NEW YORK STATE | Department of Health

New York State

Medicaid Managed Care Program (MMC)

CAHPS® 5.1H

Adult Medicaid Survey

Continuous Quality Improvement Report

April 2024

DataStat

Background

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 survey was administered over a twelve-week period using a mixed-mode (mail and web) five wave protocol. The protocol consisted of a first questionnaire packet and first reminder postcard to all selected members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of prior two questionnaire packet mailings. Each cover letter included a member-specific link and a QR code with password for members who preferred to complete the survey online.

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.
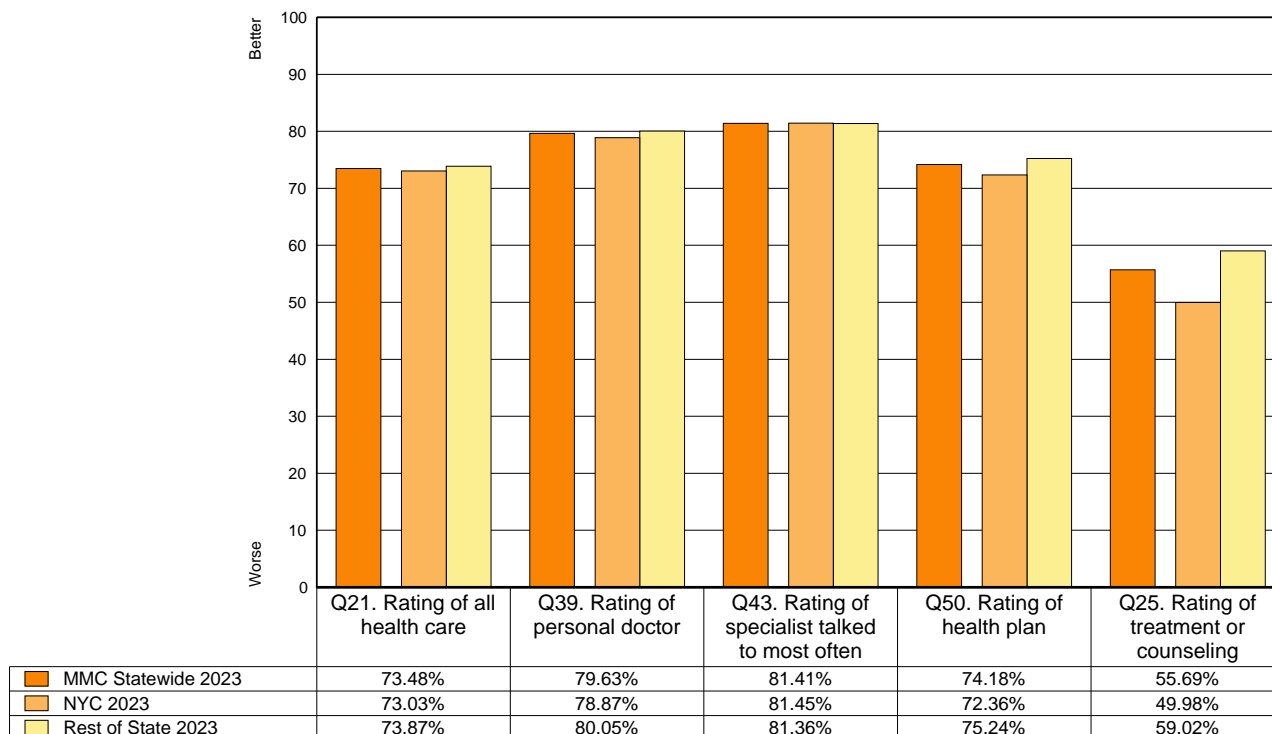
Executive Summary

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 12 Medicaid managed care plans in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 24,000 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. Statewide, a total of 2,735 responses were received resulting in a 13.2% 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". Results are presented for Statewide, New York City (NYC) and Rest of State.

Standard Ratings Questions (8, 9 or 10)

	Q21. Rating of all health care	Q39. Rating of personal doctor	Q43. Rating of specialist talked to most often	Q50. Rating of health plan	Q25. Rating of treatment or counseling
MMC Statewide 2023	73.48%	79.63%	81.41%	74.18%	55.69%
NYC 2023	73.03%	78.87%	81.45%	72.36%	49.98%
Rest of State 2023	73.87%	80.05%	81.36%	75.24%	59.02%

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. Results are presented for Statewide, New York City (NYC) and Rest of State.

Standard Composites

	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)
MMC Statewide 2023	78.50%	78.53%	92.52%	85.75%
NYC 2023	74.65%	73.34%	89.88%	82.96%
Rest of State 2023	80.88%	81.45%	94.03%	87.49%
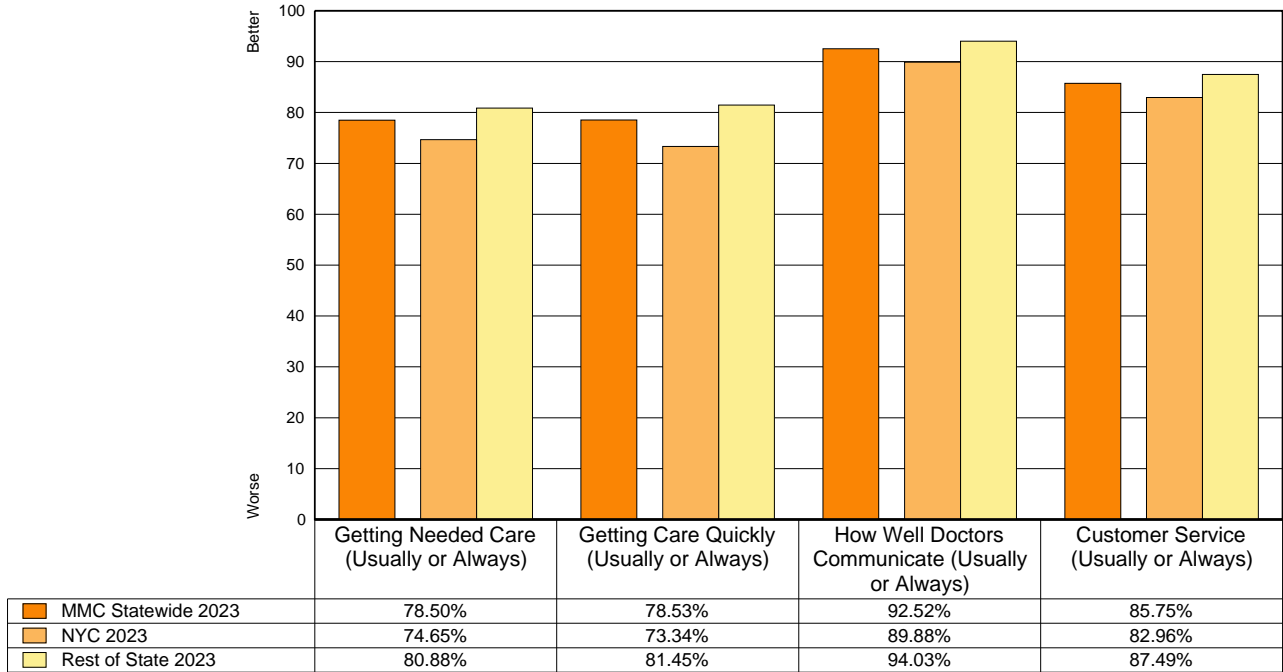
Key Measure Summary

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
MMC Statewide	78	79	93	86	73	80	81	74	56
NYC	75	73	90	83	73	79	81	72	50
Rest of State	81	81	94	87	74	80	81	75	59
CDPHP	83 ▲	86 ▲	95	91	79	83	82	79 ▲	68
Empire	81	82	95	84	81	81	82	74	44
Excellus BlueCross BlueShield	84 ▲	81	96 ▲	93 ▲	74	81	79	77	68
Fidelis Care New York	73 ▼	76	91	85	72	80	85	77	61
Healthfirst PHSP, Inc.	72	73	90	87	76	83	80	81 ▲	57
Highmark Western and Northeastern New York, Inc.	83 ▲	84 ▲	92	80	72	73 ▼	83	72	44
HIP (EmblemHealth)	80	76	90	89	76	78	82	70	44
Independent Health	84 ▲	86 ▲	94	84	70	80	80	81 ▲	53
MetroPlus Health Plan	67 ▼	71 ▼	87 ▼	75 ▼	60 ▼	76	77	65 ▼	44
Molina Healthcare	81	75	94	79	72	81	86	67 ▼	65
MVP Health Care	77	74	95 ▲	96 ▲	74	80	85	78	66
UnitedHealthcare Community Plan	78	77	91	86	75	80	76	68 ▼	55

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

Respondent Sample Profile

Age (years)	MMC Statewide	NYC	Rest of State
18 to 24	11.4%	11.2%	11.7%
25 to 34	12.7%	12.9%	12.5%
35 to 44	15.9%	14.7%	16.4%
45 to 54	19.9%	21.2%	19.5%
55 to 64	35.4%	32.7%	36.4%
65 to 74	3.4%	4.8%	2.6%
75 or older	1.4%	2.5%	0.9%

Gender	MMC Statewide	NYC	Rest of State
Male	39.5%	39.9%	38.9%
Female	59.4%	59.2%	59.9%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	1.0%	0.7%	1.1%

Highest grade or level of school completed	MMC Statewide	NYC	Rest of State
8th grade or less	5.9%	9.2%	4.3%
Some high school, but did not graduate	12.6%	16.3%	10.9%
High school graduate or GED	33.7%	28.2%	36.4%
Some college or 2-year degree	27.5%	23.0%	29.8%
4-year college graduate	13.2%	15.0%	12.0%
More than 4-year college graduate	7.1%	8.2%	6.6%

Hispanic or Latino	MMC Statewide	NYC	Rest of State
Yes, Hispanic or Latino	20.4%	31.5%	15.6%
No, Not Hispanic or Latino	79.6%	68.5%	84.4%

Rating of Overall Health	MMC Statewide	NYC	Rest of State
Excellent	13.7%	15.8%	12.7%
Very good	29.0%	26.8%	30.2%
Good	36.9%	37.6%	36.8%
Fair	16.9%	17.1%	16.5%
Poor	3.5%	2.7%	3.7%

Respondent Sample Profile
Race

Overall	MMC Statewide	NYC	Rest of State
White	57.1%	26.1%	71.9%
Black or African-American	17.7%	27.7%	13.0%
American Indian or Alaska Native	2.2%	1.6%	2.4%
Asian / Native Hawaiian / Pacific Islander	15.4%	28.5%	8.8%
Other	18.8%	32.2%	12.4%

Asian Detail	MMC Statewide	NYC	Rest of State
Chinese	4.7%	11.7%	1.0%
Japanese	0.3%	0.4%	0.4%
Filipino	1.2%	2.0%	0.9%
Korean	0.8%	1.6%	0.5%
Vietnamese	0.3%	0.2%	0.3%
Asian Indian	1.7%	2.7%	1.2%
Cambodian	0.5%	0.2%	0.6%
Bangladeshi	2.4%	5.1%	1.2%
Hmong	0.2%	0.4%	0.1%
Indonesian	0.3%	0.7%	0.1%
Malaysian	0.2%	0.2%	0.1%
Pakistani	1.1%	2.2%	0.6%
Sri Lankan	0.1%	0.2%	0.0%
Taiwanese	0.1%	0.2%	0.1%
Nepalese	0.5%	0.9%	0.3%
Burmese	1.0%	0.1%	1.3%
Thai	0.2%	0.1%	0.3%

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

Respondent Profile
Scores by Demographics

The following pages display breakouts by selected demographic categories of rating and composite scores and their individual items.

A red, yellow, or green dot is found in each cell to easily identify scores that merit attention. The dot colors are defined as follows:

- 🔴 Score is less than 70%
- 🟡 Score is less than 80% but equal to or higher than 70%
- 🟢 Score is equal to or higher than 80%

These ranges have been defined as achievement goals set by New York State Medicaid Managed Care Program to aid users in interpreting the results presented within this report.

Due to small sample sizes, the Asian/Native Hawaiian/Pacific Islander populations are included in the Asian-Native HI-Pacific Is. category in the tables.

Respondent Profile
Scores by Demographics

Ratings	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Q21. Rating of all health care	73.5% 🟡	70.8% 🟡	74.5% 🟡	76.0% 🟡	71.5% 🟡	73.3% 🟡	68.3% 🔴	68.8% 🔴	84.9% 🟢	80.1% 🟢	72.5% 🟡	65.7% 🔴	52.3% 🔴
Q39. Rating of personal doctor	79.6% 🟡	79.0% 🟡	79.6% 🟡	81.0% 🟢	74.5% 🟡	77.3% 🟡	76.9% 🟡	79.4% 🟡	88.4% 🟢	84.5% 🟢	77.1% 🟡	72.7% 🟡	67.6% 🔴
Q43. Rating of specialist talked to most often	81.4% 🟢	83.0% 🟢	80.9% 🟢	81.8% 🟢	78.7% 🟡	90.0% 🟢	80.5% 🟢	83.8% 🟢	82.2% 🟢	83.9% 🟢	83.6% 🟢	76.9% 🟡	67.2% 🔴
Q50. Rating of health plan	74.2% 🟡	75.6% 🟡	74.3% 🟡	74.6% 🟡	73.4% 🟡	71.4% 🟡	73.5% 🟡	77.1% 🟡	83.9% 🟢	79.5% 🟡	72.4% 🟡	65.2% 🔴	65.2% 🔴
Q25. Rating of treatment or counseling	55.7% 🔴	45.1% 🔴	59.1% 🔴	62.2% 🔴	45.9% 🔴	50.0% 🔴	46.4% 🔴	36.7% 🔴	76.0% 🟡	63.5% 🔴	60.8% 🔴	40.2% 🔴	47.2% 🔴

Standard Composites	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Getting Needed Care (Usually or Always)	78.5% 🟡	73.7% 🟡	80.6% 🟢	82.4% 🟢	78.4% 🟡	77.4% 🟡	68.9% 🔴	73.3% 🟡	83.6% 🟢	80.6% 🟢	79.9% 🟡	74.2% 🟡	70.9% 🟡
Getting Care Quickly (Usually or Always)	78.5% 🟡	73.4% 🟡	80.6% 🟢	83.1% 🟢	78.6% 🟡	76.8% 🟡	67.2% 🔴	71.1% 🟡	80.8% 🟢	81.4% 🟢	78.5% 🟡	77.4% 🟡	73.5% 🟡
How Well Doctors Communicate (Usually or Always)	92.5% 🟢	88.9% 🟢	93.2% 🟢	94.5% 🟢	90.0% 🟢	84.7% 🟢	88.9% 🟢	89.1% 🟢	95.8% 🟢	94.4% 🟢	91.8% 🟢	90.6% 🟢	86.9% 🟢
Customer Service (Usually or Always)	85.8% 🟢	83.3% 🟢	86.6% 🟢	88.9% 🟢	84.0% 🟢	67.5% 🔴	79.8% 🟡	85.2% 🟢	89.7% 🟢	86.1% 🟢	86.1% 🟢	82.1% 🟢	82.0% 🟢

Performance Indicator: 🔴 Score < 70% 🟡 Score ≥ 70% and < 80% 🟢 Score ≥ 80%

Respondent Profile
Composite Scores by Demographics

Getting Needed Care (Usually or Always)	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	78.5% 🟡	73.7% 🟡	80.6% 🟢	82.4% 🟢	78.4% 🟡	77.4% 🟡	68.9% 🔴	73.3% 🟡	83.6% 🟢	80.6% 🟢	79.9% 🟡	74.2% 🟡	70.9% 🟡
Q22. Usually or always easy to get the care, tests, or treatment you needed	83.8% 🟢	76.9% 🟡	86.6% 🟢	86.6% 🟢	83.8% 🟢	86.7% 🟢	81.5% 🟢	79.1% 🟡	89.6% 🟢	89.8% 🟢	84.2% 🟢	76.3% 🟡	71.2% 🟡
Q41. Usually or always got appointments with a specialist as soon as you needed	73.2% 🟡	70.5% 🟡	74.5% 🟡	78.1% 🟡	73.1% 🟡	68.2% 🔴	56.3% 🔴	67.5% 🔴	77.6% 🟡	71.5% 🟡	75.5% 🟡	72.1% 🟡	70.5% 🟡

Getting Care Quickly (Usually or Always)	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	78.5% 🟡	73.4% 🟡	80.6% 🟢	83.1% 🟢	78.6% 🟡	76.8% 🟡	67.2% 🔴	71.1% 🟡	80.8% 🟢	81.4% 🟢	78.5% 🟡	77.4% 🟡	73.5% 🟡
Q4. Usually or always got urgent care as soon as you needed	82.3% 🟢	77.3% 🟡	85.0% 🟢	87.1% 🟢	82.7% 🟢	78.6% 🟡	68.2% 🔴	72.9% 🟡	85.7% 🟢	87.2% 🟢	82.1% 🟢	80.8% 🟢	73.1% 🟡
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	74.7% 🟡	69.5% 🔴	76.1% 🟡	79.1% 🟡	74.5% 🟡	75.0% 🟡	66.1% 🔴	69.3% 🔴	75.9% 🟡	75.7% 🟡	74.9% 🟡	73.9% 🟡	73.8% 🟡

How Well Doctors Communicate (Usually or Always)	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	92.5% 🟢	88.9% 🟢	93.2% 🟢	94.5% 🟢	90.0% 🟢	84.7% 🟢	88.9% 🟢	89.1% 🟢	95.8% 🟢	94.4% 🟢	91.8% 🟢	90.6% 🟢	86.9% 🟢
Q33. Personal doctor usually or always explained things in a way that was easy to understand	92.6% 🟢	87.7% 🟢	93.7% 🟢	95.5% 🟢	91.3% 🟢	87.1% 🟢	87.0% 🟢	86.7% 🟢	96.1% 🟢	93.8% 🟢	92.6% 🟢	90.8% 🟢	83.3% 🟢
Q34. Personal doctor usually or always listened carefully to you	92.3% 🟢	88.4% 🟢	93.1% 🟢	93.4% 🟢	91.7% 🟢	83.9% 🟢	88.8% 🟢	89.3% 🟢	95.5% 🟢	94.5% 🟢	90.5% 🟢	91.4% 🟢	86.8% 🟢
Q35. Personal doctor usually or always showed respect for what you had to say	95.0% 🟢	92.8% 🟢	95.4% 🟢	96.0% 🟢	92.6% 🟢	90.3% 🟢	94.9% 🟢	93.7% 🟢	98.1% 🟢	95.4% 🟢	95.1% 🟢	94.1% 🟢	88.9% 🟢
Q36. Personal doctor usually or always spent enough time with you	90.1% 🟢	86.6% 🟢	90.7% 🟢	93.2% 🟢	84.3% 🟢	77.4% 🟡	85.0% 🟢	86.6% 🟢	93.5% 🟢	93.8% 🟢	88.8% 🟢	86.1% 🟢	88.7% 🟢

Performance Indicator: 🔴 Score < 70%   🟡 Score ≥ 70% and < 80%   🟢 Score ≥ 80%

Respondent Profile
Composite Scores by Demographics

Customer Service (Usually or Always)	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	85.8% 🟢	83.3% 🟢	86.6% 🟢	88.9% 🟢	84.0% 🟢	67.5% 🔴	79.8% 🟡	85.2% 🟢	89.7% 🟢	86.1% 🟢	86.1% 🟢	82.1% 🟢	82.0% 🟢
Q47. Health plan customer service usually or always gave information or help you needed	78.3% 🟡	76.3% 🟡	79.0% 🟡	83.2% 🟢	74.3% 🟡	55.0% 🔴	69.4% 🔴	75.9% 🟡	83.9% 🟢	77.4% 🟡	79.9% 🟡	74.2% 🟡	68.0% 🔴
Q49. Health plan customer service usually or always treated you with courtesy and respect	93.2% 🟢	90.3% 🟢	94.2% 🟢	94.6% 🟢	93.8% 🟢	80.0% 🟢	90.3% 🟢	94.4% 🟢	95.5% 🟢	94.8% 🟢	92.4% 🟢	90.0% 🟢	96.0% 🟢

Performance Indicator: 🔴 Score < 70%   🟡 Score ≥ 70% and < 80%   🟢 Score ≥ 80%

Sample Disposition

	MMC Statewide
First mailing - sent	24,000
First mailing - usable survey returned*	1,017
Second mailing - sent	21,675
Second mailing - usable survey returned*	789
Third mailing - sent	19,468
Third mailing - usable survey returned*	358
Web - usable surveys*	571
Total - usable surveys	2,735
Ineligible: According to population criteria‡†	135
Ineligible: Language barrier†	1
Ineligible: Deceased†	3
Ineligible: Mentally or physically unable to complete survey†	1
Refusal/Returned survey blank	17
Incomplete survey - mail or web	46
Nonresponse - Unavailable by mail	17,929
Bad Address†	3,133
Response Rate	**13.2%**

*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates

	Response Rate	Usable Surveys
MMC Statewide	13.20%	2735
CDPHP	15.26%	256
Empire	10.64%	184
Excellus	11.91%	206
Fidelis	13.71%	239
Healthfirst	11.78%	201
Highmark	15.25%	268
HIP	13.94%	242
Independent	16.36%	292
MetroPlus	11.65%	193
Molina	10.51%	178
MVP	13.83%	246
UnitedHealthcare	13.27%	230

Worse   **Response Rate**   *Better*
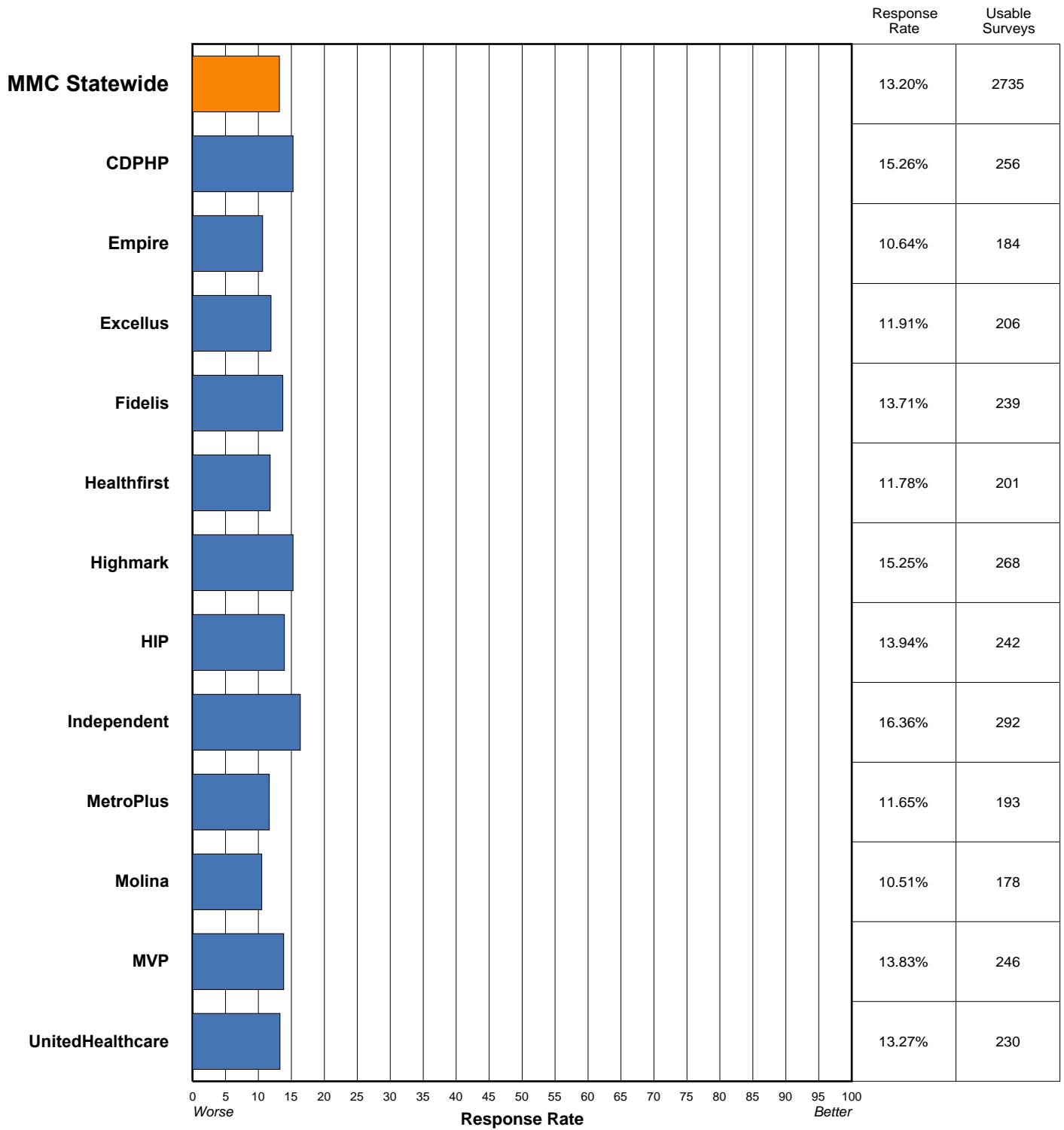
Legend: ■ MMC Statewide 2023   ■ Health Plans 2023

Trend Analysis - 2023 vs. 2021

New York State Medicaid Managed Care Program

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 are able to be trended are 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	MMC Statewide 2023 Score	MMC Statewide 2021 Score	Point Change	Composite/ Question Group
Q29. Not very or not at all difficult to get prescriptions for mental health medicines as soon as you needed?	73.8%	65.5%	+ 8.3	Single Items
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	65.3%	59.6%	+ 5.7	Single Items
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	50.8%	45.8%	+ 5.0 ▲	Single Items
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	75.2%	70.5%	+ 4.8	Single Items
Q17. Doctor or other health provider asked what you thought was best for you	84.1%	79.5%	+ 4.6 ▲	Single Items
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	67.3%	62.9%	+ 4.4 ▲	Single Items
Q43. Rating of specialist talked to most often	81.4%	78.8%	+ 2.6	Ratings
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	81.3%	78.9%	+ 2.4	Single Items
Q13b. Doctor or other health provider talked about exercise or physical activity	70.0%	67.6%	+ 2.4	Single Items
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	66.1%	63.9%	+ 2.3	Single Items
Q15. Doctor or other health provider talked about reasons you might want to take a medicine	92.3%	93.4%	- 1.1	Single Items
Q47. Health plan customer service usually or always gave information or help you needed	78.3%	79.6%	- 1.3	Customer Service
Q41. Usually or always got appointments with a specialist as soon as you needed	73.2%	74.5%	- 1.3	Getting Needed Care
Q39. Rating of personal doctor	79.6%	81.3%	- 1.6	Ratings
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	74.7%	76.4%	- 1.7	Getting Care Quickly
Q54. Received a flu shot or flu spray in the nose since July 1, 2022	40.8%	42.6%	- 1.7	Single Items
Q45. Written materials or internet usually or always provided information about how health plan works	59.1%	62.5%	- 3.4	Single Items
Q48. Information from health plans customer service usually or always easy to understand	80.9%	84.4%	- 3.5	Single Items
Q25. Rating of treatment or counseling	55.7%	60.7%	- 5.0	Ratings
Q30. Rating of alcohol, drug, or addiction treatment or counseling	59.2%	64.9%	- 5.7	Single Items

Better ▲

Worse ▼

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

Methodology

Adults who were current members of a NYSDOH Medicaid managed care plan, ages 18 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 of 2,000 adults ages 18-64 was drawn for each of the managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care 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 2,735 Medicaid managed care members, and the overall project response rate was 13.2%.

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 performance related questions and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, regional results for the Standard Ratings and Composites are presented for additional information, but are not compared to the Statewide achievement scores. 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 are able to be trended are listed in descending order of point change for Statewide results. The *Trend Analysis* section displays Statewide results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2021 and 2023 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "⬆" or "⬇" is placed at the top/end 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 Statewide, NYC, Rest of State and plan specific results for questions using achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to various benchmarks or peers. The composites are directly followed by the individual questions that are combined to create composite measures.

Correlation Analysis

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

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

Responses by Question

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

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

Graphs/Results

The Graphs/Results section contains a graphic presentation of 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.

Overall Ratings

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

	Score	N
MMC Statewide	73.48%	1592
NYC	73.03%	496
Rest of State	73.87%	1095
CDPHP	78.80%	164
Empire	80.66%	92
Excellus	74.45%	141
Fidelis	72.49%	129
Healthfirst	76.03%	114
Highmark	72.45%	172
HIP	76.48%	149
Independent	69.75%	172
MetroPlus	60.03%	100
Molina	71.55%	97
MVP	74.28%	129
UnitedHealthcare	74.80%	133

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

Worse   **Achievement Score**   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Overall Ratings

Q39. Rating of personal doctor (8, 9 or 10)

	Score	N
MMC Statewide	79.63%	2099
NYC	78.87%	693
Rest of State	80.05%	1406
CDPHP	82.51%	202
Empire	80.77%	135
Excellus	81.30%	172
Fidelis	79.52%	173
Healthfirst	82.58%	154
Highmark	73.41%	214
HIP	77.77%	197
Independent	80.13%	217
MetroPlus	76.45%	145
Molina	81.43%	127
MVP	80.19%	187
UnitedHealthcare	79.50%	176

Achievement Score

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

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

Legend:
- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Overall Ratings

Q43. Rating of specialist talked to most often (8, 9 or 10)

	Score	N
MMC Statewide	81.41%	1177
NYC	81.45%	377
Rest of State	81.36%	800
CDPHP	81.55%	116
Empire	82.05%	72
Excellus	78.54%	104
Fidelis	84.72%	101
Healthfirst	80.39%	88
Highmark	83.00%	120
HIP	82.13%	112
Independent	79.60%	122
MetroPlus	77.05%	72
Molina	86.38%	72
MVP	85.32%	103
UnitedHealthcare	76.13%	95

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

Worse   **Achievement Score**   *Better*

↑↓Statistically significantly better/worse than MMC Statewide 2023.
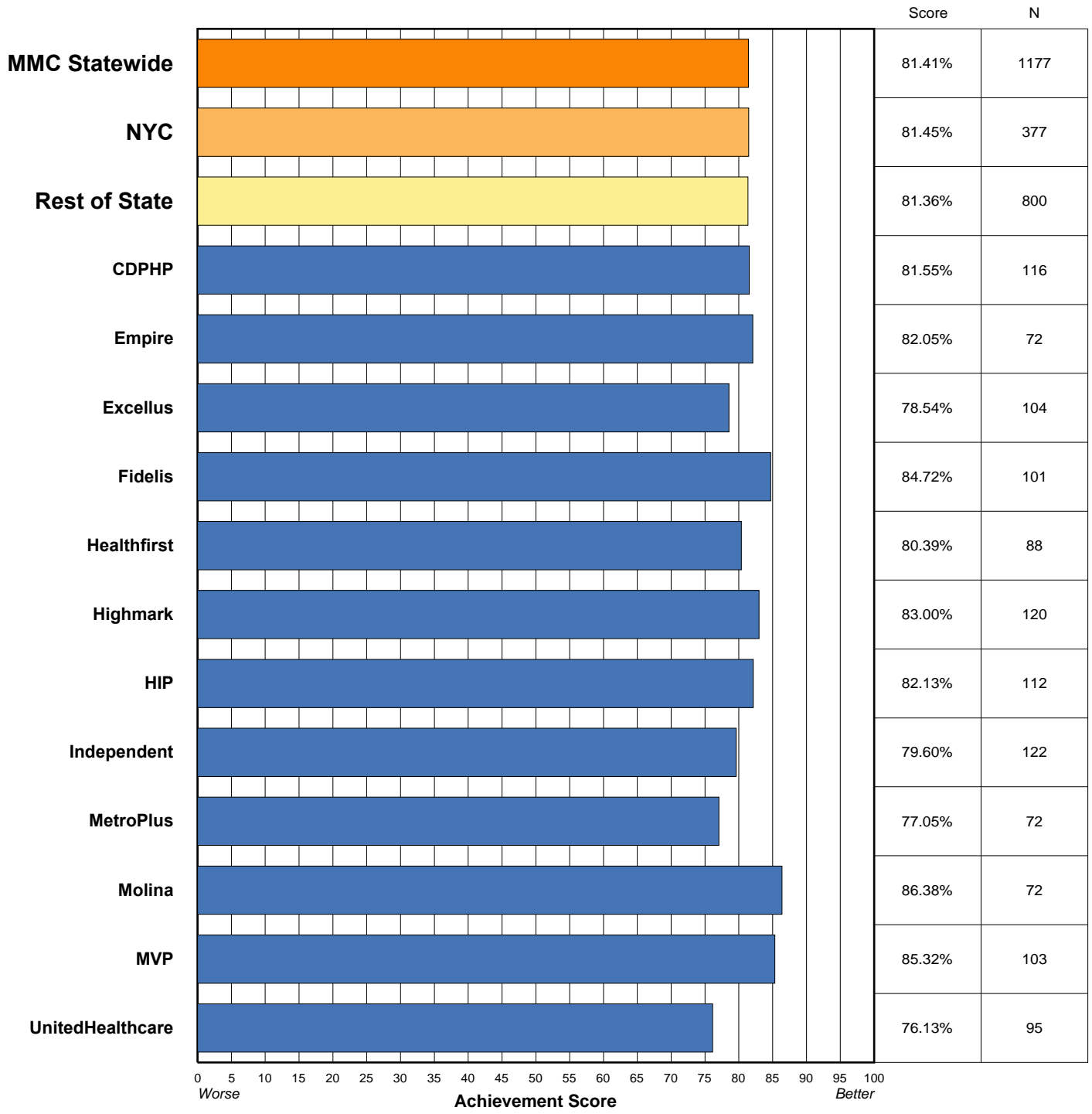
■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023

■ Rest of State 2023

Overall Ratings

Q50. Rating of health plan (8, 9 or 10)

	Score	N
MMC Statewide	74.18%	2675
NYC	72.36%	901
Rest of State	75.24%	1774
CDPHP	79.28%	251
Empire	74.23%	179
Excellus	77.45%	200
Fidelis	76.82%	232
Healthfirst	80.84%	196
Highmark	71.97%	262
HIP	70.05%	239
Independent	81.45%	282
MetroPlus	65.36%	190
Molina	66.50%	174
MVP	78.27%	244
UnitedHealthcare	67.91%	226

Worse   **Achievement Score**   Better

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

Legend:
- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023
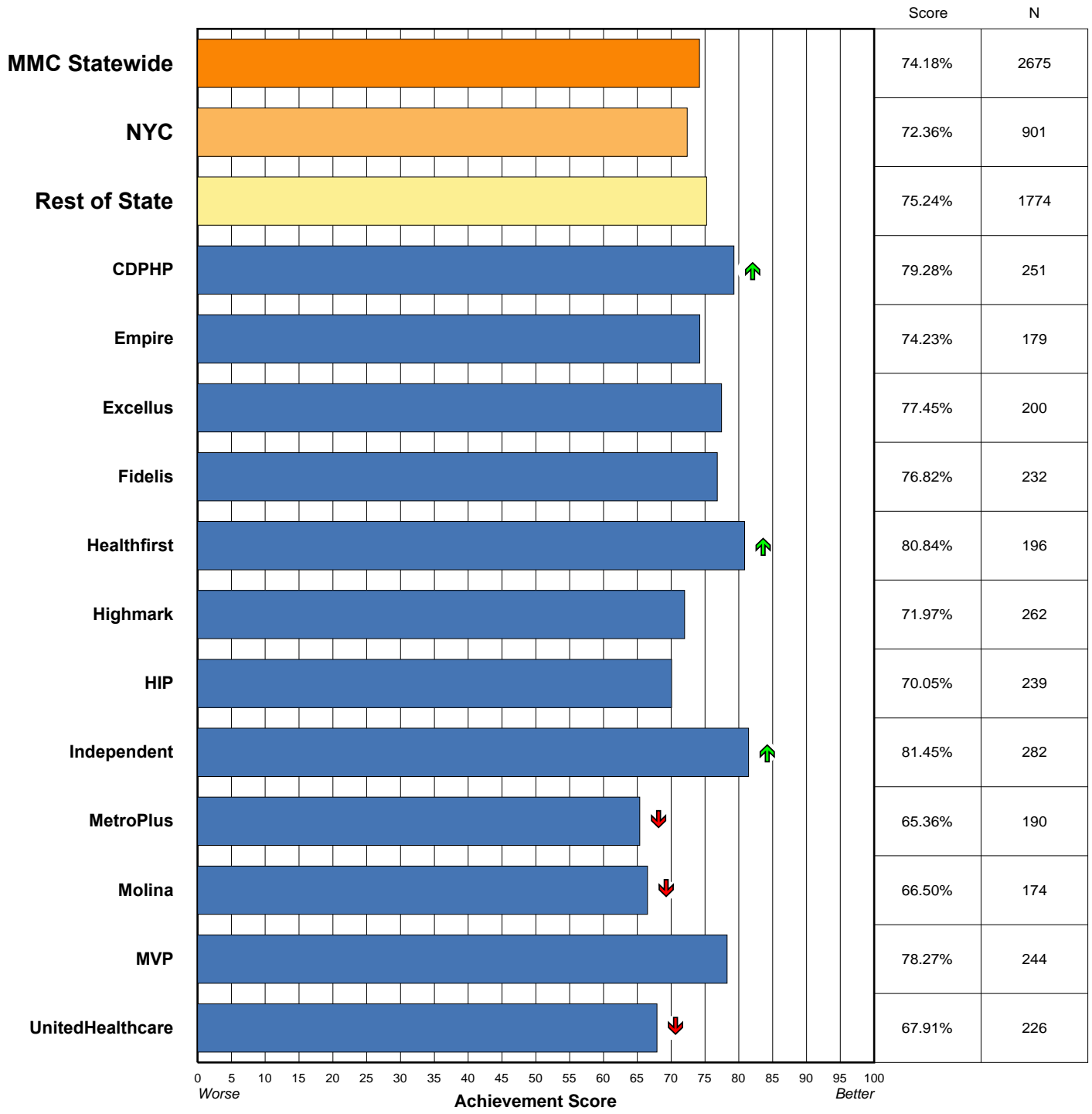
Overall Ratings

Q25. Rating of treatment or counseling (8, 9 or 10)

	Score	N
MMC Statewide	55.69%	383
NYC	49.98%	107
Rest of State	59.02%	276
CDPHP	67.68%	43
Empire	NA	27
Excellus	67.69%	35
Fidelis	NA	26
Healthfirst	NA	21
Highmark	44.45%	46
HIP	43.77%	37
Independent	52.62%	45
MetroPlus	NA	15
Molina	NA	21
MVP	65.80%	34
UnitedHealthcare	54.65%	33

Worse   **Achievement Score**   Better

NA Results suppressed for fewer than 30 cases.
▲▼ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023

■ Rest of State 2023

Composites

Getting Needed Care (Usually or Always)

	Score	N
MMC Statewide	78.50%	1873
NYC	74.65%	603
Rest of State	80.88%	1270
CDPHP ⬆	83.15%	186
Empire	81.34%	113
Excellus ⬆	83.57%	157
Fidelis ⬇	72.82%	165
Healthfirst	72.27%	141
Highmark ⬆	83.39%	189
HIP	79.63%	172
Independent ⬆	83.74%	200
MetroPlus ⬇	66.78%	121
Molina	80.74%	116
MVP	76.63%	160
UnitedHealthcare	77.92%	153

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

Worse **Achievement Score** *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023 ■ NYC 2023 ■ Health Plans 2023
■ Rest of State 2023

Getting Needed Care (Usually or Always)

Q22. Usually or always easy to get the care, tests, or treatment you needed

	Score	N
MMC Statewide	83.77%	1597
NYC	81.72%	501
Rest of State	85.13%	1096
CDPHP	87.24%	163
Empire	89.14%	91
Excellus	85.85%	142
Fidelis	83.03%	131
Healthfirst	81.21%	113
Highmark	87.35%	172
HIP	84.98%	150
Independent	89.69%	172
MetroPlus	70.78%	102
Molina	79.30%	99
MVP	82.92%	130
UnitedHealthcare	83.79%	132

Worse

Better

Achievement Score

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023　　■ NYC 2023　　■ Health Plans 2023

■ Rest of State 2023

Getting Needed Care (Usually or Always)

Q41. Usually or always got appointments with a specialist as soon as you needed

	Score	N
MMC Statewide	73.23%	1224
NYC	67.60%	393
Rest of State	76.64%	831
CDPHP	79.07%	123
Empire	73.54%	74
Excellus	81.30%	105
Fidelis	62.62%	106
Healthfirst	63.33%	92
Highmark	79.43%	124
HIP	74.29%	120
Independent	77.78%	128
MetroPlus	62.77%	74
Molina	82.19%	74
MVP	70.34%	105
UnitedHealthcare	72.05%	99

Achievement Score

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

Statistically significantly better/worse than MMC Statewide 2023.

MMC Statewide 2023   NYC 2023   Health Plans 2023
Rest of State 2023

Getting Care Quickly (Usually or Always)

	Score	N
MMC Statewide	78.53%	1830
NYC	73.34%	607
Rest of State	81.45%	1223
CDPHP	86.21%	175
Empire	81.96%	115
Excellus	81.44%	148
Fidelis	76.37%	163
Healthfirst	73.15%	151
Highmark	84.23%	181
HIP	76.24%	161
Independent	85.61%	190
MetroPlus	71.06%	125
Molina	74.64%	121
MVP	74.23%	154
UnitedHealthcare	77.26%	146

Worse   **Achievement Score**   *Better*

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

Statistically significantly better/worse than MMC Statewide 2023.

Legend:
- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Getting Care Quickly (Usually or Always)

Q4. Usually or always got urgent care as soon as you needed

	Score	N
MMC Statewide	82.33%	833
NYC	75.78%	258
Rest of State	85.99%	575
CDPHP	91.25%	83
Empire	84.79%	47
Excellus	88.47%	70
Fidelis	79.49%	72
Healthfirst	79.44%	63
Highmark	87.40%	79
HIP	82.01%	68
Independent	88.92%	94
MetroPlus	75.56%	50
Molina	76.27%	55
MVP	76.18%	77
UnitedHealthcare	78.17%	75

Achievement Score

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

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

Legend:
- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Getting Care Quickly (Usually or Always)

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

	Score	N
MMC Statewide	74.74%	1624
NYC	70.91%	550
Rest of State	76.91%	1075
CDPHP	81.17%	158
Empire	79.13%	106
Excellus	74.41%	129
Fidelis	73.25%	140
Healthfirst	66.86%	143
Highmark	81.06%	159
HIP	70.47%	146
Independent	82.31%	170
MetroPlus	66.55%	109
Molina	73.00%	109
MVP	72.27%	125
UnitedHealthcare	76.34%	130

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

Worse   **Achievement Score**   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

How Well Doctors Communicate (Usually or Always)

	Score	N
MMC Statewide	92.52%	1536
NYC	89.88%	529
Rest of State	94.03%	1007
CDPHP	95.38%	144
Empire	94.61%	96
Excellus ⬆	96.15%	120
Fidelis	91.36%	129
Healthfirst	89.51%	120
Highmark	91.88%	155
HIP	89.60%	144
Independent	94.21%	159
MetroPlus ⬇	86.58%	109
Molina	94.02%	93
MVP ⬆	95.38%	126
UnitedHealthcare	91.50%	141

Achievement Score

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

Worse   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

- ■ MMC Statewide 2023
- ■ NYC 2023
- ■ Health Plans 2023
- ■ Rest of State 2023

How Well Doctors Communicate (Usually or Always)

Q33. Personal doctor usually or always explained things in a way that was easy to understand

	Score	N
MMC Statewide	92.65%	1530
NYC	89.52%	527
Rest of State	94.43%	1004
CDPHP	93.53%	144
Empire	92.82%	96
Excellus	96.83%	120
Fidelis	92.03%	128
Healthfirst	88.38%	120
Highmark	92.13%	154
HIP	90.39%	144
Independent	94.45%	157
MetroPlus	87.14%	107
Molina	96.67%	93
MVP	96.67%	126
UnitedHealthcare	90.70%	141

Achievement Score

Worse / Better

Statistically significantly better/worse than MMC Statewide 2023.

Legend: MMC Statewide 2023 ▮ NYC 2023 ▮ Health Plans 2023 ▮ Rest of State 2023 ▮

How Well Doctors Communicate (Usually or Always)

Q34. Personal doctor usually or always listened carefully to you

		Score	N
MMC Statewide		92.28%	1527
NYC		90.08%	523
Rest of State		93.53%	1004
CDPHP	⬆	95.66%	143
Empire	⬆	96.41%	96
Excellus	⬆	96.35%	120
Fidelis		89.79%	128
Healthfirst		88.64%	119
Highmark		90.76%	155
HIP		90.79%	143
Independent		94.08%	158
MetroPlus		88.57%	108
Molina		91.68%	91
MVP		94.24%	126
UnitedHealthcare		90.37%	140

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

Worse   *Better*

Achievement Score

⬆⬇Statistically significantly better/worse than MMC Statewide 2023.

🟧 MMC Statewide 2023   🟧 NYC 2023   🟦 Health Plans 2023

🟨 Rest of State 2023

How Well Doctors Communicate (Usually or Always)

Q35. Personal doctor usually or always showed respect for what you had to say

	Score	N
MMC Statewide	95.04%	1529
NYC	93.95%	526
Rest of State	95.65%	1003
CDPHP	96.74%	143
Empire	98.21%	96
Excellus	97.45%	120
Fidelis	93.87%	129
Healthfirst	94.86%	120
Highmark	94.88%	155
HIP	92.00%	142
Independent	95.85%	157
MetroPlus	89.39%	109
Molina	94.46%	92
MVP	97.50%	126
UnitedHealthcare	95.25%	140

Worse / Better

Achievement Score

⬆⬇Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023

■ Rest of State 2023

How Well Doctors Communicate (Usually or Always)

Q36. Personal doctor usually or always spent enough time with you

	Score	N
MMC Statewide	90.10%	1528
NYC	85.98%	525
Rest of State	92.50%	1003
CDPHP	95.60%	142
Empire	91.01%	96
Excellus	93.96%	120
Fidelis	89.75%	128
Healthfirst	86.18%	118
Highmark	89.76%	155
HIP	85.22%	143
Independent	92.47%	158
MetroPlus	81.23%	108
Molina	93.28%	93
MVP	93.12%	126
UnitedHealthcare	89.66%	141

Worse **Achievement Score** *Better*

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

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

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Customer Service (Usually or Always)

	Score	N
MMC Statewide	85.75%	744
NYC	82.96%	321
Rest of State	87.49%	423
CDPHP	90.53%	53
Empire	84.17%	57
Excellus	93.39%	41
Fidelis	85.00%	55
Healthfirst	87.46%	74
Highmark	79.93%	63
HIP	88.60%	82
Independent	83.68%	75
MetroPlus	74.97%	73
Molina	78.64%	40
MVP	96.37%	61
UnitedHealthcare	86.27%	70

Worse   **Achievement Score**   Better

Statistically significantly better/worse than MMC Statewide 2023.

Legend:
- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Customer Service (Usually or Always)

Q47. Health plan customer service usually or always gave information or help you needed

	Score	N
MMC Statewide	78.34%	742
NYC	73.98%	320
Rest of State	81.17%	422
CDPHP	88.56%	52
Empire	71.85%	57
Excellus	89.71%	41
Fidelis	76.66%	55
Healthfirst	77.95%	74
Highmark	67.71%	63
HIP	82.08%	82
Independent	74.63%	75
MetroPlus	68.54%	72
Molina	69.60%	40
MVP	94.47%	61
UnitedHealthcare	78.37%	70

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

Achievement Score

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

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Customer Service (Usually or Always)

Q49. Health plan customer service usually or always treated you with courtesy and respect

	Score	N
MMC Statewide	93.16%	740
NYC	91.95%	319
Rest of State	93.82%	421
CDPHP	92.49%	52
Empire	96.49%	56
Excellus	97.08%	41
Fidelis	93.34%	55
Healthfirst	96.98%	74
Highmark	92.15%	63
HIP	95.13%	81
Independent	92.73%	74
MetroPlus	81.40%	73
Molina	87.68%	40
MVP	98.26%	61
UnitedHealthcare	94.16%	70

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

Worse **Achievement Score** *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

▮ MMC Statewide 2023   ▮ NYC 2023   ▮ Health Plans 2023

▮ Rest of State 2023

Medical Assistance with Smoking Cessation

Q56. Advised by doctor/provider to quit smoking or using tobacco
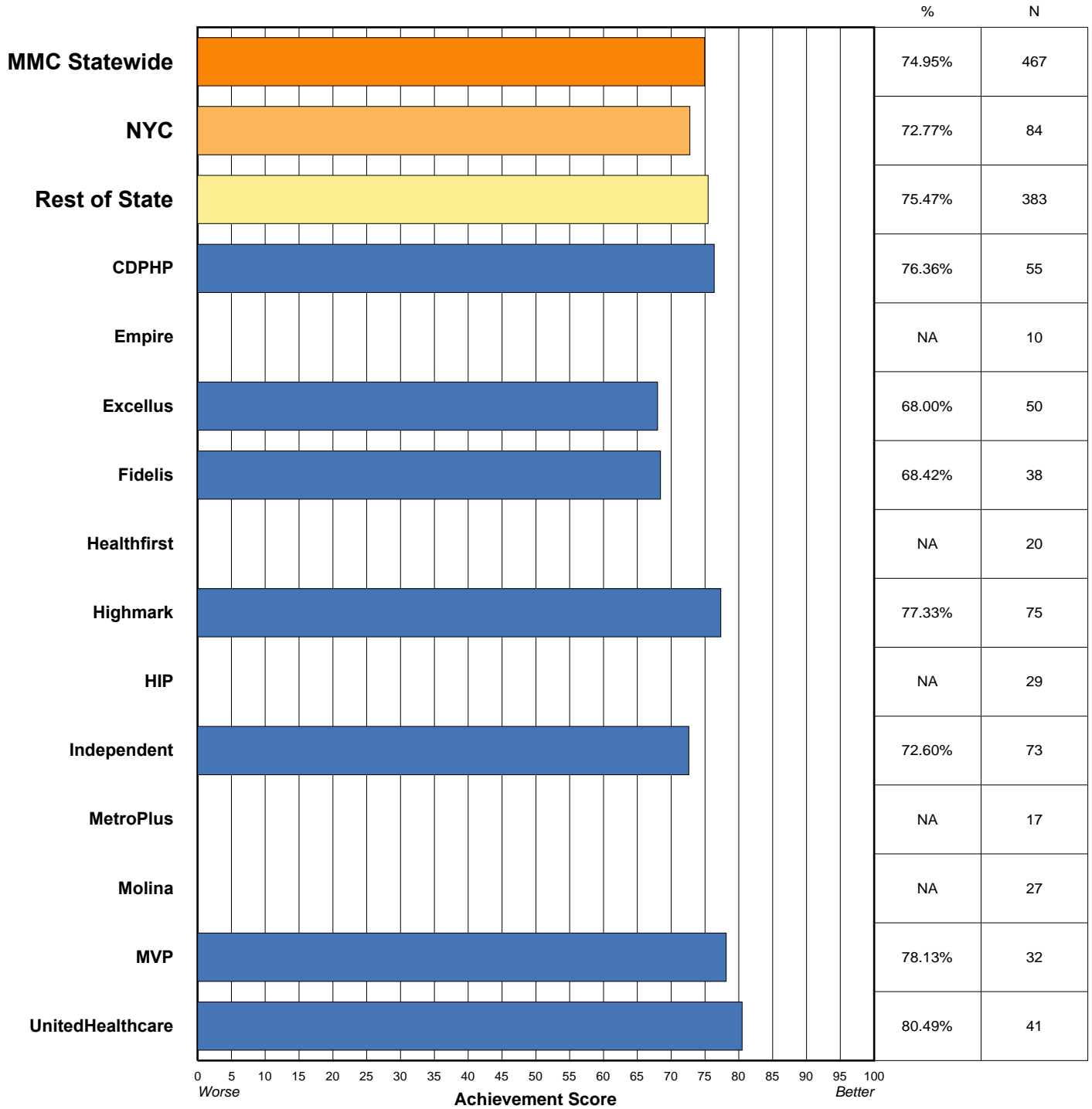
	Achievement Score	%	N
MMC Statewide		74.95%	467
NYC		72.77%	84
Rest of State		75.47%	383
CDPHP		76.36%	55
Empire		NA	10
Excellus		68.00%	50
Fidelis		68.42%	38
Healthfirst		NA	20
Highmark		77.33%	75
HIP		NA	29
Independent		72.60%	73
MetroPlus		NA	17
Molina		NA	27
MVP		78.13%	32
UnitedHealthcare		80.49%	41

Worse Achievement Score *Better*

NA Results suppressed for fewer than 30 cases.
▲▼ Statistically significantly better/worse than MMC Statewide 2023.

- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Medical Assistance with Smoking Cessation

Q57. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco

	Achievement Score	%	N
MMC Statewide		57.63%	465
NYC		56.23%	83
Rest of State		57.72%	382
CDPHP		56.36%	55
Empire		NA	11
Excellus		59.18%	49
Fidelis		52.63%	38
Healthfirst		NA	20
Highmark		59.74%	77
HIP		NA	28
Independent		60.27%	73
MetroPlus		NA	16
Molina		NA	27
MVP		50.00%	32
UnitedHealthcare		64.10%	39

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

Worse   **Achievement Score**   *Better*

NA Results suppressed for fewer than 30 cases.
▲▼ Statistically significantly better/worse than MMC Statewide 2023.
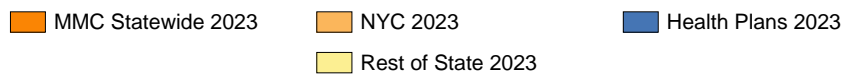
■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Medical Assistance with Smoking Cessation

Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco

	%	N
MMC Statewide	51.94%	464
NYC	54.94%	84
Rest of State	51.37%	380
CDPHP	50.00%	54
Empire	NA	11
Excellus	58.00%	50
Fidelis	43.24%	37
Healthfirst	NA	19
Highmark	52.63%	76
HIP	NA	29
Independent	52.78%	72
MetroPlus	NA	17
Molina	NA	27
MVP	46.88%	32
UnitedHealthcare	52.50%	40

Achievement Score

Worse — 0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100 — Better
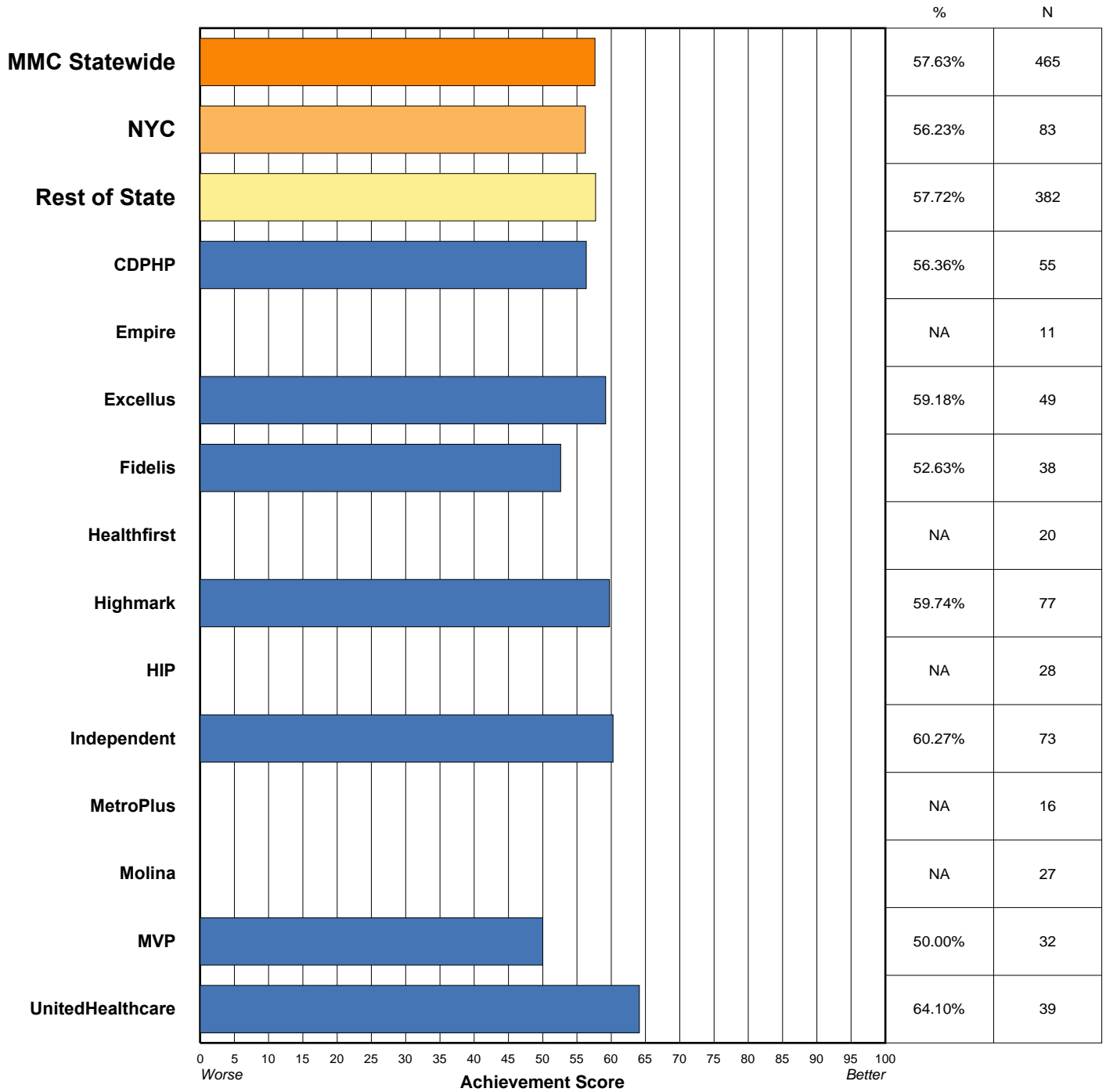
NA Results suppressed for fewer than 30 cases.
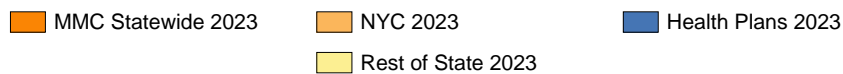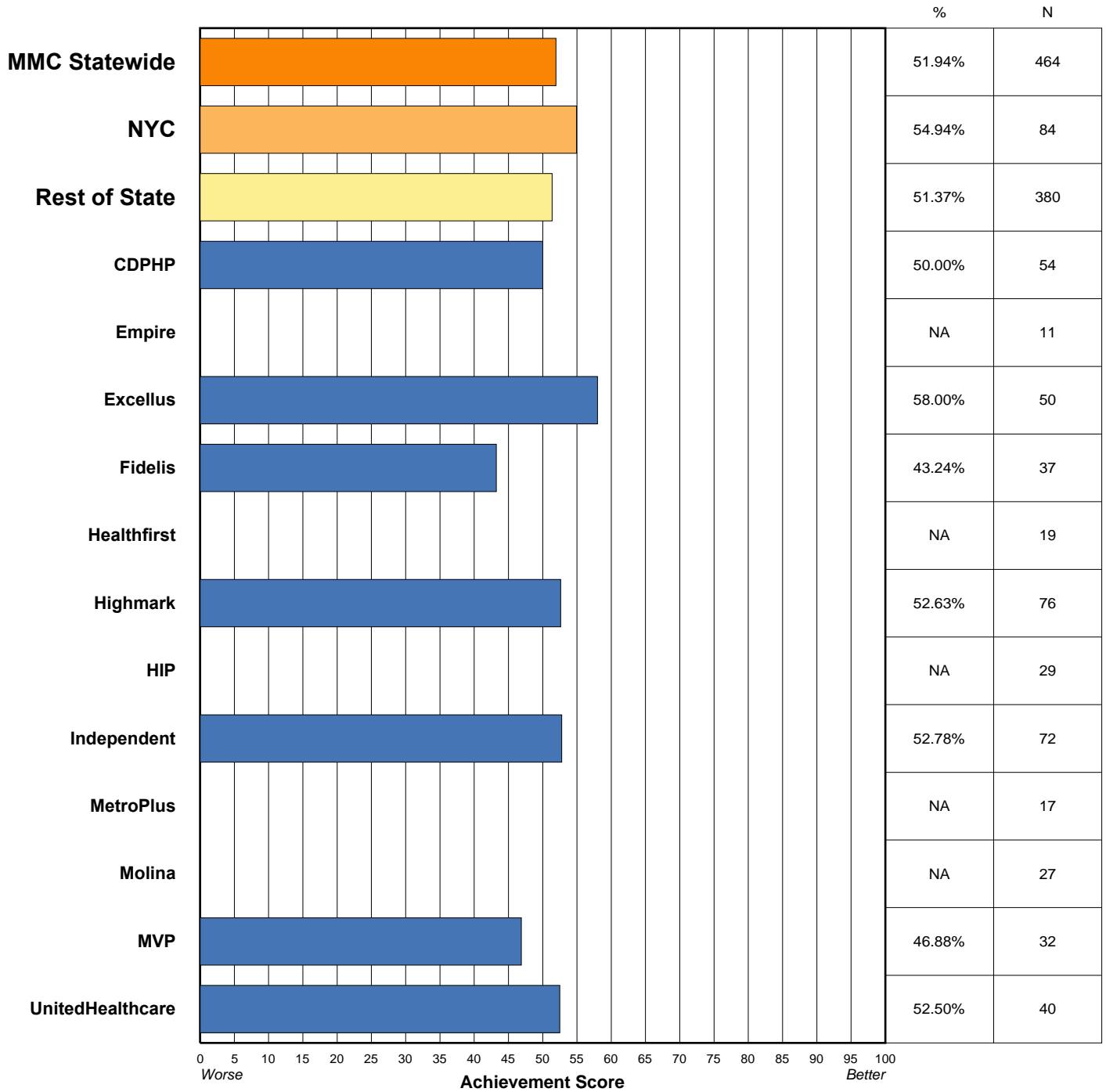▲▼ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	57.68%	481
NYC	51.14%	171
Rest of State	62.21%	310
CDPHP	51.66%	35
Empire	NA	24
Excellus	69.63%	37
Fidelis	65.98%	45
Healthfirst	46.60%	48
Highmark	58.42%	43
HIP	59.46%	36
Independent	58.28%	62
MetroPlus	56.87%	41
Molina	56.47%	34
MVP	59.01%	35
UnitedHealthcare	59.33%	41

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

NA Results suppressed for fewer than 30 cases.
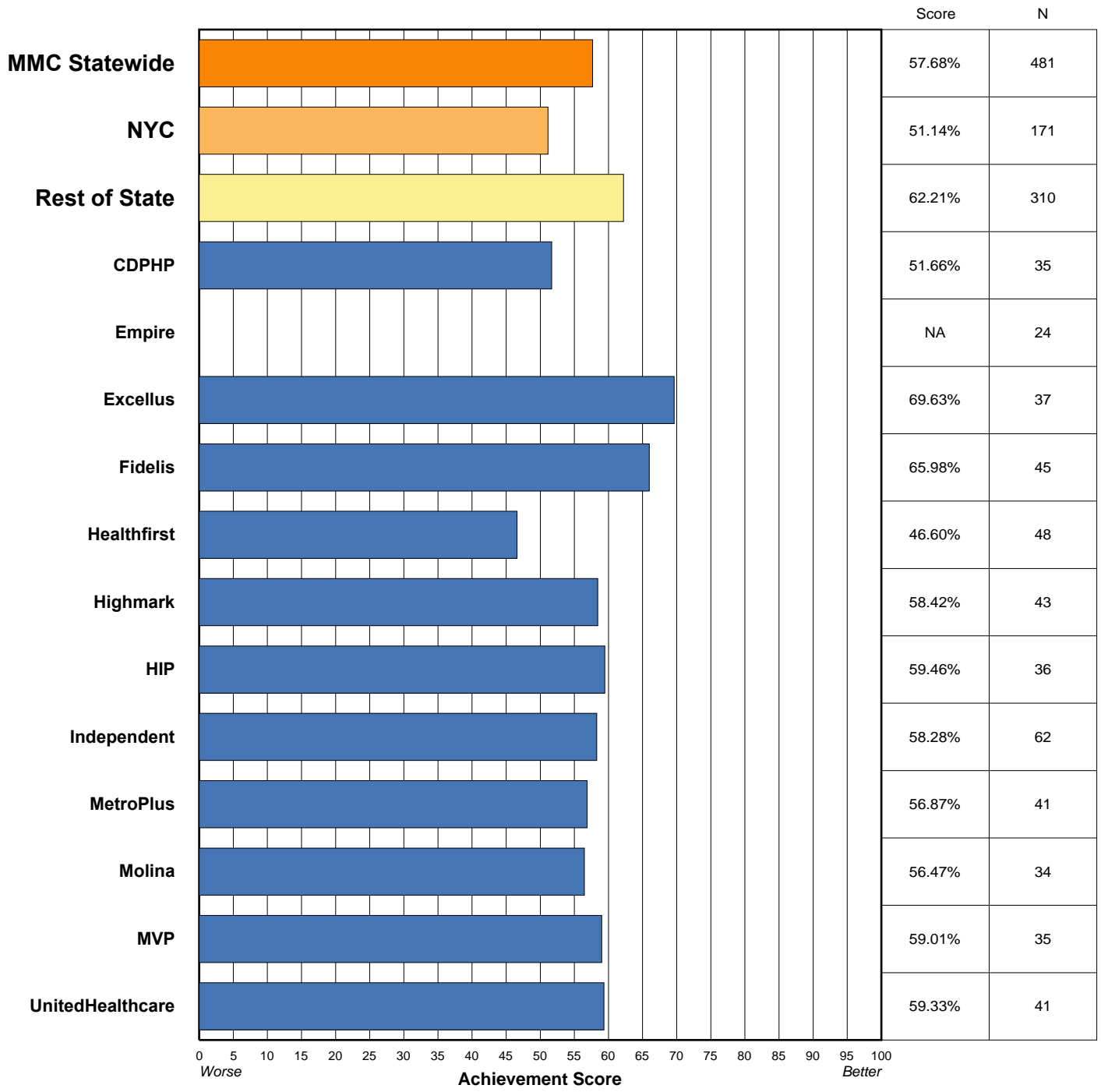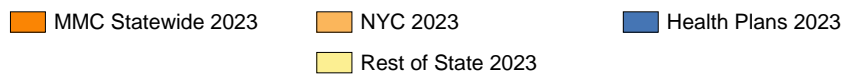▲▼ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	69.64%	505
NYC	67.72%	189
Rest of State	70.77%	316
CDPHP	69.25%	47
Empire	73.90%	34
Excellus	81.78%	42
Fidelis	89.99%	43
Healthfirst	60.94%	46
Highmark	60.01%	43
HIP	76.24%	42
Independent	62.51%	56
MetroPlus	59.01%	40
Molina	NA	27
MVP	73.57%	39
UnitedHealthcare	64.14%	46

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

NA Results suppressed for fewer than 30 cases.
⬆⬇Statistically significantly better/worse than MMC Statewide 2023.

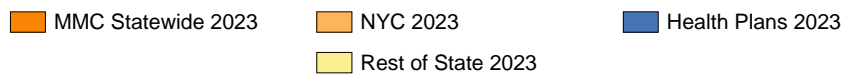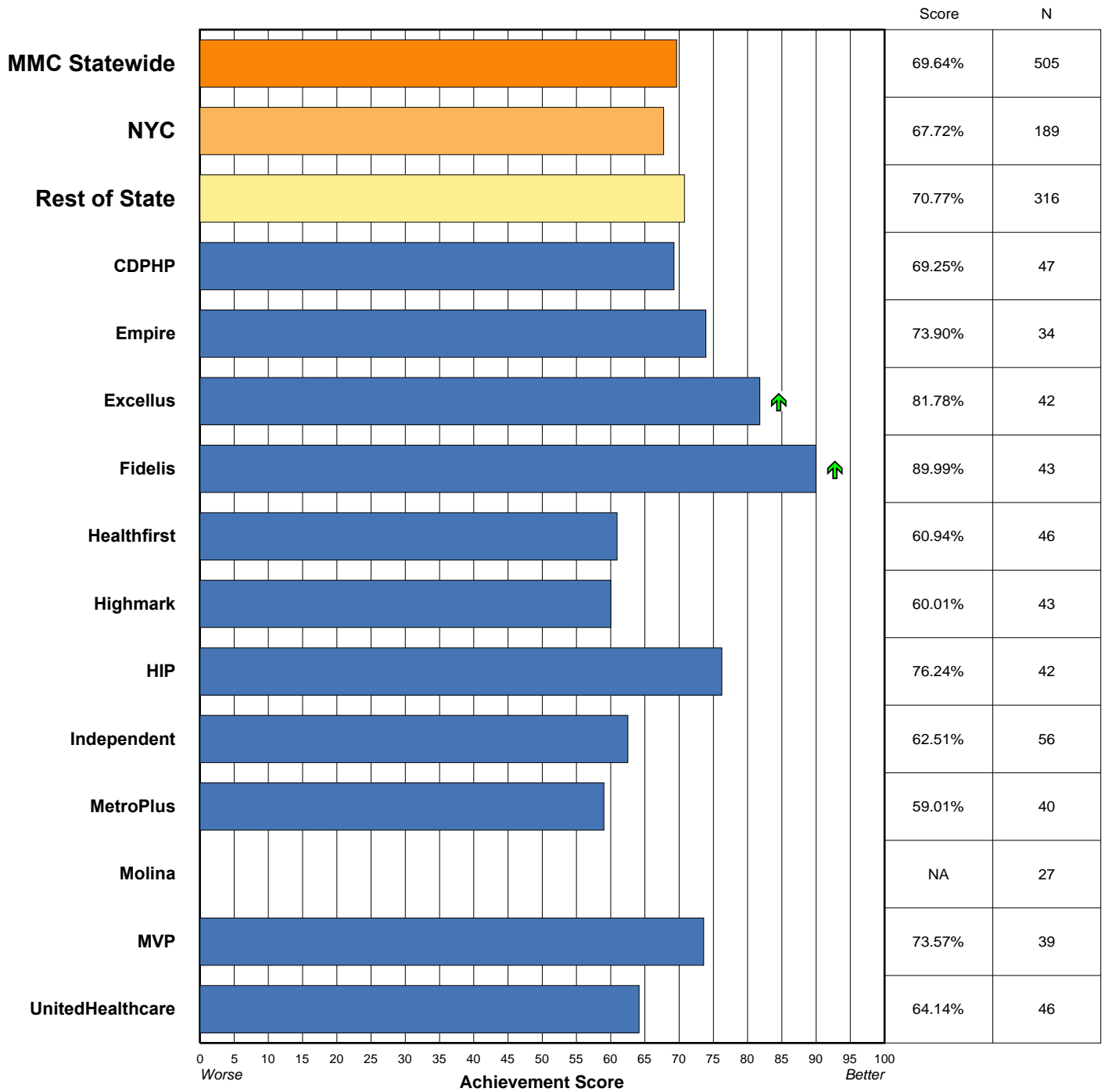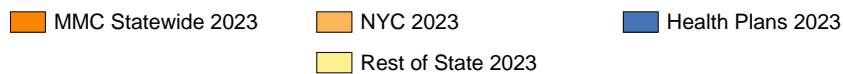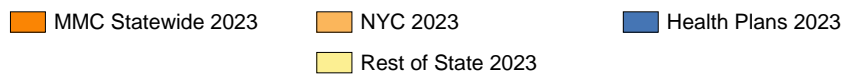| ■ MMC Statewide 2023	■ NYC 2023	■ Health Plans 2023
■ Rest of State 2023		

Single Items

Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness

	Score	N
MMC Statewide	72.78%	1596
NYC	69.63%	500
Rest of State	74.74%	1096
CDPHP	72.04%	164
Empire	74.46%	92
Excellus	74.93%	142
Fidelis	79.79%	130
Healthfirst	71.22%	114
Highmark	76.60%	171
HIP	77.47%	149
Independent	75.22%	171
MetroPlus	61.46%	103
Molina	73.14%	99
MVP	68.53%	129
UnitedHealthcare	68.45%	132

Worse   **Achievement Score**   Better

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	67.26%	1564
NYC	70.05%	491
Rest of State	65.59%	1074
CDPHP	72.67%	161
Empire	75.28%	89
Excellus	63.83%	141
Fidelis	62.99%	127
Healthfirst	61.26%	111
Highmark	67.66%	167
HIP	80.14%	146
Independent	64.85%	165
MetroPlus	67.33%	101
Molina	61.86%	97
MVP	64.34%	129
UnitedHealthcare	63.08%	130

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

Worse   **Achievement Score**   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023

■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	69.99%	1573
NYC	70.23%	496
Rest of State	69.85%	1077
CDPHP	70.63%	160
Empire	76.74%	86
Excellus	71.63%	141
Fidelis	63.78%	127
Healthfirst	66.96%	115
Highmark	72.78%	169
HIP	78.23%	147
Independent	66.87%	166
MetroPlus	71.57%	102
Molina	63.92%	97
MVP	70.23%	131
UnitedHealthcare	65.91%	132

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

Worse **Achievement Score** *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

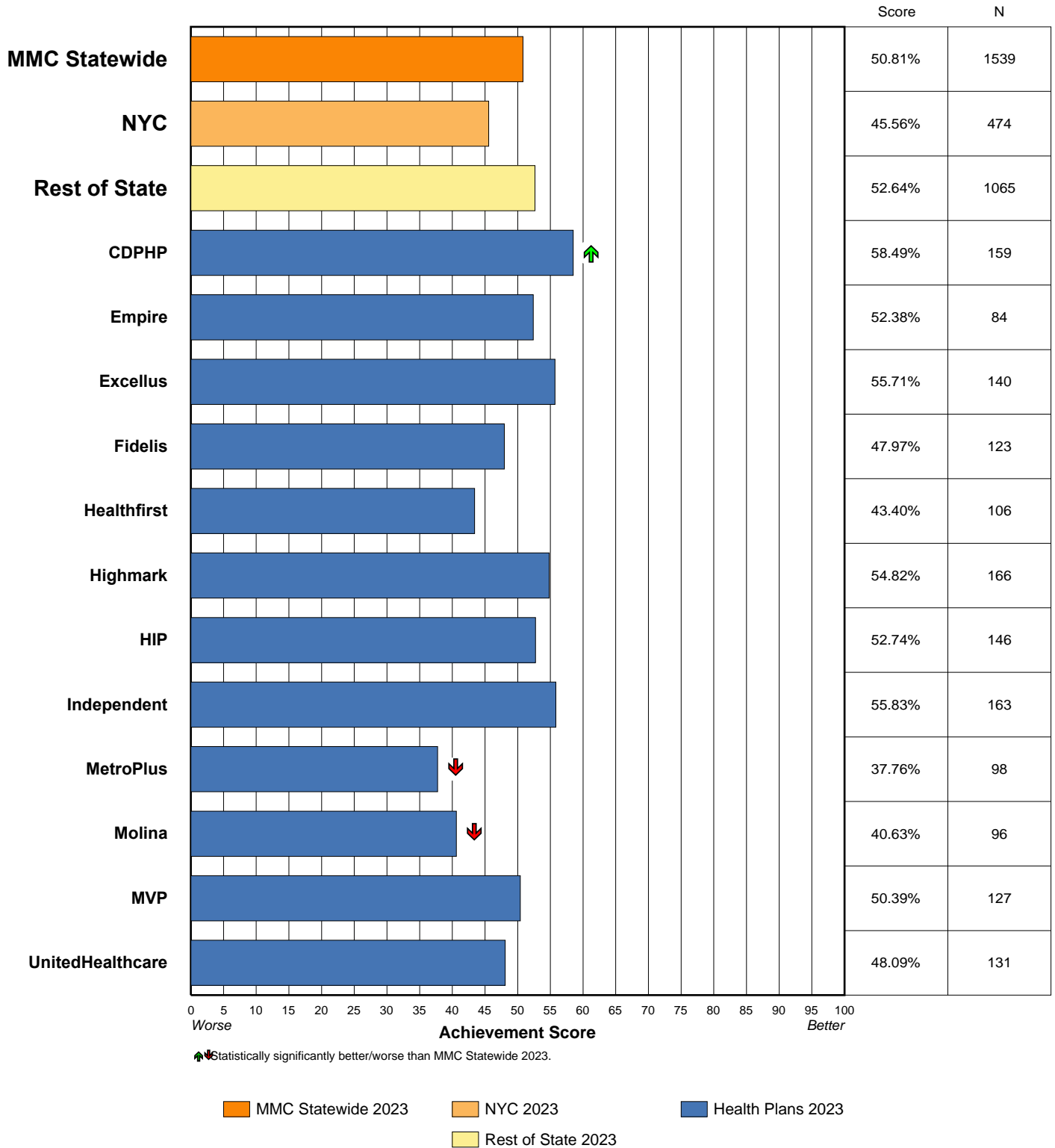■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	55.05%	1535
NYC	49.44%	475
Rest of State	57.39%	1061
CDPHP	64.38%	160
Empire	59.04%	83
Excellus	57.86%	140
Fidelis	53.23%	124
Healthfirst	46.30%	108
Highmark	56.71%	164
HIP	57.24%	145
Independent	56.52%	161
MetroPlus	42.42%	99
Molina	52.08%	96
MVP	58.73%	126
UnitedHealthcare	48.84%	129

Worse   **Achievement Score**   Better

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

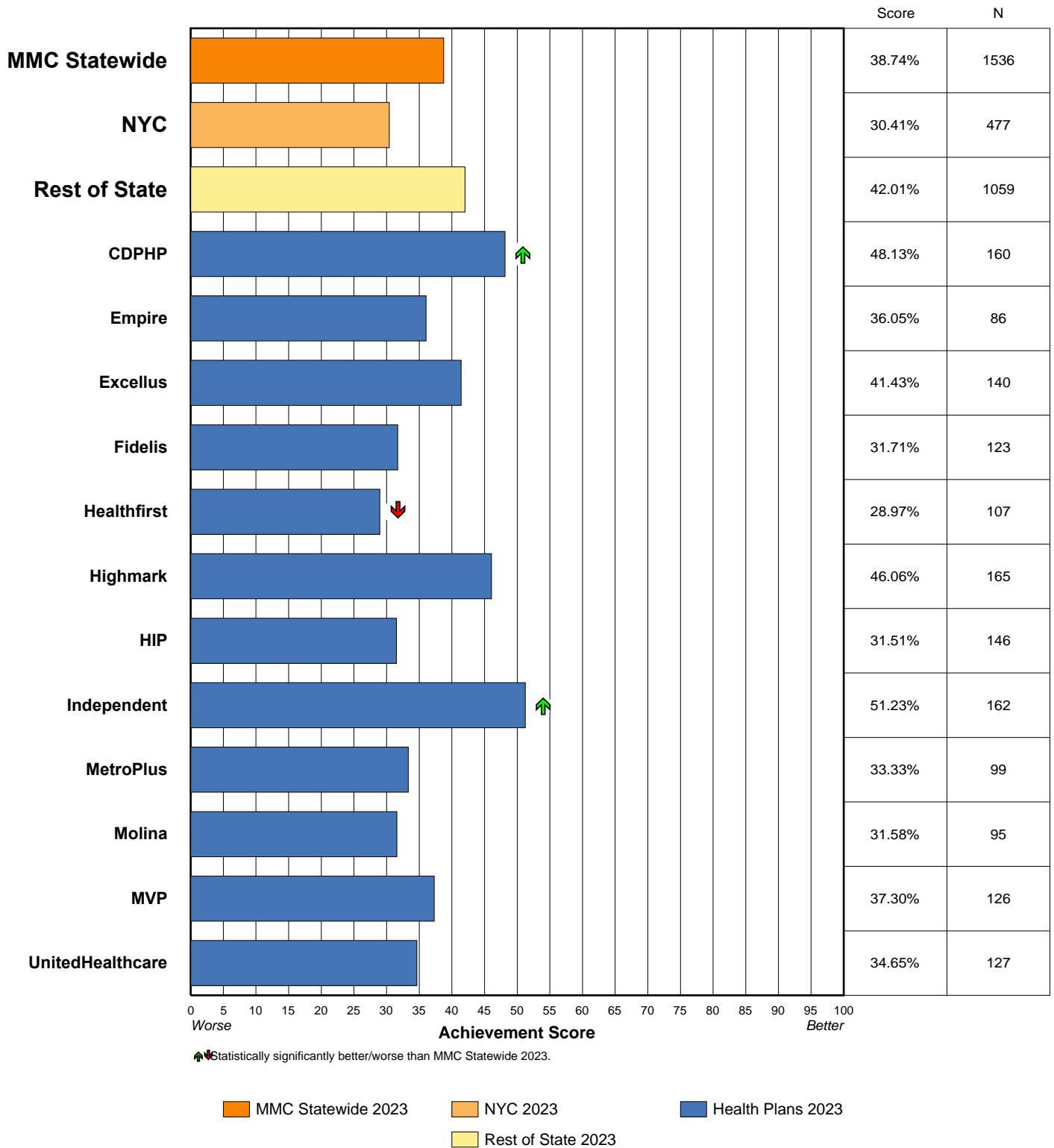# Single Items

Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed
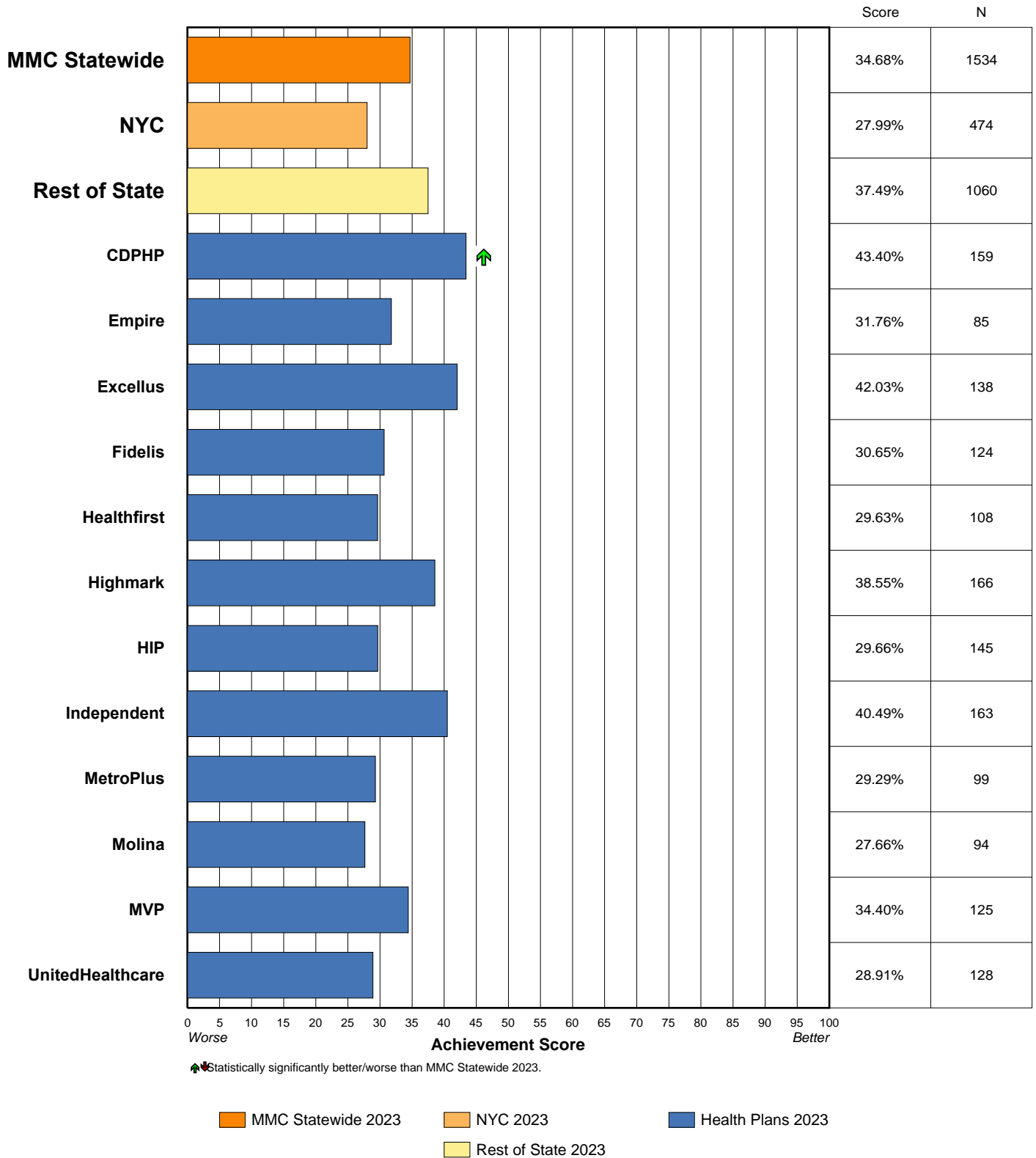
	Score	N
MMC Statewide	50.81%	1539
NYC	45.56%	474
Rest of State	52.64%	1065
CDPHP	58.49%	159
Empire	52.38%	84
Excellus	55.71%	140
Fidelis	47.97%	123
Healthfirst	43.40%	106
Highmark	54.82%	166
HIP	52.74%	146
Independent	55.83%	163
MetroPlus	37.76%	98
Molina	40.63%	96
MVP	50.39%	127
UnitedHealthcare	48.09%	131

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

Worse

Achievement Score

Better

Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023 ■ NYC 2023 ■ Health Plans 2023
■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	38.74%	1536
NYC	30.41%	477
Rest of State	42.01%	1059
CDPHP	48.13%	160
Empire	36.05%	86
Excellus	41.43%	140
Fidelis	31.71%	123
Healthfirst	28.97%	107
Highmark	46.06%	165
HIP	31.51%	146
Independent	51.23%	162
MetroPlus	33.33%	99
Molina	31.58%	95
MVP	37.30%	126
UnitedHealthcare	34.65%	127

Worse — Achievement Score — Better

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023

■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	34.68%	1534
NYC	27.99%	474
Rest of State	37.49%	1060
CDPHP	43.40%	159
Empire	31.76%	85
Excellus	42.03%	138
Fidelis	30.65%	124
Healthfirst	29.63%	108
Highmark	38.55%	166
HIP	29.66%	145
Independent	40.49%	163
MetroPlus	29.29%	99
Molina	27.66%	94
MVP	34.40%	125
UnitedHealthcare	28.91%	128

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

Worse   *Better*

Achievement Score

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

Q15. Doctor or other health provider talked about reasons you might want to take a medicine

	Score	N
MMC Statewide	92.29%	673
NYC	94.82%	191
Rest of State	91.27%	482
CDPHP	85.86%	74
Empire	NA	27
Excellus	93.06%	63
Fidelis	94.75%	60
Healthfirst	90.53%	41
Highmark	90.63%	83
HIP	95.13%	61
Independent	94.00%	75
MetroPlus	93.94%	37
Molina	95.59%	41
MVP	87.69%	50
UnitedHealthcare	96.52%	61

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

NA Results suppressed for fewer than 30 cases.
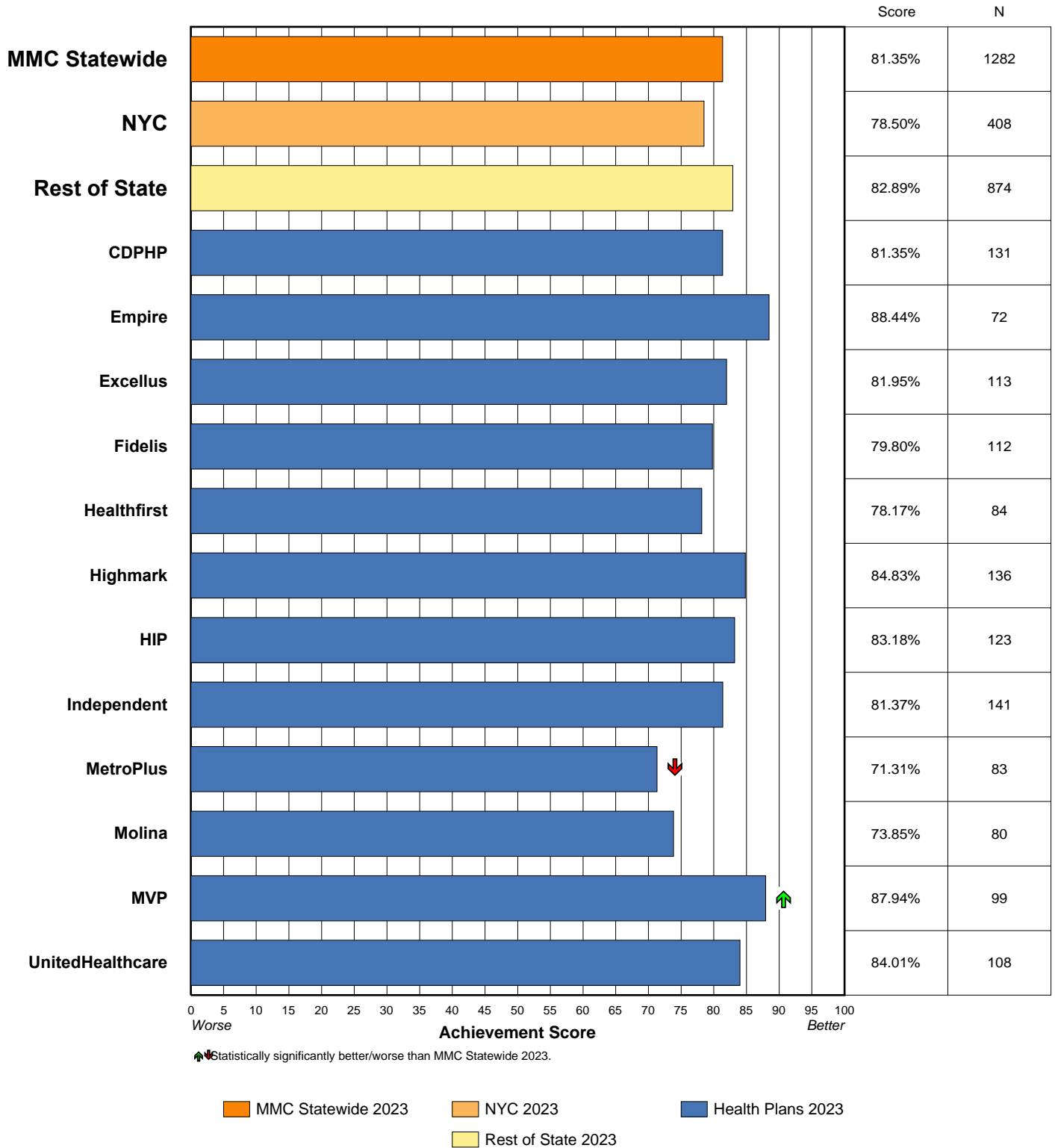▲▼ Statistically significantly better/worse than MMC Statewide 2023.

- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Single Items

Q16. Doctor or other health provider talked about reasons you might not want to take a medicine

	Score	N
MMC Statewide	66.11%	675
NYC	66.64%	193
Rest of State	65.58%	482
CDPHP	69.18%	74
Empire	NA	27
Excellus	61.36%	63
Fidelis	61.25%	61
Healthfirst	66.09%	41
Highmark	62.51%	82
HIP	66.96%	61
Independent	66.92%	76
MetroPlus	63.52%	38
Molina	58.76%	41
MVP	70.54%	50
UnitedHealthcare	75.49%	61

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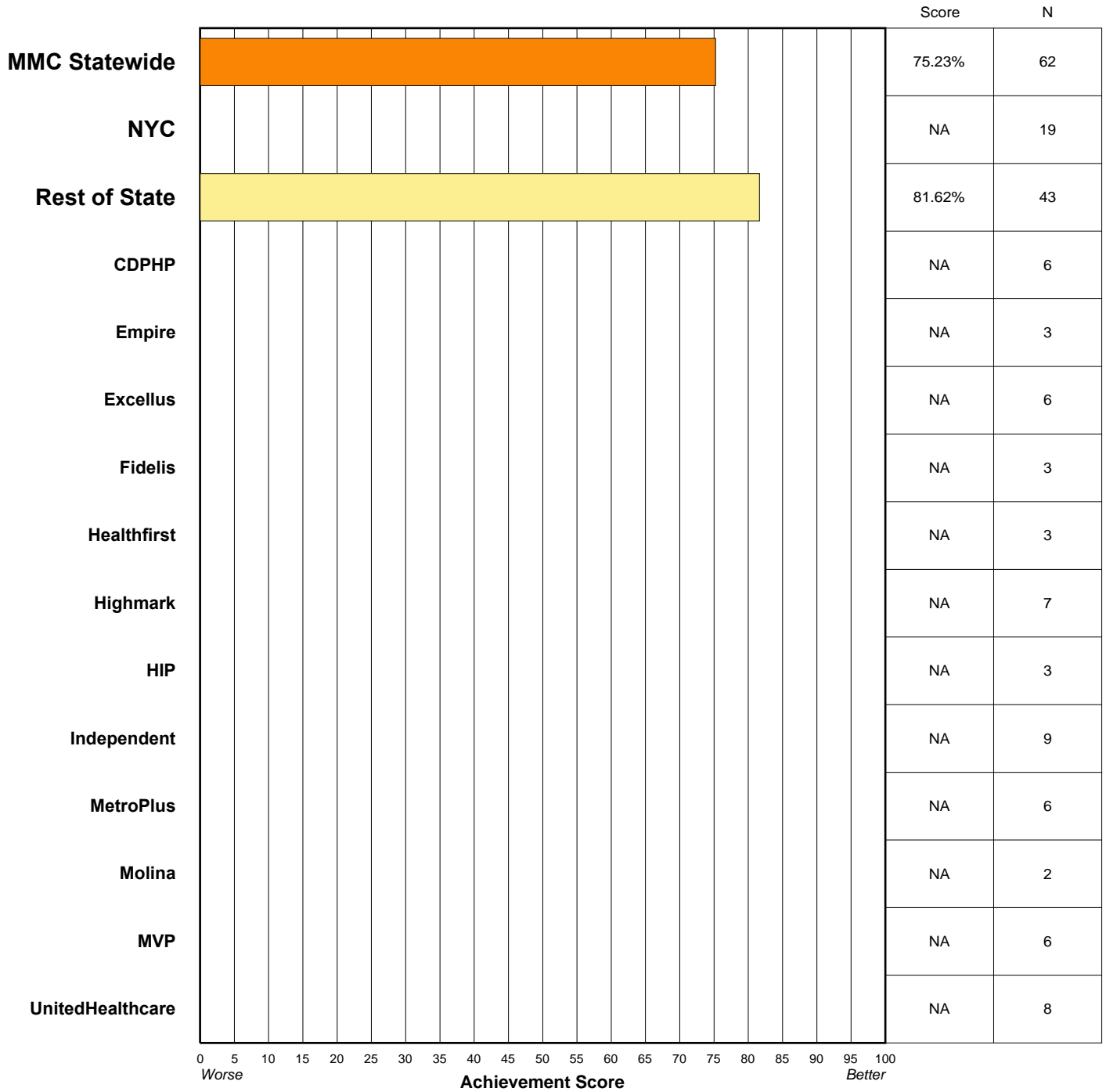
Worse **Achievement Score** *Better*

NA Results suppressed for fewer than 30 cases.
▲▼ Statistically significantly better/worse than MMC Statewide 2023.

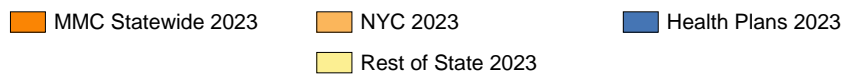■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

Q17. Doctor or other health provider asked what you thought was best for you

	Score	N
MMC Statewide	84.14%	674
NYC	87.59%	194
Rest of State	81.89%	480
CDPHP	83.36%	74
Empire	NA	27
Excellus	86.78%	63
Fidelis	85.25%	61
Healthfirst	93.34%	41
Highmark	77.49%	83
HIP	77.54%	61
Independent	77.37%	75
MetroPlus	82.93%	38
Molina	91.08%	42
MVP	82.52%	48
UnitedHealthcare	83.14%	61

Achievement Score

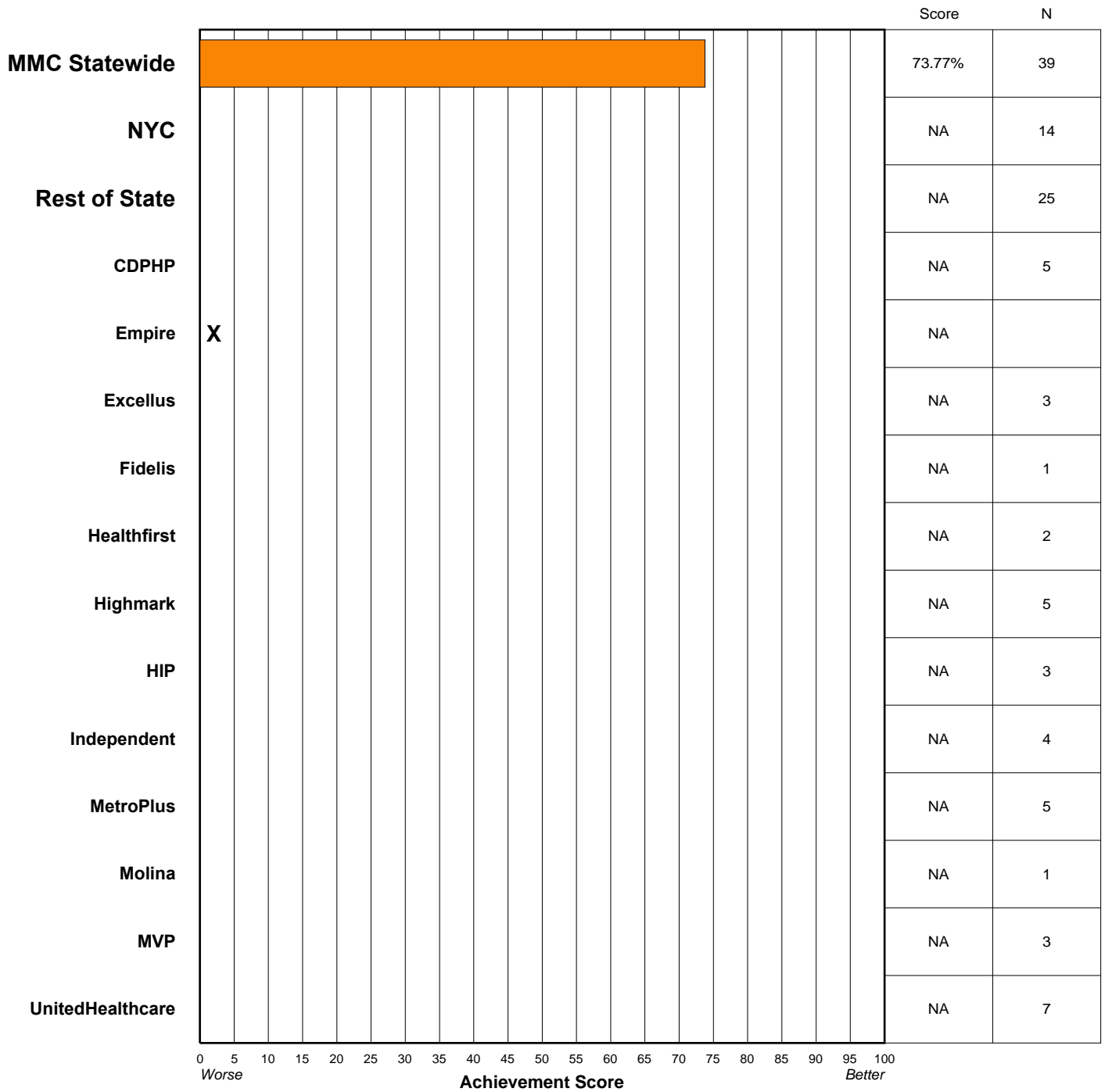*Worse*   *Better*

NA Results suppressed for fewer than 30 cases.
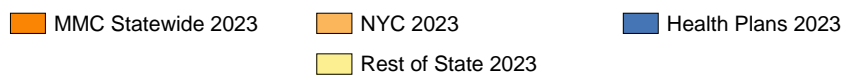⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

- ■ MMC Statewide 2023
- ■ NYC 2023
- ■ Health Plans 2023
- ■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	79.65%	1278
NYC	79.09%	405
Rest of State	80.08%	873
CDPHP	80.98%	129
Empire	82.81%	72
Excellus	80.66%	113
Fidelis	81.97%	112
Healthfirst	78.38%	84
Highmark	80.04%	136
HIP	82.34%	121
Independent	77.84%	141
MetroPlus	70.98%	83
Molina	75.00%	79
MVP	81.68%	99
UnitedHealthcare	83.13%	109

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

Worse   **Achievement Score**   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023   ■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	81.35%	1282
NYC	78.50%	408
Rest of State	82.89%	874
CDPHP	81.35%	131
Empire	88.44%	72
Excellus	81.95%	113
Fidelis	79.80%	112
Healthfirst	78.17%	84
Highmark	84.83%	136
HIP	83.18%	123
Independent	81.37%	141
MetroPlus	71.31%	83
Molina	73.85%	80
MVP	87.94%	99
UnitedHealthcare	84.01%	108

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

Worse   **Achievement Score**   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

🟧 MMC Statewide 2023   🟧 NYC 2023   🟦 Health Plans 2023

🟨 Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	65.26%	390
NYC	56.62%	109
Rest of State	71.23%	281
CDPHP	74.27%	41
Empire	NA	27
Excellus	80.20%	36
Fidelis	73.03%	30
Healthfirst	NA	22
Highmark	71.47%	46
HIP	54.31%	36
Independent	72.52%	46
MetroPlus	NA	16
Molina	NA	22
MVP	67.53%	36
UnitedHealthcare	62.95%	32

Achievement Score
Worse   *Better*

NA Results suppressed for fewer than 30 cases.
⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

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

	Score	N
MMC Statewide	75.23%	62
NYC	NA	19
Rest of State	81.62%	43
CDPHP	NA	6
Empire	NA	3
Excellus	NA	6
Fidelis	NA	3
Healthfirst	NA	3
Highmark	NA	7
HIP	NA	3
Independent	NA	9
MetroPlus	NA	6
Molina	NA	2
MVP	NA	6
UnitedHealthcare	NA	8

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

Achievement Score

NA Results suppressed for fewer than 30 cases.
▲▼ Statistically significantly better/worse than MMC Statewide 2023.

- ■ MMC Statewide 2023
- ■ NYC 2023
- ■ Health Plans 2023
- ■ Rest of State 2023

Single Items

Q29. Not very or not at all difficult to get prescriptions for mental health medicines as soon as you needed?

		Score	N
MMC Statewide		73.77%	39
NYC		NA	14
Rest of State		NA	25
CDPHP		NA	5
Empire	X	NA	
Excellus		NA	3
Fidelis		NA	1
Healthfirst		NA	2
Highmark		NA	5
HIP		NA	3
Independent		NA	4
MetroPlus		NA	5
Molina		NA	1
MVP		NA	3
UnitedHealthcare		NA	7

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

Worse   *Better*

Achievement Score

NA Results suppressed for fewer than 30 cases.
 X Comparative data not available
▲▼ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

Q30. Rating of alcohol, drug, or addiction treatment or counseling
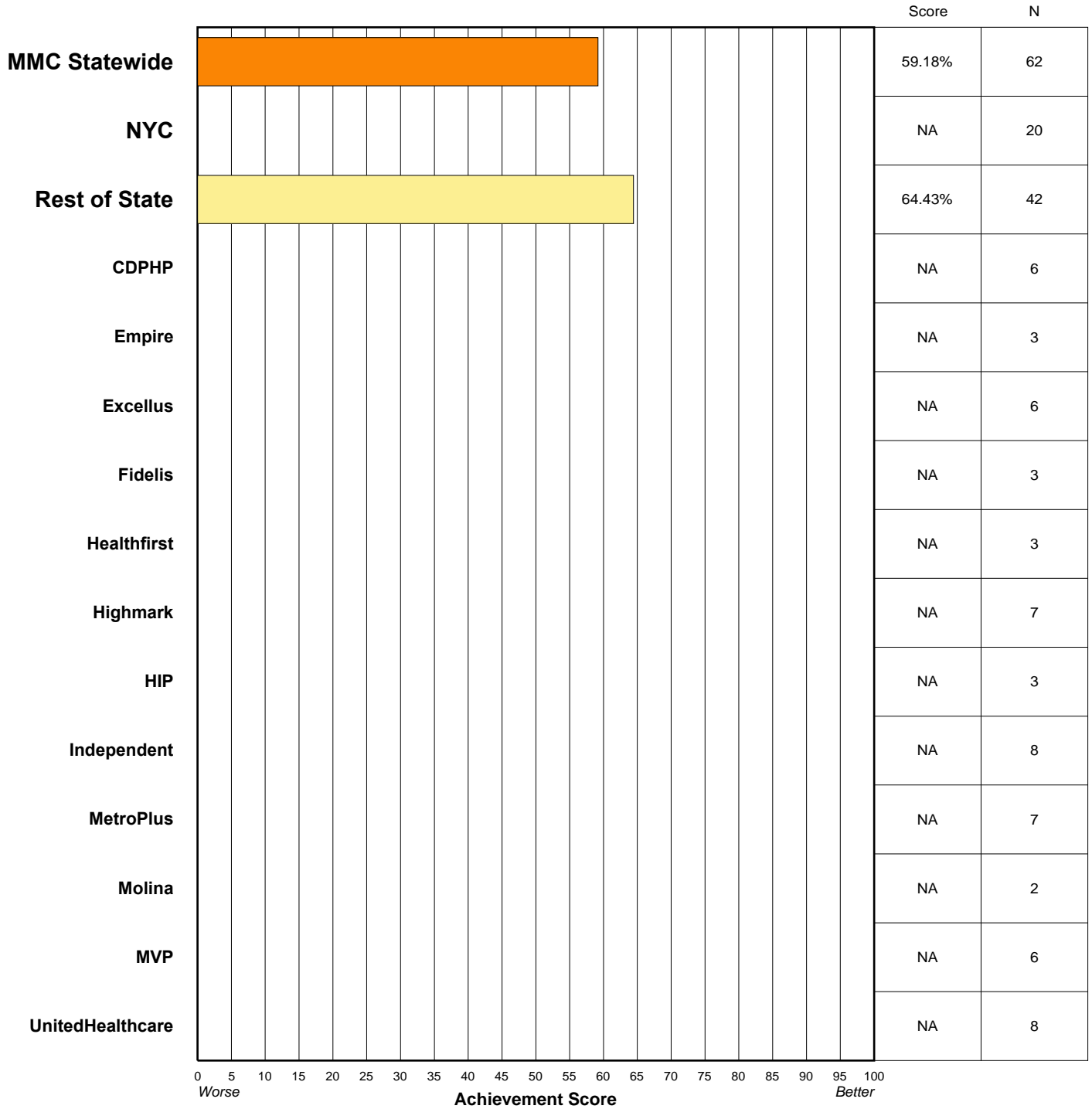
	Score	N
MMC Statewide	59.18%	62
NYC	NA	20
Rest of State	64.43%	42
CDPHP	NA	6
Empire	NA	3
Excellus	NA	6
Fidelis	NA	3
Healthfirst	NA	3
Highmark	NA	7
HIP	NA	3
Independent	NA	8
MetroPlus	NA	7
Molina	NA	2
MVP	NA	6
UnitedHealthcare	NA	8

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

Worse　　　　　　　　　　　**Achievement Score**　　　　　　　　　*Better*

NA Results suppressed for fewer than 30 cases.
▲▼Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023　　■ NYC 2023　　■ Health Plans 2023

■ Rest of State 2023
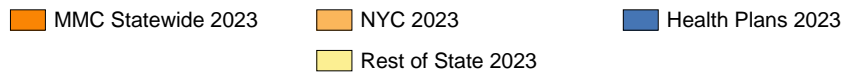
Single Items

Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers

	Score	N
MMC Statewide	81.32%	919
NYC	76.55%	315
Rest of State	84.31%	604
CDPHP	84.01%	85
Empire	82.98%	62
Excellus	90.17%	83
Fidelis	71.66%	76
Healthfirst	77.59%	69
Highmark	83.12%	86
HIP	78.30%	95
Independent	82.17%	93
MetroPlus	73.04%	61
Molina	87.50%	51
MVP	84.62%	78
UnitedHealthcare	80.61%	80

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

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

Legend:
- MMC Statewide 2023
- NYC 2023
- Health Plans 2023
- Rest of State 2023

Single Items

Q45. Written materials or internet usually or always provided information about how health plan works

	Score	N
MMC Statewide	59.08%	525
NYC	52.70%	205
Rest of State	62.80%	320
CDPHP	76.25%	50
Empire	60.66%	37
Excellus	74.04%	32
Fidelis	59.56%	40
Healthfirst	46.42%	41
Highmark	48.02%	52
HIP	52.35%	52
Independent	62.79%	56
MetroPlus	51.83%	41
Molina	47.36%	32
MVP	70.17%	33
UnitedHealthcare	59.48%	59

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

Worse   **Achievement Score**   *Better*

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023   ■ Rest of State 2023

Single Items

Q48. Information from health plans customer service usually or always easy to understand

	Score	N
MMC Statewide	80.92%	743
NYC	81.32%	320
Rest of State	80.84%	423
CDPHP	87.02%	53
Empire	83.90%	56
Excellus	77.20%	41
Fidelis	77.98%	55
Healthfirst	81.16%	74
Highmark	73.85%	63
HIP	84.21%	82
Independent	84.42%	75
MetroPlus	72.74%	73
Molina	67.70%	40
MVP	94.25%	61
UnitedHealthcare	86.60%	70

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

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

Single Items

Q51. Would recommend health plan to your family and friends

	Score	N
MMC Statewide	90.36%	2543
NYC	89.42%	868
Rest of State	90.96%	1677
CDPHP	92.87%	232
Empire	92.05%	174
Excellus	95.62%	197
Fidelis	92.56%	222
Healthfirst	91.47%	196
Highmark	88.82%	248
HIP	83.31%	227
Independent	95.39%	266
MetroPlus	89.93%	178
Molina	84.69%	163
MVP	91.44%	228
UnitedHealthcare	86.18%	212

Achievement Score

Worse ... *Better*

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

⬆⬇ Statistically significantly better/worse than MMC Statewide 2023.

■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023

■ Rest of State 2023

Single Items

Q54. Received a flu shot or flu spray in the nose since July 1, 2022

	Score	N
MMC Statewide	40.82%	2467
NYC	45.33%	785
Rest of State	38.78%	1680
CDPHP	36.86%	236
Empire	46.25%	160
Excellus	43.30%	194
Fidelis	37.44%	219
Healthfirst	44.25%	174
Highmark	36.47%	255
HIP	40.37%	218
Independent	42.64%	265
MetroPlus	45.75%	153
Molina	41.67%	156
MVP	41.05%	229
UnitedHealthcare	38.46%	208

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

Worse   **Achievement Score**   *Better*

↑↓ Statistically significantly better/worse than MMC Statewide 2023.
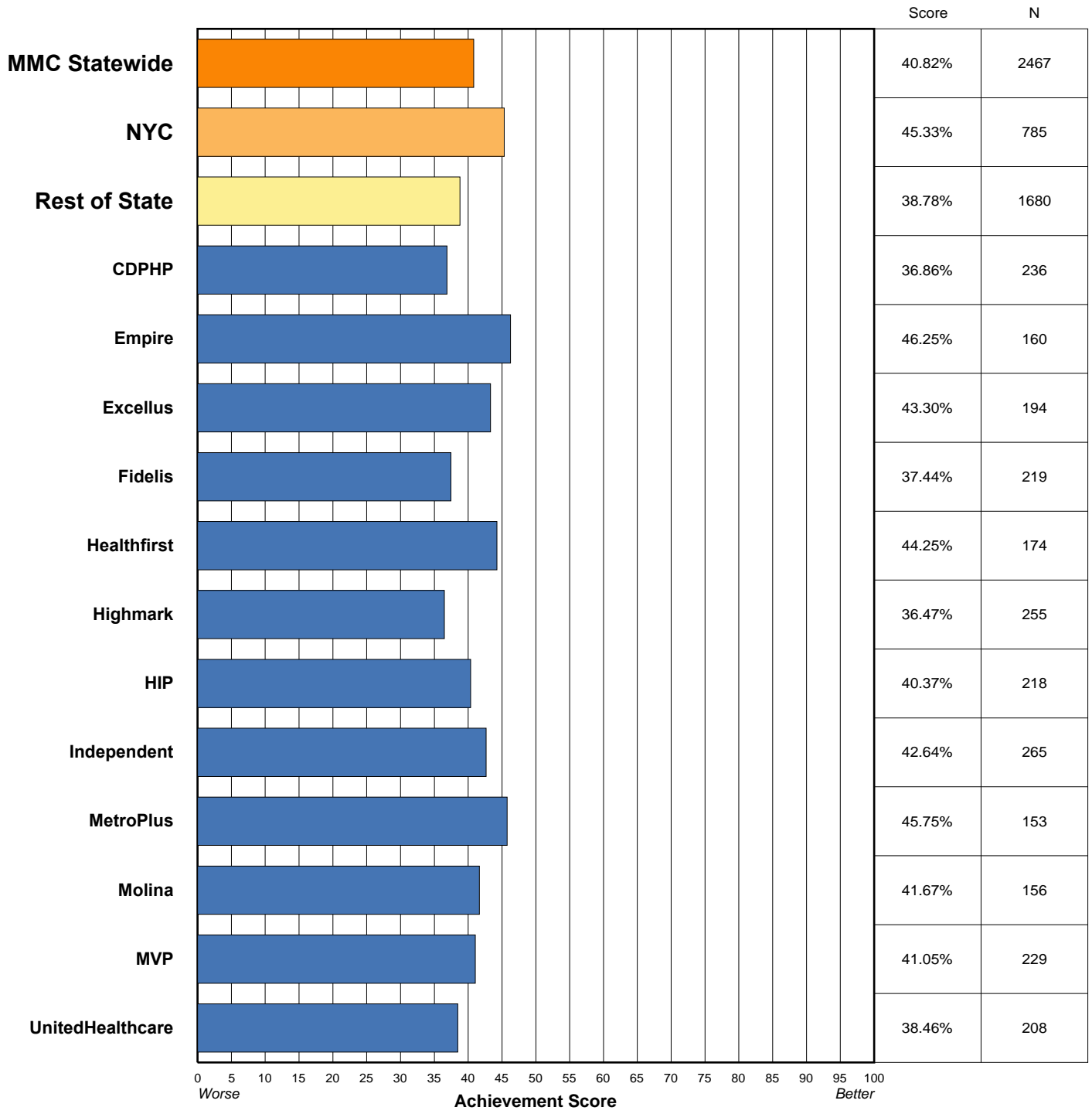
■ MMC Statewide 2023   ■ NYC 2023   ■ Health Plans 2023
■ Rest of State 2023

New York State Medicaid Managed Care Program

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 correlation summary table 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 with ratings 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.

New York State Medicaid Managed Care Program

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	84%	0.61	Q34 Communication	92%	0.67	Q41 Getting Needed Care	73%	0.44	Q22 Getting Needed Care	84%	0.48	Q34 Communication	92%	0.39
2	Q34 Communication	92%	0.54	Q36 Communication	90%	0.64	Q22 Getting Needed Care	84%	0.40	Q47 Customer Service	78%	0.46	Q22 Getting Needed Care	84%	0.39
3	Q35 Communication	95%	0.52	Q35 Communication	95%	0.64	Q47 Customer Service	78%	0.33	Q49 Customer Service	93%	0.44	Q36 Communication	90%	0.38
4	Q36 Communication	90%	0.50	Q33 Communication	93%	0.59	Q35 Communication	95%	0.32	Q4 Getting Care Quickly	82%	0.41	Q35 Communication	95%	0.37
5	Q33 Communication	93%	0.49	Q22 Getting Needed Care	84%	0.46	Q36 Communication	90%	0.31	Q34 Communication	92%	0.35	Q41 Getting Needed Care	73%	0.34
6	Q4 Getting Care Quickly	82%	0.45	Q4 Getting Care Quickly	82%	0.33	Q34 Communication	92%	0.31	Q35 Communication	95%	0.35	Q33 Communication	93%	0.31
7	Q47 Customer Service	78%	0.40	Q49 Customer Service	93%	0.32	Q4 Getting Care Quickly	82%	0.30	Q33 Communication	93%	0.33	Q4 Getting Care Quickly	82%	0.27
8	Q41 Getting Needed Care	73%	0.39	Q47 Customer Service	78%	0.31	Q33 Communication	93%	0.29	Q36 Communication	90%	0.32	Q6 Getting Care Quickly	75%	0.25
9	Q49 Customer Service	93%	0.35	Q6 Getting Care Quickly	75%	0.24	Q49 Customer Service	93%	0.28	Q41 Getting Needed Care	73%	0.32	Q49 Customer Service	93%	0.23
10	Q6 Getting Care Quickly	75%	0.33	Q41 Getting Needed Care	73%	0.20	Q6 Getting Care Quickly	75%	0.26	Q6 Getting Care Quickly	75%	0.21	Q47 Customer Service	78%	0.22

NYC

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	82%	0.60	Q34 Communication	90%	0.70	Q22 Getting Needed Care	82%	0.44	Q22 Getting Needed Care	82%	0.51	Q22 Getting Needed Care	82%	0.54
2	Q34 Communication	90%	0.53	Q35 Communication	94%	0.68	Q41 Getting Needed Care	68%	0.42	Q35 Communication	94%	0.44	Q35 Communication	94%	0.49
3	Q35 Communication	94%	0.53	Q36 Communication	86%	0.66	Q35 Communication	94%	0.38	Q47 Customer Service	74%	0.43	Q34 Communication	90%	0.48
4	Q33 Communication	90%	0.51	Q33 Communication	90%	0.63	Q34 Communication	90%	0.35	Q49 Customer Service	92%	0.43	Q33 Communication	90%	0.45
5	Q36 Communication	86%	0.50	Q22 Getting Needed Care	82%	0.47	Q36 Communication	86%	0.34	Q4 Getting Care Quickly	76%	0.42	Q36 Communication	86%	0.42
6	Q4 Getting Care Quickly	76%	0.50	Q4 Getting Care Quickly	76%	0.40	Q33 Communication	90%	0.30	Q33 Communication	90%	0.42	Q41 Getting Needed Care	68%	0.37
7	Q47 Customer Service	74%	0.41	Q49 Customer Service	92%	0.35	Q4 Getting Care Quickly	76%	0.28	Q34 Communication	90%	0.40	Q6 Getting Care Quickly	71%	0.36
8	Q49 Customer Service	92%	0.38	Q47 Customer Service	74%	0.31	Q47 Customer Service	74%	0.27	Q36 Communication	86%	0.36	Q49 Customer Service	92%	0.33
9	Q41 Getting Needed Care	68%	0.35	Q6 Getting Care Quickly	71%	0.31	Q6 Getting Care Quickly	71%	0.27	Q41 Getting Needed Care	68%	0.33	Q4 Getting Care Quickly	76%	0.32
10	Q6 Getting Care Quickly	71%	0.35	Q41 Getting Needed Care	68%	0.23	Q49 Customer Service	92%	0.18	Q6 Getting Care Quickly	71%	0.24	Q47 Customer Service	74%	0.29

Rest of State

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 85% 0.61 Getting Needed Care			Q34 94% 0.65 Communication			Q41 77% 0.44 Getting Needed Care			Q47 81% 0.49 Customer Service			Q36 93% 0.35 Communication		
2	Q34 94% 0.54 Communication			Q36 93% 0.63 Communication			Q22 85% 0.37 Getting Needed Care			Q22 85% 0.46 Getting Needed Care			Q41 77% 0.34 Getting Needed Care		
3	Q35 96% 0.51 Communication			Q35 96% 0.60 Communication			Q47 81% 0.36 Customer Service			Q49 94% 0.44 Customer Service			Q34 94% 0.33 Communication		
4	Q36 93% 0.50 Communication			Q33 94% 0.56 Communication			Q49 94% 0.33 Customer Service			Q4 86% 0.41 Getting Care Quickly			Q22 85% 0.32 Getting Needed Care		
5	Q33 94% 0.48 Communication			Q22 85% 0.45 Getting Needed Care			Q4 86% 0.30 Getting Care Quickly			Q41 77% 0.30 Getting Needed Care			Q35 96% 0.28 Communication		
6	Q4 86% 0.44 Getting Care Quickly			Q47 81% 0.31 Customer Service			Q36 93% 0.29 Communication			Q34 94% 0.30 Communication			Q4 86% 0.22 Getting Care Quickly		
7	Q41 77% 0.39 Getting Needed Care			Q4 86% 0.31 Getting Care Quickly			Q35 96% 0.29 Communication			Q36 93% 0.29 Communication			Q47 81% 0.22 Customer Service		
8	Q47 81% 0.39 Customer Service			Q49 94% 0.30 Customer Service			Q34 94% 0.28 Communication			Q35 96% 0.29 Communication			Q33 94% 0.21 Communication		
9	Q49 94% 0.33 Customer Service			Q6 77% 0.19 Getting Care Quickly			Q33 94% 0.27 Communication			Q33 94% 0.26 Communication			Q49 94% 0.17 Customer Service		
10	Q6 77% 0.31 Getting Care Quickly			Q41 77% 0.18 Getting Needed Care			Q6 77% 0.25 Getting Care Quickly			Q6 77% 0.19 Getting Care Quickly			Q6 77% 0.17 Getting Care Quickly		

Rating of all health care

New York State Medicaid Managed Care Program

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?	0.61	84%	47%	37%	14%	2%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.54	92%	72%	20%	7%	1%
3	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.52	95%	78%	17%	4%	1%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.50	90%	65%	25%	8%	2%
5	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.49	93%	70%	23%	6%	1%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.45	82%	57%	26%	15%	3%
7	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.40	78%	49%	29%	20%	2%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.39	73%	43%	31%	22%	4%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.35	93%	72%	21%	6%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.33	75%	45%	30%	23%	2%

Rating of personal doctor

New York State Medicaid Managed Care Program

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?	0.67	92%	72%	20%	7%	1%
2	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.64	90%	65%	25%	8%	2%
3	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	95%	78%	17%	4%	1%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.59	93%	70%	23%	6%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.46	84%	47%	37%	14%	2%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.33	82%	57%	26%	15%	3%
7	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.32	93%	72%	21%	6%	1%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.31	78%	49%	29%	20%	2%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.24	75%	45%	30%	23%	2%
10	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.20	73%	43%	31%	22%	4%

Rating of specialist talked to most often

New York State Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses		Negative Responses	
				Always	**Usually**	**Sometimes**	**Never**
1	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.44	73%	43%	31%	22%	4%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.40	84%	47%	37%	14%	2%
3	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.33	78%	49%	29%	20%	2%
4	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.32	95%	78%	17%	4%	1%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.31	90%	65%	25%	8%	2%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.31	92%	72%	20%	7%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	82%	57%	26%	15%	3%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	93%	70%	23%	6%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	93%	72%	21%	6%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.26	75%	45%	30%	23%	2%

Rating of health plan

New York State Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of health plan	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?	0.48	84%	47%	37%	14%	2%
2	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.46	78%	49%	29%	20%	2%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.44	93%	72%	21%	6%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.41	82%	57%	26%	15%	3%
5	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.35	92%	72%	20%	7%	1%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.35	95%	78%	17%	4%	1%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.33	93%	70%	23%	6%	1%
8	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	90%	65%	25%	8%	2%
9	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.32	73%	43%	31%	22%	4%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.21	75%	45%	30%	23%	2%

Rating of treatment or counseling

New York State Medicaid Managed Care Program

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?	0.39	92%	72%	20%	7%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.39	84%	47%	37%	14%	2%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.38	90%	65%	25%	8%	2%
4	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	95%	78%	17%	4%	1%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.34	73%	43%	31%	22%	4%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.31	93%	70%	23%	6%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.27	82%	57%	26%	15%	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?	0.25	75%	45%	30%	23%	2%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	93%	72%	21%	6%	1%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.22	78%	49%	29%	20%	2%

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,667	100.0%	891	100.0%	1,776	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	**2,667**	**100.0%**	**891**	**100.0%**	**1,776**	**100.0%**
Not Answered	68		32		36	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	853	31.6%	268	29.4%	585	32.6%
No	1,850	68.4%	642	70.6%	1,208	67.4%
Total	**2,703**	**100.0%**	**910**	**100.0%**	**1,793**	**100.0%**
Not Answered	32		13		19	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	21	2.5%	9	3.4%	12	2.0%
🔴 Sometimes	122	14.6%	54	21.0%	68	11.9%
🟢 Usually	218	26.2%	72	27.9%	144	25.0%
🟢 Always	472	56.7%	123	47.7%	351	61.0%
Total	833	100.0%	258	100.0%	575	100.0%
Not Answered	20		10		10	
Reporting Category	Getting Care Quickly					
Achievement Score	82.33%		75.78%		85.99%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	+1.0		-0.6		+1.9	
Correlation with rating of health plan	0.415		0.424		0.412	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,676	62.5%	567	62.5%	1,114	62.8%
No	1,005	37.5%	340	37.5%	661	37.2%
Total	2,681	100.0%	907	100.0%	1,775	100.0%
Not Answered	54		16		37	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	38	2.3%	20	3.7%	17	1.6%
🔴 Sometimes	366	22.5%	142	25.9%	228	21.2%
🟢 Usually	482	29.7%	169	30.8%	311	29.0%
🟢 Always	738	45.4%	218	39.7%	518	48.2%
Total	1,624	100.0%	550	100.0%	1,075	100.0%
Not Answered	52		18		33	
Reporting Category	Getting Care Quickly					
Achievement Score	75.12%		70.46%		77.17%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	-1.8		+0.5		-3.2	
Correlation with rating of health plan	0.207		0.241		0.186	

⚪ *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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	496	18.4%	178	19.7%	318	17.7%
No	2,203	81.6%	728	80.3%	1,475	82.3%
Total	2,699	100.0%	906	100.0%	1,793	100.0%
Not Answered	36		17		19	

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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	73	15.2%	34	20.1%	36	11.8%
🔴 Sometimes	129	26.8%	50	29.4%	79	25.6%
🟢 Usually	96	20.0%	35	20.5%	61	19.6%
🟢 Always	183	38.0%	51	30.0%	133	43.0%
Total	481	100.0%	171	100.0%	310	100.0%
Not Answered	15		7		8	
Reporting Category	Single Items					
Achievement Score	57.68%		51.14%		62.21%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.1		+0.7		+0.4	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	522	19.3%	192	21.1%	329	18.4%
No	2,177	80.7%	721	78.9%	1,458	81.6%
Total	2,699	100.0%	913	100.0%	1,787	100.0%
Not Answered	36		10		25	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	58	11.5%	22	11.8%	35	11.2%
🔴 Sometimes	96	19.0%	40	21.1%	56	17.6%
🟢 Usually	121	24.0%	50	26.5%	70	22.2%
🟢 Always	230	45.5%	77	40.6%	155	49.0%
Total	505	100.0%	189	100.0%	316	100.0%
Not Answered	17		4		13	
Reporting Category	Single Items					
Achievement Score	69.64%		67.72%		70.77%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.1		-2.3		+2.1	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
None	1,064	39.8%	392	43.8%	674	37.9%
1 time	427	16.0%	118	13.2%	306	17.2%
2	391	14.6%	129	14.4%	266	14.9%
3	274	10.2%	92	10.3%	182	10.2%
4	188	7.0%	57	6.3%	129	7.3%
5 to 9	238	8.9%	82	9.2%	156	8.7%
10 or more times	93	3.5%	24	2.7%	69	3.8%
Total	2,675	100.0%	895	100.0%	1,781	100.0%
Not Answered	60		28		31	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	1,169	73.2%	346	69.1%	822	75.0%
🔴 No	427	26.8%	155	30.9%	274	25.0%
Total	1,596	100.0%	500	100.0%	1,096	100.0%
Not Answered	15		6		9	
Reporting Category	Single Items					
Achievement Score	72.78%		69.63%		74.74%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-0.2		-2.0		+1.1	

⚪ *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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	1,052	67.3%	344	70.1%	704	65.6%
🔴 No	512	32.7%	147	29.9%	370	34.4%
Total	1,564	100.0%	491	100.0%	1,074	100.0%
Not Answered	47		15		31	
Reporting Category			Single Items			
Achievement Score	67.26%		70.05%		65.59%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+4.4⬆		+5.0		+3.4	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	1,101	70.0%	348	70.2%	752	69.8%
🔴 No	472	30.0%	148	29.8%	325	30.2%
Total	1,573	100.0%	496	100.0%	1,077	100.0%
Not Answered	38		10		28	
Reporting Category			Single Items			
Achievement Score	69.99%		70.23%		69.85%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+2.4		-0.1		+3.4	

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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	845	55.0%	235	49.4%	609	57.4%
🔴 No	690	45.0%	240	50.6%	452	42.6%
Total	1,535	100.0%	475	100.0%	1,061	100.0%
Not Answered	76		31		44	
Reporting Category			Single Items			
Achievement Score	55.05%		49.44%		57.38%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.2		-1.6		+2.3	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	782	50.8%	216	45.6%	561	52.6%
🔴 No	757	49.2%	258	54.4%	504	47.4%
Total	1,539	100.0%	474	100.0%	1,065	100.0%
Not Answered	72		32		40	
Reporting Category			Single Items			
Achievement Score	50.81%		45.56%		52.64%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+5.0⬆		+9.8⬆		+2.5	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	595	38.7%	145	30.4%	445	42.0%
🔴 No	941	61.3%	332	69.6%	614	58.0%
Total	1,536	100.0%	477	100.0%	1,059	100.0%
Not Answered	75		29		46	
Reporting Category			Single Items			
Achievement Score	38.74%		30.41%		42.01%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-0.5		-1.6		-0.3	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	532	34.7%	133	28.0%	397	37.5%
🔴 No	1,002	65.3%	342	72.0%	662	62.5%
Total	1,534	100.0%	474	100.0%	1,060	100.0%
Not Answered	77		32		45	
Reporting Category			Single Items			
Achievement Score	34.68%		27.99%		37.49%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.4		-0.3		+1.9	

⚪ *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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	681	42.9%	192	38.9%	485	44.4%
No	905	57.1%	302	61.1%	607	55.6%
Total	1,586	100.0%	495	100.0%	1,091	100.0%
Not Answered	25		11		14	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	621	92.3%	181	94.6%	441	91.4%
🔴 No	52	7.7%	10	5.4%	42	8.6%
Total	673	100.0%	191	100.0%	482	100.0%
Not Answered	8		4		4	
Reporting Category	Single Items					
Achievement Score	92.29%		94.82%		91.27%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-1.1		+0.9		-2.1	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	446	66.1%	128	66.1%	317	65.8%
🔴 No	229	33.9%	65	33.9%	165	34.2%
Total	675	100.0%	193	100.0%	482	100.0%
Not Answered	6		2		4	
Reporting Category	Single Items					
Achievement Score	66.11%		66.64%		65.58%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+2.3		+9.9⬆		-2.9	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	560	83.1%	170	87.5%	394	81.9%
🔴 No	114	16.9%	24	12.5%	87	18.1%
Total	674	100.0%	194	100.0%	480	100.0%
Not Answered	7		1		6	
Reporting Category			Single Items			
Achievement Score	84.14%		87.59%		81.89%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+4.6⬆		+9.2⬆		+1.0	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,299	81.7%	411	82.5%	885	81.1%
No	291	18.3%	87	17.5%	207	18.9%
Total	1,590	100.0%	498	100.0%	1,092	100.0%
Not Answered	21		8		13	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	88	6.9%	26	6.4%	61	7.0%
🔴 Sometimes	169	13.2%	60	14.8%	111	12.7%
🟢 Usually	256	20.0%	96	23.8%	158	18.1%
🟢 Always	765	59.9%	223	55.0%	543	62.2%
Total	1,278	100.0%	405	100.0%	873	100.0%
Not Answered	21		7		14	
Reporting Category			Single Items			
Achievement Score	79.65%		79.09%		80.08%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.0		+2.6		+0.3	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	56	4.4%	21	5.1%	33	3.8%
🔴 Sometimes	180	14.0%	67	16.4%	116	13.3%
🟢 Usually	380	29.6%	111	27.1%	267	30.6%
🟢 Always	666	52.0%	210	51.4%	457	52.3%
Total	1,282	100.0%	408	100.0%	874	100.0%
Not Answered	17		4		13	
Reporting Category			Single Items			
Achievement Score	81.35%		78.50%		82.89%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	-0.2		0.0		-0.4	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Worst health care possible	4	0.3%	3	0.6%	1	0.1%
🔴 1	3	0.2%	1	0.2%	2	0.2%
🔴 2	8	0.5%	1	0.2%	7	0.7%
🔴 3	24	1.5%	10	2.0%	13	1.2%
🔴 4	26	1.6%	8	1.6%	18	1.7%
🔴 5	91	5.7%	30	6.1%	61	5.6%
🔴 6	85	5.3%	26	5.1%	59	5.4%
🔴 7	180	11.3%	57	11.5%	123	11.2%
🟢 8	354	22.2%	119	24.0%	234	21.3%
🟢 9	298	18.7%	85	17.0%	214	19.5%
🟢 Best health care possible	519	32.6%	158	31.8%	363	33.2%
Total	1,592	100.0%	496	100.0%	1,095	100.0%
Not Answered	19		10		10	
Reporting Category			Ratings			
Achievement Score	73.48%		73.03%		73.87%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	+0.7		+2.2		-0.1	
Correlation with rating of health plan	0.633		0.650		0.631	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	26	1.6%	10	1.9%	16	1.5%
🔴 Sometimes	225	14.1%	84	16.7%	145	13.2%
🟢 Usually	597	37.4%	182	36.4%	414	37.8%
🟢 Always	749	46.9%	226	45.0%	521	47.5%
Total	1,597	100.0%	501	100.0%	1,096	100.0%
Not Answered	14		5		9	
Reporting Category	Getting Needed Care					
Achievement Score	83.77%		81.72%		85.13%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	+1.2		+1.3		+1.2	
Correlation with rating of health plan	0.478		0.512		0.461	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	403	14.9%	110	12.1%	291	16.2%
No	2,299	85.1%	802	87.9%	1,500	83.8%
Total	2,702	100.0%	912	100.0%	1,791	100.0%
Not Answered	33		11		21	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	64	16.4%	22	20.0%	41	14.7%
🔴 Sometimes	64	16.4%	27	24.8%	38	13.4%
🟢 Usually	82	21.0%	20	18.0%	61	21.8%
🟢 Always	180	46.2%	41	37.2%	141	50.1%
Total	390	100.0%	109	100.0%	281	100.0%
Not Answered	13		2		11	
Reporting Category	Single Items					
Achievement Score	65.26%		56.62%		71.23%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	+5.7		+4.8		+6.1	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Worst treatment possible	27	7.0%	8	7.2%	18	6.6%
🔴 1	6	1.6%	2	2.0%	4	1.5%
🔴 2	10	2.6%	3	2.6%	7	2.6%
🔴 3	15	3.9%	7	6.3%	8	2.9%
🔴 4	11	2.9%	4	3.4%	7	2.5%
🔴 5	31	8.1%	9	8.5%	22	7.9%
🔴 6	23	6.0%	8	7.6%	14	5.2%
🔴 7	45	11.7%	15	13.9%	30	11.0%
🟢 8	58	15.1%	12	11.7%	46	16.6%
🟢 9	49	12.8%	13	12.5%	36	13.0%
🟢 Best treatment possible	108	28.2%	26	24.3%	83	30.1%
Total	383	100.0%	107	100.0%	276	100.0%
Not Answered	20		4		16	

Reporting Category	Ratings			
Achievement Score	55.69%	49.98%	59.02%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-5.0	-7.2	-2.8	
Correlation with rating of health plan	0.508	0.650	0.455	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	64	2.4%	20	2.2%	43	2.4%
No	2,618	97.6%	887	97.8%	1,732	97.6%
Total	2,682	100.0%	907	100.0%	1,775	100.0%
Not Answered	53		16		37	

○ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	6	9.7%	3	15.7%	3	6.2%
🔴 Sometimes	8	12.9%	5	26.2%	3	7.8%
🟢 Usually	13	21.0%	2	10.1%	11	26.3%
🟢 Always	35	56.5%	9	48.0%	26	59.7%
Total	62	100.0%	19	100.0%	43	100.0%
Not Answered	2		1		1	
Reporting Category	Single Items					
Achievement Score	75.23%		NA		81.62%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	+4.8		NA		+5.1	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	40	63.5%	15	72.7%	25	58.0%
No	23	36.5%	5	27.3%	18	42.0%
Total	63	100.0%	20	100.0%	43	100.0%
Not Answered	1		0		1	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Extremely difficult	2	5.1%	1	6.3%	1	3.7%
🔴 Very difficult	3	7.7%	2	15.7%	1	4.1%
🔴 Somewhat difficult	5	12.8%	2	14.5%	3	12.0%
🟢 Not very difficult	14	35.9%	5	34.6%	9	37.0%
🟢 Not at all difficult	15	38.5%	4	28.9%	11	43.2%
Total	39	100.0%	14	100.0%	25	100.0%
Not Answered	1		1		0	
Reporting Category	Single Items					
Achievement Score	73.77%		NA		NA	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	+8.3		NA		NA	

NA: Results suppressed for fewer than 30 cases.

◯ *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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Worst treatment possible	3	4.8%	2	10.9%	1	2.0%
🔴 1	0	0.0%	0	0.0%	0	0.0%
🔴 2	1	1.6%	1	5.1%	0	0.0%
🔴 3	2	3.2%	1	4.2%	1	2.2%
🔴 4	3	4.8%	1	5.3%	2	4.7%
🔴 5	2	3.2%	1	5.3%	1	2.5%
🔴 6	4	6.5%	1	5.3%	4	8.9%
🔴 7	10	16.1%	5	22.9%	5	12.3%
🟢 8	7	11.3%	2	9.5%	4	10.5%
🟢 9	8	12.9%	2	9.8%	6	13.3%
🟢 Best treatment possible	22	35.5%	4	21.7%	18	43.6%
Total	62	100.0%	20	100.0%	42	100.0%
Not Answered	2		0		2	
Reporting Category			Single Items			
Achievement Score	59.18%		NA		64.43%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-5.7		NA		+7.9	

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?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,169	80.5%	716	78.8%	1,452	81.3%
No	524	19.5%	193	21.2%	333	18.7%
Total	2,693	100.0%	909	100.0%	1,785	100.0%
Not Answered	42		14		27	

NA: Results suppressed for fewer than 30 cases.

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
None	560	26.7%	165	23.9%	397	28.3%
1 time	645	30.8%	196	28.3%	443	31.5%
2	439	20.9%	160	23.1%	284	20.2%
3	200	9.5%	68	9.8%	133	9.5%
4	118	5.6%	39	5.6%	78	5.6%
5 to 9	105	5.0%	50	7.3%	54	3.8%
10 or more times	30	1.4%	14	2.1%	16	1.1%
Total	2,097	100.0%	693	100.0%	1,404	100.0%
Not Answered	72		25		47	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	20	1.3%	12	2.3%	7	0.7%
🔴 Sometimes	93	6.1%	45	8.5%	47	4.7%
🟢 Usually	349	22.8%	135	25.7%	211	21.0%
🟢 Always	1,068	69.8%	335	63.5%	739	73.6%
Total	1,530	100.0%	527	100.0%	1,004	100.0%
Not Answered	7		2		4	
Reporting Category	Communication					
Achievement Score	92.65%		89.52%		94.43%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+0.2		-1.2		+0.8	
Correlation with rating of health plan	0.330		0.422		0.264	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	17	1.1%	10	1.9%	6	0.6%
🔴 Sometimes	101	6.6%	43	8.1%	58	5.8%
🟢 Usually	313	20.5%	113	21.6%	199	19.8%
🟢 Always	1,096	71.8%	358	68.4%	741	73.8%
Total	1,527	100.0%	523	100.0%	1,004	100.0%
Not Answered	10		6		4	
Reporting Category	Communication					
Achievement Score	92.28%		90.08%		93.53%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	-0.1		-1.3		+0.6	
Correlation with rating of health plan	0.348		0.405		0.301	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	14	0.9%	8	1.5%	6	0.6%
🔴 Sometimes	62	4.1%	24	4.6%	38	3.8%
🟢 Usually	256	16.7%	103	19.5%	151	15.0%
🟢 Always	1,197	78.3%	392	74.4%	809	80.6%
Total	1,529	100.0%	526	100.0%	1,003	100.0%
Not Answered	8		3		5	
Reporting Category	Communication					
Achievement Score	95.04%		93.95%		95.65%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	+0.6		-0.1		+1.0	
Correlation with rating of health plan	0.346		0.437		0.287	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	28	1.8%	15	2.8%	13	1.3%
🔴 Sometimes	122	8.0%	60	11.3%	62	6.2%
🟢 Usually	379	24.8%	138	26.3%	239	23.9%
🟢 Always	999	65.4%	313	59.5%	690	68.7%
Total	1,528	100.0%	525	100.0%	1,003	100.0%
Not Answered	9		4		5	
Reporting Category	Communication					
Achievement Score	90.10%		85.98%		92.50%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	+1.2		-0.5		+2.1	
Correlation with rating of health plan	0.321		0.362		0.289	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	938	61.8%	321	61.4%	619	62.2%
No	579	38.2%	201	38.6%	377	37.8%
Total	1,517	100.0%	522	100.0%	995	100.0%
Not Answered	20		7		13	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	45	4.9%	21	6.6%	24	3.9%
🔴 Sometimes	126	13.7%	55	17.4%	69	11.5%
🟢 Usually	279	30.4%	93	29.5%	186	30.8%
🟢 Always	469	51.0%	146	46.5%	325	53.8%
Total	919	100.0%	315	100.0%	604	100.0%
Not Answered	19		7		12	
Reporting Category	Single Items					
Achievement Score	81.32%		76.55%		84.31%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	+2.4		+4.9		+1.3	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Worst personal doctor possible	12	0.6%	7	1.0%	5	0.3%
🔴 1	15	0.7%	5	0.7%	10	0.7%
🔴 2	10	0.5%	3	0.4%	7	0.5%
🔴 3	24	1.1%	7	1.0%	17	1.2%
🔴 4	22	1.0%	6	0.9%	16	1.1%
🔴 5	90	4.3%	24	3.5%	66	4.7%
🔴 6	86	4.1%	31	4.5%	54	3.8%
🔴 7	172	8.2%	62	8.9%	109	7.7%
🟢 8	342	16.3%	123	17.7%	223	15.9%
🟢 9	393	18.7%	132	19.1%	256	18.2%
🟢 Best personal doctor possible	933	44.4%	294	42.4%	643	45.8%
Total	2,099	100.0%	693	100.0%	1,406	100.0%
Not Answered	70		25		45	
Reporting Category	Ratings					
Achievement Score	79.63%		78.87%		80.05%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	-1.6		-1.4		-1.8	
Correlation with rating of health plan	0.491		0.551		0.458	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,234	45.8%	393	43.8%	839	46.8%
No	1,458	54.2%	505	56.2%	954	53.2%
Total	2,692	100.0%	899	100.0%	1,792	100.0%
Not Answered	43		24		20	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	55	4.5%	17	4.3%	37	4.4%
🔴 Sometimes	268	21.9%	112	28.4%	156	18.8%
🟢 Usually	376	30.7%	121	30.9%	256	30.8%
🟢 Always	525	42.9%	143	36.4%	382	46.0%
Total	1,224	100.0%	393	100.0%	831	100.0%
Not Answered	10		4		6	
Reporting Category	Getting Needed Care					
Achievement Score	73.23%		67.60%		76.64%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-1.3		-4.5		+0.7	
Correlation with rating of health plan	0.321		0.331		0.302	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
None	36	3.0%	12	3.0%	23	2.7%
1 specialist	591	48.5%	184	47.1%	408	49.3%
2	325	26.7%	102	26.2%	225	27.2%
3	151	12.4%	54	13.7%	95	11.4%
4	69	5.7%	25	6.3%	45	5.4%
5 or more specialists	46	3.8%	14	3.6%	32	3.9%
Total	1,218	100.0%	391	100.0%	827	100.0%
Not Answered	16		6		10	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Worst specialist possible	6	0.5%	0	0.0%	6	0.7%
🔴 1	4	0.3%	3	0.7%	1	0.2%
🔴 2	5	0.4%	2	0.5%	3	0.3%
🔴 3	10	0.8%	1	0.3%	10	1.2%
🔴 4	10	0.8%	4	1.0%	6	0.7%
🔴 5	39	3.3%	12	3.2%	26	3.3%
🔴 6	43	3.7%	12	3.2%	31	3.8%
🔴 7	103	8.8%	36	9.6%	67	8.4%
🟢 8	208	17.7%	78	20.7%	131	16.4%
🟢 9	233	19.8%	76	20.1%	156	19.5%
🟢 Best specialist possible	516	43.8%	153	40.7%	363	45.4%
Total	1,177	100.0%	377	100.0%	800	100.0%
Not Answered	5		2		3	
Reporting Category	Ratings					
Achievement Score	81.41%		81.45%		81.36%	
2023 vs. 2021: +/- Change (🔺🔻 Stat. sig.)	+2.6		+3.7		+1.8	
Correlation with rating of health plan	0.475		0.499		0.467	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	536	19.9%	204	22.7%	328	18.2%
No	2,162	80.1%	696	77.3%	1,471	81.8%
Total	2,698	100.0%	900	100.0%	1,799	100.0%
Not Answered	37		23		13	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	38	7.2%	14	6.7%	24	7.5%
🔴 Sometimes	178	33.9%	83	40.3%	96	30.0%
🟢 Usually	164	31.2%	50	24.3%	115	35.8%
🟢 Always	145	27.6%	59	28.8%	85	26.7%
Total	525	100.0%	205	100.0%	320	100.0%
Not Answered	11		1		10	
Reporting Category	Single Items					
Achievement Score	59.08%		52.70%		62.80%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	-3.4		-7.2		-1.9	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	753	28.0%	323	35.8%	426	23.9%
No	1,936	72.0%	580	64.2%	1,359	76.1%
Total	2,689	100.0%	903	100.0%	1,785	100.0%
Not Answered	46		20		27	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	14	1.9%	6	1.9%	7	1.7%
🔴 Sometimes	149	20.1%	77	24.0%	73	17.2%
🟢 Usually	212	28.6%	87	27.2%	123	29.2%
🟢 Always	367	49.5%	150	46.9%	219	51.9%
Total	742	100.0%	320	100.0%	422	100.0%
Not Answered	11		3		8	
Reporting Category	Customer Service					
Achievement Score	78.34%		73.98%		81.17%	
2023 vs. 2021: +/- Change (🔼🔽 Stat. sig.)	-1.3		-1.6		-1.5	
Correlation with rating of health plan	0.463		0.433		0.489	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	17	2.3%	6	2.0%	11	2.6%
🔴 Sometimes	121	16.3%	53	16.6%	71	16.7%
🟢 Usually	236	31.8%	103	32.3%	129	30.4%
🟢 Always	369	49.7%	157	49.1%	212	50.3%
Total	743	100.0%	320	100.0%	423	100.0%
Not Answered	10		3		7	
Reporting Category	Single Items					
Achievement Score	80.92%		81.32%		80.84%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-3.5		-1.5		-5.0⬇	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	10	1.4%	6	2.0%	4	0.9%
🔴 Sometimes	41	5.5%	20	6.4%	21	5.0%
🟢 Usually	159	21.5%	70	21.8%	89	21.0%
🟢 Always	530	71.6%	223	69.8%	307	73.1%
Total	740	100.0%	319	100.0%	421	100.0%
Not Answered	13		4		9	
Reporting Category	Customer Service					
Achievement Score	93.16%		91.95%		93.82%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+0.1		+0.8		-0.9	
Correlation with rating of health plan	0.437		0.432		0.443	

⚪ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Worst health plan possible	16	0.6%	5	0.6%	11	0.6%
🔴 1	12	0.4%	2	0.3%	10	0.6%
🔴 2	20	0.7%	6	0.7%	14	0.8%
🔴 3	26	1.0%	7	0.7%	21	1.2%
🔴 4	44	1.6%	15	1.7%	28	1.6%
🔴 5	180	6.7%	64	7.1%	118	6.6%
🔴 6	110	4.1%	51	5.7%	62	3.5%
🔴 7	275	10.3%	96	10.7%	178	10.1%
🟢 8	520	19.4%	180	20.0%	336	18.9%
🟢 9	460	17.2%	149	16.6%	307	17.3%
🟢 Best health plan possible	1,012	37.8%	325	36.1%	689	38.8%
Total	2,675	100.0%	901	100.0%	1,774	100.0%
Not Answered	60		22		38	
Reporting Category			Ratings			
Achievement Score	74.18%		72.36%		75.24%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+0.7		+1.5		+0.3	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	2,300	90.4%	778	89.6%	1,523	90.8%
🔴 No	243	9.6%	90	10.4%	154	9.2%
Total	2,543	100.0%	868	100.0%	1,677	100.0%
Not Answered	192		55		135	
Reporting Category			Single Items			
Achievement Score	90.36%		89.42%		90.96%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-0.2		+0.6		-0.6	

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

About Your Health

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Excellent	370	13.7%	144	15.8%	228	12.7%
Very Good	785	29.0%	244	26.8%	542	30.2%
Good	999	36.9%	343	37.6%	661	36.8%
Fair	458	16.9%	156	17.1%	296	16.5%
Poor	94	3.5%	24	2.7%	67	3.7%
Total	2,706	100.0%	911	100.0%	1,795	100.0%
Not Answered	29		12		17	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Excellent	605	22.4%	234	25.8%	372	20.8%
Very Good	754	28.0%	242	26.6%	516	28.8%
Good	841	31.2%	284	31.3%	558	31.2%
Fair	406	15.1%	123	13.5%	279	15.6%
Poor	90	3.3%	26	2.8%	63	3.5%
Total	2,696	100.0%	908	100.0%	1,788	100.0%
Not Answered	39		15		24	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🟢 Yes	1,007	40.8%	356	45.3%	651	38.8%
🔴 No	1,460	59.2%	429	54.7%	1,028	61.2%
Don't Know	143		64		83	
Total	2,467	100.0%	785	100.0%	1,680	100.0%
Not Answered	26		11		14	
Reporting Category	Single Items					
Achievement Score	40.82%		45.33%		38.78%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	-1.7		+4.4		-4.3⬇	

⭘ *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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Every day	294	10.9%	44	4.8%	245	13.7%
Some days	178	6.6%	40	4.5%	137	7.7%
Not at all	2,192	81.4%	813	89.7%	1,385	77.5%
Don't Know	29	1.1%	9	1.0%	20	1.1%
Total	2,693	100.0%	906	100.0%	1,787	100.0%
Not Answered	42		17		25	

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?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	117	25.1%	23	27.2%	94	24.5%
🟢 Sometimes	99	21.2%	15	17.9%	85	22.1%
🟢 Usually	85	18.2%	15	18.2%	70	18.2%
🟢 Always	166	35.5%	31	36.7%	135	35.2%
Total	467	100.0%	84	100.0%	383	100.0%
Not Answered	5		1		4	
Reporting Category	Smoking Cessation					
Achievement Score	74.95%		72.77%		75.47%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	0.0		+2.6		-0.7	

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.**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	197	42.4%	36	43.8%	161	42.3%
🟢 Sometimes	104	22.4%	12	14.4%	92	24.0%
🟢 Usually	66	14.2%	10	12.6%	55	14.3%
🟢 Always	98	21.1%	24	29.3%	74	19.4%
Total	465	100.0%	83	100.0%	382	100.0%
Not Answered	7		2		5	
Reporting Category	Smoking Cessation					
Achievement Score	57.63%		56.23%		57.72%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.8		+6.5		+0.5	

⚪ *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.

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
🔴 Never	223	48.1%	38	45.1%	185	48.6%
🟢 Sometimes	105	22.6%	18	20.8%	88	23.0%
🟢 Usually	63	13.6%	15	18.1%	47	12.3%
🟢 Always	73	15.7%	13	16.0%	61	16.0%
Total	464	100.0%	84	100.0%	380	100.0%
Not Answered	8		1		7	
Reporting Category	Smoking Cessation					
Achievement Score	51.94%		54.94%		51.37%	
2023 vs. 2021: +/- Change (⬆⬇ Stat. sig.)	+1.3		+6.8		+0.0	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
High cholesterol	843	46.9%	324	49.1%	523	45.7%
High blood pressure	896	49.8%	319	48.4%	576	50.4%
Parent or sibling with a heart attack before the age of 60	362	20.1%	95	14.4%	269	23.5%
Total	1,799	100.0%	659	100.0%	1,143	100.0%
Not Answered	936		264		669	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
A heart attack	96	8.2%	35	7.0%	60	8.8%
Angina or coronary heart disease	109	9.3%	41	8.3%	67	9.9%
A stroke	88	7.5%	30	6.1%	56	8.3%
Any kind of diabetes or high blood sugar	593	50.5%	249	50.5%	344	50.4%
Total	1,175	100.0%	492	100.0%	684	100.0%
Not Answered	1,560		431		1,128	

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

About Your Health *(continued)*

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	71	3.2%	17	2.3%	53	3.6%
No	2,135	96.8%	739	97.7%	1,399	96.4%
Total	2,206	100.0%	756	100.0%	1,452	100.0%
Not Answered	529		167		360	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	680	29.4%	180	22.9%	497	32.5%
No	1,630	70.6%	604	77.1%	1,032	67.5%
Total	2,310	100.0%	784	100.0%	1,529	100.0%
Not Answered	425		139		283	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	318	14.3%	91	12.0%	227	15.5%
No	1,902	85.7%	668	88.0%	1,234	84.5%
Total	2,220	100.0%	759	100.0%	1,462	100.0%
Not Answered	515		164		350	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	815	35.3%	257	32.7%	559	36.7%
No	1,493	64.7%	530	67.3%	965	63.3%
Total	2,308	100.0%	787	100.0%	1,524	100.0%
Not Answered	427		136		288	

About Your Health (continued)

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	528	23.4%	124	16.3%	396	26.5%
No	1,728	76.6%	635	83.7%	1,100	73.5%
Total	2,256	100.0%	759	100.0%	1,495	100.0%
Not Answered	479		164		317	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	72	3.3%	19	2.5%	51	3.5%
No	2,140	96.7%	739	97.5%	1,404	96.5%
Total	2,212	100.0%	758	100.0%	1,455	100.0%
Not Answered	523		165		357	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	411	18.3%	98	12.9%	309	20.9%
No	1,832	81.7%	664	87.1%	1,171	79.1%
Total	2,243	100.0%	762	100.0%	1,481	100.0%
Not Answered	492		161		331	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	733	31.8%	199	25.2%	530	34.9%
No	1,574	68.2%	589	74.8%	989	65.1%
Total	2,307	100.0%	788	100.0%	1,519	100.0%
Not Answered	428		135		293	

About You

Q62.   **What is your age?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
18 to 24	309	11.4%	102	11.2%	209	11.7%
25 to 34	342	12.7%	117	12.9%	224	12.5%
35 to 44	430	15.9%	134	14.7%	294	16.4%
45 to 54	537	19.9%	193	21.2%	349	19.5%
55 to 64	955	35.4%	298	32.7%	652	36.4%
65 to 74	91	3.4%	44	4.8%	46	2.6%
75 or older	37	1.4%	22	2.5%	17	0.9%
Total	2,701	100.0%	911	100.0%	1,790	100.0%
Not Answered	34		12		22	

Q63.   **What is your current gender identity?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Male	1,070	39.5%	364	39.9%	700	38.9%
Female	1,610	59.4%	541	59.2%	1,077	59.9%
TransMale/Transman	8	0.3%	1	0.1%	7	0.4%
TransFemale/Transwoman	4	0.1%	3	0.3%	1	0.0%
Genderqueer or Gender Non-Binary	12	0.4%	1	0.1%	11	0.6%
Other	4	0.1%	2	0.2%	2	0.1%
Decline to answer	23	0.8%	8	0.9%	15	0.9%
Total	2,711	100.0%	913	100.0%	1,798	100.0%
Not Answered	24		10		14	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
8th grade or less	158	5.9%	82	9.2%	77	4.3%
Some high school but did not graduate	336	12.6%	146	16.3%	194	10.9%
High school graduate or GED	902	33.7%	252	28.2%	649	36.4%
Some college or 2-year degree	735	27.5%	205	23.0%	532	29.8%
4-year college graduate	352	13.2%	134	15.0%	215	12.0%
More than 4-year college degree	191	7.1%	73	8.2%	117	6.6%
Total	2,674	100.0%	891	100.0%	1,783	100.0%
Not Answered	61		32		29	

About You (continued)

Q65. How well do you speak English?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Very well	1,892	70.1%	500	54.9%	1,387	77.6%
Well	418	15.5%	190	20.8%	230	12.9%
Not well	273	10.1%	152	16.7%	123	6.9%
Not at all	117	4.3%	70	7.6%	48	2.7%
Total	2,700	100.0%	912	100.0%	1,788	100.0%
Not Answered	35		11		24	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,049	39.0%	587	64.8%	474	26.6%
No	1,639	61.0%	319	35.2%	1,308	73.4%
Total	2,688	100.0%	906	100.0%	1,782	100.0%
Not Answered	47		17		30	

Q67. What is the language spoken at home?

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Spanish	398	39.5%	216	38.7%	189	42.3%
Other	609	60.5%	343	61.3%	258	57.7%
Total	1,007	100.0%	559	100.0%	447	100.0%
Not Answered	42		26		17	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes, Hispanic or Latino	531	20.4%	277	31.5%	269	15.6%
No, Not Hispanic or Latino	2,067	79.6%	601	68.5%	1,452	84.4%
Total	2,598	100.0%	879	100.0%	1,720	100.0%
Not Answered	137		44		92	

About You *(continued)*

Q69.   **What is your race?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
White	1,503	57.1%	227	26.1%	1,266	71.9%
Black or African-American	466	17.7%	241	27.7%	228	13.0%
American Indian or Alaska Native	57	2.2%	14	1.6%	43	2.4%
Other	494	18.8%	280	32.2%	219	12.4%
Chinese	124	4.7%	102	11.7%	18	1.0%
Japanese	9	0.3%	3	0.4%	6	0.4%
Filipino	32	1.2%	17	2.0%	15	0.9%
Korean	21	0.8%	14	1.6%	8	0.5%
Vietnamese	7	0.3%	2	0.2%	5	0.3%
Asian Indian	44	1.7%	23	2.7%	22	1.2%
Cambodian	13	0.5%	2	0.2%	11	0.6%
Bangladeshi	64	2.4%	44	5.1%	21	1.2%
Hmong	5	0.2%	3	0.4%	2	0.1%
Indonesian	7	0.3%	6	0.7%	1	0.1%
Malaysian	4	0.2%	2	0.2%	2	0.1%
Pakistani	30	1.1%	19	2.2%	11	0.6%
Sri Lankan	2	0.1%	2	0.2%	0	0.0%
Taiwanese	3	0.1%	2	0.2%	1	0.1%
Nepalese	14	0.5%	8	0.9%	6	0.3%
Burmese	27	1.0%	1	0.1%	24	1.3%
Thai	6	0.2%	1	0.1%	5	0.3%
Hawaiian	4	0.2%	2	0.2%	2	0.1%
Guamanian/Chamorro	0	0.0%	0	0.0%	0	0.0%
Samoan	1	0.0%	1	0.1%	0	0.0%
Fijian	1	0.0%	1	0.1%	0	0.0%
Tongan	1	0.0%	1	0.1%	0	0.0%
Total	2,631	100.0%	870	100.0%	1,761	100.0%
Not Answered	104		53		51	

SURVEY INSTRUCTIONS

➤ **Please be sure to fill the response circle <u>completely</u>.** Use only <u>black or blue ink</u> or <u>dark pencil</u> to complete the survey.

Correct Mark	●	**Incorrect Marks**	⊘ ⊘ ⊙

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

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

⬇ **START HERE** ⬇

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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 <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

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

   ○ Yes
   ○ No ➜ *If No, Go to Question 5*

4. In the last 6 months, when you <u>needed care right away</u>, 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 <u>check-up or routine care</u>?

   ○ Yes
   ○ No ➜ *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> 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, <u>not</u> counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

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

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

    ○ Yes
    ○ No

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

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

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

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

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

○ Yes
○ No

16. Did you and a doctor or other health provider talk about the reasons you might 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 Possible

Best Health Care Possible

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

YOUR PERSONAL DOCTOR

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

○ Yes
○ No ➜ *If No, Go to Question 40*

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
Worst   Best
Personal Doctor   Personal Doctor
Possible   Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

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

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

YOUR HEALTH PLAN

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

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
Worst   Best
Health Plan   Health Plan
Possible   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 <u>mental or emotional health</u>?

○ Excellent
○ Very good
○ Good
○ Fair
○ Poor

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

○ Yes
○ No
○ Don't know

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ABOUT YOU

62. What is your age?

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

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

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

  _____

- ○ Decline to answer

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

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

65. How well do you speak English?

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

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

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

67. What is this language spoken at home?

- ○ Spanish
- ○ Other

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

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

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

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

Asian

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

Native Hawaiian/Pacific Islander

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

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

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

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