



New York State  
HIV Special Needs Plans (SNP)  
CAHPS® 5.1H  
Adult Medicaid Survey

Continuous Quality Improvement Report

April 2022



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## Background

In New York, Medicaid enrollees living with HIV/AIDS may be enrolled in a type of Medicaid managed care plan called a Special Needs Plan (SNP). These plans are designed to specifically address the needs of members living with HIV/AIDS by providing access to providers experienced in HIV/AIDS care and offering services specialized for HIV patients. Specialized services include care coordination between medical and other providers, promoting wellness, and treatment adherence services.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 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 (NYS) 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 NYSDOH in 2021. The instrument used for the administration of the survey was the CAHPS® 5.1H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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# Executive Summary

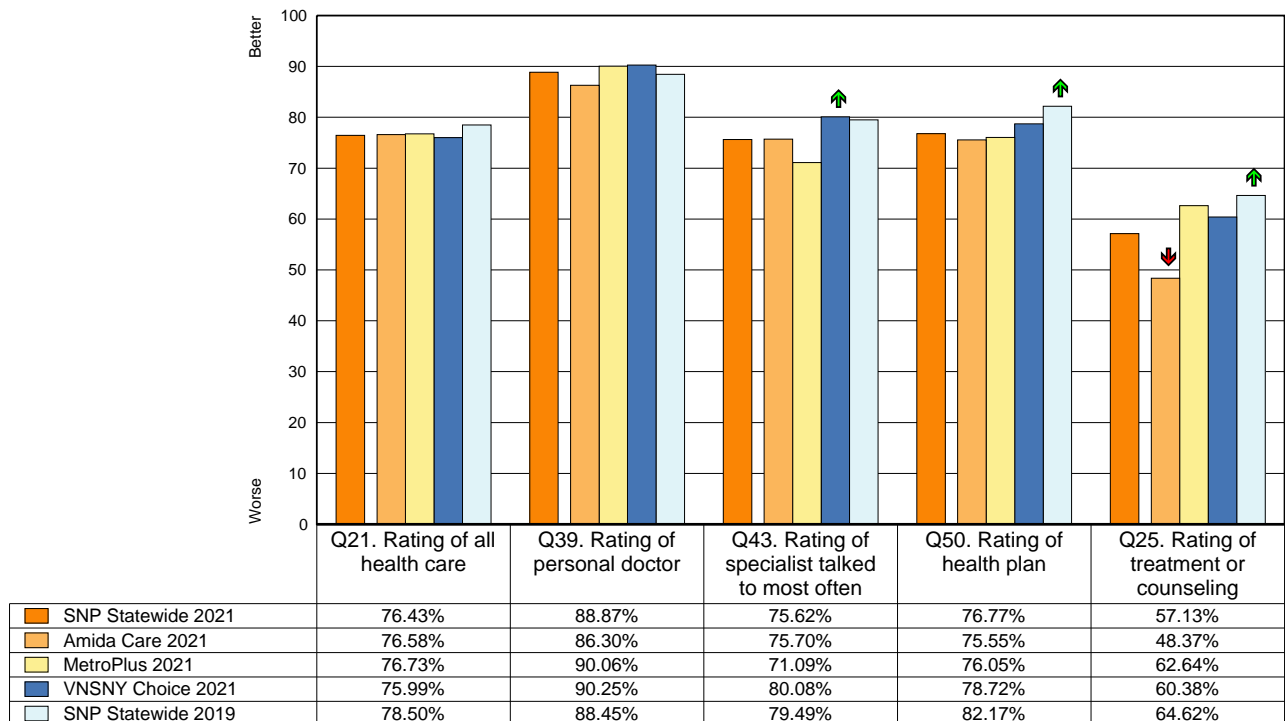
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2021 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a mail only methodology during the period October 14, 2021, through January 13, 2022, using a standardized survey procedure and questionnaire. Across SNPs, a total of 1,401 responses were received resulting in a 23.5% 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 questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. 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 Standard Rating Questions

Response options for standard 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". Plan-level and SNP Statewide results are presented below. Plan results and SNP Statewide 2019 trend scores are compared to the SNP Statewide 2021 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.

Standard Ratings Questions (8, 9 or 10)

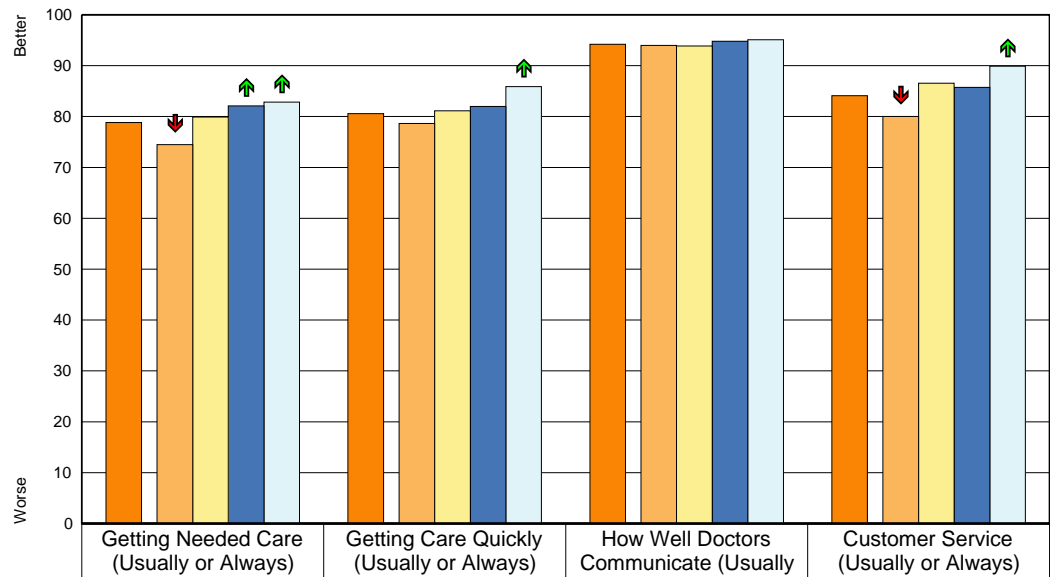


↑/↓ Statistically significantly better/worse than SNP Statewide 2021.

### Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. Plan-level and SNP results are presented below. Plan results and SNP Total trend scores are compared to the SNP Total 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.

Standard Composites



SNP Statewide 2021	78.82%	80.59%	94.22%	84.10%
Amida Care 2021	74.46%	78.62%	93.98%	80.01%
MetroPlus 2021	79.91%	81.14%	93.88%	86.55%
VNSNY Choice 2021	82.10%	81.99%	94.79%	85.75%
SNP Statewide 2019	82.83%	85.90%	95.09%	89.89%

↑/↓ Statistically significantly better/worse than SNP Statewide 2021.

## Key Measure Summary

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)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
<b>SNP Statewide</b>	79	81	94	84	76	89	76	77	57
Amida Care	74 ▼	79	94	80 ▼	77	86	76	76	48 ▼
MetroPlus	80	81	94	87	77	90	71	76	63
VNSNY Choice	82 ▲	82	95	86	76	90	80 ▲	79	60

▲▼ Statistically significantly better/worse than SNP Statewide 2021.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
18 to 24	0.4%	0.0%	0.7%	0.5%
25 to 34	3.8%	6.6%	2.7%	3.1%
35 to 44	10.0%	12.5%	9.8%	8.7%
45 to 54	24.3%	27.8%	23.9%	22.6%
55 to 64	54.6%	49.0%	55.1%	57.3%
65 to 74	6.1%	4.2%	5.8%	7.3%
75 or older	0.9%	0.0%	2.0%	0.5%

<b>Gender</b>	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
Male	61.4%	59.7%	60.7%	62.8%
Female	34.9%	29.7%	38.0%	35.5%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	4.5%	11.8%	1.5%	2.5%

<b>Highest grade or level of school completed</b>	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
8th grade or less	9.2%	7.6%	10.4%	9.3%
Some high school, but did not graduate	24.4%	22.1%	27.0%	23.7%
High school graduate or GED	29.1%	25.4%	31.5%	29.4%
Some college or 2-year degree	23.7%	29.6%	19.0%	23.9%
4-year college graduate	8.7%	10.3%	7.0%	9.1%
More than 4-year college graduate	4.9%	5.1%	5.0%	4.6%

<b>Hispanic or Latino</b>	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
Yes, Hispanic or Latino	45.0%	42.9%	41.5%	48.9%
No, Not Hispanic or Latino	55.0%	57.1%	58.5%	51.1%

<b>Race</b>	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
White	21.6%	28.0%	14.3%	23.4%
Black or African-American	48.9%	45.4%	55.6%	45.7%
Asian	2.2%	4.3%	2.8%	0.5%
Native Hawaiian or Other Pacific Islander	0.5%	0.6%	0.5%	0.5%
American Indian or Alaska Native	2.9%	3.4%	1.9%	3.4%
Other	29.3%	25.9%	28.2%	32.1%

<b>Rating of Overall Health</b>	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
Excellent	13.9%	15.8%	13.6%	13.0%
Very good	25.4%	26.6%	23.2%	26.4%
Good	35.3%	32.2%	36.2%	36.3%
Fair	21.6%	23.0%	22.8%	19.9%
Poor	3.9%	2.4%	4.2%	4.5%

## Sample Disposition

	SNP Statewide	Amida Care	MetroPlus	VNSNY Choice
First mailing - sent	6,000	2,000	2,000	2,000
First mailing - usable survey returned*	802	172	266	364
Second mailing - sent	5,112	1,728	1,724	1,660
Second mailing - usable survey returned*	430	119	146	165
Third mailing - sent	4,291	1,485	1,463	1,343
Third mailing - usable survey returned*	169	51	49	69
<b>Total - usable surveys</b>	<b>1,401</b>	<b>342</b>	<b>461</b>	<b>598</b>
<b>Ineligible: According to population criteria‡†</b>	<b>18</b>	<b>4</b>	<b>7</b>	<b>7</b>
<b>Ineligible: Language barrier†</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>1</b>
<b>Ineligible: Deceased†</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Ineligible: Mentally or physically unable to complete survey†</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>Refusal/Returned survey blank</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>2</b>
<b>Incomplete survey</b>	<b>26</b>	<b>5</b>	<b>7</b>	<b>14</b>
<b>Response Rate</b>	<b>23.5%</b>	<b>17.2%</b>	<b>23.2%</b>	<b>30.1%</b>

\*Included in response rate numerator

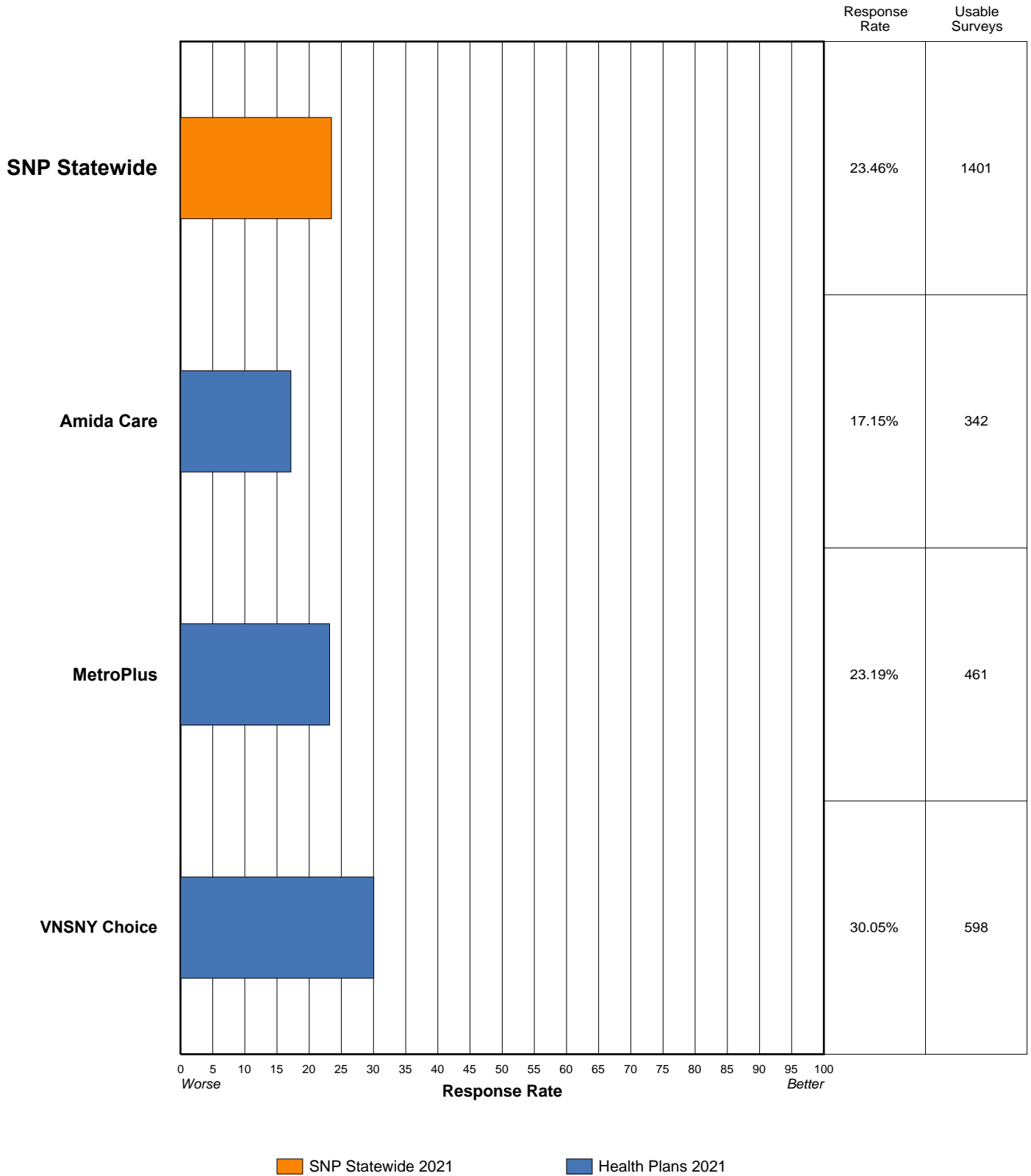
†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the special needs plan.

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



# Response Rates



# Trend Analysis - 2021 vs. 2019

## New York State HIV Special Needs Plans (SNP)

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2019. 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 (Questions 8 and 10) 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 2019 and 2021 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	SNP Statewide 2021 Score	SNP Statewide 2019 Score	Point Change	Composite/ Question Group
Q39. Rating of personal doctor	88.9%	88.5%	+ 0.4	Ratings
Q35. Personal doctor usually or always showed respect for what you had to say	96.0%	96.0%	+ 0.1	Communication
Q34. Personal doctor usually or always listened carefully to you	95.3%	95.3%	+ 0.1	Communication
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	70.3%	70.5%	- 0.2	Single Items
Q15. Doctor or other health provider talked about reasons you might want to take a medicine	92.9%	93.3%	- 0.4	Single Items
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	83.3%	83.7%	- 0.4	Single Items
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	71.1%	71.6%	- 0.5	Single Items
Q33. Personal doctor usually or always explained things in a way that was easy to understand	94.3%	95.4%	- 1.1	Communication
Q48. Information from health plans customer service usually or always easy to understand	85.5%	87.1%	- 1.5	Single Items
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	66.0%	67.9%	- 1.9	Single Items
Q56. Advised by doctor/provider to quit smoking or using tobacco	88.6%	94.0%	- 5.5 ▼	Smoking Cessation
Q20. Results of blood test, x-ray or other test usually or always easy to understand	79.7%	85.2%	- 5.5 ▼	Single Items
Q13f. Doctor or other health provider talked about alcohol or other drug use	44.2%	50.9%	- 6.7 ▼	Single Items
Q4. Usually or always got urgent care as soon as you needed	77.1%	84.5%	- 7.4 ▼	Getting Care Quickly
Q25. Rating of treatment or counseling	57.1%	64.6%	- 7.5 ▼	Ratings
Q47. Health plan customer service usually or always gave information or help you needed	76.7%	84.7%	- 8.0 ▼	Customer Service
Q57. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	77.8%	86.1%	- 8.3 ▼	Smoking Cessation
Q13e. Doctor or other health provider talked about smoking or using tobacco products	52.5%	61.8%	- 9.3 ▼	Single Items
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	63.4%	78.2%	- 14.8 ▼	Single Items
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	67.7%	82.7%	- 15.0 ▼	Single Items

Better  
▲  
▼  
Worse

▲ ▼ Statistically significantly higher/lower than 2019 score.

# Methodology

Adults who were current members of a NYSDOH SNP, ages 18 to 64, as of September 2021 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 13 week period using a mail only three wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet and reminder postcard to individuals who had not responded to the initial mailings and concluding with a third questionnaire packet to individuals who had not responded to either the initial or secondary mailings.

## Survey Milestones

1. 1st questionnaire packets mailed: October 14, 2021
2. 1st Reminder postcards mailed: October 25, 2021
3. 2nd questionnaire packets mailed: November 11, 2021
4. 2nd Reminder postcards mailed: November 22, 2021
5. 3rd questionnaire packets mailed: December 9, 2021
6. Field closed: January 13, 2022

## Sampling Frame

A stratified random sample of 2,000 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of September 2021

## Questionnaire

The instrument selected for the survey, the CAHPS® 5.1H 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 health plan. The questionnaire was expanded to include 24 supplemental questions of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the questionnaire consisted of 69 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

## Selection of Cases for Analysis

Questionnaires 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 three of the five questions: Q3, Q31, Q40, Q46, Q50. Complete interviews were obtained from 1,401 Medicaid managed care members, and the overall project response rate was 23.5%.

## Definition of Achievement Scores

Member responses to questionnaire items 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 questions represent the proportion of respondents 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. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as you needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

## Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. 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

- Q22. Usually or always easy to get the care, tests, or treatment you needed
- Q41. Usually or always got appointments with a specialist as soon as you needed

### Getting Care Quickly

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

### How Well Doctors Communicate

- Q33. Personal doctor usually or always explained things in a way that was easy to understand
- Q34. Personal doctor usually or always listened carefully to you
- Q35. Personal doctor usually or always showed respect for what you had to say
- Q36. Personal doctor usually or always spent enough time with you

### Customer Service

- Q47. Health plan customer service usually or always gave information or help you needed
- Q49. Health plan customer service usually or always treated you with courtesy and respect

## Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the performance related questions 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 both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure.

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 for Statewide results. The *Trend Analysis* section displays SNP Statewide results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2019 and 2021 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

## 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 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 SNPs. The results for 2021 are case-mix adjusted for age (Q62), health status (Q52) and education (Q64). 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 13 series.

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# Using this Report

## Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For all 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 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 and Customer Service.

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses are due to skip patterns in the questionnaire. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

## 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.

### *Graphs/Results*

This section contains a graphic presentation of the SNP Total and plan specific results for each question using achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the SNP Total and peers. The composites are directly followed by the individual questions that are combined to create composite measures.

### *Correlation Analysis*

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The charts 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 group 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 (green circle) or room for improvement (red circle). 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 score. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, correlation with rating of health plan 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 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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## Graphs/Results

This Graphs/Results contains a graphic presentation of the SNP Total 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. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

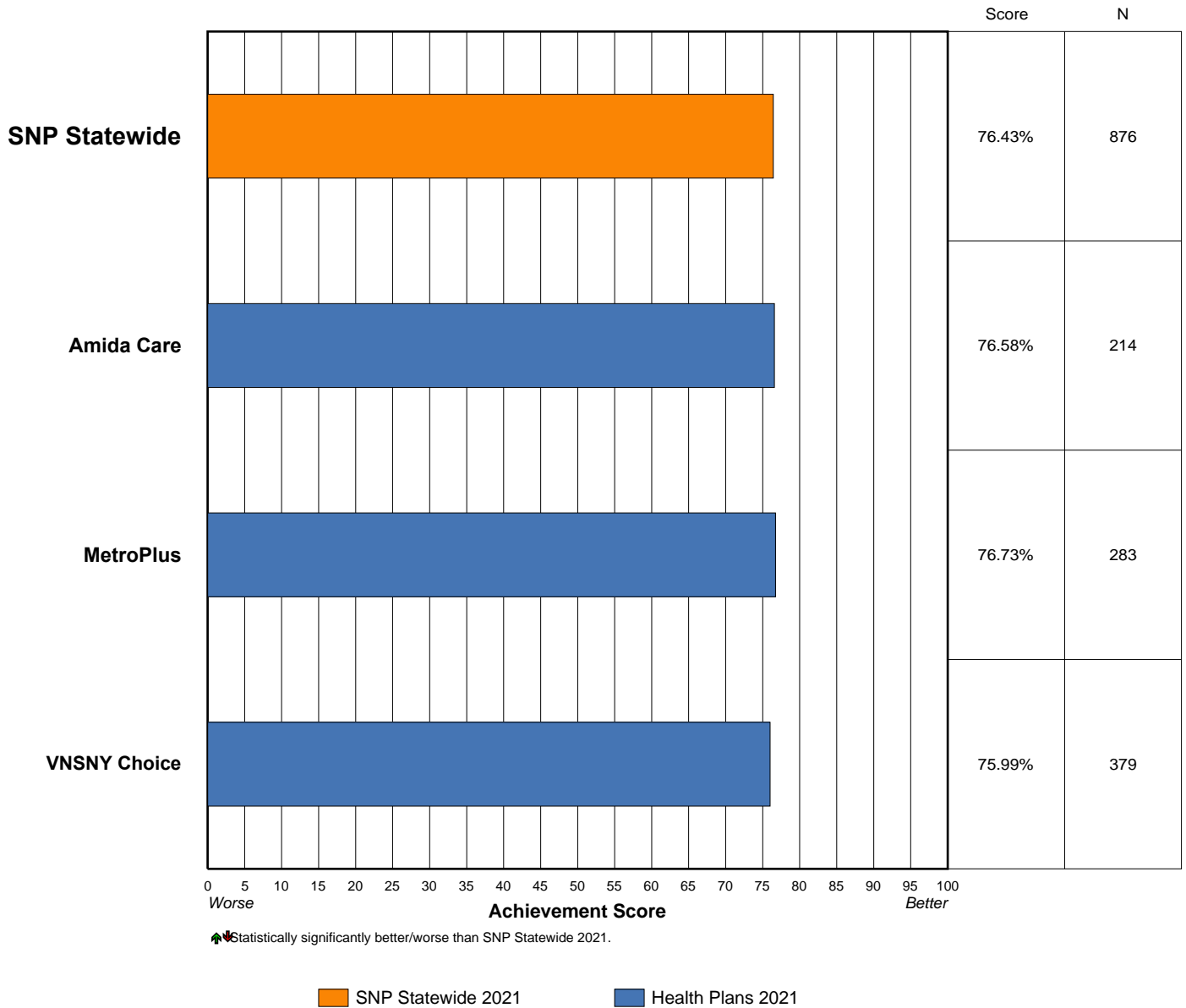
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.



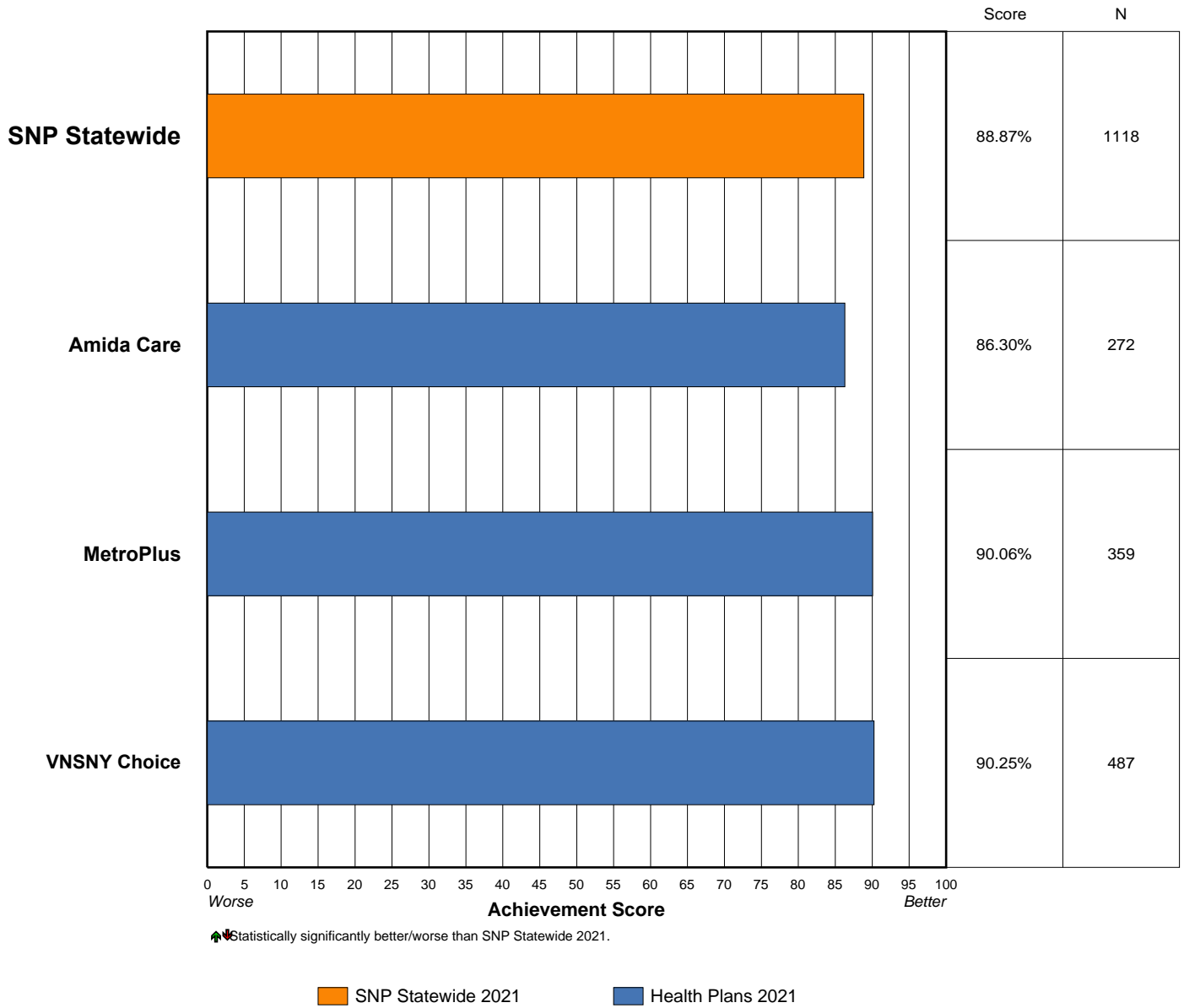
# Overall Ratings

## Q21. Rating of all health care (8, 9 or 10)



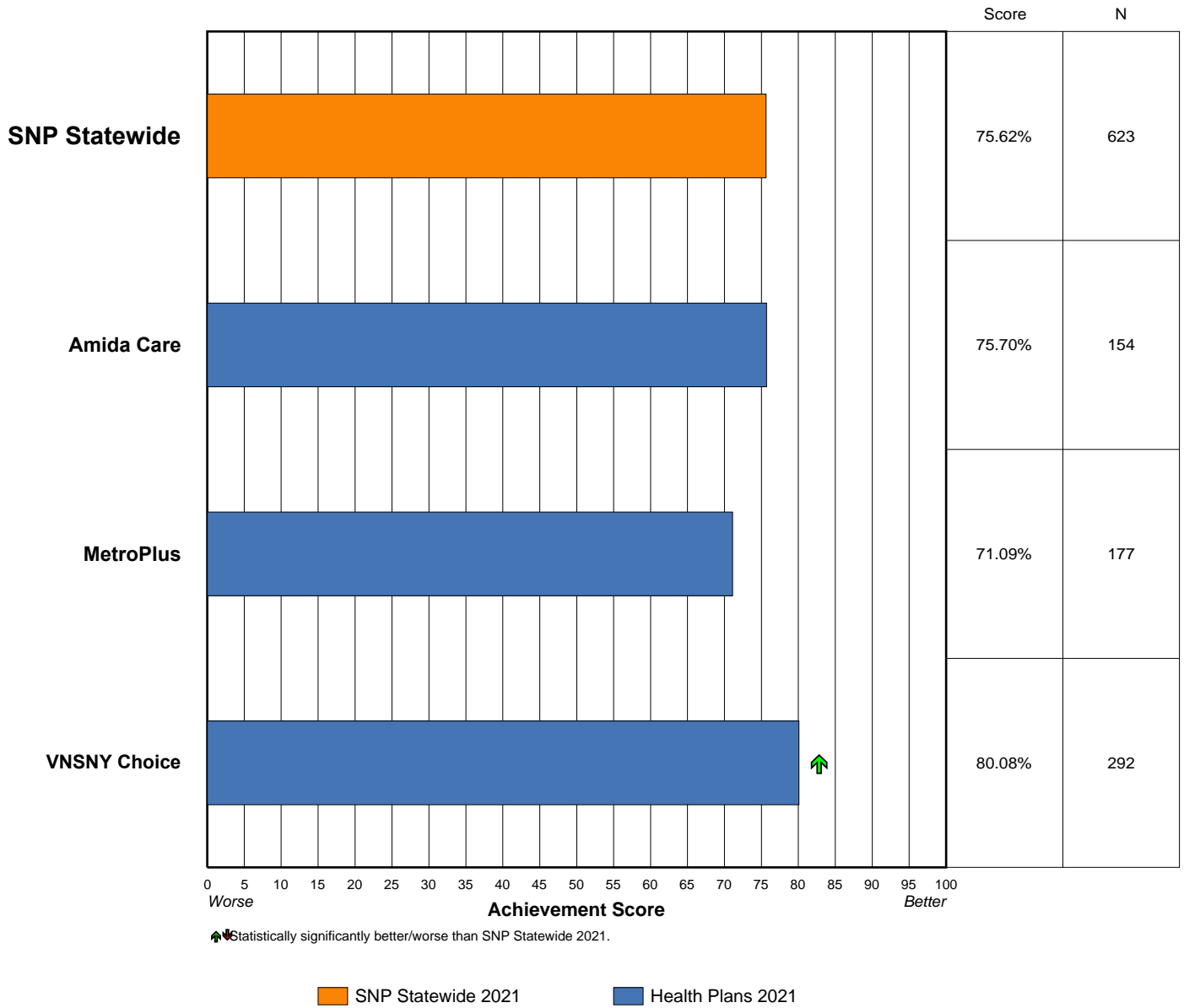
# Overall Ratings

## Q39. Rating of personal doctor (8, 9 or 10)



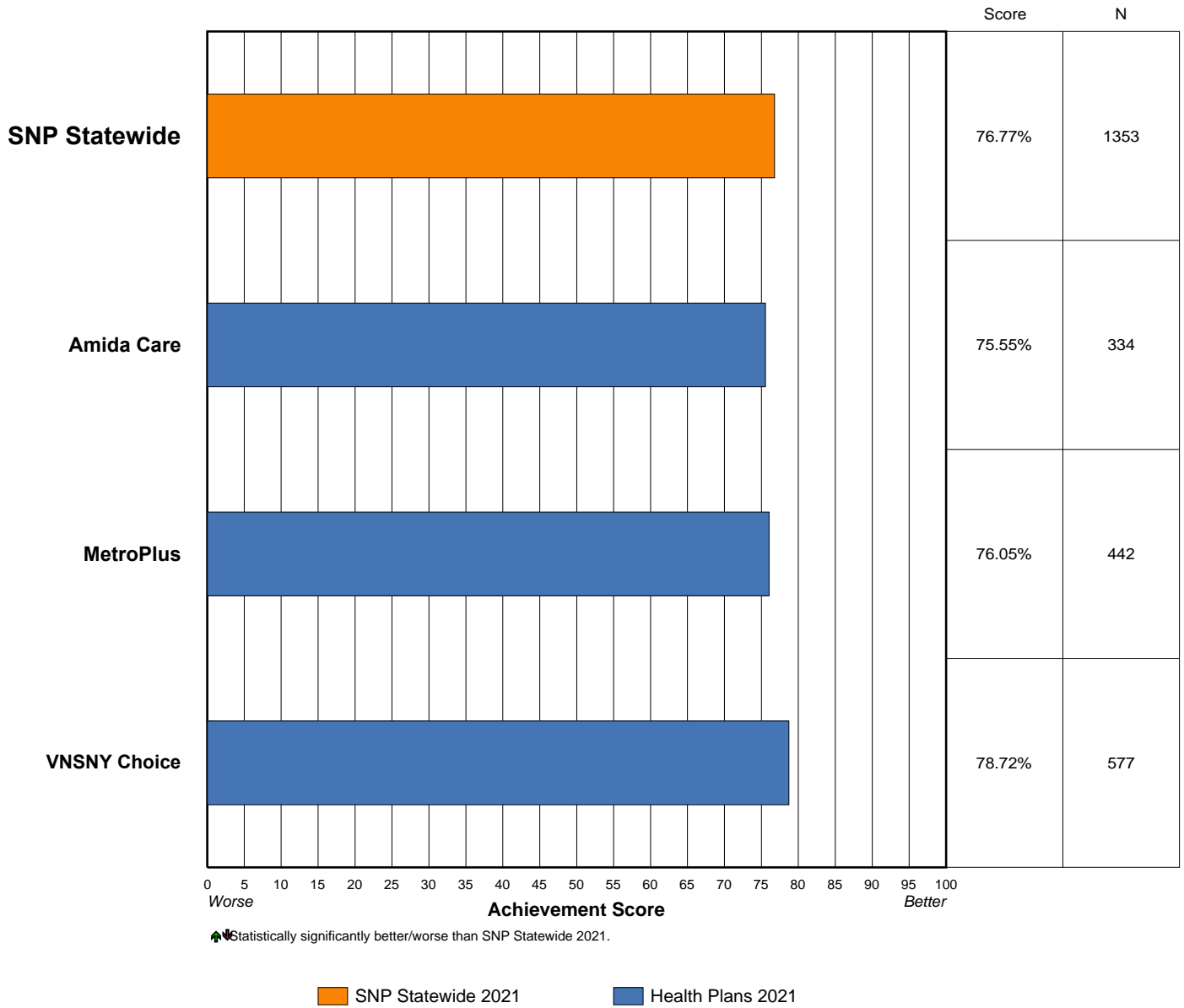
# Overall Ratings

## Q43. Rating of specialist talked to most often (8, 9 or 10)



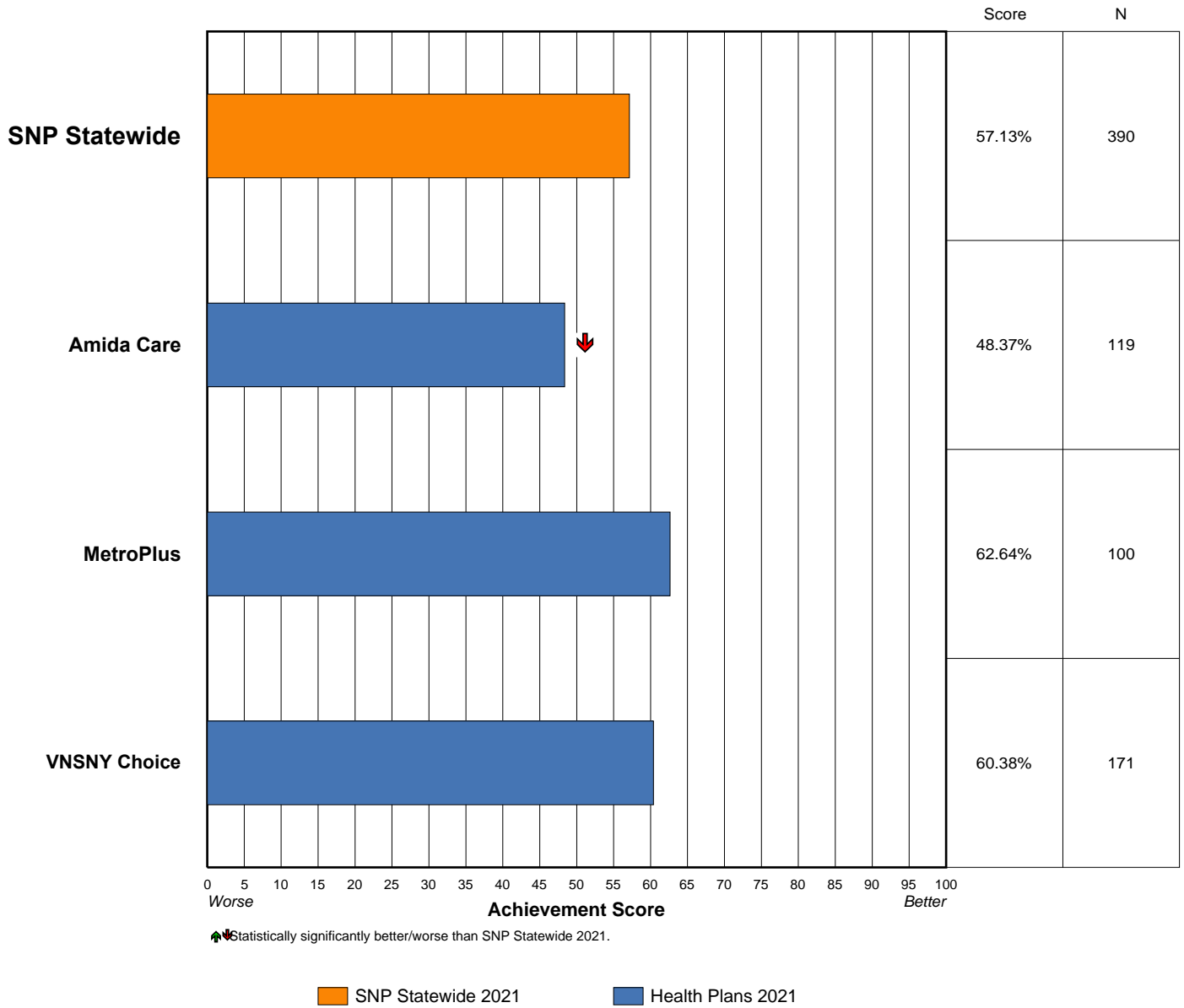
# Overall Ratings

## Q50. Rating of health plan (8, 9 or 10)



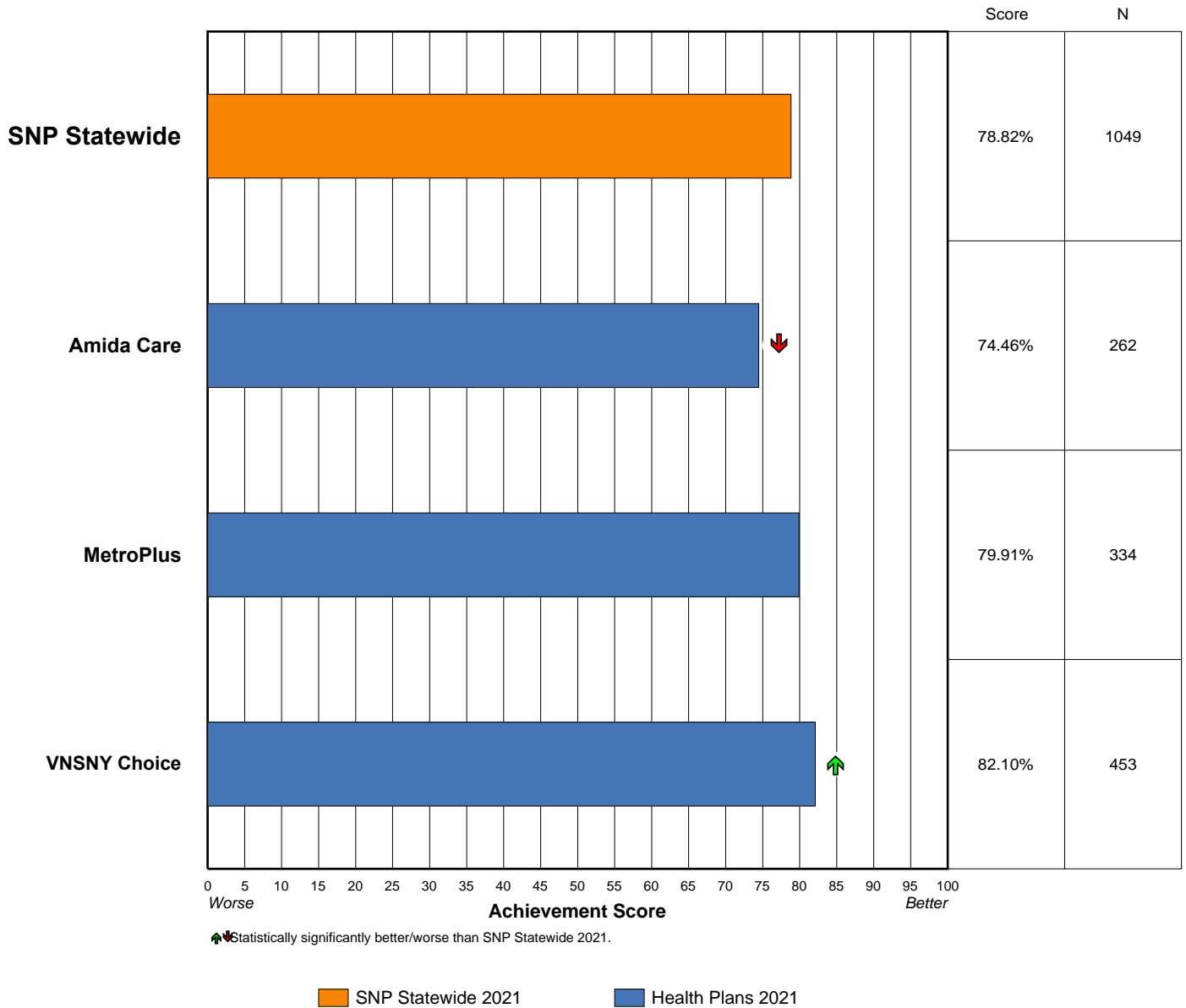
# Overall Ratings

## Q25. Rating of treatment or counseling (8, 9 or 10)



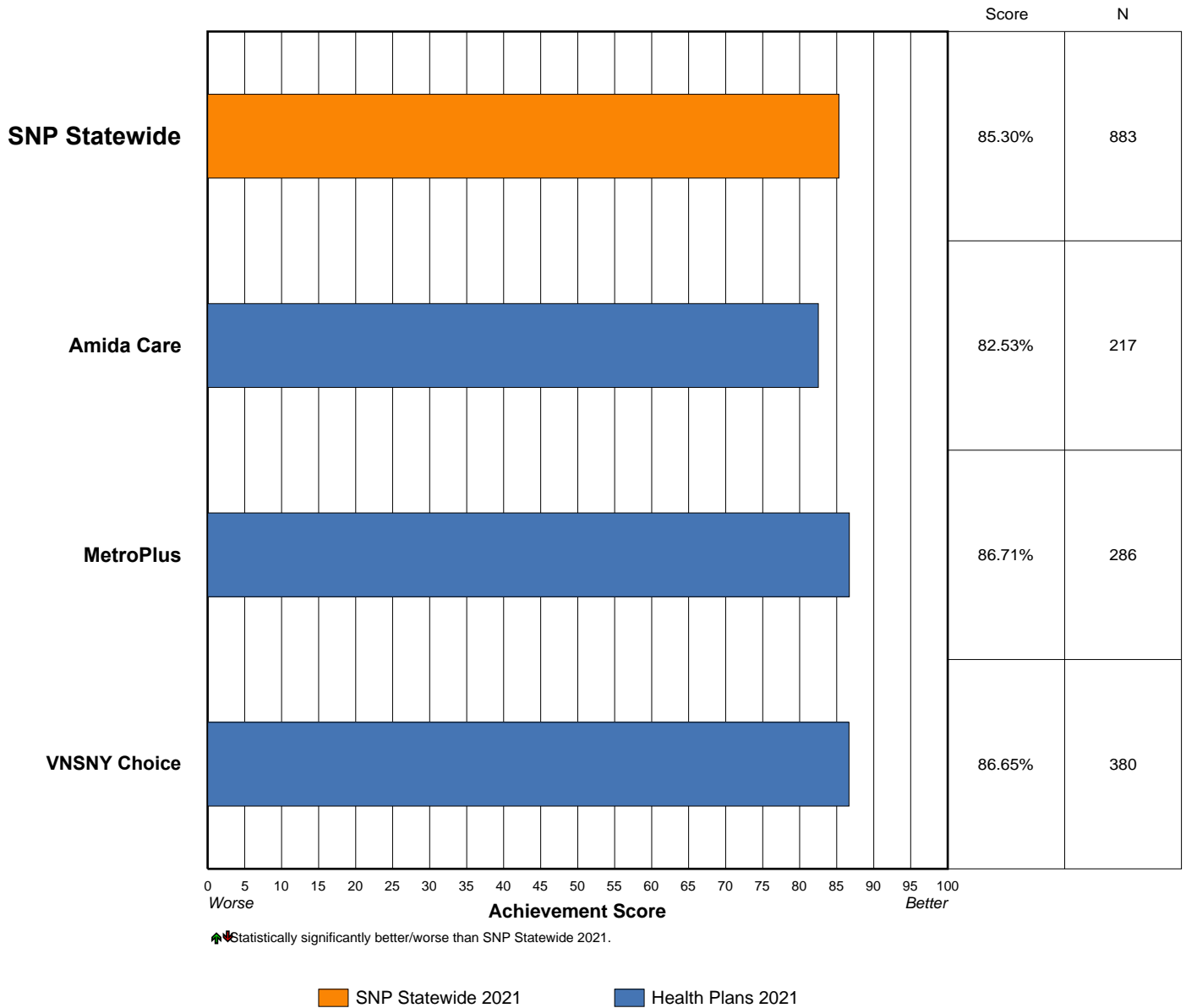
# Composites

## Getting Needed Care (Usually or Always)



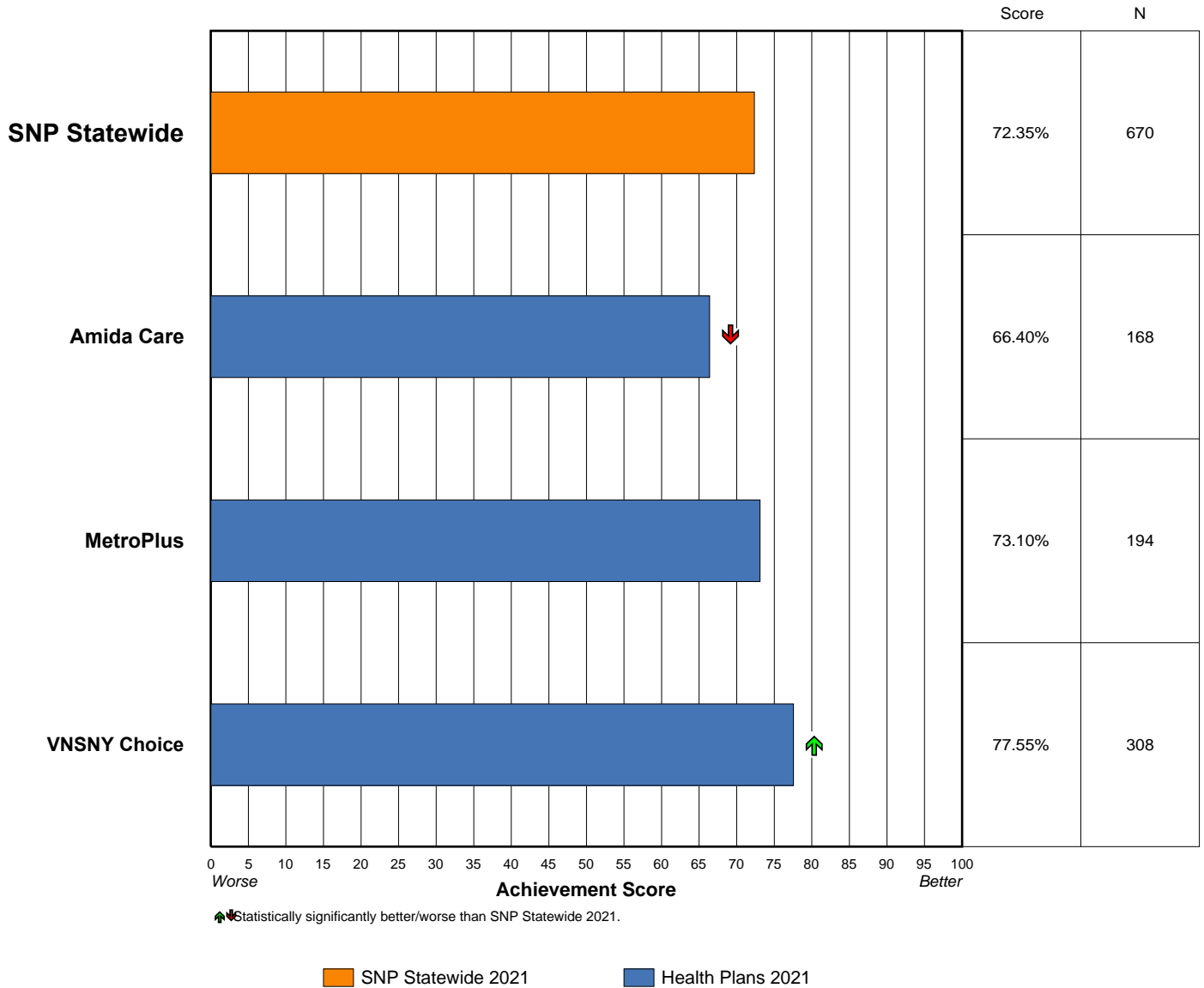
## Getting Needed Care (Usually or Always)

**Q22. Usually or always easy to get the care, tests, or treatment you needed**



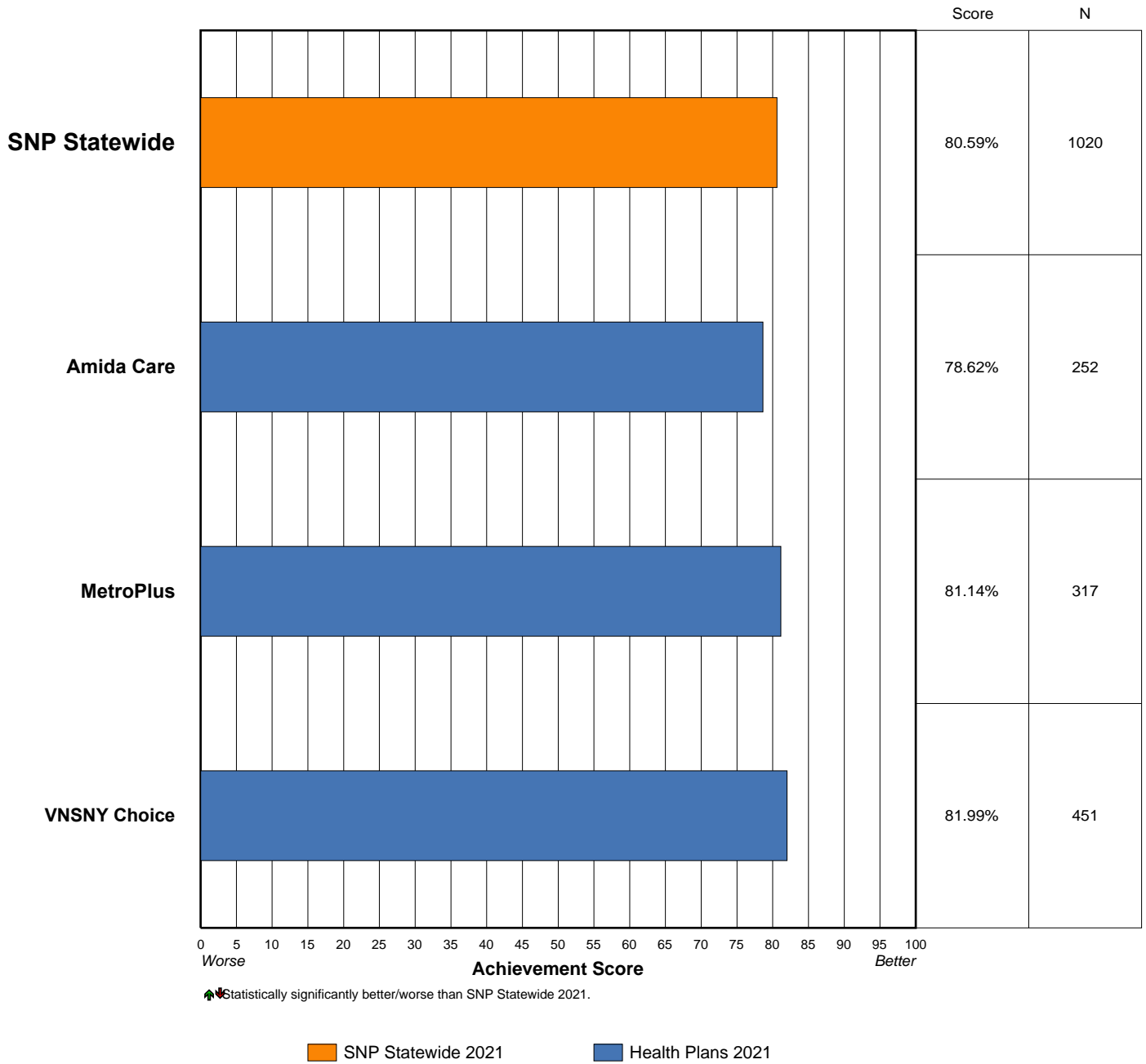
## Getting Needed Care (Usually or Always)

**Q41. Usually or always got appointments with a specialist as soon as you needed**



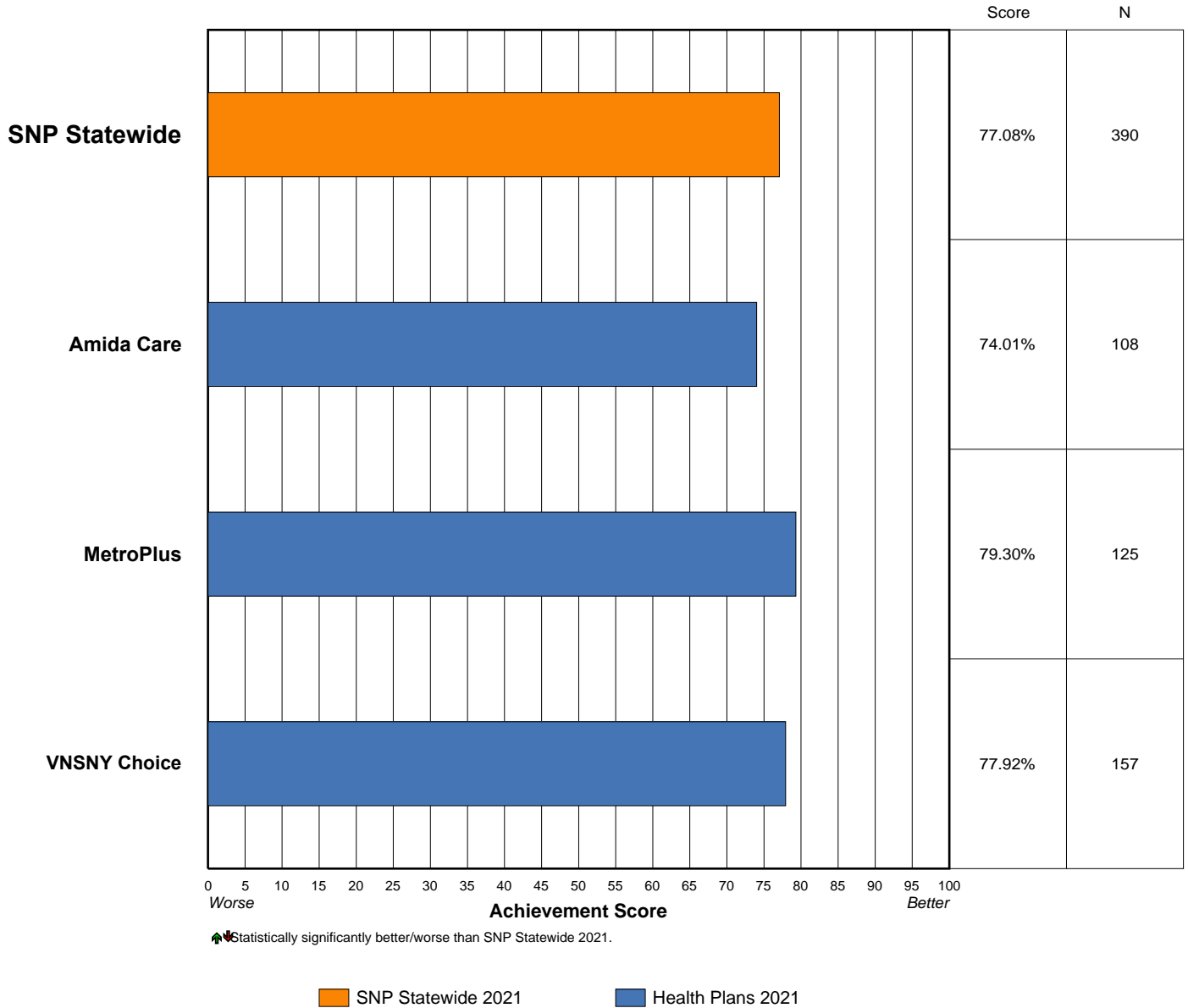


## Getting Care Quickly (Usually or Always)



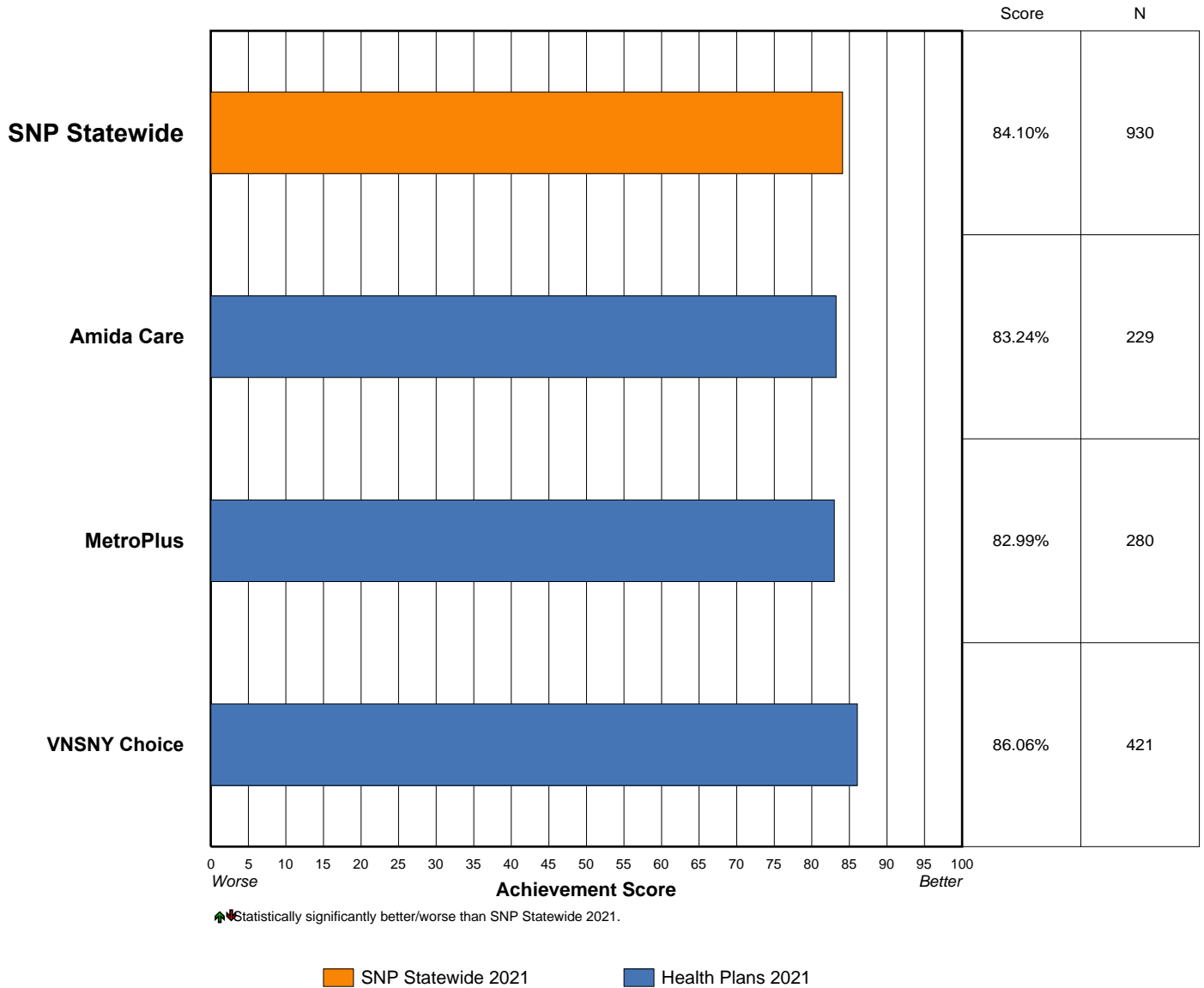
## Getting Care Quickly (Usually or Always)

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

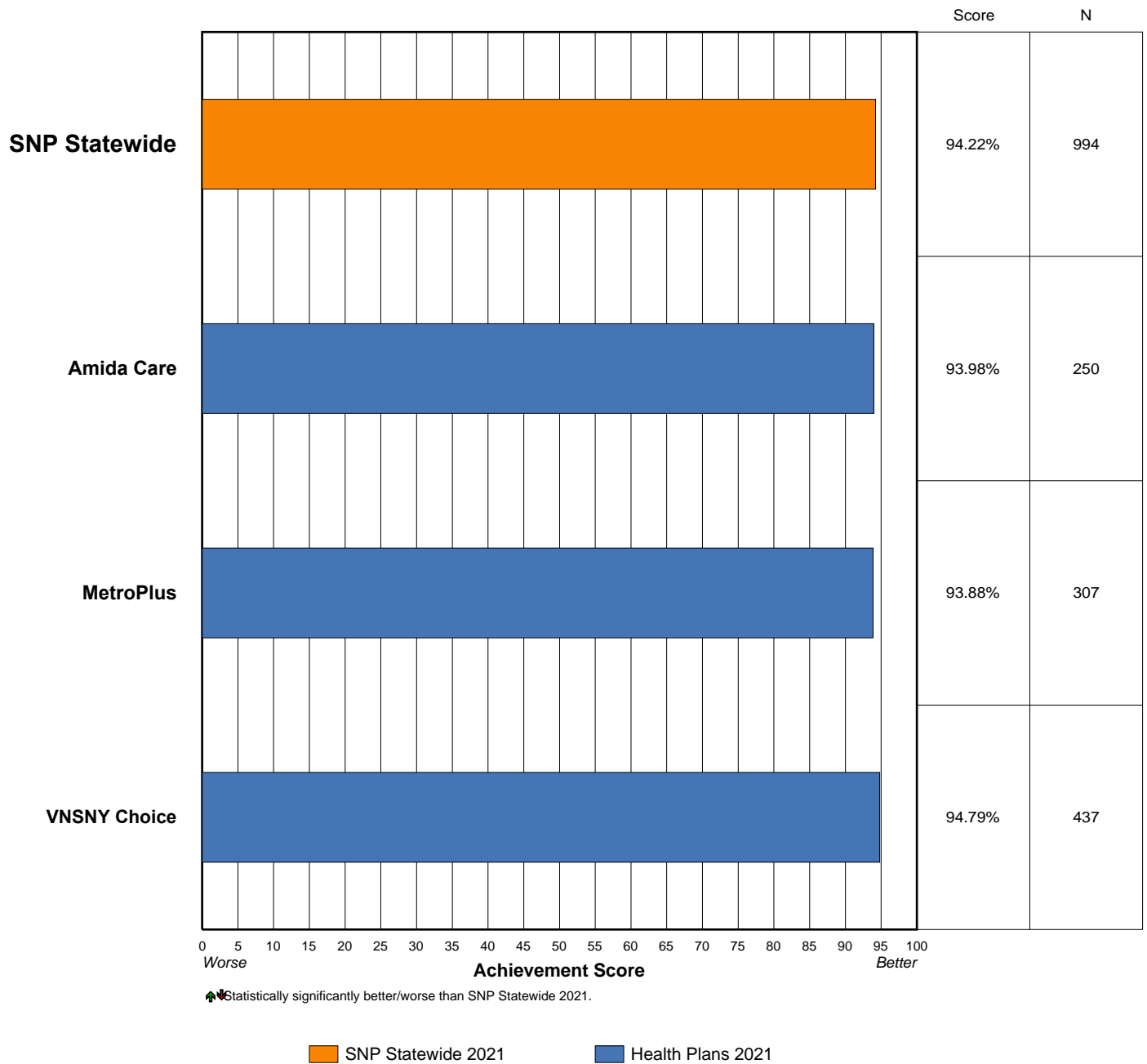


## Getting Care Quickly (Usually or Always)

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

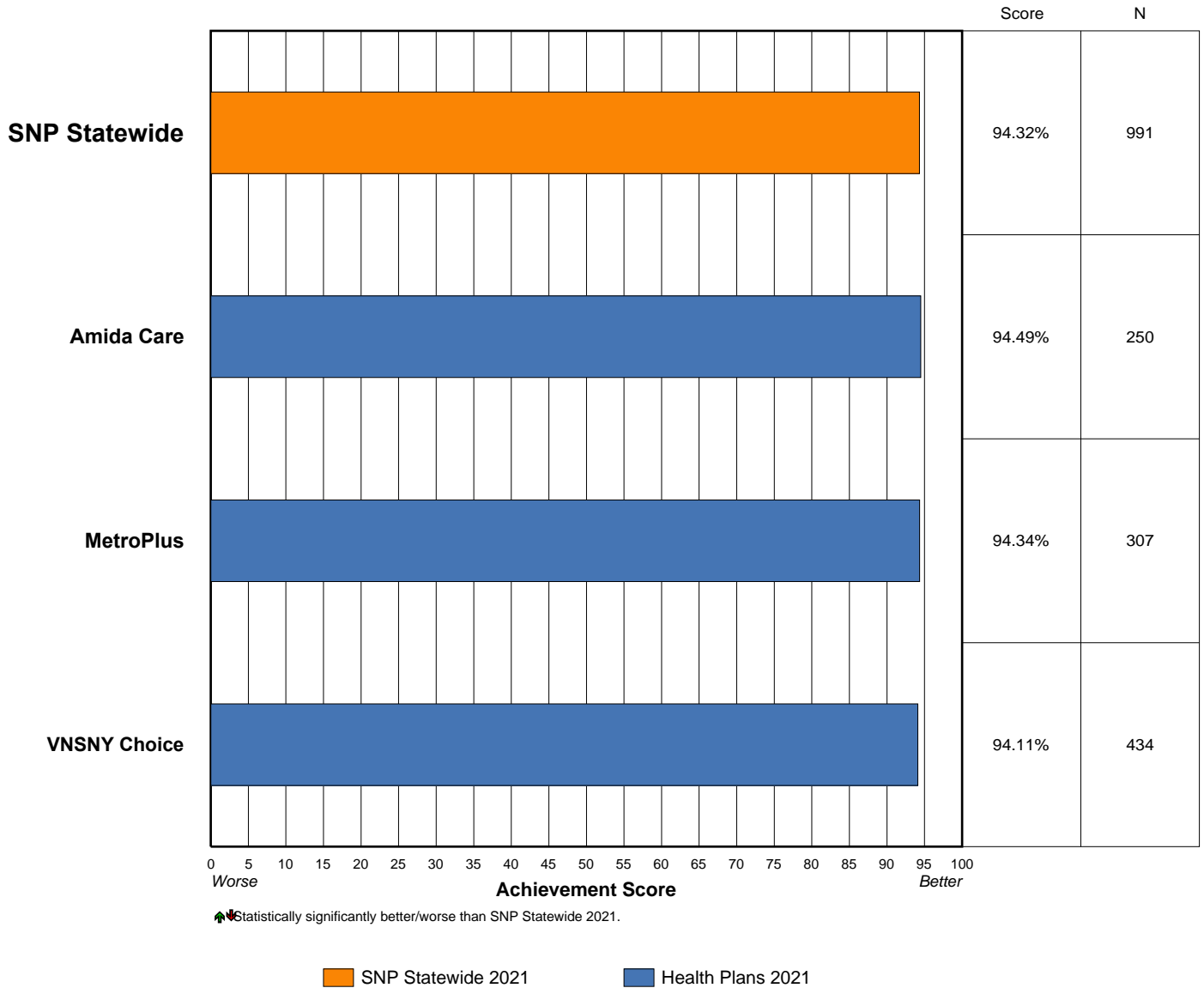


## How Well Doctors Communicate (Usually or Always)



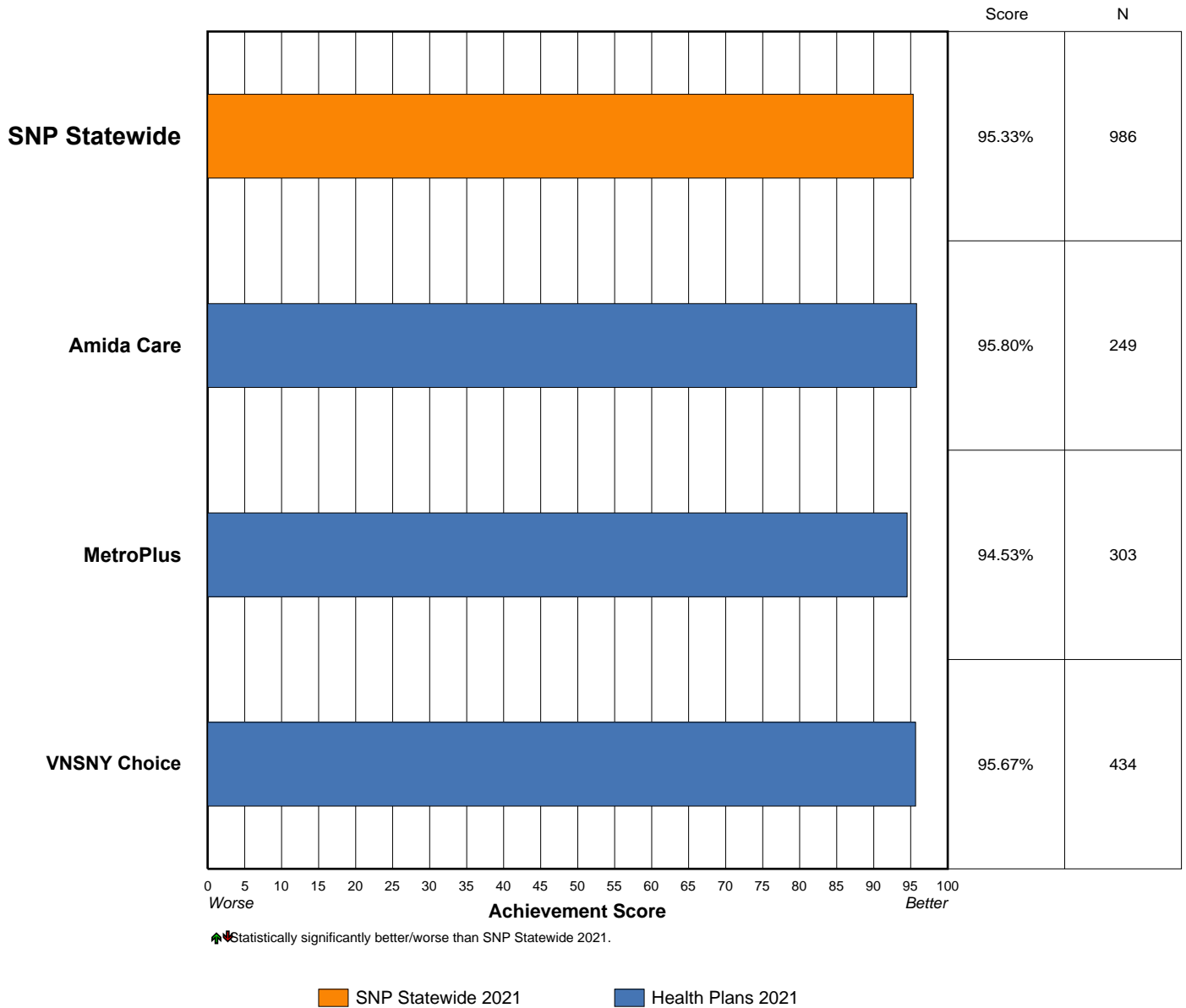
## How Well Doctors Communicate (Usually or Always)

**Q33. Personal doctor usually or always explained things in a way that was easy to understand**



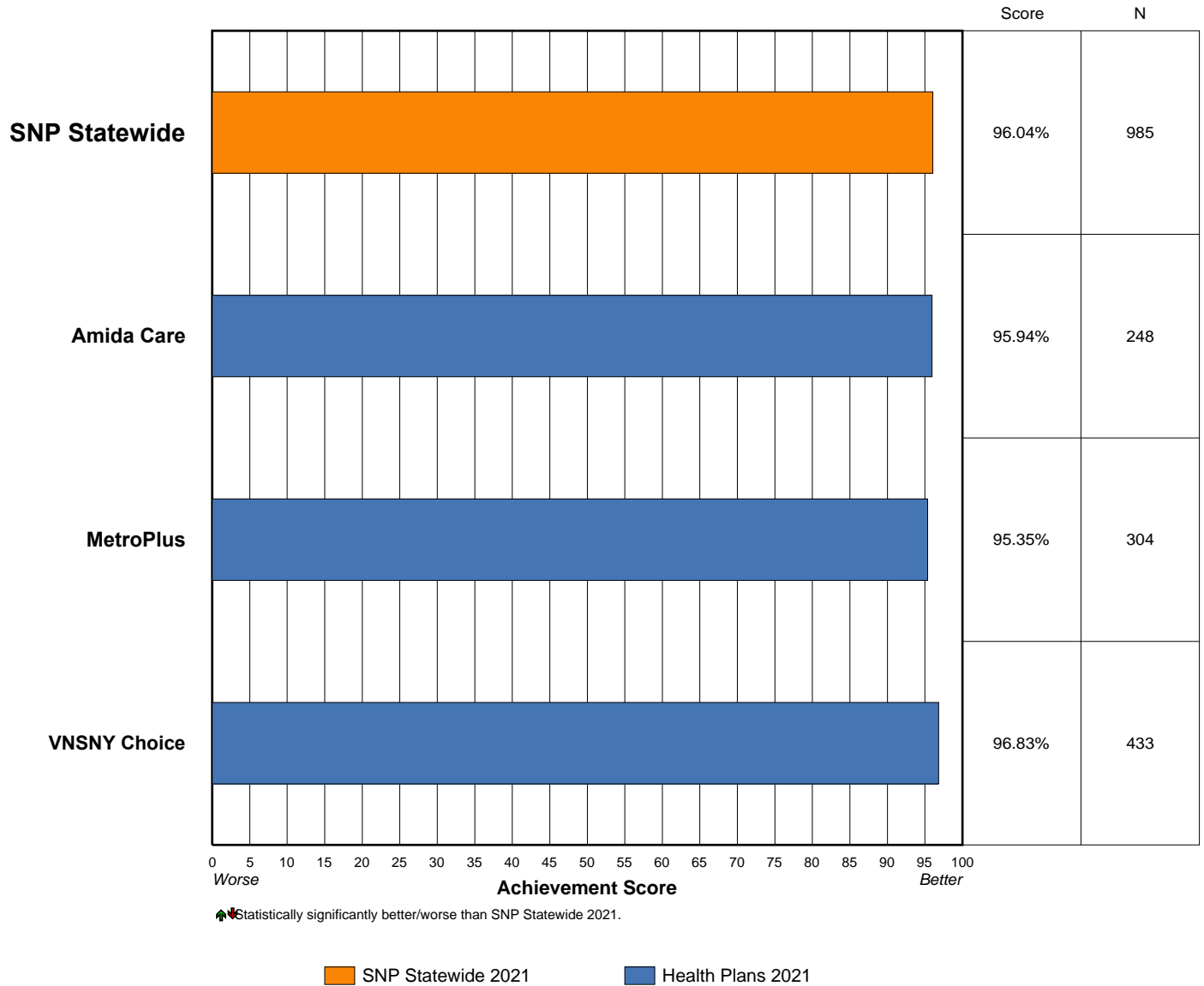
## How Well Doctors Communicate (Usually or Always)

### Q34. Personal doctor usually or always listened carefully to you



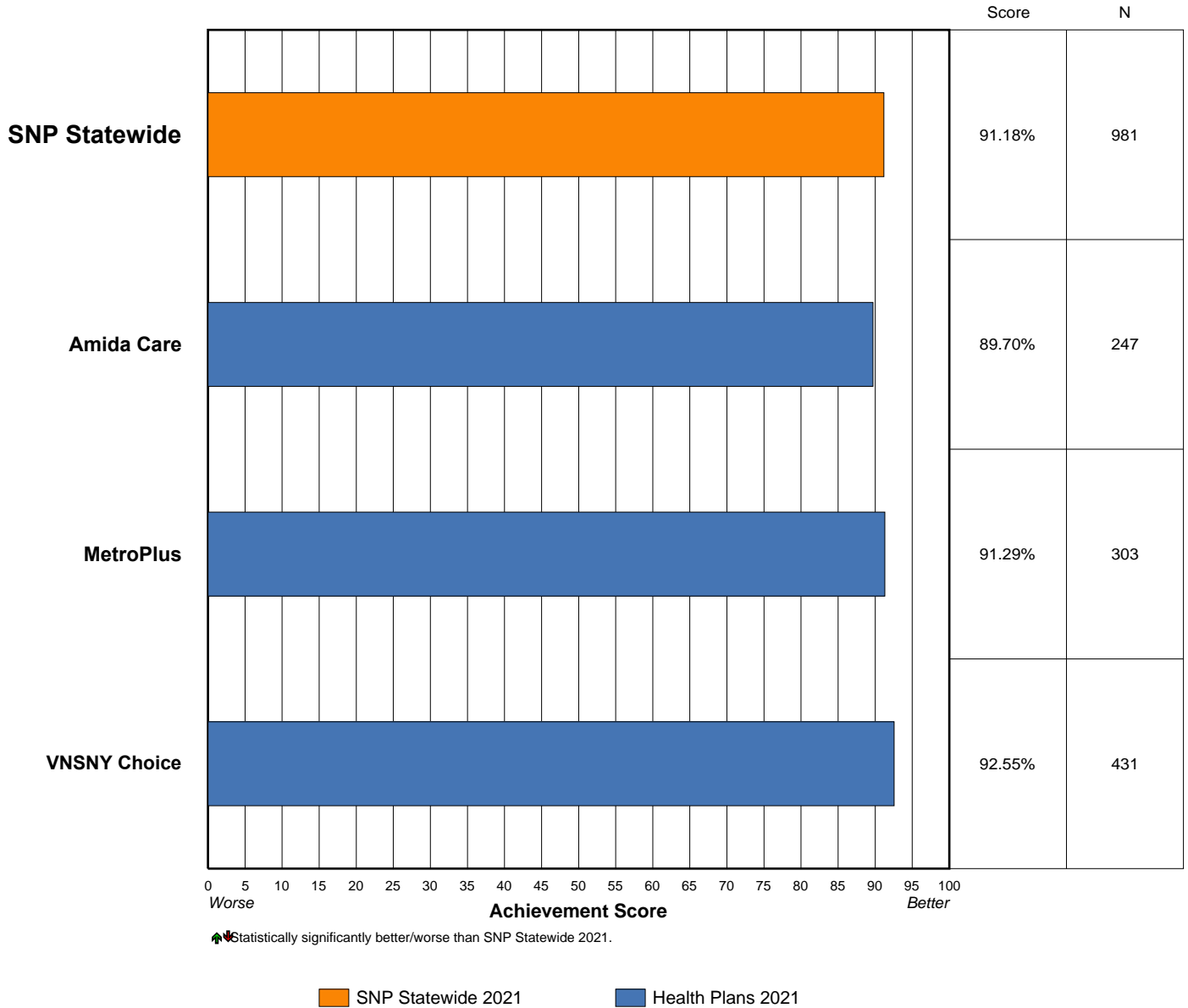
## How Well Doctors Communicate (Usually or Always)

**Q35. Personal doctor usually or always showed respect for what you had to say**



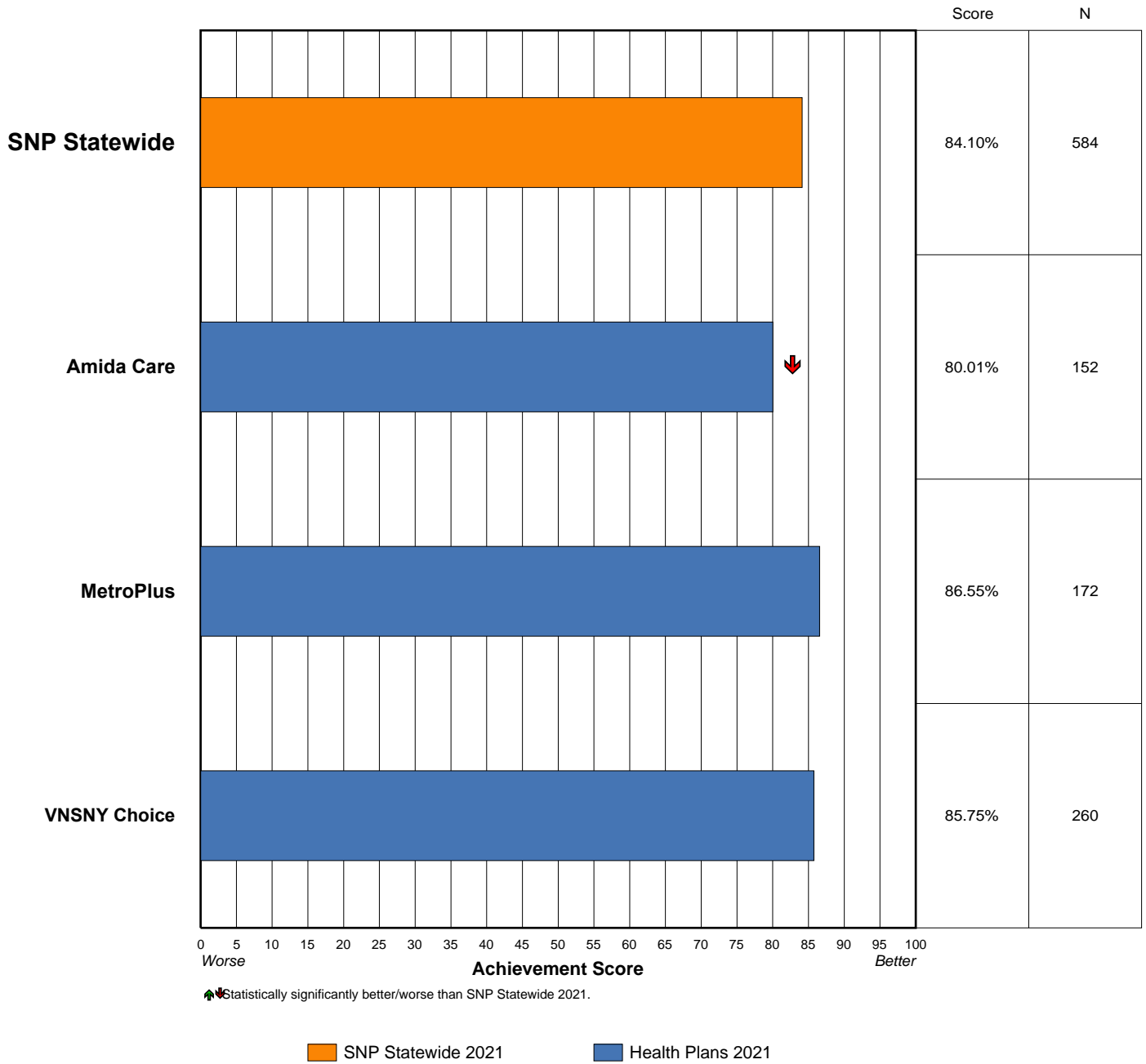
## How Well Doctors Communicate (Usually or Always)

### Q36. Personal doctor usually or always spent enough time with you



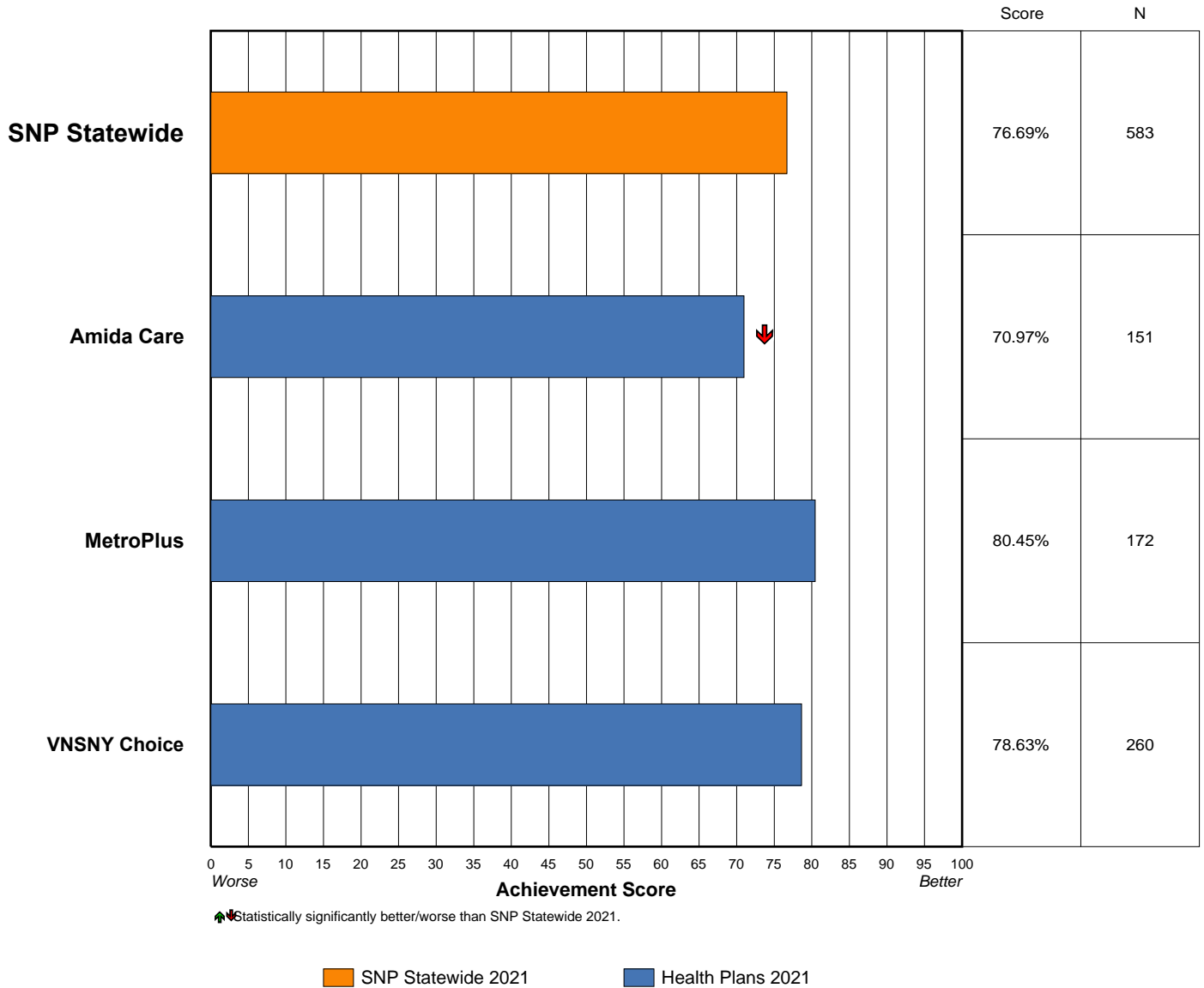


### Customer Service (Usually or Always)



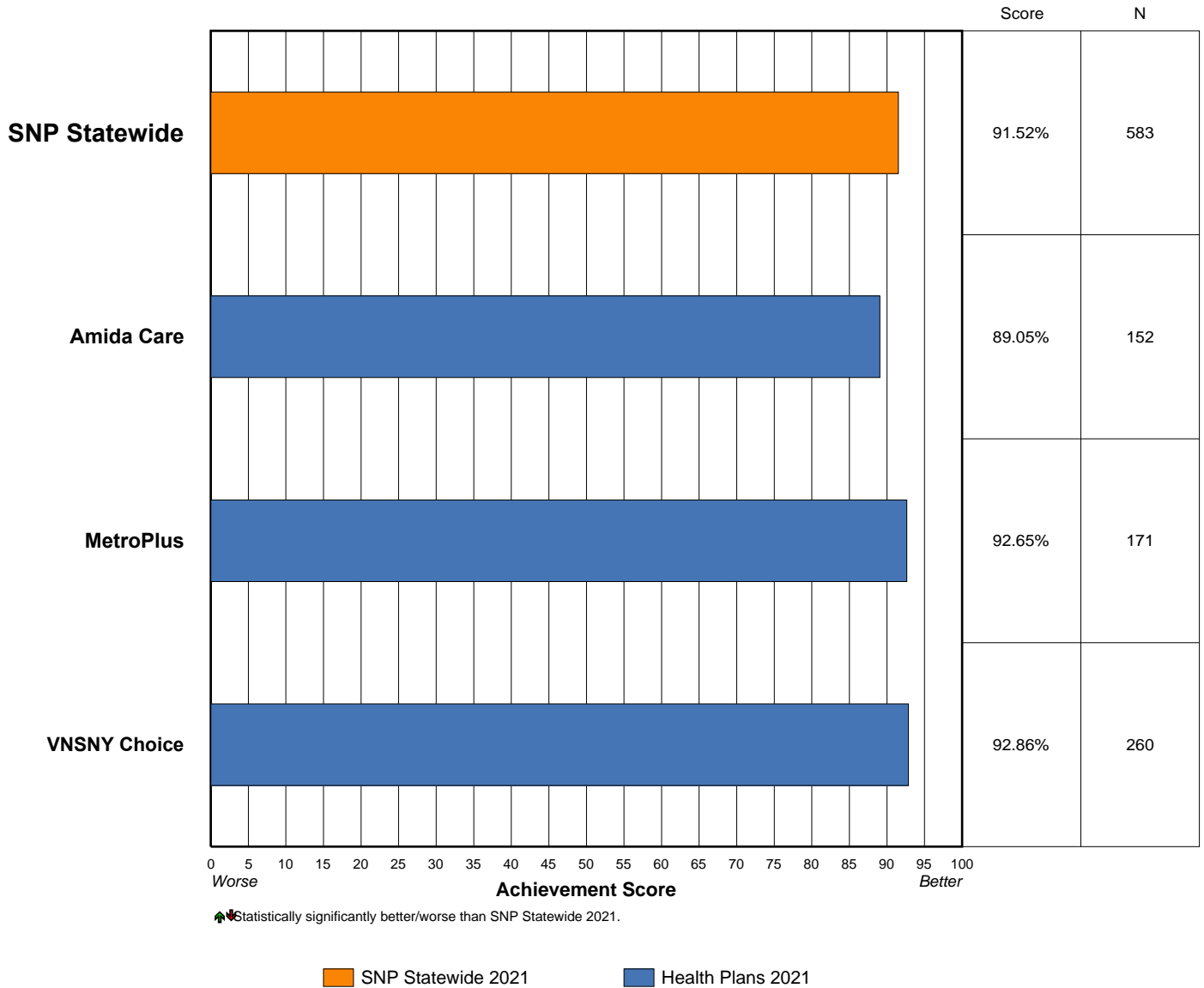
## Customer Service (Usually or Always)

**Q47. Health plan customer service usually or always gave information or help you needed**



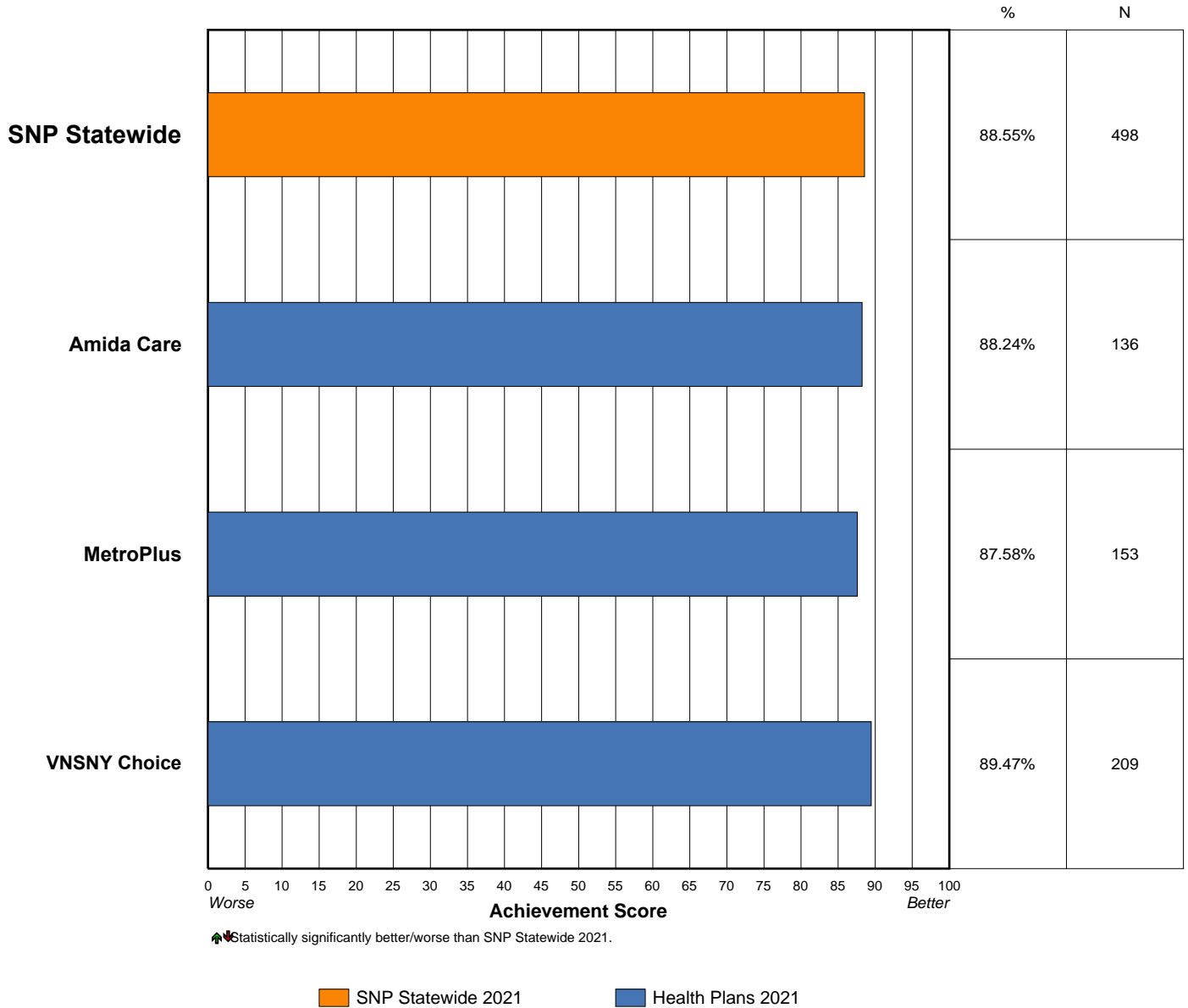
## Customer Service (Usually or Always)

**Q49. Health plan customer service usually or always treated you with courtesy and respect**



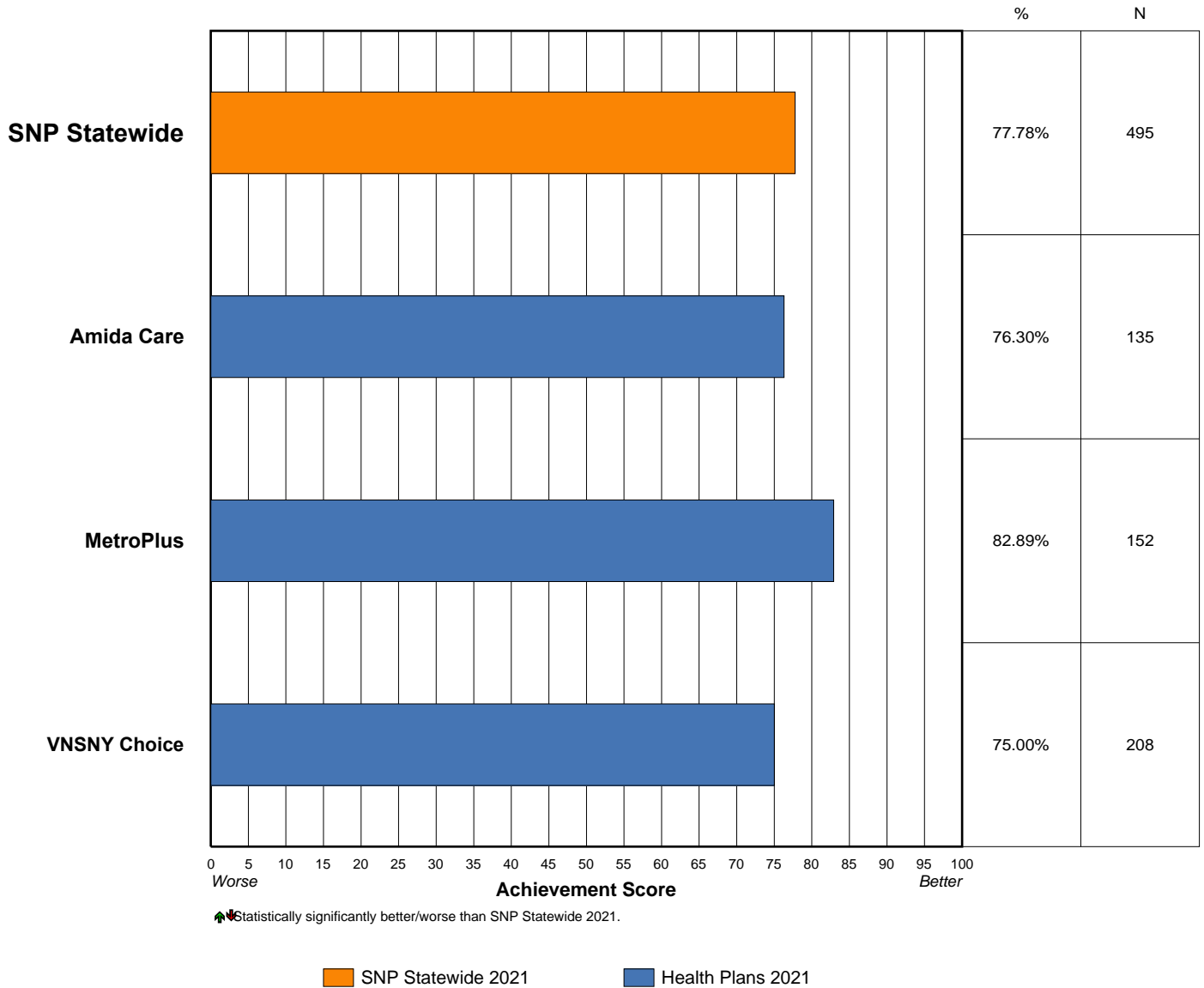
## Medical Assistance with Smoking Cessation

### Q56. Advised by doctor/provider to quit smoking or using tobacco



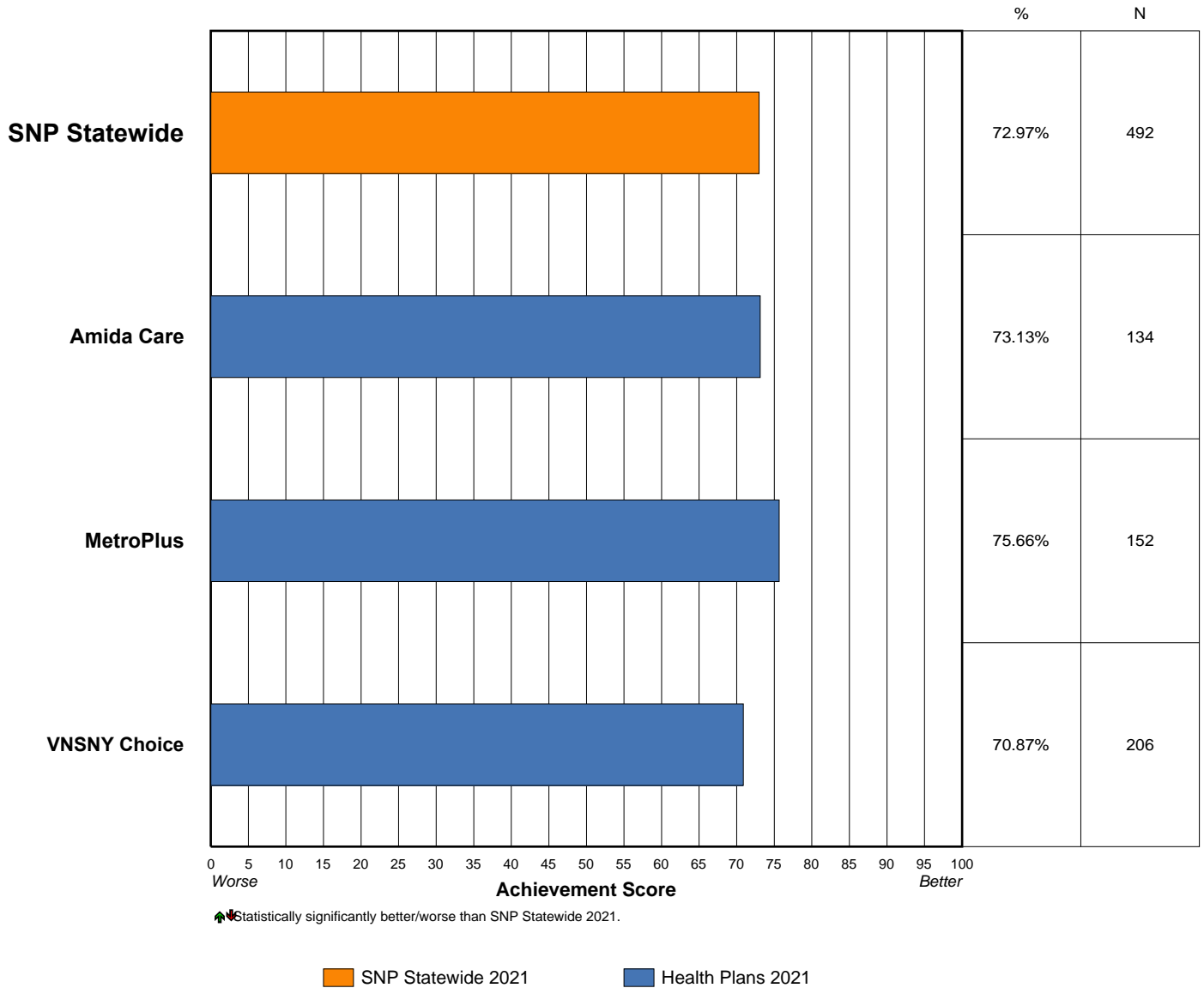
## Medical Assistance with Smoking Cessation

### Q57. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco



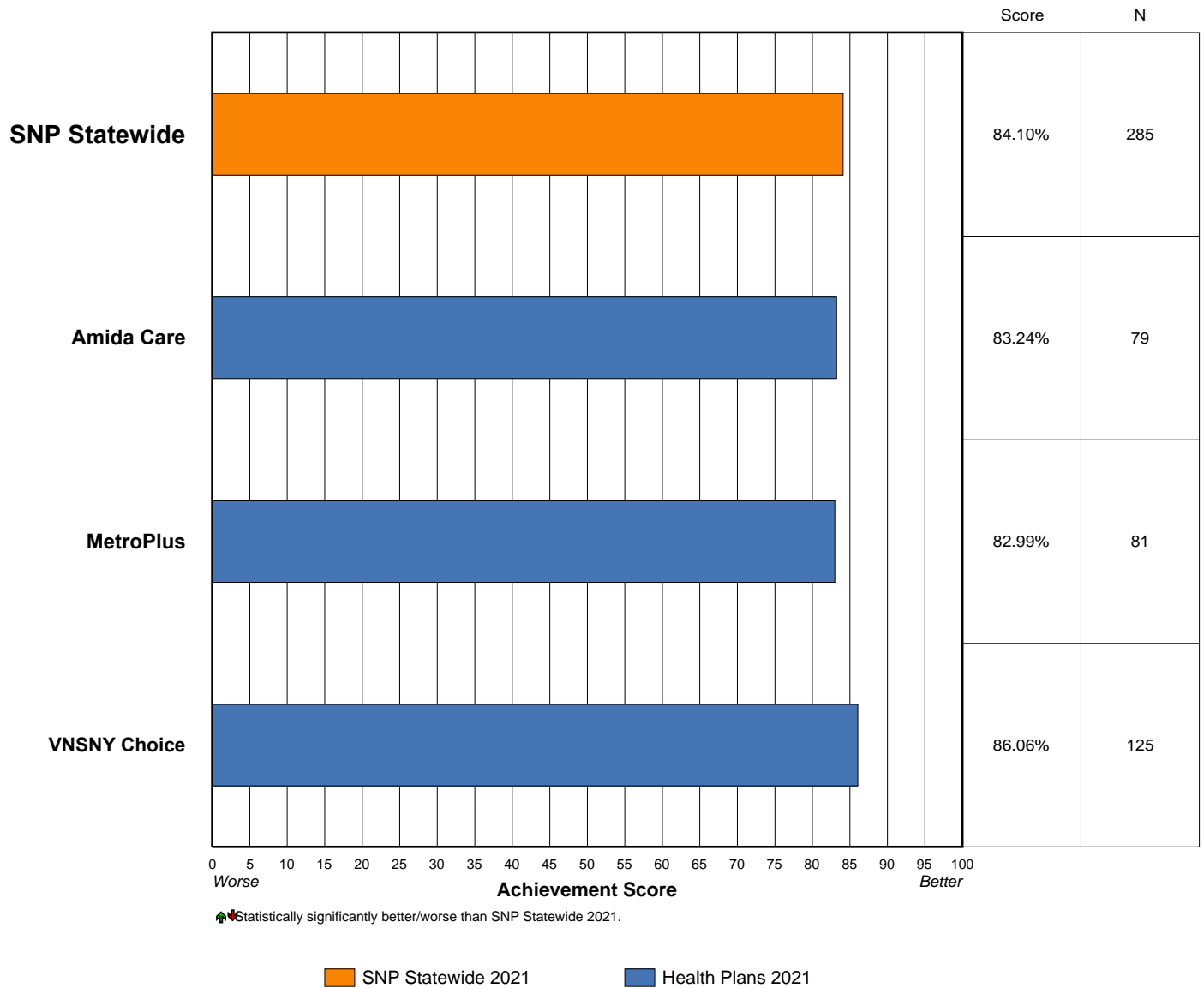
## Medical Assistance with Smoking Cessation

### Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



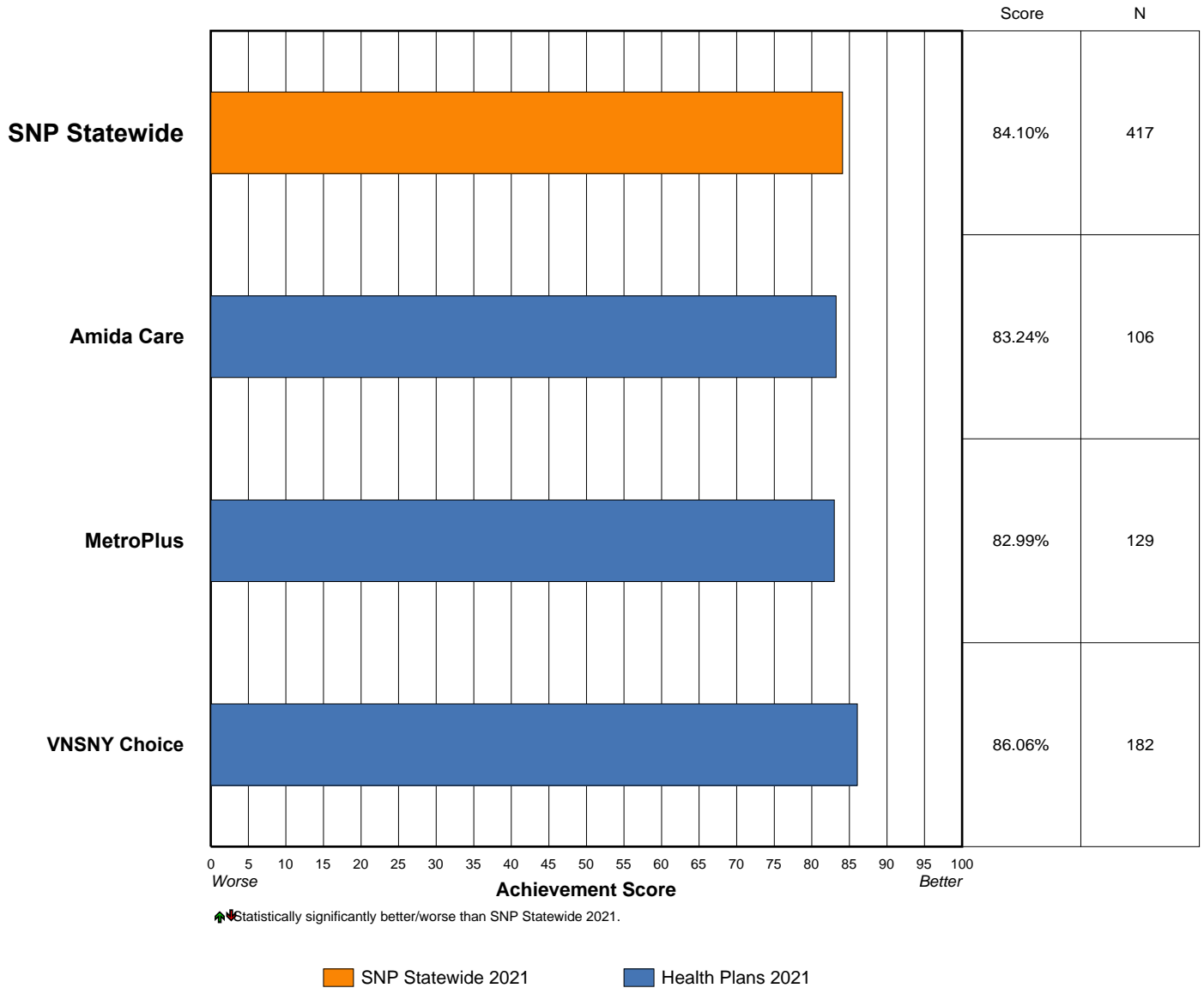
# Single Items

## Q8. Usually or always able to get care needed during evenings, weekends or holidays



# Single Items

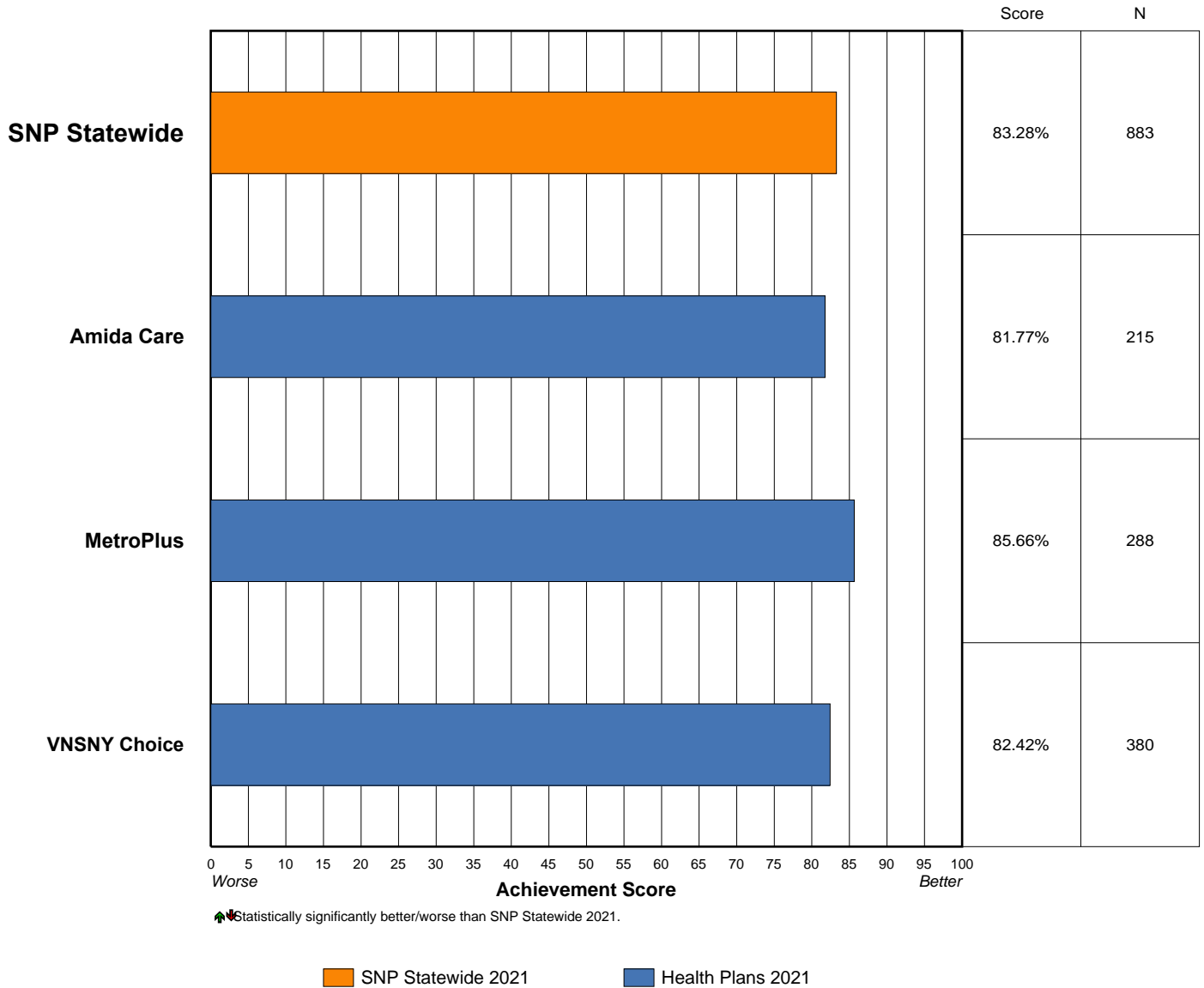
**Q10. After regular office hours usually or always got answer to medical question as soon as needed**





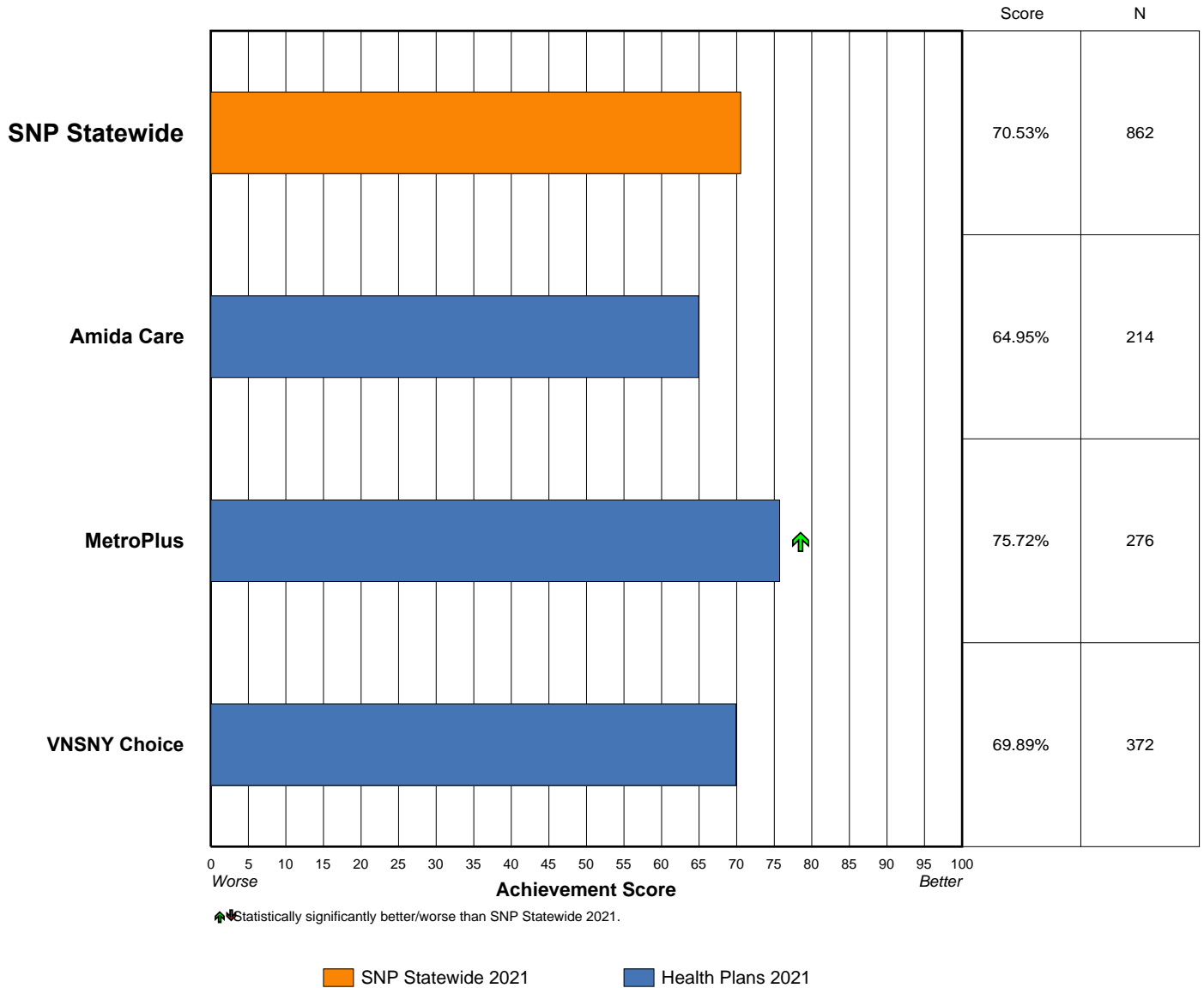
# Single Items

## Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness



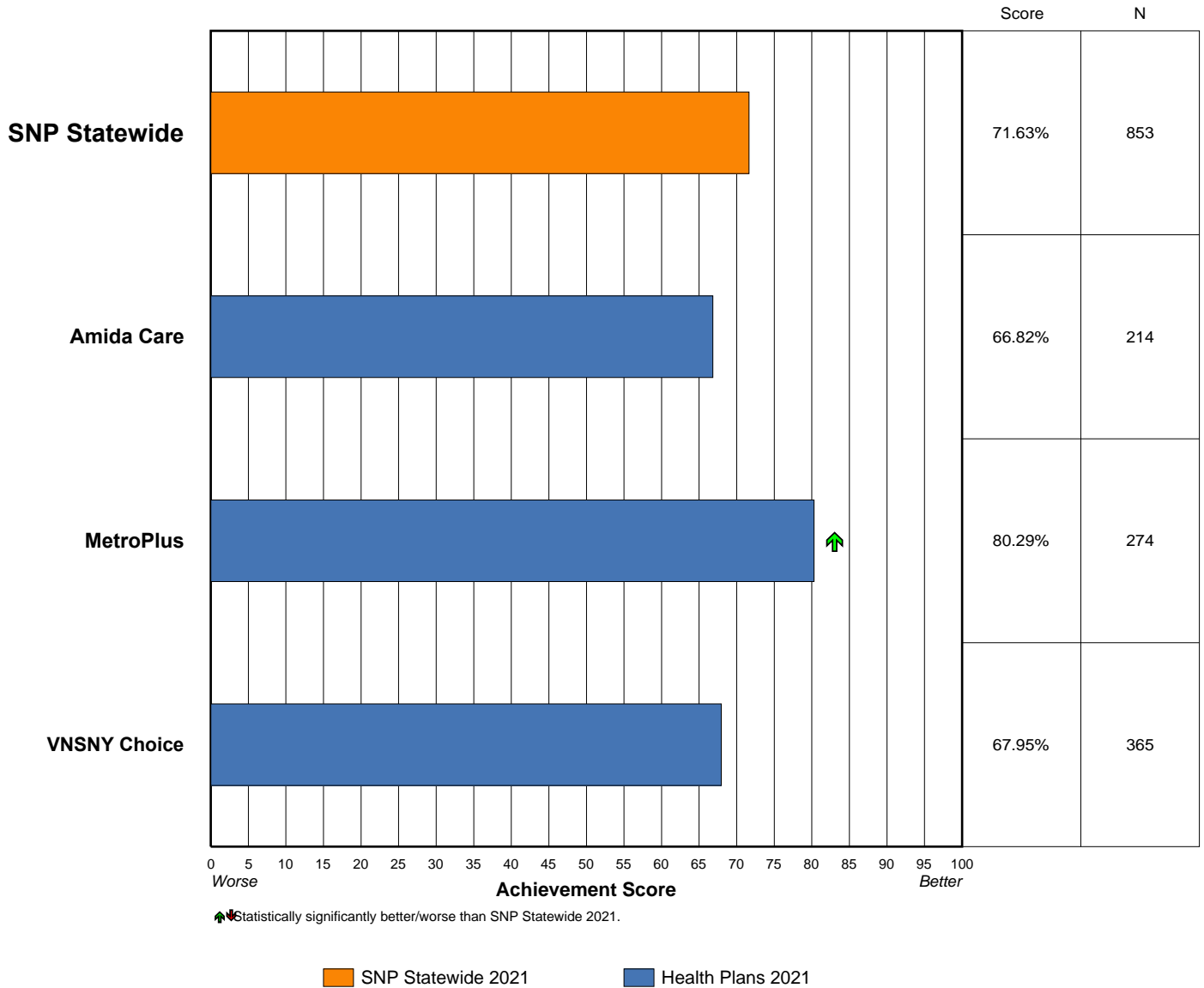
# Single Items

## Q13a. Doctor or other health provider talked about a healthy diet and eating habits



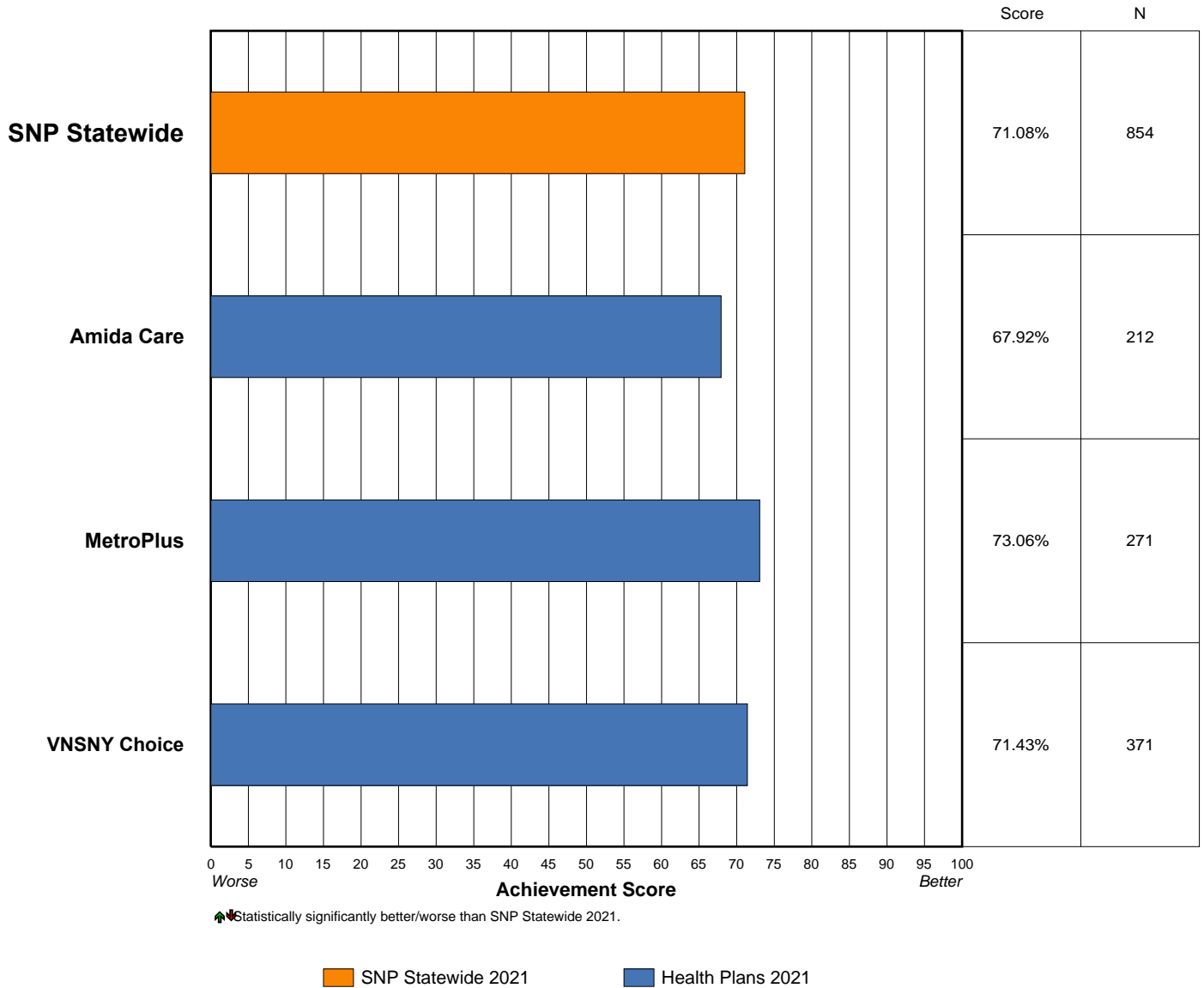
# Single Items

## Q13b. Doctor or other health provider talked about exercise or physical activity



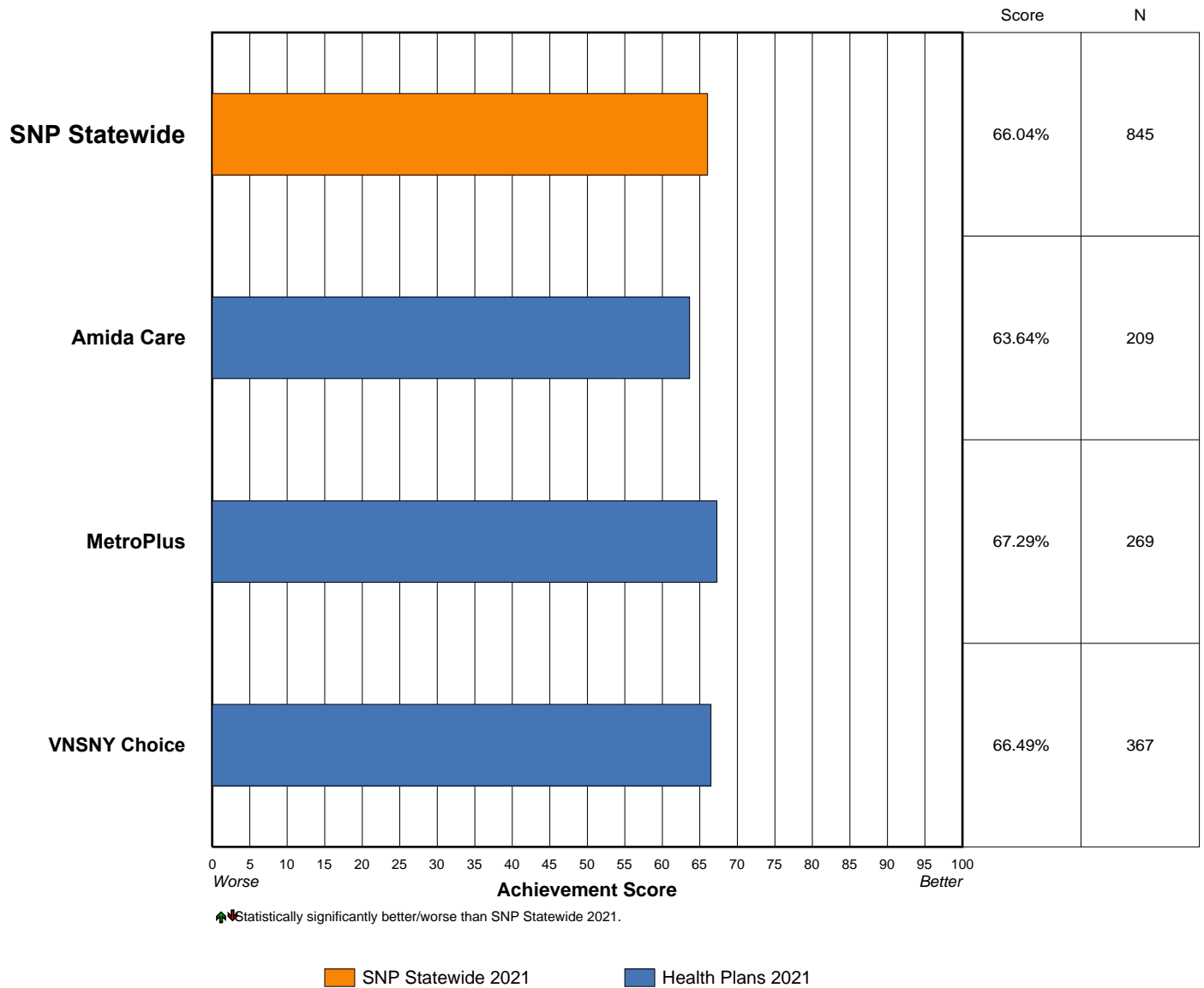
# Single Items

**Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress**



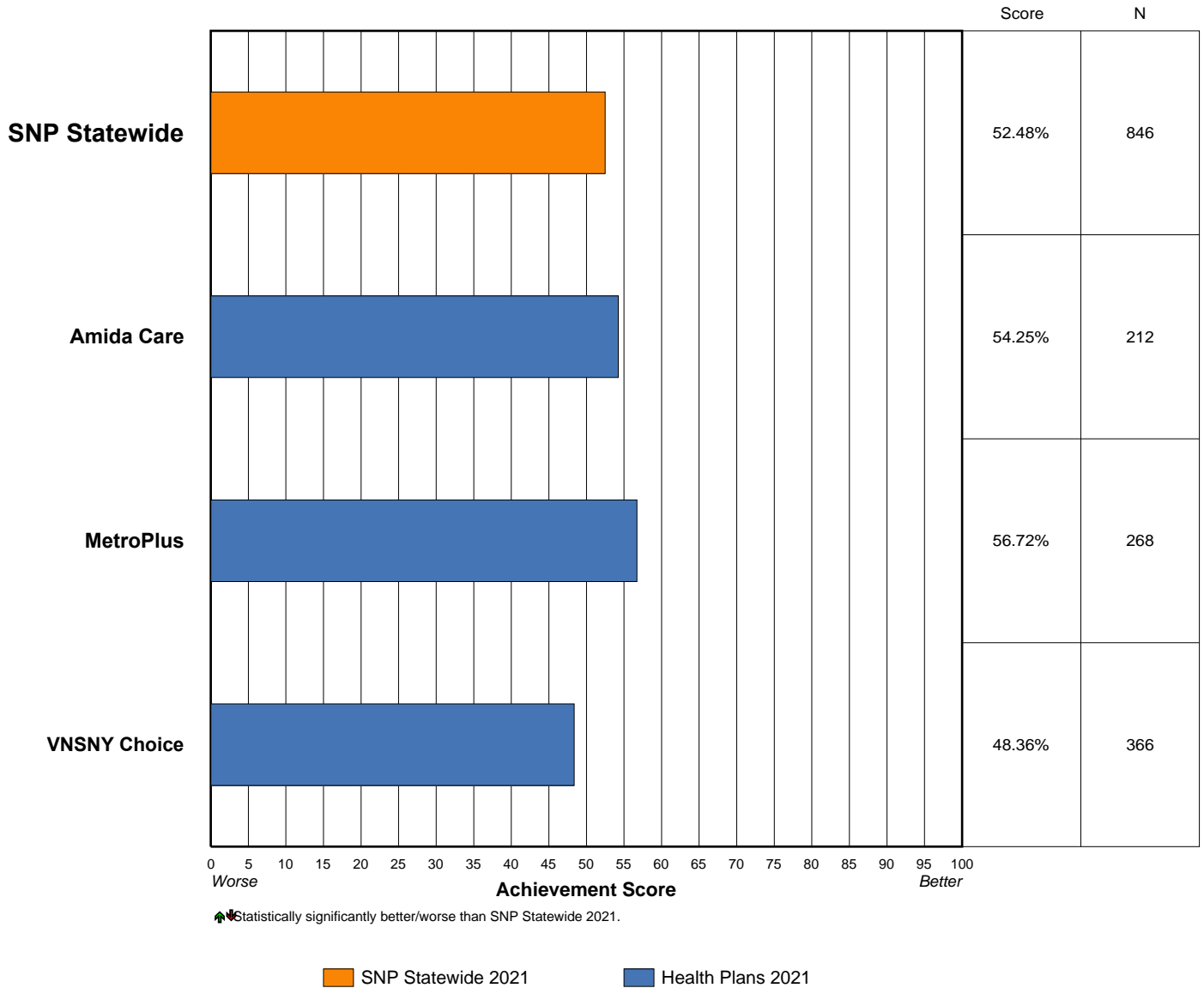
# Single Items

**Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed**



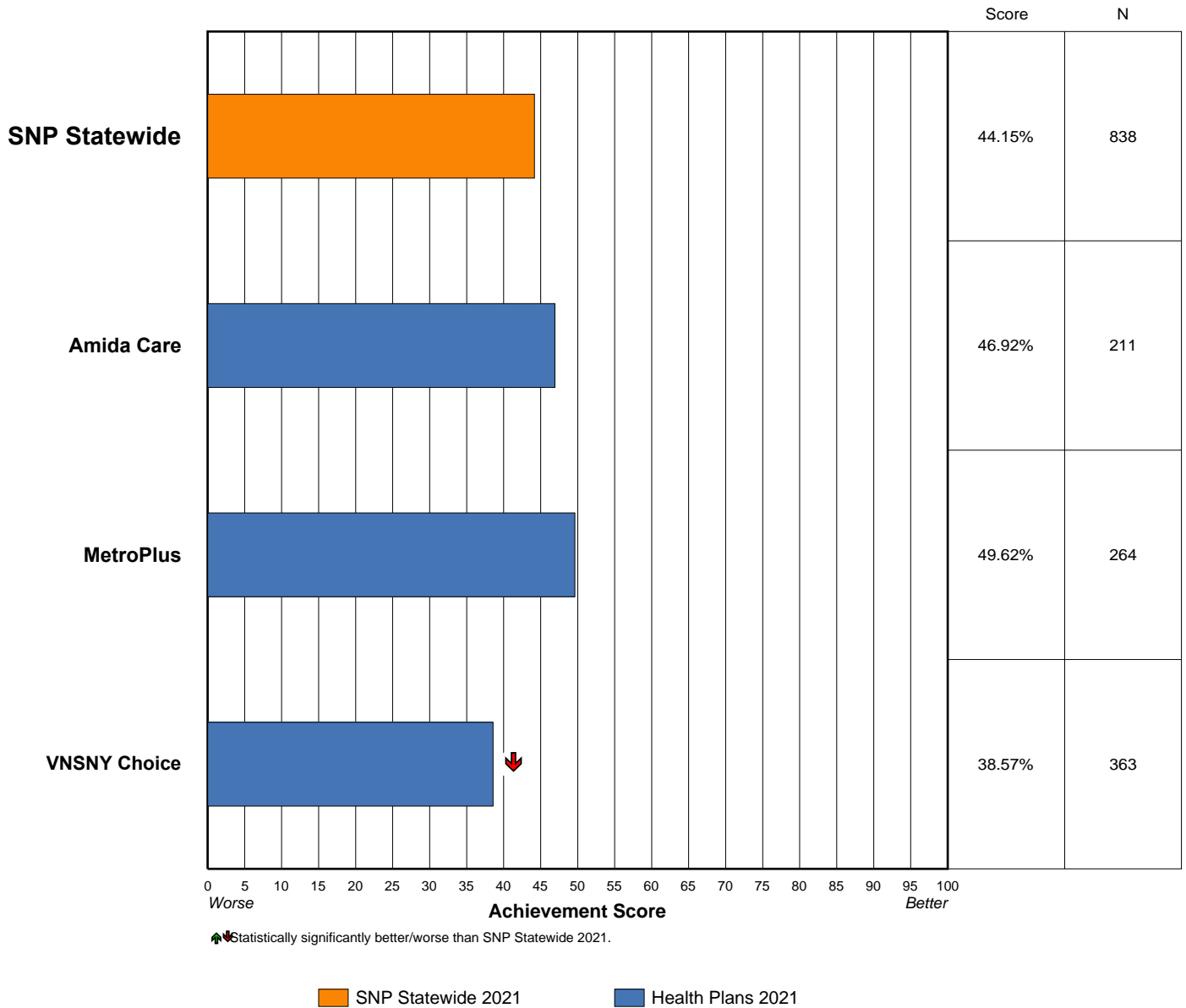
# Single Items

## Q13e. Doctor or other health provider talked about smoking or using tobacco products



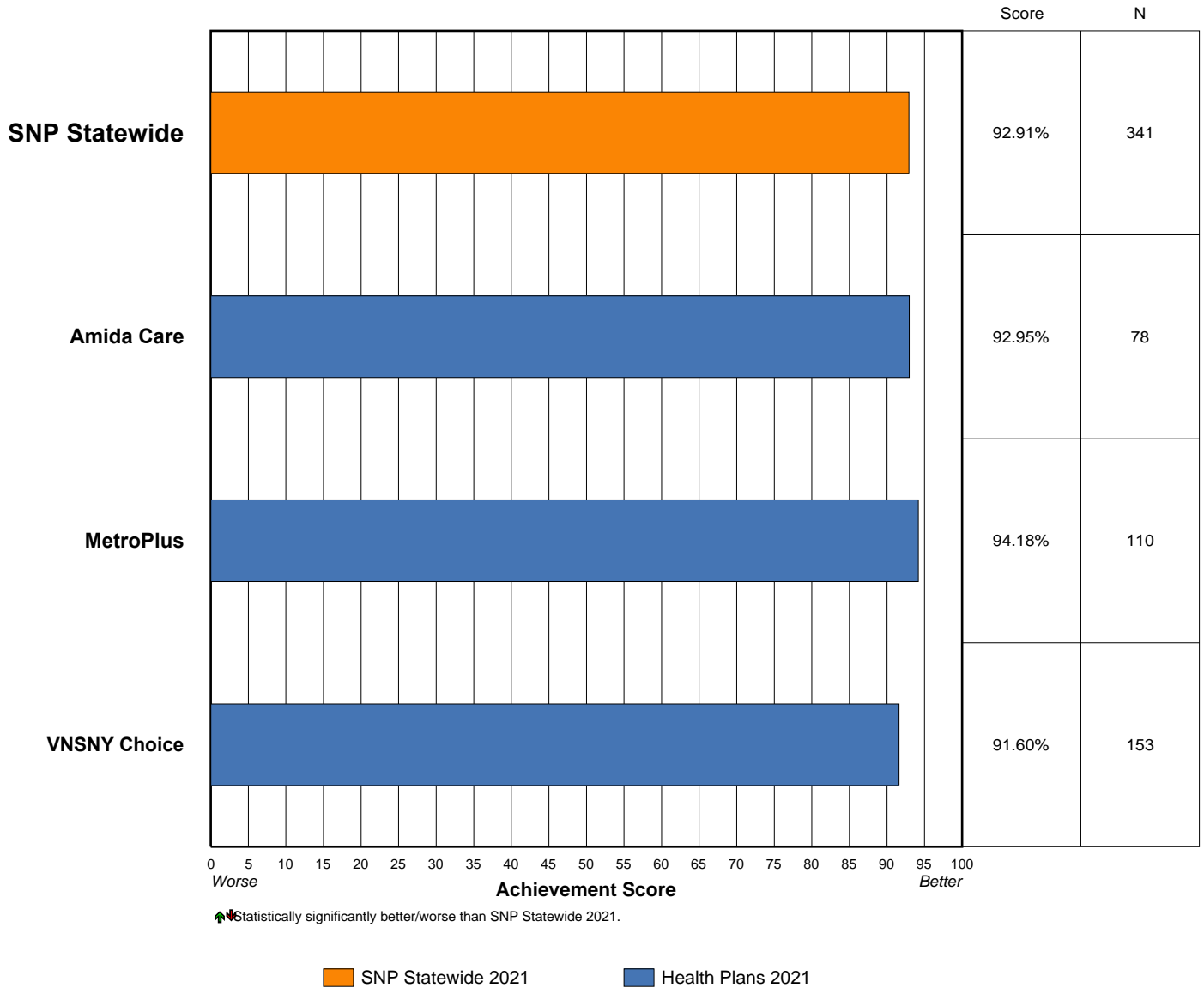
# Single Items

## Q13f. Doctor or other health provider talked about alcohol or other drug use



## Single Items

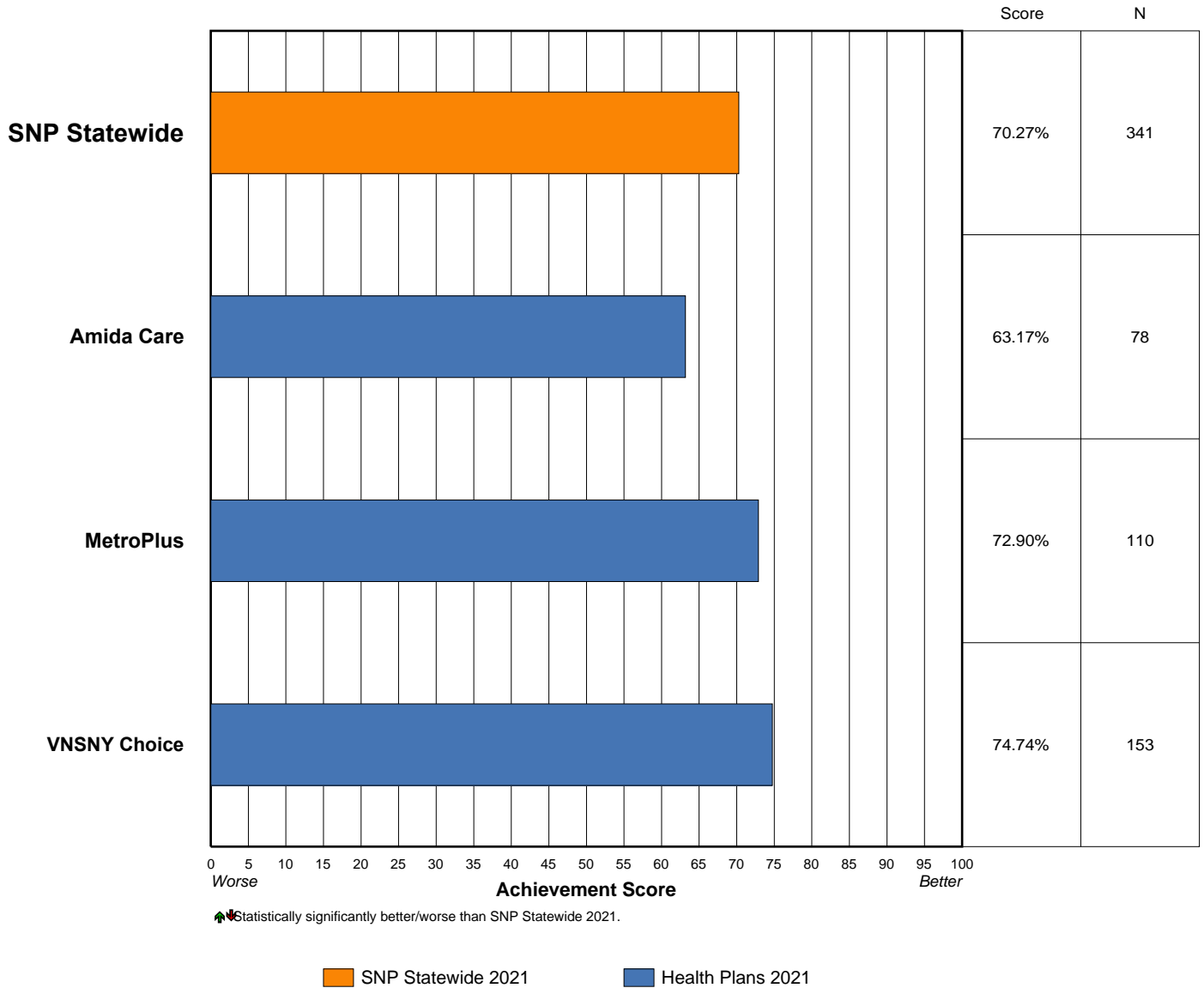
### Q15. Doctor or other health provider talked about reasons you might want to take a medicine





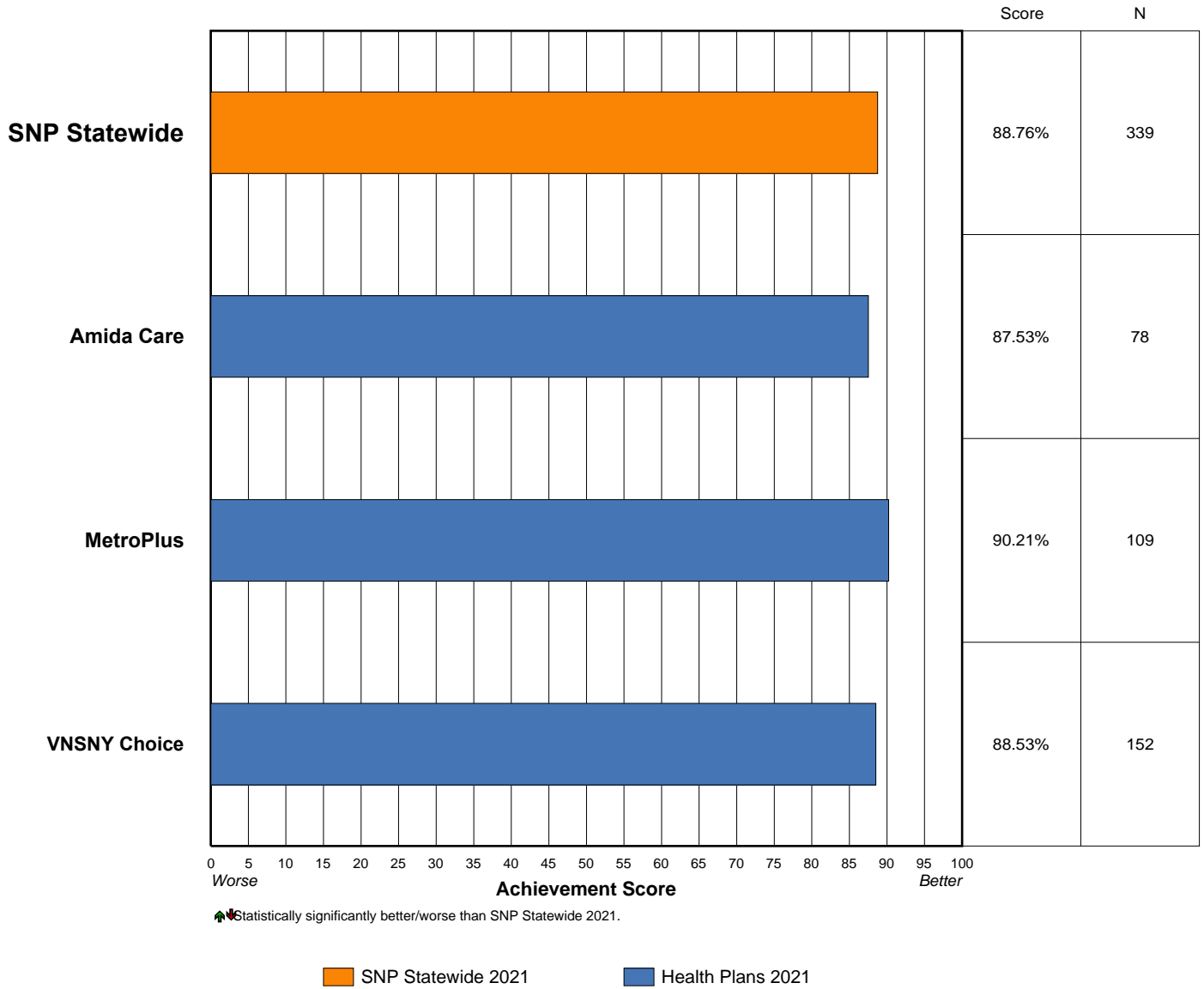
# Single Items

## Q16. Doctor or other health provider talked about reasons you might not want to take a medicine



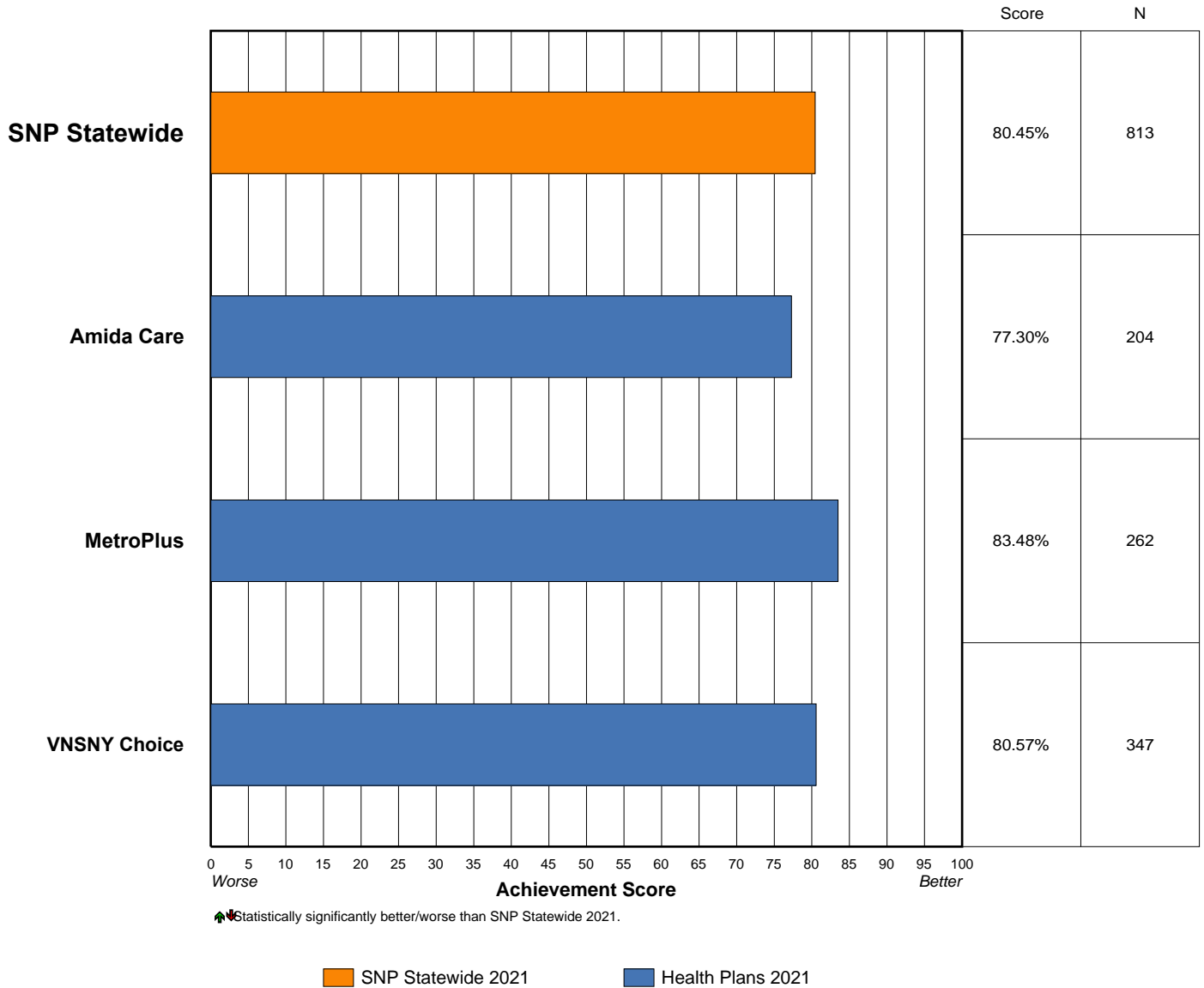
# Single Items

## Q17. Doctor or other health provider asked what you thought was best for you



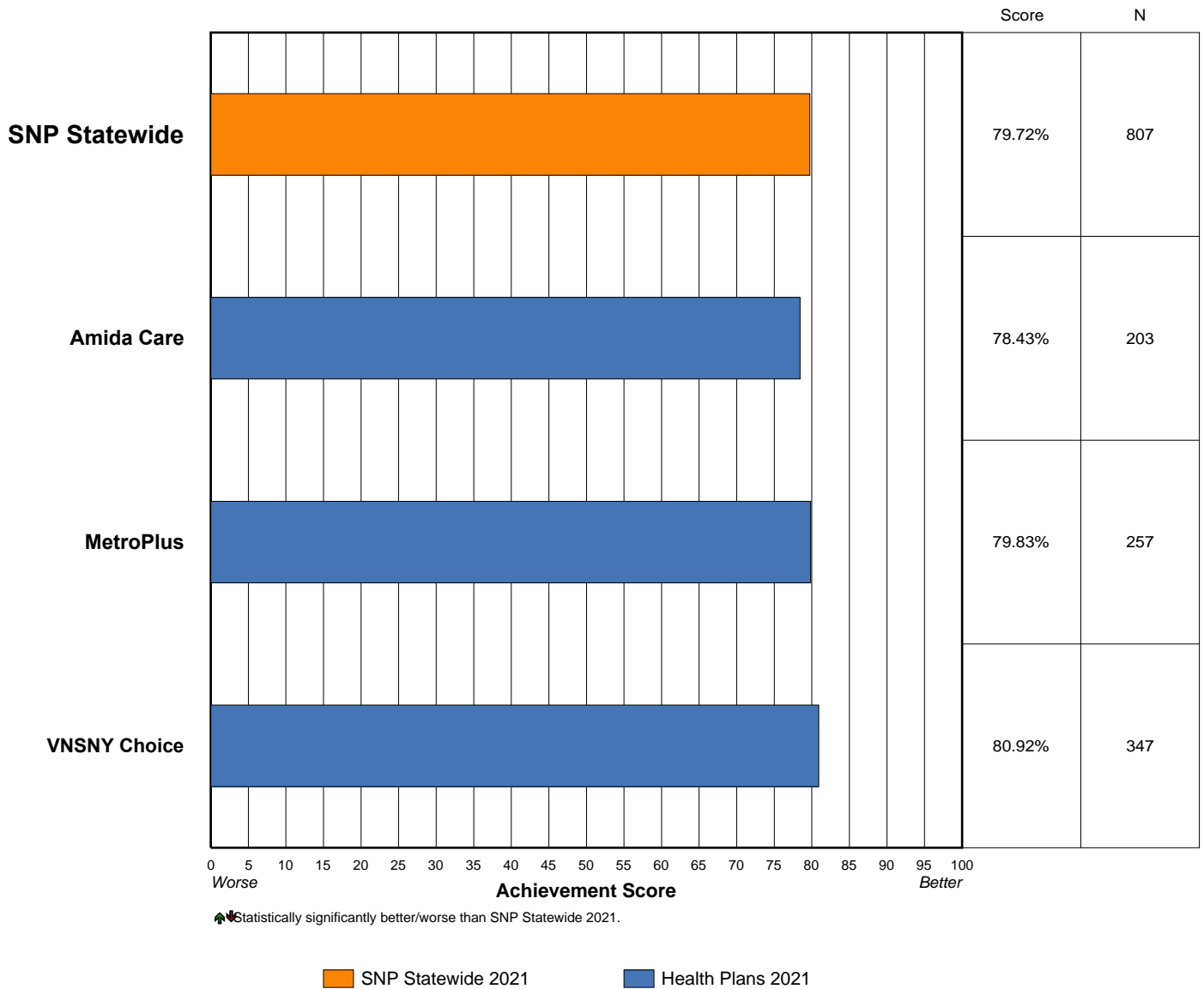
## Single Items

### Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results



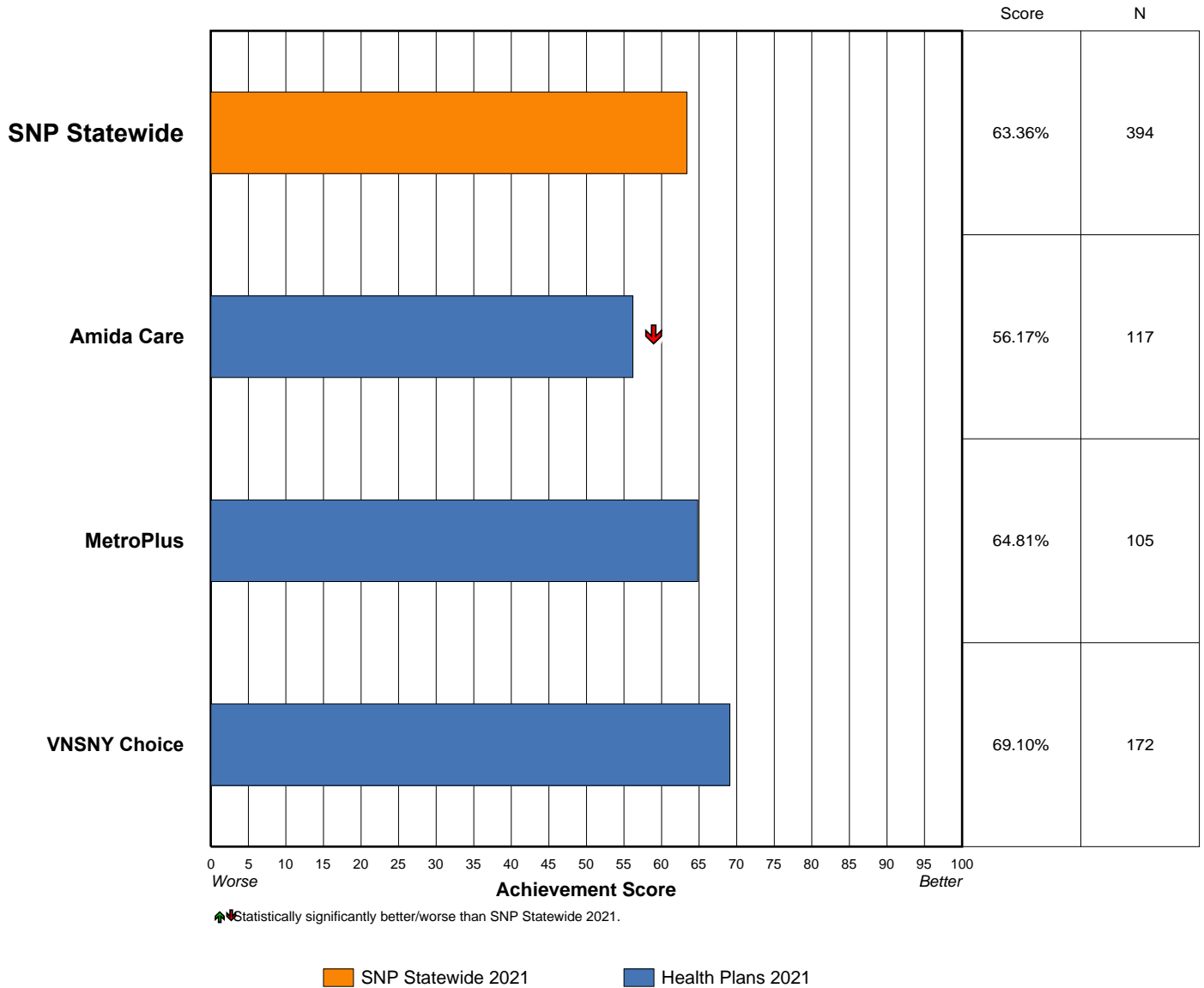
# Single Items

## Q20. Results of blood test, x-ray or other test usually or always easy to understand



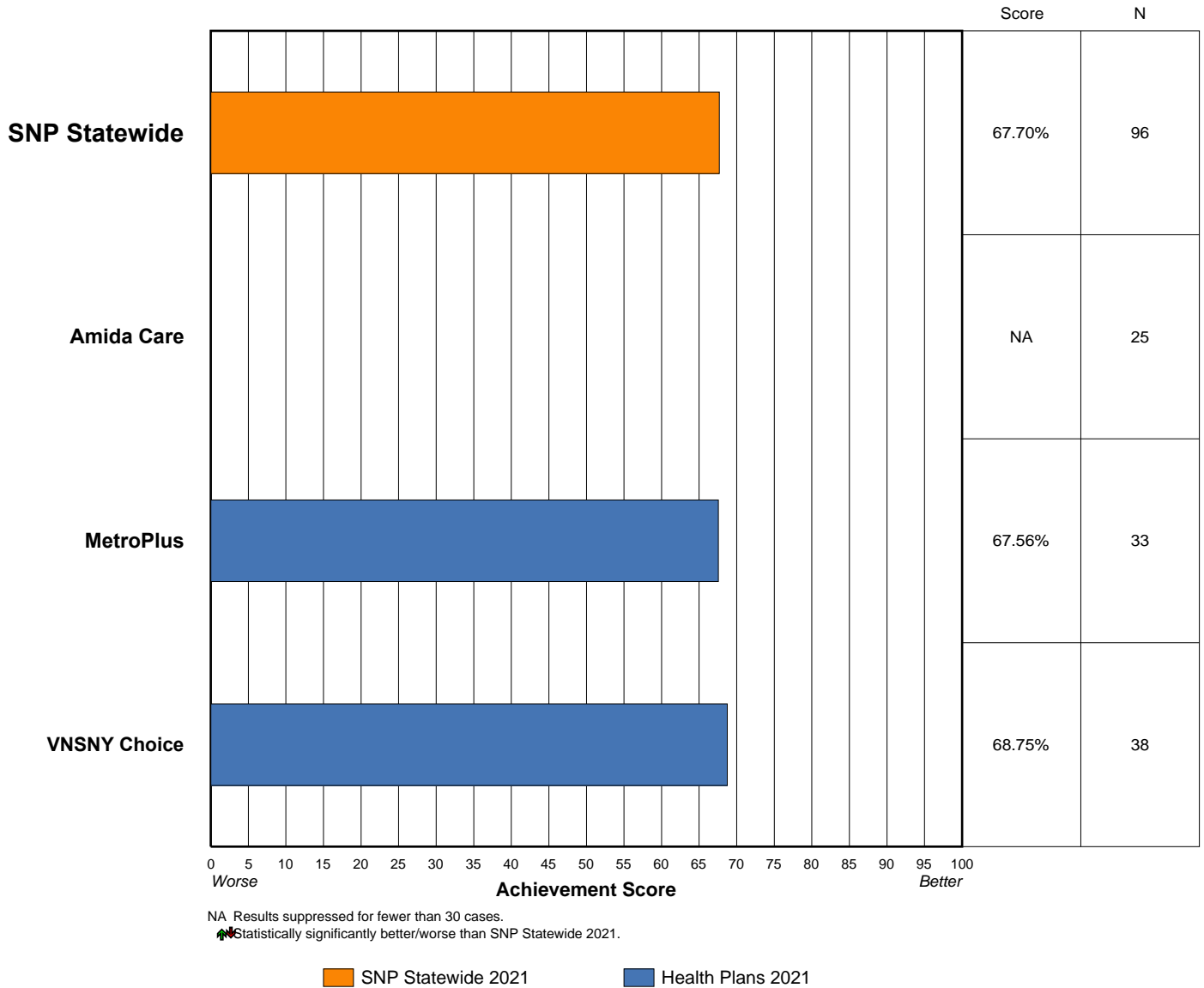
### Single Items

**Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan**



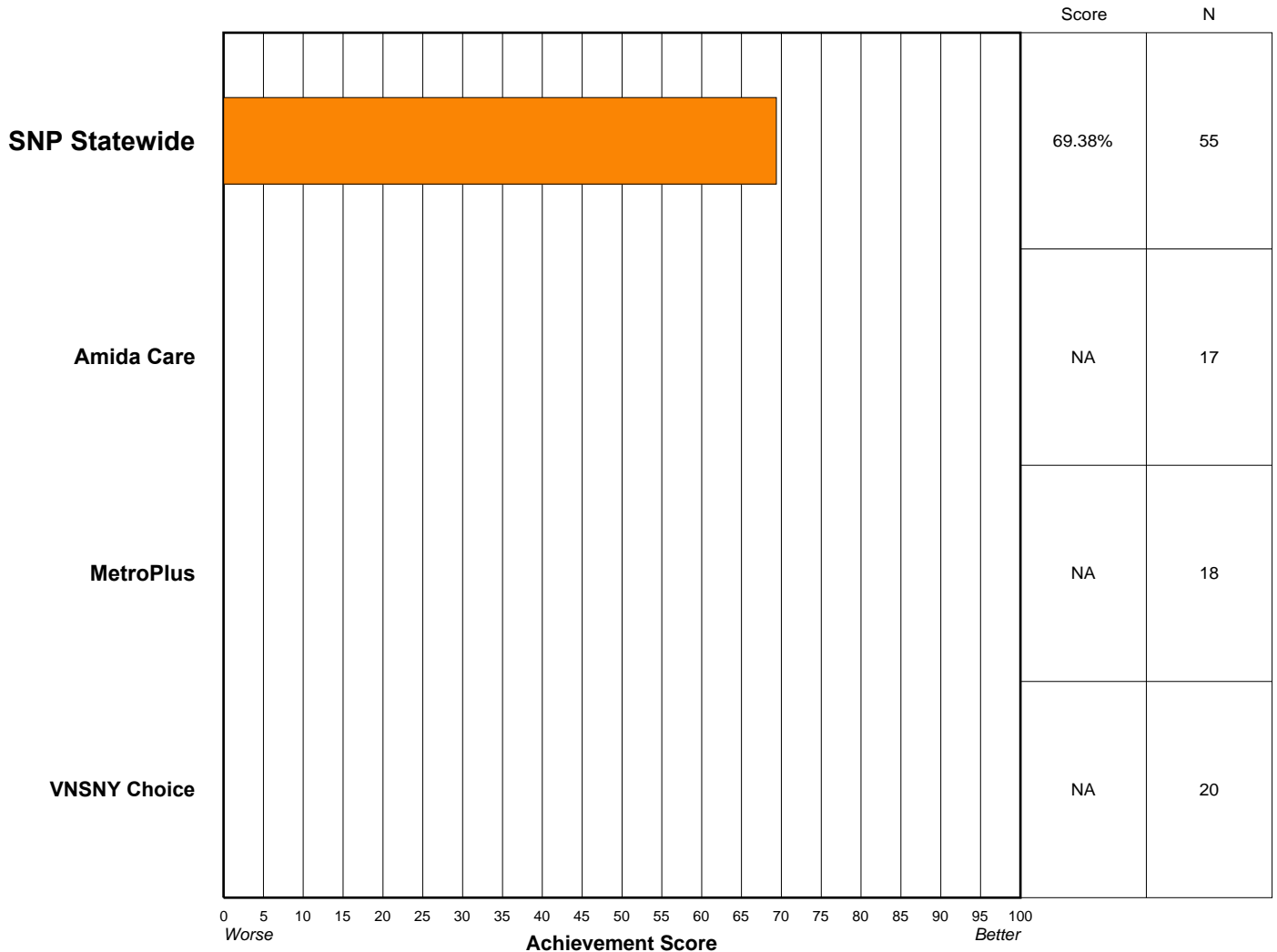
# Single Items

**Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan**



# Single Items

**Q29. Not very or not at all difficult to get prescriptions for mental health medicines as soon as you needed?**

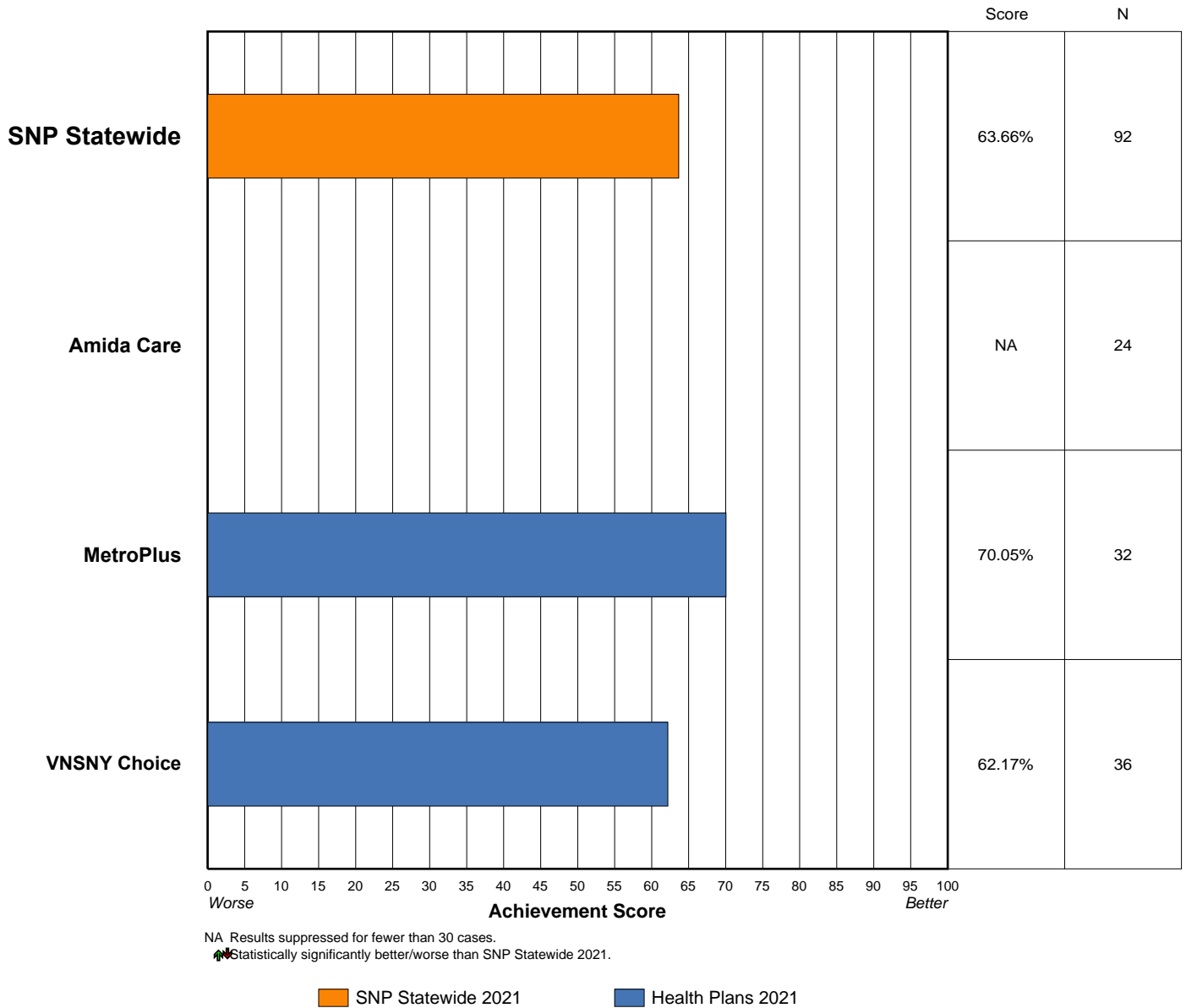


NA Results suppressed for fewer than 30 cases.  
 \* Statistically significantly better/worse than SNP Statewide 2021.

■ SNP Statewide 2021     
 ■ Health Plans 2021

# Single Items

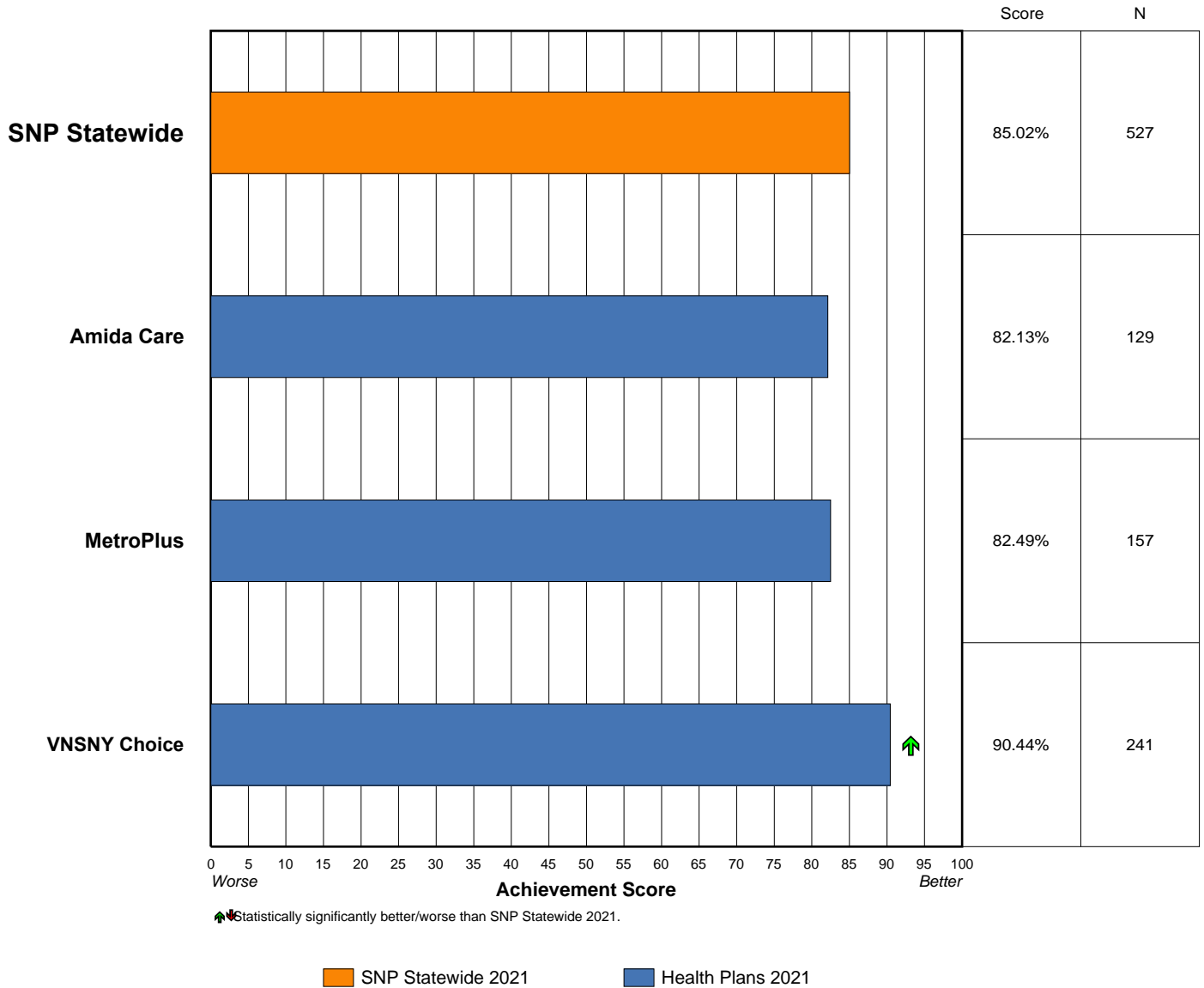
## Q30. Rating of alcohol, drug, or addiction treatment or counseling





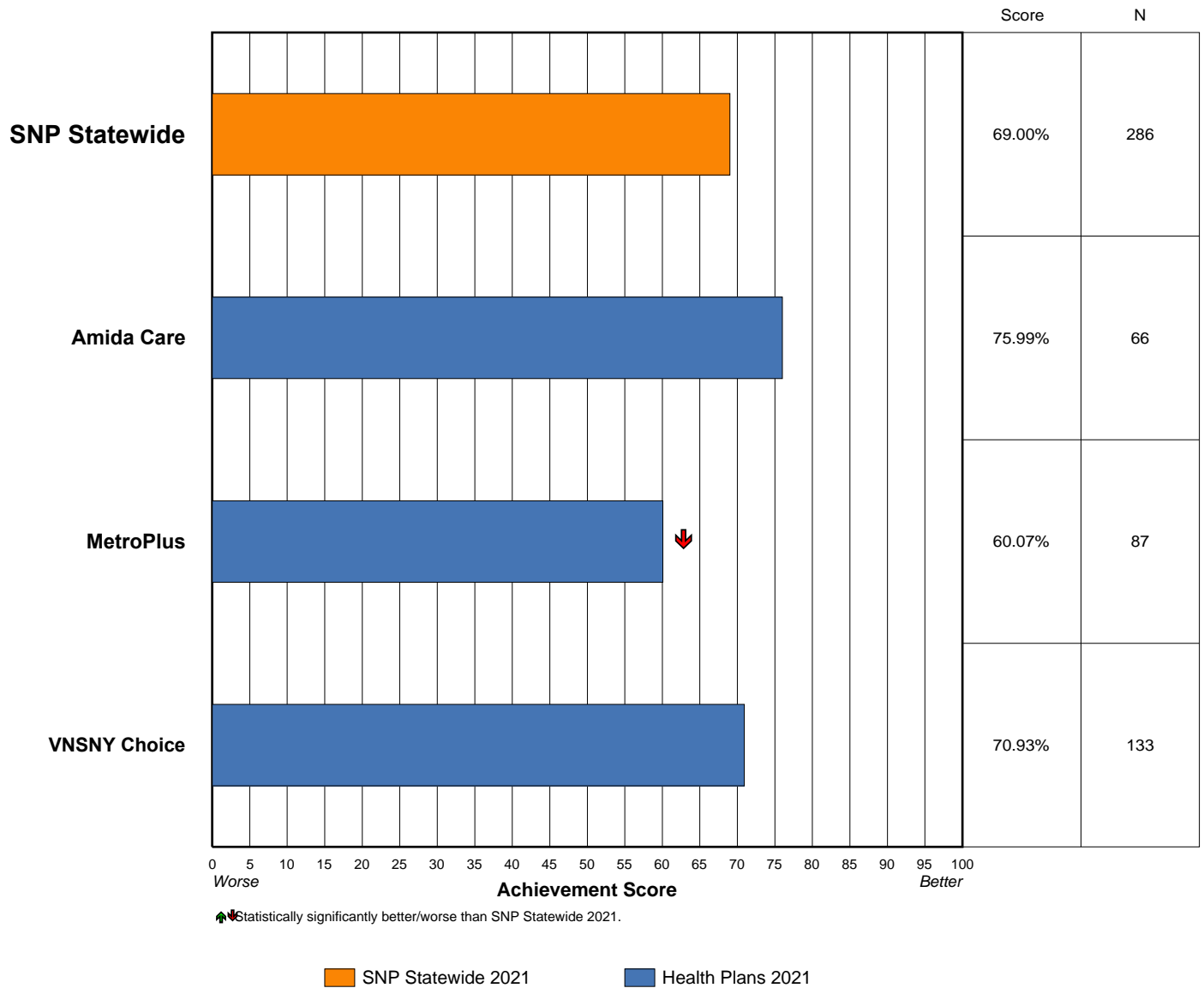
# Single Items

## Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers



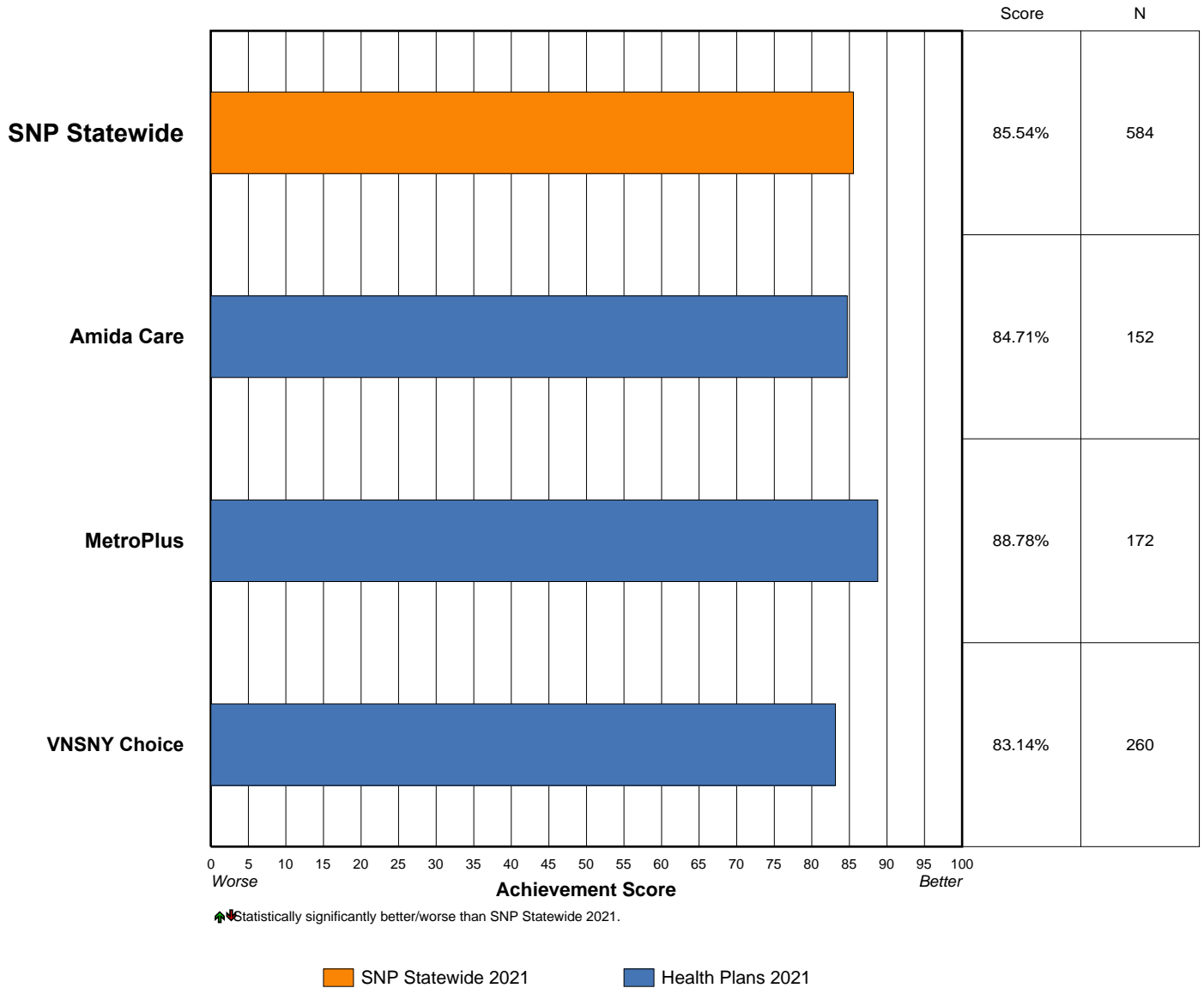
# Single Items

## Q45. Written materials or internet usually or always provided information about how health plan works



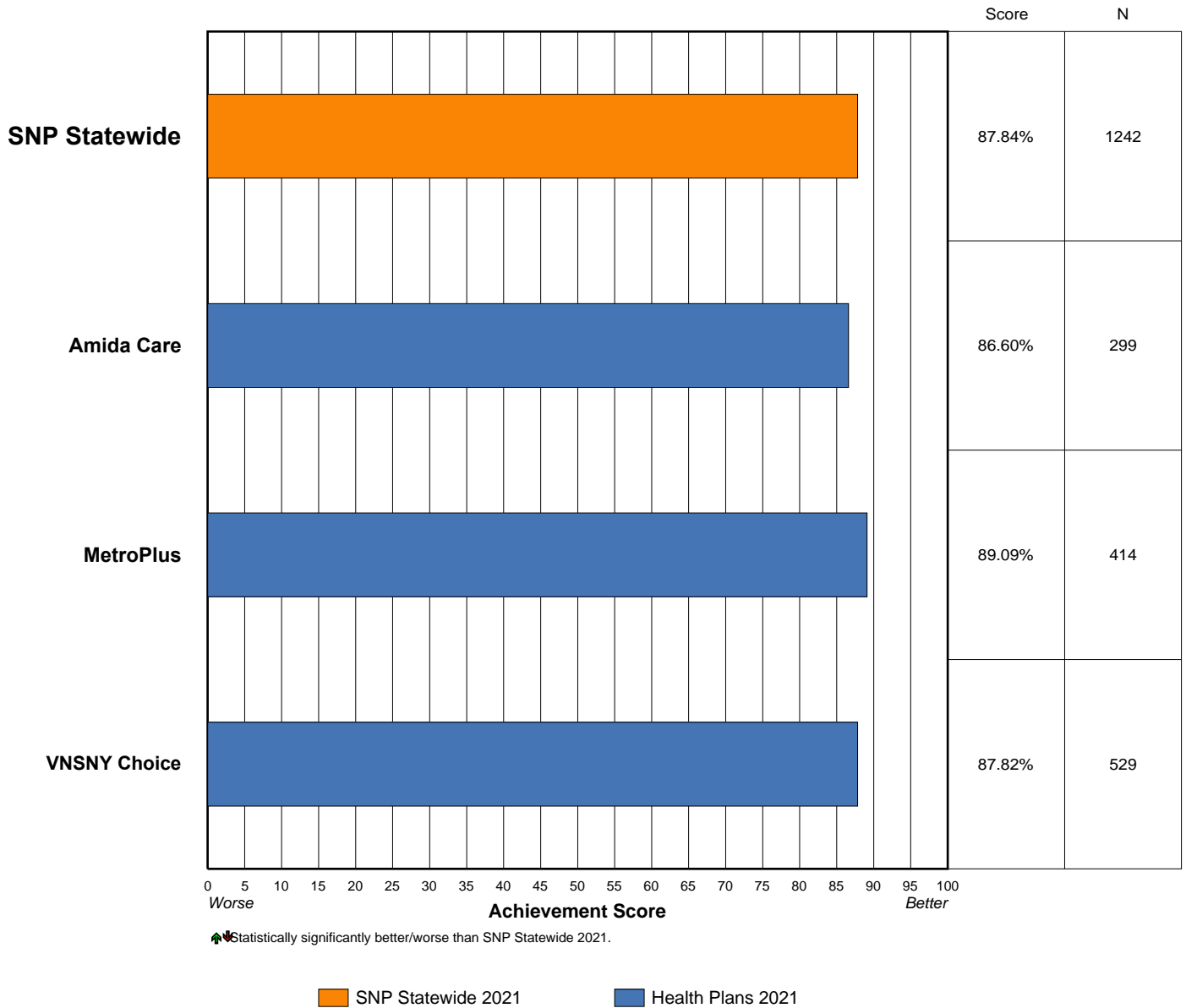
# Single Items

## Q48. Information from health plans customer service usually or always easy to understand



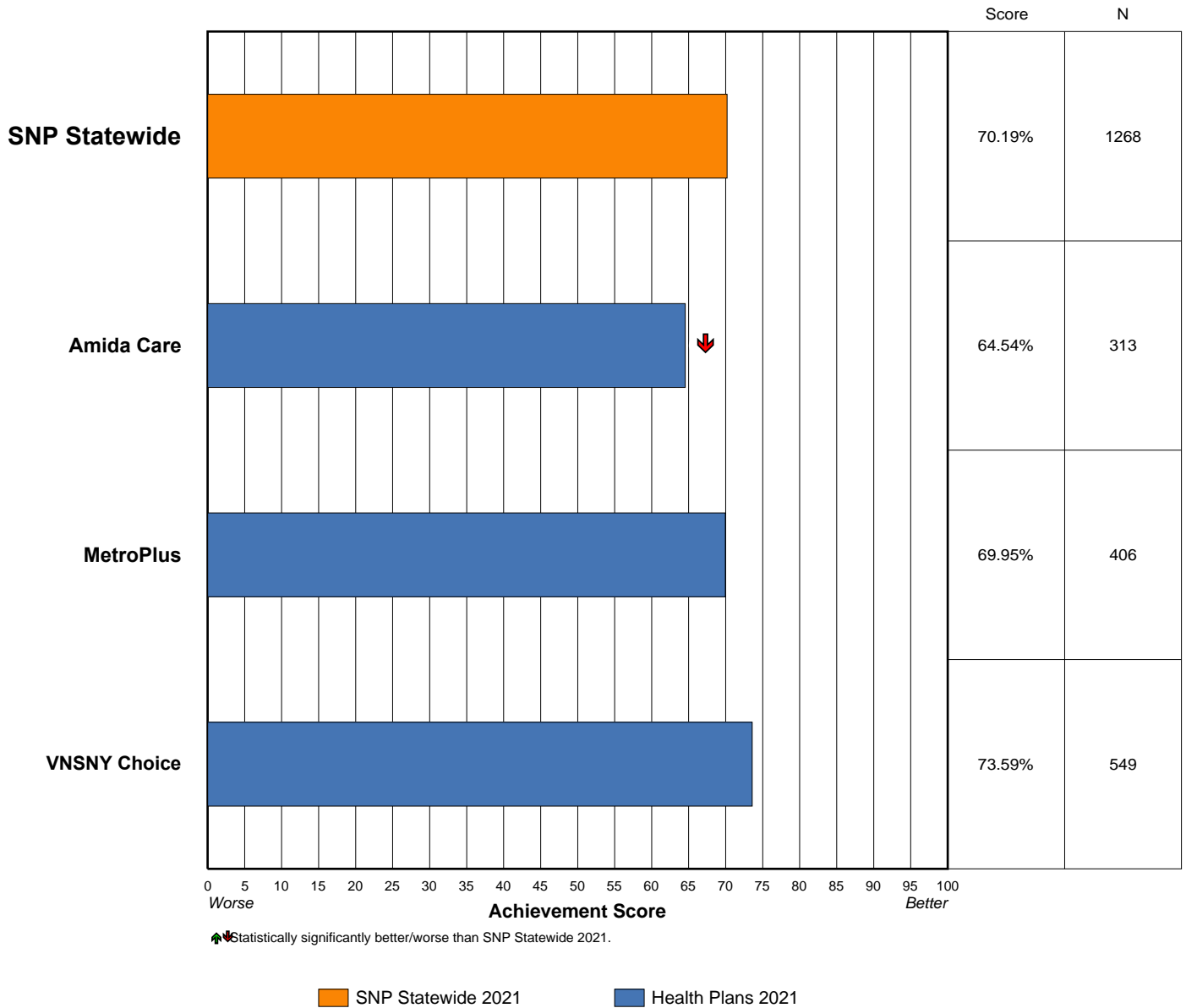
# Single Items

## Q51. Would recommend health plan to your family and friends



# Single Items

## Q54. Received a flu shot or flu spray in the nose since July 1, 2020



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## New York State HIV Special Needs Plans (SNP)

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard 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. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard 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, composite name, achievement score and the correlation value.

### 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, health care, and 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 talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 Getting Needed Care	85%	0.58	Q34 Communication	95%	0.61	Q41 Getting Needed Care	72%	0.48	Q47 Customer Service	77%	0.55	Q22 Getting Needed Care	85%	0.35
2	Q33 Communication	94%	0.48	Q35 Communication	96%	0.60	Q22 Getting Needed Care	85%	0.43	Q22 Getting Needed Care	85%	0.42	Q4 Getting Care Quickly	77%	0.28
3	Q36 Communication	91%	0.44	Q33 Communication	94%	0.59	Q4 Getting Care Quickly	77%	0.40	Q49 Customer Service	92%	0.41	Q47 Customer Service	77%	0.28
4	Q34 Communication	95%	0.44	Q36 Communication	91%	0.58	Q36 Communication	91%	0.32	Q4 Getting Care Quickly	77%	0.38	Q34 Communication	95%	0.27
5	Q4 Getting Care Quickly	77%	0.42	Q22 Getting Needed Care	85%	0.46	Q35 Communication	96%	0.30	Q41 Getting Needed Care	72%	0.30	Q33 Communication	94%	0.26
6	Q41 Getting Needed Care	72%	0.40	Q49 Customer Service	92%	0.33	Q47 Customer Service	77%	0.30	Q34 Communication	95%	0.29	Q35 Communication	96%	0.26
7	Q6 Getting Care Quickly	84%	0.39	Q4 Getting Care Quickly	77%	0.30	Q34 Communication	95%	0.28	Q33 Communication	94%	0.29	Q41 Getting Needed Care	72%	0.23
8	Q35 Communication	96%	0.38	Q47 Customer Service	77%	0.29	Q33 Communication	94%	0.26	Q36 Communication	91%	0.28	Q36 Communication	91%	0.22
9	Q47 Customer Service	77%	0.34	Q6 Getting Care Quickly	84%	0.28	Q6 Getting Care Quickly	84%	0.22	Q35 Communication	96%	0.26	Q49 Customer Service	92%	0.21
10	Q49 Customer Service	92%	0.28	Q41 Getting Needed Care	72%	0.27	Q49 Customer Service	92%	0.19	Q6 Getting Care Quickly	84%	0.19	Q6 Getting Care Quickly	84%	0.20

### 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	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.58	85%	57%	29%	13%	1%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.48	94%	78%	16%	5%	1%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.44	91%	71%	20%	7%	1%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.44	95%	81%	14%	4%	1%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.42	77%	52%	26%	18%	4%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.40	72%	45%	29%	21%	6%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.39	84%	57%	28%	14%	1%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	96%	86%	10%	3%	1%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.34	77%	51%	26%	19%	4%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	92%	75%	16%	7%	1%



### Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.61	95%	81%	14%	4%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.60	96%	86%	10%	3%	1%
3	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.59	94%	78%	16%	5%	1%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.58	91%	71%	20%	7%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.46	85%	57%	29%	13%	1%
6	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.33	92%	75%	16%	7%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	77%	52%	26%	18%	4%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.29	77%	51%	26%	19%	4%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.28	84%	57%	28%	14%	1%
10	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.27	72%	45%	29%	21%	6%

### Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.48	72%	45%	29%	21%	6%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.43	85%	57%	29%	13%	1%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	77%	52%	26%	18%	4%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	91%	71%	20%	7%	1%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.30	96%	86%	10%	3%	1%
6	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.30	77%	51%	26%	19%	4%
7	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.28	95%	81%	14%	4%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	94%	78%	16%	5%	1%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.22	84%	57%	28%	14%	1%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.19	92%	75%	16%	7%	1%

### Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.55	77%	51%	26%	19%	4%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.42	85%	57%	29%	13%	1%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.41	92%	75%	16%	7%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.38	77%	52%	26%	18%	4%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.30	72%	45%	29%	21%	6%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	95%	81%	14%	4%	1%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	94%	78%	16%	5%	1%
8	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.28	91%	71%	20%	7%	1%
9	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.26	96%	86%	10%	3%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.19	84%	57%	28%	14%	1%

### Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.35	85%	57%	29%	13%	1%
2	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	77%	52%	26%	18%	4%
3	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.28	77%	51%	26%	19%	4%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.27	95%	81%	14%	4%	1%
5	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	94%	78%	16%	5%	1%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.26	96%	86%	10%	3%	1%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.23	72%	45%	29%	21%	6%
8	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.22	91%	71%	20%	7%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.21	92%	75%	16%	7%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.20	84%	57%	28%	14%	1%

## 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 (green circle) or room for improvement (red circle). 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 2021 scores are compared to 2019 scores when 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 13 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?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	1,355	100.0%	331	100.0%	448	100.0%	576	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	1,355	100.0%	331	100.0%	448	100.0%	576	100.0%
Not Answered	46		11		13		22	

### 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?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	404	29.7%	112	33.5%	129	28.7%	163	28.2%
No	957	70.3%	222	66.5%	321	71.3%	414	71.8%
<b>Total</b>	1,361	100.0%	334	100.0%	450	100.0%	577	100.0%
Not Answered	40		8		11		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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	17	4.4%	4	3.7%	8	6.4%	5	3.2%
● Sometimes	72	18.5%	22	20.4%	20	16.0%	30	19.1%
● Usually	100	25.6%	25	23.1%	33	26.4%	42	26.8%
● Always	201	51.5%	57	52.8%	64	51.2%	80	51.0%
<b>Total</b>	390	100.0%	108	100.0%	125	100.0%	157	100.0%
Not Answered	14		4		4		6	
<b>Reporting Category</b> Getting Care Quickly								
Achievement Score	77.08%		74.01%		79.30%		77.92%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-7.4▼		-6.9		-8.1		-7.3	
Correlation with rating of health plan	0.376		0.390		0.378		0.366	

**Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	967	72.2%	237	73.1%	291	66.9%	439	75.6%
No	373	27.8%	87	26.9%	144	33.1%	142	24.4%
<b>Total</b>	1,340	100.0%	324	100.0%	435	100.0%	581	100.0%
Not Answered	61		18		26		17	

**Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	12	1.3%	2	0.9%	3	1.1%	7	1.7%
● Sometimes	132	14.2%	37	16.2%	45	16.1%	50	11.9%
● Usually	259	27.8%	68	29.7%	70	25.0%	121	28.7%
● Always	527	56.7%	122	53.3%	162	57.9%	243	57.7%
<b>Total</b>	930	100.0%	229	100.0%	280	100.0%	421	100.0%
Not Answered	37		8		11		18	
<b>Reporting Category</b> Getting Care Quickly								
Achievement Score	84.52%		82.97%		82.86%		86.46%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.9		-3.9		-4.3		-1.4	
Correlation with rating of health plan	0.194		0.109		0.203		0.245	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	291	21.4%	81	24.3%	82	18.3%	128	22.1%
No	1,069	78.6%	252	75.7%	365	81.7%	452	77.9%
<b>Total</b>	1,360	100.0%	333	100.0%	447	100.0%	580	100.0%
Not Answered	41		9		14		18	

**Q8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	56	19.6%	18	22.8%	12	14.8%	26	20.8%
● Sometimes	59	20.7%	14	17.7%	21	25.9%	24	19.2%
● Usually	57	20.0%	18	22.8%	18	22.2%	21	16.8%
● Always	113	39.6%	29	36.7%	30	37.0%	54	43.2%
<b>Total</b>	285	100.0%	79	100.0%	81	100.0%	125	100.0%
Not Answered	6		2		1		3	
<b>Reporting Category</b>		<b>Single Items</b>						
Achievement Score		84.10%	83.24%	82.99%	86.06%			
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)		-3.2	-4.0	-4.0	-1.6			

**Q9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	425	31.4%	109	33.4%	132	29.7%	184	31.6%
No	929	68.6%	217	66.6%	313	70.3%	399	68.4%
<b>Total</b>	1,354	100.0%	326	100.0%	445	100.0%	583	100.0%
Not Answered	47		16		16		15	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	48	11.5%	19	17.9%	14	10.9%	15	8.2%
● Sometimes	65	15.6%	11	10.4%	19	14.7%	35	19.2%
● Usually	74	17.7%	19	17.9%	20	15.5%	35	19.2%
● Always	230	55.2%	57	53.8%	76	58.9%	97	53.3%
<b>Total</b>	417	100.0%	106	100.0%	129	100.0%	182	100.0%
Not Answered	8		3		3		2	
<b>Reporting Category</b> Single Items								
Achievement Score	84.10%		83.24%		82.99%		86.06%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.2		-4.0		-4.0		-1.6	

**Q11. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
None	449	33.5%	108	33.1%	147	33.7%	194	33.6%
1 time	158	11.8%	32	9.8%	63	14.4%	63	10.9%
2	231	17.2%	50	15.3%	87	20.0%	94	16.3%
3	161	12.0%	47	14.4%	46	10.6%	68	11.8%
4	140	10.4%	36	11.0%	35	8.0%	69	11.9%
5 to 9	135	10.1%	27	8.3%	37	8.5%	71	12.3%
10 or more times	66	4.9%	26	8.0%	21	4.8%	19	3.3%
<b>Total</b>	1,340	100.0%	326	100.0%	436	100.0%	578	100.0%
Not Answered	61		16		25		20	

**Q12. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	735	83.2%	177	82.3%	246	85.4%	312	82.1%
● No	148	16.8%	38	17.7%	42	14.6%	68	17.9%
<b>Total</b>	883	100.0%	215	100.0%	288	100.0%	380	100.0%
Not Answered	8		3		1		4	
<b>Reporting Category</b> Single Items								
Achievement Score	83.28%		81.77%		85.66%		82.42%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.4		-2.9		+3.6		-1.8	

○ Response scored as: ● Achievement ● Room for improvement



### Your Health Care in the Last 6 Months (continued)

**Q13a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	608	70.5%	139	65.0%	209	75.7%	260	69.9%
● No	254	29.5%	75	35.0%	67	24.3%	112	30.1%
<b>Total</b>	862	100.0%	214	100.0%	276	100.0%	372	100.0%
Not Answered	29		4		13		12	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	70.53%		64.95%		75.72%		69.89%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.5▼		-5.5		-4.4		-4.8	

**Q13b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	611	71.6%	143	66.8%	220	80.3%	248	67.9%
● No	242	28.4%	71	33.2%	54	19.7%	117	32.1%
<b>Total</b>	853	100.0%	214	100.0%	274	100.0%	365	100.0%
Not Answered	38		4		15		19	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	71.63%		66.82%		80.29%		67.95%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.4		-4.7		+0.4		-6.3	

**Q13c. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	607	71.1%	144	67.9%	198	73.1%	265	71.4%
● No	247	28.9%	68	32.1%	73	26.9%	106	28.6%
<b>Total</b>	854	100.0%	212	100.0%	271	100.0%	371	100.0%
Not Answered	37		6		18		13	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	71.08%		67.92%		73.06%		71.43%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.5		-5.6		+2.2		+0.8	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q13d. In the last 6 months, did you and a doctor or other health provider talk about... Whether you felt sad, empty or depressed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	558	66.0%	133	63.6%	181	67.3%	244	66.5%
● No	287	34.0%	76	36.4%	88	32.7%	123	33.5%
<b>Total</b>	845	100.0%	209	100.0%	269	100.0%	367	100.0%
Not Answered	46		9		20		17	
<b>Reporting Category</b> Single Items								
Achievement Score	66.04%		63.64%		67.29%		66.49%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.9		-5.7		-0.7		-0.3	

**Q13e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	444	52.5%	115	54.2%	152	56.7%	177	48.4%
● No	402	47.5%	97	45.8%	116	43.3%	189	51.6%
<b>Total</b>	846	100.0%	212	100.0%	268	100.0%	366	100.0%
Not Answered	45		6		21		18	
<b>Reporting Category</b> Single Items								
Achievement Score	52.48%		54.25%		56.72%		48.36%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-9.3▼		-9.1▼		-7.4		-10.7▼	

**Q13f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	370	44.2%	99	46.9%	131	49.6%	140	38.6%
● No	468	55.8%	112	53.1%	133	50.4%	223	61.4%
<b>Total</b>	838	100.0%	211	100.0%	264	100.0%	363	100.0%
Not Answered	53		7		25		21	
<b>Reporting Category</b> Single Items								
Achievement Score	44.15%		46.92%		49.62%		38.57%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-6.7▼		-6.8		-3.5		-8.7▼	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q14. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	347	40.3%	81	38.2%	111	40.2%	155	41.6%
No	514	59.7%	131	61.8%	165	59.8%	218	58.4%
<b>Total</b>	861	100.0%	212	100.0%	276	100.0%	373	100.0%
Not Answered	30		6		13		11	

**Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	316	92.7%	73	93.6%	103	93.6%	140	91.5%
● No	25	7.3%	5	6.4%	7	6.4%	13	8.5%
<b>Total</b>	341	100.0%	78	100.0%	110	100.0%	153	100.0%
Not Answered	6		3		1		2	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	92.91%		92.95%		94.18%		91.60%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.4		-0.9		+1.3		-1.4	

**Q16. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	243	71.3%	51	65.4%	78	70.9%	114	74.5%
● No	98	28.7%	27	34.6%	32	29.1%	39	25.5%
<b>Total</b>	341	100.0%	78	100.0%	110	100.0%	153	100.0%
Not Answered	6		3		1		2	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	70.27%		63.17%		72.90%		74.74%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.2		-10.7		+6.3		+3.7	

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

### Your Health Care in the Last 6 Months (continued)

**Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	301	88.8%	69	88.5%	97	89.0%	135	88.8%
● No	38	11.2%	9	11.5%	12	11.0%	17	11.2%
<b>Total</b>	339	100.0%	78	100.0%	109	100.0%	152	100.0%
Not Answered	8		3		2		3	
<b>Reporting Category</b> Single Items								
Achievement Score	88.76%		87.53%		90.21%		88.53%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.0		-0.4		+1.7		-1.2	

**Q18. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	825	93.8%	206	96.3%	265	93.0%	354	92.9%
No	55	6.3%	8	3.7%	20	7.0%	27	7.1%
<b>Total</b>	880	100.0%	214	100.0%	285	100.0%	381	100.0%
Not Answered	11		4		4		3	

**Q19. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	68	8.4%	20	9.8%	18	6.9%	30	8.6%
● Sometimes	89	10.9%	26	12.7%	26	9.9%	37	10.7%
● Usually	124	15.3%	36	17.6%	23	8.8%	65	18.7%
● Always	532	65.4%	122	59.8%	195	74.4%	215	62.0%
<b>Total</b>	813	100.0%	204	100.0%	262	100.0%	347	100.0%
Not Answered	12		2		3		7	
<b>Reporting Category</b> Single Items								
Achievement Score	80.45%		77.30%		83.48%		80.57%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.5		-8.2▼		-1.0		-1.5	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q20. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	38	4.7%	11	5.4%	8	3.1%	19	5.5%
● Sometimes	124	15.4%	32	15.8%	45	17.5%	47	13.5%
● Usually	205	25.4%	51	25.1%	52	20.2%	102	29.4%
● Always	440	54.5%	109	53.7%	152	59.1%	179	51.6%
<b>Total</b>	807	100.0%	203	100.0%	257	100.0%	347	100.0%
Not Answered	18		3		8		7	
<b>Reporting Category</b>								
					Single Items			
Achievement Score	79.72%		78.43%		79.83%		80.92%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.5▼		-9.7▼		-4.0		-2.7	

**Q21. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Worst health care possible	5	0.6%	1	0.5%	2	0.7%	2	0.5%
● 1	6	0.7%	2	0.9%	1	0.4%	3	0.8%
● 2	5	0.6%	2	0.9%	0	0.0%	3	0.8%
● 3	11	1.3%	3	1.4%	3	1.1%	5	1.3%
● 4	17	1.9%	2	0.9%	4	1.4%	11	2.9%
● 5	44	5.0%	10	4.7%	16	5.7%	18	4.7%
● 6	39	4.5%	9	4.2%	16	5.7%	14	3.7%
● 7	80	9.1%	21	9.8%	24	8.5%	35	9.2%
● 8	146	16.7%	40	18.7%	46	16.3%	60	15.8%
● 9	177	20.2%	44	20.6%	50	17.7%	83	21.9%
● Best health care possible	346	39.5%	80	37.4%	121	42.8%	145	38.3%
<b>Total</b>	876	100.0%	214	100.0%	283	100.0%	379	100.0%
Not Answered	15		4		6		5	
<b>Reporting Category</b>								
					Ratings			
Achievement Score	76.43%		76.58%		76.73%		75.99%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.1		-1.6		-0.7		-3.9	
Correlation with rating of health plan	0.581		0.606		0.589		0.566	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	13	1.5%	2	0.9%	7	2.4%	4	1.1%
● Sometimes	114	12.9%	35	16.1%	32	11.2%	47	12.4%
● Usually	253	28.7%	63	29.0%	66	23.1%	124	32.6%
● Always	503	57.0%	117	53.9%	181	63.3%	205	53.9%
<b>Total</b>	883	100.0%	217	100.0%	286	100.0%	380	100.0%
Not Answered	8		1		3		4	
<b>Reporting Category</b> Getting Needed Care								
Achievement Score	85.30%		82.53%		86.71%		86.65%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.7▼		-8.4▼		-3.3		-2.5	
Correlation with rating of health plan	0.423		0.521		0.418		0.375	

**Q23. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	405	29.5%	120	35.9%	108	24.1%	177	30.1%
No	966	70.5%	214	64.1%	340	75.9%	412	69.9%
<b>Total</b>	1,371	100.0%	334	100.0%	448	100.0%	589	100.0%
Not Answered	30		8		13		9	

**Q24. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	57	14.5%	25	21.4%	14	13.3%	18	10.5%
● Sometimes	84	21.3%	27	23.1%	23	21.9%	34	19.8%
● Usually	78	19.8%	23	19.7%	18	17.1%	37	21.5%
● Always	175	44.4%	42	35.9%	50	47.6%	83	48.3%
<b>Total</b>	394	100.0%	117	100.0%	105	100.0%	172	100.0%
Not Answered	11		3		3		5	
<b>Reporting Category</b> Single Items								
Achievement Score	63.36%		56.17%		64.81%		69.10%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-14.8▼		-19.1▼		-16.3▼		-9.1	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q25. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Worst treatment possible	28	7.2%	17	14.3%	3	3.0%	8	4.7%
● 1	7	1.8%	1	0.8%	3	3.0%	3	1.8%
● 2	12	3.1%	5	4.2%	0	0.0%	7	4.1%
● 3	12	3.1%	3	2.5%	3	3.0%	6	3.5%
● 4	11	2.8%	3	2.5%	4	4.0%	4	2.3%
● 5	29	7.4%	10	8.4%	9	9.0%	10	5.8%
● 6	21	5.4%	9	7.6%	4	4.0%	8	4.7%
● 7	47	12.1%	13	10.9%	11	11.0%	23	13.5%
● 8	60	15.4%	17	14.3%	16	16.0%	27	15.8%
● 9	53	13.6%	19	16.0%	11	11.0%	23	13.5%
● Best treatment possible	110	28.2%	22	18.5%	36	36.0%	52	30.4%
<b>Total</b>	390	100.0%	119	100.0%	100	100.0%	171	100.0%
Not Answered	15		1		8		6	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	57.13%		48.37%		62.64%		60.38%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-7.5▼		-8.6		-6.9		-7.0	
Correlation with rating of health plan	0.432		0.428		0.452		0.443	

**Q26. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	97	7.3%	25	7.6%	33	7.6%	39	6.8%
No	1,237	92.7%	303	92.4%	403	92.4%	531	93.2%
<b>Total</b>	1,334	100.0%	328	100.0%	436	100.0%	570	100.0%
Not Answered	67		14		25		28	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q27. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	8	8.3%	3	12.0%	1	3.0%	4	10.5%
● Sometimes	23	24.0%	5	20.0%	10	30.3%	8	21.1%
● Usually	17	17.7%	1	4.0%	7	21.2%	9	23.7%
● Always	48	50.0%	16	64.0%	15	45.5%	17	44.7%
<b>Total</b>	96	100.0%	25	100.0%	33	100.0%	38	100.0%
Not Answered	1		0		0		1	
<b>Reporting Category</b> Single Items								
Achievement Score	67.70%		NA		67.56%		68.75%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-15.0▼		NA		-12.2		-14.5	

**Q28. Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	55	57.9%	17	68.0%	18	54.5%	20	54.1%
No	40	42.1%	8	32.0%	15	45.5%	17	45.9%
<b>Total</b>	95	100.0%	25	100.0%	33	100.0%	37	100.0%
Not Answered	2		0		0		2	

**Q29. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Extremely difficult	3	5.5%	2	11.8%	1	5.6%	0	0.0%
● Very difficult	6	10.9%	1	5.9%	2	11.1%	3	15.0%
● Somewhat difficult	8	14.5%	1	5.9%	3	16.7%	4	20.0%
● Not very difficult	13	23.6%	5	29.4%	6	33.3%	2	10.0%
● Not at all difficult	25	45.5%	8	47.1%	6	33.3%	11	55.0%
<b>Total</b>	55	100.0%	17	100.0%	18	100.0%	20	100.0%
Not Answered	0		0		0		0	
<b>Reporting Category</b> Single Items								
Achievement Score	69.38%		NA		NA		NA	

NA: Results suppressed for fewer than 30 cases.

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



### Your Health Care in the Last 6 Months (continued)

**Q30.** 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?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Worst treatment possible	4	4.3%	2	8.3%	0	0.0%	2	5.6%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	1	1.1%	1	4.2%	0	0.0%	0	0.0%
● 3	6	6.5%	0	0.0%	3	9.4%	3	8.3%
● 4	4	4.3%	3	12.5%	1	3.1%	0	0.0%
● 5	9	9.8%	2	8.3%	3	9.4%	4	11.1%
● 6	3	3.3%	0	0.0%	2	6.3%	1	2.8%
● 7	6	6.5%	2	8.3%	1	3.1%	3	8.3%
● 8	16	17.4%	4	16.7%	6	18.8%	6	16.7%
● 9	10	10.9%	3	12.5%	3	9.4%	4	11.1%
● Best treatment possible	33	35.9%	7	29.2%	13	40.6%	13	36.1%
<b>Total</b>	92	100.0%	24	100.0%	32	100.0%	36	100.0%
Not Answered	5		1		1		3	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	63.66%		NA		70.05%		62.17%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.1		NA		+4.5		-10.7	

### Your Personal Doctor

**Q31.** A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	1,179	86.6%	289	86.8%	384	86.7%	506	86.5%
No	182	13.4%	44	13.2%	59	13.3%	79	13.5%
<b>Total</b>	1,361	100.0%	333	100.0%	443	100.0%	585	100.0%
Not Answered	40		9		18		13	

NA: Results suppressed for fewer than 30 cases.

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

### Your Personal Doctor (continued)

**Q32. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
None	119	10.7%	22	8.1%	48	13.5%	49	10.1%
1 time	226	20.3%	59	21.7%	85	23.9%	82	16.8%
2	349	31.3%	87	32.0%	96	27.0%	166	34.1%
3	177	15.9%	42	15.4%	55	15.4%	80	16.4%
4	98	8.8%	28	10.3%	28	7.9%	42	8.6%
5 to 9	108	9.7%	24	8.8%	32	9.0%	52	10.7%
10 or more times	38	3.4%	10	3.7%	12	3.4%	16	3.3%
<b>Total</b>	1,115	100.0%	272	100.0%	356	100.0%	487	100.0%
Not Answered	64		17		28		19	

**Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	9	0.9%	3	1.2%	3	1.0%	3	0.7%
● Sometimes	48	4.8%	10	4.0%	15	4.9%	23	5.3%
● Usually	160	16.1%	47	18.8%	46	15.0%	67	15.4%
● Always	774	78.1%	190	76.0%	243	79.2%	341	78.6%
<b>Total</b>	991	100.0%	250	100.0%	307	100.0%	434	100.0%
Not Answered	5		0		1		4	
<b>Reporting Category</b>	<b>Communication</b>							
Achievement Score	94.32%		94.49%		94.34%		94.11%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.1		-1.6		-0.7		-1.1	
Correlation with rating of health plan	0.288		0.386		0.215		0.284	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

**Q34. In the last 6 months, how often did your personal doctor listen carefully to you?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	9	0.9%	3	1.2%	4	1.3%	2	0.5%
● Sometimes	37	3.8%	7	2.8%	13	4.3%	17	3.9%
● Usually	138	14.0%	43	17.3%	33	10.9%	62	14.3%
● Always	802	81.3%	196	78.7%	253	83.5%	353	81.3%
<b>Total</b>	986	100.0%	249	100.0%	303	100.0%	434	100.0%
Not Answered	10		1		5		4	
<b>Reporting Category</b>	Communication							
Achievement Score	95.33%		95.80%		94.53%		95.67%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.1		+0.2		-1.0		+1.0	
Correlation with rating of health plan	0.294		0.319		0.273		0.296	

**Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	9	0.9%	3	1.2%	3	1.0%	3	0.7%
● Sometimes	29	2.9%	7	2.8%	11	3.6%	11	2.5%
● Usually	97	9.8%	24	9.7%	21	6.9%	52	12.0%
● Always	850	86.3%	214	86.3%	269	88.5%	367	84.8%
<b>Total</b>	985	100.0%	248	100.0%	304	100.0%	433	100.0%
Not Answered	11		2		4		5	
<b>Reporting Category</b>	Communication							
Achievement Score	96.04%		95.94%		95.35%		96.83%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.1		+0.1		-0.3		+0.4	
Correlation with rating of health plan	0.258		0.342		0.197		0.253	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

**Q36. In the last 6 months, how often did your personal doctor spend enough time with you?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	14	1.4%	7	2.8%	4	1.3%	3	0.7%
● Sometimes	70	7.1%	18	7.3%	23	7.6%	29	6.7%
● Usually	196	20.0%	52	21.1%	60	19.8%	84	19.5%
● Always	701	71.5%	170	68.8%	216	71.3%	315	73.1%
<b>Total</b>	981	100.0%	247	100.0%	303	100.0%	431	100.0%
Not Answered	15		3		5		7	
<b>Reporting Category</b> Communication								
Achievement Score	91.18%		89.70%		91.29%		92.55%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.5▼		-4.0		-3.8		+0.3	
Correlation with rating of health plan	0.281		0.364		0.245		0.243	

**Q37. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	539	56.1%	134	55.8%	162	54.4%	243	57.6%
No	421	43.9%	106	44.2%	136	45.6%	179	42.4%
<b>Total</b>	960	100.0%	240	100.0%	298	100.0%	422	100.0%
Not Answered	36		10		10		16	

**Q38. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	15	2.8%	7	5.4%	5	3.2%	3	1.2%
● Sometimes	58	11.0%	17	13.2%	22	14.0%	19	7.9%
● Usually	108	20.5%	31	24.0%	24	15.3%	53	22.0%
● Always	346	65.7%	74	57.4%	106	67.5%	166	68.9%
<b>Total</b>	527	100.0%	129	100.0%	157	100.0%	241	100.0%
Not Answered	12		5		5		2	
<b>Reporting Category</b> Single Items								
Achievement Score	85.02%		82.13%		82.49%		90.44%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.9		-8.5▼		+1.6		+1.1	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

**Q39.** 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?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Worst personal doctor possible	8	0.7%	4	1.5%	2	0.6%	2	0.4%
● 1	4	0.4%	2	0.7%	1	0.3%	1	0.2%
● 2	5	0.4%	3	1.1%	0	0.0%	2	0.4%
● 3	8	0.7%	2	0.7%	2	0.6%	4	0.8%
● 4	4	0.4%	0	0.0%	1	0.3%	3	0.6%
● 5	26	2.3%	11	4.0%	7	1.9%	8	1.6%
● 6	19	1.7%	2	0.7%	9	2.5%	8	1.6%
● 7	47	4.2%	12	4.4%	15	4.2%	20	4.1%
● 8	117	10.5%	34	12.5%	35	9.7%	48	9.9%
● 9	188	16.8%	49	18.0%	55	15.3%	84	17.2%
● Best personal doctor possible	692	61.9%	153	56.3%	232	64.6%	307	63.0%
<b>Total</b>	1,118	100.0%	272	100.0%	359	100.0%	487	100.0%
Not Answered	61		17		25		19	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	88.87%		86.30%		90.06%		90.25%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.4		+0.1		+1.1		+0.1	
Correlation with rating of health plan	0.450		0.637		0.382		0.341	

### Getting Health Care From Specialists

**Q40.** 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 with a specialist?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	681	50.8%	169	51.1%	197	45.4%	315	54.7%
No	660	49.2%	162	48.9%	237	54.6%	261	45.3%
<b>Total</b>	1,341	100.0%	331	100.0%	434	100.0%	576	100.0%
Not Answered	60		11		27		22	

○ Response scored as: ● Achievement ● Room for improvement

### Getting Health Care From Specialists (continued)

**Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	39	5.8%	11	6.5%	12	6.2%	16	5.2%
● Sometimes	139	20.7%	46	27.4%	39	20.1%	54	17.5%
● Usually	192	28.7%	43	25.6%	51	26.3%	98	31.8%
● Always	300	44.8%	68	40.5%	92	47.4%	140	45.5%
<b>Total</b>	670	100.0%	168	100.0%	194	100.0%	308	100.0%
Not Answered	11		1		3		7	
<b>Reporting Category</b>	<b>Getting Needed Care</b>							
Achievement Score	72.35%		66.40%		73.10%		77.55%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.3		-8.1		-3.0		+1.2	
Correlation with rating of health plan	0.299		0.317		0.249		0.325	

**Q42. How many specialists have you talked to in the last 6 months?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
None	38	5.7%	11	6.6%	12	6.2%	15	4.9%
1 specialist	263	39.3%	68	40.7%	84	43.3%	111	36.0%
2	187	28.0%	42	25.1%	56	28.9%	89	28.9%
3	101	15.1%	24	14.4%	27	13.9%	50	16.2%
4	43	6.4%	12	7.2%	5	2.6%	26	8.4%
5 or more specialists	37	5.5%	10	6.0%	10	5.2%	17	5.5%
<b>Total</b>	669	100.0%	167	100.0%	194	100.0%	308	100.0%
Not Answered	12		2		3		7	

○ Response scored as: ● Achievement ● Room for improvement

### Getting Health Care From Specialists (continued)

**Q43.** We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Worst specialist possible	7	1.1%	1	0.6%	2	1.1%	4	1.4%
● 1	2	0.3%	1	0.6%	0	0.0%	1	0.3%
● 2	10	1.6%	1	0.6%	4	2.3%	5	1.7%
● 3	3	0.5%	1	0.6%	1	0.6%	1	0.3%
● 4	14	2.2%	6	3.9%	6	3.4%	2	0.7%
● 5	27	4.3%	9	5.8%	11	6.2%	7	2.4%
● 6	26	4.2%	7	4.5%	7	4.0%	12	4.1%
● 7	58	9.3%	12	7.8%	19	10.7%	27	9.2%
● 8	112	18.0%	28	18.2%	30	16.9%	54	18.5%
● 9	106	17.0%	26	16.9%	27	15.3%	53	18.2%
● Best specialist possible	258	41.4%	62	40.3%	70	39.5%	126	43.2%
<b>Total</b>	623	100.0%	154	100.0%	177	100.0%	292	100.0%
Not Answered	8		2		5		1	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	75.62%		75.70%		71.09%		80.08%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.9		-0.8		-9.2		-1.6	
Correlation with rating of health plan	0.395		0.466		0.364		0.373	

### Your Health Plan

**Q44.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	292	21.4%	68	20.2%	88	19.6%	136	23.4%
No	1,073	78.6%	268	79.8%	360	80.4%	445	76.6%
<b>Total</b>	1,365	100.0%	336	100.0%	448	100.0%	581	100.0%
Not Answered	36		6		13		17	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	15	5.2%	2	3.0%	6	6.9%	7	5.3%
● Sometimes	74	25.9%	15	22.7%	27	31.0%	32	24.1%
● Usually	91	31.8%	22	33.3%	26	29.9%	43	32.3%
● Always	106	37.1%	27	40.9%	28	32.2%	51	38.3%
<b>Total</b>	286	100.0%	66	100.0%	87	100.0%	133	100.0%
Not Answered	6		2		1		3	
<b>Reporting Category</b> Single Items								
Achievement Score	69.00%		75.99%		60.07%		70.93%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-6.6		-6.0		-9.6		-4.3	

**Q46. In the last 6 months, did you get information or help from your health plan's customer service?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	593	43.4%	155	45.6%	176	39.3%	262	45.3%
No	773	56.6%	185	54.4%	272	60.7%	316	54.7%
<b>Total</b>	1,366	100.0%	340	100.0%	448	100.0%	578	100.0%
Not Answered	35		2		13		20	

**Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	23	3.9%	9	6.0%	3	1.7%	11	4.2%
● Sometimes	110	18.9%	36	23.8%	29	16.9%	45	17.3%
● Usually	150	25.7%	40	26.5%	46	26.7%	64	24.6%
● Always	300	51.5%	66	43.7%	94	54.7%	140	53.8%
<b>Total</b>	583	100.0%	151	100.0%	172	100.0%	260	100.0%
Not Answered	10		4		4		2	
<b>Reporting Category</b> Customer Service								
Achievement Score	76.69%		70.97%		80.45%		78.63%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-8.0▼		-16.9▼		+0.2		-7.3▼	
Correlation with rating of health plan	0.554		0.563		0.432		0.624	

○ Response scored as: ● Achievement ● Room for improvement



### Your Health Plan (continued)

**Q48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	14	2.4%	2	1.3%	1	0.6%	11	4.2%
● Sometimes	72	12.3%	22	14.5%	18	10.5%	32	12.3%
● Usually	183	31.3%	53	34.9%	54	31.4%	76	29.2%
● Always	315	53.9%	75	49.3%	99	57.6%	141	54.2%
<b>Total</b>	584	100.0%	152	100.0%	172	100.0%	260	100.0%
Not Answered	9		3		4		2	
<b>Reporting Category</b> Single Items								
Achievement Score	85.54%		84.71%		88.78%		83.14%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.5		-3.2		+4.2		-5.5	

**Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	8	1.4%	3	2.0%	1	0.6%	4	1.5%
● Sometimes	40	6.9%	13	8.6%	12	7.0%	15	5.8%
● Usually	95	16.3%	31	20.4%	24	14.0%	40	15.4%
● Always	440	75.5%	105	69.1%	134	78.4%	201	77.3%
<b>Total</b>	583	100.0%	152	100.0%	171	100.0%	260	100.0%
Not Answered	10		3		5		2	
<b>Reporting Category</b> Customer Service								
Achievement Score	91.52%		89.05%		92.65%		92.86%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.6▼		-7.2▼		-0.4		-3.0	
Correlation with rating of health plan	0.413		0.444		0.310		0.456	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q50. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Worst health plan possible	13	1.0%	5	1.5%	2	0.5%	6	1.0%
● 1	6	0.4%	4	1.2%	1	0.2%	1	0.2%
● 2	4	0.3%	3	0.9%	1	0.2%	0	0.0%
● 3	21	1.6%	5	1.5%	10	2.3%	6	1.0%
● 4	16	1.2%	2	0.6%	6	1.4%	8	1.4%
● 5	80	5.9%	23	6.9%	30	6.8%	27	4.7%
● 6	49	3.6%	8	2.4%	19	4.3%	22	3.8%
● 7	121	8.9%	32	9.6%	37	8.4%	52	9.0%
● 8	205	15.2%	47	14.1%	70	15.8%	88	15.3%
● 9	223	16.5%	44	13.2%	66	14.9%	113	19.6%
● Best health plan possible	615	45.5%	161	48.2%	200	45.2%	254	44.0%
<b>Total</b>	1,353	100.0%	334	100.0%	442	100.0%	577	100.0%
Not Answered	48		8		19		21	
<b>Reporting Category</b>								
Ratings								
Achievement Score	76.77%		75.55%		76.05%		78.72%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.4▼		-8.2▼		-4.4		-3.6	

**Q51. Would you recommend your health plan to your family and friends?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	1,093	88.0%	258	86.3%	369	89.1%	466	88.1%
● No	149	12.0%	41	13.7%	45	10.9%	63	11.9%
<b>Total</b>	1,242	100.0%	299	100.0%	414	100.0%	529	100.0%
Not Answered	159		43		47		69	
<b>Reporting Category</b>								
Single Items								
Achievement Score	87.84%		86.60%		89.09%		87.82%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.2▼		-5.4▼		-2.3		-1.7	

○ Response scored as: ● Achievement ● Room for improvement

### About Your Health

**Q52. In general, how would you rate your overall health?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Excellent	190	13.9%	53	15.8%	61	13.6%	76	13.0%
Very Good	347	25.4%	89	26.6%	104	23.2%	154	26.4%
Good	482	35.3%	108	32.2%	162	36.2%	212	36.3%
Fair	295	21.6%	77	23.0%	102	22.8%	116	19.9%
Poor	53	3.9%	8	2.4%	19	4.2%	26	4.5%
<b>Total</b>	1,367	100.0%	335	100.0%	448	100.0%	584	100.0%
Not Answered	34		7		13		14	

**Q53. In general, how would you rate your overall mental or emotional health?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Excellent	238	17.3%	57	16.8%	97	21.7%	84	14.4%
Very Good	314	22.9%	79	23.3%	99	22.1%	136	23.2%
Good	434	31.6%	106	31.3%	133	29.7%	195	33.3%
Fair	331	24.1%	83	24.5%	102	22.8%	146	25.0%
Poor	55	4.0%	14	4.1%	17	3.8%	24	4.1%
<b>Total</b>	1,372	100.0%	339	100.0%	448	100.0%	585	100.0%
Not Answered	29		3		13		13	

**Q54. Have you had a flu shot or flu spray since September 1, 2020? [Displayed for Respondents 18-64 years old]**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Yes	890	70.2%	202	64.5%	284	70.0%	404	73.6%
● No	378	29.8%	111	35.5%	122	30.0%	145	26.4%
Don't Know	42		15		16		11	
<b>Total</b>	1,268	100.0%	313	100.0%	406	100.0%	549	100.0%
Not Answered	27		4		10		13	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	70.19%		64.54%		69.95%		73.59%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.2▼		-8.5▼		-4.4		-1.8	

○ Response scored as: ● Achievement ● Room for improvement

### About Your Health (continued)

**Q55. Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Every day	268	19.6%	79	23.7%	77	17.2%	112	19.2%
Some days	243	17.8%	59	17.7%	80	17.9%	104	17.8%
Not at all	835	61.1%	190	56.9%	286	63.8%	359	61.5%
Don't Know	20	1.5%	6	1.8%	5	1.1%	9	1.5%
<b>Total</b>	1,366	100.0%	334	100.0%	448	100.0%	584	100.0%
Not Answered	35		8		13		14	

**Q56. 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?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	57	11.4%	16	11.8%	19	12.4%	22	10.5%
● Sometimes	108	21.7%	30	22.1%	28	18.3%	50	23.9%
● Usually	93	18.7%	24	17.6%	29	19.0%	40	19.1%
● Always	240	48.2%	66	48.5%	77	50.3%	97	46.4%
<b>Total</b>	498	100.0%	136	100.0%	153	100.0%	209	100.0%
Not Answered	13		2		4		7	
<b>Reporting Category</b> Smoking Cessation								
Achievement Score	88.55%		88.24%		87.58%		89.47%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.5▼		-5.8		-4.4		-6.1▼	

**Q57. 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.**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	110	22.2%	32	23.7%	26	17.1%	52	25.0%
● Sometimes	111	22.4%	39	28.9%	32	21.1%	40	19.2%
● Usually	81	16.4%	19	14.1%	28	18.4%	34	16.3%
● Always	193	39.0%	45	33.3%	66	43.4%	82	39.4%
<b>Total</b>	495	100.0%	135	100.0%	152	100.0%	208	100.0%
Not Answered	16		3		5		8	
<b>Reporting Category</b> Smoking Cessation								
Achievement Score	77.78%		76.30%		82.89%		75.00%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-8.3▼		-11.0▼		-1.6		-11.3▼	

○ Response scored as: ● Achievement ● Room for improvement

### About Your Health (continued)

**Q58.** 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.

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
● Never	133	27.0%	36	26.9%	37	24.3%	60	29.1%
● Sometimes	109	22.2%	45	33.6%	28	18.4%	36	17.5%
● Usually	95	19.3%	18	13.4%	33	21.7%	44	21.4%
● Always	155	31.5%	35	26.1%	54	35.5%	66	32.0%
<b>Total</b>	492	100.0%	134	100.0%	152	100.0%	206	100.0%
Not Answered	19		4		5		10	
<b>Reporting Category</b> Smoking Cessation								
Achievement Score	72.97%		73.13%		75.66%		70.87%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.1		-3.8		-3.4		-7.3	

**Q59.** Are you aware that you have any of the following conditions?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
High cholesterol	504	53.1%	104	47.7%	168	52.8%	232	56.2%
High blood pressure	626	66.0%	150	68.8%	210	66.0%	266	64.4%
Parent or sibling with a heart attack before the age of 60	178	18.8%	45	20.6%	60	18.9%	73	17.7%
<b>Total</b>	949	100.0%	218	100.0%	318	100.0%	413	100.0%
Not Answered	452		124		143		185	

**Q60.** Has a doctor ever told you that you have any of the following conditions?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
A heart attack	62	12.5%	16	15.8%	18	9.9%	28	13.0%
Angina or coronary heart disease	78	15.7%	12	11.9%	24	13.3%	42	19.5%
A stroke	78	15.7%	21	20.8%	21	11.6%	36	16.7%
Any kind of diabetes or high blood sugar	376	75.7%	77	76.2%	144	79.6%	155	72.1%
<b>Total</b>	497	100.0%	101	100.0%	181	100.0%	215	100.0%
Not Answered	904		241		280		383	

○ Response scored as: ● Achievement ● Room for improvement

**About Your Health (continued)****Q61a. Do any of the following conditions affect you right now ... Cancer?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	61	6.4%	13	5.5%	12	4.2%	36	8.5%
No	889	93.6%	225	94.5%	275	95.8%	389	91.5%
<b>Total</b>	950	100.0%	238	100.0%	287	100.0%	425	100.0%
Not Answered	451		104		174		173	

**Q61b. Do any of the following conditions affect you right now ... Arthritis?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	412	39.1%	89	34.4%	132	38.9%	191	41.9%
No	642	60.9%	170	65.6%	207	61.1%	265	58.1%
<b>Total</b>	1,054	100.0%	259	100.0%	339	100.0%	456	100.0%
Not Answered	347		83		122		142	

**Q61c. Do any of the following conditions affect you right now ... Asthma?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	339	32.2%	83	32.5%	119	34.7%	137	30.2%
No	713	67.8%	172	67.5%	224	65.3%	317	69.8%
<b>Total</b>	1,052	100.0%	255	100.0%	343	100.0%	454	100.0%
Not Answered	349		87		118		144	

**Q61d. Do any of the following conditions affect you right now ... Overweight?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	339	33.3%	84	33.1%	106	33.3%	149	33.3%
No	680	66.7%	170	66.9%	212	66.7%	298	66.7%
<b>Total</b>	1,019	100.0%	254	100.0%	318	100.0%	447	100.0%
Not Answered	382		88		143		151	

**About Your Health (continued)****Q61e. Do any of the following conditions affect you right now ... Depression?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	505	46.3%	137	51.1%	137	39.9%	231	48.2%
No	585	53.7%	131	48.9%	206	60.1%	248	51.8%
<b>Total</b>	1,090	100.0%	268	100.0%	343	100.0%	479	100.0%
Not Answered	311		74		118		119	

**Q61f. Do any of the following conditions affect you right now ... Drinking or other drug problems?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	104	10.4%	38	15.2%	27	8.9%	39	8.8%
No	893	89.6%	212	84.8%	277	91.1%	404	91.2%
<b>Total</b>	997	100.0%	250	100.0%	304	100.0%	443	100.0%
Not Answered	404		92		157		155	

**Q61g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	372	35.1%	112	41.8%	93	28.5%	167	35.9%
No	687	64.9%	156	58.2%	233	71.5%	298	64.1%
<b>Total</b>	1,059	100.0%	268	100.0%	326	100.0%	465	100.0%
Not Answered	342		74		135		133	

**Q61h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	628	55.2%	151	53.4%	198	55.2%	279	56.4%
No	509	44.8%	132	46.6%	161	44.8%	216	43.6%
<b>Total</b>	1,137	100.0%	283	100.0%	359	100.0%	495	100.0%
Not Answered	264		59		102		103	

## About You

### Q62. What is your age?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
18 to 24	6	0.4%	0	0.0%	3	0.7%	3	0.5%
25 to 34	52	3.8%	22	6.6%	12	2.7%	18	3.1%
35 to 44	137	10.0%	42	12.5%	44	9.8%	51	8.7%
45 to 54	333	24.3%	93	27.8%	107	23.9%	133	22.6%
55 to 64	748	54.6%	164	49.0%	247	55.1%	337	57.3%
65 to 74	83	6.1%	14	4.2%	26	5.8%	43	7.3%
75 or older	12	0.9%	0	0.0%	9	2.0%	3	0.5%
<b>Total</b>	1,371	100.0%	335	100.0%	448	100.0%	588	100.0%
Not Answered	30		7		13		10	

### Q63. What is your current gender identity?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Male	848	61.4%	203	59.7%	275	60.7%	370	62.8%
Female	482	34.9%	101	29.7%	172	38.0%	209	35.5%
TransMale/Transman	10	0.7%	4	1.2%	3	0.7%	3	0.5%
TransFemale/Transwoman	39	2.8%	32	9.4%	1	0.2%	6	1.0%
Genderqueer or Gender Non-Binary	8	0.6%	3	0.9%	1	0.2%	4	0.7%
Other	5	0.4%	1	0.3%	2	0.4%	2	0.3%
Decline to answer	15	1.1%	7	2.1%	6	1.3%	2	0.3%
<b>Total</b>	1,382	100.0%	340	100.0%	453	100.0%	589	100.0%
Not Answered	19		2		8		9	

### Q64. What is the highest grade or level of school that you have completed?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
8th grade or less	125	9.2%	25	7.6%	46	10.4%	54	9.3%
Some high school but did not graduate	330	24.4%	73	22.1%	119	27.0%	138	23.7%
High school graduate or GED	394	29.1%	84	25.4%	139	31.5%	171	29.4%
Some college or 2-year degree	321	23.7%	98	29.6%	84	19.0%	139	23.9%
4-year college graduate	118	8.7%	34	10.3%	31	7.0%	53	9.1%
More than 4-year college degree	66	4.9%	17	5.1%	22	5.0%	27	4.6%
<b>Total</b>	1,354	100.0%	331	100.0%	441	100.0%	582	100.0%
Not Answered	47		11		20		16	



**About You (continued)****Q65. Are you of Hispanic or Latino origin or descent?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	598	45.0%	139	42.9%	179	41.5%	280	48.9%
No, Not Hispanic or Latino	730	55.0%	185	57.1%	252	58.5%	293	51.1%
<b>Total</b>	1,328	100.0%	324	100.0%	431	100.0%	573	100.0%
Not Answered	73		18		30		25	

**Q66. What is your race?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
White	285	21.6%	92	28.0%	61	14.3%	132	23.4%
Black or African-American	644	48.9%	149	45.4%	237	55.6%	258	45.7%
Asian	29	2.2%	14	4.3%	12	2.8%	3	0.5%
Native Hawaiian or other Pacific Islander	7	0.5%	2	0.6%	2	0.5%	3	0.5%
American Indian or Alaska Native	38	2.9%	11	3.4%	8	1.9%	19	3.4%
Other	386	29.3%	85	25.9%	120	28.2%	181	32.1%
<b>Total</b>	1,318	100.0%	328	100.0%	426	100.0%	564	100.0%
Not Answered	83		14		35		34	

**Q67. How well do you speak English?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Very well	986	71.7%	253	75.1%	313	69.4%	420	71.6%
Well	231	16.8%	57	16.9%	74	16.4%	100	17.0%
Not well	123	8.9%	19	5.6%	55	12.2%	49	8.3%
Not at all	35	2.5%	8	2.4%	9	2.0%	18	3.1%
<b>Total</b>	1,375	100.0%	337	100.0%	451	100.0%	587	100.0%
Not Answered	26		5		10		11	

**Q68. Do you speak a language other than English at home?**

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Yes	569	42.5%	135	40.8%	186	43.0%	248	43.1%
No	770	57.5%	196	59.2%	247	57.0%	327	56.9%
<b>Total</b>	1,339	100.0%	331	100.0%	433	100.0%	575	100.0%
Not Answered	62		11		28		23	

**About You** (continued)

**Q69.** What is the language spoken at home?

	SNP Statewide		Amida Care		MetroPlus		VNSNY Choice	
	N	%	N	%	N	%	N	%
Spanish	404	75.0%	95	74.8%	115	66.1%	194	81.5%
Other	135	25.0%	32	25.2%	59	33.9%	44	18.5%
<b>Total</b>	539	100.0%	127	100.0%	174	100.0%	238	100.0%
Not Answered	30		8		12		10	



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 → If Yes, Go to Question 1
- No

START HERE

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

- Yes → If Yes, Go to Question 3
- No

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

\_\_\_\_\_



## YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. 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?

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

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

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

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

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

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

- Yes
- No → *If No, Go to Question 9*

8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

- Never
- Sometimes
- Usually
- Always

9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?

- Yes
- No → *If No, Go to Question 11*

10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?

- Never
- Sometimes
- Usually
- Always

11. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- None → *If None, Go to Question 23*
- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

12. 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

13. 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"/>

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

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

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

- Yes
- No

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

- Yes
- No

17. 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

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

- Yes
- No → *If No, Go to Question 21*

19. 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

20. 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

21. 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 Best  
 Health Care Health Care  
 Possible Possible

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

- Never
- Sometimes
- Usually
- Always

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

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

24. 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



25. 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 Best  
Treatment Treatment  
Possible Possible

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

- Yes
- No → *If No, Go to Question 31*

27. 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

28. Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?

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

29. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?

- Extremely difficult
- Very difficult
- Somewhat difficult
- Not very difficult
- Not at all difficult

30. 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 Best  
Treatment Treatment  
Possible Possible

### YOUR PERSONAL DOCTOR

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

- Yes
- No → *If No, Go to Question 40*

32. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- None → *If None, Go to Question 39*
- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

33. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 39*

38. 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

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

- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Personal Doctor Personal Doctor Best  
 Possible Possible Possible

## GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

40. 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 with a specialist?

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

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

- Never
- Sometimes
- Usually
- Always

42. How many specialists have you talked to in the last 6 months?

- None → *If None, Go to Question 44*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

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



## YOUR HEALTH PLAN

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

44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes  
 No → *If No, Go to Question 46*
45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never  
 Sometimes  
 Usually  
 Always
46. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes  
 No → *If No, Go to Question 50*
47. 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
48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?
- Never  
 Sometimes  
 Usually  
 Always
49. 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

50. 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

51. Would you recommend your health plan to your family and friends?
- Yes  
 No

## ABOUT YOUR HEALTH

52. In general, how would you rate your overall health?
- Excellent  
 Very good  
 Good  
 Fair  
 Poor
53. In general, how would you rate your overall mental or emotional health?
- Excellent  
 Very good  
 Good  
 Fair  
 Poor
54. Have you had either a flu shot or flu spray in the nose since July 1, 2020?
- Yes  
 No  
 Don't know
55. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day  
 Some days  
 Not at all → *If Not at all, Go to Question 59*  
 Don't know → *If Don't know, Go to Question 59*





56. 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

57. 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

58. 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

59. 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

60. 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

61. 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

62. 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

63. What is your current gender identity? Please mark one or more.

- Male
- Female
- TransMale/Transman
- TransFemale/Transwoman
- Genderqueer or Gender Non-Binary
- Other (Please specify)

Decline to answer



64. 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

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

- Yes
- No

66. 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

67. How well do you speak English?

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

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

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

69. 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**

