HIV Special Needs Plans (SNP):

SelectHealth from VNS Health

CAHPS® 5.1H
Adult Medicaid Survey

Continuous Quality Improvement Report

April 2024

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Appendix A: Questionnaire

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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 2023. 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

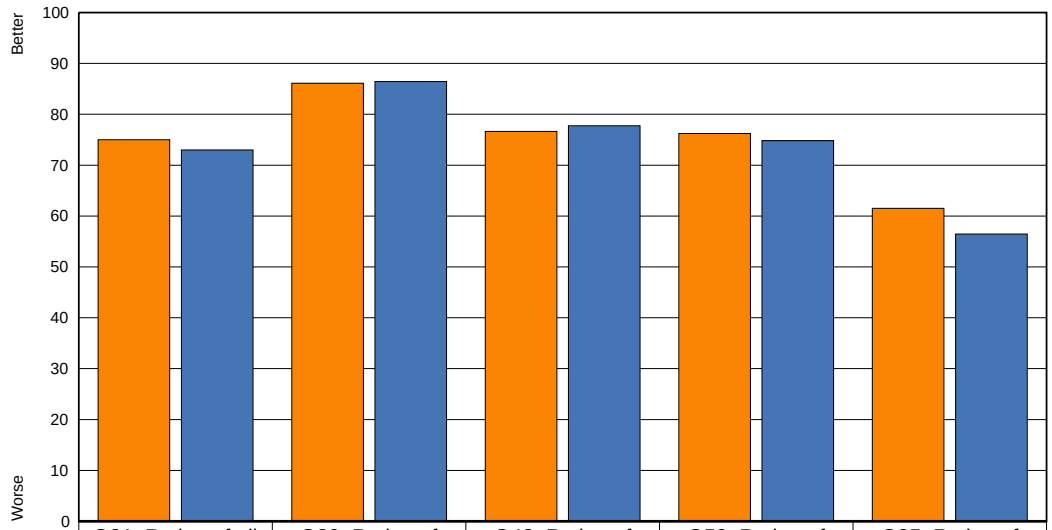
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2023 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey 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 combined mail and web methodology during the period October 30, 2023, through January 22, 2024, using a standardized survey procedure and questionnaire. A total of 496 responses were received resulting in a 29.5% 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 are compared to the SNP Statewide 2023 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)



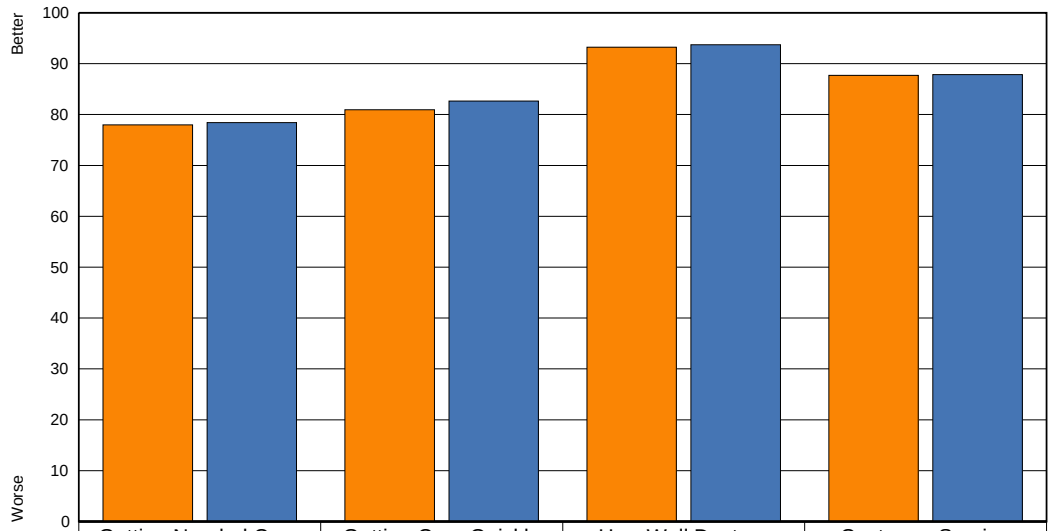
	Q21. Rating of all health care	Q39. Rating of personal doctor	Q43. Rating of specialist talked to most often	Q50. Rating of health plan	Q25. Rating of treatment or counseling
SNP Statewide 2023	75.01%	86.12%	76.65%	76.24%	61.52%
SelectHealth 2023	73.00%	86.45%	77.75%	74.82%	56.45%

↑↓**Statistically significantly better/worse than SNP Statewide 2023.**

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 are compared to the SNP Statewide 2023 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



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)
SNP Statewide 2023	77.98%	80.93%	93.24%	87.69%
SelectHealth 2023	78.43%	82.64%	93.74%	87.84%

↑↓**Statistically significantly better/worse than SNP Statewide 2023.**

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
SNP Statewide	78	81	93	88	75	86	77	76	62
Amida Care	77	79	92	89	73	84	77	76	60
MetroPlus	79	81	94	86	79	88	75	78	68
SelectHealth	78	83	94	88	73	86	78	75	56

▲▼ **Statistically significantly better/worse than SNP Statewide 2023.**

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Respondent Sample Profile

Age (years)	SNP Statewide	SelectHealth from VNS Health
18 to 24	0.9%	0.2%
25 to 34	4.6%	2.3%
35 to 44	10.5%	8.0%
45 to 54	22.5%	21.0%
55 to 64	53.7%	59.1%
65 to 74	6.9%	8.6%
75 or older	0.9%	0.8%

Gender	SNP Statewide	SelectHealth from VNS Health
Male	59.9%	61.2%
Female	33.8%	36.3%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	7.8%	2.7%

Highest grade or level of school completed	SNP Statewide	SelectHealth from VNS Health
8th grade or less	9.7%	8.9%
Some high school, but did not graduate	22.4%	23.4%
High school graduate or GED	31.0%	33.2%
Some college or 2-year degree	21.9%	19.9%
4-year college graduate	9.3%	9.3%
More than 4-year college graduate	5.7%	5.2%

Hispanic or Latino	SNP Statewide	SelectHealth from VNS Health
Yes, Hispanic or Latino	45.3%	50.1%
No, Not Hispanic or Latino	54.7%	49.9%

Rating of Overall Health	SNP Statewide	SelectHealth from VNS Health
Excellent	15.4%	12.7%
Very good	25.5%	25.4%
Good	33.2%	35.4%
Fair	22.0%	23.1%
Poor	4.0%	3.3%

Respondent Sample Profile
Race

Overall	SNP Statewide	SelectHealth from VNS Health
White	22.6%	24.4%
Black or African-American	50.3%	48.0%
American Indian or Alaska Native	3.5%	4.0%
Asian / Native Hawaiian / Pacific Islander	4.3%	3.1%
Other	29.6%	29.8%

Asian Detail	SNP Statewide	SelectHealth from VNS Health
Chinese	0.6%	0.0%
Japanese	0.3%	0.2%
Filipino	0.3%	0.0%
Korean	0.2%	0.0%
Vietnamese	0.2%	0.0%
Asian Indian	0.9%	0.7%
Cambodian	0.4%	0.4%
Bangladeshi	0.4%	0.2%
Hmong	0.2%	0.0%
Indonesian	0.4%	0.0%
Malaysian	0.2%	0.0%
Pakistani	0.1%	0.0%
Sri Lankan	0.2%	0.2%
Taiwanese	0.3%	0.4%
Nepalese	0.1%	0.0%
Burmese	0.4%	0.2%
Thai	0.3%	0.0%

Native Hawaiian / Pacific Islander Detail	SNP Statewide	SelectHealth from VNS Health
Hawaiian	0.4%	0.4%
Guamanian/Chamorro	0.4%	0.0%
Samoan	0.2%	0.0%
Fijian	0.1%	0.0%
Tongan	0.2%	0.2%

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Sample Disposition

	SNP Statewide	SelectHealth from VNS Health
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	545	238
Second mailing - sent	5,230	1,695
Second mailing - usable survey returned*	359	153
Third mailing - sent	4,374	1,375
Third mailing - usable survey returned*	130	51
Web - usable surveys*	159	54
Total - usable surveys	1,193	496
Ineligible: According to population criteria‡†	31	18
Ineligible: Language barrier†	1	1
Ineligible: Deceased†	4	1
Ineligible: Mentally or physically unable to complete survey†	1	1
Refusal/Returned survey blank	8	3
Incomplete survey - mail or web	38	14
Nonresponse - Unavailable by mail	3,803	1,168
Bad Address†	921	298
Response Rate	**23.7%**	**29.5%**

*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*

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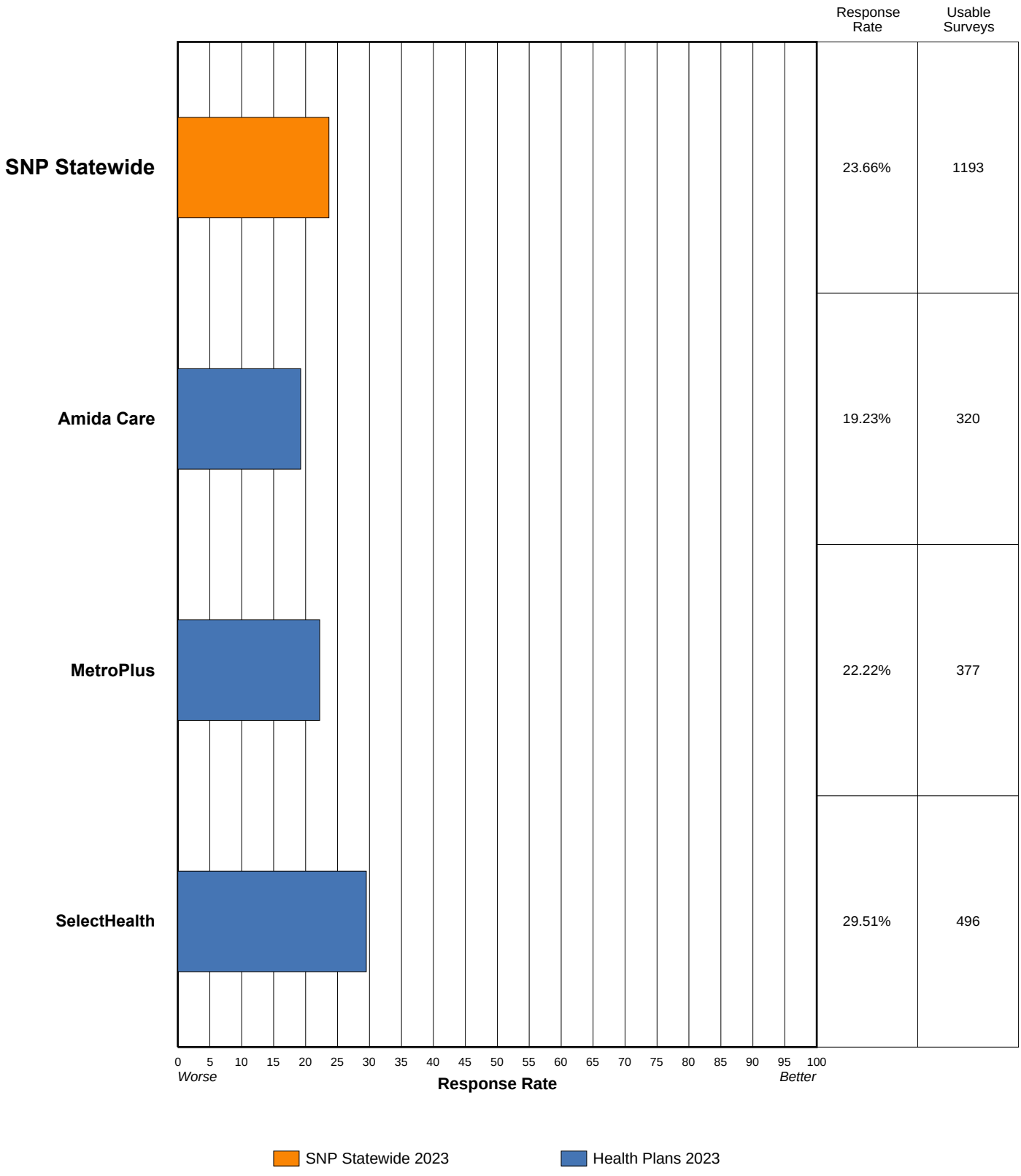
Response Rates



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Trend Analysis - 2023 vs. 2021

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2021. 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 2021 and 2023 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	SelectHealth 2023 Score	SelectHealth 2021 Score	Point Change	Composite/ Question Group
Q54. Received a flu shot or flu spray in the nose since July 1, 2022	80.1%	73.6%	+ 6.5 ▲	Single Items
Q15. Doctor or other health provider talked about reasons you might want to take a medicine	96.1%	91.6%	+ 4.5	Single Items
Q13b. Doctor or other health provider talked about exercise or physical activity	71.0%	67.9%	+ 3.0	Single Items
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	72.7%	69.9%	+ 2.8	Single Items
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	83.1%	80.6%	+ 2.5	Single Items
Q49. Health plan customer service usually or always treated you with courtesy and respect	95.3%	92.9%	+ 2.4	Customer Service
Q13e. Doctor or other health provider talked about smoking or using tobacco products	50.7%	48.4%	+ 2.3	Single Items
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	87.9%	86.1%	+ 1.8	Getting Care Quickly
Q47. Health plan customer service usually or always gave information or help you needed	80.4%	78.6%	+ 1.8	Customer Service
Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	72.2%	70.9%	+ 1.3	Smoking Cessation
Q51. Would recommend health plan to your family and friends	84.3%	87.8%	- 3.5	Single Items
Q39. Rating of personal doctor	86.4%	90.2%	- 3.8	Ratings
Q50. Rating of health plan	74.8%	78.7%	- 3.9	Ratings
Q25. Rating of treatment or counseling	56.4%	60.4%	- 3.9	Ratings
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	67.5%	71.4%	- 4.0	Single Items
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	64.8%	68.7%	- 4.0	Single Items
Q45. Written materials or internet usually or always provided information about how health plan works	66.6%	70.9%	- 4.3	Single Items
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	62.1%	66.5%	- 4.4	Single Items
Q41. Usually or always got appointments with a specialist as soon as you needed	72.9%	77.6%	- 4.7	Getting Needed Care
Q30. Rating of alcohol, drug, or addiction treatment or counseling	56.0%	62.2%	- 6.1	Single Items

▲▼ **Statistically significantly higher/lower than 2021 score.**

Methodology

Adults who were current members of a NYSDOH SNP, ages 18 to 64, as of September 2023 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 12 week period using a mixed-mode (mail and web) five-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 non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online.

Survey Milestones

1. 1st questionnaire packets mailed: October 30, 2023
2. 1st Reminder postcards mailed: November 9, 2023
3. 2nd questionnaire packets mailed: November 27, 2023
4. 2nd Reminder postcards mailed: December 7, 2023
5. 3rd questionnaire packets mailed: December 22, 2023
6. Mail and Web field closed: January 22, 2024

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 2023

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 496 Medicaid managed care members, and the overall project response rate was 29.5%.

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.

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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. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 2021 and 2023 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 2023 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.

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.

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.

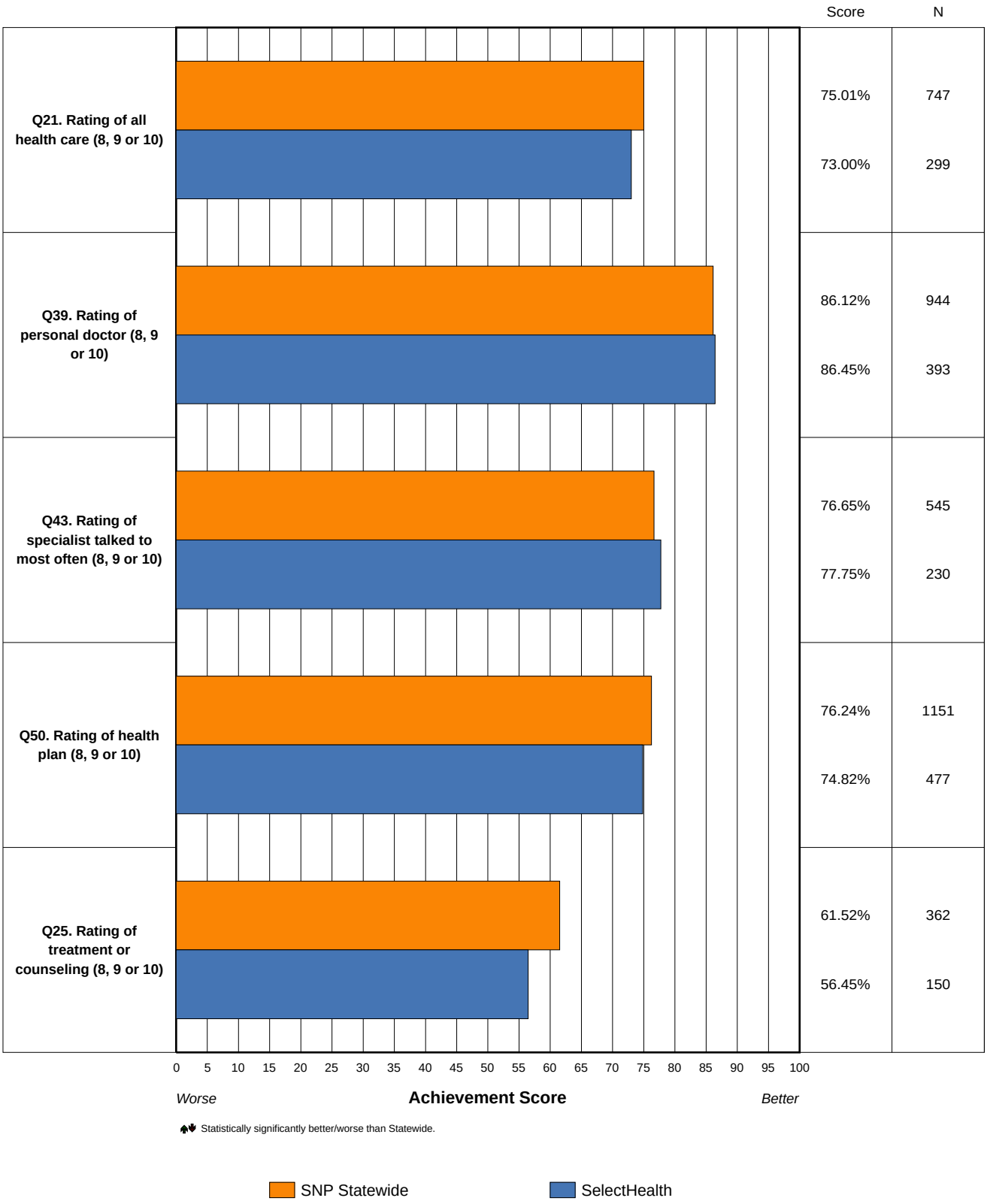
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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.

Standard Ratings



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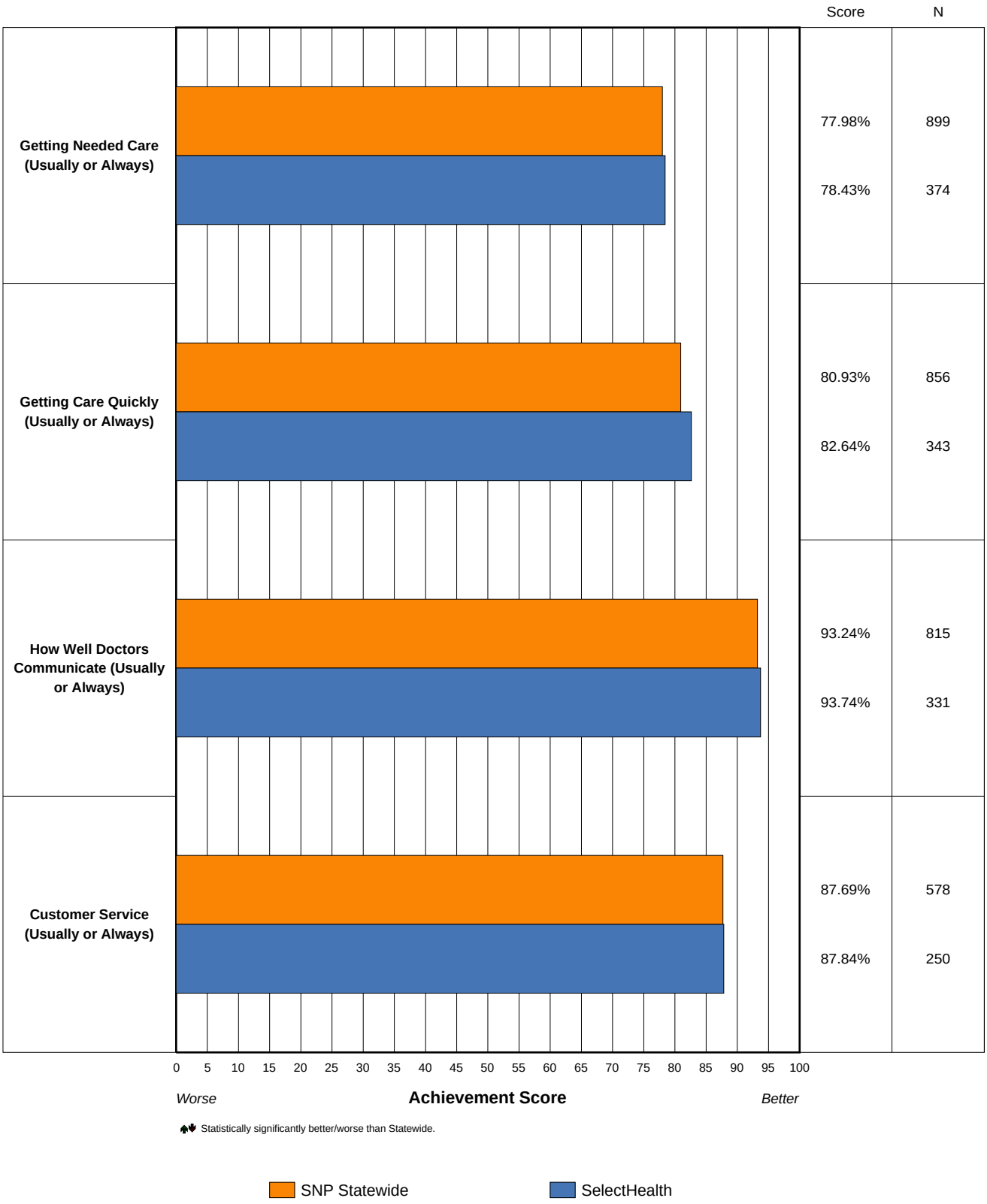
Standard Composites



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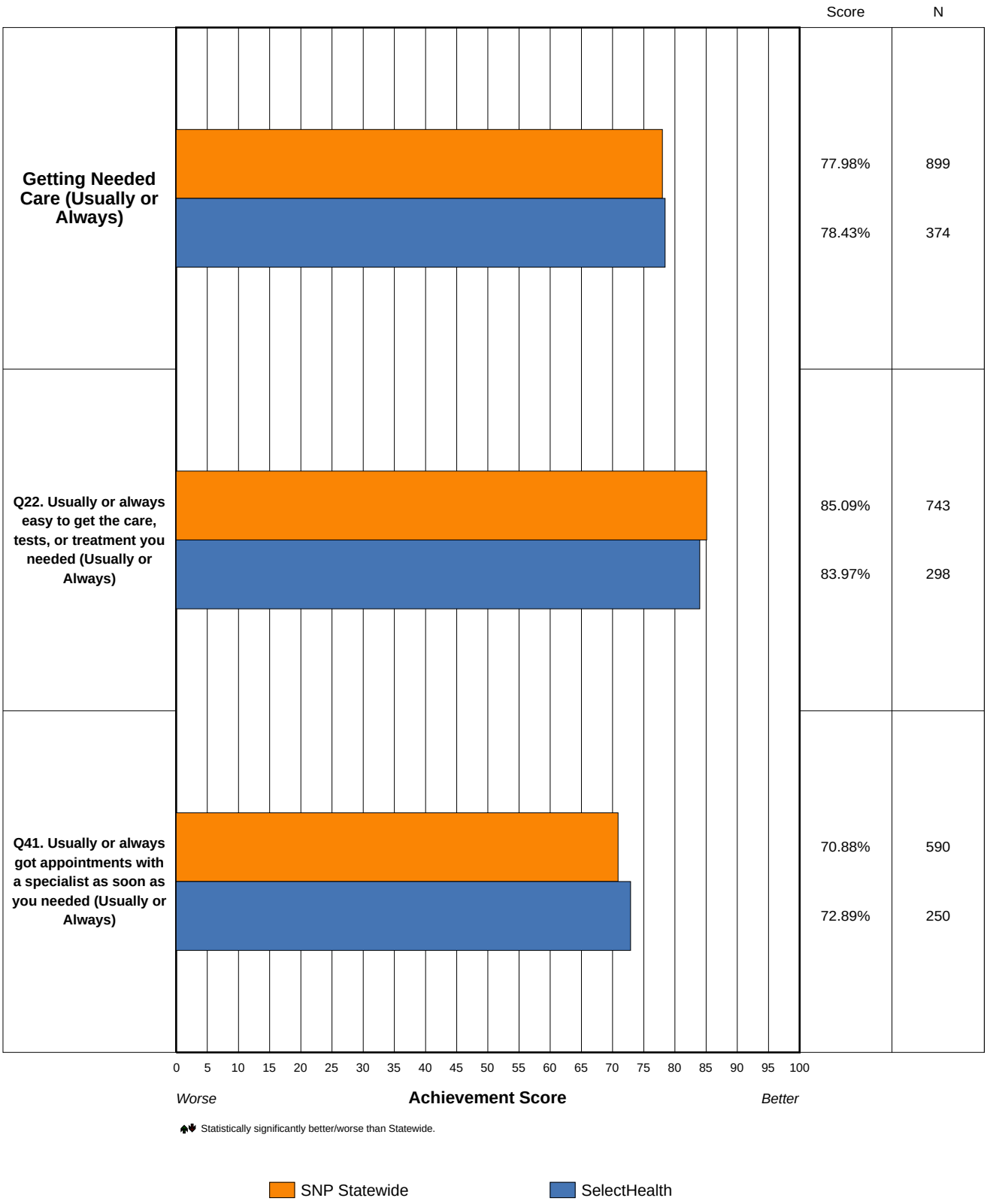
Getting Needed Care



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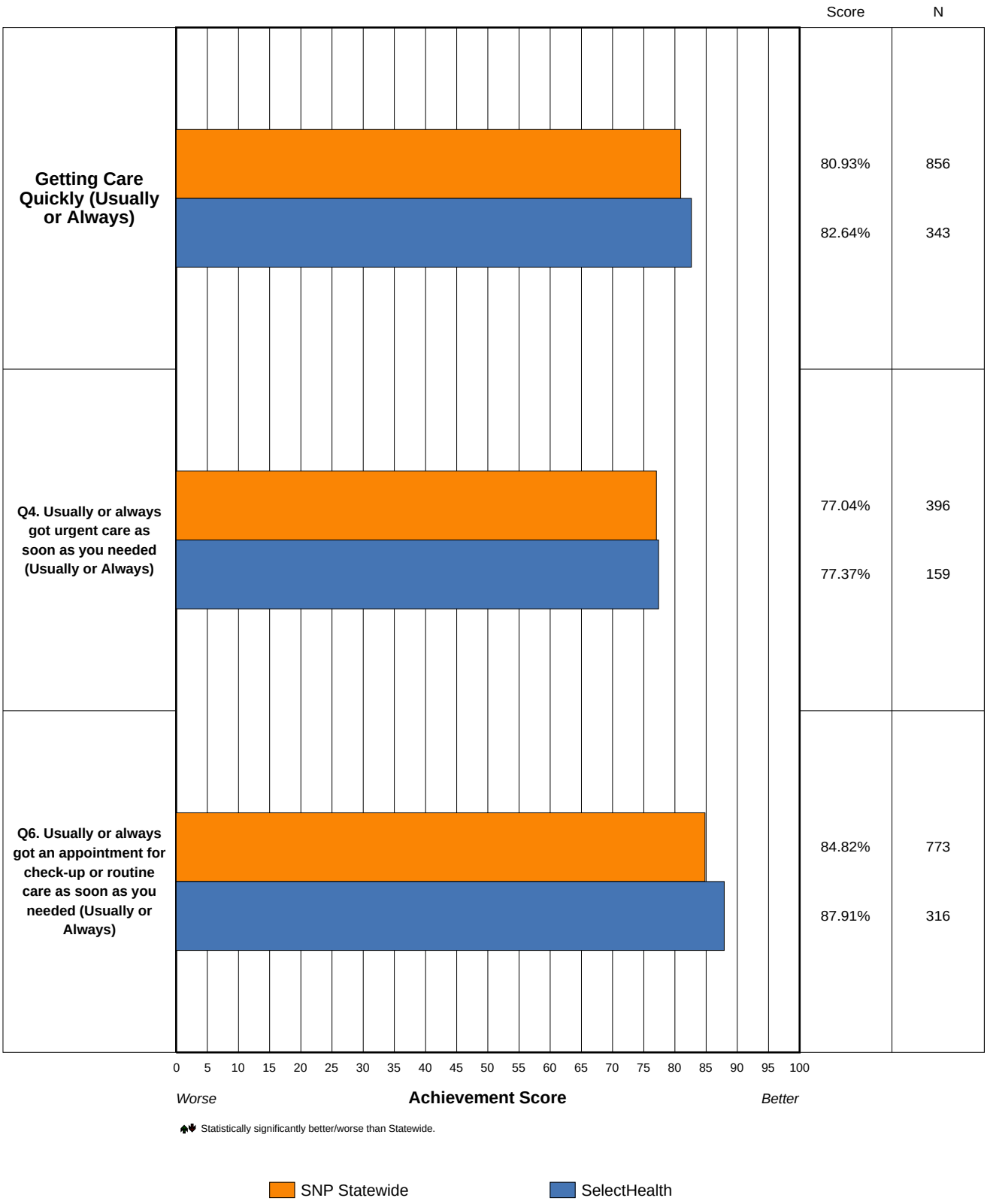
Getting Care Quickly



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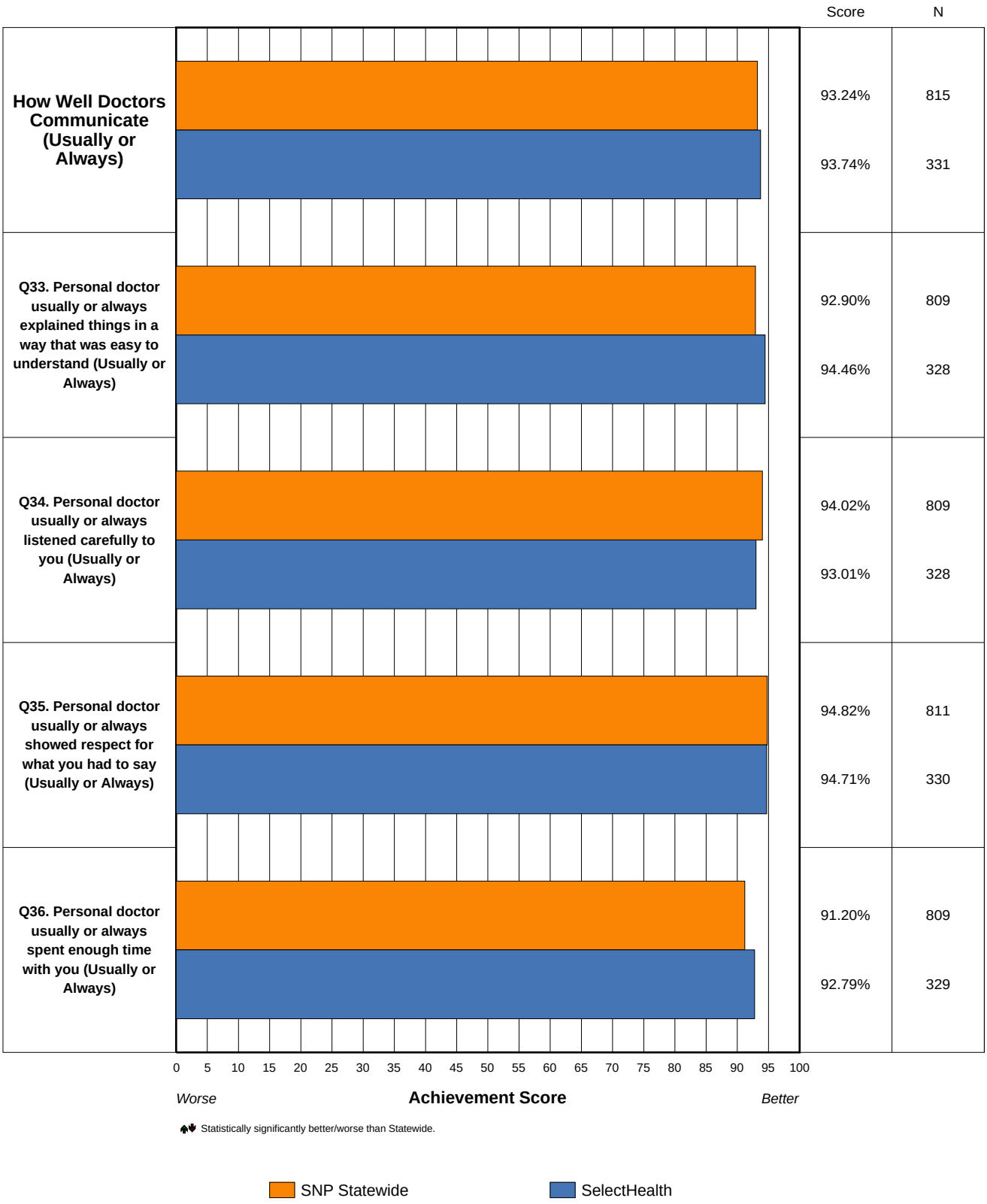
How Well Doctors Communicate



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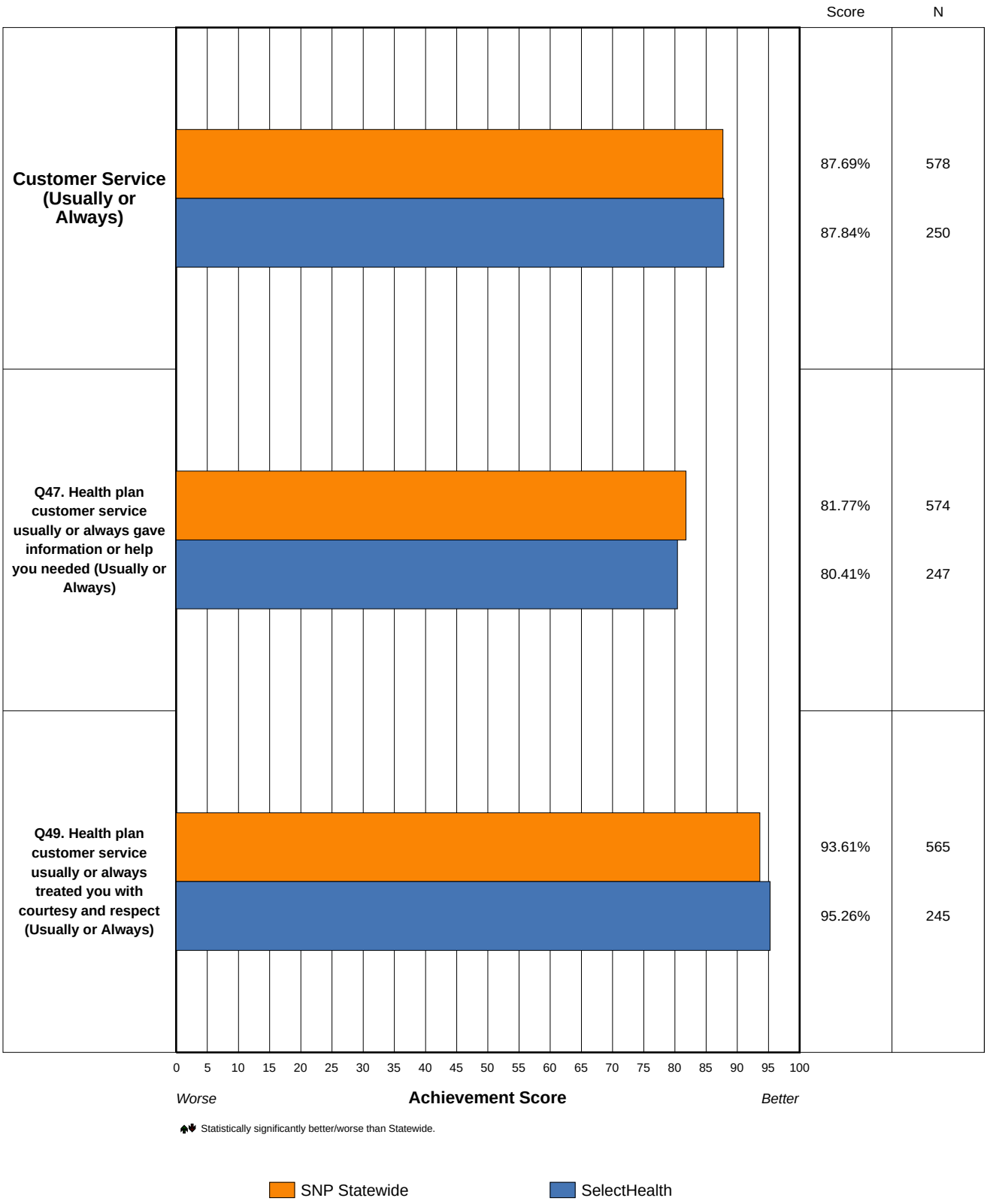
Customer Service



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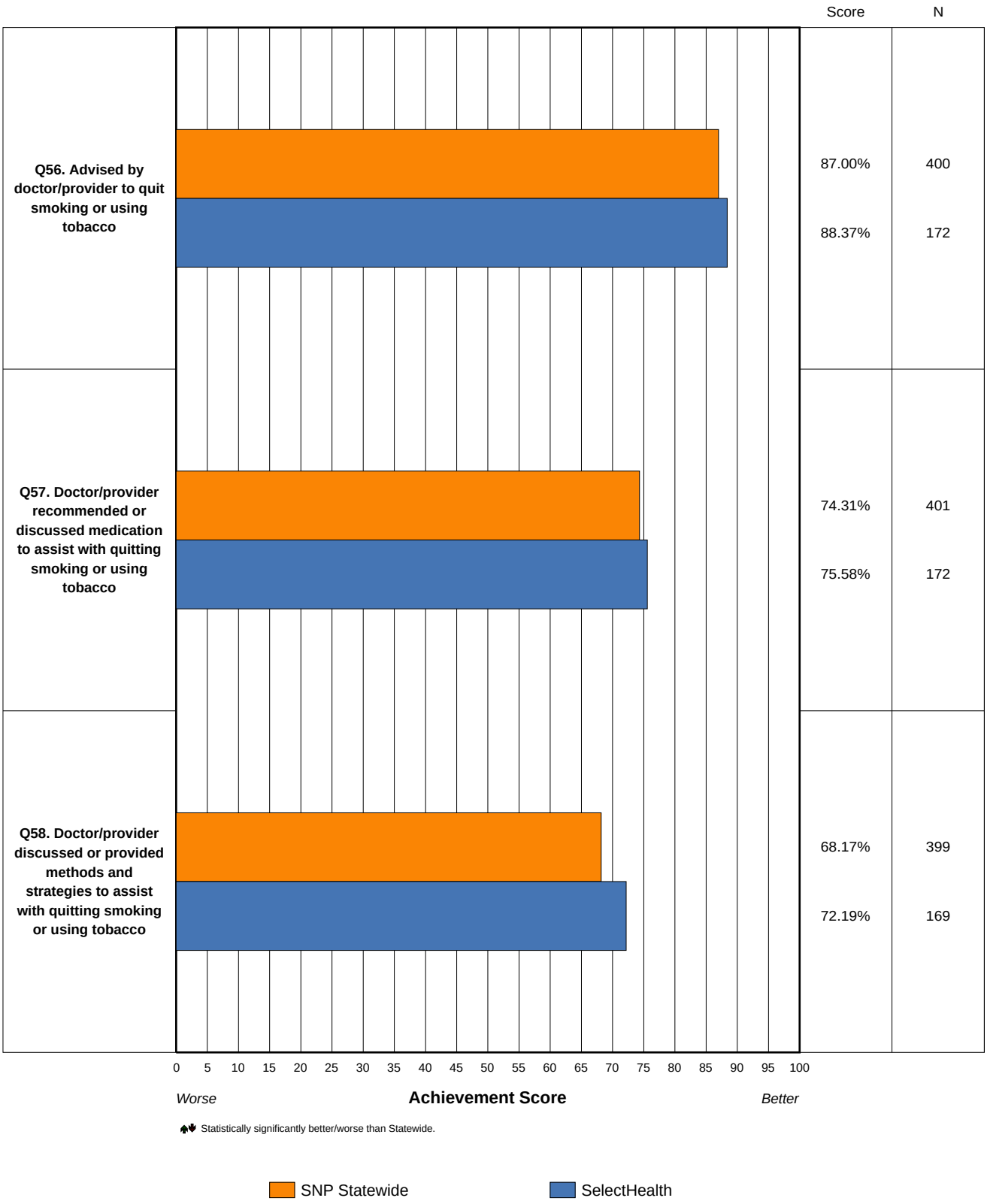
Medical Assistance with Smoking Cessation



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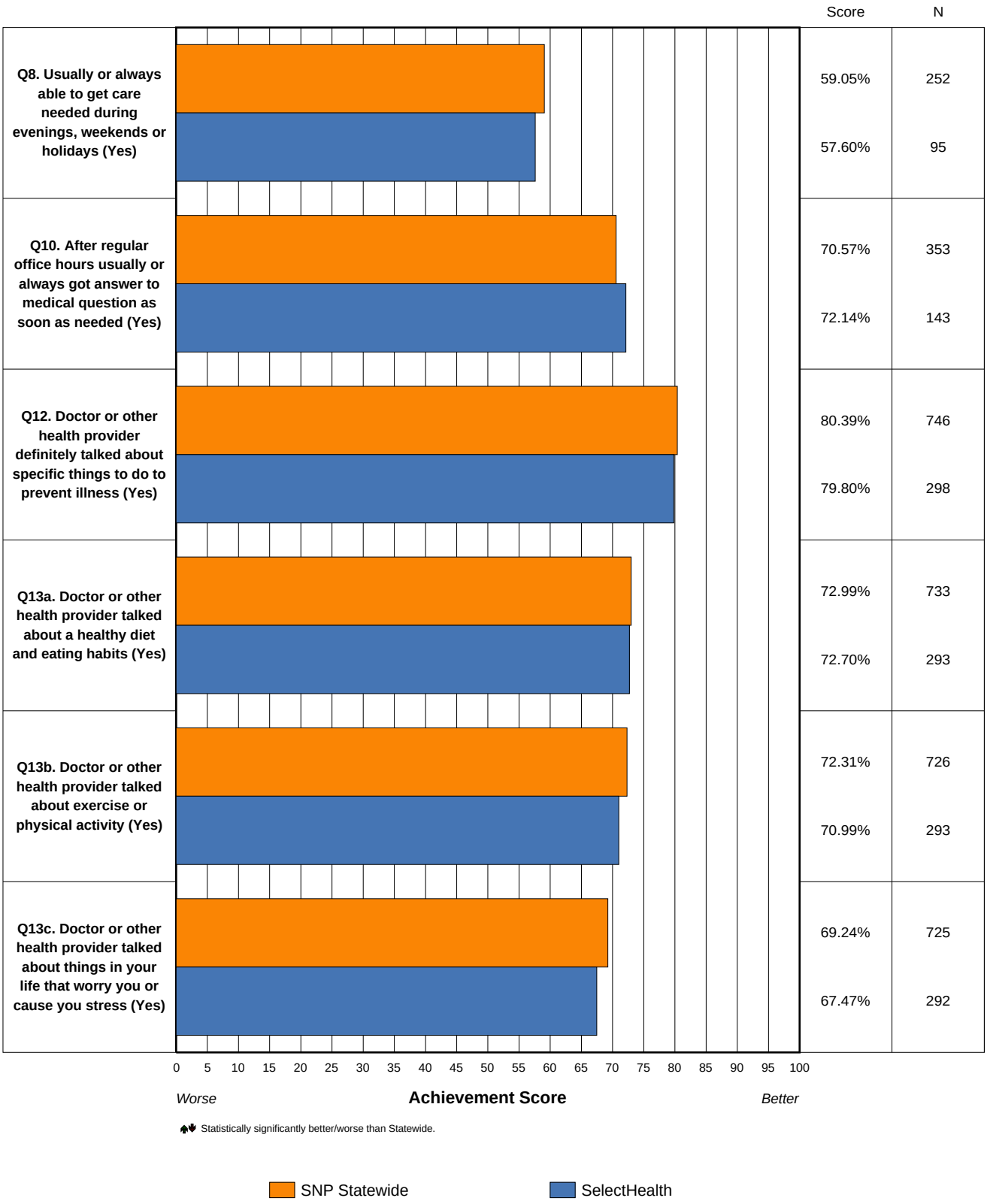
Single Items



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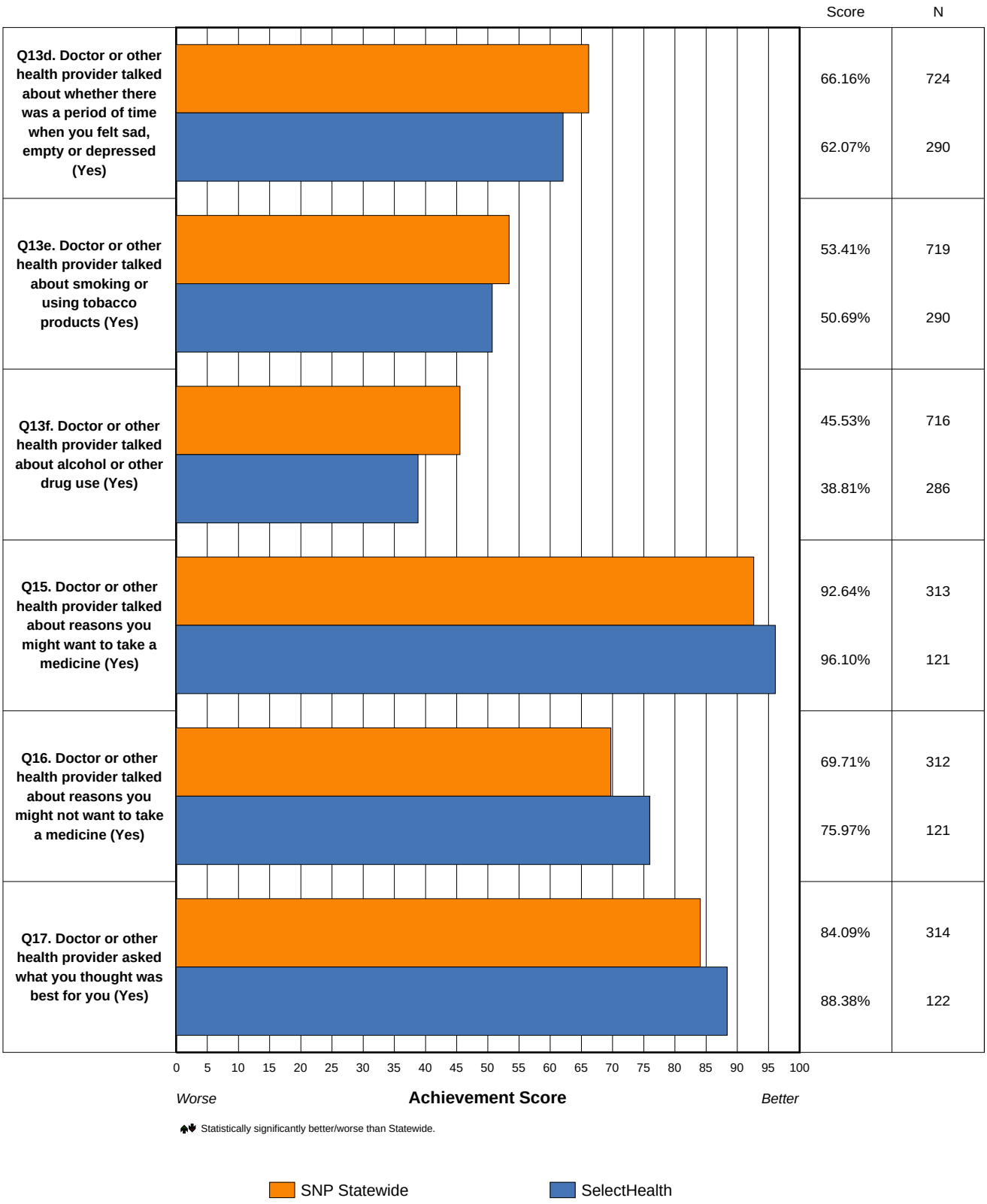
Single Items



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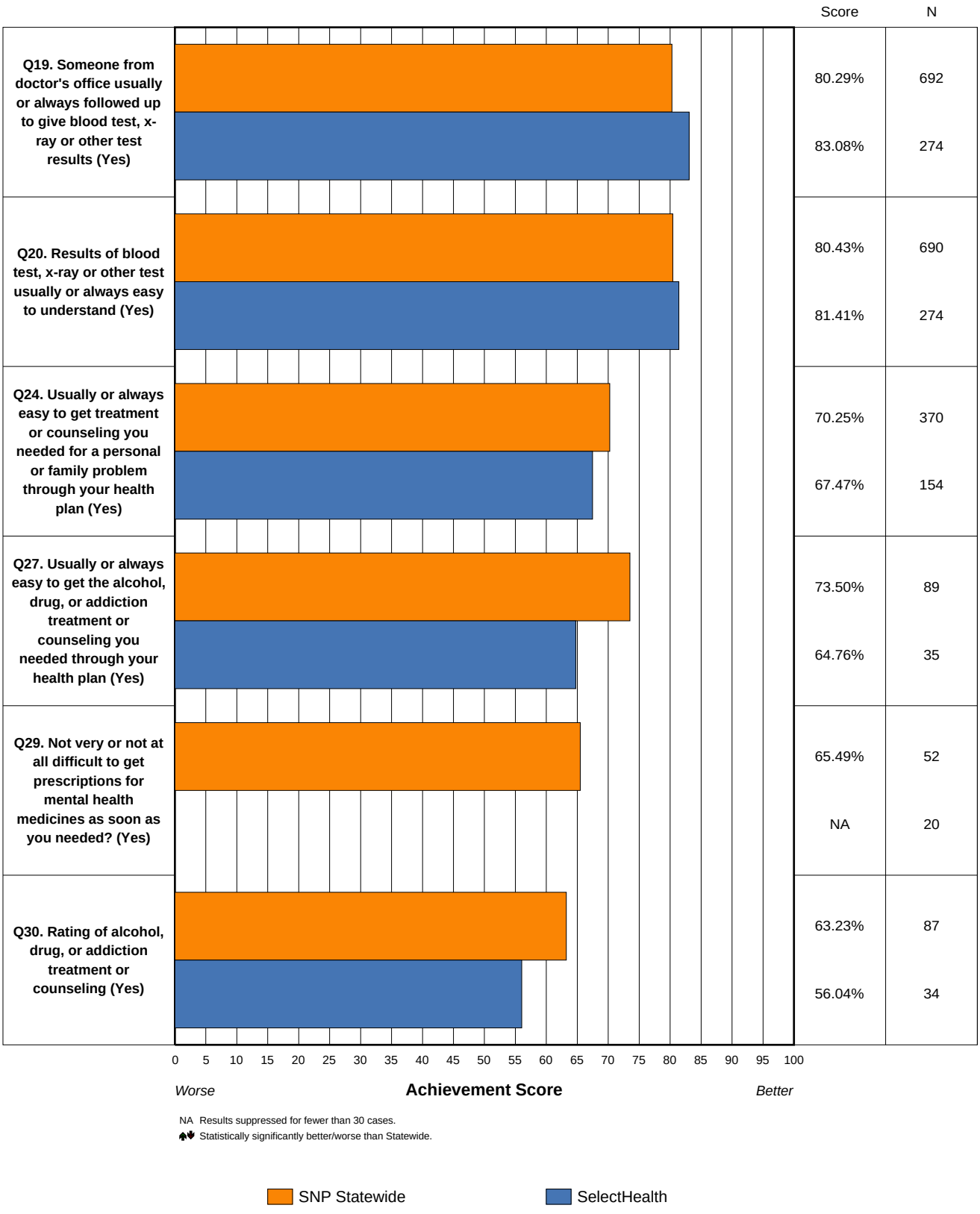

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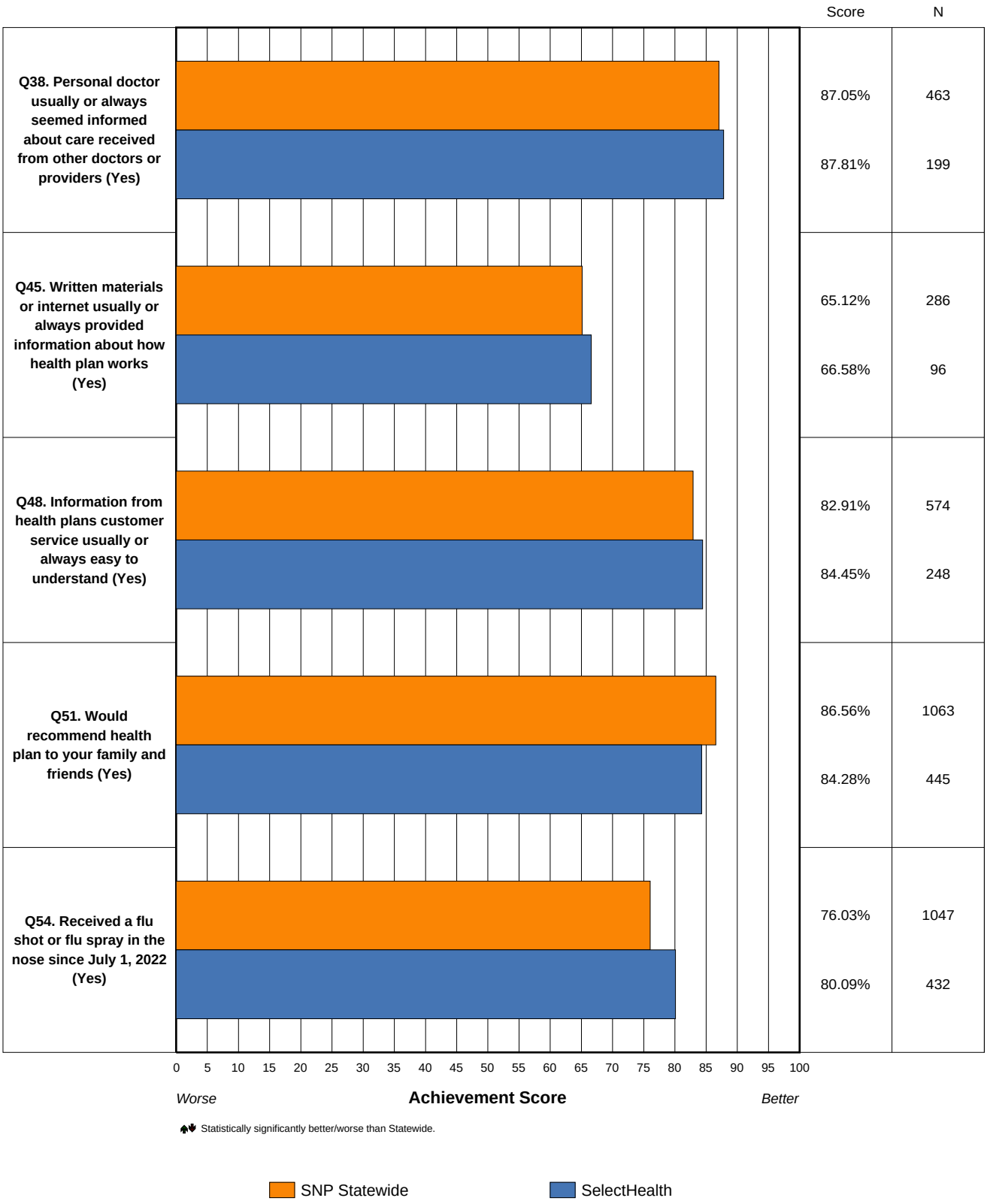

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SelectHealth from VNS Health

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.

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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	84%	0.54	Q35	95%	0.63	Q33	94%	0.48	Q47	80%	0.48	Q6	88%	0.52
	Getting Needed Care			Communication			Communication			Customer Service			Getting Care Quickly		
2	Q33	94%	0.43	Q34	93%	0.54	Q35	95%	0.47	Q4	77%	0.45	Q22	84%	0.52
	Communication			Communication			Communication			Getting Care Quickly			Getting Needed Care		
3	Q34	93%	0.41	Q36	93%	0.50	Q36	93%	0.45	Q49	95%	0.44	Q41	73%	0.46
	Communication			Communication			Communication			Customer Service			Getting Needed Care		
4	Q36	93%	0.40	Q33	94%	0.47	Q22	84%	0.44	Q22	84%	0.42	Q4	77%	0.40
	Communication			Communication			Getting Needed Care			Getting Needed Care			Getting Care Quickly		
5	Q41	73%	0.40	Q22	84%	0.43	Q34	93%	0.41	Q6	88%	0.40	Q36	93%	0.37
	Getting Needed Care			Getting Needed Care			Communication			Getting Care Quickly			Communication		
6	Q4	77%	0.40	Q47	80%	0.25	Q41	73%	0.41	Q41	73%	0.40	Q35	95%	0.29
	Getting Care Quickly			Customer Service			Getting Needed Care			Getting Needed Care			Communication		
7	Q6	88%	0.40	Q4	77%	0.24	Q6	88%	0.35	Q36	93%	0.25	Q47	80%	0.29
	Getting Care Quickly			Getting Care Quickly			Getting Care Quickly			Communication			Customer Service		
8	Q35	95%	0.38	Q6	88%	0.23	Q4	77%	0.32	Q35	95%	0.21	Q49	95%	0.28
	Communication			Getting Care Quickly			Getting Care Quickly			Communication			Customer Service		
9	Q47	80%	0.25	Q49	95%	0.21	Q49	95%	0.18	Q33	94%	0.21	Q33	94%	0.21
	Customer Service			Customer Service			Customer Service			Communication			Communication		
10	Q49	95%	0.19	Q41	73%	0.20	Q47	80%	0.17	Q34	93%	0.16	Q34	93%	0.20
	Customer Service			Getting Needed Care			Customer Service			Communication			Communication		

▲▼ **Statistically significantly higher/lower than SNP Statewide 2023.**

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?	0.54	84%	59%	26%	13%	3%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.43	94%	76%	18%	4%	2%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	93%	79%	14%	7%	0%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.40	93%	73%	20%	6%	1%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.40	73%	47%	26%	23%	3%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	77%	52%	26%	17%	5%
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?	0.40	88%	62%	27%	9%	3%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	95%	85%	10%	5%	0%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.25	80%	55%	27%	18%	0%
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	95%	78%	18%	4%	0%

▲▼ **Statistically significantly higher/lower than SNP Statewide 2023.**

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Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.63	95%	85%	10%	5%	0%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.54	93%	79%	14%	7%	0%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.50	93%	73%	20%	6%	1%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.47	94%	76%	18%	4%	2%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.43	84%	59%	26%	13%	3%
6	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.25	80%	55%	27%	18%	0%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.24	77%	52%	26%	17%	5%
8	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?	0.23	88%	62%	27%	9%	3%
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	95%	78%	18%	4%	0%
10	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.20	73%	47%	26%	23%	3%

▲▼ **Statistically significantly higher/lower than SNP Statewide 2023.**

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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	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%	76%	18%	4%	2%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.47	95%	85%	10%	5%	0%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.45	93%	73%	20%	6%	1%
4	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.44	84%	59%	26%	13%	3%
5	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	93%	79%	14%	7%	0%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.41	73%	47%	26%	23%	3%
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?	0.35	88%	62%	27%	9%	3%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	77%	52%	26%	17%	5%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.18	95%	78%	18%	4%	0%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.17	80%	55%	27%	18%	0%

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Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.48	80%	55%	27%	18%	0%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.45	77%	52%	26%	17%	5%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.44	95%	78%	18%	4%	0%
4	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.42	84%	59%	26%	13%	3%
5	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?	0.40	88%	62%	27%	9%	3%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.40	73%	47%	26%	23%	3%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.25	93%	73%	20%	6%	1%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.21	95%	85%	10%	5%	0%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.21	94%	76%	18%	4%	2%
10	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.16	93%	79%	14%	7%	0%

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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	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?	0.52	88%	62%	27%	9%	3%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.52	84%	59%	26%	13%	3%
3	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.46	73%	47%	26%	23%	3%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	77%	52%	26%	17%	5%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.37	93%	73%	20%	6%	1%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.29	95%	85%	10%	5%	0%
7	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	80%	55%	27%	18%	0%
8	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	95%	78%	18%	4%	0%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.21	94%	76%	18%	4%	2%
10	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.20	93%	79%	14%	7%	0%

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Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (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 2023 scores are compared to 2021 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		SelectHealth from VNS Health	
	N	%	N	%
Yes	1,147	100.0%	469	100.0%
No	0	0.0%	0	0.0%
Total	1,147	100.0%	469	100.0%
Not Answered	46		27	

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		SelectHealth from VNS Health	
	N	%	N	%
Yes	414	35.5%	165	34.1%
No	751	64.5%	319	65.9%
Total	1,165	100.0%	484	100.0%
Not Answered	28		12	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	19	4.8%	8	5.0%
Sometimes	71	17.9%	27	17.0%
Usually	93	23.5%	42	26.4%
Always	213	53.8%	82	51.6%
Total	396	100.0%	159	100.0%
Not Answered	18		6	
Reporting Category	Getting Care Quickly			
Achievement Score	77.04%		77.37%	
2023 vs. 2021: +/- Change (Stat. sig.)	0.0		-0.6	
Correlation with rating of health plan	0.373		0.455	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	804	69.9%	329	69.0%
No	347	30.1%	148	31.0%
Total	1,151	100.0%	477	100.0%
Not Answered	42		19	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	15	1.9%	8	2.5%
Sometimes	99	12.8%	27	8.5%
Usually	219	28.3%	86	27.2%
Always	440	56.9%	195	61.7%
Total	773	100.0%	316	100.0%
Not Answered	31		13	
Reporting Category	Getting Care Quickly			
Achievement Score	85.25%		88.92%	
2023 vs. 2021: +/- Change (Stat. sig.)	+0.7		+2.5	
Correlation with rating of health plan	0.352		0.404	

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

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Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	262	22.6%	101	21.0%
No	896	77.4%	379	79.0%
Total	1,158	100.0%	480	100.0%
Not Answered	35		16	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	47	18.7%	19	20.0%
Sometimes	56	22.2%	19	20.0%
Usually	60	23.8%	24	25.3%
Always	89	35.3%	33	34.7%
Total	252	100.0%	95	100.0%
Not Answered	10		6	
Reporting Category	Single Items			
Achievement Score	59.05%		57.60%	
2023 vs. 2021: +/- Change (Stat. sig.)	-0.5		-2.5	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	362	31.3%	150	31.3%
No	796	68.7%	330	68.8%
Total	1,158	100.0%	480	100.0%
Not Answered	35		16	

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

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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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	39	11.0%	12	8.4%
Sometimes	64	18.1%	26	18.2%
Usually	88	24.9%	32	22.4%
Always	162	45.9%	73	51.0%
Total	353	100.0%	143	100.0%
Not Answered	9		7	
Reporting Category	Single Items			
Achievement Score	70.57%		72.14%	
2023 vs. 2021: +/- Change (Stat. sig.)	-2.3		-0.6	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
None	387	33.9%	172	36.2%
1 time	148	13.0%	58	12.2%
2	208	18.2%	77	16.2%
3	137	12.0%	55	11.6%
4	80	7.0%	41	8.6%
5 to 9	115	10.1%	51	10.7%
10 or more times	67	5.9%	21	4.4%
Total	1,142	100.0%	475	100.0%
Not Answered	51		21	

Response scored as: Achievement Room for improvement

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Your Health Care in the Last 6 Months (continued)

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	601	80.6%	243	81.5%
No	145	19.4%	55	18.5%
Total	746	100.0%	298	100.0%
Not Answered	9		5	
Reporting Category	Single Items			
Achievement Score	80.39%		79.80%	
2023 vs. 2021: +/- Change (Stat. sig.)	-2.9		-2.6	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	535	73.0%	213	72.7%
No	198	27.0%	80	27.3%
Total	733	100.0%	293	100.0%
Not Answered	22		10	
Reporting Category	Single Items			
Achievement Score	72.99%		72.70%	
2023 vs. 2021: +/- Change (Stat. sig.)	+2.5		+2.8	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	525	72.3%	208	71.0%
No	201	27.7%	85	29.0%
Total	726	100.0%	293	100.0%
Not Answered	29		10	
Reporting Category	Single Items			
Achievement Score	72.31%		70.99%	
2023 vs. 2021: +/- Change (Stat. sig.)	+0.7		+3.0	

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

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Your Health Care in the Last 6 Months (continued)

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	502	69.2%	197	67.5%
No	223	30.8%	95	32.5%
Total	725	100.0%	292	100.0%
Not Answered	30		11	
Reporting Category	Single Items			
Achievement Score	69.24%		67.47%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.8		-4.0	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	479	66.2%	180	62.1%
No	245	33.8%	110	37.9%
Total	724	100.0%	290	100.0%
Not Answered	31		13	
Reporting Category	Single Items			
Achievement Score	66.16%		62.07%	
2023 vs. 2021: +/- Change (Stat. sig.)	+0.1		-4.4	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	384	53.4%	147	50.7%
No	335	46.6%	143	49.3%
Total	719	100.0%	290	100.0%
Not Answered	36		13	
Reporting Category	Single Items			
Achievement Score	53.41%		50.69%	
2023 vs. 2021: +/- Change (Stat. sig.)	+0.9		+2.3	

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

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Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	326	45.5%	111	38.8%
No	390	54.5%	175	61.2%
Total	716	100.0%	286	100.0%
Not Answered	39		17	
Reporting Category	Single Items			
Achievement Score	45.53%		38.81%	
2023 vs. 2021: +/- Change (Stat. sig.)	+1.4		+0.2	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	317	43.0%	124	42.3%
No	421	57.0%	169	57.7%
Total	738	100.0%	293	100.0%
Not Answered	17		10	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	291	93.0%	115	95.0%
No	22	7.0%	6	5.0%
Total	313	100.0%	121	100.0%
Not Answered	4		3	
Reporting Category	Single Items			
Achievement Score	92.64%		96.10%	
2023 vs. 2021: +/- Change (Stat. sig.)	-0.3		+4.5	

Response scored as: Achievement | Room for improvement

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Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	221	70.8%	92	76.0%
No	91	29.2%	29	24.0%
Total	312	100.0%	121	100.0%
Not Answered	5		3	
Reporting Category	Single Items			
Achievement Score	69.71%		75.97%	
2023 vs. 2021: +/- Change (Stat. sig.)	-0.6		+1.2	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	265	84.4%	107	87.7%
No	49	15.6%	15	12.3%
Total	314	100.0%	122	100.0%
Not Answered	3		2	
Reporting Category	Single Items			
Achievement Score	84.09%		88.38%	
2023 vs. 2021: +/- Change (Stat. sig.)	-4.7		-0.1	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	709	95.6%	284	95.0%
No	33	4.4%	15	5.0%
Total	742	100.0%	299	100.0%
Not Answered	13		4	

Response scored as: Achievement | Room for improvement

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Your Health Care in the Last 6 Months (continued)

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		SelectHealth from VNS Health	
	N	%	N	%
Never	42	6.1%	13	4.7%
Sometimes	92	13.3%	30	10.9%
Usually	103	14.9%	43	15.7%
Always	455	65.8%	188	68.6%
Total	692	100.0%	274	100.0%
Not Answered	17		10	
Reporting Category	Single Items			
Achievement Score	80.29%		83.08%	
2023 vs. 2021: +/- Change (Stat. sig.)	-0.2		+2.5	

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		SelectHealth from VNS Health	
	N	%	N	%
Never	29	4.2%	13	4.7%
Sometimes	105	15.2%	36	13.1%
Usually	186	27.0%	82	29.9%
Always	370	53.6%	143	52.2%
Total	690	100.0%	274	100.0%
Not Answered	19		10	
Reporting Category	Single Items			
Achievement Score	80.43%		81.41%	
2023 vs. 2021: +/- Change (Stat. sig.)	+0.7		+0.5	

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

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Your Health Care in the Last 6 Months (continued)

Q21. Using any number from 0 to 10, where 0 is the worst 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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Worst health care possible	5	0.7%	3	1.0%
1	3	0.4%	1	0.3%
2	4	0.5%	0	0.0%
3	9	1.2%	6	2.0%
4	5	0.7%	3	1.0%
5	35	4.7%	13	4.3%
6	43	5.8%	19	6.4%
7	83	11.1%	32	10.7%
8	128	17.1%	51	17.1%
9	139	18.6%	55	18.4%
Best health care possible	293	39.2%	116	38.8%
Total	747	100.0%	299	100.0%
Not Answered	8		4	
Reporting Category	Ratings			
Achievement Score	75.01%		73.00%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.4		-3.0	
Correlation with rating of health plan	0.554		0.526	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	14	1.9%	8	2.7%
Sometimes	97	13.1%	38	12.8%
Usually	206	27.7%	77	25.8%
Always	426	57.3%	175	58.7%
Total	743	100.0%	298	100.0%
Not Answered	12		5	
Reporting Category	Getting Needed Care			
Achievement Score	85.09%		83.97%	
2023 vs. 2021: +/- Change (Stat. sig.)	-0.2		-2.7	
Correlation with rating of health plan	0.427		0.420	

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

Your Health Care in the Last 6 Months (continued)

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	374	32.4%	156	32.3%
No	782	67.6%	327	67.7%
Total	1,156	100.0%	483	100.0%
Not Answered	37		13	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
● Never	52	14.1%	21	13.6%
● Sometimes	62	16.8%	27	17.5%
● Usually	80	21.6%	35	22.7%
● Always	176	47.6%	71	46.1%
Total	370	100.0%	154	100.0%
Not Answered	4		2	
Reporting Category	Single Items			
Achievement Score	70.25%		67.47%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+6.9▲		-1.6	

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

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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		SelectHealth from VNS Health	
	N	%	N	%
Worst treatment possible	28	7.7%	9	6.0%
1	5	1.4%	2	1.3%
2	5	1.4%	2	1.3%
3	12	3.3%	4	2.7%
4	15	4.1%	9	6.0%
5	30	8.3%	17	11.3%
6	17	4.7%	7	4.7%
7	31	8.6%	15	10.0%
8	44	12.2%	18	12.0%
9	50	13.8%	17	11.3%
Best treatment possible	125	34.5%	50	33.3%
Total	362	100.0%	150	100.0%
Not Answered	12		6	
Reporting Category	Ratings			
Achievement Score	61.52%		56.45%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+4.4		-3.9	
Correlation with rating of health plan	0.430		0.442	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	92	8.0%	37	7.8%
No	1,057	92.0%	435	92.2%
Total	1,149	100.0%	472	100.0%
Not Answered	44		24	

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

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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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	14	15.7%	6	17.1%
Sometimes	10	11.2%	5	14.3%
Usually	17	19.1%	7	20.0%
Always	48	53.9%	17	48.6%
Total	89	100.0%	35	100.0%
Not Answered	3		2	
Reporting Category	Single Items			
Achievement Score	73.50%		64.76%	
2023 vs. 2021: +/- Change (Stat. sig.)	+5.8		-4.0	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	54	62.1%	20	57.1%
No	33	37.9%	15	42.9%
Total	87	100.0%	35	100.0%
Not Answered	5		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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Extremely difficult	7	13.5%	2	10.0%
Very difficult	2	3.8%	1	5.0%
Somewhat difficult	9	17.3%	5	25.0%
Not very difficult	5	9.6%	3	15.0%
Not at all difficult	29	55.8%	9	45.0%
Total	52	100.0%	20	100.0%
Not Answered	2		0	
Reporting Category	Single Items			
Achievement Score	65.49%		NA	
2023 vs. 2021: +/- Change (Stat. sig.)	-3.9		NA	

NA: Results suppressed for fewer than 30 cases.

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

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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		SelectHealth from VNS Health	
	N	%	N	%
🔴 Worst treatment possible	7	8.0%	3	8.8%
🔴 1	1	1.1%	1	2.9%
🔴 2	1	1.1%	0	0.0%
🔴 3	0	0.0%	0	0.0%
🔴 4	2	2.3%	0	0.0%
🔴 5	10	11.5%	6	17.6%
🔴 6	4	4.6%	1	2.9%
🔴 7	7	8.0%	2	5.9%
🟢 8	11	12.6%	3	8.8%
🟢 9	16	18.4%	5	14.7%
🟢 Best treatment possible	28	32.2%	13	38.2%
Total	87	100.0%	34	100.0%
Not Answered	5		3	
Reporting Category	Single Items			
Achievement Score	63.23%		56.04%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-0.4		-6.1	

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		SelectHealth from VNS Health	
	N	%	N	%
Yes	994	85.8%	421	87.2%
No	164	14.2%	62	12.8%
Total	1,158	100.0%	483	100.0%
Not Answered	35		13	

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

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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		SelectHealth from VNS Health	
	N	%	N	%
None	116	12.4%	57	14.7%
1 time	235	25.2%	96	24.7%
2	270	28.9%	106	27.3%
3	119	12.7%	52	13.4%
4	74	7.9%	34	8.8%
5 to 9	85	9.1%	31	8.0%
10 or more times	35	3.7%	12	3.1%
Total	934	100.0%	388	100.0%
Not Answered	60		33	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Never	12	1.5%	5	1.5%
Sometimes	44	5.4%	13	4.0%
Usually	127	15.7%	60	18.3%
Always	626	77.4%	250	76.2%
Total	809	100.0%	328	100.0%
Not Answered	9		3	
Reporting Category	Communication			
Achievement Score	92.90%		94.46%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.4		+0.3	
Correlation with rating of health plan	0.267		0.207	

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

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Your Personal Doctor (continued)

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	7	0.9%	0	0.0%
Sometimes	42	5.2%	23	7.0%
Usually	117	14.5%	47	14.3%
Always	643	79.5%	258	78.7%
Total	809	100.0%	328	100.0%
Not Answered	9		3	
Reporting Category	Communication			
Achievement Score	94.02%		93.01%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.3		-2.7	
Correlation with rating of health plan	0.256		0.155	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	3	0.4%	1	0.3%
Sometimes	39	4.8%	16	4.8%
Usually	81	10.0%	33	10.0%
Always	688	84.8%	280	84.8%
Total	811	100.0%	330	100.0%
Not Answered	7		1	
Reporting Category	Communication			
Achievement Score	94.82%		94.71%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.2		-2.1	
Correlation with rating of health plan	0.286		0.208	

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

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Your Personal Doctor (continued)

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	15	1.9%	2	0.6%
Sometimes	54	6.7%	21	6.4%
Usually	150	18.5%	65	19.8%
Always	590	72.9%	241	73.3%
Total	809	100.0%	329	100.0%
Not Answered	9		2	
Reporting Category	Communication			
Achievement Score	91.20%		92.79%	
2023 vs. 2021: +/- Change (Stat. sig.)	+0.0		+0.2	
Correlation with rating of health plan	0.270		0.252	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	471	59.2%	203	62.7%
No	324	40.8%	121	37.3%
Total	795	100.0%	324	100.0%
Not Answered	23		7	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	20	4.3%	7	3.5%
Sometimes	39	8.4%	16	8.0%
Usually	105	22.7%	45	22.6%
Always	299	64.6%	131	65.8%
Total	463	100.0%	199	100.0%
Not Answered	8		4	
Reporting Category	Single Items			
Achievement Score	87.05%		87.81%	
2023 vs. 2021: +/- Change (Stat. sig.)	+2.0		-2.6	

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

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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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Worst personal doctor possible	3	0.3%	0	0.0%
1	6	0.6%	3	0.8%
2	7	0.7%	1	0.3%
3	6	0.6%	4	1.0%
4	7	0.7%	2	0.5%
5	28	3.0%	12	3.1%
6	15	1.6%	6	1.5%
7	58	6.1%	26	6.6%
8	99	10.5%	41	10.4%
9	147	15.6%	60	15.3%
Best personal doctor possible	568	60.2%	238	60.6%
Total	944	100.0%	393	100.0%
Not Answered	50		28	
Reporting Category	Ratings			
Achievement Score	86.12%		86.45%	
2023 vs. 2021: +/- Change (Stat. sig.)	-2.7		-3.8	
Correlation with rating of health plan	0.452		0.463	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	604	52.5%	257	54.1%
No	547	47.5%	218	45.9%
Total	1,151	100.0%	475	100.0%
Not Answered	42		21	

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

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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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	32	5.4%	8	3.2%
Sometimes	137	23.2%	58	23.2%
Usually	159	26.9%	66	26.4%
Always	262	44.4%	118	47.2%
Total	590	100.0%	250	100.0%
Not Answered	14		7	
Reporting Category	Getting Needed Care			
Achievement Score	70.88%		72.89%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.5		-4.7	
Correlation with rating of health plan	0.384		0.400	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
None	30	5.2%	12	4.9%
1 specialist	215	36.9%	88	35.9%
2	156	26.8%	60	24.5%
3	92	15.8%	43	17.6%
4	52	8.9%	26	10.6%
5 or more specialists	37	6.4%	16	6.5%
Total	582	100.0%	245	100.0%
Not Answered	22		12	

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

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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		SelectHealth from VNS Health	
	N	%	N	%
Worst specialist possible	2	0.4%	1	0.4%
1	6	1.1%	4	1.7%
2	4	0.7%	1	0.4%
3	8	1.5%	3	1.3%
4	10	1.8%	5	2.2%
5	25	4.6%	12	5.2%
6	30	5.5%	10	4.3%
7	43	7.9%	18	7.8%
8	87	16.0%	32	13.9%
9	84	15.4%	36	15.7%
Best specialist possible	246	45.1%	108	47.0%
Total	545	100.0%	230	100.0%
Not Answered	7		3	
Reporting Category	Ratings			
Achievement Score	76.65%		77.75%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+1.0		-2.3	
Correlation with rating of health plan	0.568		0.582	

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		SelectHealth from VNS Health	
	N	%	N	%
Yes	294	25.7%	100	21.1%
No	852	74.3%	374	78.9%
Total	1,146	100.0%	474	100.0%
Not Answered	47		22	

○ ***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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	22	7.7%	6	6.3%
Sometimes	78	27.3%	26	27.1%
Usually	83	29.0%	27	28.1%
Always	103	36.0%	37	38.5%
Total	286	100.0%	96	100.0%
Not Answered	8		4	
Reporting Category	Single Items			
Achievement Score	65.12%		66.58%	
2023 vs. 2021: +/- Change (Stat. sig.)	-3.9		-4.3	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	583	51.3%	254	53.9%
No	553	48.7%	217	46.1%
Total	1,136	100.0%	471	100.0%
Not Answered	57		25	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	7	1.2%	1	0.4%
Sometimes	98	17.1%	45	18.2%
Usually	149	26.0%	66	26.7%
Always	320	55.7%	135	54.7%
Total	574	100.0%	247	100.0%
Not Answered	9		7	
Reporting Category	Customer Service			
Achievement Score	81.77%		80.41%	
2023 vs. 2021: +/- Change (Stat. sig.)	+5.1		+1.8	
Correlation with rating of health plan	0.482		0.484	

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

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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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	7	1.2%	3	1.2%
Sometimes	88	15.3%	32	12.9%
Usually	141	24.6%	67	27.0%
Always	338	58.9%	146	58.9%
Total	574	100.0%	248	100.0%
Not Answered	9		6	
Reporting Category	Single Items			
Achievement Score	82.91%		84.45%	
2023 vs. 2021: +/- Change (Stat. sig.)	-2.6		+1.3	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	2	0.4%	0	0.0%
Sometimes	32	5.7%	10	4.1%
Usually	88	15.6%	43	17.6%
Always	443	78.4%	192	78.4%
Total	565	100.0%	245	100.0%
Not Answered	18		9	
Reporting Category	Customer Service			
Achievement Score	93.61%		95.26%	
2023 vs. 2021: +/- Change (Stat. sig.)	+2.1		+2.4	
Correlation with rating of health plan	0.421		0.435	

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

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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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Worst health plan possible	14	1.2%	5	1.0%
1	6	0.5%	4	0.8%
2	6	0.5%	3	0.6%
3	9	0.8%	4	0.8%
4	15	1.3%	4	0.8%
5	69	6.0%	32	6.7%
6	52	4.5%	19	4.0%
7	103	8.9%	47	9.9%
8	155	13.5%	75	15.7%
9	190	16.5%	75	15.7%
Best health plan possible	532	46.2%	209	43.8%
Total	1,151	100.0%	477	100.0%
Not Answered	42		19	
Reporting Category	Ratings			
Achievement Score	76.24%		74.82%	
2023 vs. 2021: +/- Change (Stat. sig.)	-0.5		-3.9	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Yes	918	86.4%	375	84.3%
No	145	13.6%	70	15.7%
Total	1,063	100.0%	445	100.0%
Not Answered	130		51	
Reporting Category	Single Items			
Achievement Score	86.56%		84.28%	
2023 vs. 2021: +/- Change (Stat. sig.)	-1.3		-3.5	

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

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About Your Health

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Excellent	178	15.4%	61	12.7%
Very Good	295	25.5%	122	25.4%
Good	384	33.2%	170	35.4%
Fair	254	22.0%	111	23.1%
Poor	46	4.0%	16	3.3%
Total	1,157	100.0%	480	100.0%
Not Answered	36		16	

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Excellent	229	19.8%	88	18.4%
Very Good	253	21.8%	104	21.7%
Good	330	28.5%	147	30.7%
Fair	290	25.0%	117	24.4%
Poor	56	4.8%	23	4.8%
Total	1,158	100.0%	479	100.0%
Not Answered	35		17	

Q54. Have you had a flu shot or flu spray since September 1, 2022? [Displayed for Respondents 18-64 years old]

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
● Yes	796	76.0%	346	80.1%
● No	251	24.0%	86	19.9%
Don't Know	43		16	
Total	1,047	100.0%	432	100.0%
Not Answered	39		17	
Reporting Category	Single Items			
Achievement Score	76.03%		80.09%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+5.8▲		+6.5▲	

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

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About Your Health (continued)

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

	SNP Statewide N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Every day	208	18.1%	90	18.8%
Some days	202	17.6%	84	17.6%
Not at all	714	62.2%	294	61.5%
Don't Know	23	2.0%	10	2.1%
Total	1,147	100.0%	478	100.0%
Not Answered	46		18	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	52	13.0%	20	11.6%
Sometimes	81	20.3%	37	21.5%
Usually	89	22.3%	36	20.9%
Always	178	44.5%	79	45.9%
Total	400	100.0%	172	100.0%
Not Answered	10		2	
Reporting Category	Smoking Cessation			
Achievement Score	87.00%		88.37%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.6		-1.1	

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 N	SNP Statewide %	SelectHealth from VNS Health N	SelectHealth from VNS Health %
Never	103	25.7%	42	24.4%
Sometimes	103	25.7%	43	25.0%
Usually	62	15.5%	33	19.2%
Always	133	33.2%	54	31.4%
Total	401	100.0%	172	100.0%
Not Answered	9		2	
Reporting Category	Smoking Cessation			
Achievement Score	74.31%		75.58%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-3.5		+0.6	

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

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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		SelectHealth from VNS Health	
	N	%	N	%
🔴 Never	127	31.8%	47	27.8%
🟢 Sometimes	98	24.6%	36	21.3%
🟢 Usually	58	14.5%	31	18.3%
🟢 Always	116	29.1%	55	32.5%
Total	399	100.0%	169	100.0%
Not Answered	11		5	
Reporting Category	Smoking Cessation			
Achievement Score	68.17%		72.19%	
2023 vs. 2021: +/- Change (⇧⇩ Stat. sig.)	-4.8		+1.3	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
High cholesterol	496	56.3%	229	60.9%
High blood pressure	510	57.9%	224	59.6%
Parent or sibling with a heart attack before the age of 60	160	18.2%	63	16.8%
Total	881	100.0%	376	100.0%
Not Answered	312		120	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
A heart attack	64	11.5%	32	14.5%
Angina or coronary heart disease	71	12.7%	34	15.4%
A stroke	64	11.5%	37	16.7%
Any kind of diabetes or high blood sugar	352	63.1%	131	59.3%
Total	558	100.0%	221	100.0%
Not Answered	635		275	

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

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About Your Health (continued)

Q61a. Do any of the following conditions affect you right now ... Cancer?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	61	7.1%	34	9.4%
No	800	92.9%	327	90.6%
Total	861	100.0%	361	100.0%
Not Answered	332		135	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	372	39.1%	169	41.7%
No	579	60.9%	236	58.3%
Total	951	100.0%	405	100.0%
Not Answered	242		91	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	258	28.2%	106	28.0%
No	656	71.8%	273	72.0%
Total	914	100.0%	379	100.0%
Not Answered	279		117	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	251	28.1%	108	29.0%
No	641	71.9%	265	71.0%
Total	892	100.0%	373	100.0%
Not Answered	301		123	

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About Your Health (continued)

Q61e. Do any of the following conditions affect you right now ... Depression?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	446	45.7%	193	46.7%
No	530	54.3%	220	53.3%
Total	976	100.0%	413	100.0%
Not Answered	217		83	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	90	10.1%	34	9.1%
No	801	89.9%	341	90.9%
Total	891	100.0%	375	100.0%
Not Answered	302		121	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	351	37.2%	144	36.5%
No	593	62.8%	250	63.5%
Total	944	100.0%	394	100.0%
Not Answered	249		102	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	525	53.4%	213	51.7%
No	459	46.6%	199	48.3%
Total	984	100.0%	412	100.0%
Not Answered	209		84	

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About You

Q62. What is your age?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
18 to 24	11	0.9%	1	0.2%
25 to 34	54	4.6%	11	2.3%
35 to 44	122	10.5%	39	8.0%
45 to 54	262	22.5%	102	21.0%
55 to 64	626	53.7%	287	59.1%
65 to 74	80	6.9%	42	8.6%
75 or older	10	0.9%	4	0.8%
Total	1,165	100.0%	486	100.0%
Not Answered	28		10	

Q63. What is your current gender identity?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Male	700	59.9%	295	61.2%
Female	395	33.8%	175	36.3%
TransMale/Transman	15	1.3%	1	0.2%
TransFemale/Transwoman	50	4.3%	5	1.0%
Genderqueer or Gender Non-Binary	20	1.7%	5	1.0%
Other	6	0.5%	2	0.4%
Decline to answer	10	0.9%	2	0.4%
Total	1,169	100.0%	482	100.0%
Not Answered	24		14	

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

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
8th grade or less	112	9.7%	43	8.9%
Some high school but did not graduate	259	22.4%	113	23.4%
High school graduate or GED	358	31.0%	160	33.2%
Some college or 2-year degree	253	21.9%	96	19.9%
4-year college graduate	107	9.3%	45	9.3%
More than 4-year college degree	66	5.7%	25	5.2%
Total	1,155	100.0%	482	100.0%
Not Answered	38		14	

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About You (continued)

Q65. How well do you speak English?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Very well	776	66.2%	326	67.1%
Well	234	20.0%	92	18.9%
Not well	119	10.2%	50	10.3%
Not at all	43	3.7%	18	3.7%
Total	1,172	100.0%	486	100.0%
Not Answered	21		10	

Q66. Do you speak a language other than English at home?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes	531	46.9%	218	45.9%
No	601	53.1%	257	54.1%
Total	1,132	100.0%	475	100.0%
Not Answered	61		21	

Q67. What is the language spoken at home?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Spanish	377	75.6%	167	82.7%
Other	122	24.4%	35	17.3%
Total	499	100.0%	202	100.0%
Not Answered	32		16	

Q68. Are you of Hispanic or Latino origin or descent?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
Yes, Hispanic or Latino	500	45.3%	230	50.1%
No, Not Hispanic or Latino	604	54.7%	229	49.9%
Total	1,104	100.0%	459	100.0%
Not Answered	89		37	

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About You (continued)

Q69. What is your race?

	SNP Statewide		SelectHealth from VNS Health	
	N	%	N	%
White	250	22.6%	109	24.4%
Black or African-American	555	50.3%	214	48.0%
American Indian or Alaska Native	39	3.5%	18	4.0%
Other	327	29.6%	133	29.8%
Chinese	7	0.6%	0	0.0%
Japanese	3	0.3%	1	0.2%
Filipino	3	0.3%	0	0.0%
Korean	2	0.2%	0	0.0%
Vietnamese	2	0.2%	0	0.0%
Asian Indian	10	0.9%	3	0.7%
Cambodian	4	0.4%	2	0.4%
Bangladeshi	4	0.4%	1	0.2%
Hmong	2	0.2%	0	0.0%
Indonesian	4	0.4%	0	0.0%
Malaysian	2	0.2%	0	0.0%
Pakistani	1	0.1%	0	0.0%
Sri Lankan	2	0.2%	1	0.2%
Taiwanese	3	0.3%	2	0.4%
Nepalese	1	0.1%	0	0.0%
Burmese	4	0.4%	1	0.2%
Thai	3	0.3%	0	0.0%
Hawaiian	4	0.4%	2	0.4%
Guamanian/Chamorro	4	0.4%	0	0.0%
Samoan	2	0.2%	0	0.0%
Fijian	1	0.1%	0	0.0%
Tongan	2	0.2%	1	0.2%
Total	1,104	100.0%	446	100.0%
Not Answered	89		50	

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.**

  Correct Mark ● **Incorrect Marks**

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

  ● **Yes** ➔ ***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	○	○
b. Exercise or physical activity	○	○
c. Things in your life that worry you or cause you stress	○	○
d. Whether you felt sad, empty, or depressed	○	○
e. Smoking or using tobacco products	○	○
f. Alcohol or other drug use	○	○

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 <u>not</u> 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 Health Care Possible — Best Health Care 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 Treatment Possible — Best Treatment 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 Treatment Possible — Best Treatment 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 Possible — Best Personal Doctor 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 <u>not</u> 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 Possible — Best Specialist 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, 2022?

- ○ 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	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

ABOUT YOU

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. How well do you speak English?

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 68***

67. What is this language spoken at home?

- ○ Spanish
- ○ Other

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

- ○ Yes, Hispanic or Latino
- ○ No, not Hispanic or Latino

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

- ○ White
- ○ Black or African-American
- ○ American Indian or Alaska Native
- ○ Other

Asian

- ○ Chinese
- ○ Japanese
- ○ Filipino
- ○ Korean
- ○ Vietnamese
- ○ Asian Indian
- ○ Laotian
- ○ Cambodian
- ○ Bangladeshi
- ○ Hmong
- ○ Indonesian
- ○ Malaysian
- ○ Pakistani
- ○ Sri Lankan
- ○ Taiwanese
- ○ Nepalese
- ○ Burmese
- ○ Thai

Native Hawaiian/Pacific Islander

- ○ Hawaiian
- ○ Guamanian/Chamorro
- ○ Samoan
- ○ Fijian
- ○ Tongan

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