Excellus BlueCross BlueShield
CAHPS® 4.0
Adult Medicaid Health Plan Survey

Continuous Quality Improvement Report

February 2012

3975 Research Park Drive
Ann Arbor, MI 48108

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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the 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. 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.

The majority of question items addressed domains of member experience, such as getting care quickly, communication with doctors, and 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 instrument 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.

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Executive Summary

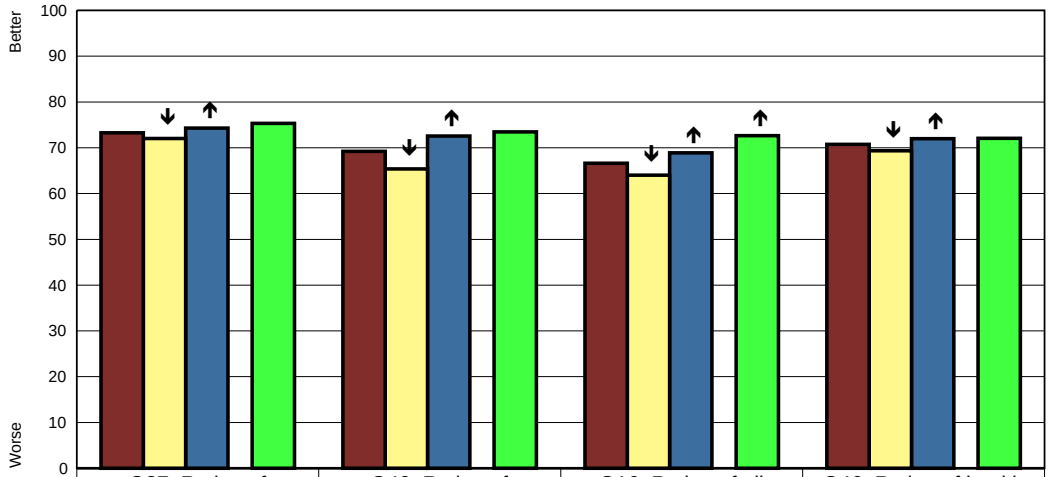
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2011 administration, the NYSDOH focused on adult members of Medicaid managed care plans. The survey included 18 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. Surveys were sent to 27,000 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. For your plan, a total of 505 responses were received resulting in a 34.5% 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 managed care plans 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 region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

Overall Rating Questions (8, 9 or 10)



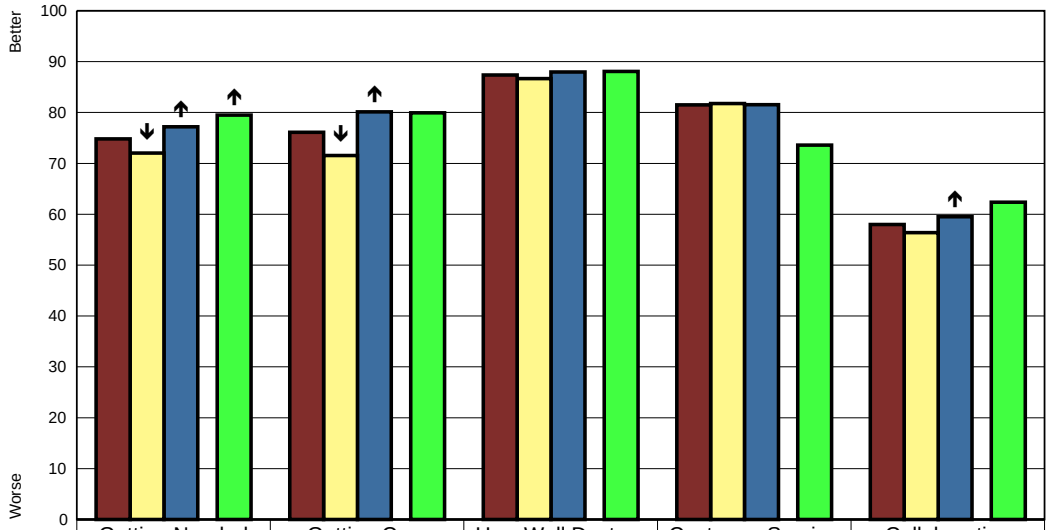
	Q37. Rating of personal doctor	Q40. Rating of specialist seen most often	Q16. Rating of all health care	Q46. Rating of health plan
Statewide 2011	73.27%	69.23%	66.61%	70.73%
NYC 2011	72.02%	65.38%	64.01%	69.35%
Rest of State 2011	74.30%	72.55%	68.90%	71.98%
Excellus 2011	75.30%	73.46%	72.63%	72.06%

↑↓ **Statistically significantly better/worse than Statewide 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 region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

Composites



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Collaborative Decision Making (Definitely Yes)
Statewide 2011	74.82%	76.10%	87.35%	81.49%	57.98%
NYC 2011	72.03%	71.54%	86.65%	81.77%	56.40%
Rest of State 2011	77.20%	80.13%	87.97%	81.53%	59.49%
Excellus 2011	79.48%	79.94%	88.09%	73.57%	62.38%

↑↓ **Statistically significantly better/worse than Statewide 2011.**

Key Measure Summary

NYSDOH 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
Statewide	75	76	87	81	58	73	69	67	71
NYC	72 ▼	72 ▼	87	82	56	72 ▼	65 ▼	64 ▼	69 ▼
Rest of State	77 ▲	80 ▲	88	82	59 ▲	74 ▲	73 ▲	69 ▲	72 ▲
Affinity Health Plan	74	76	90	79	64 ▲	77	74	69	71
Amerigroup New York	73	68 ▼	85	82	61	69	72	58 ▼	69
CDPHP	80 ▲	86 ▲	93 ▲	89 ▲	65 ▲	83 ▲	78 ▲	76 ▲	78 ▲
Excellus BlueCross BlueShield	79 ▲	80	88	74	62	75	73	73 ▲	72
Fidelis Care New York	77	75	89	83	52	74	61 ▼	70	72
HIP (EmblemHealth)	71	78	88	81	54	72	65	63	66 ▼
Health Plus	75	72	85	86	51	68 ▼	63	65	68
HealthNow New York	78	82 ▲	87	83	61	73	76 ▲	64	68
Healthfirst PHSP	72	72	86	79	58	74	64	65	72
Hudson Health Plan	77	79	88	89 ▲	58	76	74	72 ▲	81 ▲
Independent Health's MediSource	77	80	85	82	53	71	71	67	78 ▲
MVP	78	80 ▲	89	79	59	73	73	69	65 ▼
MetroPlus Health Plan	67 ▼	64 ▼	85	77	56	71	61 ▼	62	68
Neighborhood Health Providers	73	74	87	81	60	74	68	66	72
Total Care	75	76	85	71 ▼	57	67 ▼	68	62	65 ▼
United Healthcare Community Plan	74	75	86	83	57	73	66	66	67
Univera Community Health	76	79	88	88 ▲	61	74	69	66	73
WellCare of New York	71	74	87	82	52	76	70	65	69

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

Respondent Sample Profile

Age (years)	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
18 to 24	14.8%	16.0%	13.9%	14.1%
25 to 34	22.8%	19.5%	25.5%	25.3%
35 to 44	20.7%	19.1%	21.9%	23.2%
45 to 54	23.1%	23.6%	22.7%	22.8%
55 to 64	17.5%	20.7%	15.1%	14.1%
65 or older	1.0%	1.1%	0.9%	0.6%

Gender	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
Male	35.8%	37.7%	34.3%	33.5%
Female	64.2%	62.3%	65.7%	66.5%

Highest grade or level of school completed	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
8th grade or less	8.8%	12.3%	6.1%	4.0%
Some high school, but did not graduate	17.5%	17.2%	17.7%	16.8%
High school graduate or GED	33.3%	30.5%	35.5%	37.6%
Some college or 2-year degree	27.2%	23.4%	30.1%	32.6%
4-year college graduate	8.9%	11.4%	7.0%	5.8%
More than 4-year college graduate	4.3%	5.2%	3.6%	3.1%

Hispanic or Latino	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
Yes, Hispanic or Latino	24.0%	35.8%	15.0%	10.5%
No, Not Hispanic or Latino	76.0%	64.2%	85.0%	89.5%

Race	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
White	49.8%	27.4%	66.3%	74.2%
Black or African-American	22.3%	24.5%	20.8%	18.1%
Asian	11.9%	22.5%	4.1%	1.2%
Native Hawaiian or Other Pacific Islander	0.6%	0.8%	0.4%	0.8%
American Indian or Alaska Native	2.0%	1.2%	2.5%	2.5%
Other	17.0%	26.3%	10.2%	7.3%

Rating of Overall Health	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
Excellent	15.0%	16.8%	13.6%	13.2%
Very good	26.3%	27.6%	25.4%	26.0%
Good	35.3%	35.8%	34.9%	37.5%
Fair	18.4%	16.2%	20.0%	17.5%
Poor	5.0%	3.6%	6.1%	5.8%

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Sample Disposition

	Statewide	NYC	Rest of State	Excellus BlueCross BlueShield
First mailing - sent	27,000	12,774	14,226	1,500
First mailing - usable survey returned*	4,840	2,161	2,679	254
Second mailing - sent	21,413	10,324	11,089	1,203
Second mailing - usable survey returned*	1,853	826	1,027	105
Phone - usable surveys*	2,252	925	1,327	146
Total - usable surveys	8,945	3,912	5,033	505
Ineligible: According to population criteria‡†	485	195	290	21
Ineligible: Language barrier†	997	835	162	14
Ineligible: Deceased†	13	6	7	0
Ineligible: Mentally or physically unable to complete survey†	31	9	22	2
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	1,447	587	860	83
Refusal/Returned survey blank	923	410	513	65
Nonresponse - Unavailable by mail or phone	14,159	6,820	7,339	810
Response Rate	**35.1%**	**33.4%**	**36.6%**	**34.5%**

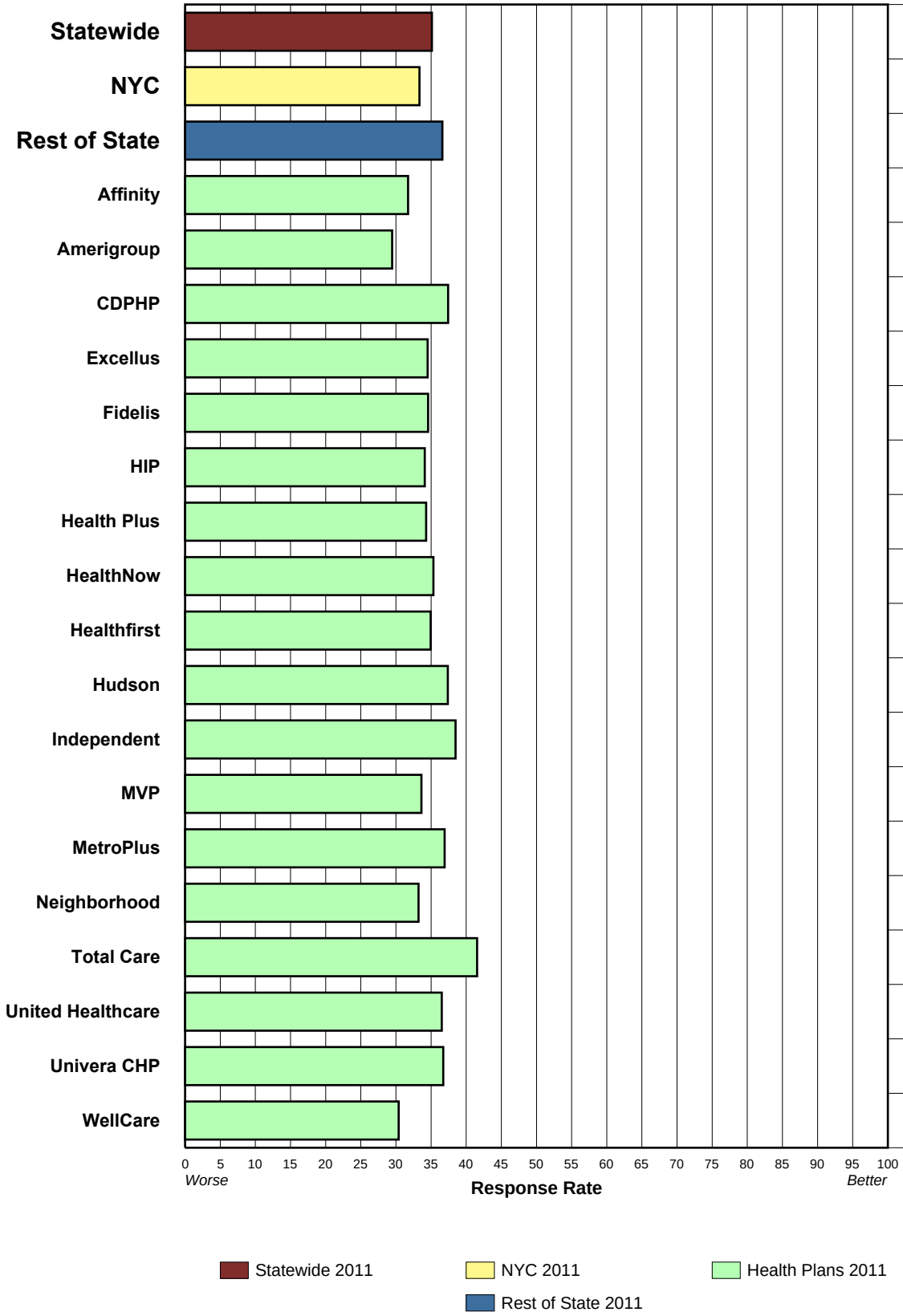
*Included in response rate numerator

†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
Statewide	35.11%	8945
NYC	33.35%	3912
Rest of State	36.62%	5033
Affinity	31.72%	439
Amerigroup	29.47%	397
CDPHP	37.43%	545
Excellus	34.52%	505
Fidelis	34.57%	483
HIP	34.11%	467
Health Plus	34.29%	478
HealthNow	35.33%	513
Healthfirst	34.94%	487
Hudson	37.39%	544
Independent	38.49%	555
MVP	33.63%	490
MetroPlus	36.94%	526
Neighborhood	33.22%	478
Total Care	41.55%	595
United Healthcare	36.51%	505
Univera CHP	36.74%	528
WellCare	30.39%	410

Trend Analysis - Higher Scores - 2011 vs. 2009

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions were identified as having **statistically significantly higher scores** in 2011 as compared to the 2009 scores.

(There were no questions that were identified as statistically significantly higher as compared to 2009.)

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas which showed improvement follow. These questions were identified as better than 2009, but the change is ***not* considered statistically** significant.

Question	Excellusw 2011 Score	Excellusw 2009 Score	% Point Change	Composite Group
Q12. Doctor definitely asked which treatment/health care was best	60.5%	54.8%	+5.7	Collaborative Decision Making
Q40. Rating of specialist seen most often	73.5%	69.7%	+3.7	Ratings
Q16. Rating of all health care	72.6%	69.1%	+3.5	Ratings
Q26. Personal doctor usually or always spent enough time with you	86.8%	83.3%	+3.5	Communication
Q11. Doctor definitely talked about pros and cons of treatment/ health care	64.3%	61.5%	+2.8	Collaborative Decision Making
Q42. Usually or always got care, tests or treatment you thought you needed through your health plan	85.6%	82.8%	+2.7	Getting Needed Care
Q25. Personal doctor usually or always showed respect for what you had to say	90.1%	87.9%	+2.2	Communication
Q53. Doctor recommended or discussed methods and strategies to assist with quitting smoking in the last 6 months	47.9%	46.2%	+1.7	Medical Assistance with Smoking Cessation
Q39. Usually or always easy to get appointments with specialists	73.4%	72.0%	+1.4	Getting Needed Care
Q19. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	81.1%	79.8%	+1.3	Supplemental Questions
Q51. Advised by doctor or other health provider to quit smoking in last 6 months	78.8%	78.4%	+0.3	Medical Assistance with Smoking Cessation
Q37. Rating of personal doctor	75.3%	75.2%	+0.1	Ratings

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Trend Analysis - Lower Scores - 2011 vs. 2009

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions were identified as having **statistically significantly lower scores** in 2011 as compared to 2009.

(There were no questions that were identified as statistically significantly lower as compared to 2009.)

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas which showed a lack of improvement follow. These questions were identified as worse than 2009, but the change is ***not* considered statistically** significant.

Question	Excellusw 2011 Score	Excellusw 2009 Score	% Point Change	Composite Group
Q44. Health plan's customer service usually or always gave needed info or help	66.4%	76.2%	-9.9	Customer Service
Q45. Usually or always treated with courtesy/respect by plan's customer service staff	80.8%	87.7%	-6.9	Customer Service
Q49. Have had a flu shot since September 1, 2010	33.9%	39.5%	-5.6	Supplemental Questions
Q7. Usually or always got an appt. for routine care as soon as you needed	77.2%	82.1%	-4.9	Getting Care Quickly
Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed	82.7%	85.7%	-3.0	Getting Care Quickly
Q52. Doctor recommended or discussed medication to assist with quitting smoking in the last 6 months	54.9%	56.5%	-1.6	Medical Assistance with Smoking Cessation
Q46. Rating of health plan	72.1%	73.0%	-1.0	Ratings
Q33. Personal doctor usually or always seemed informed about care received from other doctors or providers	75.1%	76.1%	-1.0	Single Items
Q23. Personal doctor usually or always explained things in way that was easy to understand	88.1%	88.9%	-0.8	Communication
Q24. Personal doctor usually or always listened carefully to you	87.3%	88.1%	-0.7	Communication
Q47. Would recommend health plan to your family and friends	92.1%	92.8%	-0.7	Supplemental Questions
Q9. Doctor or other health providers usually or always talked about specific things you could do to prevent illness	61.0%	61.3%	-0.2	Single Items
Q20. Rating of treatment or counseling for a personal or family problem	57.3%	57.5%	-0.2	Supplemental Questions

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Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS Medicaid managed care plans 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 managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care plan for at least five out of the last six months as of 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 8,945 NYSDOH Medicaid managed care members, and the overall project response rate was 35.11%.

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 and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section plan and regional results for the ratings and composites are compared to the Statewide achievement score, with statistical testing. In the *Graphs* section plan and regional results for each performance measure are compared to the Statewide achievement score, with statistical testing.

Comparisons across time are the focus of the *Trend Analysis* section. When the score for a questionnaire item changed, the item is included in the *Trend Analysis* section. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

Statistical Testing

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

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. 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 managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

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 Statewide, NYC, Rest of State and plan-specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to various benchmarks or peers. 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 program or plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

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

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.

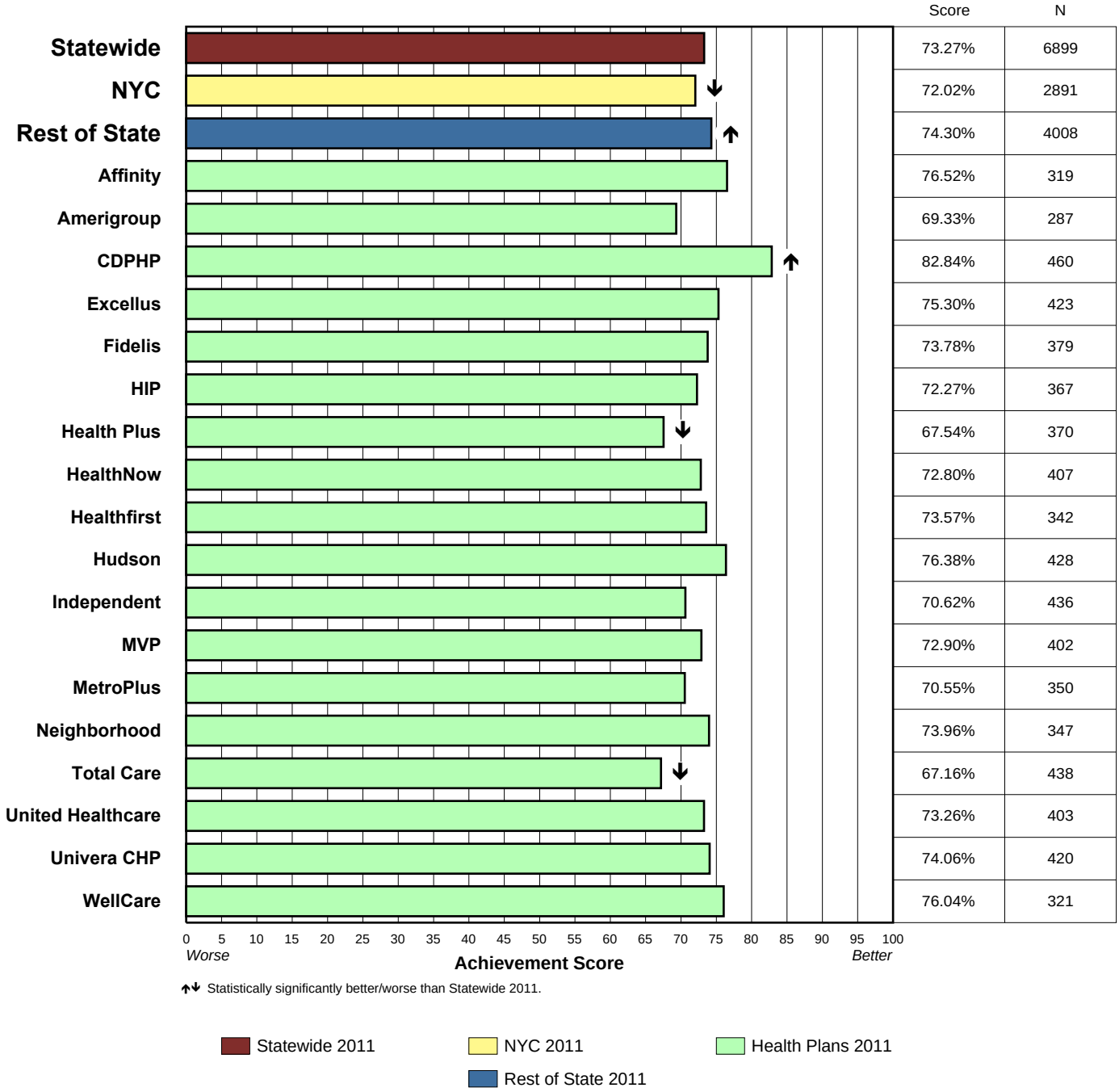
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

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.

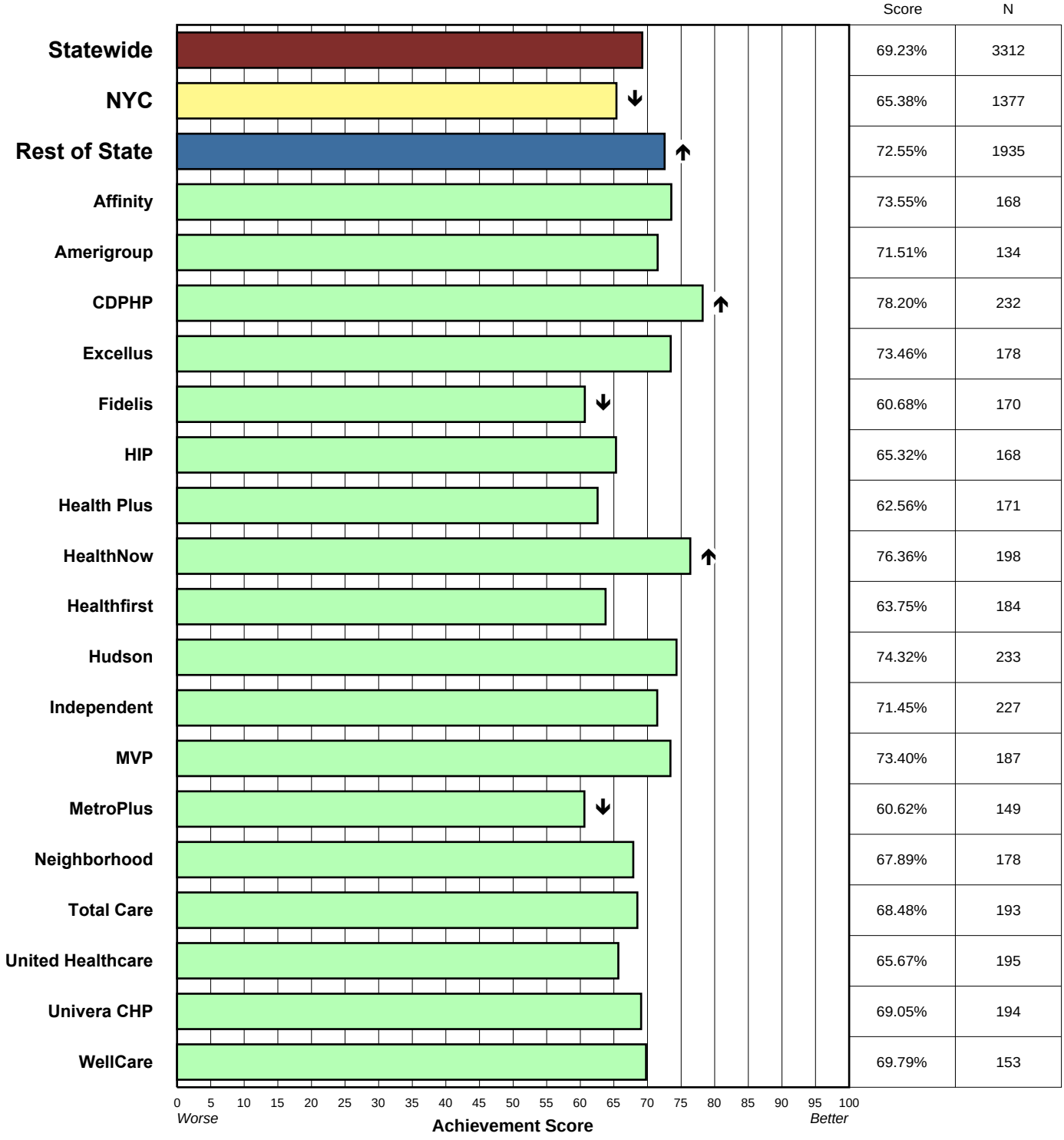
For each rating table, plan-level and region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

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



Overall Ratings

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



↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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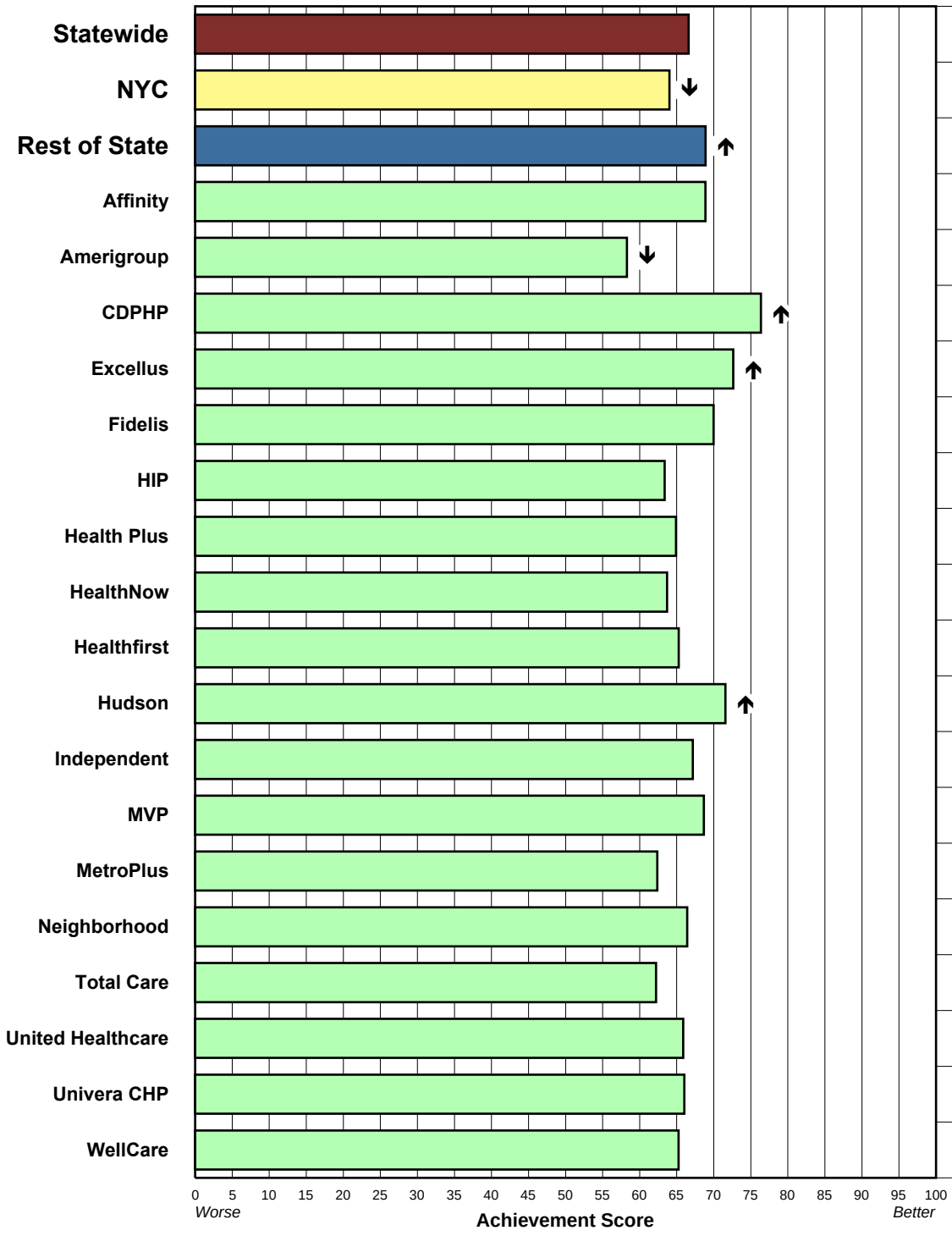
Overall Ratings

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



	Score	N
Statewide	66.61%	6166
NYC	64.01%	2591
Rest of State	68.90%	3575
Affinity	68.88%	285
Amerigroup	58.27%	251
CDPHP	76.37%	414
Excellus	72.63%	364
Fidelis	69.98%	319
HIP	63.38%	329
Health Plus	64.90%	317
HealthNow	63.70%	348
Healthfirst	65.28%	331
Hudson	71.57%	382
Independent	67.17%	382
MVP	68.67%	366
MetroPlus	62.37%	323
Neighborhood	66.42%	315
Total Care	62.21%	421
United Healthcare	65.88%	339
Univera CHP	66.02%	394
WellCare	65.24%	286

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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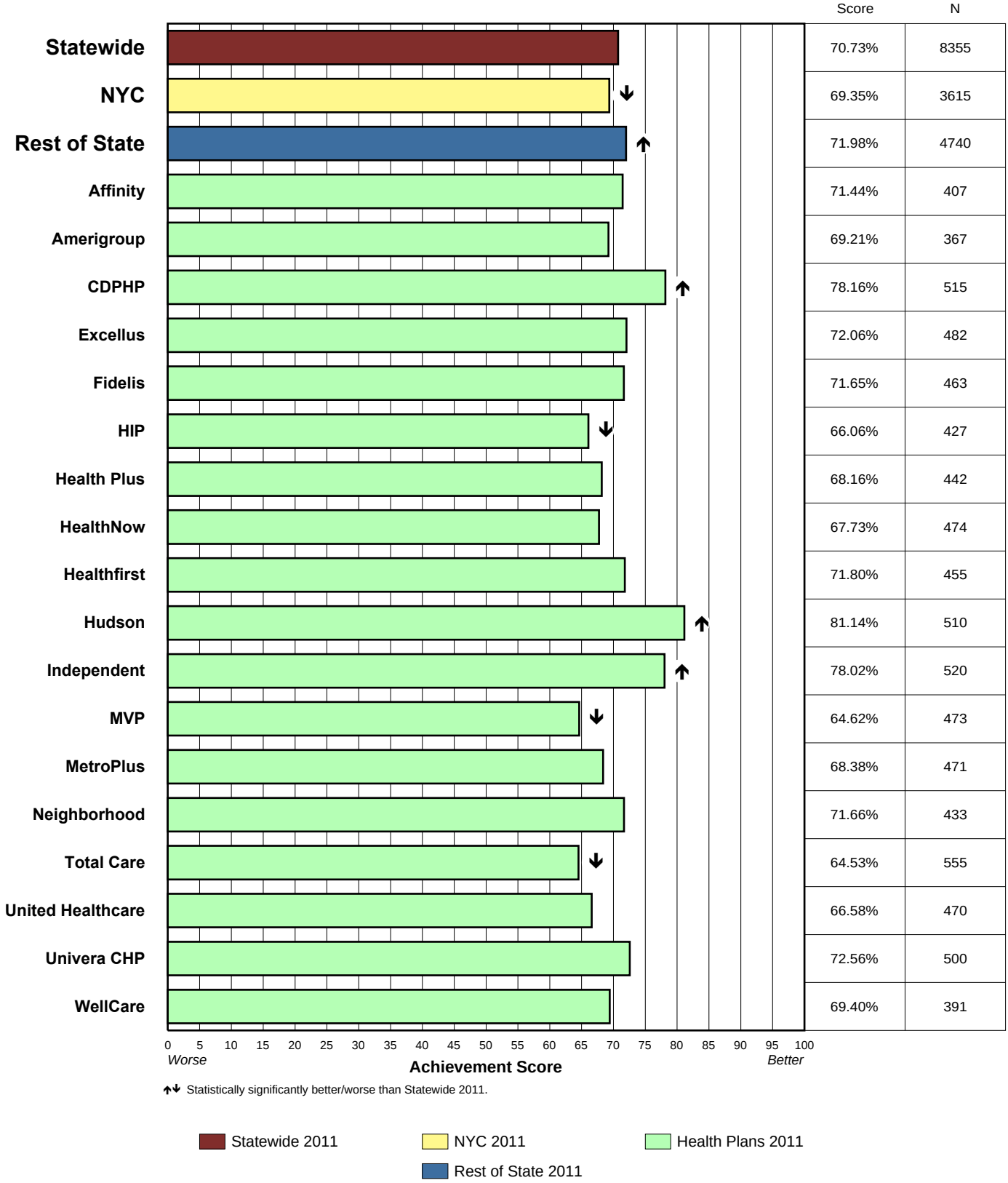
Overall Ratings

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



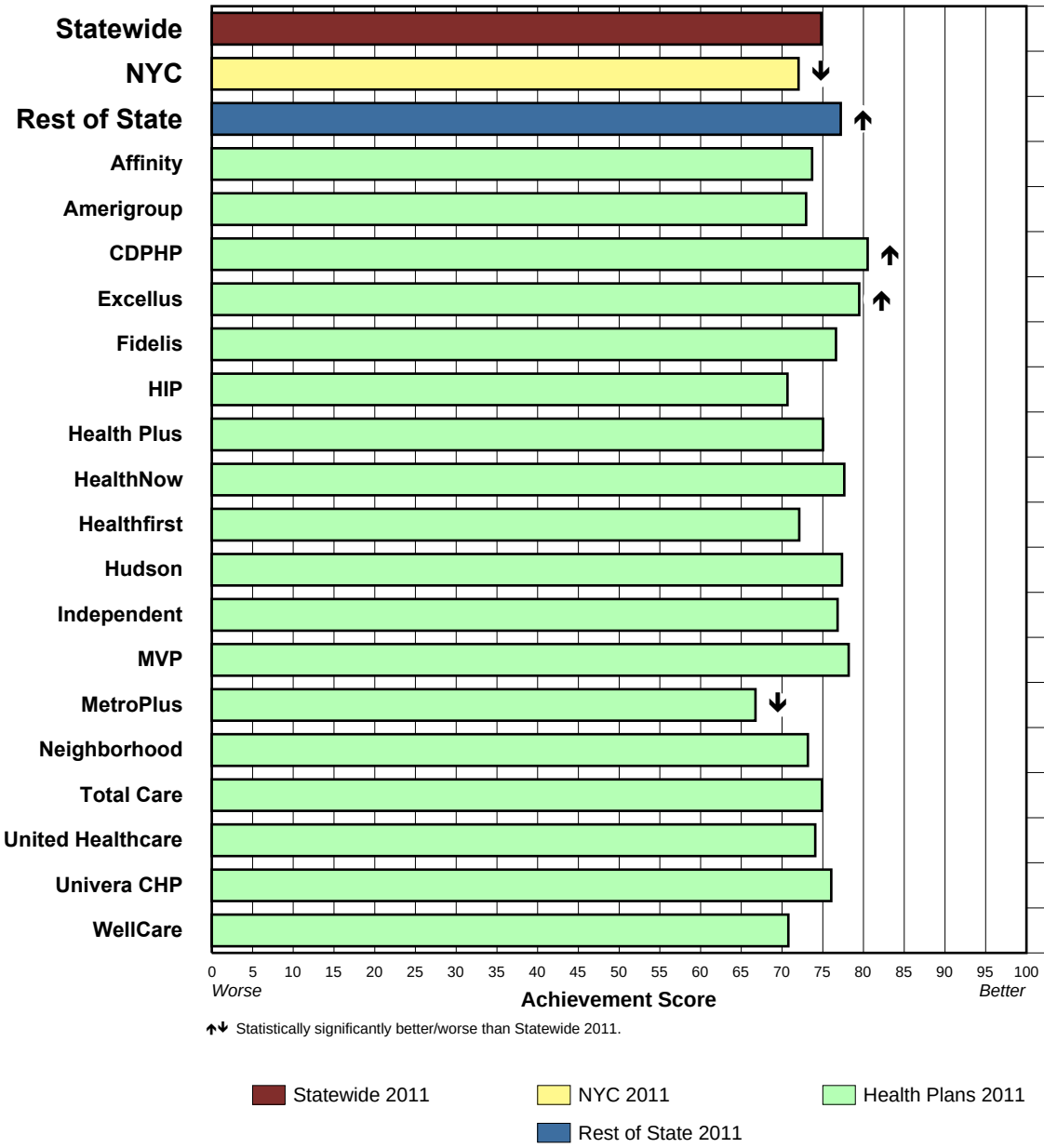
Composites

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 region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

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

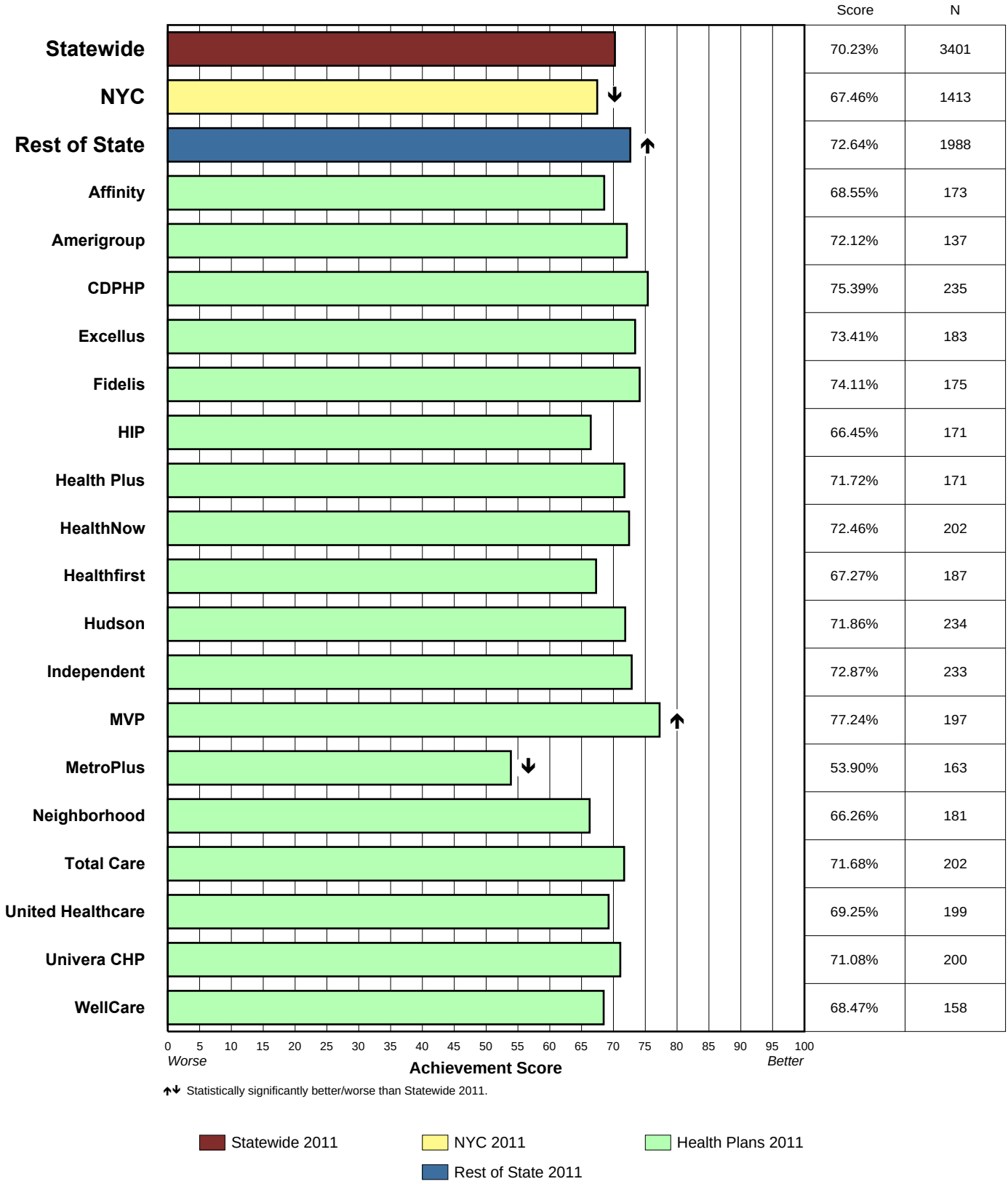
Getting Needed Care (Usually or Always)



	Score	N
Statewide	74.82%	5113
NYC ↓	72.03%	2192
Rest of State ↑	77.20%	2921
Affinity	73.68%	236
Amerigroup	72.96%	223
CDPHP ↑	80.50%	333
Excellus ↑	79.48%	284
Fidelis	76.62%	254
HIP	70.67%	266
Health Plus	75.03%	263
HealthNow	77.64%	290
Healthfirst	72.11%	288
Hudson	77.35%	325
Independent	76.81%	326
MVP	78.19%	307
MetroPlus ↓	66.74%	253
Neighborhood	73.17%	257
Total Care	74.90%	338
United Healthcare	74.08%	297
Univera CHP	76.03%	305
WellCare	70.77%	268

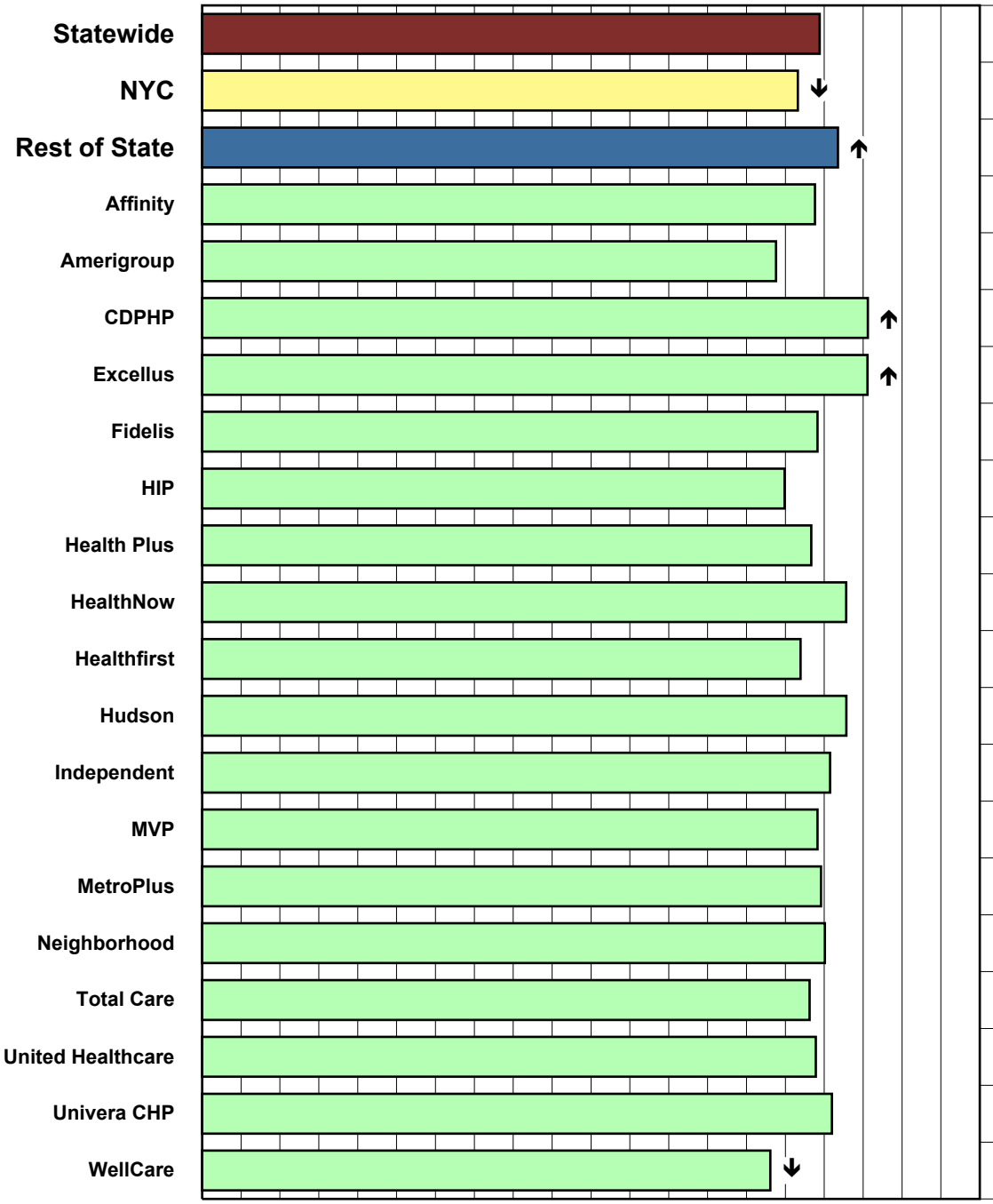
Getting Needed Care (Usually or Always)

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



	Score	N
Statewide	79.41%	4313
NYC	76.61%	1829
Rest of State	81.76%	2484
Affinity	78.81%	198
Amerigroup	73.79%	186
CDPHP	85.61%	267
Excellus	85.55%	252
Fidelis	79.12%	204
HIP	74.89%	234
Health Plus	78.33%	222
HealthNow	82.82%	248
Healthfirst	76.95%	239
Hudson	82.84%	270
Independent	80.75%	279
MVP	79.14%	263
MetroPlus	79.58%	200
Neighborhood	80.07%	208
Total Care	78.12%	306
United Healthcare	78.91%	246
Univera CHP	80.98%	256
WellCare	73.06%	235

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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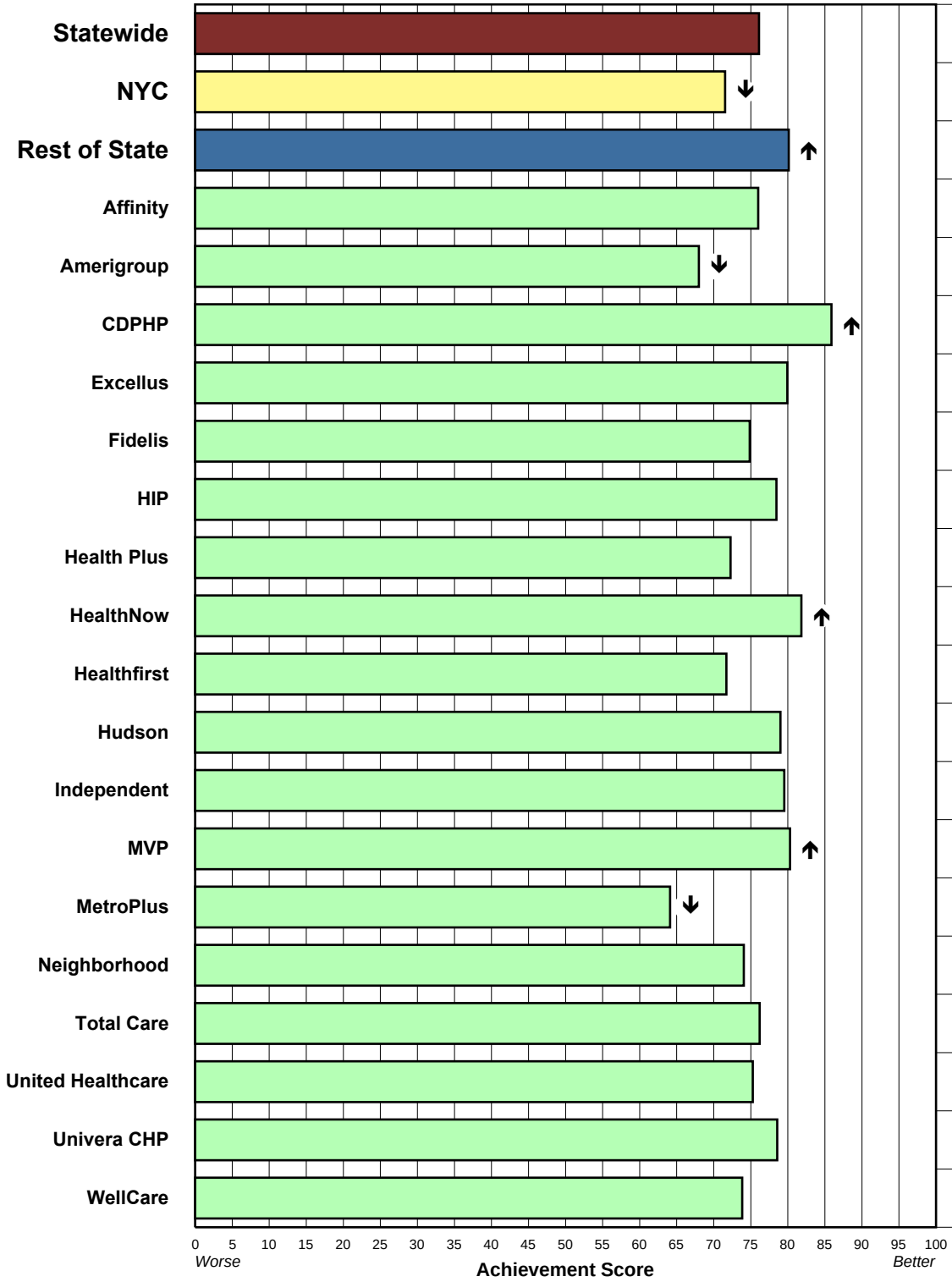
Getting Care Quickly (Usually or Always)



	Score	N
Statewide	76.10%	6749
NYC	71.54%	2873
Rest of State	80.13%	3876
Affinity	76.01%	323
Amerigroup	67.98%	288
CDPHP	85.88%	448
Excellus	79.94%	388
Fidelis	74.86%	361
HIP	78.45%	362
Health Plus	72.27%	357
HealthNow	81.83%	384
Healthfirst	71.71%	372
Hudson	78.99%	405
Independent	79.51%	425
MVP	80.30%	392
MetroPlus	64.11%	358
Neighborhood	74.05%	341
Total Care	76.20%	454
United Healthcare	75.26%	372
Univera CHP	78.58%	411
WellCare	73.84%	308

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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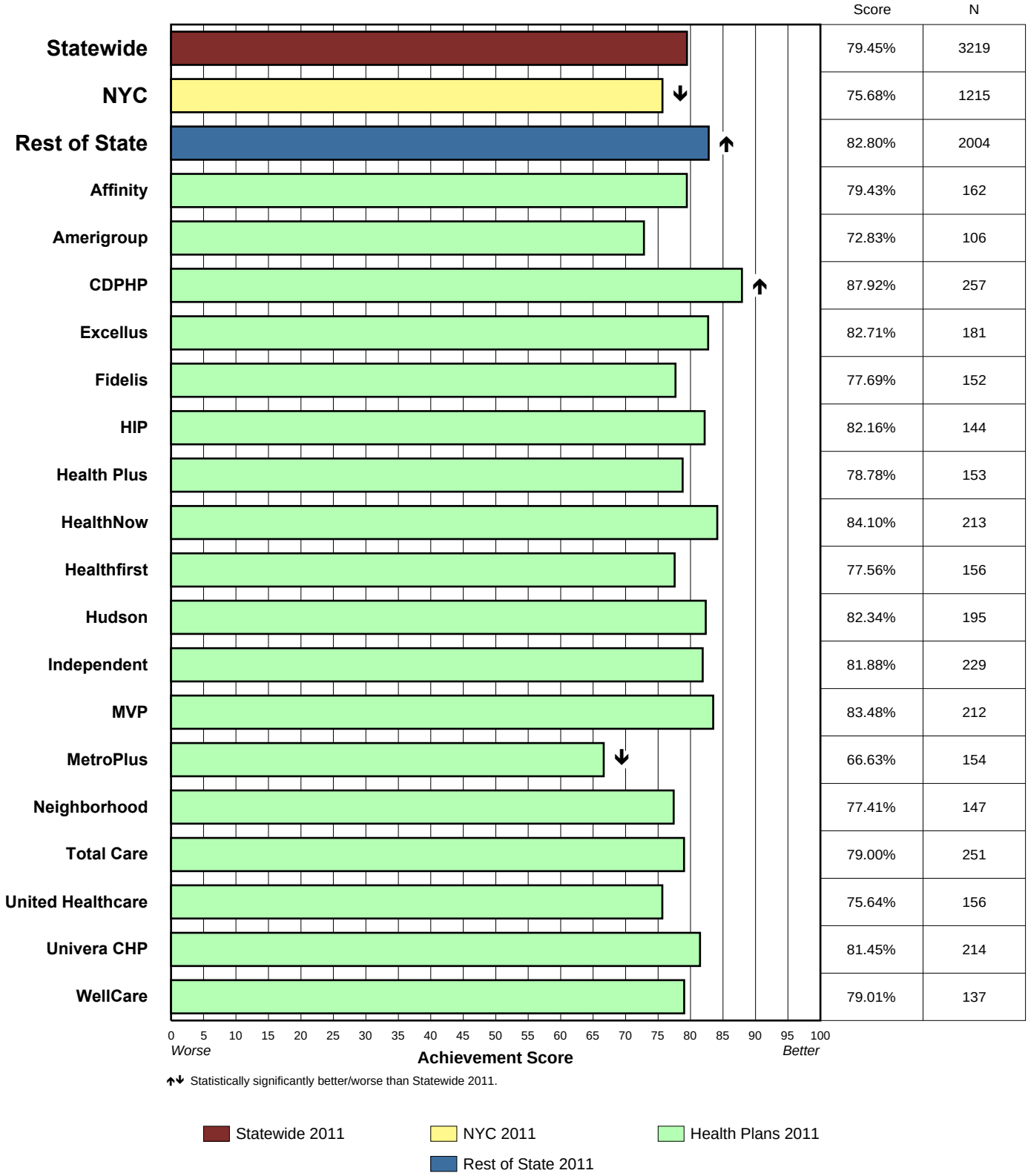
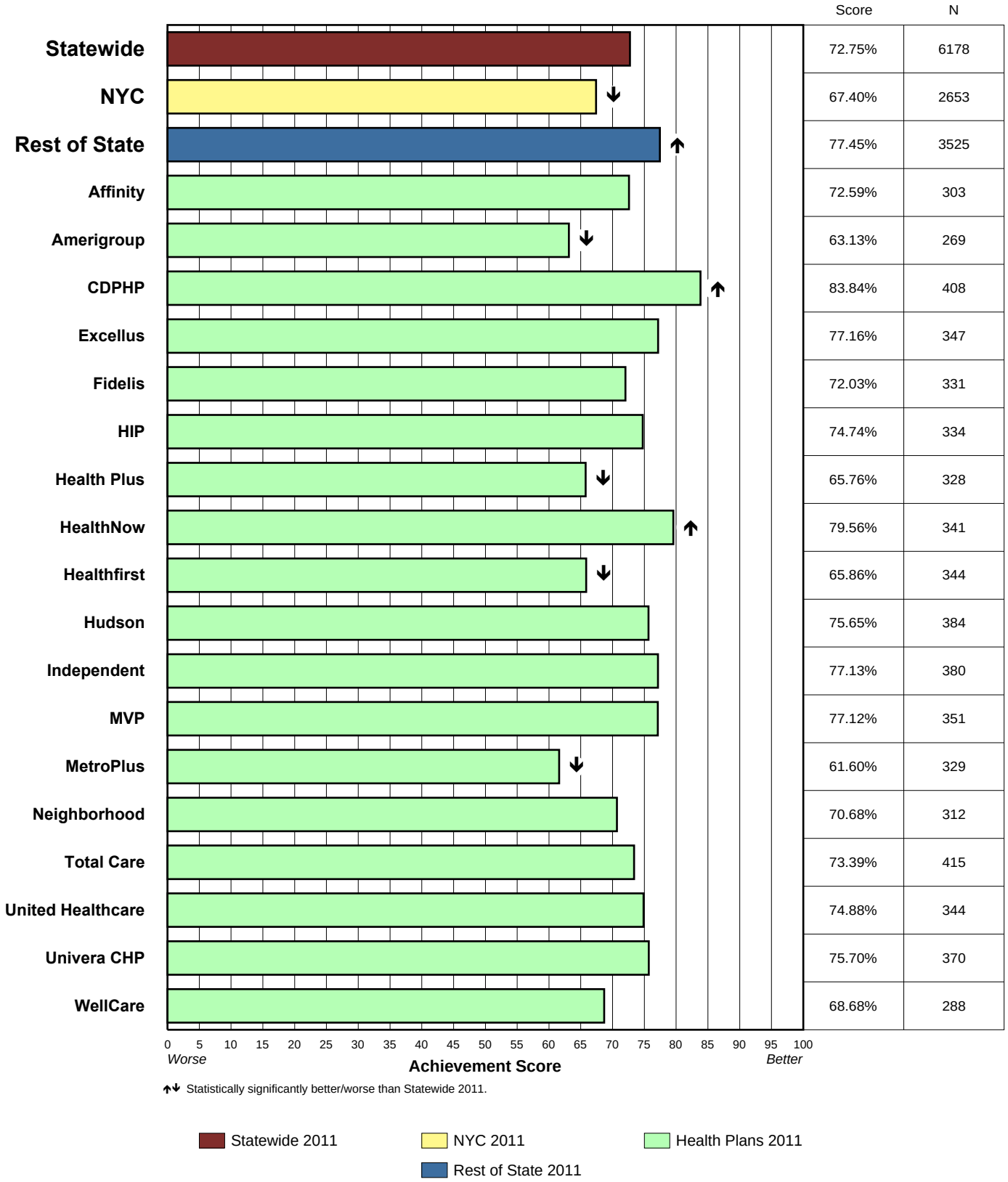
Getting Care Quickly (Usually or Always)

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

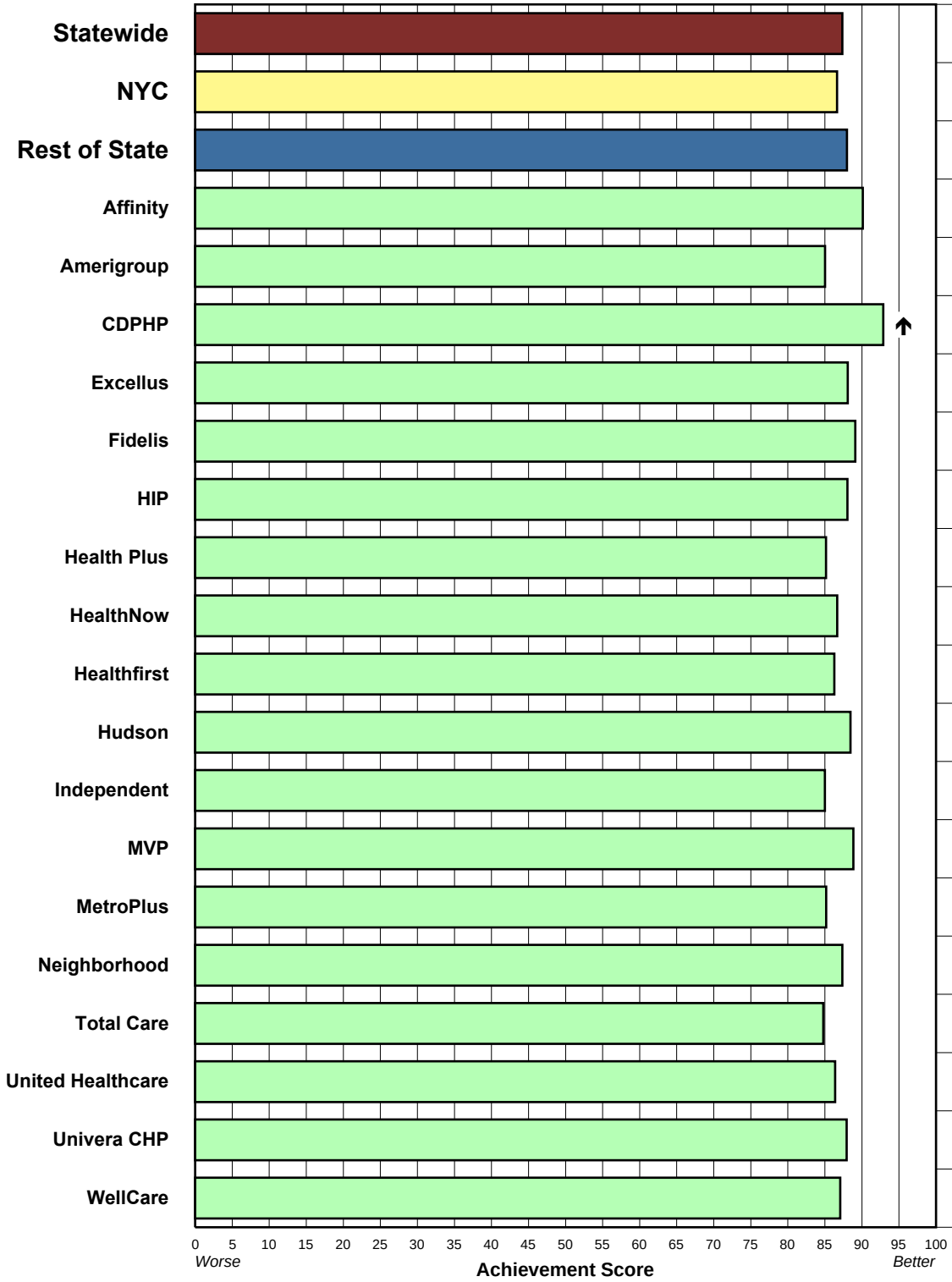


Getting Care Quickly (Usually or Always)

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



How Well Doctors Communicate (Usually or Always)



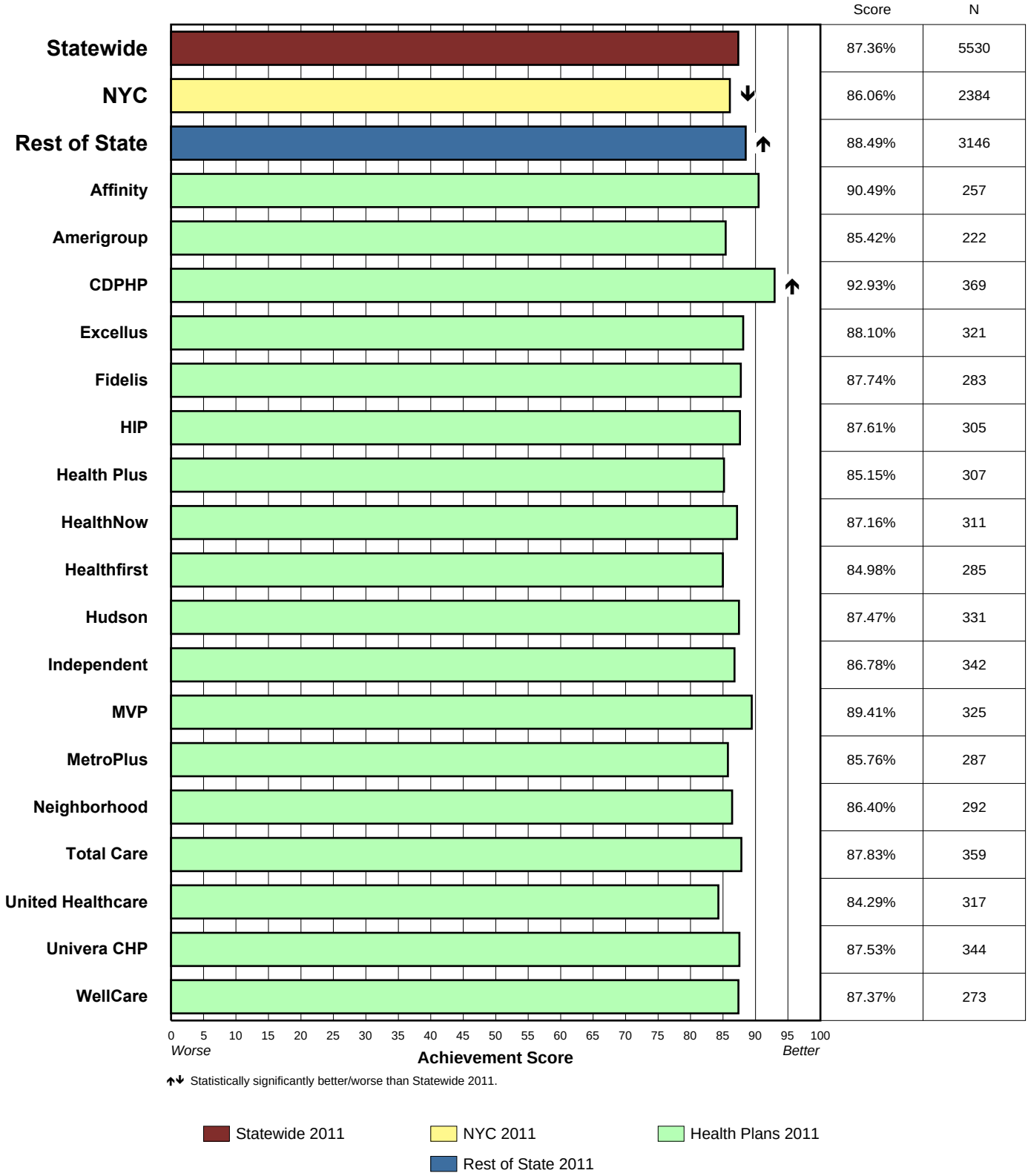
	Score	N
Statewide	87.35%	5552
NYC	86.65%	2393
Rest of State	87.97%	3159
Affinity	90.11%	257
Amerigroup	85.01%	224
CDPHP	92.89%	370
Excellus	88.09%	324
Fidelis	89.09%	283
HIP	88.04%	306
Health Plus	85.15%	309
HealthNow	86.67%	311
Healthfirst	86.27%	285
Hudson	88.46%	332
Independent	85.01%	343
MVP	88.83%	328
MetroPlus	85.18%	288
Neighborhood	87.35%	295
Total Care	84.79%	360
United Healthcare	86.38%	317
Univera CHP	87.94%	345
WellCare	87.08%	275

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

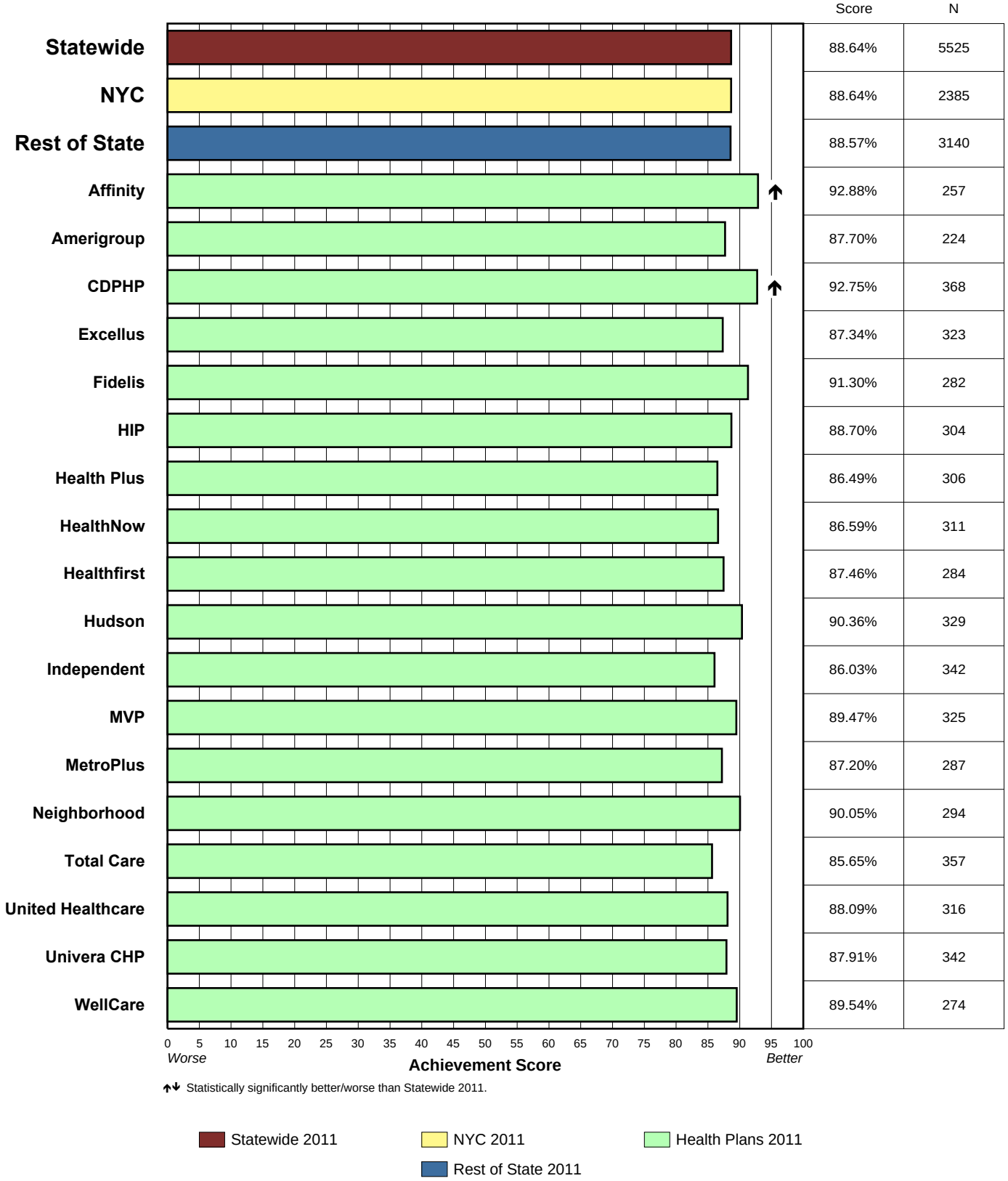
How Well Doctors Communicate (Usually or Always)

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



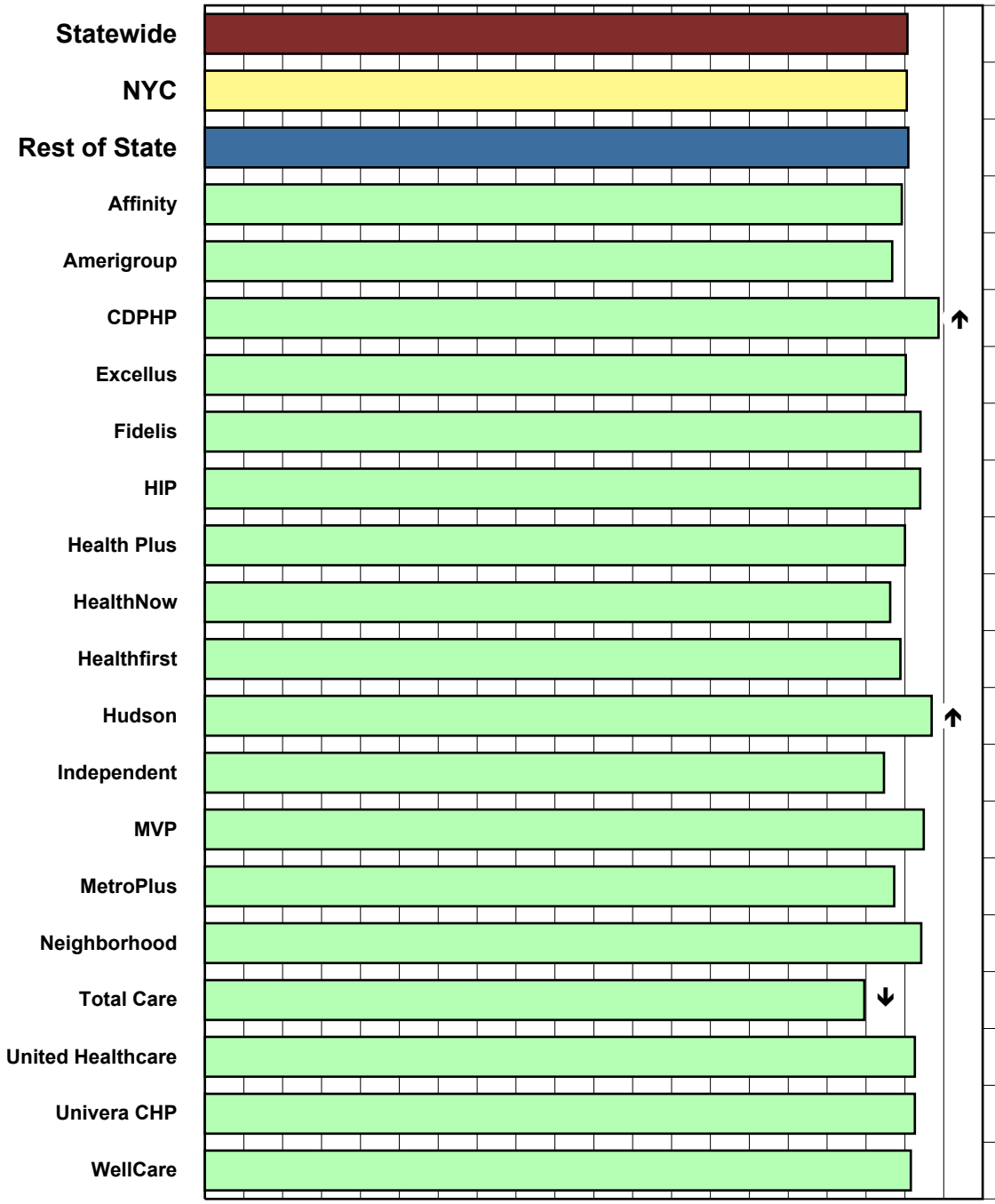
How Well Doctors Communicate (Usually or Always)

Q24. Personal doctor usually or always listened carefully to you



How Well Doctors Communicate (Usually or Always)

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



	Score	N
Statewide	90.33%	5520
NYC	90.25%	2379
Rest of State	90.43%	3141
Affinity	89.60%	253
Amerigroup	88.37%	224
CDPHP	94.33%	369
Excellus	90.12%	323
Fidelis	92.01%	281
HIP	91.97%	305
Health Plus	90.01%	305
HealthNow	88.11%	311
Healthfirst	89.43%	283
Hudson	93.43%	327
Independent	87.31%	342
MVP	92.42%	326
MetroPlus	88.62%	286
Neighborhood	92.10%	293
Total Care	84.78%	357
United Healthcare	91.28%	316
Univera CHP	91.27%	344
WellCare	90.77%	275

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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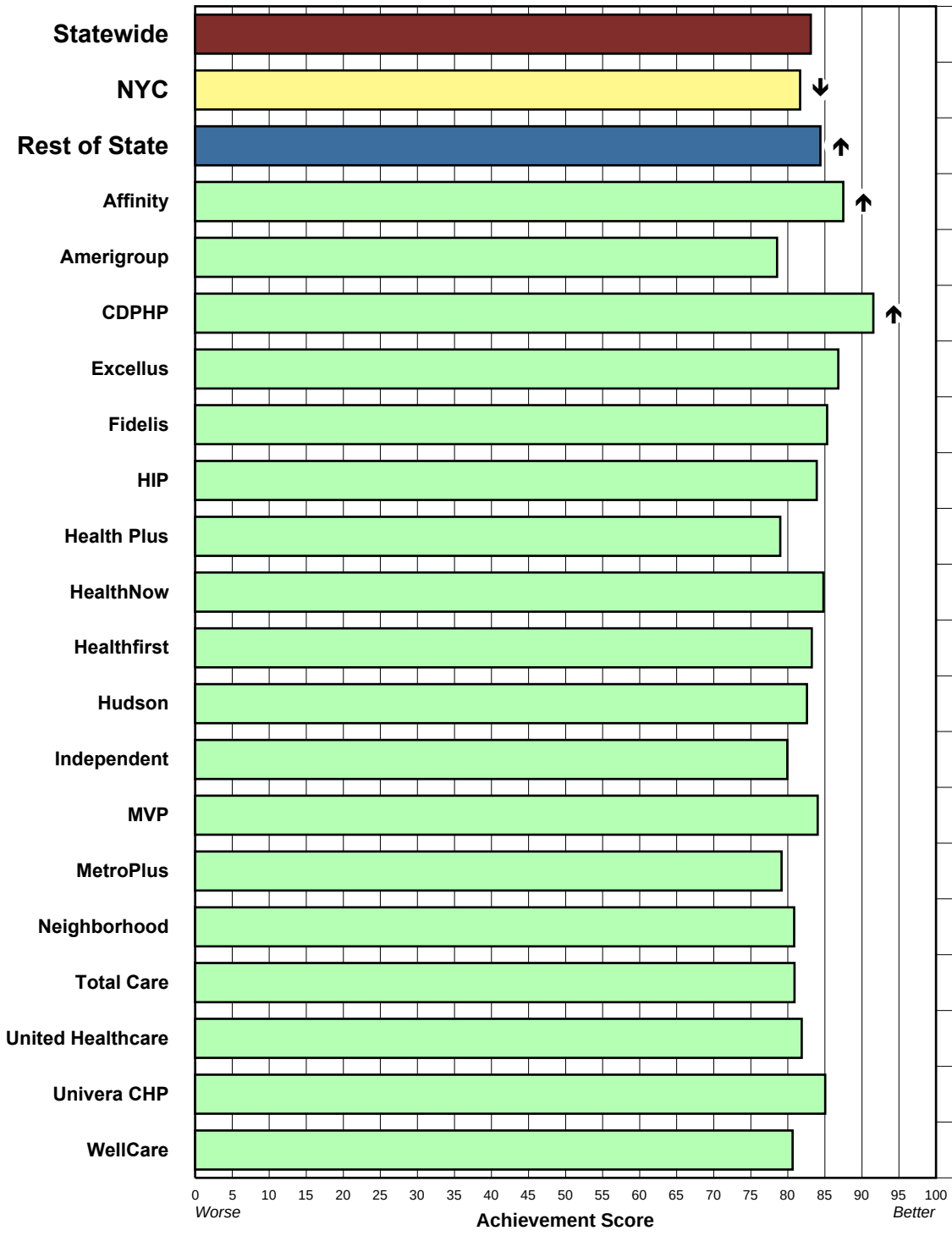
How Well Doctors Communicate (Usually or Always)

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



	Score	N
Statewide	83.09%	5510
NYC	81.64%	2369
Rest of State	84.40%	3141
Affinity	87.47%	254
Amerigroup	78.56%	222
CDPHP	91.53%	369
Excellus	86.81%	324
Fidelis	85.31%	280
HIP	83.91%	303
Health Plus	78.97%	306
HealthNow	84.81%	310
Healthfirst	83.22%	281
Hudson	82.57%	332
Independent	79.92%	341
MVP	84.03%	327
MetroPlus	79.15%	283
Neighborhood	80.86%	293
Total Care	80.90%	353
United Healthcare	81.88%	316
Univera CHP	85.05%	342
WellCare	80.64%	274

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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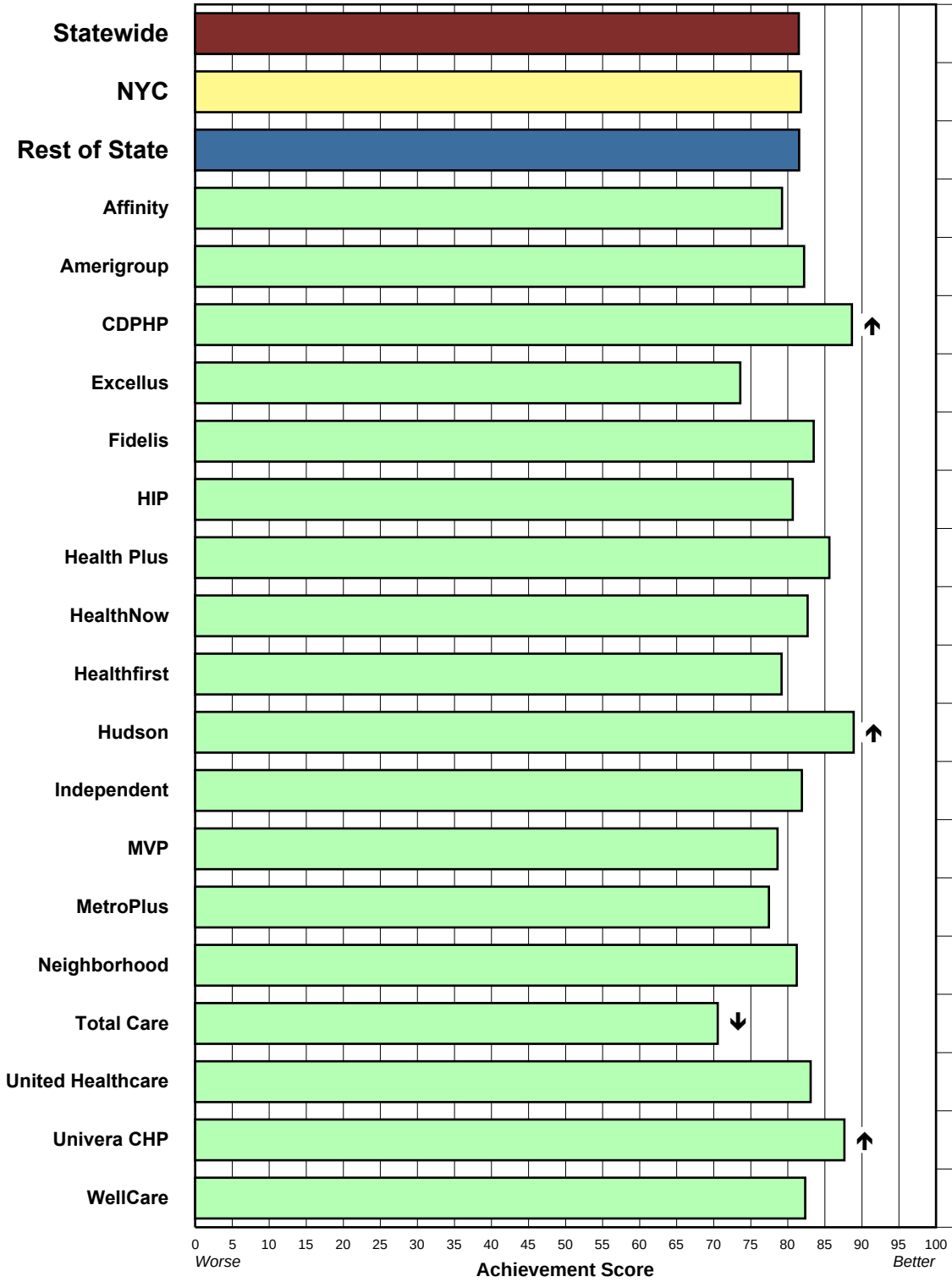
Customer Service (Usually or Always)



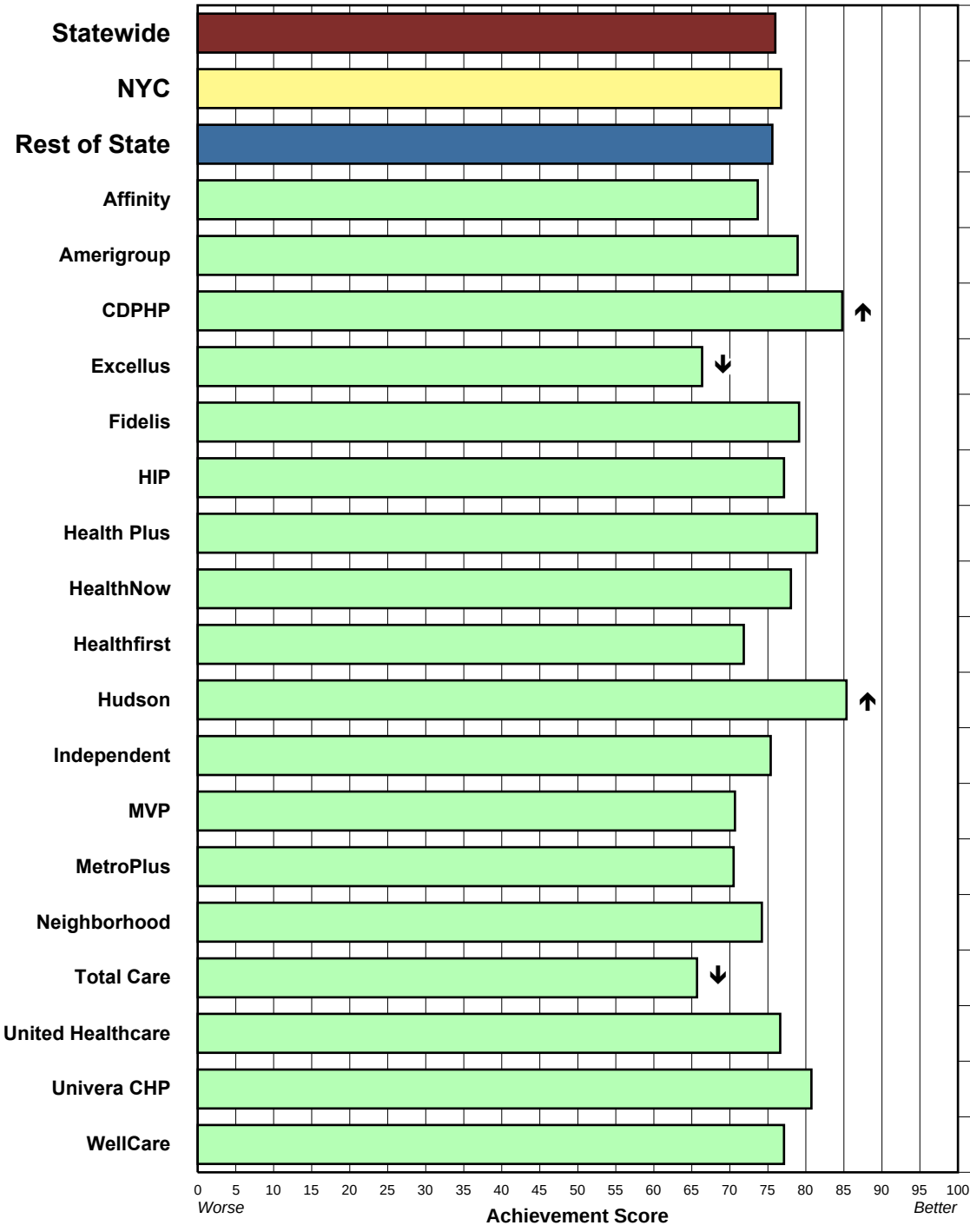
	Score	N
Statewide	81.49%	2434
NYC	81.77%	1164
Rest of State	81.53%	1270
Affinity	79.21%	146
Amerigroup	82.19%	121
CDPHP	88.65%	115
Excellus	73.57%	94
Fidelis	83.49%	125
HIP	80.65%	126
Health Plus	85.60%	144
HealthNow	82.67%	104
Healthfirst	79.15%	168
Hudson	88.88%	194
Independent	81.88%	144
MVP	78.60%	144
MetroPlus	77.45%	137
Neighborhood	81.20%	132
Total Care	70.54%	134
United Healthcare	83.09%	147
Univera CHP	87.62%	116
WellCare	82.34%	143

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Customer Service (Usually or Always)

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



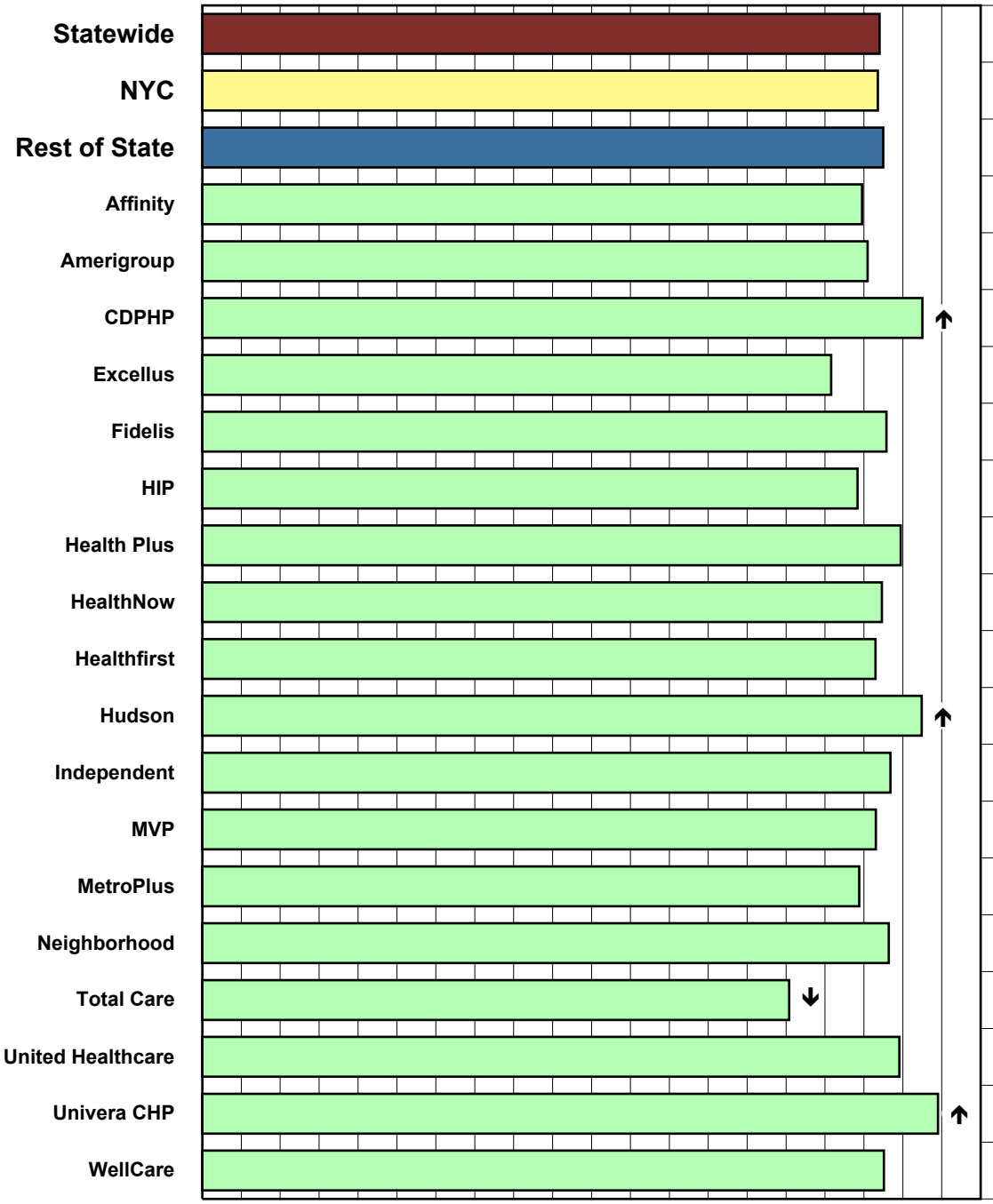
	Score	N
Statewide	75.97%	2415
NYC	76.74%	1151
Rest of State	75.58%	1264
Affinity	73.66%	143
Amerigroup	78.91%	119
CDPHP	84.78%	114
Excellus	66.35%	94
Fidelis	79.10%	124
HIP	77.13%	125
Health Plus	81.46%	143
HealthNow	78.03%	104
Healthfirst	71.83%	167
Hudson	85.35%	191
Independent	75.36%	144
MVP	70.67%	144
MetroPlus	70.49%	135
Neighborhood	74.20%	132
Total Care	65.67%	133
United Healthcare	76.63%	145
Univera CHP	80.73%	116
WellCare	77.11%	142

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Customer Service (Usually or Always)

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

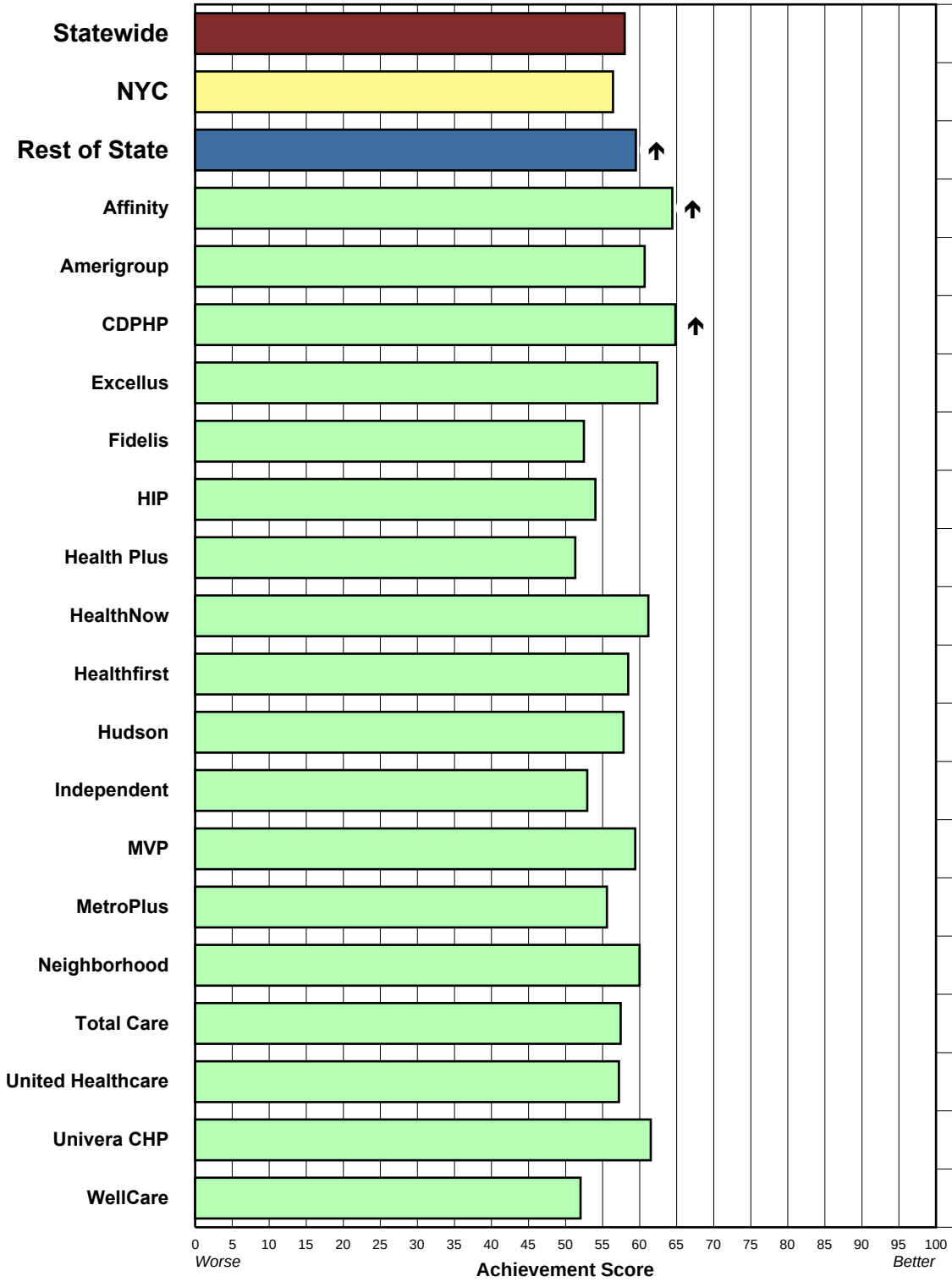


	Score	N
Statewide	87.01%	2422
NYC	86.79%	1160
Rest of State	87.49%	1262
Affinity	84.77%	143
Amerigroup	85.48%	121
CDPHP	92.52%	115
Excellus	80.79%	94
Fidelis	87.89%	124
HIP	84.18%	126
Health Plus	89.73%	143
HealthNow	87.32%	103
Healthfirst	86.48%	168
Hudson	92.42%	193
Independent	88.40%	142
MVP	86.53%	144
MetroPlus	84.40%	135
Neighborhood	88.20%	132
Total Care	75.40%	134
United Healthcare	89.55%	147
Univera CHP	94.52%	115
WellCare	87.57%	143

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Collaborative Decision Making (Definitely Yes)



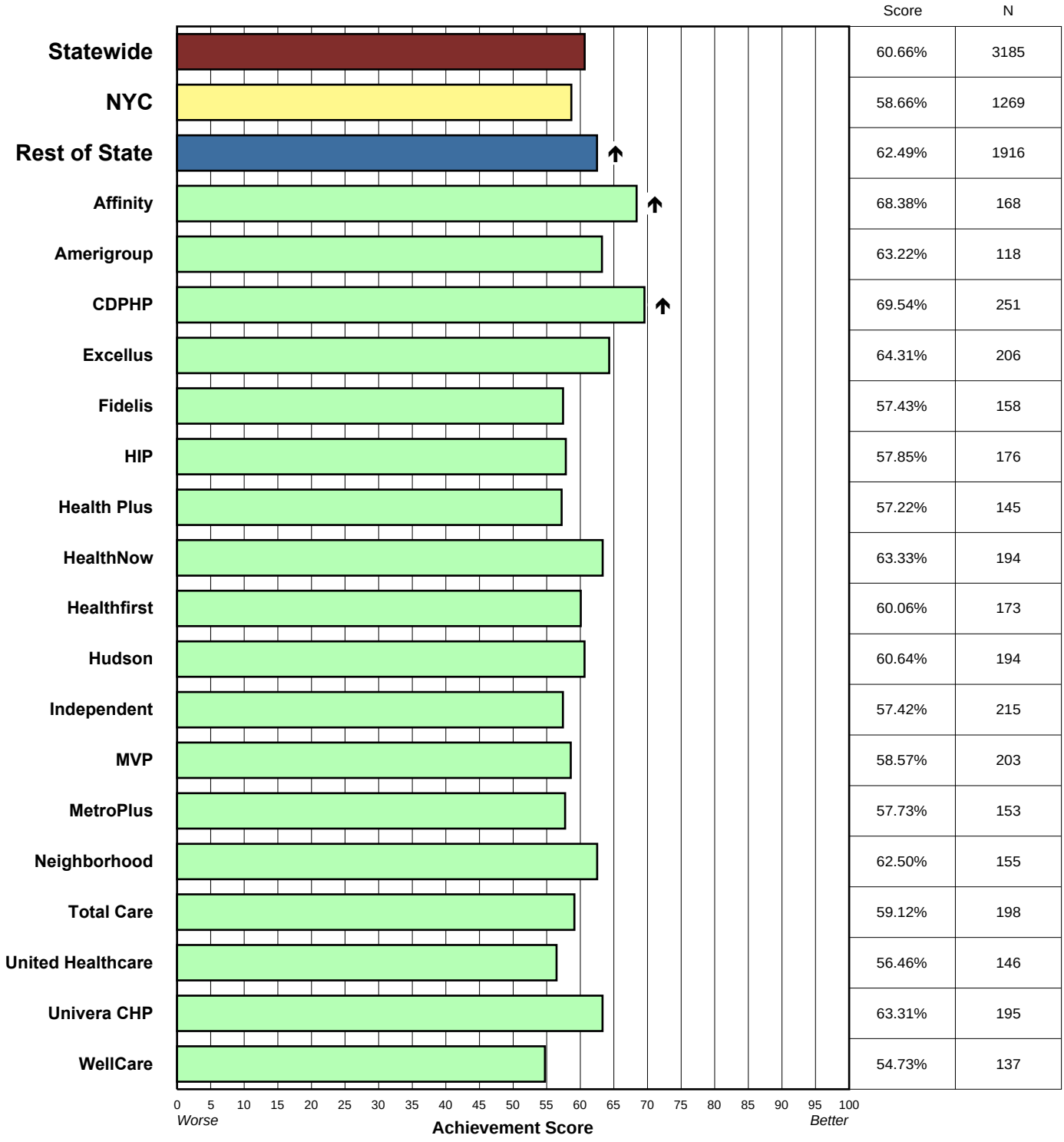
	Score	N
Statewide	57.98%	3223
NYC	56.40%	1288
Rest of State	59.49%	1935
Affinity	64.40%	172
Amerigroup	60.68%	120
CDPHP	64.81%	252
Excellus	62.38%	207
Fidelis	52.47%	159
HIP	54.02%	178
Health Plus	51.30%	146
HealthNow	61.17%	196
Healthfirst	58.46%	174
Hudson	57.82%	197
Independent	52.92%	217
MVP	59.40%	205
MetroPlus	55.58%	155
Neighborhood	59.99%	157
Total Care	57.44%	200
United Healthcare	57.21%	151
Univera CHP	61.50%	196
WellCare	52.01%	141

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Collaborative Decision Making (Definitely Yes)

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



	Score	N
Statewide	60.66%	3185
NYC	58.66%	1269
Rest of State	62.49%	1916
Affinity	68.38%	168
Amerigroup	63.22%	118
CDPHP	69.54%	251
Excellus	64.31%	206
Fidelis	57.43%	158
HIP	57.85%	176
Health Plus	57.22%	145
HealthNow	63.33%	194
Healthfirst	60.06%	173
Hudson	60.64%	194
Independent	57.42%	215
MVP	58.57%	203
MetroPlus	57.73%	153
Neighborhood	62.50%	155
Total Care	59.12%	198
United Healthcare	56.46%	146
Univera CHP	63.31%	195
WellCare	54.73%	137

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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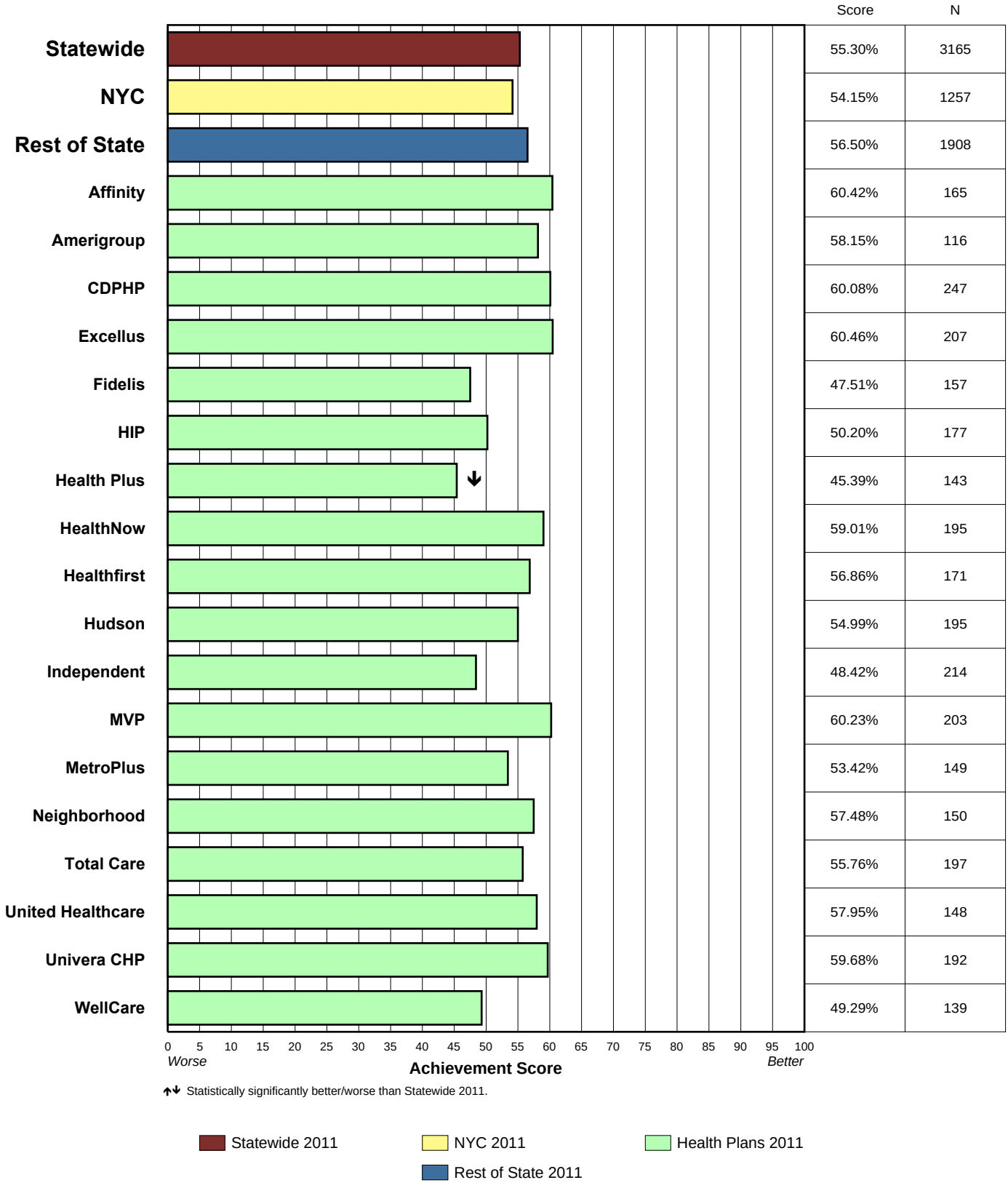
Collaborative Decision Making (Definitely Yes)

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

	%	N
Statewide	77.94%	2471
NYC	75.32%	632
Rest of State	78.85%	1839
Affinity	71.08%	83
Amerigroup	70.91%	55
CDPHP	83.98%	231
Excellus	78.76%	193
Fidelis	75.40%	126
HIP	75.73%	103
Health Plus	75.82%	91
HealthNow	77.44%	195
Healthfirst	77.27%	88
Hudson	73.68%	133
Independent	81.33%	225
MVP	80.66%	212
MetroPlus	84.21%	76
Neighborhood	78.21%	78
Total Care	75.30%	247
United Healthcare	67.12%	73
Univera CHP	80.41%	194
WellCare	77.94%	68

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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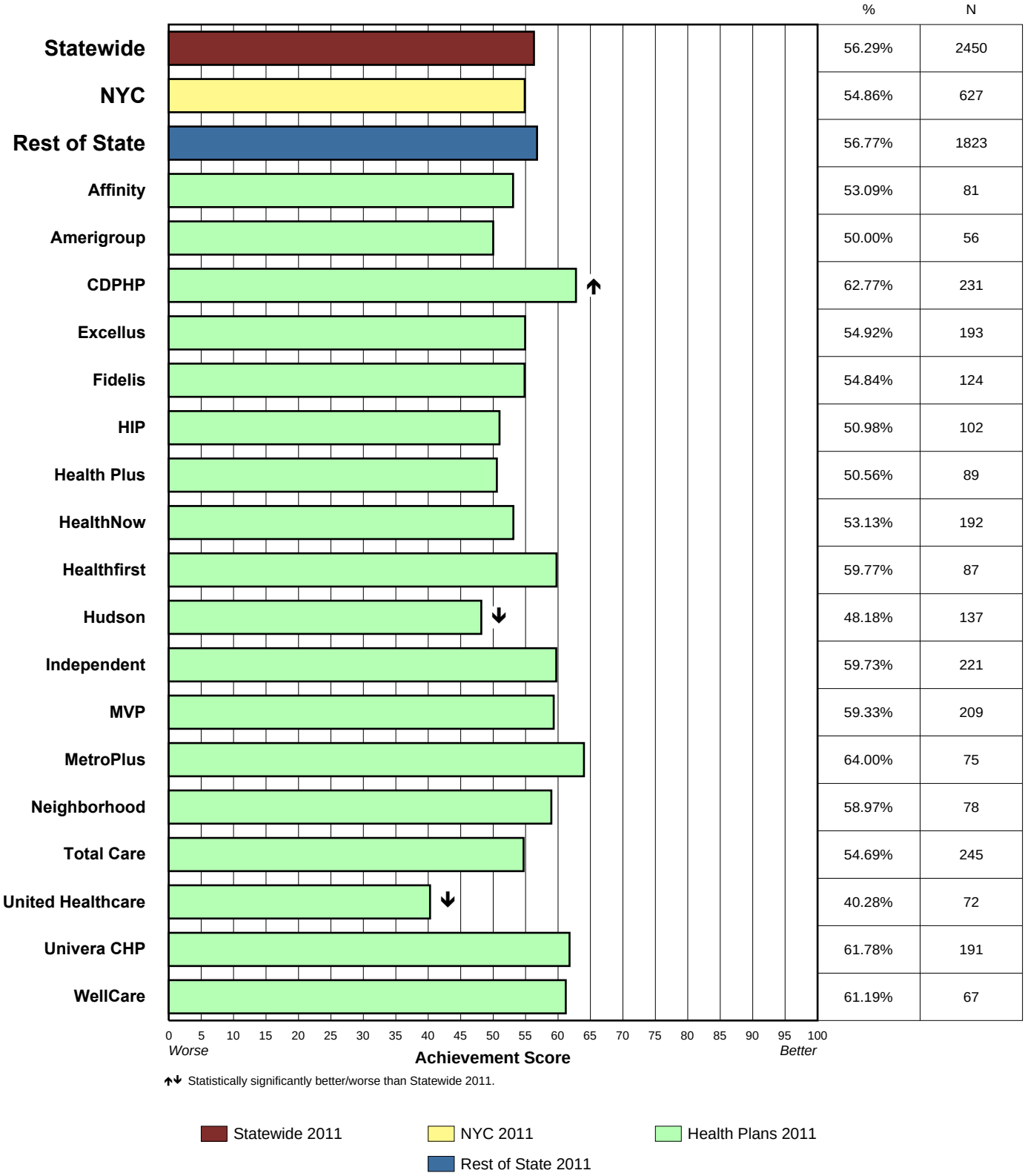
Medical Assistance with Smoking Cessation

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



	%	N
Statewide	56.29%	2450
NYC	54.86%	627
Rest of State	56.77%	1823
Affinity	53.09%	81
Amerigroup	50.00%	56
CDPHP	62.77%	231
Excellus	54.92%	193
Fidelis	54.84%	124
HIP	50.98%	102
Health Plus	50.56%	89
HealthNow	53.13%	192
Healthfirst	59.77%	87
Hudson	48.18%	137
Independent	59.73%	221
MVP	59.33%	209
MetroPlus	64.00%	75
Neighborhood	58.97%	78
Total Care	54.69%	245
United Healthcare	40.28%	72
Univera CHP	61.78%	191
WellCare	61.19%	67

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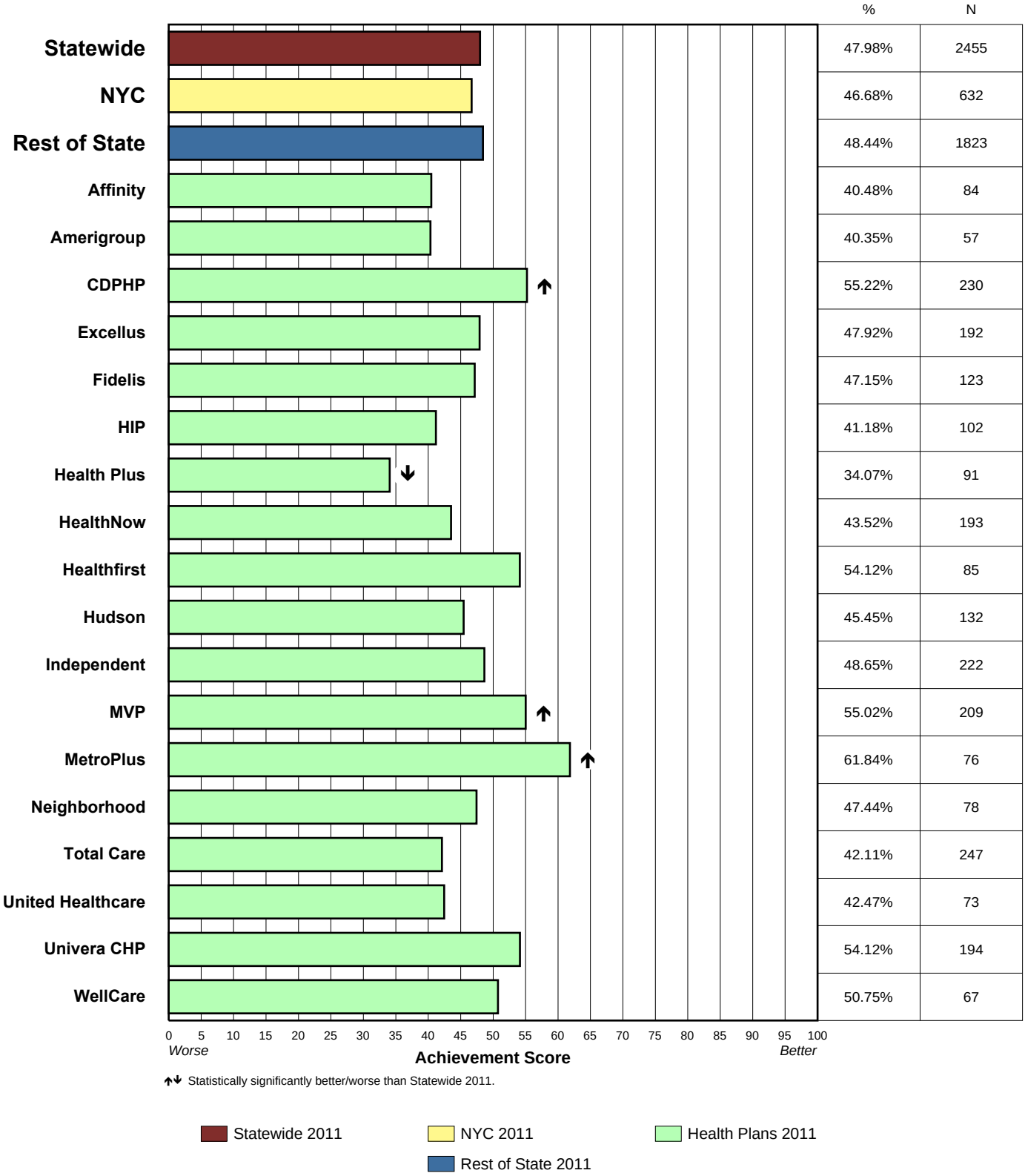
Medical Assistance with Smoking Cessation

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



	%	N
Statewide	47.98%	2455
NYC	46.68%	632
Rest of State	48.44%	1823
Affinity	40.48%	84
Amerigroup	40.35%	57
CDPHP	55.22%	230
Excellus	47.92%	192
Fidelis	47.15%	123
HIP	41.18%	102
Health Plus	34.07%	91
HealthNow	43.52%	193
Healthfirst	54.12%	85
Hudson	45.45%	132
Independent	48.65%	222
MVP	55.02%	209
MetroPlus	61.84%	76
Neighborhood	47.44%	78
Total Care	42.11%	247
United Healthcare	42.47%	73
Univera CHP	54.12%	194
WellCare	50.75%	67

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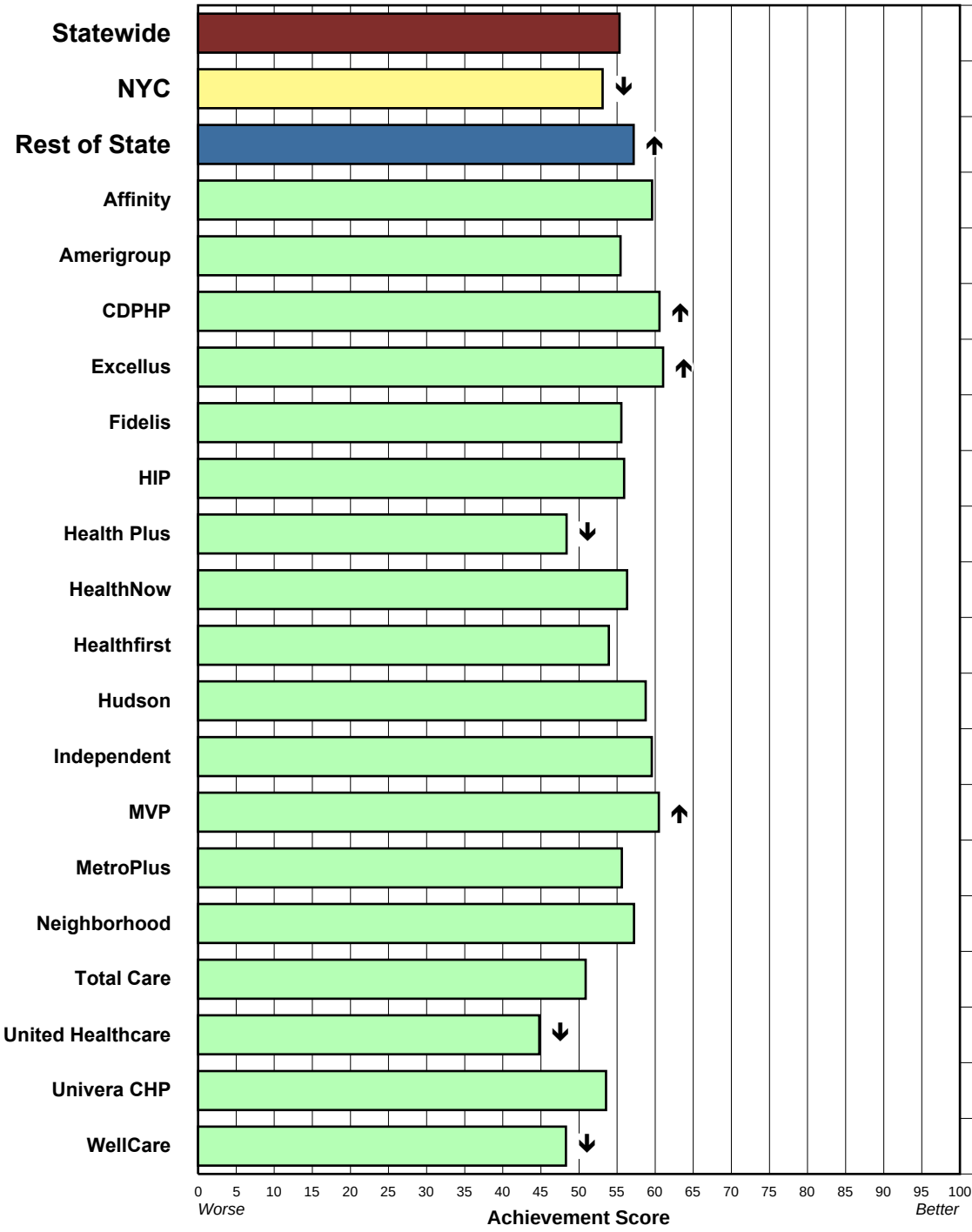
Single Items

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



	Score	N
Statewide	55.33%	6224
NYC	53.11%	2626
Rest of State	57.17%	3598
Affinity	59.60%	294
Amerigroup	55.45%	253
CDPHP	60.57%	417
Excellus	61.04%	361
Fidelis	55.56%	321
HIP	55.92%	332
Health Plus	48.36%	320
HealthNow	56.32%	348
Healthfirst	53.92%	336
Hudson	58.75%	386
Independent	59.56%	387
MVP	60.48%	367
MetroPlus	55.63%	332
Neighborhood	57.21%	321
Total Care	50.88%	425
United Healthcare	44.79%	342
Univera CHP	53.56%	397
WellCare	48.29%	285

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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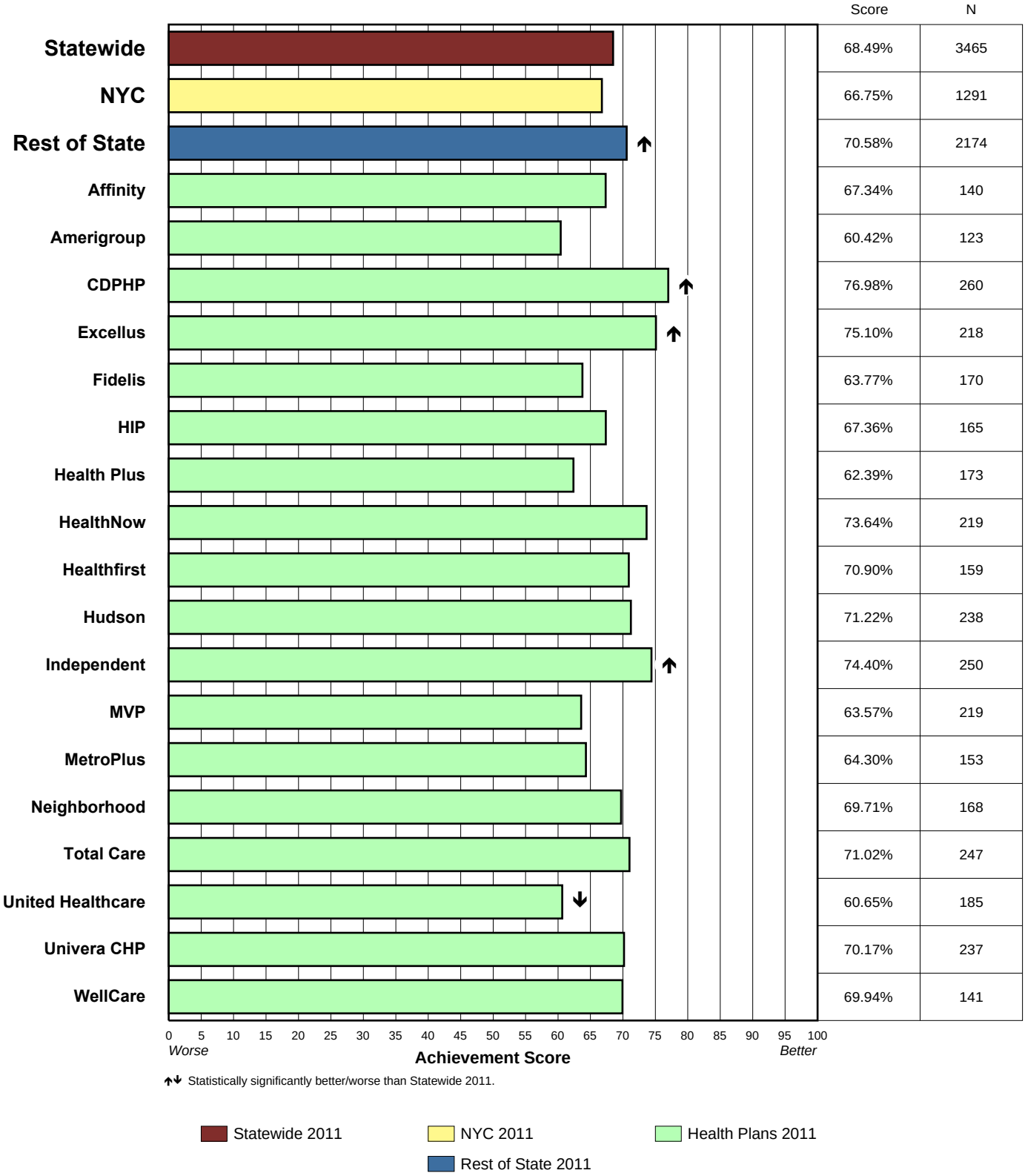
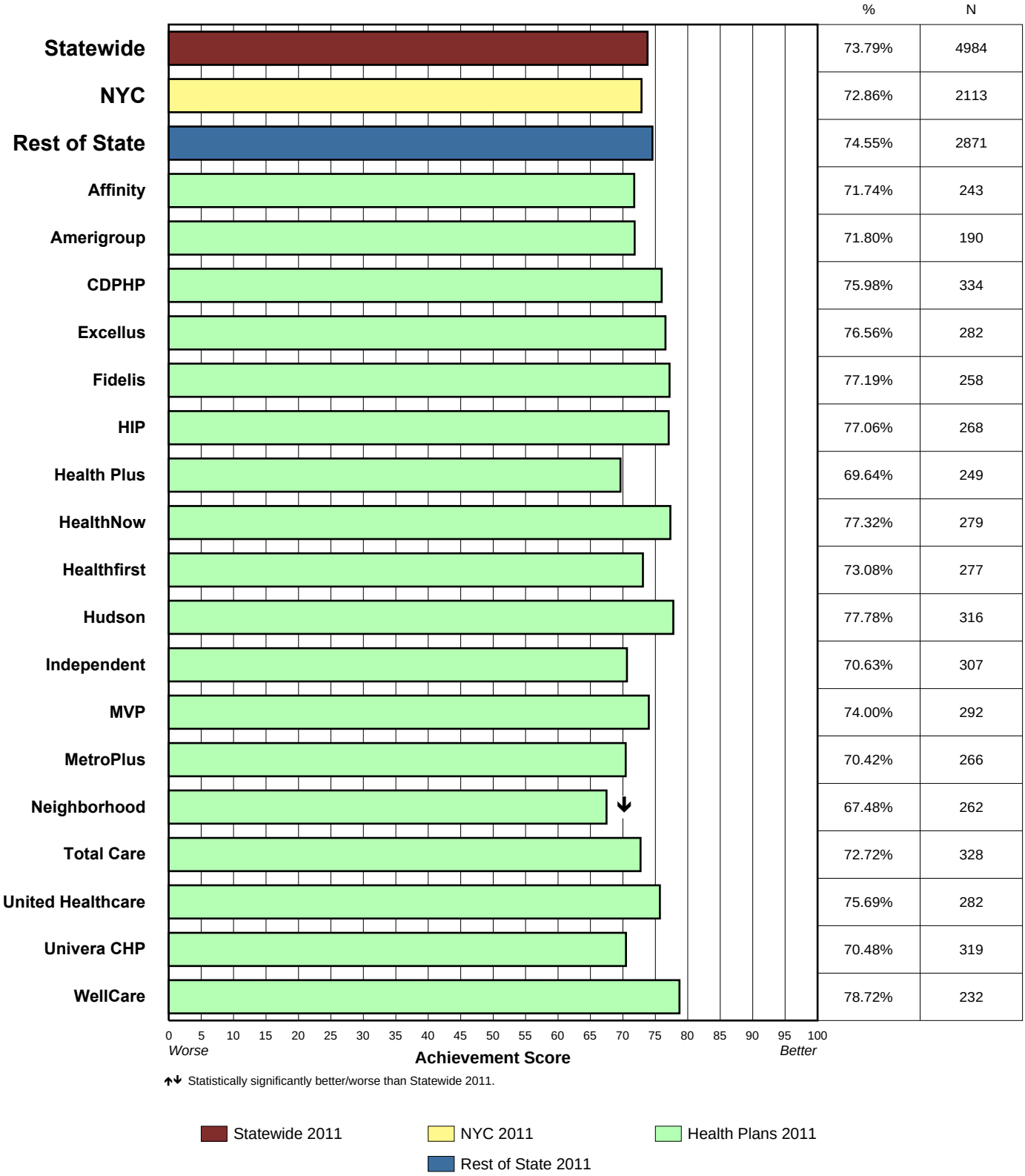
Single Items

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



	%	N
Statewide	73.79%	4984
NYC	72.86%	2113
Rest of State	74.55%	2871
Affinity	71.74%	243
Amerigroup	71.80%	190
CDPHP	75.98%	334
Excellus	76.56%	282
Fidelis	77.19%	258
HIP	77.06%	268
Health Plus	69.64%	249
HealthNow	77.32%	279
Healthfirst	73.08%	277
Hudson	77.78%	316
Independent	70.63%	307
MVP	74.00%	292
MetroPlus	70.42%	266
Neighborhood	67.48%	262
Total Care	72.72%	328
United Healthcare	75.69%	282
Univera CHP	70.48%	319
WellCare	78.72%	232

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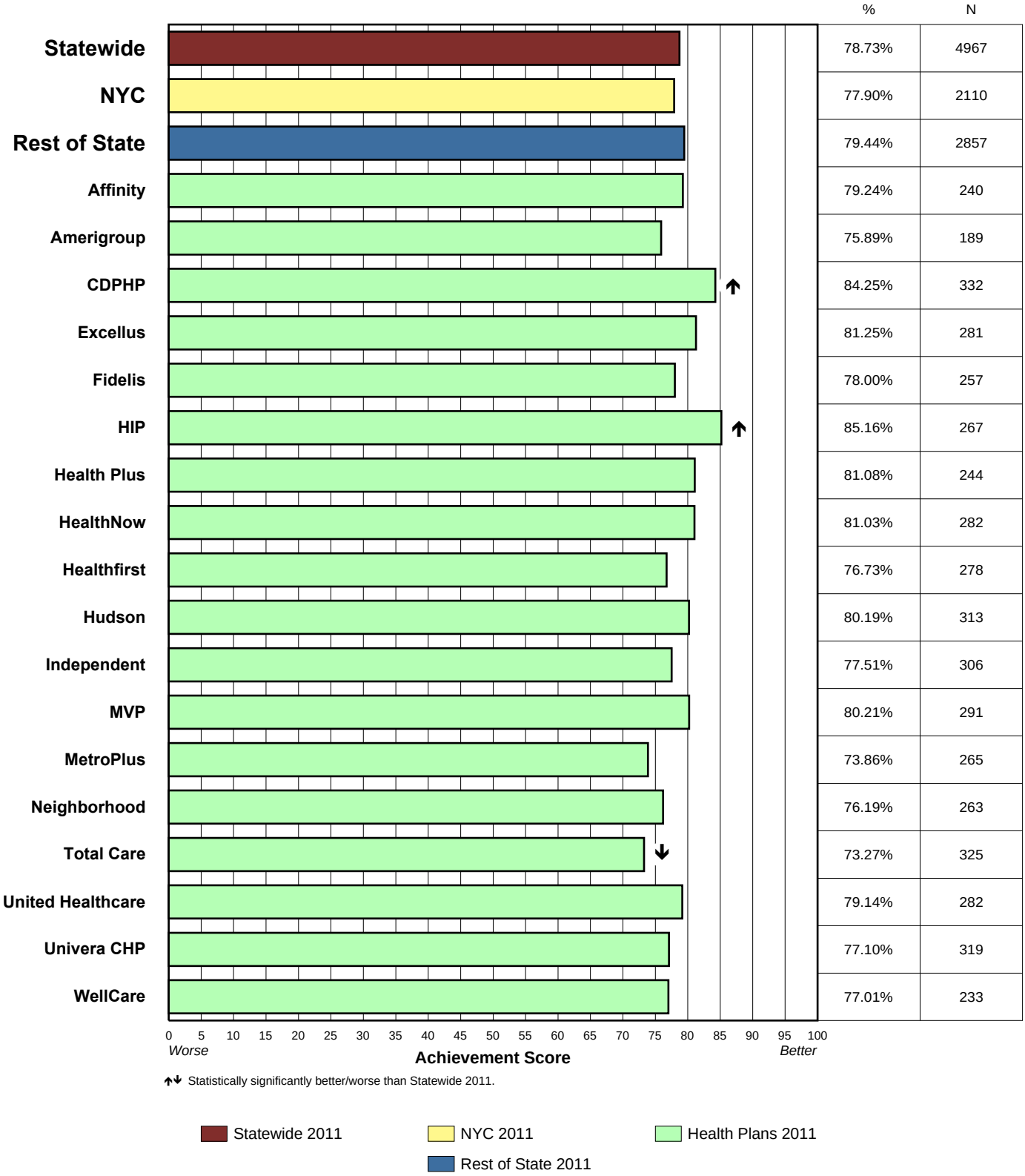
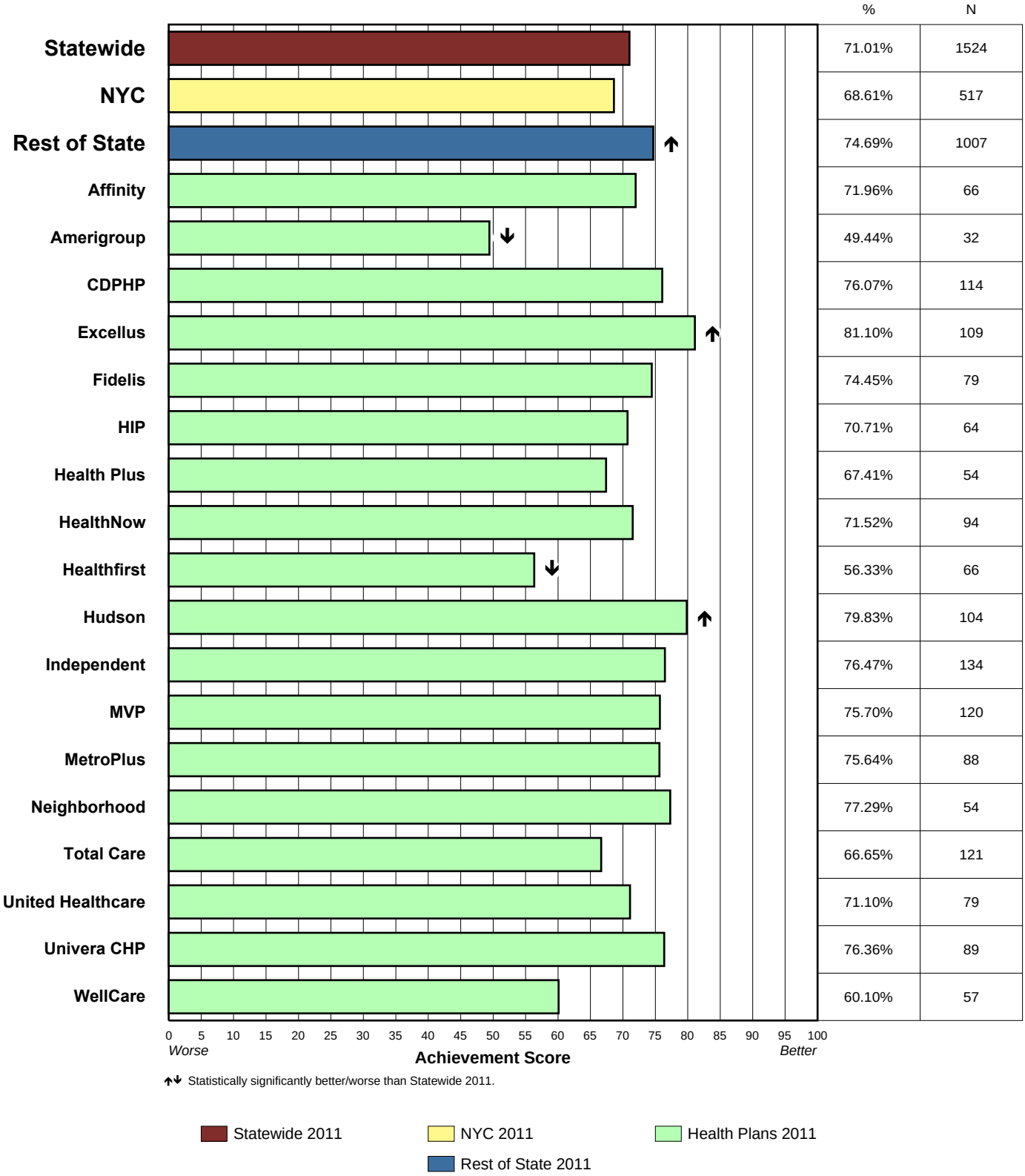
Supplemental Questions

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



	%	N
Statewide	71.01%	1524
NYC	68.61%	517
Rest of State ↑	74.69%	1007
Affinity	71.96%	66
Amerigroup ↓	49.44%	32
CDPHP	76.07%	114
Excellus ↑	81.10%	109
Fidelis	74.45%	79
HIP	70.71%	64
Health Plus	67.41%	54
HealthNow	71.52%	94
Healthfirst ↓	56.33%	66
Hudson ↑	79.83%	104
Independent	76.47%	134
MVP	75.70%	120
MetroPlus	75.64%	88
Neighborhood	77.29%	54
Total Care	66.65%	121
United Healthcare	71.10%	79
Univera CHP	76.36%	89
WellCare	60.10%	57

↑↓ Statistically significantly better/worse than Statewide 2011.

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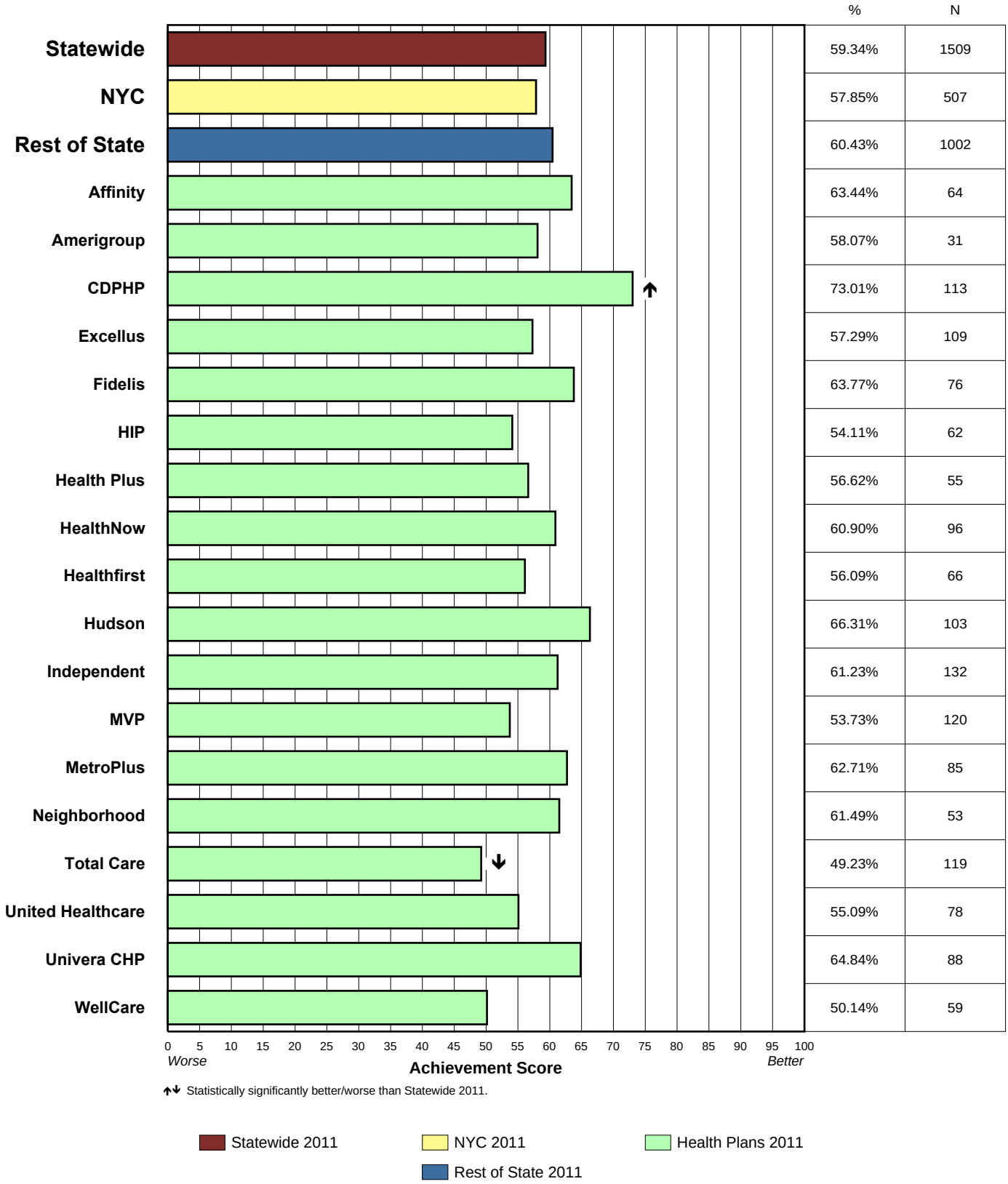
Supplemental Questions

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



	%	N
Statewide	59.34%	1509
NYC	57.85%	507
Rest of State	60.43%	1002
Affinity	63.44%	64
Amerigroup	58.07%	31
CDPHP	73.01%	113
Excellus	57.29%	109
Fidelis	63.77%	76
HIP	54.11%	62
Health Plus	56.62%	55
HealthNow	60.90%	96
Healthfirst	56.09%	66
Hudson	66.31%	103
Independent	61.23%	132
MVP	53.73%	120
MetroPlus	62.71%	85
Neighborhood	61.49%	53
Total Care	49.23%	119
United Healthcare	55.09%	78
Univera CHP	64.84%	88
WellCare	50.14%	59

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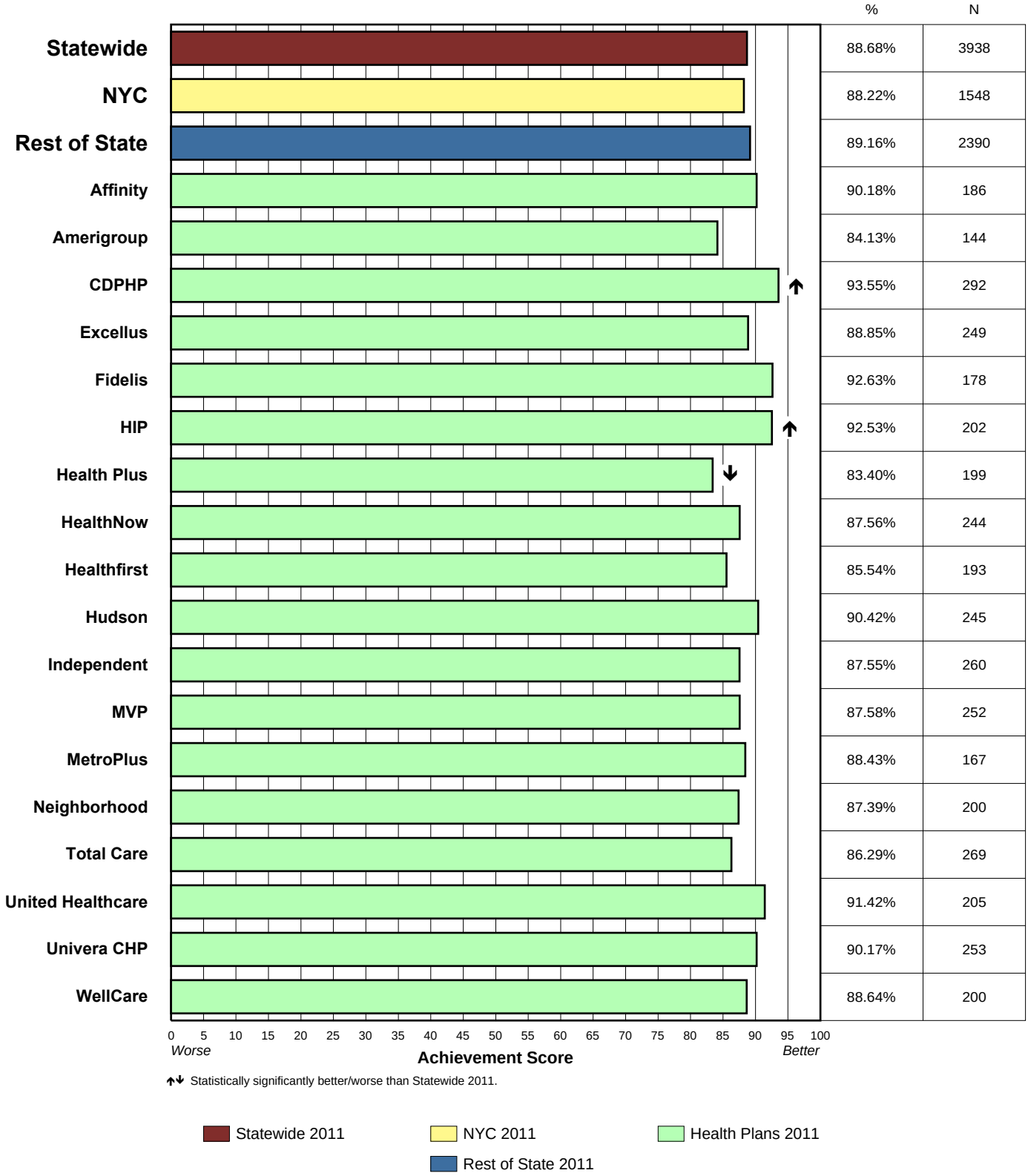
Supplemental Questions

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



	%	N
Statewide	88.68%	3938
NYC	88.22%	1548
Rest of State	89.16%	2390
Affinity	90.18%	186
Amerigroup	84.13%	144
CDPHP	93.55%	292
Excellus	88.85%	249
Fidelis	92.63%	178
HIP	92.53%	202
Health Plus	83.40%	199
HealthNow	87.56%	244
Healthfirst	85.54%	193
Hudson	90.42%	245
Independent	87.55%	260
MVP	87.58%	252
MetroPlus	88.43%	167
Neighborhood	87.39%	200
Total Care	86.29%	269
United Healthcare	91.42%	205
Univera CHP	90.17%	253
WellCare	88.64%	200

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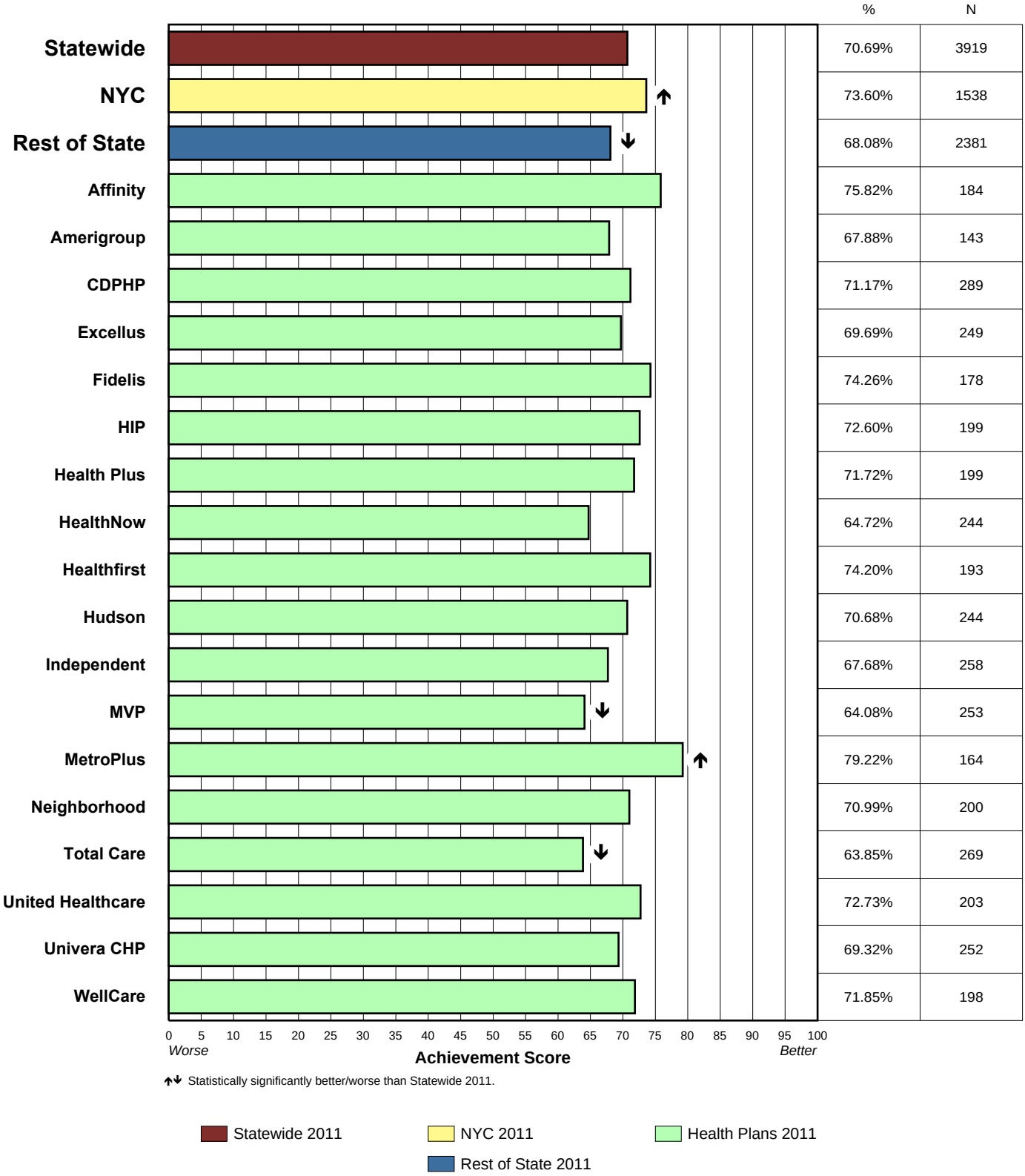
Supplemental Questions

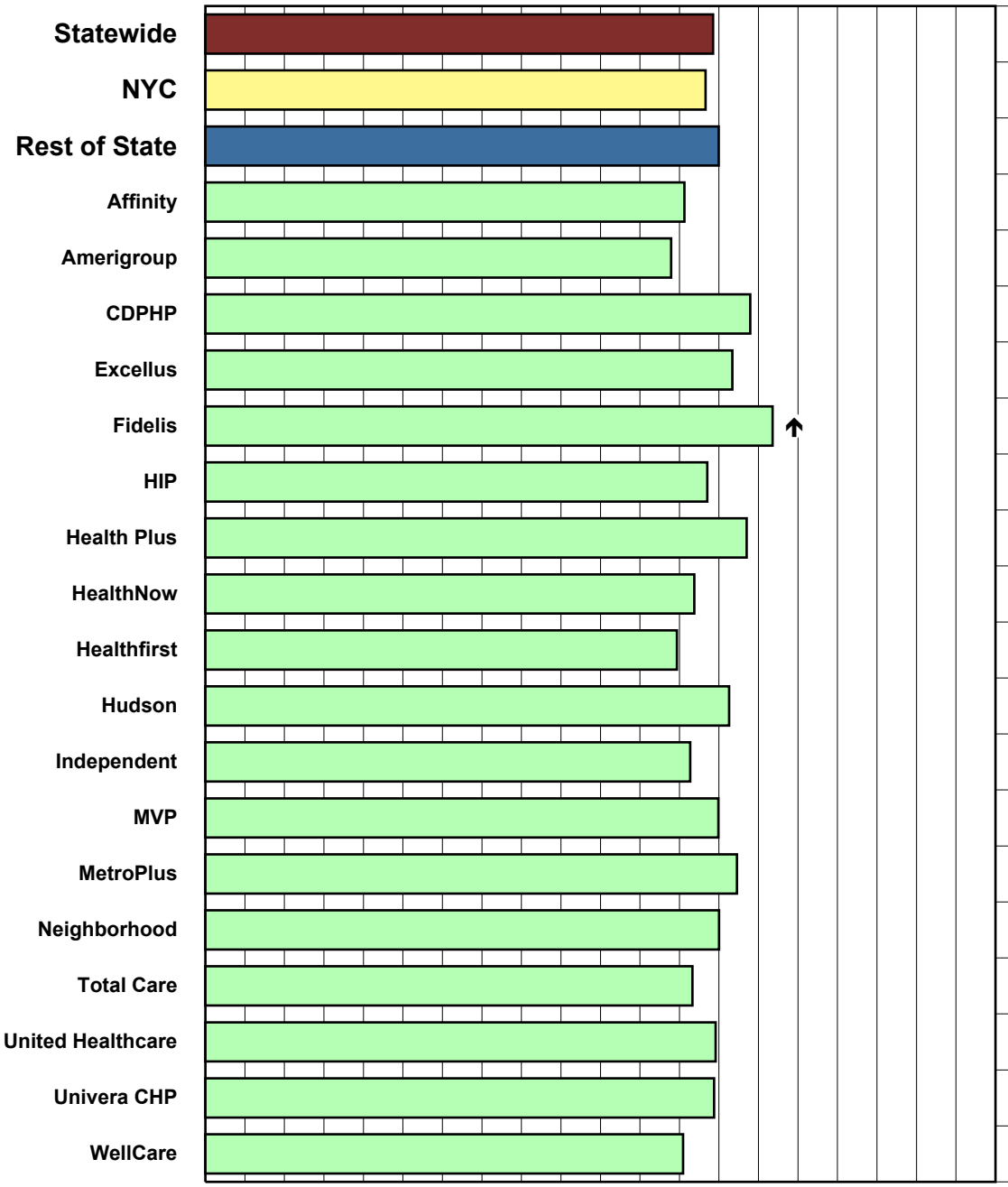
Q29. Personal doctor usually or always asked you to describe how you were going to follow instructions



	%	N
Statewide	70.69%	3919
NYC	73.60%	1538
Rest of State	68.08%	2381
Affinity	75.82%	184
Amerigroup	67.88%	143
CDPHP	71.17%	289
Excellus	69.69%	249
Fidelis	74.26%	178
HIP	72.60%	199
Health Plus	71.72%	199
HealthNow	64.72%	244
Healthfirst	74.20%	193
Hudson	70.68%	244
Independent	67.68%	258
MVP	64.08%	253
MetroPlus	79.22%	164
Neighborhood	70.99%	200
Total Care	63.85%	269
United Healthcare	72.73%	203
Univera CHP	69.32%	252
WellCare	71.85%	198

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



	%	N
Statewide	64.25%	3907
NYC	63.30%	1535
Rest of State	64.97%	2372
Affinity	60.63%	183
Amerigroup	58.95%	144
CDPHP	68.96%	287
Excellus	66.70%	245
Fidelis	71.79%	177
HIP	63.53%	199
Health Plus	68.50%	196
HealthNow	61.88%	243
Healthfirst	59.67%	192
Hudson	66.28%	243
Independent	61.37%	259
MVP	64.93%	252
MetroPlus	67.28%	165
Neighborhood	65.01%	198
Total Care	61.66%	271
United Healthcare	64.58%	204
Univera CHP	64.39%	250
WellCare	60.45%	199

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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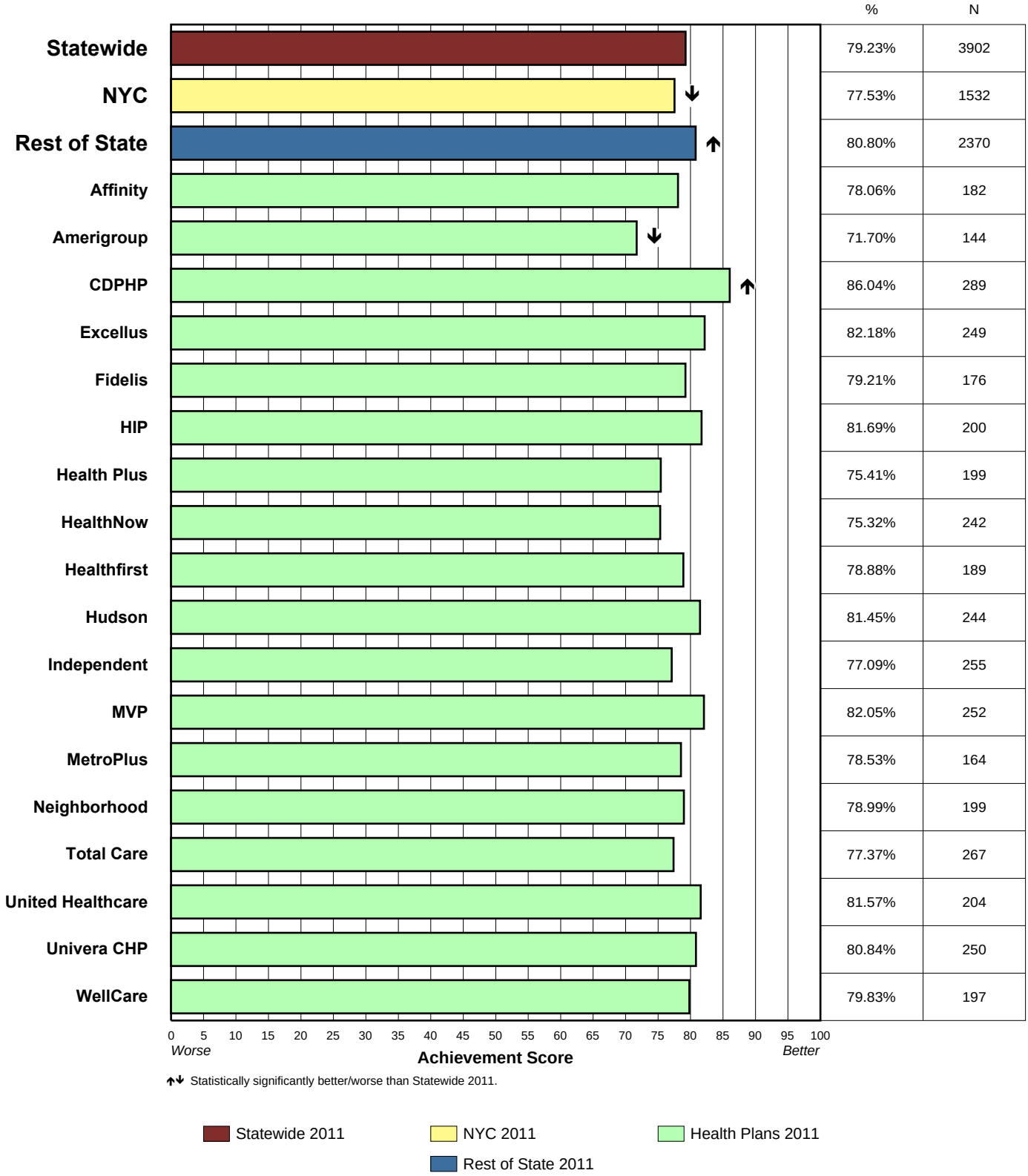
Supplemental Questions

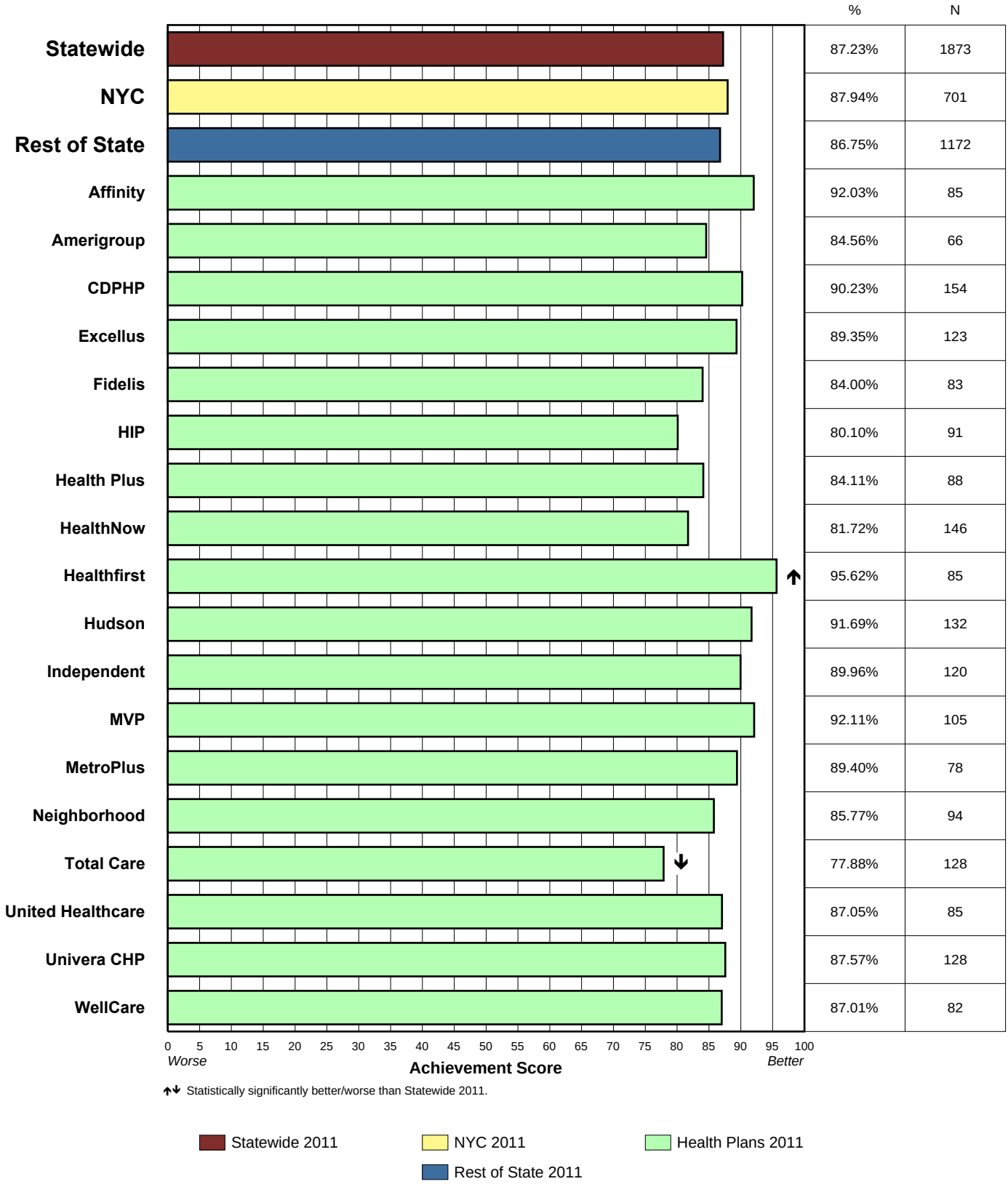
Q31. Personal doctor usually or always explained what to do if this illness or health condition got worse or came back



	%	N
Statewide	79.23%	3902
NYC	77.53%	1532
Rest of State	80.80%	2370
Affinity	78.06%	182
Amerigroup	71.70%	144
CDPHP	86.04%	289
Excellus	82.18%	249
Fidelis	79.21%	176
HIP	81.69%	200
Health Plus	75.41%	199
HealthNow	75.32%	242
Healthfirst	78.88%	189
Hudson	81.45%	244
Independent	77.09%	255
MVP	82.05%	252
MetroPlus	78.53%	164
Neighborhood	78.99%	199
Total Care	77.37%	267
United Healthcare	81.57%	204
Univera CHP	80.84%	250
WellCare	79.83%	197

Supplemental Questions

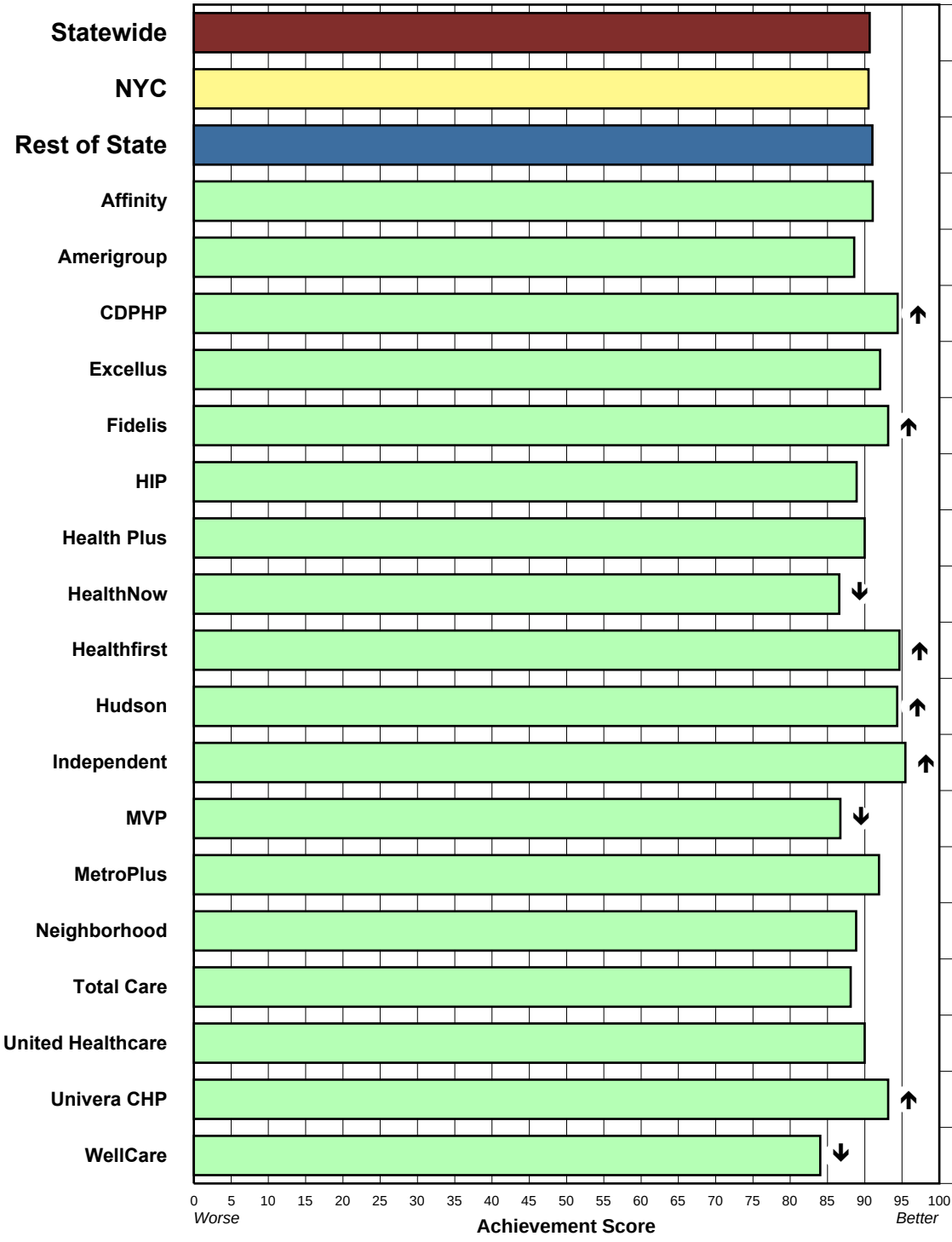
Q36. Very satisfied or satisfied with the help received to coordinate care



	%	N
Statewide	87.23%	1873
NYC	87.94%	701
Rest of State	86.75%	1172
Affinity	92.03%	85
Amerigroup	84.56%	66
CDPHP	90.23%	154
Excellus	89.35%	123
Fidelis	84.00%	83
HIP	80.10%	91
Health Plus	84.11%	88
HealthNow	81.72%	146
Healthfirst	95.62%	85
Hudson	91.69%	132
Independent	89.96%	120
MVP	92.11%	105
MetroPlus	89.40%	78
Neighborhood	85.77%	94
Total Care	77.88%	128
United Healthcare	87.05%	85
Univera CHP	87.57%	128
WellCare	87.01%	82

Supplemental Questions

Q47. Would recommend health plan to your family and friends



	%	N
Statewide	90.66%	8286
NYC	90.49%	3600
Rest of State	91.03%	4686
Affinity	91.06%	414
Amerigroup	88.58%	367
CDPHP	94.40%	511
Excellus	92.05%	471
Fidelis	93.14%	456
HIP	88.90%	423
Health Plus	89.98%	445
HealthNow	86.58%	471
Healthfirst	94.66%	449
Hudson	94.35%	510
Independent	95.45%	513
MVP	86.74%	462
MetroPlus	91.91%	472
Neighborhood	88.85%	425
Total Care	88.11%	546
United Healthcare	89.98%	469
Univera CHP	93.13%	496
WellCare	84.02%	386

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

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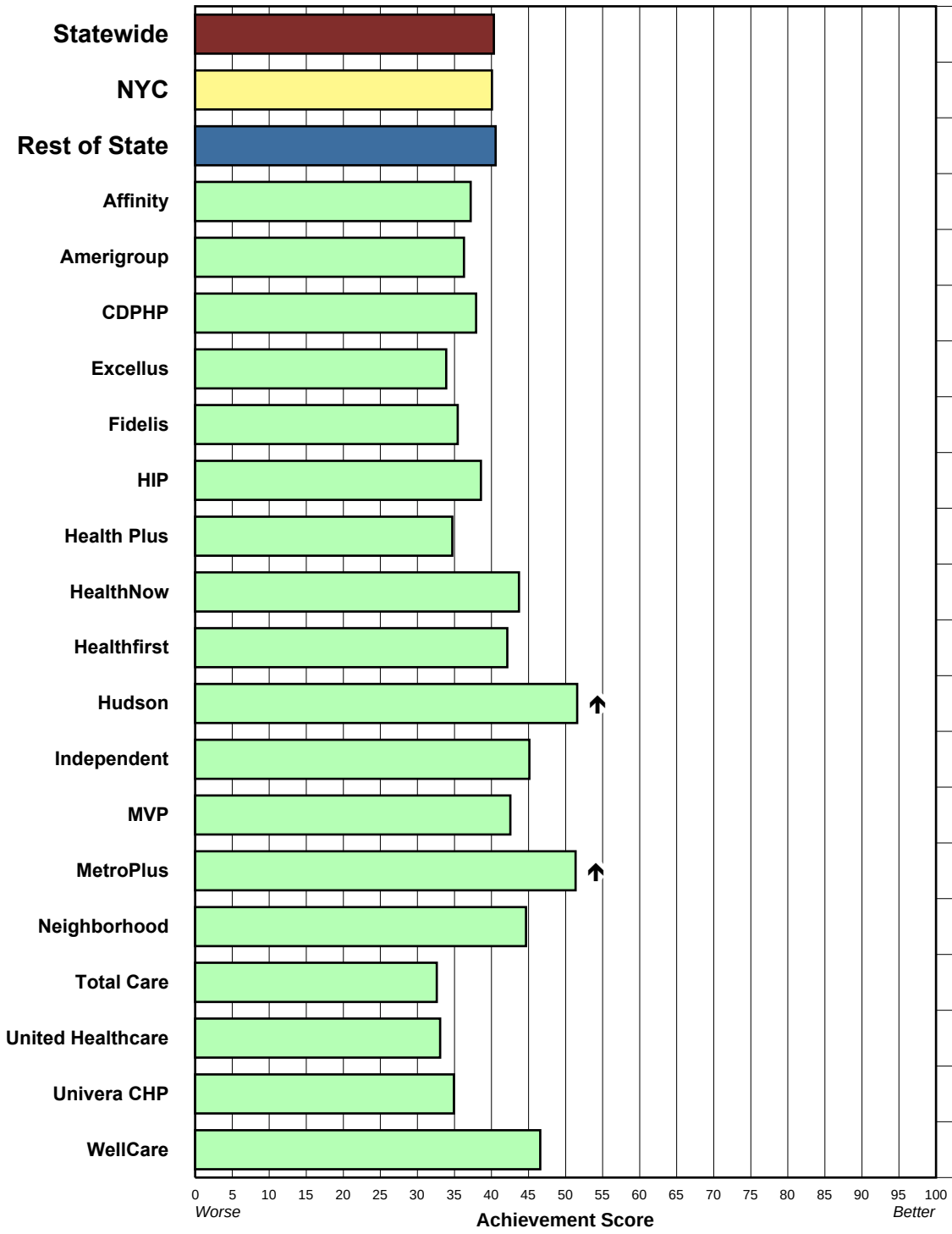
Supplemental Questions

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



	%	N
Statewide	40.33%	2445
NYC	40.07%	1173
Rest of State	40.57%	1272
Affinity	37.19%	121
Amerigroup	36.28%	113
CDPHP	37.93%	145
Excellus	33.88%	121
Fidelis	35.43%	127
HIP	38.56%	153
Health Plus	34.71%	121
HealthNow	43.70%	135
Healthfirst	42.14%	159
Hudson	51.56%	128
Independent	45.11%	133
MVP	42.54%	134
MetroPlus	51.35%	148
Neighborhood	44.67%	150
Total Care	32.62%	141
United Healthcare	33.06%	124
Univera CHP	34.93%	146
WellCare	46.58%	146

↑↓ Statistically significantly better/worse than Statewide 2011.

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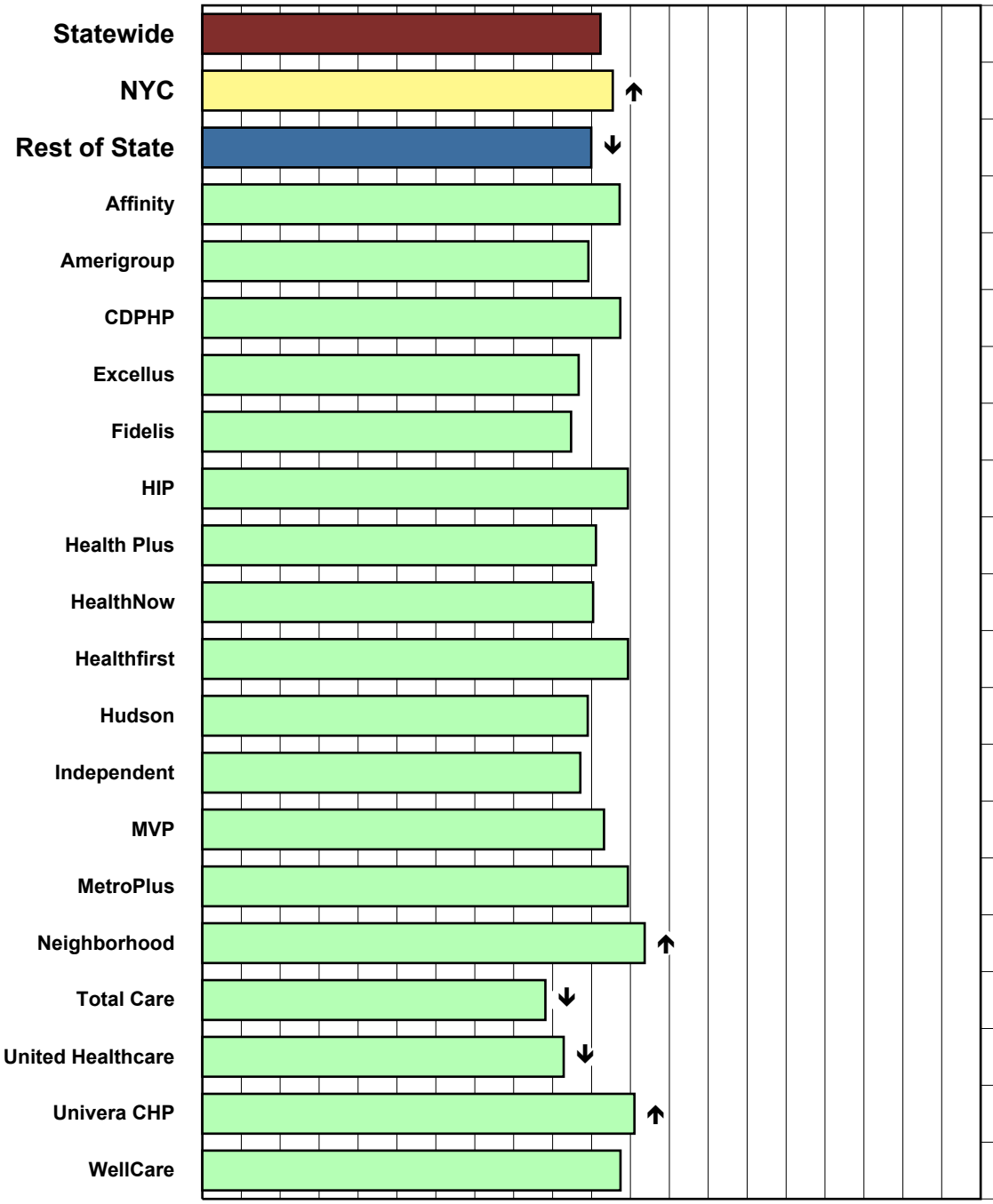
Supplemental Questions

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



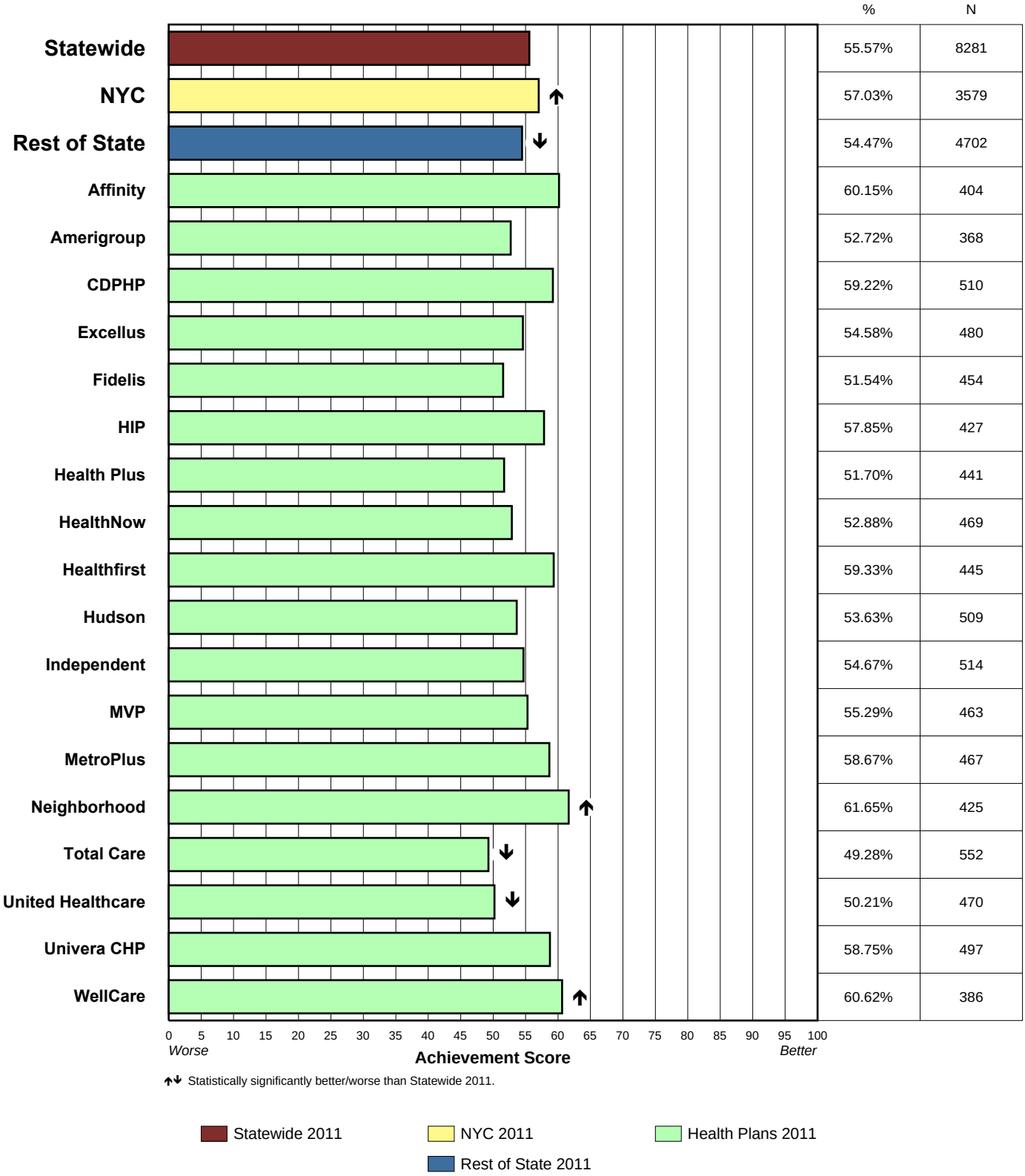
	%	N
Statewide	51.16%	8328
NYC	52.74%	3597
Rest of State	49.97%	4731
Affinity	53.62%	401
Amerigroup	49.60%	373
CDPHP	53.71%	512
Excellus	48.35%	484
Fidelis	47.38%	458
HIP	54.67%	428
Health Plus	50.56%	443
HealthNow	50.21%	474
Healthfirst	54.69%	448
Hudson	49.51%	507
Independent	48.55%	519
MVP	51.61%	467
MetroPlus	54.68%	470
Neighborhood	56.84%	424
Total Care	44.06%	556
United Healthcare	46.43%	476
Univera CHP	55.51%	499
WellCare	53.73%	389

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Supplemental Questions

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



	%	N
Statewide	55.57%	8281
NYC	57.03%	3579
Rest of State	54.47%	4702
Affinity	60.15%	404
Amerigroup	52.72%	368
CDPHP	59.22%	510
Excellus	54.58%	480
Fidelis	51.54%	454
HIP	57.85%	427
Health Plus	51.70%	441
HealthNow	52.88%	469
Healthfirst	59.33%	445
Hudson	53.63%	509
Independent	54.67%	514
MVP	55.29%	463
MetroPlus	58.67%	467
Neighborhood	61.65%	425
Total Care	49.28%	552
United Healthcare	50.21%	470
Univera CHP	58.75%	497
WellCare	60.62%	386

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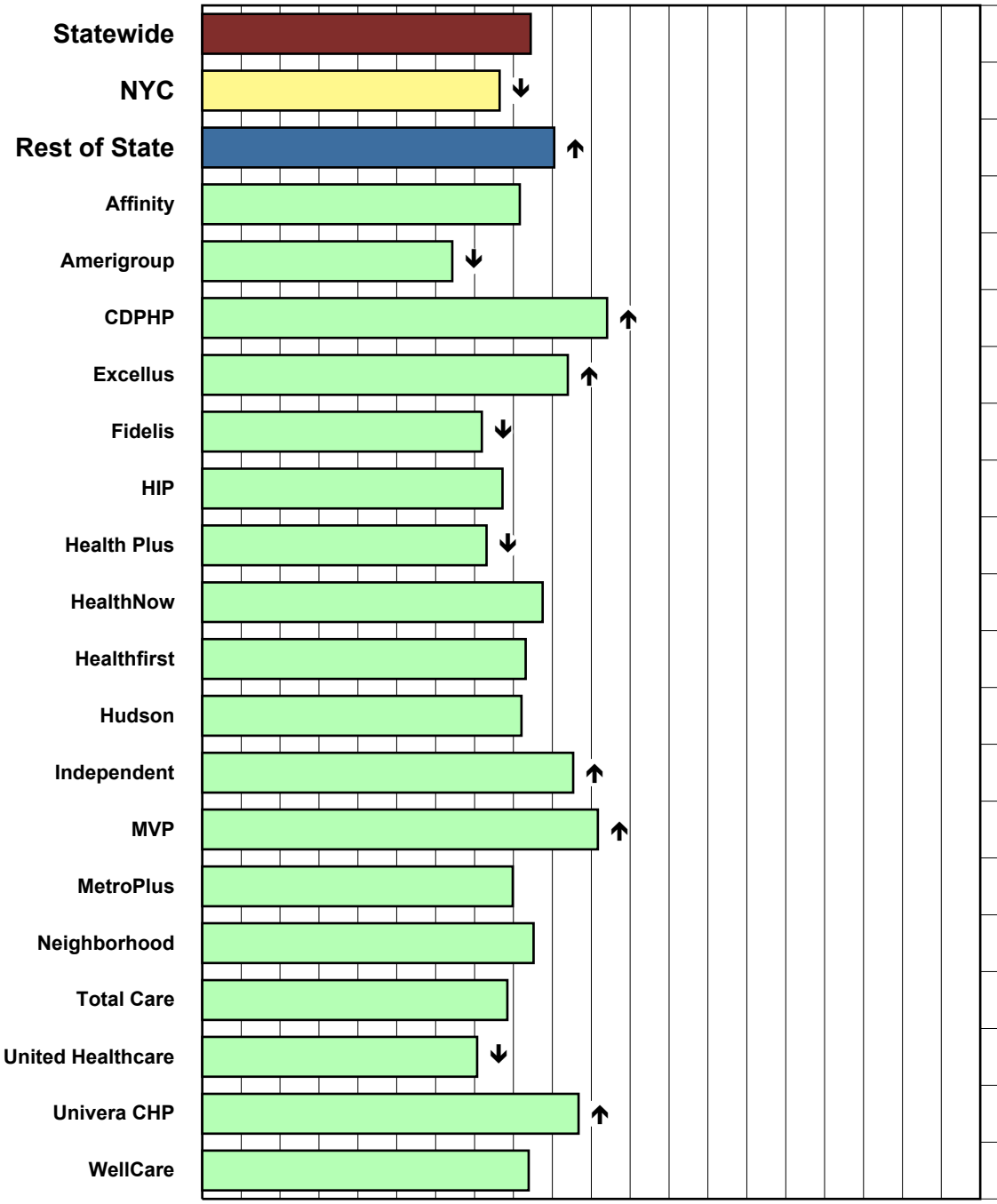
Supplemental Questions

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



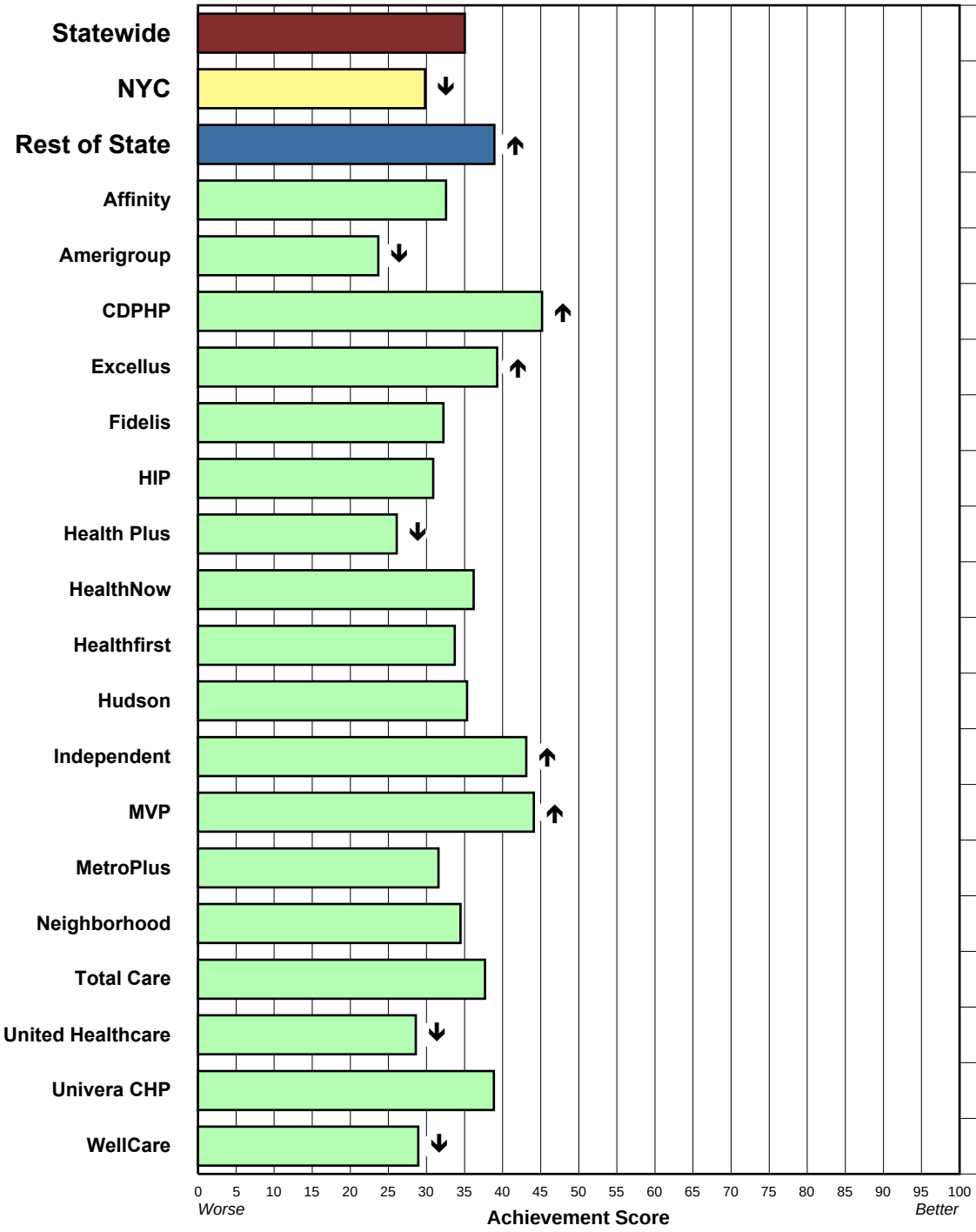
	%	N
Statewide	42.23%	8229
NYC	38.22%	3530
Rest of State	45.24%	4699
Affinity	40.81%	397
Amerigroup	32.13%	361
CDPHP	52.05%	513
Excellus	47.00%	483
Fidelis	35.94%	448
HIP	38.59%	425
Health Plus	36.55%	435
HealthNow	43.75%	464
Healthfirst	41.57%	445
Hudson	41.04%	502
Independent	47.67%	516
MVP	50.86%	464
MetroPlus	39.91%	461
Neighborhood	42.58%	418
Total Care	39.22%	561
United Healthcare	35.33%	467
Univera CHP	48.37%	490
WellCare	41.95%	379

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Supplemental Questions

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



	%	N
Statewide	35.03%	8179
NYC	29.80%	3493
Rest of State	38.92%	4686
Affinity	32.58%	396
Amerigroup	23.68%	359
CDPHP	45.17%	507
Excellus	39.29%	476
Fidelis	32.23%	453
HIP	30.88%	421
Health Plus	26.10%	433
HealthNow	36.19%	467
Healthfirst	33.72%	433
Hudson	35.34%	498
Independent	43.11%	515
MVP	44.09%	465
MetroPlus	31.57%	453
Neighborhood	34.47%	412
Total Care	37.68%	560
United Healthcare	28.60%	465
Univera CHP	38.85%	489
WellCare	28.91%	377

↑↓ Statistically significantly better/worse than Statewide 2011.

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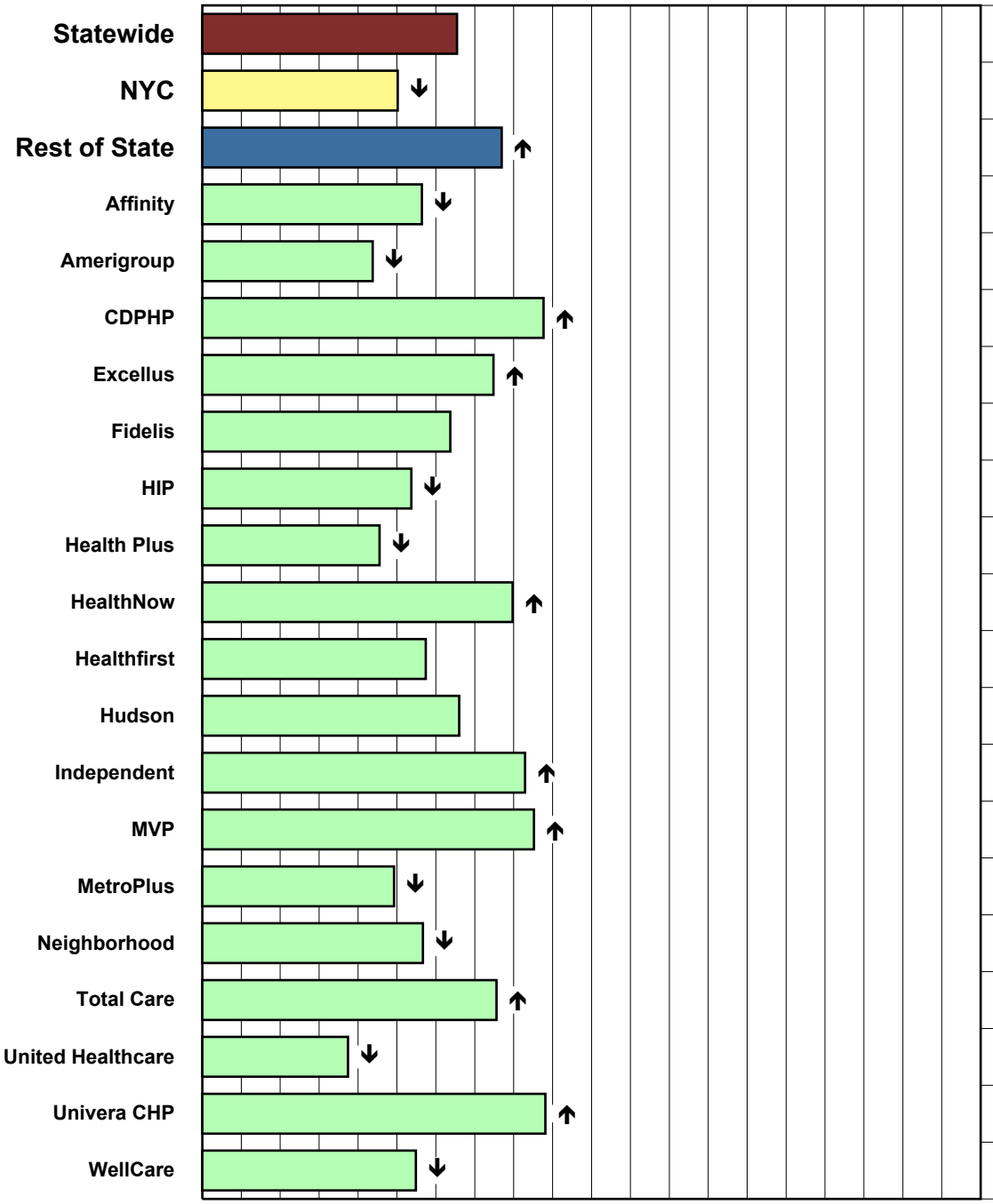
Supplemental Questions

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



	%	N
Statewide	32.72%	8202
NYC	25.11%	3525
Rest of State	38.46%	4677
Affinity	28.21%	397
Amerigroup	21.88%	361
CDPHP	43.84%	511
Excellus	37.39%	476
Fidelis	31.86%	452
HIP	26.84%	421
Health Plus	22.78%	439
HealthNow	39.87%	464
Healthfirst	28.70%	439
Hudson	33.00%	500
Independent	41.47%	516
MVP	42.61%	460
MetroPlus	24.62%	459
Neighborhood	28.33%	420
Total Care	37.79%	553
United Healthcare	18.71%	465
Univera CHP	44.08%	490
WellCare	27.44%	379

↑↓ Statistically significantly better/worse than Statewide 2011.

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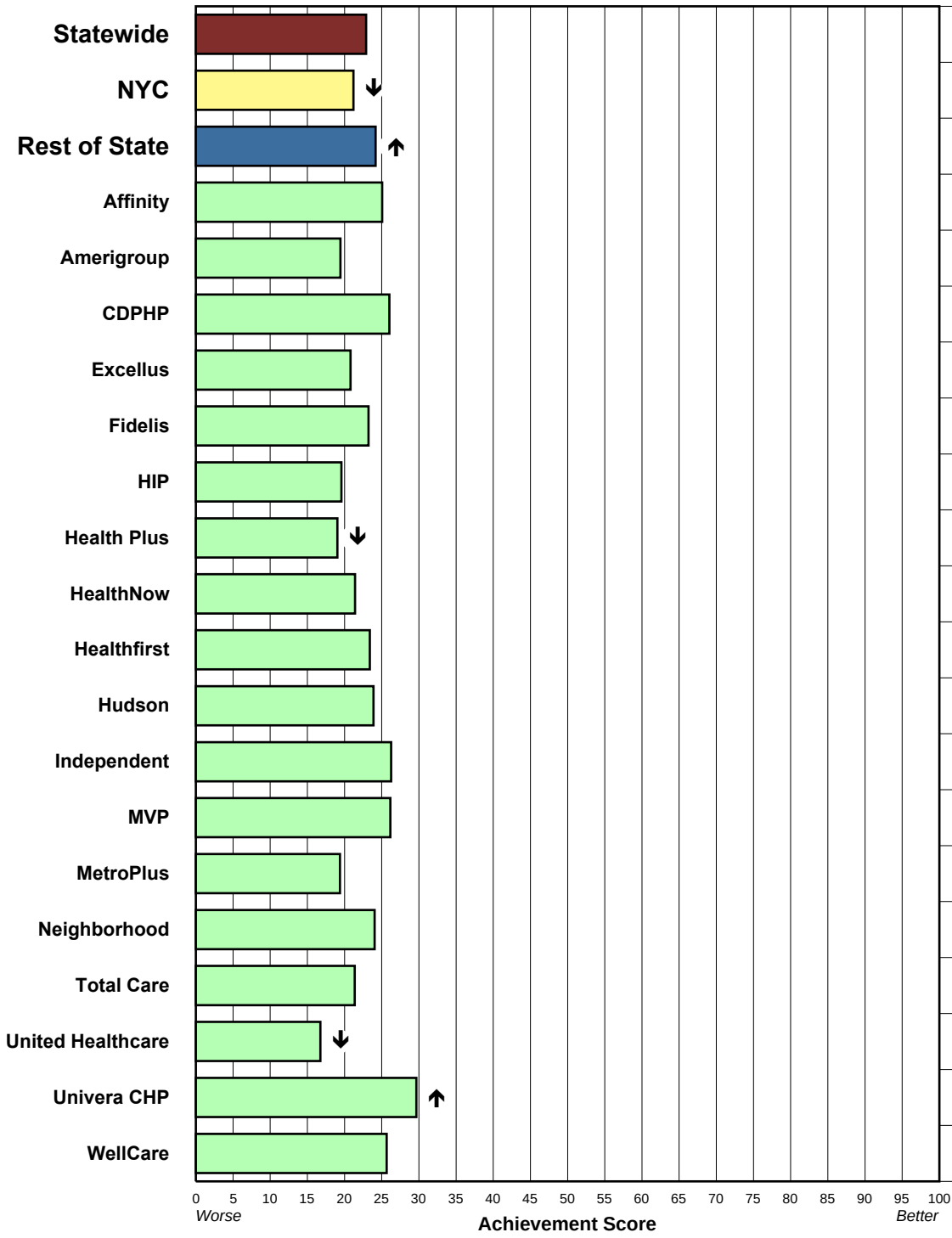
Supplemental Questions

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



	%	N
Statewide	22.90%	8165
NYC	21.20%	3505
Rest of State	24.18%	4660
Affinity	25.06%	395
Amerigroup	19.44%	360
CDPHP	26.04%	507
Excellus	20.80%	476
Fidelis	23.21%	448
HIP	19.58%	424
Health Plus	19.04%	436
HealthNow	21.41%	467
Healthfirst	23.39%	436
Hudson	23.90%	498
Independent	26.27%	510
MVP	26.15%	455
MetroPlus	19.38%	454
Neighborhood	24.05%	420
Total Care	21.38%	552
United Healthcare	16.74%	460
Univera CHP	29.65%	489
WellCare	25.66%	378

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

Correlation Analysis

Excellus BlueCross BlueShield

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.

Excellus BlueCross BlueShield

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	Q25 How Well Doctors Communicate	90%	0.77	Q39 Getting Needed Care	73%	0.50	Q25 How Well Doctors Communicate	90%	0.59	Q44 Customer Service	66% ▼	0.65
2	Q24 How Well Doctors Communicate	87%	0.76	Q42 Getting Needed Care	86% ▲	0.38	Q24 How Well Doctors Communicate	87%	0.59	Q45 Customer Service	81%	0.63
3	Q26 How Well Doctors Communicate	87%	0.69	Q4 Getting Care Quickly	83%	0.36	Q23 How Well Doctors Communicate	88%	0.57	Q42 Getting Needed Care	86% ▲	0.52
4	Q23 How Well Doctors Communicate	88%	0.65	Q44 Customer Service	66% ▼	0.36	Q26 How Well Doctors Communicate	87%	0.54	Q25 How Well Doctors Communicate	90%	0.39
5	Q7 Getting Care Quickly	77%	0.30	Q26 How Well Doctors Communicate	87%	0.33	Q42 Getting Needed Care	86% ▲	0.48	Q24 How Well Doctors Communicate	87%	0.33
6	Q42 Getting Needed Care	86% ▲	0.29	Q7 Getting Care Quickly	77%	0.33	Q4 Getting Care Quickly	83%	0.44	Q26 How Well Doctors Communicate	87%	0.32
7	Q45 Customer Service	81%	0.26	Q24 How Well Doctors Communicate	87%	0.30	Q7 Getting Care Quickly	77%	0.40	Q23 How Well Doctors Communicate	88%	0.30
8	Q4 Getting Care Quickly	83%	0.26	Q45 Customer Service	81%	0.29	Q44 Customer Service	66% ▼	0.35	Q7 Getting Care Quickly	77%	0.22
9	Q44 Customer Service	66% ▼	0.23	Q25 How Well Doctors Communicate	90%	0.28	Q45 Customer Service	81%	0.28	Q39 Getting Needed Care	73%	0.21
10	Q39 Getting Needed Care	73%	0.12	Q23 How Well Doctors Communicate	88%	0.14	Q39 Getting Needed Care	73%	0.27	Q4 Getting Care Quickly	83%	0.20

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

Rating of personal doctor

Excellus BlueCross BlueShield

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.77	90%	73%	17%	6%	4%
2	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.76	87%	70%	17%	10%	3%
3	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.69	87%	63%	24%	9%	4%
4	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.65	88%	72%	16%	10%	2%
5	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?	0.30	77%	50%	27%	21%	2%
6	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?	0.29	86% ▲	53%	33%	11%	4%
7	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.26	81%	60%	21%	13%	6%
8	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?	0.26	83%	54%	29%	15%	2%
9	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.23	66% ▼	40%	26%	22%	12%
10	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.12	73%	43%	30%	18%	9%

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

Rating of specialist seen most often

Excellus BlueCross BlueShield

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?	0.50	73%	43%	30%	18%	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?	0.38	86% ▲	53%	33%	11%	4%
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?	0.36	83%	54%	29%	15%	2%
4	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.36	66% ▼	40%	26%	22%	12%
5	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.33	87%	63%	24%	9%	4%
6	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?	0.33	77%	50%	27%	21%	2%
7	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.30	87%	70%	17%	10%	3%
8	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.29	81%	60%	21%	13%	6%
9	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.28	90%	73%	17%	6%	4%
10	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.14	88%	72%	16%	10%	2%

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

Rating of all health care

Excellus BlueCross BlueShield

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.59	90%	73%	17%	6%	4%
2	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.59	87%	70%	17%	10%	3%
3	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.57	88%	72%	16%	10%	2%
4	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.54	87%	63%	24%	9%	4%
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?	0.48	86% ▲	53%	33%	11%	4%
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?	0.44	83%	54%	29%	15%	2%
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?	0.40	77%	50%	27%	21%	2%
8	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	66% ▼	40%	26%	22%	12%
9	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	81%	60%	21%	13%	6%
10	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.27	73%	43%	30%	18%	9%

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

Rating of health plan

Excellus BlueCross BlueShield

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.65	66% ▼	40%	26%	22%	12%
2	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.63	81%	60%	21%	13%	6%
3	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?	0.52	86% ▲	53%	33%	11%	4%
4	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.39	90%	73%	17%	6%	4%
5	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.33	87%	70%	17%	10%	3%
6	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	87%	63%	24%	9%	4%
7	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	88%	72%	16%	10%	2%
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?	0.22	77%	50%	27%	21%	2%
9	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.21	73%	43%	30%	18%	9%
10	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?	0.20	83%	54%	29%	15%	2%

▲▼ **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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	8,811	100.0%	3,848	100.0%	4,963	100.0%	498	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	8,811	100.0%	3,848	100.0%	4,963	100.0%	498	100.0%
Not Answered	134		64		70		7	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	3,279	38.2%	1,250	33.5%	2,029	41.8%	184	37.8%
No	5,304	61.8%	2,483	66.5%	2,821	58.2%	303	62.2%
Total	8,583	100.0%	3,733	100.0%	4,850	100.0%	487	100.0%
Not Answered	362		179		183		18	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
● Never	70	2.2%	31	2.6%	39	1.9%	3	1.7%
● Sometimes	570	17.7%	265	21.8%	305	15.2%	28	15.5%
● Usually	797	24.8%	281	23.1%	516	25.7%	52	28.7%
● Always	1,782	55.4%	638	52.5%	1,144	57.1%	98	54.1%
Total	3,219	100.0%	1,215	100.0%	2,004	100.0%	181	100.0%
Not Answered	60		35		25		3	
Reporting Category	Getting Care Quickly							
Achievement Score	79.45%		75.68%		82.80%		82.71%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+0.0		+1.8		-1.6		-3.0	
Correlation with Health Plan Satisfaction	0.294		0.271		0.309		0.205	

○ ***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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Same day	951	30.0%	357	29.8%	594	30.2%	55	30.6%
1 day	462	14.6%	144	12.0%	318	16.2%	29	16.1%
2-3 days	633	20.0%	224	18.7%	409	20.8%	40	22.2%
4-7 days	501	15.8%	201	16.8%	300	15.2%	32	17.8%
8-14 days	271	8.6%	112	9.3%	159	8.1%	16	8.9%
15 days or longer	351	11.1%	162	13.5%	189	9.6%	8	4.4%
Total	3,169	100.0%	1,200	100.0%	1,969	100.0%	180	100.0%
Not Answered	110		50		60		4	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	6,258	73.3%	2,698	72.9%	3,560	73.7%	348	71.3%
No	2,275	26.7%	1,004	27.1%	1,271	26.3%	140	28.7%
Total	8,533	100.0%	3,702	100.0%	4,831	100.0%	488	100.0%
Not Answered	412		210		202		17	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
● Never	193	3.1%	80	3.0%	113	3.2%	7	2.0%
● Sometimes	1,467	23.7%	783	29.5%	684	19.4%	73	21.0%
● Usually	1,631	26.4%	668	25.2%	963	27.3%	93	26.8%
● Always	2,887	46.7%	1,122	42.3%	1,765	50.1%	174	50.1%
Total	6,178	100.0%	2,653	100.0%	3,525	100.0%	347	100.0%
Not Answered	80		45		35		1	
Reporting Category	Getting Care Quickly							
Achievement Score	72.75%		67.40%		77.45%		77.16%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	-1.8↓		-0.2		-3.8↓		-4.9	
Correlation with Health Plan Satisfaction	0.252		0.248		0.256		0.219	

○ ***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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
None	2,003	24.1%	916	25.6%	1,087	23.0%	120	24.7%
1	1,585	19.1%	649	18.1%	936	19.8%	103	21.2%
2	1,622	19.5%	711	19.8%	911	19.3%	84	17.3%
3	1,129	13.6%	521	14.5%	608	12.9%	61	12.6%
4	679	8.2%	299	8.3%	380	8.1%	55	11.3%
5 to 9	926	11.2%	362	10.1%	564	12.0%	51	10.5%
10 or more	358	4.3%	125	3.5%	233	4.9%	11	2.3%
Total	8,302	100.0%	3,583	100.0%	4,719	100.0%	485	100.0%
Not Answered	643		329		314		20	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
● Never	955	15.3%	427	16.3%	528	14.7%	53	14.7%
● Sometimes	1,817	29.2%	806	30.7%	1,011	28.1%	88	24.4%
● Usually	1,385	22.3%	583	22.2%	802	22.3%	77	21.3%
● Always	2,067	33.2%	810	30.8%	1,257	34.9%	143	39.6%
Total	6,224	100.0%	2,626	100.0%	3,598	100.0%	361	100.0%
Not Answered	75		41		34		4	
Reporting Category	Single Items							
Achievement Score	55.33%		53.11%		57.17%		61.04%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+3.7↑		+5.0↑		+2.1		-0.2	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	3,249	52.7%	1,302	50.1%	1,947	54.6%	209	58.1%
No	2,912	47.3%	1,295	49.9%	1,617	45.4%	151	41.9%
Total	6,161	100.0%	2,597	100.0%	3,564	100.0%	360	100.0%
Not Answered	138		70		68		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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Definitely yes	1,939	60.9%	753	59.3%	1,186	61.9%	131	63.6%
Somewhat yes	972	30.5%	383	30.2%	589	30.7%	60	29.1%
Somewhat no	170	5.3%	80	6.3%	90	4.7%	11	5.3%
Definitely no	104	3.3%	53	4.2%	51	2.7%	4	1.9%
Total	3,185	100.0%	1,269	100.0%	1,916	100.0%	206	100.0%
Not Answered	64		33		31		3	
Reporting Category	Collaborative Decision Making							
Achievement Score	60.66%		58.66%		62.49%		64.31%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.1		+3.2		-1.1		+2.8	
Correlation with Health Plan Satisfaction	0.189		0.216		0.168		0.148	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Definitely yes	1,756	55.5%	689	54.8%	1,067	55.9%	124	59.9%
Somewhat yes	960	30.3%	388	30.9%	572	30.0%	60	29.0%
Somewhat no	232	7.3%	87	6.9%	145	7.6%	14	6.8%
Definitely no	217	6.9%	93	7.4%	124	6.5%	9	4.3%
Total	3,165	100.0%	1,257	100.0%	1,908	100.0%	207	100.0%
Not Answered	84		45		39		2	
Reporting Category	Collaborative Decision Making							
Achievement Score	55.30%		54.15%		56.50%		60.46%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.3		+3.1		-0.3		+5.7	
Correlation with Health Plan Satisfaction	0.191		0.202		0.182		0.149	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	5,033	81.4%	2,141	82.3%	2,892	80.7%	282	78.1%
No	1,151	18.6%	459	17.7%	692	19.3%	79	21.9%
Total	6,184	100.0%	2,600	100.0%	3,584	100.0%	361	100.0%
Not Answered	115		67		48		4	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	520	10.4%	214	10.1%	306	10.7%	32	11.3%
Sometimes	786	15.8%	349	16.5%	437	15.2%	36	12.8%
Usually	963	19.3%	414	19.6%	549	19.1%	54	19.1%
Always	2,715	54.5%	1,136	53.8%	1,579	55.0%	160	56.7%
Total	4,984	100.0%	2,113	100.0%	2,871	100.0%	282	100.0%
Not Answered	49		28		21		0	
Reporting Category	Single Items							
Achievement Score	73.79%		72.86%		74.55%		76.56%	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	326	6.6%	137	6.5%	189	6.6%	20	7.1%
Sometimes	729	14.7%	322	15.3%	407	14.2%	34	12.1%
Usually	1,260	25.4%	543	25.7%	717	25.1%	72	25.6%
Always	2,652	53.4%	1,108	52.5%	1,544	54.0%	155	55.2%
Total	4,967	100.0%	2,110	100.0%	2,857	100.0%	281	100.0%
Not Answered	66		31		35		1	
Reporting Category	Single Items							
Achievement Score	78.73%		77.90%		79.44%		81.25%	

Response scored as: Achievement Room for improvement

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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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Worst health care possible	33	0.5%	15	0.6%	18	0.5%	0	0.0%
1	26	0.4%	10	0.4%	16	0.4%	2	0.5%
2	52	0.8%	20	0.8%	32	0.9%	4	1.1%
3	106	1.7%	39	1.5%	67	1.9%	8	2.2%
4	172	2.8%	65	2.5%	107	3.0%	5	1.4%
5	481	7.8%	224	8.6%	257	7.2%	21	5.8%
6	415	6.7%	198	7.6%	217	6.1%	17	4.7%
7	764	12.4%	339	13.1%	425	11.9%	46	12.6%
8	1,431	23.2%	610	23.5%	821	23.0%	95	26.1%
9	975	15.8%	395	15.2%	580	16.2%	55	15.1%
Best health care possible	1,711	27.7%	676	26.1%	1,035	29.0%	111	30.5%
Total	6,166	100.0%	2,591	100.0%	3,575	100.0%	364	100.0%
Not Answered	133		76		57		1	
Reporting Category	Composites							
Achievement Score	66.61%		64.01%		68.90%		72.63%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.4		+2.1		+0.5		+3.5	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Excellent	2,140	25.2%	1,052	28.5%	1,088	22.6%	105	21.6%
Very good	2,218	26.1%	949	25.7%	1,269	26.3%	129	26.5%
Good	2,376	27.9%	1,082	29.4%	1,294	26.9%	138	28.3%
Fair	1,356	15.9%	474	12.9%	882	18.3%	91	18.7%
Poor	415	4.9%	129	3.5%	286	5.9%	24	4.9%
Total	8,505	100.0%	3,686	100.0%	4,819	100.0%	487	100.0%
Not Answered	440		226		214		18	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,555	18.5%	527	14.5%	1,028	21.5%	110	22.7%
No	6,855	81.5%	3,103	85.5%	3,752	78.5%	374	77.3%
Total	8,410	100.0%	3,630	100.0%	4,780	100.0%	484	100.0%
Not Answered	535		282		253		21	

○ ***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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	155	10.2%	62	12.0%	93	9.2%	8	7.3%
Sometimes	263	17.3%	99	19.1%	164	16.3%	12	11.0%
Usually	381	25.0%	149	28.8%	232	23.0%	32	29.4%
Always	725	47.6%	207	40.0%	518	51.4%	57	52.3%
Total	1,524	100.0%	517	100.0%	1,007	100.0%	109	100.0%
Not Answered	31		10		21		1	
Reporting Category	Single Items							
Achievement Score	71.01%		68.61%		74.69%		81.10%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+5.2↑		+11.6↑		+0.1		+1.3	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Worst treatment possible	61	4.0%	22	4.3%	39	3.9%	3	2.8%
1	23	1.5%	9	1.8%	14	1.4%	0	0.0%
2	32	2.1%	10	2.0%	22	2.2%	3	2.8%
3	45	3.0%	15	3.0%	30	3.0%	1	0.9%
4	45	3.0%	16	3.2%	29	2.9%	4	3.7%
5	117	7.8%	34	6.7%	83	8.3%	10	9.2%
6	102	6.8%	37	7.3%	65	6.5%	8	7.3%
7	189	12.5%	65	12.8%	124	12.4%	18	16.5%
8	282	18.7%	104	20.5%	178	17.8%	20	18.3%
9	229	15.2%	67	13.2%	162	16.2%	16	14.7%
Best treatment possible	384	25.4%	128	25.2%	256	25.5%	26	23.9%
Total	1,509	100.0%	507	100.0%	1,002	100.0%	109	100.0%
Not Answered	46		20		26		1	
Reporting Category	Supplemental Questions							
Achievement Score	59.34%		57.85%		60.43%		57.29%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+2.6		+5.5		+0.3		-0.2	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	7,161	85.2%	3,025	83.3%	4,136	86.6%	428	87.7%
No	1,247	14.8%	608	16.7%	639	13.4%	60	12.3%
Total	8,408	100.0%	3,633	100.0%	4,775	100.0%	488	100.0%
Not Answered	537		279		258		17	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
None	1,370	19.8%	508	17.5%	862	21.4%	103	24.1%
1	1,648	23.8%	680	23.4%	968	24.0%	104	24.4%
2	1,559	22.5%	669	23.0%	890	22.1%	77	18.0%
3	953	13.7%	453	15.6%	500	12.4%	53	12.4%
4	546	7.9%	250	8.6%	296	7.4%	49	11.5%
5 to 9	661	9.5%	268	9.2%	393	9.8%	32	7.5%
10 or more	195	2.8%	78	2.7%	117	2.9%	9	2.1%
Total	6,932	100.0%	2,906	100.0%	4,026	100.0%	427	100.0%
Not Answered	229		119		110		1	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	102	1.8%	41	1.7%	61	1.9%	5	1.6%
Sometimes	593	10.7%	289	12.1%	304	9.7%	33	10.3%
Usually	1,202	21.7%	581	24.4%	621	19.7%	52	16.2%
Always	3,633	65.7%	1,473	61.8%	2,160	68.7%	231	72.0%
Total	5,530	100.0%	2,384	100.0%	3,146	100.0%	321	100.0%
Not Answered	32		14		18		3	
Reporting Category	Communication							
Achievement Score	87.36%		86.06%		88.49%		88.10%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.4↑		+2.7↑		0.0		-0.8	
Correlation with Health Plan Satisfaction	0.271		0.287		0.260		0.303	

○ ***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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	99	1.8%	36	1.5%	63	2.0%	10	3.1%
Sometimes	533	9.6%	223	9.4%	310	9.9%	32	9.9%
Usually	1,079	19.5%	506	21.2%	573	18.2%	54	16.7%
Always	3,814	69.0%	1,620	67.9%	2,194	69.9%	227	70.3%
Total	5,525	100.0%	2,385	100.0%	3,140	100.0%	323	100.0%
Not Answered	37		13		24		1	
Reporting Category	Communication							
Achievement Score	88.64%		88.64%		88.57%		87.34%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.1↑		+1.5		+0.7		-0.7	
Correlation with Health Plan Satisfaction	0.300		0.327		0.280		0.325	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	107	1.9%	33	1.4%	74	2.4%	13	4.0%
Sometimes	427	7.7%	189	7.9%	238	7.6%	20	6.2%
Usually	976	17.7%	456	19.2%	520	16.6%	54	16.7%
Always	4,010	72.6%	1,701	71.5%	2,309	73.5%	236	73.1%
Total	5,520	100.0%	2,379	100.0%	3,141	100.0%	323	100.0%
Not Answered	42		19		23		1	
Reporting Category	Communication							
Achievement Score	90.33%		90.25%		90.43%		90.12%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+0.5		+0.2		+0.9		+2.2	
Correlation with Health Plan Satisfaction	0.303		0.328		0.285		0.387	

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

Your Personal Doctor (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	194	3.5%	73	3.1%	121	3.9%	14	4.3%
Sometimes	733	13.3%	349	14.7%	384	12.2%	30	9.3%
Usually	1,328	24.1%	593	25.0%	735	23.4%	77	23.8%
Always	3,255	59.1%	1,354	57.2%	1,901	60.5%	203	62.7%
Total	5,510	100.0%	2,369	100.0%	3,141	100.0%	324	100.0%
Not Answered	52		29		23		0	
Reporting Category	Communication							
Achievement Score	83.09%		81.64%		84.40%		86.81%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+0.9		+1.5		+0.3		+3.5	
Correlation with Health Plan Satisfaction	0.300		0.332		0.277		0.323	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	3,961	72.1%	1,558	66.0%	2,403	76.7%	251	78.0%
No	1,536	27.9%	804	34.0%	732	23.3%	71	22.0%
Total	5,497	100.0%	2,362	100.0%	3,135	100.0%	322	100.0%
Not Answered	65		36		29		2	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	85	2.2%	25	1.6%	60	2.5%	7	2.8%
Sometimes	358	9.1%	152	9.8%	206	8.6%	21	8.4%
Usually	852	21.6%	376	24.3%	476	19.9%	36	14.5%
Always	2,643	67.1%	995	64.3%	1,648	69.0%	185	74.3%
Total	3,938	100.0%	1,548	100.0%	2,390	100.0%	249	100.0%
Not Answered	23		10		13		2	
Reporting Category	Single Items							
Achievement Score	88.68%		88.22%		89.16%		88.85%	

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

Your Personal Doctor (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	611	15.6%	182	11.8%	429	18.0%	45	18.1%
Sometimes	558	14.2%	215	14.0%	343	14.4%	32	12.9%
Usually	945	24.1%	392	25.5%	553	23.2%	57	22.9%
Always	1,805	46.1%	749	48.7%	1,056	44.4%	115	46.2%
Total	3,919	100.0%	1,538	100.0%	2,381	100.0%	249	100.0%
Not Answered	42		20		22		2	
Reporting Category	Single Items							
Achievement Score	70.69%		73.60%		68.08%		69.69%	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	823	21.1%	294	19.2%	529	22.3%	49	20.0%
Sometimes	575	14.7%	258	16.8%	317	13.4%	34	13.9%
Usually	860	22.0%	365	23.8%	495	20.9%	53	21.6%
Always	1,649	42.2%	618	40.3%	1,031	43.5%	109	44.5%
Total	3,907	100.0%	1,535	100.0%	2,372	100.0%	245	100.0%
Not Answered	54		23		31		6	
Reporting Category	Single Items							
Achievement Score	64.25%		63.30%		64.97%		66.70%	

Response scored as: Achievement Room for improvement

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Your Personal Doctor (continued)

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	347	8.9%	146	9.5%	201	8.5%	16	6.4%
Sometimes	453	11.6%	196	12.8%	257	10.8%	28	11.2%
Usually	780	20.0%	351	22.9%	429	18.1%	30	12.0%
Always	2,322	59.5%	839	54.8%	1,483	62.6%	175	70.3%
Total	3,902	100.0%	1,532	100.0%	2,370	100.0%	249	100.0%
Not Answered	59		26		33		2	
Reporting Category	Single Items							
Achievement Score	79.23%		77.53%		80.80%		82.18%	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	3,556	51.2%	1,325	45.4%	2,231	55.4%	223	52.6%
No	3,390	48.8%	1,592	54.6%	1,798	44.6%	201	47.4%
Total	6,946	100.0%	2,917	100.0%	4,029	100.0%	424	100.0%
Not Answered	215		108		107		4	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	492	14.2%	185	14.3%	307	14.1%	23	10.6%
Sometimes	579	16.7%	239	18.5%	340	15.6%	33	15.1%
Usually	842	24.3%	322	24.9%	520	23.9%	55	25.2%
Always	1,552	44.8%	545	42.2%	1,007	46.3%	107	49.1%
Total	3,465	100.0%	1,291	100.0%	2,174	100.0%	218	100.0%
Not Answered	91		34		57		5	
Reporting Category	Single Items							
Achievement Score	68.49%		66.75%		70.58%		75.10%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	-5.2↓		-3.8↓		-6.0↓		-1.0	

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

Your Personal Doctor (continued)

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,886	54.5%	706	55.0%	1,180	54.2%	123	56.7%
No	1,576	45.5%	577	45.0%	999	45.8%	94	43.3%
Total	3,462	100.0%	1,283	100.0%	2,179	100.0%	217	100.0%
Not Answered	94		42		52		6	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Someone from your health plan	403	21.6%	168	24.0%	235	20.2%	22	17.9%
Someone from your doctor's office	1,478	79.2%	532	76.0%	946	81.2%	108	87.8%
Someone from another organization	138	7.4%	27	3.9%	111	9.5%	8	6.5%
Family member or friend	391	21.0%	148	21.1%	243	20.9%	17	13.8%
Someone else	126	6.8%	45	6.4%	81	7.0%	6	4.9%
Total	1,865	100.0%	700	100.0%	1,165	100.0%	123	100.0%
Not Answered	21		6		15		0	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Very dissatisfied	61	3.3%	24	3.4%	37	3.2%	2	1.6%
Dissatisfied	49	2.6%	13	1.9%	36	3.1%	3	2.4%
Neither dissatisfied nor satisfied	131	7.0%	45	6.4%	86	7.3%	8	6.5%
Satisfied	881	47.0%	368	52.5%	513	43.8%	52	42.3%
Very satisfied	751	40.1%	251	35.8%	500	42.7%	58	47.2%
Total	1,873	100.0%	701	100.0%	1,172	100.0%	123	100.0%
Not Answered	13		5		8		0	
Reporting Category	Single Items							
Achievement Score	87.23%		87.94%		86.75%		89.35%	

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Worst personal doctor possible	57	0.8%	15	0.5%	42	1.0%	3	0.7%
1	32	0.5%	9	0.3%	23	0.6%	3	0.7%
2	57	0.8%	24	0.8%	33	0.8%	4	0.9%
3	85	1.2%	36	1.2%	49	1.2%	6	1.4%
4	164	2.4%	56	1.9%	108	2.7%	21	5.0%
5	448	6.5%	193	6.7%	255	6.4%	25	5.9%
6	364	5.3%	165	5.7%	199	5.0%	9	2.1%
7	636	9.2%	291	10.1%	345	8.6%	36	8.5%
8	1,257	18.2%	582	20.1%	675	16.8%	60	14.2%
9	1,213	17.6%	508	17.6%	705	17.6%	72	17.0%
Best personal doctor possible	2,586	37.5%	1,012	35.0%	1,574	39.3%	184	43.5%
Total	6,899	100.0%	2,891	100.0%	4,008	100.0%	423	100.0%
Not Answered	262		134		128		5	
Reporting Category	Composites							
Achievement Score	73.27%		72.02%		74.30%		75.30%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	-1.1		-0.9		-1.4		+0.1	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	3,426	41.4%	1,426	39.9%	2,000	42.5%	184	38.4%
No	4,855	58.6%	2,147	60.1%	2,708	57.5%	295	61.6%
Total	8,281	100.0%	3,573	100.0%	4,708	100.0%	479	100.0%
Not Answered	664		339		325		26	

Response scored as: Achievement Room for improvement

Getting Health Care From Specialists (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	279	8.2%	102	7.2%	177	8.9%	17	9.3%
Sometimes	727	21.4%	346	24.5%	381	19.2%	33	18.0%
Usually	989	29.1%	441	31.2%	548	27.6%	54	29.5%
Always	1,406	41.3%	524	37.1%	882	44.4%	79	43.2%
Total	3,401	100.0%	1,413	100.0%	1,988	100.0%	183	100.0%
Not Answered	25		13		12		1	
Reporting Category	Getting Needed Care							
Achievement Score	70.23%		67.46%		72.64%		73.41%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+0.6		+1.9		-1.1		+1.4	
Correlation with Health Plan Satisfaction	0.357		0.370		0.348		0.206	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Worst specialist possible	81	2.4%	30	2.2%	51	2.6%	3	1.7%
1	15	0.5%	5	0.4%	10	0.5%	1	0.6%
2	38	1.1%	18	1.3%	20	1.0%	2	1.1%
3	46	1.4%	22	1.6%	24	1.2%	4	2.2%
4	83	2.5%	36	2.6%	47	2.4%	6	3.4%
5	219	6.6%	103	7.5%	116	6.0%	8	4.5%
6	186	5.6%	100	7.3%	86	4.4%	11	6.2%
7	343	10.4%	147	10.7%	196	10.1%	14	7.9%
8	611	18.4%	272	19.8%	339	17.5%	34	19.1%
9	596	18.0%	235	17.1%	361	18.7%	39	21.9%
Best specialist possible	1,094	33.0%	409	29.7%	685	35.4%	56	31.5%
Total	3,312	100.0%	1,377	100.0%	1,935	100.0%	178	100.0%
Not Answered	114		49		65		6	
Reporting Category	Composites							
Achievement Score	69.23%		65.38%		72.55%		73.46%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+2.0		+1.8		+1.9		+3.7	

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

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	4,387	53.0%	1,863	52.2%	2,524	53.6%	254	52.4%
No	3,888	47.0%	1,705	47.8%	2,183	46.4%	231	47.6%
Total	8,275	100.0%	3,568	100.0%	4,707	100.0%	485	100.0%
Not Answered	670		344		326		20	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	193	4.5%	85	4.6%	108	4.3%	9	3.6%
Sometimes	690	16.0%	332	18.2%	358	14.4%	28	11.1%
Usually	1,343	31.1%	587	32.1%	756	30.4%	82	32.5%
Always	2,087	48.4%	825	45.1%	1,262	50.8%	133	52.8%
Total	4,313	100.0%	1,829	100.0%	2,484	100.0%	252	100.0%
Not Answered	74		34		40		2	
Reporting Category	Getting Needed Care							
Achievement Score	79.41%		76.61%		81.76%		85.55%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.2		+3.3↑		-1.1		+2.7	
Correlation with Health Plan Satisfaction	0.544		0.545		0.543		0.524	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	2,442	29.5%	1,169	32.6%	1,273	27.0%	94	19.5%
No	5,850	70.5%	2,412	67.4%	3,438	73.0%	387	80.5%
Total	8,292	100.0%	3,581	100.0%	4,711	100.0%	481	100.0%
Not Answered	653		331		322		24	

Response scored as: Achievement Room for improvement

Your Health Plan (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	142	5.9%	52	4.5%	90	7.1%	11	11.7%
Sometimes	434	18.0%	208	18.1%	226	17.9%	21	22.3%
Usually	583	24.1%	306	26.6%	277	21.9%	24	25.5%
Always	1,256	52.0%	585	50.8%	671	53.1%	38	40.4%
Total	2,415	100.0%	1,151	100.0%	1,264	100.0%	94	100.0%
Not Answered	27		18		9		0	
Reporting Category	Customer Service							
Achievement Score	75.97%		76.74%		75.58%		66.35%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+2.4↑		+5.1↑		-0.5		-9.9	
Correlation with Health Plan Satisfaction	0.593		0.557		0.623		0.651	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	63	2.6%	27	2.3%	36	2.9%	6	6.4%
Sometimes	248	10.2%	124	10.7%	124	9.8%	12	12.8%
Usually	452	18.7%	239	20.6%	213	16.9%	20	21.3%
Always	1,659	68.5%	770	66.4%	889	70.4%	56	59.6%
Total	2,422	100.0%	1,160	100.0%	1,262	100.0%	94	100.0%
Not Answered	20		9		11		0	
Reporting Category	Customer Service							
Achievement Score	87.01%		86.79%		87.49%		80.79%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+0.8		+2.2		-0.9		-6.9	
Correlation with Health Plan Satisfaction	0.536		0.528		0.544		0.626	

Response scored as: Achievement Room for improvement

Your Health Plan (continued)

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Worst health plan possible	67	0.8%	32	0.9%	35	0.7%	2	0.4%
1	33	0.4%	11	0.3%	22	0.5%	3	0.6%
2	61	0.7%	24	0.7%	37	0.8%	6	1.2%
3	97	1.2%	42	1.2%	55	1.2%	5	1.0%
4	155	1.9%	67	1.9%	88	1.9%	11	2.3%
5	581	7.0%	268	7.4%	313	6.6%	31	6.4%
6	490	5.9%	210	5.8%	280	5.9%	29	6.0%
7	957	11.5%	422	11.7%	535	11.3%	51	10.6%
8	1,618	19.4%	732	20.2%	886	18.7%	87	18.0%
9	1,417	17.0%	590	16.3%	827	17.4%	83	17.2%
Best health plan possible	2,879	34.5%	1,217	33.7%	1,662	35.1%	174	36.1%
Total	8,355	100.0%	3,615	100.0%	4,740	100.0%	482	100.0%
Not Answered	590		297		293		23	
Reporting Category	Composites							
Achievement Score	70.73%		69.35%		71.98%		72.06%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.5↑		+2.3↑		+0.4		-1.0	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	7,521	90.8%	3,276	91.0%	4,245	90.6%	432	91.7%
No	765	9.2%	324	9.0%	441	9.4%	39	8.3%
Total	8,286	100.0%	3,600	100.0%	4,686	100.0%	471	100.0%
Not Answered	659		312		347		34	
Reporting Category	Single Items							
Achievement Score	90.66%		90.49%		91.03%		92.05%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+0.5		+1.7↑		-0.5		-0.7	

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

About Your Health

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Excellent	1,258	15.0%	610	16.8%	648	13.6%	64	13.2%
Very good	2,210	26.3%	1,003	27.6%	1,207	25.4%	126	26.0%
Good	2,962	35.3%	1,300	35.8%	1,662	34.9%	182	37.5%
Fair	1,541	18.4%	589	16.2%	952	20.0%	85	17.5%
Poor	420	5.0%	130	3.6%	290	6.1%	28	5.8%
Total	8,391	100.0%	3,632	100.0%	4,759	100.0%	485	100.0%
Not Answered	554		280		274		20	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	986	40.3%	470	40.1%	516	40.6%	41	33.9%
No	1,459	59.7%	703	59.9%	756	59.4%	80	66.1%
Don't Know	67		50		17		1	
Total	2,445	100.0%	1,173	100.0%	1,272	100.0%	121	100.0%
Not Answered	145		81		64		4	
Reporting Category	Single Items							
Achievement Score	40.33%		40.07%		40.57%		33.88%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+5.4↑		+4.7↑		+6.1↑		-5.6	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Every day	1,609	19.5%	346	9.8%	1,263	26.9%	140	29.4%
Some days	889	10.8%	295	8.3%	594	12.6%	57	12.0%
Not at all	5,743	69.7%	2,898	81.9%	2,845	60.5%	279	58.6%
Don't Know	113		68		45		6	
Total	8,241	100.0%	3,539	100.0%	4,702	100.0%	476	100.0%
Not Answered	591		305		286		23	

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

About Your Health (continued)

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	545	22.1%	156	24.7%	389	21.2%	41	21.2%
Sometimes	482	19.5%	127	20.1%	355	19.3%	43	22.3%
Usually	381	15.4%	88	13.9%	293	15.9%	32	16.6%
Always	1,063	43.0%	261	41.3%	802	43.6%	77	39.9%
Total	2,471	100.0%	632	100.0%	1,839	100.0%	193	100.0%
Not Answered	27		9		18		4	
Reporting Category	Supplemental Questions							
Achievement Score	77.94%		75.32%		78.85%		78.76%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+3.9↑		+10.3↑		+1.5		+0.3	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	1,071	43.7%	283	45.1%	788	43.2%	87	45.1%
Sometimes	492	20.1%	125	19.9%	367	20.1%	33	17.1%
Usually	330	13.5%	82	13.1%	248	13.6%	30	15.5%
Always	557	22.7%	137	21.9%	420	23.0%	43	22.3%
Total	2,450	100.0%	627	100.0%	1,823	100.0%	193	100.0%
Not Answered	48		14		34		4	
Reporting Category	Supplemental Questions							
Achievement Score	56.29%		54.86%		56.77%		54.92%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+5.2↑		+9.4↑		+3.6↑		-1.6	

○ ***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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Never	1,277	52.0%	337	53.3%	940	51.6%	100	52.1%
Sometimes	444	18.1%	110	17.4%	334	18.3%	34	17.7%
Usually	321	13.1%	75	11.9%	246	13.5%	34	17.7%
Always	413	16.8%	110	17.4%	303	16.6%	24	12.5%
Total	2,455	100.0%	632	100.0%	1,823	100.0%	192	100.0%
Not Answered	43		9		34		5	
Reporting Category	Supplemental Questions							
Achievement Score	47.98%		46.68%		48.44%		47.92%	
2011 vs. 2009: +/- Change (↑↓ Stat. sig.)	+1.4		+1.9		+1.2		+1.7	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	4,261	51.2%	1,897	52.7%	2,364	50.0%	234	48.3%
No	4,067	48.8%	1,700	47.3%	2,367	50.0%	250	51.7%
Total	8,328	100.0%	3,597	100.0%	4,731	100.0%	484	100.0%
Not Answered	617		315		302		21	
Reporting Category	Single Items							
Achievement Score	51.16%		52.74%		49.97%		48.35%	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	4,602	55.6%	2,041	57.0%	2,561	54.5%	262	54.6%
No	3,679	44.4%	1,538	43.0%	2,141	45.5%	218	45.4%
Total	8,281	100.0%	3,579	100.0%	4,702	100.0%	480	100.0%
Not Answered	664		333		331		25	
Reporting Category	Single Items							
Achievement Score	55.57%		57.03%		54.47%		54.58%	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	3,475	42.2%	1,349	38.2%	2,126	45.2%	227	47.0%
No	4,754	57.8%	2,181	61.8%	2,573	54.8%	256	53.0%
Total	8,229	100.0%	3,530	100.0%	4,699	100.0%	483	100.0%
Not Answered	716		382		334		22	
Reporting Category	Single Items							
Achievement Score	42.23%		38.22%		45.24%		47.00%	

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	2,865	35.0%	1,041	29.8%	1,824	38.9%	187	39.3%
No	5,314	65.0%	2,452	70.2%	2,862	61.1%	289	60.7%
Total	8,179	100.0%	3,493	100.0%	4,686	100.0%	476	100.0%
Not Answered	766		419		347		29	
Reporting Category	Single Items							
Achievement Score	35.03%		29.80%		38.92%		39.29%	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	2,684	32.7%	885	25.1%	1,799	38.5%	178	37.4%
No	5,518	67.3%	2,640	74.9%	2,878	61.5%	298	62.6%
Total	8,202	100.0%	3,525	100.0%	4,677	100.0%	476	100.0%
Not Answered	743		387		356		29	
Reporting Category	Single Items							
Achievement Score	32.72%		25.11%		38.46%		37.39%	

Response scored as: Achievement Room for improvement

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?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,870	22.9%	743	21.2%	1,127	24.2%	99	20.8%
No	6,295	77.1%	2,762	78.8%	3,533	75.8%	377	79.2%
Total	8,165	100.0%	3,505	100.0%	4,660	100.0%	476	100.0%
Not Answered	780		407		373		29	
Reporting Category	Single Items							
Achievement Score	22.90%		21.20%		24.18%		20.80%	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,565	19.6%	666	19.4%	899	19.8%	81	17.5%
No	6,407	80.4%	2,763	80.6%	3,644	80.2%	381	82.5%
Total	7,972	100.0%	3,429	100.0%	4,543	100.0%	462	100.0%
Not Answered	973		483		490		43	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	569	7.2%	245	7.3%	324	7.2%	27	5.9%
No	7,314	92.8%	3,131	92.7%	4,183	92.8%	431	94.1%
Total	7,883	100.0%	3,376	100.0%	4,507	100.0%	458	100.0%
Not Answered	1,062		536		526		47	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,019	12.8%	455	13.3%	564	12.4%	50	10.9%
No	6,946	87.2%	2,962	86.7%	3,984	87.6%	409	89.1%
Total	7,965	100.0%	3,417	100.0%	4,548	100.0%	459	100.0%
Not Answered	980		495		485		46	

Response scored as: Achievement Room for improvement

About Your Health (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	164	2.1%	55	1.6%	109	2.4%	12	2.6%
No	7,669	97.9%	3,286	98.4%	4,383	97.6%	446	97.4%
Total	7,833	100.0%	3,341	100.0%	4,492	100.0%	458	100.0%
Not Answered	1,112		571		541		47	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,868	23.4%	686	20.1%	1,182	25.8%	132	28.2%
No	6,120	76.6%	2,727	79.9%	3,393	74.2%	336	71.8%
Total	7,988	100.0%	3,413	100.0%	4,575	100.0%	468	100.0%
Not Answered	957		499		458		37	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,259	15.9%	423	12.5%	836	18.5%	89	19.3%
No	6,640	84.1%	2,954	87.5%	3,686	81.5%	371	80.7%
Total	7,899	100.0%	3,377	100.0%	4,522	100.0%	460	100.0%
Not Answered	1,046		535		511		45	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	2,479	31.0%	908	26.6%	1,571	34.2%	187	39.5%
No	5,523	69.0%	2,502	73.4%	3,021	65.8%	287	60.5%
Total	8,002	100.0%	3,410	100.0%	4,592	100.0%	474	100.0%
Not Answered	943		502		441		31	

About Your Health (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	2,171	27.1%	699	20.4%	1,472	32.1%	161	34.3%
No	5,837	72.9%	2,729	79.6%	3,108	67.9%	309	65.7%
Total	8,008	100.0%	3,428	100.0%	4,580	100.0%	470	100.0%
Not Answered	937		484		453		35	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	317	4.0%	83	2.5%	234	5.2%	18	3.9%
No	7,579	96.0%	3,289	97.5%	4,290	94.8%	440	96.1%
Total	7,896	100.0%	3,372	100.0%	4,524	100.0%	458	100.0%
Not Answered	1,049		540		509		47	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	1,522	19.1%	428	12.6%	1,094	23.9%	118	25.4%
No	6,449	80.9%	2,974	87.4%	3,475	76.1%	347	74.6%
Total	7,971	100.0%	3,402	100.0%	4,569	100.0%	465	100.0%
Not Answered	974		510		464		40	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	2,474	31.0%	805	23.6%	1,669	36.4%	191	40.6%
No	5,518	69.0%	2,607	76.4%	2,911	63.6%	279	59.4%
Total	7,992	100.0%	3,412	100.0%	4,580	100.0%	470	100.0%
Not Answered	953		500		453		35	

About You

Q56. What is your age?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
18 to 24	1,327	14.8%	626	16.0%	701	13.9%	71	14.1%
25 to 34	2,043	22.8%	761	19.5%	1,282	25.5%	128	25.3%
35 to 44	1,850	20.7%	749	19.1%	1,101	21.9%	117	23.2%
45 to 54	2,067	23.1%	923	23.6%	1,144	22.7%	115	22.8%
55 to 64	1,568	17.5%	809	20.7%	759	15.1%	71	14.1%
65 or older	90	1.0%	44	1.1%	46	0.9%	3	0.6%
Total	8,945	100.0%	3,912	100.0%	5,033	100.0%	505	100.0%
Not Answered	0		0		0		0	

Q57. Are you male or female?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Male	3,202	35.8%	1,476	37.7%	1,726	34.3%	169	33.5%
Female	5,743	64.2%	2,436	62.3%	3,307	65.7%	336	66.5%
Total	8,945	100.0%	3,912	100.0%	5,033	100.0%	505	100.0%
Not Answered	0		0		0		0	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
8th grade or less	736	8.8%	447	12.3%	289	6.1%	19	4.0%
Some high school but did not graduate	1,461	17.5%	622	17.2%	839	17.7%	81	16.8%
High school graduate or GED	2,785	33.3%	1,103	30.5%	1,682	35.5%	181	37.6%
Some college or 2-year degree	2,276	27.2%	847	23.4%	1,429	30.1%	157	32.6%
4-year college graduate	744	8.9%	412	11.4%	332	7.0%	28	5.8%
More than 4-year college graduate	360	4.3%	189	5.2%	171	3.6%	15	3.1%
Total	8,362	100.0%	3,620	100.0%	4,742	100.0%	481	100.0%
Not Answered	583		292		291		24	

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About You (continued)

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1,982	24.0%	1,275	35.8%	707	15.0%	50	10.5%
No, Not Hispanic or Latino	6,280	76.0%	2,287	64.2%	3,993	85.0%	427	89.5%
Total	8,262	100.0%	3,562	100.0%	4,700	100.0%	477	100.0%
Not Answered	683		350		333		28	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
White	4,068	49.8%	952	27.4%	3,116	66.3%	357	74.2%
Black or African-American	1,825	22.3%	850	24.5%	975	20.8%	87	18.1%
Asian	975	11.9%	781	22.5%	194	4.1%	6	1.2%
Native Hawaiian or other Pacific Islander	46	0.6%	27	0.8%	19	0.4%	4	0.8%
American Indian or Alaska Native	160	2.0%	41	1.2%	119	2.5%	12	2.5%
Other	1,392	17.0%	914	26.3%	478	10.2%	35	7.3%
Total	8,168	100.0%	3,470	100.0%	4,698	100.0%	481	100.0%
Not Answered	777		442		335		24	

Q61. What language do you mainly speak at home?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
English	5,728	69.9%	1,710	49.1%	4,018	85.3%	443	91.9%
Spanish	1,060	12.9%	729	20.9%	331	7.0%	19	3.9%
English and Spanish equally	281	3.4%	174	5.0%	107	2.3%	5	1.0%
Russian	126	1.5%	106	3.0%	20	0.4%	2	0.4%
Mandarin	150	1.8%	145	4.2%	5	0.1%	0	0.0%
Cantonese	166	2.0%	164	4.7%	2	0.0%	0	0.0%
Some Other Language	683	8.3%	458	13.1%	225	4.8%	13	2.7%
Total	8,194	100.0%	3,486	100.0%	4,708	100.0%	482	100.0%
Not Answered	751		426		325		23	

About You (continued)

Q62. Do you have ongoing access to the internet?

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Yes	5,242	62.3%	2,212	60.9%	3,030	63.4%	338	70.0%
No	3,175	37.7%	1,423	39.1%	1,752	36.6%	145	30.0%
Total	8,417	100.0%	3,635	100.0%	4,782	100.0%	483	100.0%
Not Answered	528		277		251		22	

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

	Statewide		NYC		Rest of State		Excellus BlueCross BlueShield	
	N	%	N	%	N	%	N	%
Look up health information	3,953	79.5%	1,651	76.3%	2,302	82.0%	257	83.2%
Communicate with your health care provider	387	7.8%	166	7.7%	221	7.9%	27	8.7%
Communicate with your health plan	363	7.3%	163	7.5%	200	7.1%	19	6.1%
Schedule appointments with your doctor	372	7.5%	179	8.3%	193	6.9%	16	5.2%
Find information about your health plan benefits	1,182	23.8%	578	26.7%	604	21.5%	56	18.1%
Request assistance from your health plan	379	7.6%	185	8.5%	194	6.9%	18	5.8%
Total	4,972	100.0%	2,165	100.0%	2,807	100.0%	309	100.0%
Not Answered	3,973		1,747		2,226		196	

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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