Univera Community Health
CAHPS® 5.0
Adult Medicaid Health Plan Survey

Continuous Quality Improvement Report

February 2014

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Background

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

The majority of question items addressed domains of member experience, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The survey was expanded to include 17 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 67 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

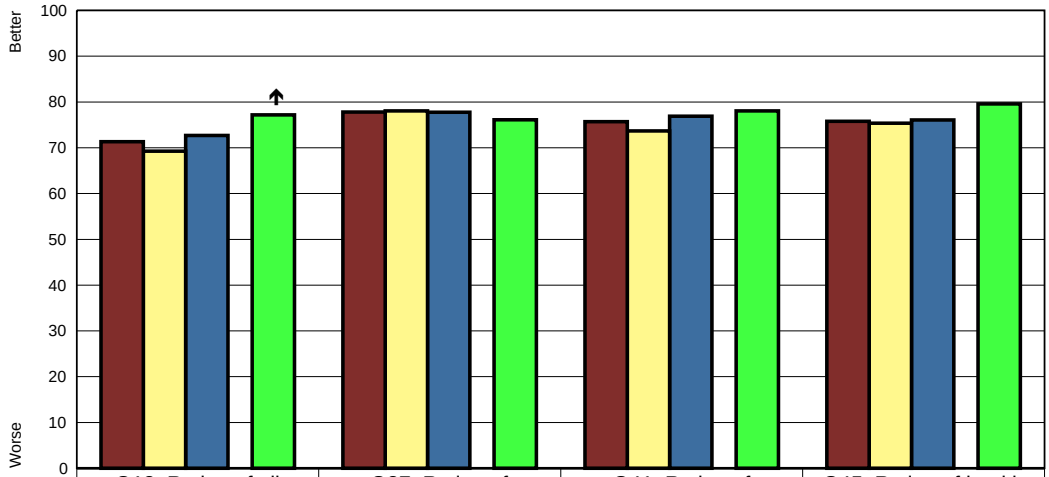
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2013 administration, the NYSDOH focused on adult members of Medicaid managed care plans. The survey included 16 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. Surveys were sent to 24,000 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. For your plan, a total of 413 responses were received resulting in a 28.2% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available, due to skip patterns in the 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 average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Plan-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Overall Rating Questions (8, 9 or 10)



	Q18. Rating of all health care	Q37. Rating of personal doctor	Q41. Rating of specialist seen most often	Q45. Rating of health plan
Statewide 2013	71.33%	77.82%	75.68%	75.77%
NYC 2013	69.27%	78.06%	73.68%	75.35%
Rest of State 2013	72.66%	77.74%	76.89%	76.06%
Univera CHP 2013	77.18%	76.11%	78.05%	79.59%

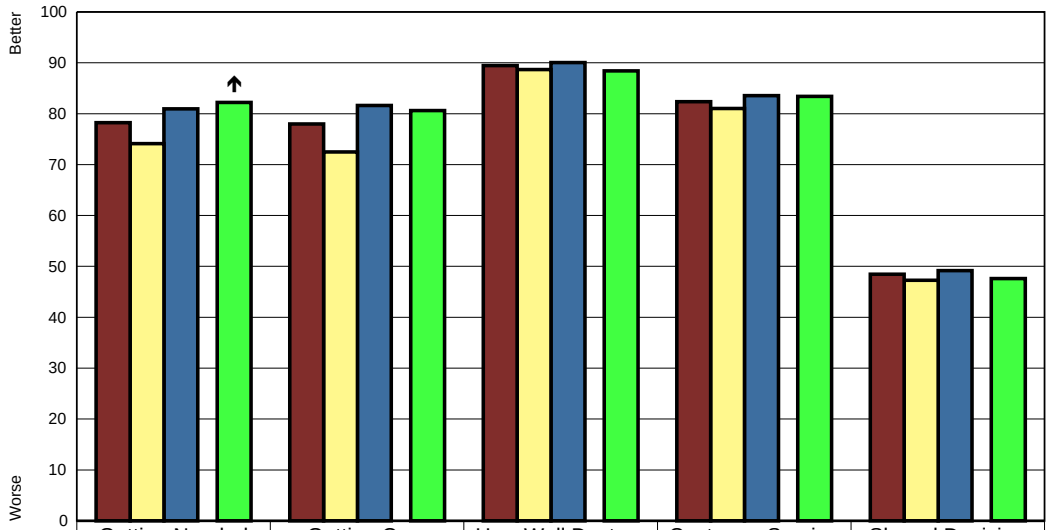
↑↓ **Statistically significantly better/worse than Statewide 2013.**

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 results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

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



	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)
Statewide 2013	78.25%	77.98%	89.47%	82.38%	48.47%
NYC 2013	74.13%	72.48%	88.66%	81.04%	47.26%
Rest of State 2013	80.96%	81.62%	90.03%	83.56%	49.15%
Univera CHP 2013	82.23%	80.60%	88.43%	83.41%	47.61%

↑↓ **Statistically significantly better/worse than Statewide 2013.**

Key Measure Summary

NYSDOH 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
Statewide	78	78	89	82	48	71	78	76	76
NYC	74	72	89	81	47	69	78	74	75
Rest of State	81	82	90	84	49	73	78	77	76
Affinity Health Plan	77	75	89	85	49	70	78	76	75
CDPHP	82 ▲	83 ▲	92 ▲	85	53	76 ▲	80	74	80
Excellus BlueCross BlueShield	83 ▲	84 ▲	91	81	49	73	76	76	78
Fidelis Care New York	78	77	88	81	49	71	77	72	75
Healthfirst PHSP	72 ▼	76	89	83	51	70	79	73	79
HealthNow New York	78	80	88	84	48	66	74	73	68 ▼
Health Plus (Amerigroup)	76	71 ▼	89	82	49	70	76	73	74
HIP (EmblemHealth)	73 ▼	73 ▼	89	79	43	68	83 ▲	73	72
Hudson Health Plan	84 ▲	84 ▲	91	91 ▲	56 ▲	75	81	80	82 ▲
Independent Health's MediSource	80	82 ▲	90	84	47	70	76	76	80 ▲
MetroPlus Health Plan	72 ▼	71 ▼	87	78	48	65 ▼	72 ▼	73	77
MVP	84 ▲	82 ▲	92	86	51	76 ▲	82 ▲	81	79
Total Care	78	80	87	76	45	69	70 ▼	75	67 ▼
United Healthcare Community Plan	76	75	90	79	43	71	83 ▲	78	73
Univera Community Health	82 ▲	81	88	83	48	77 ▲	76	78	80
WellCare of New York	74	74	91	81	46	74	83 ▲	79	75

▲▼ **Statistically significantly better/worse than Statewide 2013.**

Respondent Sample Profile

Age (years)	Statewide	NYC	Rest of State	Univera Community Health
18 to 24	13.9%	14.8%	13.2%	11.4%
25 to 34	20.5%	19.0%	21.5%	21.3%
35 to 44	20.4%	19.3%	21.1%	20.8%
45 to 54	24.3%	24.0%	24.4%	25.4%
55 to 64	19.8%	20.8%	19.2%	20.6%
65 or older	1.2%	2.0%	0.6%	0.5%

Gender	Statewide	NYC	Rest of State	Univera Community Health
Male	37.5%	38.2%	37.2%	38.5%
Female	62.5%	61.8%	62.8%	61.5%

Highest grade or level of school completed	Statewide	NYC	Rest of State	Univera Community Health
8th grade or less	9.0%	11.7%	7.1%	7.6%
Some high school, but did not graduate	16.8%	17.7%	16.0%	13.2%
High school graduate or GED	33.7%	31.3%	35.4%	33.5%
Some college or 2-year degree	27.8%	24.3%	30.4%	36.0%
4-year college graduate	8.2%	10.1%	7.0%	7.1%
More than 4-year college graduate	4.4%	4.9%	4.1%	2.5%

Hispanic or Latino	Statewide	NYC	Rest of State	Univera Community Health
Yes, Hispanic or Latino	26.4%	38.9%	16.8%	9.2%
No, Not Hispanic or Latino	73.6%	61.1%	83.2%	90.8%

Race	Statewide	NYC	Rest of State	Univera Community Health
White	48.3%	25.7%	64.1%	61.0%
Black or African-American	21.8%	25.0%	19.6%	26.4%
Asian	12.4%	22.4%	5.8%	5.1%
Native Hawaiian or Other Pacific Islander	1.1%	1.4%	0.9%	0.5%
American Indian or Alaska Native	2.9%	1.7%	3.7%	2.3%
Other	18.1%	26.5%	11.9%	7.2%

Rating of Overall Health	Statewide	NYC	Rest of State	Univera Community Health
Excellent	14.2%	15.6%	13.2%	10.4%
Very good	25.2%	26.0%	24.6%	25.1%
Good	36.6%	36.3%	36.9%	40.3%
Fair	19.6%	18.8%	20.2%	19.7%
Poor	4.3%	3.3%	5.0%	4.6%

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Sample Disposition

	Statewide	NYC	Rest of State	Univera Community Health
First mailing - sent	24,000	9,693	14,307	1,500
First mailing - usable survey returned*	3,790	1,518	2,272	225
Second mailing - sent	19,604	8,047	11,557	1,230
Second mailing - usable survey returned*	1,406	557	849	77
Phone - usable surveys*	2,056	916	1,140	111
Total - usable surveys	7,252	2,991	4,261	413
Ineligible: According to population criteria‡†	418	178	240	17
Ineligible: Language barrier†	689	559	130	18
Ineligible: Deceased†	16	3	13	0
Ineligible: Mentally or physically unable to complete survey†	44	14	30	1
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	1,190	373	817	81
Refusal/Returned survey blank	591	194	397	47
Nonresponse - Unavailable by mail or phone	13,800	5,381	8,419	923
Response Rate	**31.8%**	**33.5%**	**30.7%**	**28.2%**

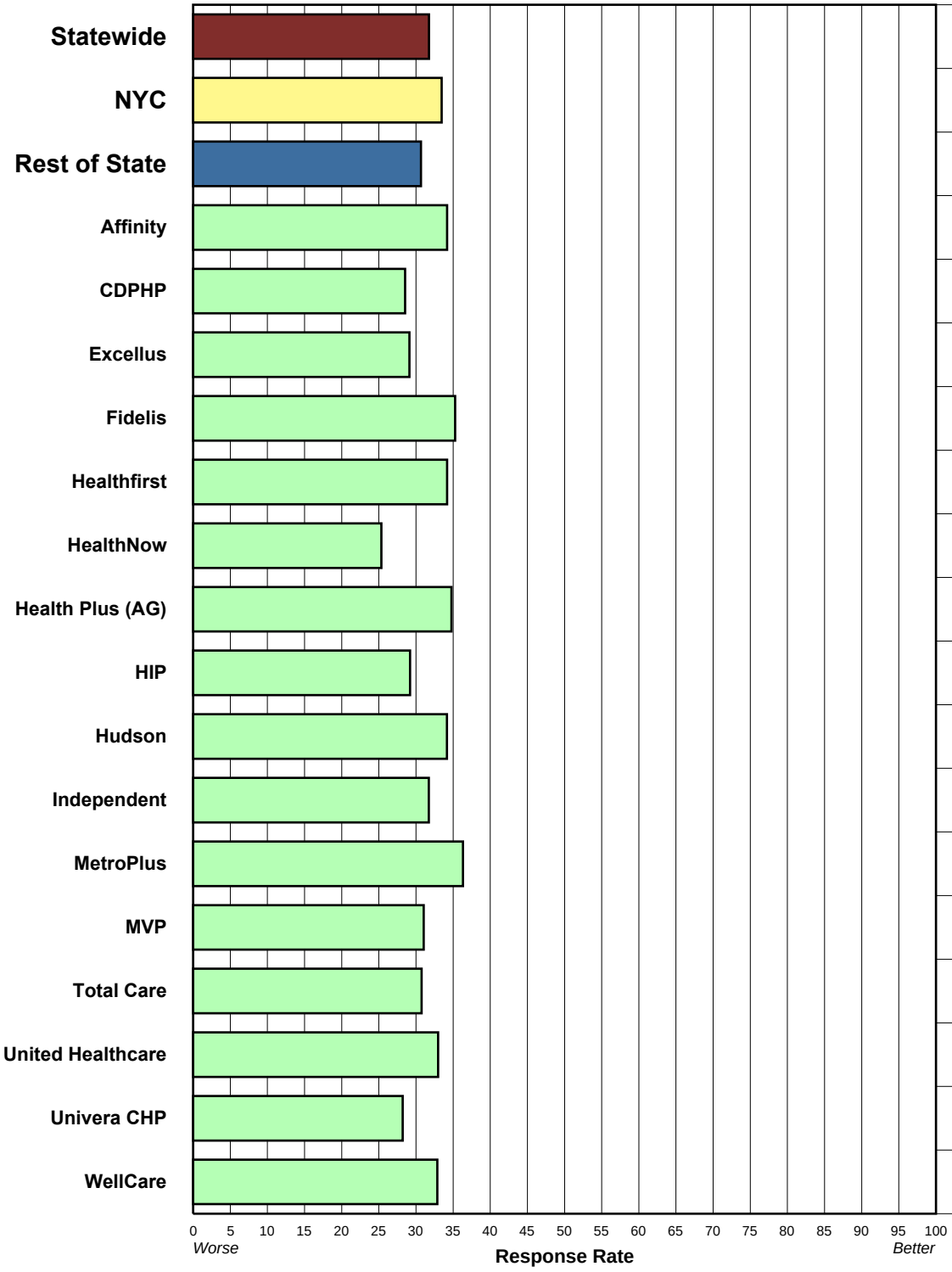
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates



	Response Rate	Usable Surveys
Statewide	31.76%	7252
NYC	33.46%	2991
Rest of State	30.67%	4261
Affinity	34.19%	478
CDPHP	28.54%	419
Excellus	29.12%	426
Fidelis	35.27%	499
Healthfirst	34.19%	479
HealthNow	25.33%	362
Health Plus (AG)	34.77%	483
HIP	29.19%	409
Hudson	34.17%	501
Independent	31.73%	463
MetroPlus	36.33%	513
MVP	31.03%	454
Total Care	30.75%	445
United Healthcare	32.97%	459
Univera CHP	28.21%	413
WellCare	32.87%	449

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 signficant. 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	Univera CHP 2013 Score	Univera CHP 2011 Score	Point Change	Composite/ Question Group
Q10e. Doctor or other health provider talked about smoking or using tobacco products	61.6%	44.1%	+ 17.5 ▲	Supplemental Questions
Q10f. Doctor or other health provider talked about alcohol or other drug use	45.6%	29.7%	+ 16.0 ▲	Supplemental Questions
Q10b. Doctor or other health provider talked about exercise or physical activity	72.0%	58.8%	+ 13.3 ▲	Supplemental Questions
Q10a. Doctor or other health provider talked about a healthy diet and eating habits	68.8%	55.5%	+ 13.2 ▲	Supplemental Questions
Q18. Rating of all health care	77.2%	66.0%	+ 11.2 ▲	Ratings
Q51. Have had a flu shot since September 1, 2012 [Displayed for Respondents Age 50+]	45.1%	34.9%	+ 10.2	Supplemental Questions
Q41. Rating of specialist seen most often	78.0%	69.0%	+ 9.0	Ratings
Q10d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	47.1%	38.9%	+ 8.3 ▲	Supplemental Questions
Q39. Usually or always get an appointment to see a specialist as soon as you needed	79.0%	71.1%	+ 7.9	Getting Needed Care
Q45. Rating of health plan	79.6%	72.6%	+ 7.0 ▲	Ratings
Q29. Personal doctor usually or always listened carefully to you	88.7%	87.9%	+ 0.8	Communication
Q43. Health plan's customer service usually or always gave needed information or help	80.7%	80.7%	- 0.1	Customer Service
Q22. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	63.7%	64.8%	- 1.1	Supplemental Questions
Q17. Results of blood test, x-ray or other test usually or always easy to understand	75.7%	77.1%	- 1.3	Supplemental Questions
Q21. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	74.7%	76.4%	- 1.7	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	88.4%	90.2%	- 1.8	Supplemental Questions
Q30. Personal doctor usually or always showed respect for what you had to say	88.3%	91.3%	- 2.9	Communication
Q54. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	56.9%	61.8%	- 4.8	Medical Assistance with Smoking Cessation
Q55. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	47.6%	54.1%	- 6.6	Medical Assistance with Smoking Cessation
Q44. Usually or always treated with courtesy and respect by health plan's customer service staff	86.2%	94.5%	- 8.4 ▼	Customer Service

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 Medicaid managed care plans 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 managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care plan for at least five out of the last six months as of July 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 7,252 NYSDOH Medicaid managed care members, and the overall project response rate was 31.8%.

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

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, plan results for the Rating Items and Composites are compared to the Statewide achievement score, with statistical testing. Regional results are presented for comparison. In the *Graphs* section plan results for each performance measure are compared to the Statewide achievement score, with statistical testing. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays for your plan the ten items at the top of the list and the ten items at the bottom, with 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 managed care plans. 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 managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

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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" and 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 Statewide, NYC, Rest of State and plan-specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to various benchmarks or peers. The composites are directly followed by the individual questions in the composite for more detailed information.

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.

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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 program or plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

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

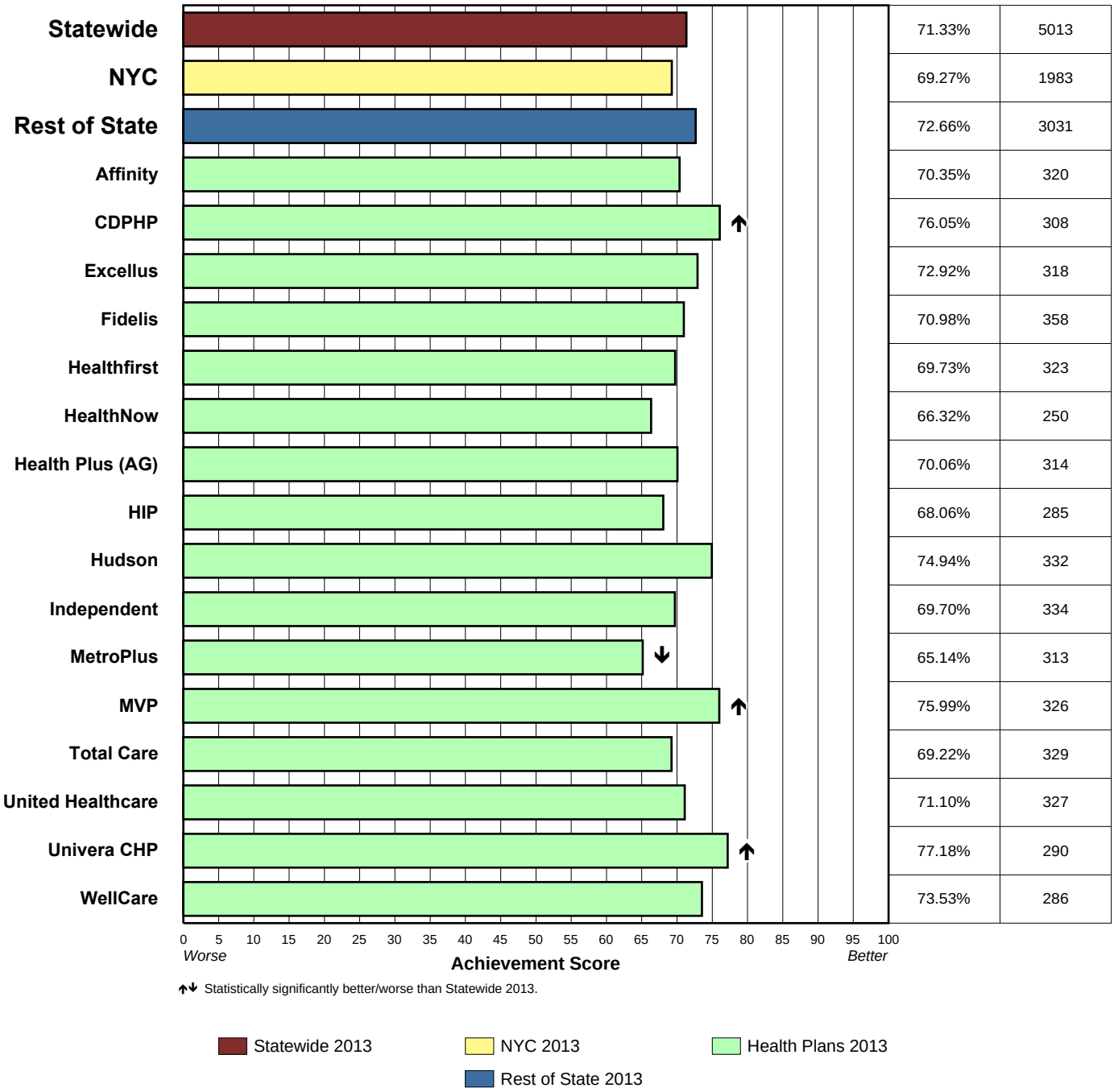
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

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.

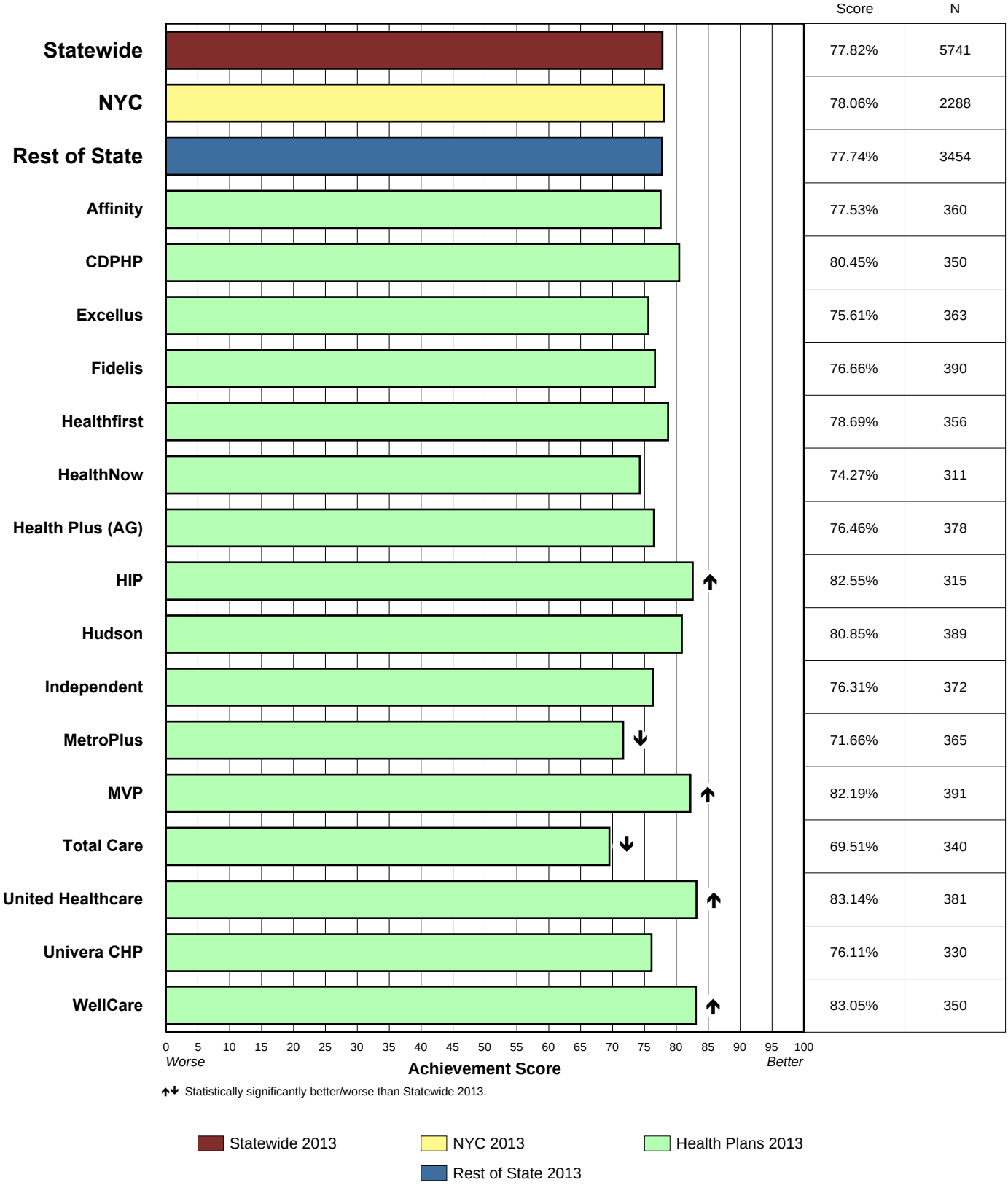
For each rating graph, plan-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

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



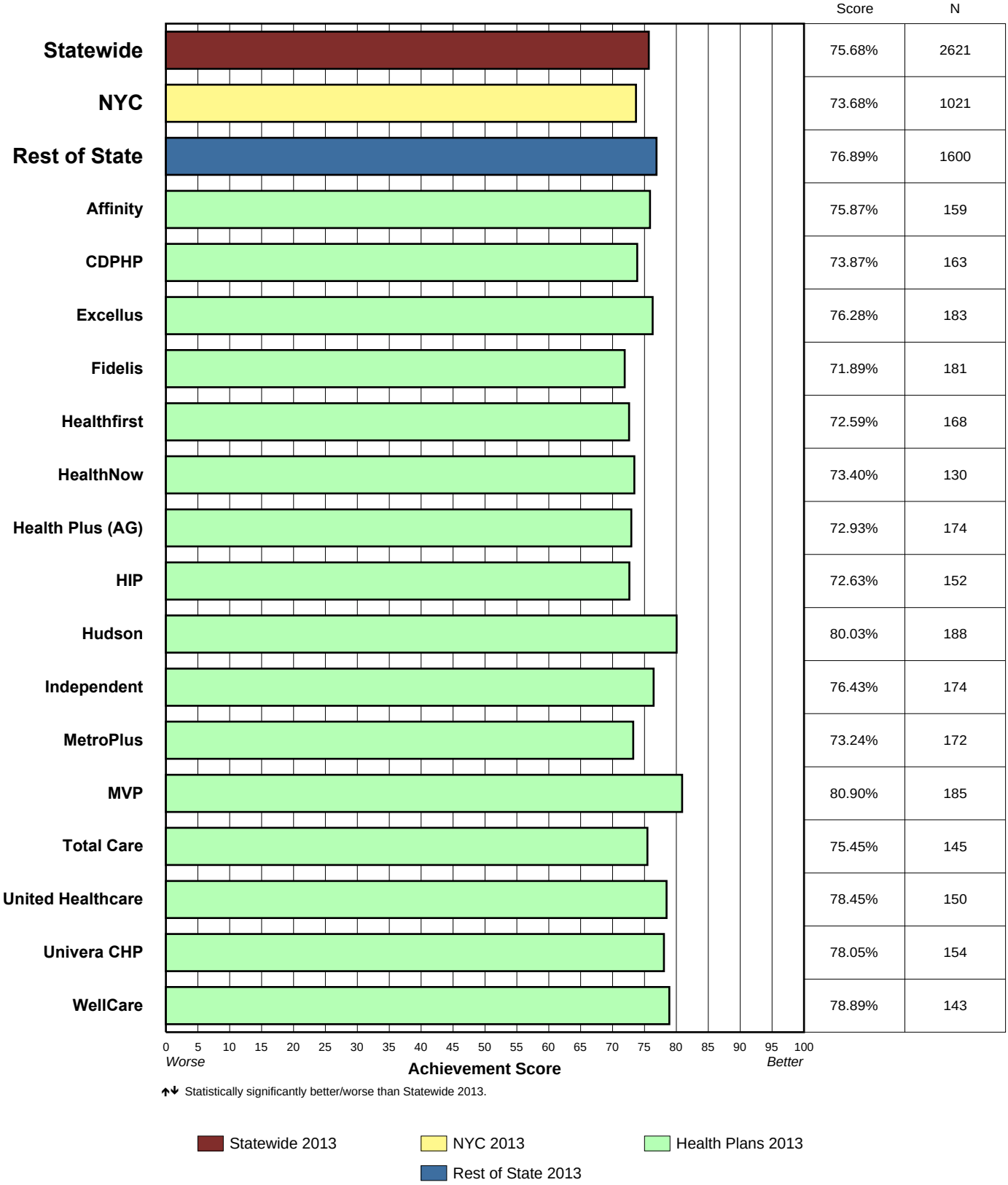
Overall Ratings

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



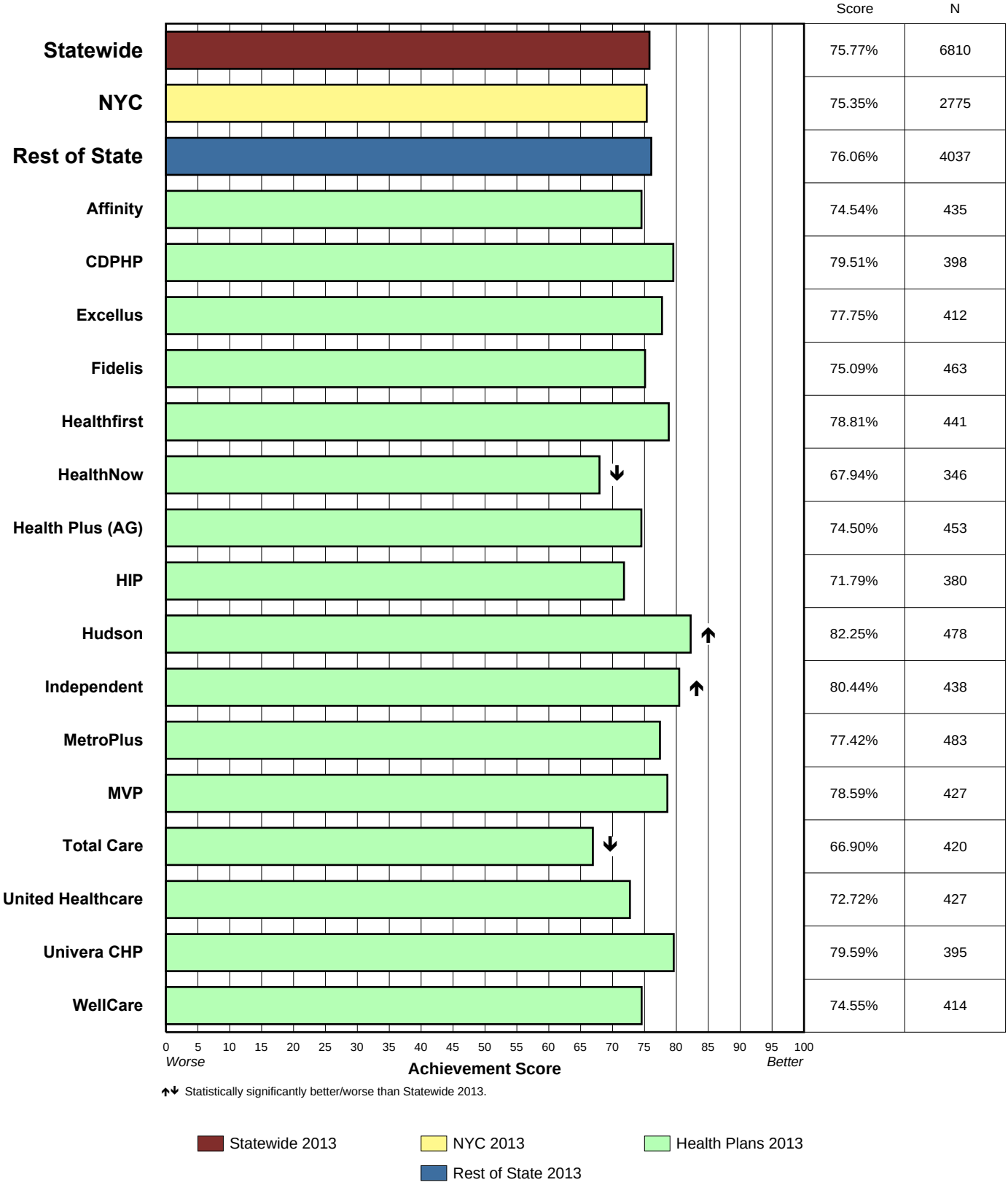
Overall Ratings

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



Overall Ratings

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



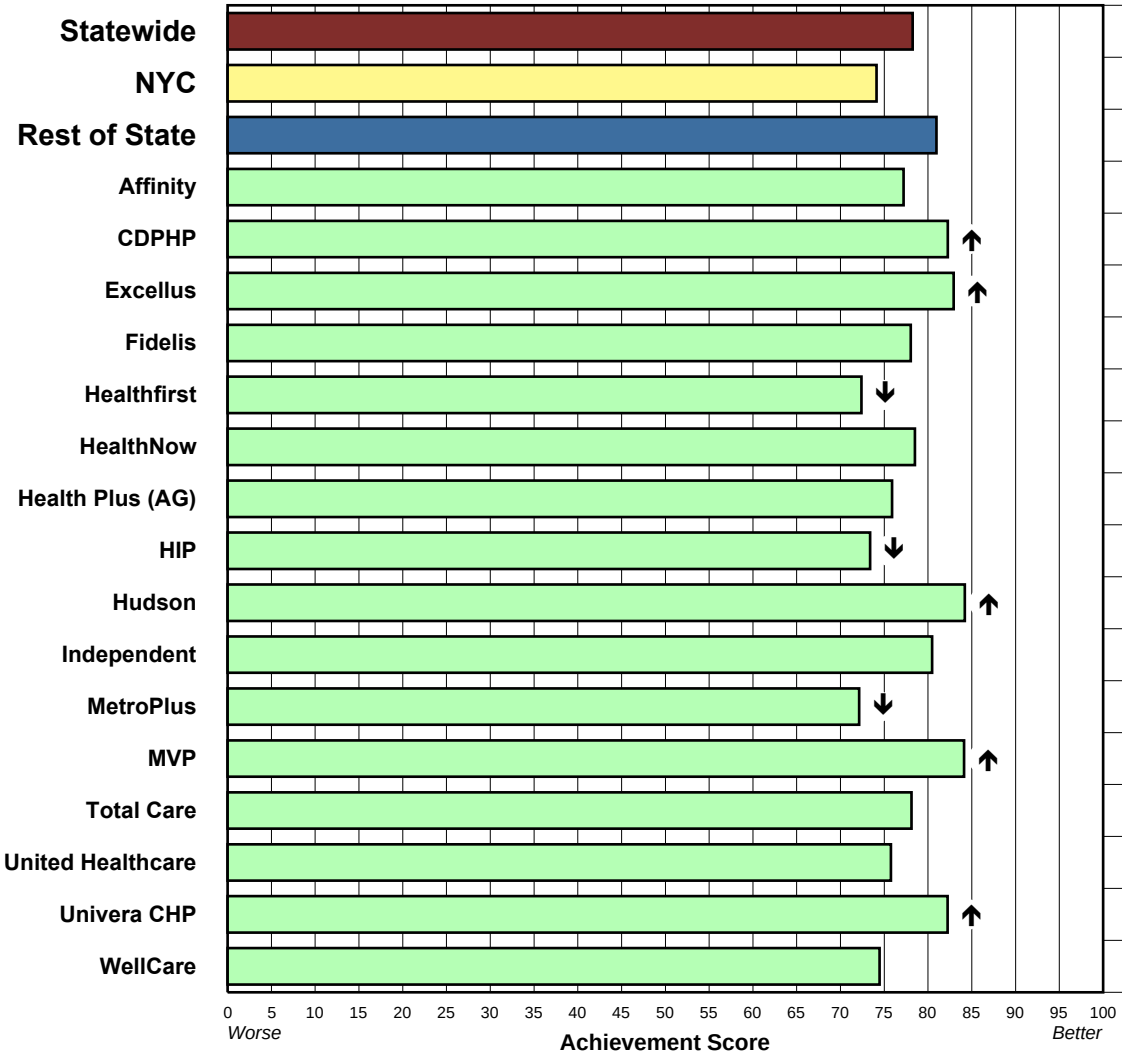
Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the first four composites. Responses of "Yes" and "A lot" are considered achievements for the Shared Decision Making composite.

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

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

Getting Needed Care (Usually or Always)



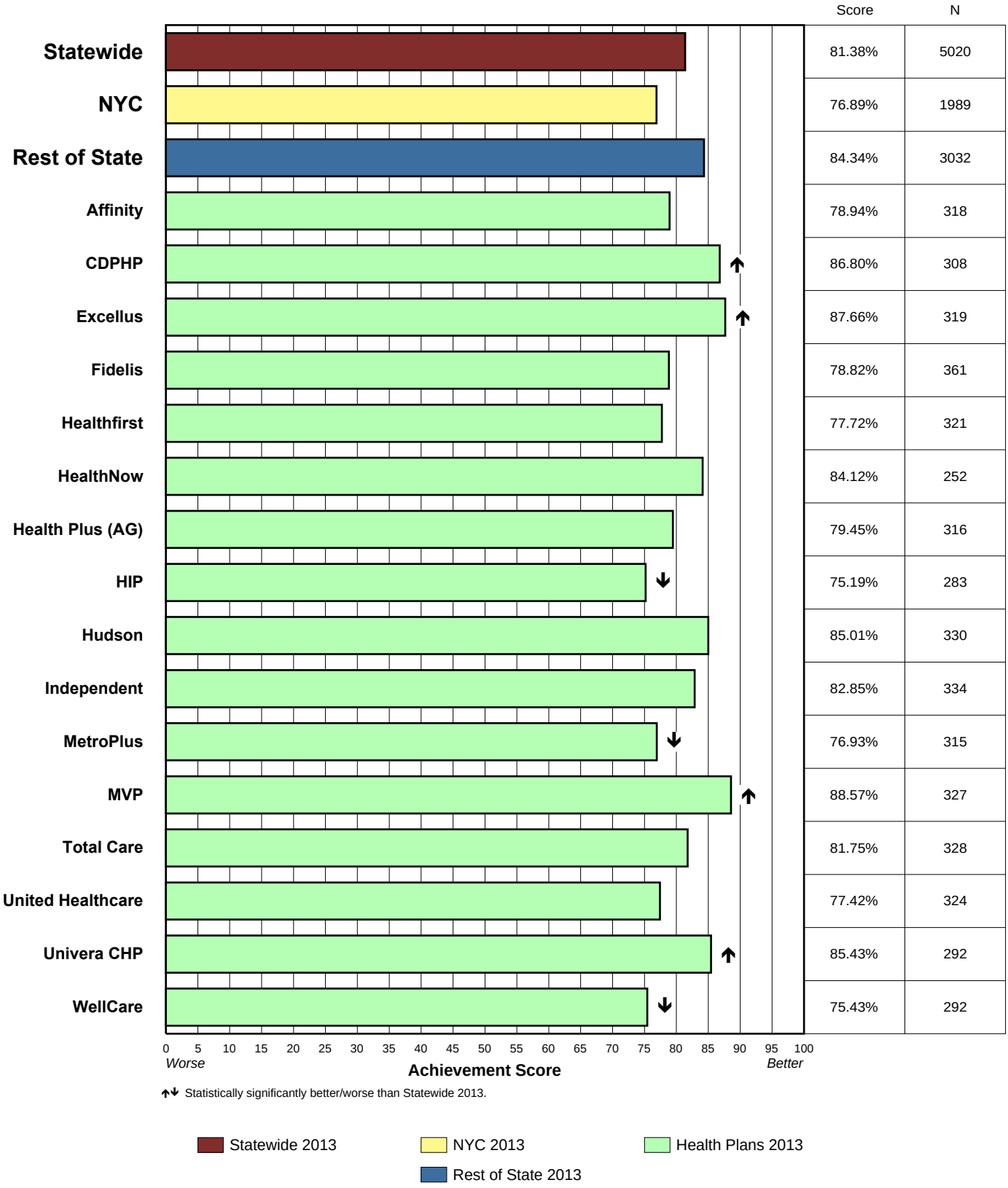
	Score	N
Statewide	78.25%	5423
NYC	74.13%	2181
Rest of State	80.96%	3242
Affinity	77.22%	352
CDPHP	82.25%	326
Excellus	82.92%	342
Fidelis	78.03%	392
Healthfirst	72.39%	352
HealthNow	78.50%	267
Health Plus (AG)	75.89%	345
HIP	73.38%	305
Hudson	84.20%	357
Independent	80.46%	360
MetroPlus	72.13%	358
MVP	84.11%	353
Total Care	78.11%	341
United Healthcare	75.76%	345
Univera CHP	82.23%	311
WellCare	74.46%	317

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

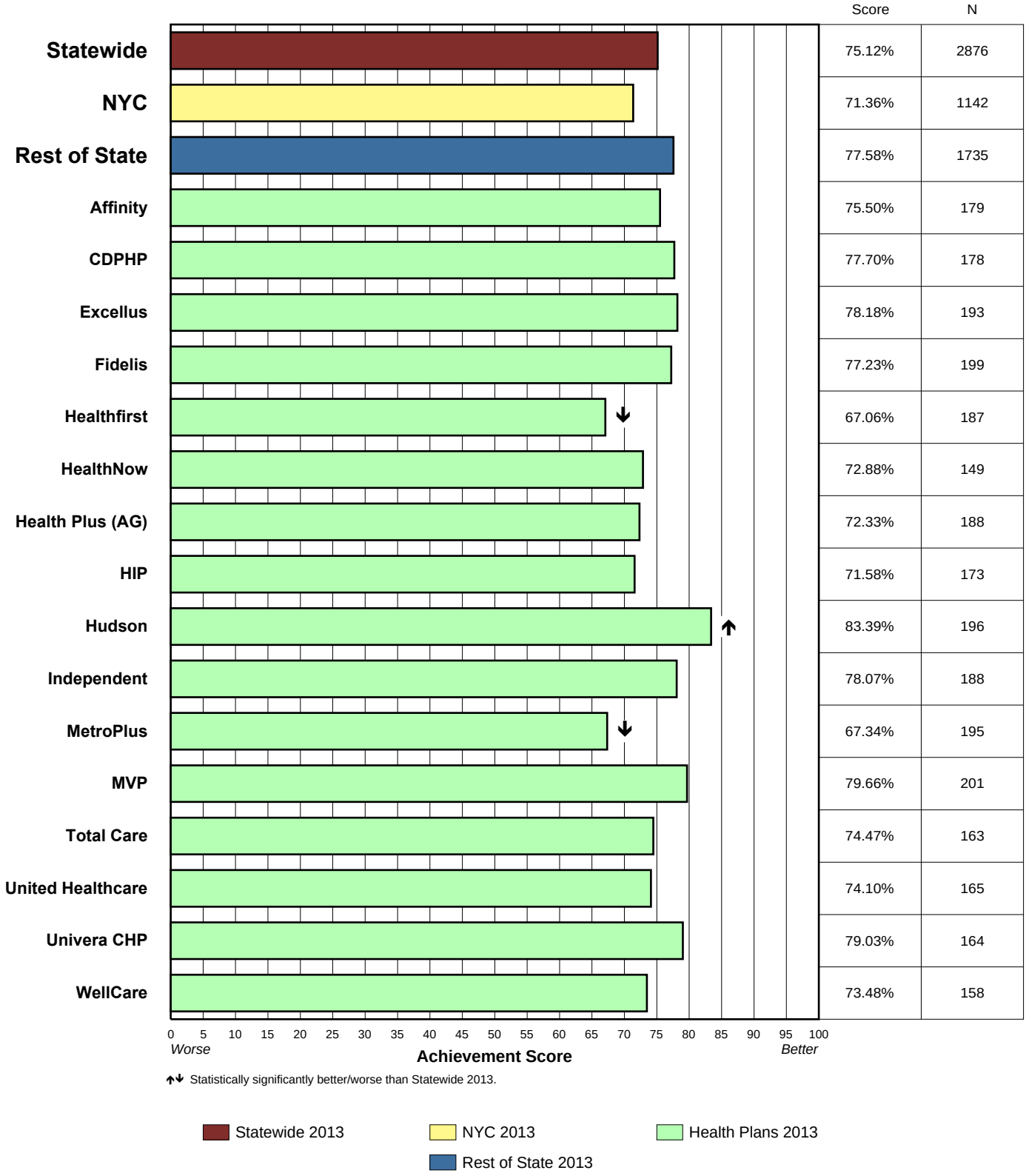
Getting Needed Care (Usually or Always)

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



Getting Needed Care (Usually or Always)

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



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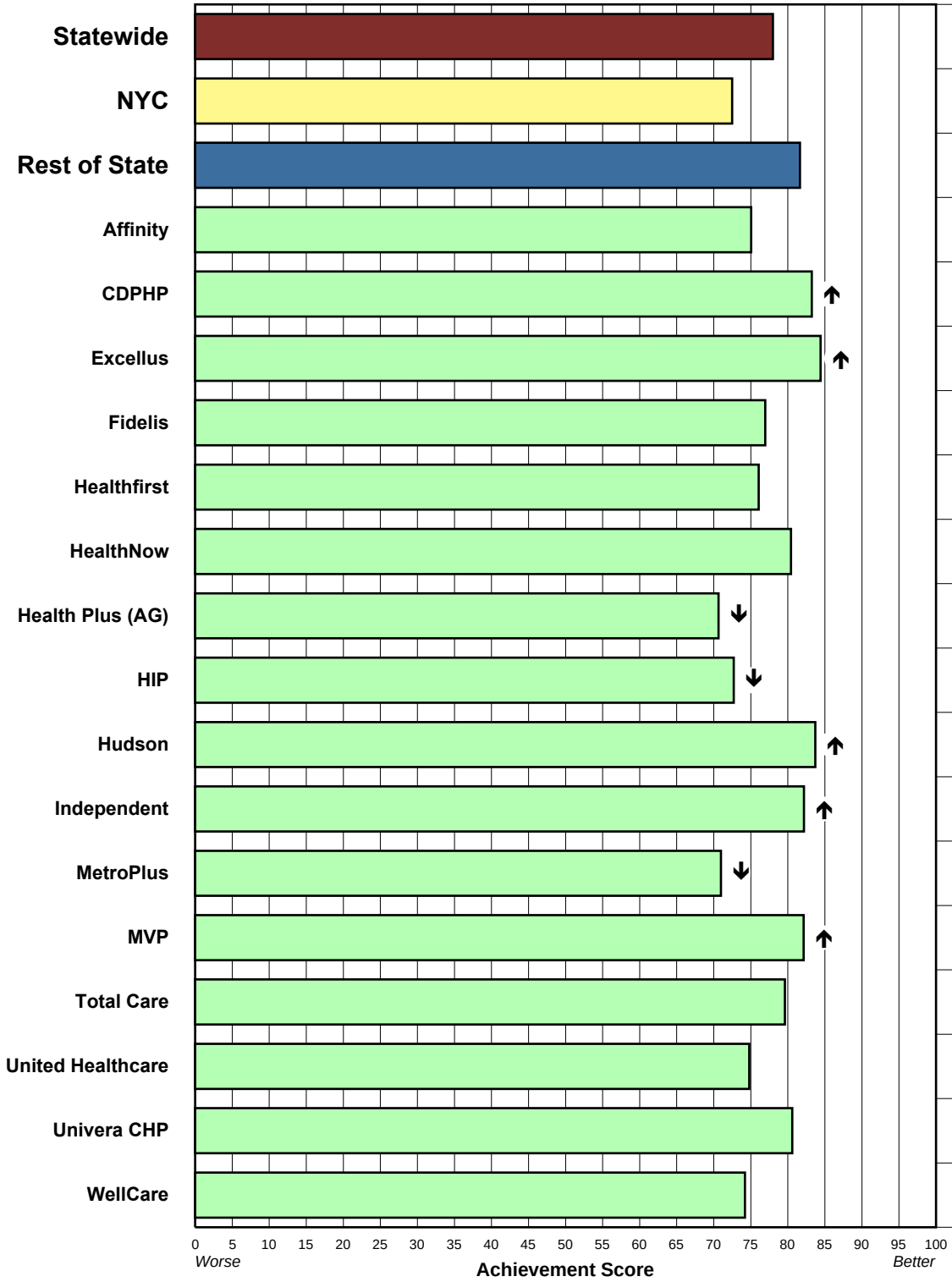
Getting Care Quickly (Usually or Always)



↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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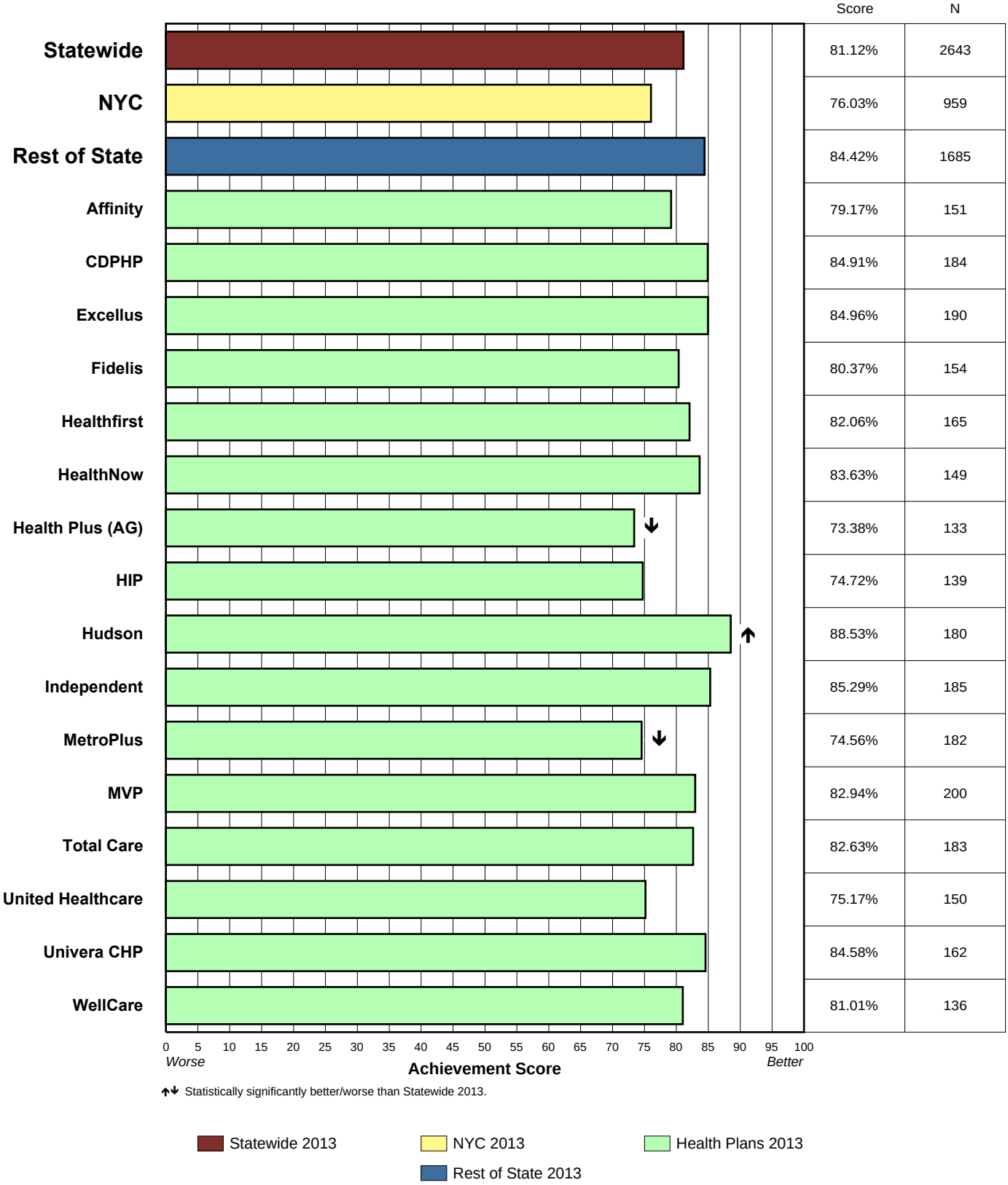
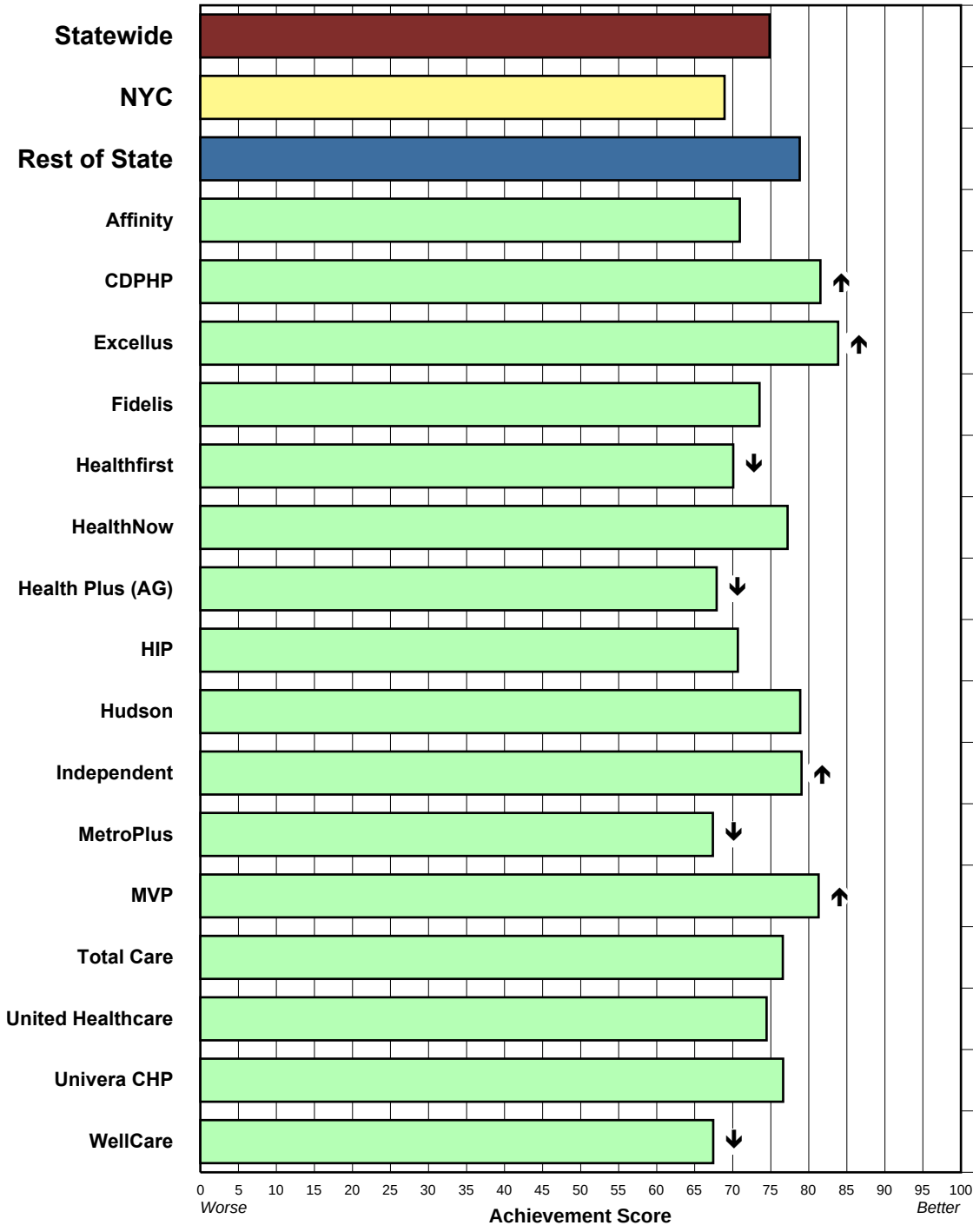
Getting Care Quickly (Usually or Always)

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



Getting Care Quickly (Usually or Always)

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



	Score	N
Statewide	74.83%	5072
NYC	68.92%	2120
Rest of State	78.80%	2952
Affinity	70.92%	351
CDPHP	81.53%	298
Excellus	83.86%	288
Fidelis	73.52%	364
Healthfirst	70.06%	340
HealthNow	77.21%	241
Health Plus (AG)	67.89%	331
HIP	70.67%	290
Hudson	78.87%	334
Independent	79.04%	336
MetroPlus	67.38%	352
MVP	81.30%	317
Total Care	76.58%	310
United Healthcare	74.43%	314
Univera CHP	76.63%	303
WellCare	67.42%	303

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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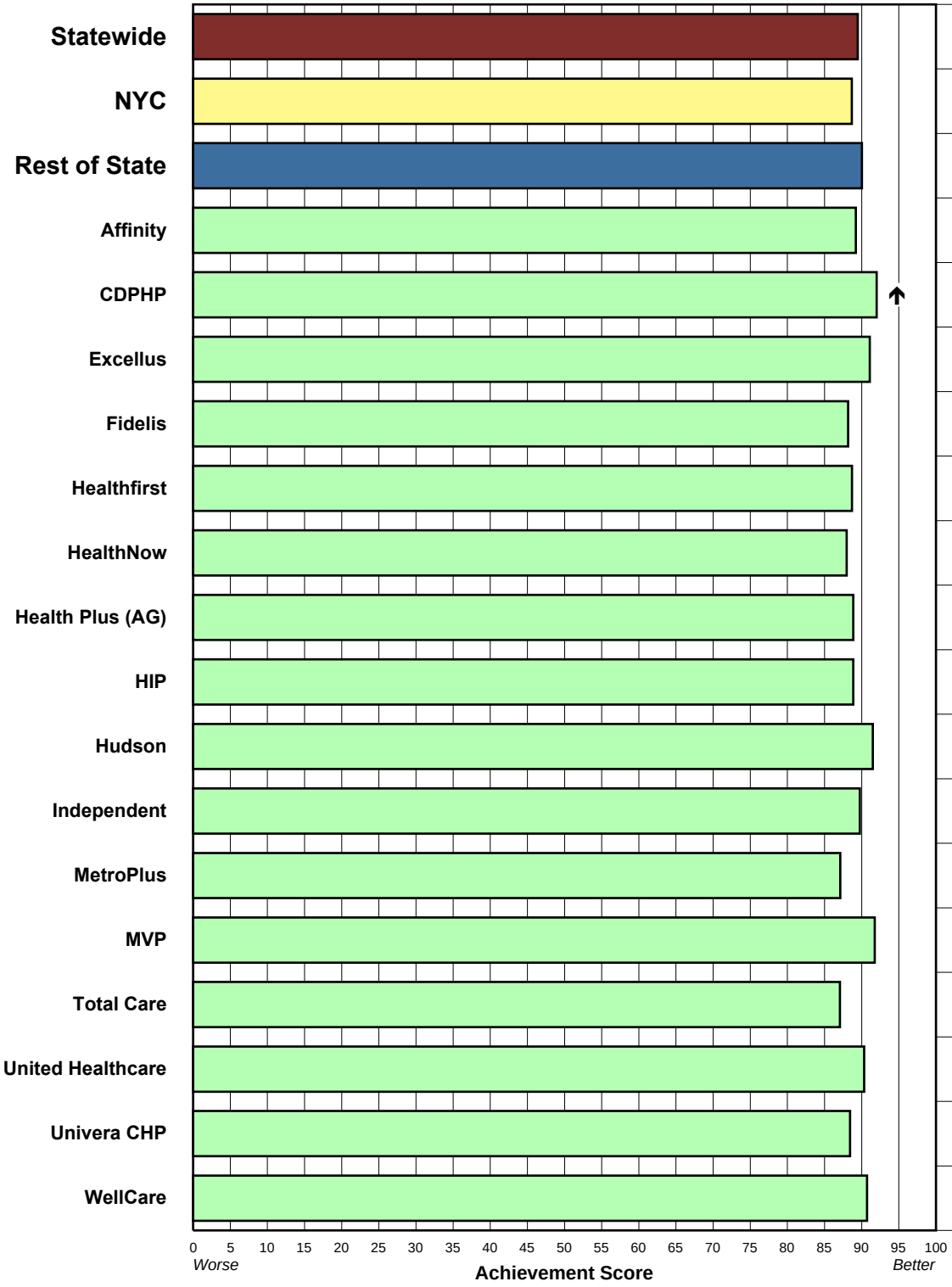
How Well Doctors Communicate (Usually or Always)



	Score	N
Statewide	89.47%	4545
NYC	88.66%	1822
Rest of State	90.03%	2723
Affinity	89.22%	291
CDPHP	92.02%	277
Excellus	91.08%	281
Fidelis	88.17%	314
Healthfirst	88.69%	279
HealthNow	87.98%	236
Health Plus (AG)	88.86%	295
HIP	88.85%	266
Hudson	91.49%	297
Independent	89.76%	297
MetroPlus	87.12%	285
MVP	91.76%	311
Total Care	87.06%	276
United Healthcare	90.32%	292
Univera CHP	88.43%	267
WellCare	90.72%	281

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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How Well Doctors Communicate (Usually or Always)

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

	Score	N
Statewide	89.68%	4510
NYC	88.49%	1800
Rest of State	90.52%	2710
Affinity	88.66%	289
CDPHP	92.48%	276
Excellus	92.12%	281
Fidelis	88.63%	311
Healthfirst	87.72%	276
HealthNow	88.02%	235
Health Plus (AG)	88.38%	289
HIP	90.63%	263
Hudson	91.33%	294
Independent	91.56%	295
MetroPlus	87.07%	281
MVP	91.07%	310
Total Care	86.86%	275
United Healthcare	91.69%	290
Univera CHP	89.19%	266
WellCare	89.45%	279

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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How Well Doctors Communicate (Usually or Always)

Q29. Personal doctor usually or always listened carefully to you

	Score	N
Statewide	90.14%	4513
NYC	90.49%	1803
Rest of State	89.94%	2710
Affinity	89.74%	289
CDPHP	91.30%	276
Excellus	90.69%	281
Fidelis	89.80%	312
Healthfirst	89.65%	276
HealthNow	88.00%	235
Health Plus (AG)	89.98%	295
HIP	90.69%	262
Hudson	91.91%	294
Independent	88.85%	295
MetroPlus	88.78%	279
MVP	91.58%	310
Total Care	87.87%	276
United Healthcare	91.64%	290
Univera CHP	88.68%	266
WellCare	93.09%	277

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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How Well Doctors Communicate (Usually or Always)

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

	Score	N
Statewide	91.85%	4513
NYC	91.88%	1803
Rest of State	91.81%	2710
Affinity	91.97%	289
CDPHP	92.72%	276
Excellus	91.48%	281
Fidelis	89.91%	313
Healthfirst	94.79% ↑	274
HealthNow	90.33%	234
Health Plus (AG)	93.08%	294
HIP	91.38%	261
Hudson	94.76% ↑	295
Independent	91.43%	296
MetroPlus	89.44%	282
MVP	93.79%	309
Total Care	89.75%	276
United Healthcare	91.78%	290
Univera CHP	88.35%	266
WellCare	94.64% ↑	277

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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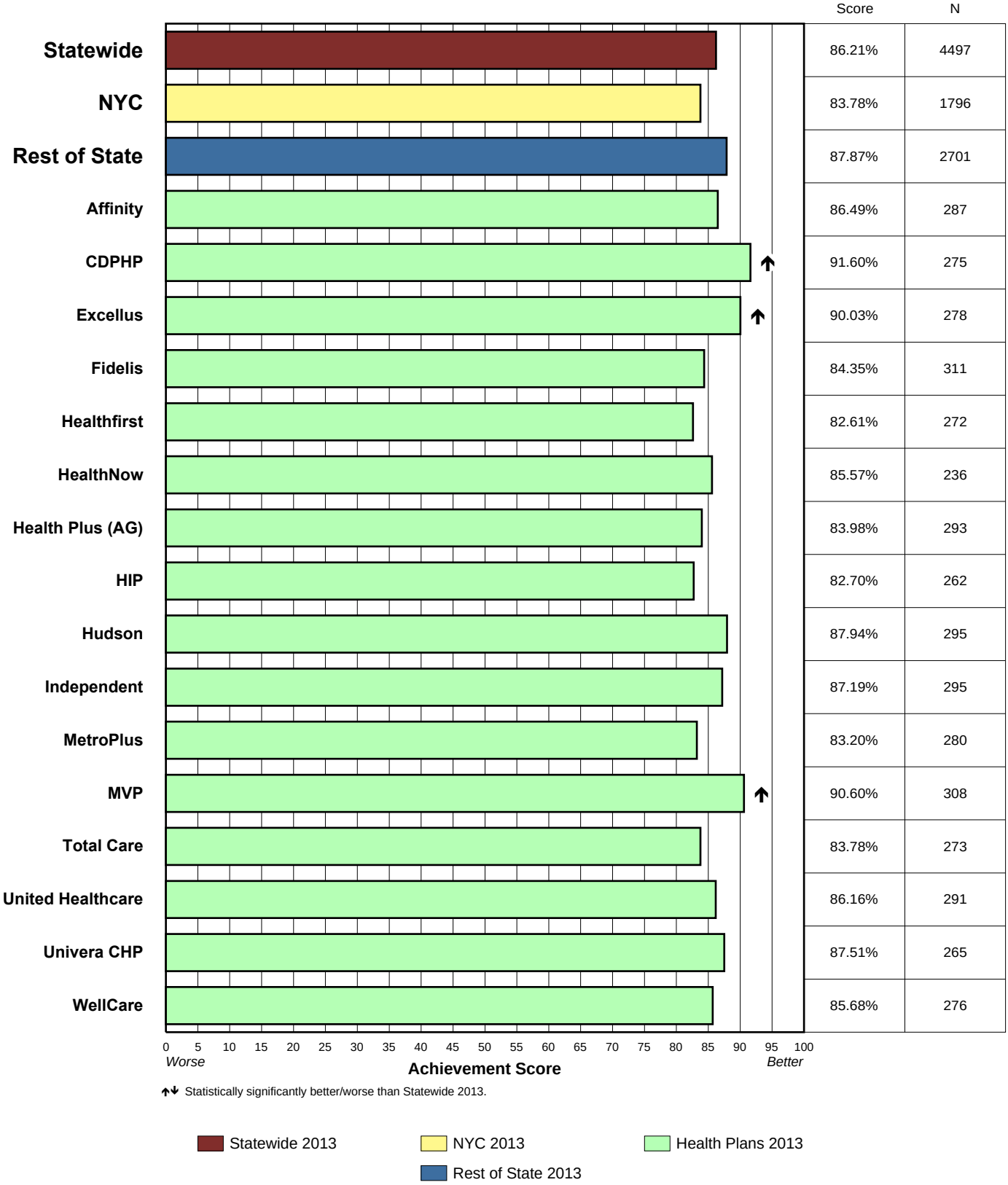
How Well Doctors Communicate (Usually or Always)

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



Customer Service (Usually or Always)

	Score	N
Statewide	82.38%	2090
NYC	81.04%	933
Rest of State	83.56%	1157
Affinity	84.53%	164
CDPHP	85.50%	86
Excellus	81.11%	99
Fidelis	81.00%	157
Healthfirst	83.12%	171
HealthNow	83.63%	77
Health Plus (AG)	81.73%	145
HIP	79.48%	136
Hudson	91.04%	172
Independent	84.37%	116
MetroPlus	78.11%	149
MVP	86.06%	124
Total Care	75.58%	102
United Healthcare	78.69%	136
Univera CHP	83.41%	119
WellCare	80.69%	137

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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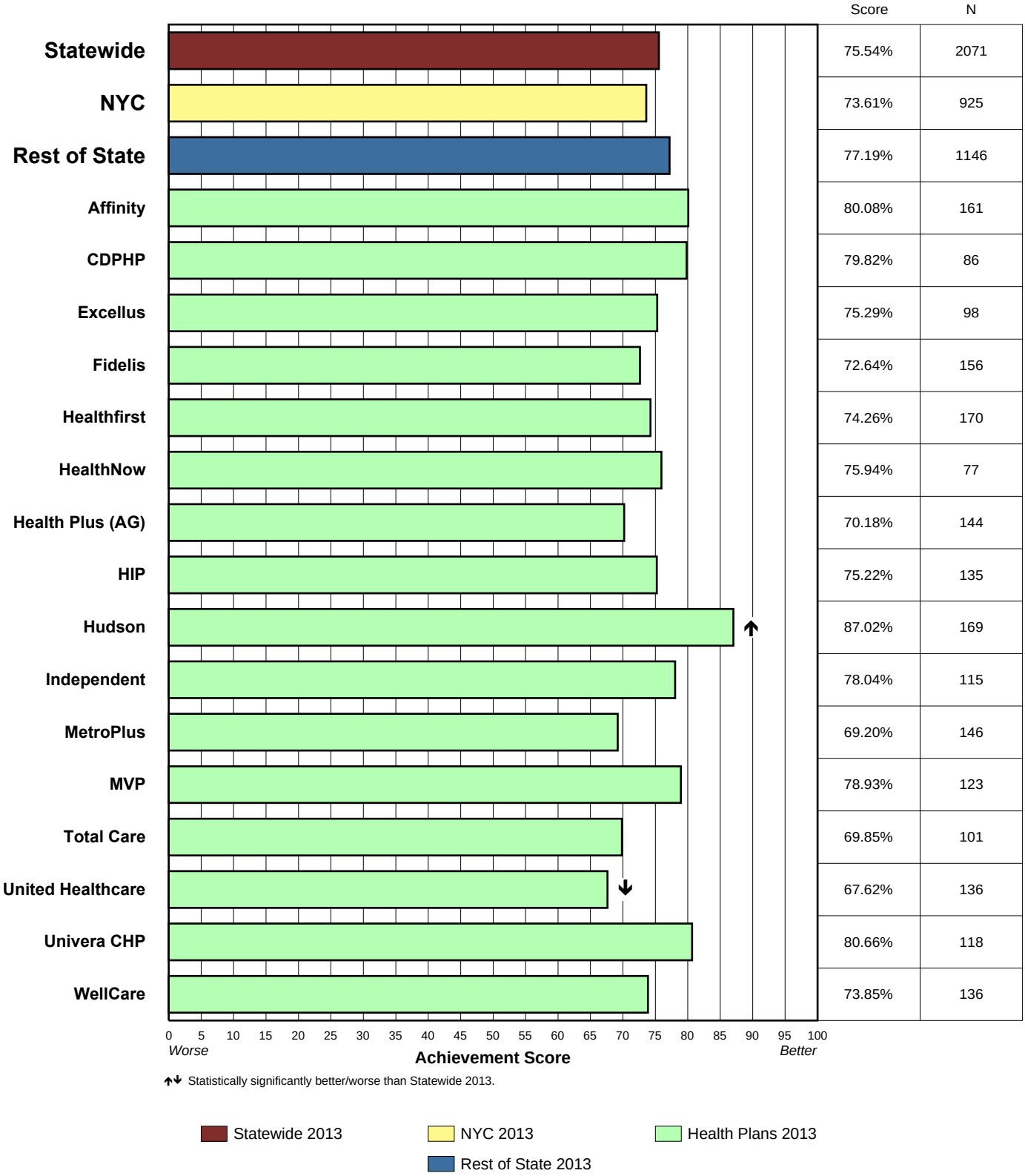
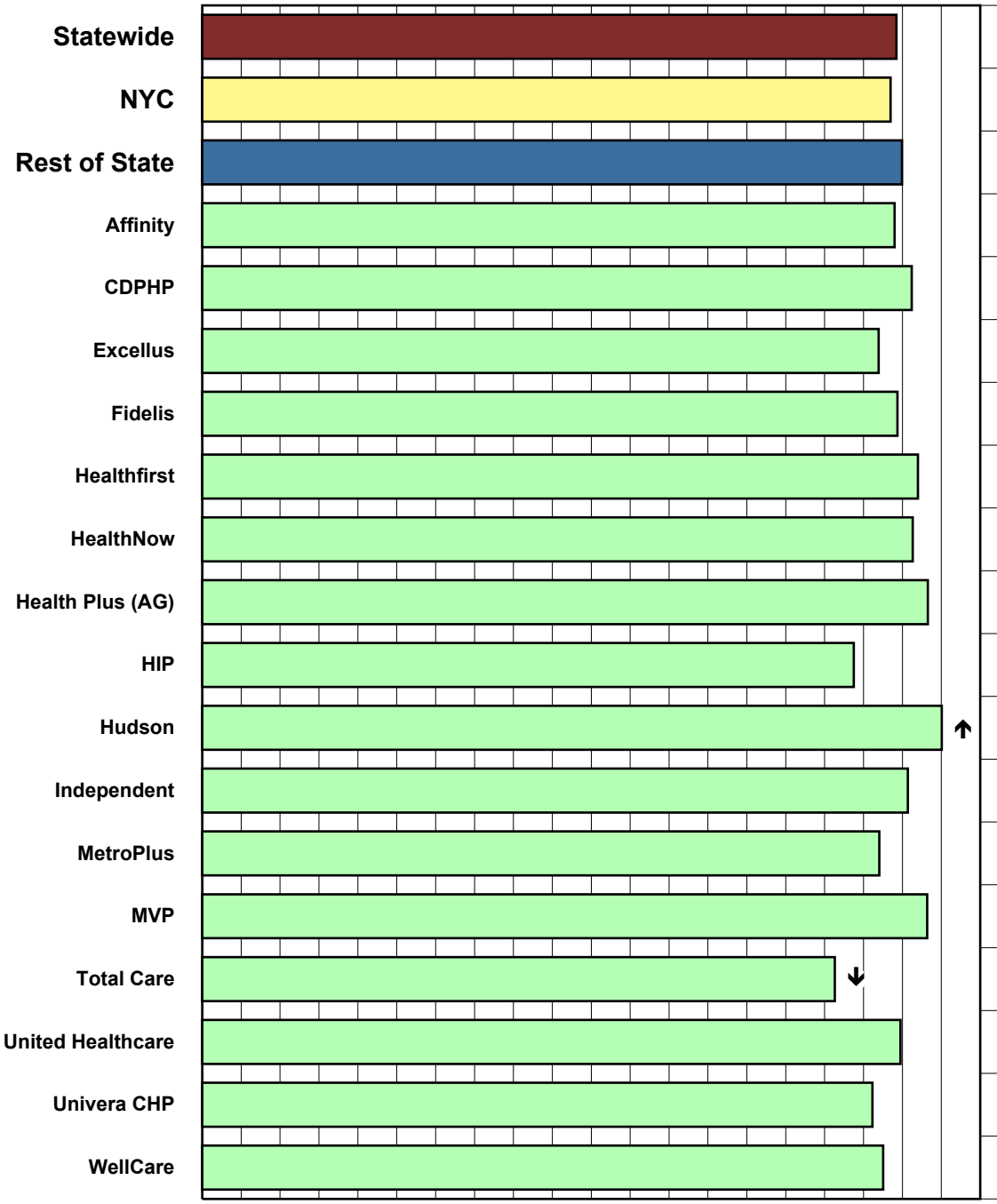
Customer Service (Usually or Always)

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



Customer Service (Usually or Always)

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

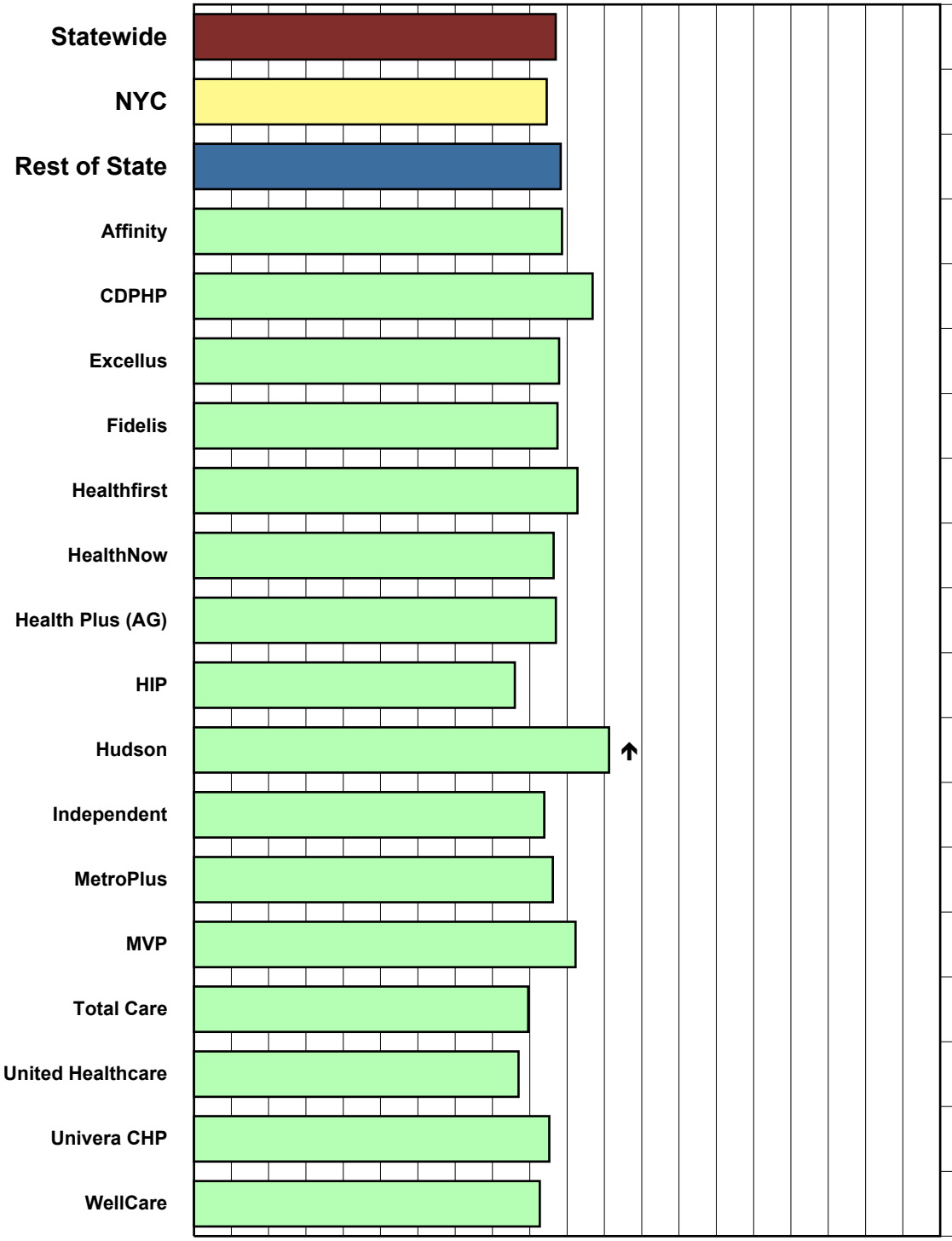


	Score	N
Statewide	89.22%	2057
NYC	88.47%	913
Rest of State	89.94%	1144
Affinity	88.98%	161
CDPHP	91.18%	83
Excellus	86.94%	98
Fidelis	89.36%	152
Healthfirst	91.99%	168
HealthNow	91.33%	76
Health Plus (AG)	93.28%	138
HIP	83.74%	134
Hudson	95.06%	171
Independent	90.70%	116
MetroPlus	87.02%	148
MVP	93.19%	124
Total Care	81.31%	101
United Healthcare	89.75%	134
Univera CHP	86.15%	118
WellCare	87.52%	135

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

Shared Decision Making (Yes or A lot)



	Score	N
Statewide	48.47%	1993
NYC	47.26%	655
Rest of State	49.15%	1338
Affinity	49.32%	96
CDPHP	53.43%	152
Excellus	48.94%	143
Fidelis	48.71%	144
Healthfirst	51.39%	104
HealthNow	48.20%	106
Health Plus (AG)	48.50%	105
HIP	43.00%	100
Hudson	55.62%	131
Independent	46.95%	157
MetroPlus	48.10%	106
MVP	51.14%	148
Total Care	44.79%	139
United Healthcare	43.49%	120
Univera CHP	47.61%	141
WellCare	46.35%	101

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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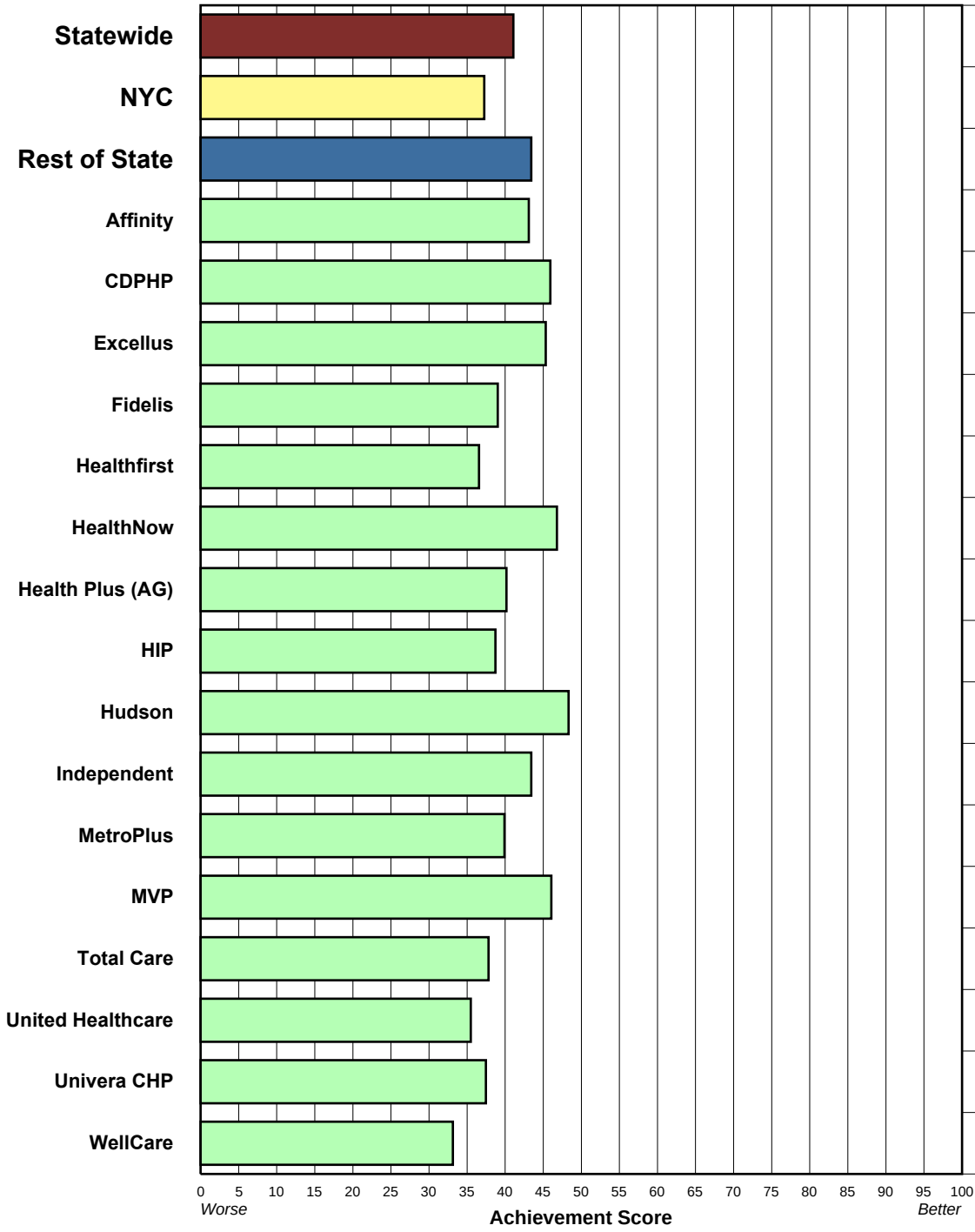
Shared Decision Making (Yes or A lot)

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



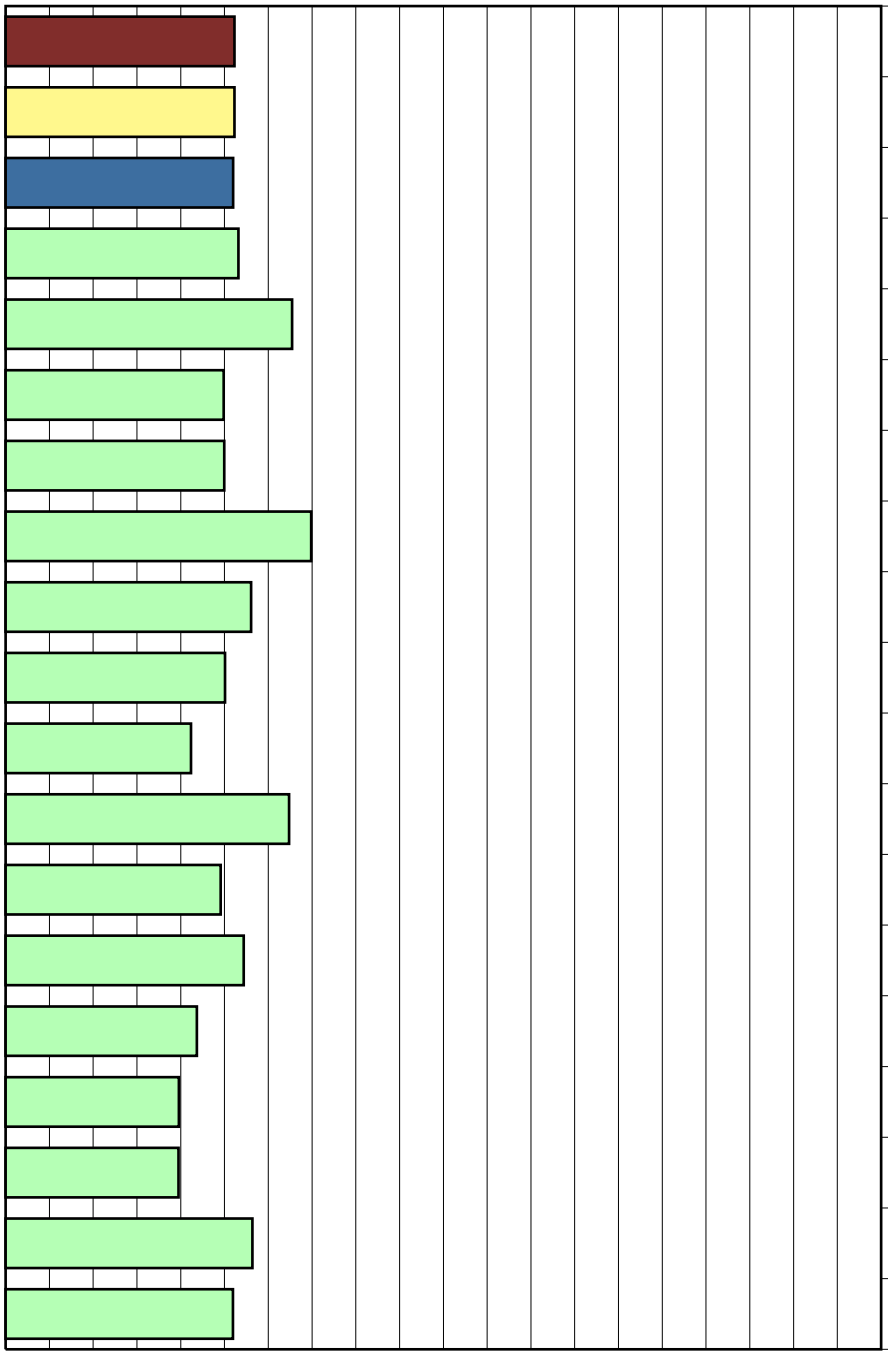
	Score	N
Statewide	41.08%	1960
NYC	37.25%	640
Rest of State	43.43%	1320
Affinity	43.11%	94
CDPHP	45.92%	151
Excellus	45.33%	140
Fidelis	39.02%	140
Healthfirst	36.56%	100
HealthNow	46.78%	105
Health Plus (AG)	40.16%	104
HIP	38.72%	99
Hudson	48.33%	128
Independent	43.43%	154
MetroPlus	39.91%	105
MVP	46.06%	148
Total Care	37.82%	139
United Healthcare	35.48%	117
Univera CHP	37.48%	140
WellCare	33.14%	96

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 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



	Score	N
Statewide	26.13%	1954
NYC	26.14%	633
Rest of State	25.98%	1321
Affinity	26.60%	94
CDPHP	32.72%	151
Excellus	24.90%	142
Fidelis	24.98%	141
Healthfirst	34.91%	100
HealthNow	28.04%	103
Health Plus (AG)	25.05%	100
HIP	21.17%	99
Hudson	32.38%	126
Independent	24.56%	155
MetroPlus	27.20%	102
MVP	21.85%	148
Total Care	19.79%	139
United Healthcare	19.76%	116
Univera CHP	28.18%	140
WellCare	25.97%	98

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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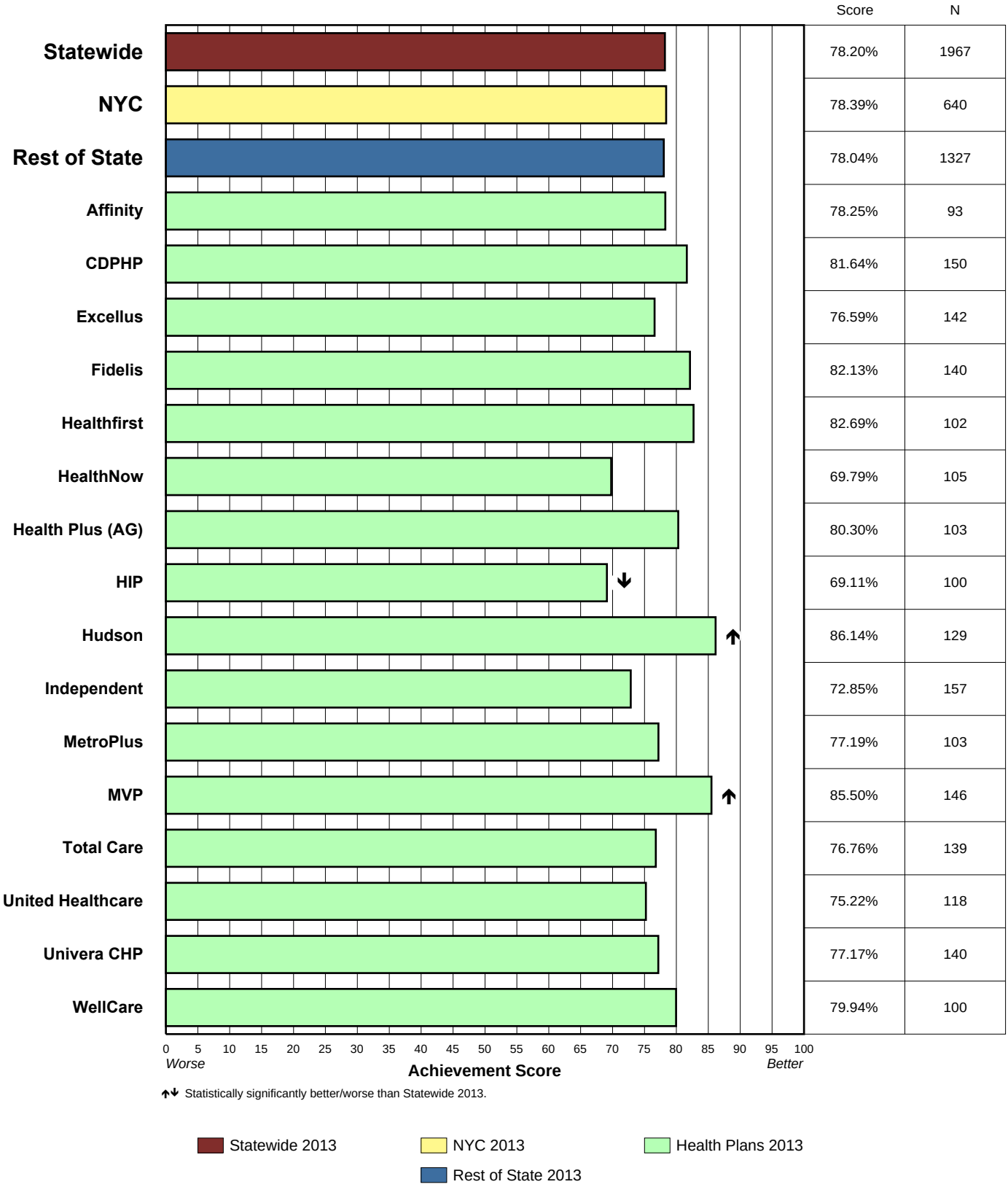
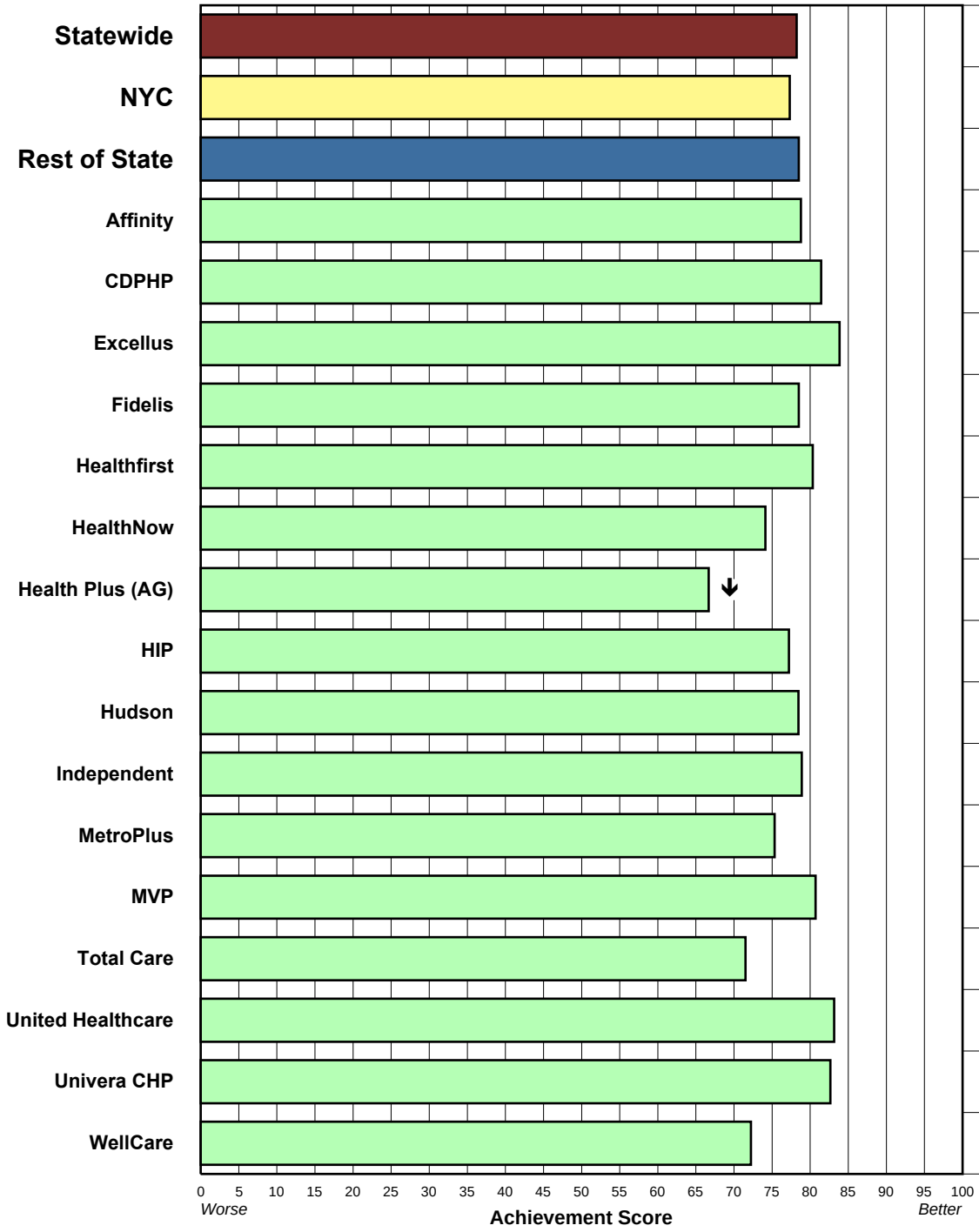
Shared Decision Making (Yes or A lot)

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



Medical Assistance with Smoking Cessation

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



	%	N
Statewide	78.22%	1873
NYC	77.31%	429
Rest of State	78.49%	1444
Affinity	78.79%	66
CDPHP	81.44%	167
Excellus	83.85%	161
Fidelis	78.51%	121
Healthfirst	80.33%	61
HealthNow	74.13%	143
Health Plus (AG) ↓	66.67%	72
HIP	77.22%	79
Hudson	78.46%	130
Independent	78.88%	161
MetroPlus	75.32%	77
MVP	80.70%	171
Total Care	71.52%	165
United Healthcare	83.13%	83
Univera CHP	82.64%	144
WellCare	72.22%	72

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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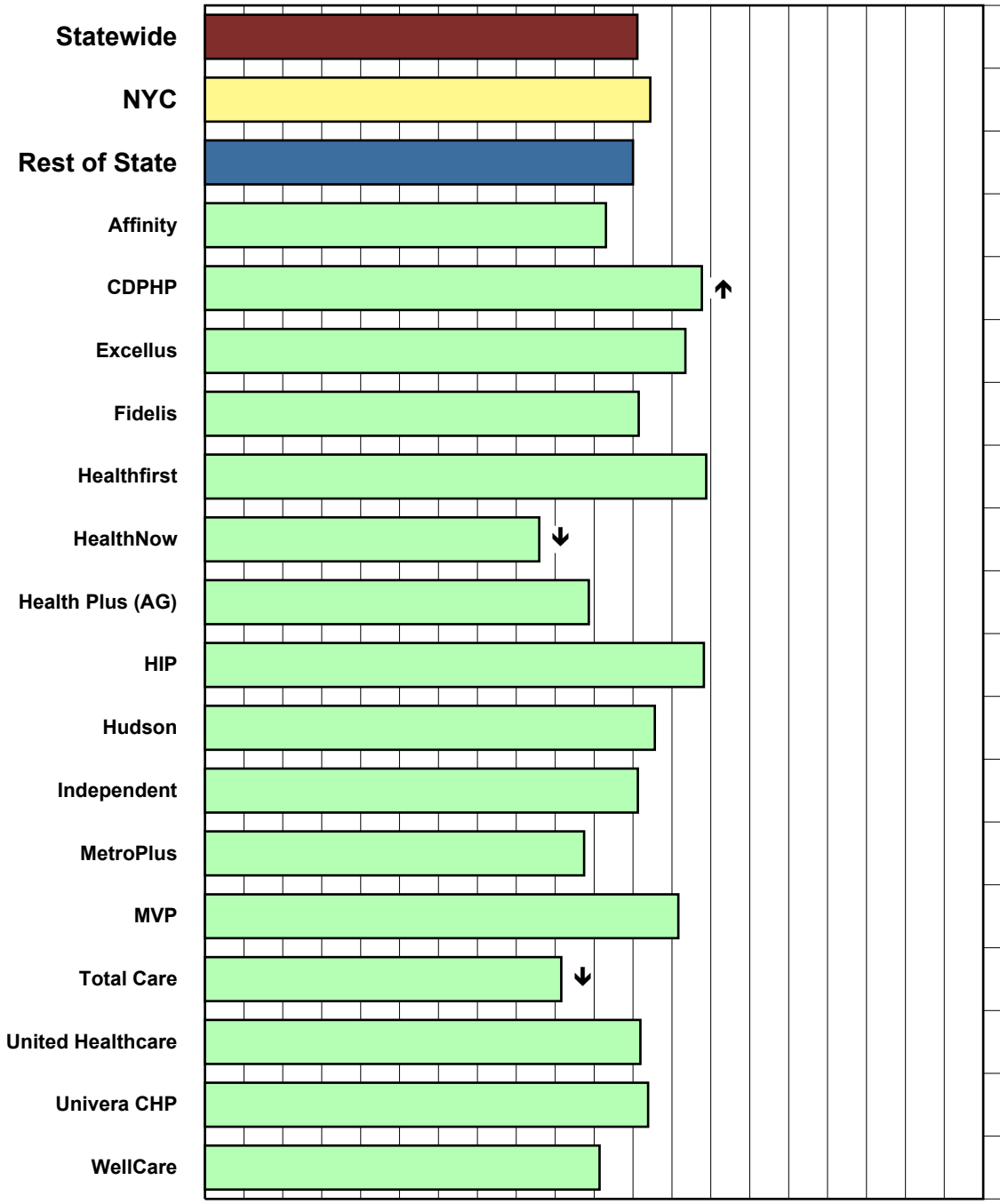
Medical Assistance with Smoking Cessation

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



	%	N
Statewide	55.56%	1870
NYC	57.21%	430
Rest of State	54.99%	1440
Affinity	51.52%	66
CDPHP	63.86%	166
Excellus	61.73%	162
Fidelis	55.74%	122
Healthfirst	64.41%	59
HealthNow	42.96%	142
Health Plus (AG)	49.32%	73
HIP	64.10%	78
Hudson	57.81%	128
Independent	55.63%	160
MetroPlus	48.72%	78
MVP	60.82%	171
Total Care	45.78%	166
United Healthcare	55.95%	84
Univera CHP	56.94%	144
WellCare	50.70%	71

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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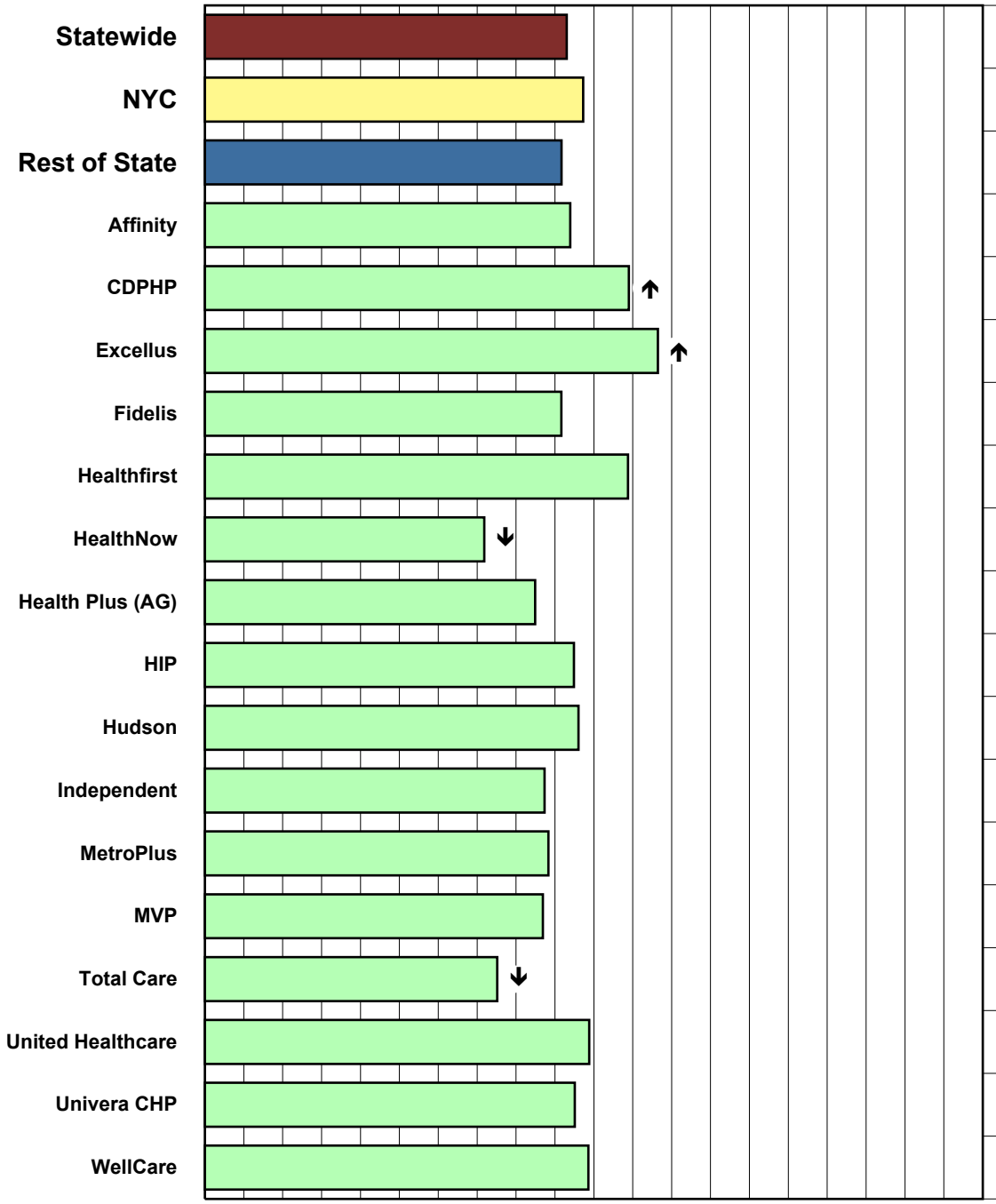
Medical Assistance with Smoking Cessation

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



	%	N
Statewide	46.52%	1853
NYC	48.62%	425
Rest of State	45.84%	1429
Affinity	46.97%	66
CDPHP	54.49%	167
Excellus	58.23%	158
Fidelis	45.83%	120
Healthfirst	54.39%	57
HealthNow	35.92%	142
Health Plus (AG)	42.47%	73
HIP	47.44%	78
Hudson	48.03%	127
Independent	43.67%	158
MetroPlus	44.16%	77
MVP	43.45%	168
Total Care	37.58%	165
United Healthcare	49.40%	83
Univera CHP	47.55%	143
WellCare	49.30%	71

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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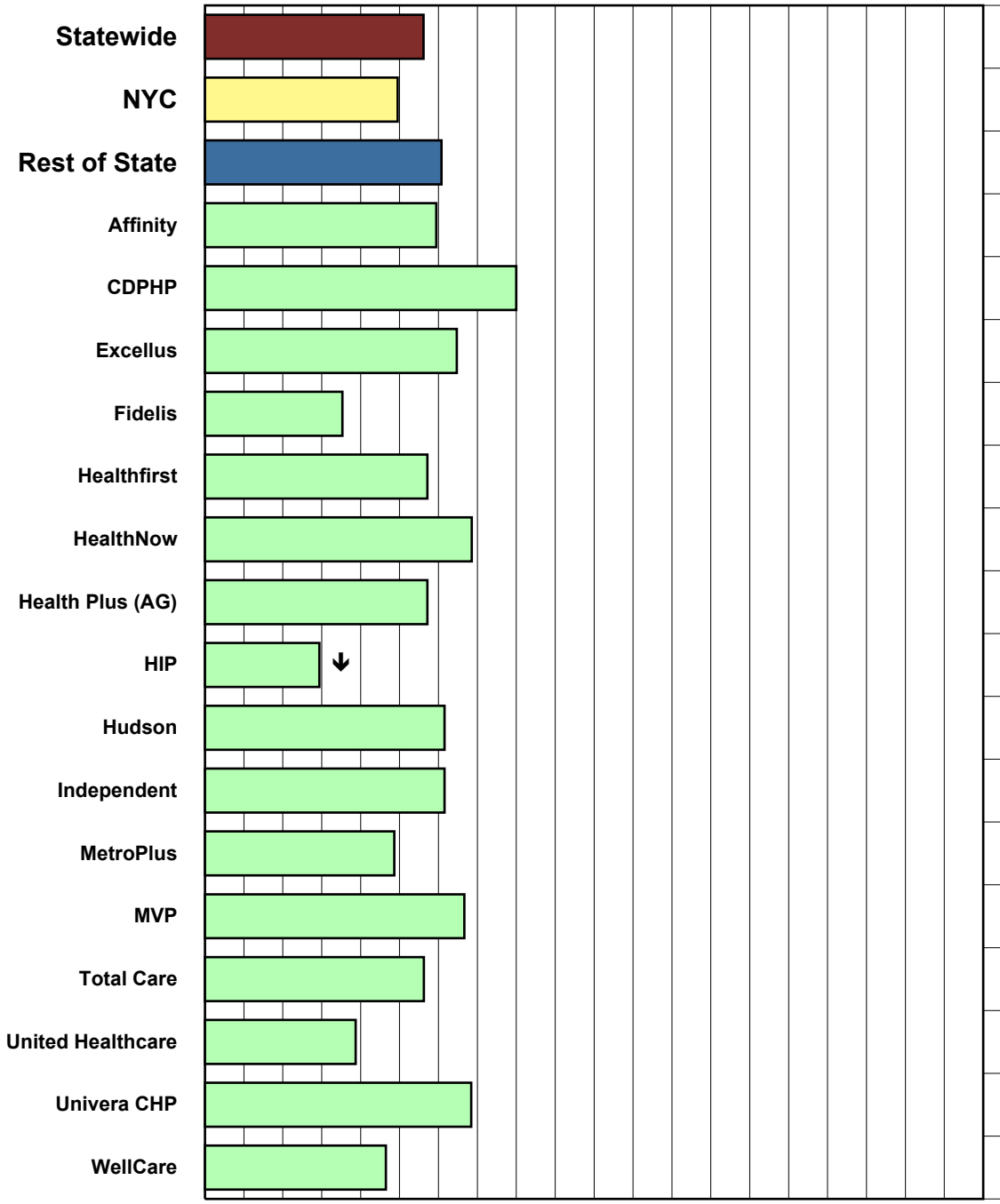
Aspirin Use and Discussion

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



	%	N
Statewide	28.09%	559
NYC	24.76%	220
Rest of State	30.40%	342
Affinity	29.73%	37
CDPHP	40.00%	30
Excellus	32.35%	34
Fidelis	17.65%	34
Healthfirst	28.57%	28
HealthNow	34.29%	35
Health Plus (AG)	28.57%	35
HIP	14.71%	34
Hudson	30.77%	39
Independent	30.77%	39
MetroPlus	24.32%	37
MVP	33.33%	33
Total Care	28.13%	32
United Healthcare	19.35%	31
Univera CHP	34.21%	38
WellCare	23.26%	43

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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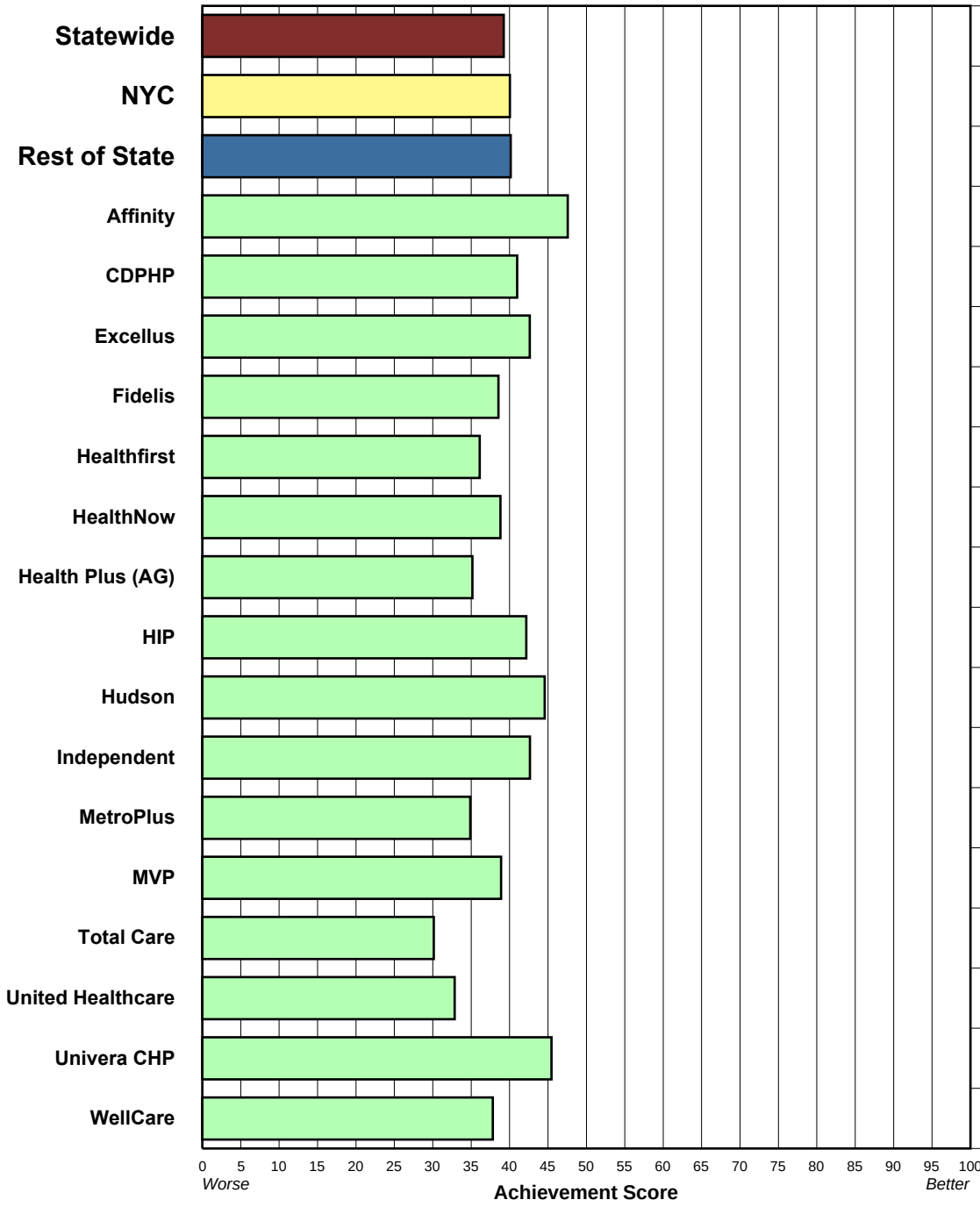
Aspirin Use and Discussion

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.]



	%	N
Statewide	39.25%	1200
NYC	40.04%	487
Rest of State	40.14%	615
Affinity	47.56%	82
CDPHP	40.98%	61
Excellus	42.62%	61
Fidelis	38.55%	83
Healthfirst	36.11%	72
HealthNow	38.81%	67
Health Plus (AG)	35.16%	91
HIP	42.17%	83
Hudson	44.58%	83
Independent	42.65%	68
MetroPlus	34.88%	86
MVP	38.89%	72
Total Care	30.14%	73
United Healthcare	32.86%	70
Univera CHP	45.45%	66
WellCare	37.80%	82

↑↓ Statistically significantly better/worse than Statewide 2013.

Statewide 2013 NYC 2013 Health Plans 2013 Rest of State 2013

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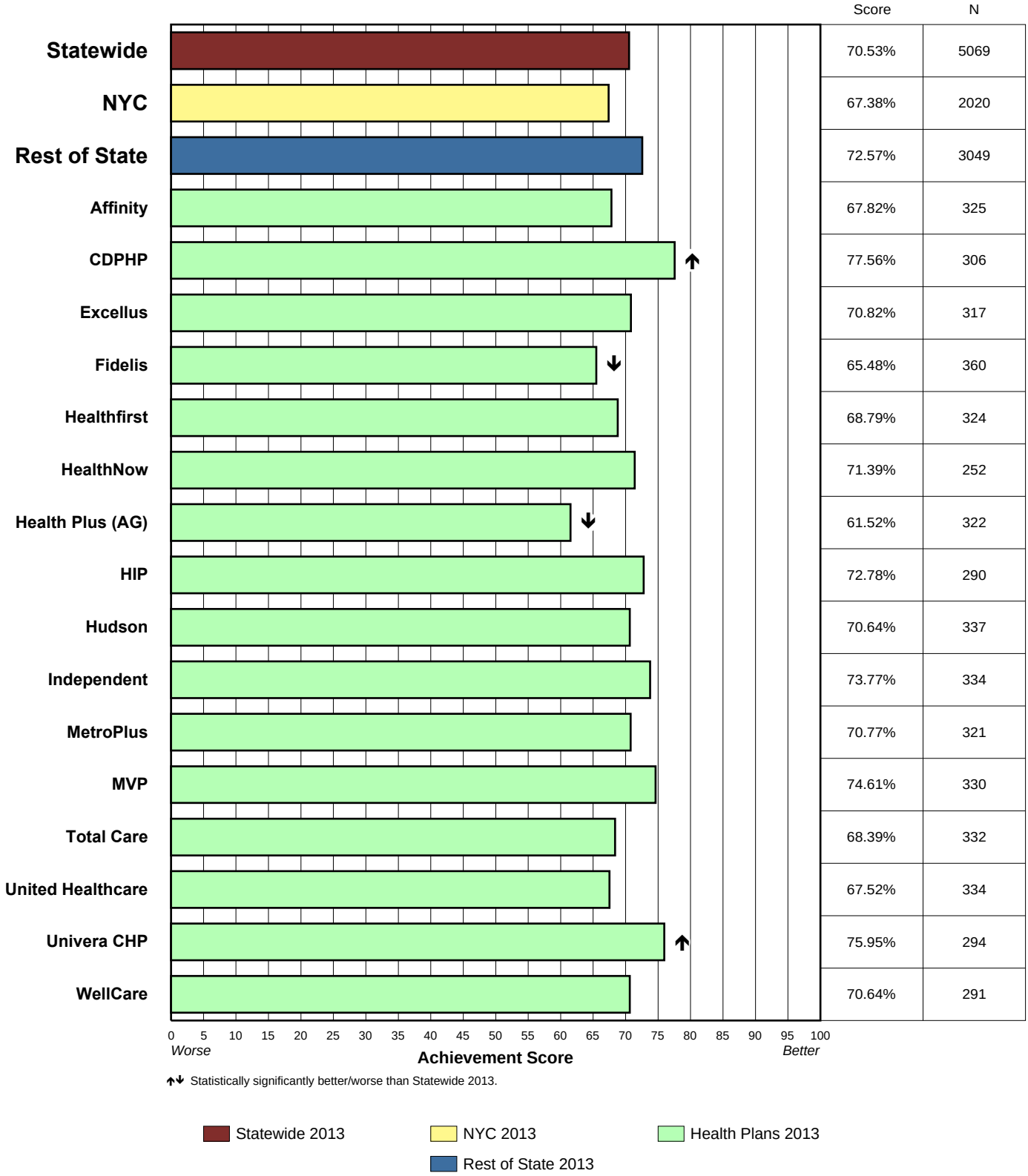
Single Items

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



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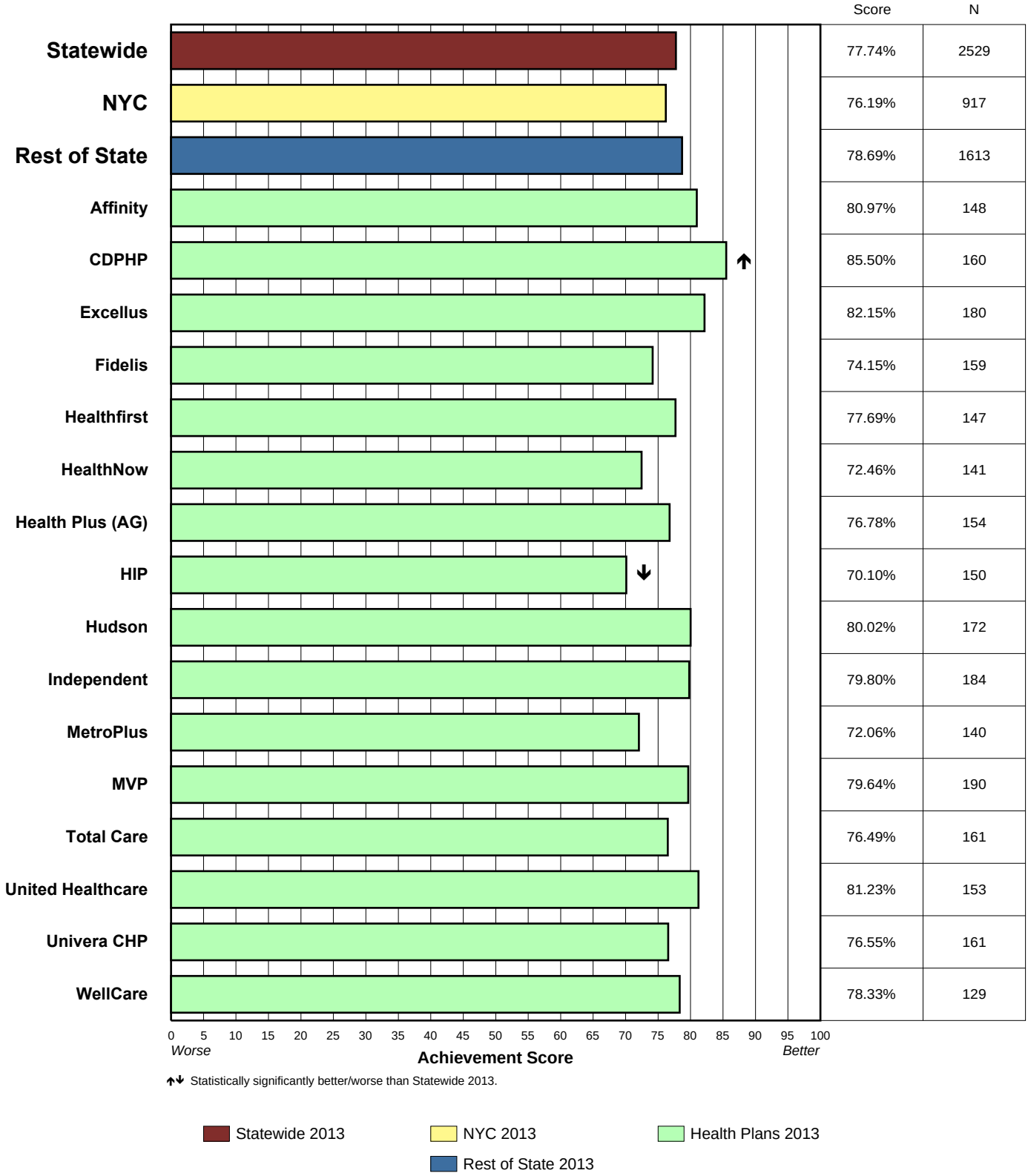
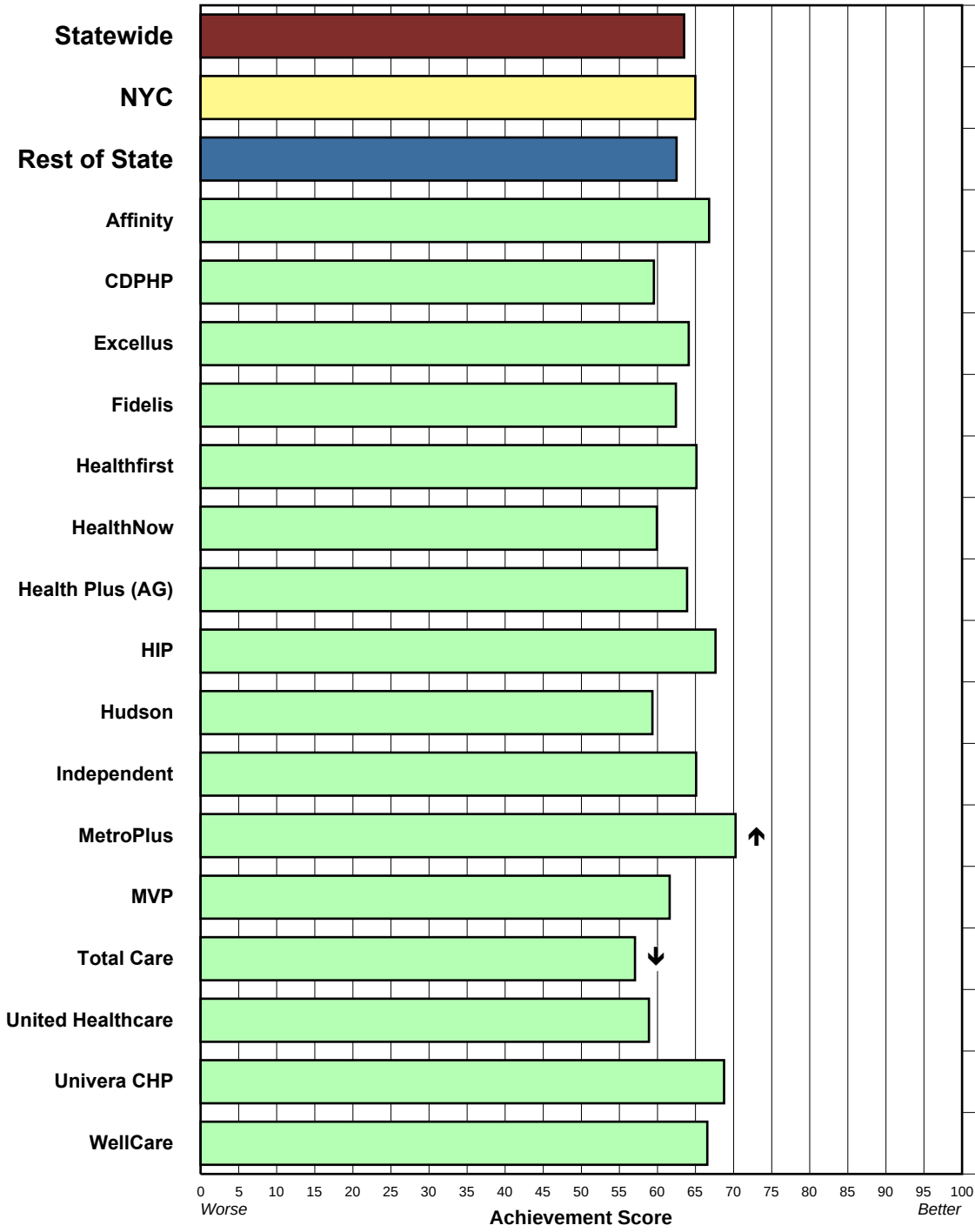
Single Items

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



Supplemental Questions

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



	%	N
Statewide	63.49%	4958
NYC	64.98%	1963
Rest of State	62.51%	2995
Affinity	66.77%	319
CDPHP	59.53%	299
Excellus	64.10%	312
Fidelis	62.43%	354
Healthfirst	65.11%	321
HealthNow	59.92%	247
Health Plus (AG)	63.90%	313
HIP	67.63%	278
Hudson	59.34%	332
Independent	65.07%	335
MetroPlus	70.26%	306
MVP	61.61%	323
Total Care	57.06%	326
United Healthcare	58.88%	321
Univera CHP	68.75%	288
WellCare	66.55%	284

↑↓ Statistically significantly better/worse than Statewide 2013.

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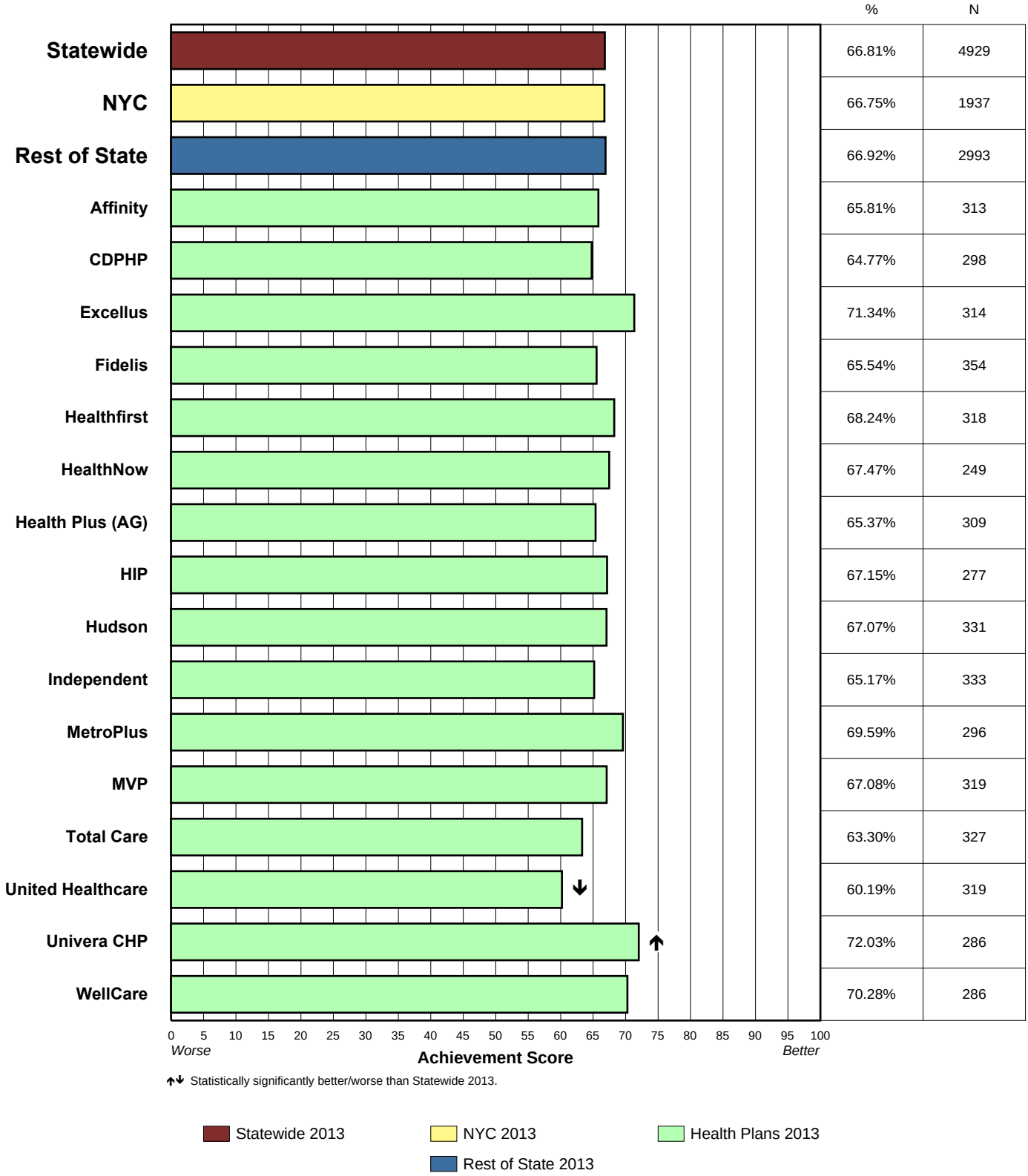
Supplemental Questions

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



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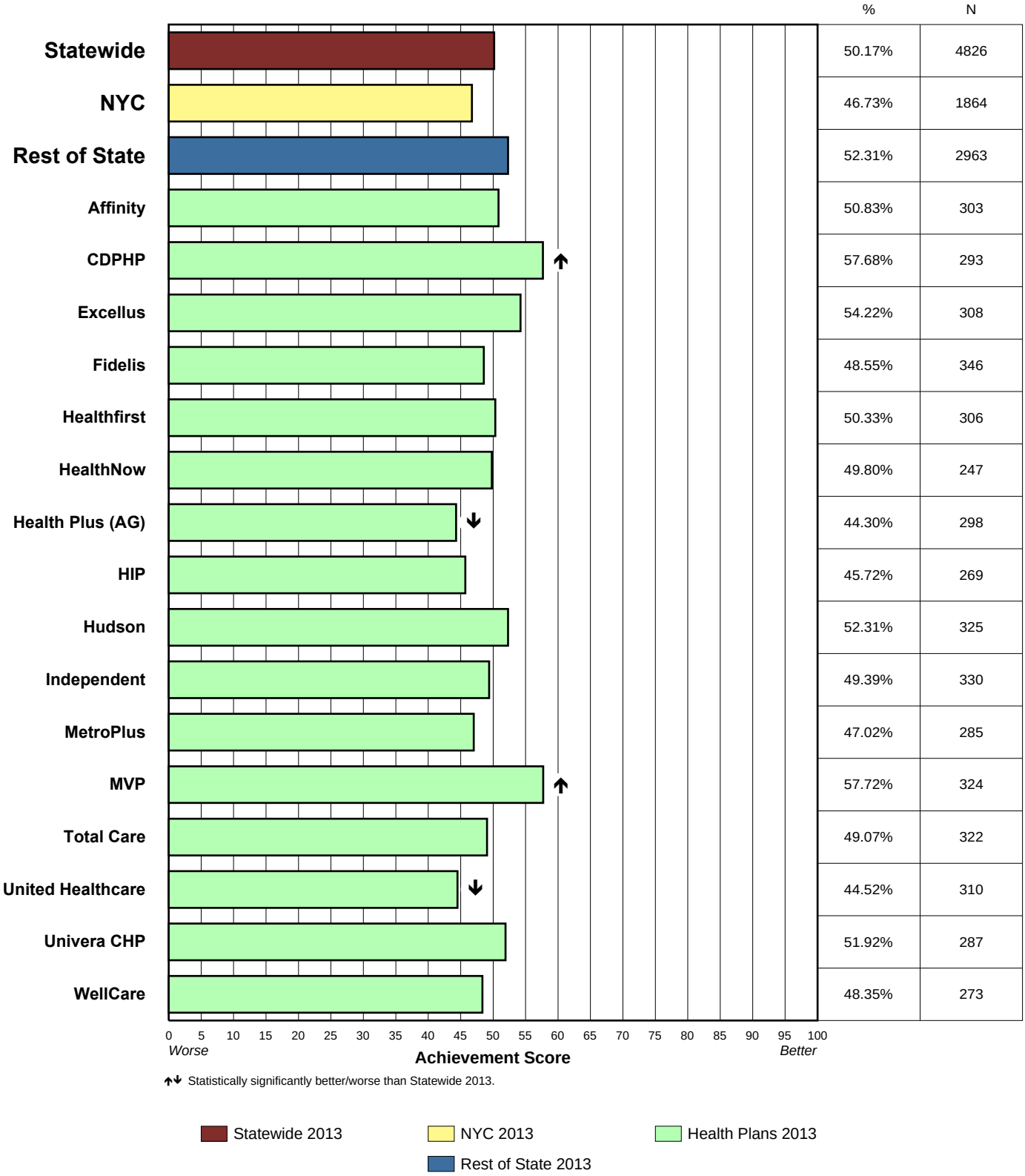
Supplemental Questions

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



	%	N
Statewide	50.17%	4826
NYC	46.73%	1864
Rest of State	52.31%	2963
Affinity	50.83%	303
CDPHP	57.68%	293
Excellus	54.22%	308
Fidelis	48.55%	346
Healthfirst	50.33%	306
HealthNow	49.80%	247
Health Plus (AG)	44.30%	298
HIP	45.72%	269
Hudson	52.31%	325
Independent	49.39%	330
MetroPlus	47.02%	285
MVP	57.72%	324
Total Care	49.07%	322
United Healthcare	44.52%	310
Univera CHP	51.92%	287
WellCare	48.35%	273

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Supplemental Questions

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

	%	N
Statewide	41.17%	4785
NYC	36.54%	1842
Rest of State	44.11%	2944
Affinity	40.33%	300
CDPHP	44.71%	293
Excellus ↑	48.05%	308
Fidelis	38.08%	344
Healthfirst	40.53%	301
HealthNow	44.13%	247
Health Plus (AG) ↓	31.53%	295
HIP	35.58%	267
Hudson	43.79%	322
Independent	45.76%	330
MetroPlus	40.21%	286
MVP	44.10%	322
Total Care	46.58%	322
United Healthcare ↓	31.48%	305
Univera CHP ↑	47.14%	280
WellCare ↓	35.36%	263

↑↓ Statistically significantly better/worse than Statewide 2013.

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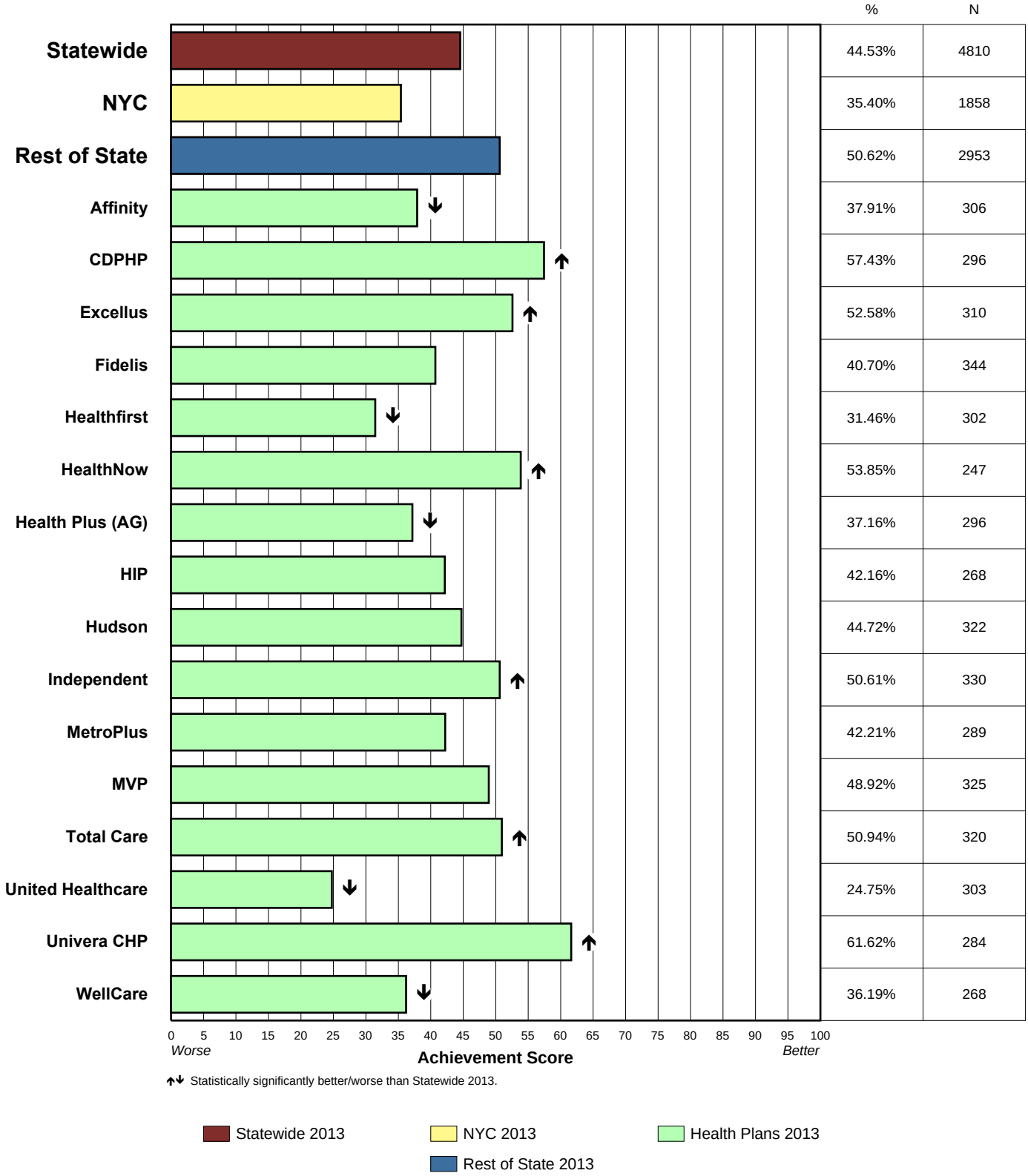
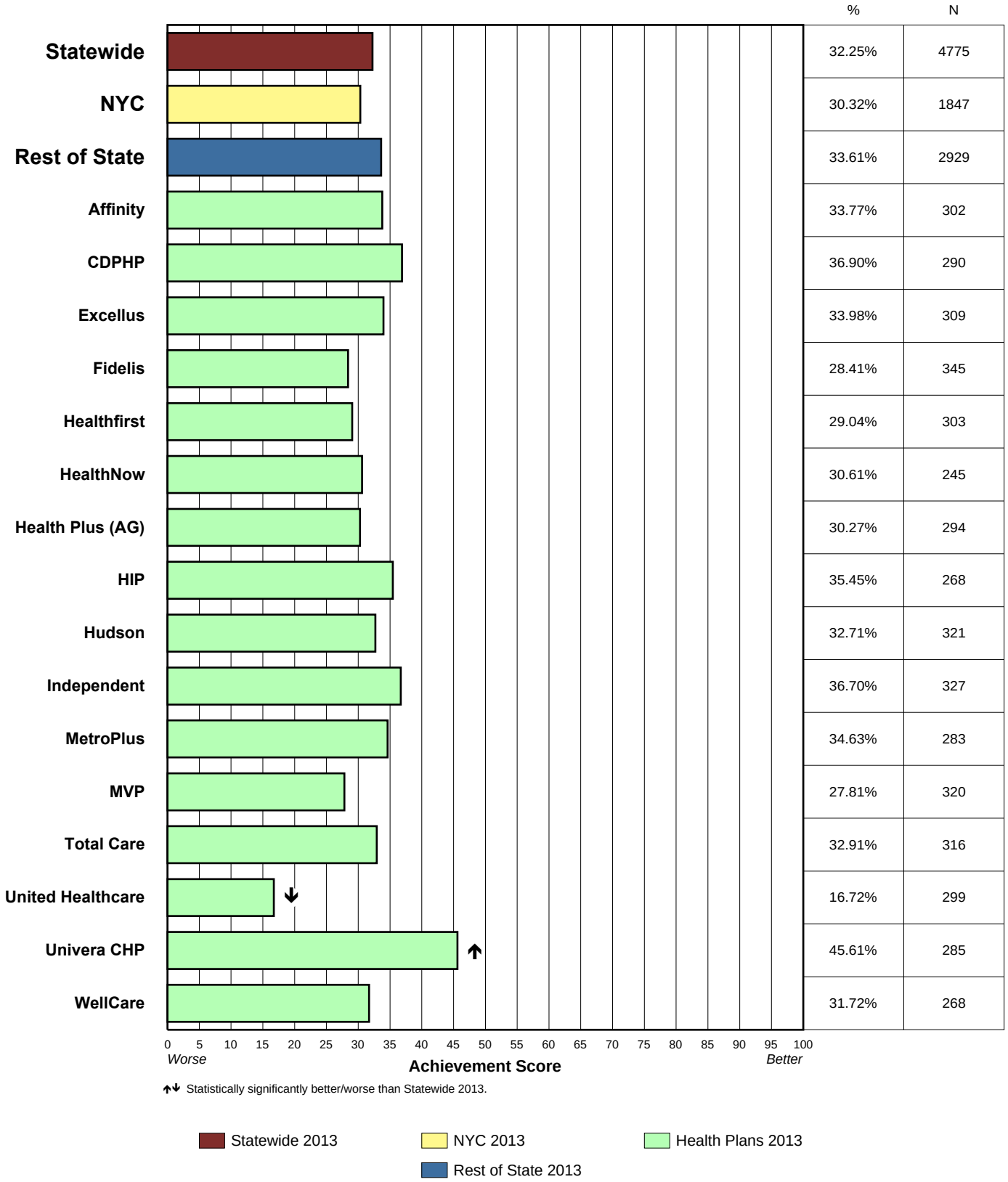
Supplemental Questions

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



Supplemental Questions

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



	%	N
Statewide	32.25%	4775
NYC	30.32%	1847
Rest of State	33.61%	2929
Affinity	33.77%	302
CDPHP	36.90%	290
Excellus	33.98%	309
Fidelis	28.41%	345
Healthfirst	29.04%	303
HealthNow	30.61%	245
Health Plus (AG)	30.27%	294
HIP	35.45%	268
Hudson	32.71%	321
Independent	36.70%	327
MetroPlus	34.63%	283
MVP	27.81%	320
Total Care	32.91%	316
United Healthcare	16.72%	299
Univera CHP	45.61%	285
WellCare	31.72%	268

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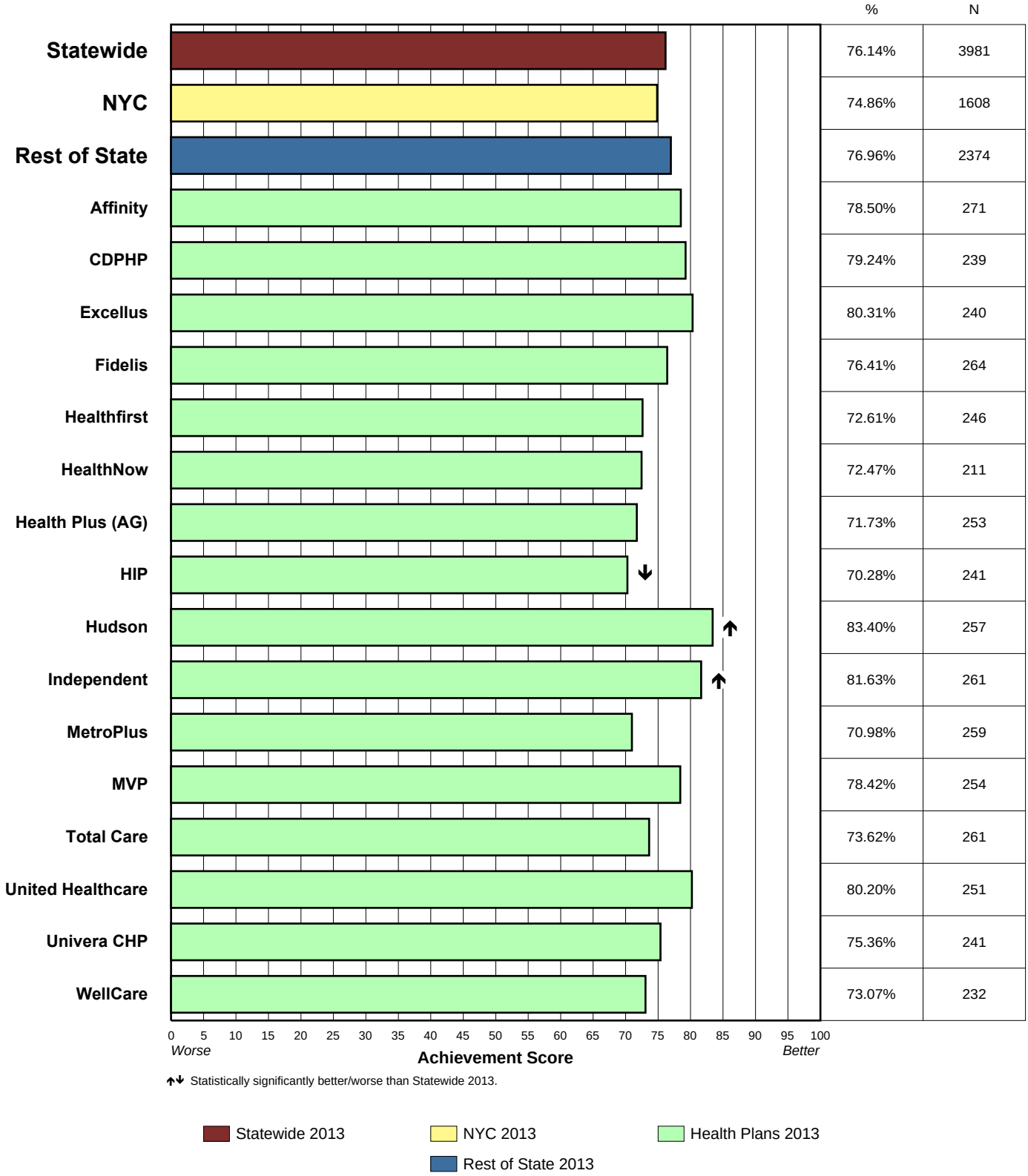
Supplemental Questions

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



	%	N
Statewide	76.14%	3981
NYC	74.86%	1608
Rest of State	76.96%	2374
Affinity	78.50%	271
CDPHP	79.24%	239
Excellus	80.31%	240
Fidelis	76.41%	264
Healthfirst	72.61%	246
HealthNow	72.47%	211
Health Plus (AG)	71.73%	253
HIP	70.28%	241
Hudson	83.40%	257
Independent	81.63%	261
MetroPlus	70.98%	259
MVP	78.42%	254
Total Care	73.62%	261
United Healthcare	80.20%	251
Univera CHP	75.36%	241
WellCare	73.07%	232

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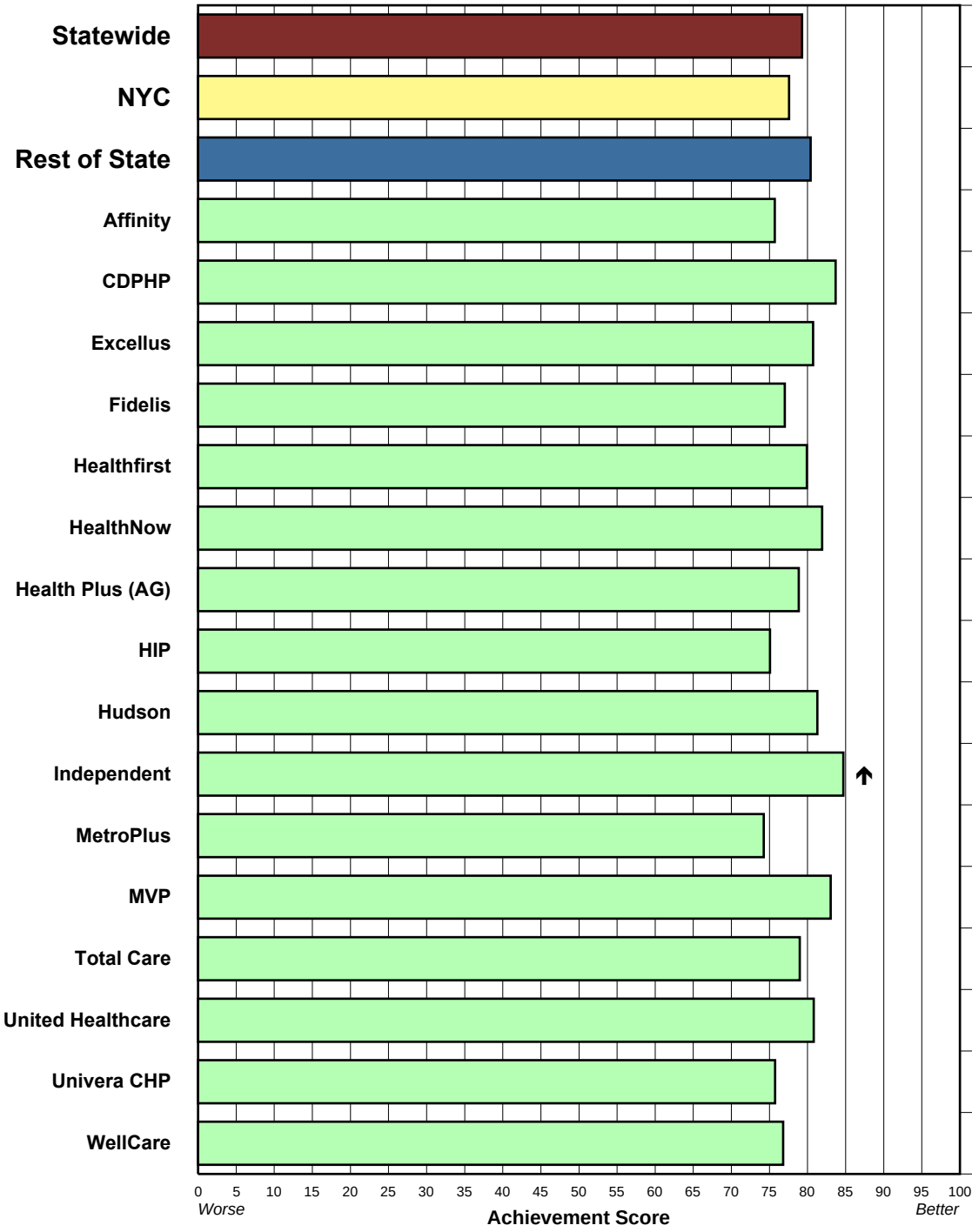
Supplemental Questions

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



	%	N
Statewide	79.28%	3963
NYC	77.57%	1600
Rest of State	80.41%	2364
Affinity	75.71%	269
CDPHP	83.69%	241
Excellus	80.73%	240
Fidelis	77.01%	267
Healthfirst	79.91%	245
HealthNow	81.92%	212
Health Plus (AG)	78.85%	249
HIP	75.06%	238
Hudson	81.28%	254
Independent	84.70% ↑	258
MetroPlus	74.25%	263
MVP	83.04%	255
Total Care	78.98%	259
United Healthcare	80.82%	248
Univera CHP	75.75%	238
WellCare	76.79%	227

↑↓ Statistically significantly better/worse than Statewide 2013.

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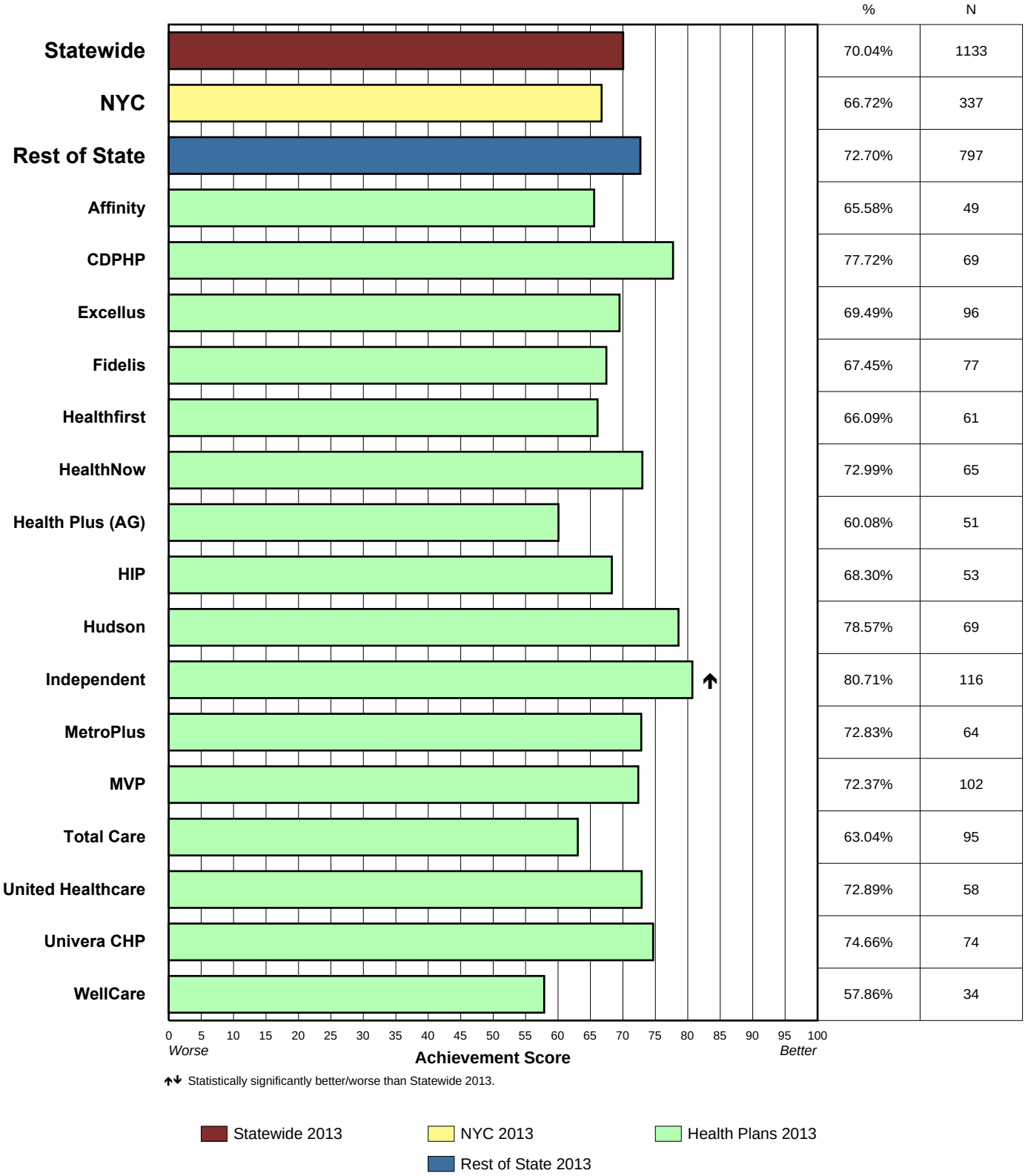
Supplemental Questions

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



	%	N
Statewide	70.04%	1133
NYC	66.72%	337
Rest of State	72.70%	797
Affinity	65.58%	49
CDPHP	77.72%	69
Excellus	69.49%	96
Fidelis	67.45%	77
Healthfirst	66.09%	61
HealthNow	72.99%	65
Health Plus (AG)	60.08%	51
HIP	68.30%	53
Hudson	78.57%	69
Independent	80.71%	116
MetroPlus	72.83%	64
MVP	72.37%	102
Total Care	63.04%	95
United Healthcare	72.89%	58
Univera CHP	74.66%	74
WellCare	57.86%	34

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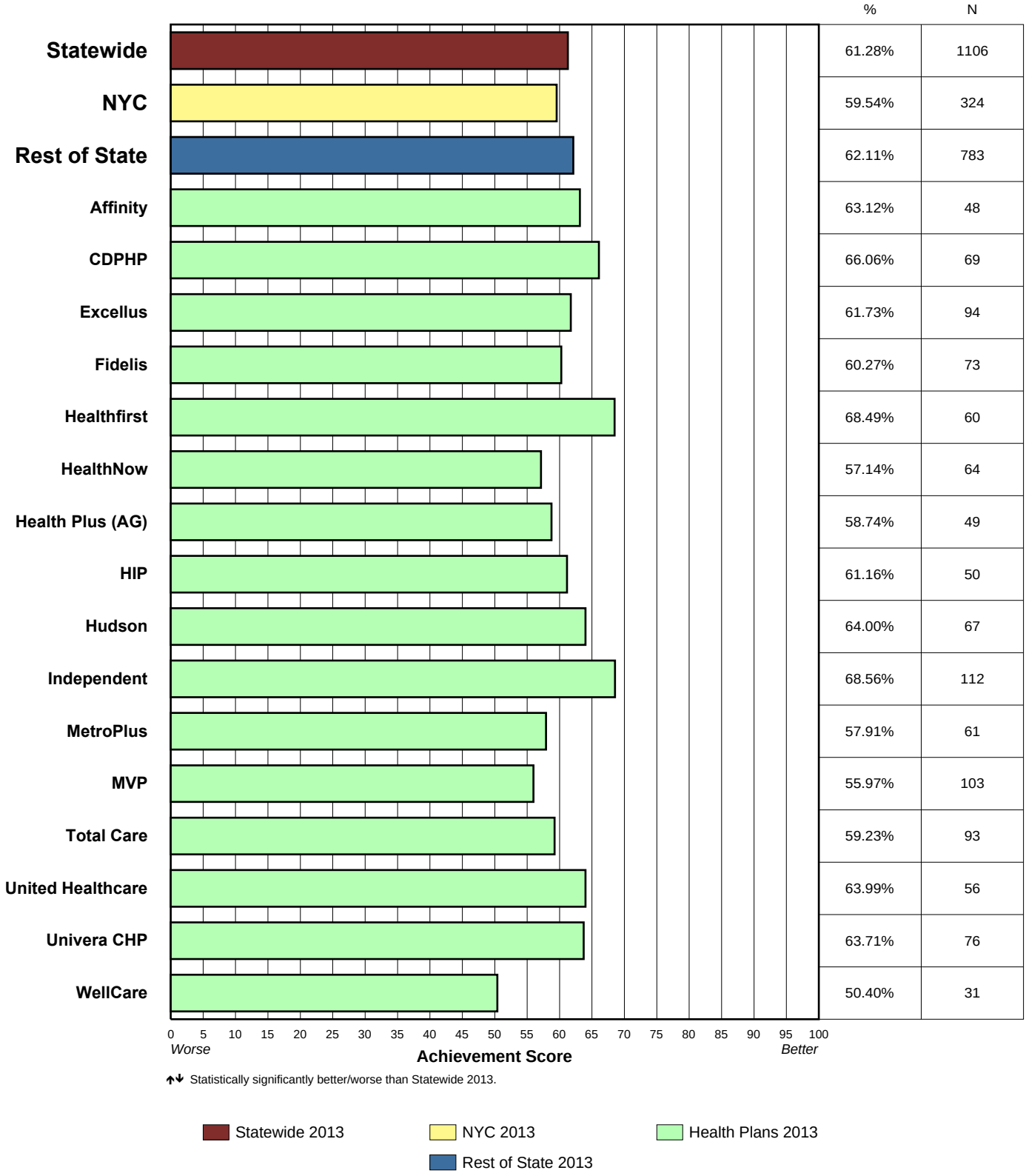
Supplemental Questions

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



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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

	%	N
Statewide	90.79%	3065
NYC	90.62%	1126
Rest of State	90.96%	1939
Affinity	91.20%	190
CDPHP	94.78%	200
Excellus	93.47%	208
Fidelis	89.77%	222
Healthfirst	89.38%	168
HealthNow	88.86%	176
Health Plus (AG)	89.03%	182
HIP	89.35%	160
Hudson	93.24%	204
Independent	90.05%	211
MetroPlus	89.12%	176
MVP	92.59%	230
Total Care	87.31%	203
United Healthcare	93.80%	183
Univera CHP	88.40%	177
WellCare	92.26%	175

↑↓ Statistically significantly better/worse than Statewide 2013.

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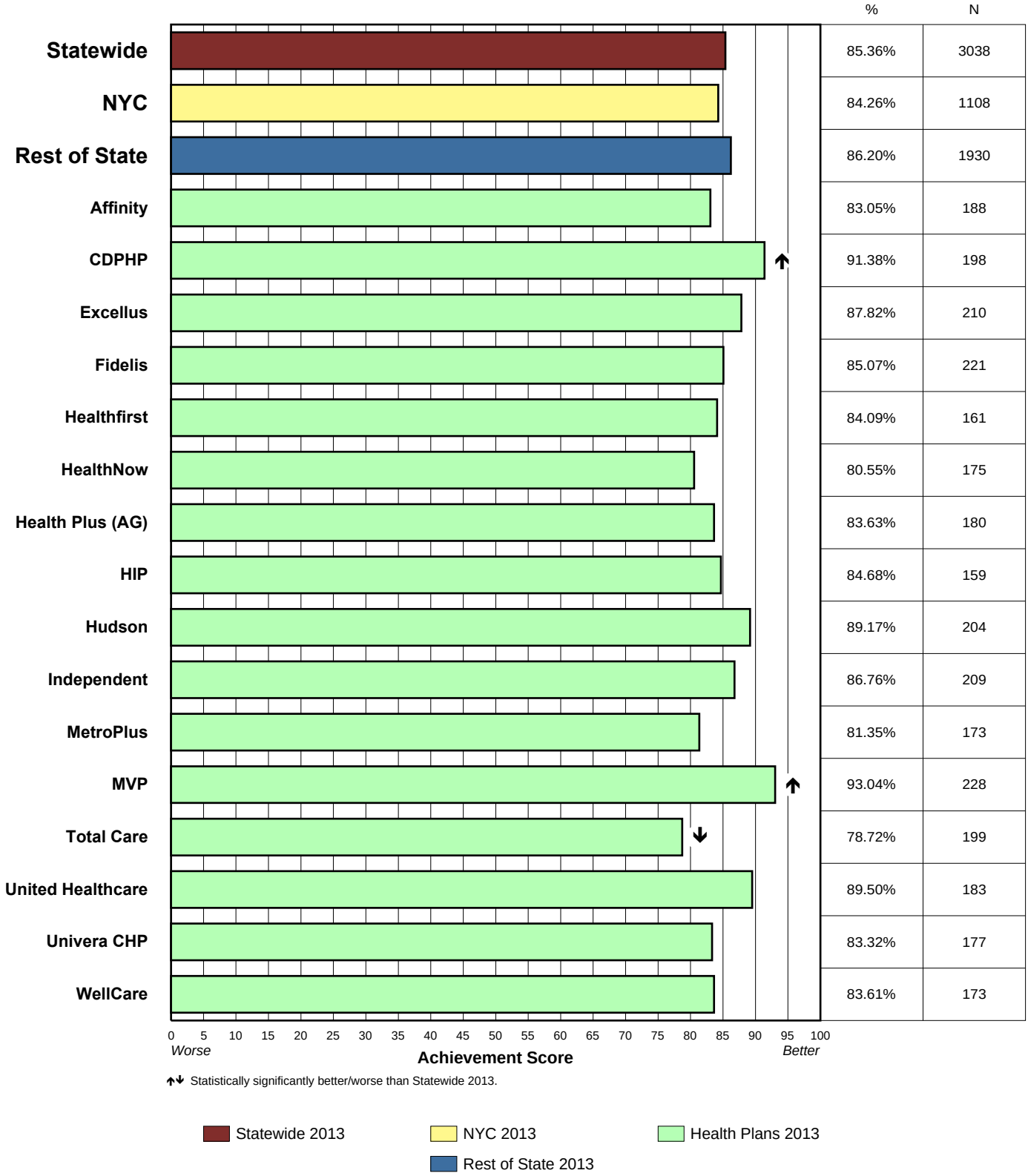
Supplemental Questions

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



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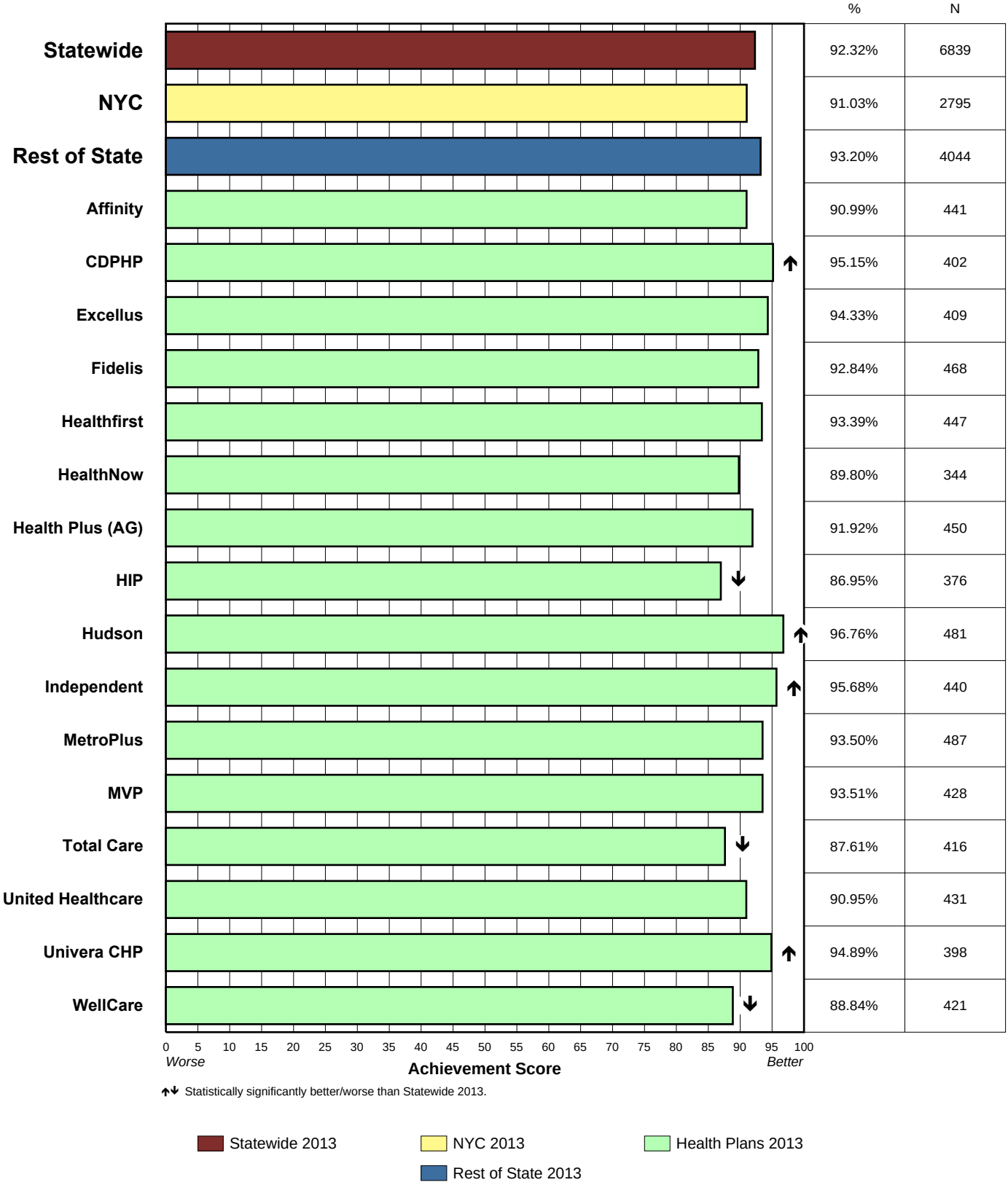
Supplemental Questions

Q46. Would recommend health plan to your family and friends



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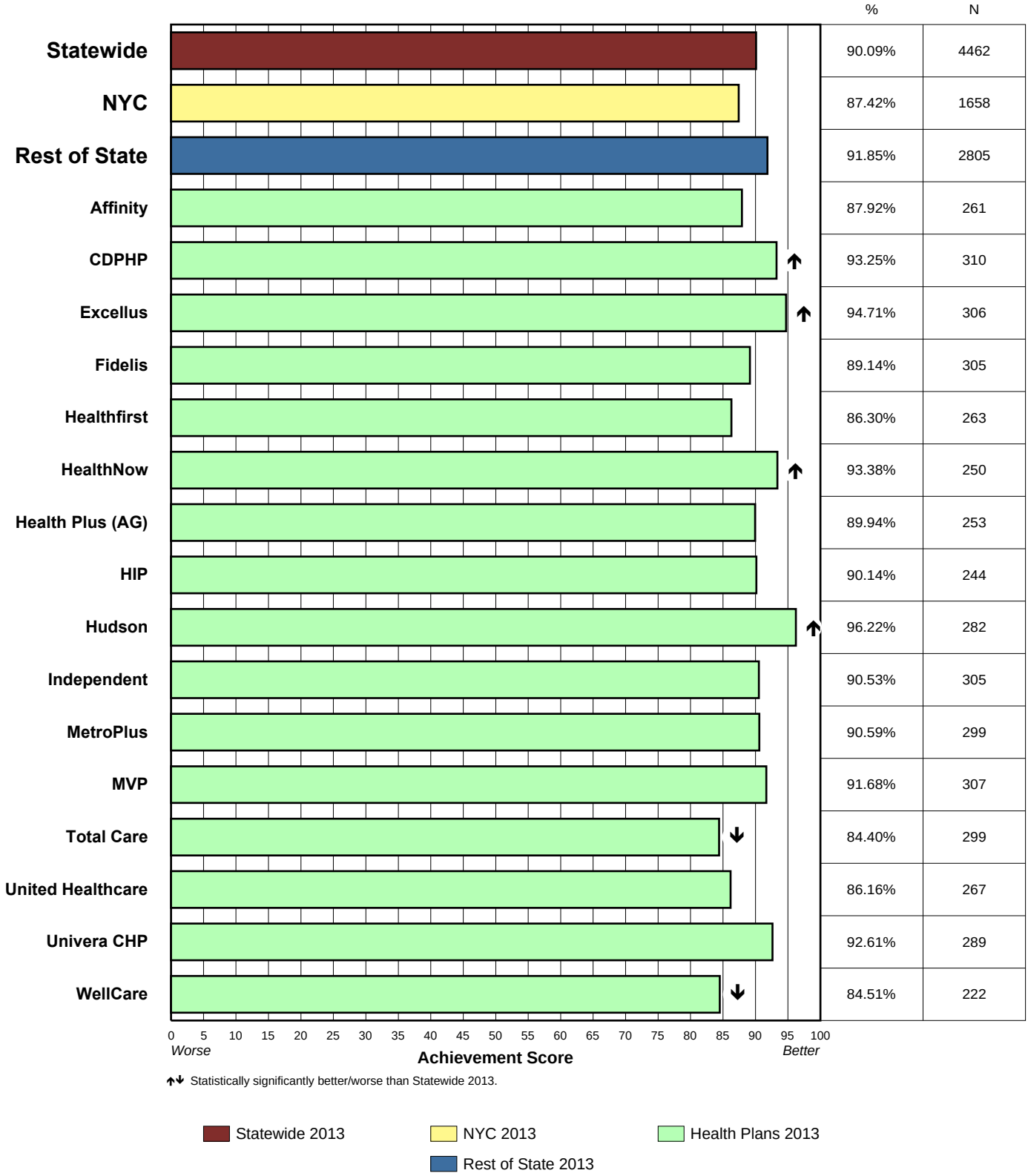
Supplemental Questions

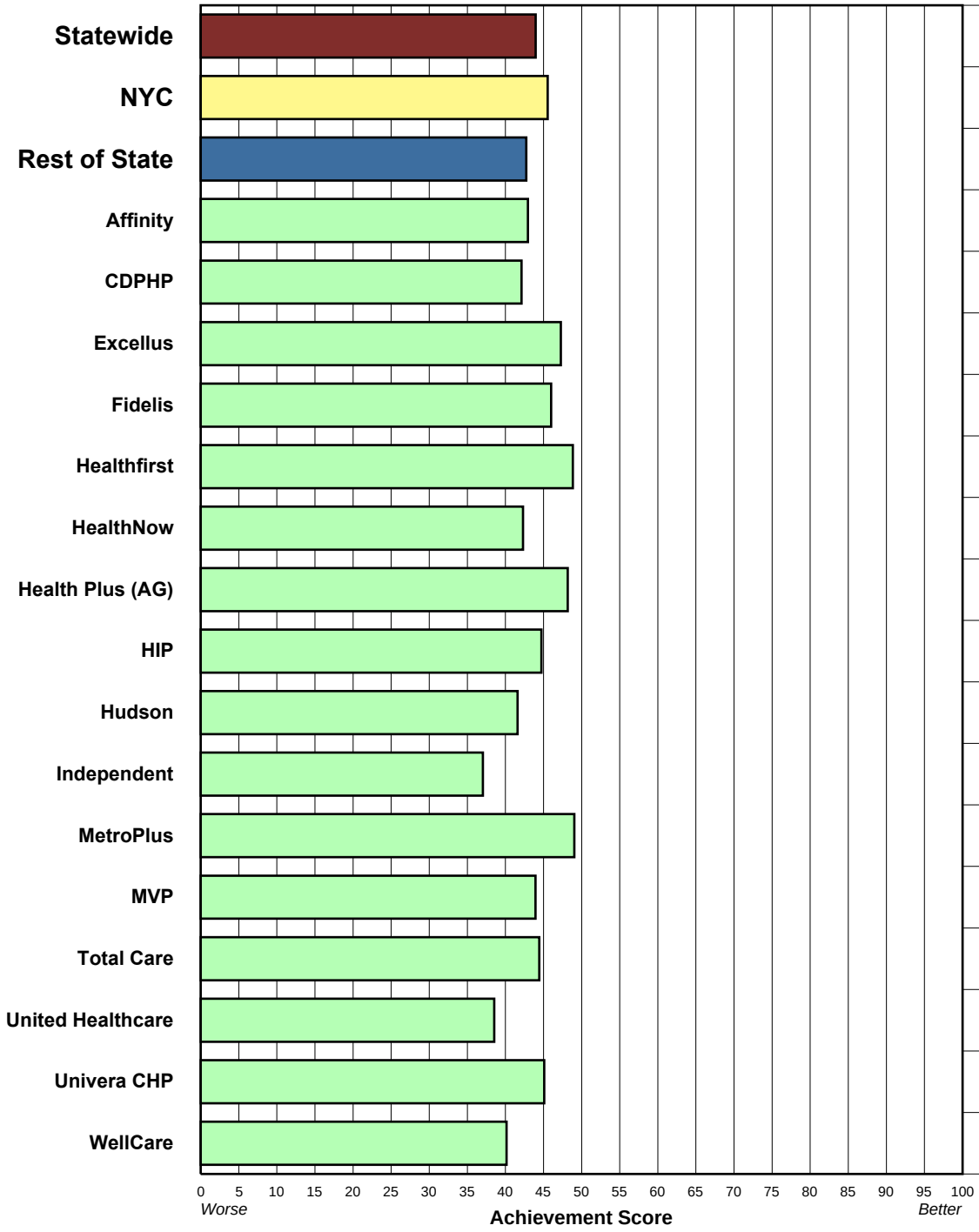
Q48. Usually or always easy to get prescription medicine from your health plan



	%	N
Statewide	90.09%	4462
NYC	87.42%	1658
Rest of State	91.85%	2805
Affinity	87.92%	261
CDPHP	93.25%	310
Excellus	94.71%	306
Fidelis	89.14%	305
Healthfirst	86.30%	263
HealthNow	93.38%	250
Health Plus (AG)	89.94%	253
HIP	90.14%	244
Hudson	96.22%	282
Independent	90.53%	305
MetroPlus	90.59%	299
MVP	91.68%	307
Total Care	84.40%	299
United Healthcare	86.16%	267
Univera CHP	92.61%	289
WellCare	84.51%	222

Supplemental Questions

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



	%	N
Statewide	43.96%	2029
NYC	45.55%	869
Rest of State	42.74%	1162
Affinity	42.96%	135
CDPHP	42.11%	114
Excellus	47.27%	110
Fidelis	45.99%	137
Healthfirst	48.84%	129
HealthNow	42.31%	104
Health Plus (AG)	48.18%	137
HIP	44.72%	123
Hudson	41.60%	125
Independent	37.04%	135
MetroPlus	49.03%	155
MVP	43.94%	132
Total Care	44.44%	117
United Healthcare	38.52%	122
Univera CHP	45.08%	122
WellCare	40.15%	132

↑↓ Statistically significantly better/worse than Statewide 2013.

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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. 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	85% ▲	0.51	Q30	88%	0.73	Q39	79%	0.48	Q43	81%	0.47
	Getting Needed Care			Communication			Getting Needed Care			Customer Service		
2	Q30	88%	0.49	Q31	88%	0.73	Q14	77%	0.29	Q44	86%	0.43
	Communication			Communication			Shared Decision Making			Customer Service		
3	Q31	88%	0.47	Q29	89%	0.72	Q19	85% ▲	0.26	Q19	85% ▲	0.39
	Communication			Communication			Getting Needed Care			Getting Needed Care		
4	Q29	89%	0.47	Q28	89%	0.69	Q30	88%	0.20	Q4	85%	0.39
	Communication			Communication			Communication			Getting Care Quickly		
5	Q14	77%	0.44	Q19	85% ▲	0.48	Q31	88%	0.19	Q14	77%	0.31
	Shared Decision Making			Getting Needed Care			Communication			Shared Decision Making		
6	Q28	89%	0.39	Q12	37%	0.37	Q29	89%	0.16	Q31	88%	0.29
	Communication			Shared Decision Making			Communication			Communication		
7	Q43	81%	0.34	Q14	77%	0.35	Q43	81%	0.15	Q30	88%	0.28
	Customer Service			Shared Decision Making			Customer Service			Communication		
8	Q13	28%	0.32	Q13	28%	0.33	Q28	89%	0.15	Q29	89%	0.26
	Shared Decision Making			Shared Decision Making			Communication			Communication		
9	Q7	77%	0.32	Q44	86%	0.22	Q4	85%	0.12	Q7	77%	0.23
	Getting Care Quickly			Customer Service			Getting Care Quickly			Getting Care Quickly		
10	Q4	85%	0.27	Q4	85%	0.22	Q12	37%	0.11	Q12	37%	0.23
	Getting Care Quickly			Getting Care Quickly			Shared Decision Making			Shared Decision Making		

▲▼ **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
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.51	85% ▲	56%	29%	13%	1%
2	Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.49	88%	76%	13%	9%	3%
3	Q31. In the last 6 months, how often did your personal doctor spend enough time with you?	0.47	88%	64%	23%	8%	5%
4	Q29. In the last 6 months, how often did your personal doctor listen carefully to you?	0.47	89%	74%	15%	9%	2%
5	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?	0.44	77%	77%	(na)	(na)	23%
6	Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.39	89%	71%	19%	8%	2%
7	Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.34	81%	58%	22%	17%	3%
8	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?	0.32	28%	28%	32%	16%	24%
9	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?	0.32	77%	54%	23%	21%	2%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.27	85%	57%	28%	14%	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	Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.73	88%	76%	13%	9%	3%
2	Q31. In the last 6 months, how often did your personal doctor spend enough time with you?	0.73	88%	64%	23%	8%	5%
3	Q29. In the last 6 months, how often did your personal doctor listen carefully to you?	0.72	89%	74%	15%	9%	2%
4	Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.69	89%	71%	19%	8%	2%
5	Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.48	85% ▲	56%	29%	13%	1%
6	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?	0.37	37%	38%	38%	16%	8%
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?	0.35	77%	77%	(na)	(na)	23%
8	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?	0.33	28%	28%	32%	16%	24%
9	Q44. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.22	86%	75%	11%	11%	3%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.22	85%	57%	28%	14%	1%

▲▼ **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?	0.48	79%	48%	31%	16%	4%
2	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	77%	77%	(na)	(na)	23%
3	Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.26	85% ▲	56%	29%	13%	1%
4	Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.20	88%	76%	13%	9%	3%
5	Q31. In the last 6 months, how often did your personal doctor spend enough time with you?	0.19	88%	64%	23%	8%	5%
6	Q29. In the last 6 months, how often did your personal doctor listen carefully to you?	0.16	89%	74%	15%	9%	2%
7	Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.15	81%	58%	22%	17%	3%
8	Q28. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.15	89%	71%	19%	8%	2%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.12	85%	57%	28%	14%	1%
10	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?	0.11	37%	38%	38%	16%	8%

▲▼ **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
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q43. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.47	81%	58%	22%	17%	3%
2	Q44. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43	86%	75%	11%	11%	3%
3	Q19. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.39	85% ▲	56%	29%	13%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.39	85%	57%	28%	14%	1%
5	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?	0.31	77%	77%	(na)	(na)	23%
6	Q31. In the last 6 months, how often did your personal doctor spend enough time with you?	0.29	88%	64%	23%	8%	5%
7	Q30. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.28	88%	76%	13%	9%	3%
8	Q29. In the last 6 months, how often did your personal doctor listen carefully to you?	0.26	89%	74%	15%	9%	2%
9	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?	0.23	77%	54%	23%	21%	2%
10	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?	0.23	37%	38%	38%	16%	8%

▲▼ **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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	7,098	100.0%	2,924	100.0%	4,171	100.0%	407	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	7,098	100.0%	2,924	100.0%	4,171	100.0%	407	100.0%
Not Answered	154		67		90		6	

Your Health Care in the Last 6 Months

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	2,696	38.0%	989	34.0%	1,715	41.0%	164	40.8%
No	4,391	62.0%	1,920	66.0%	2,465	59.0%	238	59.2%
Total	7,087	100.0%	2,909	100.0%	4,179	100.0%	402	100.0%
Not Answered	165		82		82		11	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
● Never	66	2.5%	25	2.6%	40	2.4%	2	1.2%
● Sometimes	425	16.1%	202	21.1%	225	13.3%	23	14.2%
● Usually	612	23.2%	214	22.3%	400	23.7%	45	27.8%
● Always	1,540	58.3%	518	54.0%	1,020	60.5%	92	56.8%
Total	2,643	100.0%	959	100.0%	1,685	100.0%	162	100.0%
Not Answered	53		29		23		2	
Reporting Category	Getting Care Quickly							
Achievement Score	81.12%		76.03%		84.42%		84.58%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+1.7						+3.1	
Correlation with Health Plan Satisfaction	0.281		0.304		0.273		0.386	

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

Your Health Care in the Last 6 Months (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Same day	768	30.0%	296	31.7%	473	29.2%	38	24.1%
1 day	366	14.3%	105	11.2%	261	16.1%	23	14.6%
2-3 days	518	20.3%	168	17.9%	348	21.5%	29	18.4%
4-7 days	375	14.7%	125	13.3%	252	15.5%	25	15.8%
8-14 days	212	8.3%	79	8.4%	132	8.2%	19	12.0%
15 days or longer	317	12.4%	162	17.4%	156	9.6%	24	15.2%
Total	2,556	100.0%	934	100.0%	1,622	100.0%	158	100.0%
Not Answered	140		54		86		6	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	5,202	73.5%	2,192	75.3%	3,010	72.2%	307	75.4%
No	1,873	26.5%	717	24.7%	1,158	27.8%	100	24.6%
Total	7,075	100.0%	2,909	100.0%	4,167	100.0%	407	100.0%
Not Answered	177		82		94		6	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
● Never	111	2.2%	56	2.6%	55	1.9%	5	1.7%
● Sometimes	1,176	23.2%	611	28.8%	564	19.1%	65	21.5%
● Usually	1,325	26.1%	564	26.6%	758	25.7%	70	23.1%
● Always	2,460	48.5%	890	42.0%	1,576	53.4%	163	53.8%
Total	5,072	100.0%	2,120	100.0%	2,952	100.0%	303	100.0%
Not Answered	130		71		59		4	
Reporting Category	Getting Care Quickly							
Achievement Score	74.83%		68.92%		78.80%		76.63%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+2.1↑						+0.9	
Correlation with Health Plan Satisfaction	0.203		0.197		0.211		0.231	

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

Your Health Care in the Last 6 Months (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
None	1,613	23.9%	665	24.4%	950	23.5%	96	24.4%
1 time	1,300	19.3%	509	18.7%	793	19.6%	81	20.6%
2	1,340	19.8%	580	21.3%	764	18.9%	79	20.1%
3	904	13.4%	373	13.7%	530	13.1%	50	12.7%
4	524	7.8%	216	7.9%	309	7.7%	30	7.6%
5 to 9	746	11.0%	274	10.1%	472	11.7%	35	8.9%
10 or more times	326	4.8%	105	3.9%	220	5.4%	22	5.6%
Total	6,753	100.0%	2,722	100.0%	4,038	100.0%	393	100.0%
Not Answered	499		269		223		20	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	3,568	70.4%	1,355	67.1%	2,218	72.7%	225	76.5%
No	1,501	29.6%	665	32.9%	831	27.3%	69	23.5%
Total	5,069	100.0%	2,020	100.0%	3,049	100.0%	294	100.0%
Not Answered	71		33		38		3	
Reporting Category	Single Items							
Achievement Score	70.53%		67.38%		72.57%		75.95%	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	3,148	63.5%	1,275	65.0%	1,872	62.5%	198	68.8%
No	1,810	36.5%	687	35.0%	1,123	37.5%	90	31.3%
Total	4,958	100.0%	1,963	100.0%	2,995	100.0%	288	100.0%
Not Answered	182		90		92		9	
Reporting Category	Supplemental Questions							
Achievement Score	63.49%		64.98%		62.51%		68.75%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+12.3↑						+13.2↑	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	3,293	66.8%	1,293	66.7%	2,003	66.9%	206	72.0%
No	1,636	33.2%	644	33.3%	990	33.1%	80	28.0%
Total	4,929	100.0%	1,937	100.0%	2,993	100.0%	286	100.0%
Not Answered	211		116		94		11	
Reporting Category	Supplemental Questions							
Achievement Score	66.81%		66.75%		66.92%		72.03%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+11.2↑						+13.3↑	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	2,421	50.2%	871	46.7%	1,550	52.3%	149	51.9%
No	2,405	49.8%	993	53.3%	1,413	47.7%	138	48.1%
Total	4,826	100.0%	1,864	100.0%	2,963	100.0%	287	100.0%
Not Answered	314		189		124		10	
Reporting Category	Supplemental Questions							
Achievement Score	50.17%		46.73%		52.31%		51.92%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+7.9↑						+3.5	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,970	41.2%	673	36.5%	1,299	44.1%	132	47.1%
No	2,815	58.8%	1,169	63.5%	1,645	55.9%	148	52.9%
Total	4,785	100.0%	1,842	100.0%	2,944	100.0%	280	100.0%
Not Answered	355		211		143		17	
Reporting Category	Supplemental Questions							
Achievement Score	41.17%		36.54%		44.11%		47.14%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+6.1↑						+8.3↑	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	2,142	44.5%	658	35.4%	1,495	50.6%	175	61.6%
No	2,668	55.5%	1,200	64.6%	1,458	49.4%	109	38.4%
Total	4,810	100.0%	1,858	100.0%	2,953	100.0%	284	100.0%
Not Answered	330		195		134		13	
Reporting Category	Supplemental Questions							
Achievement Score	44.53%		35.40%		50.62%		61.62%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+11.8↑						+17.5↑	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,540	32.3%	560	30.3%	984	33.6%	130	45.6%
No	3,235	67.7%	1,287	69.7%	1,945	66.4%	155	54.4%
Total	4,775	100.0%	1,847	100.0%	2,929	100.0%	285	100.0%
Not Answered	365		206		158		12	
Reporting Category	Supplemental Questions							
Achievement Score	32.25%		30.32%		33.60%		45.61%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+9.3↑						+16.0↑	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,997	39.7%	655	32.7%	1,345	44.4%	141	47.6%
No	3,038	60.3%	1,350	67.3%	1,684	55.6%	155	52.4%
Total	5,035	100.0%	2,005	100.0%	3,029	100.0%	296	100.0%
Not Answered	105		48		58		1	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Not at all	110	5.6%	28	4.3%	82	6.2%	11	7.9%
A little	340	17.3%	143	22.4%	198	15.0%	23	16.4%
Some	698	35.6%	232	36.3%	466	35.3%	53	37.9%
A lot	812	41.4%	237	37.0%	575	43.5%	53	37.9%
Total	1,960	100.0%	640	100.0%	1,320	100.0%	140	100.0%
Not Answered	37		16		21		1	
Reporting Category	Shared Decision Making							
Achievement Score	41.08%		37.25%		43.43%		37.48%	
Correlation with Health Plan Satisfaction	0.179		0.125		0.207		0.228	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Not at all	410	21.0%	118	18.6%	295	22.3%	34	24.3%
A little	379	19.4%	140	22.0%	239	18.1%	22	15.7%
Some	656	33.6%	210	33.1%	445	33.7%	45	32.1%
A lot	509	26.0%	166	26.3%	342	25.9%	39	27.9%
Total	1,954	100.0%	633	100.0%	1,321	100.0%	140	100.0%
Not Answered	43		23		20		1	
Reporting Category	Shared Decision Making							
Achievement Score	26.13%		26.14%		25.98%		28.18%	
Correlation with Health Plan Satisfaction	0.150		0.156		0.149		0.226	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,542	78.4%	503	78.5%	1,035	78.0%	108	77.1%
No	425	21.6%	138	21.5%	292	22.0%	32	22.9%
Total	1,967	100.0%	640	100.0%	1,327	100.0%	140	100.0%
Not Answered	30		16		14		1	
Reporting Category	Shared Decision Making							
Achievement Score	78.20%		78.39%		78.04%		77.17%	
Correlation with Health Plan Satisfaction	0.179		0.151		0.194		0.306	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	4,055	80.2%	1,651	82.3%	2,411	79.0%	242	82.3%
No	1,003	19.8%	355	17.7%	641	21.0%	52	17.7%
Total	5,058	100.0%	2,006	100.0%	3,052	100.0%	294	100.0%
Not Answered	82		47		35		3	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	340	8.5%	141	8.8%	203	8.6%	28	11.6%
Sometimes	607	15.2%	262	16.3%	344	14.5%	31	12.9%
Usually	765	19.2%	351	21.8%	413	17.4%	39	16.2%
Always	2,269	57.0%	854	53.1%	1,413	59.5%	143	59.3%
Total	3,981	100.0%	1,608	100.0%	2,374	100.0%	241	100.0%
Not Answered	74		42		31		1	
Reporting Category	Supplemental Questions							
Achievement Score	76.14%		74.86%		76.96%		75.36%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+2.3↑						+4.9	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	226	5.7%	92	5.7%	135	5.7%	21	8.8%
Sometimes	596	15.0%	265	16.5%	330	14.0%	36	15.1%
Usually	936	23.6%	372	23.3%	563	23.8%	57	23.9%
Always	2,205	55.6%	871	54.5%	1,336	56.5%	124	52.1%
Total	3,963	100.0%	1,600	100.0%	2,364	100.0%	238	100.0%
Not Answered	92		50		41		4	
Reporting Category	Supplemental Questions							
Achievement Score	79.28%		77.57%		80.41%		75.75%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+0.6						-1.3	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Worst health care possible	30	0.6%	9	0.4%	20	0.7%	3	1.0%
1	25	0.5%	8	0.4%	17	0.6%	1	0.3%
2	35	0.7%	13	0.7%	22	0.7%	2	0.7%
3	66	1.3%	26	1.3%	40	1.3%	5	1.7%
4	97	1.9%	36	1.8%	61	2.0%	3	1.0%
5	308	6.1%	132	6.7%	178	5.9%	9	3.1%
6	313	6.2%	130	6.6%	183	6.0%	20	6.9%
7	560	11.2%	242	12.2%	319	10.5%	23	7.9%
8	1,156	23.1%	467	23.5%	689	22.7%	78	26.9%
9	817	16.3%	330	16.6%	489	16.1%	56	19.3%
Best health care possible	1,606	32.0%	591	29.8%	1,011	33.4%	90	31.0%
Total	5,013	100.0%	1,983	100.0%	3,031	100.0%	290	100.0%
Not Answered	127		70		56		7	
Reporting Category	Ratings							
Achievement Score	71.33%		69.27%		72.66%		77.18%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+4.7↑						+11.2↑	
Correlation with Health Plan Satisfaction	0.592		0.627		0.571		0.496	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	131	2.6%	65	3.3%	65	2.1%	4	1.4%
Sometimes	803	16.0%	385	19.4%	418	13.8%	38	13.0%
Usually	1,503	29.9%	611	30.7%	890	29.3%	86	29.5%
Always	2,583	51.5%	928	46.6%	1,659	54.7%	164	56.2%
Total	5,020	100.0%	1,989	100.0%	3,032	100.0%	292	100.0%
Not Answered	120		64		55		5	
Reporting Category	Getting Needed Care							
Achievement Score	81.38%		76.89%		84.34%		85.43%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+2.0↑						+4.4	
Correlation with Health Plan Satisfaction	0.394		0.407		0.390		0.392	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,161	16.6%	347	12.1%	814	19.7%	77	19.3%
No	5,835	83.4%	2,519	87.9%	3,318	80.3%	321	80.7%
Total	6,996	100.0%	2,866	100.0%	4,132	100.0%	398	100.0%
Not Answered	256		125		129		15	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	157	13.9%	50	14.8%	107	13.4%	6	8.1%
Sometimes	172	15.2%	61	18.2%	112	14.0%	12	16.2%
Usually	224	19.8%	74	21.9%	149	18.7%	14	18.9%
Always	580	51.2%	152	45.1%	429	53.8%	42	56.8%
Total	1,133	100.0%	337	100.0%	797	100.0%	74	100.0%
Not Answered	28		11		16		3	
Reporting Category	Supplemental Questions							
Achievement Score	70.04%		66.72%		72.70%		74.66%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	-1.0						-1.7	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Worst treatment possible	55	5.0%	15	4.6%	40	5.2%	4	5.3%
1	28	2.5%	6	1.8%	22	2.9%	2	2.6%
2	31	2.8%	6	2.0%	25	3.2%	0	0.0%
3	33	3.0%	14	4.4%	19	2.4%	2	2.6%
4	28	2.5%	12	3.7%	16	2.0%	4	5.3%
5	86	7.8%	21	6.4%	66	8.4%	5	6.6%
6	64	5.8%	22	6.9%	42	5.3%	5	6.6%
7	101	9.1%	32	9.8%	69	8.8%	5	6.6%
8	177	16.0%	56	17.2%	122	15.6%	13	17.1%
9	146	13.2%	33	10.1%	112	14.3%	10	13.2%
Best treatment possible	357	32.3%	108	33.2%	249	31.8%	26	34.2%
Total	1,106	100.0%	324	100.0%	783	100.0%	76	100.0%
Not Answered	55		24		30		1	
Reporting Category	Supplemental Questions							
Achievement Score	61.28%		59.54%		62.11%		63.71%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+1.9						-1.1	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	240	3.4%	62	2.2%	179	4.3%	23	5.7%
No	6,734	96.6%	2,775	97.8%	3,961	95.7%	383	94.3%
Total	6,974	100.0%	2,837	100.0%	4,140	100.0%	406	100.0%
Not Answered	278		154		121		7	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	31	13.2%	13	20.9%	19	10.8%	3	13.0%
Sometimes	37	15.7%	11	18.6%	26	15.0%	3	13.0%
Usually	50	21.3%	10	16.4%	40	22.8%	8	34.8%
Always	117	49.8%	26	44.1%	90	51.5%	9	39.1%
Total	235	100.0%	60	100.0%	175	100.0%	23	100.0%
Not Answered	5		2		3		0	
Reporting Category	Supplemental Questions							
Achievement Score	66.85%		63.41%		73.36%		75.64%	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Worst treatment possible	13	5.6%	2	3.4%	11	6.3%	2	8.7%
1	5	2.2%	1	1.6%	4	2.3%	1	4.3%
2	9	3.9%	1	1.6%	8	4.8%	0	0.0%
3	7	3.0%	3	5.6%	4	2.5%	1	4.3%
4	9	3.9%	2	3.6%	7	4.2%	0	0.0%
5	16	6.9%	5	8.4%	11	6.3%	0	0.0%
6	14	6.1%	7	12.5%	7	4.0%	3	13.0%
7	27	11.7%	4	7.1%	23	13.3%	3	13.0%
8	37	16.0%	11	19.1%	26	15.1%	6	26.1%
9	32	13.9%	6	10.2%	25	14.6%	1	4.3%
Best treatment possible	62	26.8%	16	26.8%	46	26.7%	6	26.1%
Total	231	100.0%	58	100.0%	173	100.0%	23	100.0%
Not Answered	9		4		5		0	
Reporting Category	Supplemental Questions							
Achievement Score	55.23%		56.64%		56.23%		56.56%	

Response scored as: Achievement Room for improvement

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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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	5,935	85.5%	2,384	84.1%	3,561	86.6%	343	85.5%
No	1,010	14.5%	451	15.9%	553	13.4%	58	14.5%
Total	6,945	100.0%	2,835	100.0%	4,115	100.0%	401	100.0%
Not Answered	307		156		146		12	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
None	1,188	20.7%	443	19.5%	745	21.4%	67	19.9%
1 time	1,423	24.8%	524	23.1%	906	26.1%	95	28.3%
2	1,290	22.5%	534	23.5%	754	21.7%	73	21.7%
3	764	13.3%	330	14.5%	435	12.5%	50	14.9%
4	393	6.8%	169	7.5%	222	6.4%	22	6.5%
5 to 9	542	9.4%	209	9.2%	332	9.6%	22	6.5%
10 or more times	144	2.5%	62	2.7%	81	2.3%	7	2.1%
Total	5,744	100.0%	2,272	100.0%	3,474	100.0%	336	100.0%
Not Answered	191		108		81		7	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	69	1.5%	26	1.5%	43	1.6%	6	2.3%
Sometimes	395	8.8%	180	10.0%	214	7.9%	22	8.3%
Usually	907	20.1%	409	22.7%	498	18.4%	50	18.8%
Always	3,139	69.6%	1,185	65.8%	1,955	72.1%	188	70.7%
Total	4,510	100.0%	1,800	100.0%	2,710	100.0%	266	100.0%
Not Answered	46		27		19		3	
Reporting Category	Communication							
Achievement Score	89.68%		88.49%		90.52%		89.19%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+2.3↑						+1.7	
Correlation with Health Plan Satisfaction	0.259		0.281		0.246		0.164	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	69	1.5%	20	1.1%	49	1.8%	6	2.3%
Sometimes	374	8.3%	147	8.2%	227	8.4%	24	9.0%
Usually	823	18.2%	375	20.8%	449	16.6%	39	14.7%
Always	3,247	71.9%	1,261	70.0%	1,984	73.2%	197	74.1%
Total	4,513	100.0%	1,803	100.0%	2,710	100.0%	266	100.0%
Not Answered	43		24		19		3	
Reporting Category	Communication							
Achievement Score	90.14%		90.49%		89.94%		88.68%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+1.5↑						+0.8	
Correlation with Health Plan Satisfaction	0.298		0.332		0.277		0.264	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	69	1.5%	22	1.2%	47	1.7%	8	3.0%
Sometimes	297	6.6%	120	6.6%	179	6.6%	23	8.6%
Usually	691	15.3%	312	17.3%	380	14.0%	34	12.8%
Always	3,456	76.6%	1,349	74.8%	2,104	77.6%	201	75.6%
Total	4,513	100.0%	1,803	100.0%	2,710	100.0%	266	100.0%
Not Answered	43		24		19		3	
Reporting Category	Communication							
Achievement Score	91.85%		91.88%		91.81%		88.35%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+1.5↑						-2.9	
Correlation with Health Plan Satisfaction	0.303		0.333		0.287		0.280	

○ ***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?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	Univera Community Health N	Univera Community Health %
Never	138	3.1%	56	3.1%	82	3.0%	13	4.9%
Sometimes	480	10.7%	229	12.8%	251	9.3%	20	7.5%
Usually	1,016	22.6%	428	23.8%	586	21.7%	62	23.4%
Always	2,863	63.7%	1,083	60.3%	1,781	66.0%	170	64.2%
Total	4,497	100.0%	1,796	100.0%	2,701	100.0%	265	100.0%
Not Answered	59		31		28		4	
Reporting Category	Communication							
Achievement Score	86.21%		83.78%		87.87%		87.51%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+3.1↑						+2.5	
Correlation with Health Plan Satisfaction	0.288		0.296		0.286		0.285	

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	Univera Community Health N	Univera Community Health %
Yes	3,090	69.1%	1,135	63.3%	1,955	72.9%	178	67.4%
No	1,384	30.9%	658	36.7%	727	27.1%	86	32.6%
Total	4,474	100.0%	1,793	100.0%	2,682	100.0%	264	100.0%
Not Answered	82		34		47		5	

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?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	Univera Community Health N	Univera Community Health %
Never	59	1.9%	18	1.6%	42	2.2%	9	5.1%
Sometimes	221	7.2%	85	7.5%	136	7.0%	12	6.8%
Usually	658	21.5%	281	24.9%	377	19.4%	38	21.5%
Always	2,127	69.4%	742	65.9%	1,385	71.4%	118	66.7%
Total	3,065	100.0%	1,126	100.0%	1,939	100.0%	177	100.0%
Not Answered	25		10		15		1	
Reporting Category	Supplemental Questions							
Achievement Score	90.79%		90.62%		90.96%		88.40%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+2.1↑						-1.8	

○ ***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?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	Univera Community Health N	Univera Community Health %
Never	172	5.7%	61	5.5%	111	5.8%	14	7.9%
Sometimes	266	8.8%	111	10.0%	157	8.2%	16	9.0%
Usually	587	19.3%	259	23.4%	329	17.1%	33	18.6%
Always	2,013	66.3%	677	61.1%	1,332	69.0%	114	64.4%
Total	3,038	100.0%	1,108	100.0%	1,930	100.0%	177	100.0%
Not Answered	52		28		24		1	
Reporting Category	Supplemental Questions							
Achievement Score	85.36%		84.26%		86.20%		83.32%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+6.1↑						+2.5	

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

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	Univera Community Health N	Univera Community Health %
Yes	2,583	57.9%	941	52.7%	1,644	61.5%	162	60.9%
No	1,877	42.1%	846	47.3%	1,029	38.5%	104	39.1%
Total	4,460	100.0%	1,787	100.0%	2,674	100.0%	266	100.0%
Not Answered	96		40		55		3	

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?

	Statewide N	Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	Univera Community Health N	Univera Community Health %
Never	179	7.1%	66	7.2%	114	7.0%	16	9.9%
Sometimes	380	15.0%	149	16.3%	233	14.5%	22	13.7%
Usually	639	25.3%	250	27.3%	388	24.1%	34	21.1%
Always	1,331	52.6%	452	49.2%	878	54.4%	89	55.3%
Total	2,529	100.0%	917	100.0%	1,613	100.0%	161	100.0%
Not Answered	54		23		30		1	
Reporting Category	Single Items							
Achievement Score	77.74%		76.19%		78.69%		76.55%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+9.3↑						+6.4	

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

Your Personal Doctor (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Worst personal doctor possible	44	0.8%	20	0.9%	24	0.7%	5	1.5%
1	28	0.5%	9	0.4%	19	0.5%	1	0.3%
2	31	0.5%	10	0.4%	22	0.6%	2	0.6%
3	71	1.2%	20	0.9%	52	1.5%	3	0.9%
4	88	1.5%	26	1.1%	63	1.8%	6	1.8%
5	294	5.1%	102	4.5%	191	5.5%	19	5.8%
6	244	4.3%	97	4.3%	145	4.2%	15	4.5%
7	470	8.2%	209	9.1%	262	7.6%	28	8.5%
8	950	16.5%	401	17.5%	554	16.0%	52	15.8%
9	1,035	18.0%	405	17.7%	628	18.2%	57	17.3%
Best personal doctor possible	2,486	43.3%	988	43.2%	1,495	43.3%	142	43.0%
Total	5,741	100.0%	2,288	100.0%	3,454	100.0%	330	100.0%
Not Answered	194		92		101		13	
Reporting Category	Ratings							
Achievement Score	77.82%		78.06%		77.74%		76.11%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+4.5↑						+2.1	
Correlation with Health Plan Satisfaction	0.422		0.428		0.417		0.343	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	2,916	42.8%	1,157	41.8%	1,762	43.5%	167	42.3%
No	3,902	57.2%	1,613	58.2%	2,290	56.5%	228	57.7%
Total	6,818	100.0%	2,769	100.0%	4,052	100.0%	395	100.0%
Not Answered	434		222		209		18	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	167	5.8%	69	6.0%	101	5.8%	7	4.3%
Sometimes	546	19.0%	255	22.3%	292	16.8%	27	16.5%
Usually	817	28.4%	325	28.5%	490	28.2%	51	31.1%
Always	1,346	46.8%	493	43.2%	852	49.1%	79	48.2%
Total	2,876	100.0%	1,142	100.0%	1,735	100.0%	164	100.0%
Not Answered	40		13		26		3	
Reporting Category	Getting Needed Care							
Achievement Score	75.12%		71.36%		77.58%		79.03%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+4.9↑						+7.9	
Correlation with Health Plan Satisfaction	0.344		0.372		0.332		0.136	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
None	198	7.0%	86	7.6%	114	6.6%	10	6.1%
1 specialist	1,339	47.1%	538	48.1%	800	46.4%	85	51.8%
2	744	26.2%	283	25.3%	463	26.8%	37	22.6%
3	343	12.1%	135	12.1%	206	12.0%	18	11.0%
4	120	4.2%	41	3.6%	78	4.5%	2	1.2%
5 or more specialists	101	3.6%	37	3.3%	64	3.7%	12	7.3%
Total	2,845	100.0%	1,121	100.0%	1,724	100.0%	164	100.0%
Not Answered	71		34		37		3	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Worst specialist possible	21	0.8%	6	0.6%	15	0.9%	0	0.0%
1	14	0.5%	5	0.5%	9	0.6%	1	0.6%
2	27	1.0%	14	1.4%	14	0.8%	1	0.6%
3	33	1.3%	11	1.1%	22	1.4%	2	1.3%
4	47	1.8%	24	2.3%	24	1.5%	4	2.6%
5	111	4.2%	45	4.4%	66	4.2%	5	3.2%
6	131	5.0%	50	4.9%	82	5.1%	3	1.9%
7	252	9.6%	107	10.5%	145	9.0%	18	11.7%
8	506	19.3%	208	20.4%	296	18.5%	29	18.8%
9	477	18.2%	176	17.3%	300	18.7%	32	20.8%
Best specialist possible	1,002	38.2%	374	36.6%	628	39.3%	59	38.3%
Total	2,621	100.0%	1,021	100.0%	1,600	100.0%	154	100.0%
Not Answered	26		15		11		0	
Reporting Category	Ratings							
Achievement Score	75.68%		73.68%		76.89%		78.05%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+6.5↑						+9.0	
Correlation with Health Plan Satisfaction	0.429		0.436		0.421		0.228	

Your Health Plan

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	2,100	30.8%	938	34.0%	1,150	28.3%	120	30.2%
No	4,724	69.2%	1,823	66.0%	2,915	71.7%	278	69.8%
Total	6,824	100.0%	2,761	100.0%	4,066	100.0%	398	100.0%
Not Answered	428		230		195		15	

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	94	4.5%	41	4.4%	54	4.7%	3	2.5%
Sometimes	411	19.8%	200	21.6%	211	18.4%	20	16.9%
Usually	456	22.0%	217	23.4%	239	20.8%	26	22.0%
Always	1,110	53.6%	468	50.6%	643	56.1%	69	58.5%
Total	2,071	100.0%	925	100.0%	1,146	100.0%	118	100.0%
Not Answered	29		12		17		2	
Reporting Category	Customer Service							
Achievement Score	75.54%		73.61%		77.19%		80.66%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	-0.4						-0.1	
Correlation with Health Plan Satisfaction	0.532		0.499		0.562		0.470	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	54	2.6%	28	3.1%	26	2.3%	3	2.5%
Sometimes	164	8.0%	76	8.4%	90	7.9%	13	11.0%
Usually	420	20.4%	214	23.4%	204	17.8%	13	11.0%
Always	1,419	69.0%	596	65.2%	824	72.0%	89	75.4%
Total	2,057	100.0%	913	100.0%	1,144	100.0%	118	100.0%
Not Answered	43		24		19		2	
Reporting Category	Customer Service							
Achievement Score	89.22%		88.47%		89.94%		86.15%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+2.2↑						-8.4↓	
Correlation with Health Plan Satisfaction	0.498		0.510		0.489		0.431	

○ ***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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Worst health plan possible	39	0.6%	18	0.7%	21	0.5%	1	0.3%
1	29	0.4%	11	0.4%	18	0.4%	3	0.8%
2	36	0.5%	12	0.4%	24	0.6%	0	0.0%
3	67	1.0%	28	1.0%	39	1.0%	3	0.8%
4	76	1.1%	34	1.2%	43	1.1%	2	0.5%
5	386	5.7%	159	5.7%	231	5.7%	16	4.1%
6	330	4.8%	124	4.5%	209	5.2%	17	4.3%
7	674	9.9%	280	10.1%	397	9.8%	41	10.4%
8	1,225	18.0%	523	18.8%	707	17.5%	73	18.5%
9	1,231	18.1%	468	16.9%	762	18.9%	80	20.3%
Best health plan possible	2,717	39.9%	1,116	40.2%	1,584	39.2%	159	40.3%
Total	6,810	100.0%	2,775	100.0%	4,037	100.0%	395	100.0%
Not Answered	442		216		224		18	
Reporting Category	Ratings							
Achievement Score	75.77%		75.35%		76.06%		79.59%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+5.0↑						+7.0↑	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	6,322	92.4%	2,552	91.3%	3,762	93.0%	377	94.7%
No	517	7.6%	243	8.7%	282	7.0%	21	5.3%
Total	6,839	100.0%	2,795	100.0%	4,044	100.0%	398	100.0%
Not Answered	413		196		217		15	
Reporting Category	Supplemental Questions							
Achievement Score	92.32%		91.03%		93.20%		94.89%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+1.7↑						+1.8	

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

Your Health Plan (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	4,519	66.3%	1,679	60.7%	2,854	70.4%	291	73.7%
No	2,299	33.7%	1,086	39.3%	1,202	29.6%	104	26.3%
Total	6,818	100.0%	2,765	100.0%	4,056	100.0%	395	100.0%
Not Answered	434		226		205		18	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	46	1.0%	23	1.4%	23	0.8%	1	0.3%
Sometimes	391	8.8%	181	10.9%	210	7.5%	20	6.9%
Usually	1,007	22.6%	408	24.6%	600	21.4%	72	24.9%
Always	3,018	67.6%	1,046	63.1%	1,972	70.3%	196	67.8%
Total	4,462	100.0%	1,658	100.0%	2,805	100.0%	289	100.0%
Not Answered	57		21		35		2	
Reporting Category	Supplemental Questions							
Achievement Score	90.09%		87.42%		91.85%		92.61%	

About You

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Excellent	973	14.2%	434	15.6%	534	13.2%	41	10.4%
Very Good	1,722	25.2%	724	26.0%	1,000	24.6%	99	25.1%
Good	2,505	36.6%	1,011	36.3%	1,498	36.9%	159	40.3%
Fair	1,343	19.6%	522	18.8%	821	20.2%	78	19.7%
Poor	293	4.3%	91	3.3%	204	5.0%	18	4.6%
Total	6,836	100.0%	2,782	100.0%	4,057	100.0%	395	100.0%
Not Answered	416		209		204		18	

Response scored as: Achievement Room for improvement

About You (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Excellent	1,877	27.4%	886	31.8%	990	24.3%	98	24.7%
Very Good	1,742	25.4%	710	25.5%	1,031	25.4%	103	26.0%
Good	1,847	27.0%	728	26.2%	1,121	27.6%	112	28.3%
Fair	1,109	16.2%	389	14.0%	720	17.7%	63	15.9%
Poor	271	4.0%	70	2.5%	204	5.0%	20	5.1%
Total	6,846	100.0%	2,783	100.0%	4,066	100.0%	396	100.0%
Not Answered	406		208		195		17	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	892	44.0%	396	45.5%	497	42.7%	55	45.1%
No	1,137	56.0%	473	54.5%	665	57.3%	67	54.9%
Don't Know	59		36		22		4	
Total	2,029	100.0%	869	100.0%	1,162	100.0%	122	100.0%
Not Answered	95		51		42		5	
Reporting Category	Supplemental Questions							
Achievement Score	43.96%		45.55%		42.74%		45.08%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+3.6↑						+10.2	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Every day	1,232	18.3%	241	8.8%	1,005	25.0%	98	25.2%
Some days	660	9.8%	197	7.2%	463	11.5%	46	11.8%
Not at all	4,851	71.9%	2,291	83.9%	2,550	63.5%	245	63.0%
Don't Know	89		37		52		4	
Total	6,743	100.0%	2,729	100.0%	4,018	100.0%	389	100.0%
Not Answered	420		226		191		20	

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

About You (continued)

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?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	408	21.8%	97	22.7%	311	21.5%	25	17.4%
Sometimes	368	19.6%	89	20.6%	279	19.3%	26	18.1%
Usually	341	18.2%	76	17.6%	264	18.3%	22	15.3%
Always	756	40.4%	168	39.1%	591	40.9%	71	49.3%
Total	1,873	100.0%	429	100.0%	1,444	100.0%	144	100.0%
Not Answered	19		8		11		0	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	78.22%		77.31%		78.49%		82.64%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	+0.3						+2.2	

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.

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	831	44.4%	184	42.8%	648	45.0%	62	43.1%
Sometimes	412	22.0%	96	22.2%	318	22.1%	27	18.8%
Usually	225	12.0%	53	12.4%	170	11.8%	19	13.2%
Always	402	21.5%	97	22.6%	304	21.1%	36	25.0%
Total	1,870	100.0%	430	100.0%	1,440	100.0%	144	100.0%
Not Answered	22		7		15		0	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	55.56%		57.21%		54.99%		56.94%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	-0.7						-4.8	

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

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About You (continued)

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.

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Never	991	53.5%	218	51.4%	774	54.2%	75	52.4%
Sometimes	349	18.8%	81	19.1%	268	18.8%	24	16.8%
Usually	227	12.3%	59	14.0%	168	11.8%	18	12.6%
Always	286	15.4%	66	15.6%	219	15.3%	26	18.2%
Total	1,853	100.0%	425	100.0%	1,429	100.0%	143	100.0%
Not Answered	39		12		26		1	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	46.52%		48.62%		45.84%		47.55%	
2013 vs. 2011: +/- Change (↑↓ Stat. sig.)	-1.5						-6.6	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	157	28.1%	54	24.8%	104	30.4%	13	34.2%
No	402	71.9%	166	75.2%	238	69.6%	25	65.8%
Don't know	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	559	100.0%	220	100.0%	342	100.0%	38	100.0%
Not Answered	0		0		0		0	
Reporting Category	Aspirin Use and Discussion							
Achievement Score	28.15%		24.76%		30.40%		32.43%	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	599	9.5%	223	8.7%	374	9.9%	29	7.9%
No	5,726	90.5%	2,336	91.3%	3,390	90.1%	337	92.1%
Don't know	522		225		302		32	
Total	6,325	100.0%	2,559	100.0%	3,764	100.0%	366	100.0%
Not Answered	405		207		195		15	

Response scored as: Achievement Room for improvement

About You (continued)

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.]

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	471	39.3%	195	40.0%	247	40.1%	30	45.5%
No	729	60.8%	292	60.0%	368	59.9%	36	54.5%
Total	1,200	100.0%	487	100.0%	615	100.0%	66	100.0%
Not Answered	0		0		0		0	
Reporting Category	Aspirin Use and Discussion							
Achievement Score	39.59%		40.04%		40.14%		45.31%	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,850	40.2%	796	41.8%	1,054	39.1%	97	35.4%
No	2,748	59.8%	1,107	58.2%	1,639	60.9%	177	64.6%
Total	4,598	100.0%	1,903	100.0%	2,693	100.0%	274	100.0%
Not Answered	2,654		1,088		1,568		139	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	2,034	44.2%	809	42.5%	1,229	45.6%	137	50.0%
No	2,564	55.8%	1,094	57.5%	1,464	54.4%	137	50.0%
Total	4,598	100.0%	1,903	100.0%	2,693	100.0%	274	100.0%
Not Answered	2,654		1,088		1,568		139	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,068	23.2%	381	20.0%	693	25.7%	81	29.6%
No	3,530	76.8%	1,522	80.0%	2,000	74.3%	193	70.4%
Total	4,598	100.0%	1,903	100.0%	2,693	100.0%	274	100.0%
Not Answered	2,654		1,088		1,568		139	

Response scored as: Achievement Room for improvement

About You (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	247	8.0%	96	7.4%	150	8.6%	16	8.6%
No	2,823	92.0%	1,210	92.6%	1,605	91.4%	169	91.4%
Total	3,070	100.0%	1,306	100.0%	1,755	100.0%	185	100.0%
Not Answered	4,182		1,685		2,506		228	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	269	8.8%	94	7.2%	174	9.9%	19	10.3%
No	2,801	91.2%	1,212	92.8%	1,581	90.1%	166	89.7%
Total	3,070	100.0%	1,306	100.0%	1,755	100.0%	185	100.0%
Not Answered	4,182		1,685		2,506		228	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	181	5.9%	64	4.9%	118	6.7%	15	8.1%
No	2,889	94.1%	1,242	95.1%	1,637	93.3%	170	91.9%
Total	3,070	100.0%	1,306	100.0%	1,755	100.0%	185	100.0%
Not Answered	4,182		1,685		2,506		228	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,200	39.1%	527	40.4%	673	38.3%	77	41.6%
No	1,870	60.9%	779	59.6%	1,082	61.7%	108	58.4%
Total	3,070	100.0%	1,306	100.0%	1,755	100.0%	185	100.0%
Not Answered	4,182		1,685		2,506		228	

About You (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	145	2.5%	57	2.4%	88	2.5%	9	2.6%
No	5,691	97.5%	2,277	97.6%	3,415	97.5%	339	97.4%
Total	5,836	100.0%	2,334	100.0%	3,503	100.0%	348	100.0%
Not Answered	1,416		657		758		65	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,550	25.6%	490	20.5%	1,070	29.3%	111	30.7%
No	4,497	74.4%	1,904	79.5%	2,587	70.7%	250	69.3%
Total	6,047	100.0%	2,393	100.0%	3,657	100.0%	361	100.0%
Not Answered	1,205		598		604		52	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	980	16.6%	274	11.7%	705	19.8%	63	17.9%
No	4,927	83.4%	2,066	88.3%	2,860	80.2%	289	82.1%
Total	5,907	100.0%	2,340	100.0%	3,565	100.0%	352	100.0%
Not Answered	1,345		651		696		61	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,976	32.6%	680	28.1%	1,300	35.8%	136	38.0%
No	4,081	67.4%	1,743	71.9%	2,336	64.2%	222	62.0%
Total	6,057	100.0%	2,423	100.0%	3,636	100.0%	358	100.0%
Not Answered	1,195		568		625		55	

About You (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,601	26.6%	448	18.8%	1,160	31.9%	107	30.2%
No	4,410	73.4%	1,932	81.2%	2,473	68.1%	247	69.8%
Total	6,011	100.0%	2,380	100.0%	3,632	100.0%	354	100.0%
Not Answered	1,241		611		629		59	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	212	3.6%	59	2.5%	157	4.5%	16	4.6%
No	5,628	96.4%	2,268	97.5%	3,360	95.5%	333	95.4%
Total	5,840	100.0%	2,327	100.0%	3,517	100.0%	349	100.0%
Not Answered	1,412		664		744		64	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,072	18.0%	275	11.6%	803	22.4%	81	23.2%
No	4,874	82.0%	2,091	88.4%	2,778	77.6%	268	76.8%
Total	5,946	100.0%	2,366	100.0%	3,581	100.0%	349	100.0%
Not Answered	1,306		625		680		64	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,991	32.9%	588	24.6%	1,419	38.7%	138	37.9%
No	4,066	67.1%	1,807	75.4%	2,248	61.3%	226	62.1%
Total	6,057	100.0%	2,395	100.0%	3,668	100.0%	364	100.0%
Not Answered	1,195		596		593		49	

About You (continued)

Q62. What is your age?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
18 to 24	1,006	13.9%	444	14.8%	563	13.2%	47	11.4%
25 to 34	1,484	20.5%	569	19.0%	914	21.5%	88	21.3%
35 to 44	1,480	20.4%	578	19.3%	901	21.1%	86	20.8%
45 to 54	1,759	24.3%	717	24.0%	1,040	24.4%	105	25.4%
55 to 64	1,439	19.8%	623	20.8%	818	19.2%	85	20.6%
65 or older	84	1.2%	59	2.0%	25	0.6%	2	0.5%
Total	7,252	100.0%	2,991	100.0%	4,261	100.0%	413	100.0%
Not Answered	0		0		0		0	

Q63. Are you male or female?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Male	2,722	37.5%	1,144	38.2%	1,586	37.2%	159	38.5%
Female	4,530	62.5%	1,847	61.8%	2,675	62.8%	254	61.5%
Total	7,252	100.0%	2,991	100.0%	4,261	100.0%	413	100.0%
Not Answered	0		0		0		0	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
8th grade or less	610	9.0%	317	11.7%	286	7.1%	30	7.6%
Some high school but did not graduate	1,133	16.8%	482	17.7%	643	16.0%	52	13.2%
High school graduate or GED	2,275	33.7%	852	31.3%	1,426	35.4%	132	33.5%
Some college or 2-year degree	1,875	27.8%	662	24.3%	1,225	30.4%	142	36.0%
4-year college graduate	552	8.2%	274	10.1%	282	7.0%	28	7.1%
More than 4-year college degree	296	4.4%	133	4.9%	164	4.1%	10	2.5%
Total	6,741	100.0%	2,721	100.0%	4,025	100.0%	394	100.0%
Not Answered	511		270		236		19	

About You (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1,775	26.4%	1,061	38.9%	671	16.8%	35	9.2%
No, Not Hispanic or Latino	4,946	73.6%	1,667	61.1%	3,322	83.2%	344	90.8%
Total	6,721	100.0%	2,728	100.0%	3,993	100.0%	379	100.0%
Not Answered	531		263		268		34	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	3,239	48.3%	691	25.7%	2,577	64.1%	238	61.0%
No	3,467	51.7%	1,999	74.3%	1,444	35.9%	152	39.0%
Total	6,706	100.0%	2,691	100.0%	4,021	100.0%	390	100.0%
Not Answered	546		300		240		23	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,461	21.8%	672	25.0%	787	19.6%	103	26.4%
No	5,245	78.2%	2,019	75.0%	3,234	80.4%	287	73.6%
Total	6,706	100.0%	2,691	100.0%	4,021	100.0%	390	100.0%
Not Answered	546		300		240		23	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	833	12.4%	602	22.4%	233	5.8%	20	5.1%
No	5,873	87.6%	2,088	77.6%	3,788	94.2%	370	94.9%
Total	6,706	100.0%	2,691	100.0%	4,021	100.0%	390	100.0%
Not Answered	546		300		240		23	

About You (continued)

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	74	1.1%	38	1.4%	34	0.9%	2	0.5%
No	6,632	98.9%	2,652	98.6%	3,987	99.1%	388	99.5%
Total	6,706	100.0%	2,691	100.0%	4,021	100.0%	390	100.0%
Not Answered	546		300		240		23	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	194	2.9%	46	1.7%	148	3.7%	9	2.3%
No	6,512	97.1%	2,645	98.3%	3,873	96.3%	381	97.7%
Total	6,706	100.0%	2,691	100.0%	4,021	100.0%	390	100.0%
Not Answered	546		300		240		23	

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

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
Yes	1,216	18.1%	713	26.5%	480	11.9%	28	7.2%
No	5,490	81.9%	1,978	73.5%	3,541	88.1%	362	92.8%
Total	6,706	100.0%	2,691	100.0%	4,021	100.0%	390	100.0%
Not Answered	546		300		240		23	

About You (continued)

Q67. What language do you mainly speak at home?

	Statewide		NYC		Rest of State		Univera Community Health	
	N	%	N	%	N	%	N	%
English	4,443	67.3%	1,241	46.9%	3,243	81.9%	340	89.2%
Spanish	1,124	17.0%	707	26.7%	383	9.7%	15	3.9%
English and Spanish equally	190	2.9%	101	3.8%	84	2.1%	5	1.3%
Russian	68	1.0%	51	1.9%	18	0.4%	2	0.5%
Mandarin	102	1.5%	97	3.7%	6	0.2%	0	0.0%
Cantonese	116	1.8%	115	4.3%	5	0.1%	0	0.0%
Some Other Language	563	8.5%	334	12.6%	224	5.6%	19	5.0%
Total	6,606	100.0%	2,647	100.0%	3,962	100.0%	381	100.0%
Not Answered	646		344		299		32	

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 <u>completely</u>. Use only <u>black or blue ink</u> or <u>dark pencil</u> to complete the survey.**

Correct Mark ● **Incorrect Marks**

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

● **Yes ➔ *Go to Question 1***
○ **No**

⬇ START HERE ⬇

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

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

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

   _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

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

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

6. In the last 6 months, 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	○	○
b. Exercise or physical activity	○	○
c. Things in your life that worry you or cause you stress	○	○
d. Whether you felt sad, empty, or depressed	○	○
e. Smoking or using tobacco products	○	○
f. Alcohol or other drug use	○	○

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?

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

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

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

YOUR HEALTH PLAN

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

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 <u>mental or emotional health</u>?

- ○ 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	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

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 <u>mainly</u> 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