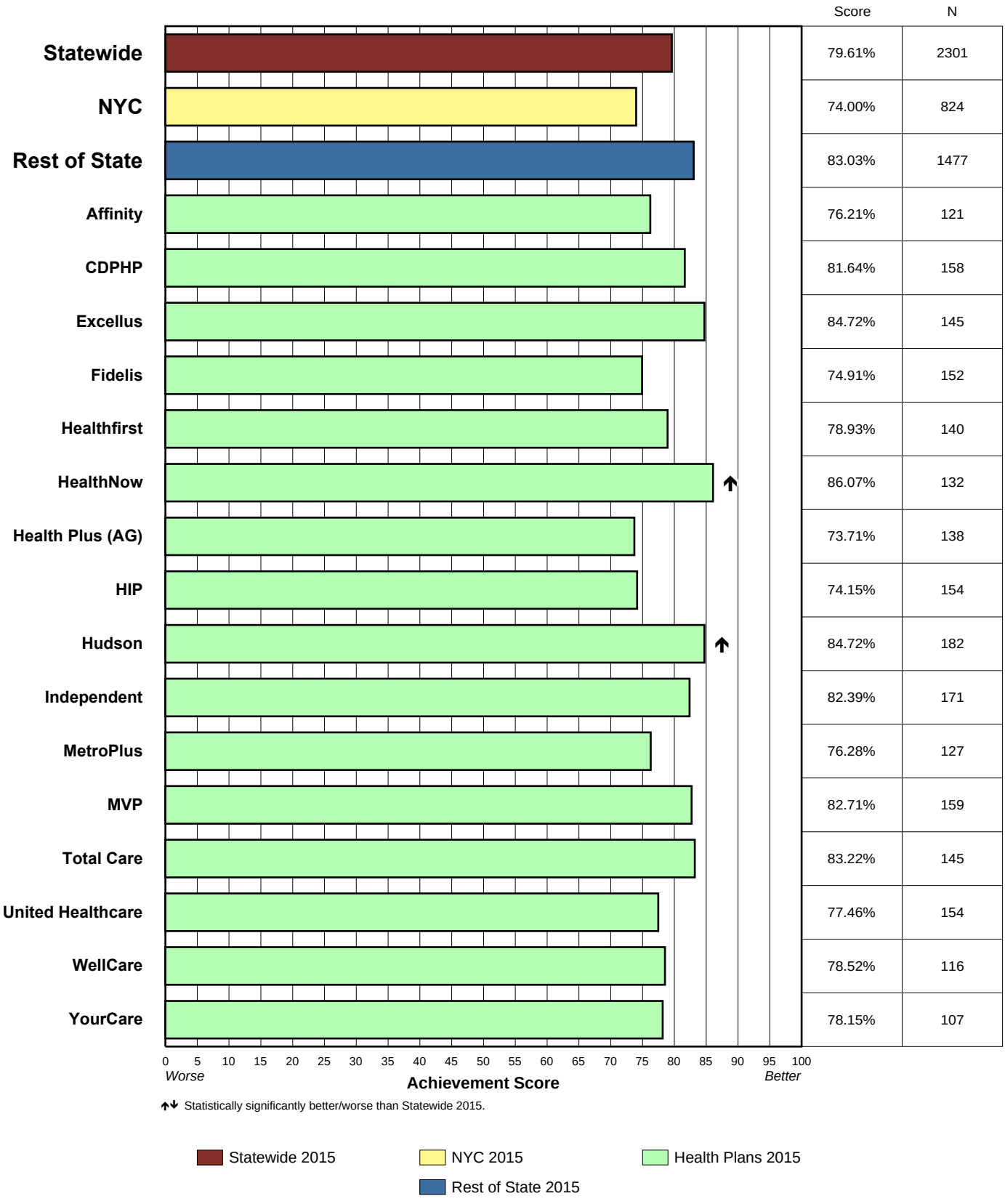
Overall Ratings

Q37. Rating of specialist seen most often (8, 9 or 10)



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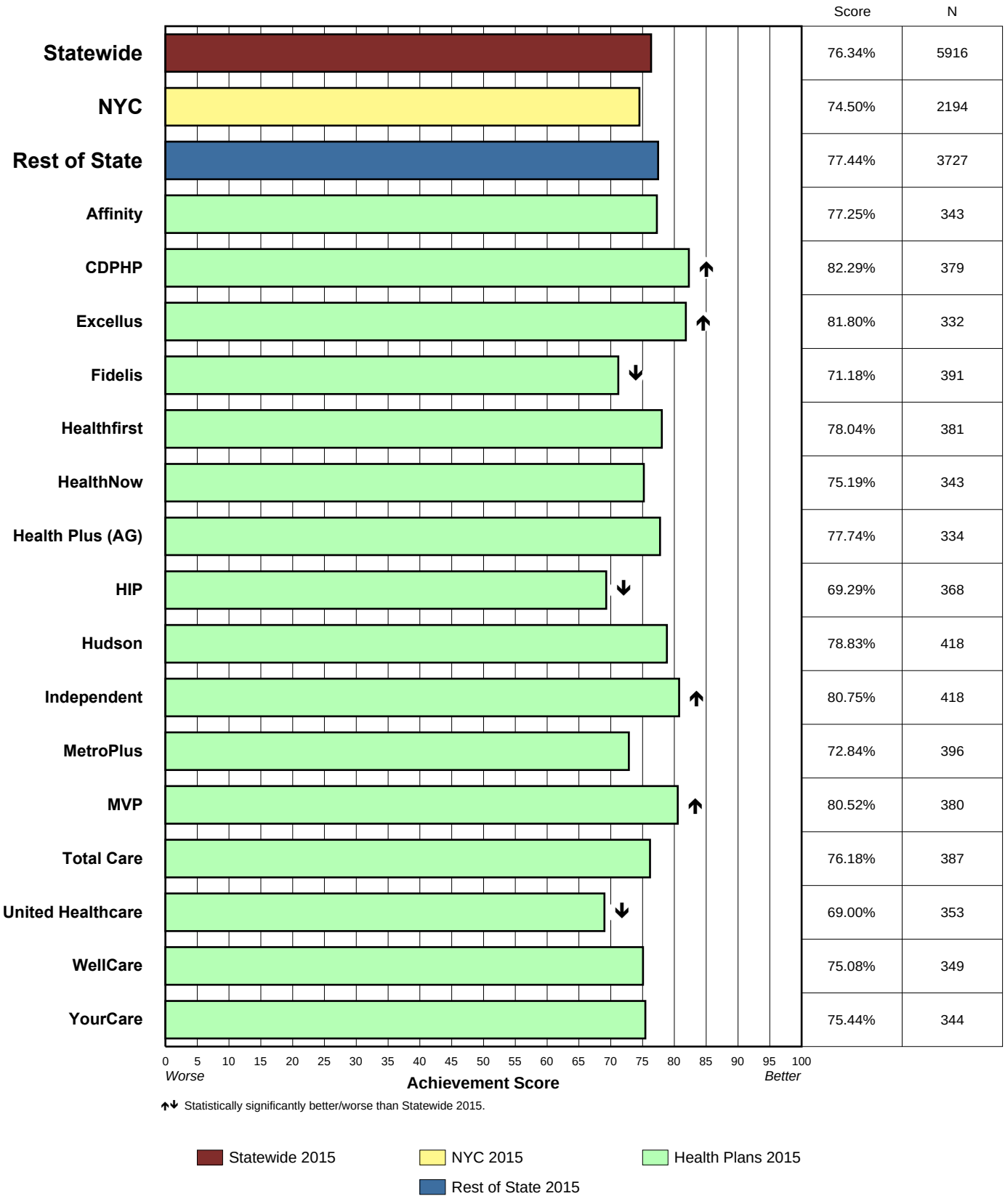
Overall Ratings

Q41. Rating of health plan (8, 9 or 10)



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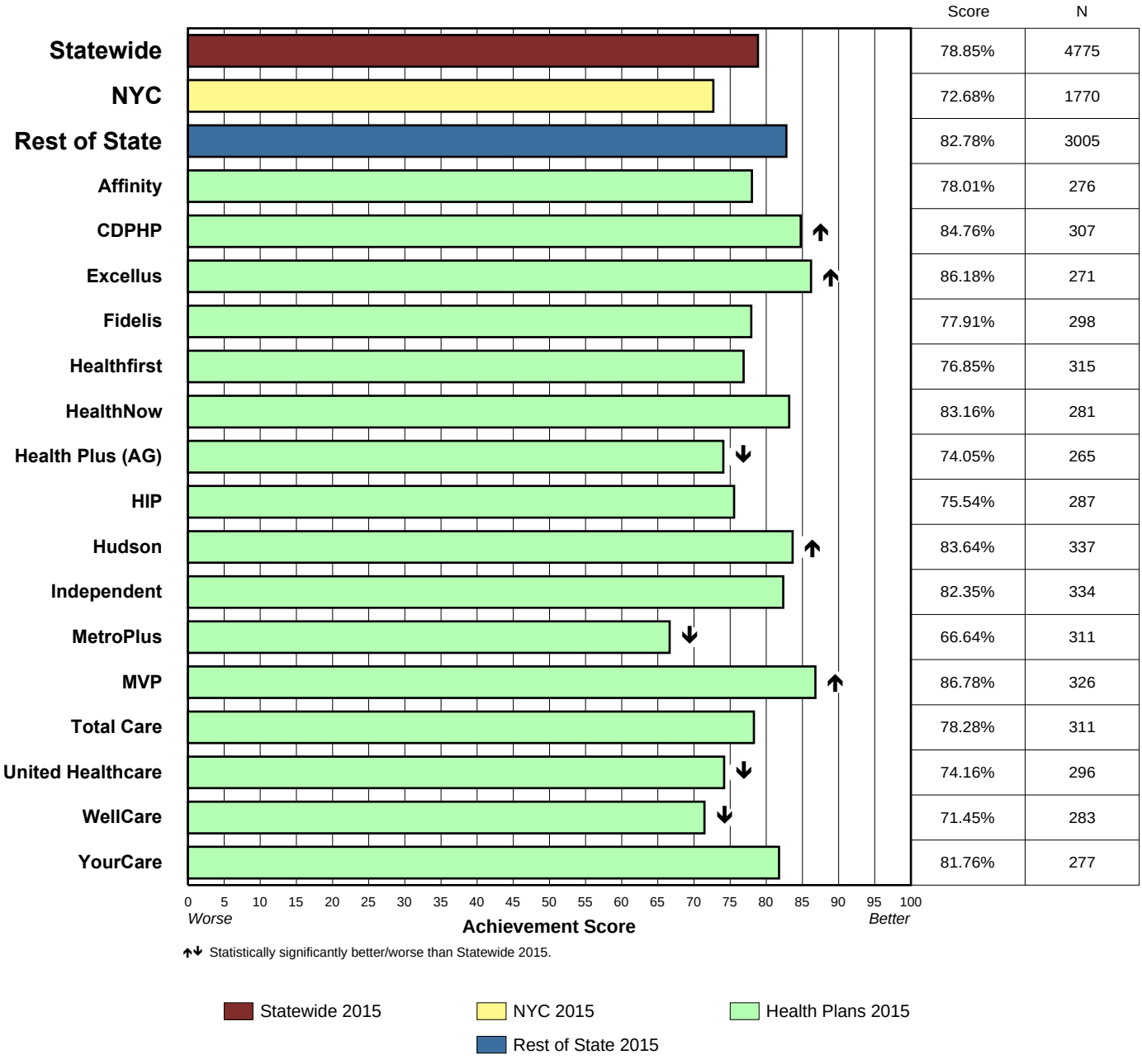
Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the first four composites. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

For each graph, plan-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Getting Needed Care (Usually or Always)



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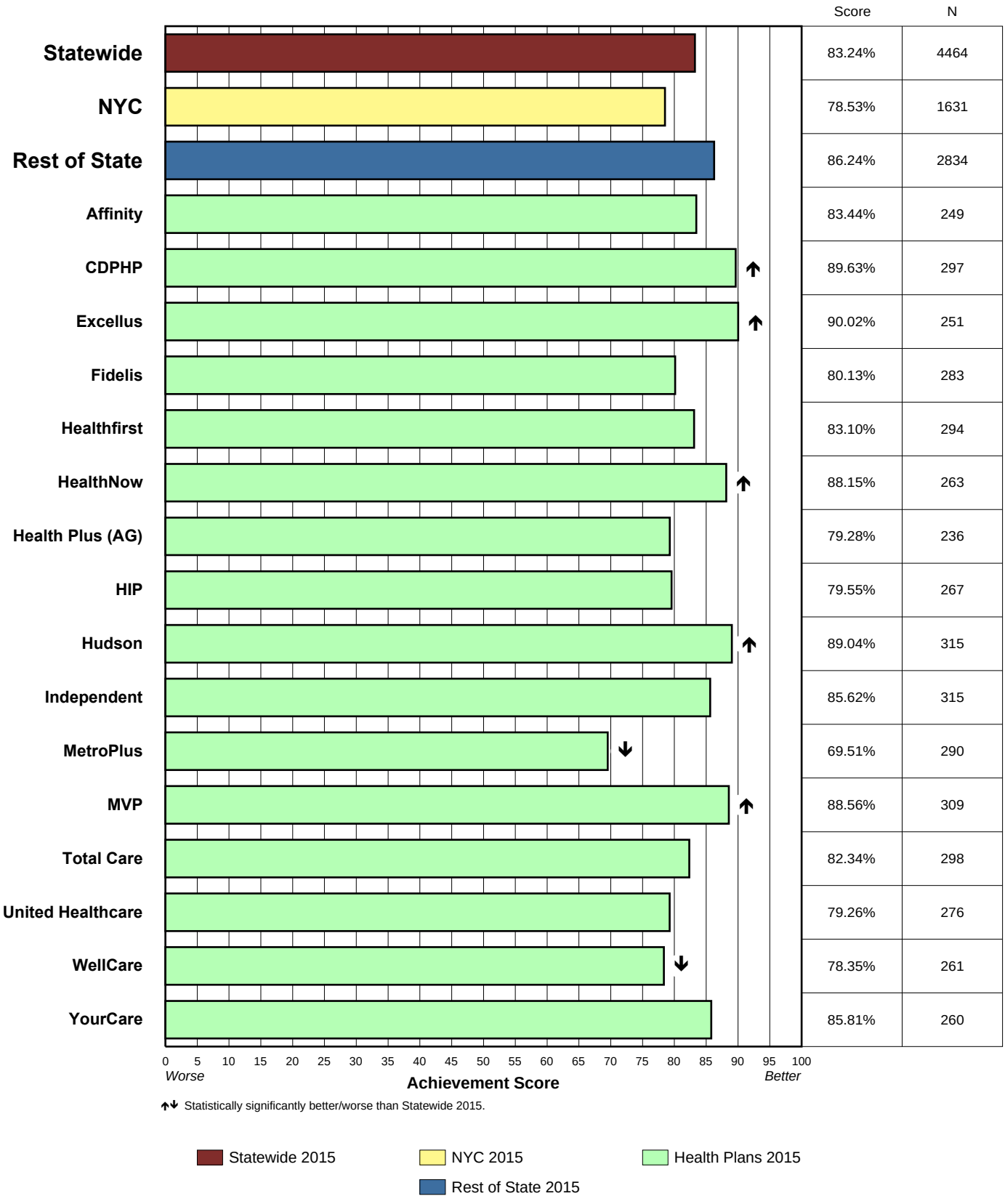
Getting Needed Care (Usually or Always)

Q18. Usually or always got care, tests or treatment you thought you needed



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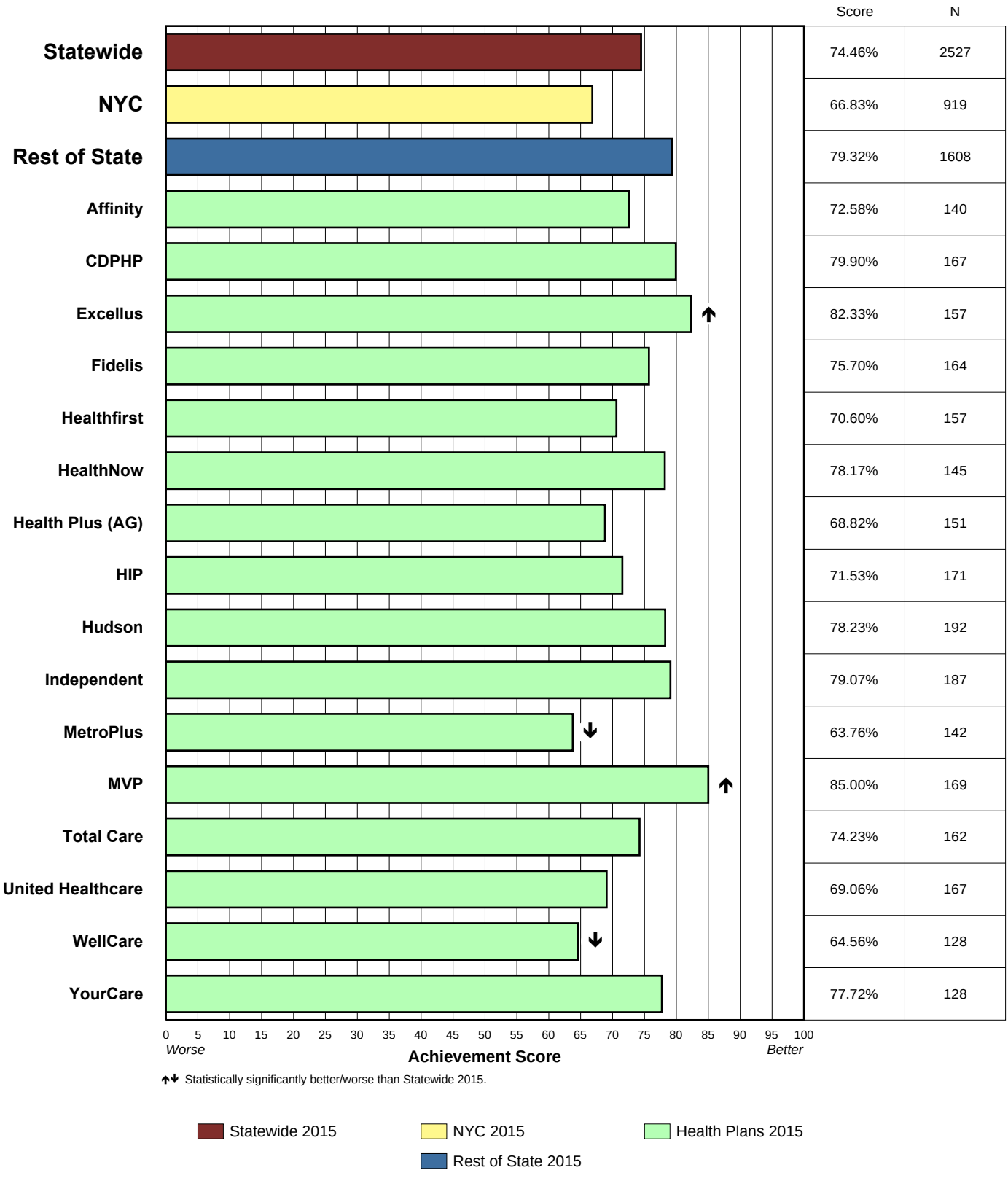
Getting Needed Care (Usually or Always)

Q35. Usually or always get an appointment to see a specialist as soon as you needed



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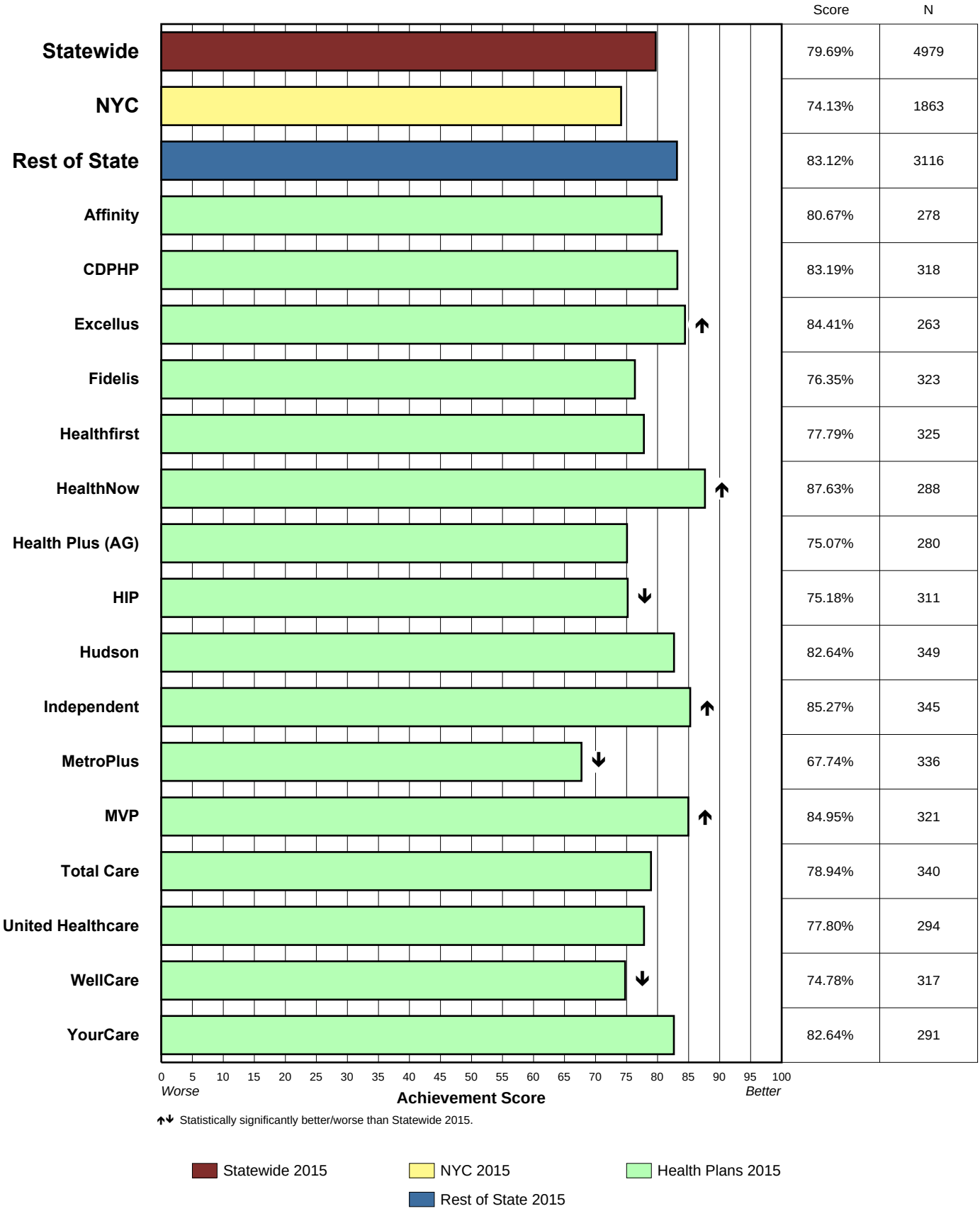
Getting Care Quickly (Usually or Always)



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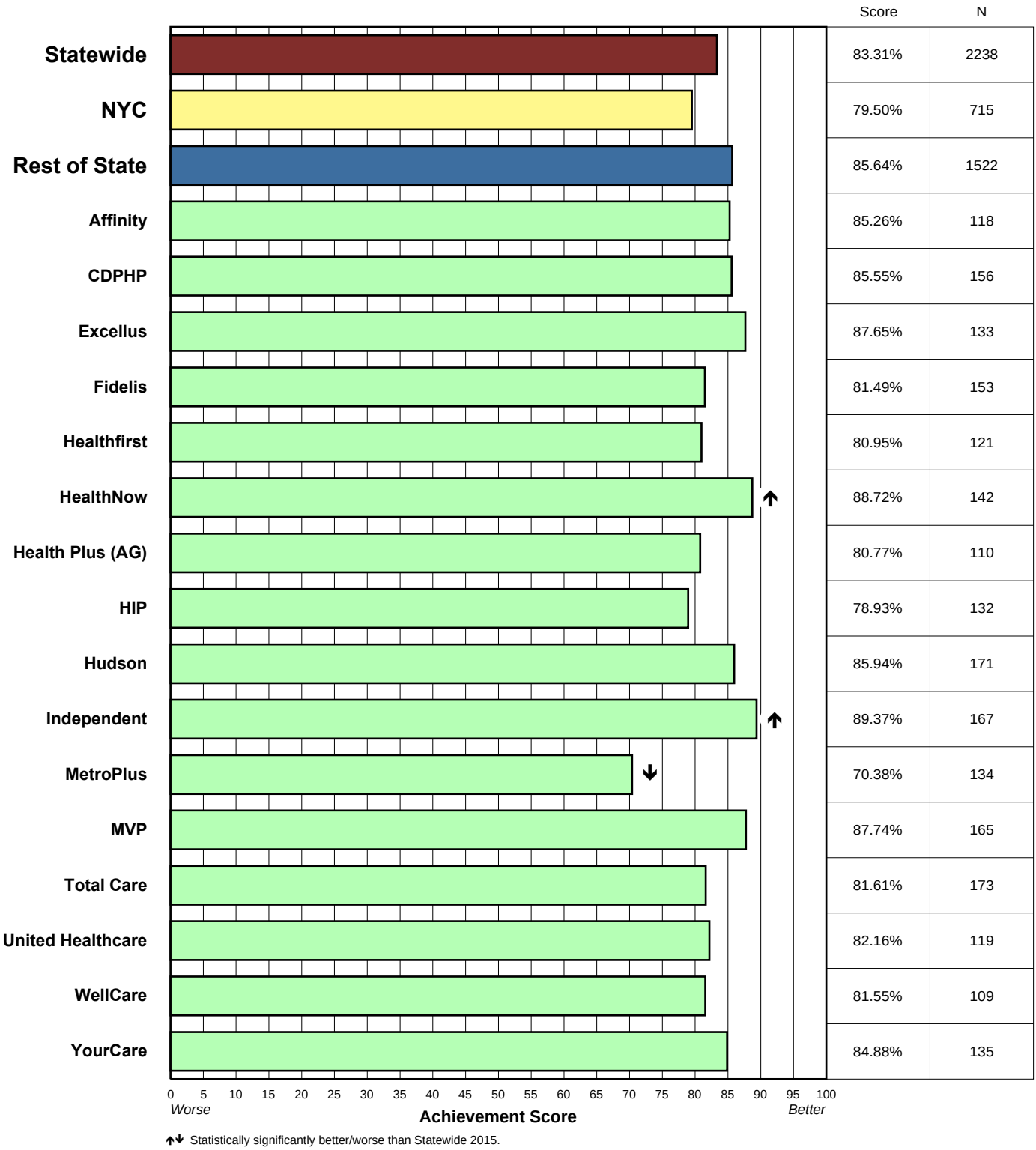
Getting Care Quickly (Usually or Always)

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



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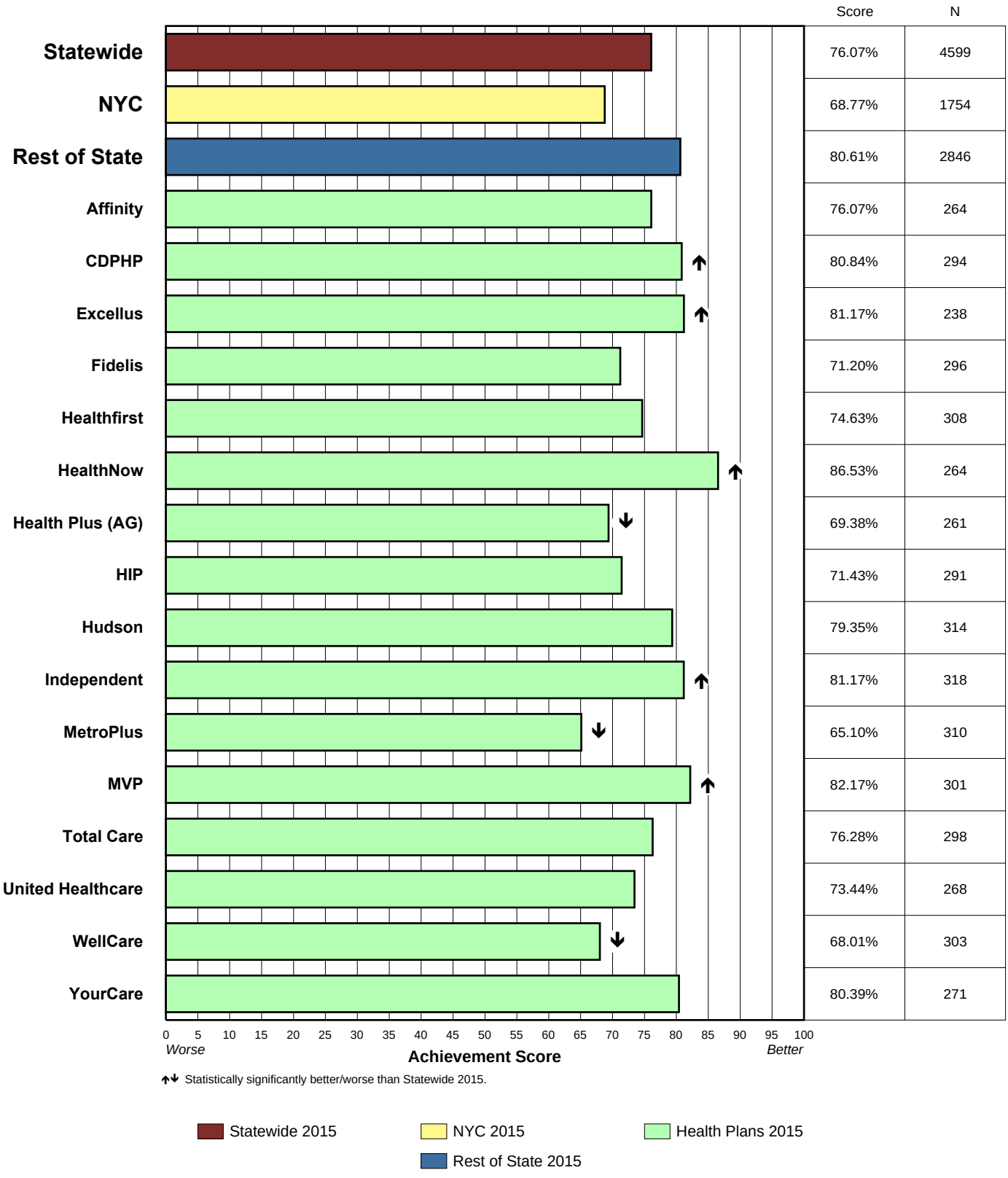
Getting Care Quickly (Usually or Always)

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



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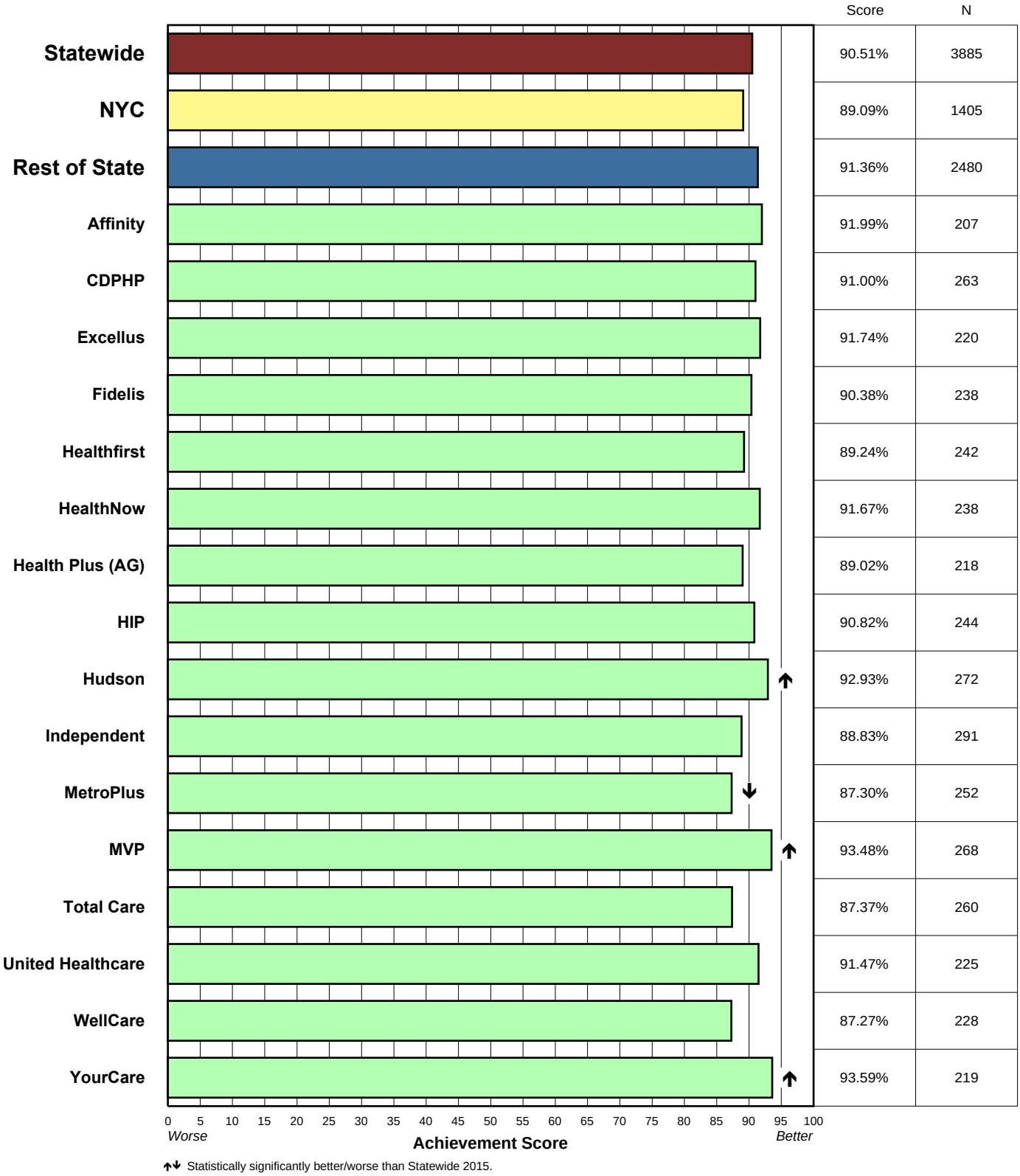
How Well Doctors Communicate (Usually or Always)



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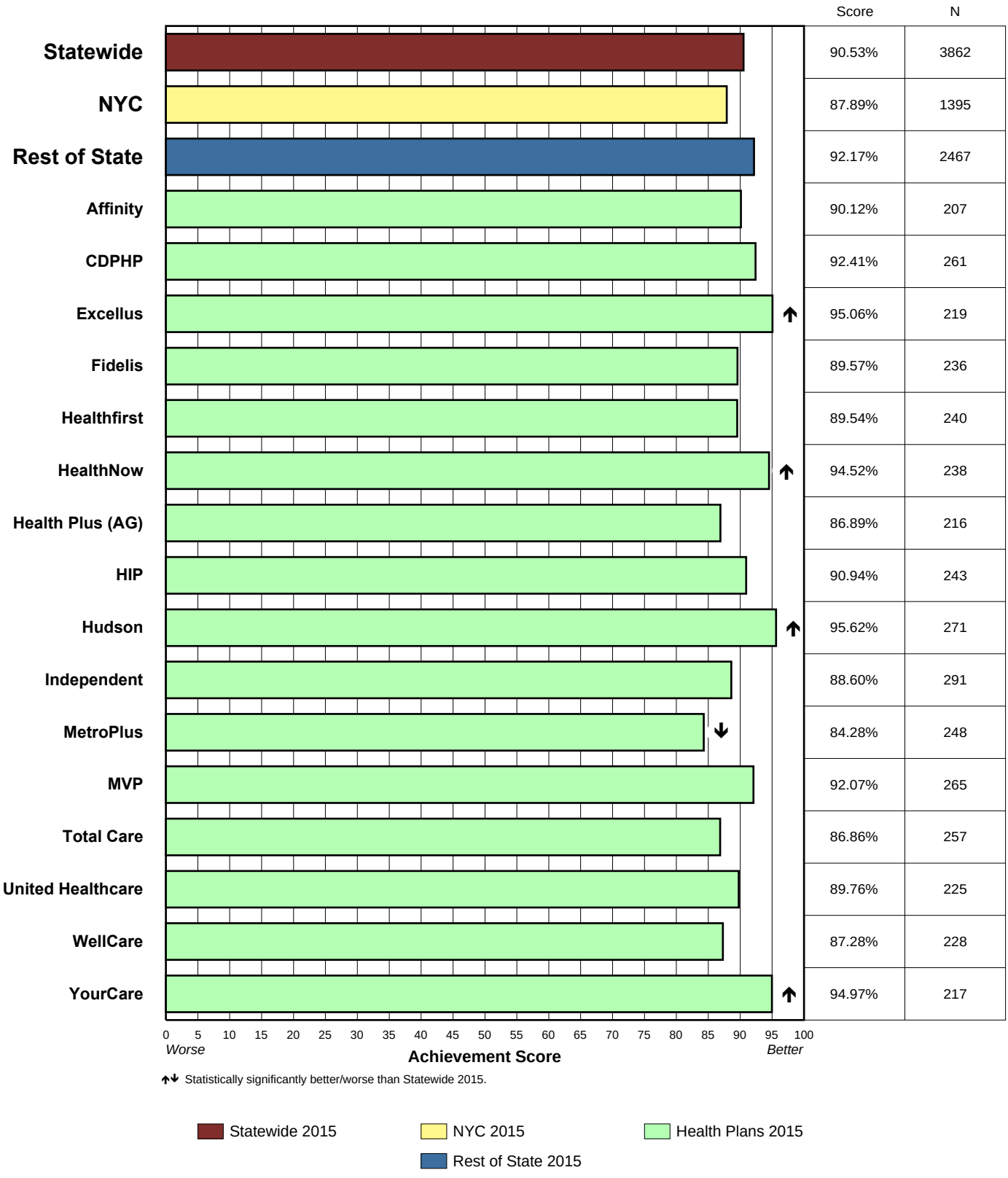
How Well Doctors Communicate (Usually or Always)

Q27. Personal doctor usually or always explained things in way that was easy to understand



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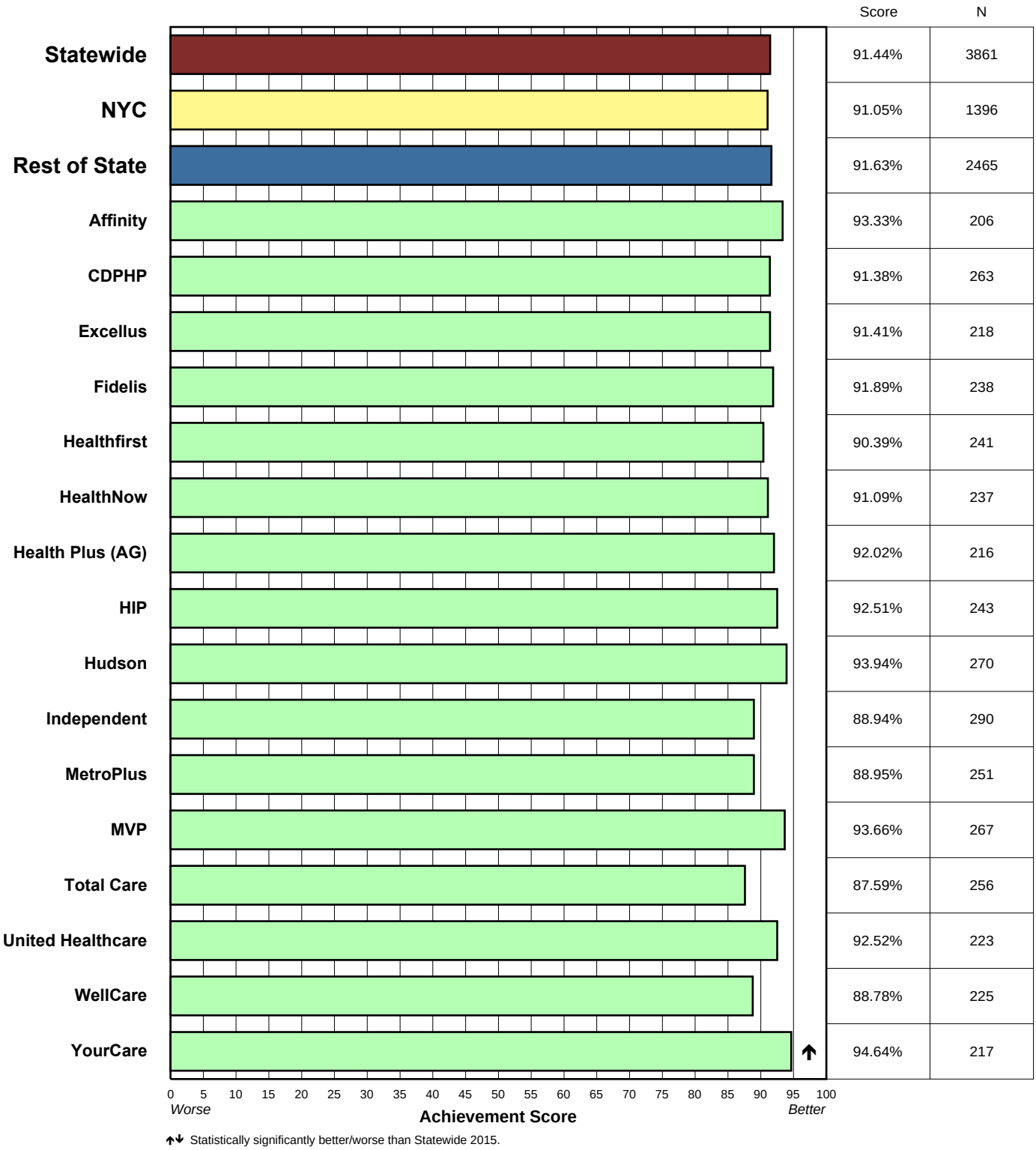
How Well Doctors Communicate (Usually or Always)

Q28. Personal doctor usually or always listened carefully to you



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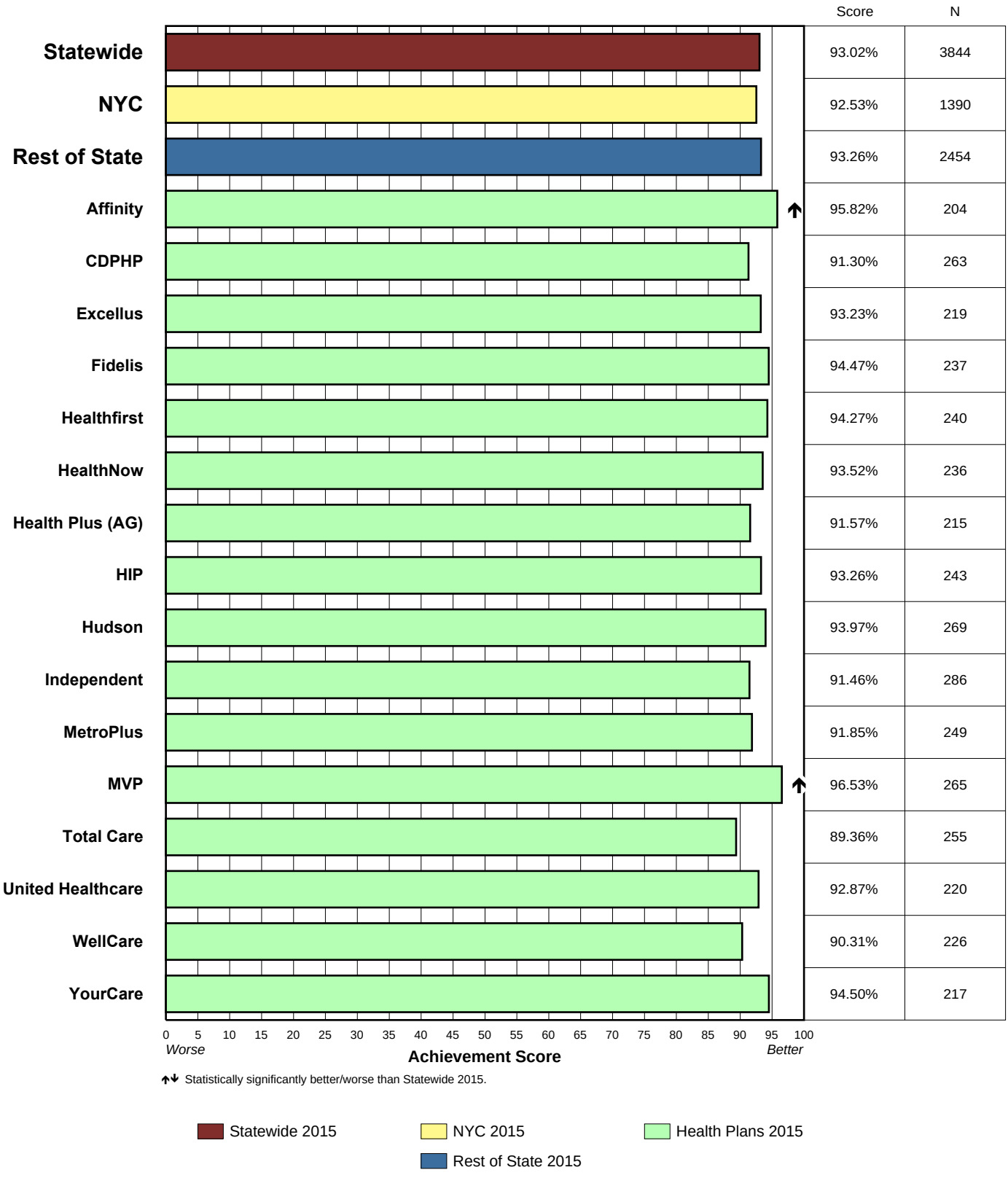
How Well Doctors Communicate (Usually or Always)

Q29. Personal doctor usually or always showed respect for what you had to say



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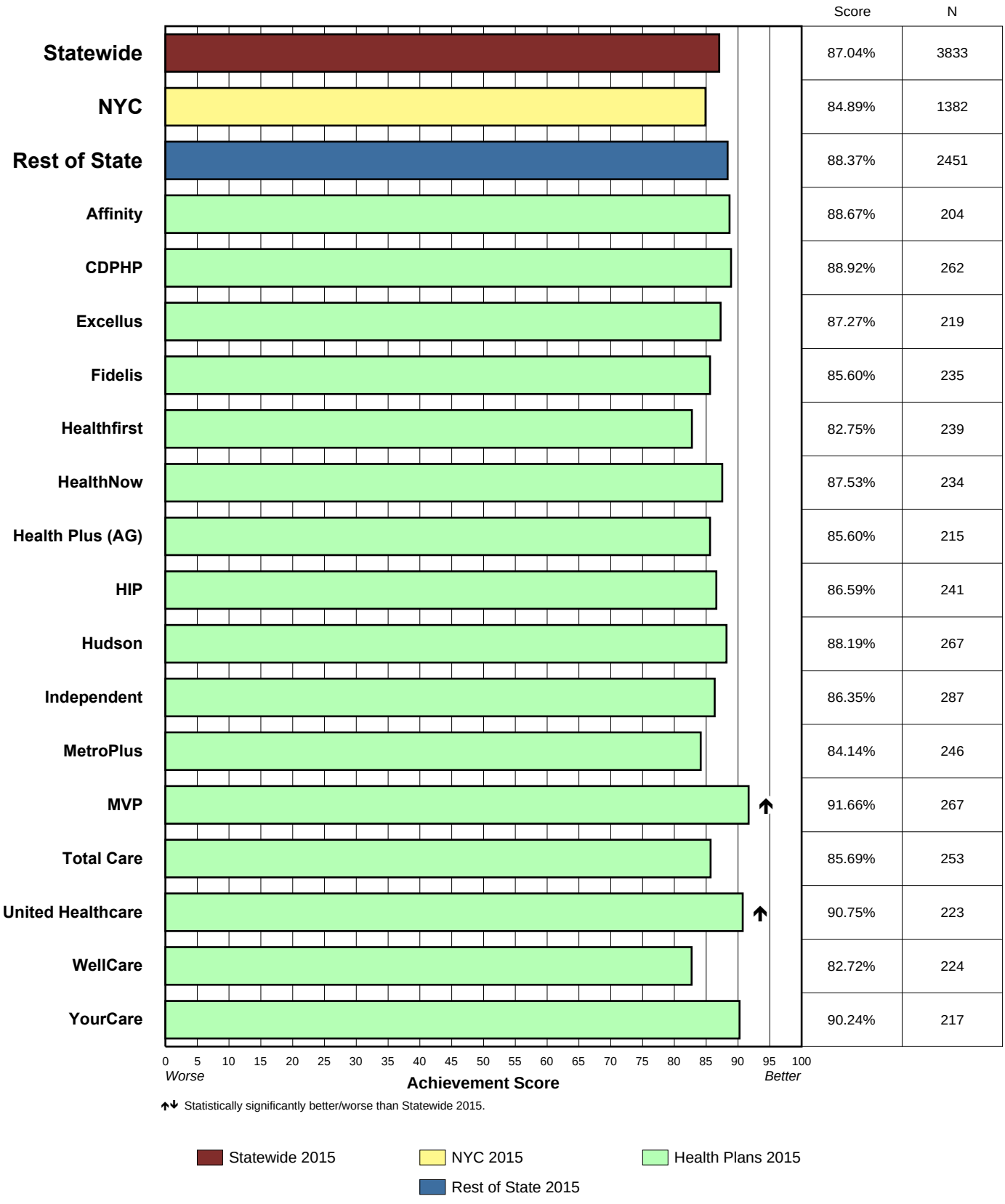
How Well Doctors Communicate (Usually or Always)

Q30. Personal doctor usually or always spent enough time with you



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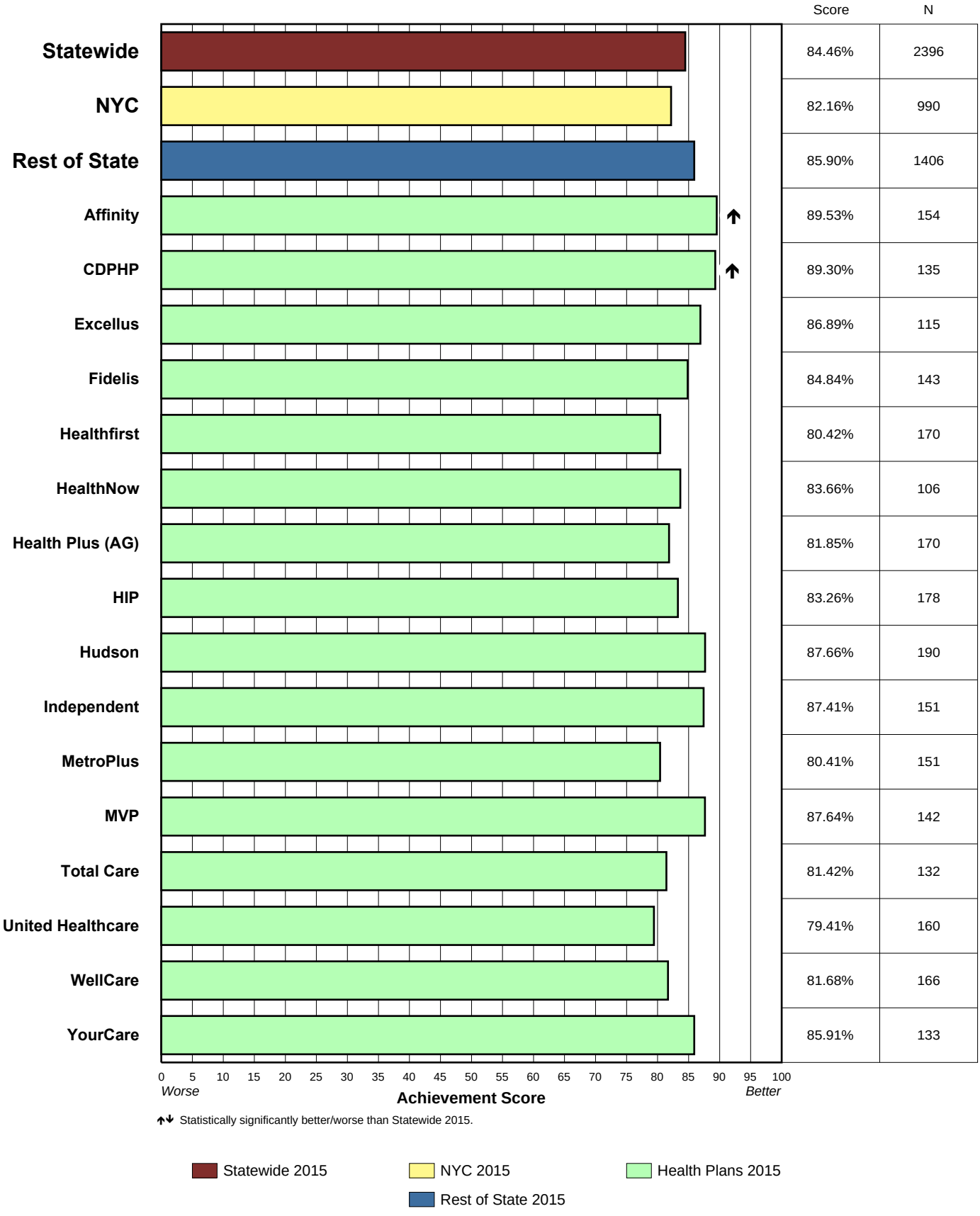
Customer Service (Usually or Always)



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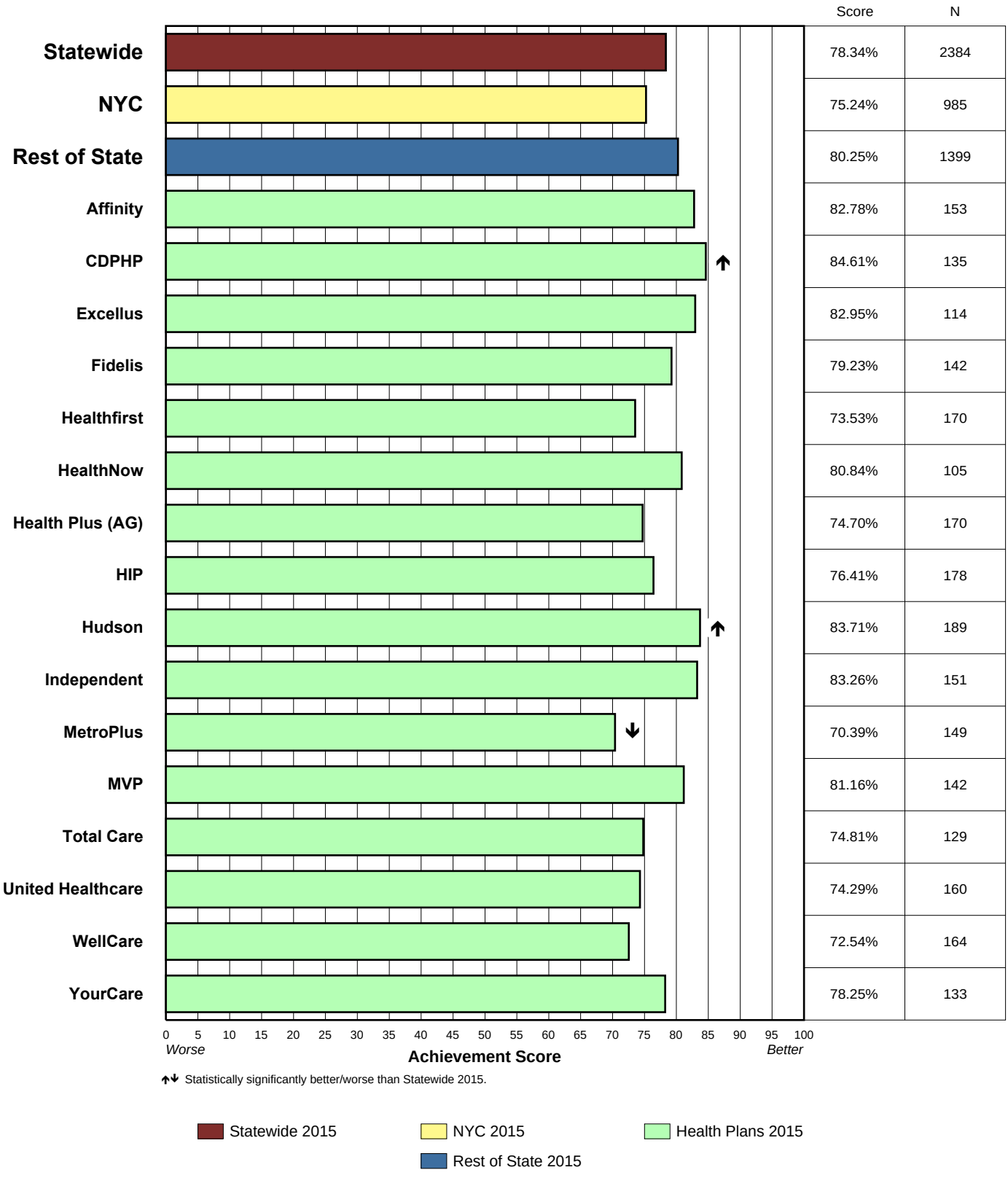
Customer Service (Usually or Always)

Q39. Health plan's customer service usually or always gave needed information or help



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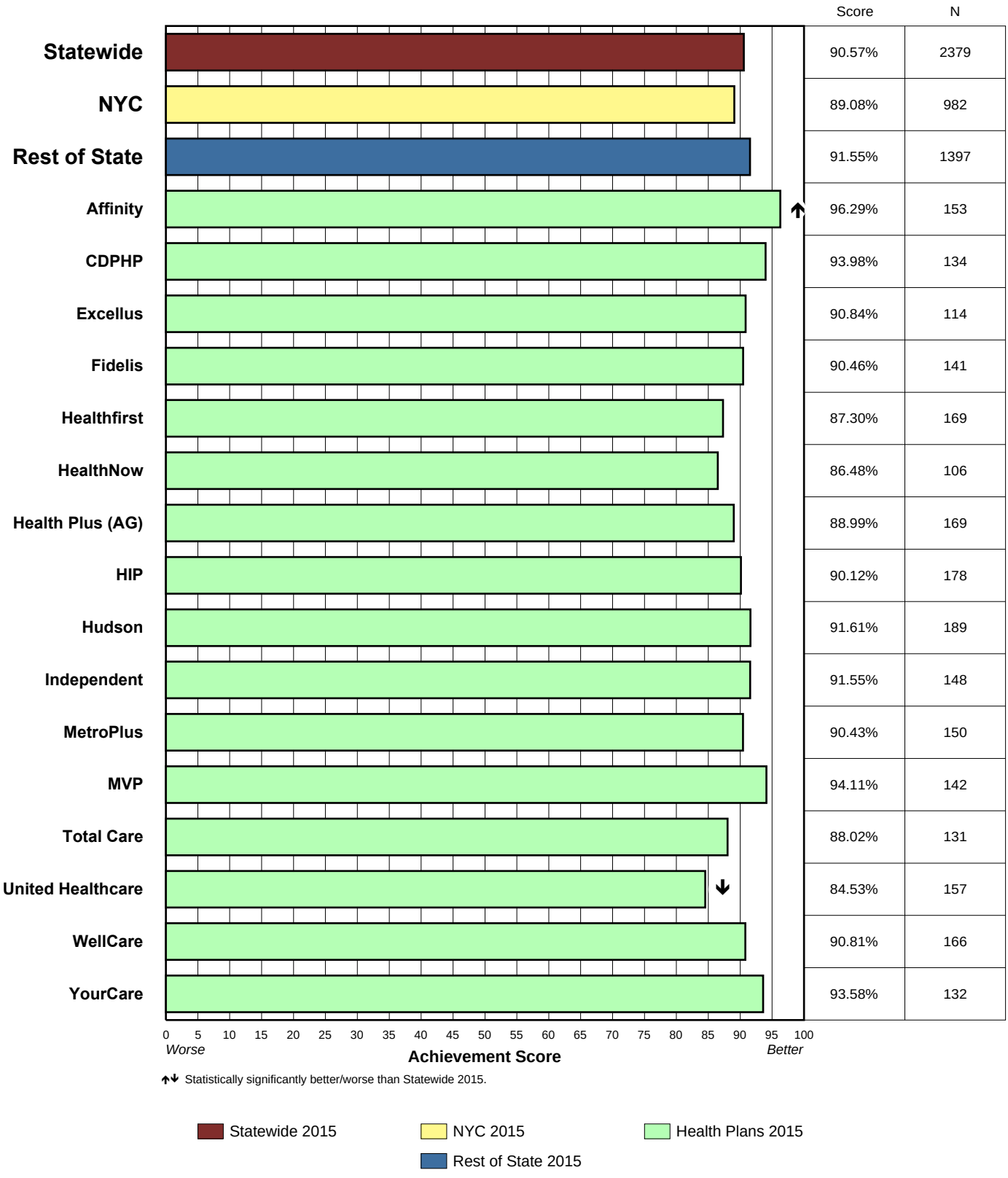
Customer Service (Usually or Always)

Q40. Usually or always treated with courtesy and respect by health plan's customer service staff



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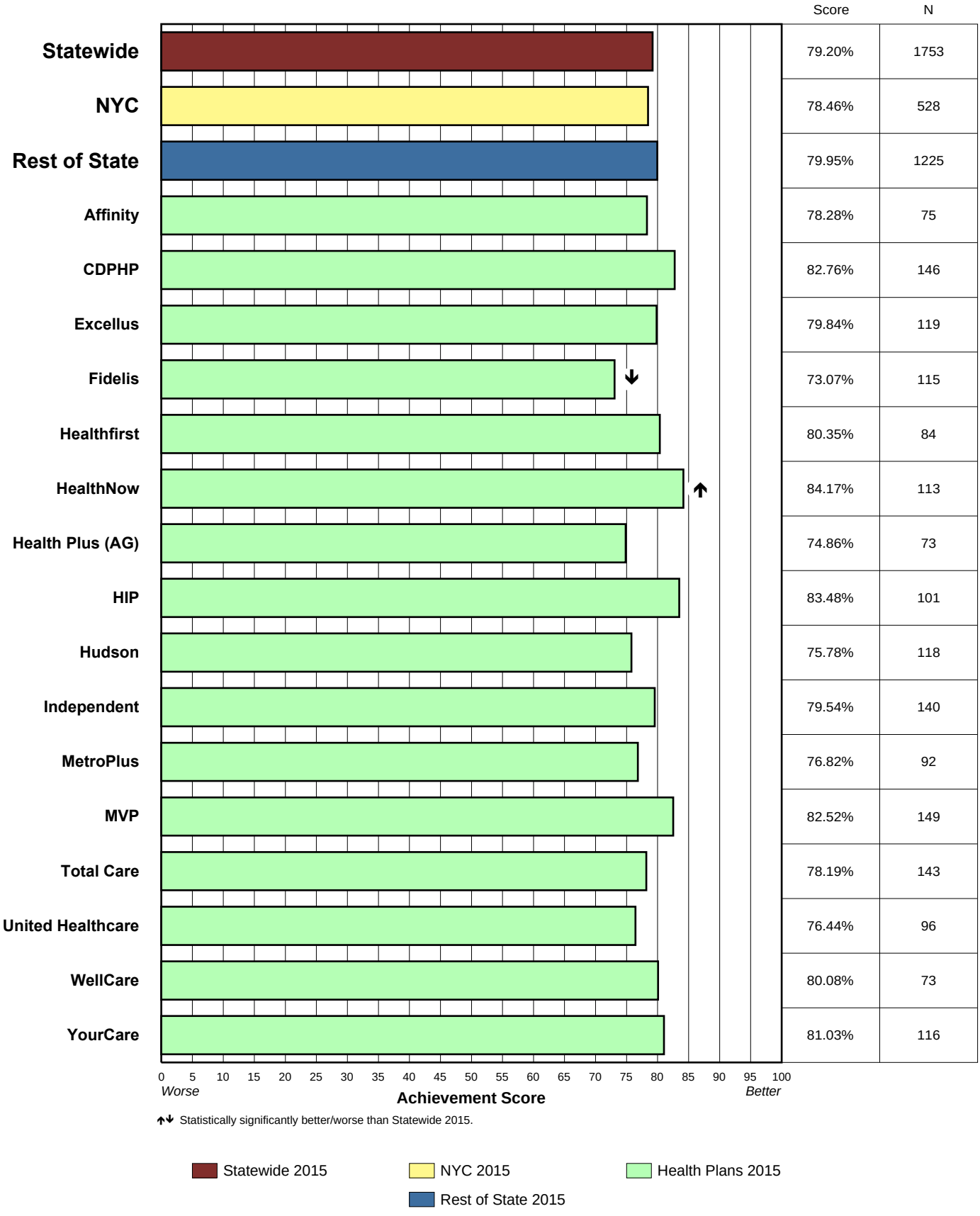
Shared Decision Making (Yes)



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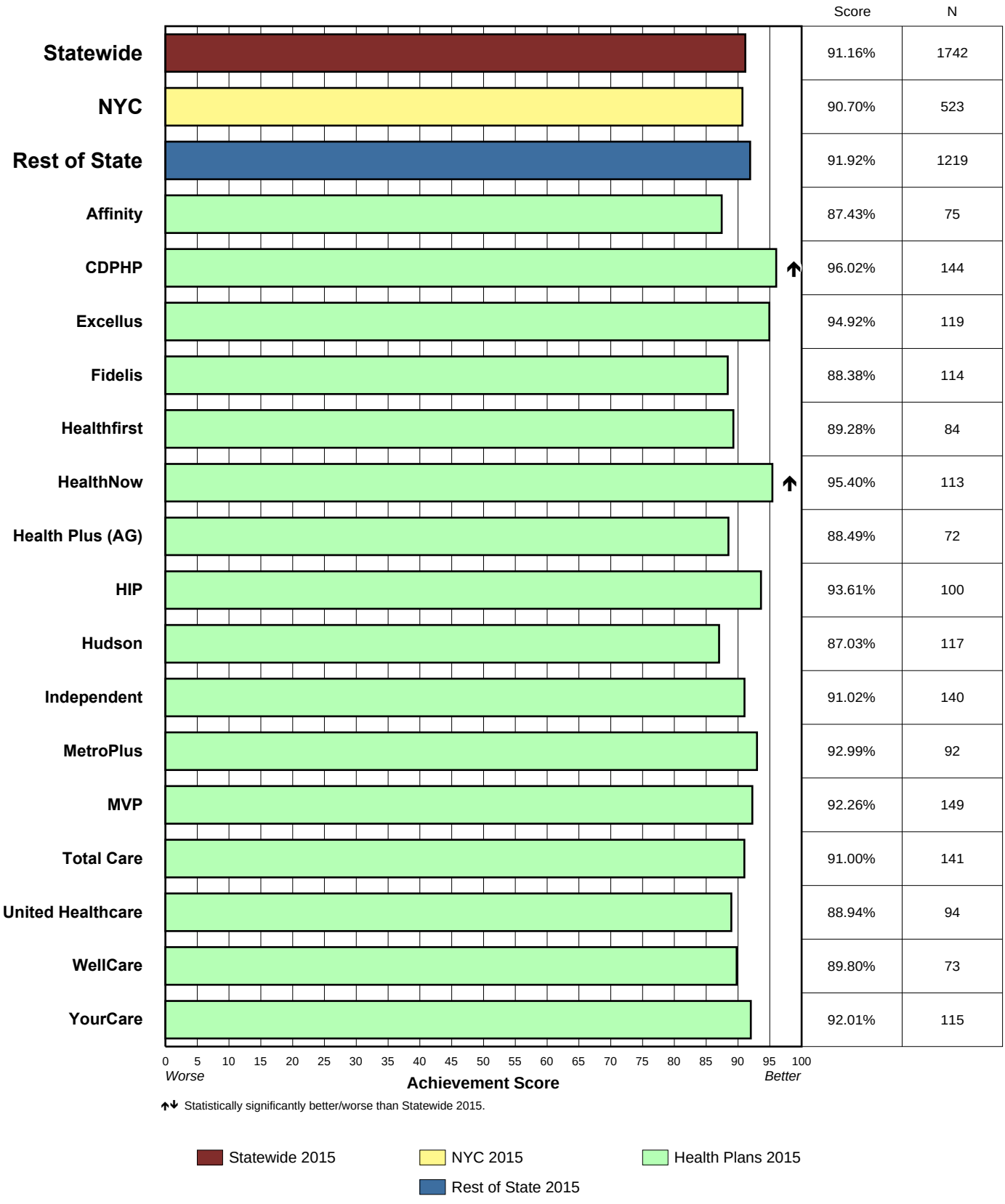
Shared Decision Making (Yes)

Q11. Doctor/provider talked about reasons you might want to take a medicine



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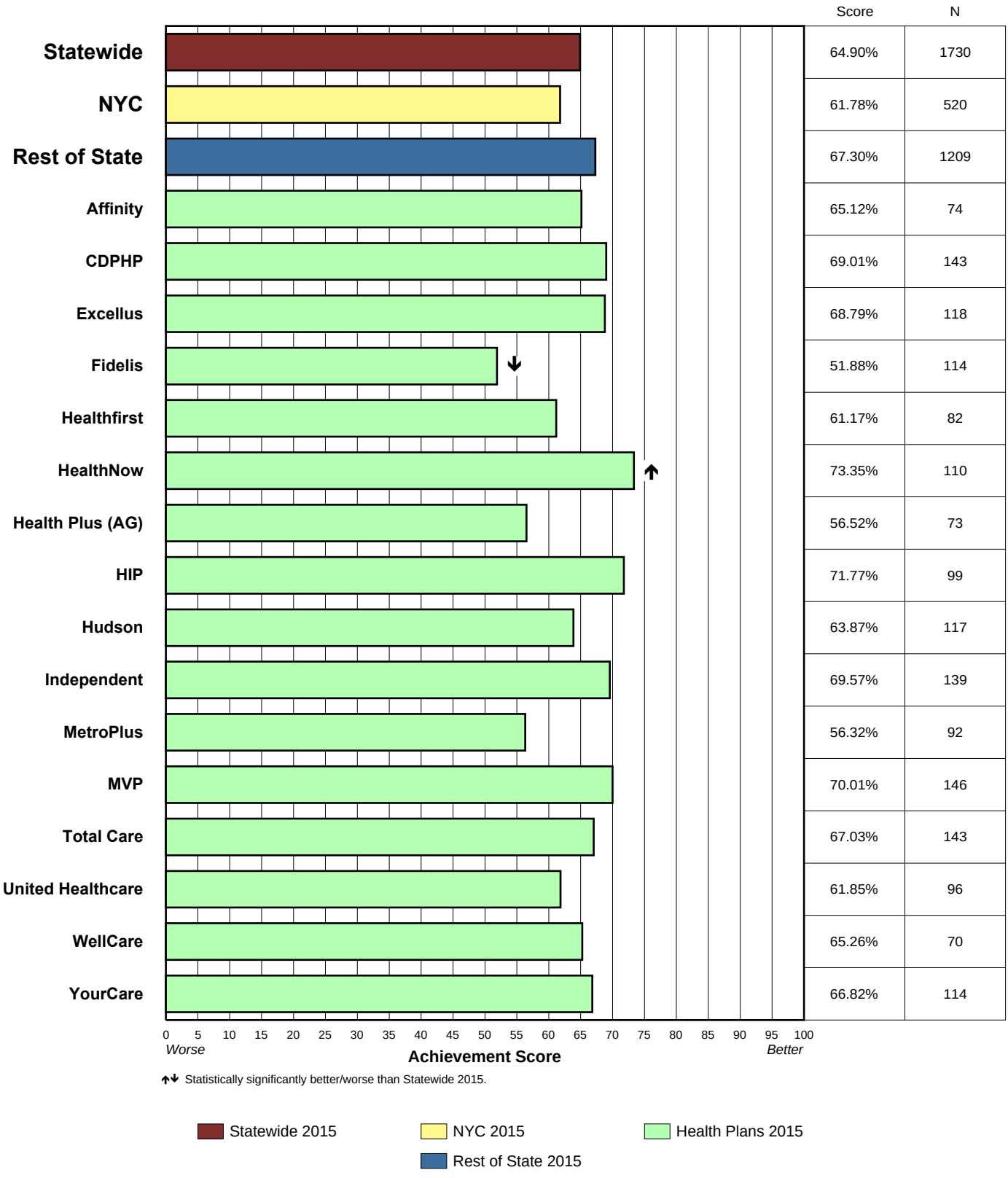
Shared Decision Making (Yes)

Q12. Doctor/provider talked about reasons you might not want to take a medicine



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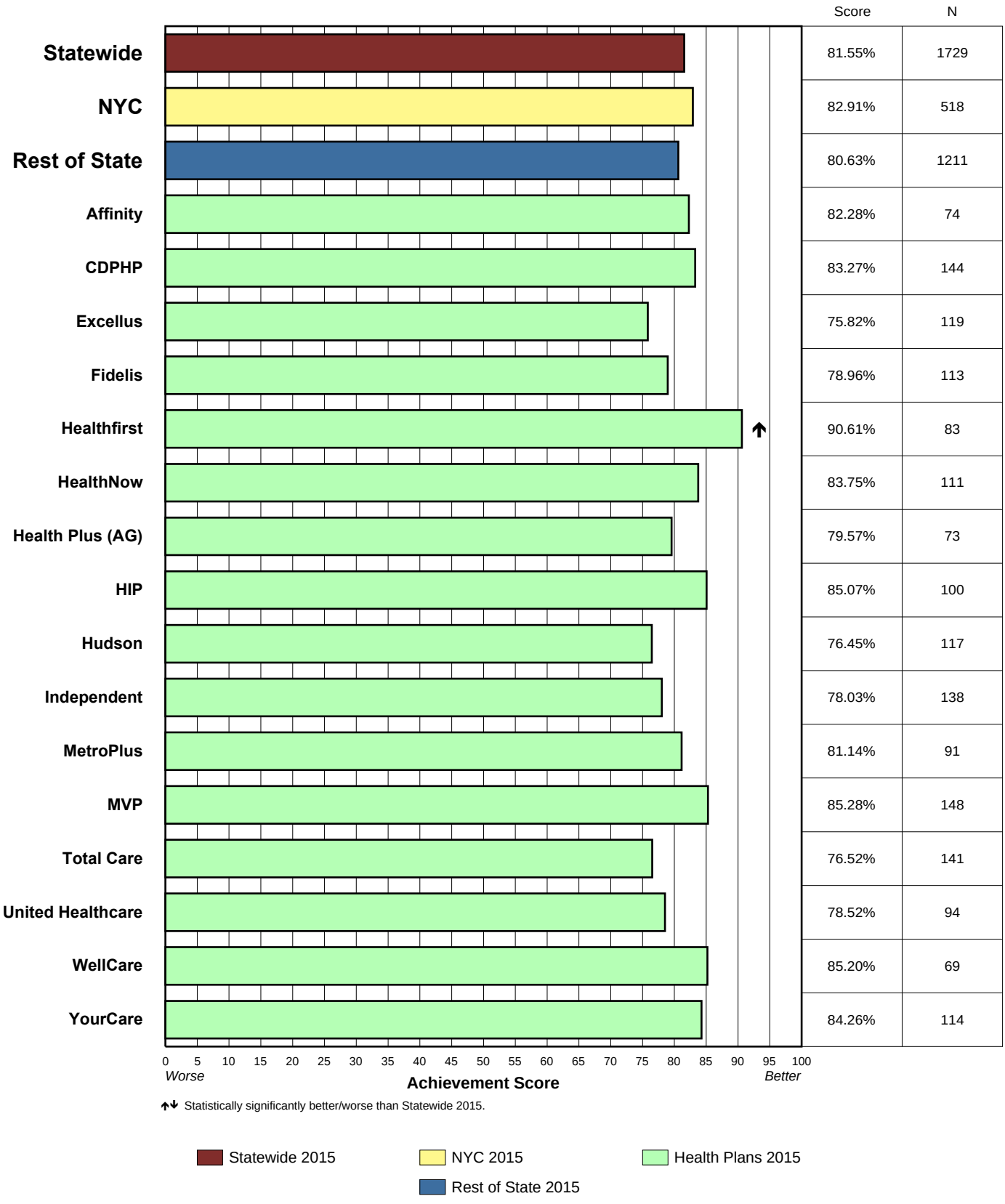
Shared Decision Making (Yes)

Q13. Doctor/provider asked what you thought was best for you



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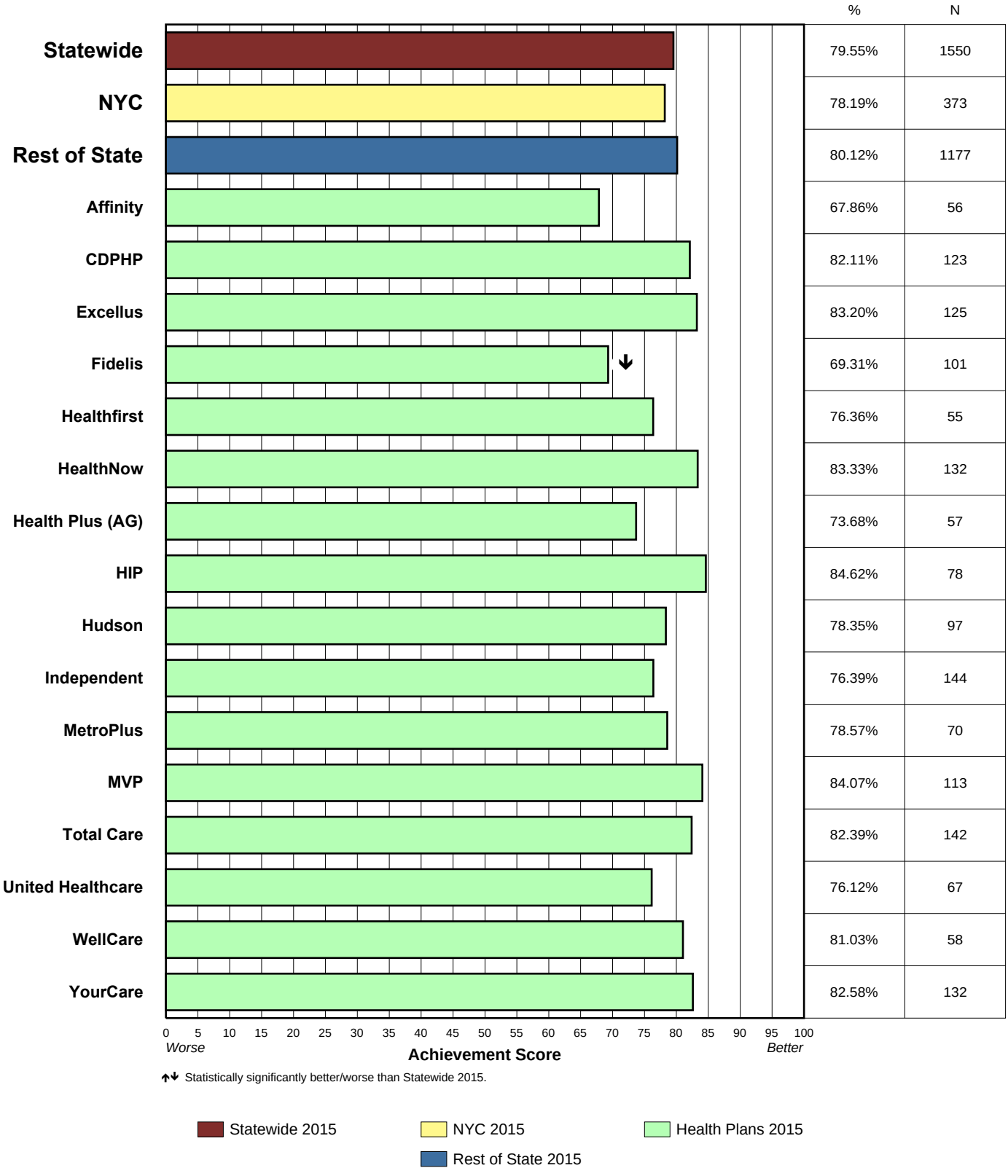
Medical Assistance with Smoking Cessation

Q47. Advised by doctor or other health provider to quit smoking or using tobacco



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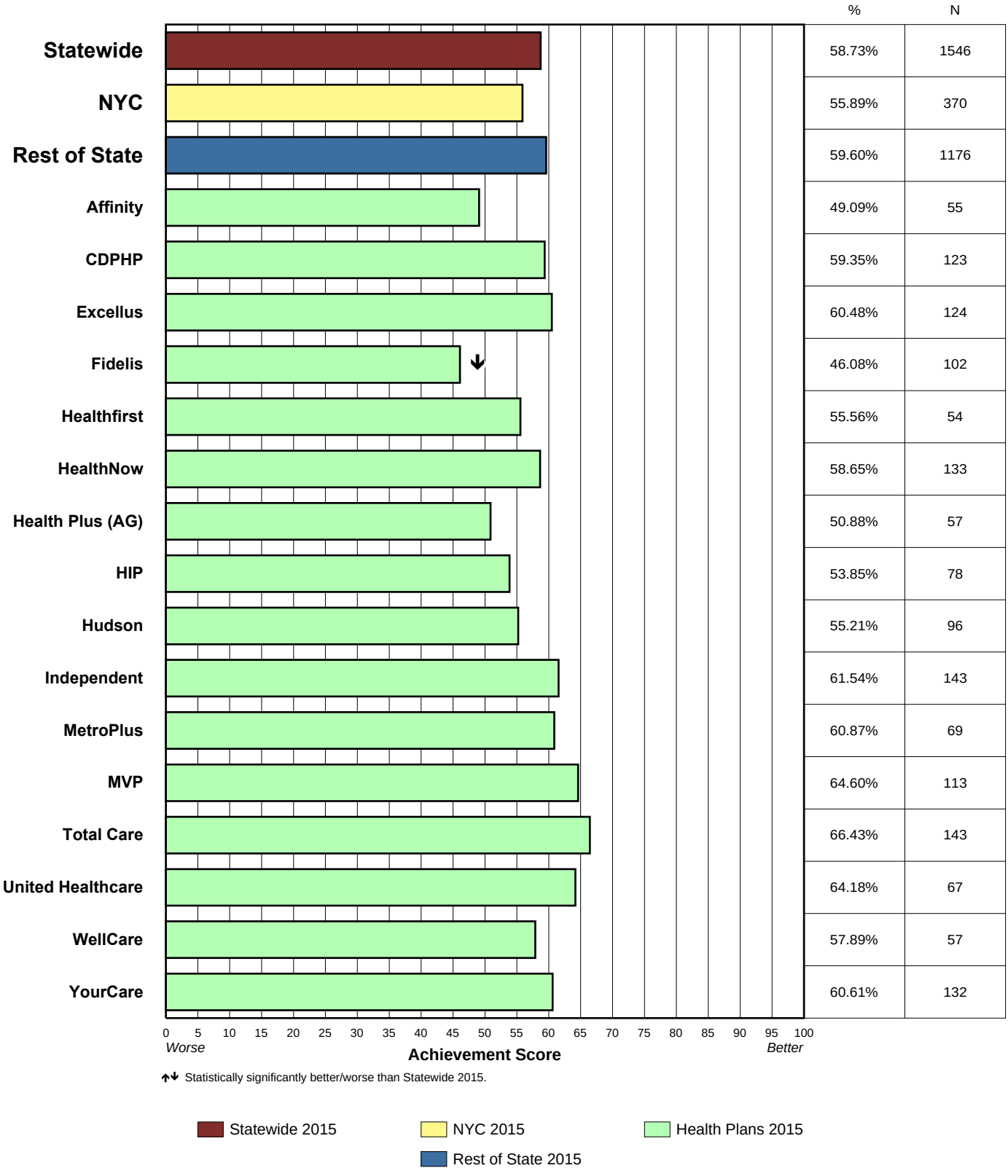
Medical Assistance with Smoking Cessation

Q48. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco



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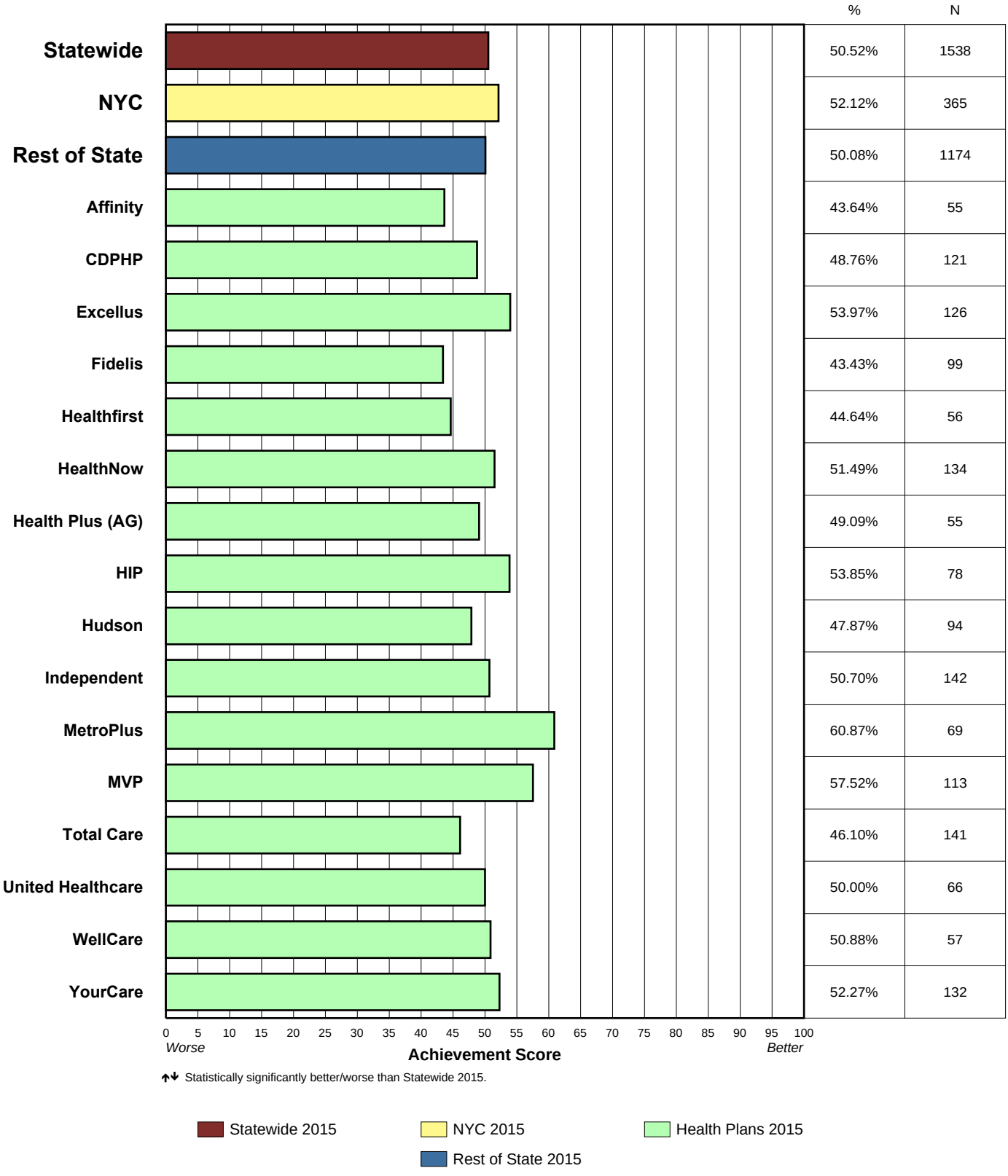
Medical Assistance with Smoking Cessation

Q49. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



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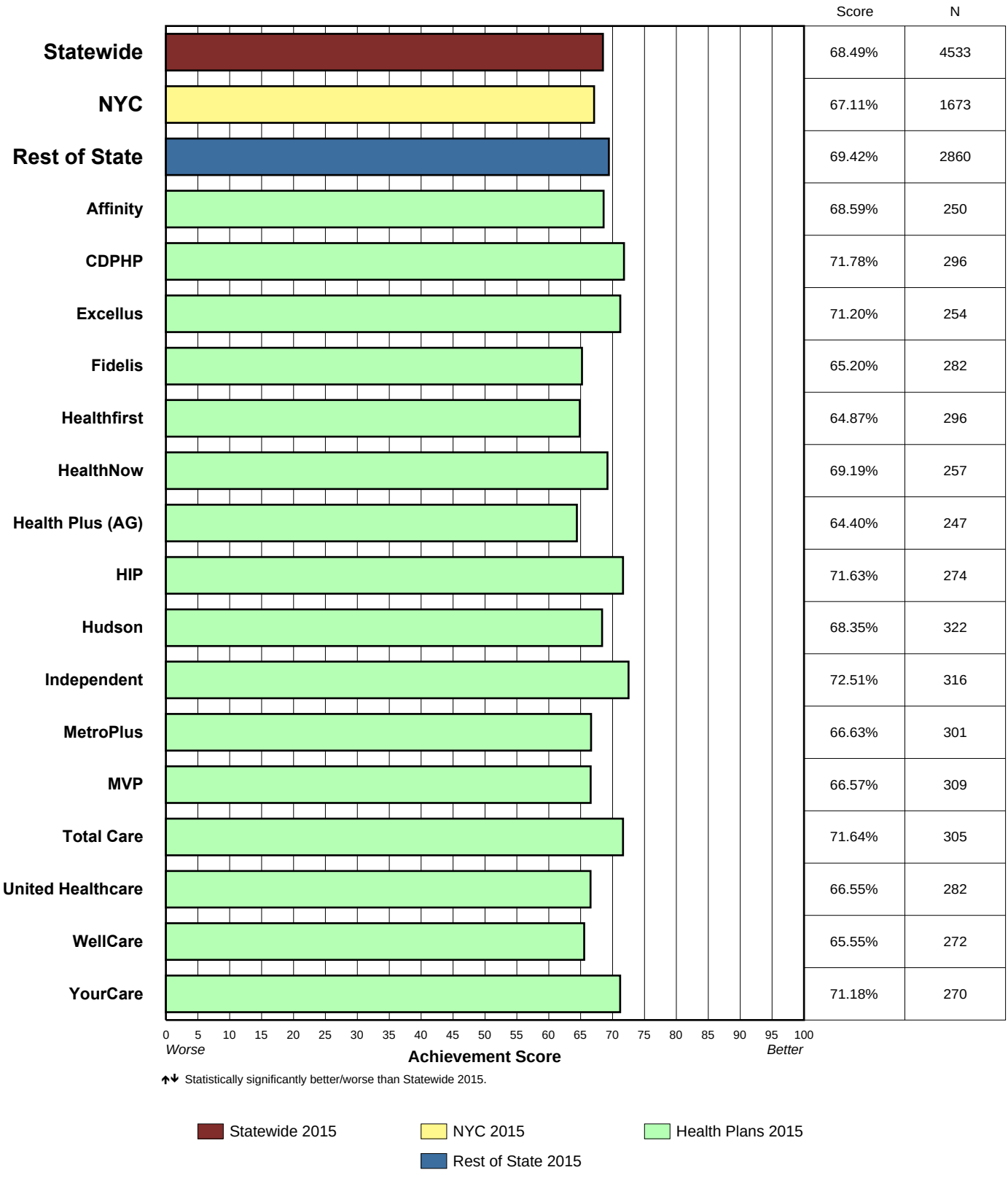
Single Items

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



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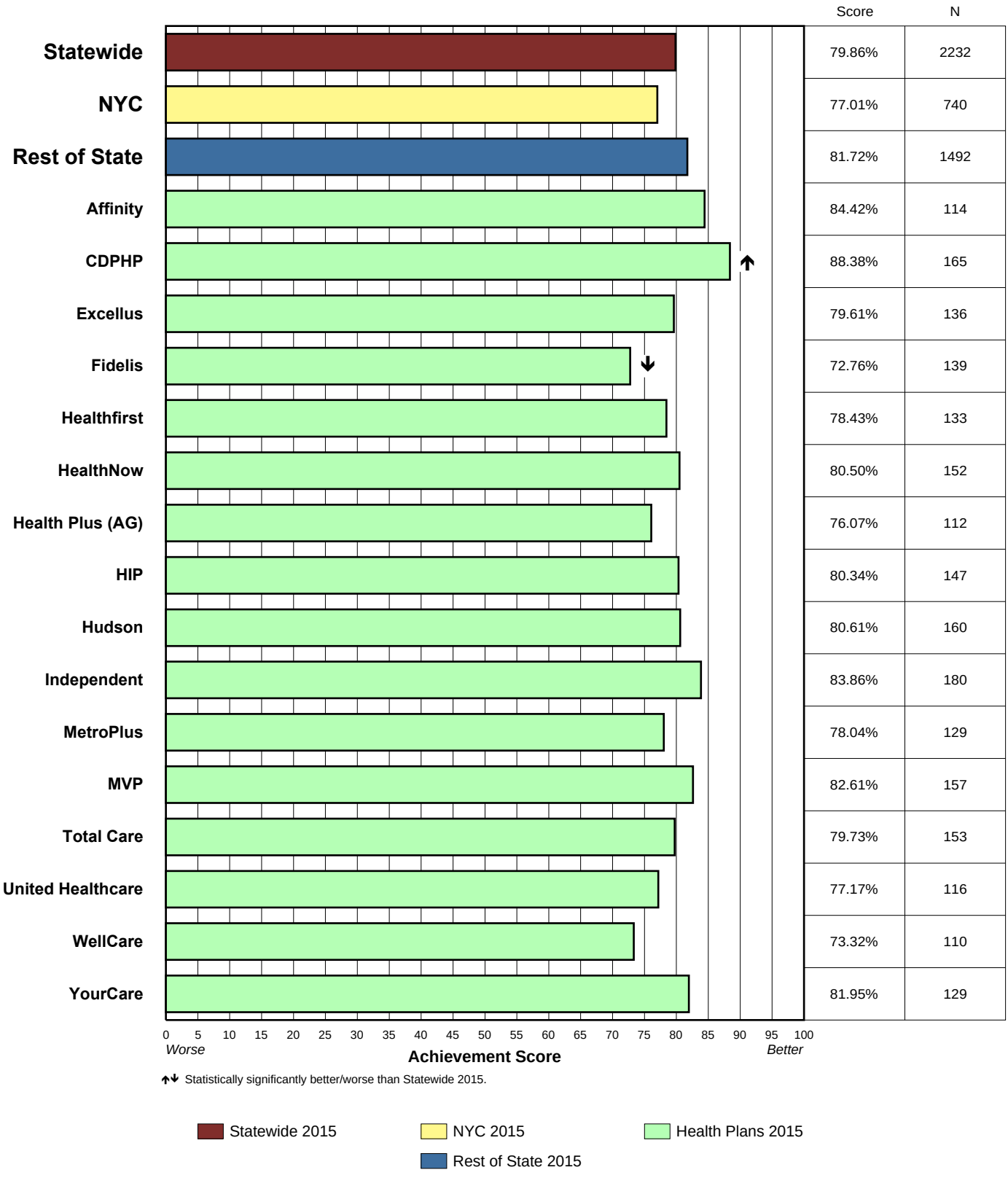
Single Items

Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers



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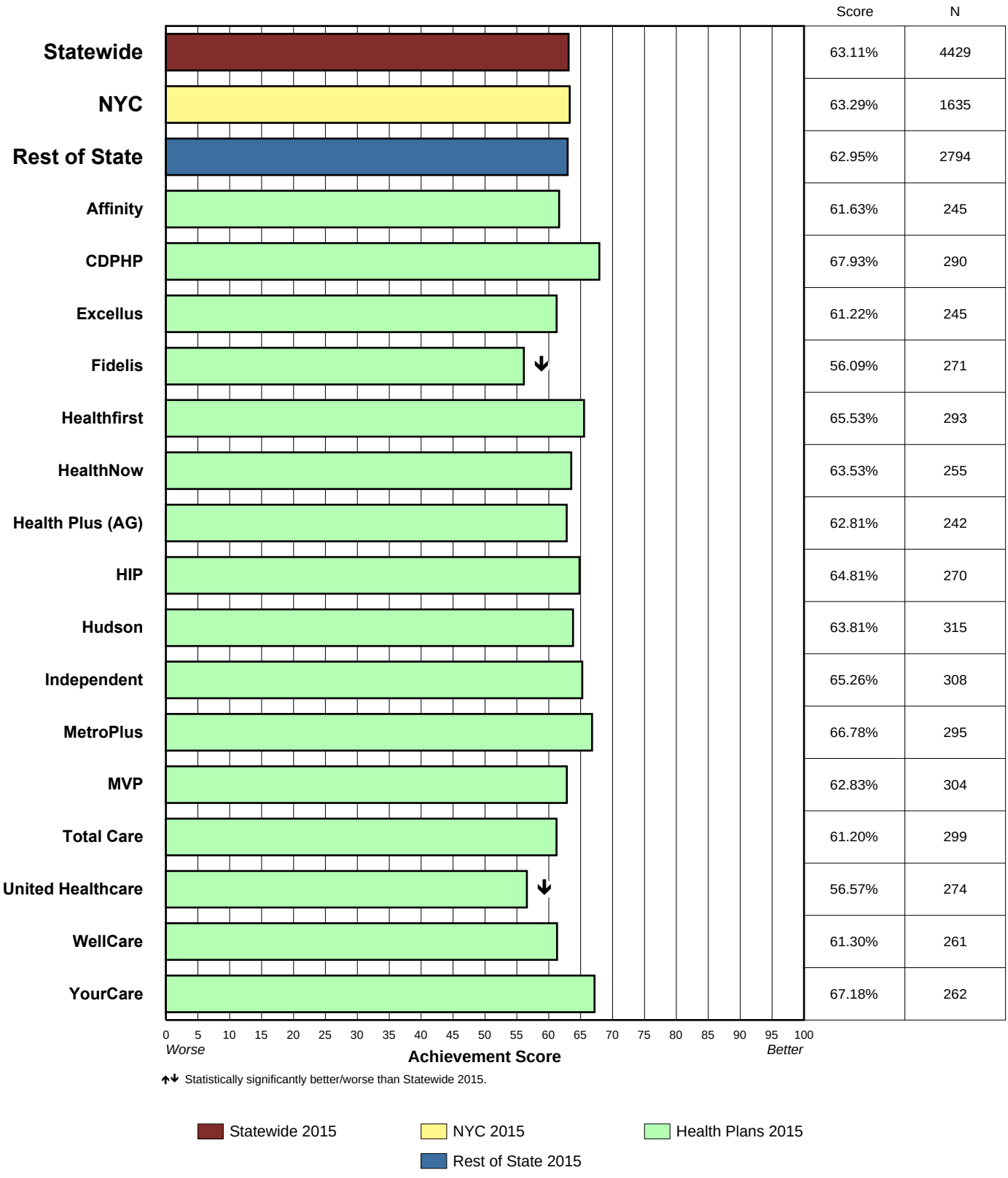
Single Items

Q9a. Doctor or other health provider talked about a healthy diet and eating habits



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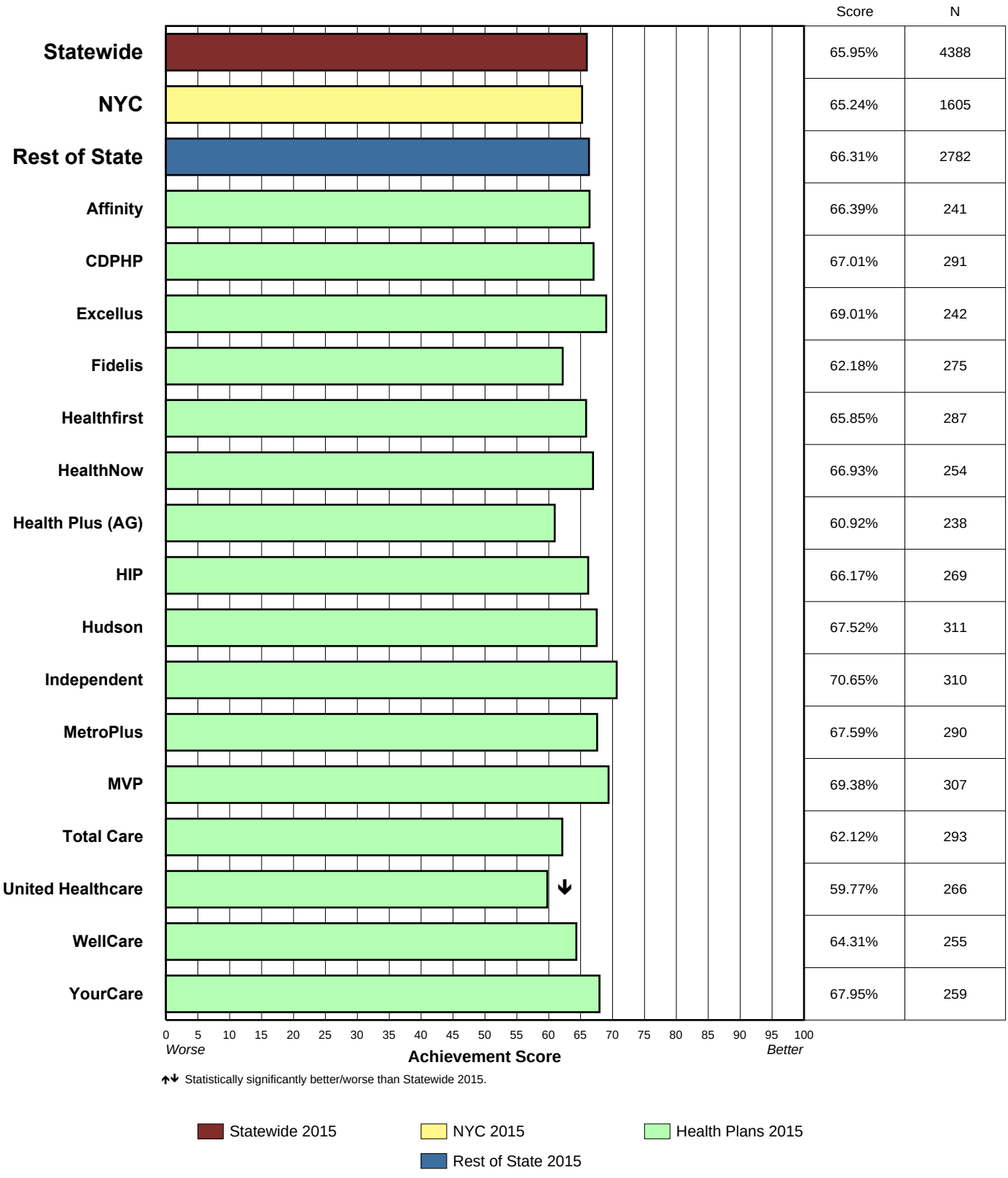
Single Items

Q9b. Doctor or other health provider talked about exercise or physical activity



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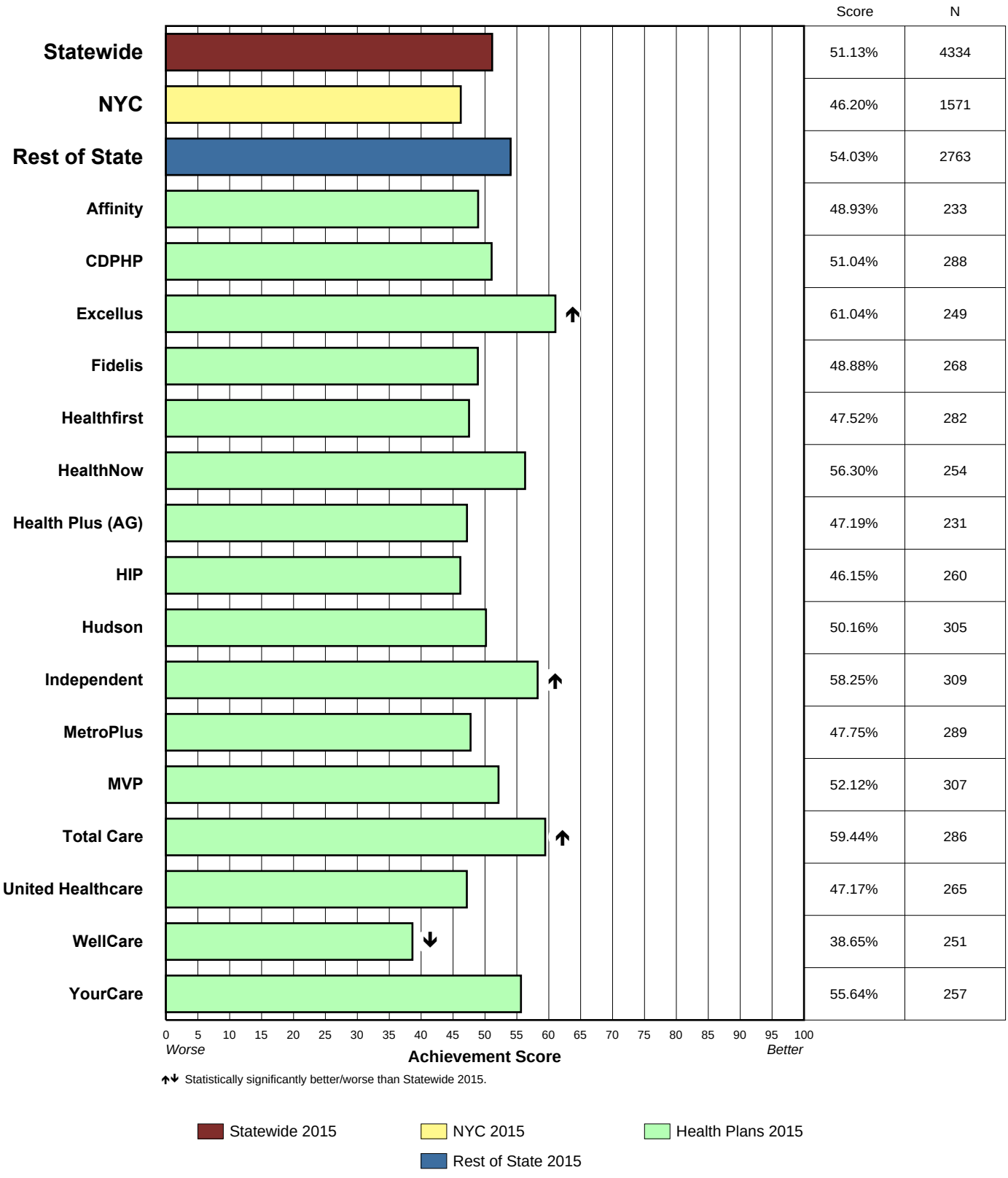
Single Items

Q9c. Doctor or other health provider talked about things in your life that worry you or cause you stress



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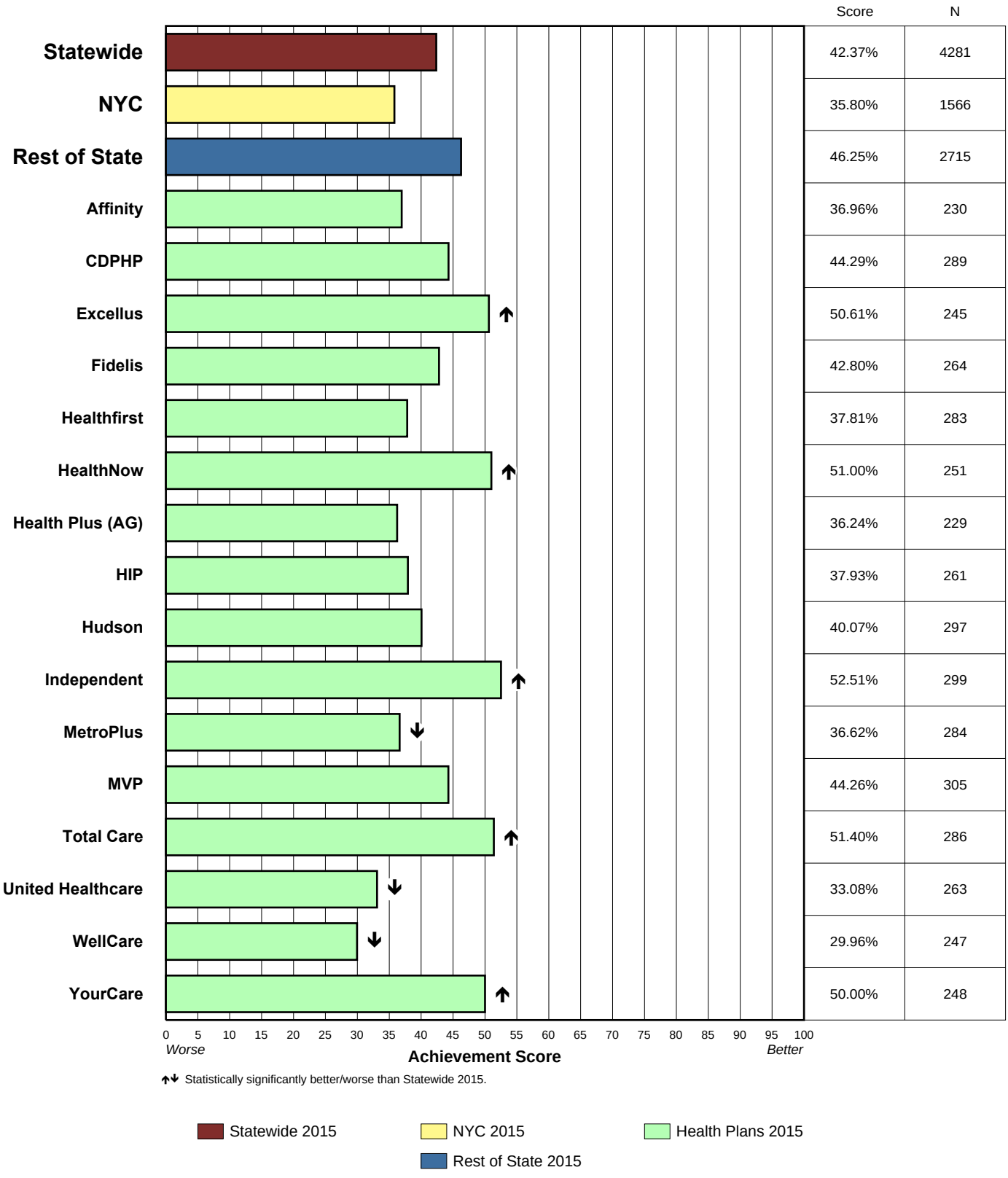
Single Items

Q9d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed



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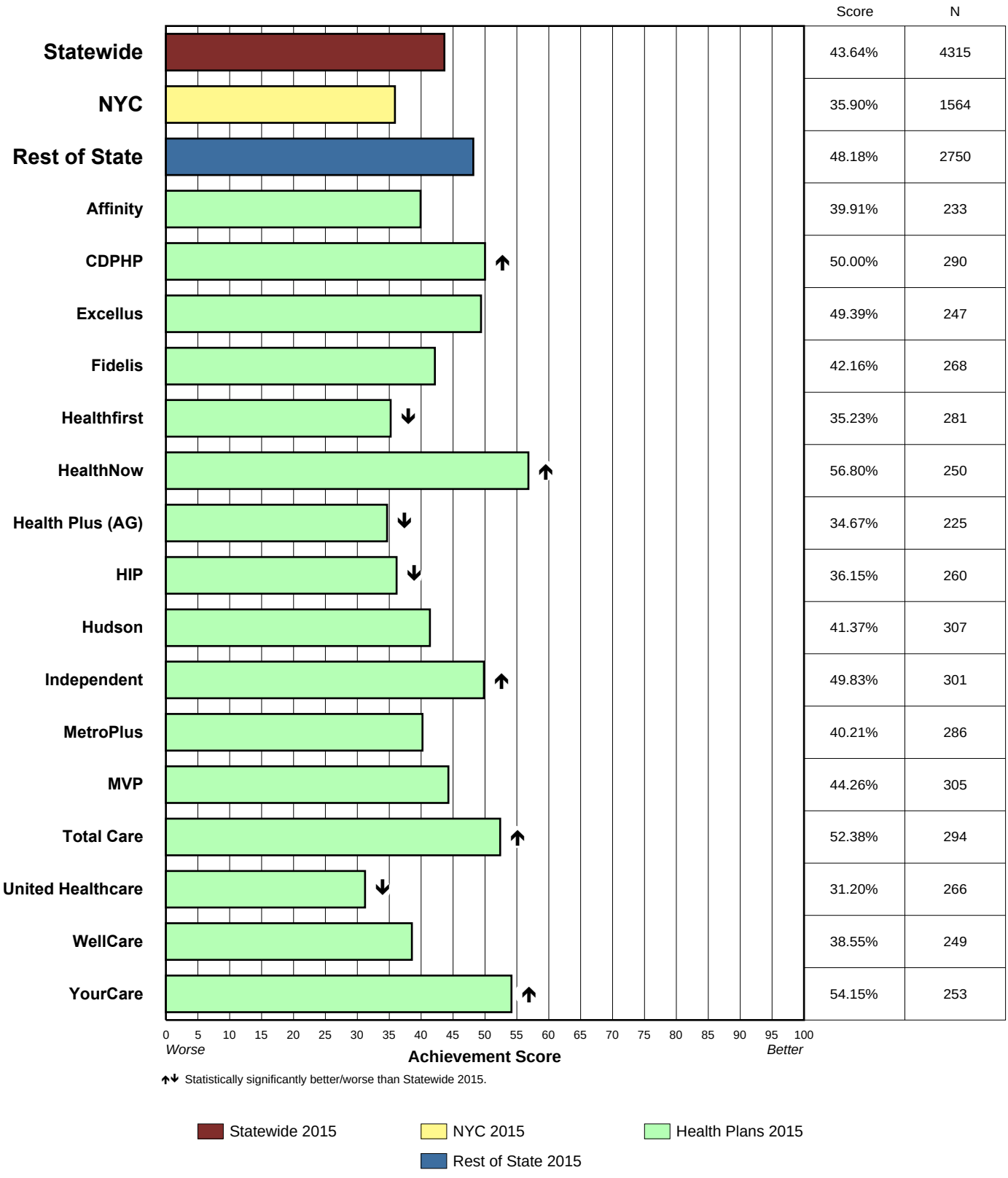
Single Items

Q9e. Doctor or other health provider talked about smoking or using tobacco products



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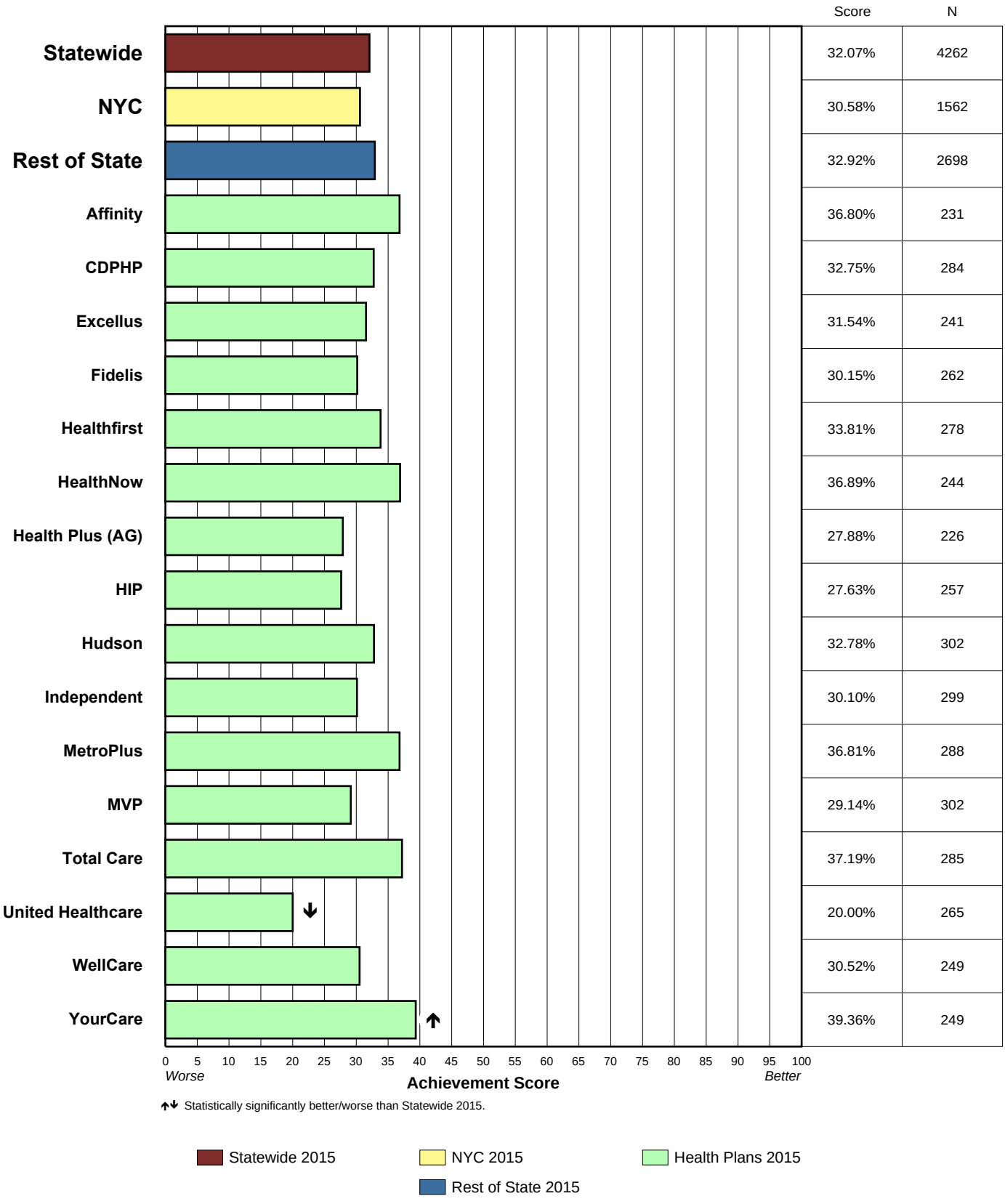
Single Items

Q9f. Doctor or other health provider talked about alcohol or other drug use



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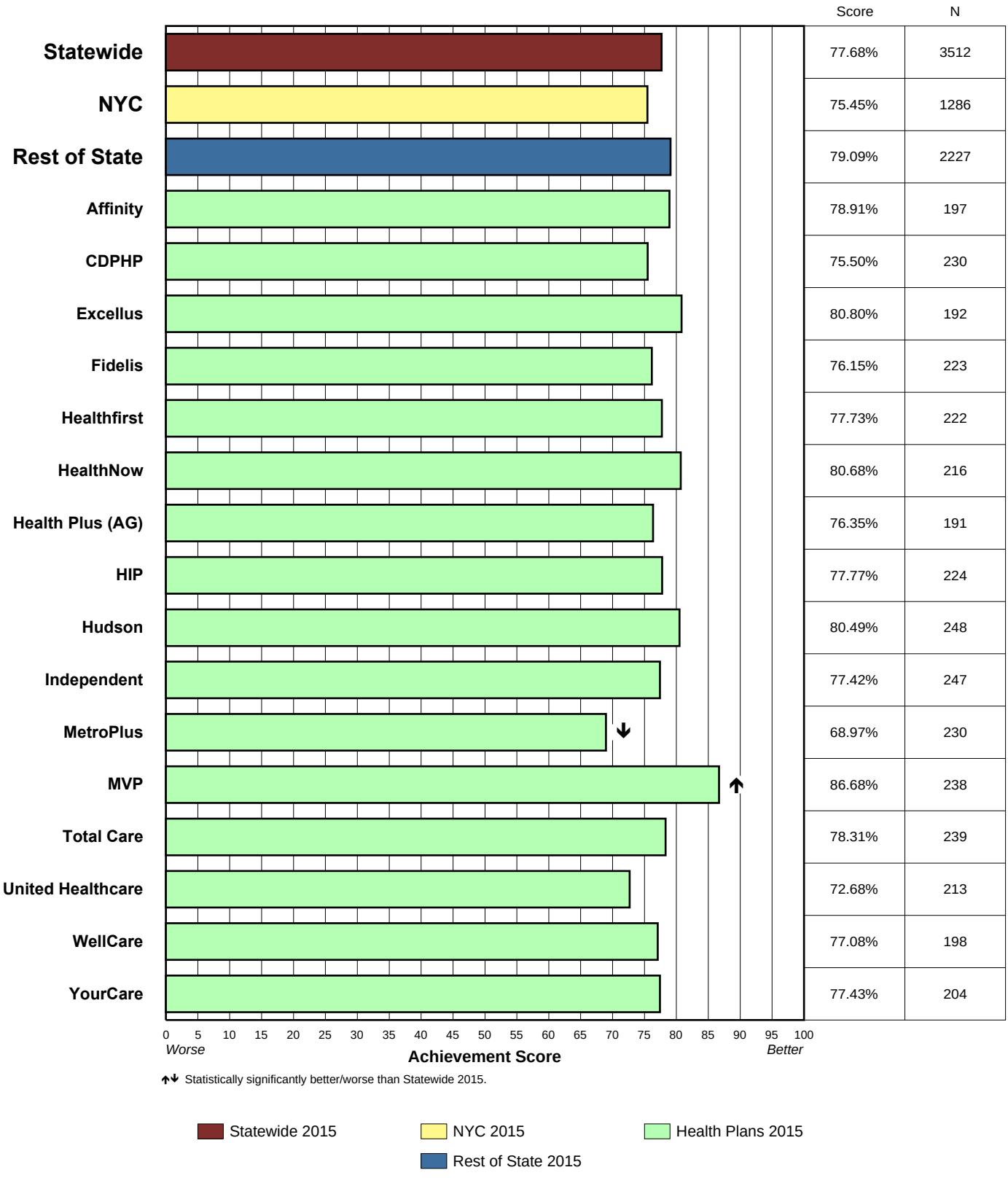
Single Items

Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results



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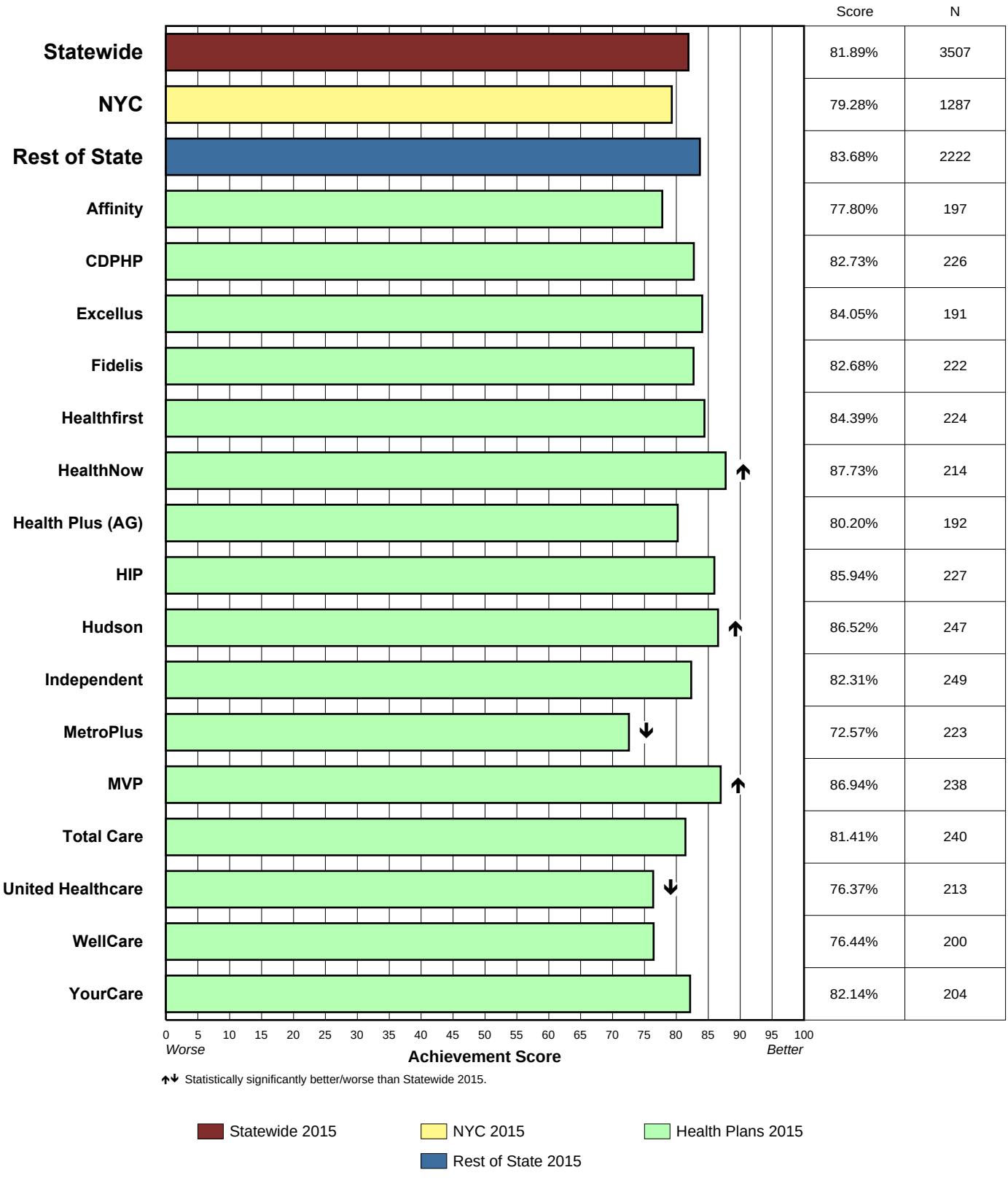
Single Items

Q16. Results of blood test, x-ray or other test usually or always easy to understand



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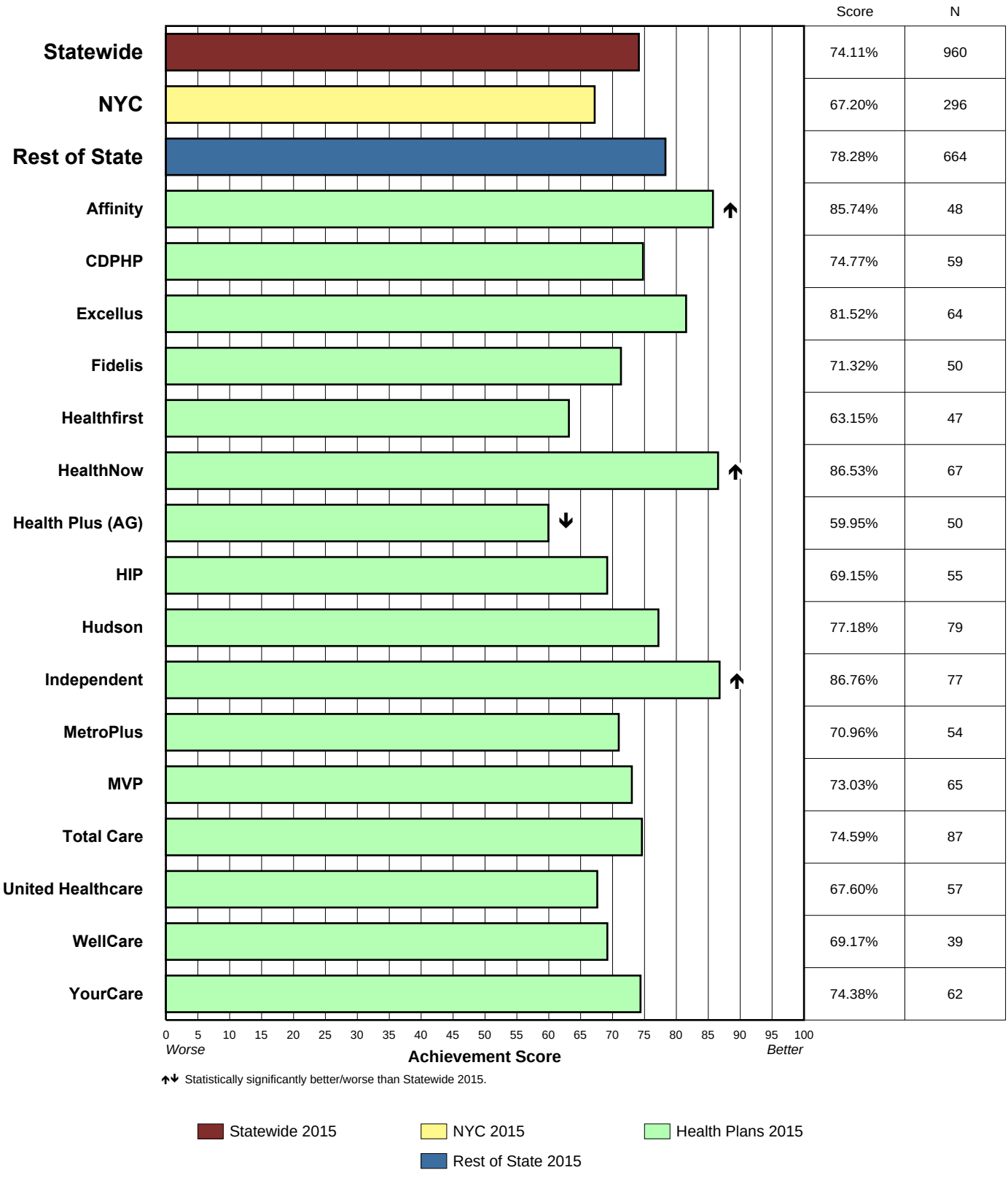
Single Items

Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan



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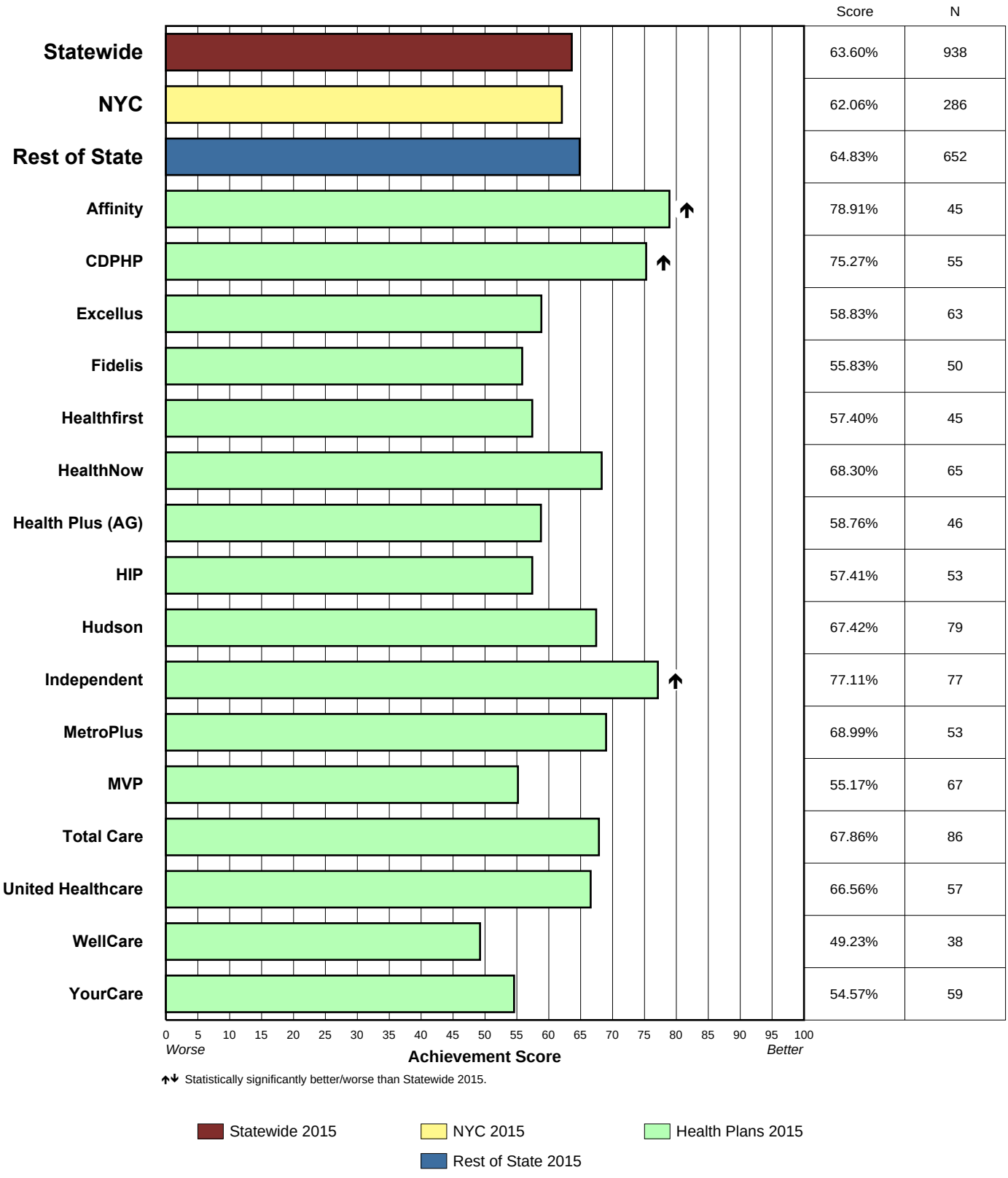
Single Items

Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)



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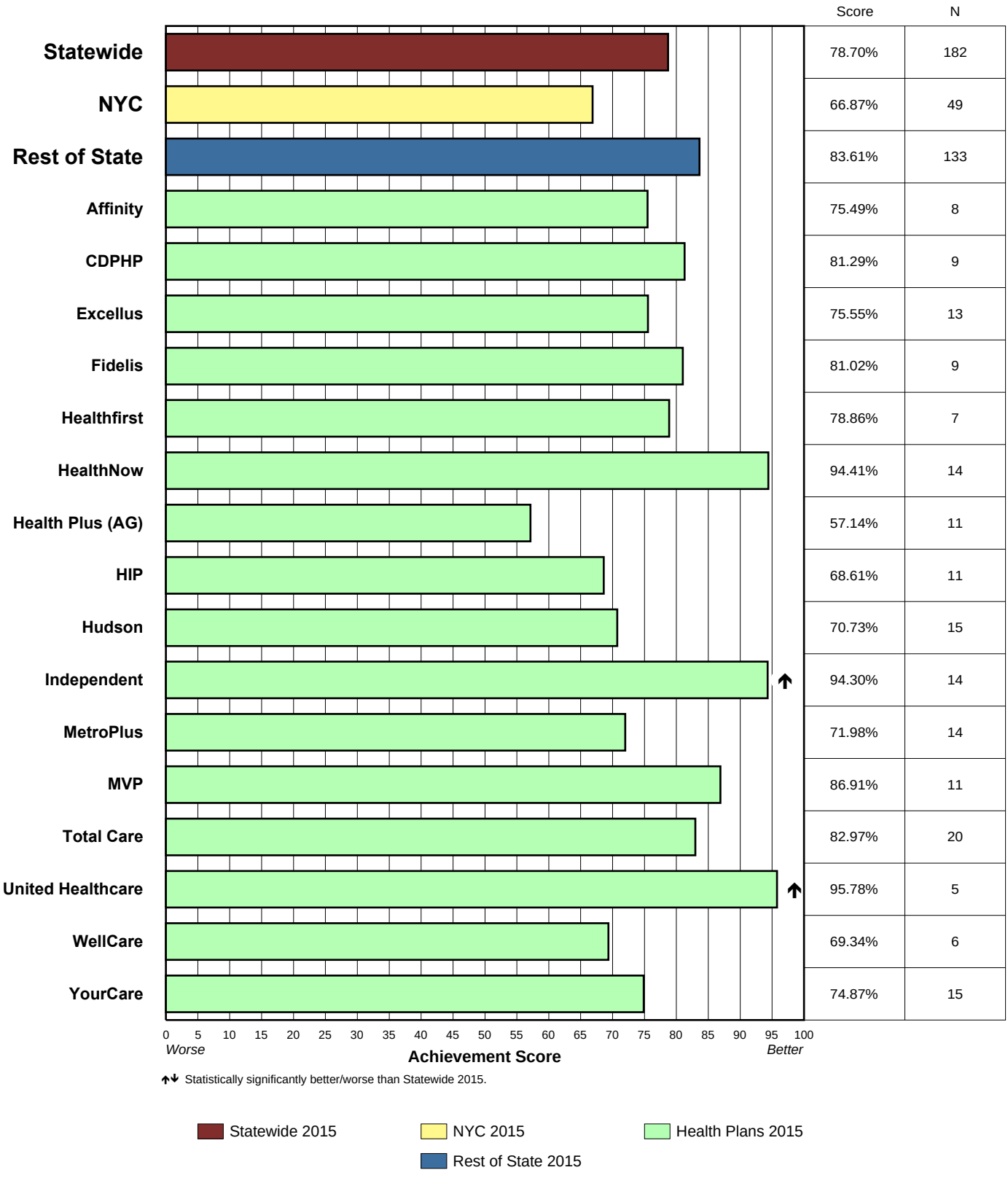
Single Items

Q23. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan



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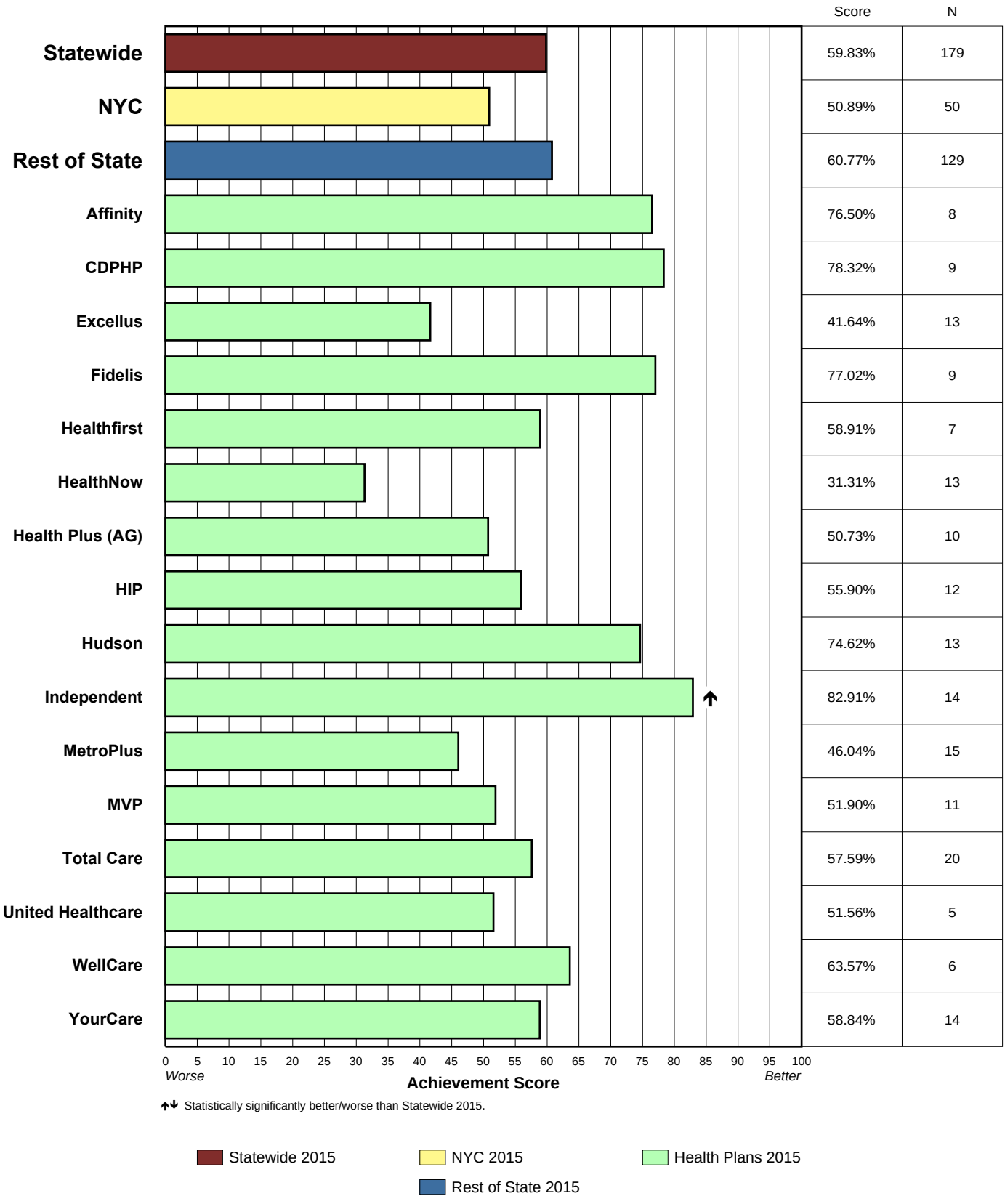
Single Items

Q24. Rating of alcohol, drug, or addiction treatment or counseling



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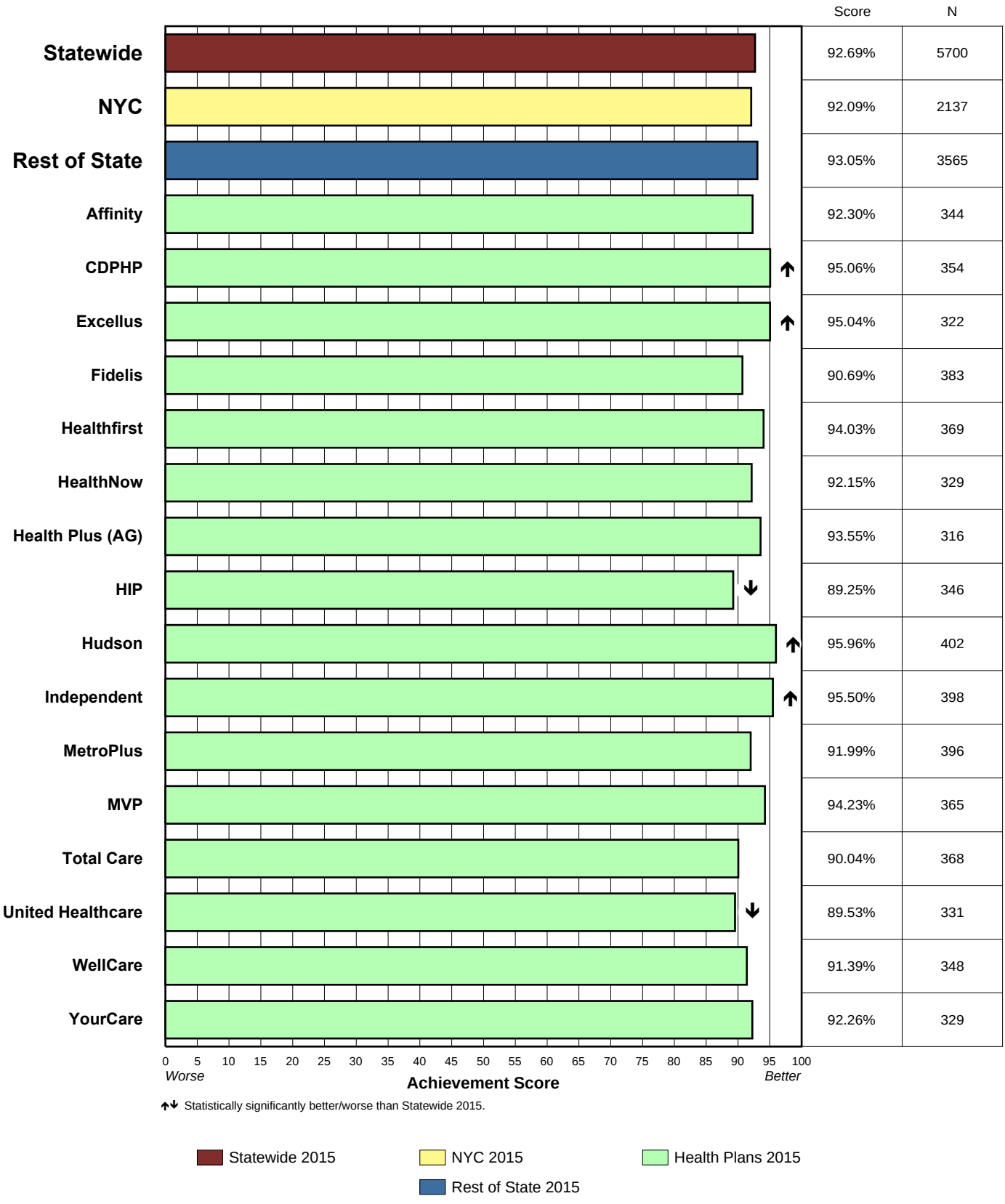
Single Items

Q42. Would recommend health plan to your family and friends



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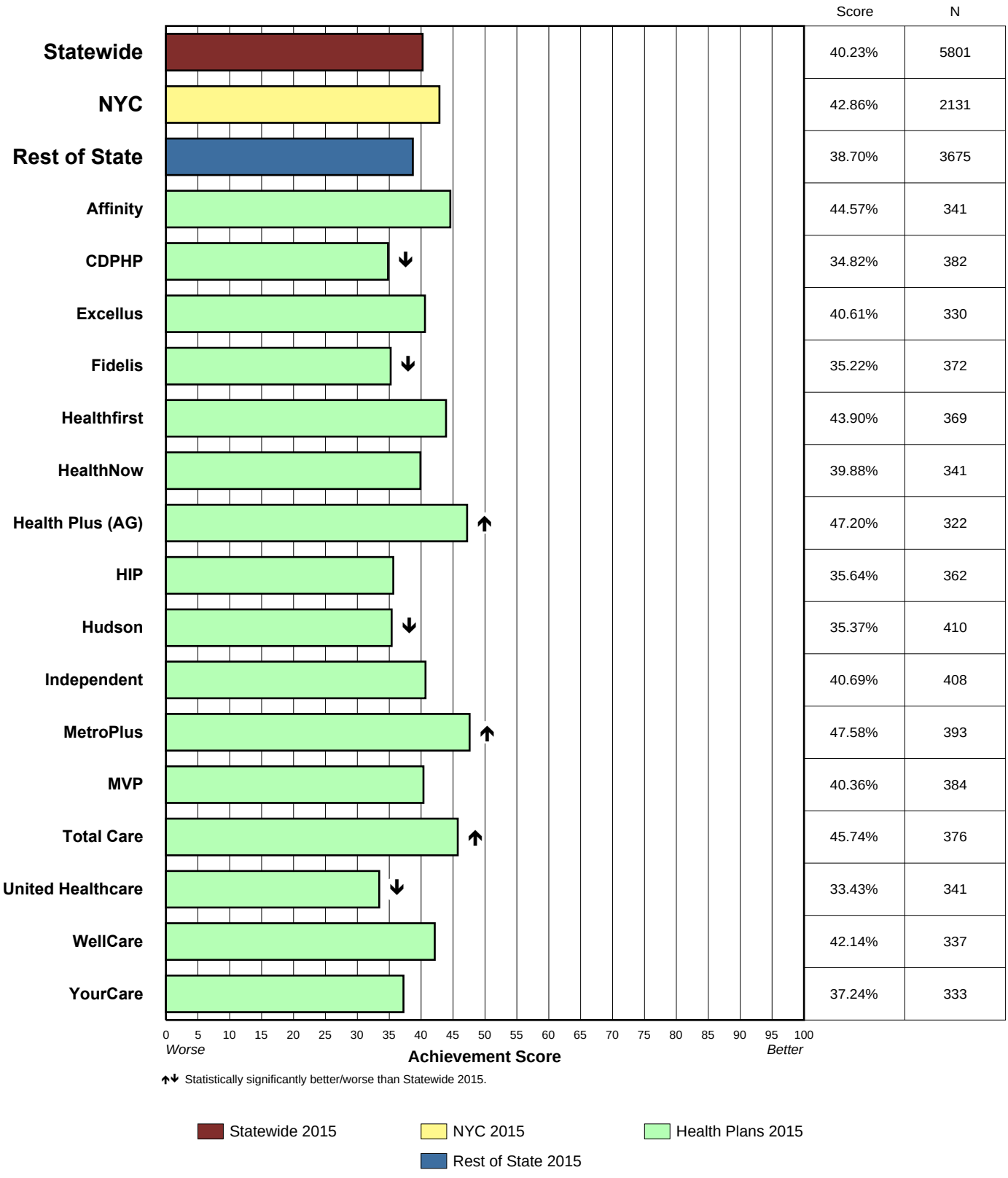
Single Items

Q45. Had flu shot or flu spray since September 1, 2014? [Displayed for Respondents 18-64 years old]



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Correlation Analysis

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four general ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. You can use the section for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there is a table summarizing correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, the composite name, the achievement score and the correlation value.

Example:
Looking at where the composites cluster will let you identify areas correlating with ratings. For example if Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to members and influence how satisfied they are with their providers, their health care or their health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the members. The visual also allows you to see areas where you can improve. If you are performing poorly in Getting Needed Care, and it is important to the members' satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

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Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q18 Getting Needed Care	90%▲	0.60	Q29 Communication	91%	0.73	Q35 Getting Needed Care	80%	0.56	Q39 Customer Service	85%▲	0.54
2	Q29 Communication	91%	0.59	Q30 Communication	89%	0.66	Q18 Getting Needed Care	90%▲	0.42	Q18 Getting Needed Care	90%▲	0.50
3	Q4 Getting Care Quickly	86%	0.54	Q28 Communication	91%	0.66	Q4 Getting Care Quickly	86%	0.31	Q40 Customer Service	94%	0.41
4	Q27 Communication	92%	0.53	Q27 Communication	92%	0.60	Q6 Getting Care Quickly	81%▲	0.28	Q4 Getting Care Quickly	86%	0.41
5	Q28 Communication	91%	0.50	Q18 Getting Needed Care	90%▲	0.48	Q27 Communication	92%	0.27	Q29 Communication	91%	0.37
6	Q30 Communication	89%	0.49	Q4 Getting Care Quickly	86%	0.36	Q28 Communication	91%	0.25	Q28 Communication	91%	0.32
7	Q35 Getting Needed Care	80%	0.38	Q6 Getting Care Quickly	81%▲	0.34	Q29 Communication	91%	0.25	Q30 Communication	89%	0.31
8	Q39 Customer Service	85%▲	0.37	Q39 Customer Service	85%▲	0.28	Q30 Communication	89%	0.21	Q27 Communication	92%	0.30
9	Q6 Getting Care Quickly	81%▲	0.29	Q40 Customer Service	94%	0.23	Q39 Customer Service	85%▲	0.21	Q6 Getting Care Quickly	81%▲	0.28
10	Q40 Customer Service	94%	0.23	Q35 Getting Needed Care	80%	0.21	Q40 Customer Service	94%	0.14	Q35 Getting Needed Care	80%	0.26

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2015.**

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Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.60	90% ▲	58%	32%	8%	2%
2	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.59	91%	82%	9%	8%	1%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.54	86%	67%	19%	12%	2%
4	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.53	92%	77%	16%	6%	2%
5	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.50	91%	78%	14%	8%	1%
6	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.49	89%	74%	15%	7%	4%
7	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.38	80%	57%	23%	17%	3%
8	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.37	85% ▲	59%	27%	12%	3%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.29	81% ▲	59%	23%	16%	3%
10	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	94%	75%	19%	4%	1%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2015.**

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Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ◄ ► Negative Responses			
				Always	Usually	Sometimes	Never
1	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.73	91%	82%	9%	8%	1%
2	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.66	89%	74%	15%	7%	4%
3	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.66	91%	78%	14%	8%	1%
4	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.60	92%	77%	16%	6%	2%
5	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.48	90% ▲	58%	32%	8%	2%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.36	86%	67%	19%	12%	2%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.34	81% ▲	59%	23%	16%	3%
8	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.28	85% ▲	59%	27%	12%	3%
9	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	94%	75%	19%	4%	1%
10	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.21	80%	57%	23%	17%	3%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2015.**

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Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.56	80%	57%	23%	17%	3%
2	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.42	90% ▲	58%	32%	8%	2%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.31	86%	67%	19%	12%	2%
4	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	81% ▲	59%	23%	16%	3%
5	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	92%	77%	16%	6%	2%
6	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.25	91%	78%	14%	8%	1%
7	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	91%	82%	9%	8%	1%
8	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.21	89%	74%	15%	7%	4%
9	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.21	85% ▲	59%	27%	12%	3%
10	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.14	94%	75%	19%	4%	1%

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Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.54	85% ▲	59%	27%	12%	3%
2	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.50	90% ▲	58%	32%	8%	2%
3	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.41	94%	75%	19%	4%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.41	86%	67%	19%	12%	2%
5	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	91%	82%	9%	8%	1%
6	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	91%	78%	14%	8%	1%
7	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.31	89%	74%	15%	7%	4%
8	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	92%	77%	16%	6%	2%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	81% ▲	59%	23%	16%	3%
10	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.26	80%	57%	23%	17%	3%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2015.**

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Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2015 scores are compared to 2013 scores where applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Q1. Our records show that you are now in [Health Plan Name]. Is that right?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	6,646	100.0%	2,520	100.0%	4,124	100.0%	407	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	6,646	100.0%	2,520	100.0%	4,124	100.0%	407	100.0%
Not Answered	124		58		68		6	

Your Health Care in the Last 6 Months

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

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,308	35.5%	745	30.2%	1,563	38.8%	158	39.5%
No	4,185	64.5%	1,720	69.8%	2,466	61.2%	242	60.5%
Total	6,493	100.0%	2,465	100.0%	4,029	100.0%	400	100.0%
Not Answered	277		113		163		13	

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Your Health Care in the Last 6 Months (continued)

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	44	2.0%	20	2.8%	24	1.6%	3	1.9%
Sometimes	324	14.5%	128	17.9%	193	12.7%	19	12.2%
Usually	497	22.2%	167	23.4%	331	21.8%	29	18.6%
Always	1,373	61.3%	400	55.9%	974	64.0%	105	67.3%
Total	2,238	100.0%	715	100.0%	1,522	100.0%	156	100.0%
Not Answered	70		29		42		2	
Reporting Category	Getting Care Quickly							
Achievement Score	83.31%		79.50%		85.64%		85.55%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.2↑		+3.5		+1.9		+0.6	
Correlation with Health Plan Satisfaction	0.277		0.244		0.290		0.407	

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	4,734	73.7%	1,827	75.4%	2,909	72.8%	299	76.1%
No	1,689	26.3%	597	24.6%	1,089	27.2%	94	23.9%
Total	6,423	100.0%	2,424	100.0%	3,997	100.0%	393	100.0%
Not Answered	347		154		195		20	

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	88	1.9%	35	2.0%	52	1.8%	8	2.7%
Sometimes	1,018	22.1%	526	30.0%	488	17.2%	46	15.6%
Usually	1,172	25.5%	437	24.9%	739	26.0%	68	23.1%
Always	2,321	50.5%	757	43.2%	1,567	55.1%	172	58.5%
Total	4,599	100.0%	1,754	100.0%	2,846	100.0%	294	100.0%
Not Answered	135		73		61		5	
Reporting Category	Getting Care Quickly							
Achievement Score	76.07%		68.77%		80.61%		80.84%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.2		-0.3		+3.0↑		-0.7	
Correlation with Health Plan Satisfaction	0.184		0.217		0.156		0.282	

○ ***Response scored as:*** Achievement Room for improvement

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Your Health Care in the Last 6 Months (continued)

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	1,520	24.7%	573	25.0%	943	24.4%	84	21.6%
1 time	1,204	19.6%	447	19.6%	758	19.6%	84	21.6%
2	1,191	19.4%	468	20.5%	726	18.8%	81	20.8%
3	765	12.4%	293	12.8%	472	12.2%	43	11.1%
4	465	7.6%	166	7.3%	296	7.7%	29	7.5%
5 to 9	722	11.7%	262	11.5%	459	11.9%	48	12.3%
10 or more times	287	4.7%	78	3.4%	210	5.4%	20	5.1%
Total	6,154	100.0%	2,287	100.0%	3,865	100.0%	389	100.0%
Not Answered	616		291		327		24	

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Yes	3,106	68.5%	1,112	66.5%	1,995	69.8%	216	73.0%
● No	1,427	31.5%	561	33.5%	864	30.2%	80	27.0%
Total	4,533	100.0%	1,673	100.0%	2,860	100.0%	296	100.0%
Not Answered	101		41		60		9	
Reporting Category	Single Items							
Achievement Score	68.49%		67.11%		69.42%		71.78%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.0↓		-0.1		-1.9		-5.8	

Q9a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Yes	2,795	63.1%	1,035	63.3%	1,759	63.0%	197	67.9%
● No	1,634	36.9%	600	36.7%	1,035	37.0%	93	32.1%
Total	4,429	100.0%	1,635	100.0%	2,794	100.0%	290	100.0%
Not Answered	205		79		126		15	
Reporting Category	Single Items							
Achievement Score	63.11%		63.29%		62.95%		67.93%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.4		-1.8		+0.5		+8.4↑	

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

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Your Health Care in the Last 6 Months (continued)

Q9b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,894	66.0%	1,047	65.2%	1,844	66.3%	195	67.0%
No	1,494	34.0%	558	34.8%	937	33.7%	96	33.0%
Total	4,388	100.0%	1,605	100.0%	2,782	100.0%	291	100.0%
Not Answered	246		109		138		14	
Reporting Category	Single Items							
Achievement Score	65.95%		65.24%		66.31%		67.01%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.9		-1.6		-0.5		+2.2	

Q9c. In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,216	51.1%	726	46.2%	1,493	54.0%	147	51.0%
No	2,118	48.9%	845	53.8%	1,270	46.0%	141	49.0%
Total	4,334	100.0%	1,571	100.0%	2,763	100.0%	288	100.0%
Not Answered	300		143		157		17	
Reporting Category	Single Items							
Achievement Score	51.13%		46.20%		54.03%		51.04%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.0		-0.6		+1.7		-6.6	

Q9d. In the last 6 months, did you and a doctor or other health provider talk about... Whether you felt sad, empty or depressed?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,814	42.4%	561	35.8%	1,256	46.2%	128	44.3%
No	2,467	57.6%	1,006	64.2%	1,460	53.8%	161	55.7%
Total	4,281	100.0%	1,566	100.0%	2,715	100.0%	289	100.0%
Not Answered	353		148		205		16	
Reporting Category	Single Items							
Achievement Score	42.37%		35.80%		46.25%		44.29%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.2		-0.8		+2.2		-0.4	

◯ ***Response scored as:*** Achievement Room for improvement

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Your Health Care in the Last 6 Months (continued)

Q9e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🟢 Yes	1,883	43.6%	562	35.9%	1,325	48.2%	145	50.0%
🔴 No	2,432	56.4%	1,002	64.1%	1,425	51.8%	145	50.0%
Total	4,315	100.0%	1,564	100.0%	2,750	100.0%	290	100.0%
Not Answered	319		150		170		15	
Reporting Category	Single Items							
Achievement Score	43.64%		35.90%		48.18%		50.00%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.9		+0.4		-2.1		-7.4	

Q9f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🟢 Yes	1,367	32.1%	478	30.6%	888	32.9%	93	32.7%
🔴 No	2,895	67.9%	1,084	69.4%	1,810	67.1%	191	67.3%
Total	4,262	100.0%	1,562	100.0%	2,698	100.0%	284	100.0%
Not Answered	372		152		222		21	
Reporting Category	Single Items							
Achievement Score	32.07%		30.58%		32.92%		32.75%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.2		+0.3		-0.5		-4.2	

Q10. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,762	39.3%	532	32.4%	1,232	43.3%	146	49.3%
No	2,724	60.7%	1,111	67.6%	1,611	56.7%	150	50.7%
Total	4,486	100.0%	1,644	100.0%	2,843	100.0%	296	100.0%
Not Answered	148		70		77		9	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

Your Health Care in the Last 6 Months (continued)

Q11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,593	91.4%	474	90.6%	1,121	92.0%	138	95.8%
No	149	8.6%	49	9.4%	98	8.0%	6	4.2%
Total	1,742	100.0%	523	100.0%	1,219	100.0%	144	100.0%
Not Answered	20		9		11		2	
Reporting Category	Shared Decision Making							
Achievement Score	91.16%		90.70%		91.92%		96.02%	
Correlation with Health Plan Satisfaction	0.011		-0.056		0.043		0.052	

Q12. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,133	65.5%	321	61.7%	814	67.3%	99	69.2%
No	597	34.5%	199	38.3%	395	32.7%	44	30.8%
Total	1,730	100.0%	520	100.0%	1,209	100.0%	143	100.0%
Not Answered	32		12		21		3	
Reporting Category	Shared Decision Making							
Achievement Score	64.90%		61.78%		67.30%		69.01%	
Correlation with Health Plan Satisfaction	0.027		0.069		0.005		-0.057	

Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,405	81.3%	430	83.0%	976	80.6%	119	82.6%
No	324	18.7%	88	17.0%	235	19.4%	25	17.4%
Total	1,729	100.0%	518	100.0%	1,211	100.0%	144	100.0%
Not Answered	33		14		19		2	
Reporting Category	Shared Decision Making							
Achievement Score	81.55%		82.91%		80.63%		83.27%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.3↑		+4.2		+2.1		+1.6	
Correlation with Health Plan Satisfaction	0.095		-0.025		0.148		0.123	

◯ ***Response scored as:*** Achievement Room for improvement

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Your Health Care in the Last 6 Months (continued)

Q14. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	3,581	79.5%	1,317	79.8%	2,265	79.4%	234	78.3%
No	922	20.5%	334	20.2%	587	20.6%	65	21.7%
Total	4,503	100.0%	1,651	100.0%	2,852	100.0%	299	100.0%
Not Answered	131		63		68		6	

Q15. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Never	264	7.5%	95	7.4%	171	7.7%	17	7.4%
Sometimes	519	14.8%	222	17.3%	294	13.2%	39	17.0%
Usually	668	19.0%	278	21.7%	391	17.6%	33	14.3%
Always	2,061	58.7%	690	53.7%	1,371	61.6%	141	61.3%
Total	3,512	100.0%	1,286	100.0%	2,227	100.0%	230	100.0%
Not Answered	69		30		38		4	
Reporting Category	Single Items							
Achievement Score	77.68%		75.45%		79.09%		75.50%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.5		+0.1		+6.3↑		-3.7	

Q16. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Never	168	4.8%	57	4.4%	113	5.1%	14	6.2%
Sometimes	463	13.2%	215	16.7%	245	11.0%	24	10.6%
Usually	855	24.4%	336	26.1%	524	23.6%	51	22.6%
Always	2,021	57.6%	680	52.8%	1,339	60.3%	137	60.6%
Total	3,507	100.0%	1,287	100.0%	2,222	100.0%	226	100.0%
Not Answered	74		29		43		8	
Reporting Category	Single Items							
Achievement Score	81.89%		79.28%		83.68%		82.73%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.6↑		+1.8		+6.5↑		-1.0	

○ ***Response scored as:*** Achievement Room for improvement

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Your Health Care in the Last 6 Months (continued)

Q17. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst health care possible	18	0.4%	4	0.2%	14	0.5%	1	0.3%
1	20	0.5%	7	0.4%	13	0.5%	2	0.7%
2	30	0.7%	5	0.3%	25	0.9%	4	1.3%
3	59	1.3%	21	1.3%	37	1.3%	3	1.0%
4	72	1.6%	28	1.8%	43	1.5%	5	1.7%
5	225	5.1%	84	5.2%	141	5.0%	9	3.0%
6	216	4.9%	103	6.3%	114	4.0%	9	3.0%
7	486	10.9%	209	13.0%	277	9.8%	28	9.4%
8	1,004	22.6%	377	23.3%	627	22.2%	62	20.8%
9	793	17.8%	284	17.6%	506	17.9%	58	19.5%
Best health care possible	1,520	34.2%	493	30.5%	1,030	36.4%	117	39.3%
Total	4,443	100.0%	1,616	100.0%	2,827	100.0%	298	100.0%
Not Answered	191		98		93		7	
Reporting Category	Ratings							
Achievement Score	74.55%		70.95%		76.77%		80.21%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.2↑		+1.5		+5.1↑		+4.2	
Correlation with Health Plan Satisfaction	0.539		0.539		0.538		0.597	

Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	105	2.4%	52	3.2%	53	1.9%	7	2.4%
Sometimes	640	14.3%	297	18.2%	338	11.9%	23	7.7%
Usually	1,321	29.6%	499	30.6%	824	29.1%	94	31.6%
Always	2,398	53.7%	783	48.0%	1,619	57.1%	173	58.2%
Total	4,464	100.0%	1,631	100.0%	2,834	100.0%	297	100.0%
Not Answered	170		83		86		8	
Reporting Category	Getting Needed Care							
Achievement Score	83.24%		78.53%		86.24%		89.63%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.9↑		+1.8		+4.7↑		+2.8	
Correlation with Health Plan Satisfaction	0.378		0.341		0.396		0.501	

○ ***Response scored as:*** Achievement Room for improvement

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Your Health Care in the Last 6 Months (continued)

Q19. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	989	15.8%	308	13.1%	682	17.4%	59	15.1%
No	5,284	84.2%	2,039	86.9%	3,243	82.6%	333	84.9%
Total	6,273	100.0%	2,347	100.0%	3,925	100.0%	392	100.0%
Not Answered	497		231		267		21	

Q20. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
● Never	116	12.1%	43	14.6%	73	11.0%	9	15.3%
● Sometimes	126	13.1%	51	17.2%	74	11.2%	7	11.9%
● Usually	205	21.4%	61	20.5%	147	22.1%	12	20.3%
● Always	513	53.4%	141	47.7%	370	55.8%	31	52.5%
Total	960	100.0%	296	100.0%	664	100.0%	59	100.0%
Not Answered	29		11		18		0	
Reporting Category	Single Items							
Achievement Score	74.11%		67.20%		78.28%		74.77%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.1↑		+1.2		+14.2↑		-3.0	

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

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Your Health Care in the Last 6 Months (continued)

Q21. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🔴 Worst treatment possible	47	5.0%	13	4.5%	34	5.2%	5	9.1%
🔴 1	9	1.0%	2	0.7%	7	1.1%	0	0.0%
🔴 2	20	2.1%	6	2.1%	14	2.2%	0	0.0%
🔴 3	25	2.7%	10	3.5%	14	2.2%	0	0.0%
🔴 4	25	2.7%	8	2.8%	17	2.6%	1	1.8%
🔴 5	66	7.0%	19	6.6%	48	7.3%	5	9.1%
🔴 6	54	5.8%	19	6.6%	35	5.4%	2	3.6%
🔴 7	91	9.7%	27	9.5%	65	9.9%	3	5.5%
🟢 8	174	18.6%	58	20.3%	117	17.9%	5	9.1%
🟢 9	127	13.5%	37	13.0%	89	13.7%	11	20.0%
🟢 Best treatment possible	300	32.0%	87	30.4%	212	32.5%	23	41.8%
Total	938	100.0%	286	100.0%	652	100.0%	55	100.0%
Not Answered	51		21		30		4	
Reporting Category	Single Items							
Achievement Score	63.60%		62.06%		64.83%		75.27%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.3		+2.8		-1.0		+9.2	

Q22. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	187	3.0%	53	2.3%	134	3.4%	9	2.3%
No	6,056	97.0%	2,284	97.7%	3,772	96.6%	381	97.7%
Total	6,243	100.0%	2,336	100.0%	3,907	100.0%	390	100.0%
Not Answered	527		242		285		23	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

Your Health Care in the Last 6 Months (continued)

Q23. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	15	8.2%	5	10.0%	10	7.6%	1	11.1%
Sometimes	23	12.6%	12	25.0%	11	8.1%	1	11.1%
Usually	42	23.1%	9	18.5%	33	24.9%	2	22.2%
Always	102	56.0%	23	46.5%	79	59.4%	5	55.6%
Total	182	100.0%	49	100.0%	133	100.0%	9	100.0%
Not Answered	5		4		1		0	
Reporting Category	Single Items							
Achievement Score	78.70%		66.87%		83.61%		81.29%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+11.9↑		+6.5		+19.7↑		+3.4	

Q24. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst treatment possible	9	5.0%	1	2.0%	8	6.4%	1	11.1%
1	4	2.2%	2	3.8%	2	1.5%	0	0.0%
2	3	1.7%	1	2.2%	2	1.5%	0	0.0%
3	5	2.8%	2	3.8%	3	2.2%	0	0.0%
4	5	2.8%	2	3.8%	3	2.4%	1	11.1%
5	16	8.9%	9	18.4%	7	5.6%	0	0.0%
6	10	5.6%	3	6.3%	7	5.4%	0	0.0%
7	22	12.3%	4	7.6%	19	14.7%	1	11.1%
8	28	15.6%	9	18.3%	18	14.2%	0	0.0%
9	27	15.1%	5	9.5%	22	16.9%	2	22.2%
Best treatment possible	50	27.9%	12	24.2%	38	29.2%	4	44.4%
Total	179	100.0%	50	100.0%	129	100.0%	9	100.0%
Not Answered	8		3		5		0	
Reporting Category	Single Items							
Achievement Score	59.83%		50.89%		60.77%		78.32%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.6		-0.5		+7.5		+9.4	

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

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Your Personal Doctor

Q25. 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?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	5,150	83.2%	1,859	80.8%	3,295	84.7%	343	88.2%
No	1,039	16.8%	442	19.2%	594	15.3%	46	11.8%
Total	6,189	100.0%	2,300	100.0%	3,889	100.0%	389	100.0%
Not Answered	581		278		303		24	

Q26. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
None	1,096	21.9%	364	20.5%	732	22.7%	77	22.6%
1 time	1,314	26.3%	434	24.4%	884	27.4%	112	32.9%
2	1,101	22.0%	418	23.5%	682	21.2%	77	22.6%
3	610	12.2%	233	13.1%	378	11.7%	30	8.8%
4	352	7.0%	134	7.6%	216	6.7%	23	6.8%
5 to 9	400	8.0%	150	8.5%	249	7.7%	17	5.0%
10 or more times	122	2.4%	42	2.4%	79	2.5%	4	1.2%
Total	4,995	100.0%	1,775	100.0%	3,220	100.0%	340	100.0%
Not Answered	155		83		72		3	

Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🔴 Never	67	1.7%	29	2.1%	38	1.5%	4	1.5%
🔴 Sometimes	299	7.7%	141	10.1%	155	6.3%	15	5.7%
🟢 Usually	728	18.9%	291	20.8%	440	17.8%	42	16.1%
🟢 Always	2,768	71.7%	934	67.0%	1,835	74.4%	200	76.6%
Total	3,862	100.0%	1,395	100.0%	2,467	100.0%	261	100.0%
Not Answered	37		15		22		2	
Reporting Category	Communication							
Achievement Score	90.53%		87.89%		92.17%		92.41%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.9		-0.6		+2.1↑		-0.1	
Correlation with Health Plan Satisfaction	0.226		0.197		0.242		0.296	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Personal Doctor (continued)

Q28. In the last 6 months, how often did your personal doctor listen carefully to you?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	55	1.4%	22	1.6%	32	1.3%	3	1.1%
Sometimes	278	7.2%	98	7.0%	179	7.3%	20	7.6%
Usually	634	16.4%	259	18.5%	379	15.4%	36	13.7%
Always	2,894	75.0%	1,017	72.9%	1,875	76.1%	204	77.6%
Total	3,861	100.0%	1,396	100.0%	2,465	100.0%	263	100.0%
Not Answered	38		14		24		0	
Reporting Category	Communication							
Achievement Score	91.44%		91.05%		91.63%		91.38%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.3↑		+0.5		+1.6↑		+0.1	
Correlation with Health Plan Satisfaction	0.244		0.241		0.241		0.321	

Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	53	1.4%	16	1.2%	37	1.5%	3	1.1%
Sometimes	217	5.6%	84	6.1%	132	5.4%	20	7.6%
Usually	544	14.2%	192	13.8%	356	14.5%	24	9.1%
Always	3,030	78.8%	1,098	79.0%	1,930	78.6%	216	82.1%
Total	3,844	100.0%	1,390	100.0%	2,454	100.0%	263	100.0%
Not Answered	55		20		35		0	
Reporting Category	Communication							
Achievement Score	93.02%		92.53%		93.26%		91.30%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.2↑		+0.8		+1.5↑		-1.4	
Correlation with Health Plan Satisfaction	0.238		0.224		0.245		0.375	

◯ ***Response scored as:*** Achievement Room for improvement

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Your Personal Doctor (continued)

Q30. In the last 6 months, how often did your personal doctor spend enough time with you?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	108	2.8%	37	2.7%	71	2.9%	10	3.8%
Sometimes	388	10.1%	175	12.7%	211	8.6%	18	6.9%
Usually	838	21.9%	329	23.8%	510	20.8%	40	15.3%
Always	2,499	65.2%	842	60.9%	1,659	67.7%	194	74.0%
Total	3,833	100.0%	1,382	100.0%	2,451	100.0%	262	100.0%
Not Answered	66		28		38		1	
Reporting Category	Communication							
Achievement Score	87.04%		84.89%		88.37%		88.92%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.8		+1.0		+0.7		-2.7	
Correlation with Health Plan Satisfaction	0.234		0.255		0.221		0.309	

Q31. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,264	59.6%	753	55.0%	1,512	62.2%	166	63.8%
No	1,535	40.4%	616	45.0%	919	37.8%	94	36.2%
Total	3,799	100.0%	1,369	100.0%	2,431	100.0%	260	100.0%
Not Answered	100		41		58		3	

Q32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	133	6.0%	48	6.5%	85	5.7%	6	3.6%
Sometimes	310	13.9%	121	16.3%	189	12.7%	13	7.9%
Usually	606	27.2%	209	28.3%	398	26.7%	45	27.3%
Always	1,183	53.0%	363	49.0%	819	54.9%	101	61.2%
Total	2,232	100.0%	740	100.0%	1,492	100.0%	165	100.0%
Not Answered	32		14		18		1	
Reporting Category	Single Items							
Achievement Score	79.86%		77.01%		81.72%		88.38%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.1		+0.8		+4.2↑		+2.9	

○ ***Response scored as:*** Achievement Room for improvement

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Your Personal Doctor (continued)

Q33. 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?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst personal doctor possible	35	0.7%	9	0.5%	25	0.8%	1	0.3%
1	22	0.4%	6	0.3%	16	0.5%	1	0.3%
2	42	0.8%	15	0.9%	27	0.8%	2	0.6%
3	51	1.0%	13	0.7%	38	1.2%	6	1.8%
4	61	1.2%	18	1.0%	44	1.4%	4	1.2%
5	209	4.2%	74	4.2%	136	4.3%	8	2.4%
6	186	3.8%	72	4.1%	113	3.6%	9	2.7%
7	405	8.2%	162	9.2%	245	7.7%	24	7.2%
8	868	17.6%	344	19.5%	525	16.5%	47	14.1%
9	908	18.4%	338	19.2%	569	17.9%	66	19.8%
Best personal doctor possible	2,158	43.6%	709	40.3%	1,451	45.5%	166	49.7%
Total	4,945	100.0%	1,759	100.0%	3,189	100.0%	334	100.0%
Not Answered	205		99		103		9	
Reporting Category	Ratings							
Achievement Score	79.53%		78.73%		79.97%		83.51%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.7↑		+0.5		+0.5		+3.1	
Correlation with Health Plan Satisfaction	0.390		0.416		0.375		0.465	

Getting Health Care From Specialists

Q34. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,554	42.1%	940	41.6%	1,617	42.5%	167	43.0%
No	3,512	57.9%	1,322	58.4%	2,189	57.5%	221	57.0%
Total	6,066	100.0%	2,262	100.0%	3,806	100.0%	388	100.0%
Not Answered	704		316		386		25	

◯ ***Response scored as:*** Achievement Room for improvement

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Getting Health Care From Specialists (continued)

Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	131	5.2%	57	6.2%	74	4.6%	5	3.0%
Sometimes	507	20.1%	250	27.2%	257	16.0%	28	16.8%
Usually	695	27.5%	278	30.3%	420	26.1%	39	23.4%
Always	1,194	47.2%	335	36.4%	858	53.3%	95	56.9%
Total	2,527	100.0%	919	100.0%	1,608	100.0%	167	100.0%
Not Answered	27		17		10		0	
Reporting Category	Getting Needed Care							
Achievement Score	74.46%		66.83%		79.32%		79.90%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.7		-5.3↓		+3.6↑		+2.2	
Correlation with Health Plan Satisfaction	0.293		0.302		0.280		0.260	

Q36. How many specialists have you seen in the last 6 months?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	162	6.5%	68	7.5%	94	5.9%	6	3.7%
1 specialist	1,183	47.3%	427	46.9%	754	47.5%	75	45.7%
2	635	25.4%	224	24.6%	413	26.0%	47	28.7%
3	321	12.8%	116	12.7%	205	12.9%	27	16.5%
4	112	4.5%	39	4.3%	72	4.5%	3	1.8%
5 or more specialists	87	3.5%	37	4.1%	51	3.2%	6	3.7%
Total	2,500	100.0%	910	100.0%	1,589	100.0%	164	100.0%
Not Answered	54		26		29		3	

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

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Getting Health Care From Specialists (continued)

Q37. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst specialist possible	19	0.8%	8	1.0%	11	0.8%	0	0.0%
1	14	0.6%	5	0.6%	9	0.6%	1	0.6%
2	10	0.4%	4	0.5%	6	0.4%	0	0.0%
3	23	1.0%	9	1.1%	14	0.9%	2	1.3%
4	25	1.1%	10	1.2%	15	1.0%	3	1.9%
5	85	3.7%	38	4.6%	48	3.2%	12	7.6%
6	91	4.0%	46	5.6%	45	3.0%	0	0.0%
7	197	8.6%	93	11.3%	105	7.1%	11	7.0%
8	403	17.5%	150	18.2%	254	17.2%	23	14.6%
9	452	19.6%	154	18.7%	300	20.3%	36	22.8%
Best specialist possible	982	42.7%	308	37.4%	671	45.4%	70	44.3%
Total	2,301	100.0%	824	100.0%	1,477	100.0%	158	100.0%
Not Answered	37		18		19		0	
Reporting Category	Ratings							
Achievement Score	79.61%		74.00%		83.03%		81.64%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.9↑		+0.3		+6.7↑		+7.8	
Correlation with Health Plan Satisfaction	0.396		0.401		0.387		0.408	

Your Health Plan

Q38. In the last 6 months, did you get information or help from your health plan's customer service?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,409	40.0%	1,002	45.0%	1,408	37.0%	135	35.0%
No	3,617	60.0%	1,223	55.0%	2,395	63.0%	251	65.0%
Total	6,026	100.0%	2,225	100.0%	3,803	100.0%	386	100.0%
Not Answered	744		353		389		27	

◯ ***Response scored as:*** ● Achievement ● Room for improvement

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Your Health Plan (continued)

Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	55	2.3%	20	2.0%	35	2.5%	4	3.0%
Sometimes	466	19.5%	224	22.7%	241	17.3%	16	11.9%
Usually	591	24.8%	250	25.3%	341	24.4%	36	26.7%
Always	1,272	53.4%	492	49.9%	782	55.9%	79	58.5%
Total	2,384	100.0%	985	100.0%	1,399	100.0%	135	100.0%
Not Answered	25		12		13		0	
Reporting Category	Customer Service							
Achievement Score	78.34%		75.24%		80.25%		84.61%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.8↑		+1.7		+5.4↑		+4.8	
Correlation with Health Plan Satisfaction	0.454		0.383		0.502		0.536	

Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	44	1.8%	18	1.9%	26	1.9%	1	0.7%
Sometimes	181	7.6%	92	9.3%	89	6.4%	6	4.5%
Usually	461	19.4%	204	20.8%	259	18.5%	26	19.4%
Always	1,693	71.2%	668	68.1%	1,023	73.2%	101	75.4%
Total	2,379	100.0%	982	100.0%	1,397	100.0%	134	100.0%
Not Answered	30		15		15		1	
Reporting Category	Customer Service							
Achievement Score	90.57%		89.08%		91.55%		93.98%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.3		+0.6		+0.5		+2.8	
Correlation with Health Plan Satisfaction	0.431		0.374		0.473		0.411	

◯ ***Response scored as:*** ● Achievement ● Room for improvement

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Your Health Plan (continued)

Q41. 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?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst health plan possible	50	0.8%	17	0.8%	31	0.8%	2	0.5%
1	26	0.4%	10	0.5%	15	0.4%	1	0.3%
2	41	0.7%	18	0.8%	23	0.6%	1	0.3%
3	58	1.0%	18	0.8%	40	1.1%	2	0.5%
4	70	1.2%	30	1.4%	41	1.1%	4	1.1%
5	304	5.1%	107	4.9%	199	5.3%	15	4.0%
6	246	4.2%	102	4.7%	144	3.9%	14	3.7%
7	604	10.2%	249	11.3%	355	9.5%	30	7.9%
8	1,108	18.7%	403	18.4%	702	18.8%	79	20.8%
9	990	16.7%	362	16.5%	631	16.9%	56	14.8%
Best health plan possible	2,419	40.9%	877	40.0%	1,545	41.5%	175	46.2%
Total	5,916	100.0%	2,194	100.0%	3,727	100.0%	379	100.0%
Not Answered	854		384		465		34	
Reporting Category	Ratings							
Achievement Score	76.34%		74.50%		77.44%		82.29%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.6		-0.8		+2.2↑		+2.8	

Q42. Would you recommend your health plan to your family and friends?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	5,285	92.7%	1,972	92.3%	3,313	92.9%	336	94.9%
No	415	7.3%	165	7.7%	251	7.1%	18	5.1%
Total	5,700	100.0%	2,137	100.0%	3,565	100.0%	354	100.0%
Not Answered	1,070		441		627		59	
Reporting Category	Single Items							
Achievement Score	92.69%		92.09%		93.05%		95.06%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.4		+1.1		+0.0		-0.1	

○ ***Response scored as:*** Achievement Room for improvement

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About Your Health

Q43. In general, how would you rate your overall health?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Excellent	905	14.9%	377	16.6%	528	13.9%	44	11.3%
Very Good	1,645	27.1%	604	26.7%	1,042	27.4%	107	27.5%
Good	2,102	34.7%	788	34.8%	1,317	34.7%	134	34.4%
Fair	1,119	18.5%	415	18.3%	704	18.5%	80	20.6%
Poor	293	4.8%	82	3.6%	210	5.5%	24	6.2%
Total	6,064	100.0%	2,265	100.0%	3,801	100.0%	389	100.0%
Not Answered	706		313		391		24	

Q44. In general, how would you rate your overall mental or emotional health?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Excellent	1,634	27.0%	685	30.4%	943	24.8%	100	25.7%
Very Good	1,565	25.9%	585	26.0%	985	25.9%	94	24.2%
Good	1,710	28.3%	629	28.0%	1,083	28.5%	119	30.6%
Fair	864	14.3%	274	12.2%	591	15.5%	59	15.2%
Poor	277	4.6%	76	3.4%	202	5.3%	17	4.4%
Total	6,050	100.0%	2,249	100.0%	3,804	100.0%	389	100.0%
Not Answered	720		329		388		24	

Q45. Have you had a flu shot or flu spray since September 1, 2014? [Displayed for Respondents 18-64 years old]

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,334	40.2%	913	42.9%	1,422	38.7%	133	34.8%
No	3,467	59.8%	1,217	57.1%	2,253	61.3%	249	65.2%
Don't Know	255		122		130		8	
Total	5,801	100.0%	2,131	100.0%	3,675	100.0%	382	100.0%
Not Answered	689		306		381		22	
Reporting Category	Single Items							
Achievement Score	40.23%		42.86%		38.70%		34.82%	

◯ ***Response scored as:*** Achievement Room for improvement

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About Your Health (continued)

Q46. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Every day	1,037	17.3%	199	8.9%	847	22.4%	92	23.8%
Some days	539	9.0%	182	8.2%	358	9.5%	33	8.5%
Not at all	4,415	73.7%	1,839	82.8%	2,569	68.1%	261	67.6%
Don't Know	61		28		32		2	
Total	5,991	100.0%	2,220	100.0%	3,774	100.0%	386	100.0%
Not Answered	718		329		386		25	

Q47. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Never	317	20.5%	81	21.8%	234	19.9%	22	17.9%
Sometimes	296	19.1%	70	18.8%	227	19.3%	13	10.6%
Usually	277	17.9%	68	18.2%	209	17.8%	22	17.9%
Always	660	42.6%	154	41.2%	507	43.1%	66	53.7%
Total	1,550	100.0%	373	100.0%	1,177	100.0%	123	100.0%
Not Answered	26		8		18		2	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	79.55%		78.19%		80.12%		82.11%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.3		+1.0		+1.6		+0.7	

Q48. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Never	638	41.3%	163	44.1%	475	40.4%	50	40.7%
Sometimes	329	21.3%	81	22.0%	247	21.0%	17	13.8%
Usually	235	15.2%	52	14.0%	184	15.6%	24	19.5%
Always	344	22.3%	74	19.9%	270	23.0%	32	26.0%
Total	1,546	100.0%	370	100.0%	1,176	100.0%	123	100.0%
Not Answered	30		11		19		2	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	58.73%		55.89%		59.60%		59.35%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.2		-0.9		+4.4↑		-4.5	

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

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About Your Health (continued)

Q49. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	761	49.5%	175	47.9%	586	49.9%	62	51.2%
Sometimes	320	20.8%	85	23.4%	233	19.9%	21	17.4%
Usually	181	11.8%	39	10.6%	145	12.3%	14	11.6%
Always	276	17.9%	66	18.1%	210	17.9%	24	19.8%
Total	1,538	100.0%	365	100.0%	1,174	100.0%	121	100.0%
Not Answered	38		16		21		4	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	50.52%		52.12%		50.08%		48.76%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.0↑		+3.7		+4.1↑		-5.7	

Q50. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	164	27.3%	49	24.5%	115	28.7%	17	33.3%
No	437	72.7%	150	75.5%	287	71.3%	34	66.7%
Don't know	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	601	100.0%	199	100.0%	402	100.0%	51	100.0%
Not Answered	0		0		0		0	
Reporting Category	Aspirin Use and Discussion							
Achievement Score	27.29%		24.48%		28.69%		33.33%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.9		-0.3		-1.6		-4.6	

Q51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	498	8.9%	169	8.2%	329	9.4%	30	8.2%
No	5,087	91.1%	1,897	91.8%	3,189	90.6%	334	91.8%
Don't know	476		195		282		25	
Total	5,585	100.0%	2,067	100.0%	3,519	100.0%	364	100.0%
Not Answered	709		316		391		24	

○ ***Response scored as:*** Achievement Room for improvement

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About Your Health (continued)

Q52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack and stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	511	39.1%	161	34.4%	350	41.8%	45	44.1%
No	797	60.9%	308	65.6%	489	58.2%	57	55.9%
Total	1,308	100.0%	469	100.0%	839	100.0%	102	100.0%
Not Answered	0		0		0		0	
Reporting Category	Aspirin Use and Discussion							
Achievement Score	39.07%		34.39%		41.76%		44.12%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.5		-4.8		+1.9		+3.4	

Q53.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,512	51.8%	590	55.4%	924	49.6%	95	49.5%
No	1,409	48.2%	475	44.6%	937	50.4%	97	50.5%
Total	2,921	100.0%	1,065	100.0%	1,862	100.0%	192	100.0%
Not Answered	3,849		1,513		2,330		221	

Q53.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,719	58.8%	640	60.1%	1,080	58.0%	113	58.9%
No	1,202	41.2%	425	39.9%	781	42.0%	79	41.1%
Total	2,921	100.0%	1,065	100.0%	1,862	100.0%	192	100.0%
Not Answered	3,849		1,513		2,330		221	

Q53.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with a heart attack before the age of 60

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	918	31.4%	249	23.4%	673	36.2%	84	43.8%
No	2,003	68.6%	816	76.6%	1,188	63.8%	108	56.3%
Total	2,921	100.0%	1,065	100.0%	1,862	100.0%	192	100.0%
Not Answered	3,849		1,513		2,330		221	

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

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About Your Health (continued)

Q54.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	224	16.6%	90	16.7%	135	16.5%	18	23.4%
No	1,126	83.4%	447	83.3%	679	83.5%	59	76.6%
Total	1,350	100.0%	537	100.0%	813	100.0%	77	100.0%
Not Answered	5,420		2,041		3,379		336	

Q54.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	209	15.5%	88	16.3%	122	15.0%	20	26.0%
No	1,141	84.5%	449	83.7%	692	85.0%	57	74.0%
Total	1,350	100.0%	537	100.0%	813	100.0%	77	100.0%
Not Answered	5,420		2,041		3,379		336	

Q54.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	153	11.3%	59	11.0%	94	11.6%	7	9.1%
No	1,197	88.7%	478	89.0%	719	88.4%	70	90.9%
Total	1,350	100.0%	537	100.0%	813	100.0%	77	100.0%
Not Answered	5,420		2,041		3,379		336	

Q54.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,050	77.8%	415	77.4%	635	78.1%	59	76.6%
No	300	22.2%	122	22.6%	178	21.9%	18	23.4%
Total	1,350	100.0%	537	100.0%	813	100.0%	77	100.0%
Not Answered	5,420		2,041		3,379		336	

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About Your Health (continued)

Q55a. Do any of the following conditions affect you right now ... Cancer?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	135	2.6%	41	2.1%	94	2.9%	8	2.4%
No	5,123	97.4%	1,911	97.9%	3,212	97.1%	323	97.6%
Total	5,258	100.0%	1,952	100.0%	3,307	100.0%	331	100.0%
Not Answered	1,512		626		885		82	

Q55b. Do any of the following conditions affect you right now ... Arthritis?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,420	26.2%	397	19.9%	1,029	30.0%	110	31.6%
No	4,004	73.8%	1,598	80.1%	2,401	70.0%	238	68.4%
Total	5,424	100.0%	1,995	100.0%	3,430	100.0%	348	100.0%
Not Answered	1,346		583		762		65	

Q55c. Do any of the following conditions affect you right now ... Asthma?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	828	15.6%	249	12.7%	580	17.3%	78	23.4%
No	4,480	84.4%	1,711	87.3%	2,768	82.7%	255	76.6%
Total	5,308	100.0%	1,961	100.0%	3,348	100.0%	333	100.0%
Not Answered	1,462		617		844		80	

Q55d. Do any of the following conditions affect you right now ... Overweight?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,732	31.9%	526	26.4%	1,212	35.4%	142	41.6%
No	3,691	68.1%	1,471	73.6%	2,214	64.6%	199	58.4%
Total	5,423	100.0%	1,998	100.0%	3,426	100.0%	341	100.0%
Not Answered	1,347		580		766		72	

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About Your Health (continued)

Q55e. Do any of the following conditions affect you right now ... Depression?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,331	24.6%	357	17.9%	980	28.7%	99	28.7%
No	4,080	75.4%	1,636	82.1%	2,439	71.3%	246	71.3%
Total	5,411	100.0%	1,992	100.0%	3,419	100.0%	345	100.0%
Not Answered	1,359		586		773		68	

Q55f. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	188	3.6%	59	3.0%	129	3.9%	10	3.0%
No	5,087	96.4%	1,890	97.0%	3,195	96.1%	325	97.0%
Total	5,275	100.0%	1,949	100.0%	3,324	100.0%	335	100.0%
Not Answered	1,495		629		868		78	

Q55g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	942	17.6%	224	11.4%	722	21.3%	81	23.6%
No	4,420	82.4%	1,748	88.6%	2,667	78.7%	262	76.4%
Total	5,362	100.0%	1,972	100.0%	3,389	100.0%	343	100.0%
Not Answered	1,408		606		803		70	

Q55h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,668	30.5%	465	23.1%	1,213	35.0%	128	36.6%
No	3,808	69.5%	1,548	76.9%	2,252	65.0%	222	63.4%
Total	5,476	100.0%	2,012	100.0%	3,465	100.0%	350	100.0%
Not Answered	1,294		566		727		63	

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About You

Q56. What is your age?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
18 to 24	778	12.9%	298	13.3%	475	12.5%	47	12.2%
25 to 34	1,153	19.1%	430	19.1%	723	19.1%	66	17.1%
35 to 44	1,057	17.5%	385	17.1%	673	17.7%	57	14.8%
45 to 54	1,479	24.5%	566	25.2%	916	24.1%	99	25.6%
55 to 64	1,491	24.7%	521	23.2%	974	25.7%	113	29.3%
65 to 74	76	1.3%	47	2.1%	30	0.8%	3	0.8%
75 or older	3	0.0%	0	0.0%	3	0.1%	1	0.3%
Total	6,037	100.0%	2,246	100.0%	3,794	100.0%	386	100.0%
Not Answered	733		332		398		27	

Q57. Are you male or female?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Male	2,470	41.0%	926	41.2%	1,545	40.8%	153	39.6%
Female	3,558	59.0%	1,319	58.8%	2,241	59.2%	233	60.4%
Total	6,028	100.0%	2,244	100.0%	3,786	100.0%	386	100.0%
Not Answered	742		334		406		27	

Q58. What is the highest grade or level of school that you have completed?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
8th grade or less	479	8.1%	256	11.7%	221	5.9%	13	3.4%
Some high school but did not graduate	943	15.9%	382	17.5%	556	14.8%	63	16.5%
High school graduate or GED	1,960	33.0%	641	29.3%	1,324	35.3%	120	31.5%
Some college or 2-year degree	1,691	28.5%	521	23.8%	1,177	31.3%	137	36.0%
4-year college graduate	581	9.8%	268	12.3%	314	8.3%	36	9.4%
More than 4-year college degree	283	4.8%	117	5.4%	164	4.4%	12	3.1%
Total	5,937	100.0%	2,186	100.0%	3,755	100.0%	381	100.0%
Not Answered	833		392		437		32	

Q59. Are you of Hispanic or Latino origin or descent?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1,449	24.5%	838	38.2%	592	15.9%	26	6.9%
No, Not Hispanic or Latino	4,467	75.5%	1,354	61.8%	3,134	84.1%	353	93.1%
Total	5,916	100.0%	2,193	100.0%	3,726	100.0%	379	100.0%
Not Answered	854		385		466		34	

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About You (continued)

Q60.1. What is your race? Response: White.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	3,025	53.1%	559	27.3%	2,486	68.1%	298	78.6%
No	2,667	46.9%	1,489	72.7%	1,165	31.9%	81	21.4%
Total	5,692	100.0%	2,048	100.0%	3,651	100.0%	379	100.0%
Not Answered	1,078		530		541		34	

Q60.2. What is your race? Response: Black or African-American.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,261	22.2%	565	27.6%	689	18.9%	43	11.3%
No	4,431	77.8%	1,483	72.4%	2,962	81.1%	336	88.7%
Total	5,692	100.0%	2,048	100.0%	3,651	100.0%	379	100.0%
Not Answered	1,078		530		541		34	

Q60.3. What is your race? Response: Asian.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	743	13.1%	492	24.1%	249	6.8%	27	7.1%
No	4,949	86.9%	1,555	75.9%	3,403	93.2%	352	92.9%
Total	5,692	100.0%	2,048	100.0%	3,651	100.0%	379	100.0%
Not Answered	1,078		530		541		34	

Q60.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	64	1.1%	39	1.9%	25	0.7%	3	0.8%
No	5,628	98.9%	2,008	98.1%	3,626	99.3%	376	99.2%
Total	5,692	100.0%	2,048	100.0%	3,651	100.0%	379	100.0%
Not Answered	1,078		530		541		34	

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About You (continued)

Q60.5. What is your race? Response: American Indian or Alaska Native.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	191	3.4%	56	2.7%	136	3.7%	18	4.7%
No	5,501	96.6%	1,992	97.3%	3,516	96.3%	361	95.3%
Total	5,692	100.0%	2,048	100.0%	3,651	100.0%	379	100.0%
Not Answered	1,078		530		541		34	

Q60.6. What is your race? Response: Other.

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	890	15.6%	543	26.5%	339	9.3%	21	5.5%
No	4,802	84.4%	1,505	73.5%	3,312	90.7%	358	94.5%
Total	5,692	100.0%	2,048	100.0%	3,651	100.0%	379	100.0%
Not Answered	1,078		530		541		34	

Q61. How well do you speak English?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Very well	3,959	65.8%	1,056	47.1%	2,918	77.3%	331	85.8%
Well	988	16.4%	502	22.4%	482	12.8%	38	9.8%
Not well	721	12.0%	446	19.9%	271	7.2%	11	2.8%
Not at all	348	5.8%	239	10.7%	105	2.8%	6	1.6%
Total	6,016	100.0%	2,243	100.0%	3,776	100.0%	386	100.0%
Not Answered	754		335		416		27	

Q62. Do you speak a language other than English at home?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,336	39.3%	1,372	62.5%	949	25.3%	59	15.4%
No	3,605	60.7%	822	37.5%	2,801	74.7%	324	84.6%
Total	5,941	100.0%	2,195	100.0%	3,750	100.0%	383	100.0%
Not Answered	829		383		442		30	

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About You (continued)

Q63. What is the language spoken at home?

	Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Spanish	1,046	45.7%	601	44.5%	438	46.7%	14	25.0%
Other	1,244	54.3%	751	55.5%	500	53.3%	42	75.0%
Total	2,290	100.0%	1,352	100.0%	938	100.0%	56	100.0%
Not Answered	46		22		24		3	

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NEW YORK STATE | Department of Health

DataStat

All information that would let someone identify you will be kept private. The New York State Department of Health and DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't send you reminders.

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

- **Please be sure to fill the response circle <u>completely</u>. Use only <u>black or blue ink</u> or <u>dark pencil</u> to complete the survey.**

  Correct Mark ● **Incorrect Marks**

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

  ● **Yes** ➔ ***Go to Question 1***
  ○ **No**

START HERE

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

   ○ Yes ➔ ***Go to Question 3***
   ○ No ➔ ***Go to Question 2***

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

   _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ○ Yes ➔ ***Go to Question 4***
- ○ No ➔ ***Go to Question 5***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes ➔ ***Go to Question 6***
- ○ No ➔ ***Go to Question 7***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ None ➔ ***Go to Question 19***
- ○ 1 ➔ ***Go to Question 8***
- ○ 2 ➔ ***Go to Question 8***
- ○ 3 ➔ ***Go to Question 8***
- ○ 4 ➔ ***Go to Question 8***
- ○ 5 to 9 ➔ ***Go to Question 8***
- ○ 10 or more ➔ ***Go to Question 8***

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

- ○ Yes
- ○ No

9. In the last 6 months, did you and a doctor or other health provider talk about any of the following?

	Yes	No
a. Healthy diet and eating habits	○	○
b. Exercise or physical activity	○	○
c. Things in your life that worry you or cause you stress	○	○
d. Whether you felt sad, empty, or depressed	○	○
e. Smoking or using tobacco products	○	○
f. Alcohol or other drug use	○	○

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

- ○ Yes ➔ ***Go to Question 11***
- ○ No ➔ ***Go to Question 14***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

14. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

- ○ Yes ➔ ***Go to Question 15***
- ○ No ➔ ***Go to Question 17***

15. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

16. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Health Care Possible — Best Health Care Possible

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

19. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

- ○ Yes ➔ ***Go to Question 20***
- ○ No ➔ ***Go to Question 22***

20. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

21. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Treatment Possible — Best Treatment Possible

22. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

- ○ Yes ➔ ***Go to Question 23***
- ○ No ➔ ***Go to Question 25***

23. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

24. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Treatment Possible — Best Treatment Possible

YOUR PERSONAL DOCTOR

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

- ○ Yes ➔ ***Go to Question 26***
- ○ No ➔ ***Go to Question 34***

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

- ○ None ➔ ***Go to Question 33***
- ○ 1 ➔ ***Go to Question 27***
- ○ 2 ➔ ***Go to Question 27***
- ○ 3 ➔ ***Go to Question 27***
- ○ 4 ➔ ***Go to Question 27***
- ○ 5 to 9 ➔ ***Go to Question 27***
- ○ 10 or more ➔ ***Go to Question 27***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes ➔ ***Go to Question 32***
- ○ No ➔ ***Go to Question 33***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Personal Doctor Possible — Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- ○ Yes ➔ ***Go to Question 35***
- ○ No ➔ ***Go to Question 38***

35. In the last 6 months, how often did you get an appointment with specialists as soon as you needed?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ None ➔ ***Go to Question 38***
- ○ 1 specialist ➔ ***Go to Question 37***
- ○ 2 ➔ ***Go to Question 37***
- ○ 3 ➔ ***Go to Question 37***
- ○ 4 ➔ ***Go to Question 37***
- ○ 5 or more specialists ➔ ***Go to Question 37***

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Specialist Possible										Best Specialist Possible

YOUR HEALTH PLAN

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

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

- ○ Yes ➔ ***Go to Question 39***
- ○ No ➔ ***Go to Question 41***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Health Plan Possible										Best Health Plan Possible

42. Would you recommend your health plan to your family and friends?

- ○ Yes
- ○ No

ABOUT YOUR HEALTH

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

44. In general, how would you rate your overall <u>mental or emotional health</u>?

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

45. Have you had a flu shot or flu spray since September 1, 2014?

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Every day ➔ ***Go to Question 47***
- ○ Some days ➔ ***Go to Question 47***
- ○ Not at all ➔ ***Go to Question 50***
- ○ Don't know ➔ ***Go to Question 50***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Yes
- ○ No

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

- ○ High cholesterol
- ○ High blood pressure
- ○ Parent or sibling with a 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 heart attack
- ○ Angina or coronary heart disease
- ○ A stroke
- ○ Any kind of diabetes or high blood sugar

55. Do any of the following conditions affect you right now?

	Yes	No
a. Cancer	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

ABOUT YOU

56. What is your age?

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

57. Are you male or female?

- ○ Male
- ○ Female

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

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

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

- ○ Yes
- ○ No

60. What is your race? Please mark one or more.

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

61. How well do you speak English?

- ○ Very well
- ○ Well
- ○ Not well
- ○ Not at all

62. Do you speak a language other than English at home?

- ○ Yes ➔ ***Go to Question 63***
- ○ No

63. What is this language spoken at home?

- ○ Spanish
- ○ Other

Thank you for taking the time to complete this survey. Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108