



MetroPlus Select Health  
CAHPS® 5.0  
Adult Medicaid Special Needs Plan Survey

Continuous Quality Improvement Report

February 2014



|   |    |
|---|----|
| <b>Background</b> . . . . .                         | 1  |
| <b>Executive Summary</b> . . . . .                  | 2  |
| CAHPS® 5.0 Ratings                                  |    |
| CAHPS® 5.0 Composites                               |    |
| Key Measure Summary                                 |    |
| Sample Profile                                      |    |
| Sample Disposition                                  |    |
| Response Rate Report                                |    |
| Trend Analysis                                      |    |
| <b>Methodology</b> . . . . .                        | 9  |
| Introduction  |    |
| Survey Milestones                                   |    |
| Sampling Frame                                      |    |
| Questionnaire                                       |    |
| Selection of Cases for Analysis                     |    |
| Definition of Achievement Scores                    |    |
| Composites  |    |
| Correlation to Satisfaction                         |    |
| Comparisons   |    |
| Statistical Testing                                 |    |
| Case-Mix Analysis                                   |    |
| <b>Using This Report</b> . . . . .                  | 12 |
| <b>Graphs/Results</b>                               |    |
| Overall Rating Questions . . . . .                  | 14 |
| Composites . . . . .                                | 18 |
| Medical Assistance with Smoking Cessation . . . . . | 36 |
| Aspirin Use and Discussion . . . . .                | 39 |
| Single Items . . . . .                              | 41 |
| Supplemental Questions . . . . .                    | 43 |
| <b>Correlation Analysis</b> . . . . .               | 58 |
| MetroPlus Select Health Overall . . . . .           | 59 |
| Rating Question Details . . . . .                   | 60 |
| <b>Responses by Question</b> . . . . .              | 64 |
| <b>Appendix A: Questionnaire</b>                    |    |

---

## Background

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

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

DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2013. The instrument used for the administration of the survey was the CAHPS® 5.0 Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

---

**Copyright Notice:** DataStat has created the format and organization of this report and retains that as its sole property, holds the copyright on that portion of the report and conveys no interest in that portion of the report. Users of this report expressly agree not to copy or otherwise disseminate the format or organization which are DataStat's sole property without DataStat's written permission.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

## Executive Summary

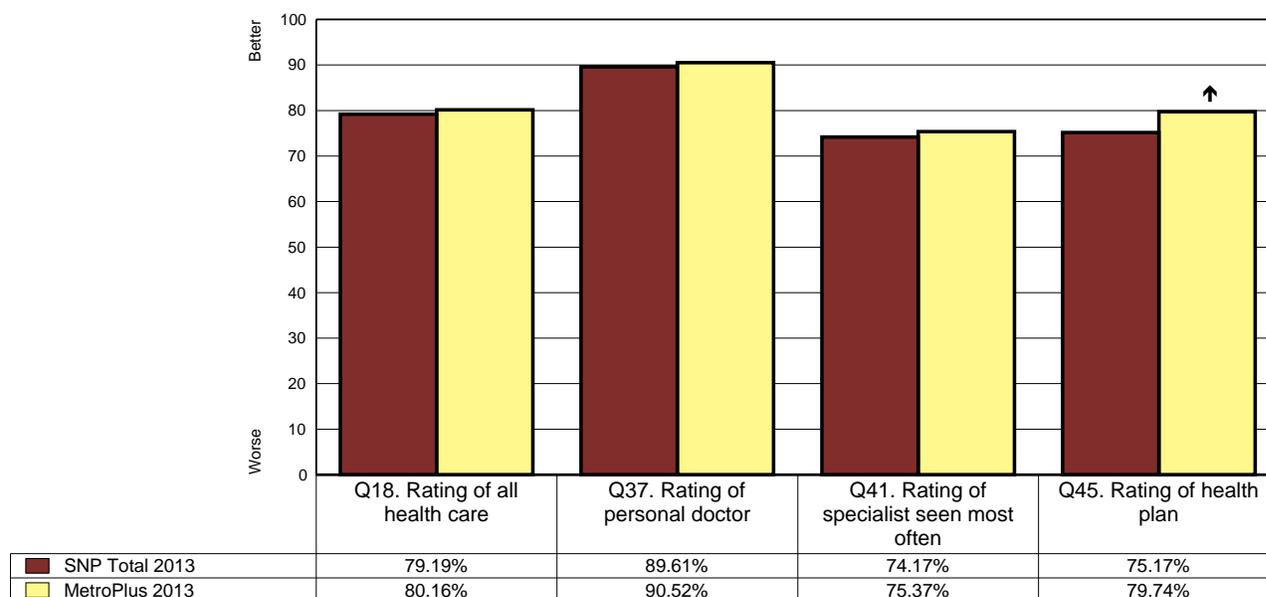
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2013 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (four mailings, followed by phone follow-up of non-responders) during the period September 9, 2013 through December 2, 2013 using a standardized survey procedure and questionnaire. A total of 570 responses were received resulting in a 38.6% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available, due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with less than 30 observations are included in the report. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide SNP average and individual SNPs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

## Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Plan-level and SNP Total results are presented below. Plan-level scores are compared to the SNP Total for statistical significance.

Overall Rating Questions (8, 9 or 10)



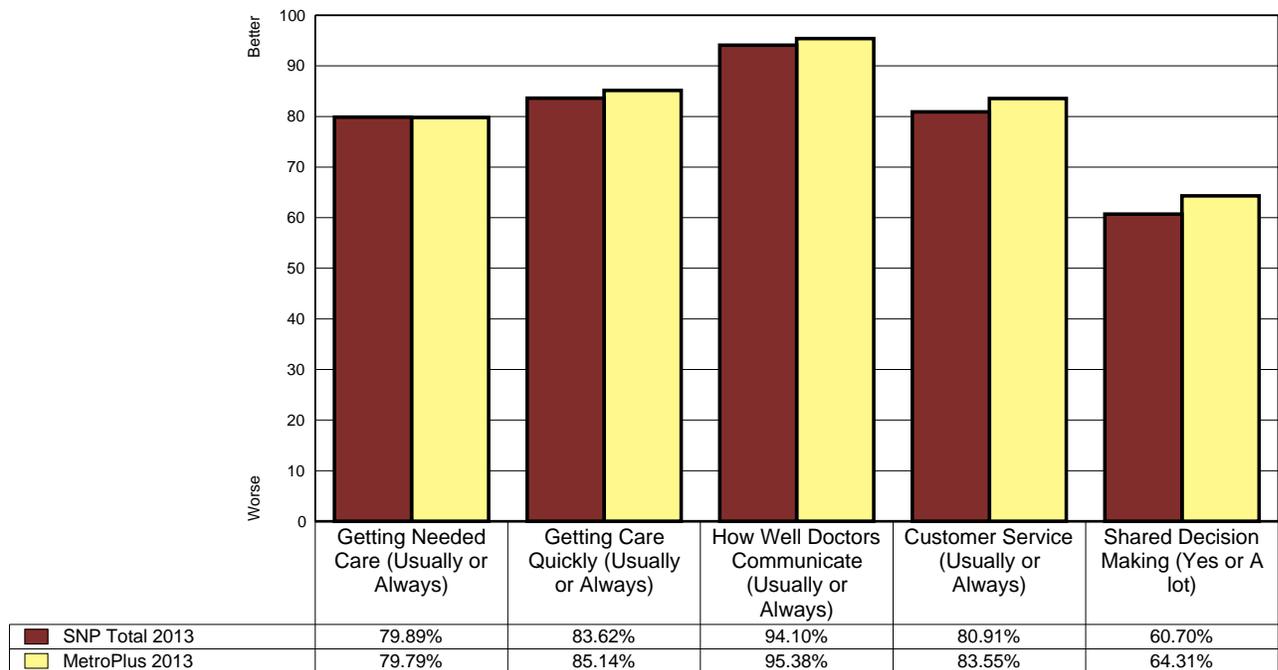
↑↓ Statistically significantly better/worse than SNP Total 2013.

### 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 Shared Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Plan-level and SNP Total results are presented below. Plan-level scores are compared to the SNP Total for statistical significance.

The CAHPS® 5.0 Adult Medicaid core survey contains a revision to the Shared Decision Making composite (formerly named Collaborative Decision Making); the revised composite added one question and significantly altered the existing questions and response choices. Due to the significant revisions to the questions in the Shared Decision Making composite, the composite and the questions comprising it are not considered eligible for trend comparisons with the previous version, Collaborative Decision Making.

**Composites**



↕ Statistically significantly better/worse than SNP Total 2013.

## Key Measure Summary

### NYSDOH SNP Medicaid Managed Care Plans 2013

| 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) | Shared Decision Making (Yes or A lot) | Rating of all health care | Rating of personal doctor | Rating of specialist seen most often | Rating of health plan |
|-------------------------|---|--|--|--------------------------------------|---------------------------------------|---------------------------|---------------------------|--------------------------------------|-----------------------|
| <b>SNP Total</b>        | 80                                      | 84                                       | 94   | 81                                   | 61                                    | 79                        | 90                        | 74                                   | 75                    |
| Amidacare               | 83 ▲                                    | 86                                       | 94   | 82                                   | 63                                    | 80                        | 90                        | 72                                   | 75                    |
| MetroPlus Select Health | 80                                      | 85                                       | 95   | 84                                   | 64                                    | 80                        | 91                        | 75                                   | 80 ▲                  |
| VNSNY CHOICE            | 77                                      | 80 ▼                                     | 93   | 77                                   | 55 ▼                                  | 77                        | 88                        | 75                                   | 71 ▼                  |

▲▼ Statistically significantly better/worse than SNP Total 2013.

## Respondent Sample Profile

| <b>Age (years)</b> | SNP Total | MetroPlus Select Health |
|--------------------|-----------|-------------------------|
| 18 to 24           | 1.6%      | 1.4%                    |
| 25 to 34           | 6.7%      | 6.1%                    |
| 35 to 44           | 15.6%     | 15.6%                   |
| 45 to 54           | 43.7%     | 44.6%                   |
| 55 to 64           | 31.4%     | 31.4%                   |
| 65 or older        | 1.0%      | 0.9%                    |

| <b>Gender</b> | SNP Total | MetroPlus Select Health |
|---------------|-----------|-------------------------|
| Male          | 61.4%     | 61.2%                   |
| Female        | 38.6%     | 38.8%                   |

| <b>Highest grade or level of school completed</b> | SNP Total | MetroPlus Select Health |
|---|-----------|-------------------------|
| 8th grade or less                                 | 11.0%     | 12.8%                   |
| Some high school, but did not graduate            | 28.2%     | 28.5%                   |
| High school graduate or GED                       | 28.4%     | 30.9%                   |
| Some college or 2-year degree                     | 22.1%     | 20.6%                   |
| 4-year college graduate                           | 6.8%      | 4.4%                    |
| More than 4-year college graduate                 | 3.6%      | 2.8%                    |

| <b>Hispanic or Latino</b>  | SNP Total | MetroPlus Select Health |
|----------------------------|-----------|-------------------------|
| Yes, Hispanic or Latino    | 43.5%     | 41.5%                   |
| No, Not Hispanic or Latino | 56.5%     | 58.5%                   |

| <b>Race</b>                               | SNP Total | MetroPlus Select Health |
|---|-----------|-------------------------|
| White                                     | 19.8%     | 18.0%                   |
| Black or African-American                 | 50.6%     | 54.5%                   |
| Asian                                     | 1.5%      | 1.7%                    |
| Native Hawaiian or Other Pacific Islander | 0.9%      | 0.8%                    |
| American Indian or Alaska Native          | 3.2%      | 3.1%                    |
| Other                                     | 28.5%     | 25.9%                   |

| <b>Rating of Overall Health</b> | SNP Total | MetroPlus Select Health |
|---------------------------------|-----------|-------------------------|
| Excellent                       | 16.9%     | 17.4%                   |
| Very good                       | 23.5%     | 22.4%                   |
| Good                            | 32.8%     | 31.7%                   |
| Fair                            | 22.4%     | 24.0%                   |
| Poor                            | 4.3%      | 4.4%                    |

## Sample Disposition

|   | SNP Total    | MetroPlus Select Health |
|---|--------------|-------------------------|
| First mailing - sent  | 4,500        | 1,500                   |
| First mailing - usable survey returned*   | 1,057        | 363                     |
| Second mailing - sent   | 3,286        | 1,101                   |
| Second mailing - usable survey returned*  | 316          | 108                     |
| Phone - usable surveys*   | 276          | 99                      |
| <b>Total - usable surveys</b>   | <b>1,649</b> | <b>570</b>              |
| Ineligible: According to population criteria‡‡  | 45           | 12                      |
| Ineligible: Language barrier†   | 15           | 7                       |
| Ineligible: Deceased†   | 6            | 1                       |
| Ineligible: Mentally or physically unable to complete survey†                         | 9            | 4                       |
| Bad address and bad phone number -OR- bad address AND no evidence of bad phone number | 318          | 102                     |
| Refusal/Returned survey blank   | 80           | 21                      |
| Nonresponse - Unavailable by mail or phone  | 2,378        | 783                     |
| <b>Response Rate</b>  | <b>37.3%</b> | <b>38.6%</b>            |

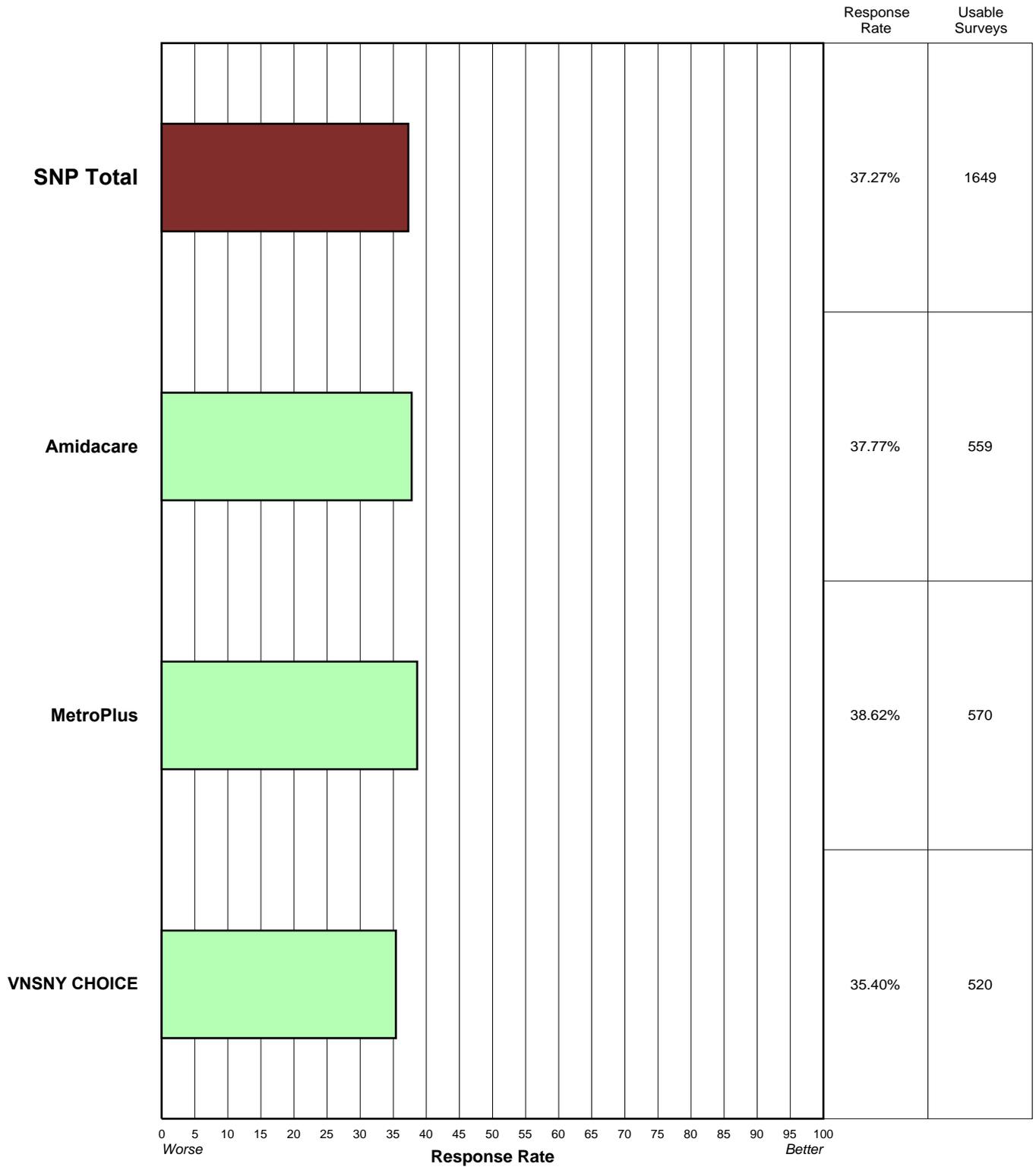
\*Included in response rate numerator

†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



SNP Total 2013
  Health Plans 2013

## Trend Analysis - 2013 vs. 2011

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2011. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2011 and 2013 scores and results of the significance testing.

In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

| Question  | MetroPlus 2013 Score | MetroPlus 2011 Score | Point Change | Composite/ Question Group                 |
|---|----------------------|----------------------|--------------|---|
| Q10e. Doctor or other health provider talked about smoking or using tobacco products  | 69.2%                | 56.7%                | + 12.5 ▲     | Supplemental Questions                    |
| Q10f. Doctor or other health provider talked about alcohol or other drug use  | 59.0%                | 48.8%                | + 10.2 ▲     | Supplemental Questions                    |
| Q41. Rating of specialist seen most often   | 75.4%                | 65.7%                | + 9.7 ▲      | Ratings                                   |
| Q10c. Doctor or other health provider talked about things in your life that worry you or cause you stress                       | 76.1%                | 67.7%                | + 8.4 ▲      | Supplemental Questions                    |
| Q10d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed     | 73.3%                | 65.2%                | + 8.1 ▲      | Supplemental Questions                    |
| Q44. Usually or always treated with courtesy and respect by health plan's customer service staff                                | 91.1%                | 83.3%                | + 7.8 ▲      | Customer Service                          |
| Q36. Personal doctor usually or always seemed informed about care received from other doctors or providers                      | 88.3%                | 81.6%                | + 6.7        | Single Items                              |
| Q19. Usually or always got care, tests or treatment you thought you needed  | 89.4%                | 83.9%                | + 5.4 ▲      | Getting Needed Care                       |
| Q37. Rating of personal doctor  | 90.5%                | 85.2%                | + 5.3 ▲      | Ratings                                   |
| Q31. Personal doctor usually or always spent enough time with you   | 94.4%                | 90.1%                | + 4.3 ▲      | Communication                             |
| Q10b. Doctor or other health provider talked about exercise or physical activity  | 77.8%                | 76.9%                | + 0.8        | Supplemental Questions                    |
| Q46. Would recommend health plan to your family and friends   | 92.0%                | 91.3%                | + 0.7        | Supplemental Questions                    |
| Q43. Health plan's customer service usually or always gave needed information or help   | 76.0%                | 75.6%                | + 0.4        | Customer Service                          |
| Q51. Have had a flu shot since September 1, 2012 [Displayed for Respondents Age 50+]  | 78.1%                | 78.3%                | - 0.2        | Supplemental Questions                    |
| Q7. Usually or always got an appt. for check-up or routine care as soon as you needed   | 83.8%                | 84.2%                | - 0.4        | Getting Care Quickly                      |
| Q16. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results                 | 89.0%                | 89.5%                | - 0.5        | Supplemental Questions                    |
| Q54. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco             | 81.5%                | 84.5%                | - 3.0        | Medical Assistance with Smoking Cessation |
| Q22. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)  | 66.0%                | 69.7%                | - 3.7        | Supplemental Questions                    |
| Q55. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco    | 74.8%                | 79.3%                | - 4.5        | Medical Assistance with Smoking Cessation |
| Q21. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan | 73.3%                | 80.4%                | - 7.1        | Supplemental Questions                    |

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2011 score.

## Methodology

The survey drew as potential respondents adults, ages 18 to 65, who were current members of NYS SNPs as of July 2013 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.

### Survey Milestones

1. Pre-survey letters mailed: September 9, 2013
2. 1st questionnaire packets mailed: September 16, 2013
3. Reminder postcards mailed: September 25, 2013
4. 2nd questionnaire packets mailed: October 21, 2013
5. Phone field opened: November 11, 2013
6. Mail and phone field closed: December 2, 2013

### Sampling Frame

A random sample of 1500 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of July 2013.

### Questionnaire

The instrument selected for the survey, the CAHPS® 5.0 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 17 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 67 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

### Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least one question. Complete interviews were obtained from 1,649 NYSDOH Medicaid SNP members, and the overall project response rate was 37.3%.

### 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. Responses of "Yes" and "A lot" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements, 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 Shared 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

- Q19. Usually or always got care, tests or treatment you thought you needed
- Q39. Usually or always get an appointment to see a specialist as soon as you needed

### Getting Care Quickly

- Q4. Usually or always got care right away as soon as you needed
- Q7. Usually or always got an appt. for check-up or routine care as soon as you needed

### How Well Doctors Communicate

- Q28. Personal doctor usually or always explained things in way that was easy to understand
- Q29. Personal doctor usually or always listened carefully to you
- Q30. Personal doctor usually or always showed respect for what you had to say
- Q31. Personal doctor usually or always spent enough time with you

### Customer Service

- Q43. Health plan's customer service usually or always gave needed information or help
- Q44. Usually or always treated with courtesy and respect by health plan's customer service staff

### Shared Decision Making

- Q12. Doctor/provider talked a lot about the reasons you might want to take a medicine
- Q13. Doctor/provider talked a lot about the reasons you might not want to take a medicine
- Q14. Doctor/provider asked what you thought was best for you

The CAHPS® 5.0 Adult Medicaid core survey contains a revision to the Shared Decision Making composite (formerly named Collaborative Decision Making); the revised composite added one question and significantly altered the existing questions and response choices. Due to the significant revisions to the questions in the Shared Decision Making composite, the composite and the questions comprising it are not considered eligible for trend comparisons with the previous version, Collaborative Decision Making.

## Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the question items comprising the five composites 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

Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure. Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays for the SNP the ten items at the top of the list and the ten items at the bottom, with their 2011 and 2013 scores and results of significance testing. 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 SNPs. The results for 2013 are case-mix adjusted for age (Q62), health status (Q49) and education (Q64). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the SNP and have been shown to affect SNP and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

## Using this Report

### Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. Responses of "Yes" and "A lot" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you 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 Shared 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, Aspirin Use and Discussion, Single Items and Supplemental Questions*

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

The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

The Aspirin Use component includes members in certain risk factor categories who could safely take aspirin (based on the response to Q57), had no cardiovascular disease exclusion (based on the response to Q60), and who answered Q56. The rate represents the proportion of these members who indicated they take aspirin daily or every other day.

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the response to Q60), and who answered Q58. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

### *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 tables show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there are correlations of 13 composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

### *Responses by Question*

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

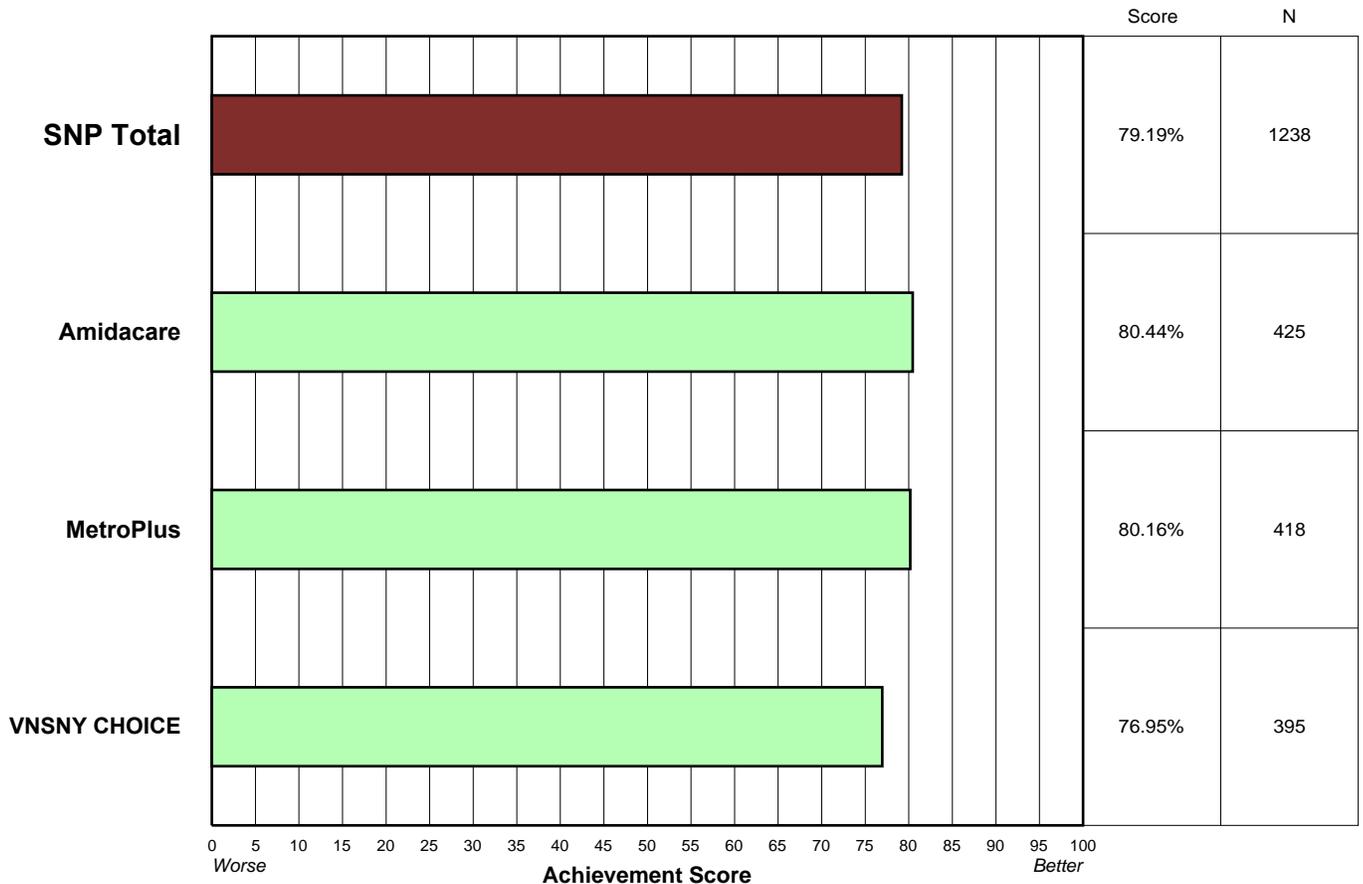
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

## Overall Ratings

The CAHPS® 5.0 survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the following four graphs, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores.

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

### Q18. Rating of all health care (8, 9 or 10)

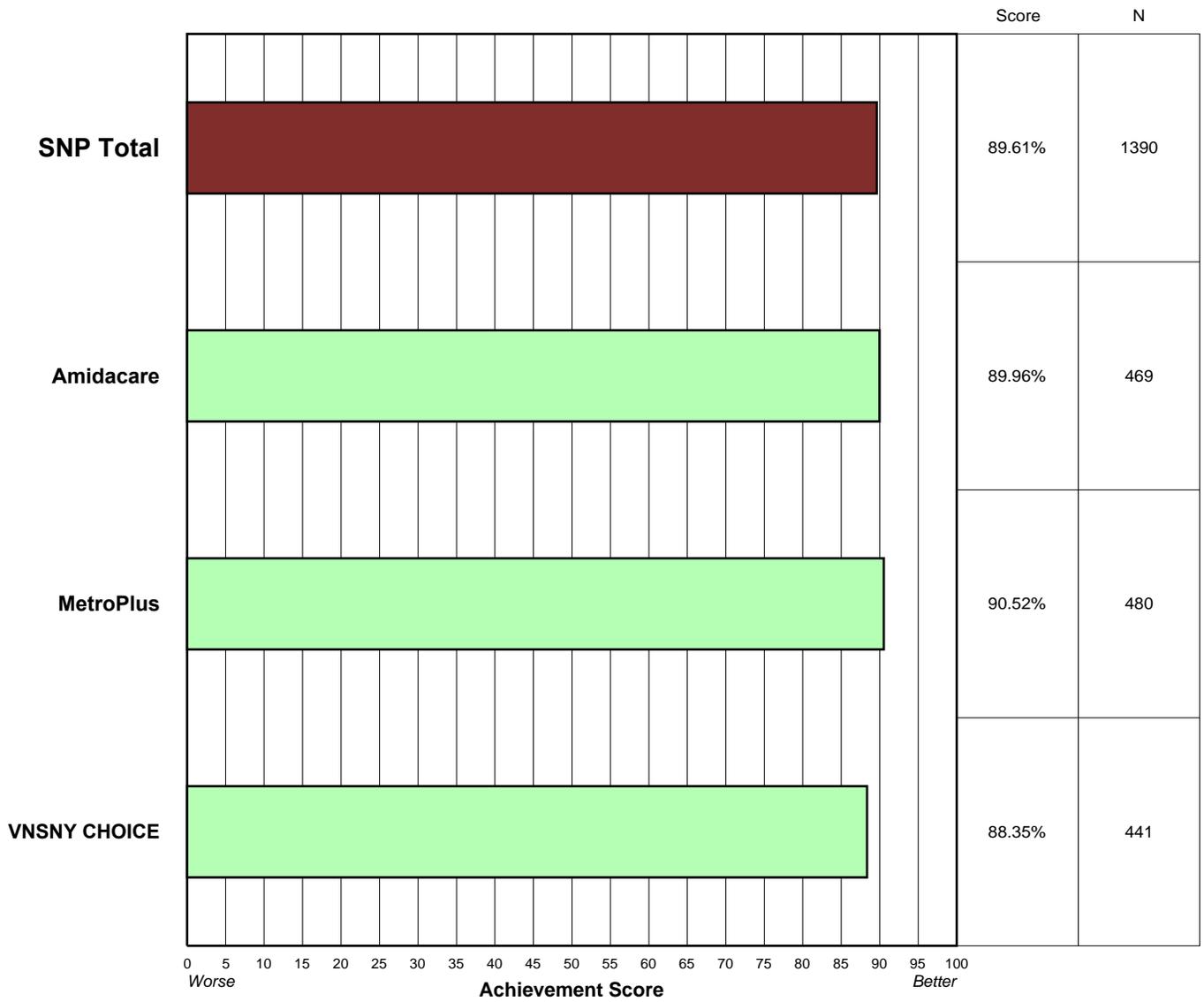


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Overall Ratings

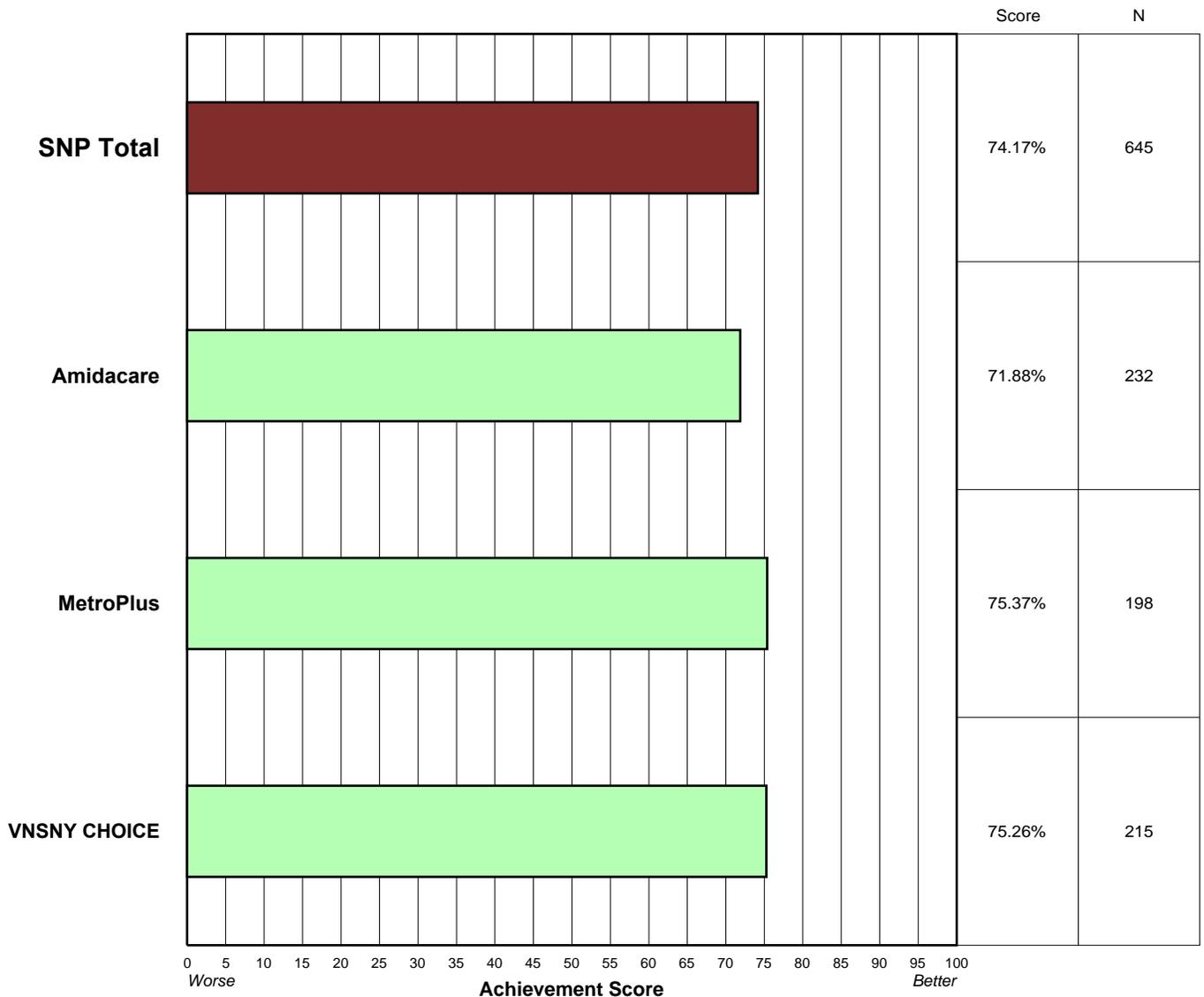
### Q37. Rating of personal doctor (8, 9 or 10)



SNP Total 2013  
 Health Plans 2013

# Overall Ratings

## Q41. Rating of specialist seen most often (8, 9 or 10)

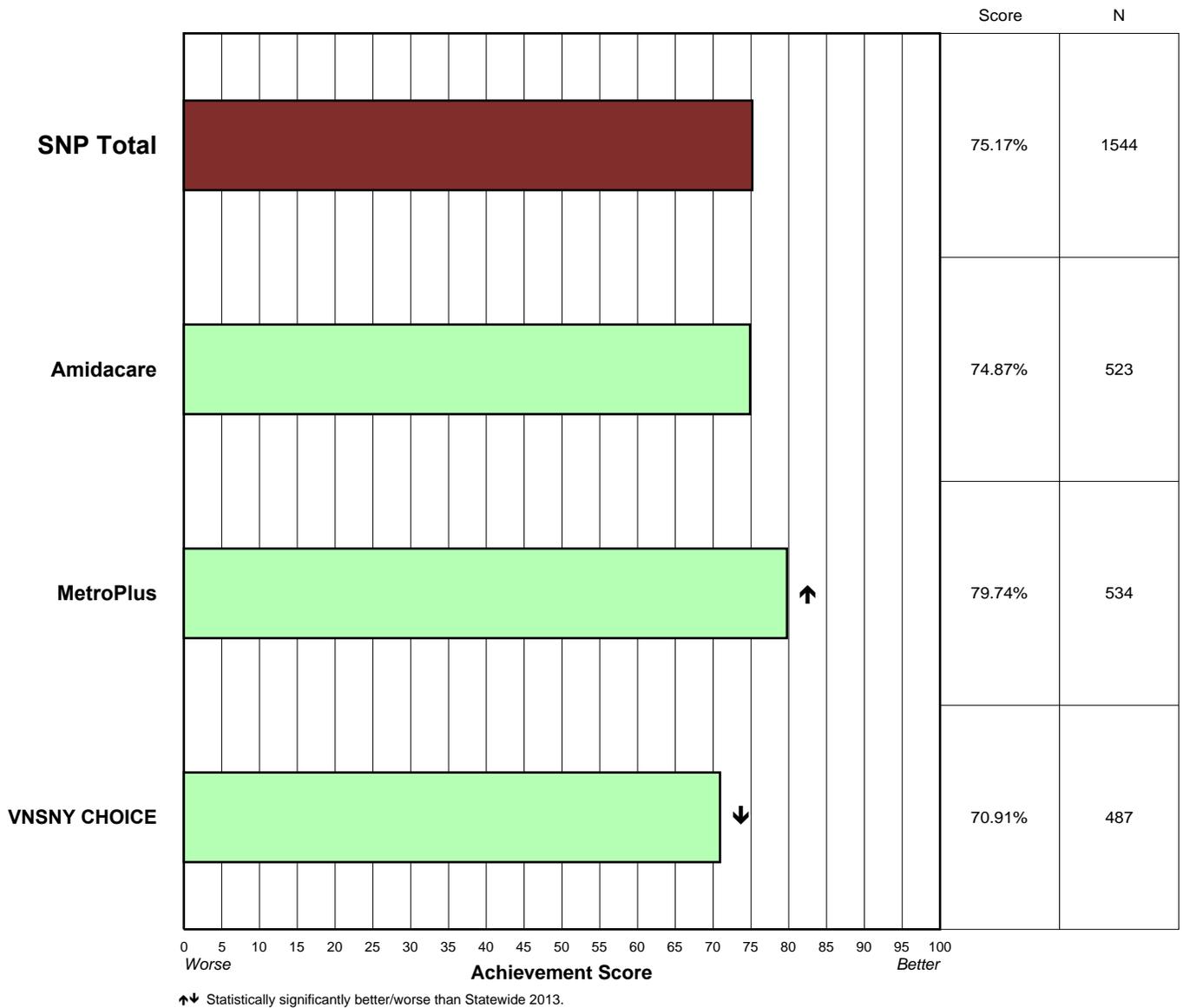


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

## Overall Ratings

### Q45. Rating of health plan (8, 9 or 10)



SNP Total 2013  
 Health Plans 2013

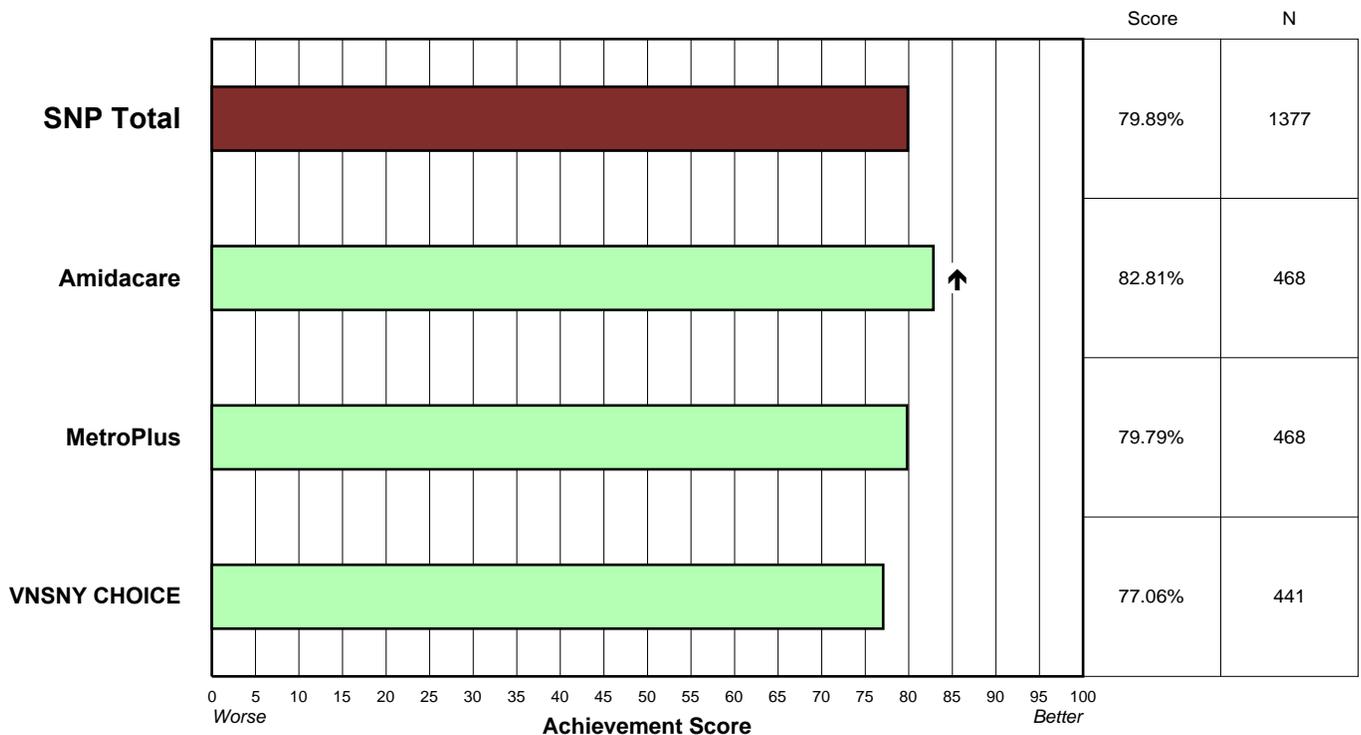
## Composites

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 the first four composites. Responses of "Yes" and "A lot" are considered achievements for the Shared Decision Making composite.

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

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

### Getting Needed Care (Usually or Always)

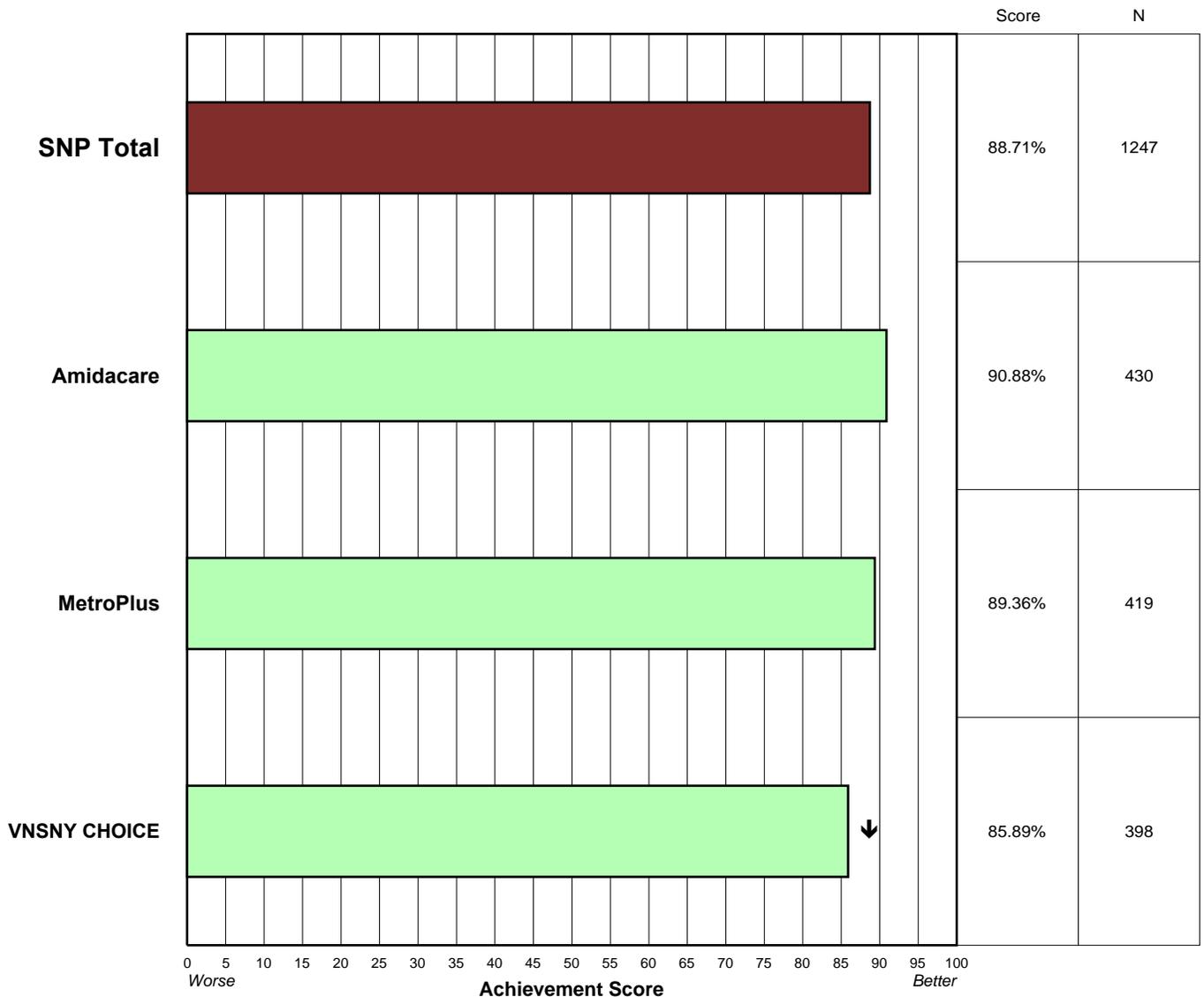


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Getting Needed Care (Usually or Always)

### Q19. Usually or always got care, tests or treatment you thought you needed

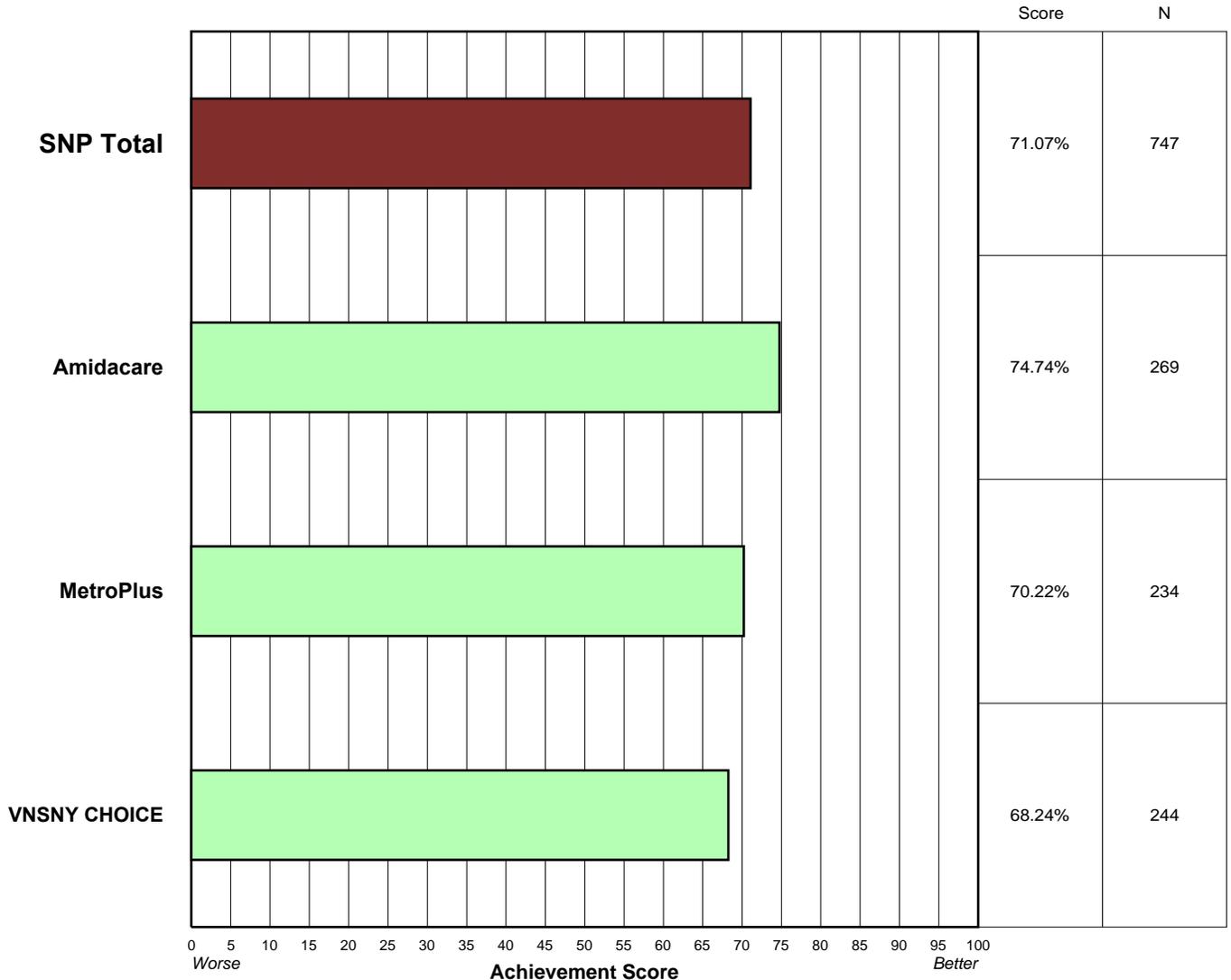


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

## Getting Needed Care (Usually or Always)

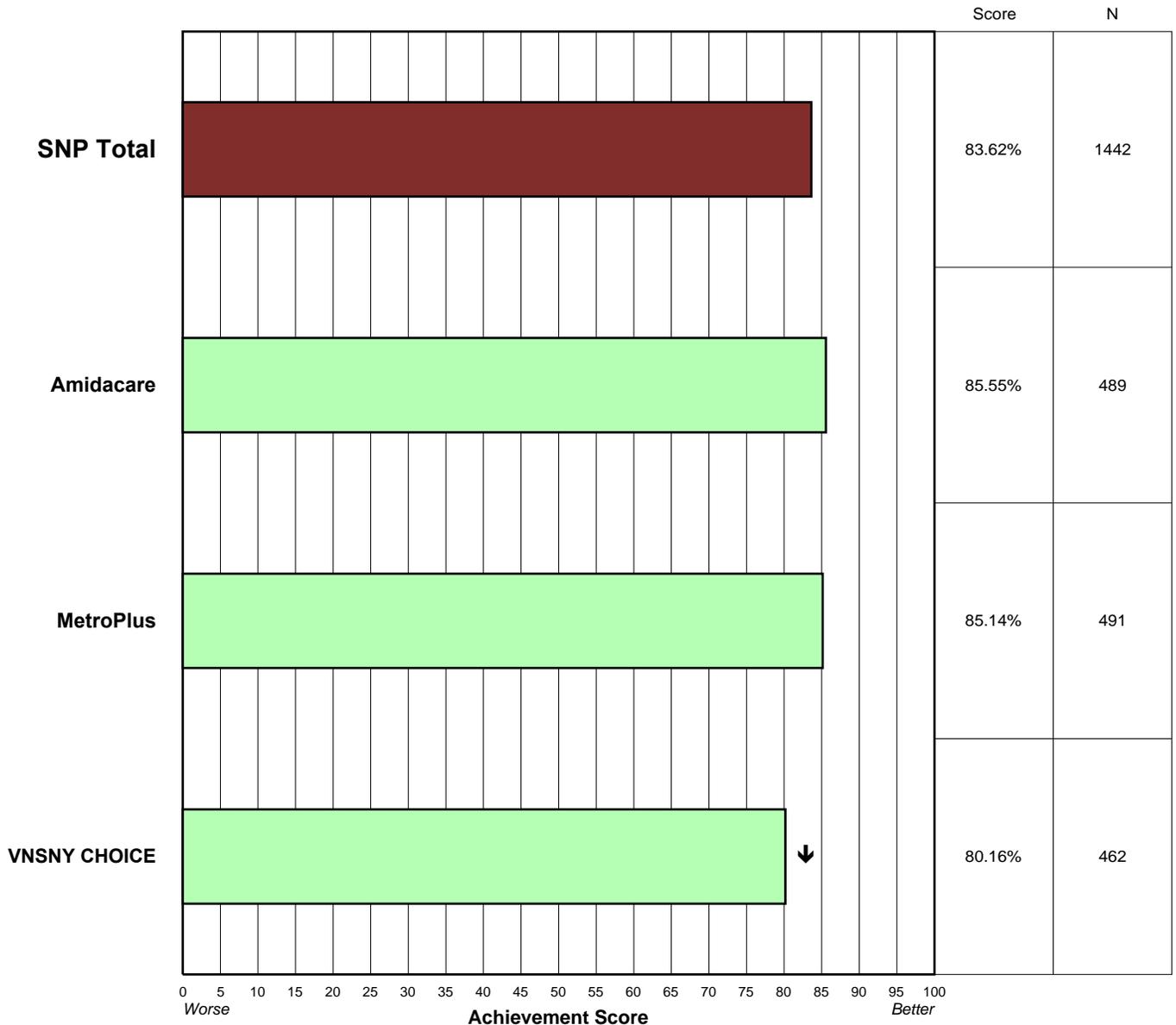
**Q39. Usually or always get an appointment to see a specialist as soon as you needed**



↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

### Getting Care Quickly (Usually or Always)

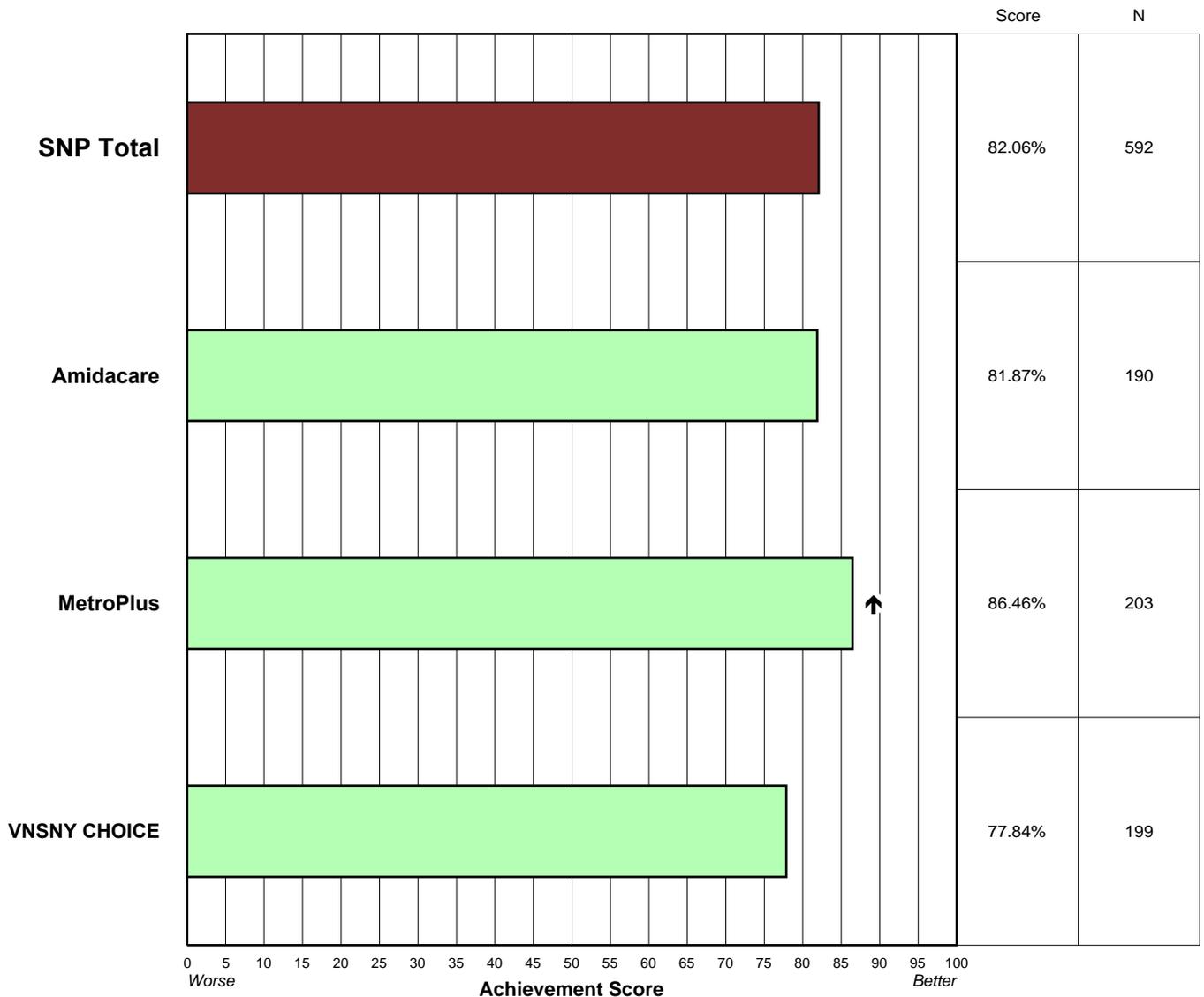


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Getting Care Quickly (Usually or Always)

### Q4. Usually or always got care right away as soon as you needed

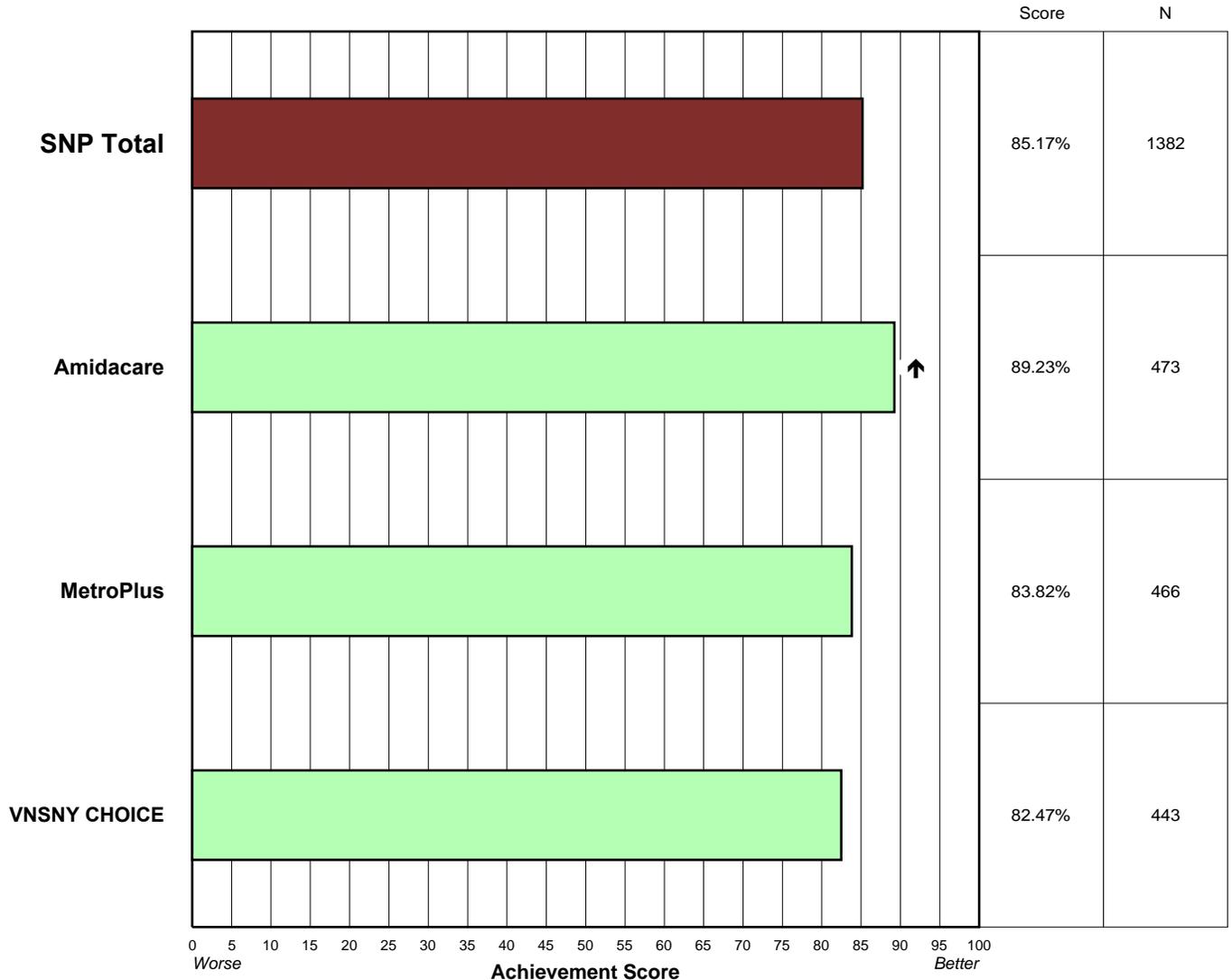


↕ Statistically significantly better/worse than Statewide 2013.

SNP Total 2013  
 Health Plans 2013

## Getting Care Quickly (Usually or Always)

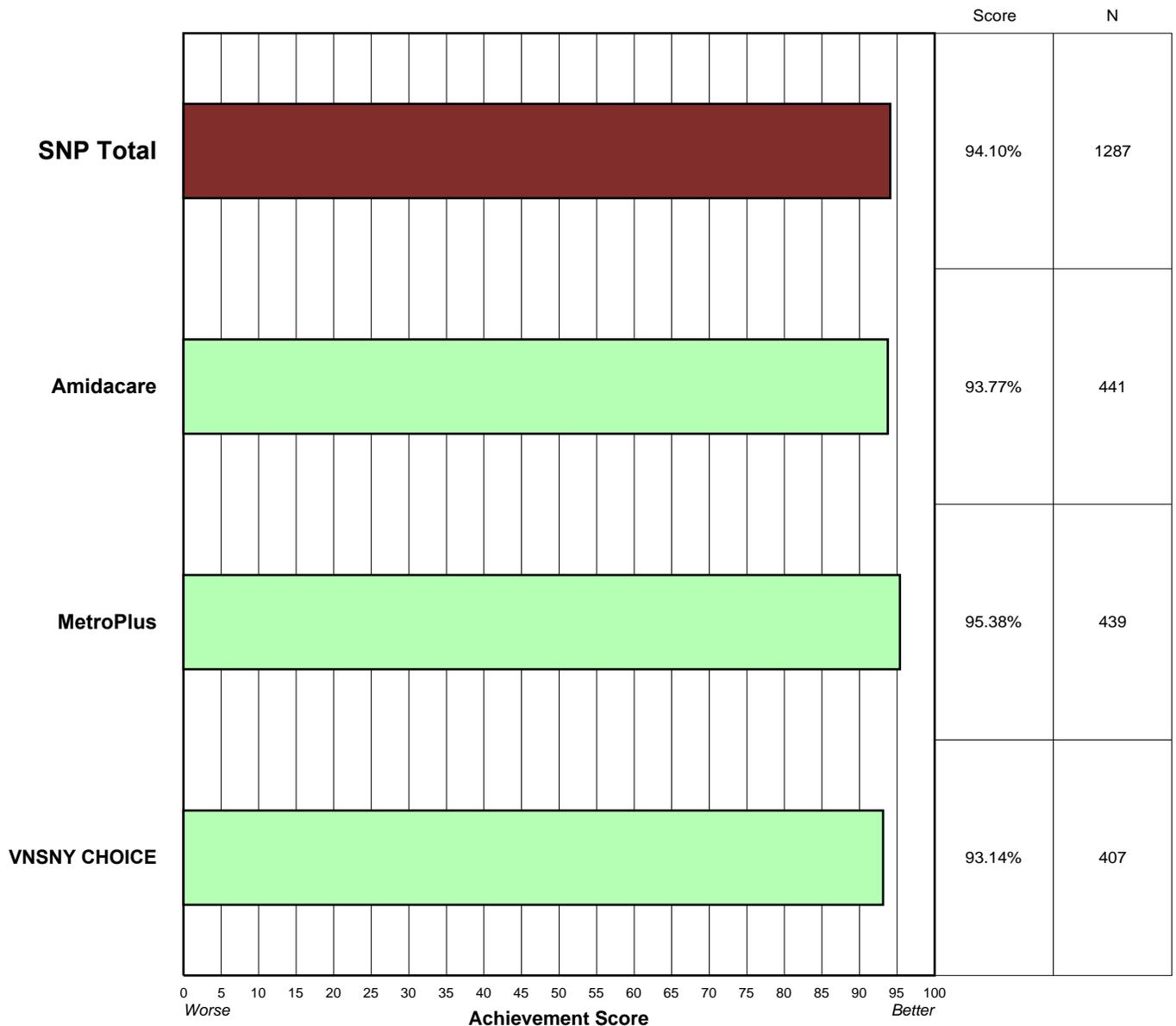
Q7. Usually or always got an appt. for check-up or routine care as soon as you needed



↑↓ Statistically significantly better/worse than Statewide 2013.

SNP Total 2013  
 Health Plans 2013

## How Well Doctors Communicate (Usually or Always)

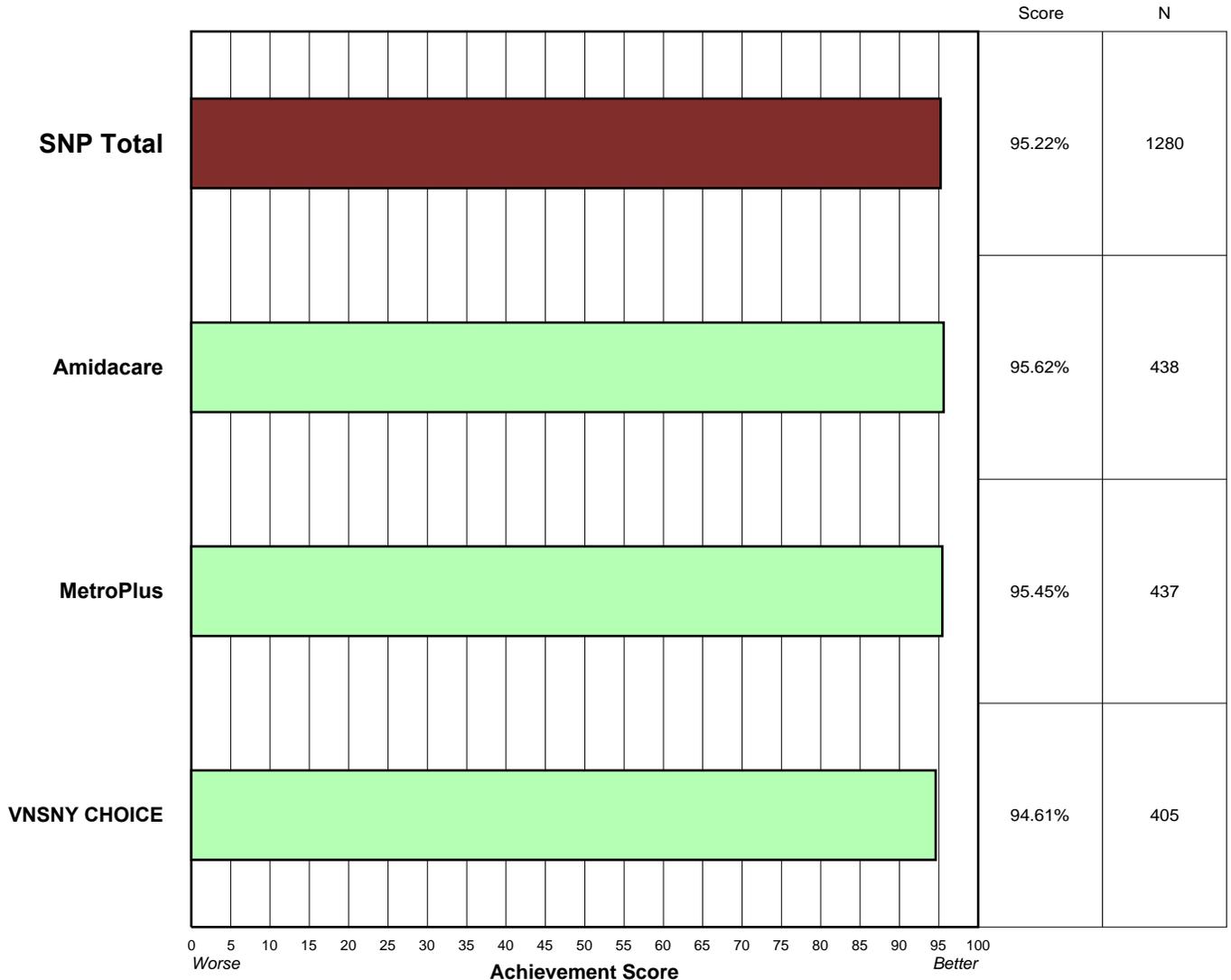


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

## How Well Doctors Communicate (Usually or Always)

**Q28. Personal doctor usually or always explained things in way that was easy to understand**

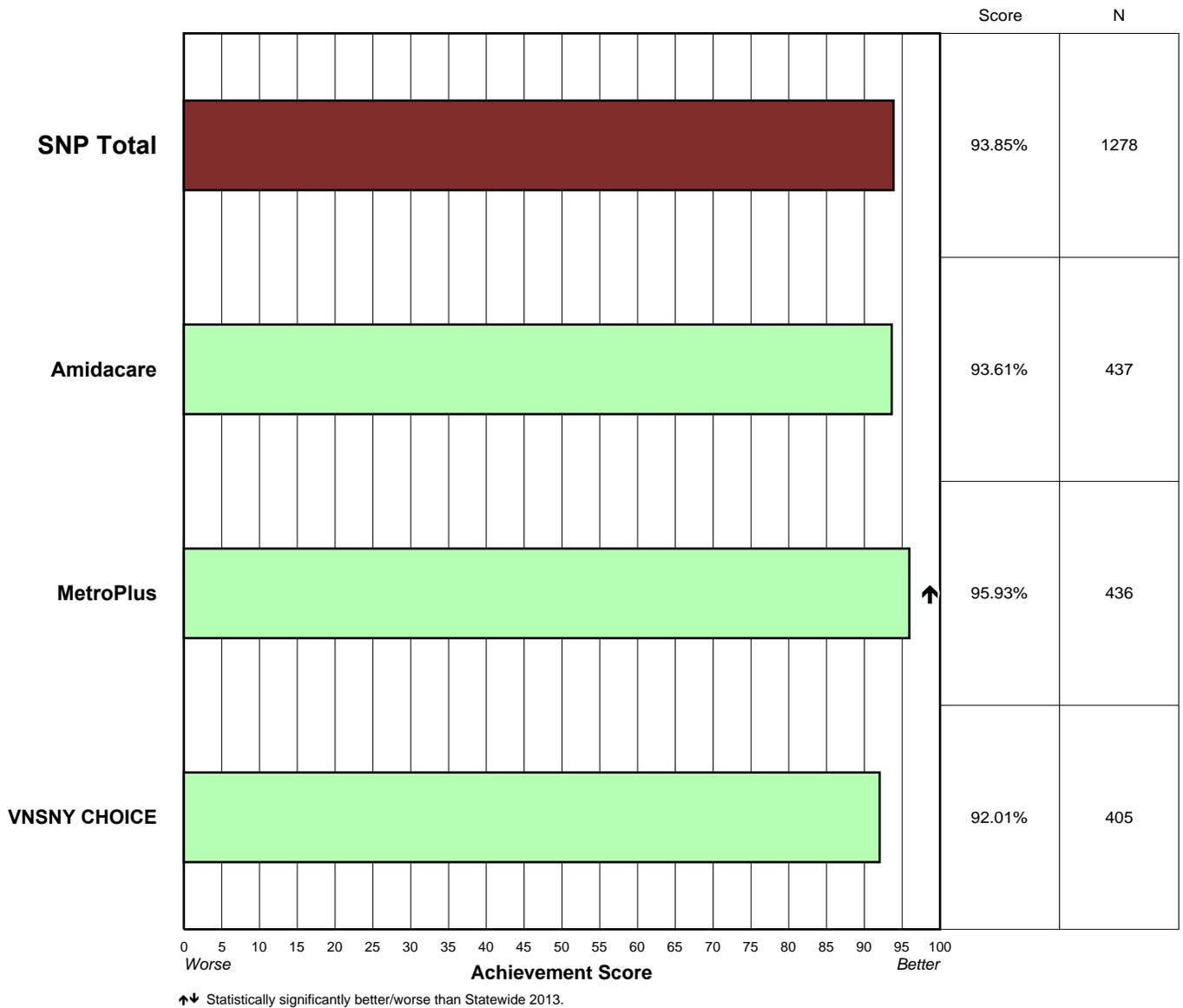


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## How Well Doctors Communicate (Usually or Always)

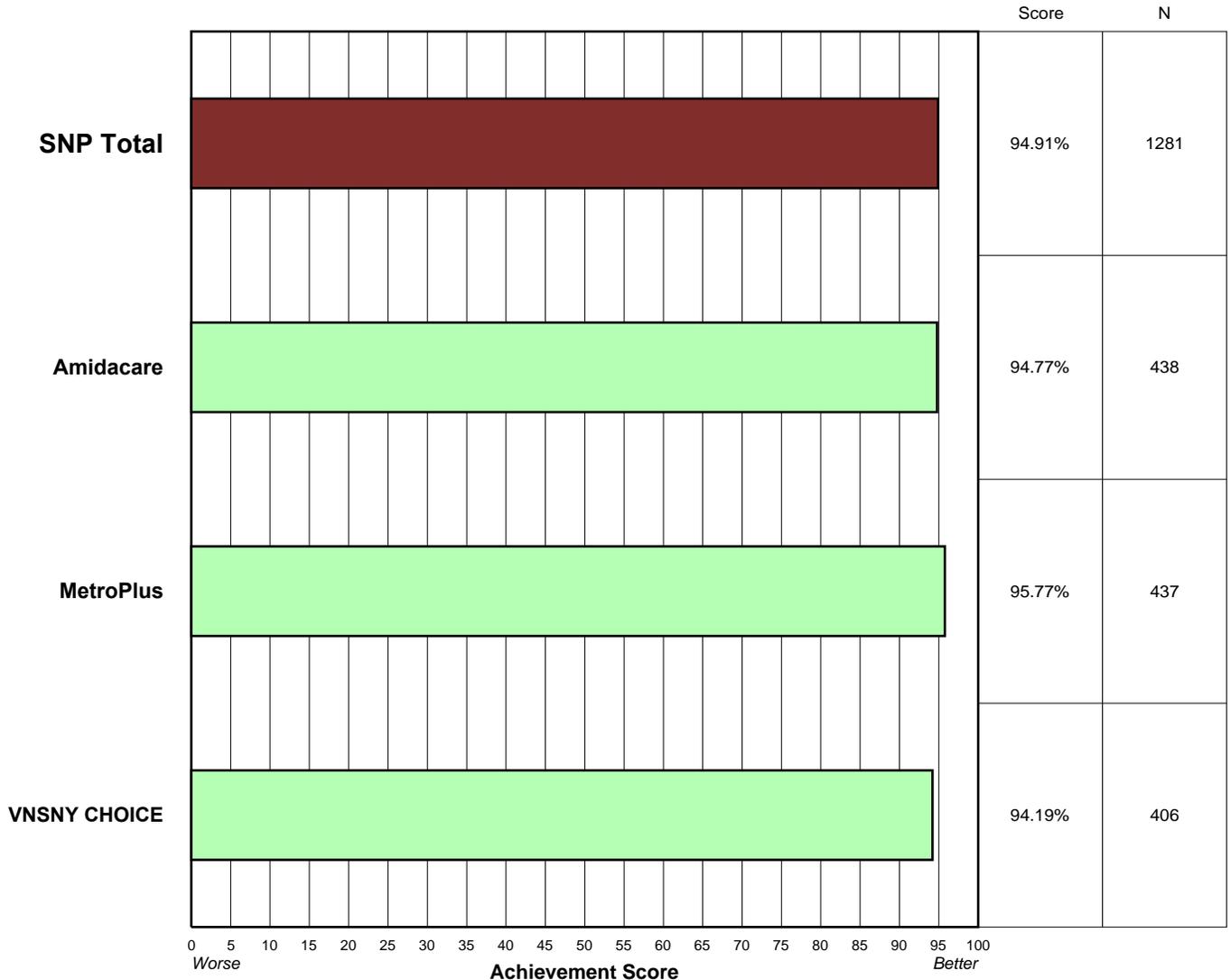
### Q29. Personal doctor usually or always listened carefully to you



SNP Total 2013  
 Health Plans 2013

## How Well Doctors Communicate (Usually or Always)

**Q30. Personal doctor usually or always showed respect for what you had to say**

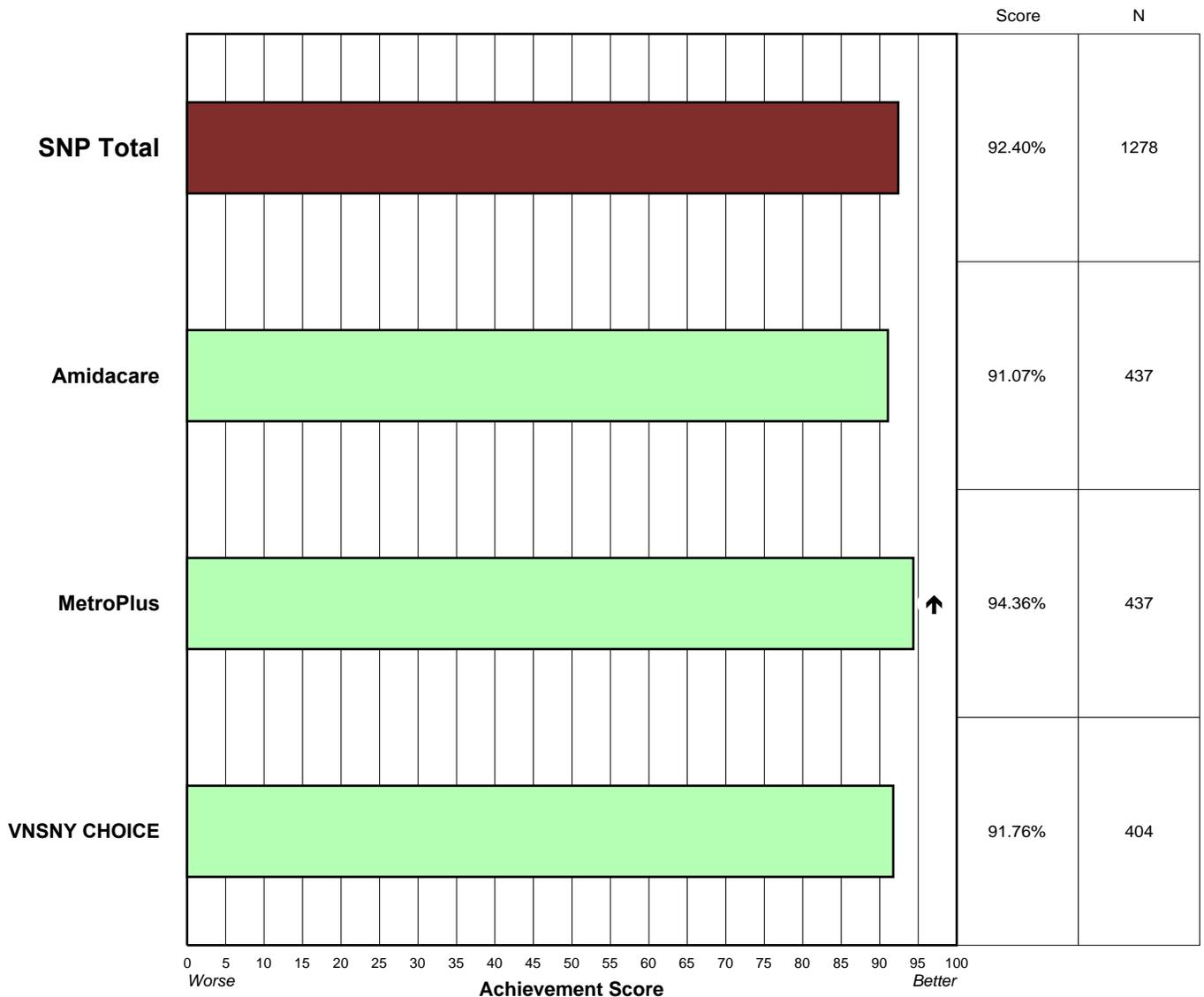


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

## How Well Doctors Communicate (Usually or Always)

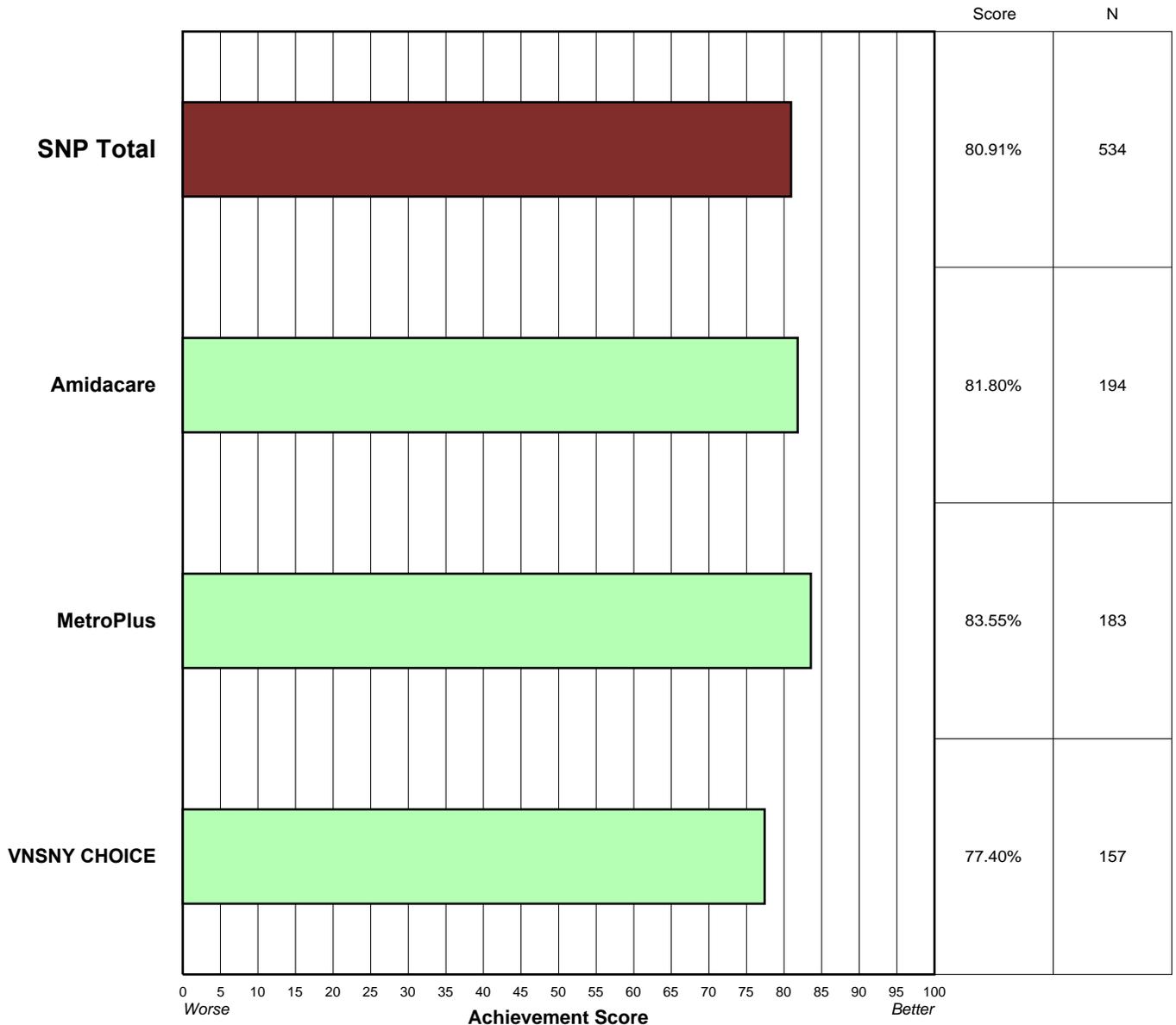
### Q31. Personal doctor usually or always spent enough time with you



↕ Statistically significantly better/worse than Statewide 2013.

SNP Total 2013  
 Health Plans 2013

### Customer Service (Usually or Always)

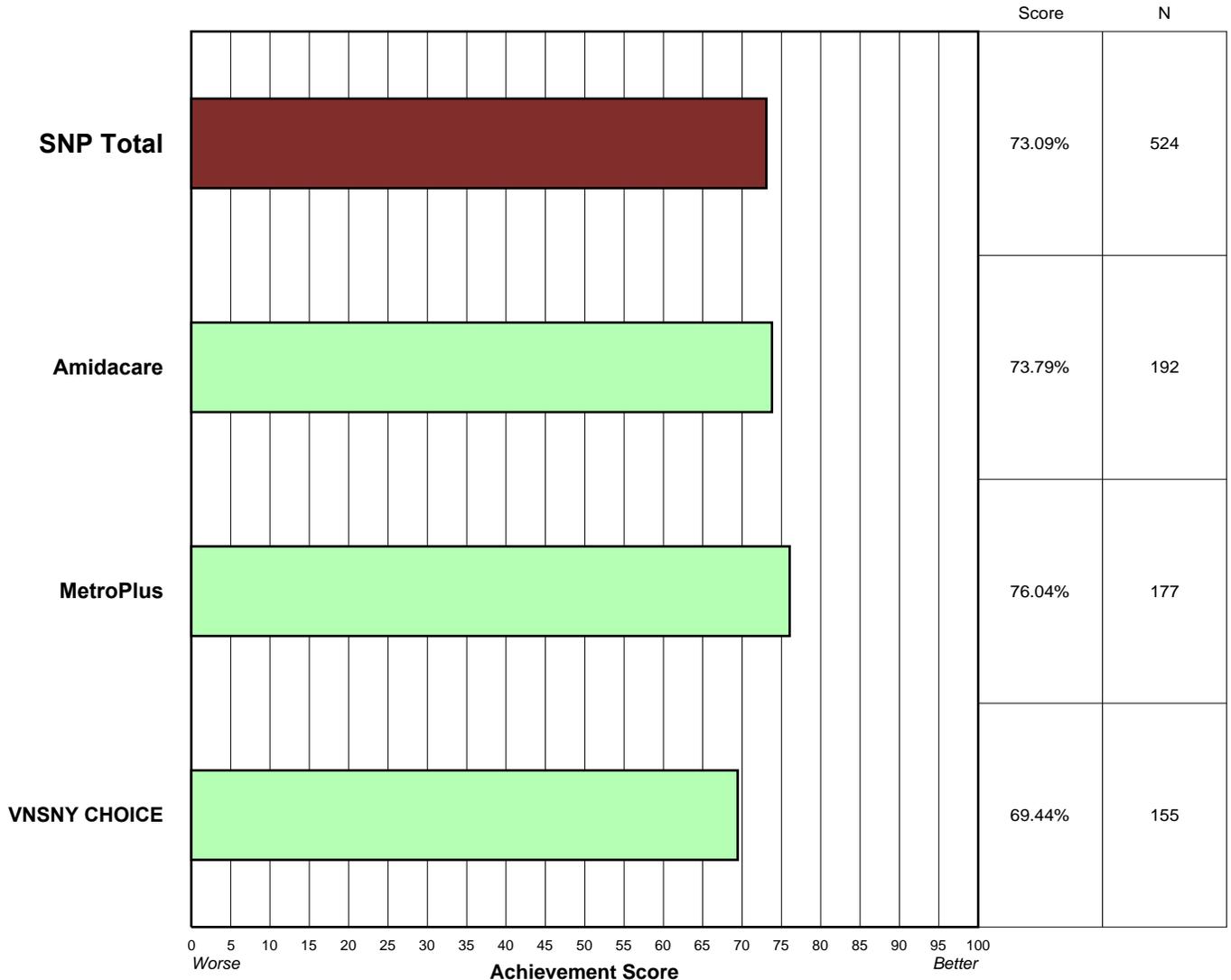


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Customer Service (Usually or Always)

**Q43. Health plan's customer service usually or always gave needed information or help**

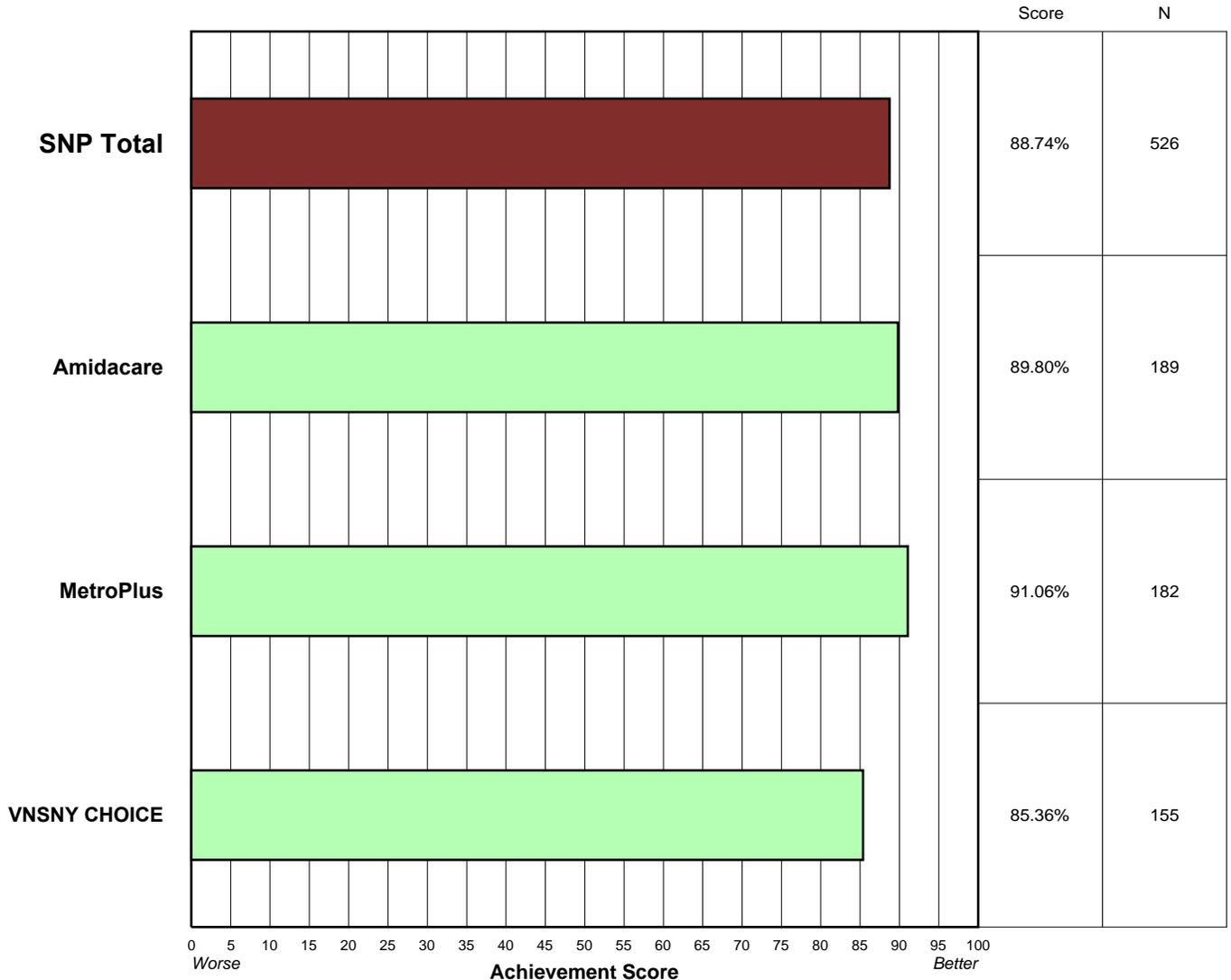


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Customer Service (Usually or Always)

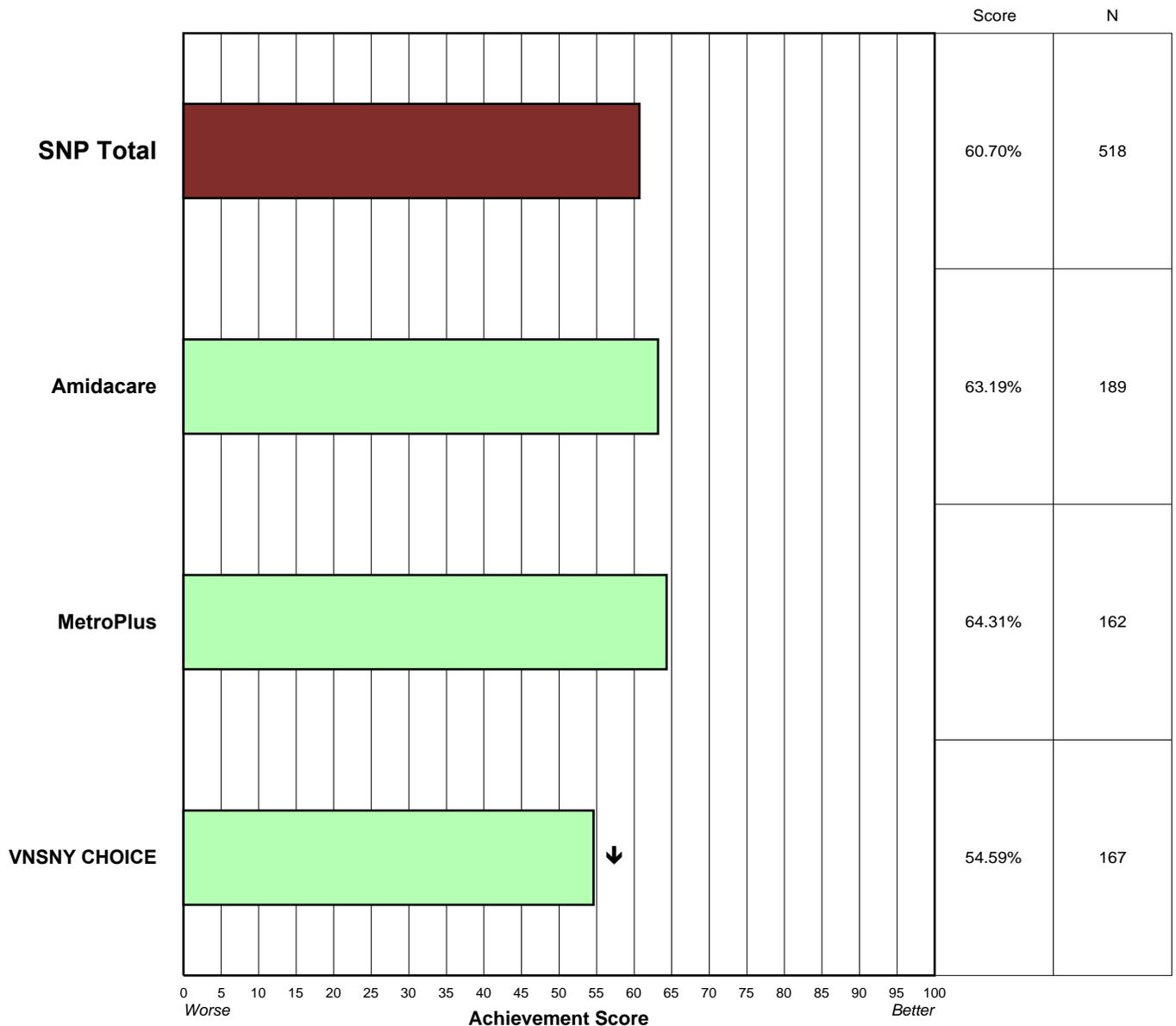
**Q44. Usually or always treated with courtesy and respect by health plan's customer service staff**



↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

### Shared Decision Making (Yes or A lot)

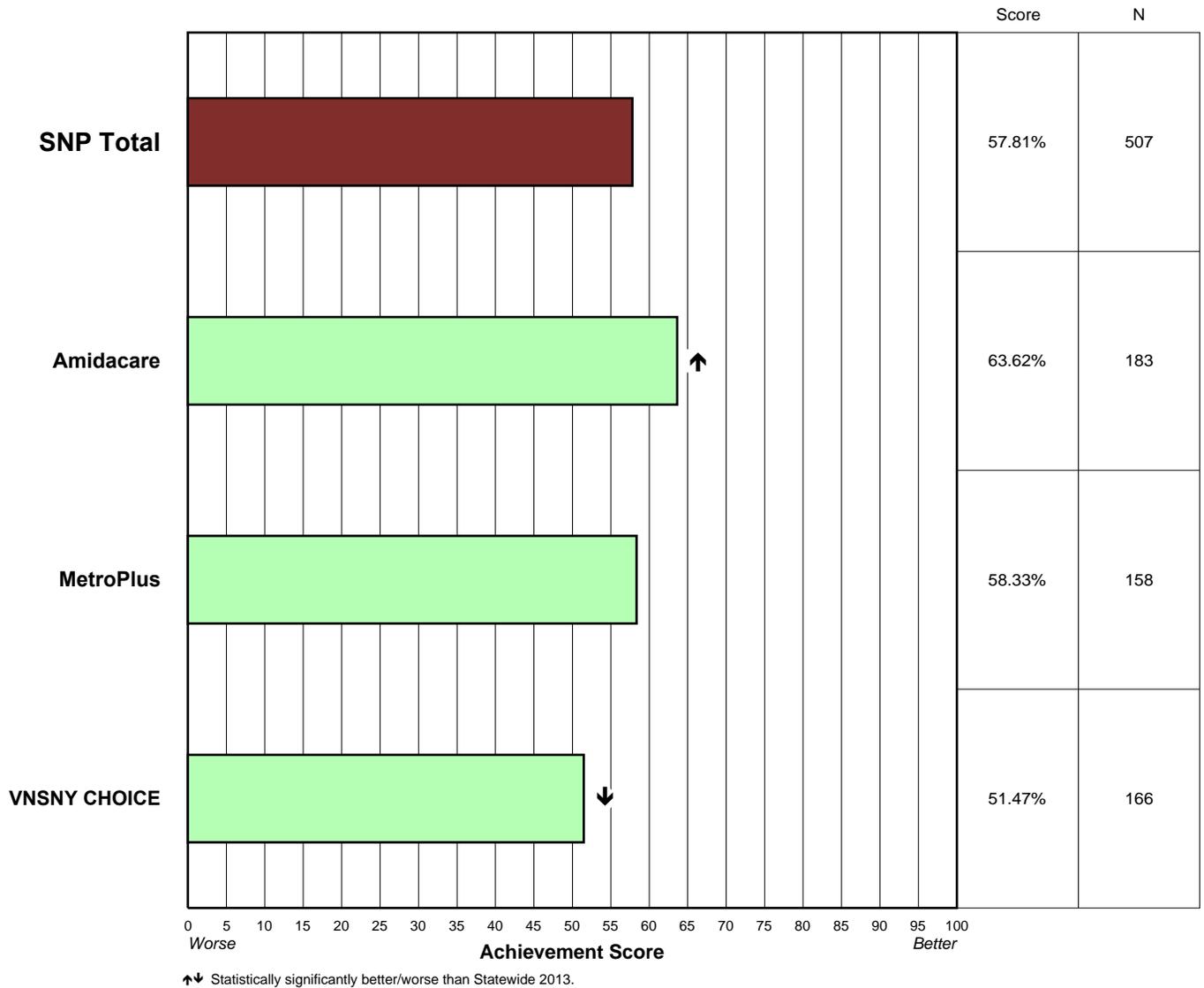


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Shared Decision Making (Yes or A lot)

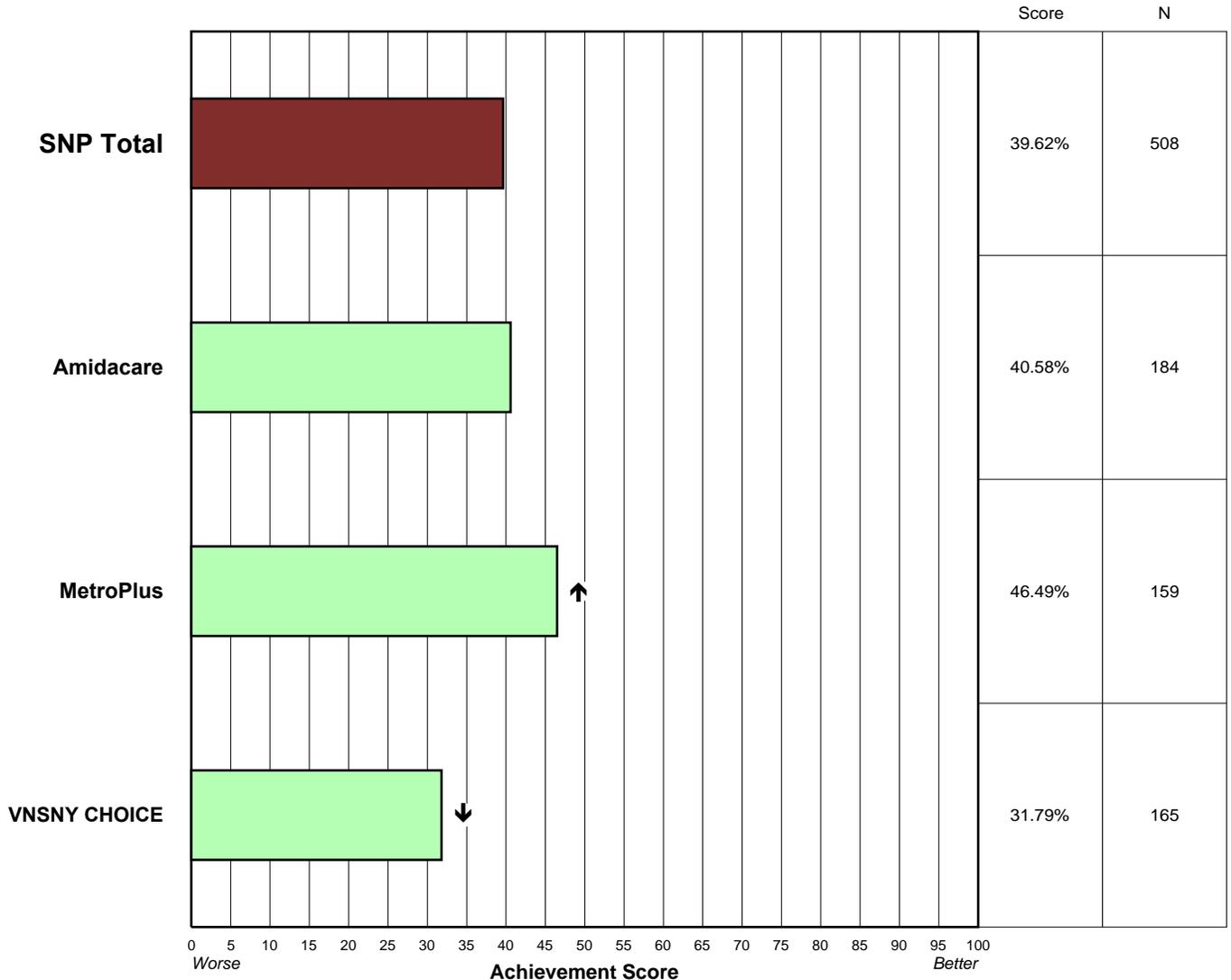
**Q12. Doctor/provider talked a lot about the reasons you might want to take a medicine**



■ SNP Total 2013  
 ■ Health Plans 2013

## Shared Decision Making (Yes or A lot)

**Q13. Doctor/provider talked a lot about the reasons you might not want to take a medicine**

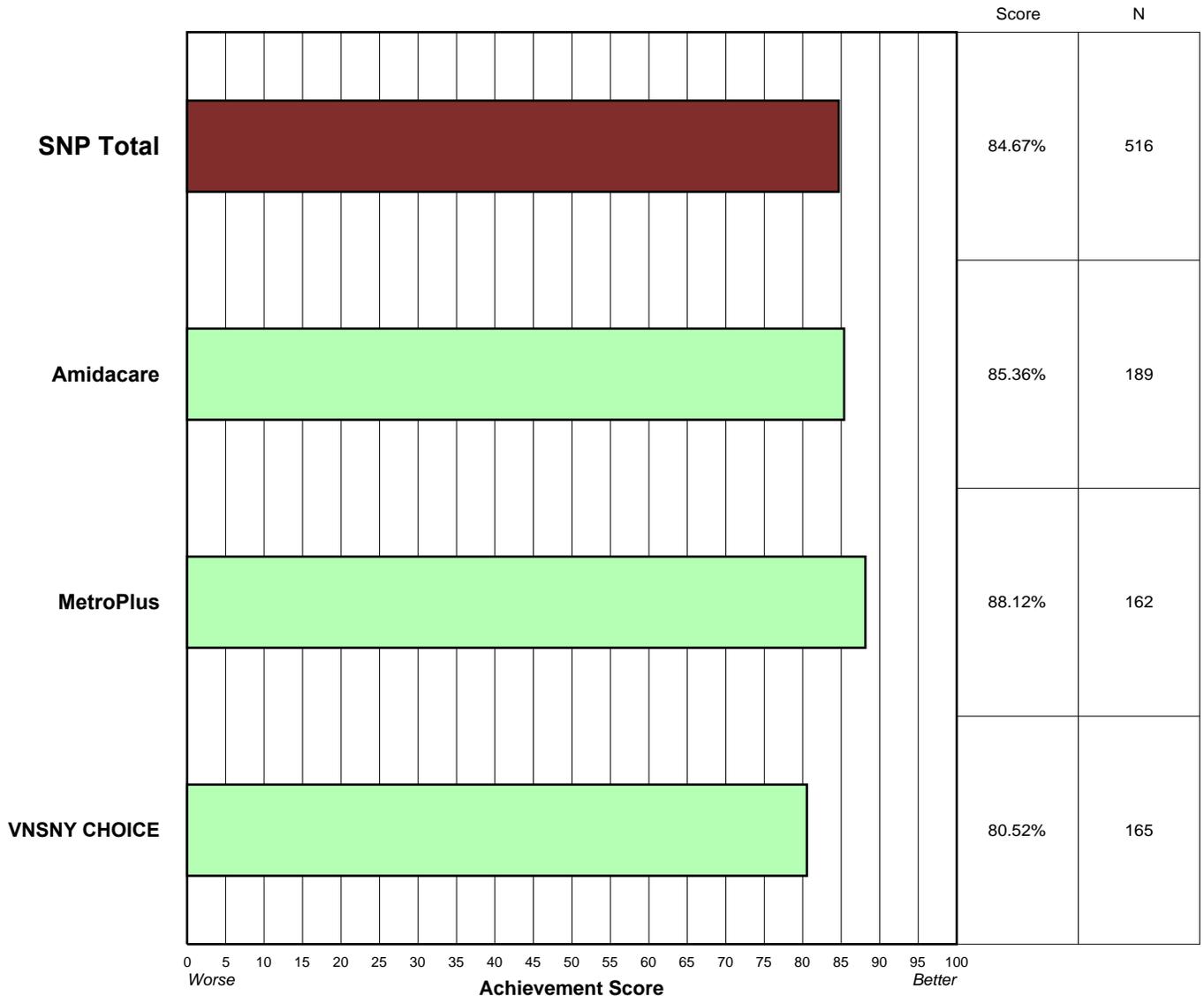


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Shared Decision Making (Yes or A lot)

### Q14. Doctor/provider asked what you thought was best for you

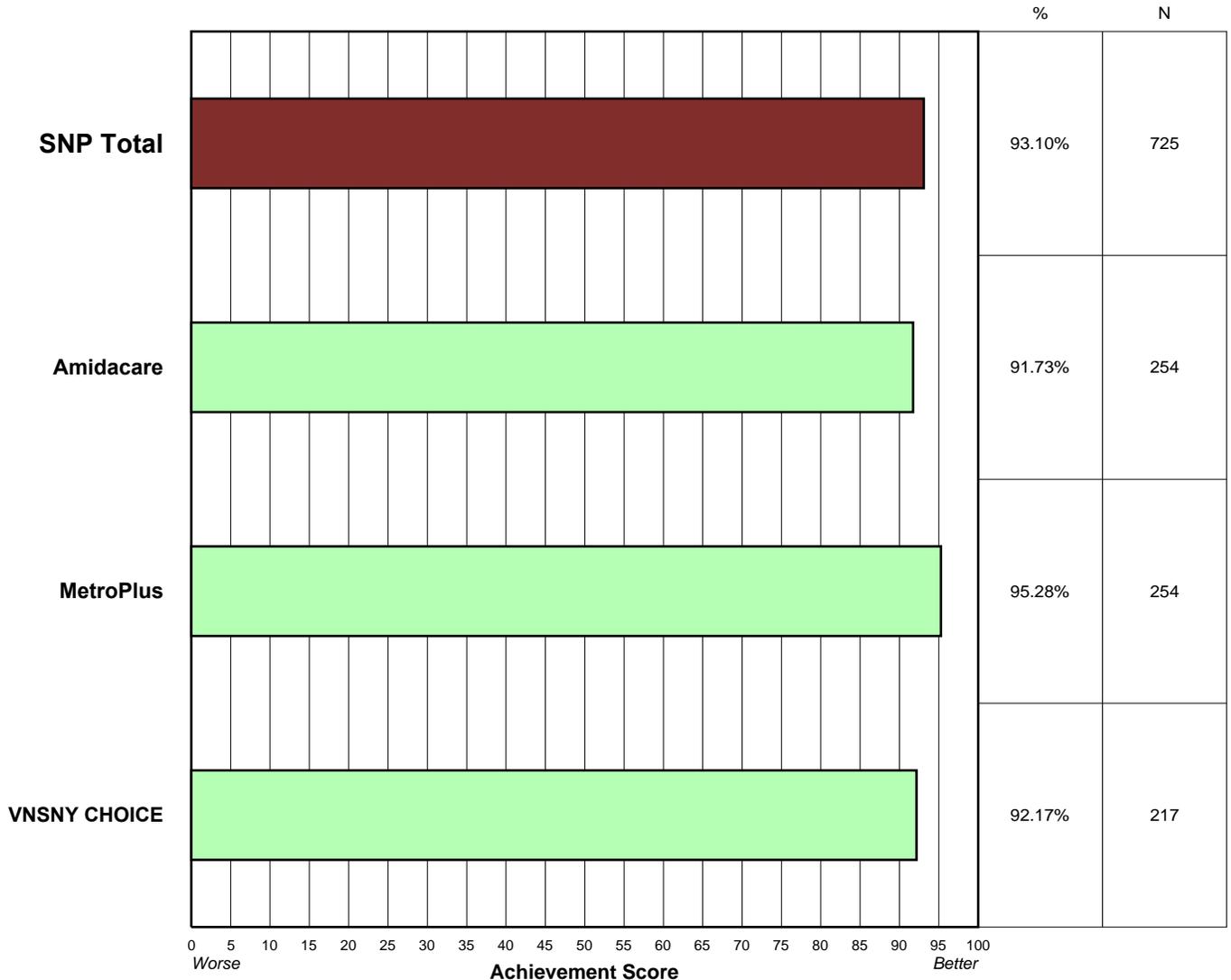


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

## Medical Assistance with Smoking Cessation

### Q53. Advised by doctor or other health provider to quit smoking or using tobacco

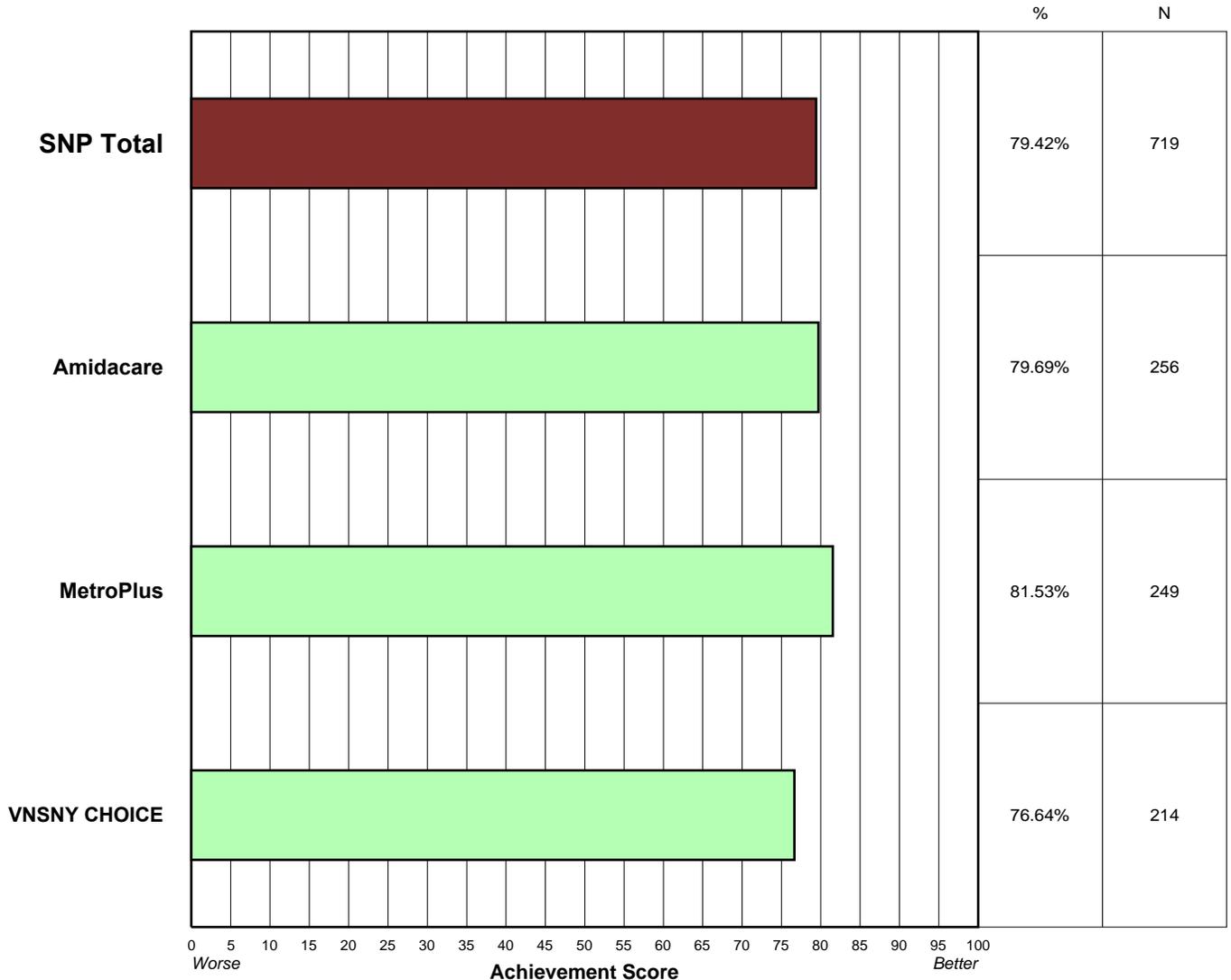


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Medical Assistance with Smoking Cessation

**Q54. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco**

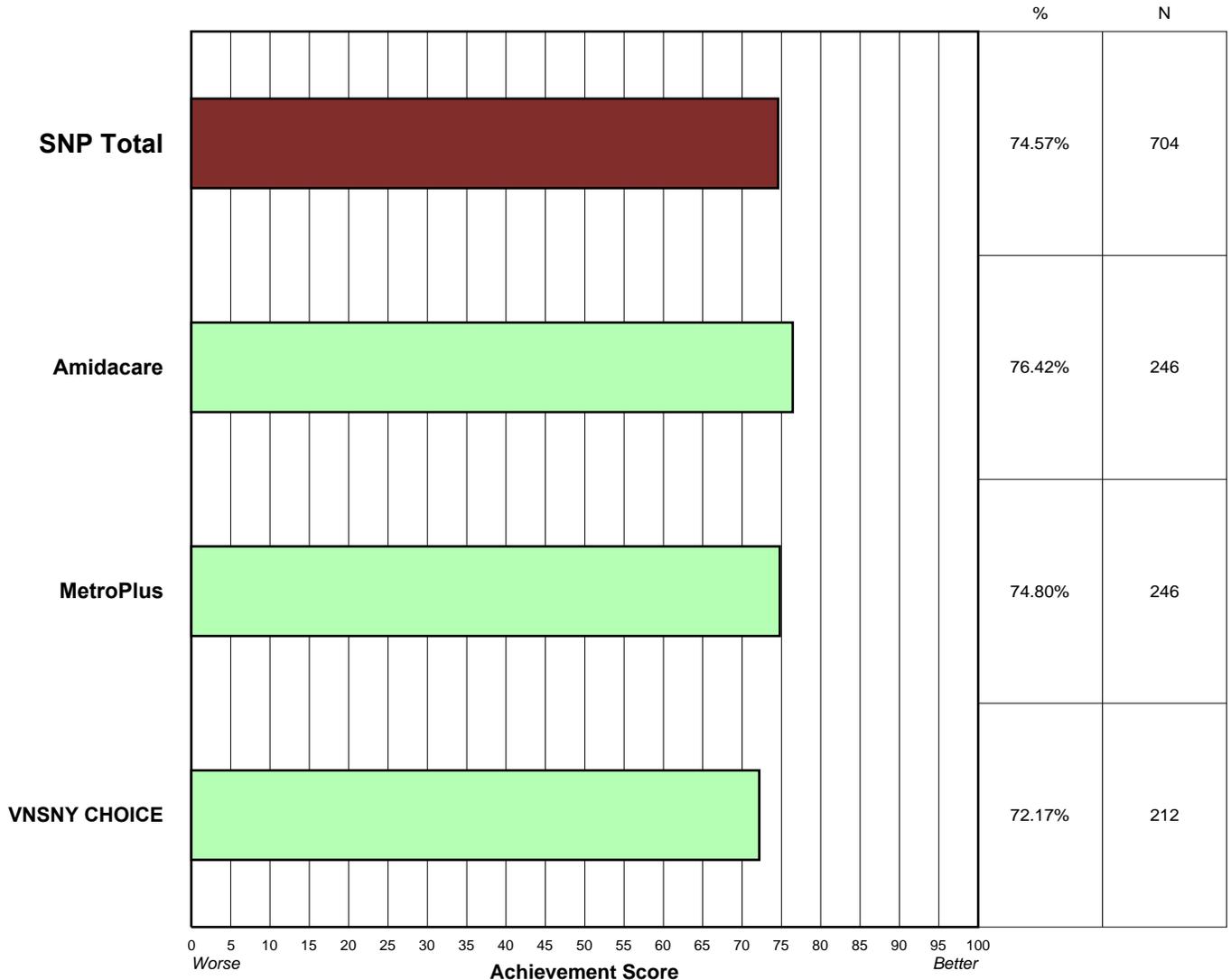


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

## Medical Assistance with Smoking Cessation

**Q55. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco**

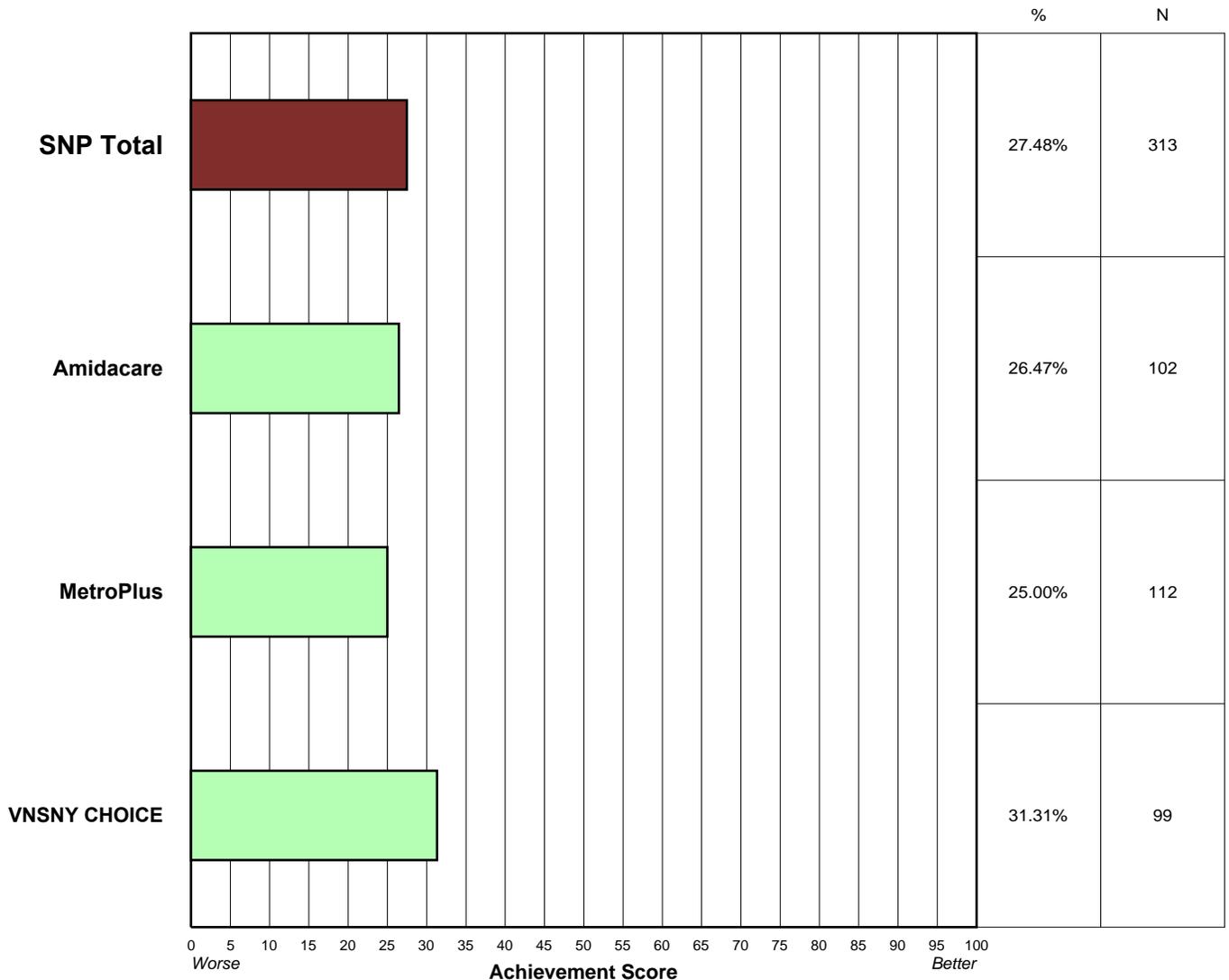


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

### Aspirin Use and Discussion

**Q56. Take aspirin daily or every other day [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]**

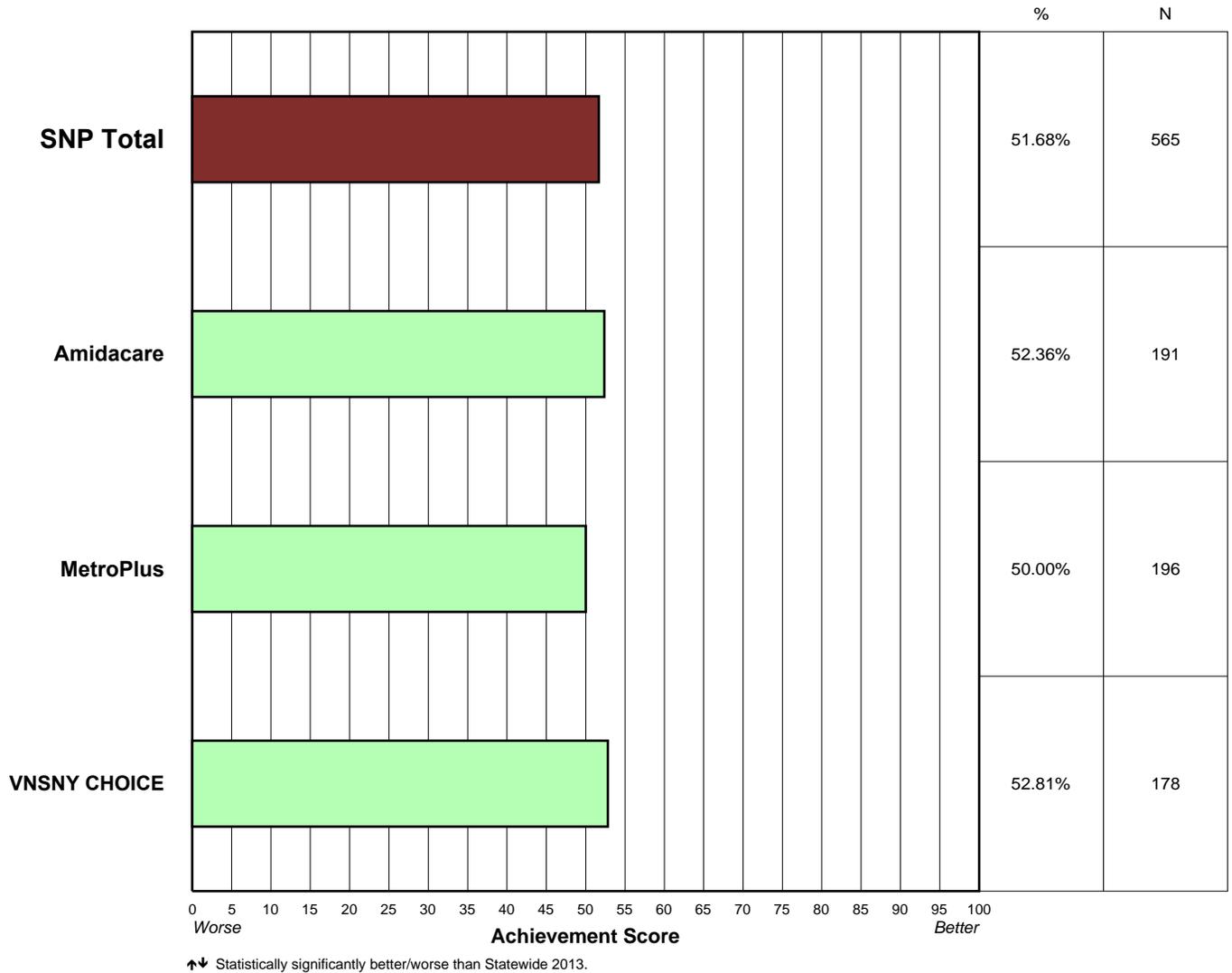


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

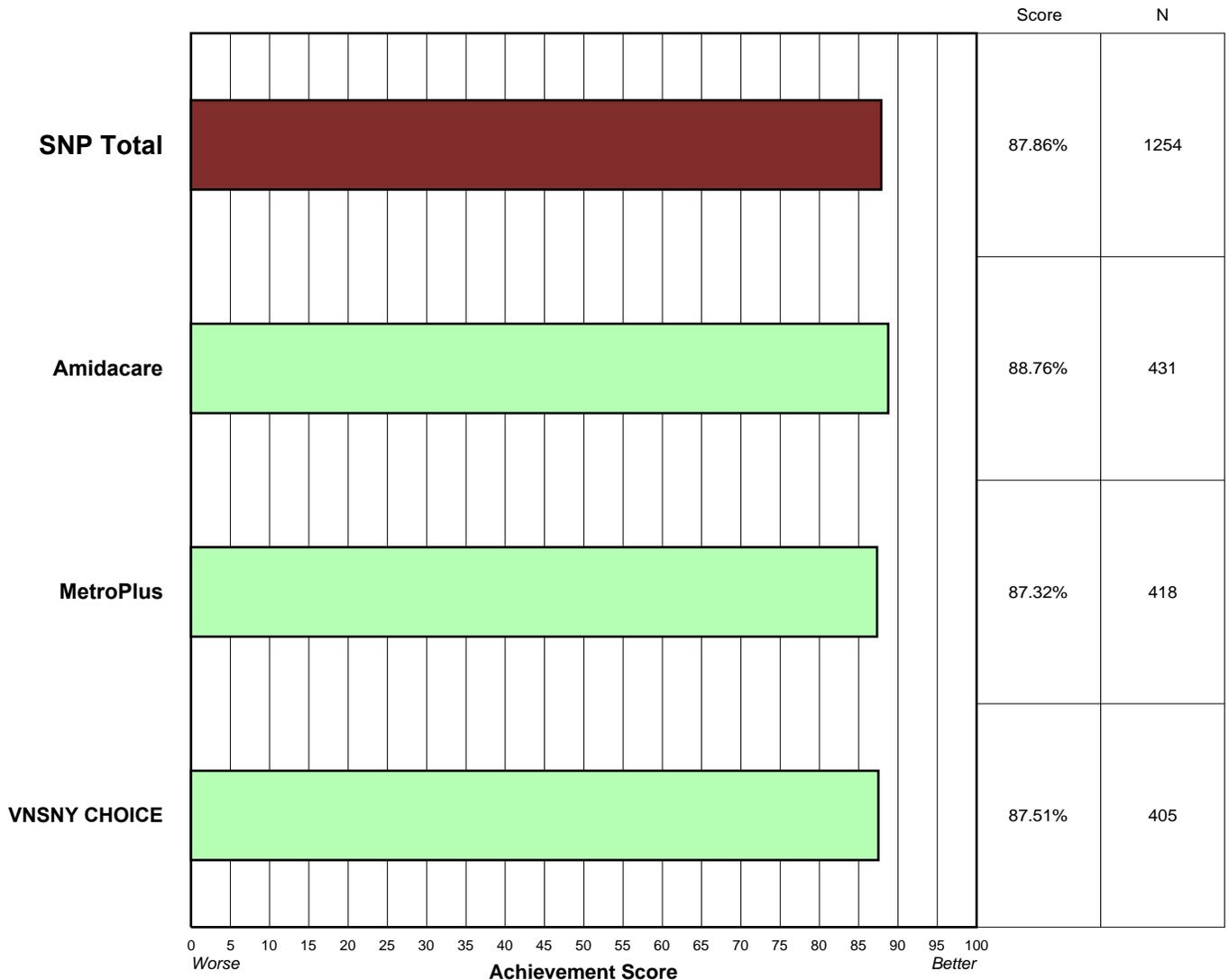
## Aspirin Use and Discussion

**Q58. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]**



### Single Items

#### Q9. Doctor/provider definitely talked about specific things to do to prevent illness

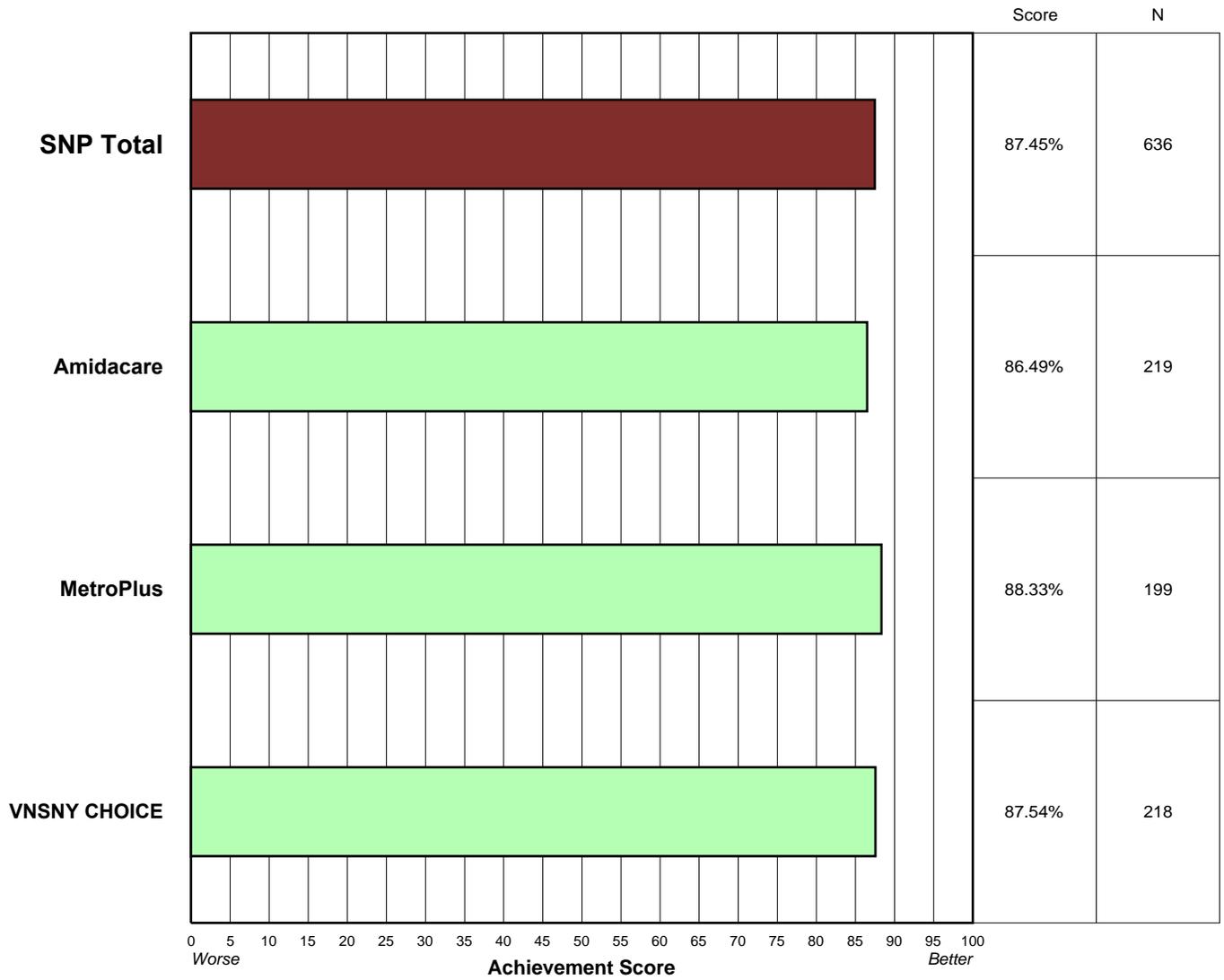


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Single Items

#### Q36. Personal doctor usually or always seemed informed about care received from other doctors or providers

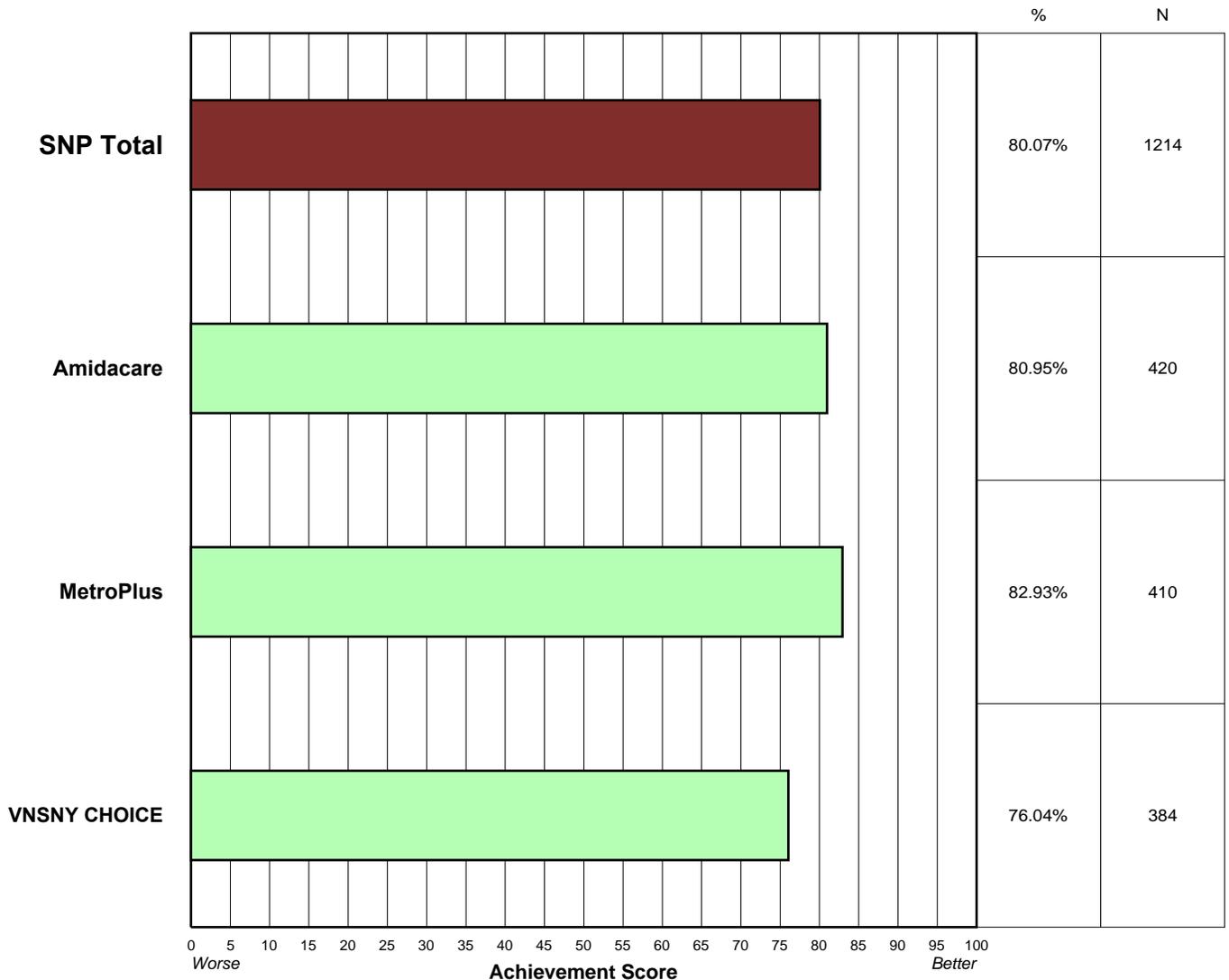


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q10a. Doctor or other health provider talked about a healthy diet and eating habits

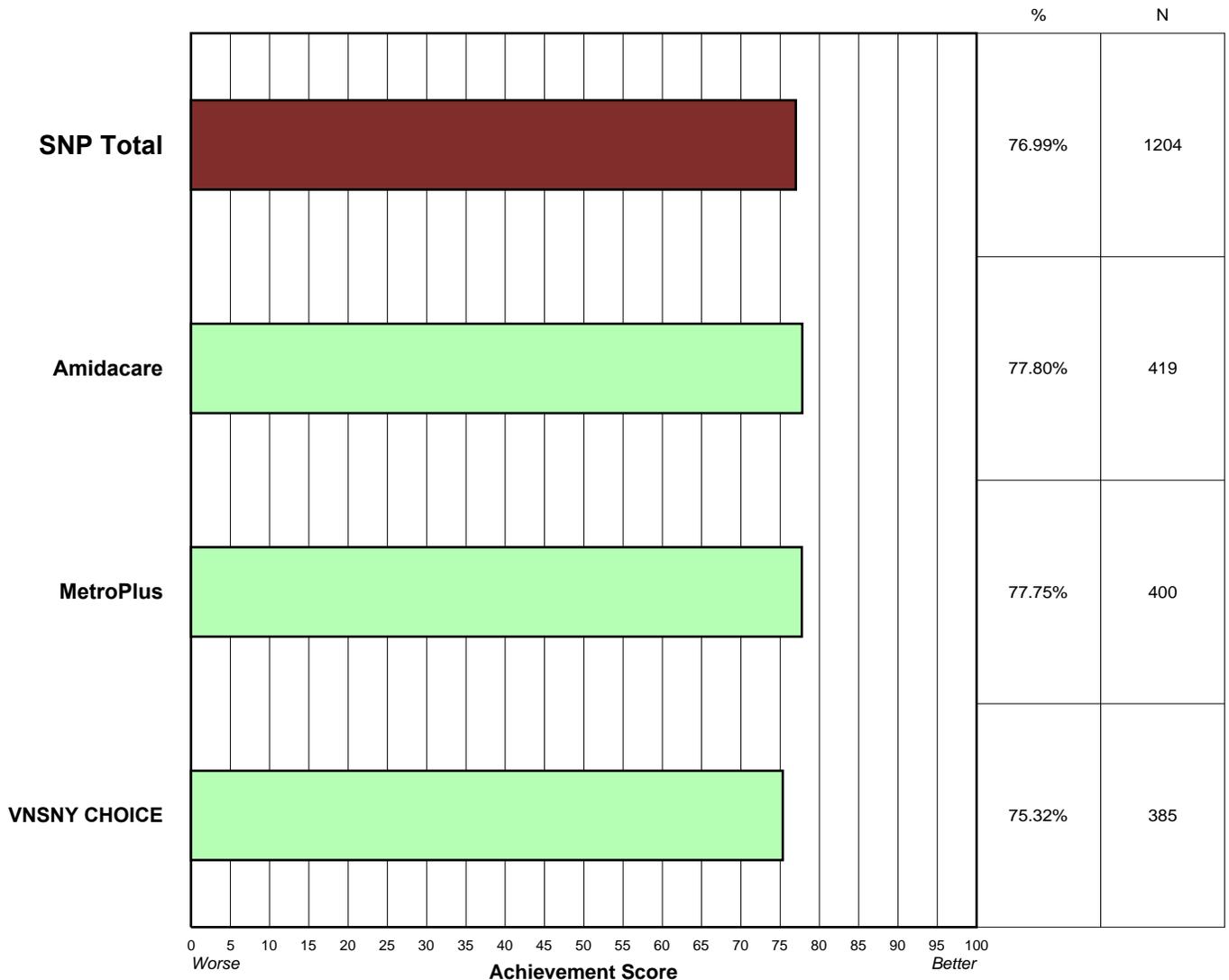


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q10b. Doctor or other health provider talked about exercise or physical activity

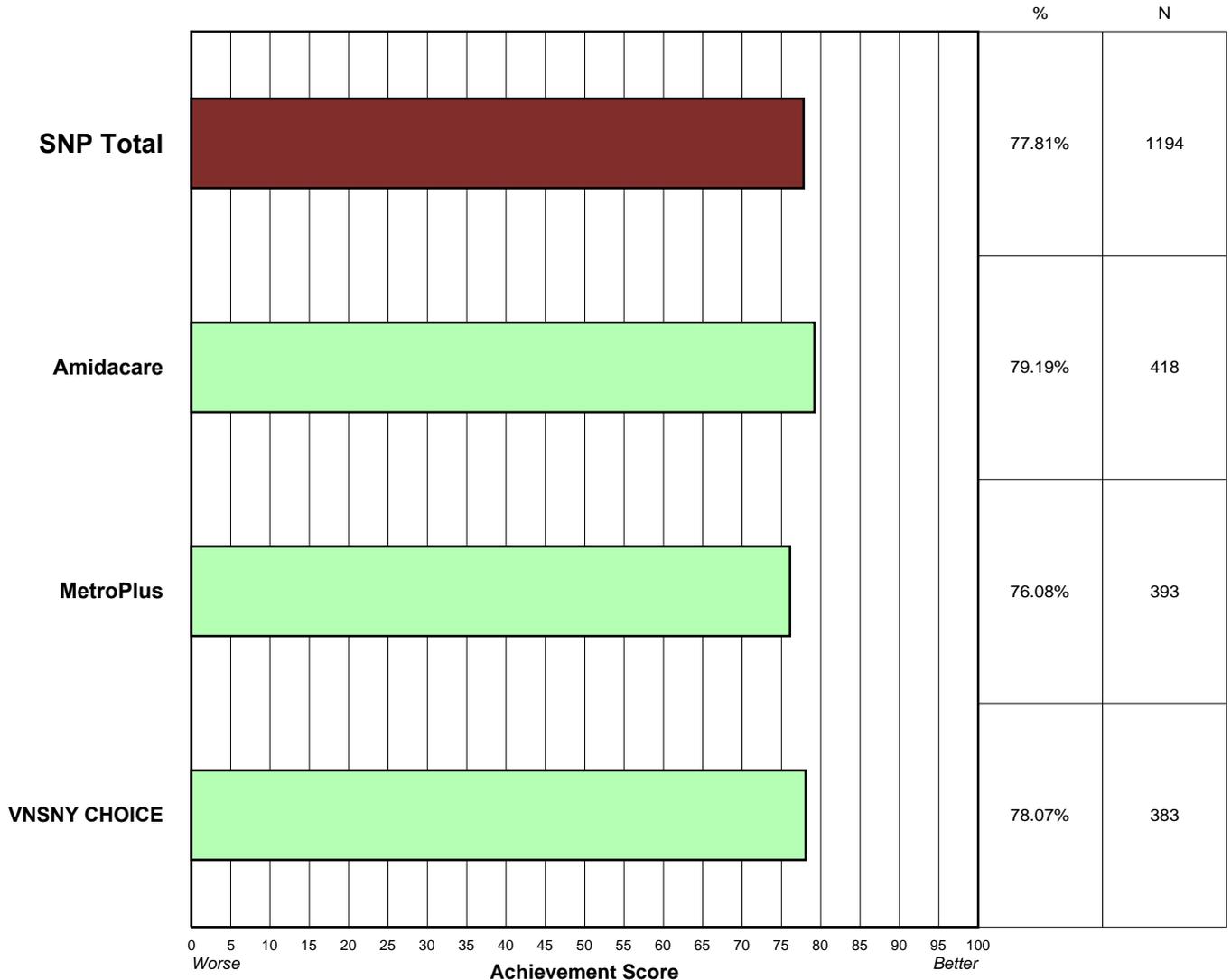


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

### Supplemental Questions

**Q10c. Doctor or other health provider talked about things in your life that worry you or cause you stress**

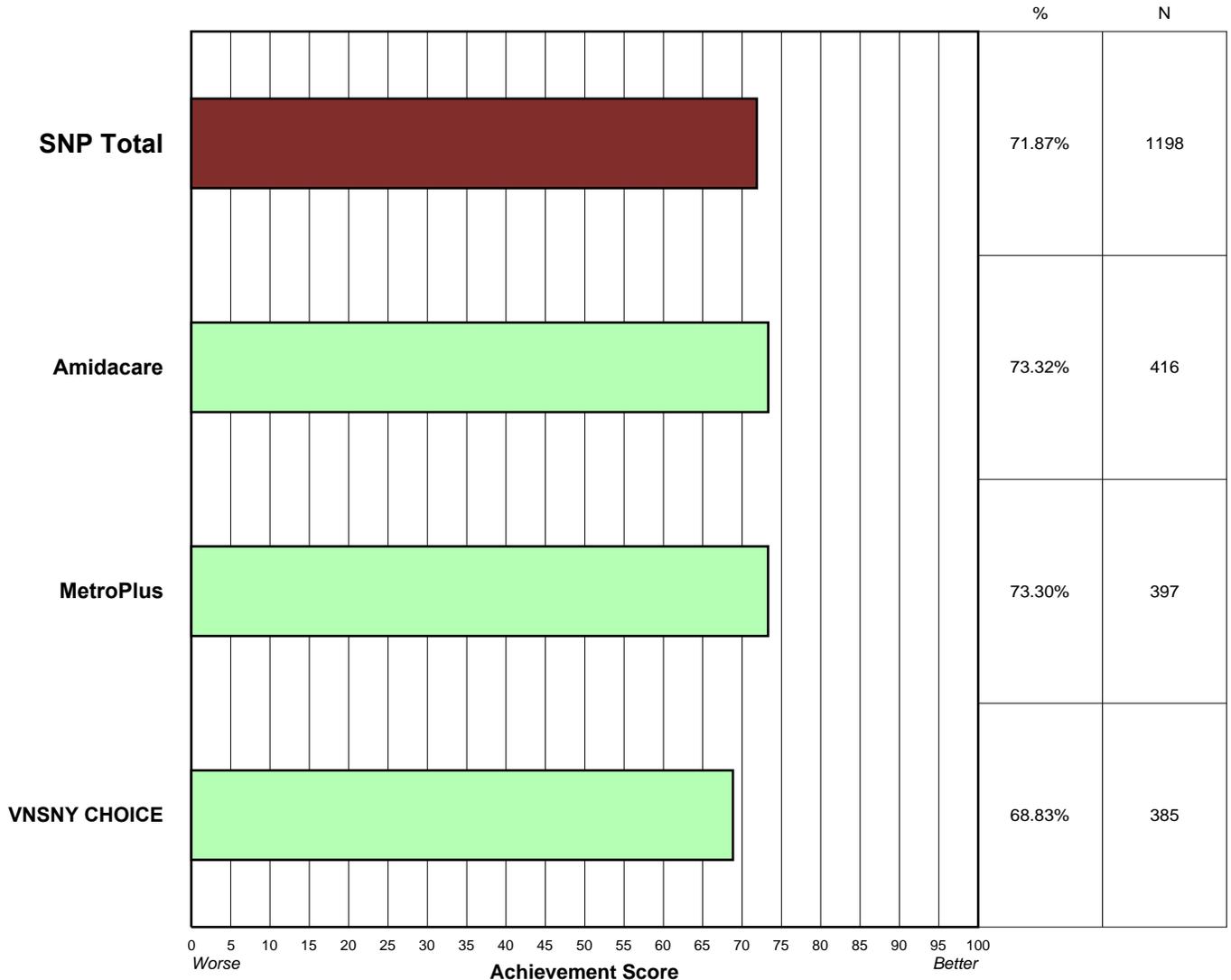


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

**Q10d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed**

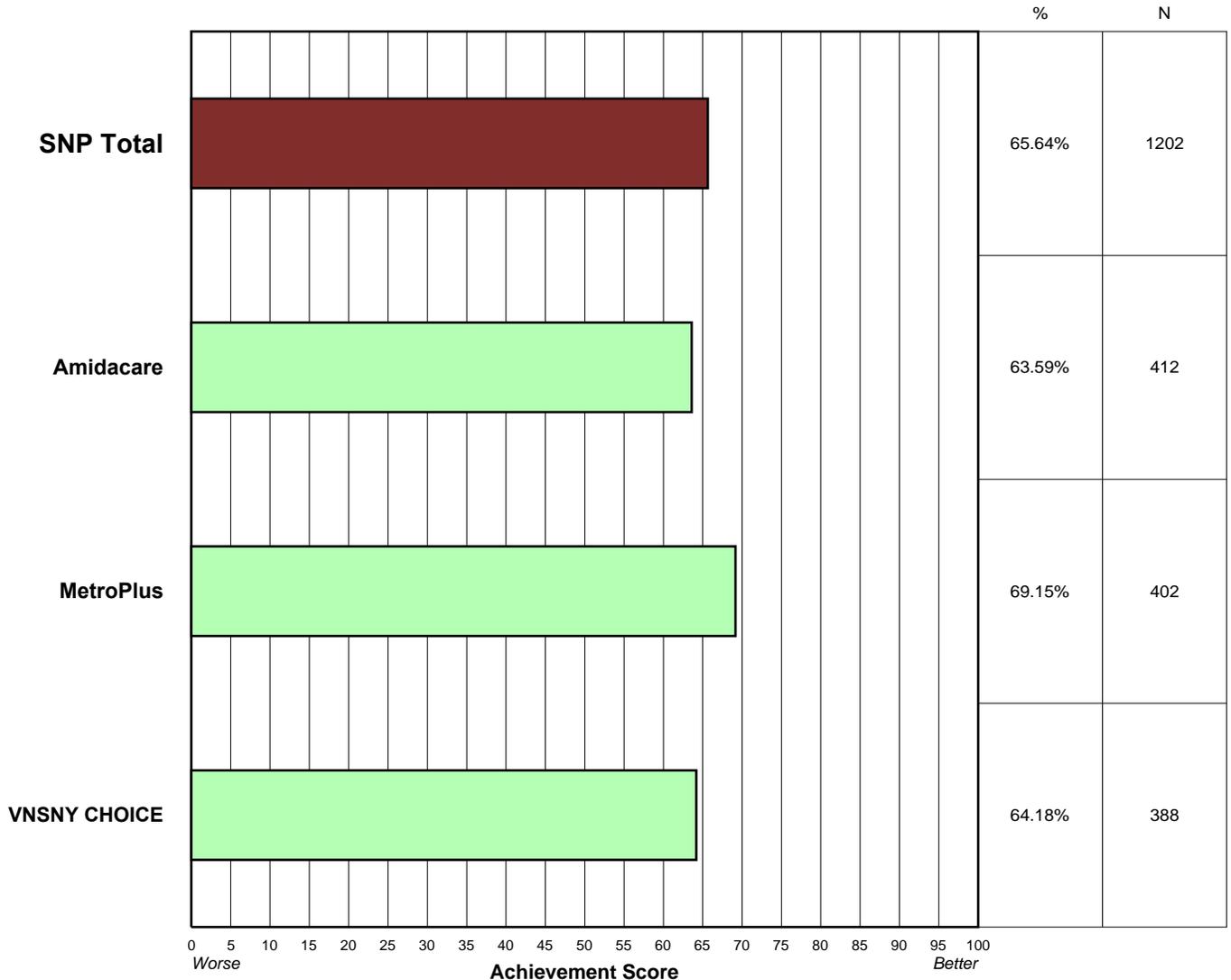


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q10e. Doctor or other health provider talked about smoking or using tobacco products

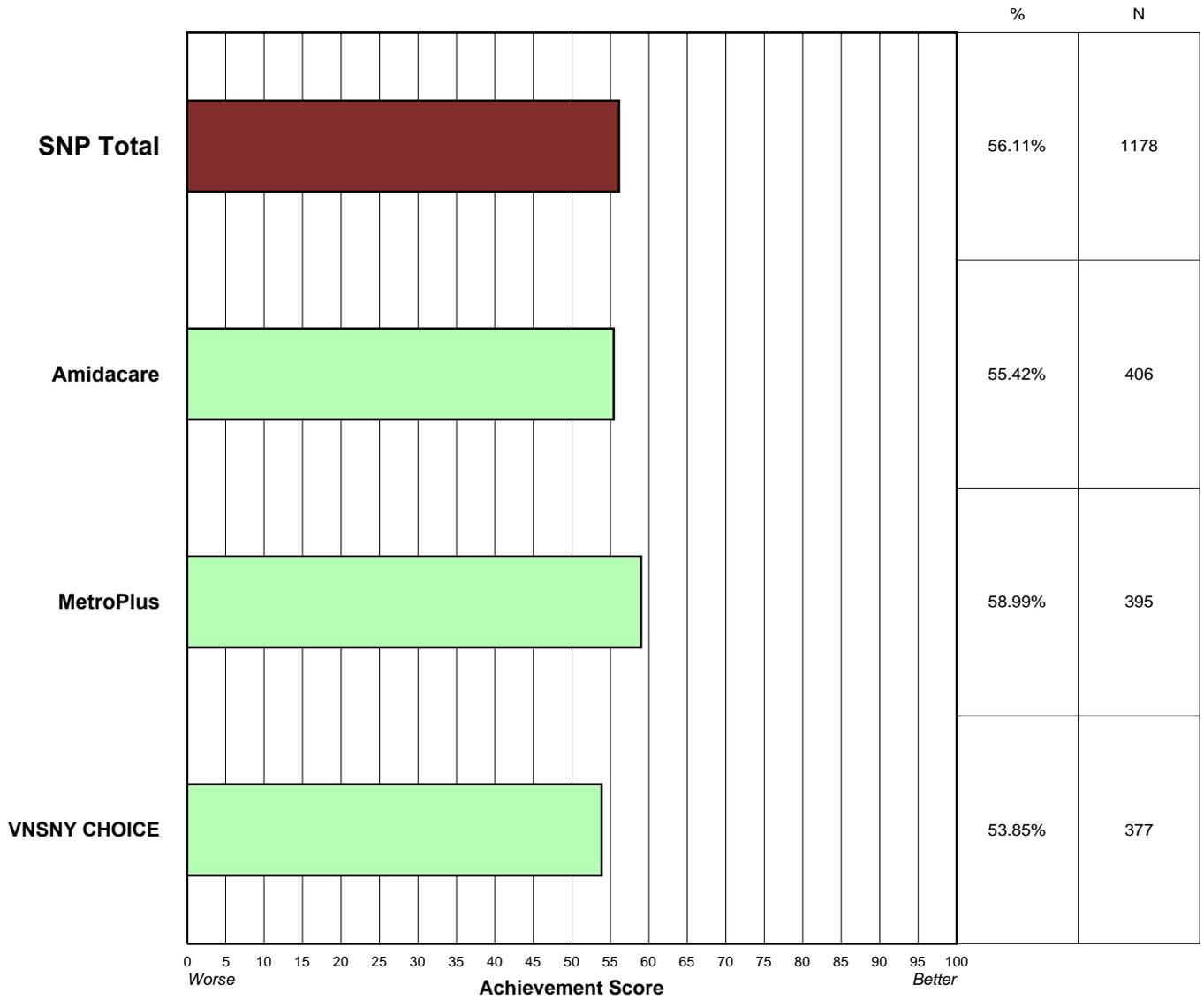


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q10f. Doctor or other health provider talked about alcohol or other drug use

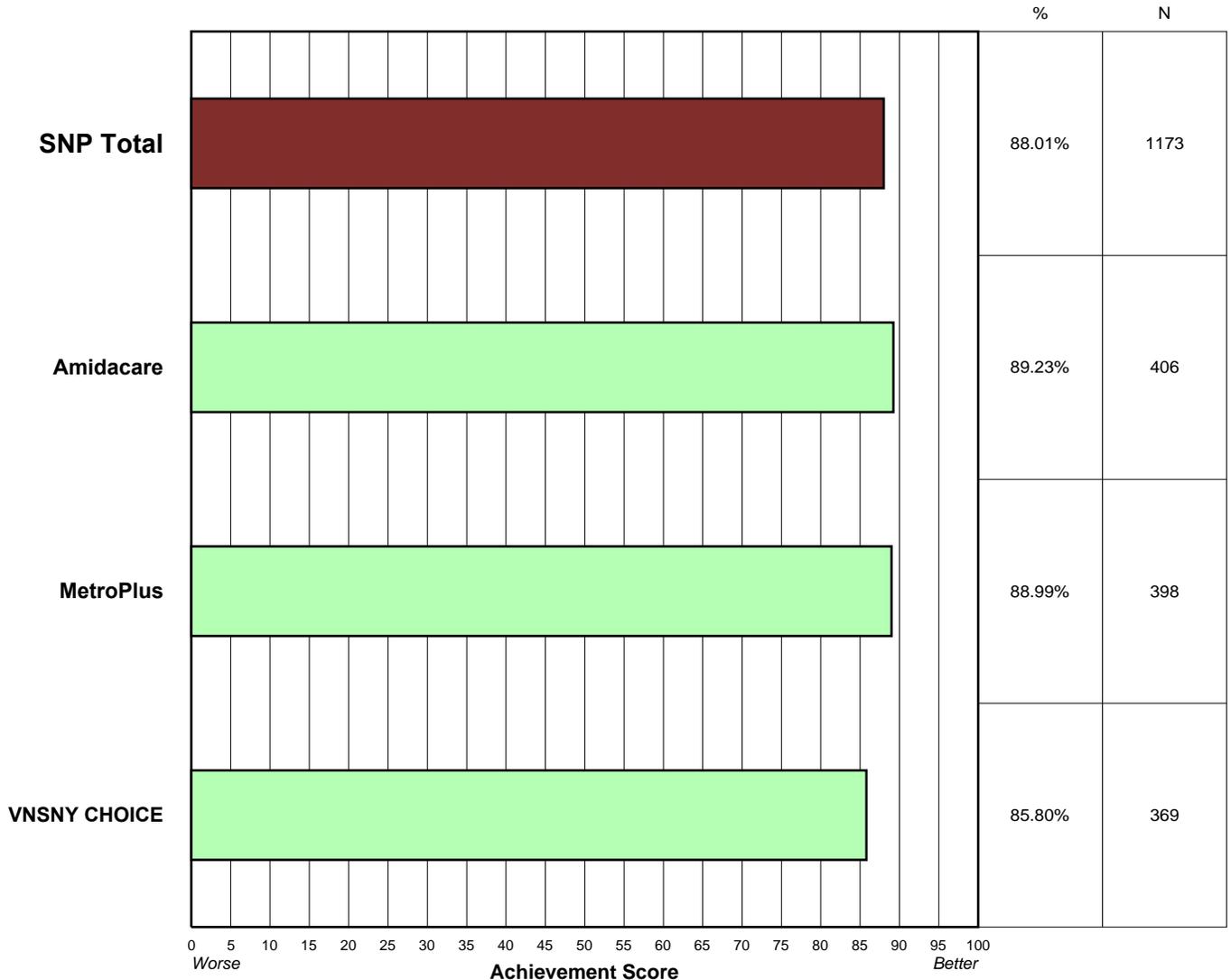


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

**Q16. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results**

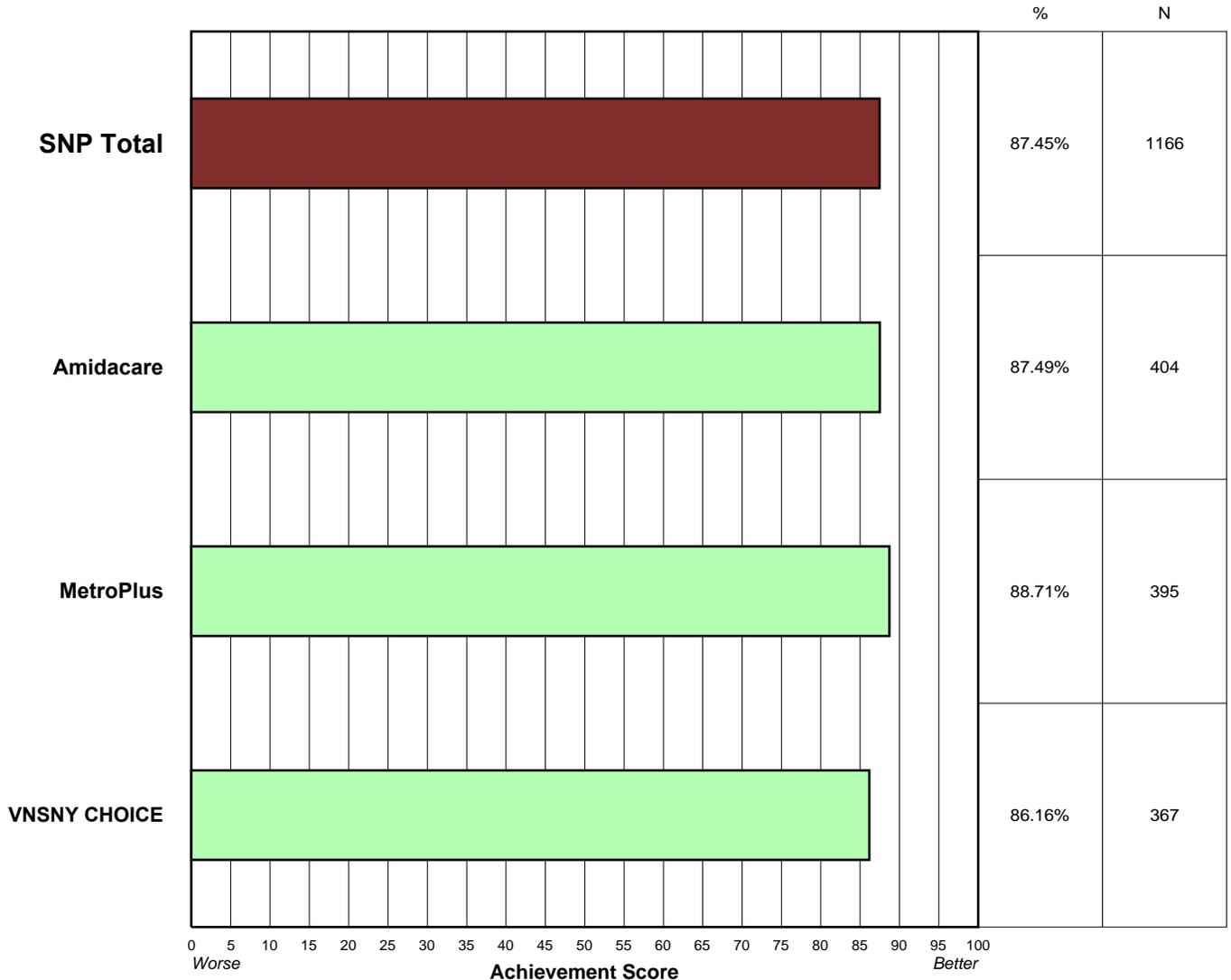


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q17. Results of blood test, x-ray or other test usually or always easy to understand

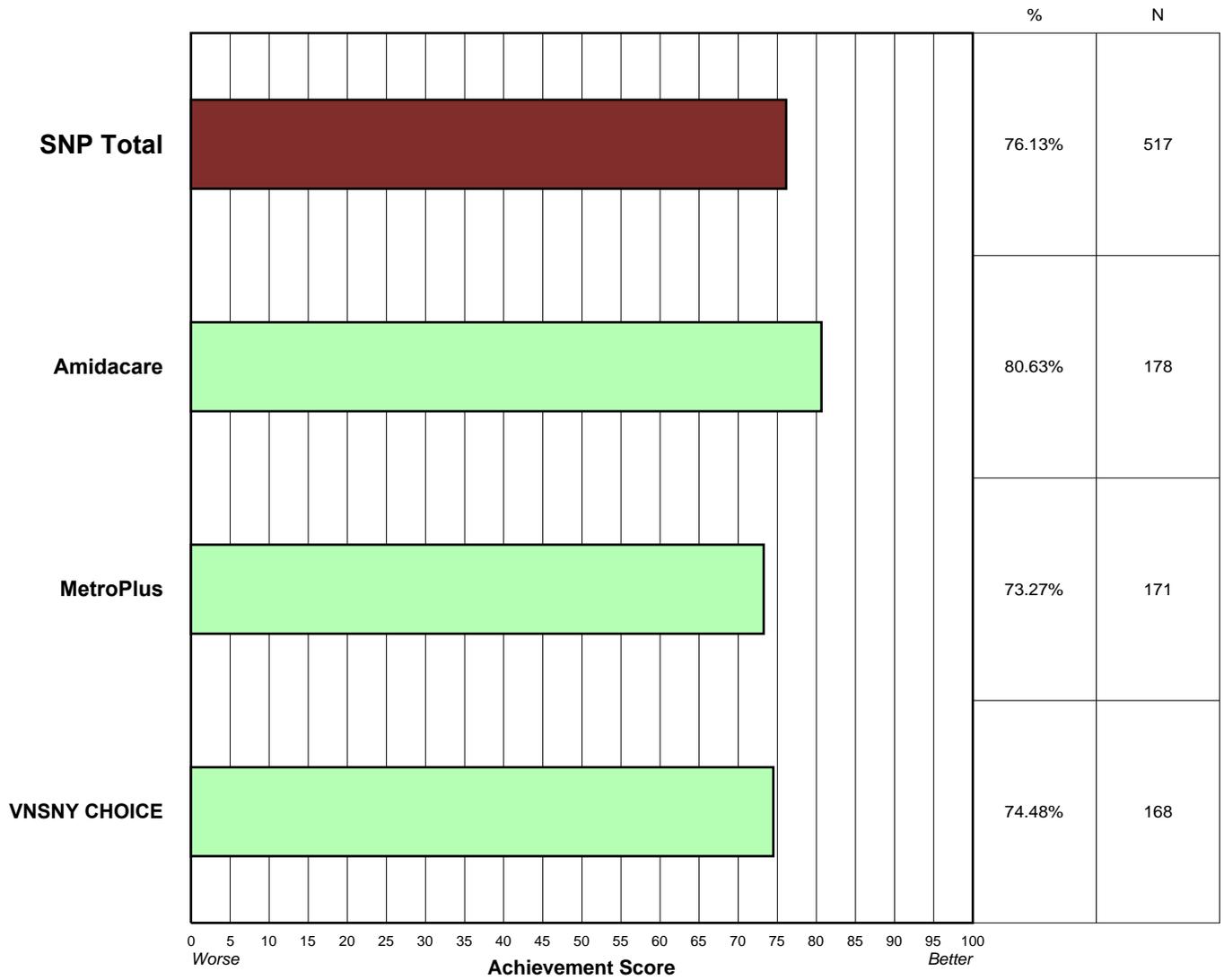


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

**Q21. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan**

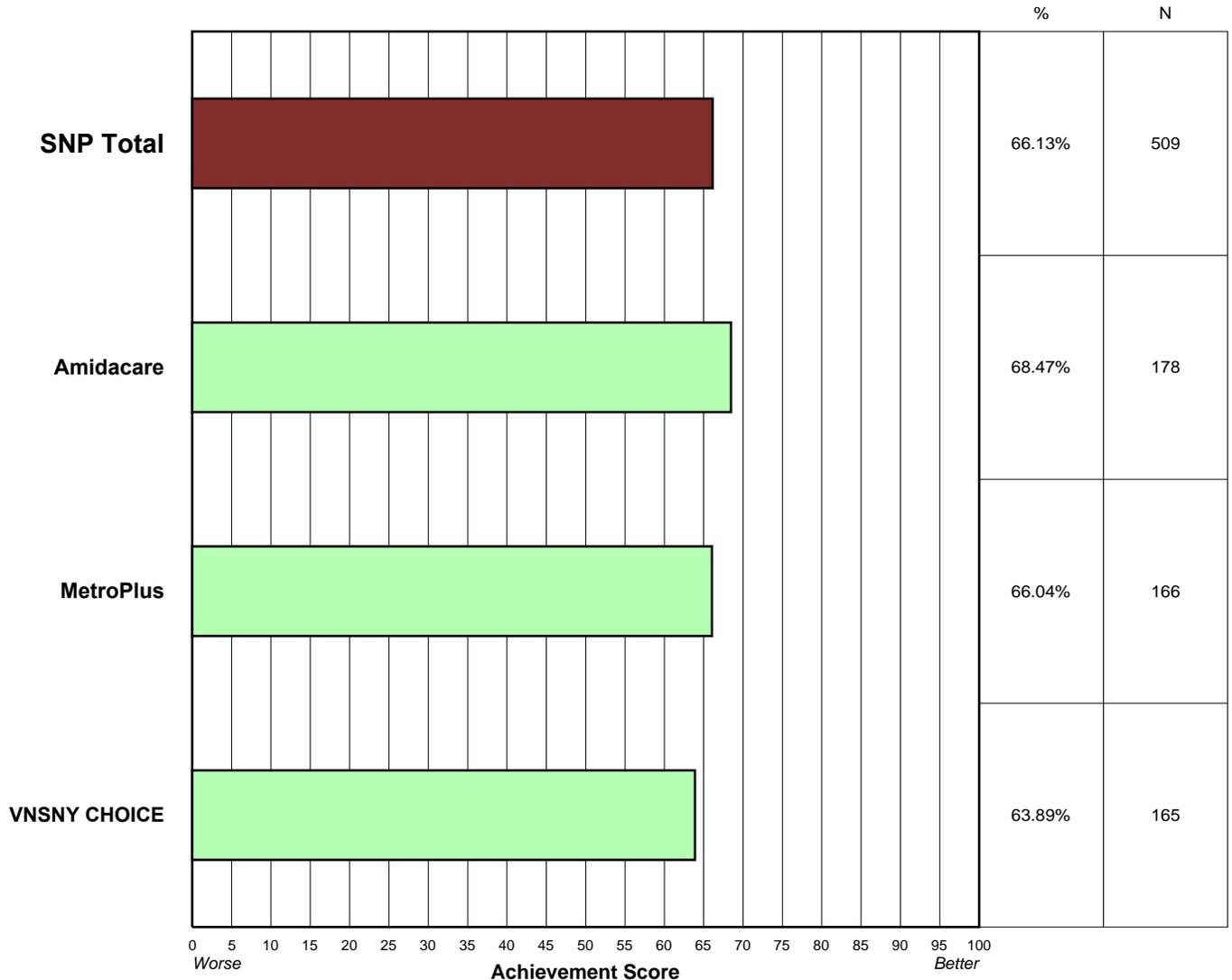


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q22. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)

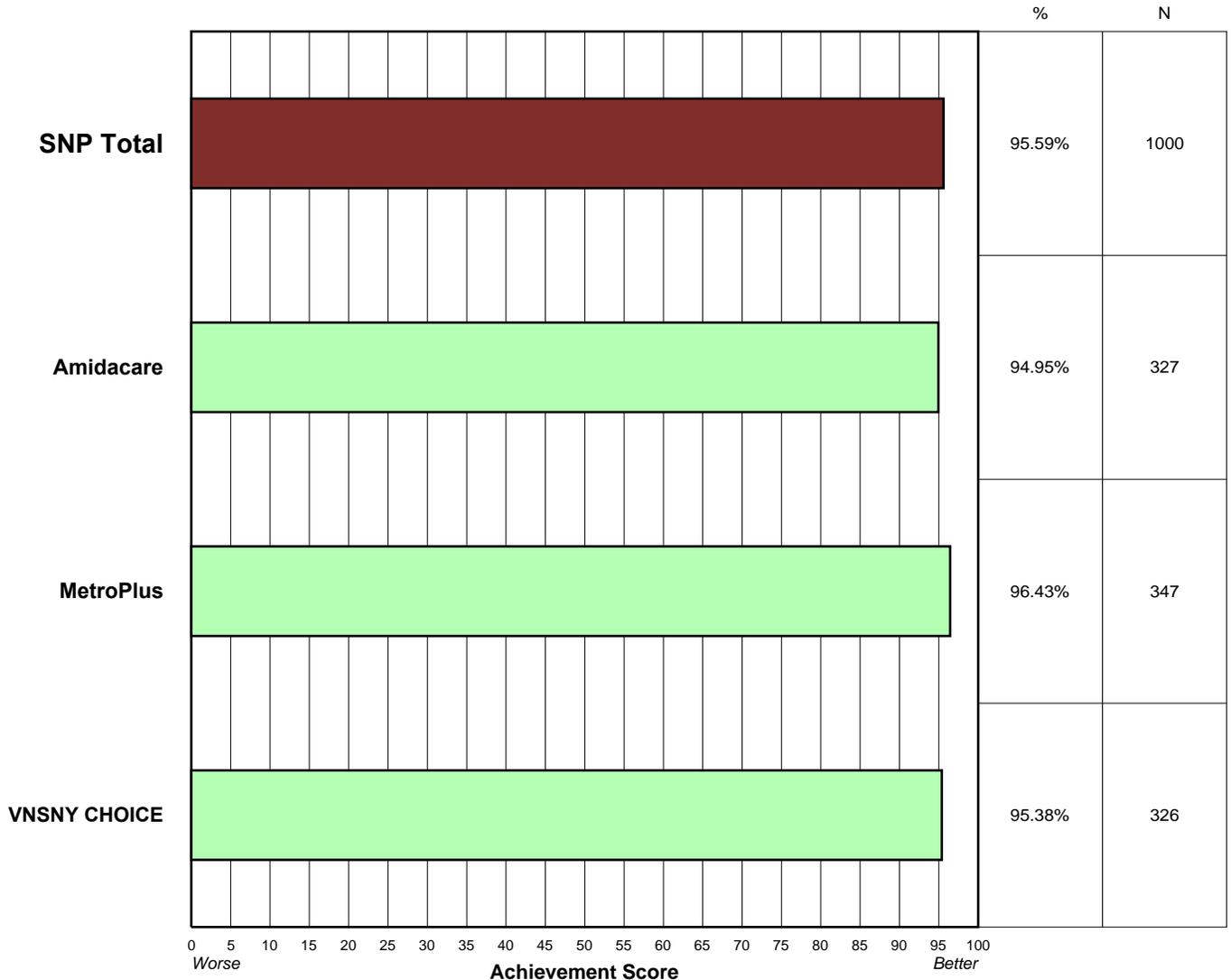


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q33. Personal doctor usually or always gave easy to understand instructions about what to do to take care of illness or health condition

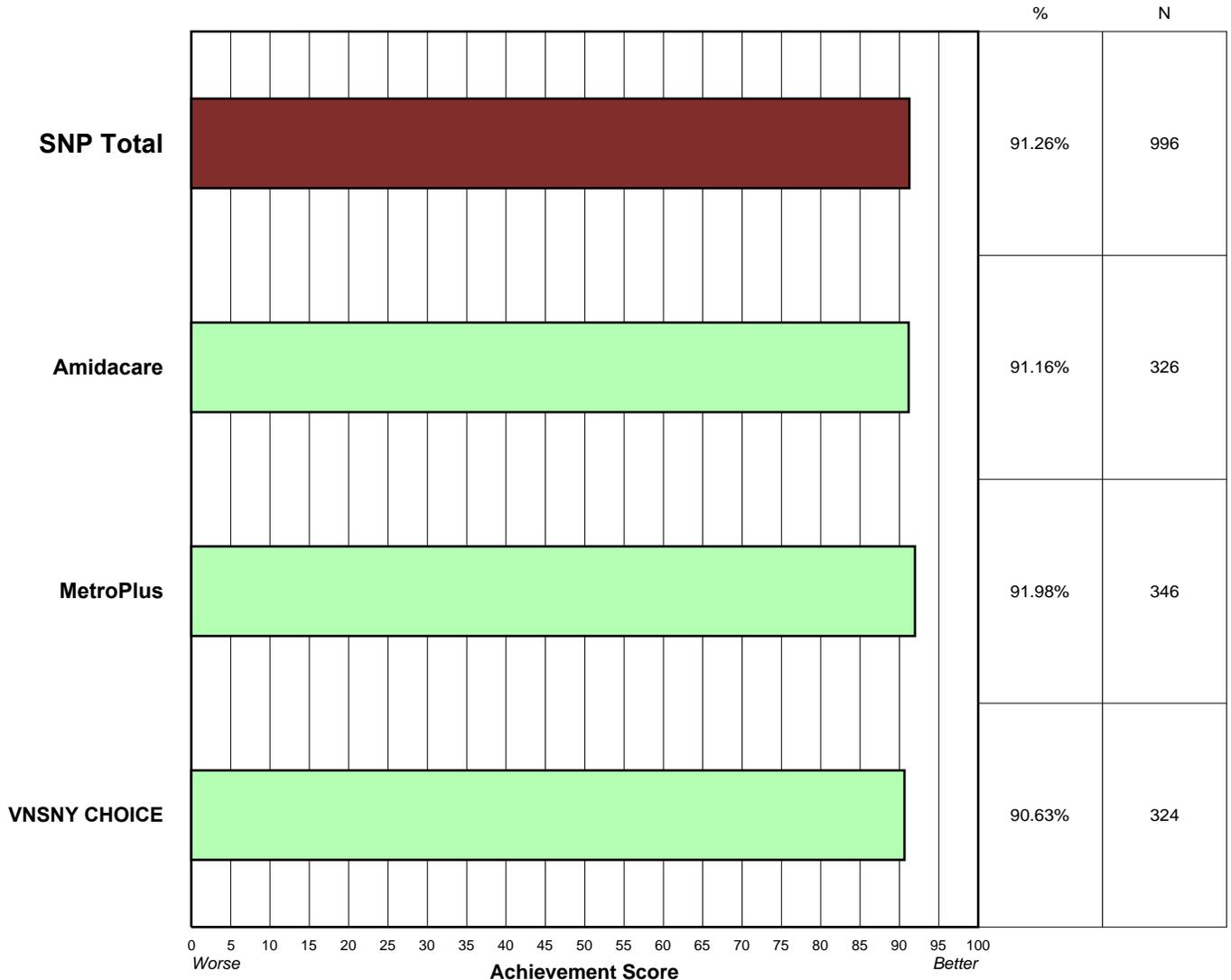


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q34. Personal doctor usually or always explained what to do if this illness or health condition got worse or came back

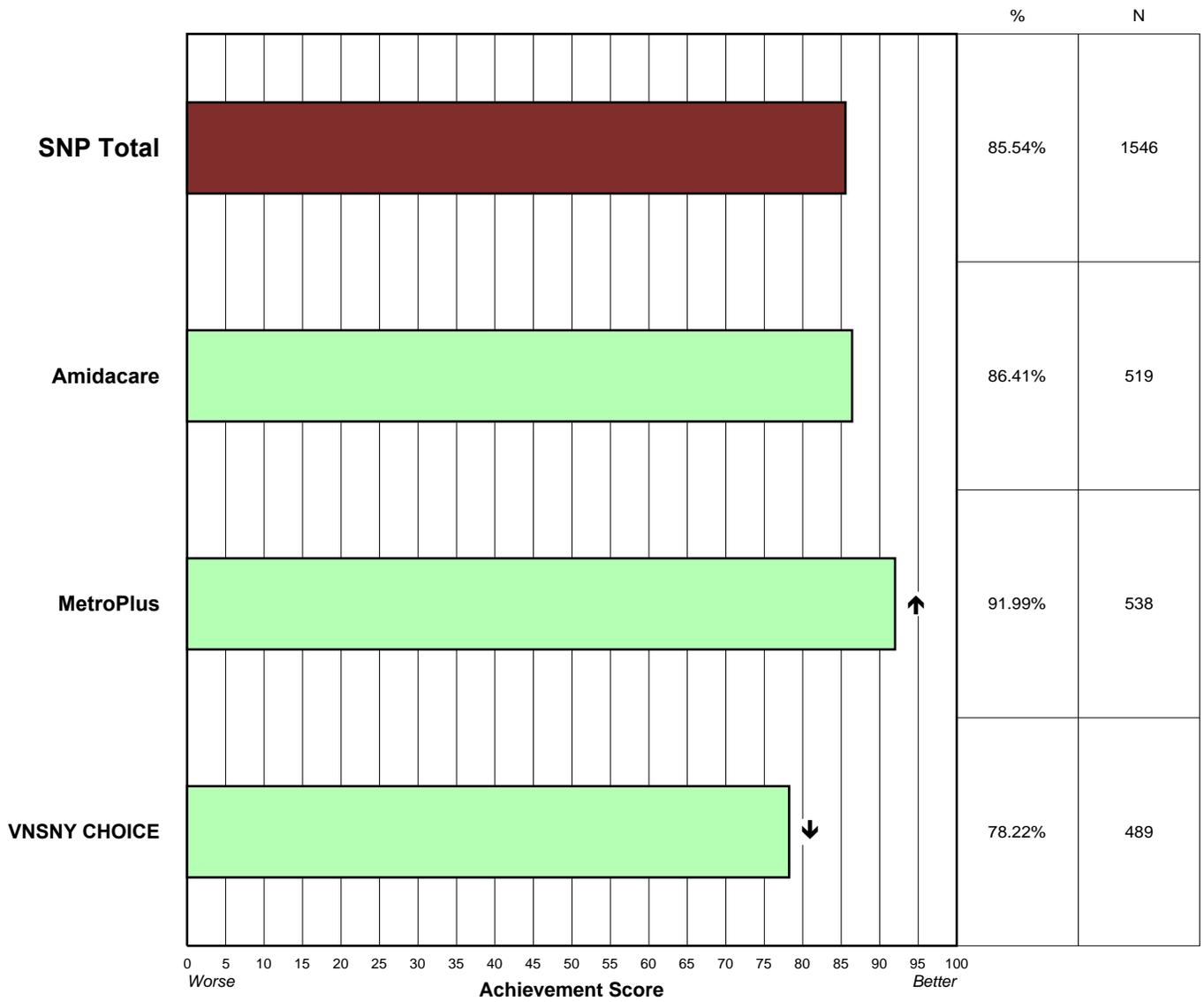


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

#### Q46. Would recommend health plan to your family and friends

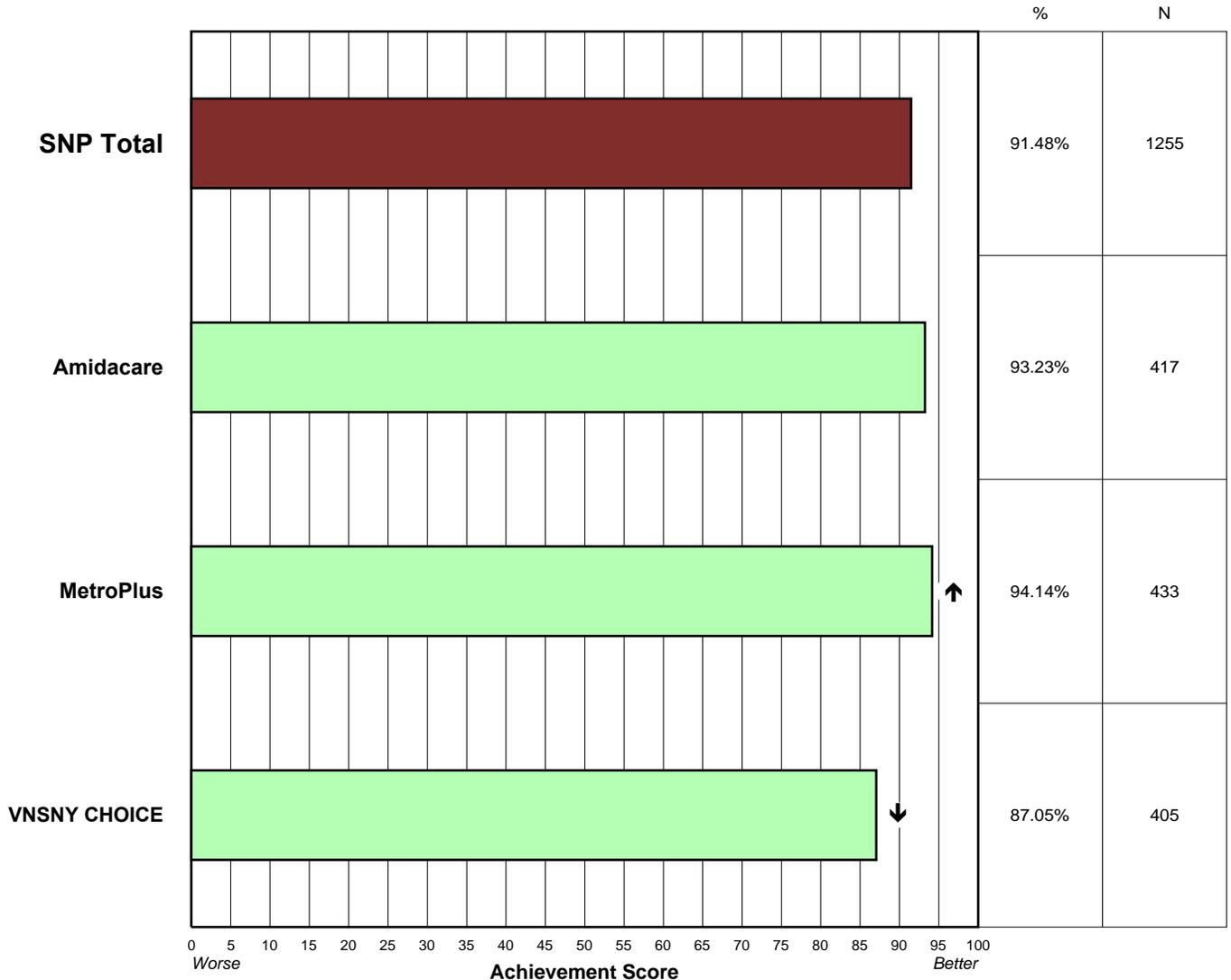


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
■ Health Plans 2013

### Supplemental Questions

#### Q48. Usually or always easy to get prescription medicine from your health plan

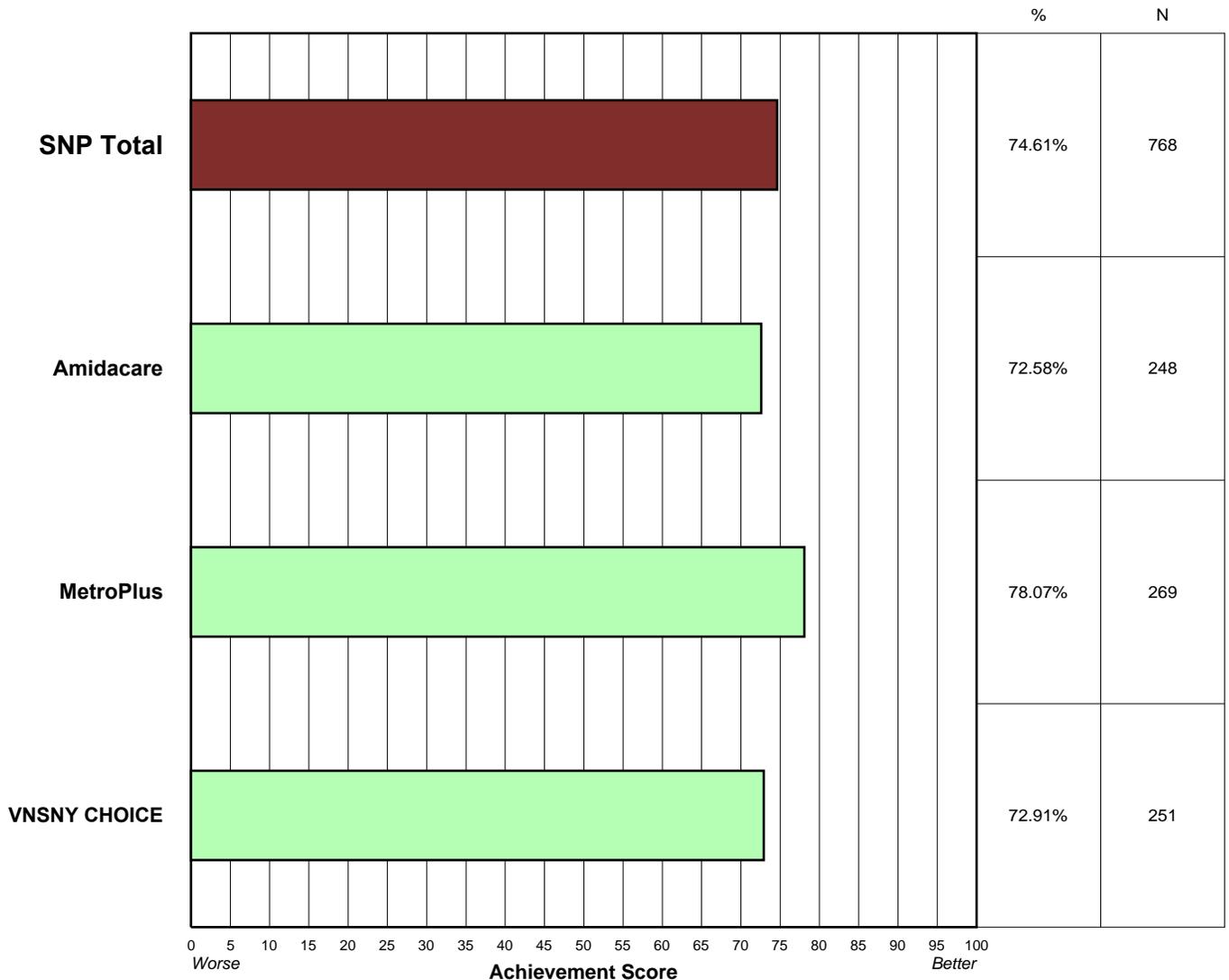


↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

### Supplemental Questions

**Q51. Have had a flu shot since September 1, 2012 [Displayed for Respondents Age 50+]**



↕ Statistically significantly better/worse than Statewide 2013.

■ SNP Total 2013  
 ■ Health Plans 2013

## Correlation Analysis

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 13 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.

## Correlation Summary

| Corr.<br>Rank | Rating of all health care     |       |             | Rating of personal doctor     |       |             | Rating of specialist seen most often |       |             | Rating of health plan      |       |             |
|---------------|-------------------------------|-------|-------------|-------------------------------|-------|-------------|--------------------------------------|-------|-------------|----------------------------|-------|-------------|
|               | Question                      | Score | Correlation | Question                      | Score | Correlation | Question                             | Score | Correlation | Question                   | Score | Correlation |
| 1             | Q19<br>Getting Needed Care    | 89%   | 0.55        | Q29<br>Communication          | 96%▲  | 0.55        | Q39<br>Getting Needed Care           | 70%   | 0.44        | Q43<br>Customer Service    | 76%   | 0.55        |
| 2             | Q29<br>Communication          | 96%▲  | 0.42        | Q30<br>Communication          | 96%   | 0.52        | Q19<br>Getting Needed Care           | 89%   | 0.38        | Q44<br>Customer Service    | 91%   | 0.51        |
| 3             | Q39<br>Getting Needed Care    | 70%   | 0.41        | Q28<br>Communication          | 95%   | 0.50        | Q12<br>Shared Decision Making        | 58%   | 0.25        | Q19<br>Getting Needed Care | 89%   | 0.42        |
| 4             | Q31<br>Communication          | 94%▲  | 0.41        | Q31<br>Communication          | 94%▲  | 0.49        | Q4<br>Getting Care Quickly           | 86%▲  | 0.19        | Q39<br>Getting Needed Care | 70%   | 0.36        |
| 5             | Q30<br>Communication          | 96%   | 0.39        | Q19<br>Getting Needed Care    | 89%   | 0.38        | Q7<br>Getting Care Quickly           | 84%   | 0.18        | Q4<br>Getting Care Quickly | 86%▲  | 0.34        |
| 6             | Q43<br>Customer Service       | 76%   | 0.39        | Q43<br>Customer Service       | 76%   | 0.32        | Q14<br>Shared Decision Making        | 88%   | 0.15        | Q31<br>Communication       | 94%▲  | 0.29        |
| 7             | Q4<br>Getting Care Quickly    | 86%▲  | 0.38        | Q14<br>Shared Decision Making | 88%   | 0.29        | Q28<br>Communication                 | 95%   | 0.12        | Q30<br>Communication       | 96%   | 0.22        |
| 8             | Q28<br>Communication          | 95%   | 0.37        | Q12<br>Shared Decision Making | 58%   | 0.24        | Q44<br>Customer Service              | 91%   | 0.08        | Q29<br>Communication       | 96%▲  | 0.18        |
| 9             | Q14<br>Shared Decision Making | 88%   | 0.26        | Q4<br>Getting Care Quickly    | 86%▲  | 0.24        | Q13<br>Shared Decision Making        | 46%▲  | 0.07        | Q28<br>Communication       | 95%   | 0.17        |
| 10            | Q44<br>Customer Service       | 91%   | 0.23        | Q39<br>Getting Needed Care    | 70%   | 0.13        | Q43<br>Customer Service              | 76%   | 0.07        | Q7<br>Getting Care Quickly | 84%   | 0.16        |

▲▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2013.

### Rating of all health care

| Corr. Rank | Question  | Correlation w/ Rating of all health care | Achievement Score | Positive Responses ← Negative Responses → |         |           |            |
|------------|---|--|-------------------|---|---------|-----------|------------|
|            |   |  |                   | Always / Yes                              | Usually | Sometimes | Never / No |
| 1          | Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?   | 0.55                                     | 89%               | 63%                                       | 27%     | 9%        | 2%         |
| 2          | Q29. In the last 6 months, how often did your personal doctor listen carefully to you?  | 0.42                                     | 96% ▲             | 89%                                       | 7%      | 3%        | 1%         |
| 3          | Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?  | 0.41                                     | 70%               | 47%                                       | 23%     | 22%       | 8%         |
| 4          | Q31. In the last 6 months, how often did your personal doctor spend enough time with you?   | 0.41                                     | 94% ▲             | 78%                                       | 16%     | 5%        | 1%         |
| 5          | Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?   | 0.39                                     | 96%               | 87%                                       | 8%      | 4%        | 1%         |
| 6          | Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?                                 | 0.39                                     | 76%               | 58%                                       | 18%     | 18%       | 6%         |
| 7          | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?  | 0.38                                     | 86% ▲             | 65%                                       | 21%     | 11%       | 3%         |
| 8          | Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?  | 0.37                                     | 95%               | 83%                                       | 12%     | 3%        | 1%         |
| 9          | Q14. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you? | 0.26                                     | 88%               | 89%                                       | (na)    | (na)      | 11%        |
| 10         | Q44. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?                                   | 0.23                                     | 91%               | 76%                                       | 16%     | 7%        | 1%         |

▲▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2013.

## Rating of personal doctor

| Corr. Rank | Question  | Correlation w/ Rating of personal doctor | Achievement Score | Positive Responses ←————→ Negative Responses |                |                      |                         |
|------------|---|--|-------------------|--|----------------|----------------------|-------------------------|
|            |   |  |                   | A Lot / Always / Yes                         | Some / Usually | A Little / Sometimes | Not at all / Never / No |
| 1          | Q29. In the last 6 months, how often did your personal doctor listen carefully to you?  | 0.55                                     | 96% ▲             | 89%  | 7%             | 3%                   | 1%                      |
| 2          | Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?   | 0.52                                     | 96%               | 87%  | 8%             | 4%                   | 1%                      |
| 3          | Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?  | 0.50                                     | 95%               | 83%  | 12%            | 3%                   | 1%                      |
| 4          | Q31. In the last 6 months, how often did your personal doctor spend enough time with you?   | 0.49                                     | 94% ▲             | 78%  | 16%            | 5%                   | 1%                      |
| 5          | Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?   | 0.38                                     | 89%               | 63%  | 27%            | 9%                   | 2%                      |
| 6          | Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?   | 0.32                                     | 76%               | 58%  | 18%            | 18%                  | 6%                      |
| 7          | Q14. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?                         | 0.29                                     | 88%               | 89%  | (na)           | (na)                 | 11%                     |
| 8          | Q12. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine? | 0.24                                     | 58%               | 58%  | 29%            | 9%                   | 3%                      |
| 9          | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?  | 0.24                                     | 86% ▲             | 65%  | 21%            | 11%                  | 3%                      |
| 10         | Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?  | 0.13                                     | 70%               | 47%  | 23%            | 22%                  | 8%                      |

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2013.

## Rating of specialist seen most often

| Corr. Rank | Question  | Correlation w/ Rating of specialist seen most often | Achievement Score | Positive Responses ←————→ Negative Responses |                |                      |                         |
|------------|---|---|-------------------|--|----------------|----------------------|-------------------------|
|            |   |   |                   | A Lot / Always / Yes                         | Some / Usually | A Little / Sometimes | Not at all / Never / No |
| 1          | Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?  | 0.44  | 70%               | 47%  | 23%            | 22%                  | 8%                      |
| 2          | Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?   | 0.38  | 89%               | 63%  | 27%            | 9%                   | 2%                      |
| 3          | Q12. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?     | 0.25  | 58%               | 58%  | 29%            | 9%                   | 3%                      |
| 4          | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?  | 0.19  | 86% ▲             | 65%  | 21%            | 11%                  | 3%                      |
| 5          | Q7. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?                                   | 0.18  | 84%               | 63%  | 21%            | 14%                  | 2%                      |
| 6          | Q14. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?                             | 0.15  | 88%               | 89%  | (na)           | (na)                 | 11%                     |
| 7          | Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?  | 0.12  | 95%               | 83%  | 12%            | 3%                   | 1%                      |
| 8          | Q44. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?   | 0.08  | 91%               | 76%  | 16%            | 7%                   | 1%                      |
| 9          | Q13. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine? | 0.07  | 46% ▲             | 48%  | 24%            | 14%                  | 14%                     |
| 10         | Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?   | 0.07  | 76%               | 58%  | 18%            | 18%                  | 6%                      |

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2013.

## Rating of health plan

| Corr. Rank | Question  | Correlation w/ Rating of health plan | Achievement Score | Positive Responses ←————→ Negative Responses |         |           |       |
|------------|---|--------------------------------------|-------------------|--|---------|-----------|-------|
|            |   |                                      |                   | Always                                       | Usually | Sometimes | Never |
| 1          | Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?                           | 0.55                                 | 76%               | 58%  | 18%     | 18%       | 6%    |
| 2          | Q44. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?                             | 0.51                                 | 91%               | 76%  | 16%     | 7%        | 1%    |
| 3          | Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?   | 0.42                                 | 89%               | 63%  | 27%     | 9%        | 2%    |
| 4          | Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?  | 0.36                                 | 70%               | 47%  | 23%     | 22%       | 8%    |
| 5          | Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?  | 0.34                                 | 86% ▲             | 65%  | 21%     | 11%       | 3%    |
| 6          | Q31. In the last 6 months, how often did your personal doctor spend enough time with you?   | 0.29                                 | 94% ▲             | 78%  | 16%     | 5%        | 1%    |
| 7          | Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?   | 0.22                                 | 96%               | 87%  | 8%      | 4%        | 1%    |
| 8          | Q29. In the last 6 months, how often did your personal doctor listen carefully to you?  | 0.18                                 | 96% ▲             | 89%  | 7%      | 3%        | 1%    |
| 9          | Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?                                  | 0.17                                 | 95%               | 83%  | 12%     | 3%        | 1%    |
| 10         | Q7. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? | 0.16                                 | 84%               | 63%  | 21%     | 14%       | 2%    |

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2013.

# Responses by Question

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 1,559     | 100.0% | 542                     | 100.0% |
| No           | 0         | 0.0%   | 0                       | 0.0%   |
| <b>Total</b> | 1,559     | 100.0% | 542                     | 100.0% |
| Not Answered | 90        |        | 28                      |        |

## Your Health Care in the Last 6 Months

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 608       | 38.4%  | 209                     | 38.1%  |
| No           | 974       | 61.6%  | 340                     | 61.9%  |
| <b>Total</b> | 1,582     | 100.0% | 549                     | 100.0% |
| Not Answered | 67        |        | 21                      |        |

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

|   | SNP Total                   |        | MetroPlus Select Health |        |
|---|-----------------------------|--------|-------------------------|--------|
|   | N                           | %      | N                       | %      |
| ● Never                                   | 20                          | 3.4%   | 6                       | 3.0%   |
| ● Sometimes                               | 86                          | 14.5%  | 22                      | 10.8%  |
| ● Usually                                 | 121                         | 20.4%  | 43                      | 21.2%  |
| ● Always                                  | 365                         | 61.7%  | 132                     | 65.0%  |
| <b>Total</b>                              | 592                         | 100.0% | 203                     | 100.0% |
| Not Answered                              | 16                          |        | 6                       |        |
| <b>Reporting Category</b>                 | <b>Getting Care Quickly</b> |        |                         |        |
| Achievement Score                         | 82.06%                      |        | 86.46%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | -0.7                        |        | +3.3                    |        |
| Correlation with Health Plan Satisfaction | 0.345                       |        | 0.344                   |        |

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

### Your Health Care in the Last 6 Months (continued)

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

|                   | SNP Total  |               | MetroPlus Select Health |               |
|-------------------|------------|---------------|-------------------------|---------------|
|                   | N          | %             | N                       | %             |
| Same day          | 212        | 36.9%         | 74                      | 37.9%         |
| 1 day             | 55         | 9.6%          | 17                      | 8.7%          |
| 2-3 days          | 106        | 18.4%         | 29                      | 14.9%         |
| 4-7 days          | 77         | 13.4%         | 22                      | 11.3%         |
| 8-14 days         | 47         | 8.2%          | 19                      | 9.7%          |
| 15 days or longer | 78         | 13.6%         | 34                      | 17.4%         |
| <b>Total</b>      | <b>575</b> | <b>100.0%</b> | <b>195</b>              | <b>100.0%</b> |
| Not Answered      | 33         |               | 14                      |               |

**Q6. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?**

|              | SNP Total    |               | MetroPlus Select Health |               |
|--------------|--------------|---------------|-------------------------|---------------|
|              | N            | %             | N                       | %             |
| Yes          | 1,423        | 90.4%         | 480                     | 88.2%         |
| No           | 151          | 9.6%          | 64                      | 11.8%         |
| <b>Total</b> | <b>1,574</b> | <b>100.0%</b> | <b>544</b>              | <b>100.0%</b> |
| Not Answered | 75           |               | 26                      |               |

**Q7. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?**

|   | SNP Total                   |               | MetroPlus Select Health |               |
|---|-----------------------------|---------------|-------------------------|---------------|
|   | N                           | %             | N                       | %             |
| ● Never                                   | 28                          | 2.0%          | 10                      | 2.1%          |
| ● Sometimes                               | 176                         | 12.7%         | 65                      | 13.9%         |
| ● Usually                                 | 297                         | 21.5%         | 98                      | 21.0%         |
| ● Always                                  | 881                         | 63.7%         | 293                     | 62.9%         |
| <b>Total</b>                              | <b>1,382</b>                | <b>100.0%</b> | <b>466</b>              | <b>100.0%</b> |
| Not Answered                              | 41                          |               | 14                      |               |
| <b>Reporting Category</b>                 | <b>Getting Care Quickly</b> |               |                         |               |
| Achievement Score                         | 85.17%                      |               | 83.82%                  |               |
| 2013 vs. 2011: +/- Change (▲▼ Stat. sig.) | +0.6                        |               | -0.4                    |               |
| Correlation with Health Plan Satisfaction | 0.240                       |               | 0.164                   |               |

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

### Your Health Care in the Last 6 Months (continued)

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

|                  | SNP Total    |               | MetroPlus Select Health |               |
|------------------|--------------|---------------|-------------------------|---------------|
|                  | N            | %             | N                       | %             |
| None             | 186          | 12.8%         | 77                      | 15.3%         |
| 1 time           | 209          | 14.4%         | 81                      | 16.1%         |
| 2                | 350          | 24.1%         | 129                     | 25.7%         |
| 3                | 221          | 15.2%         | 66                      | 13.1%         |
| 4                | 138          | 9.5%          | 41                      | 8.2%          |
| 5 to 9           | 246          | 16.9%         | 75                      | 14.9%         |
| 10 or more times | 103          | 7.1%          | 33                      | 6.6%          |
| <b>Total</b>     | <b>1,453</b> | <b>100.0%</b> | <b>502</b>              | <b>100.0%</b> |
| Not Answered     | 196          |               | 68                      |               |

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

|                                      | SNP Total           |               | MetroPlus Select Health |               |
|--------------------------------------|---------------------|---------------|-------------------------|---------------|
|                                      | N                   | %             | N                       | %             |
| <input checked="" type="radio"/> Yes | 1,102               | 87.9%         | 365                     | 87.3%         |
| <input type="radio"/> No             | 152                 | 12.1%         | 53                      | 12.7%         |
| <b>Total</b>                         | <b>1,254</b>        | <b>100.0%</b> | <b>418</b>              | <b>100.0%</b> |
| Not Answered                         | 13                  |               | 7                       |               |
| <b>Reporting Category</b>            | <b>Single Items</b> |               |                         |               |
| Achievement Score                    | 87.86%              |               | 87.32%                  |               |

**Q10a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?**

|  | SNP Total                     |               | MetroPlus Select Health |               |
|--|-------------------------------|---------------|-------------------------|---------------|
|  | N                             | %             | N                       | %             |
| <input checked="" type="radio"/> Yes     | 972                           | 80.1%         | 340                     | 82.9%         |
| <input type="radio"/> No                 | 242                           | 19.9%         | 70                      | 17.1%         |
| <b>Total</b>                             | <b>1,214</b>                  | <b>100.0%</b> | <b>410</b>              | <b>100.0%</b> |
| Not Answered                             | 53                            |               | 15                      |               |
| <b>Reporting Category</b>                | <b>Supplemental Questions</b> |               |                         |               |
| Achievement Score                        | 80.07%                        |               | 82.93%                  |               |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.) | +1.8                          |               | +3.6                    |               |

Response scored as:  Achievement  Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q10b.** In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Yes  | 927       | 77.0%  | 311                     | 77.8%  |
| ● No   | 277       | 23.0%  | 89                      | 22.3%  |
| <b>Total</b>                                     | 1,204     | 100.0% | 400                     | 100.0% |
| Not Answered                                     | 63        |        | 25                      |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 76.99%    |        | 77.75%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.)        | +0.8      |        | +0.8                    |        |

**Q10c.** In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Yes  | 929       | 77.8%  | 299                     | 76.1%  |
| ● No   | 265       | 22.2%  | 94                      | 23.9%  |
| <b>Total</b>                                     | 1,194     | 100.0% | 393                     | 100.0% |
| Not Answered                                     | 73        |        | 32                      |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 77.81%    |        | 76.08%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.)        | +8.1↑     |        | +8.4↑                   |        |

**Q10d.** In the last 6 months, did you and a doctor or other health provider talk about... Whether there was a period of time when you felt sad, empty or depressed?

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Yes  | 861       | 71.9%  | 291                     | 73.3%  |
| ● No   | 337       | 28.1%  | 106                     | 26.7%  |
| <b>Total</b>                                     | 1,198     | 100.0% | 397                     | 100.0% |
| Not Answered                                     | 69        |        | 28                      |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 71.87%    |        | 73.30%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.)        | +5.1↑     |        | +8.1↑                   |        |

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

### Your Health Care in the Last 6 Months (continued)

**Q10e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Yes                                    | 789       | 65.6%  | 278                     | 69.2%  |
| ● No                                     | 413       | 34.4%  | 124                     | 30.8%  |
| <b>Total</b>                             | 1,202     | 100.0% | 402                     | 100.0% |
| Not Answered                             | 65        |        | 23                      |        |
| <b>Reporting Category</b>                |           |        |                         |        |
| Supplemental Questions                   |           |        |                         |        |
| Achievement Score                        | 65.64%    |        | 69.15%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.) | +6.6↗     |        | +12.5↗                  |        |

**Q10f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Yes                                    | 661       | 56.1%  | 233                     | 59.0%  |
| ● No                                     | 517       | 43.9%  | 162                     | 41.0%  |
| <b>Total</b>                             | 1,178     | 100.0% | 395                     | 100.0% |
| Not Answered                             | 89        |        | 30                      |        |
| <b>Reporting Category</b>                |           |        |                         |        |
| Supplemental Questions                   |           |        |                         |        |
| Achievement Score                        | 56.11%    |        | 58.99%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.) | +5.6↗     |        | +10.2↗                  |        |

**Q11. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 521       | 42.5%  | 163                     | 39.8%  |
| No           | 706       | 57.5%  | 247                     | 60.2%  |
| <b>Total</b> | 1,227     | 100.0% | 410                     | 100.0% |
| Not Answered | 40        |        | 15                      |        |

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

### Your Health Care in the Last 6 Months (continued)

**Q12. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?**

|   | SNP Total              |        | MetroPlus Select Health |        |
|---|------------------------|--------|-------------------------|--------|
|   | N                      | %      | N                       | %      |
| ● Not at all                              | 12                     | 2.4%   | 5                       | 3.2%   |
| ● A little                                | 58                     | 11.4%  | 15                      | 9.5%   |
| ● Some                                    | 143                    | 28.2%  | 46                      | 29.1%  |
| ● A lot                                   | 294                    | 58.0%  | 92                      | 58.2%  |
| <b>Total</b>                              | 507                    | 100.0% | 158                     | 100.0% |
| Not Answered                              | 14                     |        | 5                       |        |
| <b>Reporting Category</b>                 | Shared Decision Making |        |                         |        |
| Achievement Score                         | 57.81%                 |        | 58.33%                  |        |
| Correlation with Health Plan Satisfaction | 0.186                  |        | 0.153                   |        |

**Q13. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?**

|   | SNP Total              |        | MetroPlus Select Health |        |
|---|------------------------|--------|-------------------------|--------|
|   | N                      | %      | N                       | %      |
| ● Not at all                              | 74                     | 14.6%  | 23                      | 14.5%  |
| ● A little                                | 90                     | 17.7%  | 22                      | 13.8%  |
| ● Some                                    | 143                    | 28.1%  | 38                      | 23.9%  |
| ● A lot                                   | 201                    | 39.6%  | 76                      | 47.8%  |
| <b>Total</b>                              | 508                    | 100.0% | 159                     | 100.0% |
| Not Answered                              | 13                     |        | 4                       |        |
| <b>Reporting Category</b>                 | Shared Decision Making |        |                         |        |
| Achievement Score                         | 39.62%                 |        | 46.49%                  |        |
| Correlation with Health Plan Satisfaction | 0.155                  |        | 0.078                   |        |

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

**Your Health Care in the Last 6 Months (continued)**

**Q14. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?**

|   | SNP Total              |        | MetroPlus Select Health |        |
|---|------------------------|--------|-------------------------|--------|
|   | N                      | %      | N                       | %      |
| ● Yes                                     | 437                    | 84.7%  | 144                     | 88.9%  |
| ● No                                      | 79                     | 15.3%  | 18                      | 11.1%  |
| <b>Total</b>                              | 516                    | 100.0% | 162                     | 100.0% |
| Not Answered                              | 5                      |        | 1                       |        |
| <b>Reporting Category</b>                 | Shared Decision Making |        |                         |        |
| Achievement Score                         | 84.67%                 |        | 88.12%                  |        |
| Correlation with Health Plan Satisfaction | 0.231                  |        | 0.148                   |        |

**Q15. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 1,186     | 95.2%  | 404                     | 96.4%  |
| No           | 60        | 4.8%   | 15                      | 3.6%   |
| <b>Total</b> | 1,246     | 100.0% | 419                     | 100.0% |
| Not Answered | 21        |        | 6                       |        |

**Q16. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?**

|  | SNP Total              |        | MetroPlus Select Health |        |
|--|------------------------|--------|-------------------------|--------|
|  | N                      | %      | N                       | %      |
| ● Never                                  | 58                     | 4.9%   | 17                      | 4.3%   |
| ● Sometimes                              | 82                     | 7.0%   | 27                      | 6.8%   |
| ● Usually                                | 163                    | 13.9%  | 62                      | 15.6%  |
| ● Always                                 | 870                    | 74.2%  | 292                     | 73.4%  |
| <b>Total</b>                             | 1,173                  | 100.0% | 398                     | 100.0% |
| Not Answered                             | 13                     |        | 6                       |        |
| <b>Reporting Category</b>                | Supplemental Questions |        |                         |        |
| Achievement Score                        | 88.01%                 |        | 88.99%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.) | -0.1                   |        | -0.5                    |        |

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

### Your Health Care in the Last 6 Months (continued)

**Q17. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Never  | 29        | 2.5%   | 10                      | 2.5%   |
| ● Sometimes                                      | 117       | 10.0%  | 35                      | 8.9%   |
| ● Usually  | 220       | 18.9%  | 72                      | 18.2%  |
| ● Always   | 800       | 68.6%  | 278                     | 70.4%  |
| <b>Total</b>                                     | 1,166     | 100.0% | 395                     | 100.0% |
| Not Answered                                     | 20        |        | 9                       |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 87.45%    |        | 88.71%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)         | +0.8      |        | +2.1                    |        |

**Q18. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?**

|   | SNP Total |        | MetroPlus Select Health |        |
|---|-----------|--------|-------------------------|--------|
|   | N         | %      | N                       | %      |
| ● Worst health care possible              | 3         | 0.2%   | 0                       | 0.0%   |
| ● 1                                       | 5         | 0.4%   | 1                       | 0.2%   |
| ● 2                                       | 7         | 0.6%   | 4                       | 1.0%   |
| ● 3                                       | 10        | 0.8%   | 4                       | 1.0%   |
| ● 4                                       | 14        | 1.1%   | 3                       | 0.7%   |
| ● 5                                       | 58        | 4.7%   | 14                      | 3.3%   |
| ● 6                                       | 55        | 4.4%   | 20                      | 4.8%   |
| ● 7                                       | 105       | 8.5%   | 37                      | 8.9%   |
| ● 8                                       | 262       | 21.2%  | 91                      | 21.8%  |
| ● 9                                       | 175       | 14.1%  | 63                      | 15.1%  |
| ● Best health care possible               | 544       | 43.9%  | 181                     | 43.3%  |
| <b>Total</b>                              | 1,238     | 100.0% | 418                     | 100.0% |
| Not Answered                              | 29        |        | 7                       |        |
| <b>Reporting Category</b> Ratings         |           |        |                         |        |
| Achievement Score                         | 79.19%    |        | 80.16%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)  | +2.2      |        | +3.0                    |        |
| Correlation with Health Plan Satisfaction | 0.561     |        | 0.473                   |        |

○ **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 care, tests, or treatment you needed?**

|   | SNP Total |        | MetroPlus Select Health |        |
|---|-----------|--------|-------------------------|--------|
|   | N         | %      | N                       | %      |
| ● Never                                       | 23        | 1.8%   | 7                       | 1.7%   |
| ● Sometimes                                   | 117       | 9.4%   | 38                      | 9.1%   |
| ● Usually                                     | 310       | 24.9%  | 112                     | 26.7%  |
| ● Always                                      | 797       | 63.9%  | 262                     | 62.5%  |
| <b>Total</b>                                  | 1,247     | 100.0% | 419                     | 100.0% |
| Not Answered                                  | 20        |        | 6                       |        |
| <b>Reporting Category</b> Getting Needed Care |           |        |                         |        |
| Achievement Score                             | 88.71%    |        | 89.36%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)      | +8.5↗     |        | +5.4↗                   |        |
| Correlation with Health Plan Satisfaction     | 0.422     |        | 0.419                   |        |

**Q20. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 530       | 33.9%  | 175                     | 32.2%  |
| No           | 1,032     | 66.1%  | 368                     | 67.8%  |
| <b>Total</b> | 1,562     | 100.0% | 543                     | 100.0% |
| Not Answered | 87        |        | 27                      |        |

**Q21. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Never  | 55        | 10.6%  | 19                      | 11.1%  |
| ● Sometimes                                      | 68        | 13.2%  | 28                      | 16.4%  |
| ● Usually  | 116       | 22.4%  | 37                      | 21.6%  |
| ● Always   | 278       | 53.8%  | 87                      | 50.9%  |
| <b>Total</b>                                     | 517       | 100.0% | 171                     | 100.0% |
| Not Answered                                     | 13        |        | 4                       |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 76.13%    |        | 73.27%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)         | -1.5      |        | -7.1                    |        |

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

### Your Health Care in the Last 6 Months (continued)

**Q22.** Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

|   | SNP Total                     |        | MetroPlus Select Health |        |
|---|-------------------------------|--------|-------------------------|--------|
|   | N                             | %      | N                       | %      |
| ● Worst treatment possible                | 23                            | 4.5%   | 9                       | 5.4%   |
| ● 1                                       | 7                             | 1.4%   | 2                       | 1.2%   |
| ● 2                                       | 8                             | 1.6%   | 3                       | 1.8%   |
| ● 3                                       | 11                            | 2.2%   | 5                       | 3.0%   |
| ● 4                                       | 17                            | 3.3%   | 7                       | 4.2%   |
| ● 5                                       | 35                            | 6.9%   | 11                      | 6.6%   |
| ● 6                                       | 22                            | 4.3%   | 4                       | 2.4%   |
| ● 7                                       | 49                            | 9.6%   | 17                      | 10.2%  |
| ● 8                                       | 68                            | 13.4%  | 25                      | 15.1%  |
| ● 9                                       | 78                            | 15.3%  | 24                      | 14.5%  |
| ● Best treatment possible                 | 191                           | 37.5%  | 59                      | 35.5%  |
| <b>Total</b>                              | 509                           | 100.0% | 166                     | 100.0% |
| Not Answered                              | 21                            |        | 9                       |        |
| <b>Reporting Category</b>                 | <b>Supplemental Questions</b> |        |                         |        |
| Achievement Score                         | 66.13%                        |        | 66.04%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | -1.7                          |        | -3.7                    |        |

**Q23.** In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 177       | 11.3%  | 54                      | 9.9%   |
| No           | 1,390     | 88.7%  | 493                     | 90.1%  |
| <b>Total</b> | 1,567     | 100.0% | 547                     | 100.0% |
| Not Answered | 82        |        | 23                      |        |

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

### Your Health Care in the Last 6 Months (continued)

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

|                                 | SNP Total              |        | MetroPlus Select Health |        |
|---------------------------------|------------------------|--------|-------------------------|--------|
|                                 | N                      | %      | N                       | %      |
| <input type="radio"/> Never     | 17                     | 9.8%   | 4                       | 7.4%   |
| <input type="radio"/> Sometimes | 23                     | 13.2%  | 7                       | 13.0%  |
| <input type="radio"/> Usually   | 35                     | 20.1%  | 8                       | 14.8%  |
| <input type="radio"/> Always    | 99                     | 56.9%  | 35                      | 64.8%  |
| <b>Total</b>                    | 174                    | 100.0% | 54                      | 100.0% |
| Not Answered                    | 3                      |        | 0                       |        |
| <b>Reporting Category</b>       | Supplemental Questions |        |                         |        |
| Achievement Score               | 76.94%                 |        | 79.64%                  |        |

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

|  | SNP Total              |        | MetroPlus Select Health |        |
|--|------------------------|--------|-------------------------|--------|
|  | N                      | %      | N                       | %      |
| <input type="radio"/> Worst treatment possible | 12                     | 7.1%   | 1                       | 2.0%   |
| <input type="radio"/> 1                        | 1                      | 0.6%   | 1                       | 2.0%   |
| <input type="radio"/> 2                        | 0                      | 0.0%   | 0                       | 0.0%   |
| <input type="radio"/> 3                        | 2                      | 1.2%   | 1                       | 2.0%   |
| <input type="radio"/> 4                        | 7                      | 4.1%   | 5                       | 9.8%   |
| <input type="radio"/> 5                        | 13                     | 7.7%   | 4                       | 7.8%   |
| <input type="radio"/> 6                        | 7                      | 4.1%   | 0                       | 0.0%   |
| <input type="radio"/> 7                        | 20                     | 11.8%  | 5                       | 9.8%   |
| <input type="radio"/> 8                        | 27                     | 16.0%  | 12                      | 23.5%  |
| <input type="radio"/> 9                        | 20                     | 11.8%  | 2                       | 3.9%   |
| <input type="radio"/> Best treatment possible  | 60                     | 35.5%  | 20                      | 39.2%  |
| <b>Total</b>                                   | 169                    | 100.0% | 51                      | 100.0% |
| Not Answered                                   | 8                      |        | 3                       |        |
| <b>Reporting Category</b>                      | Supplemental Questions |        |                         |        |
| Achievement Score                              | 63.37%                 |        | 65.34%                  |        |

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

### Your Personal Doctor

**Q26. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 1,429     | 92.1%  | 493                     | 90.8%  |
| No           | 122       | 7.9%   | 50                      | 9.2%   |
| <b>Total</b> | 1,551     | 100.0% | 543                     | 100.0% |
| Not Answered | 98        |        | 27                      |        |

**Q27. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?**

|                  | SNP Total |        | MetroPlus Select Health |        |
|------------------|-----------|--------|-------------------------|--------|
|                  | N         | %      | N                       | %      |
| None             | 44        | 3.3%   | 19                      | 4.1%   |
| 1 time           | 189       | 14.2%  | 75                      | 16.4%  |
| 2                | 450       | 33.8%  | 157                     | 34.3%  |
| 3                | 224       | 16.8%  | 72                      | 15.7%  |
| 4                | 108       | 8.1%   | 33                      | 7.2%   |
| 5 to 9           | 234       | 17.6%  | 63                      | 13.8%  |
| 10 or more times | 83        | 6.2%   | 39                      | 8.5%   |
| <b>Total</b>     | 1,332     | 100.0% | 458                     | 100.0% |
| Not Answered     | 97        |        | 35                      |        |

**Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

|   | SNP Total     |        | MetroPlus Select Health |        |
|---|---------------|--------|-------------------------|--------|
|   | N             | %      | N                       | %      |
| <input type="radio"/> Never               | 9             | 0.7%   | 6                       | 1.4%   |
| <input type="radio"/> Sometimes           | 52            | 4.1%   | 15                      | 3.4%   |
| <input checked="" type="radio"/> Usually  | 159           | 12.4%  | 52                      | 11.9%  |
| <input checked="" type="radio"/> Always   | 1,060         | 82.8%  | 364                     | 83.3%  |
| <b>Total</b>                              | 1,280         | 100.0% | 437                     | 100.0% |
| Not Answered                              | 8             |        | 2                       |        |
| <b>Reporting Category</b>                 | Communication |        |                         |        |
| Achievement Score                         | 95.22%        |        | 95.45%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | +1.5          |        | +2.9                    |        |
| Correlation with Health Plan Satisfaction | 0.198         |        | 0.168                   |        |

Response scored as:  Achievement  Room for improvement

### Your Personal Doctor (continued)

**Q29. In the last 6 months, how often did your personal doctor listen carefully to you?**

|   | SNP Total     |        | MetroPlus Select Health |        |
|---|---------------|--------|-------------------------|--------|
|   | N             | %      | N                       | %      |
| ● Never                                   | 8             | 0.6%   | 5                       | 1.1%   |
| ● Sometimes                               | 70            | 5.5%   | 13                      | 3.0%   |
| ● Usually                                 | 126           | 9.9%   | 31                      | 7.1%   |
| ● Always                                  | 1,074         | 84.0%  | 387                     | 88.8%  |
| <b>Total</b>                              | 1,278         | 100.0% | 436                     | 100.0% |
| Not Answered                              | 10            |        | 3                       |        |
| <b>Reporting Category</b>                 | Communication |        |                         |        |
| Achievement Score                         | 93.85%        |        | 95.93%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)  | +0.5          |        | +2.1                    |        |
| Correlation with Health Plan Satisfaction | 0.253         |        | 0.182                   |        |

**Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?**

|   | SNP Total     |        | MetroPlus Select Health |        |
|---|---------------|--------|-------------------------|--------|
|   | N             | %      | N                       | %      |
| ● Never                                   | 10            | 0.8%   | 3                       | 0.7%   |
| ● Sometimes                               | 55            | 4.3%   | 16                      | 3.7%   |
| ● Usually                                 | 113           | 8.8%   | 36                      | 8.2%   |
| ● Always                                  | 1,103         | 86.1%  | 382                     | 87.4%  |
| <b>Total</b>                              | 1,281         | 100.0% | 437                     | 100.0% |
| Not Answered                              | 7             |        | 2                       |        |
| <b>Reporting Category</b>                 | Communication |        |                         |        |
| Achievement Score                         | 94.91%        |        | 95.77%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)  | +0.5          |        | +1.9                    |        |
| Correlation with Health Plan Satisfaction | 0.245         |        | 0.219                   |        |

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

### Your Personal Doctor (continued)

**Q31. In the last 6 months, how often did your personal doctor spend enough time with you?**

|   | SNP Total |        | MetroPlus Select Health |        |
|---|-----------|--------|-------------------------|--------|
|   | N         | %      | N                       | %      |
| ● Never                                   | 16        | 1.3%   | 5                       | 1.1%   |
| ● Sometimes                               | 81        | 6.3%   | 20                      | 4.6%   |
| ● Usually                                 | 220       | 17.2%  | 70                      | 16.0%  |
| ● Always                                  | 961       | 75.2%  | 342                     | 78.3%  |
| <b>Total</b>                              | 1,278     | 100.0% | 437                     | 100.0% |
| Not Answered                              | 10        |        | 2                       |        |
| <b>Reporting Category</b> Communication   |           |        |                         |        |
| Achievement Score                         | 92.40%    |        | 94.36%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)  | +0.5      |        | +4.3↗                   |        |
| Correlation with Health Plan Satisfaction | 0.315     |        | 0.294                   |        |

**Q32. In the last 6 months, did you see your personal doctor for a specific illness or for any health condition?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 1,011     | 79.8%  | 351                     | 81.4%  |
| No           | 256       | 20.2%  | 80                      | 18.6%  |
| <b>Total</b> | 1,267     | 100.0% | 431                     | 100.0% |
| Not Answered | 21        |        | 8                       |        |

**Q33. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Never  | 10        | 1.0%   | 3                       | 0.9%   |
| ● Sometimes                                      | 34        | 3.4%   | 10                      | 2.9%   |
| ● Usually  | 136       | 13.6%  | 40                      | 11.5%  |
| ● Always   | 820       | 82.0%  | 294                     | 84.7%  |
| <b>Total</b>                                     | 1,000     | 100.0% | 347                     | 100.0% |
| Not Answered                                     | 11        |        | 4                       |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 95.59%    |        | 96.43%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)         | +0.7      |        | +1.1                    |        |

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

### Your Personal Doctor (continued)

**Q34. In the last 6 months, how often did your personal doctor explain what to do if this illness or health condition got worse or came back?**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Never  | 39        | 3.9%   | 14                      | 4.0%   |
| ● Sometimes                                      | 48        | 4.8%   | 15                      | 4.3%   |
| ● Usually  | 139       | 14.0%  | 42                      | 12.1%  |
| ● Always   | 770       | 77.3%  | 275                     | 79.5%  |
| <b>Total</b>                                     | 996       | 100.0% | 346                     | 100.0% |
| Not Answered                                     | 15        |        | 5                       |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 91.26%    |        | 91.98%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.)        | +4.3↑     |        | +3.2                    |        |

**Q35. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 642       | 50.7%  | 200                     | 46.5%  |
| No           | 624       | 49.3%  | 230                     | 53.5%  |
| <b>Total</b> | 1,266     | 100.0% | 430                     | 100.0% |
| Not Answered | 22        |        | 9                       |        |

**Q36. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?**

|   | SNP Total |        | MetroPlus Select Health |        |
|---|-----------|--------|-------------------------|--------|
|   | N         | %      | N                       | %      |
| ● Never                                   | 30        | 4.7%   | 10                      | 5.0%   |
| ● Sometimes                               | 50        | 7.9%   | 13                      | 6.5%   |
| ● Usually                                 | 107       | 16.8%  | 34                      | 17.1%  |
| ● Always                                  | 449       | 70.6%  | 142                     | 71.4%  |
| <b>Total</b>                              | 636       | 100.0% | 199                     | 100.0% |
| Not Answered                              | 6         |        | 1                       |        |
| <b>Reporting Category</b> Single Items    |           |        |                         |        |
| Achievement Score                         | 87.45%    |        | 88.33%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | +4.9↑     |        | +6.7                    |        |

○ **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?

|   | SNP Total      |        | MetroPlus Select Health |        |
|---|----------------|--------|-------------------------|--------|
|   | N              | %      | N                       | %      |
| ● Worst personal doctor possible          | 5              | 0.4%   | 2                       | 0.4%   |
| ● 1                                       | 3              | 0.2%   | 1                       | 0.2%   |
| ● 2                                       | 4              | 0.3%   | 2                       | 0.4%   |
| ● 3                                       | 7              | 0.5%   | 4                       | 0.8%   |
| ● 4                                       | 17             | 1.2%   | 4                       | 0.8%   |
| ● 5                                       | 29             | 2.1%   | 8                       | 1.7%   |
| ● 6                                       | 23             | 1.7%   | 8                       | 1.7%   |
| ● 7                                       | 56             | 4.0%   | 17                      | 3.5%   |
| ● 8                                       | 140            | 10.1%  | 43                      | 9.0%   |
| ● 9                                       | 185            | 13.3%  | 67                      | 14.0%  |
| ● Best personal doctor possible           | 921            | 66.3%  | 324                     | 67.5%  |
| <b>Total</b>                              | 1,390          | 100.0% | 480                     | 100.0% |
| Not Answered                              | 39             |        | 13                      |        |
| <b>Reporting Category</b>                 | <b>Ratings</b> |        |                         |        |
| Achievement Score                         | 89.61%         |        | 90.52%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | +3.3↑          |        | +5.3↑                   |        |
| Correlation with Health Plan Satisfaction | 0.379          |        | 0.338                   |        |

### 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 make any appointments to see a specialist?

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 756       | 49.5%  | 237                     | 44.4%  |
| No           | 770       | 50.5%  | 297                     | 55.6%  |
| <b>Total</b> | 1,526     | 100.0% | 534                     | 100.0% |
| Not Answered | 123       |        | 36                      |        |

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

### Getting Health Care From Specialists (continued)

**Q39.** In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

|   | SNP Total |                     | MetroPlus Select Health |        |
|---|-----------|---------------------|-------------------------|--------|
|   | N         | %                   | N                       | %      |
| ● Never                                   | 58        | 7.8%                | 18                      | 7.7%   |
| ● Sometimes                               | 157       | 21.0%               | 52                      | 22.2%  |
| ● Usually                                 | 199       | 26.6%               | 53                      | 22.6%  |
| ● Always                                  | 333       | 44.6%               | 111                     | 47.4%  |
| <b>Total</b>                              | 747       | 100.0%              | 234                     | 100.0% |
| Not Answered                              | 9         |                     | 3                       |        |
| <b>Reporting Category</b>                 |           | Getting Needed Care |                         |        |
| Achievement Score                         | 71.07%    |                     | 70.22%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | +2.7      |                     | +2.8                    |        |
| Correlation with Health Plan Satisfaction | 0.414     |                     | 0.360                   |        |

**Q40.** How many specialists have you seen in the last 6 months?

|                       | SNP Total |        | MetroPlus Select Health |        |
|-----------------------|-----------|--------|-------------------------|--------|
|                       | N         | %      | N                       | %      |
| None                  | 91        | 12.3%  | 32                      | 13.9%  |
| 1 specialist          | 281       | 38.0%  | 78                      | 33.8%  |
| 2                     | 203       | 27.4%  | 74                      | 32.0%  |
| 3                     | 106       | 14.3%  | 26                      | 11.3%  |
| 4                     | 29        | 3.9%   | 9                       | 3.9%   |
| 5 or more specialists | 30        | 4.1%   | 12                      | 5.2%   |
| <b>Total</b>          | 740       | 100.0% | 231                     | 100.0% |
| Not Answered          | 16        |        | 6                       |        |

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

### Getting Health Care From Specialists (continued)

**Q41.** 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 that specialist?

|   | SNP Total      |        | MetroPlus Select Health |        |
|---|----------------|--------|-------------------------|--------|
|   | N              | %      | N                       | %      |
| ● Worst specialist possible               | 8              | 1.2%   | 2                       | 1.0%   |
| ● 1                                       | 4              | 0.6%   | 2                       | 1.0%   |
| ● 2                                       | 5              | 0.8%   | 2                       | 1.0%   |
| ● 3                                       | 15             | 2.3%   | 2                       | 1.0%   |
| ● 4                                       | 16             | 2.5%   | 5                       | 2.5%   |
| ● 5                                       | 37             | 5.7%   | 8                       | 4.0%   |
| ● 6                                       | 31             | 4.8%   | 8                       | 4.0%   |
| ● 7                                       | 51             | 7.9%   | 21                      | 10.6%  |
| ● 8                                       | 121            | 18.8%  | 38                      | 19.2%  |
| ● 9                                       | 104            | 16.1%  | 31                      | 15.7%  |
| ● Best specialist possible                | 253            | 39.2%  | 79                      | 39.9%  |
| <b>Total</b>                              | 645            | 100.0% | 198                     | 100.0% |
| Not Answered                              | 4              |        | 1                       |        |
| <b>Reporting Category</b>                 | <b>Ratings</b> |        |                         |        |
| Achievement Score                         | 74.17%         |        | 75.37%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | +10.5↑         |        | +9.7↑                   |        |
| Correlation with Health Plan Satisfaction | 0.407          |        | 0.368                   |        |

### Your Health Plan

**Q42.** In the last 6 months, did you get information or help from your health plan's customer service?

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 535       | 34.9%  | 183                     | 34.4%  |
| No           | 1,000     | 65.1%  | 349                     | 65.6%  |
| <b>Total</b> | 1,535     | 100.0% | 532                     | 100.0% |
| Not Answered | 114       |        | 38                      |        |

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

### Your Health Plan (continued)

**Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

|   | SNP Total        |        | MetroPlus Select Health |        |
|---|------------------|--------|-------------------------|--------|
|   | N                | %      | N                       | %      |
| ● Never                                   | 37               | 7.1%   | 11                      | 6.2%   |
| ● Sometimes                               | 103              | 19.7%  | 31                      | 17.5%  |
| ● Usually                                 | 106              | 20.2%  | 32                      | 18.1%  |
| ● Always                                  | 278              | 53.1%  | 103                     | 58.2%  |
| <b>Total</b>                              | 524              | 100.0% | 177                     | 100.0% |
| Not Answered                              | 11               |        | 6                       |        |
| <b>Reporting Category</b>                 | Customer Service |        |                         |        |
| Achievement Score                         | 73.09%           |        | 76.04%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | -2.4             |        | +0.4                    |        |
| Correlation with Health Plan Satisfaction | 0.621            |        | 0.547                   |        |

**Q44. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

|   | SNP Total        |        | MetroPlus Select Health |        |
|---|------------------|--------|-------------------------|--------|
|   | N                | %      | N                       | %      |
| ● Never                                   | 10               | 1.9%   | 2                       | 1.1%   |
| ● Sometimes                               | 48               | 9.1%   | 13                      | 7.1%   |
| ● Usually                                 | 97               | 18.4%  | 29                      | 15.9%  |
| ● Always                                  | 371              | 70.5%  | 138                     | 75.8%  |
| <b>Total</b>                              | 526              | 100.0% | 182                     | 100.0% |
| Not Answered                              | 9                |        | 1                       |        |
| <b>Reporting Category</b>                 | Customer Service |        |                         |        |
| Achievement Score                         | 88.74%           |        | 91.06%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) | +1.6             |        | +7.8↑                   |        |
| Correlation with Health Plan Satisfaction | 0.588            |        | 0.512                   |        |

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

### Your Health Plan (continued)

**Q45. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?**

|   | SNP Total |         | MetroPlus Select Health |        |
|---|-----------|---------|-------------------------|--------|
|   | N         | %       | N                       | %      |
| ● Worst health plan possible              | 17        | 1.1%    | 1                       | 0.2%   |
| ● 1                                       | 13        | 0.8%    | 2                       | 0.4%   |
| ● 2                                       | 10        | 0.6%    | 4                       | 0.7%   |
| ● 3                                       | 18        | 1.2%    | 4                       | 0.7%   |
| ● 4                                       | 26        | 1.7%    | 8                       | 1.5%   |
| ● 5                                       | 84        | 5.4%    | 24                      | 4.5%   |
| ● 6                                       | 79        | 5.1%    | 18                      | 3.4%   |
| ● 7                                       | 134       | 8.7%    | 45                      | 8.4%   |
| ● 8                                       | 261       | 16.9%   | 101                     | 18.9%  |
| ● 9                                       | 229       | 14.8%   | 80                      | 15.0%  |
| ● Best health plan possible               | 673       | 43.6%   | 247                     | 46.3%  |
| <b>Total</b>                              | 1,544     | 100.0%  | 534                     | 100.0% |
| Not Answered                              | 105       |         | 36                      |        |
| <b>Reporting Category</b>                 |           | Ratings |                         |        |
| Achievement Score                         |           | 75.17%  | 79.74%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) |           | +4.8↑   | +4.7                    |        |

**Q46. Would you recommend your health plan to your family and friends?**

|   | SNP Total |                        | MetroPlus Select Health |        |
|---|-----------|------------------------|-------------------------|--------|
|   | N         | %                      | N                       | %      |
| ● Yes                                     | 1,326     | 85.8%                  | 496                     | 92.2%  |
| ● No                                      | 220       | 14.2%                  | 42                      | 7.8%   |
| <b>Total</b>                              | 1,546     | 100.0%                 | 538                     | 100.0% |
| Not Answered                              | 103       |                        | 32                      |        |
| <b>Reporting Category</b>                 |           | Supplemental Questions |                         |        |
| Achievement Score                         |           | 85.54%                 | 91.99%                  |        |
| 2013 vs. 2011: +/- Change (↑↓ Stat. sig.) |           | +0.5                   | +0.7                    |        |

**Q47. In the past 6 months, did you get any new prescription medicines or refill a prescription?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 1,278     | 83.1%  | 441                     | 82.4%  |
| No           | 260       | 16.9%  | 94                      | 17.6%  |
| <b>Total</b> | 1,538     | 100.0% | 535                     | 100.0% |
| Not Answered | 111       |        | 35                      |        |

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

### Your Health Plan (continued)

**Q48. In the last 6 months, how often was it easy to get your prescription medicine from your health plan?**

|                           | SNP Total                     |        | MetroPlus Select Health |        |
|---------------------------|-------------------------------|--------|-------------------------|--------|
|                           | N                             | %      | N                       | %      |
| ● Never                   | 18                            | 1.4%   | 3                       | 0.7%   |
| ● Sometimes               | 88                            | 7.0%   | 22                      | 5.1%   |
| ● Usually                 | 206                           | 16.4%  | 64                      | 14.8%  |
| ● Always                  | 943                           | 75.1%  | 344                     | 79.4%  |
| <b>Total</b>              | 1,255                         | 100.0% | 433                     | 100.0% |
| Not Answered              | 23                            |        | 8                       |        |
| <b>Reporting Category</b> | <b>Supplemental Questions</b> |        |                         |        |
| Achievement Score         | 91.48%                        |        | 94.14%                  |        |

### About You

**Q49. In general, how would you rate your overall health?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Excellent    | 264       | 16.9%  | 95                      | 17.4%  |
| Very Good    | 367       | 23.5%  | 122                     | 22.4%  |
| Good         | 512       | 32.8%  | 173                     | 31.7%  |
| Fair         | 350       | 22.4%  | 131                     | 24.0%  |
| Poor         | 67        | 4.3%   | 24                      | 4.4%   |
| <b>Total</b> | 1,560     | 100.0% | 545                     | 100.0% |
| Not Answered | 89        |        | 25                      |        |

**Q50. In general, how would you rate your overall mental or emotional health?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Excellent    | 323       | 20.7%  | 122                     | 22.6%  |
| Very Good    | 315       | 20.2%  | 110                     | 20.3%  |
| Good         | 478       | 30.6%  | 167                     | 30.9%  |
| Fair         | 392       | 25.1%  | 126                     | 23.3%  |
| Poor         | 54        | 3.5%   | 16                      | 3.0%   |
| <b>Total</b> | 1,562     | 100.0% | 541                     | 100.0% |
| Not Answered | 87        |        | 29                      |        |

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

**About You** (continued)

**Q51. Have you had a flu shot since September 1, 2012? [Displayed for Respondents Age 50+]**

|  | SNP Total |        | MetroPlus Select Health |        |
|--|-----------|--------|-------------------------|--------|
|  | N         | %      | N                       | %      |
| ● Yes  | 573       | 74.6%  | 210                     | 78.1%  |
| ● No   | 195       | 25.4%  | 59                      | 21.9%  |
| Don't Know                                       | 7         |        | 1                       |        |
| <b>Total</b>                                     | 768       | 100.0% | 269                     | 100.0% |
| Not Answered                                     | 40        |        | 16                      |        |
| <b>Reporting Category</b> Supplemental Questions |           |        |                         |        |
| Achievement Score                                | 74.61%    |        | 78.07%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)         | +2.1      |        | -0.2                    |        |

**Q52. Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Every day    | 446       | 29.2%  | 154                     | 29.2%  |
| Some days    | 288       | 18.8%  | 100                     | 19.0%  |
| Not at all   | 794       | 52.0%  | 273                     | 51.8%  |
| Don't Know   | 21        |        | 9                       |        |
| <b>Total</b> | 1,528     | 100.0% | 527                     | 100.0% |
| Not Answered | 100       |        | 34                      |        |

**Q53. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?**

|   | SNP Total |        | MetroPlus Select Health |        |
|---|-----------|--------|-------------------------|--------|
|   | N         | %      | N                       | %      |
| ● Never   | 50        | 6.9%   | 12                      | 4.7%   |
| ● Sometimes   | 136       | 18.8%  | 49                      | 19.3%  |
| ● Usually   | 123       | 17.0%  | 45                      | 17.7%  |
| ● Always  | 416       | 57.4%  | 148                     | 58.3%  |
| <b>Total</b>  | 725       | 100.0% | 254                     | 100.0% |
| Not Answered  | 9         |        | 0                       |        |
| <b>Reporting Category</b> Medical Assistance with Smoking Cessation |           |        |                         |        |
| Achievement Score   | 93.10%    |        | 95.28%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.)                            | +2.0      |        | +3.0                    |        |

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

**About You (continued)**

**Q54.** In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

|  | SNP Total                                 |        | MetroPlus Select Health |        |
|--|---|--------|-------------------------|--------|
|  | N   | %      | N                       | %      |
| ● Never                                  | 148                                       | 20.6%  | 46                      | 18.5%  |
| ● Sometimes                              | 161                                       | 22.4%  | 59                      | 23.7%  |
| ● Usually                                | 128                                       | 17.8%  | 39                      | 15.7%  |
| ● Always                                 | 282                                       | 39.2%  | 105                     | 42.2%  |
| <b>Total</b>                             | 719                                       | 100.0% | 249                     | 100.0% |
| Not Answered                             | 15  |        | 5                       |        |
| <b>Reporting Category</b>                | Medical Assistance with Smoking Cessation |        |                         |        |
| Achievement Score                        | 79.42%                                    |        | 81.53%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.) | -2.8                                      |        | -3.0                    |        |

**Q55.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

|  | SNP Total                                 |        | MetroPlus Select Health |        |
|--|---|--------|-------------------------|--------|
|  | N   | %      | N                       | %      |
| ● Never                                  | 179                                       | 25.4%  | 62                      | 25.2%  |
| ● Sometimes                              | 160                                       | 22.7%  | 61                      | 24.8%  |
| ● Usually                                | 132                                       | 18.8%  | 40                      | 16.3%  |
| ● Always                                 | 233                                       | 33.1%  | 83                      | 33.7%  |
| <b>Total</b>                             | 704                                       | 100.0% | 246                     | 100.0% |
| Not Answered                             | 30  |        | 8                       |        |
| <b>Reporting Category</b>                | Medical Assistance with Smoking Cessation |        |                         |        |
| Achievement Score                        | 74.57%                                    |        | 74.80%                  |        |
| 2013 vs. 2011: +/- Change (↕ Stat. sig.) | +2.1                                      |        | -4.5                    |        |

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

**About You (continued)**

**Q56. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]**

|                           | SNP Total                  |        | MetroPlus Select Health |        |
|---------------------------|----------------------------|--------|-------------------------|--------|
|                           | N                          | %      | N                       | %      |
| ● Yes                     | 86                         | 27.5%  | 28                      | 25.0%  |
| ● No                      | 227                        | 72.5%  | 84                      | 75.0%  |
| Don't know                | 0                          | 0.0%   | 0                       | 0.0%   |
| <b>Total</b>              | 313                        | 100.0% | 112                     | 100.0% |
| Not Answered              | 0                          |        | 0                       |        |
| <b>Reporting Category</b> | Aspirin Use and Discussion |        |                         |        |
| Achievement Score         | 27.60%                     |        | 25.23%                  |        |

**Q57. Do you have a health problem or take medication that makes taking aspirin unsafe for you?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 187       | 13.6%  | 73                      | 15.0%  |
| No           | 1,192     | 86.4%  | 414                     | 85.0%  |
| Don't know   | 177       |        | 55                      |        |
| <b>Total</b> | 1,379     | 100.0% | 487                     | 100.0% |
| Not Answered | 93        |        | 28                      |        |

**Q58. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]**

|                           | SNP Total                  |        | MetroPlus Select Health |        |
|---------------------------|----------------------------|--------|-------------------------|--------|
|                           | N                          | %      | N                       | %      |
| ● Yes                     | 292                        | 51.7%  | 98                      | 50.0%  |
| ● No                      | 273                        | 48.3%  | 98                      | 50.0%  |
| <b>Total</b>              | 565                        | 100.0% | 196                     | 100.0% |
| Not Answered              | 0                          |        | 0                       |        |
| <b>Reporting Category</b> | Aspirin Use and Discussion |        |                         |        |
| Achievement Score         | 51.73%                     |        | 50.26%                  |        |

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

**About You (continued)**

**Q59.1. Are you aware that you have any of the following conditions? Response: High cholesterol**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 532       | 48.0%  | 207                     | 53.5%  |
| No           | 577       | 52.0%  | 180                     | 46.5%  |
| <b>Total</b> | 1,109     | 100.0% | 387                     | 100.0% |
| Not Answered | 540       |        | 183                     |        |

**Q59.2. Are you aware that you have any of the following conditions? Response: High blood pressure**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 601       | 54.2%  | 193                     | 49.9%  |
| No           | 508       | 45.8%  | 194                     | 50.1%  |
| <b>Total</b> | 1,109     | 100.0% | 387                     | 100.0% |
| Not Answered | 540       |        | 183                     |        |

**Q59.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 268       | 24.2%  | 87                      | 22.5%  |
| No           | 841       | 75.8%  | 300                     | 77.5%  |
| <b>Total</b> | 1,109     | 100.0% | 387                     | 100.0% |
| Not Answered | 540       |        | 183                     |        |

**Q60.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 77        | 12.7%  | 29                      | 13.2%  |
| No           | 531       | 87.3%  | 190                     | 86.8%  |
| <b>Total</b> | 608       | 100.0% | 219                     | 100.0% |
| Not Answered | 1,041     |        | 351                     |        |

**About You (continued)**

**Q60.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 72        | 11.8%  | 22                      | 10.0%  |
| No           | 536       | 88.2%  | 197                     | 90.0%  |
| <b>Total</b> | 608       | 100.0% | 219                     | 100.0% |
| Not Answered | 1,041     |        | 351                     |        |

**Q60.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 73        | 12.0%  | 26                      | 11.9%  |
| No           | 535       | 88.0%  | 193                     | 88.1%  |
| <b>Total</b> | 608       | 100.0% | 219                     | 100.0% |
| Not Answered | 1,041     |        | 351                     |        |

**Q60.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 310       | 51.0%  | 115                     | 52.5%  |
| No           | 298       | 49.0%  | 104                     | 47.5%  |
| <b>Total</b> | 608       | 100.0% | 219                     | 100.0% |
| Not Answered | 1,041     |        | 351                     |        |

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 62        | 5.4%   | 19                      | 4.8%   |
| No           | 1,092     | 94.6%  | 381                     | 95.3%  |
| <b>Total</b> | 1,154     | 100.0% | 400                     | 100.0% |
| Not Answered | 495       |        | 170                     |        |

**About You (continued)**

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 451       | 36.6%  | 153                     | 35.5%  |
| No           | 780       | 63.4%  | 278                     | 64.5%  |
| <b>Total</b> | 1,231     | 100.0% | 431                     | 100.0% |
| Not Answered | 418       |        | 139                     |        |

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 407       | 32.9%  | 132                     | 31.0%  |
| No           | 830       | 67.1%  | 294                     | 69.0%  |
| <b>Total</b> | 1,237     | 100.0% | 426                     | 100.0% |
| Not Answered | 412       |        | 144                     |        |

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 346       | 28.8%  | 115                     | 27.3%  |
| No           | 856       | 71.2%  | 307                     | 72.7%  |
| <b>Total</b> | 1,202     | 100.0% | 422                     | 100.0% |
| Not Answered | 447       |        | 148                     |        |

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 663       | 50.3%  | 205                     | 45.6%  |
| No           | 656       | 49.7%  | 245                     | 54.4%  |
| <b>Total</b> | 1,319     | 100.0% | 450                     | 100.0% |
| Not Answered | 330       |        | 120                     |        |

**About You (continued)**

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 159       | 13.3%  | 48                      | 11.6%  |
| No           | 1,041     | 86.8%  | 367                     | 88.4%  |
| <b>Total</b> | 1,200     | 100.0% | 415                     | 100.0% |
| Not Answered | 449       |        | 155                     |        |

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 430       | 34.5%  | 137                     | 31.9%  |
| No           | 815       | 65.5%  | 292                     | 68.1%  |
| <b>Total</b> | 1,245     | 100.0% | 429                     | 100.0% |
| Not Answered | 404       |        | 141                     |        |

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

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 867       | 63.8%  | 283                     | 60.9%  |
| No           | 493       | 36.3%  | 182                     | 39.1%  |
| <b>Total</b> | 1,360     | 100.0% | 465                     | 100.0% |
| Not Answered | 289       |        | 105                     |        |

**Q62. What is your age?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| 18 to 24     | 26        | 1.6%   | 8                       | 1.4%   |
| 25 to 34     | 110       | 6.7%   | 35                      | 6.1%   |
| 35 to 44     | 258       | 15.6%  | 89                      | 15.6%  |
| 45 to 54     | 720       | 43.7%  | 254                     | 44.6%  |
| 55 to 64     | 518       | 31.4%  | 179                     | 31.4%  |
| 65 or older  | 17        | 1.0%   | 5                       | 0.9%   |
| <b>Total</b> | 1,649     | 100.0% | 570                     | 100.0% |
| Not Answered | 0         |        | 0                       |        |

**About You (continued)**

**Q63. Are you male or female?**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Male         | 1,013     | 61.4%  | 349                     | 61.2%  |
| Female       | 636       | 38.6%  | 221                     | 38.8%  |
| <b>Total</b> | 1,649     | 100.0% | 570                     | 100.0% |
| Not Answered | 0         |        | 0                       |        |

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

|                                       | SNP Total |        | MetroPlus Select Health |        |
|---------------------------------------|-----------|--------|-------------------------|--------|
|                                       | N         | %      | N                       | %      |
| 8th grade or less                     | 171       | 11.0%  | 69                      | 12.8%  |
| Some high school but did not graduate | 438       | 28.2%  | 154                     | 28.5%  |
| High school graduate or GED           | 442       | 28.4%  | 167                     | 30.9%  |
| Some college or 2-year degree         | 343       | 22.1%  | 111                     | 20.6%  |
| 4-year college graduate               | 105       | 6.8%   | 24                      | 4.4%   |
| More than 4-year college degree       | 56        | 3.6%   | 15                      | 2.8%   |
| <b>Total</b>                          | 1,555     | 100.0% | 540                     | 100.0% |
| Not Answered                          | 94        |        | 30                      |        |

**Q65. Are you of Hispanic or Latino origin or descent?**

|                            | SNP Total |        | MetroPlus Select Health |        |
|----------------------------|-----------|--------|-------------------------|--------|
|                            | N         | %      | N                       | %      |
| Yes, Hispanic or Latino    | 654       | 43.5%  | 216                     | 41.5%  |
| No, Not Hispanic or Latino | 850       | 56.5%  | 305                     | 58.5%  |
| <b>Total</b>               | 1,504     | 100.0% | 521                     | 100.0% |
| Not Answered               | 145       |        | 49                      |        |

**Q66.1. What is your race? Response: White.**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 295       | 19.8%  | 93                      | 18.0%  |
| No           | 1,196     | 80.2%  | 424                     | 82.0%  |
| <b>Total</b> | 1,491     | 100.0% | 517                     | 100.0% |
| Not Answered | 158       |        | 53                      |        |

**About You (continued)**

**Q66.2. What is your race? Response: Black or African-American.**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 755       | 50.6%  | 282                     | 54.5%  |
| No           | 736       | 49.4%  | 235                     | 45.5%  |
| <b>Total</b> | 1,491     | 100.0% | 517                     | 100.0% |
| Not Answered | 158       |        | 53                      |        |

**Q66.3. What is your race? Response: Asian.**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 23        | 1.5%   | 9                       | 1.7%   |
| No           | 1,468     | 98.5%  | 508                     | 98.3%  |
| <b>Total</b> | 1,491     | 100.0% | 517                     | 100.0% |
| Not Answered | 158       |        | 53                      |        |

**Q66.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 13        | 0.9%   | 4                       | 0.8%   |
| No           | 1,478     | 99.1%  | 513                     | 99.2%  |
| <b>Total</b> | 1,491     | 100.0% | 517                     | 100.0% |
| Not Answered | 158       |        | 53                      |        |

**Q66.5. What is your race? Response: American Indian or Alaskan Native.**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 47        | 3.2%   | 16                      | 3.1%   |
| No           | 1,444     | 96.8%  | 501                     | 96.9%  |
| <b>Total</b> | 1,491     | 100.0% | 517                     | 100.0% |
| Not Answered | 158       |        | 53                      |        |

**About You (continued)**

**Q66.6. What is your race? Response: Other.**

|              | SNP Total |        | MetroPlus Select Health |        |
|--------------|-----------|--------|-------------------------|--------|
|              | N         | %      | N                       | %      |
| Yes          | 425       | 28.5%  | 134                     | 25.9%  |
| No           | 1,066     | 71.5%  | 383                     | 74.1%  |
| <b>Total</b> | 1,491     | 100.0% | 517                     | 100.0% |
| Not Answered | 158       |        | 53                      |        |

**Q67. What language do you mainly speak at home?**

|                             | SNP Total |        | MetroPlus Select Health |        |
|-----------------------------|-----------|--------|-------------------------|--------|
|                             | N         | %      | N                       | %      |
| English                     | 1,082     | 73.0%  | 362                     | 70.0%  |
| Spanish                     | 258       | 17.4%  | 99                      | 19.1%  |
| English and Spanish equally | 108       | 7.3%   | 39                      | 7.5%   |
| Russian                     | 3         | 0.2%   | 2                       | 0.4%   |
| Mandarin                    | 2         | 0.1%   | 0                       | 0.0%   |
| Cantonese                   | 0         | 0.0%   | 0                       | 0.0%   |
| Some Other Language         | 30        | 2.0%   | 15                      | 2.9%   |
| <b>Total</b>                | 1,483     | 100.0% | 517                     | 100.0% |
| Not Answered                | 166       |        | 53                      |        |



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

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

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

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

**SURVEY INSTRUCTIONS**

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

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, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?
  - Yes → *Go to Question 7*
  - No → *Go to Question 8*
  
7. In the last 6 months, how often did you get an appointment for a **check-up or routine 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 20*
  - 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, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
  - Yes
  - No

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

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

11. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?
  - Yes → *Go to Question 12*
  - No → *Go to Question 15*

12. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- Not at all
- A little
- Some
- A lot

13. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Not at all
- A little
- Some
- A lot

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

- Yes
- No

15. 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 16*
- No → *Go to Question 18*

16. 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

17. 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

18. 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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       |                       |                       |                       | Best                  |                       |                       |
| Health Care           |                       |                       |                       |                       |                       |                       |                       | Health Care           |                       |                       |
| Possible              |                       |                       |                       |                       |                       |                       |                       | Possible              |                       |                       |

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → *Go to Question 21*
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       |                       |                       |                       | Best                  |                       |                       |
| Treatment             |                       |                       |                       |                       |                       |                       |                       | Treatment             |                       |                       |
| Possible              |                       |                       |                       |                       |                       |                       |                       | Possible              |                       |                       |



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

- Yes → *Go to Question 24*
- No → *Go to Question 26*

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

- Never
- Sometimes
- Usually
- Always

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

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Treatment             |                       |                       |                       |                       | Treatment             |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

**YOUR PERSONAL DOCTOR**

26. 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 27*
- No → *Go to Question 38*

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

- None → *Go to Question 37*
- 1 → *Go to Question 28*
- 2 → *Go to Question 28*
- 3 → *Go to Question 28*
- 4 → *Go to Question 28*
- 5 to 9 → *Go to Question 28*
- 10 or more → *Go to Question 28*

28. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → *Go to Question 33*
- No → *Go to Question 35*

33. 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

34. 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

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

- Yes → Go to Question 36
- No → Go to Question 37

36. 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

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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Personal Doctor       |                       |                       |                       |                       | Personal Doctor       |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

### GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not 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 42

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

- Never
- Sometimes
- Usually
- Always

40. How many specialists have you seen in the last 6 months?

- None → Go to Question 42
- 1 specialist → Go to Question 41
- 2 → Go to Question 41
- 3 → Go to Question 41
- 4 → Go to Question 41
- 5 or more specialists → Go to Question 41

41. 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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Specialist            |                       |                       |                       |                       | Specialist            |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

### YOUR HEALTH PLAN

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

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

- Yes → Go to Question 43
- No → Go to Question 45

43. 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

44. 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

45. 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

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

- Yes
- No

47. In the past 6 months, did you get any new prescription medicines or refill a prescription?

- Yes → **Go to Question 48**
- No → **Go to Question 49**

48. In the last 6 months, how often was it easy to get your prescription medicine from your health plan?

- Never
- Sometimes
- Usually
- Always

### ABOUT YOUR HEALTH

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

51. Have you had a flu shot since September 1, 2012?

- Yes
- No
- Don't know

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

- Every day → **Go to Question 53**
- Some days → **Go to Question 53**
- Not at all → **Go to Question 56**
- Don't know → **Go to Question 56**

53. 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

54. 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



55. 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

56. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

57. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

58. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack and stroke?

- Yes
- No

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

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

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

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

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

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

### ABOUT YOU

62. What is your age?

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

63. Are you male or female?

- Male
- Female

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

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

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

- Yes
- No

◆

---

**66. 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

**67. What language do you mainly speak at home? Please mark one only.**

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

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

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

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

