



NY State - Special Needs  
CAHPS® 5.0H  
Adult Medicaid Special Needs Plan Survey

Continuous Quality Improvement Report

February 2016



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## Background

In New York City, 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 (NYSDOH) sponsors a CAHPS survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans.

DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2015. The instrument used for the administration of the survey was the CAHPS® 5.0H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. 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

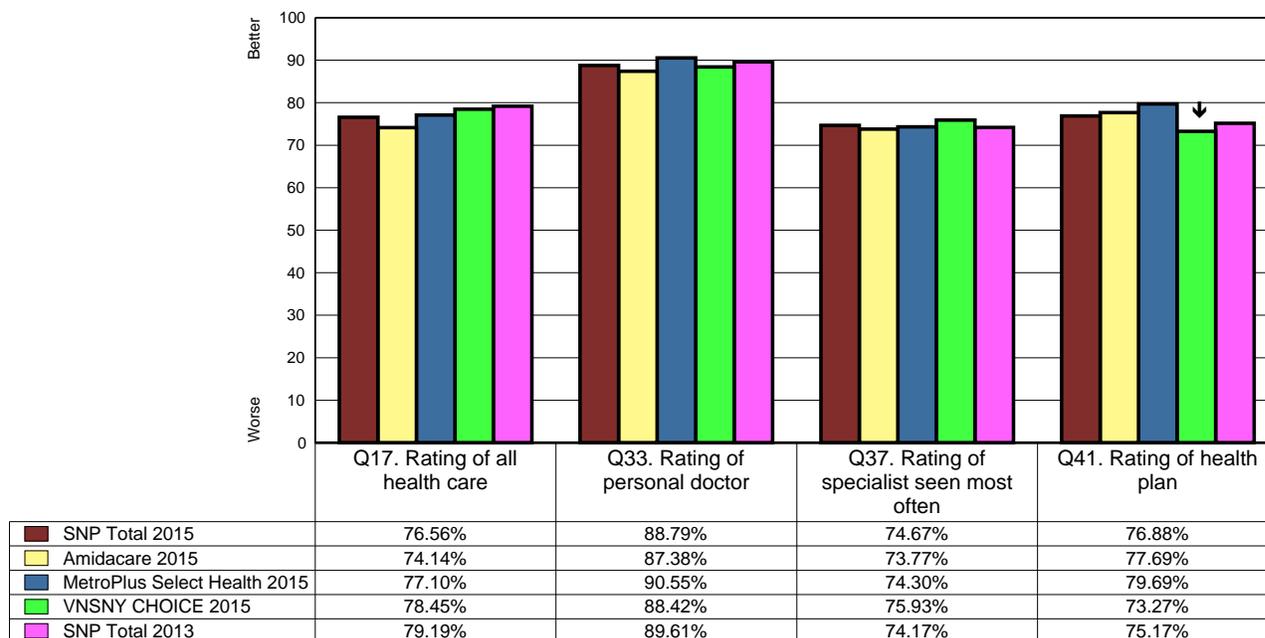
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2015 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (four mailings, followed by phone follow-up of non-responders) during the period September 15, 2015, through December 7, 2015, using a standardized survey procedure and questionnaire. Across SNPs, a total of 1,609 responses were received resulting in a 36.3% response rate. The disposition of surveys is contained at the end of this section.

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

## Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Plan-level and SNP Total results are presented below. Plan results and SNP Total trend scores are compared to the SNP Total achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Overall Rating Questions (8, 9 or 10)



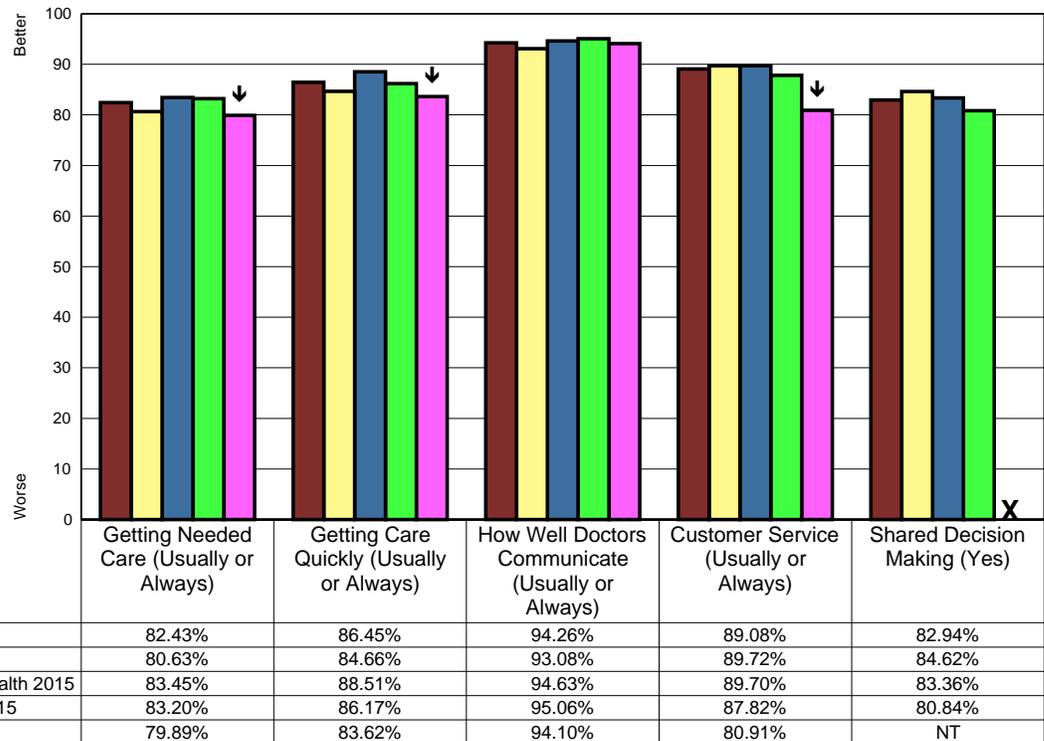
↑↓ Statistically significantly better/worse than SNP Total 2015.

### Summary of Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Plan-level and SNP Total results are presented below. Plan results and SNP Total trend scores are compared to the SNP Total achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

The CAHPS® 5.0H Adult Medicaid core survey contains a revision to the Shared Decision Making composite; the response options and question text for two of the three questions were changed. Due to these revisions in the Shared Decision Making composite, the composite and two of the questions comprising it are not considered eligible for trend comparisons.

Composites



↑↓ Statistically significantly better/worse than SNP Total 2015.  
 X Trend data not available  
 NT: No trend data available.

# Key Measure Summary

## NYSDOH SNP Medicaid Managed Care Plans 2015

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)	Rating of all health care	Rating of personal doctor	Rating of specialist seen most often	Rating of health plan
<b>SNP Total</b>	82	86	94	89	83	77	89	75	77
Amidacare	81	85	93	90	85	74	87	74	78
MetroPlus Select Health	83	89	95	90	83	77	91	74	80
VNSNY CHOICE	83	86	95	88	81	78	88	76	73 ▼

▲ ▼ Statistically significantly better/worse than SNP Total 2015.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Total	Amidacare	MetroPlus Select Health	VNSNY CHOICE
18 to 24	1.3%	0.6%	1.8%	1.4%
25 to 34	5.9%	6.6%	6.7%	4.4%
35 to 44	14.0%	15.3%	13.4%	13.4%
45 to 54	39.2%	40.3%	38.6%	38.8%
55 to 64	38.5%	36.0%	38.4%	41.0%
65 to 74	1.1%	1.1%	1.2%	1.0%
75 or older	0.1%	0.2%	0.0%	0.0%

<b>Gender</b>	SNP Total	Amidacare	MetroPlus Select Health	VNSNY CHOICE
Male	62.1%	62.9%	60.0%	63.4%
Female	37.9%	37.1%	40.0%	36.6%

<b>Highest grade or level of school completed</b>	SNP Total	Amidacare	MetroPlus Select Health	VNSNY CHOICE
8th grade or less	10.6%	9.9%	11.9%	9.9%
Some high school, but did not graduate	27.9%	29.1%	29.6%	25.1%
High school graduate or GED	28.9%	26.5%	31.0%	29.1%
Some college or 2-year degree	22.8%	23.7%	20.4%	24.5%
4-year college graduate	6.0%	6.5%	5.0%	6.5%
More than 4-year college graduate	3.8%	4.3%	2.2%	4.9%

<b>Hispanic or Latino</b>	SNP Total	Amidacare	MetroPlus Select Health	VNSNY CHOICE
Yes, Hispanic or Latino	46.7%	47.6%	42.4%	50.2%
No, Not Hispanic or Latino	53.3%	52.4%	57.6%	49.8%

<b>Race</b>	SNP Total	Amidacare	MetroPlus Select Health	VNSNY CHOICE
White	20.3%	23.9%	16.5%	20.8%
Black or African-American	52.4%	50.0%	57.4%	49.6%
Asian	2.2%	3.0%	2.6%	1.1%
Native Hawaiian or Other Pacific Islander	1.3%	1.8%	0.6%	1.3%
American Indian or Alaska Native	3.6%	4.4%	1.9%	4.6%
Other	28.9%	27.8%	27.0%	31.9%

<b>Rating of Overall Health</b>	SNP Total	Amidacare	MetroPlus Select Health	VNSNY CHOICE
Excellent	16.2%	17.7%	17.7%	13.3%
Very good	25.4%	26.8%	26.0%	23.5%
Good	32.6%	32.4%	31.8%	33.7%
Fair	21.8%	20.8%	20.8%	23.7%
Poor	3.9%	2.3%	3.7%	5.8%

## Sample Disposition

	SNP Total	Amidacare	MetroPlus	VNSNY CHOICE
First mailing - sent	4,500	1,500	1,500	1,500
First mailing - usable survey returned*	925	292	315	318
Second mailing - sent	3,881	1,287	1,299	1,295
Second mailing - usable survey returned*	355	117	126	112
Phone - usable surveys*	329	109	113	107
<b>Total - usable surveys</b>	<b>1,609</b>	<b>518</b>	<b>554</b>	<b>537</b>
Ineligible: According to population criteria‡‡	28	5	9	14
Ineligible: Language barrier†	31	7	14	10
Ineligible: Deceased†	3	2	1	0
Ineligible: Mentally or physically unable to complete survey†	4	1	2	1
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	359	145	111	103
Refusal/Returned survey blank	94	29	29	36
Nonresponse - Unavailable by mail or phone	2,372	793	780	799
<b>Response Rate</b>	<b>36.3%</b>	<b>34.9%</b>	<b>37.6%</b>	<b>36.4%</b>

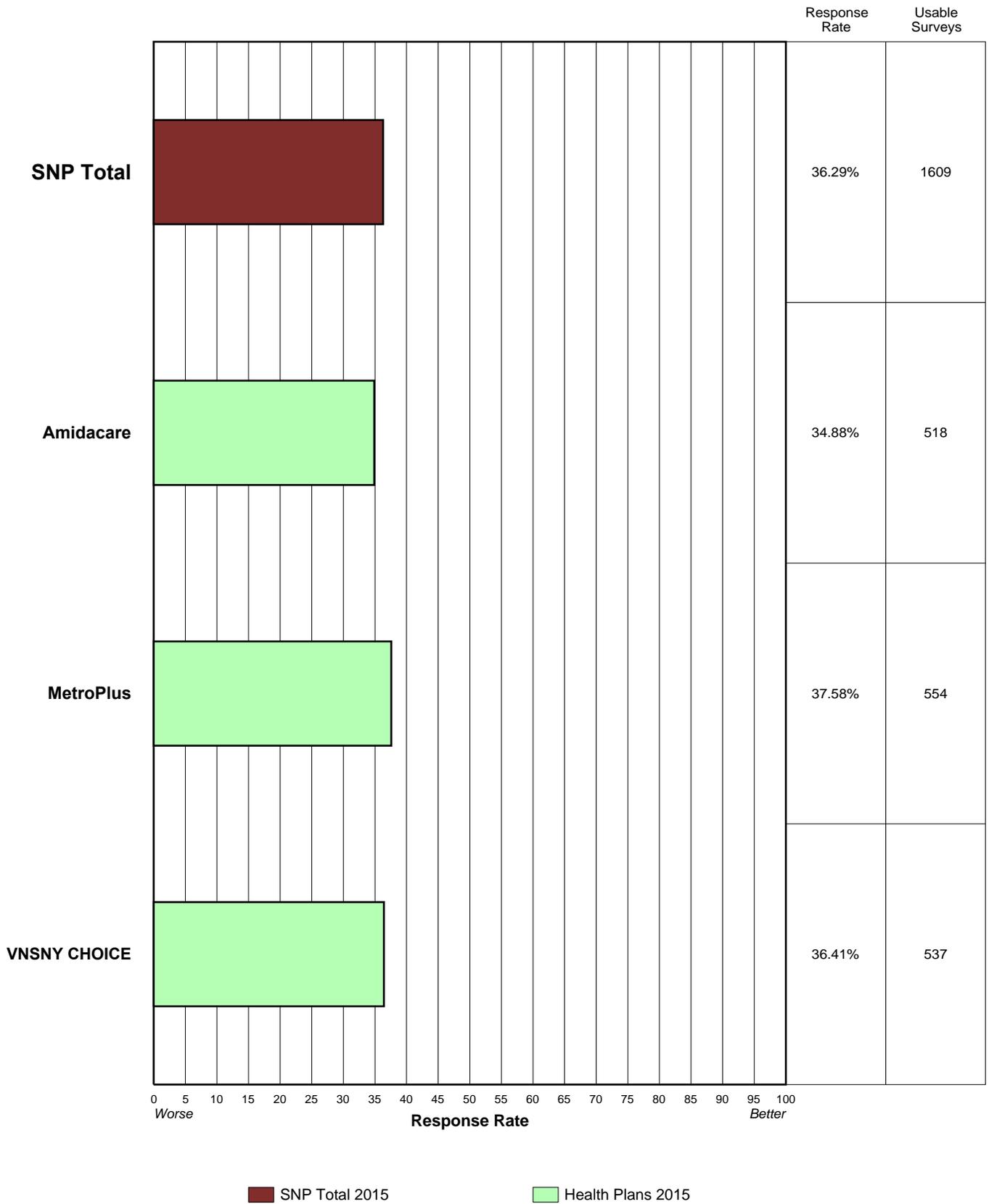
\*Included in response rate numerator

†Excluded from response rate denominator

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

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

# Response Rates



# Trend Analysis - 2015 vs. 2013

## NY State - Special Needs

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

Question	SNP Total 2015 Score	SNP Total 2013 Score	Point Change	Composite/ Question Group
Q39. Health plan's customer service usually or always gave needed information or help	84.1%	73.1%	+ 11.0 ▲	Customer Service
Q23. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	85.5%	76.9%	+ 8.5	Single Items
Q40. Usually or always treated with courtesy and respect by health plan's customer service staff	94.1%	88.7%	+ 5.4 ▲	Customer Service
Q24. Rating of alcohol, drug, or addiction treatment or counseling	68.1%	63.4%	+ 4.8	Single Items
Q4. Usually or always got care right away as soon as you needed	86.5%	82.1%	+ 4.5 ▲	Getting Care Quickly
Q35. Usually or always get an appointment to see a specialist as soon as you needed	75.4%	71.1%	+ 4.3	Getting Needed Care
Q13. Doctor/provider asked what you thought was best for you	88.3%	84.7%	+ 3.7	Shared Decision Making
Q42. Would recommend health plan to your family and friends	88.6%	85.5%	+ 3.0 ▲	Single Items
Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	78.5%	76.1%	+ 2.4	Single Items
Q48. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	81.2%	79.4%	+ 1.8	Medical Assistance with Smoking Cessation
Q9b. Doctor or other health provider talked about exercise or physical activity	75.8%	77.0%	- 1.2	Single Items
Q9a. Doctor or other health provider talked about a healthy diet and eating habits	78.6%	80.1%	- 1.4	Single Items
Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	86.4%	88.0%	- 1.6	Single Items
Q47. Advised by doctor or other health provider to quit smoking or using tobacco	90.9%	93.1%	- 2.2	Medical Assistance with Smoking Cessation
Q17. Rating of all health care	76.6%	79.2%	- 2.6	Ratings
Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	63.3%	66.1%	- 2.8	Single Items
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	84.4%	87.9%	- 3.5 ▼	Single Items
Q9f. Doctor or other health provider talked about alcohol or other drug use	51.8%	56.1%	- 4.3 ▼	Single Items
Q9c. Doctor or other health provider talked about things in your life that worry you or cause you stress	72.0%	77.8%	- 5.8 ▼	Single Items
Q9d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	64.9%	71.9%	- 7.0 ▼	Single Items

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2013 score.

## Methodology

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

### Survey Milestones

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

### Sampling Frame

A random sample of 1500 adults ages 18-64 was drawn for each of the 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 July 2015.

### Questionnaire

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

### Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least one question. Complete interviews were obtained from 1,609 NYSDOH Medicaid SNP members, and the overall project response rate was 36.3%.

### Definition of Achievement Scores

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

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

## Composites

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

### Getting Needed Care

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

### Getting Care Quickly

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

### How Well Doctors Communicate

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

### Customer Service

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

### Shared Decision Making

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

The CAHPS® 5.0H Adult Medicaid core survey contains a revision to the Shared Decision Making composite; the response options and question text for two of the three questions were changed. Due to these revisions in the Shared Decision Making composite, the composite and two of the questions comprising it are not considered eligible for trend comparisons.

## Correlation to Satisfaction

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

## Comparisons: Current Year and Trending

Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure. Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change for the SNP Total. The *Trend Analysis* section displays for the SNP Total the ten items at the top of the list and the ten items at the bottom, with their 2013 and 2015 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

## Statistical Testing

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

## Case-Mix Analysis

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

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

## Using this Report

### Understanding Achievement Scores

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

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

### Understanding the Sections of the Report

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

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

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

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

This section contains a graphic presentation of 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 the SNP Total and peers. The composites are directly followed by the individual questions in the composite for more detailed information.

#### *Correlation Analysis*

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

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

*Responses by Question*

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

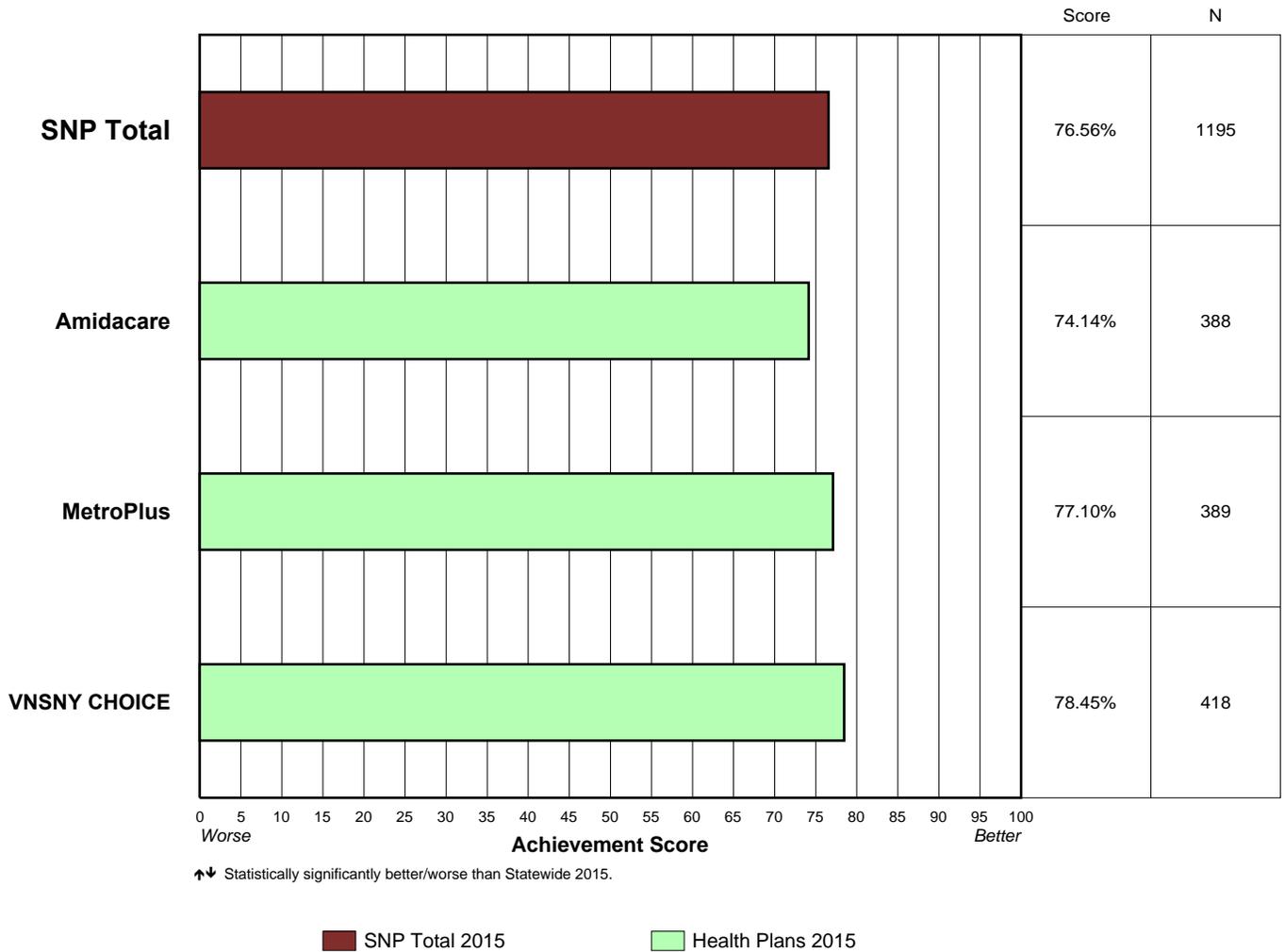
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About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

## Overall Ratings

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

For each rating graph, plan-level and SNP Total results are presented and plan scores are compared to the SNP Total for statistical significance.

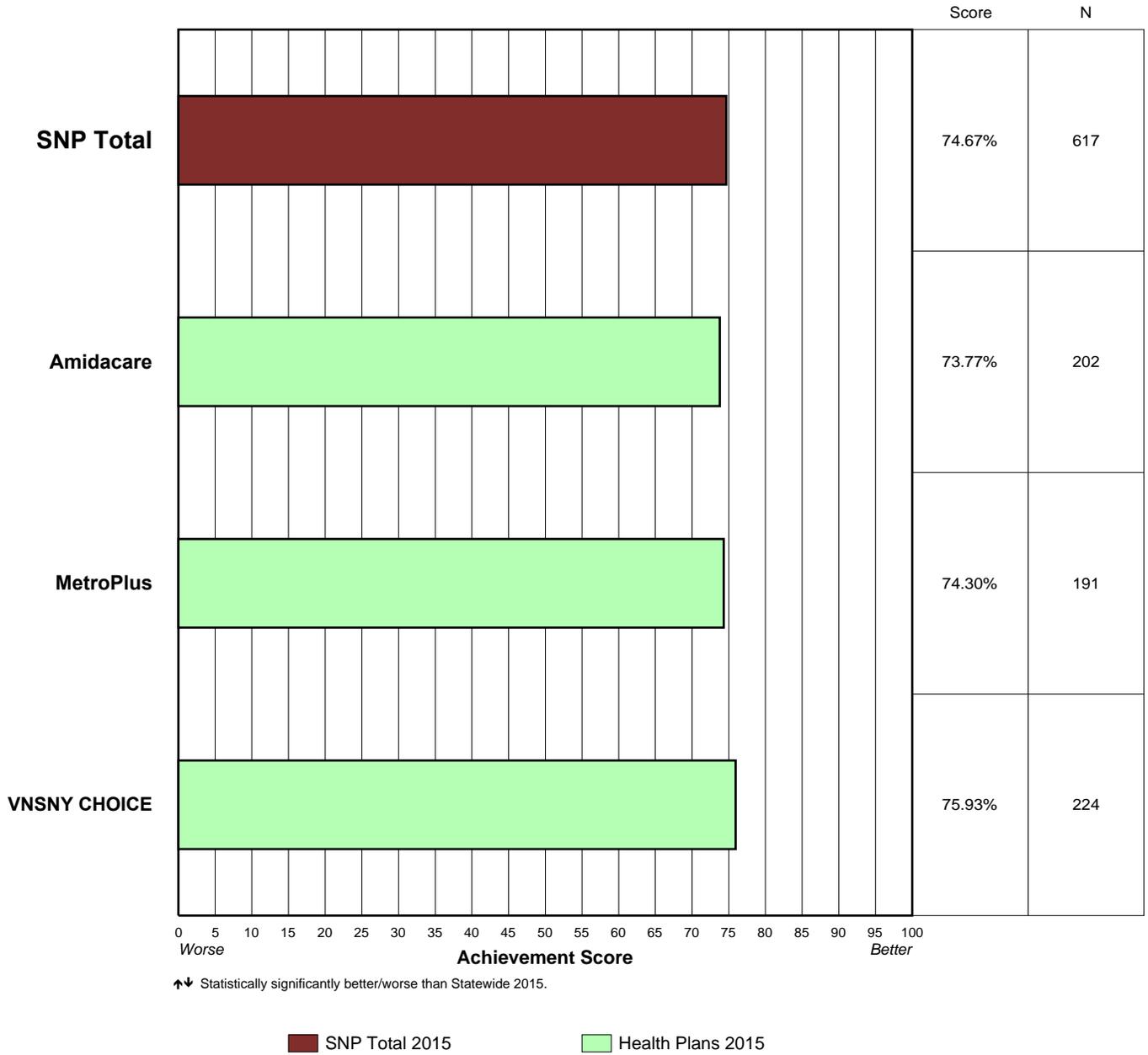
### Q17. Rating of all health care (8, 9 or 10)





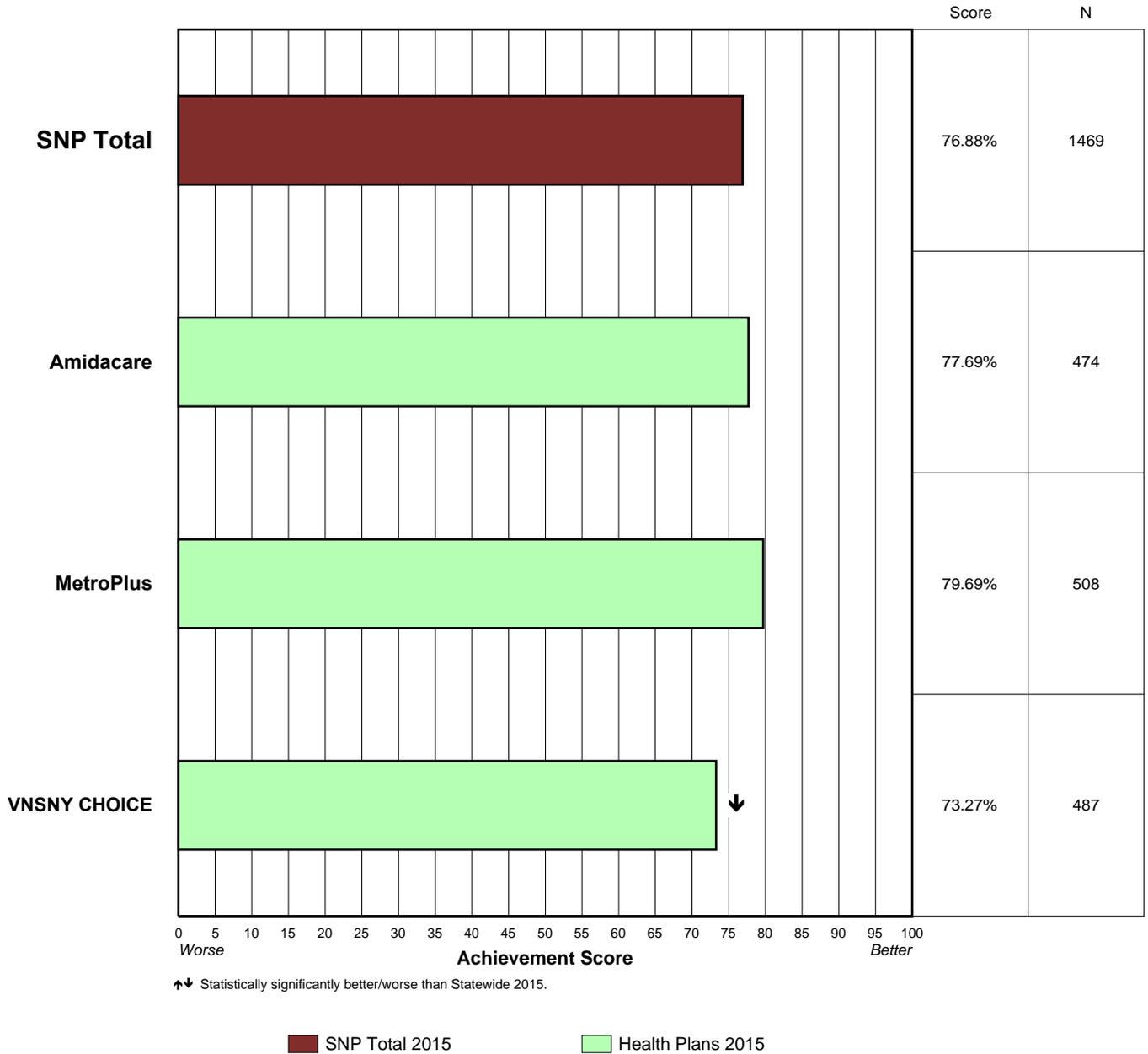
# Overall Ratings

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



## Overall Ratings

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



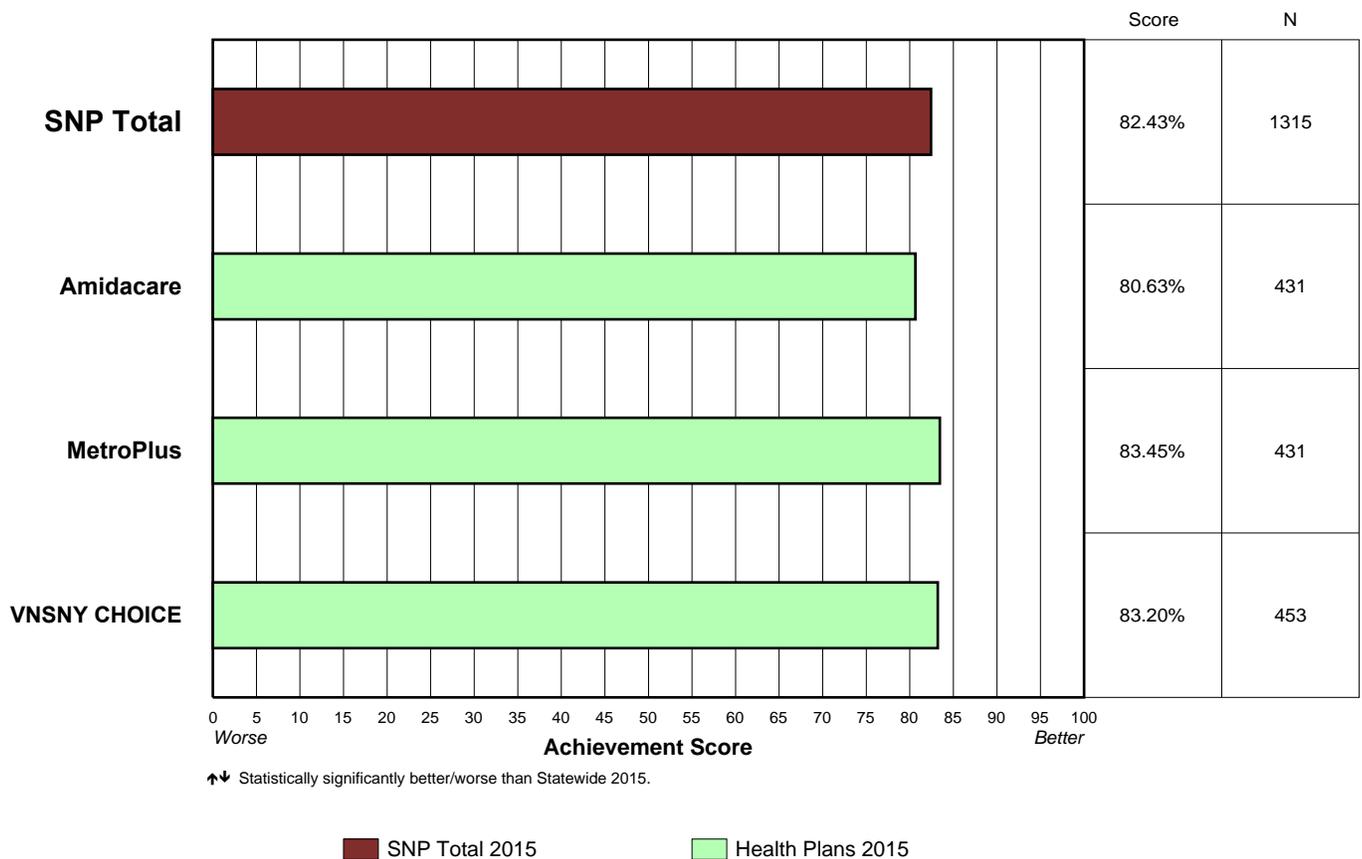
## Composites

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

For each graph, plan-level and SNP Total results are presented and plan-level scores are compared to the SNP Total for statistical significance.

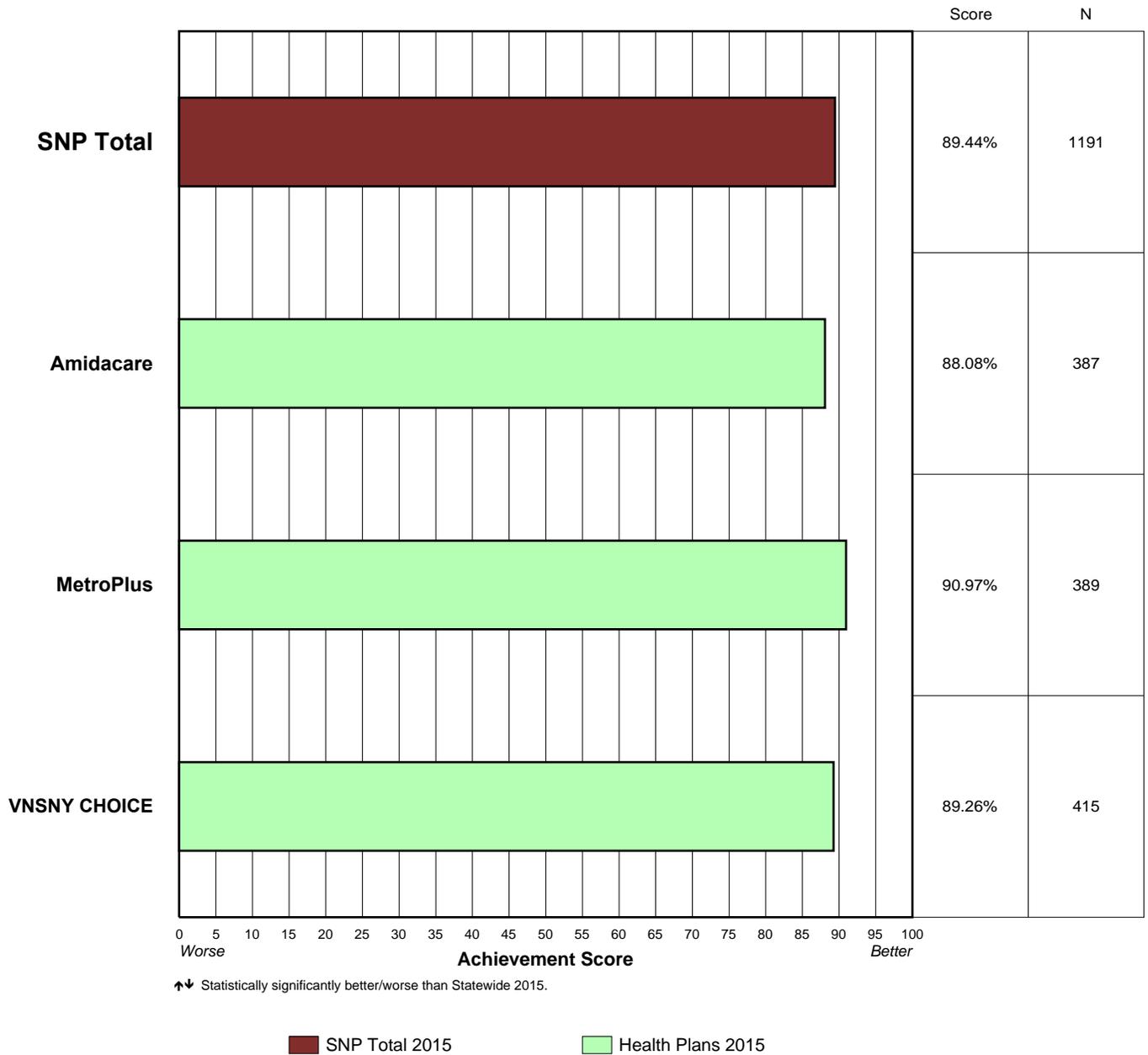
For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

### Getting Needed Care (Usually or Always)



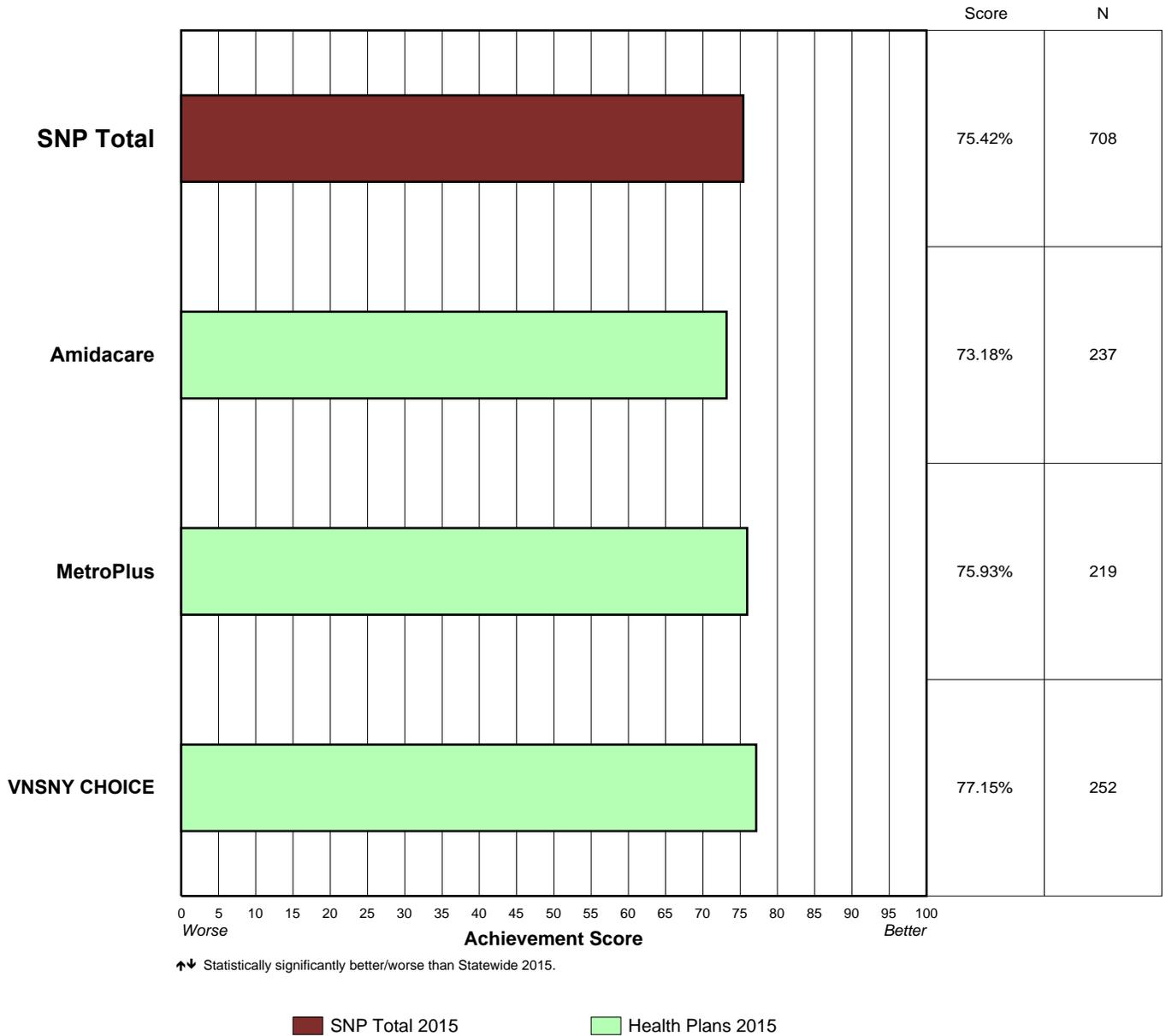
## Getting Needed Care (Usually or Always)

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

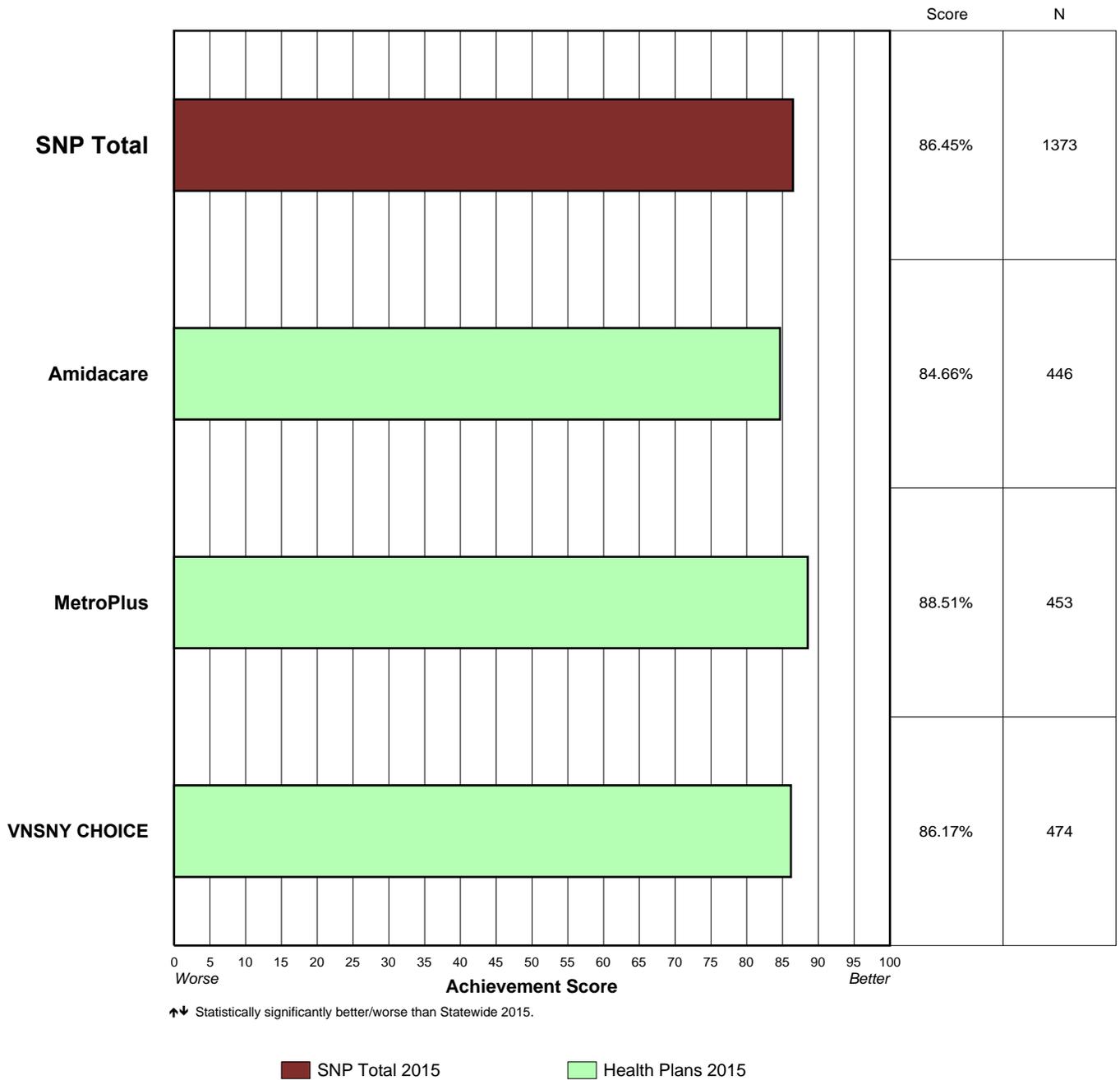


## Getting Needed Care (Usually or Always)

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

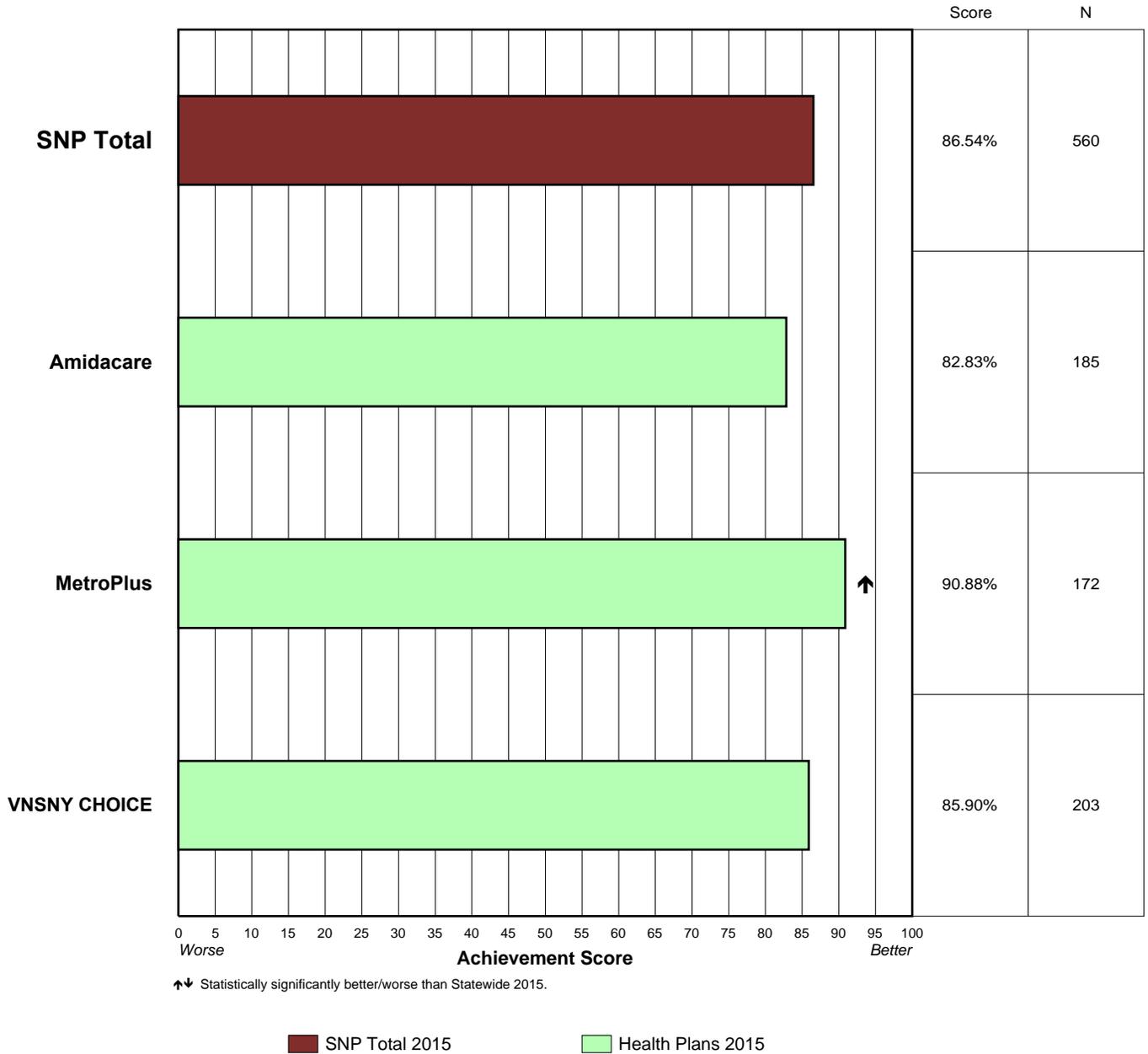


## Getting Care Quickly (Usually or Always)



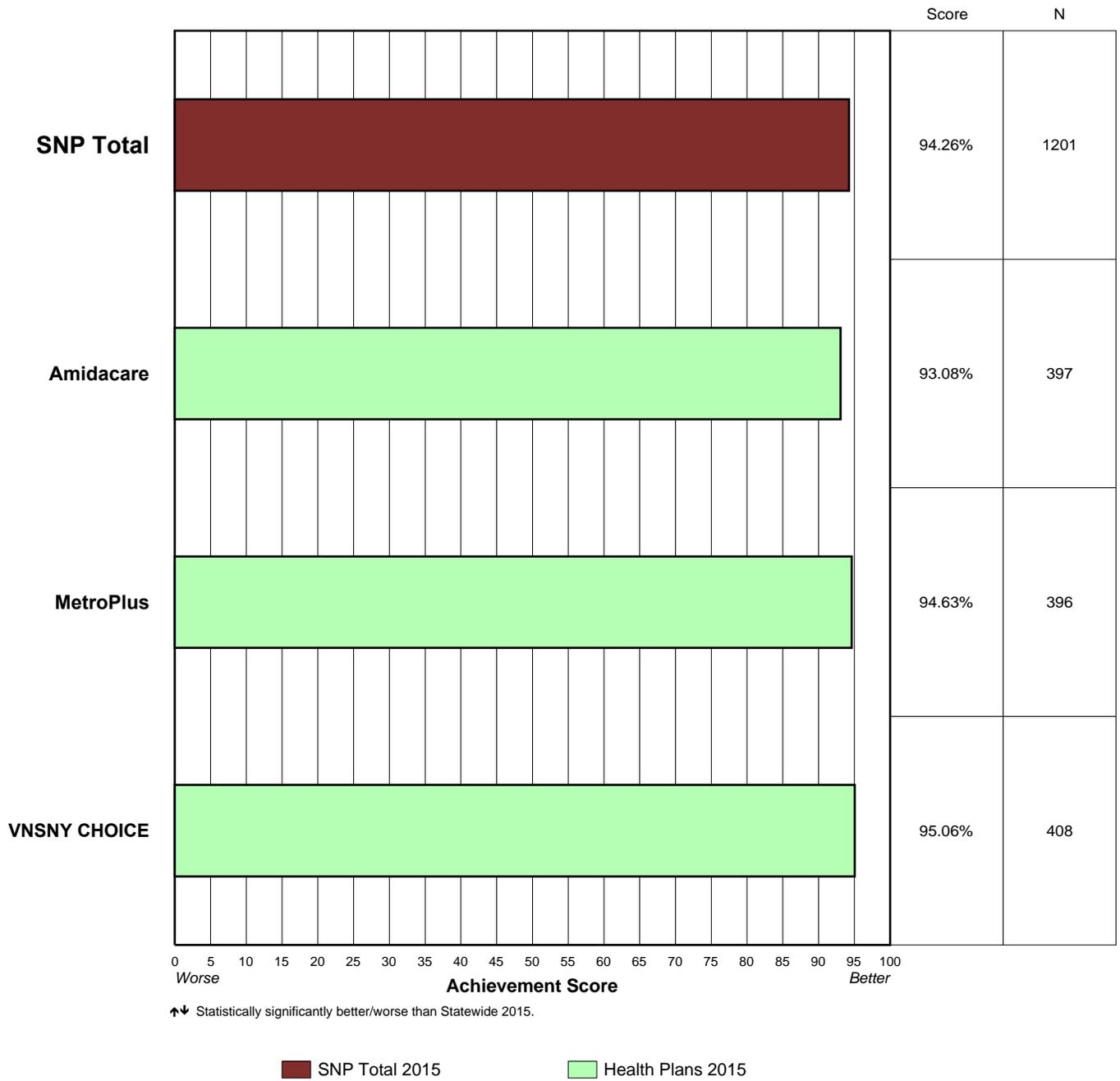
## Getting Care Quickly (Usually or Always)

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



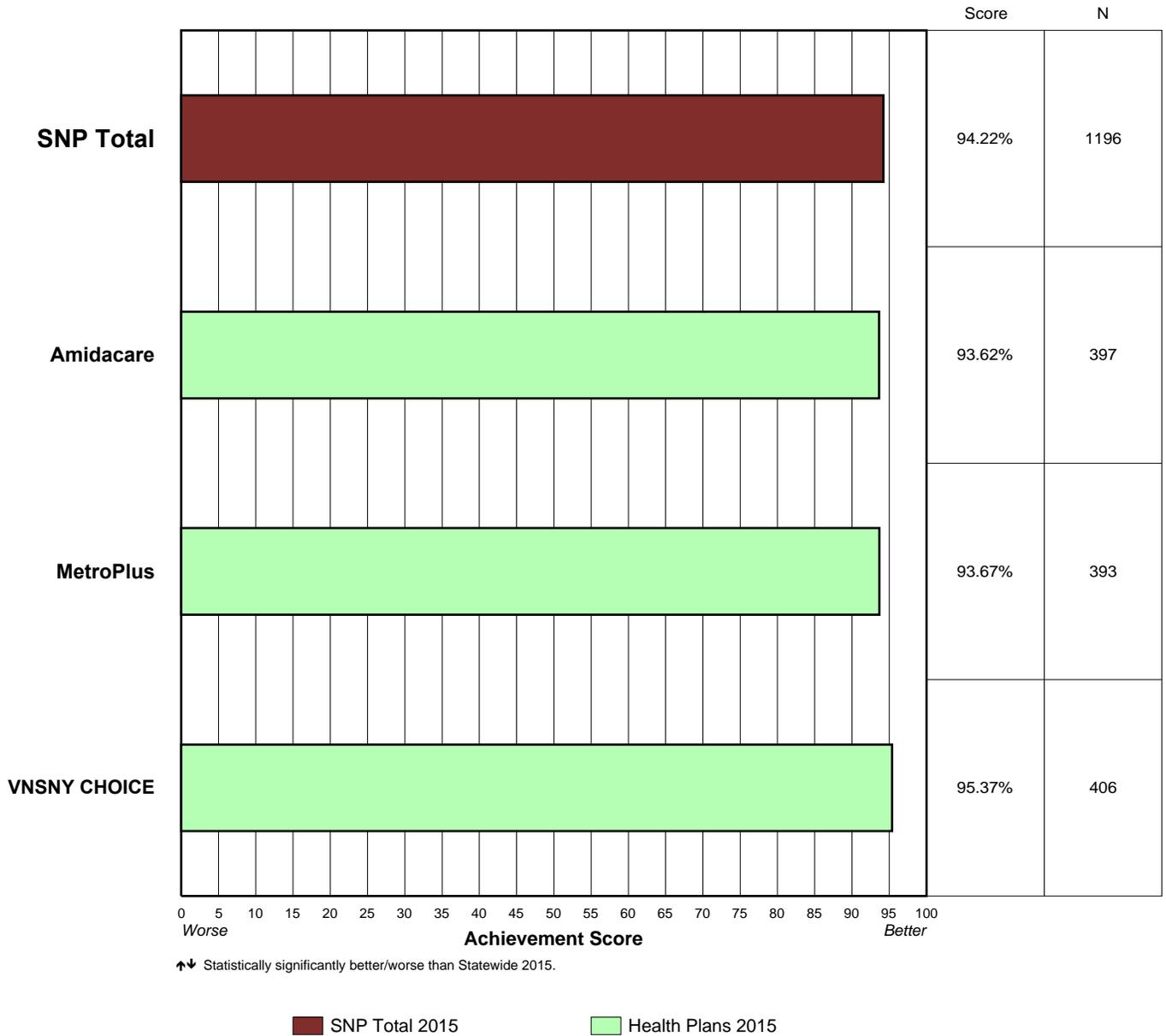


## How Well Doctors Communicate (Usually or Always)



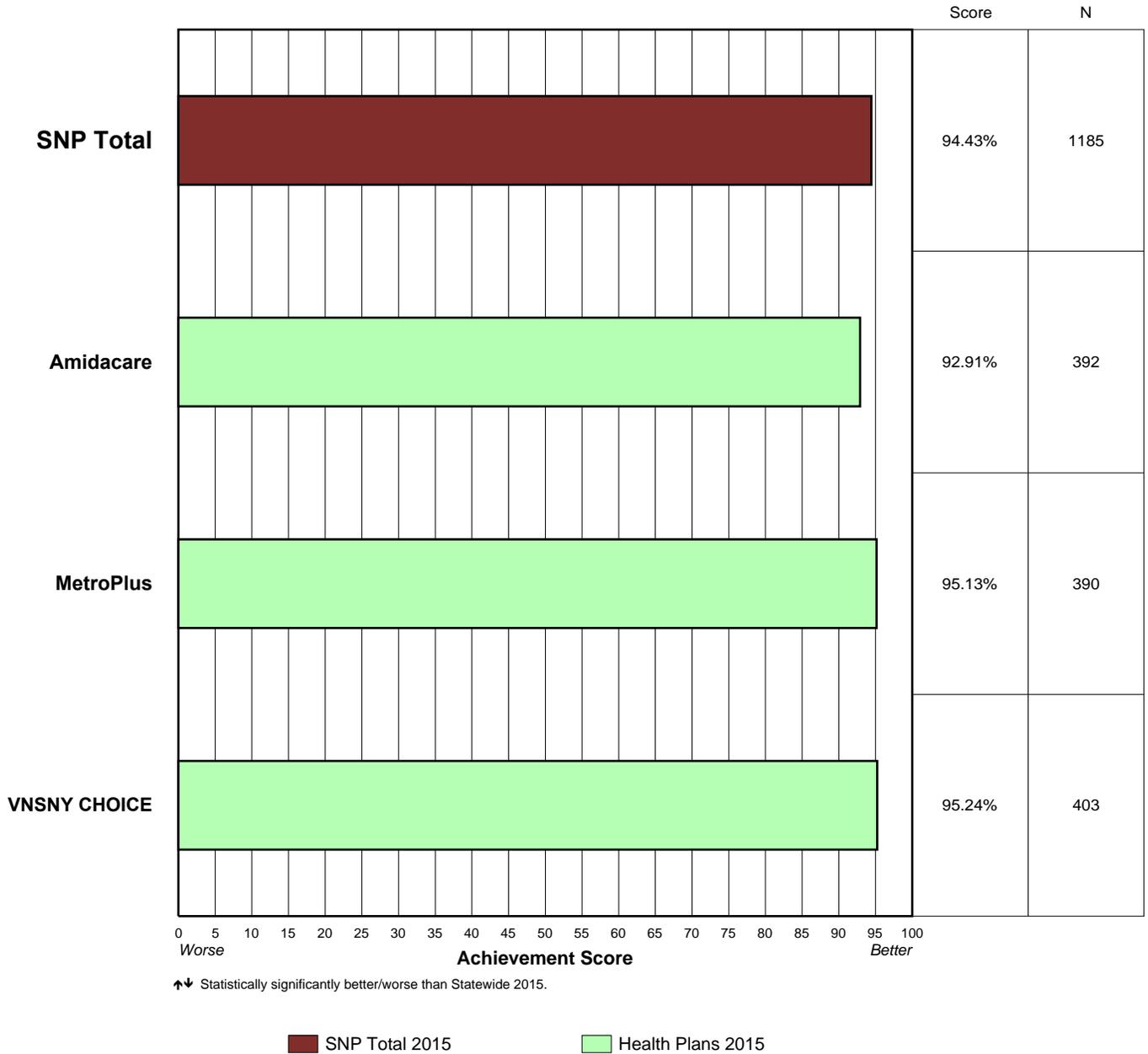
## How Well Doctors Communicate (Usually or Always)

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



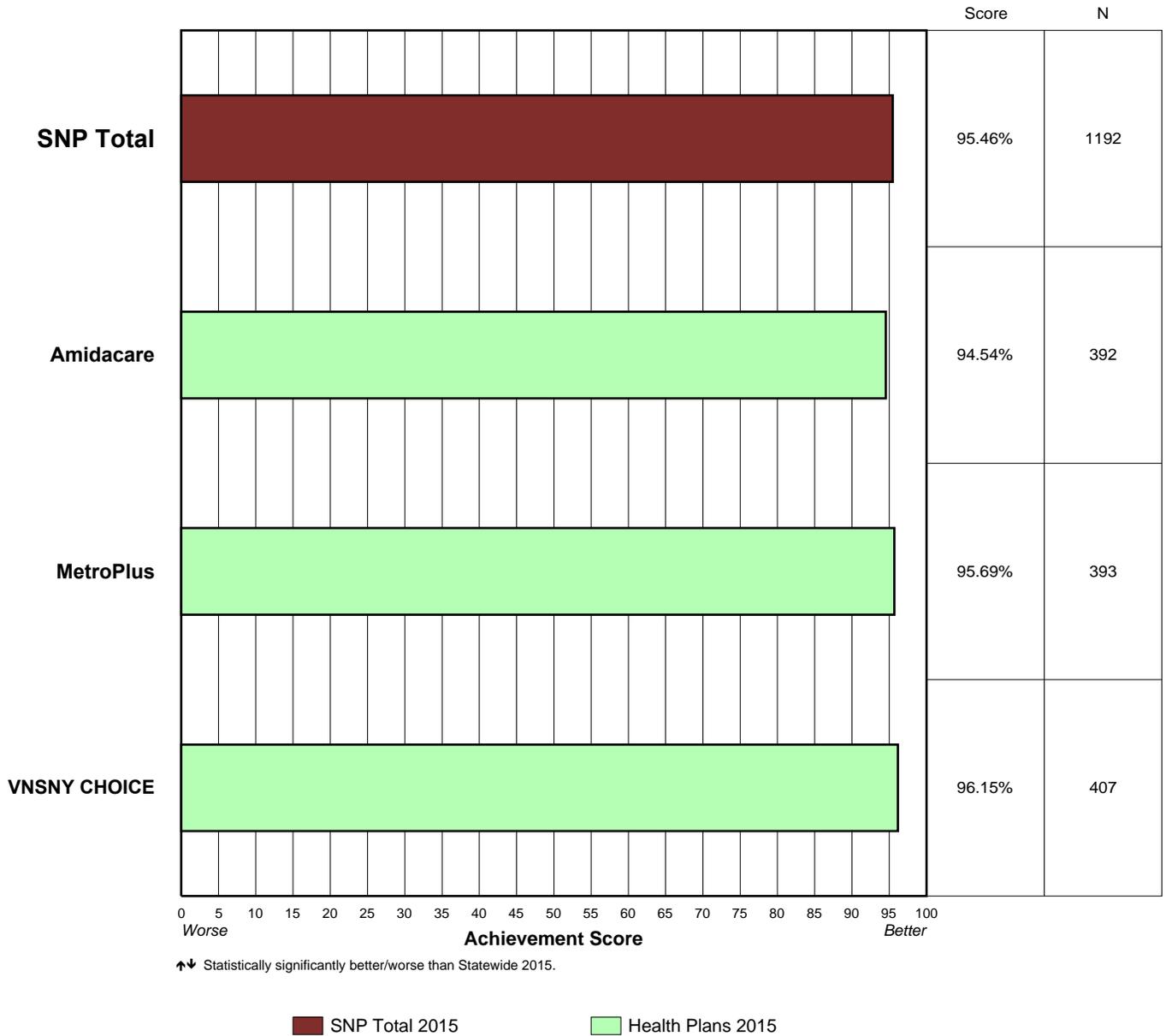
## How Well Doctors Communicate (Usually or Always)

### Q28. Personal doctor usually or always listened carefully to you



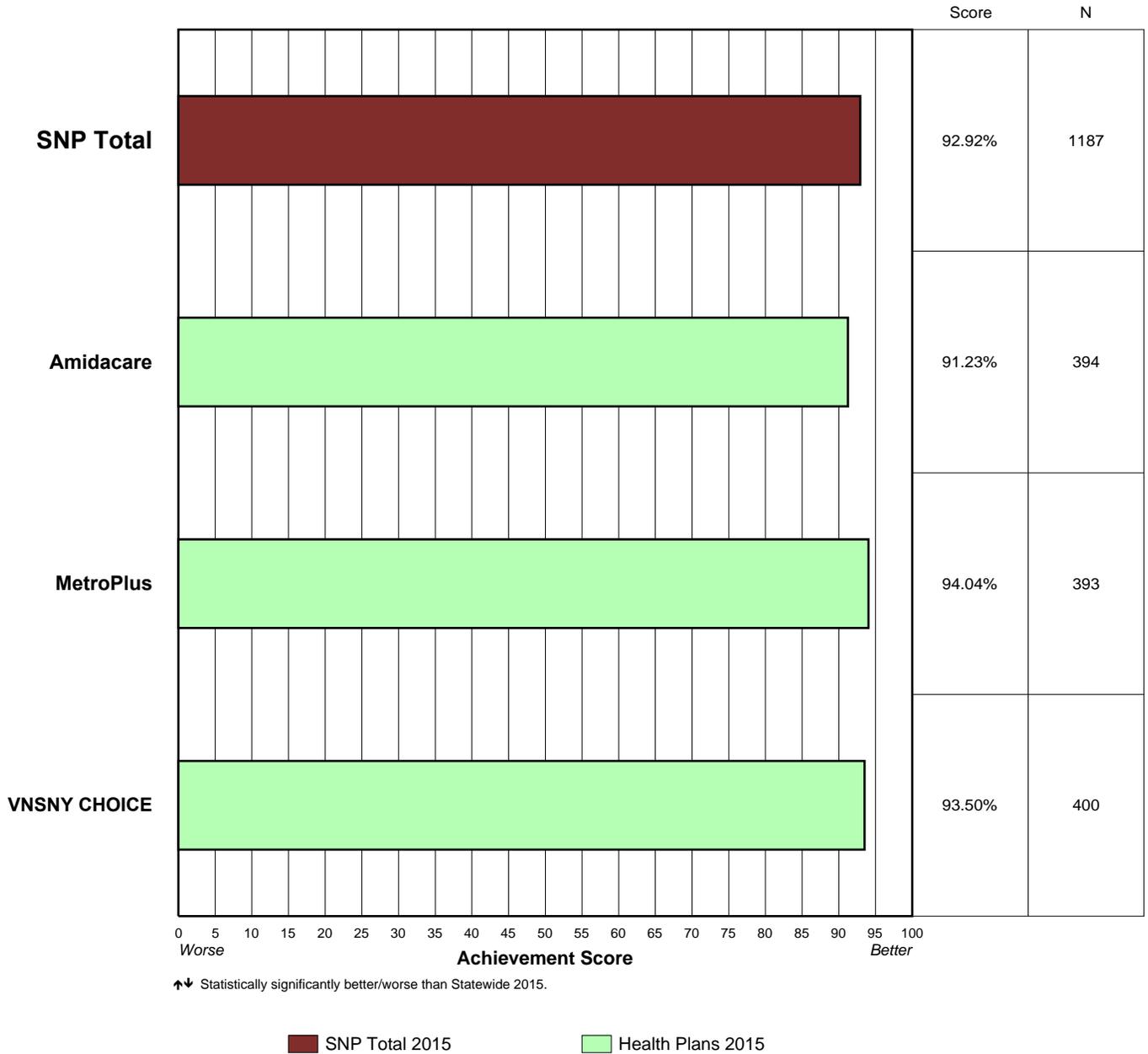
## How Well Doctors Communicate (Usually or Always)

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

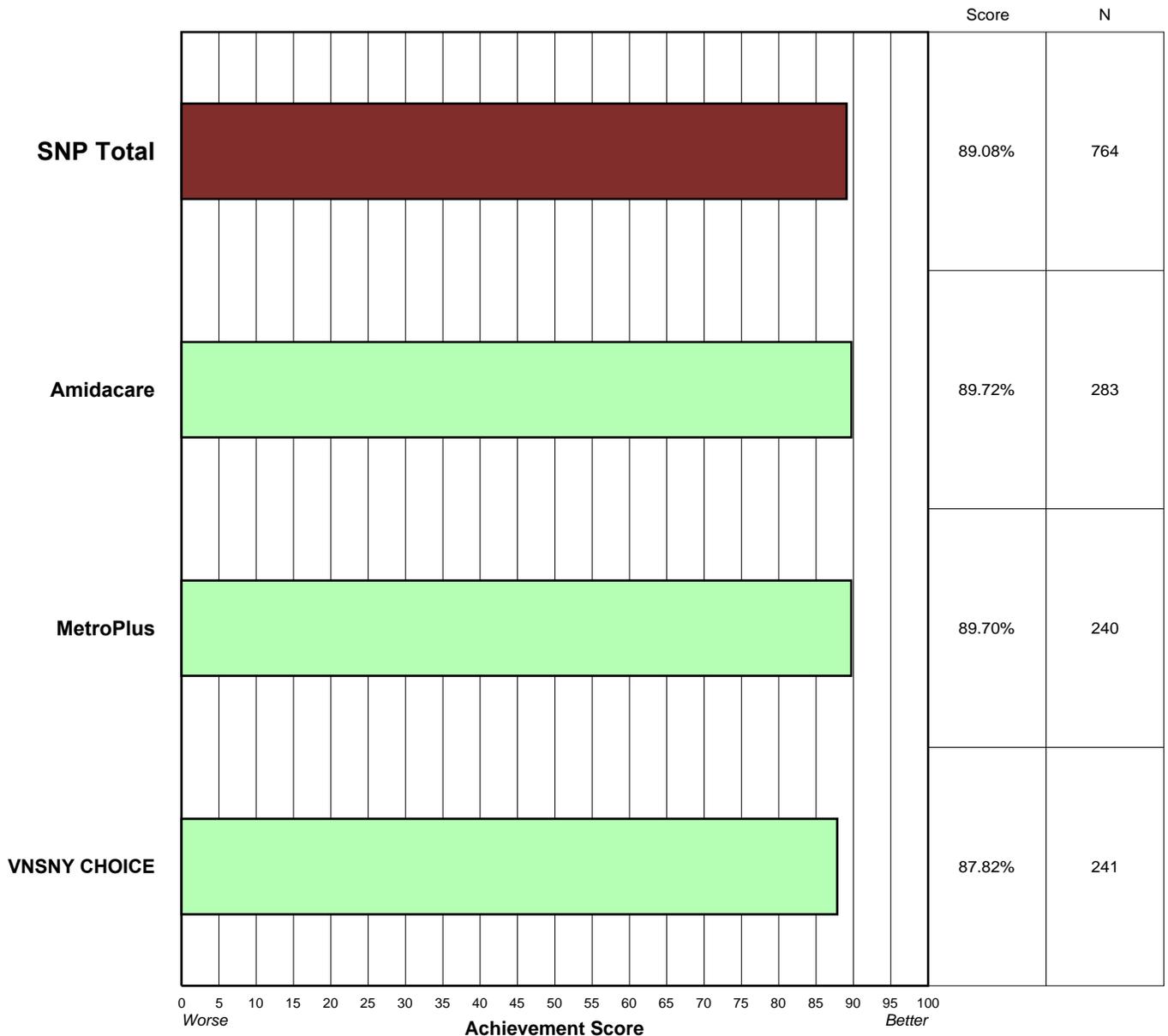


## How Well Doctors Communicate (Usually or Always)

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



### Customer Service (Usually or Always)



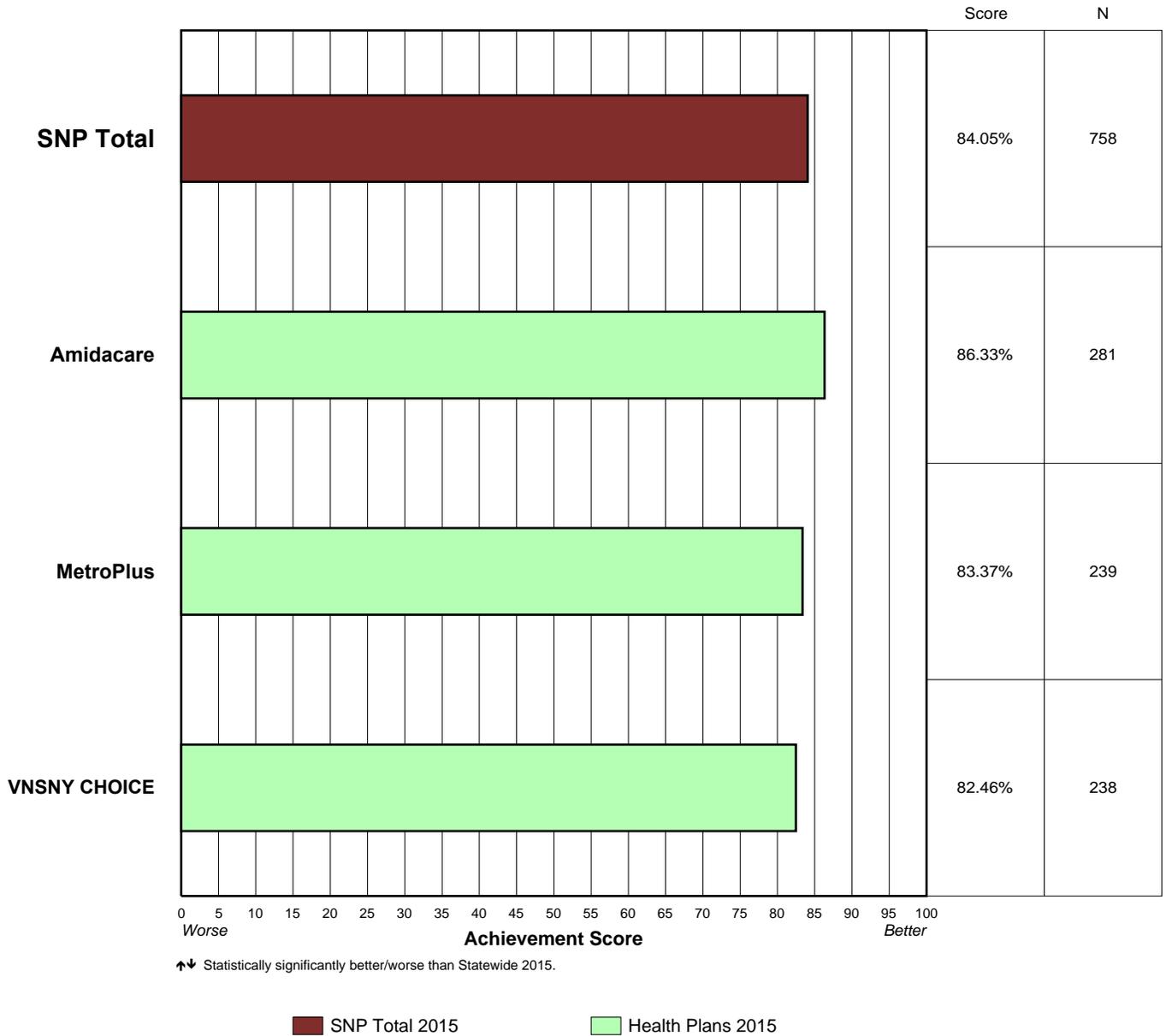
↕ Statistically significantly better/worse than Statewide 2015.

■ SNP Total 2015

■ Health Plans 2015

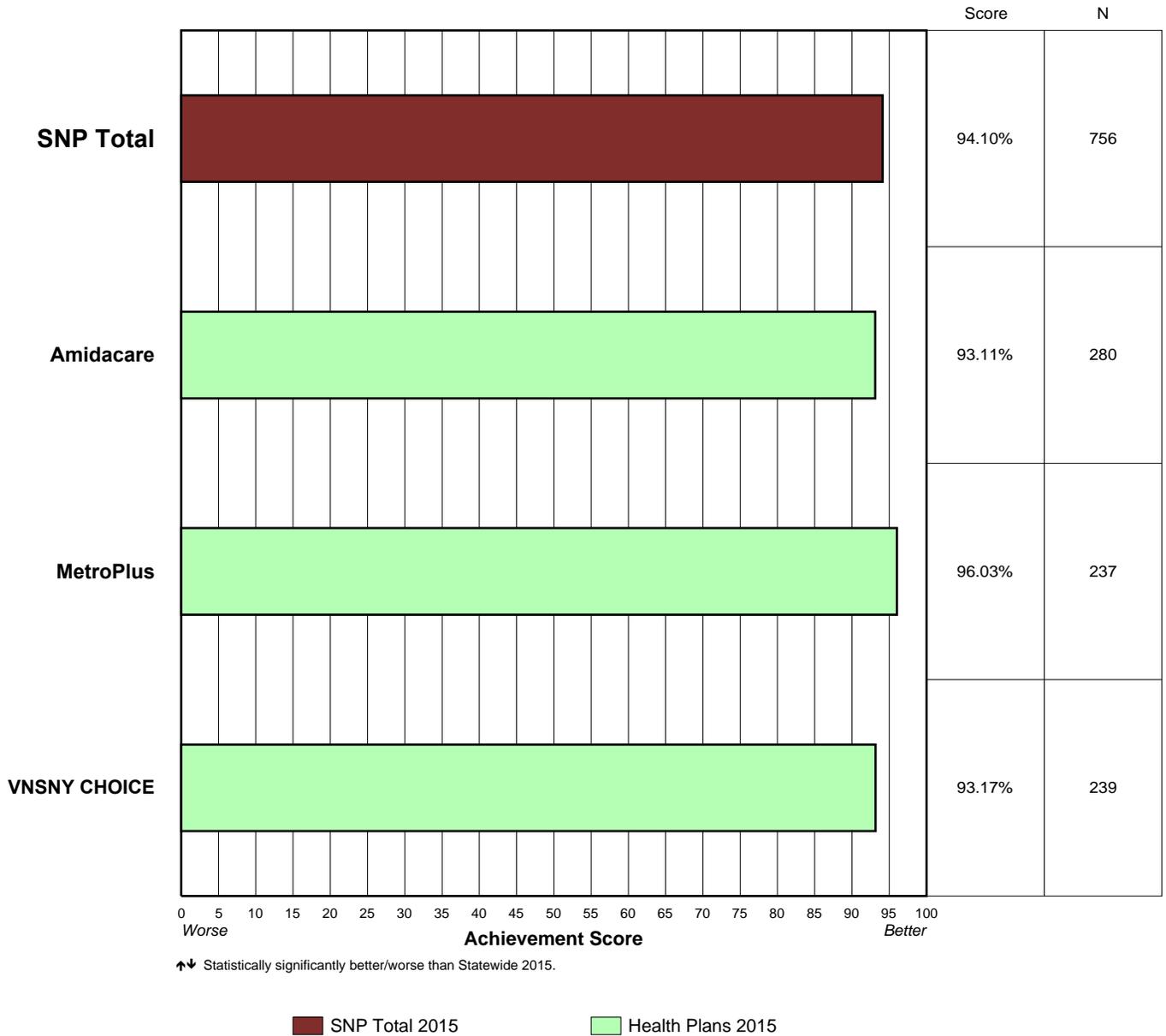
## Customer Service (Usually or Always)

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

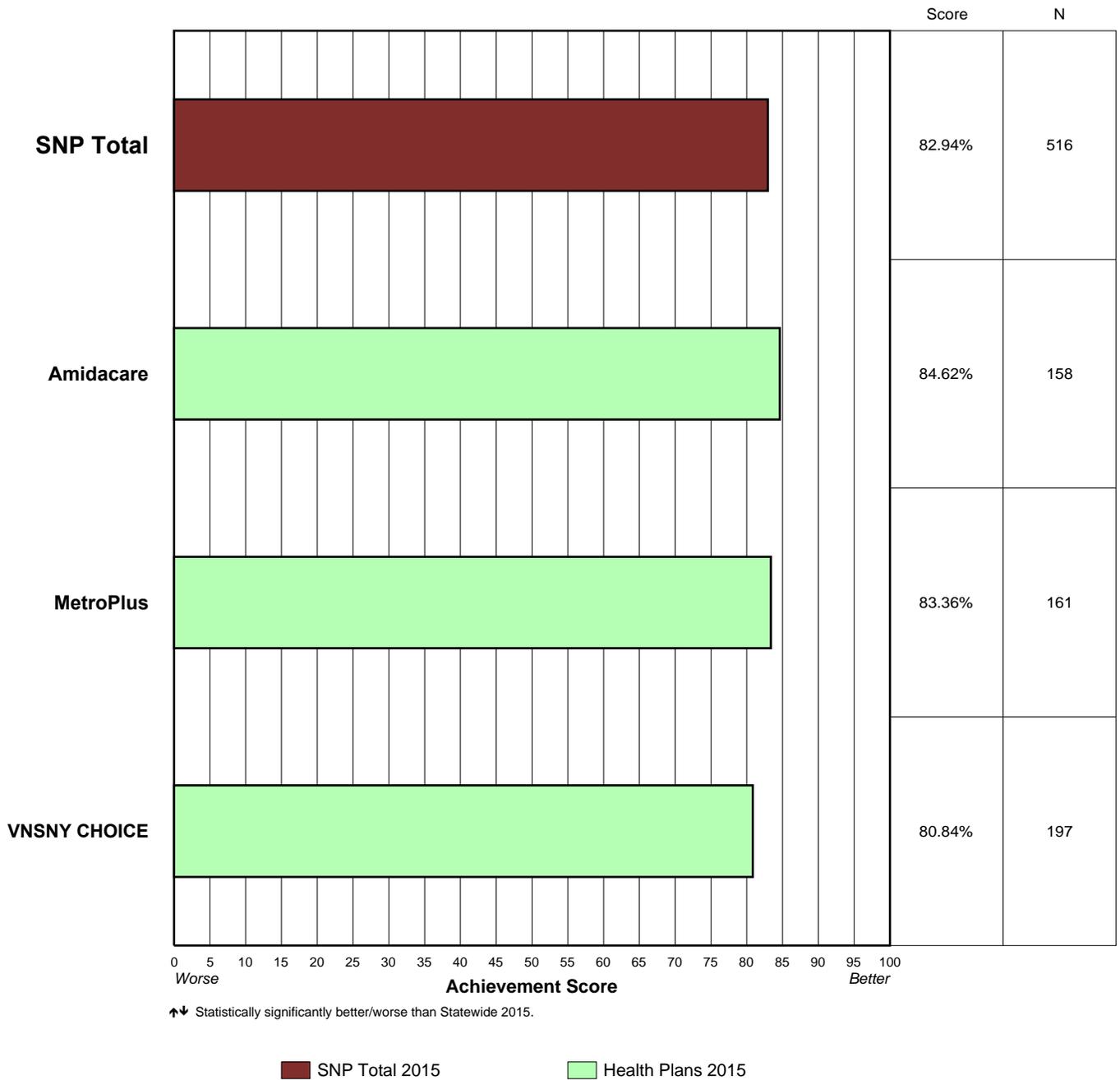


## Customer Service (Usually or Always)

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

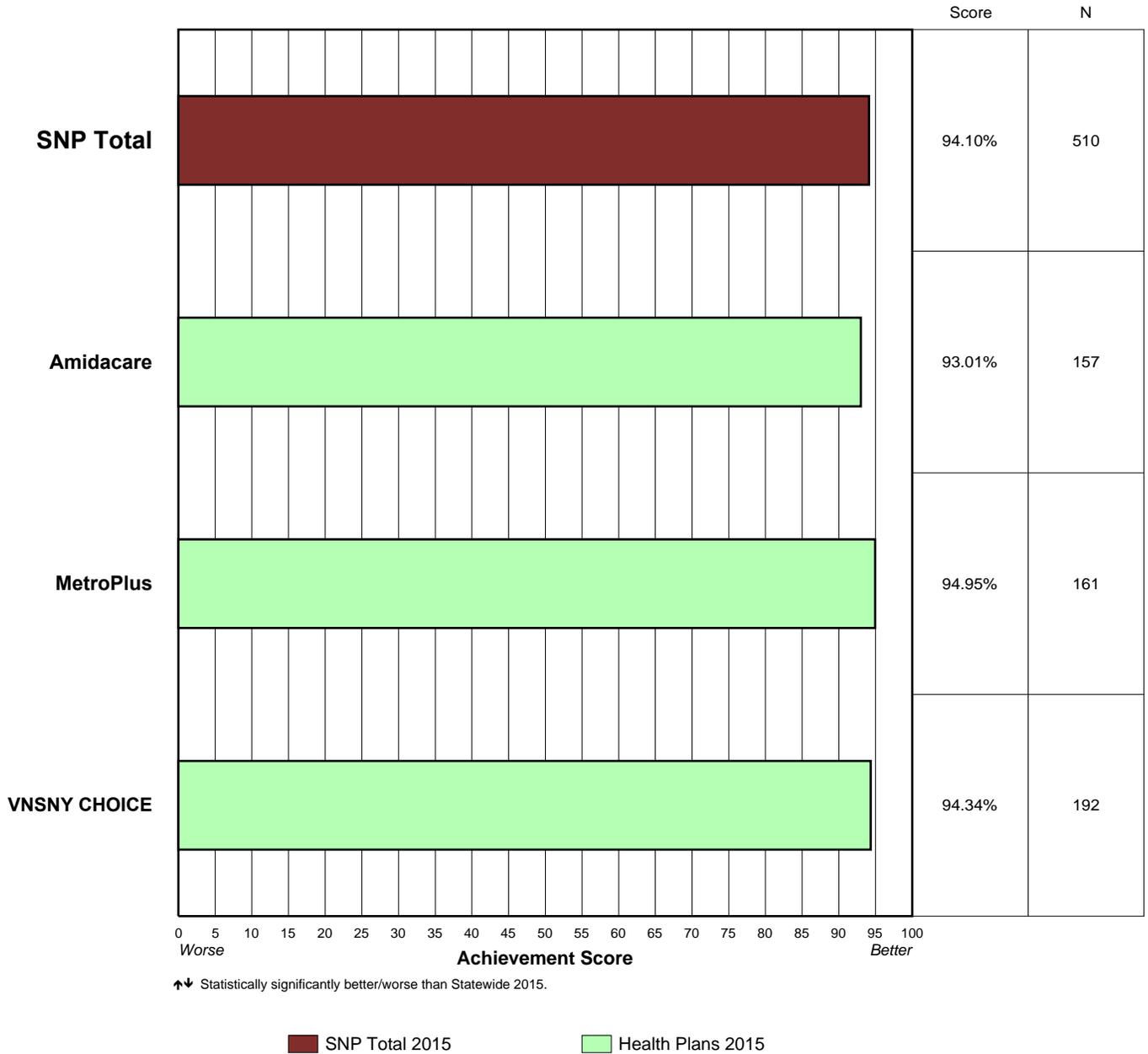


### Shared Decision Making (Yes)



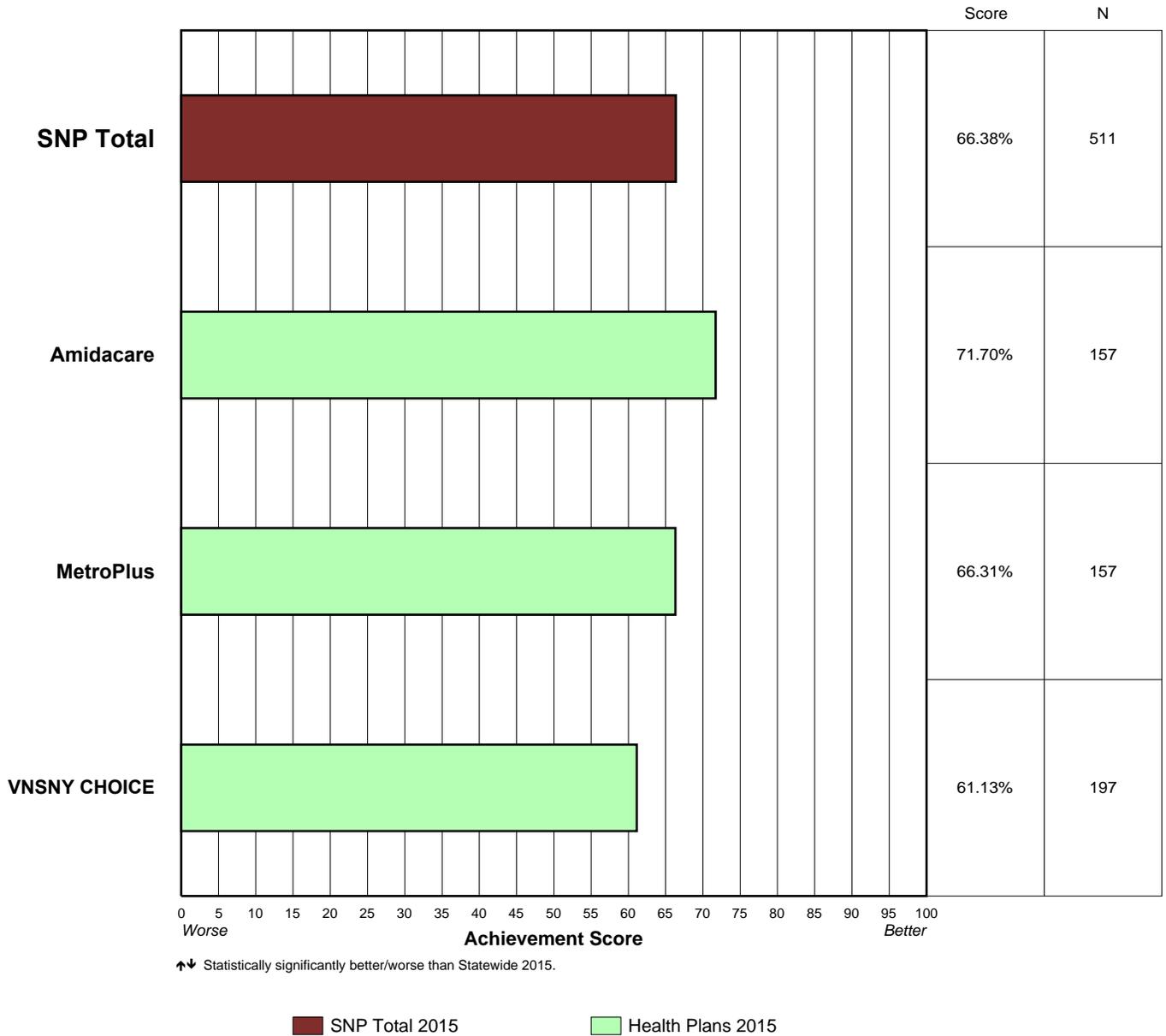
## Shared Decision Making (Yes)

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



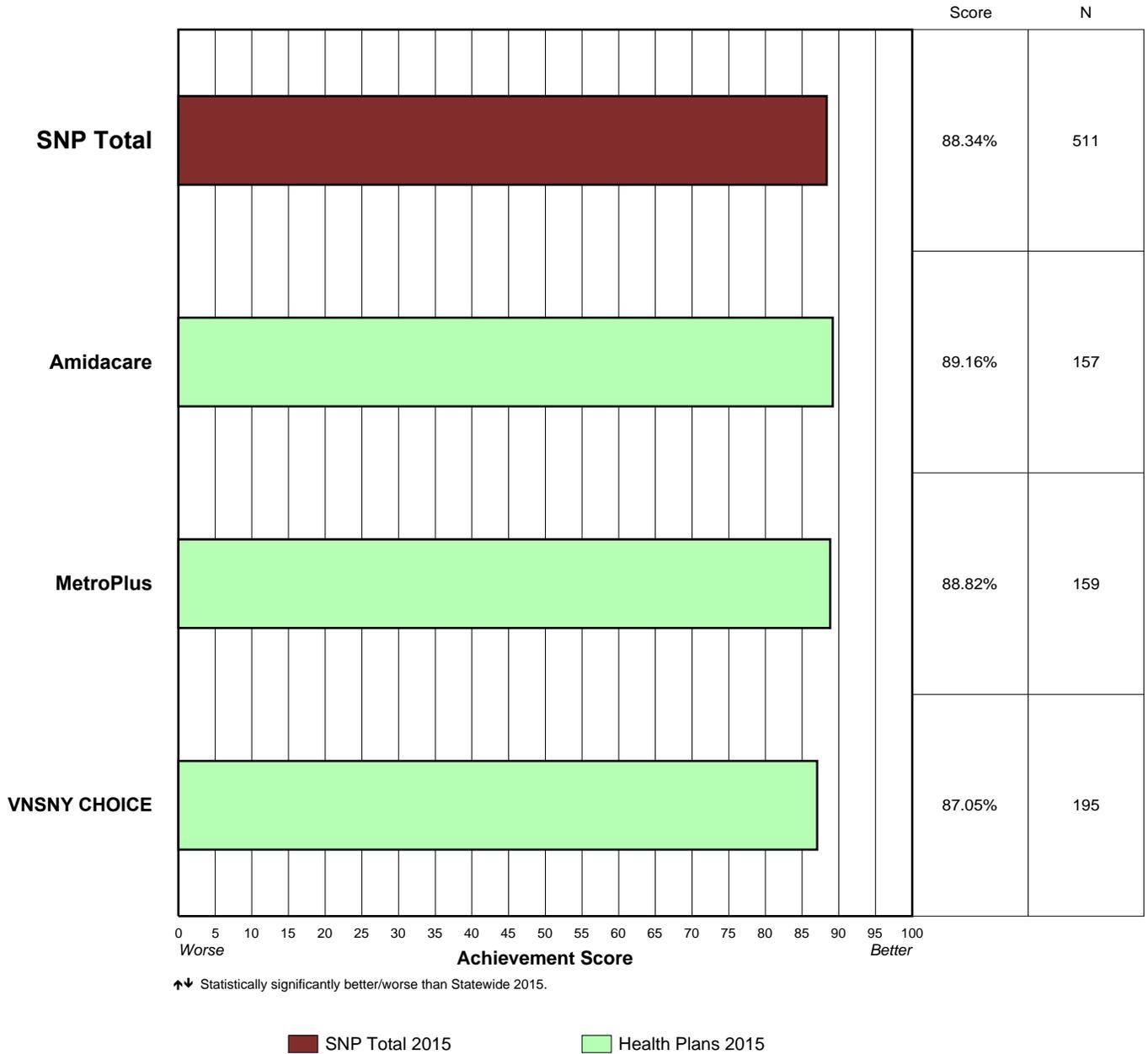
## Shared Decision Making (Yes)

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



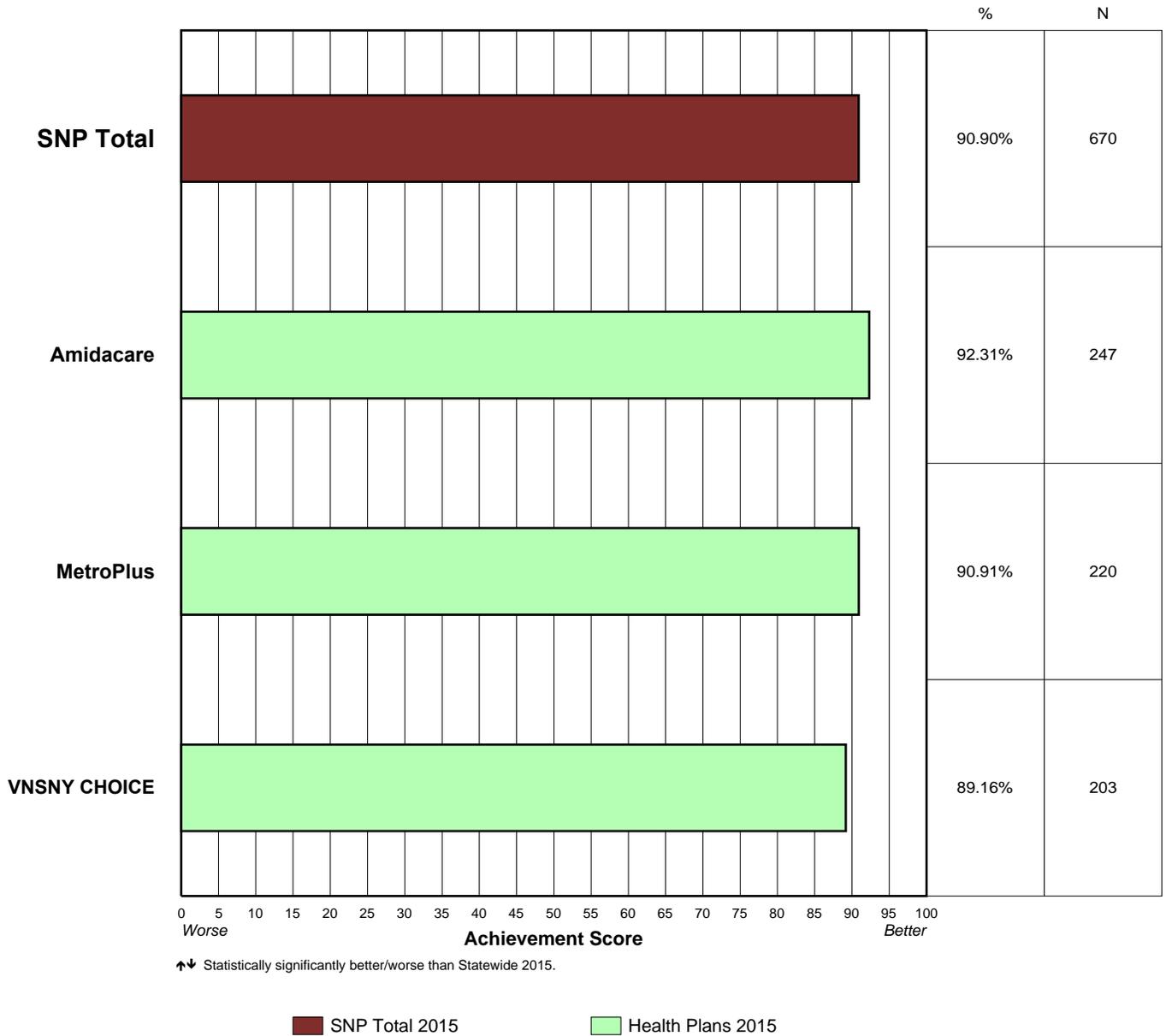
## Shared Decision Making (Yes)

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



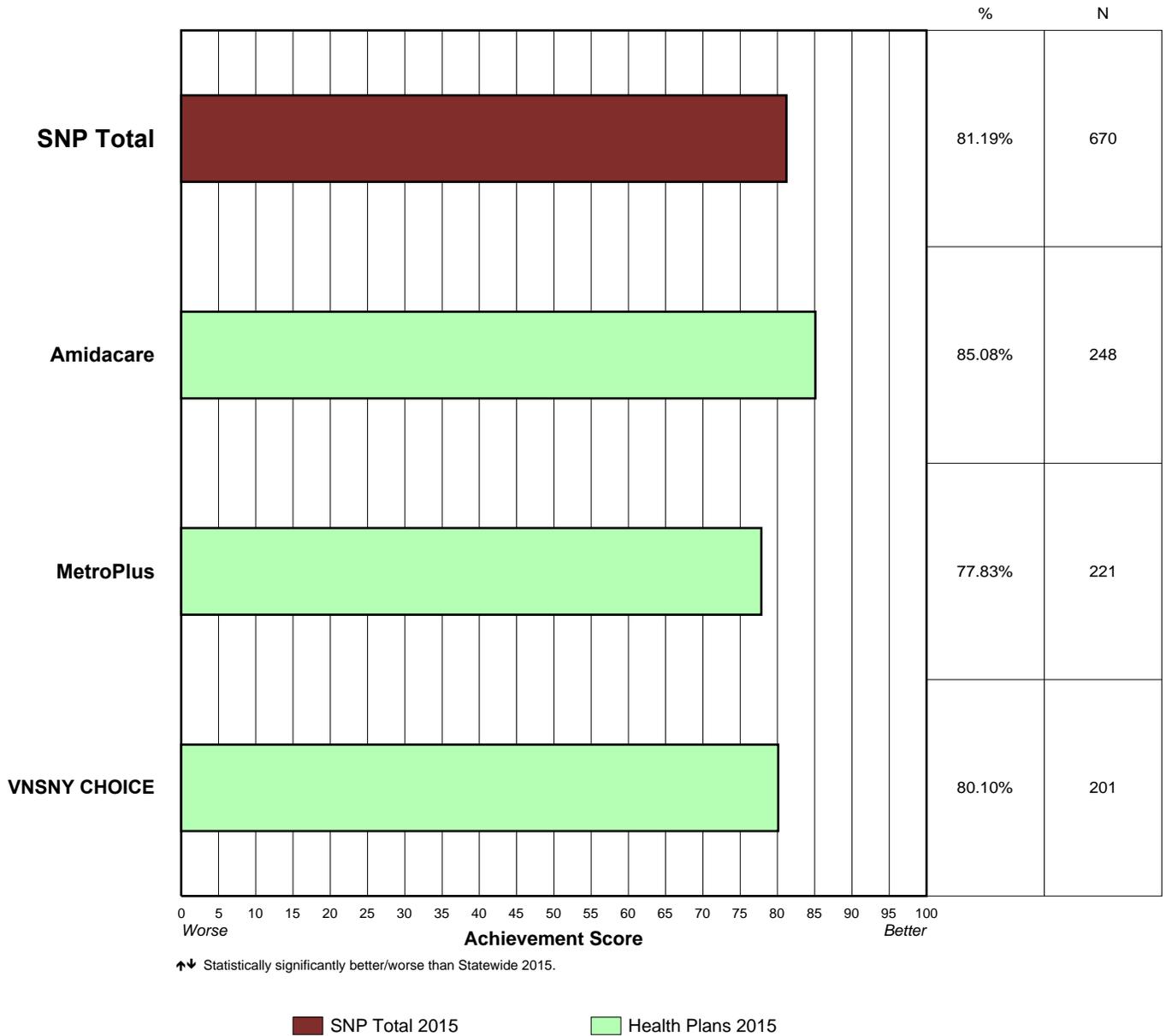
## Medical Assistance with Smoking Cessation

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



## Medical Assistance with Smoking Cessation

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

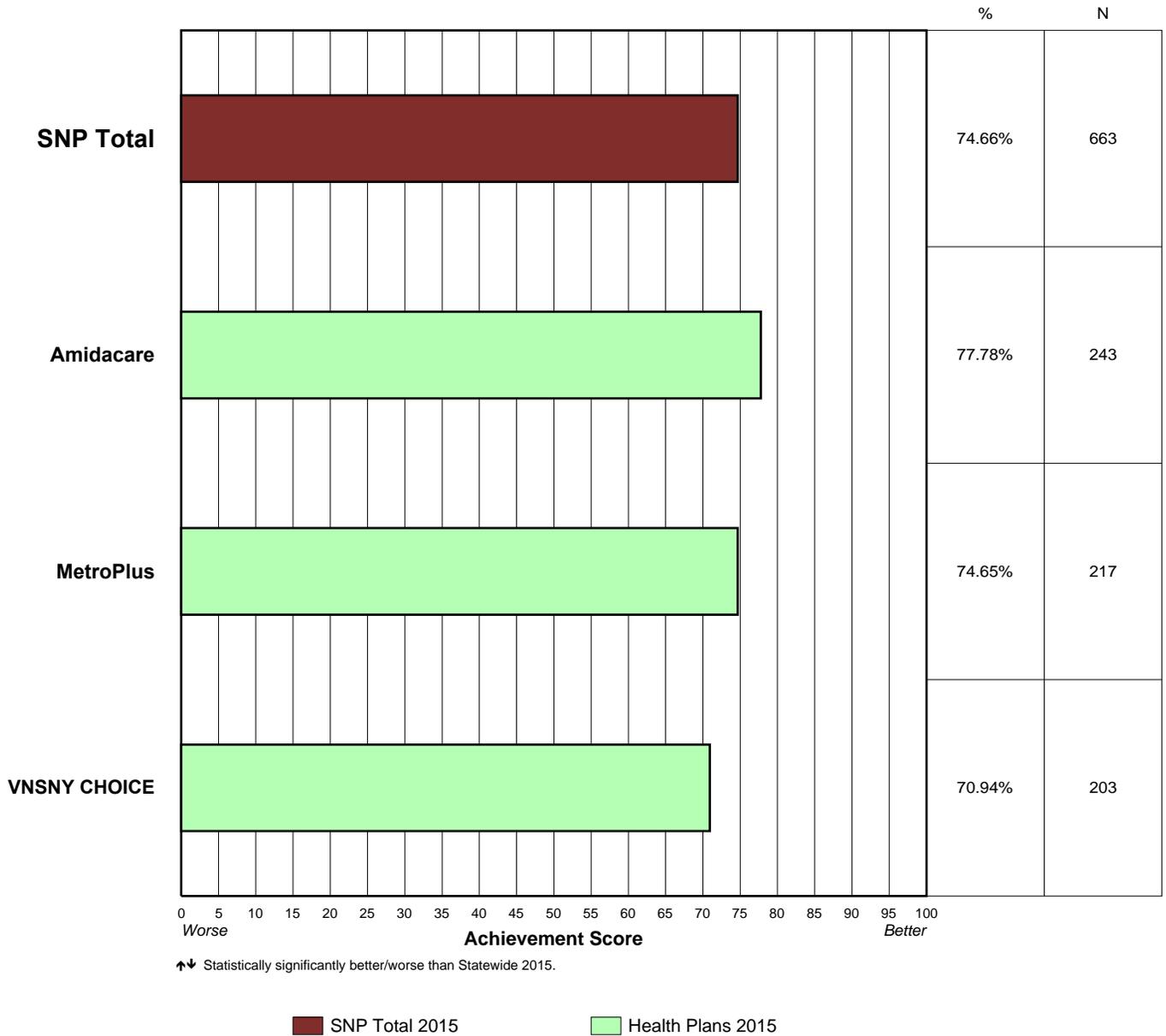


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100  
 Worse Achievement Score Better

↕ Statistically significantly better/worse than Statewide 2015.

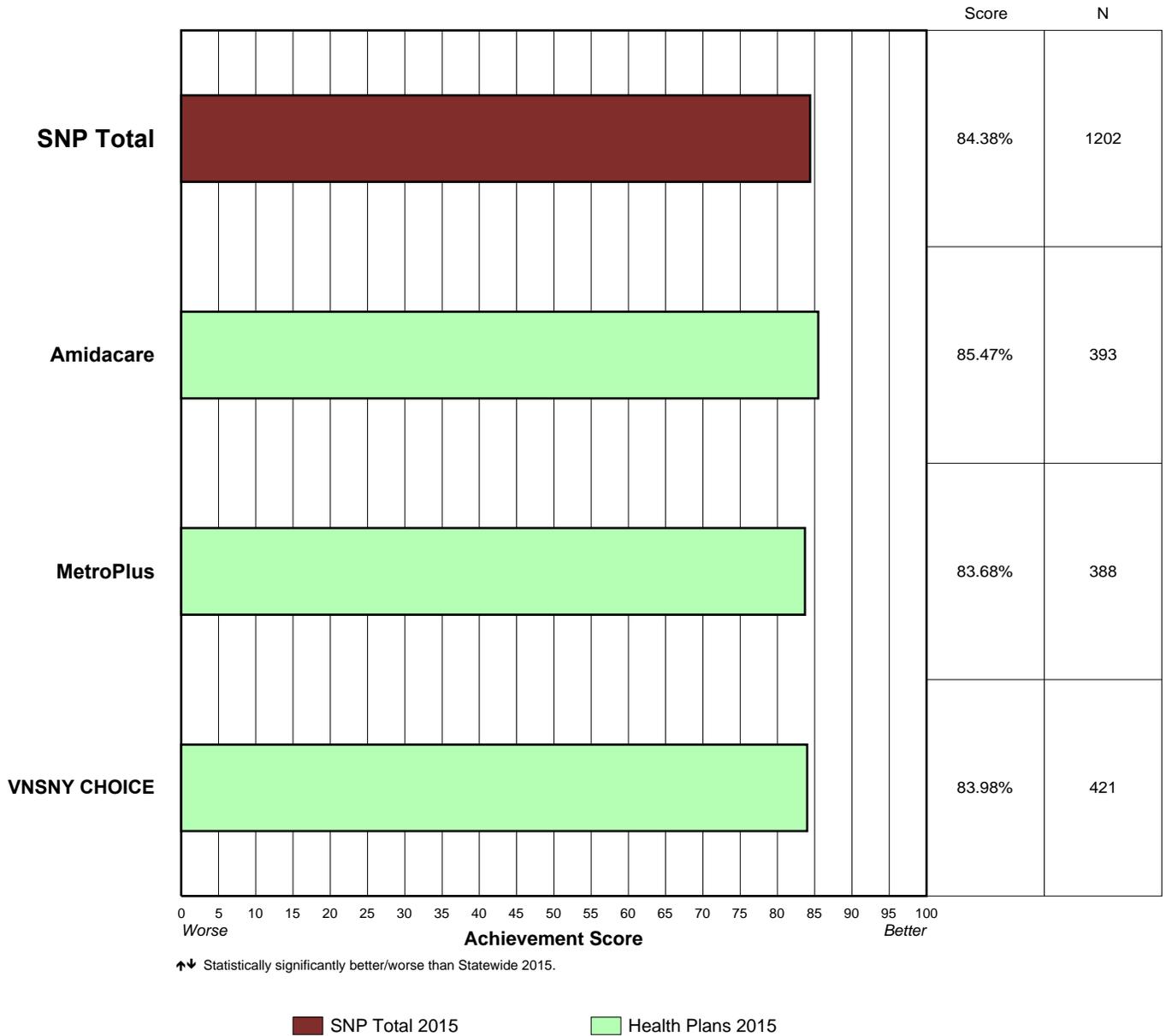
## Medical Assistance with Smoking Cessation

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



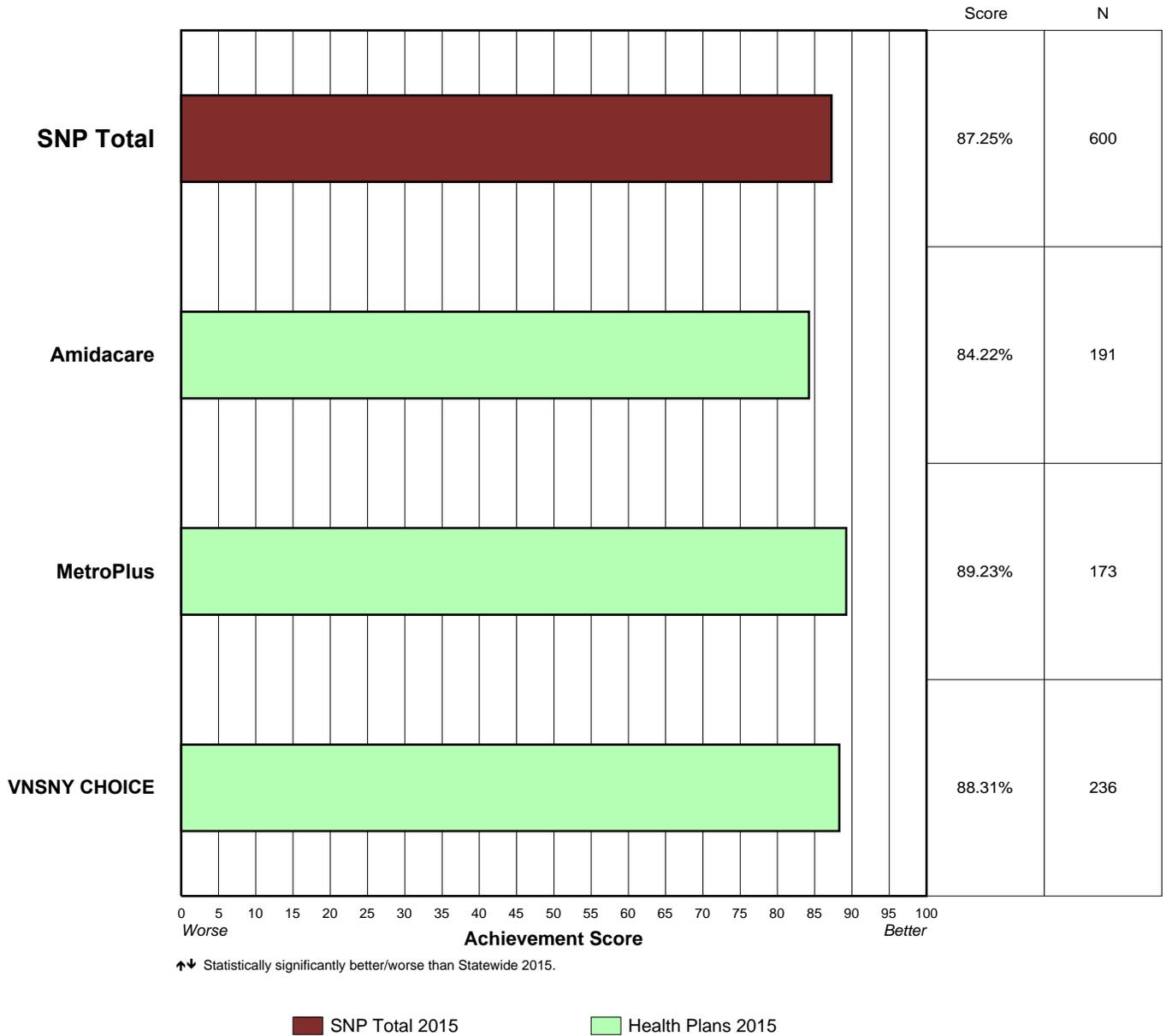
# Single Items

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



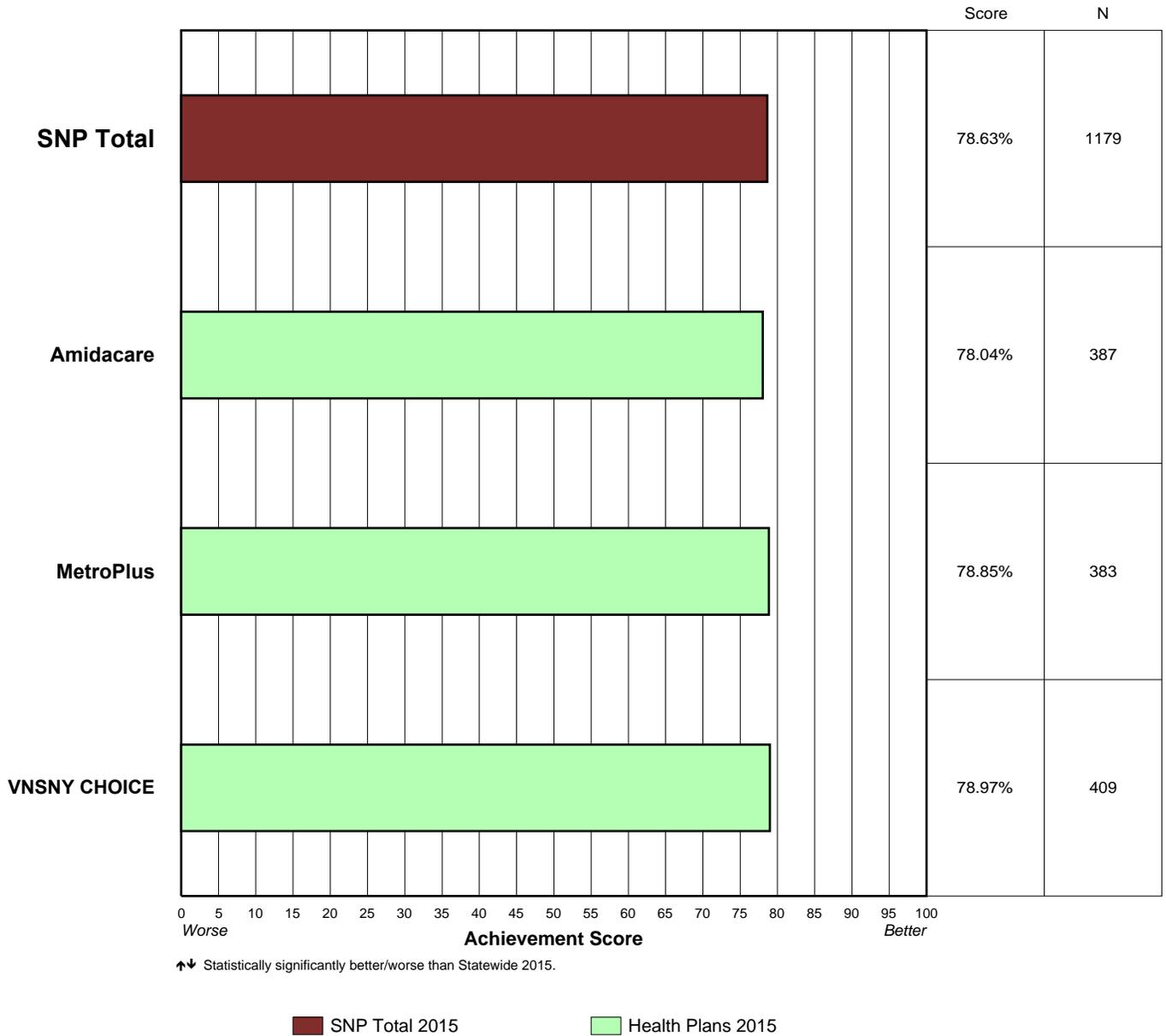
### Single Items

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



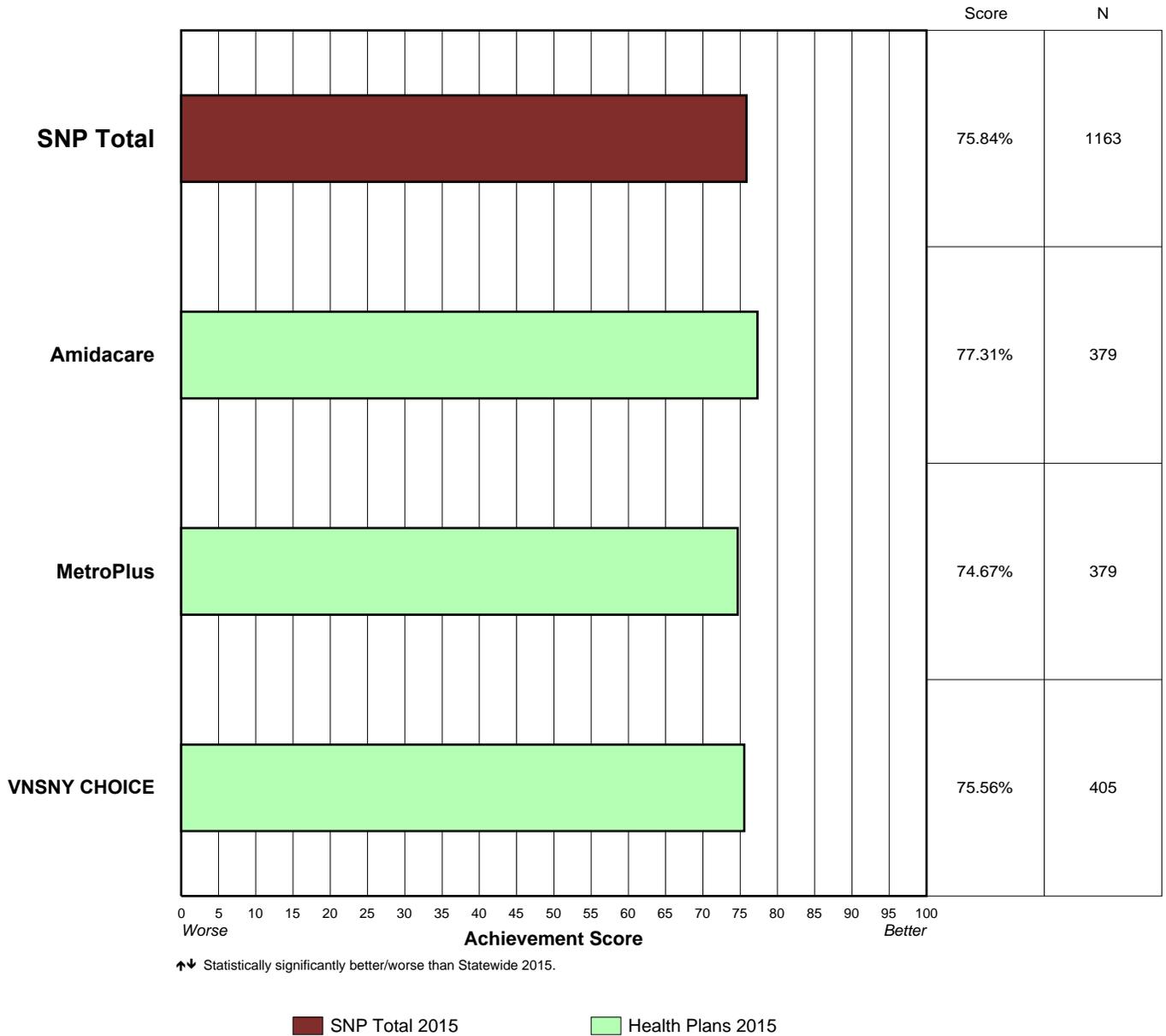
# Single Items

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



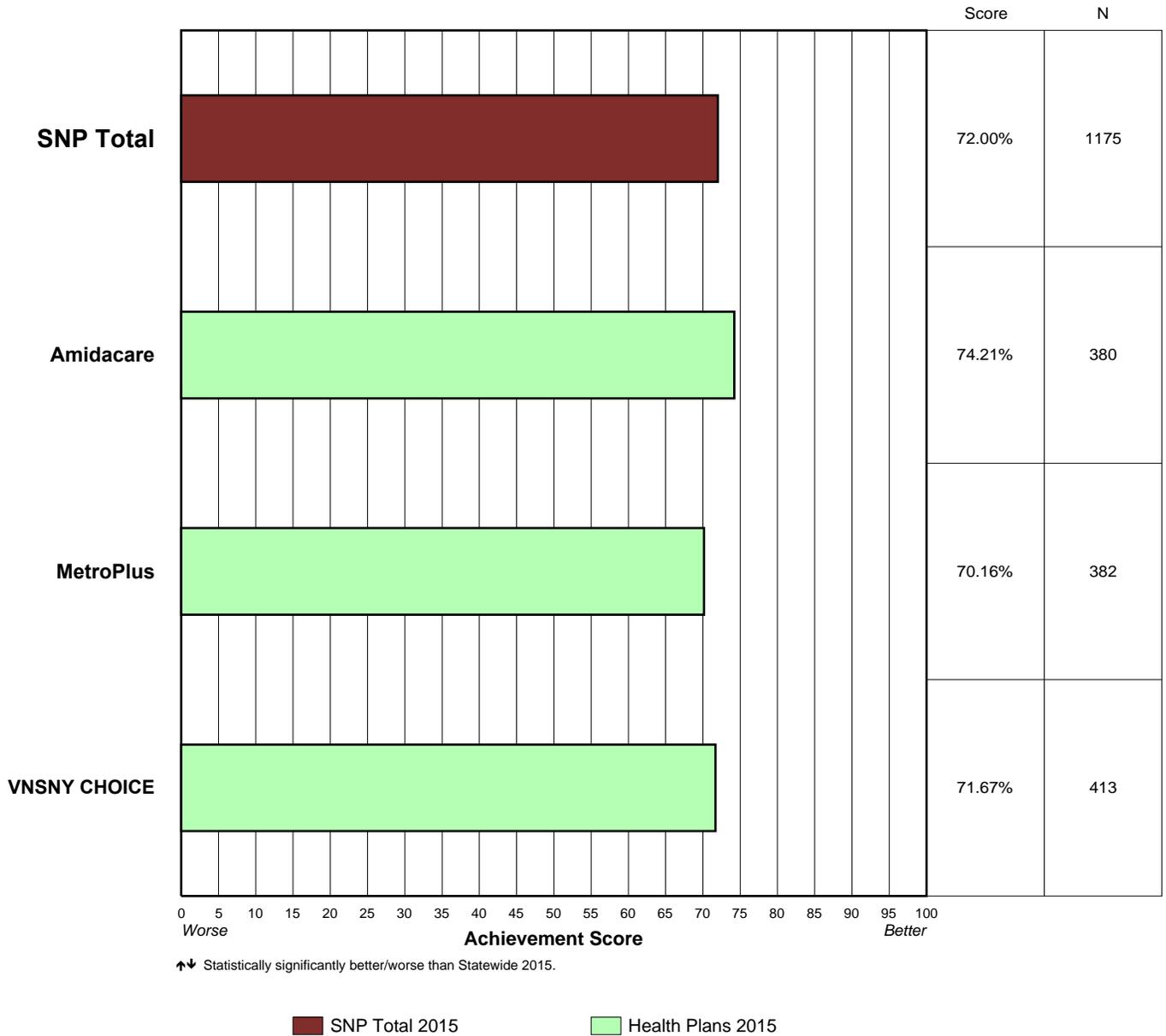
# Single Items

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



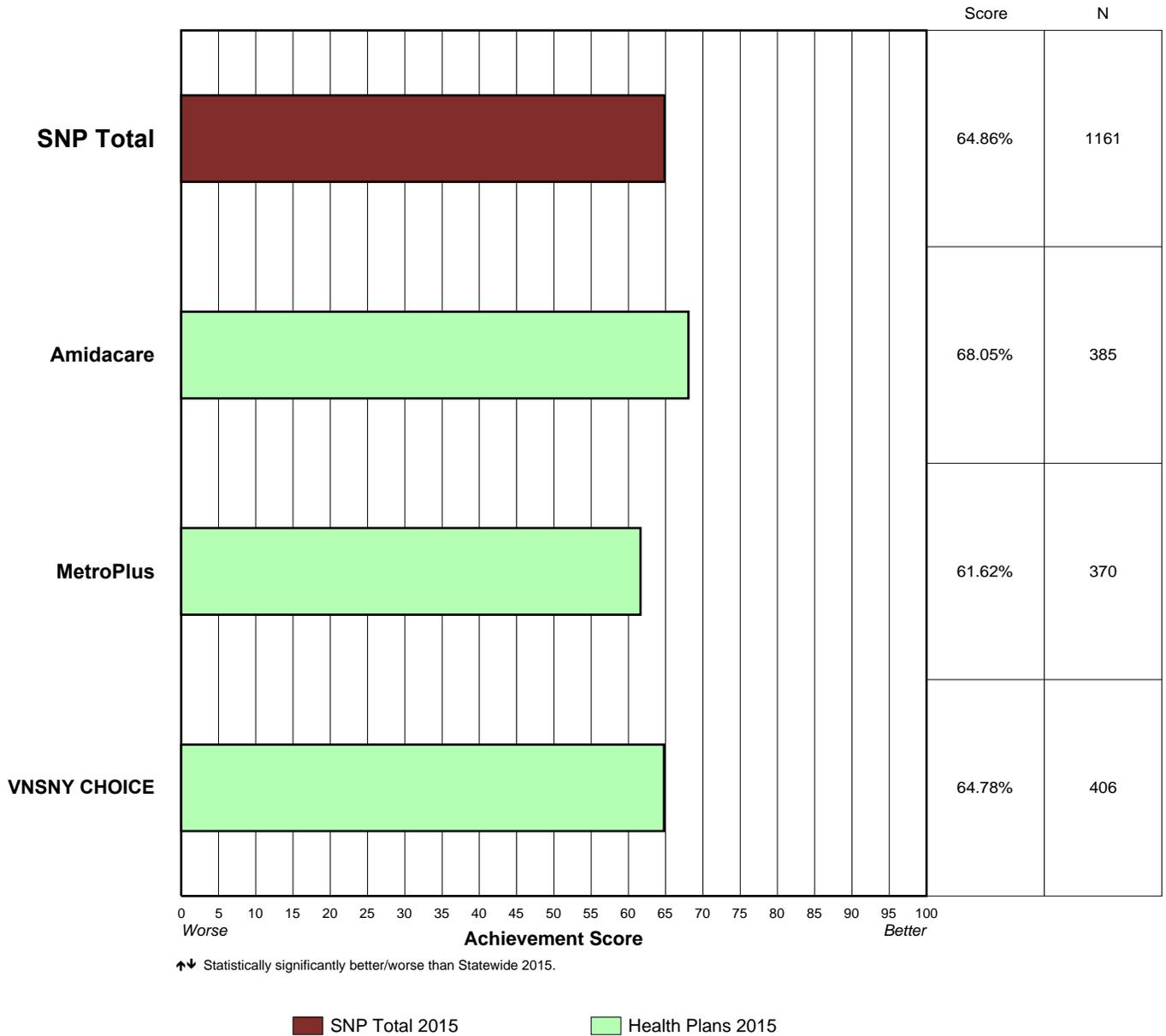
# Single Items

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



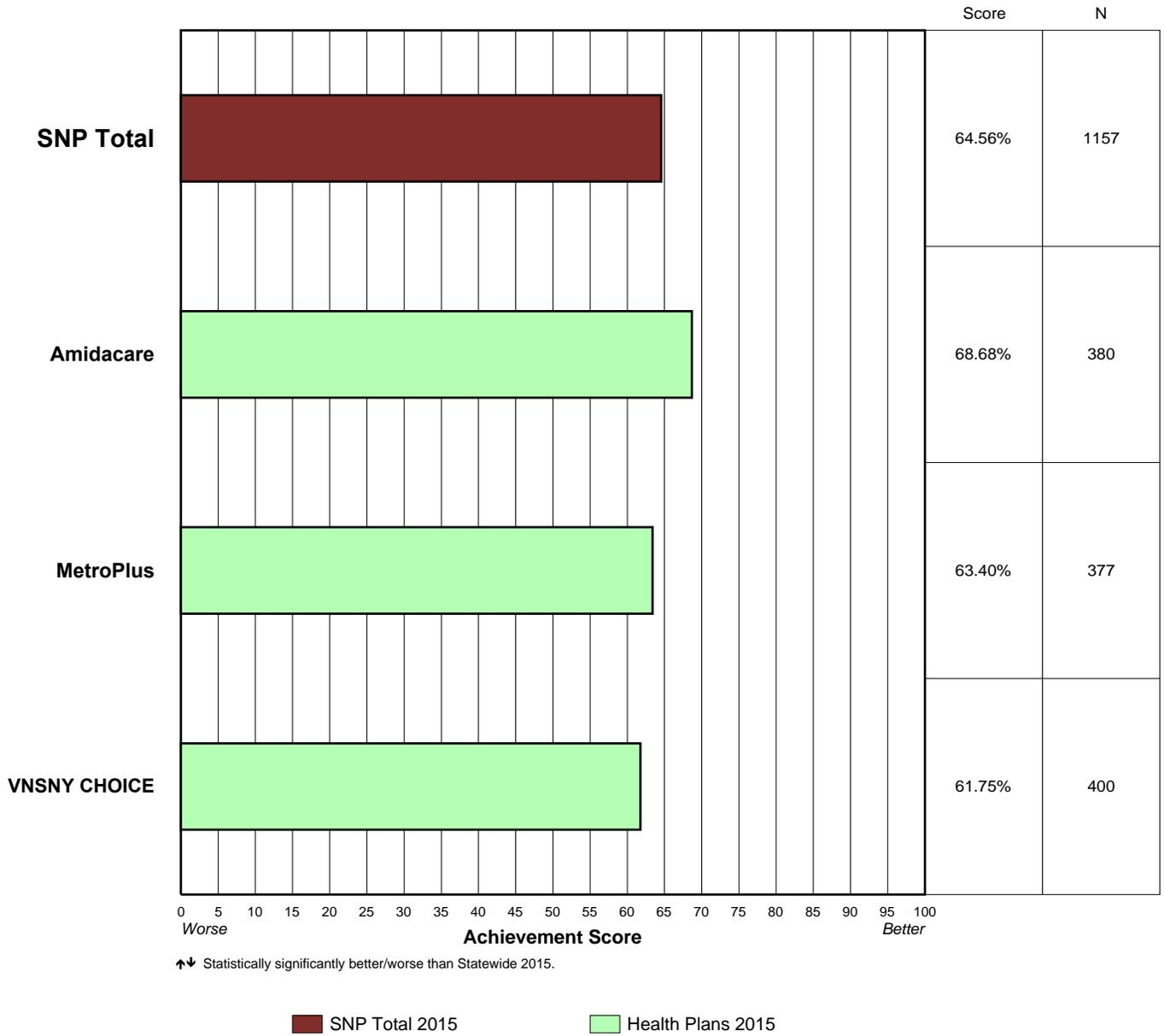
## Single Items

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



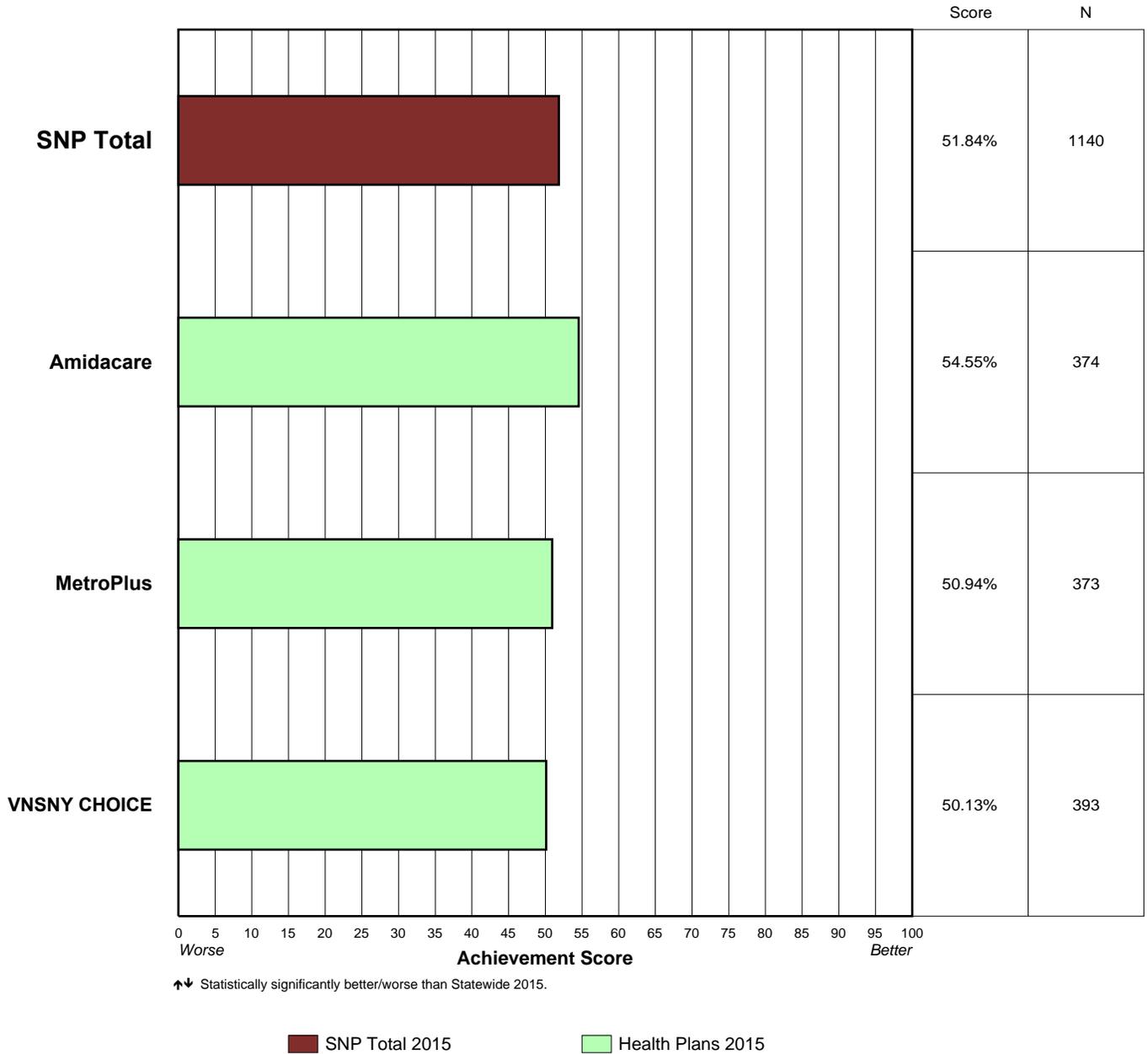
# Single Items

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



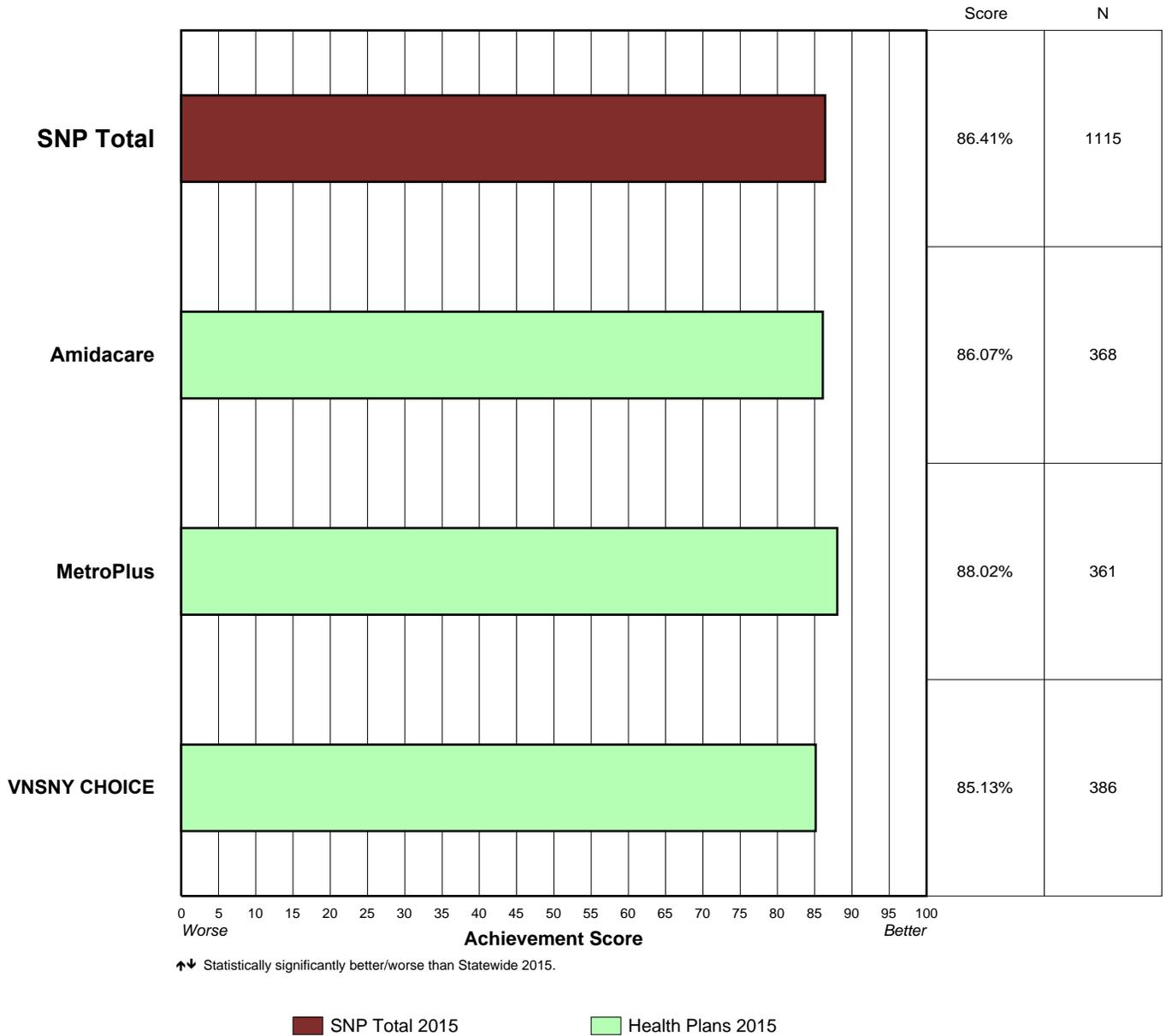
# Single Items

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



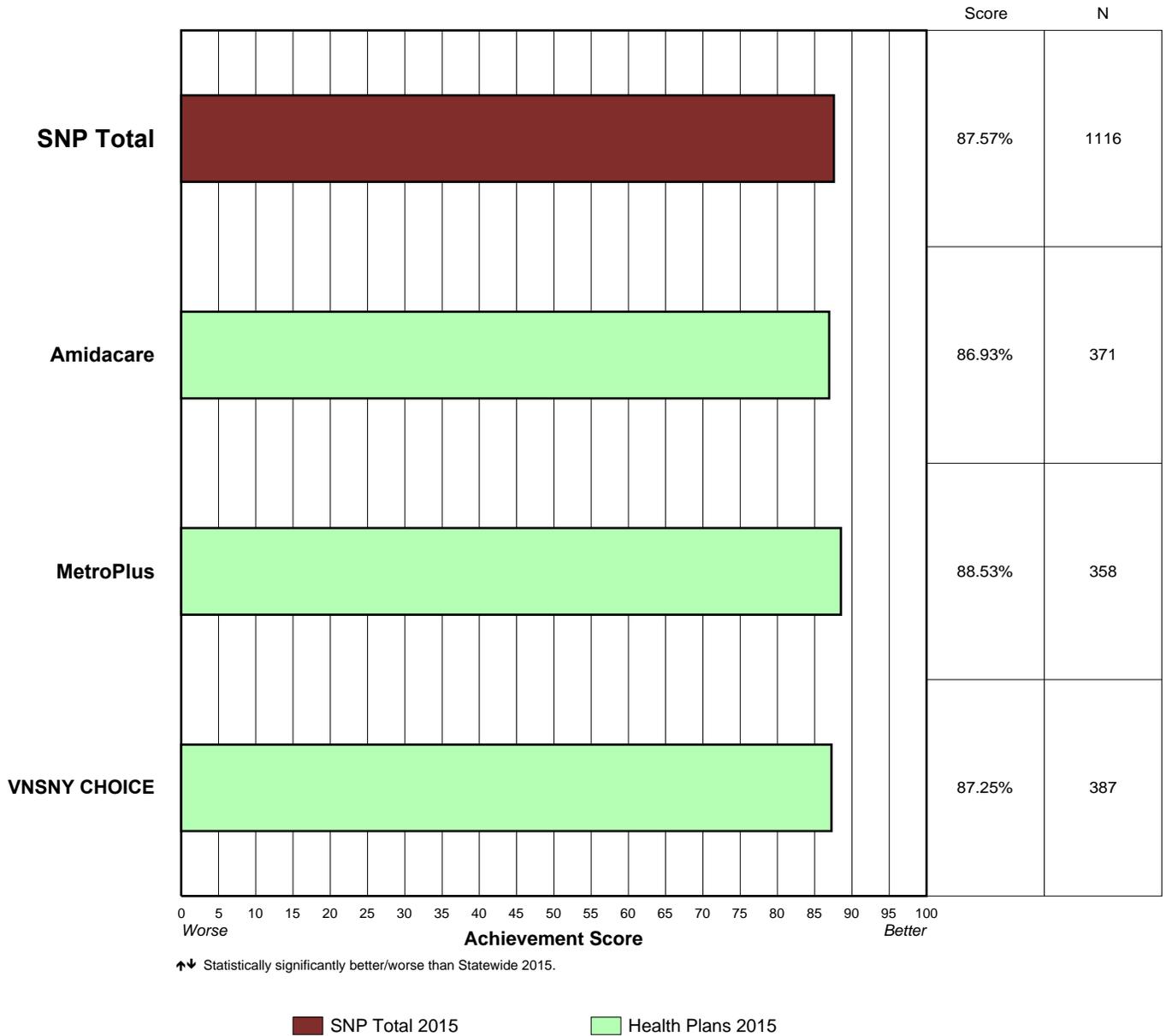
### Single Items

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



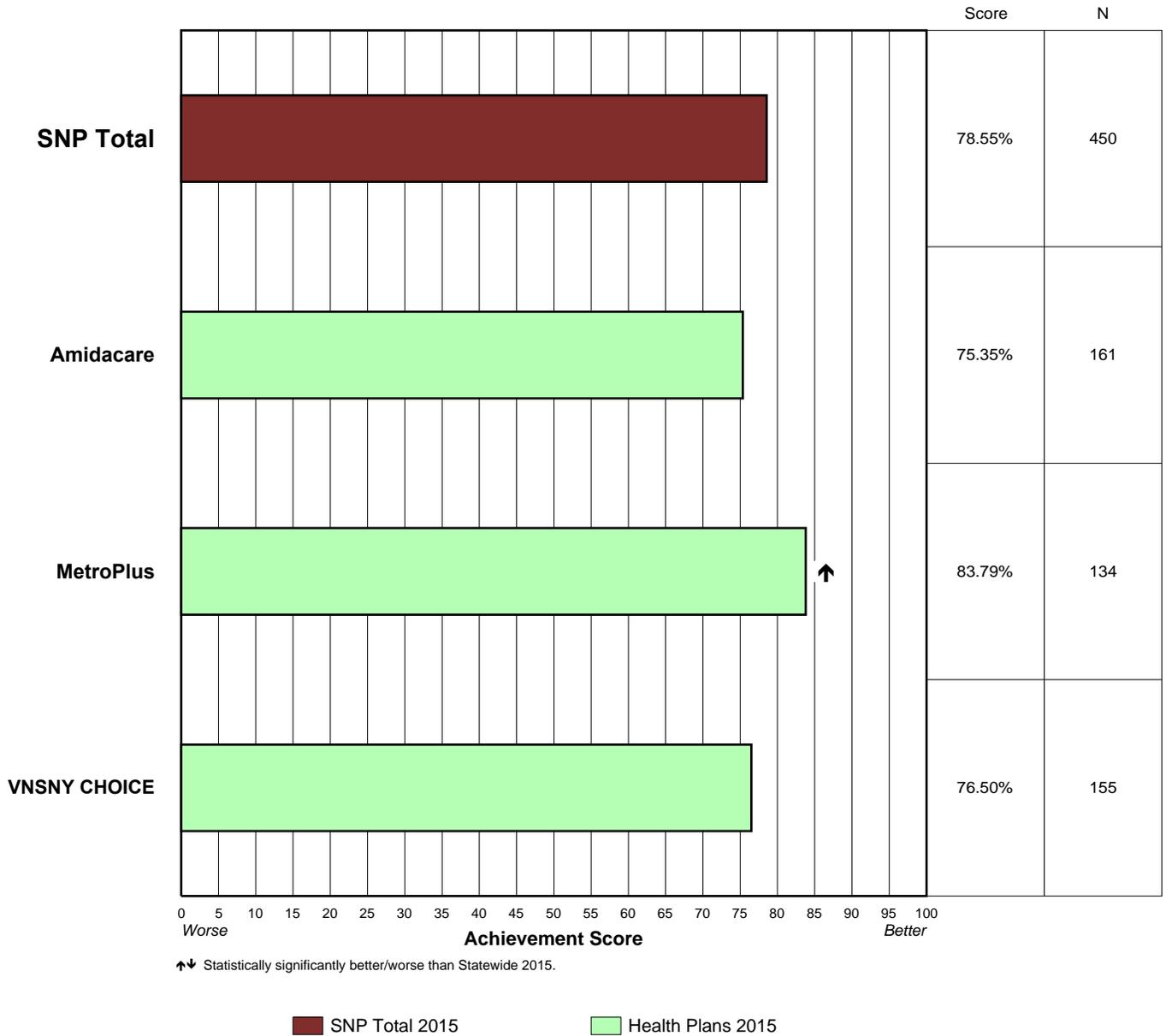
# Single Items

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



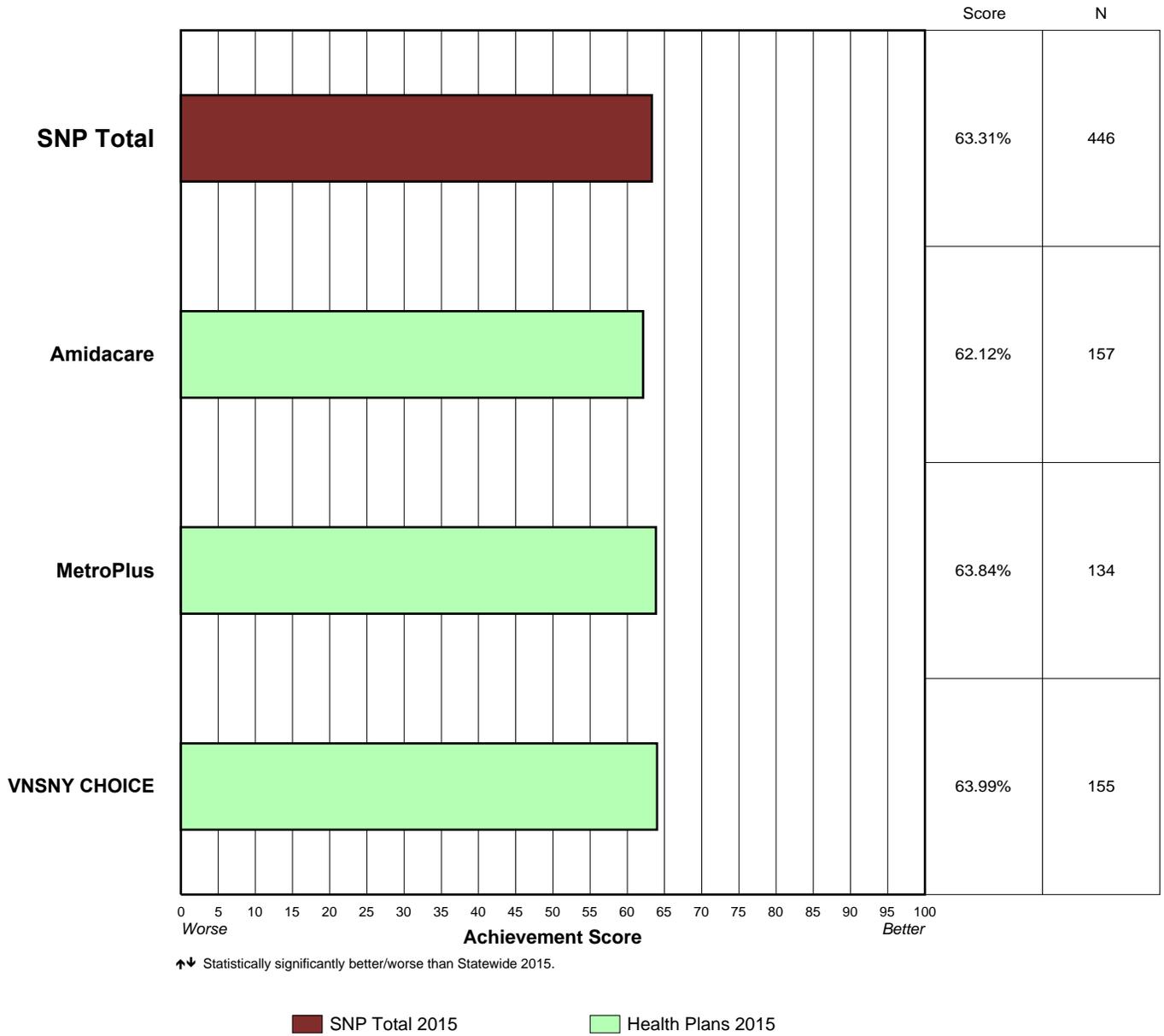
### Single Items

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



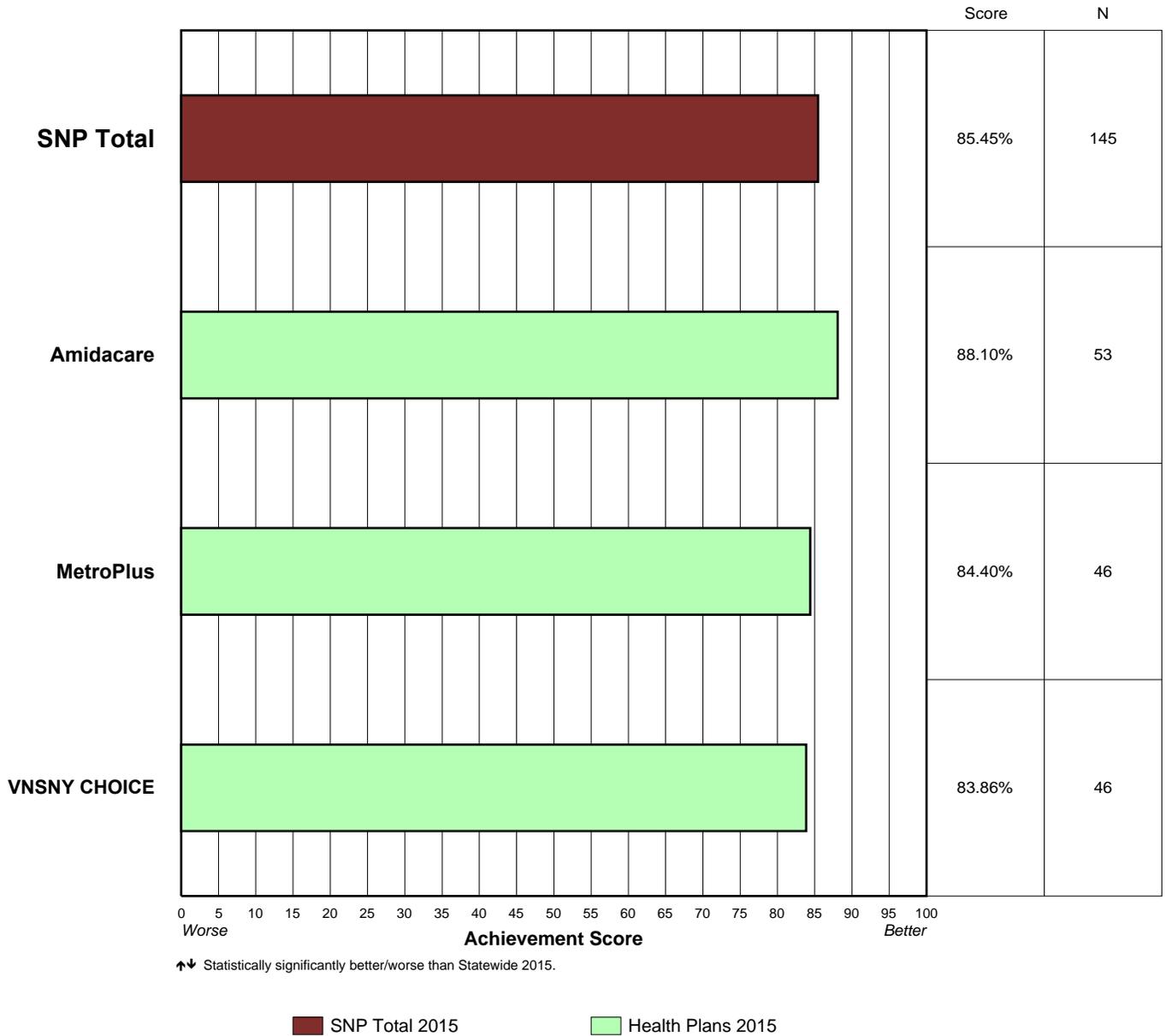
### Single Items

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



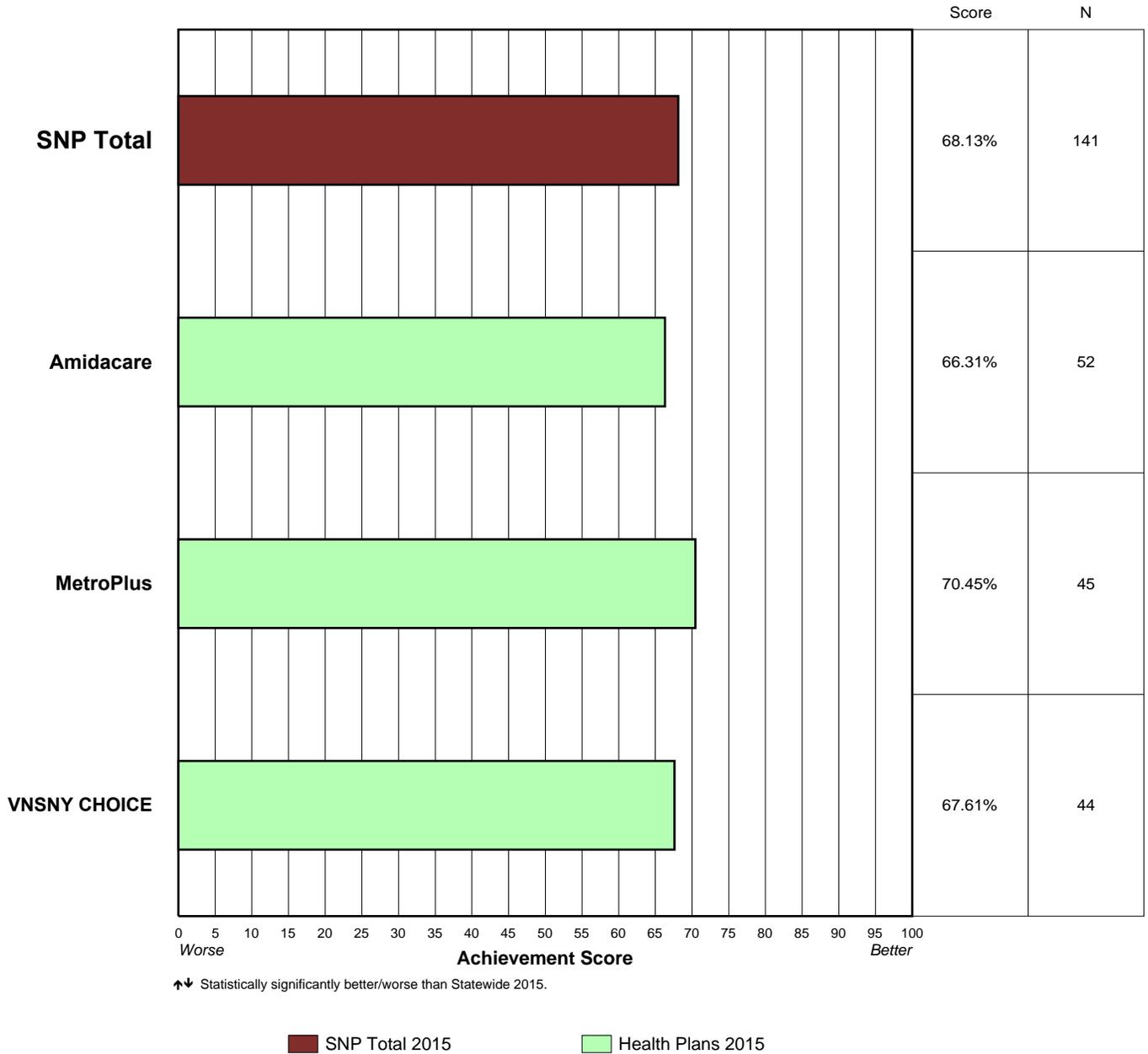
### Single Items

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



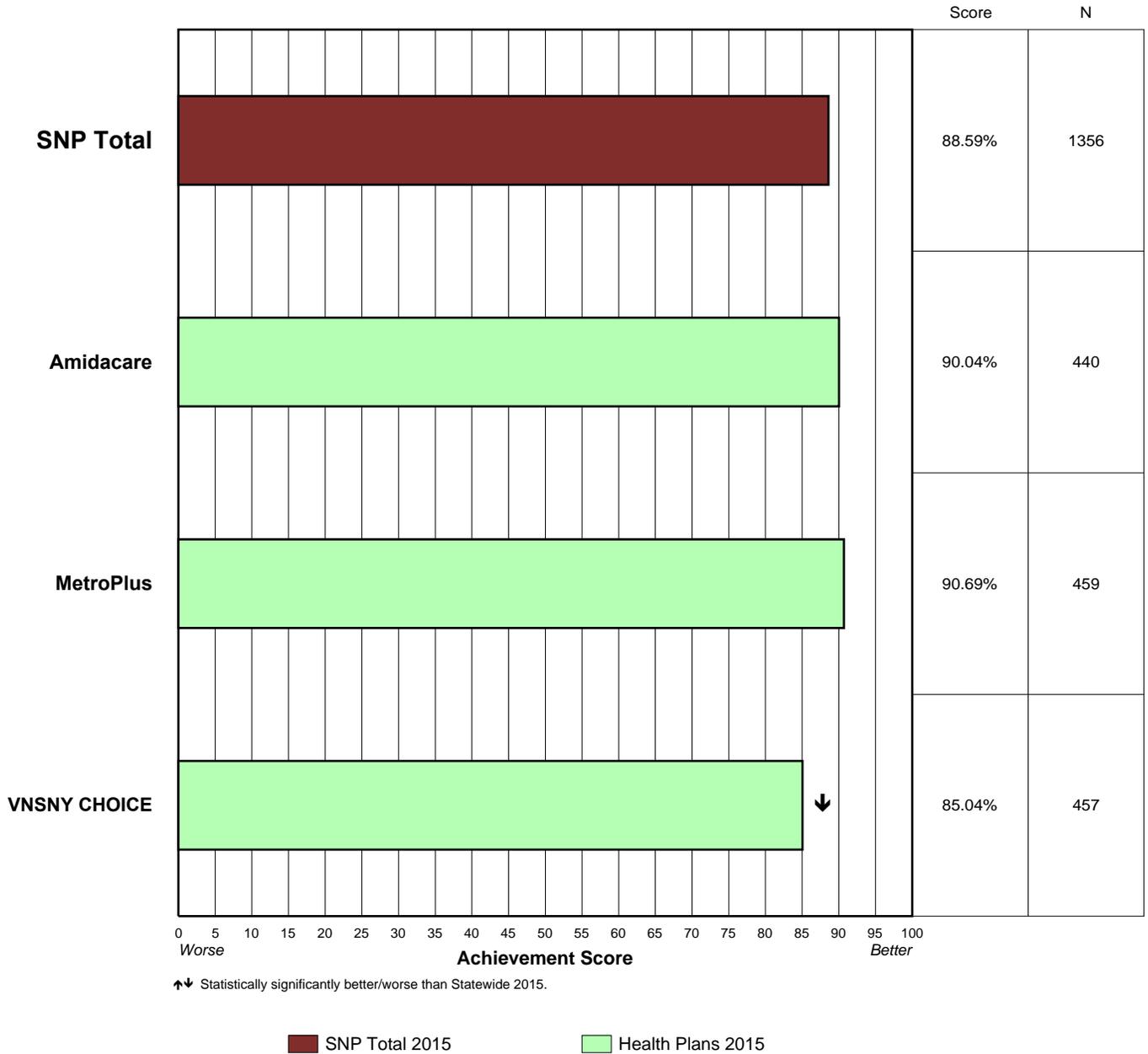
# Single Items

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



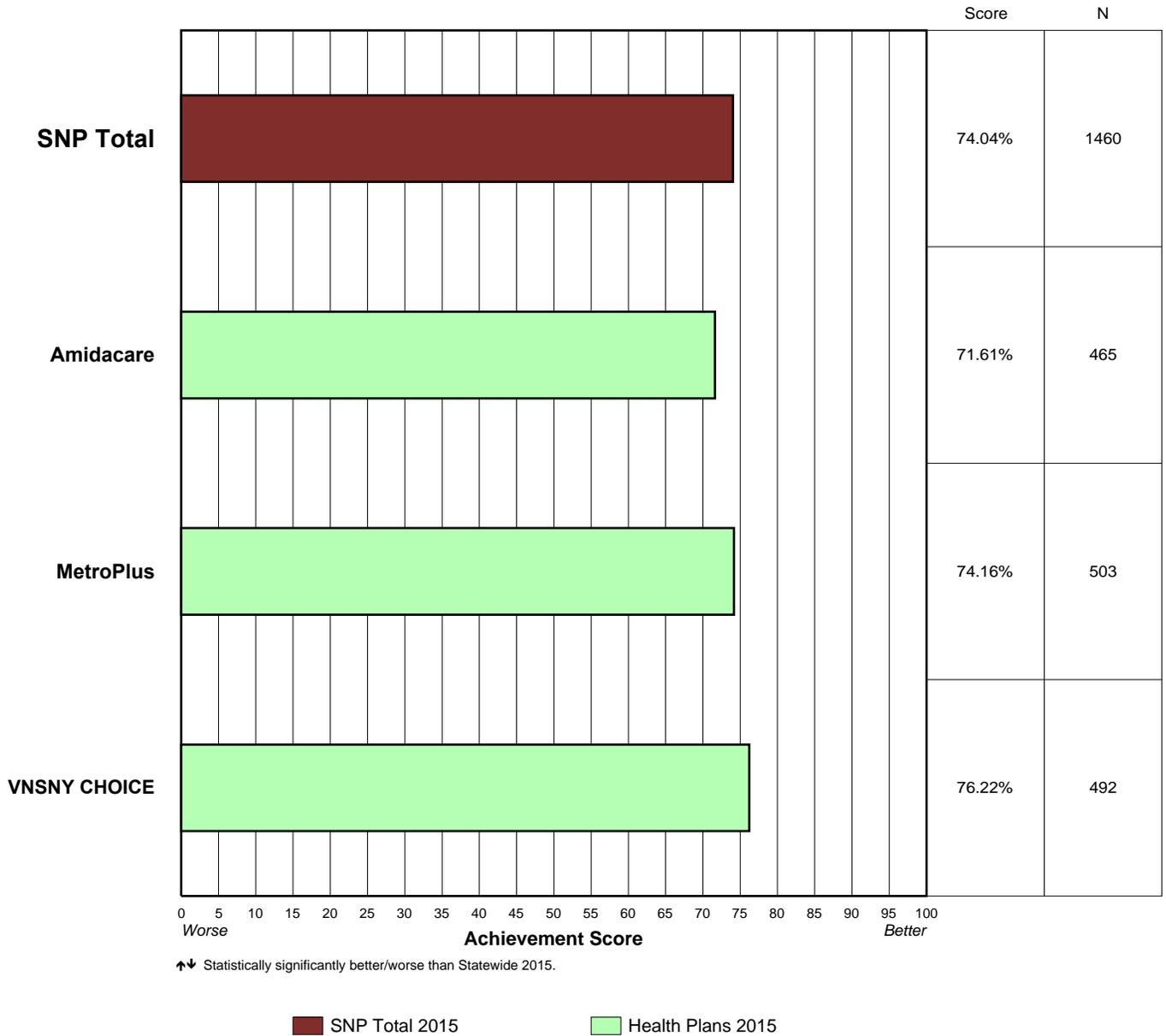
# Single Items

## Q42. Would recommend health plan to your family and friends



### Single Items

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



## Correlation Analysis

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

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

### Example:

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

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

## Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q18 Getting Needed Care	89%	0.57	Q30 Communication	93%	0.55	Q18 Getting Needed Care	89%	0.44	Q40 Customer Service	94%	0.41
2	Q4 Getting Care Quickly	87%	0.48	Q29 Communication	95%	0.51	Q35 Getting Needed Care	75%	0.42	Q18 Getting Needed Care	89%	0.37
3	Q28 Communication	94%	0.44	Q28 Communication	94%	0.48	Q39 Customer Service	84%	0.36	Q4 Getting Care Quickly	87%	0.35
4	Q30 Communication	93%	0.42	Q18 Getting Needed Care	89%	0.41	Q13 Shared Decision Making	88%	0.33	Q39 Customer Service	84%	0.35
5	Q29 Communication	95%	0.41	Q27 Communication	94%	0.40	Q4 Getting Care Quickly	87%	0.31	Q28 Communication	94%	0.29
6	Q27 Communication	94%	0.40	Q13 Shared Decision Making	88%	0.26	Q28 Communication	94%	0.30	Q35 Getting Needed Care	75%	0.29
7	Q35 Getting Needed Care	75%	0.37	Q35 Getting Needed Care	75%	0.26	Q30 Communication	93%	0.30	Q30 Communication	93%	0.28
8	Q40 Customer Service	94%	0.35	Q40 Customer Service	94%	0.24	Q27 Communication	94%	0.28	Q29 Communication	95%	0.27
9	Q6 Getting Care Quickly	86%	0.29	Q6 Getting Care Quickly	86%	0.23	Q40 Customer Service	94%	0.23	Q27 Communication	94%	0.27
10	Q39 Customer Service	84%	0.25	Q4 Getting Care Quickly	87%	0.23	Q29 Communication	95%	0.22	Q6 Getting Care Quickly	86%	0.20

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.57	89%	64%	25%	9%	1%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.48	87%	63%	24%	11%	2%
3	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.44	94%	81%	14%	5%	1%
4	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.42	93%	75%	18%	6%	1%
5	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.41	95%	84%	11%	4%	1%
6	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.40	94%	80%	15%	5%	1%
7	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.37	75%	47%	29%	19%	6%
8	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.35	94%	79%	15%	5%	1%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.29	86%	65%	22%	12%	2%
10	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.25	84%	59%	25%	13%	3%

## Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.55	93%	75%	18%	6%	1%
2	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.51	95%	84%	11%	4%	1%
3	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.48	94%	81%	14%	5%	1%
4	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.41	89%	64%	25%	9%	1%
5	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.40	94%	80%	15%	5%	1%
6	Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.26	88%	88%	(na)	(na)	12%
7	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.26	75%	47%	29%	19%	6%
8	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	94%	79%	15%	5%	1%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.23	86%	65%	22%	12%	2%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.23	87%	63%	24%	11%	2%

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.44	89%	64%	25%	9%	1%
2	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.42	75%	47%	29%	19%	6%
3	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.36	84%	59%	25%	13%	3%
4	Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.33	88%	88%	(na)	(na)	12%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.31	87%	63%	24%	11%	2%
6	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.30	94%	81%	14%	5%	1%
7	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	93%	75%	18%	6%	1%
8	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.28	94%	80%	15%	5%	1%
9	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	94%	79%	15%	5%	1%
10	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.22	95%	84%	11%	4%	1%

## Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.41	94%	79%	15%	5%	1%
2	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.37	89%	64%	25%	9%	1%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.35	87%	63%	24%	11%	2%
4	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.35	84%	59%	25%	13%	3%
5	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	94%	81%	14%	5%	1%
6	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.29	75%	47%	29%	19%	6%
7	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.28	93%	75%	18%	6%	1%
8	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.27	95%	84%	11%	4%	1%
9	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	94%	80%	15%	5%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.20	86%	65%	22%	12%	2%

## Responses by Question

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	1,560	100.0%	502	100.0%	535	100.0%	523	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	1,560	100.0%	502	100.0%	535	100.0%	523	100.0%
Not Answered	49		16		19		14	

### *Your Health Care in the Last 6 Months*

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	571	37.3%	189	38.0%	174	33.5%	208	40.5%
No	960	62.7%	308	62.0%	346	66.5%	306	59.5%
<b>Total</b>	1,531	100.0%	497	100.0%	520	100.0%	514	100.0%
Not Answered	78		21		34		23	

### 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 Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	12	2.1%	4	2.2%	2	1.2%	6	3.0%
● Sometimes	64	11.4%	28	15.1%	14	8.1%	22	10.8%
● Usually	132	23.6%	44	23.8%	38	22.1%	50	24.6%
● Always	352	62.9%	109	58.9%	118	68.6%	125	61.6%
<b>Total</b>	560	100.0%	185	100.0%	172	100.0%	203	100.0%
Not Answered	11		4		2		5	
<b>Reporting Category</b> Getting Care Quickly								
Achievement Score	86.54%		82.83%		90.88%		85.90%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.5↑		+1.0		+4.4		+8.1↑	
Correlation with Health Plan Satisfaction	0.353		0.381		0.279		0.368	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	1,371	90.4%	432	89.1%	464	88.9%	475	93.1%
No	146	9.6%	53	10.9%	58	11.1%	35	6.9%
<b>Total</b>	1,517	100.0%	485	100.0%	522	100.0%	510	100.0%
Not Answered	92		33		32		27	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	22	1.6%	7	1.6%	5	1.1%	10	2.2%
● Sometimes	160	12.0%	50	11.7%	56	12.6%	54	11.6%
● Usually	291	21.8%	80	18.7%	104	23.5%	107	23.1%
● Always	861	64.5%	290	67.9%	278	62.8%	293	63.1%
<b>Total</b>	1,334	100.0%	427	100.0%	443	100.0%	464	100.0%
Not Answered	37		5		21		11	
<b>Reporting Category</b> Getting Care Quickly								
Achievement Score	86.36%		86.49%		86.15%		86.44%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.2		-2.7		+2.3		+4.0	
Correlation with Health Plan Satisfaction	0.205		0.243		0.200		0.175	

○ Response scored as: ● Achievement ● Room for improvement

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
None	187	13.2%	62	13.4%	75	15.8%	50	10.4%
1 time	211	14.9%	57	12.3%	80	16.8%	74	15.4%
2	353	24.9%	118	25.5%	127	26.7%	108	22.5%
3	221	15.6%	70	15.2%	72	15.1%	79	16.5%
4	136	9.6%	50	10.8%	38	8.0%	48	10.0%
5 to 9	227	16.0%	83	18.0%	60	12.6%	84	17.5%
10 or more times	82	5.8%	22	4.8%	24	5.0%	36	7.5%
<b>Total</b>	1,417	100.0%	462	100.0%	476	100.0%	479	100.0%
Not Answered	192		56		78		58	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	1,014	84.4%	336	85.5%	326	84.0%	352	83.6%
● No	188	15.6%	57	14.5%	62	16.0%	69	16.4%
<b>Total</b>	1,202	100.0%	393	100.0%	388	100.0%	421	100.0%
Not Answered	28		7		13		8	
<b>Reporting Category</b>		<b>Single Items</b>						
Achievement Score		84.38%	85.47%	83.68%	83.98%			
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)		-3.5↓	-3.3	-3.6	-3.5			

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	927	78.6%	302	78.0%	302	78.9%	323	79.0%
● No	252	21.4%	85	22.0%	81	21.1%	86	21.0%
<b>Total</b>	1,179	100.0%	387	100.0%	383	100.0%	409	100.0%
Not Answered	51		13		18		20	
<b>Reporting Category</b>		<b>Single Items</b>						
Achievement Score		78.63%	78.04%	78.85%	78.97%			
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)		-1.4	-2.9	-4.1	+2.9			

○ Response scored as: ● Achievement ● Room for improvement

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	882	75.8%	293	77.3%	283	74.7%	306	75.6%
● No	281	24.2%	86	22.7%	96	25.3%	99	24.4%
<b>Total</b>	1,163	100.0%	379	100.0%	379	100.0%	405	100.0%
Not Answered	67		21		22		24	
<b>Reporting Category</b> <span style="float:right">Single Items</span>								
Achievement Score	75.84%		77.31%		74.67%		75.56%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.2		-0.5		-3.1		+0.2	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	846	72.0%	282	74.2%	268	70.2%	296	71.7%
● No	329	28.0%	98	25.8%	114	29.8%	117	28.3%
<b>Total</b>	1,175	100.0%	380	100.0%	382	100.0%	413	100.0%
Not Answered	55		20		19		16	
<b>Reporting Category</b> <span style="float:right">Single Items</span>								
Achievement Score	72.00%		74.21%		70.16%		71.67%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-5.8↓		-5.0		-5.9		-6.4↓	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	753	64.9%	262	68.1%	228	61.6%	263	64.8%
● No	408	35.1%	123	31.9%	142	38.4%	143	35.2%
<b>Total</b>	1,161	100.0%	385	100.0%	370	100.0%	406	100.0%
Not Answered	69		15		31		23	
<b>Reporting Category</b> <span style="float:right">Single Items</span>								
Achievement Score	64.86%		68.05%		61.62%		64.78%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-7.0↓		-5.3		-11.7↓		-4.1	

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

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	747	64.6%	261	68.7%	239	63.4%	247	61.8%
● No	410	35.4%	119	31.3%	138	36.6%	153	38.3%
<b>Total</b>	1,157	100.0%	380	100.0%	377	100.0%	400	100.0%
Not Answered	73		20		24		29	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	64.56%		68.68%		63.40%		61.75%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.1		+5.1		-5.8		-2.4	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	591	51.8%	204	54.5%	190	50.9%	197	50.1%
● No	549	48.2%	170	45.5%	183	49.1%	196	49.9%
<b>Total</b>	1,140	100.0%	374	100.0%	373	100.0%	393	100.0%
Not Answered	90		26		28		36	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	51.84%		54.55%		50.94%		50.13%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-4.3↓		-0.9		-8.0↓		-3.7	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	519	43.1%	159	40.5%	161	41.2%	199	47.4%
No	685	56.9%	234	59.5%	230	58.8%	221	52.6%
<b>Total</b>	1,204	100.0%	393	100.0%	391	100.0%	420	100.0%
Not Answered	26		7		10		9	

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

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	480	94.1%	146	93.0%	153	95.0%	181	94.3%
● No	30	5.9%	11	7.0%	8	5.0%	11	5.7%
<b>Total</b>	510	100.0%	157	100.0%	161	100.0%	192	100.0%
Not Answered	9		2		0		7	
<b>Reporting Category</b>	Shared Decision Making							
Achievement Score	94.10%		93.01%		94.95%		94.34%	
Correlation with Health Plan Satisfaction	0.143		0.098		0.364		0.001	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	337	65.9%	112	71.3%	105	66.9%	120	60.9%
● No	174	34.1%	45	28.7%	52	33.1%	77	39.1%
<b>Total</b>	511	100.0%	157	100.0%	157	100.0%	197	100.0%
Not Answered	8		2		4		2	
<b>Reporting Category</b>	Shared Decision Making							
Achievement Score	66.38%		71.70%		66.31%		61.13%	
Correlation with Health Plan Satisfaction	0.152		0.121		0.217		0.097	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	451	88.3%	140	89.2%	141	88.7%	170	87.2%
● No	60	11.7%	17	10.8%	18	11.3%	25	12.8%
<b>Total</b>	511	100.0%	157	100.0%	159	100.0%	195	100.0%
Not Answered	8		2		2		4	
<b>Reporting Category</b>	Shared Decision Making							
Achievement Score	88.34%		89.16%		88.82%		87.05%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.7		+3.8		+0.7		+6.5	
Correlation with Health Plan Satisfaction	0.195		0.291		0.028		0.253	

○ Response scored as: ● Achievement ● Room for improvement

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	1,131	94.3%	375	95.4%	364	93.6%	392	93.8%
No	69	5.8%	18	4.6%	25	6.4%	26	6.2%
<b>Total</b>	1,200	100.0%	393	100.0%	389	100.0%	418	100.0%
Not Answered	30		7		12		11	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	55	4.9%	21	5.7%	12	3.3%	22	5.7%
● Sometimes	97	8.7%	29	7.9%	31	8.6%	37	9.6%
● Usually	175	15.7%	53	14.4%	55	15.2%	67	17.4%
● Always	788	70.7%	265	72.0%	263	72.9%	260	67.4%
<b>Total</b>	1,115	100.0%	368	100.0%	361	100.0%	386	100.0%
Not Answered	16		7		3		6	
<b>Reporting Category</b> <span style="float:right">Single Items</span>								
Achievement Score	86.41%		86.07%		88.02%		85.13%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.6		-3.2		-1.0		-0.7	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	35	3.1%	16	4.3%	8	2.2%	11	2.8%
● Sometimes	104	9.3%	30	8.1%	33	9.2%	41	10.6%
● Usually	255	22.8%	82	22.1%	65	18.2%	108	27.9%
● Always	722	64.7%	243	65.5%	252	70.4%	227	58.7%
<b>Total</b>	1,116	100.0%	371	100.0%	358	100.0%	387	100.0%
Not Answered	15		4		6		5	
<b>Reporting Category</b> <span style="float:right">Single Items</span>								
Achievement Score	87.57%		86.93%		88.53%		87.25%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.1		-0.6		-0.2		+1.1	

○ Response scored as: ● Achievement ● Room for improvement

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Worst health care possible	3	0.3%	2	0.5%	0	0.0%	1	0.2%
● 1	3	0.3%	2	0.5%	0	0.0%	1	0.2%
● 2	7	0.6%	3	0.8%	1	0.3%	3	0.7%
● 3	15	1.3%	2	0.5%	6	1.5%	7	1.7%
● 4	22	1.8%	8	2.1%	6	1.5%	8	1.9%
● 5	65	5.4%	20	5.2%	18	4.6%	27	6.5%
● 6	53	4.4%	21	5.4%	21	5.4%	11	2.6%
● 7	112	9.4%	38	9.8%	35	9.0%	39	9.3%
● 8	204	17.1%	61	15.7%	70	18.0%	73	17.5%
● 9	188	15.7%	67	17.3%	47	12.1%	74	17.7%
● Best health care possible	523	43.8%	164	42.3%	185	47.6%	174	41.6%
<b>Total</b>	1,195	100.0%	388	100.0%	389	100.0%	418	100.0%
Not Answered	35		12		12		11	
<b>Reporting Category</b>								
Ratings								
Achievement Score	76.56%		74.14%		77.10%		78.45%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.6		-6.3↓		-3.1		+1.5	
Correlation with Health Plan Satisfaction	0.570		0.550		0.539		0.616	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	17	1.4%	3	0.8%	8	2.1%	6	1.4%
● Sometimes	109	9.2%	42	10.9%	26	6.7%	41	9.9%
● Usually	298	25.0%	100	25.8%	85	21.9%	113	27.2%
● Always	767	64.4%	242	62.5%	270	69.4%	255	61.4%
<b>Total</b>	1,191	100.0%	387	100.0%	389	100.0%	415	100.0%
Not Answered	39		13		12		14	
<b>Reporting Category</b>								
Getting Needed Care								
Achievement Score	89.44%		88.08%		90.97%		89.26%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.7		-2.8		+1.6		+3.4	
Correlation with Health Plan Satisfaction	0.368		0.412		0.323		0.362	

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

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	464	30.9%	165	34.1%	139	27.0%	160	31.8%
No	1,038	69.1%	319	65.9%	376	73.0%	343	68.2%
<b>Total</b>	1,502	100.0%	484	100.0%	515	100.0%	503	100.0%
Not Answered	107		34		39		34	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	43	9.6%	17	10.6%	7	5.2%	19	12.3%
● Sometimes	55	12.2%	24	14.9%	14	10.4%	17	11.0%
● Usually	86	19.1%	33	20.5%	22	16.4%	31	20.0%
● Always	266	59.1%	87	54.0%	91	67.9%	88	56.8%
<b>Total</b>	450	100.0%	161	100.0%	134	100.0%	155	100.0%
Not Answered	14		4		5		5	
<b>Reporting Category</b>								
Single Items								
Achievement Score	78.55%		75.35%		83.79%		76.50%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.4		-5.3		+10.5↑		+2.0	

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

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Worst treatment possible	20	4.5%	9	5.7%	3	2.2%	8	5.2%
● 1	7	1.6%	2	1.3%	3	2.2%	2	1.3%
● 2	9	2.0%	3	1.9%	4	3.0%	2	1.3%
● 3	10	2.2%	2	1.3%	4	3.0%	4	2.6%
● 4	10	2.2%	3	1.9%	4	3.0%	3	1.9%
● 5	36	8.1%	13	8.3%	8	6.0%	15	9.7%
● 6	21	4.7%	12	7.6%	4	3.0%	5	3.2%
● 7	51	11.4%	17	10.8%	17	12.7%	17	11.0%
● 8	70	15.7%	21	13.4%	20	14.9%	29	18.7%
● 9	58	13.0%	21	13.4%	12	9.0%	25	16.1%
● Best treatment possible	154	34.5%	54	34.4%	55	41.0%	45	29.0%
<b>Total</b>	446	100.0%	157	100.0%	134	100.0%	155	100.0%
Not Answered	18		8		5		5	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	63.31%		62.12%		63.84%		63.99%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.8		-6.4		-2.2		+0.1	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	146	9.7%	53	11.1%	46	8.9%	47	9.3%
No	1,354	90.3%	425	88.9%	469	91.1%	460	90.7%
<b>Total</b>	1,500	100.0%	478	100.0%	515	100.0%	507	100.0%
Not Answered	109		40		39		30	

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

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

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	12	8.3%	3	5.7%	5	10.9%	4	8.7%
● Sometimes	9	6.2%	4	7.5%	2	4.3%	3	6.5%
● Usually	22	15.2%	12	22.6%	2	4.3%	8	17.4%
● Always	102	70.3%	34	64.2%	37	80.4%	31	67.4%
<b>Total</b>	145	100.0%	53	100.0%	46	100.0%	46	100.0%
Not Answered	1		0		0		1	
<b>Reporting Category</b>					Single Items			
Achievement Score	85.45%		88.10%		84.40%		83.86%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+8.5		+11.0		+4.8		+9.8	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Worst treatment possible	5	3.5%	2	3.8%	3	6.7%	0	0.0%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	2	1.4%	1	1.9%	0	0.0%	1	2.3%
● 3	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 4	4	2.8%	1	1.9%	0	0.0%	3	6.8%
● 5	12	8.5%	4	7.7%	4	8.9%	4	9.1%
● 6	7	5.0%	3	5.8%	2	4.4%	2	4.5%
● 7	15	10.6%	6	11.5%	5	11.1%	4	9.1%
● 8	23	16.3%	10	19.2%	5	11.1%	8	18.2%
● 9	18	12.8%	5	9.6%	8	17.8%	5	11.4%
● Best treatment possible	55	39.0%	20	38.5%	18	40.0%	17	38.6%
<b>Total</b>	141	100.0%	52	100.0%	45	100.0%	44	100.0%
Not Answered	5		1		1		3	
<b>Reporting Category</b>					Single Items			
Achievement Score	68.13%		66.31%		70.45%		67.61%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.8		+3.1		+5.1		+6.0	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor

**Q25. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	1,335	89.4%	441	90.6%	441	86.5%	453	91.1%
No	159	10.6%	46	9.4%	69	13.5%	44	8.9%
<b>Total</b>	<b>1,494</b>	<b>100.0%</b>	<b>487</b>	<b>100.0%</b>	<b>510</b>	<b>100.0%</b>	<b>497</b>	<b>100.0%</b>
Not Answered	115		31		44		40	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
None	44	3.5%	13	3.2%	14	3.4%	17	4.0%
1 time	207	16.6%	57	13.9%	80	19.5%	70	16.5%
2	413	33.1%	126	30.7%	144	35.0%	143	33.6%
3	216	17.3%	66	16.1%	77	18.7%	73	17.2%
4	100	8.0%	37	9.0%	29	7.1%	34	8.0%
5 to 9	194	15.6%	81	19.8%	49	11.9%	64	15.1%
10 or more times	72	5.8%	30	7.3%	18	4.4%	24	5.6%
<b>Total</b>	<b>1,246</b>	<b>100.0%</b>	<b>410</b>	<b>100.0%</b>	<b>411</b>	<b>100.0%</b>	<b>425</b>	<b>100.0%</b>
Not Answered	89		31		30		28	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	6	0.5%	3	0.8%	2	0.5%	1	0.2%
● Sometimes	63	5.3%	22	5.5%	23	5.9%	18	4.4%
● Usually	175	14.6%	59	14.9%	47	12.0%	69	17.0%
● Always	952	79.6%	313	78.8%	321	81.7%	318	78.3%
<b>Total</b>	<b>1,196</b>	<b>100.0%</b>	<b>397</b>	<b>100.0%</b>	<b>393</b>	<b>100.0%</b>	<b>406</b>	<b>100.0%</b>
Not Answered	6		0		4		2	
<b>Reporting Category</b>	<b>Communication</b>							
Achievement Score	94.22%		93.62%		93.67%		95.37%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.0		-2.0		-1.8		+0.8	
Correlation with Health Plan Satisfaction	0.266		0.309		0.198		0.298	

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

### Your Personal Doctor (continued)

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	10	0.8%	5	1.3%	3	0.8%	2	0.5%
● Sometimes	56	4.7%	22	5.6%	16	4.1%	18	4.5%
● Usually	161	13.6%	57	14.5%	34	8.7%	70	17.4%
● Always	958	80.8%	308	78.6%	337	86.4%	313	77.7%
<b>Total</b>	1,185	100.0%	392	100.0%	390	100.0%	403	100.0%
Not Answered	17		5		7		5	
<b>Reporting Category</b> Communication								
Achievement Score	94.43%		92.91%		95.13%		95.24%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.6		-0.7		-0.8		+3.2	
Correlation with Health Plan Satisfaction	0.285		0.341		0.277		0.237	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	11	0.9%	3	0.8%	2	0.5%	6	1.5%
● Sometimes	43	3.6%	18	4.6%	15	3.8%	10	2.5%
● Usually	135	11.3%	44	11.2%	25	6.4%	66	16.2%
● Always	1,003	84.1%	327	83.4%	351	89.3%	325	79.9%
<b>Total</b>	1,192	100.0%	392	100.0%	393	100.0%	407	100.0%
Not Answered	10		5		4		1	
<b>Reporting Category</b> Communication								
Achievement Score	95.46%		94.54%		95.69%		96.15%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.5		-0.2		-0.1		+2.0	
Correlation with Health Plan Satisfaction	0.268		0.314		0.231		0.242	

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

### Your Personal Doctor (continued)

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	10	0.8%	5	1.3%	4	1.0%	1	0.3%
● Sometimes	74	6.2%	29	7.4%	19	4.8%	26	6.5%
● Usually	215	18.1%	69	17.5%	63	16.0%	83	20.8%
● Always	888	74.8%	291	73.9%	307	78.1%	290	72.5%
<b>Total</b>	1,187	100.0%	394	100.0%	393	100.0%	400	100.0%
Not Answered	15		3		4		8	
<b>Reporting Category</b> Communication								
Achievement Score	92.92%		91.23%		94.04%		93.50%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.5		+0.2		-0.3		+1.7	
Correlation with Health Plan Satisfaction	0.284		0.294		0.237		0.314	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	612	52.4%	199	51.2%	176	46.1%	237	59.7%
No	556	47.6%	190	48.8%	206	53.9%	160	40.3%
<b>Total</b>	1,168	100.0%	389	100.0%	382	100.0%	397	100.0%
Not Answered	34		8		15		11	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	24	4.0%	11	5.8%	7	4.0%	6	2.5%
● Sometimes	53	8.8%	19	9.9%	10	5.8%	24	10.2%
● Usually	114	19.0%	34	17.8%	31	17.9%	49	20.8%
● Always	409	68.2%	127	66.5%	125	72.3%	157	66.5%
<b>Total</b>	600	100.0%	191	100.0%	173	100.0%	236	100.0%
Not Answered	12		8		3		1	
<b>Reporting Category</b> Single Items								
Achievement Score	87.25%		84.22%		89.23%		88.31%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.2		-2.3		+0.9		+0.8	

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

### Your Personal Doctor (continued)

**Q33. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Worst personal doctor possible	5	0.4%	3	0.7%	0	0.0%	2	0.5%
● 1	5	0.4%	2	0.5%	1	0.2%	2	0.5%
● 2	5	0.4%	2	0.5%	0	0.0%	3	0.7%
● 3	7	0.5%	1	0.2%	4	0.9%	2	0.5%
● 4	10	0.8%	3	0.7%	4	0.9%	3	0.7%
● 5	30	2.3%	11	2.6%	7	1.6%	12	2.8%
● 6	29	2.2%	9	2.1%	8	1.9%	12	2.8%
● 7	54	4.2%	22	5.1%	15	3.5%	17	3.9%
● 8	126	9.8%	34	7.9%	48	11.2%	44	10.1%
● 9	198	15.3%	77	17.9%	56	13.1%	65	14.9%
● Best personal doctor possible	823	63.7%	266	61.9%	284	66.5%	273	62.8%
<b>Total</b>	1,292	100.0%	430	100.0%	427	100.0%	435	100.0%
Not Answered	43		11		14		18	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	88.79%		87.38%		90.55%		88.42%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.8		-2.6		+0.0		+0.1	
Correlation with Health Plan Satisfaction	0.485		0.532		0.393		0.505	

### Getting Health Care From Specialists

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	721	49.3%	241	51.0%	223	44.2%	257	52.9%
No	742	50.7%	232	49.0%	281	55.8%	229	47.1%
<b>Total</b>	1,463	100.0%	473	100.0%	504	100.0%	486	100.0%
Not Answered	146		45		50		51	

○ Response scored as: ● Achievement ● Room for improvement

### Getting Health Care From Specialists (continued)

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	41	5.8%	17	7.2%	10	4.6%	14	5.6%
● Sometimes	133	18.8%	46	19.4%	42	19.2%	45	17.9%
● Usually	202	28.5%	60	25.3%	57	26.0%	85	33.7%
● Always	332	46.9%	114	48.1%	110	50.2%	108	42.9%
<b>Total</b>	708	100.0%	237	100.0%	219	100.0%	252	100.0%
Not Answered	13		4		4		5	
<b>Reporting Category</b>	<b>Getting Needed Care</b>							
Achievement Score	75.42%		73.18%		75.93%		77.15%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.3		-1.6		+5.7		+8.9↑	
Correlation with Health Plan Satisfaction	0.285		0.423		0.201		0.210	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
None	64	9.3%	24	10.5%	21	9.9%	19	7.7%
1 specialist	268	38.9%	104	45.6%	81	38.0%	83	33.5%
2	207	30.0%	59	25.9%	60	28.2%	88	35.5%
3	92	13.4%	25	11.0%	27	12.7%	40	16.1%
4	34	4.9%	10	4.4%	13	6.1%	11	4.4%
5 or more specialists	24	3.5%	6	2.6%	11	5.2%	7	2.8%
<b>Total</b>	689	100.0%	228	100.0%	213	100.0%	248	100.0%
Not Answered	32		13		10		9	

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

### Getting Health Care From Specialists (continued)

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Worst specialist possible	9	1.5%	3	1.5%	3	1.6%	3	1.3%
● 1	5	0.8%	0	0.0%	1	0.5%	4	1.8%
● 2	6	1.0%	2	1.0%	4	2.1%	0	0.0%
● 3	8	1.3%	5	2.5%	3	1.6%	0	0.0%
● 4	8	1.3%	5	2.5%	1	0.5%	2	0.9%
● 5	37	6.0%	9	4.5%	12	6.3%	16	7.1%
● 6	29	4.7%	12	5.9%	8	4.2%	9	4.0%
● 7	54	8.8%	17	8.4%	17	8.9%	20	8.9%
● 8	95	15.4%	33	16.3%	29	15.2%	33	14.7%
● 9	102	16.5%	30	14.9%	31	16.2%	41	18.3%
● Best specialist possible	264	42.8%	86	42.6%	82	42.9%	96	42.9%
<b>Total</b>	617	100.0%	202	100.0%	191	100.0%	224	100.0%
Not Answered	8		2		1		5	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	74.67%		73.77%		74.30%		75.93%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.5		+1.9		-1.1		+0.7	
Correlation with Health Plan Satisfaction	0.416		0.524		0.345		0.391	

### Your Health Plan

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	769	52.7%	285	61.3%	241	47.9%	243	49.6%
No	689	47.3%	180	38.7%	262	52.1%	247	50.4%
<b>Total</b>	1,458	100.0%	465	100.0%	503	100.0%	490	100.0%
Not Answered	151		53		51		47	

○ Response scored as: ● Achievement ● Room for improvement

**Your Health Plan (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	21	2.8%	7	2.5%	7	2.9%	7	2.9%
● Sometimes	99	13.1%	32	11.4%	32	13.4%	35	14.7%
● Usually	191	25.2%	65	23.1%	52	21.8%	74	31.1%
● Always	447	59.0%	177	63.0%	148	61.9%	122	51.3%
<b>Total</b>	758	100.0%	281	100.0%	239	100.0%	238	100.0%
Not Answered	11		4		2		5	
<b>Reporting Category</b> Customer Service								
Achievement Score	84.05%		86.33%		83.37%		82.46%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+11.0↑		+12.5↑		+7.3		+13.0↑	
Correlation with Health Plan Satisfaction	0.351		0.535		0.222		0.259	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	10	1.3%	5	1.8%	3	1.3%	2	0.8%
● Sometimes	35	4.6%	14	5.0%	6	2.5%	15	6.3%
● Usually	114	15.1%	36	12.9%	35	14.8%	43	18.0%
● Always	597	79.0%	225	80.4%	193	81.4%	179	74.9%
<b>Total</b>	756	100.0%	280	100.0%	237	100.0%	239	100.0%
Not Answered	13		5		4		4	
<b>Reporting Category</b> Customer Service								
Achievement Score	94.10%		93.11%		96.03%		93.17%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+5.4↑		+3.3		+5.0↑		+7.8↑	
Correlation with Health Plan Satisfaction	0.407		0.491		0.403		0.313	

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

**Your Health Plan (continued)**

**Q41. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Worst health plan possible	12	0.8%	4	0.8%	4	0.8%	4	0.8%
● 1	8	0.5%	4	0.8%	1	0.2%	3	0.6%
● 2	7	0.5%	1	0.2%	2	0.4%	4	0.8%
● 3	26	1.8%	7	1.5%	9	1.8%	10	2.1%
● 4	17	1.2%	5	1.1%	1	0.2%	11	2.3%
● 5	90	6.1%	34	7.2%	24	4.7%	32	6.6%
● 6	54	3.7%	19	4.0%	15	3.0%	20	4.1%
● 7	125	8.5%	29	6.1%	43	8.5%	53	10.9%
● 8	222	15.1%	67	14.1%	71	14.0%	84	17.2%
● 9	226	15.4%	79	16.7%	69	13.6%	78	16.0%
● Best health plan possible	682	46.4%	225	47.5%	269	53.0%	188	38.6%
<b>Total</b>	1,469	100.0%	474	100.0%	508	100.0%	487	100.0%
Not Answered	140		44		46		50	
<b>Reporting Category</b>								
Ratings								
Achievement Score	76.88%		77.69%		79.69%		73.27%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.7		+2.8		-0.1		+2.4	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	1,201	88.6%	398	90.5%	419	91.3%	384	84.0%
● No	155	11.4%	42	9.5%	40	8.7%	73	16.0%
<b>Total</b>	1,356	100.0%	440	100.0%	459	100.0%	457	100.0%
Not Answered	253		78		95		80	
<b>Reporting Category</b>								
Single Items								
Achievement Score	88.59%		90.04%		90.69%		85.04%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.0↑		+3.6		-1.3		+6.8↑	

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

### About Your Health

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Excellent	243	16.2%	85	17.7%	91	17.7%	67	13.3%
Very Good	381	25.4%	129	26.8%	134	26.0%	118	23.5%
Good	489	32.6%	156	32.4%	164	31.8%	169	33.7%
Fair	326	21.8%	100	20.8%	107	20.8%	119	23.7%
Poor	59	3.9%	11	2.3%	19	3.7%	29	5.8%
<b>Total</b>	1,498	100.0%	481	100.0%	515	100.0%	502	100.0%
Not Answered	111		37		39		35	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Excellent	275	18.3%	82	17.1%	105	20.3%	88	17.5%
Very Good	337	22.5%	105	21.9%	121	23.4%	111	22.1%
Good	460	30.7%	157	32.7%	144	27.9%	159	31.7%
Fair	354	23.6%	116	24.2%	121	23.4%	117	23.3%
Poor	73	4.9%	20	4.2%	26	5.0%	27	5.4%
<b>Total</b>	1,499	100.0%	480	100.0%	517	100.0%	502	100.0%
Not Answered	110		38		37		35	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1,081	74.0%	333	71.6%	373	74.2%	375	76.2%
<input checked="" type="radio"/> No	379	26.0%	132	28.4%	130	25.8%	117	23.8%
Don't Know	37		15		12		10	
<b>Total</b>	1,460	100.0%	465	100.0%	503	100.0%	492	100.0%
Not Answered	106		36		37		33	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	74.04%		71.61%		74.16%		76.22%	

Response scored as:  Achievement  Room for improvement

### About Your Health (continued)

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Every day	401	27.3%	152	32.0%	131	26.1%	118	23.9%
Some days	284	19.3%	102	21.5%	94	18.7%	88	17.8%
Not at all	786	53.4%	221	46.5%	277	55.2%	288	58.3%
Don't Know	18		6		8		4	
<b>Total</b>	1,471	100.0%	475	100.0%	502	100.0%	494	100.0%
Not Answered	120		37		44		39	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	61	9.1%	19	7.7%	20	9.1%	22	10.8%
● Sometimes	118	17.6%	44	17.8%	42	19.1%	32	15.8%
● Usually	136	20.3%	44	17.8%	39	17.7%	53	26.1%
● Always	355	53.0%	140	56.7%	119	54.1%	96	47.3%
<b>Total</b>	670	100.0%	247	100.0%	220	100.0%	203	100.0%
Not Answered	15		7		5		3	
<b>Reporting Category</b> Medical Assistance with Smoking Cessation								
Achievement Score	90.90%		92.31%		90.91%		89.16%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.2		+0.6		-4.4		-3.0	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	126	18.8%	37	14.9%	49	22.2%	40	19.9%
● Sometimes	147	21.9%	48	19.4%	42	19.0%	57	28.4%
● Usually	132	19.7%	49	19.8%	51	23.1%	32	15.9%
● Always	265	39.6%	114	46.0%	79	35.7%	72	35.8%
<b>Total</b>	670	100.0%	248	100.0%	221	100.0%	201	100.0%
Not Answered	15		6		4		5	
<b>Reporting Category</b> Medical Assistance with Smoking Cessation								
Achievement Score	81.19%		85.08%		77.83%		80.10%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.8		+5.4		-3.7		+3.5	

○ Response scored as: ● Achievement ● Room for improvement

### About Your Health (continued)

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Never	168	25.3%	54	22.2%	55	25.3%	59	29.1%
● Sometimes	160	24.1%	57	23.5%	54	24.9%	49	24.1%
● Usually	145	21.9%	54	22.2%	53	24.4%	38	18.7%
● Always	190	28.7%	78	32.1%	55	25.3%	57	28.1%
<b>Total</b>	663	100.0%	243	100.0%	217	100.0%	203	100.0%
Not Answered	22		11		8		3	
<b>Reporting Category</b> Medical Assistance with Smoking Cessation								
Achievement Score	74.66%		77.78%		74.65%		70.94%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.1		+1.4		-0.1		-1.2	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	84	26.8%	26	25.7%	29	29.6%	29	25.4%
● No	229	73.2%	75	74.3%	69	70.4%	85	74.6%
Don't know	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	313	100.0%	101	100.0%	98	100.0%	114	100.0%
Not Answered	0		0		0		0	
<b>Reporting Category</b> Aspirin Use and Discussion								
Achievement Score	26.84%		25.74%		29.59%		25.44%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.8		-0.8		+4.4		-5.9	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	173	13.2%	47	11.1%	61	13.5%	65	14.8%
No	1,141	86.8%	378	88.9%	390	86.5%	373	85.2%
Don't know	183		54		61		68	
<b>Total</b>	1,314	100.0%	425	100.0%	451	100.0%	438	100.0%
Not Answered	112		39		42		31	

○ Response scored as: ● Achievement ● Room for improvement

**About Your Health (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
● Yes	293	50.9%	89	48.6%	105	55.3%	99	48.8%
● No	283	49.1%	94	51.4%	85	44.7%	104	51.2%
<b>Total</b>	576	100.0%	183	100.0%	190	100.0%	203	100.0%
Not Answered	0		0		0		0	
<b>Reporting Category</b> Aspirin Use and Discussion								
Achievement Score	50.87%		48.63%		55.26%		48.77%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.9		-3.9		+5.0		-3.8	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	477	50.2%	140	48.6%	173	52.6%	164	49.1%
No	474	49.8%	148	51.4%	156	47.4%	170	50.9%
<b>Total</b>	951	100.0%	288	100.0%	329	100.0%	334	100.0%
Not Answered	658		230		225		203	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	593	62.4%	191	66.3%	191	58.1%	211	63.2%
No	358	37.6%	97	33.7%	138	41.9%	123	36.8%
<b>Total</b>	951	100.0%	288	100.0%	329	100.0%	334	100.0%
Not Answered	658		230		225		203	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	239	25.1%	69	24.0%	74	22.5%	96	28.7%
No	712	74.9%	219	76.0%	255	77.5%	238	71.3%
<b>Total</b>	951	100.0%	288	100.0%	329	100.0%	334	100.0%
Not Answered	658		230		225		203	

○ Response scored as: ● Achievement ● Room for improvement

**About Your Health (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	70	15.6%	18	13.3%	26	16.4%	26	16.8%
No	379	84.4%	117	86.7%	133	83.6%	129	83.2%
<b>Total</b>	449	100.0%	135	100.0%	159	100.0%	155	100.0%
Not Answered	1,160		383		395		382	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	66	14.7%	21	15.6%	20	12.6%	25	16.1%
No	383	85.3%	114	84.4%	139	87.4%	130	83.9%
<b>Total</b>	449	100.0%	135	100.0%	159	100.0%	155	100.0%
Not Answered	1,160		383		395		382	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	85	18.9%	33	24.4%	26	16.4%	26	16.8%
No	364	81.1%	102	75.6%	133	83.6%	129	83.2%
<b>Total</b>	449	100.0%	135	100.0%	159	100.0%	155	100.0%
Not Answered	1,160		383		395		382	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	322	71.7%	90	66.7%	124	78.0%	108	69.7%
No	127	28.3%	45	33.3%	35	22.0%	47	30.3%
<b>Total</b>	449	100.0%	135	100.0%	159	100.0%	155	100.0%
Not Answered	1,160		383		395		382	

**About Your Health (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	82	7.3%	25	6.8%	26	6.7%	31	8.3%
No	1,045	92.7%	343	93.2%	360	93.3%	342	91.7%
<b>Total</b>	<b>1,127</b>	<b>100.0%</b>	<b>368</b>	<b>100.0%</b>	<b>386</b>	<b>100.0%</b>	<b>373</b>	<b>100.0%</b>
Not Answered	482		150		168		164	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	434	35.9%	146	37.5%	132	31.8%	156	38.4%
No	776	64.1%	243	62.5%	283	68.2%	250	61.6%
<b>Total</b>	<b>1,210</b>	<b>100.0%</b>	<b>389</b>	<b>100.0%</b>	<b>415</b>	<b>100.0%</b>	<b>406</b>	<b>100.0%</b>
Not Answered	399		129		139		131	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	396	33.1%	140	36.9%	132	31.7%	124	30.9%
No	800	66.9%	239	63.1%	284	68.3%	277	69.1%
<b>Total</b>	<b>1,196</b>	<b>100.0%</b>	<b>379</b>	<b>100.0%</b>	<b>416</b>	<b>100.0%</b>	<b>401</b>	<b>100.0%</b>
Not Answered	413		139		138		136	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	316	26.8%	95	25.3%	101	24.9%	120	30.2%
No	863	73.2%	280	74.7%	305	75.1%	278	69.8%
<b>Total</b>	<b>1,179</b>	<b>100.0%</b>	<b>375</b>	<b>100.0%</b>	<b>406</b>	<b>100.0%</b>	<b>398</b>	<b>100.0%</b>
Not Answered	430		143		148		139	

**About Your Health (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	632	49.9%	218	53.0%	185	42.9%	229	53.9%
No	635	50.1%	193	47.0%	246	57.1%	196	46.1%
<b>Total</b>	1,267	100.0%	411	100.0%	431	100.0%	425	100.0%
Not Answered	342		107		123		112	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	149	12.8%	52	13.8%	52	13.1%	45	11.4%
No	1,018	87.2%	324	86.2%	345	86.9%	349	88.6%
<b>Total</b>	1,167	100.0%	376	100.0%	397	100.0%	394	100.0%
Not Answered	442		142		157		143	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	452	36.9%	172	42.4%	129	31.1%	151	37.3%
No	774	63.1%	234	57.6%	286	68.9%	254	62.7%
<b>Total</b>	1,226	100.0%	406	100.0%	415	100.0%	405	100.0%
Not Answered	383		112		139		132	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	786	60.4%	248	59.6%	247	54.5%	291	67.2%
No	516	39.6%	168	40.4%	206	45.5%	142	32.8%
<b>Total</b>	1,302	100.0%	416	100.0%	453	100.0%	433	100.0%
Not Answered	307		102		101		104	

### About You

**Q56. What is your age?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
18 to 24	19	1.3%	3	0.6%	9	1.8%	7	1.4%
25 to 34	87	5.9%	31	6.6%	34	6.7%	22	4.4%
35 to 44	207	14.0%	72	15.3%	68	13.4%	67	13.4%
45 to 54	580	39.2%	190	40.3%	196	38.6%	194	38.8%
55 to 64	570	38.5%	170	36.0%	195	38.4%	205	41.0%
65 to 74	16	1.1%	5	1.1%	6	1.2%	5	1.0%
75 or older	1	0.1%	1	0.2%	0	0.0%	0	0.0%
<b>Total</b>	1,480	100.0%	472	100.0%	508	100.0%	500	100.0%
Not Answered	129		46		46		37	

**Q57. Are you male or female?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Male	915	62.1%	292	62.9%	306	60.0%	317	63.4%
Female	559	37.9%	172	37.1%	204	40.0%	183	36.6%
<b>Total</b>	1,474	100.0%	464	100.0%	510	100.0%	500	100.0%
Not Answered	135		54		44		37	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
8th grade or less	155	10.6%	46	9.9%	60	11.9%	49	9.9%
Some high school but did not graduate	408	27.9%	135	29.1%	149	29.6%	124	25.1%
High school graduate or GED	423	28.9%	123	26.5%	156	31.0%	144	29.1%
Some college or 2-year degree	334	22.8%	110	23.7%	103	20.4%	121	24.5%
4-year college graduate	87	6.0%	30	6.5%	25	5.0%	32	6.5%
More than 4-year college degree	55	3.8%	20	4.3%	11	2.2%	24	4.9%
<b>Total</b>	1,462	100.0%	464	100.0%	504	100.0%	494	100.0%
Not Answered	147		54		50		43	

**About You (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	670	46.7%	216	47.6%	211	42.4%	243	50.2%
No, Not Hispanic or Latino	766	53.3%	238	52.4%	287	57.6%	241	49.8%
<b>Total</b>	1,436	100.0%	454	100.0%	498	100.0%	484	100.0%
Not Answered	173		64		56		53	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	275	20.3%	104	23.9%	77	16.5%	94	20.8%
No	1,080	79.7%	332	76.1%	390	83.5%	358	79.2%
<b>Total</b>	1,355	100.0%	436	100.0%	467	100.0%	452	100.0%
Not Answered	254		82		87		85	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	710	52.4%	218	50.0%	268	57.4%	224	49.6%
No	645	47.6%	218	50.0%	199	42.6%	228	50.4%
<b>Total</b>	1,355	100.0%	436	100.0%	467	100.0%	452	100.0%
Not Answered	254		82		87		85	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	30	2.2%	13	3.0%	12	2.6%	5	1.1%
No	1,325	97.8%	423	97.0%	455	97.4%	447	98.9%
<b>Total</b>	1,355	100.0%	436	100.0%	467	100.0%	452	100.0%
Not Answered	254		82		87		85	

**About You (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	17	1.3%	8	1.8%	3	0.6%	6	1.3%
No	1,338	98.7%	428	98.2%	464	99.4%	446	98.7%
<b>Total</b>	1,355	100.0%	436	100.0%	467	100.0%	452	100.0%
Not Answered	254		82		87		85	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	49	3.6%	19	4.4%	9	1.9%	21	4.6%
No	1,306	96.4%	417	95.6%	458	98.1%	431	95.4%
<b>Total</b>	1,355	100.0%	436	100.0%	467	100.0%	452	100.0%
Not Answered	254		82		87		85	

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	391	28.9%	121	27.8%	126	27.0%	144	31.9%
No	964	71.1%	315	72.2%	341	73.0%	308	68.1%
<b>Total</b>	1,355	100.0%	436	100.0%	467	100.0%	452	100.0%
Not Answered	254		82		87		85	

**Q61. How well do you speak English?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Very well	1,034	70.0%	345	73.7%	339	66.7%	350	69.7%
Well	261	17.7%	72	15.4%	97	19.1%	92	18.3%
Not well	130	8.8%	34	7.3%	55	10.8%	41	8.2%
Not at all	53	3.6%	17	3.6%	17	3.3%	19	3.8%
<b>Total</b>	1,478	100.0%	468	100.0%	508	100.0%	502	100.0%
Not Answered	131		50		46		35	

**About You (continued)**

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

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Yes	643	44.6%	207	45.0%	217	43.8%	219	45.1%
No	799	55.4%	253	55.0%	279	56.3%	267	54.9%
<b>Total</b>	1,442	100.0%	460	100.0%	496	100.0%	486	100.0%
Not Answered	167		58		58		51	

**Q63. What is the language spoken at home?**

	SNP Total		Amidacare		MetroPlus		VNSNY CHOICE	
	N	%	N	%	N	%	N	%
Spanish	487	78.2%	156	78.0%	151	72.2%	180	84.1%
Other	136	21.8%	44	22.0%	58	27.8%	34	15.9%
<b>Total</b>	623	100.0%	200	100.0%	209	100.0%	214	100.0%
Not Answered	20		7		8		5	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes -> Go to Question 1
- No

START HERE

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

- Yes -> Go to Question 3
- No -> Go to Question 2

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

\_\_\_\_\_



## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes → **Go to Question 4**
- No → **Go to Question 5**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → **Go to Question 6**
- No → **Go to Question 7**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

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

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

- Yes → **Go to Question 11**
- No → **Go to Question 14**

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No



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

- Yes → Go to Question 15
○ No → Go to Question 17

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

- Never
○ Sometimes
○ Usually
○ Always

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

- Never
○ Sometimes
○ Usually
○ Always

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

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

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

- Never
○ Sometimes
○ Usually
○ Always

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

- Yes → Go to Question 20
○ No → Go to Question 22

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

- Never
○ Sometimes
○ Usually
○ Always

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

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

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

- Yes → Go to Question 23
○ No → Go to Question 25

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

- Never
○ Sometimes
○ Usually
○ Always

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

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



## YOUR PERSONAL DOCTOR

25. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
- Yes → *Go to Question 26*  
 No → *Go to Question 34*
26. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
- None → *Go to Question 33*  
 1 → *Go to Question 27*  
 2 → *Go to Question 27*  
 3 → *Go to Question 27*  
 4 → *Go to Question 27*  
 5 to 9 → *Go to Question 27*  
 10 or more → *Go to Question 27*
27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- Never  
 Sometimes  
 Usually  
 Always
28. In the last 6 months, how often did your personal doctor listen carefully to you?
- Never  
 Sometimes  
 Usually  
 Always
29. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- Never  
 Sometimes  
 Usually  
 Always
30. In the last 6 months, how often did your personal doctor spend enough time with you?
- Never  
 Sometimes  
 Usually  
 Always

31. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- Yes → *Go to Question 32*  
 No → *Go to Question 33*
32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Never  
 Sometimes  
 Usually  
 Always
33. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- 0  1  2  3  4  5  6  7  8  9  10  
Worst Personal Doctor Possible Best Personal Doctor Possible

## GETTING HEALTH CARE FROM SPECIALISTS

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

34. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?
- Yes → *Go to Question 35*  
 No → *Go to Question 38*
35. In the last 6 months, how often did you get an appointment with specialists as soon as you needed?
- Never  
 Sometimes  
 Usually  
 Always

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

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

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

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

### YOUR HEALTH PLAN

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

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

- Yes → Go to Question 39
- No → Go to Question 41

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

### ABOUT YOUR HEALTH

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

- High cholesterol
- High blood pressure
- Parent or sibling with a heart attack before the age of 60

54. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

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

	Yes	No
a. Cancer	<input type="radio"/>	<input type="radio"/>
b. Arthritis	<input type="radio"/>	<input type="radio"/>
c. Asthma	<input type="radio"/>	<input type="radio"/>
d. Overweight	<input type="radio"/>	<input type="radio"/>
e. Depression	<input type="radio"/>	<input type="radio"/>
f. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
g. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
h. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>



**ABOUT YOU**

**56. What is your age?**

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

**57. Are you male or female?**

- Male
- Female

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

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

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

- Yes
- No

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

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

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

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

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

- Yes → **Go to Question 63**
- No

**63. What is this language spoken at home?**

- Spanish
- Other

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

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

**DataStat  
3975 Research Park Drive  
Ann Arbor, MI 48108**





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