



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

Continuous Quality Improvement Report

May 2020



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Background

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

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYS) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans.

DataStat, Inc. conducted the survey on behalf of NYSDOH in 2019. 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

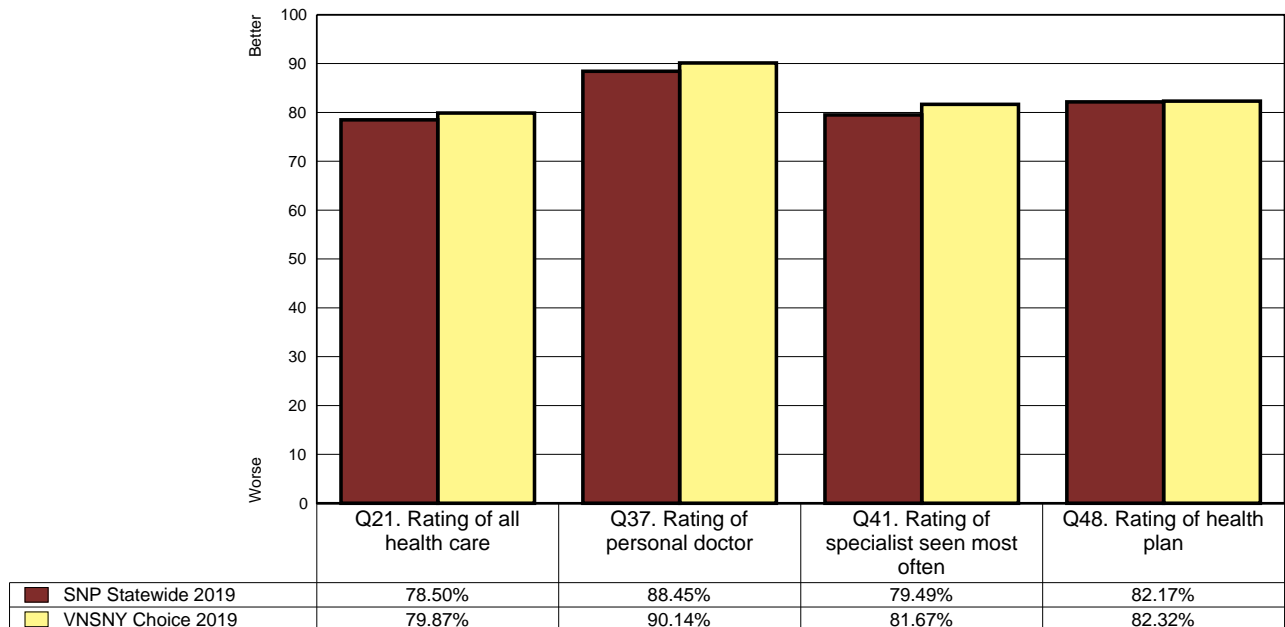
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2019 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a mail only methodology during the period October 3, 2019, through December 31, 2019, using a standardized survey procedure and questionnaire. A total of 523 responses were received resulting in a 26.3% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Standard Rating Questions

Response options for standard rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of "8", "9", or "10". Plan-level and SNP Statewide results are presented below. Plan results are compared to the SNP Statewide 2019 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Ratings Questions (8, 9 or 10)

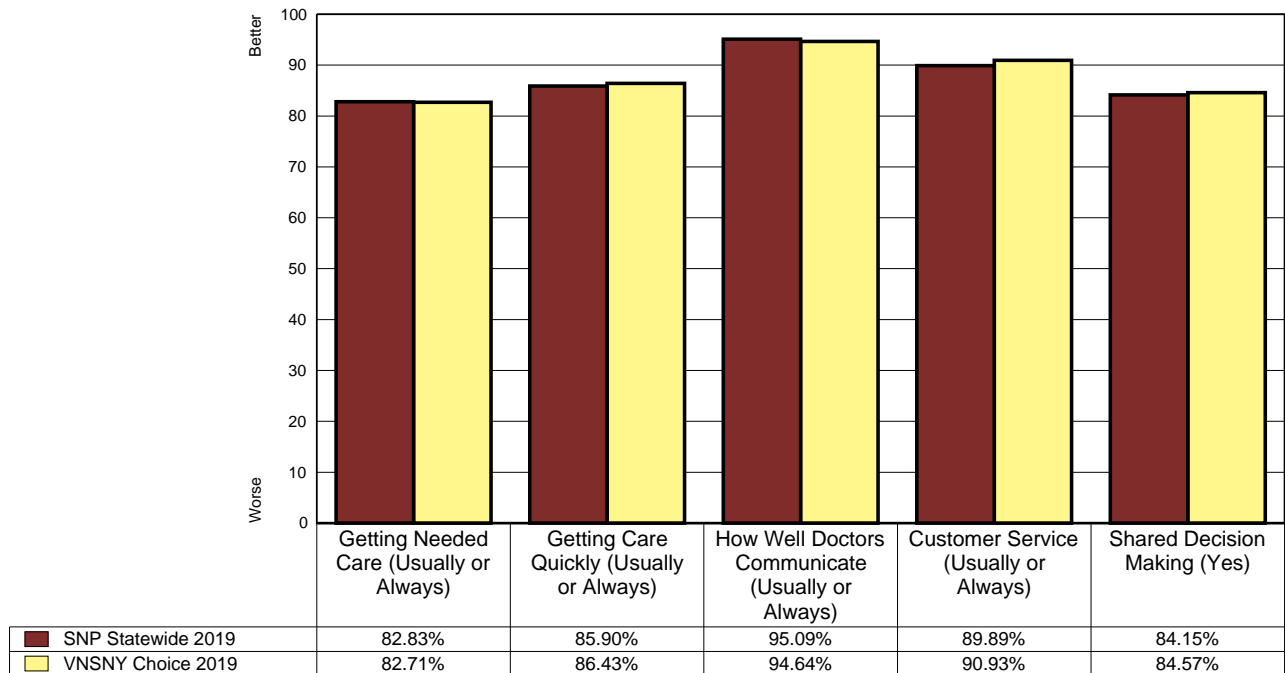


↑↓ Statistically significantly better/worse than SNP Statewide 2019.

Summary of Standard 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 achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures except for Shared Decision Making, which uses "Yes" as the indicator of achievement. Plan-level and SNP results are presented below. Plan results are compared to the SNP Statewide 2019 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Composites



↑↓ Statistically significantly better/worse than SNP Statewide 2019.

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
SNP Statewide	83	86	95	90	84	78	88	79	82
Amida Care	83	84	95	92	85	78	86	77	84
MetroPlus	83	87	95	87 ▼	83	77	89	80	80
VNSNY Choice	83	86	95	91	85	80	90	82	82

▲▼ Statistically significantly better/worse than SNP Statewide 2019.

Respondent Sample Profile

Age (years)	SNP Statewide	VNSNY Choice Health Plans
18 to 24	0.8%	0.6%
25 to 34	3.4%	2.8%
35 to 44	9.6%	8.3%
45 to 54	29.8%	29.6%
55 to 64	51.9%	55.2%
65 to 74	4.2%	3.4%
75 or older	0.3%	0.2%

Gender	SNP Statewide	VNSNY Choice Health Plans
Male	60.3%	60.9%
Female	39.7%	39.1%

Highest grade or level of school completed	SNP Statewide	VNSNY Choice Health Plans
8th grade or less	10.2%	9.6%
Some high school, but did not graduate	27.9%	27.7%
High school graduate or GED	29.5%	28.3%
Some college or 2-year degree	20.5%	22.0%
4-year college graduate	7.9%	8.1%
More than 4-year college graduate	3.9%	4.3%

Hispanic or Latino	SNP Statewide	VNSNY Choice Health Plans
Yes, Hispanic or Latino	45.0%	51.8%
No, Not Hispanic or Latino	55.0%	48.2%

Race	SNP Statewide	VNSNY Choice Health Plans
White	19.0%	21.7%
Black or African-American	50.5%	44.1%
Asian	2.9%	1.4%
Native Hawaiian or Other Pacific Islander	0.6%	1.0%
American Indian or Alaska Native	3.4%	4.1%
Other	31.5%	35.6%

Rating of Overall Health	SNP Statewide	VNSNY Choice Health Plans
Excellent	16.4%	13.5%
Very good	25.3%	24.4%
Good	33.1%	36.1%
Fair	22.0%	22.9%
Poor	3.2%	3.1%

Sample Disposition

	SNP Statewide	VNSNY Choice Health Plans
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	967	409
Second mailing - sent	4,627	1,492
Second mailing - usable survey returned*	330	114
Total - usable surveys	1,297	523
Ineligible: According to population criteria‡‡	29	13
Ineligible: Language barrier†	1	0
Ineligible: Deceased†	1	0
Ineligible: Mentally or physically unable to complete survey†	1	0
Refusal/Returned survey blank	13	3
Incomplete survey - mail or phone	51	24
Nonresponse - Unavailable by mail or phone	3,965	1,279
Added to Do Not Call list	0	0
Response Rate	21.7%	26.3%

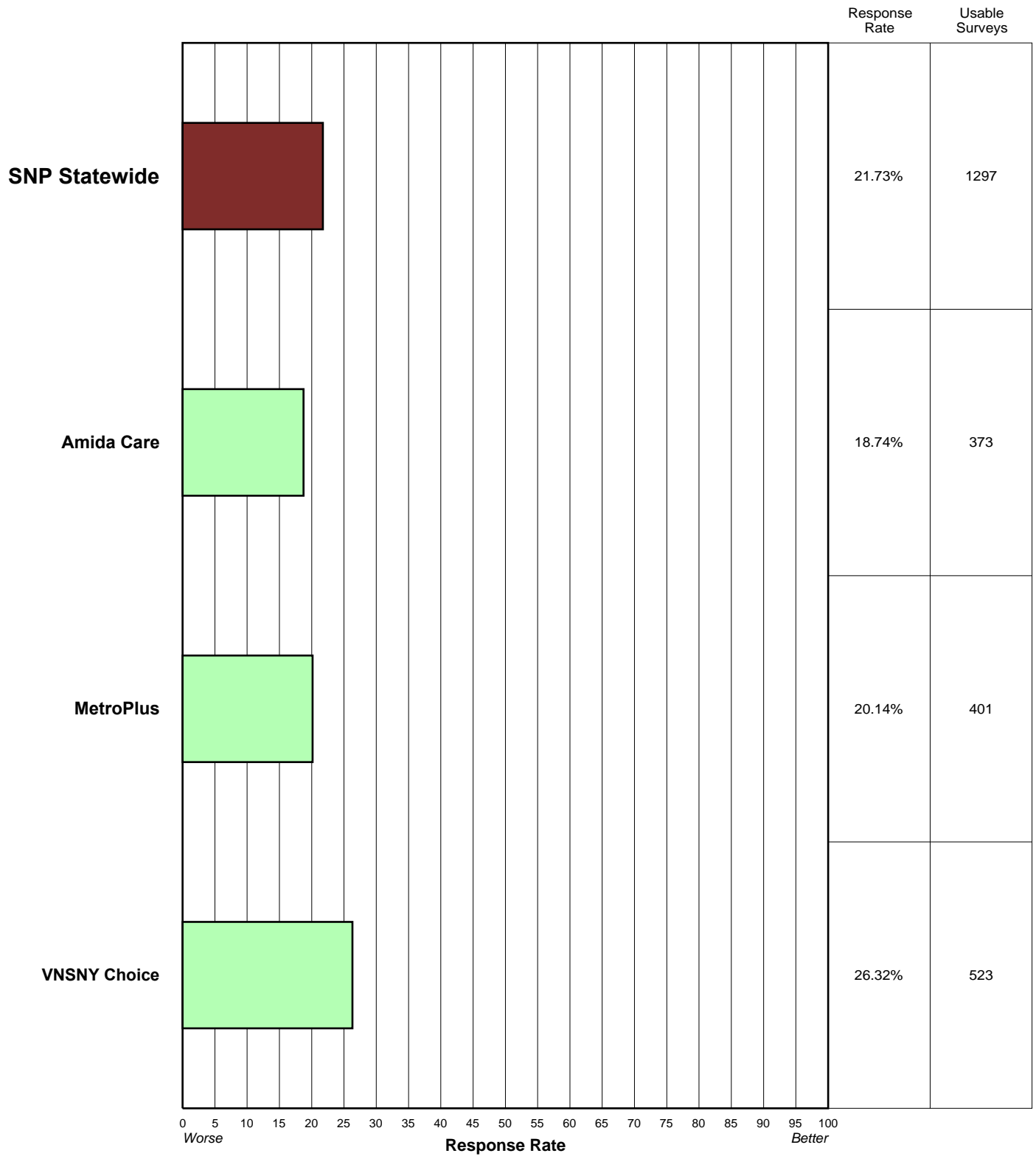
*Included in response rate numerator

†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 2019

■ Health Plans 2019

Trend Analysis - 2019 vs. 2017

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2017. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions (Questions 8 and 10) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2017 and 2019 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 2019 Score	VNSNY Choice 2017 Score	Point Change	Composite/ Question Group
Q28. Rating of alcohol, drug, or addiction treatment or counseling	72.9%	58.5%	+ 14.4	Single Items
Q55. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	86.3%	80.4%	+ 5.9	Medical Assistance with Smoking Cessation
Q43. Written materials or internet usually or always provided information about how health plan works	75.3%	70.7%	+ 4.5	Single Items
Q25. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	67.4%	63.1%	+ 4.3	Single Items
Q41. Rating of specialist seen most often	81.7%	77.8%	+ 3.9	Ratings
Q48. Rating of health plan	82.3%	78.6%	+ 3.7	Ratings
Q17. Doctor/provider asked what you thought was best for you	89.7%	86.3%	+ 3.4	Shared Decision Making
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	66.8%	63.8%	+ 3.0	Single Items
Q56. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	78.2%	75.3%	+ 2.9	Medical Assistance with Smoking Cessation
Q21. Rating of all health care	79.9%	77.9%	+ 2.0	Ratings
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	83.3%	84.6%	- 1.3	Single Items
Q52. Had flu shot or flu spray since September 1, 2018? [Displayed for Respondents 18-64 years old]	75.4%	76.8%	- 1.4	Single Items
Q45. Health plan's customer service usually or always gave needed information or help	86.0%	87.6%	- 1.7	Customer Service
Q20. Results of blood test, x-ray or other test usually or always easy to understand	83.7%	85.4%	- 1.7	Single Items
Q13b. Doctor or other health provider talked about exercise or physical activity	74.2%	76.3%	- 2.1	Single Items
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	82.0%	84.6%	- 2.6	Single Items
Q36. Personal doctor usually or always seemed informed about care received from other doctors or providers	89.4%	92.0%	- 2.6	Single Items
Q15. Doctor/provider talked about reasons you might want to take a medicine	93.0%	96.4%	- 3.4	Shared Decision Making
Q13f. Doctor or other health provider talked about alcohol or other drug use	47.3%	51.1%	- 3.8	Single Items
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	74.7%	79.6%	- 4.8	Single Items

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2017 score.

Methodology

Adults who were current members of a NYSDOH SNP, ages 18 to 64, as of September 2019 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 12 week period using a mail only three wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet to individuals who had not responded to the initial mailings.

Survey Milestones

1. 1st questionnaire packets mailed: October 3, 2019
2. Reminder postcards mailed: October 10, 2019
3. 2nd questionnaire packets mailed: November 7, 2019
4. Field closed: December 31, 2019

Sampling Frame

A stratified random sample of 2,000 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of September 2019

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 health plan. The questionnaire was expanded to include 22 supplemental questions of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the questionnaire consisted of 67 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q29, Q38, Q44, Q48. Complete interviews were obtained from 523 Medicaid managed care members, and the overall project response rate was 26.3%.

Definition of Achievement Scores

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

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as you needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

Composites

Five standard 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

- Q22. Usually or always got care, tests or treatment you thought you needed
- Q39. 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

- Q31. Personal doctor usually or always explained things in way that was easy to understand
- Q32. Personal doctor usually or always listened carefully to you
- Q33. Personal doctor usually or always showed respect for what you had to say
- Q34. Personal doctor usually or always spent enough time with you

Customer Service

- Q45. Health plan's customer service usually or always gave needed information or help
- Q47. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

- Q15. Doctor/provider talked about reasons you might want to take a medicine
- Q16. Doctor/provider talked about reasons you might not want to take a medicine
- Q17. 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 performance related questions and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure. Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 2017 and 2019 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

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

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2019 are case-mix adjusted for age (Q60), health status (Q50) and education (Q62). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

All achievement scores based on questions in the "About Your Health" and "About You" sections are not case-mix adjusted. Case-mix adjustment is also not applied to the achievement scores for the Question 13 series.

Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. 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 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 are due to skip patterns in the questionnaire. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

Understanding the Sections of the Report

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

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

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

Graphs/Results

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

Correlation Analysis

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

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where

there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

Responses by Question

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a member needed a service in the past six months does not have an associated achievement score. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, correlation with rating of health plan and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Graphs/Results

This Graphs/Results contains a graphic presentation of the SNP Total and plan specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to various benchmarks or peers. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

The CAHPS® 5.0H 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.

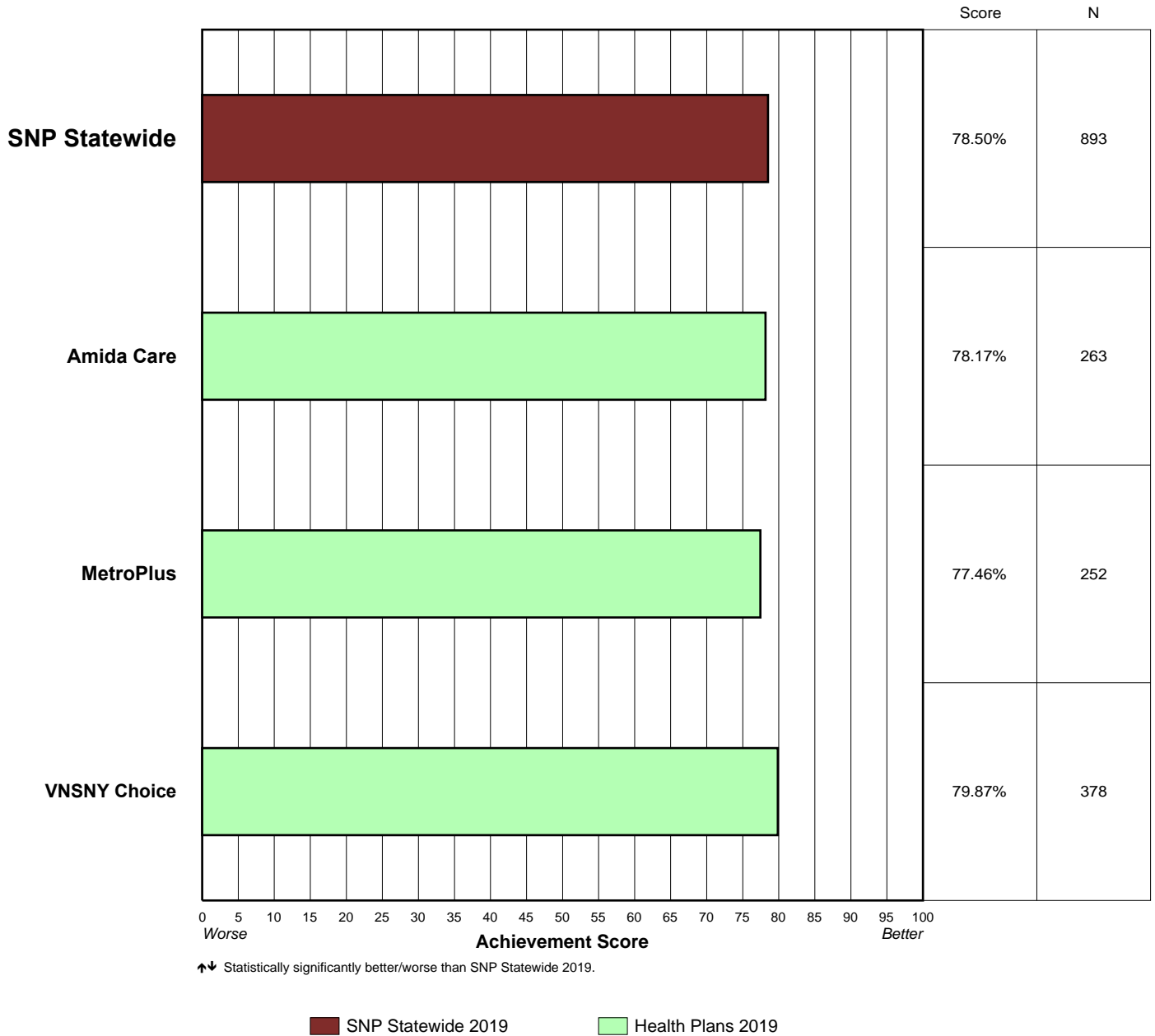
Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the 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.

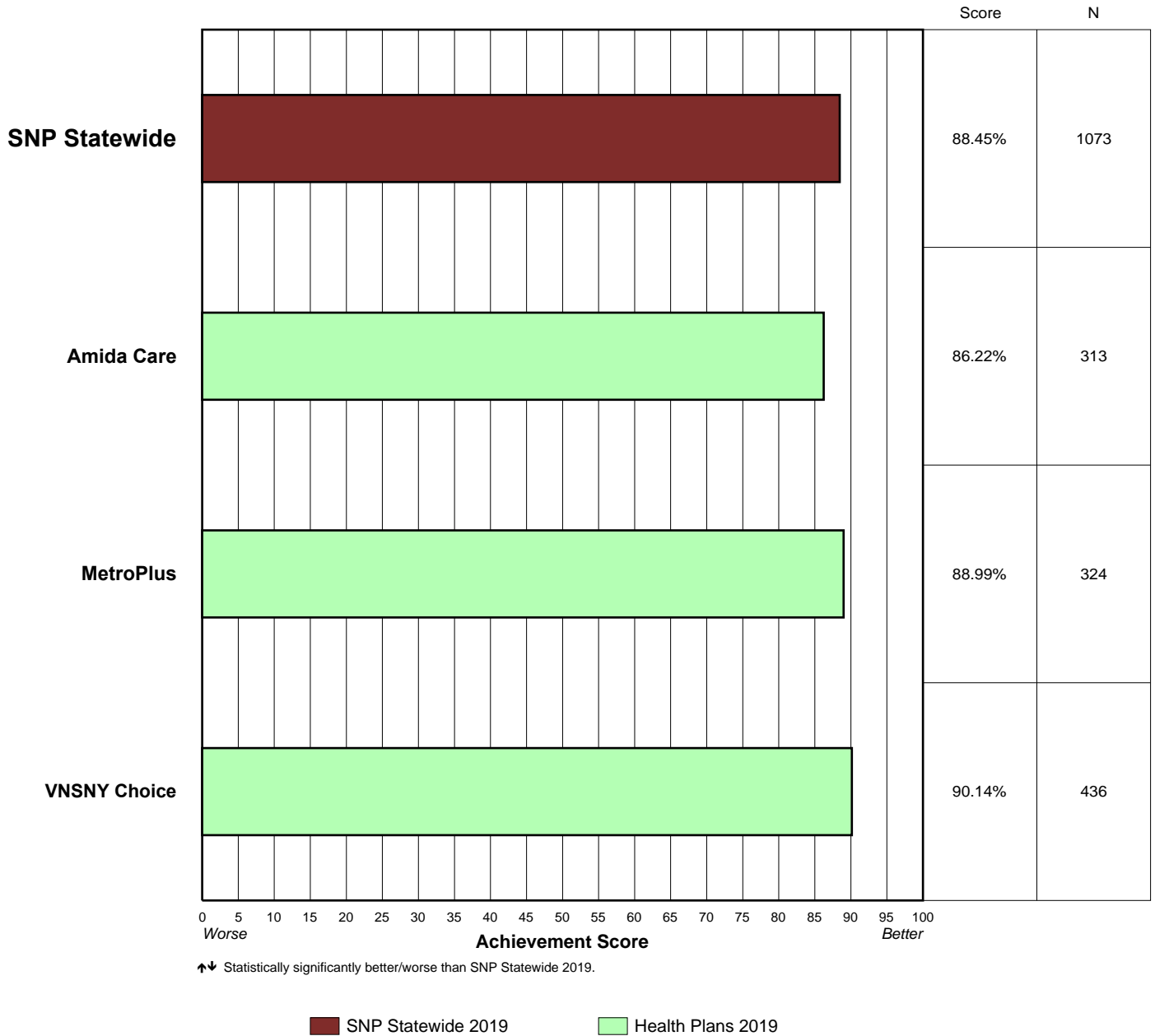
Overall Ratings

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



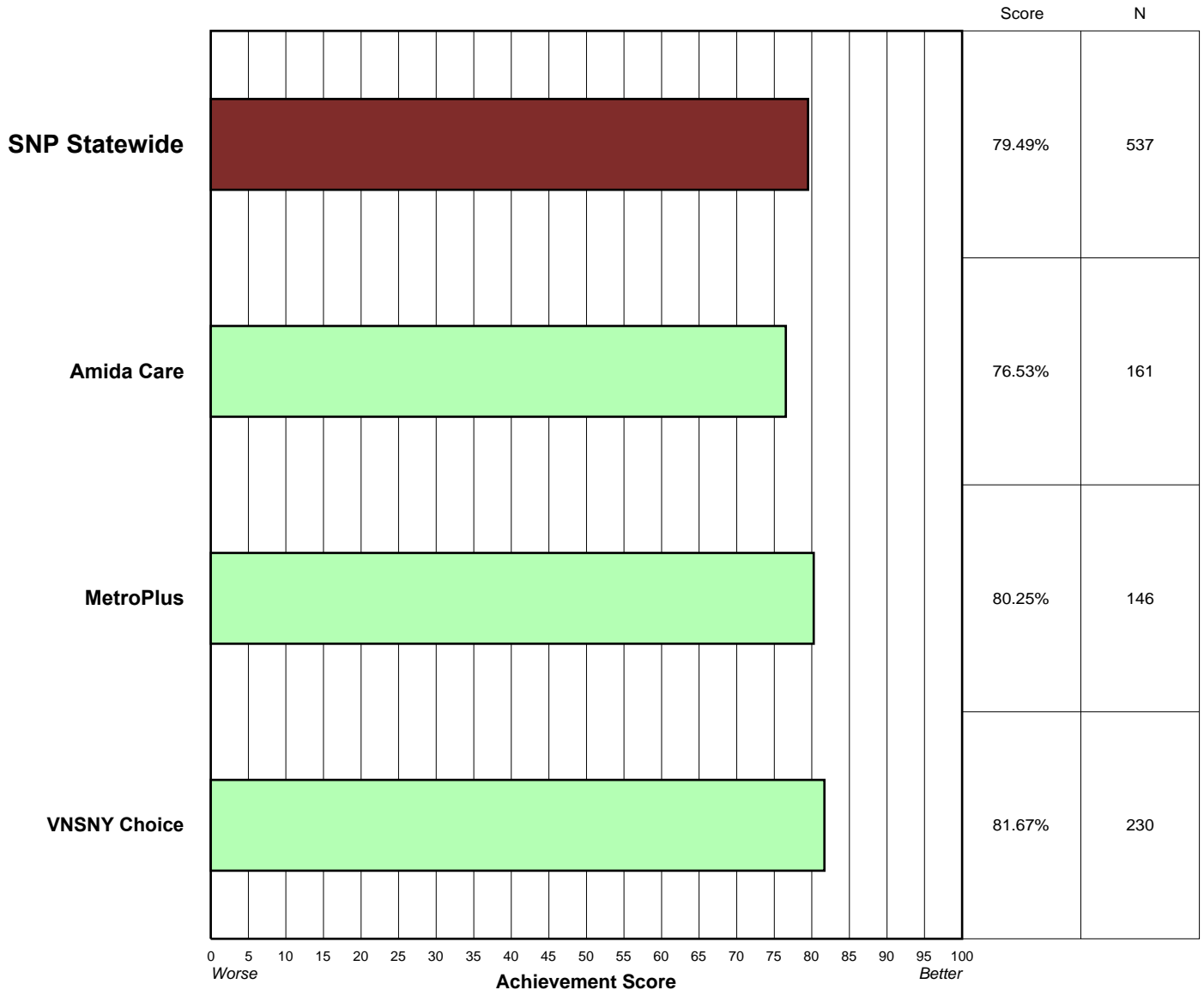
Overall Ratings

Q37. Rating of personal doctor (8, 9 or 10)



Overall Ratings

Q41. Rating of specialist seen most often (8, 9 or 10)

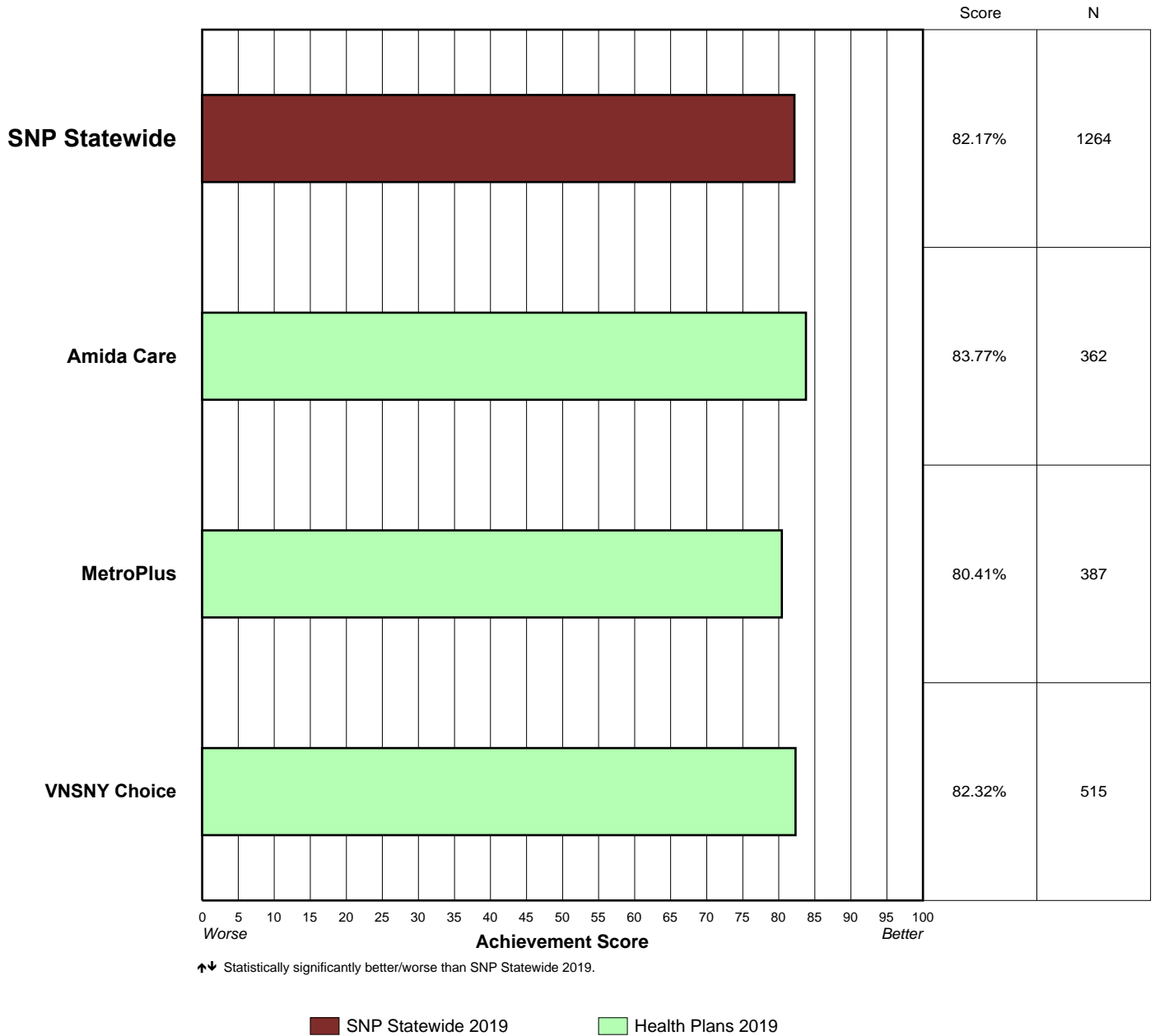


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019 ■ Health Plans 2019

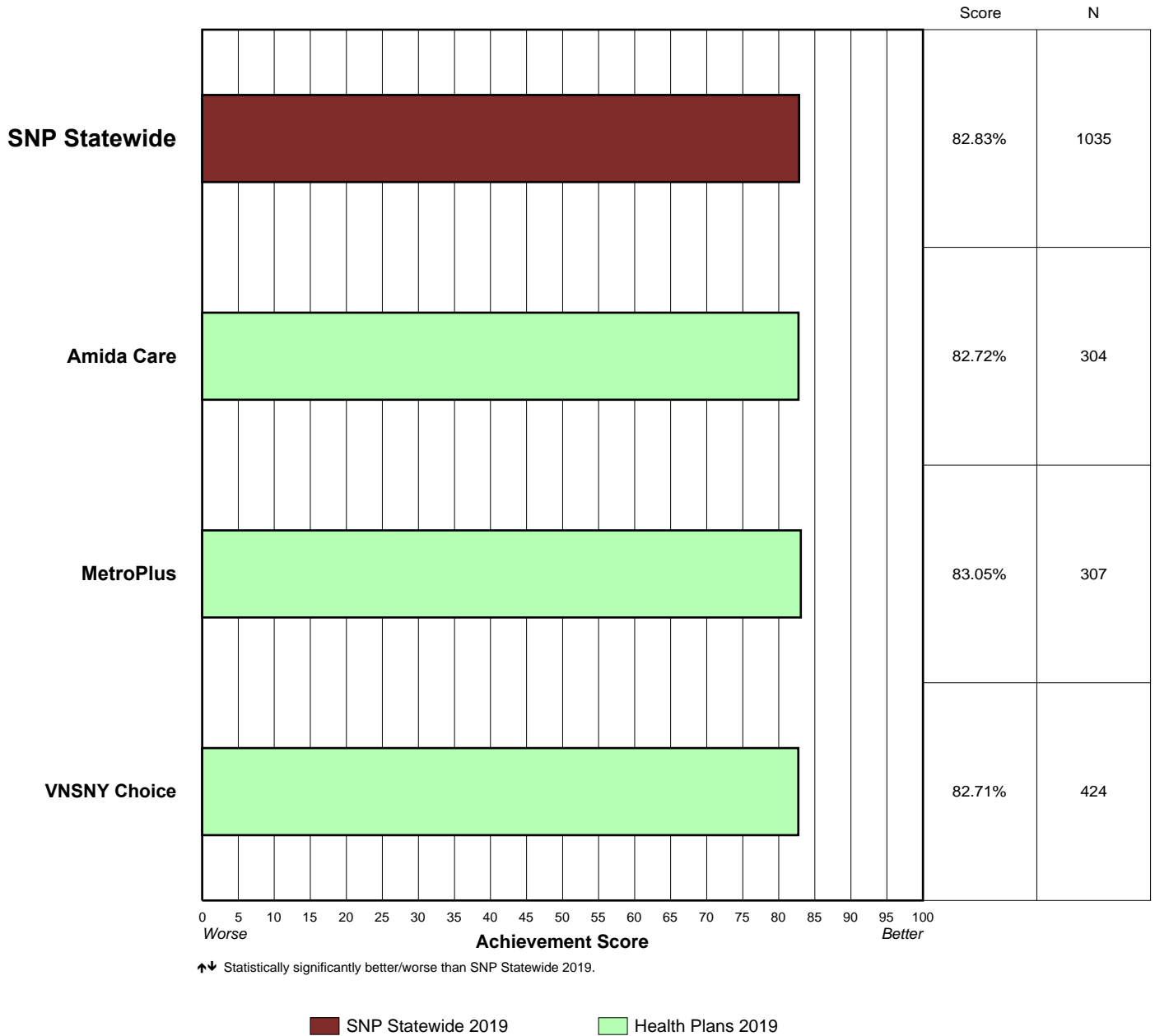
Overall Ratings

Q48. Rating of health plan (8, 9 or 10)



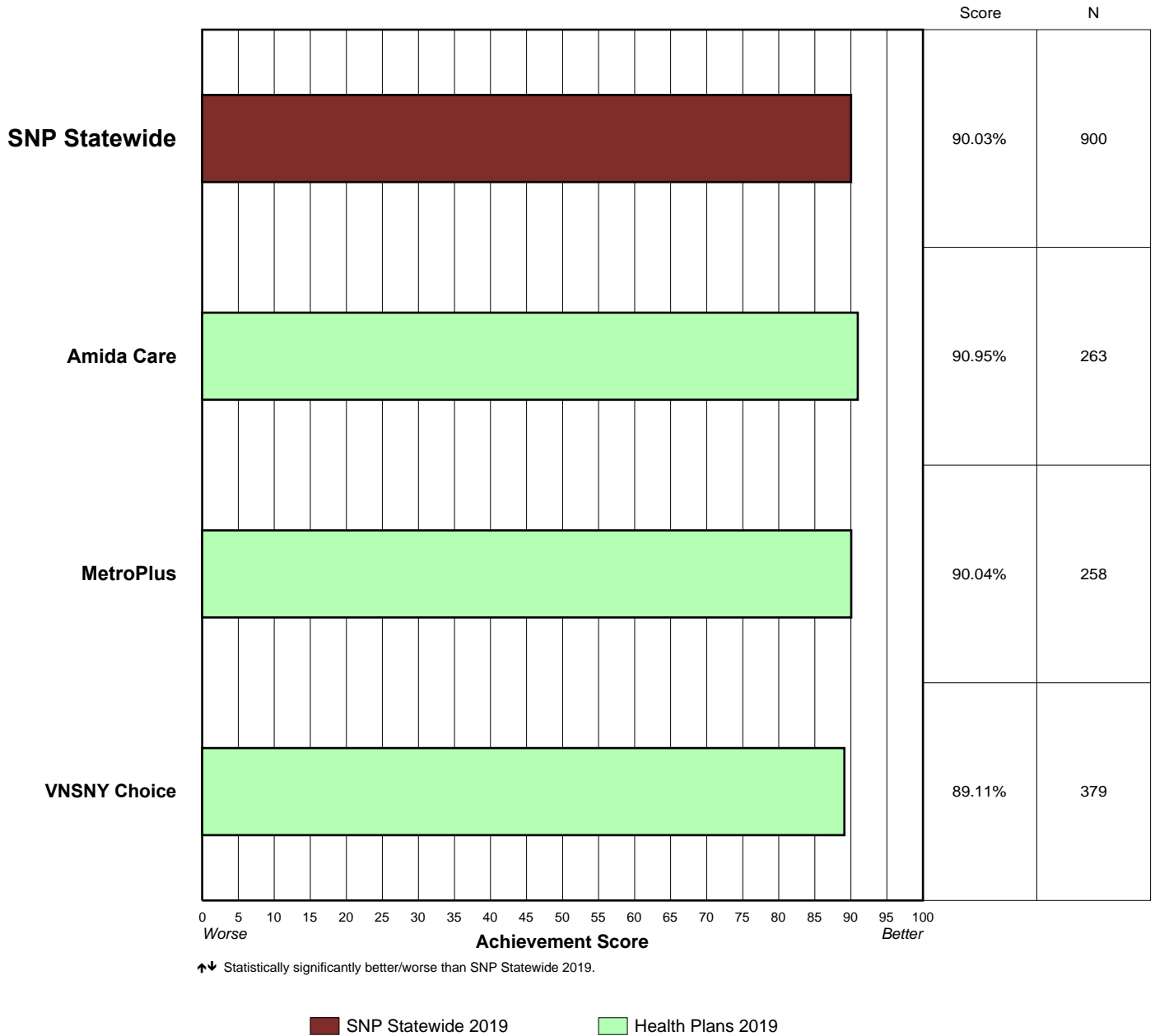
Composites

Getting Needed Care (Usually or Always)



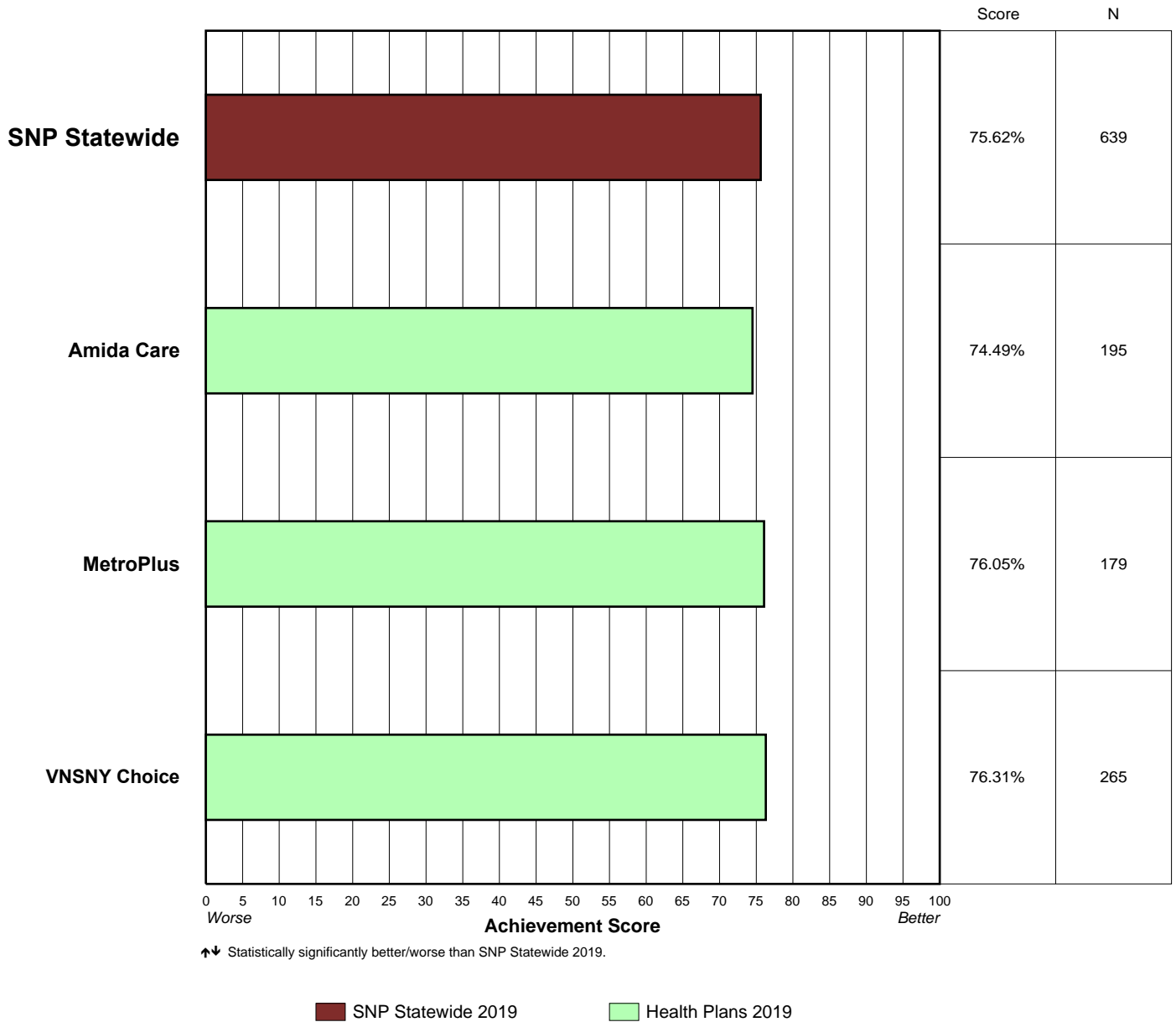
Getting Needed Care (Usually or Always)

Q22. Usually or always got care, tests or treatment you thought you needed

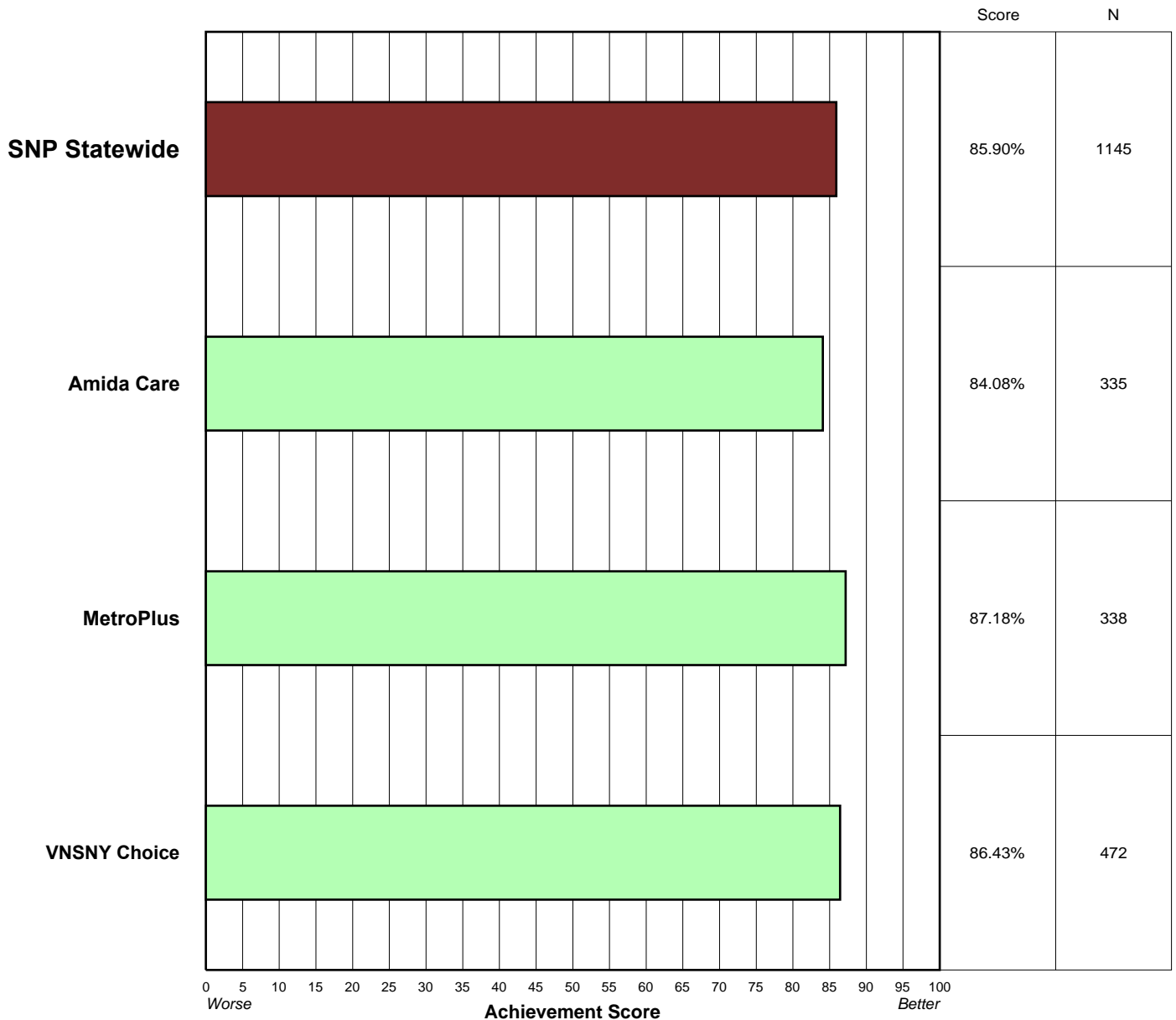


Getting Needed Care (Usually or Always)

Q39. Usually or always get an appointment to see a specialist as soon as you needed



Getting Care Quickly (Usually or Always)

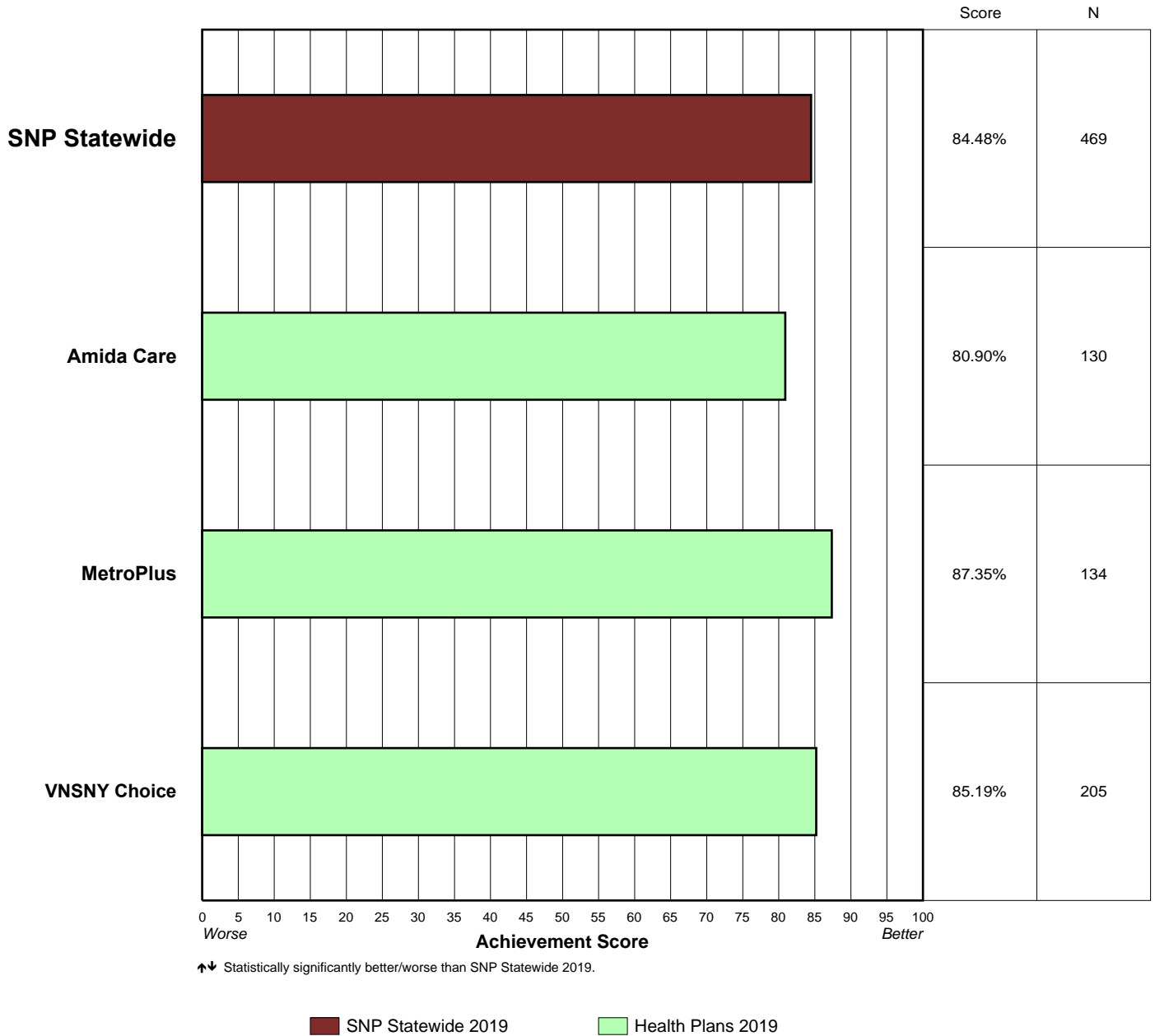


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019 ■ Health Plans 2019

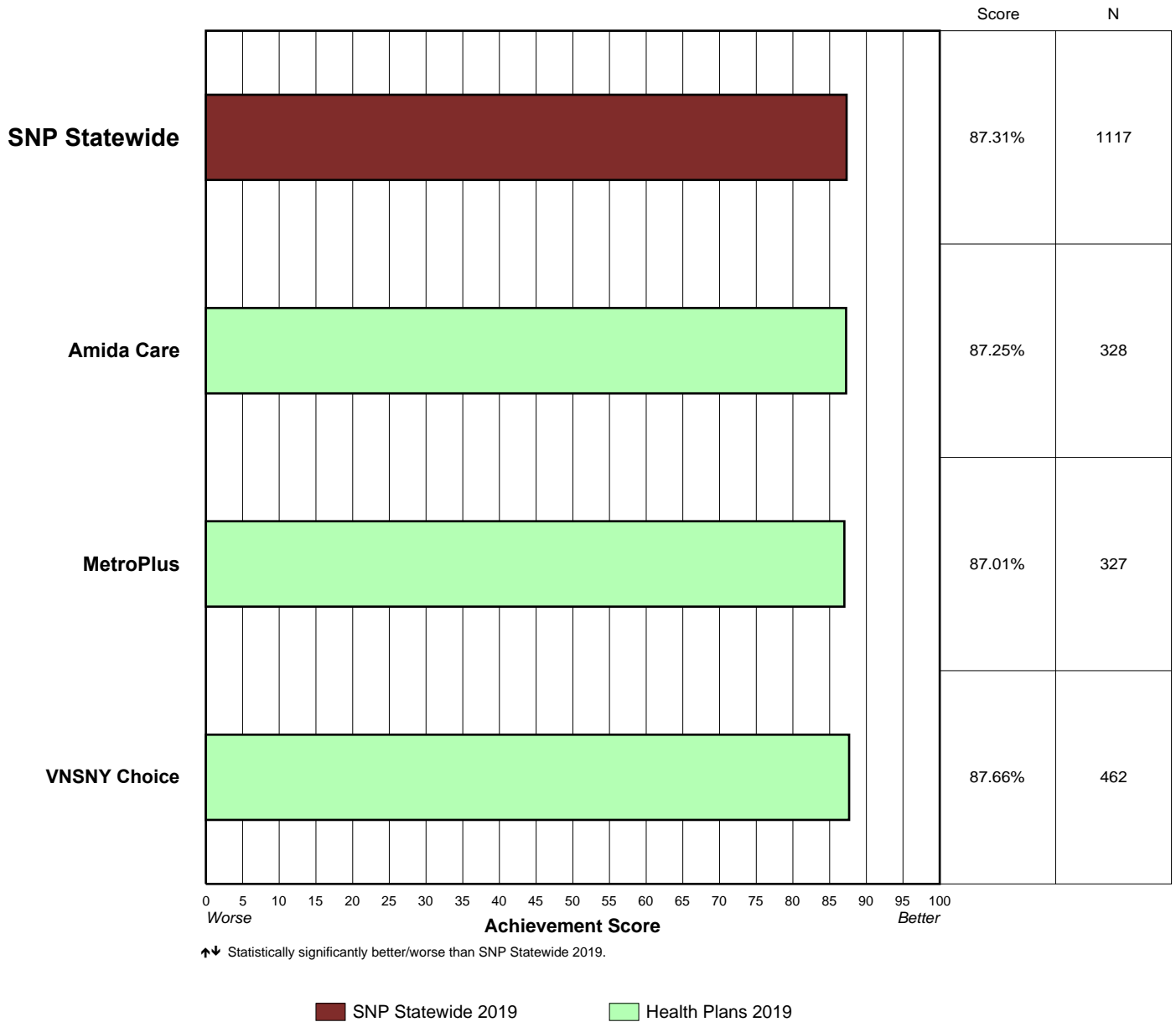
Getting Care Quickly (Usually or Always)

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

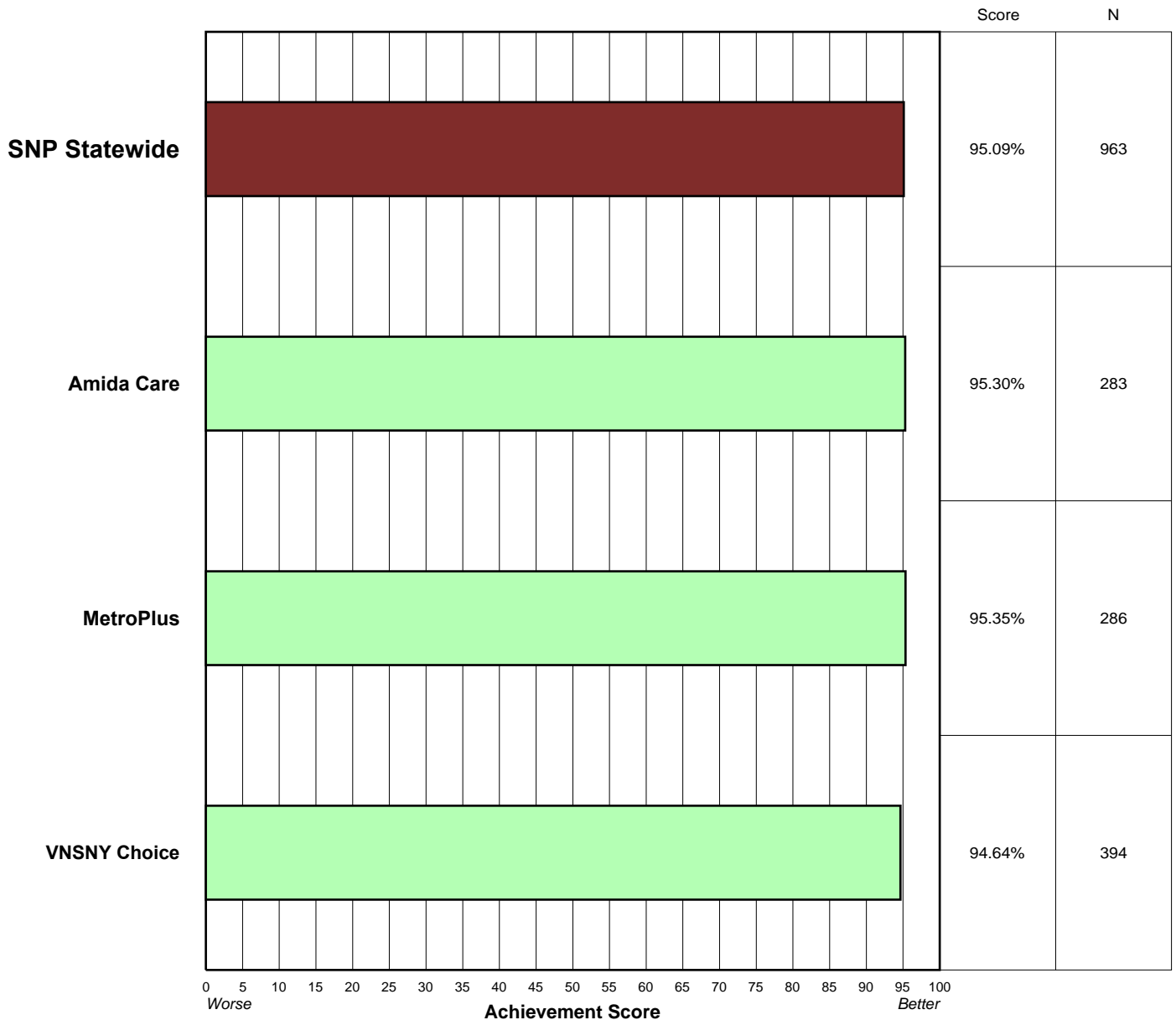


Getting Care Quickly (Usually or Always)

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)

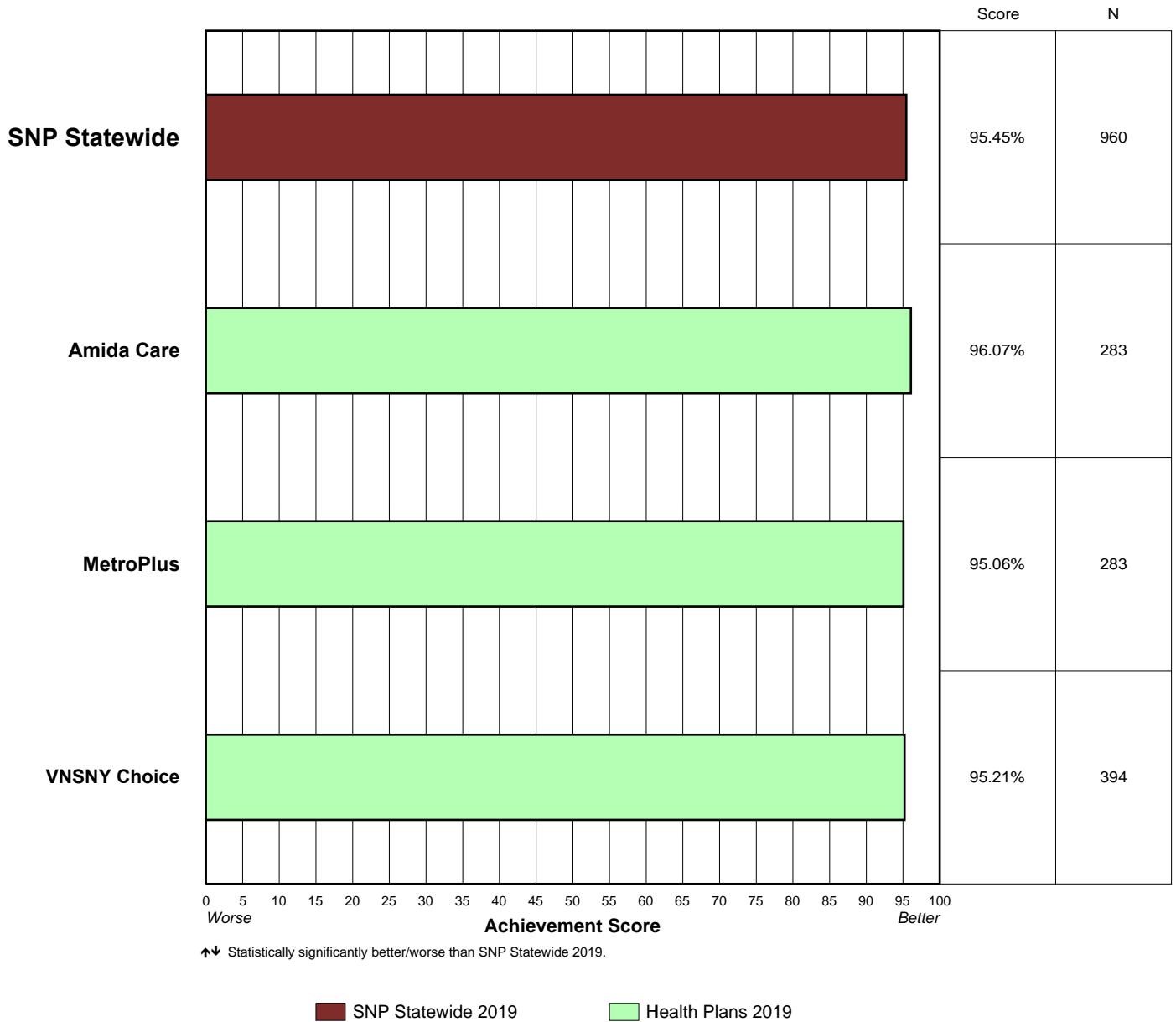


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019 ■ Health Plans 2019

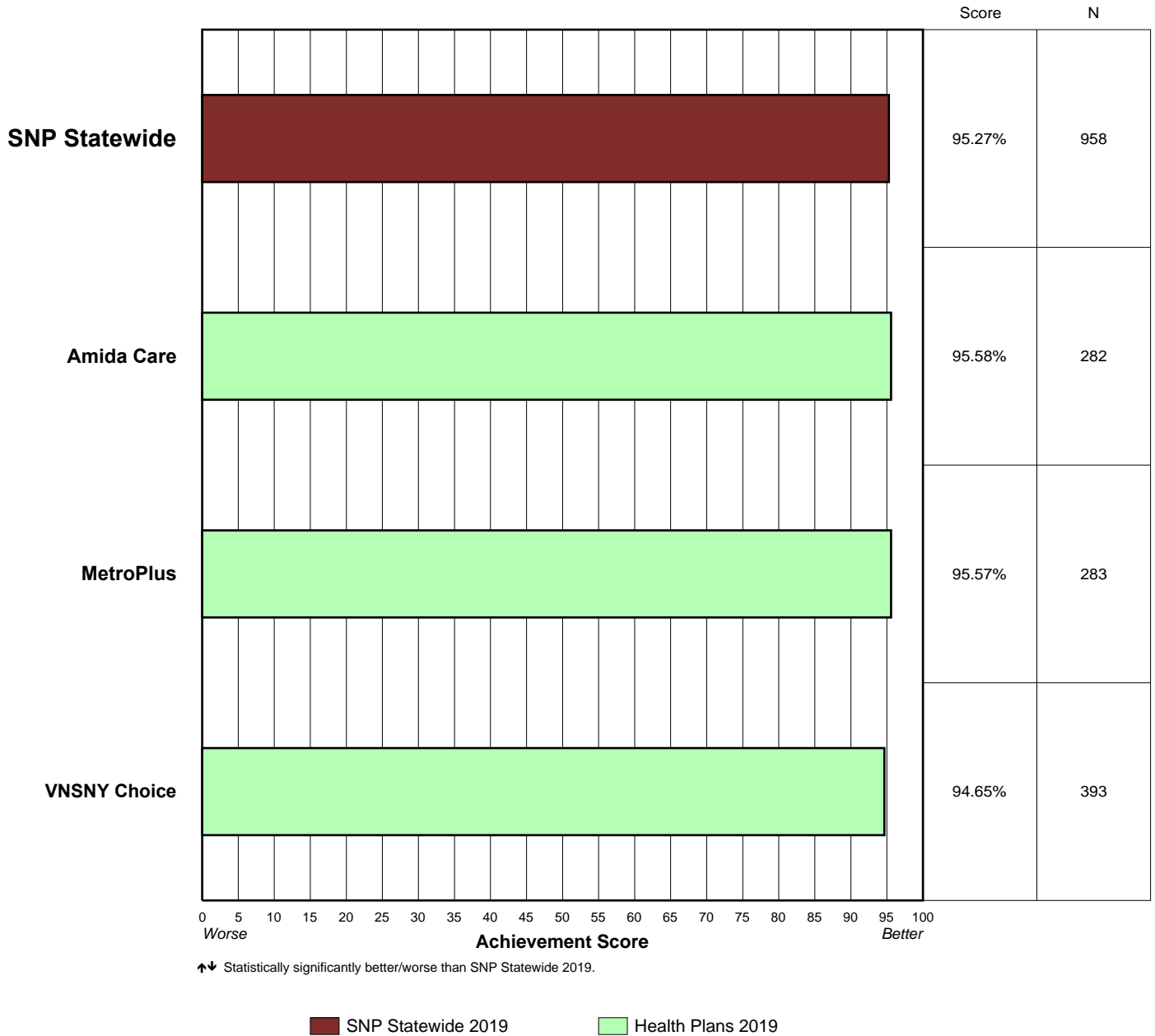
How Well Doctors Communicate (Usually or Always)

Q31. Personal doctor usually or always explained things in way that was easy to understand



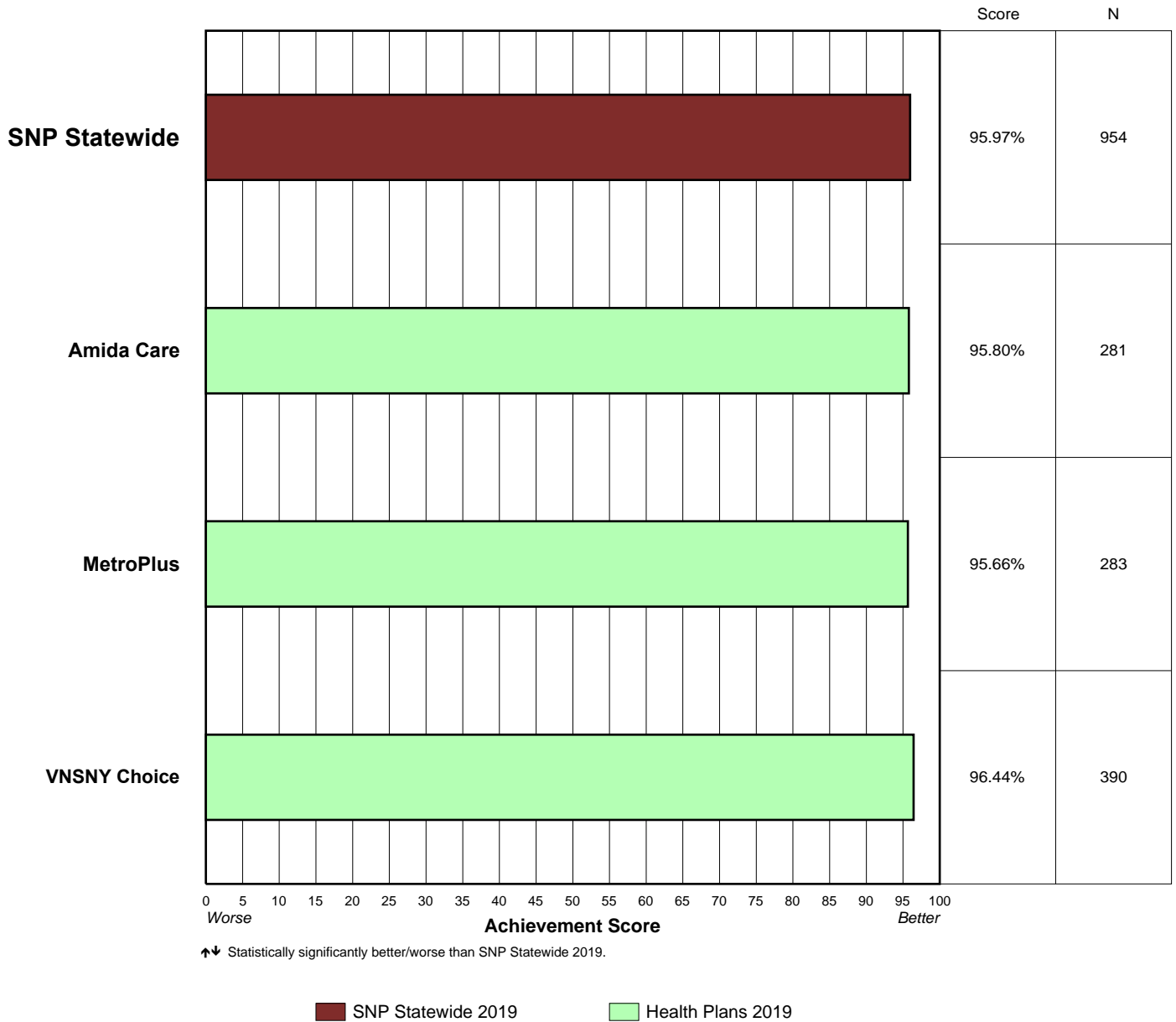
How Well Doctors Communicate (Usually or Always)

Q32. Personal doctor usually or always listened carefully to you



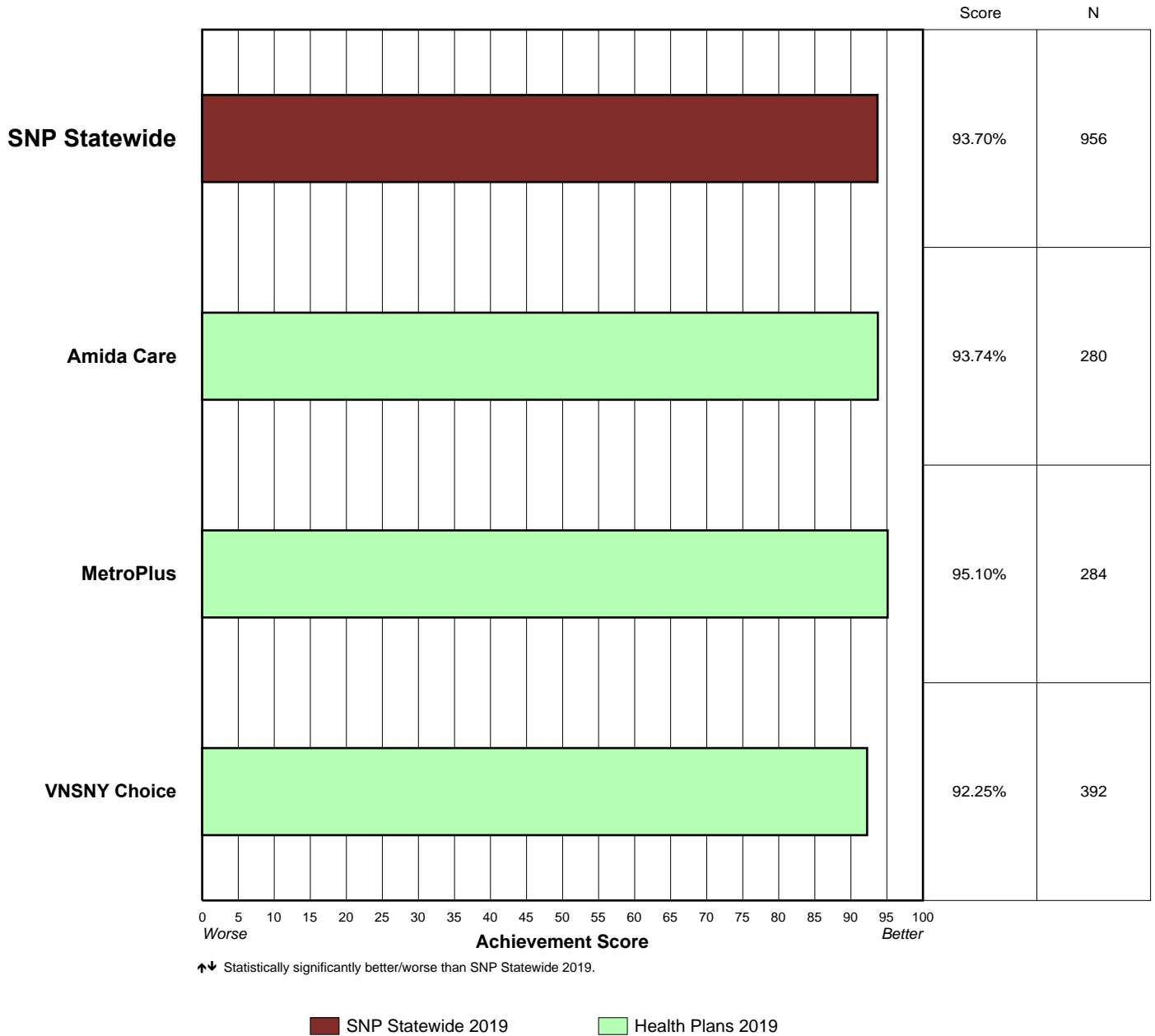
How Well Doctors Communicate (Usually or Always)

Q33. Personal doctor usually or always showed respect for what you had to say

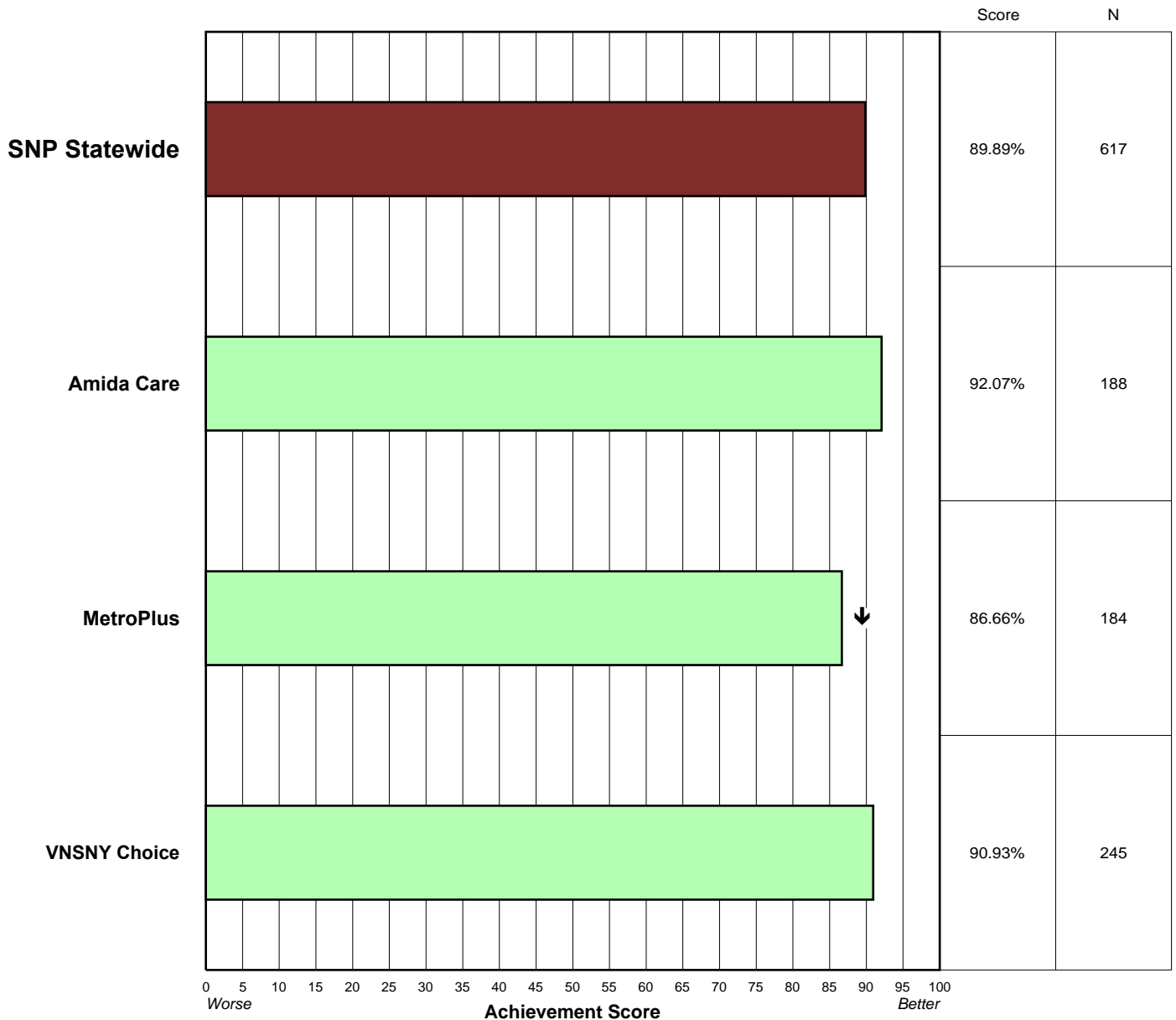


How Well Doctors Communicate (Usually or Always)

Q34. Personal doctor usually or always spent enough time with you



Customer Service (Usually or Always)

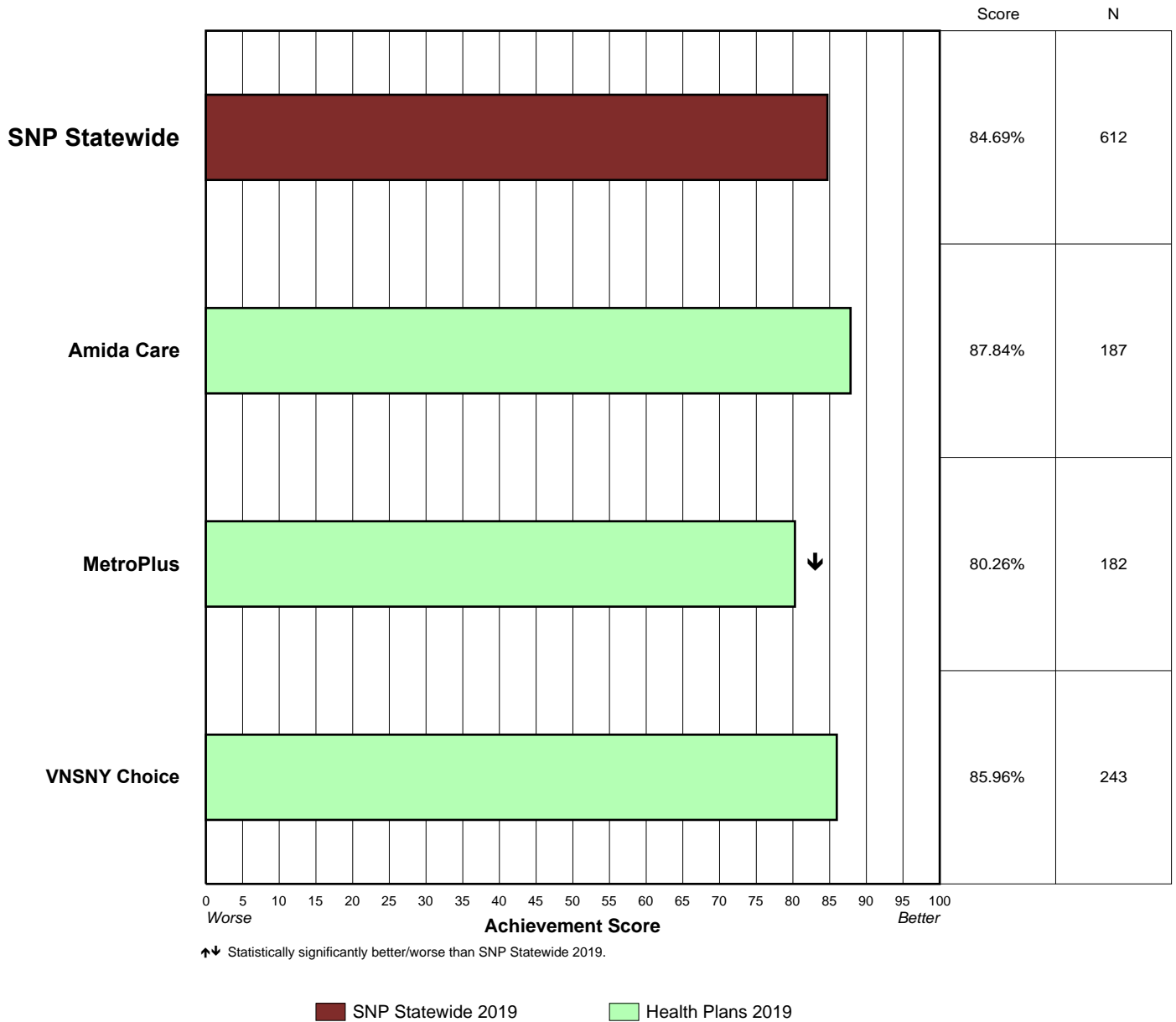


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019 ■ Health Plans 2019

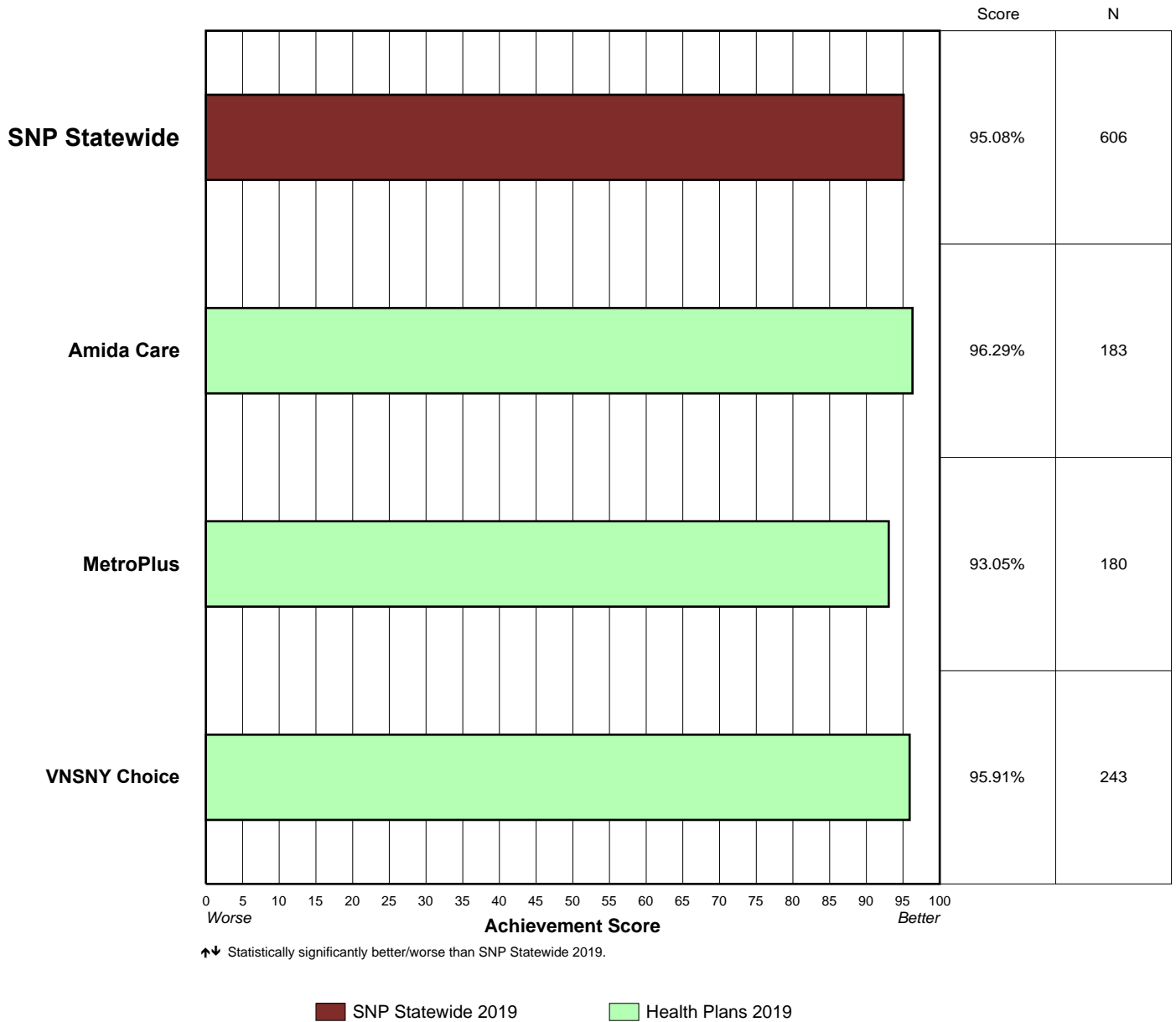
Customer Service (Usually or Always)

Q45. Health plan's customer service usually or always gave needed information or help

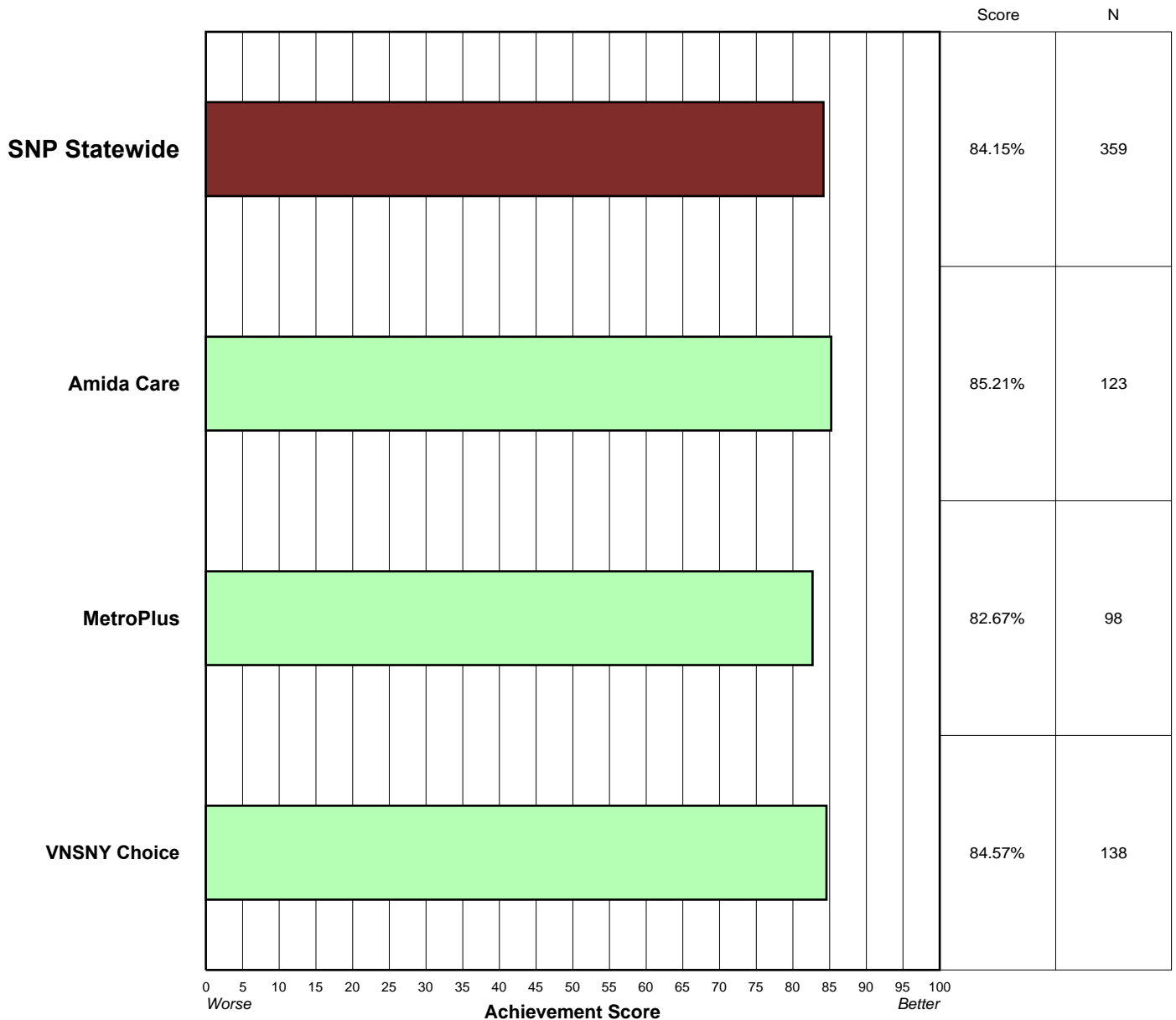


Customer Service (Usually or Always)

Q47. Usually or always treated with courtesy and respect by health plan's customer service staff



Shared Decision Making (Yes)

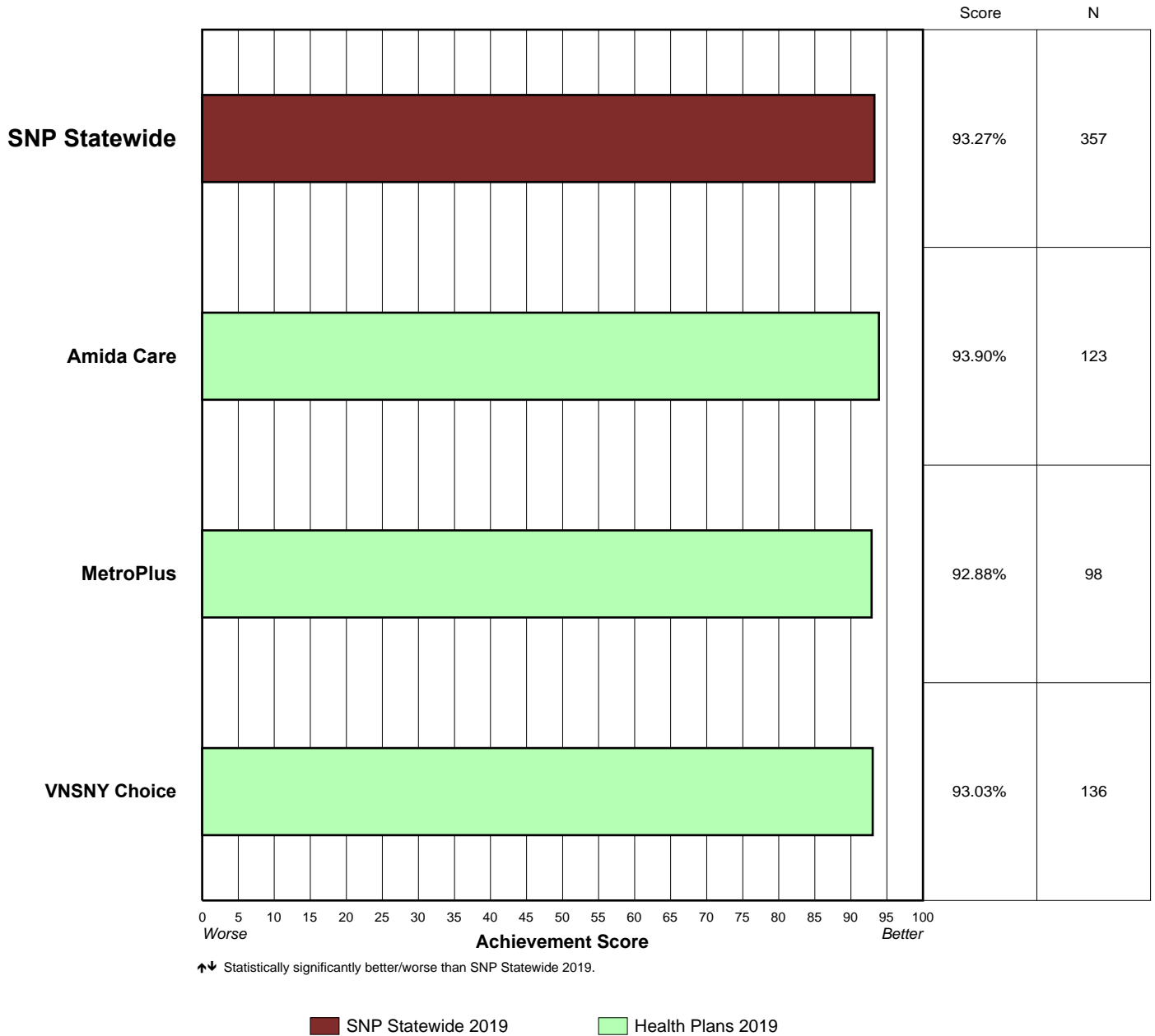


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019 ■ Health Plans 2019

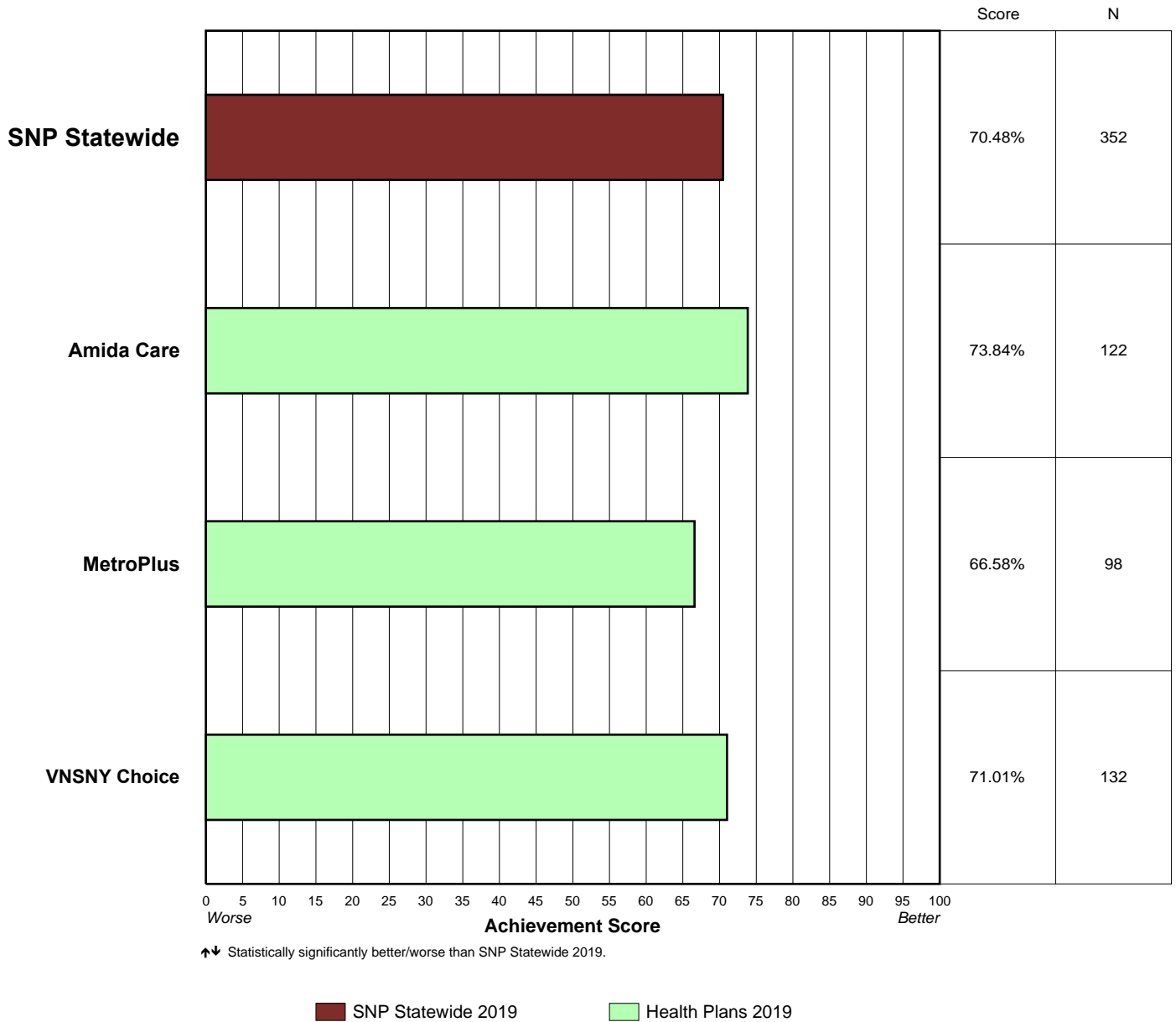
Shared Decision Making (Yes)

Q15. Doctor/provider talked about reasons you might want to take a medicine



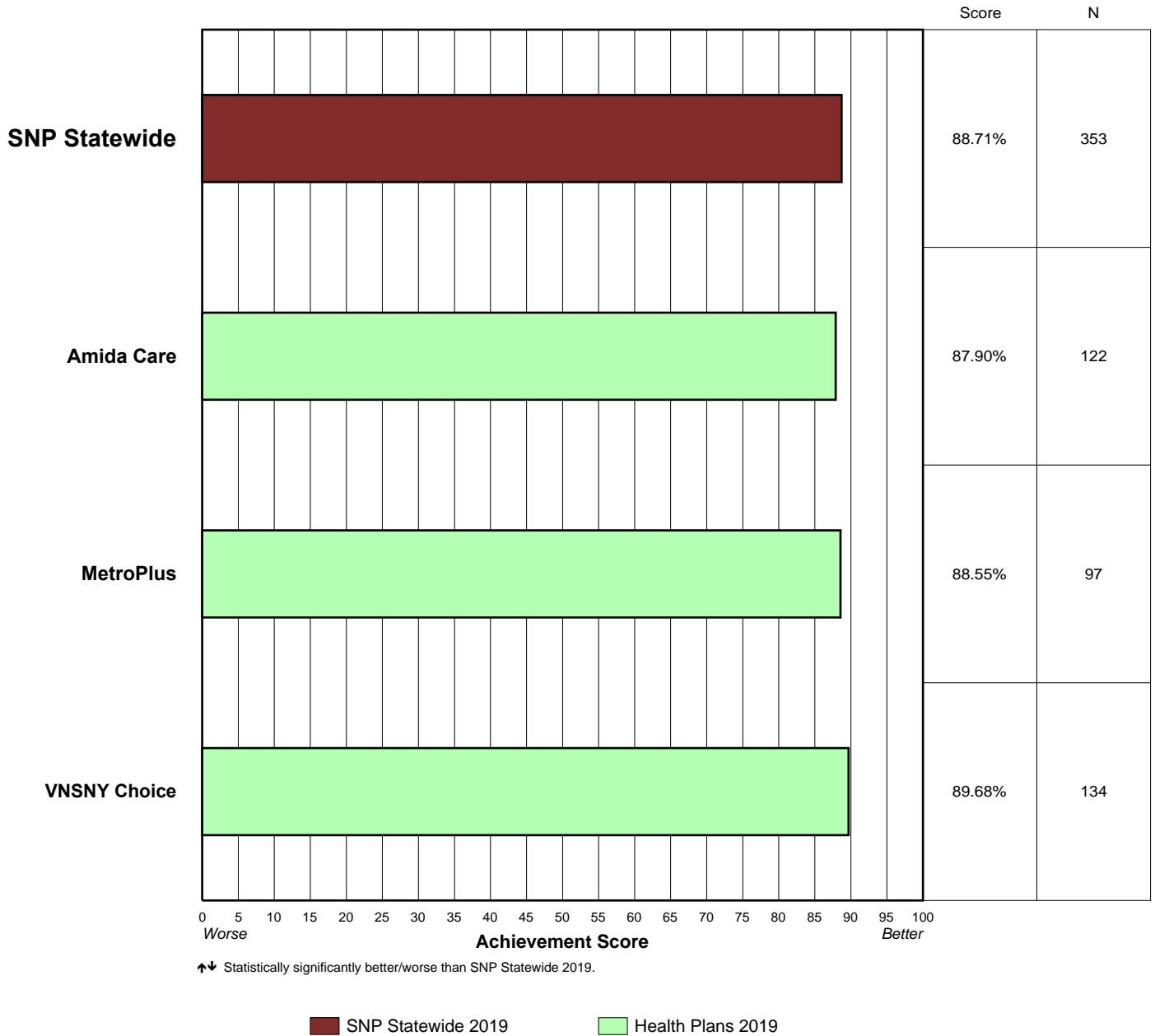
Shared Decision Making (Yes)

Q16. Doctor/provider talked about reasons you might not want to take a medicine



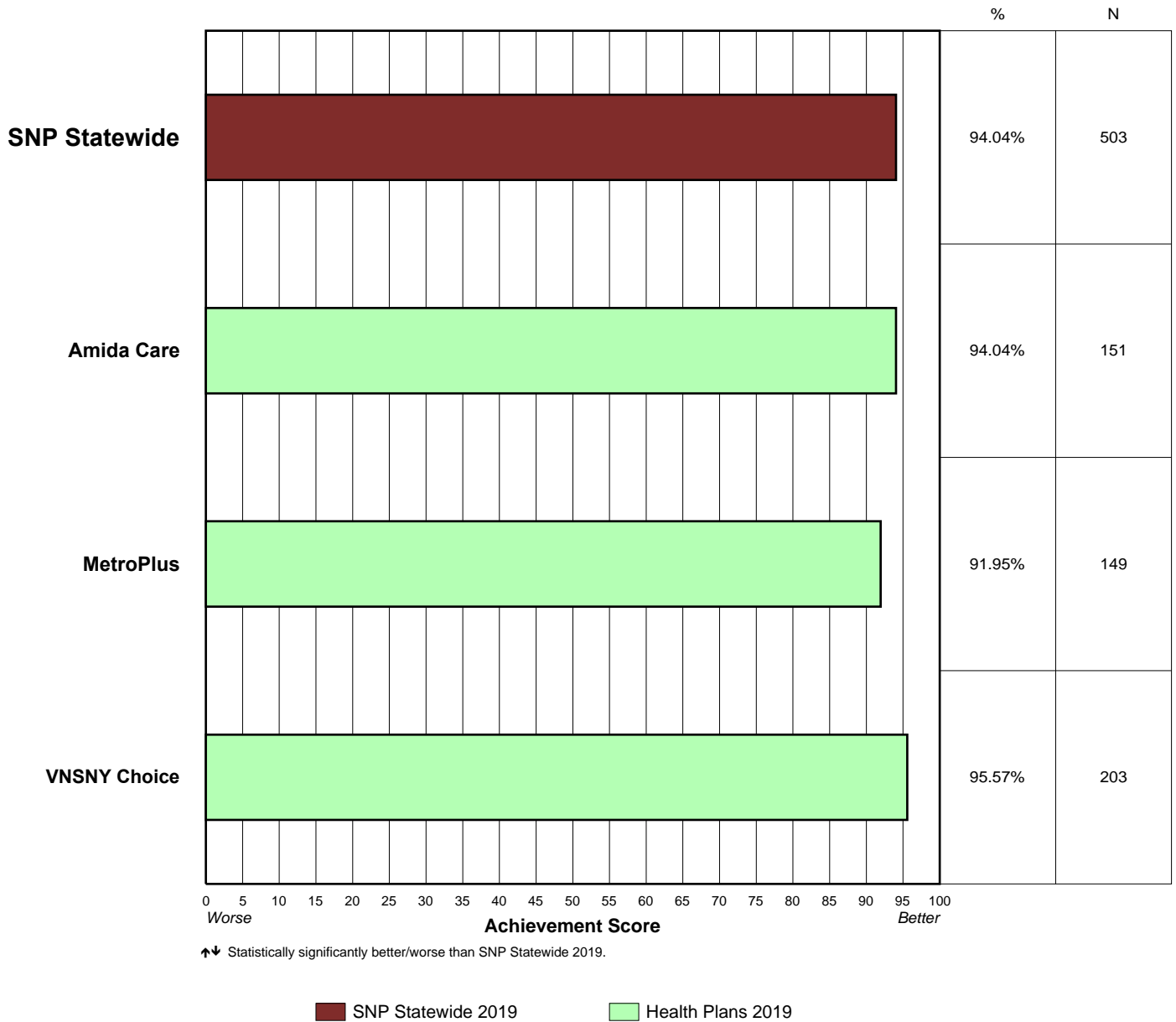
Shared Decision Making (Yes)

Q17. Doctor/provider asked what you thought was best for you



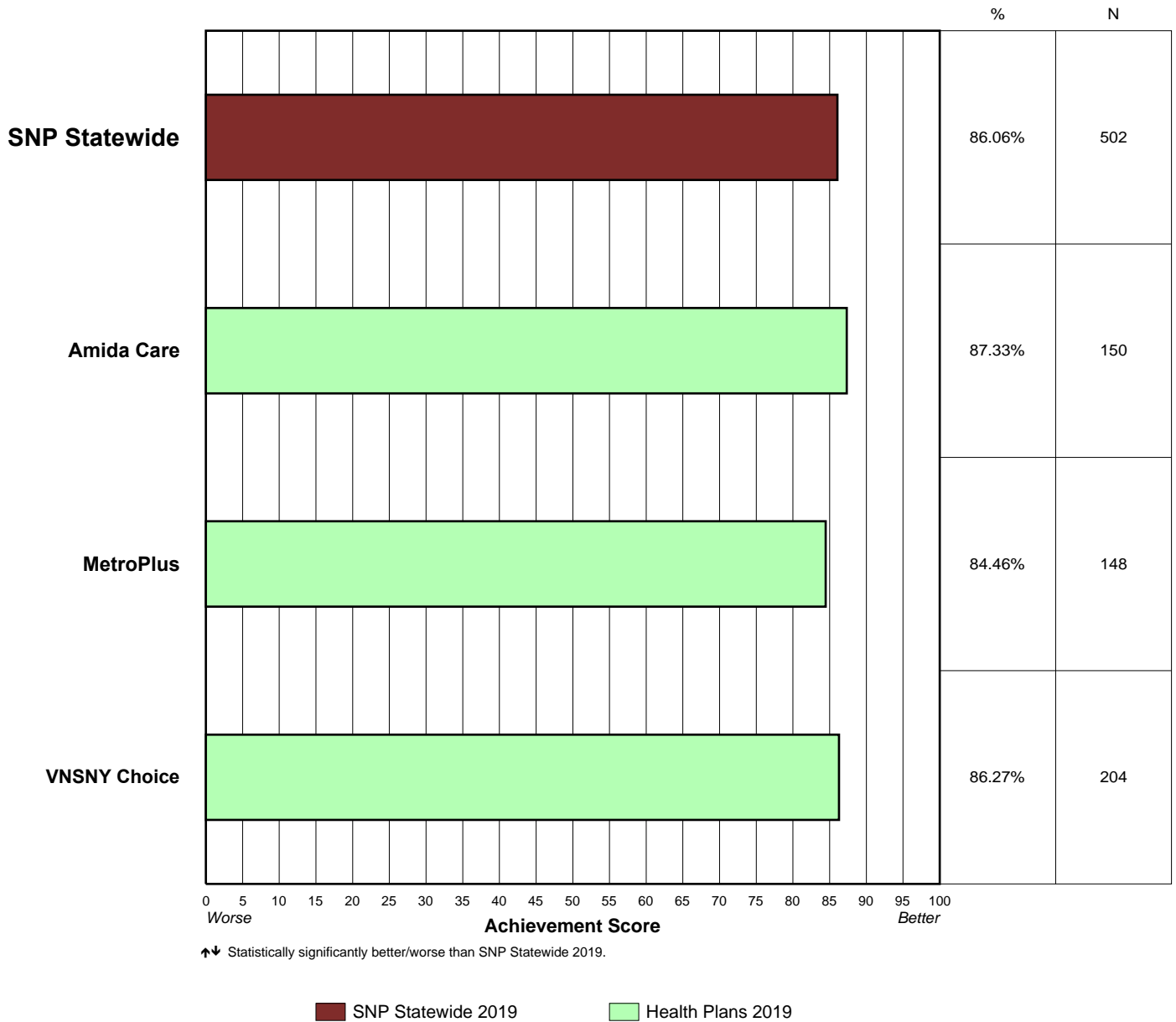
Medical Assistance with Smoking Cessation

Q54. Advised by doctor or other health provider to quit smoking or using tobacco



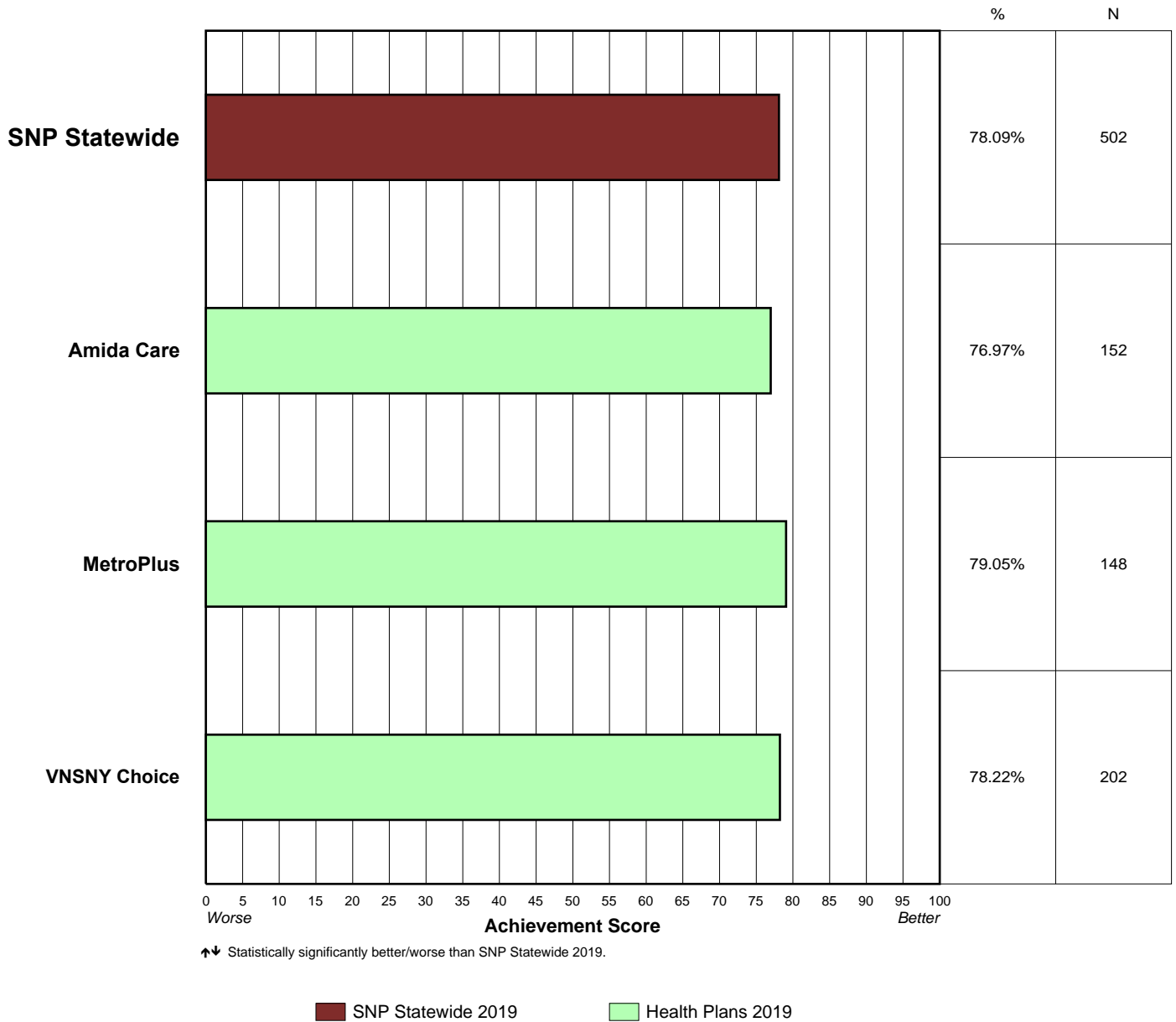
Medical Assistance with Smoking Cessation

Q55. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco



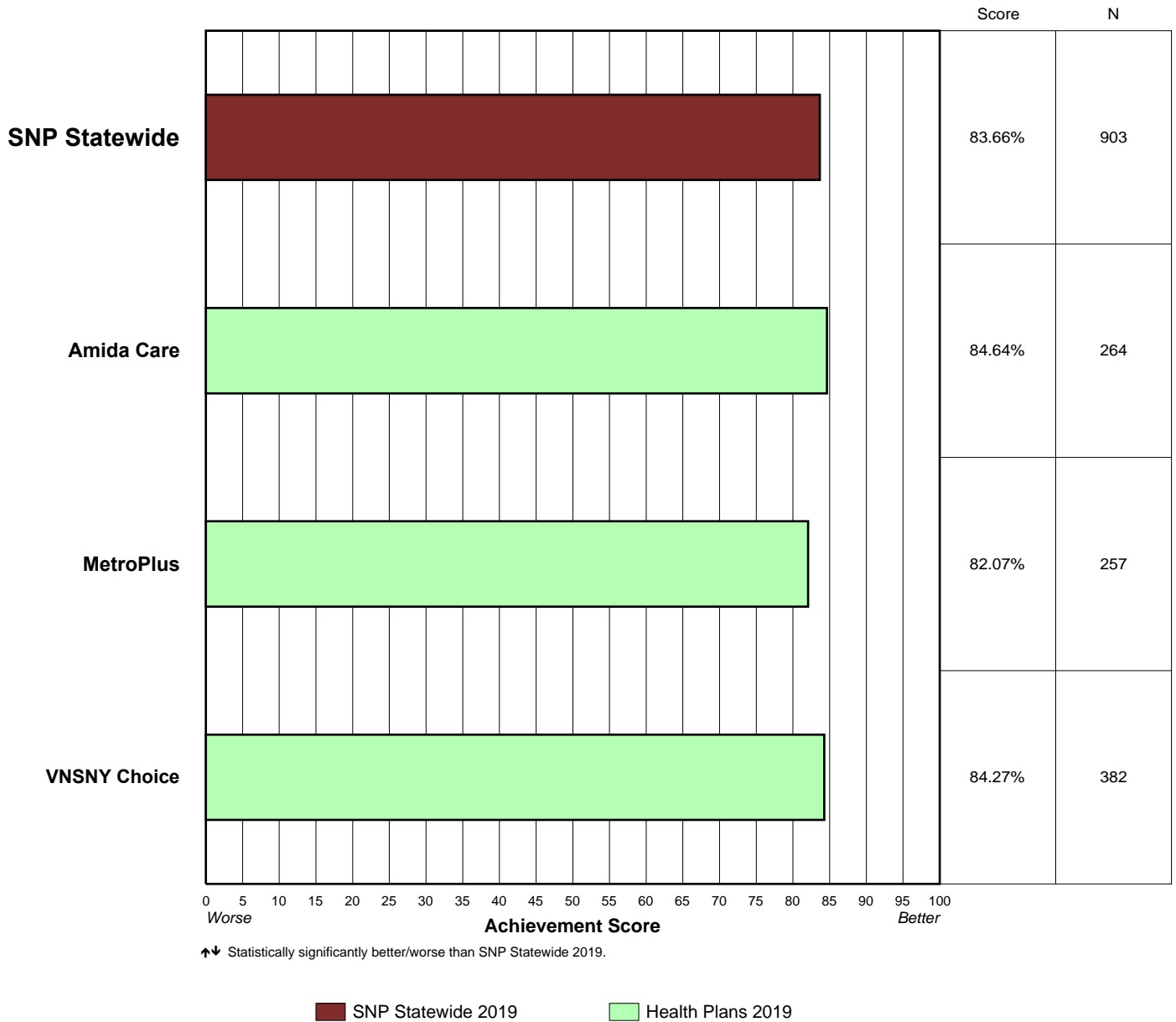
Medical Assistance with Smoking Cessation

Q56. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



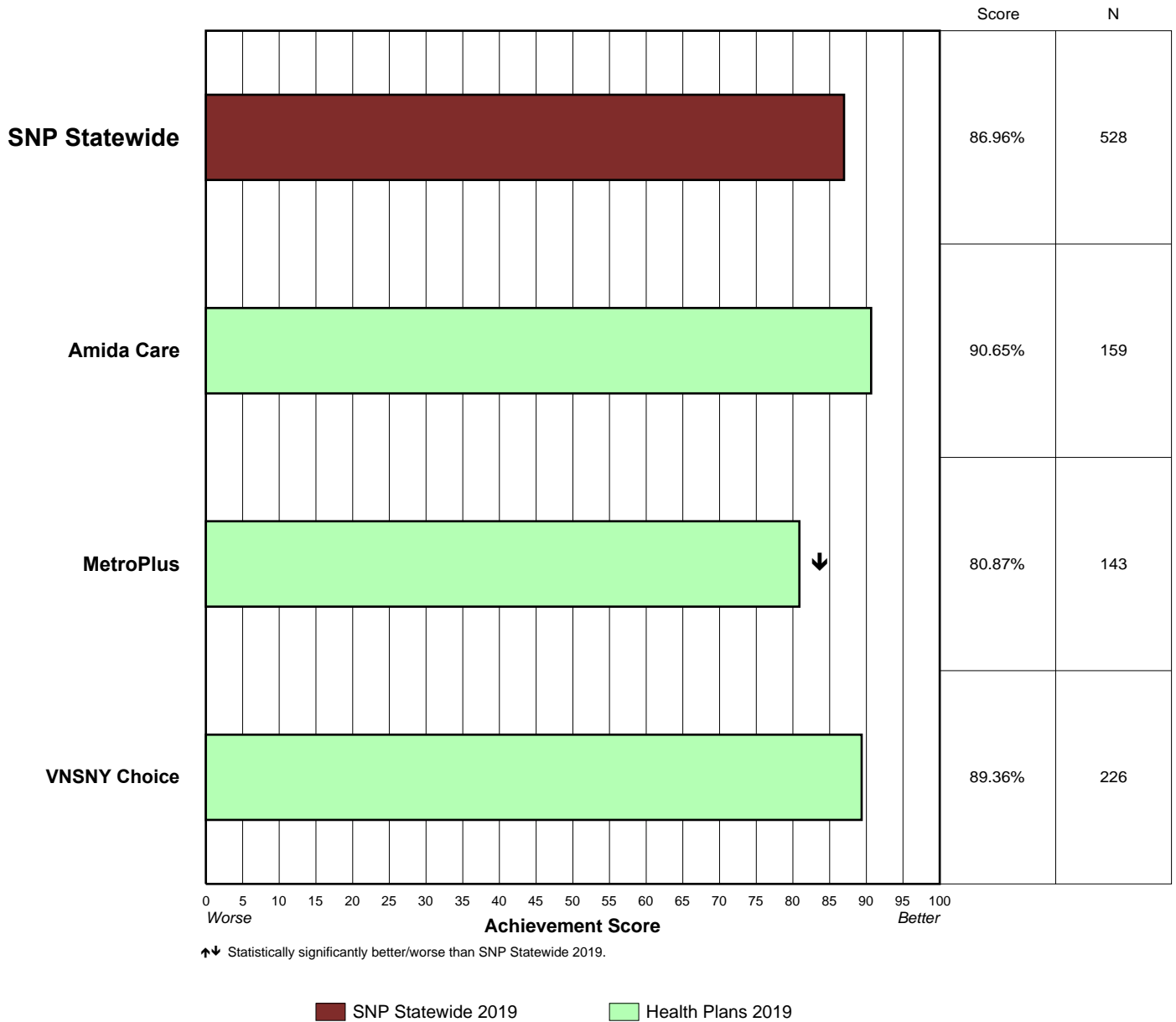
Single Items

Q12. Doctor/provider definitely talked about specific things to do to prevent illness



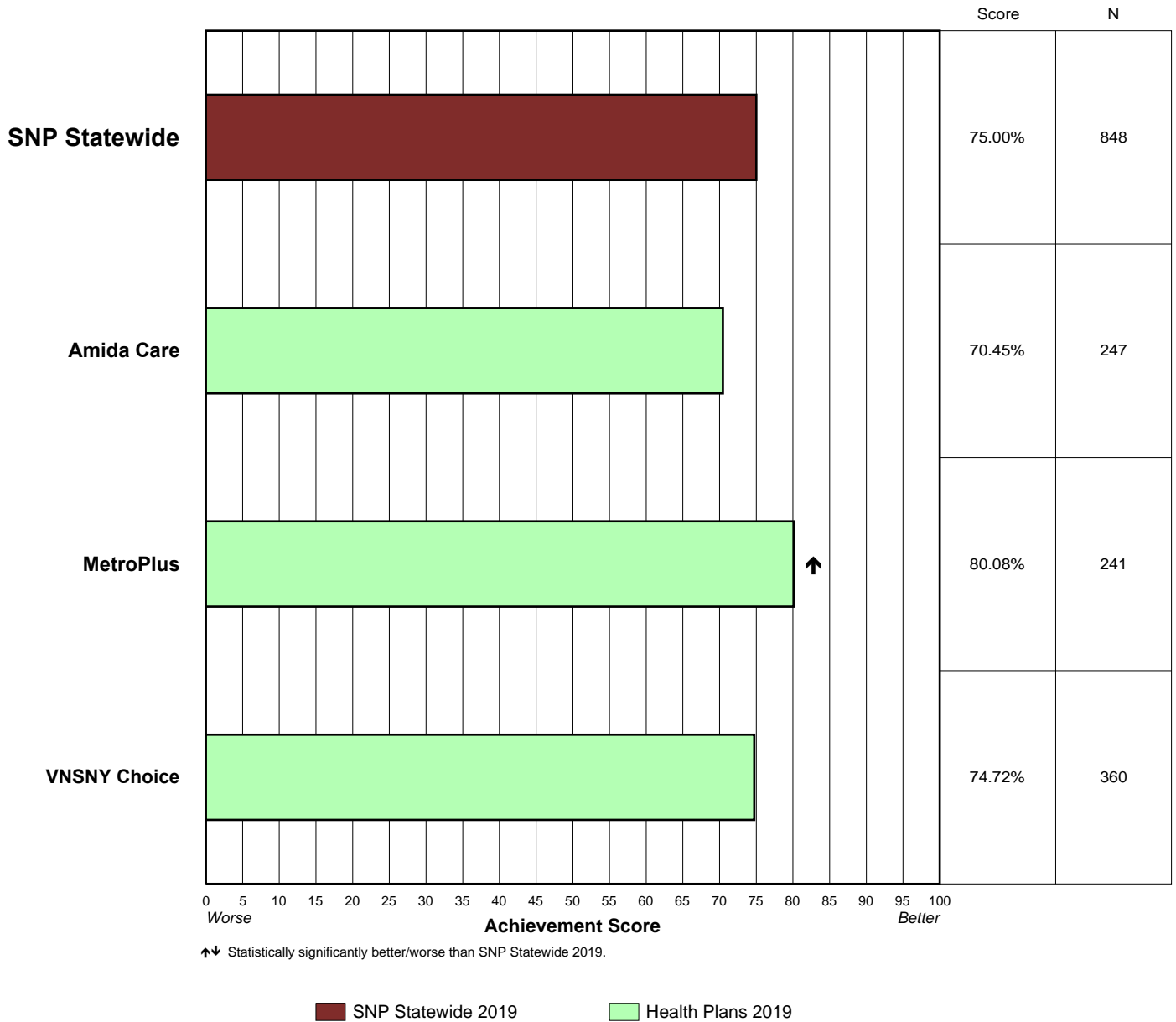
Single Items

Q36. Personal doctor usually or always seemed informed about care received from other doctors or providers



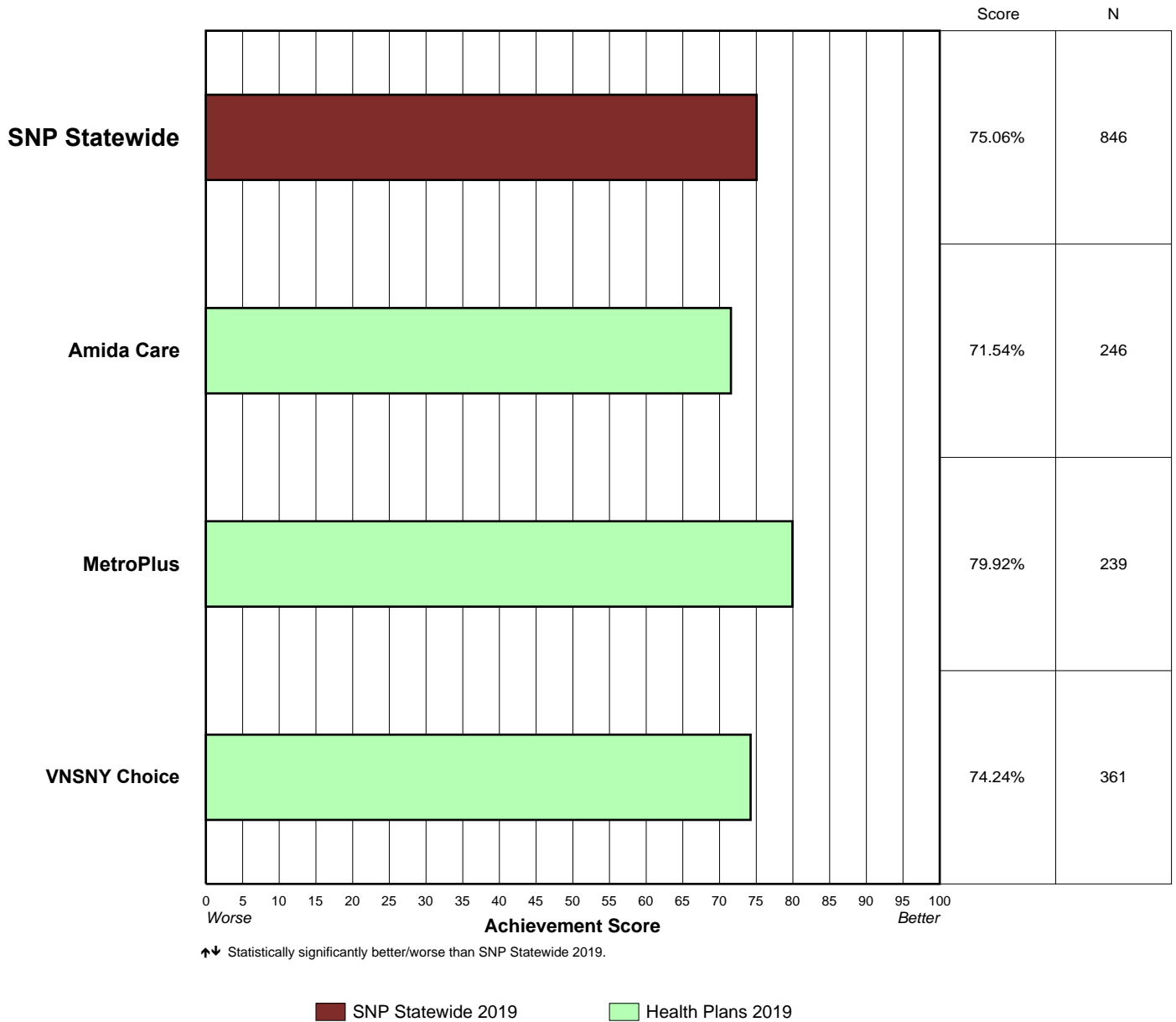
Single Items

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



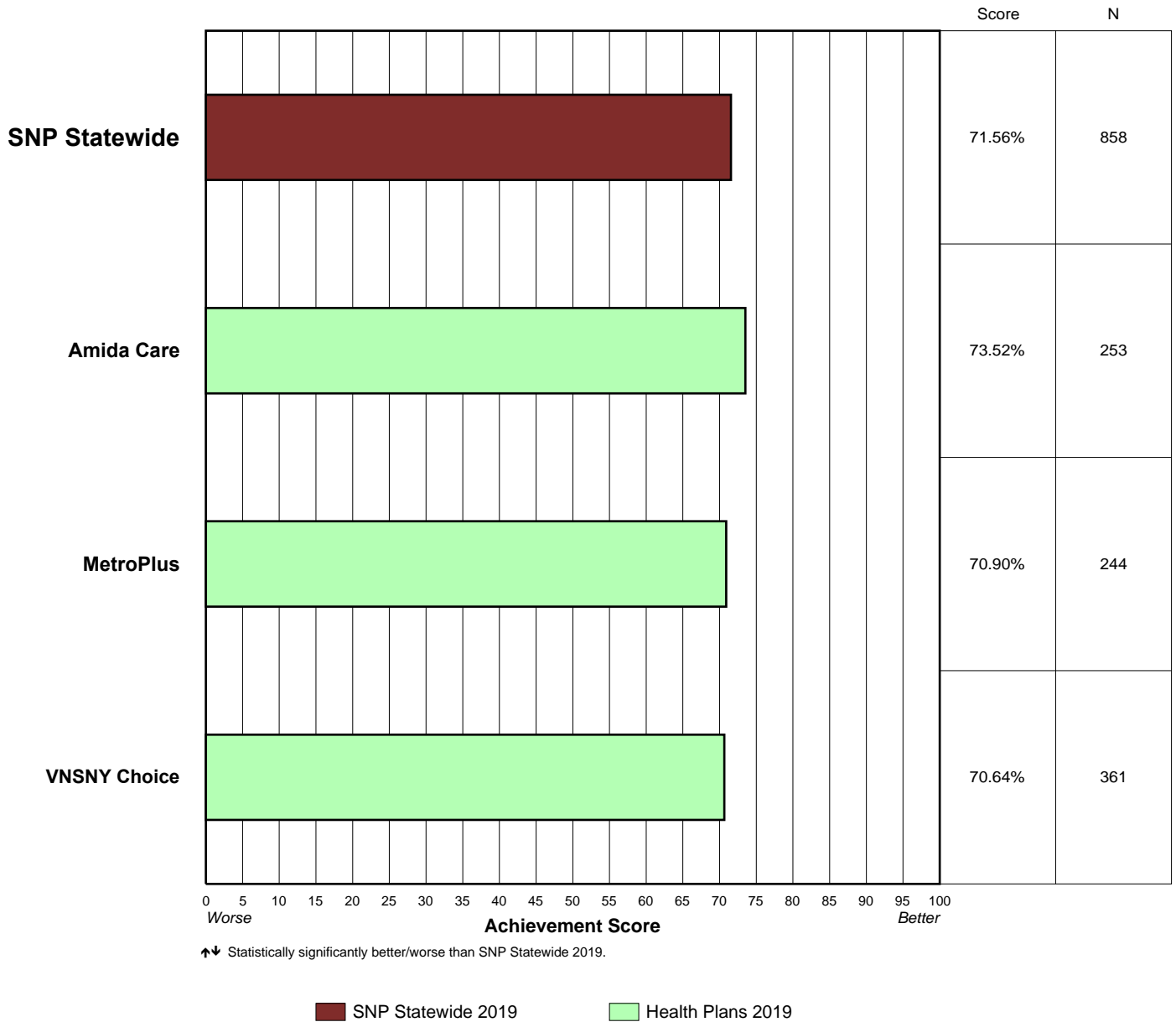
Single Items

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



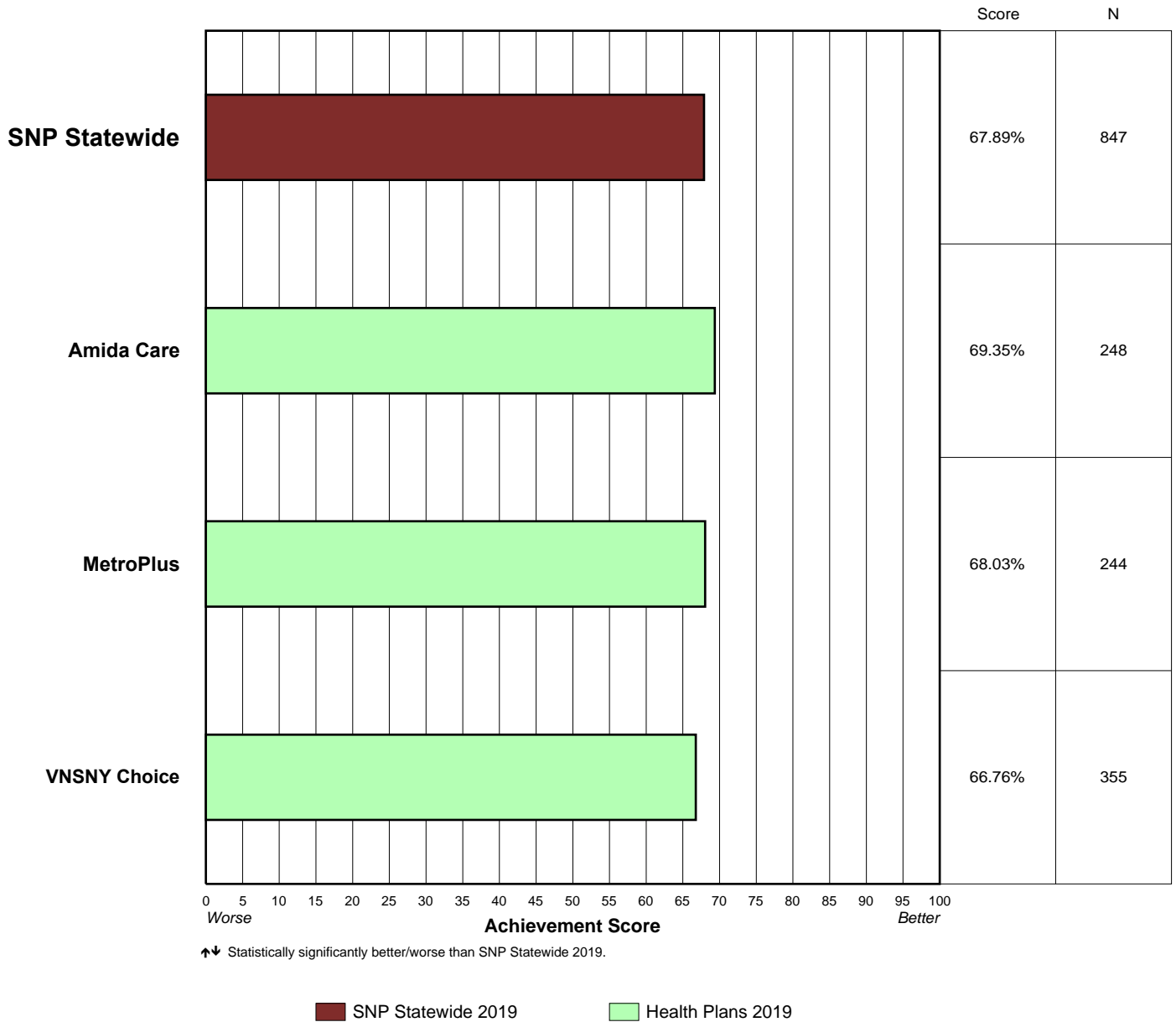
Single Items

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



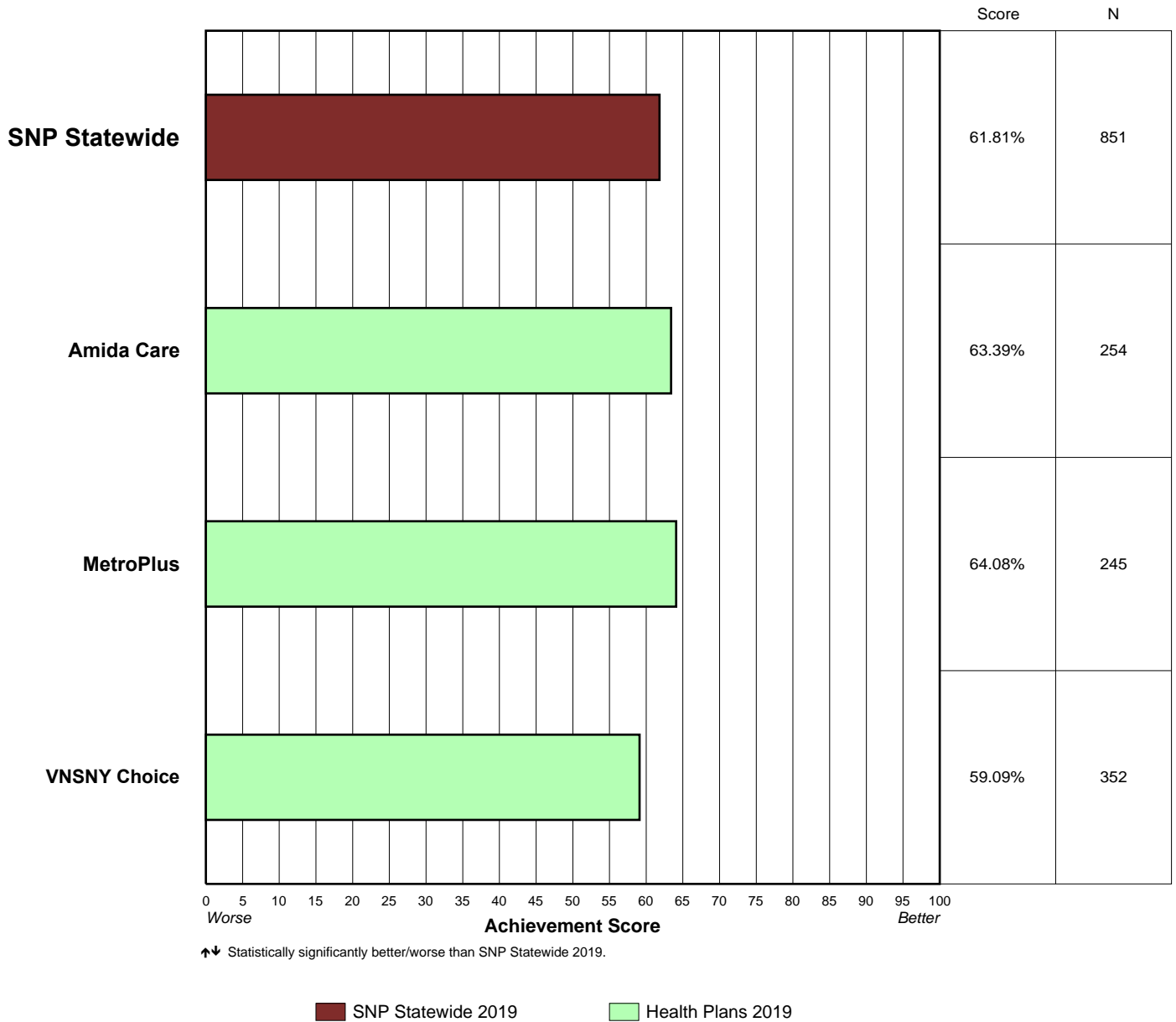
Single Items

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



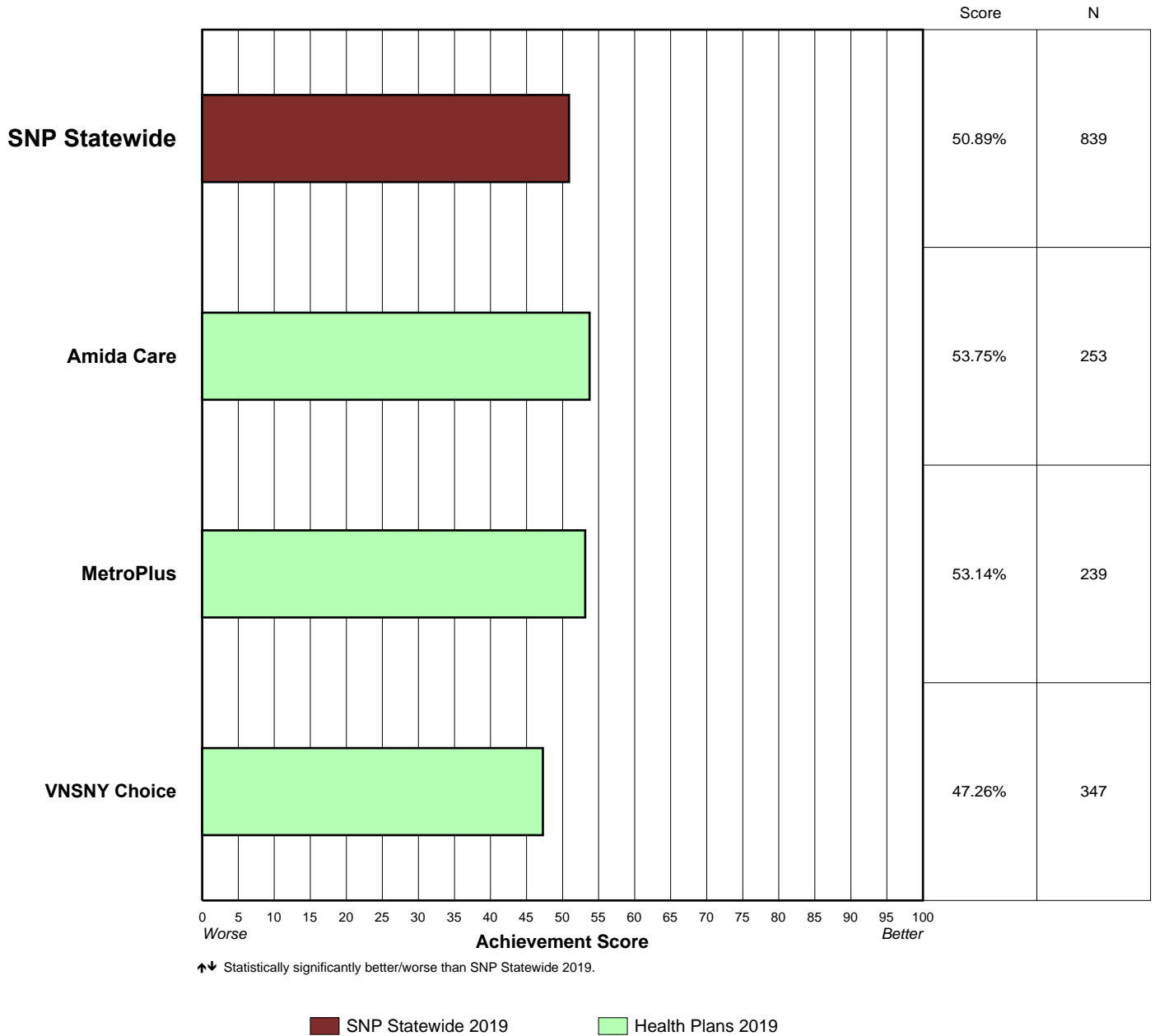
Single Items

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



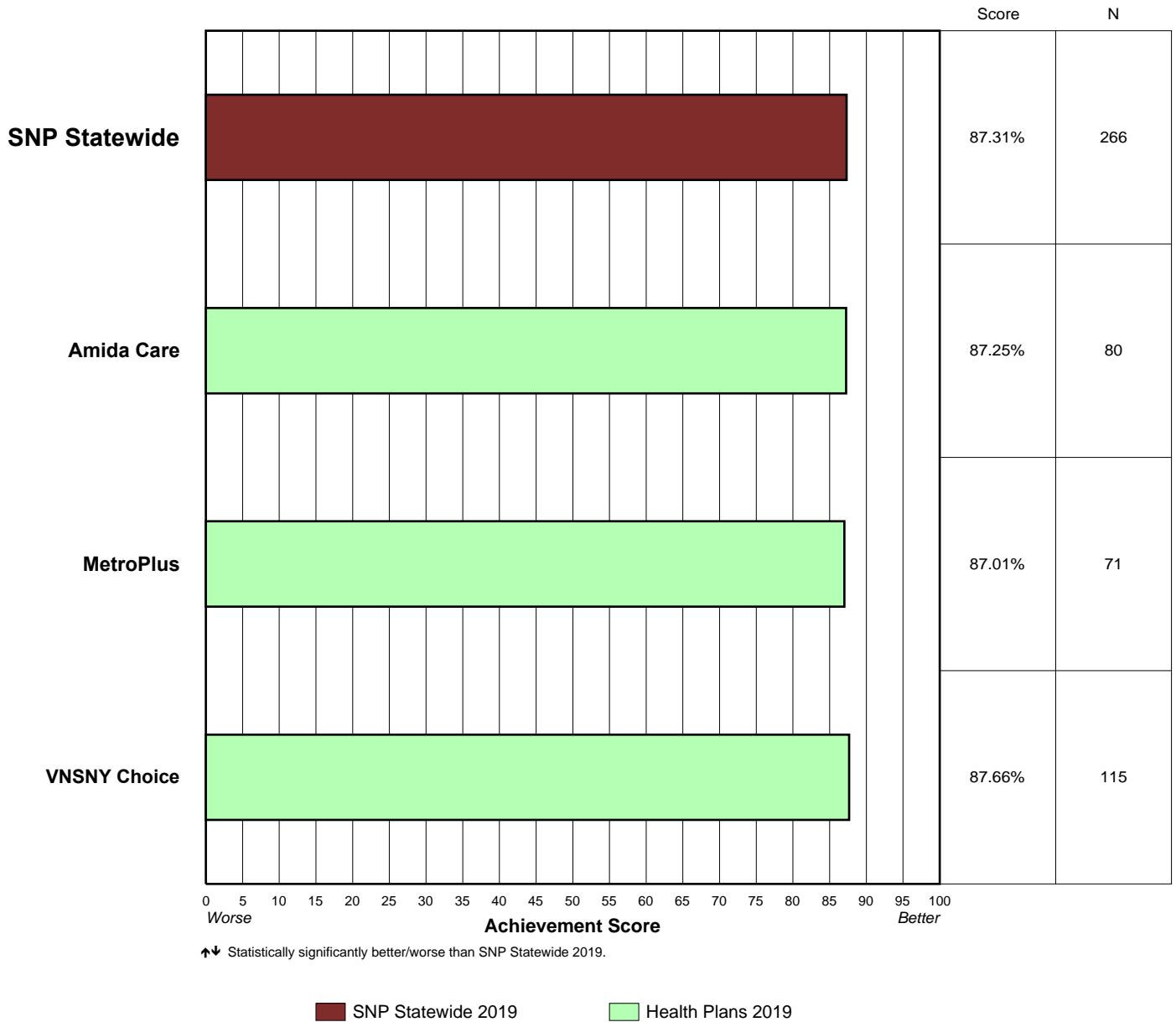
Single Items

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



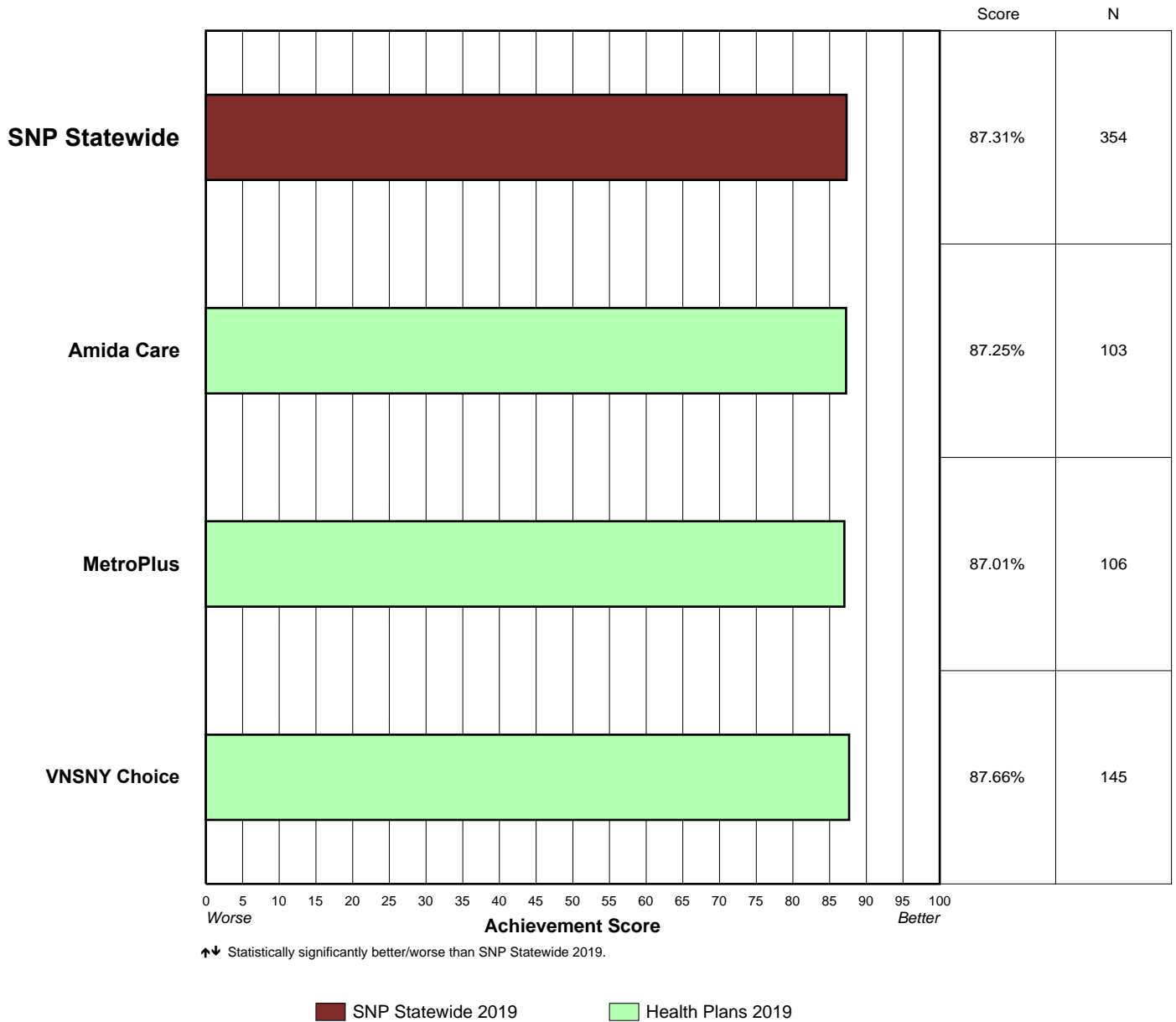
Single Items

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



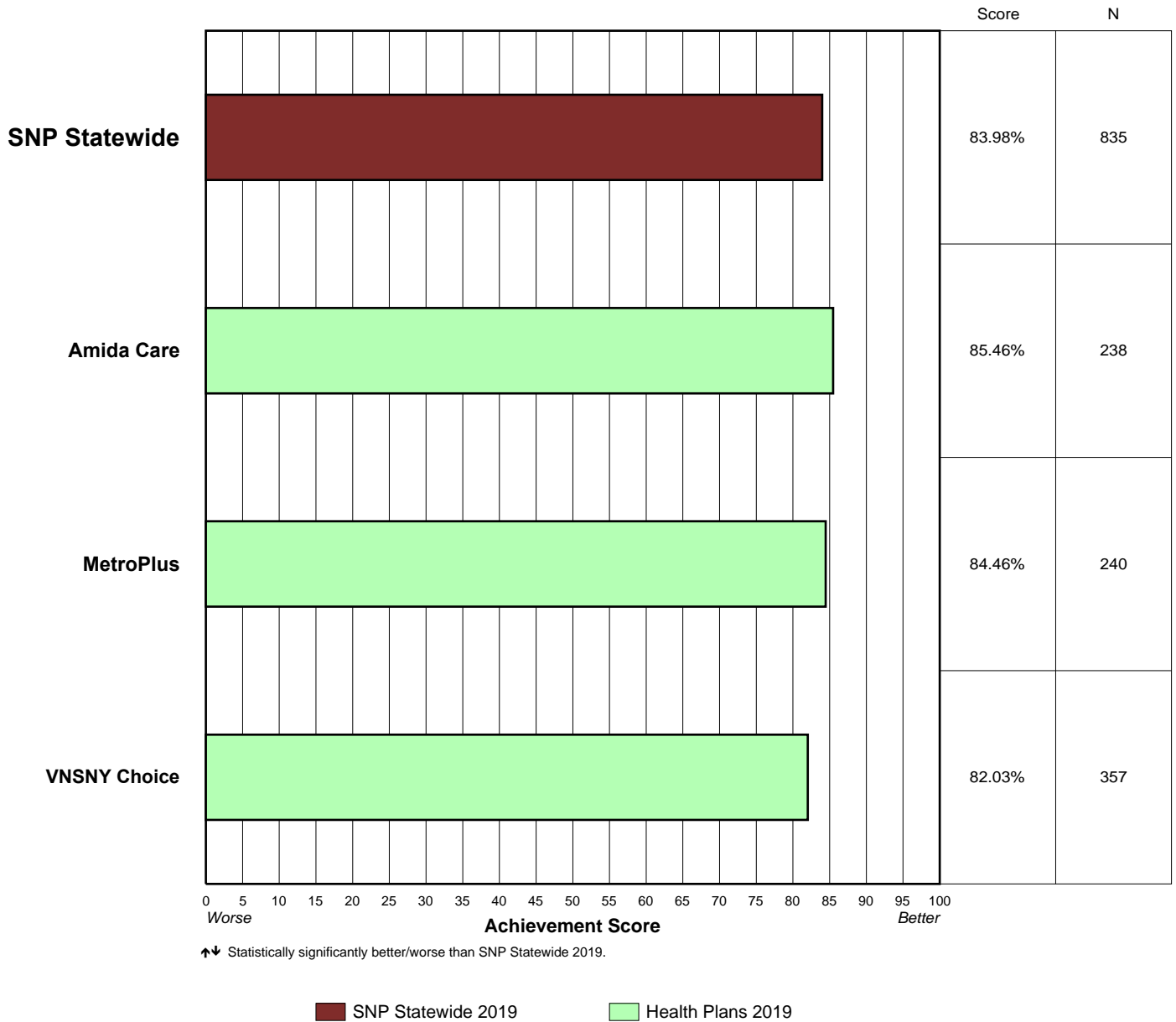
Single Items

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



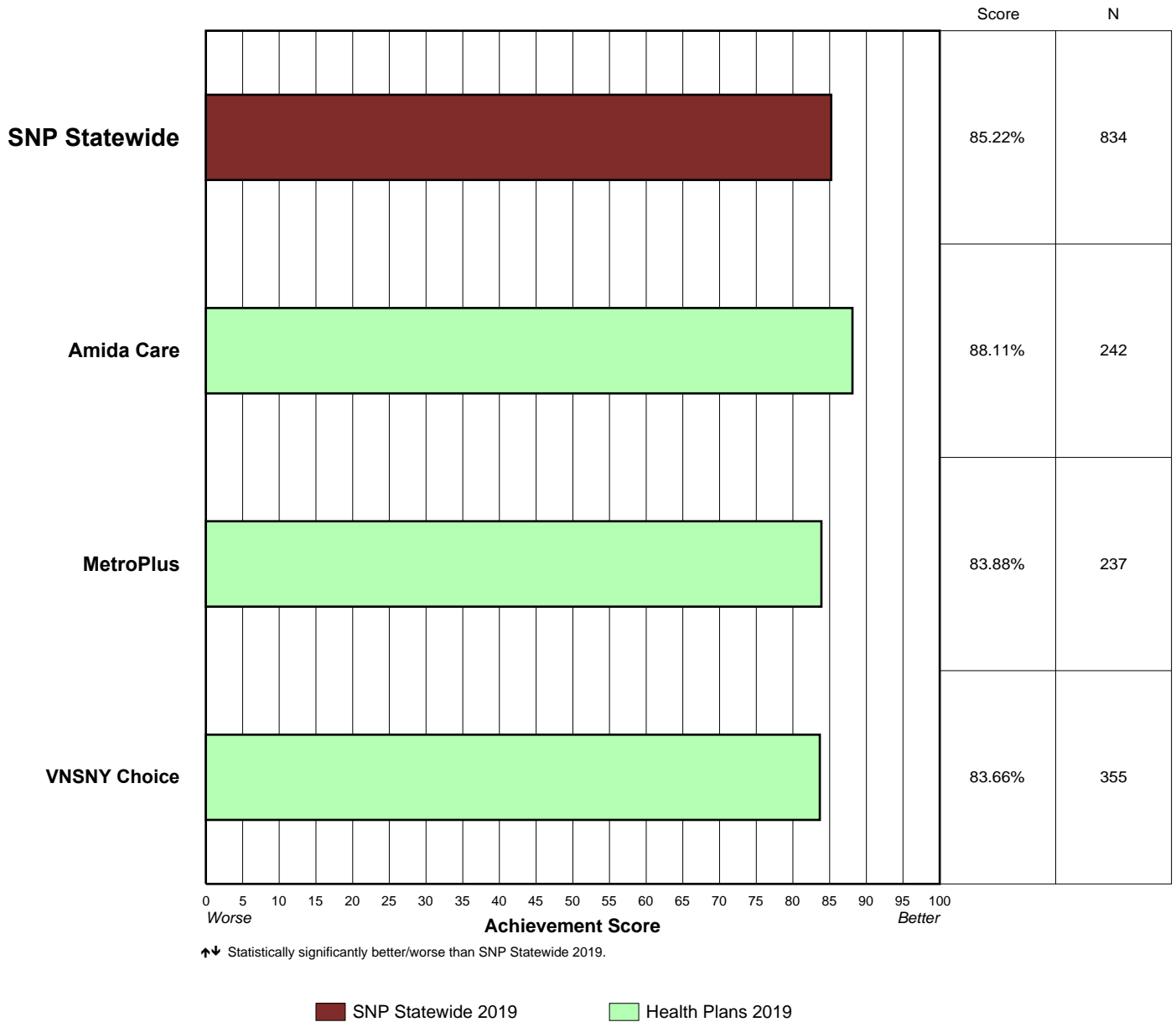
Single Items

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



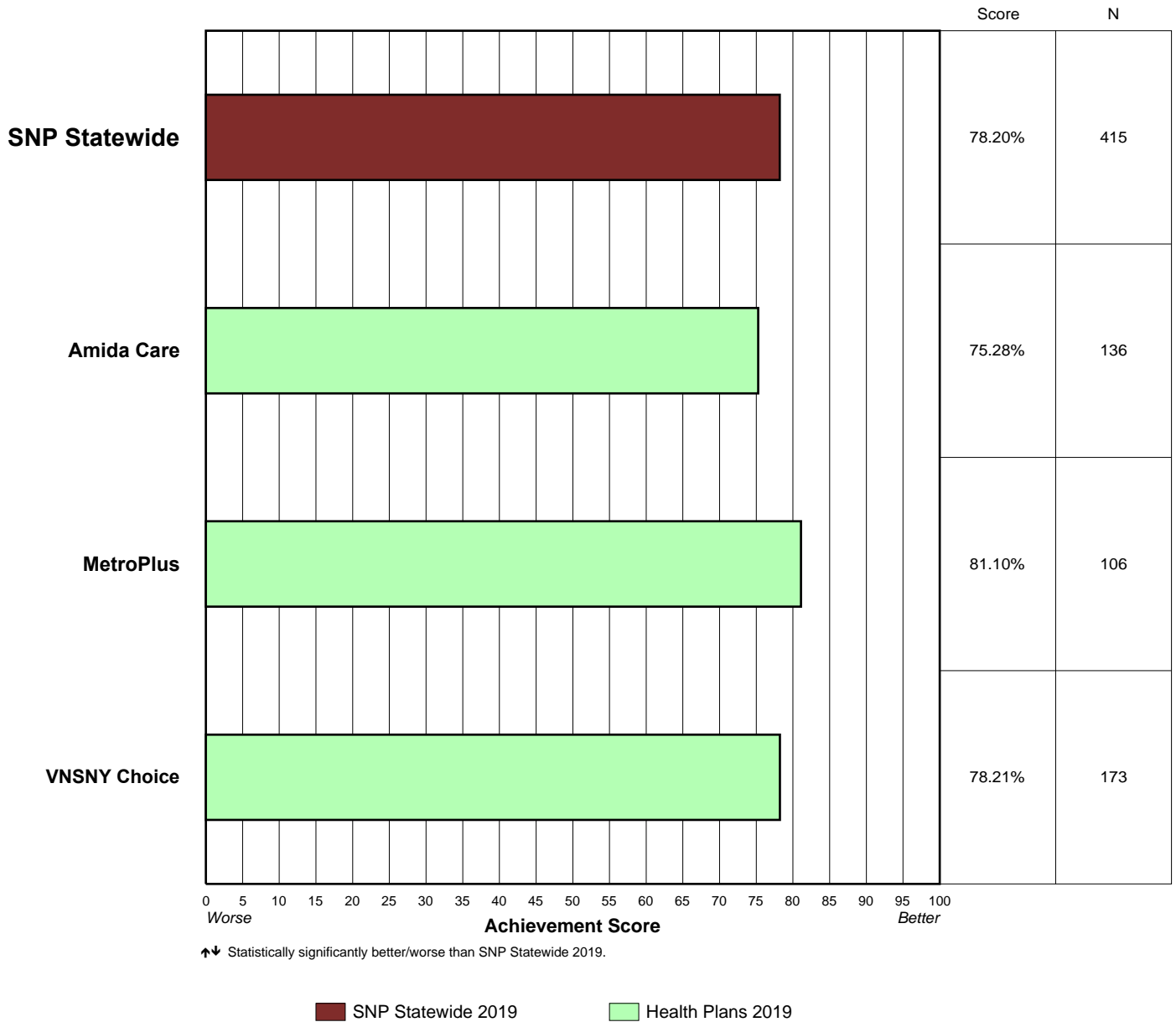
Single Items

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



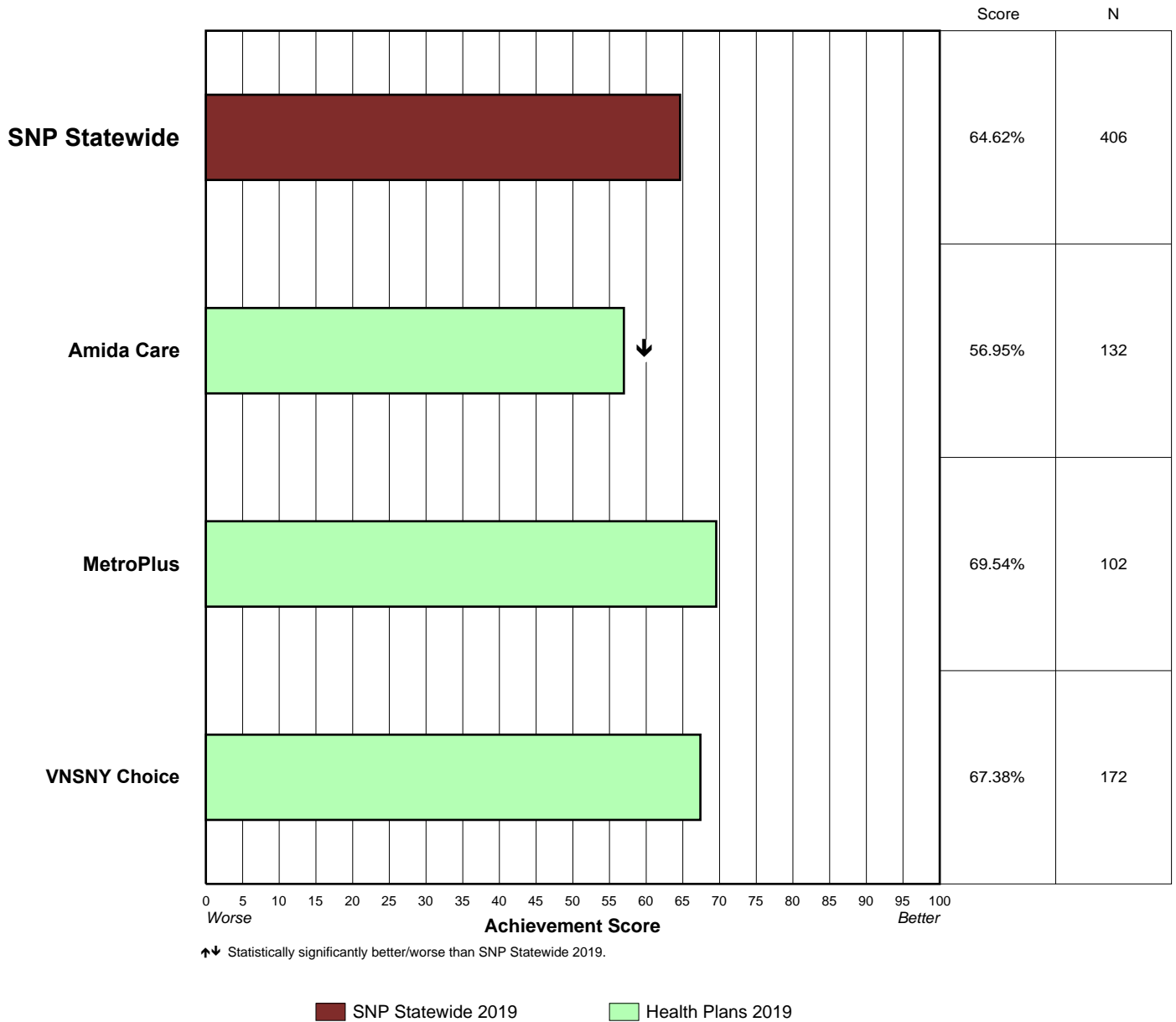
Single Items

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



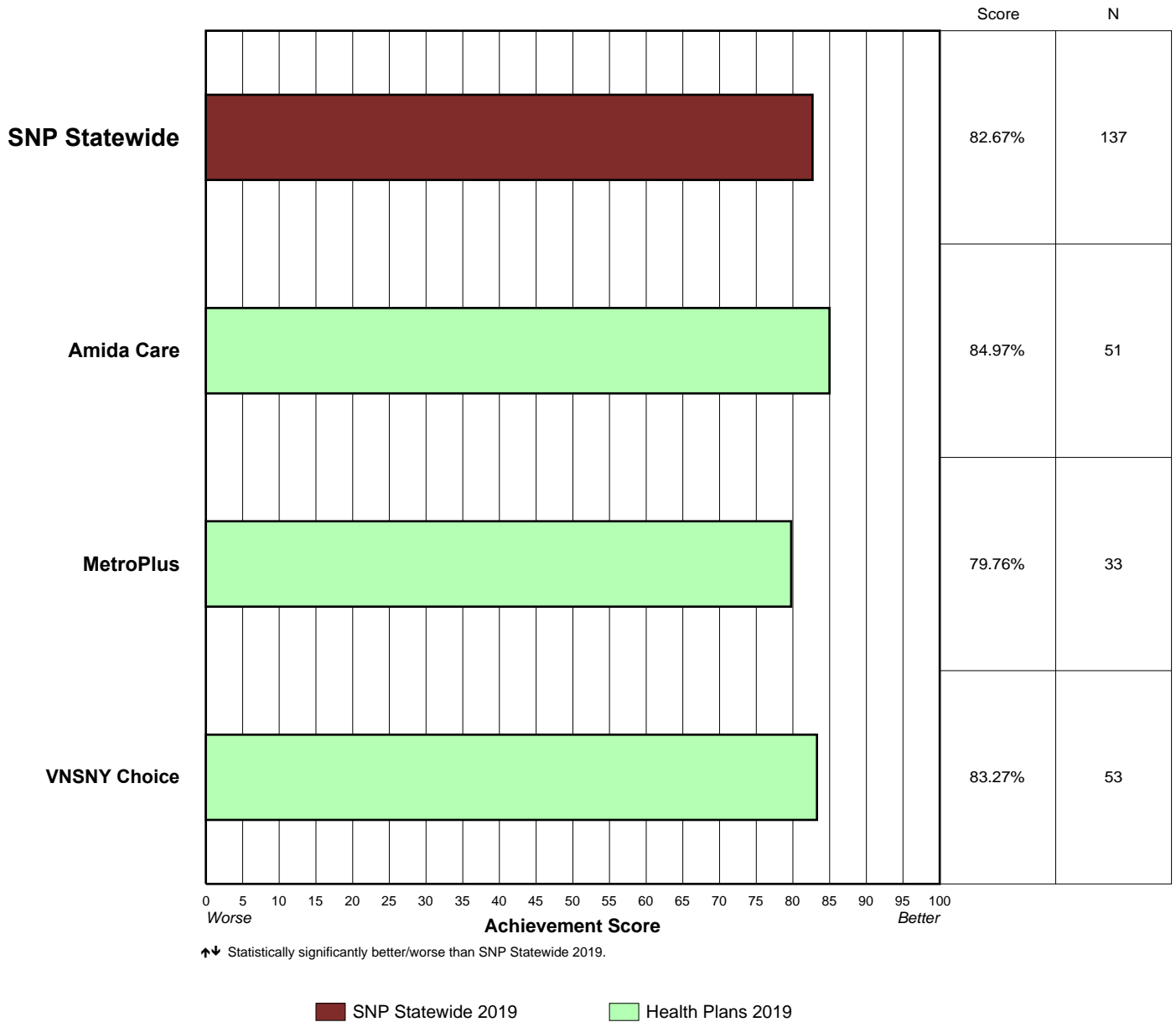
Single Items

Q25. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)



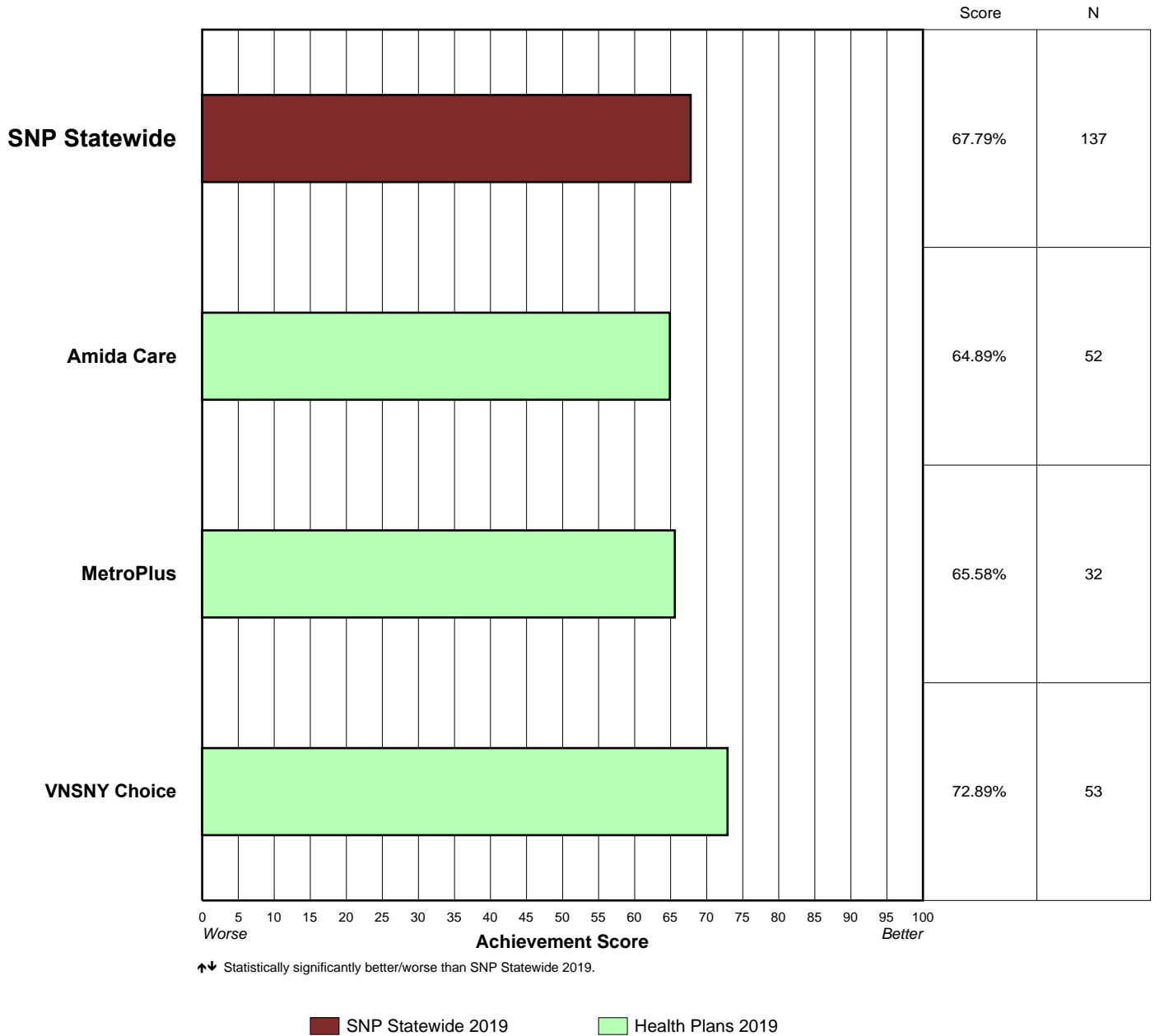
Single Items

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



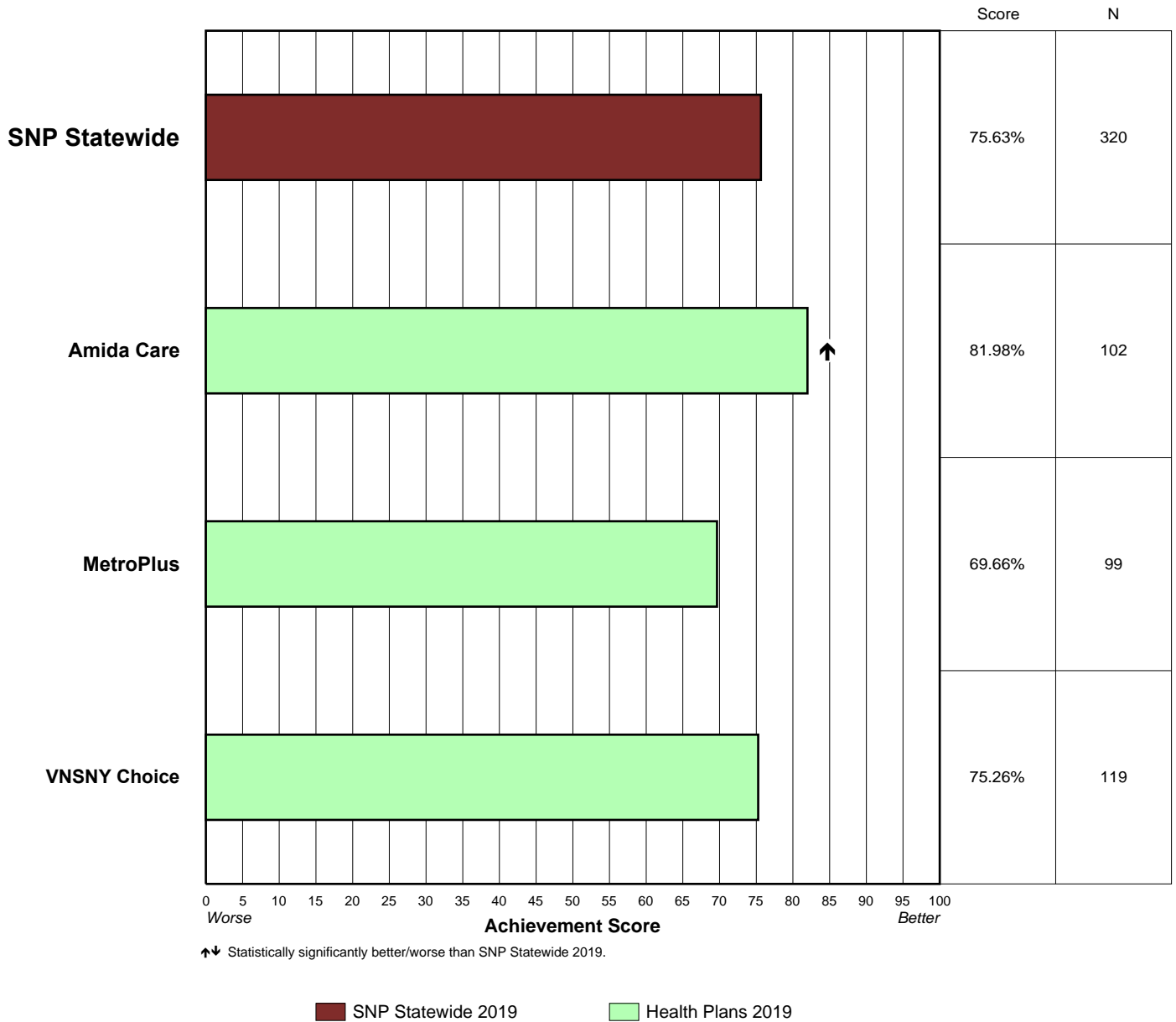
Single Items

Q28. Rating of alcohol, drug, or addiction treatment or counseling



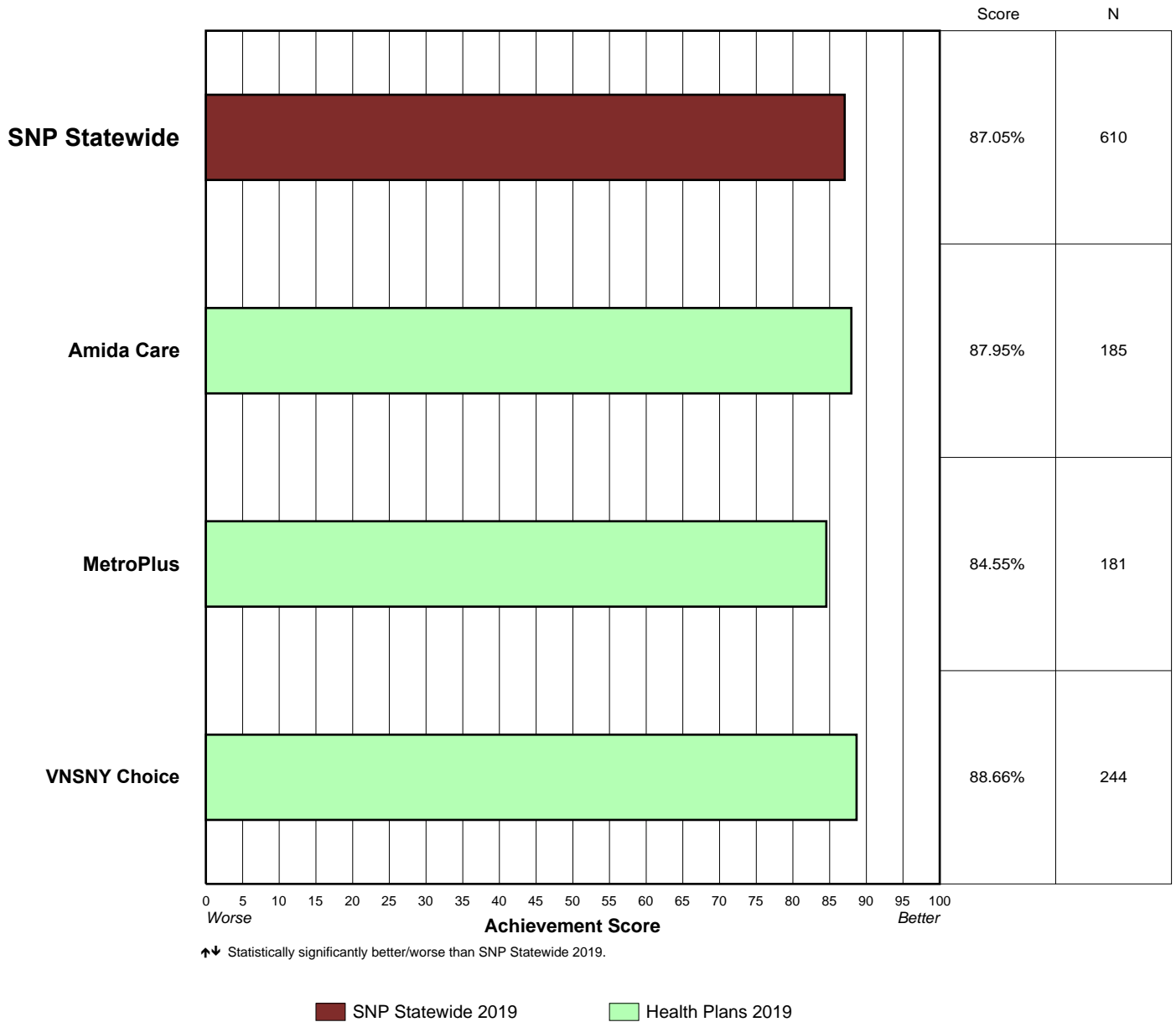
Single Items

Q43. Written materials or internet usually or always provided information about how health plan works



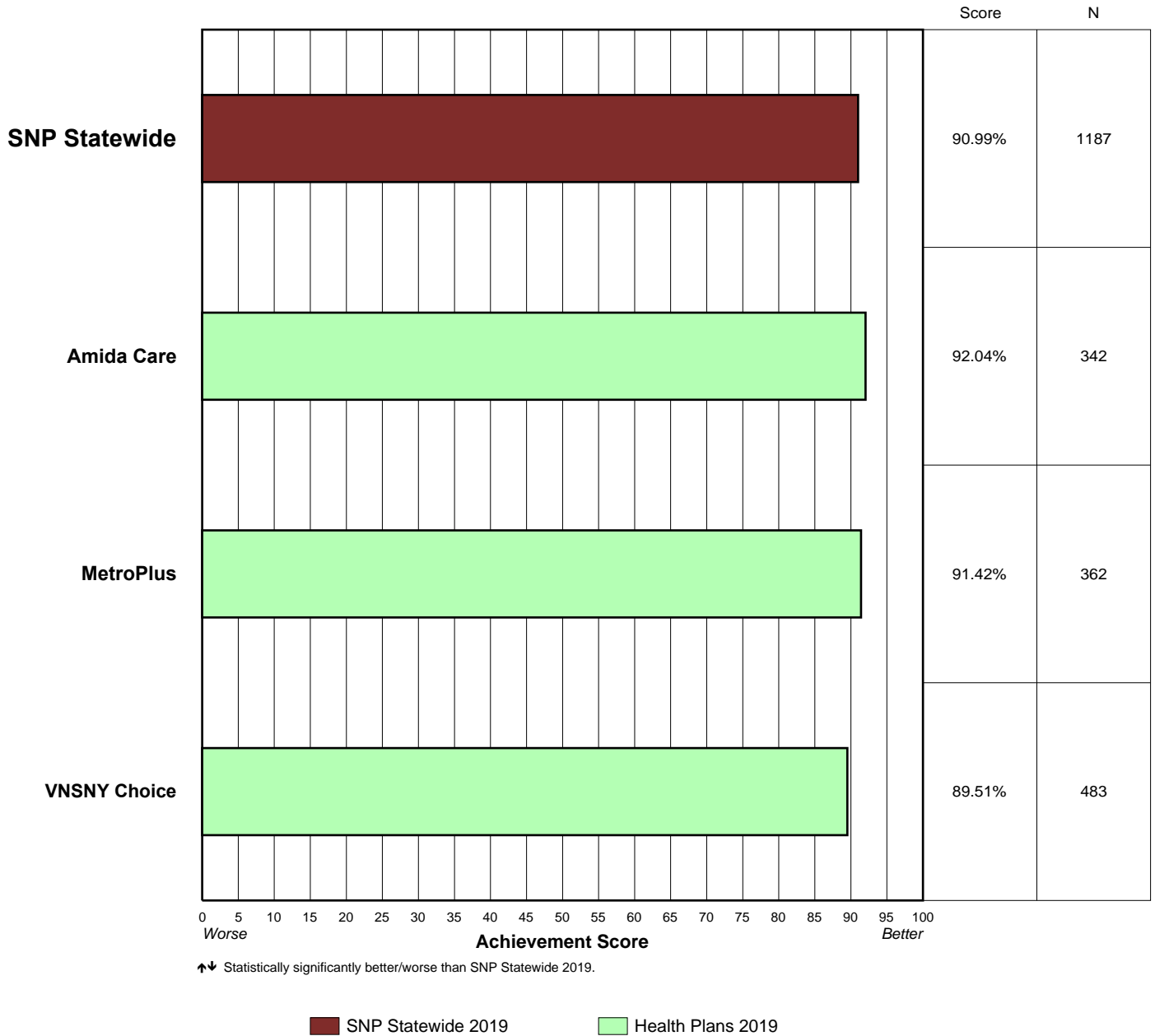
Single Items

Q46. Information from health plans customer service usually or always easy to understand



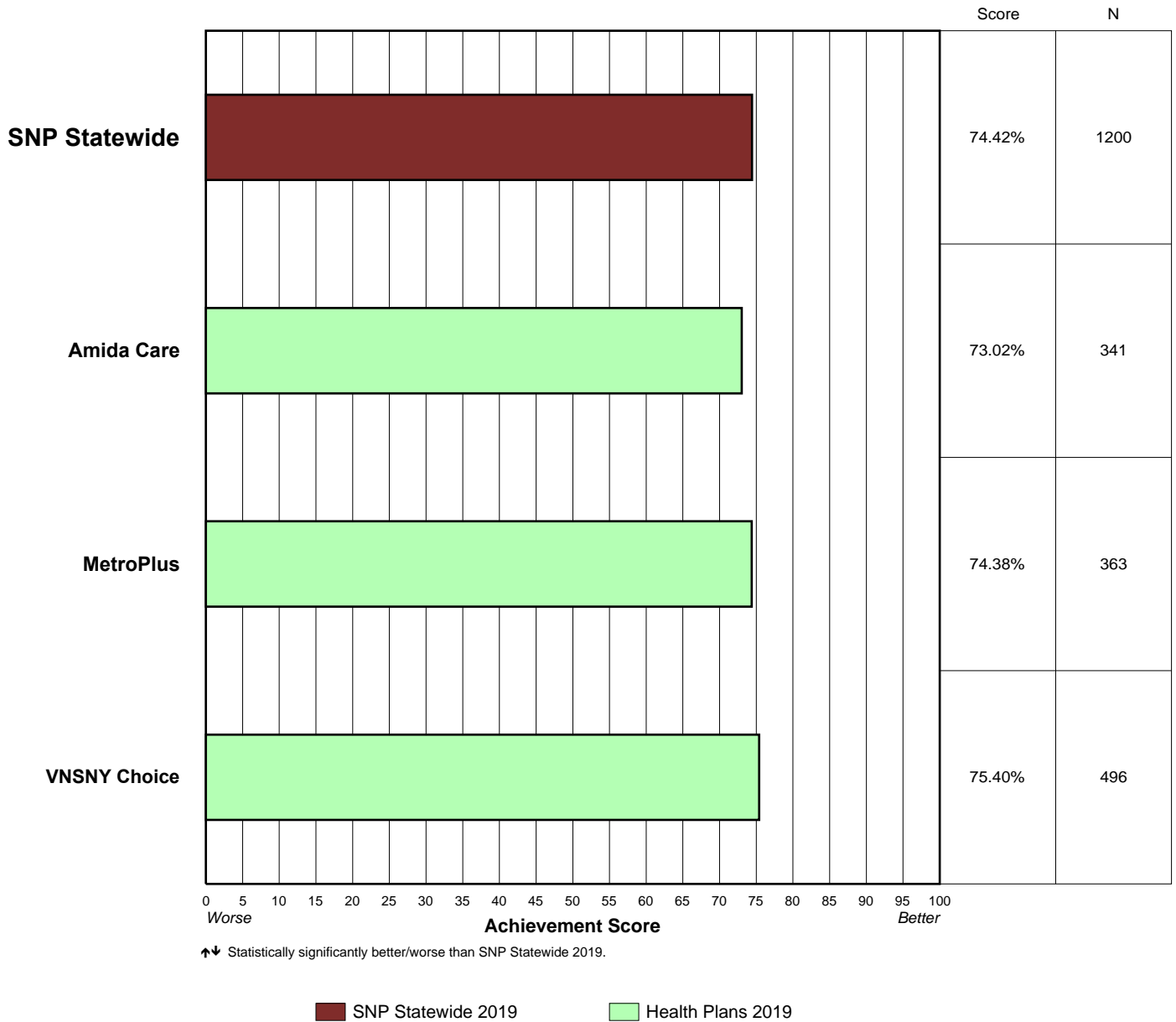
Single Items

Q49. Would recommend health plan to your family and friends



Single Items

Q52. Had flu shot or flu spray since September 1, 2018? [Displayed for Respondents 18-64 years old]



VNSNY Choice Health Plans

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

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

Example:

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

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

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 Getting Needed Care	89%	0.55	Q32 Communication	95%	0.64	Q39 Getting Needed Care	76%	0.54	Q47 Customer Service	96%	0.47
2	Q31 Communication	95%	0.52	Q33 Communication	96%	0.64	Q22 Getting Needed Care	89%	0.46	Q45 Customer Service	86%	0.43
3	Q32 Communication	95%	0.47	Q31 Communication	95%	0.64	Q33 Communication	96%	0.43	Q33 Communication	96%	0.38
4	Q34 Communication	92%	0.46	Q34 Communication	92%	0.63	Q31 Communication	95%	0.42	Q32 Communication	95%	0.37
5	Q39 Getting Needed Care	76%	0.45	Q22 Getting Needed Care	89%	0.44	Q34 Communication	92%	0.41	Q22 Getting Needed Care	89%	0.36
6	Q33 Communication	96%	0.44	Q4 Getting Care Quickly	85%	0.29	Q32 Communication	95%	0.41	Q4 Getting Care Quickly	85%	0.34
7	Q4 Getting Care Quickly	85%	0.41	Q39 Getting Needed Care	76%	0.27	Q45 Customer Service	86%	0.33	Q39 Getting Needed Care	76%	0.32
8	Q6 Getting Care Quickly	88%	0.33	Q47 Customer Service	96%	0.26	Q4 Getting Care Quickly	85%	0.31	Q31 Communication	95%	0.30
9	Q45 Customer Service	86%	0.30	Q45 Customer Service	86%	0.24	Q47 Customer Service	96%	0.27	Q34 Communication	92%	0.26
10	Q47 Customer Service	96%	0.20	Q6 Getting Care Quickly	88%	0.24	Q6 Getting Care Quickly	88%	0.26	Q6 Getting Care Quickly	88%	0.08

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				←	→	←	→
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.55	89%	59%	30%	10%	1%
2	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.52	95%	81%	14%	4%	1%
3	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.47	95%	81%	14%	5%	1%
4	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.46	92%	72%	20%	6%	2%
5	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.45	76%	44%	33%	18%	5%
6	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.44	96%	83%	13%	3%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.41	85%	59%	26%	13%	1%
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?	0.33	88%	64%	24%	12%	0%
9	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.30	86%	58%	27%	12%	2%
10	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.20	96%	77%	19%	2%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2019.

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.64	95%	81%	14%	5%	1%
2	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	96%	83%	13%	3%	1%
3	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.64	95%	81%	14%	4%	1%
4	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.63	92%	72%	20%	6%	2%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.44	89%	59%	30%	10%	1%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.29	85%	59%	26%	13%	1%
7	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.27	76%	44%	33%	18%	5%
8	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.26	96%	77%	19%	2%	1%
9	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.24	86%	58%	27%	12%	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?	0.24	88%	64%	24%	12%	0%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2019.

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.54	76%	44%	33%	18%	5%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.46	89%	59%	30%	10%	1%
3	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.43	96%	83%	13%	3%	1%
4	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.42	95%	81%	14%	4%	1%
5	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.41	92%	72%	20%	6%	2%
6	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	95%	81%	14%	5%	1%
7	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.33	86%	58%	27%	12%	2%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.31	85%	59%	26%	13%	1%
9	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	96%	77%	19%	2%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.26	88%	64%	24%	12%	0%

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←—————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.47	96%	77%	19%	2%	1%
2	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.43	86%	58%	27%	12%	2%
3	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	96%	83%	13%	3%	1%
4	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.37	95%	81%	14%	5%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.36	89%	59%	30%	10%	1%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.34	85%	59%	26%	13%	1%
7	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.32	76%	44%	33%	18%	5%
8	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	95%	81%	14%	4%	1%
9	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.26	92%	72%	20%	6%	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?	0.08	88%	64%	24%	12%	0%

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2019 scores are compared to 2017 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	1,254	100.0%	506	100.0%
No	0	0.0%	0	0.0%
Total	1,254	100.0%	506	100.0%
Not Answered	43		17	

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	474	37.7%	207	41.2%
No	784	62.3%	296	58.8%
Total	1,258	100.0%	503	100.0%
Not Answered	39		20	

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 type="radio"/> Never	12	2.6%	3	1.5%
<input type="radio"/> Sometimes	60	12.8%	27	13.2%
<input type="radio"/> Usually	122	26.0%	54	26.3%
<input type="radio"/> Always	275	58.6%	121	59.0%
Total	469	100.0%	205	100.0%
Not Answered	5		2	
Reporting Category Getting Care Quickly				
Achievement Score	84.48%		85.19%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+0.3		+0.8	
Correlation with rating of health plan	0.347		0.341	

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	1,138	90.2%	472	92.5%
No	123	9.8%	38	7.5%
Total	1,261	100.0%	510	100.0%
Not Answered	36		13	

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 type="radio"/> Never	19	1.7%	2	0.4%
<input type="radio"/> Sometimes	122	10.9%	54	11.7%
<input type="radio"/> Usually	262	23.5%	111	24.0%
<input type="radio"/> Always	714	63.9%	295	63.9%
Total	1,117	100.0%	462	100.0%
Not Answered	21		10	
Reporting Category Getting Care Quickly				
Achievement Score	87.31%		87.66%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+0.1		-0.4	
Correlation with rating of health plan	0.148		0.083	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	271	21.7%	117	23.4%
No	975	78.3%	384	76.6%
Total	1,246	100.0%	501	100.0%
Not Answered	51		22	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	51	19.2%	24	20.9%
<input checked="" type="radio"/> Sometimes	49	18.4%	24	20.9%
<input checked="" type="radio"/> Usually	59	22.2%	24	20.9%
<input checked="" type="radio"/> Always	107	40.2%	43	37.4%
Total	266	100.0%	115	100.0%
Not Answered	5		2	
Reporting Category	Single Items			
Achievement Score	87.31%		87.66%	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	361	28.8%	148	29.1%
No	893	71.2%	360	70.9%
Total	1,254	100.0%	508	100.0%
Not Answered	43		15	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	31	8.8%	11	7.6%
● Sometimes	57	16.1%	21	14.5%
● Usually	80	22.6%	30	20.7%
● Always	186	52.5%	83	57.2%
Total	354	100.0%	145	100.0%
Not Answered	7		3	
Reporting Category Single Items				
Achievement Score	87.31%		87.66%	

Q11. 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	244	21.2%	76	16.5%
1 time	185	16.1%	79	17.2%
2	289	25.1%	119	25.9%
3	165	14.3%	74	16.1%
4	102	8.9%	44	9.6%
5 to 9	118	10.3%	44	9.6%
10 or more times	48	4.2%	24	5.2%
Total	1,151	100.0%	460	100.0%
Not Answered	146		63	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	756	83.7%	321	84.0%
● No	147	16.3%	61	16.0%
Total	903	100.0%	382	100.0%
Not Answered	4		2	
Reporting Category Single Items				
Achievement Score	83.66%		84.27%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-0.8		+1.6	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	636	75.0%	269	74.7%
● No	212	25.0%	91	25.3%
Total	848	100.0%	360	100.0%
Not Answered	59		24	
Reporting Category		Single Items		
Achievement Score	75.00%		74.72%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-3.0		-4.8	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	635	75.1%	268	74.2%
● No	211	24.9%	93	25.8%
Total	846	100.0%	361	100.0%
Not Answered	61		23	
Reporting Category		Single Items		
Achievement Score	75.06%		74.24%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.2		-2.1	

Q13c. In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	614	71.6%	255	70.6%
● No	244	28.4%	106	29.4%
Total	858	100.0%	361	100.0%
Not Answered	49		23	
Reporting Category		Single Items		
Achievement Score	71.56%		70.64%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-0.4		-1.1	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	575	67.9%	237	66.8%
● No	272	32.1%	118	33.2%
Total	847	100.0%	355	100.0%
Not Answered	60		29	
Reporting Category	Single Items			
Achievement Score	67.89%		66.76%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.9		+3.0	

Q13e. 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	526	61.8%	208	59.1%
● No	325	38.2%	144	40.9%
Total	851	100.0%	352	100.0%
Not Answered	56		32	
Reporting Category	Single Items			
Achievement Score	61.81%		59.09%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.9		-1.2	

Q13f. 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	427	50.9%	164	47.3%
● No	412	49.1%	183	52.7%
Total	839	100.0%	347	100.0%
Not Answered	68		37	
Reporting Category	Single Items			
Achievement Score	50.89%		47.26%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.3		-3.8	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	363	41.2%	141	37.4%
No	518	58.8%	236	62.6%
Total	881	100.0%	377	100.0%
Not Answered	26		7	

Q15. 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	%
<input checked="" type="radio"/> Yes	333	93.3%	126	92.6%
<input type="radio"/> No	24	6.7%	10	7.4%
Total	357	100.0%	136	100.0%
Not Answered	6		5	
Reporting Category	Shared Decision Making			
Achievement Score	93.27%		93.03%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.5		-3.4	
Correlation with rating of health plan	0.031		0.014	

Q16. 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	%
<input checked="" type="radio"/> Yes	249	70.7%	92	69.7%
<input type="radio"/> No	103	29.3%	40	30.3%
Total	352	100.0%	132	100.0%
Not Answered	11		9	
Reporting Category	Shared Decision Making			
Achievement Score	70.48%		71.01%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.5		+0.7	
Correlation with rating of health plan	0.056		-0.081	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Yes	313	88.7%	120	89.6%
<input checked="" type="radio"/> No	40	11.3%	14	10.4%
Total	353	100.0%	134	100.0%
Not Answered	10		7	
Reporting Category	Shared Decision Making			
Achievement Score	88.71%		89.68%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.5		+3.4	
Correlation with rating of health plan	0.139		0.077	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	846	94.1%	361	94.3%
No	53	5.9%	22	5.7%
Total	899	100.0%	383	100.0%
Not Answered	8		1	

Q19. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Never	61	7.3%	28	7.8%
<input checked="" type="radio"/> Sometimes	75	9.0%	36	10.1%
<input checked="" type="radio"/> Usually	131	15.7%	62	17.4%
<input checked="" type="radio"/> Always	568	68.0%	231	64.7%
Total	835	100.0%	357	100.0%
Not Answered	11		4	
Reporting Category	Single Items			
Achievement Score	83.98%		82.03%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.1		-2.6	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	30	3.6%	15	4.2%
● Sometimes	95	11.4%	43	12.1%
● Usually	198	23.7%	98	27.6%
● Always	511	61.3%	199	56.1%
Total	834	100.0%	355	100.0%
Not Answered	12		6	
Reporting Category Single Items				
Achievement Score	85.22%		83.66%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-1.2		-1.7	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst health care possible	2	0.2%	0	0.0%
● 1	6	0.7%	3	0.8%
● 2	3	0.3%	1	0.3%
● 3	10	1.1%	6	1.6%
● 4	5	0.6%	1	0.3%
● 5	37	4.1%	19	5.0%
● 6	34	3.8%	16	4.2%
● 7	94	10.5%	32	8.5%
● 8	186	20.8%	74	19.6%
● 9	148	16.6%	65	17.2%
● Best health care possible	368	41.2%	161	42.6%
Total	893	100.0%	378	100.0%
Not Answered	14		6	
Reporting Category Ratings				
Achievement Score	78.50%		79.87%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-0.7		+2.0	
Correlation with rating of health plan	0.540		0.491	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	14	1.6%	5	1.3%
● Sometimes	77	8.6%	37	9.8%
● Usually	252	28.0%	112	29.6%
● Always	557	61.9%	225	59.4%
Total	900	100.0%	379	100.0%
Not Answered	7		5	
Reporting Category Getting Needed Care				
Achievement Score	90.03%		89.11%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+2.0		+0.9	
Correlation with rating of health plan	0.354		0.362	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	421	33.5%	177	34.6%
No	837	66.5%	335	65.4%
Total	1,258	100.0%	512	100.0%
Not Answered	39		11	

Q24. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	38	9.2%	14	8.1%
● Sometimes	53	12.8%	22	12.7%
● Usually	92	22.2%	38	22.0%
● Always	232	55.9%	99	57.2%
Total	415	100.0%	173	100.0%
Not Answered	6		4	
Reporting Category Single Items				
Achievement Score	78.20%		78.21%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.0		+1.2	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

- Q25.** Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst treatment possible	20	4.9%	7	4.1%
● 1	6	1.5%	1	0.6%
● 2	5	1.2%	1	0.6%
● 3	7	1.7%	4	2.3%
● 4	14	3.4%	7	4.1%
● 5	31	7.6%	12	7.0%
● 6	24	5.9%	9	5.2%
● 7	37	9.1%	15	8.7%
● 8	64	15.8%	25	14.5%
● 9	50	12.3%	25	14.5%
● Best treatment possible	148	36.5%	66	38.4%
Total	406	100.0%	172	100.0%
Not Answered	15		5	
Reporting Category	Single Items			
Achievement Score	64.62%		67.38%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.4		+4.3	

- Q26.** 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	140	11.1%	54	10.6%
No	1,116	88.9%	457	89.4%
Total	1,256	100.0%	511	100.0%
Not Answered	41		12	

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

Your Health Care in the Last 6 Months (continued)

Q27. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	12	8.8%	5	9.4%
● Sometimes	11	8.0%	3	5.7%
● Usually	22	16.1%	10	18.9%
● Always	92	67.2%	35	66.0%
Total	137	100.0%	53	100.0%
Not Answered	3		1	
Reporting Category Single Items				
Achievement Score	82.67%		83.27%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.3		-1.3	

Q28. 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	3.8%
● 1	1	0.7%	0	0.0%
● 2	5	3.6%	2	3.8%
● 3	2	1.5%	1	1.9%
● 4	1	0.7%	0	0.0%
● 5	12	8.8%	2	3.8%
● 6	9	6.6%	4	7.5%
● 7	9	6.6%	2	3.8%
● 8	26	19.0%	12	22.6%
● 9	21	15.3%	9	17.0%
● Best treatment possible	47	34.3%	19	35.8%
Total	137	100.0%	53	100.0%
Not Answered	3		1	
Reporting Category Single Items				
Achievement Score	67.79%		72.89%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.4		+14.4	

○ Response scored as: ● Achievement ● Room for improvement

Your Personal Doctor

Q29. 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	1,110	90.0%	453	90.8%
No	123	10.0%	46	9.2%
Total	1,233	100.0%	499	100.0%
Not Answered	64		24	

Q30. 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	62	6.0%	23	5.5%
1 time	209	20.3%	86	20.6%
2	370	36.0%	146	34.9%
3	167	16.2%	69	16.5%
4	82	8.0%	39	9.3%
5 to 9	98	9.5%	38	9.1%
10 or more times	40	3.9%	17	4.1%
Total	1,028	100.0%	418	100.0%
Not Answered	82		35	

Q31. 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	7	0.7%	3	0.8%
● Sometimes	37	3.9%	16	4.1%
● Usually	129	13.4%	57	14.5%
● Always	787	82.0%	318	80.7%
Total	960	100.0%	394	100.0%
Not Answered	6		1	
Reporting Category	Communication			
Achievement Score	95.45%		95.21%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.4		+0.9	
Correlation with rating of health plan	0.297		0.296	

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

Your Personal Doctor (continued)

Q32. In the last 6 months, how often did your personal doctor listen carefully to you?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	3	0.3%	2	0.5%
● Sometimes	43	4.5%	19	4.8%
● Usually	123	12.8%	55	14.0%
● Always	789	82.4%	317	80.7%
Total	958	100.0%	393	100.0%
Not Answered	8		2	
Reporting Category	Communication			
Achievement Score	95.27%		94.65%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.5		+0.8	
Correlation with rating of health plan	0.312		0.367	

Q33. 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	5	0.5%	3	0.8%
● Sometimes	33	3.5%	11	2.8%
● Usually	102	10.7%	51	13.1%
● Always	814	85.3%	325	83.3%
Total	954	100.0%	390	100.0%
Not Answered	12		5	
Reporting Category	Communication			
Achievement Score	95.97%		96.44%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.7		+0.6	
Correlation with rating of health plan	0.291		0.379	

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

Your Personal Doctor (continued)

Q34. 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	13	1.4%	6	1.5%
● Sometimes	49	5.1%	25	6.4%
● Usually	176	18.4%	80	20.4%
● Always	718	75.1%	281	71.7%
Total	956	100.0%	392	100.0%
Not Answered	10		3	
Reporting Category	Communication			
Achievement Score	93.70%		92.25%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+2.7↗		+0.3	
Correlation with rating of health plan	0.259		0.261	

Q35. 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	538	57.8%	232	61.2%
No	392	42.2%	147	38.8%
Total	930	100.0%	379	100.0%
Not Answered	36		16	

Q36. 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	17	3.2%	3	1.3%
● Sometimes	49	9.3%	20	8.8%
● Usually	104	19.7%	48	21.2%
● Always	358	67.8%	155	68.6%
Total	528	100.0%	226	100.0%
Not Answered	10		6	
Reporting Category	Single Items			
Achievement Score	86.96%		89.36%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-2.3		-2.6	

○ Response scored as: ● Achievement ● Room for improvement

Your Personal Doctor (continued)

Q37. 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	8	0.7%	2	0.5%
● 1	2	0.2%	2	0.5%
● 2	2	0.2%	2	0.5%
● 3	5	0.5%	4	0.9%
● 4	7	0.7%	2	0.5%
● 5	21	2.0%	11	2.5%
● 6	19	1.8%	5	1.1%
● 7	58	5.4%	16	3.7%
● 8	118	11.0%	45	10.3%
● 9	163	15.2%	72	16.5%
● Best personal doctor possible	670	62.4%	275	63.1%
Total	1,073	100.0%	436	100.0%
Not Answered	37		17	
Reporting Category	Ratings			
Achievement Score	88.45%		90.14%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.0		-0.2	
Correlation with rating of health plan	0.432		0.445	

Getting Health Care From Specialists

Q38. 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	645	52.1%	268	54.0%
No	594	47.9%	228	46.0%
Total	1,239	100.0%	496	100.0%
Not Answered	58		27	

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From Specialists (continued)

Q39. 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	37	5.8%	13	4.9%
● Sometimes	118	18.5%	48	18.1%
● Usually	195	30.5%	87	32.8%
● Always	289	45.2%	117	44.2%
Total	639	100.0%	265	100.0%
Not Answered	6		3	
Reporting Category		Getting Needed Care		
Achievement Score	75.62%		76.31%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.8		+1.3	
Correlation with rating of health plan	0.326		0.322	

Q40. How many specialists have you seen in the last 6 months?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	71	11.5%	25	9.7%
1 specialist	227	36.8%	90	34.7%
2	167	27.1%	79	30.5%
3	91	14.7%	36	13.9%
4	33	5.3%	15	5.8%
5 or more specialists	28	4.5%	14	5.4%
Total	617	100.0%	259	100.0%
Not Answered	28		9	

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

Getting Health Care From Specialists (continued)

Q41. 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	4	0.7%	2	0.9%
● 1	2	0.4%	2	0.9%
● 2	2	0.4%	0	0.0%
● 3	9	1.7%	4	1.7%
● 4	5	0.9%	1	0.4%
● 5	19	3.5%	7	3.0%
● 6	20	3.7%	8	3.5%
● 7	47	8.8%	16	7.0%
● 8	101	18.8%	39	17.0%
● 9	90	16.8%	50	21.7%
● Best specialist possible	238	44.3%	101	43.9%
Total	537	100.0%	230	100.0%
Not Answered	9		4	
Reporting Category	Ratings			
Achievement Score	79.49%		81.67%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.8		+3.9	
Correlation with rating of health plan	0.483		0.513	

Your Health Plan

Q42. 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	324	25.6%	122	24.0%
No	941	74.4%	386	76.0%
Total	1,265	100.0%	508	100.0%
Not Answered	32		15	

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

Your Health Plan (continued)

Q43. 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	18	5.6%	7	5.9%
● Sometimes	60	18.8%	23	19.3%
● Usually	84	26.3%	41	34.5%
● Always	158	49.4%	48	40.3%
Total	320	100.0%	119	100.0%
Not Answered	4		3	
Reporting Category Single Items				
Achievement Score	75.63%		75.26%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+4.5		+4.5	

Q44. 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	621	49.3%	245	47.9%
No	638	50.7%	266	52.1%
Total	1,259	100.0%	511	100.0%
Not Answered	38		12	

Q45. 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	11	1.8%	6	2.5%
● Sometimes	82	13.4%	29	11.9%
● Usually	141	23.0%	66	27.2%
● Always	378	61.8%	142	58.4%
Total	612	100.0%	243	100.0%
Not Answered	9		2	
Reporting Category Customer Service				
Achievement Score	84.69%		85.96%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-1.5		-1.7	
Correlation with rating of health plan	0.496		0.428	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Plan (continued)

Q46. 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	11	1.8%	5	2.0%
● Sometimes	67	11.0%	23	9.4%
● Usually	153	25.1%	69	28.3%
● Always	379	62.1%	147	60.2%
Total	610	100.0%	244	100.0%
Not Answered	11		1	
Reporting Category	Single Items			
Achievement Score	87.05%		88.66%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.0		+0.6	

Q47. 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	7	1.2%	3	1.2%
● Sometimes	22	3.6%	6	2.5%
● Usually	100	16.5%	47	19.3%
● Always	477	78.7%	187	77.0%
Total	606	100.0%	243	100.0%
Not Answered	15		2	
Reporting Category	Customer Service			
Achievement Score	95.08%		95.91%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.6		+0.3	
Correlation with rating of health plan	0.447		0.469	

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

Your Health Plan (continued)

Q48. 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	14	1.1%	5	1.0%
● 1	4	0.3%	1	0.2%
● 2	4	0.3%	1	0.2%
● 3	8	0.6%	6	1.2%
● 4	20	1.6%	12	2.3%
● 5	42	3.3%	16	3.1%
● 6	45	3.6%	17	3.3%
● 7	89	7.0%	35	6.8%
● 8	199	15.7%	80	15.5%
● 9	219	17.3%	95	18.4%
● Best health plan possible	620	49.1%	247	48.0%
Total	1,264	100.0%	515	100.0%
Not Answered	33		8	
Reporting Category	Ratings			
Achievement Score	82.17%		82.32%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+2.7		+3.7	

Q49. Would you recommend your health plan to your family and friends?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	1,078	90.8%	432	89.4%
● No	109	9.2%	51	10.6%
Total	1,187	100.0%	483	100.0%
Not Answered	110		40	
Reporting Category	Single Items			
Achievement Score	90.99%		89.51%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+0.8		-1.2	

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

About Your Health

Q50. In general, how would you rate your overall health?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Excellent	206	16.4%	69	13.5%
Very Good	317	25.3%	125	24.4%
Good	415	33.1%	185	36.1%
Fair	276	22.0%	117	22.9%
Poor	40	3.2%	16	3.1%
Total	1,254	100.0%	512	100.0%
Not Answered	43		11	

Q51. In general, how would you rate your overall mental or emotional health?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Excellent	228	18.1%	74	14.4%
Very Good	277	21.9%	105	20.4%
Good	392	31.0%	183	35.6%
Fair	298	23.6%	130	25.3%
Poor	68	5.4%	22	4.3%
Total	1,263	100.0%	514	100.0%
Not Answered	34		9	

Q52. Have you had a flu shot or flu spray since September 1, 2018? [Displayed for Respondents 18-64 years old]

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Yes	893	74.4%	374	75.4%
<input checked="" type="radio"/> No	307	25.6%	122	24.6%
Don't Know	27		8	
Total	1,200	100.0%	496	100.0%
Not Answered	35		10	
Reporting Category	Single Items			
Achievement Score	74.42%		75.40%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.1		-1.4	

Response scored as: Achievement Room for improvement

About Your Health (continued)**Q53. 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	294	23.7%	109	21.7%
Some days	218	17.6%	97	19.3%
Not at all	711	57.3%	293	58.3%
Don't Know	18	1.5%	4	0.8%
Total	1,241	100.0%	503	100.0%
Not Answered	56		20	

Q54. 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	30	6.0%	9	4.4%
<input checked="" type="radio"/> Sometimes	89	17.7%	37	18.2%
<input checked="" type="radio"/> Usually	98	19.5%	42	20.7%
<input checked="" type="radio"/> Always	286	56.9%	115	56.7%
Total	503	100.0%	203	100.0%
Not Answered	9		3	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	94.04%		95.57%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.9		+0.6	

Q55. 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	70	13.9%	28	13.7%
<input checked="" type="radio"/> Sometimes	103	20.5%	40	19.6%
<input checked="" type="radio"/> Usually	100	19.9%	46	22.5%
<input checked="" type="radio"/> Always	229	45.6%	90	44.1%
Total	502	100.0%	204	100.0%
Not Answered	10		2	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	86.06%		86.27%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+4.6↕		+5.9	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q56. 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	110	21.9%	44	21.8%
<input checked="" type="radio"/> Sometimes	99	19.7%	41	20.3%
<input checked="" type="radio"/> Usually	112	22.3%	40	19.8%
<input checked="" type="radio"/> Always	181	36.1%	77	38.1%
Total	502	100.0%	202	100.0%
Not Answered	10		4	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	78.09%		78.22%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.6		+2.9	

Q57.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	439	53.0%	188	55.8%
No	390	47.0%	149	44.2%
Total	829	100.0%	337	100.0%
Not Answered	468		186	

Q57.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	550	66.3%	223	66.2%
No	279	33.7%	114	33.8%
Total	829	100.0%	337	100.0%
Not Answered	468		186	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q57.3. 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	188	22.7%	82	24.3%
No	641	77.3%	255	75.7%
Total	829	100.0%	337	100.0%
Not Answered	468		186	

Q58.1. 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	66	15.1%	30	15.6%
No	372	84.9%	162	84.4%
Total	438	100.0%	192	100.0%
Not Answered	859		331	

Q58.2. 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	66	15.1%	28	14.6%
No	372	84.9%	164	85.4%
Total	438	100.0%	192	100.0%
Not Answered	859		331	

Q58.3. 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	70	16.0%	28	14.6%
No	368	84.0%	164	85.4%
Total	438	100.0%	192	100.0%
Not Answered	859		331	

About Your Health (continued)

Q58.4. 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	323	73.7%	139	72.4%
No	115	26.3%	53	27.6%
Total	438	100.0%	192	100.0%
Not Answered	859		331	

Q59a. Do any of the following conditions affect you right now ... Cancer?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	66	7.3%	32	8.5%
No	844	92.7%	344	91.5%
Total	910	100.0%	376	100.0%
Not Answered	387		147	

Q59b. Do any of the following conditions affect you right now ... Arthritis?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	403	40.7%	174	43.9%
No	587	59.3%	222	56.1%
Total	990	100.0%	396	100.0%
Not Answered	307		127	

Q59c. Do any of the following conditions affect you right now ... Asthma?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	318	33.1%	118	31.1%
No	643	66.9%	261	68.9%
Total	961	100.0%	379	100.0%
Not Answered	336		144	

About Your Health (continued)**Q59d. Do any of the following conditions affect you right now ... Overweight?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	313	33.1%	124	33.2%
No	634	66.9%	249	66.8%
Total	947	100.0%	373	100.0%
Not Answered	350		150	

Q59e. Do any of the following conditions affect you right now ... Depression?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	525	51.3%	222	53.8%
No	499	48.7%	191	46.2%
Total	1,024	100.0%	413	100.0%
Not Answered	273		110	

Q59f. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	121	12.8%	36	9.6%
No	821	87.2%	338	90.4%
Total	942	100.0%	374	100.0%
Not Answered	355		149	

Q59g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	375	38.2%	155	39.2%
No	606	61.8%	240	60.8%
Total	981	100.0%	395	100.0%
Not Answered	316		128	

About Your Health (continued)

Q59h. 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	574	55.1%	232	55.9%
No	468	44.9%	183	44.1%
Total	1,042	100.0%	415	100.0%
Not Answered	255		108	

About You

Q60. What is your age?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
18 to 24	10	0.8%	3	0.6%
25 to 34	43	3.4%	14	2.8%
35 to 44	121	9.6%	42	8.3%
45 to 54	375	29.8%	150	29.6%
55 to 64	654	51.9%	280	55.2%
65 to 74	53	4.2%	17	3.4%
75 or older	4	0.3%	1	0.2%
Total	1,260	100.0%	507	100.0%
Not Answered	37		16	

Q61. Are you male or female?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Male	761	60.3%	313	60.9%
Female	500	39.7%	201	39.1%
Total	1,261	100.0%	514	100.0%
Not Answered	36		9	

About You (continued)**Q62. 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	128	10.2%	49	9.6%
Some high school but did not graduate	351	27.9%	141	27.7%
High school graduate or GED	371	29.5%	144	28.3%
Some college or 2-year degree	258	20.5%	112	22.0%
4-year college graduate	99	7.9%	41	8.1%
More than 4-year college degree	49	3.9%	22	4.3%
Total	1,256	100.0%	509	100.0%
Not Answered	41		14	

Q63. Are you of Hispanic or Latino origin or descent?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes, Hispanic or Latino	553	45.0%	256	51.8%
No, Not Hispanic or Latino	676	55.0%	238	48.2%
Total	1,229	100.0%	494	100.0%
Not Answered	68		29	

Q64.1. What is your race? Response: White.

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	226	19.0%	105	21.7%
No	965	81.0%	378	78.3%
Total	1,191	100.0%	483	100.0%
Not Answered	106		40	

Q64.2. What is your race? Response: Black or African-American.

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	602	50.5%	213	44.1%
No	589	49.5%	270	55.9%
Total	1,191	100.0%	483	100.0%
Not Answered	106		40	

About You (continued)**Q64.3. What is your race? Response: Asian.**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	34	2.9%	7	1.4%
No	1,157	97.1%	476	98.6%
Total	1,191	100.0%	483	100.0%
Not Answered	106		40	

Q64.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	7	0.6%	5	1.0%
No	1,184	99.4%	478	99.0%
Total	1,191	100.0%	483	100.0%
Not Answered	106		40	

Q64.5. What is your race? Response: American Indian or Alaska Native.

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	40	3.4%	20	4.1%
No	1,151	96.6%	463	95.9%
Total	1,191	100.0%	483	100.0%
Not Answered	106		40	

Q64.6. What is your race? Response: Other.

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	375	31.5%	172	35.6%
No	816	68.5%	311	64.4%
Total	1,191	100.0%	483	100.0%
Not Answered	106		40	

About You (continued)**Q65. How well do you speak English?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Very well	889	70.4%	351	68.4%
Well	216	17.1%	85	16.6%
Not well	110	8.7%	47	9.2%
Not at all	48	3.8%	30	5.8%
Total	1,263	100.0%	513	100.0%
Not Answered	34		10	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	514	41.9%	231	46.9%
No	714	58.1%	262	53.1%
Total	1,228	100.0%	493	100.0%
Not Answered	69		30	

Q67. What is the language spoken at home?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Spanish	334	28.6%	161	34.5%
Other	119	10.2%	43	9.2%
Total	1,167	100.0%	466	100.0%
Not Answered	130		57	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → Go to Question 1
- No

START HERE

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

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

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



YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

Never
 Sometimes
 Usually
 Always

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

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

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

Never
 Sometimes
 Usually
 Always

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

Yes → *Go to Question 8*
 No → *Go to Question 9*

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

Never
 Sometimes
 Usually
 Always

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

Yes → *Go to Question 10*
 No → *Go to Question 11*

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

Never
 Sometimes
 Usually
 Always

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

None → *Go to Question 23*
 1 → *Go to Question 12*
 2 → *Go to Question 12*
 3 → *Go to Question 12*
 4 → *Go to Question 12*
 5 to 9 → *Go to Question 12*
 10 or more → *Go to Question 12*

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

Yes
 No

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

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

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

- Yes → Go to Question 15
- No → Go to Question 18

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes → Go to Question 19
- No → Go to Question 21

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → Go to Question 24
- No → Go to Question 26



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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes → *Go to Question 27*
- No → *Go to Question 29*

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

- Never
- Sometimes
- Usually
- Always

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

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

YOUR PERSONAL DOCTOR

29. 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 30*
- No → *Go to Question 38*

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

- None → *Go to Question 37*
- 1 → *Go to Question 31*
- 2 → *Go to Question 31*
- 3 → *Go to Question 31*
- 4 → *Go to Question 31*
- 5 to 9 → *Go to Question 31*
- 10 or more → *Go to Question 31*

31. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

35. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- Yes → Go to Question 36
 - No → Go to Question 37
36. 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
37. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Best
 Personal Doctor Personal Doctor
 Possible Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

38. 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 39
 - No → Go to Question 42
39. In the last 6 months, how often did you get an appointment with specialists as soon as you needed?
- Never
 - Sometimes
 - Usually
 - Always

40. How many specialists have you seen in the last 6 months?
- None → Go to Question 42
 - 1 specialist → Go to Question 41
 - 2 → Go to Question 41
 - 3 → Go to Question 41
 - 4 → Go to Question 41
 - 5 or more specialists → Go to Question 41
41. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Best
 Specialist Specialist
 Possible Possible

YOUR HEALTH PLAN

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

42. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes → Go to Question 43
 - No → Go to Question 44
43. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
 - Sometimes
 - Usually
 - Always
44. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes → Go to Question 45
 - No → Go to Question 48



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

48. 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?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | | Best | | | | |
| Health Plan | | | | | | Health Plan | | | | |
| Possible | | | | | | Possible | | | | |

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

- Yes
- No

ABOUT YOUR HEALTH

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

52. Have you had a flu shot or flu spray since September 1, 2018?

- Yes
- No
- Don't know

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

- Every day → **Go to Question 54**
- Some days → **Go to Question 54**
- Not at all → **Go to Question 57**
- Don't know → **Go to Question 57**

54. 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

55. 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



56. 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

57. 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

58. 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

59. 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

60. 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

61. Are you male or female?

- Male
- Female

62. 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

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

- Yes
- No

64. 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

65. How well do you speak English?

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

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

- Yes → **Go to Question 67**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**



◆ **67. 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**