



MetroPlus Health Plan
CAHPS® 5.0H
Adult Medicaid Health Plan Survey

Continuous Quality Improvement Report

February 2016



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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

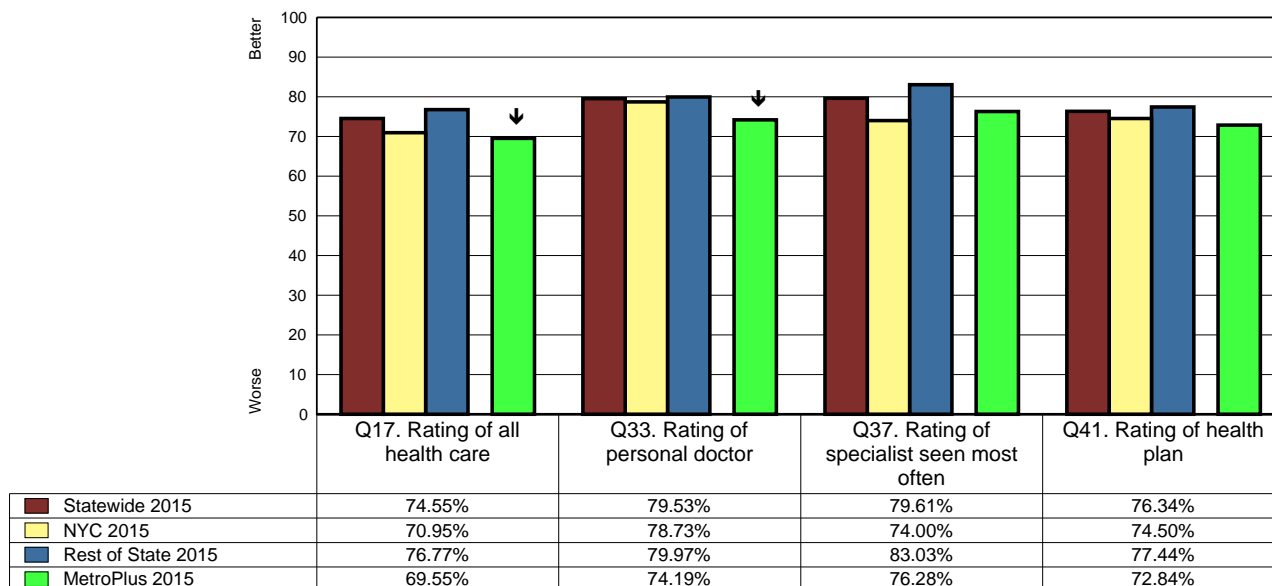
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2015 administration, the NYSDOH focused on adult members of Medicaid managed care plans. The survey included 16 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. 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 478 responses were received resulting in a 34.2% 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)

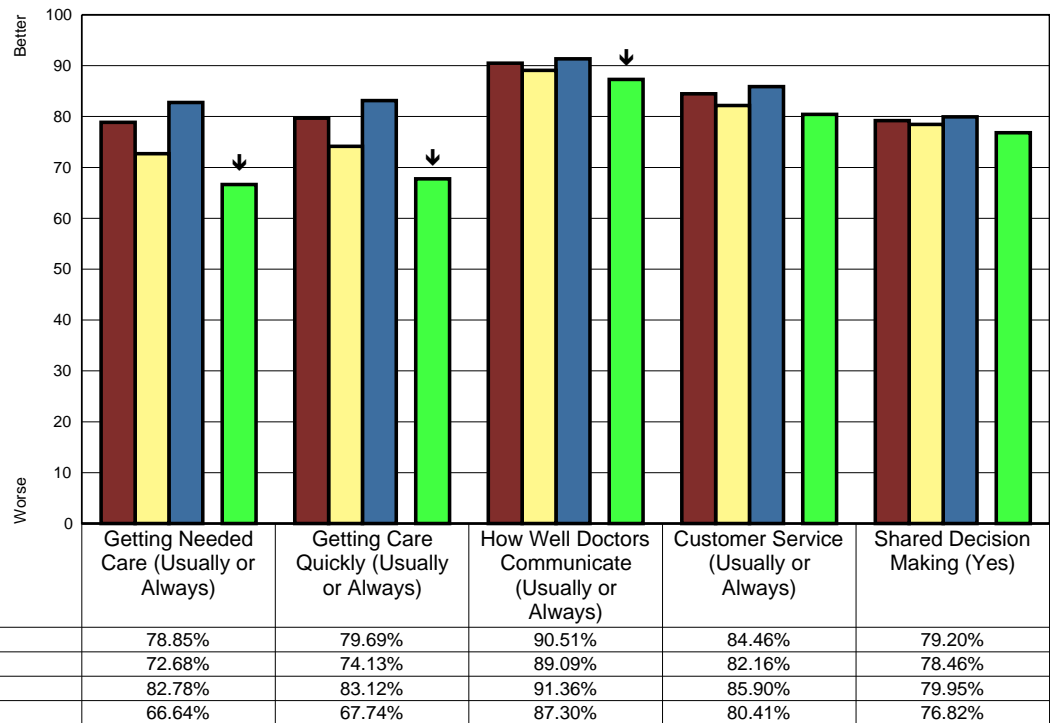


↑↓ Statistically significantly better/worse than Statewide 2015.

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



↑↓ Statistically significantly better/worse than Statewide 2015.

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 ▲ |
| Excelsus 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.

Respondent Sample Profile

| Age (years) | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|--------------------|-----------|-------|---------------|-----------------------|
| 18 to 24 | 12.9% | 13.3% | 12.5% | 17.4% |
| 25 to 34 | 19.1% | 19.1% | 19.1% | 18.1% |
| 35 to 44 | 17.5% | 17.1% | 17.7% | 15.2% |
| 45 to 54 | 24.5% | 25.2% | 24.1% | 25.8% |
| 55 to 64 | 24.7% | 23.2% | 25.7% | 22.7% |
| 65 to 74 | 1.3% | 2.1% | 0.8% | 0.7% |
| 75 or older | 0.0% | 0.0% | 0.1% | 0.0% |

| Gender | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---------------|-----------|-------|---------------|-----------------------|
| Male | 41.0% | 41.2% | 40.8% | 44.0% |
| Female | 59.0% | 58.8% | 59.2% | 56.0% |

| Highest grade or level of school completed | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|-----------|-------|---------------|-----------------------|
| 8th grade or less | 8.1% | 11.7% | 5.9% | 12.0% |
| Some high school, but did not graduate | 15.9% | 17.5% | 14.8% | 22.3% |
| High school graduate or GED | 33.0% | 29.3% | 35.3% | 28.8% |
| Some college or 2-year degree | 28.5% | 23.8% | 31.3% | 23.6% |
| 4-year college graduate | 9.8% | 12.3% | 8.3% | 9.5% |
| More than 4-year college graduate | 4.8% | 5.4% | 4.4% | 3.8% |

| Hispanic or Latino | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|----------------------------|-----------|-------|---------------|-----------------------|
| Yes, Hispanic or Latino | 24.5% | 38.2% | 15.9% | 43.2% |
| No, Not Hispanic or Latino | 75.5% | 61.8% | 84.1% | 56.8% |

| Race | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|-----------|-------|---------------|-----------------------|
| White | 53.1% | 27.3% | 68.1% | 18.6% |
| Black or African-American | 22.2% | 27.6% | 18.9% | 34.7% |
| Asian | 13.1% | 24.1% | 6.8% | 23.3% |
| Native Hawaiian or Other Pacific Islander | 1.1% | 1.9% | 0.7% | 1.3% |
| American Indian or Alaska Native | 3.4% | 2.7% | 3.7% | 3.7% |
| Other | 15.6% | 26.5% | 9.3% | 28.4% |

| Rating of Overall Health | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---------------------------------|-----------|-------|---------------|-----------------------|
| Excellent | 14.9% | 16.6% | 13.9% | 14.0% |
| Very good | 27.1% | 26.7% | 27.4% | 25.5% |
| Good | 34.7% | 34.8% | 34.7% | 35.2% |
| Fair | 18.5% | 18.3% | 18.5% | 20.2% |
| Poor | 4.8% | 3.6% | 5.5% | 5.1% |

Sample Disposition

| | Statewide | MetroPlus Health Plan |
|---|--------------|-----------------------|
| First mailing - sent | 24,000 | 1,500 |
| First mailing - usable survey returned* | 2,886 | 180 |
| Second mailing - sent | 21,961 | 1,341 |
| Second mailing - usable survey returned* | 1,472 | 95 |
| Phone - usable surveys* | 2,412 | 203 |
| Total - usable surveys | 6,770 | 478 |
| Ineligible: According to population criteria‡‡ | 353 | 27 |
| Ineligible: Language barrier† | 898 | 71 |
| Ineligible: Deceased† | 10 | 1 |
| Ineligible: Mentally or physically unable to complete survey† | 44 | 2 |
| Bad address and bad phone number -OR- bad address AND no evidence of bad phone number | 1,809 | 158 |
| Refusal/Returned survey blank | 782 | 36 |
| Nonresponse - Unavailable by mail or phone | 13,334 | 727 |
| Response Rate | 29.8% | 34.2% |

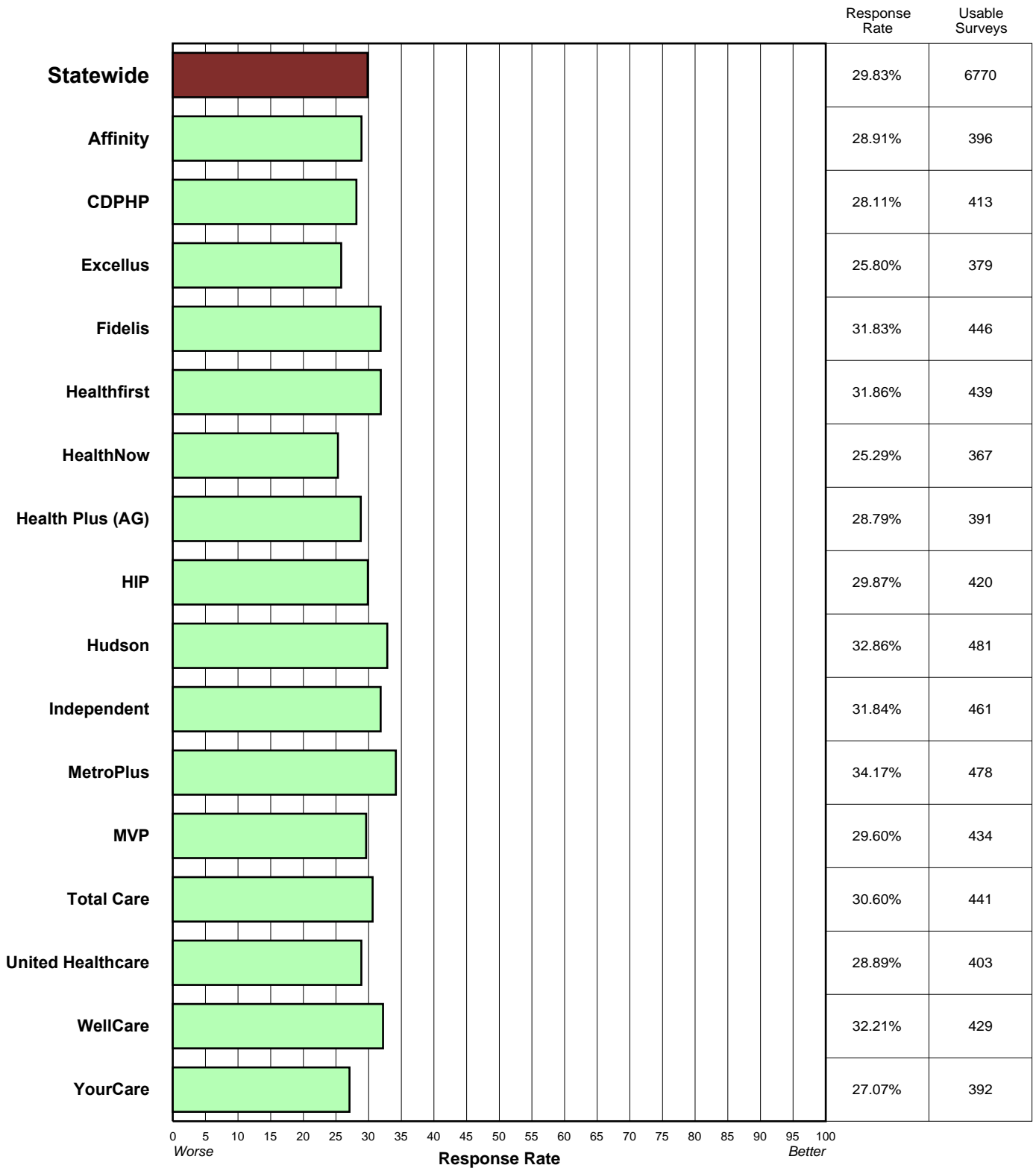
*Included in response rate numerator

†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*

Response Rates



■ Statewide 2015

■ Health Plans 2015

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 significant. 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 | MetroPlus 2015 Score | MetroPlus 2013 Score | Point Change | Composite/ Question Group |
|--|----------------------|----------------------|--------------|---|
| Q49. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco | 60.9% | 44.2% | + 16.7 ▲ | Medical Assistance with Smoking Cessation |
| Q48. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco | 60.9% | 48.7% | + 12.2 | Medical Assistance with Smoking Cessation |
| Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10) | 69.0% | 57.9% | + 11.1 | Single Items |
| Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers | 78.0% | 72.1% | + 6.0 | Single Items |
| Q17. Rating of all health care | 69.5% | 65.1% | + 4.4 | Ratings |
| Q13. Doctor/provider asked what you thought was best for you | 81.1% | 77.2% | + 4.0 | Shared Decision Making |
| 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.] | 38.6% | 34.9% | + 3.7 | Aspirin Use and Discussion |
| Q50. Take aspirin daily or every other day [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.] | 28.0% | 24.3% | + 3.7 | Aspirin Use and Discussion |
| Q40. Usually or always treated with courtesy and respect by health plan's customer service staff | 90.4% | 87.0% | + 3.4 | Customer Service |
| Q47. Advised by doctor or other health provider to quit smoking or using tobacco | 78.6% | 75.3% | + 3.2 | Medical Assistance with Smoking Cessation |
| Q6. Usually or always got an appt. for check-up or routine care as soon as you needed | 65.1% | 67.4% | - 2.3 | Getting Care Quickly |
| Q27. Personal doctor usually or always explained things in way that was easy to understand | 84.3% | 87.1% | - 2.8 | Communication |
| Q9a. Doctor or other health provider talked about a healthy diet and eating habits | 66.8% | 70.3% | - 3.5 | Single Items |
| Q35. Usually or always get an appointment to see a specialist as soon as you needed | 63.8% | 67.3% | - 3.6 | Getting Needed Care |
| Q9d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed | 36.6% | 40.2% | - 3.6 | Single Items |
| Q8. Doctor/provider definitely talked about specific things to do to prevent illness | 66.6% | 70.8% | - 4.1 | Single Items |
| Q4. Usually or always got care right away as soon as you needed | 70.4% | 74.6% | - 4.2 | Getting Care Quickly |
| Q41. Rating of health plan | 72.8% | 77.4% | - 4.6 | Ratings |
| Q18. Usually or always got care, tests or treatment you thought you needed | 69.5% | 76.9% | - 7.4 ▼ | Getting Needed Care |
| Q24. Rating of alcohol, drug, or addiction treatment or counseling | 46.0% | 72.2% | - 26.2 | Single Items |

Better
 Worse

▲ ▼ Statistically significantly higher/lower than 2013 score.

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.

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.

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.

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.

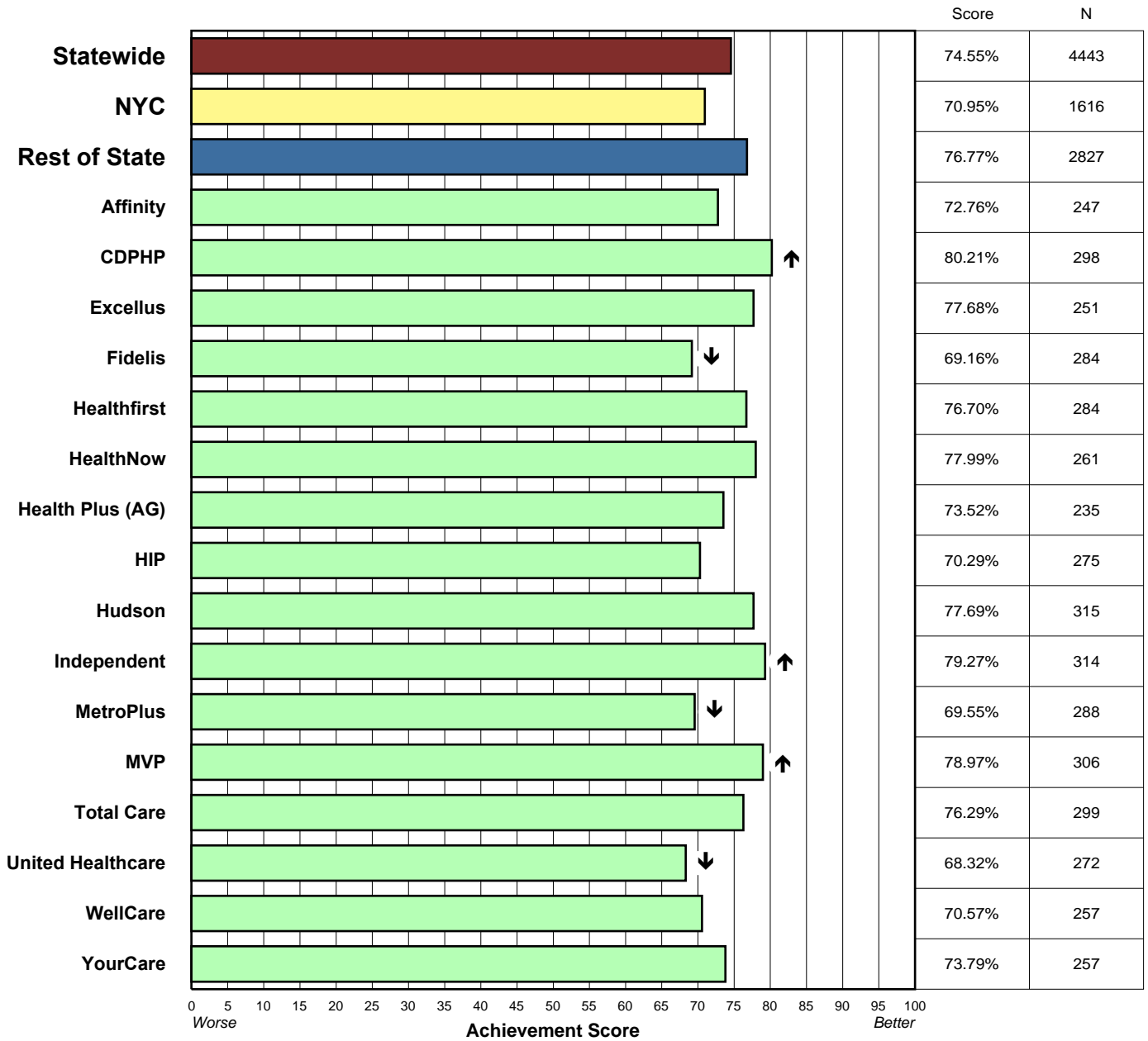
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About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

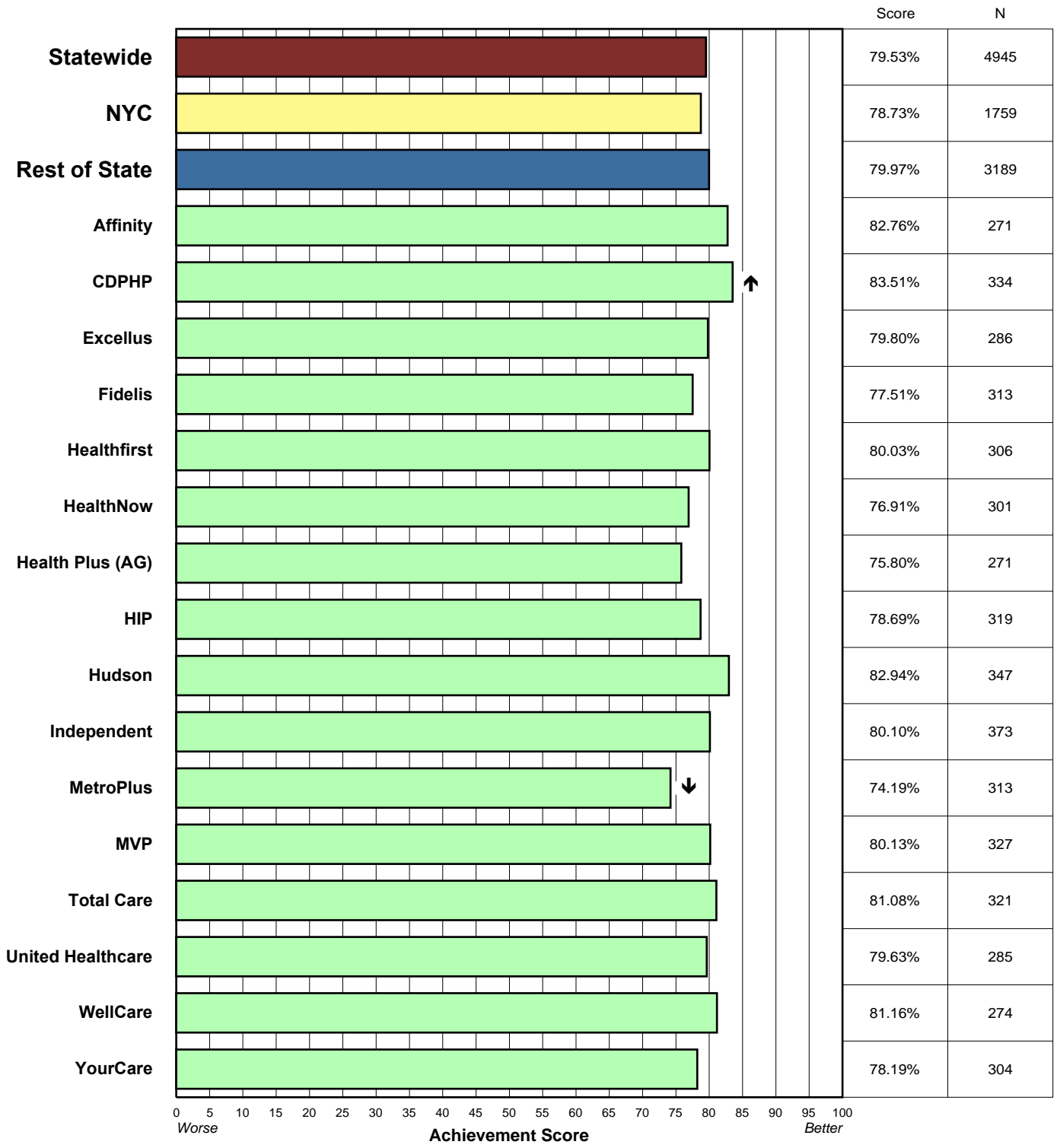
Q17. Rating of all health care (8, 9 or 10)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Overall Ratings

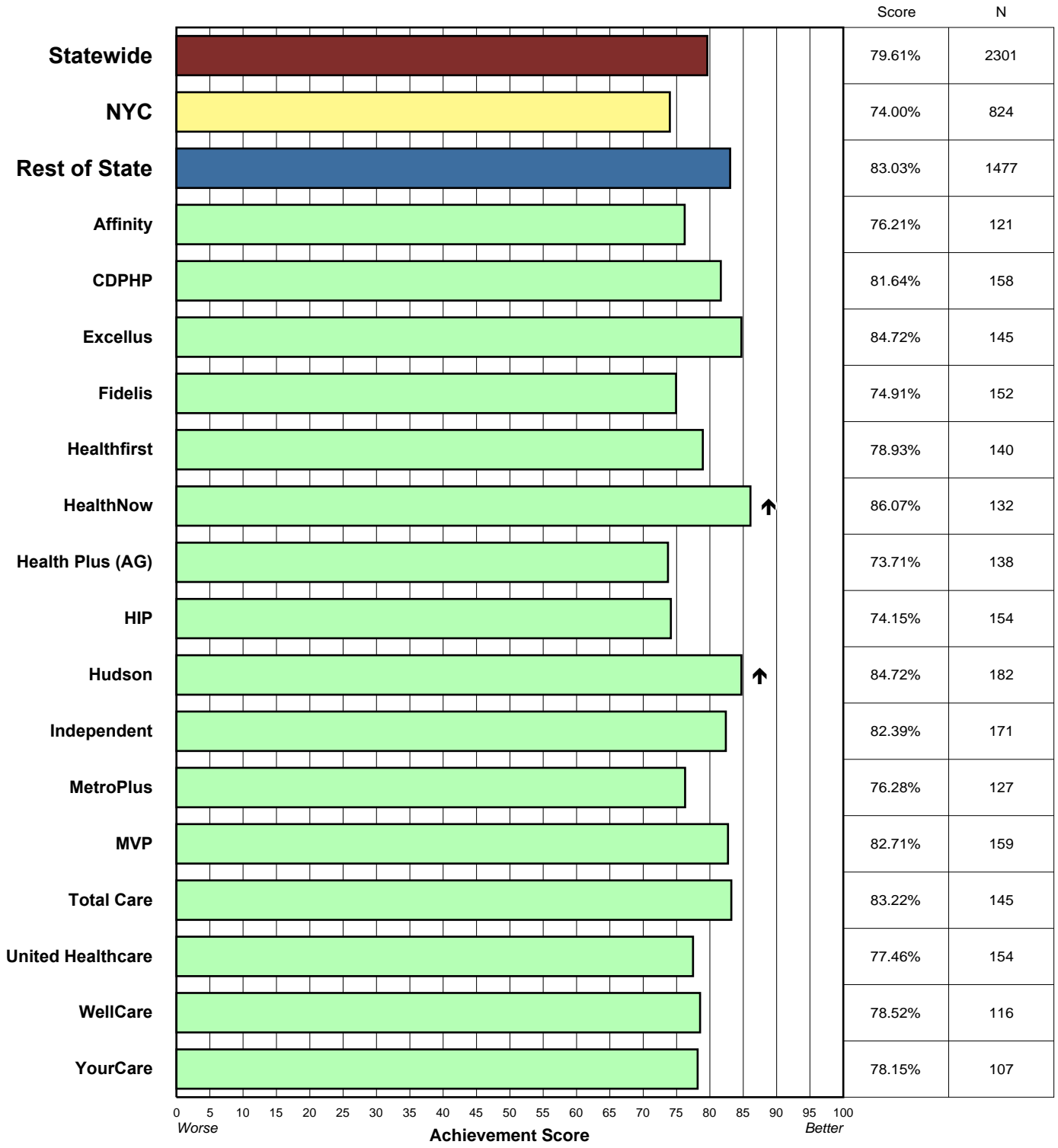
Q33. Rating of personal doctor (8, 9 or 10)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Overall Ratings

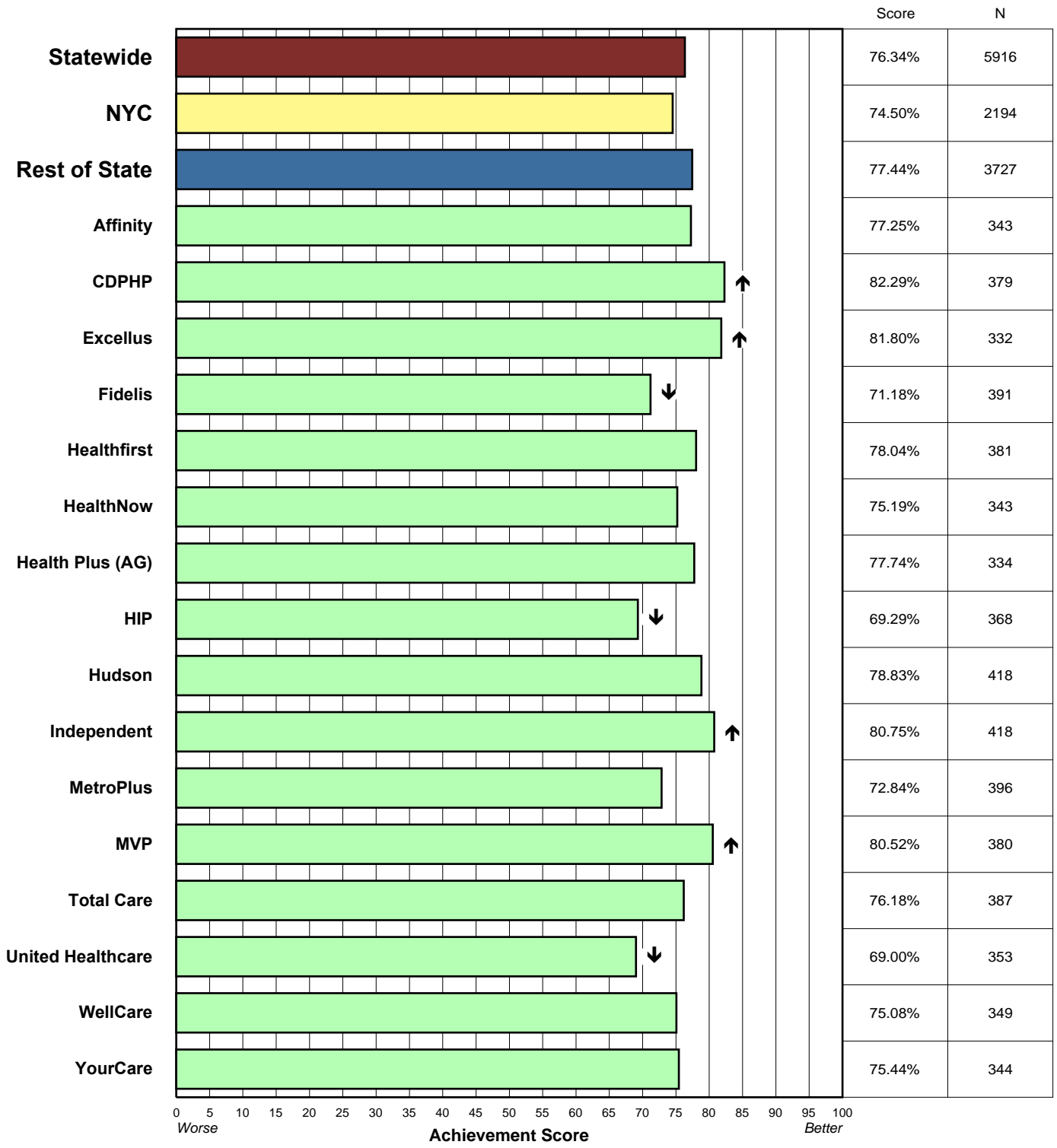
Q37. Rating of specialist seen most often (8, 9 or 10)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Overall Ratings

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



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

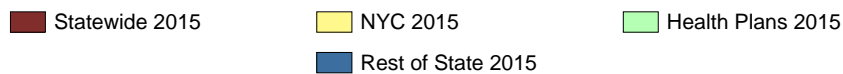
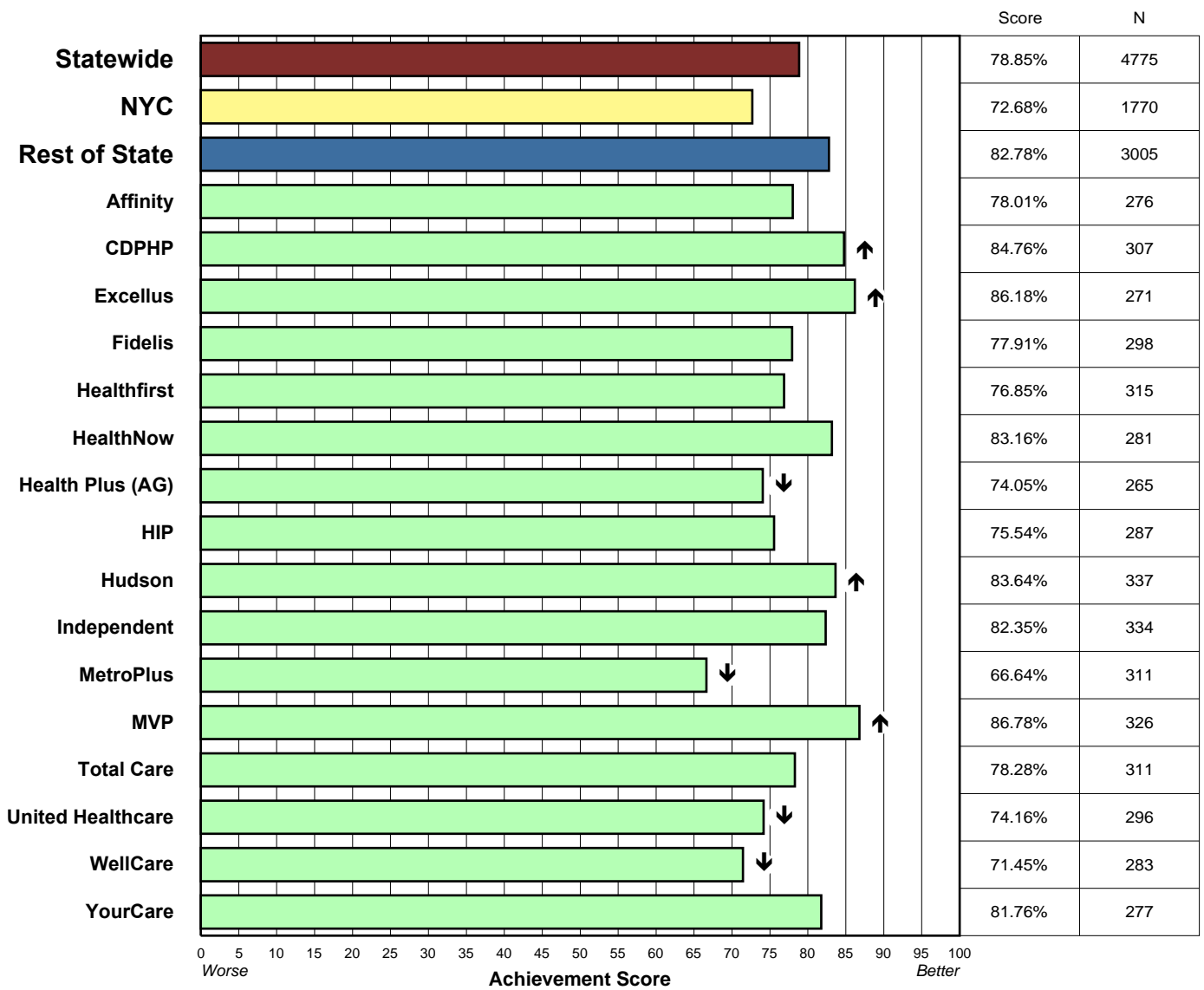
Composites

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.

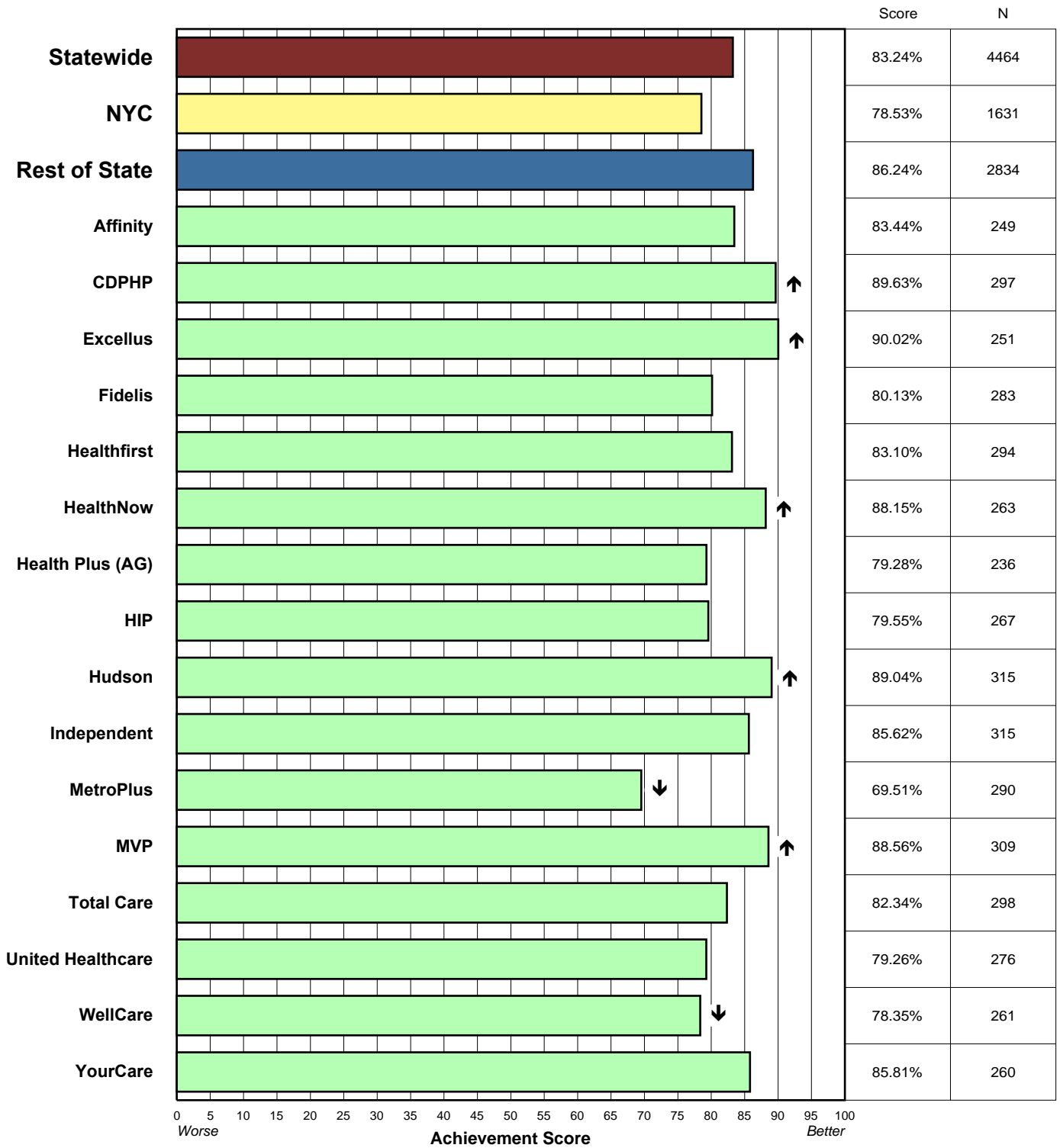
For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Getting Needed Care (Usually or Always)



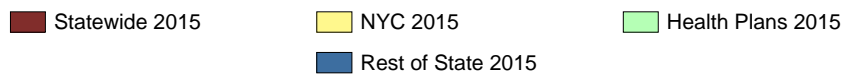
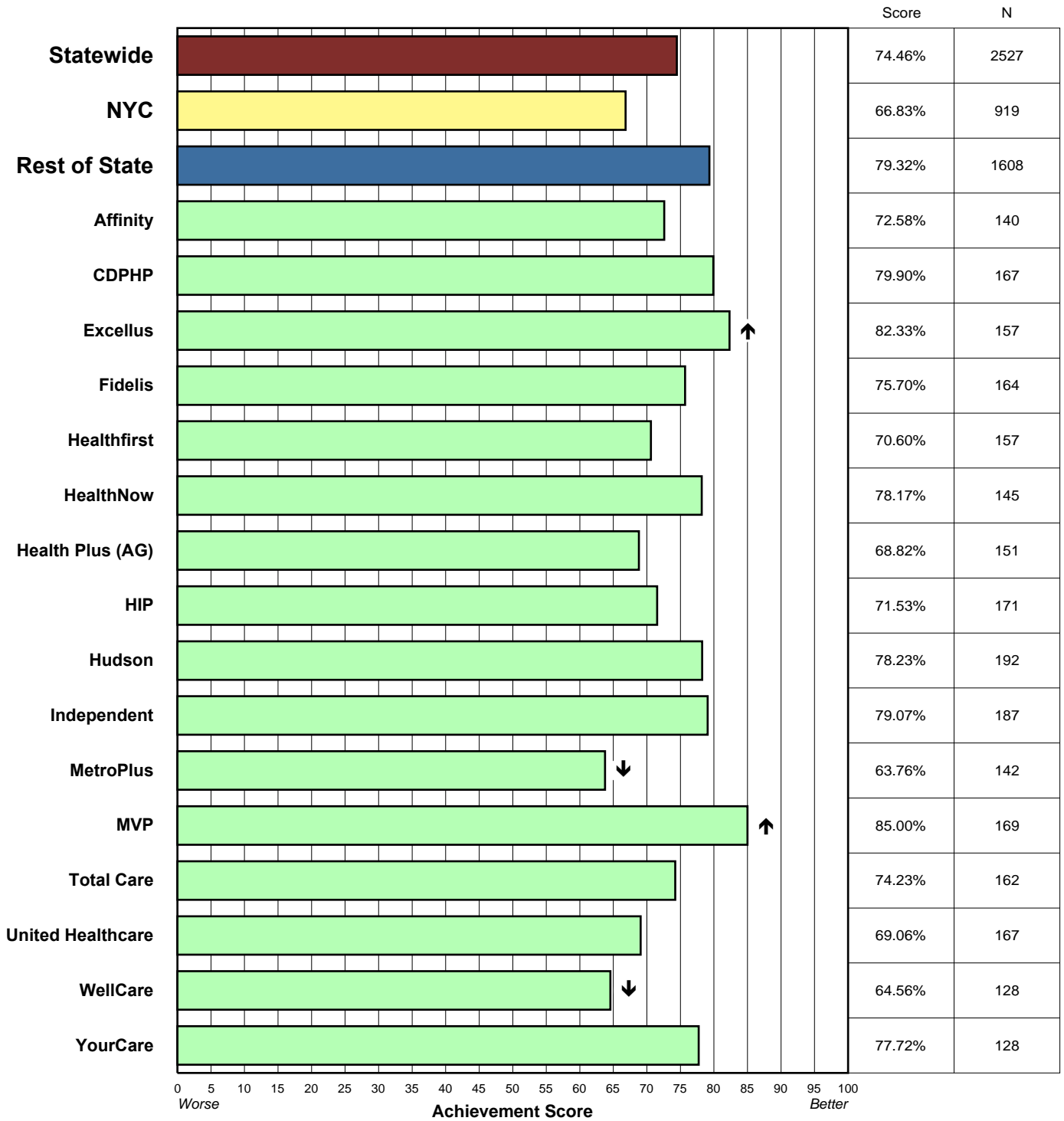
Getting Needed Care (Usually or Always)

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

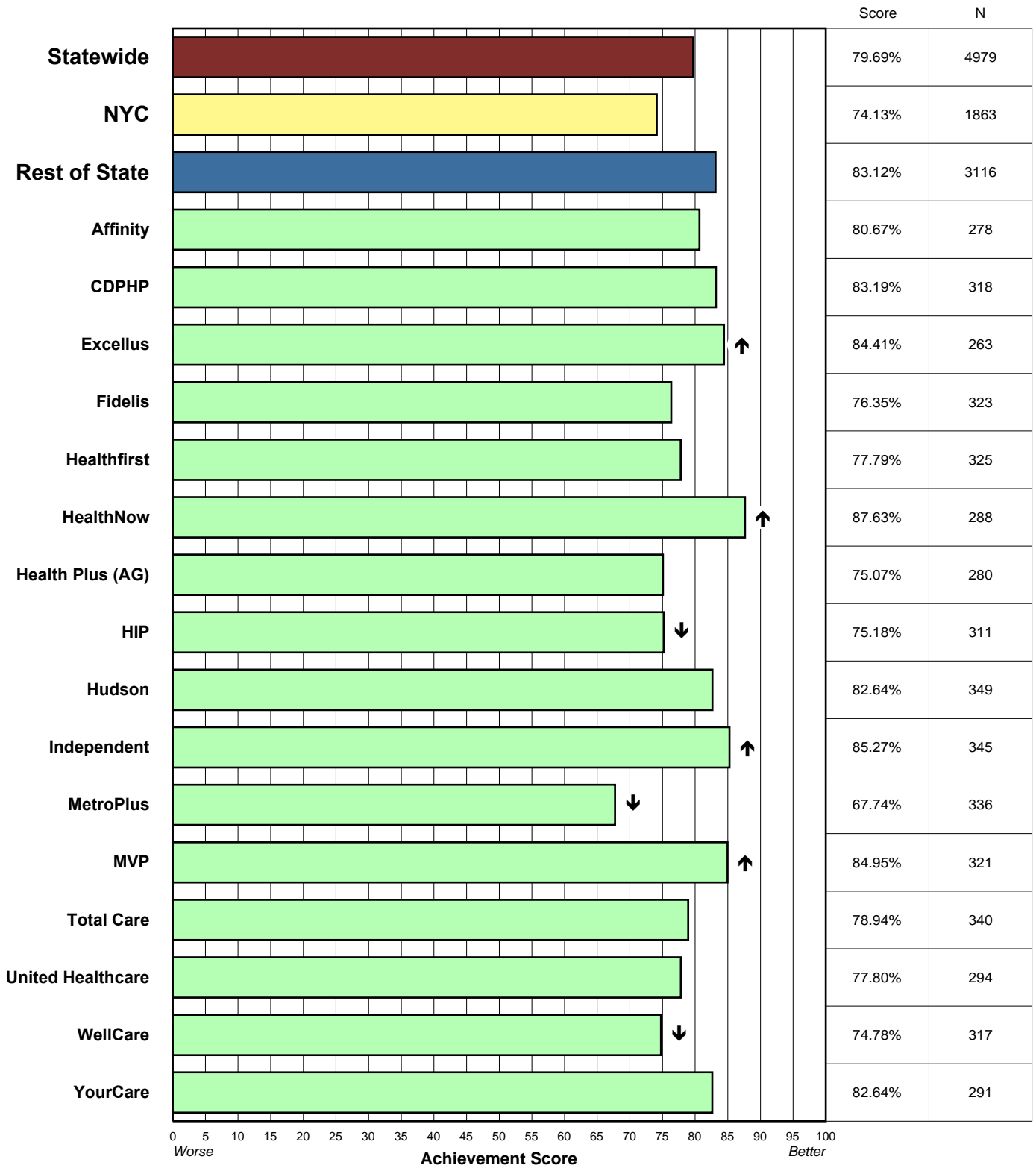


Getting Needed Care (Usually or Always)

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

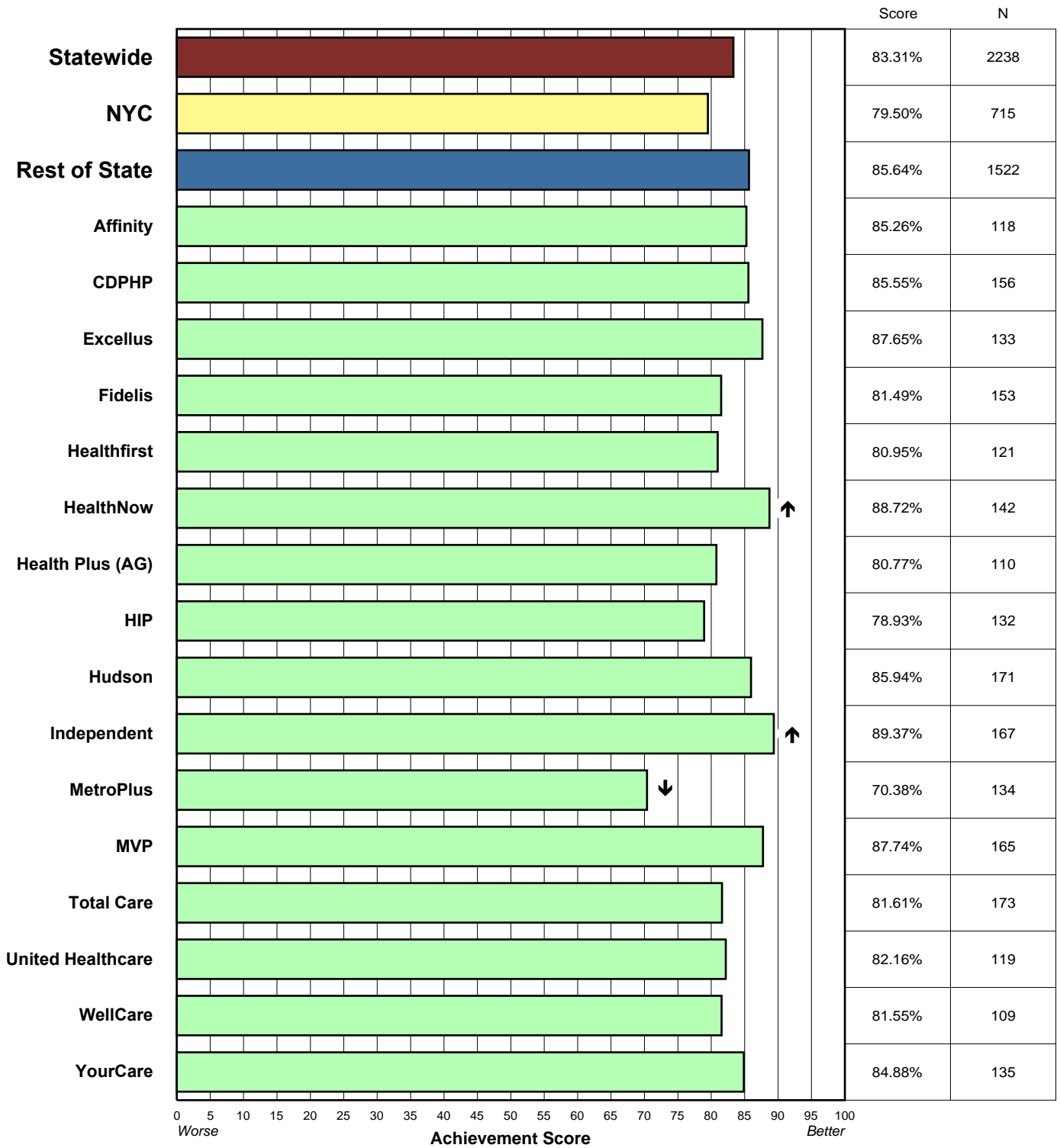


Getting Care Quickly (Usually or Always)



Getting Care Quickly (Usually or Always)

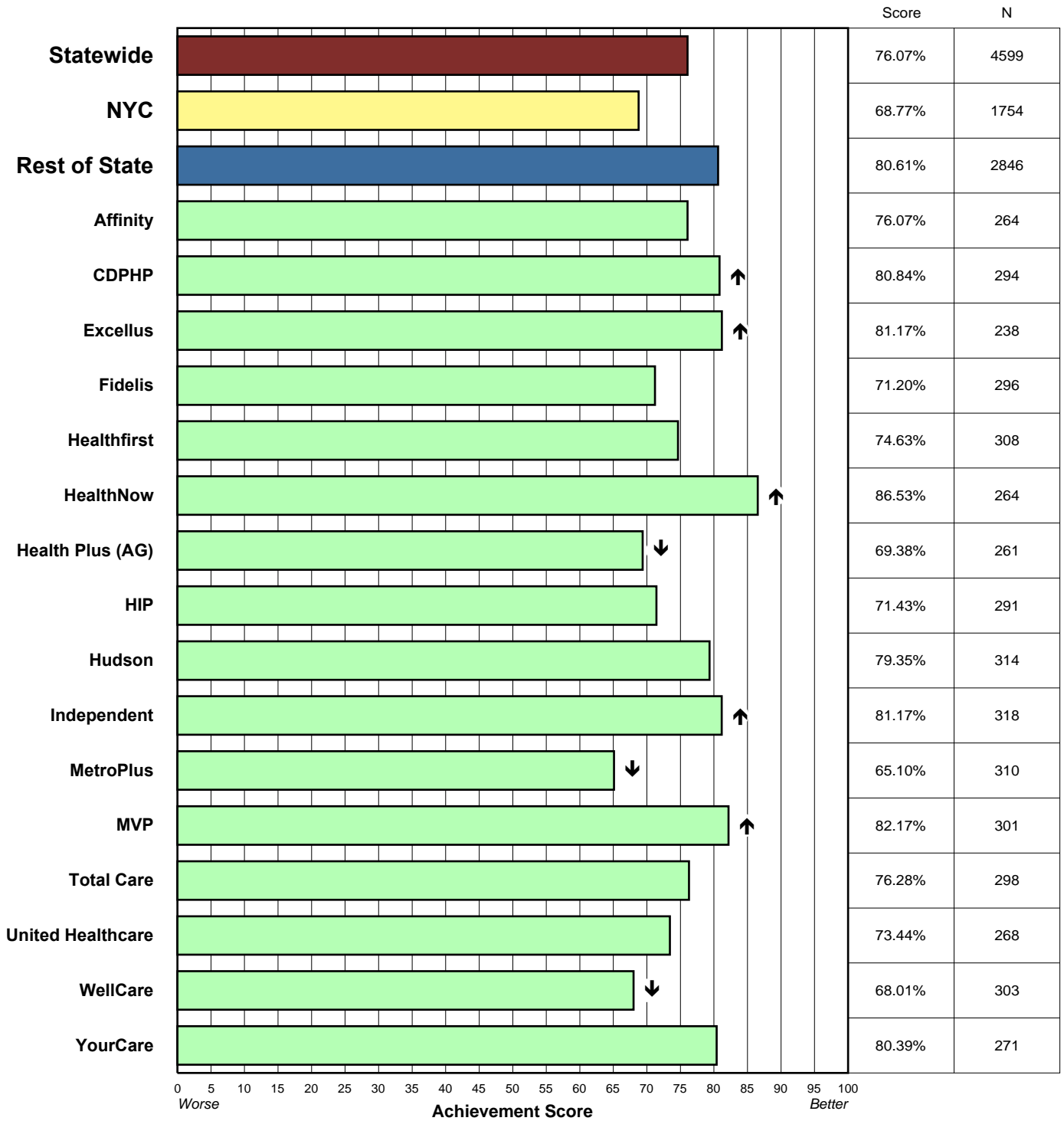
Q4. Usually or always got care right away as soon as you needed



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

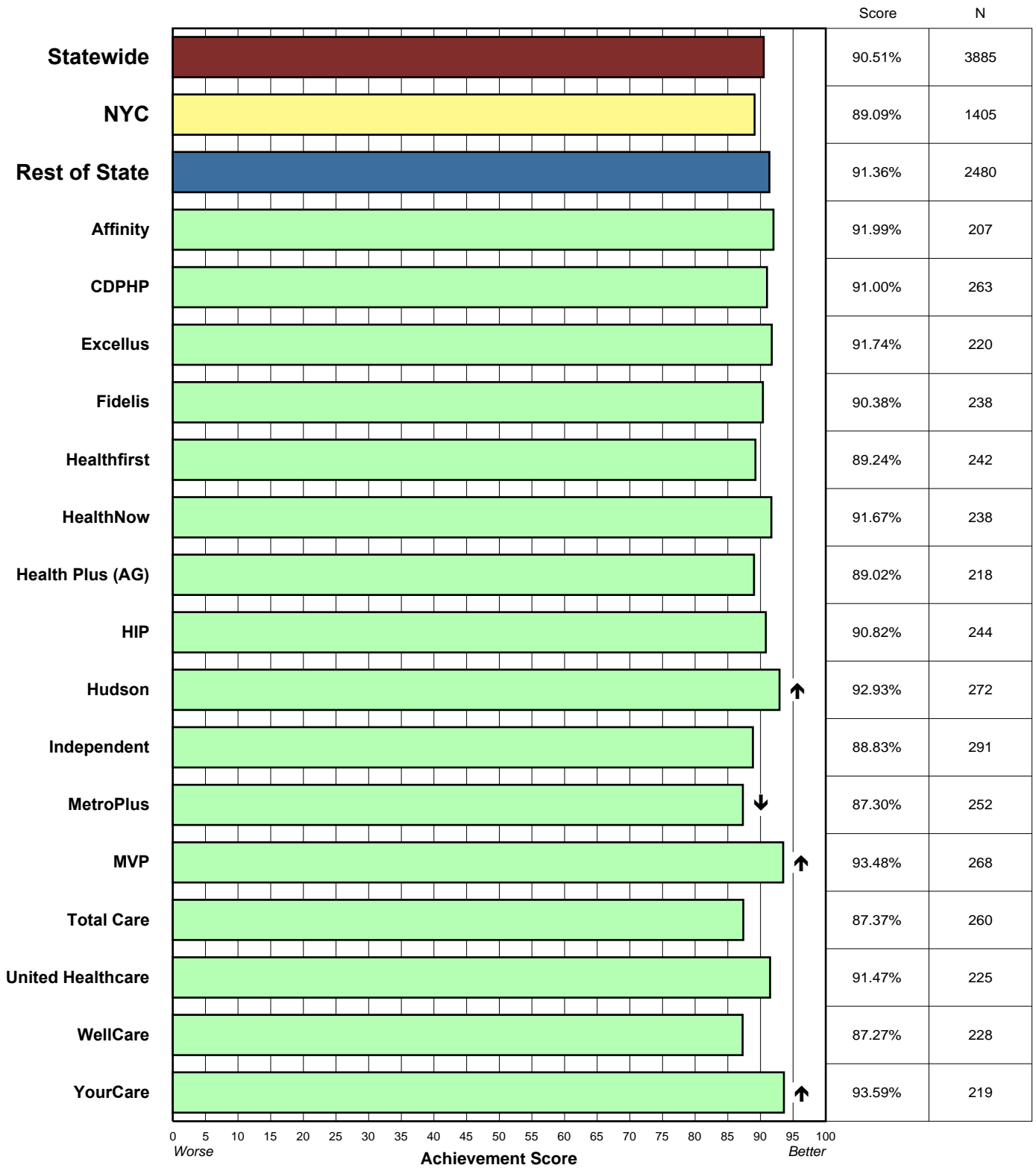
Getting Care Quickly (Usually or Always)

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



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

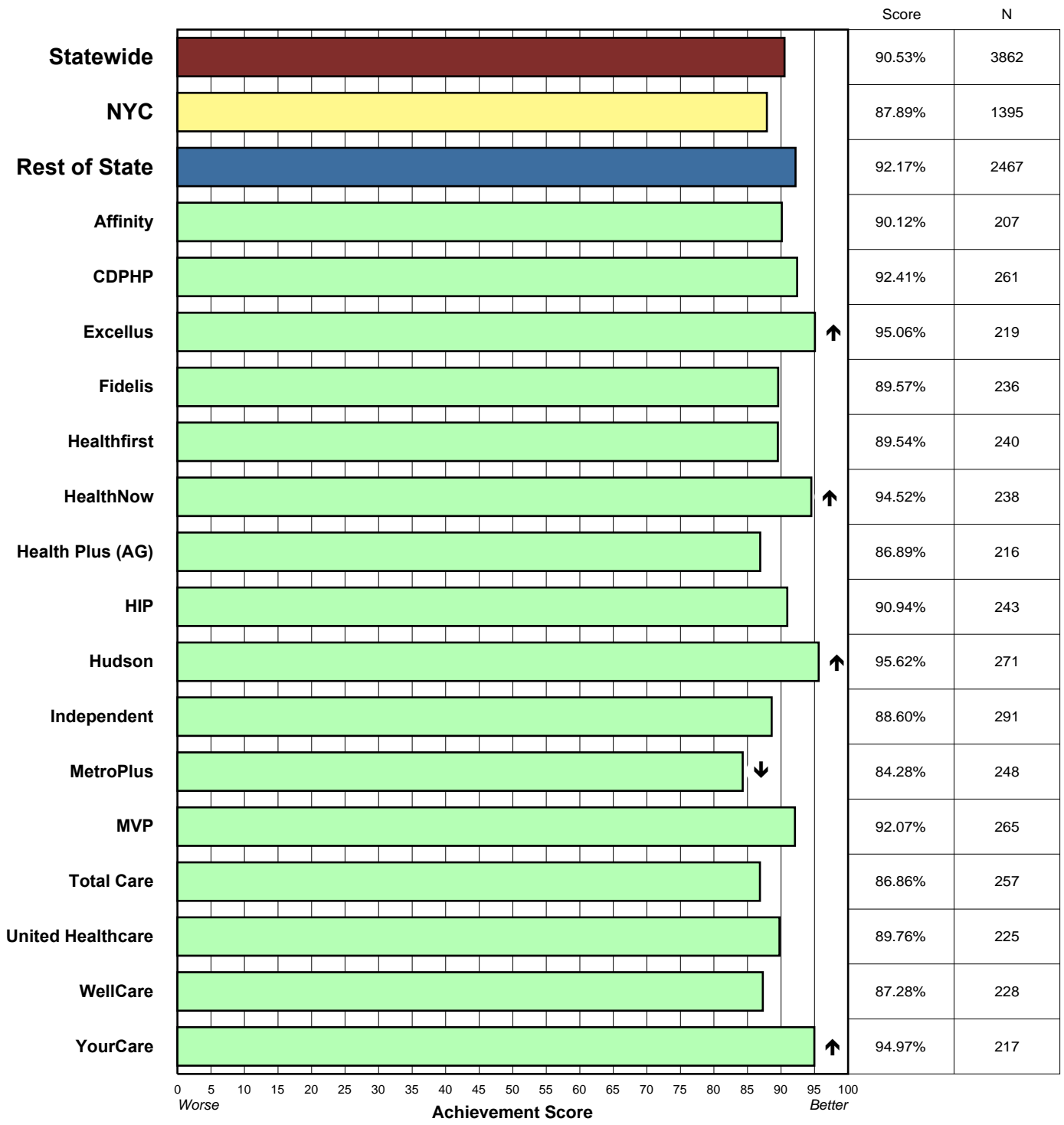
How Well Doctors Communicate (Usually or Always)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

How Well Doctors Communicate (Usually or Always)

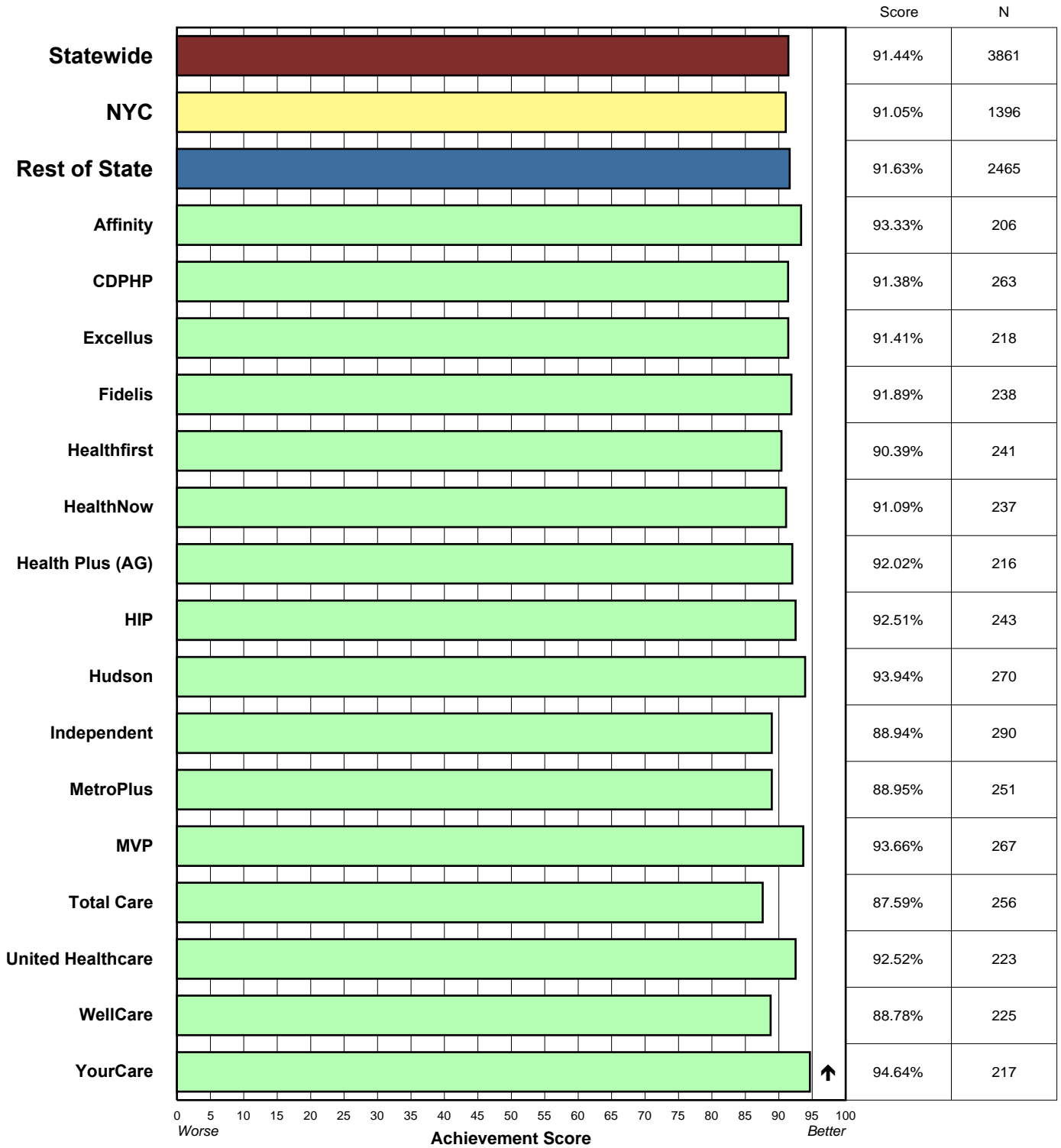
Q27. Personal doctor usually or always explained things in way that was easy to understand



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

How Well Doctors Communicate (Usually or Always)

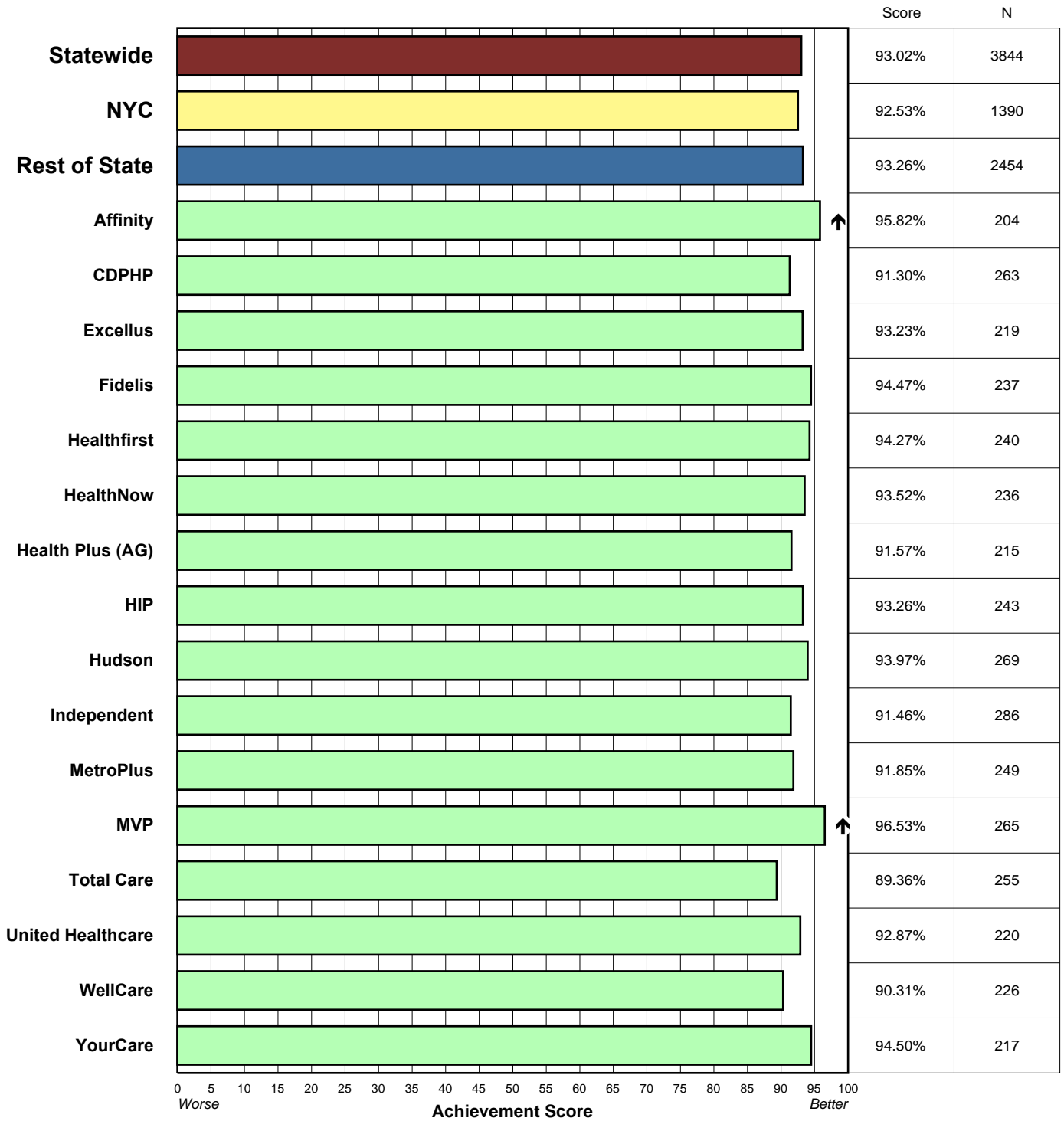
Q28. Personal doctor usually or always listened carefully to you



Statewide 2015
 NYC 2015
 Health Plans 2015
 Rest of State 2015

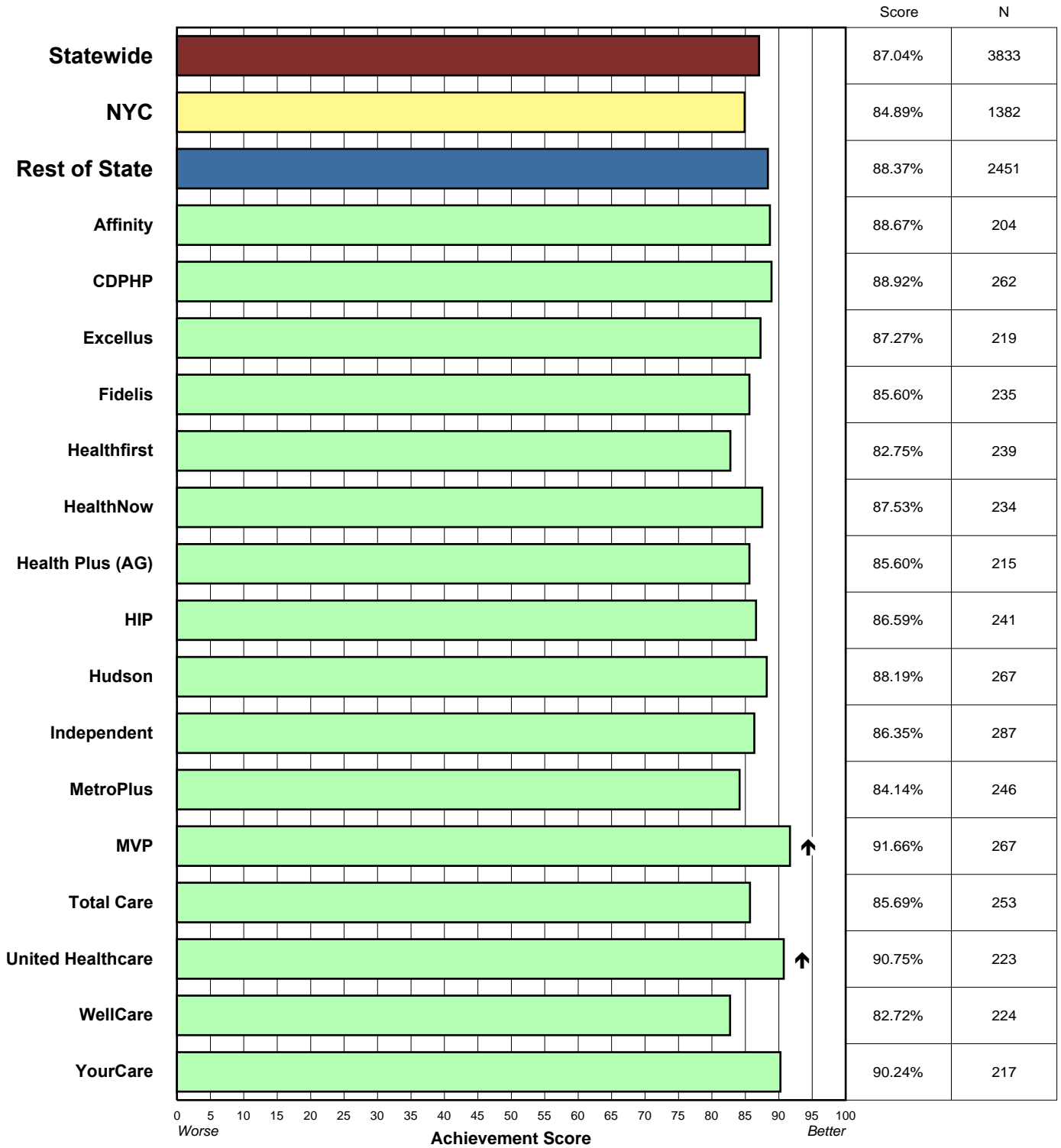
How Well Doctors Communicate (Usually or Always)

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



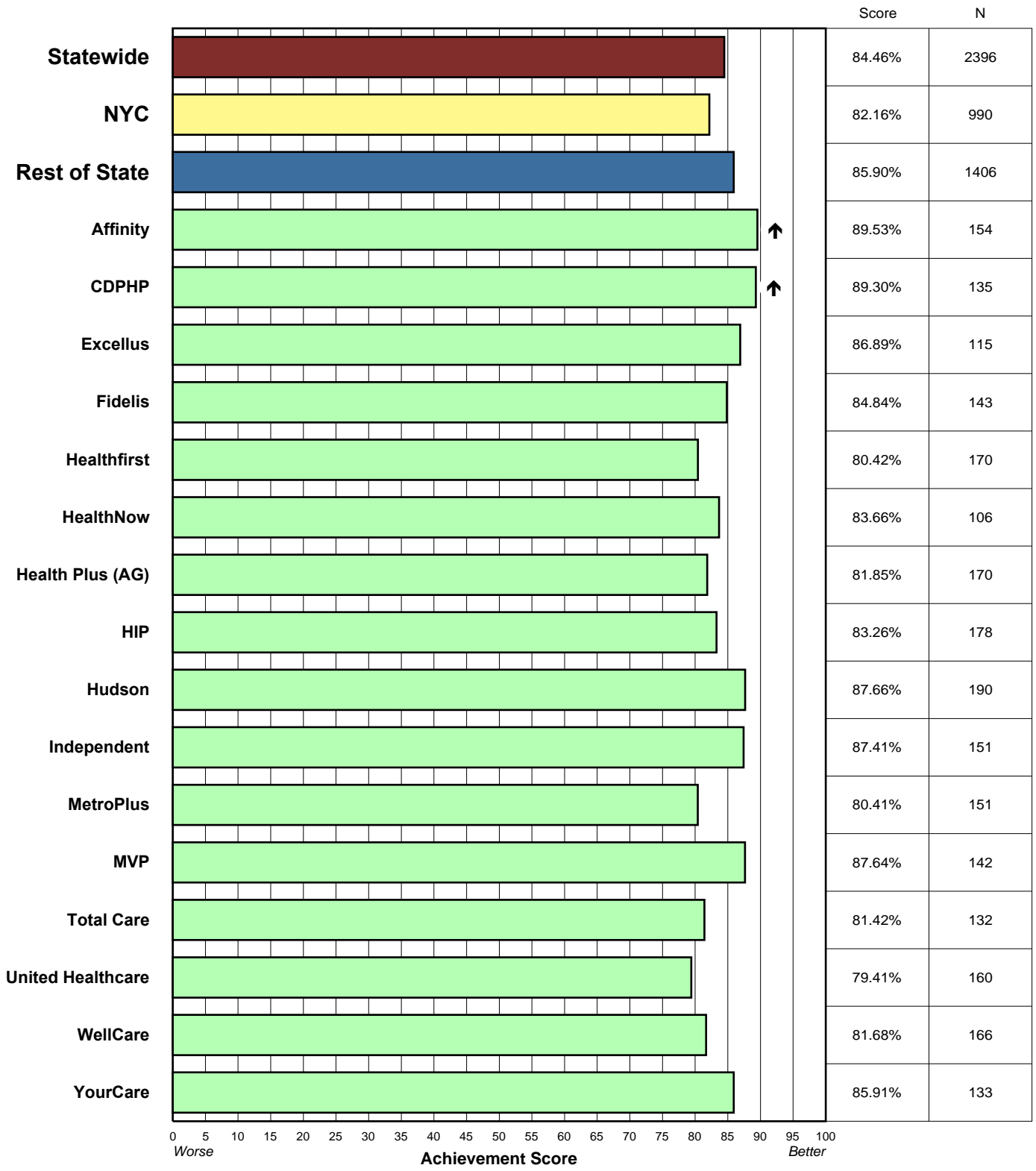
How Well Doctors Communicate (Usually or Always)

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



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

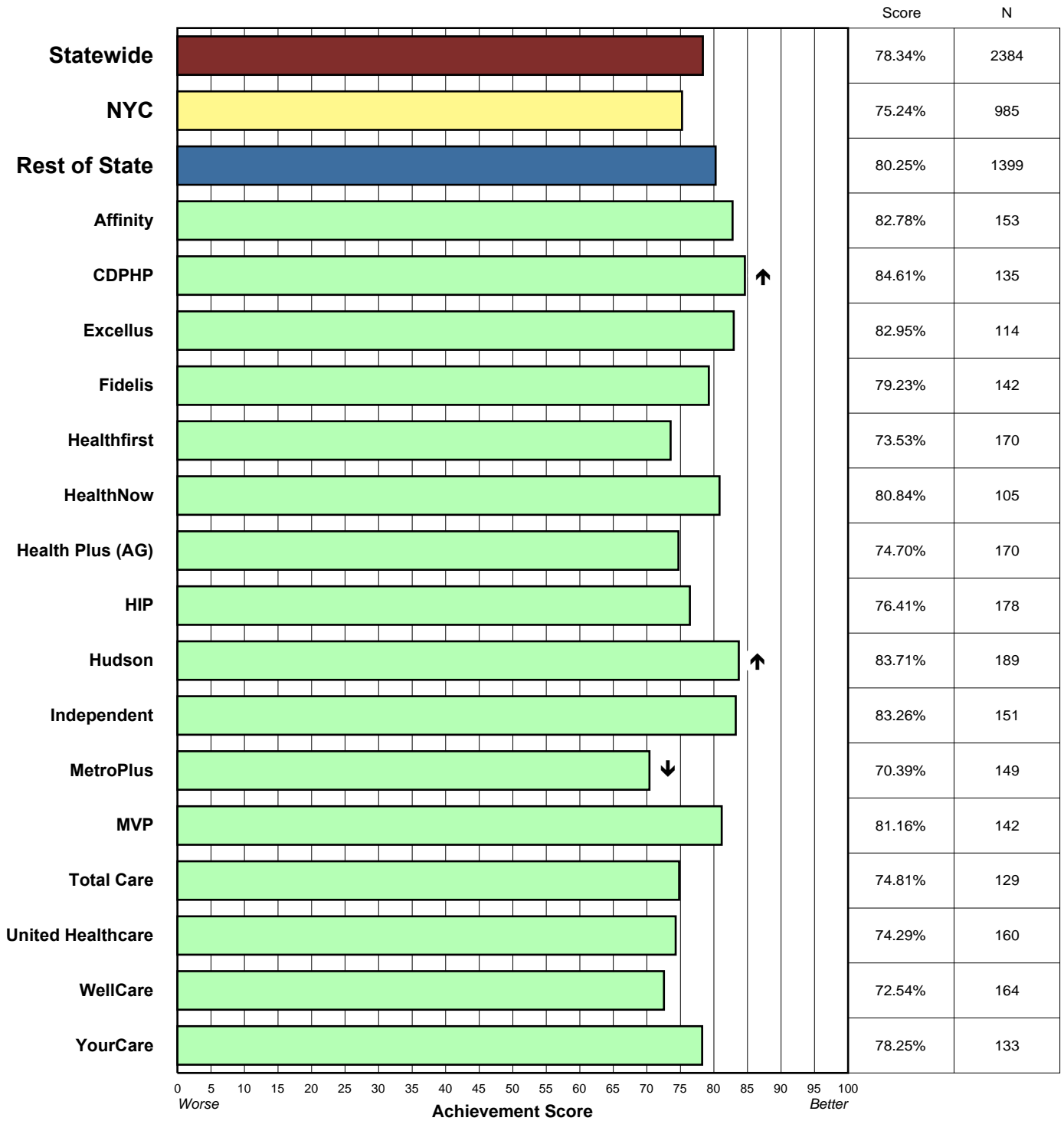
Customer Service (Usually or Always)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Customer Service (Usually or Always)

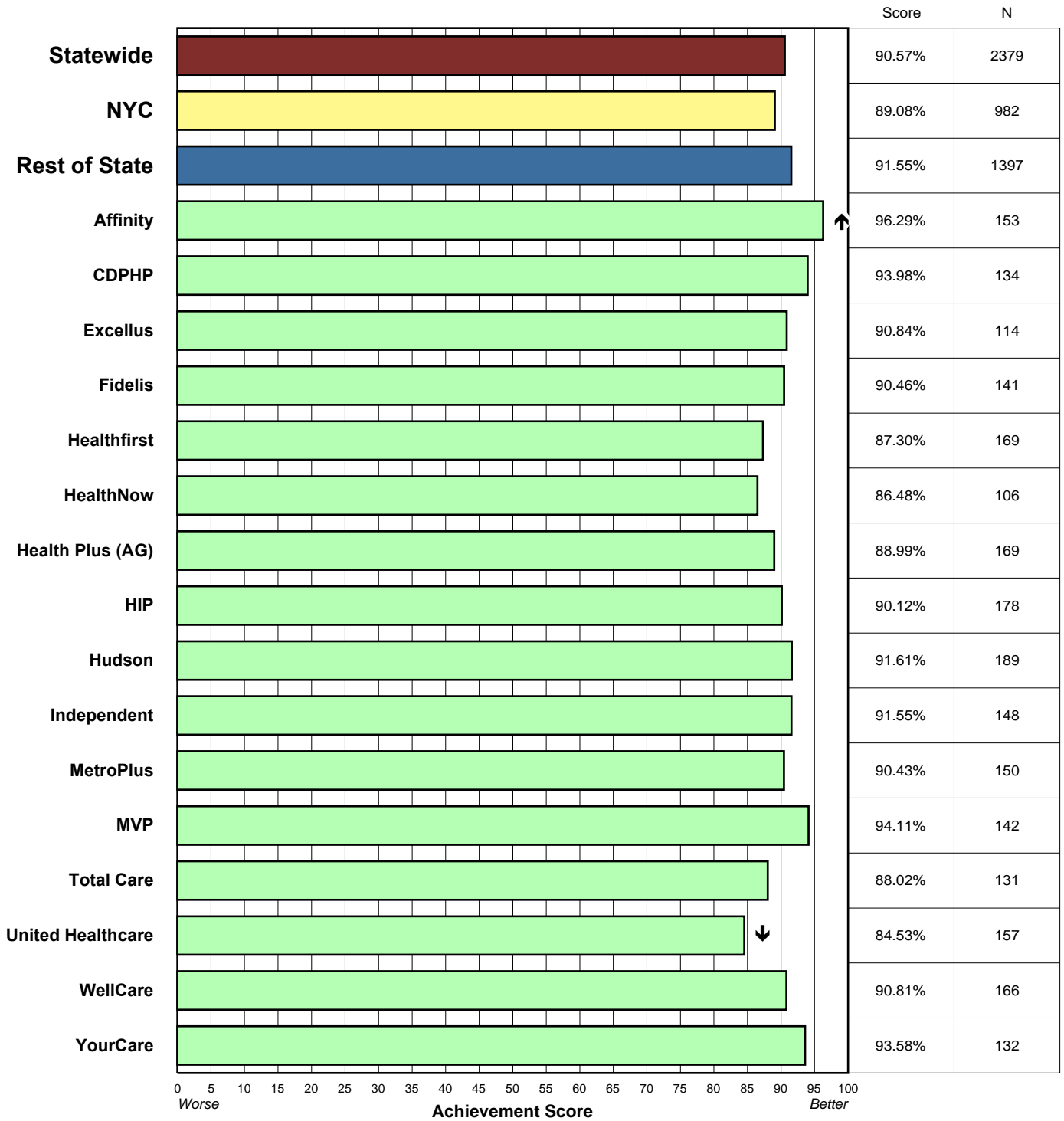
Q39. Health plan's customer service usually or always gave needed information or help



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

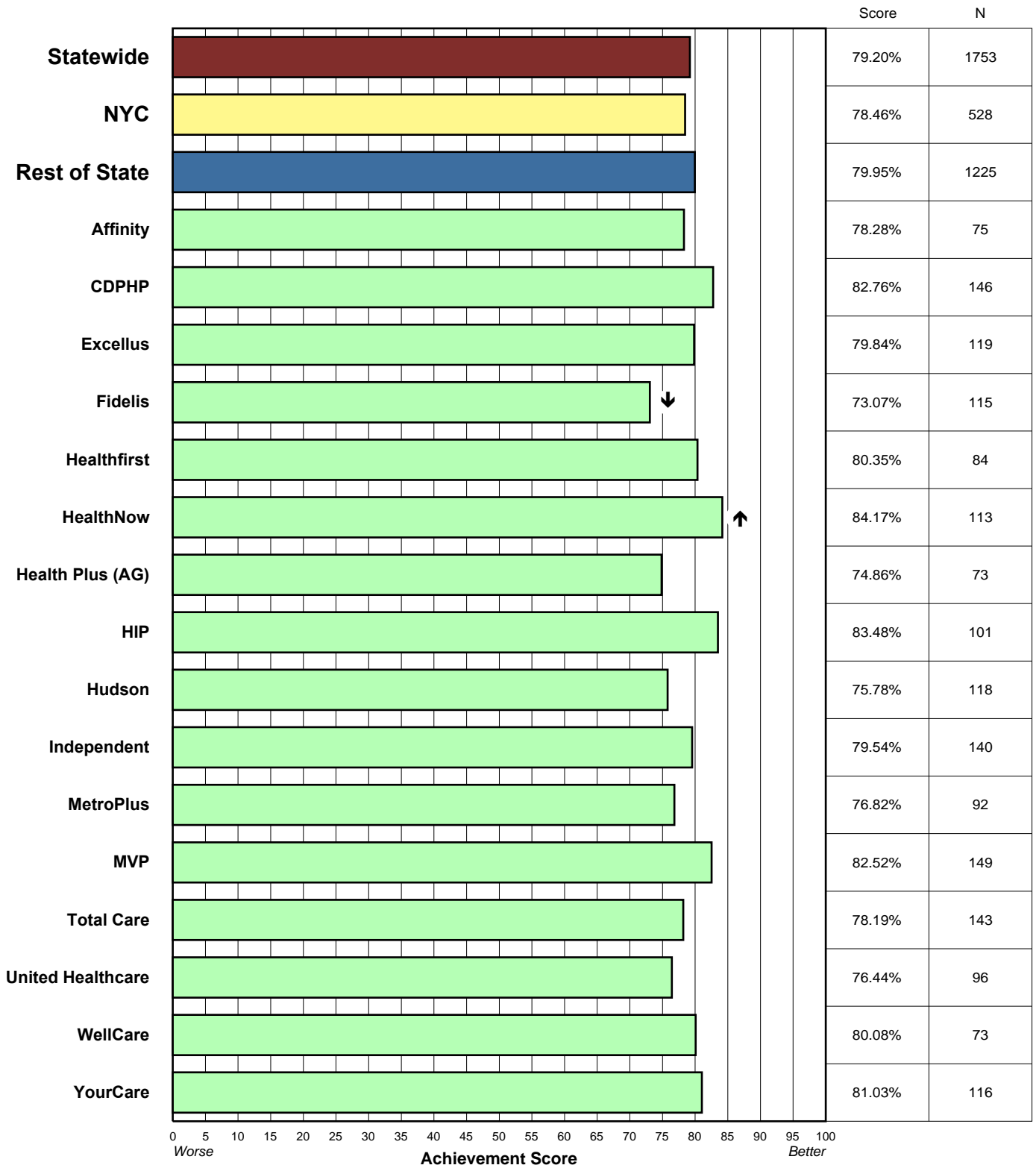
Customer Service (Usually or Always)

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



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

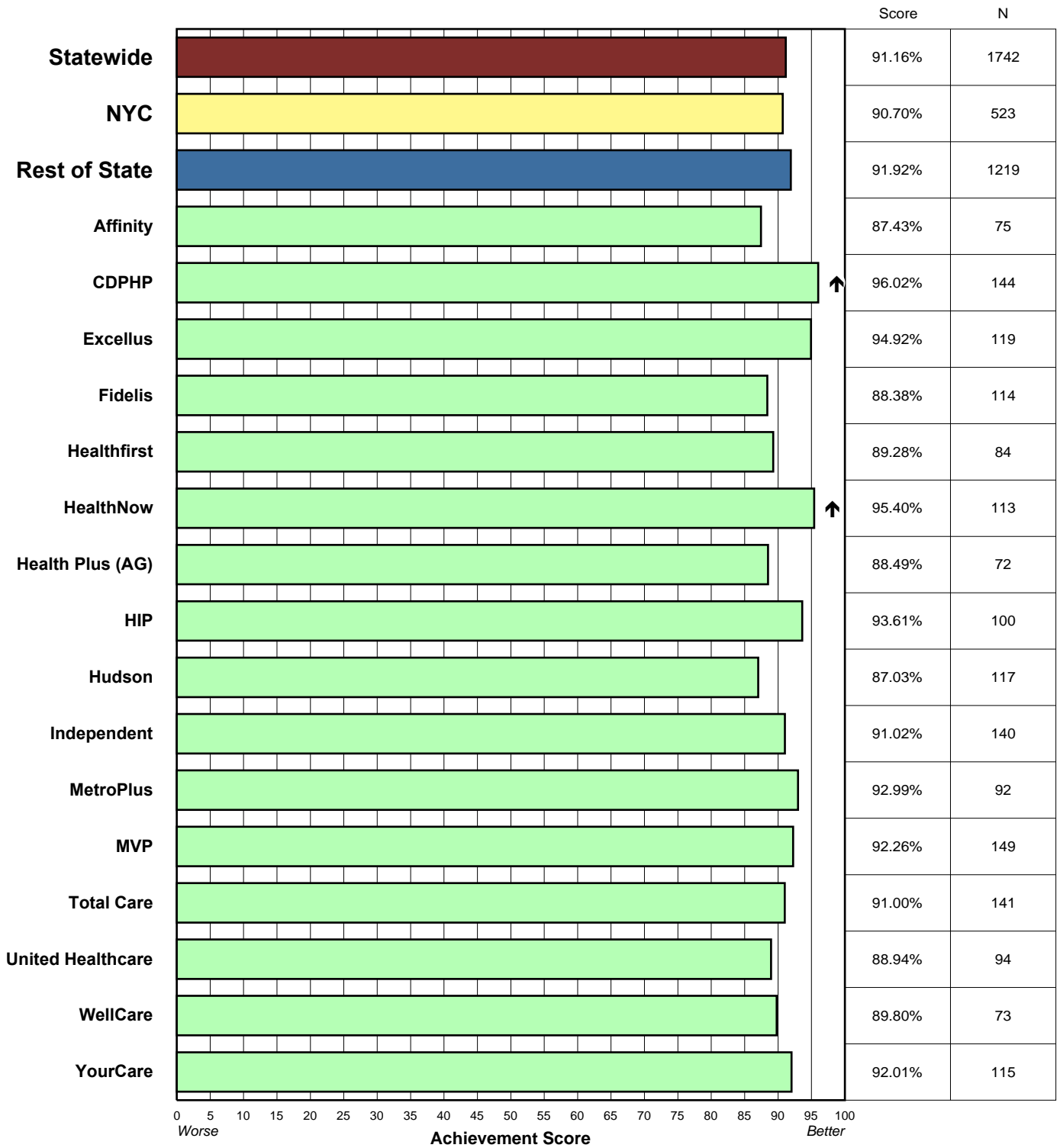
Shared Decision Making (Yes)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

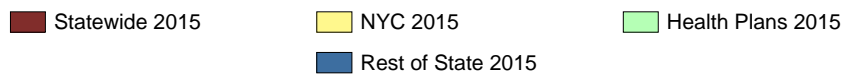
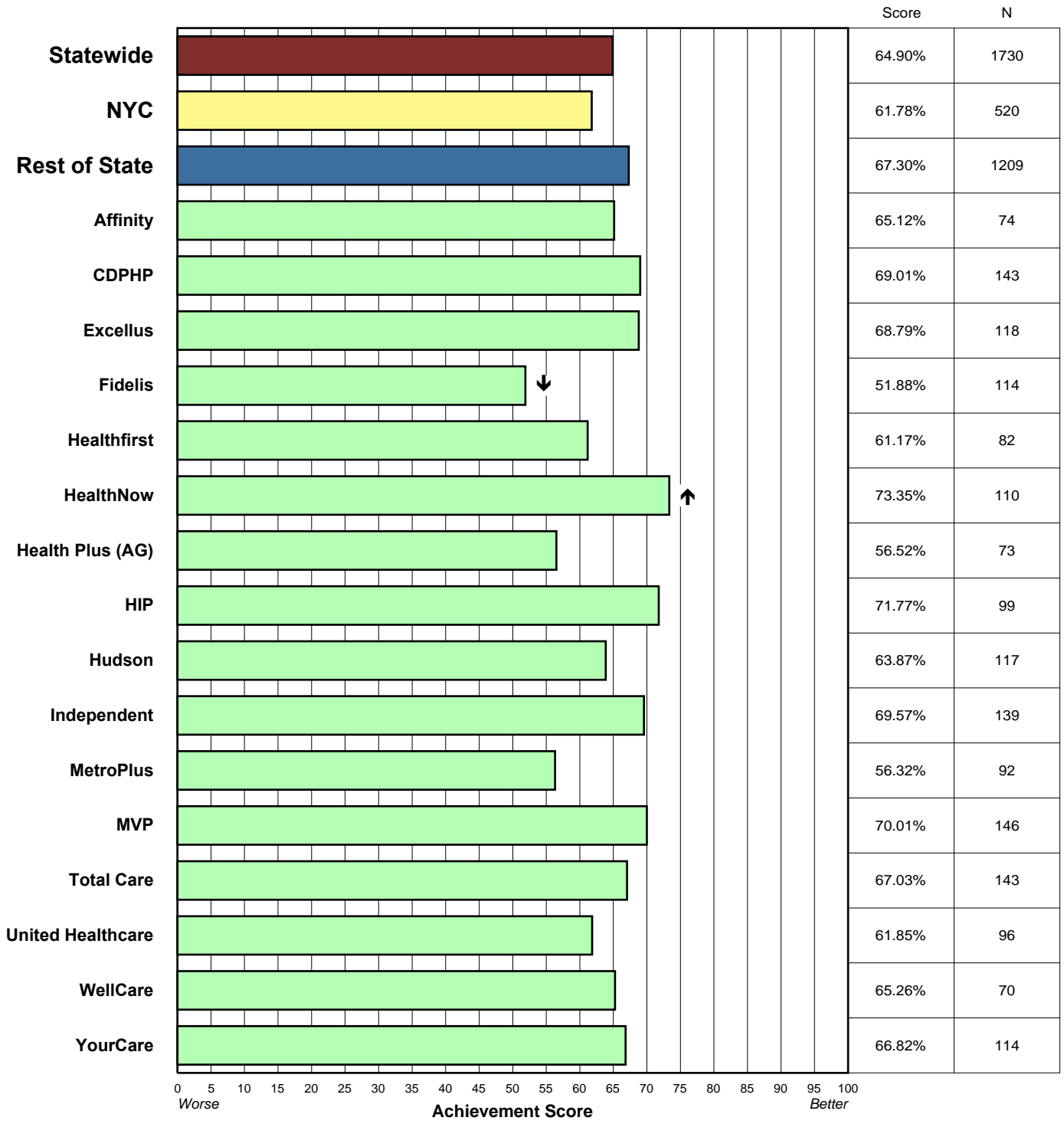
Shared Decision Making (Yes)

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



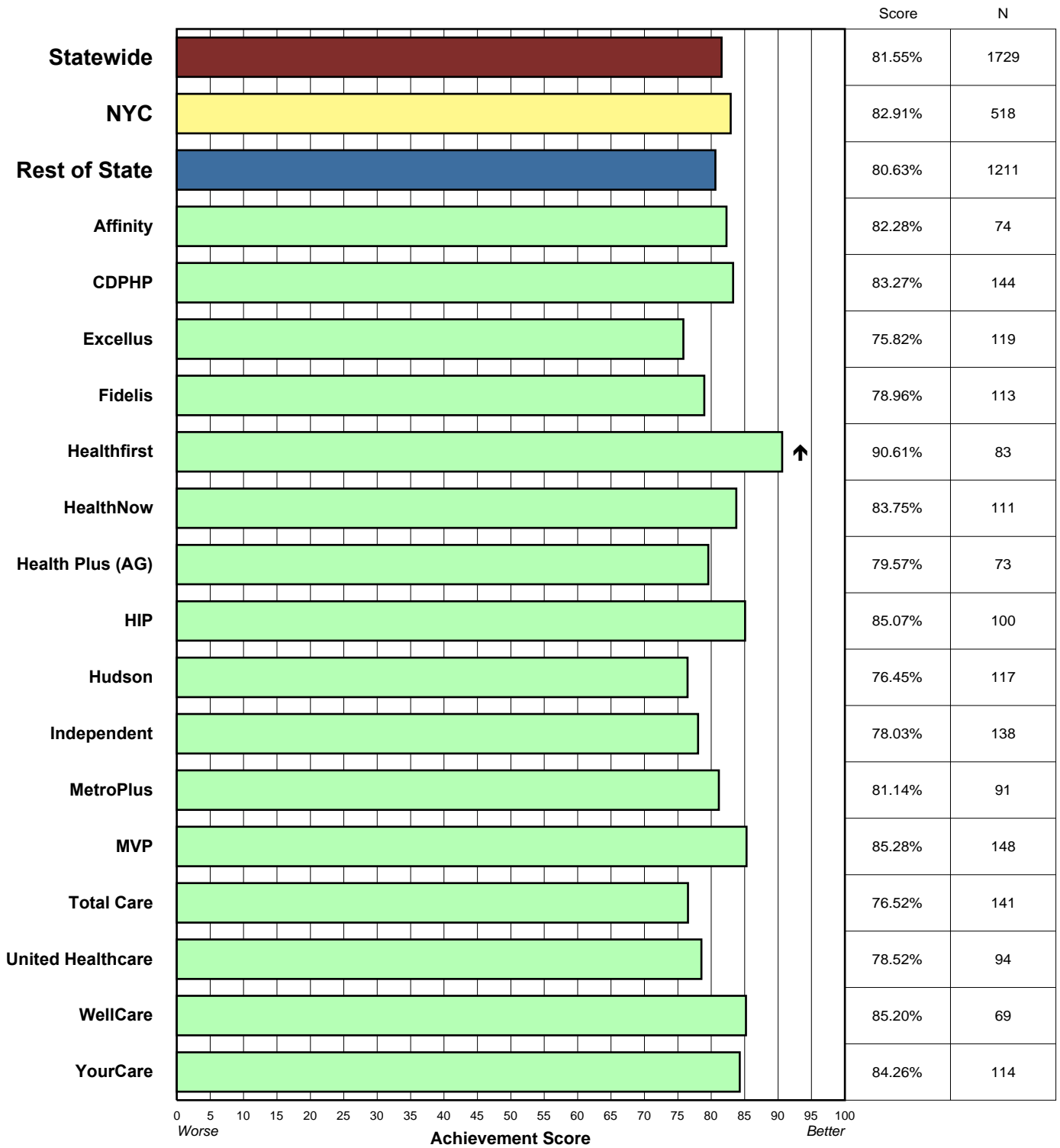
Shared Decision Making (Yes)

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



Shared Decision Making (Yes)

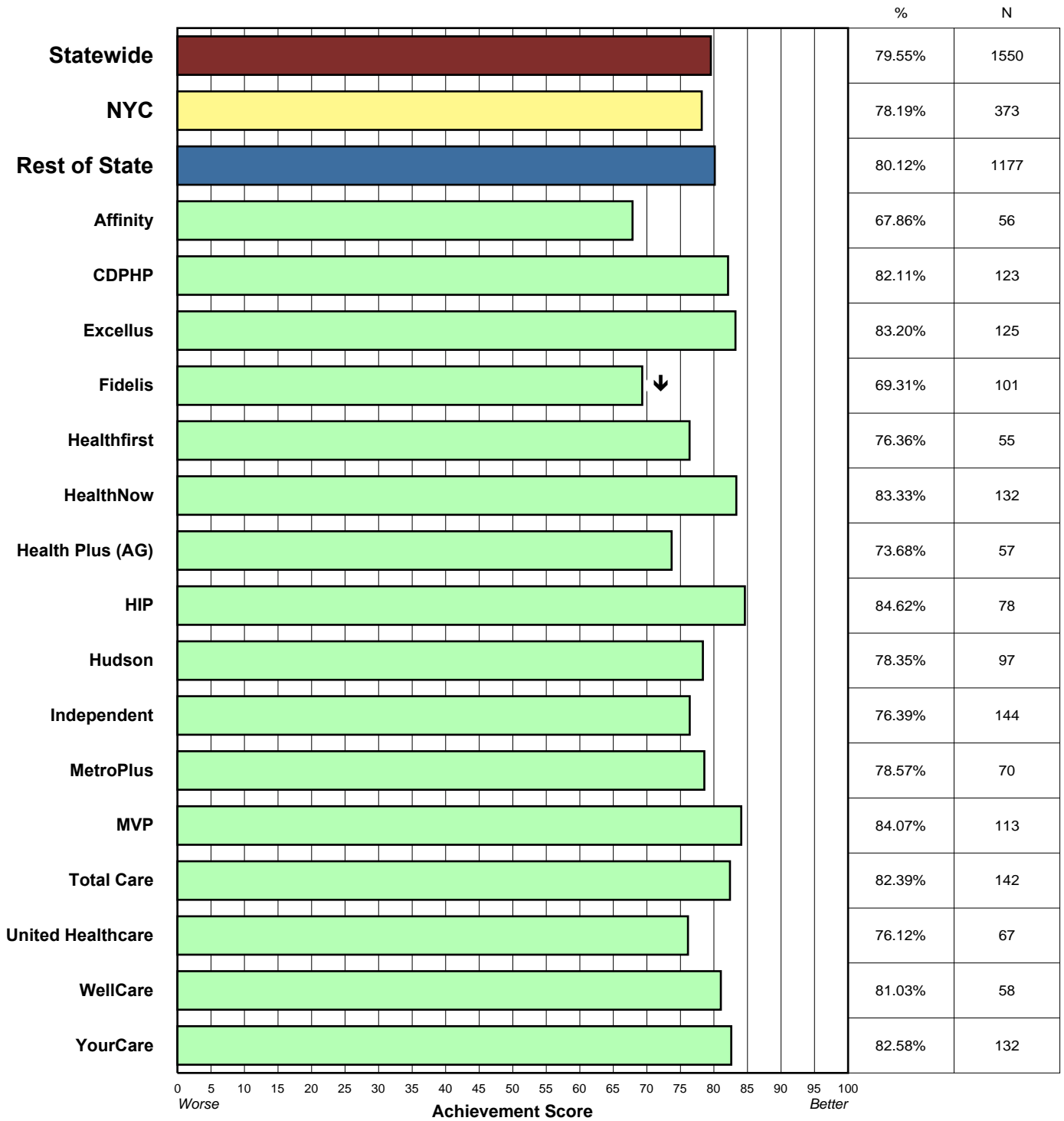
Q13. Doctor/provider asked what you thought was best for you



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Medical Assistance with Smoking Cessation

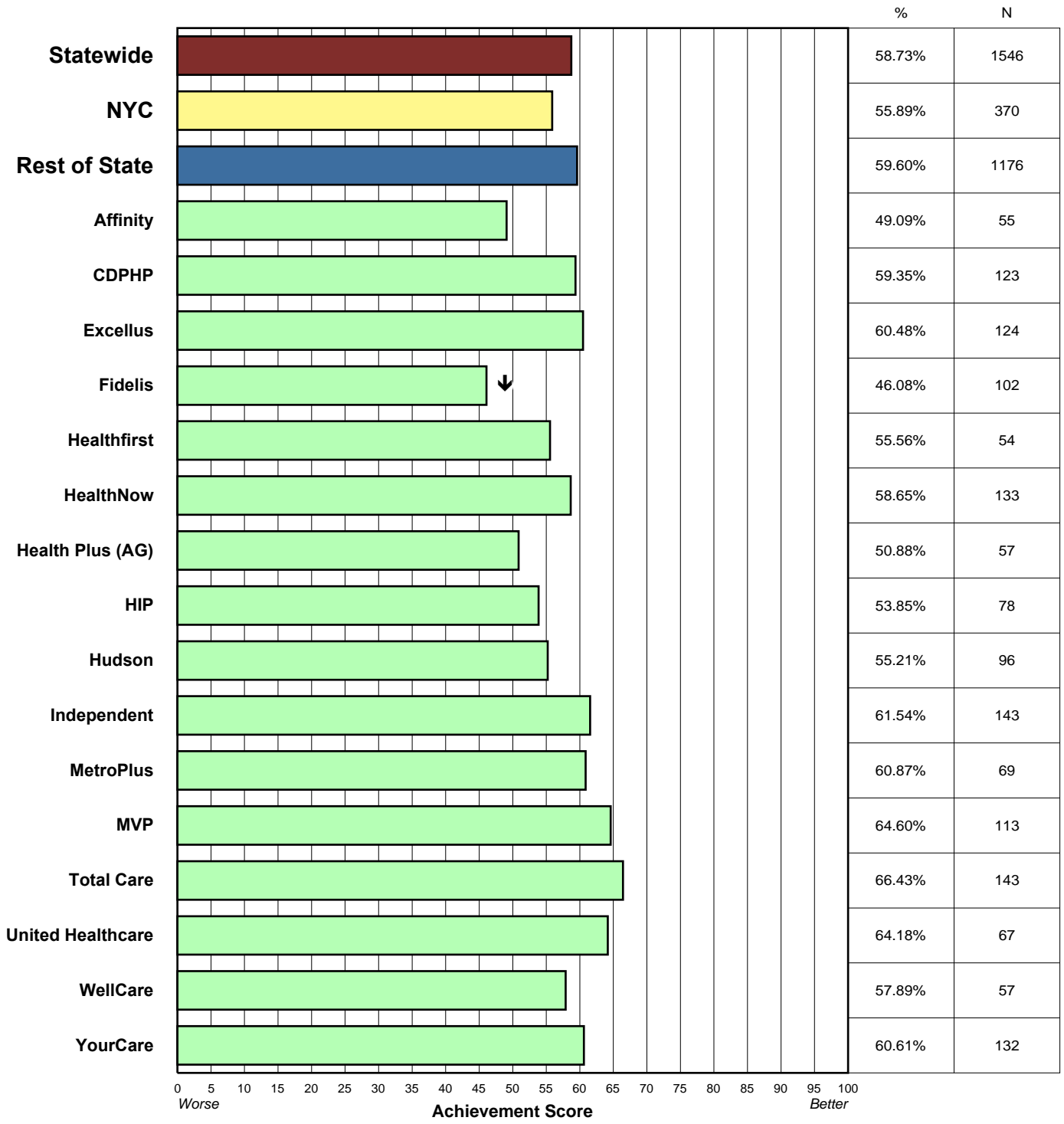
Q47. Advised by doctor or other health provider to quit smoking or using tobacco



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

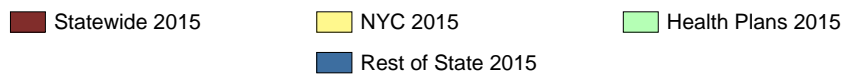
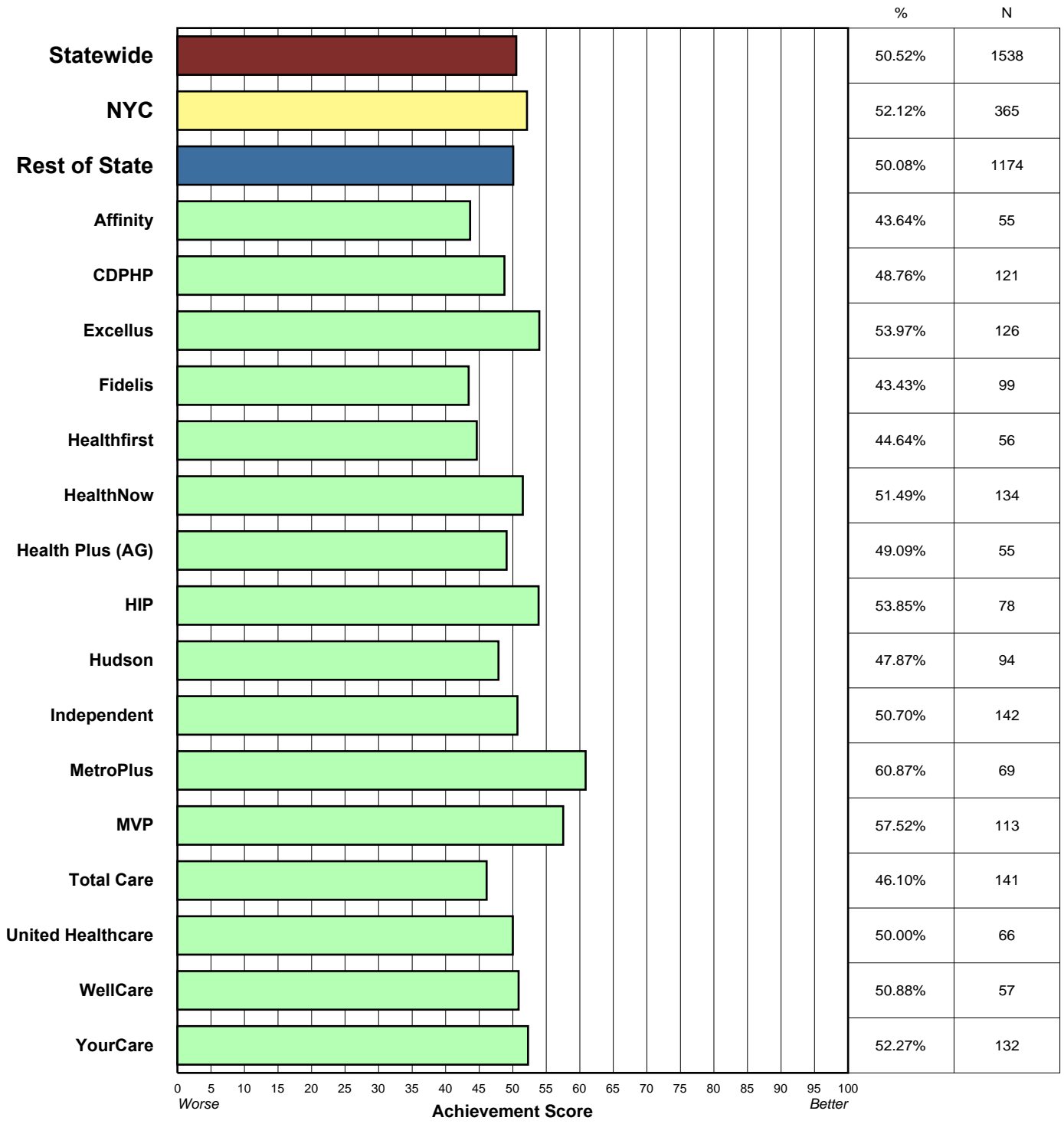
Medical Assistance with Smoking Cessation

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



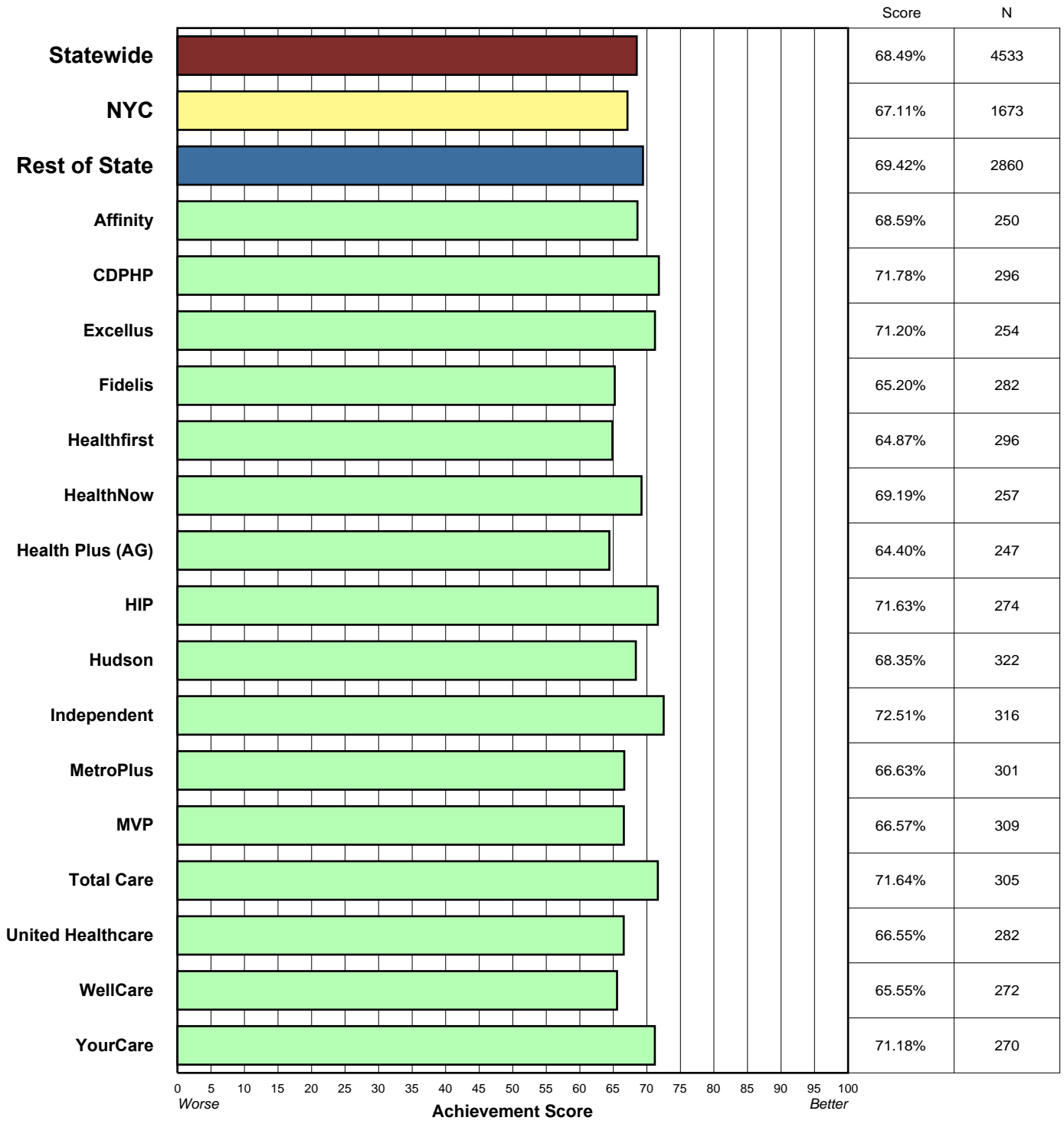
Medical Assistance with Smoking Cessation

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



Single Items

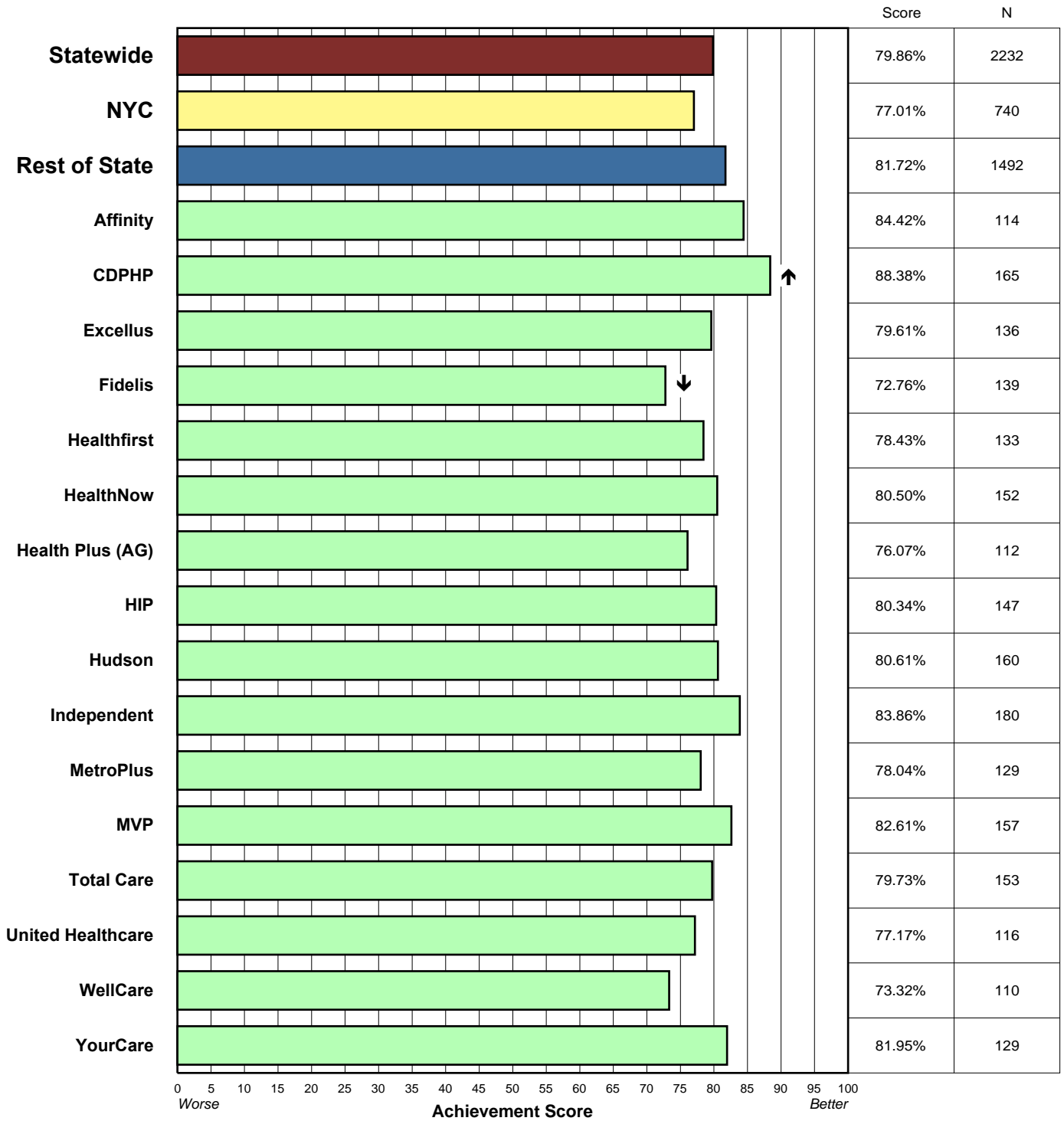
Q8. Doctor/provider definitely talked about specific things to do to prevent illness



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Single Items

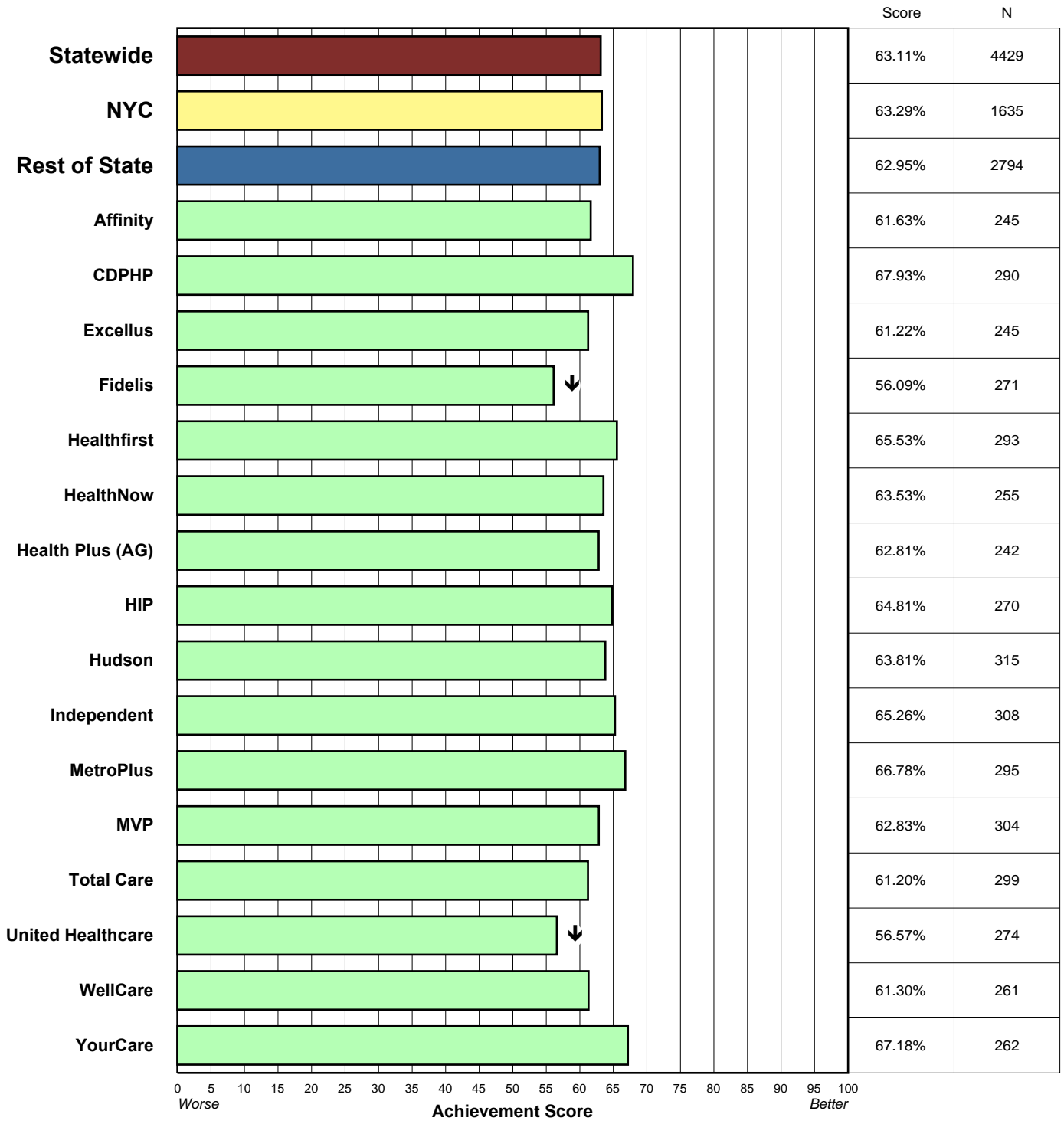
Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers



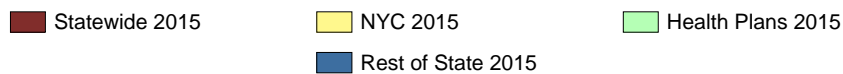
■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Single Items

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

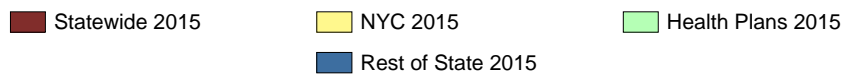
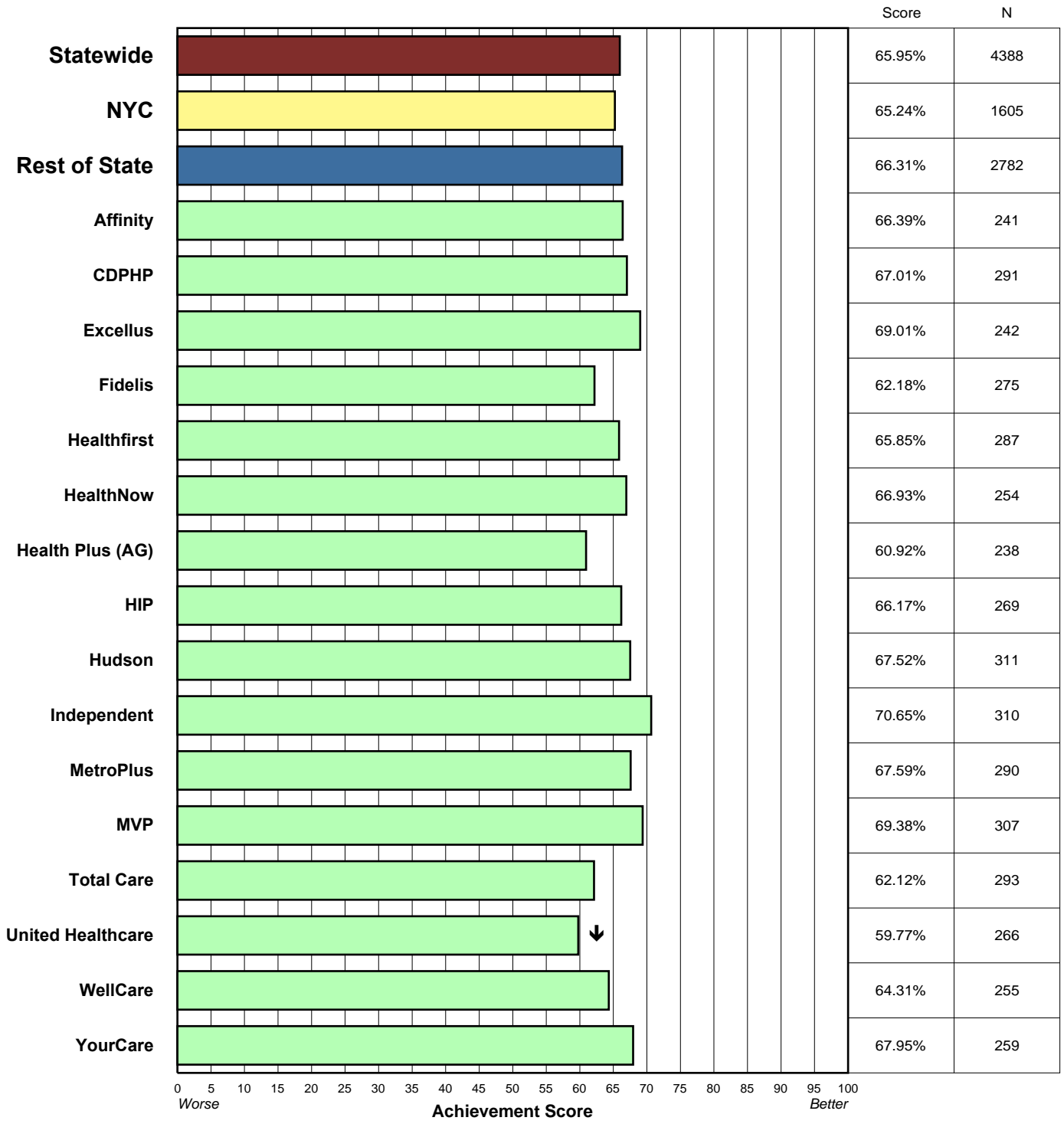


↕ Statistically significantly better/worse than Statewide 2015.



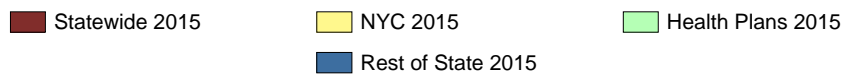
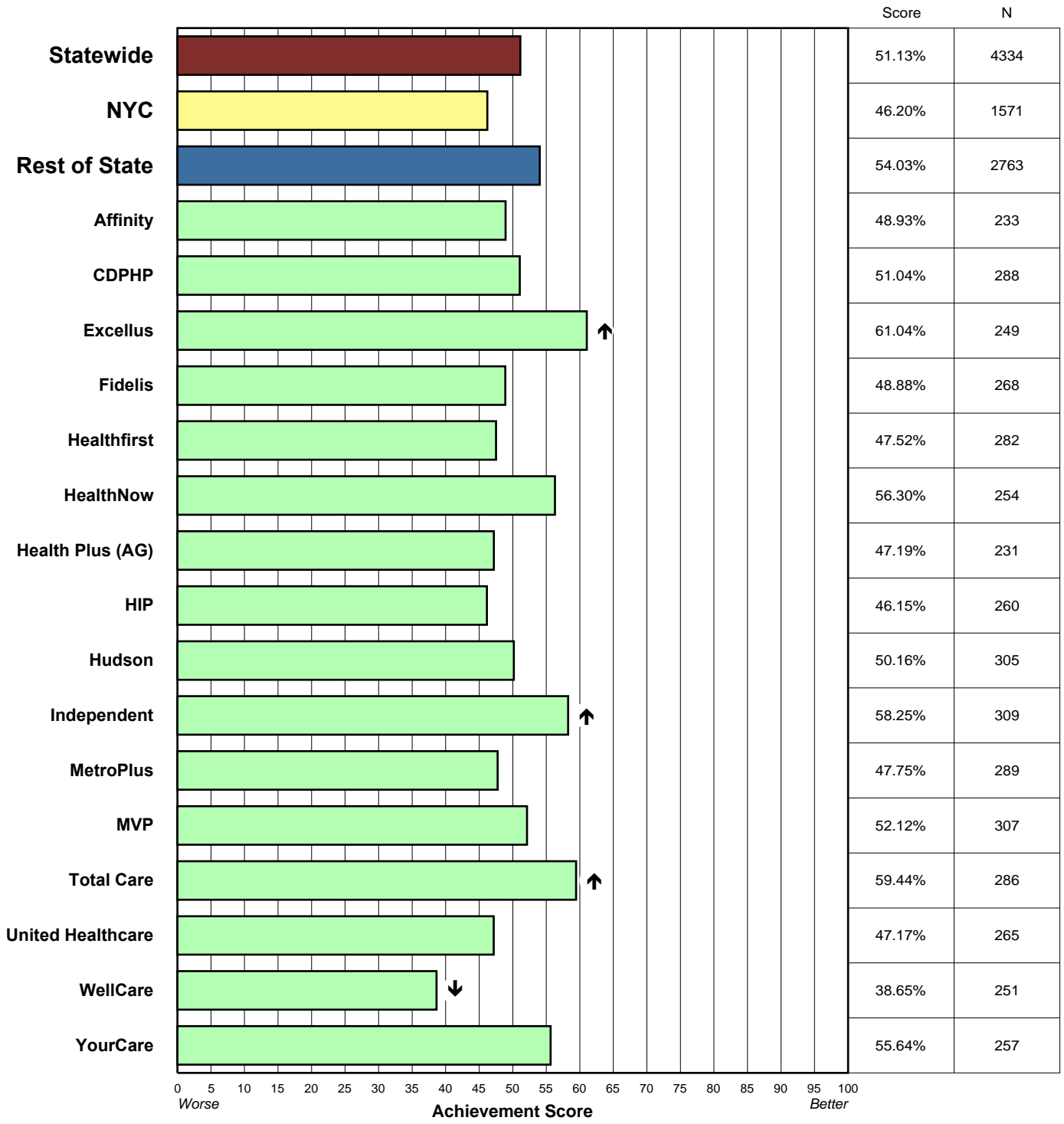
Single Items

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



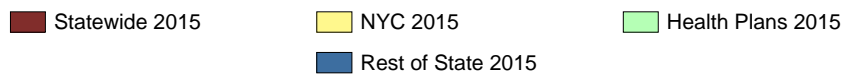
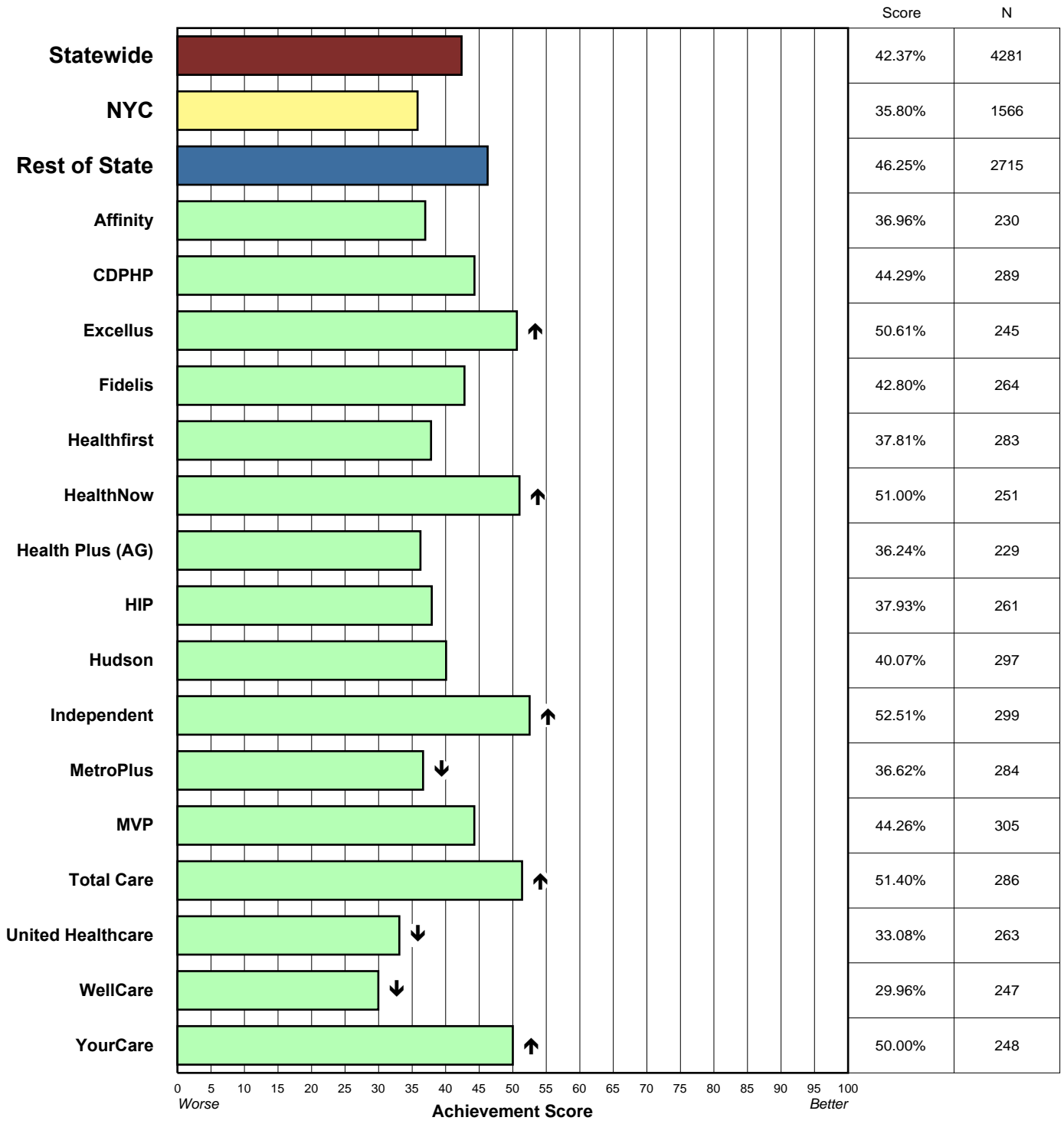
Single Items

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



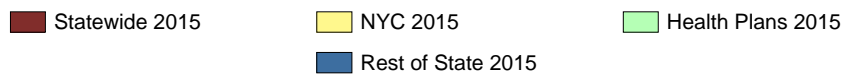
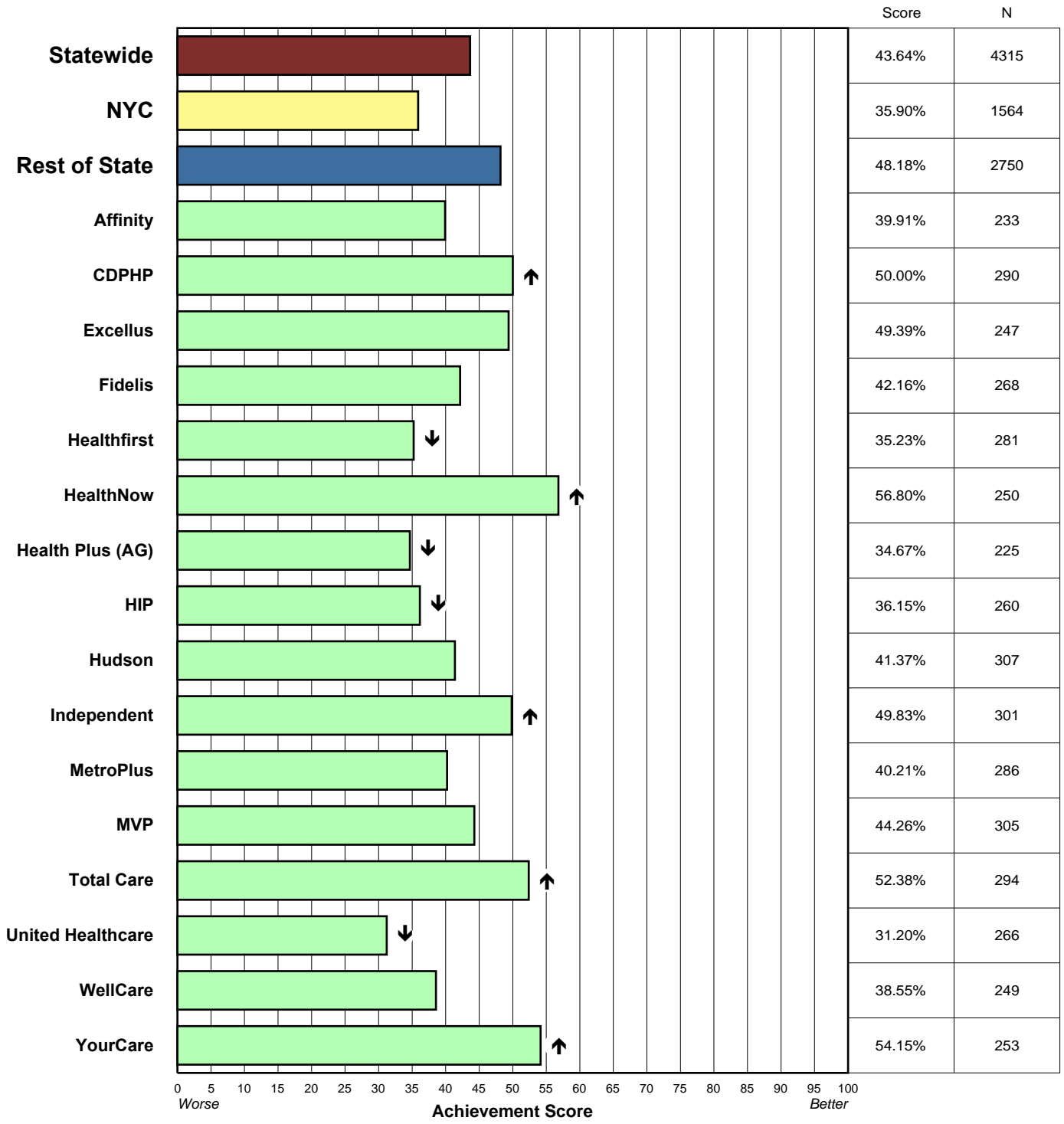
Single Items

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



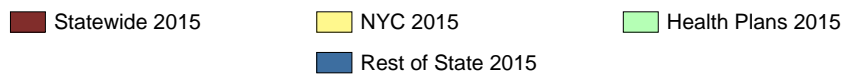
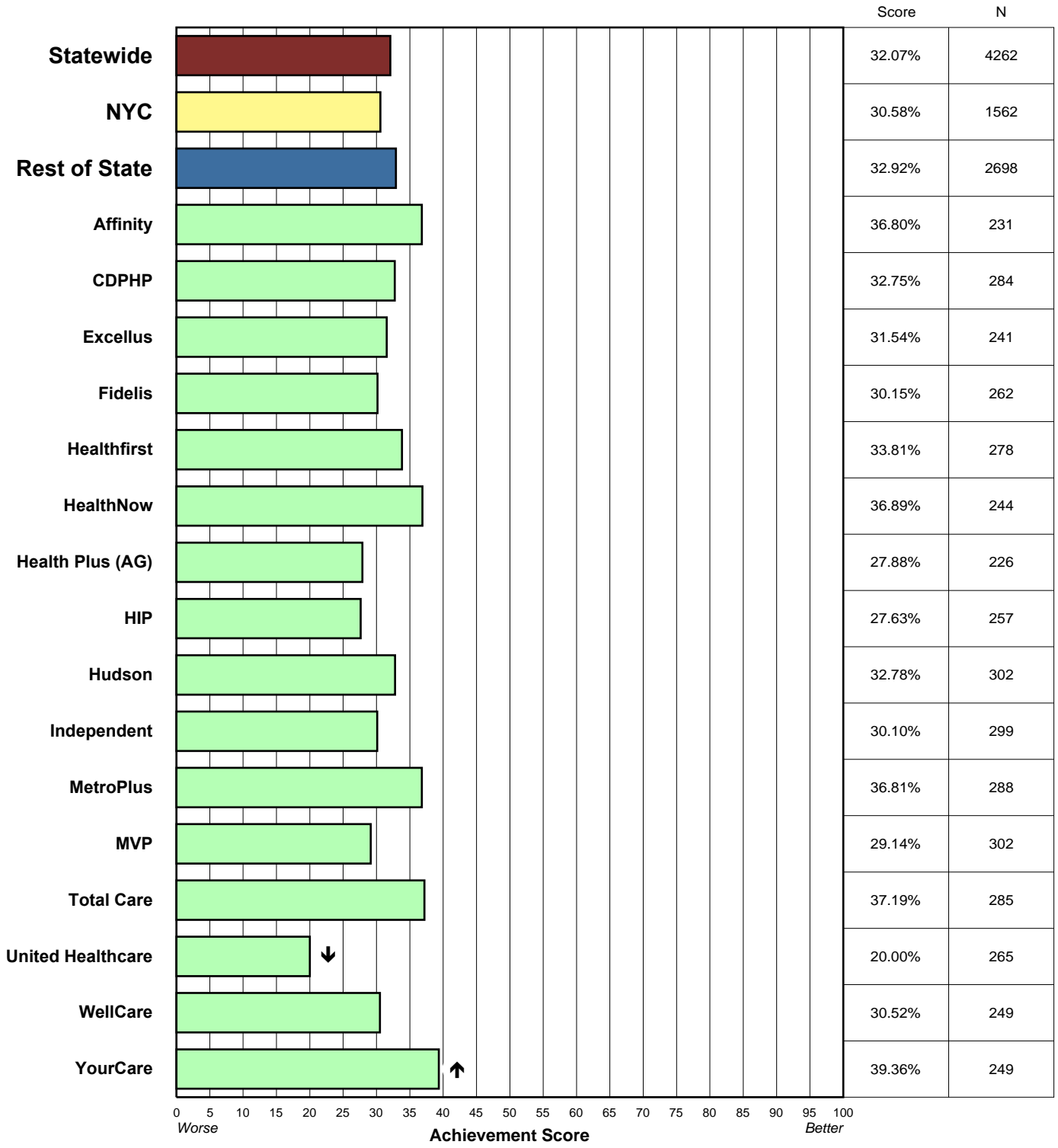
Single Items

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



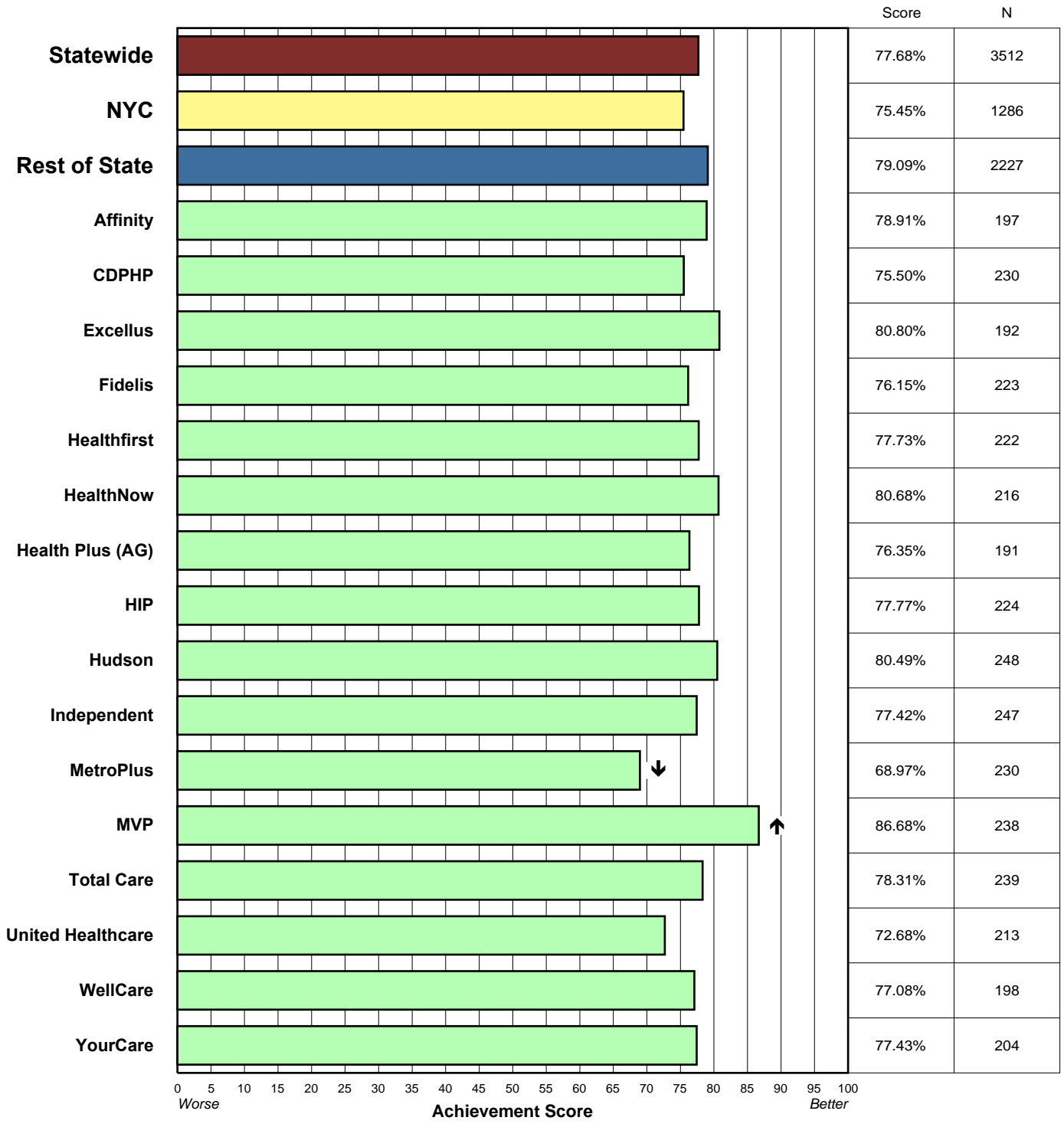
Single Items

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



Single Items

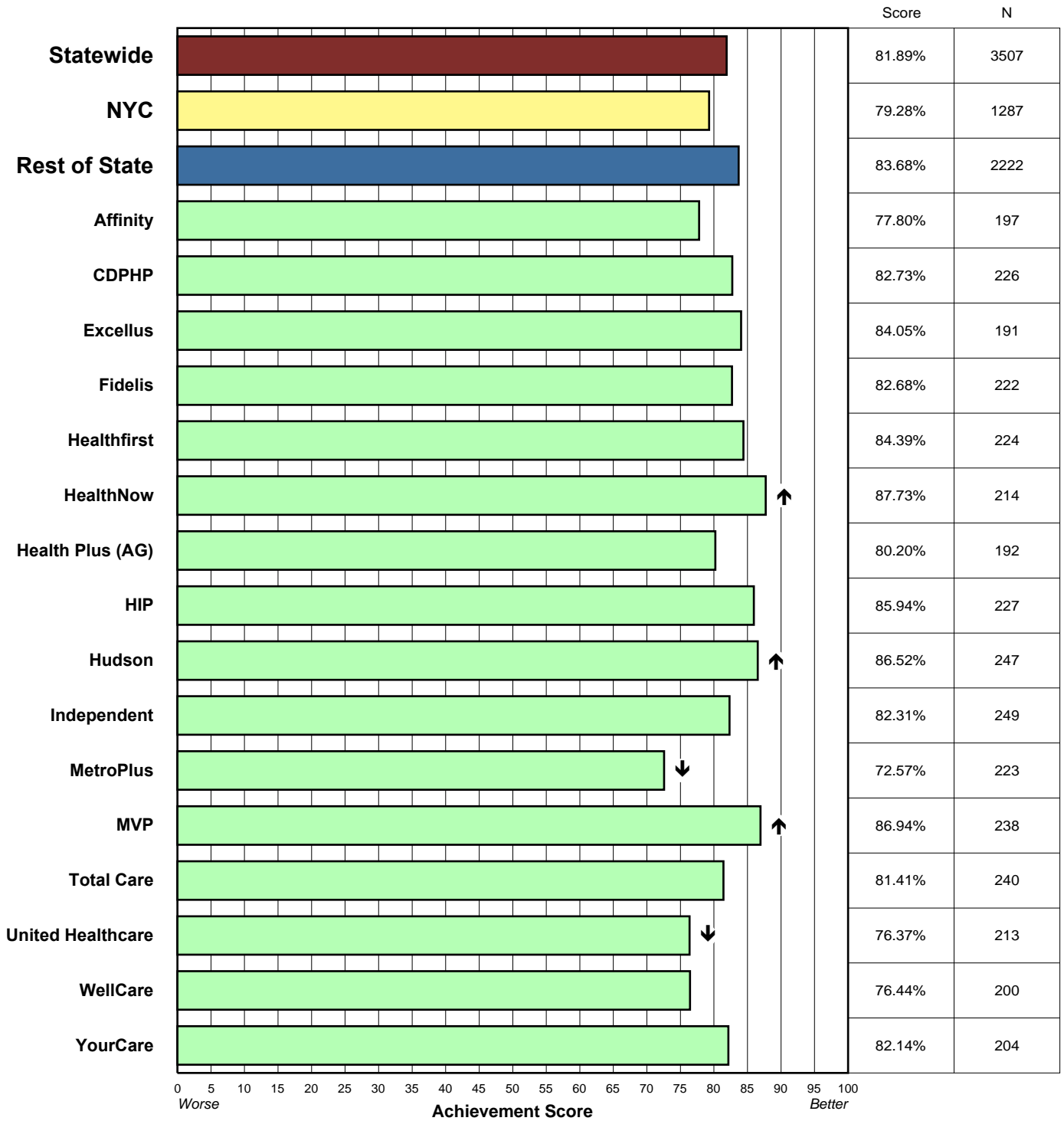
Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

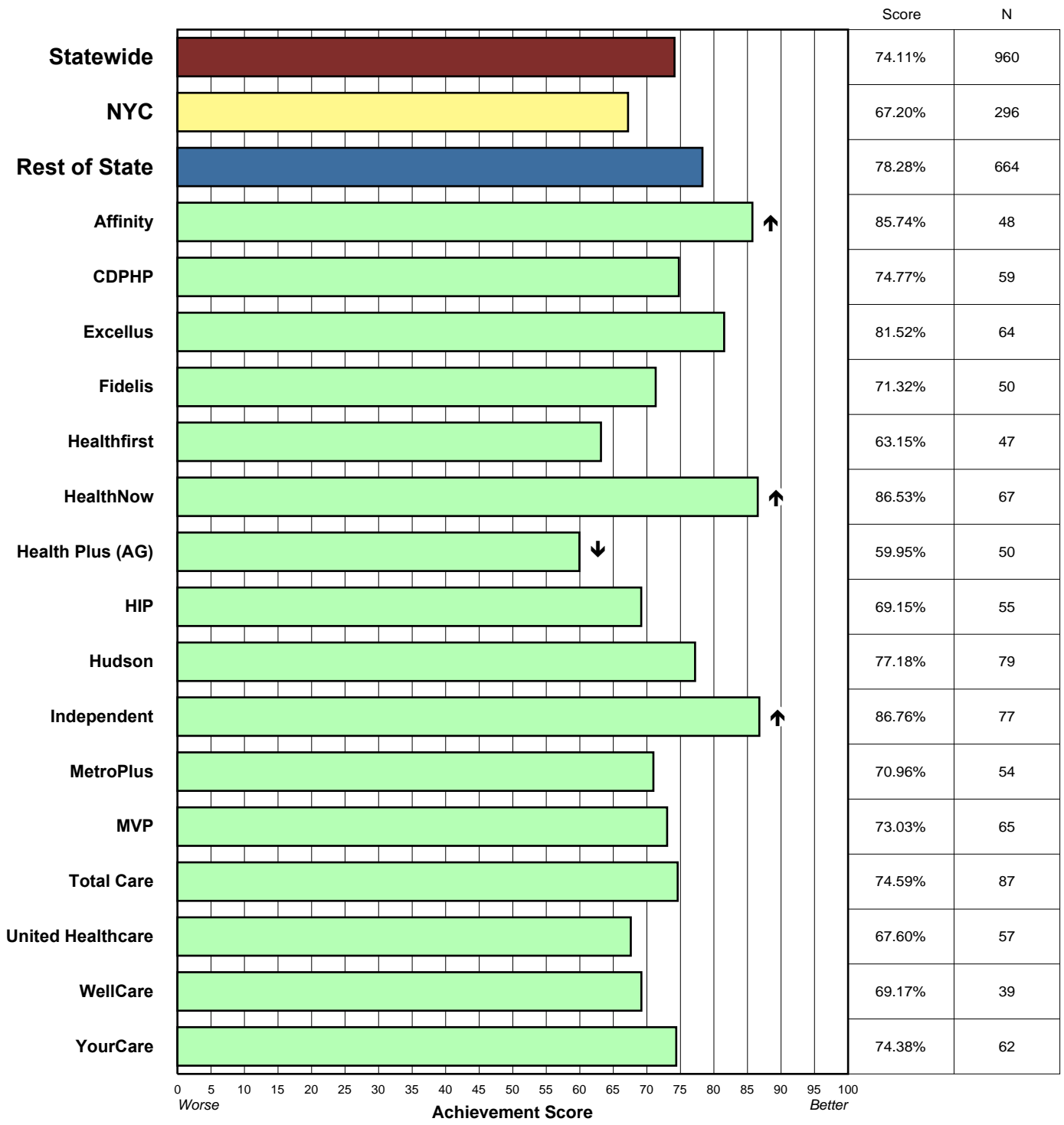
Single Items

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



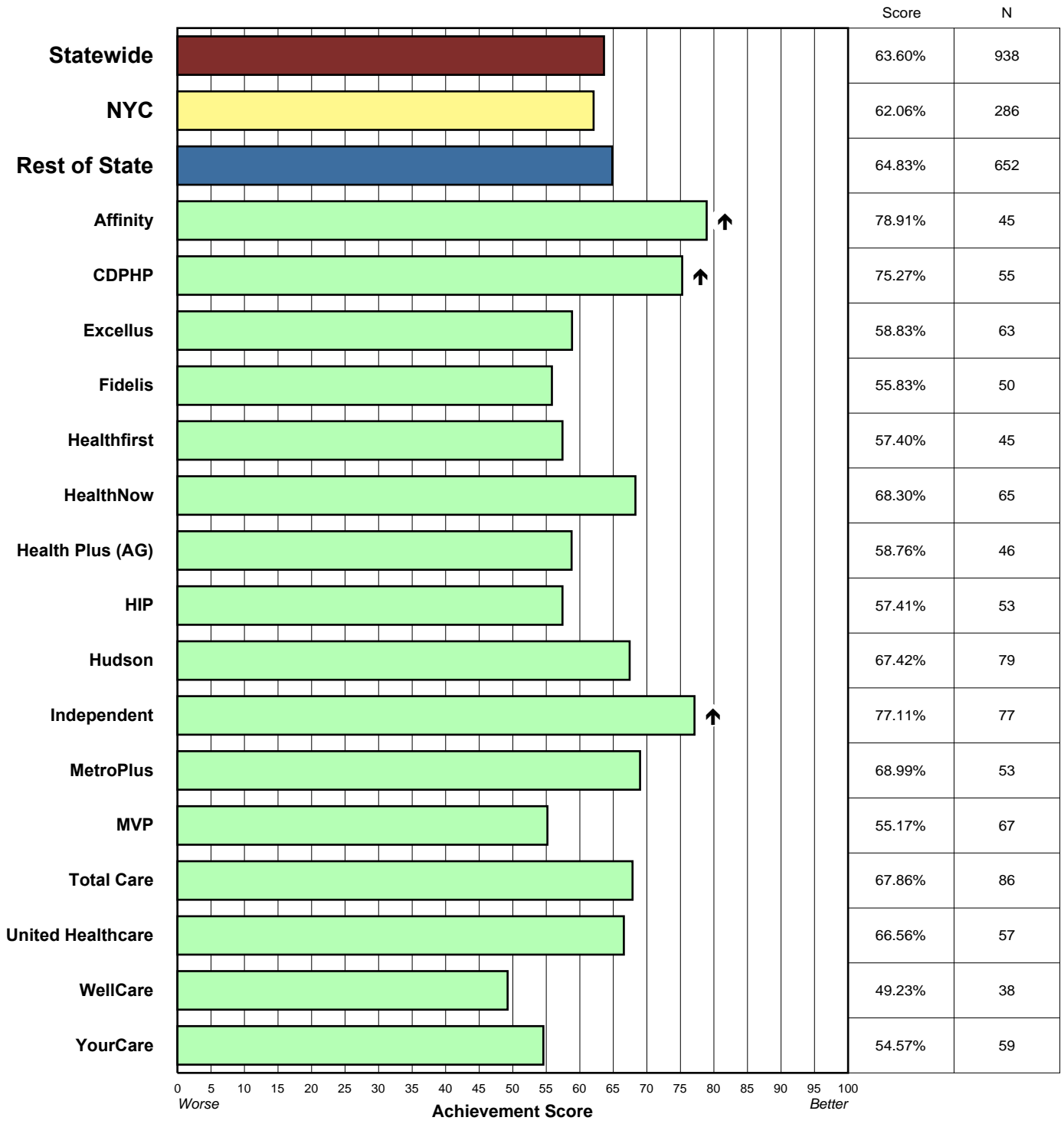
Single Items

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



Single Items

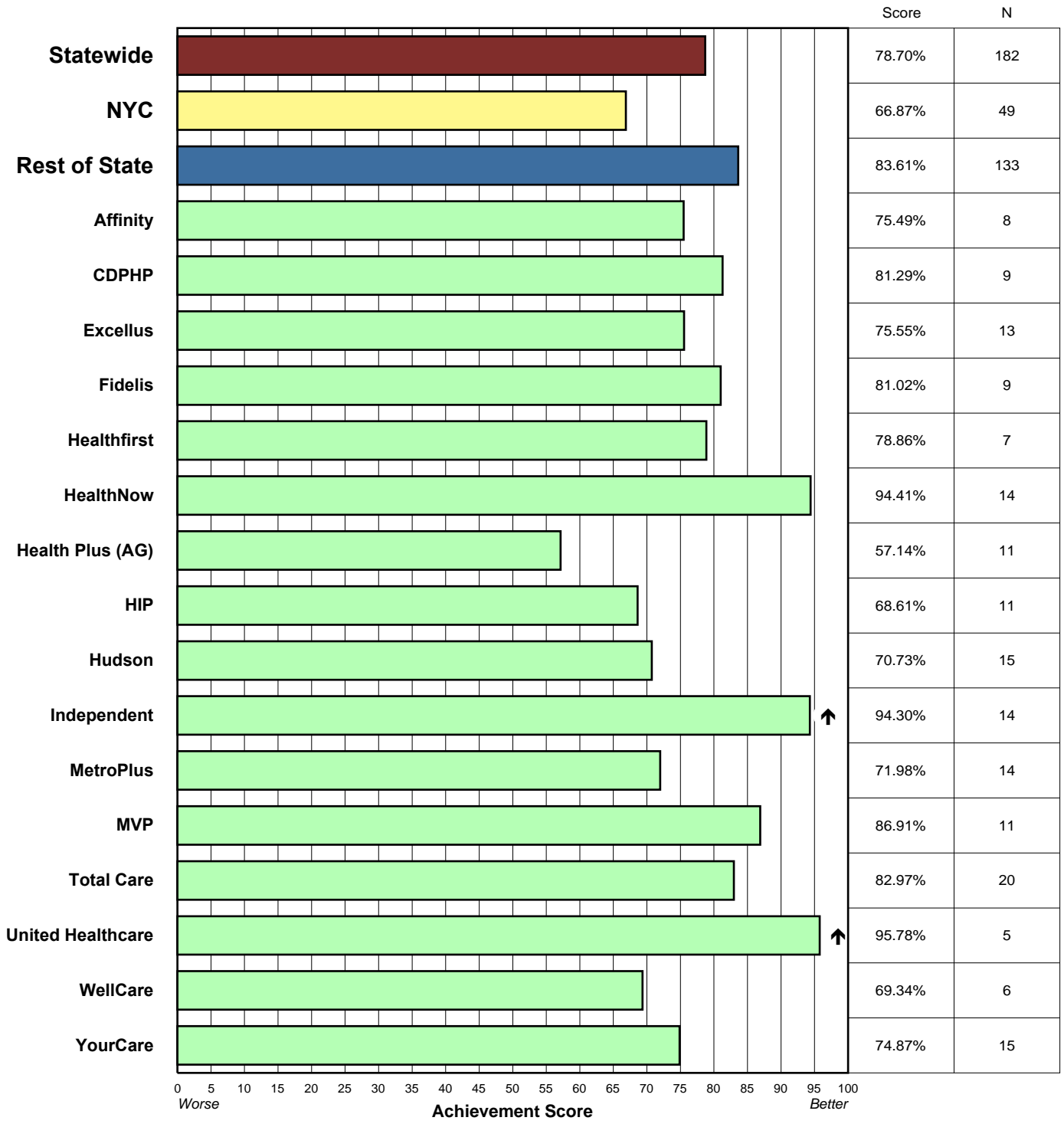
Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

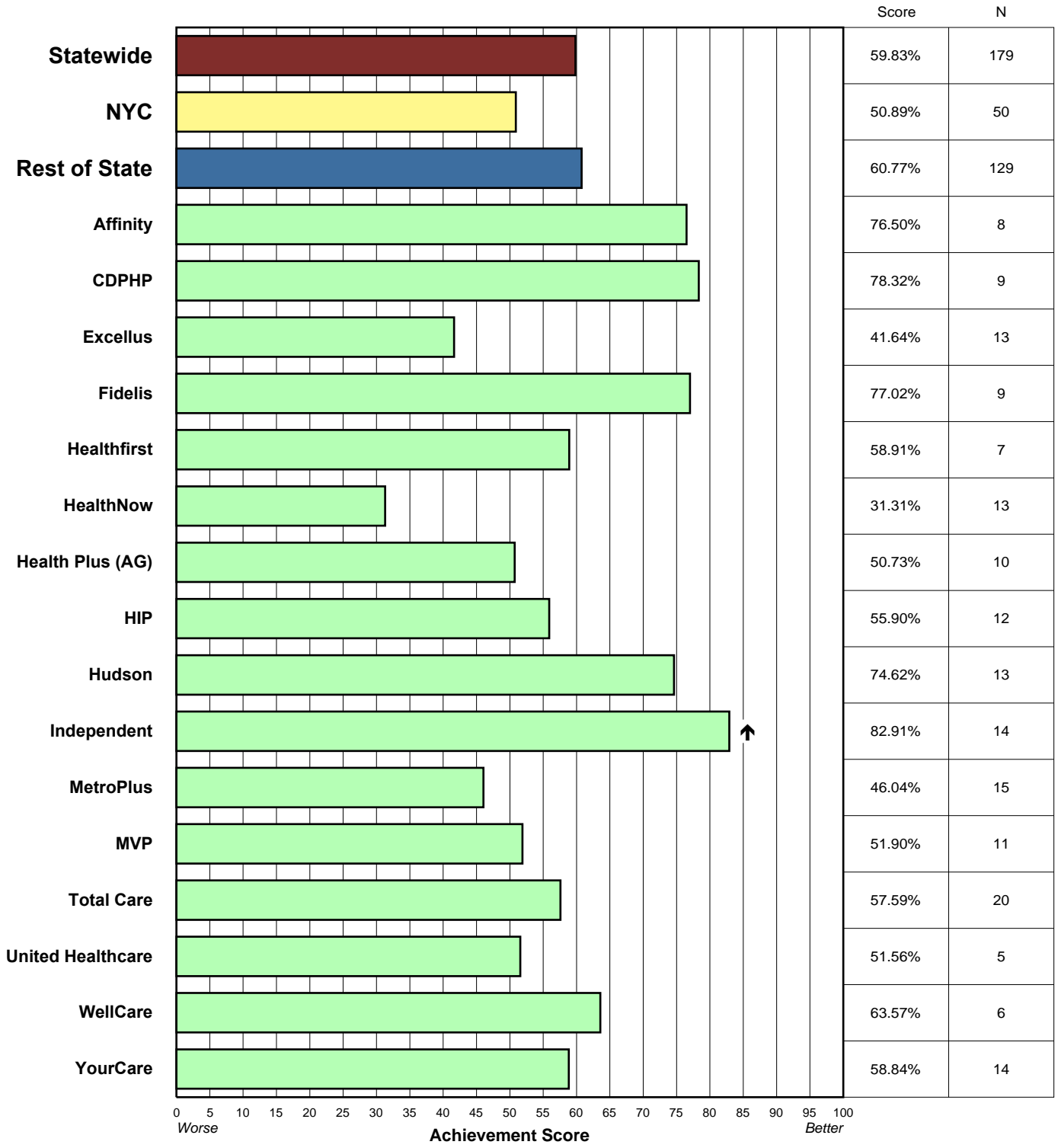
Single Items

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



Single Items

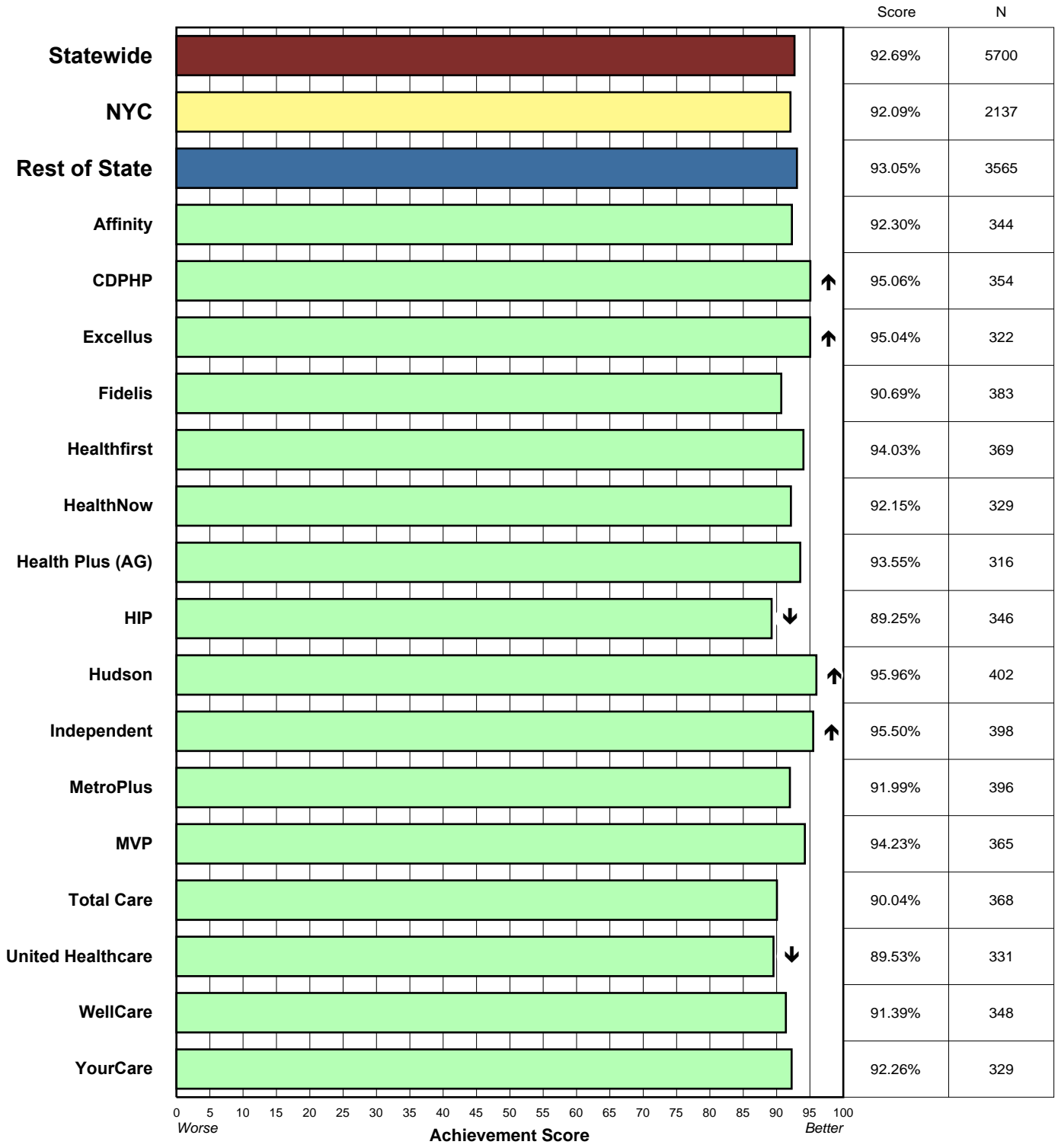
Q24. Rating of alcohol, drug, or addiction treatment or counseling



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Single Items

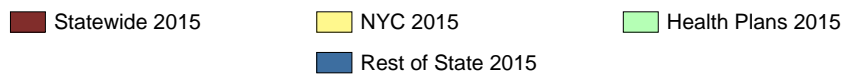
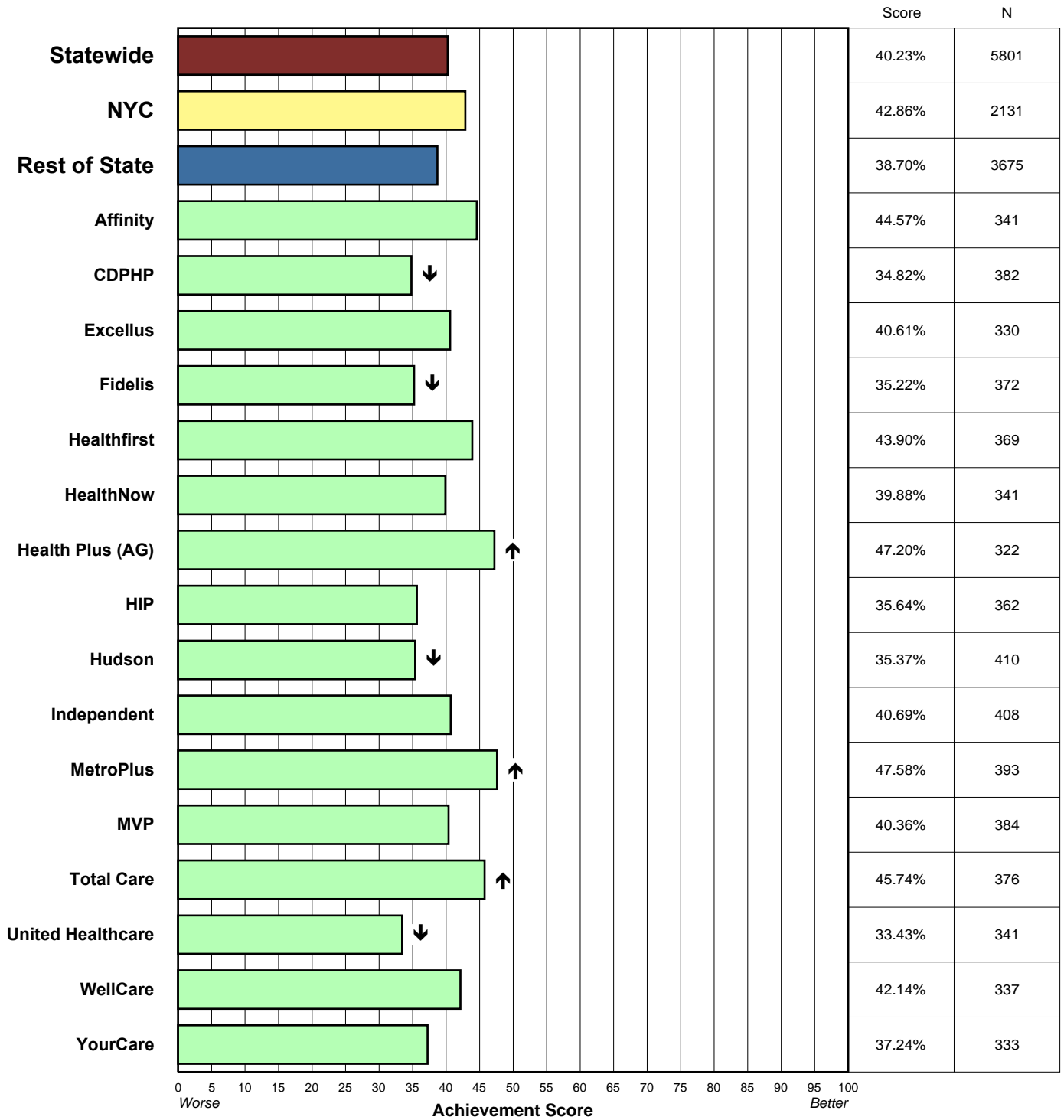
Q42. Would recommend health plan to your family and friends



■ Statewide 2015
 ■ NYC 2015
 ■ Health Plans 2015
■ Rest of State 2015

Single Items

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



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.

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 | 70% ▼ | 0.49 | Q28 Communication | 89% | 0.58 | Q4 Getting Care Quickly | 70% ▼ | 0.40 | Q35 Getting Needed Care | 64% ▼ | 0.45 |
| 2 | Q28 Communication | 89% | 0.48 | Q29 Communication | 92% | 0.52 | Q18 Getting Needed Care | 70% ▼ | 0.40 | Q18 Getting Needed Care | 70% ▼ | 0.42 |
| 3 | Q29 Communication | 92% | 0.42 | Q27 Communication | 84% ▼ | 0.48 | Q30 Communication | 84% | 0.36 | Q39 Customer Service | 70% ▼ | 0.41 |
| 4 | Q27 Communication | 84% ▼ | 0.36 | Q30 Communication | 84% | 0.46 | Q27 Communication | 84% ▼ | 0.33 | Q28 Communication | 89% | 0.36 |
| 5 | Q30 Communication | 84% | 0.35 | Q18 Getting Needed Care | 70% ▼ | 0.44 | Q28 Communication | 89% | 0.32 | Q40 Customer Service | 90% | 0.32 |
| 6 | Q6 Getting Care Quickly | 65% ▼ | 0.30 | Q35 Getting Needed Care | 64% ▼ | 0.42 | Q29 Communication | 92% | 0.31 | Q29 Communication | 92% | 0.32 |
| 7 | Q35 Getting Needed Care | 64% ▼ | 0.30 | Q6 Getting Care Quickly | 65% ▼ | 0.30 | Q35 Getting Needed Care | 64% ▼ | 0.30 | Q27 Communication | 84% ▼ | 0.28 |
| 8 | Q39 Customer Service | 70% ▼ | 0.27 | Q4 Getting Care Quickly | 70% ▼ | 0.28 | Q39 Customer Service | 70% ▼ | 0.30 | Q30 Communication | 84% | 0.26 |
| 9 | Q4 Getting Care Quickly | 70% ▼ | 0.21 | Q13 Shared Decision Making | 81% | 0.27 | Q12 Shared Decision Making | 56% | 0.28 | Q6 Getting Care Quickly | 65% ▼ | 0.21 |
| 10 | Q40 Customer Service | 90% | 0.14 | Q39 Customer Service | 70% ▼ | 0.16 | Q40 Customer Service | 90% | 0.23 | Q4 Getting Care Quickly | 70% ▼ | 0.21 |

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

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? | 0.49 | 70% ▼ | 40% | 29% | 26% | 4% |
| 2 | Q28. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.48 | 89% | 74% | 16% | 9% | 2% |
| 3 | Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.42 | 92% | 78% | 14% | 7% | 1% |
| 4 | Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.36 | 84% ▼ | 64% | 20% | 15% | 2% |
| 5 | Q30. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.35 | 84% | 60% | 24% | 14% | 2% |
| 6 | 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? | 0.30 | 65% ▼ | 40% | 24% | 33% | 3% |
| 7 | Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? | 0.30 | 64% ▼ | 38% | 25% | 30% | 6% |
| 8 | Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.27 | 70% ▼ | 44% | 27% | 27% | 3% |
| 9 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.21 | 70% ▼ | 51% | 18% | 28% | 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 | 90% | 69% | 21% | 8% | 2% |

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

Rating of personal doctor

| Corr. Rank | Question | Correlation w/ Rating of personal doctor | Achievement Score | Positive Responses ←————→ Negative Responses | | | |
|------------|---|--|-------------------|--|---------|-----------|------------|
| | | | | Always / Yes | Usually | Sometimes | Never / No |
| 1 | Q28. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.58 | 89% | 74% | 16% | 9% | 2% |
| 2 | Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.52 | 92% | 78% | 14% | 7% | 1% |
| 3 | Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.48 | 84% ▼ | 64% | 20% | 15% | 2% |
| 4 | Q30. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.46 | 84% | 60% | 24% | 14% | 2% |
| 5 | Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? | 0.44 | 70% ▼ | 40% | 29% | 26% | 4% |
| 6 | Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? | 0.42 | 64% ▼ | 38% | 25% | 30% | 6% |
| 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? | 0.30 | 65% ▼ | 40% | 24% | 33% | 3% |
| 8 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.28 | 70% ▼ | 51% | 18% | 28% | 3% |
| 9 | 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? | 0.27 | 81% | 81% | (na) | (na) | 19% |
| 10 | Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.16 | 70% ▼ | 44% | 27% | 27% | 3% |

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

Rating of specialist seen most often

| Corr. Rank | Question | Correlation w/ Rating of specialist seen most often | Achievement Score | Positive Responses ←————→ Negative Responses | | | |
|------------|---|---|-------------------|--|---------|-----------|------------|
| | | | | Always / Yes | Usually | Sometimes | Never / No |
| 1 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.40 | 70% ▼ | 51% | 18% | 28% | 3% |
| 2 | Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? | 0.40 | 70% ▼ | 40% | 29% | 26% | 4% |
| 3 | Q30. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.36 | 84% | 60% | 24% | 14% | 2% |
| 4 | Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.33 | 84% ▼ | 64% | 20% | 15% | 2% |
| 5 | Q28. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.32 | 89% | 74% | 16% | 9% | 2% |
| 6 | Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.31 | 92% | 78% | 14% | 7% | 1% |
| 7 | Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? | 0.30 | 64% ▼ | 38% | 25% | 30% | 6% |
| 8 | Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.30 | 70% ▼ | 44% | 27% | 27% | 3% |
| 9 | Q12. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? | 0.28 | 56% | 55% | (na) | (na) | 45% |
| 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 | 90% | 69% | 21% | 8% | 2% |

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

Rating of health plan

| Corr. Rank | Question | Correlation w/ Rating of health plan | 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? | 0.45 | 64% ▼ | 38% | 25% | 30% | 6% |
| 2 | Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? | 0.42 | 70% ▼ | 40% | 29% | 26% | 4% |
| 3 | Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.41 | 70% ▼ | 44% | 27% | 27% | 3% |
| 4 | Q28. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.36 | 89% | 74% | 16% | 9% | 2% |
| 5 | Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.32 | 90% | 69% | 21% | 8% | 2% |
| 6 | Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.32 | 92% | 78% | 14% | 7% | 1% |
| 7 | Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.28 | 84% ▼ | 64% | 20% | 15% | 2% |
| 8 | Q30. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.26 | 84% | 60% | 24% | 14% | 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? | 0.21 | 65% ▼ | 40% | 24% | 33% | 3% |
| 10 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.21 | 70% ▼ | 51% | 18% | 28% | 3% |

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

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 | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 6,646 | 100.0% | 2,520 | 100.0% | 4,124 | 100.0% | 471 | 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% | 471 | 100.0% |
| Not Answered | 124 | | 58 | | 68 | | 7 | |

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 | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,308 | 35.5% | 745 | 30.2% | 1,563 | 38.8% | 137 | 30.0% |
| No | 4,185 | 64.5% | 1,720 | 69.8% | 2,466 | 61.2% | 320 | 70.0% |
| Total | 6,493 | 100.0% | 2,465 | 100.0% | 4,029 | 100.0% | 457 | 100.0% |
| Not Answered | 277 | | 113 | | 163 | | 21 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 44 | 2.0% | 20 | 2.8% | 24 | 1.6% | 4 | 3.0% |
| ● Sometimes | 324 | 14.5% | 128 | 17.9% | 193 | 12.7% | 37 | 27.6% |
| ● Usually | 497 | 22.2% | 167 | 23.4% | 331 | 21.8% | 24 | 17.9% |
| ● Always | 1,373 | 61.3% | 400 | 55.9% | 974 | 64.0% | 69 | 51.5% |
| Total | 2,238 | 100.0% | 715 | 100.0% | 1,522 | 100.0% | 134 | 100.0% |
| Not Answered | 70 | | 29 | | 42 | | 3 | |
| Reporting Category | | | | | | | | |
| | Getting Care Quickly | | | | | | | |
| Achievement Score | 83.31% | | 79.50% | | 85.64% | | 70.38% | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | +2.2↕ | | +3.5 | | +1.9 | | -4.2 | |
| Correlation with Health Plan Satisfaction | 0.277 | | 0.244 | | 0.290 | | 0.206 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 4,734 | 73.7% | 1,827 | 75.4% | 2,909 | 72.8% | 324 | 71.5% |
| No | 1,689 | 26.3% | 597 | 24.6% | 1,089 | 27.2% | 129 | 28.5% |
| Total | 6,423 | 100.0% | 2,424 | 100.0% | 3,997 | 100.0% | 453 | 100.0% |
| Not Answered | 347 | | 154 | | 195 | | 25 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 88 | 1.9% | 35 | 2.0% | 52 | 1.8% | 10 | 3.2% |
| ● Sometimes | 1,018 | 22.1% | 526 | 30.0% | 488 | 17.2% | 102 | 32.9% |
| ● Usually | 1,172 | 25.5% | 437 | 24.9% | 739 | 26.0% | 74 | 23.9% |
| ● Always | 2,321 | 50.5% | 757 | 43.2% | 1,567 | 55.1% | 124 | 40.0% |
| Total | 4,599 | 100.0% | 1,754 | 100.0% | 2,846 | 100.0% | 310 | 100.0% |
| Not Answered | 135 | | 73 | | 61 | | 14 | |
| Reporting Category | | | | | | | | |
| | Getting Care Quickly | | | | | | | |
| Achievement Score | 76.07% | | 68.77% | | 80.61% | | 65.10% | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | +1.2 | | -0.3 | | +3.0↕ | | -2.3 | |
| Correlation with Health Plan Satisfaction | 0.184 | | 0.217 | | 0.156 | | 0.212 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|------------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| None | 1,520 | 24.7% | 573 | 25.0% | 943 | 24.4% | 124 | 28.7% |
| 1 time | 1,204 | 19.6% | 447 | 19.6% | 758 | 19.6% | 87 | 20.1% |
| 2 | 1,191 | 19.4% | 468 | 20.5% | 726 | 18.8% | 86 | 19.9% |
| 3 | 765 | 12.4% | 293 | 12.8% | 472 | 12.2% | 55 | 12.7% |
| 4 | 465 | 7.6% | 166 | 7.3% | 296 | 7.7% | 29 | 6.7% |
| 5 to 9 | 722 | 11.7% | 262 | 11.5% | 459 | 11.9% | 33 | 7.6% |
| 10 or more times | 287 | 4.7% | 78 | 3.4% | 210 | 5.4% | 18 | 4.2% |
| Total | 6,154 | 100.0% | 2,287 | 100.0% | 3,865 | 100.0% | 432 | 100.0% |
| Not Answered | 616 | | 291 | | 327 | | 46 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|---------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 3,106 | 68.5% | 1,112 | 66.5% | 1,995 | 69.8% | 197 | 65.4% |
| ● No | 1,427 | 31.5% | 561 | 33.5% | 864 | 30.2% | 104 | 34.6% |
| Total | 4,533 | 100.0% | 1,673 | 100.0% | 2,860 | 100.0% | 301 | 100.0% |
| Not Answered | 101 | | 41 | | 60 | | 7 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 68.49% | 67.11% | 69.42% | 66.63% | | | | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | -2.0↕ | -0.1 | -1.9 | -4.1 | | | | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|---------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 2,795 | 63.1% | 1,035 | 63.3% | 1,759 | 63.0% | 197 | 66.8% |
| ● No | 1,634 | 36.9% | 600 | 36.7% | 1,035 | 37.0% | 98 | 33.2% |
| Total | 4,429 | 100.0% | 1,635 | 100.0% | 2,794 | 100.0% | 295 | 100.0% |
| Not Answered | 205 | | 79 | | 126 | | 13 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 63.11% | 63.29% | 62.95% | 66.78% | | | | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | -0.4 | -1.8 | +0.5 | -3.5 | | | | |

Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 2,894 | 66.0% | 1,047 | 65.2% | 1,844 | 66.3% | 196 | 67.6% |
| ● No | 1,494 | 34.0% | 558 | 34.8% | 937 | 33.7% | 94 | 32.4% |
| Total | 4,388 | 100.0% | 1,605 | 100.0% | 2,782 | 100.0% | 290 | 100.0% |
| Not Answered | 246 | | 109 | | 138 | | 18 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 65.95% | | 65.24% | | 66.31% | | 67.59% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | -0.9 | | -1.6 | | -0.5 | | -2.0 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 2,216 | 51.1% | 726 | 46.2% | 1,493 | 54.0% | 138 | 47.8% |
| ● No | 2,118 | 48.9% | 845 | 53.8% | 1,270 | 46.0% | 151 | 52.2% |
| Total | 4,334 | 100.0% | 1,571 | 100.0% | 2,763 | 100.0% | 289 | 100.0% |
| Not Answered | 300 | | 143 | | 157 | | 19 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 51.13% | | 46.20% | | 54.03% | | 47.75% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.0 | | -0.6 | | +1.7 | | +0.7 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,814 | 42.4% | 561 | 35.8% | 1,256 | 46.2% | 104 | 36.6% |
| ● No | 2,467 | 57.6% | 1,006 | 64.2% | 1,460 | 53.8% | 180 | 63.4% |
| Total | 4,281 | 100.0% | 1,566 | 100.0% | 2,715 | 100.0% | 284 | 100.0% |
| Not Answered | 353 | | 148 | | 205 | | 24 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 42.37% | | 35.80% | | 46.25% | | 36.62% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.2 | | -0.8 | | +2.2 | | -3.6 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,883 | 43.6% | 562 | 35.9% | 1,325 | 48.2% | 115 | 40.2% |
| ● No | 2,432 | 56.4% | 1,002 | 64.1% | 1,425 | 51.8% | 171 | 59.8% |
| Total | 4,315 | 100.0% | 1,564 | 100.0% | 2,750 | 100.0% | 286 | 100.0% |
| Not Answered | 319 | | 150 | | 170 | | 22 | |
| Reporting Category | | | | | | | | |
| Single Items | | | | | | | | |
| Achievement Score | 43.64% | | 35.90% | | 48.18% | | 40.21% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | -0.9 | | +0.4 | | -2.1 | | -2.0 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,367 | 32.1% | 478 | 30.6% | 888 | 32.9% | 106 | 36.8% |
| ● No | 2,895 | 67.9% | 1,084 | 69.4% | 1,810 | 67.1% | 182 | 63.2% |
| Total | 4,262 | 100.0% | 1,562 | 100.0% | 2,698 | 100.0% | 288 | 100.0% |
| Not Answered | 372 | | 152 | | 222 | | 20 | |
| Reporting Category | | | | | | | | |
| Single Items | | | | | | | | |
| Achievement Score | 32.07% | | 30.58% | | 32.92% | | 36.81% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | -0.2 | | +0.3 | | -0.5 | | +2.2 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,762 | 39.3% | 532 | 32.4% | 1,232 | 43.3% | 93 | 31.4% |
| No | 2,724 | 60.7% | 1,111 | 67.6% | 1,611 | 56.7% | 203 | 68.6% |
| Total | 4,486 | 100.0% | 1,644 | 100.0% | 2,843 | 100.0% | 296 | 100.0% |
| Not Answered | 148 | | 70 | | 77 | | 12 | |

○ 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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,593 | 91.4% | 474 | 90.6% | 1,121 | 92.0% | 85 | 92.4% |
| ● No | 149 | 8.6% | 49 | 9.4% | 98 | 8.0% | 7 | 7.6% |
| Total | 1,742 | 100.0% | 523 | 100.0% | 1,219 | 100.0% | 92 | 100.0% |
| Not Answered | 20 | | 9 | | 11 | | 1 | |
| Reporting Category Shared Decision Making | | | | | | | | |
| Achievement Score | 91.16% | | 90.70% | | 91.92% | | 92.99% | |
| Correlation with Health Plan Satisfaction | 0.011 | | -0.056 | | 0.043 | | -0.004 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,133 | 65.5% | 321 | 61.7% | 814 | 67.3% | 51 | 55.4% |
| ● No | 597 | 34.5% | 199 | 38.3% | 395 | 32.7% | 41 | 44.6% |
| Total | 1,730 | 100.0% | 520 | 100.0% | 1,209 | 100.0% | 92 | 100.0% |
| Not Answered | 32 | | 12 | | 21 | | 1 | |
| Reporting Category Shared Decision Making | | | | | | | | |
| Achievement Score | 64.90% | | 61.78% | | 67.30% | | 56.32% | |
| Correlation with Health Plan Satisfaction | 0.027 | | 0.069 | | 0.005 | | -0.016 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,405 | 81.3% | 430 | 83.0% | 976 | 80.6% | 74 | 81.3% |
| ● No | 324 | 18.7% | 88 | 17.0% | 235 | 19.4% | 17 | 18.7% |
| Total | 1,729 | 100.0% | 518 | 100.0% | 1,211 | 100.0% | 91 | 100.0% |
| Not Answered | 33 | | 14 | | 19 | | 2 | |
| Reporting Category Shared Decision Making | | | | | | | | |
| Achievement Score | 81.55% | | 82.91% | | 80.63% | | 81.14% | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | +3.3↕ | | +4.2 | | +2.1 | | +4.0 | |
| Correlation with Health Plan Satisfaction | 0.095 | | -0.025 | | 0.148 | | 0.021 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 3,581 | 79.5% | 1,317 | 79.8% | 2,265 | 79.4% | 231 | 77.0% |
| No | 922 | 20.5% | 334 | 20.2% | 587 | 20.6% | 69 | 23.0% |
| Total | 4,503 | 100.0% | 1,651 | 100.0% | 2,852 | 100.0% | 300 | 100.0% |
| Not Answered | 131 | | 63 | | 68 | | 8 | |

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 | | MetroPlus Health Plan | |
|---|---------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 264 | 7.5% | 95 | 7.4% | 171 | 7.7% | 20 | 8.7% |
| ● Sometimes | 519 | 14.8% | 222 | 17.3% | 294 | 13.2% | 51 | 22.2% |
| ● Usually | 668 | 19.0% | 278 | 21.7% | 391 | 17.6% | 44 | 19.1% |
| ● Always | 2,061 | 58.7% | 690 | 53.7% | 1,371 | 61.6% | 115 | 50.0% |
| Total | 3,512 | 100.0% | 1,286 | 100.0% | 2,227 | 100.0% | 230 | 100.0% |
| Not Answered | 69 | | 30 | | 38 | | 1 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 77.68% | 75.45% | 79.09% | 68.97% | | | | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.5 | +0.1 | +6.3↑ | -2.0 | | | | |

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 | | MetroPlus Health Plan | |
|---|---------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 168 | 4.8% | 57 | 4.4% | 113 | 5.1% | 11 | 4.9% |
| ● Sometimes | 463 | 13.2% | 215 | 16.7% | 245 | 11.0% | 52 | 23.3% |
| ● Usually | 855 | 24.4% | 336 | 26.1% | 524 | 23.6% | 47 | 21.1% |
| ● Always | 2,021 | 57.6% | 680 | 52.8% | 1,339 | 60.3% | 113 | 50.7% |
| Total | 3,507 | 100.0% | 1,287 | 100.0% | 2,222 | 100.0% | 223 | 100.0% |
| Not Answered | 74 | | 29 | | 43 | | 8 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 81.89% | 79.28% | 83.68% | 72.57% | | | | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +2.6↑ | +1.8 | +6.5↑ | -1.7 | | | | |

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

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● 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% | 4 | 1.4% |
| ● 2 | 30 | 0.7% | 5 | 0.3% | 25 | 0.9% | 2 | 0.7% |
| ● 3 | 59 | 1.3% | 21 | 1.3% | 37 | 1.3% | 4 | 1.4% |
| ● 4 | 72 | 1.6% | 28 | 1.8% | 43 | 1.5% | 11 | 3.8% |
| ● 5 | 225 | 5.1% | 84 | 5.2% | 141 | 5.0% | 16 | 5.6% |
| ● 6 | 216 | 4.9% | 103 | 6.3% | 114 | 4.0% | 13 | 4.5% |
| ● 7 | 486 | 10.9% | 209 | 13.0% | 277 | 9.8% | 36 | 12.5% |
| ● 8 | 1,004 | 22.6% | 377 | 23.3% | 627 | 22.2% | 73 | 25.3% |
| ● 9 | 793 | 17.8% | 284 | 17.6% | 506 | 17.9% | 48 | 16.7% |
| ● Best health care possible | 1,520 | 34.2% | 493 | 30.5% | 1,030 | 36.4% | 80 | 27.8% |
| Total | 4,443 | 100.0% | 1,616 | 100.0% | 2,827 | 100.0% | 288 | 100.0% |
| Not Answered | 191 | | 98 | | 93 | | 20 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 74.55% | | 70.95% | | 76.77% | | 69.55% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +3.2↑ | | +1.5 | | +5.1↑ | | +4.4 | |
| Correlation with Health Plan Satisfaction | 0.539 | | 0.539 | | 0.538 | | 0.537 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 105 | 2.4% | 52 | 3.2% | 53 | 1.9% | 13 | 4.5% |
| ● Sometimes | 640 | 14.3% | 297 | 18.2% | 338 | 11.9% | 76 | 26.2% |
| ● Usually | 1,321 | 29.6% | 499 | 30.6% | 824 | 29.1% | 84 | 29.0% |
| ● Always | 2,398 | 53.7% | 783 | 48.0% | 1,619 | 57.1% | 117 | 40.3% |
| Total | 4,464 | 100.0% | 1,631 | 100.0% | 2,834 | 100.0% | 290 | 100.0% |
| Not Answered | 170 | | 83 | | 86 | | 18 | |
| Reporting Category | Getting Needed Care | | | | | | | |
| Achievement Score | 83.24% | | 78.53% | | 86.24% | | 69.51% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.9↑ | | +1.8 | | +4.7↑ | | -7.4↓ | |
| Correlation with Health Plan Satisfaction | 0.378 | | 0.341 | | 0.396 | | 0.416 | |

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

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 | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 989 | 15.8% | 308 | 13.1% | 682 | 17.4% | 57 | 13.0% |
| No | 5,284 | 84.2% | 2,039 | 86.9% | 3,243 | 82.6% | 382 | 87.0% |
| Total | 6,273 | 100.0% | 2,347 | 100.0% | 3,925 | 100.0% | 439 | 100.0% |
| Not Answered | 497 | | 231 | | 267 | | 39 | |

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 | | MetroPlus Health Plan | |
|---|---------------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 116 | 12.1% | 43 | 14.6% | 73 | 11.0% | 9 | 16.7% |
| ● Sometimes | 126 | 13.1% | 51 | 17.2% | 74 | 11.2% | 6 | 11.1% |
| ● Usually | 205 | 21.4% | 61 | 20.5% | 147 | 22.1% | 9 | 16.7% |
| ● Always | 513 | 53.4% | 141 | 47.7% | 370 | 55.8% | 30 | 55.6% |
| Total | 960 | 100.0% | 296 | 100.0% | 664 | 100.0% | 54 | 100.0% |
| Not Answered | 29 | | 11 | | 18 | | 3 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 74.11% | 67.20% | 78.28% | 70.96% | | | | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +4.1↑ | +1.2 | +14.2↑ | -1.9 | | | | |

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

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 | | MetroPlus Health Plan | |
|---|---------------------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst treatment possible | 47 | 5.0% | 13 | 4.5% | 34 | 5.2% | 4 | 7.5% |
| ● 1 | 9 | 1.0% | 2 | 0.7% | 7 | 1.1% | 1 | 1.9% |
| ● 2 | 20 | 2.1% | 6 | 2.1% | 14 | 2.2% | 1 | 1.9% |
| ● 3 | 25 | 2.7% | 10 | 3.5% | 14 | 2.2% | 1 | 1.9% |
| ● 4 | 25 | 2.7% | 8 | 2.8% | 17 | 2.6% | 1 | 1.9% |
| ● 5 | 66 | 7.0% | 19 | 6.6% | 48 | 7.3% | 4 | 7.5% |
| ● 6 | 54 | 5.8% | 19 | 6.6% | 35 | 5.4% | 1 | 1.9% |
| ● 7 | 91 | 9.7% | 27 | 9.5% | 65 | 9.9% | 3 | 5.7% |
| ● 8 | 174 | 18.6% | 58 | 20.3% | 117 | 17.9% | 10 | 18.9% |
| ● 9 | 127 | 13.5% | 37 | 13.0% | 89 | 13.7% | 9 | 17.0% |
| ● Best treatment possible | 300 | 32.0% | 87 | 30.4% | 212 | 32.5% | 18 | 34.0% |
| Total | 938 | 100.0% | 286 | 100.0% | 652 | 100.0% | 53 | 100.0% |
| Not Answered | 51 | | 21 | | 30 | | 4 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 63.60% | | 62.06% | | 64.83% | | 68.99% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +2.3 | | +2.8 | | -1.0 | | +11.1 | |

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 | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 187 | 3.0% | 53 | 2.3% | 134 | 3.4% | 16 | 3.7% |
| No | 6,056 | 97.0% | 2,284 | 97.7% | 3,772 | 96.6% | 422 | 96.3% |
| Total | 6,243 | 100.0% | 2,336 | 100.0% | 3,907 | 100.0% | 438 | 100.0% |
| Not Answered | 527 | | 242 | | 285 | | 40 | |

○ **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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 15 | 8.2% | 5 | 10.0% | 10 | 7.6% | 2 | 14.3% |
| ● Sometimes | 23 | 12.6% | 12 | 25.0% | 11 | 8.1% | 2 | 14.3% |
| ● Usually | 42 | 23.1% | 9 | 18.5% | 33 | 24.9% | 2 | 14.3% |
| ● Always | 102 | 56.0% | 23 | 46.5% | 79 | 59.4% | 8 | 57.1% |
| Total | 182 | 100.0% | 49 | 100.0% | 133 | 100.0% | 14 | 100.0% |
| Not Answered | 5 | | 4 | | 1 | | 2 | |
| Reporting Category | | | | | | | | |
| Single Items | | | | | | | | |
| Achievement Score | 78.70% | | 66.87% | | 83.61% | | 71.98% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +11.9↑ | | +6.5 | | +19.7↑ | | -1.7 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst treatment possible | 9 | 5.0% | 1 | 2.0% | 8 | 6.4% | 0 | 0.0% |
| ● 1 | 4 | 2.2% | 2 | 3.8% | 2 | 1.5% | 1 | 6.7% |
| ● 2 | 3 | 1.7% | 1 | 2.2% | 2 | 1.5% | 0 | 0.0% |
| ● 3 | 5 | 2.8% | 2 | 3.8% | 3 | 2.2% | 1 | 6.7% |
| ● 4 | 5 | 2.8% | 2 | 3.8% | 3 | 2.4% | 1 | 6.7% |
| ● 5 | 16 | 8.9% | 9 | 18.4% | 7 | 5.6% | 2 | 13.3% |
| ● 6 | 10 | 5.6% | 3 | 6.3% | 7 | 5.4% | 0 | 0.0% |
| ● 7 | 22 | 12.3% | 4 | 7.6% | 19 | 14.7% | 3 | 20.0% |
| ● 8 | 28 | 15.6% | 9 | 18.3% | 18 | 14.2% | 2 | 13.3% |
| ● 9 | 27 | 15.1% | 5 | 9.5% | 22 | 16.9% | 2 | 13.3% |
| ● Best treatment possible | 50 | 27.9% | 12 | 24.2% | 38 | 29.2% | 3 | 20.0% |
| Total | 179 | 100.0% | 50 | 100.0% | 129 | 100.0% | 15 | 100.0% |
| Not Answered | 8 | | 3 | | 5 | | 1 | |
| Reporting Category | | | | | | | | |
| Single Items | | | | | | | | |
| Achievement Score | 59.83% | | 50.89% | | 60.77% | | 46.04% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +4.6 | | -0.5 | | +7.5 | | -26.2 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 5,150 | 83.2% | 1,859 | 80.8% | 3,295 | 84.7% | 337 | 77.8% |
| No | 1,039 | 16.8% | 442 | 19.2% | 594 | 15.3% | 96 | 22.2% |
| Total | 6,189 | 100.0% | 2,300 | 100.0% | 3,889 | 100.0% | 433 | 100.0% |
| Not Answered | 581 | | 278 | | 303 | | 45 | |

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 | | MetroPlus Health Plan | |
|------------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| None | 1,096 | 21.9% | 364 | 20.5% | 732 | 22.7% | 69 | 21.4% |
| 1 time | 1,314 | 26.3% | 434 | 24.4% | 884 | 27.4% | 75 | 23.3% |
| 2 | 1,101 | 22.0% | 418 | 23.5% | 682 | 21.2% | 84 | 26.1% |
| 3 | 610 | 12.2% | 233 | 13.1% | 378 | 11.7% | 34 | 10.6% |
| 4 | 352 | 7.0% | 134 | 7.6% | 216 | 6.7% | 23 | 7.1% |
| 5 to 9 | 400 | 8.0% | 150 | 8.5% | 249 | 7.7% | 24 | 7.5% |
| 10 or more times | 122 | 2.4% | 42 | 2.4% | 79 | 2.5% | 13 | 4.0% |
| Total | 4,995 | 100.0% | 1,775 | 100.0% | 3,220 | 100.0% | 322 | 100.0% |
| Not Answered | 155 | | 83 | | 72 | | 15 | |

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 | | MetroPlus Health Plan | |
|--|----------------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 67 | 1.7% | 29 | 2.1% | 38 | 1.5% | 4 | 1.6% |
| <input checked="" type="radio"/> Sometimes | 299 | 7.7% | 141 | 10.1% | 155 | 6.3% | 36 | 14.5% |
| <input checked="" type="radio"/> Usually | 728 | 18.9% | 291 | 20.8% | 440 | 17.8% | 50 | 20.2% |
| <input checked="" type="radio"/> Always | 2,768 | 71.7% | 934 | 67.0% | 1,835 | 74.4% | 158 | 63.7% |
| Total | 3,862 | 100.0% | 1,395 | 100.0% | 2,467 | 100.0% | 248 | 100.0% |
| Not Answered | 37 | | 15 | | 22 | | 5 | |
| Reporting Category | Communication | | | | | | | |
| Achievement Score | 90.53% | | 87.89% | | 92.17% | | 84.28% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +0.9 | | -0.6 | | +2.1↑ | | -2.8 | |
| Correlation with Health Plan Satisfaction | 0.226 | | 0.197 | | 0.242 | | 0.276 | |

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 55 | 1.4% | 22 | 1.6% | 32 | 1.3% | 4 | 1.6% |
| ● Sometimes | 278 | 7.2% | 98 | 7.0% | 179 | 7.3% | 23 | 9.2% |
| ● Usually | 634 | 16.4% | 259 | 18.5% | 379 | 15.4% | 39 | 15.5% |
| ● Always | 2,894 | 75.0% | 1,017 | 72.9% | 1,875 | 76.1% | 185 | 73.7% |
| Total | 3,861 | 100.0% | 1,396 | 100.0% | 2,465 | 100.0% | 251 | 100.0% |
| Not Answered | 38 | | 14 | | 24 | | 2 | |
| Reporting Category | | | | | | | | |
| Communication | | | | | | | | |
| Achievement Score | 91.44% | | 91.05% | | 91.63% | | 88.95% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.3↑ | | +0.5 | | +1.6↑ | | +0.2 | |
| Correlation with Health Plan Satisfaction | 0.244 | | 0.241 | | 0.241 | | 0.360 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 53 | 1.4% | 16 | 1.2% | 37 | 1.5% | 2 | 0.8% |
| ● Sometimes | 217 | 5.6% | 84 | 6.1% | 132 | 5.4% | 18 | 7.2% |
| ● Usually | 544 | 14.2% | 192 | 13.8% | 356 | 14.5% | 34 | 13.7% |
| ● Always | 3,030 | 78.8% | 1,098 | 79.0% | 1,930 | 78.6% | 195 | 78.3% |
| Total | 3,844 | 100.0% | 1,390 | 100.0% | 2,454 | 100.0% | 249 | 100.0% |
| Not Answered | 55 | | 20 | | 35 | | 4 | |
| Reporting Category | | | | | | | | |
| Communication | | | | | | | | |
| Achievement Score | 93.02% | | 92.53% | | 93.26% | | 91.85% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.2↑ | | +0.8 | | +1.5↑ | | +2.4 | |
| Correlation with Health Plan Satisfaction | 0.238 | | 0.224 | | 0.245 | | 0.317 | |

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

Your Personal Doctor (continued)

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 108 | 2.8% | 37 | 2.7% | 71 | 2.9% | 6 | 2.4% |
| ● Sometimes | 388 | 10.1% | 175 | 12.7% | 211 | 8.6% | 34 | 13.8% |
| ● Usually | 838 | 21.9% | 329 | 23.8% | 510 | 20.8% | 59 | 24.0% |
| ● Always | 2,499 | 65.2% | 842 | 60.9% | 1,659 | 67.7% | 147 | 59.8% |
| Total | 3,833 | 100.0% | 1,382 | 100.0% | 2,451 | 100.0% | 246 | 100.0% |
| Not Answered | 66 | | 28 | | 38 | | 7 | |
| Reporting Category | | | | | | | | |
| | Communication | | | | | | | |
| Achievement Score | 87.04% | | 84.89% | | 88.37% | | 84.14% | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | +0.8 | | +1.0 | | +0.7 | | +0.9 | |
| Correlation with Health Plan Satisfaction | 0.234 | | 0.255 | | 0.221 | | 0.262 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,264 | 59.6% | 753 | 55.0% | 1,512 | 62.2% | 131 | 53.5% |
| No | 1,535 | 40.4% | 616 | 45.0% | 919 | 37.8% | 114 | 46.5% |
| Total | 3,799 | 100.0% | 1,369 | 100.0% | 2,431 | 100.0% | 245 | 100.0% |
| Not Answered | 100 | | 41 | | 58 | | 8 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|--------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 133 | 6.0% | 48 | 6.5% | 85 | 5.7% | 8 | 6.2% |
| ● Sometimes | 310 | 13.9% | 121 | 16.3% | 189 | 12.7% | 20 | 15.5% |
| ● Usually | 606 | 27.2% | 209 | 28.3% | 398 | 26.7% | 31 | 24.0% |
| ● Always | 1,183 | 53.0% | 363 | 49.0% | 819 | 54.9% | 70 | 54.3% |
| Total | 2,232 | 100.0% | 740 | 100.0% | 1,492 | 100.0% | 129 | 100.0% |
| Not Answered | 32 | | 14 | | 18 | | 2 | |
| Reporting Category | | | | | | | | |
| | Single Items | | | | | | | |
| Achievement Score | 79.86% | | 77.01% | | 81.72% | | 78.04% | |
| 2015 vs. 2013: +/- Change (↕ Stat. sig.) | +2.1 | | +0.8 | | +4.2↑ | | +6.0 | |

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

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst personal doctor possible | 35 | 0.7% | 9 | 0.5% | 25 | 0.8% | 7 | 2.2% |
| ● 1 | 22 | 0.4% | 6 | 0.3% | 16 | 0.5% | 2 | 0.6% |
| ● 2 | 42 | 0.8% | 15 | 0.9% | 27 | 0.8% | 3 | 1.0% |
| ● 3 | 51 | 1.0% | 13 | 0.7% | 38 | 1.2% | 0 | 0.0% |
| ● 4 | 61 | 1.2% | 18 | 1.0% | 44 | 1.4% | 5 | 1.6% |
| ● 5 | 209 | 4.2% | 74 | 4.2% | 136 | 4.3% | 20 | 6.4% |
| ● 6 | 186 | 3.8% | 72 | 4.1% | 113 | 3.6% | 15 | 4.8% |
| ● 7 | 405 | 8.2% | 162 | 9.2% | 245 | 7.7% | 29 | 9.3% |
| ● 8 | 868 | 17.6% | 344 | 19.5% | 525 | 16.5% | 53 | 16.9% |
| ● 9 | 908 | 18.4% | 338 | 19.2% | 569 | 17.9% | 57 | 18.2% |
| ● Best personal doctor possible | 2,158 | 43.6% | 709 | 40.3% | 1,451 | 45.5% | 122 | 39.0% |
| Total | 4,945 | 100.0% | 1,759 | 100.0% | 3,189 | 100.0% | 313 | 100.0% |
| Not Answered | 205 | | 99 | | 103 | | 24 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 79.53% | | 78.73% | | 79.97% | | 74.19% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.7↑ | | +0.5 | | +0.5 | | +2.5 | |
| Correlation with Health Plan Satisfaction | 0.390 | | 0.416 | | 0.375 | | 0.453 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,554 | 42.1% | 940 | 41.6% | 1,617 | 42.5% | 148 | 35.4% |
| No | 3,512 | 57.9% | 1,322 | 58.4% | 2,189 | 57.5% | 270 | 64.6% |
| Total | 6,066 | 100.0% | 2,262 | 100.0% | 3,806 | 100.0% | 418 | 100.0% |
| Not Answered | 704 | | 316 | | 386 | | 60 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 131 | 5.2% | 57 | 6.2% | 74 | 4.6% | 9 | 6.3% |
| ● Sometimes | 507 | 20.1% | 250 | 27.2% | 257 | 16.0% | 43 | 30.3% |
| ● Usually | 695 | 27.5% | 278 | 30.3% | 420 | 26.1% | 36 | 25.4% |
| ● Always | 1,194 | 47.2% | 335 | 36.4% | 858 | 53.3% | 54 | 38.0% |
| Total | 2,527 | 100.0% | 919 | 100.0% | 1,608 | 100.0% | 142 | 100.0% |
| Not Answered | 27 | | 17 | | 10 | | 6 | |
| Reporting Category | Getting Needed Care | | | | | | | |
| Achievement Score | 74.46% | | 66.83% | | 79.32% | | 63.76% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | -0.7 | | -5.3↓ | | +3.6↑ | | -3.6 | |
| Correlation with Health Plan Satisfaction | 0.293 | | 0.302 | | 0.280 | | 0.450 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|-----------------------|--------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| None | 162 | 6.5% | 68 | 7.5% | 94 | 5.9% | 12 | 8.4% |
| 1 specialist | 1,183 | 47.3% | 427 | 46.9% | 754 | 47.5% | 65 | 45.5% |
| 2 | 635 | 25.4% | 224 | 24.6% | 413 | 26.0% | 36 | 25.2% |
| 3 | 321 | 12.8% | 116 | 12.7% | 205 | 12.9% | 20 | 14.0% |
| 4 | 112 | 4.5% | 39 | 4.3% | 72 | 4.5% | 5 | 3.5% |
| 5 or more specialists | 87 | 3.5% | 37 | 4.1% | 51 | 3.2% | 5 | 3.5% |
| Total | 2,500 | 100.0% | 910 | 100.0% | 1,589 | 100.0% | 143 | 100.0% |
| Not Answered | 54 | | 26 | | 29 | | 5 | |

Response scored as: Achievement Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|----------------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● 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 | 0.8% |
| ● 2 | 10 | 0.4% | 4 | 0.5% | 6 | 0.4% | 1 | 0.8% |
| ● 3 | 23 | 1.0% | 9 | 1.1% | 14 | 0.9% | 2 | 1.6% |
| ● 4 | 25 | 1.1% | 10 | 1.2% | 15 | 1.0% | 2 | 1.6% |
| ● 5 | 85 | 3.7% | 38 | 4.6% | 48 | 3.2% | 7 | 5.5% |
| ● 6 | 91 | 4.0% | 46 | 5.6% | 45 | 3.0% | 4 | 3.1% |
| ● 7 | 197 | 8.6% | 93 | 11.3% | 105 | 7.1% | 13 | 10.2% |
| ● 8 | 403 | 17.5% | 150 | 18.2% | 254 | 17.2% | 28 | 22.0% |
| ● 9 | 452 | 19.6% | 154 | 18.7% | 300 | 20.3% | 15 | 11.8% |
| ● Best specialist possible | 982 | 42.7% | 308 | 37.4% | 671 | 45.4% | 54 | 42.5% |
| Total | 2,301 | 100.0% | 824 | 100.0% | 1,477 | 100.0% | 127 | 100.0% |
| Not Answered | 37 | | 18 | | 19 | | 4 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 79.61% | | 74.00% | | 83.03% | | 76.28% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +3.9↑ | | +0.3 | | +6.7↑ | | +3.0 | |
| Correlation with Health Plan Satisfaction | 0.396 | | 0.401 | | 0.387 | | 0.563 | |

Your Health Plan

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,409 | 40.0% | 1,002 | 45.0% | 1,408 | 37.0% | 152 | 36.9% |
| No | 3,617 | 60.0% | 1,223 | 55.0% | 2,395 | 63.0% | 260 | 63.1% |
| Total | 6,026 | 100.0% | 2,225 | 100.0% | 3,803 | 100.0% | 412 | 100.0% |
| Not Answered | 744 | | 353 | | 389 | | 66 | |

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

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|--------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 55 | 2.3% | 20 | 2.0% | 35 | 2.5% | 4 | 2.7% |
| ● Sometimes | 466 | 19.5% | 224 | 22.7% | 241 | 17.3% | 40 | 26.8% |
| ● Usually | 591 | 24.8% | 250 | 25.3% | 341 | 24.4% | 40 | 26.8% |
| ● Always | 1,272 | 53.4% | 492 | 49.9% | 782 | 55.9% | 65 | 43.6% |
| Total | 2,384 | 100.0% | 985 | 100.0% | 1,399 | 100.0% | 149 | 100.0% |
| Not Answered | 25 | | 12 | | 13 | | 3 | |
| Reporting Category Customer Service | | | | | | | | |
| Achievement Score | 78.34% | | 75.24% | | 80.25% | | 70.39% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +2.8↑ | | +1.7 | | +5.4↑ | | +1.2 | |
| Correlation with Health Plan Satisfaction | 0.454 | | 0.383 | | 0.502 | | 0.406 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|--------------|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Never | 44 | 1.8% | 18 | 1.9% | 26 | 1.9% | 3 | 2.0% |
| ● Sometimes | 181 | 7.6% | 92 | 9.3% | 89 | 6.4% | 12 | 8.0% |
| ● Usually | 461 | 19.4% | 204 | 20.8% | 259 | 18.5% | 31 | 20.7% |
| ● Always | 1,693 | 71.2% | 668 | 68.1% | 1,023 | 73.2% | 104 | 69.3% |
| Total | 2,379 | 100.0% | 982 | 100.0% | 1,397 | 100.0% | 150 | 100.0% |
| Not Answered | 30 | | 15 | | 15 | | 2 | |
| Reporting Category Customer Service | | | | | | | | |
| Achievement Score | 90.57% | | 89.08% | | 91.55% | | 90.43% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.3 | | +0.6 | | +0.5 | | +3.4 | |
| Correlation with Health Plan Satisfaction | 0.431 | | 0.374 | | 0.473 | | 0.324 | |

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

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|-----------|----------------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst health plan possible | 50 | 0.8% | 17 | 0.8% | 31 | 0.8% | 9 | 2.3% |
| ● 1 | 26 | 0.4% | 10 | 0.5% | 15 | 0.4% | 6 | 1.5% |
| ● 2 | 41 | 0.7% | 18 | 0.8% | 23 | 0.6% | 5 | 1.3% |
| ● 3 | 58 | 1.0% | 18 | 0.8% | 40 | 1.1% | 2 | 0.5% |
| ● 4 | 70 | 1.2% | 30 | 1.4% | 41 | 1.1% | 5 | 1.3% |
| ● 5 | 304 | 5.1% | 107 | 4.9% | 199 | 5.3% | 20 | 5.1% |
| ● 6 | 246 | 4.2% | 102 | 4.7% | 144 | 3.9% | 21 | 5.3% |
| ● 7 | 604 | 10.2% | 249 | 11.3% | 355 | 9.5% | 40 | 10.1% |
| ● 8 | 1,108 | 18.7% | 403 | 18.4% | 702 | 18.8% | 78 | 19.7% |
| ● 9 | 990 | 16.7% | 362 | 16.5% | 631 | 16.9% | 62 | 15.7% |
| ● Best health plan possible | 2,419 | 40.9% | 877 | 40.0% | 1,545 | 41.5% | 148 | 37.4% |
| Total | 5,916 | 100.0% | 2,194 | 100.0% | 3,727 | 100.0% | 396 | 100.0% |
| Not Answered | 854 | | 384 | | 465 | | 82 | |
| Reporting Category | | Ratings | | | | | | |
| Achievement Score | | 76.34% | 74.50% | 77.44% | 72.84% | | | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | | +0.6 | -0.8 | +2.2↑ | -4.6 | | | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|-----------|---------------------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 5,285 | 92.7% | 1,972 | 92.3% | 3,313 | 92.9% | 364 | 91.9% |
| ● No | 415 | 7.3% | 165 | 7.7% | 251 | 7.1% | 32 | 8.1% |
| Total | 5,700 | 100.0% | 2,137 | 100.0% | 3,565 | 100.0% | 396 | 100.0% |
| Not Answered | 1,070 | | 441 | | 627 | | 82 | |
| Reporting Category | | Single Items | | | | | | |
| Achievement Score | | 92.69% | 92.09% | 93.05% | 91.99% | | | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | | +0.4 | +1.1 | +0.0 | -1.5 | | | |

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

About Your Health

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Excellent | 905 | 14.9% | 377 | 16.6% | 528 | 13.9% | 58 | 14.0% |
| Very Good | 1,645 | 27.1% | 604 | 26.7% | 1,042 | 27.4% | 106 | 25.5% |
| Good | 2,102 | 34.7% | 788 | 34.8% | 1,317 | 34.7% | 146 | 35.2% |
| Fair | 1,119 | 18.5% | 415 | 18.3% | 704 | 18.5% | 84 | 20.2% |
| Poor | 293 | 4.8% | 82 | 3.6% | 210 | 5.5% | 21 | 5.1% |
| Total | 6,064 | 100.0% | 2,265 | 100.0% | 3,801 | 100.0% | 415 | 100.0% |
| Not Answered | 706 | | 313 | | 391 | | 63 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Excellent | 1,634 | 27.0% | 685 | 30.4% | 943 | 24.8% | 125 | 30.3% |
| Very Good | 1,565 | 25.9% | 585 | 26.0% | 985 | 25.9% | 108 | 26.2% |
| Good | 1,710 | 28.3% | 629 | 28.0% | 1,083 | 28.5% | 107 | 25.9% |
| Fair | 864 | 14.3% | 274 | 12.2% | 591 | 15.5% | 54 | 13.1% |
| Poor | 277 | 4.6% | 76 | 3.4% | 202 | 5.3% | 19 | 4.6% |
| Total | 6,050 | 100.0% | 2,249 | 100.0% | 3,804 | 100.0% | 413 | 100.0% |
| Not Answered | 720 | | 329 | | 388 | | 65 | |

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 | | MetroPlus Health Plan | |
|--------------------------------------|--------------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Yes | 2,334 | 40.2% | 913 | 42.9% | 1,422 | 38.7% | 187 | 47.6% |
| <input checked="" type="radio"/> No | 3,467 | 59.8% | 1,217 | 57.1% | 2,253 | 61.3% | 206 | 52.4% |
| Don't Know | 255 | | 122 | | 130 | | 21 | |
| Total | 5,801 | 100.0% | 2,131 | 100.0% | 3,675 | 100.0% | 393 | 100.0% |
| Not Answered | 689 | | 306 | | 381 | | 61 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 40.23% | 42.86% | 38.70% | 47.58% | | | | |

Response scored as: Achievement Room for improvement

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 | | MetroPlus Health Plan | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Every day | 1,037 | 17.3% | 199 | 8.9% | 847 | 22.4% | 40 | 9.9% |
| Some days | 539 | 9.0% | 182 | 8.2% | 358 | 9.5% | 31 | 7.7% |
| Not at all | 4,415 | 73.7% | 1,839 | 82.8% | 2,569 | 68.1% | 334 | 82.5% |
| Don't Know | 61 | | 28 | | 32 | | 8 | |
| Total | 5,991 | 100.0% | 2,220 | 100.0% | 3,774 | 100.0% | 405 | 100.0% |
| Not Answered | 718 | | 329 | | 386 | | 65 | |

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 | | MetroPlus Health Plan | |
|--|--|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 317 | 20.5% | 81 | 21.8% | 234 | 19.9% | 15 | 21.4% |
| <input checked="" type="radio"/> Sometimes | 296 | 19.1% | 70 | 18.8% | 227 | 19.3% | 10 | 14.3% |
| <input checked="" type="radio"/> Usually | 277 | 17.9% | 68 | 18.2% | 209 | 17.8% | 12 | 17.1% |
| <input checked="" type="radio"/> Always | 660 | 42.6% | 154 | 41.2% | 507 | 43.1% | 33 | 47.1% |
| Total | 1,550 | 100.0% | 373 | 100.0% | 1,177 | 100.0% | 70 | 100.0% |
| Not Answered | 26 | | 8 | | 18 | | 1 | |
| Reporting Category | Medical Assistance with Smoking Cessation | | | | | | | |
| Achievement Score | 79.55% | | 78.19% | | 80.12% | | 78.57% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +1.3 | | +1.0 | | +1.6 | | +3.2 | |

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 | | MetroPlus Health Plan | |
|--|--|---------------|------------|---------------|---------------|---------------|-----------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 638 | 41.3% | 163 | 44.1% | 475 | 40.4% | 27 | 39.1% |
| <input checked="" type="radio"/> Sometimes | 329 | 21.3% | 81 | 22.0% | 247 | 21.0% | 14 | 20.3% |
| <input checked="" type="radio"/> Usually | 235 | 15.2% | 52 | 14.0% | 184 | 15.6% | 13 | 18.8% |
| <input checked="" type="radio"/> Always | 344 | 22.3% | 74 | 19.9% | 270 | 23.0% | 15 | 21.7% |
| Total | 1,546 | 100.0% | 370 | 100.0% | 1,176 | 100.0% | 69 | 100.0% |
| Not Answered | 30 | | 11 | | 19 | | 2 | |
| Reporting Category | Medical Assistance with Smoking Cessation | | | | | | | |
| Achievement Score | 58.73% | | 55.89% | | 59.60% | | 60.87% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | +3.2 | | -0.9 | | +4.4↑ | | +12.2 | |

Response scored as: Achievement Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 761 | 49.5% | 175 | 47.9% | 586 | 49.9% | 27 | 39.1% |
| ● Sometimes | 320 | 20.8% | 85 | 23.4% | 233 | 19.9% | 25 | 36.2% |
| ● Usually | 181 | 11.8% | 39 | 10.6% | 145 | 12.3% | 5 | 7.2% |
| ● Always | 276 | 17.9% | 66 | 18.1% | 210 | 17.9% | 12 | 17.4% |
| Total | 1,538 | 100.0% | 365 | 100.0% | 1,174 | 100.0% | 69 | 100.0% |
| Not Answered | 38 | | 16 | | 21 | | 2 | |
| Reporting Category Medical Assistance with Smoking Cessation | | | | | | | | |
| Achievement Score | 50.52% | | 52.12% | | 50.08% | | 60.87% | |
| 2015 vs. 2013: +/- Change (▲▼ Stat. sig.) | +4.0▲ | | +3.7 | | +4.1▲ | | +16.7▲ | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 164 | 27.3% | 49 | 24.5% | 115 | 28.7% | 7 | 28.0% |
| ● No | 437 | 72.7% | 150 | 75.5% | 287 | 71.3% | 18 | 72.0% |
| 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% | 25 | 100.0% |
| Not Answered | 0 | | 0 | | 0 | | 0 | |
| Reporting Category Aspirin Use and Discussion | | | | | | | | |
| Achievement Score | 27.29% | | 24.48% | | 28.69% | | 28.00% | |
| 2015 vs. 2013: +/- Change (▲▼ Stat. sig.) | -0.9 | | -0.3 | | -1.6 | | +3.0 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 498 | 8.9% | 169 | 8.2% | 329 | 9.4% | 34 | 8.9% |
| No | 5,087 | 91.1% | 1,897 | 91.8% | 3,189 | 90.6% | 350 | 91.1% |
| Don't know | 476 | | 195 | | 282 | | 35 | |
| Total | 5,585 | 100.0% | 2,067 | 100.0% | 3,519 | 100.0% | 384 | 100.0% |
| Not Answered | 709 | | 316 | | 391 | | 59 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--|-----------|--------|--------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 511 | 39.1% | 161 | 34.4% | 350 | 41.8% | 27 | 38.6% |
| ● No | 797 | 60.9% | 308 | 65.6% | 489 | 58.2% | 43 | 61.4% |
| Total | 1,308 | 100.0% | 469 | 100.0% | 839 | 100.0% | 70 | 100.0% |
| Not Answered | 0 | | 0 | | 0 | | 0 | |
| Reporting Category Aspirin Use and Discussion | | | | | | | | |
| Achievement Score | 39.07% | | 34.39% | | 41.76% | | 38.57% | |
| 2015 vs. 2013: +/- Change (↑↓ Stat. sig.) | -0.5 | | -4.8 | | +1.9 | | +4.0 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,512 | 51.8% | 590 | 55.4% | 924 | 49.6% | 106 | 53.5% |
| No | 1,409 | 48.2% | 475 | 44.6% | 937 | 50.4% | 92 | 46.5% |
| Total | 2,921 | 100.0% | 1,065 | 100.0% | 1,862 | 100.0% | 198 | 100.0% |
| Not Answered | 3,849 | | 1,513 | | 2,330 | | 280 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,719 | 58.8% | 640 | 60.1% | 1,080 | 58.0% | 131 | 66.2% |
| No | 1,202 | 41.2% | 425 | 39.9% | 781 | 42.0% | 67 | 33.8% |
| Total | 2,921 | 100.0% | 1,065 | 100.0% | 1,862 | 100.0% | 198 | 100.0% |
| Not Answered | 3,849 | | 1,513 | | 2,330 | | 280 | |

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 | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 918 | 31.4% | 249 | 23.4% | 673 | 36.2% | 46 | 23.2% |
| No | 2,003 | 68.6% | 816 | 76.6% | 1,188 | 63.8% | 152 | 76.8% |
| Total | 2,921 | 100.0% | 1,065 | 100.0% | 1,862 | 100.0% | 198 | 100.0% |
| Not Answered | 3,849 | | 1,513 | | 2,330 | | 280 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 224 | 16.6% | 90 | 16.7% | 135 | 16.5% | 16 | 13.1% |
| No | 1,126 | 83.4% | 447 | 83.3% | 679 | 83.5% | 106 | 86.9% |
| Total | 1,350 | 100.0% | 537 | 100.0% | 813 | 100.0% | 122 | 100.0% |
| Not Answered | 5,420 | | 2,041 | | 3,379 | | 356 | |

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 | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 209 | 15.5% | 88 | 16.3% | 122 | 15.0% | 23 | 18.9% |
| No | 1,141 | 84.5% | 449 | 83.7% | 692 | 85.0% | 99 | 81.1% |
| Total | 1,350 | 100.0% | 537 | 100.0% | 813 | 100.0% | 122 | 100.0% |
| Not Answered | 5,420 | | 2,041 | | 3,379 | | 356 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 153 | 11.3% | 59 | 11.0% | 94 | 11.6% | 15 | 12.3% |
| No | 1,197 | 88.7% | 478 | 89.0% | 719 | 88.4% | 107 | 87.7% |
| Total | 1,350 | 100.0% | 537 | 100.0% | 813 | 100.0% | 122 | 100.0% |
| Not Answered | 5,420 | | 2,041 | | 3,379 | | 356 | |

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 | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,050 | 77.8% | 415 | 77.4% | 635 | 78.1% | 98 | 80.3% |
| No | 300 | 22.2% | 122 | 22.6% | 178 | 21.9% | 24 | 19.7% |
| Total | 1,350 | 100.0% | 537 | 100.0% | 813 | 100.0% | 122 | 100.0% |
| Not Answered | 5,420 | | 2,041 | | 3,379 | | 356 | |

About Your Health (continued)**Q55a. Do any of the following conditions affect you right now ... Cancer?**

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 135 | 2.6% | 41 | 2.1% | 94 | 2.9% | 4 | 1.1% |
| No | 5,123 | 97.4% | 1,911 | 97.9% | 3,212 | 97.1% | 354 | 98.9% |
| Total | 5,258 | 100.0% | 1,952 | 100.0% | 3,307 | 100.0% | 358 | 100.0% |
| Not Answered | 1,512 | | 626 | | 885 | | 120 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,420 | 26.2% | 397 | 19.9% | 1,029 | 30.0% | 62 | 16.9% |
| No | 4,004 | 73.8% | 1,598 | 80.1% | 2,401 | 70.0% | 304 | 83.1% |
| Total | 5,424 | 100.0% | 1,995 | 100.0% | 3,430 | 100.0% | 366 | 100.0% |
| Not Answered | 1,346 | | 583 | | 762 | | 112 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 828 | 15.6% | 249 | 12.7% | 580 | 17.3% | 45 | 12.5% |
| No | 4,480 | 84.4% | 1,711 | 87.3% | 2,768 | 82.7% | 316 | 87.5% |
| Total | 5,308 | 100.0% | 1,961 | 100.0% | 3,348 | 100.0% | 361 | 100.0% |
| Not Answered | 1,462 | | 617 | | 844 | | 117 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,732 | 31.9% | 526 | 26.4% | 1,212 | 35.4% | 90 | 24.5% |
| No | 3,691 | 68.1% | 1,471 | 73.6% | 2,214 | 64.6% | 277 | 75.5% |
| Total | 5,423 | 100.0% | 1,998 | 100.0% | 3,426 | 100.0% | 367 | 100.0% |
| Not Answered | 1,347 | | 580 | | 766 | | 111 | |

About Your Health (continued)

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,331 | 24.6% | 357 | 17.9% | 980 | 28.7% | 67 | 17.9% |
| No | 4,080 | 75.4% | 1,636 | 82.1% | 2,439 | 71.3% | 308 | 82.1% |
| Total | 5,411 | 100.0% | 1,992 | 100.0% | 3,419 | 100.0% | 375 | 100.0% |
| Not Answered | 1,359 | | 586 | | 773 | | 103 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 188 | 3.6% | 59 | 3.0% | 129 | 3.9% | 21 | 5.7% |
| No | 5,087 | 96.4% | 1,890 | 97.0% | 3,195 | 96.1% | 347 | 94.3% |
| Total | 5,275 | 100.0% | 1,949 | 100.0% | 3,324 | 100.0% | 368 | 100.0% |
| Not Answered | 1,495 | | 629 | | 868 | | 110 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 942 | 17.6% | 224 | 11.4% | 722 | 21.3% | 46 | 12.3% |
| No | 4,420 | 82.4% | 1,748 | 88.6% | 2,667 | 78.7% | 328 | 87.7% |
| Total | 5,362 | 100.0% | 1,972 | 100.0% | 3,389 | 100.0% | 374 | 100.0% |
| Not Answered | 1,408 | | 606 | | 803 | | 104 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,668 | 30.5% | 465 | 23.1% | 1,213 | 35.0% | 78 | 20.7% |
| No | 3,808 | 69.5% | 1,548 | 76.9% | 2,252 | 65.0% | 298 | 79.3% |
| Total | 5,476 | 100.0% | 2,012 | 100.0% | 3,465 | 100.0% | 376 | 100.0% |
| Not Answered | 1,294 | | 566 | | 727 | | 102 | |

About You

Q56. What is your age?

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| 18 to 24 | 778 | 12.9% | 298 | 13.3% | 475 | 12.5% | 72 | 17.4% |
| 25 to 34 | 1,153 | 19.1% | 430 | 19.1% | 723 | 19.1% | 75 | 18.1% |
| 35 to 44 | 1,057 | 17.5% | 385 | 17.1% | 673 | 17.7% | 63 | 15.2% |
| 45 to 54 | 1,479 | 24.5% | 566 | 25.2% | 916 | 24.1% | 107 | 25.8% |
| 55 to 64 | 1,491 | 24.7% | 521 | 23.2% | 974 | 25.7% | 94 | 22.7% |
| 65 to 74 | 76 | 1.3% | 47 | 2.1% | 30 | 0.8% | 3 | 0.7% |
| 75 or older | 3 | 0.0% | 0 | 0.0% | 3 | 0.1% | 0 | 0.0% |
| Total | 6,037 | 100.0% | 2,246 | 100.0% | 3,794 | 100.0% | 414 | 100.0% |
| Not Answered | 733 | | 332 | | 398 | | 64 | |

Q57. Are you male or female?

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Male | 2,470 | 41.0% | 926 | 41.2% | 1,545 | 40.8% | 183 | 44.0% |
| Female | 3,558 | 59.0% | 1,319 | 58.8% | 2,241 | 59.2% | 233 | 56.0% |
| Total | 6,028 | 100.0% | 2,244 | 100.0% | 3,786 | 100.0% | 416 | 100.0% |
| Not Answered | 742 | | 334 | | 406 | | 62 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---------------------------------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| 8th grade or less | 479 | 8.1% | 256 | 11.7% | 221 | 5.9% | 48 | 12.0% |
| Some high school but did not graduate | 943 | 15.9% | 382 | 17.5% | 556 | 14.8% | 89 | 22.3% |
| High school graduate or GED | 1,960 | 33.0% | 641 | 29.3% | 1,324 | 35.3% | 115 | 28.8% |
| Some college or 2-year degree | 1,691 | 28.5% | 521 | 23.8% | 1,177 | 31.3% | 94 | 23.6% |
| 4-year college graduate | 581 | 9.8% | 268 | 12.3% | 314 | 8.3% | 38 | 9.5% |
| More than 4-year college degree | 283 | 4.8% | 117 | 5.4% | 164 | 4.4% | 15 | 3.8% |
| Total | 5,937 | 100.0% | 2,186 | 100.0% | 3,755 | 100.0% | 399 | 100.0% |
| Not Answered | 833 | | 392 | | 437 | | 79 | |

About You (continued)

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|----------------------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes, Hispanic or Latino | 1,449 | 24.5% | 838 | 38.2% | 592 | 15.9% | 175 | 43.2% |
| No, Not Hispanic or Latino | 4,467 | 75.5% | 1,354 | 61.8% | 3,134 | 84.1% | 230 | 56.8% |
| Total | 5,916 | 100.0% | 2,193 | 100.0% | 3,726 | 100.0% | 405 | 100.0% |
| Not Answered | 854 | | 385 | | 466 | | 73 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 3,025 | 53.1% | 559 | 27.3% | 2,486 | 68.1% | 70 | 18.6% |
| No | 2,667 | 46.9% | 1,489 | 72.7% | 1,165 | 31.9% | 307 | 81.4% |
| Total | 5,692 | 100.0% | 2,048 | 100.0% | 3,651 | 100.0% | 377 | 100.0% |
| Not Answered | 1,078 | | 530 | | 541 | | 101 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,261 | 22.2% | 565 | 27.6% | 689 | 18.9% | 131 | 34.7% |
| No | 4,431 | 77.8% | 1,483 | 72.4% | 2,962 | 81.1% | 246 | 65.3% |
| Total | 5,692 | 100.0% | 2,048 | 100.0% | 3,651 | 100.0% | 377 | 100.0% |
| Not Answered | 1,078 | | 530 | | 541 | | 101 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 743 | 13.1% | 492 | 24.1% | 249 | 6.8% | 88 | 23.3% |
| No | 4,949 | 86.9% | 1,555 | 75.9% | 3,403 | 93.2% | 289 | 76.7% |
| Total | 5,692 | 100.0% | 2,048 | 100.0% | 3,651 | 100.0% | 377 | 100.0% |
| Not Answered | 1,078 | | 530 | | 541 | | 101 | |

About You (continued)**Q60.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 64 | 1.1% | 39 | 1.9% | 25 | 0.7% | 5 | 1.3% |
| No | 5,628 | 98.9% | 2,008 | 98.1% | 3,626 | 99.3% | 372 | 98.7% |
| Total | 5,692 | 100.0% | 2,048 | 100.0% | 3,651 | 100.0% | 377 | 100.0% |
| Not Answered | 1,078 | | 530 | | 541 | | 101 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 191 | 3.4% | 56 | 2.7% | 136 | 3.7% | 14 | 3.7% |
| No | 5,501 | 96.6% | 1,992 | 97.3% | 3,516 | 96.3% | 363 | 96.3% |
| Total | 5,692 | 100.0% | 2,048 | 100.0% | 3,651 | 100.0% | 377 | 100.0% |
| Not Answered | 1,078 | | 530 | | 541 | | 101 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 890 | 15.6% | 543 | 26.5% | 339 | 9.3% | 107 | 28.4% |
| No | 4,802 | 84.4% | 1,505 | 73.5% | 3,312 | 90.7% | 270 | 71.6% |
| Total | 5,692 | 100.0% | 2,048 | 100.0% | 3,651 | 100.0% | 377 | 100.0% |
| Not Answered | 1,078 | | 530 | | 541 | | 101 | |

Q61. How well do you speak English?

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Very well | 3,959 | 65.8% | 1,056 | 47.1% | 2,918 | 77.3% | 183 | 44.2% |
| Well | 988 | 16.4% | 502 | 22.4% | 482 | 12.8% | 105 | 25.4% |
| Not well | 721 | 12.0% | 446 | 19.9% | 271 | 7.2% | 87 | 21.0% |
| Not at all | 348 | 5.8% | 239 | 10.7% | 105 | 2.8% | 39 | 9.4% |
| Total | 6,016 | 100.0% | 2,243 | 100.0% | 3,776 | 100.0% | 414 | 100.0% |
| Not Answered | 754 | | 335 | | 416 | | 64 | |

About You (continued)

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,336 | 39.3% | 1,372 | 62.5% | 949 | 25.3% | 251 | 61.7% |
| No | 3,605 | 60.7% | 822 | 37.5% | 2,801 | 74.7% | 156 | 38.3% |
| Total | 5,941 | 100.0% | 2,195 | 100.0% | 3,750 | 100.0% | 407 | 100.0% |
| Not Answered | 829 | | 383 | | 442 | | 71 | |

Q63. What is the language spoken at home?

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|--------------|-----------|--------|-------|--------|---------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Spanish | 1,046 | 45.7% | 601 | 44.5% | 438 | 46.7% | 121 | 49.8% |
| Other | 1,244 | 54.3% | 751 | 55.5% | 500 | 53.3% | 122 | 50.2% |
| Total | 2,290 | 100.0% | 1,352 | 100.0% | 938 | 100.0% | 243 | 100.0% |
| Not Answered | 46 | | 22 | | 24 | | 8 | |



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 completely. Use only black or blue ink or dark pencil to complete the survey.



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 | <input type="radio"/> | <input type="radio"/> |
| b. Exercise or physical activity | <input type="radio"/> | <input type="radio"/> |
| c. Things in your life that worry you or cause you stress | <input type="radio"/> | <input type="radio"/> |
| d. Whether you felt sad, empty, or depressed | <input type="radio"/> | <input type="radio"/> |
| e. Smoking or using tobacco products | <input type="radio"/> | <input type="radio"/> |
| f. Alcohol or other drug use | <input type="radio"/> | <input type="radio"/> |

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 Best
- Personal Doctor Personal Doctor
- Possible Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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 mental or emotional health?

- 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 | <input type="radio"/> | <input type="radio"/> |
| b. Arthritis | <input type="radio"/> | <input type="radio"/> |
| c. Asthma | <input type="radio"/> | <input type="radio"/> |
| d. Overweight | <input type="radio"/> | <input type="radio"/> |
| e. Depression | <input type="radio"/> | <input type="radio"/> |
| f. Drinking or other drug problems | <input type="radio"/> | <input type="radio"/> |
| g. Emotional problems or mental illness | <input type="radio"/> | <input type="radio"/> |
| h. Other medical conditions lasting more than three months | <input type="radio"/> | <input type="radio"/> |



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**





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