Health and Recovery Plan (HARP):

CDPHP

CAHPS® 5.1H
Adult Medicaid Survey

Continuous Quality Improvement Report

April 2024

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Appendix A: Questionnaire

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Background

In New York, Medicaid enrollees living with significant behavioral health needs may be enrolled in a type of Medicaid managed care plan called a Health and Recovery Plan (HARP). These plans are designed to specifically address the needs of members living with mental health or substance use disorders by providing access to experienced behavioral health providers and offering services specialized for their needs. 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®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the questionnaire that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYSDOH) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2023. The instrument used for the administration of the survey was the CAHPS® 5.1H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

The majority of question items addressed member's experience with their health care, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The questionnaire was expanded to include 24 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 69 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

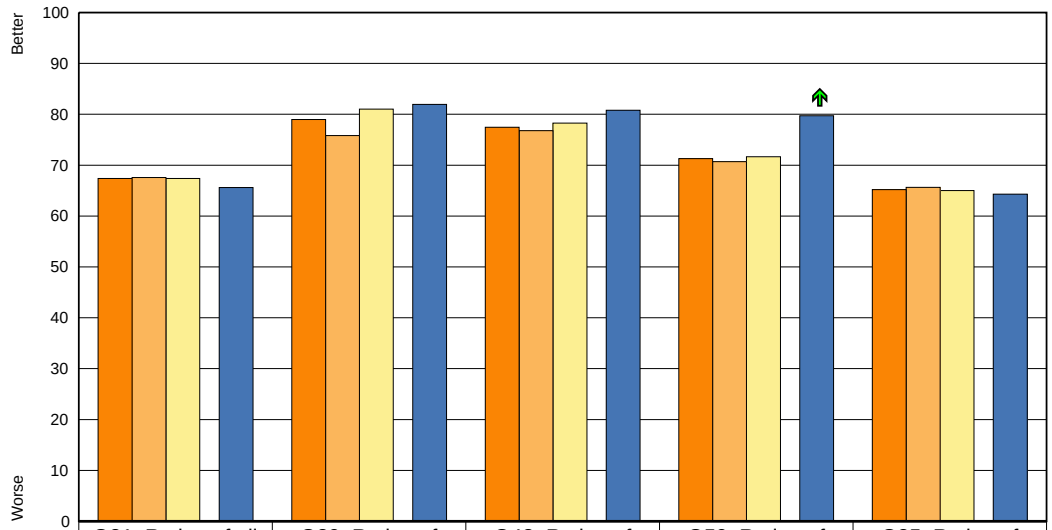
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2023 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 11 HARPs in New York with a sampled goal of 2,000 adults per plan. Questionnaires were sent to 22,000 members following a combined mail and web methodology during the period October 30, 2023, through January 22, 2024, using a standardized survey procedure and questionnaire. A total of 257 responses were received resulting in a 16.9% 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 questionnaire 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". HARP results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the HARP Statewide 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. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Standard Ratings Questions (8, 9 or 10)



	Q21. Rating of all health care	Q39. Rating of personal doctor	Q43. Rating of specialist talked to most often	Q50. Rating of health plan	Q25. Rating of treatment or counseling
HARP Statewide 2023	67.40%	78.99%	77.45%	71.29%	65.21%
NYC 2023	67.56%	75.82%	76.77%	70.71%	65.62%
Rest of State 2023	67.37%	81.01%	78.28%	71.67%	65.01%
CDPHP 2023	65.61%	81.95%	80.78%	79.73%	64.29%

⇧⇩ **Statistically significantly better/worse than HARP Statewide 2023.**

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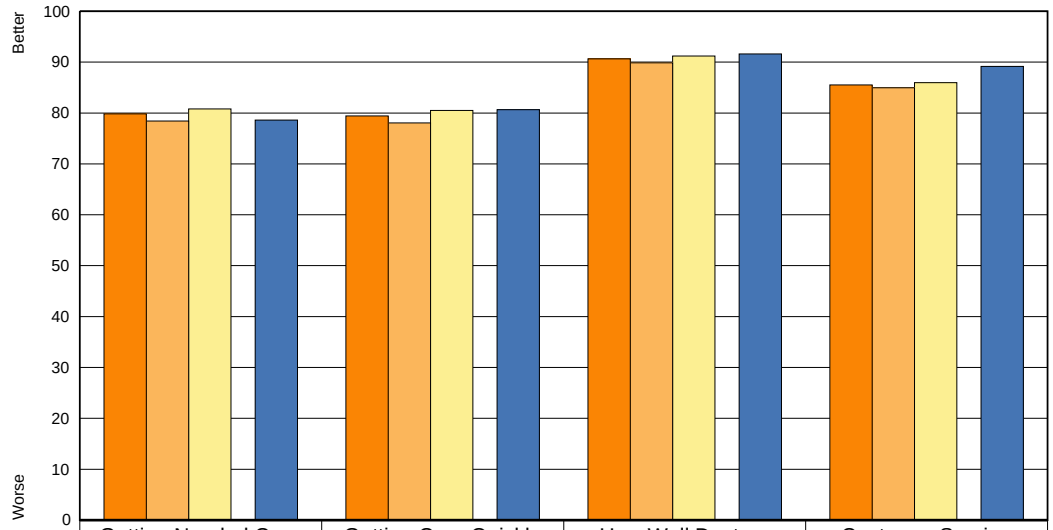
Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. HARP results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the HARP Statewide 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. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Standard Composites



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)
HARP Statewide 2023	79.85%	79.44%	90.65%	85.50%
NYC 2023	78.43%	78.04%	89.85%	84.95%
Rest of State 2023	80.81%	80.52%	91.18%	85.97%
CDPHP 2023	78.61%	80.65%	91.62%	89.16%

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

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
HARP Statewide	80	79	91	86	67	79	77	71	65
NYC	78	78	90	85	68	76	77	71	66
Rest of State	81	81	91	86	67	81	78	72	65
CDPHP	79	81	92	89	66	82	81	80 ▲	64
Empire	81	80	90	88	65	73 ▼	80	69	63
Excellus Health Plan, Inc.	78	79	92	84	68	79	76	72	67
Fidelis HealthierLife	81	73 ▼	90	87	68	77	75	68	61
Healthfirst Personal Wellness Plan	79	77	90	84	68	78	79	74	72 ▲
HIP EmblemHealth	82	79	91	86	71	81	80	69	66
Independent Health	83	85 ▲	93 ▲	87	72	85 ▲	82	81 ▲	70
MetroPlus Enhanced	75 ▼	81	89	84	67	73 ▼	71	71	62
Molina Healthcare PLUS	79	80	92	85	66	79	77	64 ▼	69
MVP Harmonious	82	81	91	85	69	82	77	73	65
UnitedHealthcare	81	77	87	81	60 ▼	81	73	62 ▼	57 ▼

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

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Respondent Sample Profile

Age (years)	HARP Statewide	NYC	Rest of State	CDPHP
18 to 24	1.7%	1.4%	1.9%	2.0%
25 to 34	9.5%	8.0%	10.5%	7.5%
35 to 44	16.2%	13.8%	18.0%	19.0%
45 to 54	22.7%	23.0%	22.5%	23.4%
55 to 64	45.5%	47.8%	43.6%	44.8%
65 to 74	4.1%	5.3%	3.1%	3.2%
75 or older	0.5%	0.6%	0.4%	0.0%

Gender	HARP Statewide	NYC	Rest of State	CDPHP
Male	49.5%	54.0%	46.8%	46.2%
Female	49.2%	44.4%	52.2%	53.0%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	0.9%	0.9%	0.9%	2.0%

Highest grade or level of school completed	HARP Statewide	NYC	Rest of State	CDPHP
8th grade or less	7.8%	10.1%	6.2%	3.2%
Some high school, but did not graduate	22.0%	27.2%	18.6%	25.3%
High school graduate or GED	36.7%	32.8%	39.6%	37.9%
Some college or 2-year degree	25.0%	20.5%	27.9%	27.3%
4-year college graduate	6.1%	7.0%	5.4%	3.2%
More than 4-year college graduate	2.3%	2.3%	2.3%	3.2%

Hispanic or Latino	HARP Statewide	NYC	Rest of State	CDPHP
Yes, Hispanic or Latino	28.0%	43.5%	17.0%	14.0%
No, Not Hispanic or Latino	72.0%	56.5%	83.0%	86.0%

Rating of Overall Health	HARP Statewide	NYC	Rest of State	CDPHP
Excellent	6.8%	8.2%	5.8%	4.8%
Very good	15.8%	16.7%	15.2%	13.5%
Good	33.2%	32.5%	33.7%	31.3%
Fair	33.2%	33.0%	33.4%	38.1%
Poor	11.0%	9.6%	11.9%	12.3%

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Respondent Sample Profile

Race

Overall	HARP Statewide	NYC	Rest of State	CDPHP
White	53.1%	28.3%	69.6%	80.1%
Black or African-American	28.4%	39.8%	20.9%	15.9%
American Indian or Alaska Native	3.2%	3.5%	3.1%	4.0%
Asian / Native Hawaiian / Pacific Islander	5.3%	8.3%	3.2%	0.4%
Other	18.3%	29.7%	10.5%	6.4%

Asian Detail	HARP Statewide	NYC	Rest of State	CDPHP
Chinese	1.3%	2.7%	0.3%	0.0%
Japanese	0.2%	0.3%	0.1%	0.0%
Filipino	0.3%	0.4%	0.3%	0.0%
Korean	0.6%	1.1%	0.4%	0.0%
Vietnamese	0.3%	0.4%	0.3%	0.0%
Asian Indian	0.9%	1.5%	0.6%	0.0%
Cambodian	0.8%	0.8%	0.7%	0.0%
Bangladeshi	0.7%	1.2%	0.4%	0.4%
Hmong	0.1%	0.2%	0.1%	0.0%
Indonesian	0.1%	0.1%	0.1%	0.0%
Malaysian	0.1%	0.2%	0.1%	0.0%
Pakistani	0.3%	0.4%	0.2%	0.0%
Sri Lankan	0.2%	0.3%	0.1%	0.0%
Taiwanese	0.2%	0.3%	0.1%	0.0%
Nepalese	0.2%	0.2%	0.2%	0.0%
Burmese	0.3%	0.2%	0.3%	0.0%
Thai	0.1%	0.3%	0.1%	0.0%

Native Hawaiian / Pacific Islander Detail	HARP Statewide	NYC	Rest of State	CDPHP
Hawaiian	0.3%	0.5%	0.2%	0.0%
Guamanian/Chamorro	0.1%	0.3%	0.1%	0.0%
Samoan	0.1%	0.2%	0.1%	0.0%
Fijian	0.1%	0.2%	0.1%	0.0%
Tongan	0.1%	0.3%	0.1%	0.0%

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Sample Disposition

	HARP Statewide	CDPHP
First mailing - sent	22,000	2,000
First mailing - usable survey returned*	1,394	114
Second mailing - sent	18,958	1,715
Second mailing - usable survey returned*	973	78
Third mailing - sent	16,263	1,427
Third mailing - usable survey returned*	465	46
Web - usable surveys*	284	19
Total - usable surveys	3,116	257
Ineligible: According to population criteria‡†	90	19
Ineligible: Language barrier†	0	0
Ineligible: Deceased†	19	0
Ineligible: Mentally or physically unable to complete survey†	20	4
Refusal/Returned survey blank	29	3
Incomplete survey - mail or web	70	3
Nonresponse - Unavailable by mail	14,520	1,259
Bad Address†	4,136	455
Response Rate	**17.6%**	**16.9%**

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the health and recovery plan.

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

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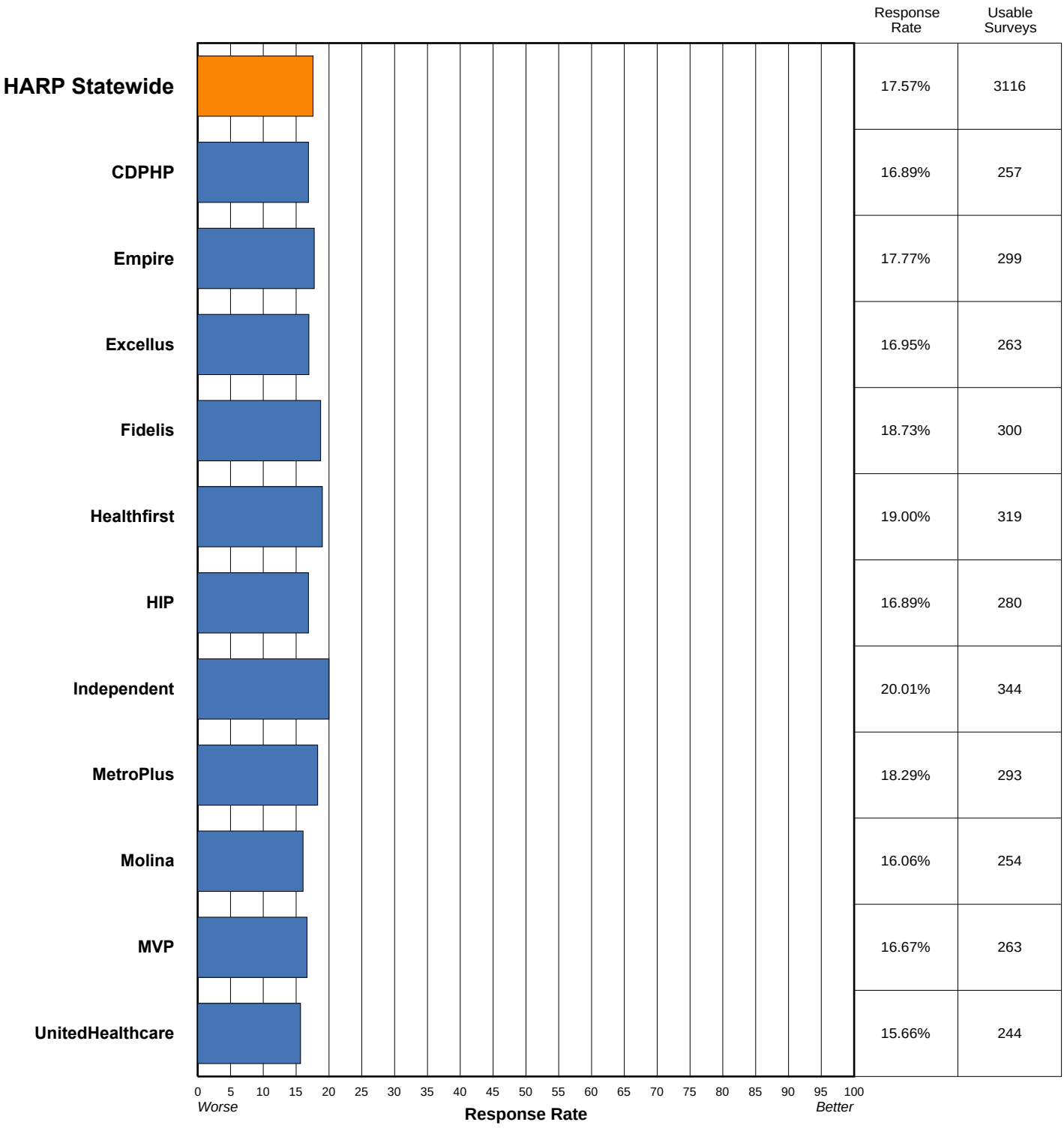
Response Rates



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Trend Analysis - 2023 vs. 2021

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2021. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions (Questions 8 and 10) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2021 and 2023 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	CDPHP 2023 Score	CDPHP 2021 Score	Point Change	Composite/ Question Group
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	79.1%	70.5%	+ 8.6	Single Items
Q45. Written materials or internet usually or always provided information about how health plan works	75.6%	67.8%	+ 7.8	Single Items
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	80.0%	73.3%	+ 6.7	Single Items
Q13b. Doctor or other health provider talked about exercise or physical activity	78.5%	72.2%	+ 6.4	Single Items
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	84.6%	78.7%	+ 5.8	Single Items
Q39. Rating of personal doctor	81.9%	76.6%	+ 5.4	Ratings
Q36. Personal doctor usually or always spent enough time with you	90.0%	84.9%	+ 5.1	Communication
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	83.0%	79.4%	+ 3.6	Single Items
Q34. Personal doctor usually or always listened carefully to you	91.9%	88.4%	+ 3.6	Communication
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	84.1%	81.0%	+ 3.1	Single Items
Q51. Would recommend health plan to your family and friends	91.6%	96.2%	- 4.6 ▼	Single Items
Q21. Rating of all health care	65.6%	71.4%	- 5.8	Ratings
Q43. Rating of specialist talked to most often	80.8%	86.6%	- 5.8	Ratings
Q47. Health plan customer service usually or always gave information or help you needed	80.9%	87.0%	- 6.1	Customer Service
Q13e. Doctor or other health provider talked about smoking or using tobacco products	56.7%	63.1%	- 6.3	Single Items
Q8. Usually or always able to get care needed during evenings, weekends or holidays	62.3%	68.8%	- 6.5	Single Items
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	68.6%	75.6%	- 7.0	Single Items
Q30. Rating of alcohol, drug, or addiction treatment or counseling	61.2%	70.4%	- 9.3	Single Items
Q10. After regular office hours usually or always got answer to medical question as soon as needed	65.3%	75.8%	- 10.5	Single Items
Q41. Usually or always got appointments with a specialist as soon as you needed	75.6%	90.5%	- 14.9 ▼	Getting Needed Care

Better ▲ ▼ Worse

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

Methodology

Adults who were current members of a NYSDOH HARP, ages 21 to 64, as of September 2023 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 12 week period using a using a mixed-mode (mail and web) five-wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet and reminder postcard to individuals who had not responded to the initial mailings and concluding with a third questionnaire packet to non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online.

Survey Milestones

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

Sampling Frame

A stratified random sample was drawn with the goal of selecting 2,000 eligible adults for each of the HARPs. To be eligible, individuals had to be current members, aged 21 to 64, who were continuously enrolled in the plan for at least five out of the last six months as of September 2023.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.1H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and health plan. The questionnaire was expanded to include 24 supplemental questions of particular interest to the NYSDOH. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 69 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q31, Q40, Q46, Q50. Complete interviews were obtained from 257 NYSDOH HARP members, and the overall project response rate was 16.9%.

Definition of Achievement Scores

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

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

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Composites

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

Getting Needed Care

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

Getting Care Quickly

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

How Well Doctors Communicate

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

Customer Service

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

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, plan level results for the Standard Ratings and Composites are compared to the Statewide achievement score, with statistical testing. Regional results are presented for comparison. In the *Graphs* section plan level results for each performance measure are compared to the Statewide achievement score, with statistical testing. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for the plan, the ten items at the top of the list and the ten items at the bottom, with the 2021 and 2023 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

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Statistical Testing

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

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2023 are case-mix adjusted for age (Q62), health status (Q52) and education (Q64). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

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

Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For all composites, responses of "Usually" or "Always" are considered achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for 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 questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service.

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

Understanding the Sections of the Report

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

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and

2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

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

Graphs/Results

This section contains a graphic presentation of the HARP Statewide, NYC, Rest of State and plan specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the HARP Statewide 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 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 represented with the composite name, the achievement score, the 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

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

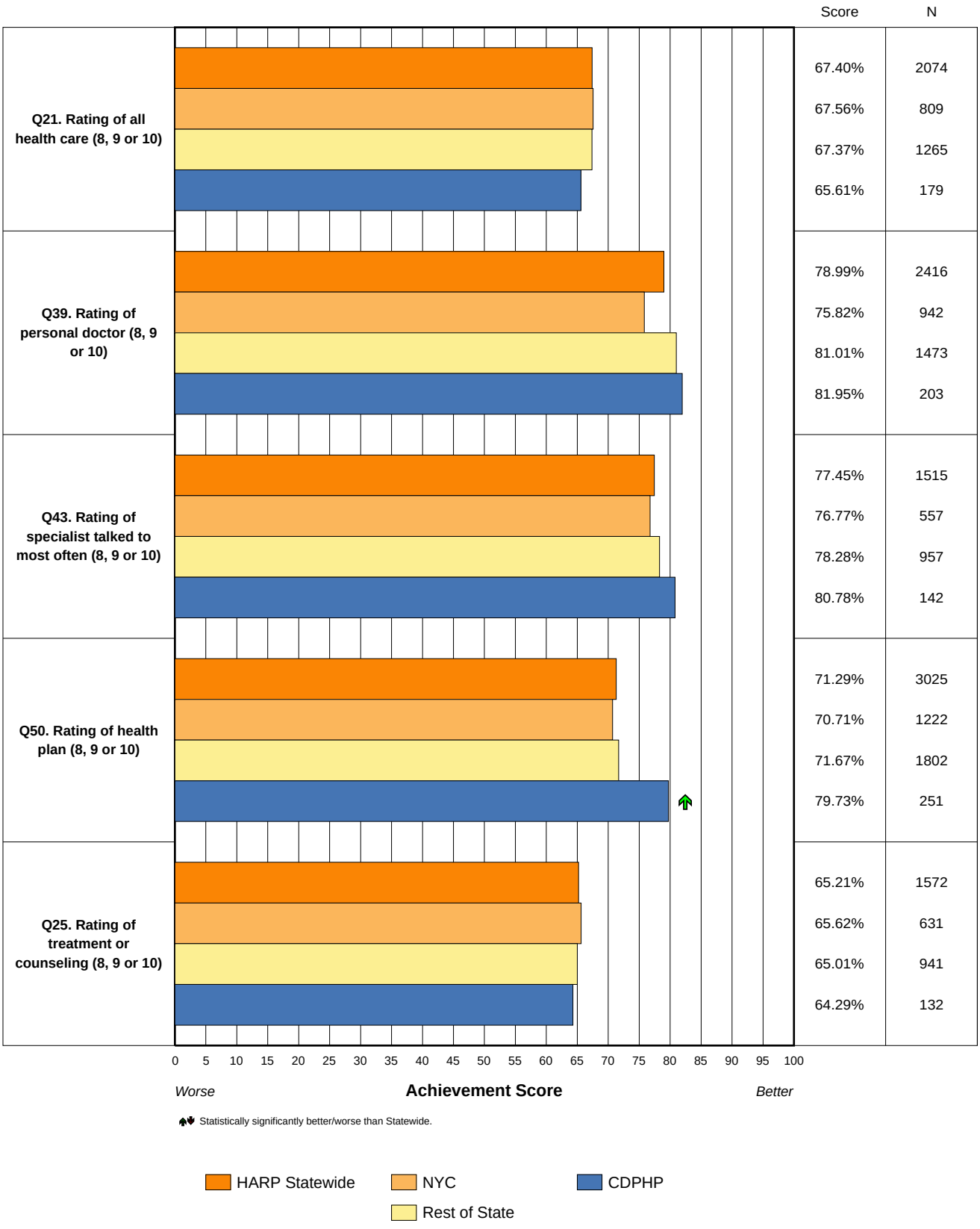
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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

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

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

Standard Ratings



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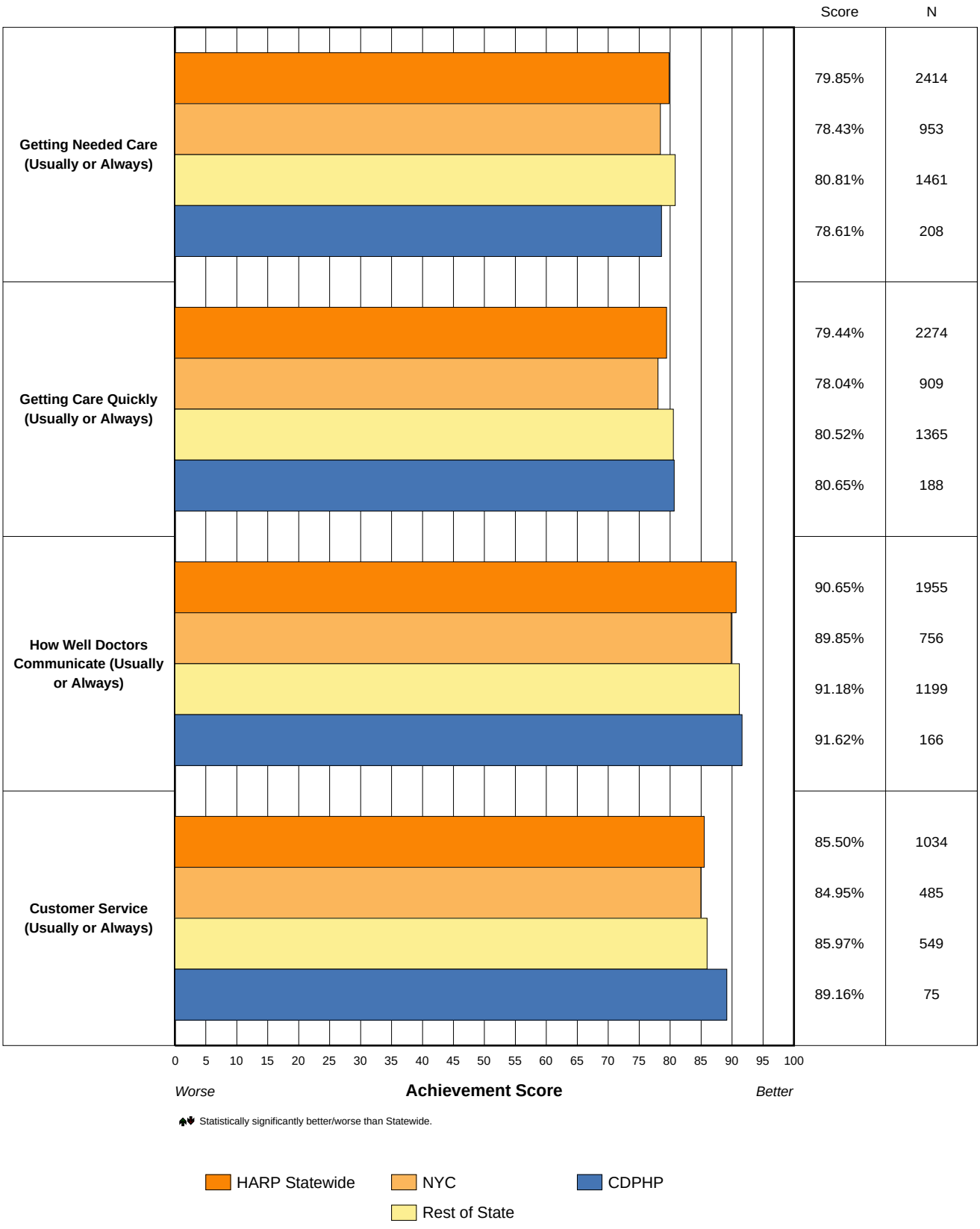
Standard Composites



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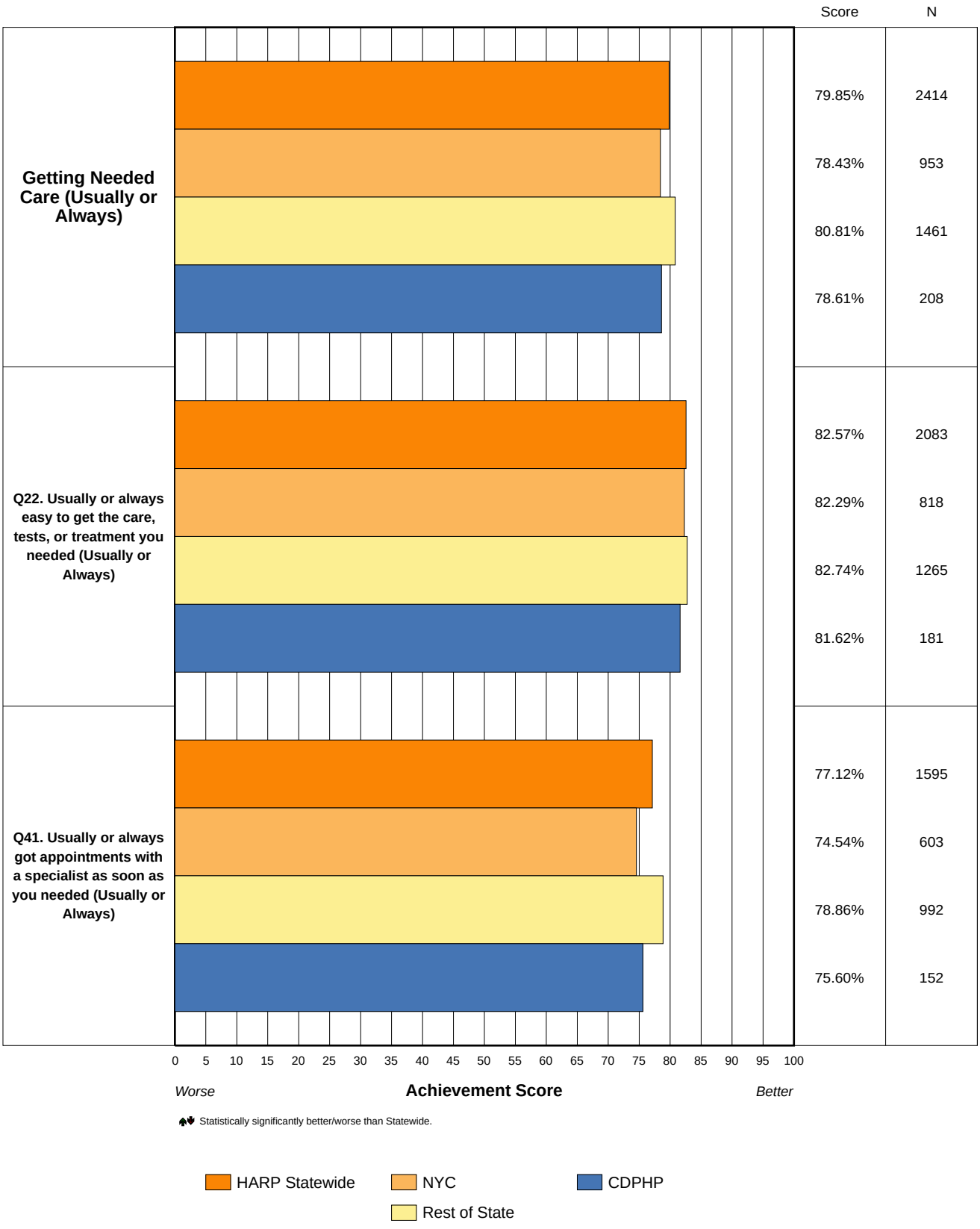
Getting Needed Care



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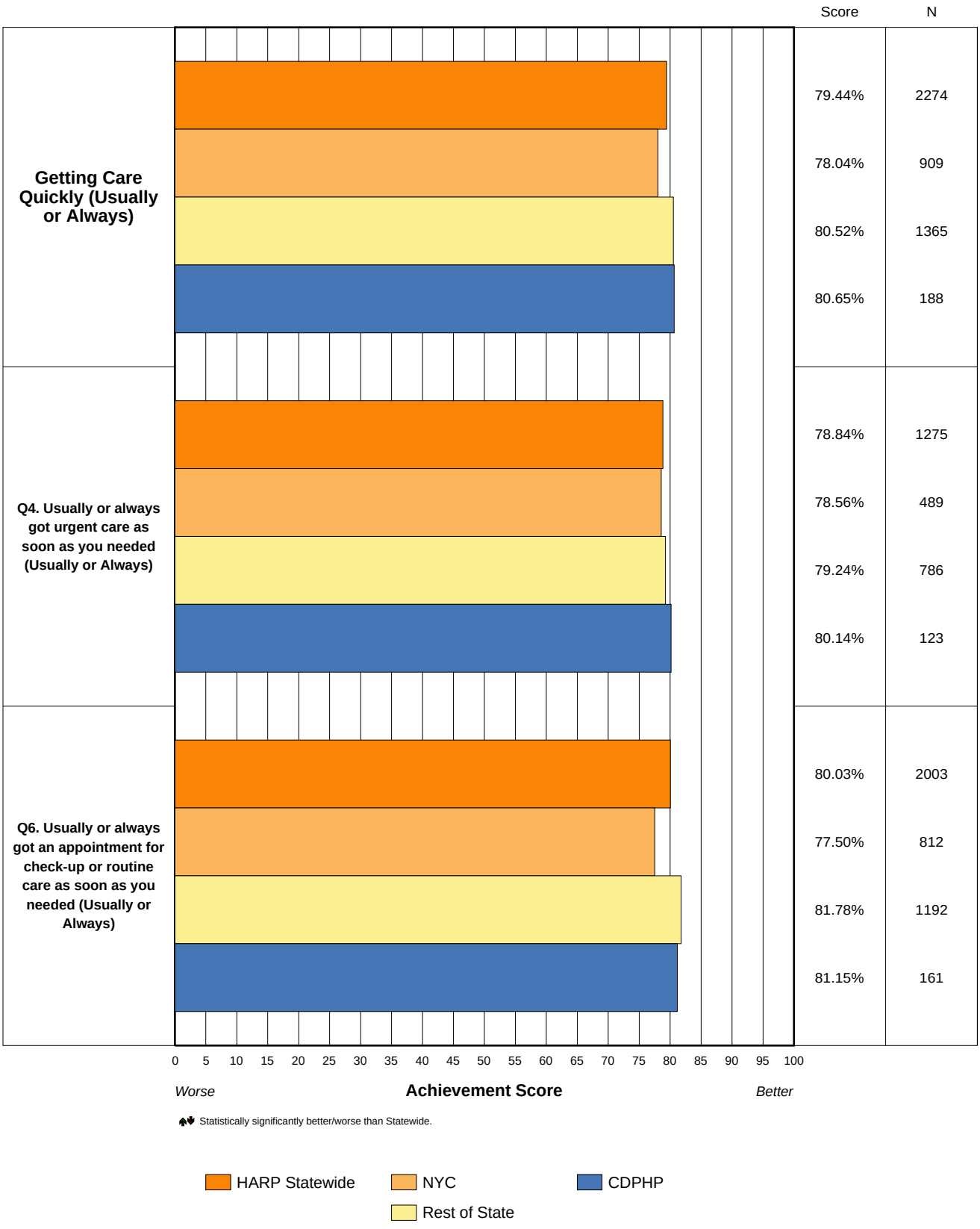
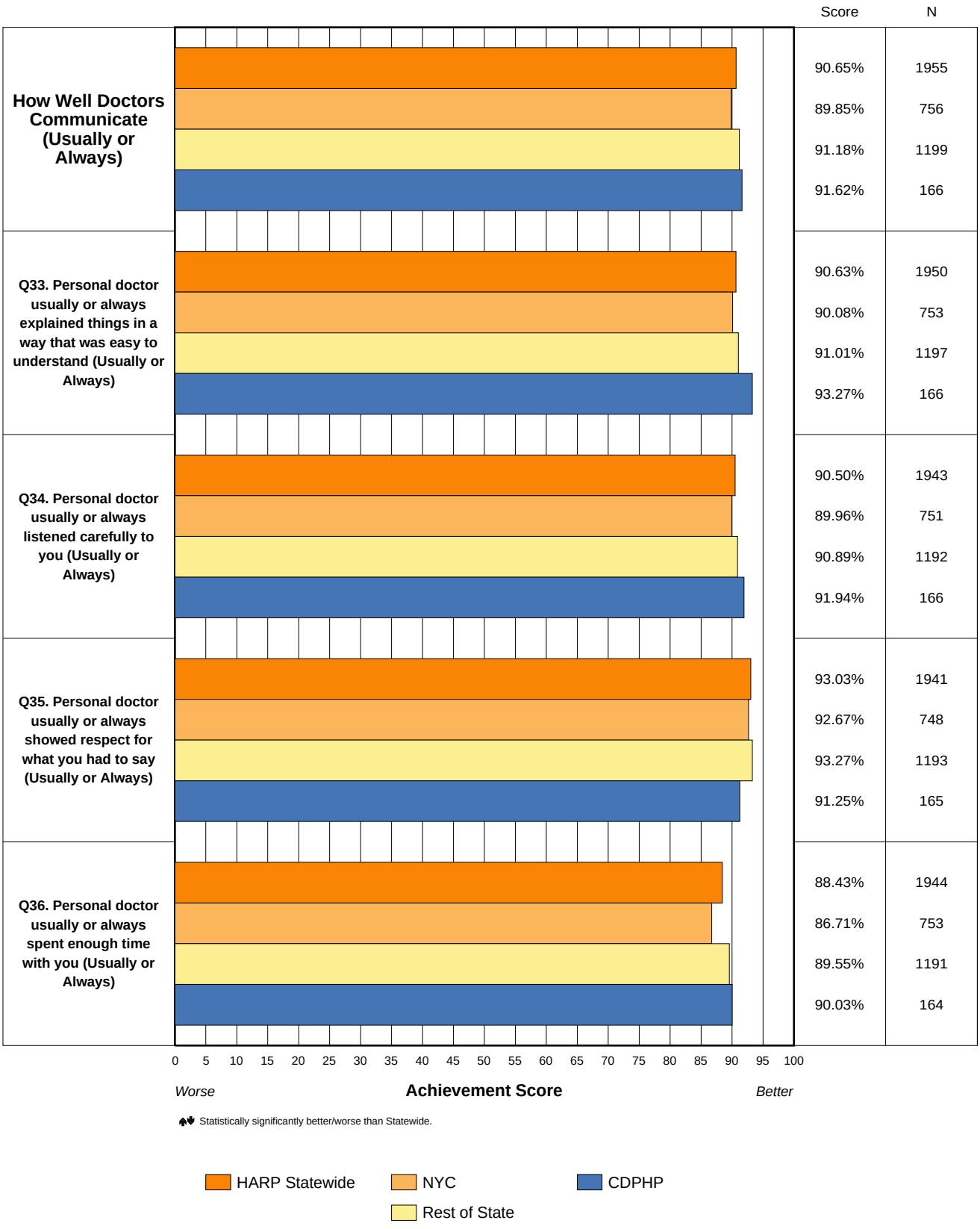
Getting Care Quickly



How Well Doctors Communicate



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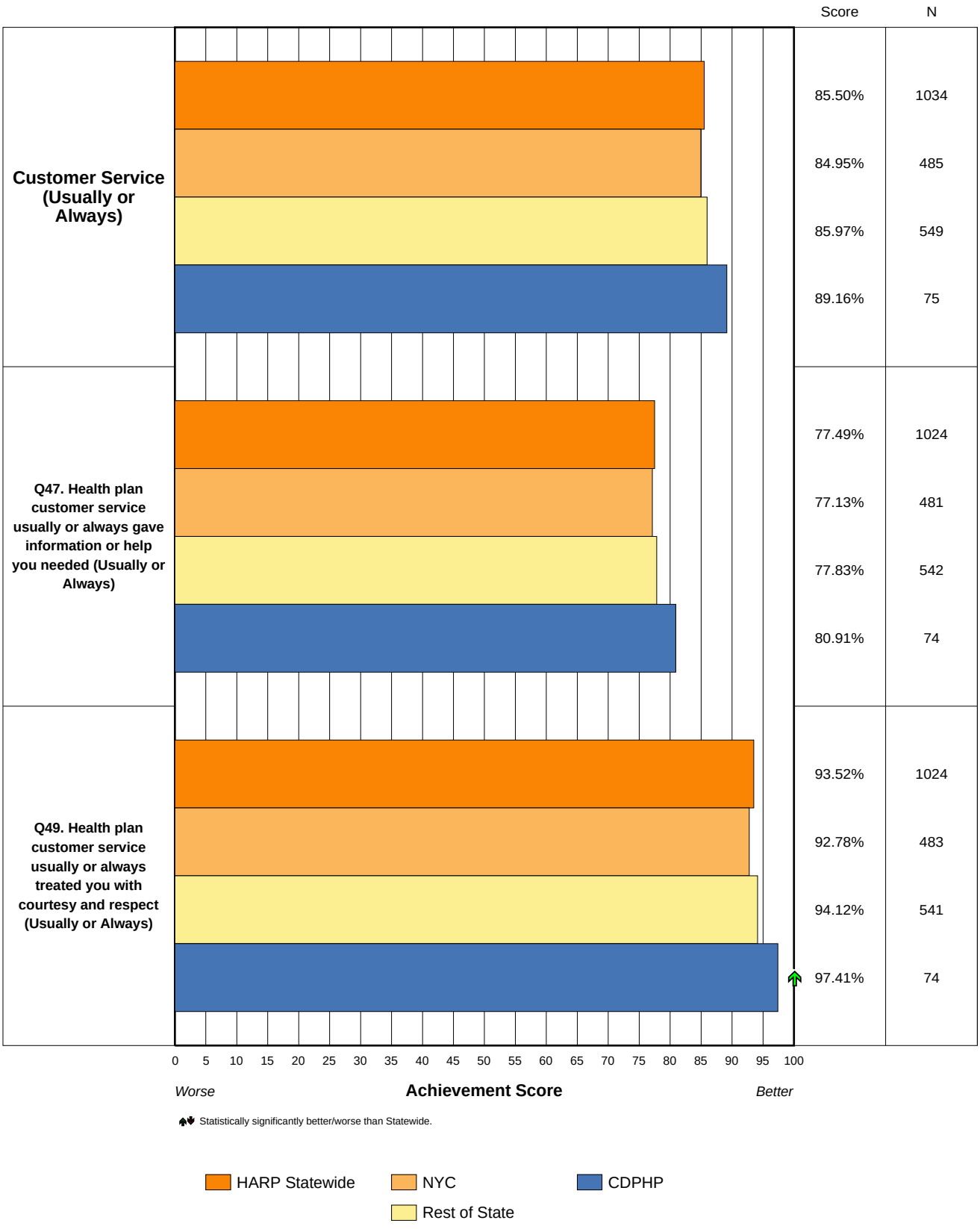
Customer Service



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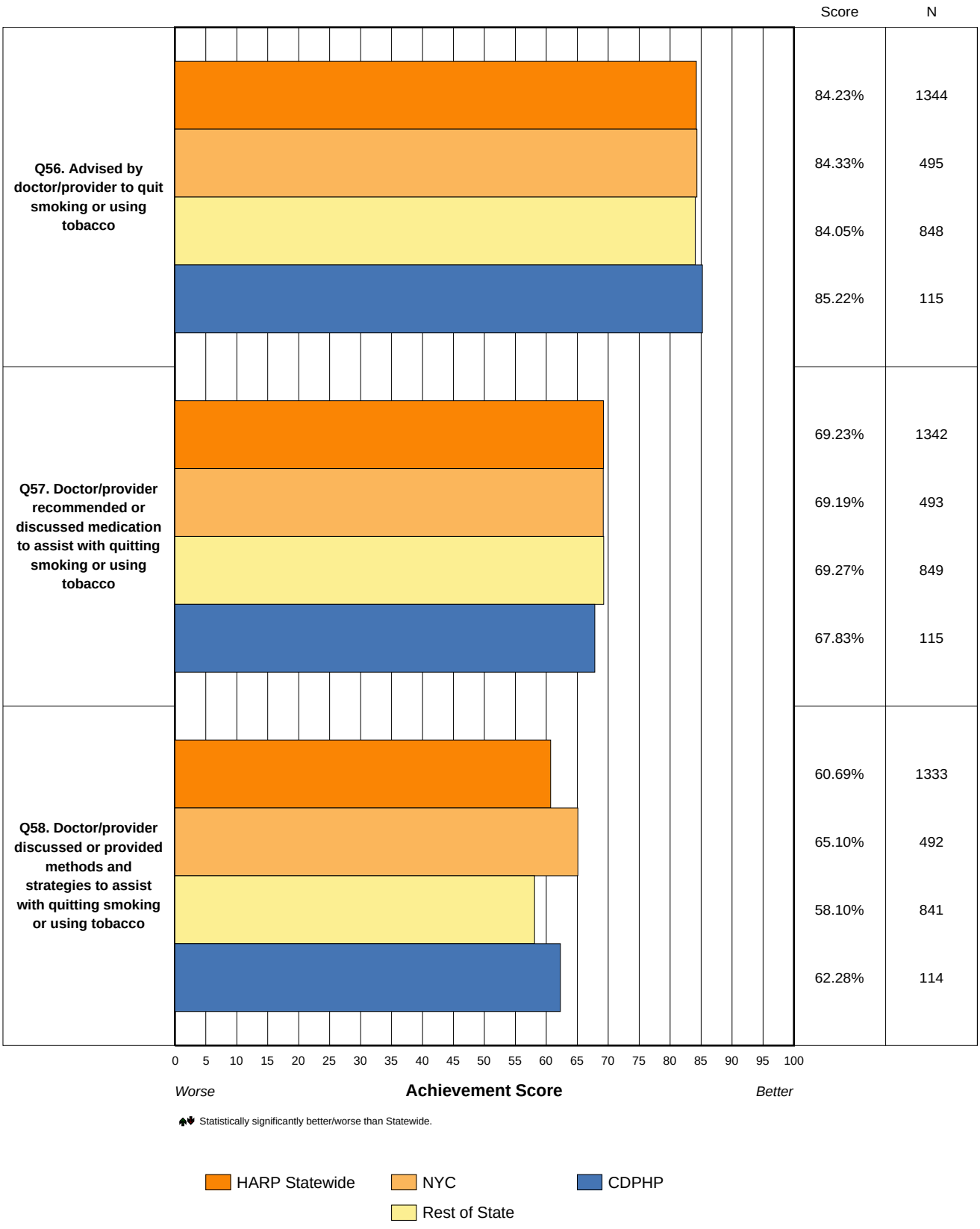
Medical Assistance with Smoking Cessation



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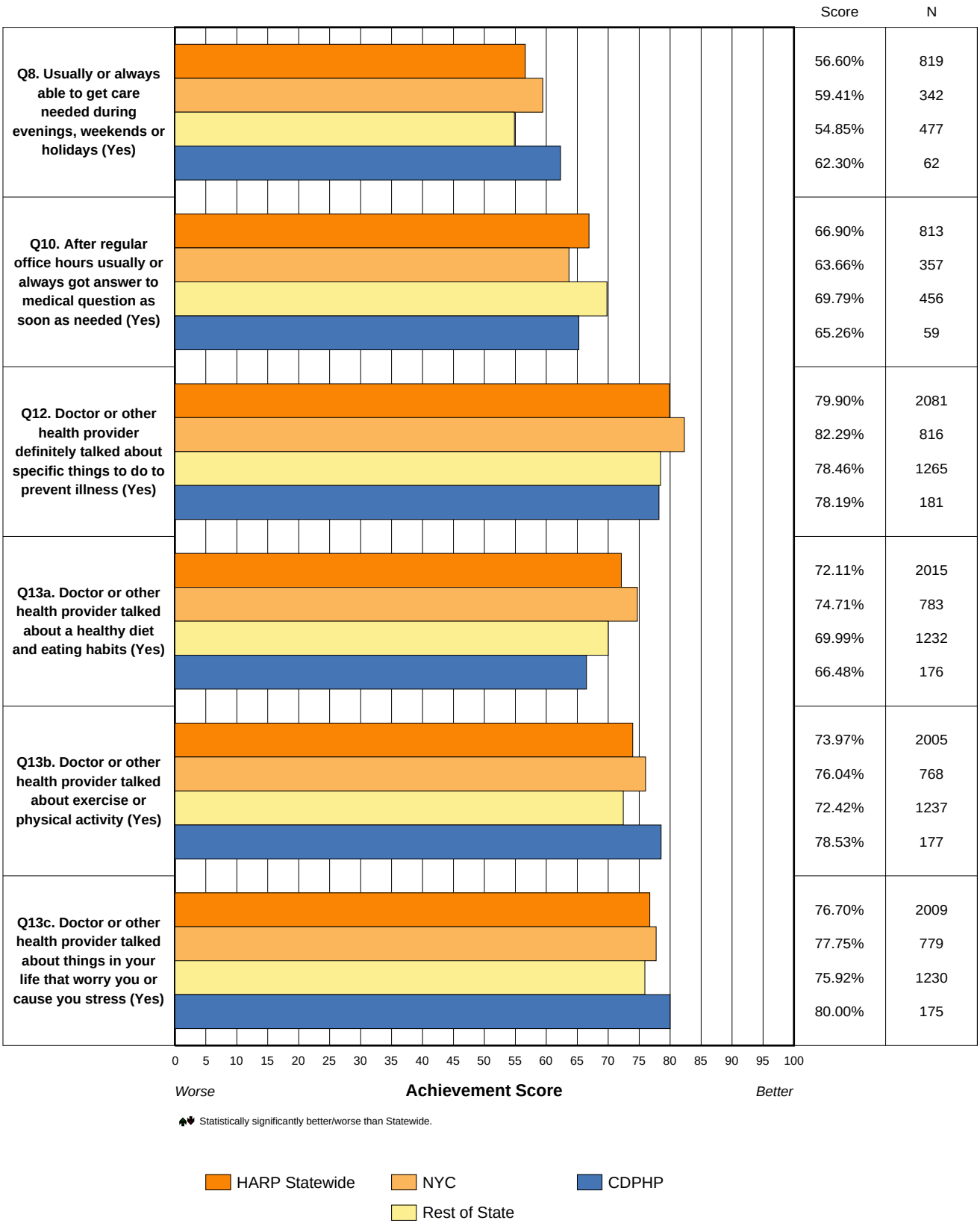
Single Items



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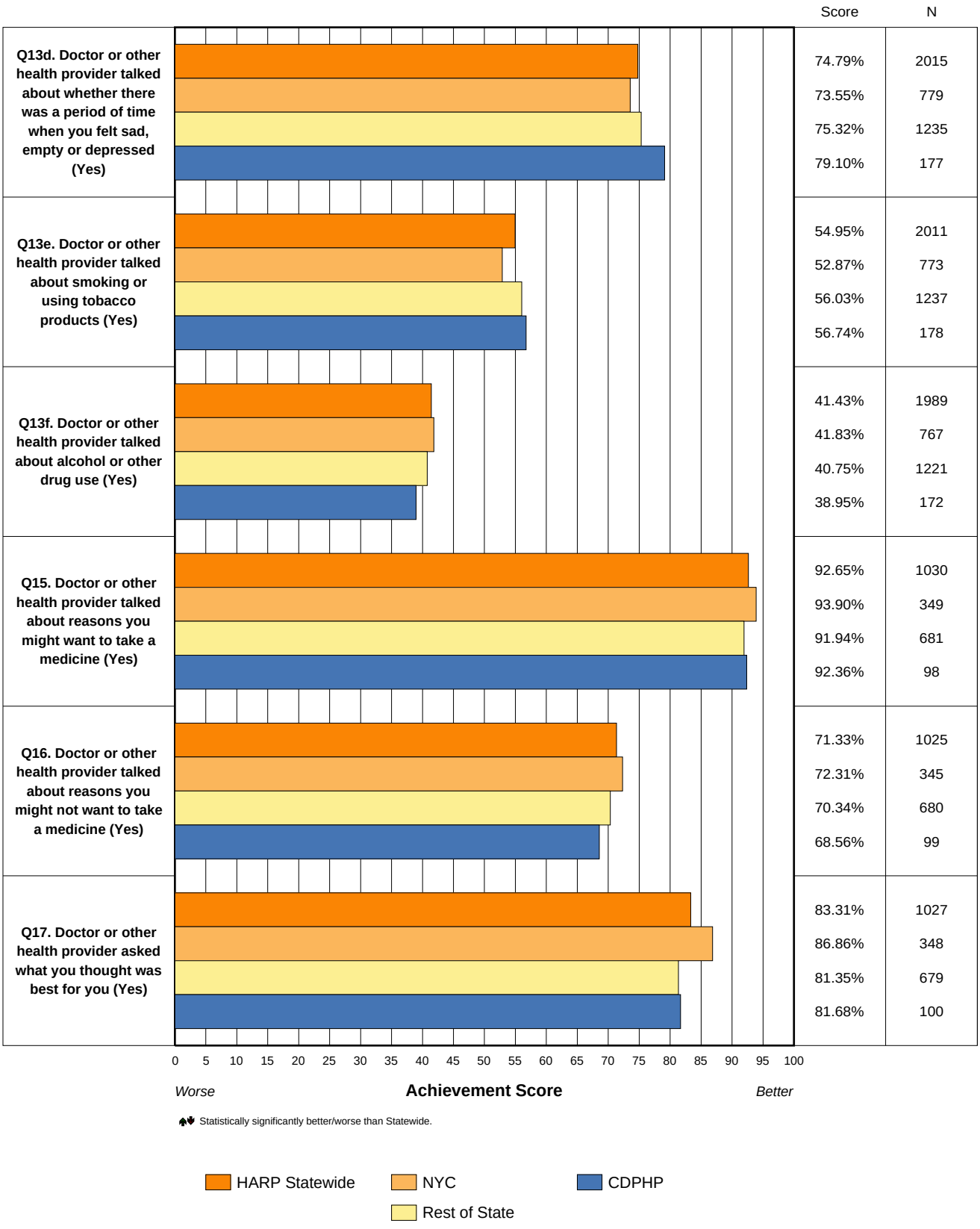
Single Items



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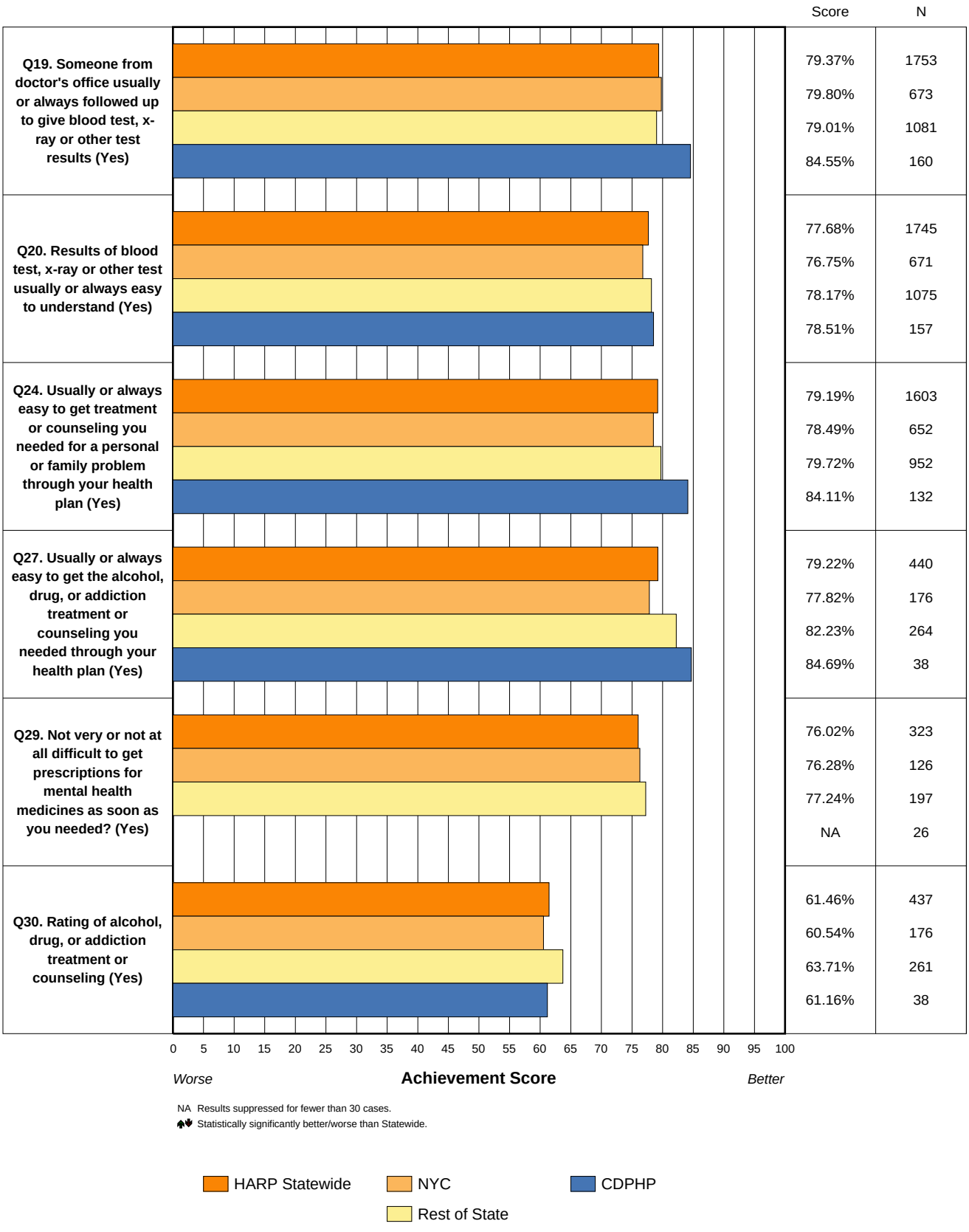
Single Items



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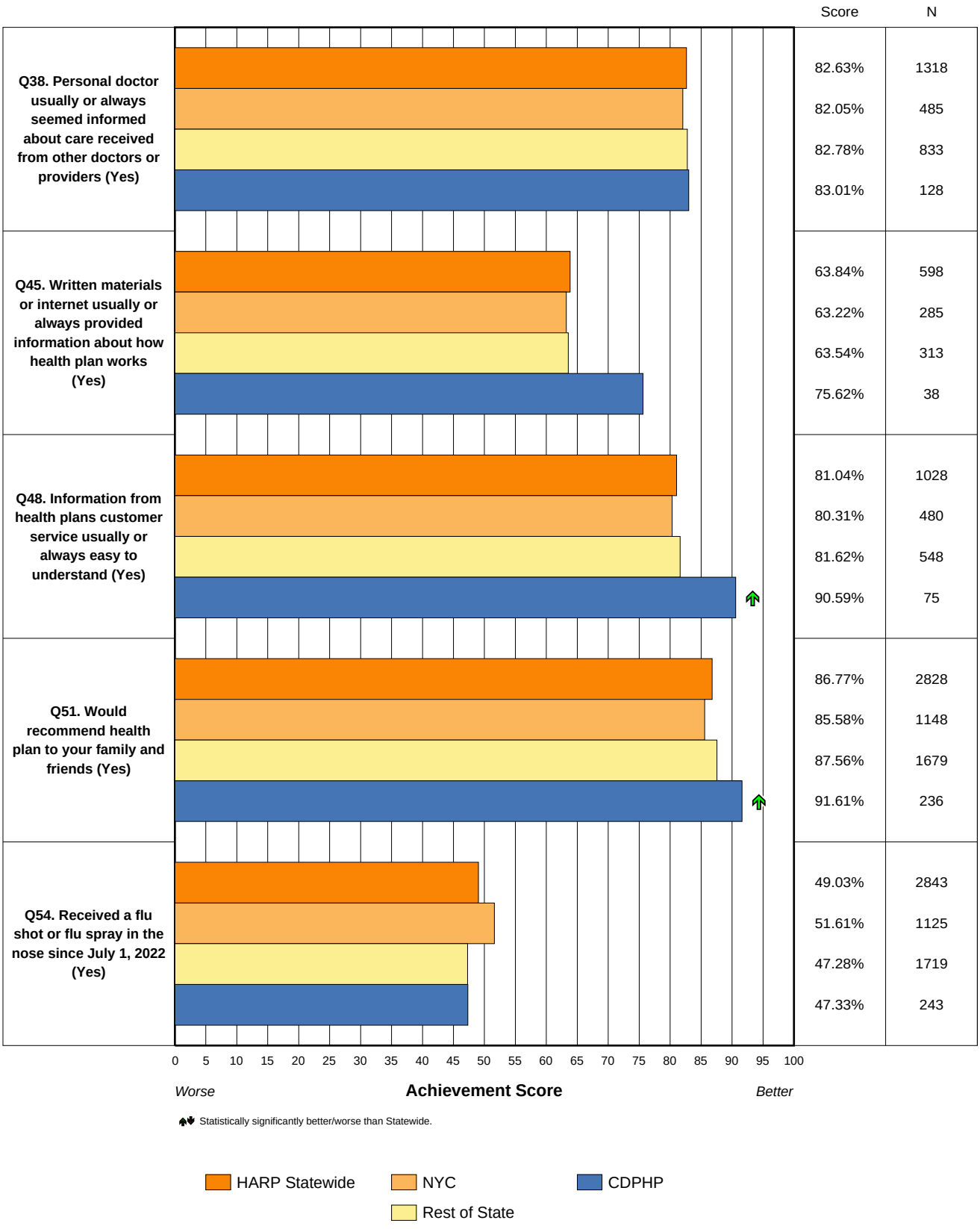
Single Items



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CDPHP

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

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

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

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

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Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35 Communication	91%	0.61	Q35 Communication	91%	0.75	Q22 Getting Needed Care	82%	0.37	Q47 Customer Service	81%	0.37	Q36 Communication	90%	0.40
2	Q22 Getting Needed Care	82%	0.55	Q34 Communication	92%	0.63	Q34 Communication	92%	0.26	Q22 Getting Needed Care	82%	0.29	Q35 Communication	91%	0.37
3	Q34 Communication	92%	0.50	Q36 Communication	90%	0.62	Q4 Getting Care Quickly	80%	0.25	Q49 Customer Service	97% ▲	0.28	Q34 Communication	92%	0.37
4	Q36 Communication	90%	0.48	Q33 Communication	93%	0.54	Q36 Communication	90%	0.24	Q4 Getting Care Quickly	80%	0.27	Q4 Getting Care Quickly	80%	0.35
5	Q33 Communication	93%	0.43	Q22 Getting Needed Care	82%	0.44	Q35 Communication	91%	0.24	Q35 Communication	91%	0.24	Q22 Getting Needed Care	82%	0.32
6	Q4 Getting Care Quickly	80%	0.39	Q4 Getting Care Quickly	80%	0.36	Q41 Getting Needed Care	76%	0.22	Q36 Communication	90%	0.23	Q33 Communication	93%	0.30
7	Q41 Getting Needed Care	76%	0.26	Q41 Getting Needed Care	76%	0.30	Q33 Communication	93%	0.21	Q33 Communication	93%	0.22	Q6 Getting Care Quickly	81%	0.26
8	Q6 Getting Care Quickly	81%	0.23	Q6 Getting Care Quickly	81%	0.19	Q47 Customer Service	81%	0.12	Q34 Communication	92%	0.22	Q47 Customer Service	81%	0.22
9	Q47 Customer Service	81%	0.14	Q47 Customer Service	81%	0.19	Q6 Getting Care Quickly	81%	0.12	Q41 Getting Needed Care	76%	0.19	Q41 Getting Needed Care	76%	0.11
10	Q49 Customer Service	97% ▲	0.02	Q49 Customer Service	97% ▲	0.01	Q49 Customer Service	97% ▲	0.12	Q6 Getting Care Quickly	81%	0.13	Q49 Customer Service	97% ▲	-0.11

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

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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	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.61	91%	77%	14%	6%	3%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.55	82%	42%	39%	16%	3%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.50	92%	70%	21%	7%	2%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.48	90%	66%	23%	10%	1%
5	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.43	93%	70%	23%	6%	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?	0.39	80%	48%	32%	17%	3%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.26	76%	47%	28%	18%	7%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.23	81%	48%	33%	17%	2%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.14	81%	61%	20%	19%	0%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.02	97% ▲	86%	11%	3%	0%

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

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Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ◄ ► Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.75	91%	77%	14%	6%	3%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.63	92%	70%	21%	7%	2%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.62	90%	66%	23%	10%	1%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.54	93%	70%	23%	6%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.44	82%	42%	39%	16%	3%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.36	80%	48%	32%	17%	3%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.30	76%	47%	28%	18%	7%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.19	81%	48%	33%	17%	2%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.19	81%	61%	20%	19%	0%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.01	97% ▲	86%	11%	3%	0%

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

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Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.37	82%	42%	39%	16%	3%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.26	92%	70%	21%	7%	2%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.25	80%	48%	32%	17%	3%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.24	90%	66%	23%	10%	1%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.24	91%	77%	14%	6%	3%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.22	76%	47%	28%	18%	7%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.21	93%	70%	23%	6%	1%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.12	81%	61%	20%	19%	0%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.12	81%	48%	33%	17%	2%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.12	97% ▲	86%	11%	3%	0%

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

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Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.37	81%	61%	20%	19%	0%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.29	82%	42%	39%	16%	3%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	97% ▲	86%	11%	3%	0%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.27	80%	48%	32%	17%	3%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.24	91%	77%	14%	6%	3%
6	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.23	90%	66%	23%	10%	1%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.22	93%	70%	23%	6%	1%
8	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.22	92%	70%	21%	7%	2%
9	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.19	76%	47%	28%	18%	7%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.13	81%	48%	33%	17%	2%

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

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Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ◄► Negative Responses: Always	Usually	Sometimes	Never
1	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.40	90%	66%	23%	10%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	91%	77%	14%	6%	3%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.37	92%	70%	21%	7%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.35	80%	48%	32%	17%	3%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.32	82%	42%	39%	16%	3%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	93%	70%	23%	6%	1%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.26	81%	48%	33%	17%	2%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.22	81%	61%	20%	19%	0%
9	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.11	76%	47%	28%	18%	7%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	-0.11	97% ▲	86%	11%	3%	0%

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

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Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2023 scores are compared to 2021 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,988	100.0%	1,203	100.0%	1,783	100.0%	251	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	2,988	100.0%	1,203	100.0%	1,783	100.0%	251	100.0%
Not Answered	128		64		66		6	

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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,320	43.7%	501	40.8%	812	45.2%	128	51.0%
No	1,704	56.3%	727	59.2%	983	54.8%	123	49.0%
Total	3,024	100.0%	1,228	100.0%	1,795	100.0%	251	100.0%
Not Answered	92		39		54		6	

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	58	4.5%	21	4.4%	37	4.8%	4	3.3%
Sometimes	208	16.3%	80	16.4%	129	16.4%	21	17.1%
Usually	322	25.3%	110	22.5%	211	26.8%	39	31.7%
Always	687	53.9%	277	56.7%	409	52.0%	59	48.0%
Total	1,275	100.0%	489	100.0%	786	100.0%	123	100.0%
Not Answered	45		15		30		5	
Reporting Category	Getting Care Quickly							
Achievement Score	78.84%		78.56%		79.24%		80.14%	
Correlation with rating of health plan	0.405		0.358		0.430		0.272	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,082	69.1%	837	68.4%	1,238	69.2%	167	67.6%
No	932	30.9%	386	31.6%	552	30.8%	80	32.4%
Total	3,014	100.0%	1,223	100.0%	1,790	100.0%	247	100.0%
Not Answered	102		44		59		10	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	50	2.5%	16	2.0%	35	2.9%	4	2.5%
Sometimes	348	17.4%	165	20.3%	184	15.4%	27	16.8%
Usually	586	29.3%	239	29.4%	349	29.2%	53	32.9%
Always	1,019	50.9%	393	48.3%	625	52.4%	77	47.8%
Total	2,003	100.0%	812	100.0%	1,192	100.0%	161	100.0%
Not Answered	79		25		53		6	
Reporting Category	Getting Care Quickly							
Achievement Score	80.13%		77.72%		81.65%		80.75%	
Correlation with rating of health plan	0.299		0.305		0.296		0.129	

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

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Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	849	28.1%	352	28.7%	492	27.4%	62	24.8%
No	2,172	71.9%	874	71.3%	1,303	72.6%	188	75.2%
Total	3,021	100.0%	1,226	100.0%	1,795	100.0%	250	100.0%
Not Answered	95		41		54		7	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	157	19.2%	63	18.5%	96	20.1%	11	17.7%
Sometimes	195	23.8%	71	20.7%	124	26.0%	14	22.6%
Usually	187	22.8%	76	22.2%	110	23.2%	16	25.8%
Always	280	34.2%	132	38.6%	147	30.7%	21	33.9%
Total	819	100.0%	342	100.0%	477	100.0%	62	100.0%
Not Answered	30		12		18		0	
Reporting Category	Single Items							
Achievement Score	56.60%		59.41%		54.85%		62.30%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	841	28.0%	368	30.2%	471	26.4%	60	24.0%
No	2,165	72.0%	853	69.8%	1,315	73.6%	190	76.0%
Total	3,006	100.0%	1,221	100.0%	1,786	100.0%	250	100.0%
Not Answered	110		46		63		7	

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

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Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	98	12.1%	47	13.1%	52	11.5%	7	11.9%
Sometimes	168	20.7%	80	22.4%	88	19.3%	15	25.4%
Usually	203	25.0%	82	22.9%	121	26.5%	18	30.5%
Always	344	42.3%	148	41.6%	195	42.6%	19	32.2%
Total	813	100.0%	357	100.0%	456	100.0%	59	100.0%
Not Answered	28		11		17		1	
Reporting Category	Single Items							
Achievement Score	66.90%		63.66%		69.79%		65.26%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	910	30.2%	402	32.8%	507	28.3%	64	25.9%
1 time	322	10.7%	122	9.9%	199	11.1%	21	8.5%
2	405	13.4%	149	12.1%	255	14.2%	32	13.0%
3	344	11.4%	144	11.8%	201	11.2%	33	13.4%
4	247	8.2%	118	9.6%	129	7.2%	17	6.9%
5 to 9	465	15.4%	184	15.0%	282	15.8%	47	19.0%
10 or more times	322	10.7%	107	8.7%	216	12.1%	33	13.4%
Total	3,015	100.0%	1,225	100.0%	1,789	100.0%	247	100.0%
Not Answered	101		42		60		10	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,670	80.2%	674	82.7%	990	78.2%	142	78.5%
No	411	19.8%	142	17.3%	275	21.8%	39	21.5%
Total	2,081	100.0%	816	100.0%	1,265	100.0%	181	100.0%
Not Answered	24		7		17		2	
Reporting Category	Single Items							
Achievement Score	79.90%		82.29%		78.46%		78.19%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,453	72.1%	585	74.7%	862	70.0%	117	66.5%
No	562	27.9%	198	25.3%	370	30.0%	59	33.5%
Total	2,015	100.0%	783	100.0%	1,232	100.0%	176	100.0%
Not Answered	90		40		50		7	
Reporting Category	Single Items							
Achievement Score	72.11%		74.71%		69.99%		66.48%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,483	74.0%	584	76.0%	896	72.4%	139	78.5%
No	522	26.0%	184	24.0%	341	27.6%	38	21.5%
Total	2,005	100.0%	768	100.0%	1,237	100.0%	177	100.0%
Not Answered	100		55		45		6	
Reporting Category	Single Items							
Achievement Score	73.97%		76.04%		72.42%		78.53%	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,541	76.7%	605	77.8%	934	75.9%	140	80.0%
No	468	23.3%	173	22.2%	296	24.1%	35	20.0%
Total	2,009	100.0%	779	100.0%	1,230	100.0%	175	100.0%
Not Answered	96		44		52		8	
Reporting Category	Single Items							
Achievement Score	76.70%		77.75%		75.92%		80.00%	

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

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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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🟢 Yes	1,507	74.8%	573	73.6%	930	75.3%	140	79.1%
🔴 No	508	25.2%	206	26.4%	305	24.7%	37	20.9%
Total	2,015	100.0%	779	100.0%	1,235	100.0%	177	100.0%
Not Answered	90		44		47		6	
Reporting Category	Single Items							
Achievement Score	74.79%		73.55%		75.32%		79.10%	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🟢 Yes	1,105	54.9%	409	52.9%	693	56.0%	101	56.7%
🔴 No	906	45.1%	365	47.1%	544	44.0%	77	43.3%
Total	2,011	100.0%	773	100.0%	1,237	100.0%	178	100.0%
Not Answered	94		50		45		5	
Reporting Category	Single Items							
Achievement Score	54.95%		52.87%		56.03%		56.74%	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🟢 Yes	824	41.4%	321	41.8%	497	40.8%	67	39.0%
🔴 No	1,165	58.6%	446	58.2%	723	59.2%	105	61.0%
Total	1,989	100.0%	767	100.0%	1,221	100.0%	172	100.0%
Not Answered	116		56		61		11	
Reporting Category	Single Items							
Achievement Score	41.43%		41.83%		40.75%		38.95%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,042	50.7%	353	44.2%	687	54.6%	100	55.6%
No	1,014	49.3%	446	55.8%	571	45.4%	80	44.4%
Total	2,056	100.0%	799	100.0%	1,258	100.0%	180	100.0%
Not Answered	49		24		24		3	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Yes	955	92.7%	327	93.7%	627	92.0%	90	91.8%
● No	75	7.3%	22	6.3%	54	8.0%	8	8.2%
Total	1,030	100.0%	349	100.0%	681	100.0%	98	100.0%
Not Answered	12		4		8		2	
Reporting Category	Single Items							
Achievement Score	92.65%		93.90%		91.94%		92.36%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Yes	729	71.1%	248	71.9%	480	70.5%	67	67.7%
● No	296	28.9%	97	28.1%	200	29.5%	32	32.3%
Total	1,025	100.0%	345	100.0%	680	100.0%	99	100.0%
Not Answered	17		8		9		1	
Reporting Category	Single Items							
Achievement Score	71.33%		72.31%		70.34%		68.56%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	855	83.3%	305	87.7%	550	80.9%	81	81.0%
No	172	16.7%	43	12.3%	129	19.1%	19	19.0%
Total	1,027	100.0%	348	100.0%	679	100.0%	100	100.0%
Not Answered	15		5		10		0	
Reporting Category	Single Items							
Achievement Score	83.31%		86.86%		81.35%		81.68%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,790	86.1%	687	84.4%	1,102	87.0%	163	89.6%
No	290	13.9%	127	15.6%	165	13.0%	19	10.4%
Total	2,080	100.0%	813	100.0%	1,267	100.0%	182	100.0%
Not Answered	25		10		15		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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	122	7.0%	52	7.7%	71	6.5%	9	5.6%
Sometimes	242	13.8%	80	11.9%	160	14.8%	16	10.0%
Usually	369	21.0%	141	21.0%	229	21.2%	41	25.6%
Always	1,020	58.2%	400	59.5%	621	57.4%	94	58.8%
Total	1,753	100.0%	673	100.0%	1,081	100.0%	160	100.0%
Not Answered	37		14		22		3	
Reporting Category	Single Items							
Achievement Score	79.37%		79.80%		79.01%		84.55%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	96	5.5%	34	5.1%	62	5.8%	6	3.8%
Sometimes	293	16.8%	119	17.7%	176	16.3%	29	18.5%
Usually	475	27.2%	171	25.4%	306	28.5%	52	33.1%
Always	881	50.5%	348	51.8%	531	49.4%	70	44.6%
Total	1,745	100.0%	671	100.0%	1,075	100.0%	157	100.0%
Not Answered	45		16		28		6	
Reporting Category	Single Items							
Achievement Score	77.68%		76.75%		78.17%		78.51%	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst health care possible	19	0.9%	6	0.7%	14	1.1%	1	0.6%
1	9	0.4%	2	0.3%	7	0.6%	1	0.6%
2	28	1.4%	16	1.9%	13	1.0%	4	2.2%
3	38	1.8%	14	1.7%	24	1.9%	2	1.1%
4	58	2.8%	18	2.3%	41	3.2%	3	1.7%
5	128	6.2%	43	5.3%	85	6.7%	7	3.9%
6	128	6.2%	46	5.7%	81	6.4%	20	11.2%
7	263	12.7%	107	13.3%	158	12.5%	25	14.0%
8	425	20.5%	169	20.9%	253	20.0%	27	15.1%
9	313	15.1%	108	13.3%	205	16.2%	40	22.3%
Best health care possible	665	32.1%	280	34.7%	383	30.3%	49	27.4%
Total	2,074	100.0%	809	100.0%	1,265	100.0%	179	100.0%
Not Answered	31		14		17		4	
Reporting Category	Ratings							
Achievement Score	67.40%		67.56%		67.37%		65.61%	
Correlation with rating of health plan	0.557		0.559		0.557		0.365	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	57	2.7%	18	2.2%	40	3.2%	5	2.8%
Sometimes	305	14.6%	119	14.6%	185	14.6%	29	16.0%
Usually	724	34.8%	279	34.0%	449	35.5%	71	39.2%
Always	997	47.9%	402	49.1%	590	46.7%	76	42.0%
Total	2,083	100.0%	818	100.0%	1,265	100.0%	181	100.0%
Not Answered	22		5		17		2	
Reporting Category	Getting Needed Care							
Achievement Score	82.57%		82.29%		82.74%		81.62%	
Correlation with rating of health plan	0.472		0.472		0.467		0.293	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,641	53.8%	669	54.1%	969	53.4%	135	53.6%
No	1,411	46.2%	568	45.9%	846	46.6%	117	46.4%
Total	3,052	100.0%	1,237	100.0%	1,815	100.0%	252	100.0%
Not Answered	64		30		34		5	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	119	7.4%	44	6.8%	76	8.0%	7	5.3%
Sometimes	211	13.2%	93	14.2%	120	12.6%	14	10.6%
Usually	340	21.2%	139	21.2%	201	21.1%	35	26.5%
Always	933	58.2%	377	57.8%	554	58.3%	76	57.6%
Total	1,603	100.0%	652	100.0%	952	100.0%	132	100.0%
Not Answered	38		17		20		3	
Reporting Category	Single Items							
Achievement Score	79.19%		78.49%		79.72%		84.11%	

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

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Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Worst treatment possible	66	4.2%	23	3.6%	44	4.6%	5	3.8%
🔴 1	19	1.2%	8	1.3%	11	1.2%	2	1.5%
🔴 2	17	1.1%	9	1.4%	9	0.9%	1	0.8%
🔴 3	46	2.9%	13	2.1%	33	3.5%	3	2.3%
🔴 4	40	2.5%	16	2.6%	23	2.5%	3	2.3%
🔴 5	118	7.5%	45	7.1%	74	7.9%	10	7.6%
🔴 6	90	5.7%	39	6.2%	52	5.5%	13	9.8%
🔴 7	147	9.4%	55	8.7%	92	9.7%	10	7.6%
🟢 8	251	16.0%	111	17.5%	138	14.7%	16	12.1%
🟢 9	223	14.2%	73	11.6%	152	16.1%	28	21.2%
🟢 Best treatment possible	555	35.3%	238	37.8%	315	33.4%	41	31.1%
Total	1,572	100.0%	631	100.0%	941	100.0%	132	100.0%
Not Answered	69		38		31		3	
Reporting Category	Ratings							
Achievement Score	65.21%		65.62%		65.01%		64.29%	
Correlation with rating of health plan	0.455		0.429		0.469		0.463	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	450	14.9%	178	14.6%	268	14.9%	40	15.9%
No	2,566	85.1%	1,040	85.4%	1,529	85.1%	211	84.1%
Total	3,016	100.0%	1,219	100.0%	1,797	100.0%	251	100.0%
Not Answered	100		48		52		6	

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

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Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	37	8.4%	16	9.0%	23	8.5%	2	5.3%
Sometimes	47	10.7%	23	12.8%	25	9.5%	4	10.5%
Usually	100	22.7%	46	26.1%	54	20.5%	11	28.9%
Always	256	58.2%	92	52.1%	162	61.5%	21	55.3%
Total	440	100.0%	176	100.0%	264	100.0%	38	100.0%
Not Answered	10		4		6		2	
Reporting Category	Single Items							
Achievement Score	79.22%		77.82%		82.23%		84.69%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	327	75.7%	128	74.6%	200	76.4%	26	68.4%
No	105	24.3%	44	25.4%	62	23.6%	12	31.6%
Total	432	100.0%	171	100.0%	261	100.0%	38	100.0%
Not Answered	18		9		9		2	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Extremely difficult	16	5.0%	12	9.1%	5	2.5%	0	0.0%
Very difficult	11	3.4%	6	4.6%	5	2.4%	0	0.0%
Somewhat difficult	47	14.6%	11	8.8%	37	18.6%	6	23.1%
Not very difficult	107	33.1%	40	32.0%	68	34.3%	7	26.9%
Not at all difficult	142	44.0%	57	45.5%	83	42.2%	13	50.0%
Total	323	100.0%	126	100.0%	197	100.0%	26	100.0%
Not Answered	4		2		2		0	
Reporting Category	Single Items							
Achievement Score	76.02%		76.28%		77.24%		NA	

NA: Results suppressed for fewer than 30 cases.

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

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Your Health Care in the Last 6 Months (continued)

Q30. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🔴 Worst treatment possible	21	4.8%	9	5.2%	12	4.5%	2	5.3%
🔴 1	2	0.5%	1	0.6%	1	0.4%	0	0.0%
🔴 2	13	3.0%	8	4.7%	5	2.1%	3	7.9%
🔴 3	11	2.5%	3	1.8%	8	3.1%	0	0.0%
🔴 4	17	3.9%	5	2.8%	12	4.7%	2	5.3%
🔴 5	41	9.4%	12	6.8%	30	11.3%	4	10.5%
🔴 6	22	5.0%	15	8.5%	7	2.8%	1	2.6%
🔴 7	36	8.2%	14	7.8%	22	8.4%	3	7.9%
🟢 8	83	19.0%	43	24.7%	39	14.8%	5	13.2%
🟢 9	69	15.8%	17	9.8%	52	19.8%	8	21.1%
🟢 Best treatment possible	122	27.9%	48	27.4%	74	28.2%	10	26.3%
Total	437	100.0%	176	100.0%	261	100.0%	38	100.0%
Not Answered	13		4		9		2	
Reporting Category	Single Items							
Achievement Score	61.46%		60.54%		63.71%		61.16%	

Your Personal Doctor

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,529	82.8%	983	79.7%	1,541	84.7%	211	83.4%
No	524	17.2%	250	20.3%	278	15.3%	42	16.6%
Total	3,053	100.0%	1,234	100.0%	1,819	100.0%	253	100.0%
Not Answered	63		33		30		4	

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

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Your Personal Doctor (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
None	445	18.5%	175	18.7%	270	18.3%	34	17.0%
1 time	508	21.1%	161	17.3%	346	23.5%	56	28.0%
2	521	21.7%	212	22.7%	308	20.9%	40	20.0%
3	342	14.2%	133	14.2%	211	14.4%	29	14.5%
4	224	9.3%	94	10.0%	131	8.9%	20	10.0%
5 to 9	247	10.3%	106	11.3%	141	9.6%	13	6.5%
10 or more times	118	4.9%	54	5.7%	63	4.3%	8	4.0%
Total	2,405	100.0%	935	100.0%	1,469	100.0%	200	100.0%
Not Answered	124		50		75		11	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Never	34	1.7%	17	2.3%	17	1.4%	2	1.2%
Sometimes	148	7.6%	54	7.1%	94	7.9%	10	6.0%
Usually	419	21.5%	168	22.3%	250	20.9%	38	22.9%
Always	1,349	69.2%	514	68.3%	836	69.8%	116	69.9%
Total	1,950	100.0%	753	100.0%	1,197	100.0%	166	100.0%
Not Answered	10		6		4		0	
Reporting Category	Communication							
Achievement Score	90.63%		90.08%		91.01%		93.27%	
Correlation with rating of health plan	0.299		0.268		0.318		0.217	

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

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Your Personal Doctor (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	42	2.2%	19	2.5%	24	2.0%	3	1.8%
Sometimes	140	7.2%	54	7.2%	88	7.4%	11	6.6%
Usually	365	18.8%	140	18.6%	225	18.9%	35	21.1%
Always	1,396	71.8%	539	71.7%	855	71.7%	117	70.5%
Total	1,943	100.0%	751	100.0%	1,192	100.0%	166	100.0%
Not Answered	17		8		9		0	
Reporting Category	Communication							
Achievement Score	90.50%		89.96%		90.89%		91.94%	
Correlation with rating of health plan	0.317		0.281		0.344		0.215	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	34	1.8%	12	1.6%	23	1.9%	5	3.0%
Sometimes	99	5.1%	40	5.4%	60	5.1%	10	6.1%
Usually	308	15.9%	112	15.0%	196	16.4%	23	13.9%
Always	1,500	77.3%	584	78.1%	914	76.6%	127	77.0%
Total	1,941	100.0%	748	100.0%	1,193	100.0%	165	100.0%
Not Answered	19		11		8		1	
Reporting Category	Communication							
Achievement Score	93.03%		92.67%		93.27%		91.25%	
Correlation with rating of health plan	0.307		0.243		0.344		0.245	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	49	2.5%	23	3.0%	27	2.3%	1	0.6%
Sometimes	173	8.9%	73	9.7%	102	8.5%	16	9.8%
Usually	447	23.0%	163	21.6%	283	23.8%	38	23.2%
Always	1,275	65.6%	494	65.7%	779	65.4%	109	66.5%
Total	1,944	100.0%	753	100.0%	1,191	100.0%	164	100.0%
Not Answered	16		6		10		2	
Reporting Category	Communication							
Achievement Score	88.43%		86.71%		89.55%		90.03%	
Correlation with rating of health plan	0.290		0.267		0.313		0.230	

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

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Your Personal Doctor (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,352	71.0%	500	67.9%	854	73.0%	132	80.0%
No	553	29.0%	236	32.1%	316	27.0%	33	20.0%
Total	1,905	100.0%	736	100.0%	1,169	100.0%	165	100.0%
Not Answered	55		23		32		1	

Q38. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	66	5.0%	27	5.6%	41	4.9%	5	3.9%
● Sometimes	163	12.4%	54	11.2%	108	13.0%	17	13.3%
● Usually	369	28.0%	123	25.4%	248	29.8%	39	30.5%
● Always	720	54.6%	280	57.8%	437	52.4%	67	52.3%
Total	1,318	100.0%	485	100.0%	833	100.0%	128	100.0%
Not Answered	34		15		19		4	
Reporting Category	Single Items							
Achievement Score	82.63%		82.05%		82.78%		83.01%	

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

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Your Personal Doctor (continued)

Q39. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Worst personal doctor possible	24	1.0%	13	1.3%	12	0.8%	2	1.0%
🔴 1	20	0.8%	13	1.4%	7	0.5%	1	0.5%
🔴 2	19	0.8%	6	0.7%	13	0.9%	1	0.5%
🔴 3	29	1.2%	9	0.9%	21	1.4%	5	2.5%
🔴 4	38	1.6%	15	1.6%	24	1.6%	3	1.5%
🔴 5	108	4.5%	47	5.0%	62	4.2%	9	4.4%
🔴 6	92	3.8%	45	4.8%	47	3.2%	7	3.4%
🔴 7	176	7.3%	73	7.7%	102	6.9%	10	4.9%
🟢 8	369	15.3%	141	15.0%	227	15.4%	28	13.8%
🟢 9	411	17.0%	144	15.3%	271	18.4%	40	19.7%
🟢 Best personal doctor possible	1,130	46.8%	437	46.4%	689	46.7%	97	47.8%
Total	2,416	100.0%	942	100.0%	1,473	100.0%	203	100.0%
Not Answered	113		43		71		8	
Reporting Category	Ratings							
Achievement Score	78.99%		75.82%		81.01%		81.95%	
Correlation with rating of health plan	0.455		0.437		0.473		0.323	

Getting Health Care From Specialists

Q40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,630	53.8%	613	50.2%	1,010	55.8%	154	61.1%
No	1,401	46.2%	609	49.8%	798	44.2%	98	38.9%
Total	3,031	100.0%	1,222	100.0%	1,808	100.0%	252	100.0%
Not Answered	85		45		41		5	

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

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Getting Health Care From Specialists (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Never	85	5.3%	26	4.2%	61	6.1%	10	6.6%
🔴 Sometimes	276	17.3%	123	20.4%	154	15.5%	28	18.4%
🟢 Usually	521	32.7%	188	31.2%	331	33.3%	43	28.3%
🟢 Always	713	44.7%	266	44.1%	447	45.0%	71	46.7%
Total	1,595	100.0%	603	100.0%	992	100.0%	152	100.0%
Not Answered	35		13		22		2	
Reporting Category	Getting Needed Care							
Achievement Score	77.12%		74.54%		78.86%		75.60%	
Correlation with rating of health plan	0.301		0.222		0.340		0.194	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	48	3.0%	29	4.9%	19	1.9%	3	2.0%
1 specialist	503	31.8%	188	31.8%	313	31.6%	38	25.2%
2	417	26.3%	155	26.3%	264	26.6%	45	29.8%
3	321	20.3%	108	18.2%	214	21.6%	36	23.8%
4	161	10.2%	56	9.4%	106	10.7%	17	11.3%
5 or more specialists	133	8.4%	55	9.4%	76	7.7%	12	7.9%
Total	1,583	100.0%	591	100.0%	992	100.0%	151	100.0%
Not Answered	47		25		22		3	

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

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Getting Health Care From Specialists (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Worst specialist possible	19	1.3%	5	0.9%	14	1.4%	1	0.7%
1	10	0.7%	5	0.9%	5	0.5%	1	0.7%
2	7	0.5%	1	0.2%	6	0.6%	0	0.0%
3	18	1.2%	7	1.2%	10	1.1%	2	1.4%
4	25	1.7%	10	1.8%	15	1.6%	1	0.7%
5	62	4.1%	26	4.6%	38	4.0%	5	3.5%
6	68	4.5%	28	5.1%	42	4.4%	8	5.6%
7	126	8.3%	44	7.9%	81	8.5%	10	7.0%
8	256	16.9%	94	16.8%	160	16.7%	22	15.5%
9	264	17.4%	98	17.7%	166	17.4%	27	19.0%
Best specialist possible	660	43.6%	239	42.9%	420	43.9%	65	45.8%
Total	1,515	100.0%	557	100.0%	957	100.0%	142	100.0%
Not Answered	20		5		16		6	
Reporting Category	Ratings							
Achievement Score	77.45%		76.77%		78.28%		80.78%	
Correlation with rating of health plan	0.424		0.399		0.436		0.501	

Your Health Plan

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	614	20.2%	295	23.9%	318	17.6%	39	15.7%
No	2,428	79.8%	939	76.1%	1,489	82.4%	210	84.3%
Total	3,042	100.0%	1,234	100.0%	1,807	100.0%	249	100.0%
Not Answered	74		33		42		8	

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

Your Health Plan (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	40	6.7%	15	5.3%	25	8.0%	0	0.0%
Sometimes	178	29.8%	84	29.6%	94	30.2%	9	23.7%
Usually	183	30.6%	82	28.6%	102	32.6%	15	39.5%
Always	197	32.9%	104	36.5%	92	29.3%	14	36.8%
Total	598	100.0%	285	100.0%	313	100.0%	38	100.0%
Not Answered	16		9		7		1	
Reporting Category	Single Items							
Achievement Score	63.84%		63.22%		63.54%		75.62%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,051	34.9%	492	40.3%	556	31.0%	76	30.4%
No	1,964	65.1%	729	59.7%	1,239	69.0%	174	69.6%
Total	3,015	100.0%	1,221	100.0%	1,795	100.0%	250	100.0%
Not Answered	101		46		54		7	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	29	2.8%	17	3.6%	12	2.2%	0	0.0%
Sometimes	199	19.4%	91	19.0%	109	20.2%	14	18.9%
Usually	287	28.0%	126	26.3%	159	29.4%	15	20.3%
Always	509	49.7%	246	51.2%	262	48.2%	45	60.8%
Total	1,024	100.0%	481	100.0%	542	100.0%	74	100.0%
Not Answered	27		13		15		2	
Reporting Category	Customer Service							
Achievement Score	77.49%		77.13%		77.83%		80.91%	
Correlation with rating of health plan	0.451		0.456		0.443		0.373	

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

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Your Health Plan (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	34	3.3%	15	3.2%	20	3.6%	0	0.0%
Sometimes	161	15.7%	78	16.3%	82	15.0%	7	9.3%
Usually	326	31.7%	141	29.3%	187	34.2%	27	36.0%
Always	507	49.3%	246	51.3%	259	47.3%	41	54.7%
Total	1,028	100.0%	480	100.0%	548	100.0%	75	100.0%
Not Answered	23		14		9		1	
Reporting Category	Single Items							
Achievement Score	81.04%		80.31%		81.62%		90.59%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	9	0.9%	5	1.1%	4	0.7%	0	0.0%
Sometimes	58	5.7%	29	6.0%	29	5.3%	2	2.7%
Usually	216	21.1%	113	23.5%	103	19.0%	8	10.8%
Always	741	72.4%	336	69.5%	405	75.0%	64	86.5%
Total	1,024	100.0%	483	100.0%	541	100.0%	74	100.0%
Not Answered	27		11		16		2	
Reporting Category	Customer Service							
Achievement Score	93.52%		92.78%		94.12%		97.41%	
Correlation with rating of health plan	0.418		0.389		0.449		0.279	

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

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Your Health Plan (continued)

Q50. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Worst health plan possible	50	1.7%	19	1.5%	33	1.8%	5	2.0%
🔴 1	20	0.7%	6	0.5%	14	0.8%	1	0.4%
🔴 2	23	0.8%	8	0.7%	15	0.8%	3	1.2%
🔴 3	54	1.8%	24	2.0%	30	1.7%	0	0.0%
🔴 4	62	2.0%	33	2.7%	29	1.6%	1	0.4%
🔴 5	198	6.5%	78	6.4%	122	6.8%	11	4.4%
🔴 6	161	5.3%	51	4.2%	111	6.2%	14	5.6%
🔴 7	291	9.6%	123	10.0%	172	9.5%	19	7.6%
🟢 8	498	16.5%	222	18.1%	275	15.3%	34	13.5%
🟢 9	477	15.8%	174	14.3%	302	16.7%	38	15.1%
🟢 Best health plan possible	1,191	39.4%	483	39.5%	700	38.9%	125	49.8%
Total	3,025	100.0%	1,222	100.0%	1,802	100.0%	251	100.0%
Not Answered	91		45		47		6	
Reporting Category	Ratings							
Achievement Score	71.29%		70.71%		71.67%		79.73%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🟢 Yes	2,456	86.8%	988	86.0%	1,465	87.3%	215	91.1%
🔴 No	372	13.2%	160	14.0%	214	12.7%	21	8.9%
Total	2,828	100.0%	1,148	100.0%	1,679	100.0%	236	100.0%
Not Answered	288		119		170		21	
Reporting Category	Single Items							
Achievement Score	86.77%		85.58%		87.56%		91.61%	

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

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About Your Health

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Excellent	208	6.8%	102	8.2%	106	5.8%	12	4.8%
Very Good	482	15.8%	207	16.7%	275	15.2%	34	13.5%
Good	1,016	33.2%	403	32.5%	613	33.7%	79	31.3%
Fair	1,017	33.2%	410	33.0%	608	33.4%	96	38.1%
Poor	337	11.0%	119	9.6%	216	11.9%	31	12.3%
Total	3,060	100.0%	1,242	100.0%	1,818	100.0%	252	100.0%
Not Answered	56		25		31		5	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Excellent	252	8.3%	109	8.8%	143	7.9%	18	7.1%
Very Good	409	13.4%	183	14.7%	229	12.7%	29	11.5%
Good	874	28.6%	345	27.7%	528	29.2%	75	29.6%
Fair	1,119	36.6%	442	35.6%	675	37.3%	100	39.5%
Poor	400	13.1%	164	13.2%	236	13.0%	31	12.3%
Total	3,054	100.0%	1,243	100.0%	1,812	100.0%	253	100.0%
Not Answered	62		24		37		4	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,394	49.0%	581	51.6%	813	47.3%	115	47.3%
No	1,449	51.0%	545	48.4%	906	52.7%	128	52.7%
Don't Know	150		72		77		8	
Total	2,843	100.0%	1,125	100.0%	1,719	100.0%	243	100.0%
Not Answered	55		28		27		4	
Reporting Category	Single Items							
Achievement Score	49.03%		51.61%		47.28%		47.33%	

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

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About Your Health (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Every day	886	29.3%	293	24.0%	594	32.9%	87	34.8%
Some days	479	15.8%	207	16.9%	273	15.1%	31	12.4%
Not at all	1,620	53.5%	697	57.0%	921	51.0%	130	52.0%
Don't Know	41	1.4%	25	2.0%	17	0.9%	2	0.8%
Total	3,026	100.0%	1,222	100.0%	1,805	100.0%	250	100.0%
Not Answered	90		45		44		7	

Q56. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	212	15.8%	78	15.7%	135	15.9%	17	14.8%
● Sometimes	303	22.5%	99	20.0%	203	24.0%	23	20.0%
● Usually	298	22.2%	114	23.1%	184	21.7%	25	21.7%
● Always	531	39.5%	204	41.3%	325	38.4%	50	43.5%
Total	1,344	100.0%	495	100.0%	848	100.0%	115	100.0%
Not Answered	21		7		15		3	
Reporting Category	Smoking Cessation							
Achievement Score	84.23%		84.33%		84.05%		85.22%	

Q57. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	413	30.8%	152	30.8%	261	30.7%	37	32.2%
● Sometimes	340	25.3%	116	23.5%	223	26.2%	33	28.7%
● Usually	279	20.8%	105	21.2%	176	20.8%	14	12.2%
● Always	310	23.1%	121	24.5%	189	22.3%	31	27.0%
Total	1,342	100.0%	493	100.0%	849	100.0%	115	100.0%
Not Answered	23		9		14		3	
Reporting Category	Smoking Cessation							
Achievement Score	69.23%		69.19%		69.27%		67.83%	

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

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About Your Health (continued)

Q58. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Never	524	39.3%	172	34.9%	352	41.9%	43	37.7%
🟢 Sometimes	337	25.3%	124	25.1%	212	25.3%	27	23.7%
🟢 Usually	219	16.4%	87	17.7%	131	15.6%	20	17.5%
🟢 Always	253	19.0%	109	22.2%	145	17.2%	24	21.1%
Total	1,333	100.0%	492	100.0%	841	100.0%	114	100.0%
Not Answered	32		10		22		4	
Reporting Category	Smoking Cessation							
Achievement Score	60.69%		65.10%		58.10%		62.28%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
High cholesterol	1,201	53.9%	506	53.9%	690	53.6%	86	48.9%
High blood pressure	1,350	60.6%	574	61.1%	773	60.1%	103	58.5%
Parent or sibling with a heart attack before the age of 60	540	24.2%	171	18.2%	369	28.6%	56	31.8%
Total	2,229	100.0%	939	100.0%	1,287	100.0%	176	100.0%
Not Answered	887		328		562		81	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
A heart attack	158	11.0%	48	7.6%	108	13.4%	17	14.5%
Angina or coronary heart disease	186	12.9%	74	11.6%	110	13.7%	17	14.5%
A stroke	178	12.4%	63	10.0%	115	14.3%	16	13.7%
Any kind of diabetes or high blood sugar	1,016	70.5%	462	72.6%	553	68.9%	79	67.5%
Total	1,441	100.0%	637	100.0%	803	100.0%	117	100.0%
Not Answered	1,675		630		1,046		140	

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

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About Your Health (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	131	5.7%	46	5.2%	84	6.0%	18	9.1%
No	2,174	94.3%	849	94.8%	1,326	94.0%	179	90.9%
Total	2,305	100.0%	896	100.0%	1,410	100.0%	197	100.0%
Not Answered	811		371		439		60	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,266	50.2%	431	44.1%	831	53.8%	123	54.7%
No	1,257	49.8%	547	55.9%	713	46.2%	102	45.3%
Total	2,523	100.0%	977	100.0%	1,544	100.0%	225	100.0%
Not Answered	593		290		305		32	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	857	35.0%	342	35.1%	510	34.6%	92	42.4%
No	1,595	65.0%	633	64.9%	964	65.4%	125	57.6%
Total	2,452	100.0%	975	100.0%	1,474	100.0%	217	100.0%
Not Answered	664		292		375		40	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,169	47.4%	398	42.0%	770	50.8%	115	52.3%
No	1,295	52.6%	550	58.0%	745	49.2%	105	47.7%
Total	2,464	100.0%	948	100.0%	1,515	100.0%	220	100.0%
Not Answered	652		319		334		37	

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About Your Health (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,922	70.3%	733	68.4%	1,193	71.8%	171	73.7%
No	811	29.7%	339	31.6%	469	28.2%	61	26.3%
Total	2,733	100.0%	1,072	100.0%	1,662	100.0%	232	100.0%
Not Answered	383		195		187		25	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	391	16.2%	173	18.4%	216	14.7%	37	18.0%
No	2,016	83.8%	767	81.6%	1,251	85.3%	169	82.0%
Total	2,407	100.0%	940	100.0%	1,467	100.0%	206	100.0%
Not Answered	709		327		382		51	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,879	69.7%	719	68.4%	1,161	70.6%	173	73.3%
No	816	30.3%	333	31.6%	483	29.4%	63	26.7%
Total	2,695	100.0%	1,052	100.0%	1,644	100.0%	236	100.0%
Not Answered	421		215		205		21	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,517	57.9%	533	52.3%	982	61.3%	143	62.7%
No	1,102	42.1%	486	47.7%	619	38.7%	85	37.3%
Total	2,619	100.0%	1,020	100.0%	1,600	100.0%	228	100.0%
Not Answered	497		247		249		29	

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About You

Q62. What is your age?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
18 to 24	51	1.7%	18	1.4%	34	1.9%	5	2.0%
25 to 34	291	9.5%	101	8.0%	192	10.5%	19	7.5%
35 to 44	499	16.2%	172	13.8%	329	18.0%	48	19.0%
45 to 54	698	22.7%	288	23.0%	412	22.5%	59	23.4%
55 to 64	1,399	45.5%	598	47.8%	796	43.6%	113	44.8%
65 to 74	125	4.1%	66	5.3%	57	3.1%	8	3.2%
75 or older	15	0.5%	8	0.6%	7	0.4%	0	0.0%
Total	3,078	100.0%	1,250	100.0%	1,828	100.0%	252	100.0%
Not Answered	38		17		21		5	

Q63. What is your current gender identity?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Male	1,525	49.5%	675	54.0%	856	46.8%	117	46.2%
Female	1,516	49.2%	555	44.4%	955	52.2%	134	53.0%
TransMale/Transman	9	0.3%	6	0.5%	3	0.2%	2	0.8%
TransFemale/Transwoman	5	0.2%	1	0.1%	4	0.2%	1	0.4%
Genderqueer or Gender Non-Binary	11	0.4%	3	0.2%	8	0.4%	2	0.8%
Other	3	0.1%	1	0.1%	2	0.1%	0	0.0%
Decline to answer	26	0.8%	16	1.3%	10	0.5%	0	0.0%
Total	3,080	100.0%	1,249	100.0%	1,831	100.0%	253	100.0%
Not Answered	36		18		18		4	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
8th grade or less	238	7.8%	124	10.1%	113	6.2%	8	3.2%
Some high school but did not graduate	669	22.0%	335	27.2%	337	18.6%	64	25.3%
High school graduate or GED	1,115	36.7%	404	32.8%	716	39.6%	96	37.9%
Some college or 2-year degree	760	25.0%	252	20.5%	504	27.9%	69	27.3%
4-year college graduate	185	6.1%	86	7.0%	98	5.4%	8	3.2%
More than 4-year college degree	69	2.3%	28	2.3%	41	2.3%	8	3.2%
Total	3,036	100.0%	1,229	100.0%	1,809	100.0%	253	100.0%
Not Answered	80		38		40		4	

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About You (continued)

Q65. How well do you speak English?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Very well	2,375	77.7%	895	71.7%	1,487	82.1%	215	85.3%
Well	439	14.4%	221	17.7%	217	12.0%	34	13.5%
Not well	171	5.6%	102	8.2%	66	3.7%	2	0.8%
Not at all	73	2.4%	30	2.4%	41	2.2%	1	0.4%
Total	3,058	100.0%	1,247	100.0%	1,812	100.0%	252	100.0%
Not Answered	58		20		37		5	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	845	28.2%	539	44.4%	299	16.7%	31	12.3%
No	2,153	71.8%	674	55.6%	1,489	83.3%	221	87.7%
Total	2,998	100.0%	1,213	100.0%	1,788	100.0%	252	100.0%
Not Answered	118		54		61		5	

Q67. What is the language spoken at home?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Spanish	550	70.3%	367	72.7%	181	65.3%	18	62.1%
Other	232	29.7%	138	27.3%	96	34.7%	11	37.9%
Total	782	100.0%	505	100.0%	277	100.0%	29	100.0%
Not Answered	63		38		25		2	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	816	28.0%	516	43.5%	294	17.0%	34	14.0%
No, Not Hispanic or Latino	2,096	72.0%	671	56.5%	1,431	83.0%	209	86.0%
Total	2,912	100.0%	1,187	100.0%	1,725	100.0%	243	100.0%
Not Answered	204		80		124		14	

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About You (continued)

Q69. What is your race?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
White	1,580	53.1%	335	28.3%	1,249	69.6%	201	80.1%
Black or African-American	844	28.4%	471	39.8%	376	20.9%	40	15.9%
American Indian or Alaska Native	95	3.2%	41	3.5%	55	3.1%	10	4.0%
Other	546	18.3%	352	29.7%	188	10.5%	16	6.4%
Chinese	38	1.3%	32	2.7%	6	0.3%	0	0.0%
Japanese	6	0.2%	3	0.3%	3	0.1%	0	0.0%
Filipino	10	0.3%	5	0.4%	5	0.3%	0	0.0%
Korean	19	0.6%	13	1.1%	6	0.4%	0	0.0%
Vietnamese	10	0.3%	5	0.4%	5	0.3%	0	0.0%
Asian Indian	28	0.9%	17	1.5%	11	0.6%	0	0.0%
Cambodian	23	0.8%	10	0.8%	13	0.7%	0	0.0%
Bangladeshi	22	0.7%	14	1.2%	8	0.4%	1	0.4%
Hmong	3	0.1%	2	0.2%	1	0.1%	0	0.0%
Indonesian	2	0.1%	1	0.1%	1	0.1%	0	0.0%
Malaysian	3	0.1%	2	0.2%	1	0.1%	0	0.0%
Pakistani	8	0.3%	5	0.4%	3	0.2%	0	0.0%
Sri Lankan	5	0.2%	4	0.3%	1	0.1%	0	0.0%
Taiwanese	5	0.2%	4	0.3%	1	0.1%	0	0.0%
Nepalese	5	0.2%	2	0.2%	3	0.2%	0	0.0%
Burmese	8	0.3%	2	0.2%	6	0.3%	0	0.0%
Thai	4	0.1%	3	0.3%	1	0.1%	0	0.0%
Hawaiian	10	0.3%	6	0.5%	4	0.2%	0	0.0%
Guamanian/Chamorro	4	0.1%	3	0.3%	1	0.1%	0	0.0%
Samoan	4	0.1%	2	0.2%	2	0.1%	0	0.0%
Fijian	3	0.1%	2	0.2%	1	0.1%	0	0.0%
Tongan	4	0.1%	3	0.3%	1	0.1%	0	0.0%
Total	2,977	100.0%	1,183	100.0%	1,795	100.0%	251	100.0%
Not Answered	139		84		54		6	

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

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

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

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

SURVEY INSTRUCTIONS

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

  Correct Mark ● **Incorrect Marks**

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

  ● **Yes** ➔ ***If Yes, Go to Question 1***
  ○ **No**

START HERE

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

   ○ Yes ➔ ***If Yes, Go to Question 3***
   ○ No

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

_____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

- ○ Yes
- ○ No ➔ ***If No, Go to Question 5***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 7***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 9***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 11***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

- ○ Yes
- ○ No

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

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

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

○ Yes
○ No ➔ ***If No, Go to Question 18***

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

○ Yes
○ No

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

○ Yes
○ No

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

○ Yes
○ No

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

○ Yes
○ No ➔ ***If No, Go to Question 21***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Yes
○ No ➔ ***If No, Go to Question 26***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Treatment Possible — Best Treatment Possible

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 31***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 30***

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Treatment Possible — Best Treatment Possible

YOUR PERSONAL DOCTOR

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 40***

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

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 39***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Personal Doctor Possible — Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 44***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Specialist Possible — Best Specialist Possible

YOUR HEALTH PLAN

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 46***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 50***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

- ○ Yes
- ○ No

ABOUT YOUR HEALTH

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

54. Have you had either a flu shot or flu spray in the nose since July 1, 2022?

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Every day
- ○ Some days
- ○ Not at all ➔ ***If Not at all, Go to Question 59***
- ○ Don't know ➔ ***If Don't know, Go to Question 59***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

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

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

	Yes	No
a. Cancer	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

ABOUT YOU

62. What is your age?

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

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

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

  _____

- ○ Decline to answer

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

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

65. How well do you speak English?

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

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

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

67. What is this language spoken at home?

- ○ Spanish
- ○ Other

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

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

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

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

Asian

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

Native Hawaiian/Pacific Islander

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

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

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

DataStat
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Ann Arbor, MI 48108