



**Department
of Health**

HIV Special Needs Plans (SNP):

MetroPlus Health Plan

CAHPS® 5.1H

Adult Medicaid Survey

Continuous Quality Improvement Report

April 2024



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Background

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

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

DataStat, Inc. conducted the survey on behalf of NYSDOH in 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. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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Executive Summary

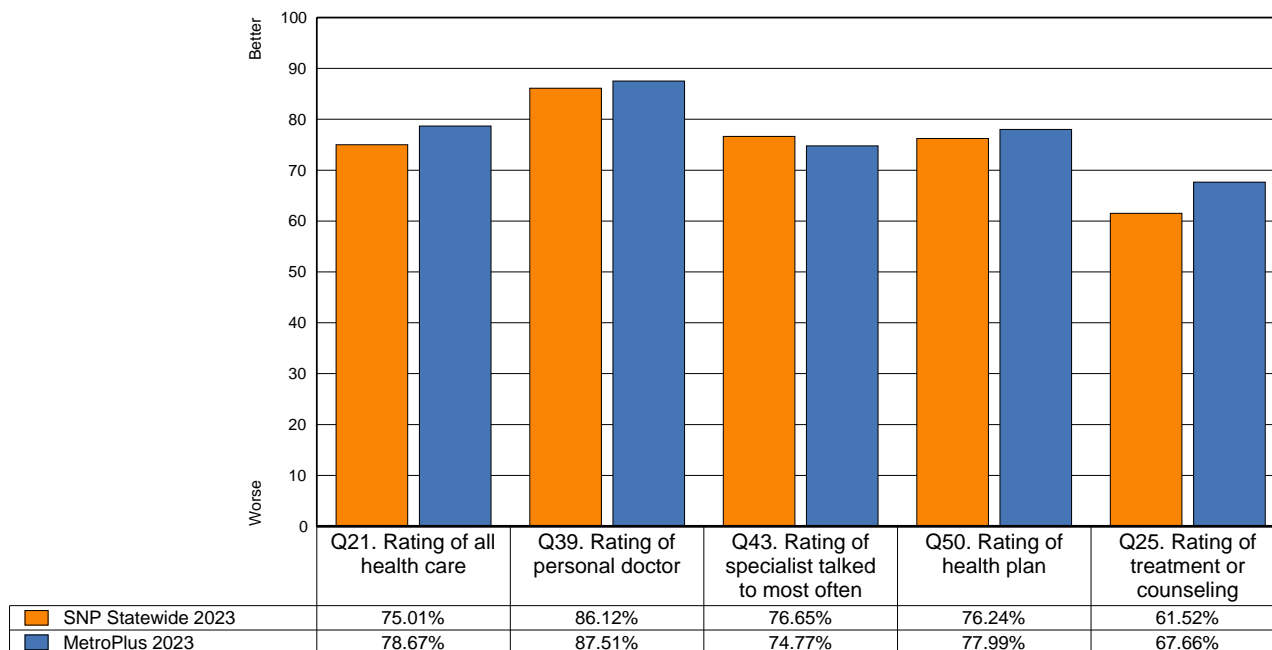
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2023 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a combined mail and web methodology during the period October 30, 2023, through January 22, 2024, using a standardized survey procedure and questionnaire. A total of 377 responses were received resulting in a 22.2% 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 survey items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Standard Rating Questions

Response options for standard rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of "8", "9", or "10". Plan-level and SNP Statewide results are presented below. Plan results are compared to the SNP Statewide 2023 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Ratings Questions (8, 9 or 10)

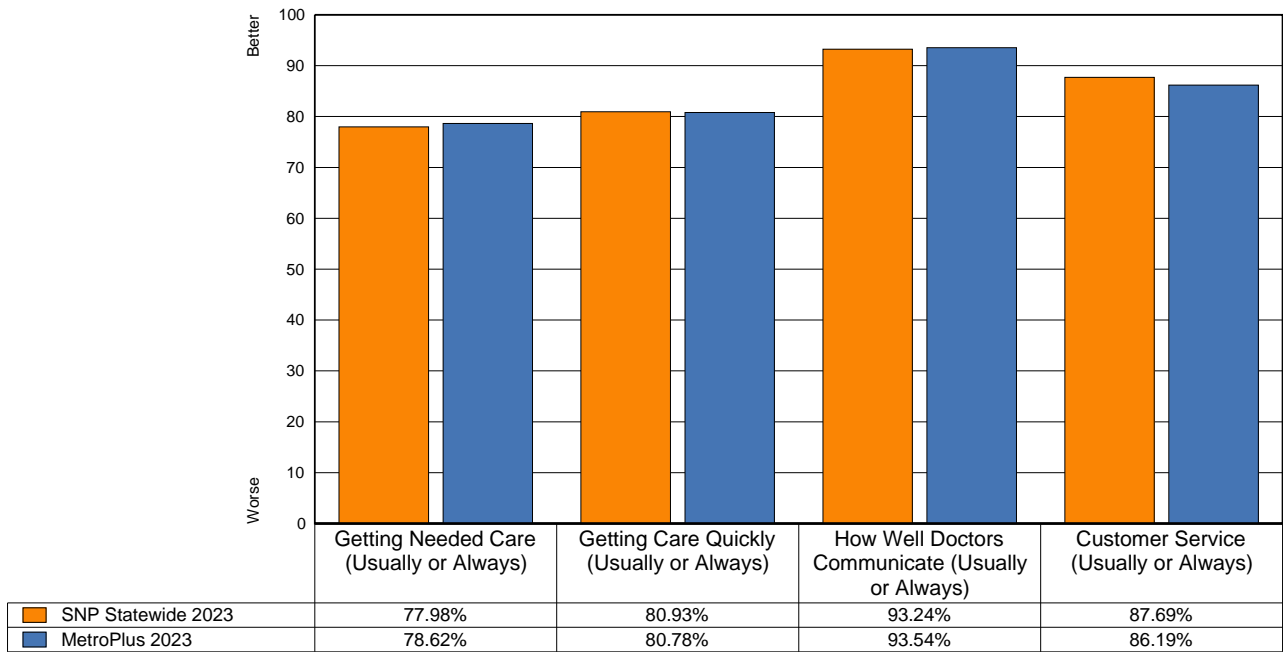


↑/↓ Statistically significantly better/worse than SNP Statewide 2023.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. Plan-level and SNP results are presented below. Plan results are compared to the SNP Statewide 2023 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Composites



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

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
SNP Statewide	78	81	93	88	75	86	77	76	62
Amida Care	77	79	92	89	73	84	77	76	60
MetroPlus	79	81	94	86	79	88	75	78	68
SelectHealth	78	83	94	88	73	86	78	75	56

▲▼ Statistically significantly better/worse than SNP Statewide 2023.

Respondent Sample Profile

Age (years)	SNP Statewide	MetroPlus Health Plan
18 to 24	0.9%	0.5%
25 to 34	4.6%	2.2%
35 to 44	10.5%	10.9%
45 to 54	22.5%	23.1%
55 to 64	53.7%	54.3%
65 to 74	6.9%	7.3%
75 or older	0.9%	1.6%

Gender	SNP Statewide	MetroPlus Health Plan
Male	59.9%	64.2%
Female	33.8%	34.1%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	7.8%	1.6%

Highest grade or level of school completed	SNP Statewide	MetroPlus Health Plan
8th grade or less	9.7%	11.0%
Some high school, but did not graduate	22.4%	22.9%
High school graduate or GED	31.0%	30.1%
Some college or 2-year degree	21.9%	23.2%
4-year college graduate	9.3%	7.2%
More than 4-year college graduate	5.7%	5.5%

Hispanic or Latino	SNP Statewide	MetroPlus Health Plan
Yes, Hispanic or Latino	45.3%	41.1%
No, Not Hispanic or Latino	54.7%	58.9%

Rating of Overall Health	SNP Statewide	MetroPlus Health Plan
Excellent	15.4%	16.3%
Very good	25.5%	24.5%
Good	33.2%	33.2%
Fair	22.0%	21.5%
Poor	4.0%	4.4%

Respondent Sample Profile

Race

Overall	SNP Statewide	MetroPlus Health Plan
White	22.6%	19.4%
Black or African-American	50.3%	53.4%
American Indian or Alaska Native	3.5%	2.0%
Asian / Native Hawaiian / Pacific Islander	4.3%	5.4%
Other	29.6%	27.7%

Asian Detail	SNP Statewide	MetroPlus Health Plan
Chinese	0.6%	0.6%
Japanese	0.3%	0.3%
Filipino	0.3%	0.3%
Korean	0.2%	0.3%
Vietnamese	0.2%	0.0%
Asian Indian	0.9%	1.7%
Cambodian	0.4%	0.0%
Bangladeshi	0.4%	0.6%
Hmong	0.2%	0.0%
Indonesian	0.4%	0.3%
Malaysian	0.2%	0.0%
Pakistani	0.1%	0.0%
Sri Lankan	0.2%	0.0%
Taiwanese	0.3%	0.0%
Nepalese	0.1%	0.0%
Burmese	0.4%	0.6%
Thai	0.3%	0.6%

Native Hawaiian / Pacific Islander Detail	SNP Statewide	MetroPlus Health Plan
Hawaiian	0.4%	0.0%
Guamanian/Chamorro	0.4%	0.6%
Samoan	0.2%	0.3%
Fijian	0.1%	0.0%
Tongan	0.2%	0.0%

Sample Disposition

	SNP Statewide	MetroPlus Health Plan
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	545	178
Second mailing - sent	5,230	1,781
Second mailing - usable survey returned*	359	116
Third mailing - sent	4,374	1,488
Third mailing - usable survey returned*	130	42
Web - usable surveys*	159	41
Total - usable surveys	1,193	377
Ineligible: According to population criteria‡†	31	9
Ineligible: Language barrier†	1	0
Ineligible: Deceased†	4	1
Ineligible: Mentally or physically unable to complete survey†	1	0
Refusal/Returned survey blank	8	2
Incomplete survey - mail or web	38	17
Nonresponse - Unavailable by mail	3,803	1,301
Bad Address†	921	293
Response Rate	23.7%	22.2%

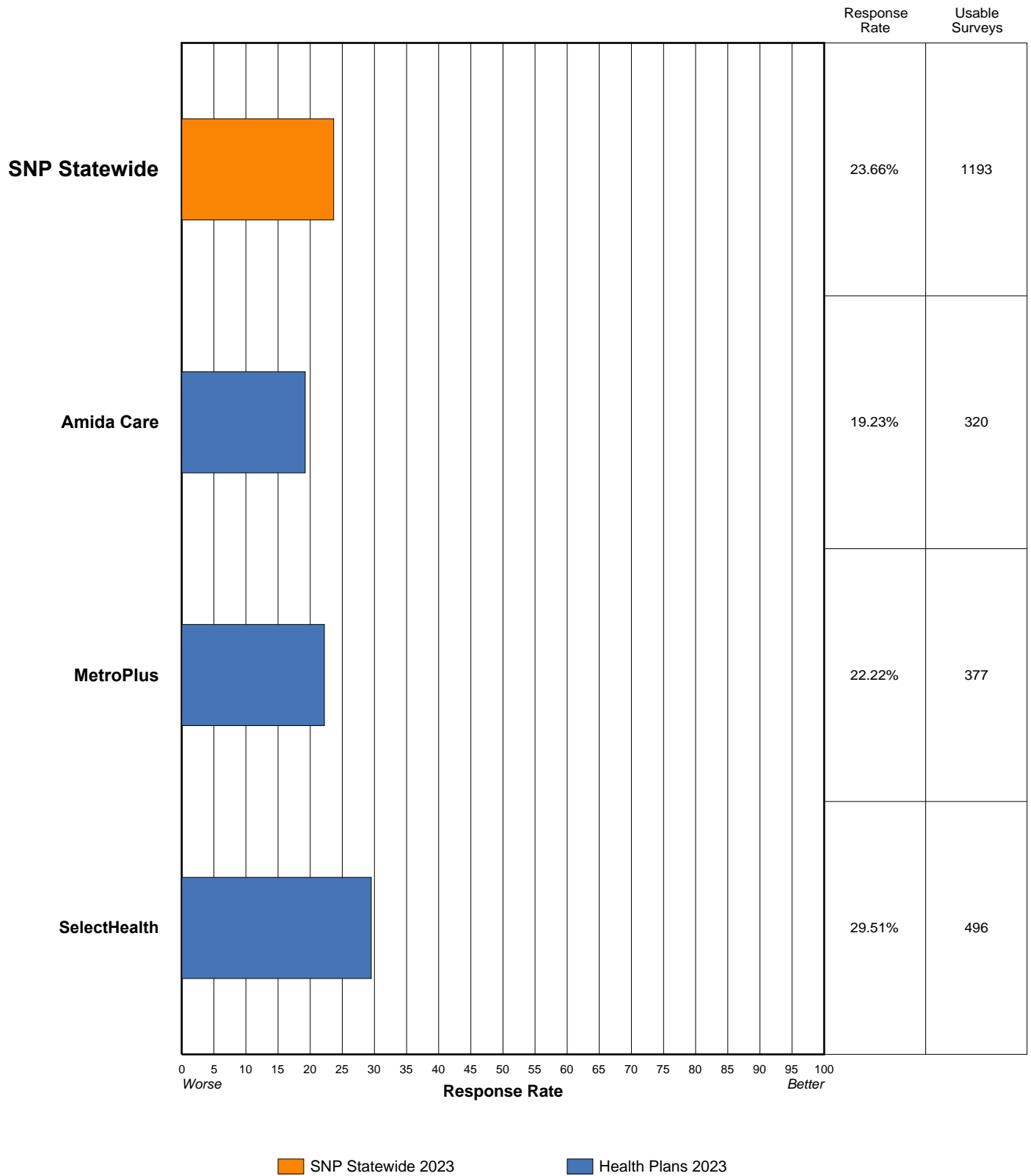
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the special needs plan.

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

Response Rates



Trend Analysis - 2023 vs. 2021

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

Question	MetroPlus 2023 Score	MetroPlus 2021 Score	Point Change	Composite/ Question Group
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	78.3%	64.8%	+ 13.5 ▲	Single Items
Q54. Received a flu shot or flu spray in the nose since July 1, 2022	76.0%	70.0%	+ 6.1	Single Items
Q45. Written materials or internet usually or always provided information about how health plan works	65.2%	60.1%	+ 5.1	Single Items
Q25. Rating of treatment or counseling	67.7%	62.6%	+ 5.0	Ratings
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	86.6%	82.5%	+ 4.1	Single Items
Q43. Rating of specialist talked to most often	74.8%	71.1%	+ 3.7	Ratings
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	79.3%	75.7%	+ 3.6	Single Items
Q13f. Doctor or other health provider talked about alcohol or other drug use	52.8%	49.6%	+ 3.2	Single Items
Q10. After regular office hours usually or always got answer to medical question as soon as needed	77.8%	75.3%	+ 2.5	Single Items
Q50. Rating of health plan	78.0%	76.0%	+ 1.9	Ratings
Q33. Personal doctor usually or always explained things in a way that was easy to understand	92.1%	94.3%	- 2.3	Communication
Q39. Rating of personal doctor	87.5%	90.1%	- 2.5	Ratings
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	70.4%	73.1%	- 2.7	Single Items
Q41. Usually or always got appointments with a specialist as soon as you needed	69.8%	73.1%	- 3.3	Getting Needed Care
Q15. Doctor or other health provider talked about reasons you might want to take a medicine	89.9%	94.2%	- 4.2	Single Items
Q48. Information from health plans customer service usually or always easy to understand	81.9%	88.8%	- 6.9	Single Items
Q57. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	75.7%	82.9%	- 7.2	Smoking Cessation
Q17. Doctor or other health provider asked what you thought was best for you	81.6%	90.2%	- 8.6	Single Items
Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	65.4%	75.7%	- 10.2	Smoking Cessation
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	59.2%	72.9%	- 13.7	Single Items

Better
↑
↓
Worse

▲ ▼ Statistically significantly higher/lower than 2021 score.

Methodology

Adults who were current members of a NYSDOH SNP, 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 SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of September 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 survey 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 377 Medicaid managed care members, and the overall project response rate was 22.2%.

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 both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 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 of the appropriate bar or next to the appropriate achievement score.

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 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 survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. 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 survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service.

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

Understanding the Sections of the Report

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

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

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

Graphs/Results

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

Correlation Analysis

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

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

Responses by Question

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

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

Graphs/Results

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

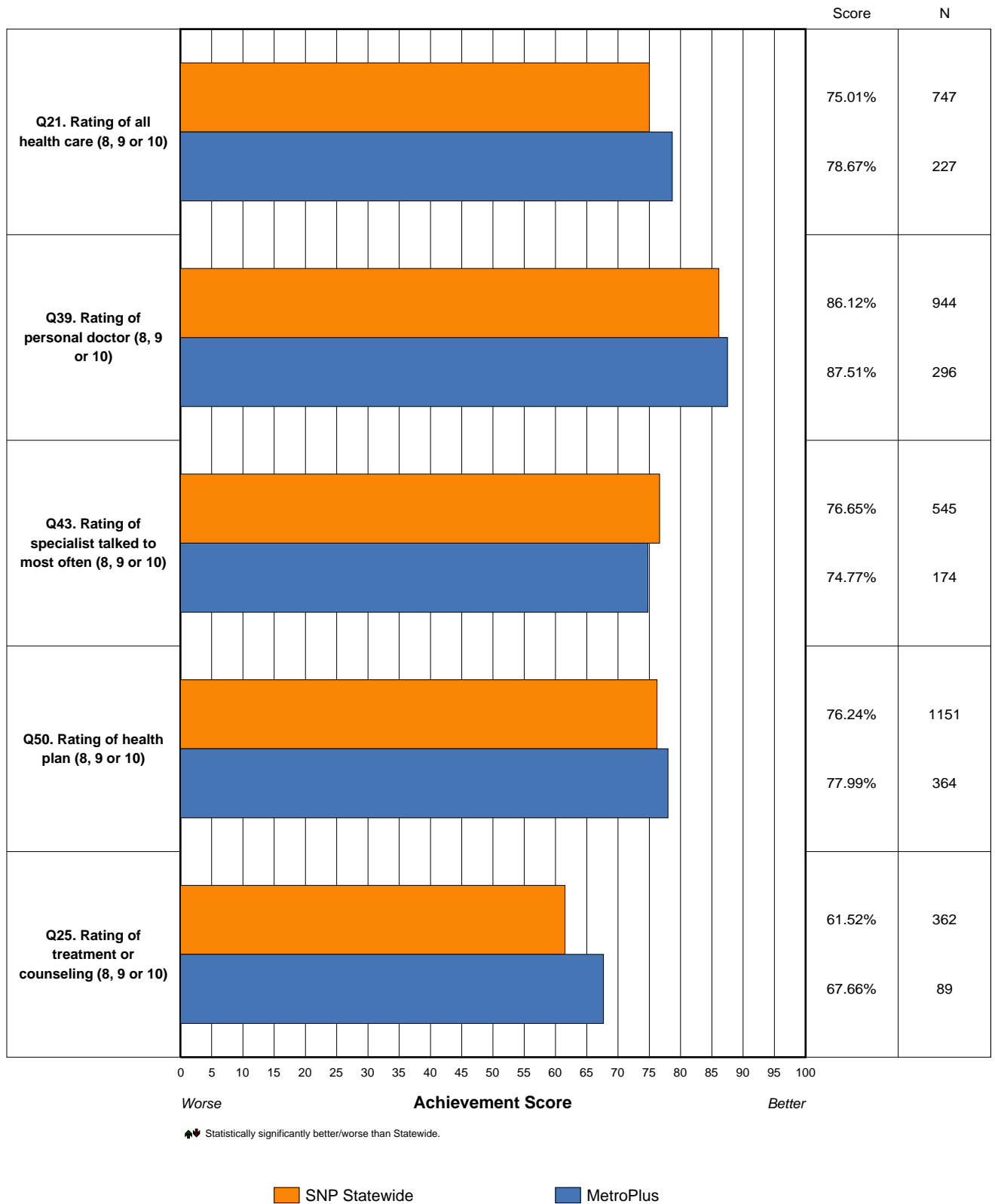
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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" for the first four composites. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

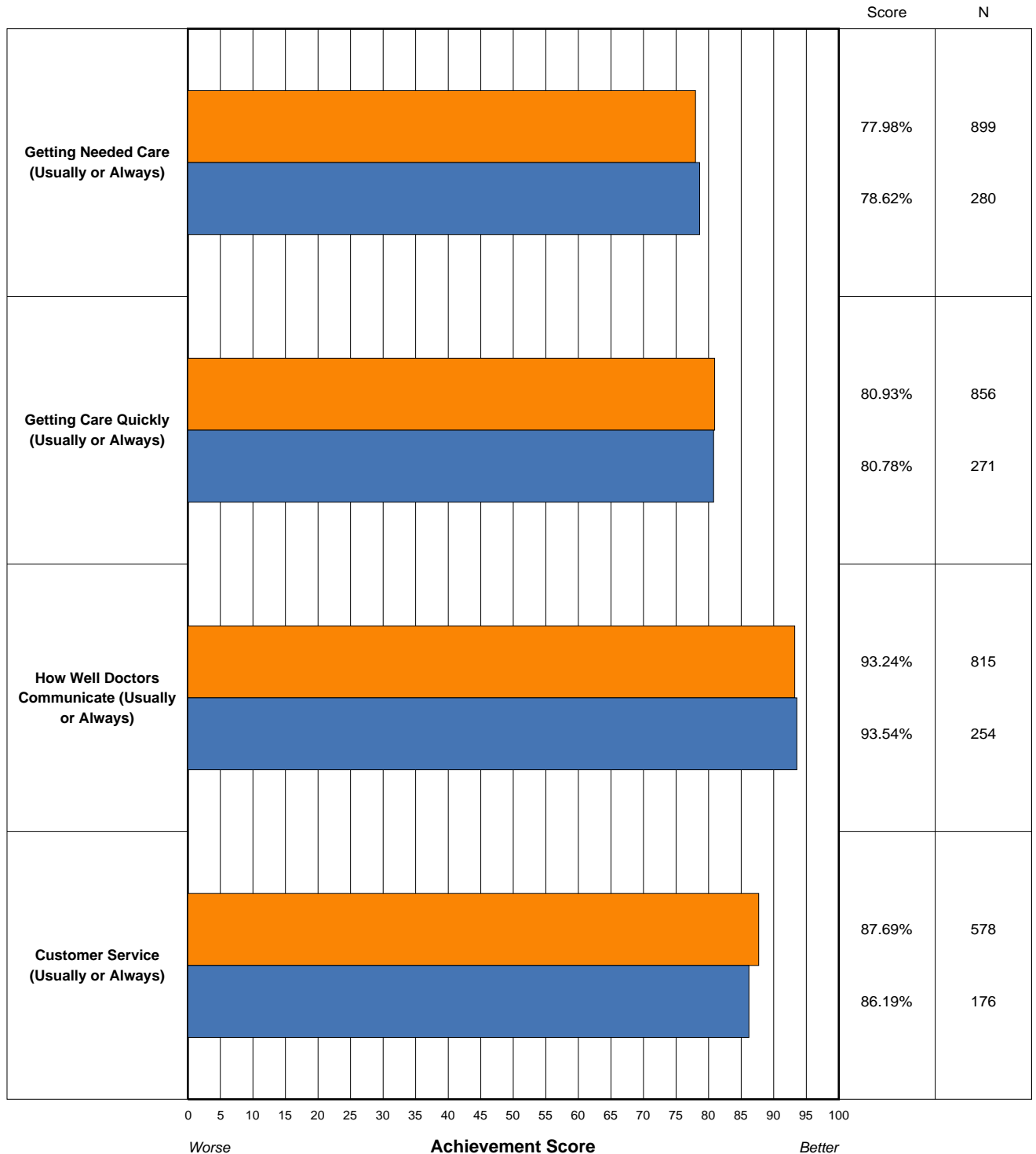
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

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

Standard Ratings



Standard Composites

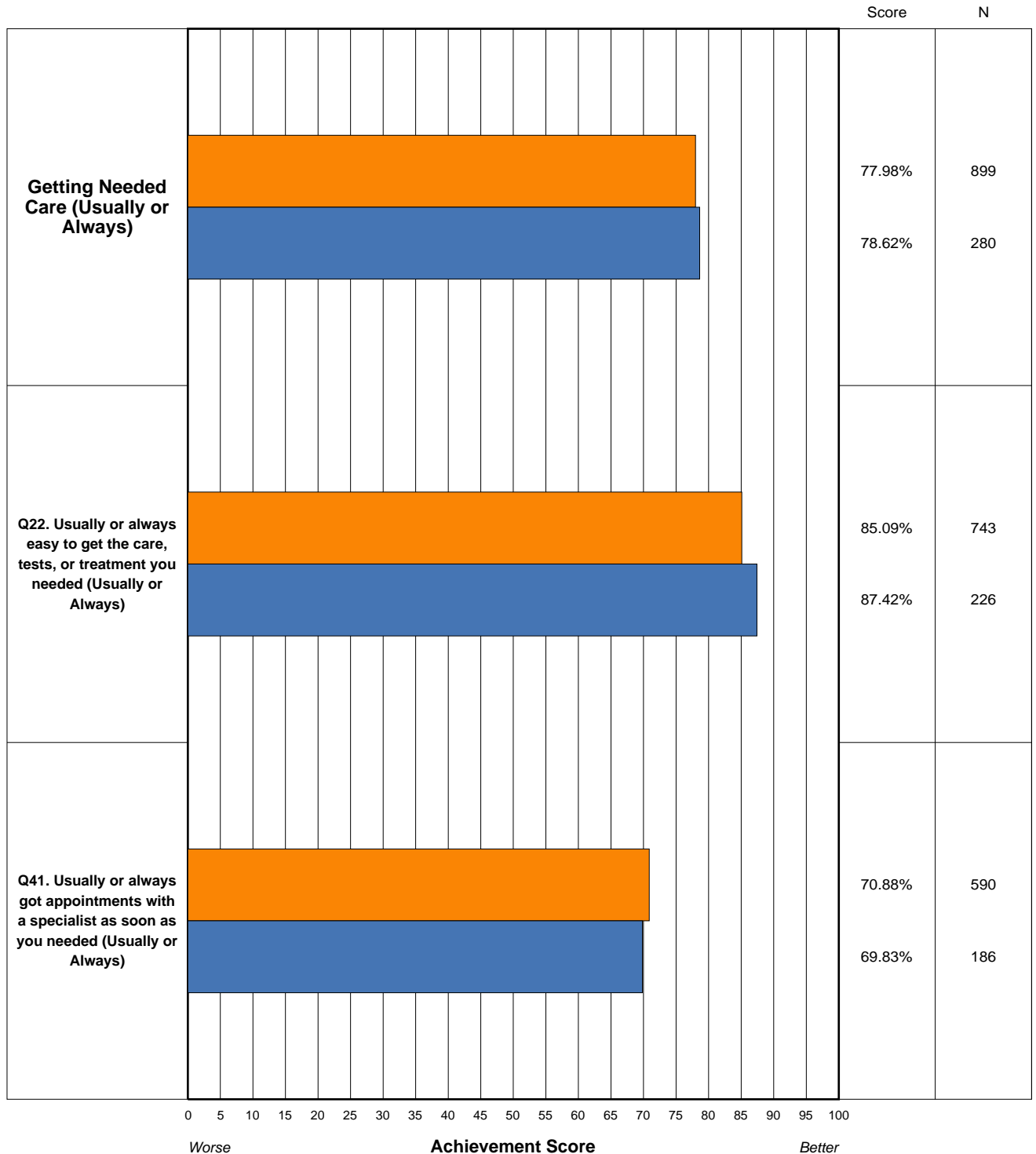


Statistically significantly better/worse than Statewide.

SNP Statewide

MetroPlus

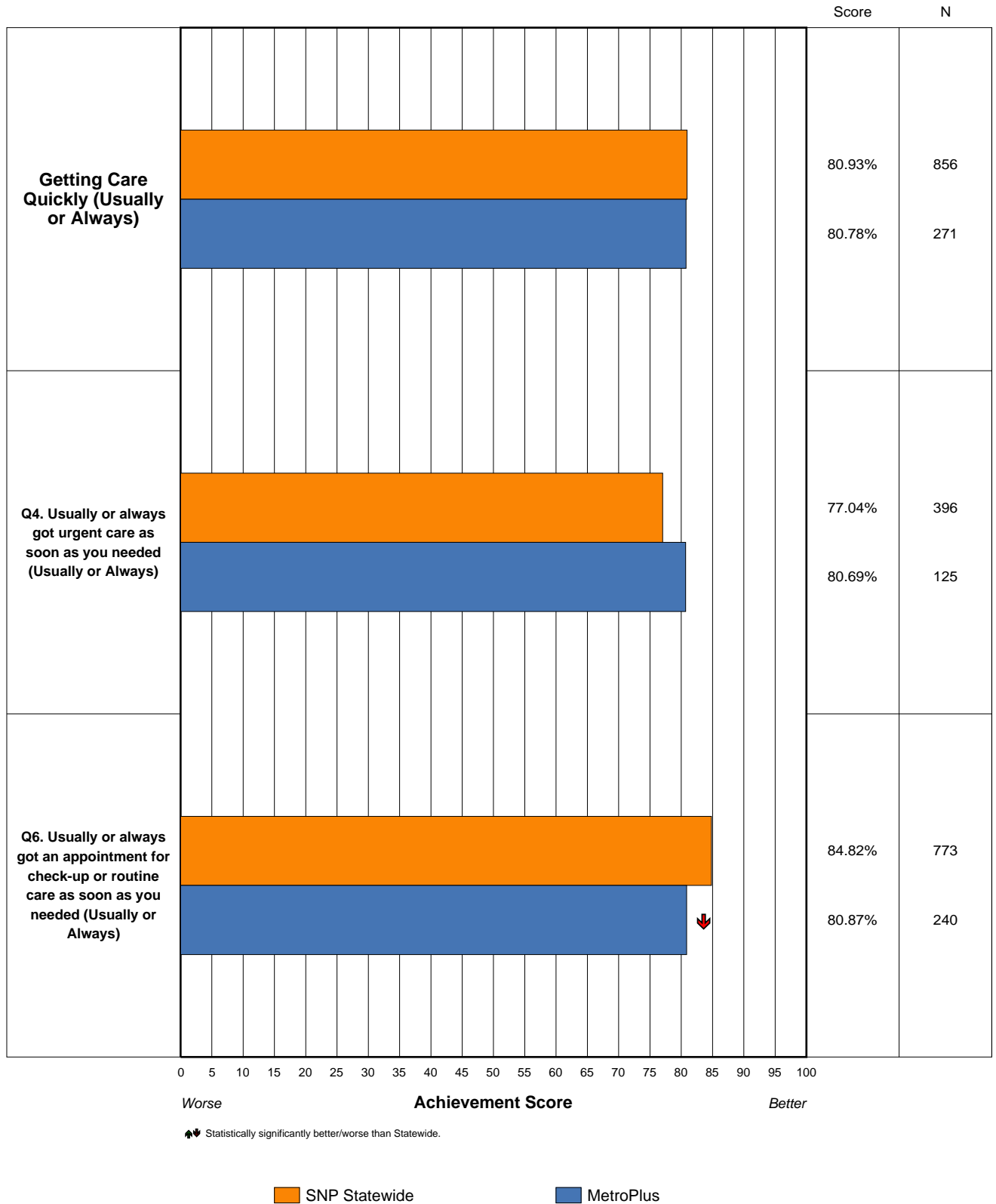
Getting Needed Care



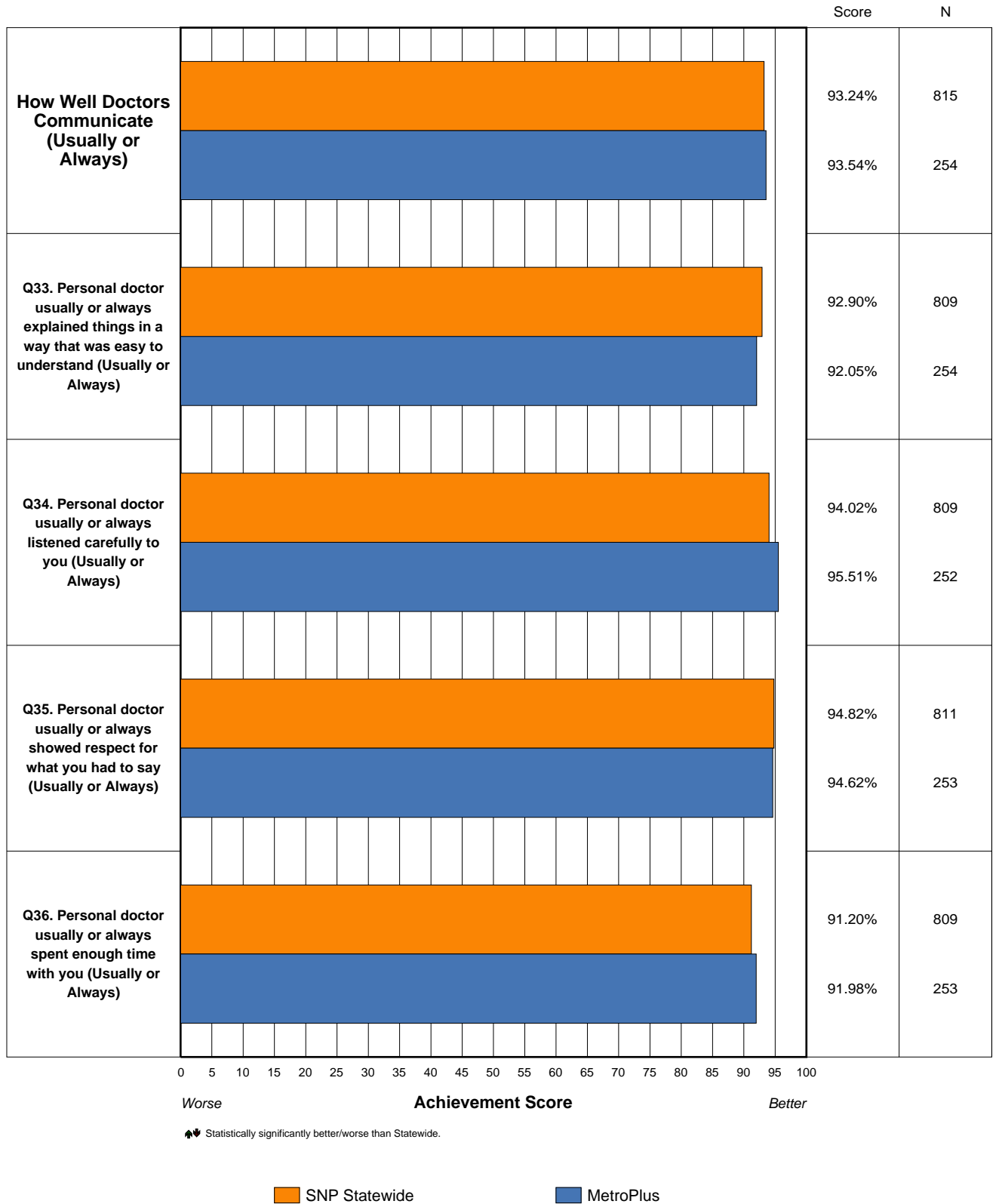
Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

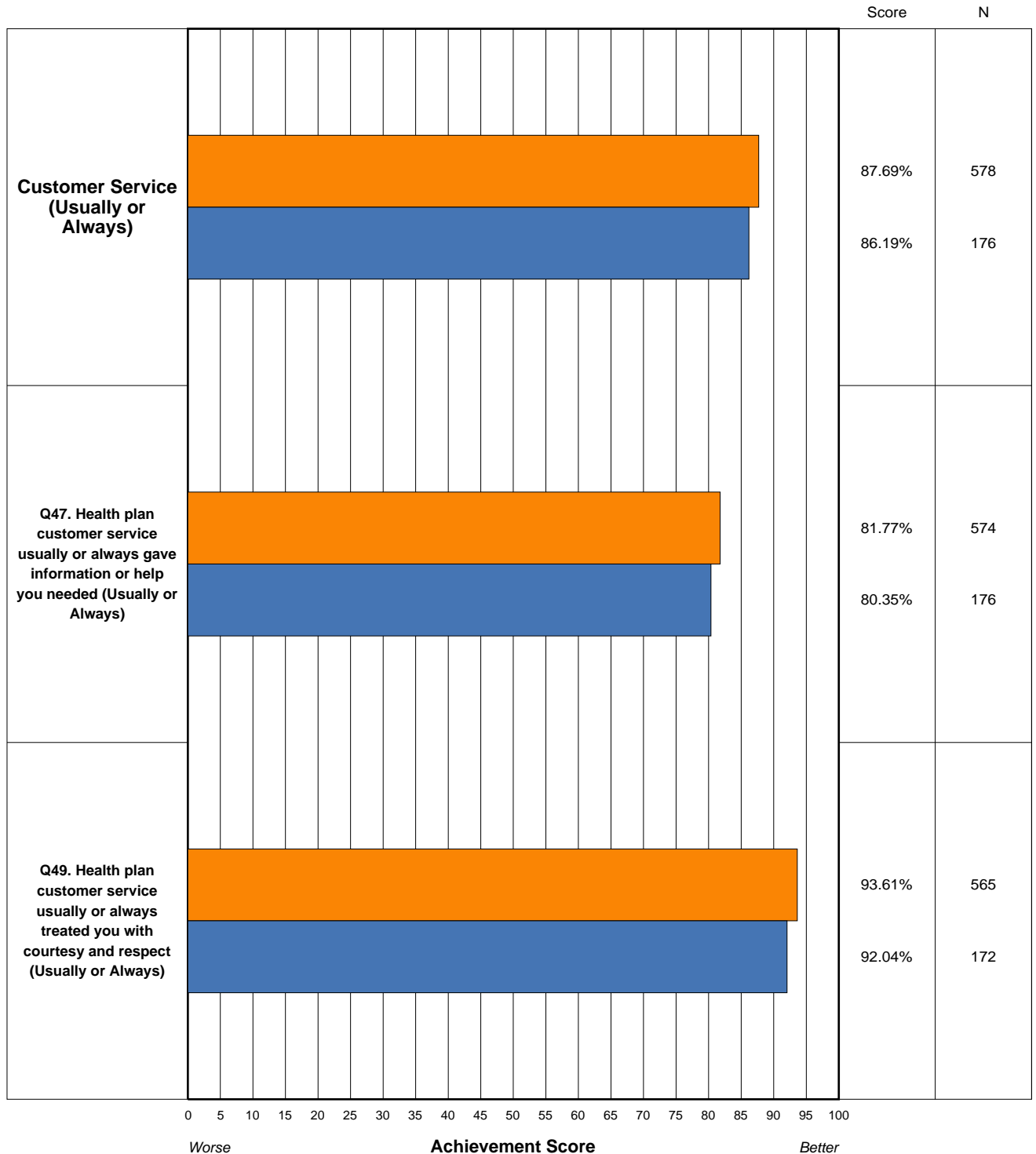
Getting Care Quickly



How Well Doctors Communicate



Customer Service



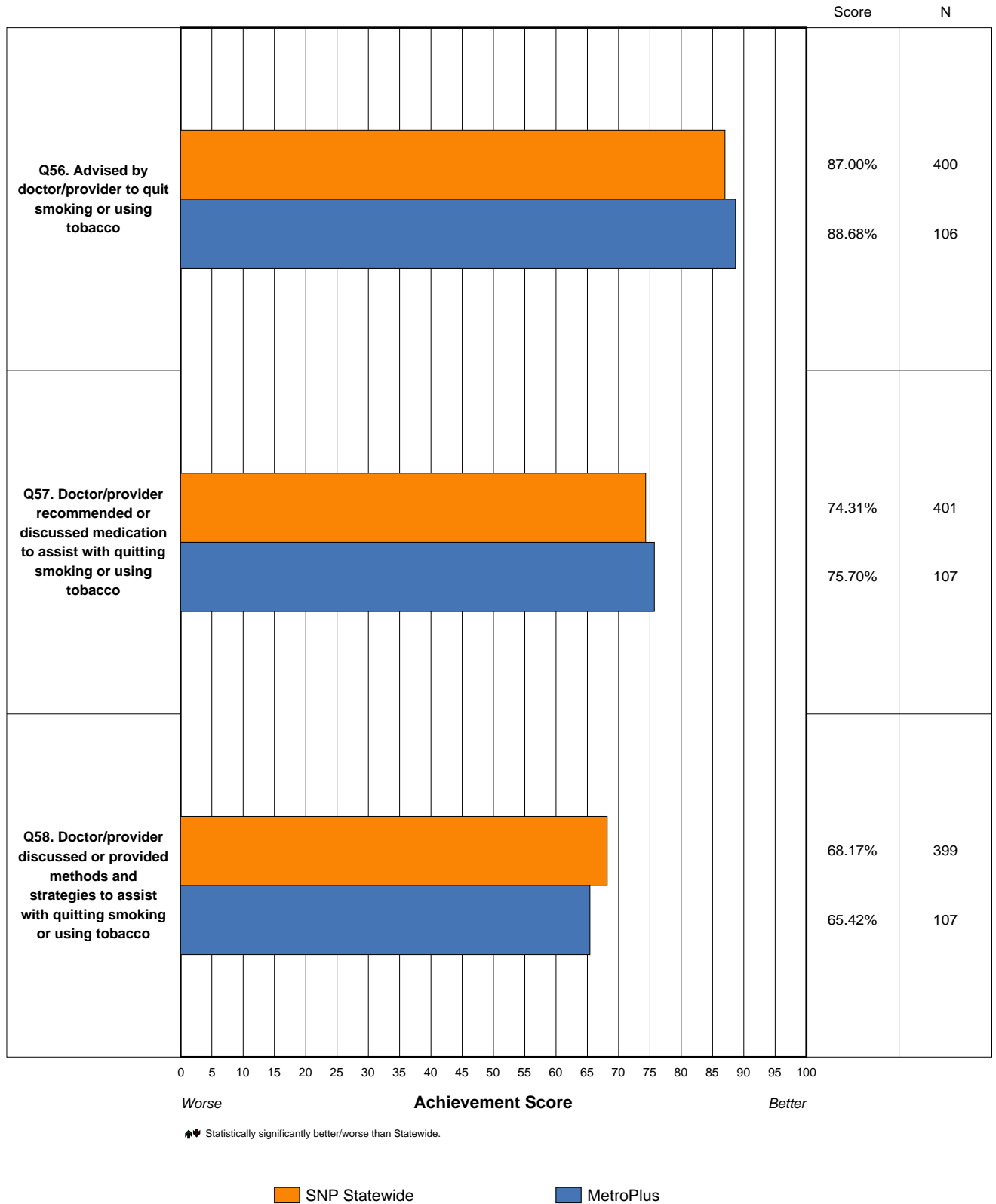
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Worse **Achievement Score** Better

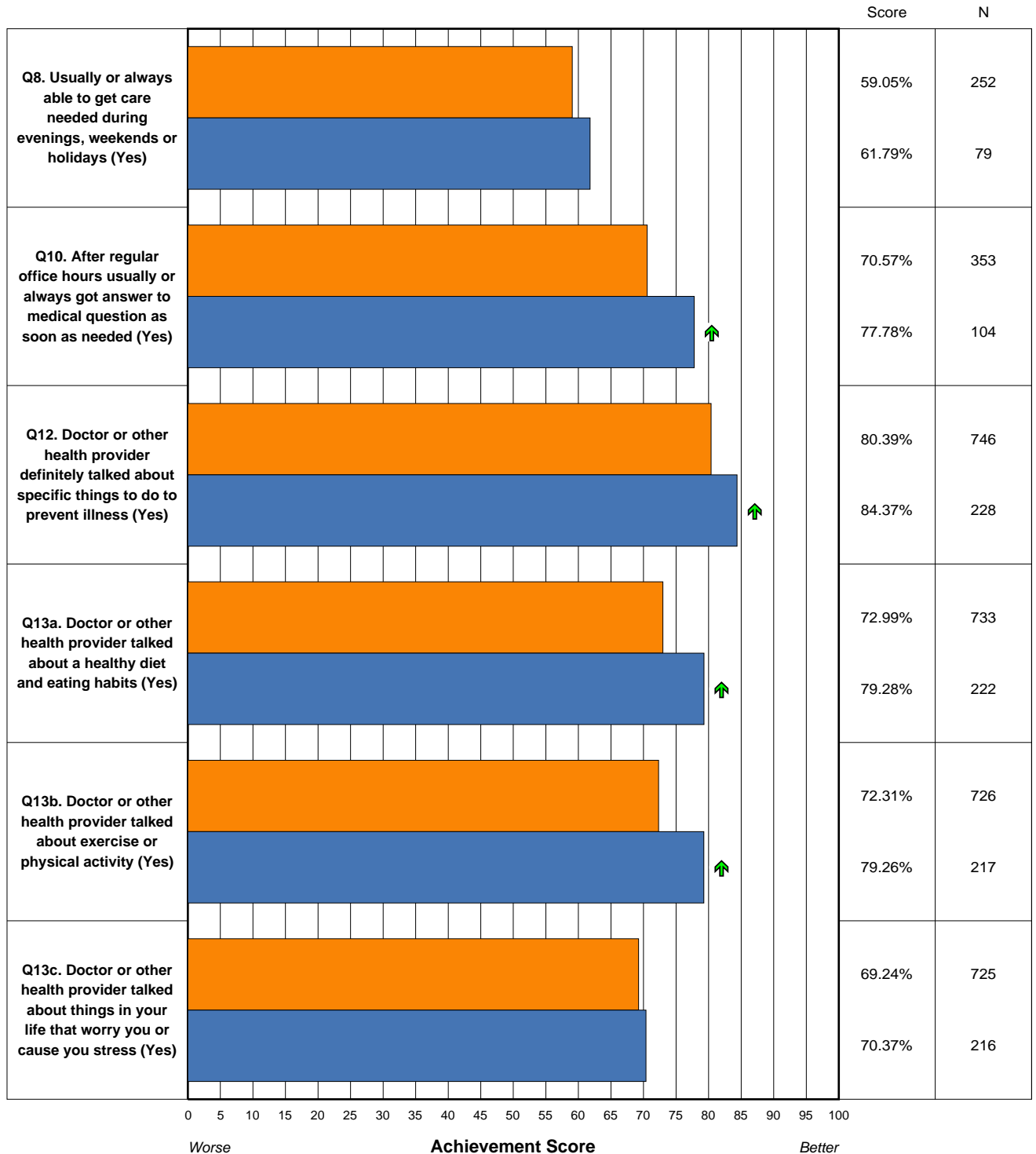
📌 Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

Medical Assistance with Smoking Cessation



Single Items

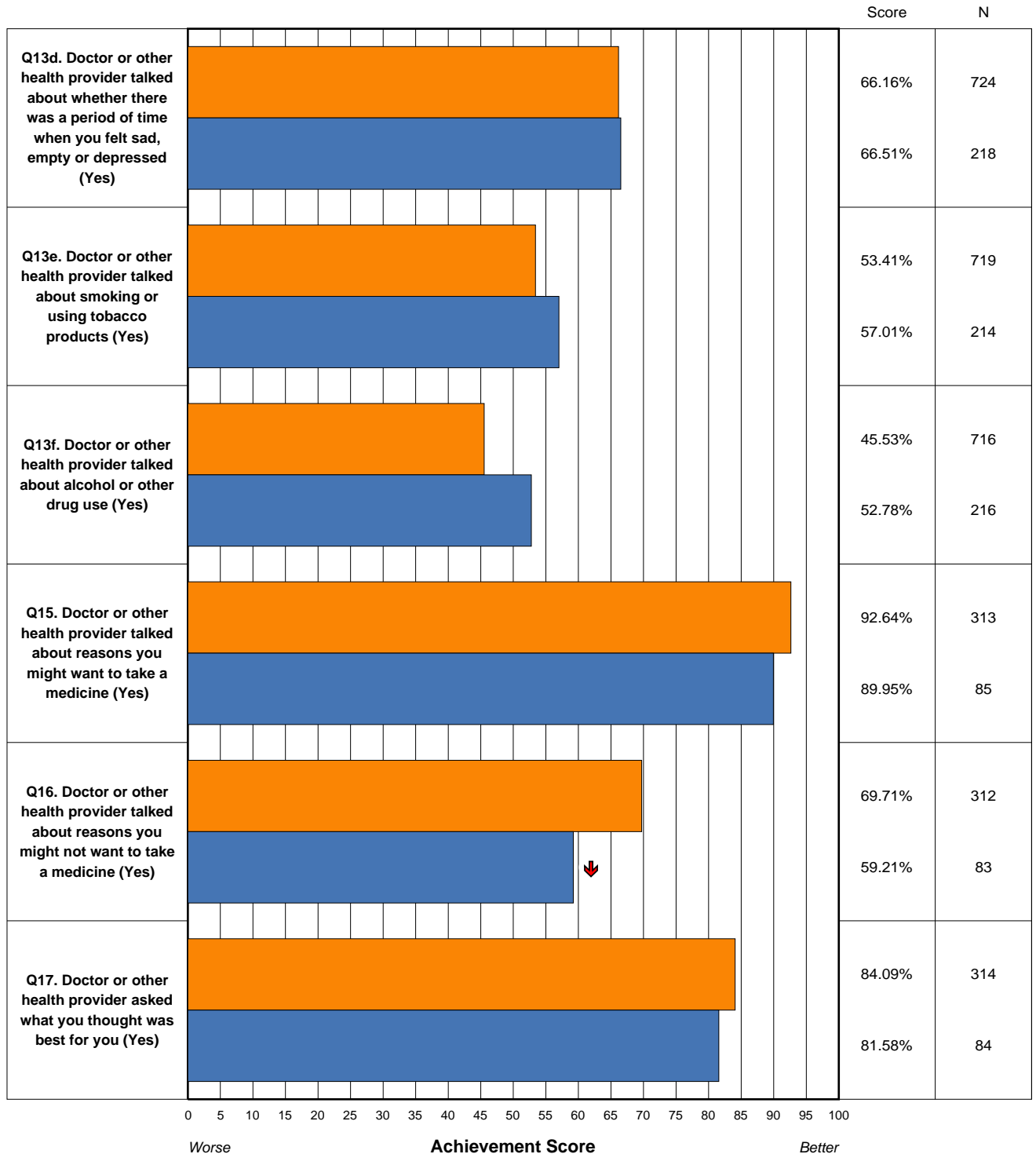


Statistically significantly better/worse than Statewide.

SNP Statewide

MetroPlus

Single Items

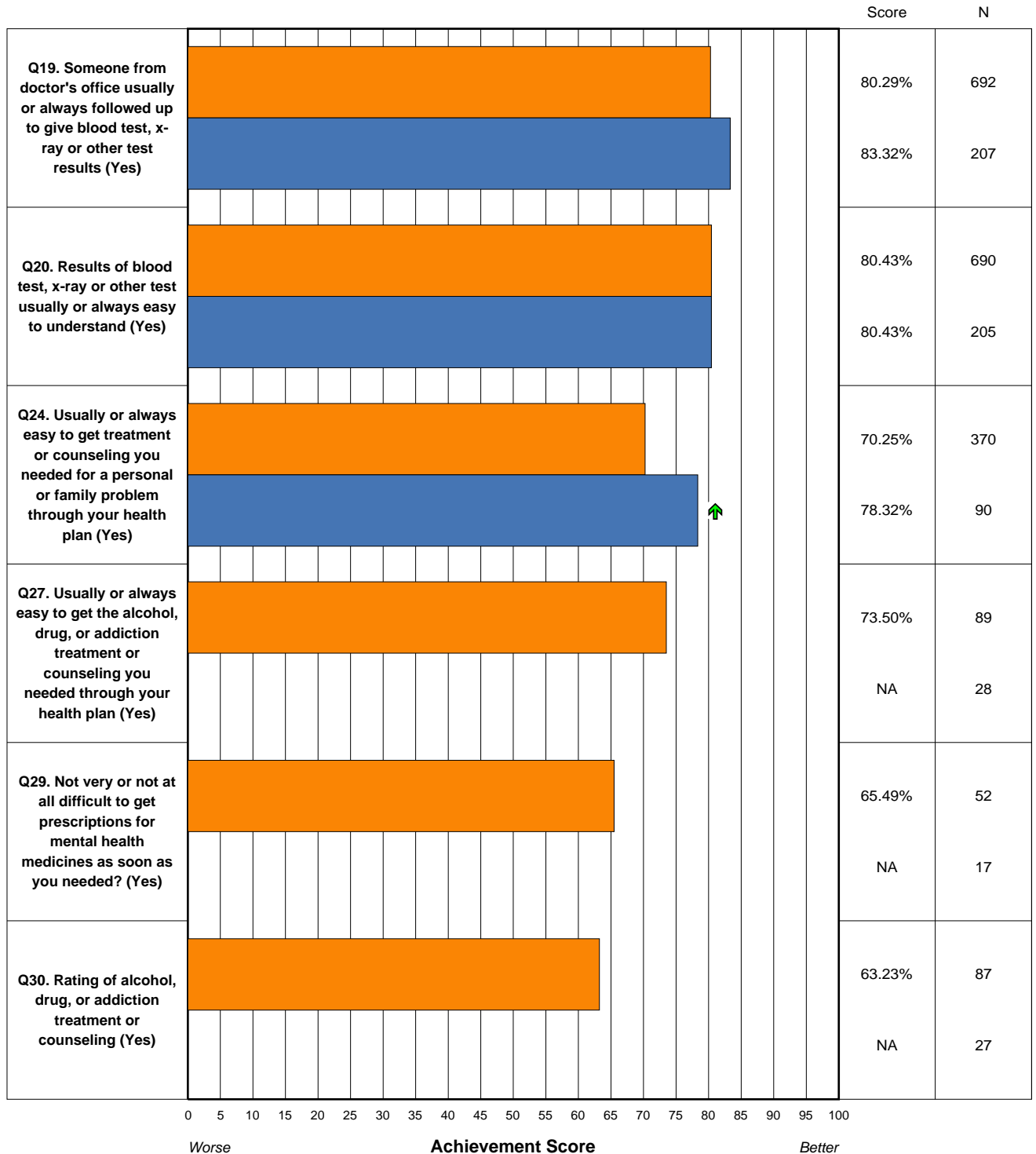


Statistically significantly better/worse than Statewide.

SNP Statewide

MetroPlus

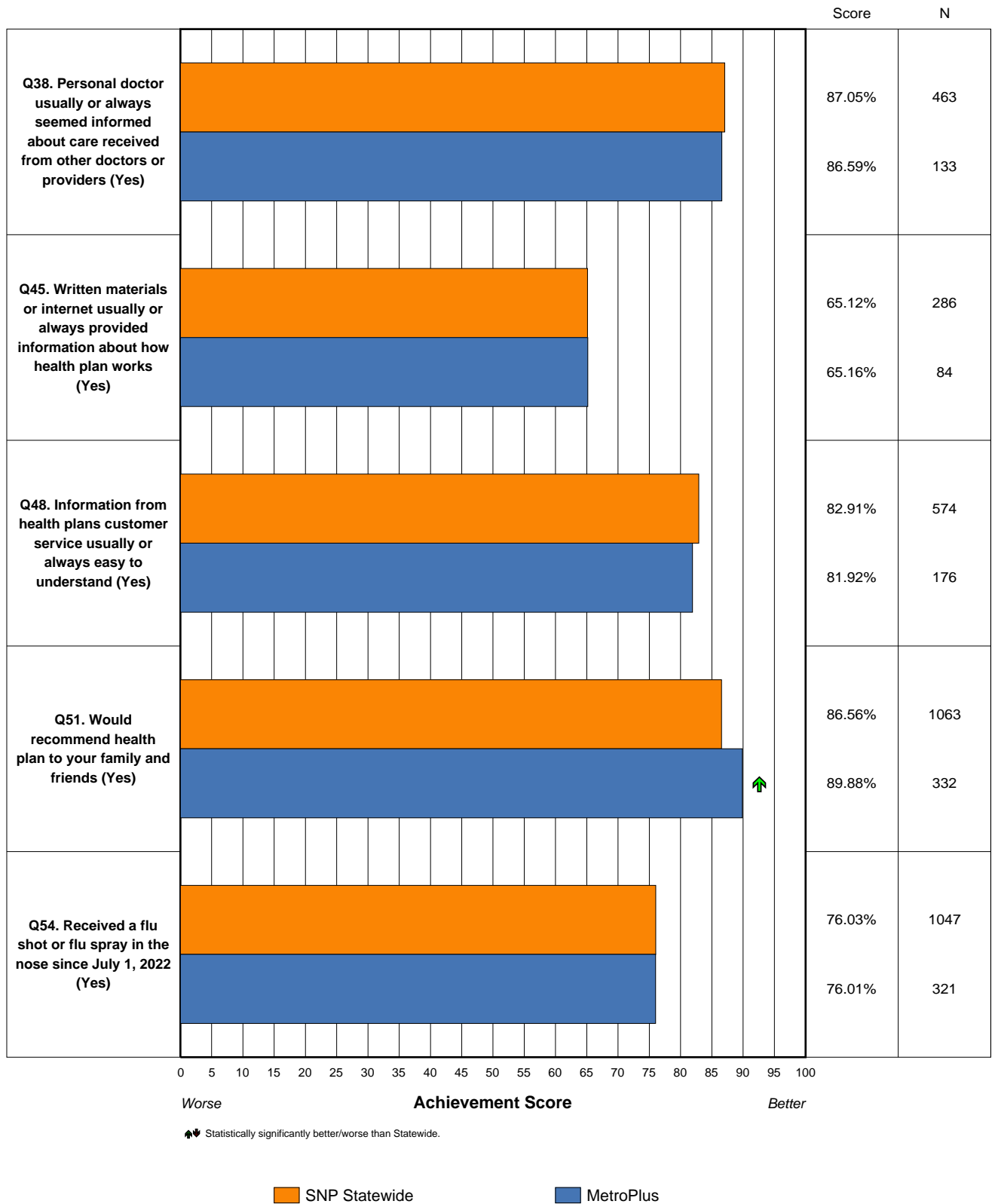
Single Items



NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

Single Items



MetroPlus Health Plan

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

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

Example:

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

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

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 Getting Needed Care	87%	0.51	Q35 Communication	95%	0.64	Q35 Communication	95%	0.45	Q22 Getting Needed Care	87%	0.46	Q35 Communication	95%	0.43
2	Q49 Customer Service	92%	0.43	Q34 Communication	96%	0.63	Q22 Getting Needed Care	87%	0.39	Q47 Customer Service	80%	0.41	Q41 Getting Needed Care	70%	0.31
3	Q41 Getting Needed Care	70%	0.42	Q36 Communication	92%	0.62	Q33 Communication	92%	0.38	Q49 Customer Service	92%	0.38	Q36 Communication	92%	0.30
4	Q4 Getting Care Quickly	81%	0.40	Q33 Communication	92%	0.54	Q41 Getting Needed Care	70%	0.34	Q34 Communication	96%	0.36	Q4 Getting Care Quickly	81%	0.30
5	Q35 Communication	95%	0.38	Q47 Customer Service	80%	0.36	Q36 Communication	92%	0.33	Q35 Communication	95%	0.35	Q34 Communication	96%	0.29
6	Q6 Getting Care Quickly	81% ▼	0.36	Q22 Getting Needed Care	87%	0.35	Q4 Getting Care Quickly	81%	0.32	Q41 Getting Needed Care	70%	0.35	Q47 Customer Service	80%	0.28
7	Q47 Customer Service	80%	0.34	Q49 Customer Service	92%	0.32	Q6 Getting Care Quickly	81% ▼	0.31	Q36 Communication	92%	0.34	Q33 Communication	92%	0.28
8	Q33 Communication	92%	0.33	Q6 Getting Care Quickly	81% ▼	0.29	Q34 Communication	96%	0.29	Q4 Getting Care Quickly	81%	0.33	Q22 Getting Needed Care	87%	0.27
9	Q34 Communication	96%	0.33	Q41 Getting Needed Care	70%	0.25	Q49 Customer Service	92%	0.27	Q33 Communication	92%	0.32	Q6 Getting Care Quickly	81% ▼	0.26
10	Q36 Communication	92%	0.32	Q4 Getting Care Quickly	81%	0.16	Q47 Customer Service	80%	0.26	Q6 Getting Care Quickly	81% ▼	0.28	Q49 Customer Service	92%	0.23

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

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.51	87%	63%	25%	12%	0%
2	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43	92%	78%	15%	7%	0%
3	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.42	70%	42%	29%	23%	6%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	81%	58%	23%	17%	2%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	95%	86%	9%	4%	1%
6	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.36	81% ▼	58%	23%	18%	1%
7	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.34	80%	58%	24%	18%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.33	92%	80%	13%	7%	1%
9	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.33	96%	83%	13%	3%	1%
10	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	92%	77%	15%	6%	2%

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

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	95%	86%	9%	4%	1%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.63	96%	83%	13%	3%	1%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.62	92%	77%	15%	6%	2%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.54	92%	80%	13%	7%	1%
5	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.36	80%	58%	24%	18%	1%
6	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.35	87%	63%	25%	12%	0%
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	92%	78%	15%	7%	0%
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?	0.29	81% ▼	58%	23%	18%	1%
9	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.25	70%	42%	29%	23%	6%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.16	81%	58%	23%	17%	2%

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

Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.45	95%	86%	9%	4%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.39	87%	63%	25%	12%	0%
3	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.38	92%	80%	13%	7%	1%
4	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.34	70%	42%	29%	23%	6%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.33	92%	77%	15%	6%	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?	0.32	81%	58%	23%	17%	2%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.31	81% ▼	58%	23%	18%	1%
8	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	96%	83%	13%	3%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	92%	78%	15%	7%	0%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.26	80%	58%	24%	18%	1%

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

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.46	87%	63%	25%	12%	0%
2	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.41	80%	58%	24%	18%	1%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.38	92%	78%	15%	7%	0%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.36	96%	83%	13%	3%	1%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.35	95%	86%	9%	4%	1%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.35	70%	42%	29%	23%	6%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.34	92%	77%	15%	6%	2%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.33	81%	58%	23%	17%	2%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.32	92%	80%	13%	7%	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?	0.28	81% ▼	58%	23%	18%	1%

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

Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.43	95%	86%	9%	4%	1%
2	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.31	70%	42%	29%	23%	6%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	92%	77%	15%	6%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	81%	58%	23%	17%	2%
5	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	96%	83%	13%	3%	1%
6	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.28	80%	58%	24%	18%	1%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.28	92%	80%	13%	7%	1%
8	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.27	87%	63%	25%	12%	0%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.26	81% ▼	58%	23%	18%	1%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	92%	78%	15%	7%	0%

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

Responses by Question

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	1,147	100.0%	367	100.0%
No	0	0.0%	0	0.0%
Total	1,147	100.0%	367	100.0%
Not Answered	46		10	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	414	35.5%	133	36.1%
No	751	64.5%	235	63.9%
Total	1,165	100.0%	368	100.0%
Not Answered	28		9	

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	19	4.8%	3	2.4%
<input checked="" type="radio"/> Sometimes	71	17.9%	21	16.8%
<input checked="" type="radio"/> Usually	93	23.5%	29	23.2%
<input checked="" type="radio"/> Always	213	53.8%	72	57.6%
Total	396	100.0%	125	100.0%
Not Answered	18		8	
Reporting Category Getting Care Quickly				
Achievement Score	77.04%		80.69%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	0.0		+1.4	
Correlation with rating of health plan	0.373		0.326	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	804	69.9%	247	68.6%
No	347	30.1%	113	31.4%
Total	1,151	100.0%	360	100.0%
Not Answered	42		17	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	15	1.9%	2	0.8%
<input checked="" type="radio"/> Sometimes	99	12.8%	42	17.5%
<input checked="" type="radio"/> Usually	219	28.3%	56	23.3%
<input checked="" type="radio"/> Always	440	56.9%	140	58.3%
Total	773	100.0%	240	100.0%
Not Answered	31		7	
Reporting Category Getting Care Quickly				
Achievement Score	85.25%		81.67%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+0.7		-1.2	
Correlation with rating of health plan	0.352		0.281	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	262	22.6%	80	21.8%
No	896	77.4%	287	78.2%
Total	1,158	100.0%	367	100.0%
Not Answered	35		10	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	47	18.7%	11	13.9%
● Sometimes	56	22.2%	19	24.1%
● Usually	60	23.8%	18	22.8%
● Always	89	35.3%	31	39.2%
Total	252	100.0%	79	100.0%
Not Answered	10		1	
Reporting Category	Single Items			
Achievement Score	59.05%		61.79%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-0.5		+0.1	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	362	31.3%	105	28.8%
No	796	68.7%	260	71.2%
Total	1,158	100.0%	365	100.0%
Not Answered	35		12	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	39	11.0%	6	5.8%
● Sometimes	64	18.1%	16	15.4%
● Usually	88	24.9%	27	26.0%
● Always	162	45.9%	55	52.9%
Total	353	100.0%	104	100.0%
Not Answered	9		1	
Reporting Category	Single Items			
Achievement Score	70.57%		77.78%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-2.3		+2.5	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	387	33.9%	129	36.0%
1 time	148	13.0%	56	15.6%
2	208	18.2%	66	18.4%
3	137	12.0%	45	12.6%
4	80	7.0%	21	5.9%
5 to 9	115	10.1%	24	6.7%
10 or more times	67	5.9%	17	4.7%
Total	1,142	100.0%	358	100.0%
Not Answered	51		19	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	601	80.6%	194	85.1%
● No	145	19.4%	34	14.9%
Total	746	100.0%	228	100.0%
Not Answered	9		1	
Reporting Category Single Items				
Achievement Score	80.39%		84.37%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-2.9		-1.3	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	535	73.0%	176	79.3%
● No	198	27.0%	46	20.7%
Total	733	100.0%	222	100.0%
Not Answered	22		7	
Reporting Category Single Items				
Achievement Score	72.99%		79.28%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+2.5		+3.6	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	525	72.3%	172	79.3%
● No	201	27.7%	45	20.7%
Total	726	100.0%	217	100.0%
Not Answered	29		12	
Reporting Category Single Items				
Achievement Score	72.31%		79.26%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+0.7		-1.0	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	502	69.2%	152	70.4%
● No	223	30.8%	64	29.6%
Total	725	100.0%	216	100.0%
Not Answered	30		13	
Reporting Category Single Items				
Achievement Score	69.24%		70.37%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.8		-2.7	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	479	66.2%	145	66.5%
● No	245	33.8%	73	33.5%
Total	724	100.0%	218	100.0%
Not Answered	31		11	
Reporting Category Single Items				
Achievement Score	66.16%		66.51%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+0.1		-0.8	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	384	53.4%	122	57.0%
● No	335	46.6%	92	43.0%
Total	719	100.0%	214	100.0%
Not Answered	36		15	
Reporting Category Single Items				
Achievement Score	53.41%		57.01%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+0.9		+0.3	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	326	45.5%	114	52.8%
● No	390	54.5%	102	47.2%
Total	716	100.0%	216	100.0%
Not Answered	39		13	
Reporting Category	Single Items			
Achievement Score	45.53%		52.78%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+1.4		+3.2	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	317	43.0%	85	37.4%
No	421	57.0%	142	62.6%
Total	738	100.0%	227	100.0%
Not Answered	17		2	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	291	93.0%	76	89.4%
● No	22	7.0%	9	10.6%
Total	313	100.0%	85	100.0%
Not Answered	4		0	
Reporting Category	Single Items			
Achievement Score	92.64%		89.95%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-0.3		-4.2	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	221	70.8%	49	59.0%
● No	91	29.2%	34	41.0%
Total	312	100.0%	83	100.0%
Not Answered	5		2	
Reporting Category Single Items				
Achievement Score	69.71%		59.21%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-0.6		-13.7	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	265	84.4%	69	82.1%
● No	49	15.6%	15	17.9%
Total	314	100.0%	84	100.0%
Not Answered	3		1	
Reporting Category Single Items				
Achievement Score	84.09%		81.58%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-4.7		-8.6	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	709	95.6%	212	95.5%
No	33	4.4%	10	4.5%
Total	742	100.0%	222	100.0%
Not Answered	13		7	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	42	6.1%	11	5.3%
<input checked="" type="radio"/> Sometimes	92	13.3%	22	10.6%
<input checked="" type="radio"/> Usually	103	14.9%	31	15.0%
<input checked="" type="radio"/> Always	455	65.8%	143	69.1%
Total	692	100.0%	207	100.0%
Not Answered	17		5	
Reporting Category	Single Items			
Achievement Score	80.29%		83.32%	
2023 vs. 2021: +/- Change (↑↓ Stat. sig.)	-0.2		-0.2	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	29	4.2%	8	3.9%
<input checked="" type="radio"/> Sometimes	105	15.2%	31	15.1%
<input checked="" type="radio"/> Usually	186	27.0%	48	23.4%
<input checked="" type="radio"/> Always	370	53.6%	118	57.6%
Total	690	100.0%	205	100.0%
Not Answered	19		7	
Reporting Category	Single Items			
Achievement Score	80.43%		80.43%	
2023 vs. 2021: +/- Change (↑↓ Stat. sig.)	+0.7		+0.6	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst health care possible	5	0.7%	1	0.4%
● 1	3	0.4%	0	0.0%
● 2	4	0.5%	1	0.4%
● 3	9	1.2%	2	0.9%
● 4	5	0.7%	1	0.4%
● 5	35	4.7%	9	4.0%
● 6	43	5.8%	14	6.2%
● 7	83	11.1%	19	8.4%
● 8	128	17.1%	39	17.2%
● 9	139	18.6%	45	19.8%
● Best health care possible	293	39.2%	96	42.3%
Total	747	100.0%	227	100.0%
Not Answered	8		2	
Reporting Category	Ratings			
Achievement Score	75.01%		78.67%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.4		+1.9	
Correlation with rating of health plan	0.554		0.712	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	14	1.9%	1	0.4%
● Sometimes	97	13.1%	26	11.5%
● Usually	206	27.7%	57	25.2%
● Always	426	57.3%	142	62.8%
Total	743	100.0%	226	100.0%
Not Answered	12		3	
Reporting Category	Getting Needed Care			
Achievement Score	85.09%		87.42%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-0.2		+0.7	
Correlation with rating of health plan	0.427		0.456	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	374	32.4%	92	25.5%
No	782	67.6%	269	74.5%
Total	1,156	100.0%	361	100.0%
Not Answered	37		16	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	52	14.1%	6	6.7%
● Sometimes	62	16.8%	12	13.3%
● Usually	80	21.6%	18	20.0%
● Always	176	47.6%	54	60.0%
Total	370	100.0%	90	100.0%
Not Answered	4		2	
Reporting Category	Single Items			
Achievement Score	70.25%		78.32%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+6.9▲		+13.5▲	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	28	7.7%	4	4.5%
● 1	5	1.4%	2	2.2%
● 2	5	1.4%	0	0.0%
● 3	12	3.3%	2	2.2%
● 4	15	4.1%	2	2.2%
● 5	30	8.3%	6	6.7%
● 6	17	4.7%	5	5.6%
● 7	31	8.6%	7	7.9%
● 8	44	12.2%	7	7.9%
● 9	50	13.8%	19	21.3%
● Best treatment possible	125	34.5%	35	39.3%
Total	362	100.0%	89	100.0%
Not Answered	12		3	
Reporting Category	Ratings			
Achievement Score	61.52%		67.66%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+4.4		+5.0	
Correlation with rating of health plan	0.430		0.563	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	92	8.0%	29	8.0%
No	1,057	92.0%	335	92.0%
Total	1,149	100.0%	364	100.0%
Not Answered	44		13	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	14	15.7%	5	17.9%
● Sometimes	10	11.2%	2	7.1%
● Usually	17	19.1%	6	21.4%
● Always	48	53.9%	15	53.6%
Total	89	100.0%	28	100.0%
Not Answered	3		1	
Reporting Category Single Items				
Achievement Score	73.50%		NA	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+5.8		NA	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	54	62.1%	19	73.1%
No	33	37.9%	7	26.9%
Total	87	100.0%	26	100.0%
Not Answered	5		3	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Extremely difficult	7	13.5%	1	5.9%
● Very difficult	2	3.8%	1	5.9%
● Somewhat difficult	9	17.3%	2	11.8%
● Not very difficult	5	9.6%	0	0.0%
● Not at all difficult	29	55.8%	13	76.5%
Total	52	100.0%	17	100.0%
Not Answered	2		2	
Reporting Category Single Items				
Achievement Score	65.49%		NA	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-3.9		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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	7	8.0%	2	7.4%
● 1	1	1.1%	0	0.0%
● 2	1	1.1%	0	0.0%
● 3	0	0.0%	0	0.0%
● 4	2	2.3%	0	0.0%
● 5	10	11.5%	0	0.0%
● 6	4	4.6%	1	3.7%
● 7	7	8.0%	4	14.8%
● 8	11	12.6%	5	18.5%
● 9	16	18.4%	7	25.9%
● Best treatment possible	28	32.2%	8	29.6%
Total	87	100.0%	27	100.0%
Not Answered	5		2	
Reporting Category	Single Items			
Achievement Score	63.23%		NA	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-0.4		NA	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	994	85.8%	310	84.7%
No	164	14.2%	56	15.3%
Total	1,158	100.0%	366	100.0%
Not Answered	35		11	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	116	12.4%	37	12.7%
1 time	235	25.2%	88	30.1%
2	270	28.9%	83	28.4%
3	119	12.7%	29	9.9%
4	74	7.9%	17	5.8%
5 to 9	85	9.1%	26	8.9%
10 or more times	35	3.7%	12	4.1%
Total	934	100.0%	292	100.0%
Not Answered	60		18	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	12	1.5%	2	0.8%
● Sometimes	44	5.4%	18	7.1%
● Usually	127	15.7%	32	12.6%
● Always	626	77.4%	202	79.5%
Total	809	100.0%	254	100.0%
Not Answered	9		1	
Reporting Category	Communication			
Achievement Score	92.90%		92.05%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.4		-2.3	
Correlation with rating of health plan	0.267		0.321	

○ **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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	7	0.9%	3	1.2%
● Sometimes	42	5.2%	8	3.2%
● Usually	117	14.5%	32	12.7%
● Always	643	79.5%	209	82.9%
Total	809	100.0%	252	100.0%
Not Answered	9		3	
Reporting Category	Communication			
Achievement Score	94.02%		95.51%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.3		+1.0	
Correlation with rating of health plan	0.256		0.357	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	3	0.4%	2	0.8%
● Sometimes	39	4.8%	11	4.3%
● Usually	81	10.0%	23	9.1%
● Always	688	84.8%	217	85.8%
Total	811	100.0%	253	100.0%
Not Answered	7		2	
Reporting Category	Communication			
Achievement Score	94.82%		94.62%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.2		-0.7	
Correlation with rating of health plan	0.286		0.355	

○ **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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	15	1.9%	5	2.0%
● Sometimes	54	6.7%	14	5.5%
● Usually	150	18.5%	39	15.4%
● Always	590	72.9%	195	77.1%
Total	809	100.0%	253	100.0%
Not Answered	9		2	
Reporting Category				
	Communication			
Achievement Score	91.20%		91.98%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+0.0		+0.7	
Correlation with rating of health plan	0.270		0.337	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	471	59.2%	136	54.8%
No	324	40.8%	112	45.2%
Total	795	100.0%	248	100.0%
Not Answered	23		7	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	20	4.3%	6	4.5%
● Sometimes	39	8.4%	10	7.5%
● Usually	105	22.7%	26	19.5%
● Always	299	64.6%	91	68.4%
Total	463	100.0%	133	100.0%
Not Answered	8		3	
Reporting Category				
	Single Items			
Achievement Score	87.05%		86.59%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+2.0		+4.1	

○ 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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst personal doctor possible	3	0.3%	1	0.3%
● 1	6	0.6%	1	0.3%
● 2	7	0.7%	3	1.0%
● 3	6	0.6%	0	0.0%
● 4	7	0.7%	3	1.0%
● 5	28	3.0%	4	1.4%
● 6	15	1.6%	6	2.0%
● 7	58	6.1%	17	5.7%
● 8	99	10.5%	21	7.1%
● 9	147	15.6%	42	14.2%
● Best personal doctor possible	568	60.2%	198	66.9%
Total	944	100.0%	296	100.0%
Not Answered	50		14	
Reporting Category	Ratings			
Achievement Score	86.12%		87.51%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-2.7		-2.5	
Correlation with rating of health plan	0.452		0.508	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	604	52.5%	190	52.3%
No	547	47.5%	173	47.7%
Total	1,151	100.0%	363	100.0%
Not Answered	42		14	

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From Specialists (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	32	5.4%	11	5.9%
● Sometimes	137	23.2%	42	22.6%
● Usually	159	26.9%	54	29.0%
● Always	262	44.4%	79	42.5%
Total	590	100.0%	186	100.0%
Not Answered	14		4	
Reporting Category	Getting Needed Care			
Achievement Score	70.88%		69.83%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.5		-3.3	
Correlation with rating of health plan	0.384		0.348	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	30	5.2%	6	3.3%
1 specialist	215	36.9%	75	41.2%
2	156	26.8%	57	31.3%
3	92	15.8%	24	13.2%
4	52	8.9%	13	7.1%
5 or more specialists	37	6.4%	7	3.8%
Total	582	100.0%	182	100.0%
Not Answered	22		8	

○ **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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst specialist possible	2	0.4%	1	0.6%
● 1	6	1.1%	1	0.6%
● 2	4	0.7%	3	1.7%
● 3	8	1.5%	3	1.7%
● 4	10	1.8%	3	1.7%
● 5	25	4.6%	7	4.0%
● 6	30	5.5%	10	5.7%
● 7	43	7.9%	16	9.2%
● 8	87	16.0%	26	14.9%
● 9	84	15.4%	25	14.4%
● Best specialist possible	246	45.1%	79	45.4%
Total	545	100.0%	174	100.0%
Not Answered	7		2	
Reporting Category	Ratings			
Achievement Score	76.65%		74.77%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+1.0		+3.7	
Correlation with rating of health plan	0.568		0.536	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	294	25.7%	85	23.4%
No	852	74.3%	279	76.6%
Total	1,146	100.0%	364	100.0%
Not Answered	47		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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	22	7.7%	5	6.0%
● Sometimes	78	27.3%	24	28.6%
● Usually	83	29.0%	22	26.2%
● Always	103	36.0%	33	39.3%
Total	286	100.0%	84	100.0%
Not Answered	8		1	
Reporting Category Single Items				
Achievement Score	65.12%		65.16%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-3.9		+5.1	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	583	51.3%	177	49.6%
No	553	48.7%	180	50.4%
Total	1,136	100.0%	357	100.0%
Not Answered	57		20	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	7	1.2%	1	0.6%
● Sometimes	98	17.1%	31	17.6%
● Usually	149	26.0%	42	23.9%
● Always	320	55.7%	102	58.0%
Total	574	100.0%	176	100.0%
Not Answered	9		1	
Reporting Category Customer Service				
Achievement Score	81.77%		80.35%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+5.1▲		-0.1	
Correlation with rating of health plan	0.482		0.413	

○ 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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	7	1.2%	0	0.0%
● Sometimes	88	15.3%	29	16.5%
● Usually	141	24.6%	44	25.0%
● Always	338	58.9%	103	58.5%
Total	574	100.0%	176	100.0%
Not Answered	9		1	
Reporting Category	Single Items			
Achievement Score	82.91%		81.92%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-2.6		-6.9	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	2	0.4%	0	0.0%
● Sometimes	32	5.7%	12	7.0%
● Usually	88	15.6%	25	14.5%
● Always	443	78.4%	135	78.5%
Total	565	100.0%	172	100.0%
Not Answered	18		5	
Reporting Category	Customer Service			
Achievement Score	93.61%		92.04%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	+2.1		-0.6	
Correlation with rating of health plan	0.421		0.385	

○ 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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst health plan possible	14	1.2%	2	0.5%
● 1	6	0.5%	1	0.3%
● 2	6	0.5%	3	0.8%
● 3	9	0.8%	2	0.5%
● 4	15	1.3%	5	1.4%
● 5	69	6.0%	15	4.1%
● 6	52	4.5%	22	6.0%
● 7	103	8.9%	29	8.0%
● 8	155	13.5%	45	12.4%
● 9	190	16.5%	60	16.5%
● Best health plan possible	532	46.2%	180	49.5%
Total	1,151	100.0%	364	100.0%
Not Answered	42		13	
Reporting Category		Ratings		
Achievement Score		76.24%	77.99%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)		-0.5	+1.9	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	918	86.4%	298	89.8%
● No	145	13.6%	34	10.2%
Total	1,063	100.0%	332	100.0%
Not Answered	130		45	
Reporting Category		Single Items		
Achievement Score		86.56%	89.88%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)		-1.3	+0.8	

○ Response scored as: ● Achievement ● Room for improvement

About Your Health

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	178	15.4%	60	16.3%
Very Good	295	25.5%	90	24.5%
Good	384	33.2%	122	33.2%
Fair	254	22.0%	79	21.5%
Poor	46	4.0%	16	4.4%
Total	1,157	100.0%	367	100.0%
Not Answered	36		10	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	229	19.8%	86	23.4%
Very Good	253	21.8%	91	24.7%
Good	330	28.5%	98	26.6%
Fair	290	25.0%	83	22.6%
Poor	56	4.8%	10	2.7%
Total	1,158	100.0%	368	100.0%
Not Answered	35		9	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	796	76.0%	244	76.0%
<input type="radio"/> No	251	24.0%	77	24.0%
Don't Know	43		15	
Total	1,047	100.0%	321	100.0%
Not Answered	39		14	
Reporting Category	Single Items			
Achievement Score	76.03%		76.01%	
2023 vs. 2021: +/- Change (↑↓ Stat. sig.)	+5.8↑		+6.1	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Every day	208	18.1%	53	14.6%
Some days	202	17.6%	56	15.4%
Not at all	714	62.2%	247	68.0%
Don't Know	23	2.0%	7	1.9%
Total	1,147	100.0%	363	100.0%
Not Answered	46		14	

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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	52	13.0%	12	11.3%
<input checked="" type="radio"/> Sometimes	81	20.3%	22	20.8%
<input checked="" type="radio"/> Usually	89	22.3%	21	19.8%
<input checked="" type="radio"/> Always	178	44.5%	51	48.1%
Total	400	100.0%	106	100.0%
Not Answered	10		3	
Reporting Category	Smoking Cessation			
Achievement Score	87.00%		88.68%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-1.6		+1.1	

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.

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	103	25.7%	26	24.3%
<input checked="" type="radio"/> Sometimes	103	25.7%	27	25.2%
<input checked="" type="radio"/> Usually	62	15.5%	13	12.1%
<input checked="" type="radio"/> Always	133	33.2%	41	38.3%
Total	401	100.0%	107	100.0%
Not Answered	9		2	
Reporting Category	Smoking Cessation			
Achievement Score	74.31%		75.70%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-3.5		-7.2	

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.

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	127	31.8%	37	34.6%
● Sometimes	98	24.6%	23	21.5%
● Usually	58	14.5%	14	13.1%
● Always	116	29.1%	33	30.8%
Total	399	100.0%	107	100.0%
Not Answered	11		2	
Reporting Category	Smoking Cessation			
Achievement Score	68.17%		65.42%	
2023 vs. 2021: +/- Change (▲▼ Stat. sig.)	-4.8		-10.2	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
High cholesterol	496	56.3%	151	55.1%
High blood pressure	510	57.9%	161	58.8%
Parent or sibling with a heart attack before the age of 60	160	18.2%	58	21.2%
Total	881	100.0%	274	100.0%
Not Answered	312		103	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
A heart attack	64	11.5%	16	8.7%
Angina or coronary heart disease	71	12.7%	17	9.2%
A stroke	64	11.5%	11	6.0%
Any kind of diabetes or high blood sugar	352	63.1%	138	75.0%
Total	558	100.0%	184	100.0%
Not Answered	635		193	

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

About Your Health (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	61	7.1%	18	6.8%
No	800	92.9%	246	93.2%
Total	861	100.0%	264	100.0%
Not Answered	332		113	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	372	39.1%	117	40.3%
No	579	60.9%	173	59.7%
Total	951	100.0%	290	100.0%
Not Answered	242		87	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	258	28.2%	76	26.4%
No	656	71.8%	212	73.6%
Total	914	100.0%	288	100.0%
Not Answered	279		89	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	251	28.1%	79	28.8%
No	641	71.9%	195	71.2%
Total	892	100.0%	274	100.0%
Not Answered	301		103	

About Your Health (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	446	45.7%	118	39.6%
No	530	54.3%	180	60.4%
Total	976	100.0%	298	100.0%
Not Answered	217		79	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	90	10.1%	25	9.3%
No	801	89.9%	244	90.7%
Total	891	100.0%	269	100.0%
Not Answered	302		108	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	351	37.2%	92	32.3%
No	593	62.8%	193	67.7%
Total	944	100.0%	285	100.0%
Not Answered	249		92	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	525	53.4%	164	54.3%
No	459	46.6%	138	45.7%
Total	984	100.0%	302	100.0%
Not Answered	209		75	

About You

Q62. What is your age?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
18 to 24	11	0.9%	2	0.5%
25 to 34	54	4.6%	8	2.2%
35 to 44	122	10.5%	40	10.9%
45 to 54	262	22.5%	85	23.1%
55 to 64	626	53.7%	200	54.3%
65 to 74	80	6.9%	27	7.3%
75 or older	10	0.9%	6	1.6%
Total	1,165	100.0%	368	100.0%
Not Answered	28		9	

Q63. What is your current gender identity?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Male	700	59.9%	239	64.2%
Female	395	33.8%	127	34.1%
TransMale/Transman	15	1.3%	0	0.0%
TransFemale/Transwoman	50	4.3%	1	0.3%
Genderqueer or Gender Non-Binary	20	1.7%	2	0.5%
Other	6	0.5%	3	0.8%
Decline to answer	10	0.9%	3	0.8%
Total	1,169	100.0%	372	100.0%
Not Answered	24		5	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
8th grade or less	112	9.7%	40	11.0%
Some high school but did not graduate	259	22.4%	83	22.9%
High school graduate or GED	358	31.0%	109	30.1%
Some college or 2-year degree	253	21.9%	84	23.2%
4-year college graduate	107	9.3%	26	7.2%
More than 4-year college degree	66	5.7%	20	5.5%
Total	1,155	100.0%	362	100.0%
Not Answered	38		15	

About You (continued)

Q65. How well do you speak English?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Very well	776	66.2%	229	61.9%
Well	234	20.0%	82	22.2%
Not well	119	10.2%	44	11.9%
Not at all	43	3.7%	15	4.1%
Total	1,172	100.0%	370	100.0%
Not Answered	21		7	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	531	46.9%	179	50.9%
No	601	53.1%	173	49.1%
Total	1,132	100.0%	352	100.0%
Not Answered	61		25	

Q67. What is the language spoken at home?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Spanish	377	75.6%	115	67.3%
Other	122	24.4%	56	32.7%
Total	499	100.0%	171	100.0%
Not Answered	32		8	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes, Hispanic or Latino	500	45.3%	143	41.1%
No, Not Hispanic or Latino	604	54.7%	205	58.9%
Total	1,104	100.0%	348	100.0%
Not Answered	89		29	

About You (continued)**Q69. What is your race?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
White	250	22.6%	68	19.4%
Black or African-American	555	50.3%	187	53.4%
American Indian or Alaska Native	39	3.5%	7	2.0%
Other	327	29.6%	97	27.7%
Chinese	7	0.6%	2	0.6%
Japanese	3	0.3%	1	0.3%
Filipino	3	0.3%	1	0.3%
Korean	2	0.2%	1	0.3%
Vietnamese	2	0.2%	0	0.0%
Asian Indian	10	0.9%	6	1.7%
Cambodian	4	0.4%	0	0.0%
Bangladeshi	4	0.4%	2	0.6%
Hmong	2	0.2%	0	0.0%
Indonesian	4	0.4%	1	0.3%
Malaysian	2	0.2%	0	0.0%
Pakistani	1	0.1%	0	0.0%
Sri Lankan	2	0.2%	0	0.0%
Taiwanese	3	0.3%	0	0.0%
Nepalese	1	0.1%	0	0.0%
Burmese	4	0.4%	2	0.6%
Thai	3	0.3%	2	0.6%
Hawaiian	4	0.4%	0	0.0%
Guamanian/Chamorro	4	0.4%	2	0.6%
Samoan	2	0.2%	1	0.3%
Fijian	1	0.1%	0	0.0%
Tongan	2	0.2%	0	0.0%
Total	1,104	100.0%	350	100.0%
Not Answered	89		27	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → If Yes, Go to Question 1
- No

START HERE

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

- Yes → If Yes, Go to Question 3
- No

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



YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes
- No → *If No, Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 9*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 11*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

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

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

- Yes
- No → *If No, Go to Question 18*

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 21*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- 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 Personal Doctor Possible Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- Yes
- No → *If No, Go to Question 44*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



YOUR HEALTH PLAN

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

44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes
 No → *If No, Go to Question 46*
45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
 Sometimes
 Usually
 Always
46. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes
 No → *If No, Go to Question 50*
47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Never
 Sometimes
 Usually
 Always
48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?
- Never
 Sometimes
 Usually
 Always
49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always

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

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

51. Would you recommend your health plan to your family and friends?
- Yes
 No

ABOUT YOUR HEALTH

52. In general, how would you rate your overall health?
- Excellent
 Very good
 Good
 Fair
 Poor
53. In general, how would you rate your overall mental or emotional health?
- Excellent
 Very good
 Good
 Fair
 Poor
54. Have you had either a flu shot or flu spray in the nose since July 1, 2022?
- Yes
 No
 Don't know
55. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day
 Some days
 Not at all → *If Not at all, Go to Question 59*
 Don't know → *If Don't know, Go to Question 59*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

	Yes	No
a. Cancer	<input type="radio"/>	<input type="radio"/>
b. Arthritis	<input type="radio"/>	<input type="radio"/>
c. Asthma	<input type="radio"/>	<input type="radio"/>
d. Overweight	<input type="radio"/>	<input type="radio"/>
e. Depression	<input type="radio"/>	<input type="radio"/>
f. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
g. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
h. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

ABOUT YOU

62. What is your age?

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

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

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

Decline to answer



64. What is the highest grade or level of school that you have completed?
- 8th grade or less
 - Some high school, but did not graduate
 - High school graduate or GED
 - Some college or 2-year degree
 - 4-year college graduate
 - More than 4-year college degree

65. How well do you speak English?

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

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

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

67. What is this language spoken at home?

- Spanish
- Other

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

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

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

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

Asian

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

Native Hawaiian/Pacific Islander

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

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

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

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108

