Amidacare

CAHPS® 4.0

Adult Medicaid Special Needs Plan Survey

Continuous Quality Improvement Report

February 2012

3975 Research Park Drive
Ann Arbor, MI 48108

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Background

In New York City, 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 (NYSDOH) sponsors a CAHPS survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. This was the first time that members enrolled in Special Needs Plans (SNPs) were surveyed.

DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2011. The instrument used for the administration of the survey was the CAHPS® 4.0 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 benefit package for SNP members is 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

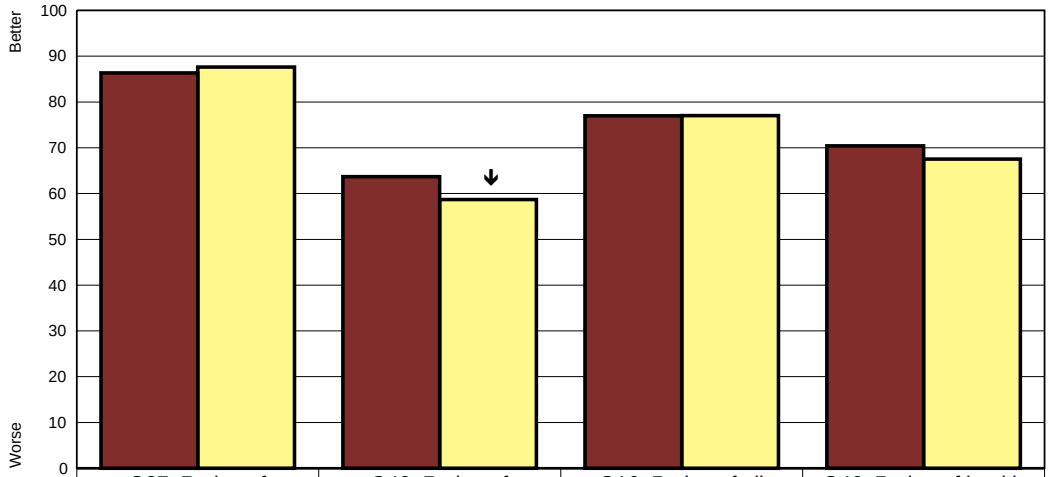
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2011 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (four mailings, followed by phone follow-up of non-responders) during the period September 7, 2011 through December 7, 2011 using a standardized survey procedure and questionnaire. A $5.00 incentive was given for each returned survey. A total of 629 responses were received resulting in a 42.6% 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 instrument. To provide the highest level of detailed reporting, results with less than 30 observations are included in the report. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. 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 charts and tables presented in this report, differences between the Statewide average and individual SNPs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Overall Rating Questions

Response options for overall 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 Total results are presented below. Plan-level scores are compared to the SNP Total for statistical significance.

Overall Rating Questions (8, 9 or 10)

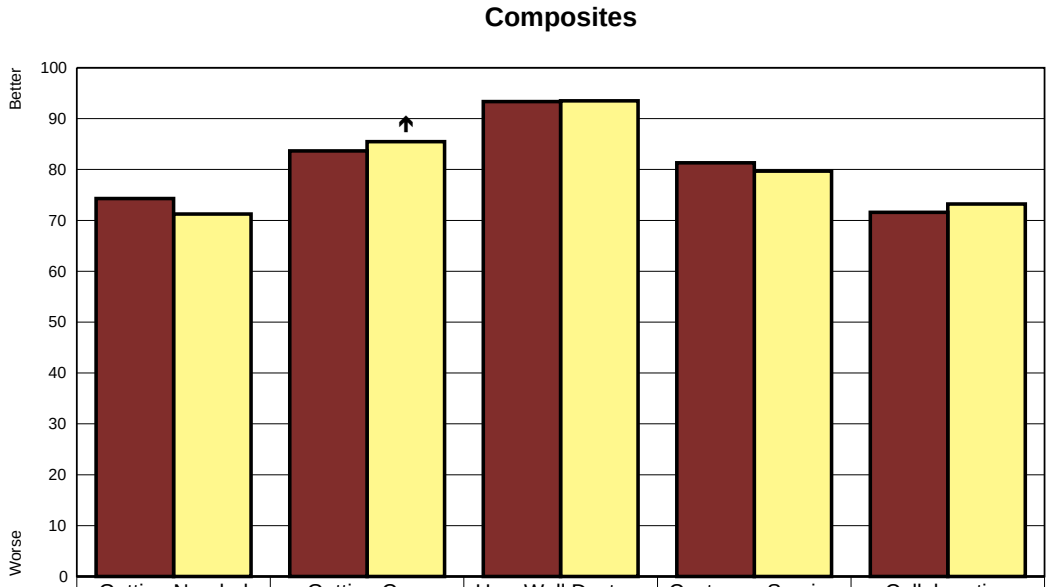


	Q37. Rating of personal doctor	Q40. Rating of specialist seen most often	Q16. Rating of all health care	Q46. Rating of health plan
SNP Total 2011	86.32%	63.67%	76.97%	70.40%
Amidacare 2011	87.61%	58.70%	77.02%	67.53%

↑↓ **Statistically significantly better/worse than SNP Total 2011.**

Summary of Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Collaborative Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Plan-level and SNP Total results are presented below. Plan-level scores are compared to the SNP Total for statistical significance.



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Collaborative Decision Making (Definitely Yes)
SNP Total 2011	74.28%	83.64%	93.36%	81.33%	71.59%
Amidacare 2011	71.27%	85.48%	93.51%	79.68%	73.23%

↑↓ **Statistically significantly better/worse than SNP Total 2011.**

Key Measure Summary

NYSDOH SNP Medicaid Managed Care Plans 2011

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)	Collaborative Decision Making (Definitely Yes)	Rating of personal doctor	Rating of specialist seen most often	Rating of all health care	Rating of health plan
SNP Total	74	84	93	81	72	86	64	77	70
Amidacare	71	85	94	80	73	88	59	77	68
MetroPlus Select Health	76	84	93	79	72	85	66	77	75 ▲
NY Presbyterian Select	76	82	94	85	69	86	67	77	69

▲▼ **Statistically significantly better/worse than SNP Total 2011.**

Respondent Sample Profile

Age (years)	SNP Total	Amidacare
18 to 24	1.7%	0.8%
25 to 34	7.8%	7.8%
35 to 44	19.1%	21.6%
45 to 54	44.5%	42.6%
55 to 64	26.0%	26.2%
65 or older	0.9%	1.0%

Gender	SNP Total	Amidacare
Male	61.5%	63.0%
Female	38.5%	37.0%

Highest grade or level of school completed	SNP Total	Amidacare
8th grade or less	10.2%	7.4%
Some high school, but did not graduate	31.2%	30.7%
High school graduate or GED	27.1%	27.8%
Some college or 2-year degree	22.4%	23.3%
4-year college graduate	5.7%	6.6%
More than 4-year college graduate	3.4%	4.2%

Hispanic or Latino	SNP Total	Amidacare
Yes, Hispanic or Latino	42.4%	36.7%
No, Not Hispanic or Latino	57.6%	63.3%

Race	SNP Total	Amidacare
White	16.4%	17.2%
Black or African-American	55.0%	57.7%
Asian	1.8%	2.8%
Native Hawaiian or Other Pacific Islander	0.8%	0.9%
American Indian or Alaska Native	2.1%	2.0%
Other	28.7%	24.5%

Rating of Overall Health	SNP Total	Amidacare
Excellent	14.1%	13.7%
Very good	24.3%	26.8%
Good	33.7%	32.9%
Fair	23.1%	22.2%
Poor	4.9%	4.4%

Sample Disposition

	SNP Total	Amidacare
First mailing - sent	4,500	1,500
First mailing - usable survey returned*	1,213	416
Second mailing - sent	3,064	989
Second mailing - usable survey returned*	422	142
Phone - usable surveys*	249	71
Total - usable surveys	1,884	629
Ineligible: According to population criteria‡†	41	18
Ineligible: Language barrier†	16	2
Ineligible: Deceased†	4	1
Ineligible: Mentally or physically unable to complete survey†	5	1
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	392	156
Refusal/Returned survey blank	82	27
Nonresponse - Unavailable by mail or phone	2,076	666
Response Rate	**42.5%**	**42.6%**

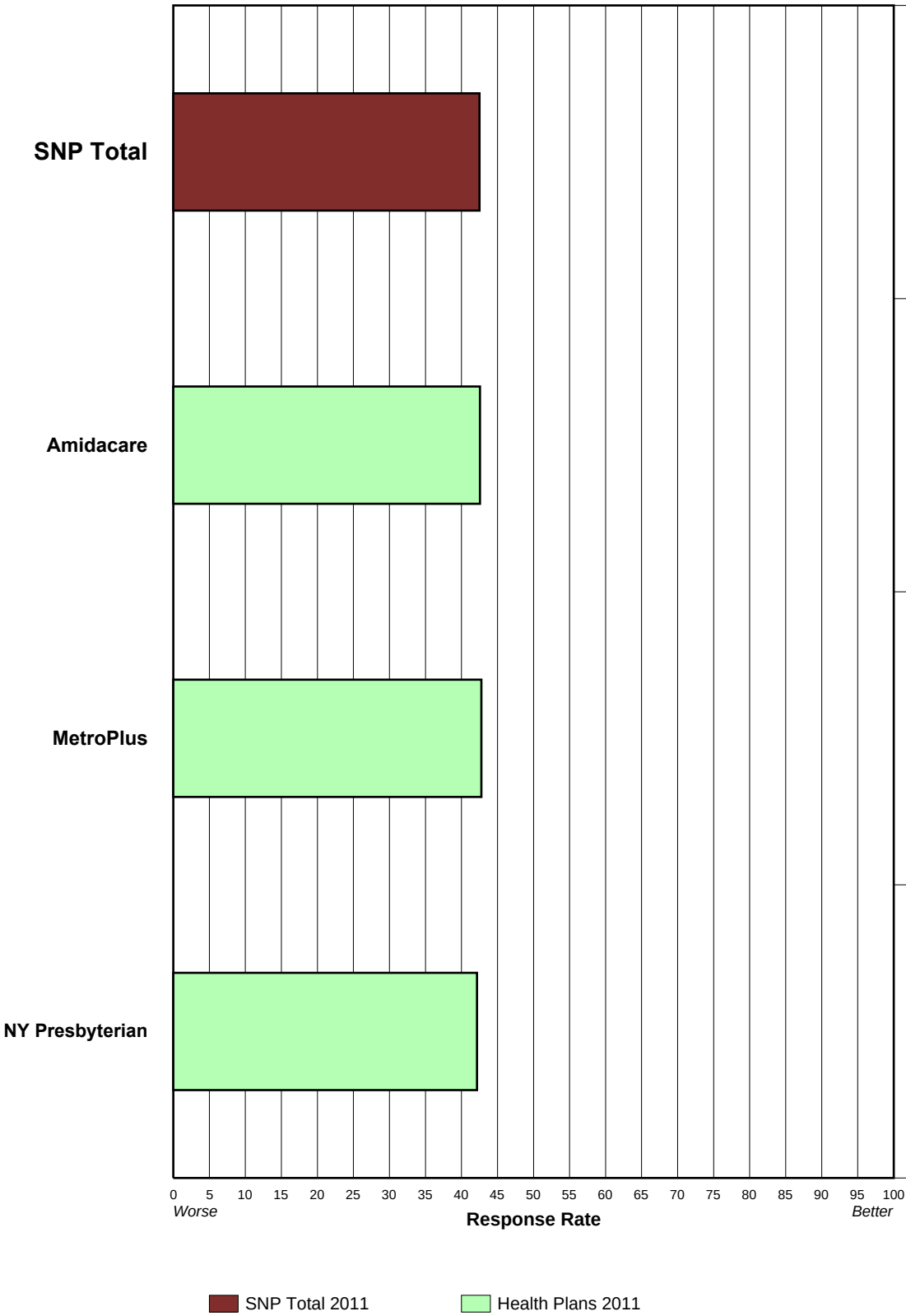
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates



	Response Rate	Usable Surveys
SNP Total	42.49%	1884
Amidacare	42.56%	629
MetroPlus	42.76%	629
NY Presbyterian	42.15%	626

Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS SNPs as of July 2011 and who had been enrolled for five out of the last six months. Respondents were surveyed in English or Spanish. The survey was administered over a thirteen-week period using a mixed-mode (mail and telephone) five-wave protocol. The five-wave protocol consisted of a pre-survey letter, first questionnaire packet, and reminder postcard to all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings. Sampled members were told that they would be sent $5 after completing the survey.

Survey Milestones

1. Pre-survey letters mailed: September 7, 2011
2. 1st questionnaire packets mailed: September 14, 2011
3. Reminder postcards mailed: September 21, 2011
4. 2nd questionnaire packets mailed: October 19, 2011
5. Phone field opened: November 2, 2011
6. Mail and phone field closed: December 7, 2011

Sampling Frame

A random sample of 1500 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 July 2011.

Questionnaire

The instrument selected for the survey, the CAHPS® 4.0 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 with the health plan. The survey was expanded to include 23 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 63 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Surveys 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 one question. Complete interviews were obtained from 1,884 NYSDOH Medicaid SNP members, and the overall project response rate was 42.5%.

Definition of Achievement Scores

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 equal to the proportion of responses qualifying as achievements. Since achievement scores for survey questions represent the proportion of enrollees 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 care as soon as you thought you needed?" is considered an achievement, as are responses of "8", "9", or "10" to ratings questions.

Composites

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

Getting Needed Care

Q39. Usually or always easy to get appointments with specialists
Q42. Usually or always got care, tests or treatment you thought you needed through your health plan

Getting Care Quickly

Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed
Q7. Usually or always got an appt. for routine care as soon as you needed

How Well Doctors Communicate

Q23. Personal doctor usually or always explained things in way that was easy to understand
Q24. Personal doctor usually or always listened carefully to you
Q25. Personal doctor usually or always showed respect for what you had to say
Q26. Personal doctor usually or always spent enough time with you

Customer Service

Q44. Health plan's customer service usually or always gave needed info or help
Q45. Usually or always treated with courtesy/respect by plan's customer service staff

Collaborative Decision Making

Q11. Doctor definitely talked about pros and cons of treatment/health care
Q12. Doctor definitely asked which treatment/health care was best

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 items 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

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 Amidacare ratings and composites while the *Graphs* section compares all participating SNPs for each performance measure.

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 results presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2011 are case-mix adjusted for age (Q56), health status (Q48) and education (Q58). 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 SNP and have been shown to affect SNP 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.

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 example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you thought 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 survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative Decision Making.

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.

Rating Questions, Composites, Medical Assistance with Smoking Cessation, Single Items and Supplemental Questions

This section 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 the SNP Total and peers. The composites are directly followed by the individual questions in the composite for more detailed information.

Correlation Analysis

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

The correlation analyses are presented two ways. First there are correlations of 10 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.

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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 or room for improvement. 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 related to it. This section provides additional information about volume of members to help you prioritize areas to be addressed.

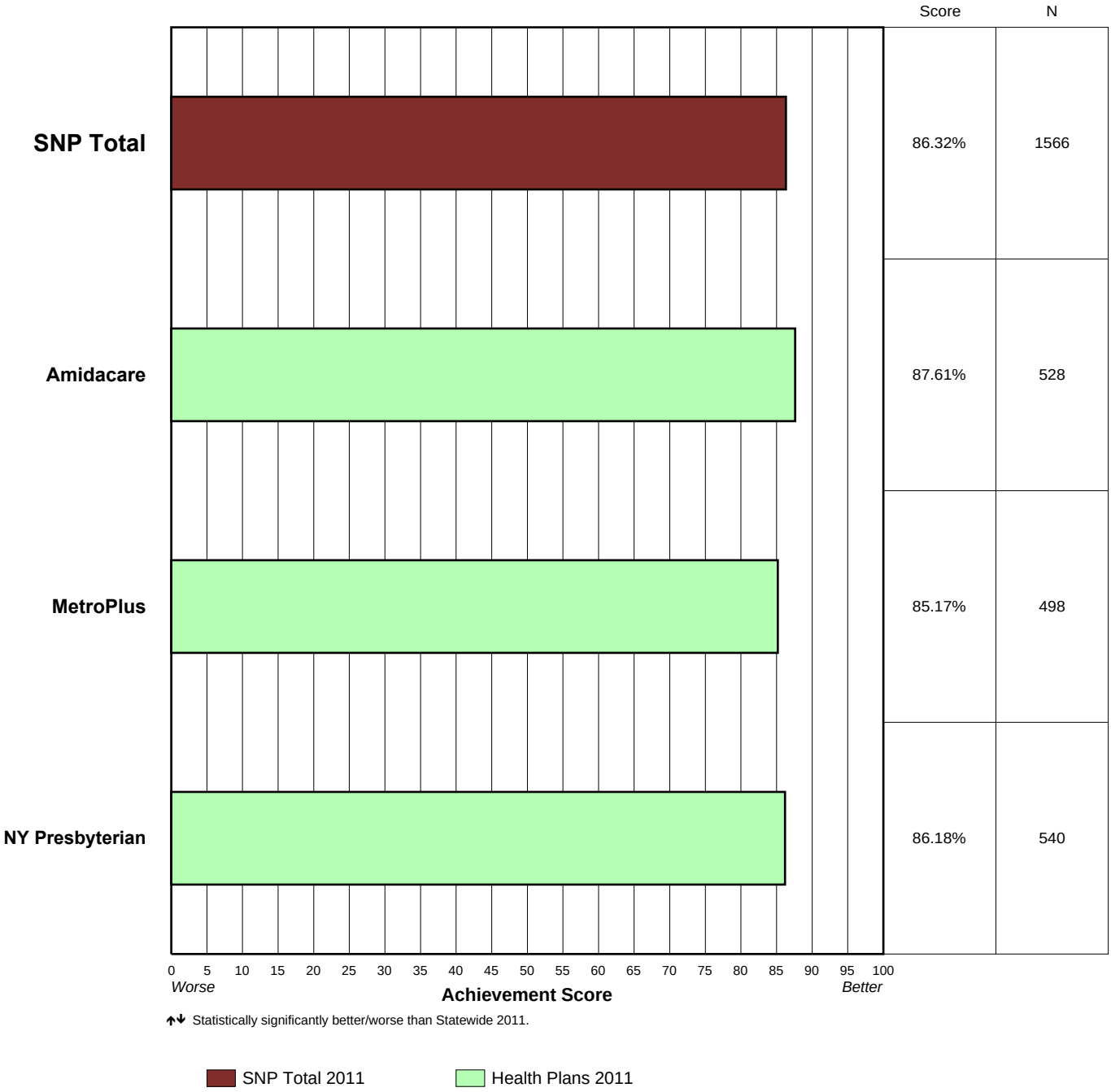
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

Overall Ratings

The CAHPS® 4.0 survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the following four tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores.

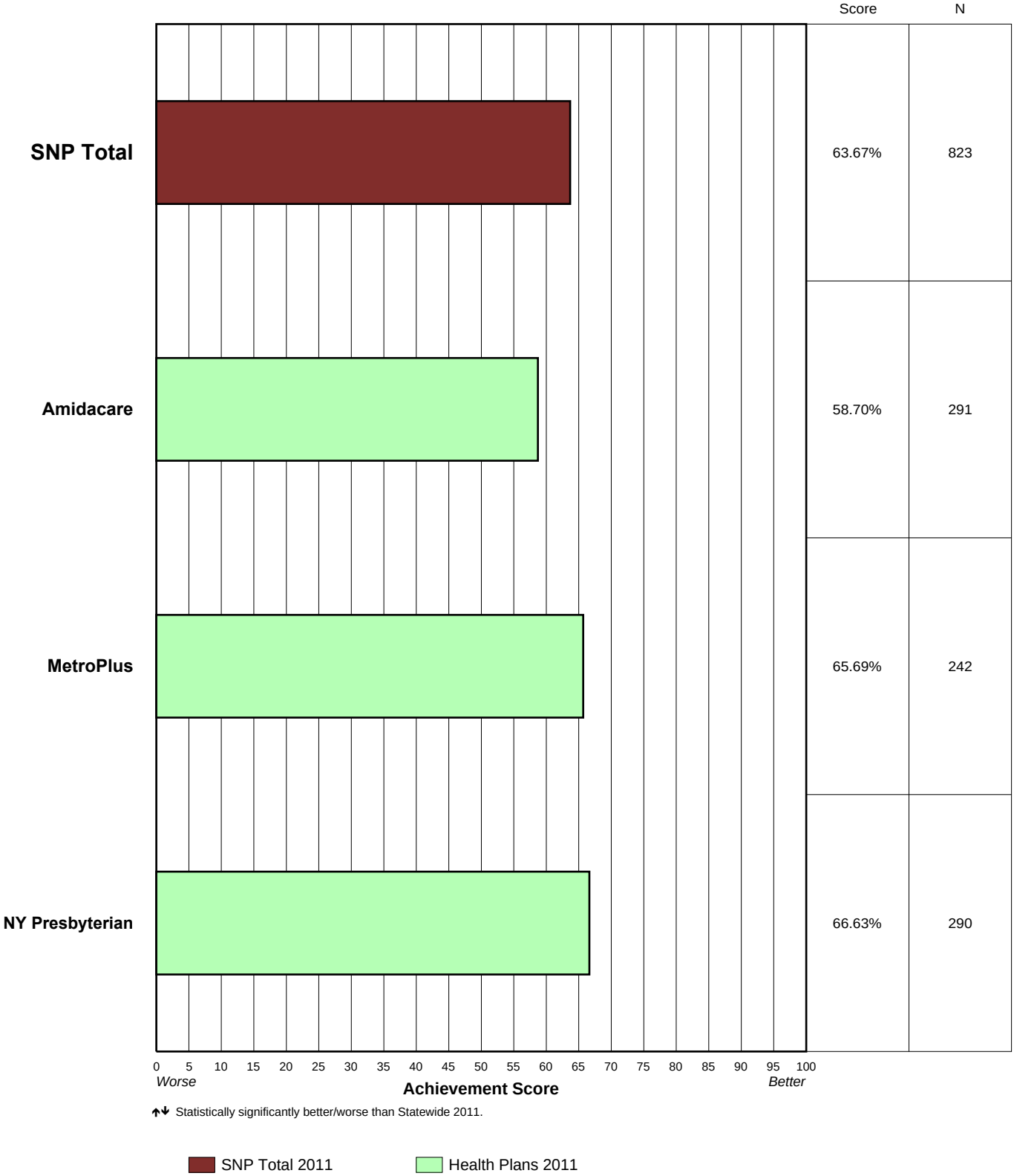
For each rating table, plan-level and SNP Total results are presented and plan scores are compared to the SNP Total for statistical significance.

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



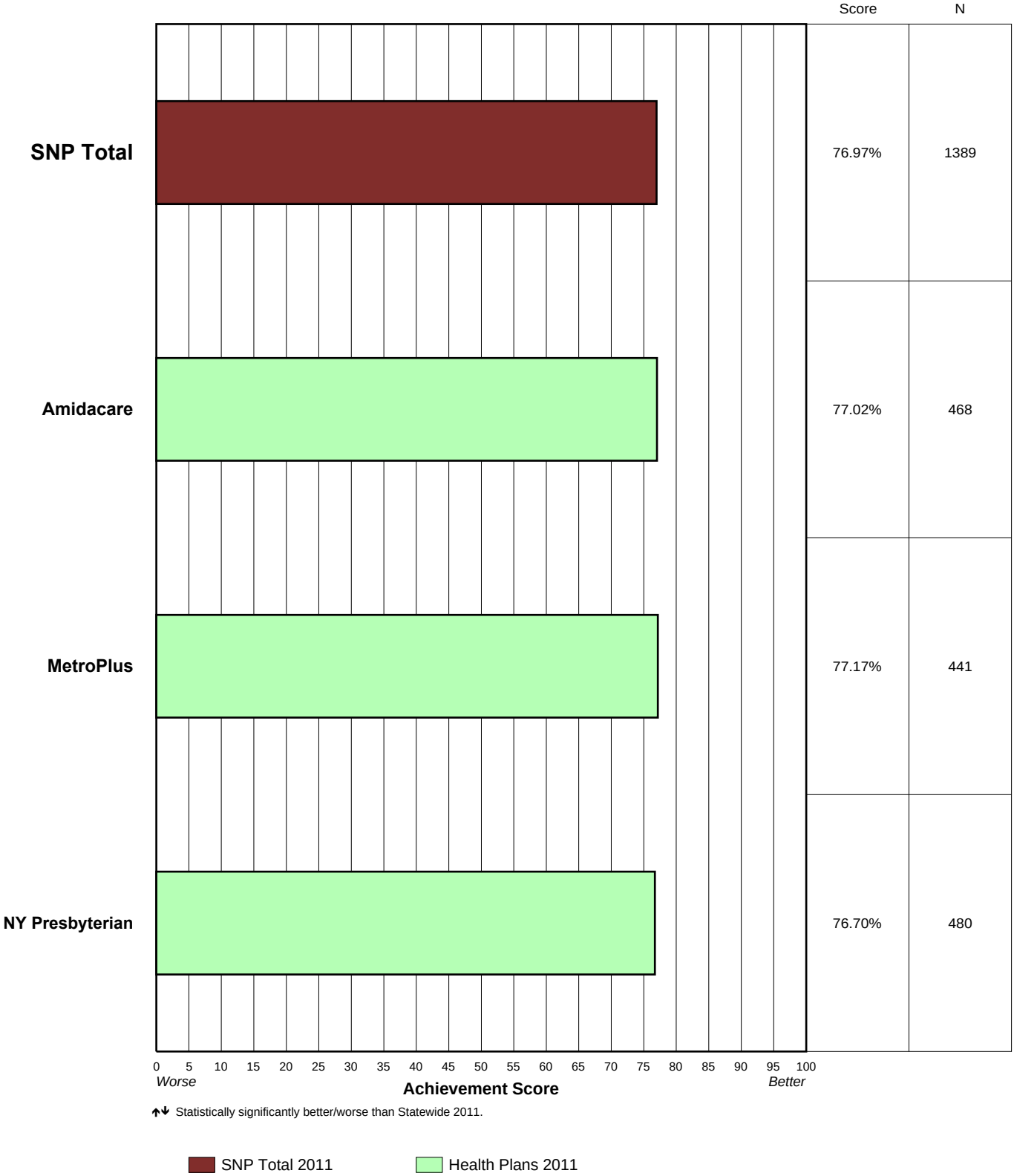
Overall Ratings

Q40. Rating of specialist seen most often (8, 9 or 10)



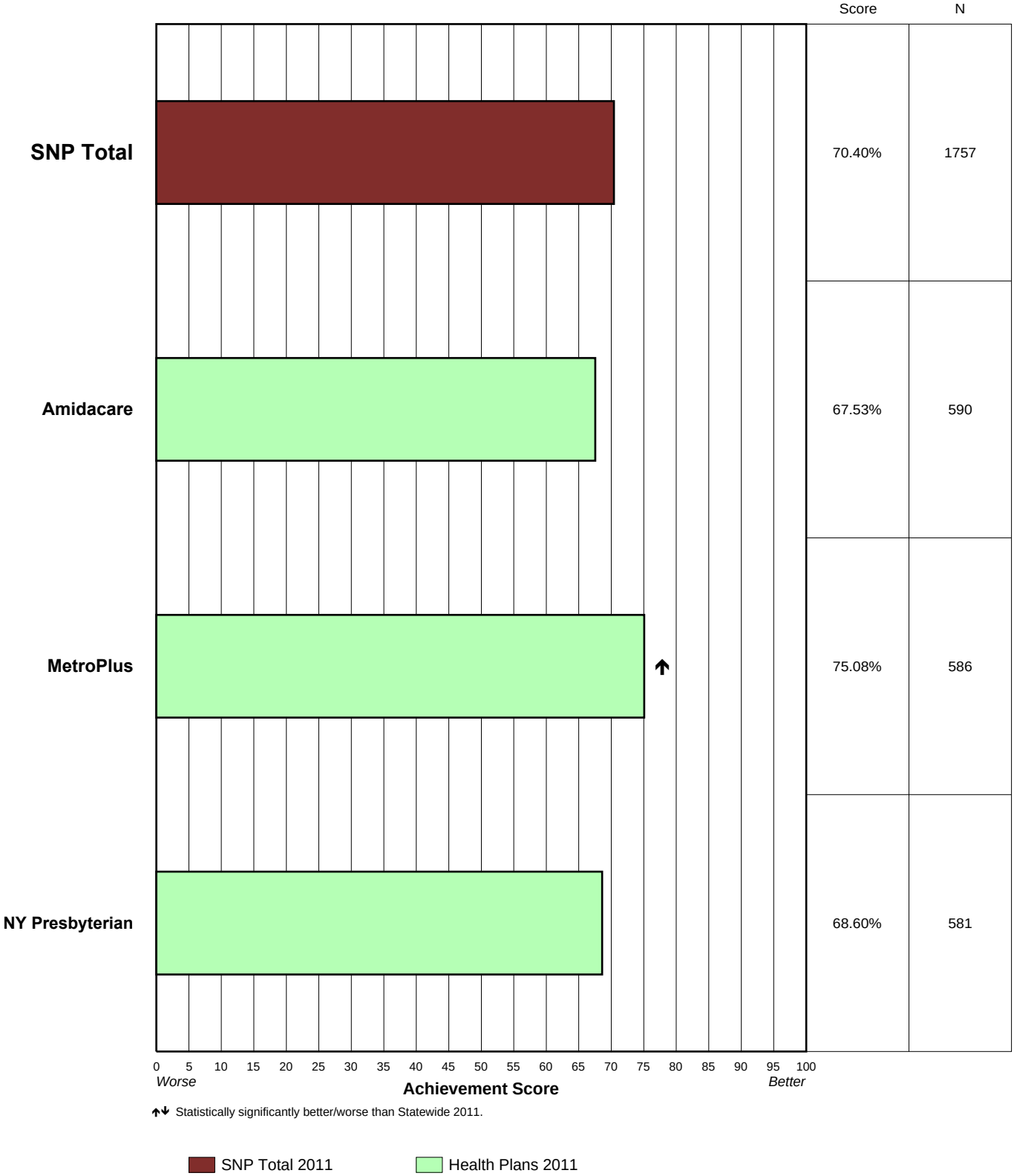
Overall Ratings

Q16. Rating of all health care (8, 9 or 10)



Overall Ratings

Q46. Rating of health plan (8, 9 or 10)



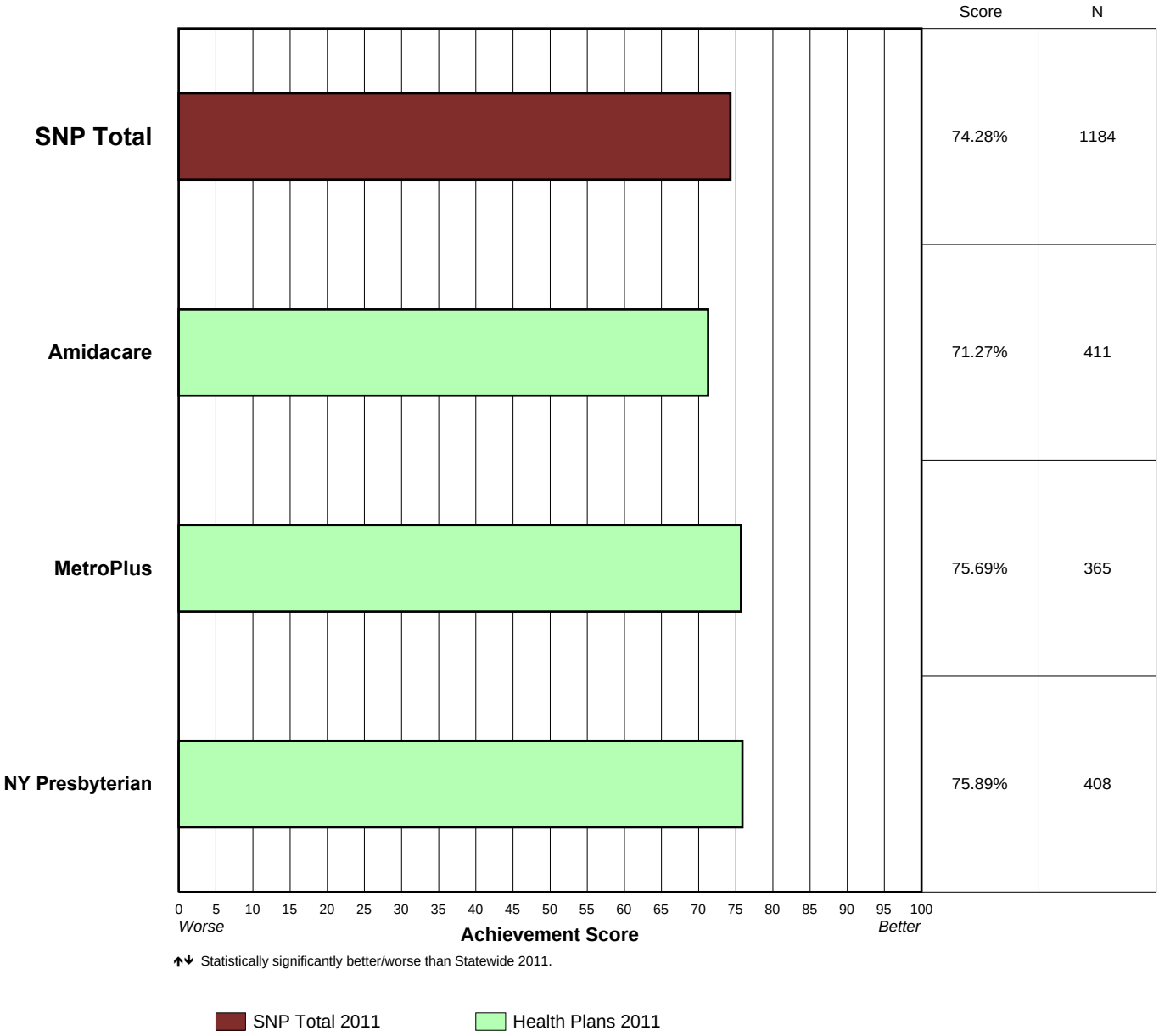
Composites

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 four of the composites. The Collaborative Decision Making score reflects the response of "Definitely yes".

For each table, plan-level and SNP Total results are presented and plan-level scores are compared to the SNP Total for statistical significance.

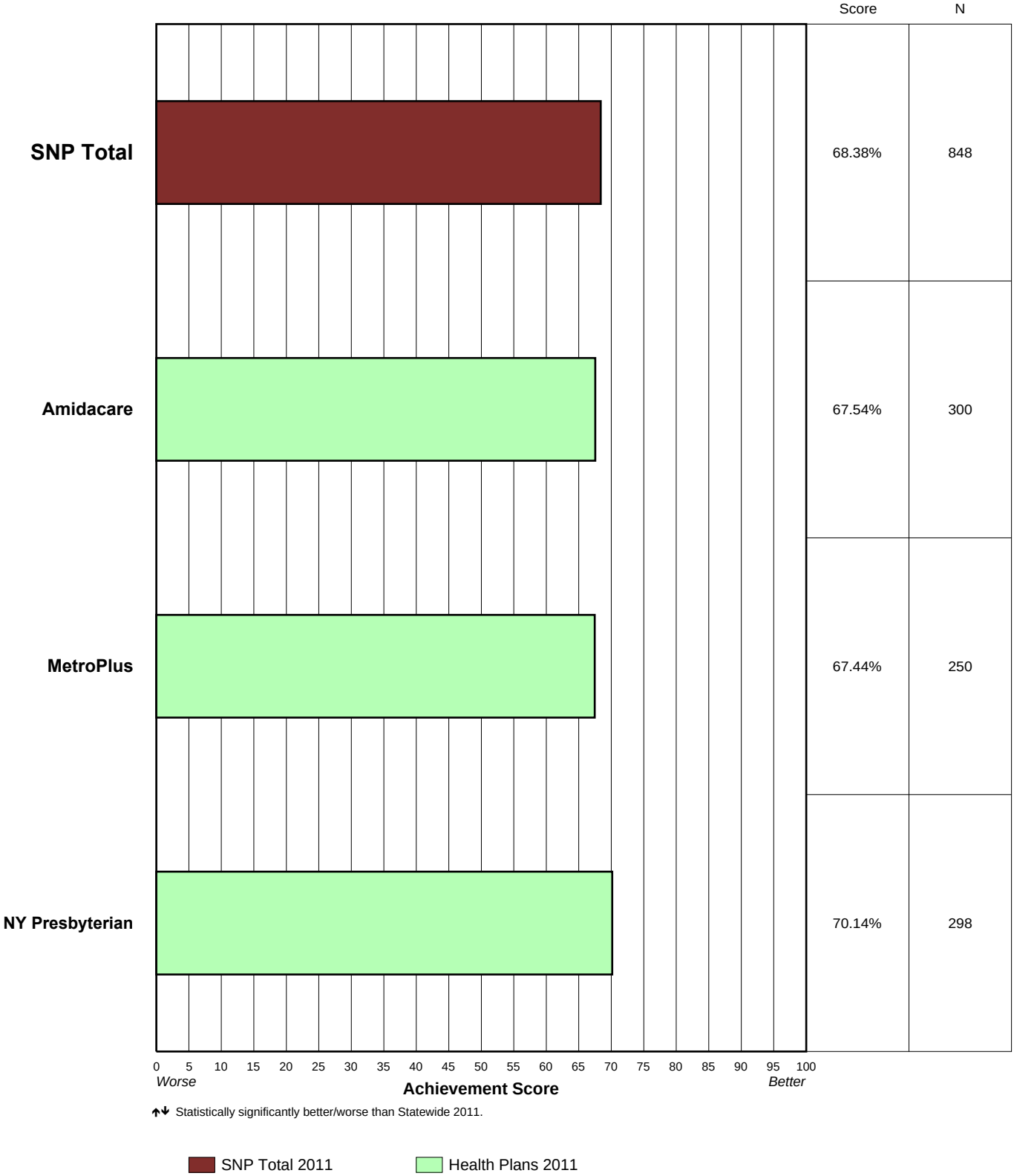
For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Getting Needed Care (Usually or Always)



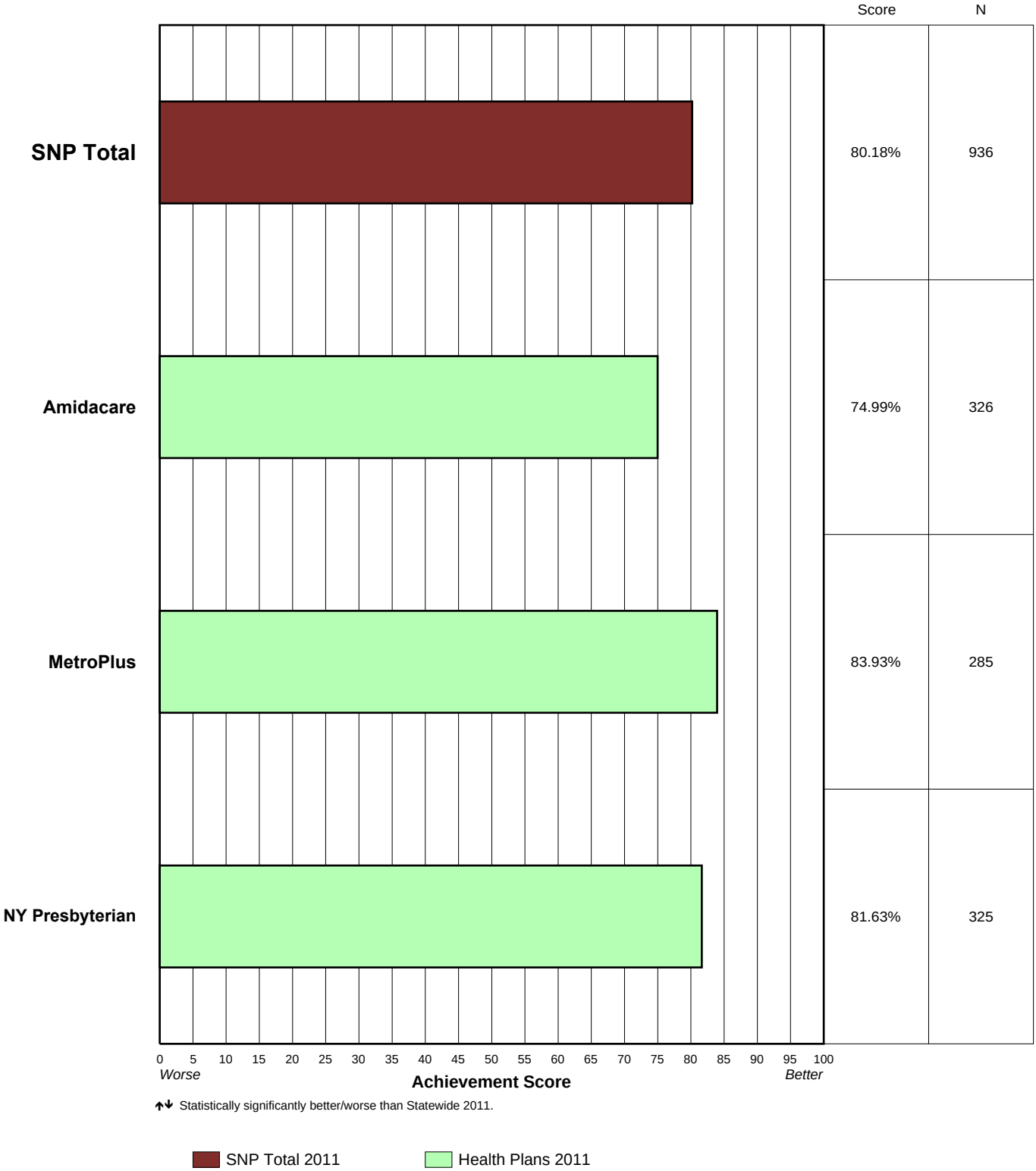
Getting Needed Care (Usually or Always)

Q39. Usually or always easy to get appointments with specialists



Getting Needed Care (Usually or Always)

Q42. Usually or always got care, tests or treatment you thought you needed through your health plan



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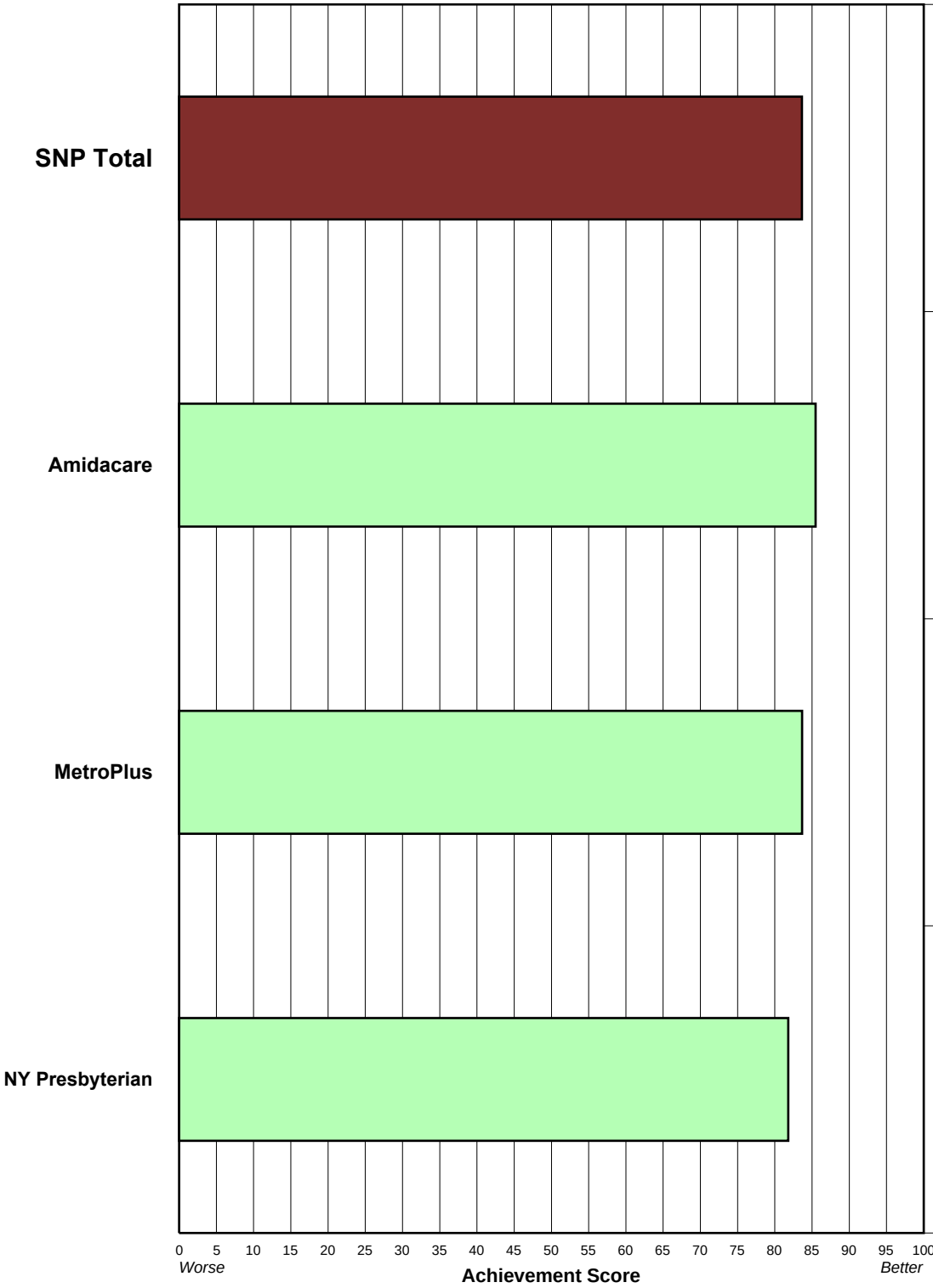
Getting Care Quickly (Usually or Always)

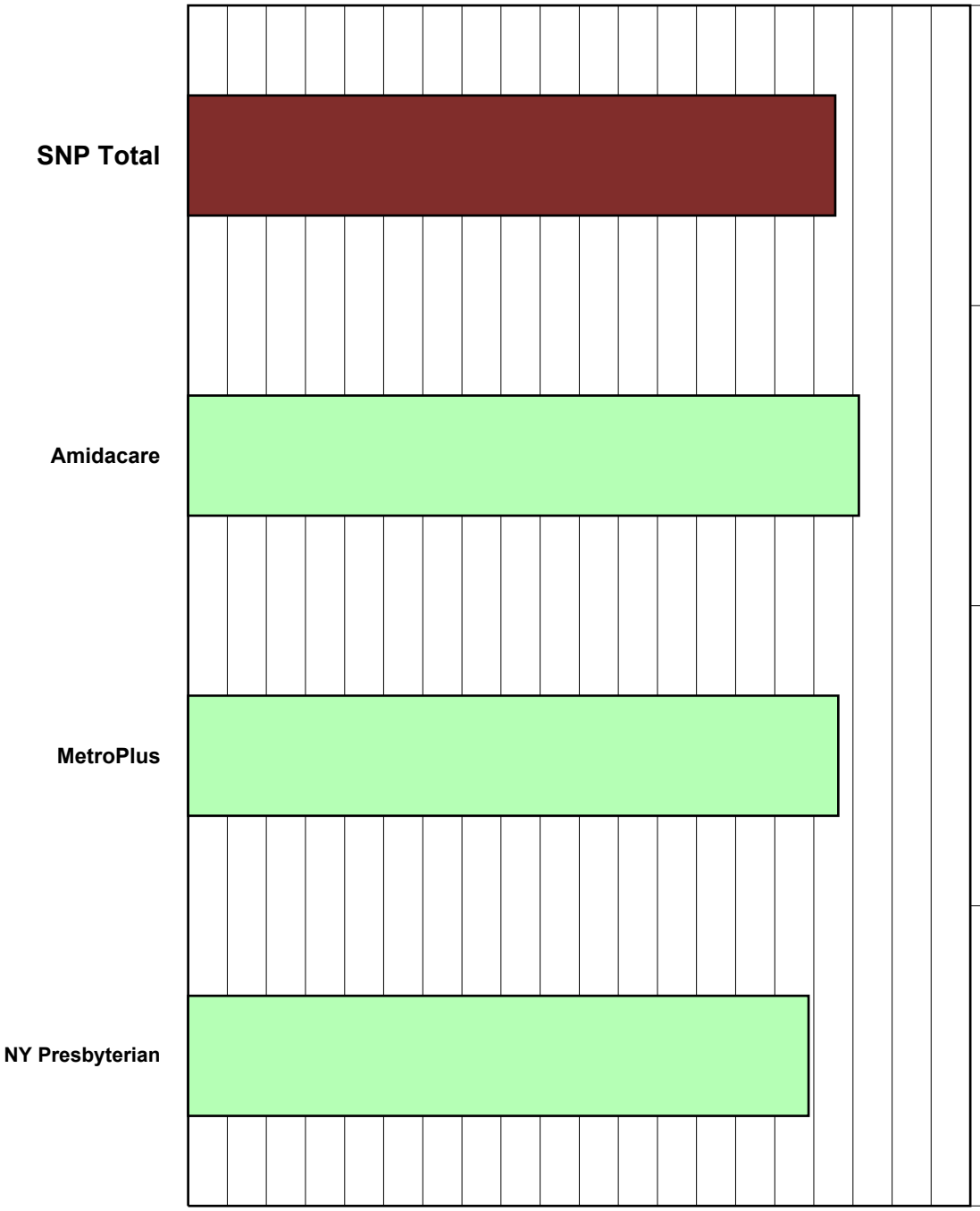


↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

Getting Care Quickly (Usually or Always)

Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed

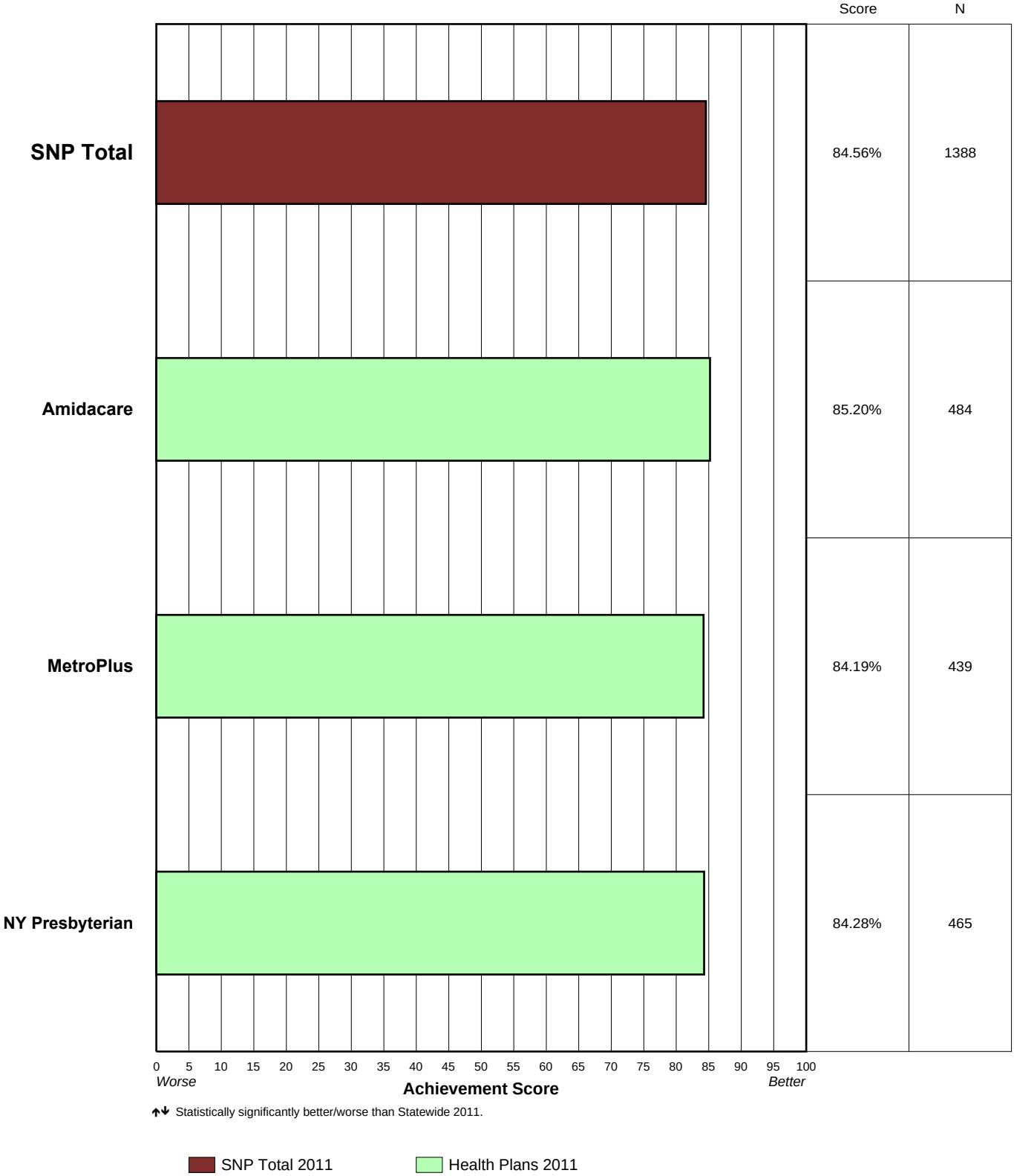


↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

Getting Care Quickly (Usually or Always)

Q7. Usually or always got an appt. for routine care as soon as you needed



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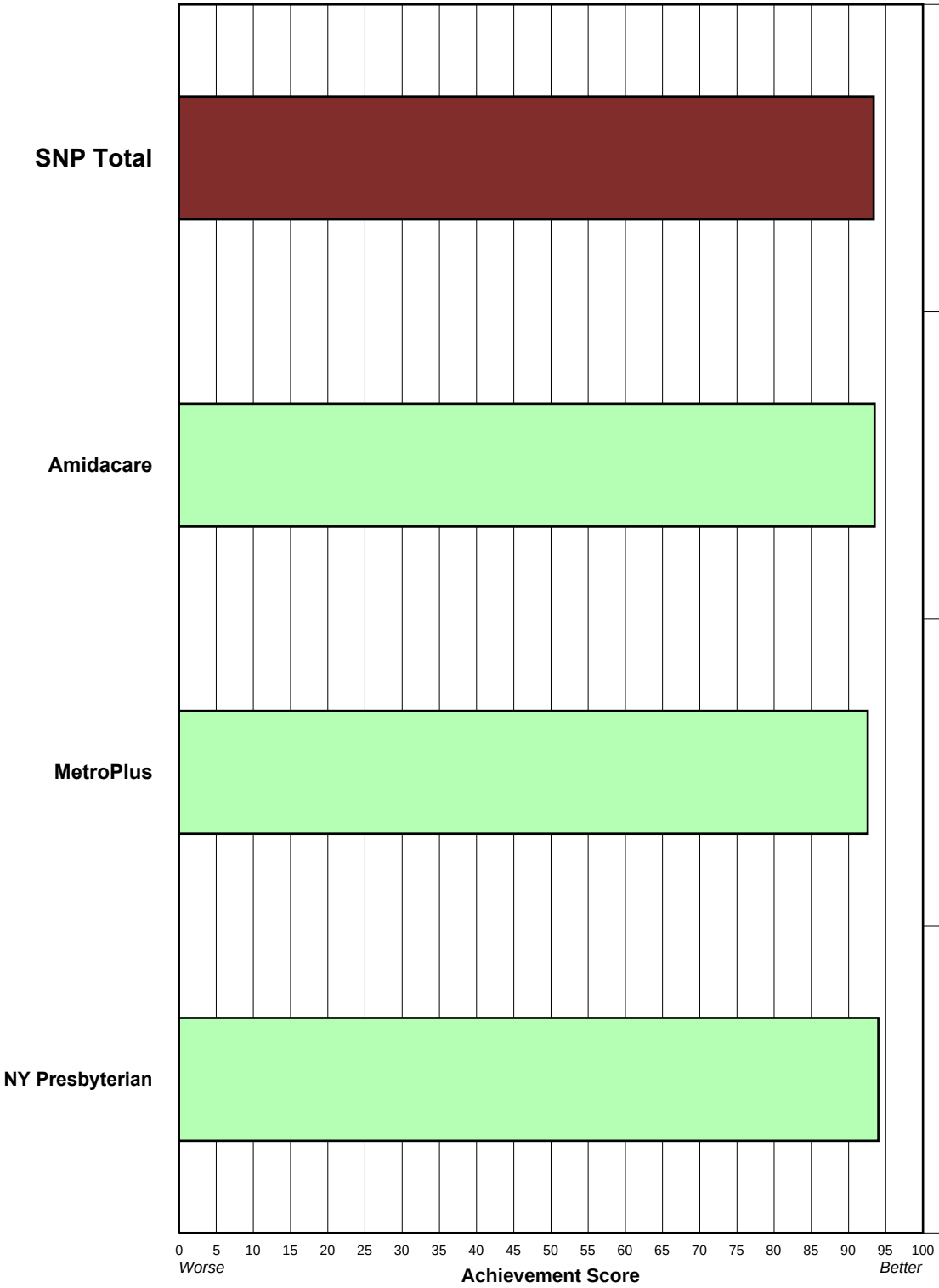
How Well Doctors Communicate (Usually or Always)



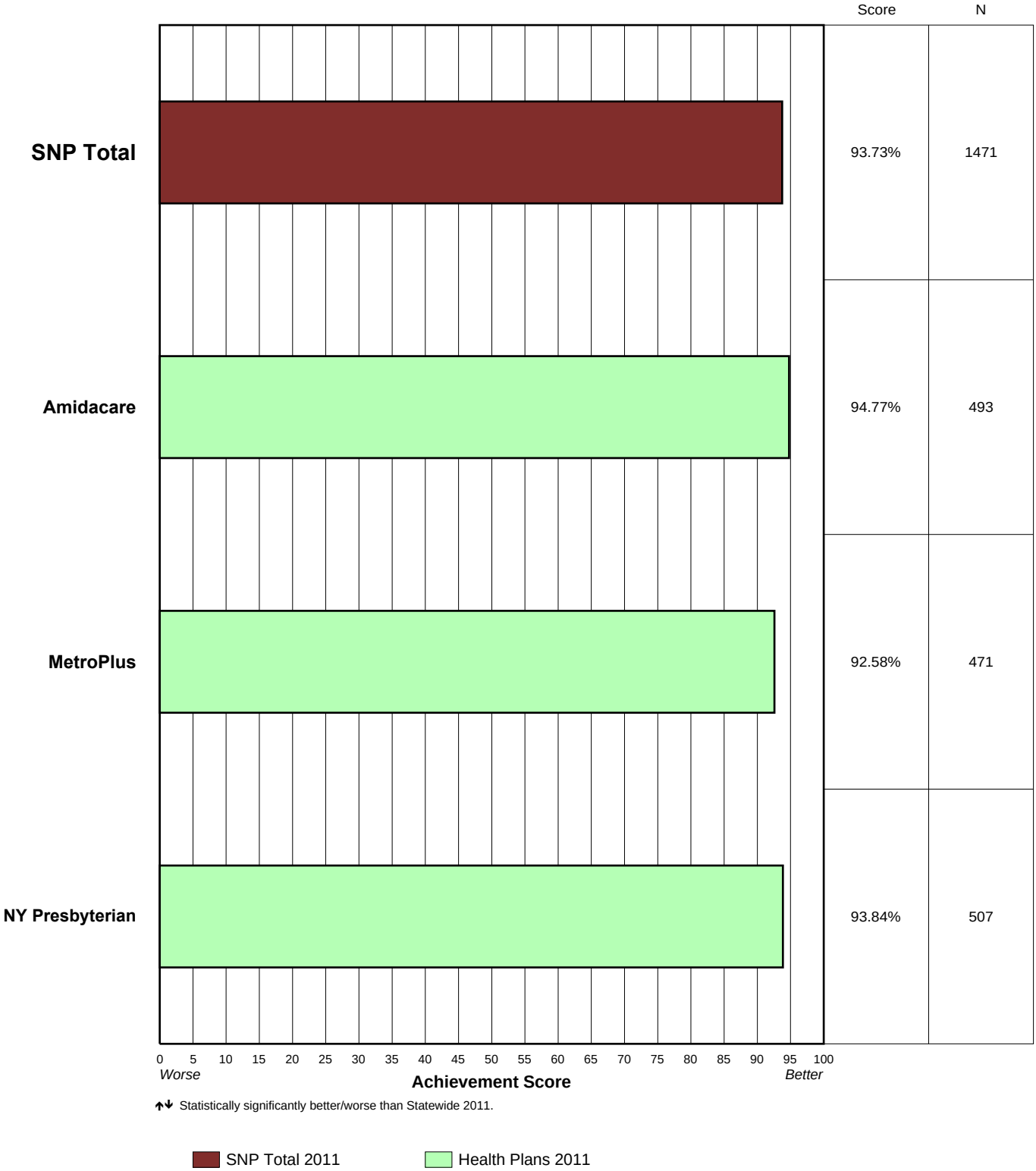
	Score	N
SNP Total	93.36%	1478
Amidacare	93.51%	495
MetroPlus	92.58%	473
NY Presbyterian	94.00%	510

↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

How Well Doctors Communicate (Usually or Always)

Q23. Personal doctor usually or always explained things in way that was easy to understand



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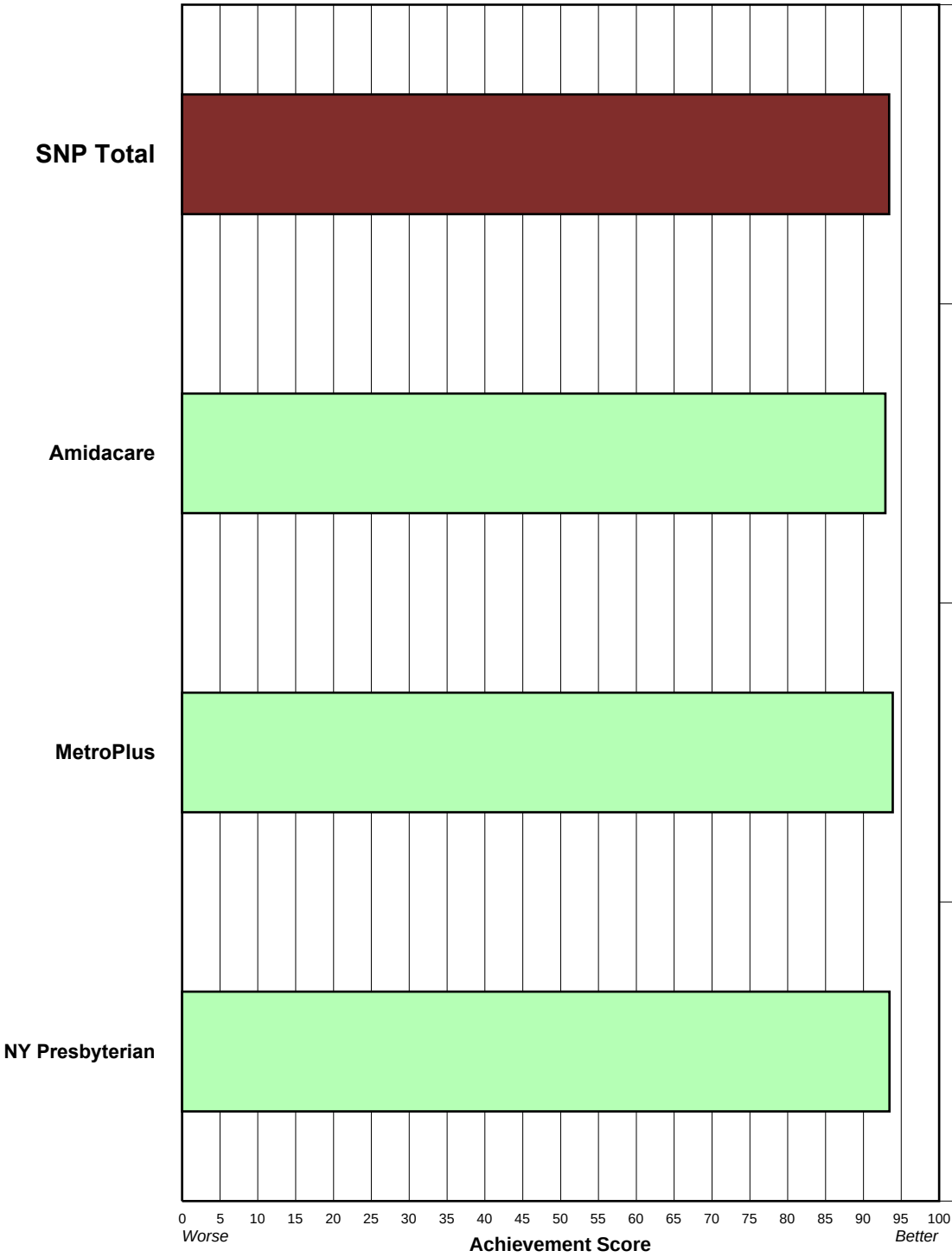
How Well Doctors Communicate (Usually or Always)

Q24. Personal doctor usually or always listened carefully to you



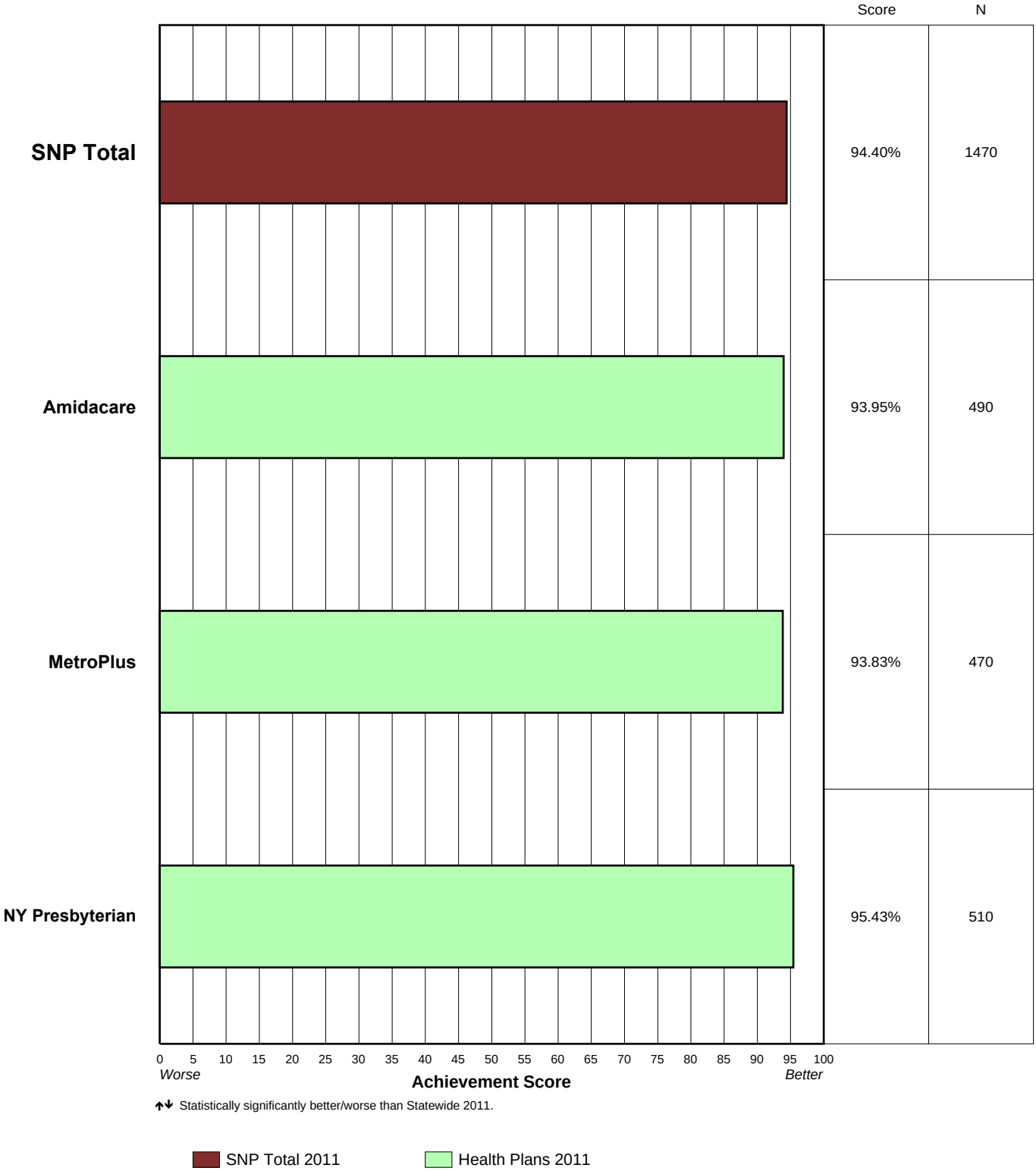
	Score	N
SNP Total	93.40%	1466
Amidacare	92.89%	493
MetroPlus	93.86%	467
NY Presbyterian	93.43%	506

↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

How Well Doctors Communicate (Usually or Always)

Q25. Personal doctor usually or always showed respect for what you had to say



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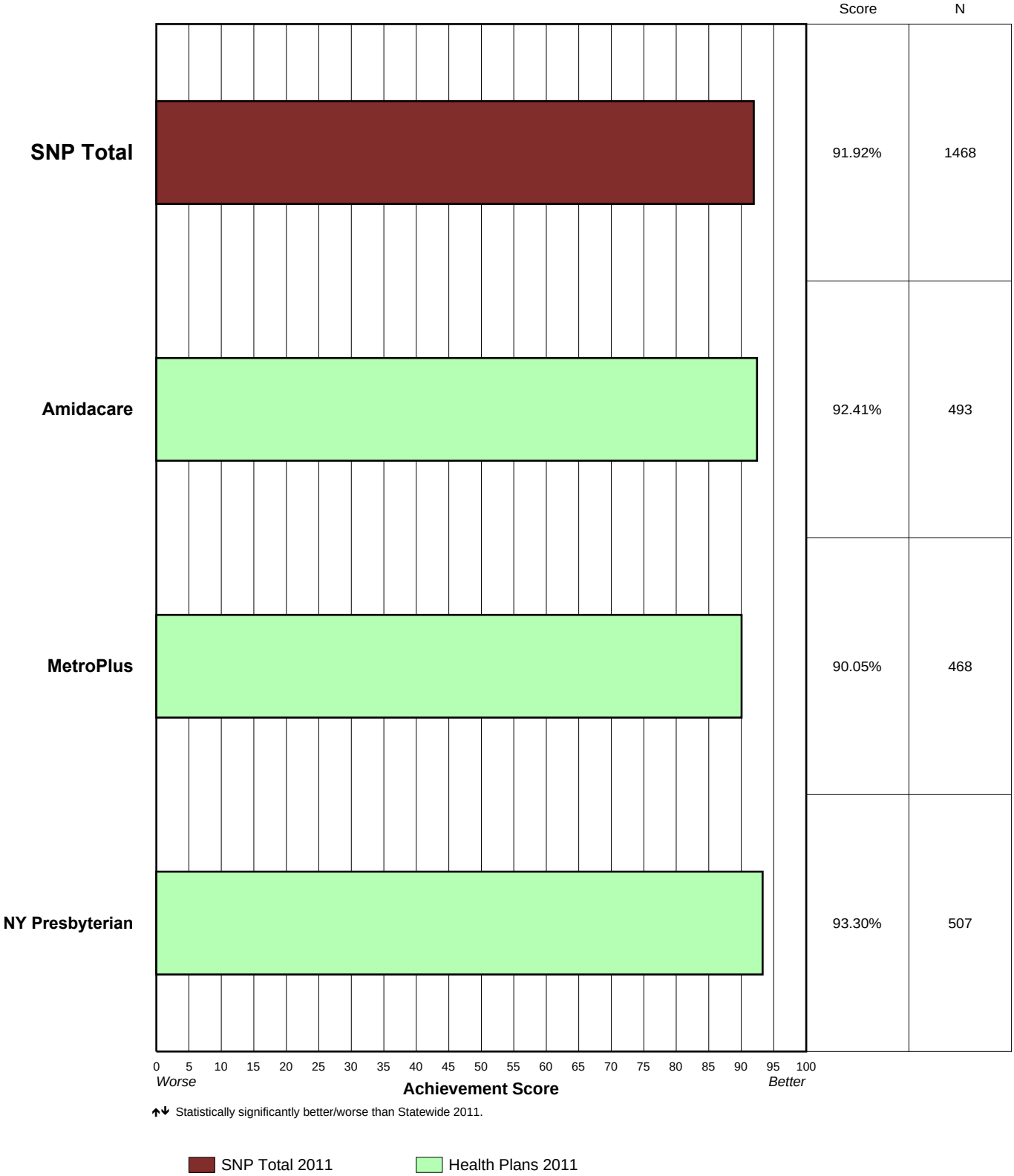
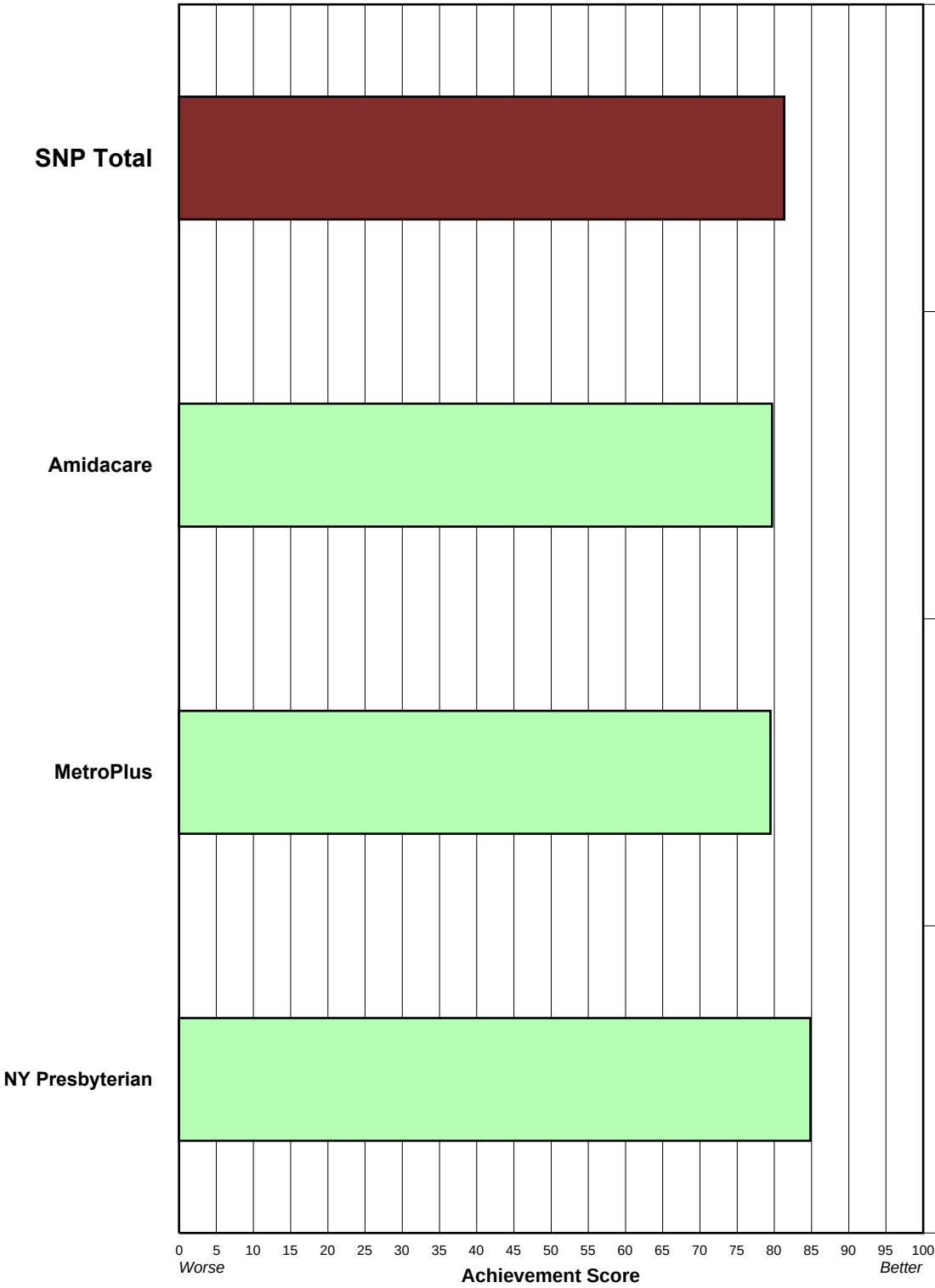
How Well Doctors Communicate (Usually or Always)

Q26. Personal doctor usually or always spent enough time with you



Customer Service (Usually or Always)

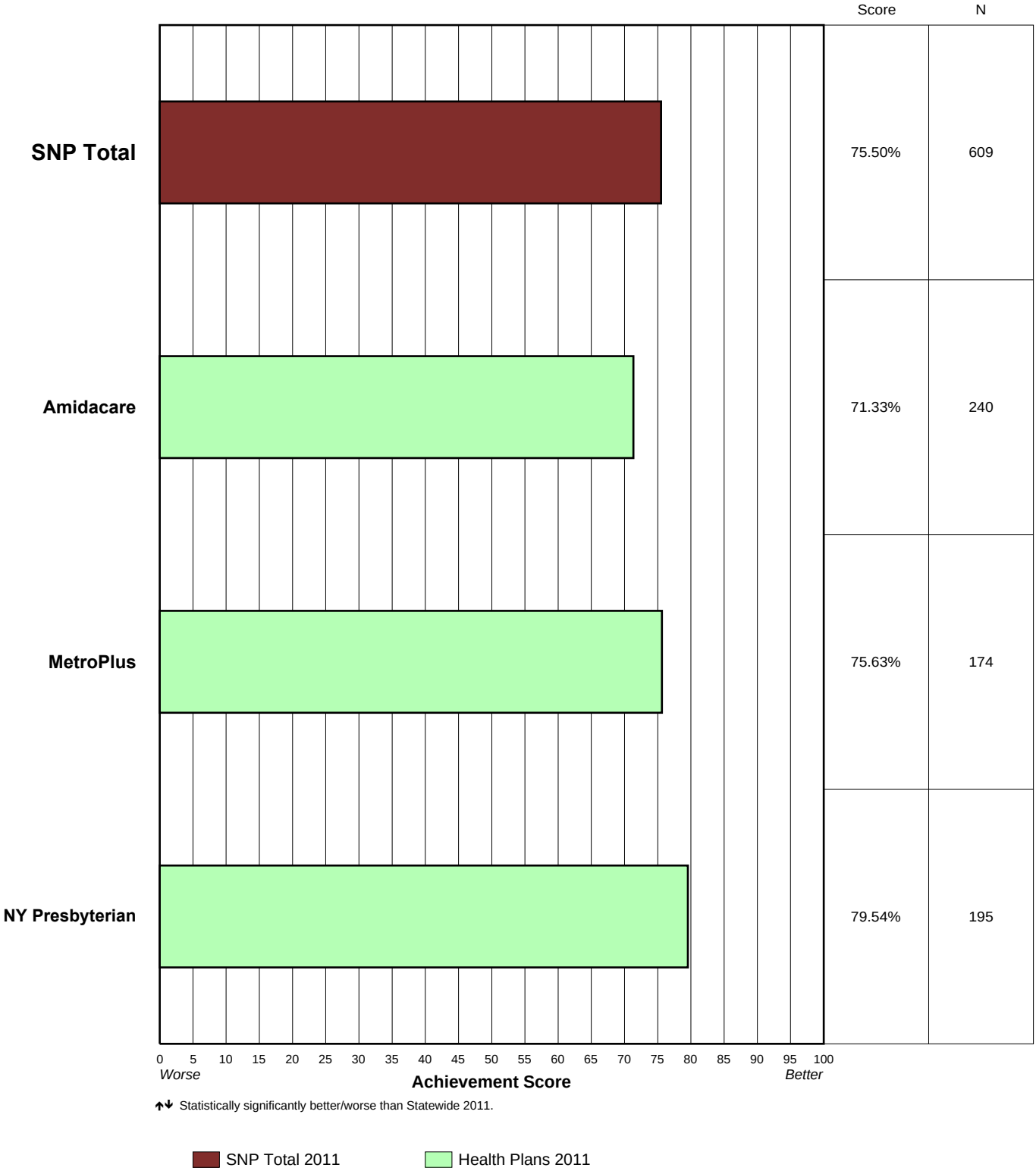


↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

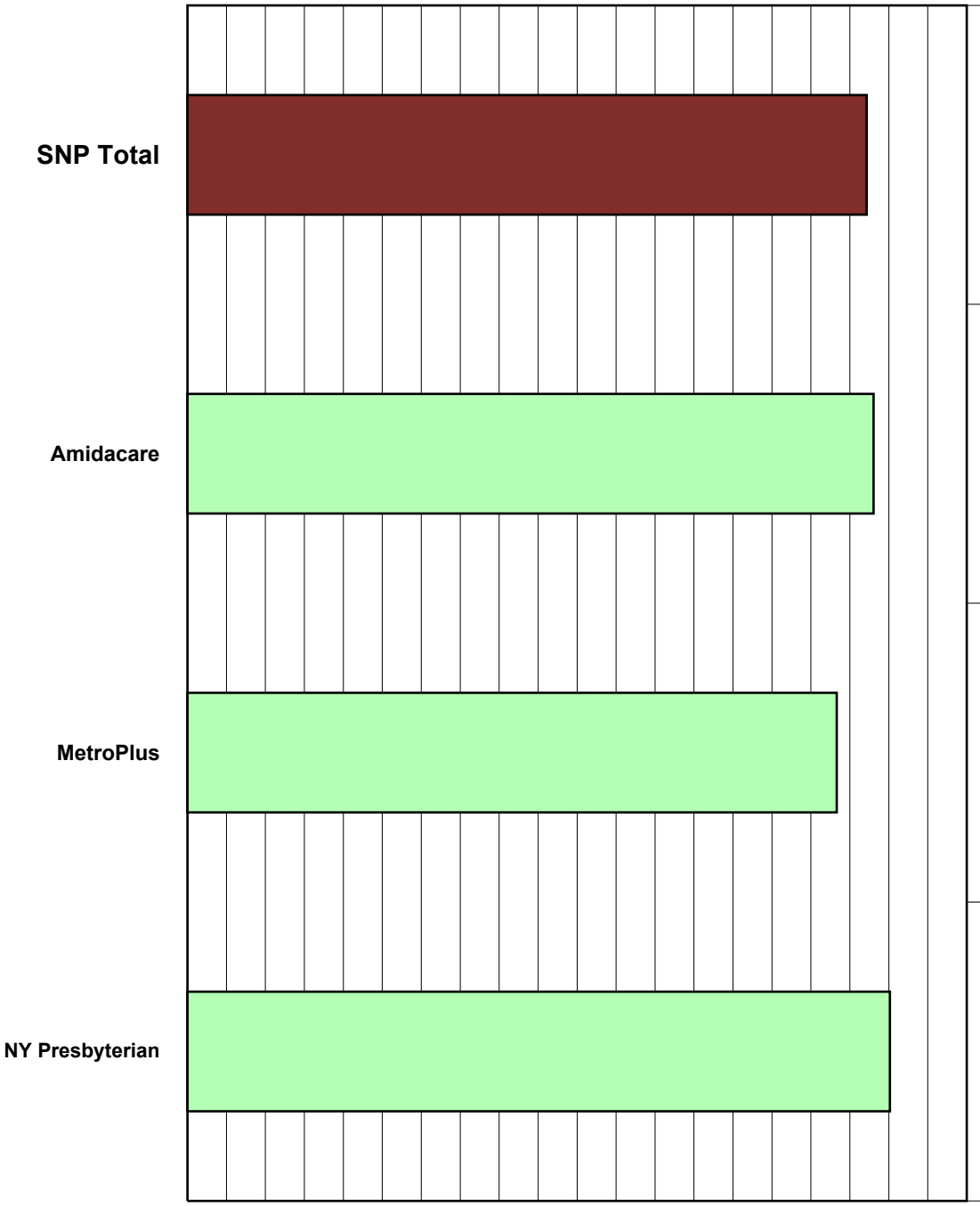
Customer Service (Usually or Always)

Q44. Health plan's customer service usually or always gave needed info or help



Customer Service (Usually or Always)

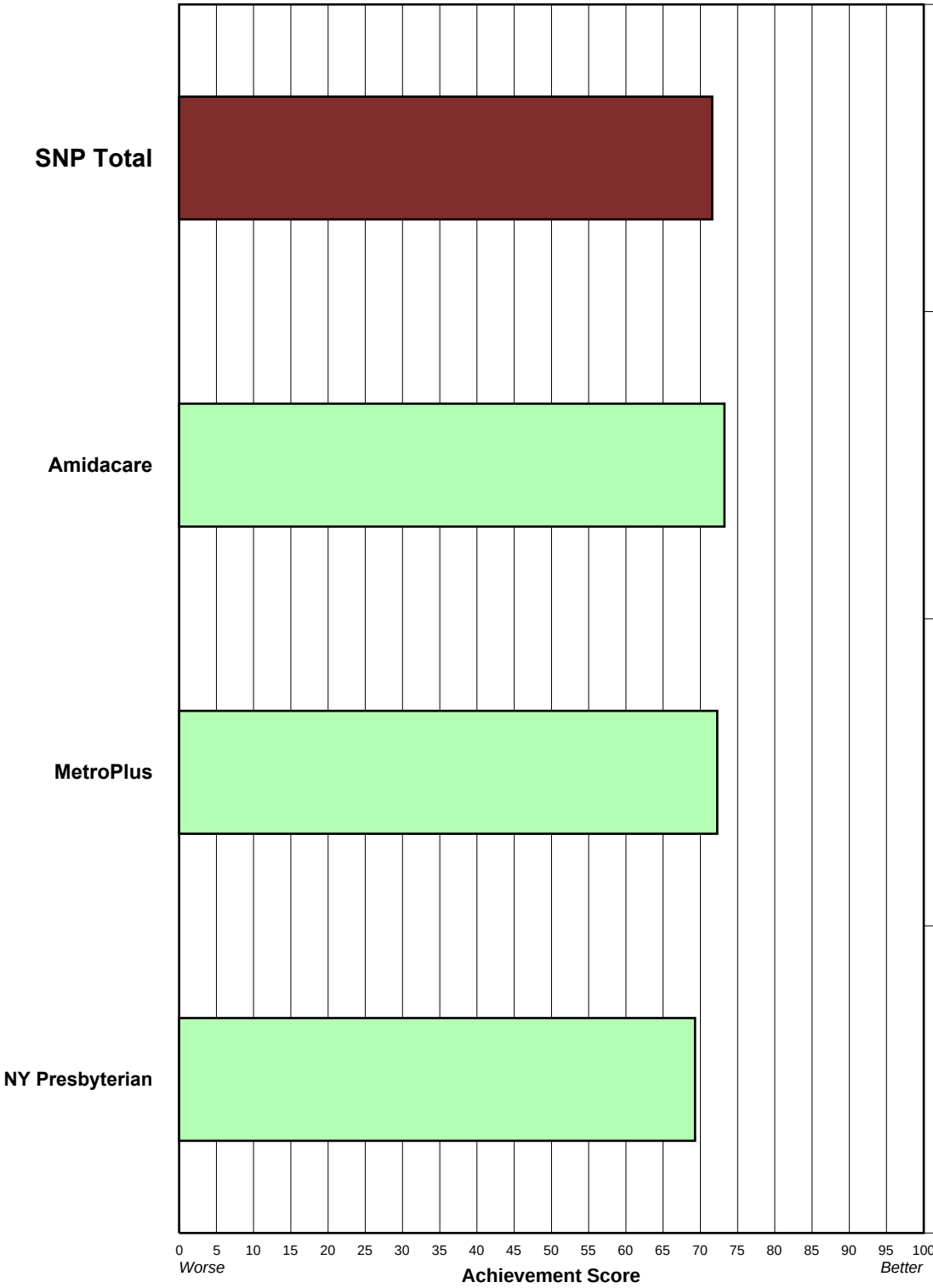
Q45. Usually or always treated with courtesy/respect by plan's customer service staff



↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

Collaborative Decision Making (Definitely Yes)

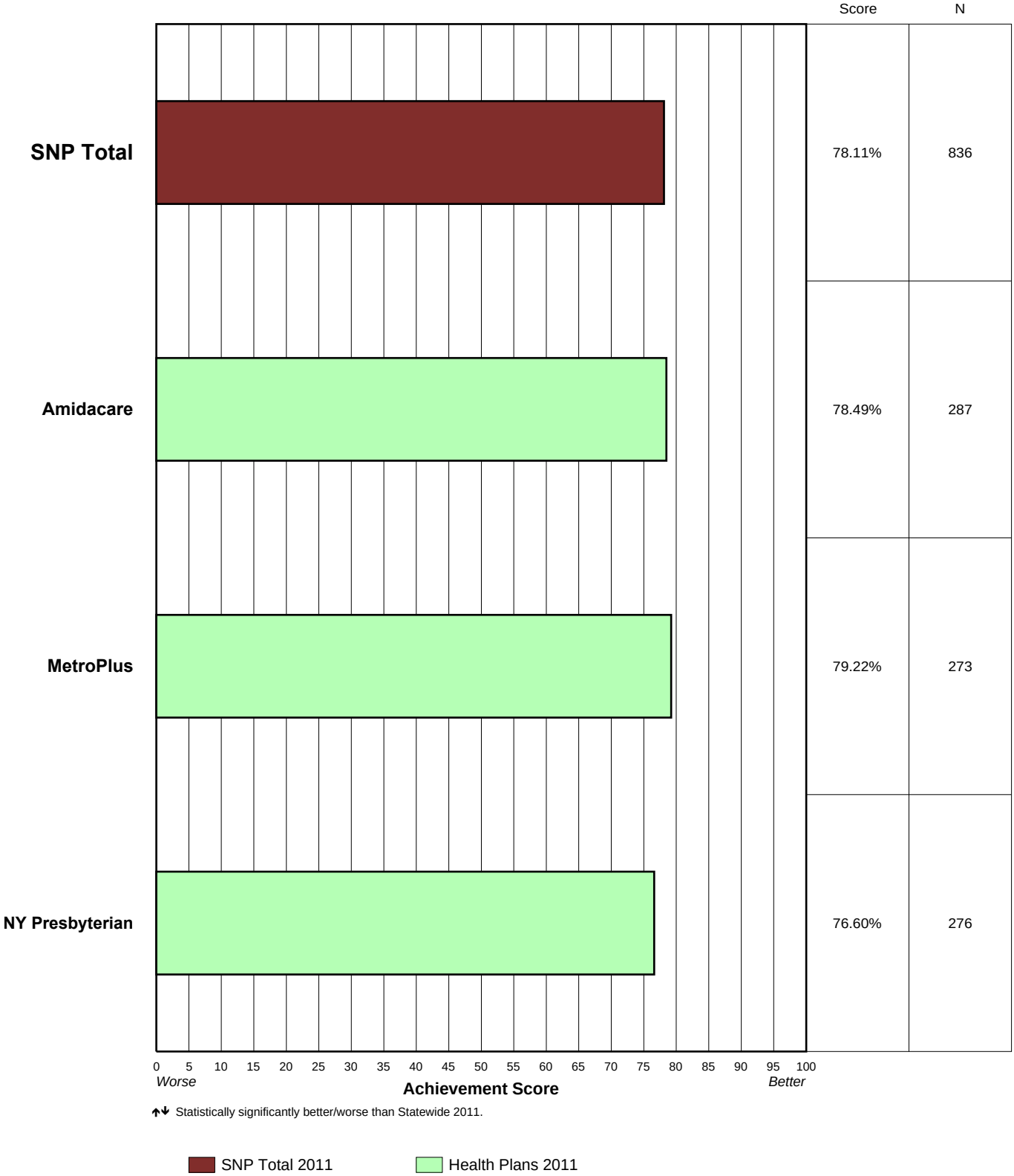


↑↓ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011 Health Plans 2011

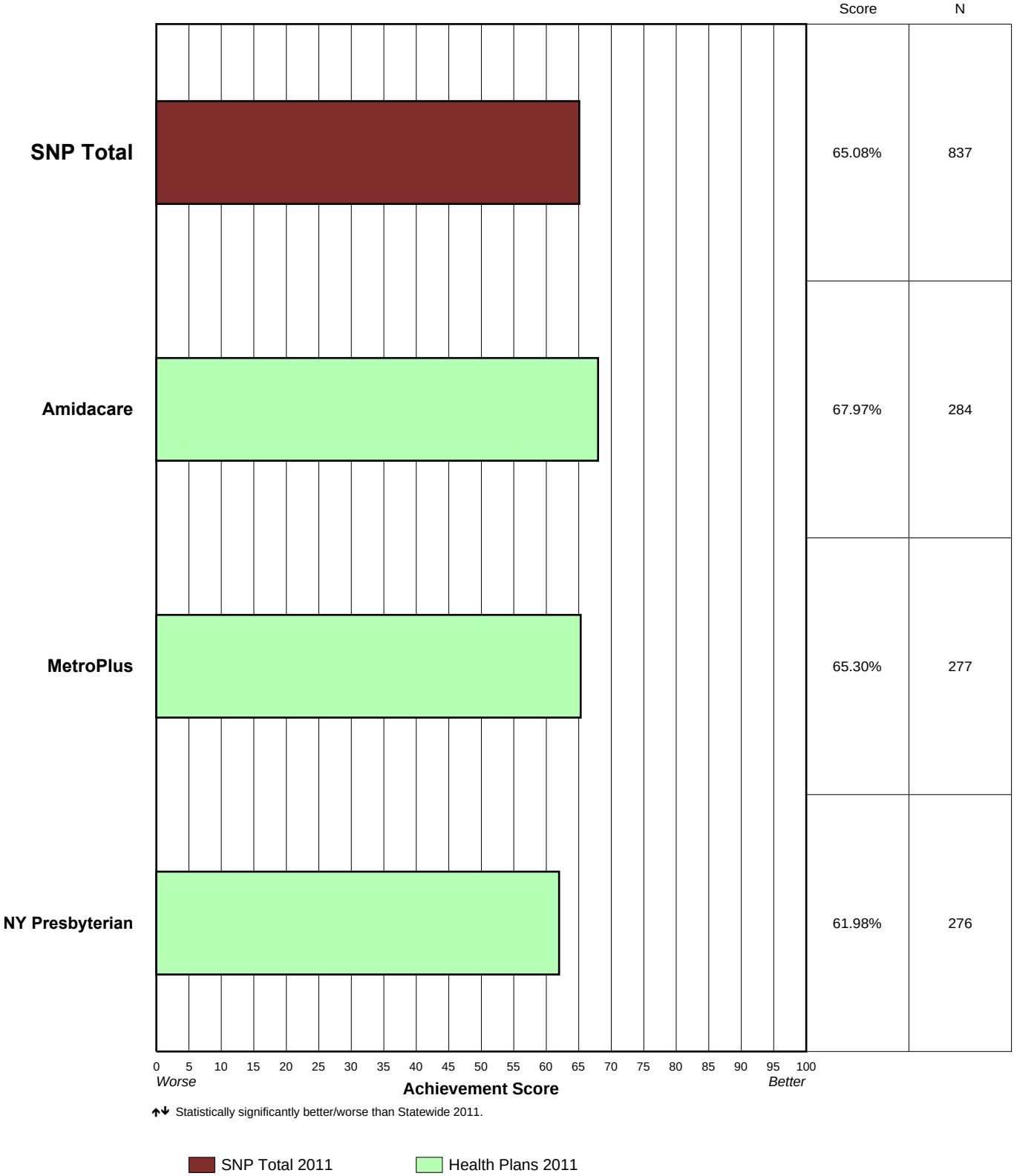
Collaborative Decision Making (Definitely Yes)

Q11. Doctor definitely talked about pros and cons of treatment/health care



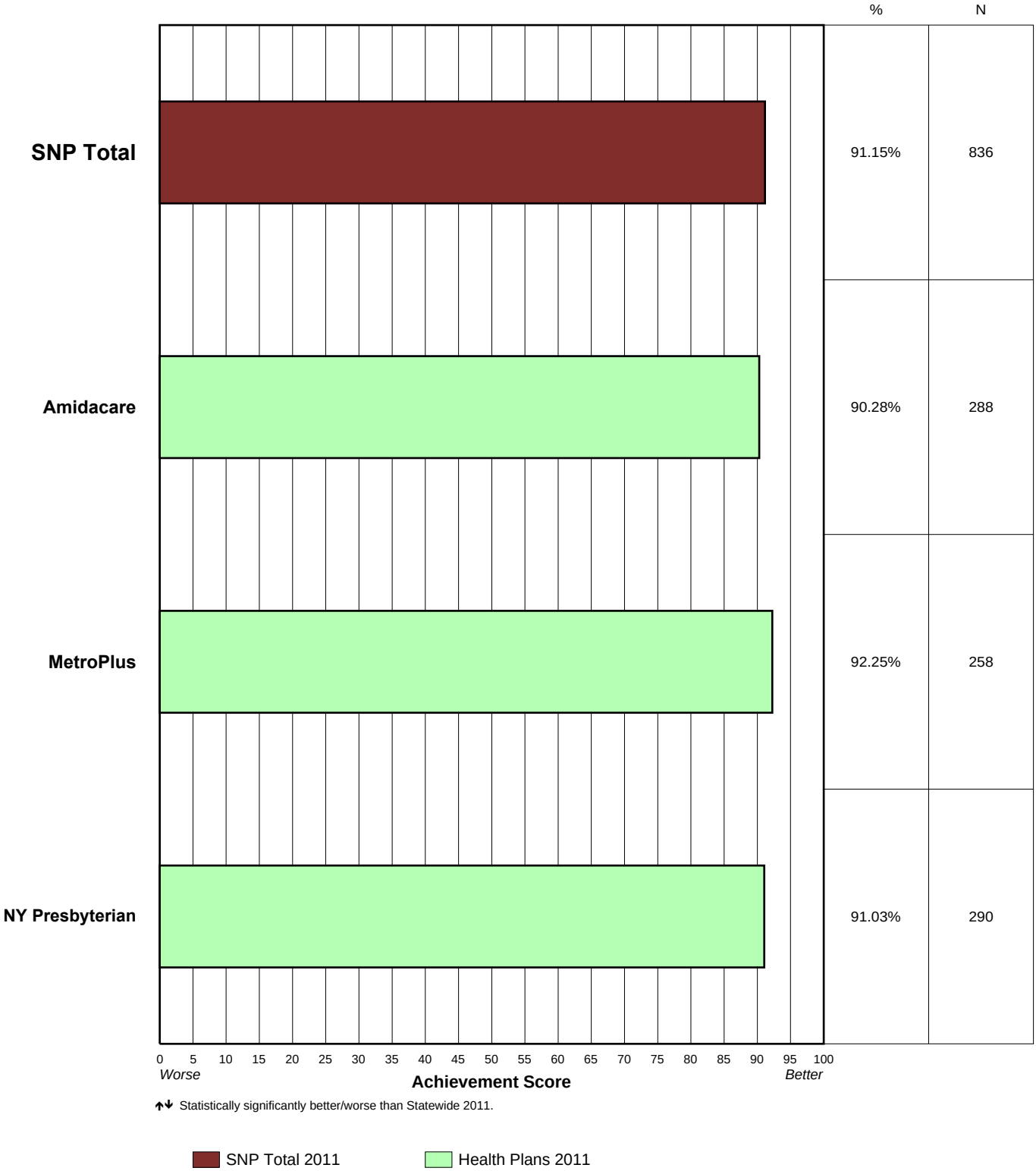
Collaborative Decision Making (Definitely Yes)

Q12. Doctor definitely asked which treatment/health care was best



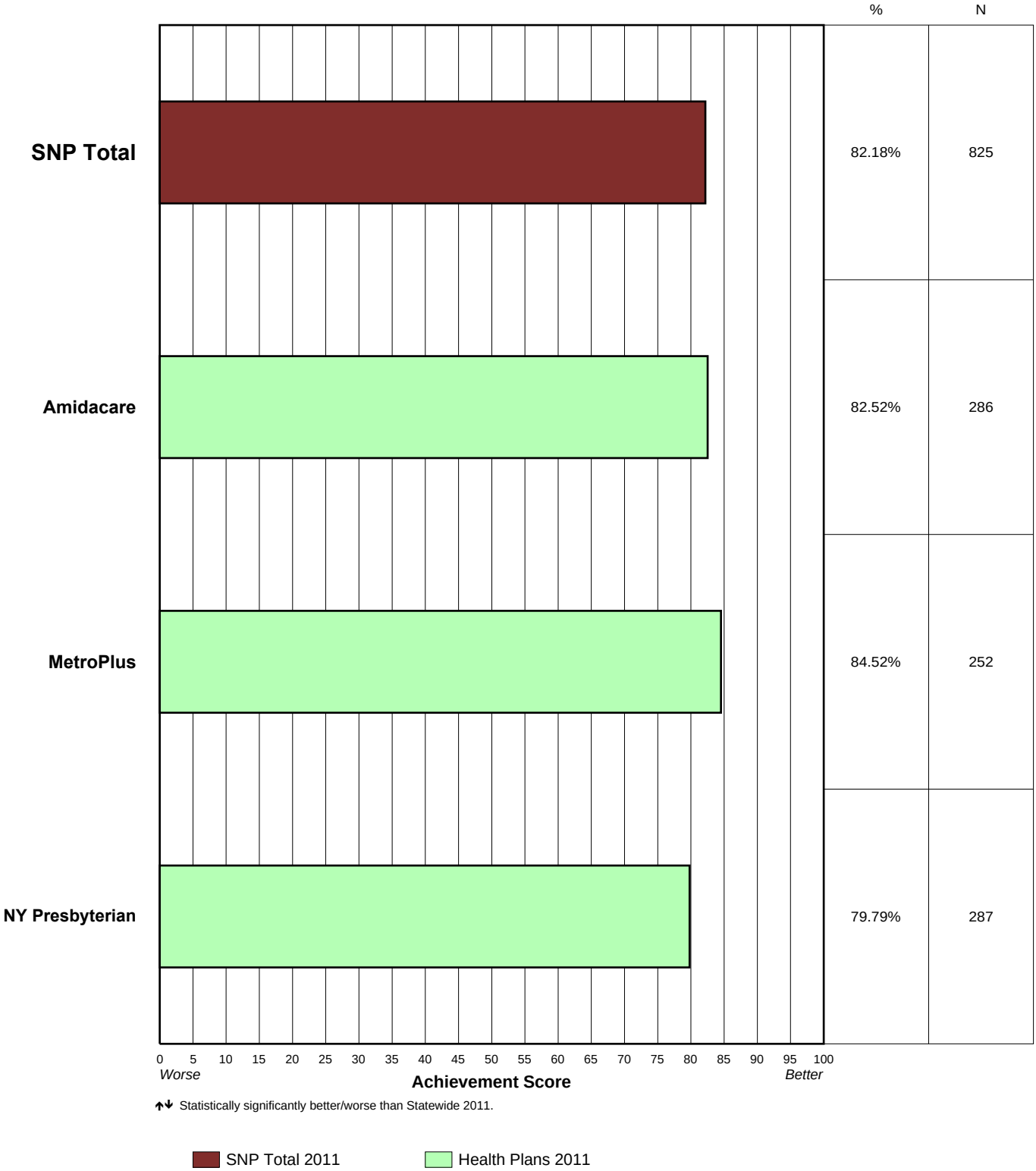
Medical Assistance with Smoking Cessation

Q51. Advised by doctor or other health provider to quit smoking in last 6 months



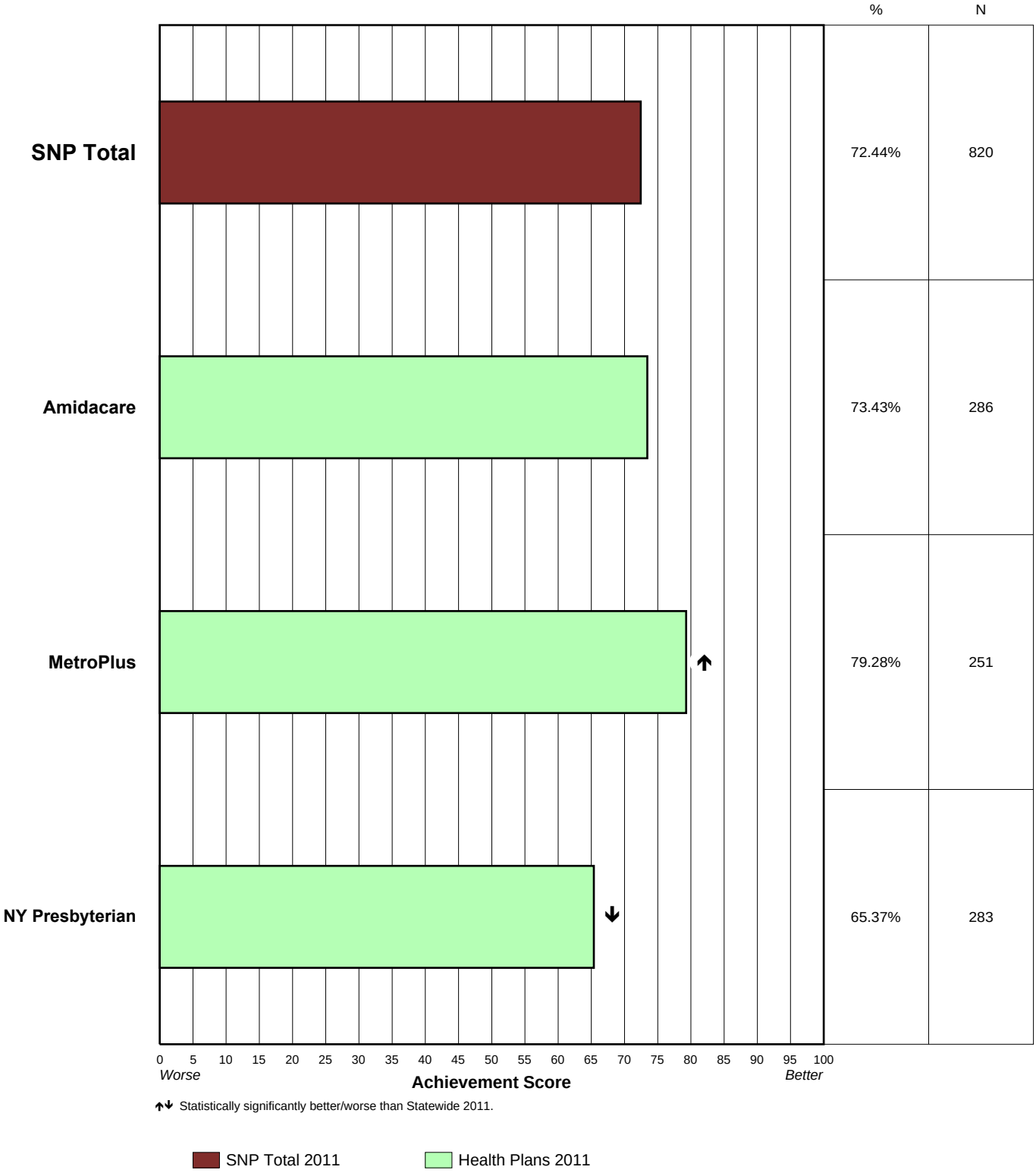
Medical Assistance with Smoking Cessation

Q52. Doctor recommended or discussed medication to assist with quitting smoking in the last 6 months



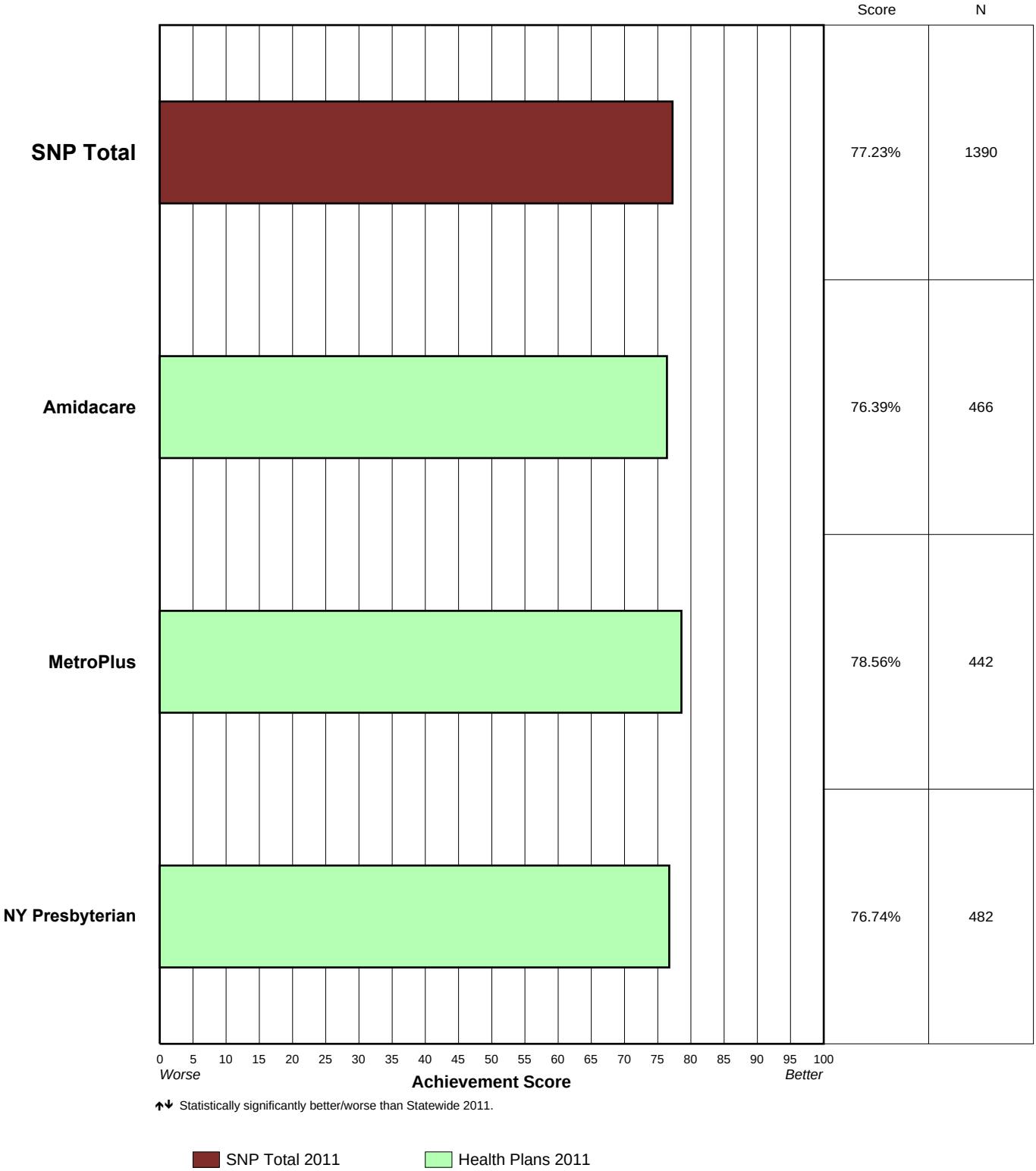
Medical Assistance with Smoking Cessation

Q53. Doctor recommended or discussed methods and strategies to assist with quitting smoking in the last 6 months



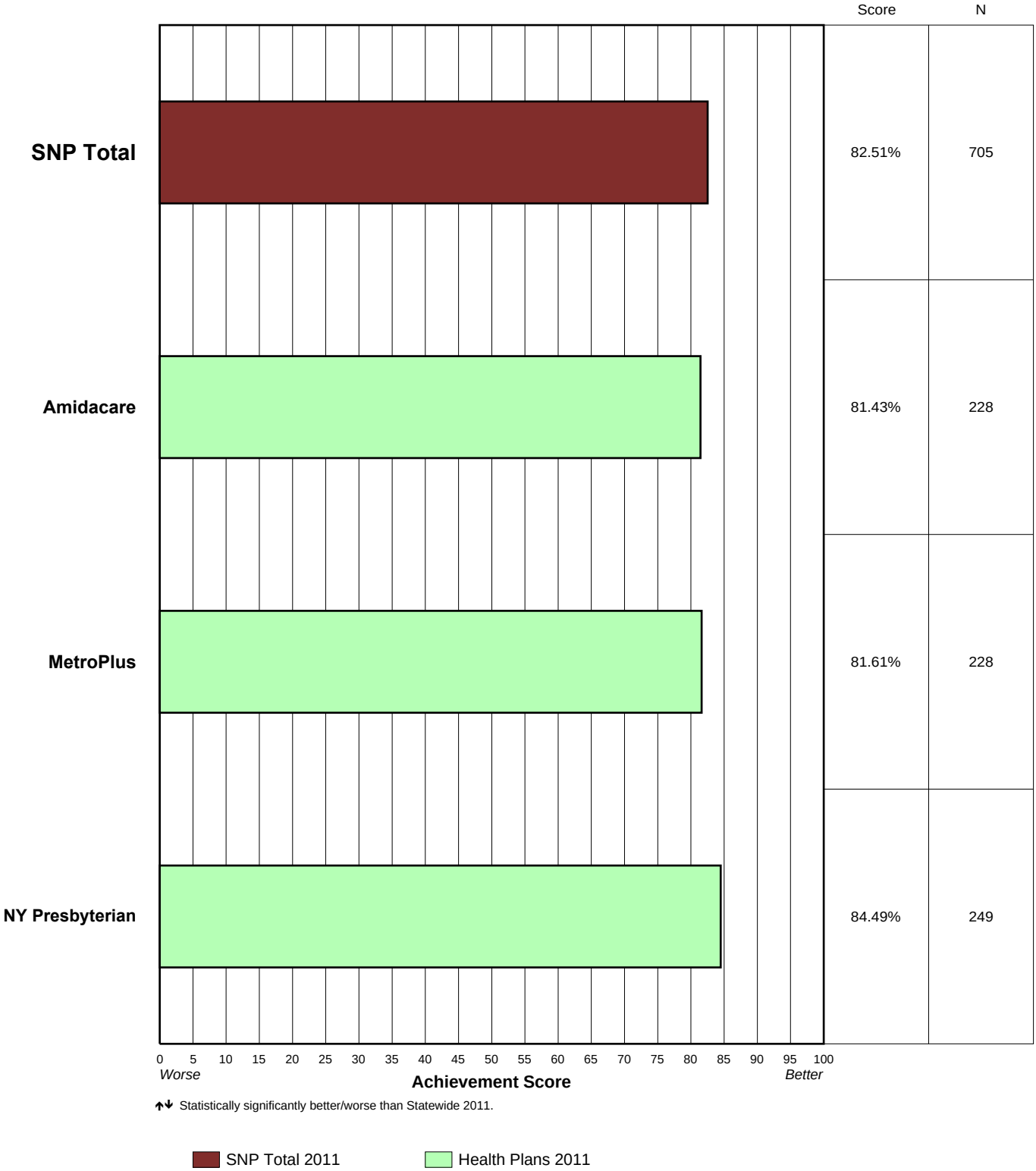
Single Items

Q9. Doctor or other health providers usually or always talked about specific things you could do to prevent illness



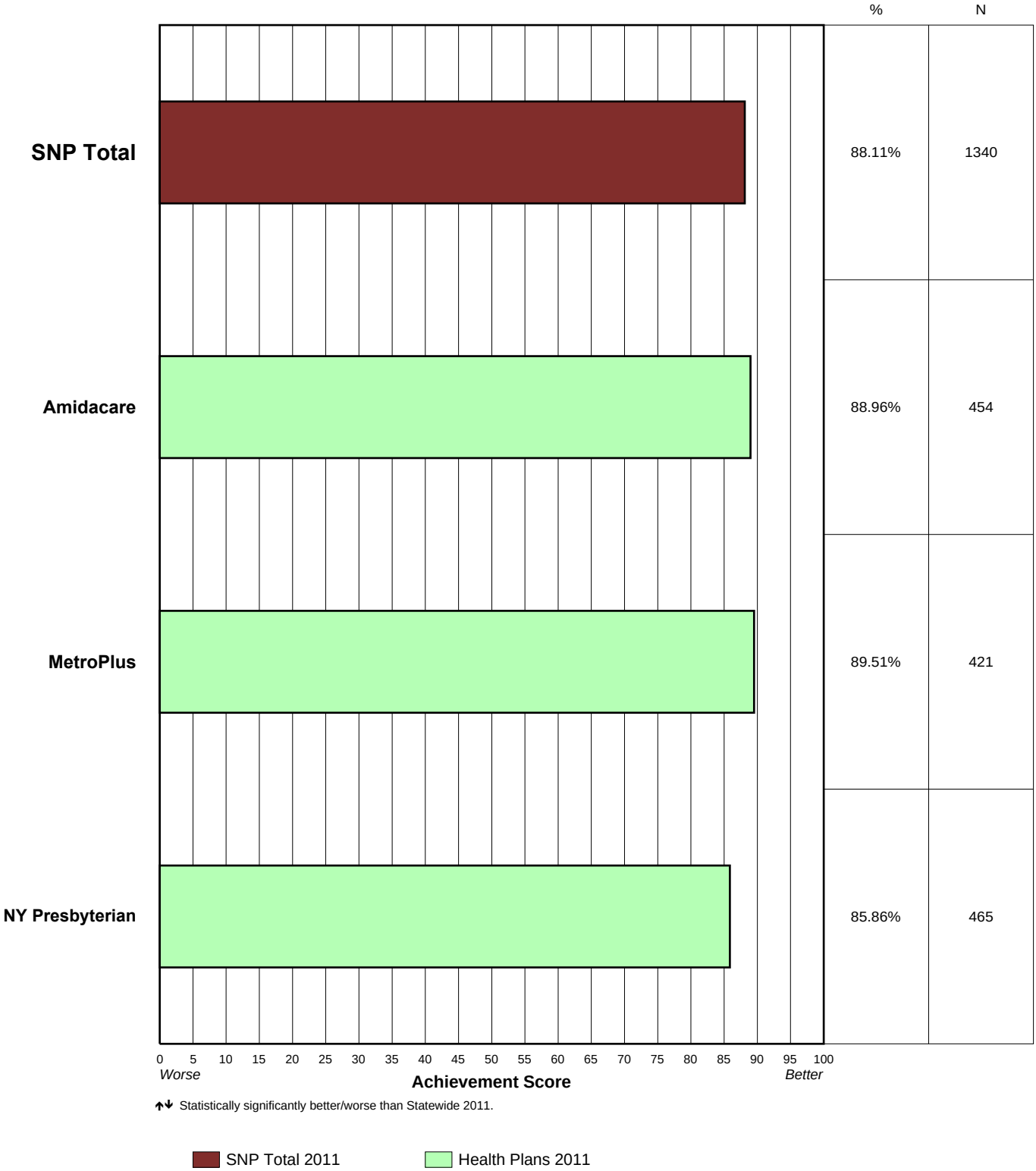
Single Items

Q33. Personal doctor usually or always seemed informed about care received from other doctors or providers



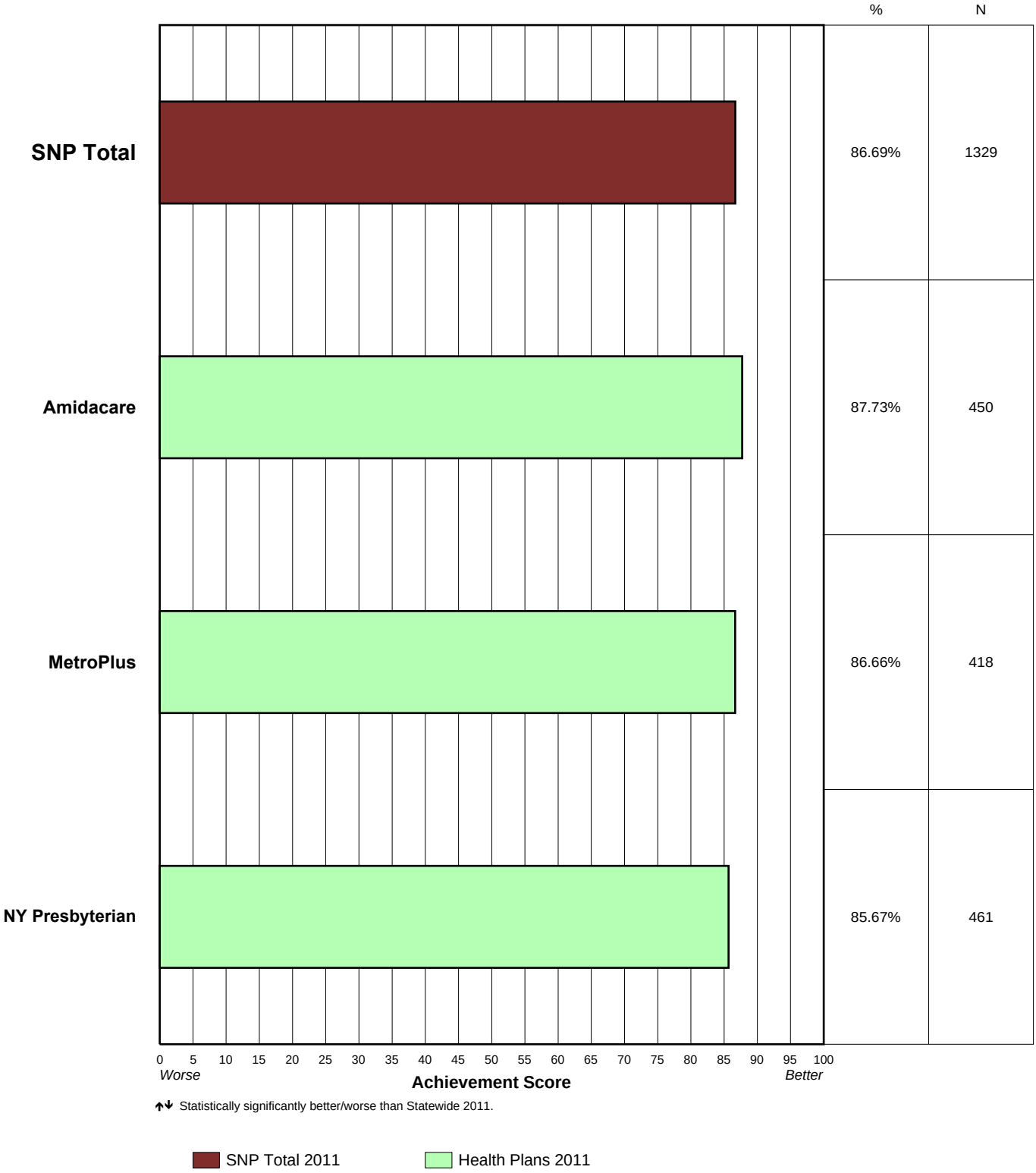
Supplemental Questions

Q14. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results



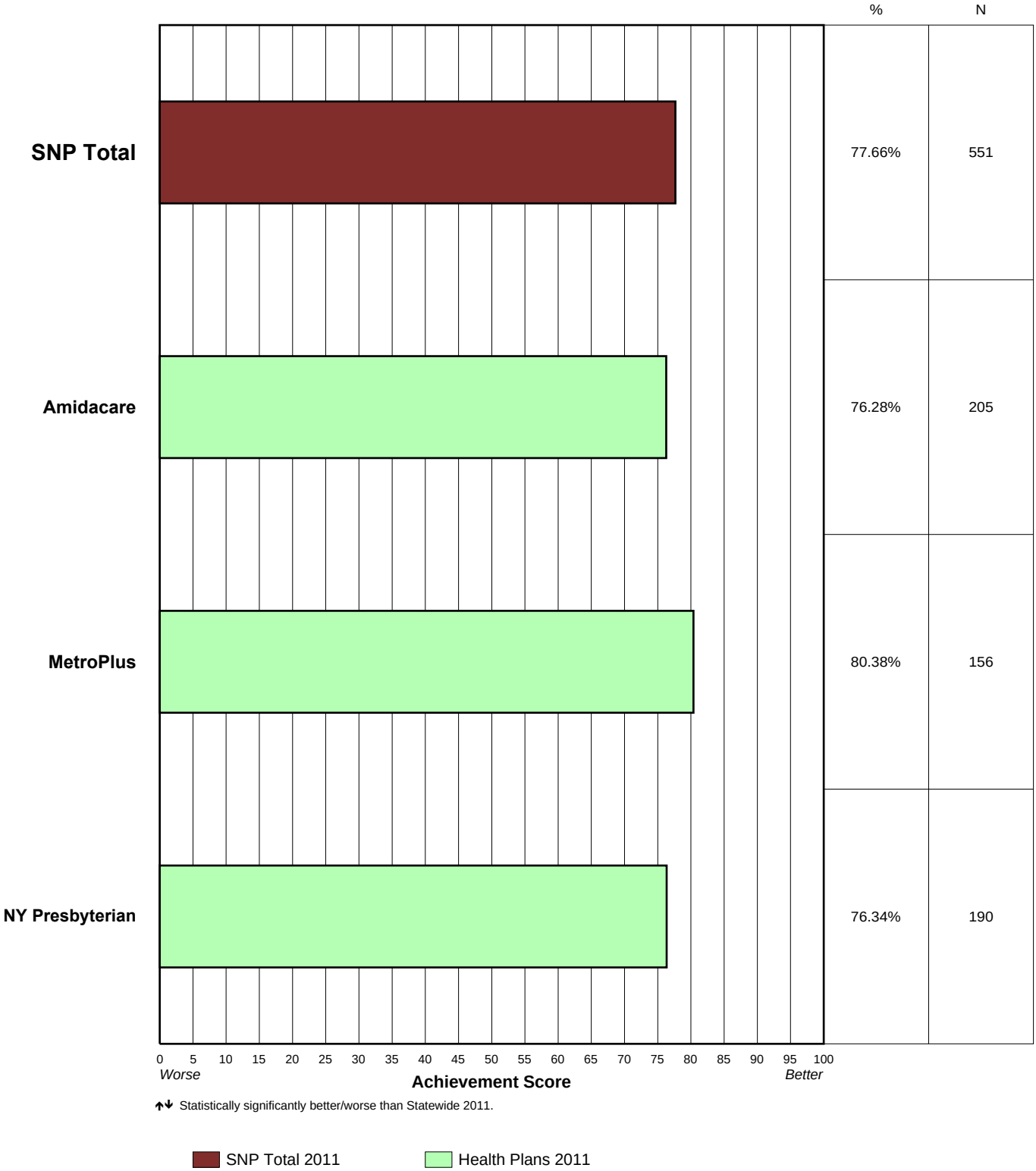
Supplemental Questions

Q15. Results of blood test, x-ray or other test usually or always easy to understand



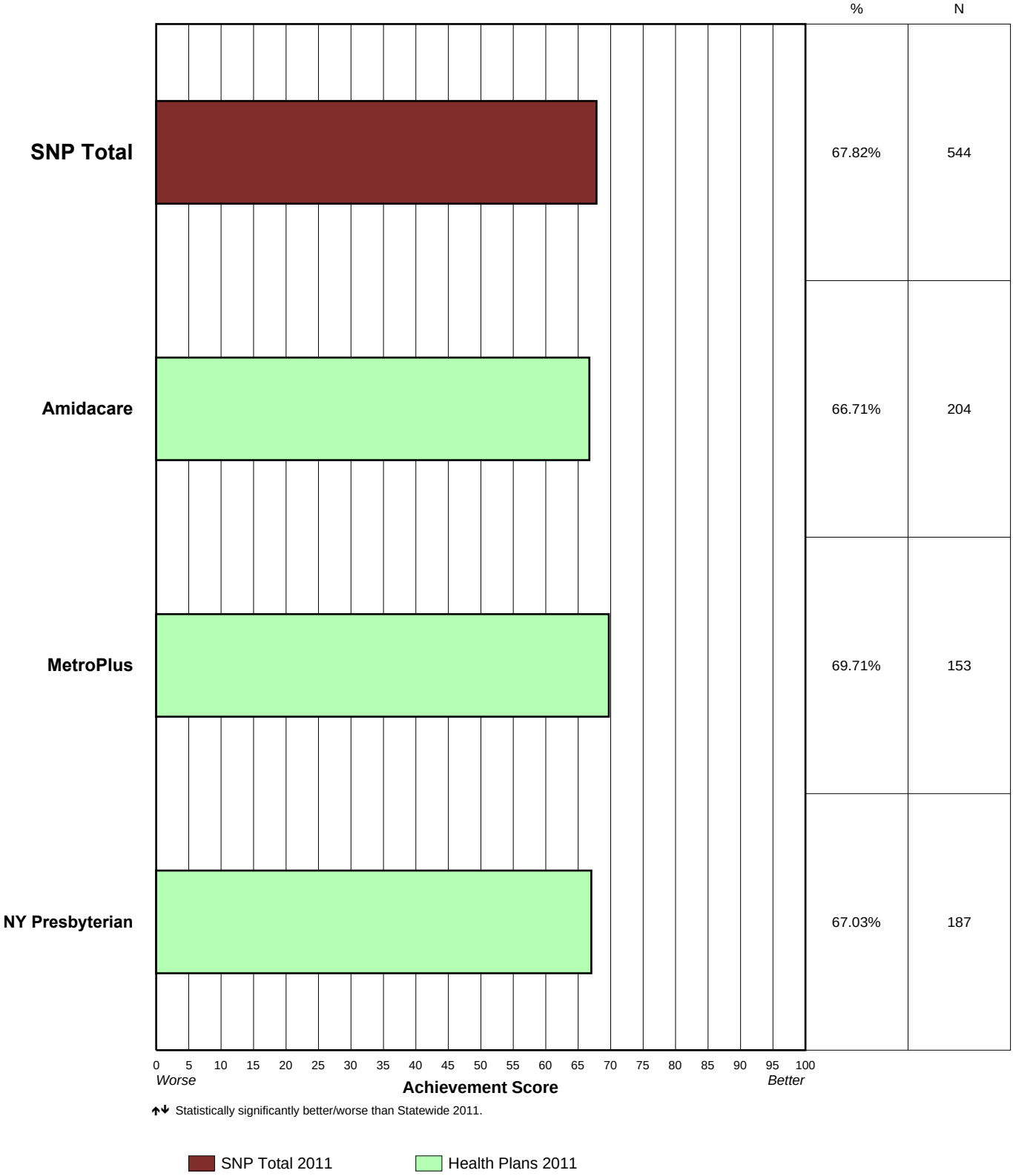
Supplemental Questions

Q19. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan



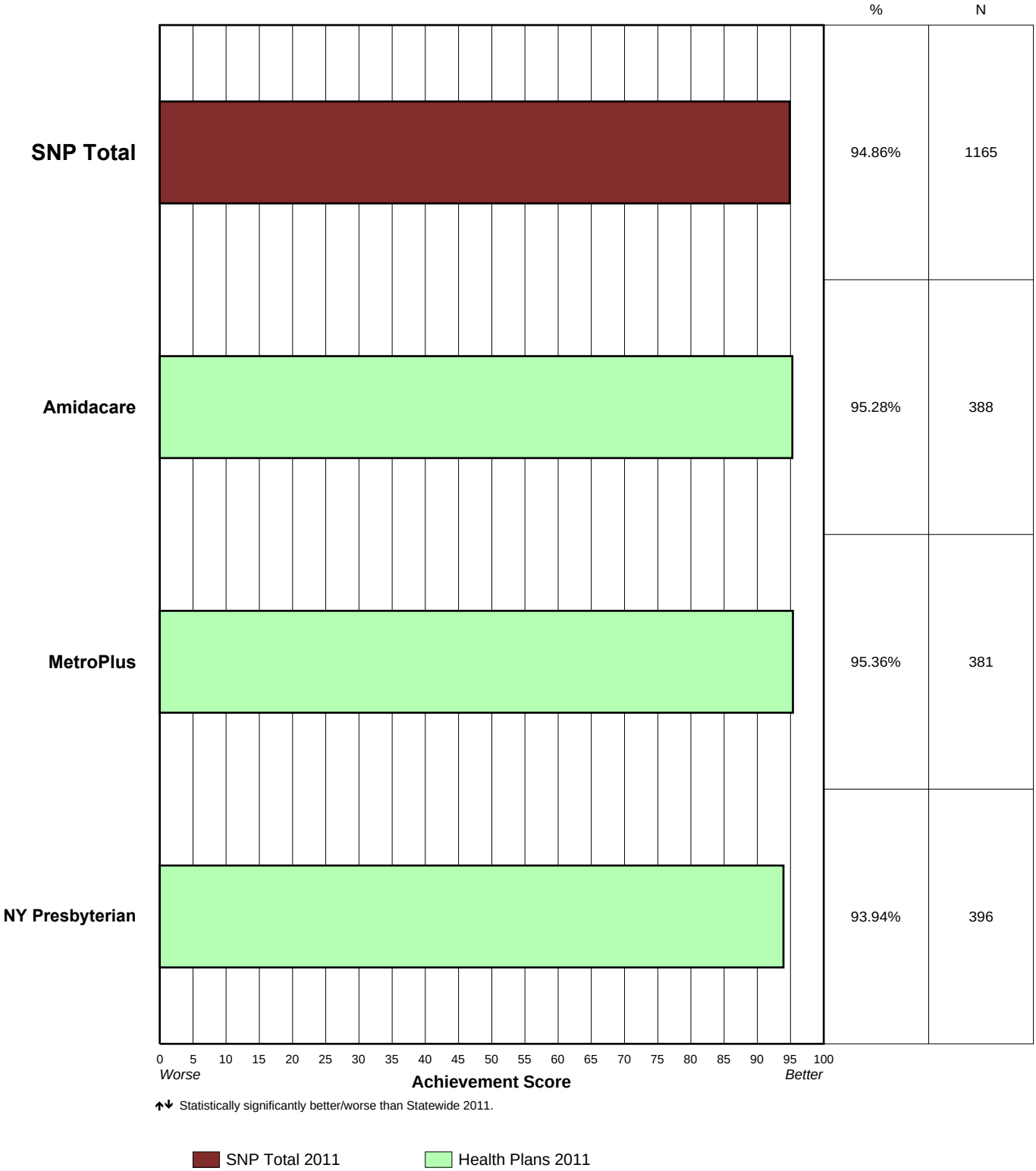
Supplemental Questions

Q20. Rating of treatment or counseling for a personal or family problem



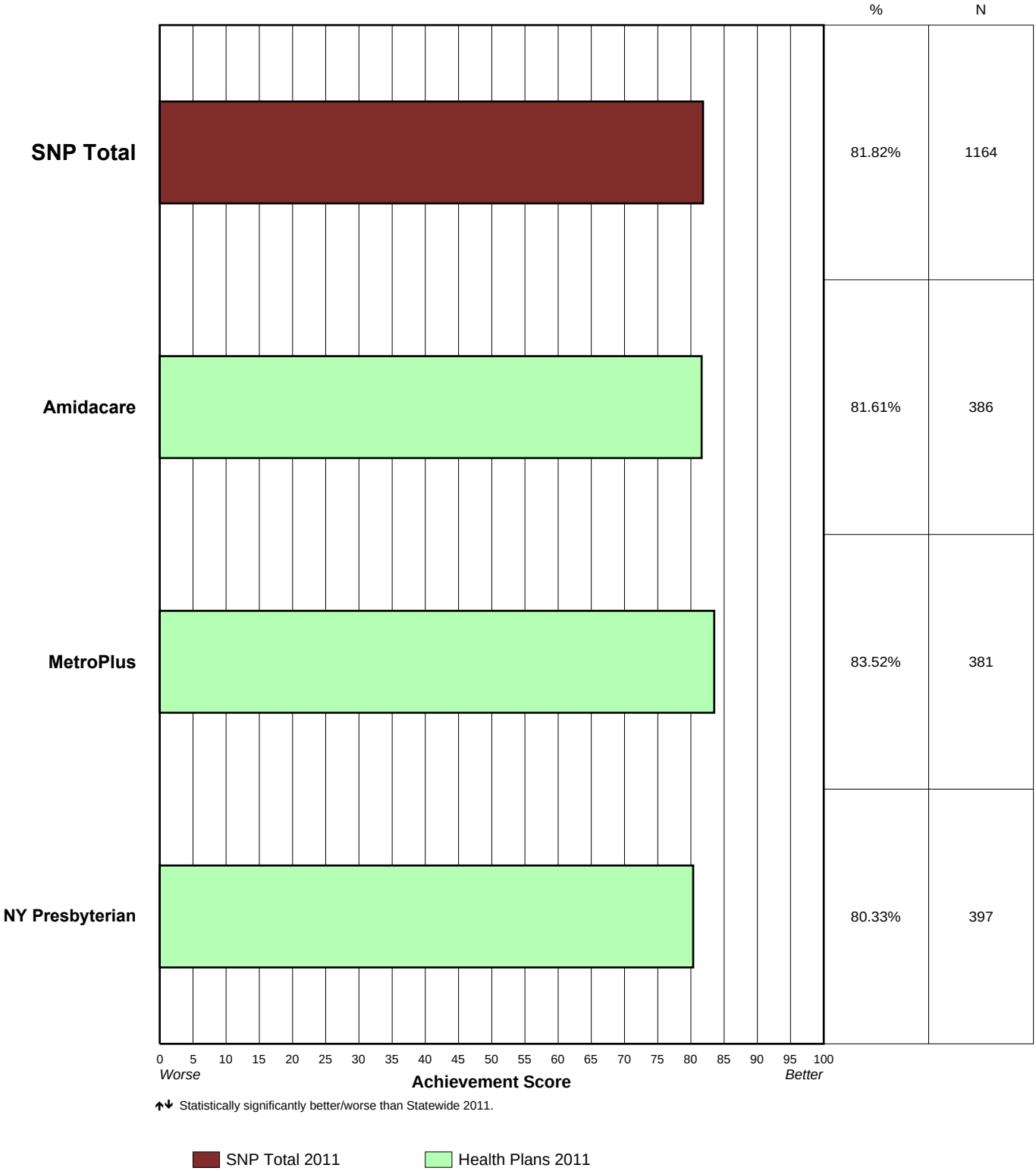
Supplemental Questions

Q28. Personal doctor usually or always gave easy to understand instructions about what to do to take care of illness or health condition



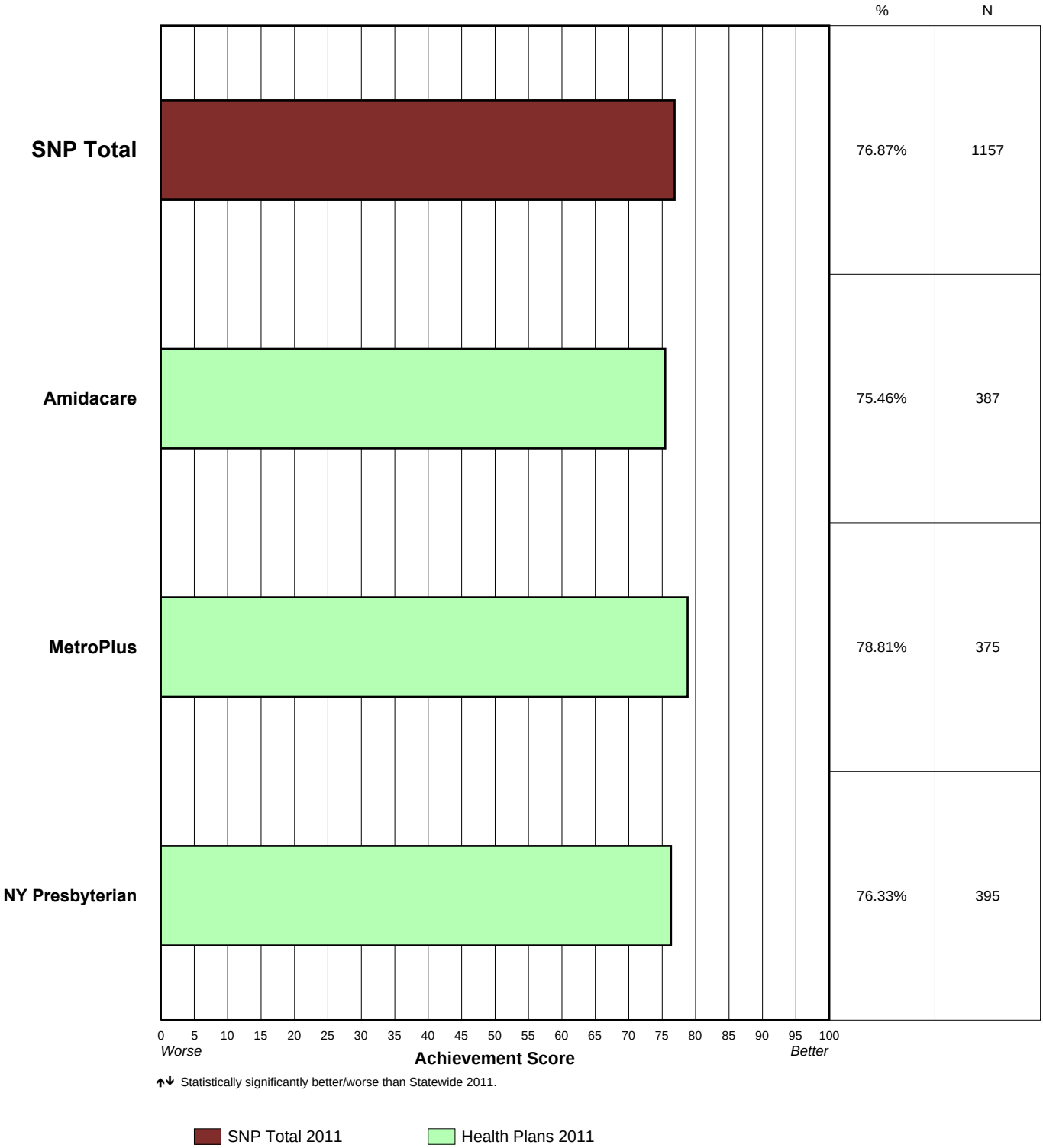
Supplemental Questions

Q29. Personal doctor usually or always asked you to describe how you were going to follow instructions



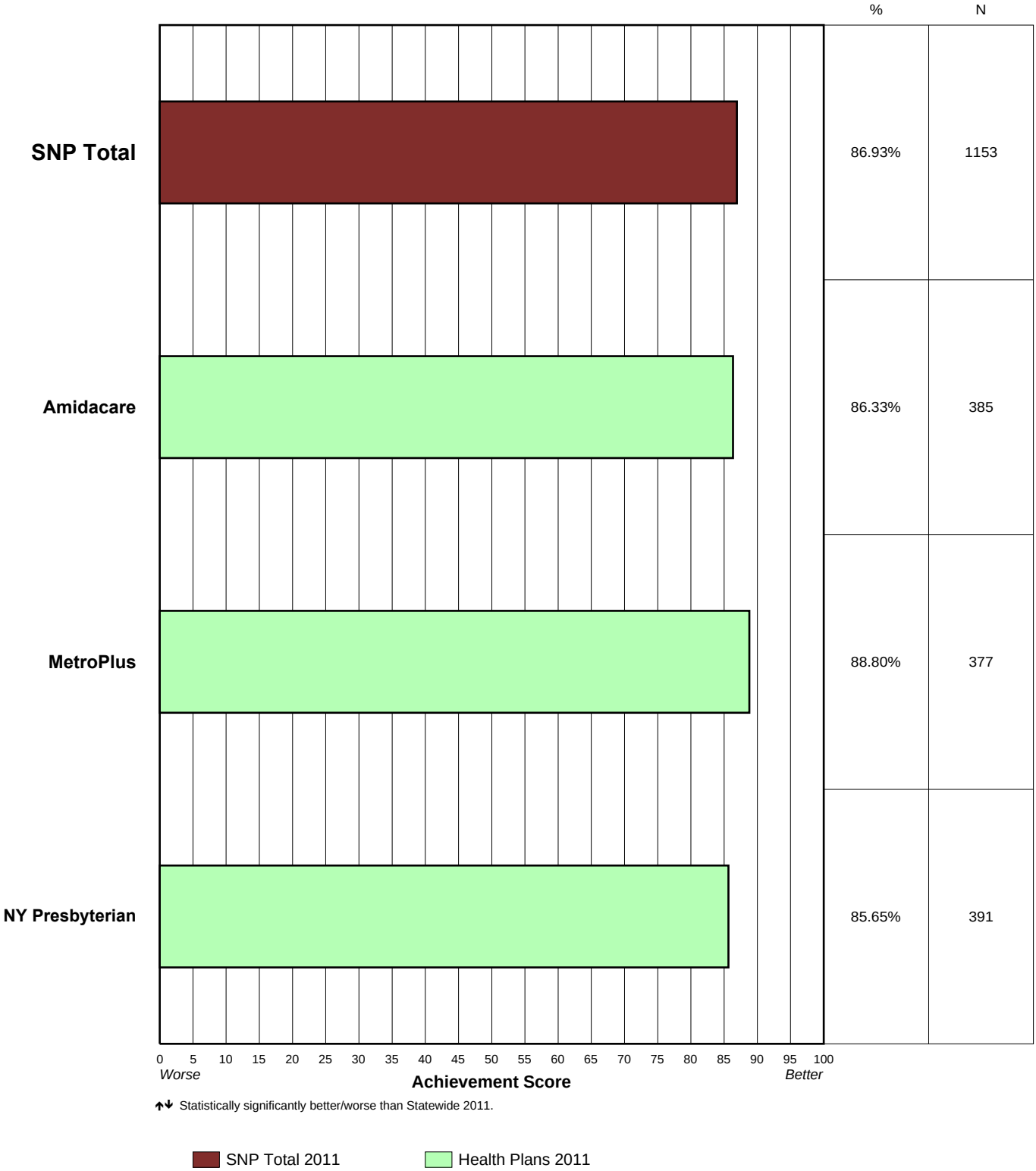
Supplemental Questions

Q30. Personal doctor usually or always asked you whether you would have any problems doing what you needed to do to take care of this illness or health condition



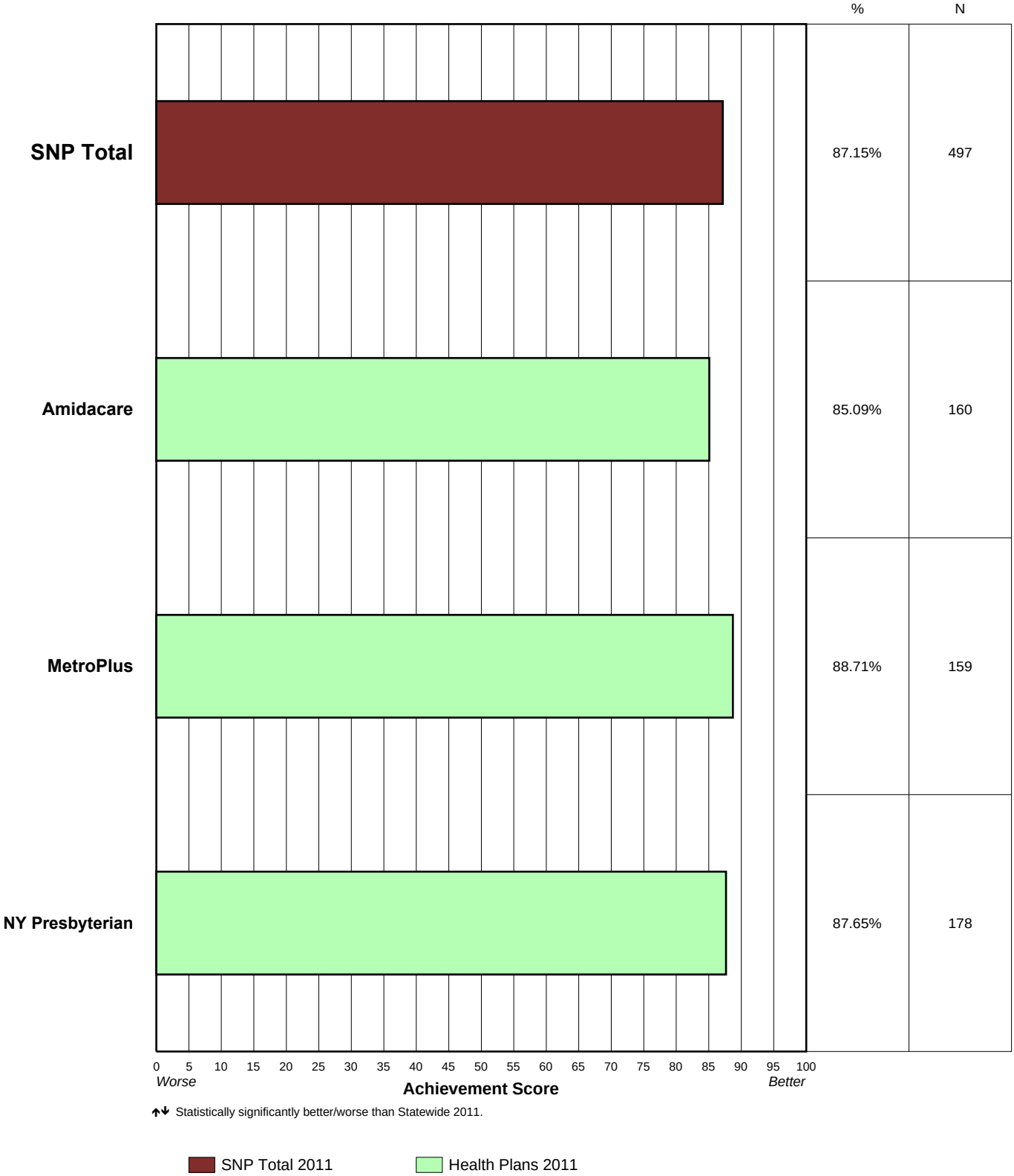
Supplemental Questions

Q31. Personal doctor usually or always explained what to do if this illness or health condition got worse or came back



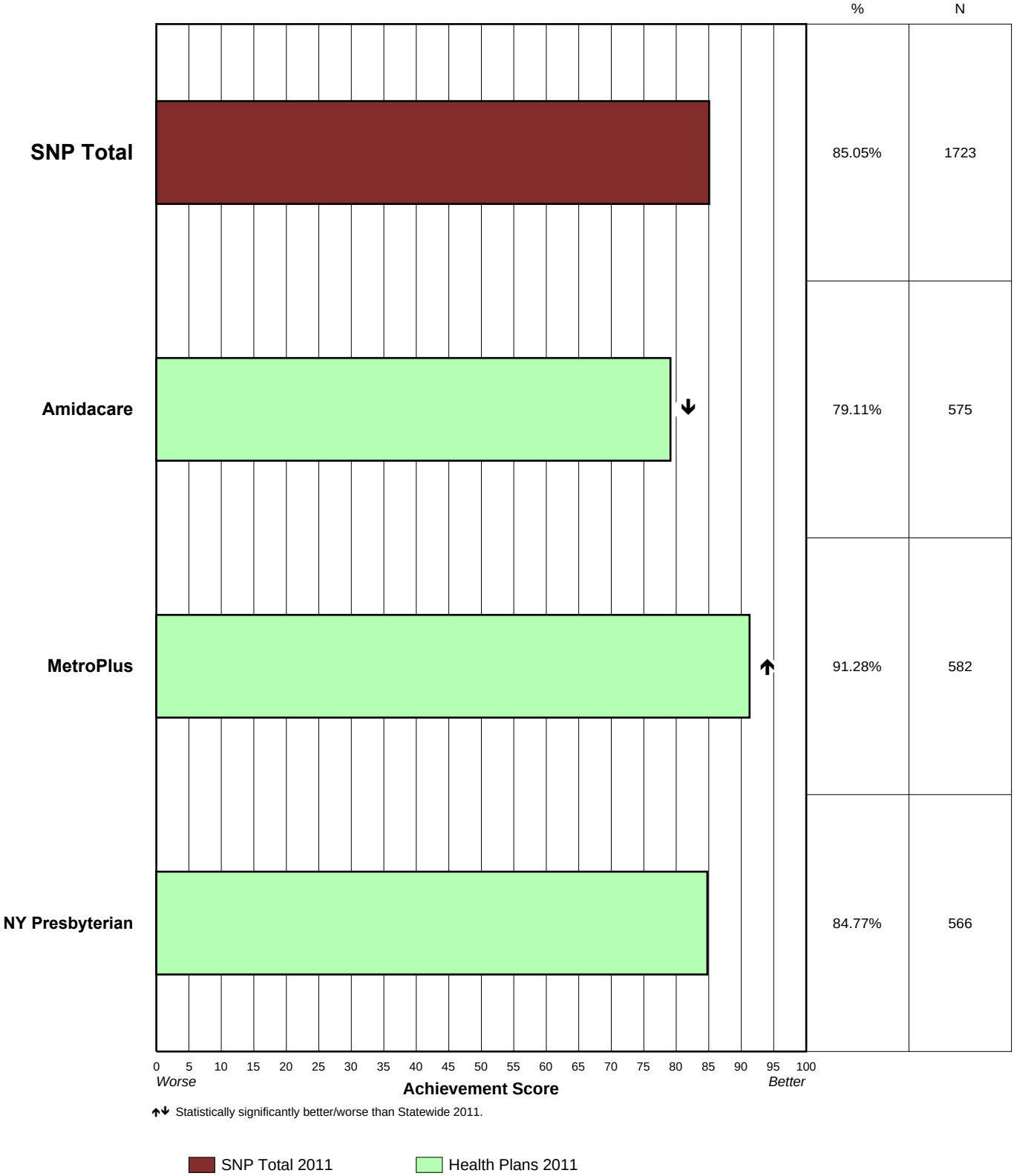
Supplemental Questions

Q36. Very satisfied or satisfied with the help received to coordinate care



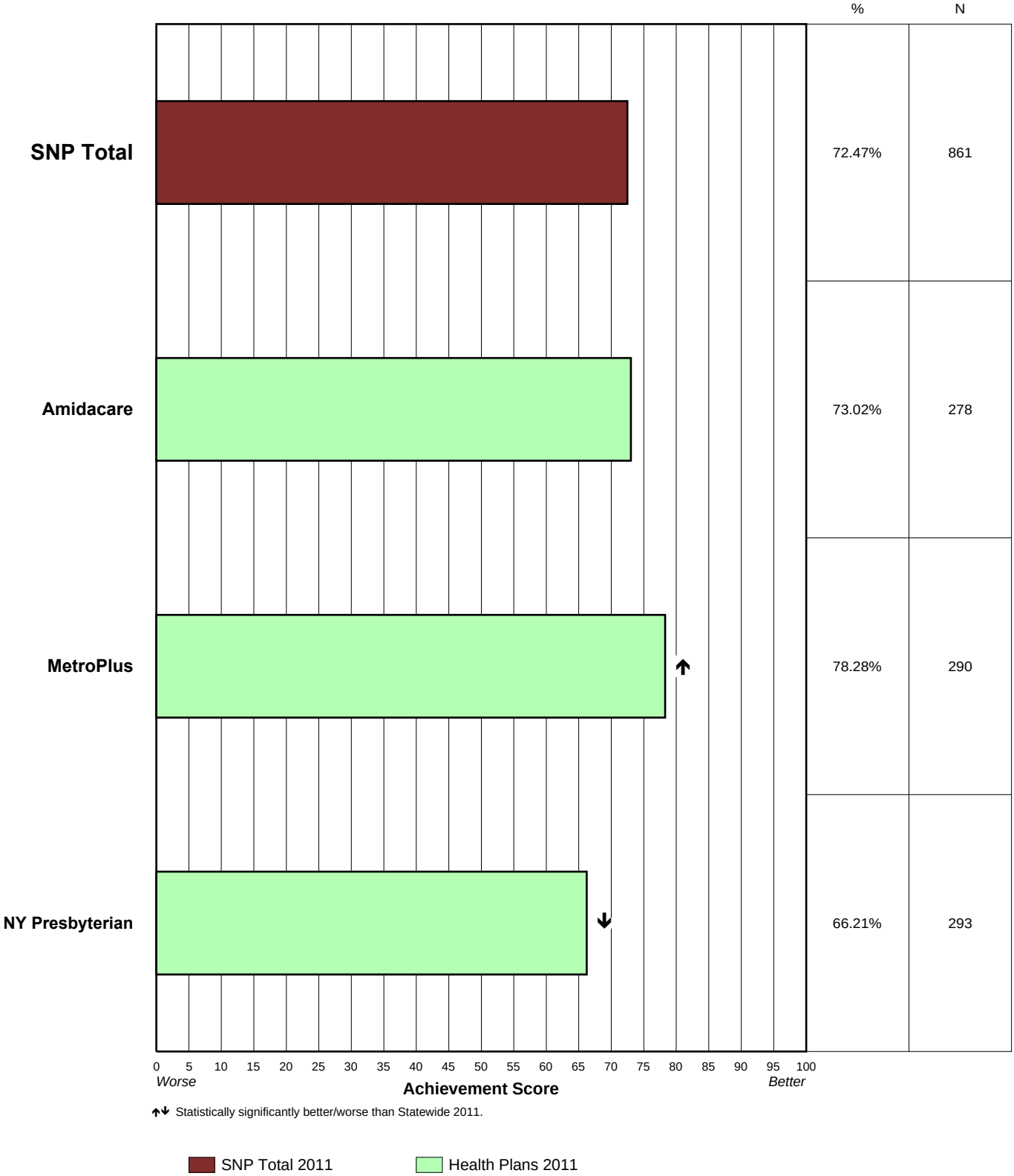
Supplemental Questions

Q47. Would recommend health plan to your family and friends



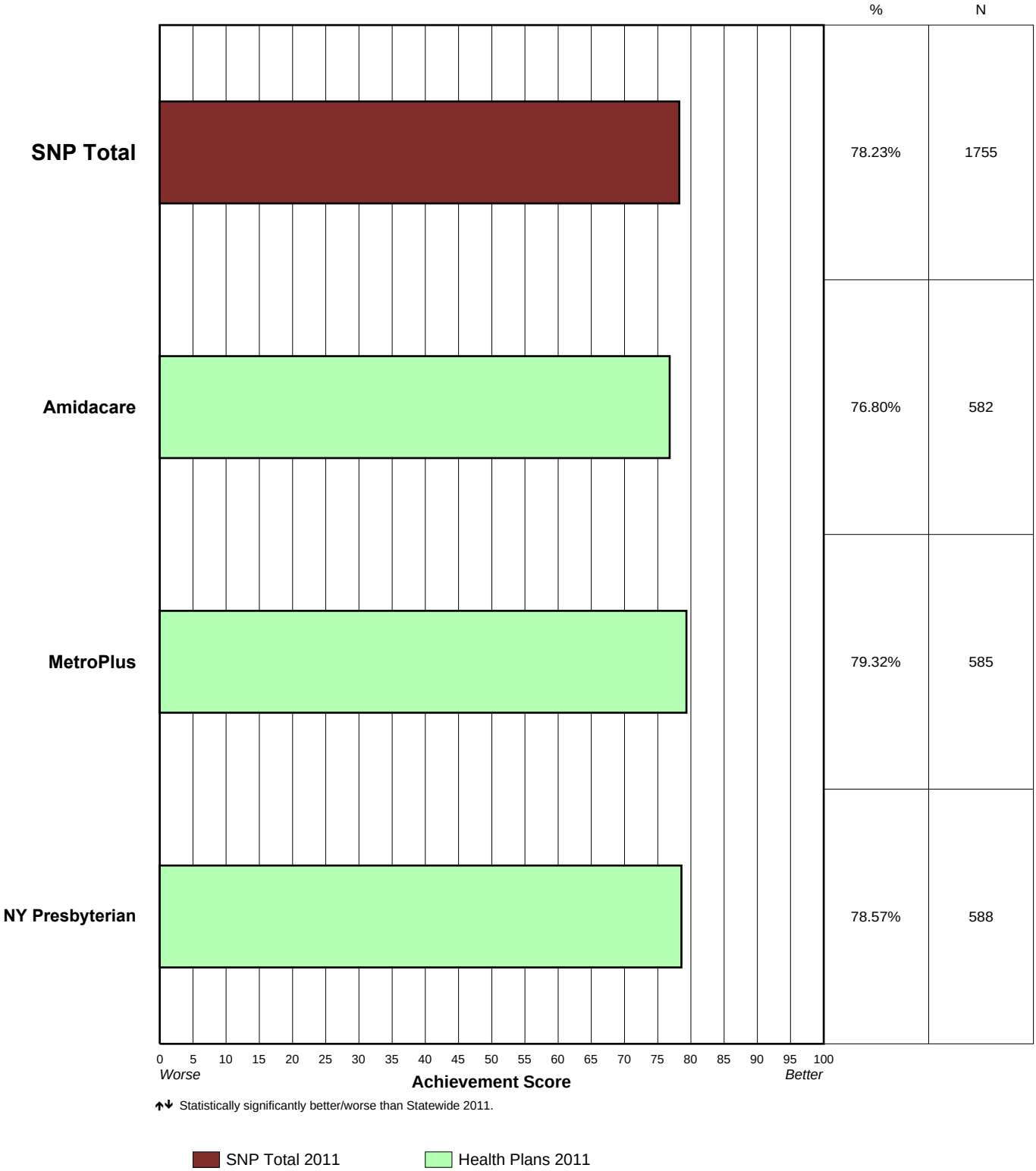
Supplemental Questions

Q49. Have had a flu shot since September 1, 2010



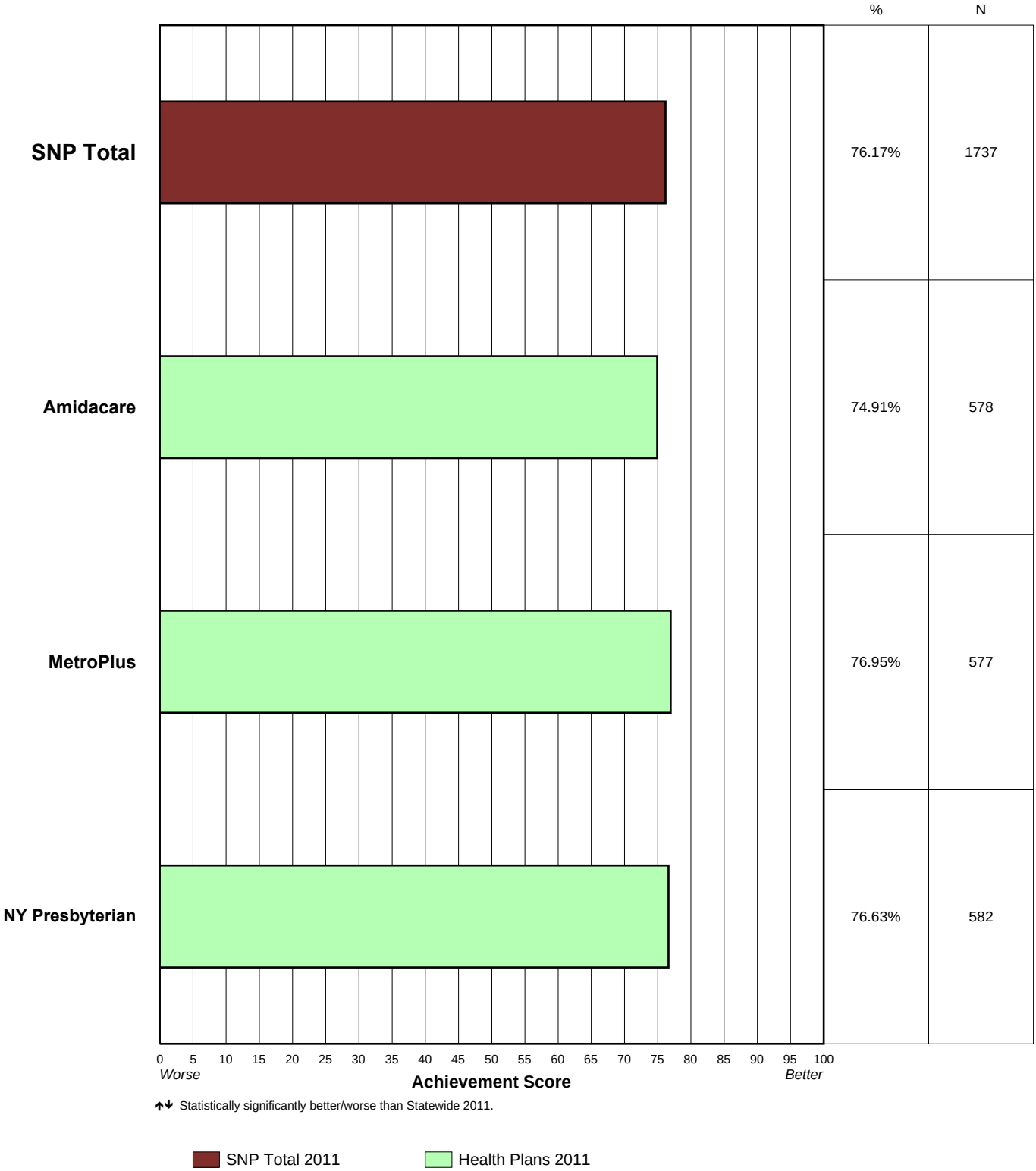
Supplemental Questions

Q54a. Doctor or other health provider talked about a healthy diet and eating habits



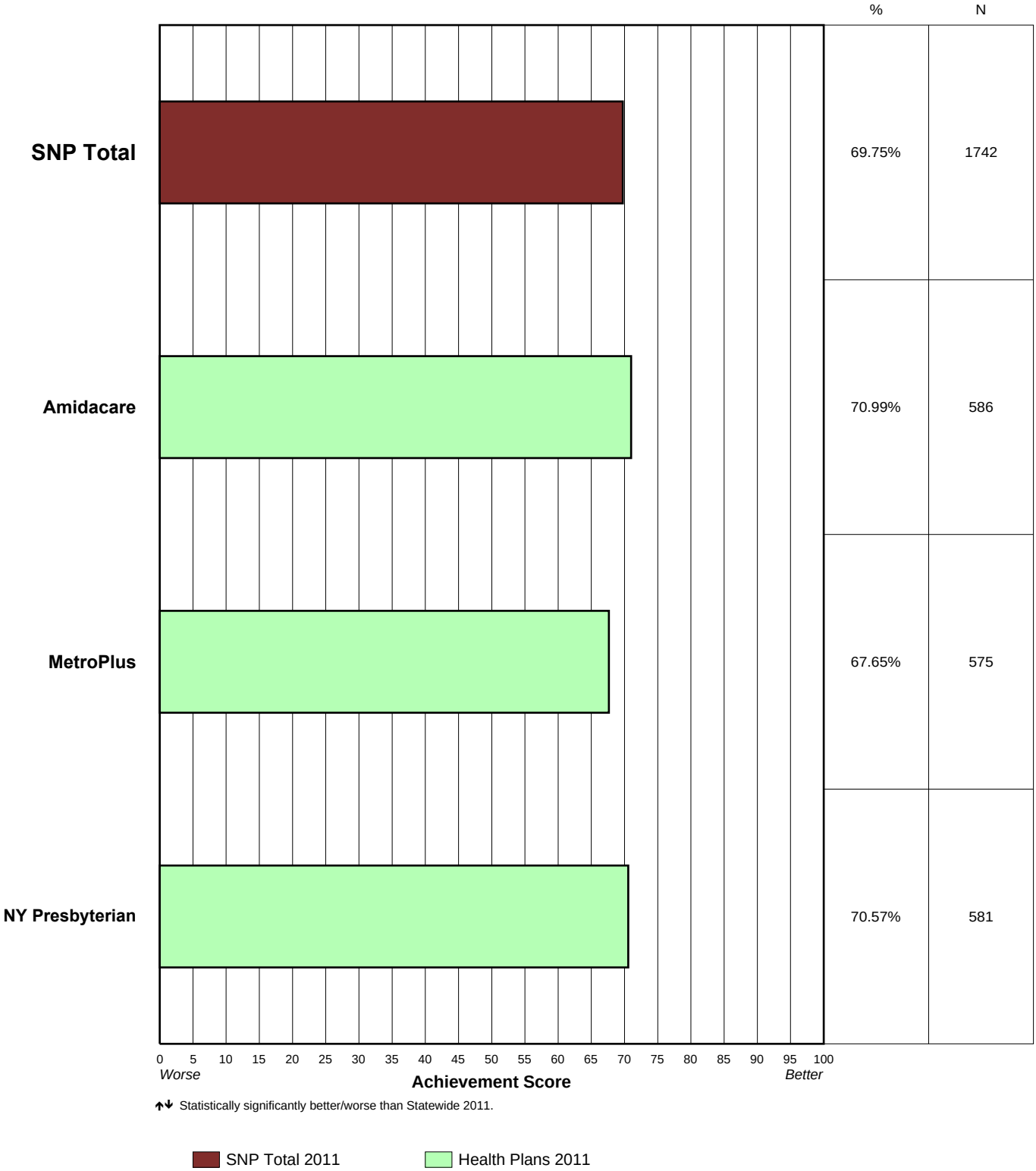
Supplemental Questions

Q54b. Doctor or other health provider talked about exercise or physical activity



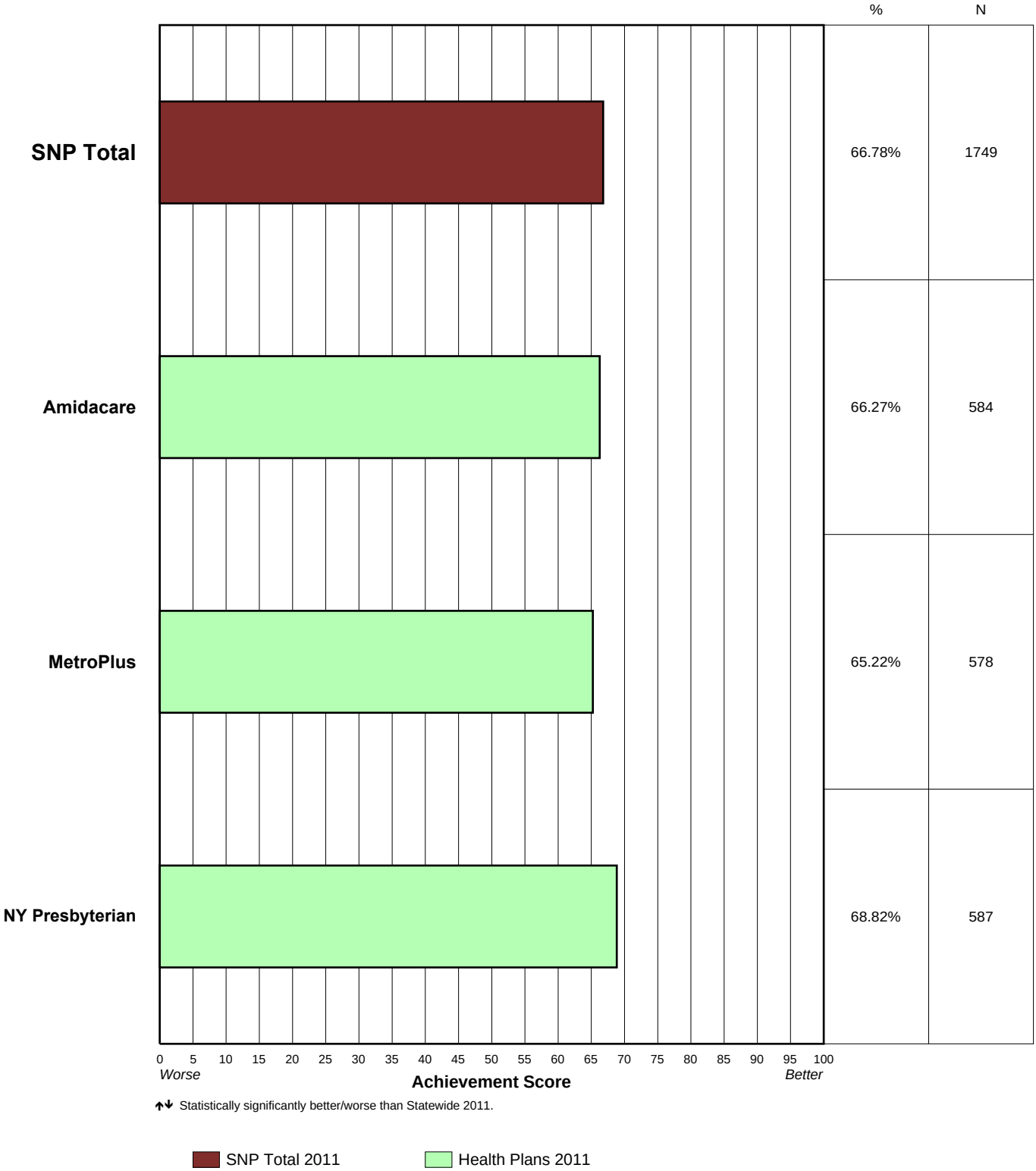
Supplemental Questions

Q54c. Doctor or other health provider talked about things in your life that worry you or cause you stress



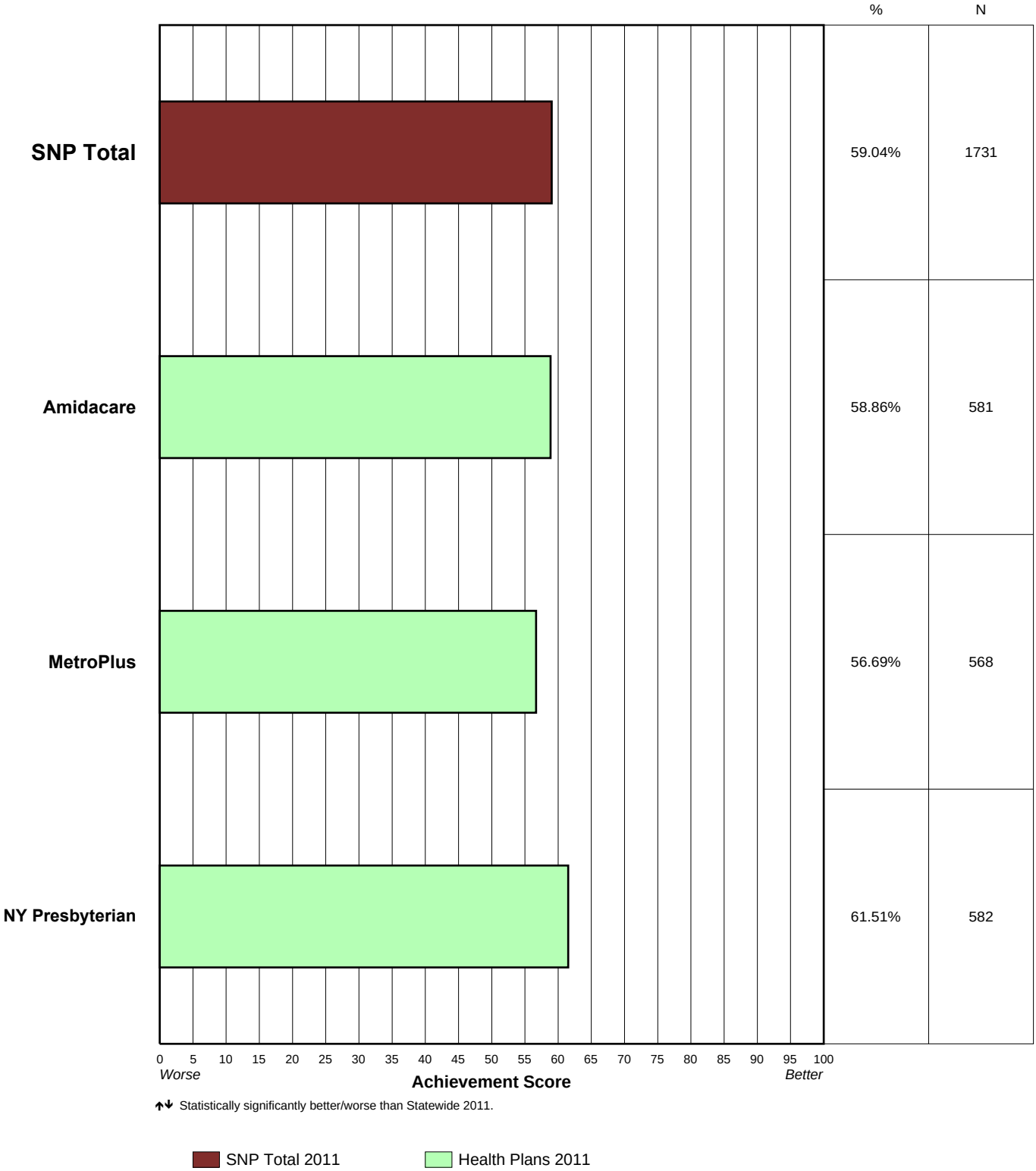
Supplemental Questions

Q54d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed



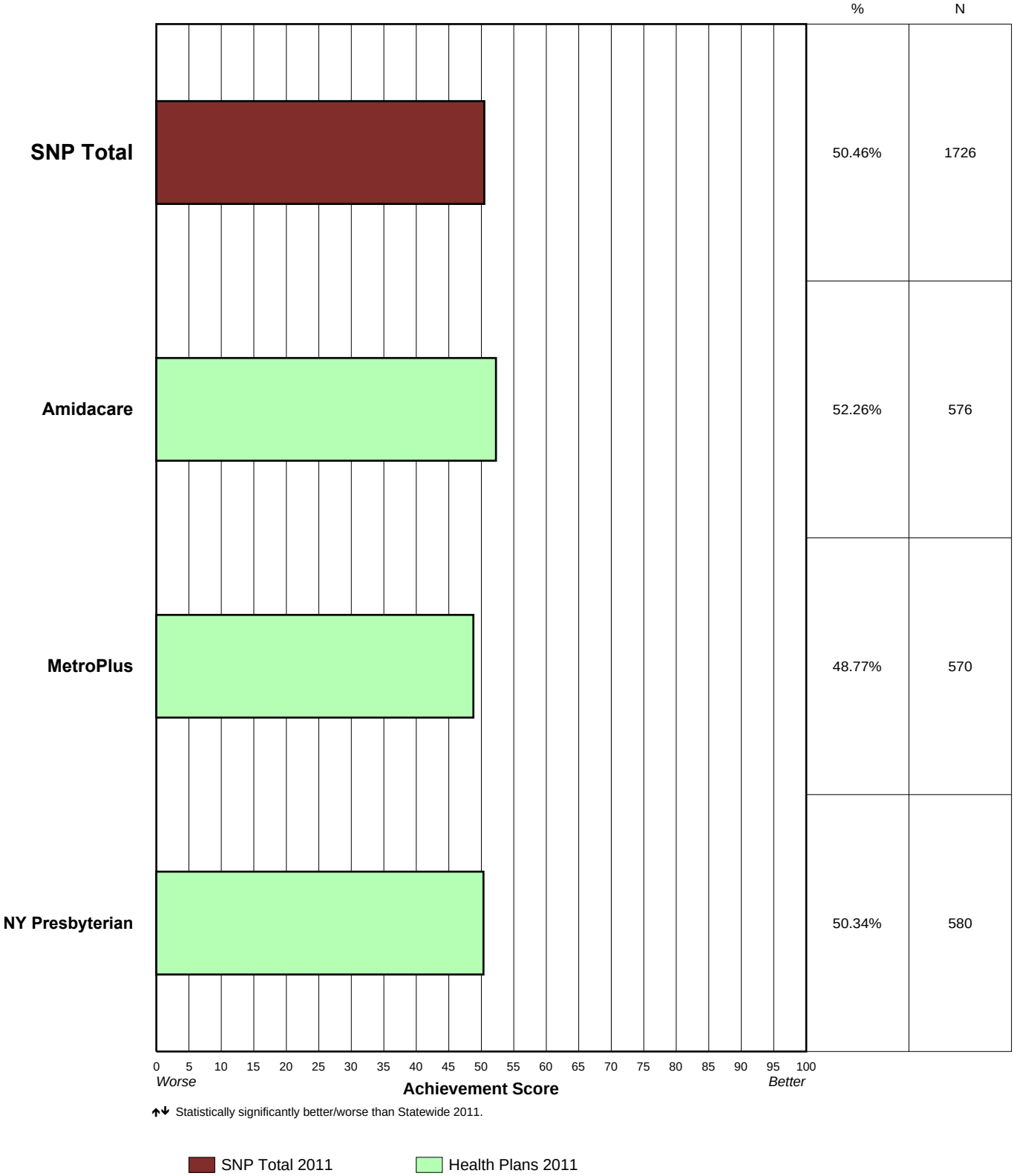
Supplemental Questions

Q54e. Doctor or other health provider talked about smoking or using tobacco products



Supplemental Questions

Q54f. Doctor or other health provider talked about alcohol or other drug use



Correlation Analysis

Amidacare

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four general 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. You can use the section for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there is a table summarizing correlations of the 10 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, the composite name, the achievement score and the correlation value.

Example:
Looking at where the composites cluster will let you identify areas correlating with ratings. For 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, their health care or their 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 are performing well or poorly. 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.

Example:
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.

Amidacare

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q24 How Well Doctors Communicate	93%	0.60	Q39 Getting Needed Care	68%	0.60	Q24 How Well Doctors Communicate	93%	0.57	Q42 Getting Needed Care	75%	0.61
2	Q26 How Well Doctors Communicate	92%	0.58	Q42 Getting Needed Care	75%	0.45	Q26 How Well Doctors Communicate	92%	0.53	Q44 Customer Service	71%	0.60
3	Q25 How Well Doctors Communicate	94%	0.56	Q4 Getting Care Quickly	86%	0.38	Q23 How Well Doctors Communicate	95%	0.49	Q45 Customer Service	88%	0.57
4	Q23 How Well Doctors Communicate	95%	0.54	Q44 Customer Service	71%	0.38	Q25 How Well Doctors Communicate	94%	0.48	Q4 Getting Care Quickly	86%	0.33
5	Q4 Getting Care Quickly	86%	0.35	Q26 How Well Doctors Communicate	92%	0.26	Q42 Getting Needed Care	75%	0.46	Q39 Getting Needed Care	68%	0.32
6	Q39 Getting Needed Care	68%	0.32	Q45 Customer Service	88%	0.26	Q4 Getting Care Quickly	86%	0.40	Q24 How Well Doctors Communicate	93%	0.28
7	Q42 Getting Needed Care	75%	0.27	Q23 How Well Doctors Communicate	95%	0.26	Q7 Getting Care Quickly	85%	0.38	Q26 How Well Doctors Communicate	92%	0.28
8	Q7 Getting Care Quickly	85%	0.26	Q24 How Well Doctors Communicate	93%	0.25	Q39 Getting Needed Care	68%	0.37	Q25 How Well Doctors Communicate	94%	0.26
9	Q45 Customer Service	88%	0.23	Q25 How Well Doctors Communicate	94%	0.20	Q44 Customer Service	71%	0.35	Q23 How Well Doctors Communicate	95%	0.25
10	Q44 Customer Service	71%	0.18	Q7 Getting Care Quickly	85%	0.17	Q45 Customer Service	88%	0.35	Q7 Getting Care Quickly	85%	0.22

▲▼ **Statistically significantly better/worse than Statewide 2011.**

Rating of personal doctor

Amidacare

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.60	93%	81%	12%	6%	1%
2	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.58	92%	74%	18%	6%	1%
3	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.56	94%	84%	10%	5%	1%
4	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.54	95%	80%	14%	5%	1%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.35	86%	59%	27%	12%	3%
6	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.32	68%	44%	24%	23%	9%
7	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.27	75%	50%	25%	21%	5%
8	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.26	85%	62%	23%	12%	3%
9	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	88%	69%	20%	9%	3%
10	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.18	71%	49%	23%	22%	6%

▲▼ **Statistically significantly better/worse than Statewide 2011.**

Rating of specialist seen most often

Amidacare

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.60	68%	44%	24%	23%	9%
2	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.45	75%	50%	25%	21%	5%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.38	86%	59%	27%	12%	3%
4	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.38	71%	49%	23%	22%	6%
5	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.26	92%	74%	18%	6%	1%
6	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.26	88%	69%	20%	9%	3%
7	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	95%	80%	14%	5%	1%
8	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.25	93%	81%	12%	6%	1%
9	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.20	94%	84%	10%	5%	1%
10	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.17	85%	62%	23%	12%	3%

▲▼ **Statistically significantly better/worse than Statewide 2011.**

Rating of all health care

Amidacare

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.57	93%	81%	12%	6%	1%
2	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.53	92%	74%	18%	6%	1%
3	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.49	95%	80%	14%	5%	1%
4	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.48	94%	84%	10%	5%	1%
5	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.46	75%	50%	25%	21%	5%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.40	86%	59%	27%	12%	3%
7	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.38	85%	62%	23%	12%	3%
8	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.37	68%	44%	24%	23%	9%
9	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.35	71%	49%	23%	22%	6%
10	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.35	88%	69%	20%	9%	3%

▲▼ **Statistically significantly better/worse than Statewide 2011.**

Rating of health plan

Amidacare

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.61	75%	50%	25%	21%	5%
2	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.60	71%	49%	23%	22%	6%
3	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.57	88%	69%	20%	9%	3%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.33	86%	59%	27%	12%	3%
5	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.32	68%	44%	24%	23%	9%
6	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.28	93%	81%	12%	6%	1%
7	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.28	92%	74%	18%	6%	1%
8	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.26	94%	84%	10%	5%	1%
9	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.25	95%	80%	14%	5%	1%
10	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.22	85%	62%	23%	12%	3%

▲▼ **Statistically significantly better/worse than Statewide 2011.**

Responses by Question

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

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,841	100.0%	614	100.0%
No	0	0.0%	0	0.0%
Total	1,841	100.0%	614	100.0%
Not Answered	43		15	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	675	38.4%	233	39.7%
No	1,083	61.6%	354	60.3%
Total	1,758	100.0%	587	100.0%
Not Answered	126		42	

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

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	20	3.0%	6	2.6%
Sometimes	96	14.3%	27	11.6%
Usually	162	24.1%	62	26.6%
Always	394	58.6%	138	59.2%
Total	672	100.0%	233	100.0%
Not Answered	3		0	
Reporting Category	Getting Care Quickly			
Achievement Score	82.73%		85.75%	
Correlation with Health Plan Satisfaction	0.338		0.331	

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

Your Health Care in the Last 6 Months (continued)

Q5. In the last 6 months, when you tried to get an appointment for care you needed right away, how long did you usually have to wait between trying to get an appointment and actually seeing someone?

	SNP Total		Amidacare	
	N	%	N	%
Same day	220	33.5%	74	32.7%
1 day	79	12.0%	33	14.6%
2-3 days	97	14.8%	31	13.7%
4-7 days	90	13.7%	29	12.8%
8-14 days	61	9.3%	21	9.3%
15 days or longer	109	16.6%	38	16.8%
Total	656	100.0%	226	100.0%
Not Answered	19		7	

Q6. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

	SNP Total		Amidacare	
	N	%	N	%
Yes	1,415	81.5%	492	84.7%
No	322	18.5%	89	15.3%
Total	1,737	100.0%	581	100.0%
Not Answered	147		48	

Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

	SNP Total		Amidacare	
	N	%	N	%
Never	34	2.4%	13	2.7%
Sometimes	180	13.0%	58	12.0%
Usually	328	23.6%	112	23.1%
Always	846	61.0%	301	62.2%
Total	1,388	100.0%	484	100.0%
Not Answered	27		8	
Reporting Category	Getting Care Quickly			
Achievement Score	84.56%		85.20%	
Correlation with Health Plan Satisfaction	0.212		0.221	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q8. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	SNP Total		Amidacare	
	N	%	N	%
None	222	13.6%	73	13.4%
1	199	12.2%	54	9.9%
2	379	23.3%	121	22.2%
3	281	17.3%	107	19.6%
4	157	9.6%	51	9.4%
5 to 9	281	17.3%	106	19.4%
10 or more	109	6.7%	33	6.1%
Total	1,628	100.0%	545	100.0%
Not Answered	256		84	

Q9. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	SNP Total		Amidacare	
	N	%	N	%
Never	74	5.3%	22	4.7%
Sometimes	243	17.5%	88	18.9%
Usually	268	19.3%	84	18.0%
Always	805	57.9%	272	58.4%
Total	1,390	100.0%	466	100.0%
Not Answered	16		6	
Reporting Category	Single Items			
Achievement Score	77.23%		76.39%	

Q10. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

	SNP Total		Amidacare	
	N	%	N	%
Yes	853	61.6%	292	62.5%
No	531	38.4%	175	37.5%
Total	1,384	100.0%	467	100.0%
Not Answered	22		5	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q11. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Definitely yes	653	78.1%	226	78.7%
Somewhat yes	145	17.3%	46	16.0%
Somewhat no	23	2.8%	9	3.1%
Definitely no	15	1.8%	6	2.1%
Total	836	100.0%	287	100.0%
Not Answered	17		5	
Reporting Category	Collaborative Decision Making			
Achievement Score	78.11%		78.49%	
Correlation with Health Plan Satisfaction	0.189		0.181	

Q12. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Definitely yes	545	65.1%	194	68.3%
Somewhat yes	206	24.6%	63	22.2%
Somewhat no	41	4.9%	18	6.3%
Definitely no	45	5.4%	9	3.2%
Total	837	100.0%	284	100.0%
Not Answered	16		8	
Reporting Category	Collaborative Decision Making			
Achievement Score	65.08%		67.97%	
Correlation with Health Plan Satisfaction	0.136		0.131	

Q13. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,351	97.5%	457	98.3%
No	35	2.5%	8	1.7%
Total	1,386	100.0%	465	100.0%
Not Answered	20		7	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q14. 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 Total		Amidacare	
	N	%	N	%
Never	67	5.0%	19	4.2%
Sometimes	93	6.9%	30	6.6%
Usually	167	12.5%	55	12.1%
Always	1,013	75.6%	350	77.1%
Total	1,340	100.0%	454	100.0%
Not Answered	11		3	
Reporting Category	Single Items			
Achievement Score	88.11%		88.96%	

Q15. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

	SNP Total		Amidacare	
	N	%	N	%
Never	38	2.9%	11	2.4%
Sometimes	139	10.5%	41	9.1%
Usually	254	19.1%	86	19.1%
Always	898	67.6%	312	69.3%
Total	1,329	100.0%	450	100.0%
Not Answered	22		7	
Reporting Category	Single Items			
Achievement Score	86.69%		87.73%	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q16. 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 Total N	SNP Total %	Amidacare N	Amidacare %
Worst health care possible	5	0.4%	2	0.4%
1	2	0.1%	1	0.2%
2	3	0.2%	2	0.4%
3	20	1.4%	5	1.1%
4	22	1.6%	6	1.3%
5	65	4.7%	25	5.3%
6	77	5.5%	30	6.4%
7	126	9.1%	33	7.1%
8	262	18.9%	85	18.2%
9	243	17.5%	84	17.9%
Best health care possible	564	40.6%	195	41.7%
Total	1,389	100.0%	468	100.0%
Not Answered	17		4	
Reporting Category	Composites			
Achievement Score	76.97%		77.02%	

Q17. In general, how would you rate your overall mental or emotional health?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Excellent	359	20.0%	110	18.4%
Very good	427	23.8%	161	27.0%
Good	533	29.7%	171	28.6%
Fair	377	21.0%	127	21.3%
Poor	96	5.4%	28	4.7%
Total	1,792	100.0%	597	100.0%
Not Answered	92		32	

Q18. In the last 6 months, did you need any treatment or counseling for a personal or family problem?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	560	32.4%	208	36.3%
No	1,166	67.6%	365	63.7%
Total	1,726	100.0%	573	100.0%
Not Answered	158		56	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q19. In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	40	7.3%	18	8.8%
Sometimes	84	15.2%	29	14.1%
Usually	137	24.9%	51	24.9%
Always	290	52.6%	107	52.2%
Total	551	100.0%	205	100.0%
Not Answered	9		3	
Reporting Category	Single Items			
Achievement Score	77.66%		76.28%	

Q20. 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 treatment or counseling in the last 6 months?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Worst treatment possible	8	1.5%	4	2.0%
1	5	0.9%	2	1.0%
2	7	1.3%	4	2.0%
3	17	3.1%	6	2.9%
4	17	3.1%	6	2.9%
5	43	7.9%	18	8.8%
6	24	4.4%	5	2.5%
7	55	10.1%	23	11.3%
8	88	16.2%	32	15.7%
9	85	15.6%	38	18.6%
Best treatment possible	195	35.8%	66	32.4%
Total	544	100.0%	204	100.0%
Not Answered	16		4	
Reporting Category	Supplemental Questions			
Achievement Score	67.82%		66.71%	

Response scored as: Achievement Room for improvement

Your Personal Doctor

Q21. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	SNP Total		Amidacare	
	N	%	N	%
Yes	1,631	94.0%	547	94.5%
No	104	6.0%	32	5.5%
Total	1,735	100.0%	579	100.0%
Not Answered	149		50	

Q22. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	SNP Total		Amidacare	
	N	%	N	%
None	44	2.9%	16	3.1%
1	161	10.6%	37	7.2%
2	463	30.4%	139	27.1%
3	285	18.7%	99	19.3%
4	164	10.8%	64	12.5%
5 to 9	304	19.9%	111	21.6%
10 or more	104	6.8%	47	9.2%
Total	1,525	100.0%	513	100.0%
Not Answered	106		34	

Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	SNP Total		Amidacare	
	N	%	N	%
Never	13	0.9%	3	0.6%
Sometimes	79	5.4%	23	4.7%
Usually	204	13.9%	71	14.4%
Always	1,175	79.9%	396	80.3%
Total	1,471	100.0%	493	100.0%
Not Answered	10		4	
Reporting Category	Communication			
Achievement Score	93.73%		94.77%	
Correlation with Health Plan Satisfaction	0.261		0.253	

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

Your Personal Doctor (continued)

Q24. In the last 6 months, how often did your personal doctor listen carefully to you?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	14	1.0%	3	0.6%
Sometimes	83	5.7%	32	6.5%
Usually	165	11.3%	59	12.0%
Always	1,204	82.1%	399	80.9%
Total	1,466	100.0%	493	100.0%
Not Answered	15		4	
Reporting Category	Communication			
Achievement Score	93.40%		92.89%	
Correlation with Health Plan Satisfaction	0.258		0.283	

Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	11	0.7%	4	0.8%
Sometimes	71	4.8%	26	5.3%
Usually	143	9.7%	47	9.6%
Always	1,245	84.7%	413	84.3%
Total	1,470	100.0%	490	100.0%
Not Answered	11		7	
Reporting Category	Communication			
Achievement Score	94.40%		93.95%	
Correlation with Health Plan Satisfaction	0.230		0.263	

Q26. In the last 6 months, how often did your personal doctor spend enough time with you?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	23	1.6%	7	1.4%
Sometimes	95	6.5%	30	6.1%
Usually	247	16.8%	89	18.1%
Always	1,103	75.1%	367	74.4%
Total	1,468	100.0%	493	100.0%
Not Answered	13		4	
Reporting Category	Communication			
Achievement Score	91.92%		92.41%	
Correlation with Health Plan Satisfaction	0.285		0.282	

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

Q27. In the last 6 months, did you see your personal doctor for a specific illness or for any health condition?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,174	80.4%	390	79.6%
No	287	19.6%	100	20.4%
Total	1,461	100.0%	490	100.0%
Not Answered	20		7	

Q28. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	14	1.2%	1	0.3%
Sometimes	46	3.9%	17	4.4%
Usually	164	14.1%	58	14.9%
Always	941	80.8%	312	80.4%
Total	1,165	100.0%	388	100.0%
Not Answered	9		2	
Reporting Category	Single Items			
Achievement Score	94.86%		95.28%	

Q29. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	90	7.7%	27	7.0%
Sometimes	122	10.5%	44	11.4%
Usually	223	19.2%	81	21.0%
Always	729	62.6%	234	60.6%
Total	1,164	100.0%	386	100.0%
Not Answered	10		4	
Reporting Category	Single Items			
Achievement Score	81.82%		81.61%	

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

Q30. Sometimes doctors give instructions that are hard to follow. In the last 6 months, how often did your personal doctor ask you whether you would have any problems doing what you need to do to take care of this illness or health condition?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	140	12.1%	48	12.4%
Sometimes	128	11.1%	48	12.4%
Usually	220	19.0%	75	19.4%
Always	669	57.8%	216	55.8%
Total	1,157	100.0%	387	100.0%
Not Answered	17		3	
Reporting Category	Single Items			
Achievement Score	76.87%		75.46%	

Q31. In the last 6 months, how often did your personal doctor explain what to do if this illness or health condition got worse or came back?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	65	5.6%	22	5.7%
Sometimes	86	7.5%	31	8.1%
Usually	154	13.4%	52	13.5%
Always	848	73.5%	280	72.7%
Total	1,153	100.0%	385	100.0%
Not Answered	21		5	
Reporting Category	Single Items			
Achievement Score	86.93%		86.33%	

Q32. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	715	46.0%	231	44.3%
No	838	54.0%	290	55.7%
Total	1,553	100.0%	521	100.0%
Not Answered	78		26	

Response scored as: Achievement Room for improvement

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Your Personal Doctor (continued)

Q33. 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 Total N	SNP Total %	Amidacare N	Amidacare %
Never	42	6.0%	12	5.3%
Sometimes	81	11.5%	29	12.7%
Usually	122	17.3%	38	16.7%
Always	460	65.2%	149	65.4%
Total	705	100.0%	228	100.0%
Not Answered	10		3	
Reporting Category	Single Items			
Achievement Score	82.51%		81.43%	

Q34. In the last 6 months, did anyone from your personal doctor's office, or health plan help coordinate your care among these doctors or other health providers?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	503	72.6%	162	73.3%
No	190	27.4%	59	26.7%
Total	693	100.0%	221	100.0%
Not Answered	22		10	

Q35. In the last 6 months, who helped to coordinate your care? (Select all that apply)

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Someone from your health plan	126	25.5%	25	15.7%
Someone from your doctor's office	399	80.8%	138	86.8%
Someone from another organization	67	13.6%	21	13.2%
Family member or friend	47	9.5%	11	6.9%
Someone else	29	5.9%	10	6.3%
Total	494	100.0%	159	100.0%
Not Answered	9		3	

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

Q36. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Very dissatisfied	18	3.6%	8	5.0%
Dissatisfied	13	2.6%	3	1.9%
Neither dissatisfied nor satisfied	33	6.6%	13	8.1%
Satisfied	205	41.2%	65	40.6%
Very satisfied	228	45.9%	71	44.4%
Total	497	100.0%	160	100.0%
Not Answered	6		2	
Reporting Category	Single Items			
Achievement Score	87.15%		85.09%	

Q37. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Worst personal doctor possible	5	0.3%	1	0.2%
1	6	0.4%	0	0.0%
2	4	0.3%	2	0.4%
3	9	0.6%	3	0.6%
4	20	1.3%	6	1.1%
5	52	3.3%	16	3.0%
6	38	2.4%	12	2.3%
7	80	5.1%	25	4.7%
8	165	10.5%	63	11.9%
9	256	16.3%	90	17.0%
Best personal doctor possible	931	59.5%	310	58.7%
Total	1,566	100.0%	528	100.0%
Not Answered	65		19	
Reporting Category	Composites			
Achievement Score	86.32%		87.61%	

Response scored as: Achievement Room for improvement

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Getting Health Care From Specialists

Q38. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?

	SNP Total		Amidacare	
	N	%	N	%
Yes	856	50.6%	303	53.9%
No	837	49.4%	259	46.1%
Total	1,693	100.0%	562	100.0%
Not Answered	191		67	

Q39. In the last 6 months, how often was it easy to get appointments with specialists?

	SNP Total		Amidacare	
	N	%	N	%
Never	64	7.5%	28	9.3%
Sometimes	204	24.1%	68	22.7%
Usually	222	26.2%	71	23.7%
Always	358	42.2%	133	44.3%
Total	848	100.0%	300	100.0%
Not Answered	8		3	
Reporting Category	Getting Needed Care			
Achievement Score	68.38%		67.54%	
Correlation with Health Plan Satisfaction	0.319		0.324	

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

Getting Health Care From Specialists (continued)

Q40. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

	SNP Total		Amidacare	
	N	%	N	%
Worst specialist possible	23	2.8%	14	4.8%
1	8	1.0%	3	1.0%
2	7	0.9%	5	1.7%
3	21	2.6%	10	3.4%
4	25	3.0%	10	3.4%
5	61	7.4%	21	7.2%
6	57	6.9%	20	6.9%
7	98	11.9%	36	12.4%
8	123	14.9%	43	14.8%
9	114	13.9%	36	12.4%
Best specialist possible	286	34.8%	93	32.0%
Total	823	100.0%	291	100.0%
Not Answered	33		12	
Reporting Category	Composites			
Achievement Score	63.67%		58.70%	

Your Health Plan

Q41. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

	SNP Total		Amidacare	
	N	%	N	%
Yes	974	57.3%	339	60.0%
No	726	42.7%	226	40.0%
Total	1,700	100.0%	565	100.0%
Not Answered	184		64	

Response scored as: Achievement Room for improvement

Your Health Plan (continued)

Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	28	3.0%	15	4.6%
Sometimes	159	17.0%	67	20.6%
Usually	245	26.2%	81	24.8%
Always	504	53.8%	163	50.0%
Total	936	100.0%	326	100.0%
Not Answered	38		13	
Reporting Category	Getting Needed Care			
Achievement Score	80.18%		74.99%	
Correlation with Health Plan Satisfaction	0.557		0.609	

Q43. In the last 6 months, did you try to get information or help from your health plan's customer service?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	616	36.2%	243	42.8%
No	1,086	63.8%	325	57.2%
Total	1,702	100.0%	568	100.0%
Not Answered	182		61	

Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	36	5.9%	15	6.3%
Sometimes	115	18.9%	53	22.1%
Usually	139	22.8%	55	22.9%
Always	319	52.4%	117	48.8%
Total	609	100.0%	240	100.0%
Not Answered	7		3	
Reporting Category	Customer Service			
Achievement Score	75.50%		71.33%	
Correlation with Health Plan Satisfaction	0.561		0.596	

Response scored as: Achievement Room for improvement

Your Health Plan (continued)

Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	11	1.8%	6	2.5%
Sometimes	66	10.8%	22	9.2%
Usually	106	17.4%	47	19.7%
Always	426	70.0%	164	68.6%
Total	609	100.0%	239	100.0%
Not Answered	7		4	
Reporting Category	Customer Service			
Achievement Score	87.16%		88.04%	
Correlation with Health Plan Satisfaction	0.525		0.565	

Q46. 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 Total N	SNP Total %	Amidacare N	Amidacare %
Worst health plan possible	11	0.6%	5	0.8%
1	16	0.9%	5	0.8%
2	12	0.7%	7	1.2%
3	22	1.3%	10	1.7%
4	38	2.2%	18	3.1%
5	126	7.2%	46	7.8%
6	113	6.4%	41	6.9%
7	182	10.4%	59	10.0%
8	322	18.3%	93	15.8%
9	295	16.8%	100	16.9%
Best health plan possible	620	35.3%	206	34.9%
Total	1,757	100.0%	590	100.0%
Not Answered	127		39	
Reporting Category	Composites			
Achievement Score	70.40%		67.53%	

Response scored as: Achievement Room for improvement

Your Health Plan (continued)

Q47. Would you recommend your health plan to your family and friends?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,466	85.1%	455	79.1%
No	257	14.9%	120	20.9%
Total	1,723	100.0%	575	100.0%
Not Answered	161		54	
Reporting Category	Single Items			
Achievement Score	85.05%		79.11%	

About Your Health

Q48. In general, how would you rate your overall health?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Excellent	250	14.1%	81	13.7%
Very good	430	24.3%	158	26.8%
Good	597	33.7%	194	32.9%
Fair	410	23.1%	131	22.2%
Poor	86	4.9%	26	4.4%
Total	1,773	100.0%	590	100.0%
Not Answered	111		39	

Q49. Have you had a flu shot since September 1, 2010? (Respondents Age 50+ displayed below)

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	624	72.5%	203	73.0%
No	237	27.5%	75	27.0%
Don't Know	7		4	
Total	861	100.0%	278	100.0%
Not Answered	49		18	
Reporting Category	Single Items			
Achievement Score	72.47%		73.02%	

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

About Your Health (continued)

Q50. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Every day	497	28.9%	172	30.0%
Some days	348	20.3%	120	20.9%
Not at all	872	50.8%	281	49.0%
Don't Know	17		3	
Total	1,717	100.0%	573	100.0%
Not Answered	150		53	

Q51. 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 Total N	SNP Total %	Amidacare N	Amidacare %
Never	74	8.9%	28	9.7%
Sometimes	148	17.7%	59	20.5%
Usually	139	16.6%	48	16.7%
Always	475	56.8%	153	53.1%
Total	836	100.0%	288	100.0%
Not Answered	9		4	
Reporting Category	Supplemental Questions			
Achievement Score	91.15%		90.28%	

Q52. 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?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	147	17.8%	50	17.5%
Sometimes	190	23.0%	64	22.4%
Usually	132	16.0%	45	15.7%
Always	356	43.2%	127	44.4%
Total	825	100.0%	286	100.0%
Not Answered	20		6	
Reporting Category	Supplemental Questions			
Achievement Score	82.18%		82.52%	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q53. 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?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Never	226	27.6%	76	26.6%
Sometimes	194	23.7%	64	22.4%
Usually	137	16.7%	49	17.1%
Always	263	32.1%	97	33.9%
Total	820	100.0%	286	100.0%
Not Answered	25		6	
Reporting Category	Supplemental Questions			
Achievement Score	72.44%		73.43%	

Q54a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,373	78.2%	447	76.8%
No	382	21.8%	135	23.2%
Total	1,755	100.0%	582	100.0%
Not Answered	129		47	
Reporting Category	Single Items			
Achievement Score	78.23%		76.80%	

Q54b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,323	76.2%	433	74.9%
No	414	23.8%	145	25.1%
Total	1,737	100.0%	578	100.0%
Not Answered	147		51	
Reporting Category	Single Items			
Achievement Score	76.17%		74.91%	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q54c. 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 Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,215	69.7%	416	71.0%
No	527	30.3%	170	29.0%
Total	1,742	100.0%	586	100.0%
Not Answered	142		43	
Reporting Category	Single Items			
Achievement Score	69.75%		70.99%	

Q54d. In the last 6 months, did you and a doctor or other health provider talk about... Whether there was a period of time when you felt sad, empty or depressed?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,168	66.8%	387	66.3%
No	581	33.2%	197	33.7%
Total	1,749	100.0%	584	100.0%
Not Answered	135		45	
Reporting Category	Single Items			
Achievement Score	66.78%		66.27%	

Q54e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	1,022	59.0%	342	58.9%
No	709	41.0%	239	41.1%
Total	1,731	100.0%	581	100.0%
Not Answered	153		48	
Reporting Category	Single Items			
Achievement Score	59.04%		58.86%	

Response scored as: Achievement Room for improvement

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About Your Health (continued)

Q54f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	871	50.5%	301	52.3%
No	855	49.5%	275	47.7%
Total	1,726	100.0%	576	100.0%
Not Answered	158		53	
Reporting Category	Single Items			
Achievement Score	50.46%		52.26%	

Q55a. Do any of the following conditions affect you right now ... Hypertension?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	489	30.6%	151	28.1%
No	1,108	69.4%	386	71.9%
Total	1,597	100.0%	537	100.0%
Not Answered	287		92	

Q55b. Do any of the following conditions affect you right now ... Heart disease?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	157	10.0%	45	8.5%
No	1,408	90.0%	484	91.5%
Total	1,565	100.0%	529	100.0%
Not Answered	319		100	

Q55c. Do any of the following conditions affect you right now ... Diabetes?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes	233	14.8%	75	14.2%
No	1,338	85.2%	452	85.8%
Total	1,571	100.0%	527	100.0%
Not Answered	313		102	

Response scored as: Achievement Room for improvement

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About Your Health (continued)

Q55d. Do any of the following conditions affect you right now ... Cancer?

	SNP Total		Amidacare	
	N	%	N	%
Yes	79	5.1%	17	3.3%
No	1,456	94.9%	502	96.7%
Total	1,535	100.0%	519	100.0%
Not Answered	349		110	

Q55e. Do any of the following conditions affect you right now ... Arthritis?

	SNP Total		Amidacare	
	N	%	N	%
Yes	481	30.1%	167	31.0%
No	1,118	69.9%	371	69.0%
Total	1,599	100.0%	538	100.0%
Not Answered	285		91	

Q55f. Do any of the following conditions affect you right now ... Asthma?

	SNP Total		Amidacare	
	N	%	N	%
Yes	457	28.6%	160	29.4%
No	1,141	71.4%	384	70.6%
Total	1,598	100.0%	544	100.0%
Not Answered	286		85	

Q55g. Do any of the following conditions affect you right now ... Overweight?

	SNP Total		Amidacare	
	N	%	N	%
Yes	370	23.4%	124	23.4%
No	1,213	76.6%	406	76.6%
Total	1,583	100.0%	530	100.0%
Not Answered	301		99	

About Your Health (continued)

Q55h. Do any of the following conditions affect you right now ... Depression?

	SNP Total		Amidacare	
	N	%	N	%
Yes	799	48.2%	276	49.6%
No	859	51.8%	281	50.4%
Total	1,658	100.0%	557	100.0%
Not Answered	226		72	

Q55i. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	SNP Total		Amidacare	
	N	%	N	%
Yes	203	12.8%	80	15.1%
No	1,377	87.2%	450	84.9%
Total	1,580	100.0%	530	100.0%
Not Answered	304		99	

Q55j. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	SNP Total		Amidacare	
	N	%	N	%
Yes	587	35.9%	208	37.3%
No	1,046	64.1%	349	62.7%
Total	1,633	100.0%	557	100.0%
Not Answered	251		72	

Q55k. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	SNP Total		Amidacare	
	N	%	N	%
Yes	940	56.1%	295	53.2%
No	737	43.9%	260	46.8%
Total	1,677	100.0%	555	100.0%
Not Answered	207		74	

About You

Q56. What is your age?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
18 to 24	32	1.7%	5	0.8%
25 to 34	147	7.8%	49	7.8%
35 to 44	360	19.1%	136	21.6%
45 to 54	839	44.5%	268	42.6%
55 to 64	489	26.0%	165	26.2%
65 or older	17	0.9%	6	1.0%
Total	1,884	100.0%	629	100.0%
Not Answered	0		0	

Q57. Are you male or female?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Male	1,158	61.5%	396	63.0%
Female	726	38.5%	233	37.0%
Total	1,884	100.0%	629	100.0%
Not Answered	0		0	

Q58. What is the highest grade or level of school that you have completed?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
8th grade or less	183	10.2%	44	7.4%
Some high school but did not graduate	558	31.2%	182	30.7%
High school graduate or GED	484	27.1%	165	27.8%
Some college or 2-year degree	400	22.4%	138	23.3%
4-year college graduate	101	5.7%	39	6.6%
More than 4-year college graduate	60	3.4%	25	4.2%
Total	1,786	100.0%	593	100.0%
Not Answered	98		36	

Q59. Are you of Hispanic or Latino origin or descent?

	SNP Total N	SNP Total %	Amidacare N	Amidacare %
Yes, Hispanic or Latino	738	42.4%	211	36.7%
No, Not Hispanic or Latino	1,002	57.6%	364	63.3%
Total	1,740	100.0%	575	100.0%
Not Answered	144		54	

About You (continued)

Q60. What is your race? (Please mark one or more.)

	SNP Total		Amidacare	
	N	%	N	%
White	278	16.4%	97	17.2%
Black or African-American	934	55.0%	325	57.7%
Asian	31	1.8%	16	2.8%
Native Hawaiian or other Pacific Islander	14	0.8%	5	0.9%
American Indian or Alaska Native	36	2.1%	11	2.0%
Other	488	28.7%	138	24.5%
Total	1,699	100.0%	563	100.0%
Not Answered	185		66	

Q61. What language do you mainly speak at home?

	SNP Total		Amidacare	
	N	%	N	%
English	1,296	74.6%	455	79.0%
Spanish	260	15.0%	58	10.1%
English and Spanish equally	137	7.9%	45	7.8%
Russian	1	0.1%	0	0.0%
Mandarin	5	0.3%	3	0.5%
Cantonese	0	0.0%	0	0.0%
Some Other Language	38	2.2%	15	2.6%
Total	1,737	100.0%	576	100.0%
Not Answered	147		53	

Q62. Do you have ongoing access to the internet?

	SNP Total		Amidacare	
	N	%	N	%
Yes	886	49.2%	312	52.3%
No	916	50.8%	284	47.7%
Total	1,802	100.0%	596	100.0%
Not Answered	82		33	

About You (continued)

Q63. Do you use the internet for any of the following? (Select all that apply)

	SNP Total		Amidacare	
	N	%	N	%
Look up health information	747	79.1%	254	81.4%
Communicate with your health care provider	121	12.8%	47	15.1%
Communicate with your health plan	82	8.7%	29	9.3%
Schedule appointments with your doctor	104	11.0%	39	12.5%
Find information about your health plan benefits	231	24.5%	74	23.7%
Request assistance from your health plan	119	12.6%	36	11.5%
Total	944	100.0%	312	100.0%
Not Answered	940		317	

All information that would let someone identify you or your family 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 1-800-838-2994.

SURVEY INSTRUCTIONS

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

Correct Mark ● **Incorrect Marks**

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

○ Yes ➔ ***Go to Question 1***
○ No

⬇ START HERE ⬇

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

○ Yes ➔ ***Go to Question 3***
○ No ➔ ***Go to Question 2***

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

_____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ○ Yes ➔ ***Go to Question 4***
- ○ No ➔ ***Go to Question 6***

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

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

5. In the last 6 months, when you tried to get an appointment for care you needed right away, how long did you usually have to wait between trying to get an appointment and actually seeing someone?

- ○ Same day
- ○ 1 day
- ○ 2-3 days
- ○ 4-7 days
- ○ 8-14 days
- ○ 15 days or longer

6. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

- ○ Yes ➔ ***Go to Question 7***
- ○ No ➔ ***Go to Question 8***

7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

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

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

- ○ None ➔ ***Go to Question 17***
- ○ 1 ➔ ***Go to Question 9***
- ○ 2 ➔ ***Go to Question 9***
- ○ 3 ➔ ***Go to Question 9***
- ○ 4 ➔ ***Go to Question 9***
- ○ 5 to 9 ➔ ***Go to Question 9***
- ○ 10 or more ➔ ***Go to Question 9***

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

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

10. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

- ○ Yes ➔ ***Go to Question 11***
- ○ No ➔ ***Go to Question 13***

11. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

- ○ Definitely yes
- ○ Somewhat yes
- ○ Somewhat no
- ○ Definitely no

12. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

- ○ Definitely yes
- ○ Somewhat yes
- ○ Somewhat no
- ○ Definitely no

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

- ○ Yes ➔ ***Go to Question 14***
- ○ No ➔ ***Go to Question 16***

14. 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

15. 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

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

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

17. In general, how would you rate your overall <u>mental or emotional health</u>?

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

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

- ○ Yes ➔ ***Go to Question 19***
- ○ No ➔ ***Go to Question 21***

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

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

20. 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 treatment or counseling in the last 6 months?

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

YOUR PERSONAL DOCTOR

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

- ○ Yes ➔ ***Go to Question 22***
- ○ No ➔ ***Go to Question 38***

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

- ○ None ➔ ***Go to Question 32***
- ○ 1 ➔ ***Go to Question 23***
- ○ 2 ➔ ***Go to Question 23***
- ○ 3 ➔ ***Go to Question 23***
- ○ 4 ➔ ***Go to Question 23***
- ○ 5 to 9 ➔ ***Go to Question 23***
- ○ 10 or more ➔ ***Go to Question 23***

23. 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

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

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

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

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

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

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

27. In the last 6 months, did you see your personal doctor for a specific illness or for any health condition?

- ○ Yes ➔ ***Go to Question 28***
- ○ No ➔ ***Go to Question 32***

28. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?

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

29. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?

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

30. Sometimes doctors give instructions that are hard to follow. In the last 6 months, how often did your personal doctor ask you whether you would have any problems doing what you need to do to take care of this illness or health condition?

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

31. In the last 6 months, how often did your personal doctor explain what to do if this illness or health condition got worse or came back?

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

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

- ○ Yes ➔ ***Go to Question 33***
- ○ No ➔ ***Go to Question 37***

33. 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

34. In the last 6 months, did anyone from your personal doctor's office, or health plan help coordinate your care among these doctors or other health providers?

- ○ Yes ➔ ***Go to Question 35***
- ○ No ➔ ***Go to Question 37***

35. In the last 6 months, who helped to coordinate your care? (select all that apply)

- ○ Someone from your health plan
- ○ Someone from your doctor's office
- ○ Someone from another organization
- ○ Family member or friend
- ○ Someone else

36. How satisfied are you with the help you received to coordinate your care in the last 6 months?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- ○ Yes ➔ ***Go to Question 39***
- ○ No ➔ ***Go to Question 41***

39. In the last 6 months, how often was it easy to get appointments with specialists?

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

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

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

YOUR HEALTH PLAN

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

41. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

- ○ Yes ➔ ***Go to Question 42***
- ○ No ➔ ***Go to Question 43***

42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

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

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

- ○ Yes ➔ ***Go to Question 44***
- ○ No ➔ ***Go to Question 46***

44. 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

45. 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

46. 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

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

- ○ Yes
- ○ No

ABOUT YOUR HEALTH

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

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

49. Have you had a flu shot since September 1, 2010?

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Every day ➔ ***Go to Question 51***
- ○ Some days ➔ ***Go to Question 51***
- ○ Not at all ➔ ***Go to Question 54***
- ○ Don't know ➔ ***Go to Question 54***

51. 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

52. 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

53. 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

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

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

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

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

ABOUT YOU

56. 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

57. Are you male or female?

- ○ Male
- ○ Female

58. 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

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

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

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

- ○ White
- ○ Black or African-American
- ○ Asian
- ○ Native Hawaiian or other Pacific Islander
- ○ American Indian or Alaska Native
- ○ Other

61. What language do you <u>mainly</u> speak at home? Please mark one only.

- ○ English
- ○ Spanish
- ○ English and Spanish equally
- ○ Russian
- ○ Mandarin
- ○ Cantonese
- ○ Other (please specify)

_____

62. Do you have ongoing access to the internet?

- ○ Yes
- ○ No

63. Do you use the internet for any of the following? (select all that apply)

- ○ Look up health information
- ○ Communicate with your health care provider
- ○ Communicate with your health plan
- ○ Schedule appointments with your doctor
- ○ Find information about your health plan benefits
- ○ Request assistance from your health plan

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

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

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