



NY State Department of Health
Medicaid Managed Care Program
CAHPS® 4.0 Adult Medicaid Survey

Continuous Quality Improvement Report

April 2010



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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYSDOH) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2009. The instrument used for the administration of the survey was the CAHPS® 4.0 Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

The majority of question items addressed domains of member experience, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The survey was expanded to include 15 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 60 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

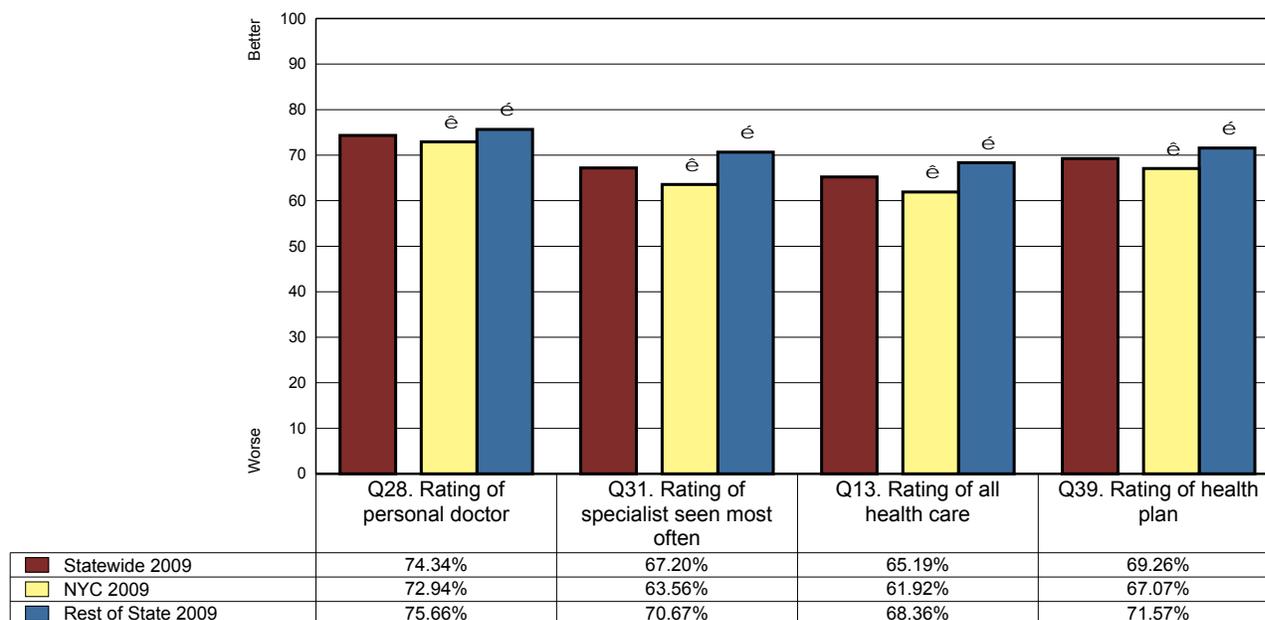
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2009 administration, the NYSDOH focused on adult members of Medicaid managed care plans. The survey included 19 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. Surveys were sent to 28,500 members following a combined mail and phone methodology (four mailings, followed by phone follow up of non-responders) during the period September 11, 2009 through December 6, 2009 using a standardized survey procedure and questionnaire. A \$5.00 incentive was given for each returned survey. A total of 11,769 responses were received resulting in a 44.1% response rate. The disposition of surveys is contained at the end of this section.

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

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Region-level results are compared to the Statewide average for statistical significance and are presented with Statewide, New York City (NYC) and Rest of State averages.

Overall Rating Questions (8, 9 or 10)

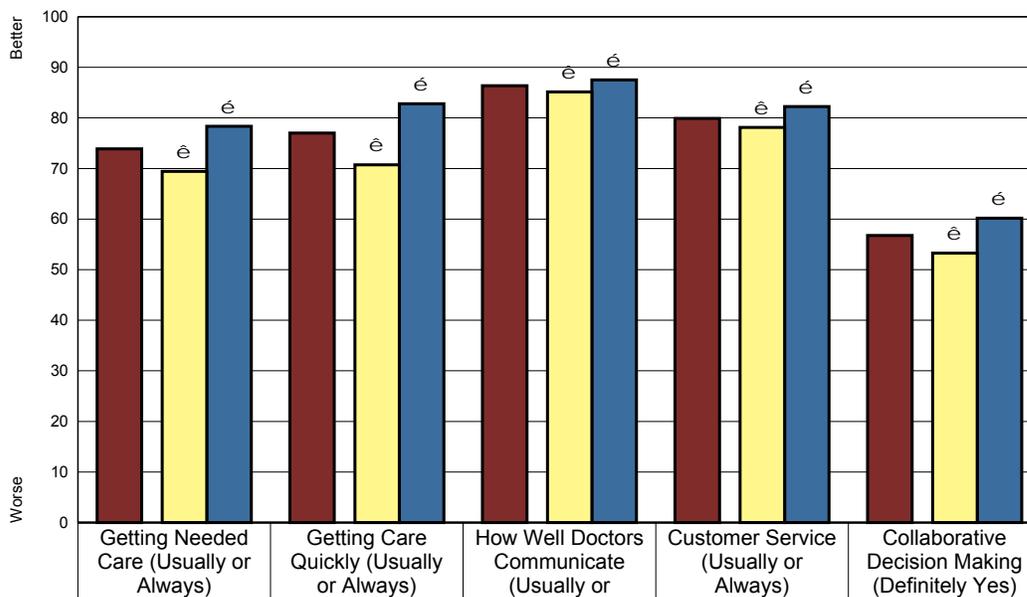


⊕⊕ Statistically significantly better/worse than Statewide 2009.

Summary of Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC) and Rest of State averages.

Composites



Statewide 2009	73.89%	76.99%	86.38%	79.89%	56.77%
NYC 2009	69.42%	70.73%	85.15%	78.12%	53.28%
Rest of State 2009	78.33%	82.82%	87.53%	82.25%	60.17%

éé Statistically significantly better/worse than Statewide 2009.

Key Measure Summary

NYSDOH Medicaid Managed Care Plans 2009

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Collaborative Decision Making (Definitely Yes)	Rating of personal doctor	Rating of specialist seen most often	Rating of all health care	Rating of health plan
Statewide	74	77	86	80	57	74	67	65	69
NYC	69 ▼	71 ▼	85 ▼	78 ▼	53 ▼	73 ▼	64 ▼	62 ▼	67 ▼
Rest of State	78 ▲	83 ▲	88 ▲	82 ▲	60 ▲	76 ▲	71 ▲	68 ▲	72 ▲
Affinity Health Plan	71	75	85	77	54	71	67	65	69
AmeriChoice by United Healthcare	70	76	89 ▲	75	59	77	68	67	68
Amerigroup New York	69	66 ▼	86	77	55	73	68	63	64 ▼
CDPHP	80 ▲	85 ▲	93 ▲	80	65 ▲	80 ▲	68	70 ▲	75 ▲
Excelsus BlueCross BlueShield	77	84 ▲	87	82	58	75	70	69	73 ▲
Fidelis Care New York	74	79	88	80	57	76	70	66	68
GHI HMO	70	81 ▲	88	83	57	76	62	65	63 ▼
HIP HMO	71	72 ▼	85	76	59	73	59 ▼	59 ▼	62 ▼
Healthfirst PHSP, Inc.	72	73	83 ▼	83	55	72	64	64	71
HealthNow New York, Inc.	78 ▲	84 ▲	86	83	58	75	70	67	67
Health Plus	68 ▼	72 ▼	85	78	54	72	69	61	69
Hudson Health Plan	82 ▲	81 ▲	88	86 ▲	59	78 ▲	74 ▲	70 ▲	78 ▲
Independent Health's MediSource	81 ▲	85 ▲	86	88 ▲	58	73	69	73 ▲	80 ▲
MVP	79 ▲	85 ▲	89	83	66 ▲	79 ▲	72	69	69
MetroPlus	70	65 ▼	83	80	50 ▼	70	61	57 ▼	73 ▲
Neighborhood Health Providers	69 ▼	70 ▼	86	77	54	76	65	63	65 ▼
Total Care	76	79	85	70 ▼	58	73	66	65	65 ▼
Univera Community Health	78 ▲	81 ▲	86	88 ▲	57	71	77 ▲	67	73
WellCare of New York	67 ▼	71 ▼	84	71 ▼	43 ▼	71	57 ▼	58 ▼	64 ▼

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Respondent Sample Profile

Age (years)	Statewide	NYC	Rest of State
18 to 24	16.4%	17.3%	15.6%
25 to 34	22.9%	20.1%	25.4%
35 to 44	22.0%	20.7%	23.3%
45 to 54	22.8%	22.7%	22.9%
55 to 64	15.6%	18.9%	12.6%
65 or older	0.2%	0.3%	0.2%

Gender	Statewide	NYC	Rest of State
Male	33.9%	37.0%	31.1%
Female	66.1%	63.0%	68.9%

Highest grade or level of school completed	Statewide	NYC	Rest of State
8th grade or less	8.5%	11.9%	5.5%
Some high school, but did not graduate	18.8%	18.7%	18.9%
High school graduate or GED	35.4%	32.3%	38.2%
Some college or 2-year degree	26.0%	22.7%	29.0%
4-year college graduate	7.6%	10.4%	5.1%
More than 4-year college graduate	3.6%	3.9%	3.3%

Hispanic or Latino	Statewide	NYC	Rest of State
Yes, Hispanic or Latino	26.9%	40.4%	15.1%
No, Not Hispanic or Latino	73.1%	59.6%	84.9%

Race	Statewide	NYC	Rest of State
White	48.7%	26.9%	67.5%
Black or African-American	22.5%	25.3%	20.1%
Asian	11.0%	20.1%	3.1%
Native Hawaiian or Other Pacific Islander	0.5%	0.8%	0.3%
American Indian or Alaska Native	1.7%	1.2%	2.1%
Other	18.7%	28.6%	10.2%

Rating of Overall Health	Statewide	NYC	Rest of State
Excellent	15.0%	17.4%	12.8%
Very good	27.1%	28.2%	26.1%
Good	33.0%	32.2%	33.7%
Fair	19.9%	18.5%	21.0%
Poor	5.0%	3.6%	6.3%

Sample Disposition

	Statewide	NYC	Rest of State
First mailing - sent	28,500	13,954	14,546
First mailing - usable survey returned*	6,084	2,877	3,207
Second mailing - sent	22,193	11,195	10,998
Second mailing - usable survey returned*	2,231	1,097	1,134
Phone - usable surveys*	3,454	1,645	1,809
Total - usable surveys	11,769	5,619	6,150
Ineligible: According to population criteria‡‡	657	321	336
Ineligible: Language barrier†	1,092	935	157
Ineligible: Deceased†	28	14	14
Ineligible: Mentally or physically unable to complete survey†	63	21	42
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	1,551	602	949
Refusal/Returned survey blank	759	388	371
Nonresponse - Unavailable by mail or phone	12,581	6,054	6,527
Response Rate	44.1%	44.4%	43.9%

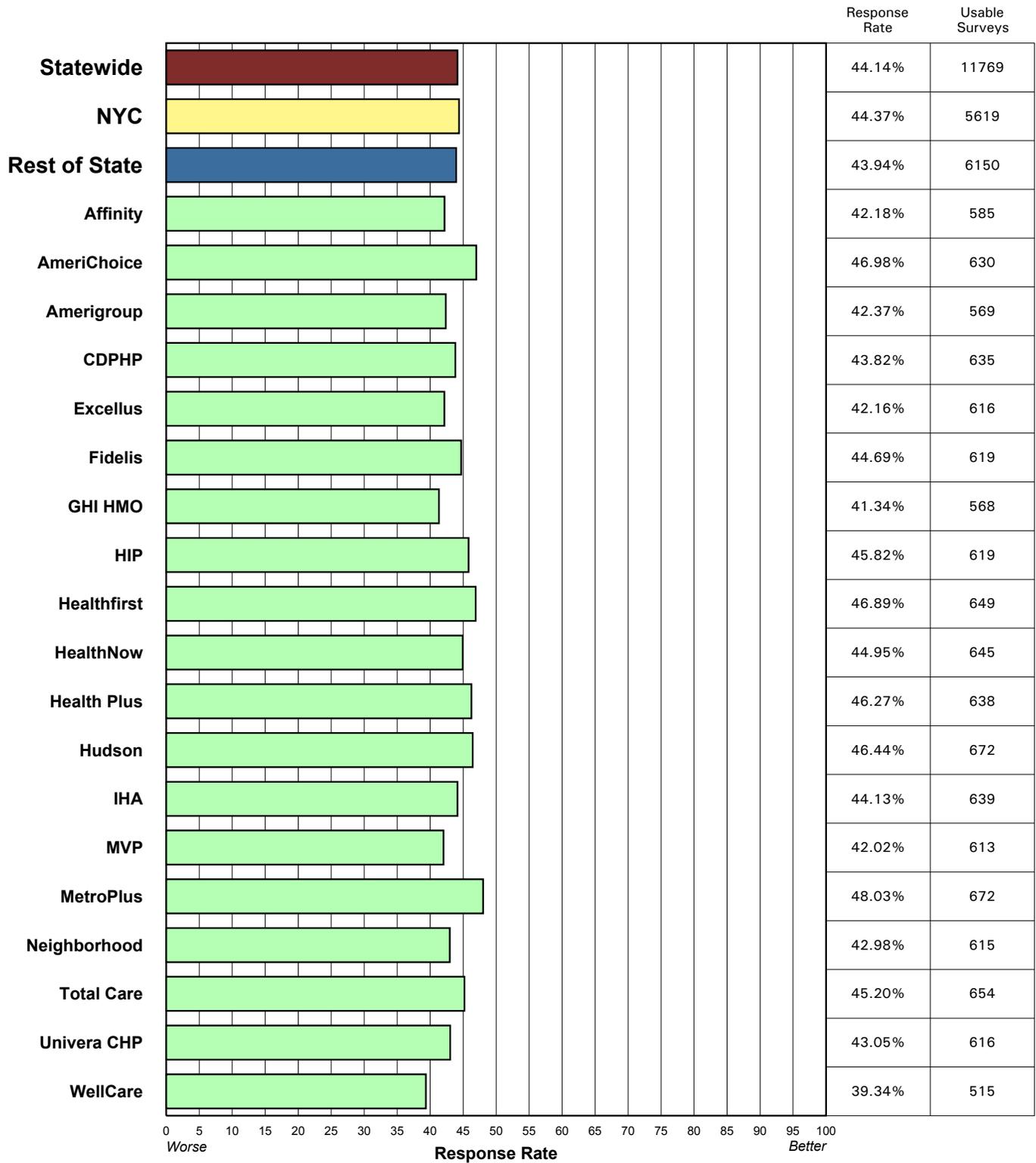
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates



Statewide 2009
 NYC 2009
 Health Plans 2009
 Rest of State 2009

Trend Analysis - Higher Scores - 2009 vs. 2008

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions were identified as having **statistically significantly higher scores** in 2009 as compared to 2008.

Question	NYSDOH 2009 Score	NYSDOH 2008 Score	% Point Change	Composite Group
Q35. Written materials/Internet usually or always provided needed information on how plan works	64.1%	60.5%	+3.6	Single Items
Q39. Rating of health plan	69.3%	65.7%	+3.6	Ratings
Q60. Rating of your children's health care (8, 9, or 10)	80.7%	77.5%	+3.1	Supplemental Questions

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas which showed improvement follow. These questions were identified as better than 2008, but the change is **not considered statistically significant**.

Question	NYSDOH 2009 Score	NYSDOH 2008 Score	% Point Change	Composite Group
Q59. Rating of your children's health plan (8, 9, or 10)	79.0%	77.3%	+1.7	Supplemental Questions
Q37. Health plan's customer service usually or always gave needed info or help	73.6%	72.8%	+0.7	Customer Service
Q28. Rating of personal doctor	74.3%	74.2%	+0.2	Ratings
Q40. Would recommend health plan to your family and friends	90.2%	90.1%	+0.1	Supplemental Questions

Trend Analysis - Lower Scores - 2009 vs. 2008

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions were identified as having **statistically significantly lower scores** in 2009 as compared to 2008.

Question	NYSDOH 2009 Score	NYSDOH 2008 Score	% Point Change	Composite Group
Q31. Rating of specialist seen most often	67.2%	70.6%	-3.4	Ratings
Q18. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	65.8%	69.2%	-3.3	Supplemental Questions
Q6. Usually or always got an appt. for routine care as soon as you needed	74.6%	76.2%	-1.7	Getting Care Quickly
Q25. Personal doctor usually or always spent enough time with you	82.2%	83.6%	-1.4	Communication
Q23. Personal doctor usually or always listened carefully to you	87.5%	88.9%	-1.4	Communication
Q24. Personal doctor usually or always showed respect for what you had to say	89.8%	91.0%	-1.2	Communication
Q22. Personal doctor usually or always explained things in way that was easy to understand	86.0%	87.1%	-1.1	Communication

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas which showed a lack of improvement follow. These questions were identified as worse than 2008, but the change is **not considered statistically significant**.

Question	NYSDOH 2009 Score	NYSDOH 2008 Score	% Point Change	Composite Group
Q19. Rating of treatment or counseling (8, 9, or 10) for a personal or family problem	56.7%	58.6%	-1.9	Supplemental Questions
Q30. Usually or always easy to get appointments with specialists	69.6%	71.3%	-1.6	Getting Needed Care
Q9. Doctor or other health providers usually or always talked about specific things you could do to prevent illness	51.6%	53.0%	-1.4	Single Items
Q44. Advised by doctor or other health provider to quit smoking in last 6 months	72.8%	73.6%	-0.8	Medical Assistance with Smoking Cessation
Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed	79.4%	79.7%	-0.3	Getting Care Quickly
Q27. Personal doctor usually or always seemed informed about care received from other doctors or providers	73.7%	73.9%	-0.2	Single Items
Q46. Doctor recommended or discussed methods and strategies to assist with quitting smoking in the last 6 months	46.0%	46.2%	-0.2	Medical Assistance with Smoking Cessation

Trend Analysis - Lower Scores - 2009 vs. 2008

(continued)

Question	NYSDOH 2009 Score	NYSDOH 2008 Score	% Point Change	Composite Group
Q45. Doctor recommended or discussed medication to assist with quitting smoking in the last 6 months	50.1%	50.3%	-0.1	Medical Assistance with Smoking Cessation
Q33. Usually or always got care, tests or treatment you thought you needed through your health plan	78.2%	78.3%	-0.1	Getting Needed Care
Q13. Rating of all health care	65.2%	65.2%	-0.1	Ratings
Q38. Usually or always treated with courtesy/respect by plan's customer service staff	86.2%	86.3%	0.0	Customer Service

Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS Medicaid managed care plans as of July 2009 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 twelve-week period using a mixed-mode (mail and telephone) five-wave protocol. The five-wave protocol consisted of a pre-survey letter, first questionnaire packet, and reminder postcard to all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings. Sampled members were told that they would be sent \$5 after completing the survey.

Survey Milestones

1. Pre-survey letters mailed: September 11, 2009
2. 1st questionnaire packets mailed: September 17, 2009
3. Reminder postcards mailed: September 25, 2009
4. 2nd questionnaire packets mailed: October 15, 2009
5. Phone field opened: October 26, 2009
6. Mail and phone field closed: December 6, 2009

Sampling Frame

A random sample of 1500 adults ages 18-64 was drawn for each of the managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care plan for at least five out of the last six months as of July 2009.

Questionnaire

The instrument selected for the survey, the CAHPS® 4.0 Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and with the health plan. The survey was expanded to include 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 60 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 11,769 NYSDOH Medicaid managed care members, and the overall project response rate was 44.14%.

Definition of Achievement Scores

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

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, as are responses of "8", "9", or "10" to ratings questions.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative Decision Making. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q30. Usually or always easy to get appointments with specialists
- Q33. Usually or always got care, tests or treatment you thought you needed through your health plan

Getting Care Quickly

- Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed
- Q6. Usually or always got an appt. for routine care as soon as you needed

How Well Doctors Communicate

- Q22. Personal doctor usually or always explained things in way that was easy to understand
- Q23. Personal doctor usually or always listened carefully to you
- Q24. Personal doctor usually or always showed respect for what you had to say
- Q25. Personal doctor usually or always spent enough time with you

Customer Service

- Q37. Health plan's customer service usually or always gave needed info or help
- Q38. Usually or always treated with courtesy/respect by plan's customer service staff

Collaborative Decision Making

- Q11. Doctor definitely talked about pros and cons of treatment/health care
- Q12. Doctor definitely asked which treatment/health care was best

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

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

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

Statistical Testing

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

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2009 are case-mix adjusted for age (Q52), health status (Q41)

and education (Q54). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative Decision Making.

Understanding the Sections of the Report

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

Rating Questions, Composites, Medical Assistance with Smoking Cessation, Single Items and Supplemental Questions

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

Correlation Analysis

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

The correlation analyses are presented two ways. First there are correlations of 10 composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "Usually" and "Sometimes", improving the processes may move respondents up to "Always" to improve not only that composite, but the other rating questions.

Responses by Question

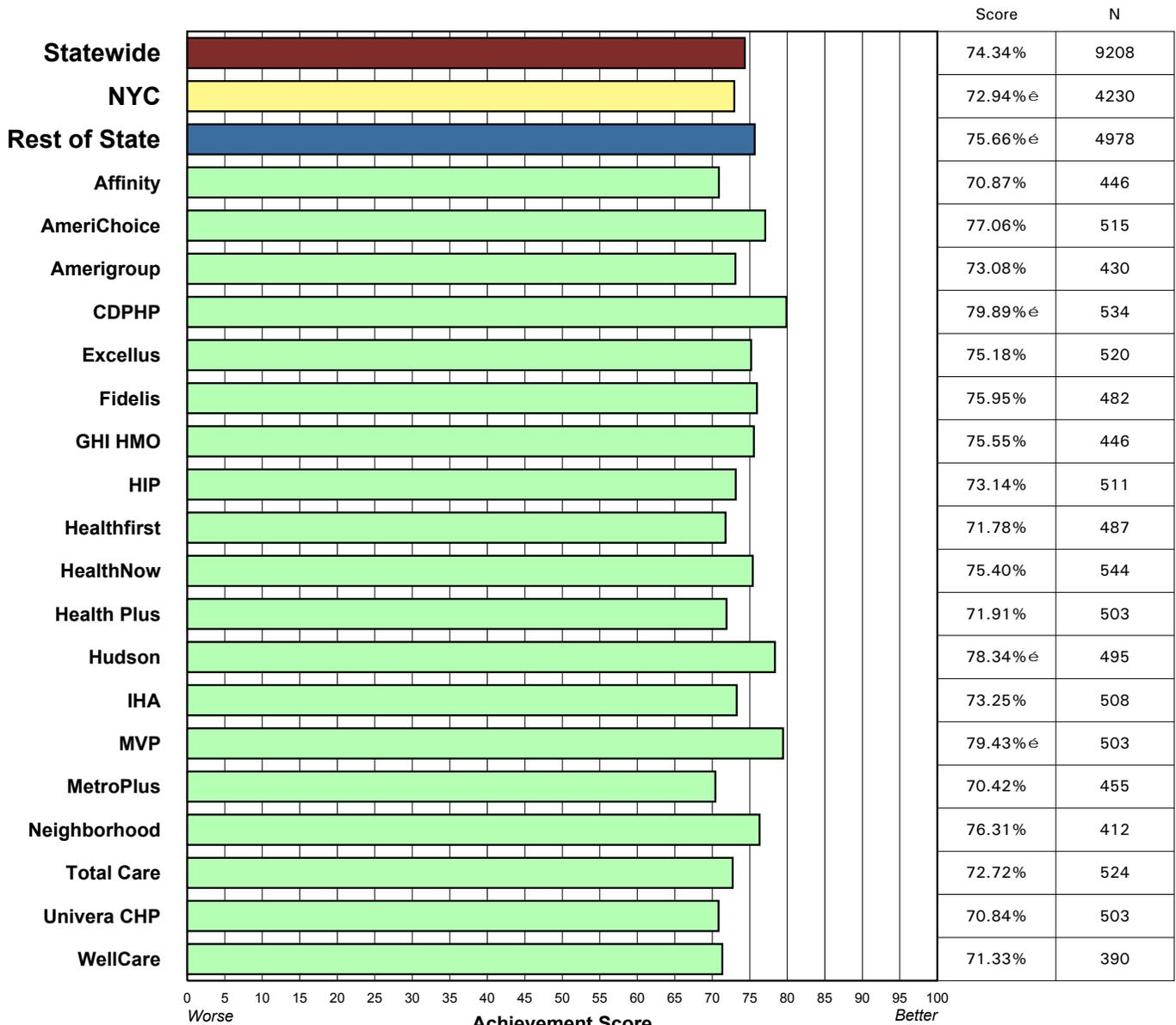
This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement.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

Overall Ratings

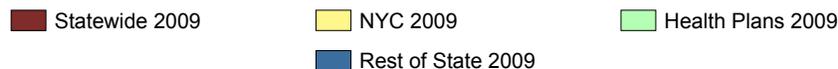
The CAHPS® 4.0 survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the following four tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores.

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

Q28. Rating of personal doctor (8, 9 or 10)

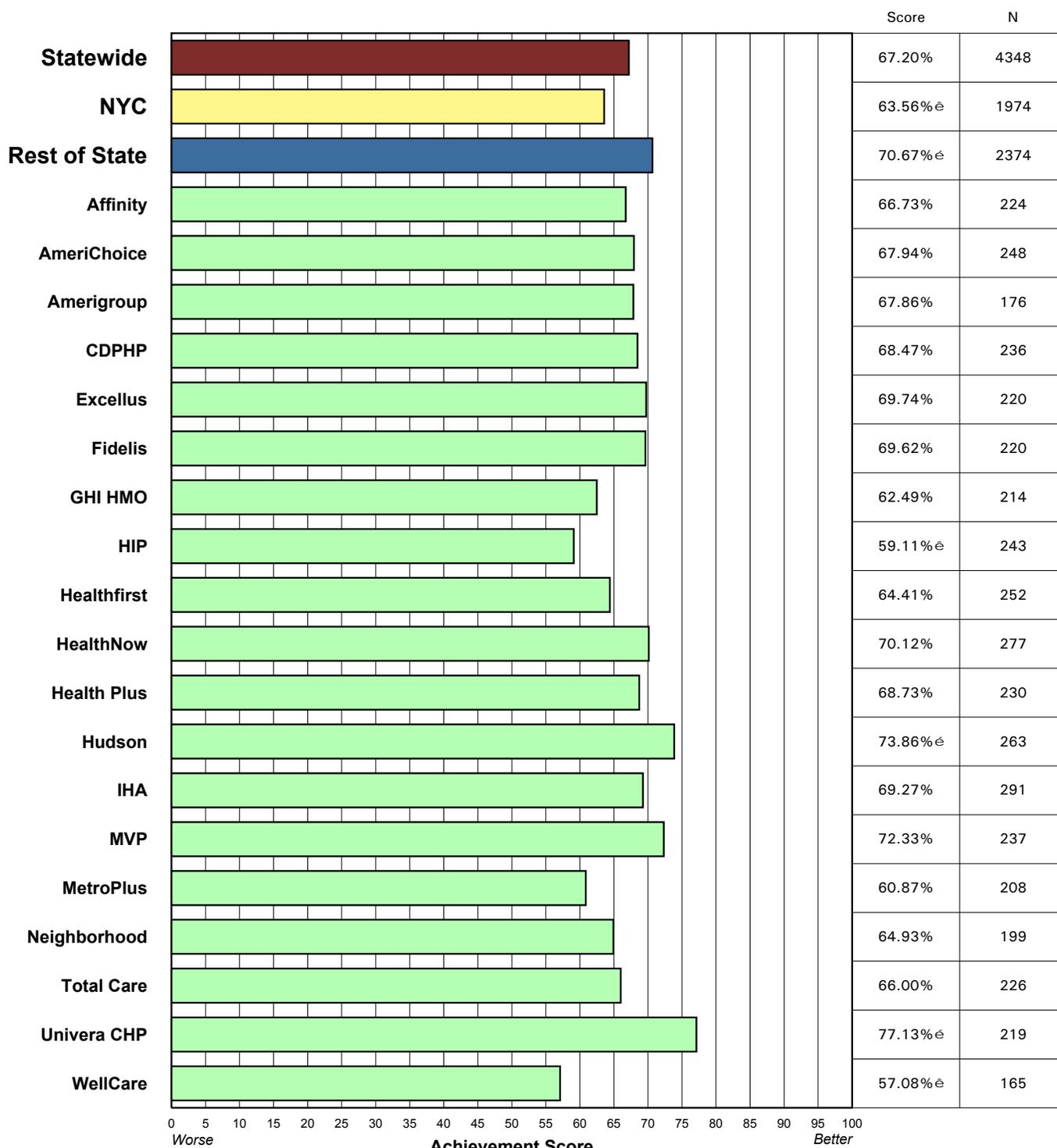


^{éé} Statistically significantly better/worse than Statewide 2009.



Overall Ratings

Q31. Rating of specialist seen most often (8, 9 or 10)

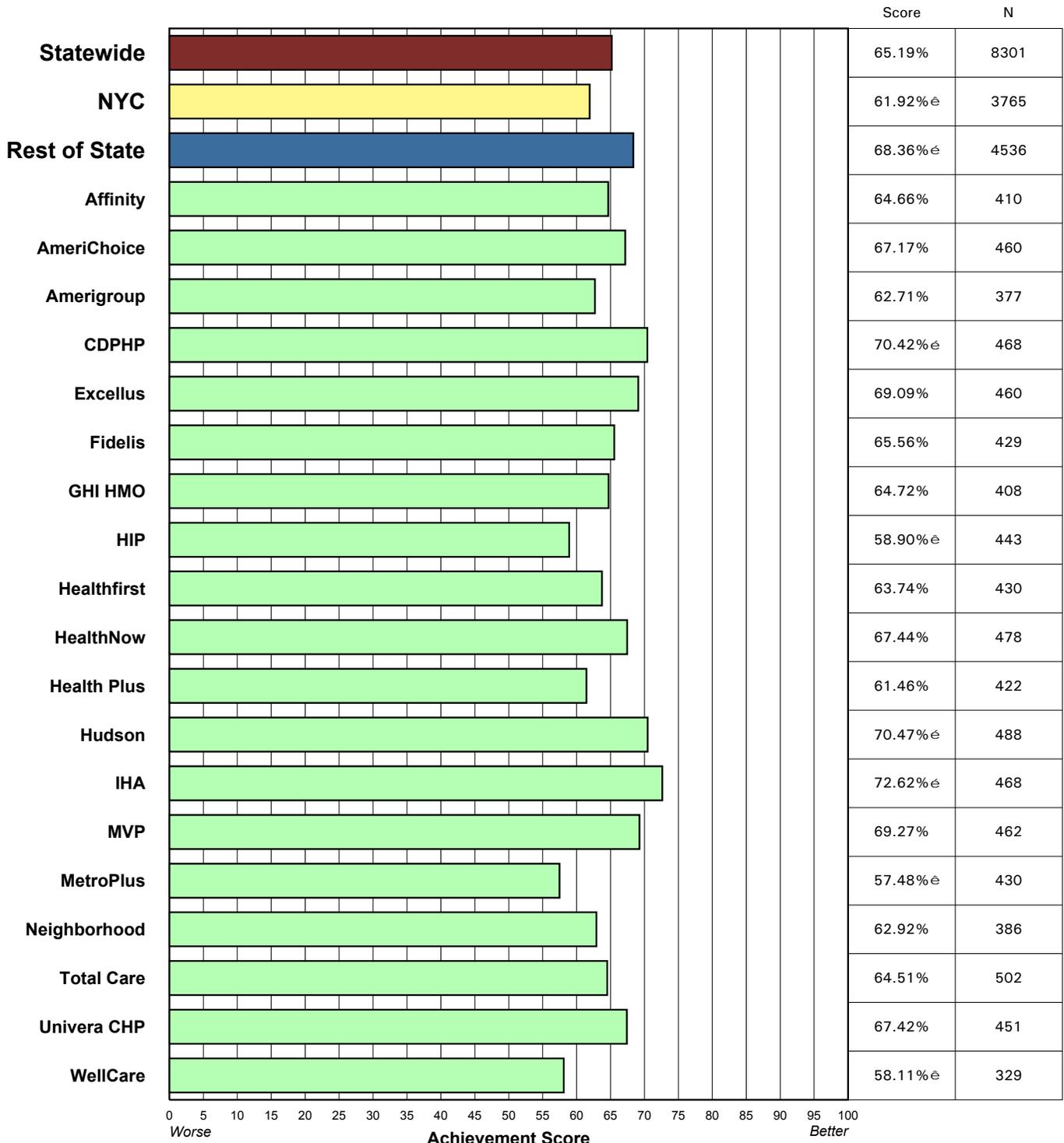


^e^e Statistically significantly better/worse than Statewide 2009.

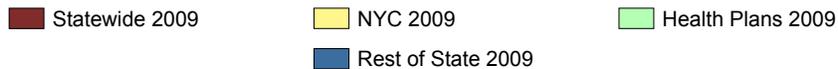
Statewide 2009
 NYC 2009
 Health Plans 2009
 Rest of State 2009

Overall Ratings

Q13. Rating of all health care (8, 9 or 10)

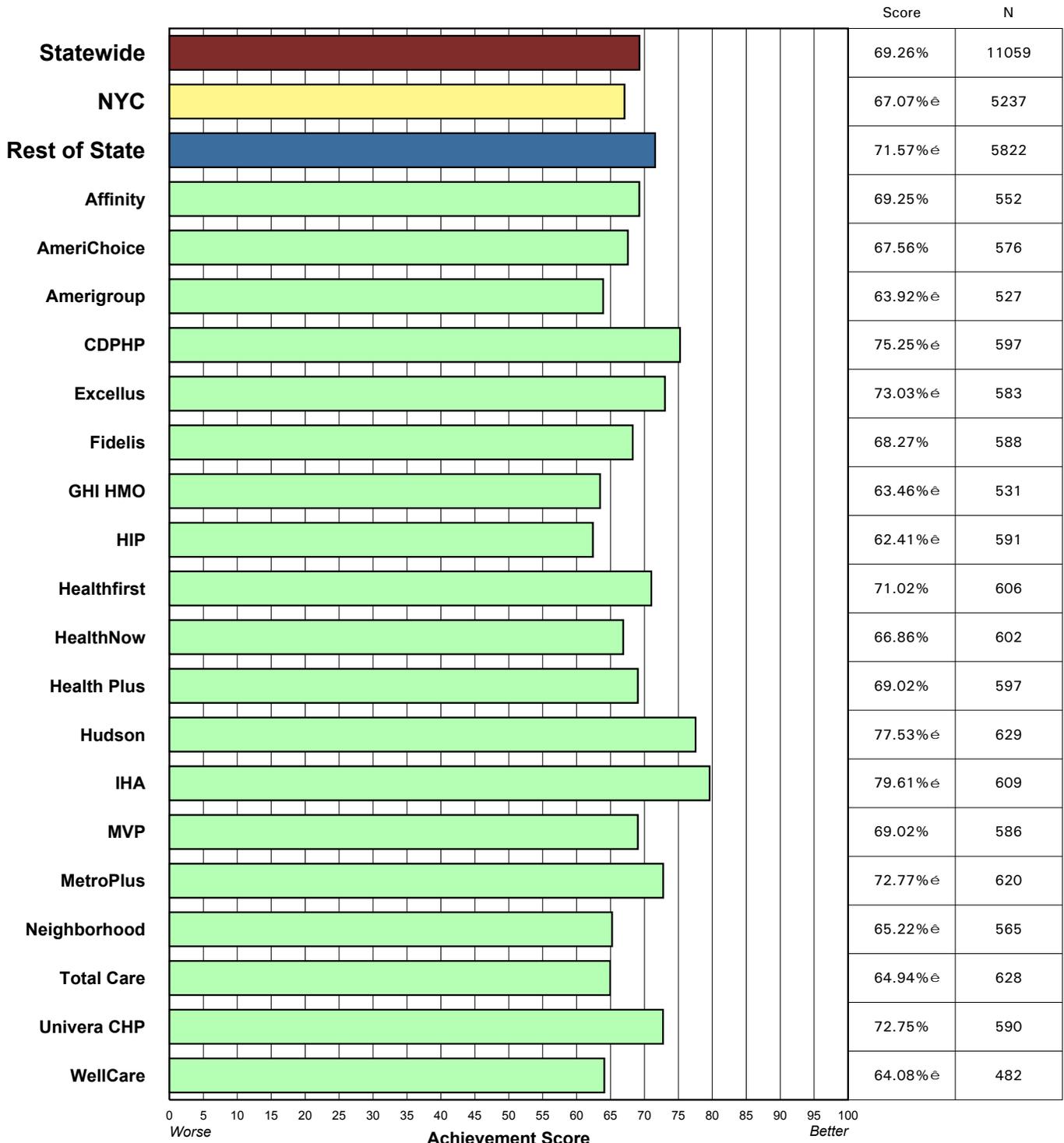


^{ee} Statistically significantly better/worse than Statewide 2009.

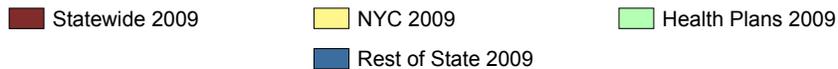


Overall Ratings

Q39. Rating of health plan (8, 9 or 10)



^{ee} Statistically significantly better/worse than Statewide 2009.



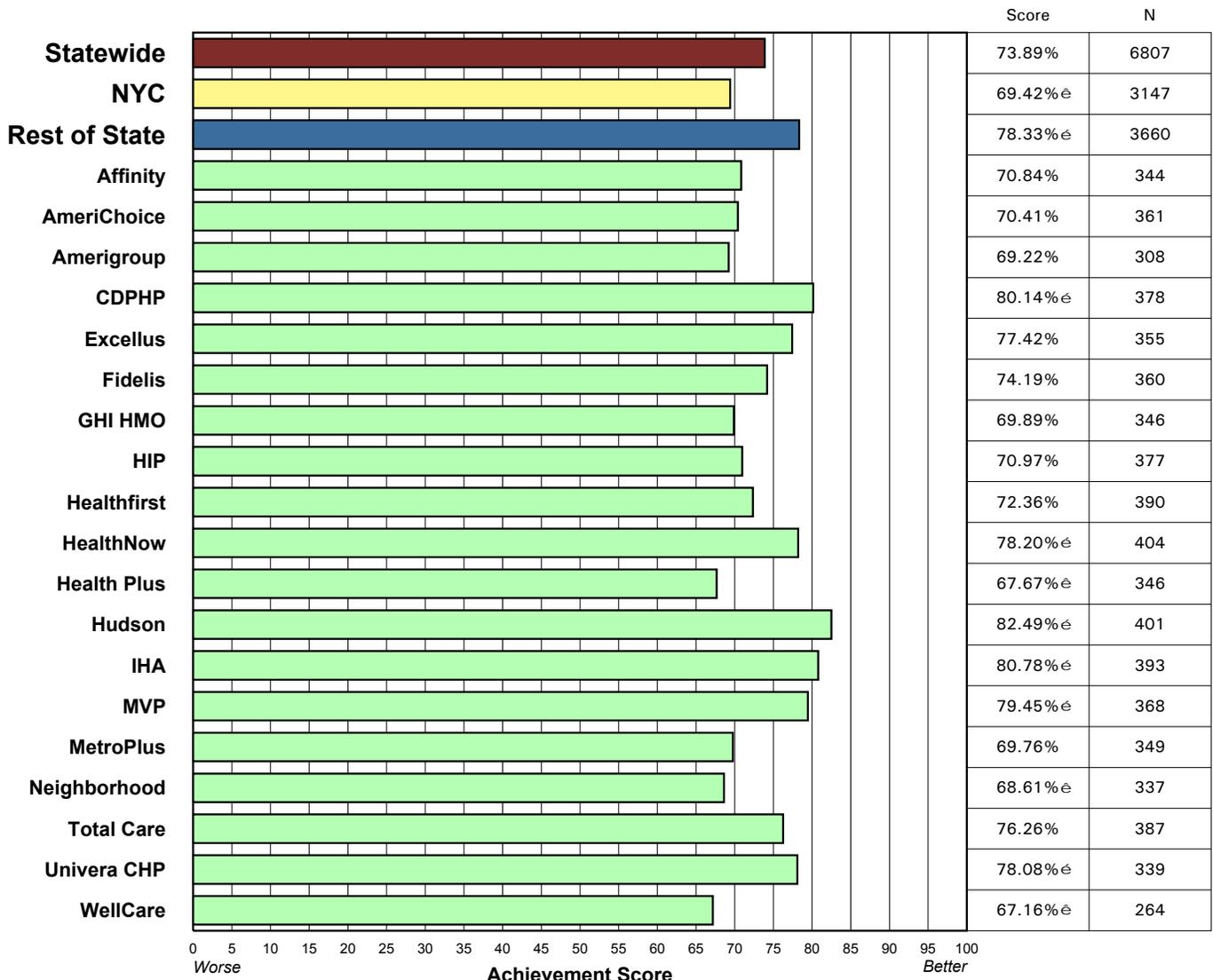
Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for four of the composites. The Collaborative Decision Making score reflects the response of "Definitely yes".

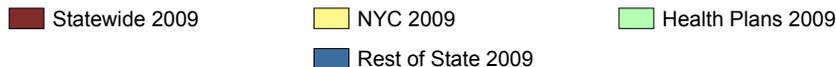
For each table, plan-level and region-level results are compared to the Statewide for statistical significance and are presented with Statewide, New York City (NYC), Rest of State as well as individual plan results.

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

Getting Needed Care (Usually or Always)

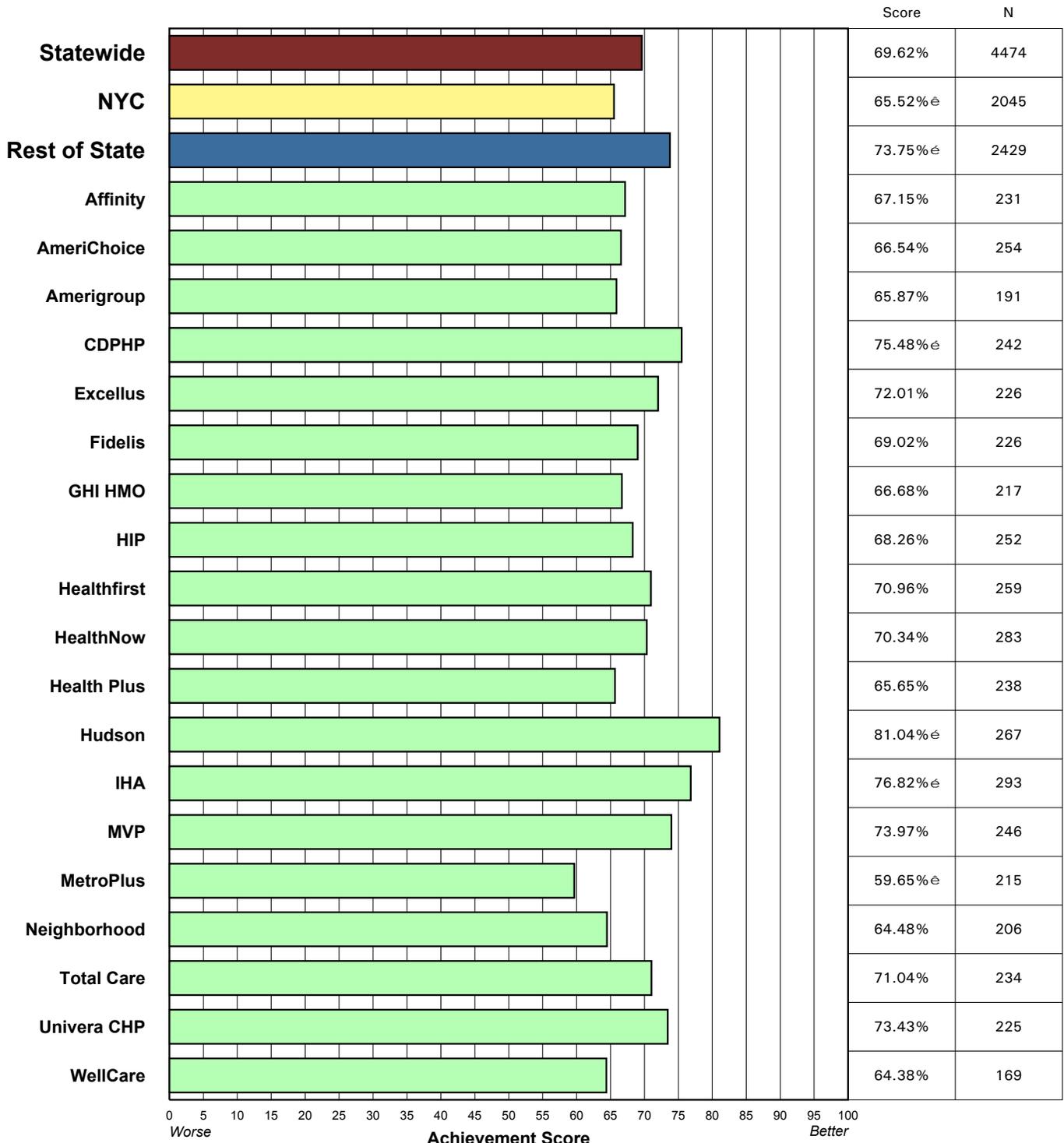


^{ee} Statistically significantly better/worse than Statewide 2009.



Getting Needed Care (Usually or Always)

Q30. Usually or always easy to get appointments with specialists

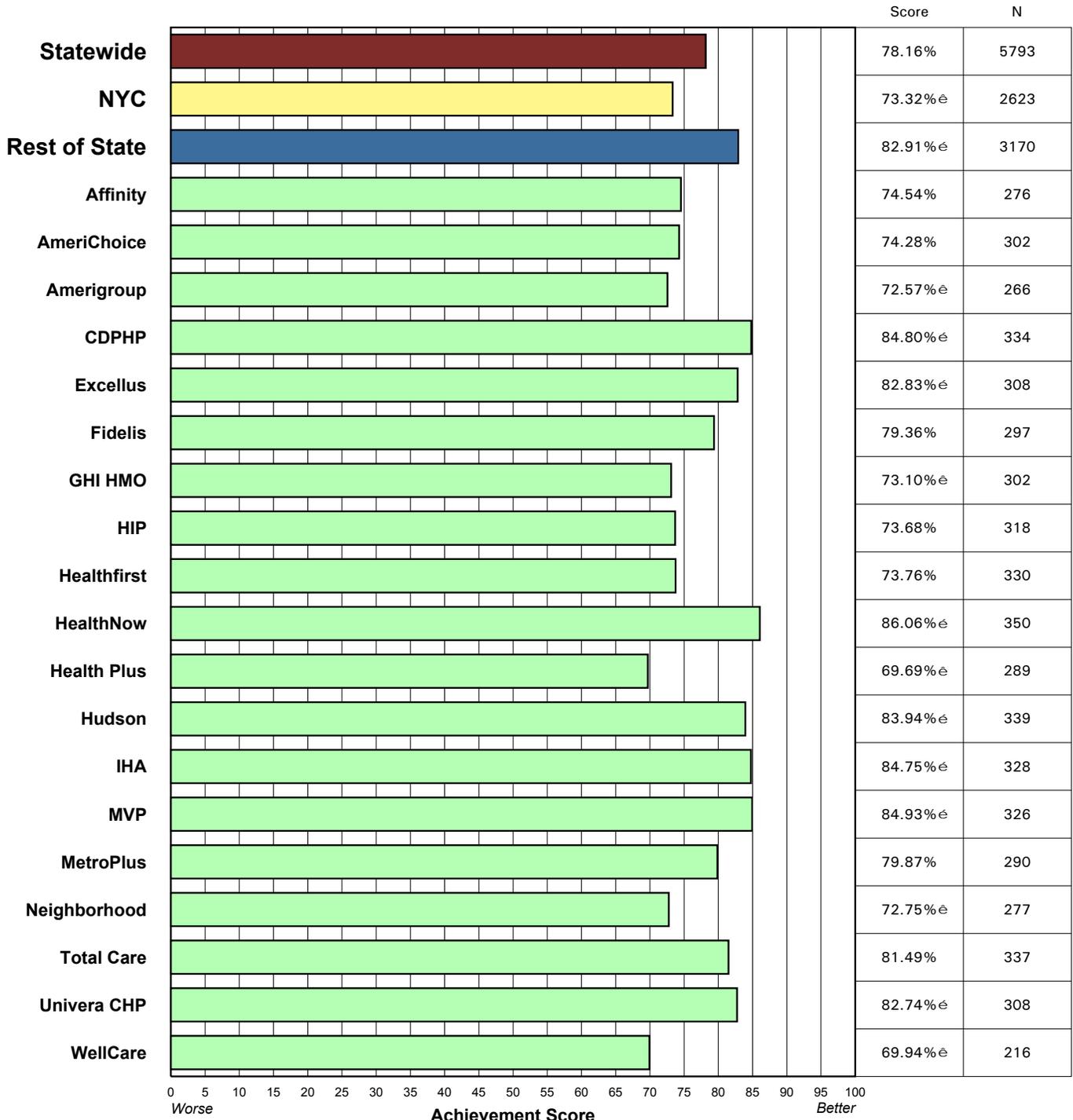


^{ee} Statistically significantly better/worse than Statewide 2009.

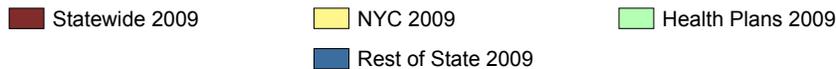
Statewide 2009
 NYC 2009
 Health Plans 2009
 Rest of State 2009

Getting Needed Care (Usually or Always)

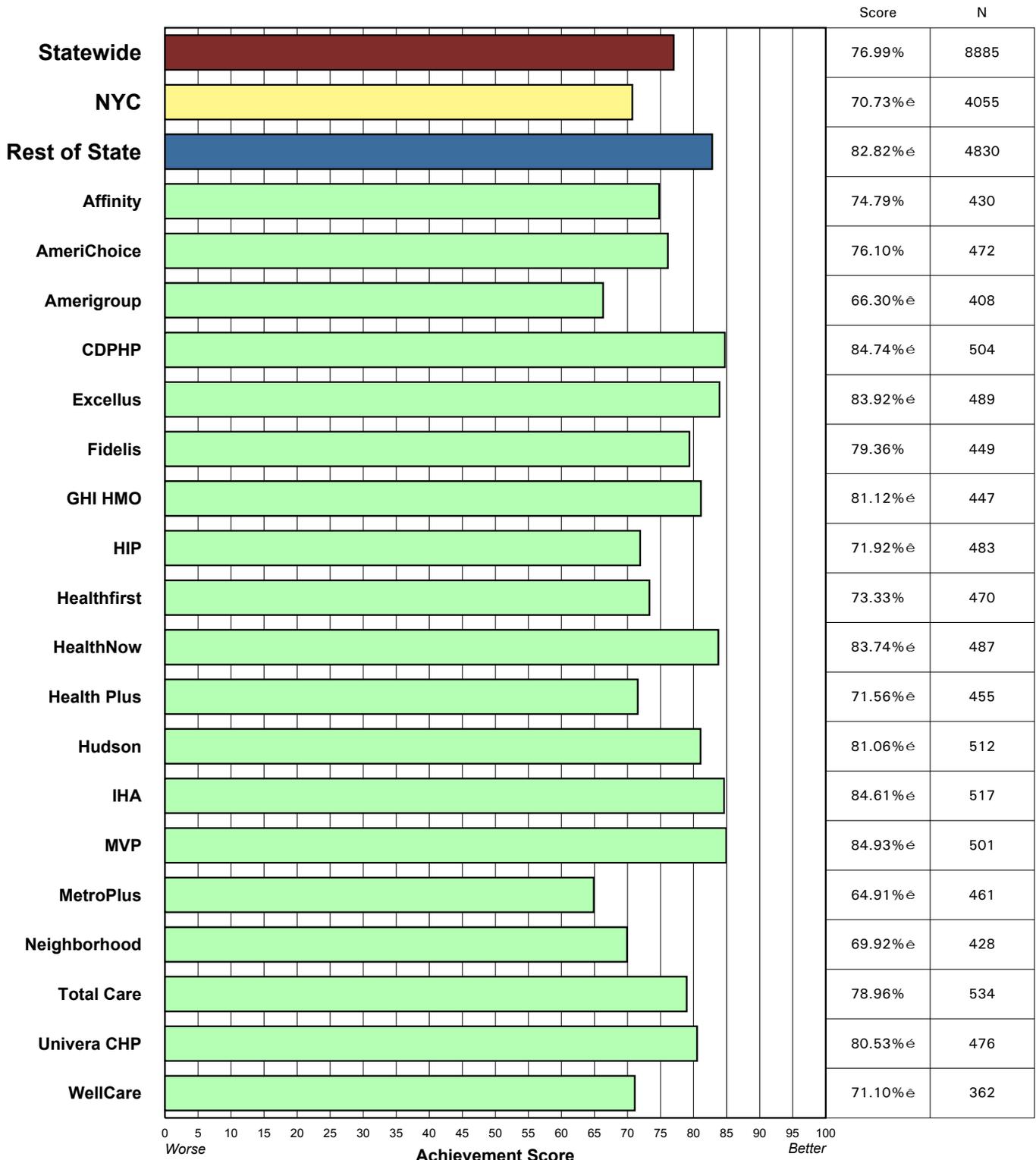
Q33. Usually or always got care, tests or treatment you thought you needed through your health plan



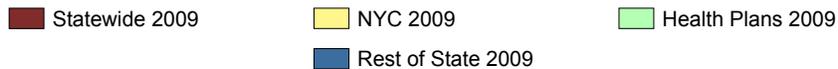
^{ee} Statistically significantly better/worse than Statewide 2009.



Getting Care Quickly (Usually or Always)

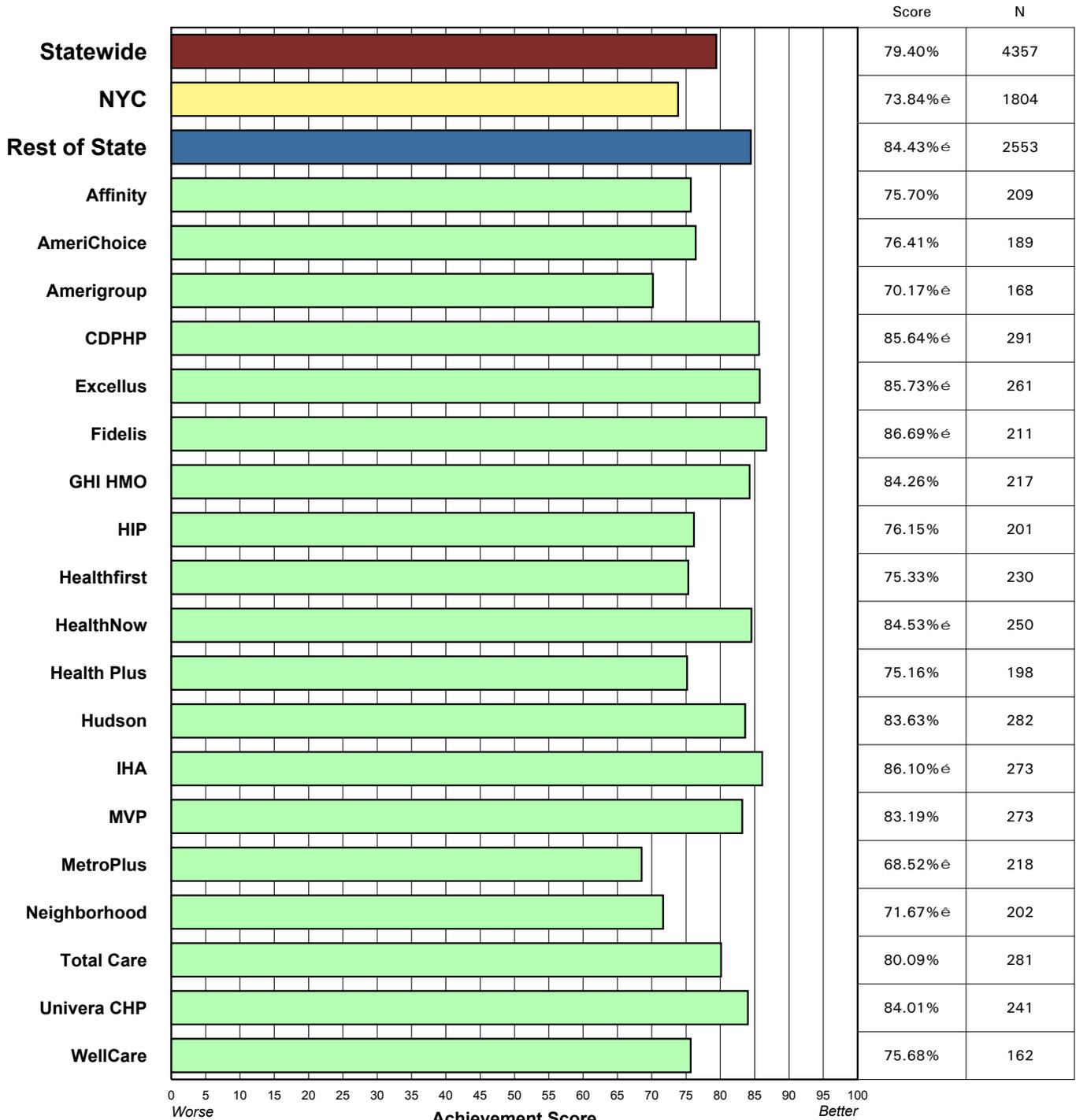


^{ee} Statistically significantly better/worse than Statewide 2009.

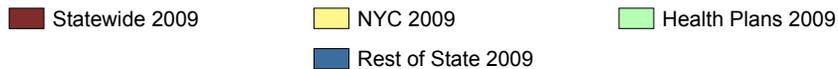


Getting Care Quickly (Usually or Always)

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

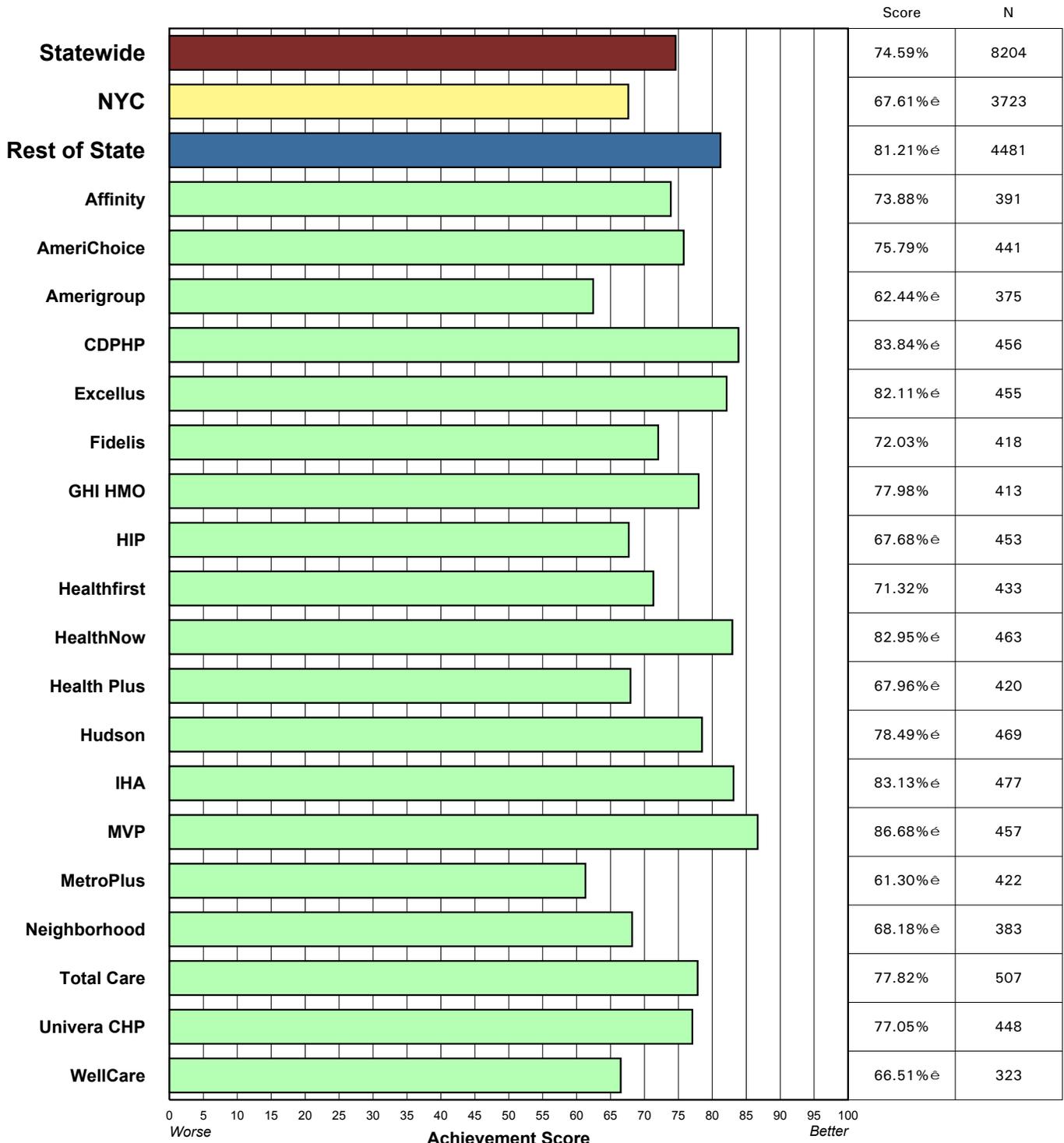


^{ee} Statistically significantly better/worse than Statewide 2009.

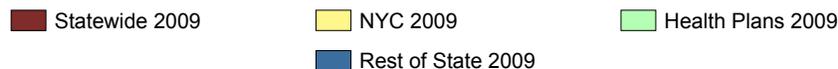


Getting Care Quickly (Usually or Always)

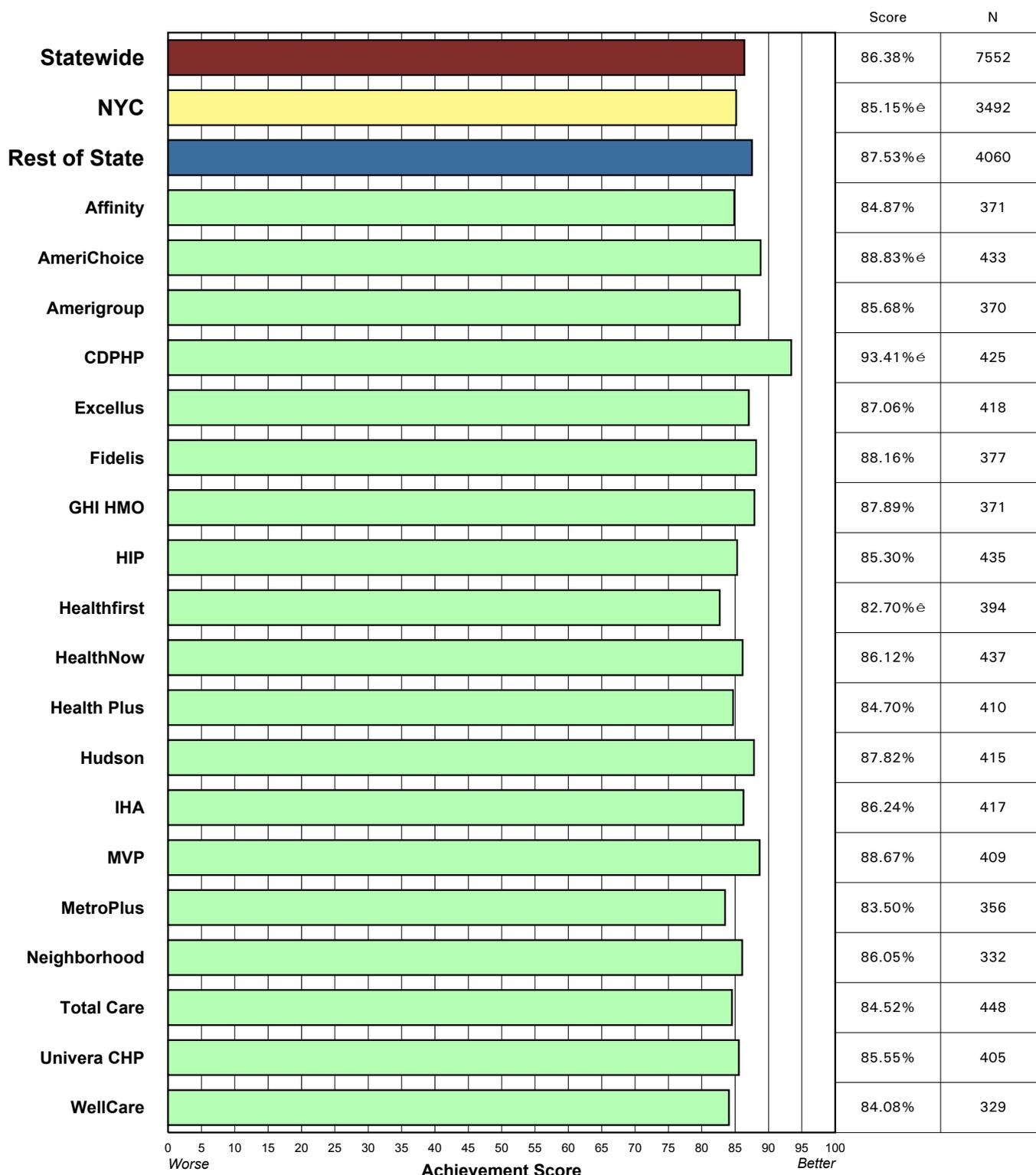
Q6. Usually or always got an appt. for routine care as soon as you needed



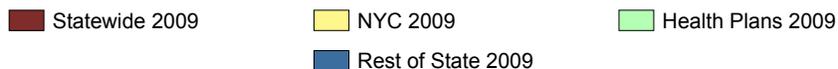
^{ee} Statistically significantly better/worse than Statewide 2009.



How Well Doctors Communicate (Usually or Always)

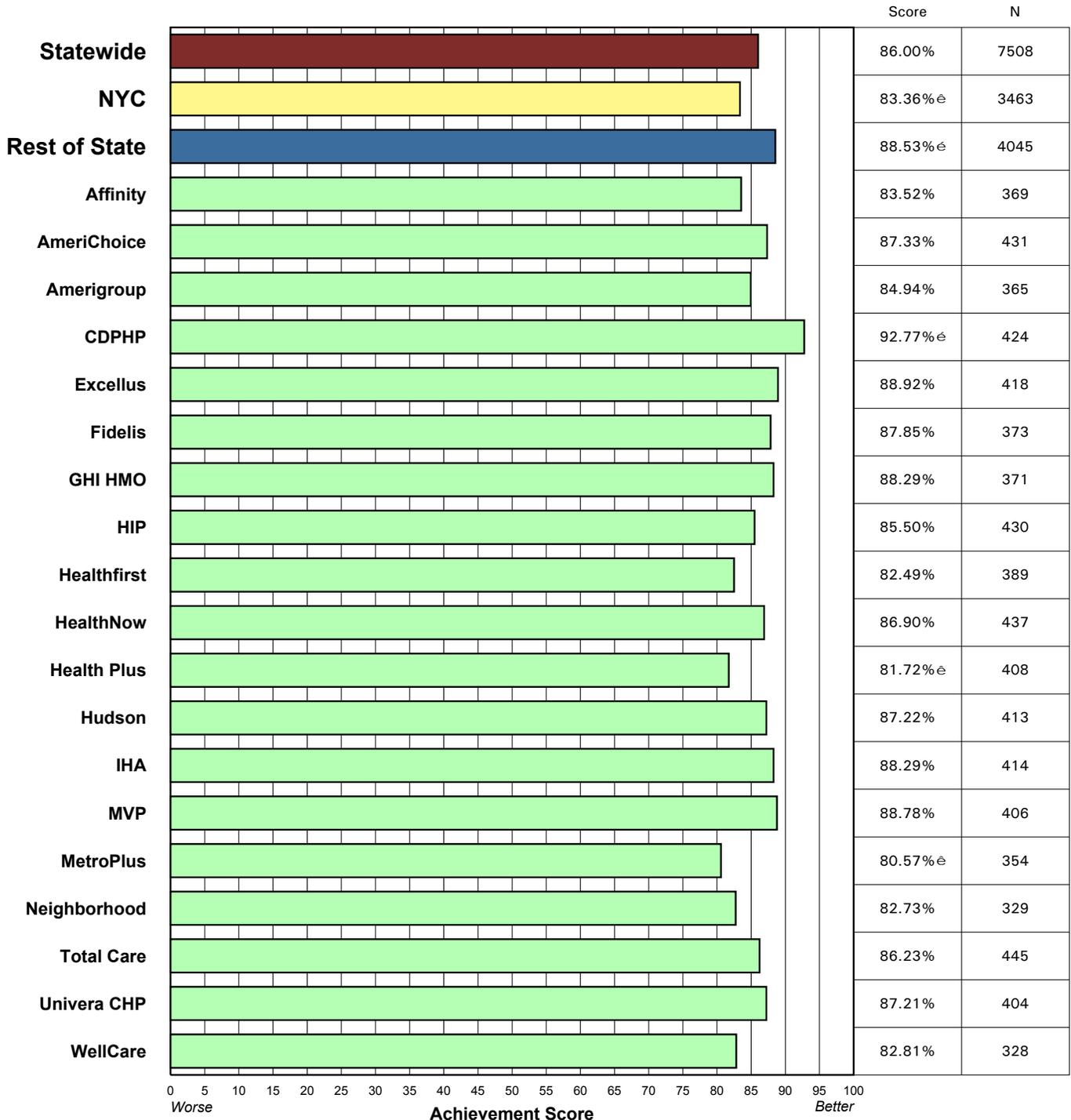


^{ee} Statistically significantly better/worse than Statewide 2009.

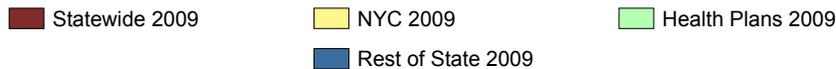


How Well Doctors Communicate (Usually or Always)

Q22. Personal doctor usually or always explained things in way that was easy to understand

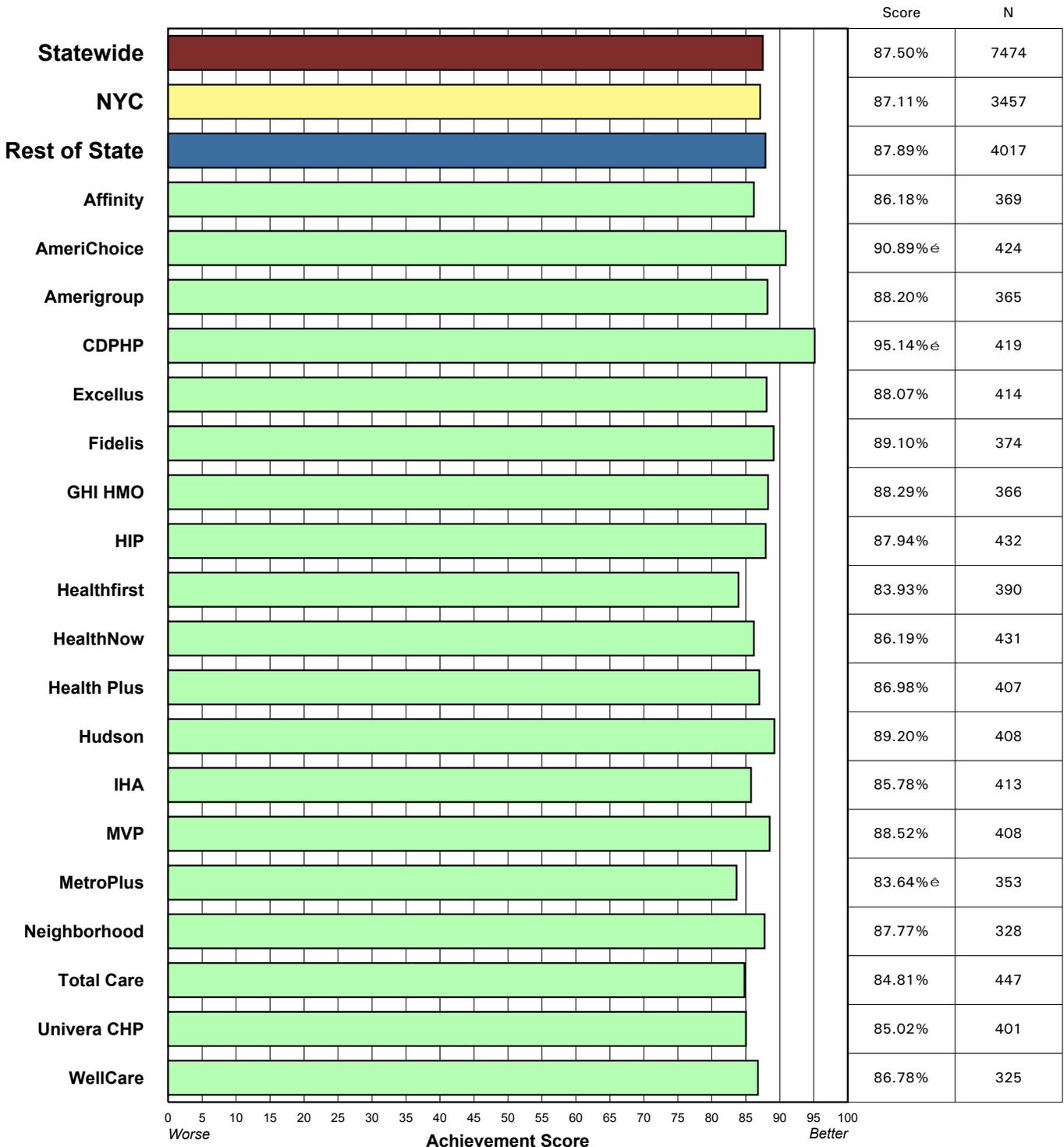


^{ee} Statistically significantly better/worse than Statewide 2009.

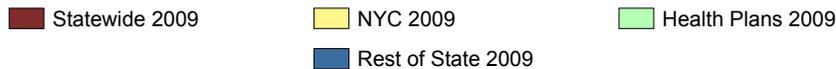


How Well Doctors Communicate (Usually or Always)

Q23. Personal doctor usually or always listened carefully to you

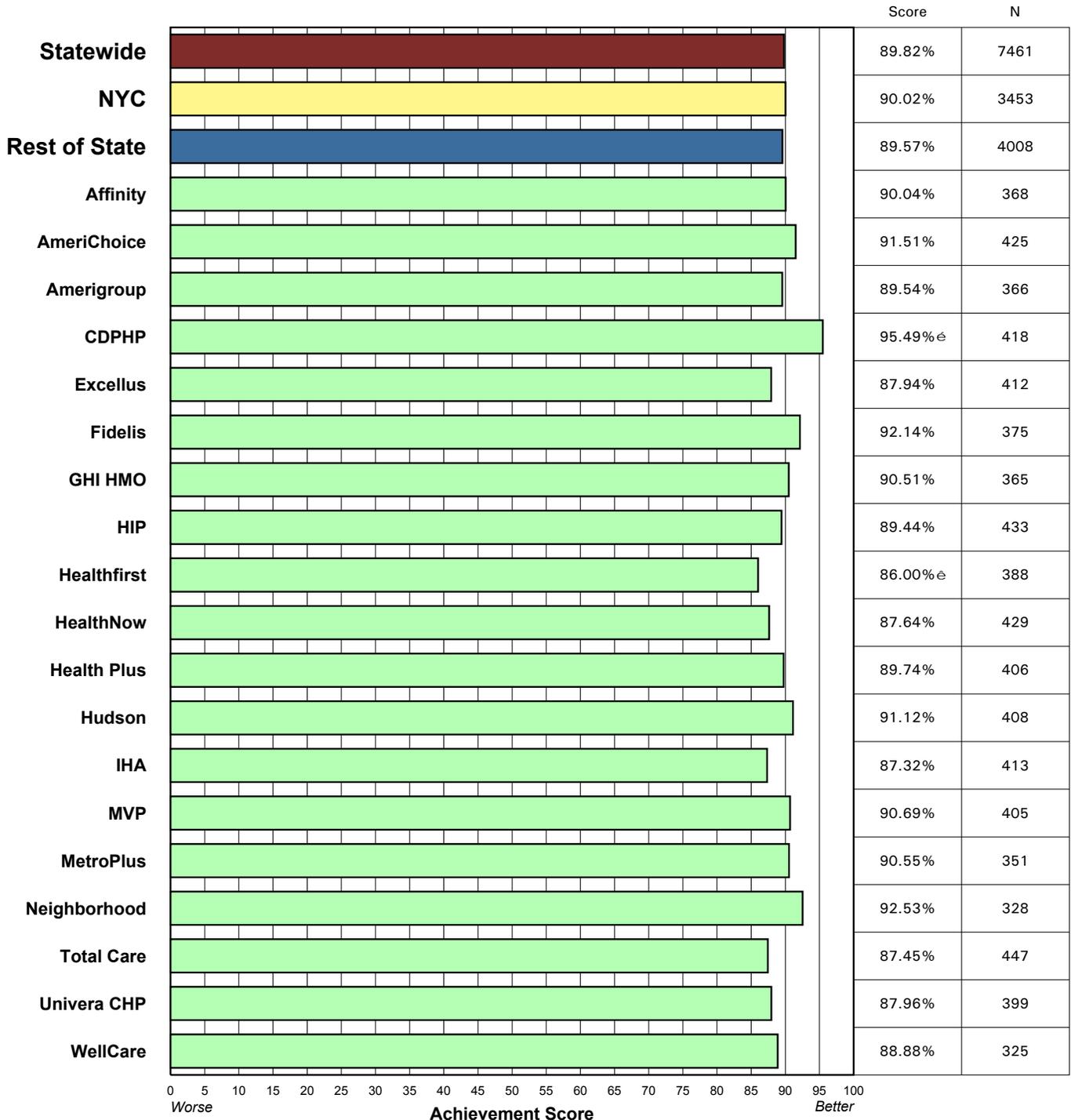


^{ee} Statistically significantly better/worse than Statewide 2009.

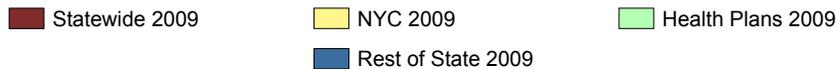


How Well Doctors Communicate (Usually or Always)

Q24. Personal doctor usually or always showed respect for what you had to say

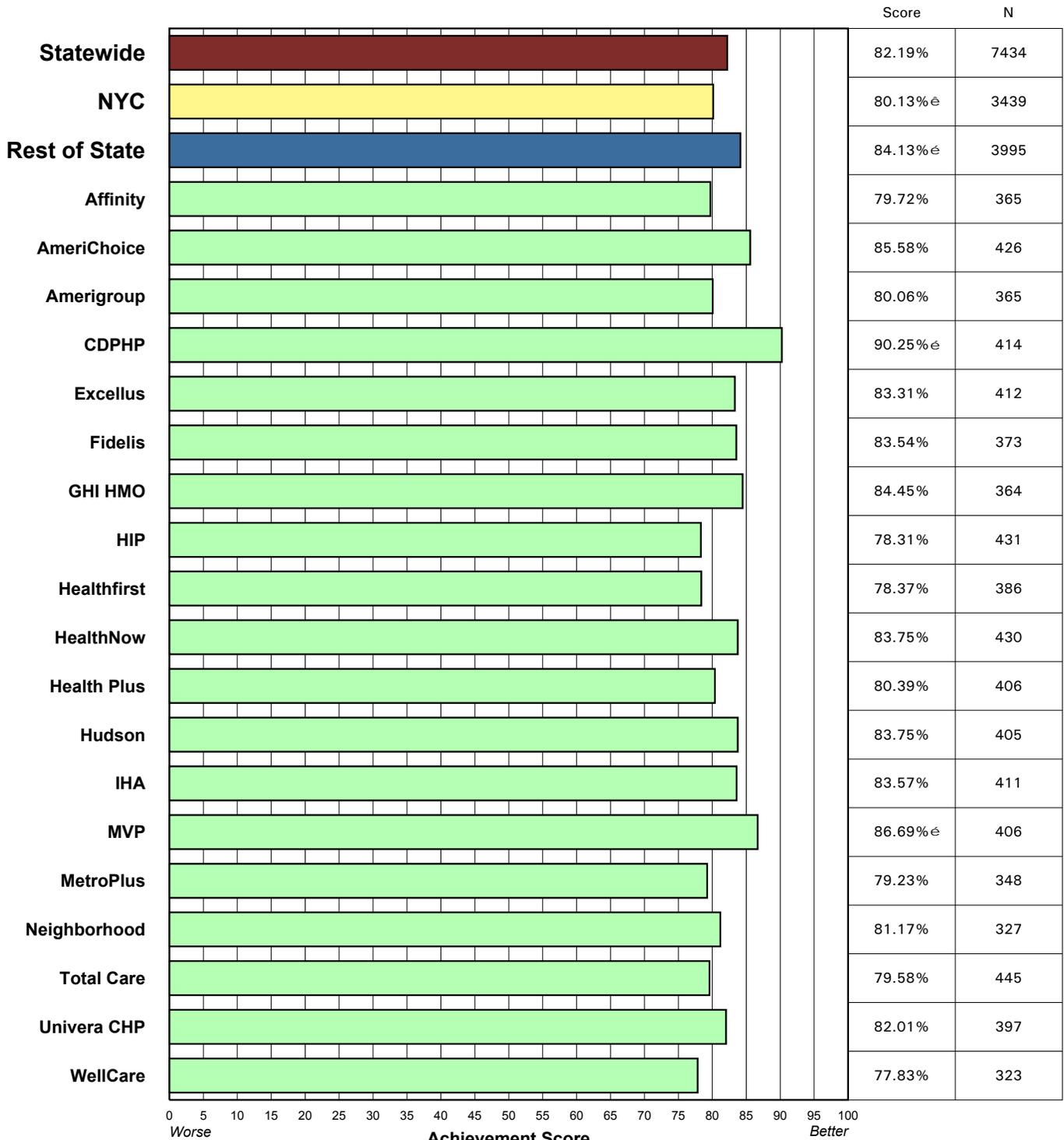


^{ee} Statistically significantly better/worse than Statewide 2009.

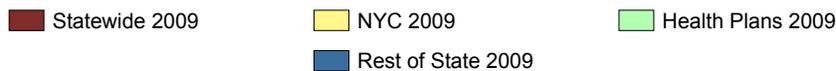


How Well Doctors Communicate (Usually or Always)

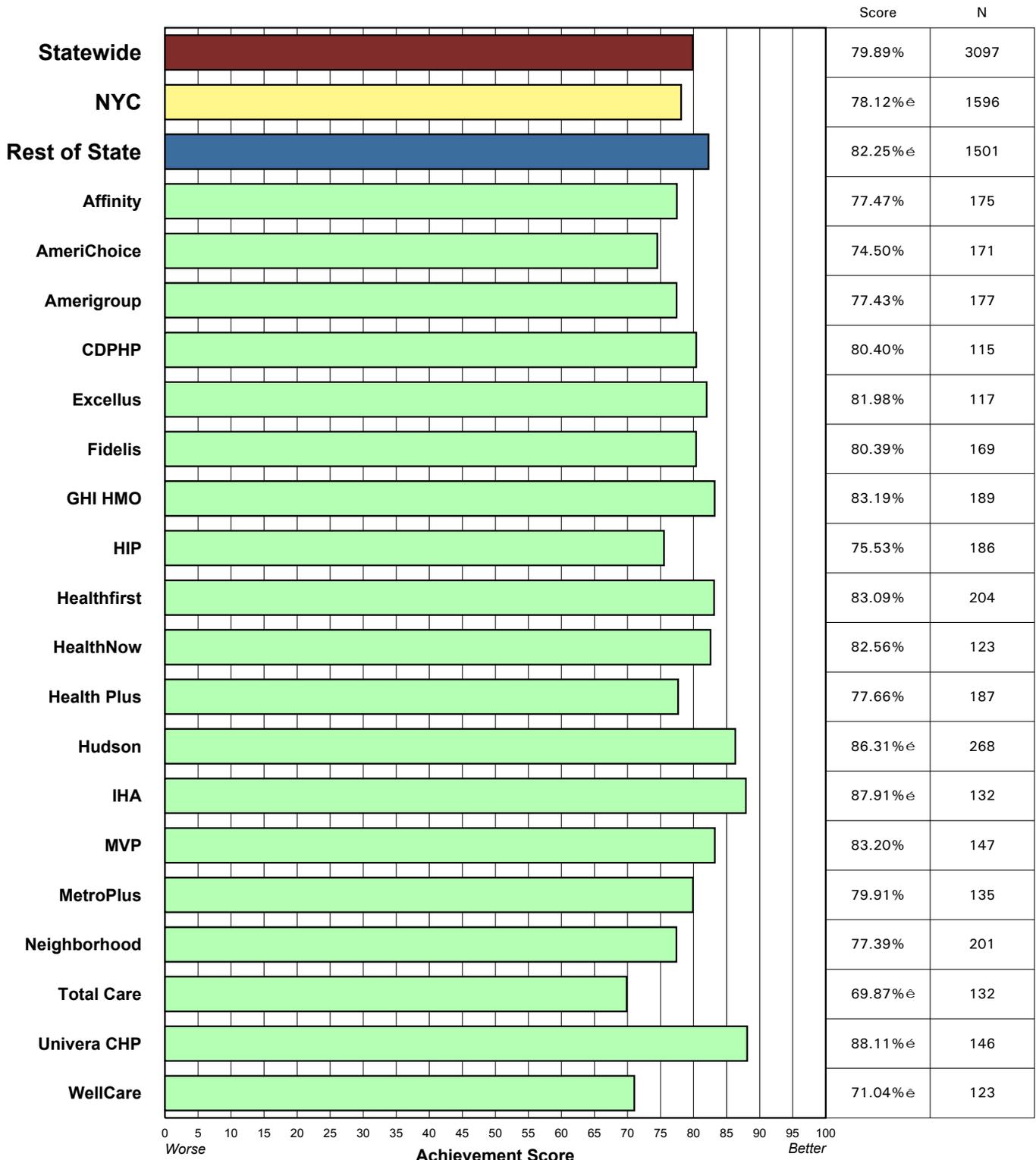
Q25. Personal doctor usually or always spent enough time with you



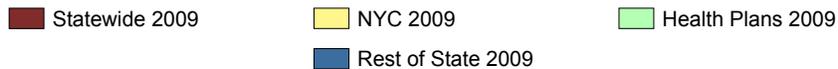
^{ee} Statistically significantly better/worse than Statewide 2009.



Customer Service (Usually or Always)

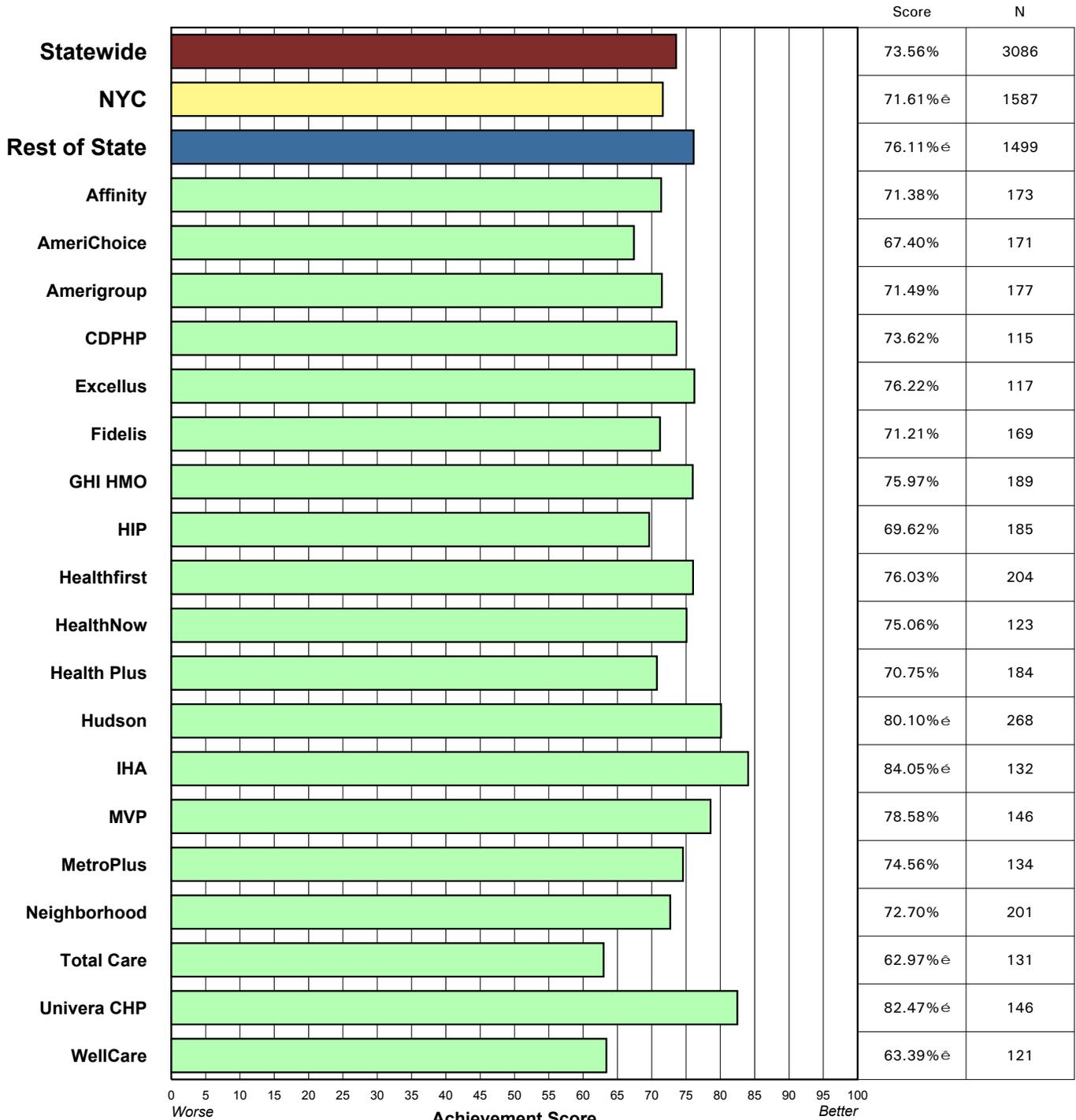


^{ee} Statistically significantly better/worse than Statewide 2009.

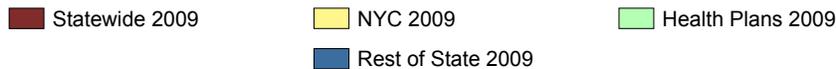


Customer Service (Usually or Always)

Q37. Health plan's customer service usually or always gave needed info or help

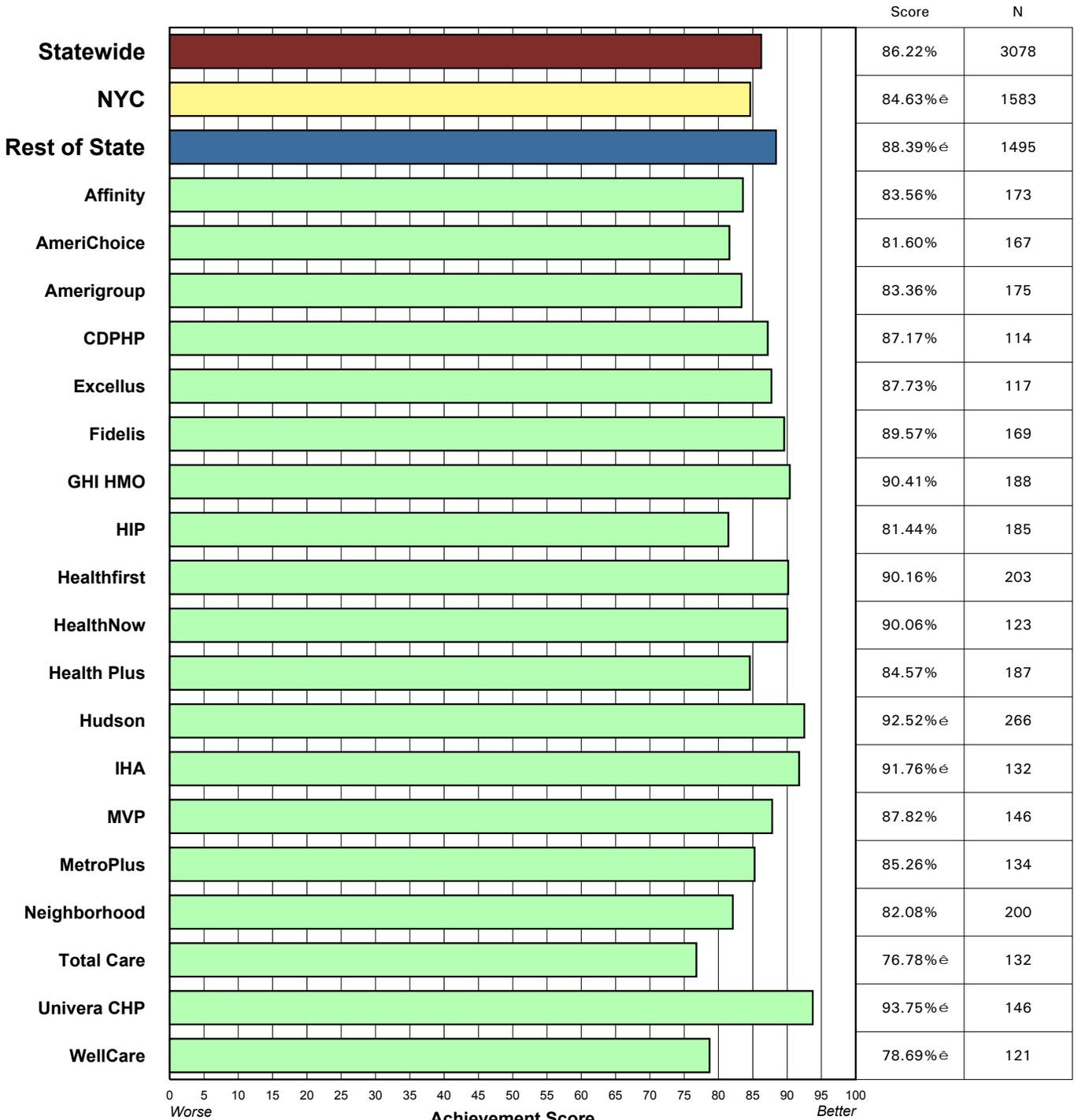


^{ee} Statistically significantly better/worse than Statewide 2009.

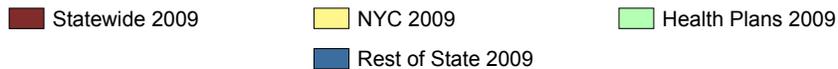


Customer Service (Usually or Always)

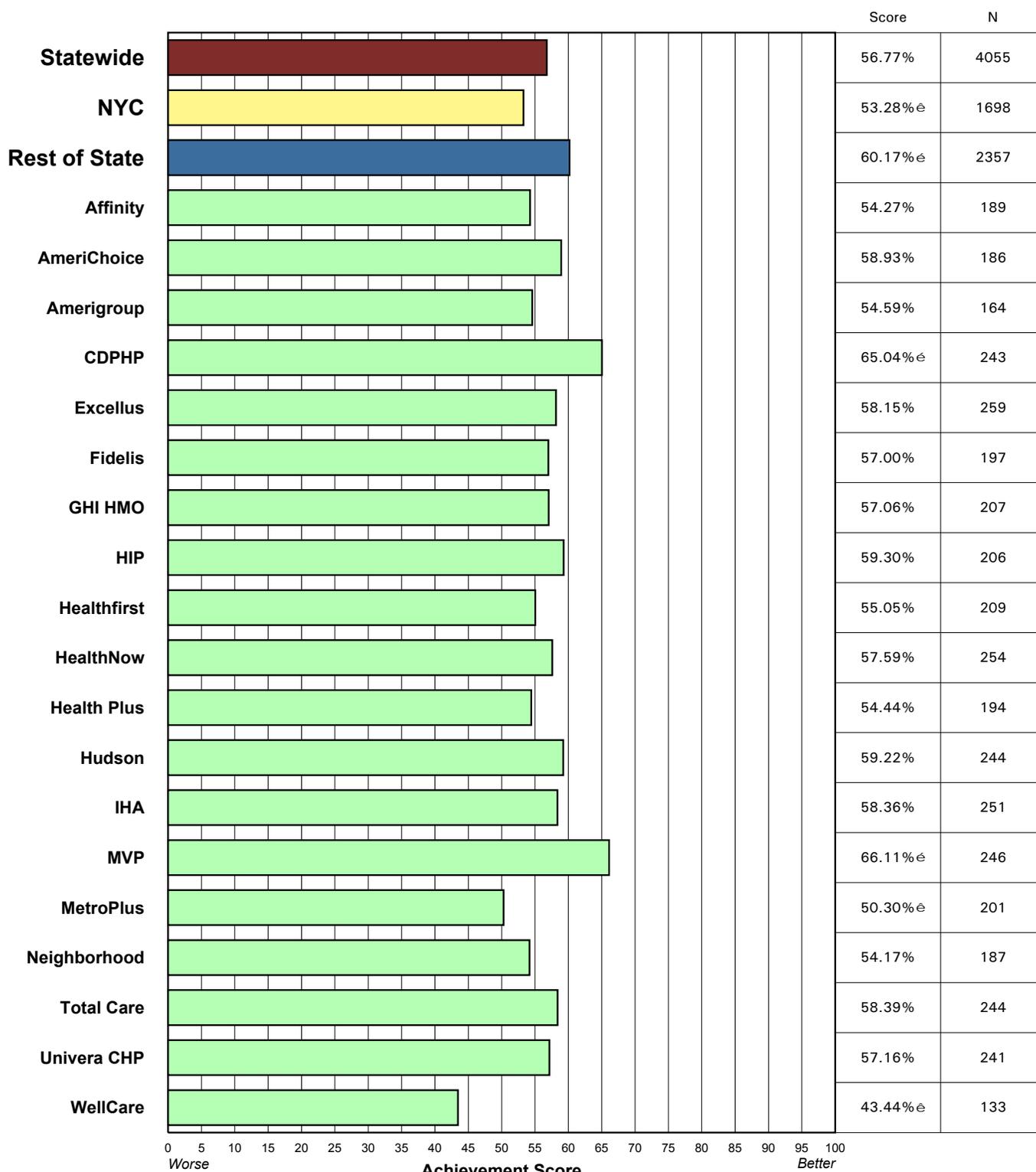
Q38. Usually or always treated with courtesy/respect by plan's customer service staff



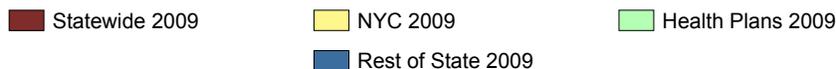
^{ee} Statistically significantly better/worse than Statewide 2009.



Collaborative Decision Making (Definitely Yes)

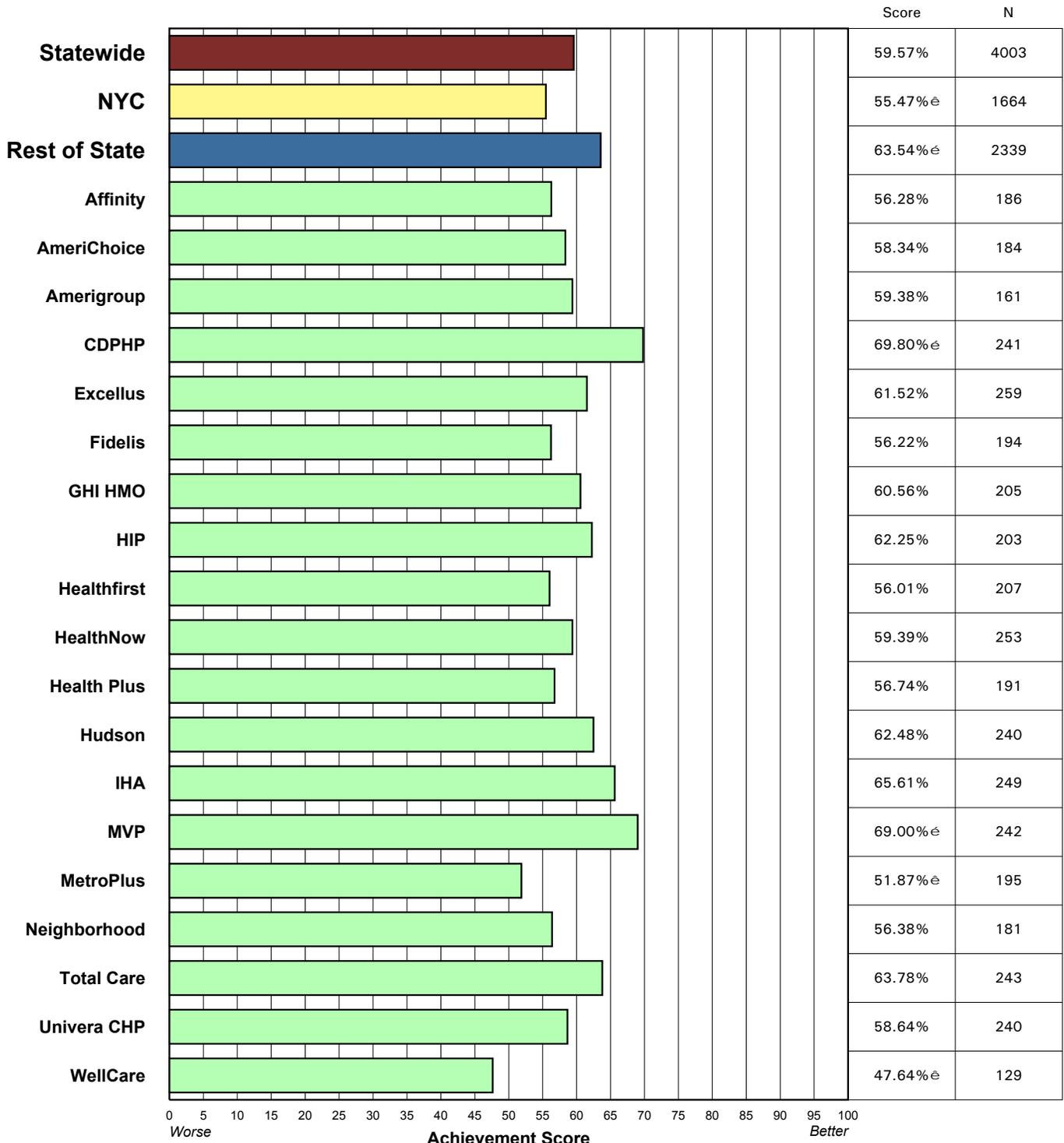


^{ee} Statistically significantly better/worse than Statewide 2009.

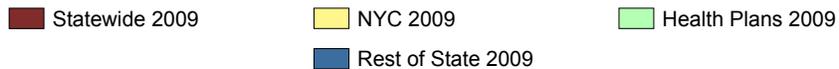


Collaborative Decision Making (Definitely Yes)

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

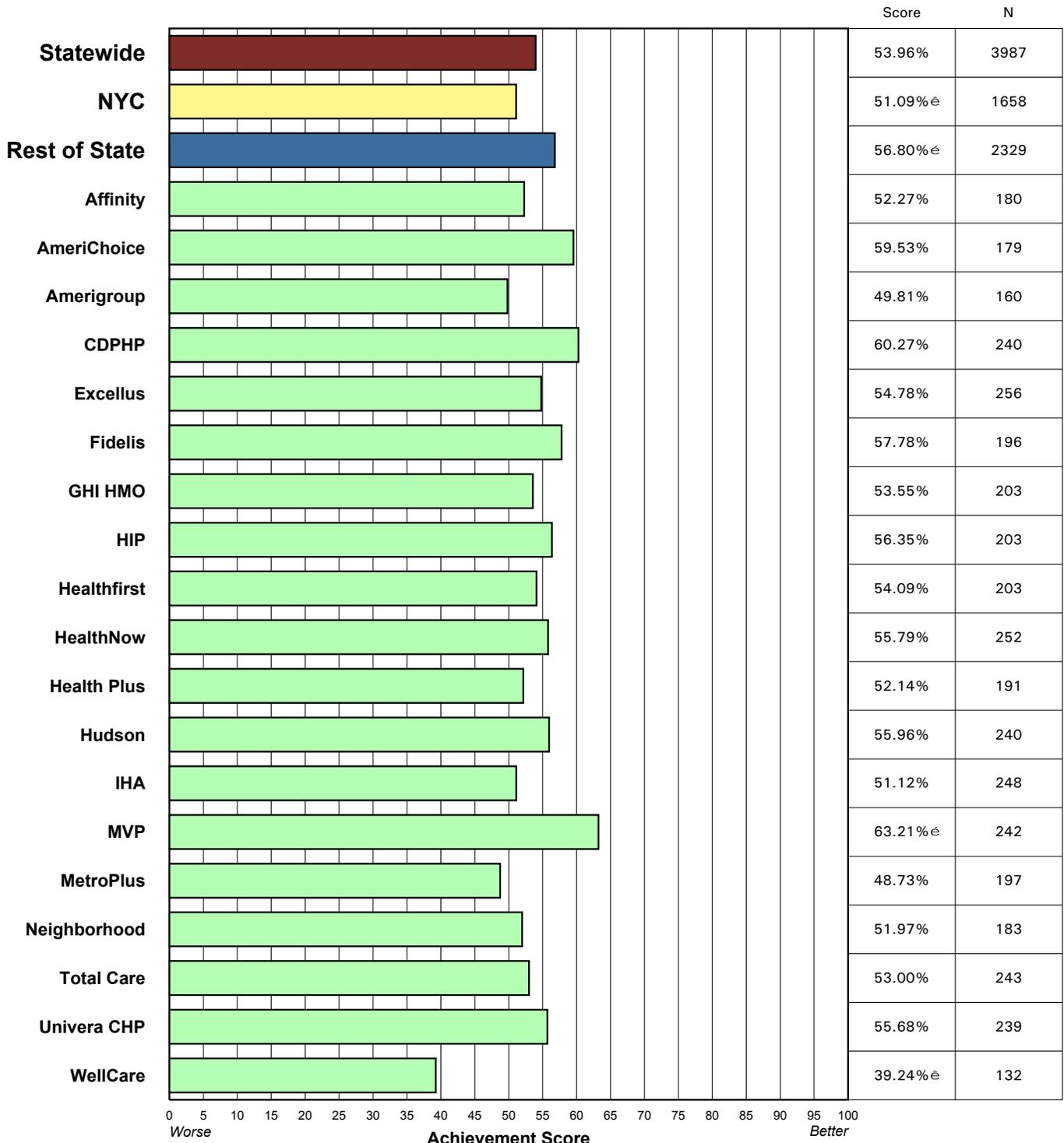


^{ee} Statistically significantly better/worse than Statewide 2009.

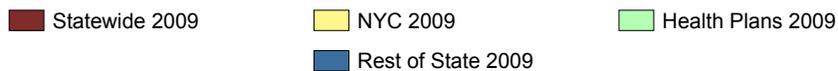


Collaborative Decision Making (Definitely Yes)

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

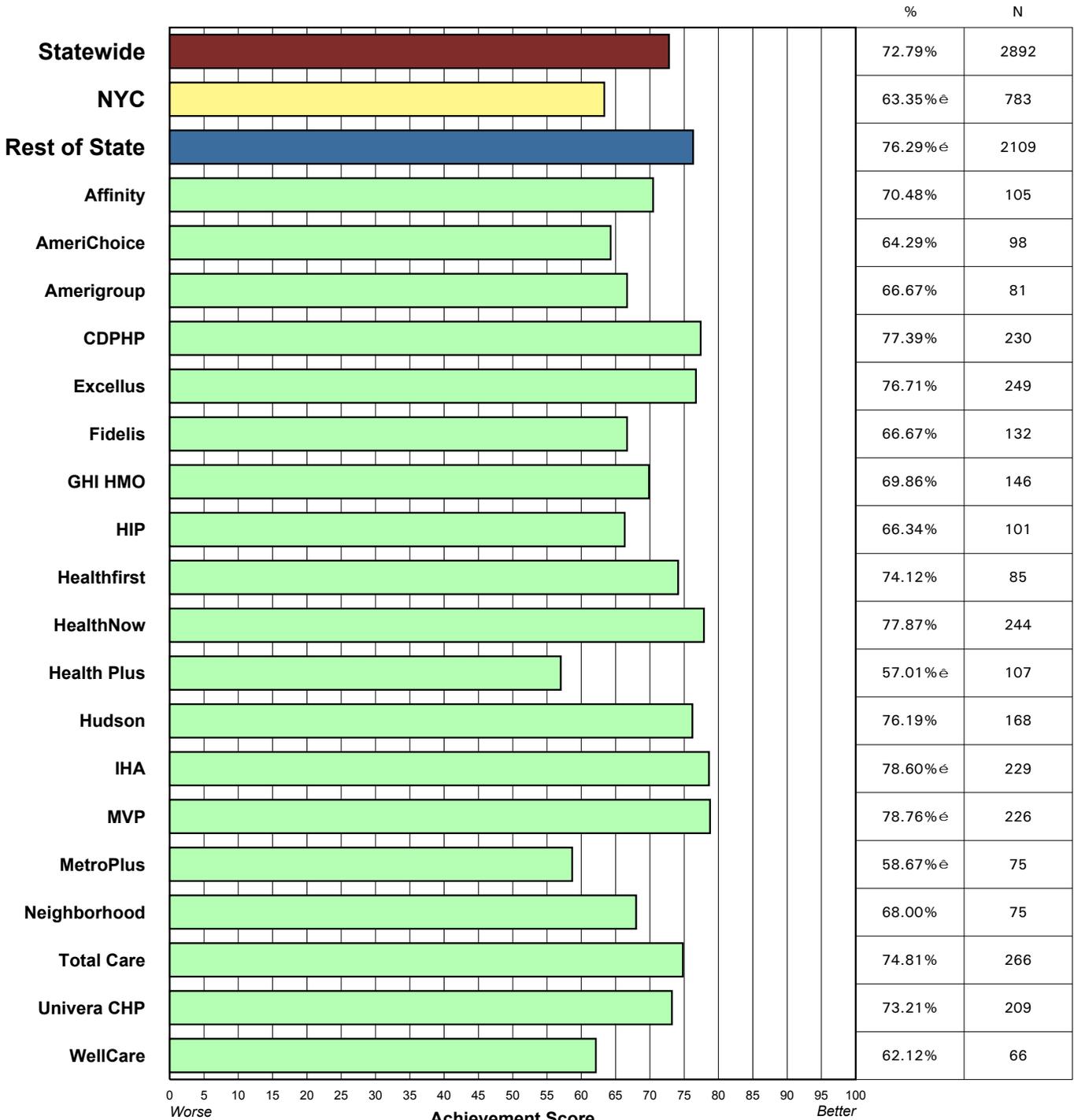


^{ee} Statistically significantly better/worse than Statewide 2009.

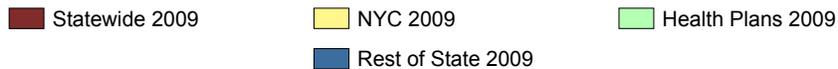


Medical Assistance with Smoking Cessation

Q44. Advised by doctor or other health provider to quit smoking in last 6 months

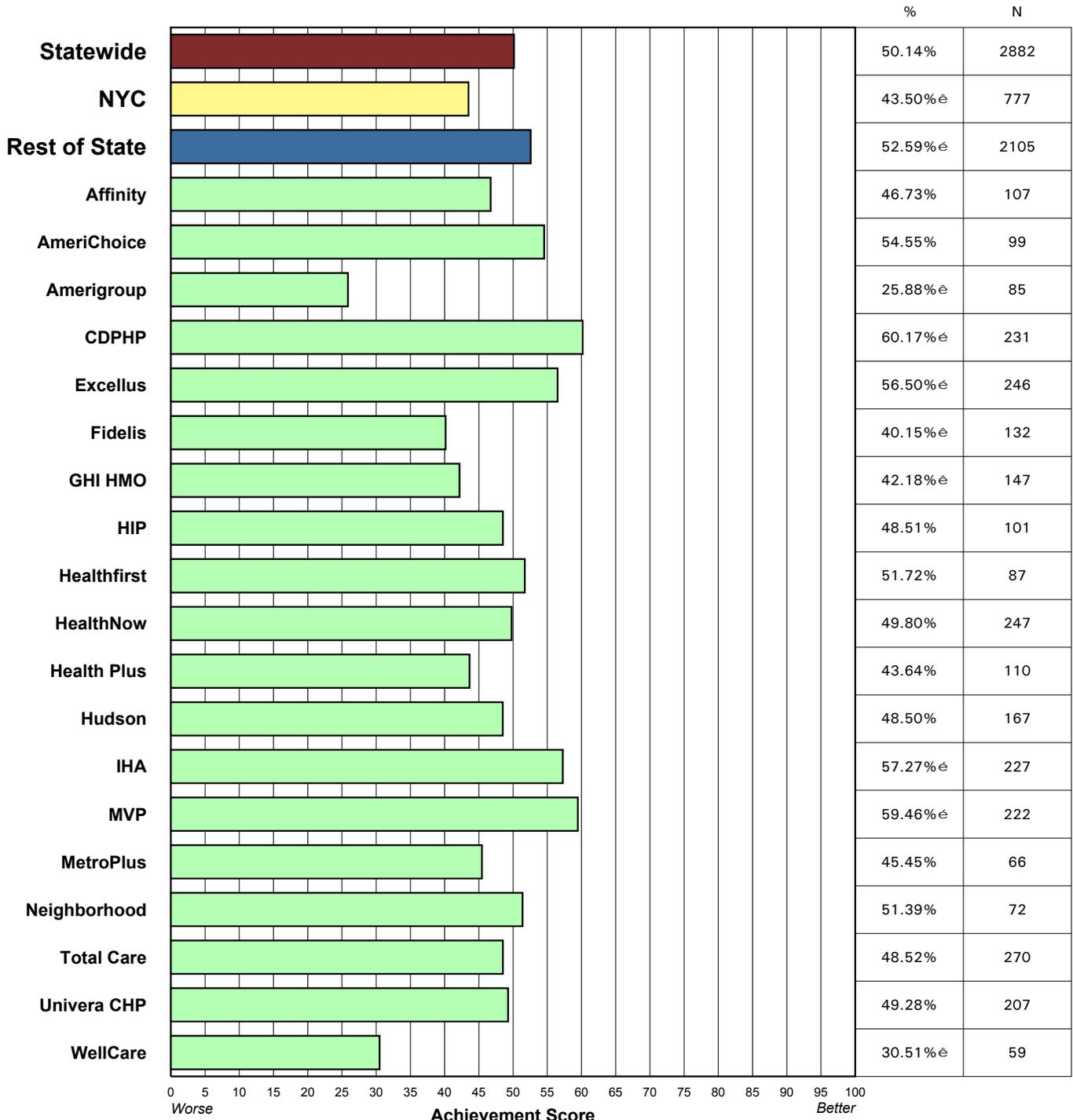


^{ee} Statistically significantly better/worse than Statewide 2009.

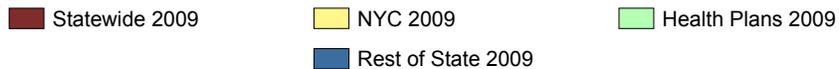


Medical Assistance with Smoking Cessation

Q45. Doctor recommended or discussed medication to assist with quitting smoking in the last 6 months

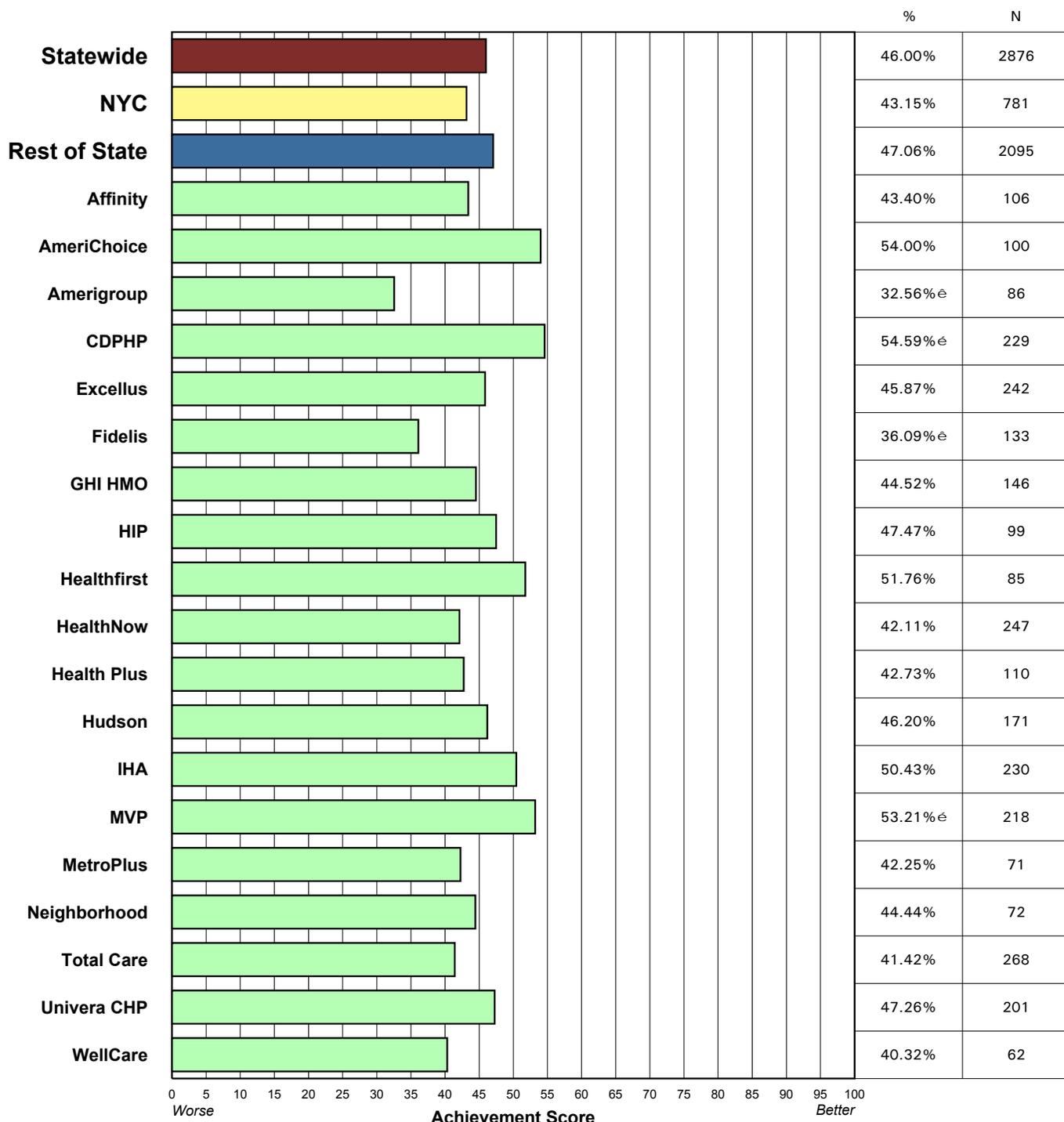


^{ee} Statistically significantly better/worse than Statewide 2009.



Medical Assistance with Smoking Cessation

Q46. Doctor recommended or discussed methods and strategies to assist with quitting smoking in the last 6 months

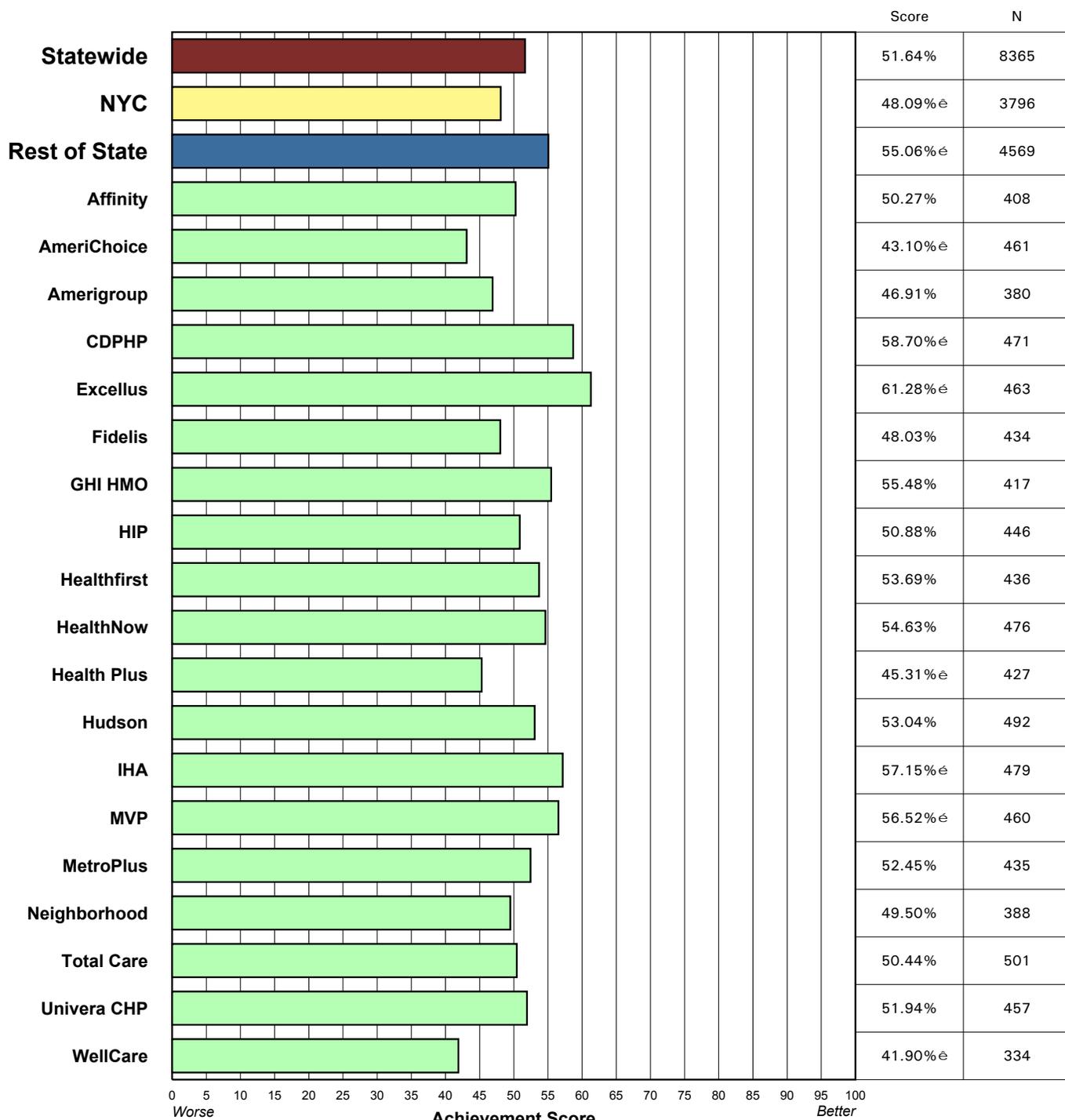


^{ee} Statistically significantly better/worse than Statewide 2009.

Statewide 2009
 NYC 2009
 Health Plans 2009
 Rest of State 2009

Single Items

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

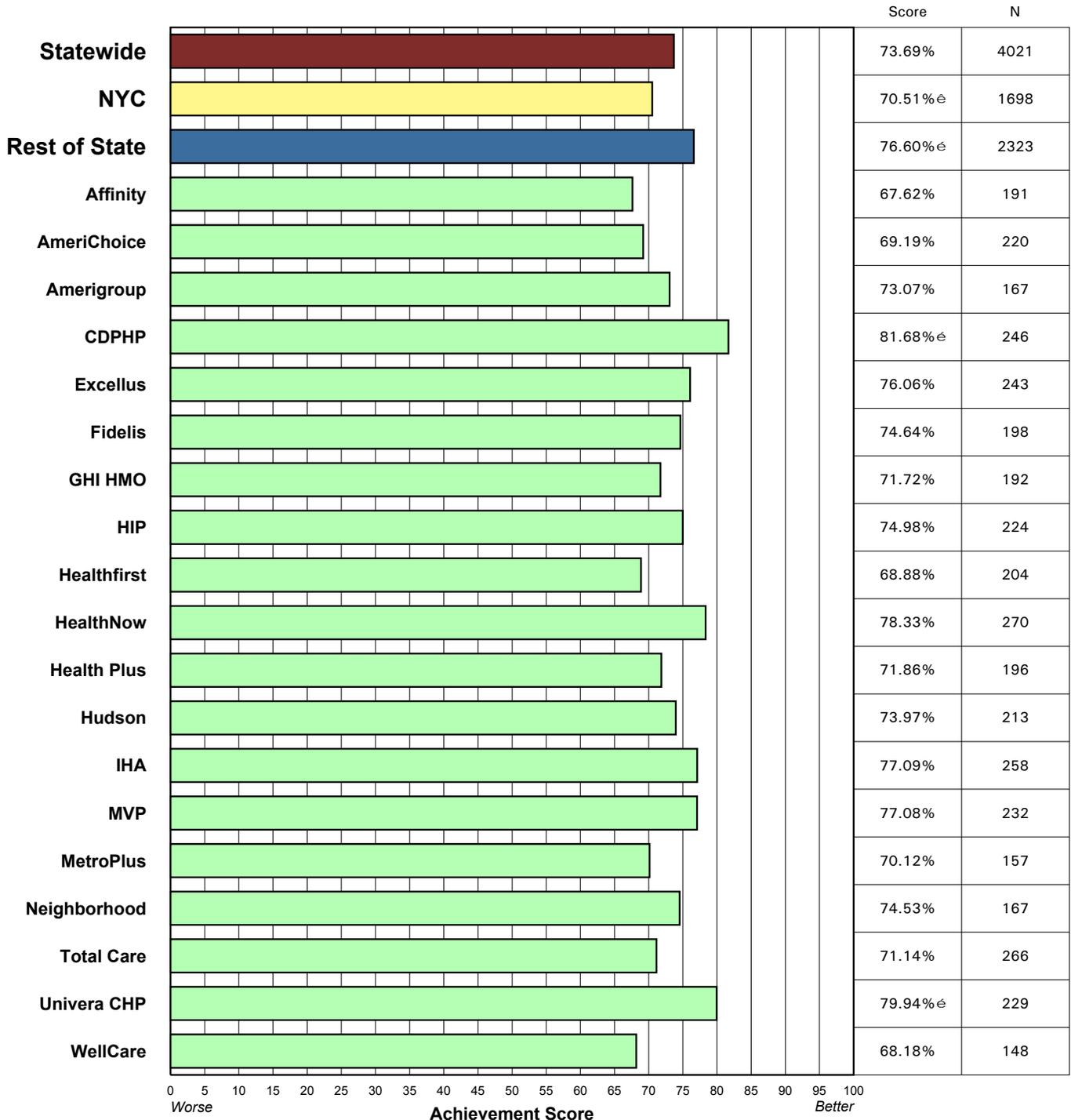


^e^e Statistically significantly better/worse than Statewide 2009.

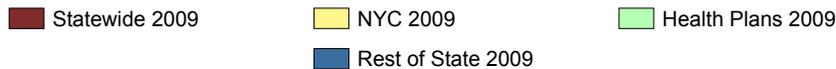
Statewide 2009
 NYC 2009
 Health Plans 2009
 Rest of State 2009

Single Items

Q27. Personal doctor usually or always seemed informed about care received from other doctors or providers

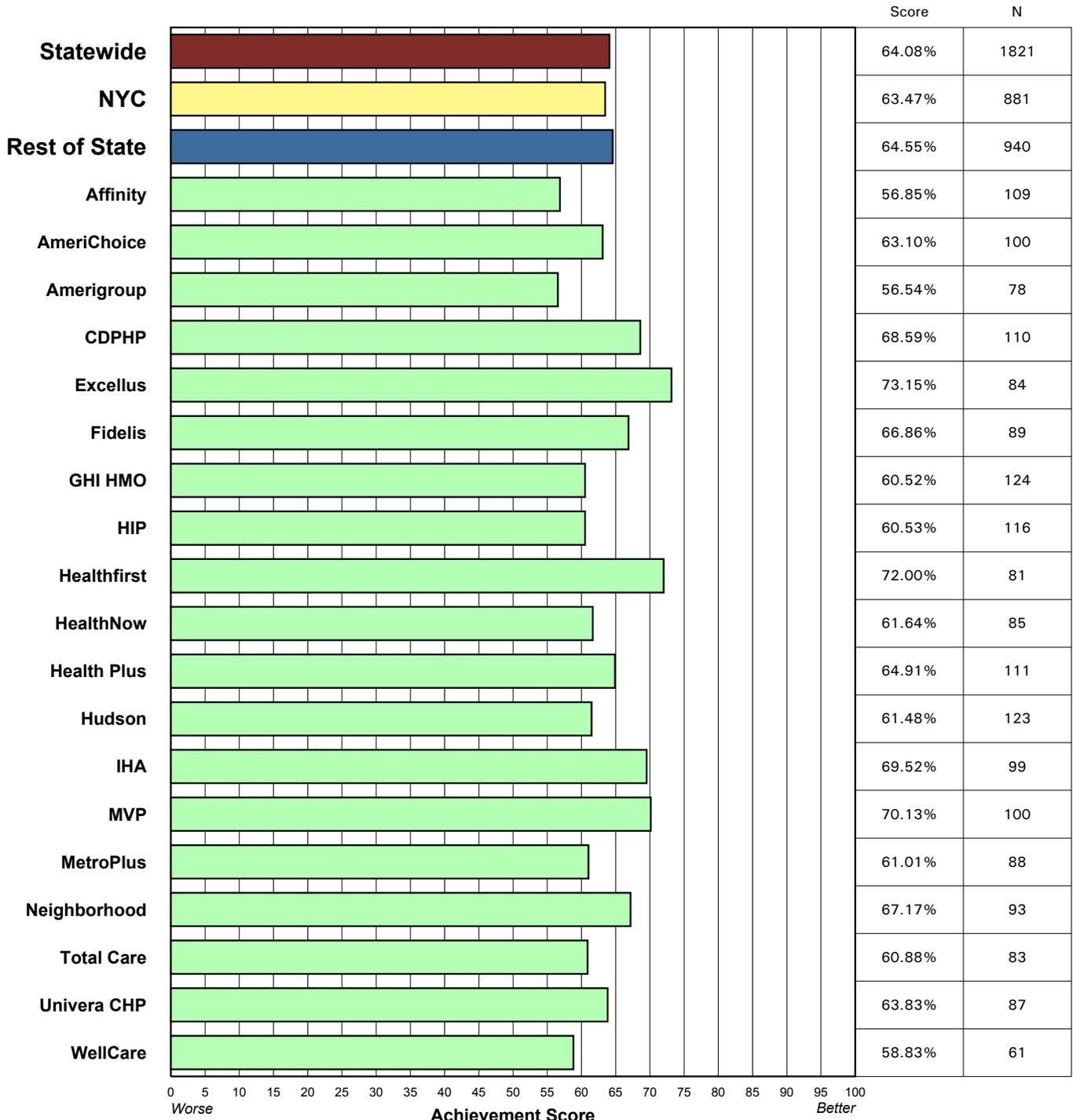


^{ee} Statistically significantly better/worse than Statewide 2009.

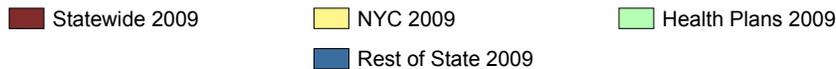


Single Items

Q35. Written materials/Internet usually or always provided needed information on how plan works

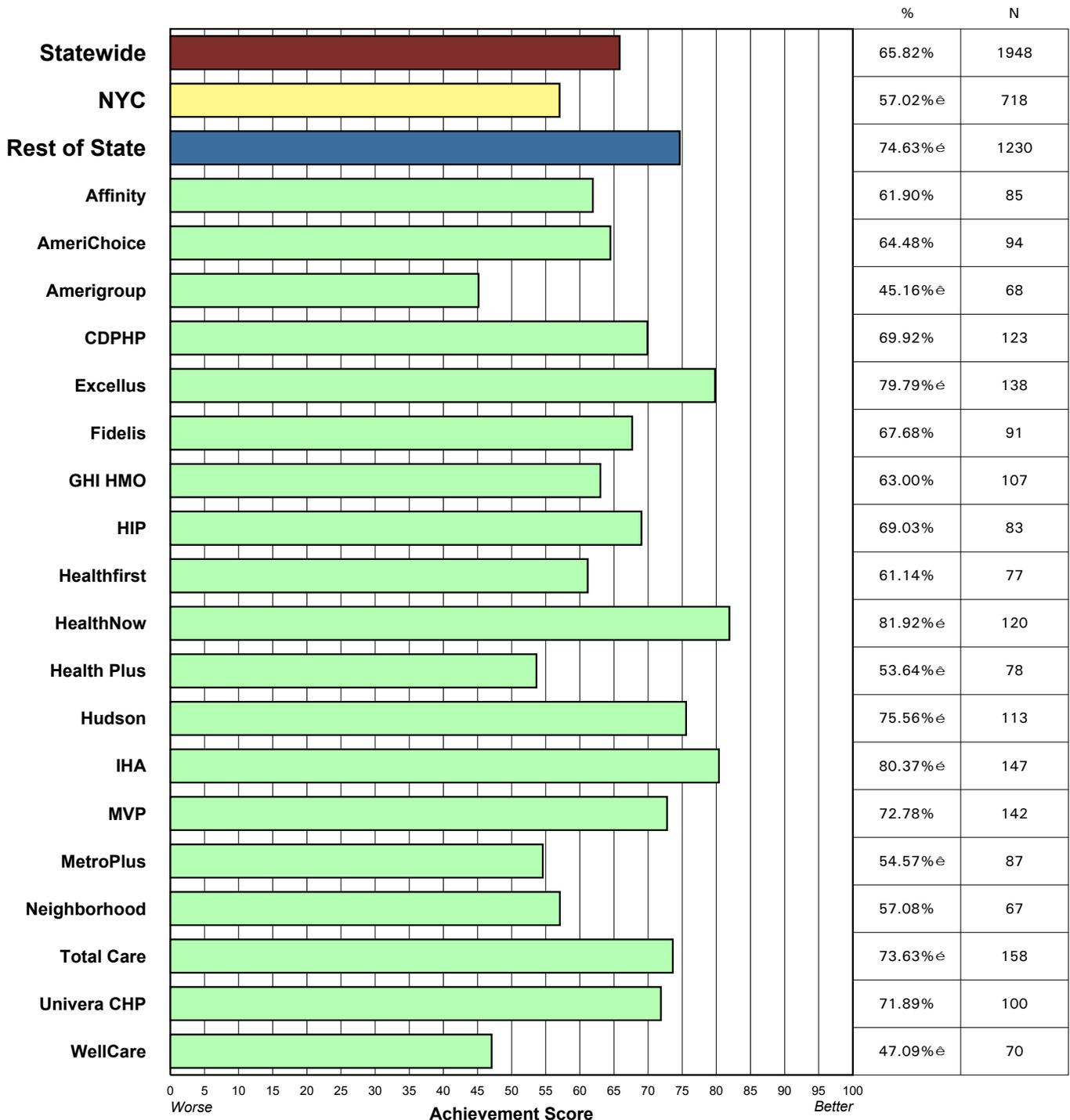


⊕⊕ Statistically significantly better/worse than Statewide 2009.

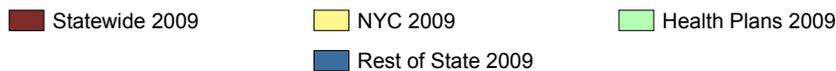


Supplemental Questions

Q18. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan

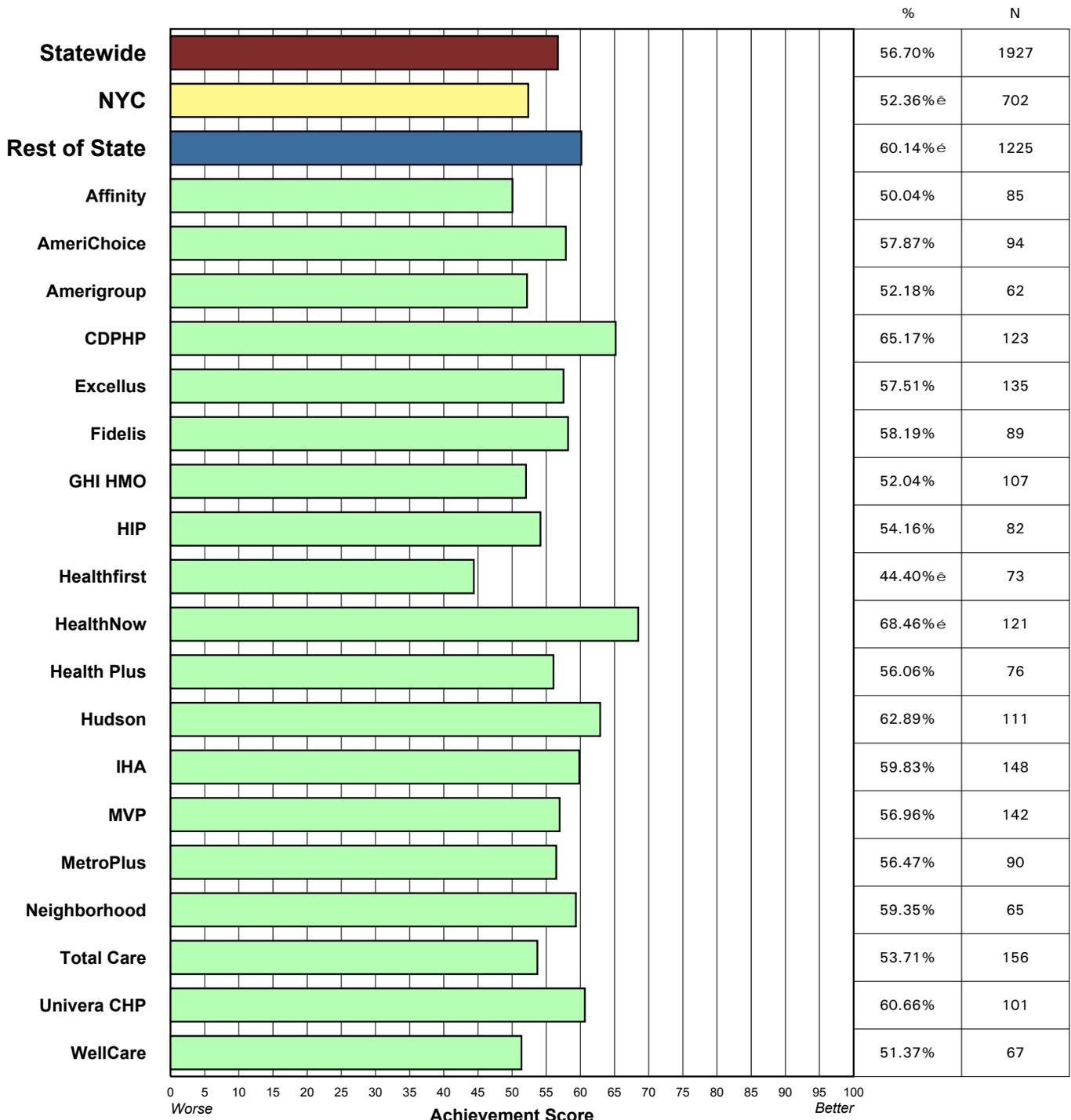


^{ee} Statistically significantly better/worse than Statewide 2009.

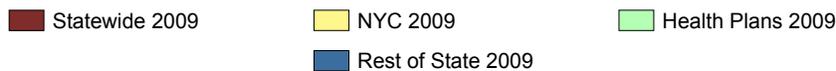


Supplemental Questions

Q19. Rating of treatment or counseling (8, 9, or 10) for a personal or family problem

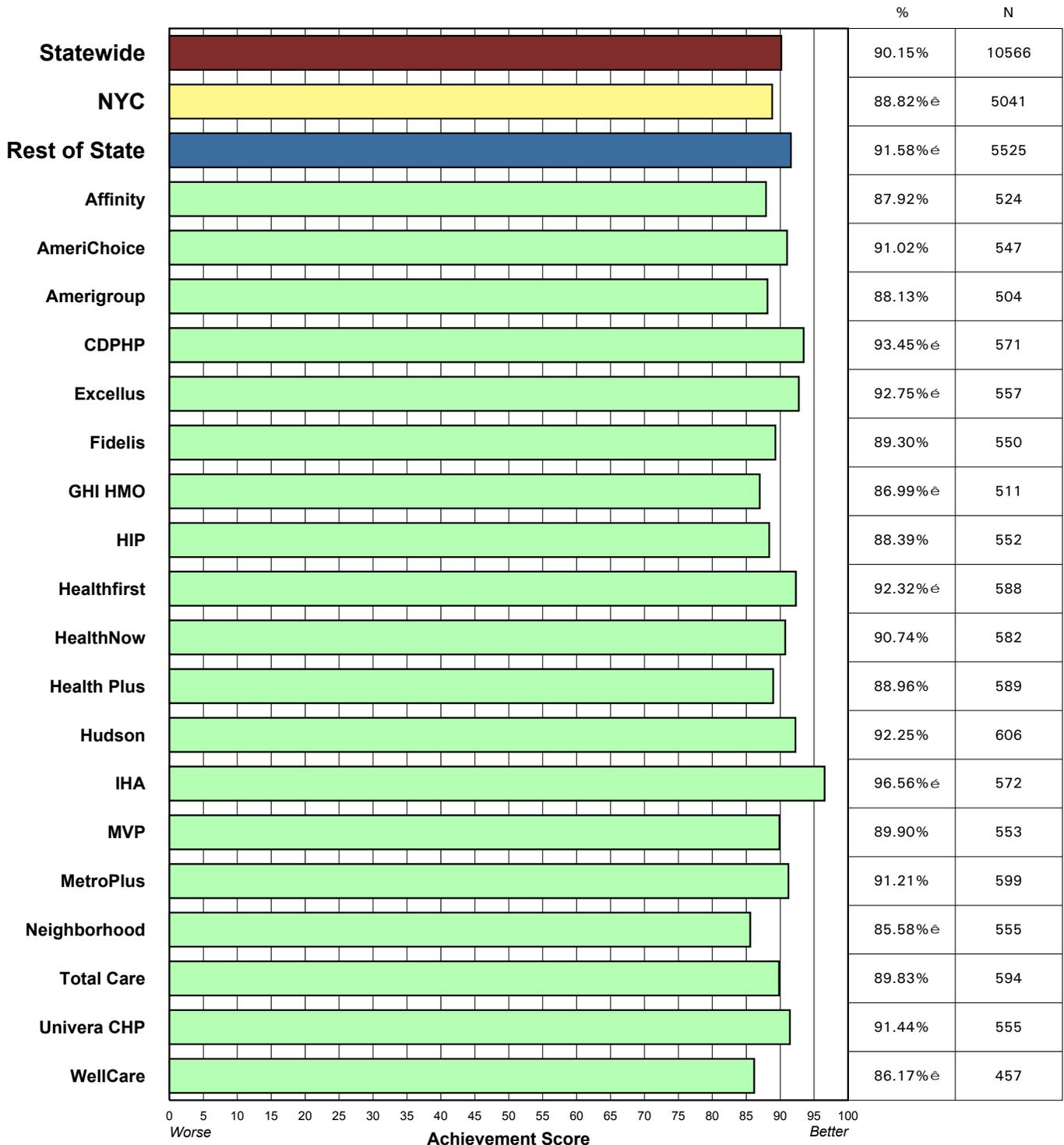


^{ee} Statistically significantly better/worse than Statewide 2009.

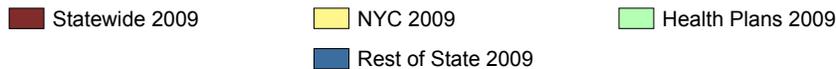


Supplemental Questions

Q40. Would recommend health plan to your family and friends

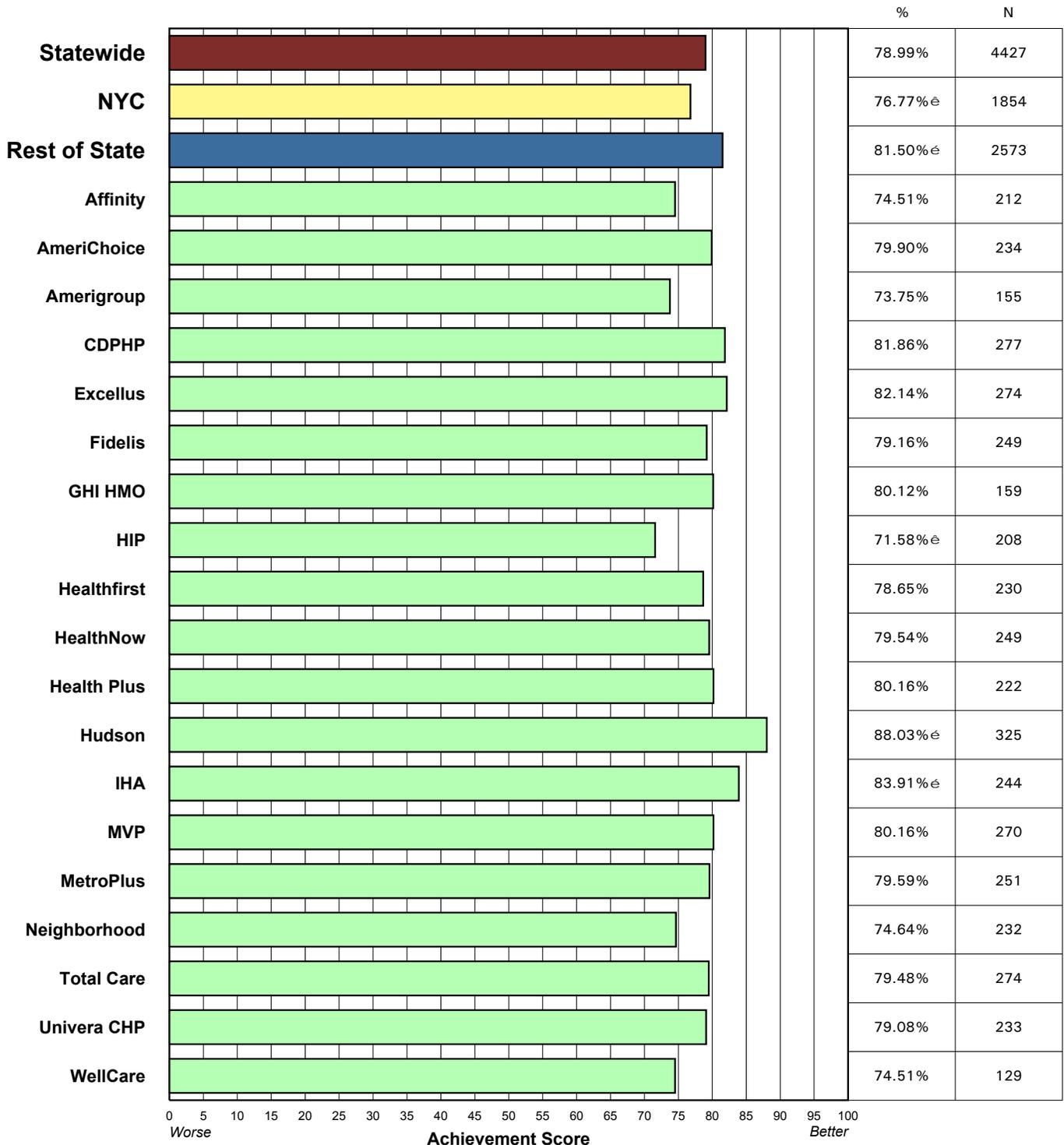


^{ee} Statistically significantly better/worse than Statewide 2009.

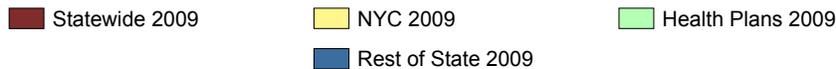


Supplemental Questions

Q59. Rating of your children's health plan (8, 9, or 10)

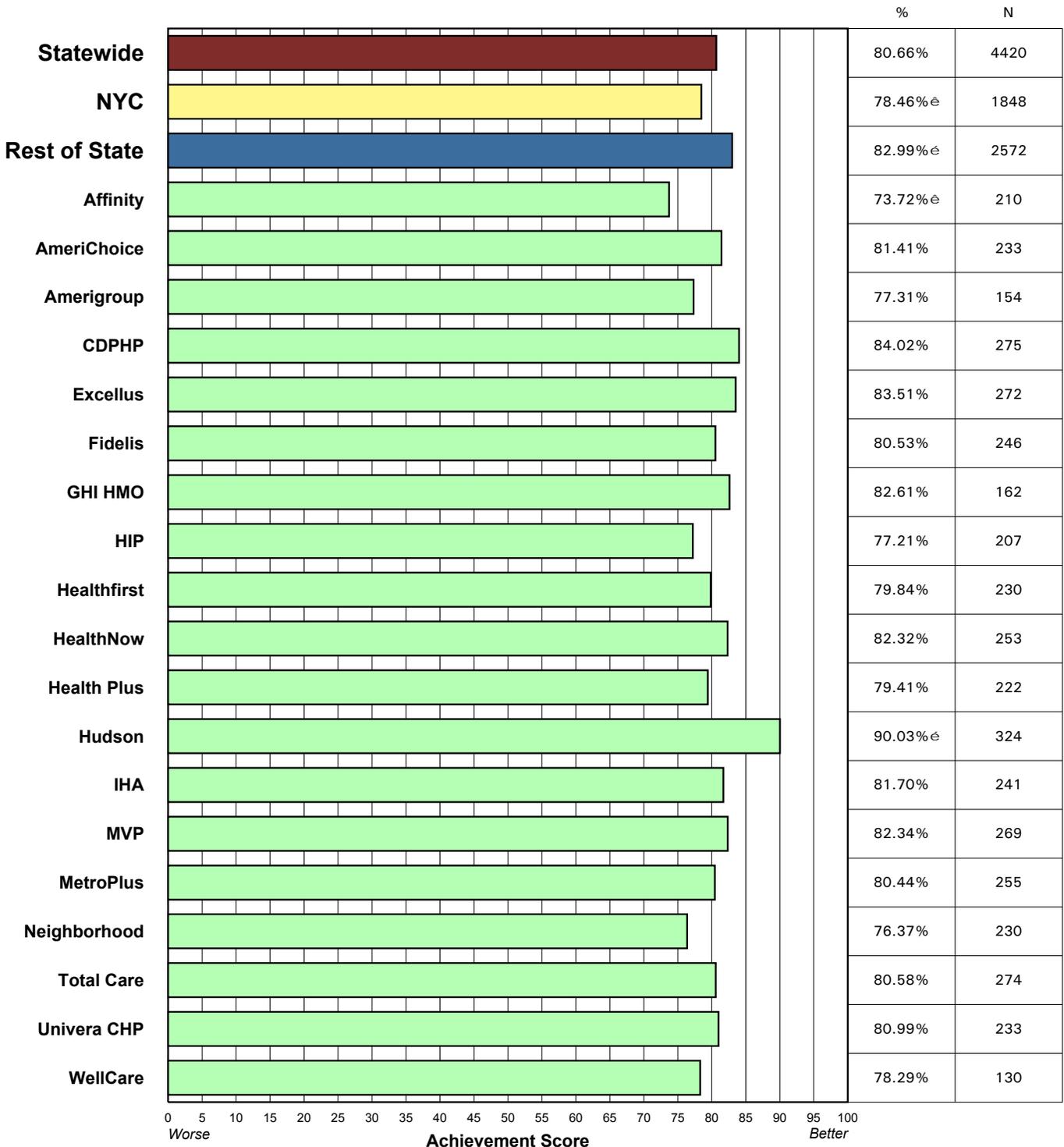


^{ee} Statistically significantly better/worse than Statewide 2009.

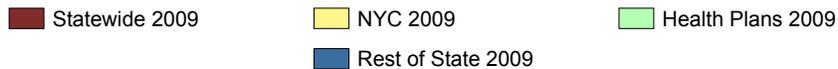


Supplemental Questions

Q60. Rating of your children's health care (8, 9, or 10)



^{ee} Statistically significantly better/worse than Statewide 2009.



Correlation Analysis

NYSDOH Medicaid Managed Care Program

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four general ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. You can use the section for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there is a table summarizing correlations of the 10 composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, the composite name, the achievement score and the correlation value.

Example:

Looking at where the composites cluster will let you identify areas correlating with ratings. For example if Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to members and influence how satisfied they are with their providers, their health care or their health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the members. The visual also allows you to see areas where you are performing well or poorly. If you are performing poorly in Getting Needed Care, and it is important to the members' satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. Following the Statewide tables are plan-specific tables of correlations for the plan results and their membership. The plan-specific results allow plan patterns to be reviewed.

Example:

For example, if a question correlates highly and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

NYSDOH Medicaid Managed Care Program

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	87%	0.66	Q30 Getting Needed Care	70%	0.50	Q23 How Well Doctors Communicate	87%	0.46	Q33 Getting Needed Care	78%	0.53
2	Q24 How Well Doctors Communicate	90%	0.64	Q33 Getting Needed Care	78%	0.37	Q25 How Well Doctors Communicate	82%	0.46	Q37 Customer Service	74%	0.52
3	Q25 How Well Doctors Communicate	82%	0.63	Q4 Getting Care Quickly	79%	0.33	Q22 How Well Doctors Communicate	86%	0.44	Q38 Customer Service	86%	0.48
4	Q22 How Well Doctors Communicate	86%	0.58	Q37 Customer Service	74%	0.29	Q24 How Well Doctors Communicate	90%	0.43	Q30 Getting Needed Care	70%	0.35
5	Q33 Getting Needed Care	78%	0.31	Q25 How Well Doctors Communicate	82%	0.29	Q4 Getting Care Quickly	79%	0.43	Q4 Getting Care Quickly	79%	0.34
6	Q4 Getting Care Quickly	79%	0.31	Q38 Customer Service	86%	0.27	Q33 Getting Needed Care	78%	0.42	Q25 How Well Doctors Communicate	82%	0.30
7	Q6 Getting Care Quickly	75%	0.29	Q23 How Well Doctors Communicate	87%	0.25	Q30 Getting Needed Care	70%	0.37	Q23 How Well Doctors Communicate	87%	0.29
8	Q30 Getting Needed Care	70%	0.23	Q6 Getting Care Quickly	75%	0.25	Q6 Getting Care Quickly	75%	0.35	Q24 How Well Doctors Communicate	90%	0.29
9	Q37 Customer Service	74%	0.21	Q24 How Well Doctors Communicate	90%	0.25	Q37 Customer Service	74%	0.33	Q22 How Well Doctors Communicate	86%	0.27
10	Q38 Customer Service	86%	0.20	Q22 How Well Doctors Communicate	86%	0.24	Q38 Customer Service	86%	0.30	Q6 Getting Care Quickly	75%	0.26

Rating of personal doctor

NYSDOH Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q23. In the last 6 months, how often did your personal doctor listen carefully to you?	0.66	87%	67%	20%	10%	2%
2	Q24. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	90%	72%	18%	8%	2%
3	Q25. In the last 6 months, how often did your personal doctor spend enough time with you?	0.63	82%	56%	26%	14%	4%
4	Q22. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.58	86%	63%	23%	11%	2%
5	Q33. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.31	78%	47%	32%	17%	4%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.31	79%	54%	26%	18%	2%
7	Q6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.29	75%	48%	27%	22%	3%
8	Q30. In the last 6 months, how often was it easy to get appointments with specialists?	0.23	70%	39%	31%	22%	8%
9	Q37. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.21	74%	49%	25%	20%	6%
10	Q38. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.20	86%	66%	20%	11%	3%

Rating of specialist seen most often

NYSDOH Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q30. In the last 6 months, how often was it easy to get appointments with specialists?	0.50	70%	39%	31%	22%	8%
2	Q33. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.37	78%	47%	32%	17%	4%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.33	79%	54%	26%	18%	2%
4	Q37. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.29	74%	49%	25%	20%	6%
5	Q25. In the last 6 months, how often did your personal doctor spend enough time with you?	0.29	82%	56%	26%	14%	4%
6	Q38. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	86%	66%	20%	11%	3%
7	Q23. In the last 6 months, how often did your personal doctor listen carefully to you?	0.25	87%	67%	20%	10%	2%
8	Q6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.25	75%	48%	27%	22%	3%
9	Q24. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	90%	72%	18%	8%	2%
10	Q22. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.24	86%	63%	23%	11%	2%

Rating of all health care

NYSDOH Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q23. In the last 6 months, how often did your personal doctor listen carefully to you?	0.46	87%	67%	20%	10%	2%
2	Q25. In the last 6 months, how often did your personal doctor spend enough time with you?	0.46	82%	56%	26%	14%	4%
3	Q22. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.44	86%	63%	23%	11%	2%
4	Q24. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.43	90%	72%	18%	8%	2%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.43	79%	54%	26%	18%	2%
6	Q33. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.42	78%	47%	32%	17%	4%
7	Q30. In the last 6 months, how often was it easy to get appointments with specialists?	0.37	70%	39%	31%	22%	8%
8	Q6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.35	75%	48%	27%	22%	3%
9	Q37. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.33	74%	49%	25%	20%	6%
10	Q38. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.30	86%	66%	20%	11%	3%

Rating of health plan

NYSDOH Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q33. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.53	78%	47%	32%	17%	4%
2	Q37. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.52	74%	49%	25%	20%	6%
3	Q38. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.48	86%	66%	20%	11%	3%
4	Q30. In the last 6 months, how often was it easy to get appointments with specialists?	0.35	70%	39%	31%	22%	8%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.34	79%	54%	26%	18%	2%
6	Q25. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	82%	56%	26%	14%	4%
7	Q23. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	87%	67%	20%	10%	2%
8	Q24. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.29	90%	72%	18%	8%	2%
9	Q22. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	86%	63%	23%	11%	2%
10	Q6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.26	75%	48%	27%	22%	3%

Affinity Health Plan

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q25 How Well Doctors Communicate	80%	0.64	Q30 Getting Needed Care	67%	0.58	Q22 How Well Doctors Communicate	84%	0.54	Q38 Customer Service	84%	0.59
2	Q23 How Well Doctors Communicate	86%	0.63	Q33 Getting Needed Care	75%	0.57	Q25 How Well Doctors Communicate	80%	0.53	Q37 Customer Service	71%	0.56
3	Q22 How Well Doctors Communicate	84%	0.58	Q4 Getting Care Quickly	76%	0.50	Q30 Getting Needed Care	67%	0.50	Q33 Getting Needed Care	75%	0.55
4	Q24 How Well Doctors Communicate	90%	0.58	Q38 Customer Service	84%	0.48	Q23 How Well Doctors Communicate	86%	0.49	Q30 Getting Needed Care	67%	0.46
5	Q33 Getting Needed Care	75%	0.44	Q37 Customer Service	71%	0.45	Q24 How Well Doctors Communicate	90%	0.46	Q25 How Well Doctors Communicate	80%	0.39
6	Q30 Getting Needed Care	67%	0.44	Q25 How Well Doctors Communicate	80%	0.44	Q33 Getting Needed Care	75%	0.41	Q24 How Well Doctors Communicate	90%	0.34
7	Q6 Getting Care Quickly	74%	0.34	Q6 Getting Care Quickly	74%	0.33	Q4 Getting Care Quickly	76%	0.39	Q4 Getting Care Quickly	76%	0.33
8	Q4 Getting Care Quickly	76%	0.29	Q23 How Well Doctors Communicate	86%	0.32	Q38 Customer Service	84%	0.32	Q23 How Well Doctors Communicate	86%	0.33
9	Q38 Customer Service	84%	0.19	Q22 How Well Doctors Communicate	84%	0.27	Q37 Customer Service	71%	0.32	Q22 How Well Doctors Communicate	84%	0.32
10	Q37 Customer Service	71%	0.16	Q24 How Well Doctors Communicate	90%	0.23	Q6 Getting Care Quickly	74%	0.31	Q6 Getting Care Quickly	74%	0.27

▲ ▼ Statistically significantly better/worse than Statewide 2009.

AmeriChoice by United Healthcare

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q25 How Well Doctors Communicate	86%	0.63	Q30 Getting Needed Care	67%	0.45	Q4 Getting Care Quickly	76%	0.45	Q33 Getting Needed Care	74%	0.57
2	Q23 How Well Doctors Communicate	91% ▲	0.62	Q4 Getting Care Quickly	76%	0.32	Q33 Getting Needed Care	74%	0.44	Q37 Customer Service	67%	0.57
3	Q24 How Well Doctors Communicate	92%	0.61	Q25 How Well Doctors Communicate	86%	0.28	Q25 How Well Doctors Communicate	86%	0.41	Q38 Customer Service	82%	0.52
4	Q22 How Well Doctors Communicate	87%	0.51	Q24 How Well Doctors Communicate	92%	0.22	Q37 Customer Service	67%	0.40	Q30 Getting Needed Care	67%	0.35
5	Q6 Getting Care Quickly	76%	0.26	Q33 Getting Needed Care	74%	0.22	Q24 How Well Doctors Communicate	92%	0.40	Q24 How Well Doctors Communicate	92%	0.34
6	Q4 Getting Care Quickly	76%	0.26	Q23 How Well Doctors Communicate	91% ▲	0.20	Q23 How Well Doctors Communicate	91% ▲	0.37	Q4 Getting Care Quickly	76%	0.32
7	Q33 Getting Needed Care	74%	0.25	Q37 Customer Service	67%	0.18	Q22 How Well Doctors Communicate	87%	0.37	Q23 How Well Doctors Communicate	91% ▲	0.29
8	Q30 Getting Needed Care	67%	0.21	Q38 Customer Service	82%	0.16	Q38 Customer Service	82%	0.31	Q25 How Well Doctors Communicate	86%	0.28
9	Q38 Customer Service	82%	0.17	Q22 How Well Doctors Communicate	87%	0.15	Q30 Getting Needed Care	67%	0.29	Q22 How Well Doctors Communicate	87%	0.24
10	Q37 Customer Service	67%	0.11	Q6 Getting Care Quickly	76%	0.15	Q6 Getting Care Quickly	76%	0.28	Q6 Getting Care Quickly	76%	0.20

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Amerigroup New York

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q25 How Well Doctors Communicate	80%	0.53	Q30 Getting Needed Care	66%	0.50	Q4 Getting Care Quickly	70% ▼	0.40	Q33 Getting Needed Care	73% ▼	0.44
2	Q24 How Well Doctors Communicate	90%	0.52	Q33 Getting Needed Care	73% ▼	0.34	Q6 Getting Care Quickly	62% ▼	0.39	Q37 Customer Service	71%	0.43
3	Q23 How Well Doctors Communicate	88%	0.51	Q4 Getting Care Quickly	70% ▼	0.28	Q33 Getting Needed Care	73% ▼	0.39	Q30 Getting Needed Care	66%	0.38
4	Q22 How Well Doctors Communicate	85%	0.42	Q37 Customer Service	71%	0.20	Q30 Getting Needed Care	66%	0.37	Q38 Customer Service	83%	0.38
5	Q4 Getting Care Quickly	70% ▼	0.40	Q38 Customer Service	83%	0.19	Q25 How Well Doctors Communicate	80%	0.35	Q4 Getting Care Quickly	70% ▼	0.36
6	Q33 Getting Needed Care	73% ▼	0.38	Q25 How Well Doctors Communicate	80%	0.18	Q23 How Well Doctors Communicate	88%	0.32	Q6 Getting Care Quickly	62% ▼	0.27
7	Q6 Getting Care Quickly	62% ▼	0.35	Q6 Getting Care Quickly	62% ▼	0.17	Q24 How Well Doctors Communicate	90%	0.29	Q25 How Well Doctors Communicate	80%	0.24
8	Q30 Getting Needed Care	66%	0.35	Q23 How Well Doctors Communicate	88%	0.14	Q22 How Well Doctors Communicate	85%	0.27	Q23 How Well Doctors Communicate	88%	0.23
9	Q37 Customer Service	71%	0.15	Q24 How Well Doctors Communicate	90%	0.11	Q38 Customer Service	83%	0.16	Q22 How Well Doctors Communicate	85%	0.20
10	Q38 Customer Service	83%	0.04	Q22 How Well Doctors Communicate	85%	0.09	Q37 Customer Service	71%	0.12	Q24 How Well Doctors Communicate	90%	0.18

▲ ▼ Statistically significantly better/worse than Statewide 2009.

CDPHP

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 How Well Doctors Communicate	93% ▲	0.64	Q30 Getting Needed Care	75% ▲	0.54	Q4 Getting Care Quickly	86% ▲	0.51	Q33 Getting Needed Care	85% ▲	0.62
2	Q23 How Well Doctors Communicate	95% ▲	0.63	Q33 Getting Needed Care	85% ▲	0.39	Q30 Getting Needed Care	75% ▲	0.48	Q38 Customer Service	87%	0.61
3	Q24 How Well Doctors Communicate	95% ▲	0.61	Q37 Customer Service	74%	0.38	Q23 How Well Doctors Communicate	95% ▲	0.47	Q37 Customer Service	74%	0.43
4	Q25 How Well Doctors Communicate	90% ▲	0.61	Q4 Getting Care Quickly	86% ▲	0.33	Q25 How Well Doctors Communicate	90% ▲	0.45	Q30 Getting Needed Care	75% ▲	0.35
5	Q4 Getting Care Quickly	86% ▲	0.41	Q38 Customer Service	87%	0.27	Q22 How Well Doctors Communicate	93% ▲	0.44	Q6 Getting Care Quickly	84% ▲	0.21
6	Q6 Getting Care Quickly	84% ▲	0.40	Q6 Getting Care Quickly	84% ▲	0.24	Q24 How Well Doctors Communicate	95% ▲	0.43	Q22 How Well Doctors Communicate	93% ▲	0.20
7	Q30 Getting Needed Care	75% ▲	0.24	Q25 How Well Doctors Communicate	90% ▲	0.22	Q6 Getting Care Quickly	84% ▲	0.41	Q4 Getting Care Quickly	86% ▲	0.20
8	Q33 Getting Needed Care	85% ▲	0.24	Q22 How Well Doctors Communicate	93% ▲	0.17	Q33 Getting Needed Care	85% ▲	0.41	Q25 How Well Doctors Communicate	90% ▲	0.19
9	Q38 Customer Service	87%	0.07	Q24 How Well Doctors Communicate	95% ▲	0.11	Q38 Customer Service	87%	0.19	Q24 How Well Doctors Communicate	95% ▲	0.16
10	Q37 Customer Service	74%	0.01	Q23 How Well Doctors Communicate	95% ▲	0.10	Q37 Customer Service	74%	0.15	Q23 How Well Doctors Communicate	95% ▲	0.14

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Excellus BlueCross BlueShield

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	88%	0.76	Q30 Getting Needed Care	72%	0.52	Q23 How Well Doctors Communicate	88%	0.53	Q33 Getting Needed Care	83%▲	0.49
2	Q24 How Well Doctors Communicate	88%	0.73	Q33 Getting Needed Care	83%▲	0.43	Q24 How Well Doctors Communicate	88%	0.52	Q37 Customer Service	76%	0.49
3	Q22 How Well Doctors Communicate	89%	0.67	Q37 Customer Service	76%	0.35	Q22 How Well Doctors Communicate	89%	0.48	Q38 Customer Service	88%	0.46
4	Q25 How Well Doctors Communicate	83%	0.65	Q4 Getting Care Quickly	86%▲	0.33	Q4 Getting Care Quickly	86%▲	0.47	Q30 Getting Needed Care	72%	0.35
5	Q33 Getting Needed Care	83%▲	0.32	Q25 How Well Doctors Communicate	83%	0.32	Q25 How Well Doctors Communicate	83%	0.47	Q4 Getting Care Quickly	86%▲	0.34
6	Q4 Getting Care Quickly	86%▲	0.31	Q38 Customer Service	88%	0.29	Q33 Getting Needed Care	83%▲	0.44	Q23 How Well Doctors Communicate	88%	0.27
7	Q6 Getting Care Quickly	82%▲	0.28	Q24 How Well Doctors Communicate	88%	0.29	Q6 Getting Care Quickly	82%▲	0.37	Q6 Getting Care Quickly	82%▲	0.27
8	Q38 Customer Service	88%	0.23	Q23 How Well Doctors Communicate	88%	0.28	Q30 Getting Needed Care	72%	0.35	Q22 How Well Doctors Communicate	89%	0.24
9	Q30 Getting Needed Care	72%	0.17	Q22 How Well Doctors Communicate	89%	0.24	Q37 Customer Service	76%	0.34	Q25 How Well Doctors Communicate	83%	0.24
10	Q37 Customer Service	76%	0.16	Q6 Getting Care Quickly	82%▲	0.17	Q38 Customer Service	88%	0.22	Q24 How Well Doctors Communicate	88%	0.21

▲▼ Statistically significantly better/worse than Statewide 2009.

Fidelis Care New York

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	89%	0.59	Q30 Getting Needed Care	69%	0.58	Q38 Customer Service	90%	0.38	Q38 Customer Service	90%	0.55
2	Q25 How Well Doctors Communicate	84%	0.57	Q38 Customer Service	90%	0.40	Q37 Customer Service	71%	0.38	Q33 Getting Needed Care	79%	0.55
3	Q24 How Well Doctors Communicate	92%	0.56	Q37 Customer Service	71%	0.36	Q30 Getting Needed Care	69%	0.36	Q37 Customer Service	71%	0.52
4	Q22 How Well Doctors Communicate	88%	0.52	Q33 Getting Needed Care	79%	0.29	Q4 Getting Care Quickly	87%▲	0.36	Q30 Getting Needed Care	69%	0.40
5	Q4 Getting Care Quickly	87%▲	0.30	Q22 How Well Doctors Communicate	88%	0.21	Q24 How Well Doctors Communicate	92%	0.33	Q4 Getting Care Quickly	87%▲	0.32
6	Q6 Getting Care Quickly	72%	0.27	Q4 Getting Care Quickly	87%▲	0.19	Q22 How Well Doctors Communicate	88%	0.32	Q22 How Well Doctors Communicate	88%	0.18
7	Q38 Customer Service	90%	0.23	Q25 How Well Doctors Communicate	84%	0.18	Q33 Getting Needed Care	79%	0.32	Q6 Getting Care Quickly	72%	0.18
8	Q33 Getting Needed Care	79%	0.22	Q6 Getting Care Quickly	72%	0.15	Q23 How Well Doctors Communicate	89%	0.32	Q25 How Well Doctors Communicate	84%	0.17
9	Q30 Getting Needed Care	69%	0.17	Q24 How Well Doctors Communicate	92%	0.11	Q25 How Well Doctors Communicate	84%	0.31	Q23 How Well Doctors Communicate	89%	0.15
10	Q37 Customer Service	71%	0.16	Q23 How Well Doctors Communicate	89%	0.09	Q6 Getting Care Quickly	72%	0.28	Q24 How Well Doctors Communicate	92%	0.14

▲▼ Statistically significantly better/worse than Statewide 2009.

GHI HMO

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	88%	0.73	Q30 Getting Needed Care	67%	0.49	Q30 Getting Needed Care	67%	0.45	Q33 Getting Needed Care	73% ▼	0.62
2	Q24 How Well Doctors Communicate	91%	0.68	Q25 How Well Doctors Communicate	84%	0.37	Q23 How Well Doctors Communicate	88%	0.42	Q37 Customer Service	76%	0.50
3	Q25 How Well Doctors Communicate	84%	0.66	Q33 Getting Needed Care	73% ▼	0.33	Q25 How Well Doctors Communicate	84%	0.41	Q38 Customer Service	90%	0.42
4	Q22 How Well Doctors Communicate	88%	0.60	Q23 How Well Doctors Communicate	88%	0.30	Q33 Getting Needed Care	73% ▼	0.40	Q30 Getting Needed Care	67%	0.39
5	Q30 Getting Needed Care	67%	0.27	Q24 How Well Doctors Communicate	91%	0.26	Q37 Customer Service	76%	0.37	Q23 How Well Doctors Communicate	88%	0.29
6	Q37 Customer Service	76%	0.26	Q22 How Well Doctors Communicate	88%	0.26	Q4 Getting Care Quickly	84%	0.37	Q4 Getting Care Quickly	84%	0.25
7	Q33 Getting Needed Care	73% ▼	0.25	Q6 Getting Care Quickly	78%	0.20	Q22 How Well Doctors Communicate	88%	0.35	Q6 Getting Care Quickly	78%	0.25
8	Q6 Getting Care Quickly	78%	0.25	Q4 Getting Care Quickly	84%	0.17	Q6 Getting Care Quickly	78%	0.34	Q25 How Well Doctors Communicate	84%	0.24
9	Q38 Customer Service	90%	0.23	Q38 Customer Service	90%	0.17	Q24 How Well Doctors Communicate	91%	0.31	Q22 How Well Doctors Communicate	88%	0.24
10	Q4 Getting Care Quickly	84%	0.18	Q37 Customer Service	76%	0.13	Q38 Customer Service	90%	0.21	Q24 How Well Doctors Communicate	91%	0.23

▲ ▼ Statistically significantly better/worse than Statewide 2009.

HIP HMO

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q24 How Well Doctors Communicate	89%	0.64	Q30 Getting Needed Care	68%	0.55	Q22 How Well Doctors Communicate	86%	0.51	Q37 Customer Service	70%	0.62
2	Q23 How Well Doctors Communicate	88%	0.63	Q4 Getting Care Quickly	76%	0.45	Q25 How Well Doctors Communicate	78%	0.49	Q33 Getting Needed Care	74%	0.56
3	Q22 How Well Doctors Communicate	86%	0.60	Q38 Customer Service	81%	0.40	Q4 Getting Care Quickly	76%	0.49	Q38 Customer Service	81%	0.54
4	Q25 How Well Doctors Communicate	78%	0.58	Q33 Getting Needed Care	74%	0.40	Q23 How Well Doctors Communicate	88%	0.48	Q30 Getting Needed Care	68%	0.46
5	Q37 Customer Service	70%	0.37	Q37 Customer Service	70%	0.38	Q24 How Well Doctors Communicate	89%	0.46	Q4 Getting Care Quickly	76%	0.44
6	Q38 Customer Service	81%	0.36	Q22 How Well Doctors Communicate	86%	0.36	Q37 Customer Service	70%	0.40	Q23 How Well Doctors Communicate	88%	0.39
7	Q4 Getting Care Quickly	76%	0.34	Q23 How Well Doctors Communicate	88%	0.28	Q33 Getting Needed Care	74%	0.39	Q25 How Well Doctors Communicate	78%	0.37
8	Q33 Getting Needed Care	74%	0.32	Q25 How Well Doctors Communicate	78%	0.28	Q38 Customer Service	81%	0.39	Q24 How Well Doctors Communicate	89%	0.37
9	Q6 Getting Care Quickly	68% ▼	0.22	Q24 How Well Doctors Communicate	89%	0.25	Q30 Getting Needed Care	68%	0.36	Q22 How Well Doctors Communicate	86%	0.33
10	Q30 Getting Needed Care	68%	0.16	Q6 Getting Care Quickly	68% ▼	0.24	Q6 Getting Care Quickly	68% ▼	0.24	Q6 Getting Care Quickly	68% ▼	0.22

▲ ▼ Statistically significantly better/worse than Statewide 2009.

HealthFirst PHSP, Inc.

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	84%	0.66	Q30 Getting Needed Care	71%	0.43	Q23 How Well Doctors Communicate	84%	0.45	Q38 Customer Service	90%	0.58
2	Q25 How Well Doctors Communicate	78%	0.64	Q37 Customer Service	76%	0.41	Q33 Getting Needed Care	74%	0.43	Q37 Customer Service	76%	0.46
3	Q24 How Well Doctors Communicate	86% ▼	0.61	Q38 Customer Service	90%	0.38	Q24 How Well Doctors Communicate	86% ▼	0.42	Q33 Getting Needed Care	74%	0.44
4	Q22 How Well Doctors Communicate	82%	0.49	Q25 How Well Doctors Communicate	78%	0.38	Q25 How Well Doctors Communicate	78%	0.41	Q24 How Well Doctors Communicate	86% ▼	0.33
5	Q38 Customer Service	90%	0.42	Q24 How Well Doctors Communicate	86% ▼	0.37	Q4 Getting Care Quickly	75%	0.41	Q23 How Well Doctors Communicate	84%	0.29
6	Q33 Getting Needed Care	74%	0.38	Q23 How Well Doctors Communicate	84%	0.36	Q6 Getting Care Quickly	71%	0.38	Q25 How Well Doctors Communicate	78%	0.28
7	Q37 Customer Service	76%	0.27	Q22 How Well Doctors Communicate	82%	0.35	Q38 Customer Service	90%	0.37	Q6 Getting Care Quickly	71%	0.26
8	Q6 Getting Care Quickly	71%	0.26	Q4 Getting Care Quickly	75%	0.31	Q22 How Well Doctors Communicate	82%	0.36	Q30 Getting Needed Care	71%	0.23
9	Q4 Getting Care Quickly	75%	0.25	Q33 Getting Needed Care	74%	0.31	Q30 Getting Needed Care	71%	0.29	Q22 How Well Doctors Communicate	82%	0.23
10	Q30 Getting Needed Care	71%	0.19	Q6 Getting Care Quickly	71%	0.27	Q37 Customer Service	76%	0.19	Q4 Getting Care Quickly	75%	0.23

▲ ▼ Statistically significantly better/worse than Statewide 2009.

HealthNow New York, Inc.

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q24 How Well Doctors Communicate	88%	0.74	Q30 Getting Needed Care	70%	0.51	Q25 How Well Doctors Communicate	84%	0.55	Q33 Getting Needed Care	86%▲	0.59
2	Q23 How Well Doctors Communicate	86%	0.73	Q33 Getting Needed Care	86%▲	0.38	Q23 How Well Doctors Communicate	86%	0.55	Q38 Customer Service	90%	0.50
3	Q25 How Well Doctors Communicate	84%	0.73	Q4 Getting Care Quickly	85%▲	0.37	Q24 How Well Doctors Communicate	88%	0.53	Q37 Customer Service	75%	0.49
4	Q22 How Well Doctors Communicate	87%	0.66	Q6 Getting Care Quickly	83%▲	0.36	Q22 How Well Doctors Communicate	87%	0.51	Q4 Getting Care Quickly	85%▲	0.46
5	Q4 Getting Care Quickly	85%▲	0.32	Q23 How Well Doctors Communicate	86%	0.33	Q4 Getting Care Quickly	85%▲	0.51	Q30 Getting Needed Care	70%	0.41
6	Q6 Getting Care Quickly	83%▲	0.30	Q25 How Well Doctors Communicate	84%	0.33	Q6 Getting Care Quickly	83%▲	0.45	Q25 How Well Doctors Communicate	84%	0.36
7	Q33 Getting Needed Care	86%▲	0.26	Q24 How Well Doctors Communicate	88%	0.31	Q33 Getting Needed Care	86%▲	0.42	Q23 How Well Doctors Communicate	86%	0.33
8	Q30 Getting Needed Care	70%	0.26	Q22 How Well Doctors Communicate	87%	0.30	Q30 Getting Needed Care	70%	0.32	Q6 Getting Care Quickly	83%▲	0.31
9	Q38 Customer Service	90%	0.09	Q38 Customer Service	90%	0.21	Q38 Customer Service	90%	0.18	Q24 How Well Doctors Communicate	88%	0.31
10	Q37 Customer Service	75%	-0.01	Q37 Customer Service	75%	0.09	Q37 Customer Service	75%	0.11	Q22 How Well Doctors Communicate	87%	0.26

▲▼ Statistically significantly better/worse than Statewide 2009.

Health Plus

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q24 How Well Doctors Communicate	90%	0.67	Q33 Getting Needed Care	70% ▼	0.50	Q37 Customer Service	71%	0.47	Q38 Customer Service	85%	0.49
2	Q23 How Well Doctors Communicate	87%	0.65	Q4 Getting Care Quickly	75%	0.49	Q4 Getting Care Quickly	75%	0.43	Q37 Customer Service	71%	0.44
3	Q25 How Well Doctors Communicate	80%	0.64	Q24 How Well Doctors Communicate	90%	0.37	Q24 How Well Doctors Communicate	90%	0.42	Q4 Getting Care Quickly	75%	0.40
4	Q22 How Well Doctors Communicate	82% ▼	0.61	Q37 Customer Service	71%	0.37	Q33 Getting Needed Care	70% ▼	0.41	Q33 Getting Needed Care	70% ▼	0.40
5	Q33 Getting Needed Care	70% ▼	0.44	Q23 How Well Doctors Communicate	87%	0.34	Q25 How Well Doctors Communicate	80%	0.40	Q24 How Well Doctors Communicate	90%	0.39
6	Q37 Customer Service	71%	0.39	Q30 Getting Needed Care	66%	0.31	Q23 How Well Doctors Communicate	87%	0.39	Q23 How Well Doctors Communicate	87%	0.37
7	Q4 Getting Care Quickly	75%	0.36	Q6 Getting Care Quickly	68% ▼	0.30	Q22 How Well Doctors Communicate	82% ▼	0.37	Q25 How Well Doctors Communicate	80%	0.35
8	Q38 Customer Service	85%	0.35	Q25 How Well Doctors Communicate	80%	0.30	Q38 Customer Service	85%	0.34	Q30 Getting Needed Care	66%	0.32
9	Q30 Getting Needed Care	66%	0.29	Q22 How Well Doctors Communicate	82% ▼	0.26	Q6 Getting Care Quickly	68% ▼	0.32	Q22 How Well Doctors Communicate	82% ▼	0.31
10	Q6 Getting Care Quickly	68% ▼	0.24	Q38 Customer Service	85%	0.26	Q30 Getting Needed Care	66%	0.31	Q6 Getting Care Quickly	68% ▼	0.30

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Hudson Health Plan

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q24 How Well Doctors Communicate	91%	0.68	Q30 Getting Needed Care	81% ▲	0.40	Q22 How Well Doctors Communicate	87%	0.47	Q37 Customer Service	80% ▲	0.56
2	Q25 How Well Doctors Communicate	84%	0.64	Q37 Customer Service	80% ▲	0.27	Q24 How Well Doctors Communicate	91%	0.46	Q33 Getting Needed Care	84% ▲	0.52
3	Q23 How Well Doctors Communicate	89%	0.63	Q33 Getting Needed Care	84% ▲	0.20	Q33 Getting Needed Care	84% ▲	0.46	Q38 Customer Service	93% ▲	0.42
4	Q22 How Well Doctors Communicate	87%	0.56	Q25 How Well Doctors Communicate	84%	0.19	Q25 How Well Doctors Communicate	84%	0.46	Q4 Getting Care Quickly	84%	0.37
5	Q6 Getting Care Quickly	78% ▲	0.34	Q24 How Well Doctors Communicate	91%	0.18	Q23 How Well Doctors Communicate	89%	0.44	Q25 How Well Doctors Communicate	84%	0.27
6	Q4 Getting Care Quickly	84%	0.31	Q23 How Well Doctors Communicate	89%	0.16	Q30 Getting Needed Care	81% ▲	0.43	Q6 Getting Care Quickly	78% ▲	0.26
7	Q33 Getting Needed Care	84% ▲	0.31	Q4 Getting Care Quickly	84%	0.16	Q37 Customer Service	80% ▲	0.40	Q24 How Well Doctors Communicate	91%	0.26
8	Q30 Getting Needed Care	81% ▲	0.21	Q6 Getting Care Quickly	78% ▲	0.15	Q4 Getting Care Quickly	84%	0.39	Q23 How Well Doctors Communicate	89%	0.22
9	Q37 Customer Service	80% ▲	0.13	Q22 How Well Doctors Communicate	87%	0.14	Q6 Getting Care Quickly	78% ▲	0.36	Q30 Getting Needed Care	81% ▲	0.21
10	Q38 Customer Service	93% ▲	0.07	Q38 Customer Service	93% ▲	0.09	Q38 Customer Service	93% ▲	0.31	Q22 How Well Doctors Communicate	87%	0.19

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Independent Health's MediSource

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	86%	0.73	Q30 Getting Needed Care	77% ▲	0.53	Q23 How Well Doctors Communicate	86%	0.58	Q37 Customer Service	84% ▲	0.63
2	Q24 How Well Doctors Communicate	87%	0.71	Q33 Getting Needed Care	85% ▲	0.40	Q24 How Well Doctors Communicate	87%	0.57	Q33 Getting Needed Care	85% ▲	0.49
3	Q25 How Well Doctors Communicate	84%	0.68	Q4 Getting Care Quickly	86% ▲	0.34	Q22 How Well Doctors Communicate	88%	0.53	Q38 Customer Service	92% ▲	0.48
4	Q22 How Well Doctors Communicate	88%	0.59	Q25 How Well Doctors Communicate	84%	0.33	Q25 How Well Doctors Communicate	84%	0.50	Q22 How Well Doctors Communicate	88%	0.46
5	Q37 Customer Service	84% ▲	0.39	Q23 How Well Doctors Communicate	86%	0.32	Q37 Customer Service	84% ▲	0.47	Q23 How Well Doctors Communicate	86%	0.41
6	Q38 Customer Service	92% ▲	0.37	Q6 Getting Care Quickly	83% ▲	0.31	Q33 Getting Needed Care	85% ▲	0.42	Q25 How Well Doctors Communicate	84%	0.40
7	Q6 Getting Care Quickly	83% ▲	0.37	Q22 How Well Doctors Communicate	88%	0.27	Q4 Getting Care Quickly	86% ▲	0.40	Q24 How Well Doctors Communicate	87%	0.39
8	Q33 Getting Needed Care	85% ▲	0.37	Q24 How Well Doctors Communicate	87%	0.24	Q6 Getting Care Quickly	83% ▲	0.38	Q4 Getting Care Quickly	86% ▲	0.33
9	Q4 Getting Care Quickly	86% ▲	0.32	Q37 Customer Service	84% ▲	0.14	Q30 Getting Needed Care	77% ▲	0.29	Q6 Getting Care Quickly	83% ▲	0.24
10	Q30 Getting Needed Care	77% ▲	0.16	Q38 Customer Service	92% ▲	-0.02	Q38 Customer Service	92% ▲	0.28	Q30 Getting Needed Care	77% ▲	0.21

▲▼ Statistically significantly better/worse than Statewide 2009.

MVP

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	89%	0.73	Q30 Getting Needed Care	74%	0.57	Q25 How Well Doctors Communicate	87%▲	0.55	Q37 Customer Service	79%	0.60
2	Q24 How Well Doctors Communicate	91%	0.71	Q24 How Well Doctors Communicate	91%	0.38	Q23 How Well Doctors Communicate	89%	0.55	Q33 Getting Needed Care	85%▲	0.60
3	Q25 How Well Doctors Communicate	87%▲	0.66	Q4 Getting Care Quickly	83%	0.37	Q24 How Well Doctors Communicate	91%	0.52	Q38 Customer Service	88%	0.57
4	Q22 How Well Doctors Communicate	89%	0.65	Q38 Customer Service	88%	0.37	Q22 How Well Doctors Communicate	89%	0.49	Q30 Getting Needed Care	74%	0.35
5	Q33 Getting Needed Care	85%▲	0.39	Q33 Getting Needed Care	85%▲	0.36	Q33 Getting Needed Care	85%▲	0.49	Q24 How Well Doctors Communicate	91%	0.34
6	Q4 Getting Care Quickly	83%	0.37	Q23 How Well Doctors Communicate	89%	0.35	Q37 Customer Service	79%	0.44	Q4 Getting Care Quickly	83%	0.33
7	Q6 Getting Care Quickly	87%▲	0.33	Q6 Getting Care Quickly	87%▲	0.35	Q4 Getting Care Quickly	83%	0.43	Q6 Getting Care Quickly	87%▲	0.31
8	Q30 Getting Needed Care	74%	0.23	Q37 Customer Service	79%	0.28	Q6 Getting Care Quickly	87%▲	0.40	Q23 How Well Doctors Communicate	89%	0.30
9	Q37 Customer Service	79%	0.16	Q22 How Well Doctors Communicate	89%	0.25	Q30 Getting Needed Care	74%	0.36	Q25 How Well Doctors Communicate	87%▲	0.29
10	Q38 Customer Service	88%	0.03	Q25 How Well Doctors Communicate	87%▲	0.24	Q38 Customer Service	88%	0.36	Q22 How Well Doctors Communicate	89%	0.28

▲▼ Statistically significantly better/worse than Statewide 2009.

MetroPlus

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	84% ▼	0.55	Q30 Getting Needed Care	60% ▼	0.50	Q25 How Well Doctors Communicate	79%	0.45	Q25 How Well Doctors Communicate	79%	0.41
2	Q25 How Well Doctors Communicate	79%	0.54	Q33 Getting Needed Care	80%	0.31	Q30 Getting Needed Care	60% ▼	0.43	Q23 How Well Doctors Communicate	84% ▼	0.39
3	Q22 How Well Doctors Communicate	81% ▼	0.50	Q23 How Well Doctors Communicate	84% ▼	0.30	Q23 How Well Doctors Communicate	84% ▼	0.42	Q22 How Well Doctors Communicate	81% ▼	0.35
4	Q24 How Well Doctors Communicate	91%	0.48	Q25 How Well Doctors Communicate	79%	0.29	Q22 How Well Doctors Communicate	81% ▼	0.41	Q33 Getting Needed Care	80%	0.35
5	Q30 Getting Needed Care	60% ▼	0.32	Q24 How Well Doctors Communicate	91%	0.29	Q24 How Well Doctors Communicate	91%	0.40	Q24 How Well Doctors Communicate	91%	0.34
6	Q6 Getting Care Quickly	61% ▼	0.30	Q22 How Well Doctors Communicate	81% ▼	0.27	Q6 Getting Care Quickly	61% ▼	0.33	Q37 Customer Service	75%	0.32
7	Q4 Getting Care Quickly	69% ▼	0.28	Q4 Getting Care Quickly	69% ▼	0.23	Q33 Getting Needed Care	80%	0.32	Q4 Getting Care Quickly	69% ▼	0.27
8	Q37 Customer Service	75%	0.28	Q37 Customer Service	75%	0.20	Q37 Customer Service	75%	0.31	Q38 Customer Service	85%	0.22
9	Q33 Getting Needed Care	80%	0.22	Q6 Getting Care Quickly	61% ▼	0.19	Q4 Getting Care Quickly	69% ▼	0.28	Q30 Getting Needed Care	60% ▼	0.20
10	Q38 Customer Service	85%	0.20	Q38 Customer Service	85%	0.14	Q38 Customer Service	85%	0.12	Q6 Getting Care Quickly	61% ▼	0.18

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Neighborhood Health Providers

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	88%	0.62	Q30 Getting Needed Care	64%	0.50	Q33 Getting Needed Care	73% ▼	0.47	Q37 Customer Service	73%	0.57
2	Q24 How Well Doctors Communicate	93%	0.60	Q33 Getting Needed Care	73% ▼	0.46	Q22 How Well Doctors Communicate	83%	0.39	Q33 Getting Needed Care	73% ▼	0.52
3	Q22 How Well Doctors Communicate	83%	0.54	Q4 Getting Care Quickly	72% ▼	0.40	Q23 How Well Doctors Communicate	88%	0.38	Q38 Customer Service	82%	0.51
4	Q25 How Well Doctors Communicate	81%	0.53	Q37 Customer Service	73%	0.39	Q37 Customer Service	73%	0.38	Q4 Getting Care Quickly	72% ▼	0.35
5	Q33 Getting Needed Care	73% ▼	0.35	Q6 Getting Care Quickly	68% ▼	0.30	Q30 Getting Needed Care	64%	0.35	Q30 Getting Needed Care	64%	0.34
6	Q4 Getting Care Quickly	72% ▼	0.33	Q25 How Well Doctors Communicate	81%	0.29	Q4 Getting Care Quickly	72% ▼	0.33	Q6 Getting Care Quickly	68% ▼	0.29
7	Q30 Getting Needed Care	64%	0.30	Q23 How Well Doctors Communicate	88%	0.29	Q38 Customer Service	82%	0.33	Q23 How Well Doctors Communicate	88%	0.23
8	Q37 Customer Service	73%	0.26	Q38 Customer Service	82%	0.27	Q25 How Well Doctors Communicate	81%	0.31	Q24 How Well Doctors Communicate	93%	0.22
9	Q38 Customer Service	82%	0.22	Q24 How Well Doctors Communicate	93%	0.26	Q6 Getting Care Quickly	68% ▼	0.31	Q22 How Well Doctors Communicate	83%	0.18
10	Q6 Getting Care Quickly	68% ▼	0.19	Q22 How Well Doctors Communicate	83%	0.22	Q24 How Well Doctors Communicate	93%	0.30	Q25 How Well Doctors Communicate	81%	0.18

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Total Care

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 How Well Doctors Communicate	85%	0.73	Q30 Getting Needed Care	71%	0.47	Q23 How Well Doctors Communicate	85%	0.52	Q33 Getting Needed Care	81%	0.55
2	Q22 How Well Doctors Communicate	86%	0.68	Q38 Customer Service	77% ▼	0.37	Q25 How Well Doctors Communicate	80%	0.52	Q37 Customer Service	63% ▼	0.54
3	Q24 How Well Doctors Communicate	87%	0.67	Q37 Customer Service	63% ▼	0.37	Q22 How Well Doctors Communicate	86%	0.51	Q38 Customer Service	77% ▼	0.46
4	Q25 How Well Doctors Communicate	80%	0.66	Q33 Getting Needed Care	81%	0.35	Q4 Getting Care Quickly	80%	0.48	Q4 Getting Care Quickly	80%	0.39
5	Q4 Getting Care Quickly	80%	0.38	Q6 Getting Care Quickly	78%	0.30	Q6 Getting Care Quickly	78%	0.45	Q6 Getting Care Quickly	78%	0.36
6	Q6 Getting Care Quickly	78%	0.37	Q4 Getting Care Quickly	80%	0.24	Q24 How Well Doctors Communicate	87%	0.44	Q23 How Well Doctors Communicate	85%	0.33
7	Q33 Getting Needed Care	81%	0.25	Q25 How Well Doctors Communicate	80%	0.18	Q38 Customer Service	77% ▼	0.43	Q25 How Well Doctors Communicate	80%	0.32
8	Q38 Customer Service	77% ▼	0.24	Q22 How Well Doctors Communicate	86%	0.13	Q33 Getting Needed Care	81%	0.39	Q30 Getting Needed Care	71%	0.31
9	Q37 Customer Service	63% ▼	0.24	Q24 How Well Doctors Communicate	87%	0.13	Q37 Customer Service	63% ▼	0.36	Q22 How Well Doctors Communicate	86%	0.31
10	Q30 Getting Needed Care	71%	0.23	Q23 How Well Doctors Communicate	85%	0.08	Q30 Getting Needed Care	71%	0.28	Q24 How Well Doctors Communicate	87%	0.27

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Univera Community Health

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 How Well Doctors Communicate	87%	0.69	Q30 Getting Needed Care	73%	0.54	Q22 How Well Doctors Communicate	87%	0.52	Q33 Getting Needed Care	83%▲	0.55
2	Q23 How Well Doctors Communicate	85%	0.69	Q33 Getting Needed Care	83%▲	0.48	Q25 How Well Doctors Communicate	82%	0.48	Q37 Customer Service	82%▲	0.50
3	Q24 How Well Doctors Communicate	88%	0.68	Q4 Getting Care Quickly	84%	0.37	Q23 How Well Doctors Communicate	85%	0.44	Q30 Getting Needed Care	73%	0.42
4	Q25 How Well Doctors Communicate	82%	0.67	Q22 How Well Doctors Communicate	87%	0.32	Q24 How Well Doctors Communicate	88%	0.43	Q38 Customer Service	94%▲	0.41
5	Q33 Getting Needed Care	83%▲	0.25	Q6 Getting Care Quickly	77%	0.31	Q4 Getting Care Quickly	84%	0.41	Q22 How Well Doctors Communicate	87%	0.33
6	Q6 Getting Care Quickly	77%	0.23	Q25 How Well Doctors Communicate	82%	0.29	Q33 Getting Needed Care	83%▲	0.40	Q4 Getting Care Quickly	84%	0.29
7	Q37 Customer Service	82%▲	0.14	Q23 How Well Doctors Communicate	85%	0.26	Q30 Getting Needed Care	73%	0.39	Q25 How Well Doctors Communicate	82%	0.28
8	Q4 Getting Care Quickly	84%	0.14	Q24 How Well Doctors Communicate	88%	0.24	Q6 Getting Care Quickly	77%	0.36	Q23 How Well Doctors Communicate	85%	0.27
9	Q30 Getting Needed Care	73%	0.10	Q37 Customer Service	82%▲	0.20	Q37 Customer Service	82%▲	0.32	Q6 Getting Care Quickly	77%	0.27
10	Q38 Customer Service	94%▲	0.08	Q38 Customer Service	94%▲	0.18	Q38 Customer Service	94%▲	0.24	Q24 How Well Doctors Communicate	88%	0.25

▲▼ Statistically significantly better/worse than Statewide 2009.

WellCare of New York

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q25 How Well Doctors Communicate	78%	0.53	Q38 Customer Service	79% ▼	0.55	Q33 Getting Needed Care	70% ▼	0.56	Q33 Getting Needed Care	70% ▼	0.58
2	Q23 How Well Doctors Communicate	87%	0.49	Q30 Getting Needed Care	64%	0.53	Q4 Getting Care Quickly	76%	0.51	Q4 Getting Care Quickly	76%	0.47
3	Q24 How Well Doctors Communicate	89%	0.49	Q37 Customer Service	63% ▼	0.46	Q30 Getting Needed Care	64%	0.45	Q38 Customer Service	79% ▼	0.44
4	Q22 How Well Doctors Communicate	83%	0.45	Q4 Getting Care Quickly	76%	0.44	Q25 How Well Doctors Communicate	78%	0.45	Q30 Getting Needed Care	64%	0.44
5	Q4 Getting Care Quickly	76%	0.43	Q24 How Well Doctors Communicate	89%	0.44	Q23 How Well Doctors Communicate	87%	0.44	Q37 Customer Service	63% ▼	0.43
6	Q33 Getting Needed Care	70% ▼	0.42	Q25 How Well Doctors Communicate	78%	0.40	Q24 How Well Doctors Communicate	89%	0.40	Q25 How Well Doctors Communicate	78%	0.41
7	Q30 Getting Needed Care	64%	0.29	Q33 Getting Needed Care	70% ▼	0.40	Q37 Customer Service	63% ▼	0.38	Q24 How Well Doctors Communicate	89%	0.40
8	Q37 Customer Service	63% ▼	0.26	Q23 How Well Doctors Communicate	87%	0.35	Q38 Customer Service	79% ▼	0.36	Q23 How Well Doctors Communicate	87%	0.36
9	Q6 Getting Care Quickly	67% ▼	0.18	Q6 Getting Care Quickly	67% ▼	0.33	Q22 How Well Doctors Communicate	83%	0.36	Q22 How Well Doctors Communicate	83%	0.30
10	Q38 Customer Service	79% ▼	0.16	Q22 How Well Doctors Communicate	83%	0.32	Q6 Getting Care Quickly	67% ▼	0.23	Q6 Getting Care Quickly	67% ▼	0.22

▲ ▼ Statistically significantly better/worse than Statewide 2009.

Responses by Question

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

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	11,510	100.0%	5,489	100.0%	6,021	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	11,510	100.0%	5,489	100.0%	6,021	100.0%
Not Answered	259		130		129	

Your Health Care in the Last 6 Months

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

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	4,454	39.4%	1,863	34.7%	2,591	43.6%
No	6,853	60.6%	3,502	65.3%	3,351	56.4%
Total	11,307	100.0%	5,365	100.0%	5,942	100.0%
Not Answered	462		254		208	

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

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	100	2.3%	61	3.4%	39	1.5%
● Sometimes	772	17.7%	402	22.3%	370	14.5%
● Usually	1,115	25.6%	451	25.0%	664	26.0%
● Always	2,370	54.4%	890	49.3%	1,480	58.0%
Total	4,357	100.0%	1,804	100.0%	2,553	100.0%
Not Answered	97		59		38	
Reporting Category	Getting Care Quickly					
Achievement Score	79.40%		73.84%		84.43%	
2009 vs. 2008: +/- Change (εε Stat. sig.)	-0.3		+0.3		-0.8	
Correlation with Health Plan Satisfaction	0.337		0.353		0.322	

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

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

Q5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	8,356	74.7%	3,828	72.6%	4,528	76.7%
No	2,824	25.3%	1,447	27.4%	1,377	23.3%
Total	11,180	100.0%	5,275	100.0%	5,905	100.0%
Not Answered	589		344		245	

Q6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	251	3.1%	132	3.5%	119	2.7%
● Sometimes	1,797	21.9%	1,073	28.8%	724	16.2%
● Usually	2,211	27.0%	919	24.7%	1,292	28.8%
● Always	3,945	48.1%	1,599	42.9%	2,346	52.4%
Total	8,204	100.0%	3,723	100.0%	4,481	100.0%
Not Answered	152		105		47	
Reporting Category	Getting Care Quickly					
Achievement Score	74.59%		67.61%		81.21%	
2009 vs. 2008: +/- Change (e.e Stat. sig.)	-1.7 _e		-1.4		-1.7 _e	
Correlation with Health Plan Satisfaction	0.257		0.239		0.273	

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?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
None	2,322	21.5%	1,156	23.1%	1,166	20.2%
1	1,966	18.2%	905	18.1%	1,061	18.4%
2	2,157	20.0%	1,059	21.2%	1,098	19.0%
3	1,486	13.8%	687	13.7%	799	13.8%
4	964	8.9%	475	9.5%	489	8.5%
5 to 9	1,312	12.2%	524	10.5%	788	13.6%
10 or more	576	5.3%	201	4.0%	375	6.5%
Total	10,783	100.0%	5,007	100.0%	5,776	100.0%
Not Answered	986		612		374	

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

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

Q8. In the last 6 months, not counting the times you needed care right away, where did you usually go for health care?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Doctor's Office	5,652	69.0%	2,390	63.9%	3,262	73.3%
Hospital Clinic	1,067	13.0%	698	18.7%	369	8.3%
Community Health Center	794	9.7%	295	7.9%	499	11.2%
Family Planning Clinic	338	4.1%	179	4.8%	159	3.6%
Emergency Room	218	2.7%	115	3.1%	103	2.3%
No Usual Place	126	1.5%	65	1.7%	61	1.4%
Total	8,195	100.0%	3,742	100.0%	4,453	100.0%
Not Answered	266		109		157	

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

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	1,397	16.7%	696	18.3%	701	15.3%
● Sometimes	2,627	31.4%	1,274	33.6%	1,353	29.6%
● Usually	1,957	23.4%	843	22.2%	1,114	24.4%
● Always	2,384	28.5%	983	25.9%	1,401	30.7%
Total	8,365	100.0%	3,796	100.0%	4,569	100.0%
Not Answered	96		55		41	
Reporting Category	Ratings					
Achievement Score	51.64%		48.09%		55.06%	
2009 vs. 2008: +/- Change (see Stat. sig.)	-1.4		-1.8		-0.8	
Correlation with Health Plan Satisfaction	0.199		0.208		0.189	

Q10. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	4,096	49.7%	1,721	46.2%	2,375	52.5%
No	4,150	50.3%	2,005	53.8%	2,145	47.5%
Total	8,246	100.0%	3,726	100.0%	4,520	100.0%
Not Answered	215		125		90	

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

Your Health Care in the Last 6 Months (continued)

Q11. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Definitely yes	2,406	60.1%	935	56.2%	1,471	62.9%
● Somewhat yes	1,235	30.9%	562	33.8%	673	28.8%
● Somewhat no	206	5.1%	92	5.5%	114	4.9%
● Definitely no	156	3.9%	75	4.5%	81	3.5%
Total	4,003	100.0%	1,664	100.0%	2,339	100.0%
Not Answered	93		57		36	
Reporting Category	Collaborative Decision Making					
Achievement Score	59.57%		55.47%		63.54%	
Correlation with Health Plan Satisfaction	0.182		0.179		0.184	

Q12. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Definitely yes	2,167	54.4%	857	51.7%	1,310	56.2%
● Somewhat yes	1,149	28.8%	493	29.7%	656	28.2%
● Somewhat no	342	8.6%	143	8.6%	199	8.5%
● Definitely no	329	8.3%	165	10.0%	164	7.0%
Total	3,987	100.0%	1,658	100.0%	2,329	100.0%
Not Answered	109		63		46	
Reporting Category	Collaborative Decision Making					
Achievement Score	53.96%		51.09%		56.80%	
Correlation with Health Plan Satisfaction	0.177		0.147		0.200	

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

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

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst health care possible	49	0.6%	23	0.6%	26	0.6%
● 1	45	0.5%	15	0.4%	30	0.7%
● 2	75	0.9%	36	1.0%	39	0.9%
● 3	131	1.6%	47	1.2%	84	1.9%
● 4	217	2.6%	112	3.0%	105	2.3%
● 5	635	7.6%	325	8.6%	310	6.8%
● 6	561	6.8%	285	7.6%	276	6.1%
● 7	1,162	14.0%	542	14.4%	620	13.7%
● 8	1,963	23.6%	903	24.0%	1,060	23.4%
● 9	1,230	14.8%	543	14.4%	687	15.1%
● Best health care possible	2,233	26.9%	934	24.8%	1,299	28.6%
Total	8,301	100.0%	3,765	100.0%	4,536	100.0%
Not Answered	160		86		74	
Reporting Category	Composites					
Achievement Score	65.19%		61.92%		68.36%	
2009 vs. 2008: +/- Change (see Stat. sig.)	-0.1		+1.9		-1.4	
Correlation with Health Plan Satisfaction	0.582		0.617		0.551	

Q14. Have you had a mammogram or made an appointment for a mammogram in the past year?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,691	37.6%	1,335	41.9%	1,356	34.1%
No	4,468	62.4%	1,853	58.1%	2,615	65.9%
Total	7,159	100.0%	3,188	100.0%	3,971	100.0%
Not Answered	229		141		88	

Q15. How long did you have to wait between making the appointment and having the mammogram?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Less than 1 week	757	28.9%	331	25.5%	426	32.2%
More than 1 week, but less than 1 month	1,180	45.0%	548	42.2%	632	47.8%
1-3 months	460	17.5%	285	21.9%	175	13.2%
More than 3 months	110	4.2%	73	5.6%	37	2.8%
I had a mammogram without making an appointment	115	4.4%	62	4.8%	53	4.0%
Total	2,622	100.0%	1,299	100.0%	1,323	100.0%
Not Answered	69		36		33	

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

Your Health Care in the Last 6 Months (continued)

Q16. In general, how would you rate your overall mental or emotional health?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Excellent	2,802	25.0%	1,499	28.2%	1,303	22.0%
Very good	2,970	26.5%	1,438	27.1%	1,532	25.9%
Good	3,096	27.6%	1,468	27.6%	1,628	27.5%
Fair	1,810	16.1%	725	13.7%	1,085	18.4%
Poor	543	4.8%	180	3.4%	363	6.1%
Total	11,221	100.0%	5,310	100.0%	5,911	100.0%
Not Answered	548		309		239	

Q17. In the last 6 months, did you need any treatment or counseling for a personal or family problem?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,996	18.0%	735	14.1%	1,261	21.5%
No	9,080	82.0%	4,479	85.9%	4,601	78.5%
Total	11,076	100.0%	5,214	100.0%	5,862	100.0%
Not Answered	693		405		288	

Q18. In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	247	12.7%	112	15.6%	135	11.0%
<input checked="" type="radio"/> Sometimes	376	19.3%	192	26.7%	184	15.0%
<input checked="" type="radio"/> Usually	457	23.5%	157	21.9%	300	24.4%
<input checked="" type="radio"/> Always	868	44.6%	257	35.8%	611	49.7%
Total	1,948	100.0%	718	100.0%	1,230	100.0%
Not Answered	48		17		31	
Reporting Category	Single Items					
Achievement Score	65.82%		57.02%		74.63%	
2009 vs. 2008: +/- Change (e.e. Stat. sig.)	-3.3e		-4.9		-1.3	
Correlation with Health Plan Satisfaction	0.356		0.350		0.353	

Response scored as: Achievement Room for improvement

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

Q19. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 6 months?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst treatment possible	91	4.7%	38	5.4%	53	4.3%
● 1	26	1.3%	17	2.4%	9	0.7%
● 2	56	2.9%	19	2.7%	37	3.0%
● 3	67	3.5%	19	2.7%	48	3.9%
● 4	63	3.3%	25	3.6%	38	3.1%
● 5	185	9.6%	80	11.4%	105	8.6%
● 6	138	7.2%	55	7.8%	83	6.8%
● 7	204	10.6%	68	9.7%	136	11.1%
● 8	324	16.8%	116	16.5%	208	17.0%
● 9	273	14.2%	90	12.8%	183	14.9%
● Best treatment possible	500	25.9%	175	24.9%	325	26.5%
Total	1,927	100.0%	702	100.0%	1,225	100.0%
Not Answered	69		33		36	
Reporting Category	Single Items					
Achievement Score	56.70%		52.36%		60.14%	
2009 vs. 2008: +/- Change (e.e Stat. sig.)	-1.9		-0.3		-3.1	
Correlation with Health Plan Satisfaction	0.479		0.519		0.450	

Your Personal Doctor

Q20. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	9,486	85.4%	4,365	83.3%	5,121	87.3%
No	1,620	14.6%	878	16.7%	742	12.7%
Total	11,106	100.0%	5,243	100.0%	5,863	100.0%
Not Answered	663		376		287	

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

Your Personal Doctor (continued)

Q21. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
None	1,700	18.4%	722	17.1%	978	19.4%
1	2,138	23.1%	960	22.7%	1,178	23.4%
2	2,101	22.7%	993	23.5%	1,108	22.0%
3	1,389	15.0%	666	15.8%	723	14.3%
4	788	8.5%	372	8.8%	416	8.3%
5 to 9	890	9.6%	391	9.3%	499	9.9%
10 or more	255	2.8%	117	2.8%	138	2.7%
Total	9,261	100.0%	4,221	100.0%	5,040	100.0%
Not Answered	225		144		81	

Q22. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	186	2.5%	92	2.7%	94	2.3%
● Sometimes	855	11.4%	474	13.7%	381	9.4%
● Usually	1,722	22.9%	853	24.6%	869	21.5%
● Always	4,745	63.2%	2,044	59.0%	2,701	66.8%
Total	7,508	100.0%	3,463	100.0%	4,045	100.0%
Not Answered	53		36		17	
Reporting Category	Communication					
Achievement Score	86.00%		83.36%		88.53%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-1.1e		-1.0		-1.3	
Correlation with Health Plan Satisfaction	0.270		0.257		0.280	

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

Your Personal Doctor (continued)

Q23. In the last 6 months, how often did your personal doctor listen carefully to you?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	150	2.0%	59	1.7%	91	2.3%
● Sometimes	784	10.5%	367	10.6%	417	10.4%
● Usually	1,527	20.4%	758	21.9%	769	19.1%
● Always	5,013	67.1%	2,273	65.8%	2,740	68.2%
Total	7,474	100.0%	3,457	100.0%	4,017	100.0%
Not Answered	87		42		45	
Reporting Category	Communication					
Achievement Score	87.50%		87.11%		87.89%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-1.4e		-0.7		-1.9e	
Correlation with Health Plan Satisfaction	0.294		0.296		0.292	

Q24. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	146	2.0%	60	1.7%	86	2.1%
● Sometimes	618	8.3%	270	7.8%	348	8.7%
● Usually	1,356	18.2%	672	19.5%	684	17.1%
● Always	5,341	71.6%	2,451	71.0%	2,890	72.1%
Total	7,461	100.0%	3,453	100.0%	4,008	100.0%
Not Answered	100		46		54	
Reporting Category	Communication					
Achievement Score	89.82%		90.02%		89.57%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-1.2e		-0.2		-2.0e	
Correlation with Health Plan Satisfaction	0.287		0.300		0.277	

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

Your Personal Doctor (continued)

Q25. In the last 6 months, how often did your personal doctor spend enough time with you?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	283	3.8%	127	3.7%	156	3.9%
● Sometimes	1,036	13.9%	540	15.7%	496	12.4%
● Usually	1,943	26.1%	961	27.9%	982	24.6%
● Always	4,172	56.1%	1,811	52.7%	2,361	59.1%
Total	7,434	100.0%	3,439	100.0%	3,995	100.0%
Not Answered	127		60		67	
Reporting Category	Communication					
Achievement Score	82.19%		80.13%		84.13%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-1.4e		-1.1		-1.8e	
Correlation with Health Plan Satisfaction	0.298		0.307		0.289	

Q26. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	4,099	55.5%	1,727	50.7%	2,372	59.6%
No	3,291	44.5%	1,680	49.3%	1,611	40.4%
Total	7,390	100.0%	3,407	100.0%	3,983	100.0%
Not Answered	171		92		79	

Q27. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	381	9.5%	167	9.8%	214	9.2%
● Sometimes	667	16.6%	320	18.8%	347	14.9%
● Usually	1,107	27.5%	466	27.4%	641	27.6%
● Always	1,866	46.4%	745	43.9%	1,121	48.3%
Total	4,021	100.0%	1,698	100.0%	2,323	100.0%
Not Answered	78		29		49	
Reporting Category	Ratings					
Achievement Score	73.69%		70.51%		76.60%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-0.2		-1.1		+0.6	
Correlation with Health Plan Satisfaction	0.282		0.262		0.297	

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

Your Personal Doctor (continued)

Q28. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst personal doctor possible	85	0.9%	39	0.9%	46	0.9%
● 1	60	0.7%	20	0.5%	40	0.8%
● 2	90	1.0%	30	0.7%	60	1.2%
● 3	139	1.5%	57	1.3%	82	1.6%
● 4	174	1.9%	81	1.9%	93	1.9%
● 5	521	5.7%	252	6.0%	269	5.4%
● 6	421	4.6%	214	5.1%	207	4.2%
● 7	870	9.4%	413	9.8%	457	9.2%
● 8	1,715	18.6%	821	19.4%	894	18.0%
● 9	1,669	18.1%	773	18.3%	896	18.0%
● Best personal doctor possible	3,464	37.6%	1,530	36.2%	1,934	38.9%
Total	9,208	100.0%	4,230	100.0%	4,978	100.0%
Not Answered	278		135		143	
Reporting Category	Composites					
Achievement Score	74.34%		72.94%		75.66%	
2009 vs. 2008: +/- Change (see Stat. sig.)	+0.2		+1.6		-0.9	
Correlation with Health Plan Satisfaction	0.449		0.503		0.404	

Getting Health Care From Specialists

Q29. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	4,520	41.1%	2,071	39.9%	2,449	42.1%
No	6,484	58.9%	3,113	60.1%	3,371	57.9%
Total	11,004	100.0%	5,184	100.0%	5,820	100.0%
Not Answered	765		435		330	

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From Specialists (continued)

Q30. In the last 6 months, how often was it easy to get appointments with specialists?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	353	7.9%	164	8.0%	189	7.8%
● Sometimes	992	22.2%	521	25.5%	471	19.4%
● Usually	1,384	30.9%	618	30.2%	766	31.5%
● Always	1,745	39.0%	742	36.3%	1,003	41.3%
Total	4,474	100.0%	2,045	100.0%	2,429	100.0%
Not Answered	46		26		20	
Reporting Category						
Getting Needed Care						
Achievement Score	69.62%		65.52%		73.75%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-1.6		+0.6		-3.2e	
Correlation with Health Plan Satisfaction	0.346		0.343		0.349	

Q31. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst specialist possible	88	2.0%	38	1.9%	50	2.1%
● 1	43	1.0%	18	0.9%	25	1.1%
● 2	60	1.4%	34	1.7%	26	1.1%
● 3	72	1.7%	26	1.3%	46	1.9%
● 4	111	2.6%	53	2.7%	58	2.4%
● 5	286	6.6%	145	7.3%	141	5.9%
● 6	263	6.0%	125	6.3%	138	5.8%
● 7	496	11.4%	251	12.7%	245	10.3%
● 8	771	17.7%	354	17.9%	417	17.6%
● 9	746	17.2%	334	16.9%	412	17.4%
● Best specialist possible	1,412	32.5%	596	30.2%	816	34.4%
Total	4,348	100.0%	1,974	100.0%	2,374	100.0%
Not Answered	172		97		75	
Reporting Category						
Composites						
Achievement Score	67.20%		63.56%		70.67%	
2009 vs. 2008: +/- Change (eē Stat. sig.)	-3.4e		-1.1		-5.3e	
Correlation with Health Plan Satisfaction	0.443		0.491		0.402	

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

Your Health Plan

Q32. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	5,845	53.2%	2,652	51.2%	3,193	54.9%
No	5,151	46.8%	2,524	48.8%	2,627	45.1%
Total	10,996	100.0%	5,176	100.0%	5,820	100.0%
Not Answered	773		443		330	

Q33. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	257	4.4%	120	4.6%	137	4.3%
<input checked="" type="radio"/> Sometimes	987	17.0%	561	21.4%	426	13.4%
<input checked="" type="radio"/> Usually	1,850	31.9%	846	32.3%	1,004	31.7%
<input checked="" type="radio"/> Always	2,699	46.6%	1,096	41.8%	1,603	50.6%
Total	5,793	100.0%	2,623	100.0%	3,170	100.0%
Not Answered	52		29		23	
Reporting Category	Getting Needed Care					
Achievement Score	78.16%		73.32%		82.91%	
2009 vs. 2008: +/- Change (see Stat. sig.)	-0.1		+1.0		-0.5	
Correlation with Health Plan Satisfaction	0.528		0.496		0.555	

Q34. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,847	16.8%	898	17.3%	949	16.3%
No	9,162	83.2%	4,283	82.7%	4,879	83.7%
Total	11,009	100.0%	5,181	100.0%	5,828	100.0%
Not Answered	760		438		322	

Response scored as: Achievement Room for improvement

Your Health Plan (continued)

Q35. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	102	5.6%	47	5.3%	55	5.9%
● Sometimes	553	30.4%	276	31.3%	277	29.5%
● Usually	617	33.9%	290	32.9%	327	34.8%
● Always	549	30.1%	268	30.4%	281	29.9%
Total	1,821	100.0%	881	100.0%	940	100.0%
Not Answered	26		17		9	
Reporting Category						
Ratings						
Achievement Score	64.08%		63.47%		64.55%	
2009 vs. 2008: +/- Change (66 Stat. sig.)	+3.66		+3.8		+3.0	
Correlation with Health Plan Satisfaction	0.398		0.370		0.425	

Q36. In the last 6 months, did you try to get information or help from your health plan's customer service?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	3,107	28.3%	1,602	30.9%	1,505	25.9%
No	7,891	71.7%	3,577	69.1%	4,314	74.1%
Total	10,998	100.0%	5,179	100.0%	5,819	100.0%
Not Answered	771		440		331	

Q37. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	189	6.1%	92	5.8%	97	6.5%
● Sometimes	618	20.0%	345	21.7%	273	18.2%
● Usually	779	25.2%	413	26.0%	366	24.4%
● Always	1,500	48.6%	737	46.4%	763	50.9%
Total	3,086	100.0%	1,587	100.0%	1,499	100.0%
Not Answered	21		15		6	
Reporting Category						
Customer Service						
Achievement Score	73.56%		71.61%		76.11%	
2009 vs. 2008: +/- Change (66 Stat. sig.)	+0.7		+1.7		+0.1	
Correlation with Health Plan Satisfaction	0.517		0.487		0.550	

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

Your Health Plan (continued)

Q38. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Never	87	2.8%	51	3.2%	36	2.4%
● Sometimes	329	10.7%	184	11.6%	145	9.7%
● Usually	629	20.4%	332	21.0%	297	19.9%
● Always	2,033	66.0%	1,016	64.2%	1,017	68.0%
Total	3,078	100.0%	1,583	100.0%	1,495	100.0%
Not Answered	29		19		10	
Reporting Category						
	Customer Service					
Achievement Score	86.22%		84.63%		88.39%	
2009 vs. 2008: +/- Change (€€ Stat. sig.)	0.0		+0.3		-0.2	
Correlation with Health Plan Satisfaction	0.484		0.460		0.514	

Q39. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst health plan possible	97	0.9%	60	1.1%	37	0.6%
● 1	68	0.6%	37	0.7%	31	0.5%
● 2	82	0.7%	38	0.7%	44	0.8%
● 3	153	1.4%	76	1.5%	77	1.3%
● 4	206	1.9%	103	2.0%	103	1.8%
● 5	730	6.6%	336	6.4%	394	6.8%
● 6	687	6.2%	350	6.7%	337	5.8%
● 7	1,359	12.3%	683	13.0%	676	11.6%
● 8	2,193	19.8%	1,049	20.0%	1,144	19.6%
● 9	1,868	16.9%	850	16.2%	1,018	17.5%
● Best health plan possible	3,616	32.7%	1,655	31.6%	1,961	33.7%
Total	11,059	100.0%	5,237	100.0%	5,822	100.0%
Not Answered	710		382		328	
Reporting Category						
	Composites					
Achievement Score	69.26%		67.07%		71.57%	
2009 vs. 2008: +/- Change (€€ Stat. sig.)	+3.6€		+5.6€		+2.3€	

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

Your Health Plan (continued)

Q40. Would you recommend your health plan to your family and friends?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Yes	9,536	90.3%	4,502	89.3%	5,034	91.1%
● No	1,030	9.7%	539	10.7%	491	8.9%
Total	10,566	100.0%	5,041	100.0%	5,525	100.0%
Not Answered	1,203		578		625	
Reporting Category	Single Items					
Achievement Score	90.15%		88.82%		91.58%	
2009 vs. 2008: +/- Change (see Stat. sig.)	+0.1		+0.0		+0.3	
Correlation with Health Plan Satisfaction	0.536		0.524		0.548	

About Your Health

Q41. In general, how would you rate your overall health?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Excellent	1,672	15.0%	922	17.4%	750	12.8%
Very good	3,031	27.1%	1,495	28.2%	1,536	26.1%
Good	3,691	33.0%	1,707	32.2%	1,984	33.7%
Fair	2,219	19.9%	982	18.5%	1,237	21.0%
Poor	562	5.0%	190	3.6%	372	6.3%
Total	11,175	100.0%	5,296	100.0%	5,879	100.0%
Not Answered	594		323		271	

Q42. Have you had a flu shot since September 1, 2008? (Respondents Age 50+ displayed below)

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	906	34.9%	497	35.3%	409	34.5%
No	1,688	65.1%	910	64.7%	778	65.5%
Don't Know	82		53		29	
Total	2,594	100.0%	1,407	100.0%	1,187	100.0%
Not Answered	133		89		44	

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

About Your Health (continued)

Q43. Do you now smoke cigarettes every day, some days, or not at all?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Every day	2,214	20.2%	501	9.8%	1,713	29.5%
Some days	1,100	10.1%	412	8.0%	688	11.9%
Not at all	7,628	69.7%	4,225	82.2%	3,403	58.6%
Don't Know	105		59		46	
Total	10,942	100.0%	5,138	100.0%	5,804	100.0%
Not Answered	722		422		300	

Q44. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
<input checked="" type="radio"/> None	787	27.2%	287	36.7%	500	23.7%
<input checked="" type="radio"/> 1 visit	652	22.5%	168	21.5%	484	22.9%
<input checked="" type="radio"/> 2 to 4 visits	912	31.5%	197	25.2%	715	33.9%
<input checked="" type="radio"/> 5 to 9 visits	301	10.4%	68	8.7%	233	11.0%
<input checked="" type="radio"/> 10 or more visits	240	8.3%	63	8.0%	177	8.4%
I had no visits in the last 6 months	355		104		251	
Total	2,892	100.0%	783	100.0%	2,109	100.0%
Not Answered	67		26		41	
Reporting Category	Supplemental Questions					
Achievement Score	72.79%		63.35%		76.29%	
2009 vs. 2008: +/- Change (see Stat. sig.)	-0.8		-1.9		-0.2	

Response scored as: Achievement Room for improvement

About Your Health *(continued)*

Q45. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● None	1,437	49.9%	439	56.5%	998	47.4%
● 1 visit	595	20.6%	134	17.2%	461	21.9%
● 2 to 4 visits	601	20.9%	138	17.8%	463	22.0%
● 5 to 9 visits	157	5.4%	38	4.9%	119	5.7%
● 10 or more visits	92	3.2%	28	3.6%	64	3.0%
I had no visits in the last 6 months	353		105		248	
Total	2,882	100.0%	777	100.0%	2,105	100.0%
Not Answered	79		31		48	
Reporting Category						
Supplemental Questions						
Achievement Score	50.14%		43.50%		52.59%	
2009 vs. 2008: +/- Change (éé Stat. sig.)	-0.1		+0.8		-0.4	

Q46. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● None	1,553	54.0%	444	56.9%	1,109	52.9%
● 1 visit	542	18.8%	129	16.5%	413	19.7%
● 2 to 4 visits	534	18.6%	138	17.7%	396	18.9%
● 5 to 9 visits	155	5.4%	45	5.8%	110	5.3%
● 10 or more visits	92	3.2%	25	3.2%	67	3.2%
I had no visits in the last 6 months	362		102		260	
Total	2,876	100.0%	781	100.0%	2,095	100.0%
Not Answered	76		30		46	
Reporting Category						
Supplemental Questions						
Achievement Score	46.00%		43.15%		47.06%	
2009 vs. 2008: +/- Change (éé Stat. sig.)	-0.2		-1.2		+0.2	

Q47. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	3,725	33.9%	1,564	30.3%	2,161	37.1%
No	7,262	66.1%	3,606	69.7%	3,656	62.9%
Total	10,987	100.0%	5,170	100.0%	5,817	100.0%
Not Answered	782		449		333	

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

About Your Health *(continued)*

Q48. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,885	79.0%	1,089	72.0%	1,796	84.0%
No	765	21.0%	424	28.0%	341	16.0%
Total	3,650	100.0%	1,513	100.0%	2,137	100.0%
Not Answered	75		51		24	

Q49. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	5,958	54.1%	2,426	46.9%	3,532	60.5%
No	5,057	45.9%	2,752	53.1%	2,305	39.5%
Total	11,015	100.0%	5,178	100.0%	5,837	100.0%
Not Answered	754		441		313	

Q50. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	5,190	89.0%	1,989	84.7%	3,201	91.9%
No	644	11.0%	360	15.3%	284	8.1%
Total	5,834	100.0%	2,349	100.0%	3,485	100.0%
Not Answered	124		77		47	

Q51a. Has a doctor ever told you that you had ... Hypertension (high blood pressure)?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,980	28.3%	1,380	27.9%	1,600	28.5%
No	7,567	71.7%	3,561	72.1%	4,006	71.5%
Total	10,547	100.0%	4,941	100.0%	5,606	100.0%
Not Answered	1,222		678		544	

About Your Health (continued)

Q51b. Has a doctor ever told you that you had ... Heart disease (like angina or heart failure)?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	564	5.6%	247	5.2%	317	5.8%
No	9,586	94.4%	4,467	94.8%	5,119	94.2%
Total	10,150	100.0%	4,714	100.0%	5,436	100.0%
Not Answered	1,619		905		714	

Q51c. Has a doctor ever told you that you had ... Diabetes (high blood sugar)?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,382	13.4%	659	13.7%	723	13.2%
No	8,897	86.6%	4,146	86.3%	4,751	86.8%
Total	10,279	100.0%	4,805	100.0%	5,474	100.0%
Not Answered	1,490		814		676	

Q51d. Has a doctor ever told you that you had ... Cancer?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	330	3.3%	122	2.6%	208	3.9%
No	9,724	96.7%	4,552	97.4%	5,172	96.1%
Total	10,054	100.0%	4,674	100.0%	5,380	100.0%
Not Answered	1,715		945		770	

Q51e. Has a doctor ever told you that you had ... Arthritis or any kind of rheumatism?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,297	22.3%	834	17.4%	1,463	26.5%
No	8,005	77.7%	3,951	82.6%	4,054	73.5%
Total	10,302	100.0%	4,785	100.0%	5,517	100.0%
Not Answered	1,467		834		633	

About Your Health (continued)

Q51f. Has a doctor ever told you that you had ... Asthma?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,779	17.4%	547	11.5%	1,232	22.4%
No	8,449	82.6%	4,191	88.5%	4,258	77.6%
Total	10,228	100.0%	4,738	100.0%	5,490	100.0%
Not Answered	1,541		881		660	

Q51g. Has a doctor ever told you that you had ... Overweight?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,964	28.8%	1,228	25.6%	1,736	31.5%
No	7,340	71.2%	3,566	74.4%	3,774	68.5%
Total	10,304	100.0%	4,794	100.0%	5,510	100.0%
Not Answered	1,465		825		640	

Q51h. Has a doctor ever told you that you had ... Depression?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	2,631	25.6%	792	16.7%	1,839	33.1%
No	7,666	74.4%	3,954	83.3%	3,712	66.9%
Total	10,297	100.0%	4,746	100.0%	5,551	100.0%
Not Answered	1,472		873		599	

Q51i. Has a doctor ever told you that you had ... Drinking or other drug problems?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	414	4.1%	110	2.4%	304	5.6%
No	9,697	95.9%	4,569	97.6%	5,128	94.4%
Total	10,111	100.0%	4,679	100.0%	5,432	100.0%
Not Answered	1,658		940		718	

About Your Health (continued)

Q51j. Has a doctor ever told you that you had ... Emotional problems or mental illness?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,663	16.2%	471	10.0%	1,192	21.7%
No	8,574	83.8%	4,262	90.0%	4,312	78.3%
Total	10,237	100.0%	4,733	100.0%	5,504	100.0%
Not Answered	1,532		886		646	

Q51k. Has a doctor ever told you that you had ... Other medical conditions lasting more than three months?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	3,437	33.1%	1,181	24.7%	2,256	40.4%
No	6,934	66.9%	3,602	75.3%	3,332	59.6%
Total	10,371	100.0%	4,783	100.0%	5,588	100.0%
Not Answered	1,398		836		562	

About You

Q52. What is your age?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
18 to 24	1,935	16.4%	974	17.3%	961	15.6%
25 to 34	2,693	22.9%	1,129	20.1%	1,564	25.4%
35 to 44	2,595	22.0%	1,163	20.7%	1,432	23.3%
45 to 54	2,684	22.8%	1,274	22.7%	1,410	22.9%
55 to 64	1,836	15.6%	1,064	18.9%	772	12.6%
65 or older	26	0.2%	15	0.3%	11	0.2%
Total	11,769	100.0%	5,619	100.0%	6,150	100.0%
Not Answered	0		0		0	

Q53. Are you male or female?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Male	3,994	33.9%	2,080	37.0%	1,914	31.1%
Female	7,775	66.1%	3,539	63.0%	4,236	68.9%
Total	11,769	100.0%	5,619	100.0%	6,150	100.0%
Not Answered	0		0		0	

About You *(continued)*

Q54. What is the highest grade or level of school that you have completed?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
8th grade or less	943	8.5%	620	11.9%	323	5.5%
Some high school but did not graduate	2,074	18.8%	971	18.7%	1,103	18.9%
High school graduate or GED	3,909	35.4%	1,677	32.3%	2,232	38.2%
Some college or 2-year degree	2,874	26.0%	1,177	22.7%	1,697	29.0%
4-year college graduate	839	7.6%	542	10.4%	297	5.1%
More than 4-year college graduate	394	3.6%	204	3.9%	190	3.3%
Total	11,033	100.0%	5,191	100.0%	5,842	100.0%
Not Answered	736		428		308	

Q55. Are you of Hispanic or Latino origin or descent?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes, Hispanic or Latino	2,920	26.9%	2,049	40.4%	871	15.1%
No, Not Hispanic or Latino	7,915	73.1%	3,029	59.6%	4,886	84.9%
Total	10,835	100.0%	5,078	100.0%	5,757	100.0%
Not Answered	934		541		393	

Q56. What is your race? (Please mark one or more.)

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
White	5,213	48.7%	1,335	26.9%	3,878	67.5%
Black or African-American	2,409	22.5%	1,254	25.3%	1,155	20.1%
Asian	1,175	11.0%	998	20.1%	177	3.1%
Native Hawaiian or other Pacific Islander	58	0.5%	38	0.8%	20	0.3%
American Indian or Alaska Native	181	1.7%	59	1.2%	122	2.1%
Other	2,006	18.7%	1,419	28.6%	587	10.2%
Total	10,703	100.0%	4,958	100.0%	5,745	100.0%
Not Answered	1,066		661		405	

About You (continued)

Q57. What language do you mainly speak at home?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
English	7,785	72.6%	2,694	54.0%	5,091	88.7%
Spanish	1,822	17.0%	1,363	27.3%	459	8.0%
English and Spanish equally	275	2.6%	191	3.8%	84	1.5%
Russian	146	1.4%	120	2.4%	26	0.5%
Mandarin	188	1.8%	177	3.5%	11	0.2%
Cantonese	243	2.3%	238	4.8%	5	0.1%
Some Other Language	267	2.5%	204	4.1%	63	1.1%
Total	10,726	100.0%	4,987	100.0%	5,739	100.0%
Not Answered	1,043		632		411	

About Your Child's Health Care

Q58. Do you have any children under the age of 18 who have the same health plan as you have?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	4,483	41.4%	1,887	37.1%	2,596	45.2%
No	6,337	58.6%	3,193	62.9%	3,144	54.8%
Total	10,820	100.0%	5,080	100.0%	5,740	100.0%
Not Answered	949		539		410	

About Your Child's Health Care (continued)

Q59. 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 children's health plan?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst health plan possible	31	0.7%	15	0.8%	16	0.6%
● 1	10	0.2%	5	0.3%	5	0.2%
● 2	24	0.5%	8	0.4%	16	0.6%
● 3	28	0.6%	9	0.5%	19	0.7%
● 4	43	1.0%	21	1.1%	22	0.9%
● 5	174	3.9%	82	4.4%	92	3.6%
● 6	184	4.2%	76	4.1%	108	4.2%
● 7	414	9.4%	209	11.3%	205	8.0%
● 8	787	17.8%	352	19.0%	435	16.9%
● 9	826	18.7%	353	19.0%	473	18.4%
● Best health plan possible	1,906	43.1%	724	39.1%	1,182	45.9%
Total	4,427	100.0%	1,854	100.0%	2,573	100.0%
Not Answered	56		33		23	
Reporting Category	Single Items					
Achievement Score	78.99%		76.77%		81.50%	
2009 vs. 2008: +/- Change (εε Stat. sig.)	+ 1.7		+ 2.3		+ 1.4	
Correlation with Health Plan Satisfaction	0.701		0.754		0.662	

Q60. 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 children's health care in the last 6 months?

	Statewide		NYC		Rest of State	
	N	%	N	%	N	%
● Worst health care possible	26	0.6%	13	0.7%	13	0.5%
● 1	13	0.3%	7	0.4%	6	0.2%
● 2	24	0.5%	8	0.4%	16	0.6%
● 3	27	0.6%	8	0.4%	19	0.7%
● 4	42	1.0%	22	1.2%	20	0.8%
● 5	161	3.6%	74	4.0%	87	3.4%
● 6	174	3.9%	79	4.3%	95	3.7%
● 7	370	8.4%	180	9.7%	190	7.4%
● 8	821	18.6%	366	19.8%	455	17.7%
● 9	846	19.1%	353	19.1%	493	19.2%
● Best health care possible	1,916	43.3%	738	39.9%	1,178	45.8%
Total	4,420	100.0%	1,848	100.0%	2,572	100.0%
Not Answered	63		39		24	
Reporting Category	Single Items					
Achievement Score	80.66%		78.46%		82.99%	
2009 vs. 2008: +/- Change (εε Stat. sig.)	+ 3.1ε		+ 3.3ε		+ 3.2ε	
Correlation with Health Plan Satisfaction	0.620		0.692		0.566	

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

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

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

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

If you want to know more about this study, please call 1-800-838-2994.

SURVEY INSTRUCTIONS

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

Correct Mark 

Incorrect Marks   

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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No → *Go to Question 2*

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes → *Go to Question 4*
 No → *Go to Question 5*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?
- Yes → *Go to Question 6*
 No → *Go to Question 7*
6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
- Never
 Sometimes
 Usually
 Always

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 13*
 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, not counting the times you needed care right away, where did you usually go for health care? Please mark one only.
- Doctor's Office
 Hospital Clinic
 Community Health Center
 Family Planning Clinic
 Emergency Room
 No Usual Place
9. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Never
 Sometimes
 Usually
 Always
10. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?
- Yes → *Go to Question 11*
 No → *Go to Question 13*
11. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?
- Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no

12. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

- Definitely yes
- Somewhat yes
- Somewhat no
- Definitely no

13. 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

14. Have you had a mammogram or made an appointment for a mammogram in the past year?

- Yes → Go to Question 15
- No → Go to Question 16

15. How long did you have to wait between making the appointment and having the mammogram?

- Less than 1 week
- More than 1 week, but less than 1 month
- 1-3 months
- More than 3 months
- I had a mammogram without making an appointment

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes → Go to Question 18
- No → Go to Question 20

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

- Never
- Sometimes
- Usually
- Always

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

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

YOUR PERSONAL DOCTOR

20. 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 21
- No → Go to Question 29

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

- None → Go to Question 28
- 1 → Go to Question 22
- 2 → Go to Question 22
- 3 → Go to Question 22
- 4 → Go to Question 22
- 5 to 9 → Go to Question 22
- 10 or more → Go to Question 22

22. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → Go to Question 27
- No → Go to Question 28

27. 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

28. 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.

29. 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 30
- No → Go to Question 32

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

- Never
- Sometimes
- Usually
- Always

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

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

YOUR HEALTH PLAN

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

32. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

- Yes → Go to Question 33
- No → Go to Question 34

33. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?
- Never
 - Sometimes
 - Usually
 - Always
34. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes → *Go to Question 35*
 - No → *Go to Question 36*
35. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
 - Sometimes
 - Usually
 - Always
36. In the last 6 months, did you try to get information or help from your health plan's customer service?
- Yes → *Go to Question 37*
 - No → *Go to Question 39*
37. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Never
 - Sometimes
 - Usually
 - Always
38. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
- Never
 - Sometimes
 - Usually
 - Always

39. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Best
 Health Plan Health Plan
 Possible Possible
40. Would you recommend your health plan to your family and friends?
- Yes
 - No

ABOUT YOUR HEALTH

41. In general, how would you rate your overall health?
- Excellent
 - Very good
 - Good
 - Fair
 - Poor
42. Have you had a flu shot since September 1, 2008?
- Yes
 - No
 - Don't know
43. Do you now smoke cigarettes every day, some days, or not at all?
- Every day → *Go to Question 44*
 - Some days → *Go to Question 44*
 - Not at all → *Go to Question 47*
 - Don't know → *Go to Question 47*
44. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?
- None
 - 1 visit
 - 2 to 4 visits
 - 5 to 9 visits
 - 10 or more visits
 - I had no visits in the last 6 months

45. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

- None
- 1 visit
- 2 to 4 visits
- 5 to 9 visits
- 10 or more visits
- I had no visits in the last 6 months

46. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?

- None
- 1 visit
- 2 to 4 visits
- 5 to 9 visits
- 10 or more visits
- I had no visits in the last 6 months

47. In the past 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

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

48. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

49. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes → Go to Question 50
- No → Go to Question 51

50. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

51. Has a doctor ever told you that you had any of the following conditions?

	Yes	No
a. Hypertension (high blood pressure)	<input type="radio"/>	<input type="radio"/>
b. Heart disease (like angina or heart failure)	<input type="radio"/>	<input type="radio"/>
c. Diabetes (high blood sugar)	<input type="radio"/>	<input type="radio"/>
d. Cancer	<input type="radio"/>	<input type="radio"/>
e. Arthritis or any kind of rheumatism	<input type="radio"/>	<input type="radio"/>
f. Asthma	<input type="radio"/>	<input type="radio"/>
g. Overweight	<input type="radio"/>	<input type="radio"/>
h. Depression	<input type="radio"/>	<input type="radio"/>
i. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
j. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
k. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

ABOUT YOU

52. 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

53. Are you male or female?

- Male
- Female

54. 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

55. Are you of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 - No, Not Hispanic or Latino

56. 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

57. What language do you mainly speak at home? Please mark one only.
- English
 - Spanish
 - English and Spanish equally
 - Russian
 - Mandarin
 - Cantonese

ABOUT YOUR CHILD'S HEALTH CARE

58. Do you have any children under the age of 18 who have the same health plan as you have?
- Yes → **Go to Question 59**
 - No → **Thank you. Please return the completed survey in the postage-paid envelope.**

59. 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 children's health plan in the last 6 months?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Health Plan Possible Best Health Plan Possible

60. 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 children's health care in the last 6 months?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Health Care Possible Best Health Care Possible

Thank You for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

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