



Health and Recovery Plan (HARP):

MetroPlus Enhanced

CAHPS® 5.1H

Adult Medicaid Survey

Continuous Quality Improvement Report

April 2024



| | |
|---|----|
| Background | 1 |
| Executive Summary | 2 |
| Standard Ratings | 2 |
| Standard Composites | 3 |
| Key Measure Summary | 4 |
| Respondent Sample Profile | 5 |
| Sample Disposition | 7 |
| Response Rate Report | 8 |
| Trend Analysis | 9 |
| Methodology | 10 |
| Introduction | |
| Survey Milestones | |
| Sampling Frame | |
| Questionnaire | |
| Selection of Cases for Analysis | |
| Definition of Achievement Scores | |
| Composites | |
| Correlation to Satisfaction | |
| Comparisons | |
| Statistical Testing | |
| Case-Mix Analysis | |
| Using This Report | 13 |
| Graphs/Results | 15 |
| Standard Ratings | 16 |
| Standard Composites | 17 |
| Getting Needed Care | 18 |
| Getting Care Quickly | 19 |
| How Well Doctors Communicate | 20 |
| Customer Service | 21 |
| Medical Assistance with Smoking Cessation | 22 |
| Single Items | 23 |
| Correlation Analysis | 27 |
| Summary | 28 |
| Rating Question Details | 29 |
| Responses by Question | 34 |
| Appendix A: Questionnaire | |

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.

Copyright Notice: DataStat has created the format and organization of this report and retains that as its sole property, holds the copyright on that portion of the report and conveys no interest in that portion of the report. Users of this report expressly agree not to copy or otherwise disseminate the format or organization which are DataStat's sole property without DataStat's written permission.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Executive Summary

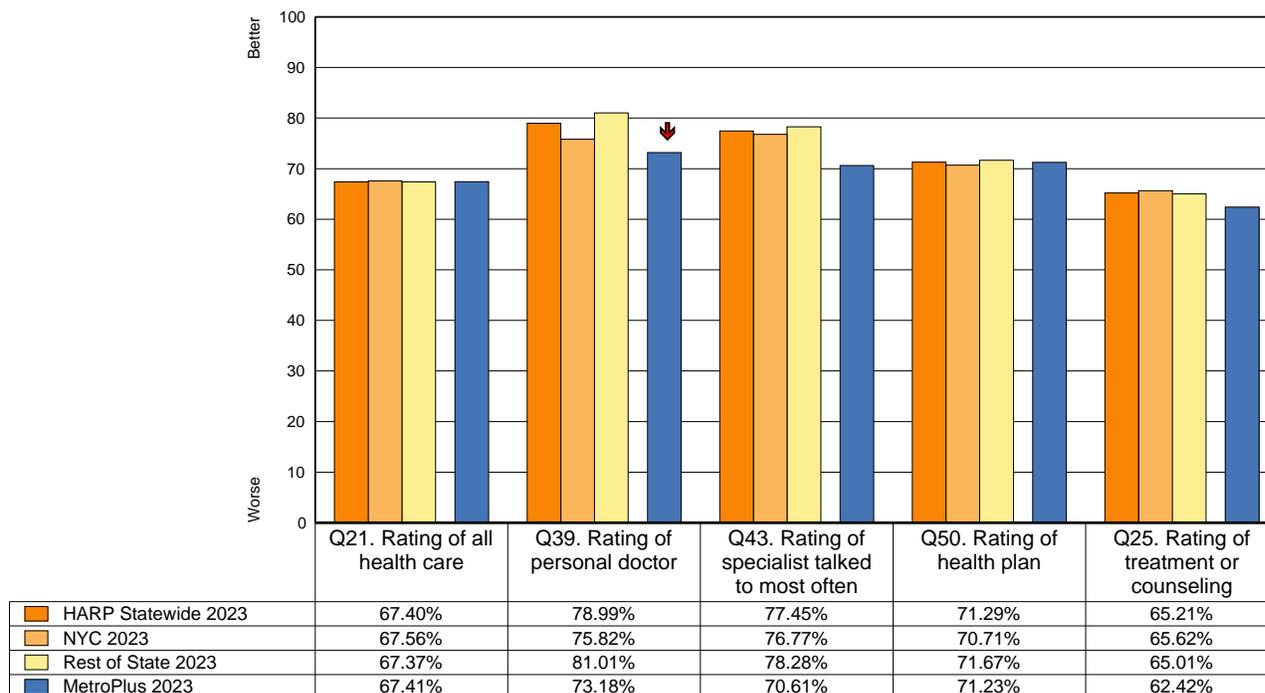
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2023 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 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 293 responses were received resulting in a 18.3% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some 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)

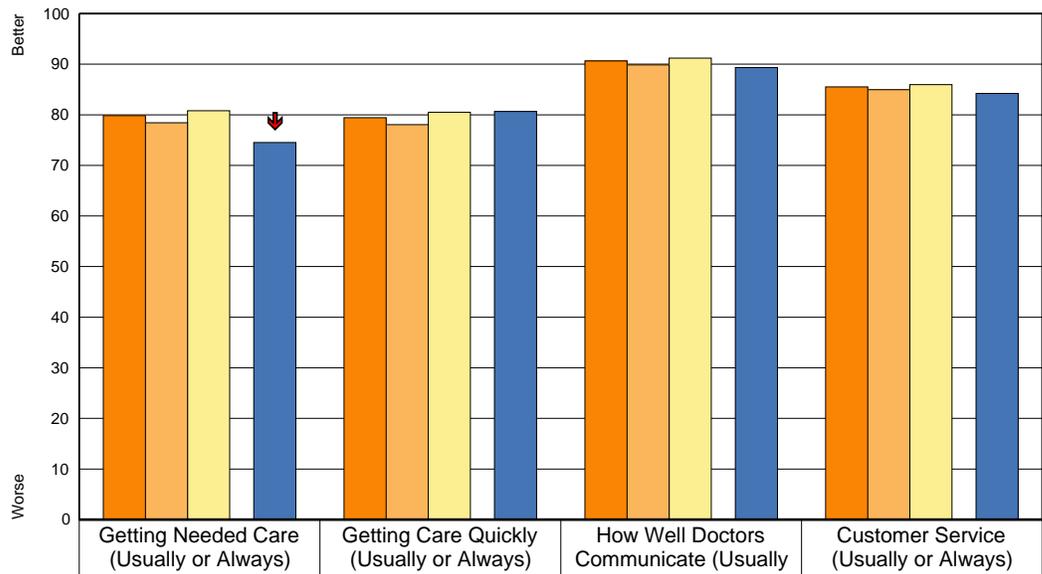


↑/↓ Statistically significantly better/worse than HARP Statewide 2023.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. 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) | 79.85% | 78.43% | 80.81% | 74.52% |
| Getting Care Quickly (Usually or Always) | 79.44% | 78.04% | 80.52% | 80.65% |
| How Well Doctors Communicate (Usually or Always) | 90.65% | 89.85% | 91.18% | 89.36% |
| Customer Service (Usually or Always) | 85.50% | 84.95% | 85.97% | 84.21% |

↑/↓ 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.

Respondent Sample Profile

| Age (years) | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|--------------------|----------------|-------|---------------|--------------------|
| 18 to 24 | 1.7% | 1.4% | 1.9% | 1.0% |
| 25 to 34 | 9.5% | 8.0% | 10.5% | 4.8% |
| 35 to 44 | 16.2% | 13.8% | 18.0% | 10.7% |
| 45 to 54 | 22.7% | 23.0% | 22.5% | 22.8% |
| 55 to 64 | 45.5% | 47.8% | 43.6% | 53.1% |
| 65 to 74 | 4.1% | 5.3% | 3.1% | 6.6% |
| 75 or older | 0.5% | 0.6% | 0.4% | 1.0% |

| Gender | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|---|----------------|-------|---------------|--------------------|
| Male | 49.5% | 54.0% | 46.8% | 61.2% |
| Female | 49.2% | 44.4% | 52.2% | 37.0% |
| Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other | 0.9% | 0.9% | 0.9% | 1.7% |

| Highest grade or level of school completed | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|---|----------------|-------|---------------|--------------------|
| 8th grade or less | 7.8% | 10.1% | 6.2% | 13.3% |
| Some high school, but did not graduate | 22.0% | 27.2% | 18.6% | 30.5% |
| High school graduate or GED | 36.7% | 32.8% | 39.6% | 33.3% |
| Some college or 2-year degree | 25.0% | 20.5% | 27.9% | 17.5% |
| 4-year college graduate | 6.1% | 7.0% | 5.4% | 3.2% |
| More than 4-year college graduate | 2.3% | 2.3% | 2.3% | 2.1% |

| Hispanic or Latino | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|----------------------------|----------------|-------|---------------|--------------------|
| Yes, Hispanic or Latino | 28.0% | 43.5% | 17.0% | 48.6% |
| No, Not Hispanic or Latino | 72.0% | 56.5% | 83.0% | 51.4% |

| Rating of Overall Health | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|---------------------------------|----------------|-------|---------------|--------------------|
| Excellent | 6.8% | 8.2% | 5.8% | 8.8% |
| Very good | 15.8% | 16.7% | 15.2% | 17.2% |
| Good | 33.2% | 32.5% | 33.7% | 29.8% |
| Fair | 33.2% | 33.0% | 33.4% | 34.0% |
| Poor | 11.0% | 9.6% | 11.9% | 10.2% |

Respondent Sample Profile

Race

| Overall | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|--|----------------|-------|---------------|--------------------|
| White | 53.1% | 28.3% | 69.6% | 22.3% |
| Black or African-American | 28.4% | 39.8% | 20.9% | 43.5% |
| American Indian or Alaska Native | 3.2% | 3.5% | 3.1% | 4.7% |
| Asian / Native Hawaiian / Pacific Islander | 5.3% | 8.3% | 3.2% | 7.9% |
| Other | 18.3% | 29.7% | 10.5% | 31.3% |

| Asian Detail | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|---------------------|----------------|------|---------------|--------------------|
| Chinese | 1.3% | 2.7% | 0.3% | 2.5% |
| Japanese | 0.2% | 0.3% | 0.1% | 0.4% |
| Filipino | 0.3% | 0.4% | 0.3% | 0.7% |
| Korean | 0.6% | 1.1% | 0.4% | 1.1% |
| Vietnamese | 0.3% | 0.4% | 0.3% | 0.7% |
| Asian Indian | 0.9% | 1.5% | 0.6% | 0.4% |
| Cambodian | 0.8% | 0.8% | 0.7% | 1.1% |
| Bangladeshi | 0.7% | 1.2% | 0.4% | 1.8% |
| Hmong | 0.1% | 0.2% | 0.1% | 0.4% |
| 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% | 0.7% |
| Sri Lankan | 0.2% | 0.3% | 0.1% | 1.1% |
| Taiwanese | 0.2% | 0.3% | 0.1% | 0.4% |
| Nepalese | 0.2% | 0.2% | 0.2% | 0.4% |
| Burmese | 0.3% | 0.2% | 0.3% | 0.4% |
| Thai | 0.1% | 0.3% | 0.1% | 0.4% |

| Native Hawaiian / Pacific Islander Detail | HARP Statewide | NYC | Rest of State | MetroPlus Enhanced |
|--|----------------|------|---------------|--------------------|
| Hawaiian | 0.3% | 0.5% | 0.2% | 1.4% |
| Guamanian/Chamorro | 0.1% | 0.3% | 0.1% | 0.4% |
| Samoan | 0.1% | 0.2% | 0.1% | 0.4% |
| Fijian | 0.1% | 0.2% | 0.1% | 0.0% |
| Tongan | 0.1% | 0.3% | 0.1% | 0.4% |

Sample Disposition

| | HARP Statewide | MetroPlus Enhanced |
|---|----------------|--------------------|
| First mailing - sent | 22,000 | 2,000 |
| First mailing - usable survey returned* | 1,394 | 124 |
| Second mailing - sent | 18,958 | 1,717 |
| Second mailing - usable survey returned* | 973 | 91 |
| Third mailing - sent | 16,263 | 1,457 |
| Third mailing - usable survey returned* | 465 | 56 |
| Web - usable surveys* | 284 | 22 |
| Total - usable surveys | 3,116 | 293 |
| Ineligible: According to population criteria‡† | 90 | 5 |
| Ineligible: Language barrier† | 0 | 0 |
| Ineligible: Deceased† | 19 | 5 |
| Ineligible: Mentally or physically unable to complete survey† | 20 | 2 |
| Refusal/Returned survey blank | 29 | 0 |
| Incomplete survey - mail or web | 70 | 9 |
| Nonresponse - Unavailable by mail | 14,520 | 1,300 |
| Bad Address† | 4,136 | 386 |
| Response Rate | 17.6% | 18.3% |

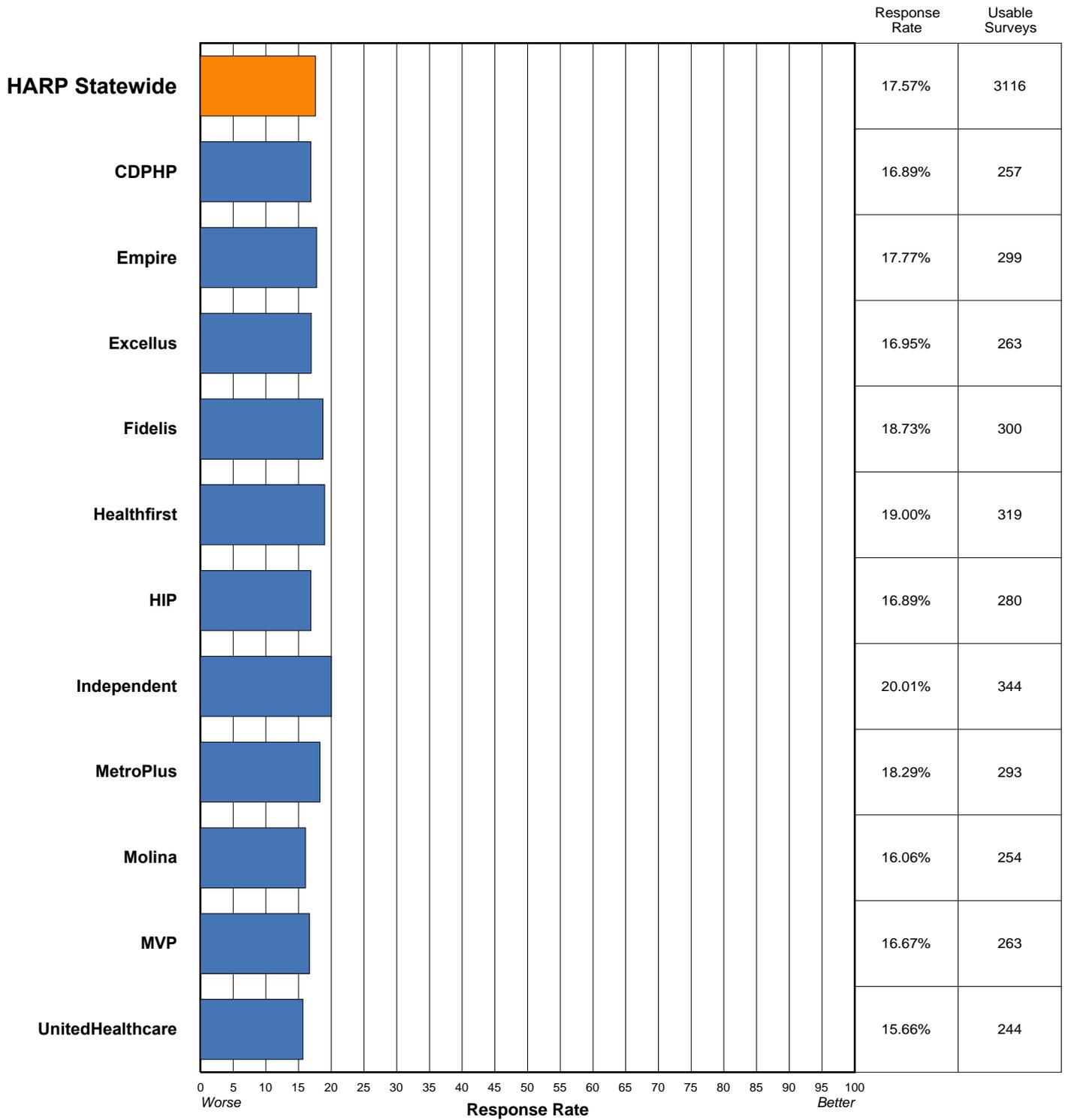
*Included in response rate numerator

†Excluded from response rate denominator

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

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$

Response Rates



■ HARP Statewide 2023

■ Health Plans 2023

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 | MetroPlus 2023 Score | MetroPlus 2021 Score | Point Change | Composite/ Question Group |
|---|----------------------|----------------------|--------------|---------------------------|
| Q13f. Doctor or other health provider talked about alcohol or other drug use | 54.1% | 40.5% | + 13.7 ▲ | Single Items |
| Q16. Doctor or other health provider talked about reasons you might not want to take a medicine | 79.0% | 67.0% | + 12.1 | Single Items |
| Q13e. Doctor or other health provider talked about smoking or using tobacco products | 65.9% | 54.0% | + 11.9 ▲ | Single Items |
| Q30. Rating of alcohol, drug, or addiction treatment or counseling | 63.9% | 54.1% | + 9.9 | Single Items |
| Q49. Health plan customer service usually or always treated you with courtesy and respect | 94.1% | 85.2% | + 8.9 ▲ | Customer Service |
| Q54. Received a flu shot or flu spray in the nose since July 1, 2022 | 56.4% | 48.4% | + 8.0 | Single Items |
| Q8. Usually or always able to get care needed during evenings, weekends or holidays | 61.4% | 54.8% | + 6.6 | Single Items |
| Q4. Usually or always got urgent care as soon as you needed | 85.5% | 80.0% | + 5.4 | Getting Care Quickly |
| Q50. Rating of health plan | 71.2% | 65.8% | + 5.4 | Ratings |
| Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers | 83.4% | 78.1% | + 5.3 | Single Items |
| Q47. Health plan customer service usually or always gave information or help you needed | 74.3% | 75.3% | - 1.0 | Customer Service |
| Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress | 76.3% | 77.3% | - 1.0 | Single Items |
| Q48. Information from health plans customer service usually or always easy to understand | 78.2% | 79.4% | - 1.2 | Single Items |
| Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan | 75.9% | 77.0% | - 1.2 | Single Items |
| Q13a. Doctor or other health provider talked about a healthy diet and eating habits | 77.0% | 79.1% | - 2.1 | Single Items |
| Q17. Doctor or other health provider asked what you thought was best for you | 87.7% | 89.9% | - 2.2 | Single Items |
| Q51. Would recommend health plan to your family and friends | 85.1% | 87.4% | - 2.3 | Single Items |
| Q45. Written materials or internet usually or always provided information about how health plan works | 64.0% | 67.2% | - 3.2 | Single Items |
| Q43. Rating of specialist talked to most often | 70.6% | 73.9% | - 3.3 | Ratings |
| Q29. Not very or not at all difficult to get prescriptions for mental health medicines as soon as you needed? | 80.1% | 87.9% | - 7.8 | Single Items |

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 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 293 NYSDOH HARP members, and the overall project response rate was 18.3%.

Definition of Achievement Scores

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

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

Composites

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.

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.

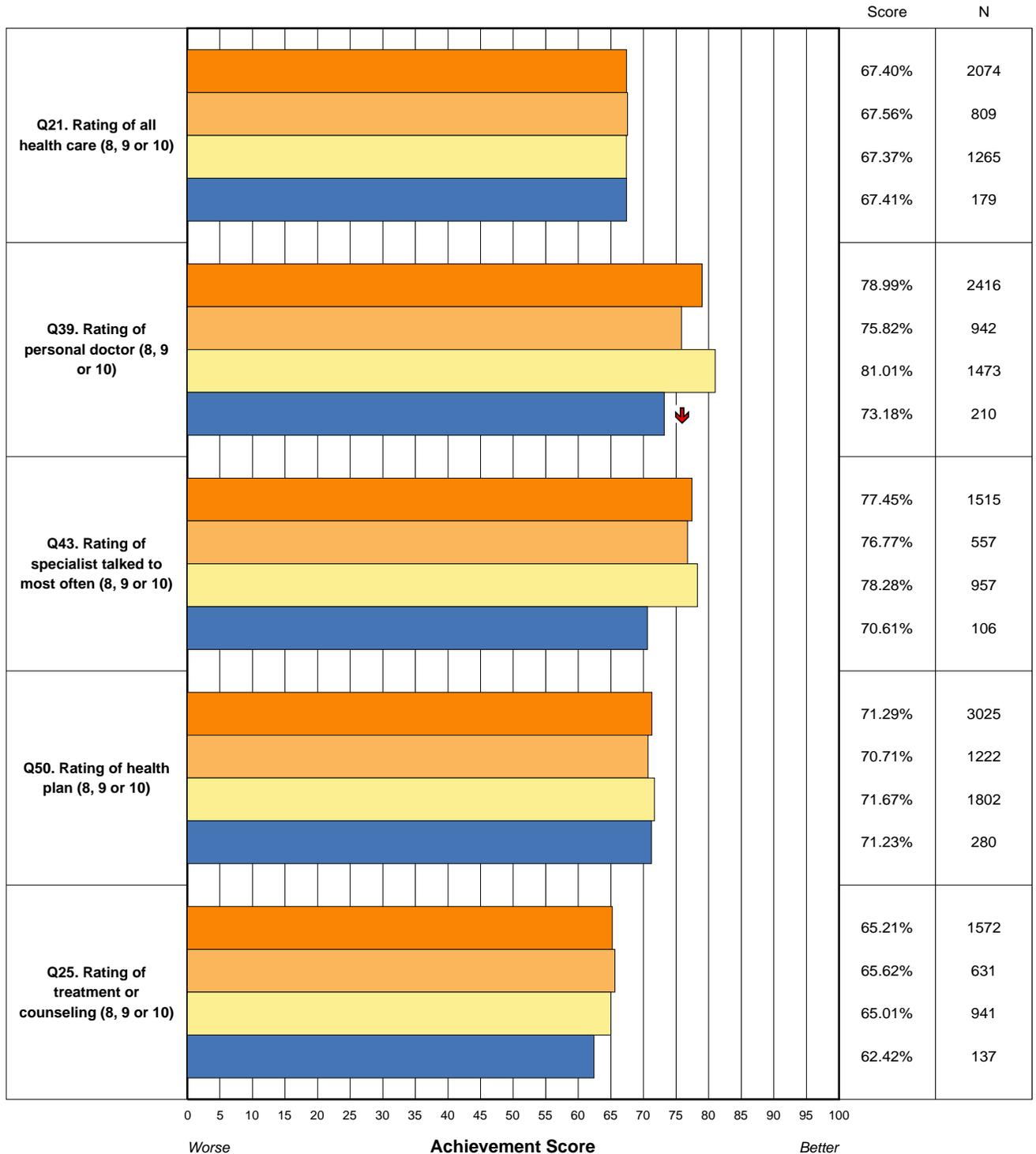
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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.

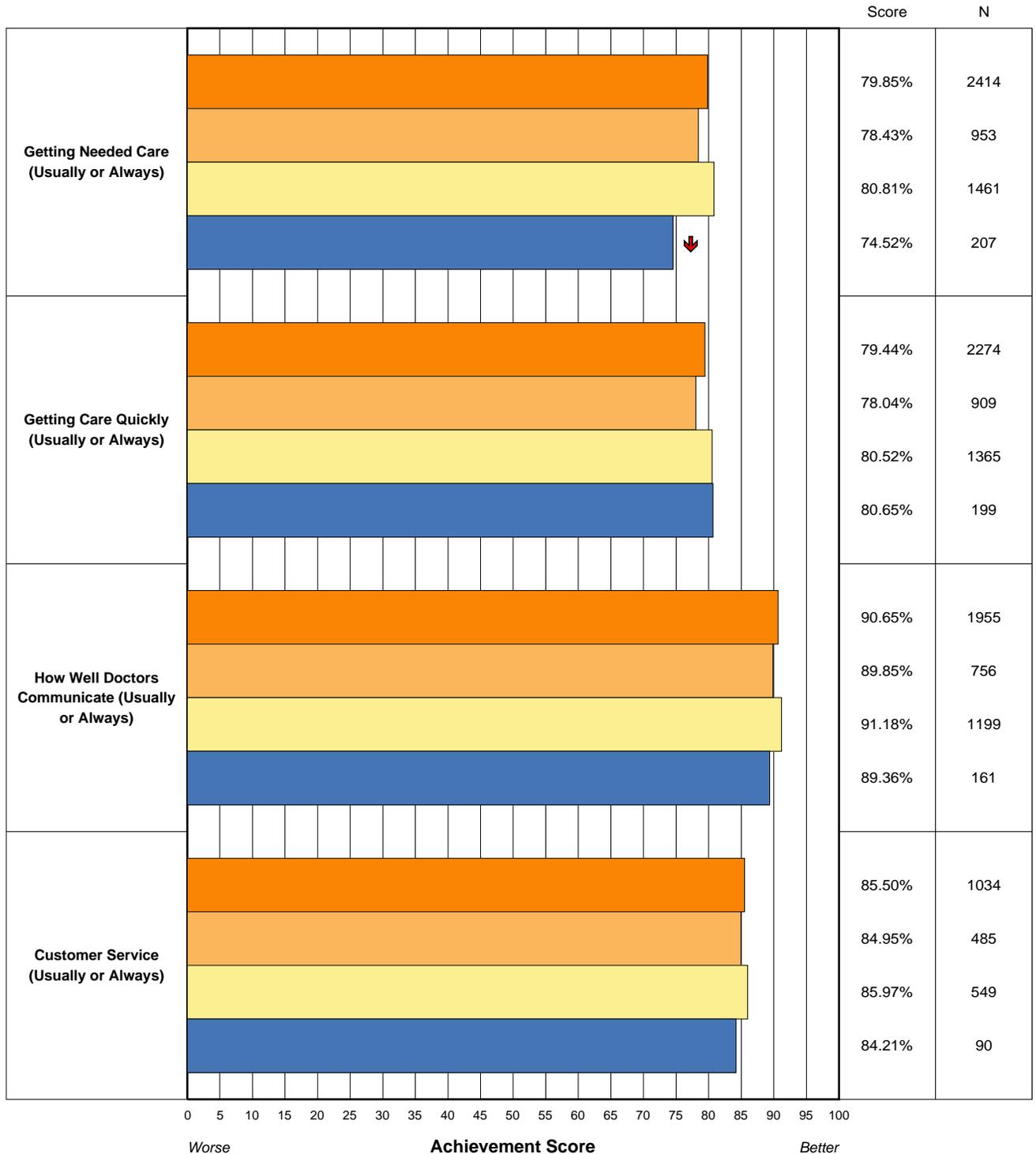
Standard Ratings



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ MetroPlus
■ Rest of State

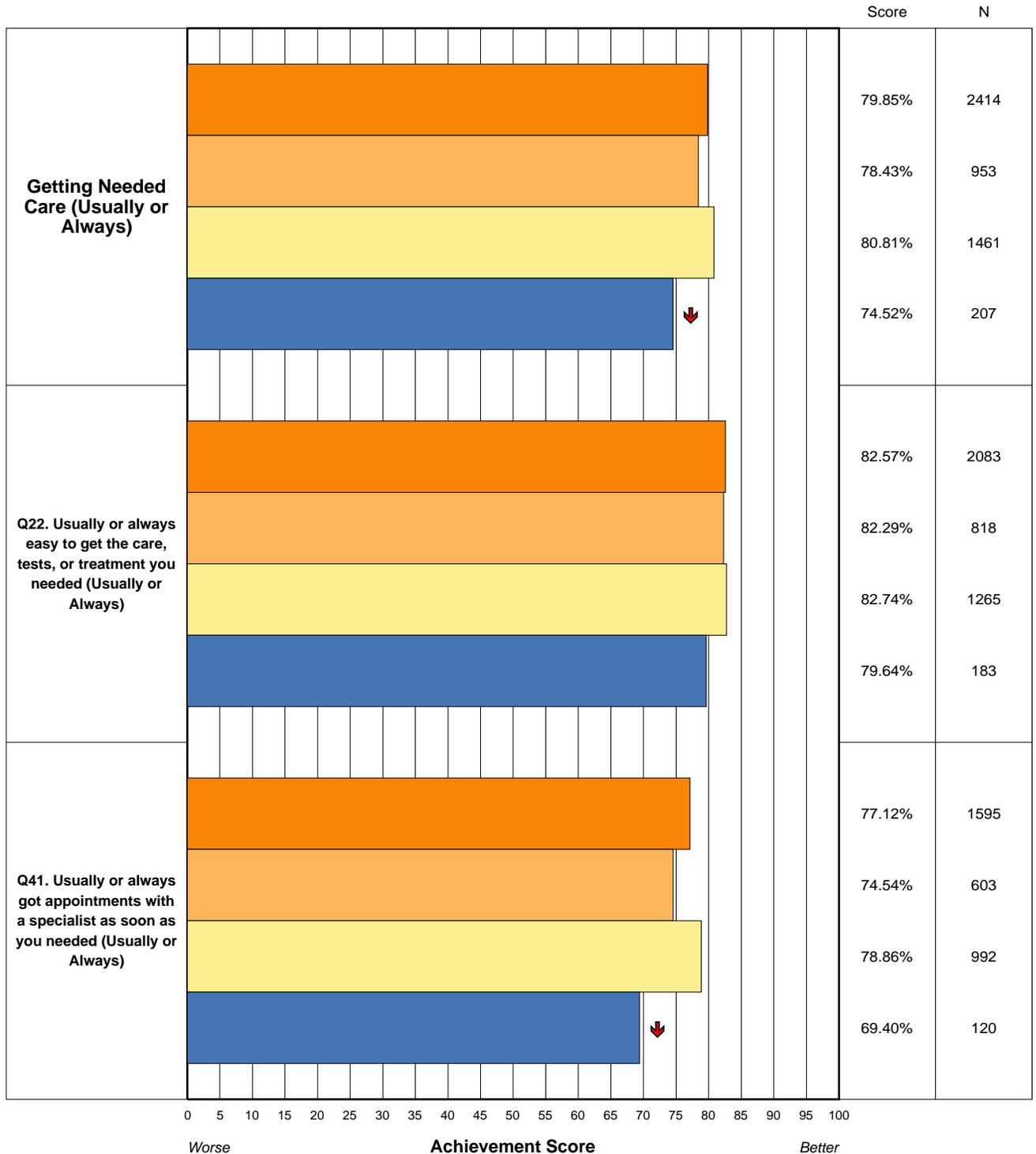
Standard Composites



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ MetroPlus
■ Rest of State

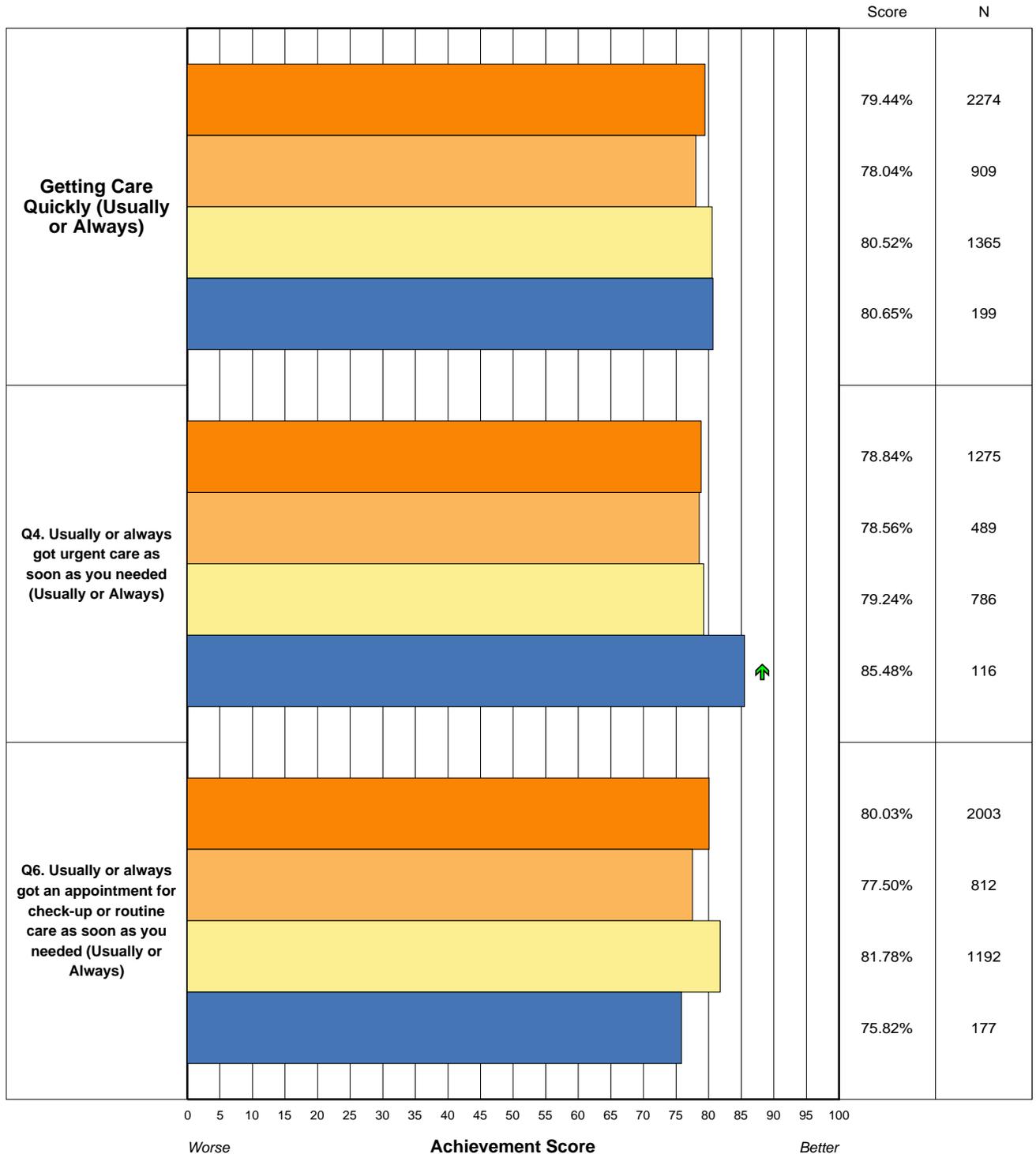
Getting Needed Care



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ MetroPlus
■ Rest of State

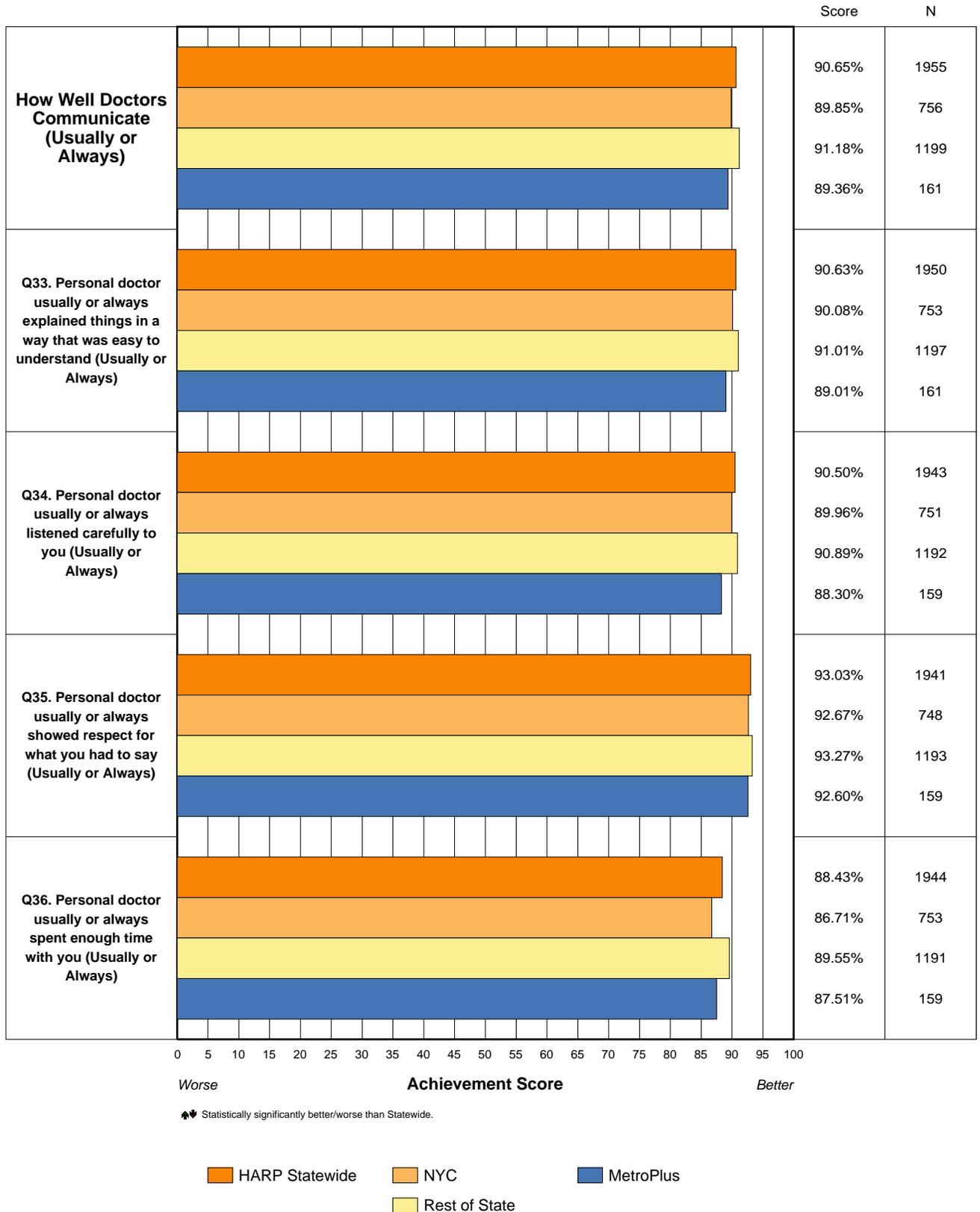
Getting Care Quickly



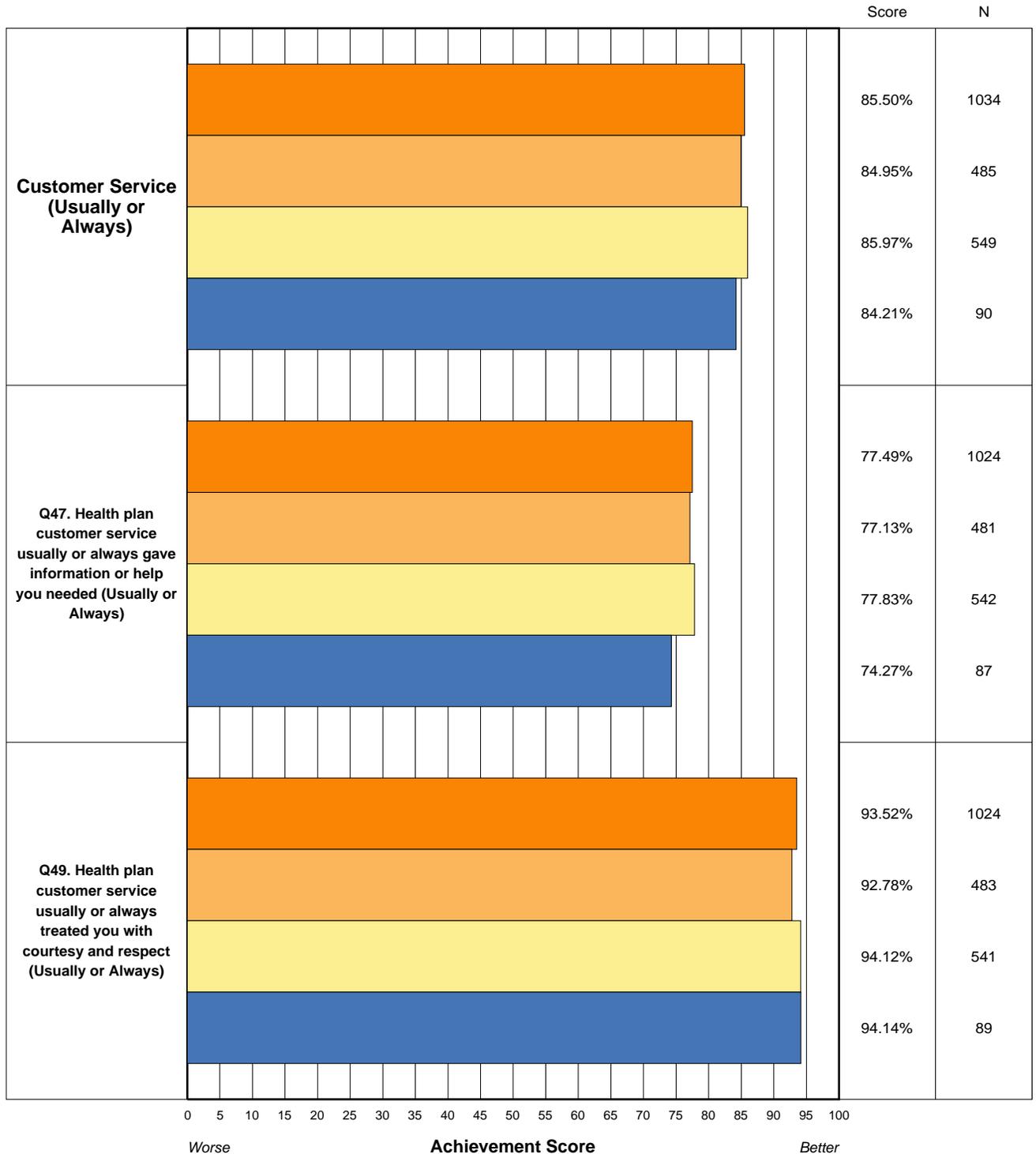
Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ MetroPlus
■ Rest of State

How Well Doctors Communicate



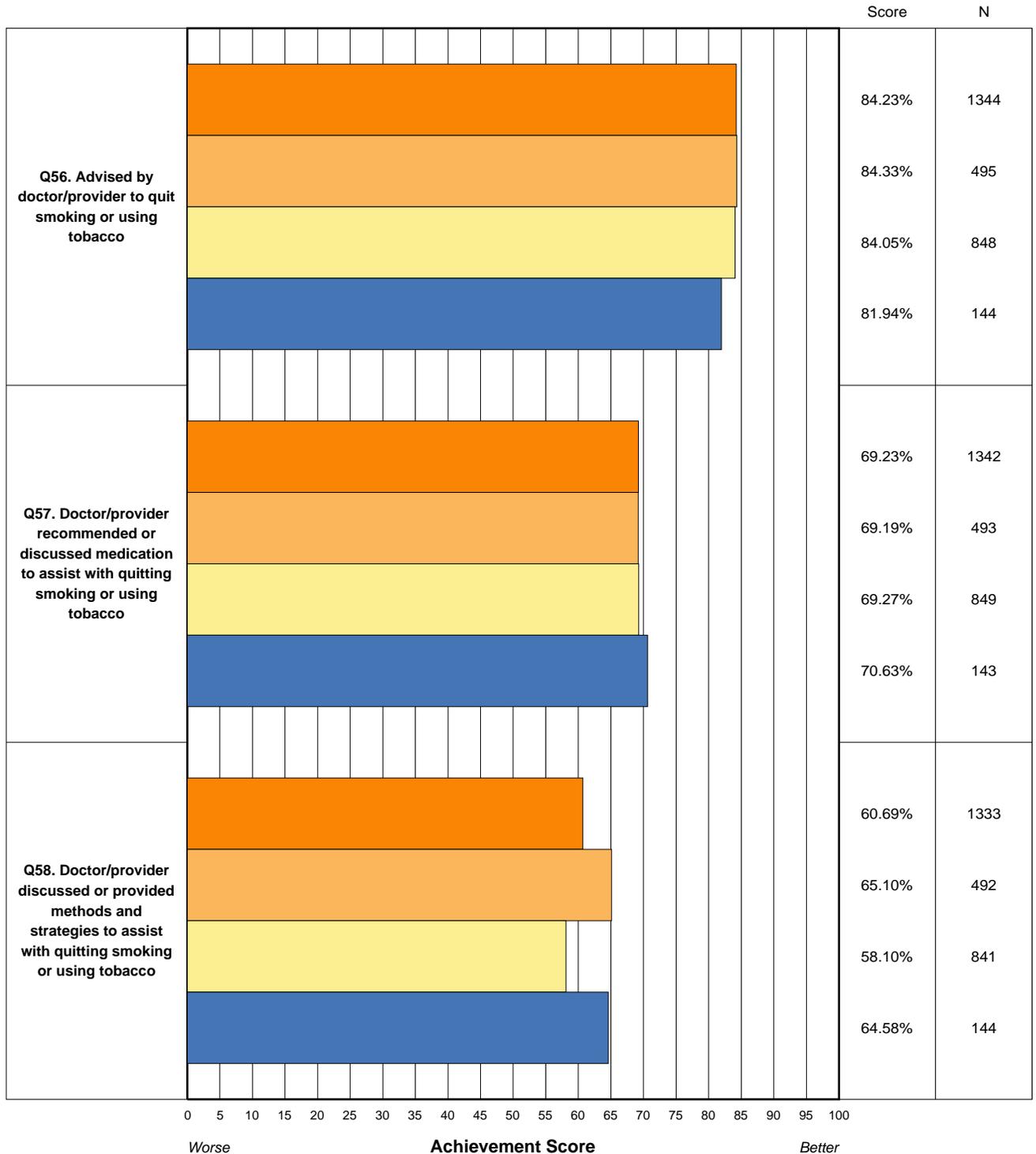
Customer Service



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ MetroPlus
■ Rest of State

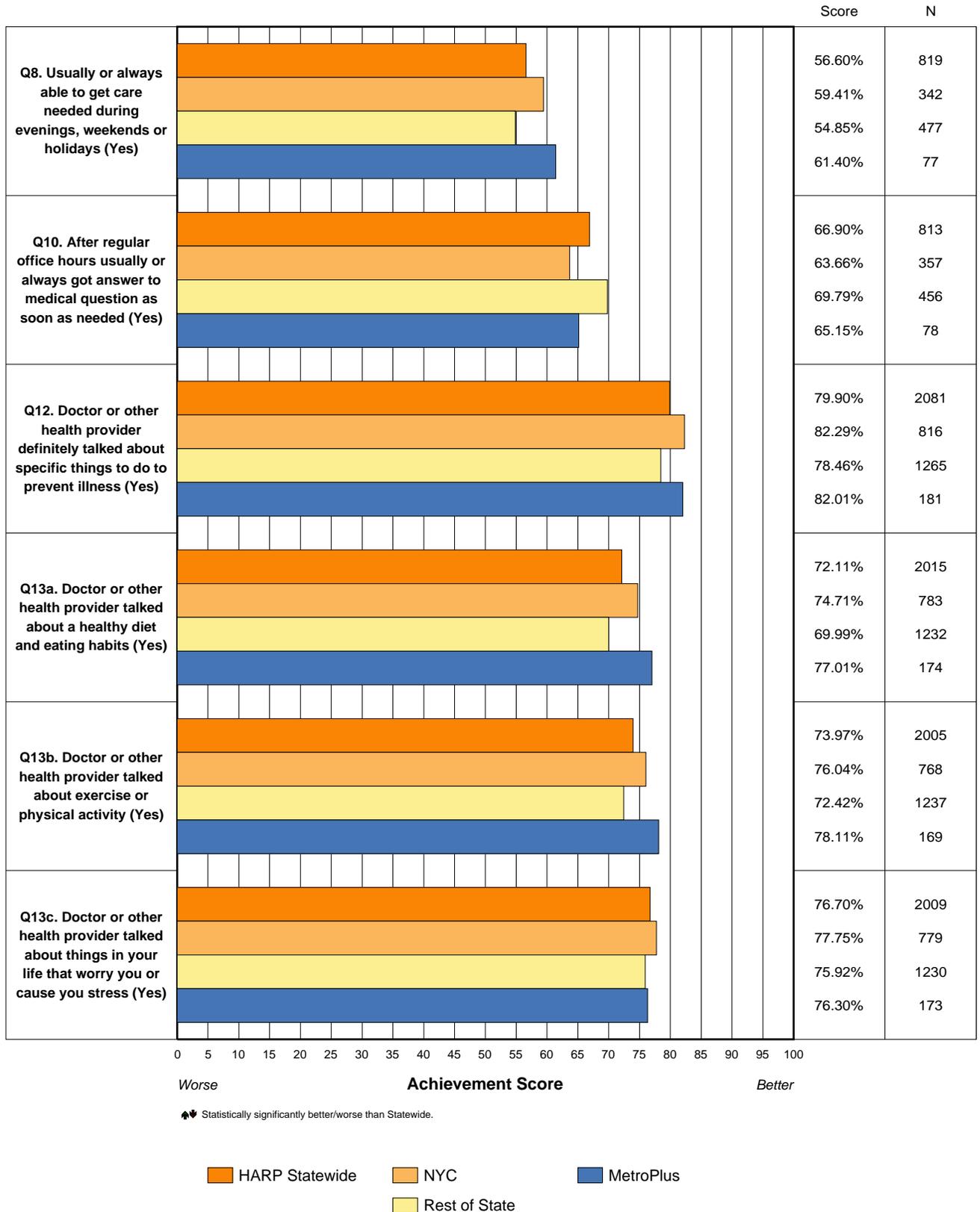
Medical Assistance with Smoking Cessation



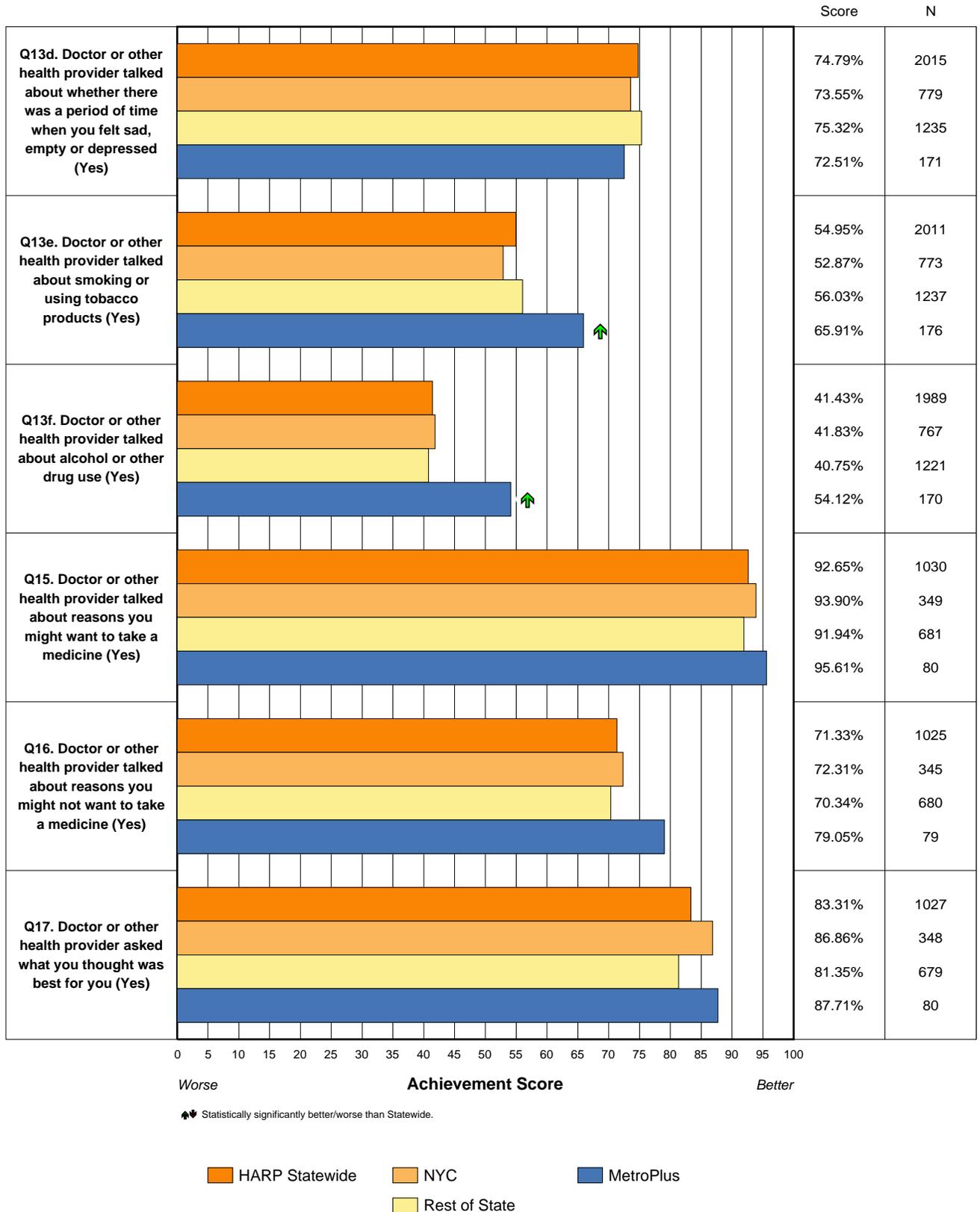
Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ MetroPlus
■ Rest of State

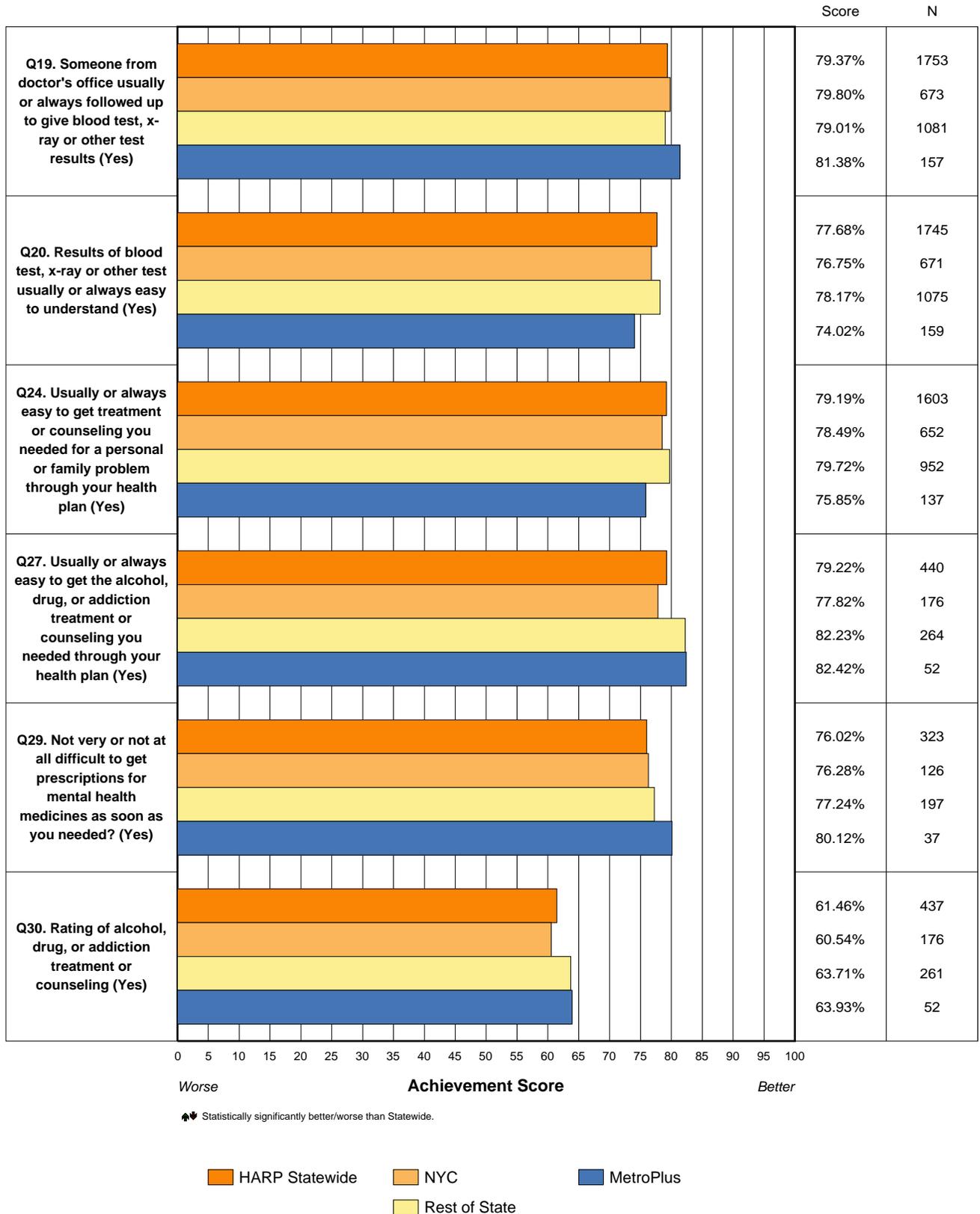
Single Items



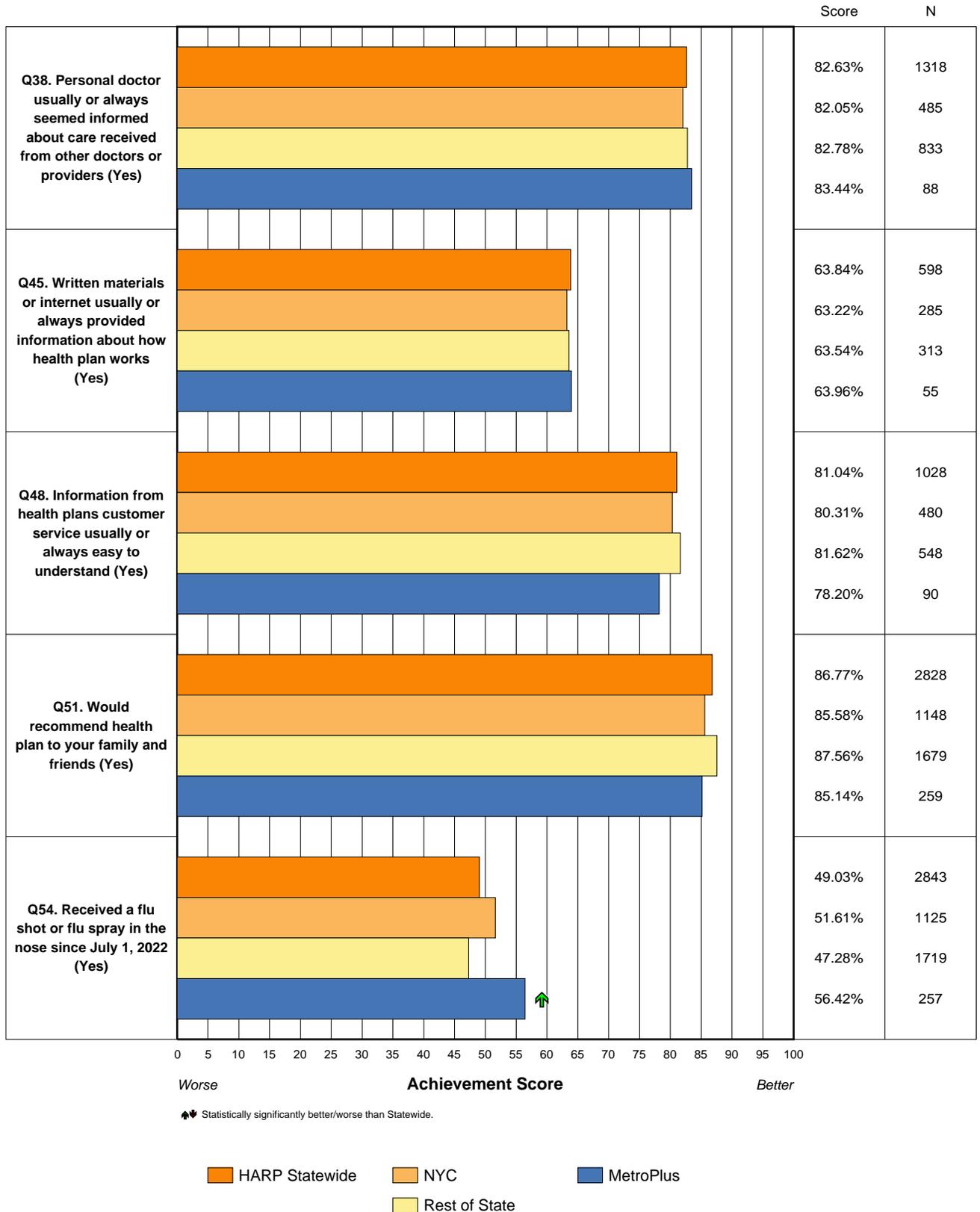
Single Items



Single Items



Single Items



MetroPlus Enhanced

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

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

Example:

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

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

Correlation Summary

| Corr. Rank | Rating of all health care | | | Rating of personal doctor | | | Rating of specialist talked to most often | | | Rating of health plan | | | Rating of treatment or counseling | | |
|---------------|----------------------------|-------|-------------|----------------------------|-------|-------------|---|-------|-------------|----------------------------|-------|-------------|-----------------------------------|-------|-------------|
| | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation |
| 1 | Q22 Getting Needed Care | 80% | 0.66 | Q34 Communication | 88% | 0.66 | Q22 Getting Needed Care | 80% | 0.44 | Q47 Customer Service | 74% | 0.49 | Q34 Communication | 88% | 0.61 |
| 2 | Q34 Communication | 88% | 0.62 | Q35 Communication | 93% | 0.61 | Q41 Getting Needed Care | 69% ▼ | 0.39 | Q22 Getting Needed Care | 80% | 0.45 | Q22 Getting Needed Care | 80% | 0.61 |
| 3 | Q33 Communication | 89% | 0.54 | Q36 Communication | 88% | 0.57 | Q6 Getting Care Quickly | 76% | 0.36 | Q4 Getting Care Quickly | 85% ▲ | 0.41 | Q4 Getting Care Quickly | 85% ▲ | 0.52 |
| 4 | Q4 Getting Care Quickly | 85% ▲ | 0.51 | Q33 Communication | 89% | 0.55 | Q34 Communication | 88% | 0.35 | Q6 Getting Care Quickly | 76% | 0.36 | Q33 Communication | 89% | 0.49 |
| 5 | Q47 Customer Service | 74% | 0.50 | Q22 Getting Needed Care | 80% | 0.53 | Q47 Customer Service | 74% | 0.34 | Q34 Communication | 88% | 0.25 | Q35 Communication | 93% | 0.43 |
| 6 | Q35 Communication | 93% | 0.48 | Q4 Getting Care Quickly | 85% ▲ | 0.34 | Q4 Getting Care Quickly | 85% ▲ | 0.32 | Q36 Communication | 88% | 0.24 | Q36 Communication | 88% | 0.40 |
| 7 | Q36 Communication | 88% | 0.44 | Q47 Customer Service | 74% | 0.28 | Q35 Communication | 93% | 0.25 | Q49 Customer Service | 94% | 0.23 | Q41 Getting Needed Care | 69% ▼ | 0.29 |
| 8 | Q6 Getting Care Quickly | 76% | 0.34 | Q6 Getting Care Quickly | 76% | 0.22 | Q36 Communication | 88% | 0.21 | Q33 Communication | 89% | 0.21 | Q6 Getting Care Quickly | 76% | 0.23 |
| 9 | Q41 Getting Needed Care | 69% ▼ | 0.29 | Q41 Getting Needed Care | 69% ▼ | 0.20 | Q33 Communication | 89% | 0.14 | Q41 Getting Needed Care | 69% ▼ | 0.20 | Q47 Customer Service | 74% | 0.21 |
| 10 | Q49 Customer Service | 94% | 0.29 | Q49 Customer Service | 94% | 0.07 | Q49 Customer Service | 94% | 0.13 | Q35 Communication | 93% | 0.20 | Q49 Customer Service | 94% | 0.12 |

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

Rating of all health care

| Corr. Rank | Question | Correlation w/ Rating of all health care | Achievement Score | Positive Responses ←————→ Negative Responses | | | |
|------------|---|--|-------------------|--|---------|-----------|-------|
| | | | | Always | Usually | Sometimes | Never |
| 1 | Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed? | 0.66 | 80% | 46% | 36% | 15% | 3% |
| 2 | Q34. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.62 | 88% | 73% | 16% | 8% | 3% |
| 3 | Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.54 | 89% | 68% | 22% | 7% | 3% |
| 4 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.51 | 85% ▲ | 64% | 22% | 12% | 2% |
| 5 | Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.50 | 74% | 52% | 23% | 17% | 8% |
| 6 | Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.48 | 93% | 82% | 11% | 4% | 3% |
| 7 | Q36. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.44 | 88% | 66% | 23% | 9% | 3% |
| 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? | 0.34 | 76% | 49% | 28% | 19% | 5% |
| 9 | Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? | 0.29 | 69% ▼ | 38% | 33% | 24% | 5% |
| 10 | Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.29 | 94% | 71% | 24% | 4% | 1% |

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

Rating of personal doctor

| Corr. Rank | Question | Correlation w/ Rating of personal doctor | Achievement Score | Positive Responses ←————→ Negative Responses | | | |
|------------|---|--|-------------------|--|---------|-----------|-------|
| | | | | Always | Usually | Sometimes | Never |
| 1 | Q34. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.66 | 88% | 73% | 16% | 8% | 3% |
| 2 | Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.61 | 93% | 82% | 11% | 4% | 3% |
| 3 | Q36. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.57 | 88% | 66% | 23% | 9% | 3% |
| 4 | Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.55 | 89% | 68% | 22% | 7% | 3% |
| 5 | Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed? | 0.53 | 80% | 46% | 36% | 15% | 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? | 0.34 | 85% ▲ | 64% | 22% | 12% | 2% |
| 7 | Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.28 | 74% | 52% | 23% | 17% | 8% |
| 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? | 0.22 | 76% | 49% | 28% | 19% | 5% |
| 9 | Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? | 0.20 | 69% ▼ | 38% | 33% | 24% | 5% |
| 10 | Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.07 | 94% | 71% | 24% | 4% | 1% |

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

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? | 0.44 | 80% | 46% | 36% | 15% | 3% |
| 2 | Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? | 0.39 | 69% ▼ | 38% | 33% | 24% | 5% |
| 3 | 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? | 0.36 | 76% | 49% | 28% | 19% | 5% |
| 4 | Q34. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.35 | 88% | 73% | 16% | 8% | 3% |
| 5 | Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.34 | 74% | 52% | 23% | 17% | 8% |
| 6 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.32 | 85% ▲ | 64% | 22% | 12% | 2% |
| 7 | Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.25 | 93% | 82% | 11% | 4% | 3% |
| 8 | Q36. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.21 | 88% | 66% | 23% | 9% | 3% |
| 9 | Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.14 | 89% | 68% | 22% | 7% | 3% |
| 10 | Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.13 | 94% | 71% | 24% | 4% | 1% |

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

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? | 0.49 | 74% | 52% | 23% | 17% | 8% |
| 2 | Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed? | 0.45 | 80% | 46% | 36% | 15% | 3% |
| 3 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.41 | 85% ▲ | 64% | 22% | 12% | 2% |
| 4 | 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? | 0.36 | 76% | 49% | 28% | 19% | 5% |
| 5 | Q34. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.25 | 88% | 73% | 16% | 8% | 3% |
| 6 | Q36. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.24 | 88% | 66% | 23% | 9% | 3% |
| 7 | Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.23 | 94% | 71% | 24% | 4% | 1% |
| 8 | Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.21 | 89% | 68% | 22% | 7% | 3% |
| 9 | Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? | 0.20 | 69% ▼ | 38% | 33% | 24% | 5% |
| 10 | Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.20 | 93% | 82% | 11% | 4% | 3% |

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

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 | Q34. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.61 | 88% | 73% | 16% | 8% | 3% |
| 2 | Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed? | 0.61 | 80% | 46% | 36% | 15% | 3% |
| 3 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? | 0.52 | 85% ▲ | 64% | 22% | 12% | 2% |
| 4 | Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.49 | 89% | 68% | 22% | 7% | 3% |
| 5 | Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.43 | 93% | 82% | 11% | 4% | 3% |
| 6 | Q36. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.40 | 88% | 66% | 23% | 9% | 3% |
| 7 | Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed? | 0.29 | 69% ▼ | 38% | 33% | 24% | 5% |
| 8 | Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed? | 0.23 | 76% | 49% | 28% | 19% | 5% |
| 9 | Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.21 | 74% | 52% | 23% | 17% | 8% |
| 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 | 94% | 71% | 24% | 4% | 1% |

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

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 | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,988 | 100.0% | 1,203 | 100.0% | 1,783 | 100.0% | 276 | 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% | 276 | 100.0% |
| Not Answered | 128 | | 64 | | 66 | | 17 | |

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,320 | 43.7% | 501 | 40.8% | 812 | 45.2% | 122 | 43.1% |
| No | 1,704 | 56.3% | 727 | 59.2% | 983 | 54.8% | 161 | 56.9% |
| Total | 3,024 | 100.0% | 1,228 | 100.0% | 1,795 | 100.0% | 283 | 100.0% |
| Not Answered | 92 | | 39 | | 54 | | 10 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|-----------------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 58 | 4.5% | 21 | 4.4% | 37 | 4.8% | 2 | 1.7% |
| ● Sometimes | 208 | 16.3% | 80 | 16.4% | 129 | 16.4% | 14 | 12.1% |
| ● Usually | 322 | 25.3% | 110 | 22.5% | 211 | 26.8% | 26 | 22.4% |
| ● Always | 687 | 53.9% | 277 | 56.7% | 409 | 52.0% | 74 | 63.8% |
| Total | 1,275 | 100.0% | 489 | 100.0% | 786 | 100.0% | 116 | 100.0% |
| Not Answered | 45 | | 15 | | 30 | | 6 | |
| Reporting Category | Getting Care Quickly | | | | | | | |
| Achievement Score | 78.84% | | 78.56% | | 79.24% | | 85.48% | |
| Correlation with rating of health plan | 0.405 | | 0.358 | | 0.430 | | 0.410 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,082 | 69.1% | 837 | 68.4% | 1,238 | 69.2% | 181 | 63.3% |
| No | 932 | 30.9% | 386 | 31.6% | 552 | 30.8% | 105 | 36.7% |
| Total | 3,014 | 100.0% | 1,223 | 100.0% | 1,790 | 100.0% | 286 | 100.0% |
| Not Answered | 102 | | 44 | | 59 | | 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?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|-----------------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 50 | 2.5% | 16 | 2.0% | 35 | 2.9% | 8 | 4.5% |
| ● Sometimes | 348 | 17.4% | 165 | 20.3% | 184 | 15.4% | 33 | 18.6% |
| ● Usually | 586 | 29.3% | 239 | 29.4% | 349 | 29.2% | 50 | 28.2% |
| ● Always | 1,019 | 50.9% | 393 | 48.3% | 625 | 52.4% | 86 | 48.6% |
| Total | 2,003 | 100.0% | 812 | 100.0% | 1,192 | 100.0% | 177 | 100.0% |
| Not Answered | 79 | | 25 | | 53 | | 4 | |
| Reporting Category | Getting Care Quickly | | | | | | | |
| Achievement Score | 80.13% | | 77.72% | | 81.65% | | 76.84% | |
| Correlation with rating of health plan | 0.299 | | 0.305 | | 0.296 | | 0.362 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 849 | 28.1% | 352 | 28.7% | 492 | 27.4% | 79 | 28.2% |
| No | 2,172 | 71.9% | 874 | 71.3% | 1,303 | 72.6% | 201 | 71.8% |
| Total | 3,021 | 100.0% | 1,226 | 100.0% | 1,795 | 100.0% | 280 | 100.0% |
| Not Answered | 95 | | 41 | | 54 | | 13 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|---------------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 157 | 19.2% | 63 | 18.5% | 96 | 20.1% | 11 | 14.3% |
| <input checked="" type="radio"/> Sometimes | 195 | 23.8% | 71 | 20.7% | 124 | 26.0% | 17 | 22.1% |
| <input checked="" type="radio"/> Usually | 187 | 22.8% | 76 | 22.2% | 110 | 23.2% | 19 | 24.7% |
| <input checked="" type="radio"/> Always | 280 | 34.2% | 132 | 38.6% | 147 | 30.7% | 30 | 39.0% |
| Total | 819 | 100.0% | 342 | 100.0% | 477 | 100.0% | 77 | 100.0% |
| Not Answered | 30 | | 12 | | 18 | | 2 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 56.60% | 59.41% | 54.85% | 61.40% | | | | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 841 | 28.0% | 368 | 30.2% | 471 | 26.4% | 79 | 28.2% |
| No | 2,165 | 72.0% | 853 | 69.8% | 1,315 | 73.6% | 201 | 71.8% |
| Total | 3,006 | 100.0% | 1,221 | 100.0% | 1,786 | 100.0% | 280 | 100.0% |
| Not Answered | 110 | | 46 | | 63 | | 13 | |

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 98 | 12.1% | 47 | 13.1% | 52 | 11.5% | 12 | 15.4% |
| ● Sometimes | 168 | 20.7% | 80 | 22.4% | 88 | 19.3% | 14 | 17.9% |
| ● Usually | 203 | 25.0% | 82 | 22.9% | 121 | 26.5% | 16 | 20.5% |
| ● Always | 344 | 42.3% | 148 | 41.6% | 195 | 42.6% | 36 | 46.2% |
| Total | 813 | 100.0% | 357 | 100.0% | 456 | 100.0% | 78 | 100.0% |
| Not Answered | 28 | | 11 | | 17 | | 1 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 66.90% | | 63.66% | | 69.79% | | 65.15% | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|------------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| None | 910 | 30.2% | 402 | 32.8% | 507 | 28.3% | 98 | 34.8% |
| 1 time | 322 | 10.7% | 122 | 9.9% | 199 | 11.1% | 27 | 9.6% |
| 2 | 405 | 13.4% | 149 | 12.1% | 255 | 14.2% | 32 | 11.3% |
| 3 | 344 | 11.4% | 144 | 11.8% | 201 | 11.2% | 27 | 9.6% |
| 4 | 247 | 8.2% | 118 | 9.6% | 129 | 7.2% | 29 | 10.3% |
| 5 to 9 | 465 | 15.4% | 184 | 15.0% | 282 | 15.8% | 44 | 15.6% |
| 10 or more times | 322 | 10.7% | 107 | 8.7% | 216 | 12.1% | 25 | 8.9% |
| Total | 3,015 | 100.0% | 1,225 | 100.0% | 1,789 | 100.0% | 282 | 100.0% |
| Not Answered | 101 | | 42 | | 60 | | 11 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,670 | 80.2% | 674 | 82.7% | 990 | 78.2% | 151 | 83.4% |
| ● No | 411 | 19.8% | 142 | 17.3% | 275 | 21.8% | 30 | 16.6% |
| Total | 2,081 | 100.0% | 816 | 100.0% | 1,265 | 100.0% | 181 | 100.0% |
| Not Answered | 24 | | 7 | | 17 | | 3 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 79.90% | | 82.29% | | 78.46% | | 82.01% | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,453 | 72.1% | 585 | 74.7% | 862 | 70.0% | 134 | 77.0% |
| ● No | 562 | 27.9% | 198 | 25.3% | 370 | 30.0% | 40 | 23.0% |
| Total | 2,015 | 100.0% | 783 | 100.0% | 1,232 | 100.0% | 174 | 100.0% |
| Not Answered | 90 | | 40 | | 50 | | 10 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 72.11% | | 74.71% | | 69.99% | | 77.01% | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,483 | 74.0% | 584 | 76.0% | 896 | 72.4% | 132 | 78.1% |
| ● No | 522 | 26.0% | 184 | 24.0% | 341 | 27.6% | 37 | 21.9% |
| Total | 2,005 | 100.0% | 768 | 100.0% | 1,237 | 100.0% | 169 | 100.0% |
| Not Answered | 100 | | 55 | | 45 | | 15 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 73.97% | | 76.04% | | 72.42% | | 78.11% | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,541 | 76.7% | 605 | 77.8% | 934 | 75.9% | 132 | 76.3% |
| ● No | 468 | 23.3% | 173 | 22.2% | 296 | 24.1% | 41 | 23.7% |
| Total | 2,009 | 100.0% | 779 | 100.0% | 1,230 | 100.0% | 173 | 100.0% |
| Not Answered | 96 | | 44 | | 52 | | 11 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 76.70% | | 77.75% | | 75.92% | | 76.30% | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,507 | 74.8% | 573 | 73.6% | 930 | 75.3% | 124 | 72.5% |
| ● No | 508 | 25.2% | 206 | 26.4% | 305 | 24.7% | 47 | 27.5% |
| Total | 2,015 | 100.0% | 779 | 100.0% | 1,235 | 100.0% | 171 | 100.0% |
| Not Answered | 90 | | 44 | | 47 | | 13 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 74.79% | | 73.55% | | 75.32% | | 72.51% | |

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 | | MetroPlus Enhanced | |
|--|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 1,105 | 54.9% | 409 | 52.9% | 693 | 56.0% | 116 | 65.9% |
| ● No | 906 | 45.1% | 365 | 47.1% | 544 | 44.0% | 60 | 34.1% |
| Total | 2,011 | 100.0% | 773 | 100.0% | 1,237 | 100.0% | 176 | 100.0% |
| Not Answered | 94 | | 50 | | 45 | | 8 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 54.95% | | 52.87% | | 56.03% | | 65.91% | |

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 | | MetroPlus Enhanced | |
|--|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 824 | 41.4% | 321 | 41.8% | 497 | 40.8% | 92 | 54.1% |
| ● No | 1,165 | 58.6% | 446 | 58.2% | 723 | 59.2% | 78 | 45.9% |
| Total | 1,989 | 100.0% | 767 | 100.0% | 1,221 | 100.0% | 170 | 100.0% |
| Not Answered | 116 | | 56 | | 61 | | 14 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 41.43% | | 41.83% | | 40.75% | | 54.12% | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,042 | 50.7% | 353 | 44.2% | 687 | 54.6% | 81 | 45.5% |
| No | 1,014 | 49.3% | 446 | 55.8% | 571 | 45.4% | 97 | 54.5% |
| Total | 2,056 | 100.0% | 799 | 100.0% | 1,258 | 100.0% | 178 | 100.0% |
| Not Answered | 49 | | 24 | | 24 | | 6 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|---------------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 955 | 92.7% | 327 | 93.7% | 627 | 92.0% | 76 | 95.0% |
| ● No | 75 | 7.3% | 22 | 6.3% | 54 | 8.0% | 4 | 5.0% |
| Total | 1,030 | 100.0% | 349 | 100.0% | 681 | 100.0% | 80 | 100.0% |
| Not Answered | 12 | | 4 | | 8 | | 1 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 92.65% | 93.90% | 91.94% | 95.61% | | | | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|---------------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 729 | 71.1% | 248 | 71.9% | 480 | 70.5% | 61 | 77.2% |
| ● No | 296 | 28.9% | 97 | 28.1% | 200 | 29.5% | 18 | 22.8% |
| Total | 1,025 | 100.0% | 345 | 100.0% | 680 | 100.0% | 79 | 100.0% |
| Not Answered | 17 | | 8 | | 9 | | 2 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 71.33% | 72.31% | 70.34% | 79.05% | | | | |

Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 855 | 83.3% | 305 | 87.7% | 550 | 80.9% | 71 | 88.8% |
| ● No | 172 | 16.7% | 43 | 12.3% | 129 | 19.1% | 9 | 11.3% |
| Total | 1,027 | 100.0% | 348 | 100.0% | 679 | 100.0% | 80 | 100.0% |
| Not Answered | 15 | | 5 | | 10 | | 1 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 83.31% | | 86.86% | | 81.35% | | 87.71% | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-----|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,790 | 86.1% | 687 | 84.4% | 1,102 | 87.0% | 162 | 90.0% |
| No | 290 | 13.9% | 127 | 15.6% | 165 | 13.0% | 18 | 10.0% |
| Total | 2,080 | 100.0% | 813 | 100.0% | 1,267 | 100.0% | 180 | 100.0% |
| Not Answered | 25 | | 10 | | 15 | | 4 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 122 | 7.0% | 52 | 7.7% | 71 | 6.5% | 12 | 7.6% |
| ● Sometimes | 242 | 13.8% | 80 | 11.9% | 160 | 14.8% | 15 | 9.6% |
| ● Usually | 369 | 21.0% | 141 | 21.0% | 229 | 21.2% | 30 | 19.1% |
| ● Always | 1,020 | 58.2% | 400 | 59.5% | 621 | 57.4% | 100 | 63.7% |
| Total | 1,753 | 100.0% | 673 | 100.0% | 1,081 | 100.0% | 157 | 100.0% |
| Not Answered | 37 | | 14 | | 22 | | 5 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 79.37% | | 79.80% | | 79.01% | | 81.38% | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 96 | 5.5% | 34 | 5.1% | 62 | 5.8% | 9 | 5.7% |
| ● Sometimes | 293 | 16.8% | 119 | 17.7% | 176 | 16.3% | 31 | 19.5% |
| ● Usually | 475 | 27.2% | 171 | 25.4% | 306 | 28.5% | 37 | 23.3% |
| ● Always | 881 | 50.5% | 348 | 51.8% | 531 | 49.4% | 82 | 51.6% |
| Total | 1,745 | 100.0% | 671 | 100.0% | 1,075 | 100.0% | 159 | 100.0% |
| Not Answered | 45 | | 16 | | 28 | | 3 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 77.68% | | 76.75% | | 78.17% | | 74.02% | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst health care possible | 19 | 0.9% | 6 | 0.7% | 14 | 1.1% | 2 | 1.1% |
| ● 1 | 9 | 0.4% | 2 | 0.3% | 7 | 0.6% | 1 | 0.6% |
| ● 2 | 28 | 1.4% | 16 | 1.9% | 13 | 1.0% | 2 | 1.1% |
| ● 3 | 38 | 1.8% | 14 | 1.7% | 24 | 1.9% | 4 | 2.2% |
| ● 4 | 58 | 2.8% | 18 | 2.3% | 41 | 3.2% | 7 | 3.9% |
| ● 5 | 128 | 6.2% | 43 | 5.3% | 85 | 6.7% | 8 | 4.5% |
| ● 6 | 128 | 6.2% | 46 | 5.7% | 81 | 6.4% | 12 | 6.7% |
| ● 7 | 263 | 12.7% | 107 | 13.3% | 158 | 12.5% | 18 | 10.1% |
| ● 8 | 425 | 20.5% | 169 | 20.9% | 253 | 20.0% | 33 | 18.4% |
| ● 9 | 313 | 15.1% | 108 | 13.3% | 205 | 16.2% | 27 | 15.1% |
| ● Best health care possible | 665 | 32.1% | 280 | 34.7% | 383 | 30.3% | 65 | 36.3% |
| Total | 2,074 | 100.0% | 809 | 100.0% | 1,265 | 100.0% | 179 | 100.0% |
| Not Answered | 31 | | 14 | | 17 | | 5 | |
| Reporting Category Ratings | | | | | | | | |
| Achievement Score | 67.40% | | 67.56% | | 67.37% | | 67.41% | |
| Correlation with rating of health plan | 0.557 | | 0.559 | | 0.557 | | 0.542 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 57 | 2.7% | 18 | 2.2% | 40 | 3.2% | 6 | 3.3% |
| ● Sometimes | 305 | 14.6% | 119 | 14.6% | 185 | 14.6% | 28 | 15.3% |
| ● Usually | 724 | 34.8% | 279 | 34.0% | 449 | 35.5% | 65 | 35.5% |
| ● Always | 997 | 47.9% | 402 | 49.1% | 590 | 46.7% | 84 | 45.9% |
| Total | 2,083 | 100.0% | 818 | 100.0% | 1,265 | 100.0% | 183 | 100.0% |
| Not Answered | 22 | | 5 | | 17 | | 1 | |
| Reporting Category | Getting Needed Care | | | | | | | |
| Achievement Score | 82.57% | | 82.29% | | 82.74% | | 79.64% | |
| Correlation with rating of health plan | 0.472 | | 0.472 | | 0.467 | | 0.447 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,641 | 53.8% | 669 | 54.1% | 969 | 53.4% | 142 | 50.7% |
| No | 1,411 | 46.2% | 568 | 45.9% | 846 | 46.6% | 138 | 49.3% |
| Total | 3,052 | 100.0% | 1,237 | 100.0% | 1,815 | 100.0% | 280 | 100.0% |
| Not Answered | 64 | | 30 | | 34 | | 13 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|---------------------------|---------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 119 | 7.4% | 44 | 6.8% | 76 | 8.0% | 13 | 9.5% |
| ● Sometimes | 211 | 13.2% | 93 | 14.2% | 120 | 12.6% | 18 | 13.1% |
| ● Usually | 340 | 21.2% | 139 | 21.2% | 201 | 21.1% | 25 | 18.2% |
| ● Always | 933 | 58.2% | 377 | 57.8% | 554 | 58.3% | 81 | 59.1% |
| Total | 1,603 | 100.0% | 652 | 100.0% | 952 | 100.0% | 137 | 100.0% |
| Not Answered | 38 | | 17 | | 20 | | 5 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 79.19% | | 78.49% | | 79.72% | | 75.85% | |

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst treatment possible | 66 | 4.2% | 23 | 3.6% | 44 | 4.6% | 8 | 5.8% |
| ● 1 | 19 | 1.2% | 8 | 1.3% | 11 | 1.2% | 3 | 2.2% |
| ● 2 | 17 | 1.1% | 9 | 1.4% | 9 | 0.9% | 0 | 0.0% |
| ● 3 | 46 | 2.9% | 13 | 2.1% | 33 | 3.5% | 2 | 1.5% |
| ● 4 | 40 | 2.5% | 16 | 2.6% | 23 | 2.5% | 9 | 6.6% |
| ● 5 | 118 | 7.5% | 45 | 7.1% | 74 | 7.9% | 7 | 5.1% |
| ● 6 | 90 | 5.7% | 39 | 6.2% | 52 | 5.5% | 13 | 9.5% |
| ● 7 | 147 | 9.4% | 55 | 8.7% | 92 | 9.7% | 6 | 4.4% |
| ● 8 | 251 | 16.0% | 111 | 17.5% | 138 | 14.7% | 25 | 18.2% |
| ● 9 | 223 | 14.2% | 73 | 11.6% | 152 | 16.1% | 15 | 10.9% |
| ● Best treatment possible | 555 | 35.3% | 238 | 37.8% | 315 | 33.4% | 49 | 35.8% |
| Total | 1,572 | 100.0% | 631 | 100.0% | 941 | 100.0% | 137 | 100.0% |
| Not Answered | 69 | | 38 | | 31 | | 5 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 65.21% | | 65.62% | | 65.01% | | 62.42% | |
| Correlation with rating of health plan | 0.455 | | 0.429 | | 0.469 | | 0.369 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 450 | 14.9% | 178 | 14.6% | 268 | 14.9% | 53 | 19.2% |
| No | 2,566 | 85.1% | 1,040 | 85.4% | 1,529 | 85.1% | 223 | 80.8% |
| Total | 3,016 | 100.0% | 1,219 | 100.0% | 1,797 | 100.0% | 276 | 100.0% |
| Not Answered | 100 | | 48 | | 52 | | 17 | |

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

Your Health Care in the Last 6 Months (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 37 | 8.4% | 16 | 9.0% | 23 | 8.5% | 4 | 7.7% |
| ● Sometimes | 47 | 10.7% | 23 | 12.8% | 25 | 9.5% | 5 | 9.6% |
| ● Usually | 100 | 22.7% | 46 | 26.1% | 54 | 20.5% | 15 | 28.8% |
| ● Always | 256 | 58.2% | 92 | 52.1% | 162 | 61.5% | 28 | 53.8% |
| Total | 440 | 100.0% | 176 | 100.0% | 264 | 100.0% | 52 | 100.0% |
| Not Answered | 10 | | 4 | | 6 | | 1 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 79.22% | | 77.82% | | 82.23% | | 82.42% | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-----|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 327 | 75.7% | 128 | 74.6% | 200 | 76.4% | 38 | 76.0% |
| No | 105 | 24.3% | 44 | 25.4% | 62 | 23.6% | 12 | 24.0% |
| Total | 432 | 100.0% | 171 | 100.0% | 261 | 100.0% | 50 | 100.0% |
| Not Answered | 18 | | 9 | | 9 | | 3 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Extremely difficult | 16 | 5.0% | 12 | 9.1% | 5 | 2.5% | 4 | 10.8% |
| ● Very difficult | 11 | 3.4% | 6 | 4.6% | 5 | 2.4% | 1 | 2.7% |
| ● Somewhat difficult | 47 | 14.6% | 11 | 8.8% | 37 | 18.6% | 1 | 2.7% |
| ● Not very difficult | 107 | 33.1% | 40 | 32.0% | 68 | 34.3% | 12 | 32.4% |
| ● Not at all difficult | 142 | 44.0% | 57 | 45.5% | 83 | 42.2% | 19 | 51.4% |
| Total | 323 | 100.0% | 126 | 100.0% | 197 | 100.0% | 37 | 100.0% |
| Not Answered | 4 | | 2 | | 2 | | 1 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 76.02% | | 76.28% | | 77.24% | | 80.12% | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | MetroPlus Enhanced | |
|----------------------------|---------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst treatment possible | 21 | 4.8% | 9 | 5.2% | 12 | 4.5% | 2 | 3.8% |
| ● 1 | 2 | 0.5% | 1 | 0.6% | 1 | 0.4% | 0 | 0.0% |
| ● 2 | 13 | 3.0% | 8 | 4.7% | 5 | 2.1% | 2 | 3.8% |
| ● 3 | 11 | 2.5% | 3 | 1.8% | 8 | 3.1% | 0 | 0.0% |
| ● 4 | 17 | 3.9% | 5 | 2.8% | 12 | 4.7% | 2 | 3.8% |
| ● 5 | 41 | 9.4% | 12 | 6.8% | 30 | 11.3% | 3 | 5.8% |
| ● 6 | 22 | 5.0% | 15 | 8.5% | 7 | 2.8% | 6 | 11.5% |
| ● 7 | 36 | 8.2% | 14 | 7.8% | 22 | 8.4% | 2 | 3.8% |
| ● 8 | 83 | 19.0% | 43 | 24.7% | 39 | 14.8% | 17 | 32.7% |
| ● 9 | 69 | 15.8% | 17 | 9.8% | 52 | 19.8% | 6 | 11.5% |
| ● Best treatment possible | 122 | 27.9% | 48 | 27.4% | 74 | 28.2% | 12 | 23.1% |
| Total | 437 | 100.0% | 176 | 100.0% | 261 | 100.0% | 52 | 100.0% |
| Not Answered | 13 | | 4 | | 9 | | 1 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 61.46% | | 60.54% | | 63.71% | | 63.93% | |

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 | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 2,529 | 82.8% | 983 | 79.7% | 1,541 | 84.7% | 217 | 75.3% |
| No | 524 | 17.2% | 250 | 20.3% | 278 | 15.3% | 71 | 24.7% |
| Total | 3,053 | 100.0% | 1,234 | 100.0% | 1,819 | 100.0% | 288 | 100.0% |
| Not Answered | 63 | | 33 | | 30 | | 5 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | MetroPlus Enhanced | |
|------------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| None | 445 | 18.5% | 175 | 18.7% | 270 | 18.3% | 44 | 21.3% |
| 1 time | 508 | 21.1% | 161 | 17.3% | 346 | 23.5% | 32 | 15.5% |
| 2 | 521 | 21.7% | 212 | 22.7% | 308 | 20.9% | 50 | 24.2% |
| 3 | 342 | 14.2% | 133 | 14.2% | 211 | 14.4% | 21 | 10.1% |
| 4 | 224 | 9.3% | 94 | 10.0% | 131 | 8.9% | 20 | 9.7% |
| 5 to 9 | 247 | 10.3% | 106 | 11.3% | 141 | 9.6% | 23 | 11.1% |
| 10 or more times | 118 | 4.9% | 54 | 5.7% | 63 | 4.3% | 17 | 8.2% |
| Total | 2,405 | 100.0% | 935 | 100.0% | 1,469 | 100.0% | 207 | 100.0% |
| Not Answered | 124 | | 50 | | 75 | | 10 | |

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 | | MetroPlus Enhanced | |
|--|----------------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 34 | 1.7% | 17 | 2.3% | 17 | 1.4% | 5 | 3.1% |
| <input checked="" type="radio"/> Sometimes | 148 | 7.6% | 54 | 7.1% | 94 | 7.9% | 11 | 6.8% |
| <input checked="" type="radio"/> Usually | 419 | 21.5% | 168 | 22.3% | 250 | 20.9% | 36 | 22.4% |
| <input checked="" type="radio"/> Always | 1,349 | 69.2% | 514 | 68.3% | 836 | 69.8% | 109 | 67.7% |
| Total | 1,950 | 100.0% | 753 | 100.0% | 1,197 | 100.0% | 161 | 100.0% |
| Not Answered | 10 | | 6 | | 4 | | 2 | |
| Reporting Category | Communication | | | | | | | |
| Achievement Score | 90.63% | | 90.08% | | 91.01% | | 89.01% | |
| Correlation with rating of health plan | 0.299 | | 0.268 | | 0.318 | | 0.214 | |

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 42 | 2.2% | 19 | 2.5% | 24 | 2.0% | 5 | 3.1% |
| ● Sometimes | 140 | 7.2% | 54 | 7.2% | 88 | 7.4% | 12 | 7.5% |
| ● Usually | 365 | 18.8% | 140 | 18.6% | 225 | 18.9% | 26 | 16.4% |
| ● Always | 1,396 | 71.8% | 539 | 71.7% | 855 | 71.7% | 116 | 73.0% |
| Total | 1,943 | 100.0% | 751 | 100.0% | 1,192 | 100.0% | 159 | 100.0% |
| Not Answered | 17 | | 8 | | 9 | | 4 | |
| Reporting Category | | | | | | | | |
| Communication | | | | | | | | |
| Achievement Score | 90.50% | | 89.96% | | 90.89% | | 88.30% | |
| Correlation with rating of health plan | 0.317 | | 0.281 | | 0.344 | | 0.252 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 34 | 1.8% | 12 | 1.6% | 23 | 1.9% | 4 | 2.5% |
| ● Sometimes | 99 | 5.1% | 40 | 5.4% | 60 | 5.1% | 7 | 4.4% |
| ● Usually | 308 | 15.9% | 112 | 15.0% | 196 | 16.4% | 18 | 11.3% |
| ● Always | 1,500 | 77.3% | 584 | 78.1% | 914 | 76.6% | 130 | 81.8% |
| Total | 1,941 | 100.0% | 748 | 100.0% | 1,193 | 100.0% | 159 | 100.0% |
| Not Answered | 19 | | 11 | | 8 | | 4 | |
| Reporting Category | | | | | | | | |
| Communication | | | | | | | | |
| Achievement Score | 93.03% | | 92.67% | | 93.27% | | 92.60% | |
| Correlation with rating of health plan | 0.307 | | 0.243 | | 0.344 | | 0.200 | |

○ Response scored as: ● Achievement ● Room for improvement

Your Personal Doctor (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 49 | 2.5% | 23 | 3.0% | 27 | 2.3% | 4 | 2.5% |
| ● Sometimes | 173 | 8.9% | 73 | 9.7% | 102 | 8.5% | 14 | 8.8% |
| ● Usually | 447 | 23.0% | 163 | 21.6% | 283 | 23.8% | 36 | 22.6% |
| ● Always | 1,275 | 65.6% | 494 | 65.7% | 779 | 65.4% | 105 | 66.0% |
| Total | 1,944 | 100.0% | 753 | 100.0% | 1,191 | 100.0% | 159 | 100.0% |
| Not Answered | 16 | | 6 | | 10 | | 4 | |
| Reporting Category | Communication | | | | | | | |
| Achievement Score | 88.43% | | 86.71% | | 89.55% | | 87.51% | |
| Correlation with rating of health plan | 0.290 | | 0.267 | | 0.313 | | 0.244 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-----|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,352 | 71.0% | 500 | 67.9% | 854 | 73.0% | 94 | 61.8% |
| No | 553 | 29.0% | 236 | 32.1% | 316 | 27.0% | 58 | 38.2% |
| Total | 1,905 | 100.0% | 736 | 100.0% | 1,169 | 100.0% | 152 | 100.0% |
| Not Answered | 55 | | 23 | | 32 | | 11 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|---------------------------|---------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 66 | 5.0% | 27 | 5.6% | 41 | 4.9% | 3 | 3.4% |
| ● Sometimes | 163 | 12.4% | 54 | 11.2% | 108 | 13.0% | 10 | 11.4% |
| ● Usually | 369 | 28.0% | 123 | 25.4% | 248 | 29.8% | 24 | 27.3% |
| ● Always | 720 | 54.6% | 280 | 57.8% | 437 | 52.4% | 51 | 58.0% |
| Total | 1,318 | 100.0% | 485 | 100.0% | 833 | 100.0% | 88 | 100.0% |
| Not Answered | 34 | | 15 | | 19 | | 6 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 82.63% | | 82.05% | | 82.78% | | 83.44% | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● 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% | 3 | 1.4% |
| ● 2 | 19 | 0.8% | 6 | 0.7% | 13 | 0.9% | 0 | 0.0% |
| ● 3 | 29 | 1.2% | 9 | 0.9% | 21 | 1.4% | 2 | 1.0% |
| ● 4 | 38 | 1.6% | 15 | 1.6% | 24 | 1.6% | 2 | 1.0% |
| ● 5 | 108 | 4.5% | 47 | 5.0% | 62 | 4.2% | 17 | 8.1% |
| ● 6 | 92 | 3.8% | 45 | 4.8% | 47 | 3.2% | 12 | 5.7% |
| ● 7 | 176 | 7.3% | 73 | 7.7% | 102 | 6.9% | 14 | 6.7% |
| ● 8 | 369 | 15.3% | 141 | 15.0% | 227 | 15.4% | 31 | 14.8% |
| ● 9 | 411 | 17.0% | 144 | 15.3% | 271 | 18.4% | 33 | 15.7% |
| ● Best personal doctor possible | 1,130 | 46.8% | 437 | 46.4% | 689 | 46.7% | 94 | 44.8% |
| Total | 2,416 | 100.0% | 942 | 100.0% | 1,473 | 100.0% | 210 | 100.0% |
| Not Answered | 113 | | 43 | | 71 | | 7 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 78.99% | | 75.82% | | 81.01% | | 73.18% | |
| Correlation with rating of health plan | 0.455 | | 0.437 | | 0.473 | | 0.507 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,630 | 53.8% | 613 | 50.2% | 1,010 | 55.8% | 121 | 43.4% |
| No | 1,401 | 46.2% | 609 | 49.8% | 798 | 44.2% | 158 | 56.6% |
| Total | 3,031 | 100.0% | 1,222 | 100.0% | 1,808 | 100.0% | 279 | 100.0% |
| Not Answered | 85 | | 45 | | 41 | | 14 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 85 | 5.3% | 26 | 4.2% | 61 | 6.1% | 6 | 5.0% |
| ● Sometimes | 276 | 17.3% | 123 | 20.4% | 154 | 15.5% | 29 | 24.2% |
| ● Usually | 521 | 32.7% | 188 | 31.2% | 331 | 33.3% | 39 | 32.5% |
| ● Always | 713 | 44.7% | 266 | 44.1% | 447 | 45.0% | 46 | 38.3% |
| Total | 1,595 | 100.0% | 603 | 100.0% | 992 | 100.0% | 120 | 100.0% |
| Not Answered | 35 | | 13 | | 22 | | 1 | |
| Reporting Category | Getting Needed Care | | | | | | | |
| Achievement Score | 77.12% | | 74.54% | | 78.86% | | 69.40% | |
| Correlation with rating of health plan | 0.301 | | 0.222 | | 0.340 | | 0.204 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|-----------------------|----------------|--------|-----|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| None | 48 | 3.0% | 29 | 4.9% | 19 | 1.9% | 8 | 6.8% |
| 1 specialist | 503 | 31.8% | 188 | 31.8% | 313 | 31.6% | 30 | 25.6% |
| 2 | 417 | 26.3% | 155 | 26.3% | 264 | 26.6% | 36 | 30.8% |
| 3 | 321 | 20.3% | 108 | 18.2% | 214 | 21.6% | 20 | 17.1% |
| 4 | 161 | 10.2% | 56 | 9.4% | 106 | 10.7% | 10 | 8.5% |
| 5 or more specialists | 133 | 8.4% | 55 | 9.4% | 76 | 7.7% | 13 | 11.1% |
| Total | 1,583 | 100.0% | 591 | 100.0% | 992 | 100.0% | 117 | 100.0% |
| Not Answered | 47 | | 25 | | 22 | | 4 | |

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

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 | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst specialist possible | 19 | 1.3% | 5 | 0.9% | 14 | 1.4% | 1 | 0.9% |
| ● 1 | 10 | 0.7% | 5 | 0.9% | 5 | 0.5% | 3 | 2.8% |
| ● 2 | 7 | 0.5% | 1 | 0.2% | 6 | 0.6% | 0 | 0.0% |
| ● 3 | 18 | 1.2% | 7 | 1.2% | 10 | 1.1% | 2 | 1.9% |
| ● 4 | 25 | 1.7% | 10 | 1.8% | 15 | 1.6% | 5 | 4.7% |
| ● 5 | 62 | 4.1% | 26 | 4.6% | 38 | 4.0% | 4 | 3.8% |
| ● 6 | 68 | 4.5% | 28 | 5.1% | 42 | 4.4% | 7 | 6.6% |
| ● 7 | 126 | 8.3% | 44 | 7.9% | 81 | 8.5% | 8 | 7.5% |
| ● 8 | 256 | 16.9% | 94 | 16.8% | 160 | 16.7% | 8 | 7.5% |
| ● 9 | 264 | 17.4% | 98 | 17.7% | 166 | 17.4% | 19 | 17.9% |
| ● Best specialist possible | 660 | 43.6% | 239 | 42.9% | 420 | 43.9% | 49 | 46.2% |
| Total | 1,515 | 100.0% | 557 | 100.0% | 957 | 100.0% | 106 | 100.0% |
| Not Answered | 20 | | 5 | | 16 | | 3 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 77.45% | | 76.77% | | 78.28% | | 70.61% | |
| Correlation with rating of health plan | 0.424 | | 0.399 | | 0.436 | | 0.528 | |

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 | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 614 | 20.2% | 295 | 23.9% | 318 | 17.6% | 58 | 20.6% |
| No | 2,428 | 79.8% | 939 | 76.1% | 1,489 | 82.4% | 224 | 79.4% |
| Total | 3,042 | 100.0% | 1,234 | 100.0% | 1,807 | 100.0% | 282 | 100.0% |
| Not Answered | 74 | | 33 | | 42 | | 11 | |

○ 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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 40 | 6.7% | 15 | 5.3% | 25 | 8.0% | 7 | 12.7% |
| ● Sometimes | 178 | 29.8% | 84 | 29.6% | 94 | 30.2% | 11 | 20.0% |
| ● Usually | 183 | 30.6% | 82 | 28.6% | 102 | 32.6% | 15 | 27.3% |
| ● Always | 197 | 32.9% | 104 | 36.5% | 92 | 29.3% | 22 | 40.0% |
| Total | 598 | 100.0% | 285 | 100.0% | 313 | 100.0% | 55 | 100.0% |
| Not Answered | 16 | | 9 | | 7 | | 3 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 63.84% | | 63.22% | | 63.54% | | 63.96% | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|--------|-------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,051 | 34.9% | 492 | 40.3% | 556 | 31.0% | 94 | 33.3% |
| No | 1,964 | 65.1% | 729 | 59.7% | 1,239 | 69.0% | 188 | 66.7% |
| Total | 3,015 | 100.0% | 1,221 | 100.0% | 1,795 | 100.0% | 282 | 100.0% |
| Not Answered | 101 | | 46 | | 54 | | 11 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 29 | 2.8% | 17 | 3.6% | 12 | 2.2% | 7 | 8.0% |
| ● Sometimes | 199 | 19.4% | 91 | 19.0% | 109 | 20.2% | 15 | 17.2% |
| ● Usually | 287 | 28.0% | 126 | 26.3% | 159 | 29.4% | 20 | 23.0% |
| ● Always | 509 | 49.7% | 246 | 51.2% | 262 | 48.2% | 45 | 51.7% |
| Total | 1,024 | 100.0% | 481 | 100.0% | 542 | 100.0% | 87 | 100.0% |
| Not Answered | 27 | | 13 | | 15 | | 7 | |
| Reporting Category Customer Service | | | | | | | | |
| Achievement Score | 77.49% | | 77.13% | | 77.83% | | 74.27% | |
| Correlation with rating of health plan | 0.451 | | 0.456 | | 0.443 | | 0.491 | |

○ Response scored as: ● Achievement ● Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 34 | 3.3% | 15 | 3.2% | 20 | 3.6% | 6 | 6.7% |
| ● Sometimes | 161 | 15.7% | 78 | 16.3% | 82 | 15.0% | 13 | 14.4% |
| ● Usually | 326 | 31.7% | 141 | 29.3% | 187 | 34.2% | 18 | 20.0% |
| ● Always | 507 | 49.3% | 246 | 51.3% | 259 | 47.3% | 53 | 58.9% |
| Total | 1,028 | 100.0% | 480 | 100.0% | 548 | 100.0% | 90 | 100.0% |
| Not Answered | 23 | | 14 | | 9 | | 4 | |
| Reporting Category Single Items | | | | | | | | |
| Achievement Score | 81.04% | | 80.31% | | 81.62% | | 78.20% | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 9 | 0.9% | 5 | 1.1% | 4 | 0.7% | 1 | 1.1% |
| ● Sometimes | 58 | 5.7% | 29 | 6.0% | 29 | 5.3% | 4 | 4.5% |
| ● Usually | 216 | 21.1% | 113 | 23.5% | 103 | 19.0% | 21 | 23.6% |
| ● Always | 741 | 72.4% | 336 | 69.5% | 405 | 75.0% | 63 | 70.8% |
| Total | 1,024 | 100.0% | 483 | 100.0% | 541 | 100.0% | 89 | 100.0% |
| Not Answered | 27 | | 11 | | 16 | | 5 | |
| Reporting Category Customer Service | | | | | | | | |
| Achievement Score | 93.52% | | 92.78% | | 94.12% | | 94.14% | |
| Correlation with rating of health plan | 0.418 | | 0.389 | | 0.449 | | 0.234 | |

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

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|------------------------------|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Worst health plan possible | 50 | 1.7% | 19 | 1.5% | 33 | 1.8% | 9 | 3.2% |
| ● 1 | 20 | 0.7% | 6 | 0.5% | 14 | 0.8% | 1 | 0.4% |
| ● 2 | 23 | 0.8% | 8 | 0.7% | 15 | 0.8% | 1 | 0.4% |
| ● 3 | 54 | 1.8% | 24 | 2.0% | 30 | 1.7% | 6 | 2.1% |
| ● 4 | 62 | 2.0% | 33 | 2.7% | 29 | 1.6% | 9 | 3.2% |
| ● 5 | 198 | 6.5% | 78 | 6.4% | 122 | 6.8% | 14 | 5.0% |
| ● 6 | 161 | 5.3% | 51 | 4.2% | 111 | 6.2% | 13 | 4.6% |
| ● 7 | 291 | 9.6% | 123 | 10.0% | 172 | 9.5% | 21 | 7.5% |
| ● 8 | 498 | 16.5% | 222 | 18.1% | 275 | 15.3% | 48 | 17.1% |
| ● 9 | 477 | 15.8% | 174 | 14.3% | 302 | 16.7% | 36 | 12.9% |
| ● Best health plan possible | 1,191 | 39.4% | 483 | 39.5% | 700 | 38.9% | 122 | 43.6% |
| Total | 3,025 | 100.0% | 1,222 | 100.0% | 1,802 | 100.0% | 280 | 100.0% |
| Not Answered | 91 | | 45 | | 47 | | 13 | |
| Reporting Category | Ratings | | | | | | | |
| Achievement Score | 71.29% | | 70.71% | | 71.67% | | 71.23% | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|---------------------------|---------------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Yes | 2,456 | 86.8% | 988 | 86.0% | 1,465 | 87.3% | 222 | 85.7% |
| ● No | 372 | 13.2% | 160 | 14.0% | 214 | 12.7% | 37 | 14.3% |
| Total | 2,828 | 100.0% | 1,148 | 100.0% | 1,679 | 100.0% | 259 | 100.0% |
| Not Answered | 288 | | 119 | | 170 | | 34 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 86.77% | | 85.58% | | 87.56% | | 85.14% | |

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

About Your Health

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Excellent | 208 | 6.8% | 102 | 8.2% | 106 | 5.8% | 25 | 8.8% |
| Very Good | 482 | 15.8% | 207 | 16.7% | 275 | 15.2% | 49 | 17.2% |
| Good | 1,016 | 33.2% | 403 | 32.5% | 613 | 33.7% | 85 | 29.8% |
| Fair | 1,017 | 33.2% | 410 | 33.0% | 608 | 33.4% | 97 | 34.0% |
| Poor | 337 | 11.0% | 119 | 9.6% | 216 | 11.9% | 29 | 10.2% |
| Total | 3,060 | 100.0% | 1,242 | 100.0% | 1,818 | 100.0% | 285 | 100.0% |
| Not Answered | 56 | | 25 | | 31 | | 8 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Excellent | 252 | 8.3% | 109 | 8.8% | 143 | 7.9% | 29 | 10.1% |
| Very Good | 409 | 13.4% | 183 | 14.7% | 229 | 12.7% | 34 | 11.8% |
| Good | 874 | 28.6% | 345 | 27.7% | 528 | 29.2% | 86 | 29.9% |
| Fair | 1,119 | 36.6% | 442 | 35.6% | 675 | 37.3% | 97 | 33.7% |
| Poor | 400 | 13.1% | 164 | 13.2% | 236 | 13.0% | 42 | 14.6% |
| Total | 3,054 | 100.0% | 1,243 | 100.0% | 1,812 | 100.0% | 288 | 100.0% |
| Not Answered | 62 | | 24 | | 37 | | 5 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------------------------------|---------------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Yes | 1,394 | 49.0% | 581 | 51.6% | 813 | 47.3% | 145 | 56.4% |
| <input type="radio"/> No | 1,449 | 51.0% | 545 | 48.4% | 906 | 52.7% | 112 | 43.6% |
| Don't Know | 150 | | 72 | | 77 | | 17 | |
| Total | 2,843 | 100.0% | 1,125 | 100.0% | 1,719 | 100.0% | 257 | 100.0% |
| Not Answered | 55 | | 28 | | 27 | | 8 | |
| Reporting Category | Single Items | | | | | | | |
| Achievement Score | 49.03% | | 51.61% | | 47.28% | | 56.42% | |

Response scored as: Achievement Room for improvement

About Your Health (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Every day | 886 | 29.3% | 293 | 24.0% | 594 | 32.9% | 89 | 31.7% |
| Some days | 479 | 15.8% | 207 | 16.9% | 273 | 15.1% | 57 | 20.3% |
| Not at all | 1,620 | 53.5% | 697 | 57.0% | 921 | 51.0% | 128 | 45.6% |
| Don't Know | 41 | 1.4% | 25 | 2.0% | 17 | 0.9% | 7 | 2.5% |
| Total | 3,026 | 100.0% | 1,222 | 100.0% | 1,805 | 100.0% | 281 | 100.0% |
| Not Answered | 90 | | 45 | | 44 | | 12 | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|--------------------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 212 | 15.8% | 78 | 15.7% | 135 | 15.9% | 26 | 18.1% |
| <input checked="" type="radio"/> Sometimes | 303 | 22.5% | 99 | 20.0% | 203 | 24.0% | 31 | 21.5% |
| <input checked="" type="radio"/> Usually | 298 | 22.2% | 114 | 23.1% | 184 | 21.7% | 29 | 20.1% |
| <input checked="" type="radio"/> Always | 531 | 39.5% | 204 | 41.3% | 325 | 38.4% | 58 | 40.3% |
| Total | 1,344 | 100.0% | 495 | 100.0% | 848 | 100.0% | 144 | 100.0% |
| Not Answered | 21 | | 7 | | 15 | | 2 | |
| Reporting Category | Smoking Cessation | | | | | | | |
| Achievement Score | 84.23% | | 84.33% | | 84.05% | | 81.94% | |

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|--------------------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| <input checked="" type="radio"/> Never | 413 | 30.8% | 152 | 30.8% | 261 | 30.7% | 42 | 29.4% |
| <input checked="" type="radio"/> Sometimes | 340 | 25.3% | 116 | 23.5% | 223 | 26.2% | 37 | 25.9% |
| <input checked="" type="radio"/> Usually | 279 | 20.8% | 105 | 21.2% | 176 | 20.8% | 29 | 20.3% |
| <input checked="" type="radio"/> Always | 310 | 23.1% | 121 | 24.5% | 189 | 22.3% | 35 | 24.5% |
| Total | 1,342 | 100.0% | 493 | 100.0% | 849 | 100.0% | 143 | 100.0% |
| Not Answered | 23 | | 9 | | 14 | | 3 | |
| Reporting Category | Smoking Cessation | | | | | | | |
| Achievement Score | 69.23% | | 69.19% | | 69.27% | | 70.63% | |

Response scored as: Achievement Room for improvement

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 | | NYC | | Rest of State | | MetroPlus Enhanced | |
|---------------------------|----------------|--------|--------|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| ● Never | 524 | 39.3% | 172 | 34.9% | 352 | 41.9% | 51 | 35.4% |
| ● Sometimes | 337 | 25.3% | 124 | 25.1% | 212 | 25.3% | 28 | 19.4% |
| ● Usually | 219 | 16.4% | 87 | 17.7% | 131 | 15.6% | 31 | 21.5% |
| ● Always | 253 | 19.0% | 109 | 22.2% | 145 | 17.2% | 34 | 23.6% |
| Total | 1,333 | 100.0% | 492 | 100.0% | 841 | 100.0% | 144 | 100.0% |
| Not Answered | 32 | | 10 | | 22 | | 2 | |
| Reporting Category | | | | | | | | |
| Smoking Cessation | | | | | | | | |
| Achievement Score | 60.69% | | 65.10% | | 58.10% | | 64.58% | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|-----|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| High cholesterol | 1,201 | 53.9% | 506 | 53.9% | 690 | 53.6% | 126 | 55.3% |
| High blood pressure | 1,350 | 60.6% | 574 | 61.1% | 773 | 60.1% | 146 | 64.0% |
| Parent or sibling with a heart attack before the age of 60 | 540 | 24.2% | 171 | 18.2% | 369 | 28.6% | 44 | 19.3% |
| Total | 2,229 | 100.0% | 939 | 100.0% | 1,287 | 100.0% | 228 | 100.0% |
| Not Answered | 887 | | 328 | | 562 | | 65 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--|----------------|--------|-----|--------|---------------|--------|--------------------|--------|
| | N | % | N | % | N | % | N | % |
| A heart attack | 158 | 11.0% | 48 | 7.6% | 108 | 13.4% | 13 | 9.0% |
| Angina or coronary heart disease | 186 | 12.9% | 74 | 11.6% | 110 | 13.7% | 20 | 13.8% |
| A stroke | 178 | 12.4% | 63 | 10.0% | 115 | 14.3% | 10 | 6.9% |
| Any kind of diabetes or high blood sugar | 1,016 | 70.5% | 462 | 72.6% | 553 | 68.9% | 116 | 80.0% |
| Total | 1,441 | 100.0% | 637 | 100.0% | 803 | 100.0% | 145 | 100.0% |
| Not Answered | 1,675 | | 630 | | 1,046 | | 148 | |

○ Response scored as: ● Achievement ● Room for improvement

About Your Health (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 131 | 5.7% | 46 | 5.2% | 84 | 6.0% | 14 | 7.1% |
| No | 2,174 | 94.3% | 849 | 94.8% | 1,326 | 94.0% | 183 | 92.9% |
| Total | 2,305 | 100.0% | 896 | 100.0% | 1,410 | 100.0% | 197 | 100.0% |
| Not Answered | 811 | | 371 | | 439 | | 96 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,266 | 50.2% | 431 | 44.1% | 831 | 53.8% | 119 | 53.8% |
| No | 1,257 | 49.8% | 547 | 55.9% | 713 | 46.2% | 102 | 46.2% |
| Total | 2,523 | 100.0% | 977 | 100.0% | 1,544 | 100.0% | 221 | 100.0% |
| Not Answered | 593 | | 290 | | 305 | | 72 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 857 | 35.0% | 342 | 35.1% | 510 | 34.6% | 87 | 39.4% |
| No | 1,595 | 65.0% | 633 | 64.9% | 964 | 65.4% | 134 | 60.6% |
| Total | 2,452 | 100.0% | 975 | 100.0% | 1,474 | 100.0% | 221 | 100.0% |
| Not Answered | 664 | | 292 | | 375 | | 72 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,169 | 47.4% | 398 | 42.0% | 770 | 50.8% | 80 | 39.0% |
| No | 1,295 | 52.6% | 550 | 58.0% | 745 | 49.2% | 125 | 61.0% |
| Total | 2,464 | 100.0% | 948 | 100.0% | 1,515 | 100.0% | 205 | 100.0% |
| Not Answered | 652 | | 319 | | 334 | | 88 | |

About Your Health (continued)

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,922 | 70.3% | 733 | 68.4% | 1,193 | 71.8% | 168 | 69.7% |
| No | 811 | 29.7% | 339 | 31.6% | 469 | 28.2% | 73 | 30.3% |
| Total | 2,733 | 100.0% | 1,072 | 100.0% | 1,662 | 100.0% | 241 | 100.0% |
| Not Answered | 383 | | 195 | | 187 | | 52 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 391 | 16.2% | 173 | 18.4% | 216 | 14.7% | 53 | 25.1% |
| No | 2,016 | 83.8% | 767 | 81.6% | 1,251 | 85.3% | 158 | 74.9% |
| Total | 2,407 | 100.0% | 940 | 100.0% | 1,467 | 100.0% | 211 | 100.0% |
| Not Answered | 709 | | 327 | | 382 | | 82 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,879 | 69.7% | 719 | 68.4% | 1,161 | 70.6% | 166 | 70.6% |
| No | 816 | 30.3% | 333 | 31.6% | 483 | 29.4% | 69 | 29.4% |
| Total | 2,695 | 100.0% | 1,052 | 100.0% | 1,644 | 100.0% | 235 | 100.0% |
| Not Answered | 421 | | 215 | | 205 | | 58 | |

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 | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 1,517 | 57.9% | 533 | 52.3% | 982 | 61.3% | 126 | 55.5% |
| No | 1,102 | 42.1% | 486 | 47.7% | 619 | 38.7% | 101 | 44.5% |
| Total | 2,619 | 100.0% | 1,020 | 100.0% | 1,600 | 100.0% | 227 | 100.0% |
| Not Answered | 497 | | 247 | | 249 | | 66 | |

About You

Q62. What is your age?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| 18 to 24 | 51 | 1.7% | 18 | 1.4% | 34 | 1.9% | 3 | 1.0% |
| 25 to 34 | 291 | 9.5% | 101 | 8.0% | 192 | 10.5% | 14 | 4.8% |
| 35 to 44 | 499 | 16.2% | 172 | 13.8% | 329 | 18.0% | 31 | 10.7% |
| 45 to 54 | 698 | 22.7% | 288 | 23.0% | 412 | 22.5% | 66 | 22.8% |
| 55 to 64 | 1,399 | 45.5% | 598 | 47.8% | 796 | 43.6% | 154 | 53.1% |
| 65 to 74 | 125 | 4.1% | 66 | 5.3% | 57 | 3.1% | 19 | 6.6% |
| 75 or older | 15 | 0.5% | 8 | 0.6% | 7 | 0.4% | 3 | 1.0% |
| Total | 3,078 | 100.0% | 1,250 | 100.0% | 1,828 | 100.0% | 290 | 100.0% |
| Not Answered | 38 | | 17 | | 21 | | 3 | |

Q63. What is your current gender identity?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|----------------------------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Male | 1,525 | 49.5% | 675 | 54.0% | 856 | 46.8% | 177 | 61.2% |
| Female | 1,516 | 49.2% | 555 | 44.4% | 955 | 52.2% | 107 | 37.0% |
| TransMale/Transman | 9 | 0.3% | 6 | 0.5% | 3 | 0.2% | 2 | 0.7% |
| TransFemale/Transwoman | 5 | 0.2% | 1 | 0.1% | 4 | 0.2% | 1 | 0.3% |
| Genderqueer or Gender Non-Binary | 11 | 0.4% | 3 | 0.2% | 8 | 0.4% | 2 | 0.7% |
| 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% | 5 | 1.7% |
| Total | 3,080 | 100.0% | 1,249 | 100.0% | 1,831 | 100.0% | 289 | 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 | | MetroPlus Enhanced | |
|---------------------------------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| 8th grade or less | 238 | 7.8% | 124 | 10.1% | 113 | 6.2% | 38 | 13.3% |
| Some high school but did not graduate | 669 | 22.0% | 335 | 27.2% | 337 | 18.6% | 87 | 30.5% |
| High school graduate or GED | 1,115 | 36.7% | 404 | 32.8% | 716 | 39.6% | 95 | 33.3% |
| Some college or 2-year degree | 760 | 25.0% | 252 | 20.5% | 504 | 27.9% | 50 | 17.5% |
| 4-year college graduate | 185 | 6.1% | 86 | 7.0% | 98 | 5.4% | 9 | 3.2% |
| More than 4-year college degree | 69 | 2.3% | 28 | 2.3% | 41 | 2.3% | 6 | 2.1% |
| Total | 3,036 | 100.0% | 1,229 | 100.0% | 1,809 | 100.0% | 285 | 100.0% |
| Not Answered | 80 | | 38 | | 40 | | 8 | |

About You (continued)

Q65. How well do you speak English?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Very well | 2,375 | 77.7% | 895 | 71.7% | 1,487 | 82.1% | 203 | 70.5% |
| Well | 439 | 14.4% | 221 | 17.7% | 217 | 12.0% | 50 | 17.4% |
| Not well | 171 | 5.6% | 102 | 8.2% | 66 | 3.7% | 27 | 9.4% |
| Not at all | 73 | 2.4% | 30 | 2.4% | 41 | 2.2% | 8 | 2.8% |
| Total | 3,058 | 100.0% | 1,247 | 100.0% | 1,812 | 100.0% | 288 | 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 | | MetroPlus Enhanced | |
|--------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes | 845 | 28.2% | 539 | 44.4% | 299 | 16.7% | 131 | 47.3% |
| No | 2,153 | 71.8% | 674 | 55.6% | 1,489 | 83.3% | 146 | 52.7% |
| Total | 2,998 | 100.0% | 1,213 | 100.0% | 1,788 | 100.0% | 277 | 100.0% |
| Not Answered | 118 | | 54 | | 61 | | 16 | |

Q67. What is the language spoken at home?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|--------------|----------------|---------------|------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Spanish | 550 | 70.3% | 367 | 72.7% | 181 | 65.3% | 98 | 81.0% |
| Other | 232 | 29.7% | 138 | 27.3% | 96 | 34.7% | 23 | 19.0% |
| Total | 782 | 100.0% | 505 | 100.0% | 277 | 100.0% | 121 | 100.0% |
| Not Answered | 63 | | 38 | | 25 | | 10 | |

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

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|----------------------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| Yes, Hispanic or Latino | 816 | 28.0% | 516 | 43.5% | 294 | 17.0% | 134 | 48.6% |
| No, Not Hispanic or Latino | 2,096 | 72.0% | 671 | 56.5% | 1,431 | 83.0% | 142 | 51.4% |
| Total | 2,912 | 100.0% | 1,187 | 100.0% | 1,725 | 100.0% | 276 | 100.0% |
| Not Answered | 204 | | 80 | | 124 | | 17 | |

About You (continued)

Q69. What is your race?

| | HARP Statewide | | NYC | | Rest of State | | MetroPlus Enhanced | |
|----------------------------------|----------------|---------------|--------------|---------------|---------------|---------------|--------------------|---------------|
| | N | % | N | % | N | % | N | % |
| White | 1,580 | 53.1% | 335 | 28.3% | 1,249 | 69.6% | 62 | 22.3% |
| Black or African-American | 844 | 28.4% | 471 | 39.8% | 376 | 20.9% | 121 | 43.5% |
| American Indian or Alaska Native | 95 | 3.2% | 41 | 3.5% | 55 | 3.1% | 13 | 4.7% |
| Other | 546 | 18.3% | 352 | 29.7% | 188 | 10.5% | 87 | 31.3% |
| Chinese | 38 | 1.3% | 32 | 2.7% | 6 | 0.3% | 7 | 2.5% |
| Japanese | 6 | 0.2% | 3 | 0.3% | 3 | 0.1% | 1 | 0.4% |
| Filipino | 10 | 0.3% | 5 | 0.4% | 5 | 0.3% | 2 | 0.7% |
| Korean | 19 | 0.6% | 13 | 1.1% | 6 | 0.4% | 3 | 1.1% |
| Vietnamese | 10 | 0.3% | 5 | 0.4% | 5 | 0.3% | 2 | 0.7% |
| Asian Indian | 28 | 0.9% | 17 | 1.5% | 11 | 0.6% | 1 | 0.4% |
| Cambodian | 23 | 0.8% | 10 | 0.8% | 13 | 0.7% | 3 | 1.1% |
| Bangladeshi | 22 | 0.7% | 14 | 1.2% | 8 | 0.4% | 5 | 1.8% |
| Hmong | 3 | 0.1% | 2 | 0.2% | 1 | 0.1% | 1 | 0.4% |
| 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% | 2 | 0.7% |
| Sri Lankan | 5 | 0.2% | 4 | 0.3% | 1 | 0.1% | 3 | 1.1% |
| Taiwanese | 5 | 0.2% | 4 | 0.3% | 1 | 0.1% | 1 | 0.4% |
| Nepalese | 5 | 0.2% | 2 | 0.2% | 3 | 0.2% | 1 | 0.4% |
| Burmese | 8 | 0.3% | 2 | 0.2% | 6 | 0.3% | 1 | 0.4% |
| Thai | 4 | 0.1% | 3 | 0.3% | 1 | 0.1% | 1 | 0.4% |
| Hawaiian | 10 | 0.3% | 6 | 0.5% | 4 | 0.2% | 4 | 1.4% |
| Guamanian/Chamorro | 4 | 0.1% | 3 | 0.3% | 1 | 0.1% | 1 | 0.4% |
| Samoan | 4 | 0.1% | 2 | 0.2% | 2 | 0.1% | 1 | 0.4% |
| Fijian | 3 | 0.1% | 2 | 0.2% | 1 | 0.1% | 0 | 0.0% |
| Tongan | 4 | 0.1% | 3 | 0.3% | 1 | 0.1% | 1 | 0.4% |
| Total | 2,977 | 100.0% | 1,183 | 100.0% | 1,795 | 100.0% | 278 | 100.0% |
| Not Answered | 139 | | 84 | | 54 | | 15 | |



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → 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 | <input type="radio"/> | <input type="radio"/> |
| b. Exercise or physical activity | <input type="radio"/> | <input type="radio"/> |
| c. Things in your life that worry you or cause you stress | <input type="radio"/> | <input type="radio"/> |
| d. Whether you felt sad, empty, or depressed | <input type="radio"/> | <input type="radio"/> |
| e. Smoking or using tobacco products | <input type="radio"/> | <input type="radio"/> |
| f. Alcohol or other drug use | <input type="radio"/> | <input type="radio"/> |

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

- Yes
- 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 not want to take a medicine?

- Yes
- No

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

- Yes
- No

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

- Yes
- 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 Best Health Care
 Possible Possible

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- 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



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 | <input type="radio"/> | <input type="radio"/> |
| b. Arthritis | <input type="radio"/> | <input type="radio"/> |
| c. Asthma | <input type="radio"/> | <input type="radio"/> |
| d. Overweight | <input type="radio"/> | <input type="radio"/> |
| e. Depression | <input type="radio"/> | <input type="radio"/> |
| f. Drinking or other drug problems | <input type="radio"/> | <input type="radio"/> |
| g. Emotional problems or mental illness | <input type="radio"/> | <input type="radio"/> |
| h. Other medical conditions lasting more than three months | <input type="radio"/> | <input type="radio"/> |

ABOUT YOU

62. What is your age?

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

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

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

Decline to answer



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

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

65. How well do you speak English?

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

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

- Yes
- No → *If No, Go to Question 68*

67. What is this language spoken at home?

- Spanish
- Other

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

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

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

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

Asian

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

Native Hawaiian/Pacific Islander

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

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

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

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

