



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

Continuous Quality Improvement Report

February 2016



Background	1
Executive Summary	2
CAHPS® 5.0H Ratings	
CAHPS® 5.0H Composites	
Key Measure Summary	4
Sample Profile	5
Sample Disposition	6
Response Rate Report	7
Trend Analysis	
Methodology	9
Introduction	
Survey Milestones	
Sampling Frame	
Questionnaire	
Selection of Cases for Analysis	
Definition of Achievement Scores	
Composites	
Correlation to Satisfaction	
Comparisons	
Statistical Testing	
Case-Mix Analysis	
Using This Report	12
Graphs/Results	
Overall Rating Questions	14
Composites	18
Medical Assistance with Smoking Cessation	36
Single Items	39
Correlation Analysis	55
MetroPlus Health Plan Overall	56
Rating Question Details	57
Responses by Question	61
Appendix A: Questionnaire	

Background

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

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

DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2015. The instrument used for the administration of the survey was the CAHPS® 5.0H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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Executive Summary

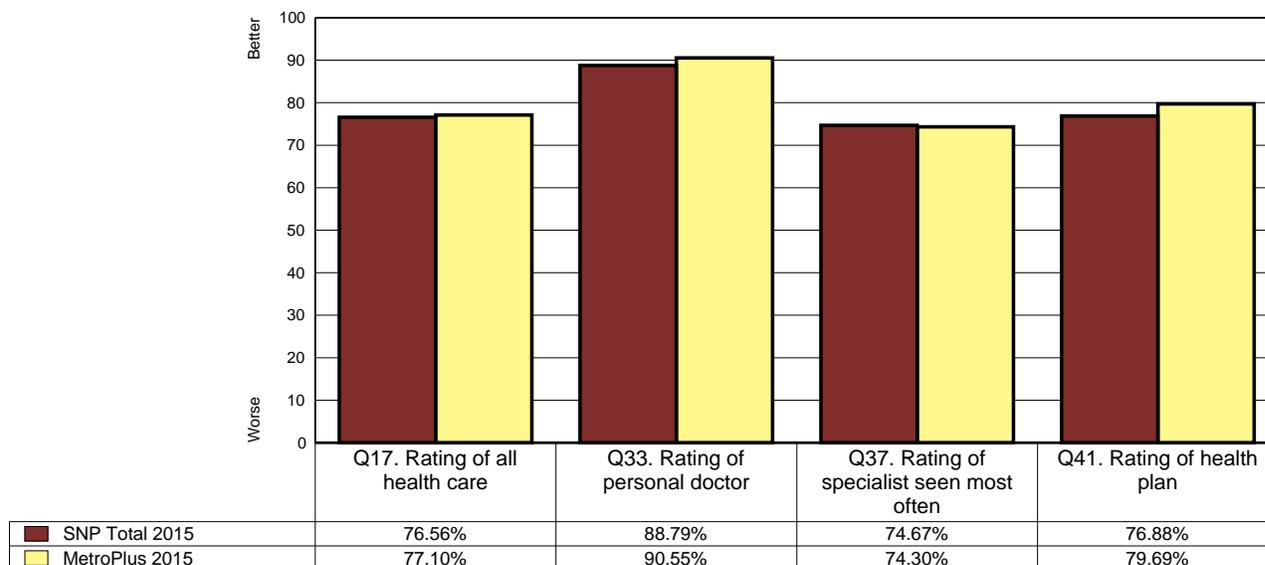
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2015 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (four mailings, followed by phone follow-up of non-responders) during the period September 15, 2015, through December 7, 2015, using a standardized survey procedure and questionnaire. A total of 554 responses were received resulting in a 37.6% response rate. The disposition of surveys is contained at the end of this section.

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

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Plan-level and SNP Total results are presented below. Plan results are compared to the SNP Total achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Overall Rating Questions (8, 9 or 10)

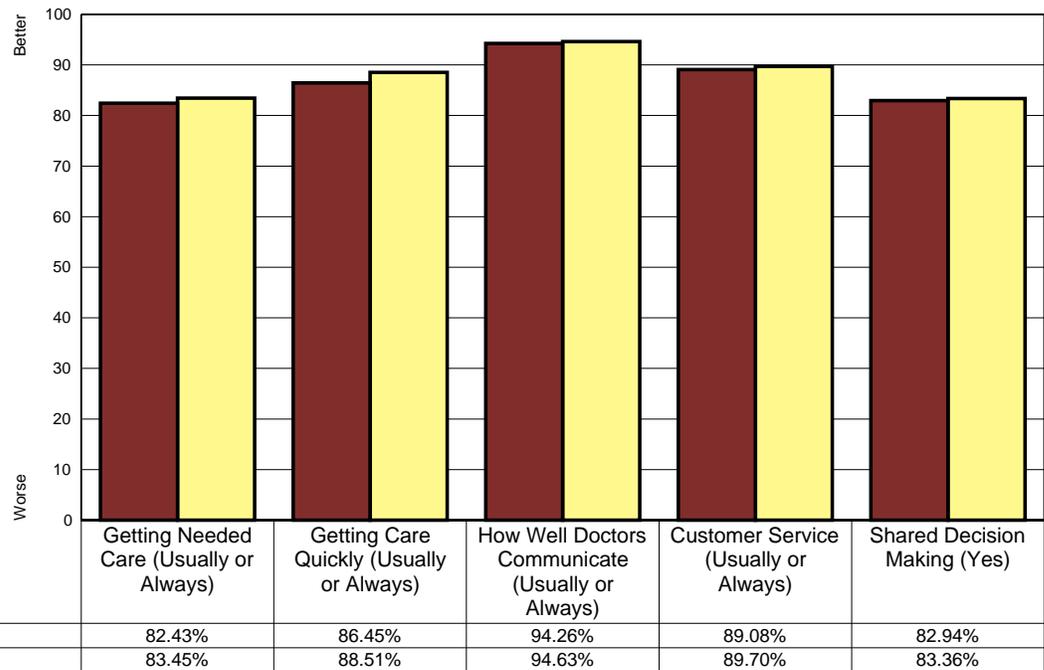


↑↓ Statistically significantly better/worse than SNP Total 2015.

Summary of Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Plan-level and SNP Total results are presented below. Plan results are compared to the SNP Total achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Composites



↑↓ Statistically significantly better/worse than SNP Total 2015.

Key Measure Summary

NYSDOH SNP Medicaid Managed Care Plans 2015

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)	Rating of all health care	Rating of personal doctor	Rating of specialist seen most often	Rating of health plan
SNP Total	82	86	94	89	83	77	89	75	77
Amidacare	81	85	93	90	85	74	87	74	78
MetroPlus Select Health	83	89	95	90	83	77	91	74	80
VNSNY CHOICE	83	86	95	88	81	78	88	76	73 ▼

▲ ▼ Statistically significantly better/worse than SNP Total 2015.

Respondent Sample Profile

Age (years)	SNP Total	MetroPlus Health Plan
18 to 24	1.3%	1.8%
25 to 34	5.9%	6.7%
35 to 44	14.0%	13.4%
45 to 54	39.2%	38.6%
55 to 64	38.5%	38.4%
65 to 74	1.1%	1.2%
75 or older	0.1%	0.0%

Gender	SNP Total	MetroPlus Health Plan
Male	62.1%	60.0%
Female	37.9%	40.0%

Highest grade or level of school completed	SNP Total	MetroPlus Health Plan
8th grade or less	10.6%	11.9%
Some high school, but did not graduate	27.9%	29.6%
High school graduate or GED	28.9%	31.0%
Some college or 2-year degree	22.8%	20.4%
4-year college graduate	6.0%	5.0%
More than 4-year college graduate	3.8%	2.2%

Hispanic or Latino	SNP Total	MetroPlus Health Plan
Yes, Hispanic or Latino	46.7%	42.4%
No, Not Hispanic or Latino	53.3%	57.6%

Race	SNP Total	MetroPlus Health Plan
White	20.3%	16.5%
Black or African-American	52.4%	57.4%
Asian	2.2%	2.6%
Native Hawaiian or Other Pacific Islander	1.3%	0.6%
American Indian or Alaska Native	3.6%	1.9%
Other	28.9%	27.0%

Rating of Overall Health	SNP Total	MetroPlus Health Plan
Excellent	16.2%	17.7%
Very good	25.4%	26.0%
Good	32.6%	31.8%
Fair	21.8%	20.8%
Poor	3.9%	3.7%

Sample Disposition

	SNP Total	MetroPlus Health Plan
First mailing - sent	4,500	1,500
First mailing - usable survey returned*	925	315
Second mailing - sent	3,881	1,299
Second mailing - usable survey returned*	355	126
Phone - usable surveys*	329	113
Total - usable surveys	1,609	554
Ineligible: According to population criteria‡‡	28	9
Ineligible: Language barrier†	31	14
Ineligible: Deceased†	3	1
Ineligible: Mentally or physically unable to complete survey†	4	2
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	359	111
Refusal/Returned survey blank	94	29
Nonresponse - Unavailable by mail or phone	2,372	780
Response Rate	36.3%	37.6%

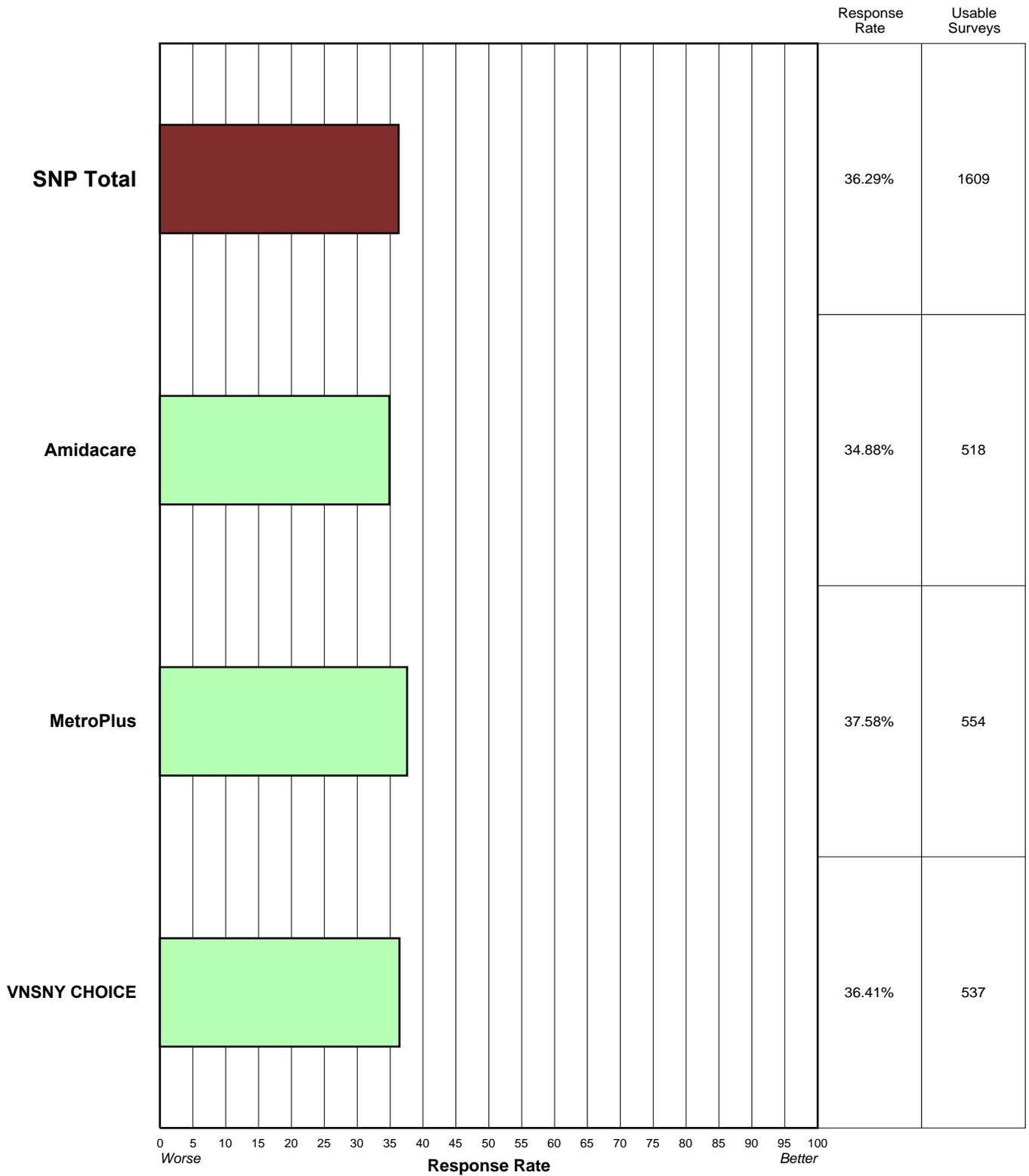
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates



■ SNP Total 2015

■ Health Plans 2015

Trend Analysis - 2015 vs. 2013

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2013. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions from the Shared Decision Making Composite (Questions 11 and 12) as well as the flu shot question (Question 45) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2013 and 2015 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	MetroPlus 2015 Score	MetroPlus 2013 Score	Point Change	Composite/ Question Group
Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	83.8%	73.3%	+ 10.5 ▲	Single Items
Q39. Health plan's customer service usually or always gave needed information or help	83.4%	76.0%	+ 7.3	Customer Service
Q35. Usually or always get an appointment to see a specialist as soon as you needed	75.9%	70.2%	+ 5.7	Getting Needed Care
Q52. 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.]	55.3%	50.0%	+ 5.3	Aspirin Use and Discussion
Q24. Rating of alcohol, drug, or addiction treatment or counseling	70.5%	65.3%	+ 5.1	Single Items
Q40. Usually or always treated with courtesy and respect by health plan's customer service staff	96.0%	91.1%	+ 5.0 ▲	Customer Service
Q23. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	84.4%	79.6%	+ 4.8	Single Items
Q50. Take aspirin daily or every other day [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]	29.6%	25.0%	+ 4.6	Aspirin Use and Discussion
Q4. Usually or always got care right away as soon as you needed	90.9%	86.5%	+ 4.4	Getting Care Quickly
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed	86.1%	83.8%	+ 2.3	Getting Care Quickly
Q17. Rating of all health care	77.1%	80.2%	- 3.1	Ratings
Q9b. Doctor or other health provider talked about exercise or physical activity	74.7%	77.8%	- 3.1	Single Items
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	83.7%	87.3%	- 3.6	Single Items
Q48. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	77.8%	81.5%	- 3.7	Medical Assistance with Smoking Cessation
Q9a. Doctor or other health provider talked about a healthy diet and eating habits	78.9%	82.9%	- 4.1	Single Items
Q47. Advised by doctor or other health provider to quit smoking or using tobacco	90.9%	95.3%	- 4.4	Medical Assistance with Smoking Cessation
Q9e. Doctor or other health provider talked about smoking or using tobacco products	63.4%	69.2%	- 5.8	Single Items
Q9c. Doctor or other health provider talked about things in your life that worry you or cause you stress	70.2%	76.1%	- 5.9	Single Items
Q9f. Doctor or other health provider talked about alcohol or other drug use	50.9%	59.0%	- 8.0 ▼	Single Items
Q9d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	61.6%	73.3%	- 11.7 ▼	Single Items

Better



Worse



▲ ▼ Statistically significantly higher/lower than 2013 score.

Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS SNPs as of July 2015 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. 1st questionnaire packets mailed: September 15, 2015
2. Reminder postcards mailed: September 23, 2015
3. 2nd questionnaire packets mailed: October 14, 2015
4. Phone field opened: October 26, 2015
5. Mail and phone field closed: December 7, 2015

Sampling Frame

A random sample of 1500 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of July 2015.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.0H 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 15 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 63 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least one question. Complete interviews were obtained from 1,609 NYSDOH Medicaid SNP members, and the overall project response rate was 36.3%.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for survey questions represent the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. Responses of "Yes" 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. For the smoking questions, responses of "Sometimes", "Usually" or "Always" are considered achievements.

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

- Q18. Usually or always got care, tests or treatment you thought you needed
- Q35. 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
- Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

How Well Doctors Communicate

- Q27. Personal doctor usually or always explained things in way that was easy to understand
- Q28. Personal doctor usually or always listened carefully to you
- Q29. Personal doctor usually or always showed respect for what you had to say
- Q30. Personal doctor usually or always spent enough time with you

Customer Service

- Q39. Health plan's customer service usually or always gave needed information or help
- Q40. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

- Q11. Doctor/provider talked about reasons you might want to take a medicine
- Q12. Doctor/provider talked about reasons you might not want to take a medicine
- Q13. Doctor/provider asked what you thought was best for you

The CAHPS® 5.0H Adult Medicaid core survey contains a revision to the Shared Decision Making composite; the response options and question text for two of the three questions were changed. Due to these revisions in the Shared Decision Making composite, the composite and two of the questions comprising it are not considered eligible for trend comparisons.

Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the question items comprising the five composites and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure. Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays for the SNP the ten items at the top of the list and the ten items at the bottom, with their 2013 and 2015 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

Statistical Testing

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

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2015 are case-mix adjusted for age (Q56), health status (Q43) and education (Q58). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the SNP and have been shown to affect SNP and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

All achievement scores based on questions in the "About Your Health" and "About You" sections are not case-mix adjusted. Case-mix adjustment is also not applied to the achievement scores for the Question 9 series.

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" 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 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 and Single Items

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

Correlation Analysis

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

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated 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.

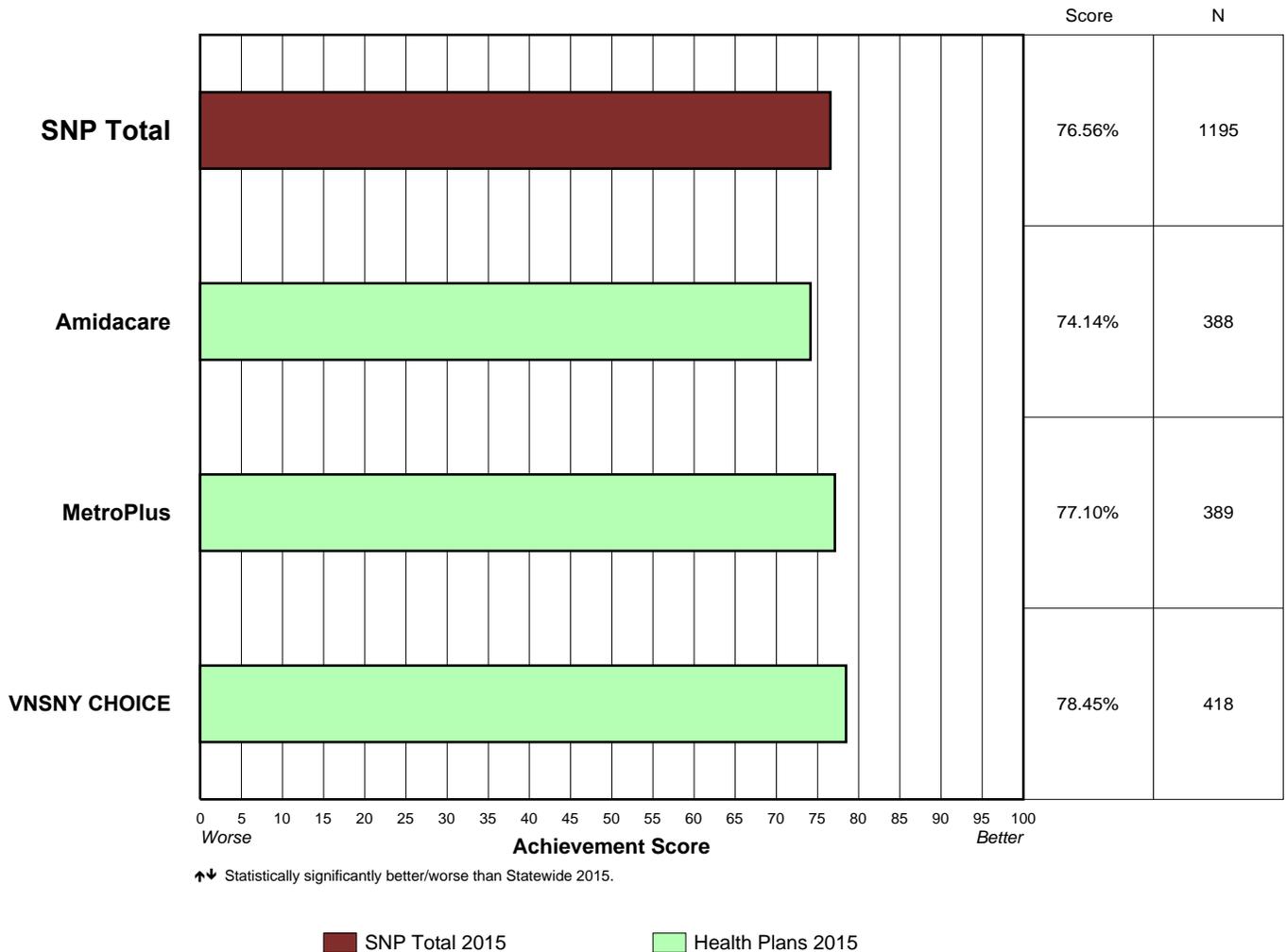
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Overall Ratings

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

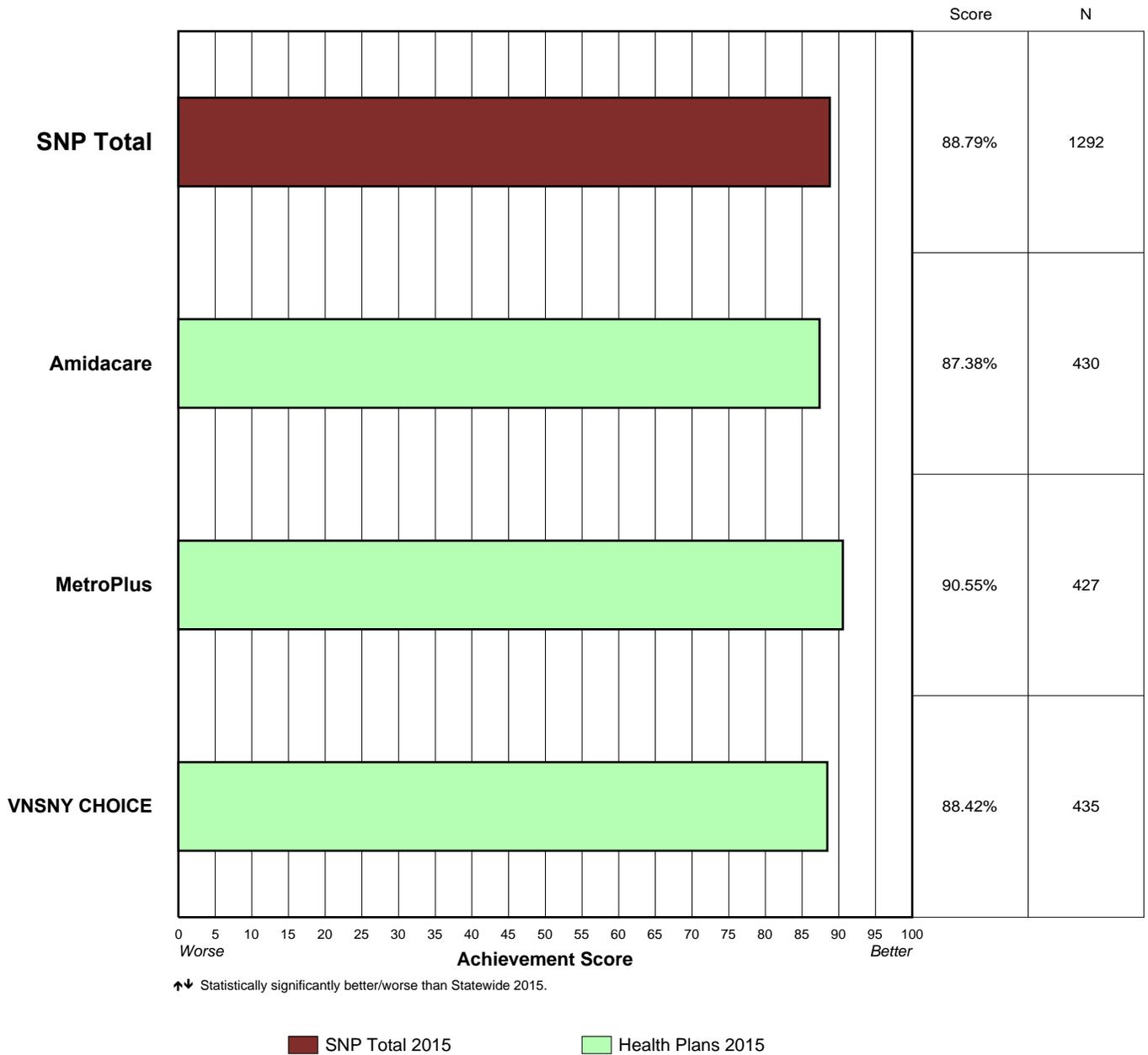
For each rating graph, plan-level and SNP Total results are presented and plan scores are compared to the SNP Total for statistical significance.

Q17. Rating of all health care (8, 9 or 10)



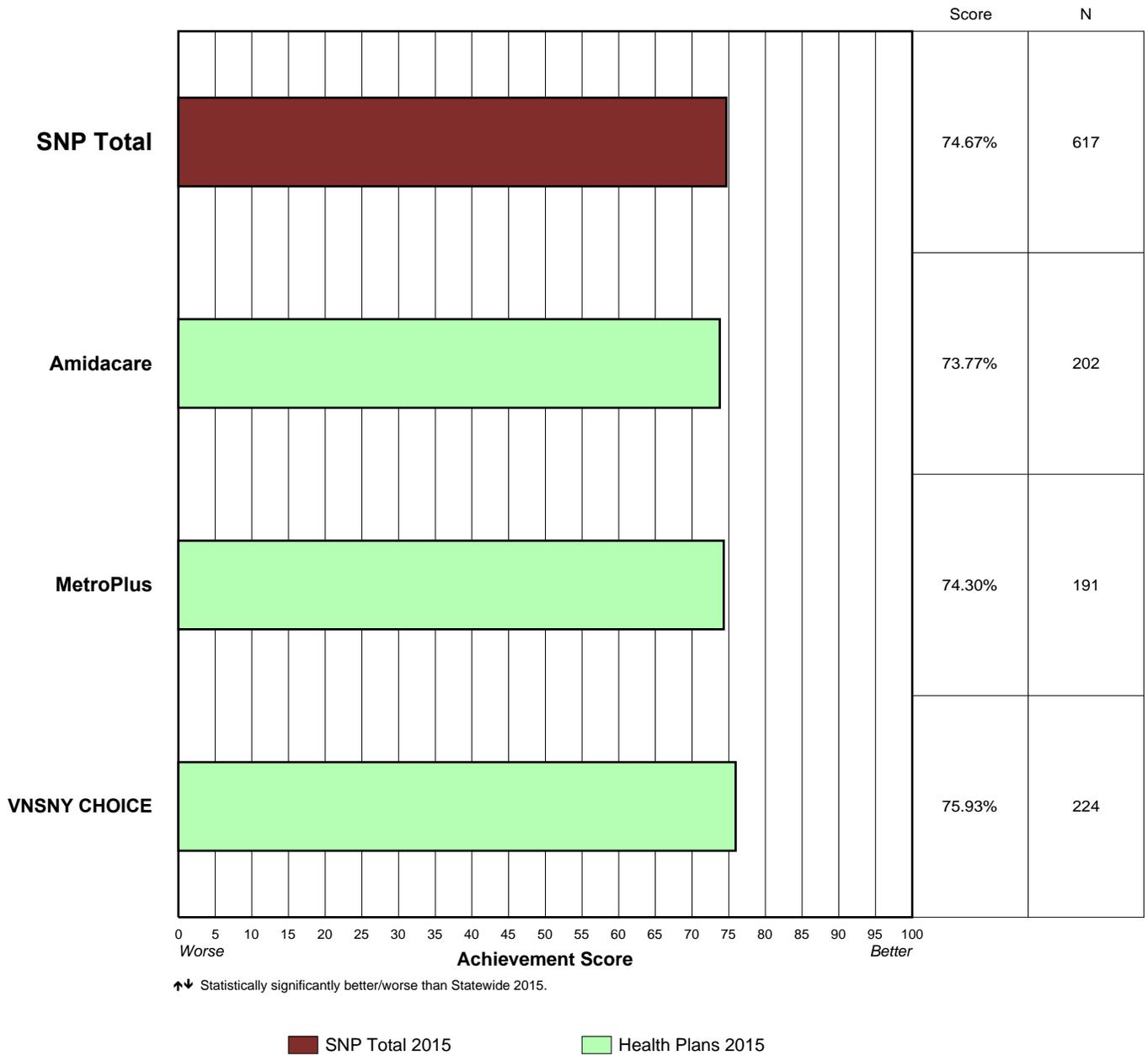
Overall Ratings

Q33. Rating of personal doctor (8, 9 or 10)



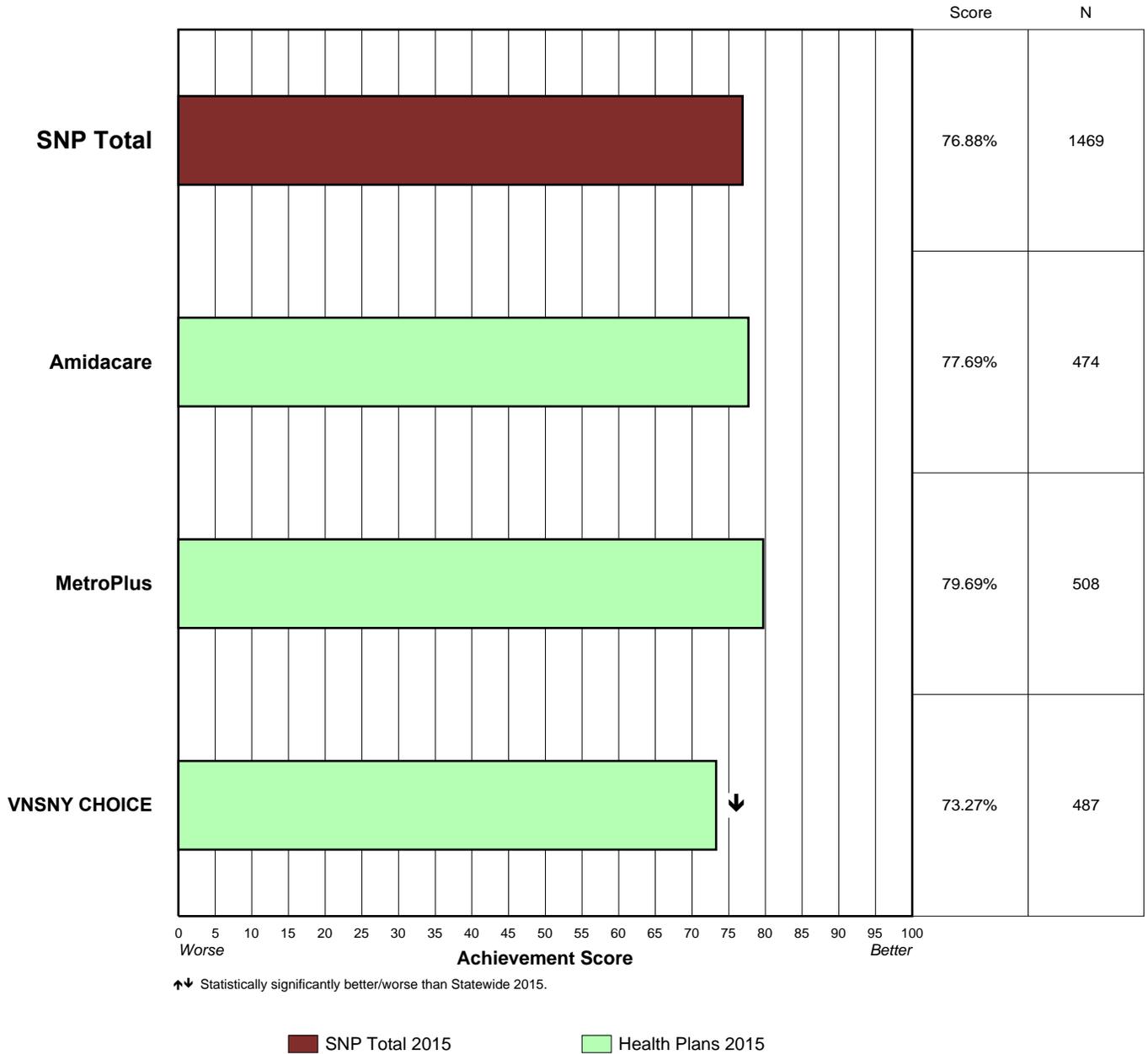
Overall Ratings

Q37. Rating of specialist seen most often (8, 9 or 10)



Overall Ratings

Q41. Rating of health plan (8, 9 or 10)



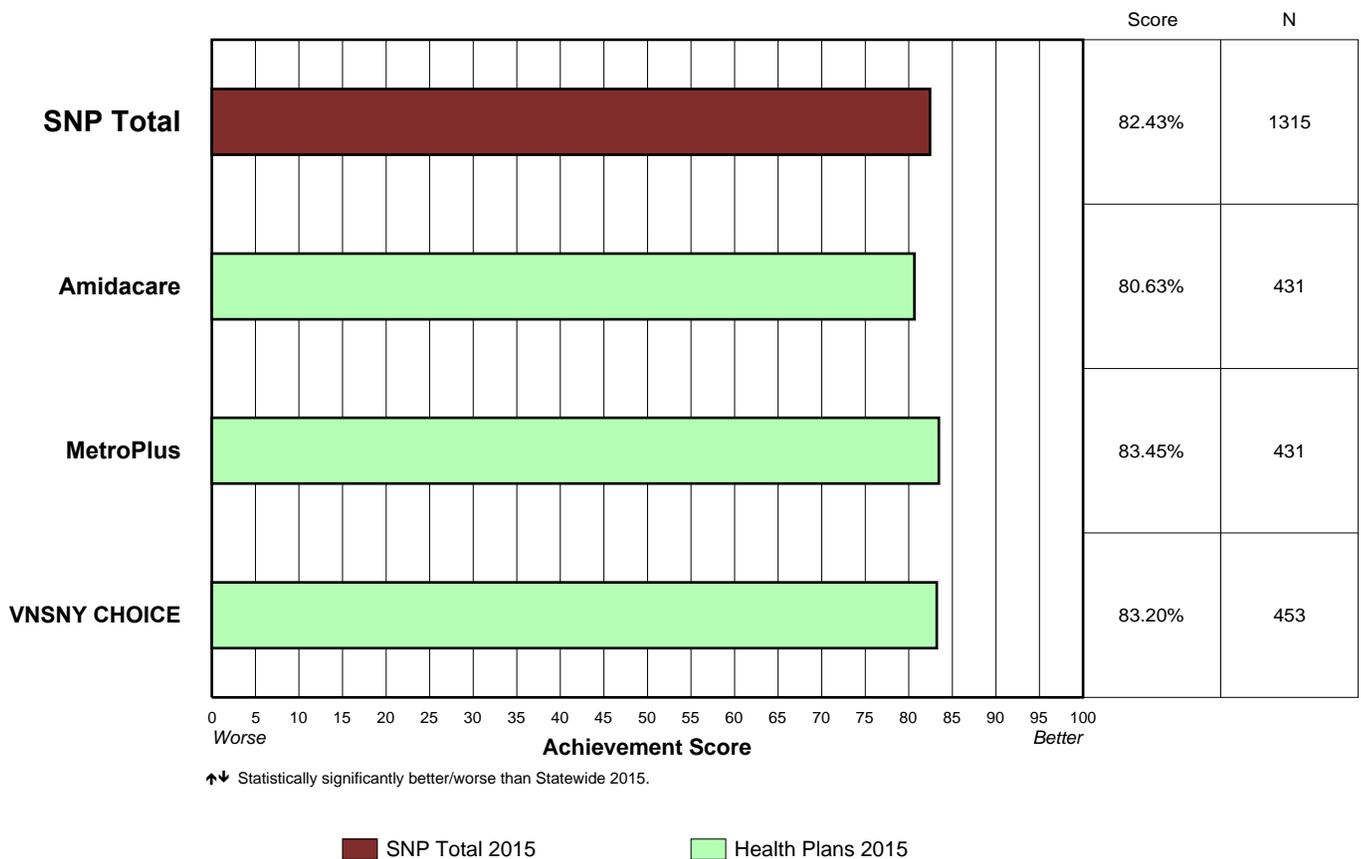
Composites

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

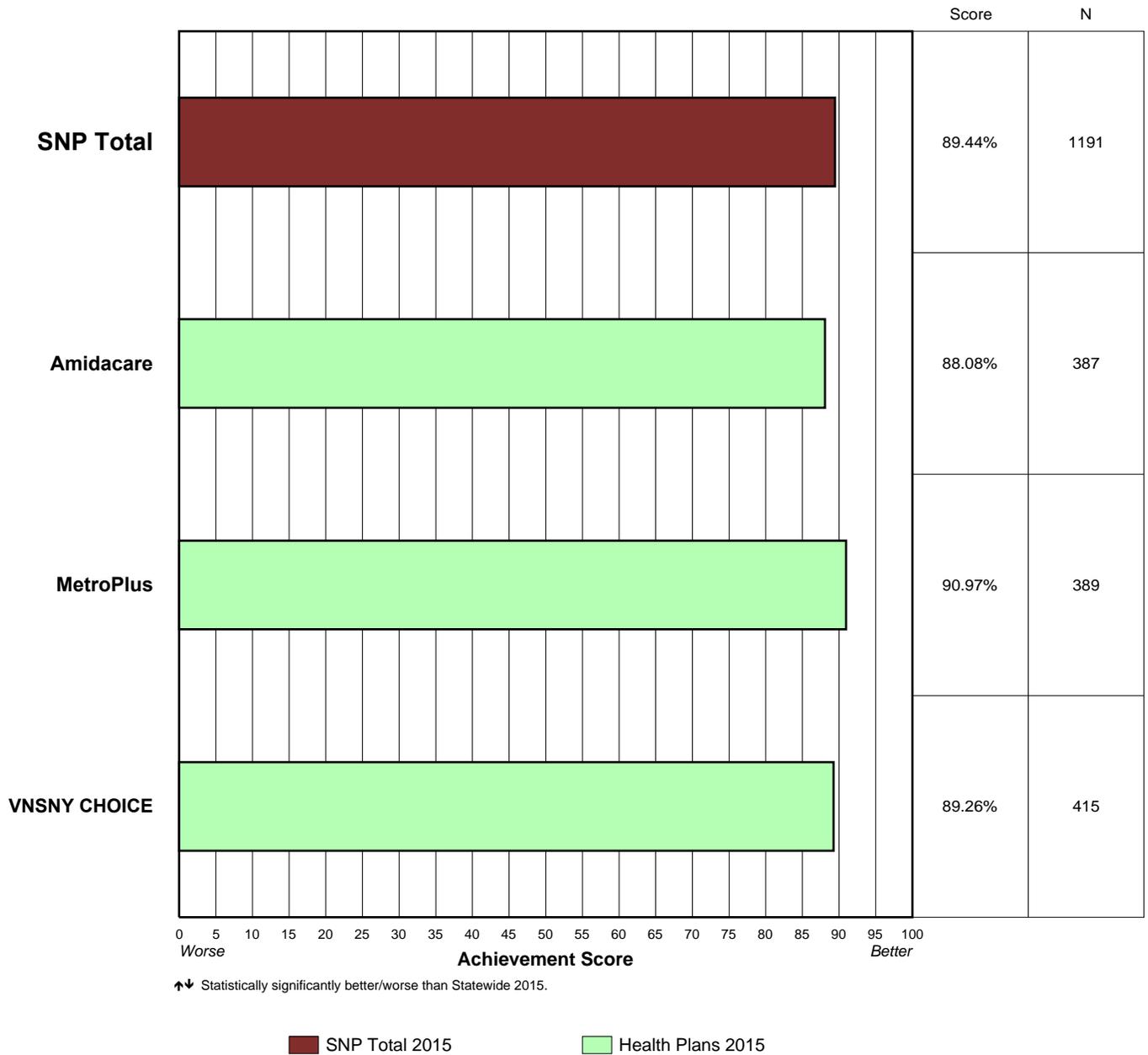
For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Getting Needed Care (Usually or Always)



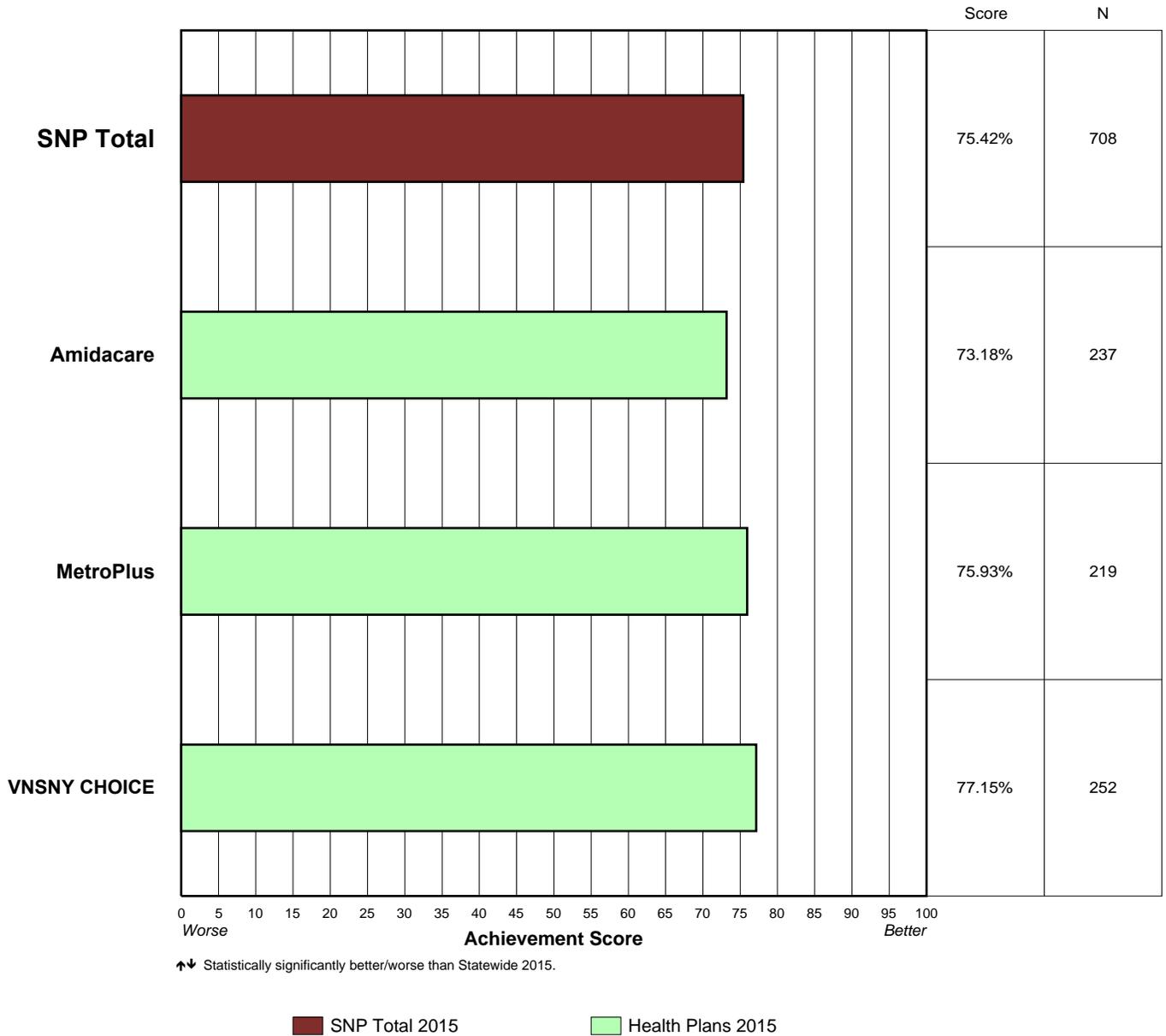
Getting Needed Care (Usually or Always)

Q18. Usually or always got care, tests or treatment you thought you needed

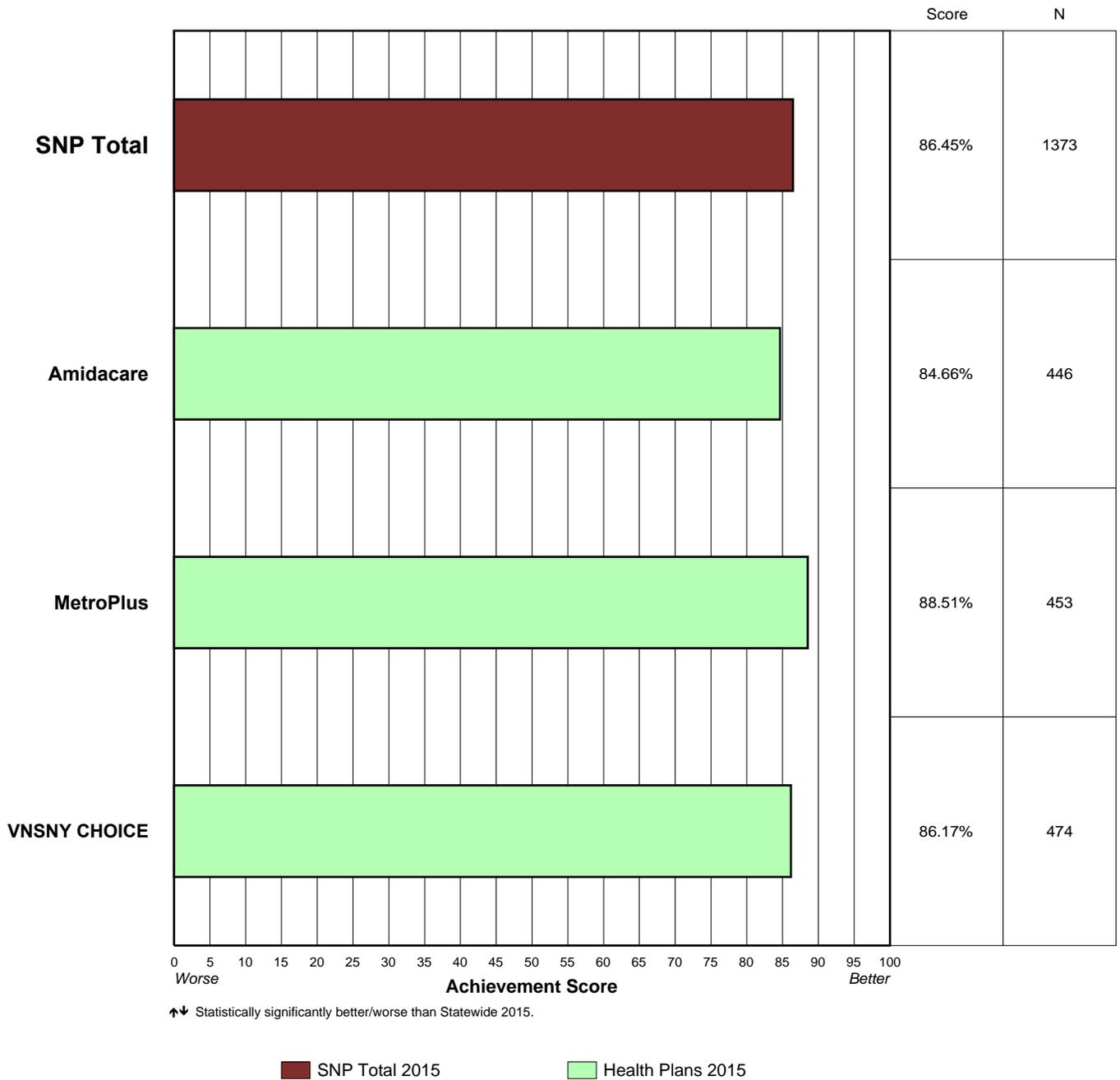


Getting Needed Care (Usually or Always)

Q35. Usually or always get an appointment to see a specialist as soon as you needed

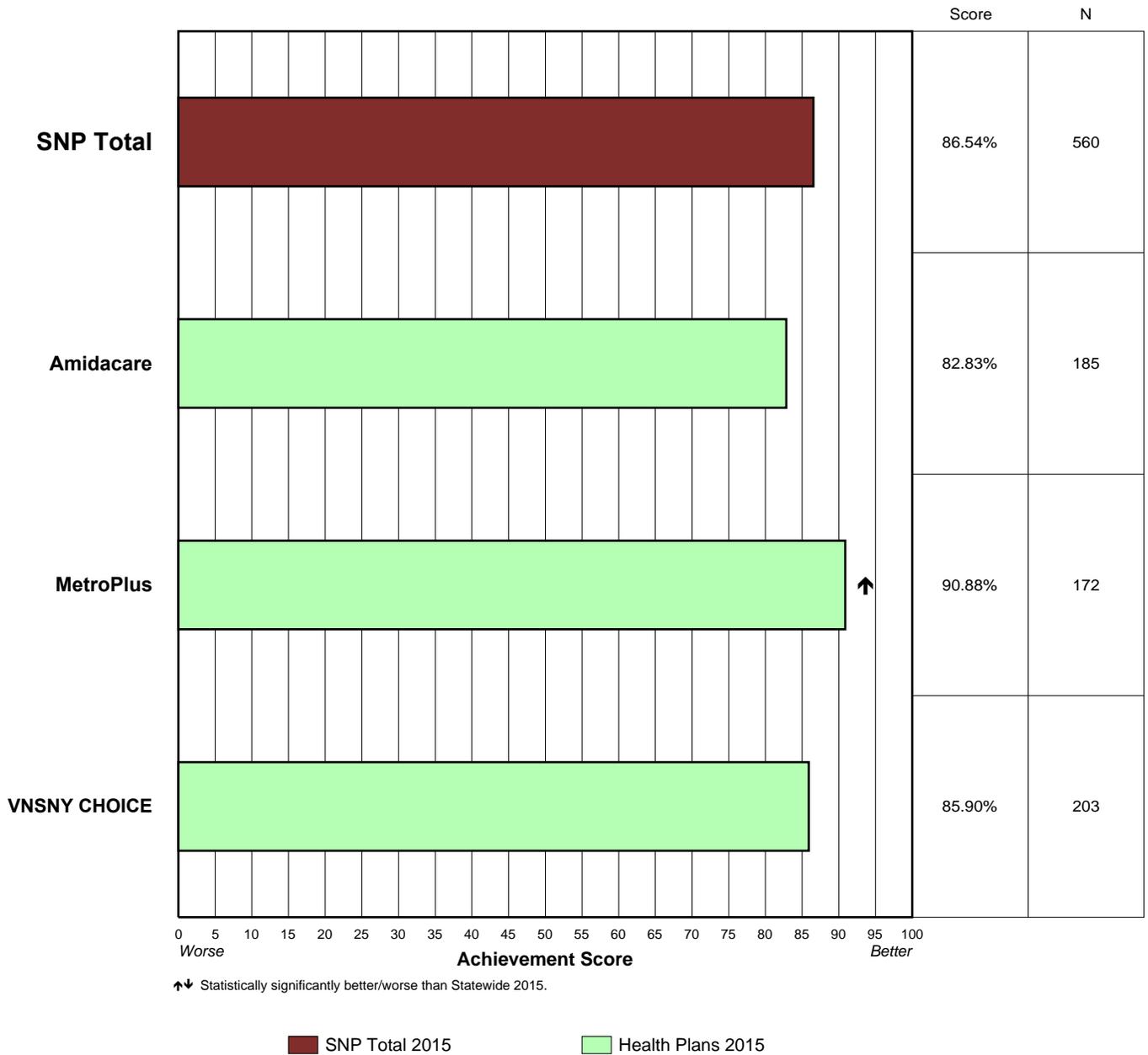


Getting Care Quickly (Usually or Always)



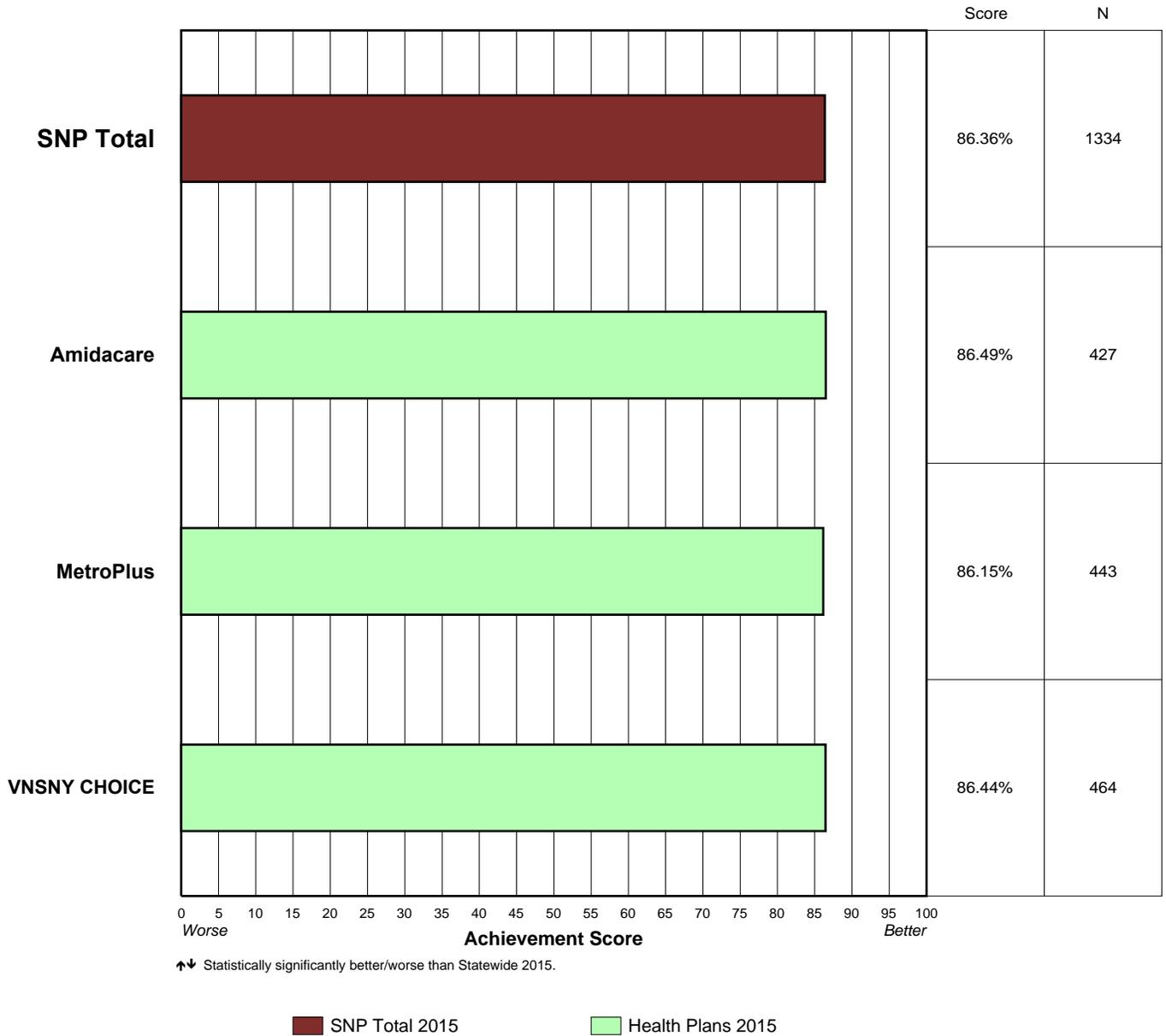
Getting Care Quickly (Usually or Always)

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

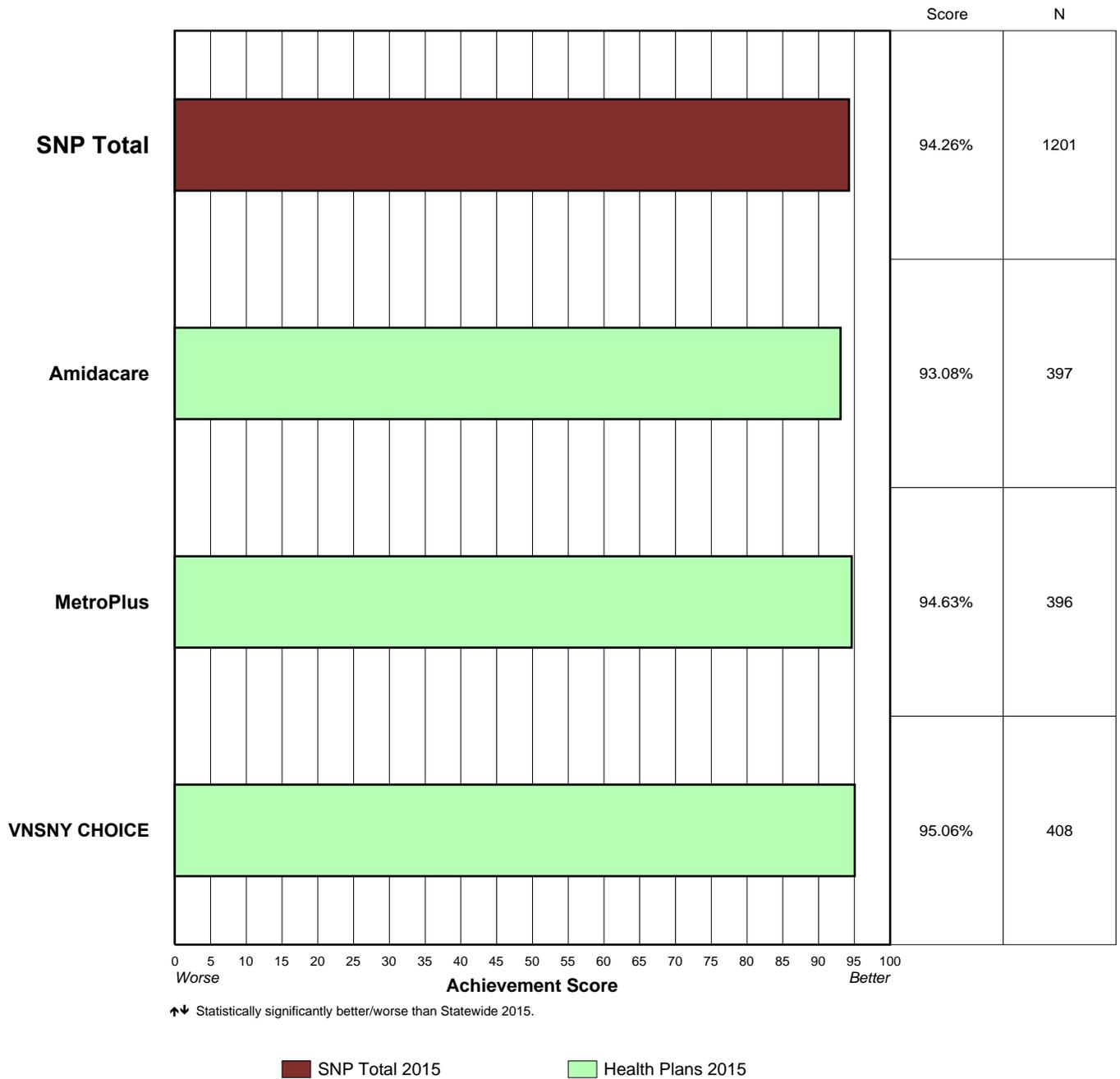


Getting Care Quickly (Usually or Always)

Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

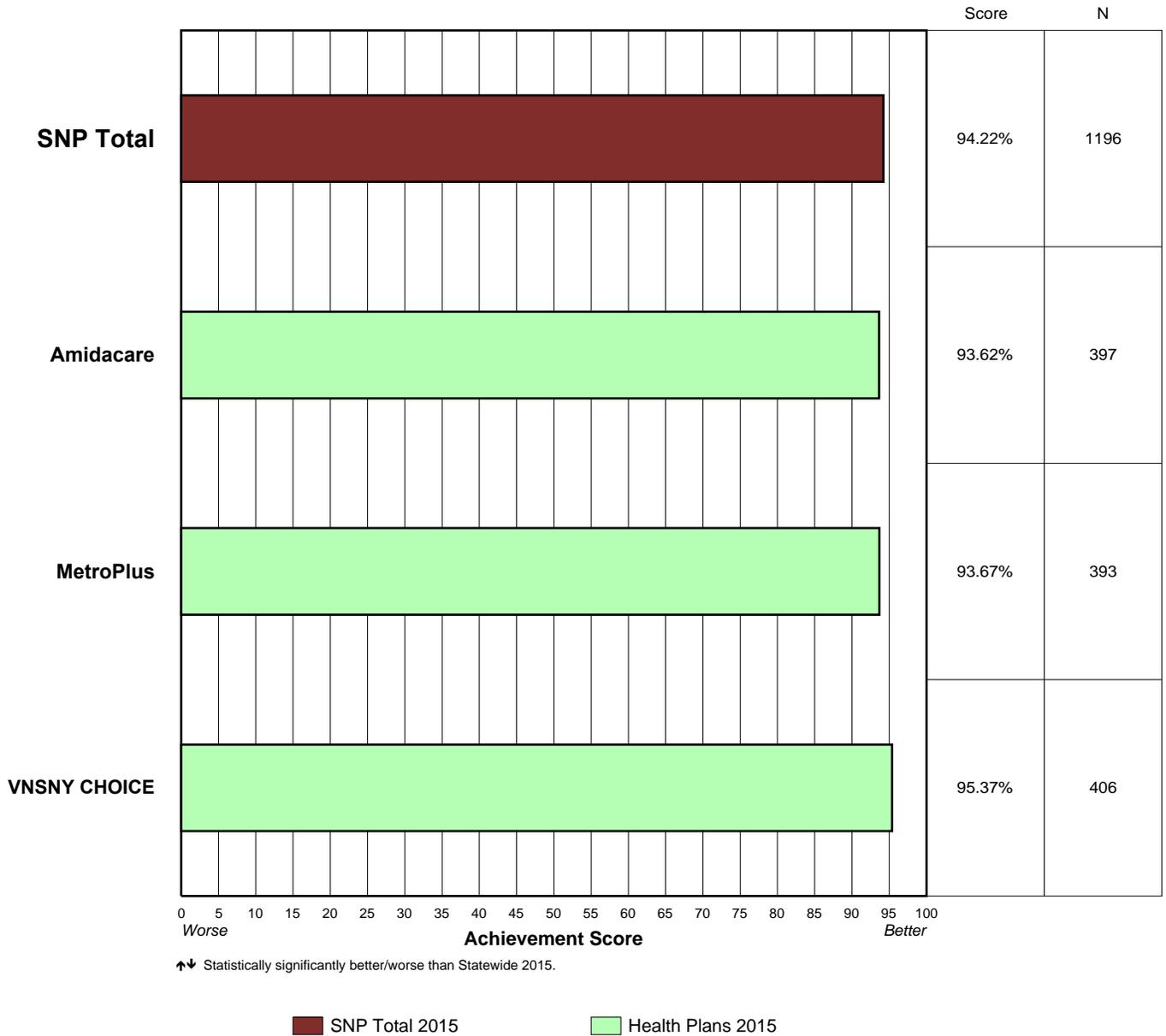


How Well Doctors Communicate (Usually or Always)



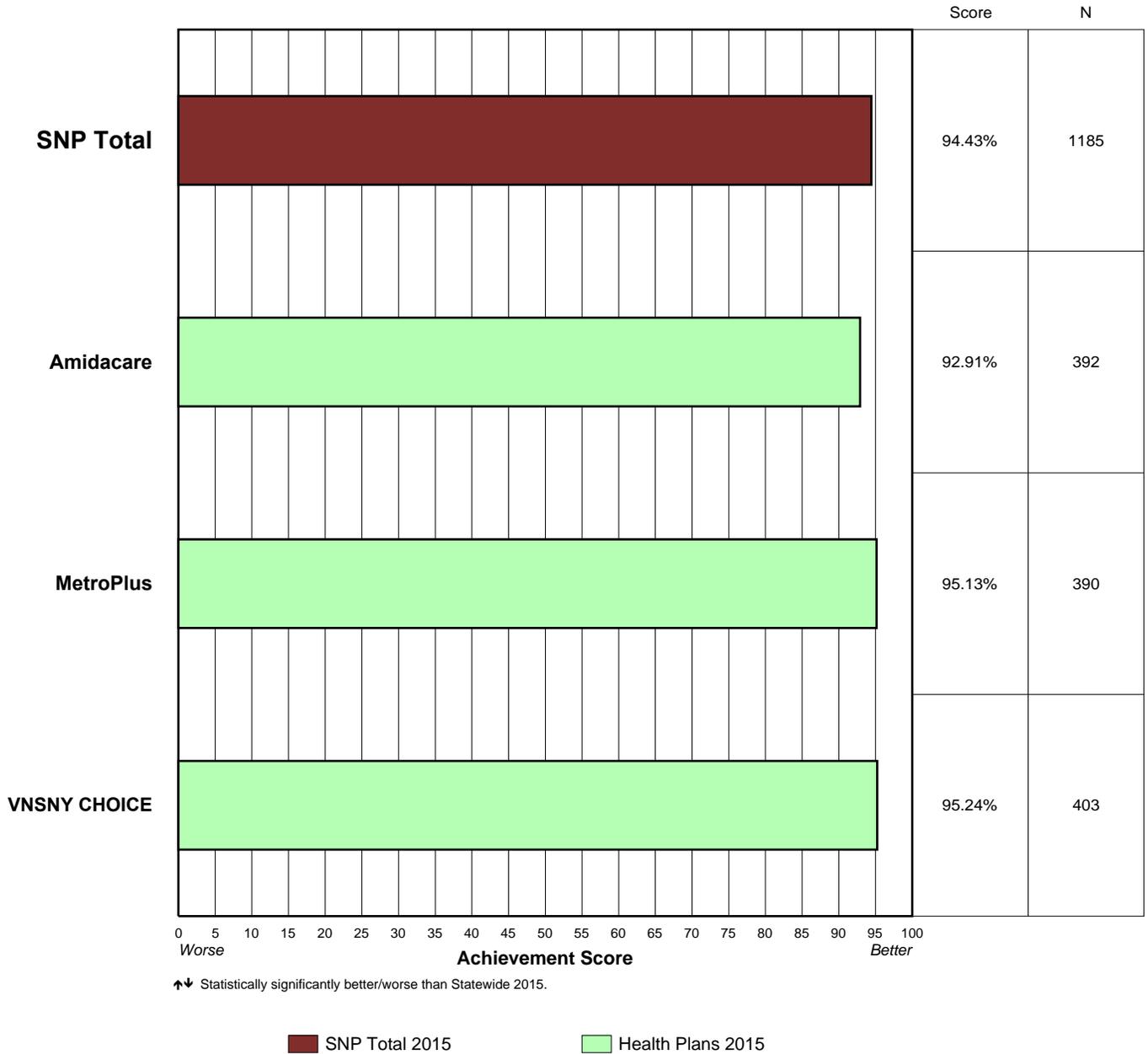
How Well Doctors Communicate (Usually or Always)

Q27. Personal doctor usually or always explained things in way that was easy to understand



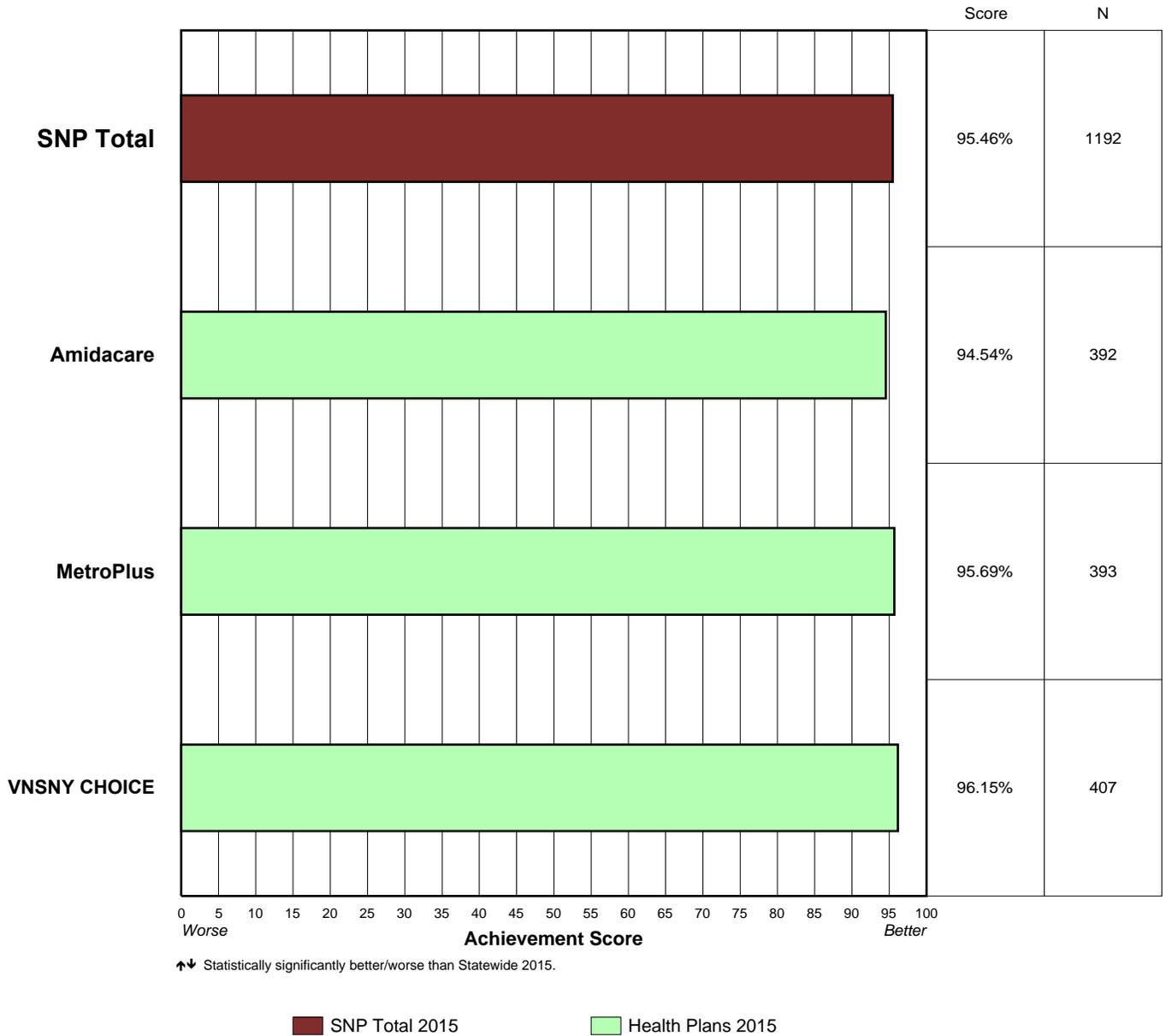
How Well Doctors Communicate (Usually or Always)

Q28. Personal doctor usually or always listened carefully to you



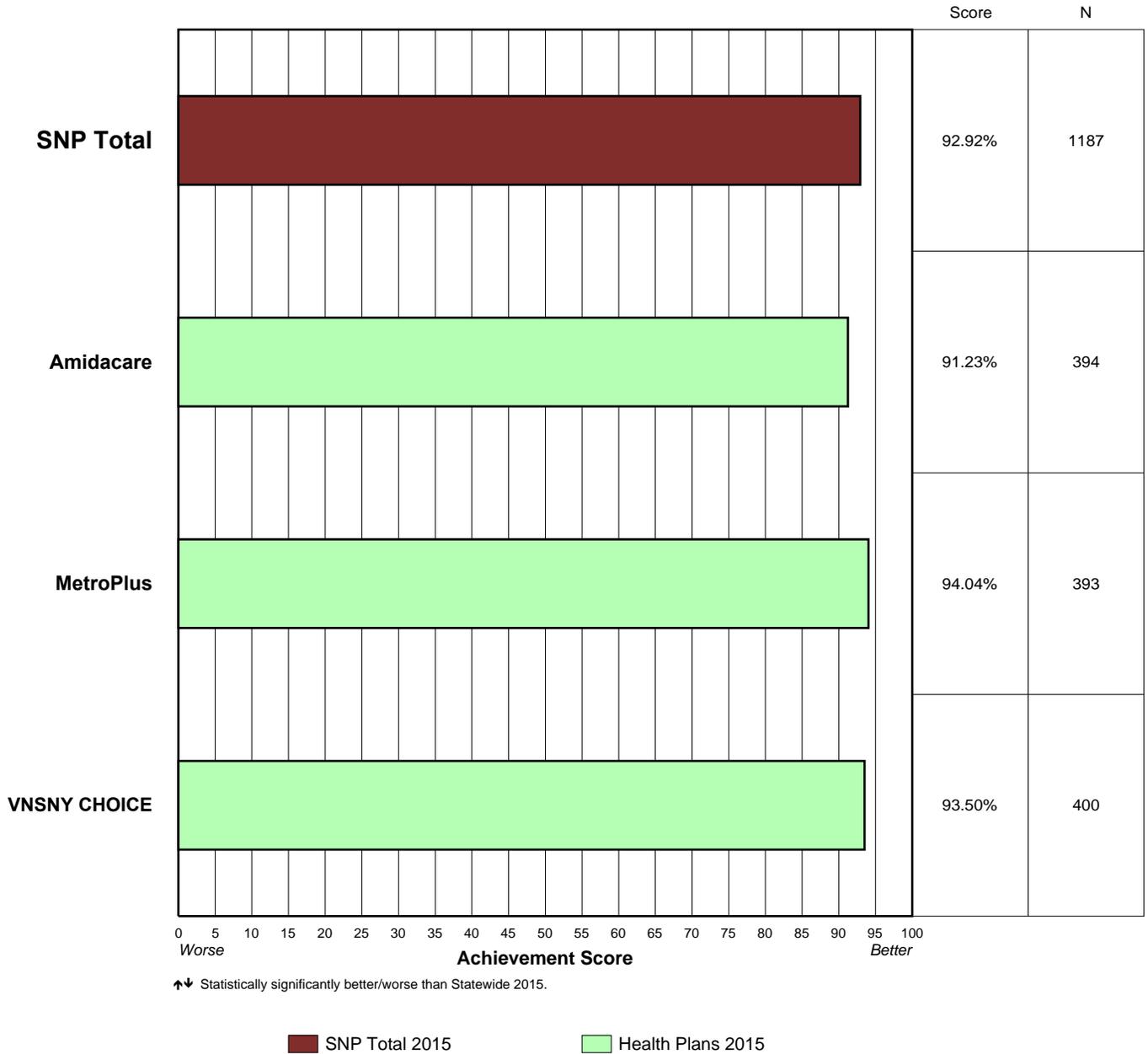
How Well Doctors Communicate (Usually or Always)

Q29. Personal doctor usually or always showed respect for what you had to say

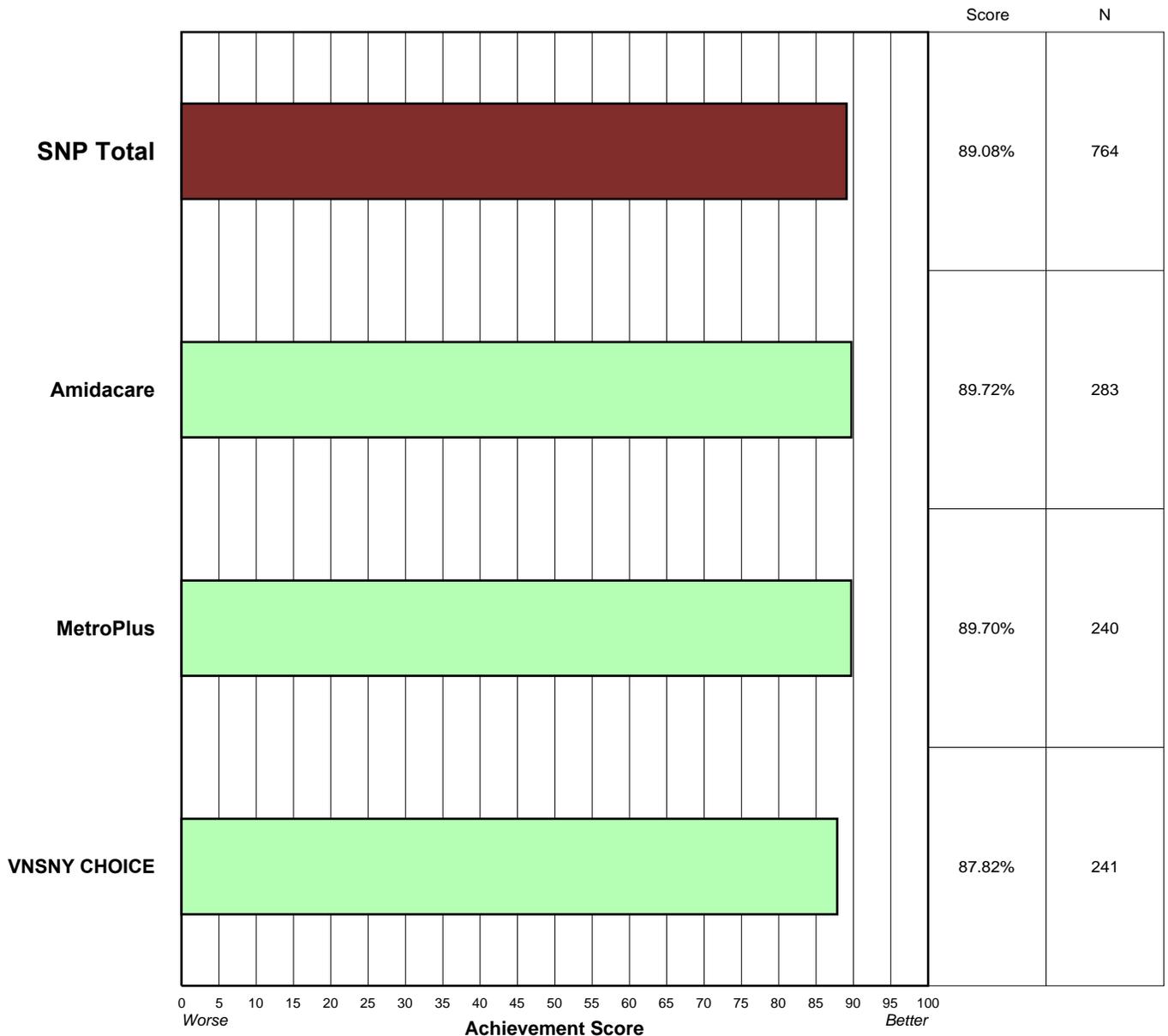


How Well Doctors Communicate (Usually or Always)

Q30. Personal doctor usually or always spent enough time with you



Customer Service (Usually or Always)



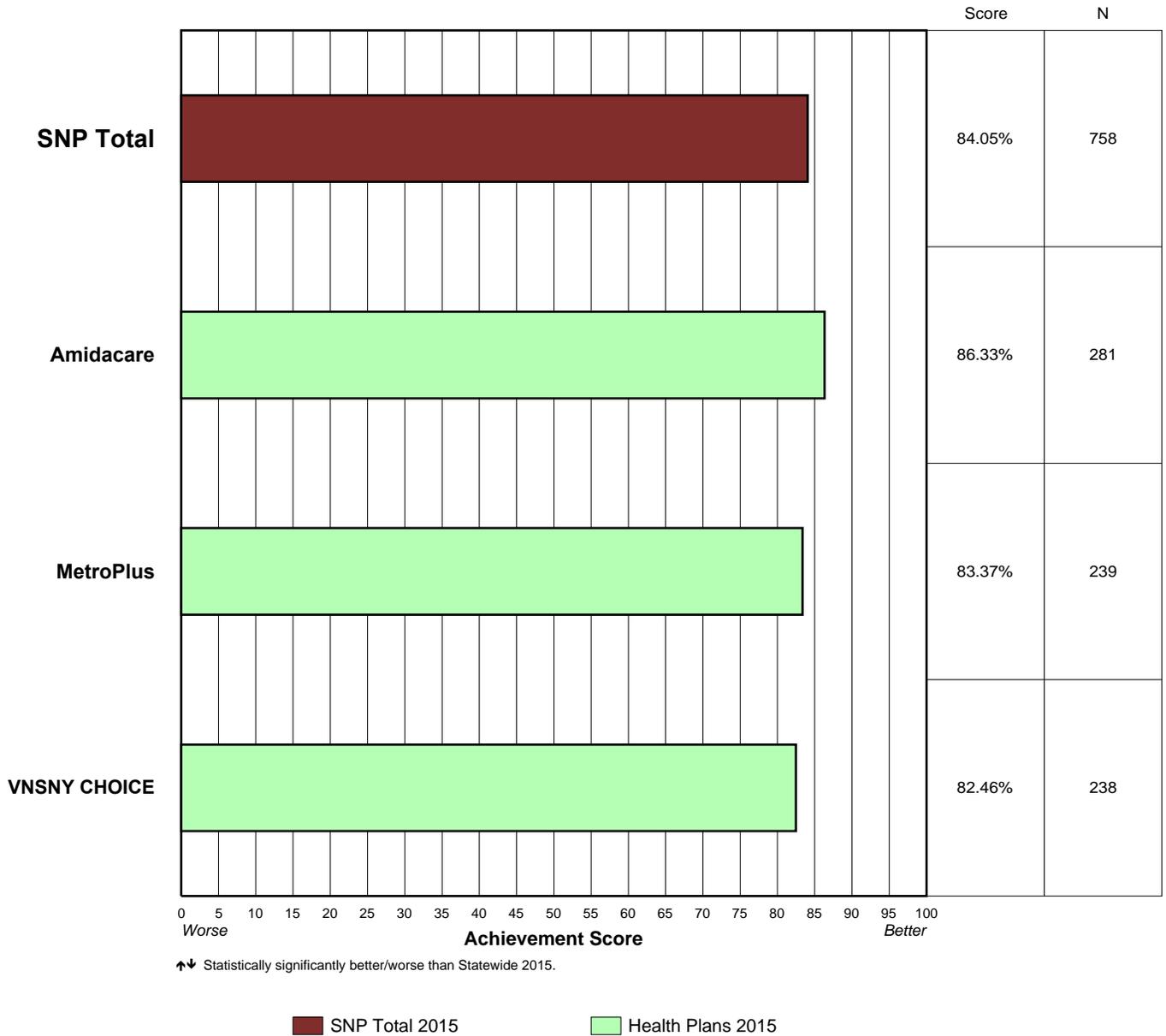
↕ Statistically significantly better/worse than Statewide 2015.

■ SNP Total 2015

■ Health Plans 2015

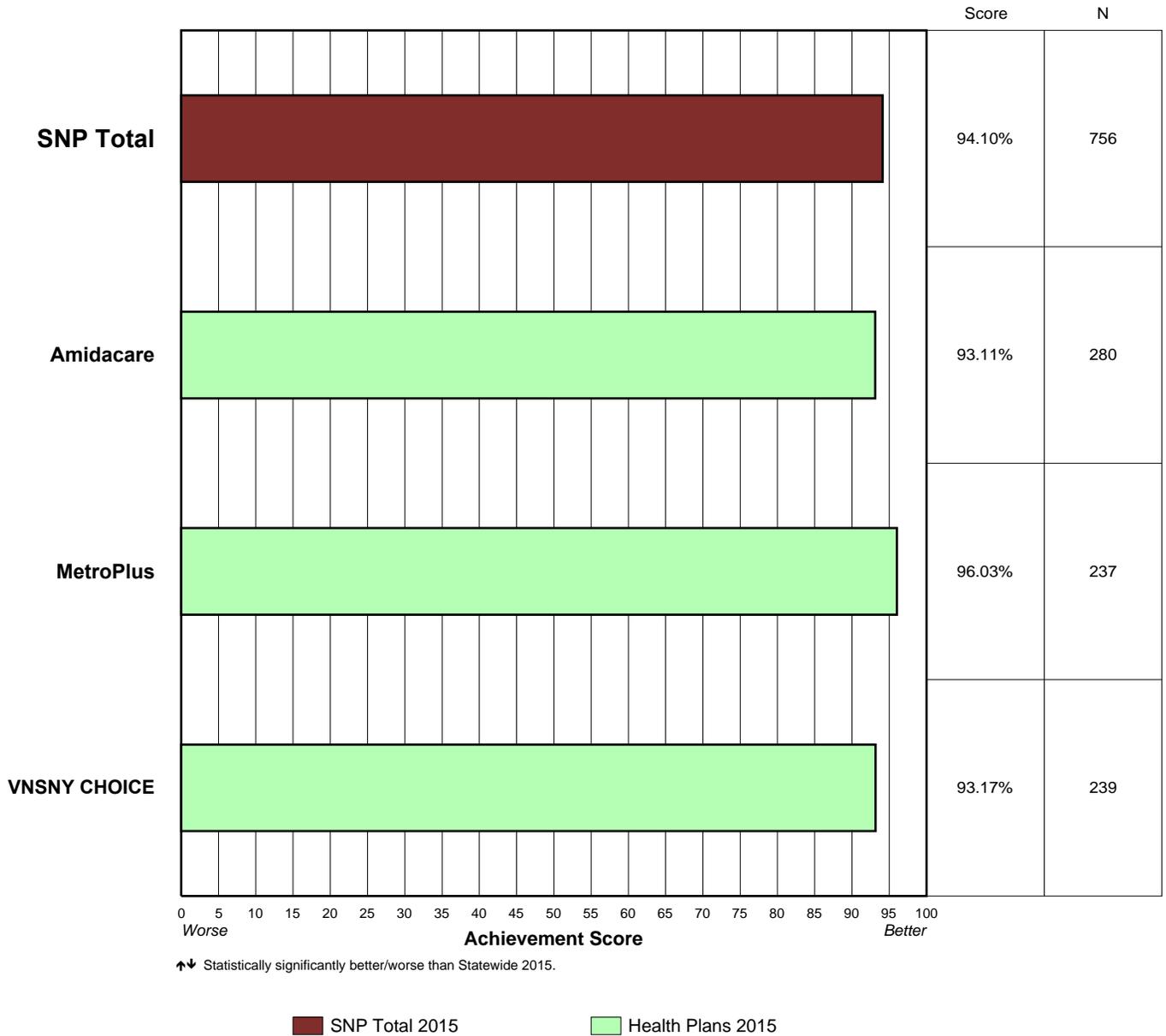
Customer Service (Usually or Always)

Q39. Health plan's customer service usually or always gave needed information or help

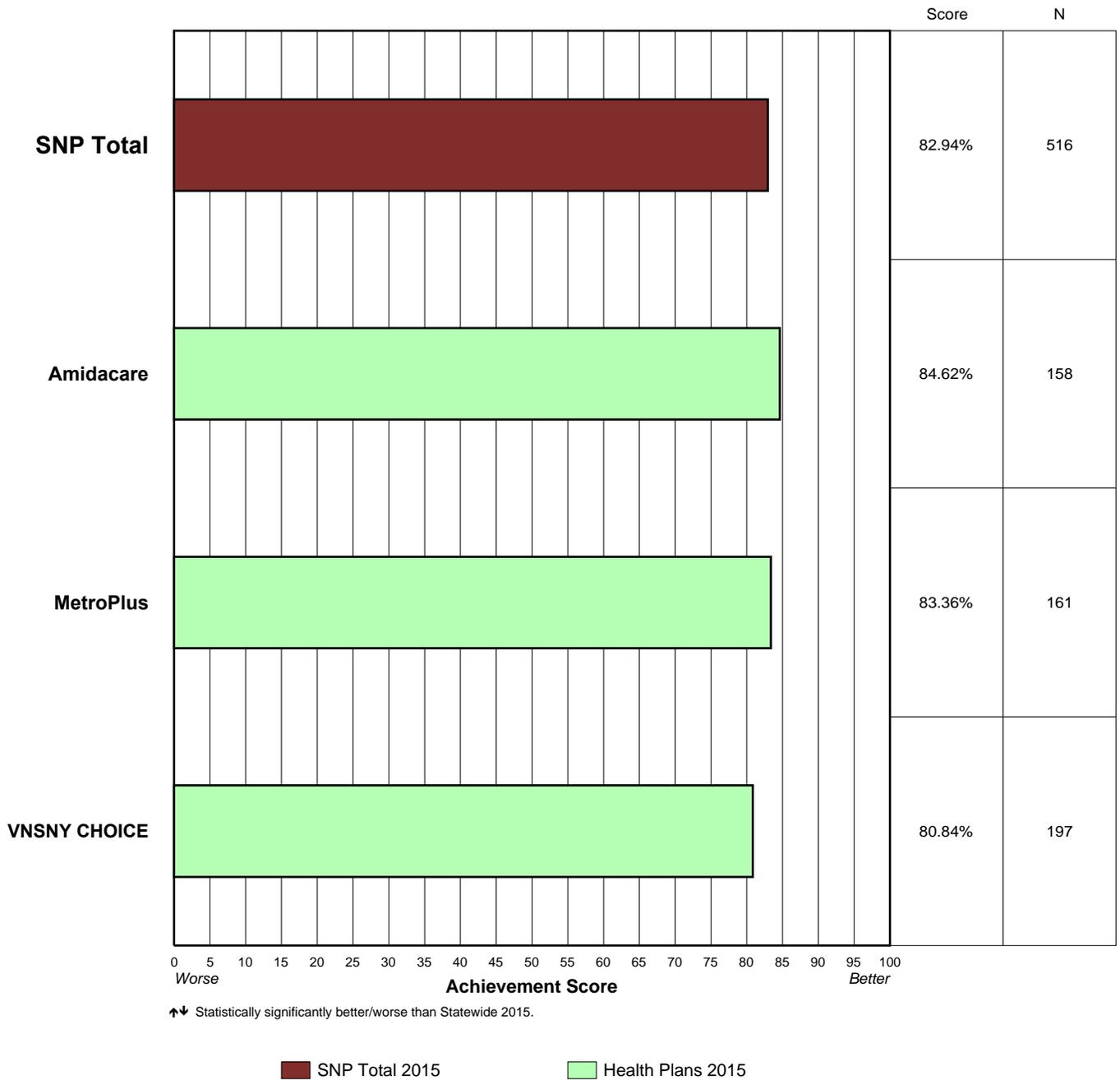


Customer Service (Usually or Always)

Q40. Usually or always treated with courtesy and respect by health plan's customer service staff

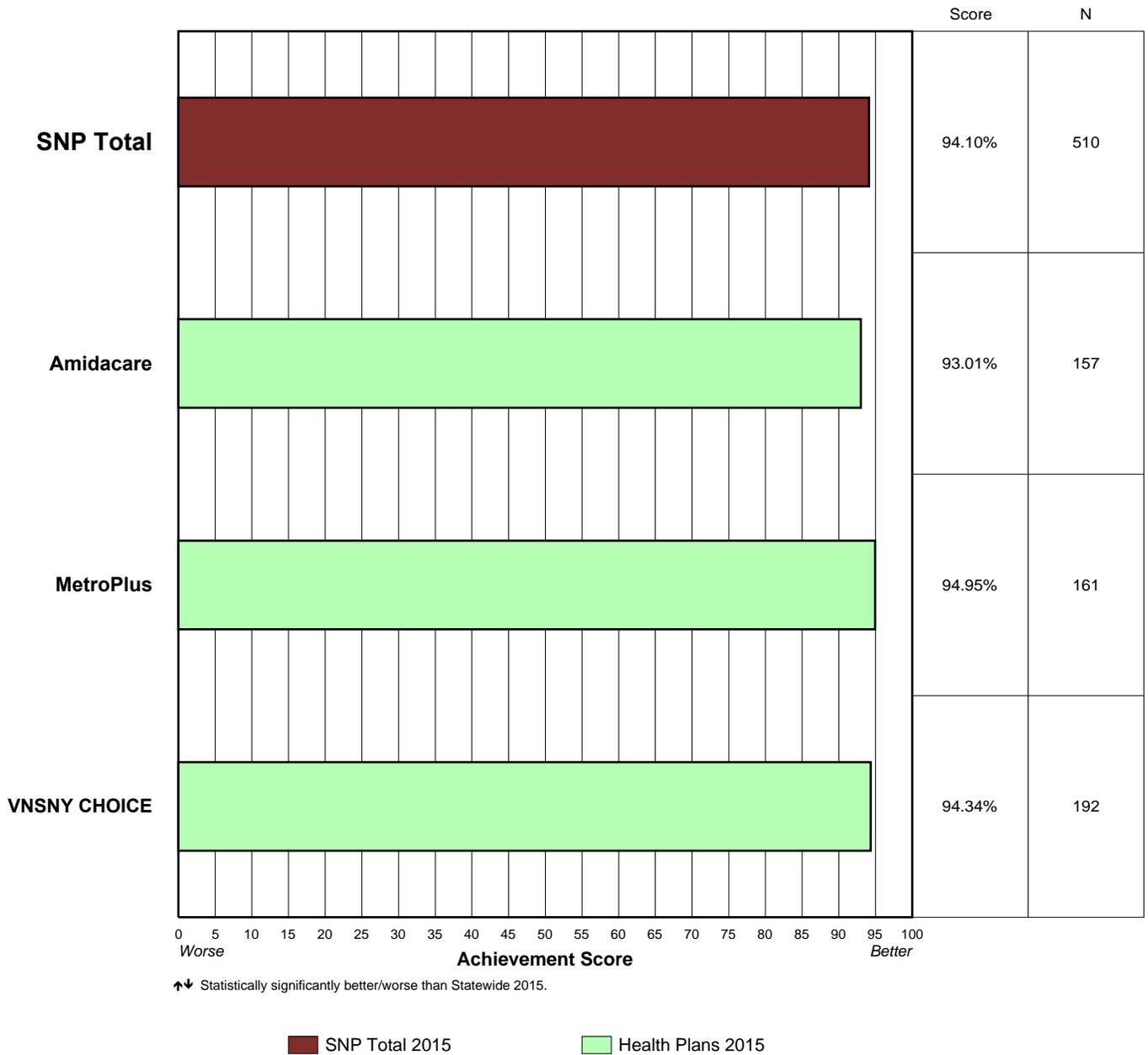


Shared Decision Making (Yes)



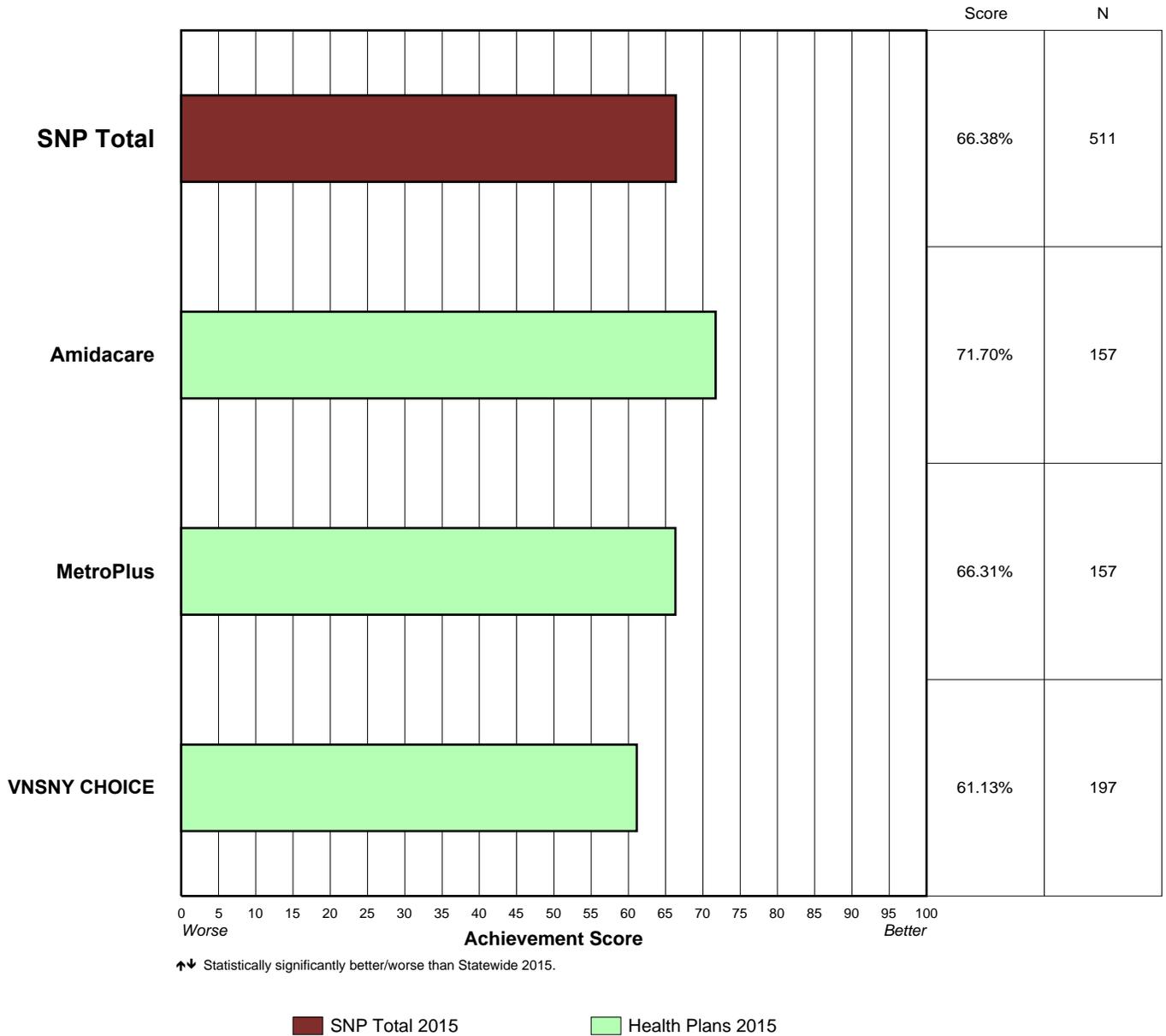
Shared Decision Making (Yes)

Q11. Doctor/provider talked about reasons you might want to take a medicine



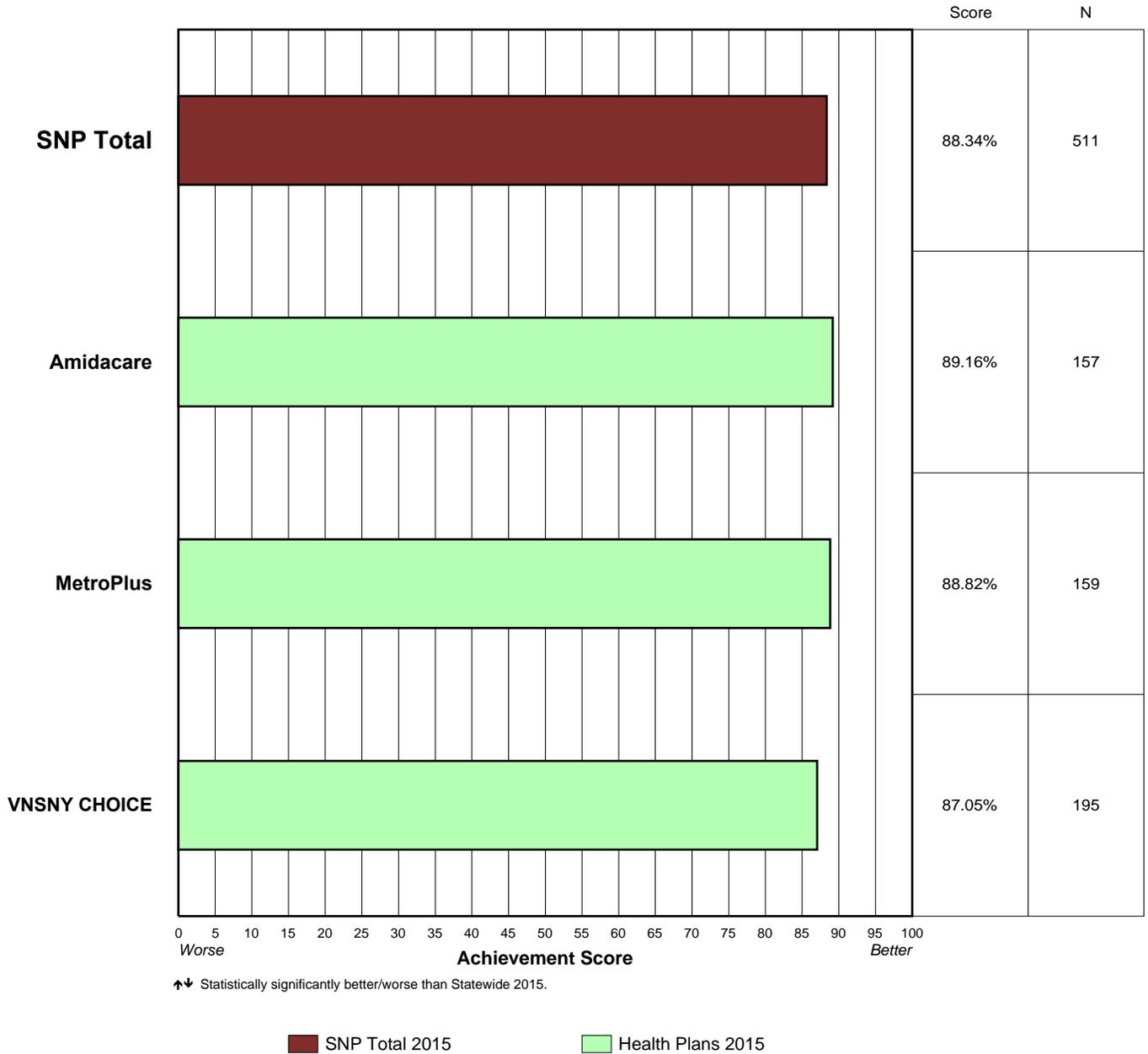
Shared Decision Making (Yes)

Q12. Doctor/provider talked about reasons you might not want to take a medicine



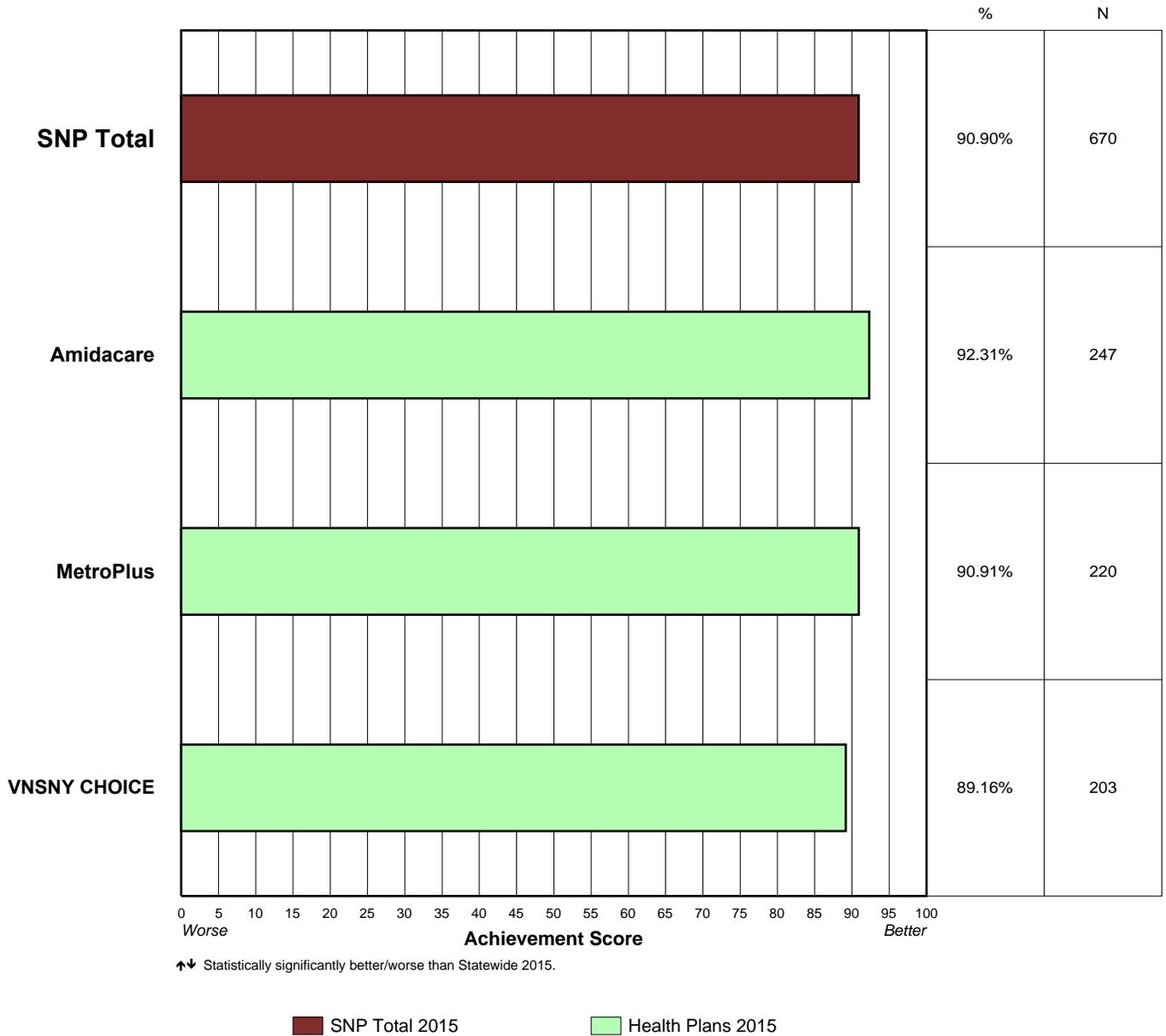
Shared Decision Making (Yes)

Q13. Doctor/provider asked what you thought was best for you



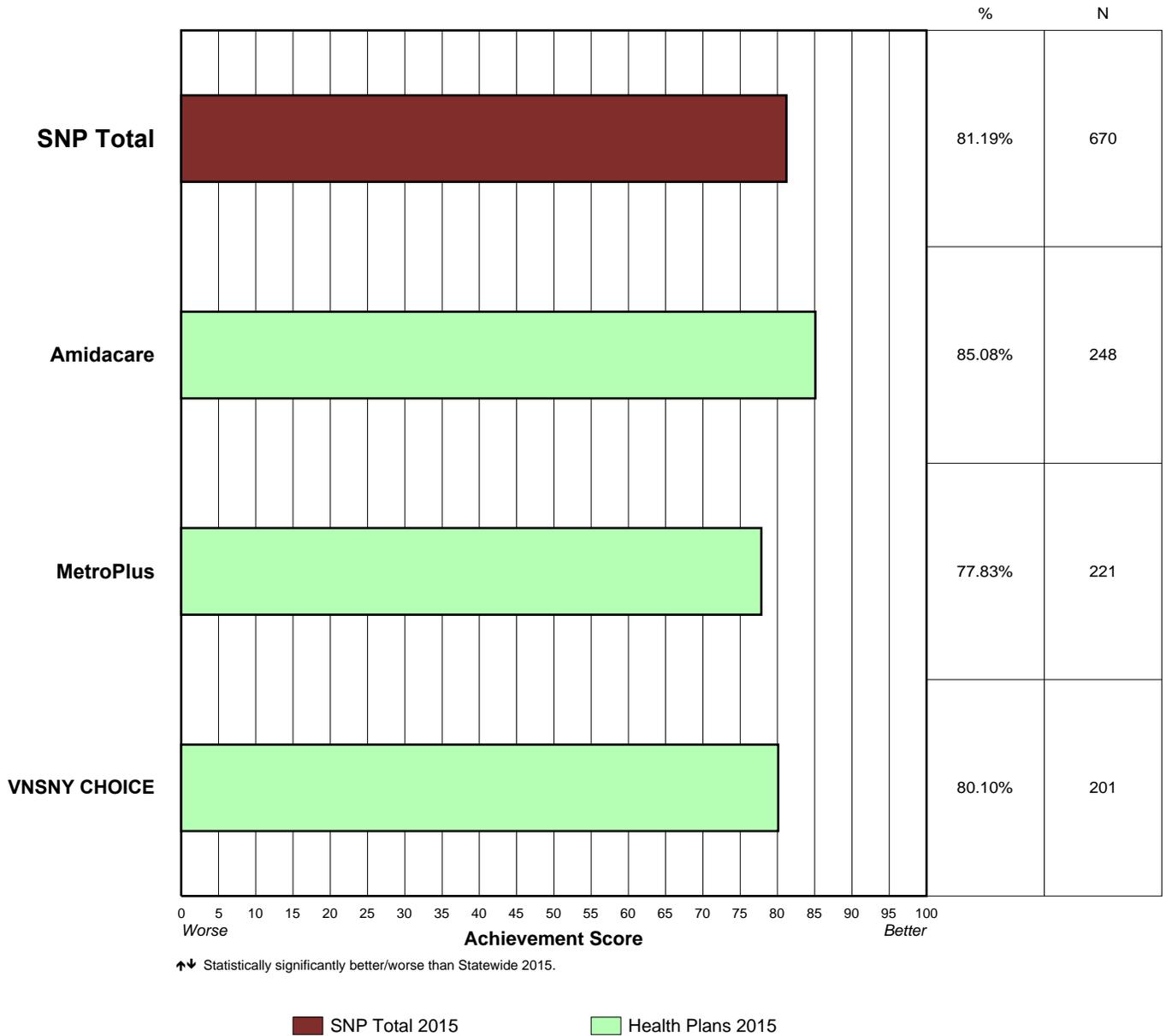
Medical Assistance with Smoking Cessation

Q47. Advised by doctor or other health provider to quit smoking or using tobacco



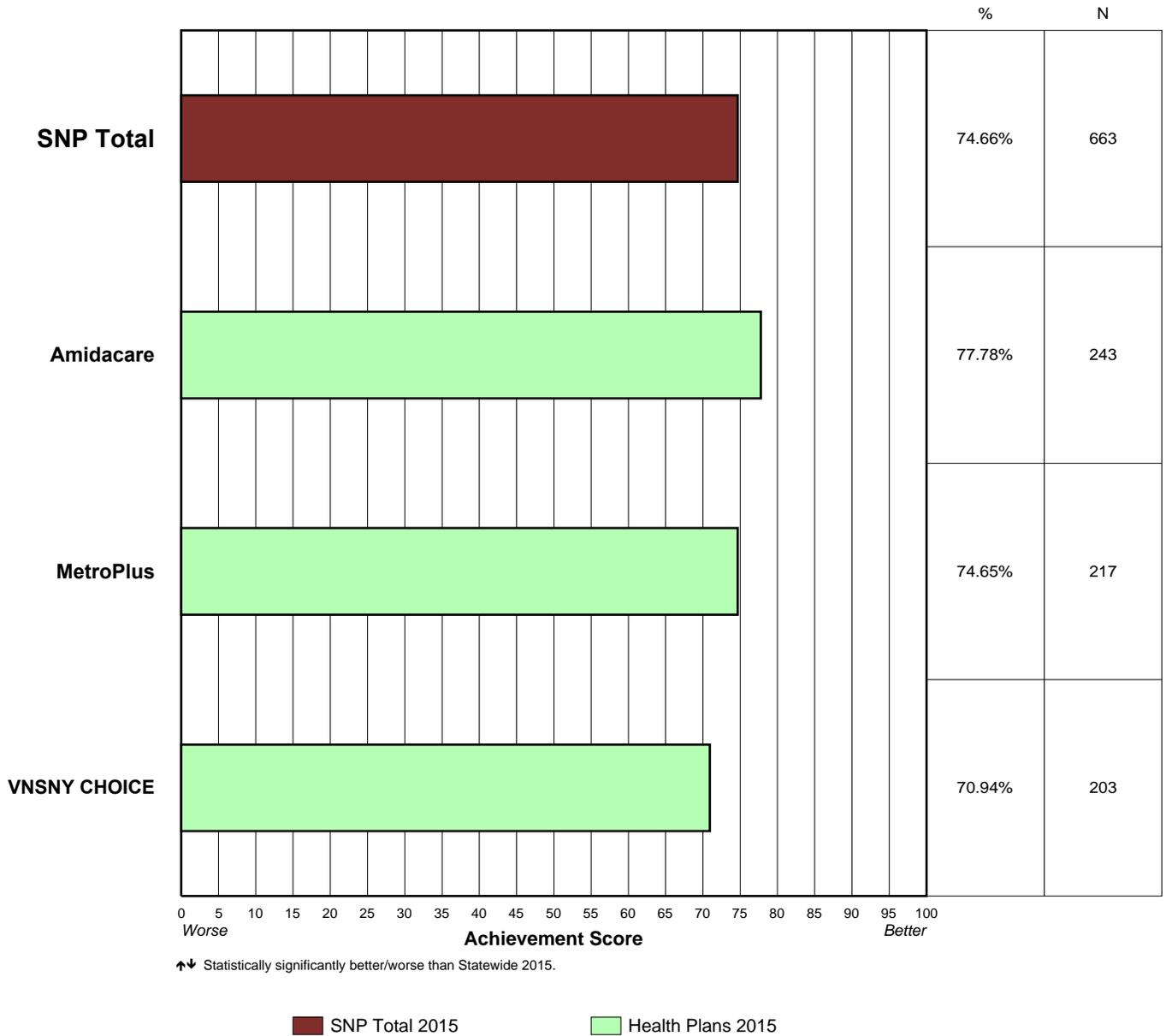
Medical Assistance with Smoking Cessation

Q48. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco



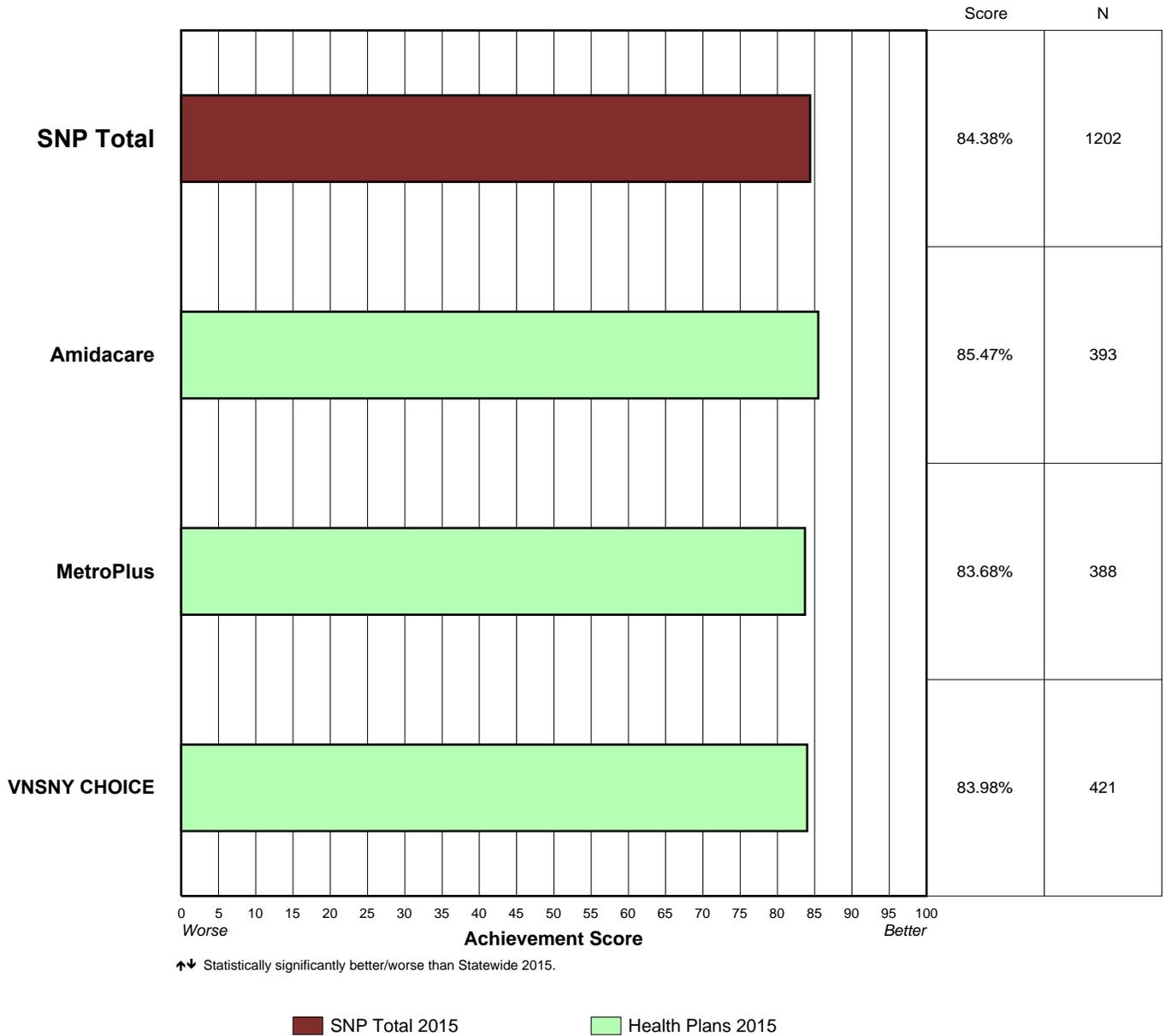
Medical Assistance with Smoking Cessation

Q49. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



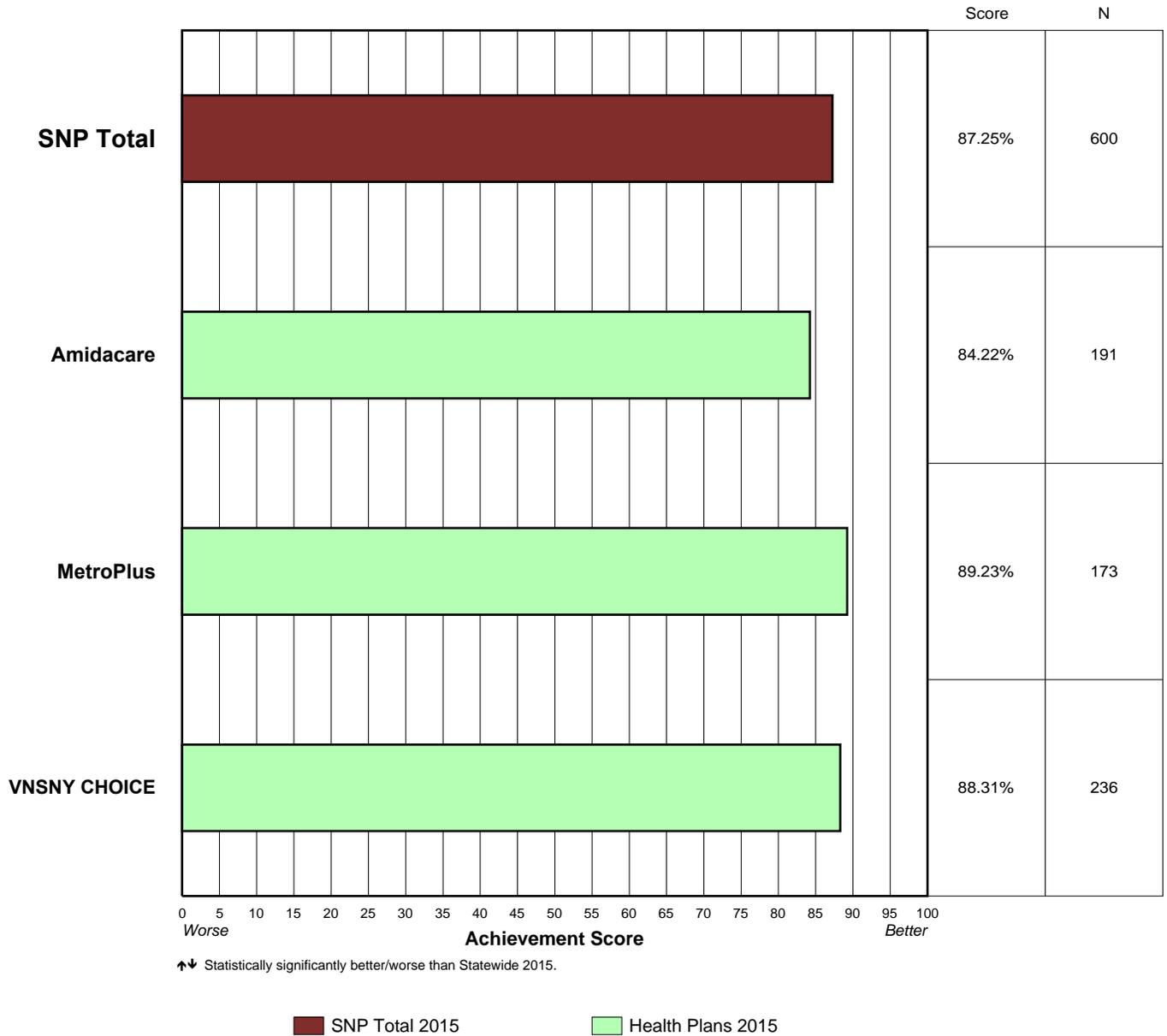
Single Items

Q8. Doctor/provider definitely talked about specific things to do to prevent illness



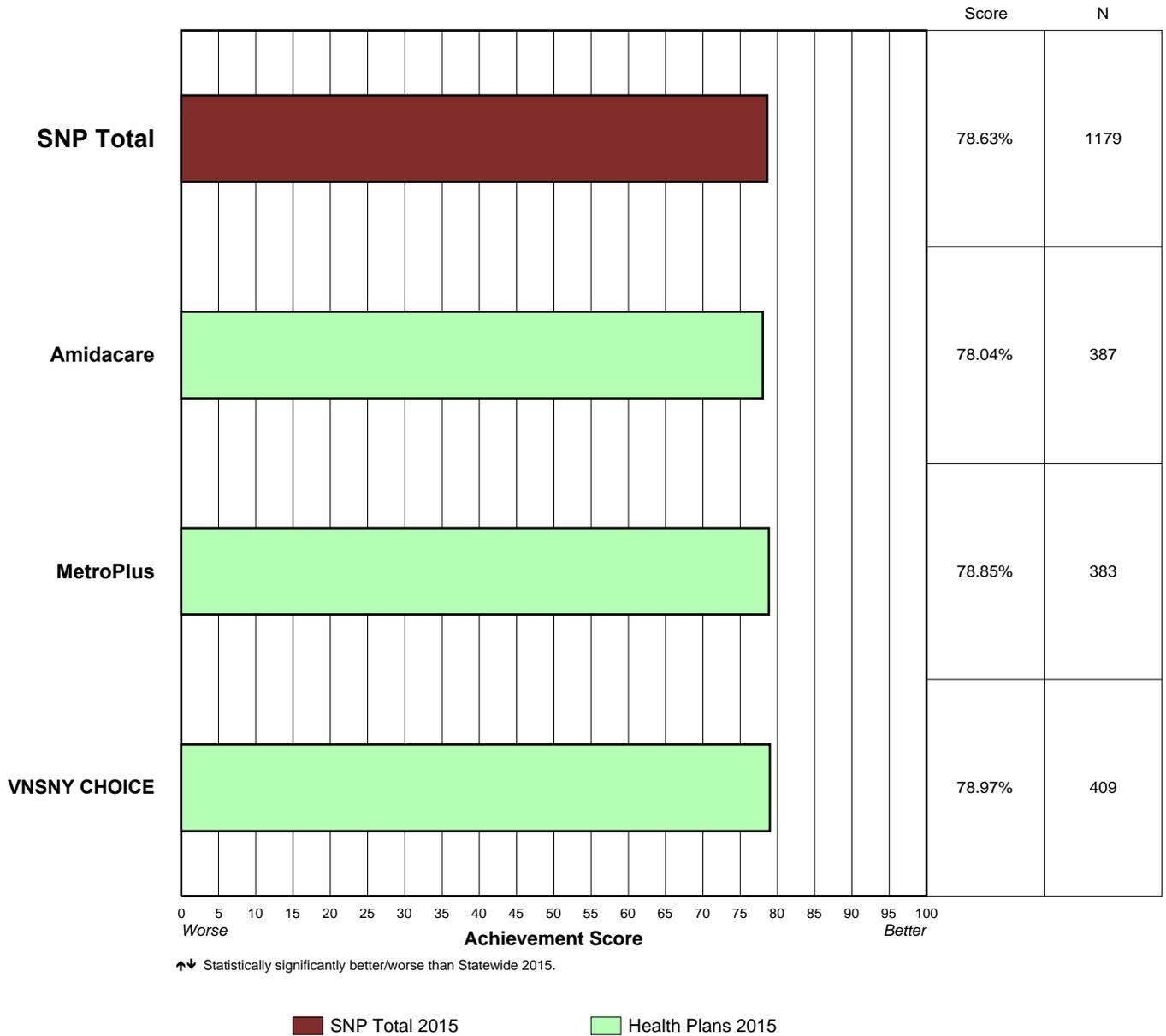
Single Items

Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers



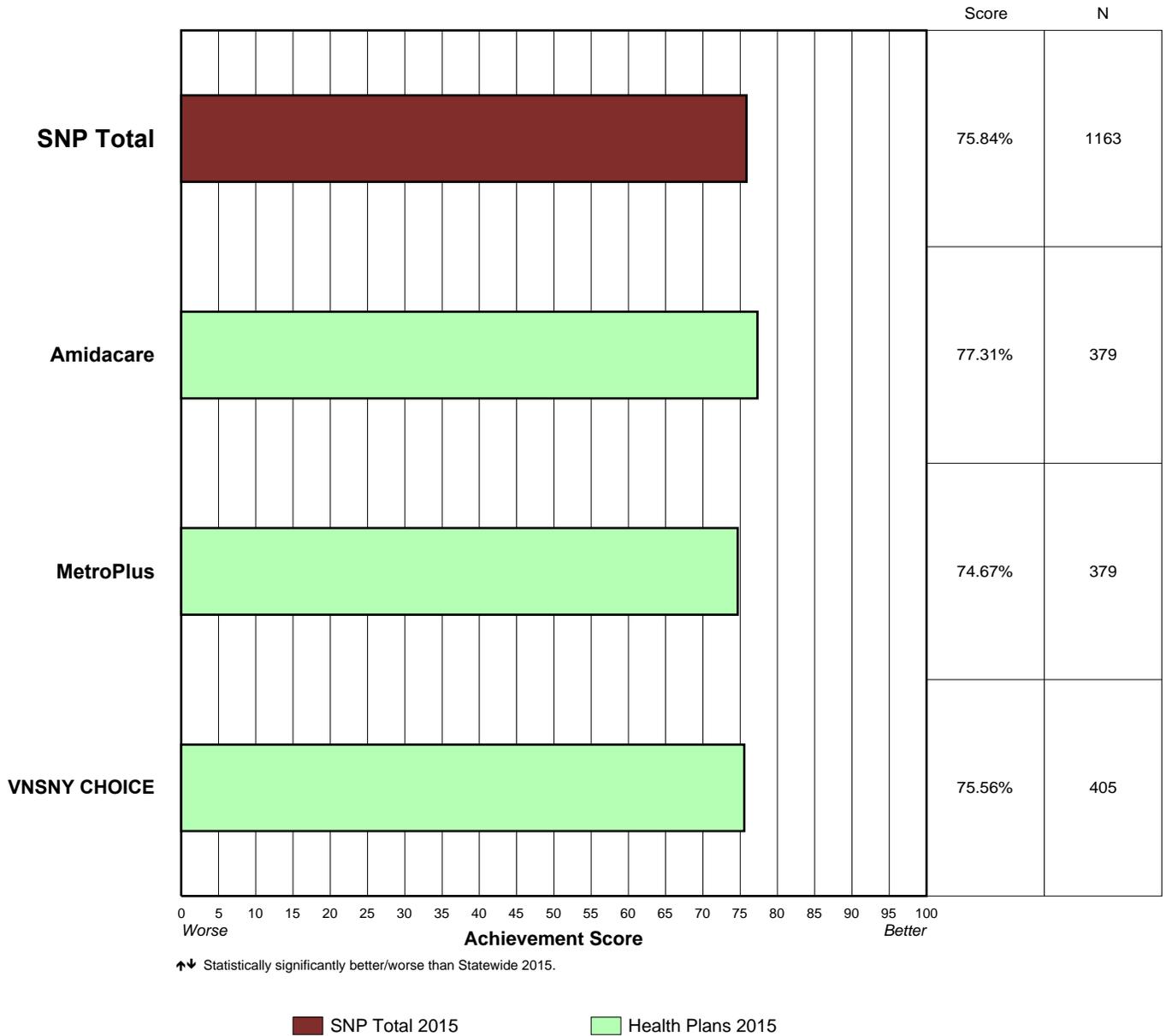
Single Items

Q9a. Doctor or other health provider talked about a healthy diet and eating habits



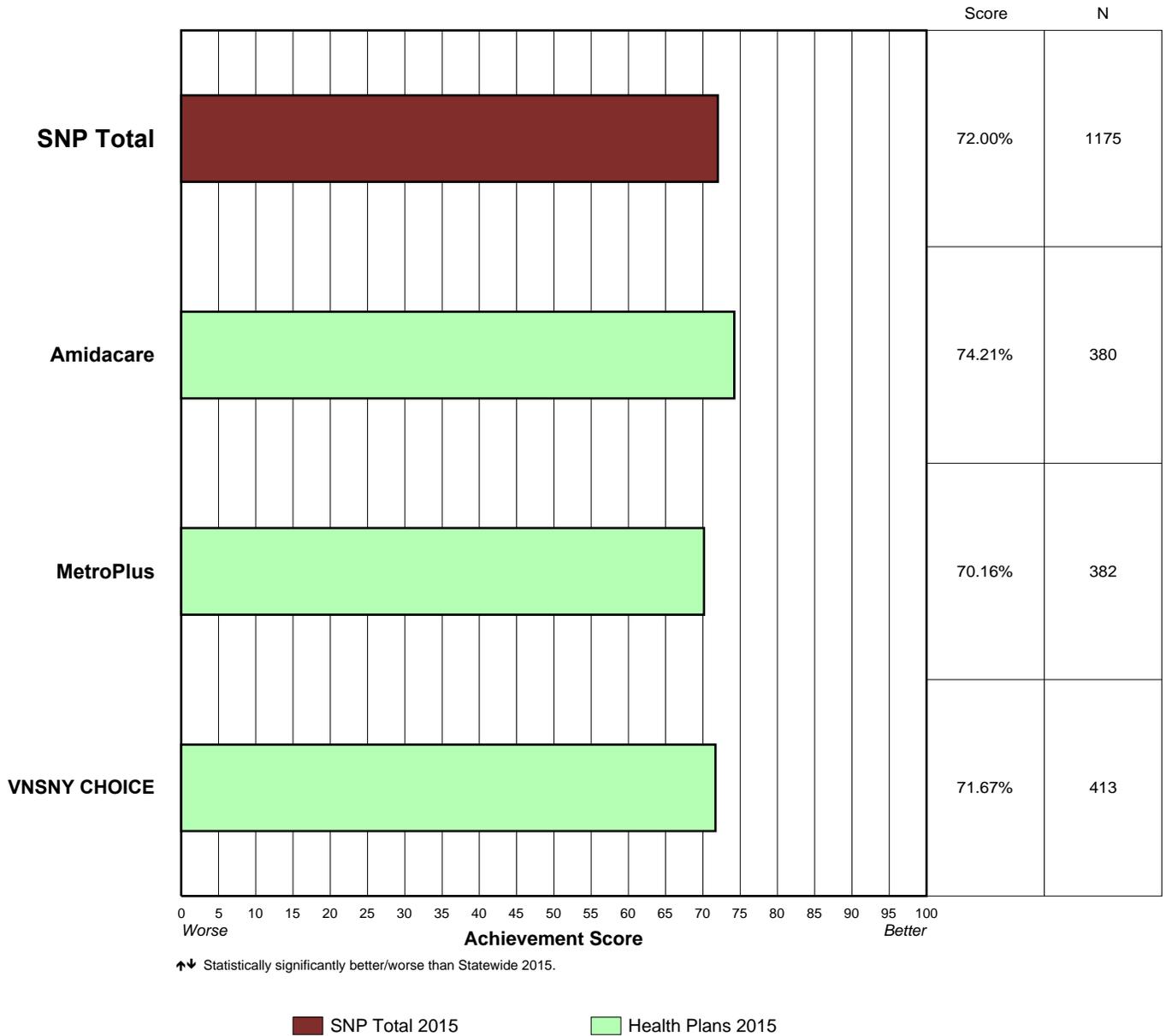
Single Items

Q9b. Doctor or other health provider talked about exercise or physical activity



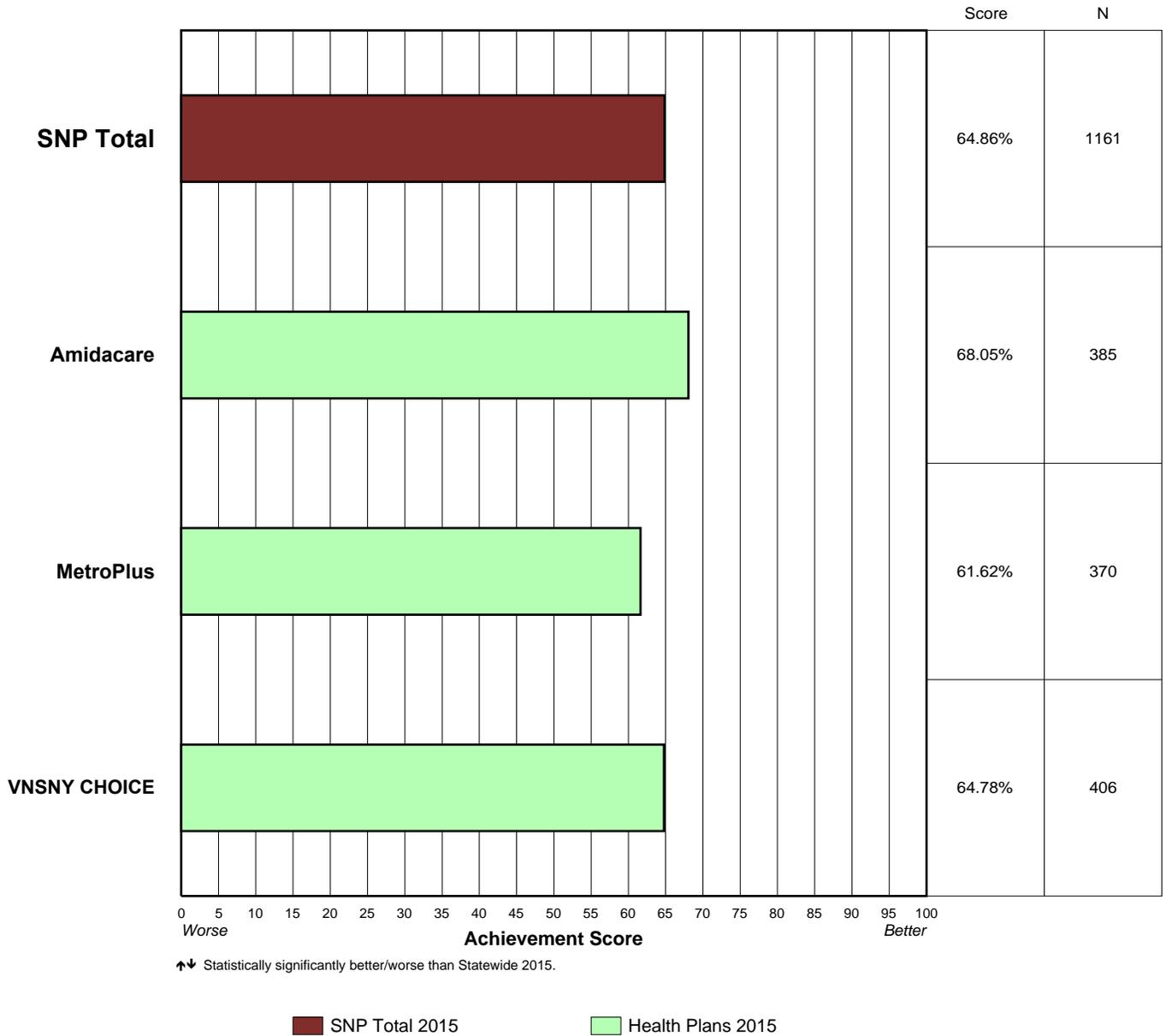
Single Items

Q9c. Doctor or other health provider talked about things in your life that worry you or cause you stress



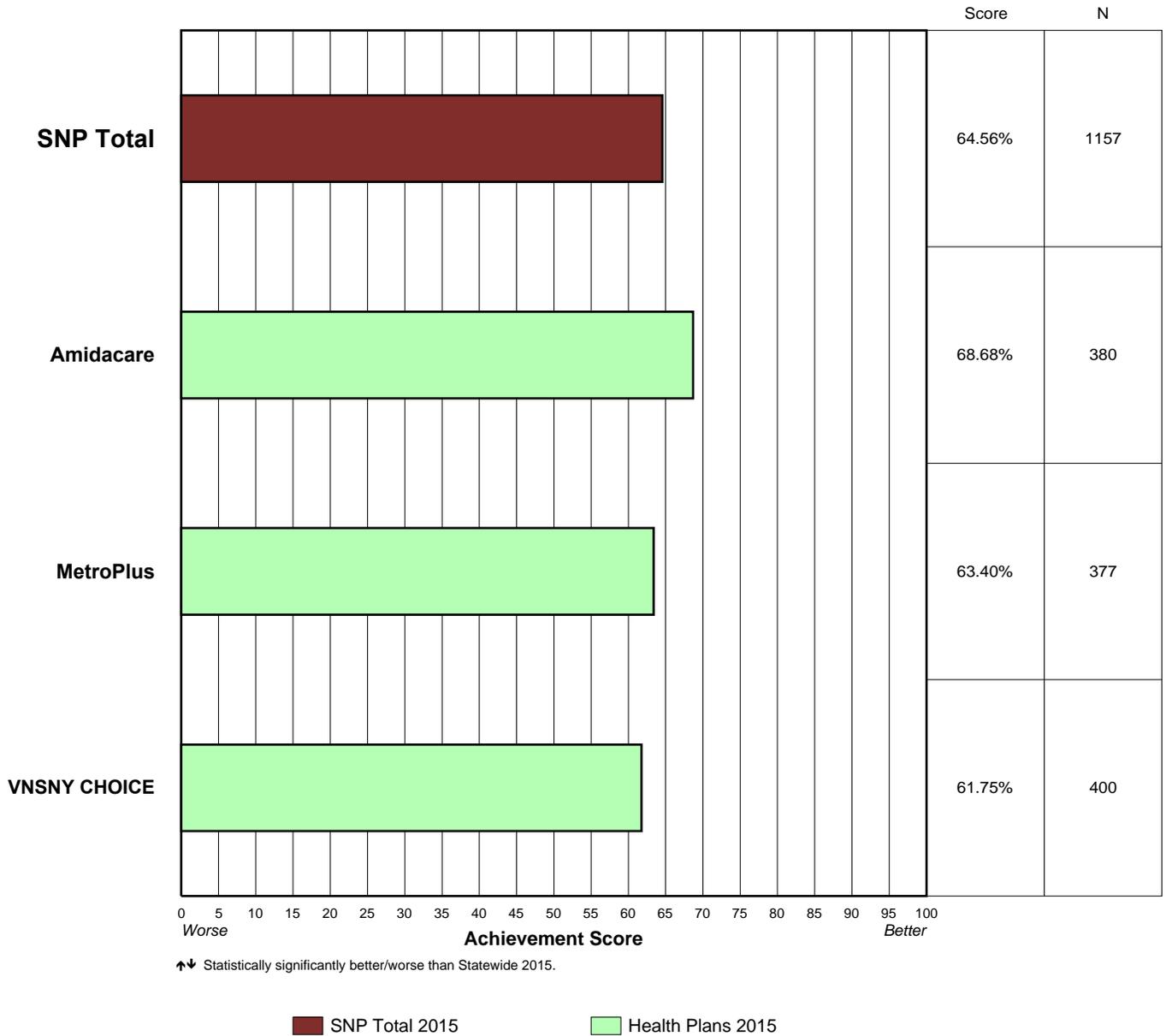
Single Items

Q9d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed



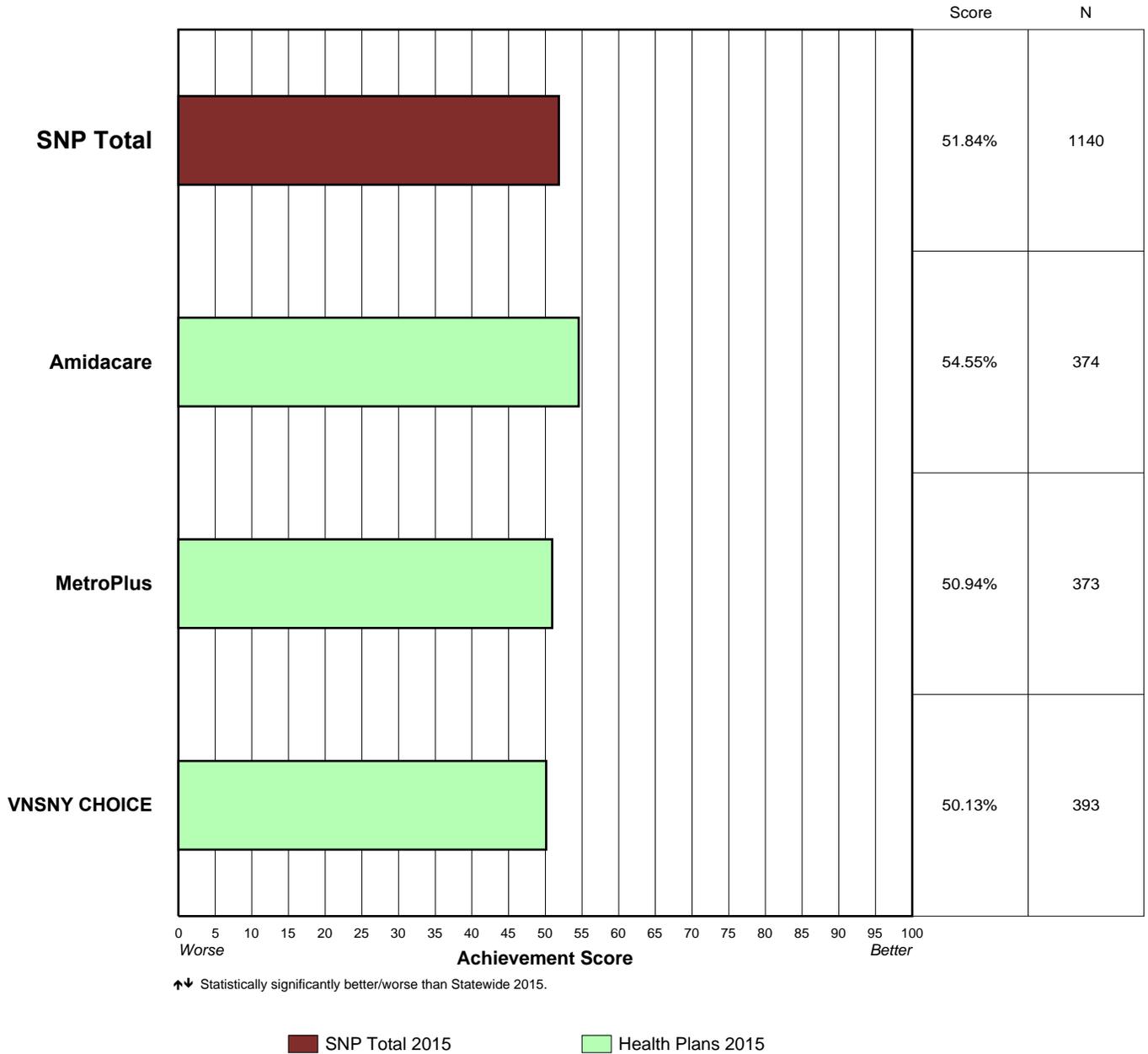
Single Items

Q9e. Doctor or other health provider talked about smoking or using tobacco products



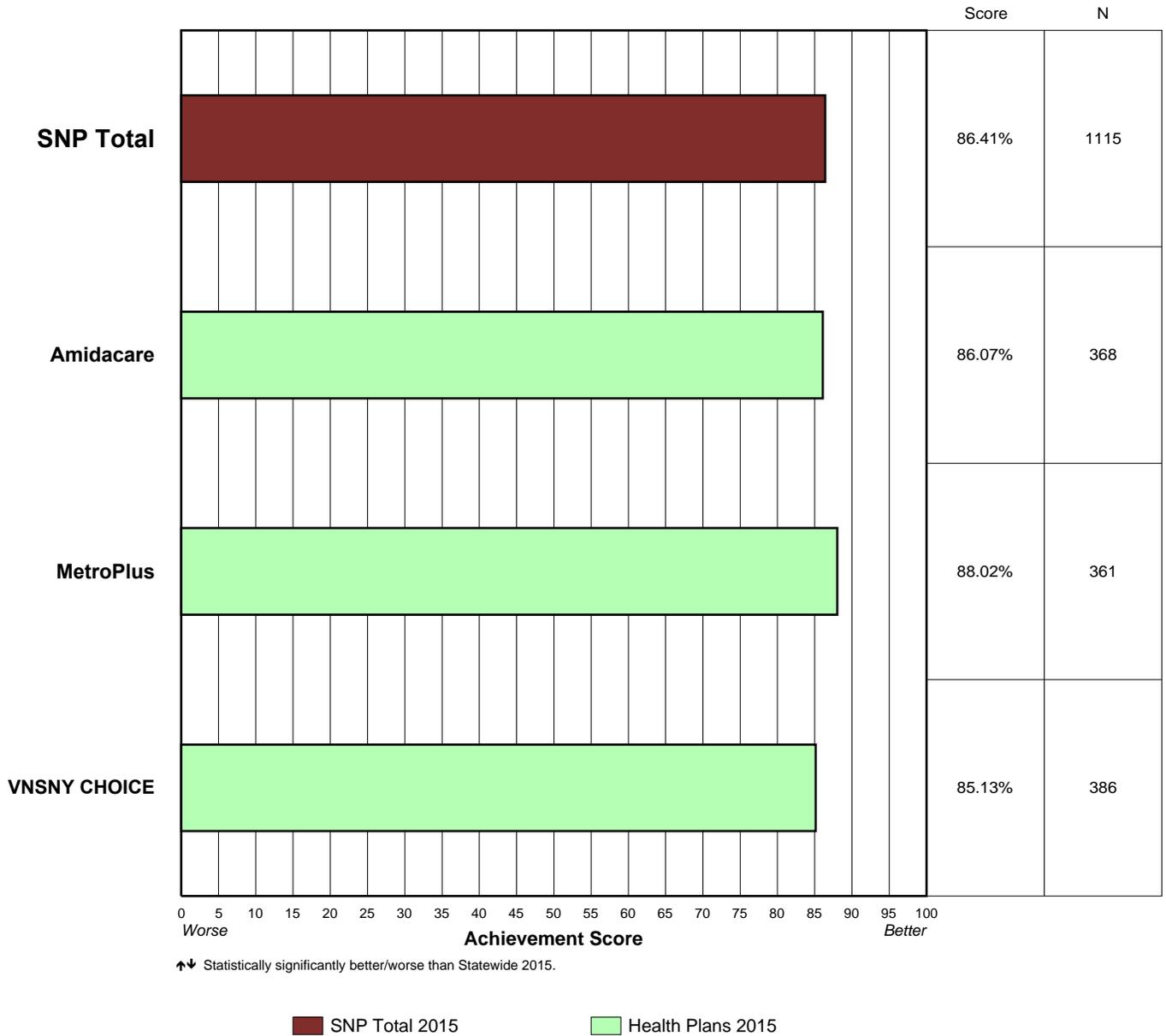
Single Items

Q9f. Doctor or other health provider talked about alcohol or other drug use



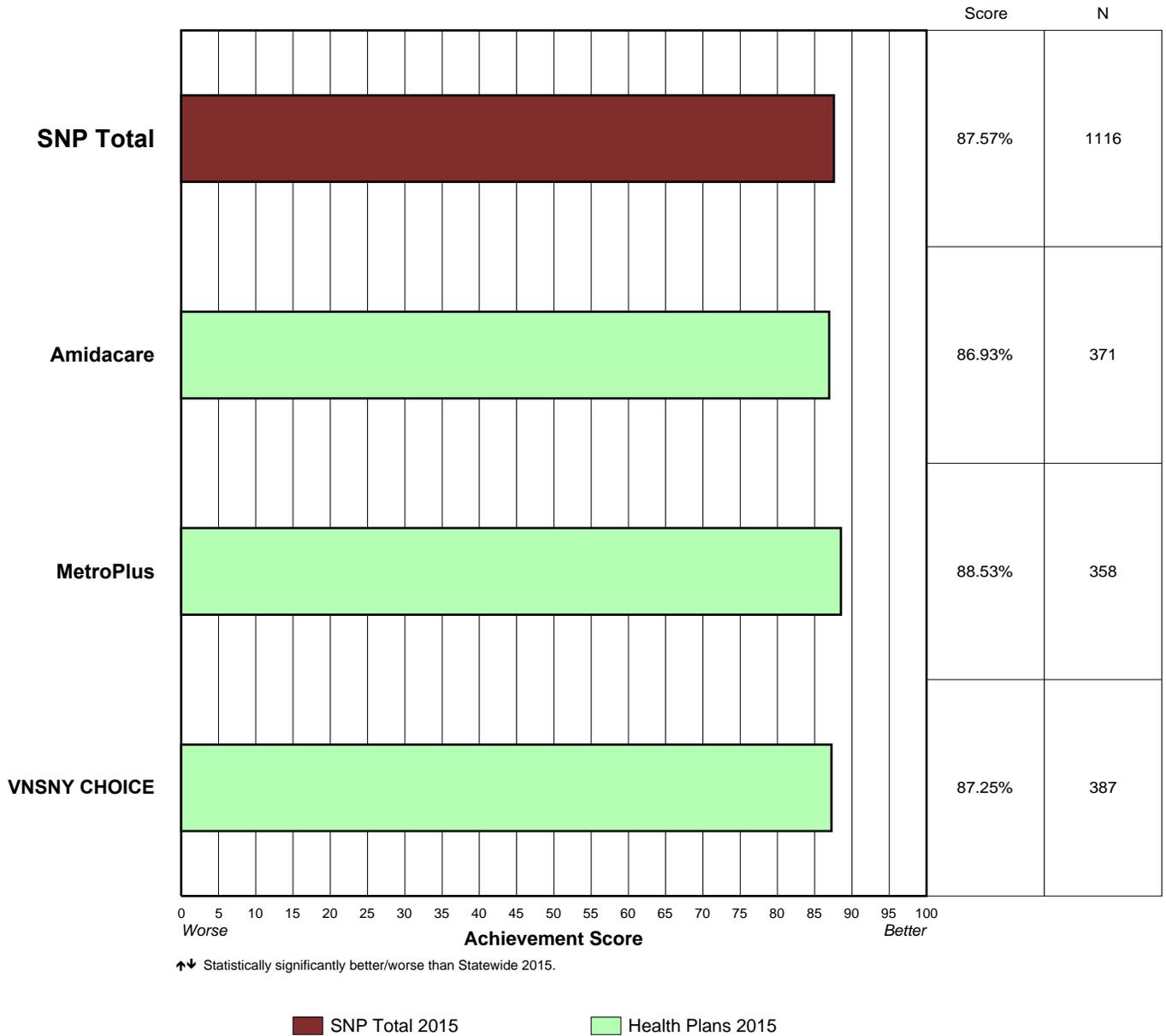
Single Items

Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results



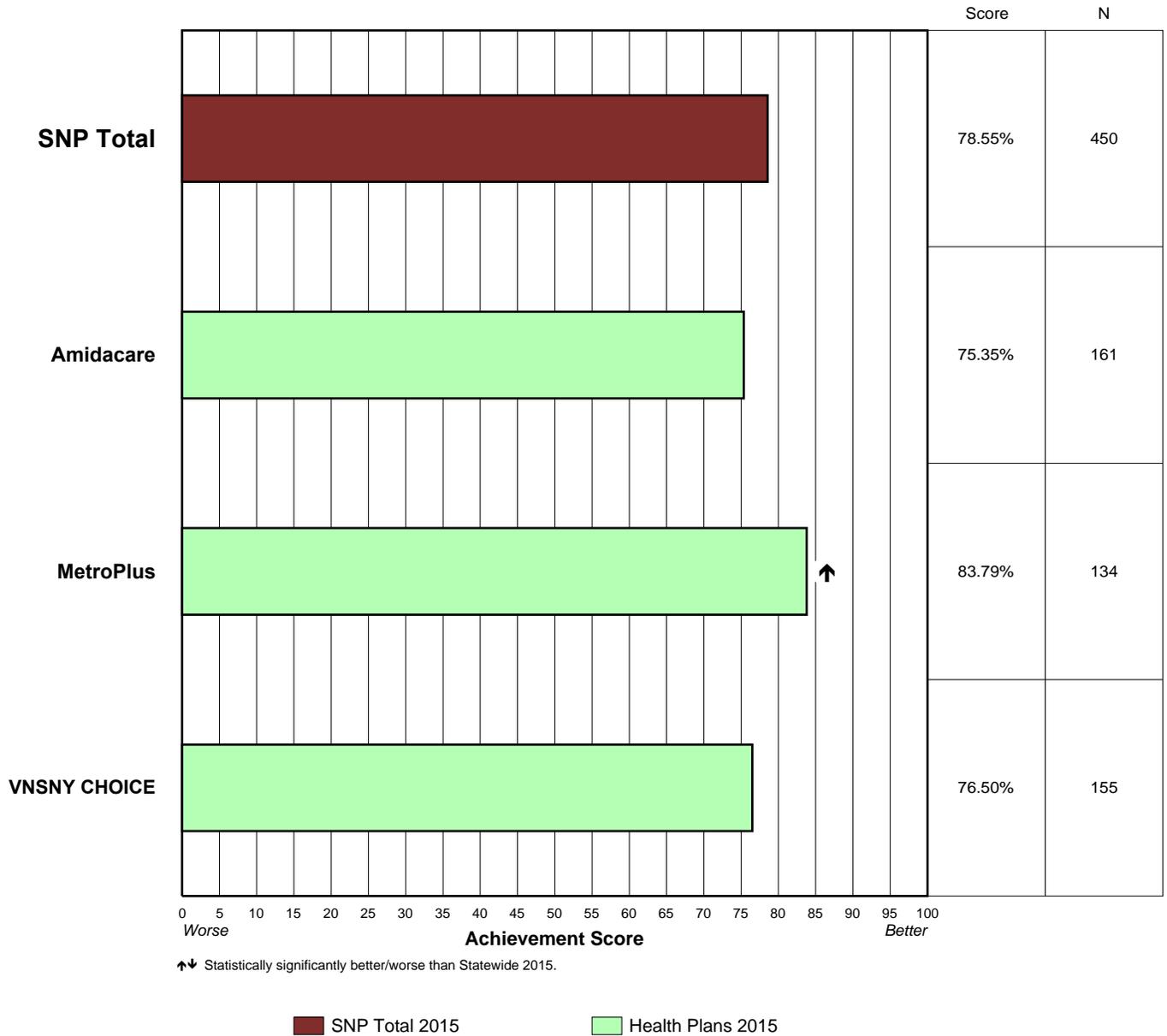
Single Items

Q16. Results of blood test, x-ray or other test usually or always easy to understand



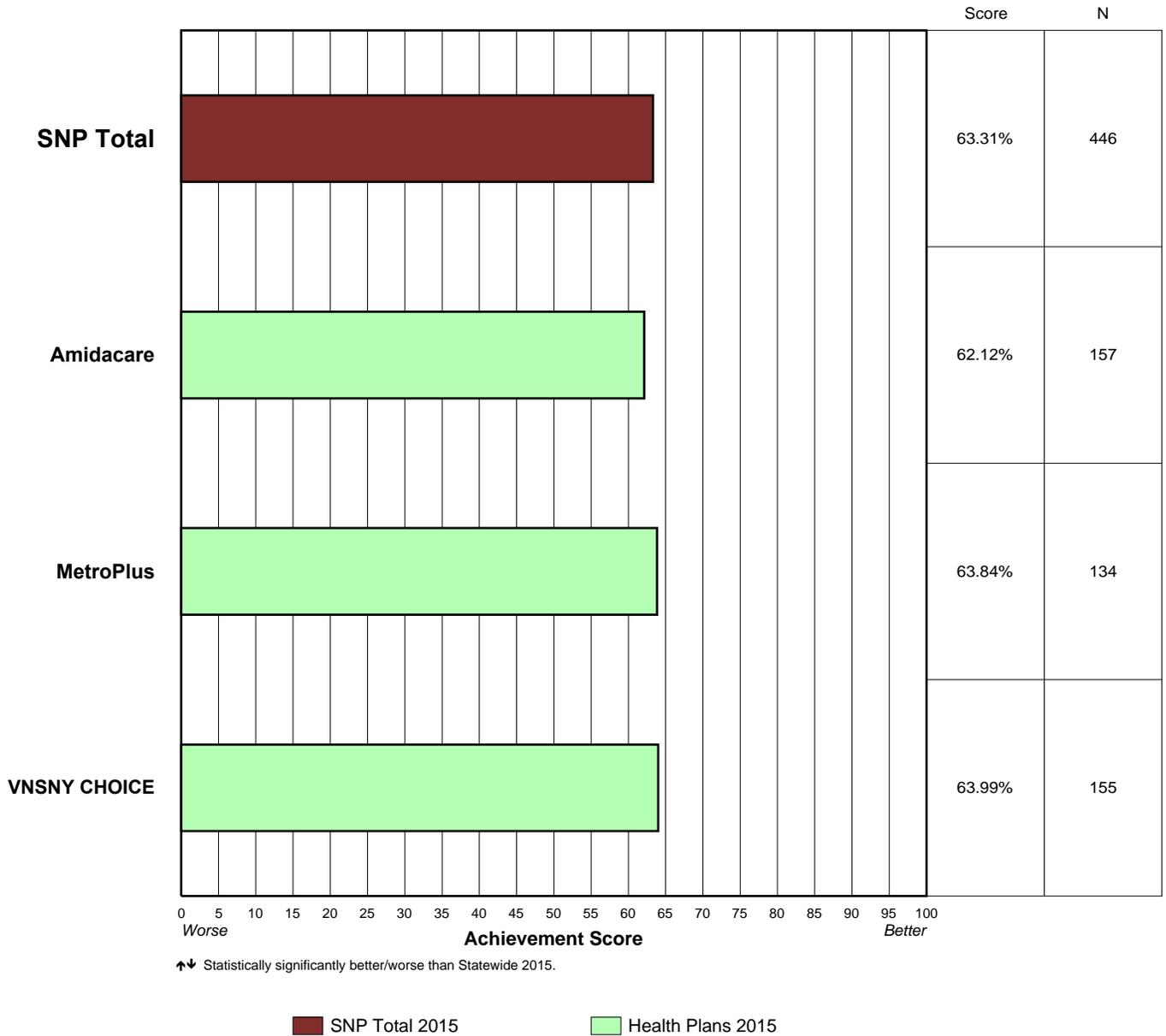
Single Items

Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan



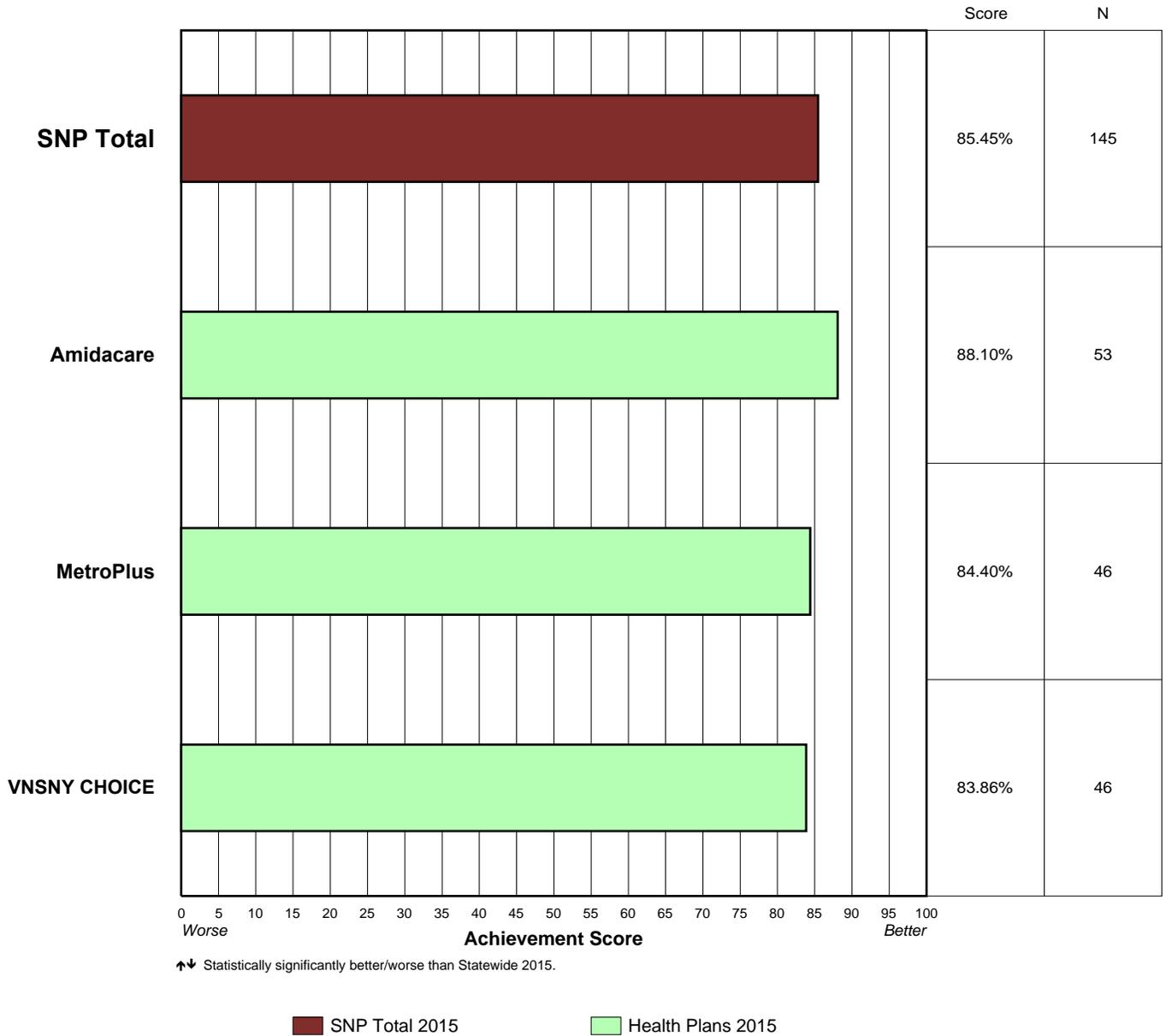
Single Items

Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)



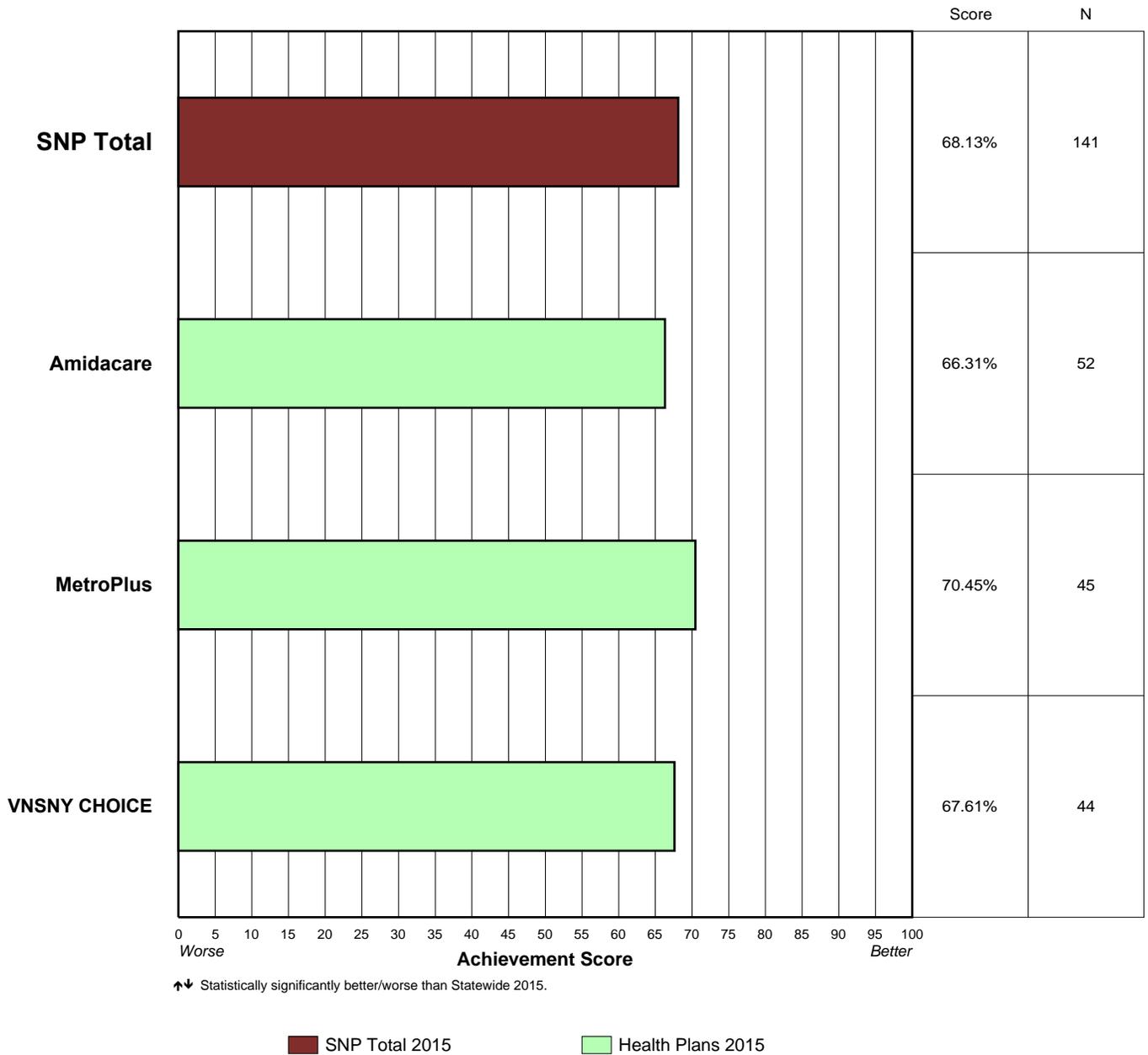
Single Items

Q23. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan



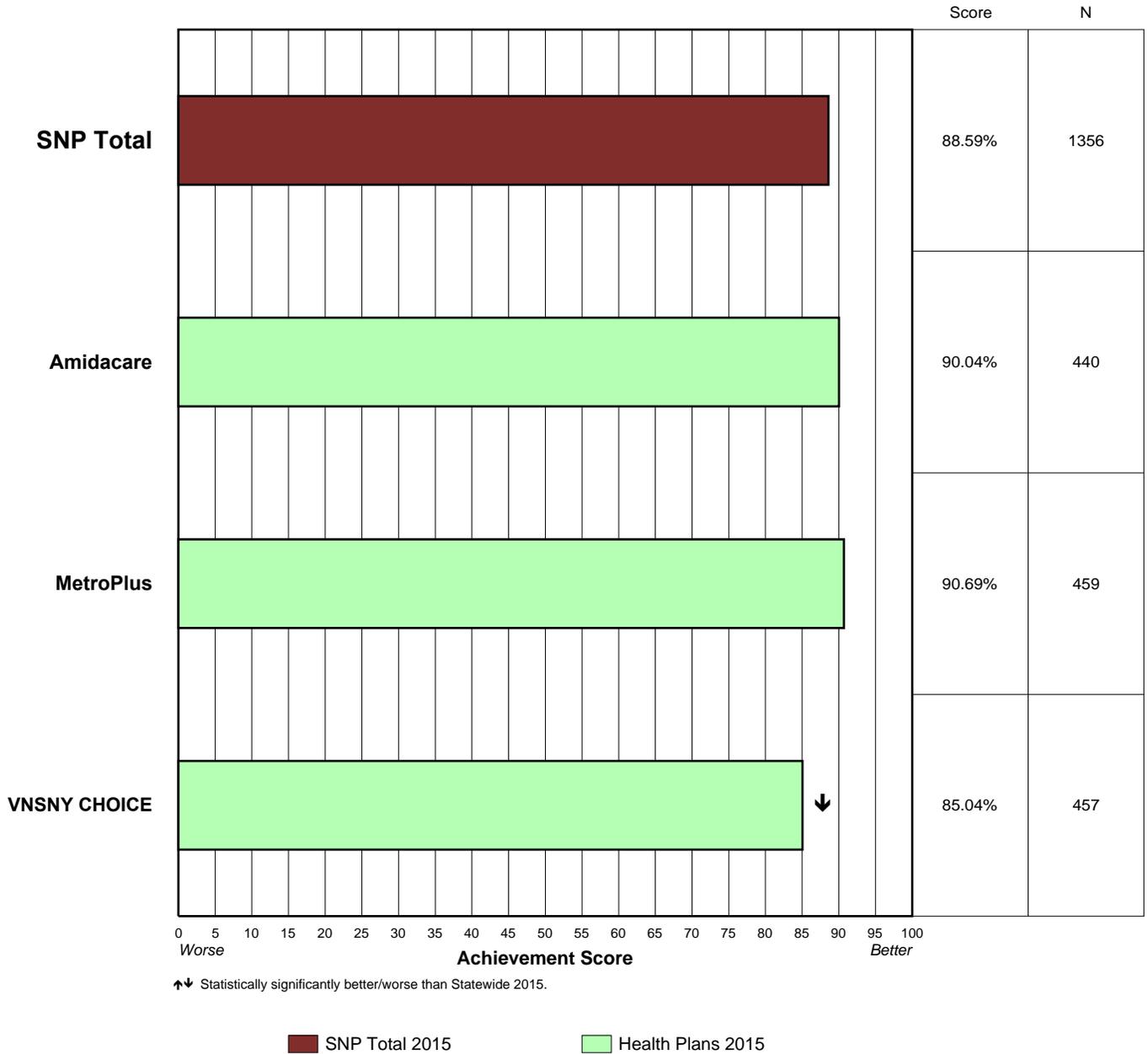
Single Items

Q24. Rating of alcohol, drug, or addiction treatment or counseling



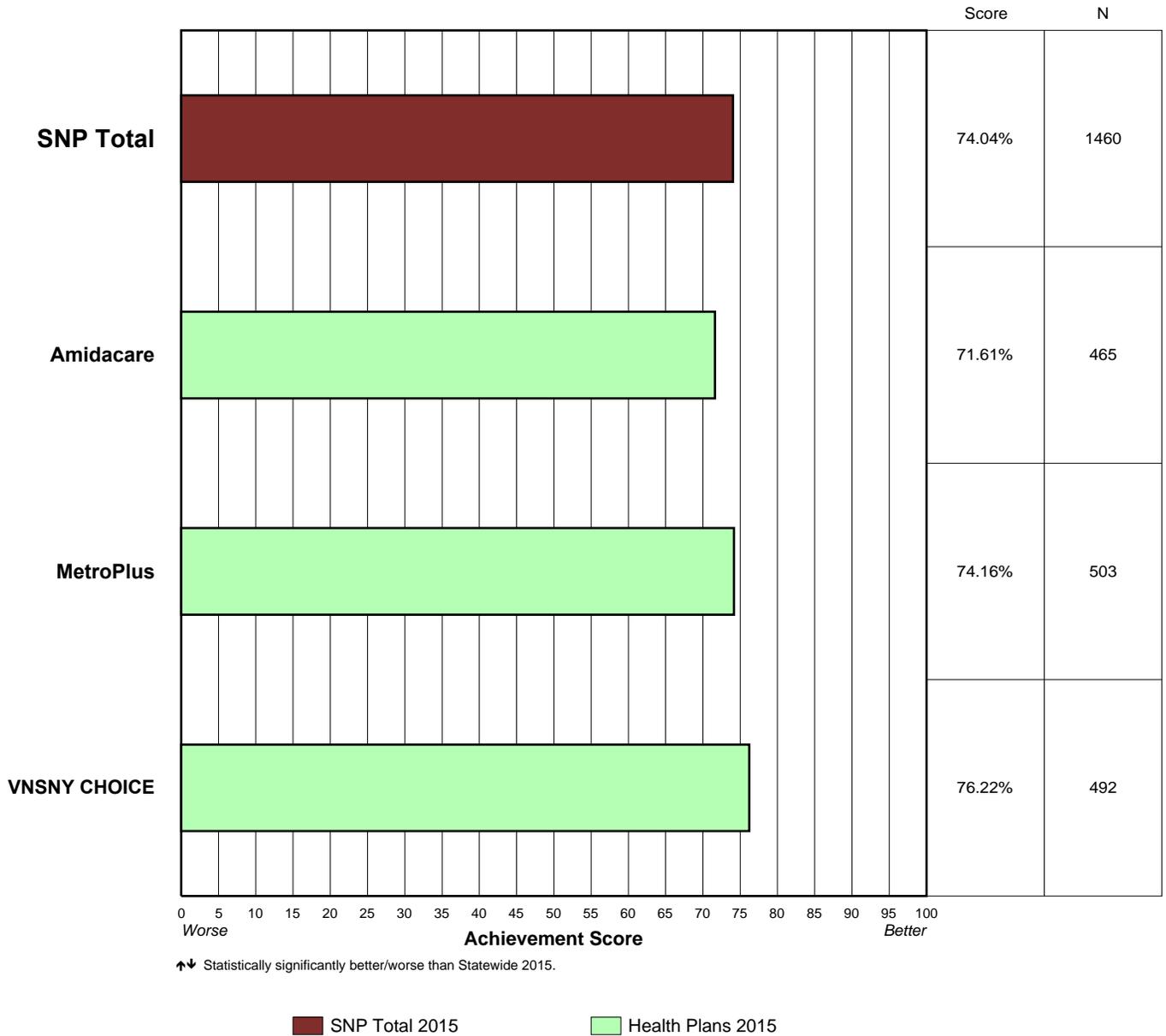
Single Items

Q42. Would recommend health plan to your family and friends



Single Items

Q45. Had flu shot or flu spray since September 1, 2014? [Displayed for Respondents 18-64 years old]



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 top ten highly correlated 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 can improve. 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. 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	Q18 Getting Needed Care	91%	0.54	Q30 Communication	94%	0.52	Q4 Getting Care Quickly	91%▲	0.42	Q40 Customer Service	96%	0.40
2	Q30 Communication	94%	0.43	Q29 Communication	96%	0.51	Q35 Getting Needed Care	76%	0.40	Q11 Shared Decision Making	95%	0.36
3	Q40 Customer Service	96%	0.42	Q18 Getting Needed Care	91%	0.42	Q18 Getting Needed Care	91%	0.39	Q18 Getting Needed Care	91%	0.32
4	Q4 Getting Care Quickly	91%▲	0.40	Q27 Communication	94%	0.41	Q39 Customer Service	83%	0.31	Q4 Getting Care Quickly	91%▲	0.28
5	Q35 Getting Needed Care	76%	0.38	Q28 Communication	95%	0.40	Q27 Communication	94%	0.29	Q28 Communication	95%	0.28
6	Q28 Communication	95%	0.33	Q11 Shared Decision Making	95%	0.34	Q13 Shared Decision Making	89%	0.27	Q30 Communication	94%	0.24
7	Q11 Shared Decision Making	95%	0.32	Q13 Shared Decision Making	89%	0.29	Q30 Communication	94%	0.26	Q29 Communication	96%	0.23
8	Q6 Getting Care Quickly	86%	0.32	Q40 Customer Service	96%	0.27	Q6 Getting Care Quickly	86%	0.24	Q39 Customer Service	83%	0.22
9	Q29 Communication	96%	0.32	Q6 Getting Care Quickly	86%	0.25	Q40 Customer Service	96%	0.24	Q12 Shared Decision Making	66%	0.22
10	Q27 Communication	94%	0.24	Q12 Shared Decision Making	66%	0.22	Q29 Communication	96%	0.21	Q35 Getting Needed Care	76%	0.20

▲▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2015.

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.54	91%	69%	22%	7%	2%
2	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.43	94%	78%	16%	5%	1%
3	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.42	96%	81%	15%	3%	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?	0.40	91% ▲	69%	22%	8%	1%
5	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.38	76%	50%	26%	19%	5%
6	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.33	95%	86%	9%	4%	1%
7	Q11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.32	95%	95%	(na)	(na)	5%
8	Q6. 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	86%	63%	23%	13%	1%
9	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.32	96%	89%	6%	4%	1%
10	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.24	94%	82%	12%	6%	1%

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2015.

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.52	94%	78%	16%	5%	1%
2	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.51	96%	89%	6%	4%	1%
3	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.42	91%	69%	22%	7%	2%
4	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.41	94%	82%	12%	6%	1%
5	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.40	95%	86%	9%	4%	1%
6	Q11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.34	95%	95%	(na)	(na)	5%
7	Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.29	89%	89%	(na)	(na)	11%
8	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	96%	81%	15%	3%	1%
9	Q6. 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?	0.25	86%	63%	23%	13%	1%
10	Q12. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.22	66%	67%	(na)	(na)	33%

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2015.

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.42	91% ▲	69%	22%	8%	1%
2	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.40	76%	50%	26%	19%	5%
3	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.39	91%	69%	22%	7%	2%
4	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.31	83%	62%	22%	13%	3%
5	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	94%	82%	12%	6%	1%
6	Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.27	89%	89%	(na)	(na)	11%
7	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.26	94%	78%	16%	5%	1%
8	Q6. 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?	0.24	86%	63%	23%	13%	1%
9	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	96%	81%	15%	3%	1%
10	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.21	96%	89%	6%	4%	1%

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2015.

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.40	96%	81%	15%	3%	1%
2	Q11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.36	95%	95%	(na)	(na)	5%
3	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.32	91%	69%	22%	7%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.28	91% ▲	69%	22%	8%	1%
5	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.28	95%	86%	9%	4%	1%
6	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.24	94%	78%	16%	5%	1%
7	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.23	96%	89%	6%	4%	1%
8	Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.22	83%	62%	22%	13%	3%
9	Q12. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.22	66%	67%	(na)	(na)	33%
10	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.20	76%	50%	26%	19%	5%

▲ ▼ Statistically significantly higher/lower than Medicaid Managed Care Program 2015.

Responses by Question

This section presents each 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. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2015 scores are compared to 2013 scores where applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	1,560	100.0%	535	100.0%
No	0	0.0%	0	0.0%
Total	1,560	100.0%	535	100.0%
Not Answered	49		19	

Your Health Care in the Last 6 Months

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	571	37.3%	174	33.5%
No	960	62.7%	346	66.5%
Total	1,531	100.0%	520	100.0%
Not Answered	78		34	

Your Health Care in the Last 6 Months (continued)

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	12	2.1%	2	1.2%
<input checked="" type="radio"/> Sometimes	64	11.4%	14	8.1%
<input checked="" type="radio"/> Usually	132	23.6%	38	22.1%
<input checked="" type="radio"/> Always	352	62.9%	118	68.6%
Total	560	100.0%	172	100.0%
Not Answered	11		2	
Reporting Category Getting Care Quickly				
Achievement Score	86.54%		90.88%	
2015 vs. 2013: +/- Change (↕ Stat. sig.)	+4.5↗		+4.4	
Correlation with Health Plan Satisfaction	0.353		0.279	

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	1,371	90.4%	464	88.9%
No	146	9.6%	58	11.1%
Total	1,517	100.0%	522	100.0%
Not Answered	92		32	

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	22	1.6%	5	1.1%
<input checked="" type="radio"/> Sometimes	160	12.0%	56	12.6%
<input checked="" type="radio"/> Usually	291	21.8%	104	23.5%
<input checked="" type="radio"/> Always	861	64.5%	278	62.8%
Total	1,334	100.0%	443	100.0%
Not Answered	37		21	
Reporting Category Getting Care Quickly				
Achievement Score	86.36%		86.15%	
2015 vs. 2013: +/- Change (↕ Stat. sig.)	+1.2		+2.3	
Correlation with Health Plan Satisfaction	0.205		0.200	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
None	187	13.2%	75	15.8%
1 time	211	14.9%	80	16.8%
2	353	24.9%	127	26.7%
3	221	15.6%	72	15.1%
4	136	9.6%	38	8.0%
5 to 9	227	16.0%	60	12.6%
10 or more times	82	5.8%	24	5.0%
Total	1,417	100.0%	476	100.0%
Not Answered	192		78	

Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	1,014	84.4%	326	84.0%
● No	188	15.6%	62	16.0%
Total	1,202	100.0%	388	100.0%
Not Answered	28		13	
Reporting Category	Single Items			
Achievement Score	84.38%		83.68%	
2015 vs. 2013: +/- Change (▲▼ Stat. sig.)	-3.5▼		-3.6	

Q9a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	927	78.6%	302	78.9%
● No	252	21.4%	81	21.1%
Total	1,179	100.0%	383	100.0%
Not Answered	51		18	
Reporting Category	Single Items			
Achievement Score	78.63%		78.85%	
2015 vs. 2013: +/- Change (▲▼ Stat. sig.)	-1.4		-4.1	

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

Your Health Care in the Last 6 Months (continued)

Q9b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	882	75.8%	283	74.7%
● No	281	24.2%	96	25.3%
Total	1,163	100.0%	379	100.0%
Not Answered	67		22	
Reporting Category Single Items				
Achievement Score	75.84%		74.67%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.2		-3.1	

Q9c. In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	846	72.0%	268	70.2%
● No	329	28.0%	114	29.8%
Total	1,175	100.0%	382	100.0%
Not Answered	55		19	
Reporting Category Single Items				
Achievement Score	72.00%		70.16%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-5.8↓		-5.9	

Q9d. In the last 6 months, did you and a doctor or other health provider talk about... Whether you felt sad, empty or depressed?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	753	64.9%	228	61.6%
● No	408	35.1%	142	38.4%
Total	1,161	100.0%	370	100.0%
Not Answered	69		31	
Reporting Category Single Items				
Achievement Score	64.86%		61.62%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-7.0↓		-11.7↓	

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

Your Health Care in the Last 6 Months (continued)

Q9e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	747	64.6%	239	63.4%
● No	410	35.4%	138	36.6%
Total	1,157	100.0%	377	100.0%
Not Answered	73		24	
Reporting Category		Single Items		
Achievement Score	64.56%		63.40%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.1		-5.8	

Q9f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	591	51.8%	190	50.9%
● No	549	48.2%	183	49.1%
Total	1,140	100.0%	373	100.0%
Not Answered	90		28	
Reporting Category		Single Items		
Achievement Score	51.84%		50.94%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-4.3↓		-8.0↓	

Q10. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	519	43.1%	161	41.2%
No	685	56.9%	230	58.8%
Total	1,204	100.0%	391	100.0%
Not Answered	26		10	

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

Your Health Care in the Last 6 Months (continued)

Q11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	480	94.1%	153	95.0%
● No	30	5.9%	8	5.0%
Total	510	100.0%	161	100.0%
Not Answered	9		0	
Reporting Category	Shared Decision Making			
Achievement Score	94.10%		94.95%	
Correlation with Health Plan Satisfaction	0.143		0.364	

Q12. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	337	65.9%	105	66.9%
● No	174	34.1%	52	33.1%
Total	511	100.0%	157	100.0%
Not Answered	8		4	
Reporting Category	Shared Decision Making			
Achievement Score	66.38%		66.31%	
Correlation with Health Plan Satisfaction	0.152		0.217	

Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	451	88.3%	141	88.7%
● No	60	11.7%	18	11.3%
Total	511	100.0%	159	100.0%
Not Answered	8		2	
Reporting Category	Shared Decision Making			
Achievement Score	88.34%		88.82%	
2015 vs. 2013: +/- Change (↕ Stat. sig.)	+3.7		+0.7	
Correlation with Health Plan Satisfaction	0.195		0.028	

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

Your Health Care in the Last 6 Months (continued)

Q14. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	1,131	94.3%	364	93.6%
No	69	5.8%	25	6.4%
Total	1,200	100.0%	389	100.0%
Not Answered	30		12	

Q15. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	55	4.9%	12	3.3%
<input checked="" type="radio"/> Sometimes	97	8.7%	31	8.6%
<input checked="" type="radio"/> Usually	175	15.7%	55	15.2%
<input checked="" type="radio"/> Always	788	70.7%	263	72.9%
Total	1,115	100.0%	361	100.0%
Not Answered	16		3	
Reporting Category	Single Items			
Achievement Score	86.41%		88.02%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.6		-1.0	

Q16. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	35	3.1%	8	2.2%
<input checked="" type="radio"/> Sometimes	104	9.3%	33	9.2%
<input checked="" type="radio"/> Usually	255	22.8%	65	18.2%
<input checked="" type="radio"/> Always	722	64.7%	252	70.4%
Total	1,116	100.0%	358	100.0%
Not Answered	15		6	
Reporting Category	Single Items			
Achievement Score	87.57%		88.53%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.1		-0.2	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q17. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Worst health care possible	3	0.3%	0	0.0%
● 1	3	0.3%	0	0.0%
● 2	7	0.6%	1	0.3%
● 3	15	1.3%	6	1.5%
● 4	22	1.8%	6	1.5%
● 5	65	5.4%	18	4.6%
● 6	53	4.4%	21	5.4%
● 7	112	9.4%	35	9.0%
● 8	204	17.1%	70	18.0%
● 9	188	15.7%	47	12.1%
● Best health care possible	523	43.8%	185	47.6%
Total	1,195	100.0%	389	100.0%
Not Answered	35		12	
Reporting Category	Ratings			
Achievement Score	76.56%		77.10%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.6		-3.1	
Correlation with Health Plan Satisfaction	0.570		0.539	

Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	17	1.4%	8	2.1%
● Sometimes	109	9.2%	26	6.7%
● Usually	298	25.0%	85	21.9%
● Always	767	64.4%	270	69.4%
Total	1,191	100.0%	389	100.0%
Not Answered	39		12	
Reporting Category	Getting Needed Care			
Achievement Score	89.44%		90.97%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.7		+1.6	
Correlation with Health Plan Satisfaction	0.368		0.323	

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

Your Health Care in the Last 6 Months (continued)

Q19. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	464	30.9%	139	27.0%
No	1,038	69.1%	376	73.0%
Total	1,502	100.0%	515	100.0%
Not Answered	107		39	

Q20. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	43	9.6%	7	5.2%
<input checked="" type="radio"/> Sometimes	55	12.2%	14	10.4%
<input checked="" type="radio"/> Usually	86	19.1%	22	16.4%
<input checked="" type="radio"/> Always	266	59.1%	91	67.9%
Total	450	100.0%	134	100.0%
Not Answered	14		5	
Reporting Category	Single Items			
Achievement Score	78.55%		83.79%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+2.4		+10.5↑	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

Q21. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	20	4.5%	3	2.2%
● 1	7	1.6%	3	2.2%
● 2	9	2.0%	4	3.0%
● 3	10	2.2%	4	3.0%
● 4	10	2.2%	4	3.0%
● 5	36	8.1%	8	6.0%
● 6	21	4.7%	4	3.0%
● 7	51	11.4%	17	12.7%
● 8	70	15.7%	20	14.9%
● 9	58	13.0%	12	9.0%
● Best treatment possible	154	34.5%	55	41.0%
Total	446	100.0%	134	100.0%
Not Answered	18		5	
Reporting Category	Single Items			
Achievement Score	63.31%		63.84%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.8		-2.2	

Q22. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	146	9.7%	46	8.9%
No	1,354	90.3%	469	91.1%
Total	1,500	100.0%	515	100.0%
Not Answered	109		39	

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

Your Health Care in the Last 6 Months (continued)

Q23. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	12	8.3%	5	10.9%
<input checked="" type="radio"/> Sometimes	9	6.2%	2	4.3%
<input checked="" type="radio"/> Usually	22	15.2%	2	4.3%
<input checked="" type="radio"/> Always	102	70.3%	37	80.4%
Total	145	100.0%	46	100.0%
Not Answered	1		0	
Reporting Category		Single Items		
Achievement Score	85.45%		84.40%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+8.5		+4.8	

Q24. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Worst treatment possible	5	3.5%	3	6.7%
<input checked="" type="radio"/> 1	0	0.0%	0	0.0%
<input checked="" type="radio"/> 2	2	1.4%	0	0.0%
<input checked="" type="radio"/> 3	0	0.0%	0	0.0%
<input checked="" type="radio"/> 4	4	2.8%	0	0.0%
<input checked="" type="radio"/> 5	12	8.5%	4	8.9%
<input checked="" type="radio"/> 6	7	5.0%	2	4.4%
<input checked="" type="radio"/> 7	15	10.6%	5	11.1%
<input checked="" type="radio"/> 8	23	16.3%	5	11.1%
<input checked="" type="radio"/> 9	18	12.8%	8	17.8%
<input checked="" type="radio"/> Best treatment possible	55	39.0%	18	40.0%
Total	141	100.0%	45	100.0%
Not Answered	5		1	
Reporting Category		Single Items		
Achievement Score	68.13%		70.45%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.8		+5.1	

Response scored as: Achievement Room for improvement

Your Personal Doctor

Q25. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	1,335	89.4%	441	86.5%
No	159	10.6%	69	13.5%
Total	1,494	100.0%	510	100.0%
Not Answered	115		44	

Q26. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
None	44	3.5%	14	3.4%
1 time	207	16.6%	80	19.5%
2	413	33.1%	144	35.0%
3	216	17.3%	77	18.7%
4	100	8.0%	29	7.1%
5 to 9	194	15.6%	49	11.9%
10 or more times	72	5.8%	18	4.4%
Total	1,246	100.0%	411	100.0%
Not Answered	89		30	

Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input type="radio"/> Never	6	0.5%	2	0.5%
<input type="radio"/> Sometimes	63	5.3%	23	5.9%
<input checked="" type="radio"/> Usually	175	14.6%	47	12.0%
<input checked="" type="radio"/> Always	952	79.6%	321	81.7%
Total	1,196	100.0%	393	100.0%
Not Answered	6		4	
Reporting Category	Communication			
Achievement Score	94.22%		93.67%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-1.0		-1.8	
Correlation with Health Plan Satisfaction	0.266		0.198	

Response scored as: Achievement Room for improvement

Your Personal Doctor (continued)

Q28. In the last 6 months, how often did your personal doctor listen carefully to you?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	10	0.8%	3	0.8%
● Sometimes	56	4.7%	16	4.1%
● Usually	161	13.6%	34	8.7%
● Always	958	80.8%	337	86.4%
Total	1,185	100.0%	390	100.0%
Not Answered	17		7	
Reporting Category	Communication			
Achievement Score	94.43%		95.13%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.6		-0.8	
Correlation with Health Plan Satisfaction	0.285		0.277	

Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	11	0.9%	2	0.5%
● Sometimes	43	3.6%	15	3.8%
● Usually	135	11.3%	25	6.4%
● Always	1,003	84.1%	351	89.3%
Total	1,192	100.0%	393	100.0%
Not Answered	10		4	
Reporting Category	Communication			
Achievement Score	95.46%		95.69%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.5		-0.1	
Correlation with Health Plan Satisfaction	0.268		0.231	

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

Your Personal Doctor (continued)

Q30. In the last 6 months, how often did your personal doctor spend enough time with you?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	10	0.8%	4	1.0%
● Sometimes	74	6.2%	19	4.8%
● Usually	215	18.1%	63	16.0%
● Always	888	74.8%	307	78.1%
Total	1,187	100.0%	393	100.0%
Not Answered	15		4	
Reporting Category				
	Communication			
Achievement Score	92.92%		94.04%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.5		-0.3	
Correlation with Health Plan Satisfaction	0.284		0.237	

Q31. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	612	52.4%	176	46.1%
No	556	47.6%	206	53.9%
Total	1,168	100.0%	382	100.0%
Not Answered	34		15	

Q32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	24	4.0%	7	4.0%
● Sometimes	53	8.8%	10	5.8%
● Usually	114	19.0%	31	17.9%
● Always	409	68.2%	125	72.3%
Total	600	100.0%	173	100.0%
Not Answered	12		3	
Reporting Category				
	Single Items			
Achievement Score	87.25%		89.23%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.2		+0.9	

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

Your Personal Doctor (continued)

Q33. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Worst personal doctor possible	5	0.4%	0	0.0%
● 1	5	0.4%	1	0.2%
● 2	5	0.4%	0	0.0%
● 3	7	0.5%	4	0.9%
● 4	10	0.8%	4	0.9%
● 5	30	2.3%	7	1.6%
● 6	29	2.2%	8	1.9%
● 7	54	4.2%	15	3.5%
● 8	126	9.8%	48	11.2%
● 9	198	15.3%	56	13.1%
● Best personal doctor possible	823	63.7%	284	66.5%
Total	1,292	100.0%	427	100.0%
Not Answered	43		14	
Reporting Category	Ratings			
Achievement Score	88.79%		90.55%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.8		+0.0	
Correlation with Health Plan Satisfaction	0.485		0.393	

Getting Health Care From Specialists

Q34. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	721	49.3%	223	44.2%
No	742	50.7%	281	55.8%
Total	1,463	100.0%	504	100.0%
Not Answered	146		50	

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

Getting Health Care From Specialists (continued)

Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	41	5.8%	10	4.6%
● Sometimes	133	18.8%	42	19.2%
● Usually	202	28.5%	57	26.0%
● Always	332	46.9%	110	50.2%
Total	708	100.0%	219	100.0%
Not Answered	13		4	
Reporting Category	Getting Needed Care			
Achievement Score	75.42%		75.93%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+4.3		+5.7	
Correlation with Health Plan Satisfaction	0.285		0.201	

Q36. How many specialists have you seen in the last 6 months?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
None	64	9.3%	21	9.9%
1 specialist	268	38.9%	81	38.0%
2	207	30.0%	60	28.2%
3	92	13.4%	27	12.7%
4	34	4.9%	13	6.1%
5 or more specialists	24	3.5%	11	5.2%
Total	689	100.0%	213	100.0%
Not Answered	32		10	

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

Getting Health Care From Specialists (continued)

Q37. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Worst specialist possible	9	1.5%	3	1.6%
● 1	5	0.8%	1	0.5%
● 2	6	1.0%	4	2.1%
● 3	8	1.3%	3	1.6%
● 4	8	1.3%	1	0.5%
● 5	37	6.0%	12	6.3%
● 6	29	4.7%	8	4.2%
● 7	54	8.8%	17	8.9%
● 8	95	15.4%	29	15.2%
● 9	102	16.5%	31	16.2%
● Best specialist possible	264	42.8%	82	42.9%
Total	617	100.0%	191	100.0%
Not Answered	8		1	
Reporting Category	Ratings			
Achievement Score	74.67%		74.30%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.5		-1.1	
Correlation with Health Plan Satisfaction	0.416		0.345	

Your Health Plan

Q38. In the last 6 months, did you get information or help from your health plan's customer service?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	769	52.7%	241	47.9%
No	689	47.3%	262	52.1%
Total	1,458	100.0%	503	100.0%
Not Answered	151		51	

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

Your Health Plan (continued)

Q39. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	21	2.8%	7	2.9%
● Sometimes	99	13.1%	32	13.4%
● Usually	191	25.2%	52	21.8%
● Always	447	59.0%	148	61.9%
Total	758	100.0%	239	100.0%
Not Answered	11		2	
Reporting Category	Customer Service			
Achievement Score	84.05%		83.37%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+11.0↑		+7.3	
Correlation with Health Plan Satisfaction	0.351		0.222	

Q40. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Never	10	1.3%	3	1.3%
● Sometimes	35	4.6%	6	2.5%
● Usually	114	15.1%	35	14.8%
● Always	597	79.0%	193	81.4%
Total	756	100.0%	237	100.0%
Not Answered	13		4	
Reporting Category	Customer Service			
Achievement Score	94.10%		96.03%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+5.4↑		+5.0↑	
Correlation with Health Plan Satisfaction	0.407		0.403	

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

Your Health Plan (continued)

Q41. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Worst health plan possible	12	0.8%	4	0.8%
● 1	8	0.5%	1	0.2%
● 2	7	0.5%	2	0.4%
● 3	26	1.8%	9	1.8%
● 4	17	1.2%	1	0.2%
● 5	90	6.1%	24	4.7%
● 6	54	3.7%	15	3.0%
● 7	125	8.5%	43	8.5%
● 8	222	15.1%	71	14.0%
● 9	226	15.4%	69	13.6%
● Best health plan possible	682	46.4%	269	53.0%
Total	1,469	100.0%	508	100.0%
Not Answered	140		46	
Reporting Category	Ratings			
Achievement Score	76.88%		79.69%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.7		-0.1	

Q42. Would you recommend your health plan to your family and friends?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	1,201	88.6%	419	91.3%
● No	155	11.4%	40	8.7%
Total	1,356	100.0%	459	100.0%
Not Answered	253		95	
Reporting Category	Single Items			
Achievement Score	88.59%		90.69%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+3.0↑		-1.3	

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

About Your Health

Q43. In general, how would you rate your overall health?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Excellent	243	16.2%	91	17.7%
Very Good	381	25.4%	134	26.0%
Good	489	32.6%	164	31.8%
Fair	326	21.8%	107	20.8%
Poor	59	3.9%	19	3.7%
Total	1,498	100.0%	515	100.0%
Not Answered	111		39	

Q44. In general, how would you rate your overall mental or emotional health?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Excellent	275	18.3%	105	20.3%
Very Good	337	22.5%	121	23.4%
Good	460	30.7%	144	27.9%
Fair	354	23.6%	121	23.4%
Poor	73	4.9%	26	5.0%
Total	1,499	100.0%	517	100.0%
Not Answered	110		37	

Q45. Have you had a flu shot or flu spray since September 1, 2014? [Displayed for Respondents 18-64 years old]

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	1,081	74.0%	373	74.2%
<input checked="" type="radio"/> No	379	26.0%	130	25.8%
Don't Know	37		12	
Total	1,460	100.0%	503	100.0%
Not Answered	106		37	
Reporting Category	Single Items			
Achievement Score	74.04%		74.16%	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q46. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Every day	401	27.3%	131	26.1%
Some days	284	19.3%	94	18.7%
Not at all	786	53.4%	277	55.2%
Don't Know	18		8	
Total	1,471	100.0%	502	100.0%
Not Answered	120		44	

Q47. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	61	9.1%	20	9.1%
<input checked="" type="radio"/> Sometimes	118	17.6%	42	19.1%
<input checked="" type="radio"/> Usually	136	20.3%	39	17.7%
<input checked="" type="radio"/> Always	355	53.0%	119	54.1%
Total	670	100.0%	220	100.0%
Not Answered	15		5	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	90.90%		90.91%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-2.2		-4.4	

Q48. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	126	18.8%	49	22.2%
<input checked="" type="radio"/> Sometimes	147	21.9%	42	19.0%
<input checked="" type="radio"/> Usually	132	19.7%	51	23.1%
<input checked="" type="radio"/> Always	265	39.6%	79	35.7%
Total	670	100.0%	221	100.0%
Not Answered	15		4	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	81.19%		77.83%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+1.8		-3.7	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q49. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	168	25.3%	55	25.3%
<input checked="" type="radio"/> Sometimes	160	24.1%	54	24.9%
<input checked="" type="radio"/> Usually	145	21.9%	53	24.4%
<input checked="" type="radio"/> Always	190	28.7%	55	25.3%
Total	663	100.0%	217	100.0%
Not Answered	22		8	
Reporting Category Medical Assistance with Smoking Cessation				
Achievement Score	74.66%		74.65%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	+0.1		-0.1	

Q50. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	84	26.8%	29	29.6%
<input checked="" type="radio"/> No	229	73.2%	69	70.4%
Don't know	0	0.0%	0	0.0%
Total	313	100.0%	98	100.0%
Not Answered	0		0	
Reporting Category Aspirin Use and Discussion				
Achievement Score	26.84%		29.59%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.8		+4.4	

Q51. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	173	13.2%	61	13.5%
No	1,141	86.8%	390	86.5%
Don't know	183		61	
Total	1,314	100.0%	451	100.0%
Not Answered	112		42	

Response scored as: Achievement Room for improvement

About Your Health (continued)

Q52. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack and stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
● Yes	293	50.9%	105	55.3%
● No	283	49.1%	85	44.7%
Total	576	100.0%	190	100.0%
Not Answered	0		0	
Reporting Category Aspirin Use and Discussion				
Achievement Score	50.87%		55.26%	
2015 vs. 2013: +/- Change (↑↓ Stat. sig.)	-0.9		+5.0	

Q53.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	477	50.2%	173	52.6%
No	474	49.8%	156	47.4%
Total	951	100.0%	329	100.0%
Not Answered	658		225	

Q53.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	593	62.4%	191	58.1%
No	358	37.6%	138	41.9%
Total	951	100.0%	329	100.0%
Not Answered	658		225	

Q53.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with a heart attack before the age of 60

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	239	25.1%	74	22.5%
No	712	74.9%	255	77.5%
Total	951	100.0%	329	100.0%
Not Answered	658		225	

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

About Your Health (continued)

Q54.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	70	15.6%	26	16.4%
No	379	84.4%	133	83.6%
Total	449	100.0%	159	100.0%
Not Answered	1,160		395	

Q54.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	66	14.7%	20	12.6%
No	383	85.3%	139	87.4%
Total	449	100.0%	159	100.0%
Not Answered	1,160		395	

Q54.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	85	18.9%	26	16.4%
No	364	81.1%	133	83.6%
Total	449	100.0%	159	100.0%
Not Answered	1,160		395	

Q54.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	322	71.7%	124	78.0%
No	127	28.3%	35	22.0%
Total	449	100.0%	159	100.0%
Not Answered	1,160		395	

About Your Health (continued)

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	82	7.3%	26	6.7%
No	1,045	92.7%	360	93.3%
Total	1,127	100.0%	386	100.0%
Not Answered	482		168	

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	434	35.9%	132	31.8%
No	776	64.1%	283	68.2%
Total	1,210	100.0%	415	100.0%
Not Answered	399		139	

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	396	33.1%	132	31.7%
No	800	66.9%	284	68.3%
Total	1,196	100.0%	416	100.0%
Not Answered	413		138	

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	316	26.8%	101	24.9%
No	863	73.2%	305	75.1%
Total	1,179	100.0%	406	100.0%
Not Answered	430		148	

About Your Health (continued)

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	632	49.9%	185	42.9%
No	635	50.1%	246	57.1%
Total	1,267	100.0%	431	100.0%
Not Answered	342		123	

Q55f. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	149	12.8%	52	13.1%
No	1,018	87.2%	345	86.9%
Total	1,167	100.0%	397	100.0%
Not Answered	442		157	

Q55g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	452	36.9%	129	31.1%
No	774	63.1%	286	68.9%
Total	1,226	100.0%	415	100.0%
Not Answered	383		139	

Q55h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	786	60.4%	247	54.5%
No	516	39.6%	206	45.5%
Total	1,302	100.0%	453	100.0%
Not Answered	307		101	

About You

Q56. What is your age?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
18 to 24	19	1.3%	9	1.8%
25 to 34	87	5.9%	34	6.7%
35 to 44	207	14.0%	68	13.4%
45 to 54	580	39.2%	196	38.6%
55 to 64	570	38.5%	195	38.4%
65 to 74	16	1.1%	6	1.2%
75 or older	1	0.1%	0	0.0%
Total	1,480	100.0%	508	100.0%
Not Answered	129		46	

Q57. Are you male or female?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Male	915	62.1%	306	60.0%
Female	559	37.9%	204	40.0%
Total	1,474	100.0%	510	100.0%
Not Answered	135		44	

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
8th grade or less	155	10.6%	60	11.9%
Some high school but did not graduate	408	27.9%	149	29.6%
High school graduate or GED	423	28.9%	156	31.0%
Some college or 2-year degree	334	22.8%	103	20.4%
4-year college graduate	87	6.0%	25	5.0%
More than 4-year college degree	55	3.8%	11	2.2%
Total	1,462	100.0%	504	100.0%
Not Answered	147		50	

About You (continued)

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

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes, Hispanic or Latino	670	46.7%	211	42.4%
No, Not Hispanic or Latino	766	53.3%	287	57.6%
Total	1,436	100.0%	498	100.0%
Not Answered	173		56	

Q60.1. What is your race? Response: White.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	275	20.3%	77	16.5%
No	1,080	79.7%	390	83.5%
Total	1,355	100.0%	467	100.0%
Not Answered	254		87	

Q60.2. What is your race? Response: Black or African-American.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	710	52.4%	268	57.4%
No	645	47.6%	199	42.6%
Total	1,355	100.0%	467	100.0%
Not Answered	254		87	

Q60.3. What is your race? Response: Asian.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	30	2.2%	12	2.6%
No	1,325	97.8%	455	97.4%
Total	1,355	100.0%	467	100.0%
Not Answered	254		87	

About You (continued)

Q60.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	17	1.3%	3	0.6%
No	1,338	98.7%	464	99.4%
Total	1,355	100.0%	467	100.0%
Not Answered	254		87	

Q60.5. What is your race? Response: American Indian or Alaska Native.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	49	3.6%	9	1.9%
No	1,306	96.4%	458	98.1%
Total	1,355	100.0%	467	100.0%
Not Answered	254		87	

Q60.6. What is your race? Response: Other.

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	391	28.9%	126	27.0%
No	964	71.1%	341	73.0%
Total	1,355	100.0%	467	100.0%
Not Answered	254		87	

Q61. How well do you speak English?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Very well	1,034	70.0%	339	66.7%
Well	261	17.7%	97	19.1%
Not well	130	8.8%	55	10.8%
Not at all	53	3.6%	17	3.3%
Total	1,478	100.0%	508	100.0%
Not Answered	131		46	

About You (continued)

Q62. Do you speak a language other than English at home?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Yes	643	44.6%	217	43.8%
No	799	55.4%	279	56.3%
Total	1,442	100.0%	496	100.0%
Not Answered	167		58	

Q63. What is the language spoken at home?

	SNP Total		MetroPlus Health Plan	
	N	%	N	%
Spanish	487	78.2%	151	72.2%
Other	136	21.8%	58	27.8%
Total	623	100.0%	209	100.0%
Not Answered	20		8	



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

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

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

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

SURVEY INSTRUCTIONS

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



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 5**

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

- Never
- Sometimes
- Usually
- Always

5. 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 6**
- No → **Go to Question 7**

6. 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?

- Never
- Sometimes
- Usually
- Always

7. 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 19**
- 1 → **Go to Question 8**
- 2 → **Go to Question 8**
- 3 → **Go to Question 8**
- 4 → **Go to Question 8**
- 5 to 9 → **Go to Question 8**
- 10 or more → **Go to Question 8**

8. 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

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

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

10. 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 11**
- No → **Go to Question 14**

11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- Yes
- No

12. Did you and a doctor or other health provider talk about the reasons you might **not** want to take a medicine?

- Yes
- No

13. 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



14. 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 15
○ No → Go to Question 17

15. 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

16. 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

17. 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 Best
Health Care Health Care
Possible Possible

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

- Never
○ Sometimes
○ Usually
○ Always

19. 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 20
○ No → Go to Question 22

20. 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

21. 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 Best
Treatment Treatment
Possible Possible

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

- Yes → Go to Question 23
○ No → Go to Question 25

23. 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

24. 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 Best
Treatment Treatment
Possible Possible



YOUR PERSONAL DOCTOR

25. 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 26
 No → Go to Question 34
26. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
- None → Go to Question 33
 1 → Go to Question 27
 2 → Go to Question 27
 3 → Go to Question 27
 4 → Go to Question 27
 5 to 9 → Go to Question 27
 10 or more → Go to Question 27
27. 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
28. In the last 6 months, how often did your personal doctor listen carefully to you?
- Never
 Sometimes
 Usually
 Always
29. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- Never
 Sometimes
 Usually
 Always
30. In the last 6 months, how often did your personal doctor spend enough time with you?
- Never
 Sometimes
 Usually
 Always

31. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- Yes → Go to Question 32
 No → Go to Question 33
32. 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
33. 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 not include dental visits or care you got when you stayed overnight in a hospital.

34. 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 35
 No → Go to Question 38
35. In the last 6 months, how often did you get an appointment with specialists as soon as you needed?
- Never
 Sometimes
 Usually
 Always

47. 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

48. 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

49. 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

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

53. 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

54. 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

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

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



ABOUT YOU

56. What is your age?

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

57. Are you male or female?

- Male
- Female

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

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

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

- Yes
- No

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

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

61. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

62. Do you speak a language other than English at home?

- Yes → **Go to Question 63**
- No

63. What is this language spoken at home?

- Spanish
- Other

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**





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