



HIV Special Needs Plans (SNP):  
VNSNY Choice Health Plans  
CAHPS® 5.0H  
Adult Medicaid Survey

Continuous Quality Improvement Report

March 2018



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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 (NYS) sponsors a CAHPS survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans.

DataStat, Inc. conducted the survey on behalf of NYS in 2017. 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

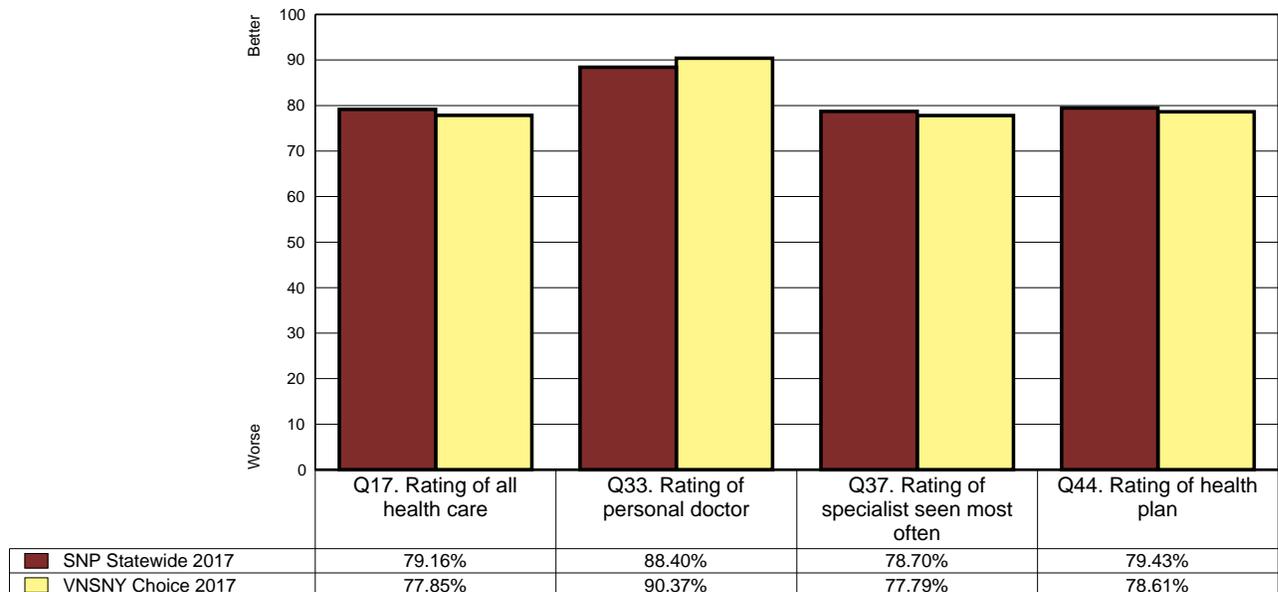
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2017 administration, NYS focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (three mailings, followed by phone follow-up of non-responders) during the period October 3, 2017, through January 7, 2018, using a standardized survey procedure and questionnaire. A total of 440 responses were received resulting in a 29.8% 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 were available due to skip patterns in the instrument. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

## Summary of 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 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)

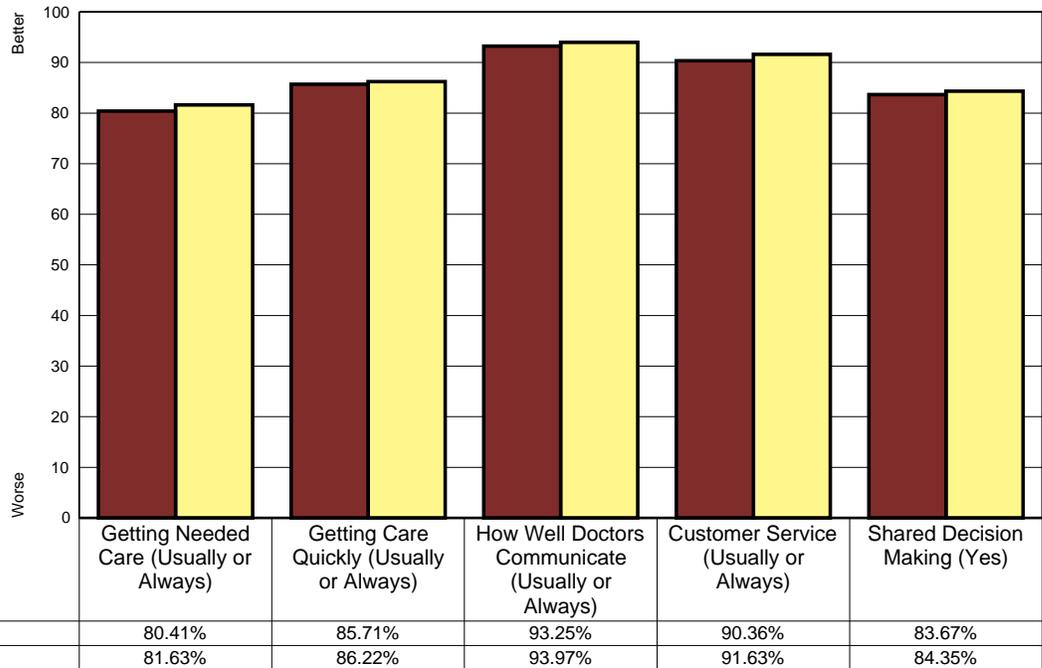


↑↓ Statistically significantly better/worse than SNP Statewide 2017.

### 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 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.

**Composites**



↑↓ Statistically significantly better/worse than SNP Statewide 2017.

## Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	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 Statewide</b>	80	86	93	90	84	79	88	79	79
Amida Care	81	89 ▲	93	92	83	77	87	77	80
MetroPlus	79	82 ▼	93	88	84	82	87	81	80
VNSNY Choice	82	86	94	92	84	78	90	78	79

▲▼ Statistically significantly better/worse than SNP Statewide 2017.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Statewide	VNSNY Choice Health Plans
18 to 24	0.9%	0.5%
25 to 34	5.4%	4.5%
35 to 44	12.5%	11.6%
45 to 54	35.5%	35.9%
55 to 64	42.4%	45.1%
65 to 74	3.1%	2.1%
75 or older	0.2%	0.2%

<b>Gender</b>	SNP Statewide	VNSNY Choice Health Plans
Male	63.1%	63.7%
Female	36.9%	36.3%

<b>Highest grade or level of school completed</b>	SNP Statewide	VNSNY Choice Health Plans
8th grade or less	11.8%	10.7%
Some high school, but did not graduate	25.7%	25.5%
High school graduate or GED	28.9%	29.8%
Some college or 2-year degree	23.5%	21.5%
4-year college graduate	5.7%	7.2%
More than 4-year college graduate	4.4%	5.3%

<b>Hispanic or Latino</b>	SNP Statewide	VNSNY Choice Health Plans
Yes, Hispanic or Latino	45.6%	49.0%
No, Not Hispanic or Latino	54.4%	51.0%

<b>Race</b>	SNP Statewide	VNSNY Choice Health Plans
White	20.1%	24.9%
Black or African-American	48.2%	42.6%
Asian	2.0%	1.0%
Native Hawaiian or Other Pacific Islander	1.2%	1.0%
American Indian or Alaska Native	4.5%	6.2%
Other	31.2%	34.9%

<b>Rating of Overall Health</b>	SNP Statewide	VNSNY Choice Health Plans
Excellent	17.5%	14.2%
Very good	26.3%	24.2%
Good	30.3%	32.6%
Fair	22.3%	25.6%
Poor	3.7%	3.3%

## Sample Disposition

	SNP Statewide	VNSNY Choice Health Plans
First mailing - sent	4,500	1,500
First mailing - usable survey returned*	733	251
Second mailing - sent	3,685	1,246
Second mailing - usable survey returned*	299	98
Phone - usable surveys*	293	91
<b>Total - usable surveys</b>	<b>1,325</b>	<b>440</b>
Ineligible: According to population criteria‡‡	39	11
Ineligible: Language barrier†	28	7
Ineligible: Deceased†	8	2
Ineligible: Mentally or physically unable to complete survey†	9	2
Refusal/Returned survey blank	76	31
Incomplete survey - mail or phone	103	38
Nonresponse - Unavailable by mail or phone	2,905	965
Added to Do Not Call list	7	4
<b>Response Rate</b>	<b>30.0%</b>	<b>29.8%</b>

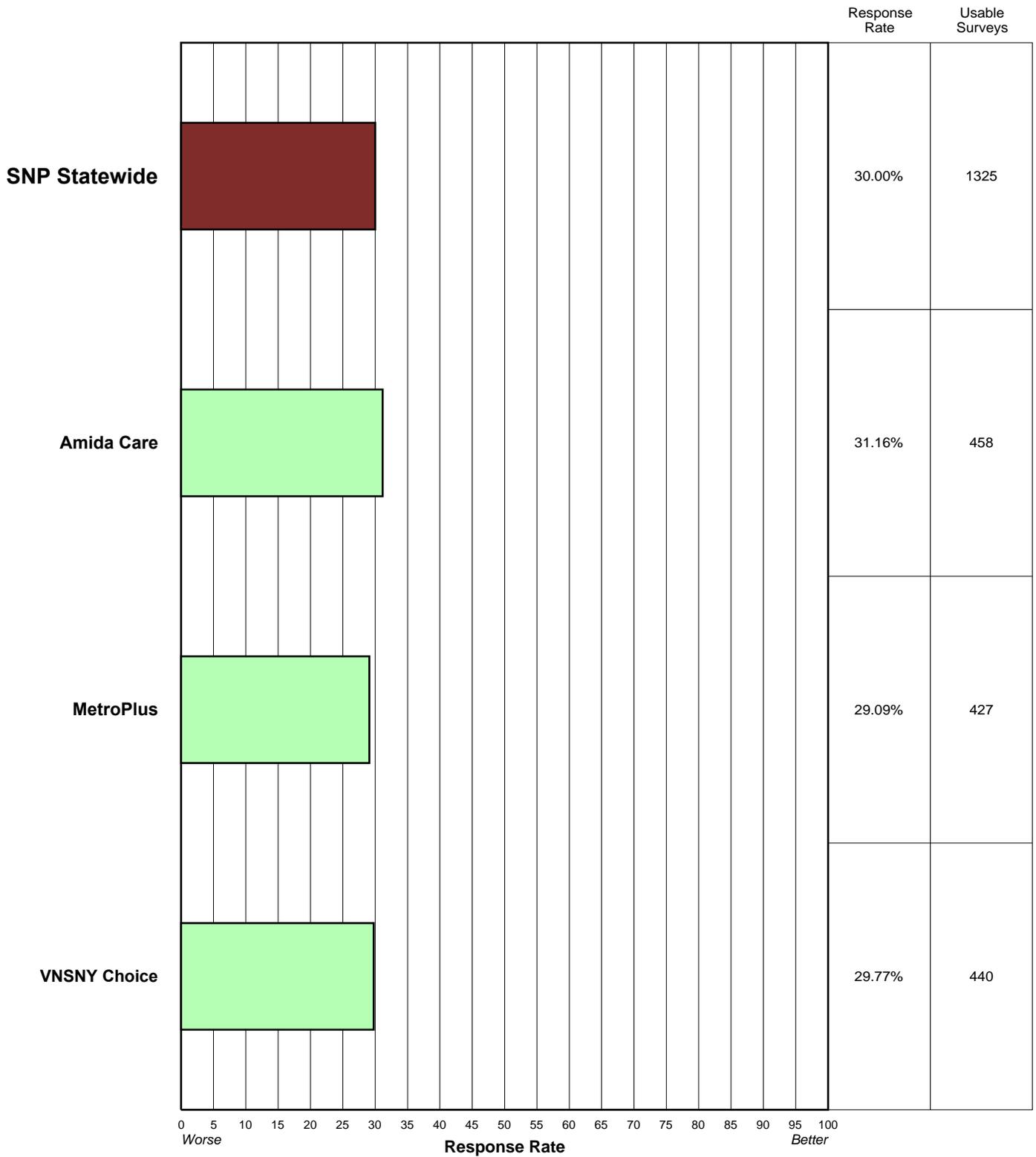
\*Included in response rate numerator

†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



■ SNP Statewide 2017

■ Health Plans 2017

## Trend Analysis - 2017 vs. 2015

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2011. 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. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2015 and 2017 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	VNSNY Choice 2017 Score	VNSNY Choice 2015 Score	Point Change	Composite/ Question Group	
Q12. Doctor/provider talked about reasons you might not want to take a medicine	70.3%	61.1%	+ 9.2	Shared Decision Making	
Q50. Advised by doctor or other health provider to quit smoking or using tobacco	95.0%	89.2%	+ 5.8 ▲	Medical Assistance with Smoking Cessation	Better ▲ ↑ ↓ ▼ Worse
Q45. Would recommend health plan to your family and friends	90.7%	85.0%	+ 5.7 ▲	Single Items	
Q44. Rating of health plan	78.6%	73.3%	+ 5.3	Ratings	
Q41. Health plan's customer service usually or always gave needed information or help	87.6%	82.5%	+ 5.2	Customer Service	
Q52. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	75.3%	70.9%	+ 4.4	Medical Assistance with Smoking Cessation	
Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers	92.0%	88.3%	+ 3.7	Single Items	
Q43. Usually or always treated with courtesy and respect by health plan's customer service staff	95.6%	93.2%	+ 2.5	Customer Service	
Q11. Doctor/provider talked about reasons you might want to take a medicine	96.4%	94.3%	+ 2.1	Shared Decision Making	
Q33. Rating of personal doctor	90.4%	88.4%	+ 1.9	Ratings	
Q18. Usually or always got care, tests or treatment you thought you needed	88.2%	89.3%	- 1.0	Getting Needed Care	
Q27. Personal doctor usually or always explained things in way that was easy to understand	94.3%	95.4%	- 1.1	Communication	
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	82.7%	84.0%	- 1.3	Single Items	
Q28. Personal doctor usually or always listened carefully to you	93.8%	95.2%	- 1.4	Communication	
Q4. Usually or always got care right away as soon as you needed	84.4%	85.9%	- 1.5	Getting Care Quickly	
Q9e. Doctor or other health provider talked about smoking or using tobacco products	60.2%	61.8%	- 1.5	Single Items	
Q30. Personal doctor usually or always spent enough time with you	91.9%	93.5%	- 1.6	Communication	
Q16. Results of blood test, x-ray or other test usually or always easy to understand	85.4%	87.3%	- 1.9	Single Items	
Q35. Usually or always get an appointment to see a specialist as soon as you needed	75.0%	77.1%	- 2.1	Getting Needed Care	
Q24. Rating of alcohol, drug, or addiction treatment or counseling	58.5%	67.6%	- 9.1	Single Items	

▲ ▼ Statistically significantly higher/lower than 2015 score.

## Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS SNPs as of July 2017 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 fourteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

### Survey Milestones

1. 1st questionnaire packets mailed: October 3, 2017
2. Reminder postcards mailed: October 10, 2017
3. 2nd questionnaire packets mailed: October 31, 2017
4. Phone field opened: November 28, 2017
5. Mail and phone field closed: January 7, 2018

### 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 2017.

### 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 16 supplemental questions addressing areas of particular interest to NYS. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 66 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 three of the five questions: Q3, Q25, Q34, Q38, Q44. Complete interviews were obtained from 1,325 NYS Medicaid SNP members, and the overall project response rate was 30.0%.

### 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

- Q41. Health plan's customer service usually or always gave needed information or help
- Q43. 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

## 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. The *Trend Analysis* section displays for the SNP the ten items at the top of the list and the ten items at the bottom, with their 2015 and 2017 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

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## Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top 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 2017 are case-mix adjusted for age (Q59), health status (Q46) and education (Q61). 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 NYS 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.

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

### Understanding the Sections of the Report

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

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

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

#### *Graphs/Results*

This section contains a graphic presentation of the SNP Total and plan-specific results for each question using 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, correlation with rating of health plan and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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## Graphs/Results

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 various benchmarks or peers. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

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

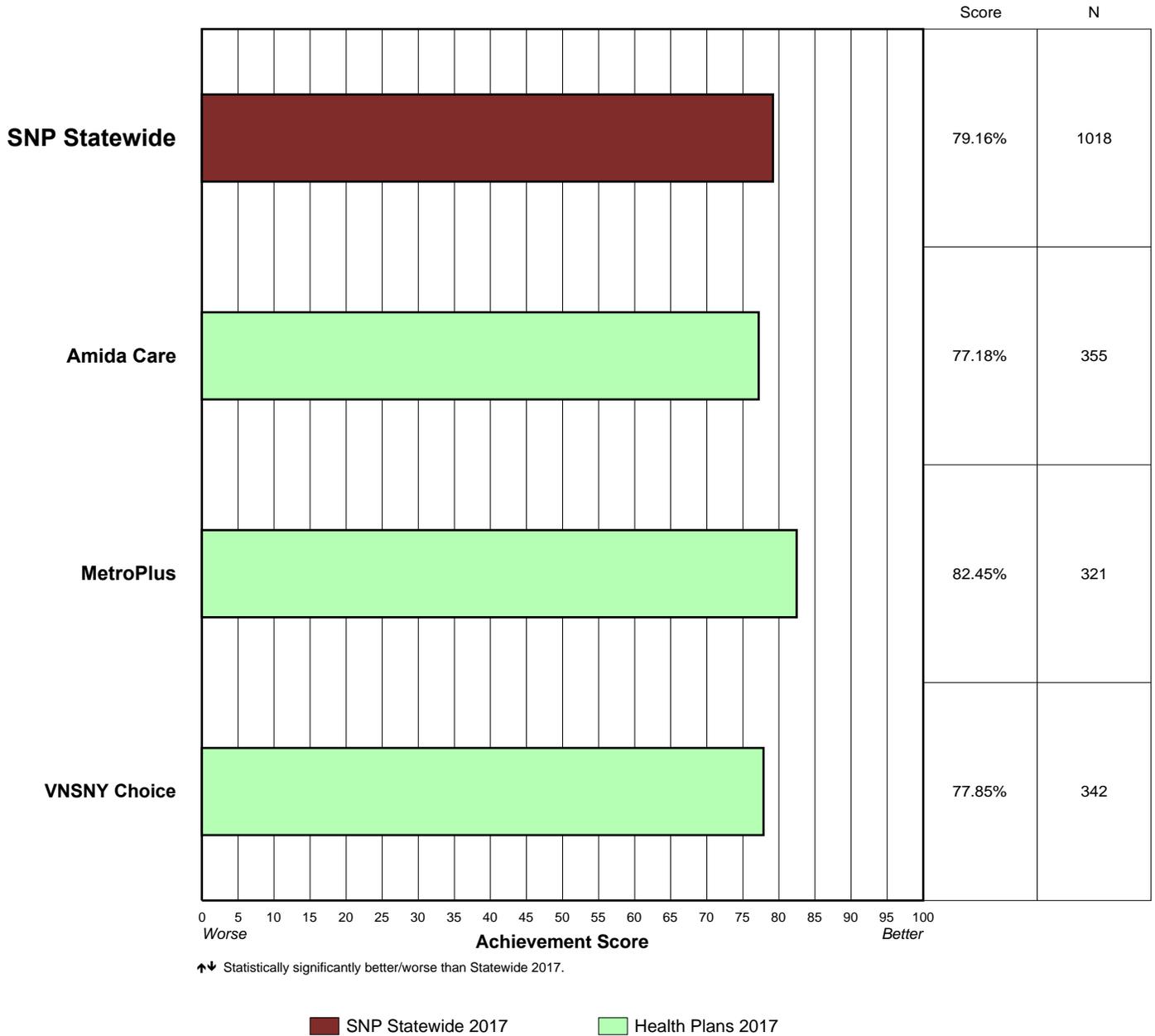
Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the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

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

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

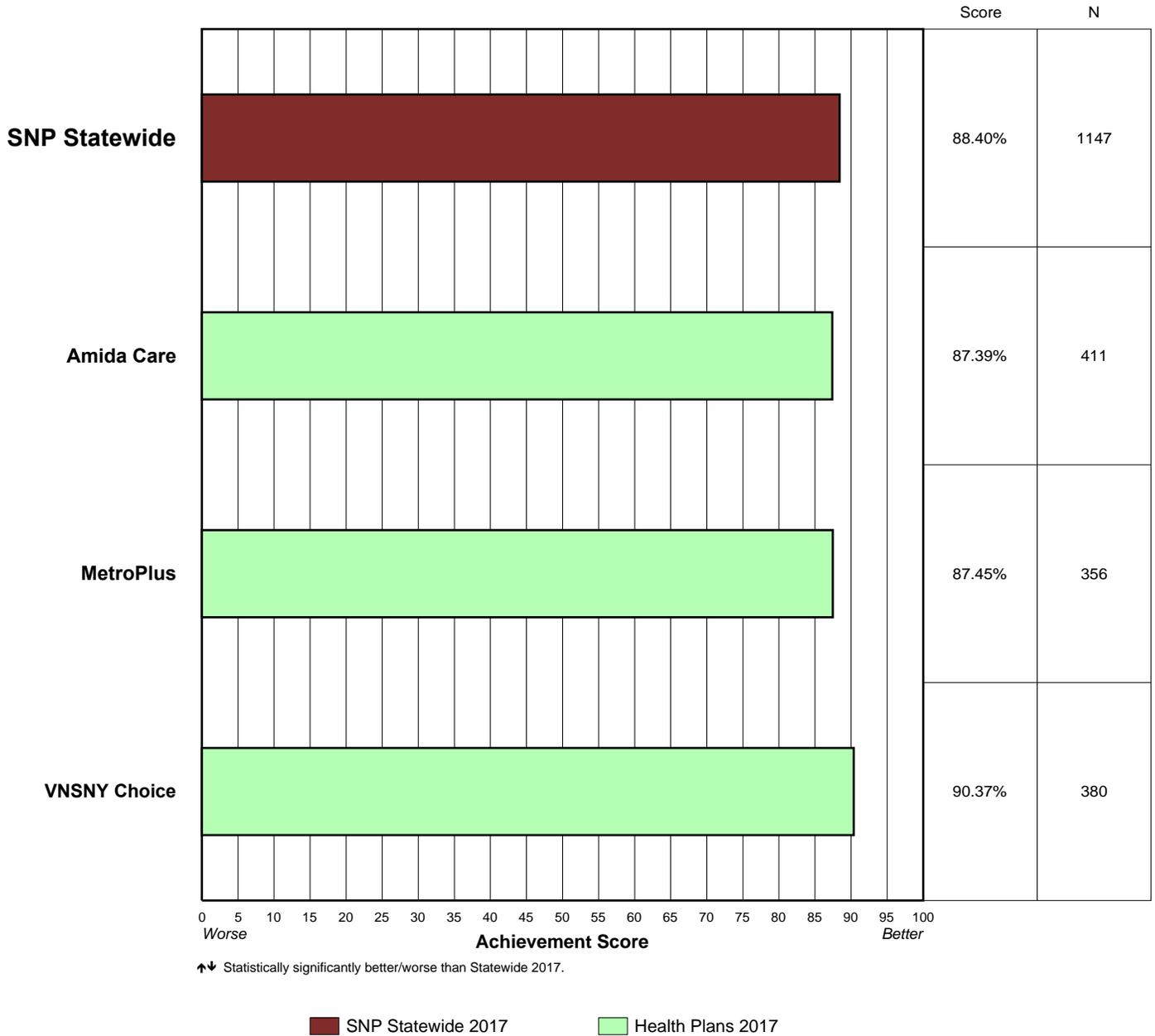
## Overall Ratings

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



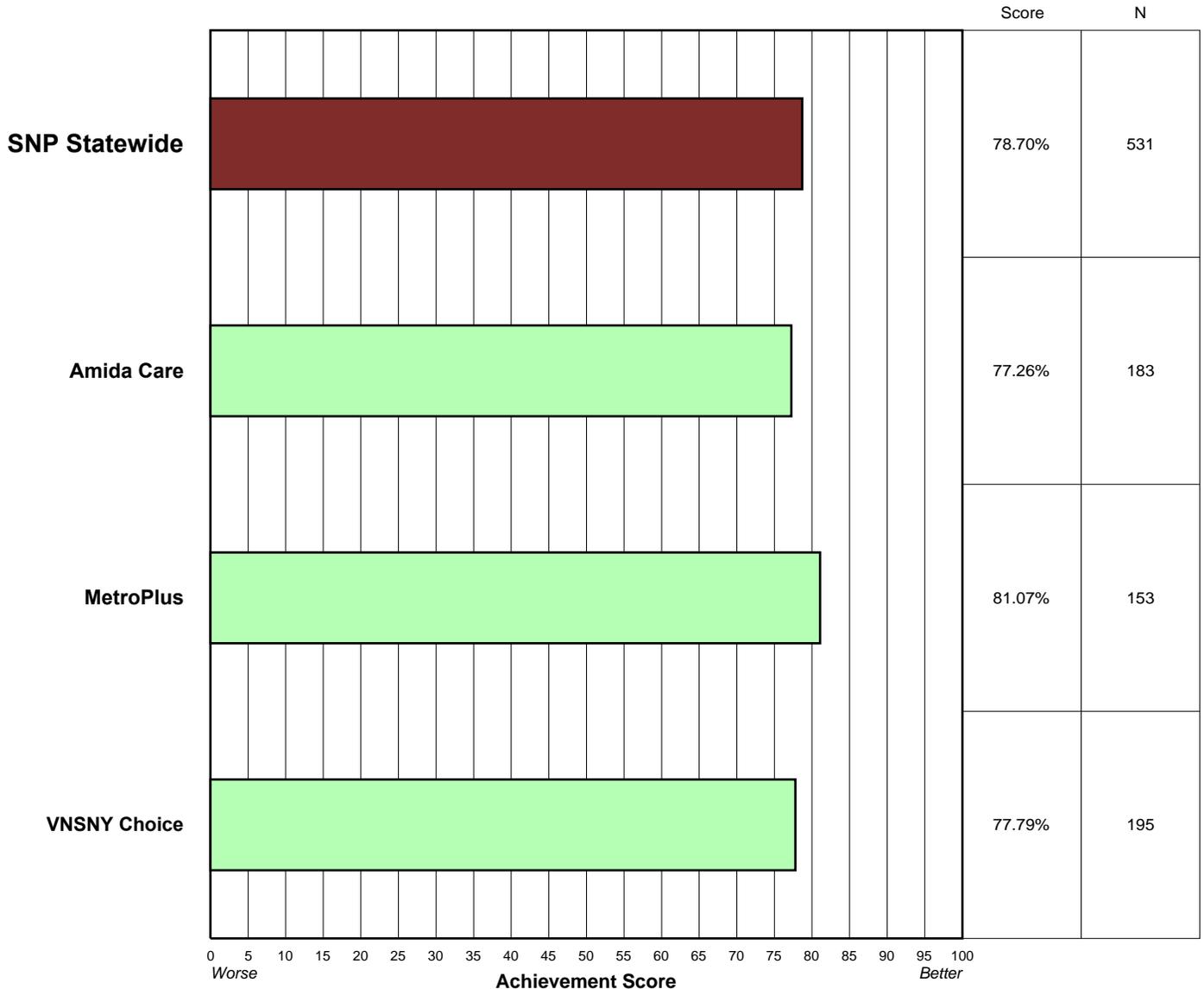
## Overall Ratings

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



## Overall Ratings

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

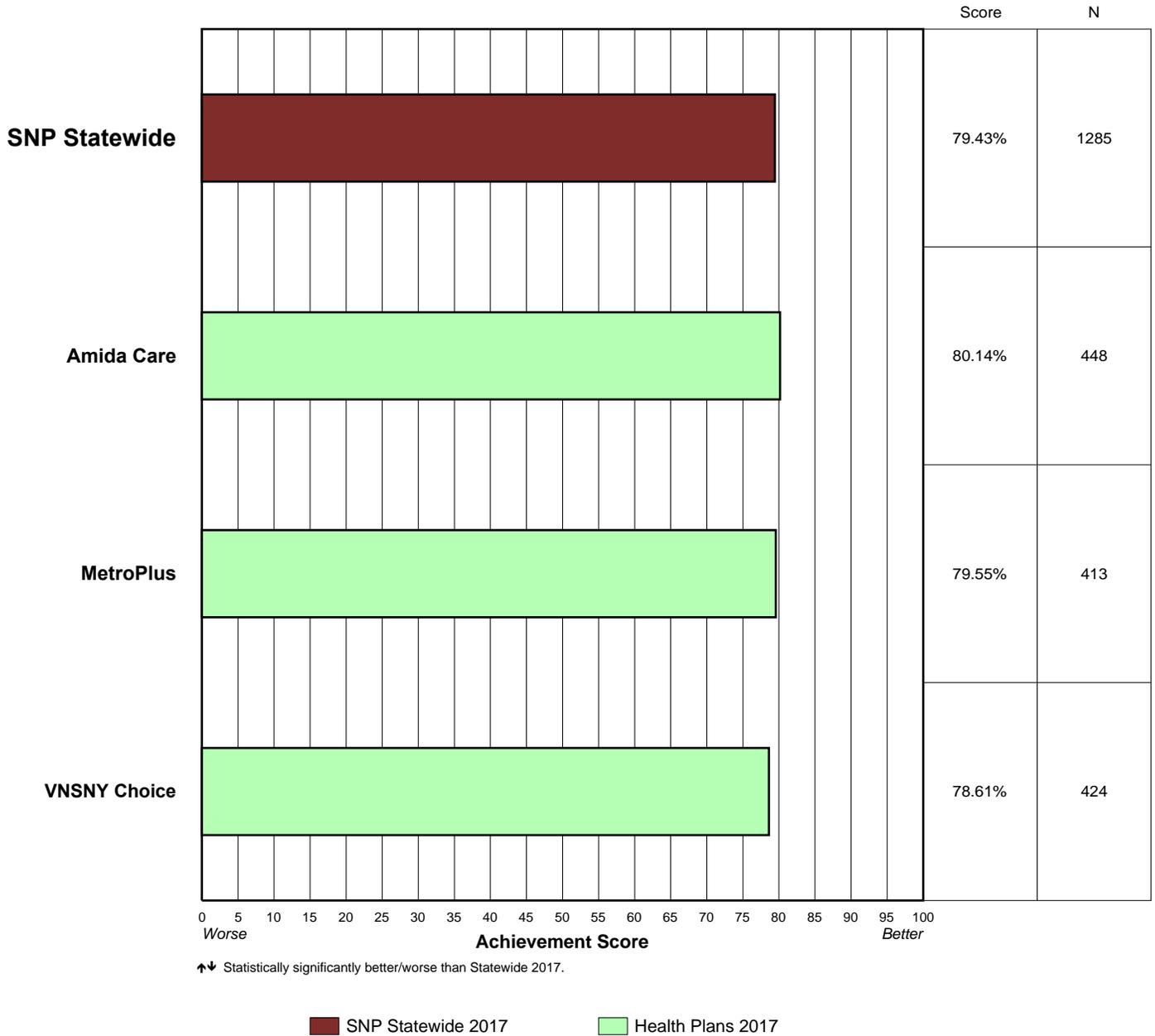


↕ Statistically significantly better/worse than Statewide 2017.

■ SNP Statewide 2017      ■ Health Plans 2017

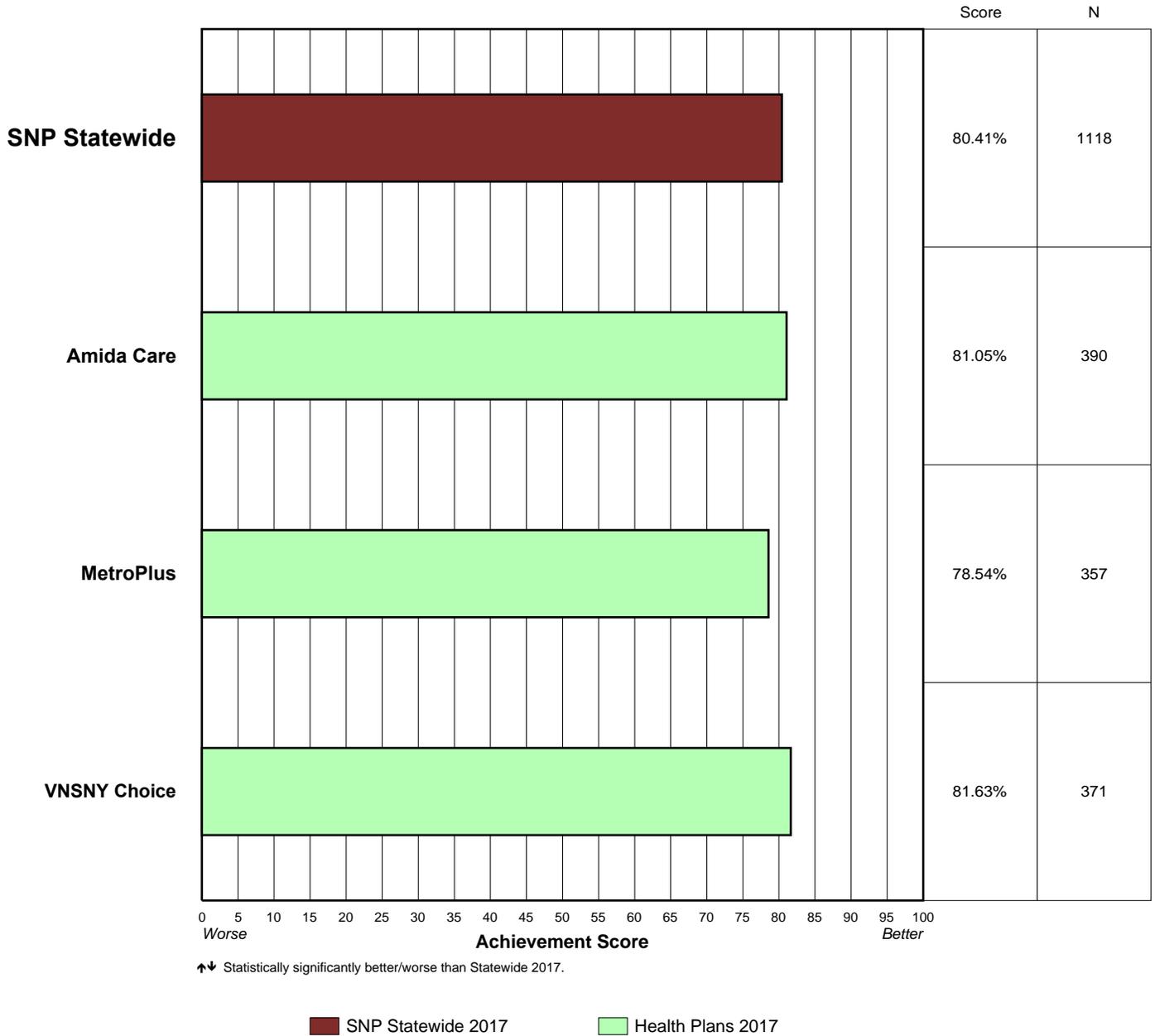
## Overall Ratings

### Q44. Rating of health plan (8, 9 or 10)



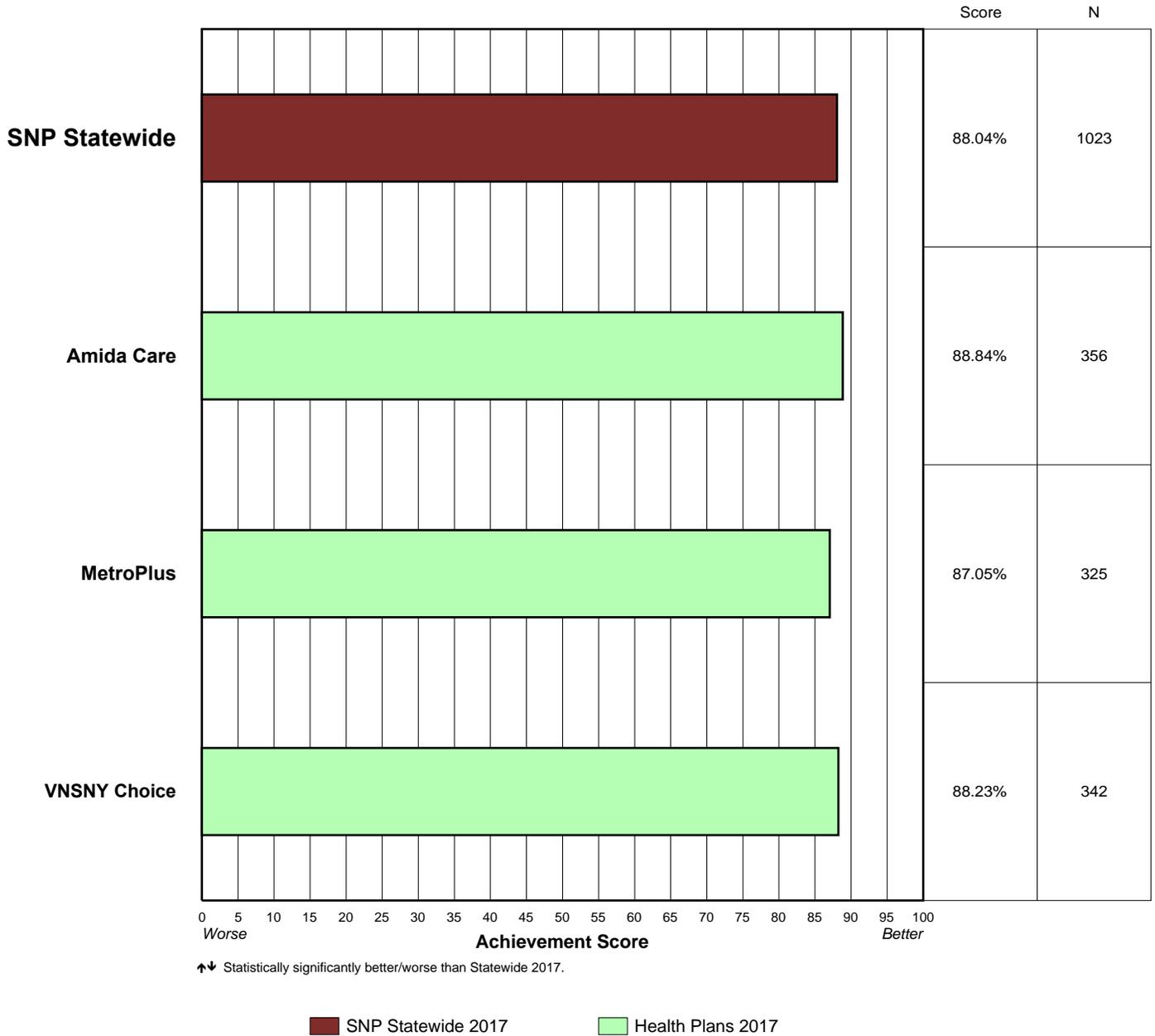
## Composites

### Getting Needed Care (Usually or Always)



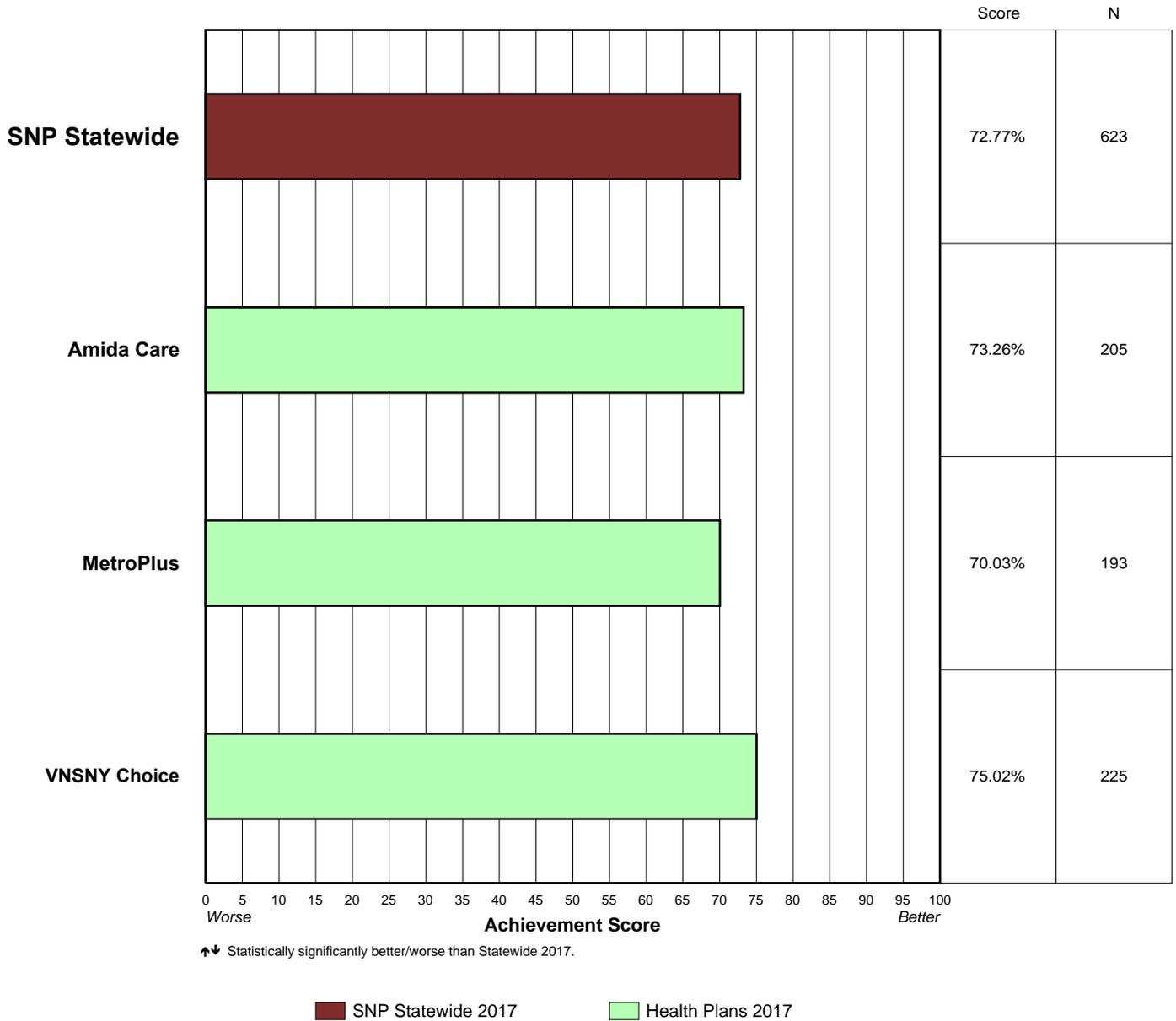
## Getting Needed Care (Usually or Always)

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

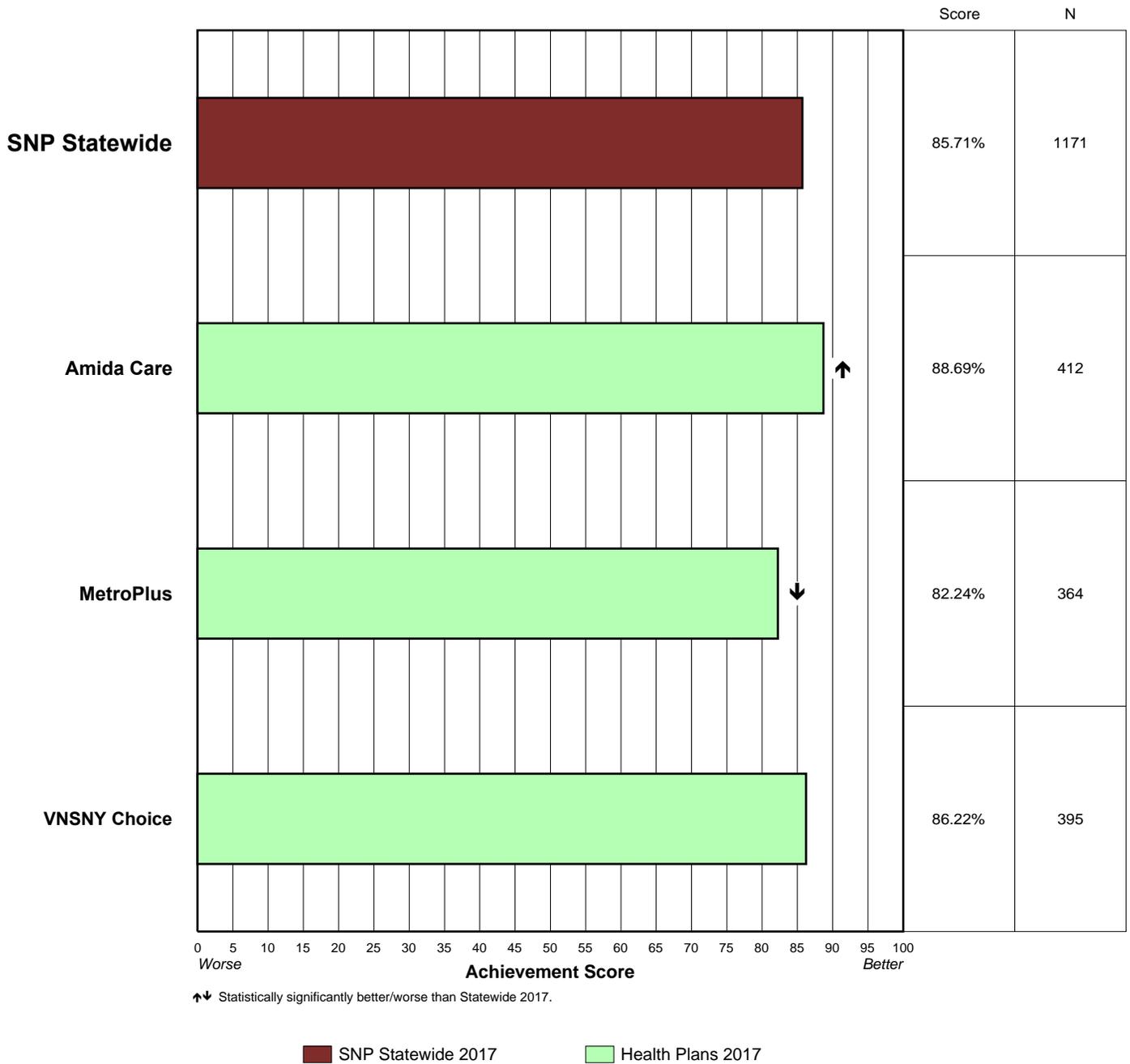


## Getting Needed Care (Usually or Always)

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

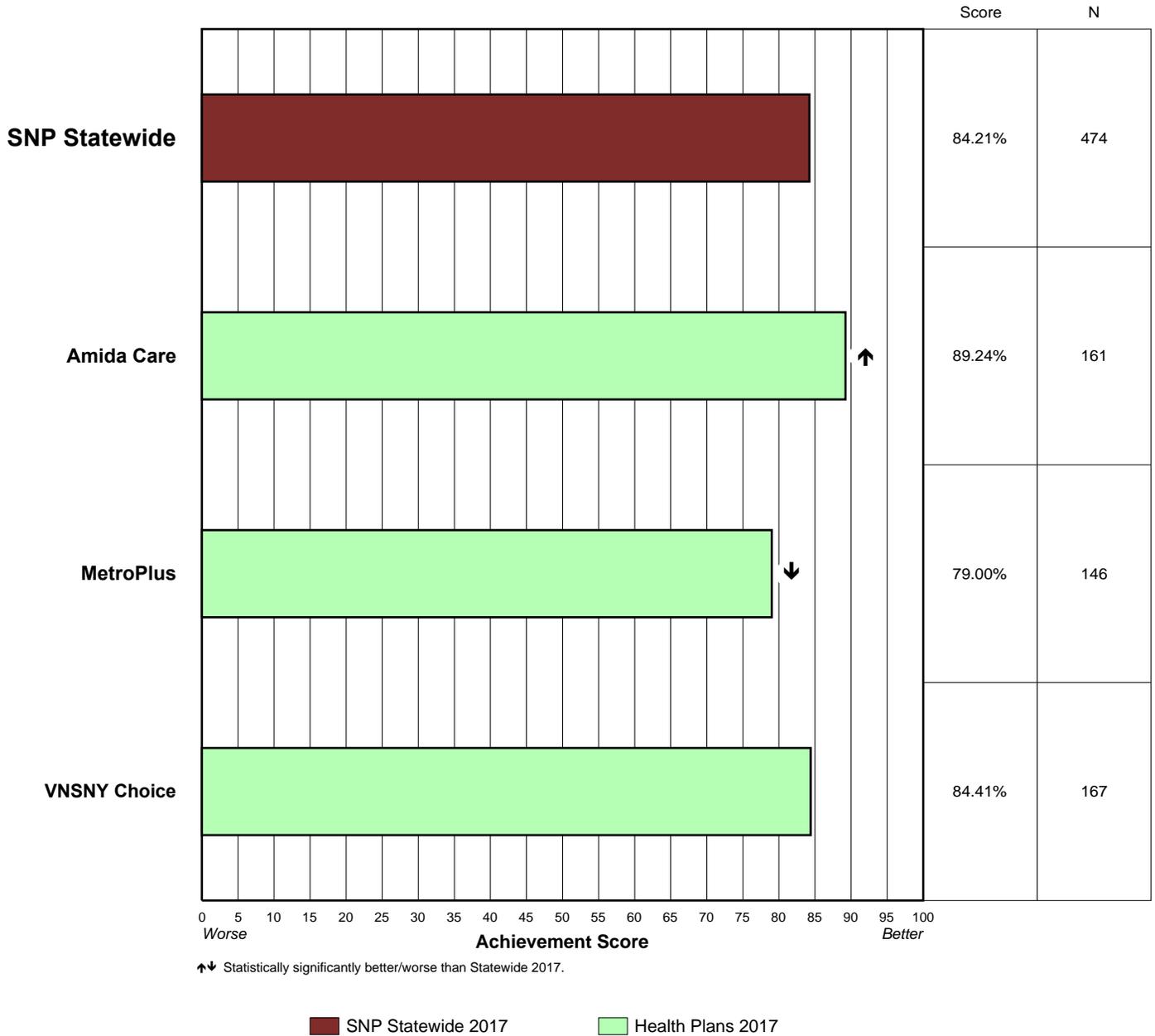


## Getting Care Quickly (Usually or Always)



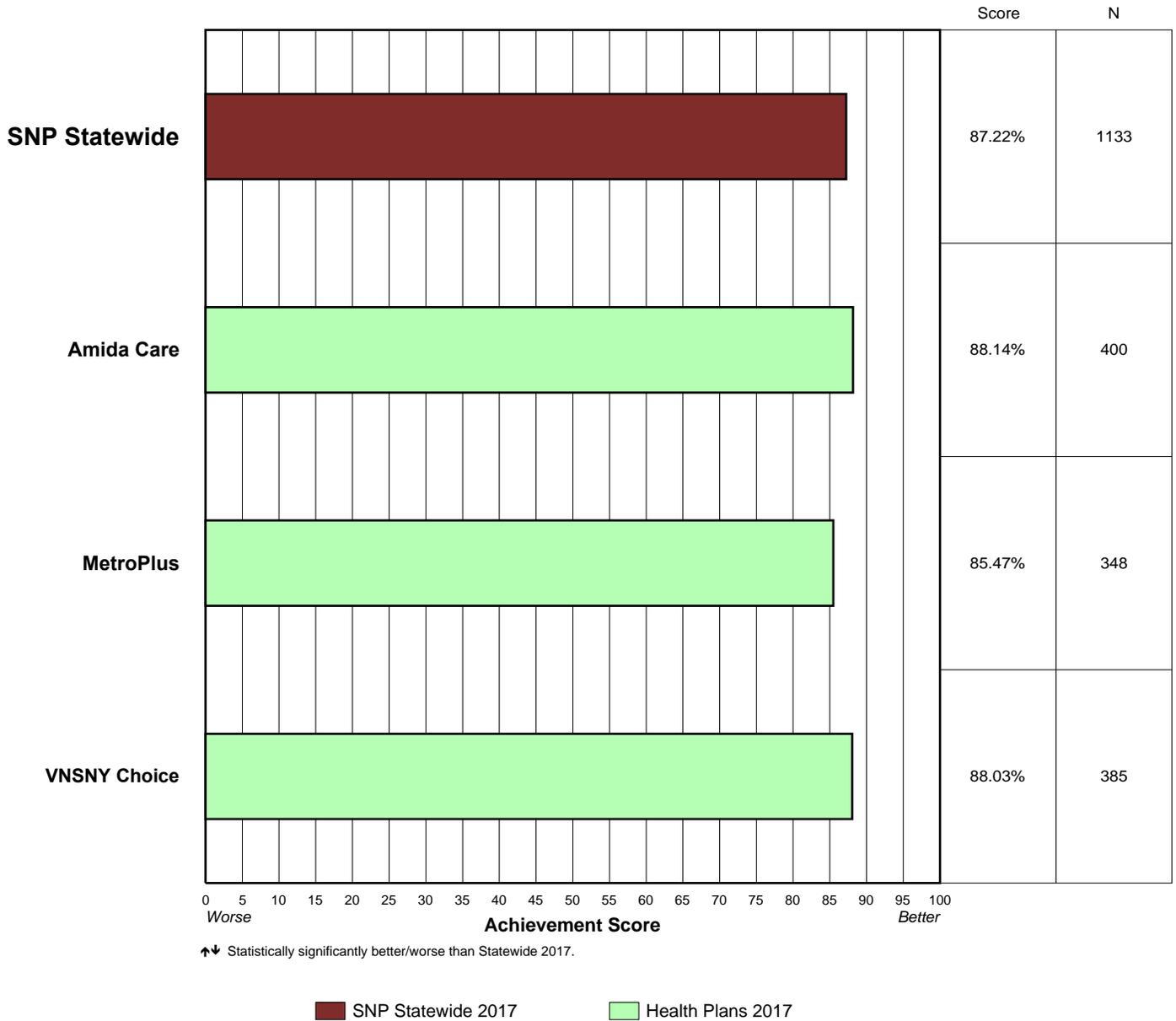
## Getting Care Quickly (Usually or Always)

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

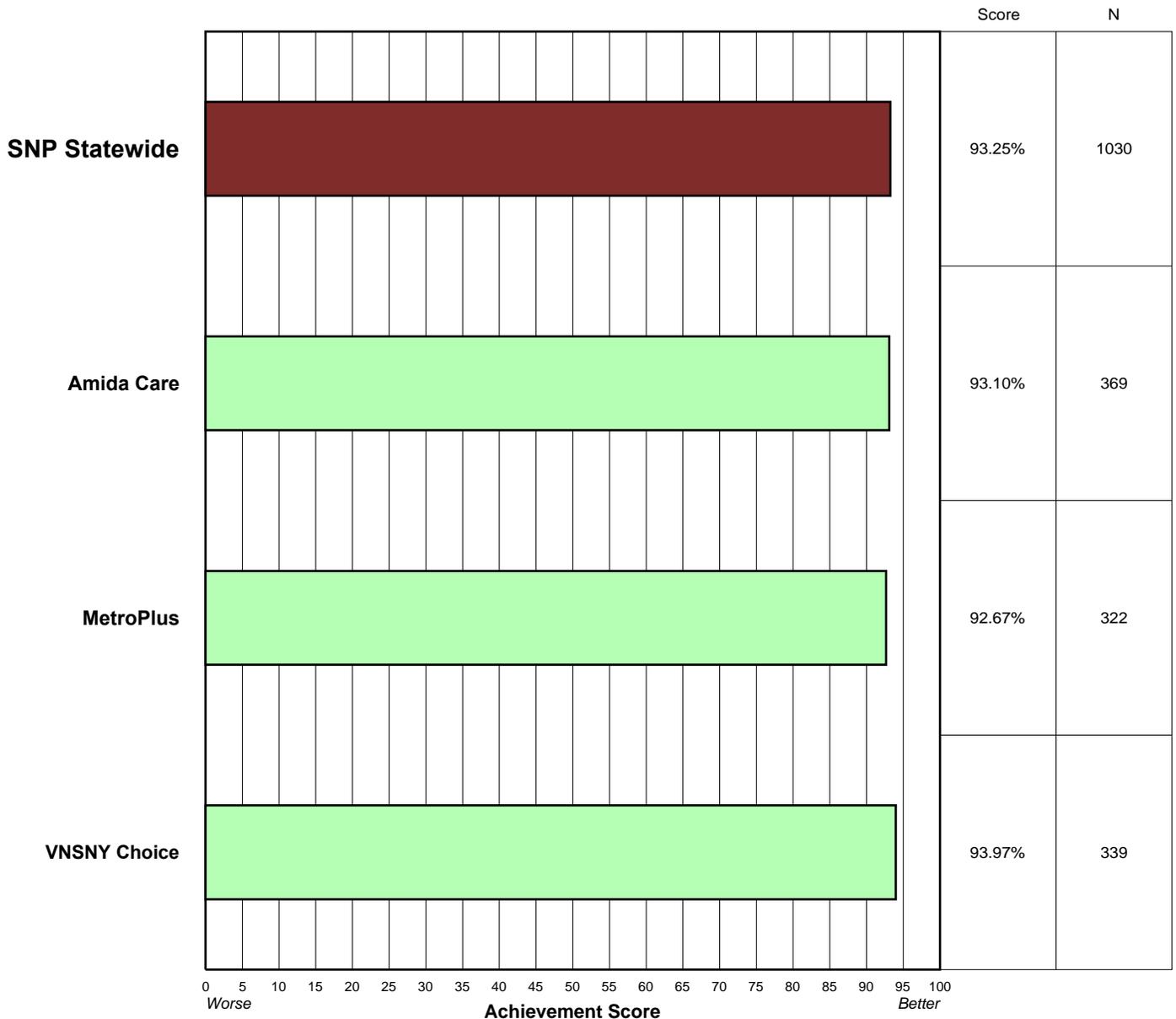


## Getting Care Quickly (Usually or Always)

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



## How Well Doctors Communicate (Usually or Always)

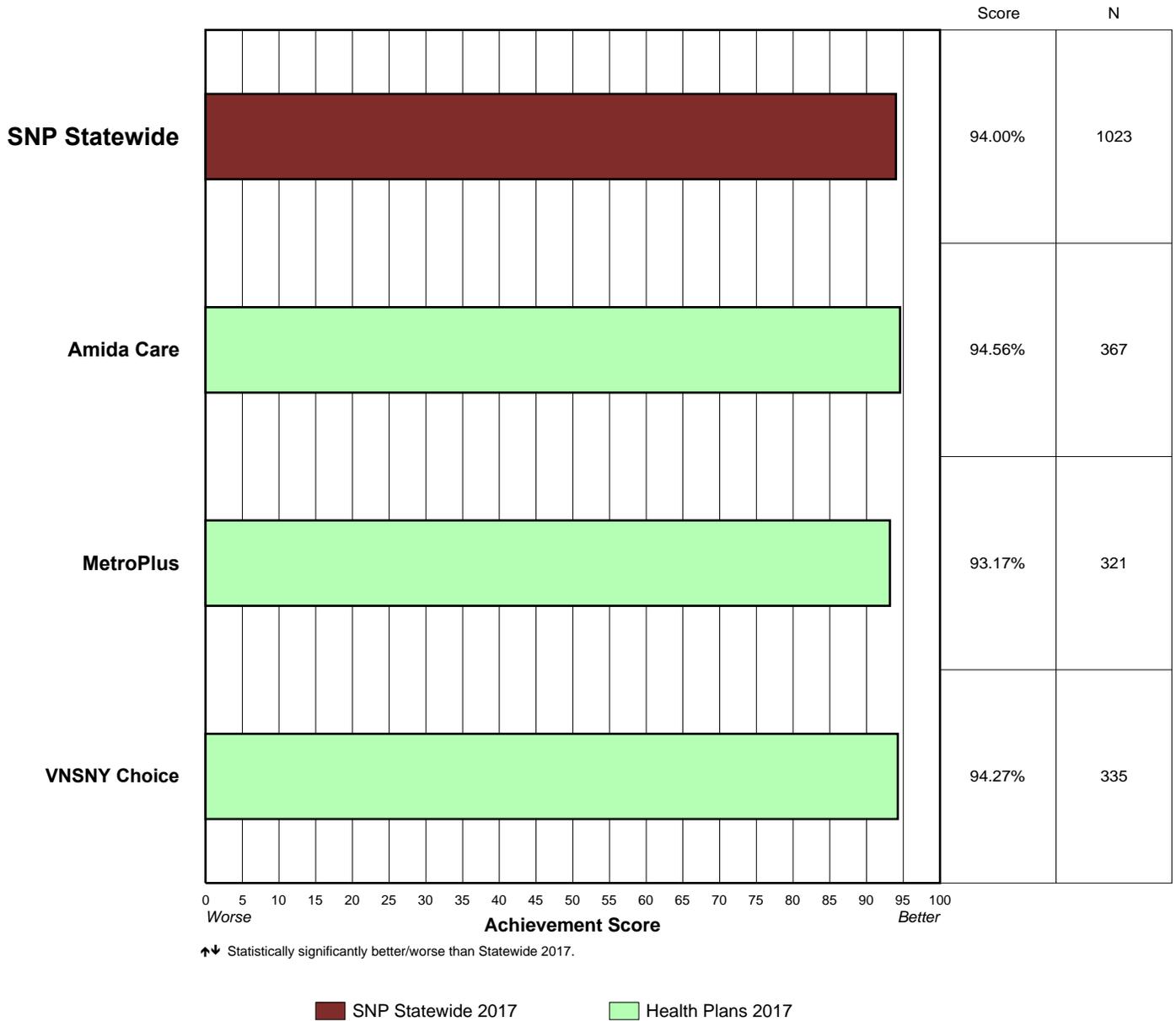


↕ Statistically significantly better/worse than Statewide 2017.

■ SNP Statewide 2017      ■ Health Plans 2017

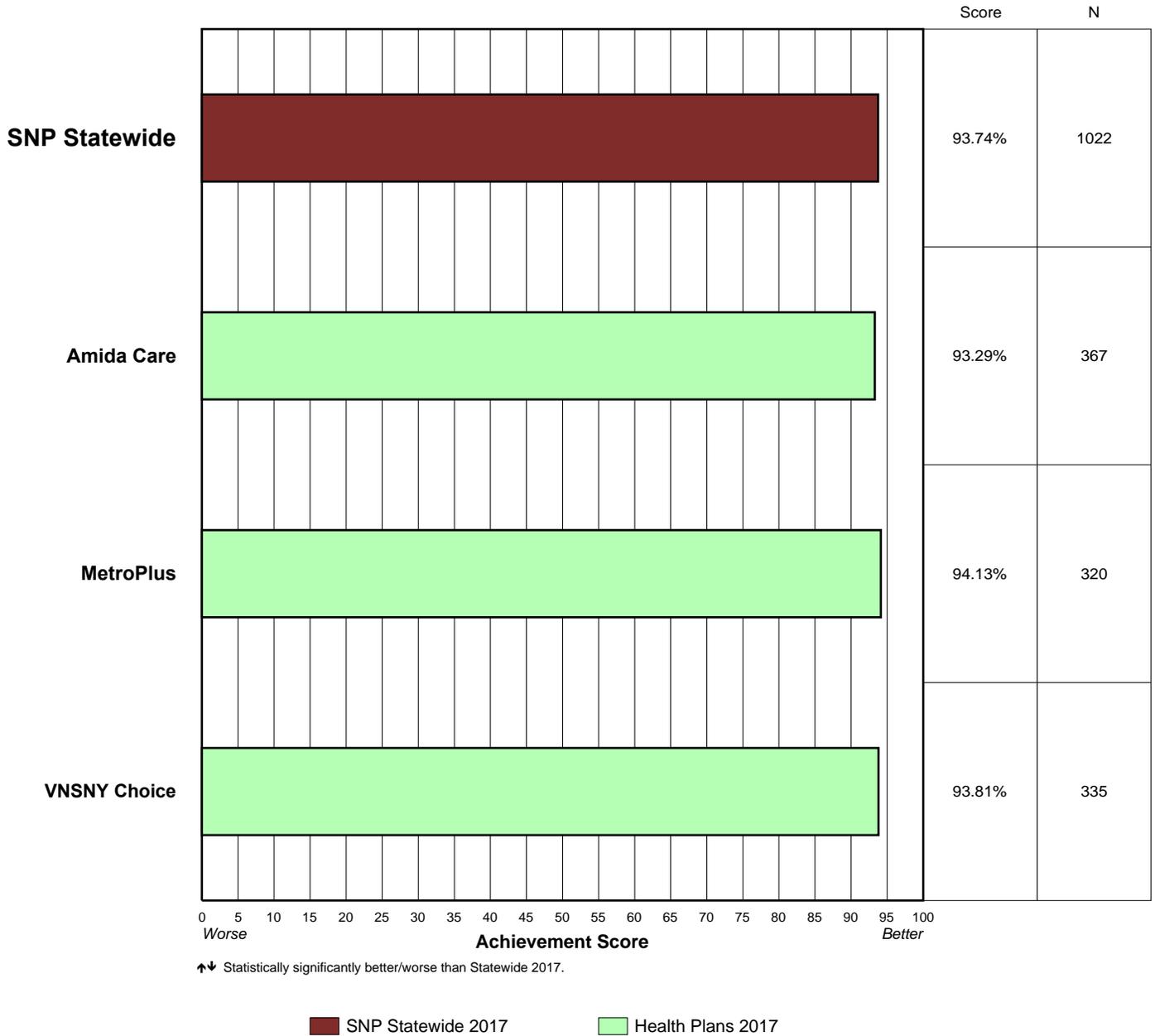
## How Well Doctors Communicate (Usually or Always)

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



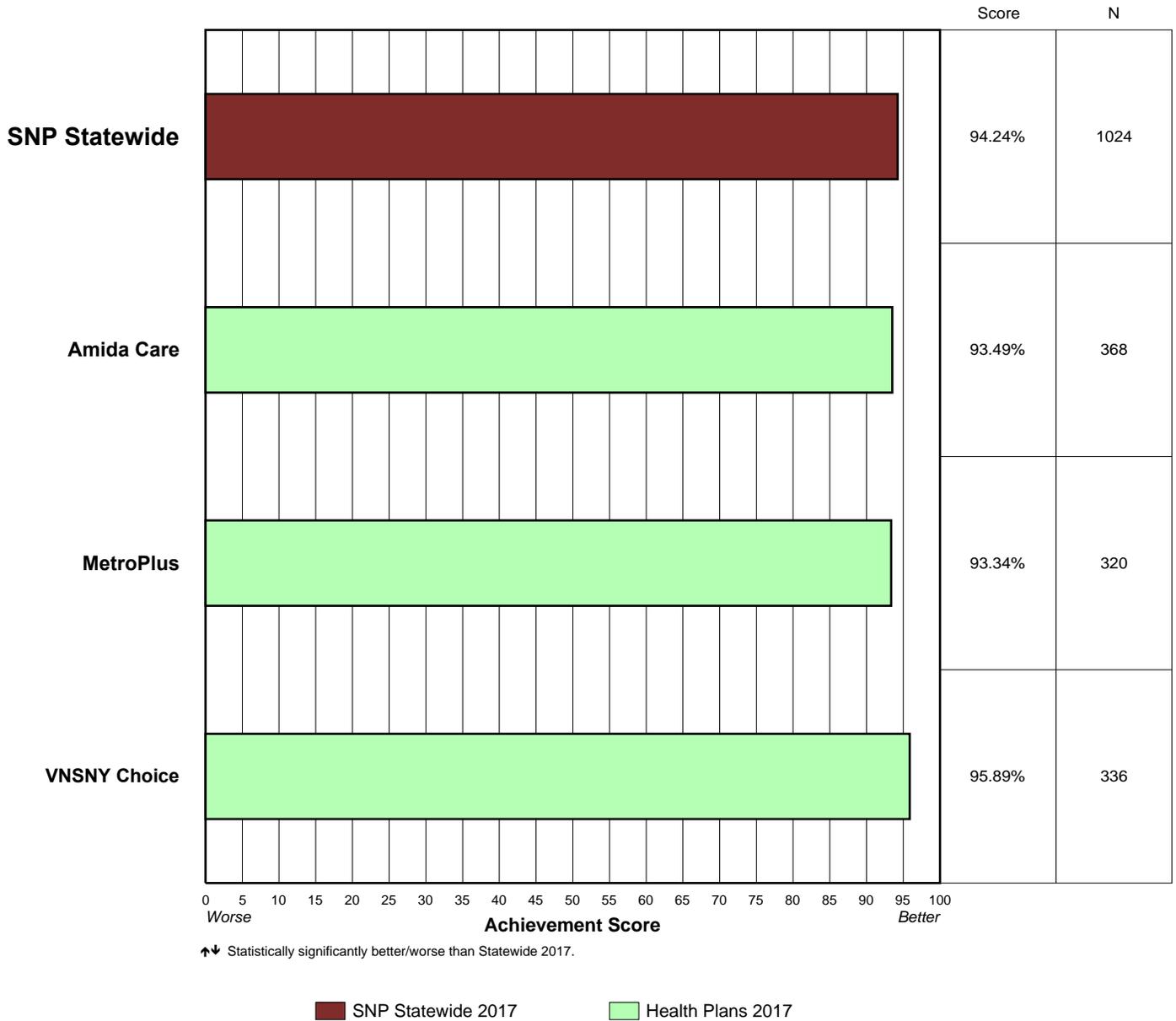
## How Well Doctors Communicate (Usually or Always)

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



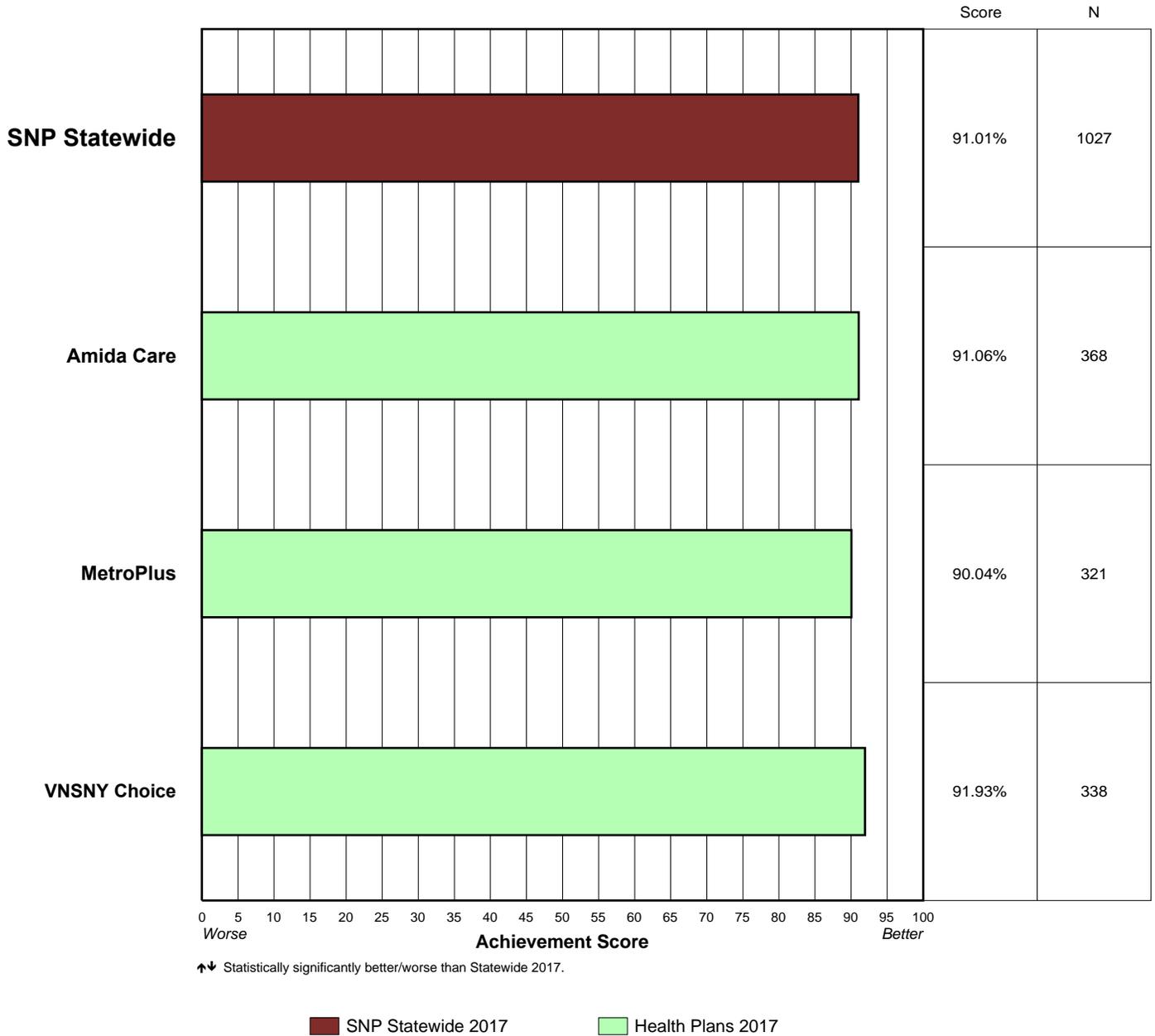
## How Well Doctors Communicate (Usually or Always)

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

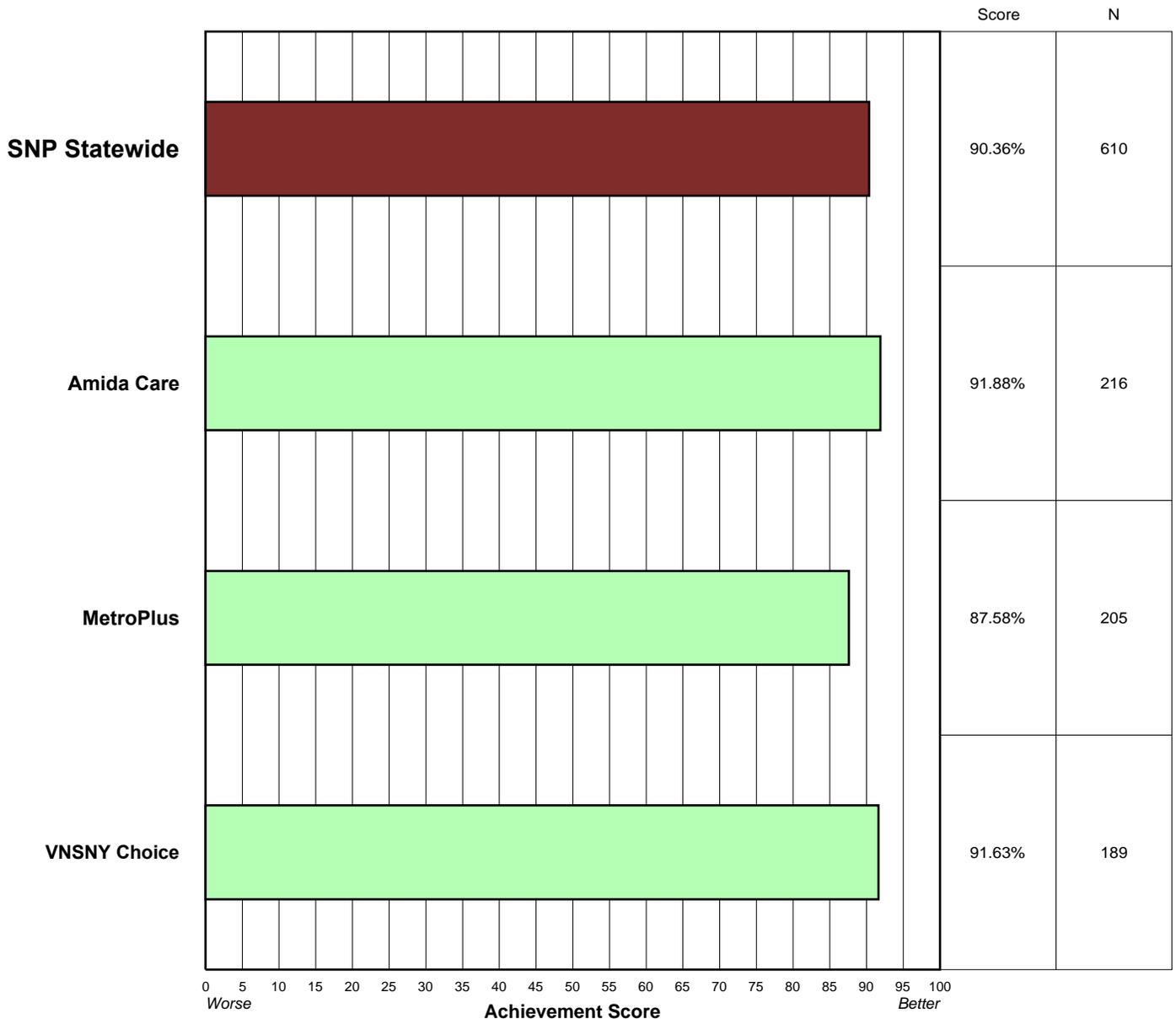


## How Well Doctors Communicate (Usually or Always)

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



### Customer Service (Usually or Always)

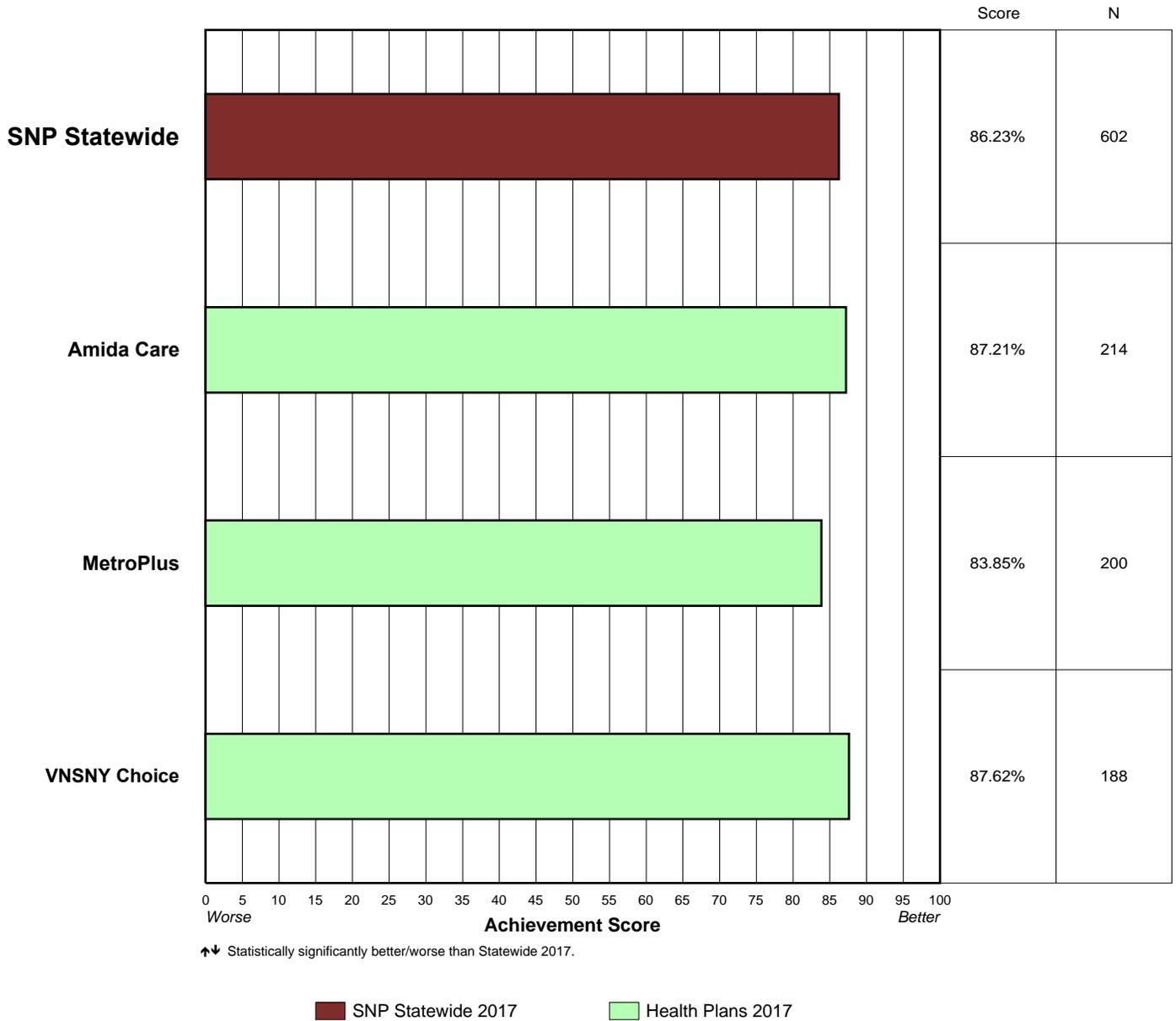


↕ Statistically significantly better/worse than Statewide 2017.

■ SNP Statewide 2017      ■ Health Plans 2017

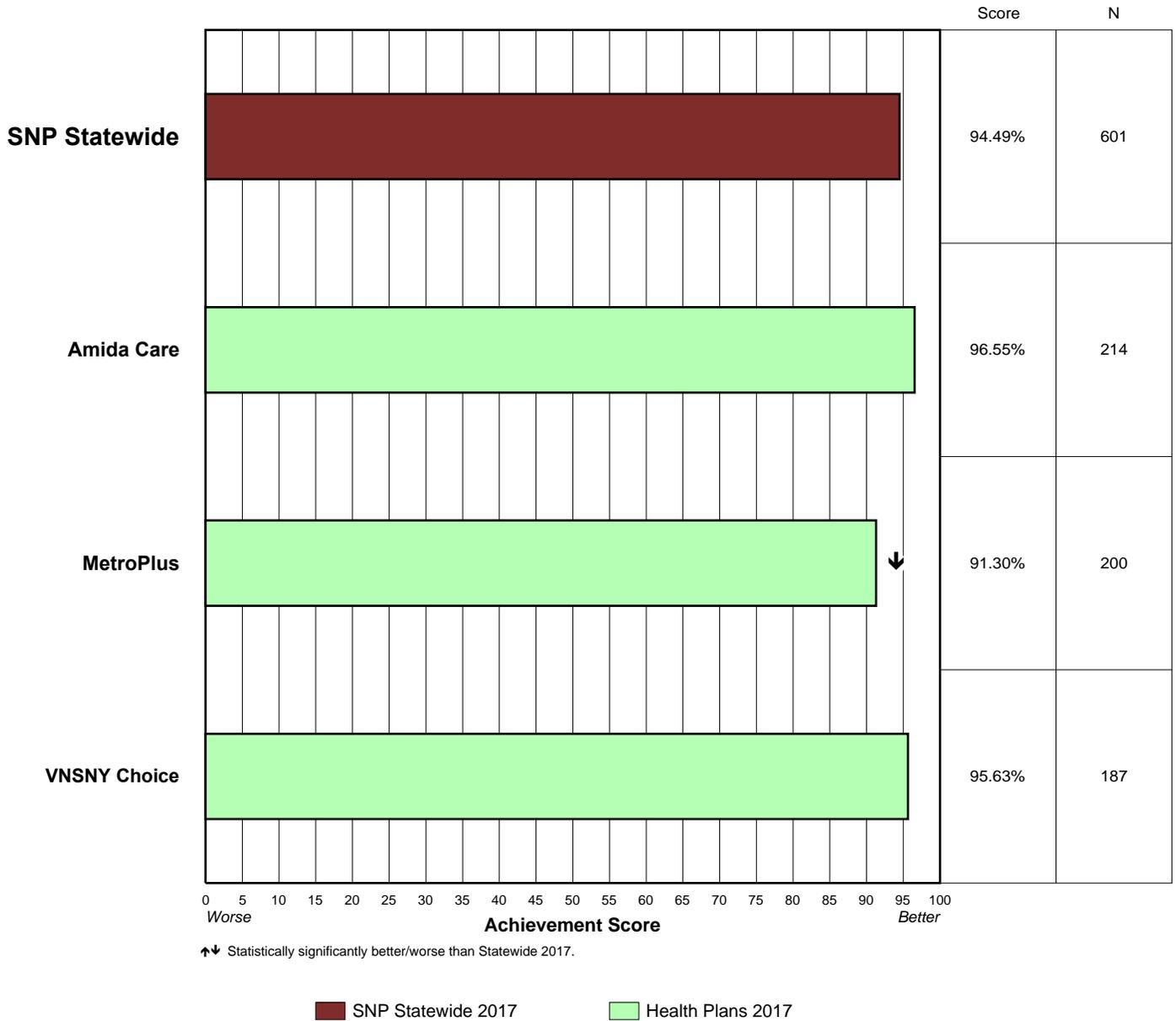
## Customer Service (Usually or Always)

**Q41. Health plan's customer service usually or always gave needed information or help**

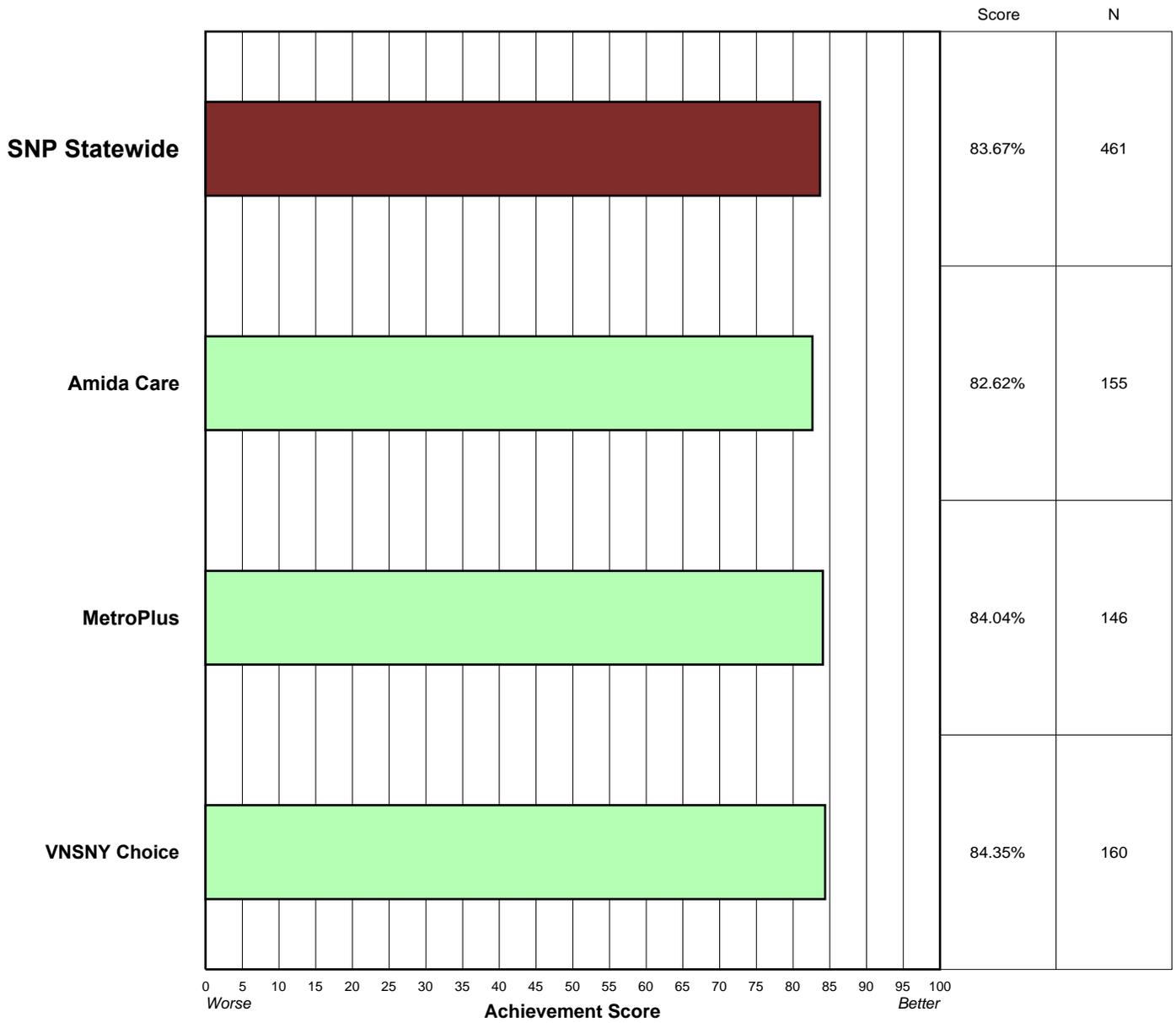


### Customer Service (Usually or Always)

**Q43. Usually or always treated with courtesy and respect by health plan's customer service staff**



### Shared Decision Making (Yes)

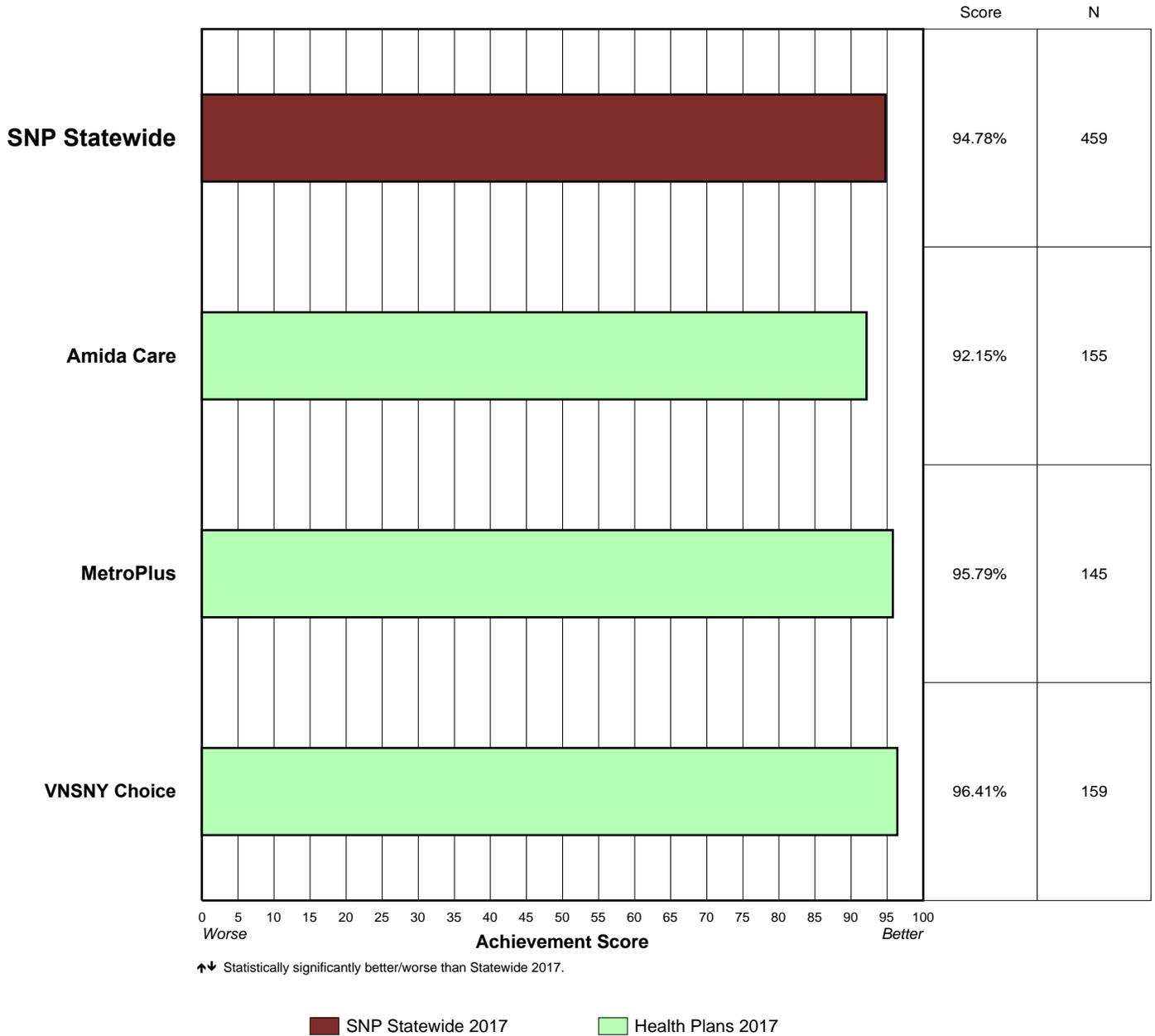


↕ Statistically significantly better/worse than Statewide 2017.

■ SNP Statewide 2017      ■ Health Plans 2017

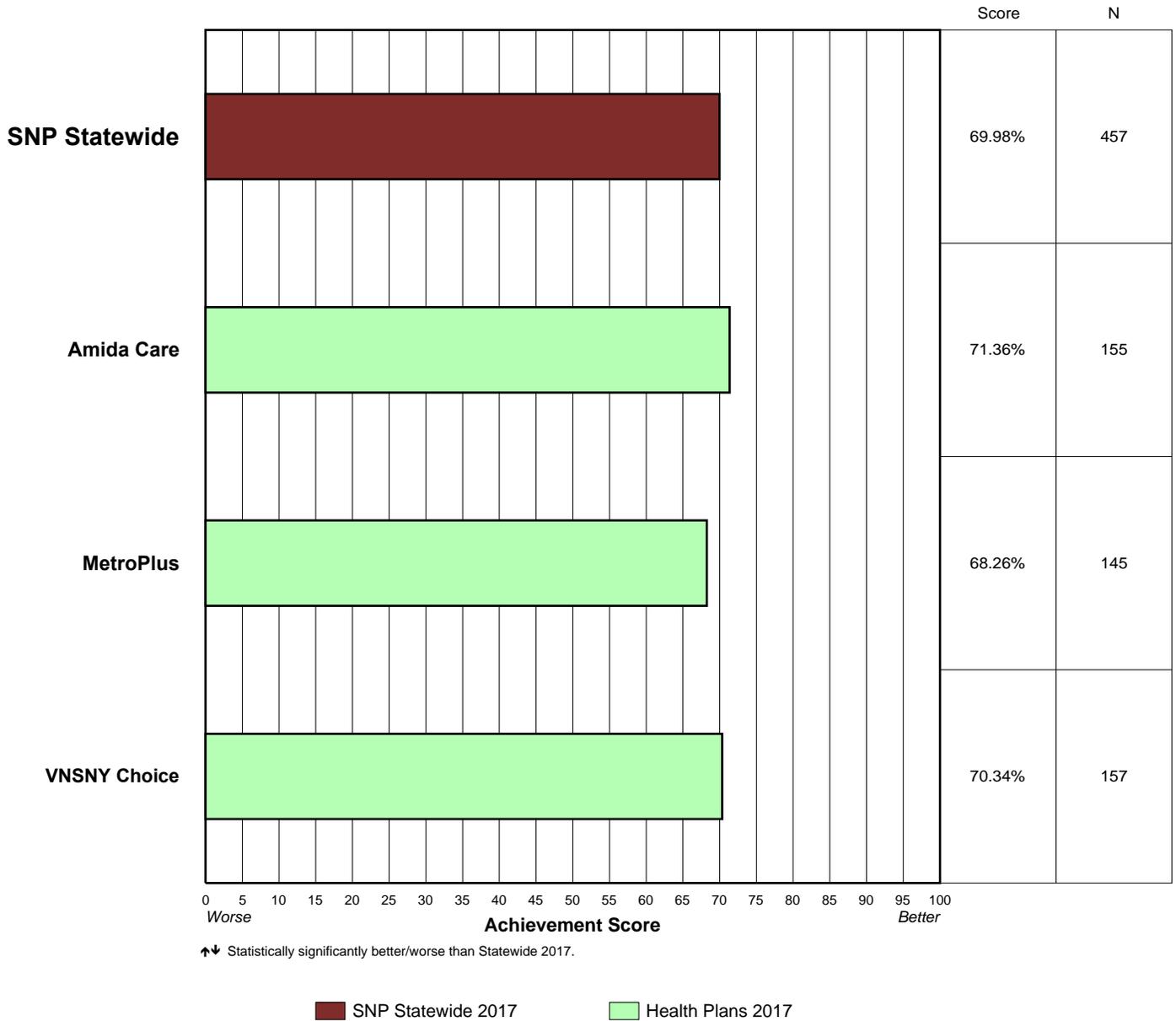
## Shared Decision Making (Yes)

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



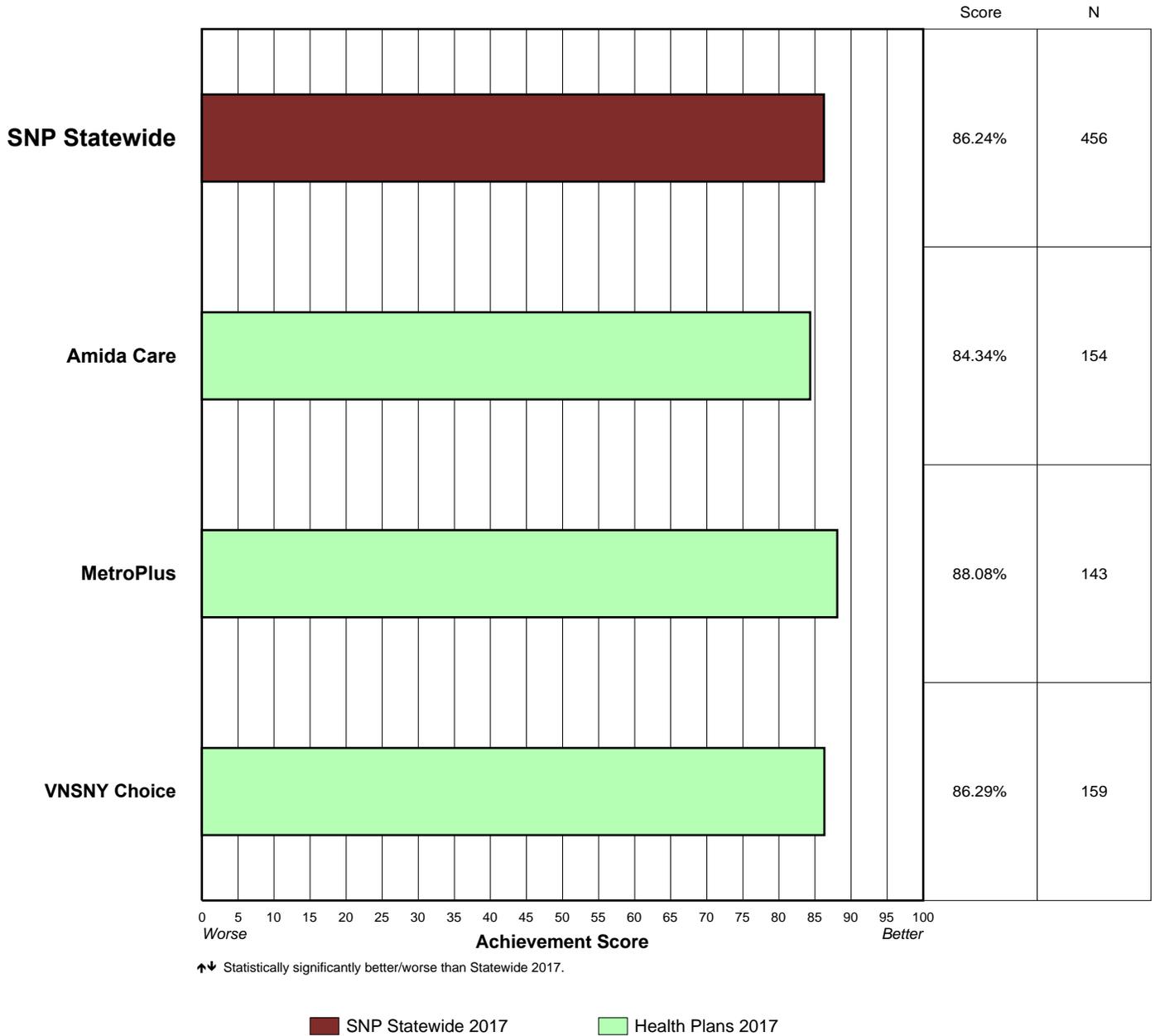
## Shared Decision Making (Yes)

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



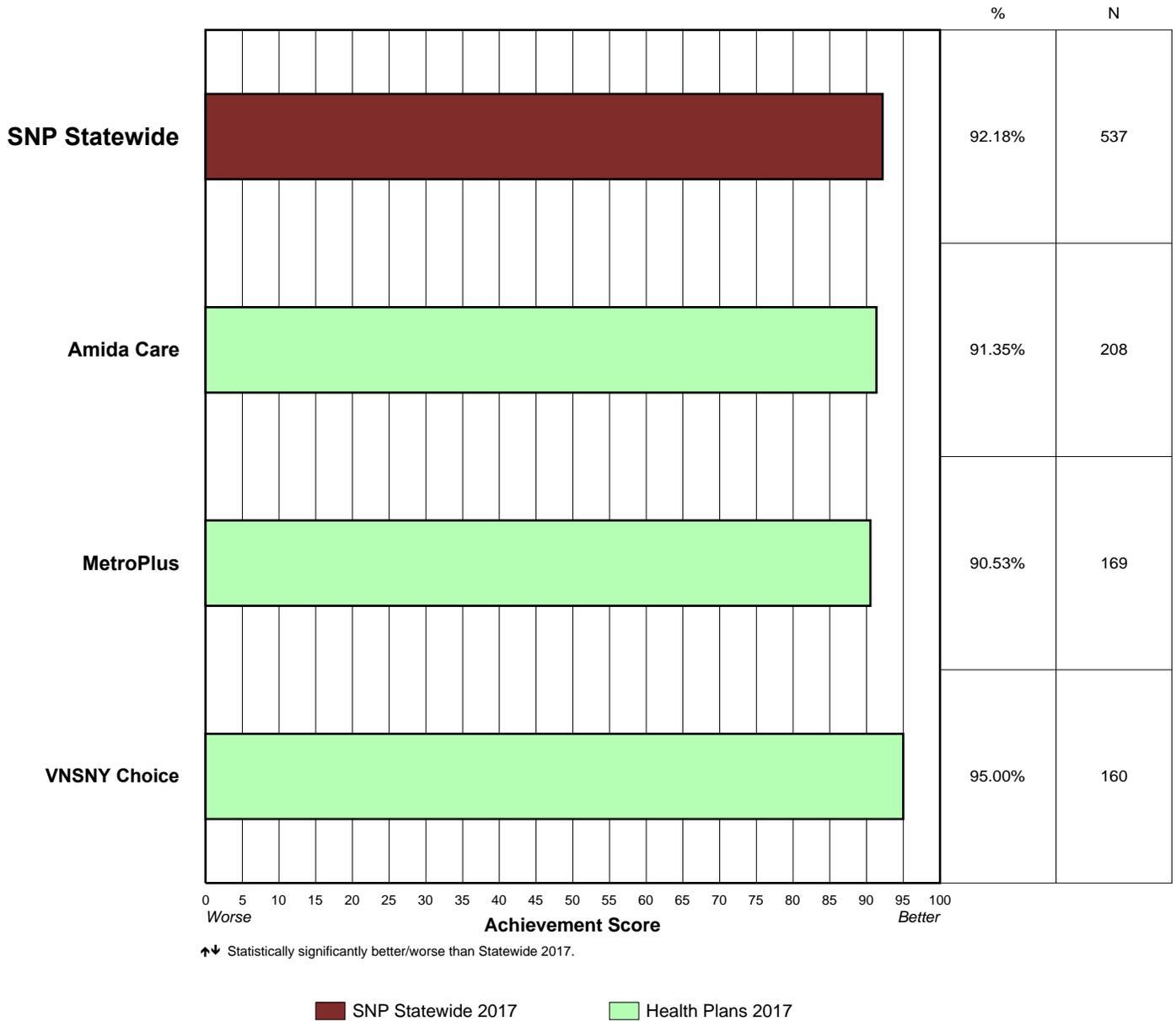
## Shared Decision Making (Yes)

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



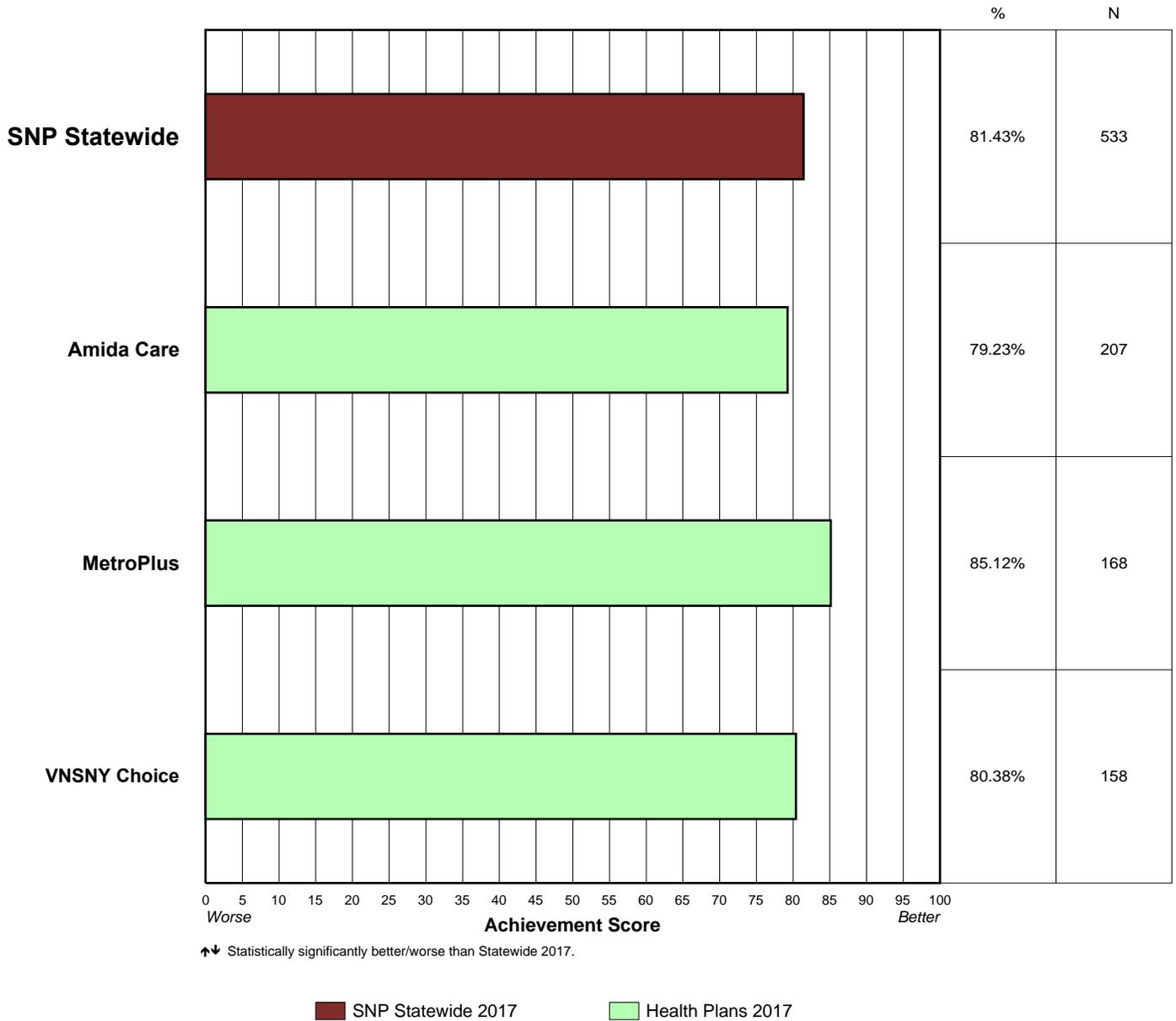
## Medical Assistance with Smoking Cessation

### Q50. Advised by doctor or other health provider to quit smoking or using tobacco



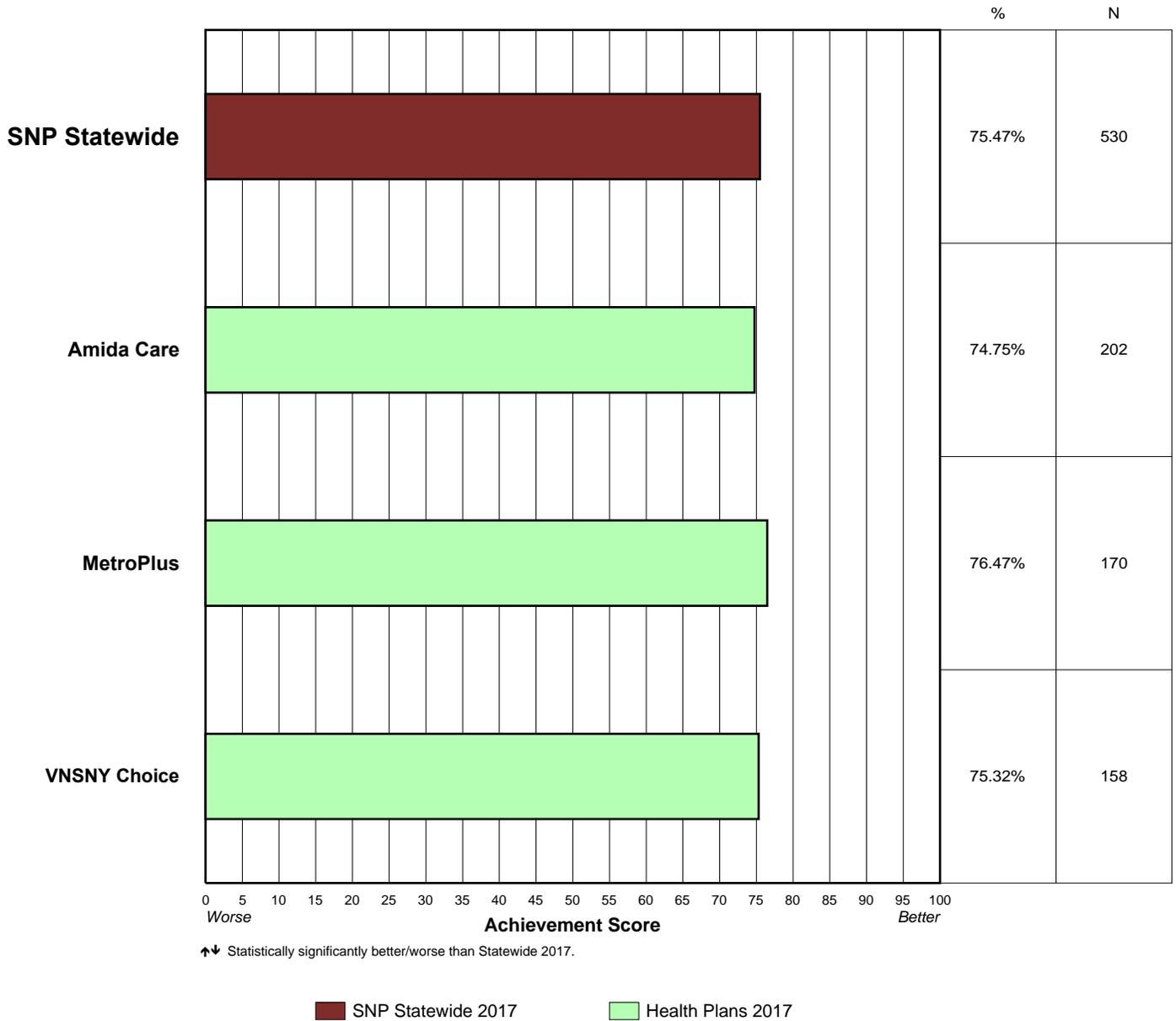
## Medical Assistance with Smoking Cessation

**Q51. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco**



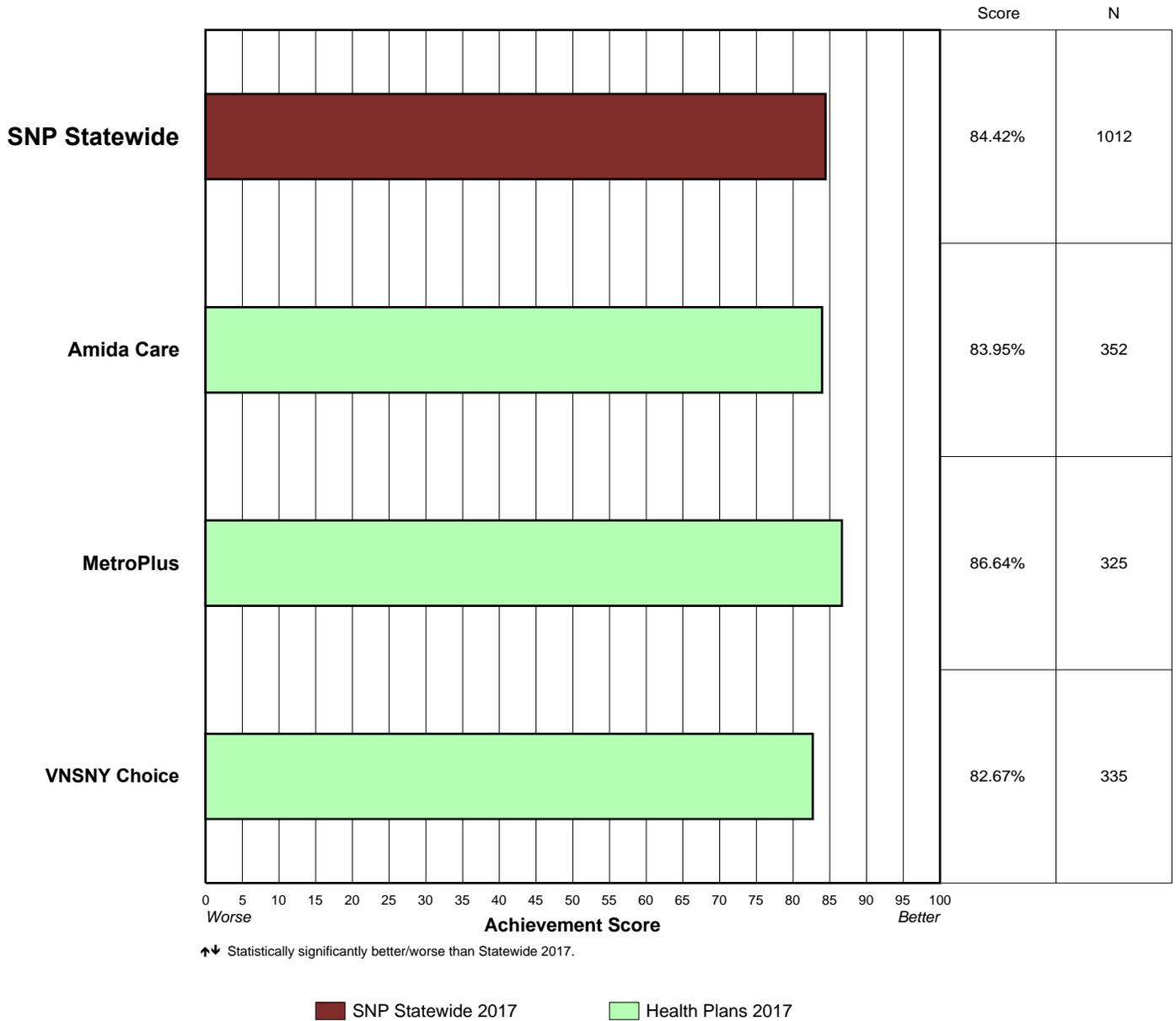
## Medical Assistance with Smoking Cessation

**Q52. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco**



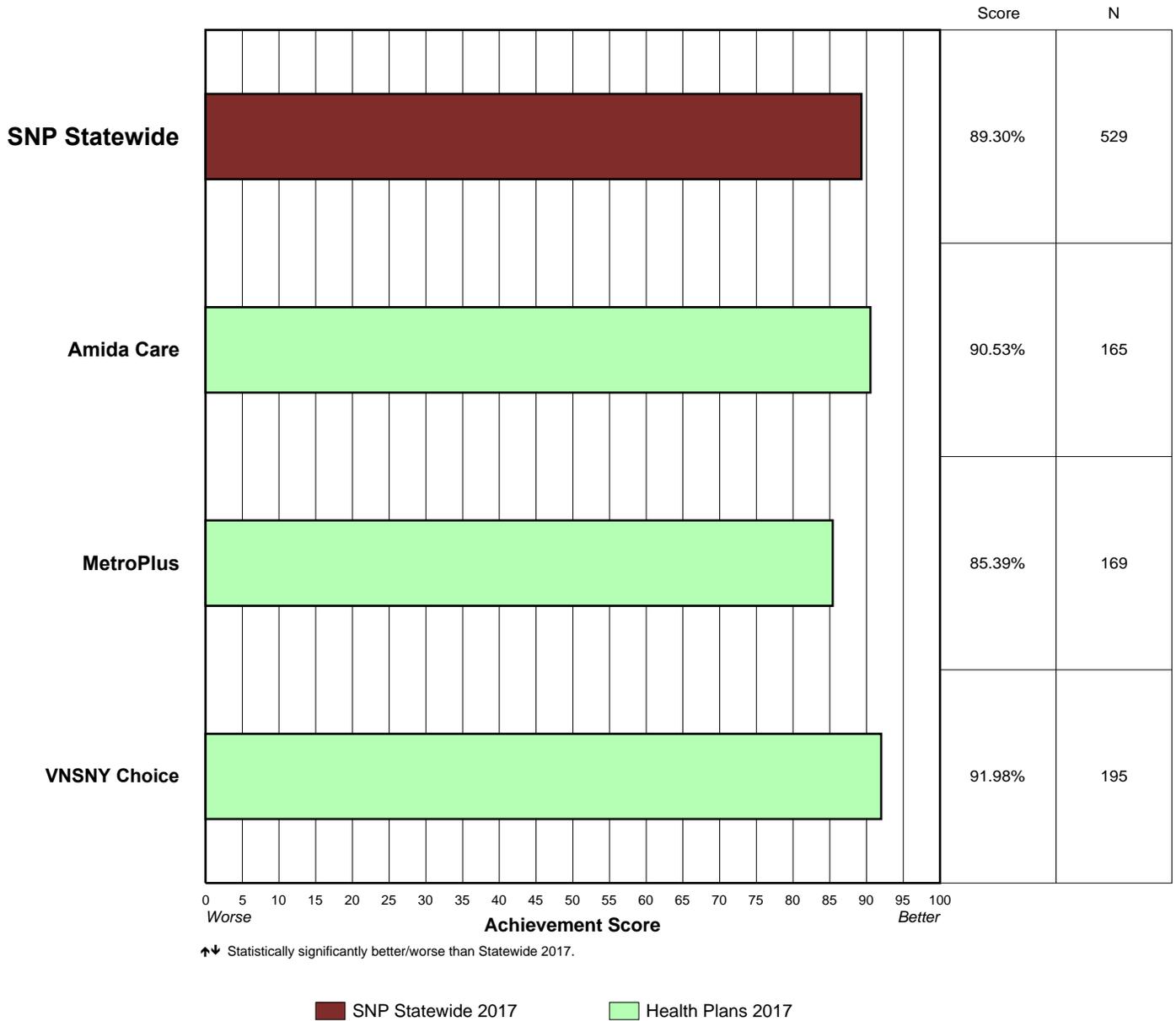
### Single Items

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



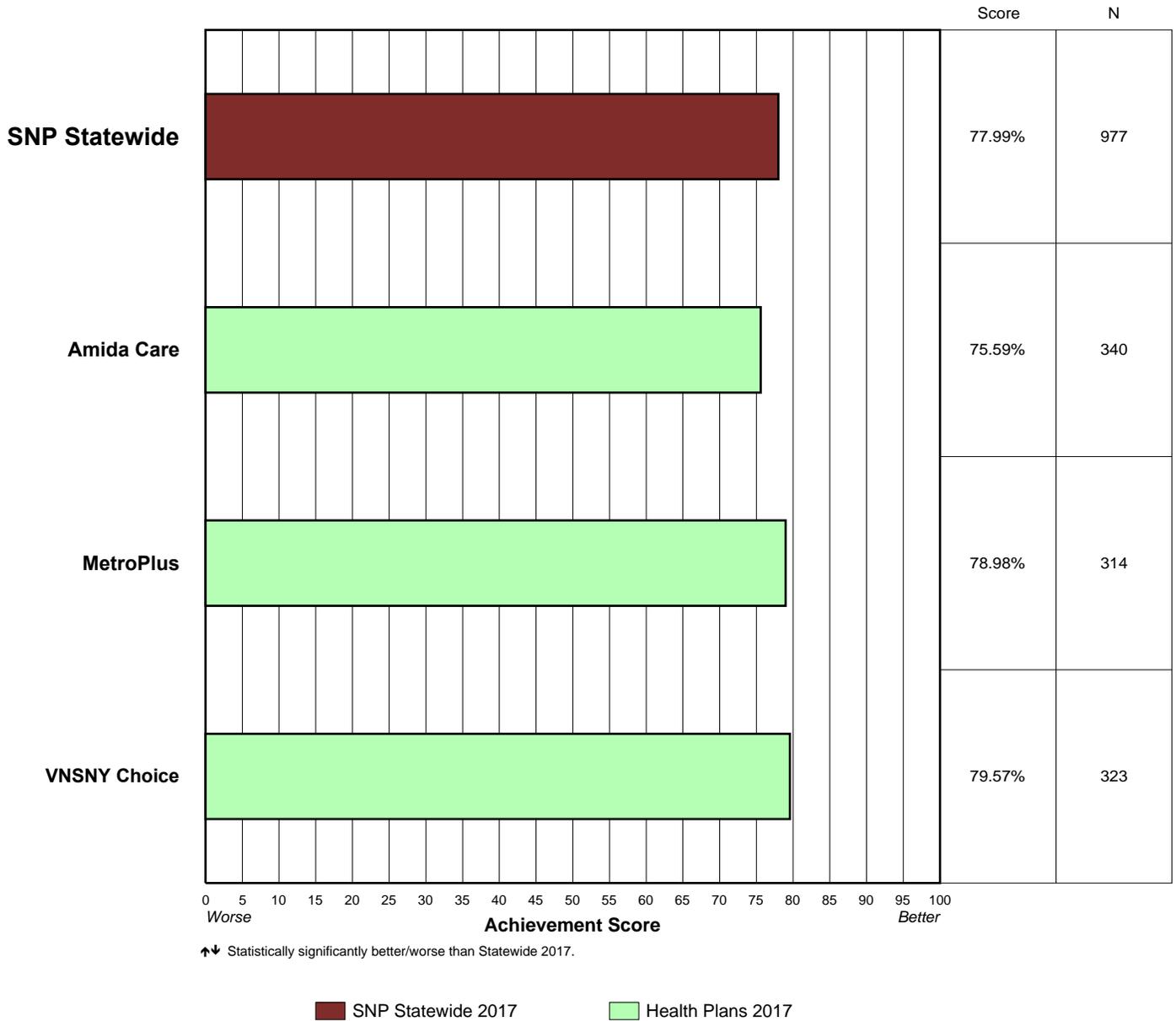
### Single Items

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



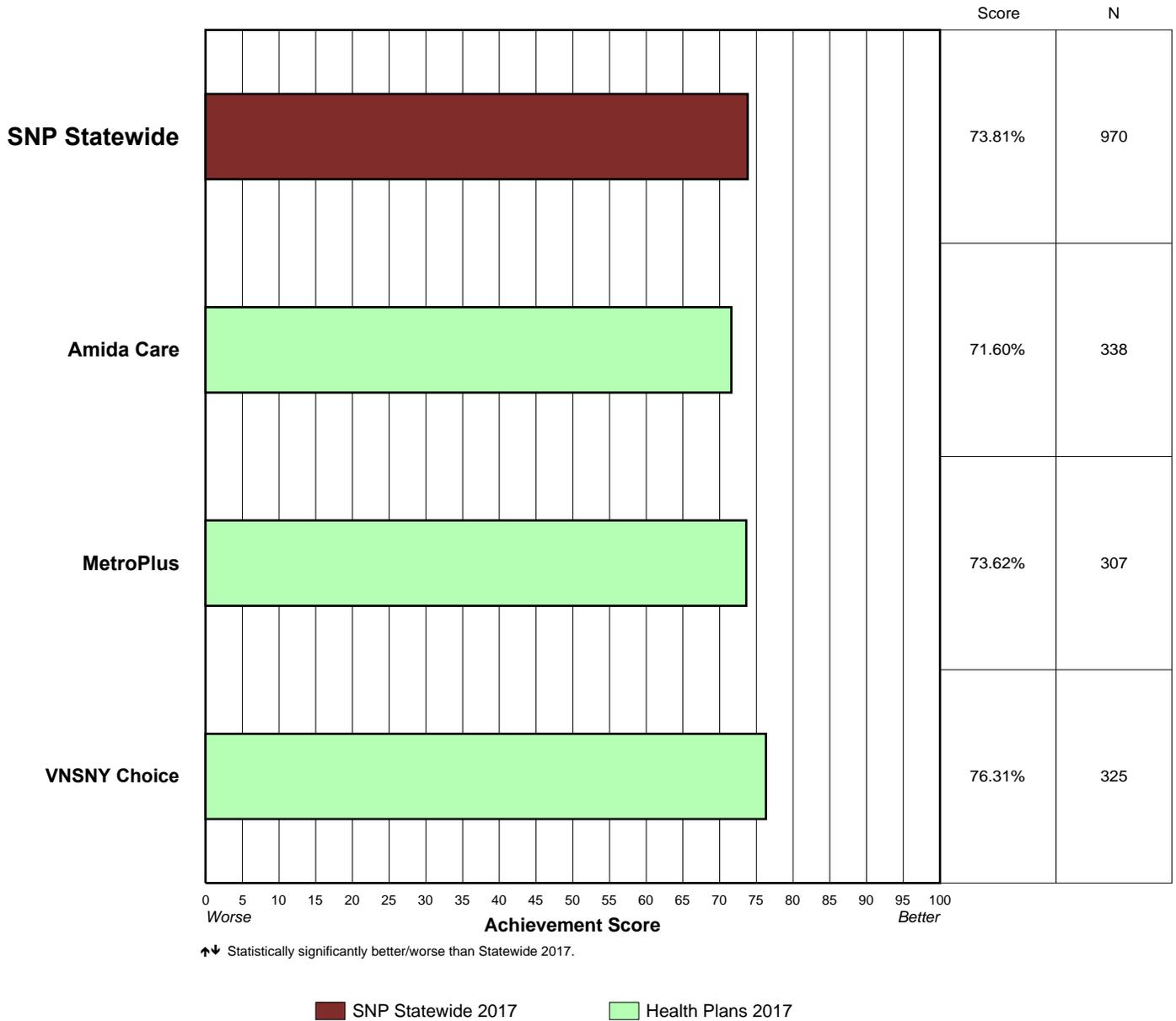
# Single Items

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



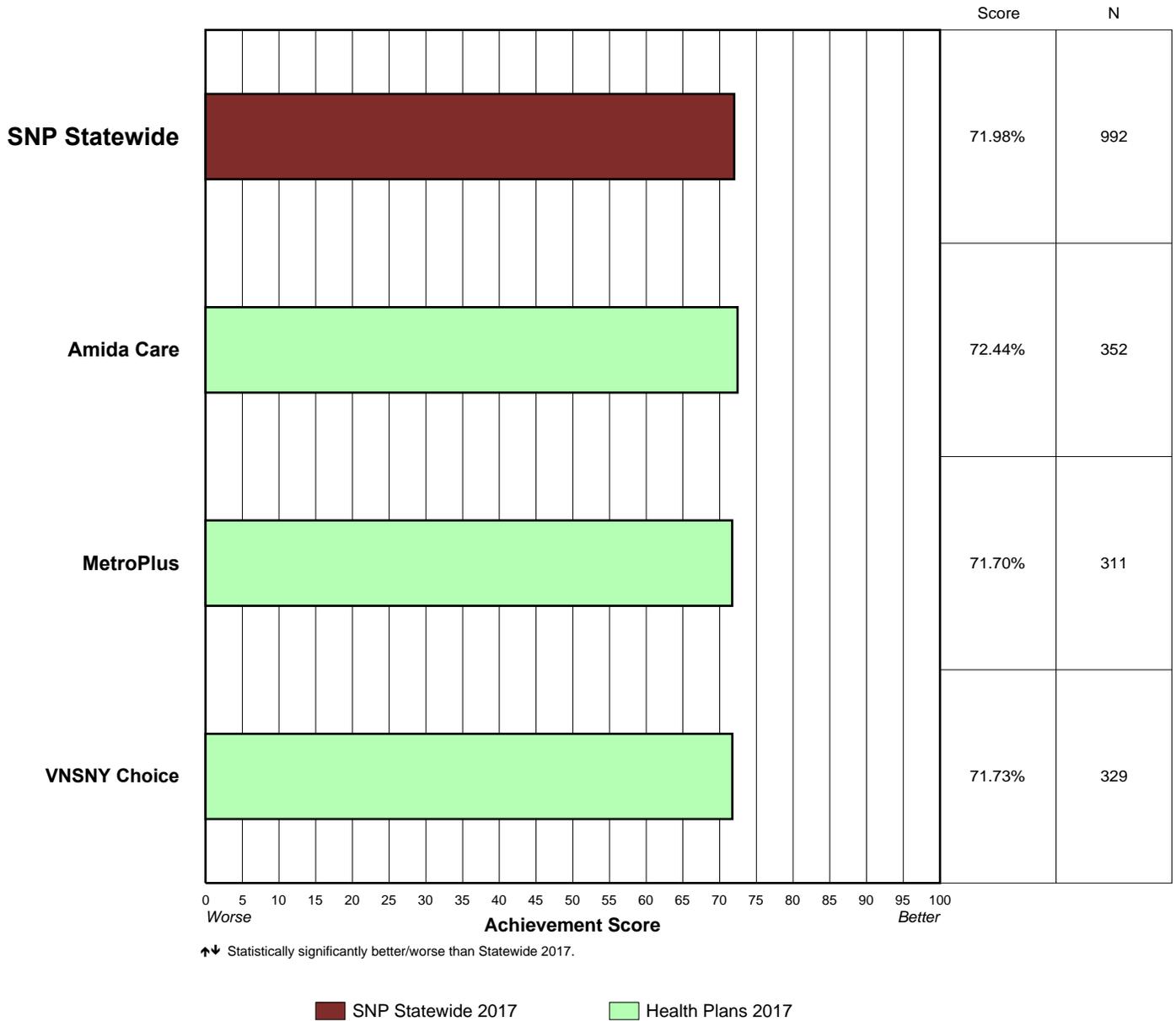
# Single Items

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



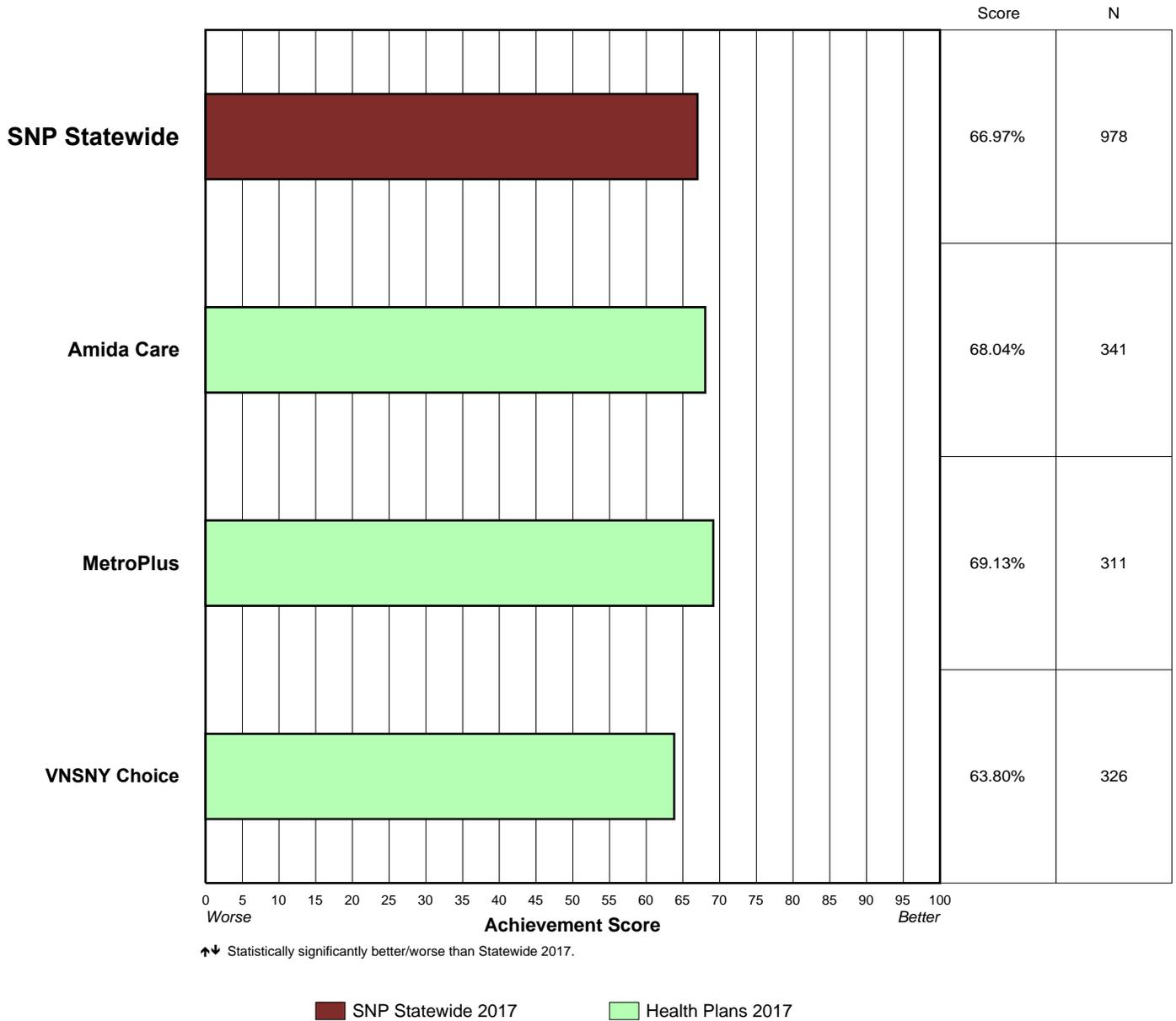
# Single Items

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



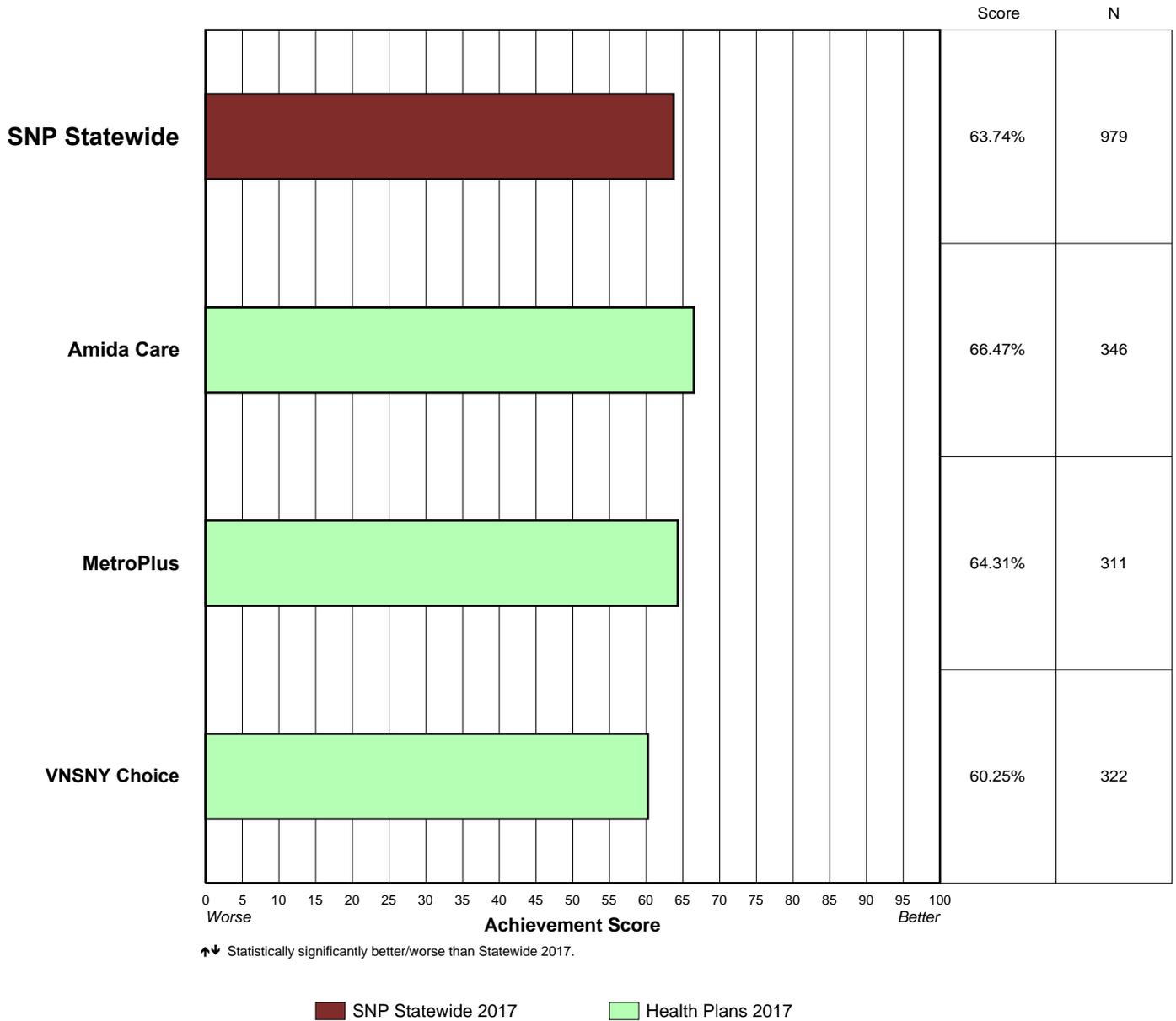
### Single Items

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



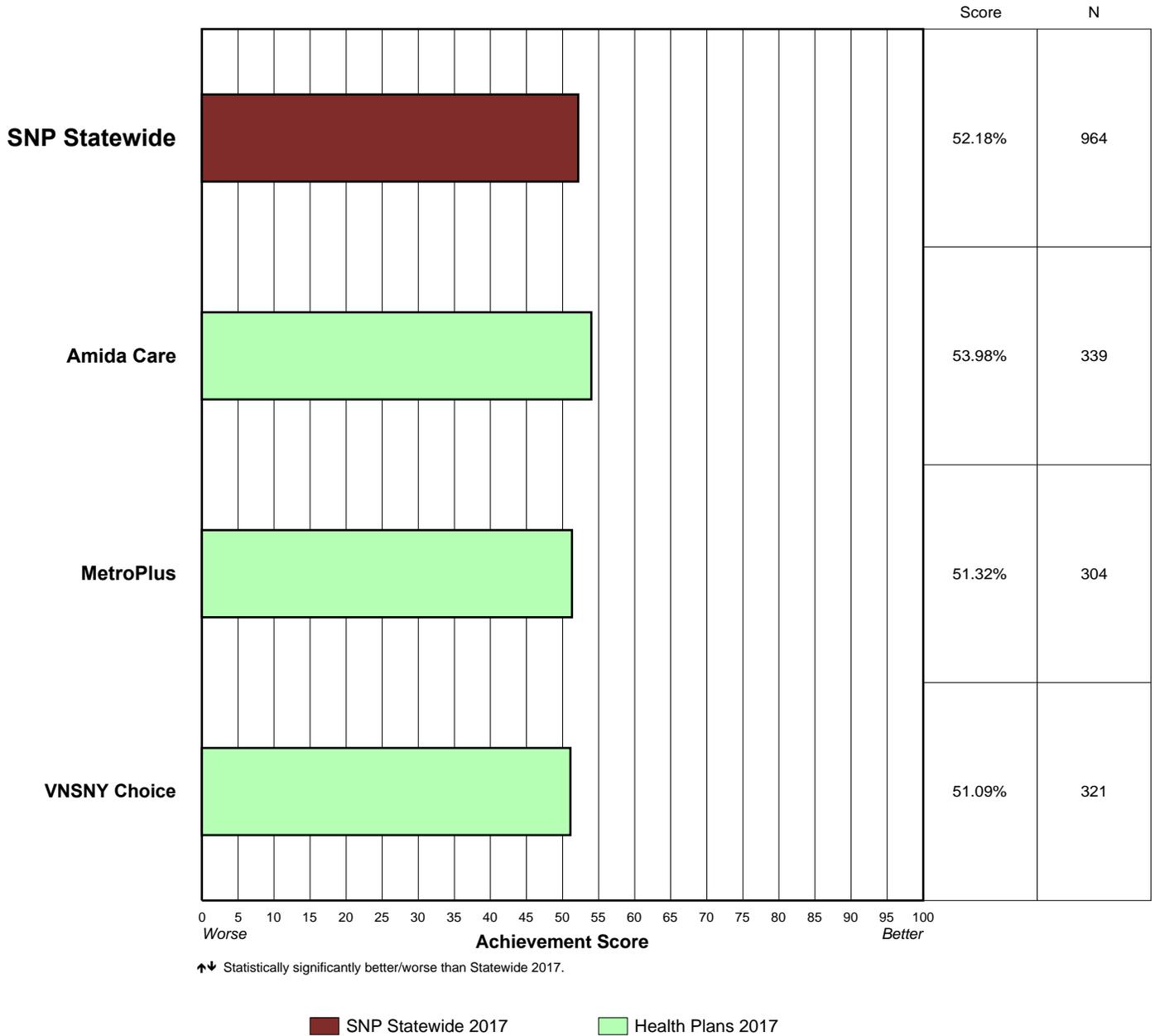
### Single Items

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



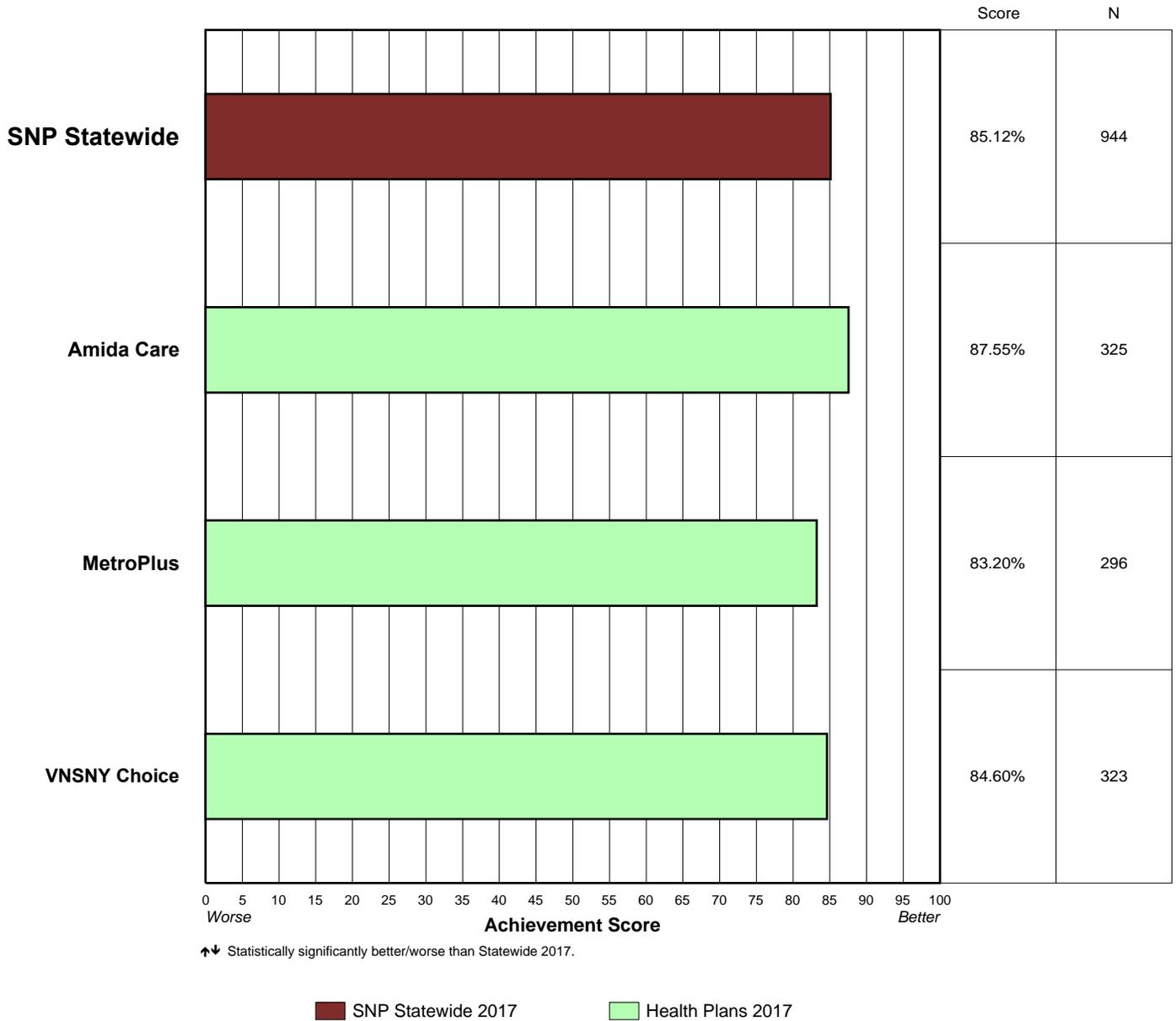
### Single Items

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



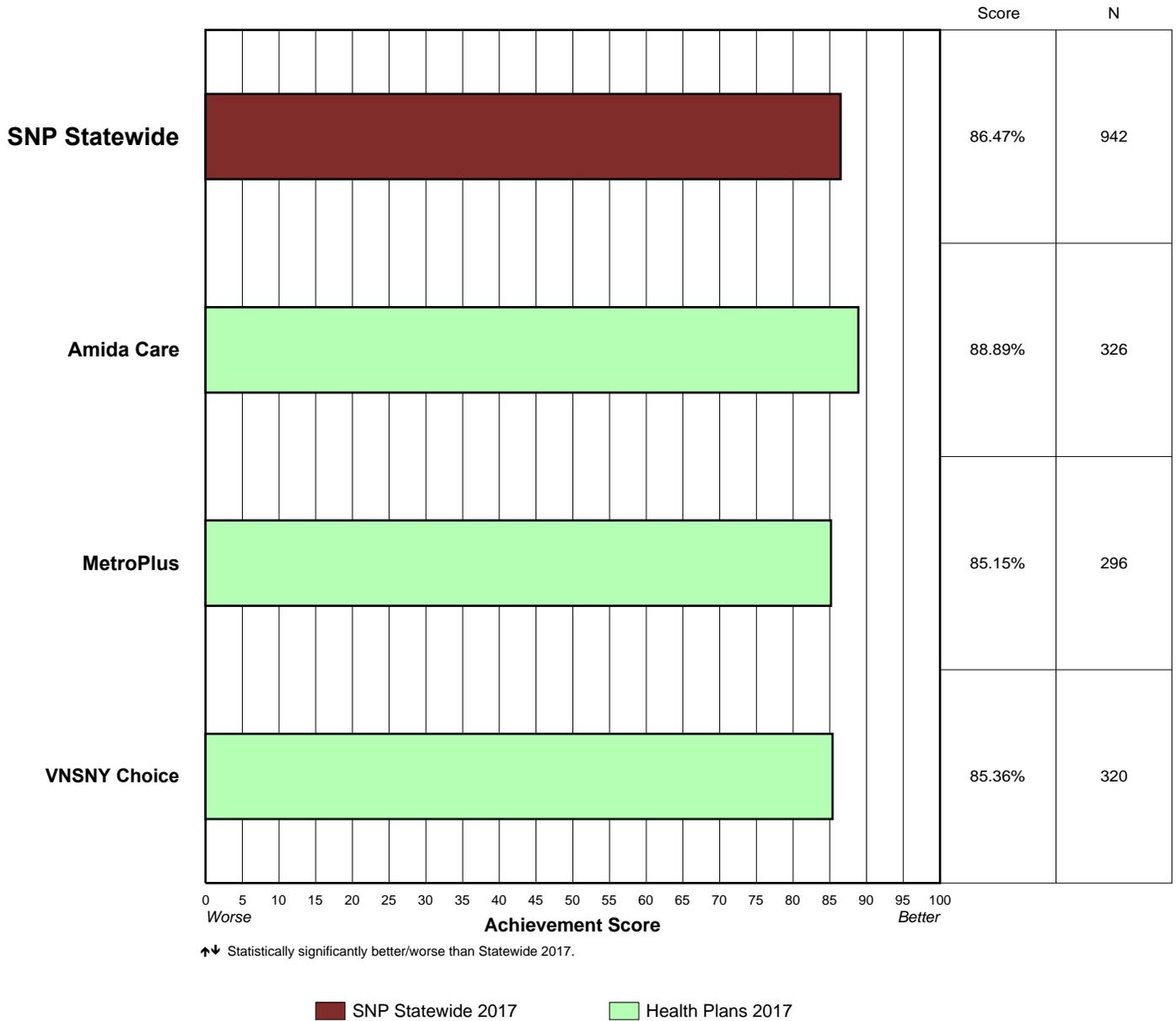
### Single Items

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



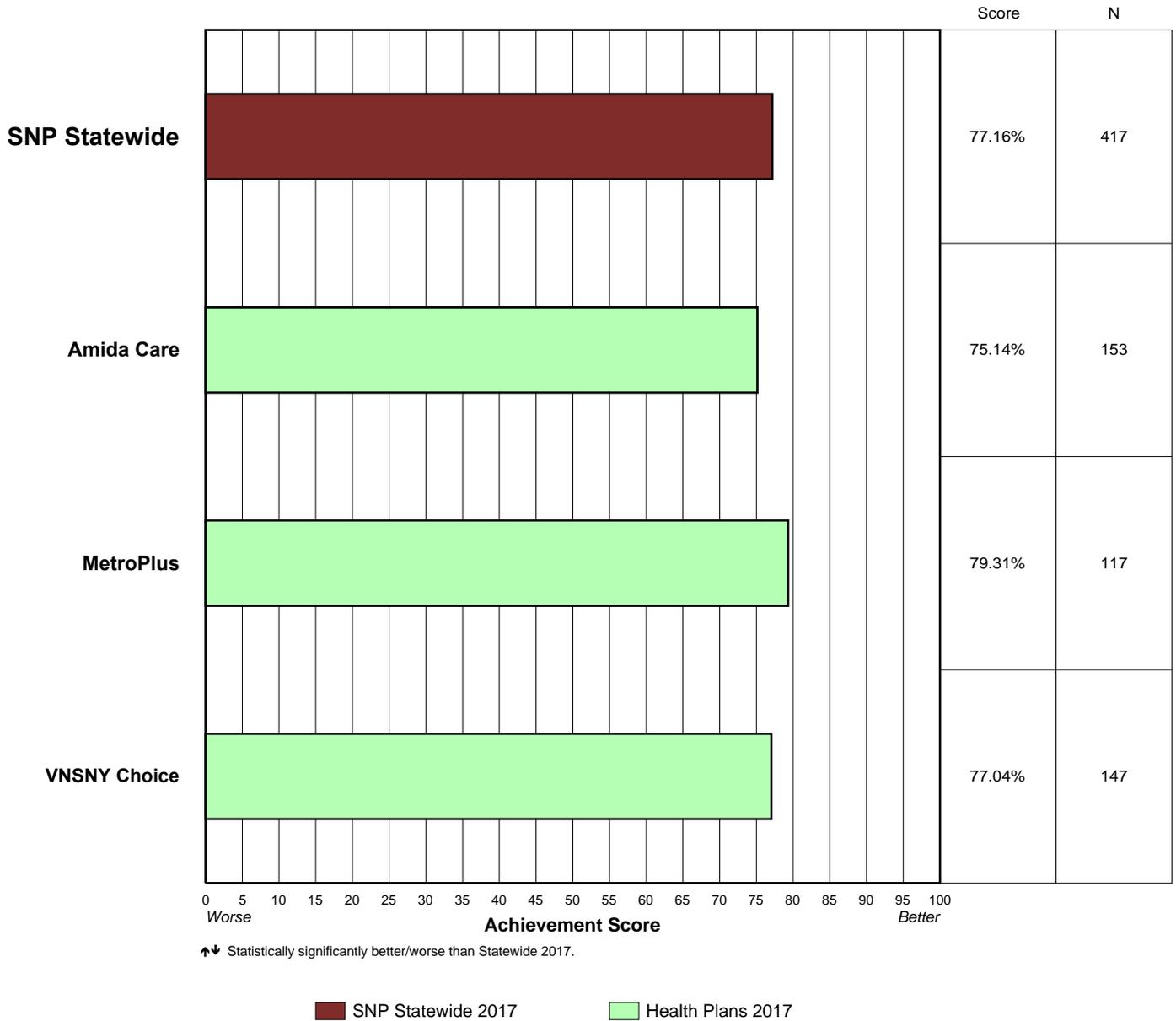
### Single Items

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



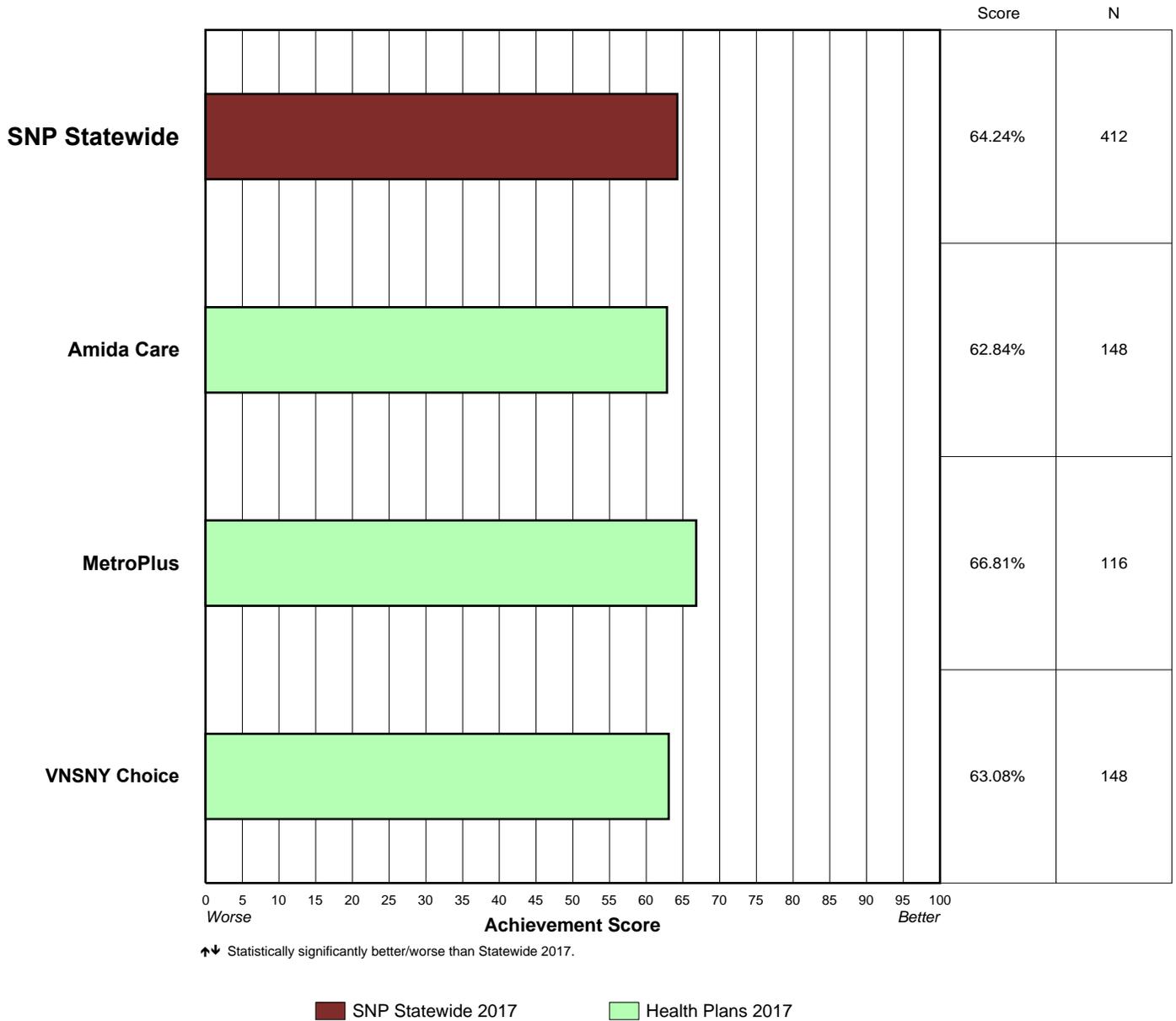
### Single Items

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



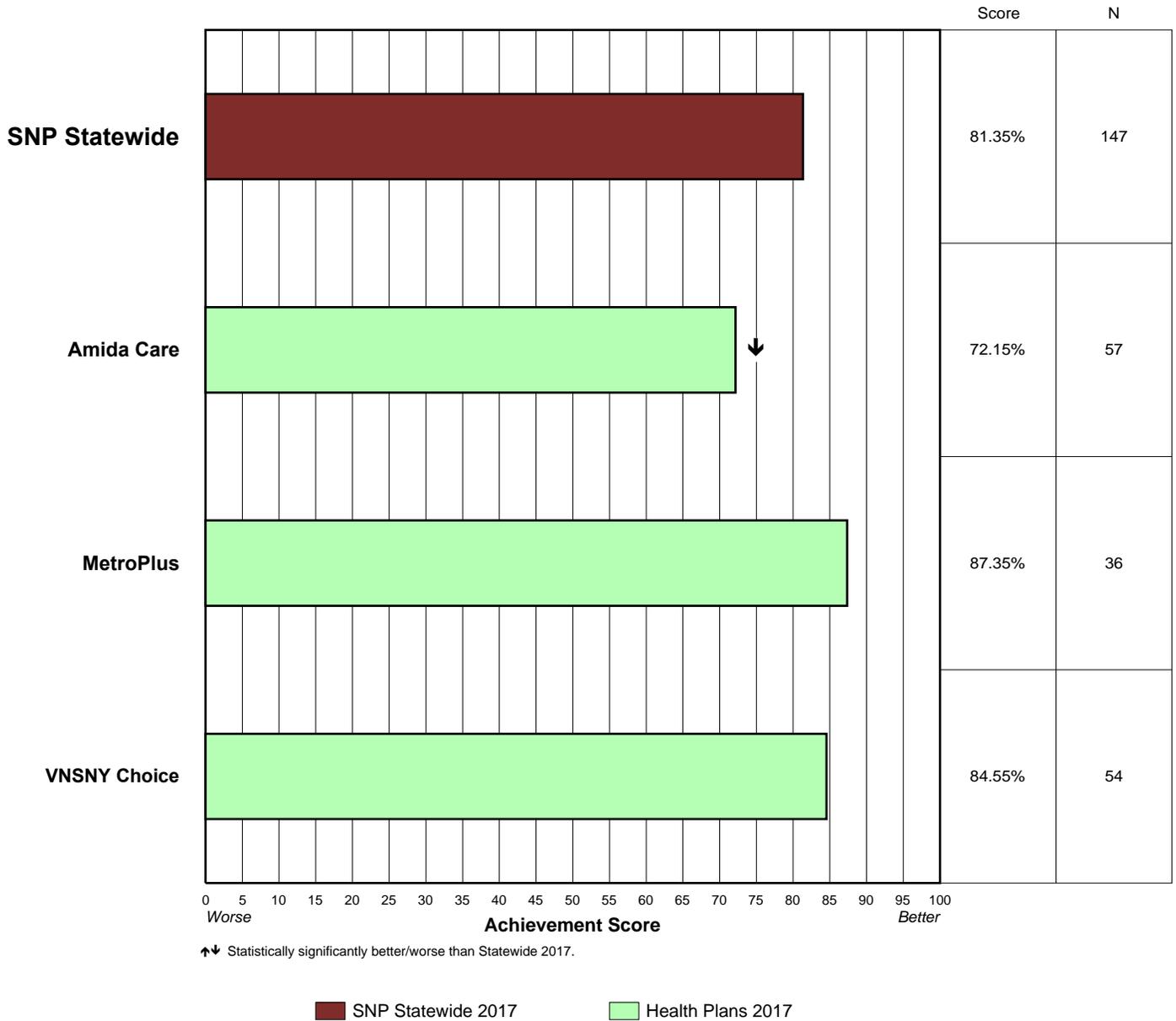
### Single Items

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



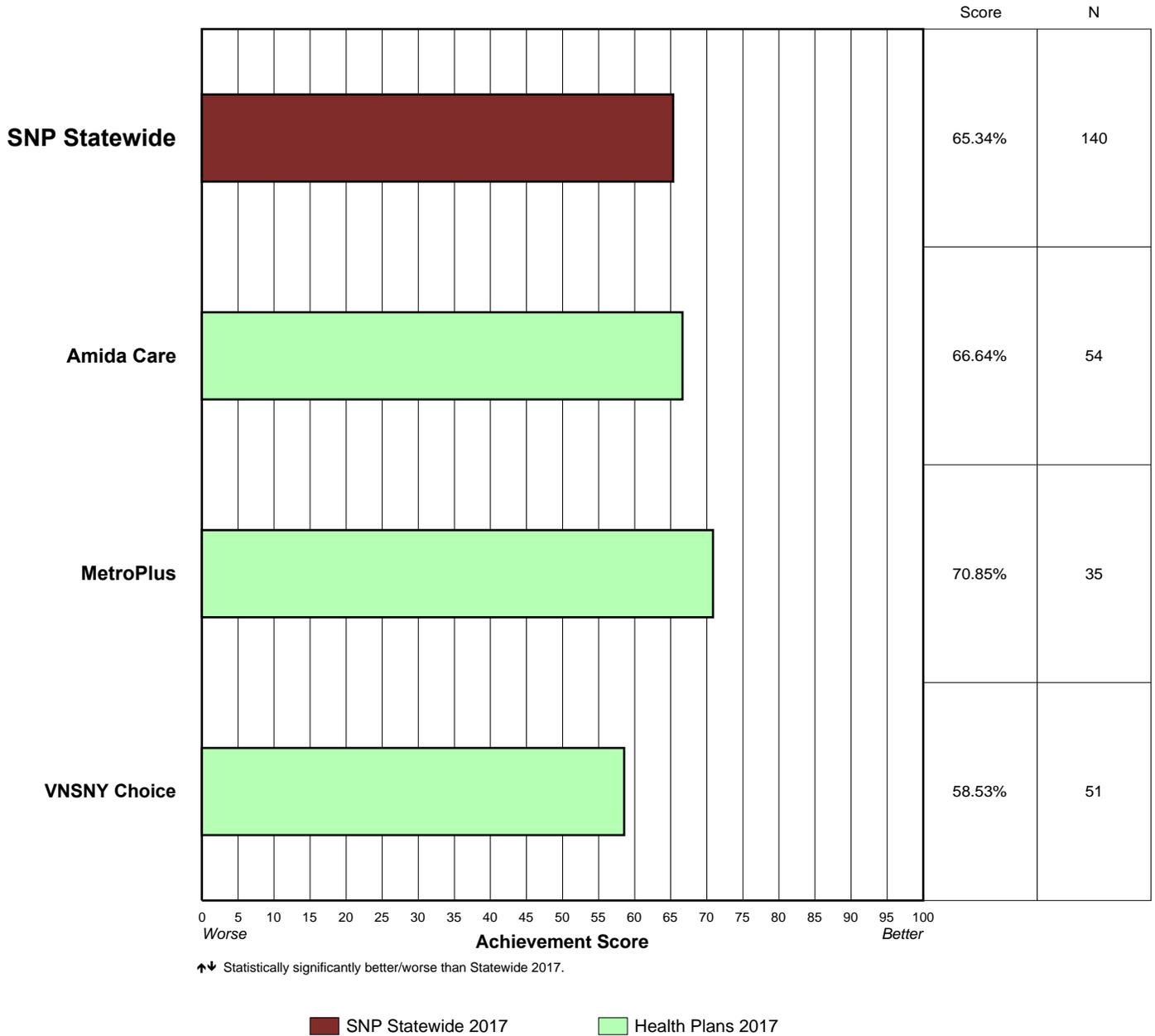
### Single Items

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



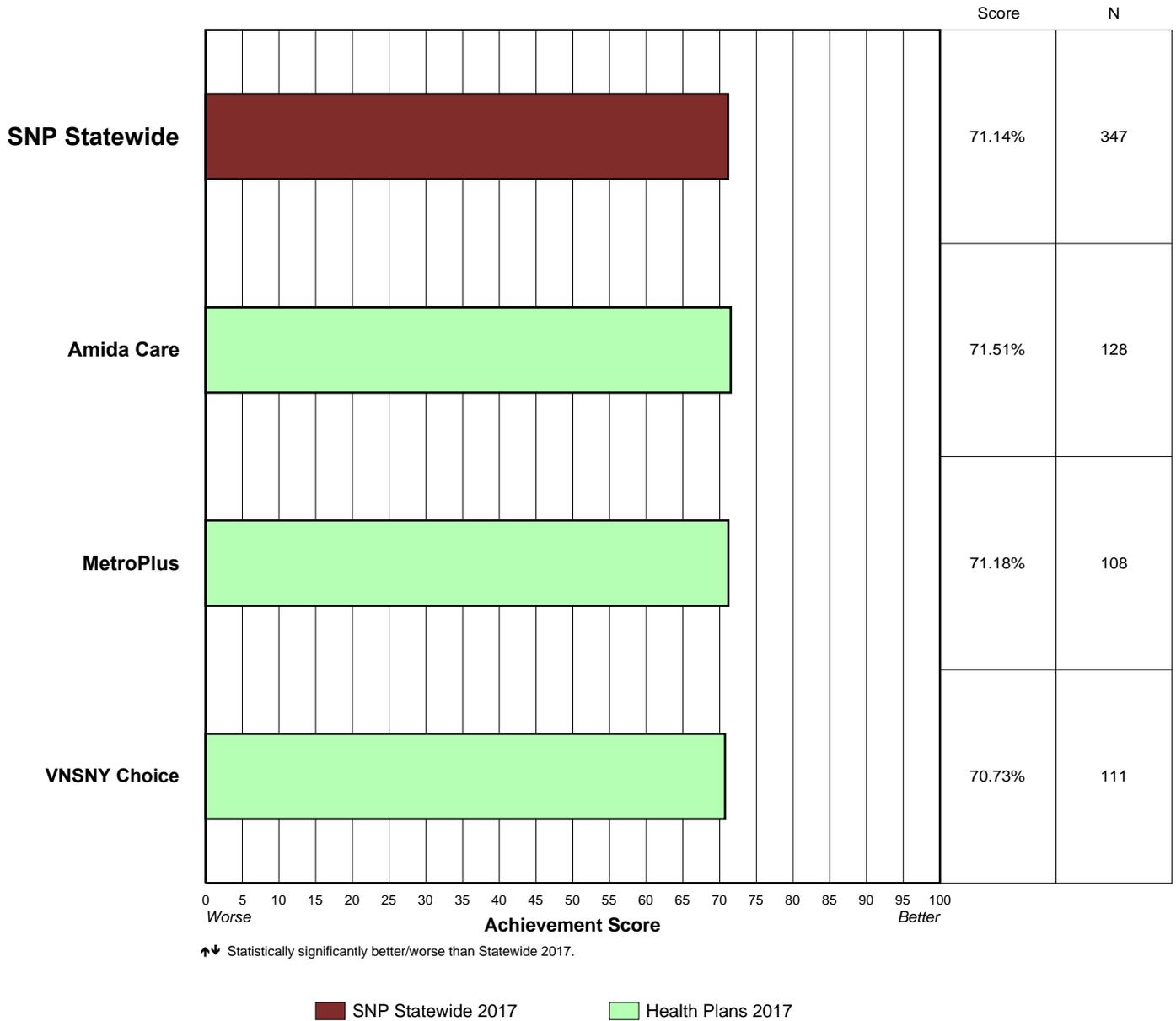
# Single Items

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



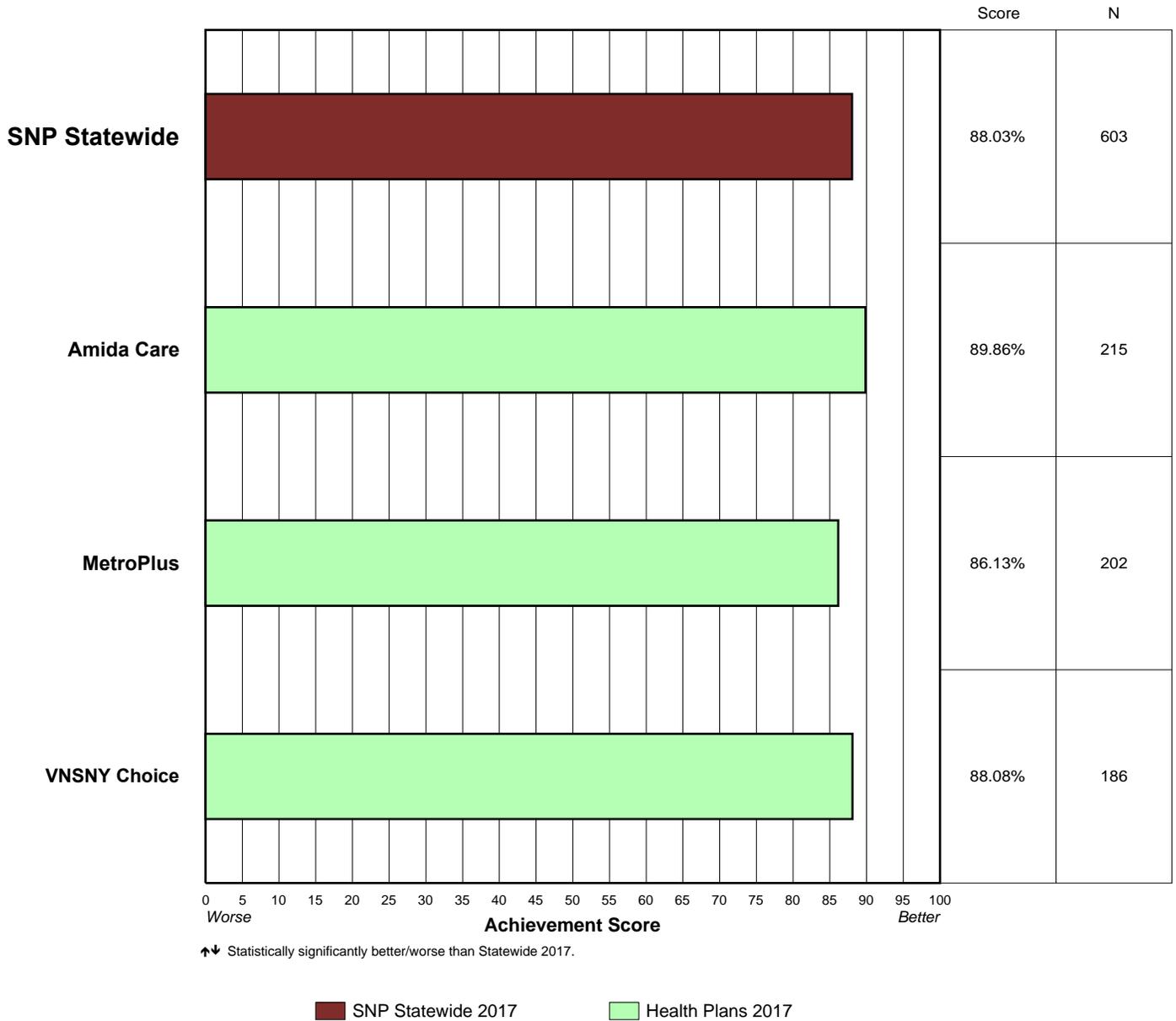
### Single Items

#### Q39. Written materials or internet usually or always provided information about how health plan works



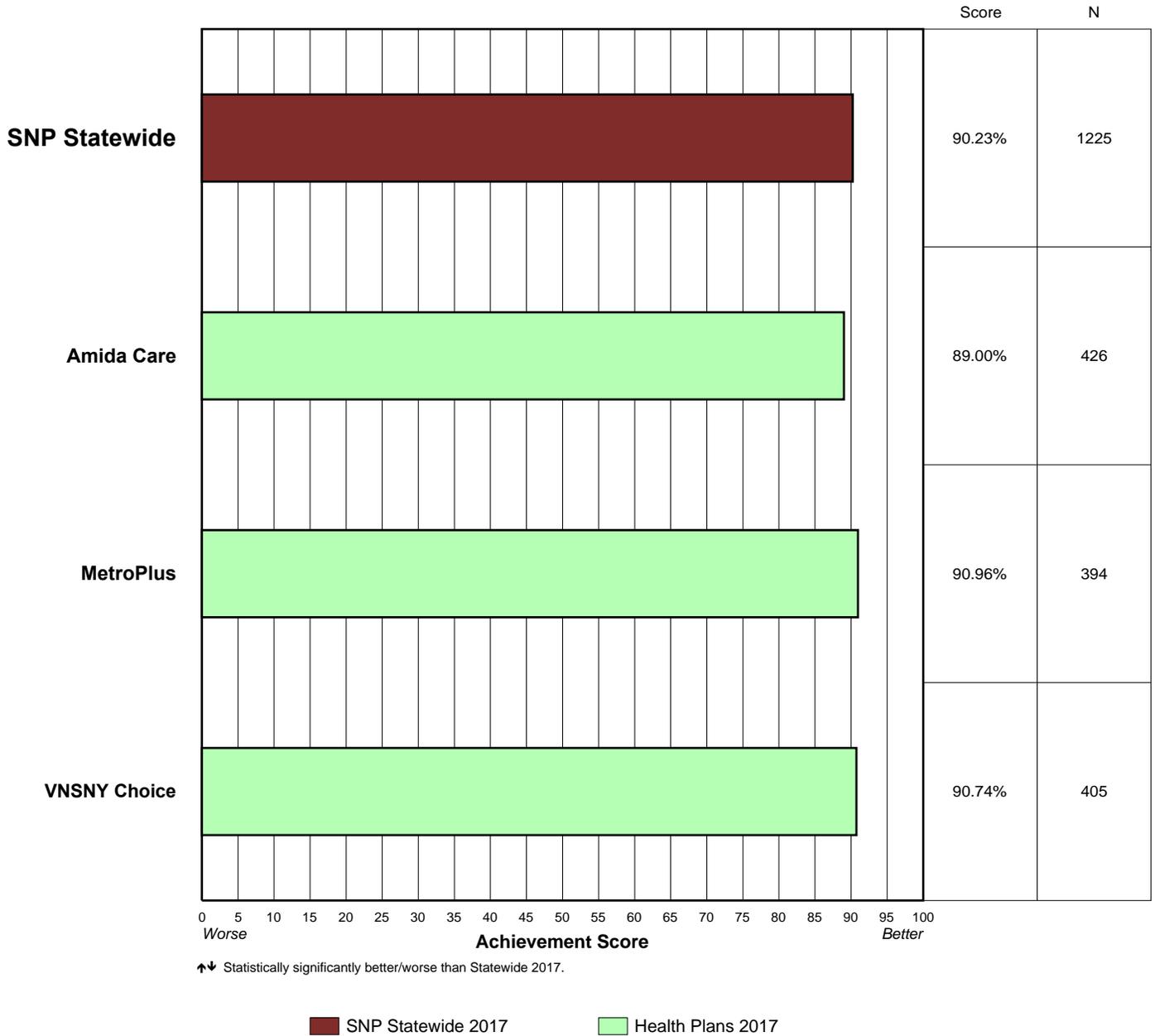
### Single Items

#### Q42. Information from health plan's customer service usually or always easy to understand



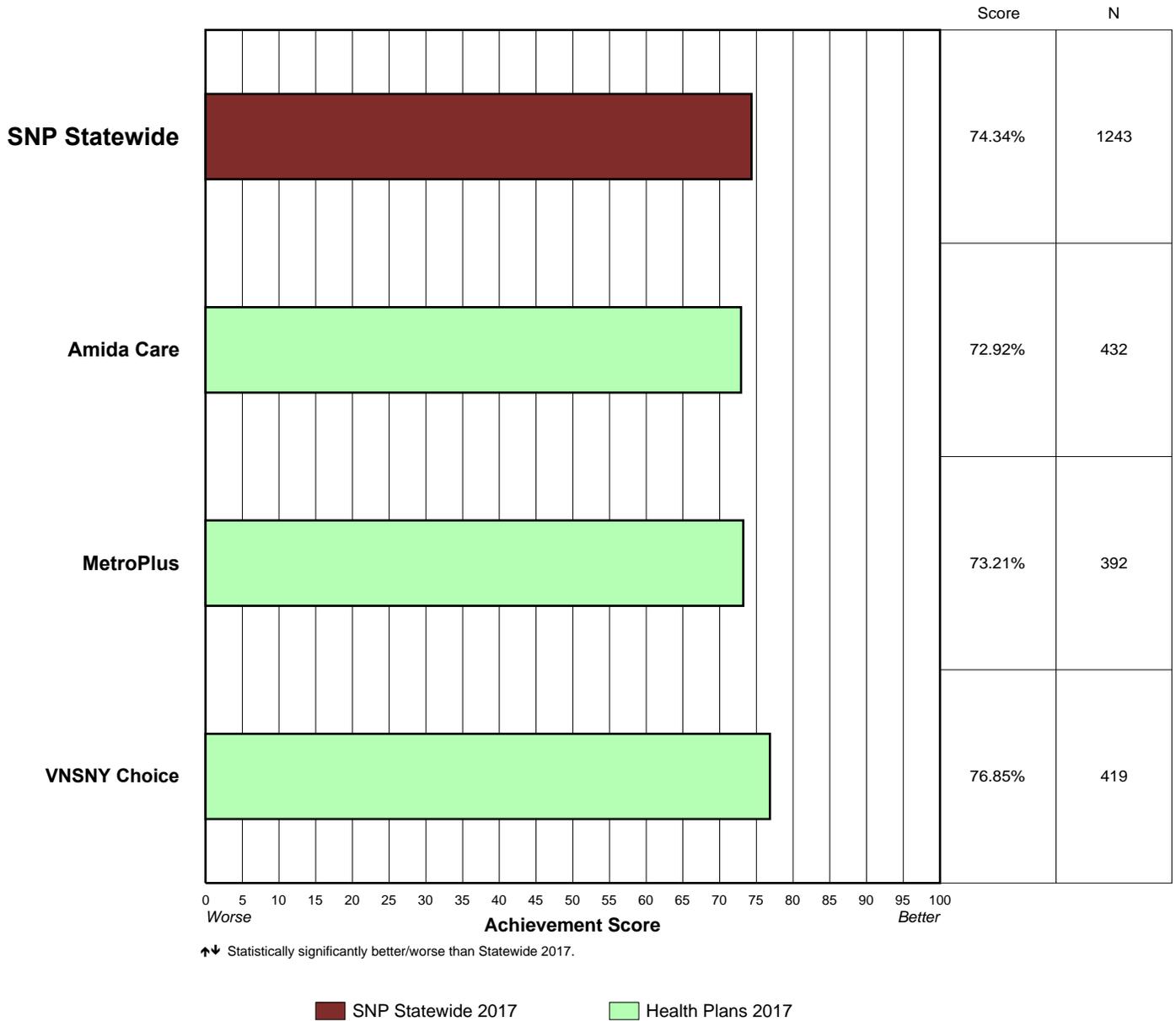
# Single Items

## Q45. Would recommend health plan to your family and friends



### Single Items

**Q48. Had flu shot or flu spray since September 1, 2016? [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	88%	0.65	Q29 Communication	96%	0.69	Q35 Getting Needed Care	75%	0.46	Q43 Customer Service	96%	0.47
2	Q4 Getting Care Quickly	84%	0.57	Q28 Communication	94%	0.64	Q18 Getting Needed Care	88%	0.41	Q18 Getting Needed Care	88%	0.47
3	Q28 Communication	94%	0.49	Q27 Communication	94%	0.63	Q4 Getting Care Quickly	84%	0.32	Q41 Customer Service	88%	0.39
4	Q29 Communication	96%	0.45	Q30 Communication	92%	0.61	Q30 Communication	92%	0.28	Q35 Getting Needed Care	75%	0.37
5	Q27 Communication	94%	0.44	Q18 Getting Needed Care	88%	0.40	Q6 Getting Care Quickly	88%	0.28	Q4 Getting Care Quickly	84%	0.35
6	Q30 Communication	92%	0.43	Q13 Shared Decision Making	86%	0.28	Q29 Communication	96%	0.25	Q28 Communication	94%	0.27
7	Q35 Getting Needed Care	75%	0.42	Q6 Getting Care Quickly	88%	0.28	Q27 Communication	94%	0.21	Q27 Communication	94%	0.26
8	Q6 Getting Care Quickly	88%	0.36	Q35 Getting Needed Care	75%	0.25	Q28 Communication	94%	0.18	Q30 Communication	92%	0.24
9	Q41 Customer Service	88%	0.34	Q43 Customer Service	96%	0.24	Q43 Customer Service	96%	0.11	Q29 Communication	96%	0.23
10	Q43 Customer Service	96%	0.29	Q4 Getting Care Quickly	84%	0.24	Q13 Shared Decision Making	86%	0.11	Q6 Getting Care Quickly	88%	0.14

▲▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2017.

## 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?	0.65	88%	62%	26%	10%	2%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.57	84%	70%	14%	13%	3%
3	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.49	94%	80%	13%	5%	1%
4	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.45	96%	84%	12%	3%	2%
5	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.44	94%	80%	14%	4%	1%
6	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.43	92%	75%	16%	7%	1%
7	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.42	75%	48%	26%	18%	8%
8	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?	0.36	88%	65%	23%	11%	1%
9	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.34	88%	60%	28%	11%	1%
10	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.29	96%	81%	14%	3%	1%

▲▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2017.

## 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	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.69	96%	84%	12%	3%	2%
2	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.64	94%	80%	13%	5%	1%
3	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.63	94%	80%	14%	4%	1%
4	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.61	92%	75%	16%	7%	1%
5	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.40	88%	62%	26%	10%	2%
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?	0.28	86%	86%	(na)	(na)	14%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	88%	65%	23%	11%	1%
8	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.25	75%	48%	26%	18%	8%
9	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	96%	81%	14%	3%	1%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.24	84%	70%	14%	13%	3%

▲▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2017.

## 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	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.46	75%	48%	26%	18%	8%
2	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.41	88%	62%	26%	10%	2%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	84%	70%	14%	13%	3%
4	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.28	92%	75%	16%	7%	1%
5	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	88%	65%	23%	11%	1%
6	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	96%	84%	12%	3%	2%
7	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.21	94%	80%	14%	4%	1%
8	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.18	94%	80%	13%	5%	1%
9	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.11	96%	81%	14%	3%	1%
10	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?	0.11	86%	86%	(na)	(na)	14%

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2017.

## Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.47	96%	81%	14%	3%	1%
2	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.47	88%	62%	26%	10%	2%
3	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.39	88%	60%	28%	11%	1%
4	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%	48%	26%	18%	8%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.35	84%	70%	14%	13%	3%
6	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.27	94%	80%	13%	5%	1%
7	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	94%	80%	14%	4%	1%
8	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.24	92%	75%	16%	7%	1%
9	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.23	96%	84%	12%	3%	2%
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?	0.14	88%	65%	23%	11%	1%

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2017.

## 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, correlation with rating of health plan and trend information. In this section, a t-test is used to determine significant differences across time where 2017 scores are compared to 2015 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	1,296	100.0%	432	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	1,296	100.0%	432	100.0%
Not Answered	29		8	

### *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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	483	37.4%	172	40.5%
No	807	62.6%	253	59.5%
<b>Total</b>	1,290	100.0%	425	100.0%
Not Answered	35		15	

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

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	9	1.9%	5	3.0%
<input checked="" type="radio"/> Sometimes	65	13.7%	21	12.6%
<input checked="" type="radio"/> Usually	95	20.0%	24	14.4%
<input checked="" type="radio"/> Always	305	64.3%	117	70.1%
<b>Total</b>	474	100.0%	167	100.0%
Not Answered	9		5	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	84.21%		84.41%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.3		-1.5	
Correlation with rating of health plan	0.250		0.350	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	1,155	89.3%	389	91.5%
No	139	10.7%	36	8.5%
<b>Total</b>	1,294	100.0%	425	100.0%
Not Answered	31		15	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	23	2.0%	5	1.3%
<input checked="" type="radio"/> Sometimes	121	10.7%	41	10.6%
<input checked="" type="radio"/> Usually	251	22.2%	90	23.4%
<input checked="" type="radio"/> Always	738	65.1%	249	64.7%
<b>Total</b>	1,133	100.0%	385	100.0%
Not Answered	22		4	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	87.22%		88.03%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.9		+1.6	
Correlation with rating of health plan	0.192		0.137	

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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	148	12.5%	42	10.9%
1 time	190	16.1%	57	14.8%
2	305	25.8%	99	25.6%
3	188	15.9%	68	17.6%
4	108	9.1%	37	9.6%
5 to 9	180	15.2%	64	16.6%
10 or more times	62	5.2%	19	4.9%
<b>Total</b>	<b>1,181</b>	<b>100.0%</b>	<b>386</b>	<b>100.0%</b>
Not Answered	144		54	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Yes	854	84.4%	277	82.7%
<input type="radio"/> No	158	15.6%	58	17.3%
<b>Total</b>	<b>1,012</b>	<b>100.0%</b>	<b>335</b>	<b>100.0%</b>
Not Answered	21		9	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	84.42%		82.67%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.0		-1.3	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Yes	762	78.0%	257	79.6%
<input type="radio"/> No	215	22.0%	66	20.4%
<b>Total</b>	<b>977</b>	<b>100.0%</b>	<b>323</b>	<b>100.0%</b>
Not Answered	56		21	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	77.99%		79.57%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.6		+0.6	

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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	716	73.8%	248	76.3%
● No	254	26.2%	77	23.7%
<b>Total</b>	970	100.0%	325	100.0%
Not Answered	63		19	
<b>Reporting Category</b>	Single Items			
Achievement Score	73.81%		76.31%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.0		+0.8	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	714	72.0%	236	71.7%
● No	278	28.0%	93	28.3%
<b>Total</b>	992	100.0%	329	100.0%
Not Answered	41		15	
<b>Reporting Category</b>	Single Items			
Achievement Score	71.98%		71.73%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	0.0		+0.1	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	655	67.0%	208	63.8%
● No	323	33.0%	118	36.2%
<b>Total</b>	978	100.0%	326	100.0%
Not Answered	55		18	
<b>Reporting Category</b>	Single Items			
Achievement Score	66.97%		63.80%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.1		-1.0	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	624	63.7%	194	60.2%
● No	355	36.3%	128	39.8%
<b>Total</b>	979	100.0%	322	100.0%
Not Answered	54		22	
<b>Reporting Category</b>		Single Items		
Achievement Score	63.74%		60.25%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.8		-1.5	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	503	52.2%	164	51.1%
● No	461	47.8%	157	48.9%
<b>Total</b>	964	100.0%	321	100.0%
Not Answered	69		23	
<b>Reporting Category</b>		Single Items		
Achievement Score	52.18%		51.09%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.3		+1.0	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	462	45.4%	160	47.3%
No	555	54.6%	178	52.7%
<b>Total</b>	1,017	100.0%	338	100.0%
Not Answered	16		6	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	435	94.8%	153	96.2%
● No	24	5.2%	6	3.8%
<b>Total</b>	459	100.0%	159	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	94.78%		96.41%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+0.7		+2.1	
Correlation with rating of health plan	0.052		0.082	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	320	70.0%	110	70.1%
● No	137	30.0%	47	29.9%
<b>Total</b>	457	100.0%	157	100.0%
Not Answered	5		3	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	69.98%		70.34%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+3.6		+9.2	
Correlation with rating of health plan	0.004		-0.057	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	393	86.2%	136	85.5%
● No	63	13.8%	23	14.5%
<b>Total</b>	456	100.0%	159	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	86.24%		86.29%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	-2.1		-0.8	
Correlation with rating of health plan	0.066		0.059	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	957	93.9%	326	95.9%
No	62	6.1%	14	4.1%
<b>Total</b>	1,019	100.0%	340	100.0%
Not Answered	14		4	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	54	5.7%	19	5.9%
<input checked="" type="radio"/> Sometimes	86	9.1%	31	9.6%
<input checked="" type="radio"/> Usually	142	15.0%	49	15.2%
<input checked="" type="radio"/> Always	662	70.1%	224	69.3%
<b>Total</b>	944	100.0%	323	100.0%
Not Answered	13		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	85.12%		84.60%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.3		-0.5	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	22	2.3%	9	2.8%
<input checked="" type="radio"/> Sometimes	105	11.1%	39	12.2%
<input checked="" type="radio"/> Usually	225	23.9%	81	25.3%
<input checked="" type="radio"/> Always	590	62.6%	191	59.7%
<b>Total</b>	942	100.0%	320	100.0%
Not Answered	15		6	
<b>Reporting Category</b>	Single Items			
Achievement Score	86.47%		85.36%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.1		-1.9	

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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst health care possible	4	0.4%	2	0.6%
● 1	2	0.2%	1	0.3%
● 2	6	0.6%	4	1.2%
● 3	10	1.0%	4	1.2%
● 4	13	1.3%	7	2.0%
● 5	55	5.4%	18	5.3%
● 6	39	3.8%	15	4.4%
● 7	84	8.3%	28	8.2%
● 8	199	19.5%	58	17.0%
● 9	156	15.3%	53	15.5%
● Best health care possible	450	44.2%	152	44.4%
<b>Total</b>	1,018	100.0%	342	100.0%
Not Answered	15		2	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	79.16%		77.85%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.6		-0.6	
Correlation with rating of health plan	0.558		0.611	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	18	1.8%	8	2.3%
● Sometimes	104	10.2%	34	9.9%
● Usually	266	26.0%	88	25.7%
● Always	635	62.1%	212	62.0%
<b>Total</b>	1,023	100.0%	342	100.0%
Not Answered	10		2	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	88.04%		88.23%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.4		-1.0	
Correlation with rating of health plan	0.405		0.469	

○ 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	423	32.9%	150	34.9%
No	861	67.1%	280	65.1%
<b>Total</b>	1,284	100.0%	430	100.0%
Not Answered	41		10	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	26	6.2%	12	8.2%
<input checked="" type="radio"/> Sometimes	70	16.8%	23	15.6%
<input checked="" type="radio"/> Usually	78	18.7%	25	17.0%
<input checked="" type="radio"/> Always	243	58.3%	87	59.2%
<b>Total</b>	417	100.0%	147	100.0%
Not Answered	6		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	77.16%		77.04%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.4		+0.5	

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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst treatment possible	10	2.4%	5	3.4%
● 1	4	1.0%	2	1.4%
● 2	9	2.2%	2	1.4%
● 3	10	2.4%	3	2.0%
● 4	10	2.4%	7	4.7%
● 5	36	8.7%	11	7.4%
● 6	31	7.5%	12	8.1%
● 7	38	9.2%	13	8.8%
● 8	41	10.0%	15	10.1%
● 9	65	15.8%	27	18.2%
● Best treatment possible	158	38.3%	51	34.5%
<b>Total</b>	412	100.0%	148	100.0%
Not Answered	11		2	
<b>Reporting Category</b>	Single Items			
Achievement Score	64.24%		63.08%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.9		-0.9	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	148	11.4%	55	12.7%
No	1,146	88.6%	379	87.3%
<b>Total</b>	1,294	100.0%	434	100.0%
Not Answered	31		6	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	9	6.1%	4	7.4%
● Sometimes	19	12.9%	3	5.6%
● Usually	30	20.4%	13	24.1%
● Always	89	60.5%	34	63.0%
<b>Total</b>	147	100.0%	54	100.0%
Not Answered	1		1	
<b>Reporting Category</b> Single Items				
Achievement Score	81.35%		84.55%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-4.1		+0.7	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst treatment possible	4	2.9%	2	3.9%
● 1	1	0.7%	0	0.0%
● 2	2	1.4%	1	2.0%
● 3	3	2.1%	1	2.0%
● 4	4	2.9%	1	2.0%
● 5	14	10.0%	7	13.7%
● 6	9	6.4%	3	5.9%
● 7	12	8.6%	5	9.8%
● 8	26	18.6%	10	19.6%
● 9	16	11.4%	6	11.8%
● Best treatment possible	49	35.0%	15	29.4%
<b>Total</b>	140	100.0%	51	100.0%
Not Answered	8		4	
<b>Reporting Category</b> Single Items				
Achievement Score	65.34%		58.53%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.8		-9.1	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	1,173	90.3%	390	90.7%
No	126	9.7%	40	9.3%
<b>Total</b>	1,299	100.0%	430	100.0%
Not Answered	26		10	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	53	4.9%	20	5.6%
1 time	220	20.3%	71	19.8%
2	360	33.2%	118	32.9%
3	188	17.4%	70	19.5%
4	79	7.3%	20	5.6%
5 to 9	128	11.8%	43	12.0%
10 or more times	55	5.1%	17	4.7%
<b>Total</b>	1,083	100.0%	359	100.0%
Not Answered	90		31	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	12	1.2%	5	1.5%
● Sometimes	49	4.8%	15	4.5%
● Usually	145	14.2%	48	14.3%
● Always	817	79.9%	267	79.7%
<b>Total</b>	1,023	100.0%	335	100.0%
Not Answered	7		4	
<b>Reporting Category</b>	Communication			
Achievement Score	94.00%		94.27%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.2		-1.1	
Correlation with rating of health plan	0.282		0.256	

○ 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	12	1.2%	5	1.5%
● Sometimes	52	5.1%	17	5.1%
● Usually	131	12.8%	45	13.4%
● Always	827	80.9%	268	80.0%
<b>Total</b>	1,022	100.0%	335	100.0%
Not Answered	8		4	
<b>Reporting Category</b>	Communication			
Achievement Score	93.74%		93.81%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.7		-1.4	
Correlation with rating of health plan	0.260		0.274	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	13	1.3%	6	1.8%
● Sometimes	46	4.5%	9	2.7%
● Usually	97	9.5%	40	11.9%
● Always	868	84.8%	281	83.6%
<b>Total</b>	1,024	100.0%	336	100.0%
Not Answered	6		3	
<b>Reporting Category</b>	Communication			
Achievement Score	94.24%		95.89%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.2		-0.3	
Correlation with rating of health plan	0.219		0.227	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	17	1.7%	5	1.5%
● Sometimes	75	7.3%	24	7.1%
● Usually	170	16.6%	55	16.3%
● Always	765	74.5%	254	75.1%
<b>Total</b>	1,027	100.0%	338	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	Communication			
Achievement Score	91.01%		91.93%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.9		-1.6	
Correlation with rating of health plan	0.306		0.245	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	535	52.5%	199	58.9%
No	484	47.5%	139	41.1%
<b>Total</b>	1,019	100.0%	338	100.0%
Not Answered	11		1	

**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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	24	4.5%	7	3.6%
● Sometimes	32	6.0%	9	4.6%
● Usually	112	21.2%	46	23.6%
● Always	361	68.2%	133	68.2%
<b>Total</b>	529	100.0%	195	100.0%
Not Answered	6		4	
<b>Reporting Category</b>	Single Items			
Achievement Score	89.30%		91.98%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.1		+3.7	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst personal doctor possible	4	0.3%	3	0.8%
● 1	7	0.6%	1	0.3%
● 2	3	0.3%	2	0.5%
● 3	3	0.3%	0	0.0%
● 4	12	1.0%	6	1.6%
● 5	23	2.0%	5	1.3%
● 6	23	2.0%	5	1.3%
● 7	58	5.1%	17	4.5%
● 8	114	9.9%	33	8.7%
● 9	188	16.4%	81	21.3%
● Best personal doctor possible	712	62.1%	227	59.7%
<b>Total</b>	1,147	100.0%	380	100.0%
Not Answered	26		10	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	88.40%		90.37%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.4		+1.9	
Correlation with rating of health plan	0.339		0.330	

### 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	632	49.0%	228	52.8%
No	657	51.0%	204	47.2%
<b>Total</b>	1,289	100.0%	432	100.0%
Not Answered	36		8	

○ 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	48	7.7%	18	8.0%
● Sometimes	121	19.4%	40	17.8%
● Usually	165	26.5%	58	25.8%
● Always	289	46.4%	109	48.4%
<b>Total</b>	623	100.0%	225	100.0%
Not Answered	9		3	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	72.77%		75.02%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.6		-2.1	
Correlation with rating of health plan	0.351		0.372	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	67	11.0%	24	10.8%
1 specialist	233	38.3%	68	30.6%
2	170	28.0%	74	33.3%
3	77	12.7%	30	13.5%
4	32	5.3%	11	5.0%
5 or more specialists	29	4.8%	15	6.8%
<b>Total</b>	608	100.0%	222	100.0%
Not Answered	24		6	

○ **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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst specialist possible	6	1.1%	2	1.0%
● 1	2	0.4%	1	0.5%
● 2	2	0.4%	1	0.5%
● 3	11	2.1%	4	2.1%
● 4	8	1.5%	2	1.0%
● 5	21	4.0%	9	4.6%
● 6	18	3.4%	4	2.1%
● 7	46	8.7%	22	11.3%
● 8	88	16.6%	31	15.9%
● 9	107	20.2%	43	22.1%
● Best specialist possible	222	41.8%	76	39.0%
<b>Total</b>	531	100.0%	195	100.0%
Not Answered	10		3	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	78.70%		77.79%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+4.0		+1.9	
Correlation with rating of health plan	0.373		0.324	

### Your Health Plan

**Q38.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	351	27.0%	112	26.1%
No	947	73.0%	317	73.9%
<b>Total</b>	1,298	100.0%	429	100.0%
Not Answered	27		11	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q39. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	12	3.5%	3	2.7%
● Sometimes	88	25.4%	29	26.1%
● Usually	77	22.2%	23	20.7%
● Always	170	49.0%	56	50.5%
<b>Total</b>	347	100.0%	111	100.0%
Not Answered	4		1	
<b>Reporting Category</b> Single Items				
Achievement Score	71.14%		70.73%	

**Q40. In the last 6 months, did you get information or help from your health plan's customer service?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	612	47.7%	189	44.2%
No	672	52.3%	239	55.8%
<b>Total</b>	1,284	100.0%	428	100.0%
Not Answered	41		12	

**Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	13	2.2%	2	1.1%
● Sometimes	70	11.6%	21	11.2%
● Usually	138	22.9%	53	28.2%
● Always	381	63.3%	112	59.6%
<b>Total</b>	602	100.0%	188	100.0%
Not Answered	10		1	
<b>Reporting Category</b> Customer Service				
Achievement Score	86.23%		87.62%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.2		+5.2	
Correlation with rating of health plan	0.471		0.385	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q42. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	9	1.5%	1	0.5%
● Sometimes	63	10.4%	21	11.3%
● Usually	146	24.2%	51	27.4%
● Always	385	63.8%	113	60.8%
<b>Total</b>	603	100.0%	186	100.0%
Not Answered	9		3	
<b>Reporting Category</b>	Customer Service			
Achievement Score	88.03%		88.08%	
Correlation with rating of health plan	0.431		0.394	

**Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	5	0.8%	2	1.1%
● Sometimes	28	4.7%	6	3.2%
● Usually	76	12.6%	27	14.4%
● Always	492	81.9%	152	81.3%
<b>Total</b>	601	100.0%	187	100.0%
Not Answered	11		2	
<b>Reporting Category</b>	Customer Service			
Achievement Score	94.49%		95.63%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.4		+2.5	
Correlation with rating of health plan	0.448		0.475	

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

### Your Health Plan (continued)

**Q44.** Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst health plan possible	12	0.9%	4	0.9%
● 1	8	0.6%	3	0.7%
● 2	11	0.9%	7	1.7%
● 3	11	0.9%	5	1.2%
● 4	11	0.9%	2	0.5%
● 5	69	5.4%	23	5.4%
● 6	40	3.1%	16	3.8%
● 7	102	7.9%	35	8.3%
● 8	193	15.0%	58	13.7%
● 9	207	16.1%	79	18.6%
● Best health plan possible	621	48.3%	192	45.3%
<b>Total</b>	1,285	100.0%	424	100.0%
Not Answered	40		16	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	79.43%		78.61%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.6		+5.3	

**Q45.** Would you recommend your health plan to your family and friends?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	1,105	90.2%	365	90.1%
● No	120	9.8%	40	9.9%
<b>Total</b>	1,225	100.0%	405	100.0%
Not Answered	100		35	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	90.23%		90.74%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.6		+5.7↑	

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

## About Your Health

**Q46. In general, how would you rate your overall health?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Excellent	226	17.5%	61	14.2%
Very Good	340	26.3%	104	24.2%
Good	392	30.3%	140	32.6%
Fair	289	22.3%	110	25.6%
Poor	48	3.7%	14	3.3%
<b>Total</b>	1,295	100.0%	429	100.0%
Not Answered	30		11	

**Q47. In general, how would you rate your overall mental or emotional health?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Excellent	244	19.0%	70	16.4%
Very Good	290	22.6%	91	21.3%
Good	389	30.3%	142	33.3%
Fair	309	24.0%	109	25.5%
Poor	53	4.1%	15	3.5%
<b>Total</b>	1,285	100.0%	427	100.0%
Not Answered	40		13	

**Q48. Have you had a flu shot or flu spray since September 1, 2014? [Displayed for Respondents 18-64 years old]**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Yes	924	74.3%	322	76.8%
<input checked="" type="radio"/> No	319	25.7%	97	23.2%
Don't Know	25		8	
<b>Total</b>	1,243	100.0%	419	100.0%
Not Answered	37		10	
<b>Reporting Category</b>	Single Items			
Achievement Score	74.34%		76.85%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.3		+0.6	

Response scored as:  Achievement  Room for improvement

**About Your Health** (continued)

**Q49. Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Every day	307	24.2%	95	22.6%
Some days	236	18.6%	67	15.9%
Not at all	725	57.2%	259	61.5%
Don't Know	13		5	
<b>Total</b>	1,268	100.0%	421	100.0%
Not Answered	44		14	

**Q50. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	42	7.8%	8	5.0%
<input checked="" type="radio"/> Sometimes	97	18.1%	34	21.3%
<input checked="" type="radio"/> Usually	105	19.6%	33	20.6%
<input checked="" type="radio"/> Always	293	54.6%	85	53.1%
<b>Total</b>	537	100.0%	160	100.0%
Not Answered	6		2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	92.18%		95.00%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+1.3		+5.8↕	

**Q51. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	99	18.6%	31	19.6%
<input checked="" type="radio"/> Sometimes	105	19.7%	32	20.3%
<input checked="" type="radio"/> Usually	94	17.6%	32	20.3%
<input checked="" type="radio"/> Always	235	44.1%	63	39.9%
<b>Total</b>	533	100.0%	158	100.0%
Not Answered	10		4	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	81.43%		80.38%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+0.2		+0.3	

Response scored as:  Achievement  Room for improvement

**About Your Health** (continued)

**Q52.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	130	24.5%	39	24.7%
<input checked="" type="radio"/> Sometimes	110	20.8%	36	22.8%
<input checked="" type="radio"/> Usually	102	19.2%	32	20.3%
<input checked="" type="radio"/> Always	188	35.5%	51	32.3%
<b>Total</b>	530	100.0%	158	100.0%
Not Answered	13		4	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	75.47%		75.32%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.8		+4.4	

**Q53.** Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	86	30.8%	28	29.8%
No	193	69.2%	66	70.2%
Don't know	0	0.0%	0	0.0%
<b>Total</b>	279	100.0%	94	100.0%
Not Answered	0		0	

**Q54.** Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	159	14.0%	59	15.7%
No	978	86.0%	317	84.3%
Don't know	151		52	
<b>Total</b>	1,137	100.0%	376	100.0%
Not Answered	37		12	

Response scored as:  Achievement  Room for improvement

**About Your Health** (continued)

**Q55.** 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	261	50.4%	86	49.1%
No	257	49.6%	89	50.9%
<b>Total</b>	518	100.0%	175	100.0%
Not Answered	0		0	

**Q56.1.** Are you aware that you have any of the following conditions? Response: High cholesterol

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	453	47.1%	167	49.1%
No	509	52.9%	173	50.9%
<b>Total</b>	962	100.0%	340	100.0%
Not Answered	363		100	

**Q56.2.** Are you aware that you have any of the following conditions? Response: High blood pressure

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	527	54.8%	185	54.4%
No	435	45.2%	155	45.6%
<b>Total</b>	962	100.0%	340	100.0%
Not Answered	363		100	

**Q56.3.** 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 Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	200	20.8%	73	21.5%
No	762	79.2%	267	78.5%
<b>Total</b>	962	100.0%	340	100.0%
Not Answered	363		100	

**About Your Health** (continued)**Q57.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	61	10.0%	24	11.7%
No	549	90.0%	182	88.3%
<b>Total</b>	610	100.0%	206	100.0%
Not Answered	715		234	

**Q57.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	63	10.3%	26	12.6%
No	547	89.7%	180	87.4%
<b>Total</b>	610	100.0%	206	100.0%
Not Answered	715		234	

**Q57.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	59	9.7%	22	10.7%
No	551	90.3%	184	89.3%
<b>Total</b>	610	100.0%	206	100.0%
Not Answered	715		234	

**Q57.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	297	48.7%	105	51.0%
No	313	51.3%	101	49.0%
<b>Total</b>	610	100.0%	206	100.0%
Not Answered	715		234	

**About Your Health (continued)****Q58a. Do any of the following conditions affect you right now ... Cancer?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	59	6.0%	24	7.3%
No	918	94.0%	303	92.7%
<b>Total</b>	977	100.0%	327	100.0%
Not Answered	348		113	

**Q58b. Do any of the following conditions affect you right now ... Arthritis?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	402	37.6%	142	39.4%
No	668	62.4%	218	60.6%
<b>Total</b>	1,070	100.0%	360	100.0%
Not Answered	255		80	

**Q58c. Do any of the following conditions affect you right now ... Asthma?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	324	31.3%	103	29.9%
No	712	68.7%	241	70.1%
<b>Total</b>	1,036	100.0%	344	100.0%
Not Answered	289		96	

**Q58d. Do any of the following conditions affect you right now ... Overweight?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	292	28.9%	100	29.8%
No	717	71.1%	236	70.2%
<b>Total</b>	1,009	100.0%	336	100.0%
Not Answered	316		104	

**About Your Health** (continued)**Q58e. Do any of the following conditions affect you right now ... Depression?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	535	48.2%	189	50.8%
No	574	51.8%	183	49.2%
<b>Total</b>	1,109	100.0%	372	100.0%
Not Answered	216		68	

**Q58f. Do any of the following conditions affect you right now ... Drinking or other drug problems?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	109	10.7%	36	10.7%
No	906	89.3%	301	89.3%
<b>Total</b>	1,015	100.0%	337	100.0%
Not Answered	310		103	

**Q58g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	388	36.2%	142	39.3%
No	683	63.8%	219	60.7%
<b>Total</b>	1,071	100.0%	361	100.0%
Not Answered	254		79	

**Q58h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	645	57.0%	237	61.7%
No	487	43.0%	147	38.3%
<b>Total</b>	1,132	100.0%	384	100.0%
Not Answered	193		56	

## About You

**Q59. What is your age?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
18 to 24	11	0.9%	2	0.5%
25 to 34	69	5.4%	19	4.5%
35 to 44	159	12.5%	49	11.6%
45 to 54	451	35.5%	151	35.9%
55 to 64	539	42.4%	190	45.1%
65 to 74	39	3.1%	9	2.1%
75 or older	3	0.2%	1	0.2%
<b>Total</b>	1,271	100.0%	421	100.0%
Not Answered	54		19	

**Q60. Are you male or female?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Male	800	63.1%	269	63.7%
Female	467	36.9%	153	36.3%
<b>Total</b>	1,267	100.0%	422	100.0%
Not Answered	58		18	

**Q61. What is the highest grade or level of school that you have completed?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
8th grade or less	148	11.8%	45	10.7%
Some high school but did not graduate	322	25.7%	107	25.5%
High school graduate or GED	362	28.9%	125	29.8%
Some college or 2-year degree	295	23.5%	90	21.5%
4-year college graduate	72	5.7%	30	7.2%
More than 4-year college degree	55	4.4%	22	5.3%
<b>Total</b>	1,254	100.0%	419	100.0%
Not Answered	71		21	

**About You (continued)****Q62. Are you of Hispanic or Latino origin or descent?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes, Hispanic or Latino	562	45.6%	203	49.0%
No, Not Hispanic or Latino	670	54.4%	211	51.0%
<b>Total</b>	1,232	100.0%	414	100.0%
Not Answered	93		26	

**Q63.1. What is your race? Response: White.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	244	20.1%	100	24.9%
No	971	79.9%	301	75.1%
<b>Total</b>	1,215	100.0%	401	100.0%
Not Answered	110		39	

**Q63.2. What is your race? Response: Black or African-American.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	586	48.2%	171	42.6%
No	629	51.8%	230	57.4%
<b>Total</b>	1,215	100.0%	401	100.0%
Not Answered	110		39	

**Q63.3. What is your race? Response: Asian.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	24	2.0%	4	1.0%
No	1,191	98.0%	397	99.0%
<b>Total</b>	1,215	100.0%	401	100.0%
Not Answered	110		39	

**About You (continued)****Q63.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	14	1.2%	4	1.0%
No	1,201	98.8%	397	99.0%
<b>Total</b>	1,215	100.0%	401	100.0%
Not Answered	110		39	

**Q63.5. What is your race? Response: American Indian or Alaska Native.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	55	4.5%	25	6.2%
No	1,160	95.5%	376	93.8%
<b>Total</b>	1,215	100.0%	401	100.0%
Not Answered	110		39	

**Q63.6. What is your race? Response: Other.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	379	31.2%	140	34.9%
No	836	68.8%	261	65.1%
<b>Total</b>	1,215	100.0%	401	100.0%
Not Answered	110		39	

**Q64. How well do you speak English?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Very well	890	69.9%	299	70.9%
Well	208	16.3%	57	13.5%
Not well	120	9.4%	46	10.9%
Not at all	56	4.4%	20	4.7%
<b>Total</b>	1,274	100.0%	422	100.0%
Not Answered	51		18	

**About You** (continued)**Q65.** Do you speak a language other than English at home?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	532	42.7%	187	45.0%
No	713	57.3%	229	55.0%
<b>Total</b>	1,245	100.0%	416	100.0%
Not Answered	80		24	

**Q66.** What is the language spoken at home?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Spanish	409	79.6%	153	84.1%
Other	105	20.4%	29	15.9%
<b>Total</b>	514	100.0%	182	100.0%
Not Answered	18		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.



- 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



47. In general, how would you rate your overall mental or emotional health?
- Excellent
  - Very good
  - Good
  - Fair
  - Poor
48. Have you had a flu shot or flu spray since September 1, 2016?
- Yes
  - No
  - Don't know
49. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day → *Go to Question 50*
  - Some days → *Go to Question 50*
  - Not at all → *Go to Question 53*
  - Don't know → *Go to Question 53*
50. 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
51. 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

52. 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
53. Do you take aspirin daily or every other day?
- Yes
  - No
  - Don't know
54. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
- Yes
  - No
  - Don't know
55. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack and stroke?
- Yes
  - No
56. 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
57. 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

58. 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

59. 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

60. Are you male or female?

- Male
- Female

61. 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

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

- Yes
- No

63. 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

64. How well do you speak English?

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

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

- Yes → *Go to Question 66*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

66. 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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