# MetroPlus Health Plan
# CAHPS® 4.0
# Adult Medicaid Health Plan Survey

## Continuous Quality Improvement Report

February 2012

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*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

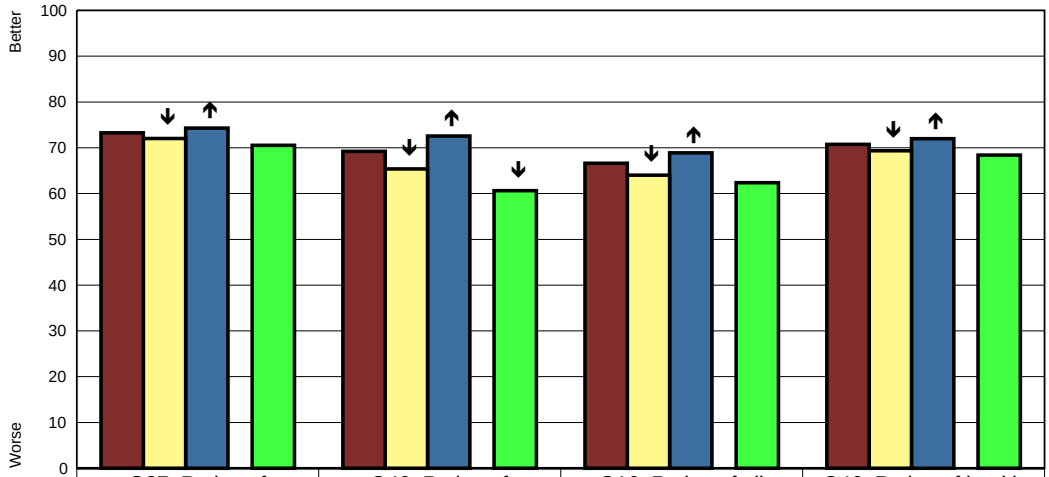
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2011 administration, the NYSDOH focused on adult members of Medicaid managed care plans. The survey included 18 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. 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 526 responses were received resulting in a 36.9% 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)**



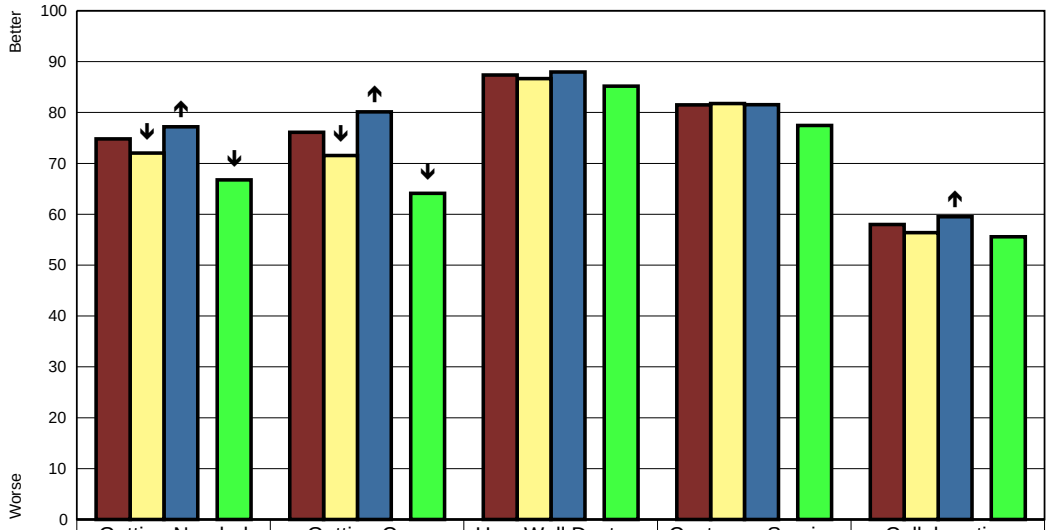

| | Q37. Rating of personal doctor | Q40. Rating of specialist seen most often | Q16. Rating of all health care | Q46. Rating of health plan |
|---|---|---|---|---|
| Statewide 2011 | 73.27% | 69.23% | 66.61% | 70.73% |
| NYC 2011 | 72.02% | 65.38% | 64.01% | 69.35% |
| Rest of State 2011 | 74.30% | 72.55% | 68.90% | 71.98% |
| MetroPlus 2011 | 70.55% | 60.62% | 62.37% | 68.38% |

↑↓ **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% |
| MetroPlus 2011 | 66.74% | 64.11% | 85.18% | 77.45% | 55.58% |

↑↓ **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 | MetroPlus Health Plan |
|---|---|---|---|---|
| 18 to 24 | 14.8% | 16.0% | 13.9% | 17.1% |
| 25 to 34 | 22.8% | 19.5% | 25.5% | 19.6% |
| 35 to 44 | 20.7% | 19.1% | 21.9% | 18.1% |
| 45 to 54 | 23.1% | 23.6% | 22.7% | 24.0% |
| 55 to 64 | 17.5% | 20.7% | 15.1% | 20.2% |
| 65 or older | 1.0% | 1.1% | 0.9% | 1.1% |

| *Gender* | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|---|---|---|---|
| Male | 35.8% | 37.7% | 34.3% | 37.5% |
| Female | 64.2% | 62.3% | 65.7% | 62.5% |

| *Highest grade or level of school completed* | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|---|---|---|---|
| 8th grade or less | 8.8% | 12.3% | 6.1% | 14.1% |
| Some high school, but did not graduate | 17.5% | 17.2% | 17.7% | 21.3% |
| High school graduate or GED | 33.3% | 30.5% | 35.5% | 28.2% |
| Some college or 2-year degree | 27.2% | 23.4% | 30.1% | 20.8% |
| 4-year college graduate | 8.9% | 11.4% | 7.0% | 11.6% |
| More than 4-year college graduate | 4.3% | 5.2% | 3.6% | 4.0% |

| *Hispanic or Latino* | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|---|---|---|---|
| Yes, Hispanic or Latino | 24.0% | 35.8% | 15.0% | 46.2% |
| No, Not Hispanic or Latino | 76.0% | 64.2% | 85.0% | 53.8% |

| *Race* | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|---|---|---|---|
| White | 49.8% | 27.4% | 66.3% | 19.4% |
| Black or African-American | 22.3% | 24.5% | 20.8% | 31.6% |
| Asian | 11.9% | 22.5% | 4.1% | 18.3% |
| Native Hawaiian or Other Pacific Islander | 0.6% | 0.8% | 0.4% | 0.4% |
| American Indian or Alaska Native | 2.0% | 1.2% | 2.5% | 2.0% |
| Other | 17.0% | 26.3% | 10.2% | 32.5% |

| *Rating of Overall Health* | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|---|---|---|---|
| Excellent | 15.0% | 16.8% | 13.6% | 13.7% |
| Very good | 26.3% | 27.6% | 25.4% | 28.3% |
| Good | 35.3% | 35.8% | 34.9% | 34.6% |
| Fair | 18.4% | 16.2% | 20.0% | 18.1% |
| Poor | 5.0% | 3.6% | 6.1% | 5.3% |

# Sample Disposition

| | Statewide | NYC | Rest of State | MetroPlus Health Plan |
|---|---|---|---|---|
| **First mailing - sent** | 27,000 | 12,774 | 14,226 | 1,500 |
| **First mailing - usable survey returned*** | 4,840 | 2,161 | 2,679 | 276 |
| **Second mailing - sent** | 21,413 | 10,324 | 11,089 | 1,179 |
| **Second mailing - usable survey returned*** | 1,853 | 826 | 1,027 | 108 |
| **Phone - usable surveys*** | 2,252 | 925 | 1,327 | 142 |
| **Total - usable surveys** | 8,945 | 3,912 | 5,033 | 526 |
| **Ineligible: According to population criteria‡†** | 485 | 195 | 290 | 18 |
| **Ineligible: Language barrier†** | 997 | 835 | 162 | 58 |
| **Ineligible: Deceased†** | 13 | 6 | 7 | 0 |
| **Ineligible: Mentally or physically unable to complete survey†** | 31 | 9 | 22 | 0 |
| **Bad address and bad phone number -OR- bad address AND no evidence of bad phone number** | 1,447 | 587 | 860 | 92 |
| **Refusal/Returned survey blank** | 923 | 410 | 513 | 38 |
| **Nonresponse - Unavailable by mail or phone** | 14,159 | 6,820 | 7,339 | 768 |
| **Response Rate** | **35.1%** | **33.4%** | **36.6%** | **36.9%** |

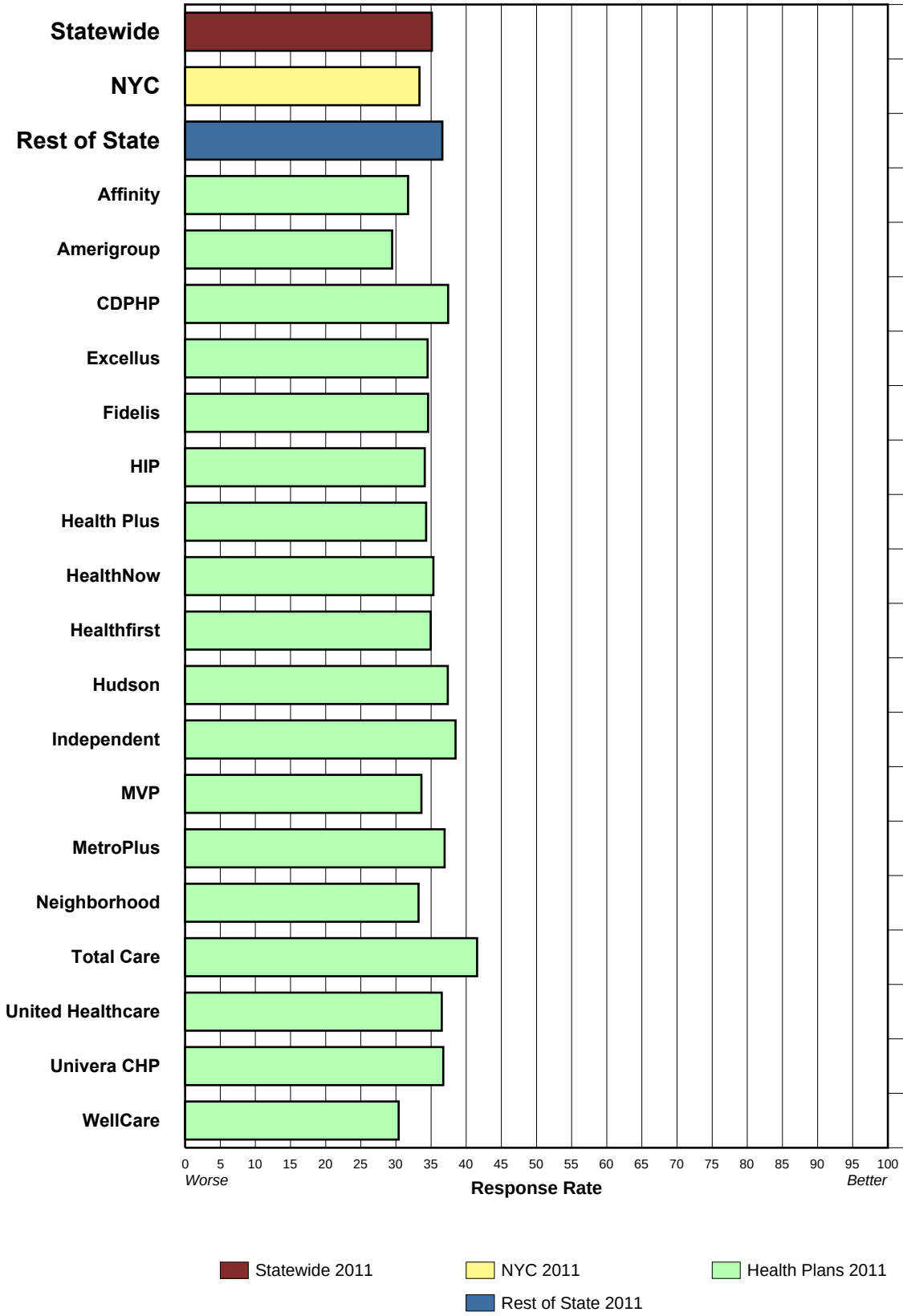
*Included in response rate numerator

†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 |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# 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.

| Question | MetroPlus 2011 Score | MetroPlus 2009 Score | % Point Change | Composite Group |
|---|---|---|---|---|
| Q51. Advised by doctor or other health provider to quit smoking in last 6 months | 84.2% | 59.7% | +24.5 | Medical Assistance with Smoking Cessation |
| Q19. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan | 75.6% | 54.6% | +21.1 | Supplemental Questions |
| Q53. Doctor recommended or discussed methods and strategies to assist with quitting smoking in the last 6 months | 61.8% | 44.4% | +17.4 | Medical Assistance with Smoking Cessation |

## 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 | MetroPlus 2011 Score | MetroPlus 2009 Score | % Point Change | Composite Group |
|---|---|---|---|---|
| Q52. Doctor recommended or discussed medication to assist with quitting smoking in the last 6 months | 64.0% | 47.6% | +16.4 | Medical Assistance with Smoking Cessation |
| Q20. Rating of treatment or counseling for a personal or family problem | 62.7% | 56.5% | +6.2 | Supplemental Questions |
| Q11. Doctor definitely talked about pros and cons of treatment/ health care | 57.7% | 51.9% | +5.9 | Collaborative Decision Making |
| Q23. Personal doctor usually or always explained things in way that was easy to understand | 85.8% | 80.6% | +5.2 | Communication |
| Q49. Have had a flu shot since September 1, 2010 | 51.4% | 46.2% | +5.2 | Supplemental Questions |
| Q16. Rating of all health care | 62.4% | 57.5% | +4.9 | Ratings |
| Q12. Doctor definitely asked which treatment/health care was best | 53.4% | 48.7% | +4.7 | Collaborative Decision Making |
| Q24. Personal doctor usually or always listened carefully to you | 87.2% | 83.6% | +3.6 | Communication |
| Q9. Doctor or other health providers usually or always talked about specific things you could do to prevent illness | 55.6% | 52.4% | +3.2 | Single Items |
| Q47. Would recommend health plan to your family and friends | 91.9% | 91.2% | +0.7 | Supplemental Questions |
| Q7. Usually or always got an appt. for routine care as soon as you needed | 61.6% | 61.3% | +0.3 | Getting Care Quickly |

# Trend Analysis - Higher Scores - 2011 vs. 2009

**(continued)**

| Question | MetroPlus 2011 Score | MetroPlus 2009 Score | % Point Change | Composite Group |
|---|---|---|---|---|
| Q37. Rating of personal doctor | 70.5% | 70.4% | +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 | MetroPlus 2011 Score | MetroPlus 2009 Score | % Point Change | Composite Group |
|---|---|---|---|---|
| Q33. Personal doctor usually or always seemed informed about care received from other doctors or providers | 64.3% | 70.1% | -5.8 | Single Items |
| Q39. Usually or always easy to get appointments with specialists | 53.9% | 59.7% | -5.8 | Getting Needed Care |
| Q46. Rating of health plan | 68.4% | 72.8% | -4.4 | Ratings |
| Q44. Health plan's customer service usually or always gave needed info or help | 70.5% | 74.6% | -4.1 | Customer Service |
| Q25. Personal doctor usually or always showed respect for what you had to say | 88.6% | 90.6% | -1.9 | Communication |
| Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed | 66.6% | 68.5% | -1.9 | Getting Care Quickly |
| Q45. Usually or always treated with courtesy/respect by plan's customer service staff | 84.4% | 85.3% | -0.9 | Customer Service |
| Q42. Usually or always got care, tests or treatment you thought you needed through your health plan | 79.6% | 79.9% | -0.3 | Getting Needed Care |
| Q40. Rating of specialist seen most often | 60.6% | 60.9% | -0.3 | Ratings |
| Q26. Personal doctor usually or always spent enough time with you | 79.2% | 79.2% | -0.1 | Communication |

# 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.

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*Responses by Question*

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

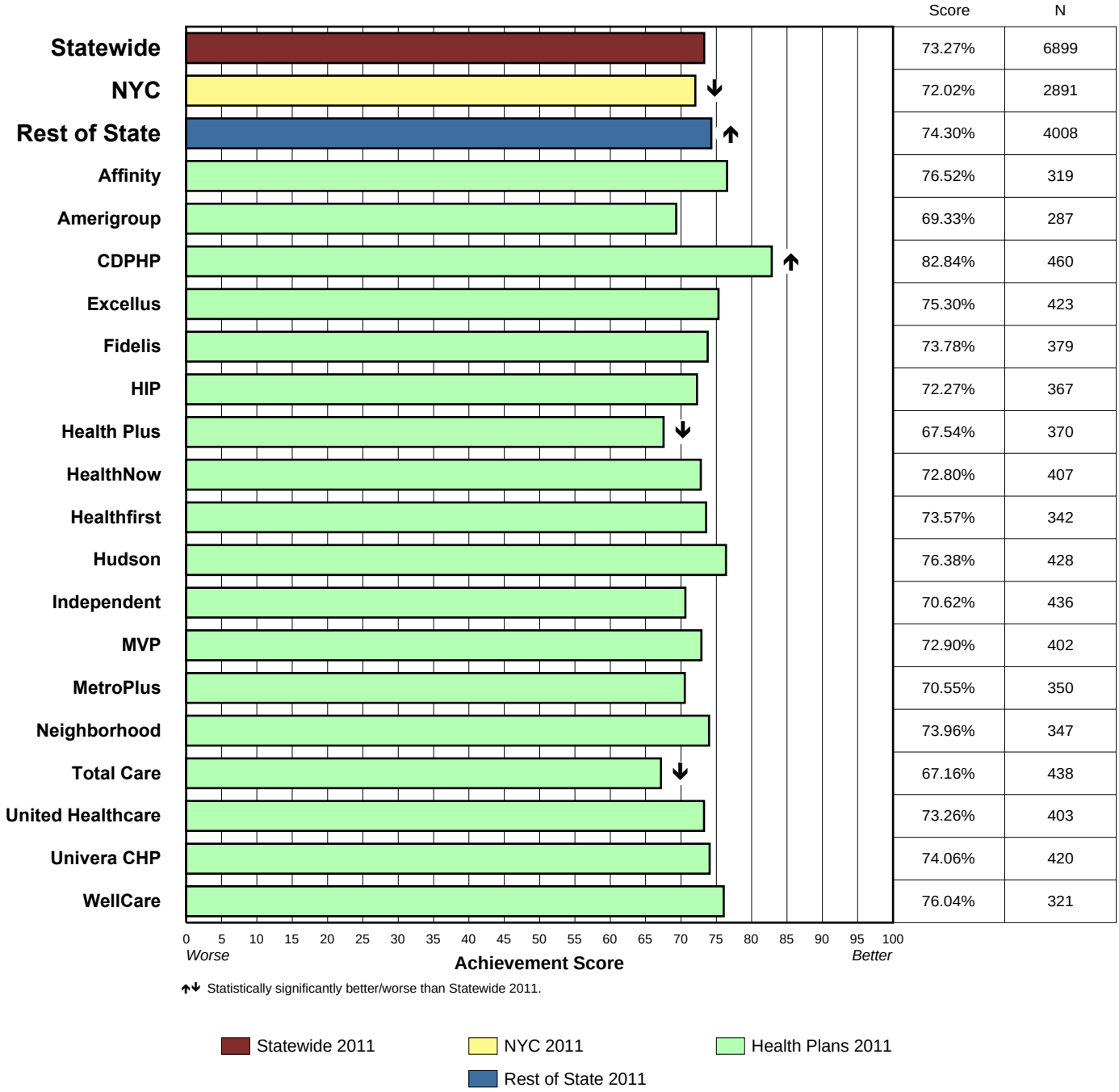
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

# Overall Ratings

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

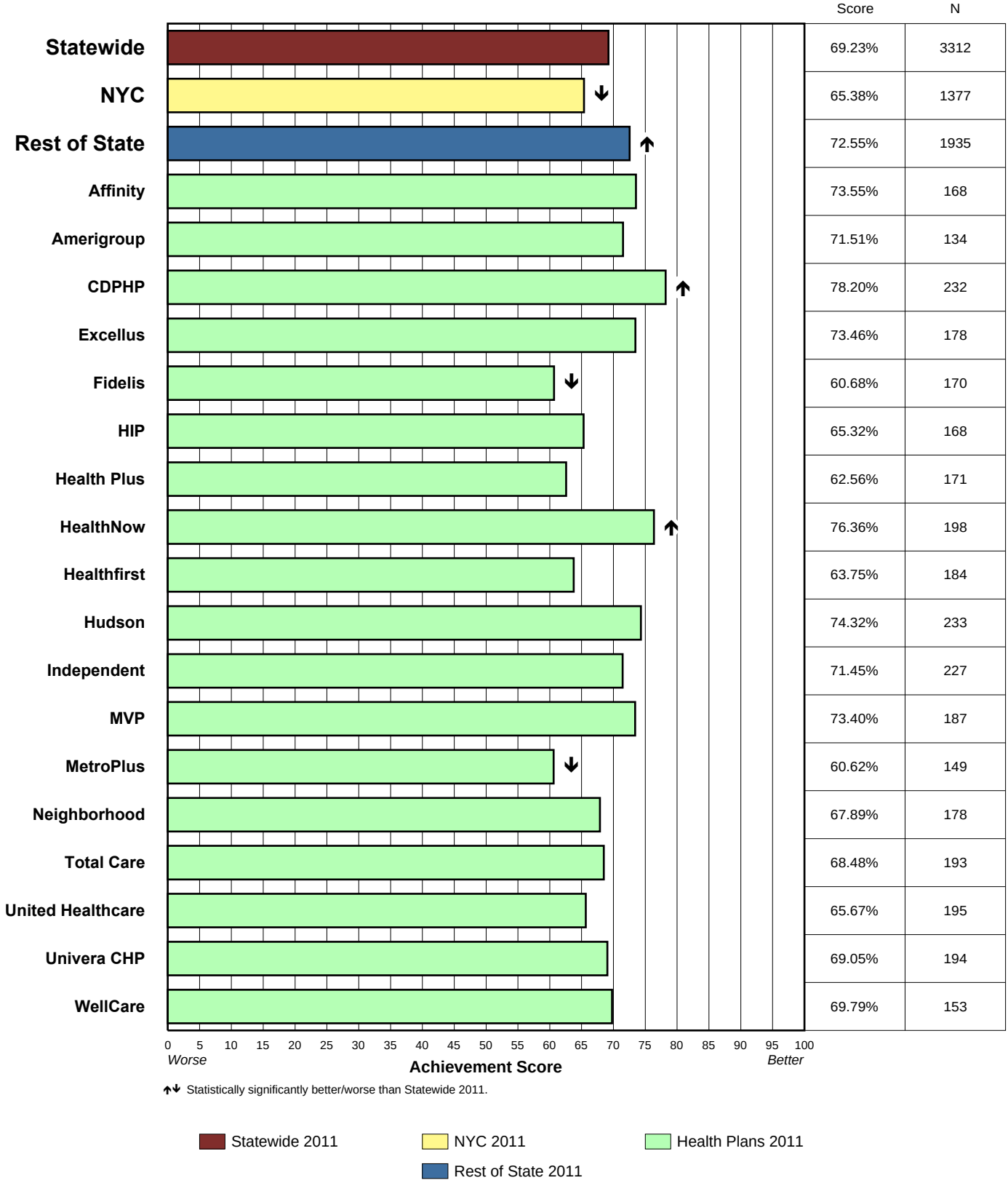
For each rating table, plan-level and region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

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



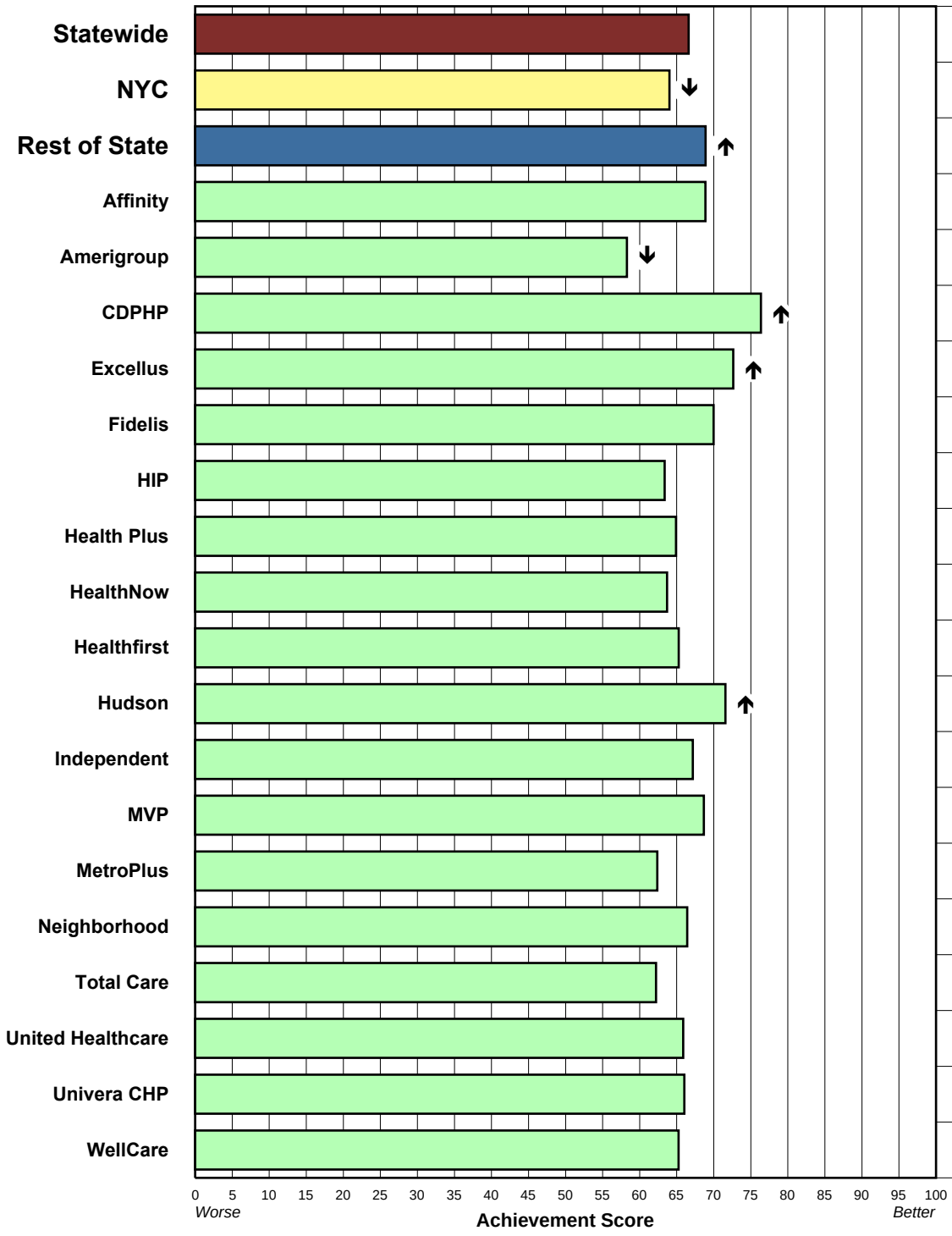
# Overall Ratings

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



# 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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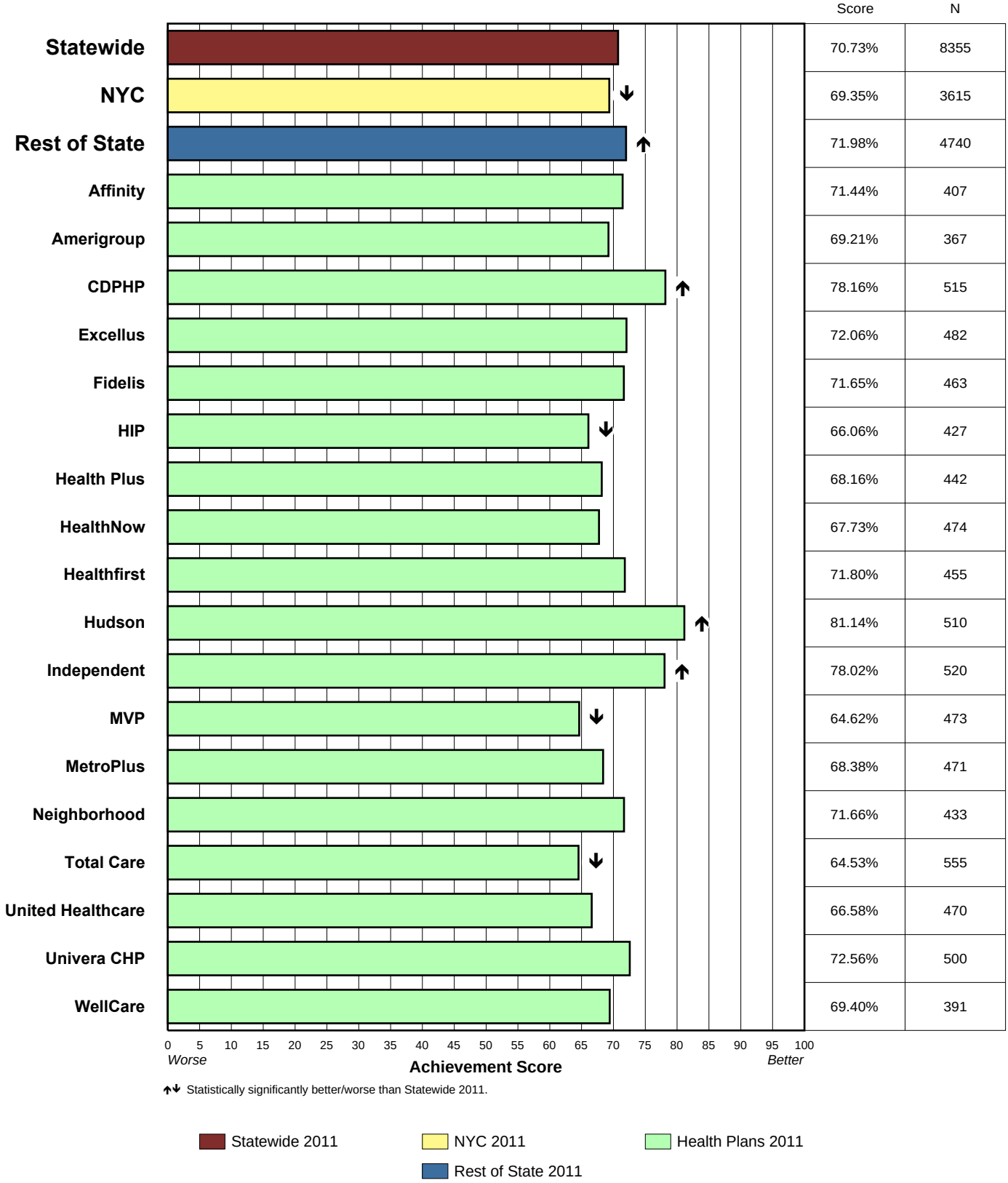
# Overall Ratings

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



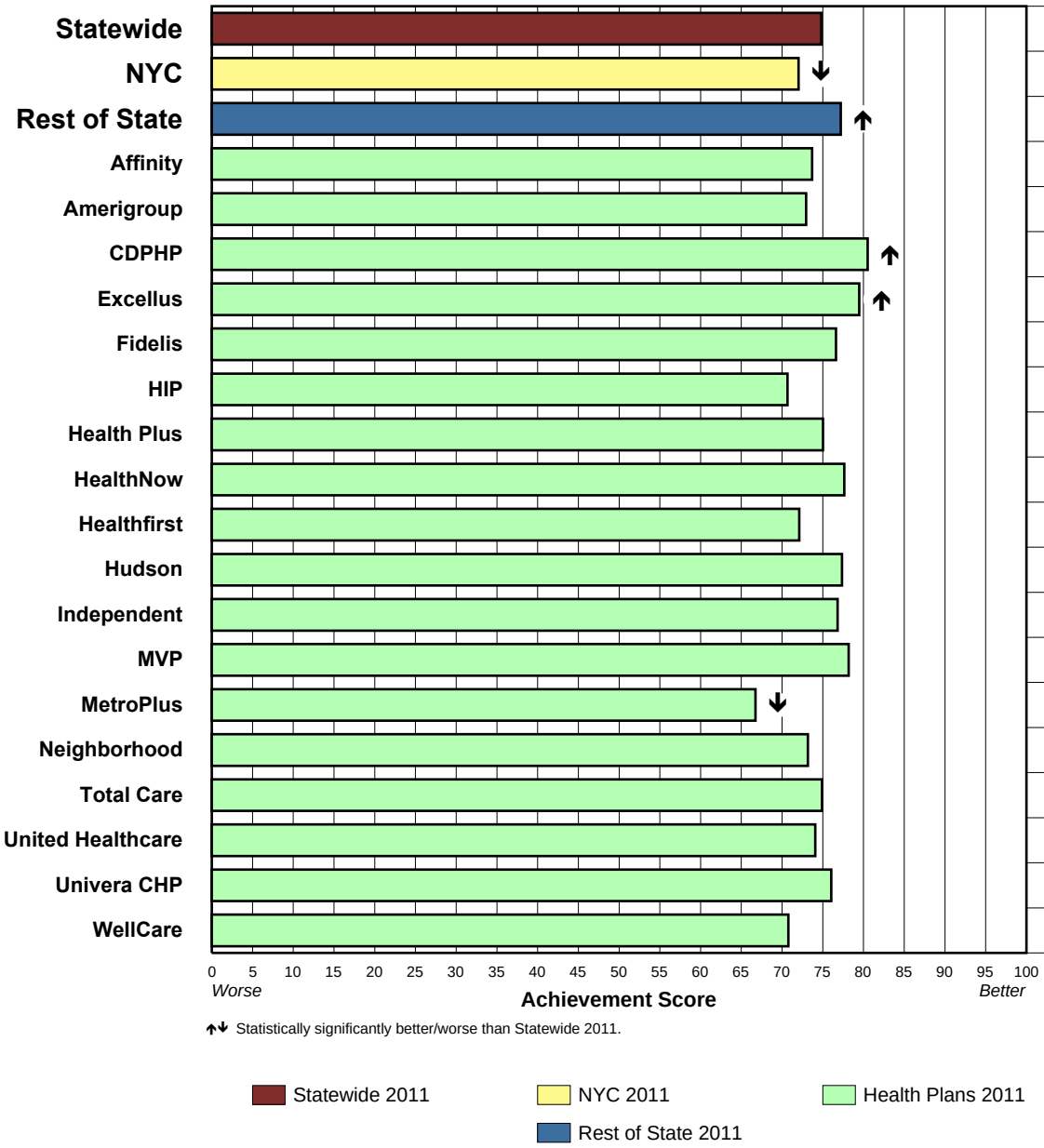
# Composites

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.

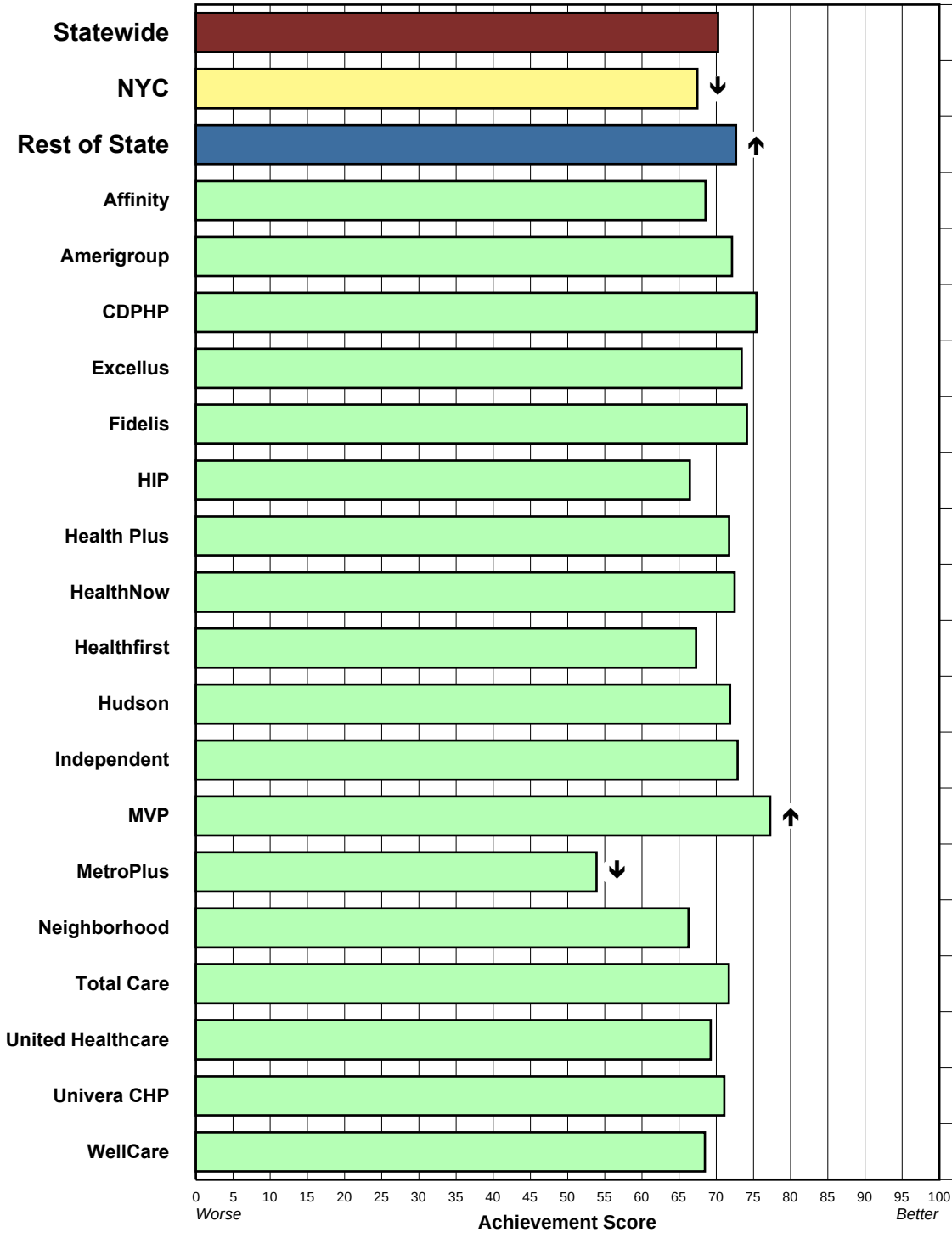
## Getting Needed Care (Usually or Always)




| | 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




| | Score | N |
|---|---|---|
| Statewide | 70.23% | 3401 |
| NYC | 67.46% | 1413 |
| Rest of State | 72.64% | 1988 |
| Affinity | 68.55% | 173 |
| Amerigroup | 72.12% | 137 |
| CDPHP | 75.39% | 235 |
| Excellus | 73.41% | 183 |
| Fidelis | 74.11% | 175 |
| HIP | 66.45% | 171 |
| Health Plus | 71.72% | 171 |
| HealthNow | 72.46% | 202 |
| Healthfirst | 67.27% | 187 |
| Hudson | 71.86% | 234 |
| Independent | 72.87% | 233 |
| MVP | 77.24% | 197 |
| MetroPlus | 53.90% | 163 |
| Neighborhood | 66.26% | 181 |
| Total Care | 71.68% | 202 |
| United Healthcare | 69.25% | 199 |
| Univera CHP | 71.08% | 200 |
| WellCare | 68.47% | 158 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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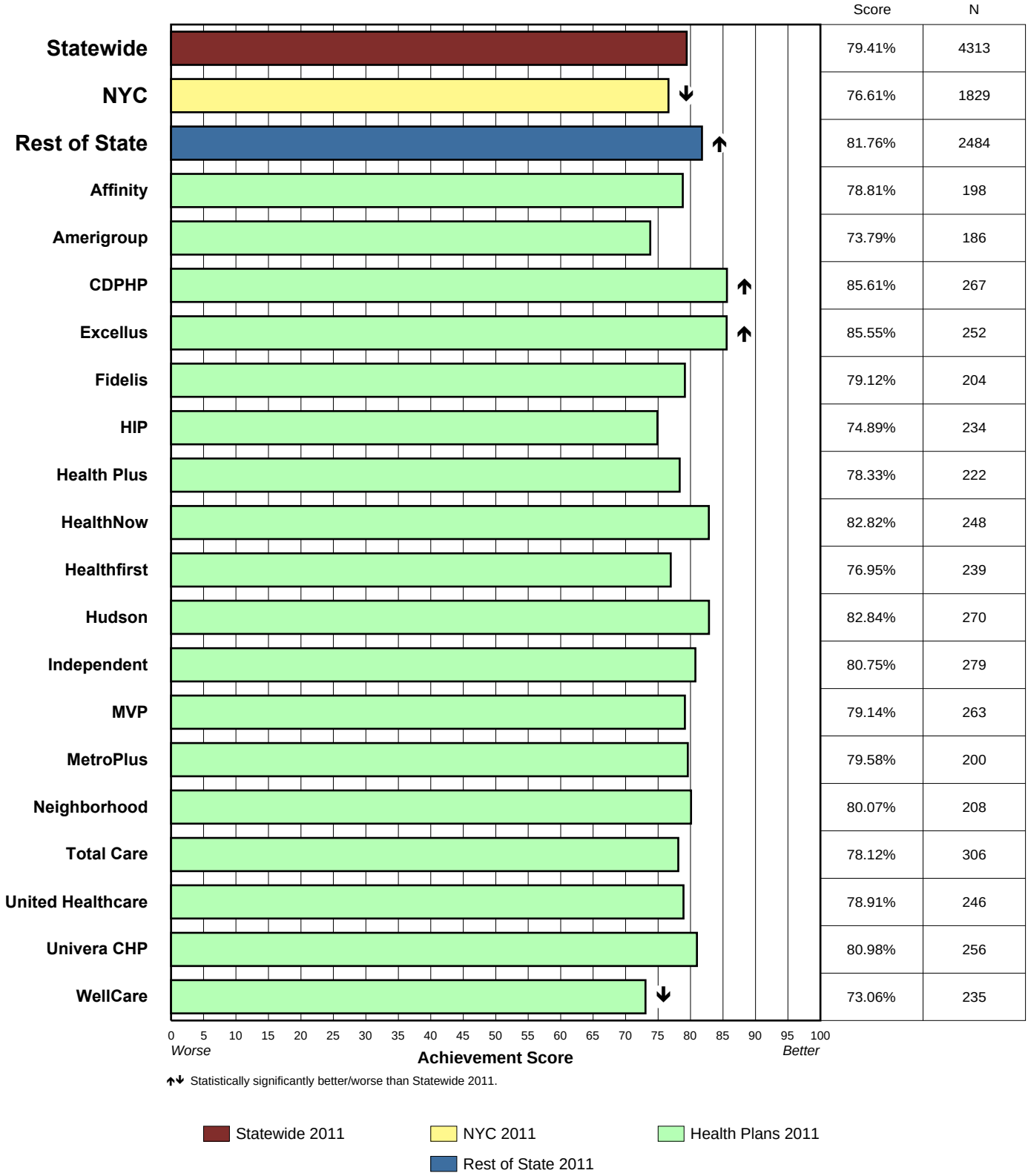
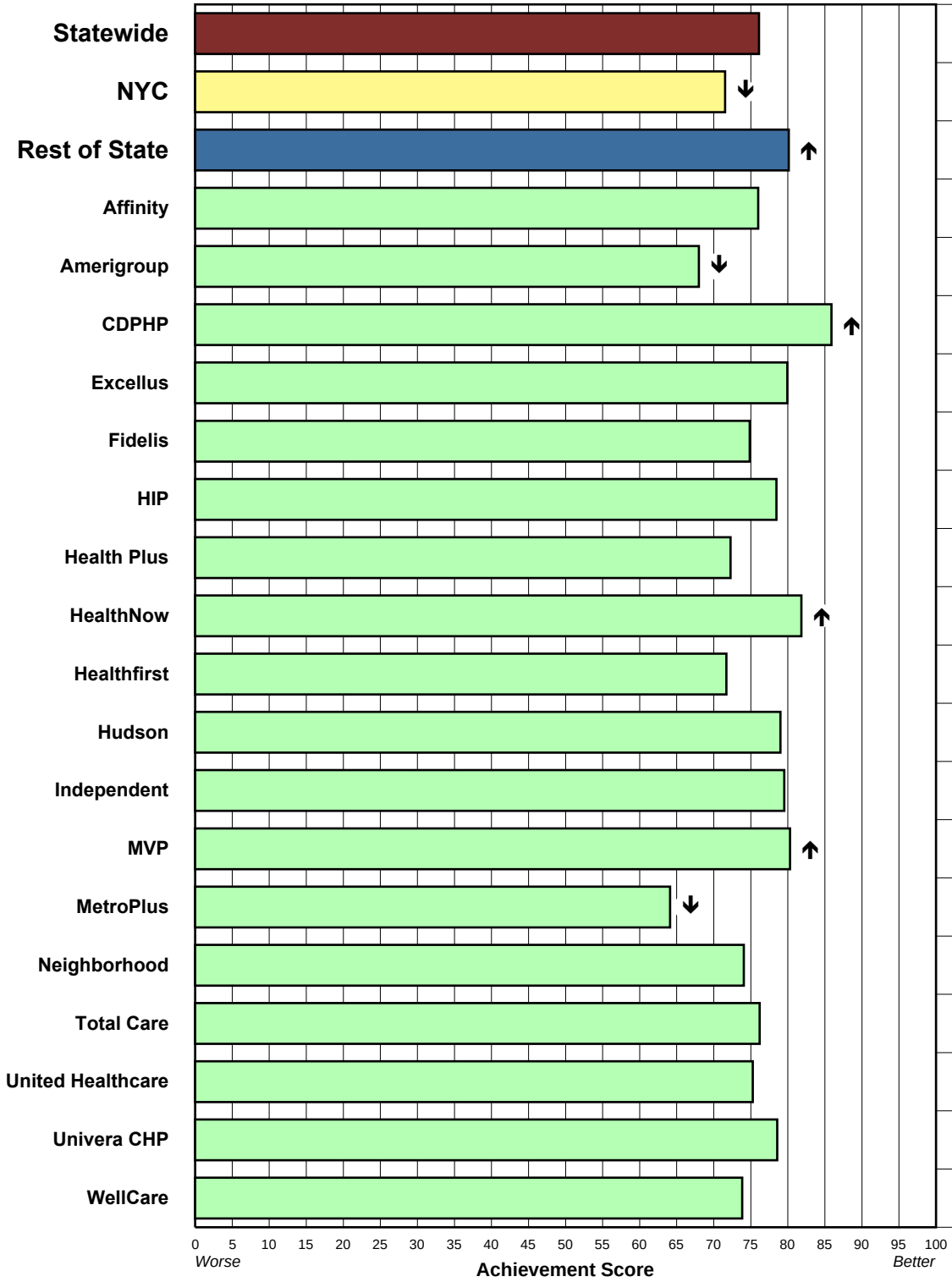
# Getting Needed Care (Usually or Always)

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



# 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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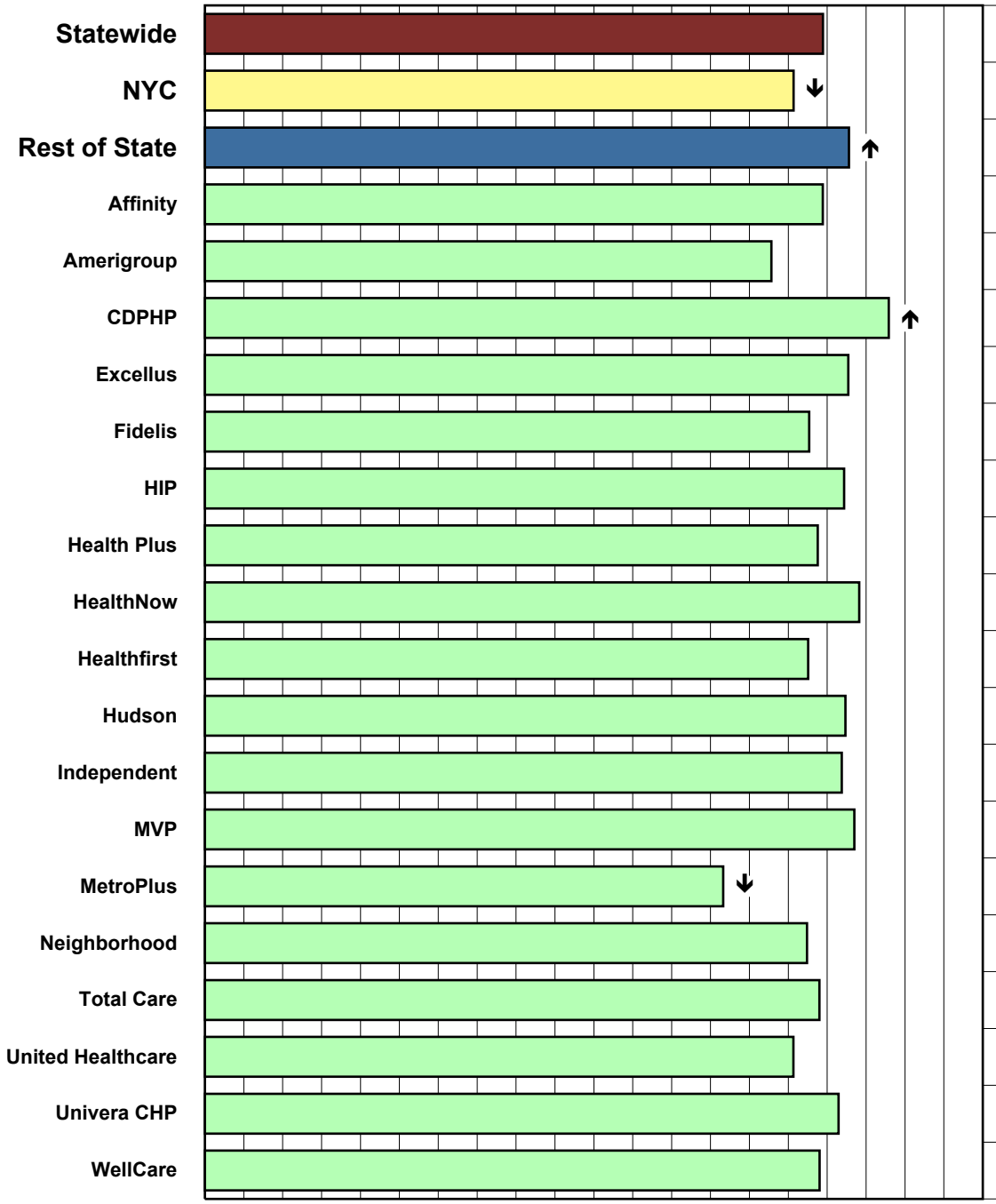
# Getting Care Quickly (Usually or Always)

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




| | Score | N |
|---|---|---|
| Statewide | 79.45% | 3219 |
| NYC ↓ | 75.68% | 1215 |
| Rest of State ↑ | 82.80% | 2004 |
| Affinity | 79.43% | 162 |
| Amerigroup | 72.83% | 106 |
| CDPHP ↑ | 87.92% | 257 |
| Excellus | 82.71% | 181 |
| Fidelis | 77.69% | 152 |
| HIP | 82.16% | 144 |
| Health Plus | 78.78% | 153 |
| HealthNow | 84.10% | 213 |
| Healthfirst | 77.56% | 156 |
| Hudson | 82.34% | 195 |
| Independent | 81.88% | 229 |
| MVP | 83.48% | 212 |
| MetroPlus ↓ | 66.63% | 154 |
| Neighborhood | 77.41% | 147 |
| Total Care | 79.00% | 251 |
| United Healthcare | 75.64% | 156 |
| Univera CHP | 81.45% | 214 |
| WellCare | 79.01% | 137 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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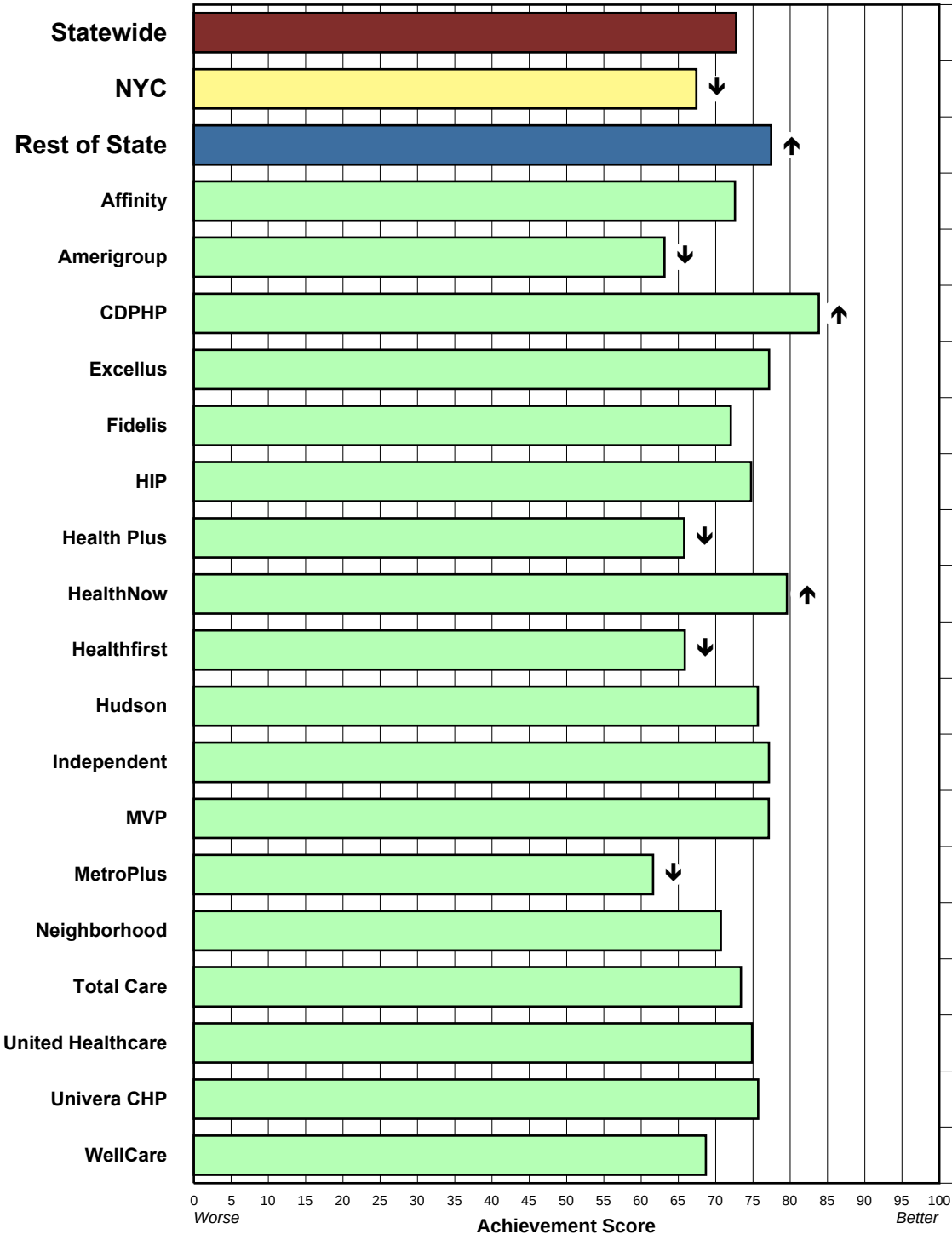
# Getting Care Quickly (Usually or Always)

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

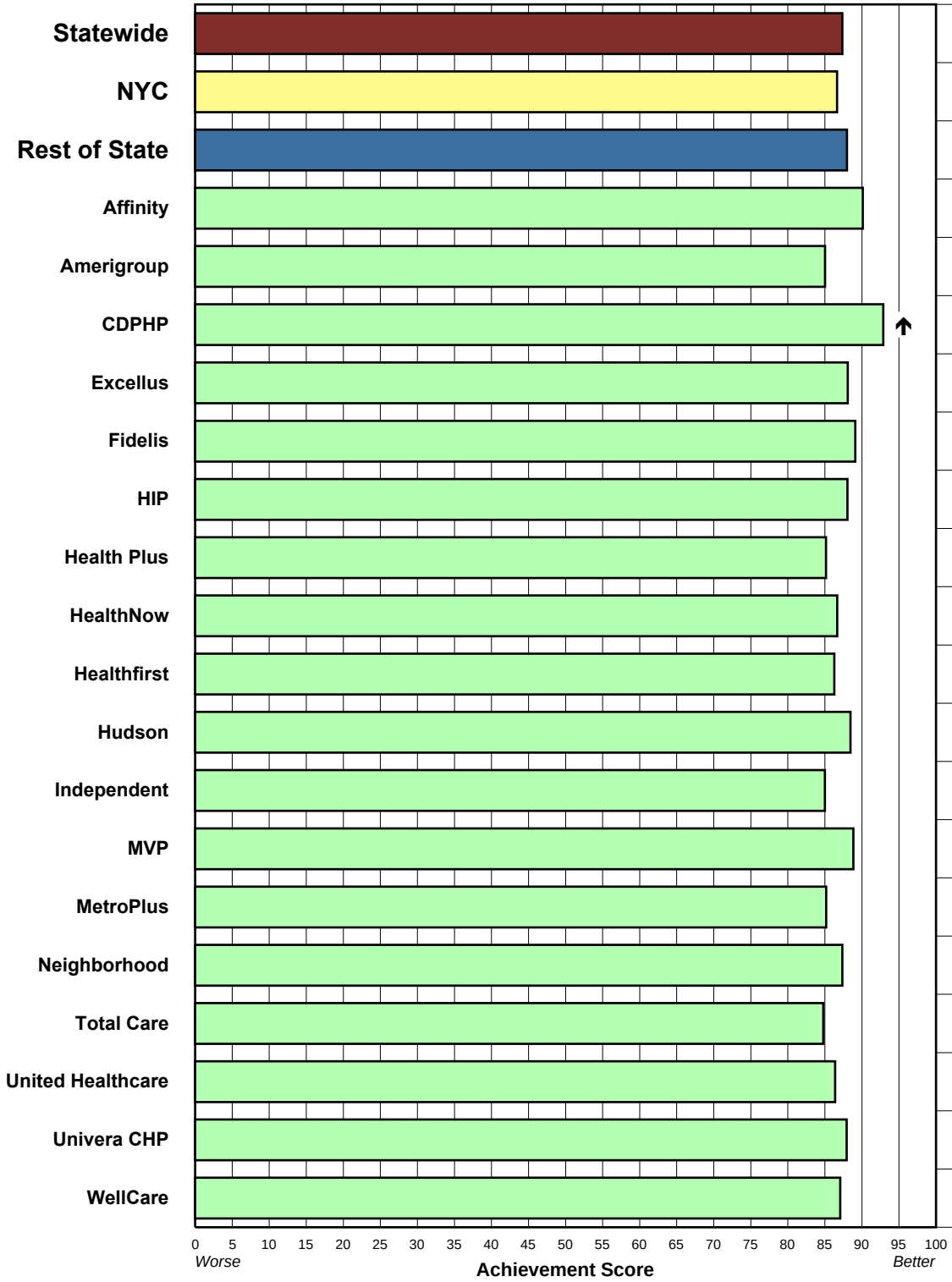



| | Score | N |
|---|---|---|
| Statewide | 72.75% | 6178 |
| NYC | 67.40% | 2653 |
| Rest of State | 77.45% | 3525 |
| Affinity | 72.59% | 303 |
| Amerigroup | 63.13% | 269 |
| CDPHP | 83.84% | 408 |
| Excellus | 77.16% | 347 |
| Fidelis | 72.03% | 331 |
| HIP | 74.74% | 334 |
| Health Plus | 65.76% | 328 |
| HealthNow | 79.56% | 341 |
| Healthfirst | 65.86% | 344 |
| Hudson | 75.65% | 384 |
| Independent | 77.13% | 380 |
| MVP | 77.12% | 351 |
| MetroPlus | 61.60% | 329 |
| Neighborhood | 70.68% | 312 |
| Total Care | 73.39% | 415 |
| United Healthcare | 74.88% | 344 |
| Univera CHP | 75.70% | 370 |
| WellCare | 68.68% | 288 |

↑↓ 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)




| | 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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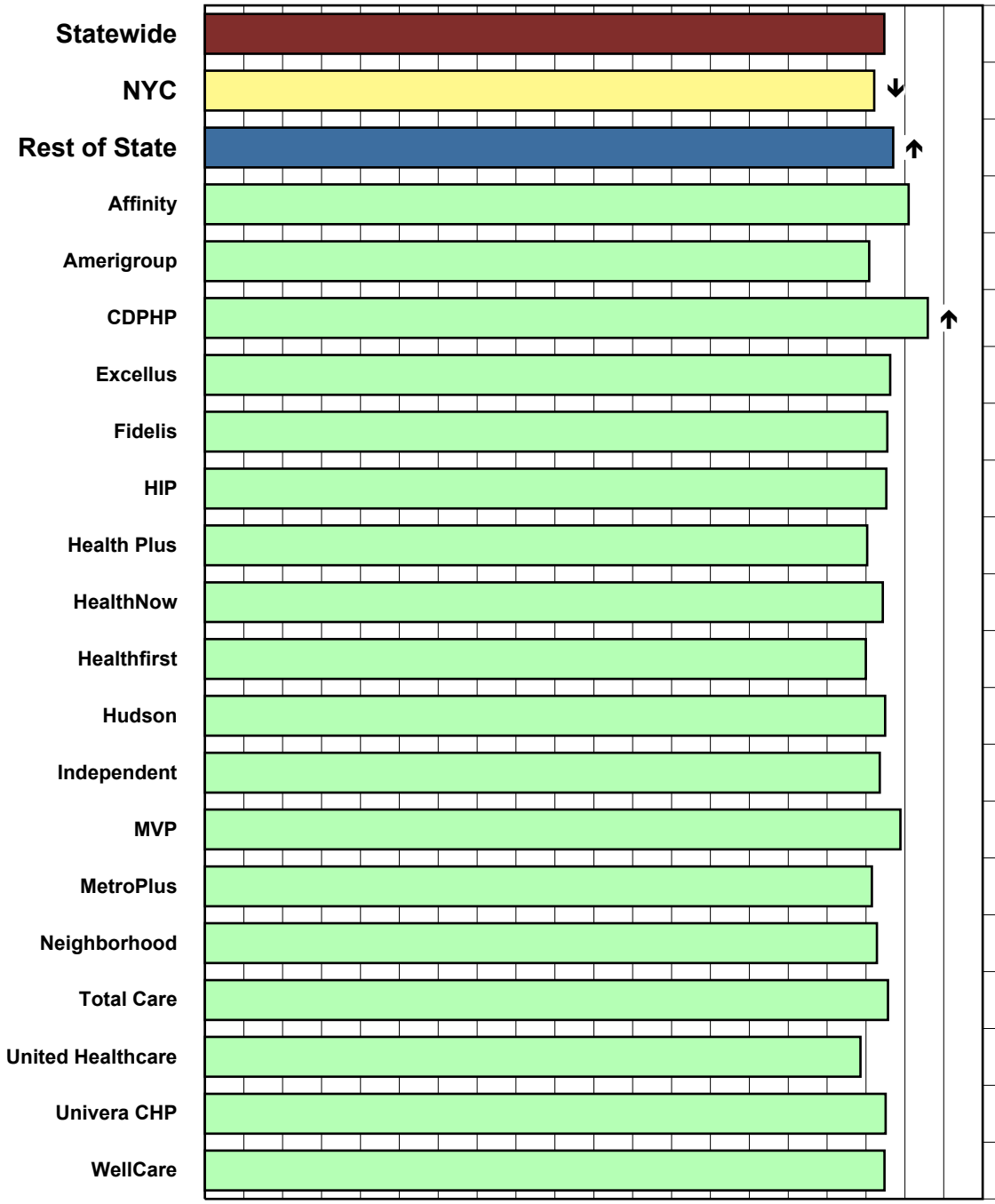
# How Well Doctors Communicate (Usually or Always)

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




| | Score | N |
|---|---|---|
| Statewide | 87.36% | 5530 |
| NYC | 86.06% | 2384 |
| Rest of State | 88.49% | 3146 |
| Affinity | 90.49% | 257 |
| Amerigroup | 85.42% | 222 |
| CDPHP | 92.93% | 369 |
| Excellus | 88.10% | 321 |
| Fidelis | 87.74% | 283 |
| HIP | 87.61% | 305 |
| Health Plus | 85.15% | 307 |
| HealthNow | 87.16% | 311 |
| Healthfirst | 84.98% | 285 |
| Hudson | 87.47% | 331 |
| Independent | 86.78% | 342 |
| MVP | 89.41% | 325 |
| MetroPlus | 85.76% | 287 |
| Neighborhood | 86.40% | 292 |
| Total Care | 87.83% | 359 |
| United Healthcare | 84.29% | 317 |
| Univera CHP | 87.53% | 344 |
| WellCare | 87.37% | 273 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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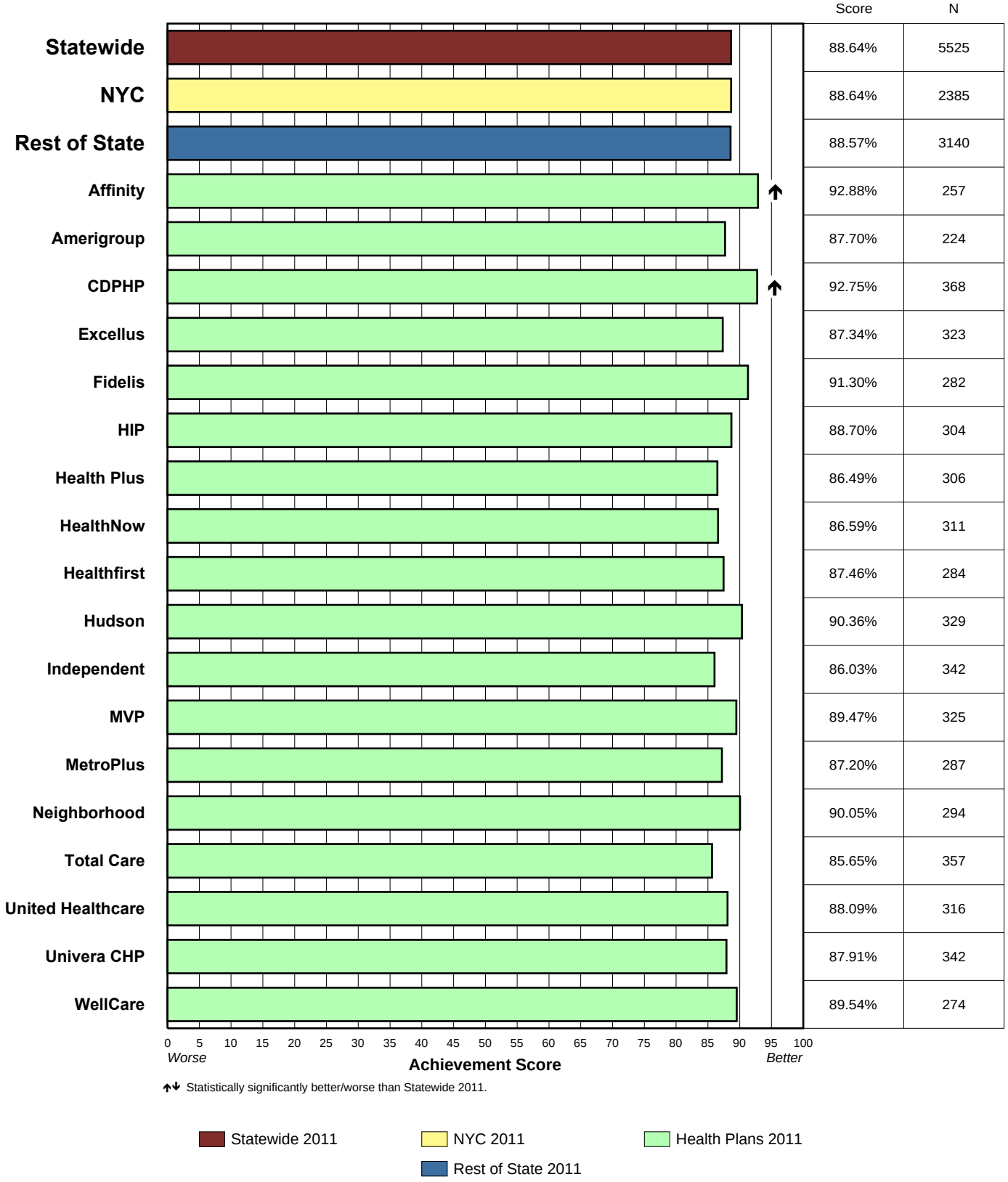
# How Well Doctors Communicate (Usually or Always)

## Q24. Personal doctor usually or always listened carefully to you





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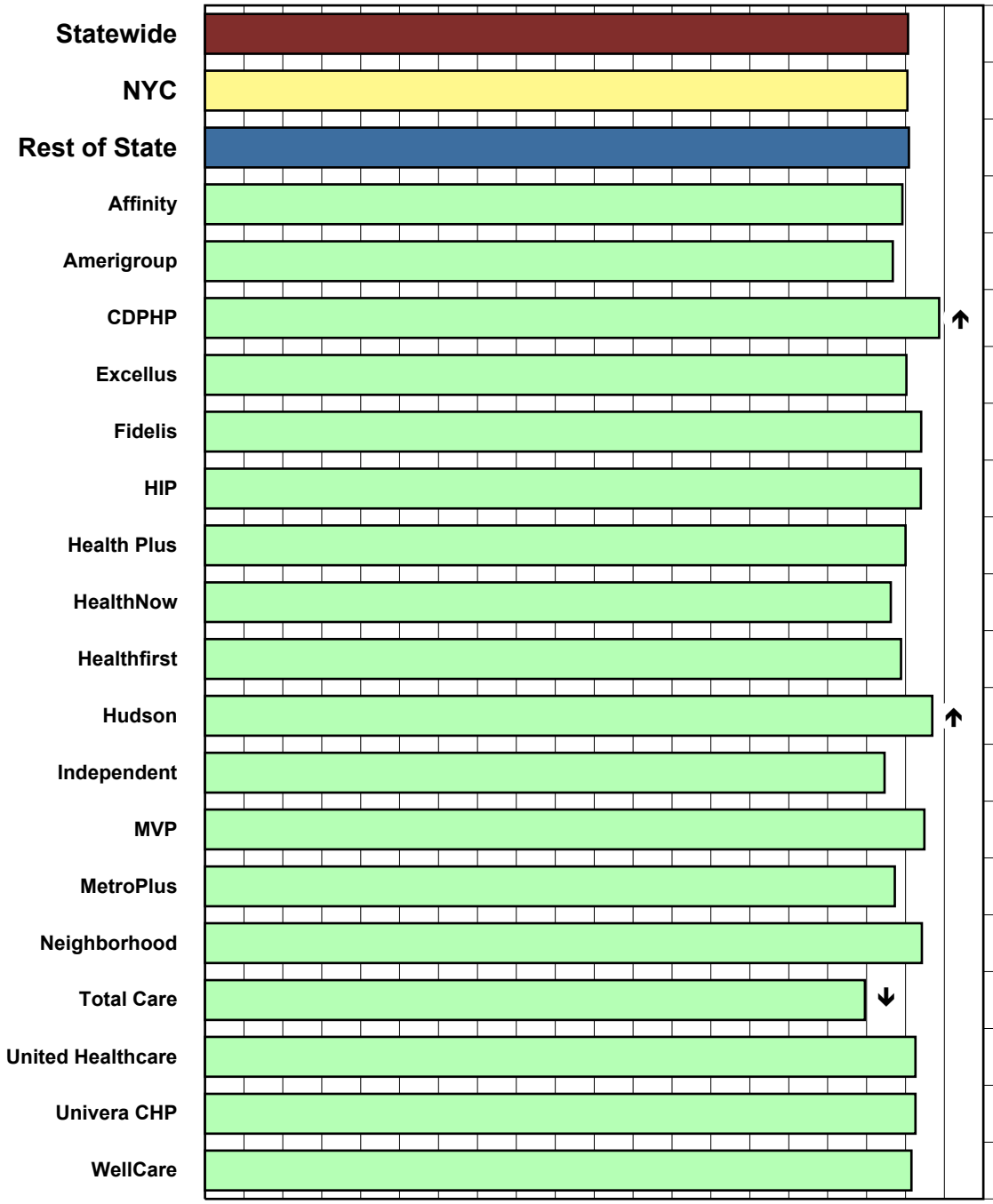
# How Well Doctors Communicate (Usually or Always)

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



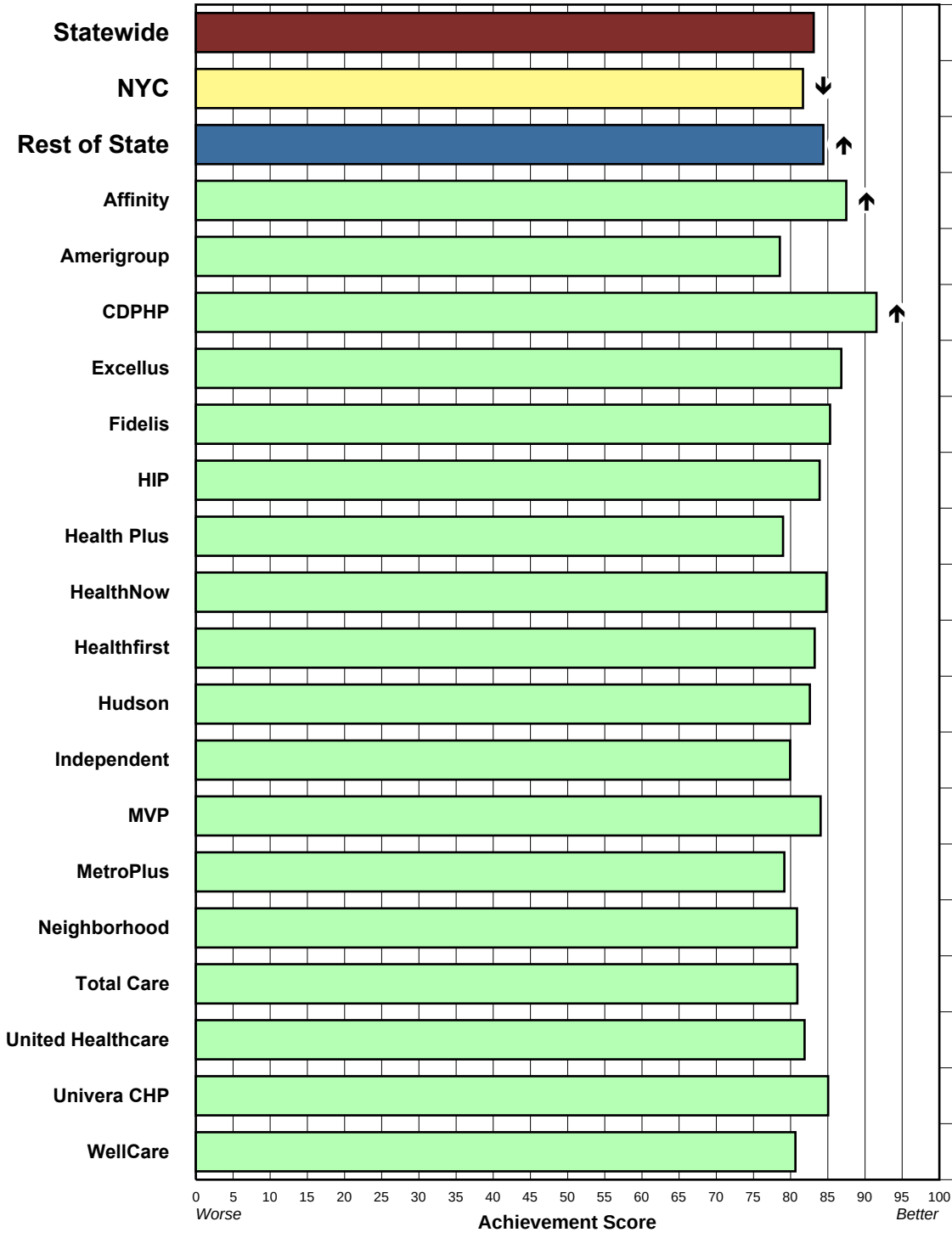

| | Score | N |
|---|---|---|
| Statewide | 90.33% | 5520 |
| NYC | 90.25% | 2379 |
| Rest of State | 90.43% | 3141 |
| Affinity | 89.60% | 253 |
| Amerigroup | 88.37% | 224 |
| CDPHP | 94.33% | 369 |
| Excellus | 90.12% | 323 |
| Fidelis | 92.01% | 281 |
| HIP | 91.97% | 305 |
| Health Plus | 90.01% | 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

# 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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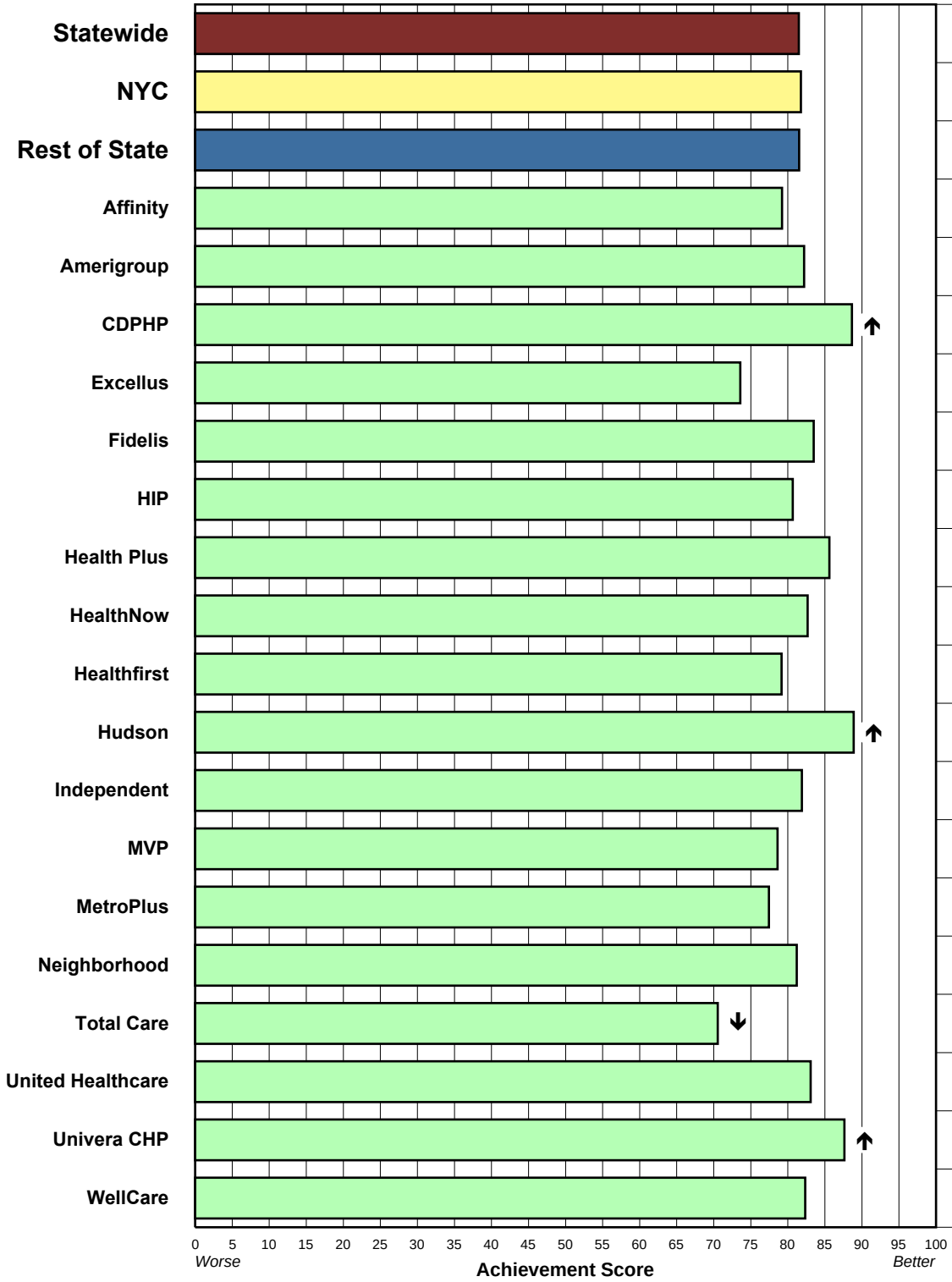
# Customer Service (Usually or Always)



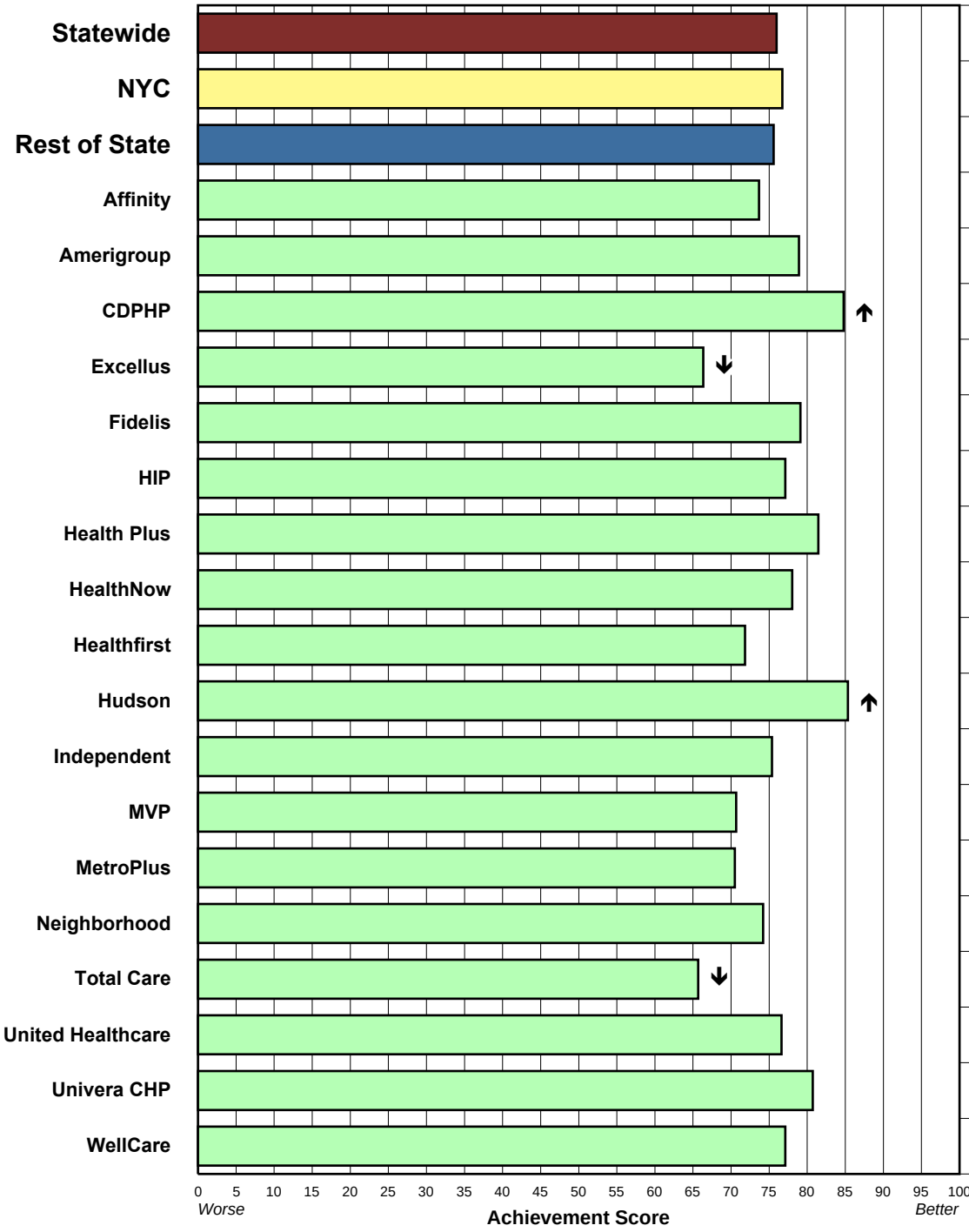

| | Score | N |
|---|---|---|
| Statewide | 81.49% | 2434 |
| NYC | 81.77% | 1164 |
| Rest of State | 81.53% | 1270 |
| Affinity | 79.21% | 146 |
| Amerigroup | 82.19% | 121 |
| CDPHP | 88.65% | 115 |
| Excellus | 73.57% | 94 |
| Fidelis | 83.49% | 125 |
| HIP | 80.65% | 126 |
| Health Plus | 85.60% | 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)

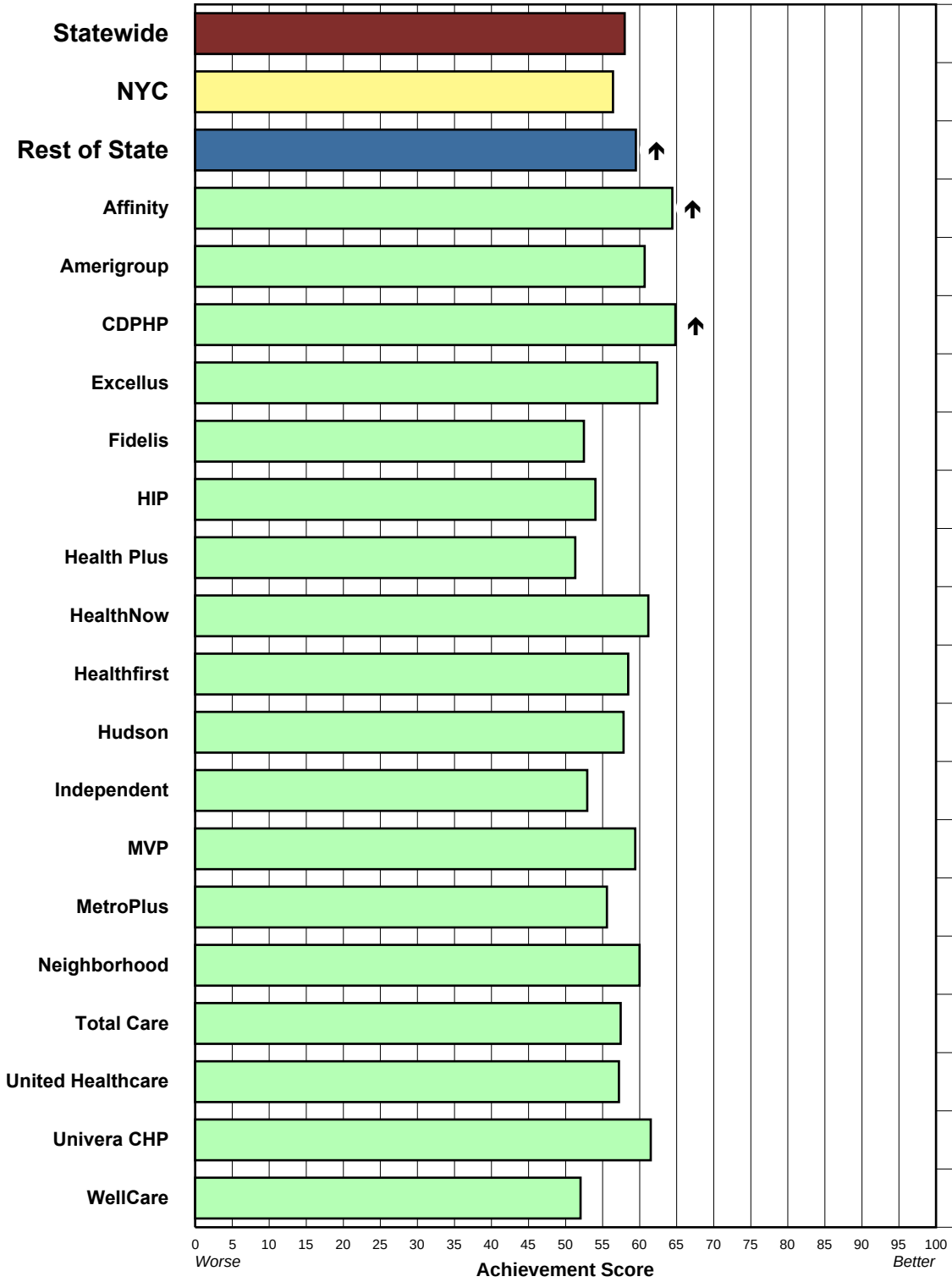
## Q45. Usually or always treated with courtesy/respect by plan's customer service staff

| | 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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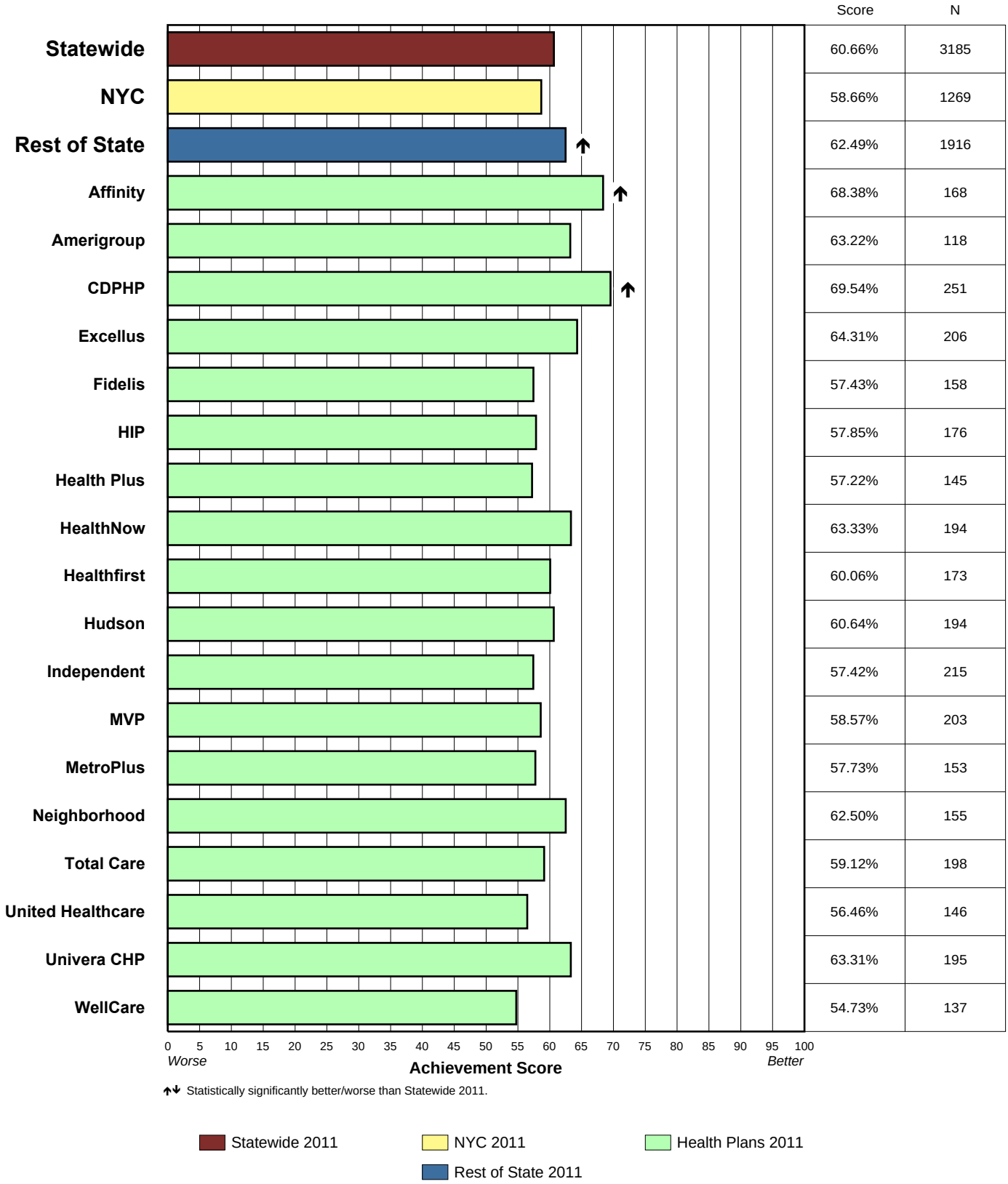
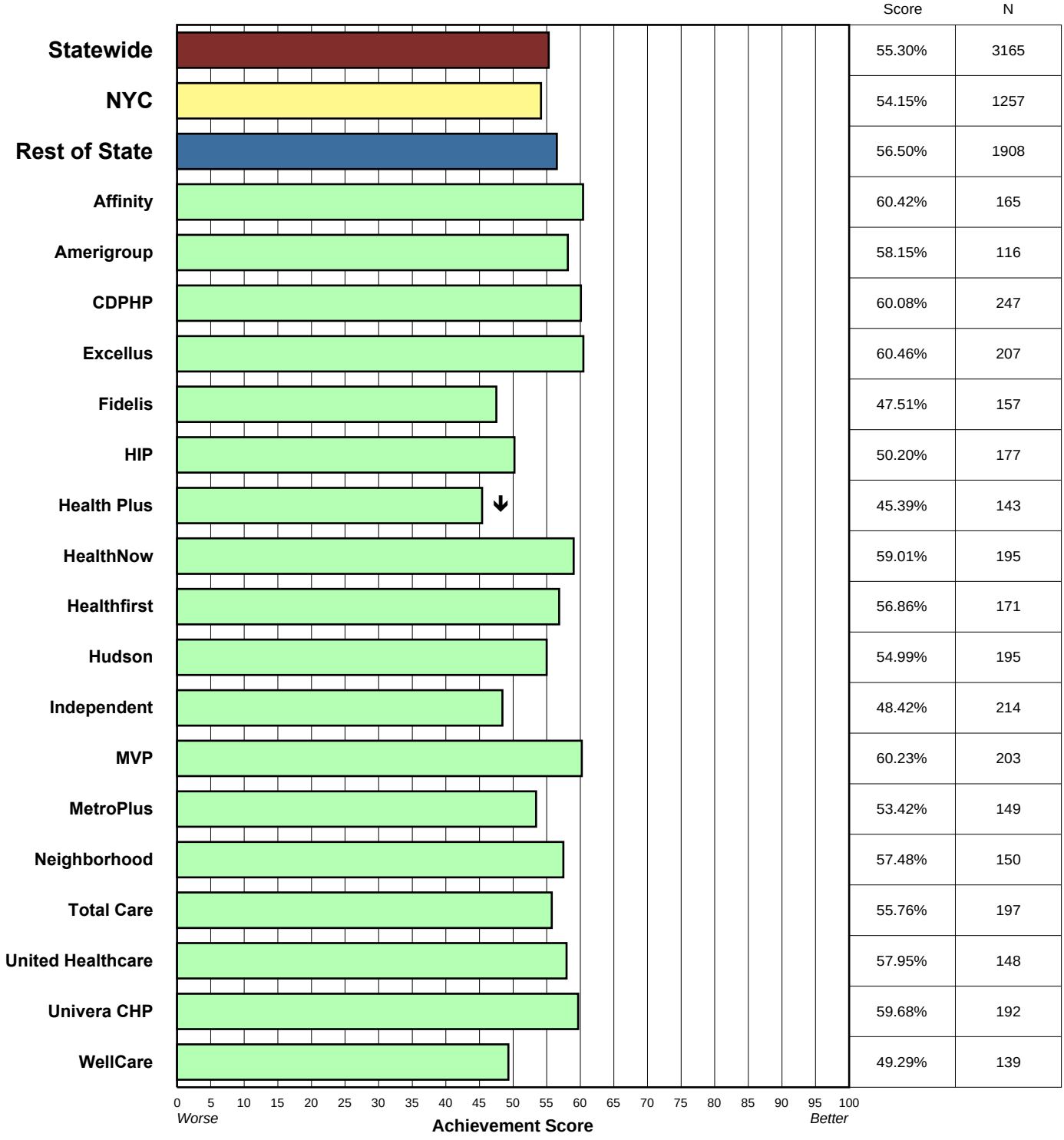
# Collaborative Decision Making (Definitely Yes)

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



# Collaborative Decision Making (Definitely Yes)

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

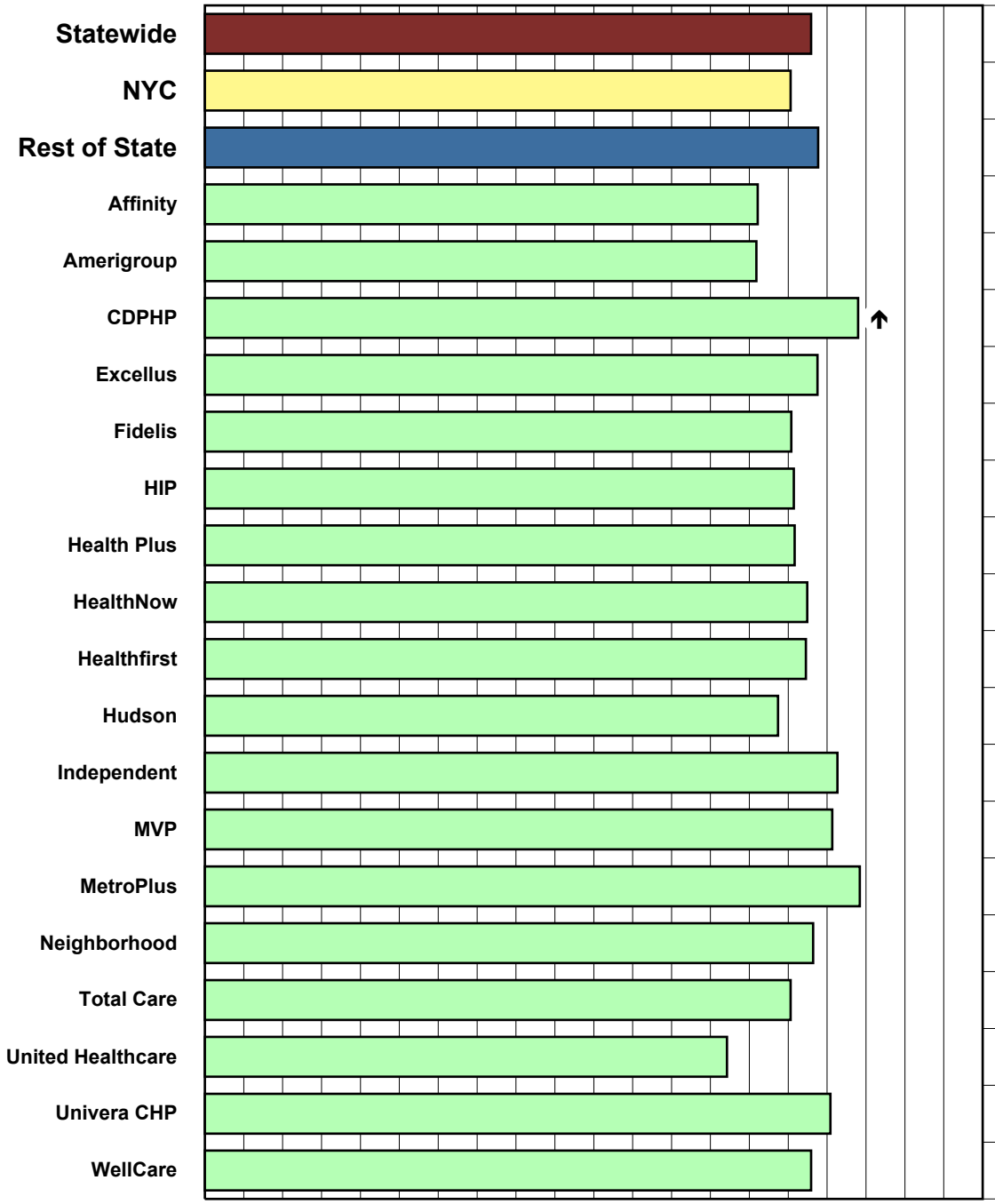



↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

# 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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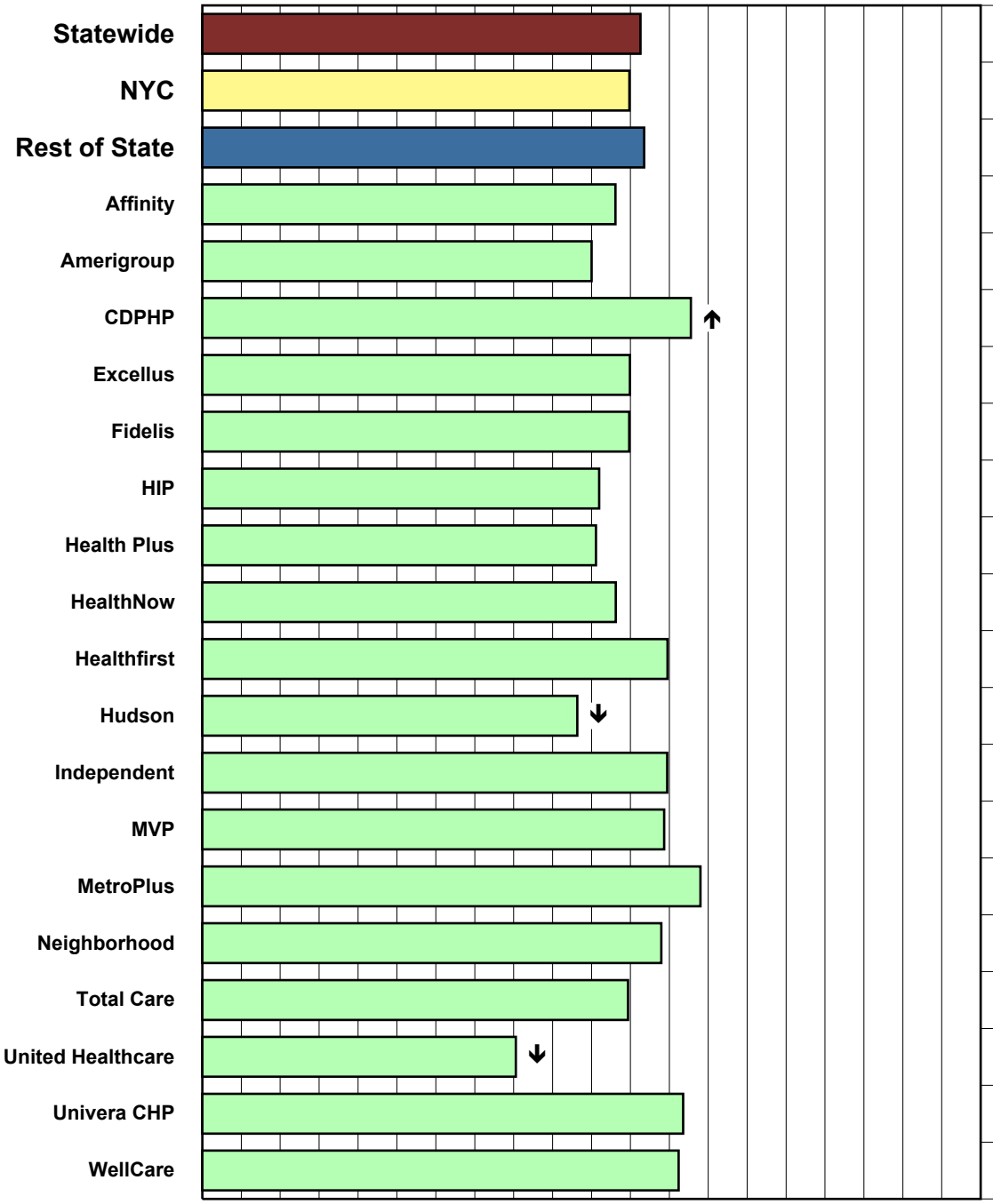
# Medical Assistance with Smoking Cessation

## 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 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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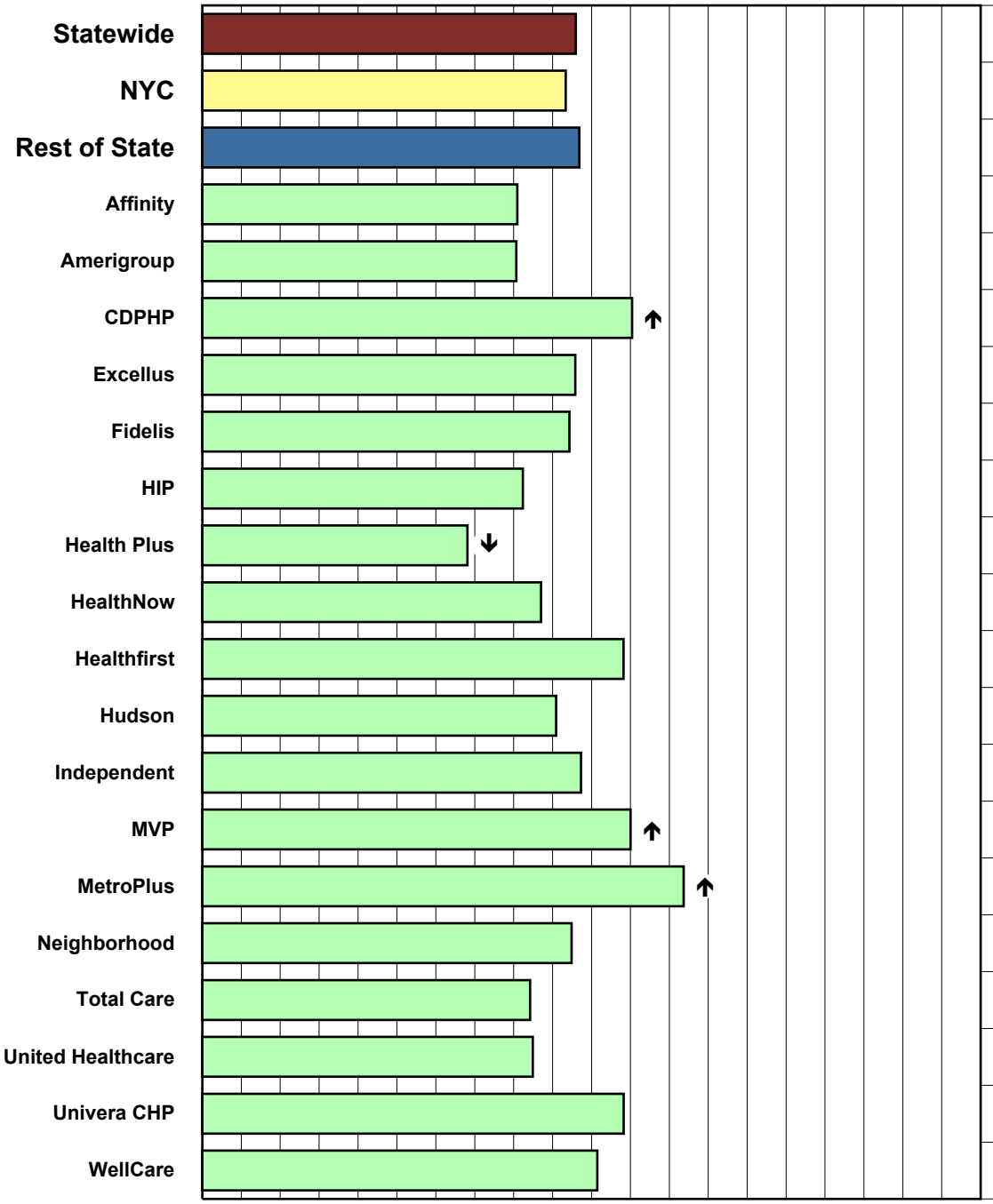
# Medical Assistance with Smoking Cessation

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



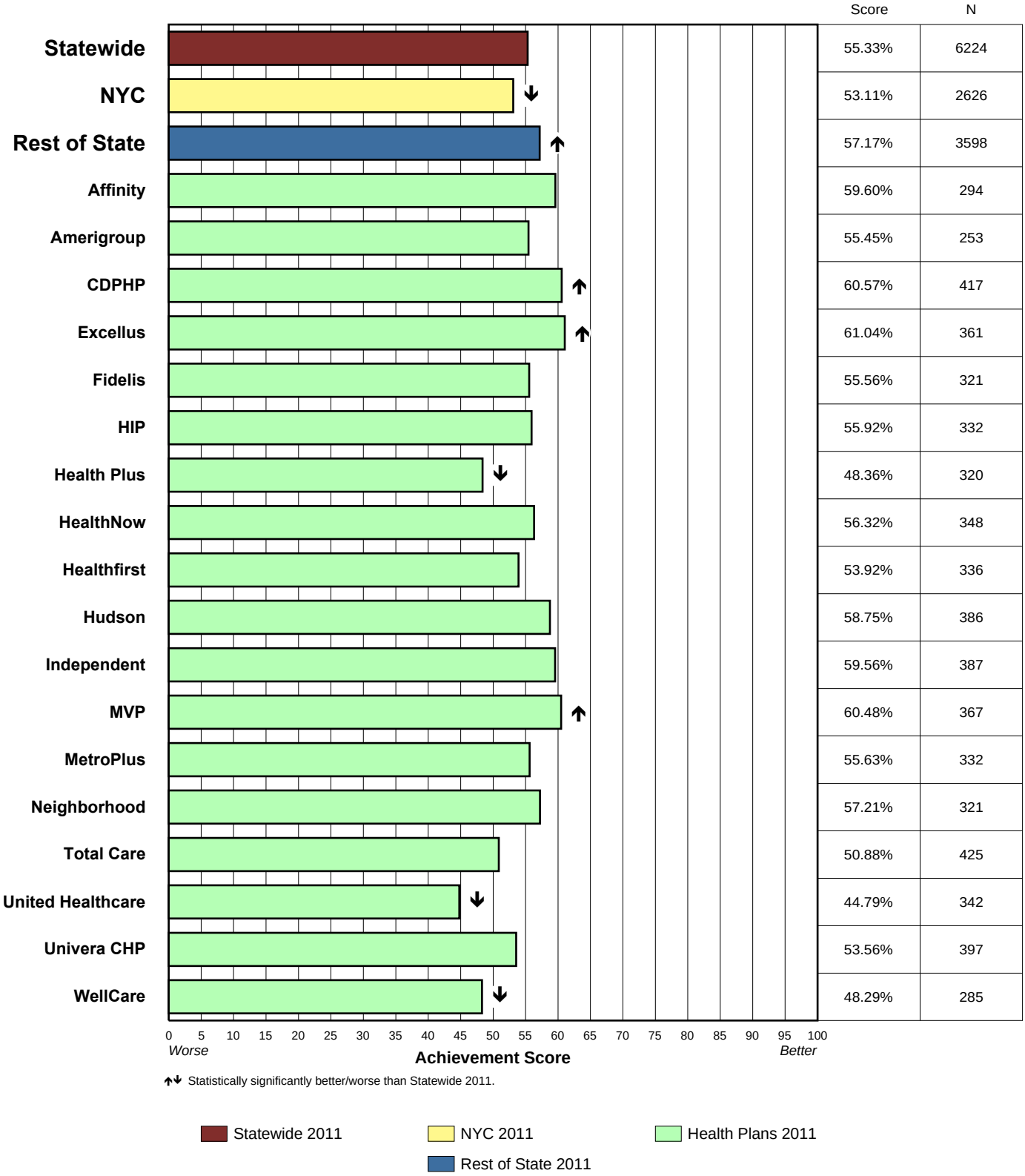

| | % | N |
|---|---|---|
| Statewide | 47.98% | 2455 |
| NYC | 46.68% | 632 |
| Rest of State | 48.44% | 1823 |
| Affinity | 40.48% | 84 |
| Amerigroup | 40.35% | 57 |
| CDPHP | 55.22% | 230 |
| Excellus | 47.92% | 192 |
| Fidelis | 47.15% | 123 |
| HIP | 41.18% | 102 |
| Health Plus | 34.07% | 91 |
| 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 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

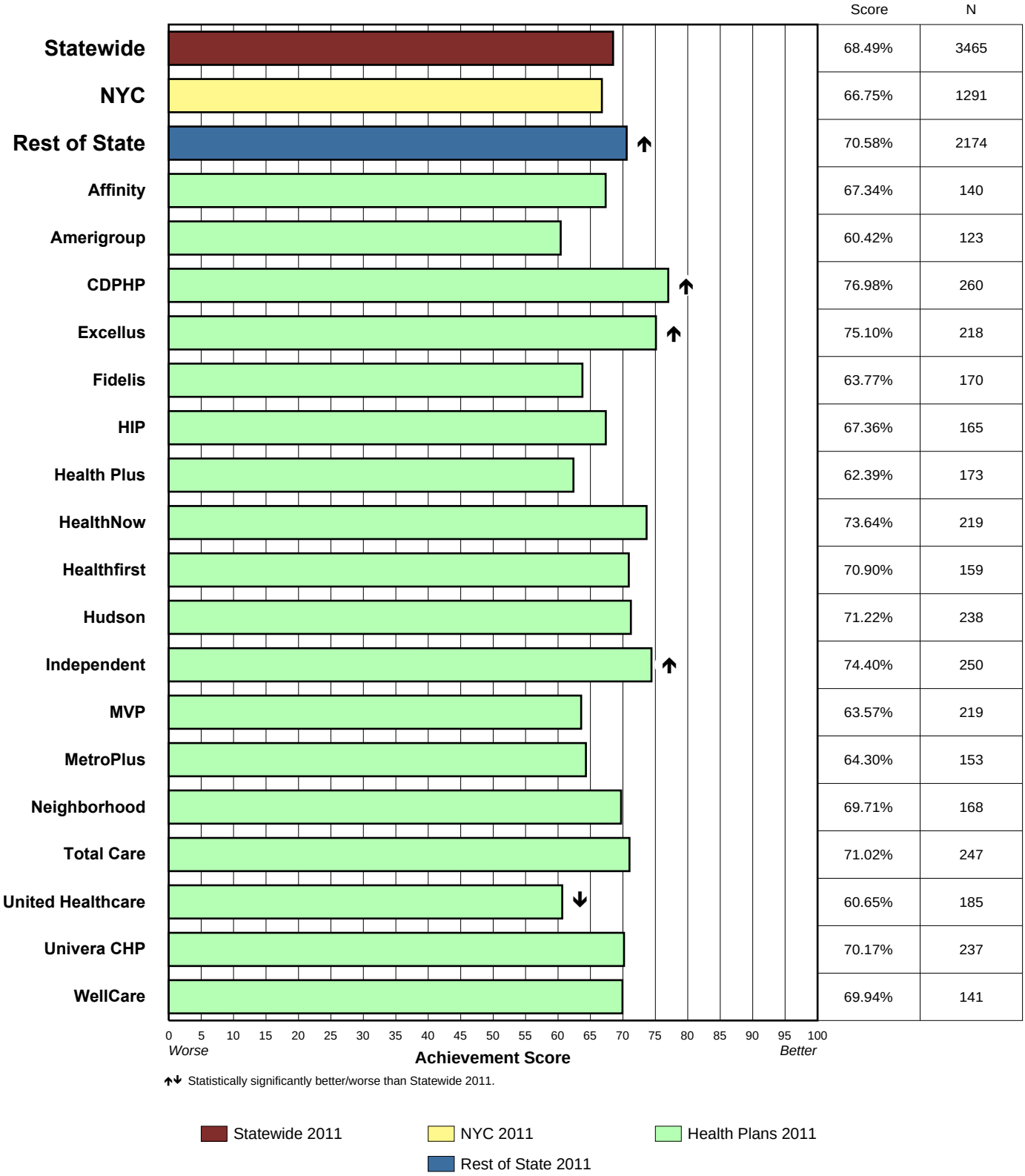
# Single Items

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



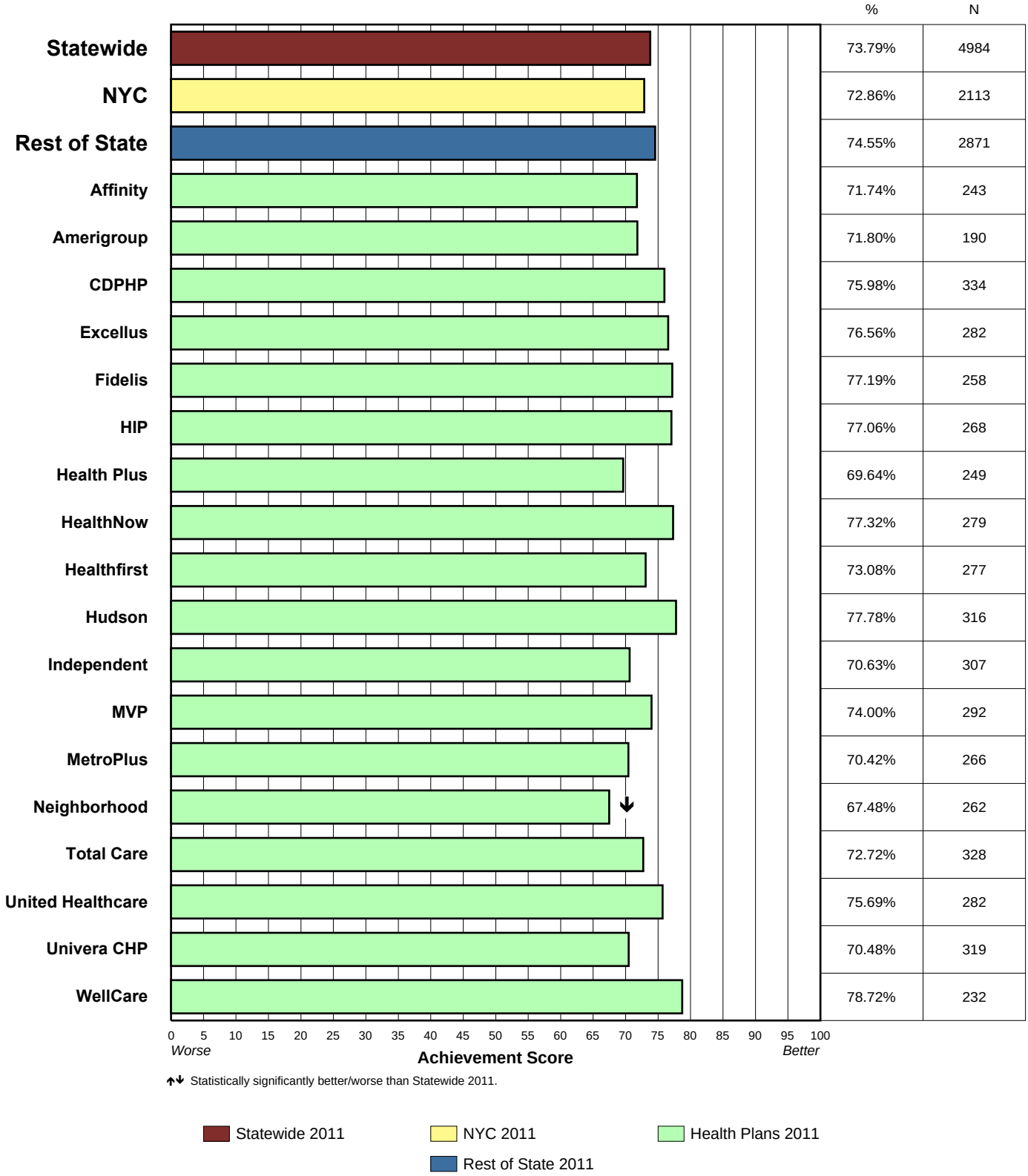
# Single Items

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



# Supplemental Questions

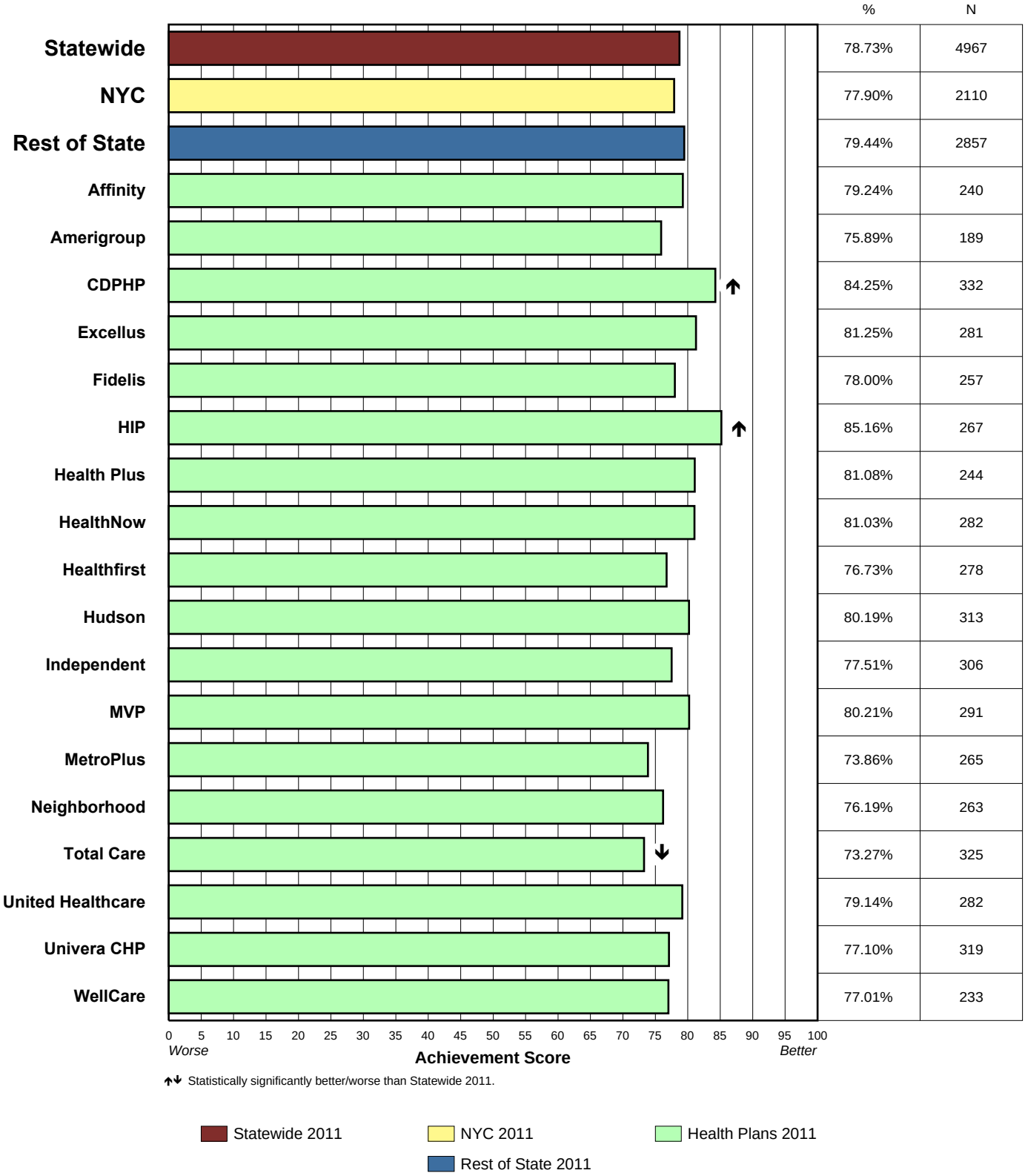
## Q14. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results




| | % | 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 |

# Supplemental Questions

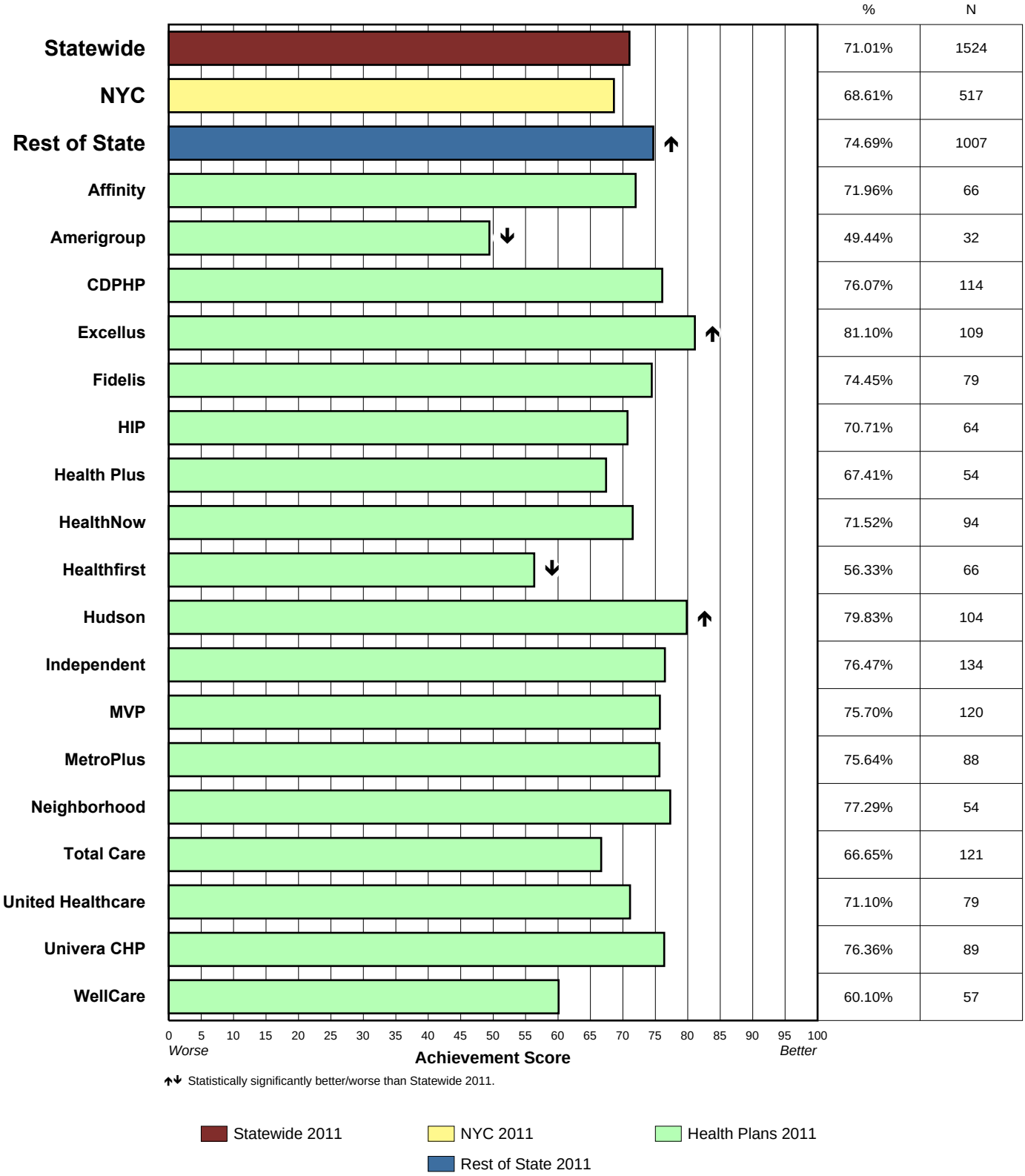
## Q15. Results of blood test, x-ray or other test usually or always easy to understand




| | % | N |
|---|---|---|
| Statewide | 78.73% | 4967 |
| NYC | 77.90% | 2110 |
| Rest of State | 79.44% | 2857 |
| Affinity | 79.24% | 240 |
| Amerigroup | 75.89% | 189 |
| CDPHP | 84.25% | 332 |
| Excellus | 81.25% | 281 |
| Fidelis | 78.00% | 257 |
| HIP | 85.16% | 267 |
| Health Plus | 81.08% | 244 |
| HealthNow | 81.03% | 282 |
| Healthfirst | 76.73% | 278 |
| Hudson | 80.19% | 313 |
| Independent | 77.51% | 306 |
| MVP | 80.21% | 291 |
| MetroPlus | 73.86% | 265 |
| Neighborhood | 76.19% | 263 |
| Total Care | 73.27% | 325 |
| United Healthcare | 79.14% | 282 |
| Univera CHP | 77.10% | 319 |
| WellCare | 77.01% | 233 |

# Supplemental Questions

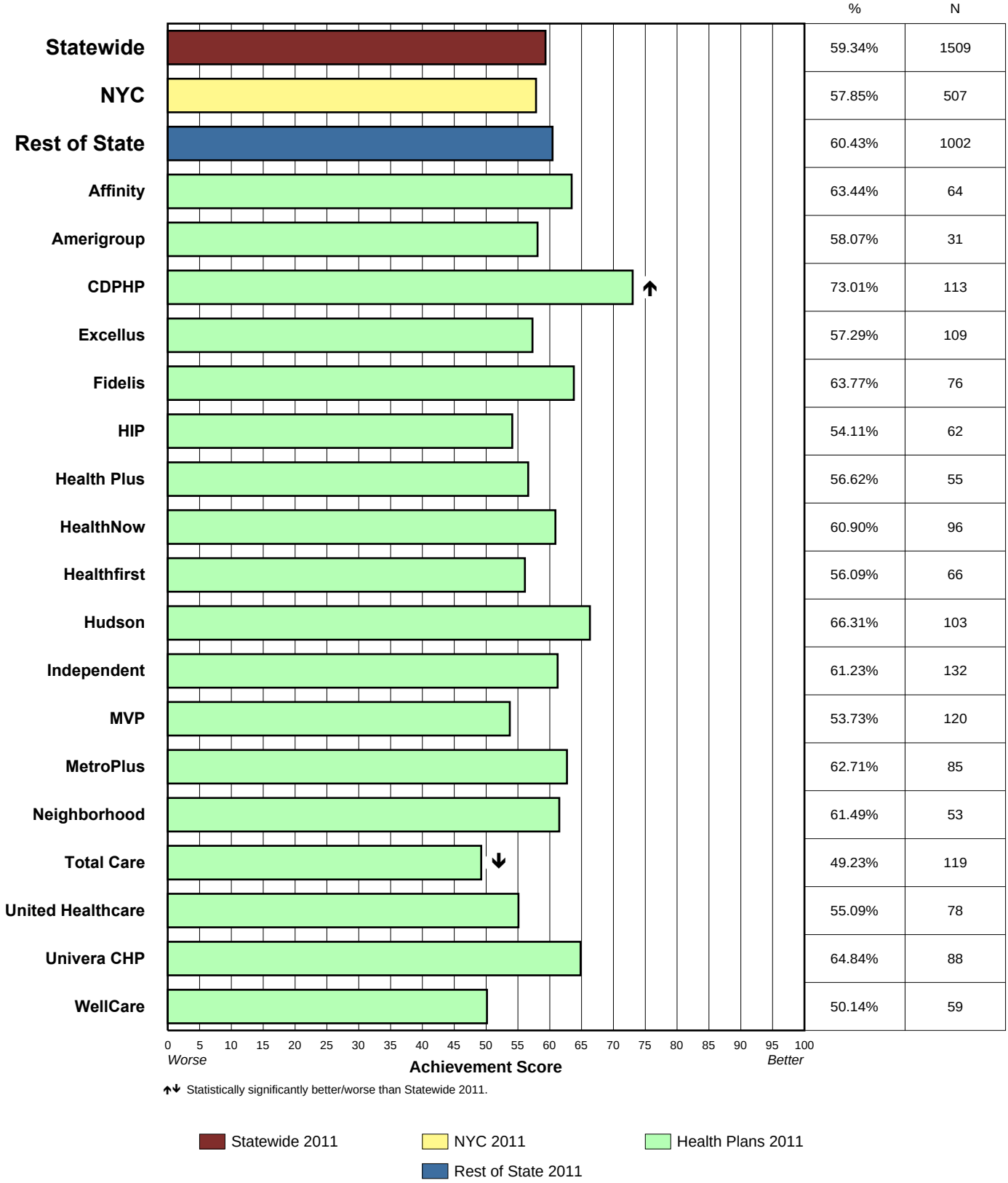
## Q19. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan




| | % | 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 |

# Supplemental Questions

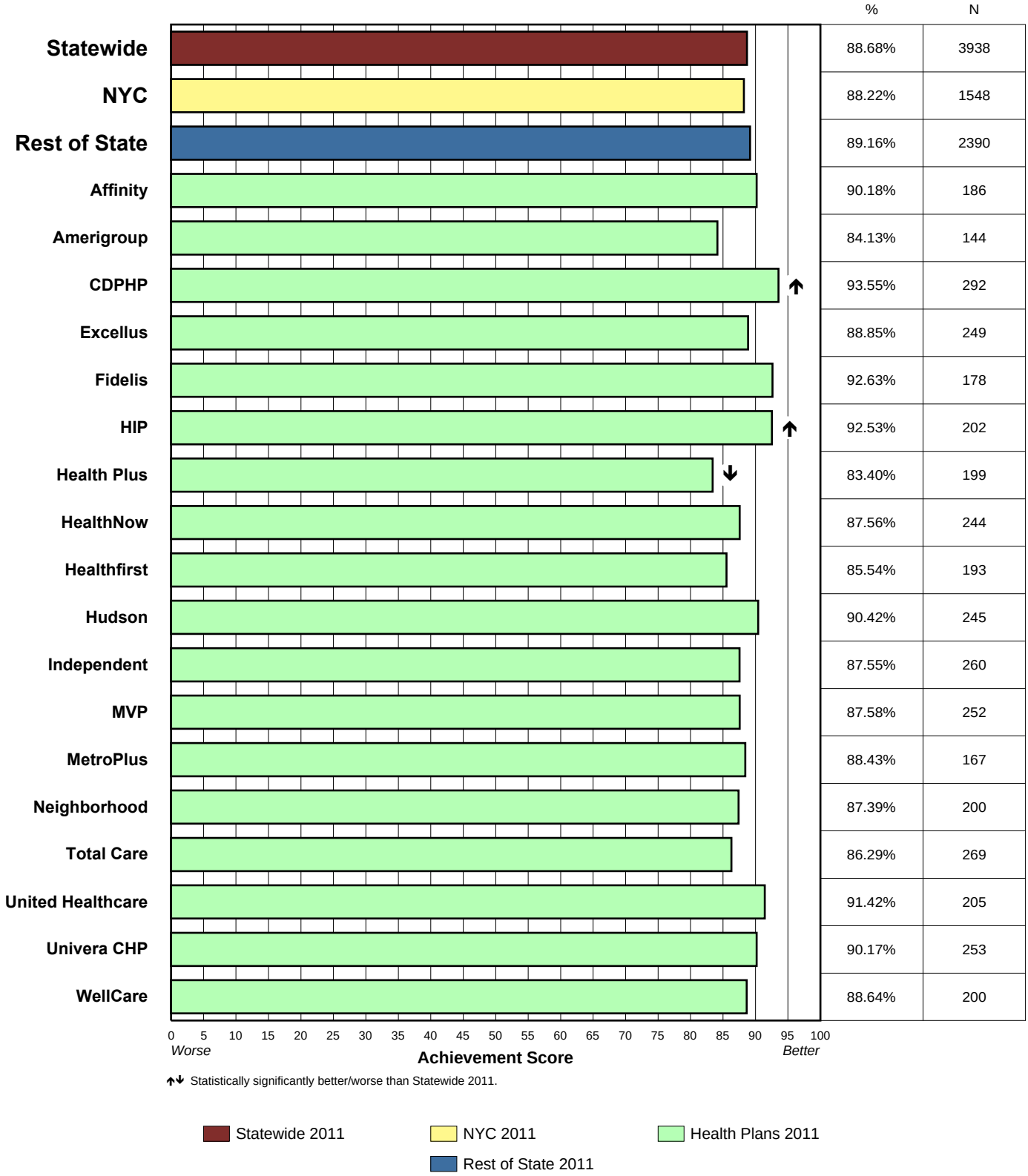
## Q20. Rating of treatment or counseling for a personal or family problem




| | % | 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 |

# 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 |

↑↓ Statistically significantly better/worse than Statewide 2011.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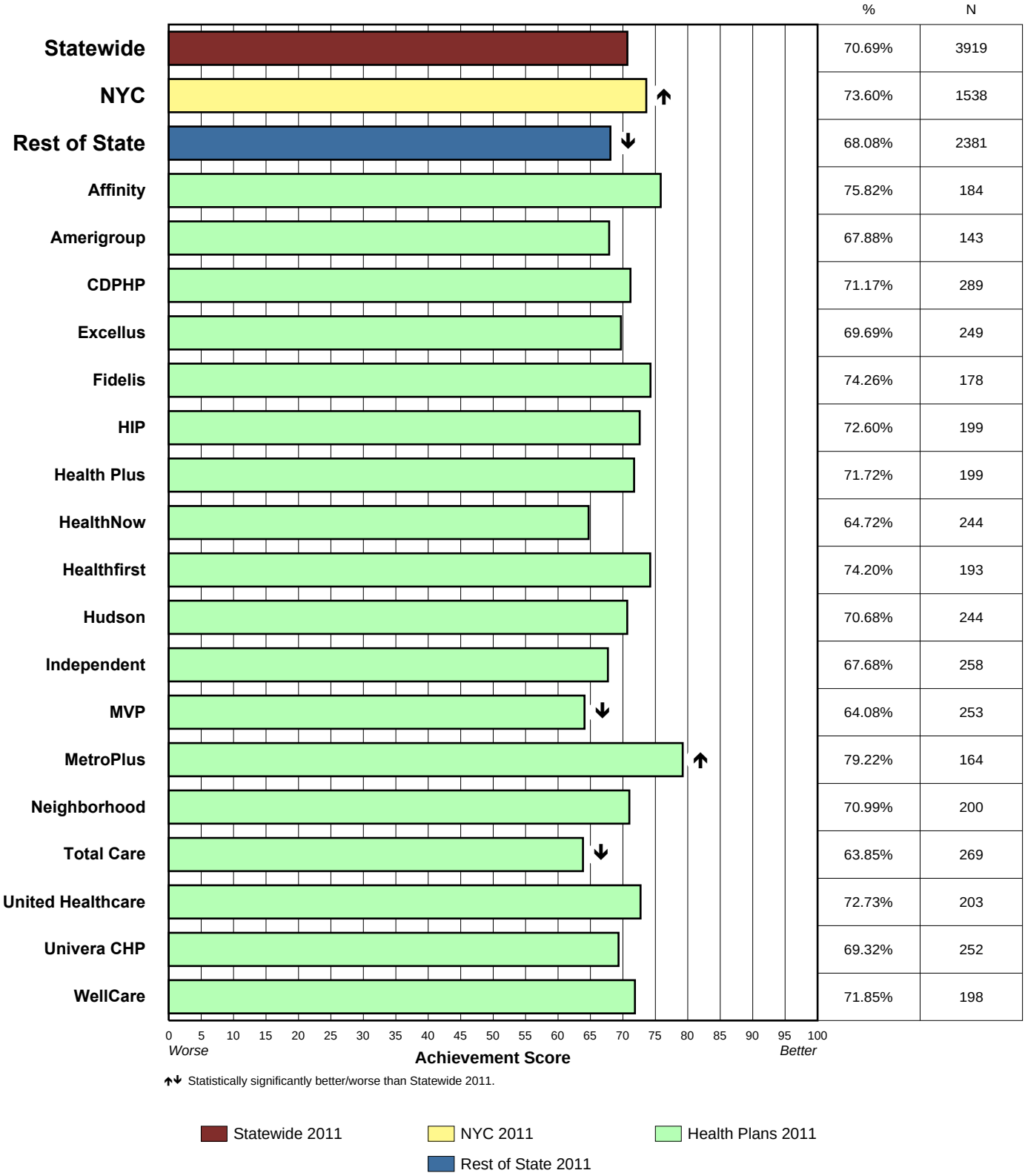
# Supplemental Questions

## 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 |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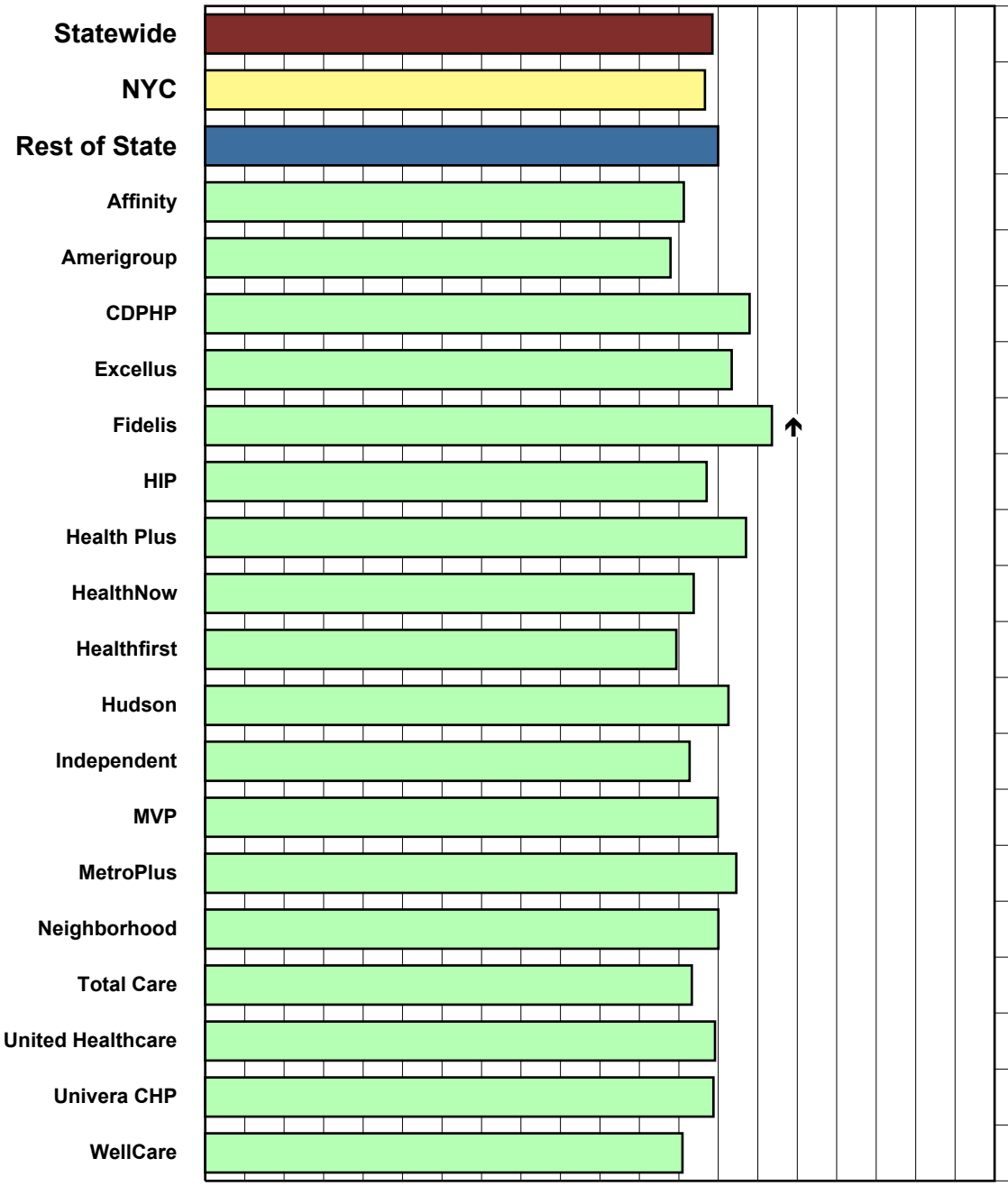
# Supplemental Questions

## 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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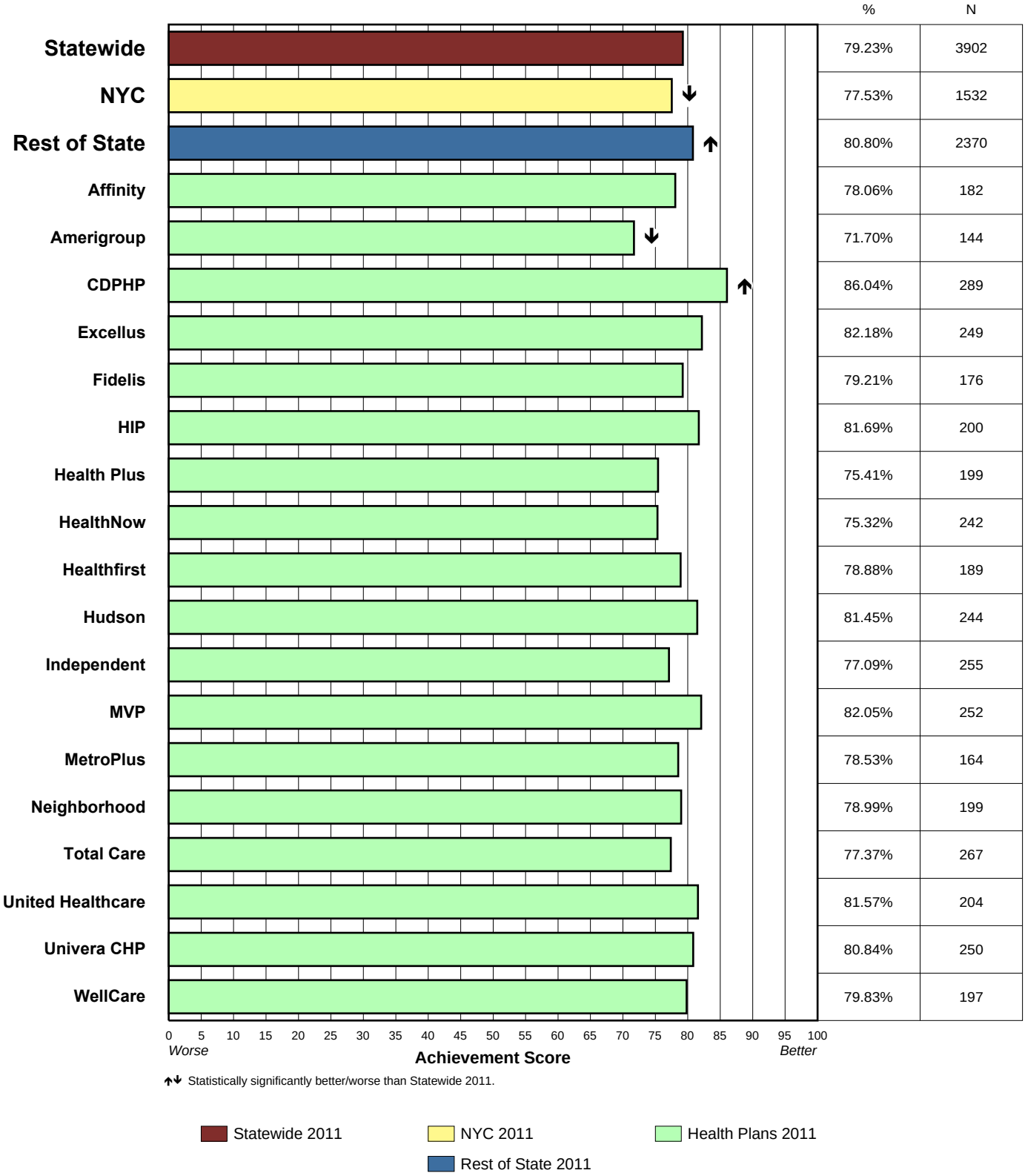
# Supplemental Questions

## 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 |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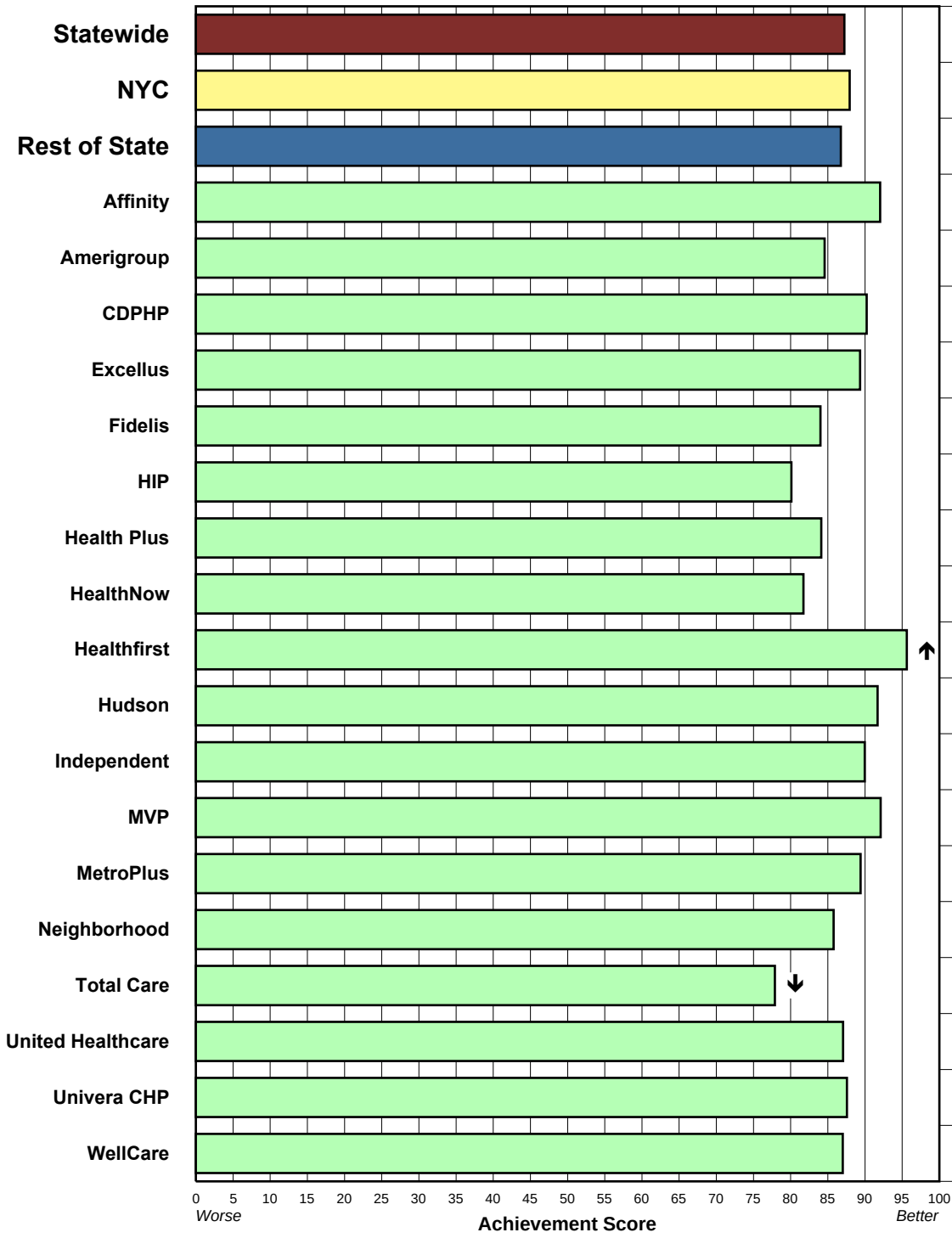
# Supplemental Questions

## 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 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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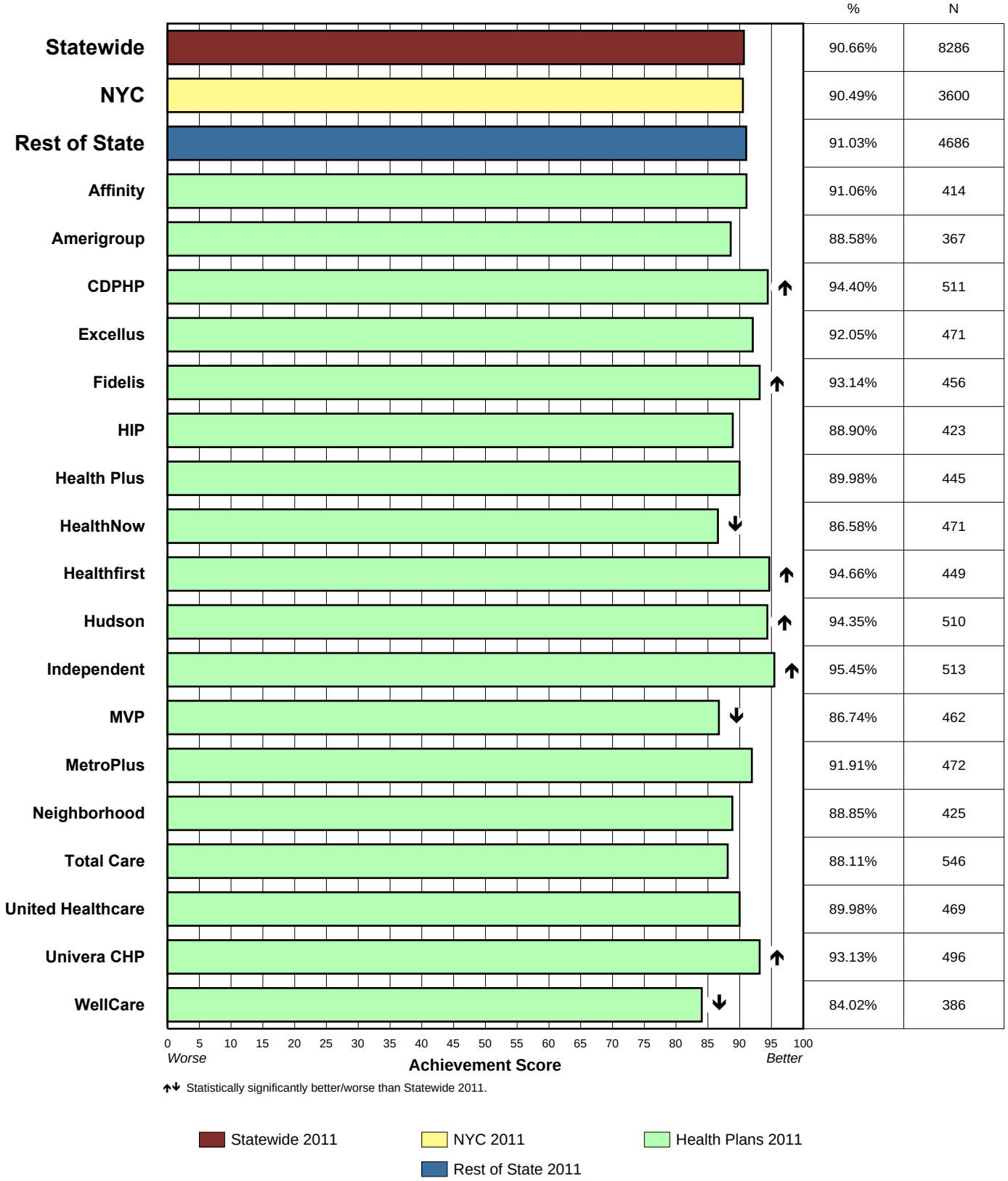
# Supplemental Questions

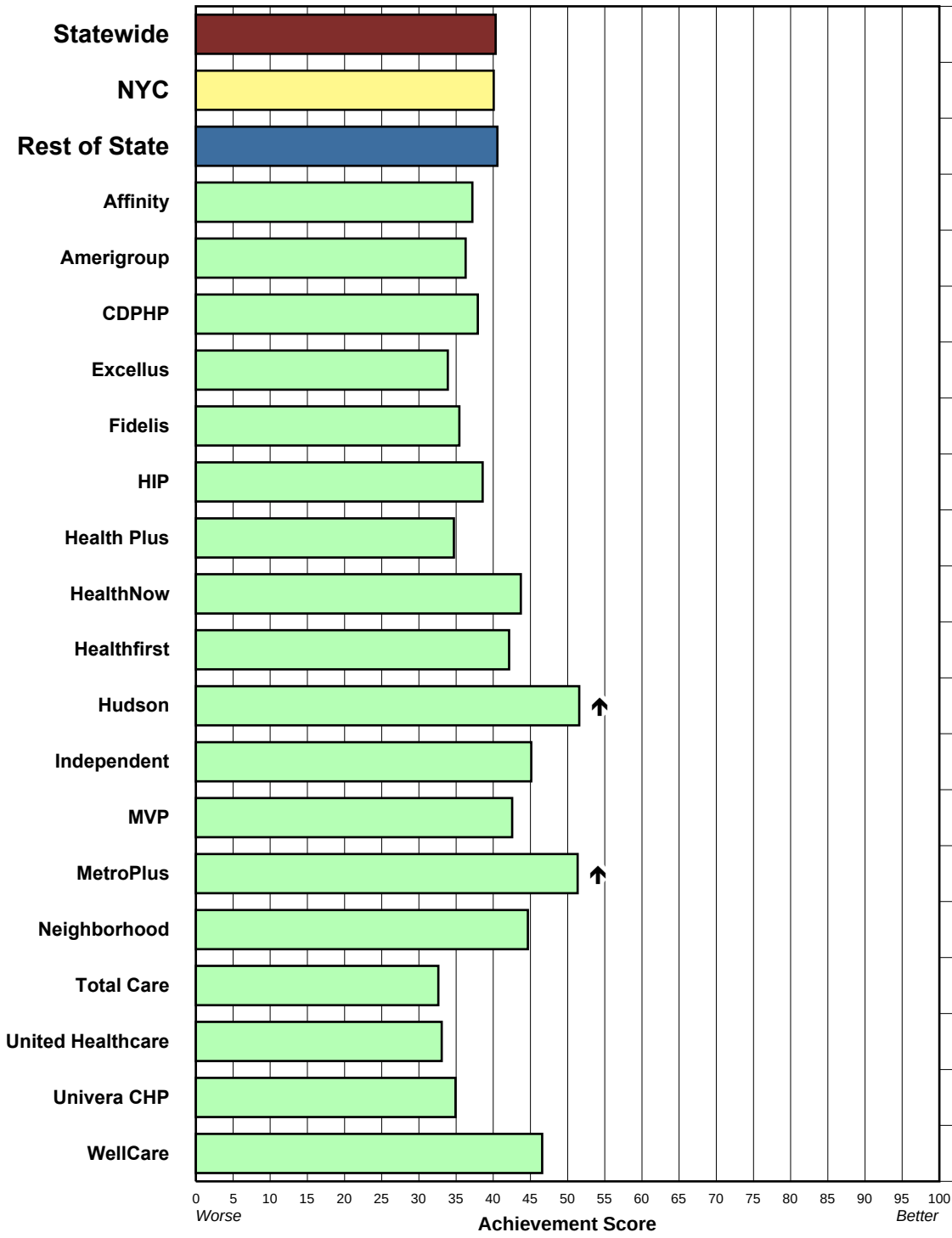
## Q47. Would recommend health plan to your family and friends




| | % | 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 |

# 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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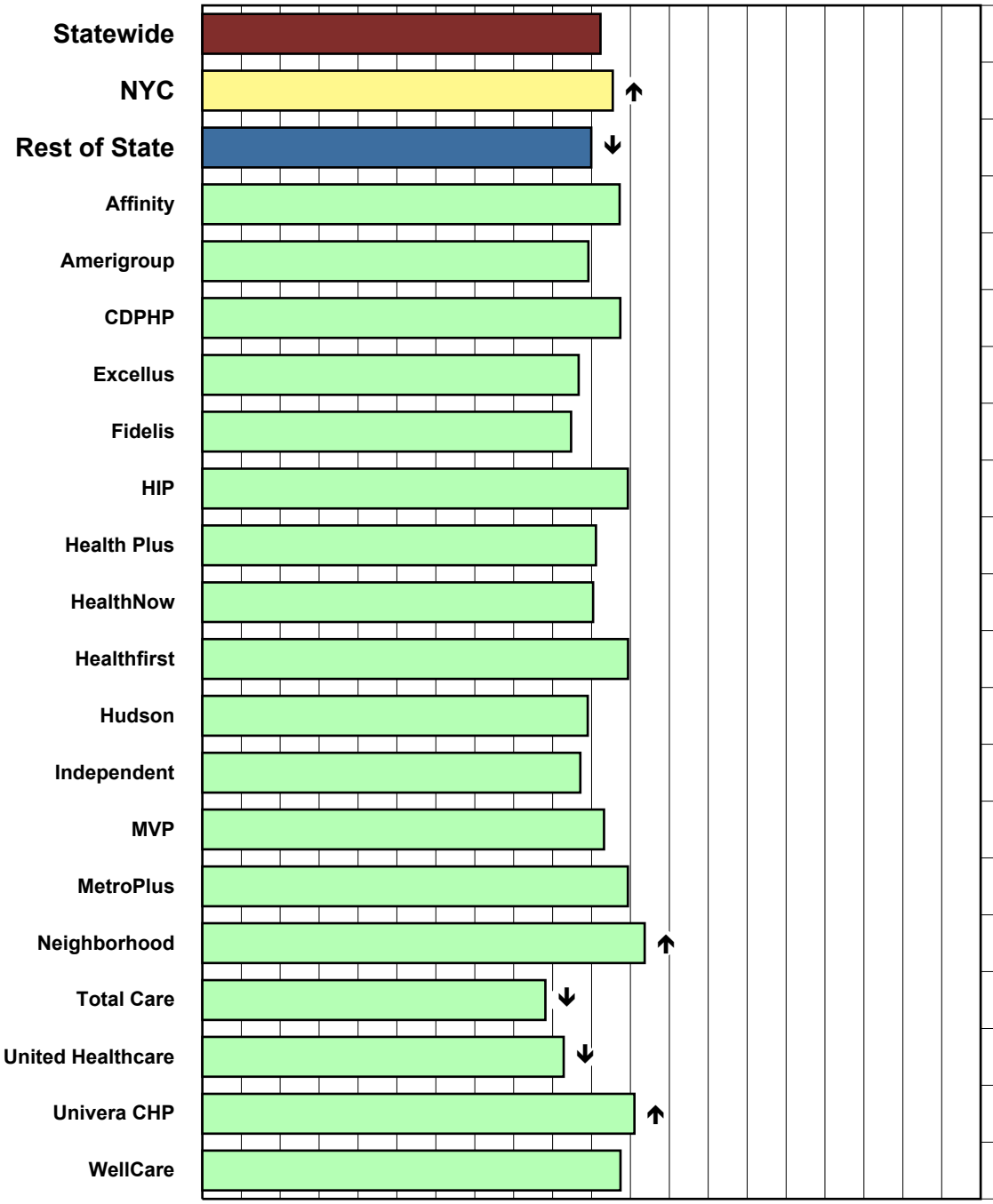
# Supplemental Questions

## 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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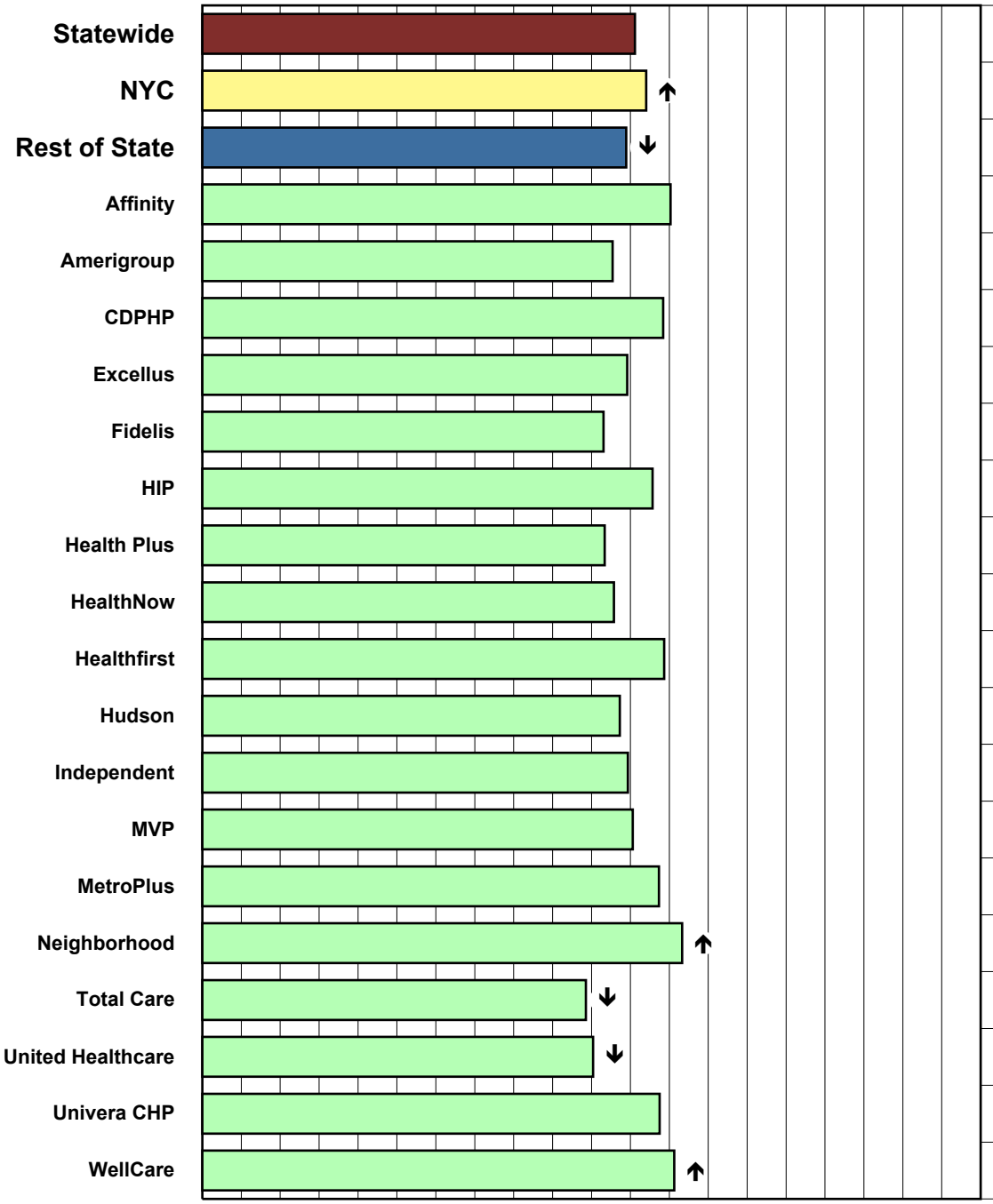
# Supplemental Questions

## 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 |

↑↓ Statistically significantly better/worse than Statewide 2011.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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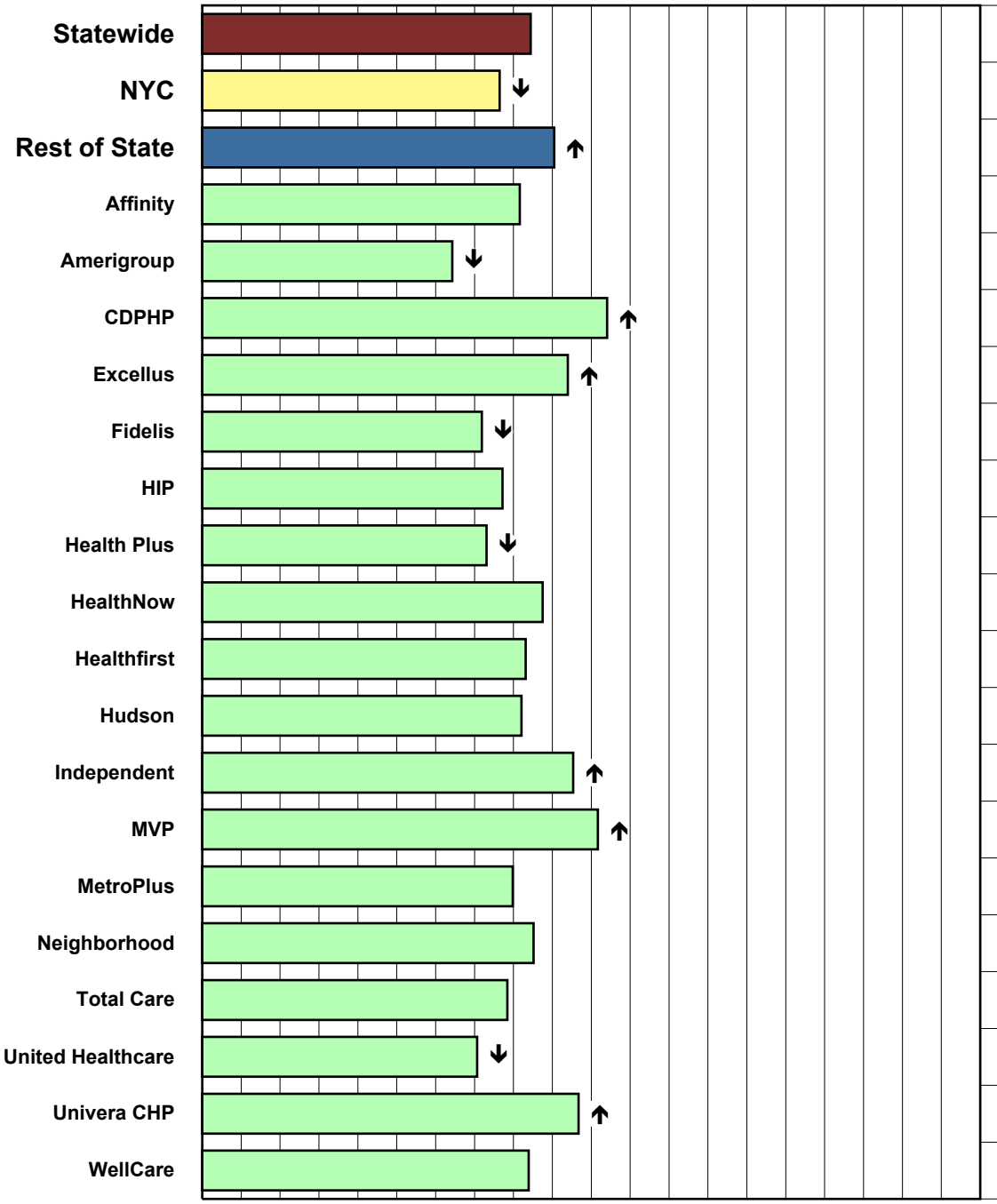
# Supplemental Questions

## 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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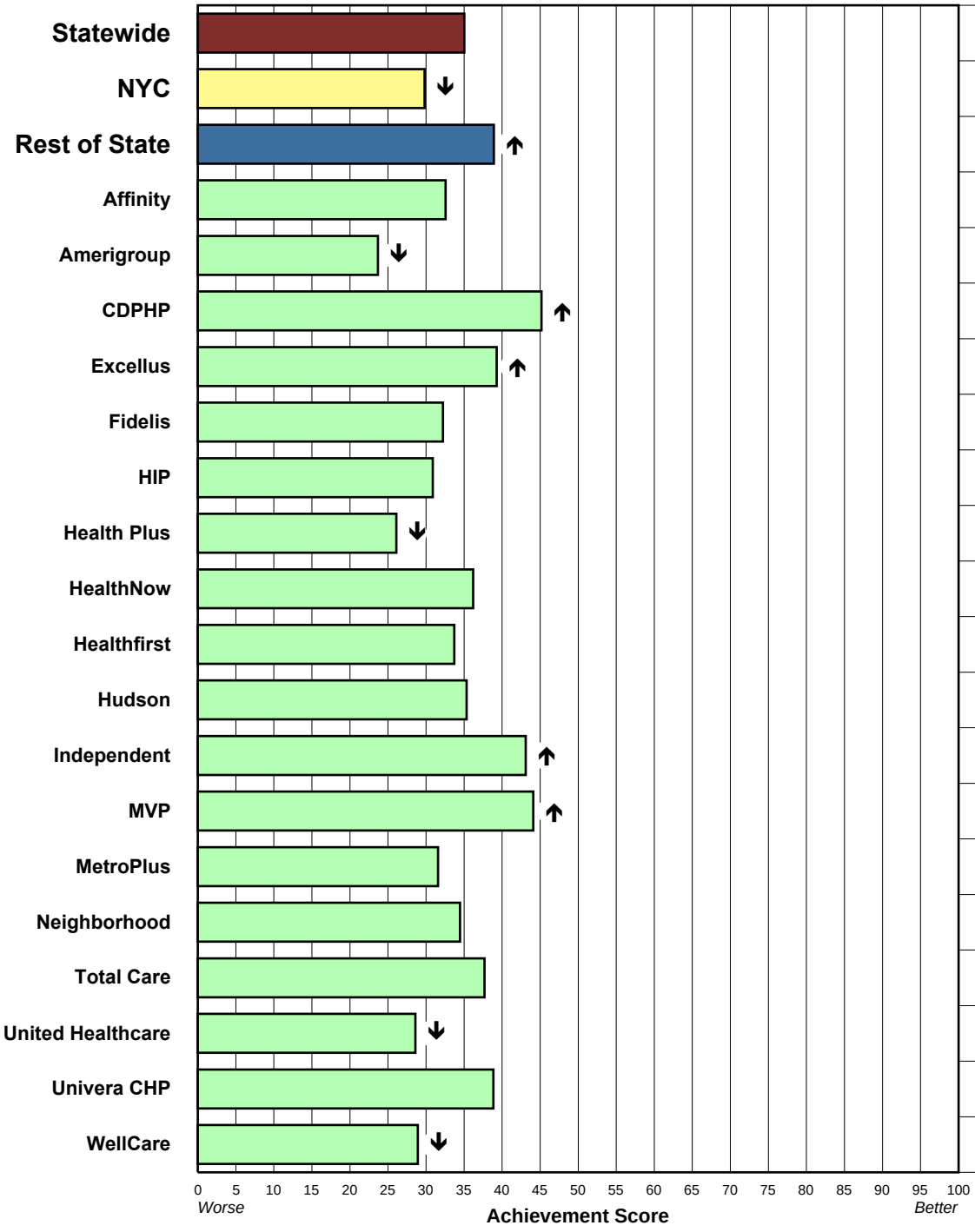
# Supplemental Questions

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



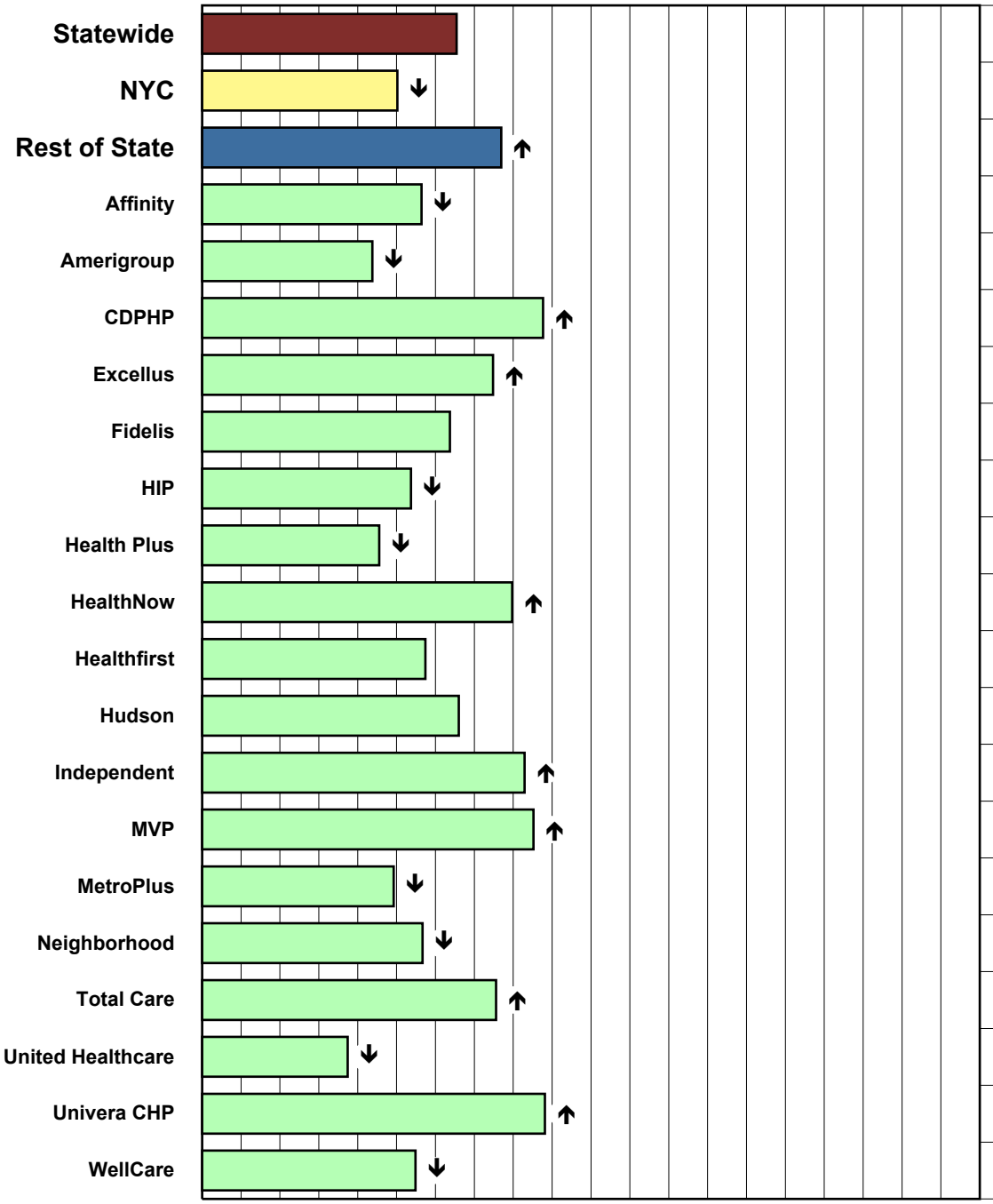

| | % | N |
|---|---|---|
| Statewide | 35.03% | 8179 |
| NYC | 29.80% | 3493 |
| Rest of State | 38.92% | 4686 |
| Affinity | 32.58% | 396 |
| Amerigroup | 23.68% | 359 |
| CDPHP | 45.17% | 507 |
| Excellus | 39.29% | 476 |
| Fidelis | 32.23% | 453 |
| HIP | 30.88% | 421 |
| Health Plus | 26.10% | 433 |
| 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.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011

# 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.

Statewide 2011 NYC 2011 Health Plans 2011 Rest of State 2011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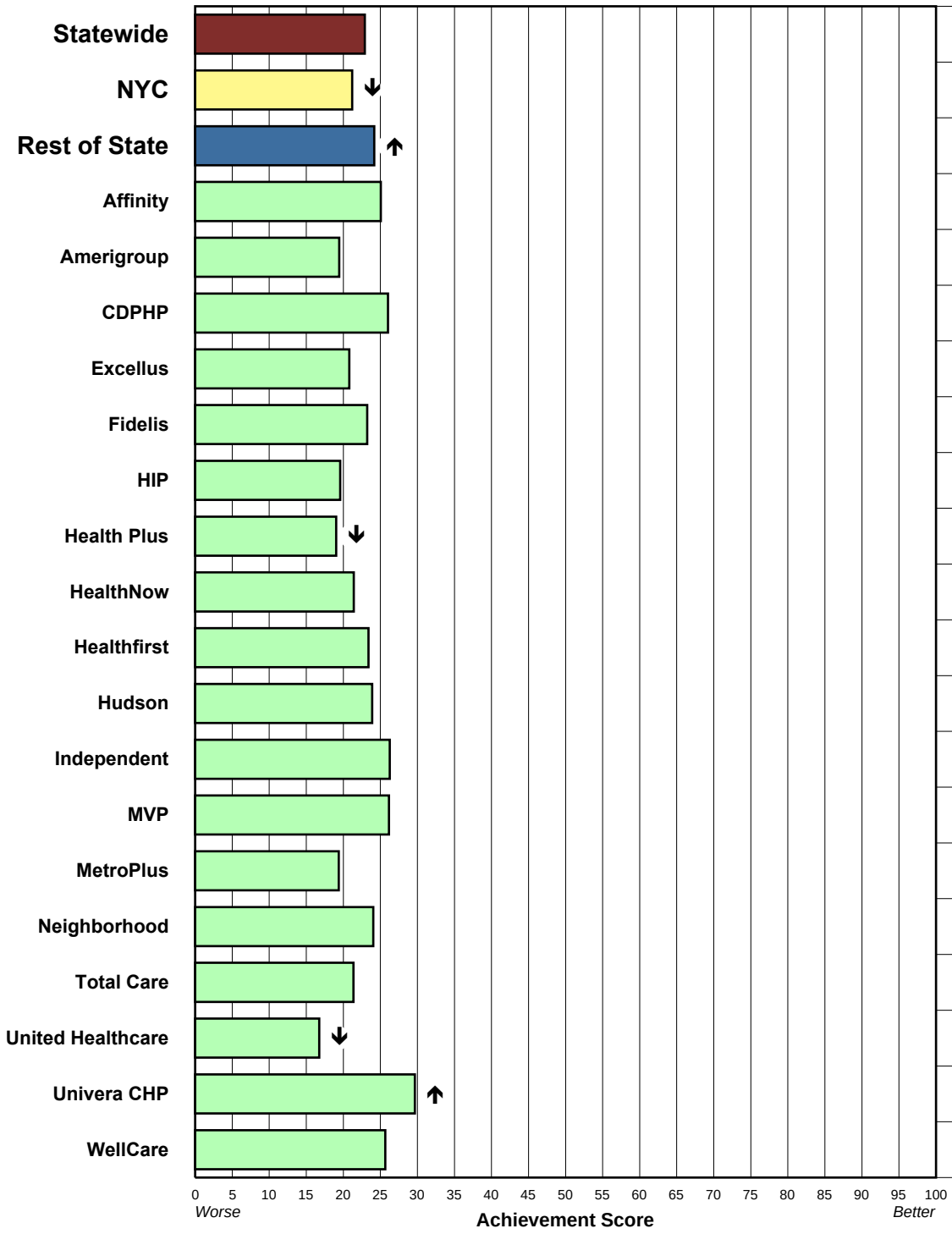
# Supplemental Questions

## 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

## MetroPlus Health Plan

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.

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# MetroPlus Health Plan

| Corr. Rank | Rating of personal doctor | | | Rating of specialist seen most often | | | Rating of all health care | | | Rating of health plan | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation | Question | Score | Correlation |
| 1 | Q24 How Well Doctors Communicate | 87% | 0.67 | Q42 Getting Needed Care | 80% | 0.64 | Q42 Getting Needed Care | 80% | 0.65 | Q42 Getting Needed Care | 80% | 0.59 |
| 2 | Q25 How Well Doctors Communicate | 89% | 0.67 | Q39 Getting Needed Care | 54% ▼ | 0.61 | Q24 How Well Doctors Communicate | 87% | 0.48 | Q44 Customer Service | 70% | 0.50 |
| 3 | Q26 How Well Doctors Communicate | 79% | 0.66 | Q23 How Well Doctors Communicate | 86% | 0.37 | Q25 How Well Doctors Communicate | 89% | 0.47 | Q45 Customer Service | 84% | 0.45 |
| 4 | Q23 How Well Doctors Communicate | 86% | 0.64 | Q26 How Well Doctors Communicate | 79% | 0.37 | Q26 How Well Doctors Communicate | 79% | 0.45 | Q24 How Well Doctors Communicate | 87% | 0.41 |
| 5 | Q42 Getting Needed Care | 80% | 0.38 | Q24 How Well Doctors Communicate | 87% | 0.36 | Q23 How Well Doctors Communicate | 86% | 0.44 | Q39 Getting Needed Care | 54% ▼ | 0.38 |
| 6 | Q39 Getting Needed Care | 54% ▼ | 0.34 | Q25 How Well Doctors Communicate | 89% | 0.36 | Q39 Getting Needed Care | 54% ▼ | 0.40 | Q25 How Well Doctors Communicate | 89% | 0.37 |
| 7 | Q4 Getting Care Quickly | 67% ▼ | 0.33 | Q4 Getting Care Quickly | 67% ▼ | 0.28 | Q44 Customer Service | 70% | 0.38 | Q26 How Well Doctors Communicate | 79% | 0.33 |
| 8 | Q7 Getting Care Quickly | 62% ▼ | 0.26 | Q7 Getting Care Quickly | 62% ▼ | 0.23 | Q45 Customer Service | 84% | 0.36 | Q4 Getting Care Quickly | 67% ▼ | 0.31 |
| 9 | Q44 Customer Service | 70% | 0.15 | Q44 Customer Service | 70% | 0.14 | Q7 Getting Care Quickly | 62% ▼ | 0.30 | Q23 How Well Doctors Communicate | 86% | 0.30 |
| 10 | Q45 Customer Service | 84% | 0.04 | Q45 Customer Service | 84% | 0.10 | Q4 Getting Care Quickly | 67% ▼ | 0.26 | Q7 Getting Care Quickly | 62% ▼ | 0.29 |

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

# Rating of personal doctor

## MetroPlus Health Plan

| Corr. Rank | Question | Correlation w/ Rating of personal doctor | Achievement Score | Always | Usually | Sometimes | Never |
|---|---|---|---|---|---|---|---|
| 1 | Q24. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.67 | 87% | 69% | 19% | 9% | 3% |
| 2 | Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.67 | 89% | 70% | 19% | 8% | 3% |
| 3 | Q26. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.66 | 79% | 58% | 22% | 14% | 6% |
| 4 | Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.64 | 86% | 64% | 22% | 12% | 2% |
| 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? | 0.38 | 80% | 48% | 32% | 15% | 6% |
| 6 | Q39. In the last 6 months, how often was it easy to get appointments with specialists? | 0.34 | 54% ▼ | 28% | 26% | 29% | 17% |
| 7 | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed? | 0.33 | 67% ▼ | 44% | 23% | 29% | 5% |
| 8 | Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed? | 0.26 | 62% ▼ | 39% | 22% | 33% | 5% |
| 9 | Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.15 | 70% | 47% | 24% | 26% | 3% |
| 10 | Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.04 | 84% | 62% | 22% | 14% | 1% |

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

# Rating of specialist seen most often

## MetroPlus Health Plan

| Corr. Rank | Question | Correlation w/ Rating of specialist seen most often | Achievement Score | Always | Usually | Sometimes | Never |
|---|---|---|---|---|---|---|---|
| 1 | Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan? | 0.64 | 80% | 48% | 32% | 15% | 6% |
| 2 | Q39. In the last 6 months, how often was it easy to get appointments with specialists? | 0.61 | 54% ▼ | 28% | 26% | 29% | 17% |
| 3 | Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.37 | 86% | 64% | 22% | 12% | 2% |
| 4 | Q26. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.37 | 79% | 58% | 22% | 14% | 6% |
| 5 | Q24. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.36 | 87% | 69% | 19% | 9% | 3% |
| 6 | Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.36 | 89% | 70% | 19% | 8% | 3% |
| 7 | 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? | 0.28 | 67% ▼ | 44% | 23% | 29% | 5% |
| 8 | Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed? | 0.23 | 62% ▼ | 39% | 22% | 33% | 5% |
| 9 | Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.14 | 70% | 47% | 24% | 26% | 3% |
| 10 | Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.10 | 84% | 62% | 22% | 14% | 1% |

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

# Rating of all health care

## MetroPlus Health Plan

| Corr. Rank | Question | Correlation w/ Rating of all health care | Achievement Score | Always | Usually | Sometimes | Never |
|---|---|---|---|---|---|---|---|
| 1 | Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan? | 0.65 | 80% | 48% | 32% | 15% | 6% |
| 2 | Q24. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.48 | 87% | 69% | 19% | 9% | 3% |
| 3 | Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.47 | 89% | 70% | 19% | 8% | 3% |
| 4 | Q26. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.45 | 79% | 58% | 22% | 14% | 6% |
| 5 | Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.44 | 86% | 64% | 22% | 12% | 2% |
| 6 | Q39. In the last 6 months, how often was it easy to get appointments with specialists? | 0.40 | 54% ▼ | 28% | 26% | 29% | 17% |
| 7 | Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.38 | 70% | 47% | 24% | 26% | 3% |
| 8 | Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.36 | 84% | 62% | 22% | 14% | 1% |
| 9 | 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 | 62% ▼ | 39% | 22% | 33% | 5% |
| 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? | 0.26 | 67% ▼ | 44% | 23% | 29% | 5% |

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

# Rating of health plan

## MetroPlus Health Plan

| Corr. Rank | Question | Correlation w/ Rating of health plan | Achievement Score | Always | Usually | Sometimes | Never |
|---|---|---|---|---|---|---|---|
| 1 | Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan? | 0.59 | 80% | 48% | 32% | 15% | 6% |
| 2 | Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | 0.50 | 70% | 47% | 24% | 26% | 3% |
| 3 | Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | 0.45 | 84% | 62% | 22% | 14% | 1% |
| 4 | Q24. In the last 6 months, how often did your personal doctor listen carefully to you? | 0.41 | 87% | 69% | 19% | 9% | 3% |
| 5 | Q39. In the last 6 months, how often was it easy to get appointments with specialists? | 0.38 | 54% ▼ | 28% | 26% | 29% | 17% |
| 6 | Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say? | 0.37 | 89% | 70% | 19% | 8% | 3% |
| 7 | Q26. In the last 6 months, how often did your personal doctor spend enough time with you? | 0.33 | 79% | 58% | 22% | 14% | 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? | 0.31 | 67% ▼ | 44% | 23% | 29% | 5% |
| 9 | Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | 0.30 | 86% | 64% | 22% | 12% | 2% |
| 10 | Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed? | 0.29 | 62% ▼ | 39% | 22% | 33% | 5% |

▲▼ **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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 8,811 | 100.0% | 3,848 | 100.0% | 4,963 | 100.0% | 511 | 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% | 511 | 100.0% |
| Not Answered | 134 | | 64 | | 70 | | 15 | |

## *Your Health Care in the Last 6 Months*

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 3,279 | 38.2% | 1,250 | 33.5% | 2,029 | 41.8% | 160 | 32.0% |
| No | 5,304 | 61.8% | 2,483 | 66.5% | 2,821 | 58.2% | 340 | 68.0% |
| **Total** | 8,583 | 100.0% | 3,733 | 100.0% | 4,850 | 100.0% | 500 | 100.0% |
| Not Answered | 362 | | 179 | | 183 | | 26 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| ● Never | 70 | 2.2% | 31 | 2.6% | 39 | 1.9% | 7 | 4.5% |
| ● Sometimes | 570 | 17.7% | 265 | 21.8% | 305 | 15.2% | 45 | 29.2% |
| ● Usually | 797 | 24.8% | 281 | 23.1% | 516 | 25.7% | 35 | 22.7% |
| ● Always | 1,782 | 55.4% | 638 | 52.5% | 1,144 | 57.1% | 67 | 43.5% |
| **Total** | 3,219 | 100.0% | 1,215 | 100.0% | 2,004 | 100.0% | 154 | 100.0% |
| Not Answered | 60 | | 35 | | 25 | | 6 | |
| **Reporting Category** | Getting Care Quickly | | | | | | | |
| Achievement Score | 79.45% | | 75.68% | | 82.80% | | 66.63% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +0.0 | | +1.8 | | -1.6 | | -1.9 | |
| Correlation with Health Plan Satisfaction | 0.294 | | 0.271 | | 0.309 | | 0.314 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Same day | 951 | 30.0% | 357 | 29.8% | 594 | 30.2% | 42 | 28.0% |
| 1 day | 462 | 14.6% | 144 | 12.0% | 318 | 16.2% | 11 | 7.3% |
| 2-3 days | 633 | 20.0% | 224 | 18.7% | 409 | 20.8% | 18 | 12.0% |
| 4-7 days | 501 | 15.8% | 201 | 16.8% | 300 | 15.2% | 26 | 17.3% |
| 8-14 days | 271 | 8.6% | 112 | 9.3% | 159 | 8.1% | 14 | 9.3% |
| 15 days or longer | 351 | 11.1% | 162 | 13.5% | 189 | 9.6% | 39 | 26.0% |
| **Total** | 3,169 | 100.0% | 1,200 | 100.0% | 1,969 | 100.0% | 150 | 100.0% |
| Not Answered | 110 | | 50 | | 60 | | 10 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 6,258 | 73.3% | 2,698 | 72.9% | 3,560 | 73.7% | 338 | 68.7% |
| No | 2,275 | 26.7% | 1,004 | 27.1% | 1,271 | 26.3% | 154 | 31.3% |
| **Total** | 8,533 | 100.0% | 3,702 | 100.0% | 4,831 | 100.0% | 492 | 100.0% |
| Not Answered | 412 | | 210 | | 202 | | 34 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| ● Never | 193 | 3.1% | 80 | 3.0% | 113 | 3.2% | 18 | 5.5% |
| ● Sometimes | 1,467 | 23.7% | 783 | 29.5% | 684 | 19.4% | 110 | 33.4% |
| ● Usually | 1,631 | 26.4% | 668 | 25.2% | 963 | 27.3% | 74 | 22.5% |
| ● Always | 2,887 | 46.7% | 1,122 | 42.3% | 1,765 | 50.1% | 127 | 38.6% |
| **Total** | 6,178 | 100.0% | 2,653 | 100.0% | 3,525 | 100.0% | 329 | 100.0% |
| Not Answered | 80 | | 45 | | 35 | | 9 | |
| **Reporting Category** | Getting Care Quickly | | | | | | | |
| Achievement Score | 72.75% | | 67.40% | | 77.45% | | 61.60% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | -1.8↓ | | -0.2 | | -3.8↓ | | +0.3 | |
| Correlation with Health Plan Satisfaction | 0.252 | | 0.248 | | 0.256 | | 0.295 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| None | 2,003 | 24.1% | 916 | 25.6% | 1,087 | 23.0% | 136 | 28.7% |
| 1 | 1,585 | 19.1% | 649 | 18.1% | 936 | 19.8% | 91 | 19.2% |
| 2 | 1,622 | 19.5% | 711 | 19.8% | 911 | 19.3% | 90 | 19.0% |
| 3 | 1,129 | 13.6% | 521 | 14.5% | 608 | 12.9% | 67 | 14.1% |
| 4 | 679 | 8.2% | 299 | 8.3% | 380 | 8.1% | 35 | 7.4% |
| 5 to 9 | 926 | 11.2% | 362 | 10.1% | 564 | 12.0% | 39 | 8.2% |
| 10 or more | 358 | 4.3% | 125 | 3.5% | 233 | 4.9% | 16 | 3.4% |
| **Total** | 8,302 | 100.0% | 3,583 | 100.0% | 4,719 | 100.0% | 474 | 100.0% |
| Not Answered | 643 | | 329 | | 314 | | 52 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| ● Never | 955 | 15.3% | 427 | 16.3% | 528 | 14.7% | 57 | 17.2% |
| ● Sometimes | 1,817 | 29.2% | 806 | 30.7% | 1,011 | 28.1% | 92 | 27.7% |
| ● Usually | 1,385 | 22.3% | 583 | 22.2% | 802 | 22.3% | 71 | 21.4% |
| ● Always | 2,067 | 33.2% | 810 | 30.8% | 1,257 | 34.9% | 112 | 33.7% |
| **Total** | 6,224 | 100.0% | 2,626 | 100.0% | 3,598 | 100.0% | 332 | 100.0% |
| Not Answered | 75 | | 41 | | 34 | | 6 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 55.33% | | 53.11% | | 57.17% | | 55.63% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +3.7↑ | | +5.0↑ | | +2.1 | | +3.2 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 3,249 | 52.7% | 1,302 | 50.1% | 1,947 | 54.6% | 159 | 48.5% |
| No | 2,912 | 47.3% | 1,295 | 49.9% | 1,617 | 45.4% | 169 | 51.5% |
| **Total** | 6,161 | 100.0% | 2,597 | 100.0% | 3,564 | 100.0% | 328 | 100.0% |
| Not Answered | 138 | | 70 | | 68 | | 10 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Definitely yes | 1,939 | 60.9% | 753 | 59.3% | 1,186 | 61.9% | 87 | 56.9% |
| Somewhat yes | 972 | 30.5% | 383 | 30.2% | 589 | 30.7% | 50 | 32.7% |
| Somewhat no | 170 | 5.3% | 80 | 6.3% | 90 | 4.7% | 6 | 3.9% |
| Definitely no | 104 | 3.3% | 53 | 4.2% | 51 | 2.7% | 10 | 6.5% |
| **Total** | 3,185 | 100.0% | 1,269 | 100.0% | 1,916 | 100.0% | 153 | 100.0% |
| Not Answered | 64 | | 33 | | 31 | | 6 | |
| **Reporting Category** | Collaborative Decision Making | | | | | | | |
| Achievement Score | 60.66% | | 58.66% | | 62.49% | | 57.73% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.1 | | +3.2 | | -1.1 | | +5.9 | |
| Correlation with Health Plan Satisfaction | 0.189 | | 0.216 | | 0.168 | | 0.240 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Definitely yes | 1,756 | 55.5% | 689 | 54.8% | 1,067 | 55.9% | 78 | 52.3% |
| Somewhat yes | 960 | 30.3% | 388 | 30.9% | 572 | 30.0% | 51 | 34.2% |
| Somewhat no | 232 | 7.3% | 87 | 6.9% | 145 | 7.6% | 7 | 4.7% |
| Definitely no | 217 | 6.9% | 93 | 7.4% | 124 | 6.5% | 13 | 8.7% |
| **Total** | 3,165 | 100.0% | 1,257 | 100.0% | 1,908 | 100.0% | 149 | 100.0% |
| Not Answered | 84 | | 45 | | 39 | | 10 | |
| **Reporting Category** | Collaborative Decision Making | | | | | | | |
| Achievement Score | 55.30% | | 54.15% | | 56.50% | | 53.42% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.3 | | +3.1 | | -0.3 | | +4.7 | |
| Correlation with Health Plan Satisfaction | 0.191 | | 0.202 | | 0.182 | | 0.183 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 5,033 | 81.4% | 2,141 | 82.3% | 2,892 | 80.7% | 271 | 82.6% |
| No | 1,151 | 18.6% | 459 | 17.7% | 692 | 19.3% | 57 | 17.4% |
| **Total** | 6,184 | 100.0% | 2,600 | 100.0% | 3,584 | 100.0% | 328 | 100.0% |
| Not Answered | 115 | | 67 | | 48 | | 10 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 520 | 10.4% | 214 | 10.1% | 306 | 10.7% | 36 | 13.5% |
| Sometimes | 786 | 15.8% | 349 | 16.5% | 437 | 15.2% | 43 | 16.2% |
| Usually | 963 | 19.3% | 414 | 19.6% | 549 | 19.1% | 48 | 18.0% |
| Always | 2,715 | 54.5% | 1,136 | 53.8% | 1,579 | 55.0% | 139 | 52.3% |
| **Total** | 4,984 | 100.0% | 2,113 | 100.0% | 2,871 | 100.0% | 266 | 100.0% |
| Not Answered | 49 | | 28 | | 21 | | 5 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 73.79% | | 72.86% | | 74.55% | | 70.42% | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 326 | 6.6% | 137 | 6.5% | 189 | 6.6% | 21 | 7.9% |
| Sometimes | 729 | 14.7% | 322 | 15.3% | 407 | 14.2% | 50 | 18.9% |
| Usually | 1,260 | 25.4% | 543 | 25.7% | 717 | 25.1% | 50 | 18.9% |
| Always | 2,652 | 53.4% | 1,108 | 52.5% | 1,544 | 54.0% | 144 | 54.3% |
| **Total** | 4,967 | 100.0% | 2,110 | 100.0% | 2,857 | 100.0% | 265 | 100.0% |
| Not Answered | 66 | | 31 | | 35 | | 6 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 78.73% | | 77.90% | | 79.44% | | 73.86% | |

***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Worst health care possible | 33 | 0.5% | 15 | 0.6% | 18 | 0.5% | 6 | 1.9% |
| 1 | 26 | 0.4% | 10 | 0.4% | 16 | 0.4% | 2 | 0.6% |
| 2 | 52 | 0.8% | 20 | 0.8% | 32 | 0.9% | 6 | 1.9% |
| 3 | 106 | 1.7% | 39 | 1.5% | 67 | 1.9% | 3 | 0.9% |
| 4 | 172 | 2.8% | 65 | 2.5% | 107 | 3.0% | 8 | 2.5% |
| 5 | 481 | 7.8% | 224 | 8.6% | 257 | 7.2% | 33 | 10.2% |
| 6 | 415 | 6.7% | 198 | 7.6% | 217 | 6.1% | 29 | 9.0% |
| 7 | 764 | 12.4% | 339 | 13.1% | 425 | 11.9% | 36 | 11.1% |
| 8 | 1,431 | 23.2% | 610 | 23.5% | 821 | 23.0% | 80 | 24.8% |
| 9 | 975 | 15.8% | 395 | 15.2% | 580 | 16.2% | 40 | 12.4% |
| Best health care possible | 1,711 | 27.7% | 676 | 26.1% | 1,035 | 29.0% | 80 | 24.8% |
| **Total** | 6,166 | 100.0% | 2,591 | 100.0% | 3,575 | 100.0% | 323 | 100.0% |
| Not Answered | 133 | | 76 | | 57 | | 15 | |
| **Reporting Category** | Composites | | | | | | | |
| Achievement Score | 66.61% | | 64.01% | | 68.90% | | 62.37% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.4 | | +2.1 | | +0.5 | | +4.9 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Excellent | 2,140 | 25.2% | 1,052 | 28.5% | 1,088 | 22.6% | 113 | 23.3% |
| Very good | 2,218 | 26.1% | 949 | 25.7% | 1,269 | 26.3% | 121 | 25.0% |
| Good | 2,376 | 27.9% | 1,082 | 29.4% | 1,294 | 26.9% | 152 | 31.4% |
| Fair | 1,356 | 15.9% | 474 | 12.9% | 882 | 18.3% | 72 | 14.9% |
| Poor | 415 | 4.9% | 129 | 3.5% | 286 | 5.9% | 26 | 5.4% |
| **Total** | 8,505 | 100.0% | 3,686 | 100.0% | 4,819 | 100.0% | 484 | 100.0% |
| Not Answered | 440 | | 226 | | 214 | | 42 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,555 | 18.5% | 527 | 14.5% | 1,028 | 21.5% | 89 | 18.7% |
| No | 6,855 | 81.5% | 3,103 | 85.5% | 3,752 | 78.5% | 388 | 81.3% |
| **Total** | 8,410 | 100.0% | 3,630 | 100.0% | 4,780 | 100.0% | 477 | 100.0% |
| Not Answered | 535 | | 282 | | 253 | | 49 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 155 | 10.2% | 62 | 12.0% | 93 | 9.2% | 9 | 10.2% |
| Sometimes | 263 | 17.3% | 99 | 19.1% | 164 | 16.3% | 13 | 14.8% |
| Usually | 381 | 25.0% | 149 | 28.8% | 232 | 23.0% | 29 | 33.0% |
| Always | 725 | 47.6% | 207 | 40.0% | 518 | 51.4% | 37 | 42.0% |
| **Total** | 1,524 | 100.0% | 517 | 100.0% | 1,007 | 100.0% | 88 | 100.0% |
| Not Answered | 31 | | 10 | | 21 | | 1 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 71.01% | | 68.61% | | 74.69% | | 75.64% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +5.2↑ | | +11.6↑ | | +0.1 | | +21.1↑ | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Worst treatment possible | 61 | 4.0% | 22 | 4.3% | 39 | 3.9% | 3 | 3.5% |
| 1 | 23 | 1.5% | 9 | 1.8% | 14 | 1.4% | 3 | 3.5% |
| 2 | 32 | 2.1% | 10 | 2.0% | 22 | 2.2% | 3 | 3.5% |
| 3 | 45 | 3.0% | 15 | 3.0% | 30 | 3.0% | 1 | 1.2% |
| 4 | 45 | 3.0% | 16 | 3.2% | 29 | 2.9% | 1 | 1.2% |
| 5 | 117 | 7.8% | 34 | 6.7% | 83 | 8.3% | 8 | 9.4% |
| 6 | 102 | 6.8% | 37 | 7.3% | 65 | 6.5% | 8 | 9.4% |
| 7 | 189 | 12.5% | 65 | 12.8% | 124 | 12.4% | 5 | 5.9% |
| 8 | 282 | 18.7% | 104 | 20.5% | 178 | 17.8% | 15 | 17.6% |
| 9 | 229 | 15.2% | 67 | 13.2% | 162 | 16.2% | 14 | 16.5% |
| Best treatment possible | 384 | 25.4% | 128 | 25.2% | 256 | 25.5% | 24 | 28.2% |
| **Total** | 1,509 | 100.0% | 507 | 100.0% | 1,002 | 100.0% | 85 | 100.0% |
| Not Answered | 46 | | 20 | | 26 | | 4 | |
| **Reporting Category** | Supplemental Questions | | | | | | | |
| Achievement Score | 59.34% | | 57.85% | | 60.43% | | 62.71% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +2.6 | | +5.5 | | +0.3 | | +6.2 | |

***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 7,161 | 85.2% | 3,025 | 83.3% | 4,136 | 86.6% | 372 | 78.5% |
| No | 1,247 | 14.8% | 608 | 16.7% | 639 | 13.4% | 102 | 21.5% |
| **Total** | 8,408 | 100.0% | 3,633 | 100.0% | 4,775 | 100.0% | 474 | 100.0% |
| Not Answered | 537 | | 279 | | 258 | | 52 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| None | 1,370 | 19.8% | 508 | 17.5% | 862 | 21.4% | 61 | 17.4% |
| 1 | 1,648 | 23.8% | 680 | 23.4% | 968 | 24.0% | 100 | 28.6% |
| 2 | 1,559 | 22.5% | 669 | 23.0% | 890 | 22.1% | 79 | 22.6% |
| 3 | 953 | 13.7% | 453 | 15.6% | 500 | 12.4% | 48 | 13.7% |
| 4 | 546 | 7.9% | 250 | 8.6% | 296 | 7.4% | 25 | 7.1% |
| 5 to 9 | 661 | 9.5% | 268 | 9.2% | 393 | 9.8% | 28 | 8.0% |
| 10 or more | 195 | 2.8% | 78 | 2.7% | 117 | 2.9% | 9 | 2.6% |
| **Total** | 6,932 | 100.0% | 2,906 | 100.0% | 4,026 | 100.0% | 350 | 100.0% |
| Not Answered | 229 | | 119 | | 110 | | 22 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 102 | 1.8% | 41 | 1.7% | 61 | 1.9% | 7 | 2.4% |
| Sometimes | 593 | 10.7% | 289 | 12.1% | 304 | 9.7% | 34 | 11.8% |
| Usually | 1,202 | 21.7% | 581 | 24.4% | 621 | 19.7% | 63 | 22.0% |
| Always | 3,633 | 65.7% | 1,473 | 61.8% | 2,160 | 68.7% | 183 | 63.8% |
| **Total** | 5,530 | 100.0% | 2,384 | 100.0% | 3,146 | 100.0% | 287 | 100.0% |
| Not Answered | 32 | | 14 | | 18 | | 2 | |
| **Reporting Category** | Communication | | | | | | | |
| Achievement Score | 87.36% | | 86.06% | | 88.49% | | 85.76% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.4↑ | | +2.7↑ | | 0.0 | | +5.2 | |
| 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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 99 | 1.8% | 36 | 1.5% | 63 | 2.0% | 10 | 3.5% |
| Sometimes | 533 | 9.6% | 223 | 9.4% | 310 | 9.9% | 26 | 9.1% |
| Usually | 1,079 | 19.5% | 506 | 21.2% | 573 | 18.2% | 54 | 18.8% |
| Always | 3,814 | 69.0% | 1,620 | 67.9% | 2,194 | 69.9% | 197 | 68.6% |
| **Total** | 5,525 | 100.0% | 2,385 | 100.0% | 3,140 | 100.0% | 287 | 100.0% |
| Not Answered | 37 | | 13 | | 24 | | 2 | |
| **Reporting Category** | Communication | | | | | | | |
| Achievement Score | 88.64% | | 88.64% | | 88.57% | | 87.20% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.1↑ | | +1.5 | | +0.7 | | +3.6 | |
| Correlation with Health Plan Satisfaction | 0.300 | | 0.327 | | 0.280 | | 0.408 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 107 | 1.9% | 33 | 1.4% | 74 | 2.4% | 8 | 2.8% |
| Sometimes | 427 | 7.7% | 189 | 7.9% | 238 | 7.6% | 24 | 8.4% |
| Usually | 976 | 17.7% | 456 | 19.2% | 520 | 16.6% | 53 | 18.5% |
| Always | 4,010 | 72.6% | 1,701 | 71.5% | 2,309 | 73.5% | 201 | 70.3% |
| **Total** | 5,520 | 100.0% | 2,379 | 100.0% | 3,141 | 100.0% | 286 | 100.0% |
| Not Answered | 42 | | 19 | | 23 | | 3 | |
| **Reporting Category** | Communication | | | | | | | |
| Achievement Score | 90.33% | | 90.25% | | 90.43% | | 88.62% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +0.5 | | +0.2 | | +0.9 | | -1.9 | |
| Correlation with Health Plan Satisfaction | 0.303 | | 0.328 | | 0.285 | | 0.374 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 194 | 3.5% | 73 | 3.1% | 121 | 3.9% | 18 | 6.4% |
| Sometimes | 733 | 13.3% | 349 | 14.7% | 384 | 12.2% | 40 | 14.1% |
| Usually | 1,328 | 24.1% | 593 | 25.0% | 735 | 23.4% | 62 | 21.9% |
| Always | 3,255 | 59.1% | 1,354 | 57.2% | 1,901 | 60.5% | 163 | 57.6% |
| **Total** | 5,510 | 100.0% | 2,369 | 100.0% | 3,141 | 100.0% | 283 | 100.0% |
| Not Answered | 52 | | 29 | | 23 | | 6 | |
| **Reporting Category** | Communication | | | | | | | |
| Achievement Score | 83.09% | | 81.64% | | 84.40% | | 79.15% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +0.9 | | +1.5 | | +0.3 | | -0.1 | |
| Correlation with Health Plan Satisfaction | 0.300 | | 0.332 | | 0.277 | | 0.325 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 3,961 | 72.1% | 1,558 | 66.0% | 2,403 | 76.7% | 168 | 59.6% |
| No | 1,536 | 27.9% | 804 | 34.0% | 732 | 23.3% | 114 | 40.4% |
| **Total** | 5,497 | 100.0% | 2,362 | 100.0% | 3,135 | 100.0% | 282 | 100.0% |
| Not Answered | 65 | | 36 | | 29 | | 7 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 85 | 2.2% | 25 | 1.6% | 60 | 2.5% | 5 | 3.0% |
| Sometimes | 358 | 9.1% | 152 | 9.8% | 206 | 8.6% | 14 | 8.4% |
| Usually | 852 | 21.6% | 376 | 24.3% | 476 | 19.9% | 34 | 20.4% |
| Always | 2,643 | 67.1% | 995 | 64.3% | 1,648 | 69.0% | 114 | 68.3% |
| **Total** | 3,938 | 100.0% | 1,548 | 100.0% | 2,390 | 100.0% | 167 | 100.0% |
| Not Answered | 23 | | 10 | | 13 | | 1 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 88.68% | | 88.22% | | 89.16% | | 88.43% | |

***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 611 | 15.6% | 182 | 11.8% | 429 | 18.0% | 21 | 12.8% |
| Sometimes | 558 | 14.2% | 215 | 14.0% | 343 | 14.4% | 12 | 7.3% |
| Usually | 945 | 24.1% | 392 | 25.5% | 553 | 23.2% | 40 | 24.4% |
| Always | 1,805 | 46.1% | 749 | 48.7% | 1,056 | 44.4% | 91 | 55.5% |
| **Total** | 3,919 | 100.0% | 1,538 | 100.0% | 2,381 | 100.0% | 164 | 100.0% |
| Not Answered | 42 | | 20 | | 22 | | 4 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 70.69% | | 73.60% | | 68.08% | | 79.22% | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 823 | 21.1% | 294 | 19.2% | 529 | 22.3% | 33 | 20.0% |
| Sometimes | 575 | 14.7% | 258 | 16.8% | 317 | 13.4% | 20 | 12.1% |
| Usually | 860 | 22.0% | 365 | 23.8% | 495 | 20.9% | 43 | 26.1% |
| Always | 1,649 | 42.2% | 618 | 40.3% | 1,031 | 43.5% | 69 | 41.8% |
| **Total** | 3,907 | 100.0% | 1,535 | 100.0% | 2,372 | 100.0% | 165 | 100.0% |
| Not Answered | 54 | | 23 | | 31 | | 3 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 64.25% | | 63.30% | | 64.97% | | 67.28% | |

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

## *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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 347 | 8.9% | 146 | 9.5% | 201 | 8.5% | 14 | 8.5% |
| Sometimes | 453 | 11.6% | 196 | 12.8% | 257 | 10.8% | 21 | 12.8% |
| Usually | 780 | 20.0% | 351 | 22.9% | 429 | 18.1% | 38 | 23.2% |
| Always | 2,322 | 59.5% | 839 | 54.8% | 1,483 | 62.6% | 91 | 55.5% |
| **Total** | 3,902 | 100.0% | 1,532 | 100.0% | 2,370 | 100.0% | 164 | 100.0% |
| Not Answered | 59 | | 26 | | 33 | | 4 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 79.23% | | 77.53% | | 80.80% | | 78.53% | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 3,556 | 51.2% | 1,325 | 45.4% | 2,231 | 55.4% | 156 | 44.3% |
| No | 3,390 | 48.8% | 1,592 | 54.6% | 1,798 | 44.6% | 196 | 55.7% |
| **Total** | 6,946 | 100.0% | 2,917 | 100.0% | 4,029 | 100.0% | 352 | 100.0% |
| Not Answered | 215 | | 108 | | 107 | | 20 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 492 | 14.2% | 185 | 14.3% | 307 | 14.1% | 24 | 15.7% |
| Sometimes | 579 | 16.7% | 239 | 18.5% | 340 | 15.6% | 30 | 19.6% |
| Usually | 842 | 24.3% | 322 | 24.9% | 520 | 23.9% | 30 | 19.6% |
| Always | 1,552 | 44.8% | 545 | 42.2% | 1,007 | 46.3% | 69 | 45.1% |
| **Total** | 3,465 | 100.0% | 1,291 | 100.0% | 2,174 | 100.0% | 153 | 100.0% |
| Not Answered | 91 | | 34 | | 57 | | 3 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 68.49% | | 66.75% | | 70.58% | | 64.30% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | -5.2↓ | | -3.8↓ | | -6.0↓ | | -5.8 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,886 | 54.5% | 706 | 55.0% | 1,180 | 54.2% | 78 | 52.3% |
| No | 1,576 | 45.5% | 577 | 45.0% | 999 | 45.8% | 71 | 47.7% |
| **Total** | 3,462 | 100.0% | 1,283 | 100.0% | 2,179 | 100.0% | 149 | 100.0% |
| Not Answered | 94 | | 42 | | 52 | | 7 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Someone from your health plan | 403 | 21.6% | 168 | 24.0% | 235 | 20.2% | 17 | 22.4% |
| Someone from your doctor's office | 1,478 | 79.2% | 532 | 76.0% | 946 | 81.2% | 56 | 73.7% |
| Someone from another organization | 138 | 7.4% | 27 | 3.9% | 111 | 9.5% | 3 | 3.9% |
| Family member or friend | 391 | 21.0% | 148 | 21.1% | 243 | 20.9% | 14 | 18.4% |
| Someone else | 126 | 6.8% | 45 | 6.4% | 81 | 7.0% | 7 | 9.2% |
| **Total** | 1,865 | 100.0% | 700 | 100.0% | 1,165 | 100.0% | 76 | 100.0% |
| Not Answered | 21 | | 6 | | 15 | | 2 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Very dissatisfied | 61 | 3.3% | 24 | 3.4% | 37 | 3.2% | 3 | 3.8% |
| Dissatisfied | 49 | 2.6% | 13 | 1.9% | 36 | 3.1% | 2 | 2.6% |
| Neither dissatisfied nor satisfied | 131 | 7.0% | 45 | 6.4% | 86 | 7.3% | 3 | 3.8% |
| Satisfied | 881 | 47.0% | 368 | 52.5% | 513 | 43.8% | 38 | 48.7% |
| Very satisfied | 751 | 40.1% | 251 | 35.8% | 500 | 42.7% | 32 | 41.0% |
| **Total** | 1,873 | 100.0% | 701 | 100.0% | 1,172 | 100.0% | 78 | 100.0% |
| Not Answered | 13 | | 5 | | 8 | | 0 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 87.23% | | 87.94% | | 86.75% | | 89.40% | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Worst personal doctor possible | 57 | 0.8% | 15 | 0.5% | 42 | 1.0% | 3 | 0.9% |
| 1 | 32 | 0.5% | 9 | 0.3% | 23 | 0.6% | 3 | 0.9% |
| 2 | 57 | 0.8% | 24 | 0.8% | 33 | 0.8% | 5 | 1.4% |
| 3 | 85 | 1.2% | 36 | 1.2% | 49 | 1.2% | 6 | 1.7% |
| 4 | 164 | 2.4% | 56 | 1.9% | 108 | 2.7% | 8 | 2.3% |
| 5 | 448 | 6.5% | 193 | 6.7% | 255 | 6.4% | 24 | 6.9% |
| 6 | 364 | 5.3% | 165 | 5.7% | 199 | 5.0% | 16 | 4.6% |
| 7 | 636 | 9.2% | 291 | 10.1% | 345 | 8.6% | 37 | 10.6% |
| 8 | 1,257 | 18.2% | 582 | 20.1% | 675 | 16.8% | 73 | 20.9% |
| 9 | 1,213 | 17.6% | 508 | 17.6% | 705 | 17.6% | 57 | 16.3% |
| Best personal doctor possible | 2,586 | 37.5% | 1,012 | 35.0% | 1,574 | 39.3% | 118 | 33.7% |
| **Total** | 6,899 | 100.0% | 2,891 | 100.0% | 4,008 | 100.0% | 350 | 100.0% |
| Not Answered | 262 | | 134 | | 128 | | 22 | |
| **Reporting Category** | Composites | | | | | | | |
| Achievement Score | 73.27% | | 72.02% | | 74.30% | | 70.55% | |
| 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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 3,426 | 41.4% | 1,426 | 39.9% | 2,000 | 42.5% | 165 | 35.4% |
| No | 4,855 | 58.6% | 2,147 | 60.1% | 2,708 | 57.5% | 301 | 64.6% |
| **Total** | 8,281 | 100.0% | 3,573 | 100.0% | 4,708 | 100.0% | 466 | 100.0% |
| Not Answered | 664 | | 339 | | 325 | | 60 | |

○ ***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 N | Statewide % | NYC N | NYC % | Rest of State N | Rest of State % | MetroPlus Health Plan N | MetroPlus Health Plan % |
|---|---|---|---|---|---|---|---|---|
| Never | 279 | 8.2% | 102 | 7.2% | 177 | 8.9% | 27 | 16.6% |
| Sometimes | 727 | 21.4% | 346 | 24.5% | 381 | 19.2% | 47 | 28.8% |
| Usually | 989 | 29.1% | 441 | 31.2% | 548 | 27.6% | 43 | 26.4% |
| Always | 1,406 | 41.3% | 524 | 37.1% | 882 | 44.4% | 46 | 28.2% |
| **Total** | 3,401 | 100.0% | 1,413 | 100.0% | 1,988 | 100.0% | 163 | 100.0% |
| Not Answered | 25 | | 13 | | 12 | | 2 | |
| **Reporting Category** | Getting Needed Care | | | | | | | |
| Achievement Score | 70.23% | | 67.46% | | 72.64% | | 53.90% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +0.6 | | +1.9 | | -1.1 | | -5.8 | |
| Correlation with Health Plan Satisfaction | 0.357 | | 0.370 | | 0.348 | | 0.377 | |

**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 N | Statewide % | NYC N | NYC % | Rest of State N | Rest of State % | MetroPlus Health Plan N | MetroPlus Health Plan % |
|---|---|---|---|---|---|---|---|---|
| Worst specialist possible | 81 | 2.4% | 30 | 2.2% | 51 | 2.6% | 7 | 4.7% |
| 1 | 15 | 0.5% | 5 | 0.4% | 10 | 0.5% | 1 | 0.7% |
| 2 | 38 | 1.1% | 18 | 1.3% | 20 | 1.0% | 2 | 1.3% |
| 3 | 46 | 1.4% | 22 | 1.6% | 24 | 1.2% | 5 | 3.4% |
| 4 | 83 | 2.5% | 36 | 2.6% | 47 | 2.4% | 7 | 4.7% |
| 5 | 219 | 6.6% | 103 | 7.5% | 116 | 6.0% | 8 | 5.4% |
| 6 | 186 | 5.6% | 100 | 7.3% | 86 | 4.4% | 14 | 9.4% |
| 7 | 343 | 10.4% | 147 | 10.7% | 196 | 10.1% | 14 | 9.4% |
| 8 | 611 | 18.4% | 272 | 19.8% | 339 | 17.5% | 33 | 22.1% |
| 9 | 596 | 18.0% | 235 | 17.1% | 361 | 18.7% | 21 | 14.1% |
| Best specialist possible | 1,094 | 33.0% | 409 | 29.7% | 685 | 35.4% | 37 | 24.8% |
| **Total** | 3,312 | 100.0% | 1,377 | 100.0% | 1,935 | 100.0% | 149 | 100.0% |
| Not Answered | 114 | | 49 | | 65 | | 16 | |
| **Reporting Category** | Composites | | | | | | | |
| Achievement Score | 69.23% | | 65.38% | | 72.55% | | 60.62% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +2.0 | | +1.8 | | +1.9 | | -0.3 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 4,387 | 53.0% | 1,863 | 52.2% | 2,524 | 53.6% | 204 | 44.3% |
| No | 3,888 | 47.0% | 1,705 | 47.8% | 2,183 | 46.4% | 257 | 55.7% |
| **Total** | 8,275 | 100.0% | 3,568 | 100.0% | 4,707 | 100.0% | 461 | 100.0% |
| Not Answered | 670 | | 344 | | 326 | | 65 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 193 | 4.5% | 85 | 4.6% | 108 | 4.3% | 11 | 5.5% |
| Sometimes | 690 | 16.0% | 332 | 18.2% | 358 | 14.4% | 30 | 15.0% |
| Usually | 1,343 | 31.1% | 587 | 32.1% | 756 | 30.4% | 63 | 31.5% |
| Always | 2,087 | 48.4% | 825 | 45.1% | 1,262 | 50.8% | 96 | 48.0% |
| **Total** | 4,313 | 100.0% | 1,829 | 100.0% | 2,484 | 100.0% | 200 | 100.0% |
| Not Answered | 74 | | 34 | | 40 | | 4 | |
| **Reporting Category** | Getting Needed Care | | | | | | | |
| Achievement Score | 79.41% | | 76.61% | | 81.76% | | 79.58% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.2 | | +3.3↑ | | -1.1 | | -0.3 | |
| Correlation with Health Plan Satisfaction | 0.544 | | 0.545 | | 0.543 | | 0.589 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 2,442 | 29.5% | 1,169 | 32.6% | 1,273 | 27.0% | 137 | 29.0% |
| No | 5,850 | 70.5% | 2,412 | 67.4% | 3,438 | 73.0% | 335 | 71.0% |
| **Total** | 8,292 | 100.0% | 3,581 | 100.0% | 4,711 | 100.0% | 472 | 100.0% |
| Not Answered | 653 | | 331 | | 322 | | 54 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 142 | 5.9% | 52 | 4.5% | 90 | 7.1% | 4 | 3.0% |
| Sometimes | 434 | 18.0% | 208 | 18.1% | 226 | 17.9% | 35 | 25.9% |
| Usually | 583 | 24.1% | 306 | 26.6% | 277 | 21.9% | 33 | 24.4% |
| Always | 1,256 | 52.0% | 585 | 50.8% | 671 | 53.1% | 63 | 46.7% |
| **Total** | 2,415 | 100.0% | 1,151 | 100.0% | 1,264 | 100.0% | 135 | 100.0% |
| Not Answered | 27 | | 18 | | 9 | | 2 | |
| **Reporting Category** | Customer Service | | | | | | | |
| Achievement Score | 75.97% | | 76.74% | | 75.58% | | 70.49% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +2.4↑ | | +5.1↑ | | -0.5 | | -4.1 | |
| Correlation with Health Plan Satisfaction | 0.593 | | 0.557 | | 0.623 | | 0.498 | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 63 | 2.6% | 27 | 2.3% | 36 | 2.9% | 2 | 1.5% |
| Sometimes | 248 | 10.2% | 124 | 10.7% | 124 | 9.8% | 19 | 14.1% |
| Usually | 452 | 18.7% | 239 | 20.6% | 213 | 16.9% | 30 | 22.2% |
| Always | 1,659 | 68.5% | 770 | 66.4% | 889 | 70.4% | 84 | 62.2% |
| **Total** | 2,422 | 100.0% | 1,160 | 100.0% | 1,262 | 100.0% | 135 | 100.0% |
| Not Answered | 20 | | 9 | | 11 | | 2 | |
| **Reporting Category** | Customer Service | | | | | | | |
| Achievement Score | 87.01% | | 86.79% | | 87.49% | | 84.40% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +0.8 | | +2.2 | | -0.9 | | -0.9 | |
| Correlation with Health Plan Satisfaction | 0.536 | | 0.528 | | 0.544 | | 0.449 | |

***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Worst health plan possible | 67 | 0.8% | 32 | 0.9% | 35 | 0.7% | 7 | 1.5% |
| 1 | 33 | 0.4% | 11 | 0.3% | 22 | 0.5% | 1 | 0.2% |
| 2 | 61 | 0.7% | 24 | 0.7% | 37 | 0.8% | 3 | 0.6% |
| 3 | 97 | 1.2% | 42 | 1.2% | 55 | 1.2% | 5 | 1.1% |
| 4 | 155 | 1.9% | 67 | 1.9% | 88 | 1.9% | 9 | 1.9% |
| 5 | 581 | 7.0% | 268 | 7.4% | 313 | 6.6% | 44 | 9.3% |
| 6 | 490 | 5.9% | 210 | 5.8% | 280 | 5.9% | 29 | 6.2% |
| 7 | 957 | 11.5% | 422 | 11.7% | 535 | 11.3% | 49 | 10.4% |
| 8 | 1,618 | 19.4% | 732 | 20.2% | 886 | 18.7% | 94 | 20.0% |
| 9 | 1,417 | 17.0% | 590 | 16.3% | 827 | 17.4% | 78 | 16.6% |
| Best health plan possible | 2,879 | 34.5% | 1,217 | 33.7% | 1,662 | 35.1% | 152 | 32.3% |
| **Total** | 8,355 | 100.0% | 3,615 | 100.0% | 4,740 | 100.0% | 471 | 100.0% |
| Not Answered | 590 | | 297 | | 293 | | 55 | |
| **Reporting Category** | Composites | | | | | | | |
| Achievement Score | 70.73% | | 69.35% | | 71.98% | | 68.38% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.5↑ | | +2.3↑ | | +0.4 | | -4.4 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 7,521 | 90.8% | 3,276 | 91.0% | 4,245 | 90.6% | 435 | 92.2% |
| No | 765 | 9.2% | 324 | 9.0% | 441 | 9.4% | 37 | 7.8% |
| **Total** | 8,286 | 100.0% | 3,600 | 100.0% | 4,686 | 100.0% | 472 | 100.0% |
| Not Answered | 659 | | 312 | | 347 | | 54 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 90.66% | | 90.49% | | 91.03% | | 91.91% | |
| 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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Excellent | 1,258 | 15.0% | 610 | 16.8% | 648 | 13.6% | 65 | 13.7% |
| Very good | 2,210 | 26.3% | 1,003 | 27.6% | 1,207 | 25.4% | 134 | 28.3% |
| Good | 2,962 | 35.3% | 1,300 | 35.8% | 1,662 | 34.9% | 164 | 34.6% |
| Fair | 1,541 | 18.4% | 589 | 16.2% | 952 | 20.0% | 86 | 18.1% |
| Poor | 420 | 5.0% | 130 | 3.6% | 290 | 6.1% | 25 | 5.3% |
| **Total** | 8,391 | 100.0% | 3,632 | 100.0% | 4,759 | 100.0% | 474 | 100.0% |
| Not Answered | 554 | | 280 | | 274 | | 52 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 986 | 40.3% | 470 | 40.1% | 516 | 40.6% | 76 | 51.4% |
| No | 1,459 | 59.7% | 703 | 59.9% | 756 | 59.4% | 72 | 48.6% |
| Don't Know | 67 | | 50 | | 17 | | 10 | |
| **Total** | 2,445 | 100.0% | 1,173 | 100.0% | 1,272 | 100.0% | 148 | 100.0% |
| Not Answered | 145 | | 81 | | 64 | | 16 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 40.33% | | 40.07% | | 40.57% | | 51.35% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +5.4↑ | | +4.7↑ | | +6.1↑ | | +5.2 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Every day | 1,609 | 19.5% | 346 | 9.8% | 1,263 | 26.9% | 40 | 8.8% |
| Some days | 889 | 10.8% | 295 | 8.3% | 594 | 12.6% | 36 | 7.9% |
| Not at all | 5,743 | 69.7% | 2,898 | 81.9% | 2,845 | 60.5% | 380 | 83.3% |
| Don't Know | 113 | | 68 | | 45 | | 15 | |
| **Total** | 8,241 | 100.0% | 3,539 | 100.0% | 4,702 | 100.0% | 456 | 100.0% |
| Not Answered | 591 | | 305 | | 286 | | 55 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 545 | 22.1% | 156 | 24.7% | 389 | 21.2% | 12 | 15.8% |
| Sometimes | 482 | 19.5% | 127 | 20.1% | 355 | 19.3% | 16 | 21.1% |
| Usually | 381 | 15.4% | 88 | 13.9% | 293 | 15.9% | 7 | 9.2% |
| Always | 1,063 | 43.0% | 261 | 41.3% | 802 | 43.6% | 41 | 53.9% |
| **Total** | 2,471 | 100.0% | 632 | 100.0% | 1,839 | 100.0% | 76 | 100.0% |
| Not Answered | 27 | | 9 | | 18 | | 0 | |
| **Reporting Category** | Supplemental Questions | | | | | | | |
| Achievement Score | 77.94% | | 75.32% | | 78.85% | | 84.21% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +3.9↑ | | +10.3↑ | | +1.5 | | +24.5↑ | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 1,071 | 43.7% | 283 | 45.1% | 788 | 43.2% | 27 | 36.0% |
| Sometimes | 492 | 20.1% | 125 | 19.9% | 367 | 20.1% | 15 | 20.0% |
| Usually | 330 | 13.5% | 82 | 13.1% | 248 | 13.6% | 13 | 17.3% |
| Always | 557 | 22.7% | 137 | 21.9% | 420 | 23.0% | 20 | 26.7% |
| **Total** | 2,450 | 100.0% | 627 | 100.0% | 1,823 | 100.0% | 75 | 100.0% |
| Not Answered | 48 | | 14 | | 34 | | 1 | |
| **Reporting Category** | Supplemental Questions | | | | | | | |
| Achievement Score | 56.29% | | 54.86% | | 56.77% | | 64.00% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +5.2↑ | | +9.4↑ | | +3.6↑ | | +16.4 | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Never | 1,277 | 52.0% | 337 | 53.3% | 940 | 51.6% | 29 | 38.2% |
| Sometimes | 444 | 18.1% | 110 | 17.4% | 334 | 18.3% | 14 | 18.4% |
| Usually | 321 | 13.1% | 75 | 11.9% | 246 | 13.5% | 10 | 13.2% |
| Always | 413 | 16.8% | 110 | 17.4% | 303 | 16.6% | 23 | 30.3% |
| **Total** | 2,455 | 100.0% | 632 | 100.0% | 1,823 | 100.0% | 76 | 100.0% |
| Not Answered | 43 | | 9 | | 34 | | 0 | |
| **Reporting Category** | Supplemental Questions | | | | | | | |
| Achievement Score | 47.98% | | 46.68% | | 48.44% | | 61.84% | |
| 2011 vs. 2009: +/- Change (↑↓ Stat. sig.) | +1.4 | | +1.9 | | +1.2 | | +17.4↑ | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 4,261 | 51.2% | 1,897 | 52.7% | 2,364 | 50.0% | 257 | 54.7% |
| No | 4,067 | 48.8% | 1,700 | 47.3% | 2,367 | 50.0% | 213 | 45.3% |
| **Total** | 8,328 | 100.0% | 3,597 | 100.0% | 4,731 | 100.0% | 470 | 100.0% |
| Not Answered | 617 | | 315 | | 302 | | 56 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 51.16% | | 52.74% | | 49.97% | | 54.68% | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 4,602 | 55.6% | 2,041 | 57.0% | 2,561 | 54.5% | 274 | 58.7% |
| No | 3,679 | 44.4% | 1,538 | 43.0% | 2,141 | 45.5% | 193 | 41.3% |
| **Total** | 8,281 | 100.0% | 3,579 | 100.0% | 4,702 | 100.0% | 467 | 100.0% |
| Not Answered | 664 | | 333 | | 331 | | 59 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 55.57% | | 57.03% | | 54.47% | | 58.67% | |

○ ***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 3,475 | 42.2% | 1,349 | 38.2% | 2,126 | 45.2% | 184 | 39.9% |
| No | 4,754 | 57.8% | 2,181 | 61.8% | 2,573 | 54.8% | 277 | 60.1% |
| **Total** | 8,229 | 100.0% | 3,530 | 100.0% | 4,699 | 100.0% | 461 | 100.0% |
| Not Answered | 716 | | 382 | | 334 | | 65 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 42.23% | | 38.22% | | 45.24% | | 39.91% | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 2,865 | 35.0% | 1,041 | 29.8% | 1,824 | 38.9% | 143 | 31.6% |
| No | 5,314 | 65.0% | 2,452 | 70.2% | 2,862 | 61.1% | 310 | 68.4% |
| **Total** | 8,179 | 100.0% | 3,493 | 100.0% | 4,686 | 100.0% | 453 | 100.0% |
| Not Answered | 766 | | 419 | | 347 | | 73 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 35.03% | | 29.80% | | 38.92% | | 31.57% | |

**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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 2,684 | 32.7% | 885 | 25.1% | 1,799 | 38.5% | 113 | 24.6% |
| No | 5,518 | 67.3% | 2,640 | 74.9% | 2,878 | 61.5% | 346 | 75.4% |
| **Total** | 8,202 | 100.0% | 3,525 | 100.0% | 4,677 | 100.0% | 459 | 100.0% |
| Not Answered | 743 | | 387 | | 356 | | 67 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 32.72% | | 25.11% | | 38.46% | | 24.62% | |

***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,870 | 22.9% | 743 | 21.2% | 1,127 | 24.2% | 88 | 19.4% |
| No | 6,295 | 77.1% | 2,762 | 78.8% | 3,533 | 75.8% | 366 | 80.6% |
| **Total** | 8,165 | 100.0% | 3,505 | 100.0% | 4,660 | 100.0% | 454 | 100.0% |
| Not Answered | 780 | | 407 | | 373 | | 72 | |
| **Reporting Category** | Single Items | | | | | | | |
| Achievement Score | 22.90% | | 21.20% | | 24.18% | | 19.38% | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,565 | 19.6% | 666 | 19.4% | 899 | 19.8% | 104 | 23.9% |
| No | 6,407 | 80.4% | 2,763 | 80.6% | 3,644 | 80.2% | 332 | 76.1% |
| **Total** | 7,972 | 100.0% | 3,429 | 100.0% | 4,543 | 100.0% | 436 | 100.0% |
| Not Answered | 973 | | 483 | | 490 | | 90 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 569 | 7.2% | 245 | 7.3% | 324 | 7.2% | 32 | 7.4% |
| No | 7,314 | 92.8% | 3,131 | 92.7% | 4,183 | 92.8% | 398 | 92.6% |
| **Total** | 7,883 | 100.0% | 3,376 | 100.0% | 4,507 | 100.0% | 430 | 100.0% |
| Not Answered | 1,062 | | 536 | | 526 | | 96 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,019 | 12.8% | 455 | 13.3% | 564 | 12.4% | 76 | 17.4% |
| No | 6,946 | 87.2% | 2,962 | 86.7% | 3,984 | 87.6% | 360 | 82.6% |
| **Total** | 7,965 | 100.0% | 3,417 | 100.0% | 4,548 | 100.0% | 436 | 100.0% |
| Not Answered | 980 | | 495 | | 485 | | 90 | |

***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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 164 | 2.1% | 55 | 1.6% | 109 | 2.4% | 8 | 1.9% |
| No | 7,669 | 97.9% | 3,286 | 98.4% | 4,383 | 97.6% | 408 | 98.1% |
| **Total** | 7,833 | 100.0% | 3,341 | 100.0% | 4,492 | 100.0% | 416 | 100.0% |
| Not Answered | 1,112 | | 571 | | 541 | | 110 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,868 | 23.4% | 686 | 20.1% | 1,182 | 25.8% | 86 | 20.0% |
| No | 6,120 | 76.6% | 2,727 | 79.9% | 3,393 | 74.2% | 344 | 80.0% |
| **Total** | 7,988 | 100.0% | 3,413 | 100.0% | 4,575 | 100.0% | 430 | 100.0% |
| Not Answered | 957 | | 499 | | 458 | | 96 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,259 | 15.9% | 423 | 12.5% | 836 | 18.5% | 66 | 15.3% |
| No | 6,640 | 84.1% | 2,954 | 87.5% | 3,686 | 81.5% | 364 | 84.7% |
| **Total** | 7,899 | 100.0% | 3,377 | 100.0% | 4,522 | 100.0% | 430 | 100.0% |
| Not Answered | 1,046 | | 535 | | 511 | | 96 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 2,479 | 31.0% | 908 | 26.6% | 1,571 | 34.2% | 112 | 25.7% |
| No | 5,523 | 69.0% | 2,502 | 73.4% | 3,021 | 65.8% | 324 | 74.3% |
| **Total** | 8,002 | 100.0% | 3,410 | 100.0% | 4,592 | 100.0% | 436 | 100.0% |
| Not Answered | 943 | | 502 | | 441 | | 90 | |

## *About Your Health (continued)*

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 2,171 | 27.1% | 699 | 20.4% | 1,472 | 32.1% | 98 | 22.3% |
| No | 5,837 | 72.9% | 2,729 | 79.6% | 3,108 | 67.9% | 342 | 77.7% |
| **Total** | 8,008 | 100.0% | 3,428 | 100.0% | 4,580 | 100.0% | 440 | 100.0% |
| Not Answered | 937 | | 484 | | 453 | | 86 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 317 | 4.0% | 83 | 2.5% | 234 | 5.2% | 15 | 3.5% |
| No | 7,579 | 96.0% | 3,289 | 97.5% | 4,290 | 94.8% | 416 | 96.5% |
| **Total** | 7,896 | 100.0% | 3,372 | 100.0% | 4,524 | 100.0% | 431 | 100.0% |
| Not Answered | 1,049 | | 540 | | 509 | | 95 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 1,522 | 19.1% | 428 | 12.6% | 1,094 | 23.9% | 61 | 14.1% |
| No | 6,449 | 80.9% | 2,974 | 87.4% | 3,475 | 76.1% | 372 | 85.9% |
| **Total** | 7,971 | 100.0% | 3,402 | 100.0% | 4,569 | 100.0% | 433 | 100.0% |
| Not Answered | 974 | | 510 | | 464 | | 93 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 2,474 | 31.0% | 805 | 23.6% | 1,669 | 36.4% | 87 | 20.1% |
| No | 5,518 | 69.0% | 2,607 | 76.4% | 2,911 | 63.6% | 345 | 79.9% |
| **Total** | 7,992 | 100.0% | 3,412 | 100.0% | 4,580 | 100.0% | 432 | 100.0% |
| Not Answered | 953 | | 500 | | 453 | | 94 | |

# About You

## Q56. What is your age?

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| 18 to 24 | 1,327 | 14.8% | 626 | 16.0% | 701 | 13.9% | 90 | 17.1% |
| 25 to 34 | 2,043 | 22.8% | 761 | 19.5% | 1,282 | 25.5% | 103 | 19.6% |
| 35 to 44 | 1,850 | 20.7% | 749 | 19.1% | 1,101 | 21.9% | 95 | 18.1% |
| 45 to 54 | 2,067 | 23.1% | 923 | 23.6% | 1,144 | 22.7% | 126 | 24.0% |
| 55 to 64 | 1,568 | 17.5% | 809 | 20.7% | 759 | 15.1% | 106 | 20.2% |
| 65 or older | 90 | 1.0% | 44 | 1.1% | 46 | 0.9% | 6 | 1.1% |
| **Total** | 8,945 | 100.0% | 3,912 | 100.0% | 5,033 | 100.0% | 526 | 100.0% |
| Not Answered | 0 | | 0 | | 0 | | 0 | |

## Q57. Are you male or female?

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Male | 3,202 | 35.8% | 1,476 | 37.7% | 1,726 | 34.3% | 197 | 37.5% |
| Female | 5,743 | 64.2% | 2,436 | 62.3% | 3,307 | 65.7% | 329 | 62.5% |
| **Total** | 8,945 | 100.0% | 3,912 | 100.0% | 5,033 | 100.0% | 526 | 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 | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| 8th grade or less | 736 | 8.8% | 447 | 12.3% | 289 | 6.1% | 67 | 14.1% |
| Some high school but did not graduate | 1,461 | 17.5% | 622 | 17.2% | 839 | 17.7% | 101 | 21.3% |
| High school graduate or GED | 2,785 | 33.3% | 1,103 | 30.5% | 1,682 | 35.5% | 134 | 28.2% |
| Some college or 2-year degree | 2,276 | 27.2% | 847 | 23.4% | 1,429 | 30.1% | 99 | 20.8% |
| 4-year college graduate | 744 | 8.9% | 412 | 11.4% | 332 | 7.0% | 55 | 11.6% |
| More than 4-year college graduate | 360 | 4.3% | 189 | 5.2% | 171 | 3.6% | 19 | 4.0% |
| **Total** | 8,362 | 100.0% | 3,620 | 100.0% | 4,742 | 100.0% | 475 | 100.0% |
| Not Answered | 583 | | 292 | | 291 | | 51 | |

## *About You (continued)*

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes, Hispanic or Latino | 1,982 | 24.0% | 1,275 | 35.8% | 707 | 15.0% | 216 | 46.2% |
| No, Not Hispanic or Latino | 6,280 | 76.0% | 2,287 | 64.2% | 3,993 | 85.0% | 252 | 53.8% |
| **Total** | 8,262 | 100.0% | 3,562 | 100.0% | 4,700 | 100.0% | 468 | 100.0% |
| Not Answered | 683 | | 350 | | 333 | | 58 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| White | 4,068 | 49.8% | 952 | 27.4% | 3,116 | 66.3% | 87 | 19.4% |
| Black or African-American | 1,825 | 22.3% | 850 | 24.5% | 975 | 20.8% | 142 | 31.6% |
| Asian | 975 | 11.9% | 781 | 22.5% | 194 | 4.1% | 82 | 18.3% |
| Native Hawaiian or other Pacific Islander | 46 | 0.6% | 27 | 0.8% | 19 | 0.4% | 2 | 0.4% |
| American Indian or Alaska Native | 160 | 2.0% | 41 | 1.2% | 119 | 2.5% | 9 | 2.0% |
| Other | 1,392 | 17.0% | 914 | 26.3% | 478 | 10.2% | 146 | 32.5% |
| **Total** | 8,168 | 100.0% | 3,470 | 100.0% | 4,698 | 100.0% | 449 | 100.0% |
| Not Answered | 777 | | 442 | | 335 | | 77 | |

**Q61. What language do you mainly speak at home?**

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| English | 5,728 | 69.9% | 1,710 | 49.1% | 4,018 | 85.3% | 222 | 48.5% |
| Spanish | 1,060 | 12.9% | 729 | 20.9% | 331 | 7.0% | 120 | 26.2% |
| English and Spanish equally | 281 | 3.4% | 174 | 5.0% | 107 | 2.3% | 34 | 7.4% |
| Russian | 126 | 1.5% | 106 | 3.0% | 20 | 0.4% | 2 | 0.4% |
| Mandarin | 150 | 1.8% | 145 | 4.2% | 5 | 0.1% | 5 | 1.1% |
| Cantonese | 166 | 2.0% | 164 | 4.7% | 2 | 0.0% | 2 | 0.4% |
| Some Other Language | 683 | 8.3% | 458 | 13.1% | 225 | 4.8% | 73 | 15.9% |
| **Total** | 8,194 | 100.0% | 3,486 | 100.0% | 4,708 | 100.0% | 458 | 100.0% |
| Not Answered | 751 | | 426 | | 325 | | 68 | |

## *About You (continued)*

**Q62. Do you have ongoing access to the internet?**

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Yes | 5,242 | 62.3% | 2,212 | 60.9% | 3,030 | 63.4% | 288 | 59.5% |
| No | 3,175 | 37.7% | 1,423 | 39.1% | 1,752 | 36.6% | 196 | 40.5% |
| **Total** | 8,417 | 100.0% | 3,635 | 100.0% | 4,782 | 100.0% | 484 | 100.0% |
| Not Answered | 528 | | 277 | | 251 | | 42 | |

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

| | Statewide | | NYC | | Rest of State | | MetroPlus Health Plan | |
|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % |
| Look up health information | 3,953 | 79.5% | 1,651 | 76.3% | 2,302 | 82.0% | 211 | 74.8% |
| Communicate with your health care provider | 387 | 7.8% | 166 | 7.7% | 221 | 7.9% | 19 | 6.7% |
| Communicate with your health plan | 363 | 7.3% | 163 | 7.5% | 200 | 7.1% | 22 | 7.8% |
| Schedule appointments with your doctor | 372 | 7.5% | 179 | 8.3% | 193 | 6.9% | 25 | 8.9% |
| Find information about your health plan benefits | 1,182 | 23.8% | 578 | 26.7% | 604 | 21.5% | 71 | 25.2% |
| Request assistance from your health plan | 379 | 7.6% | 185 | 8.5% | 194 | 6.9% | 22 | 7.8% |
| **Total** | 4,972 | 100.0% | 2,165 | 100.0% | 2,807 | 100.0% | 282 | 100.0% |
| Not Answered | 3,973 | | 1,747 | | 2,226 | | 244 | |

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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**