Medicaid Managed Care Program (MMC):
Fidelis Care New York
CAHPS® 5.0H
Adult Medicaid Survey

Continuous Quality Improvement Report

March 2018

DataStat
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Ann Arbor, MI 48108

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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYS) 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 NYS in 2017. The instrument used for the administration of the survey was the CAHPS® 5.0H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

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 16 supplemental questions addressing areas of particular interest to NYS. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 66 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

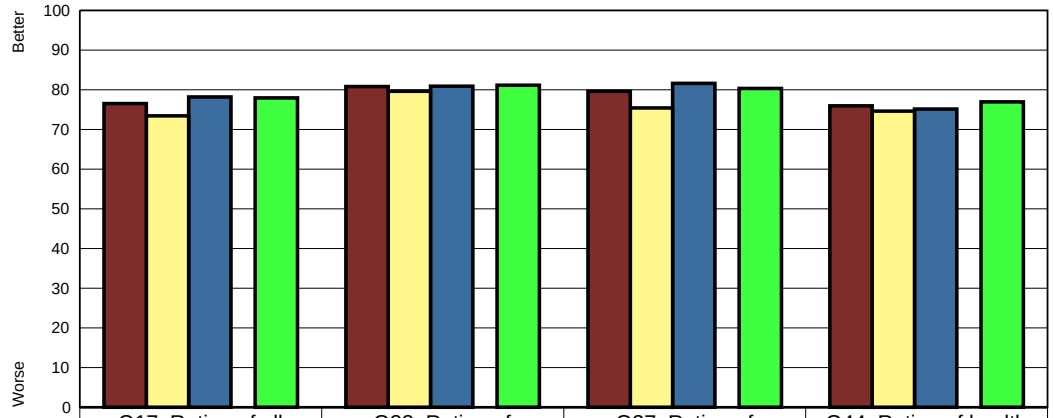
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2017 administration, NYS focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 15 Medicaid managed care plans in New York with a sample of 1,500 adults per plan. Surveys were sent to 22,500 members following a combined mail and phone methodology (three mailings, followed by phone follow up of non-responders) during the period October 3, 2017, through January 7, 2018, using a standardized survey procedure and questionnaire. For your plan, a total of 341 responses were received resulting in a 24.4% 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 were available due to skip patterns in the instrument. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Overall Rating Questions (8, 9 or 10)



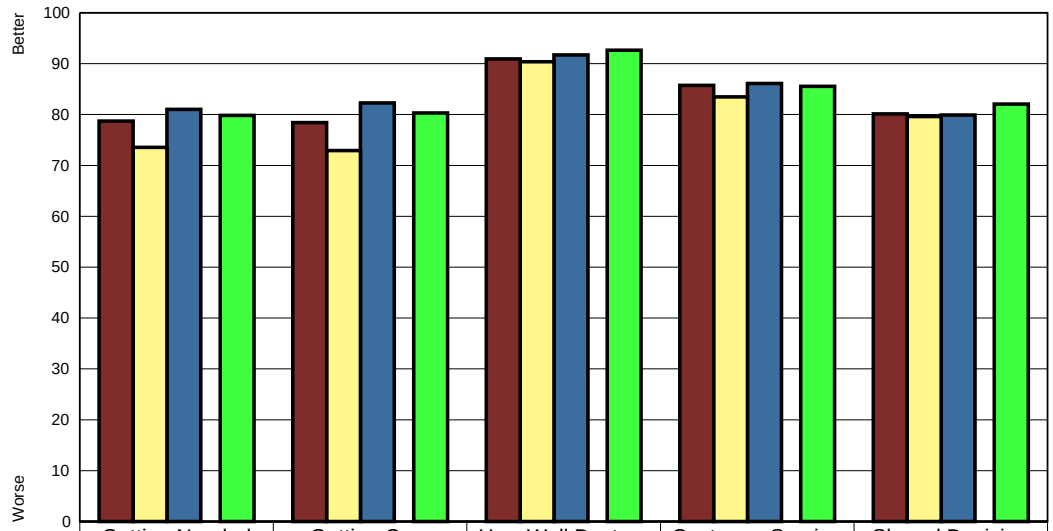
	Q17. Rating of all health care	Q33. Rating of personal doctor	Q37. Rating of specialist seen most often	Q44. Rating of health plan
MMC Statewide 2017	76.51%	80.81%	79.64%	75.94%
NYC 2017	73.45%	79.61%	75.41%	74.64%
Rest of State 2017	78.20%	80.92%	81.62%	75.13%
Fidelis 2017	77.94%	81.12%	80.35%	76.97%

↑↓ **Statistically significantly better/worse than MMC Statewide 2017.**

Summary of Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Composites



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)
MMC Statewide 2017	78.71%	78.41%	90.95%	85.72%	80.14%
NYC 2017	73.57%	72.93%	90.40%	83.46%	79.60%
Rest of State 2017	81.00%	82.27%	91.71%	86.12%	79.92%
Fidelis 2017	79.81%	80.31%	92.66%	85.54%	82.07%

↑↓ **Statistically significantly better/worse than MMC Statewide 2017.**

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Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)	Rating of all health care	Rating of personal doctor	Rating of specialist seen most often	Rating of health plan
MMC Statewide	79	78	91	86	80	77	81	80	76
NYC	74	73	90	83	80	73	80	75	75
Rest of State	81	82	92	86	80	78	81	82	75
Affinity Health Plan	74	73	94	85	83	75	83	77	74
CDPHP	86 ▲	85 ▲	93	91 ▲	82	83 ▲	85 ▲	84	87 ▲
Empire	76	75	89	86	81	71	78	74	76
Excellus BlueCross BlueShield	82	79	92	83	79	84 ▲	83	79	80
Fidelis Care New York	80	80	93	86	82	78	81	80	77
Healthfirst PHSP	73 ▼	75	90	84	76	75	79	78	79
HealthNow New York	79	85 ▲	89	83	81	70 ▼	75 ▼	81	66 ▼
HIP (EmblemHealth)	75	76	90	89	82	72	78	76	67 ▼
Independent Health	82	82	94 ▲	86	82	79	86 ▲	88 ▲	81 ▲
MetroPlus Health Plan	71 ▼	71 ▼	90	88	74 ▼	74	78	77	79
Molina Healthcare	83	78	88	82	83	78	85	86	72
MVP Health Care	83 ▲	77	93	92 ▲	80	81	85 ▲	81	85 ▲
UnitedHealthcare Community Plan	76	80	90	81	79	74	78	79	70 ▼
WellCare of New York	78	75	91	84	81	76	82	76	72
YourCare Health Plan	83	85 ▲	90	87	77	77	76 ▼	80	74

▲▼ **Statistically significantly better/worse than MMC Statewide 2017.**

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Respondent Sample Profile

Age (years)	MMC Statewide	NYC	Rest of State	Fidelis Care New York
18 to 24	10.9%	11.6%	10.5%	11.5%
25 to 34	18.5%	17.9%	18.9%	19.4%
35 to 44	17.3%	17.6%	17.1%	17.3%
45 to 54	21.4%	21.0%	21.7%	20.9%
55 to 64	27.7%	25.9%	28.9%	27.9%
65 to 74	2.9%	4.1%	2.1%	1.5%
75 or older	1.3%	1.9%	0.9%	1.5%

Gender	MMC Statewide	NYC	Rest of State	Fidelis Care New York
Male	41.6%	42.1%	41.3%	41.1%
Female	58.4%	57.9%	58.7%	58.9%

Highest grade or level of school completed	MMC Statewide	NYC	Rest of State	Fidelis Care New York
8th grade or less	8.3%	11.7%	6.1%	8.9%
Some high school, but did not graduate	14.2%	15.9%	13.1%	11.0%
High school graduate or GED	34.2%	31.2%	36.1%	39.1%
Some college or 2-year degree	27.1%	22.3%	30.2%	24.8%
4-year college graduate	10.4%	12.1%	9.3%	10.7%
More than 4-year college graduate	5.8%	6.8%	5.1%	5.5%

Hispanic or Latino	MMC Statewide	NYC	Rest of State	Fidelis Care New York
Yes, Hispanic or Latino	25.4%	39.3%	16.5%	23.6%
No, Not Hispanic or Latino	74.6%	60.7%	83.5%	76.4%

Race	MMC Statewide	NYC	Rest of State	Fidelis Care New York
White	49.0%	25.1%	64.2%	53.6%
Black or African-American	20.8%	26.5%	17.2%	13.0%
Asian	13.2%	20.7%	8.5%	18.3%
Native Hawaiian or Other Pacific Islander	1.1%	1.5%	0.9%	1.5%
American Indian or Alaska Native	3.3%	2.4%	3.8%	3.1%
Other	17.4%	26.9%	11.3%	13.9%

Rating of Overall Health	MMC Statewide	NYC	Rest of State	Fidelis Care New York
Excellent	16.9%	19.9%	14.9%	17.8%
Very good	26.8%	26.5%	27.0%	26.3%
Good	35.6%	34.0%	36.6%	35.3%
Fair	16.7%	15.8%	17.4%	15.1%
Poor	4.0%	3.7%	4.2%	5.4%

Sample Disposition

	MMC Statewide	Fidelis Care New York
First mailing - sent	22,500	1,500
First mailing - usable survey returned*	2,253	145
Second mailing - sent	19,874	1,328
Second mailing - usable survey returned*	1,108	77
Phone - usable surveys*	1,687	119
Total - usable surveys	5,048	341
Ineligible: According to population criteria‡†	349	12
Ineligible: Language barrier†	871	84
Ineligible: Deceased†	17	1
Ineligible: Mentally or physically unable to complete survey†	60	5
Refusal/Returned survey blank	598	41
Incomplete survey - mail or phone	549	43
Nonresponse - Unavailable by mail or phone	14,902	965
Added to Do Not Call list	106	8
Response Rate	**23.8%**	**24.4%**

*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*

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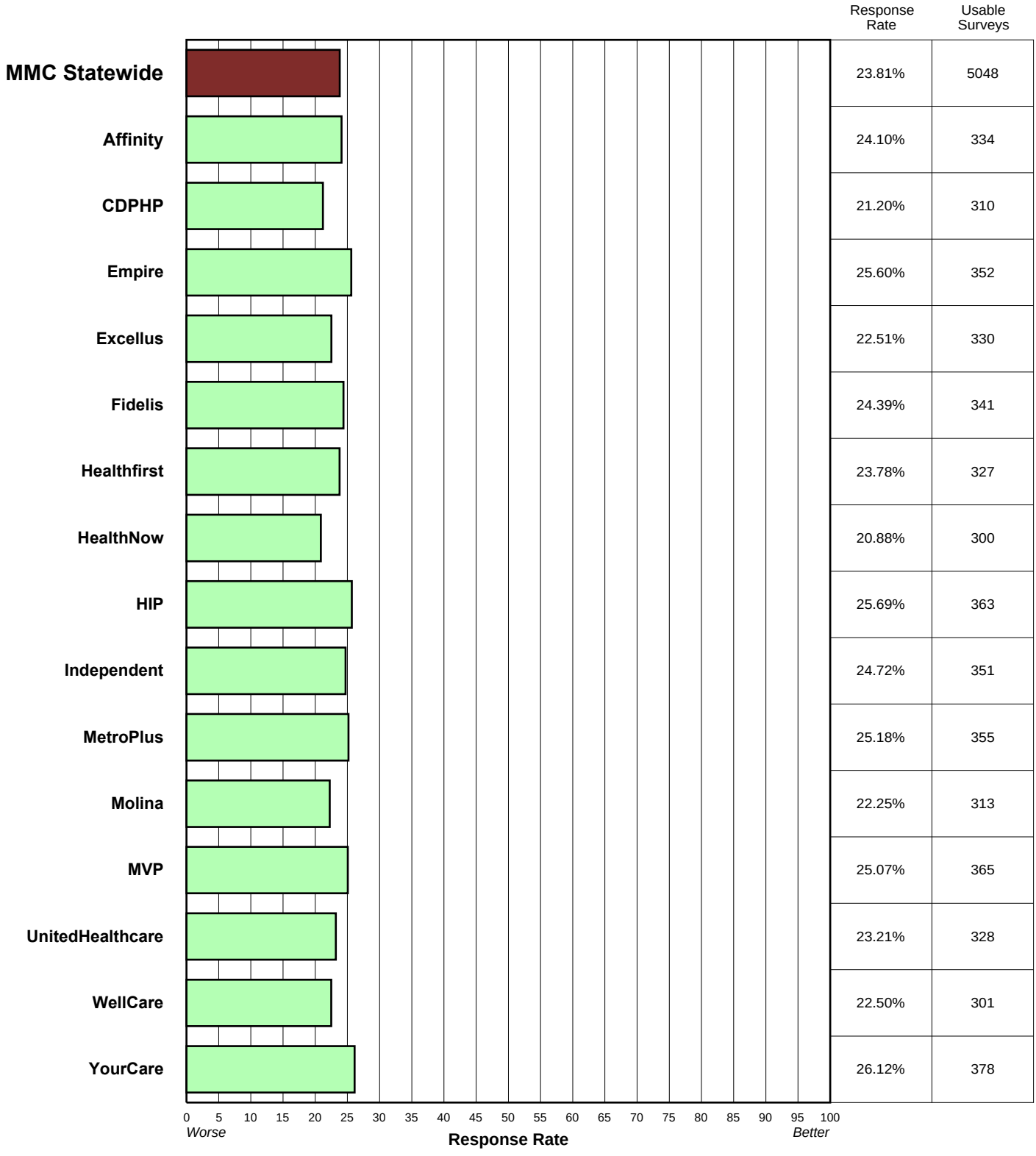
Response Rates



Trend Analysis - 2017 vs. 2015

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2015. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions from the Health Plan section (Questions 39 and 42) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2015 and 2017 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	Fidelis 2017 Score	Fidelis 2015 Score	Point Change	Composite/ Question Group
Q12. Doctor/provider talked about reasons you might not want to take a medicine	69.0%	51.9%	+ 17.1 ▲	Shared Decision Making
Q9a. Doctor or other health provider talked about a healthy diet and eating habits	71.6%	56.1%	+ 15.5 ▲	Single Items
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	80.6%	65.2%	+ 15.3 ▲	Single Items
Q50. Advised by doctor or other health provider to quit smoking or using tobacco	83.9%	69.3%	+ 14.6 ▲	Medical Assistance with Smoking Cessation
Q9b. Doctor or other health provider talked about exercise or physical activity	74.3%	62.2%	+ 12.2 ▲	Single Items
Q13. Doctor/provider asked what you thought was best for you	89.4%	79.0%	+ 10.5 ▲	Shared Decision Making
Q9f. Doctor or other health provider talked about alcohol or other drug use	39.8%	30.2%	+ 9.7 ▲	Single Items
Q17. Rating of all health care	77.9%	69.2%	+ 8.8 ▲	Ratings
Q18. Usually or always got care, tests or treatment you thought you needed	88.1%	80.1%	+ 8.0 ▲	Getting Needed Care
Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	84.1%	76.2%	+ 7.9 ▲	Single Items
Q27. Personal doctor usually or always explained things in way that was easy to understand	92.3%	89.6%	+ 2.7	Communication
Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers	75.2%	72.8%	+ 2.4	Single Items
Q16. Results of blood test, x-ray or other test usually or always easy to understand	85.1%	82.7%	+ 2.4	Single Items
Q48. Had flu shot or flu spray since September 1, 2016? [Displayed for Respondents 18-64 years old]	36.9%	35.2%	+ 1.7	Single Items
Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	57.1%	55.8%	+ 1.3	Single Items
Q11. Doctor/provider talked about reasons you might want to take a medicine	87.9%	88.4%	- 0.5	Shared Decision Making
Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	70.2%	71.3%	- 1.1	Single Items
Q29. Personal doctor usually or always showed respect for what you had to say	92.5%	94.5%	- 1.9	Communication
Q43. Usually or always treated with courtesy and respect by health plan's customer service staff	87.5%	90.5%	- 3.0	Customer Service
Q35. Usually or always get an appointment to see a specialist as soon as you needed	71.5%	75.7%	- 4.2	Getting Needed Care

Better ▲ ▼ Worse

▲▼ **Statistically significantly higher/lower than 2015 score.**

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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 2017 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 fourteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

Survey Milestones

1. 1st questionnaire packets mailed: October 3, 2017
2. Reminder postcards mailed: October 10, 2017
3. 2nd questionnaire packets mailed: October 31, 2017
4. Phone field opened: November 28, 2017
5. Mail and phone field closed: January 7, 2018

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 2017.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.0H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and with the health plan. The survey was expanded to include 16 supplemental questions addressing areas of particular interest to NYS. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 66 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 three of the five questions: Q3, Q25, Q34, Q38, Q44. Complete interviews were obtained from 5,048 NYS Medicaid managed care members, and the overall project response rate was 23.8%.

Definition of Achievement Scores

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

In general, somewhat positive responses are included with positive responses as achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements, as are responses of "8", "9", or "10" to ratings questions. For the smoking questions, responses of "Sometimes", "Usually" or "Always" are considered achievements.

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Composites

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

Getting Needed Care

Q18. Usually or always got care, tests or treatment you thought you needed
Q35. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly

Q4. Usually or always got care right away as soon as you needed
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

How Well Doctors Communicate

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

Customer Service

Q41. Health plan's customer service usually or always gave needed information or help
Q43. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

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

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

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

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom, with their 2015 and 2017 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

Statistical Testing

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

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2017 are case-mix adjusted for age (Q59), health status (Q46) and education (Q61). 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.

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

Using this Report

Understanding Achievement Scores

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

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

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses to a survey item is due to skip patterns in the instrument. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

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 NYS and health plans in identifying strengths and weaknesses in quality of health care, access and services, and

2. Provide NYS 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.

Graphs/Results

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

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating.

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

Responses by Question

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

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

Graphs/Results

The Graphs/Results sections 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. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

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

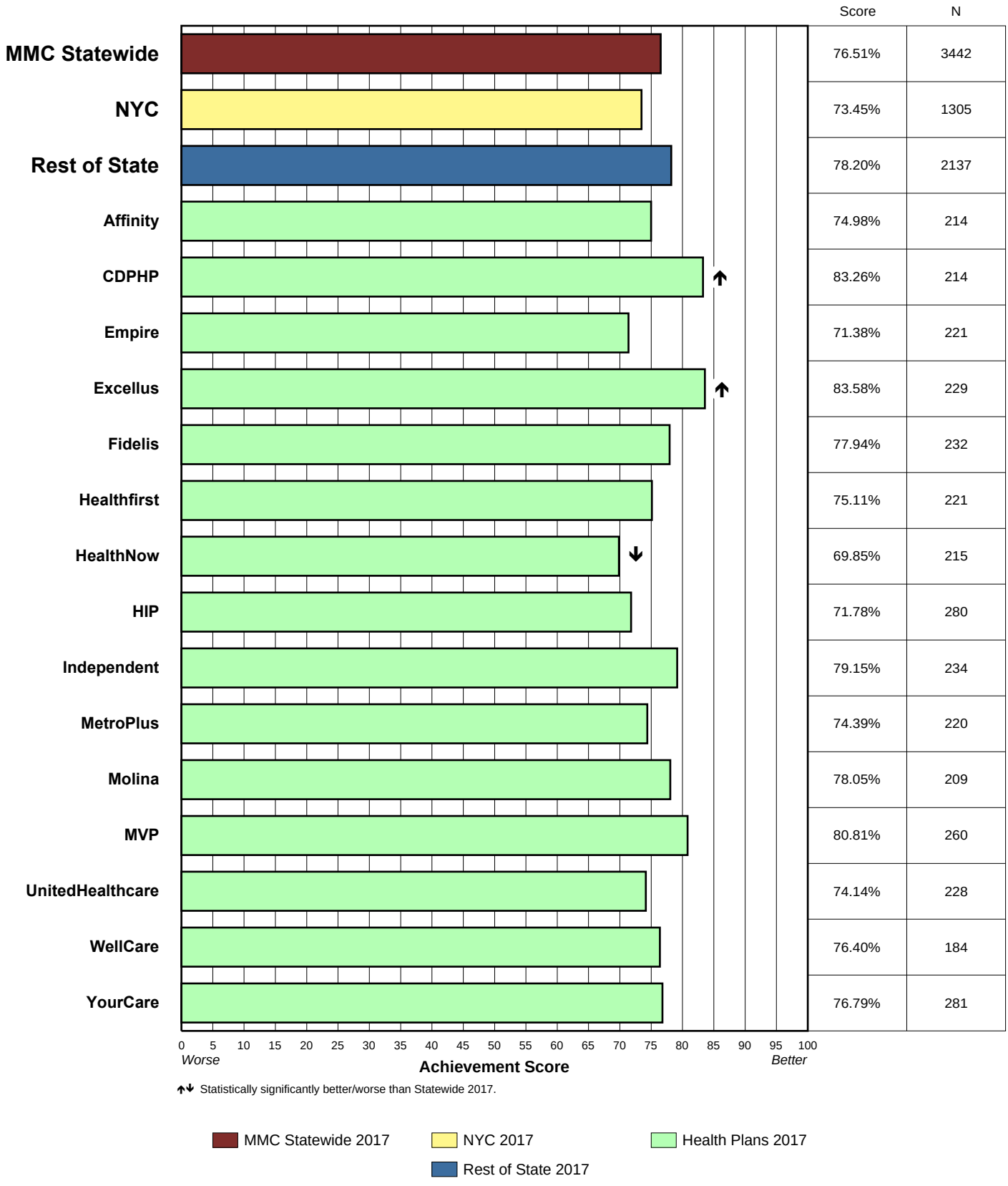
Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the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

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

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

Overall Ratings

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



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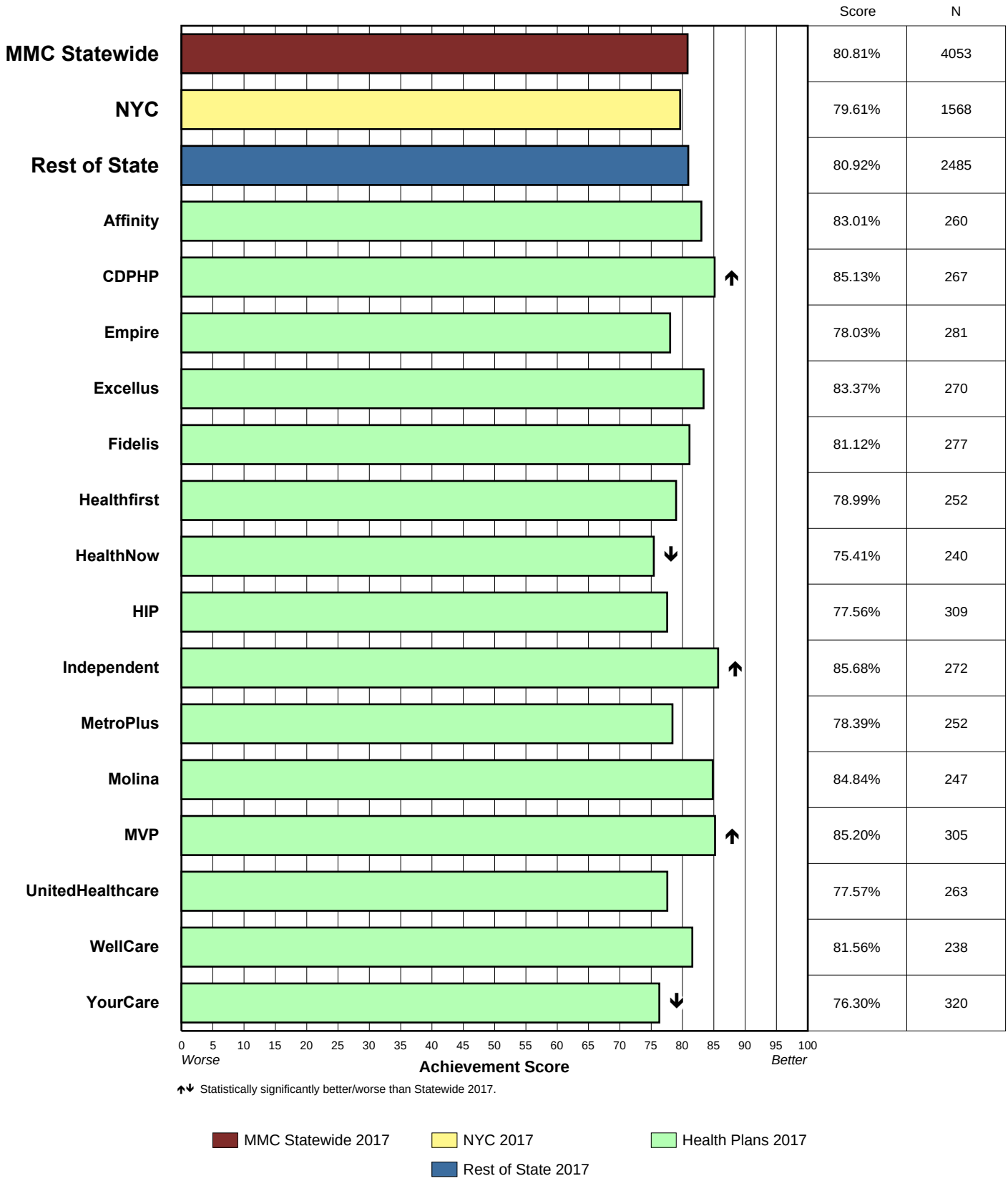
Overall Ratings

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



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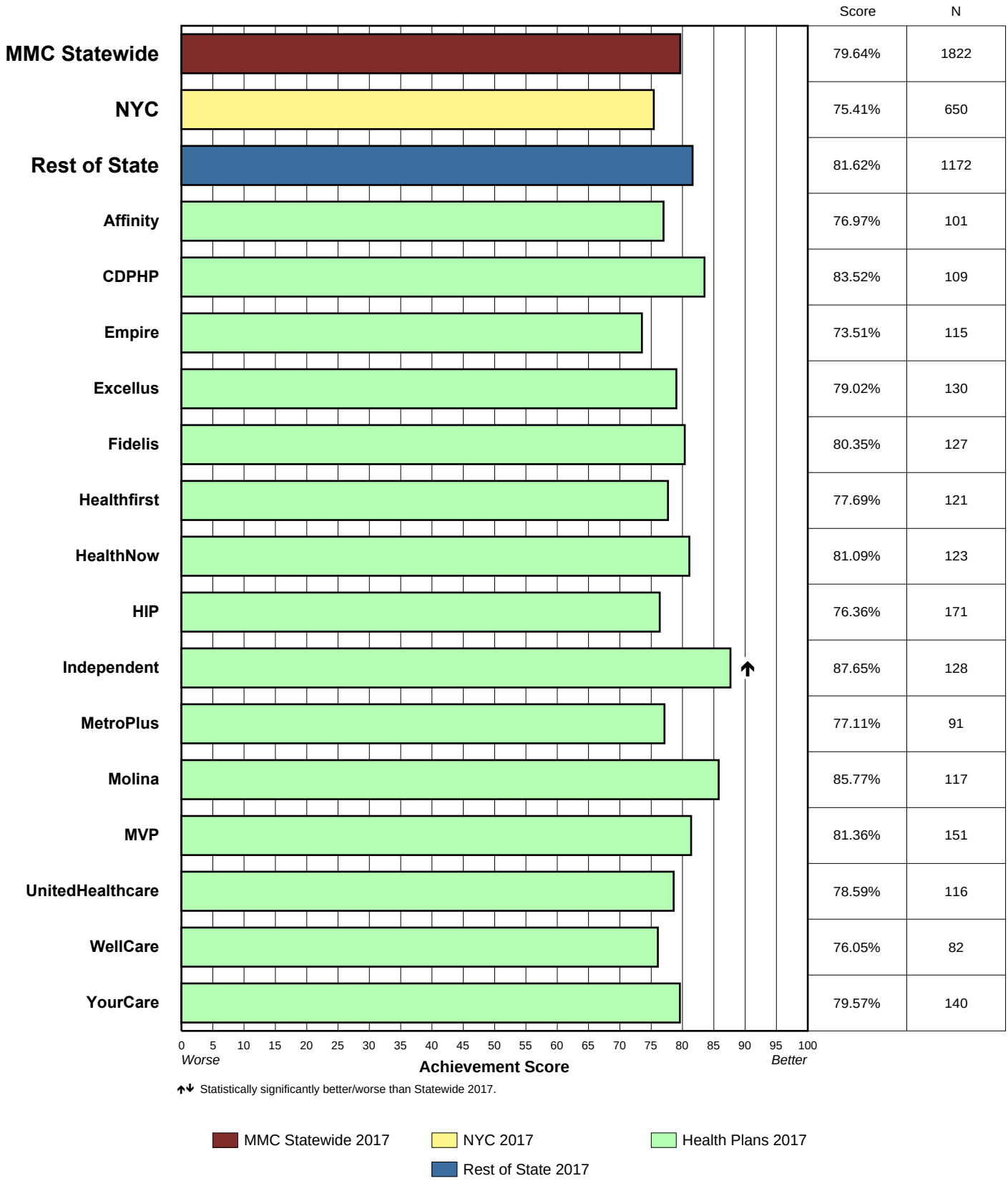
Overall Ratings

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



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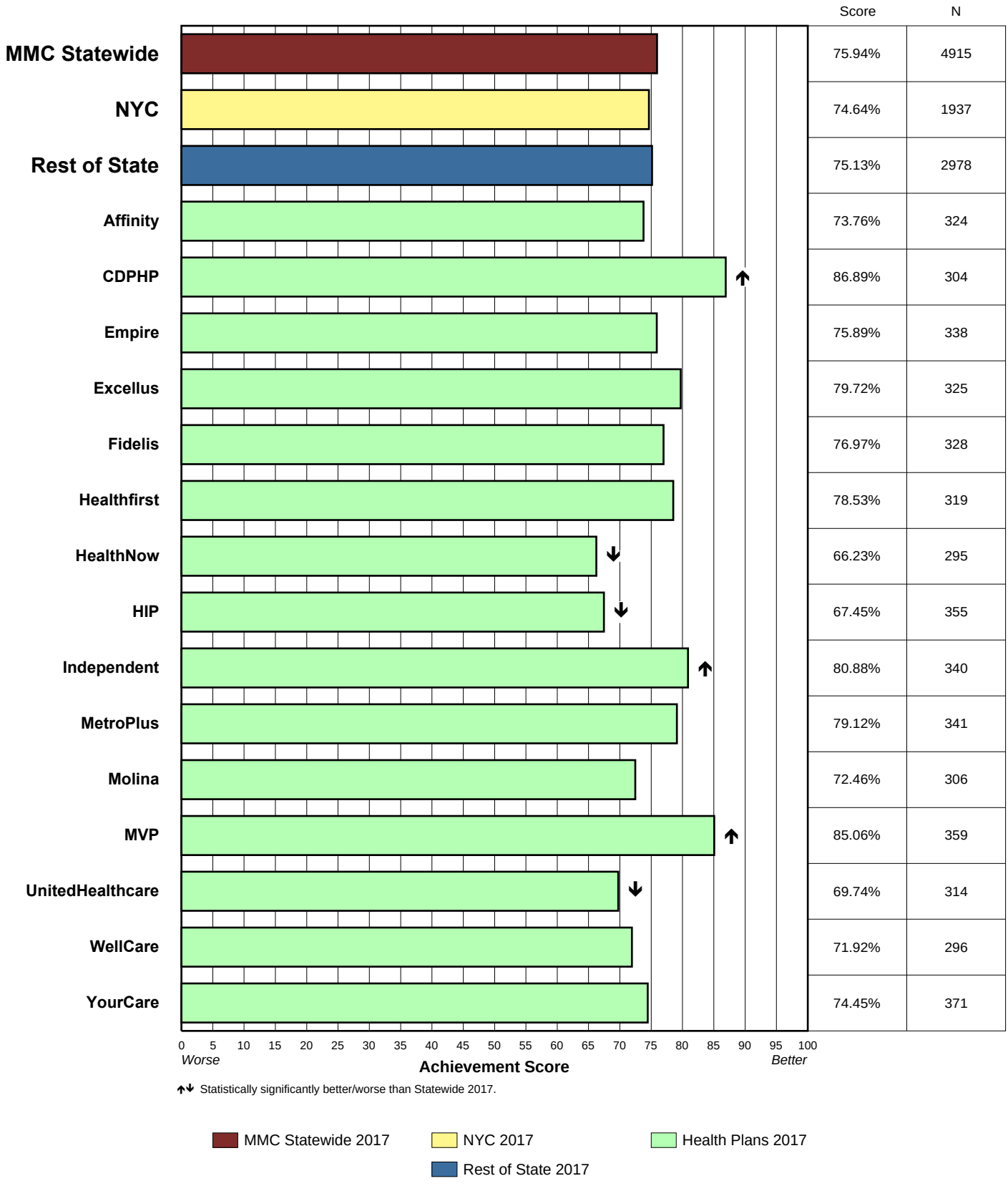
Overall Ratings

Q44. Rating of health plan (8, 9 or 10)



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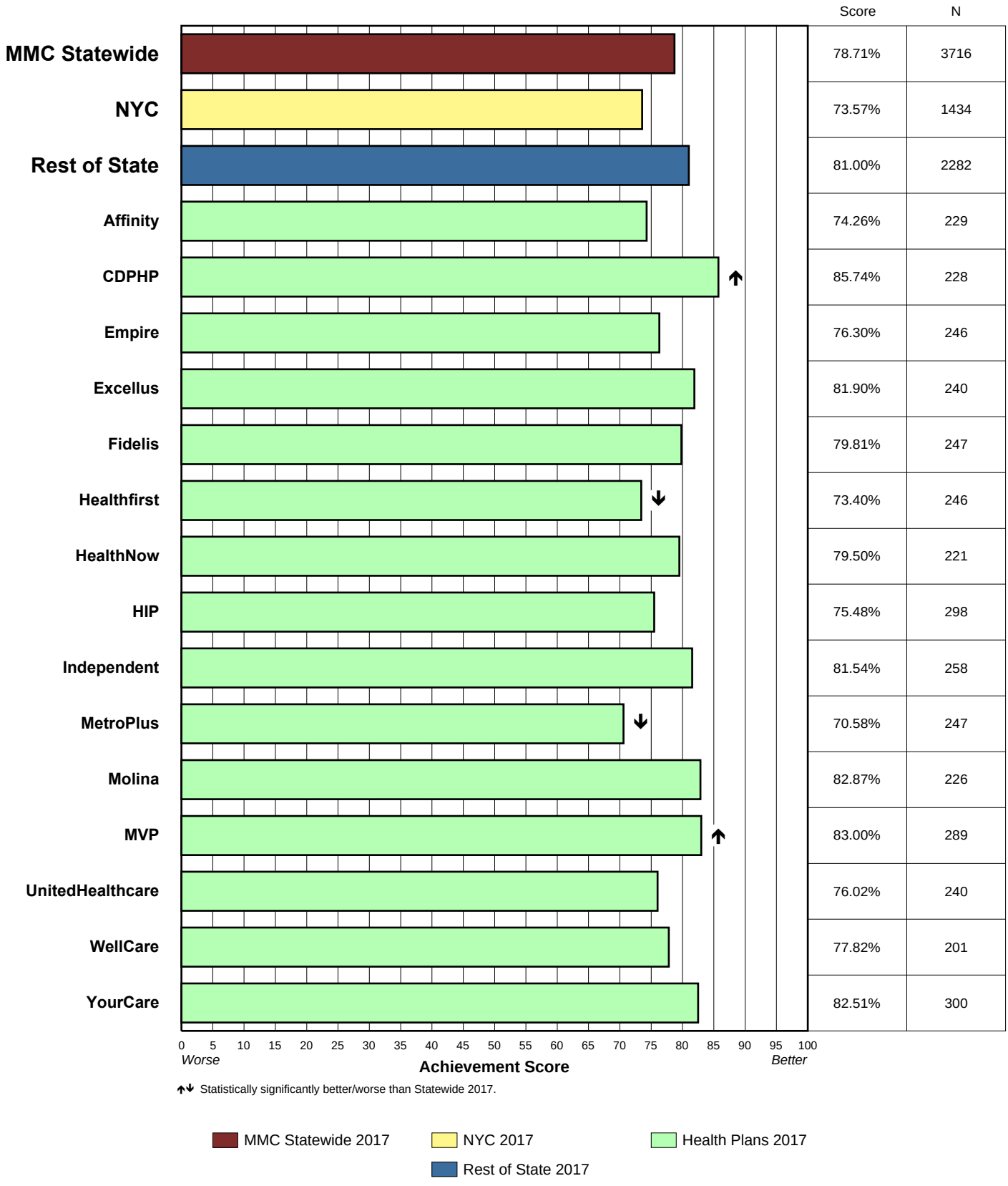
Composites

Getting Needed Care (Usually or Always)



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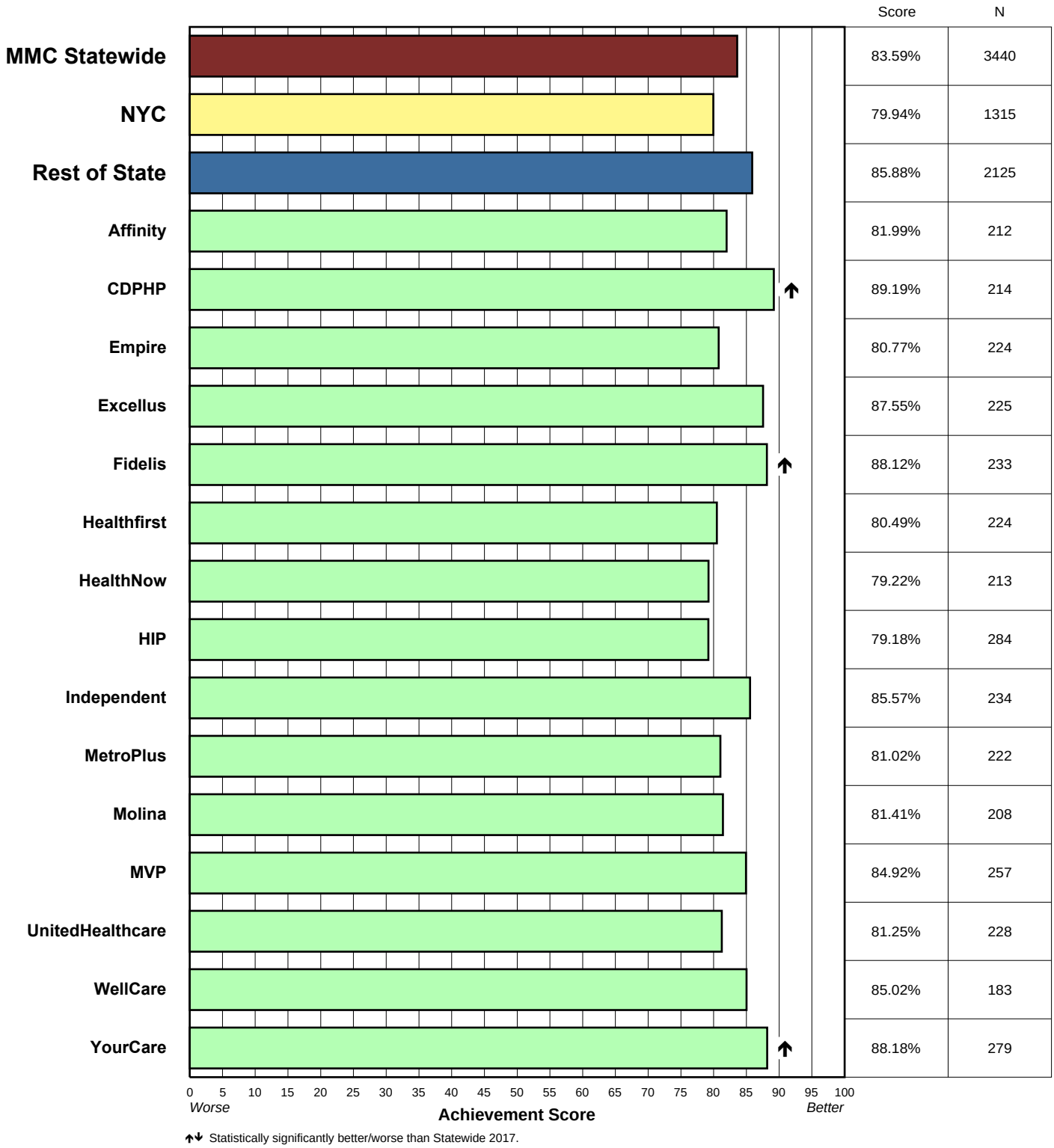
Getting Needed Care (Usually or Always)

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



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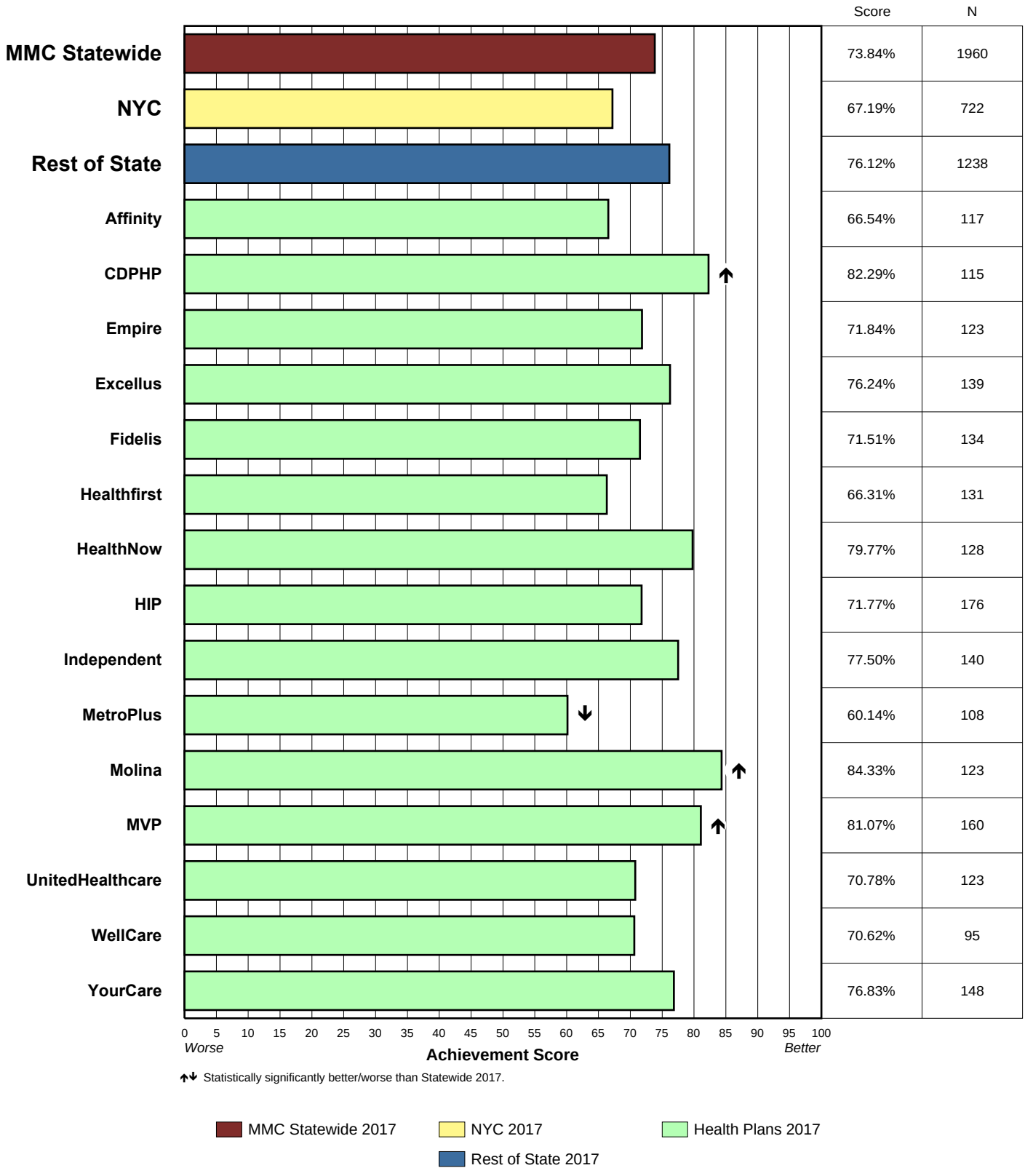
Getting Needed Care (Usually or Always)

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



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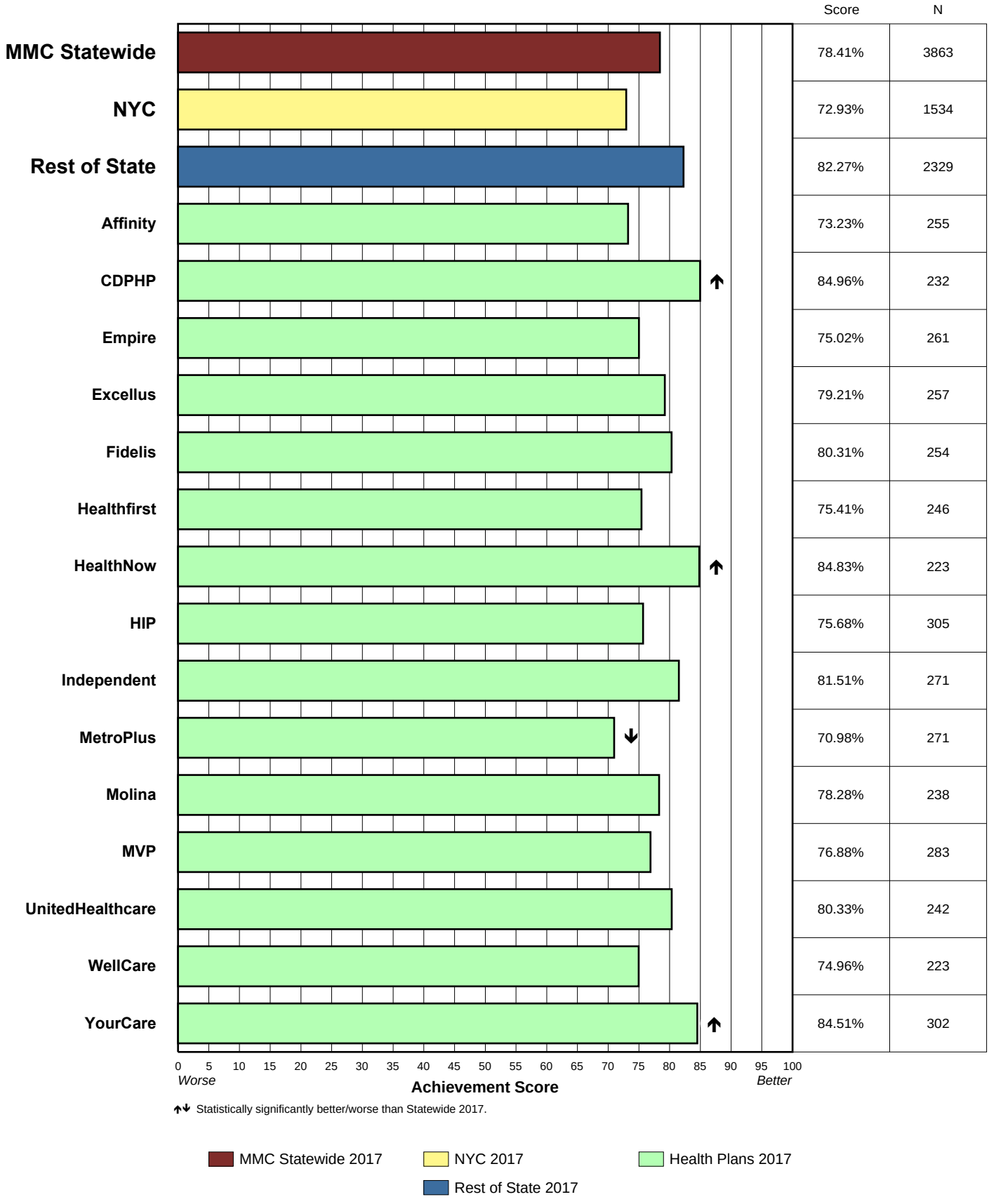
Getting Care Quickly (Usually or Always)



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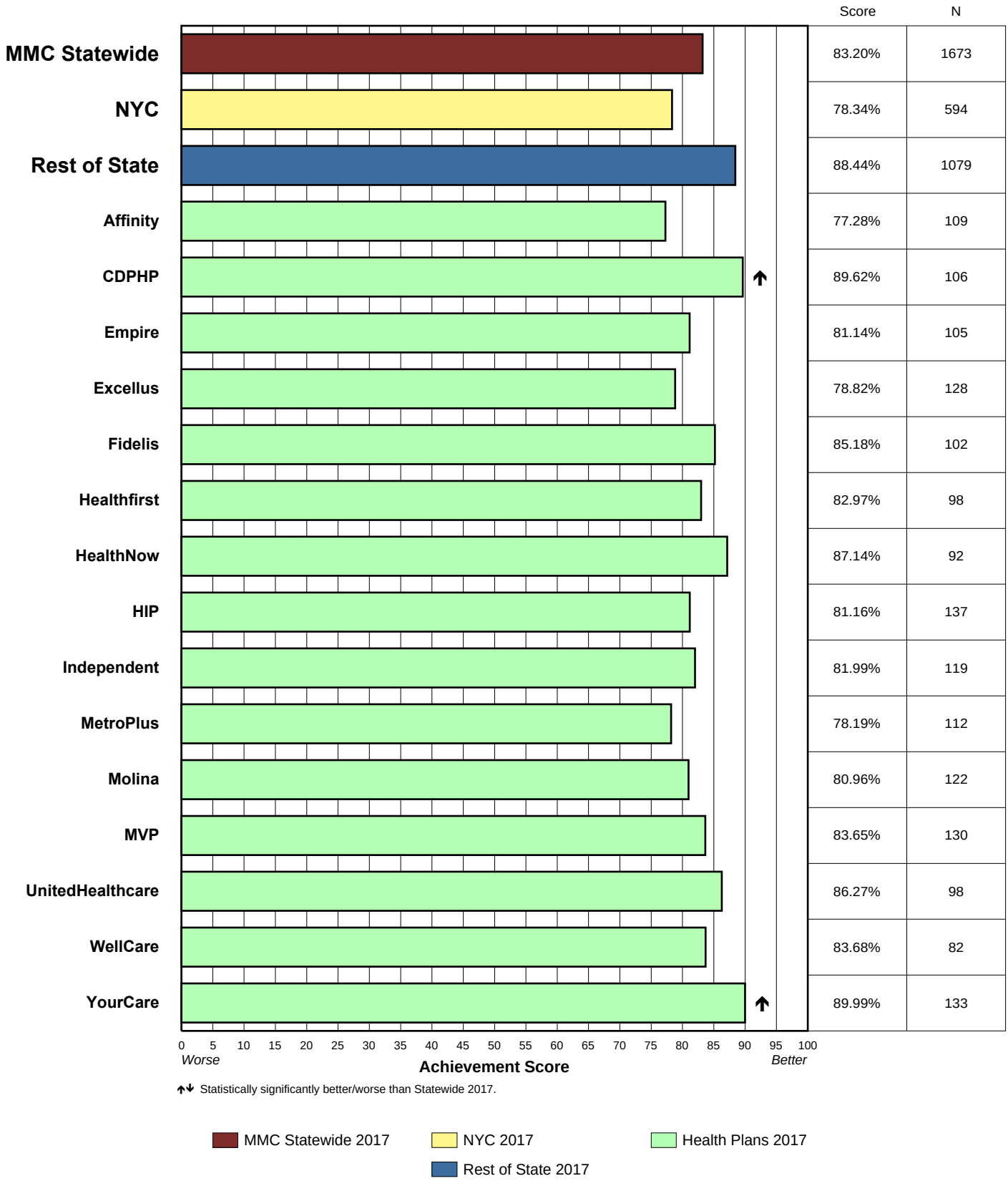
Getting Care Quickly (Usually or Always)

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



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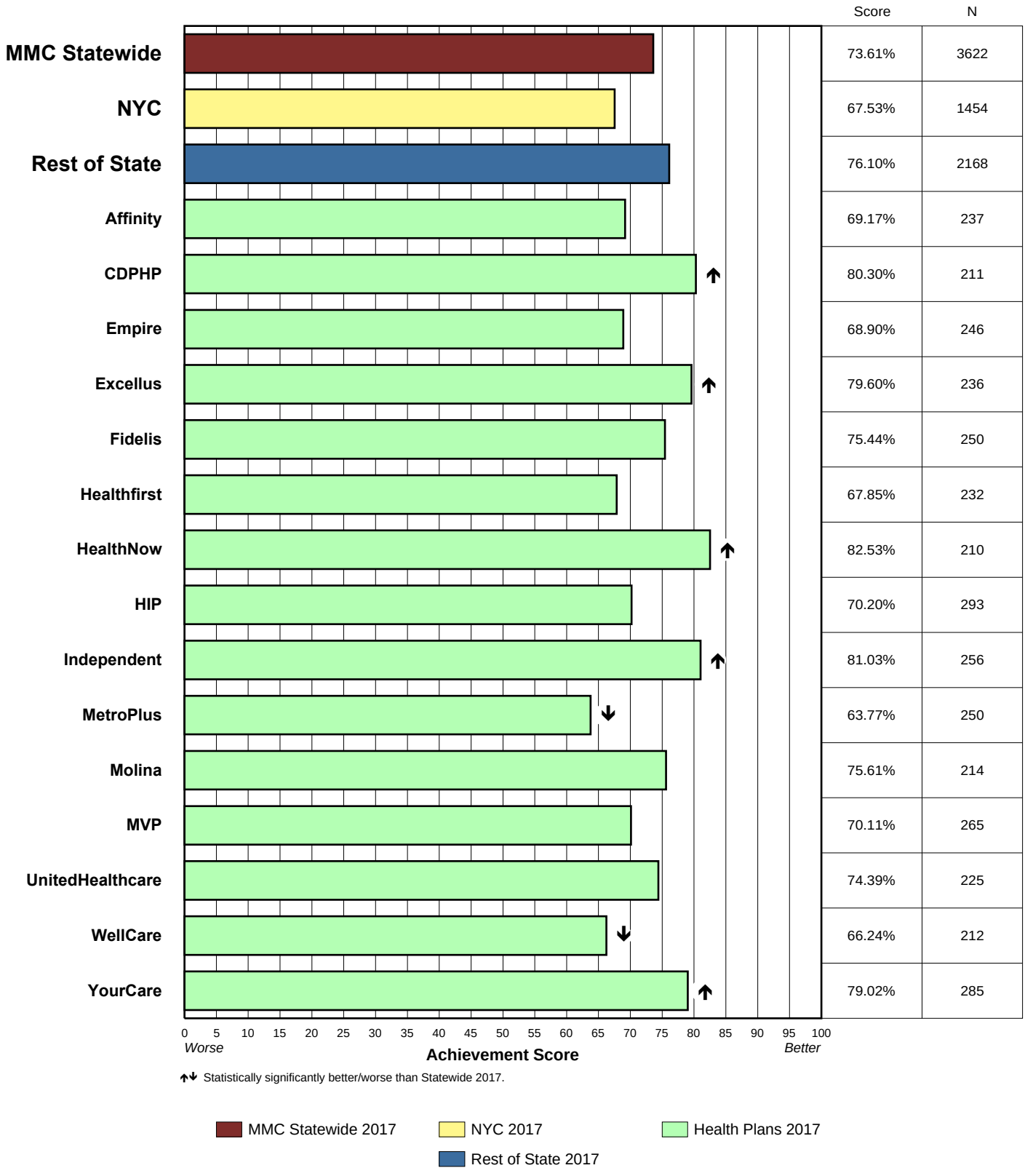
Getting Care Quickly (Usually or Always)

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



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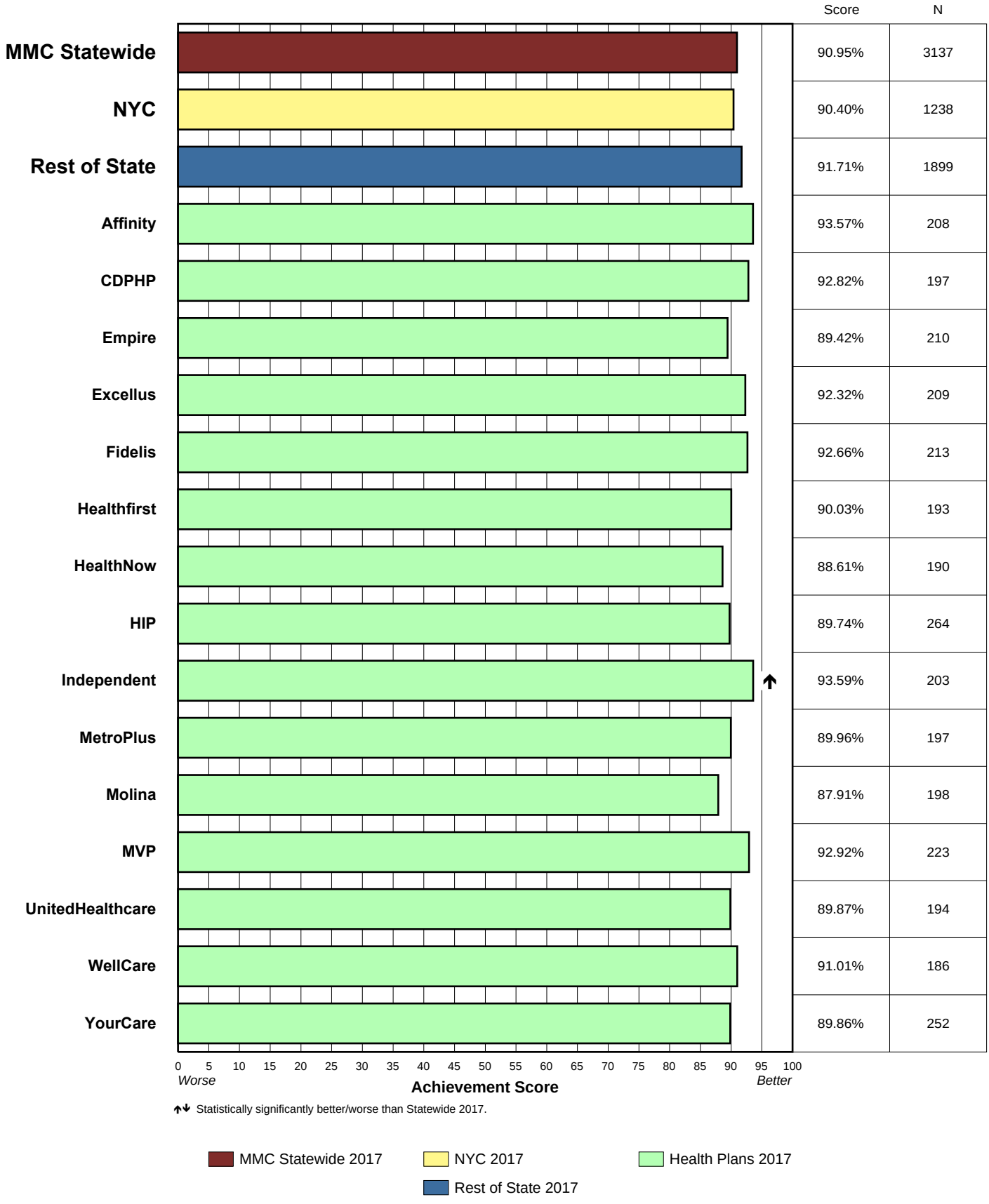
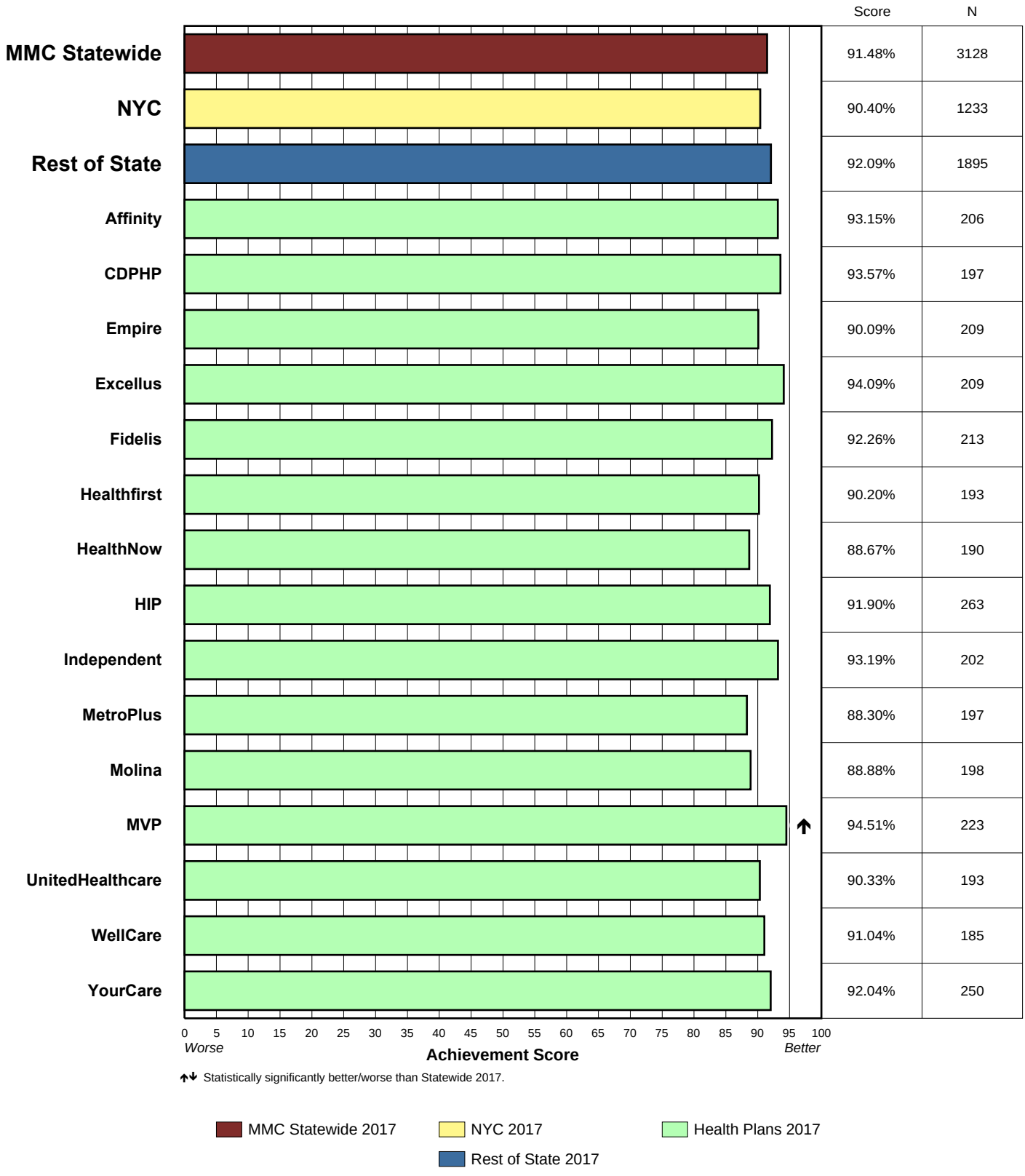
How Well Doctors Communicate (Usually or Always)



How Well Doctors Communicate (Usually or Always)

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



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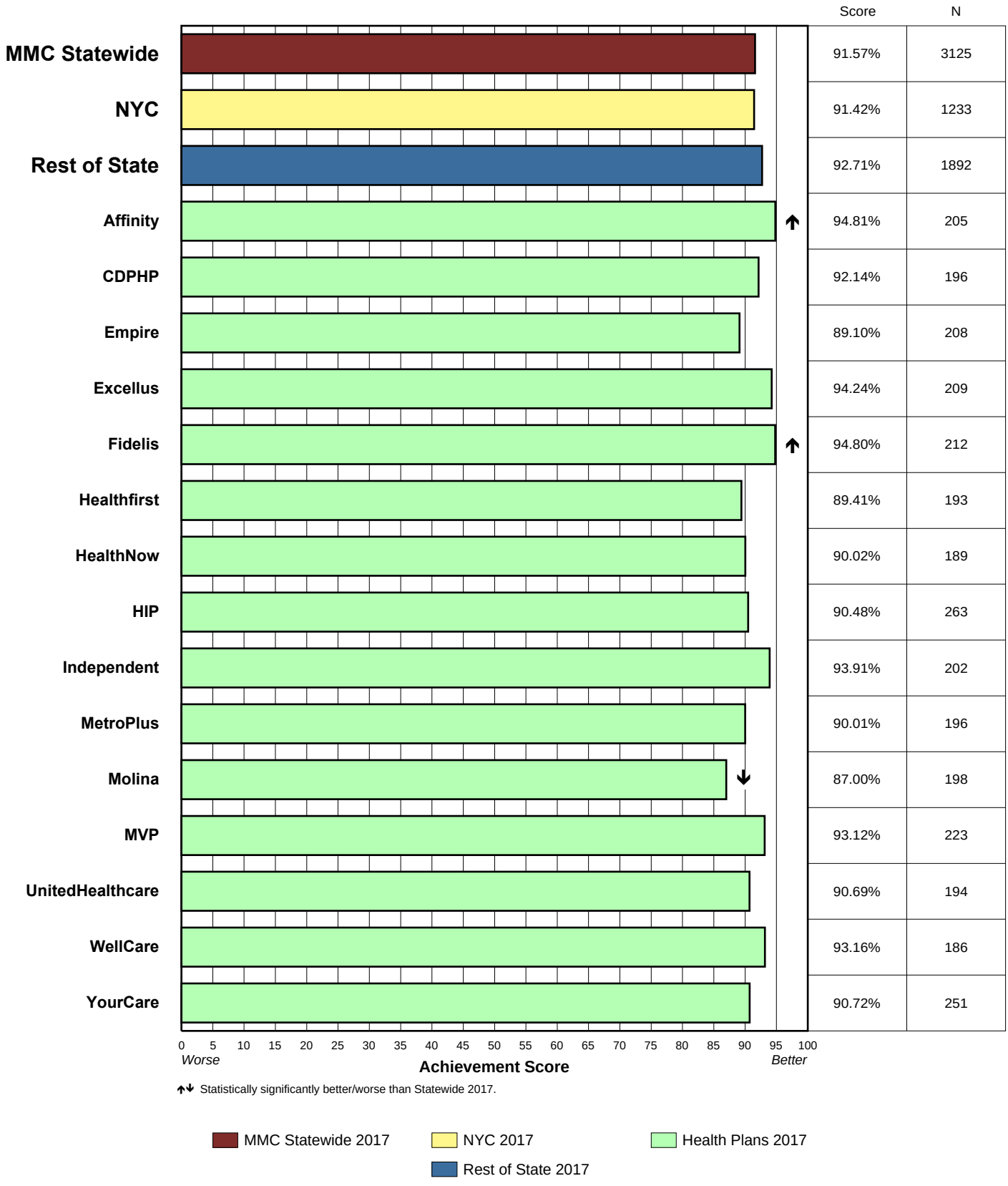
How Well Doctors Communicate (Usually or Always)

Q28. Personal doctor usually or always listened carefully to you



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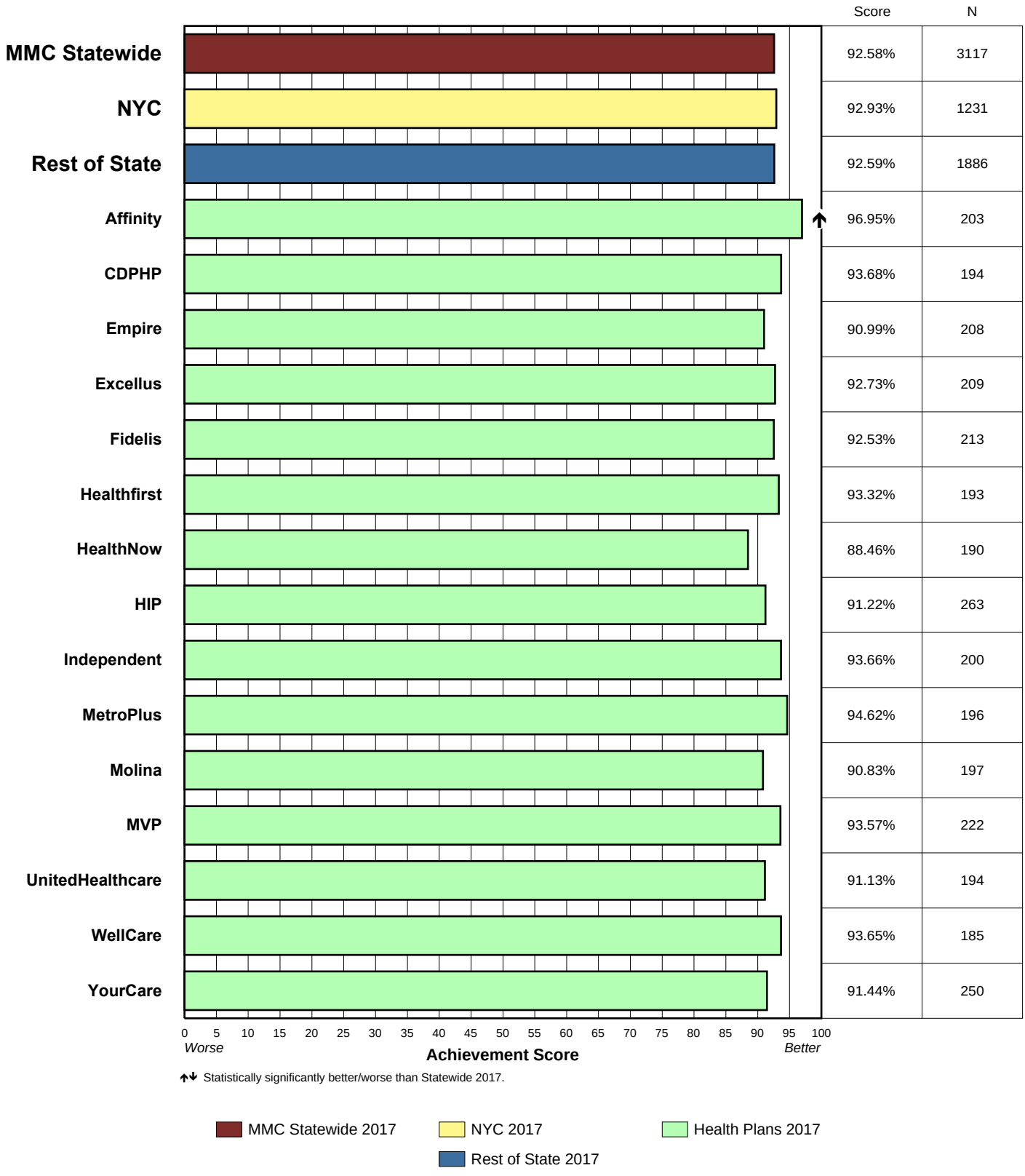
How Well Doctors Communicate (Usually or Always)

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



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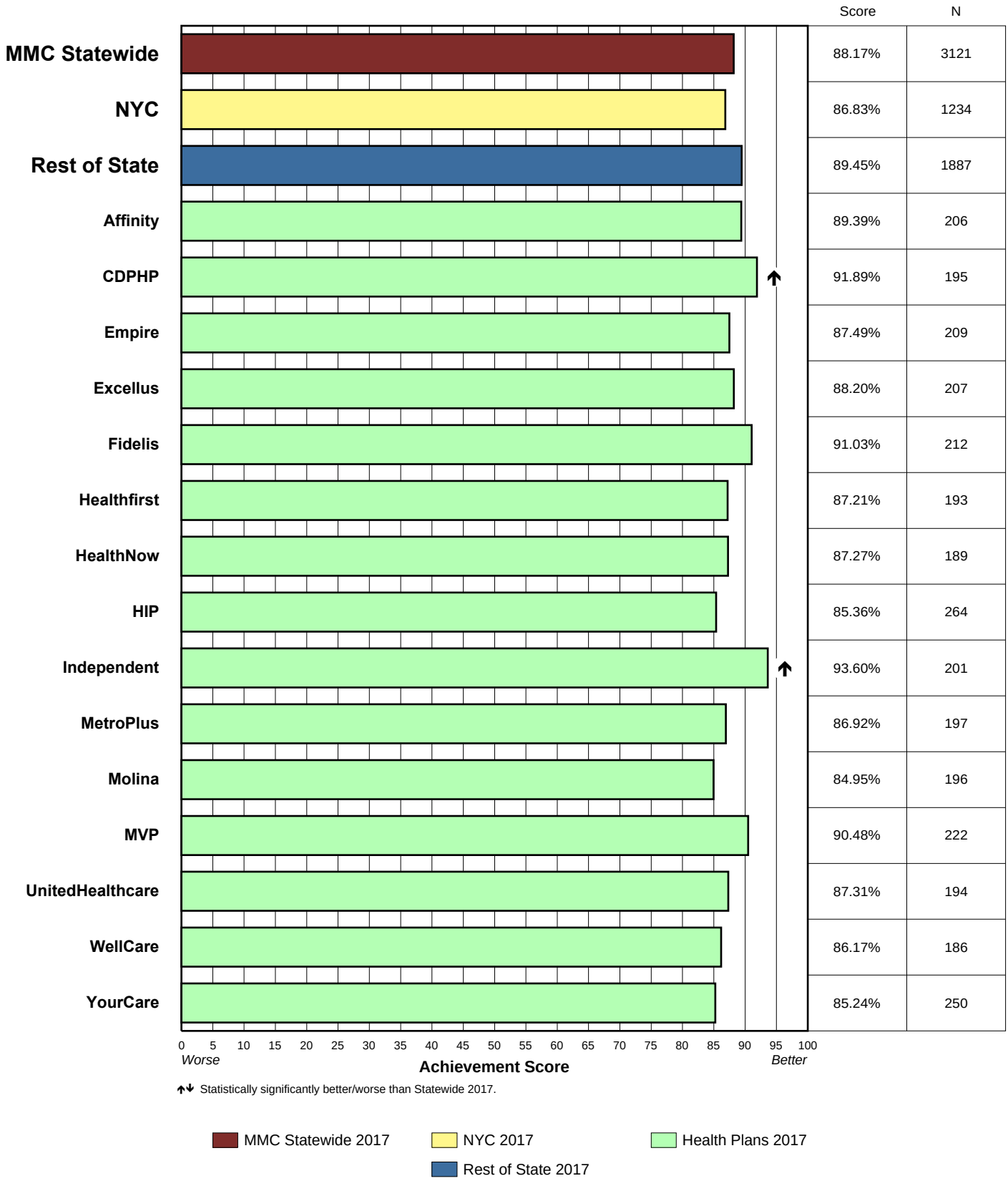
How Well Doctors Communicate (Usually or Always)

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



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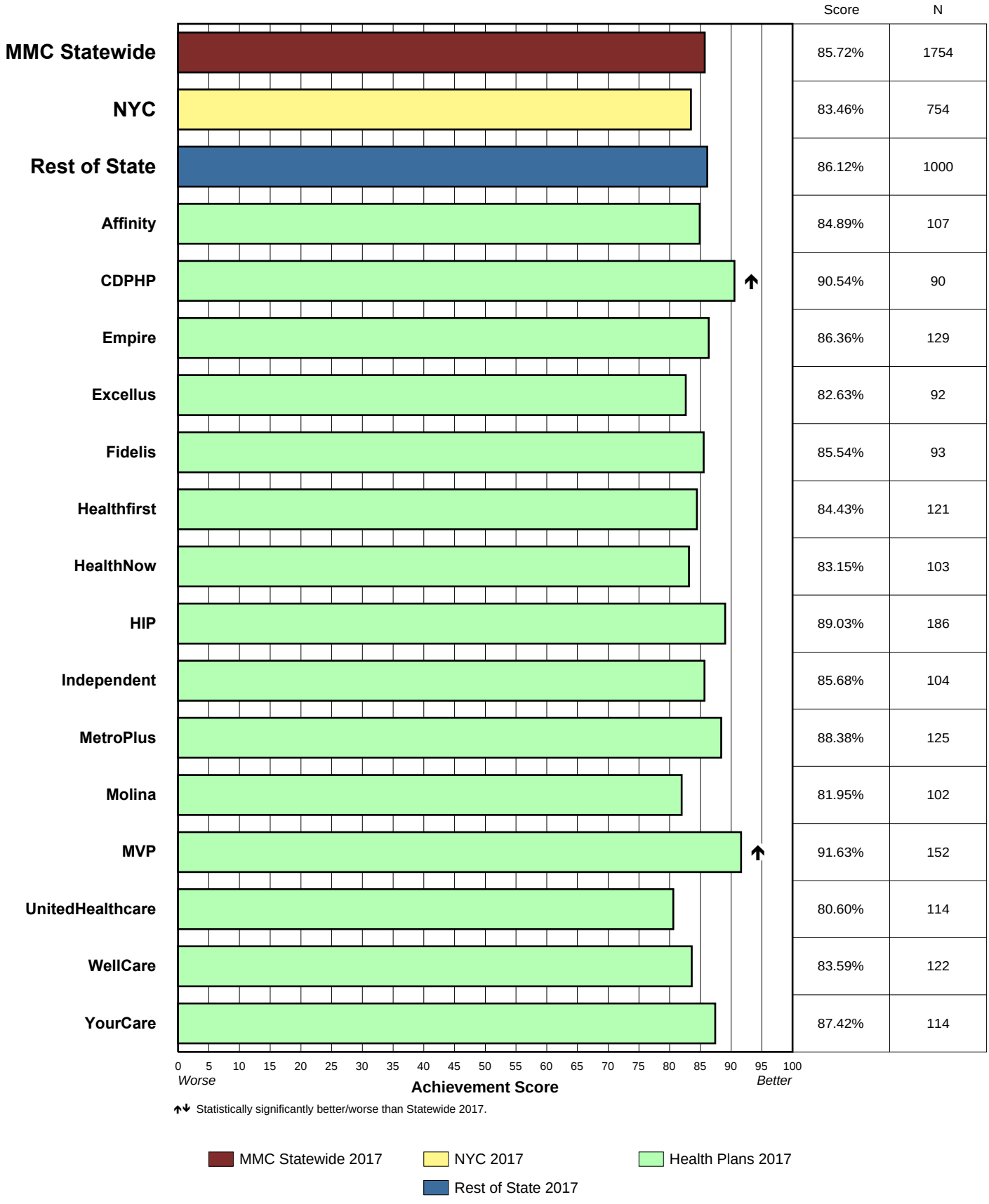
Customer Service (Usually or Always)



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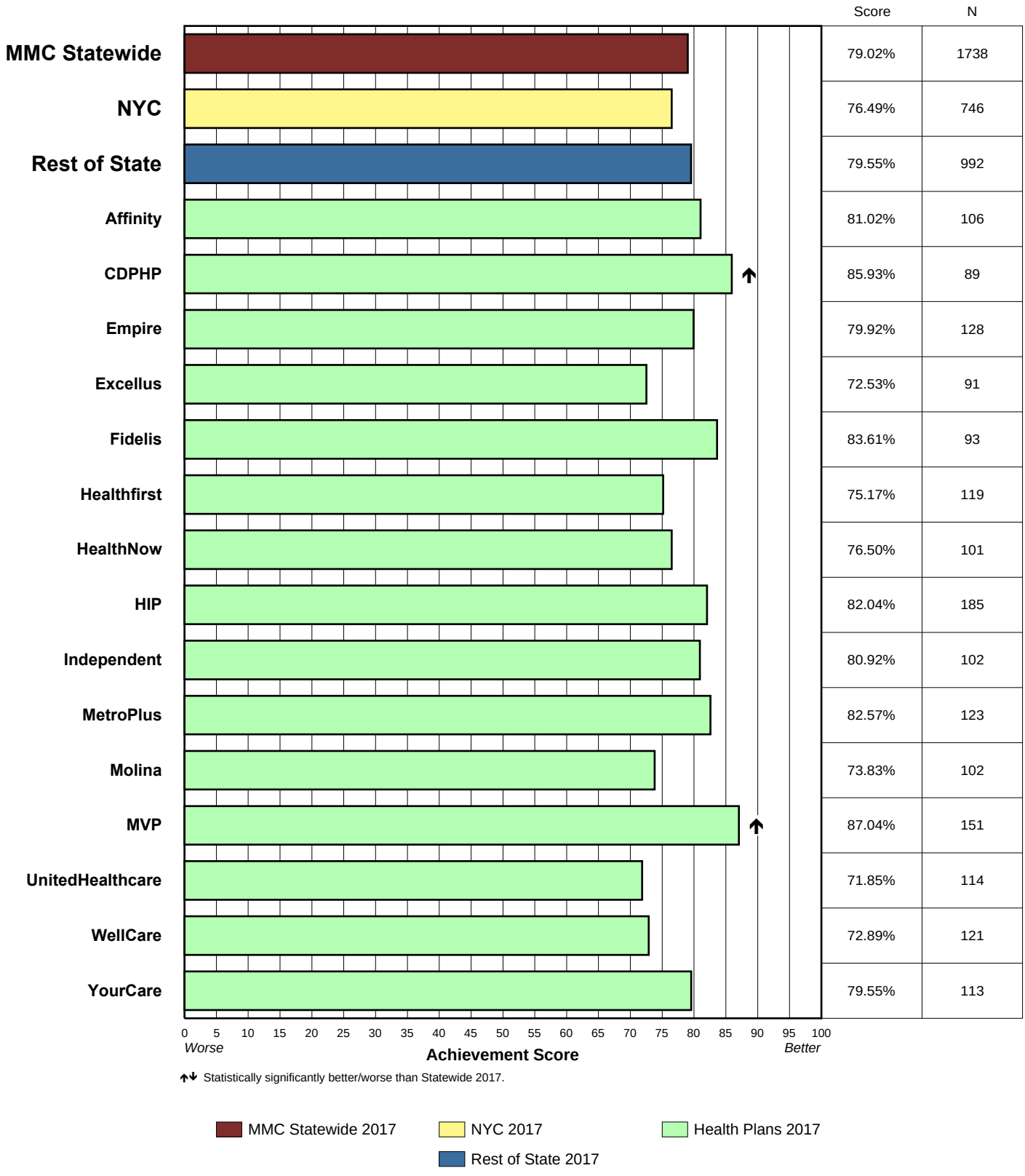
Customer Service (Usually or Always)

Q41. Health plan's customer service usually or always gave needed information or help



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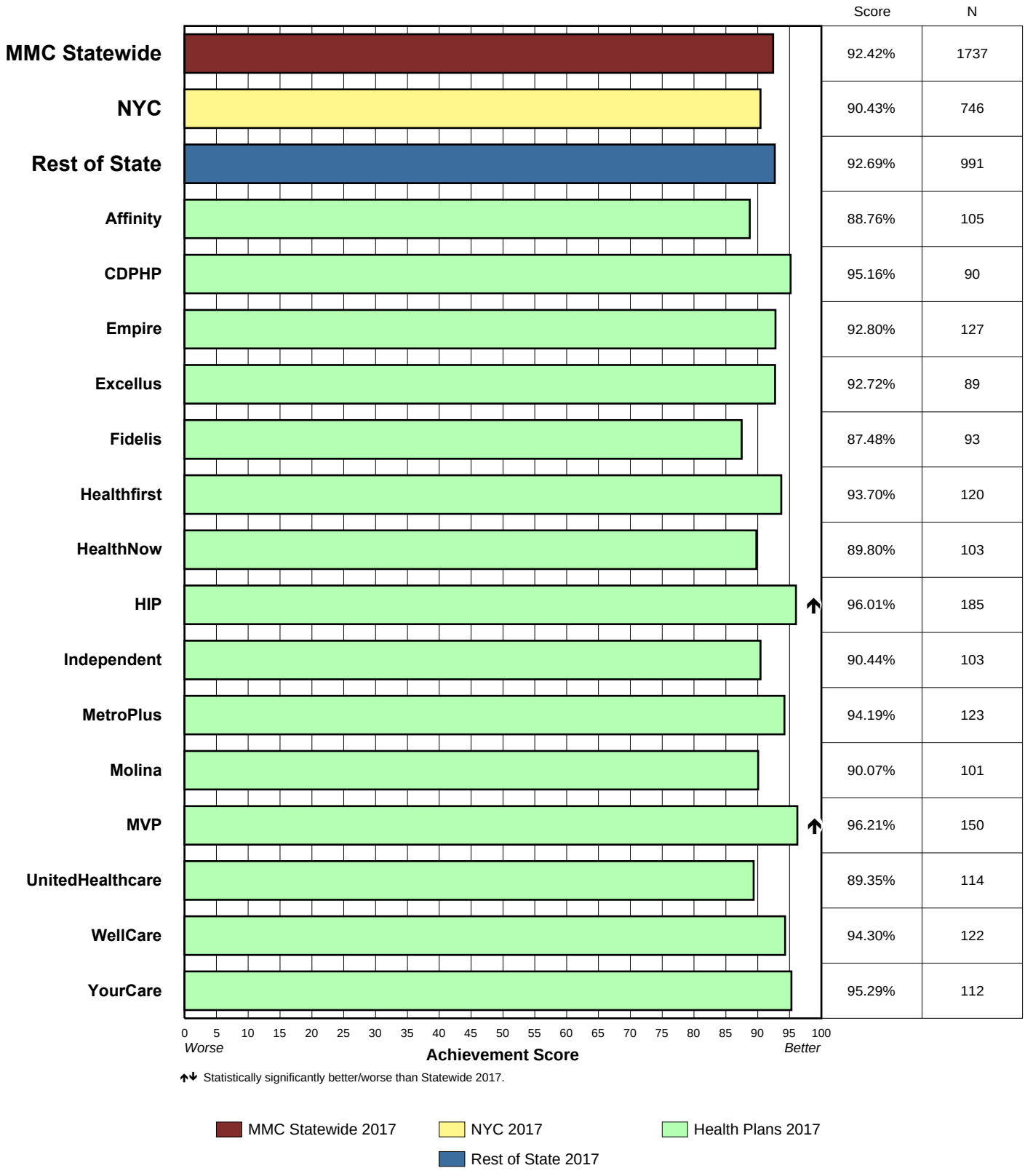
Customer Service (Usually or Always)

Q43. Usually or always treated with courtesy and respect by health plan's customer service staff



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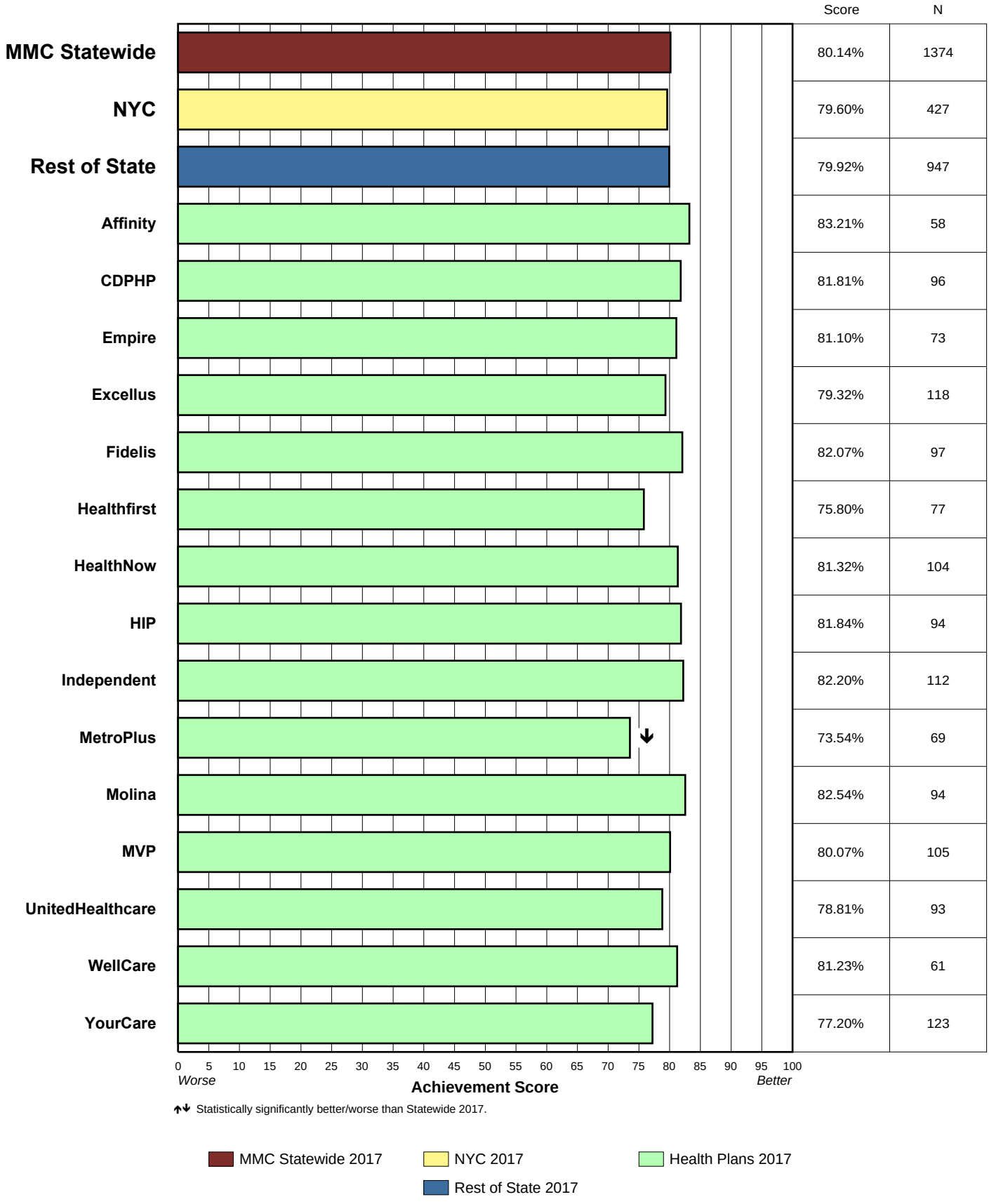
Shared Decision Making (Yes)



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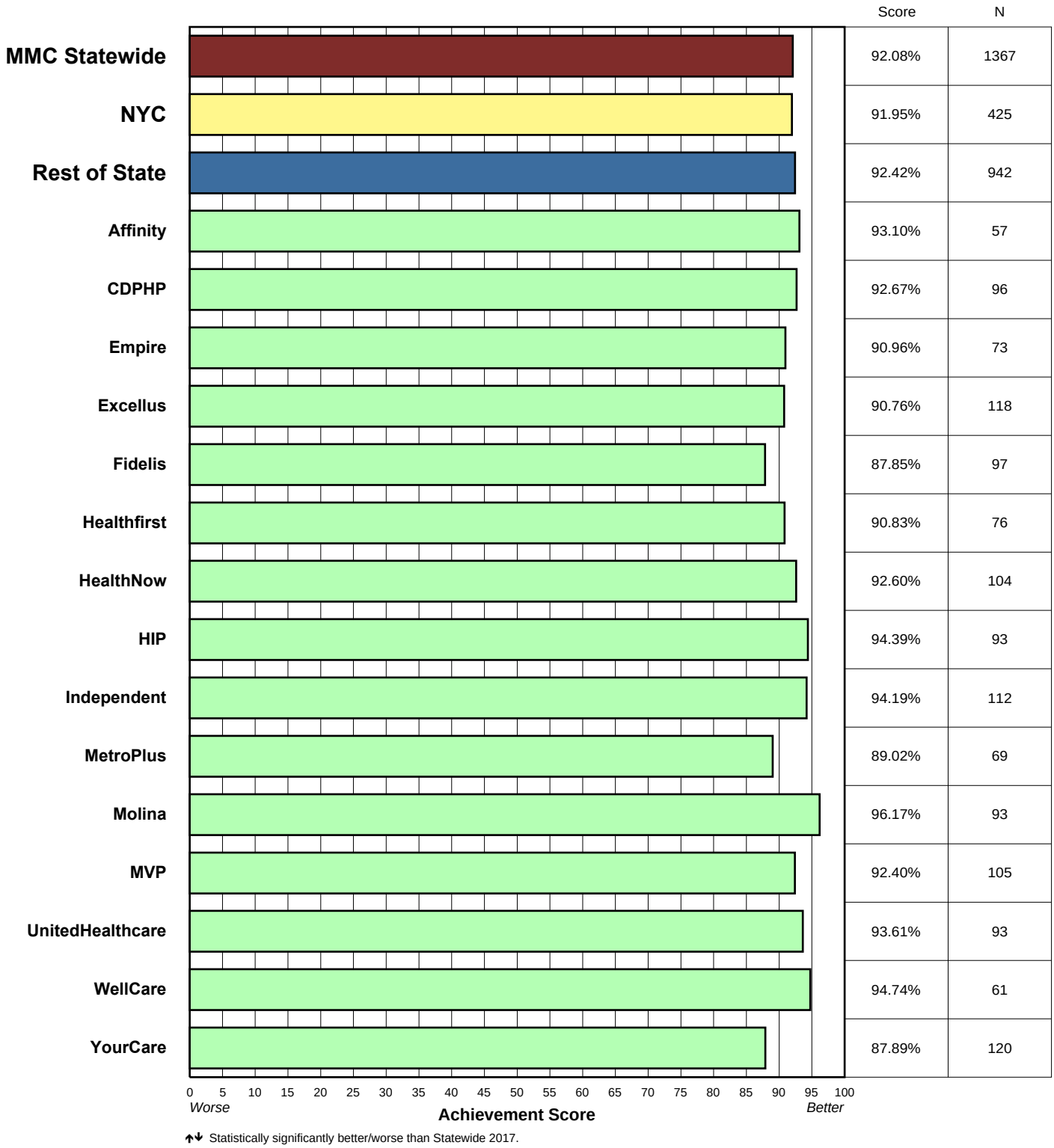
Shared Decision Making (Yes)

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



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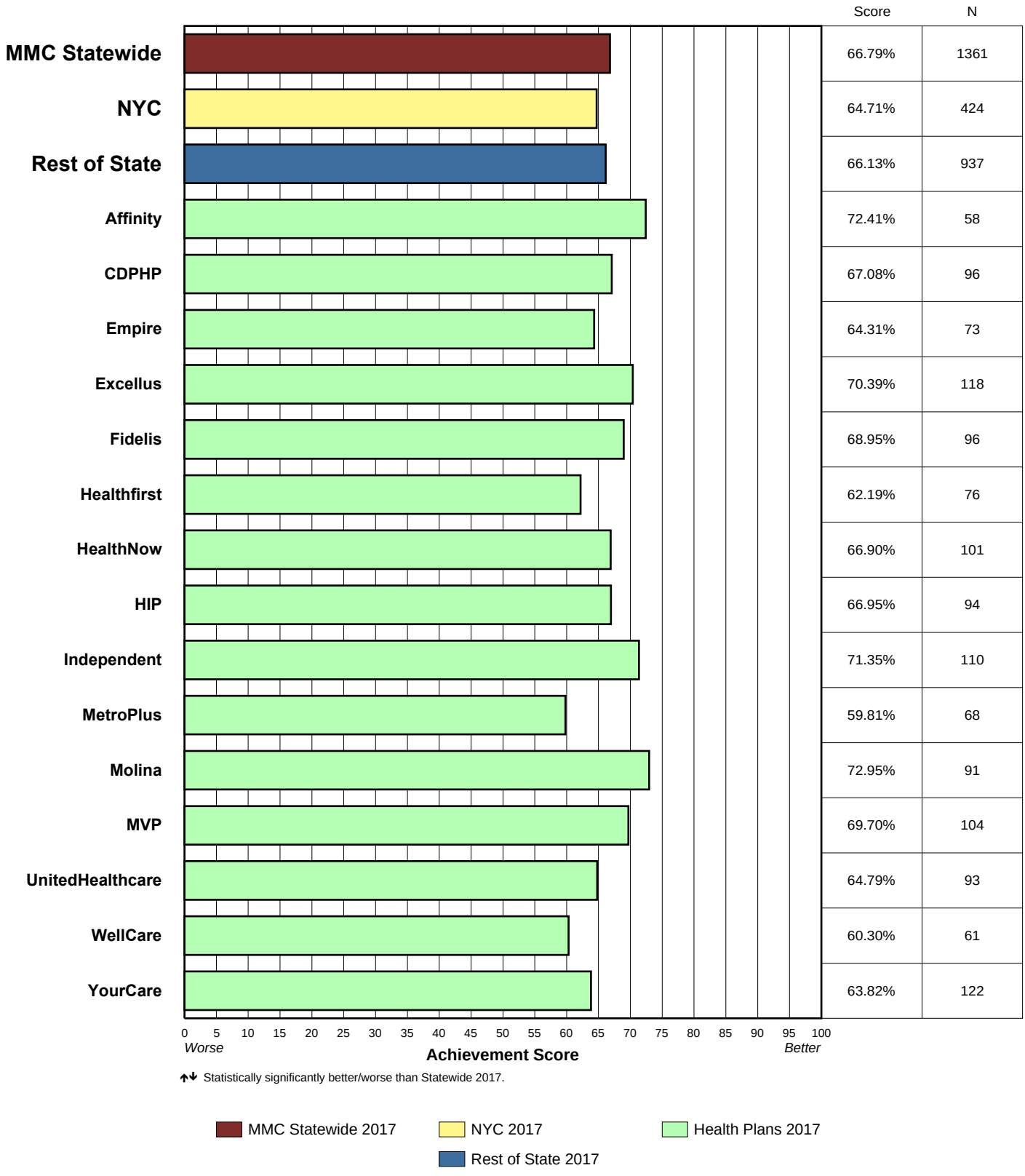
Shared Decision Making (Yes)

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



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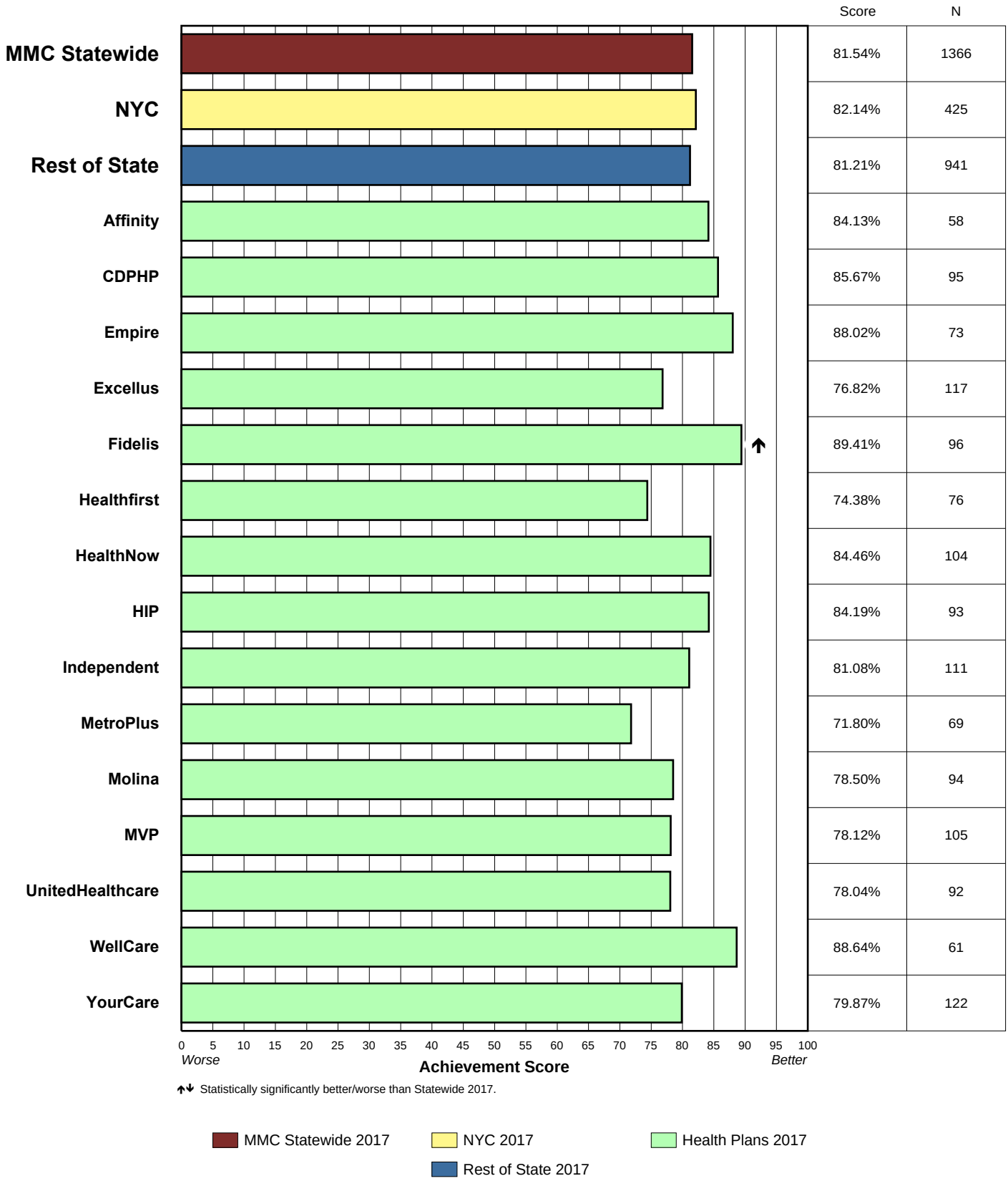
Shared Decision Making (Yes)

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



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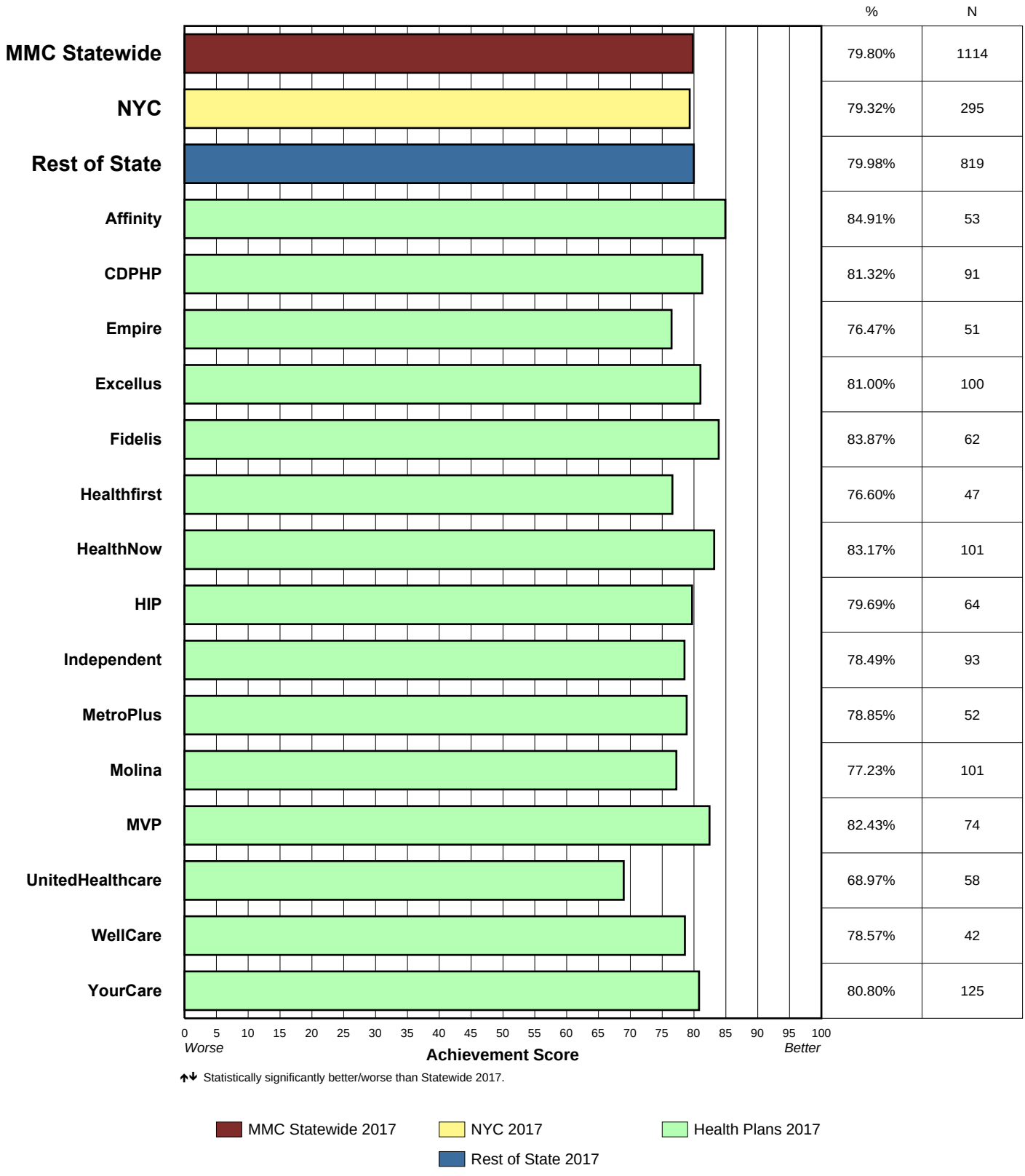
Medical Assistance with Smoking Cessation

Q50. Advised by doctor or other health provider to quit smoking or using tobacco



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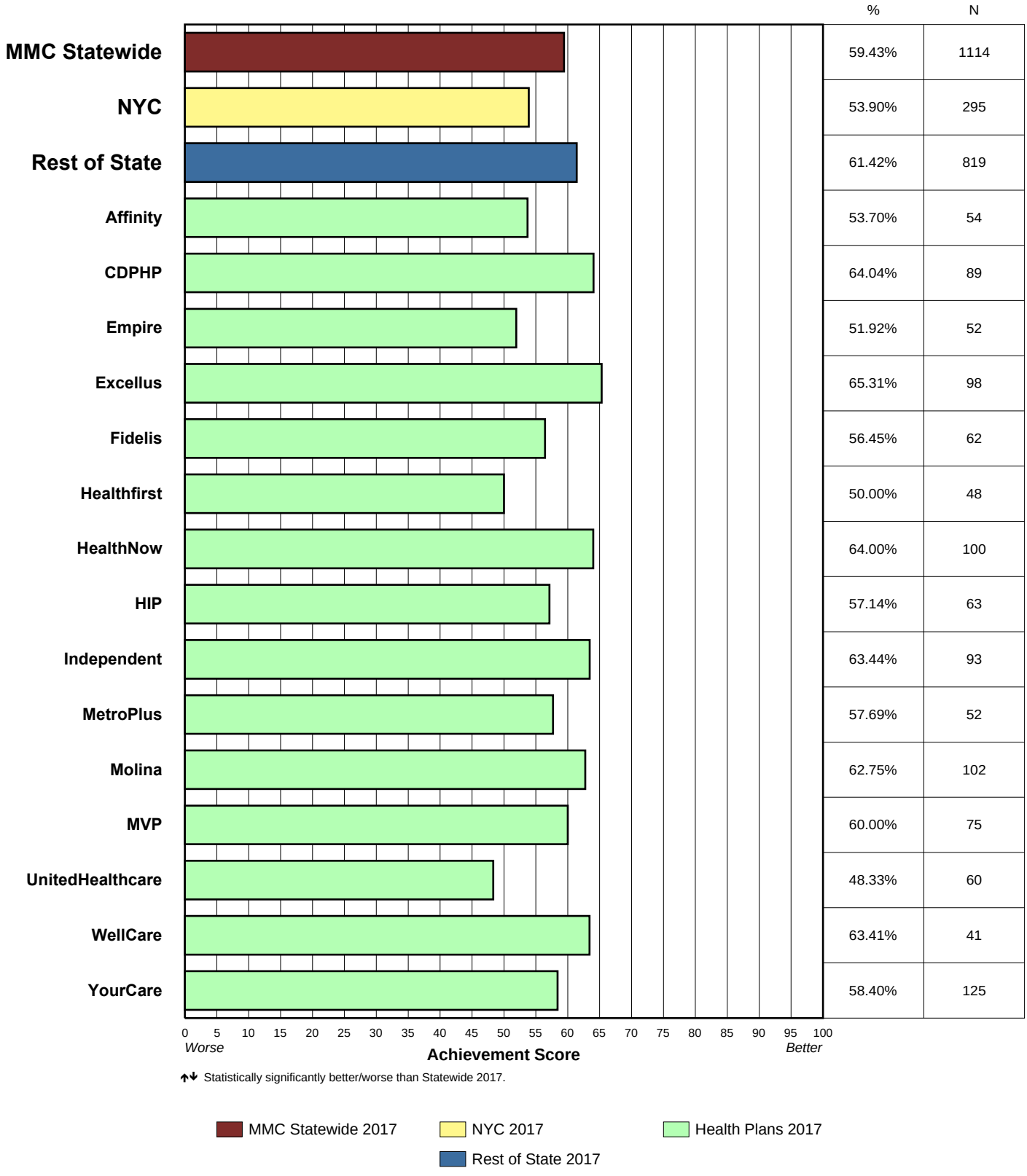
Medical Assistance with Smoking Cessation

Q51. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco



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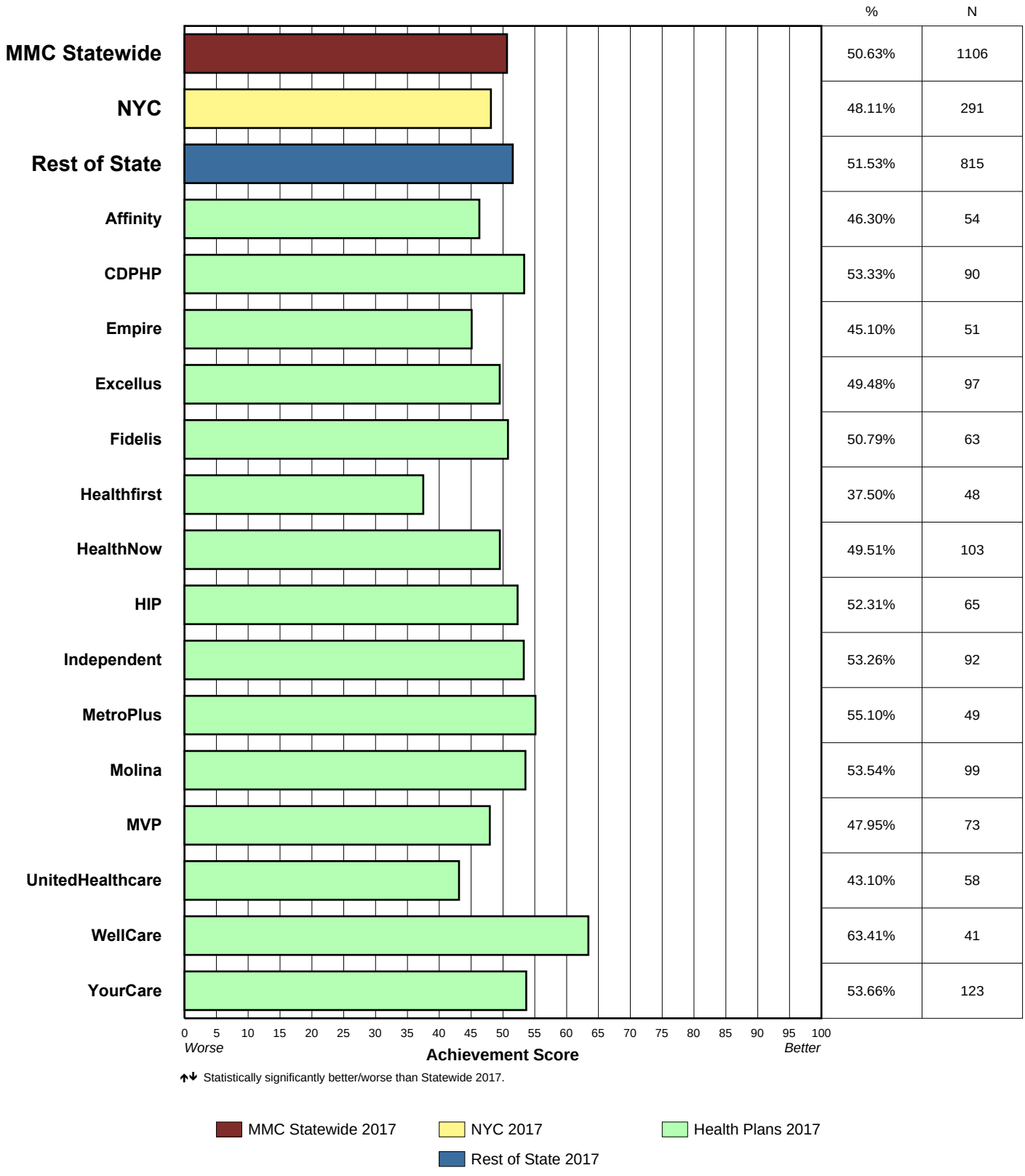
Medical Assistance with Smoking Cessation

Q52. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



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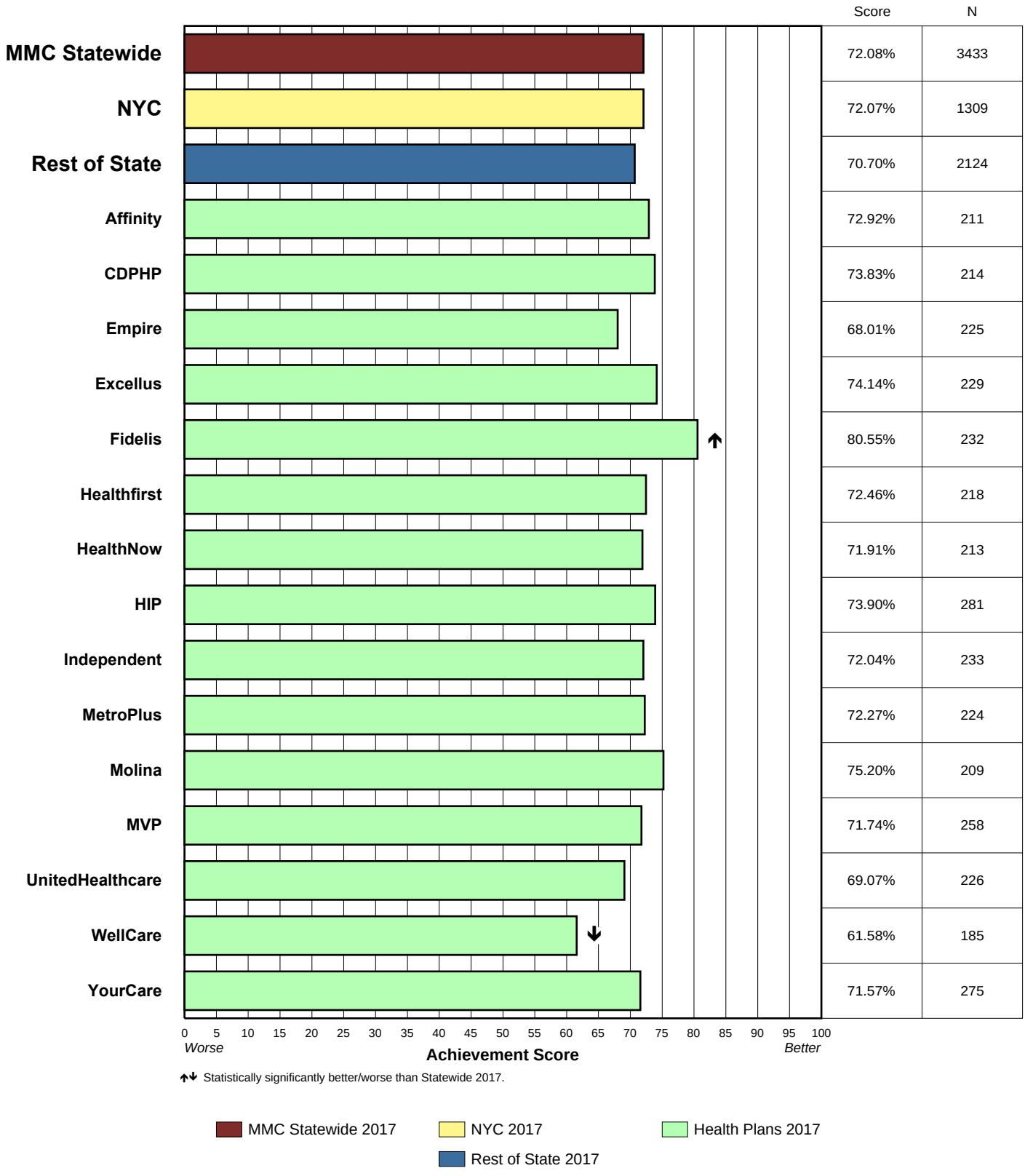
Single Items

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



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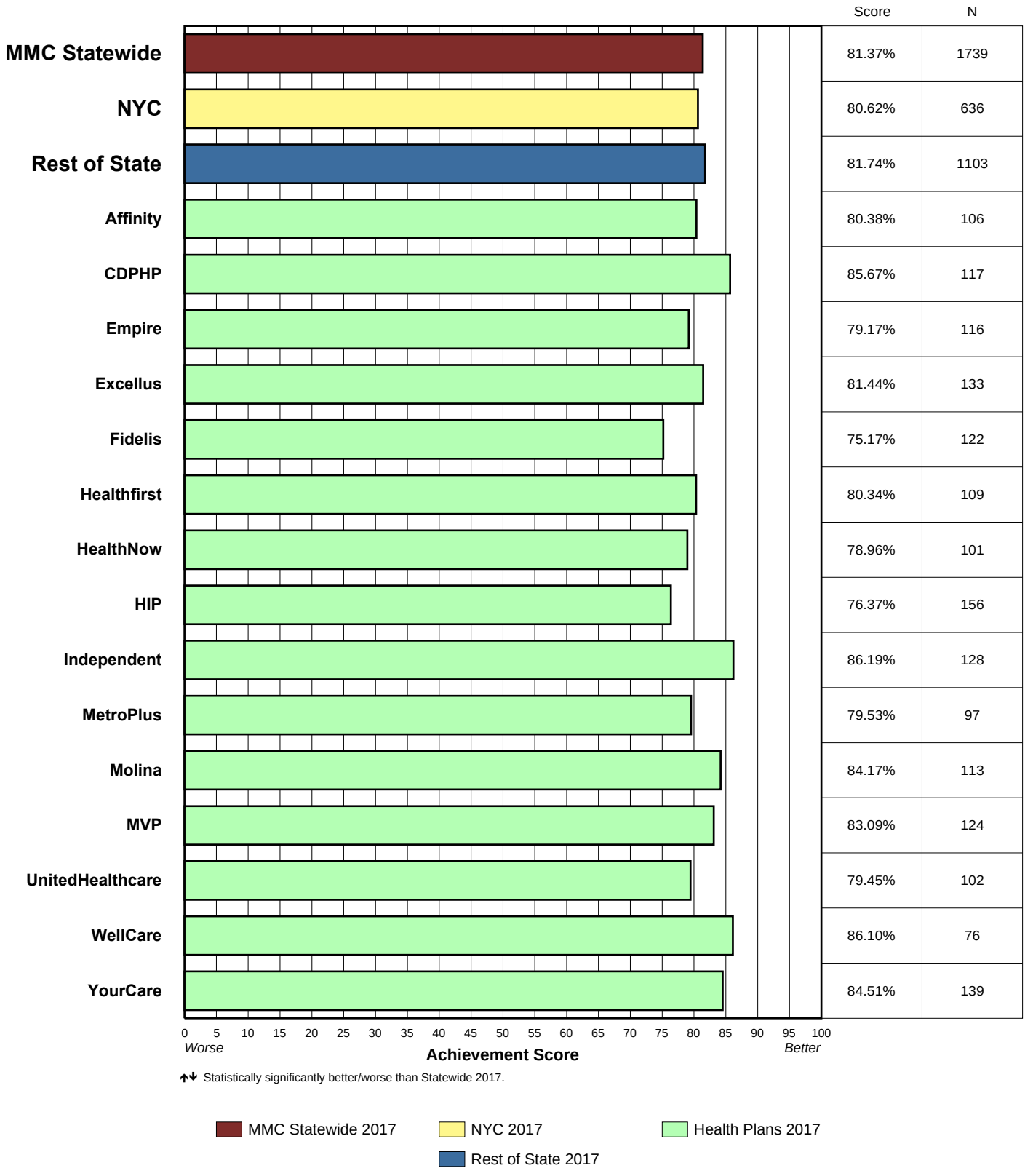
Single Items

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



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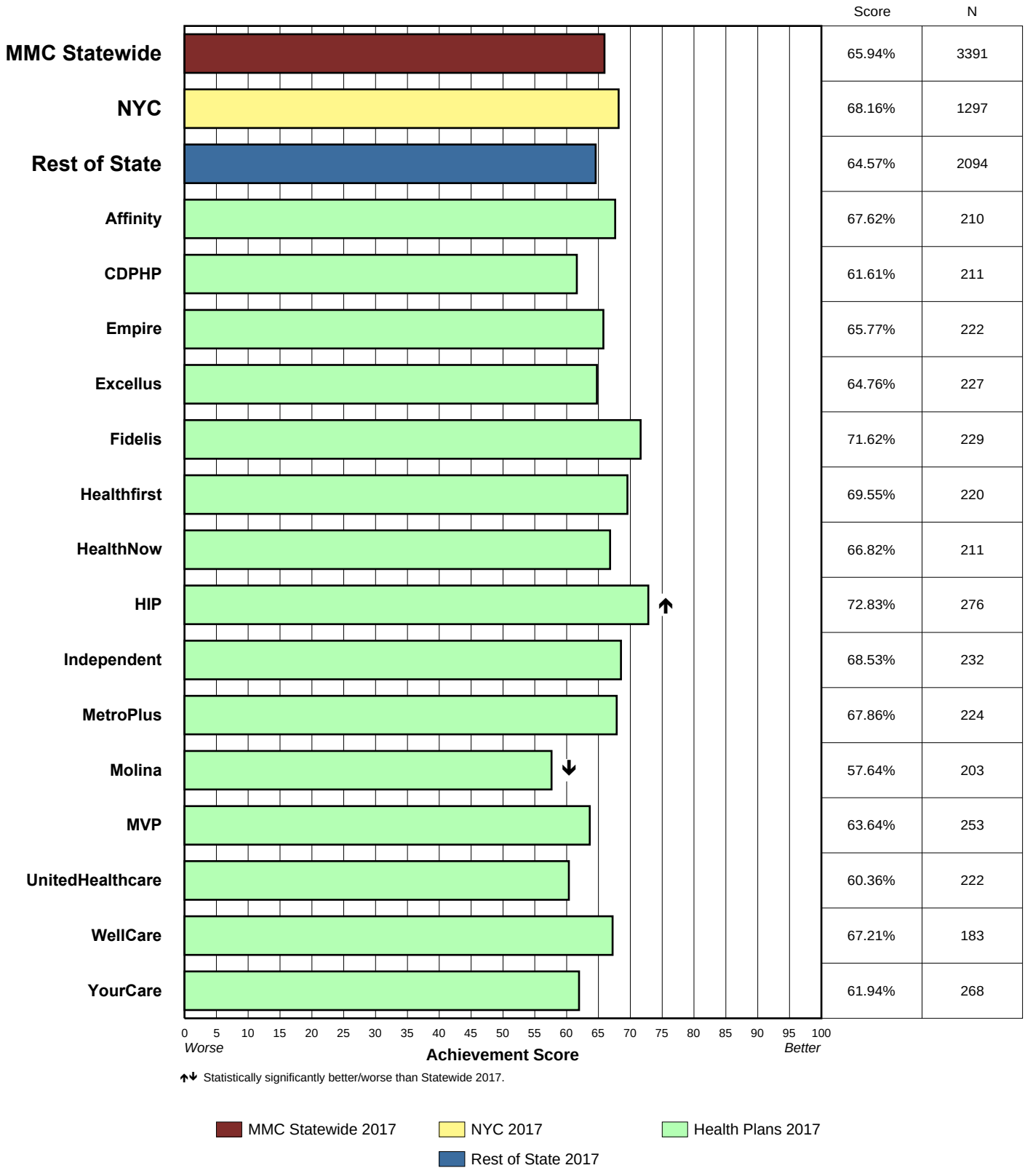
Single Items

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



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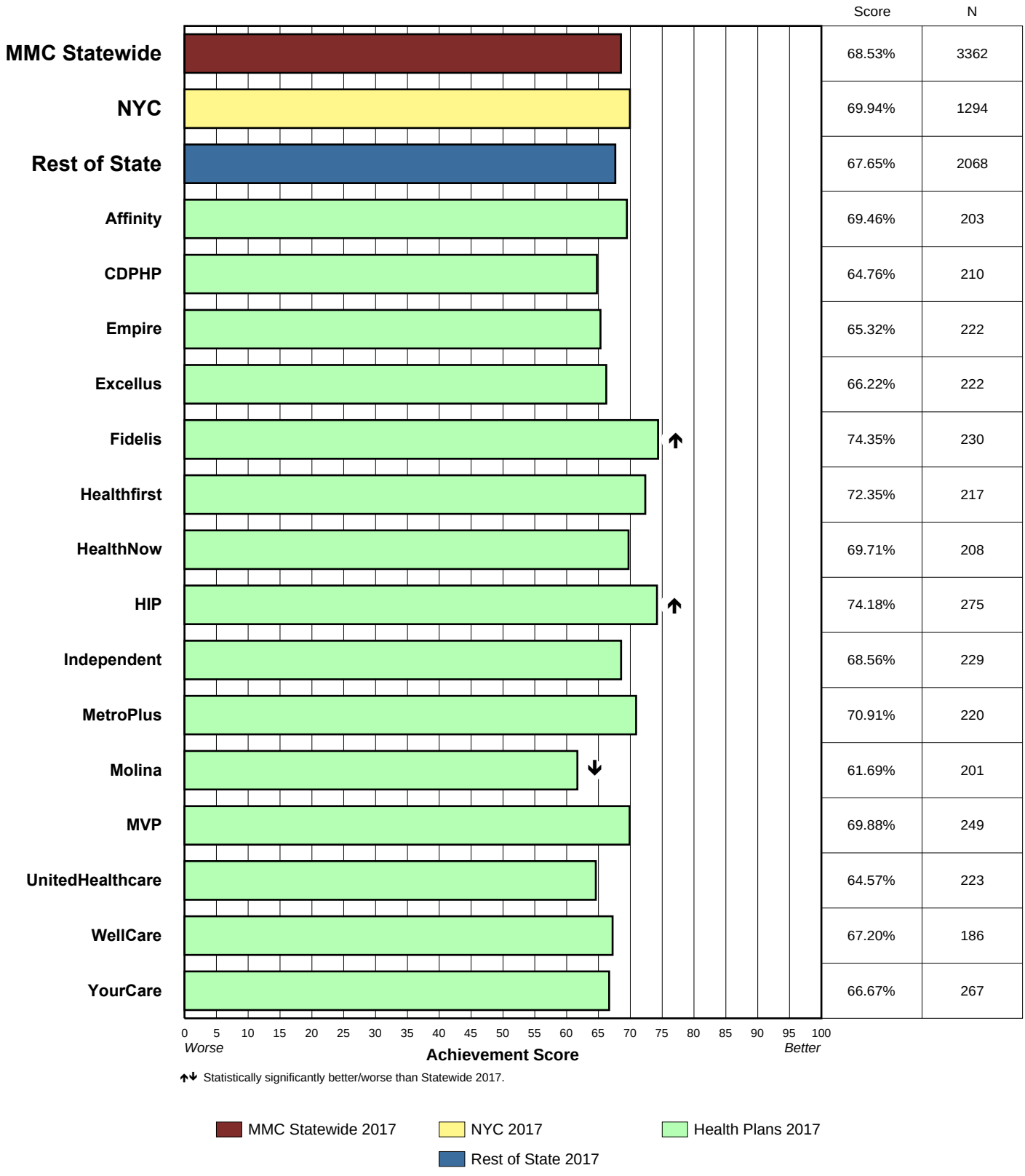
Single Items

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



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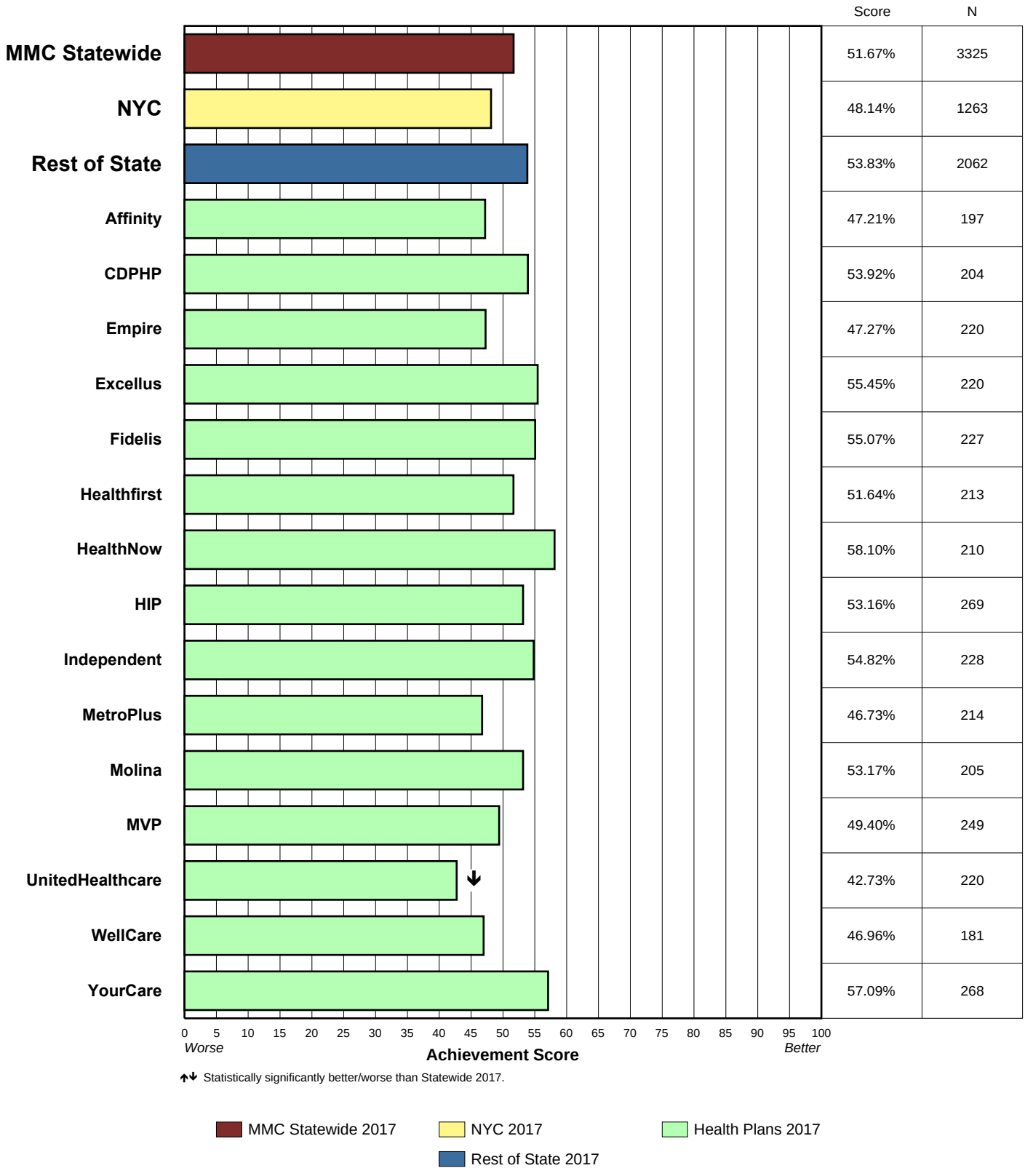
Single Items

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



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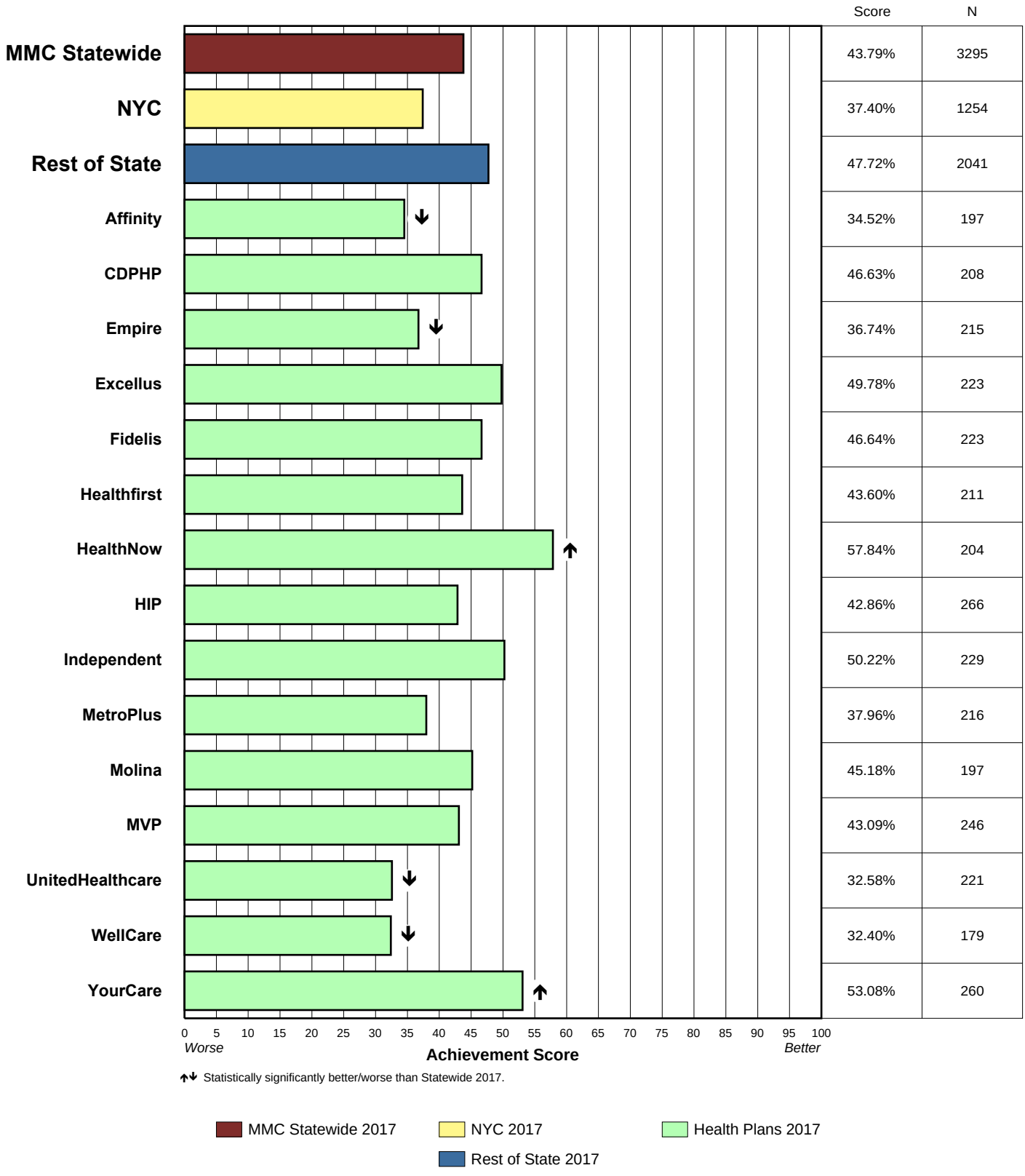
Single Items

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



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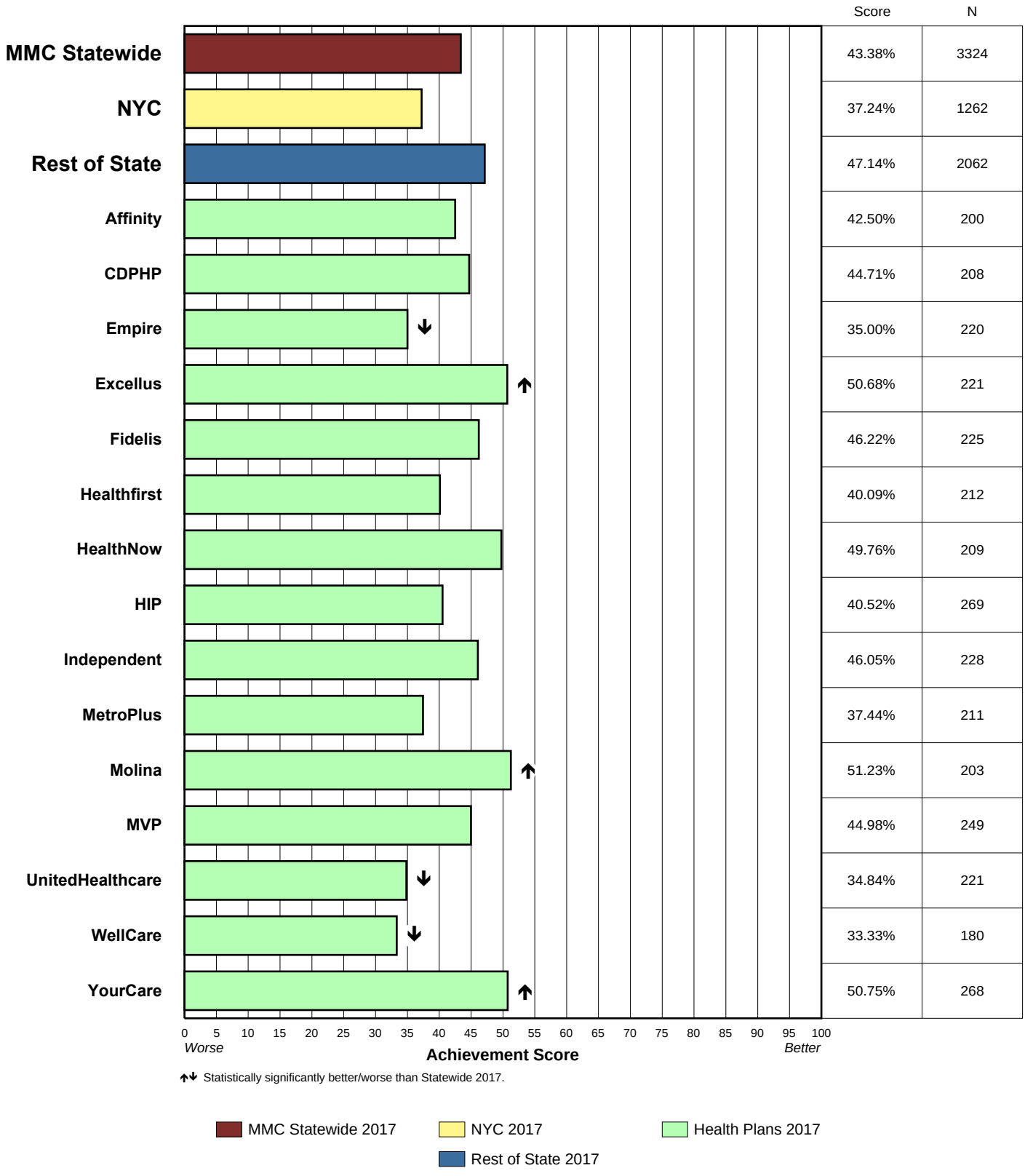
Single Items

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



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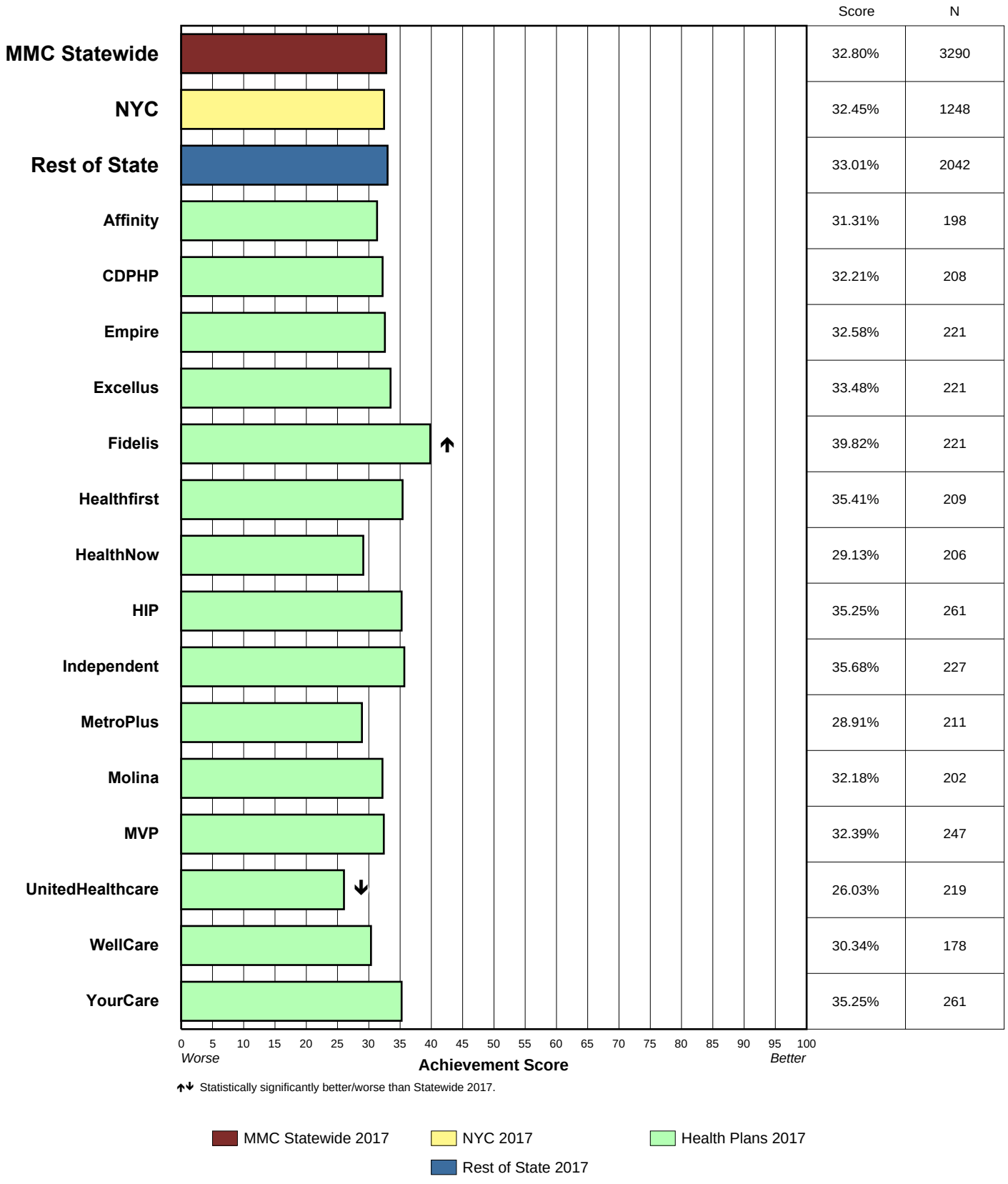
Single Items

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



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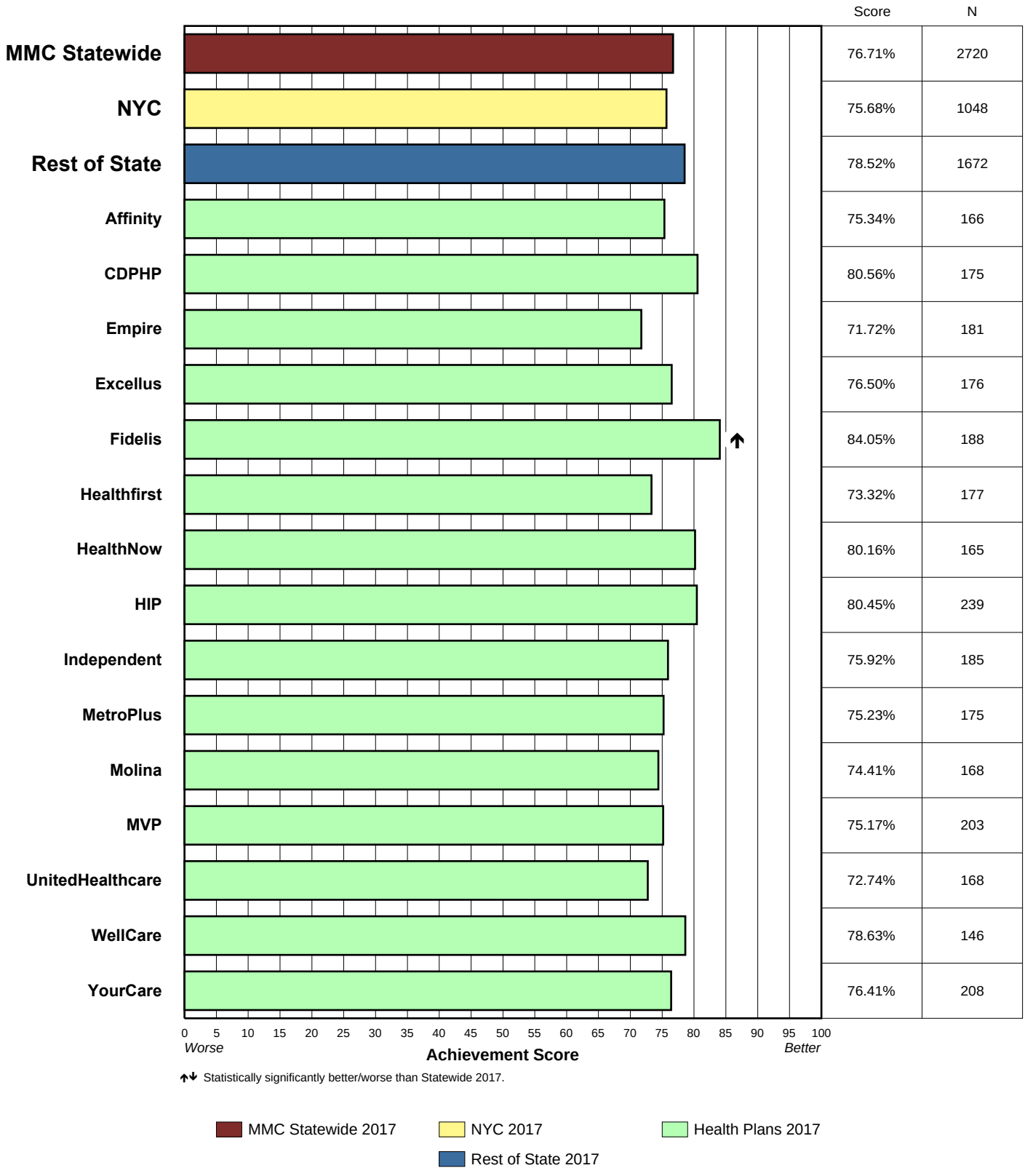
Single Items

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



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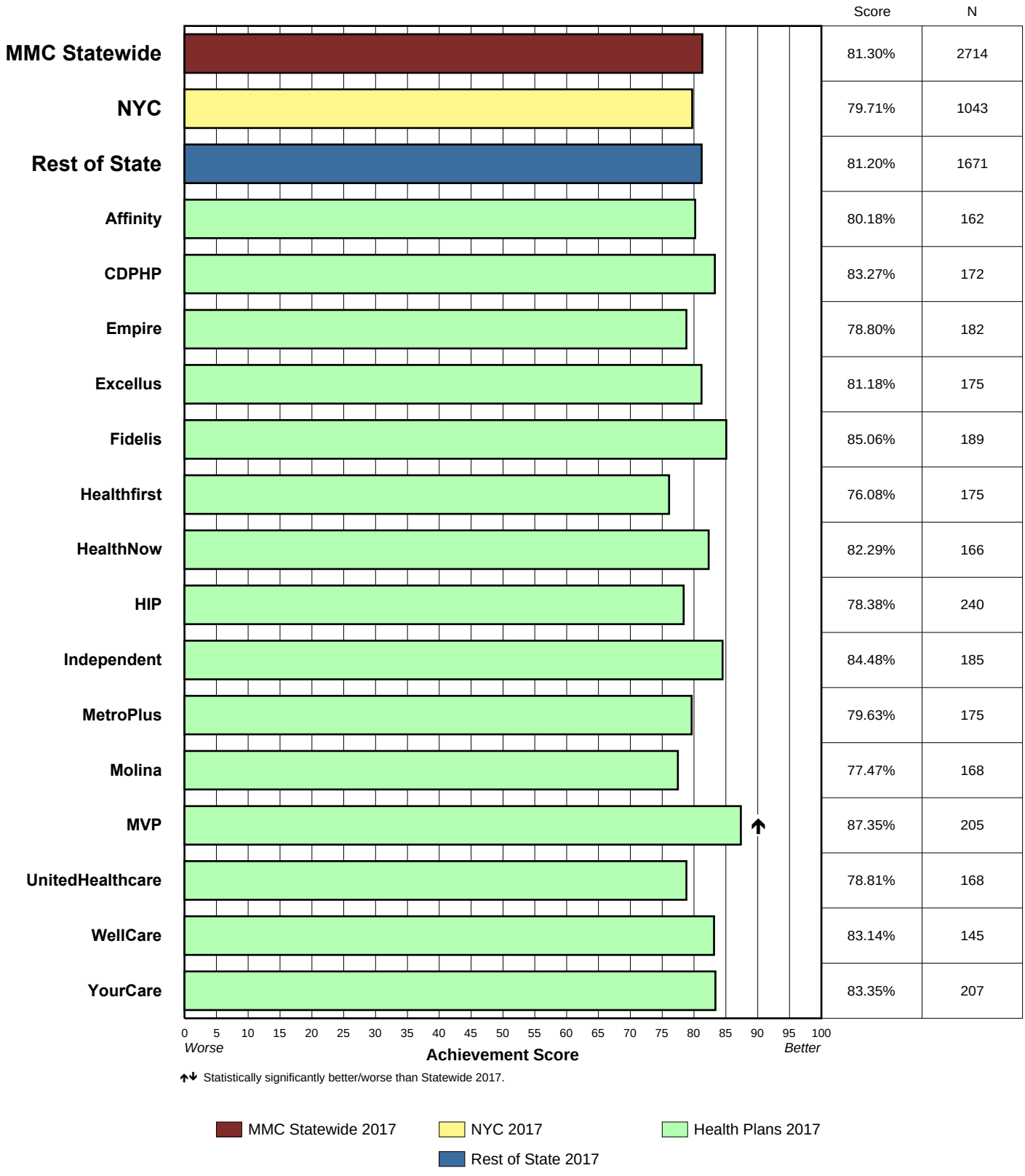
Single Items

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



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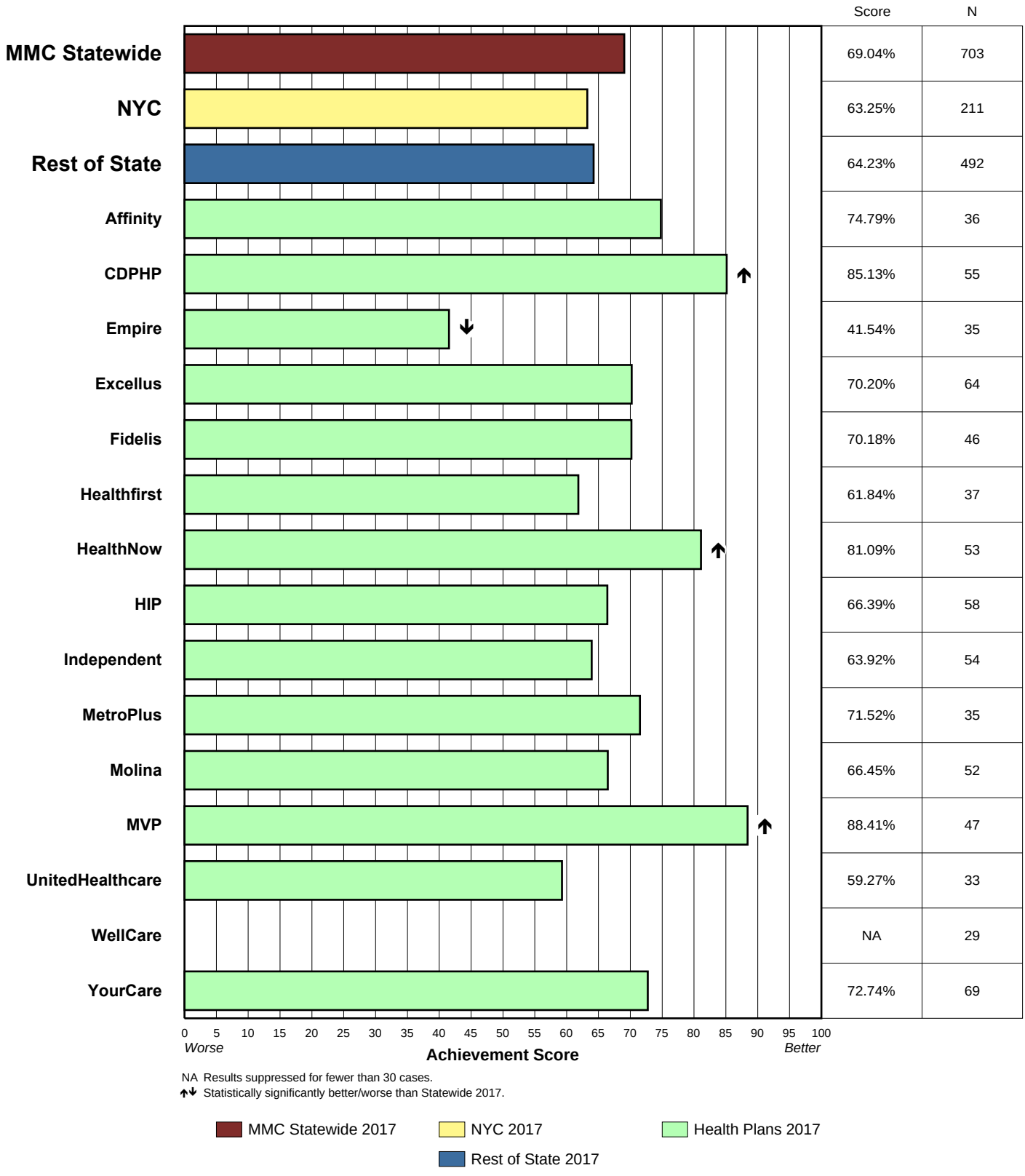
Single Items

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



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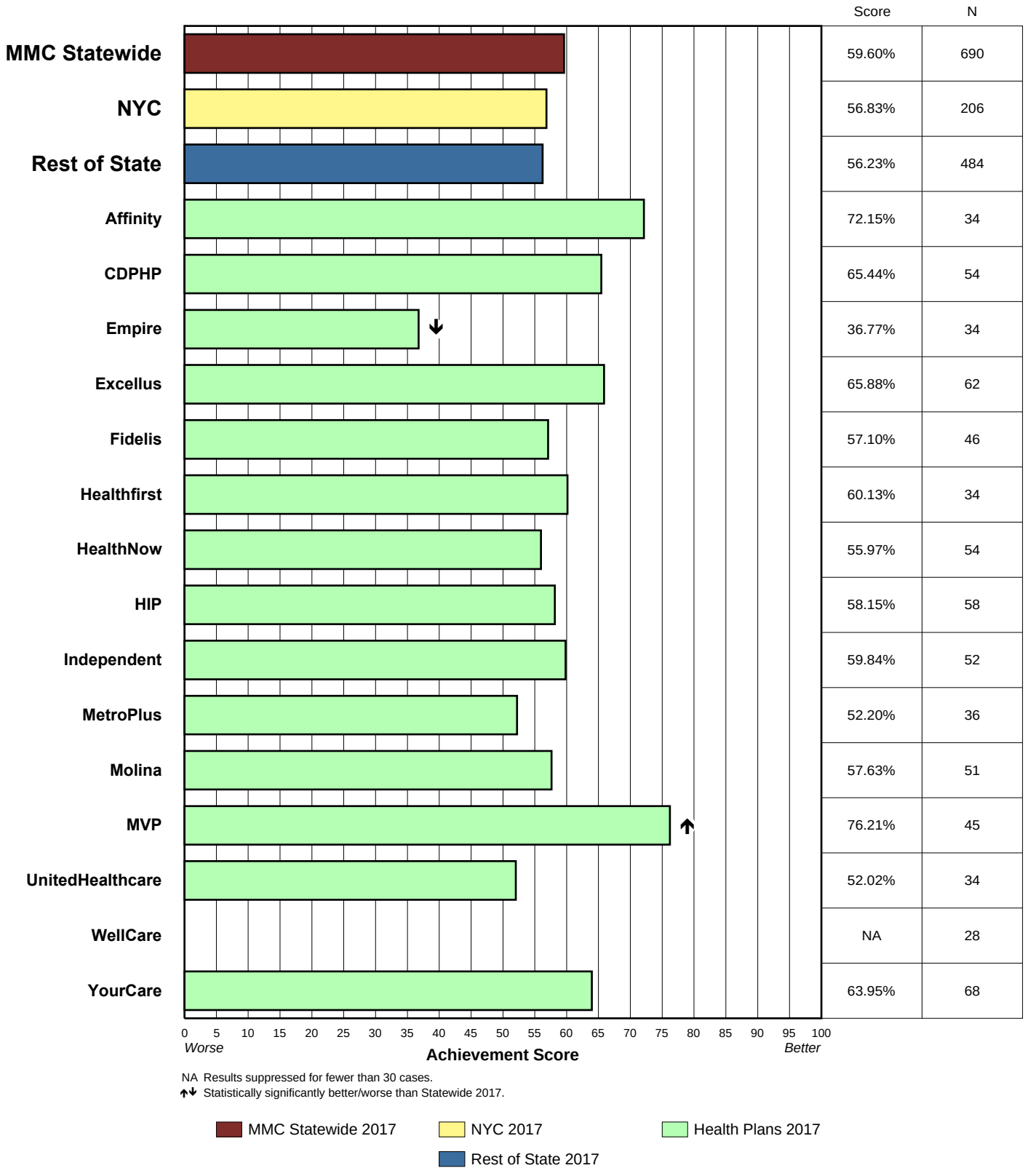
Single Items

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



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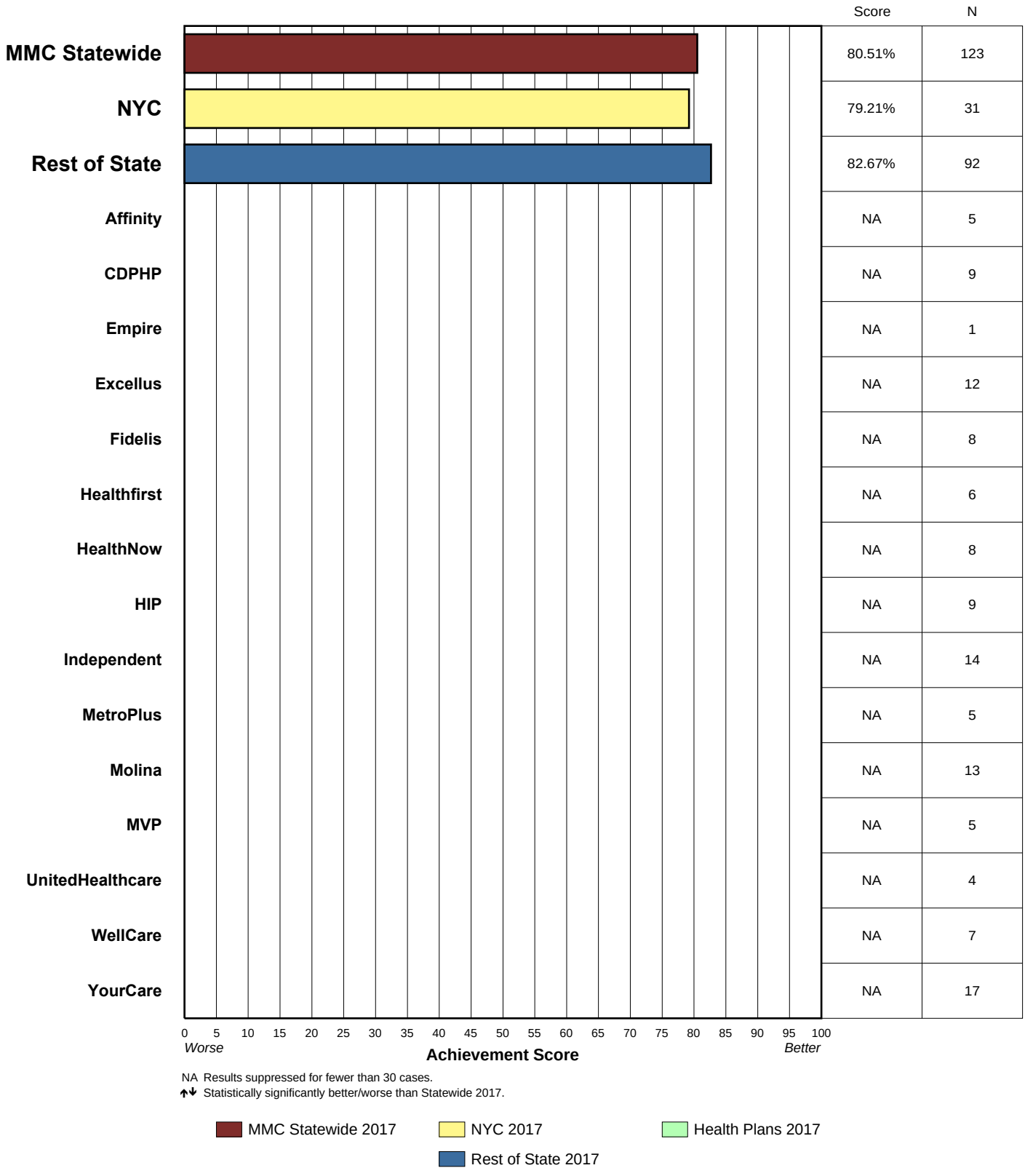
Single Items

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



NA Results suppressed for fewer than 30 cases.
↑↓ Statistically significantly better/worse than Statewide 2017.

MMC Statewide 2017 NYC 2017 Health Plans 2017 Rest of State 2017

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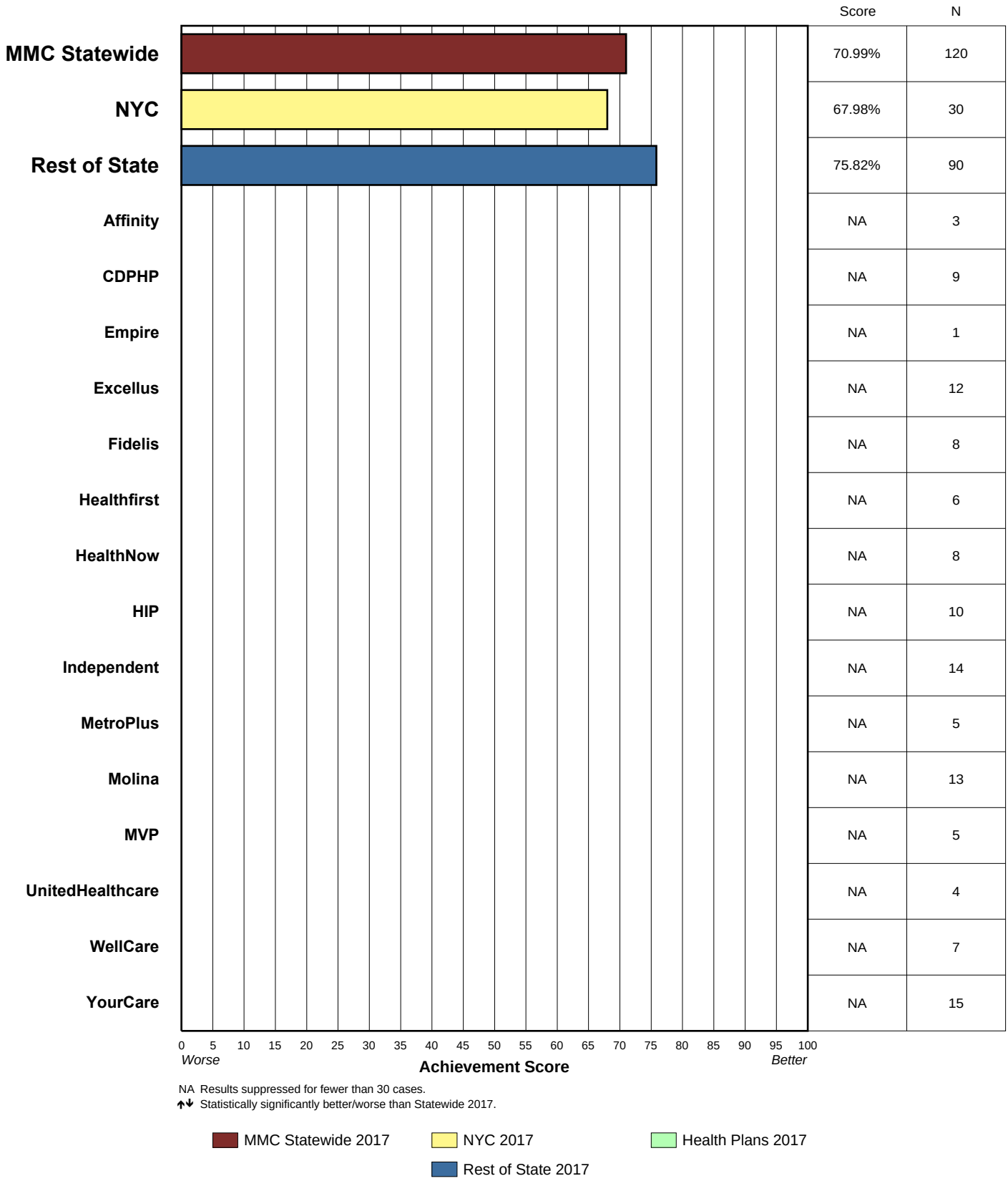
Single Items

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



NA Results suppressed for fewer than 30 cases.
↑↓ Statistically significantly better/worse than Statewide 2017.

MMC Statewide 2017 NYC 2017 Health Plans 2017 Rest of State 2017

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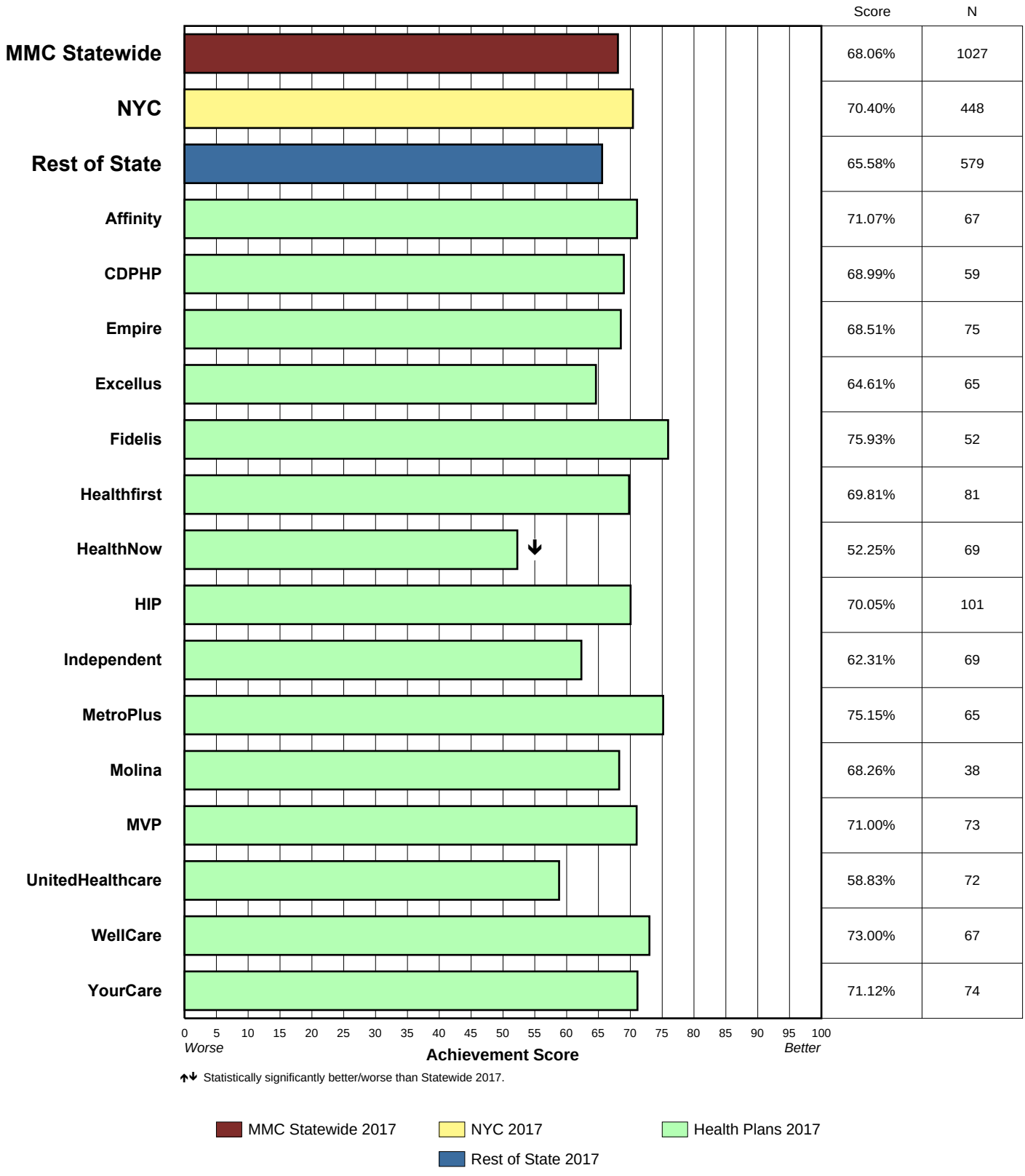
Single Items

Q39. Written materials or internet usually or always provided information about how health plan works



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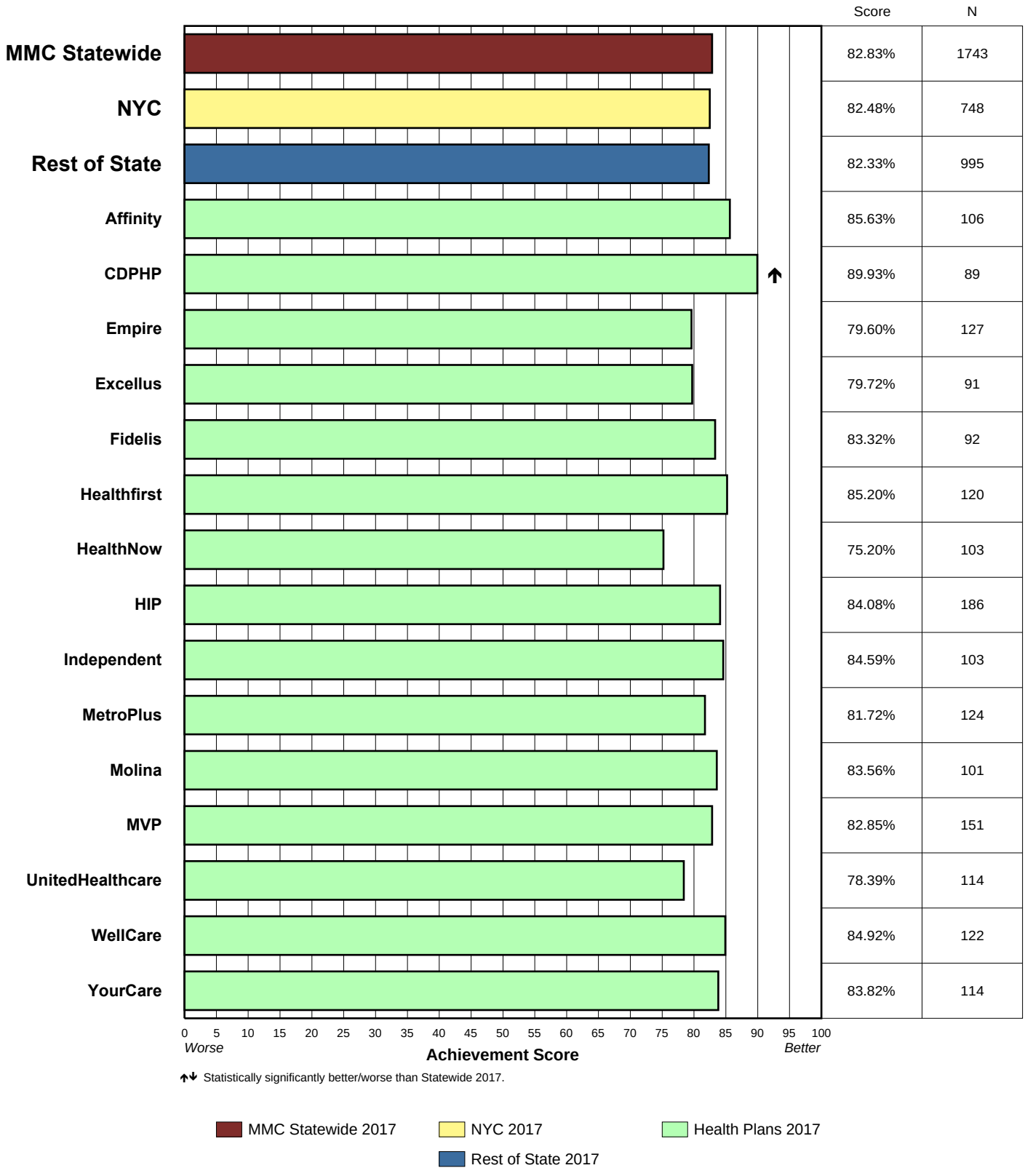
Single Items

Q42. Information from health plan's customer service usually or always easy to understand



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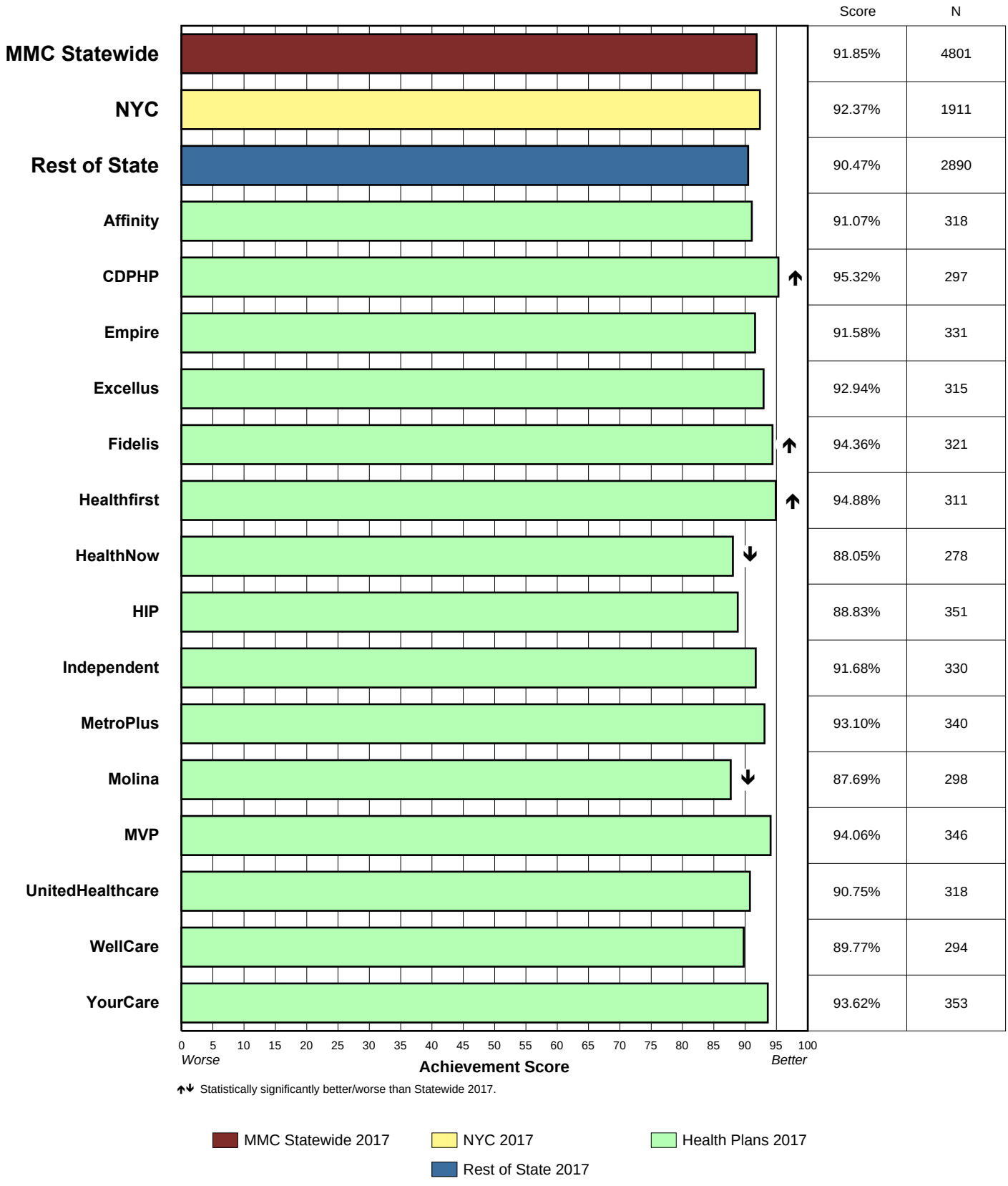
Single Items

Q45. Would recommend health plan to your family and friends



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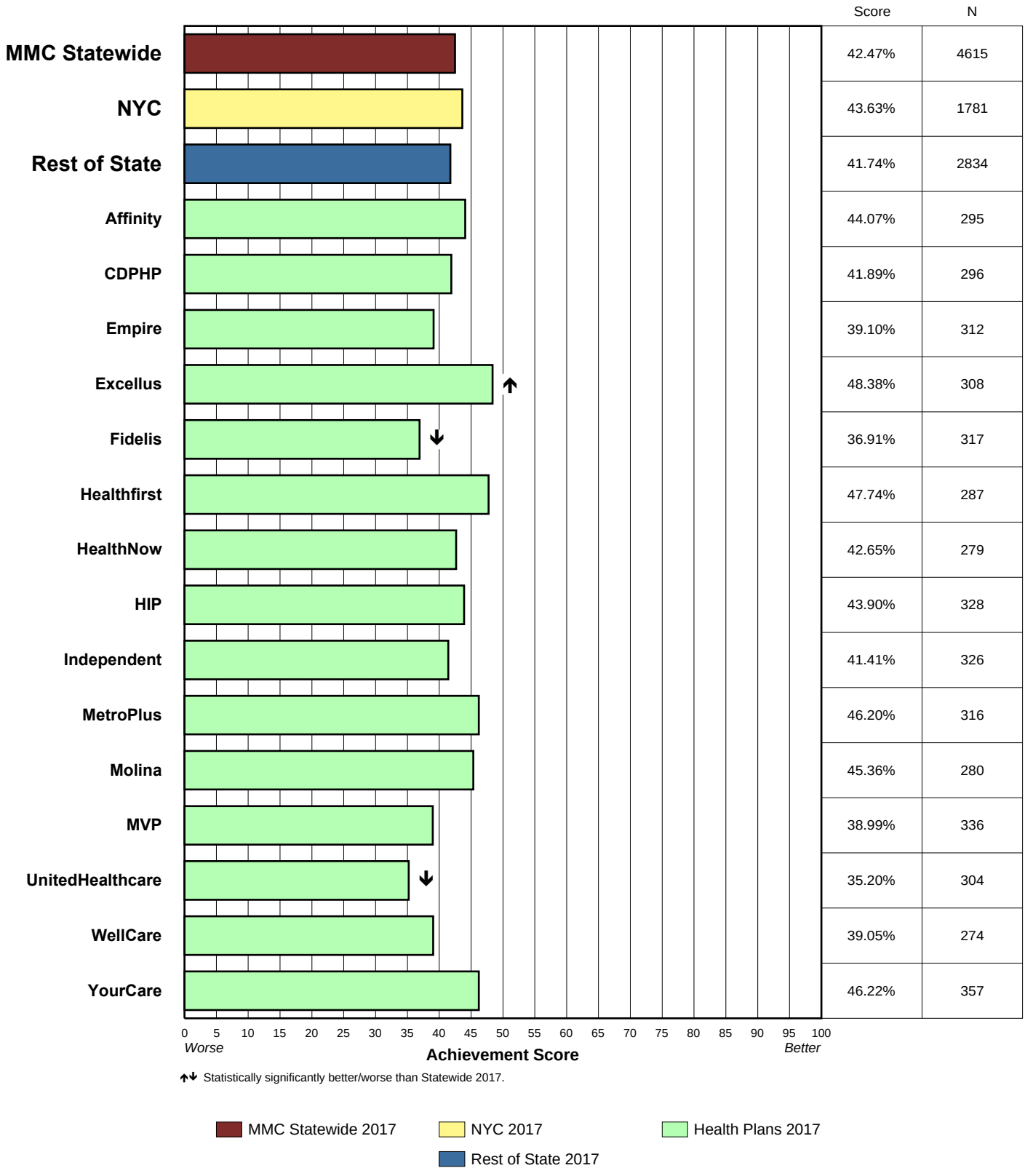
Single Items

Q48. Had flu shot or flu spray since September 1, 2016? [Displayed for Respondents 18-64 years old]



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Correlation Analysis

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

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

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

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

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Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q4 Getting Care Quickly	85%	0.42	Q28 Communication	95%▲	0.57	Q35 Getting Needed Care	72%	0.35	Q43 Customer Service	87%	0.61
2	Q18 Getting Needed Care	88%▲	0.40	Q30 Communication	91%	0.52	Q43 Customer Service	87%	0.24	Q4 Getting Care Quickly	85%	0.47
3	Q29 Communication	93%	0.38	Q29 Communication	93%	0.48	Q18 Getting Needed Care	88%▲	0.22	Q41 Customer Service	84%	0.42
4	Q41 Customer Service	84%	0.38	Q27 Communication	92%	0.46	Q30 Communication	91%	0.21	Q18 Getting Needed Care	88%▲	0.38
5	Q28 Communication	95%▲	0.35	Q18 Getting Needed Care	88%▲	0.34	Q13 Shared Decision Making	89%▲	0.21	Q35 Getting Needed Care	72%	0.30
6	Q30 Communication	91%	0.34	Q4 Getting Care Quickly	85%	0.33	Q28 Communication	95%▲	0.17	Q29 Communication	93%	0.27
7	Q27 Communication	92%	0.30	Q43 Customer Service	87%	0.31	Q29 Communication	93%	0.16	Q28 Communication	95%▲	0.27
8	Q6 Getting Care Quickly	75%	0.29	Q13 Shared Decision Making	89%▲	0.29	Q27 Communication	92%	0.13	Q6 Getting Care Quickly	75%	0.25
9	Q35 Getting Needed Care	72%	0.26	Q6 Getting Care Quickly	75%	0.28	Q41 Customer Service	84%	0.11	Q30 Communication	91%	0.21
10	Q12 Shared Decision Making	69%	0.23	Q35 Getting Needed Care	72%	0.24	Q6 Getting Care Quickly	75%	0.05	Q27 Communication	92%	0.20

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2017.**

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Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ◄ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.42	85%	59%	26%	11%	4%
2	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.40	88% ▲	56%	32%	10%	3%
3	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	93%	79%	13%	6%	2%
4	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.38	84%	61%	22%	14%	3%
5	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.35	95% ▲	78%	16%	4%	1%
6	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.34	91%	65%	25%	7%	2%
7	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	92%	75%	16%	7%	1%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.29	75%	53%	22%	25%	0%
9	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.26	72%	46%	25%	24%	5%
10	Q12. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.23	69%	69%	(na)	(na)	31%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2017.**

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Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ◄ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.57	95% ▲	78%	16%	4%	1%
2	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.52	91%	65%	25%	7%	2%
3	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.48	93%	79%	13%	6%	2%
4	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.46	92%	75%	16%	7%	1%
5	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.34	88% ▲	56%	32%	10%	3%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.33	85%	59%	26%	11%	4%
7	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.31	87%	75%	12%	11%	2%
8	Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.29	89% ▲	90%	(na)	(na)	10%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	75%	53%	22%	25%	0%
10	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.24	72%	46%	25%	24%	5%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2017.**

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Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ◄ ► Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.35	72%	46%	25%	24%	5%
2	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	87%	75%	12%	11%	2%
3	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.22	88% ▲	56%	32%	10%	3%
4	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.21	91%	65%	25%	7%	2%
5	Q13. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.21	89% ▲	90%	(na)	(na)	10%
6	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.17	95% ▲	78%	16%	4%	1%
7	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.16	93%	79%	13%	6%	2%
8	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.13	92%	75%	16%	7%	1%
9	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.11	84%	61%	22%	14%	3%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.05	75%	53%	22%	25%	0%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2017.**

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Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.61	87%	75%	12%	11%	2%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.47	85%	59%	26%	11%	4%
3	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.42	84%	61%	22%	14%	3%
4	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.38	88% ▲	56%	32%	10%	3%
5	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.30	72%	46%	25%	24%	5%
6	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.27	93%	79%	13%	6%	2%
7	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.27	95% ▲	78%	16%	4%	1%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.25	75%	53%	22%	25%	0%
9	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.21	91%	65%	25%	7%	2%
10	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.20	92%	75%	16%	7%	1%

▲▼ **Statistically significantly higher/lower than Medicaid Managed Care Program 2017.**

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Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, correlation with rating of health plan and trend information. In this section, a t-test is used to determine significant differences across time where 2017 scores are compared to 2015 scores where applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 9 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	4,963	100.0%	1,965	100.0%	2,998	100.0%	337	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	4,963	100.0%	1,965	100.0%	2,998	100.0%	337	100.0%
Not Answered	85		39		46		4	

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?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,705	34.3%	610	31.0%	1,095	36.5%	107	31.8%
No	3,267	65.7%	1,359	69.0%	1,908	63.5%	230	68.2%
Total	4,972	100.0%	1,969	100.0%	3,003	100.0%	337	100.0%
Not Answered	76		35		41		4	

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	31	1.9%	14	2.4%	17	1.6%	4	3.9%
🔴 Sometimes	252	15.1%	115	19.4%	137	12.7%	11	10.8%
🟢 Usually	378	22.6%	131	22.1%	247	22.9%	27	26.5%
🟢 Always	1,012	60.5%	334	56.2%	678	62.8%	60	58.8%
Total	1,673	100.0%	594	100.0%	1,079	100.0%	102	100.0%
Not Answered	32		16		16		5	
Reporting Category	Getting Care Quickly							
Achievement Score	83.20%		78.34%		88.44%		85.18%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.1		-1.2		+2.8↑		+3.7	
Correlation with rating of health plan	0.257		0.261		0.254		0.467	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	3,697	74.6%	1,494	76.1%	2,203	73.6%	259	77.8%
No	1,261	25.4%	470	23.9%	791	26.4%	74	22.2%
Total	4,958	100.0%	1,964	100.0%	2,994	100.0%	333	100.0%
Not Answered	90		40		50		8	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	85	2.3%	42	2.9%	43	2.0%	0	0.0%
🔴 Sometimes	874	24.1%	450	30.9%	424	19.6%	62	24.8%
🟢 Usually	872	24.1%	348	23.9%	524	24.2%	56	22.4%
🟢 Always	1,791	49.4%	614	42.2%	1,177	54.3%	132	52.8%
Total	3,622	100.0%	1,454	100.0%	2,168	100.0%	250	100.0%
Not Answered	75		40		35		9	
Reporting Category	Getting Care Quickly							
Achievement Score	73.61%		67.53%		76.10%		75.44%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.5↓		-1.2		-4.5↓		+4.2	
Correlation with rating of health plan	0.187		0.179		0.198		0.245	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
None	1,263	26.6%	518	28.0%	745	25.7%	82	25.7%
1 time	971	20.4%	374	20.2%	597	20.6%	57	17.9%
2	963	20.3%	391	21.1%	572	19.7%	66	20.7%
3	573	12.1%	209	11.3%	364	12.6%	43	13.5%
4	324	6.8%	133	7.2%	191	6.6%	21	6.6%
5 to 9	469	9.9%	160	8.6%	309	10.7%	35	11.0%
10 or more times	187	3.9%	65	3.5%	122	4.2%	15	4.7%
Total	4,750	100.0%	1,850	100.0%	2,900	100.0%	319	100.0%
Not Answered	298		154		144		22	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Yes	2,480	72.2%	926	70.7%	1,554	73.2%	185	79.7%
● No	953	27.8%	383	29.3%	570	26.8%	47	20.3%
Total	3,433	100.0%	1,309	100.0%	2,124	100.0%	232	100.0%
Not Answered	54		23		31		5	
Reporting Category	Single Items							
Achievement Score	72.08%		72.07%		70.70%		80.55%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+3.6↑		+5.0↑		+1.3		+15.3↑	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Yes	2,236	65.9%	884	68.2%	1,352	64.6%	164	71.6%
● No	1,155	34.1%	413	31.8%	742	35.4%	65	28.4%
Total	3,391	100.0%	1,297	100.0%	2,094	100.0%	229	100.0%
Not Answered	96		35		61		8	
Reporting Category	Single Items							
Achievement Score	65.94%		68.16%		64.57%		71.62%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.8↑		+4.9↑		+1.6		+15.5↑	

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

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	2,304	68.5%	905	69.9%	1,399	67.6%	171	74.3%
No	1,058	31.5%	389	30.1%	669	32.4%	59	25.7%
Total	3,362	100.0%	1,294	100.0%	2,068	100.0%	230	100.0%
Not Answered	125		38		87		7	
Reporting Category	Single Items							
Achievement Score	68.53%		69.94%		67.65%		74.35%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.6↑		+4.7↑		+1.3		+12.2↑	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,718	51.7%	608	48.1%	1,110	53.8%	125	55.1%
No	1,607	48.3%	655	51.9%	952	46.2%	102	44.9%
Total	3,325	100.0%	1,263	100.0%	2,062	100.0%	227	100.0%
Not Answered	162		69		93		10	
Reporting Category	Single Items							
Achievement Score	51.67%		48.14%		53.83%		55.07%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.5		+1.9		-0.2		+6.2	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,443	43.8%	469	37.4%	974	47.7%	104	46.6%
No	1,852	56.2%	785	62.6%	1,067	52.3%	119	53.4%
Total	3,295	100.0%	1,254	100.0%	2,041	100.0%	223	100.0%
Not Answered	192		78		114		14	
Reporting Category	Single Items							
Achievement Score	43.79%		37.40%		47.72%		46.64%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.4		+1.6		+1.5		+3.8	

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

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🟢 Yes	1,442	43.4%	470	37.2%	972	47.1%	104	46.2%
🔴 No	1,882	56.6%	792	62.8%	1,090	52.9%	121	53.8%
Total	3,324	100.0%	1,262	100.0%	2,062	100.0%	225	100.0%
Not Answered	163		70		93		12	
Reporting Category	Single Items							
Achievement Score	43.38%		37.24%		47.14%		46.22%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.3		+1.3		-1.0		+4.1	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🟢 Yes	1,079	32.8%	405	32.5%	674	33.0%	88	39.8%
🔴 No	2,211	67.2%	843	67.5%	1,368	67.0%	133	60.2%
Total	3,290	100.0%	1,248	100.0%	2,042	100.0%	221	100.0%
Not Answered	197		84		113		16	
Reporting Category	Single Items							
Achievement Score	32.80%		32.45%		33.01%		39.82%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.7		+1.9		+0.1		+9.7↑	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,376	40.1%	427	32.5%	949	44.8%	97	41.6%
No	2,056	59.9%	887	67.5%	1,169	55.2%	136	58.4%
Total	3,432	100.0%	1,314	100.0%	2,118	100.0%	233	100.0%
Not Answered	55		18		37		4	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,258	92.0%	390	91.8%	868	92.1%	85	87.6%
No	109	8.0%	35	8.2%	74	7.9%	12	12.4%
Total	1,367	100.0%	425	100.0%	942	100.0%	97	100.0%
Not Answered	9		2		7		0	
Reporting Category	Shared Decision Making							
Achievement Score	92.08%		91.95%		92.42%		87.85%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.9		+1.2		+0.5		-0.5	
Correlation with rating of health plan	0.064		0.066		0.063		0.033	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	915	67.2%	268	63.2%	647	69.1%	66	68.8%
No	446	32.8%	156	36.8%	290	30.9%	30	31.3%
Total	1,361	100.0%	424	100.0%	937	100.0%	96	100.0%
Not Answered	15		3		12		1	
Reporting Category	Shared Decision Making							
Achievement Score	66.79%		64.71%		66.13%		68.95%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.9		+2.9		-1.2		+17.1↑	
Correlation with rating of health plan	0.071		0.025		0.091		0.058	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,112	81.4%	346	81.4%	766	81.4%	86	89.6%
No	254	18.6%	79	18.6%	175	18.6%	10	10.4%
Total	1,366	100.0%	425	100.0%	941	100.0%	96	100.0%
Not Answered	10		2		8		1	
Reporting Category	Shared Decision Making							
Achievement Score	81.54%		82.14%		81.21%		89.41%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	0.0		-0.8		+0.6		+10.5↑	
Correlation with rating of health plan	0.175		0.153		0.185		0.184	

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

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	2,756	79.8%	1,061	80.4%	1,695	79.4%	191	81.3%
No	699	20.2%	258	19.6%	441	20.6%	44	18.7%
Total	3,455	100.0%	1,319	100.0%	2,136	100.0%	235	100.0%
Not Answered	32		13		19		2	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Never	205	7.5%	75	7.2%	130	7.8%	6	3.2%
● Sometimes	426	15.7%	185	17.7%	241	14.4%	25	13.3%
● Usually	472	17.4%	192	18.3%	280	16.7%	36	19.1%
● Always	1,617	59.4%	596	56.9%	1,021	61.1%	121	64.4%
Total	2,720	100.0%	1,048	100.0%	1,672	100.0%	188	100.0%
Not Answered	36		13		23		3	
Reporting Category	Single Items							
Achievement Score	76.71%		75.68%		78.52%		84.05%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.0		+0.2		-0.6		+7.9↑	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Never	130	4.8%	49	4.7%	81	4.8%	5	2.6%
● Sometimes	376	13.9%	169	16.2%	207	12.4%	23	12.2%
● Usually	648	23.9%	259	24.8%	389	23.3%	50	26.5%
● Always	1,560	57.5%	566	54.3%	994	59.5%	111	58.7%
Total	2,714	100.0%	1,043	100.0%	1,671	100.0%	189	100.0%
Not Answered	42		18		24		2	
Reporting Category	Single Items							
Achievement Score	81.30%		79.71%		81.20%		85.06%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.6		+0.4		-2.5↓		+2.4	

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

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Worst health care possible	14	0.4%	2	0.2%	12	0.6%	1	0.4%
1	9	0.3%	2	0.2%	7	0.3%	1	0.4%
2	16	0.5%	6	0.5%	10	0.5%	1	0.4%
3	25	0.7%	8	0.6%	17	0.8%	0	0.0%
4	47	1.4%	18	1.4%	29	1.4%	3	1.3%
5	159	4.6%	64	4.9%	95	4.4%	7	3.0%
6	169	4.9%	79	6.1%	90	4.2%	19	8.2%
7	370	10.7%	160	12.3%	210	9.8%	19	8.2%
8	786	22.8%	287	22.0%	499	23.4%	48	20.7%
9	613	17.8%	232	17.8%	381	17.8%	40	17.2%
Best health care possible	1,234	35.9%	447	34.3%	787	36.8%	93	40.1%
Total	3,442	100.0%	1,305	100.0%	2,137	100.0%	232	100.0%
Not Answered	45		27		18		5	
Reporting Category	Ratings							
Achievement Score	76.51%		73.45%		78.20%		77.94%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.0↑		+2.5		+1.4		+8.8↑	
Correlation with rating of health plan	0.549		0.531		0.560		0.498	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Never	81	2.4%	39	3.0%	42	2.0%	6	2.6%
Sometimes	482	14.0%	228	17.3%	254	12.0%	23	9.9%
Usually	1,035	30.1%	421	32.0%	614	28.9%	74	31.8%
Always	1,842	53.5%	627	47.7%	1,215	57.2%	130	55.8%
Total	3,440	100.0%	1,315	100.0%	2,125	100.0%	233	100.0%
Not Answered	47		17		30		4	
Reporting Category	Getting Needed Care							
Achievement Score	83.59%		79.94%		85.88%		88.12%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.4		+1.4		-0.4		+8.0↑	
Correlation with rating of health plan	0.377		0.351		0.398		0.379	

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

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	718	14.4%	215	10.9%	503	16.7%	47	14.0%
No	4,262	85.6%	1,758	89.1%	2,504	83.3%	288	86.0%
Total	4,980	100.0%	1,973	100.0%	3,007	100.0%	335	100.0%
Not Answered	68		31		37		6	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Never	97	13.8%	37	17.5%	60	12.2%	4	8.7%
● Sometimes	112	15.9%	40	19.0%	72	14.6%	9	19.6%
● Usually	125	17.8%	36	17.1%	89	18.1%	9	19.6%
● Always	369	52.5%	98	46.4%	271	55.1%	24	52.2%
Total	703	100.0%	211	100.0%	492	100.0%	46	100.0%
Not Answered	15		4		11		1	
Reporting Category	Single Items							
Achievement Score	69.04%		63.25%		64.23%		70.18%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-5.1↓		-3.9		-14.1↓		-1.1	

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

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Worst treatment possible	40	5.8%	13	6.3%	27	5.6%	2	4.3%
🔴 1	6	0.9%	0	0.0%	6	1.2%	0	0.0%
🔴 2	16	2.3%	5	2.4%	11	2.3%	0	0.0%
🔴 3	22	3.2%	8	3.9%	14	2.9%	2	4.3%
🔴 4	18	2.6%	6	2.9%	12	2.5%	1	2.2%
🔴 5	48	7.0%	20	9.7%	28	5.8%	7	15.2%
🔴 6	55	8.0%	18	8.7%	37	7.6%	4	8.7%
🔴 7	69	10.0%	19	9.2%	50	10.3%	3	6.5%
🟢 8	85	12.3%	28	13.6%	57	11.8%	5	10.9%
🟢 9	104	15.1%	26	12.6%	78	16.1%	6	13.0%
🟢 Best treatment possible	227	32.9%	63	30.6%	164	33.9%	16	34.8%
Total	690	100.0%	206	100.0%	484	100.0%	46	100.0%
Not Answered	28		9		19		1	
Reporting Category	Single Items							
Achievement Score	59.60%		56.83%		56.23%		57.10%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-4.0		-5.2		-8.6↓		+1.3	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	124	2.5%	32	1.6%	92	3.1%	8	2.4%
No	4,870	97.5%	1,952	98.4%	2,918	96.9%	326	97.6%
Total	4,994	100.0%	1,984	100.0%	3,010	100.0%	334	100.0%
Not Answered	54		20		34		7	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Never	12	9.8%	4	12.9%	8	8.7%	1	12.5%
Sometimes	14	11.4%	3	9.7%	11	12.0%	1	12.5%
Usually	17	13.8%	3	9.7%	14	15.2%	2	25.0%
Always	80	65.0%	21	67.7%	59	64.1%	4	50.0%
Total	123	100.0%	31	100.0%	92	100.0%	8	100.0%
Not Answered	1		1		0		0	
Reporting Category	Single Items							
Achievement Score	80.51%		79.21%		82.67%		NA	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.8		+12.3		-0.9		NA	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Worst treatment possible	2	1.7%	0	0.0%	2	2.2%	0	0.0%
1	3	2.5%	1	3.3%	2	2.2%	0	0.0%
2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3	7	5.8%	2	6.7%	5	5.6%	0	0.0%
4	6	5.0%	0	0.0%	6	6.7%	0	0.0%
5	8	6.7%	4	13.3%	4	4.4%	1	12.5%
6	3	2.5%	0	0.0%	3	3.3%	1	12.5%
7	9	7.5%	2	6.7%	7	7.8%	1	12.5%
8	19	15.8%	5	16.7%	14	15.6%	2	25.0%
9	21	17.5%	5	16.7%	16	17.8%	0	0.0%
Best treatment possible	42	35.0%	11	36.7%	31	34.4%	3	37.5%
Total	120	100.0%	30	100.0%	90	100.0%	8	100.0%
Not Answered	4		2		2		0	
Reporting Category	Single Items							
Achievement Score	70.99%		67.98%		75.82%		NA	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+11.2↑		+17.1		+15.1↑		NA	

NA: Results suppressed for fewer than 30 cases.

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

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Your Personal Doctor

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	4,172	83.7%	1,620	82.1%	2,552	84.7%	286	85.1%
No	813	16.3%	353	17.9%	460	15.3%	50	14.9%
Total	4,985	100.0%	1,973	100.0%	3,012	100.0%	336	100.0%
Not Answered	63		31		32		5	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
None	889	22.0%	313	20.1%	576	23.3%	64	23.1%
1 time	1,160	28.8%	462	29.7%	698	28.2%	78	28.2%
2	952	23.6%	375	24.1%	577	23.3%	58	20.9%
3	480	11.9%	190	12.2%	290	11.7%	36	13.0%
4	231	5.7%	87	5.6%	144	5.8%	19	6.9%
5 to 9	254	6.3%	99	6.4%	155	6.3%	18	6.5%
10 or more times	66	1.6%	29	1.9%	37	1.5%	4	1.4%
Total	4,032	100.0%	1,555	100.0%	2,477	100.0%	277	100.0%
Not Answered	140		65		75		9	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	58	1.9%	27	2.2%	31	1.6%	3	1.4%
🔴 Sometimes	206	6.6%	94	7.6%	112	5.9%	15	7.0%
🟢 Usually	576	18.4%	245	19.9%	331	17.5%	35	16.4%
🟢 Always	2,288	73.1%	867	70.3%	1,421	75.0%	160	75.1%
Total	3,128	100.0%	1,233	100.0%	1,895	100.0%	213	100.0%
Not Answered	15		9		6		0	
Reporting Category	Communication							
Achievement Score	91.48%		90.40%		92.09%		92.26%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.0		+2.5↑		-0.1		+2.7	
Correlation with rating of health plan	0.257		0.250		0.266		0.200	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	41	1.3%	17	1.4%	24	1.3%	3	1.4%
🔴 Sometimes	222	7.1%	94	7.6%	128	6.8%	9	4.2%
🟢 Usually	499	16.0%	210	17.0%	289	15.3%	34	16.0%
🟢 Always	2,363	75.6%	912	74.0%	1,451	76.7%	166	78.3%
Total	3,125	100.0%	1,233	100.0%	1,892	100.0%	212	100.0%
Not Answered	18		9		9		1	
Reporting Category	Communication							
Achievement Score	91.57%		91.42%		92.71%		94.80%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.1		+0.4		+1.1		+2.9	
Correlation with rating of health plan	0.258		0.254		0.262		0.267	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	48	1.5%	23	1.9%	25	1.3%	4	1.9%
🔴 Sometimes	184	5.9%	66	5.4%	118	6.3%	13	6.1%
🟢 Usually	409	13.1%	174	14.1%	235	12.5%	27	12.7%
🟢 Always	2,476	79.4%	968	78.6%	1,508	80.0%	169	79.3%
Total	3,117	100.0%	1,231	100.0%	1,886	100.0%	213	100.0%
Not Answered	26		11		15		0	
Reporting Category	Communication							
Achievement Score	92.58%		92.93%		92.59%		92.53%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.4		+0.4		-0.7		-1.9	
Correlation with rating of health plan	0.258		0.279		0.245		0.269	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Never	83	2.7%	31	2.5%	52	2.8%	5	2.4%
Sometimes	288	9.2%	132	10.7%	156	8.3%	15	7.1%
Usually	657	21.1%	278	22.5%	379	20.1%	54	25.5%
Always	2,093	67.1%	793	64.3%	1,300	68.9%	138	65.1%
Total	3,121	100.0%	1,234	100.0%	1,887	100.0%	212	100.0%
Not Answered	22		8		14		1	
Reporting Category	Communication							
Achievement Score	88.17%		86.83%		89.45%		91.03%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.1		+1.9		+1.1		+5.4	
Correlation with rating of health plan	0.273		0.271		0.277		0.210	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,772	57.2%	649	53.2%	1,123	59.8%	125	59.5%
No	1,327	42.8%	572	46.8%	755	40.2%	85	40.5%
Total	3,099	100.0%	1,221	100.0%	1,878	100.0%	210	100.0%
Not Answered	44		21		23		3	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Never	98	5.6%	40	6.3%	58	5.3%	10	8.2%
Sometimes	228	13.1%	84	13.2%	144	13.1%	21	17.2%
Usually	450	25.9%	179	28.1%	271	24.6%	33	27.0%
Always	963	55.4%	333	52.4%	630	57.1%	58	47.5%
Total	1,739	100.0%	636	100.0%	1,103	100.0%	122	100.0%
Not Answered	33		13		20		3	
Reporting Category	Single Items							
Achievement Score	81.37%		80.62%		81.74%		75.17%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.5		+3.6		+0.0		+2.4	

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

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Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Worst personal doctor possible	26	0.6%	3	0.2%	23	0.9%	1	0.4%
🔴 1	15	0.4%	5	0.3%	10	0.4%	0	0.0%
🔴 2	28	0.7%	9	0.6%	19	0.8%	2	0.7%
🔴 3	43	1.1%	16	1.0%	27	1.1%	0	0.0%
🔴 4	40	1.0%	14	0.9%	26	1.0%	3	1.1%
🔴 5	155	3.8%	56	3.6%	99	4.0%	10	3.6%
🔴 6	137	3.4%	63	4.0%	74	3.0%	10	3.6%
🔴 7	335	8.3%	153	9.8%	182	7.3%	26	9.4%
🟢 8	693	17.1%	260	16.6%	433	17.4%	53	19.1%
🟢 9	688	17.0%	275	17.5%	413	16.6%	49	17.7%
🟢 Best personal doctor possible	1,893	46.7%	714	45.5%	1,179	47.4%	123	44.4%
Total	4,053	100.0%	1,568	100.0%	2,485	100.0%	277	100.0%
Not Answered	119		52		67		9	
Reporting Category	Ratings							
Achievement Score	80.81%		79.61%		80.92%		81.12%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.3		+0.9		+1.0		+3.6	
Correlation with rating of health plan	0.443		0.503		0.411		0.478	

Getting Health Care From Specialists

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,991	40.1%	737	37.5%	1,254	41.9%	137	40.8%
No	2,968	59.9%	1,226	62.5%	1,742	58.1%	199	59.2%
Total	4,959	100.0%	1,963	100.0%	2,996	100.0%	336	100.0%
Not Answered	89		41		48		5	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Getting Health Care From Specialists (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	114	5.8%	49	6.8%	65	5.3%	7	5.2%
🔴 Sometimes	393	20.1%	188	26.0%	205	16.6%	32	23.9%
🟢 Usually	516	26.3%	198	27.4%	318	25.7%	33	24.6%
🟢 Always	937	47.8%	287	39.8%	650	52.5%	62	46.3%
Total	1,960	100.0%	722	100.0%	1,238	100.0%	134	100.0%
Not Answered	31		15		16		3	
Reporting Category	Getting Needed Care							
Achievement Score	73.84%		67.19%		76.12%		71.51%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.6		+0.4		-3.2↓		-4.2	
Correlation with rating of health plan	0.286		0.295		0.282		0.295	

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
None	111	5.7%	55	7.7%	56	4.5%	5	3.7%
1 specialist	912	46.8%	335	47.1%	577	46.6%	66	49.3%
2	482	24.7%	171	24.0%	311	25.1%	30	22.4%
3	252	12.9%	82	11.5%	170	13.7%	15	11.2%
4	108	5.5%	42	5.9%	66	5.3%	15	11.2%
5 or more specialists	84	4.3%	27	3.8%	57	4.6%	3	2.2%
Total	1,949	100.0%	712	100.0%	1,237	100.0%	134	100.0%
Not Answered	42		25		17		3	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Getting Health Care From Specialists (continued)

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

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Worst specialist possible	11	0.6%	5	0.8%	6	0.5%	1	0.8%
🔴 1	8	0.4%	5	0.8%	3	0.3%	0	0.0%
🔴 2	14	0.8%	7	1.1%	7	0.6%	0	0.0%
🔴 3	15	0.8%	8	1.2%	7	0.6%	2	1.6%
🔴 4	24	1.3%	8	1.2%	16	1.4%	0	0.0%
🔴 5	73	4.0%	33	5.1%	40	3.4%	1	0.8%
🔴 6	73	4.0%	30	4.6%	43	3.7%	5	3.9%
🔴 7	150	8.2%	65	10.0%	85	7.3%	16	12.6%
🟢 8	328	18.0%	113	17.4%	215	18.3%	26	20.5%
🟢 9	292	16.0%	96	14.8%	196	16.7%	19	15.0%
🟢 Best specialist possible	834	45.8%	280	43.1%	554	47.3%	57	44.9%
Total	1,822	100.0%	650	100.0%	1,172	100.0%	127	100.0%
Not Answered	16		7		9		2	
Reporting Category	Ratings							
Achievement Score	79.64%		75.41%		81.62%		80.35%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.0		+1.4		-1.4		+5.4	
Correlation with rating of health plan	0.367		0.386		0.358		0.358	

Your Health Plan

Q38. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,039	20.9%	452	23.0%	587	19.5%	52	15.5%
No	3,938	79.1%	1,514	77.0%	2,424	80.5%	284	84.5%
Total	4,977	100.0%	1,966	100.0%	3,011	100.0%	336	100.0%
Not Answered	71		38		33		5	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Health Plan (continued)

Q39. 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?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Never	58	5.6%	19	4.2%	39	6.7%	1	1.9%
Sometimes	271	26.4%	114	25.4%	157	27.1%	11	21.2%
Usually	324	31.5%	138	30.8%	186	32.1%	13	25.0%
Always	374	36.4%	177	39.5%	197	34.0%	27	51.9%
Total	1,027	100.0%	448	100.0%	579	100.0%	52	100.0%
Not Answered	12		4		8		0	
Reporting Category	Single Items							
Achievement Score	68.06%		70.40%		65.58%		75.93%	

Q40. In the last 6 months, did you get information or help from your health plan's customer service?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,760	35.6%	757	39.0%	1,003	33.5%	93	28.0%
No	3,181	64.4%	1,186	61.0%	1,995	66.5%	239	72.0%
Total	4,941	100.0%	1,943	100.0%	2,998	100.0%	332	100.0%
Not Answered	107		61		46		9	

Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Never	39	2.2%	18	2.4%	21	2.1%	3	3.2%
Sometimes	321	18.5%	150	20.1%	171	17.2%	13	14.0%
Usually	443	25.5%	208	27.9%	235	23.7%	20	21.5%
Always	935	53.8%	370	49.6%	565	57.0%	57	61.3%
Total	1,738	100.0%	746	100.0%	992	100.0%	93	100.0%
Not Answered	22		11		11		0	
Reporting Category	Customer Service							
Achievement Score	79.02%		76.49%		79.55%		83.61%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.7		+1.2		-0.7		+4.4	
Correlation with rating of health plan	0.375		0.396		0.367		0.424	

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

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Your Health Plan (continued)

Q42. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	33	1.9%	17	2.3%	16	1.6%	3	3.3%
🔴 Sometimes	266	15.3%	112	15.0%	154	15.5%	13	14.1%
🟢 Usually	473	27.1%	212	28.3%	261	26.2%	23	25.0%
🟢 Always	971	55.7%	407	54.4%	564	56.7%	53	57.6%
Total	1,743	100.0%	748	100.0%	995	100.0%	92	100.0%
Not Answered	17		9		8		1	
Reporting Category	Customer Service							
Achievement Score	82.83%		82.48%		82.33%		83.32%	
Correlation with rating of health plan	0.425		0.428		0.426		0.585	

Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	26	1.5%	13	1.7%	13	1.3%	2	2.2%
🔴 Sometimes	100	5.8%	49	6.6%	51	5.1%	10	10.8%
🟢 Usually	321	18.5%	143	19.2%	178	18.0%	11	11.8%
🟢 Always	1,290	74.3%	541	72.5%	749	75.6%	70	75.3%
Total	1,737	100.0%	746	100.0%	991	100.0%	93	100.0%
Not Answered	23		11		12		0	
Reporting Category	Customer Service							
Achievement Score	92.42%		90.43%		92.69%		87.48%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+1.8↑		+1.3		+1.1		-3.0	
Correlation with rating of health plan	0.356		0.384		0.342		0.606	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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Your Health Plan (continued)

Q44. 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?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Worst health plan possible	33	0.7%	12	0.6%	21	0.7%	3	0.9%
1	15	0.3%	3	0.2%	12	0.4%	0	0.0%
2	35	0.7%	12	0.6%	23	0.8%	0	0.0%
3	38	0.8%	15	0.8%	23	0.8%	4	1.2%
4	59	1.2%	19	1.0%	40	1.3%	1	0.3%
5	271	5.5%	99	5.1%	172	5.8%	17	5.2%
6	237	4.8%	108	5.6%	129	4.3%	15	4.6%
7	491	10.0%	208	10.7%	283	9.5%	35	10.7%
8	868	17.7%	331	17.1%	537	18.0%	55	16.8%
9	834	17.0%	315	16.3%	519	17.4%	47	14.3%
Best health plan possible	2,034	41.4%	815	42.1%	1,219	40.9%	151	46.0%
Total	4,915	100.0%	1,937	100.0%	2,978	100.0%	328	100.0%
Not Answered	133		67		66		13	
Reporting Category	Ratings							
Achievement Score	75.94%		74.64%		75.13%		76.97%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.4		+0.1		-2.3↓		+5.8	

Q45. Would you recommend your health plan to your family and friends?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	4,412	91.9%	1,768	92.5%	2,644	91.5%	303	94.4%
No	389	8.1%	143	7.5%	246	8.5%	18	5.6%
Total	4,801	100.0%	1,911	100.0%	2,890	100.0%	321	100.0%
Not Answered	247		93		154		20	
Reporting Category	Single Items							
Achievement Score	91.85%		92.37%		90.47%		94.36%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.8		+0.3		-2.6↓		+3.7	

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

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About Your Health

Q46. In general, how would you rate your overall health?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Excellent	837	16.9%	391	19.9%	446	14.9%	59	17.8%
Very Good	1,330	26.8%	520	26.5%	810	27.0%	87	26.3%
Good	1,765	35.6%	668	34.0%	1,097	36.6%	117	35.3%
Fair	831	16.7%	310	15.8%	521	17.4%	50	15.1%
Poor	200	4.0%	73	3.7%	127	4.2%	18	5.4%
Total	4,963	100.0%	1,962	100.0%	3,001	100.0%	331	100.0%
Not Answered	85		42		43		10	

Q47. In general, how would you rate your overall mental or emotional health?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Excellent	1,344	27.1%	619	31.6%	725	24.2%	90	27.2%
Very Good	1,332	26.9%	513	26.2%	819	27.4%	91	27.5%
Good	1,434	29.0%	545	27.8%	889	29.7%	100	30.2%
Fair	640	12.9%	220	11.2%	420	14.0%	43	13.0%
Poor	201	4.1%	63	3.2%	138	4.6%	7	2.1%
Total	4,951	100.0%	1,960	100.0%	2,991	100.0%	331	100.0%
Not Answered	97		44		53		10	

Q48. Have you had a flu shot or flu spray since September 1, 2014? [Displayed for Respondents 18-64 years old]

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🟢 Yes	1,960	42.5%	777	43.6%	1,183	41.7%	117	36.9%
🔴 No	2,655	57.5%	1,004	56.4%	1,651	58.3%	200	63.1%
Don't Know	187		89		98		7	
Total	4,615	100.0%	1,781	100.0%	2,834	100.0%	317	100.0%
Not Answered	82		36		46		6	
Reporting Category	Single Items							
Achievement Score	42.47%		43.63%		41.74%		36.91%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.2↑		+0.8		+3.0↑		+1.7	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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About Your Health (continued)

Q49. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Every day	712	14.6%	156	8.1%	556	18.8%	38	11.5%
Some days	420	8.6%	143	7.4%	277	9.4%	27	8.2%
Not at all	3,752	76.8%	1,625	84.5%	2,127	71.9%	265	80.3%
Don't Know	66		35		31		4	
Total	4,884	100.0%	1,924	100.0%	2,960	100.0%	330	100.0%
Not Answered	98		45		53		7	

Q50. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Never	225	20.2%	61	20.7%	164	20.0%	10	16.1%
● Sometimes	244	21.9%	68	23.1%	176	21.5%	14	22.6%
● Usually	172	15.4%	45	15.3%	127	15.5%	14	22.6%
● Always	473	42.5%	121	41.0%	352	43.0%	24	38.7%
Total	1,114	100.0%	295	100.0%	819	100.0%	62	100.0%
Not Answered	18		4		14		3	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	79.80%		79.32%		79.98%		83.87%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.3		+1.1		-0.1		+14.6↑	

Q51. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
● Never	452	40.6%	136	46.1%	316	38.6%	27	43.5%
● Sometimes	236	21.2%	58	19.7%	178	21.7%	17	27.4%
● Usually	156	14.0%	43	14.6%	113	13.8%	8	12.9%
● Always	270	24.2%	58	19.7%	212	25.9%	10	16.1%
Total	1,114	100.0%	295	100.0%	819	100.0%	62	100.0%
Not Answered	18		4		14		3	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	59.43%		53.90%		61.42%		56.45%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.7		-2.0		+1.8		+10.4	

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

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About Your Health (continued)

Q52. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
🔴 Never	546	49.4%	151	51.9%	395	48.5%	31	49.2%
🟢 Sometimes	228	20.6%	57	19.6%	171	21.0%	19	30.2%
🟢 Usually	144	13.0%	41	14.1%	103	12.6%	6	9.5%
🟢 Always	188	17.0%	42	14.4%	146	17.9%	7	11.1%
Total	1,106	100.0%	291	100.0%	815	100.0%	63	100.0%
Not Answered	26		8		18		2	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	50.63%		48.11%		51.53%		50.79%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.1		-4.0		+1.5		+7.4	

Q53. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	155	33.8%	46	27.4%	109	37.6%	12	52.2%
No	303	66.2%	122	72.6%	181	62.4%	11	47.8%
Don't know	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	458	100.0%	168	100.0%	290	100.0%	23	100.0%
Not Answered	0		0		0		0	

Q54. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	418	9.1%	145	8.1%	273	9.8%	16	5.3%
No	4,161	90.9%	1,652	91.9%	2,509	90.2%	284	94.7%
Don't know	342		143		199		25	
Total	4,579	100.0%	1,797	100.0%	2,782	100.0%	300	100.0%
Not Answered	127		64		63		16	

◯ ***Response scored as:*** 🟢 Achievement 🔴 Room for improvement

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About Your Health (continued)

Q55. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack and stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	477	42.8%	173	42.0%	304	43.2%	28	40.6%
No	638	57.2%	239	58.0%	399	56.8%	41	59.4%
Total	1,115	100.0%	412	100.0%	703	100.0%	69	100.0%
Not Answered	0		0		0		0	

Q56.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,278	37.2%	522	37.4%	756	37.0%	84	36.8%
No	2,160	62.8%	874	62.6%	1,286	63.0%	144	63.2%
Total	3,438	100.0%	1,396	100.0%	2,042	100.0%	228	100.0%
Not Answered	1,610		608		1,002		113	

Q56.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,507	43.8%	574	41.1%	933	45.7%	97	42.5%
No	1,931	56.2%	822	58.9%	1,109	54.3%	131	57.5%
Total	3,438	100.0%	1,396	100.0%	2,042	100.0%	228	100.0%
Not Answered	1,610		608		1,002		113	

Q56.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with a heart attack before the age of 60

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	724	21.1%	237	17.0%	487	23.8%	50	21.9%
No	2,714	78.9%	1,159	83.0%	1,555	76.2%	178	78.1%
Total	3,438	100.0%	1,396	100.0%	2,042	100.0%	228	100.0%
Not Answered	1,610		608		1,002		113	

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About Your Health (continued)

Q57.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	197	7.8%	72	6.6%	125	8.6%	17	10.3%
No	2,342	92.2%	1,018	93.4%	1,324	91.4%	148	89.7%
Total	2,539	100.0%	1,090	100.0%	1,449	100.0%	165	100.0%
Not Answered	2,509		914		1,595		176	

Q57.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	172	6.8%	57	5.2%	115	7.9%	9	5.5%
No	2,367	93.2%	1,033	94.8%	1,334	92.1%	156	94.5%
Total	2,539	100.0%	1,090	100.0%	1,449	100.0%	165	100.0%
Not Answered	2,509		914		1,595		176	

Q57.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	156	6.1%	59	5.4%	97	6.7%	13	7.9%
No	2,383	93.9%	1,031	94.6%	1,352	93.3%	152	92.1%
Total	2,539	100.0%	1,090	100.0%	1,449	100.0%	165	100.0%
Not Answered	2,509		914		1,595		176	

Q57.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	960	37.8%	415	38.1%	545	37.6%	56	33.9%
No	1,579	62.2%	675	61.9%	904	62.4%	109	66.1%
Total	2,539	100.0%	1,090	100.0%	1,449	100.0%	165	100.0%
Not Answered	2,509		914		1,595		176	

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About Your Health (continued)

Q58a. Do any of the following conditions affect you right now ... Cancer?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	108	2.5%	40	2.4%	68	2.6%	9	3.1%
No	4,206	97.5%	1,634	97.6%	2,572	97.4%	284	96.9%
Total	4,314	100.0%	1,674	100.0%	2,640	100.0%	293	100.0%
Not Answered	734		330		404		48	

Q58b. Do any of the following conditions affect you right now ... Arthritis?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,180	26.5%	373	21.8%	807	29.5%	78	26.4%
No	3,265	73.5%	1,341	78.2%	1,924	70.5%	218	73.6%
Total	4,445	100.0%	1,714	100.0%	2,731	100.0%	296	100.0%
Not Answered	603		290		313		45	

Q58c. Do any of the following conditions affect you right now ... Asthma?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	683	15.6%	205	12.1%	478	17.8%	52	17.7%
No	3,693	84.4%	1,487	87.9%	2,206	82.2%	241	82.3%
Total	4,376	100.0%	1,692	100.0%	2,684	100.0%	293	100.0%
Not Answered	672		312		360		48	

Q58d. Do any of the following conditions affect you right now ... Overweight?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,452	32.4%	491	28.3%	961	35.0%	96	32.5%
No	3,028	67.6%	1,247	71.7%	1,781	65.0%	199	67.5%
Total	4,480	100.0%	1,738	100.0%	2,742	100.0%	295	100.0%
Not Answered	568		266		302		46	

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About Your Health (continued)

Q58e. Do any of the following conditions affect you right now ... Depression?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,003	22.7%	284	16.5%	719	26.6%	69	23.9%
No	3,417	77.3%	1,433	83.5%	1,984	73.4%	220	76.1%
Total	4,420	100.0%	1,717	100.0%	2,703	100.0%	289	100.0%
Not Answered	628		287		341		52	

Q58f. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	120	2.8%	41	2.4%	79	3.0%	5	1.7%
No	4,229	97.2%	1,645	97.6%	2,584	97.0%	284	98.3%
Total	4,349	100.0%	1,686	100.0%	2,663	100.0%	289	100.0%
Not Answered	699		318		381		52	

Q58g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	707	16.1%	199	11.7%	508	18.8%	45	15.4%
No	3,696	83.9%	1,507	88.3%	2,189	81.2%	247	84.6%
Total	4,403	100.0%	1,706	100.0%	2,697	100.0%	292	100.0%
Not Answered	645		298		347		49	

Q58h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,353	30.2%	401	23.1%	952	34.7%	88	28.9%
No	3,129	69.8%	1,336	76.9%	1,793	65.3%	217	71.1%
Total	4,482	100.0%	1,737	100.0%	2,745	100.0%	305	100.0%
Not Answered	566		267		299		36	

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About You

Q59. What is your age?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
18 to 24	535	10.9%	223	11.6%	312	10.5%	38	11.5%
25 to 34	907	18.5%	344	17.9%	563	18.9%	64	19.4%
35 to 44	848	17.3%	339	17.6%	509	17.1%	57	17.3%
45 to 54	1,049	21.4%	403	21.0%	646	21.7%	69	20.9%
55 to 64	1,361	27.7%	498	25.9%	863	28.9%	92	27.9%
65 to 74	141	2.9%	79	4.1%	62	2.1%	5	1.5%
75 or older	64	1.3%	37	1.9%	27	0.9%	5	1.5%
Total	4,905	100.0%	1,923	100.0%	2,982	100.0%	330	100.0%
Not Answered	143		81		62		11	

Q60. Are you male or female?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Male	2,047	41.6%	813	42.1%	1,234	41.3%	136	41.1%
Female	2,872	58.4%	1,118	57.9%	1,754	58.7%	195	58.9%
Total	4,919	100.0%	1,931	100.0%	2,988	100.0%	331	100.0%
Not Answered	129		73		56		10	

Q61. What is the highest grade or level of school that you have completed?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
8th grade or less	403	8.3%	223	11.7%	180	6.1%	29	8.9%
Some high school but did not graduate	687	14.2%	301	15.9%	386	13.1%	36	11.0%
High school graduate or GED	1,653	34.2%	593	31.2%	1,060	36.1%	128	39.1%
Some college or 2-year degree	1,311	27.1%	423	22.3%	888	30.2%	81	24.8%
4-year college graduate	504	10.4%	230	12.1%	274	9.3%	35	10.7%
More than 4-year college degree	280	5.8%	129	6.8%	151	5.1%	18	5.5%
Total	4,838	100.0%	1,899	100.0%	2,939	100.0%	327	100.0%
Not Answered	210		105		105		14	

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About You (continued)

Q62. Are you of Hispanic or Latino origin or descent?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1,217	25.4%	735	39.3%	482	16.5%	76	23.6%
No, Not Hispanic or Latino	3,571	74.6%	1,133	60.7%	2,438	83.5%	246	76.4%
Total	4,788	100.0%	1,868	100.0%	2,920	100.0%	322	100.0%
Not Answered	260		136		124		19	

Q63.1. What is your race? Response: White.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	2,354	49.0%	468	25.1%	1,886	64.2%	173	53.6%
No	2,449	51.0%	1,399	74.9%	1,050	35.8%	150	46.4%
Total	4,803	100.0%	1,867	100.0%	2,936	100.0%	323	100.0%
Not Answered	245		137		108		18	

Q63.2. What is your race? Response: Black or African-American.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,000	20.8%	495	26.5%	505	17.2%	42	13.0%
No	3,803	79.2%	1,372	73.5%	2,431	82.8%	281	87.0%
Total	4,803	100.0%	1,867	100.0%	2,936	100.0%	323	100.0%
Not Answered	245		137		108		18	

Q63.3. What is your race? Response: Asian.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	635	13.2%	386	20.7%	249	8.5%	59	18.3%
No	4,168	86.8%	1,481	79.3%	2,687	91.5%	264	81.7%
Total	4,803	100.0%	1,867	100.0%	2,936	100.0%	323	100.0%
Not Answered	245		137		108		18	

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About You (continued)

Q63.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	55	1.1%	28	1.5%	27	0.9%	5	1.5%
No	4,748	98.9%	1,839	98.5%	2,909	99.1%	318	98.5%
Total	4,803	100.0%	1,867	100.0%	2,936	100.0%	323	100.0%
Not Answered	245		137		108		18	

Q63.5. What is your race? Response: American Indian or Alaska Native.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	157	3.3%	44	2.4%	113	3.8%	10	3.1%
No	4,646	96.7%	1,823	97.6%	2,823	96.2%	313	96.9%
Total	4,803	100.0%	1,867	100.0%	2,936	100.0%	323	100.0%
Not Answered	245		137		108		18	

Q63.6. What is your race? Response: Other.

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	834	17.4%	502	26.9%	332	11.3%	45	13.9%
No	3,969	82.6%	1,365	73.1%	2,604	88.7%	278	86.1%
Total	4,803	100.0%	1,867	100.0%	2,936	100.0%	323	100.0%
Not Answered	245		137		108		18	

Q64. How well do you speak English?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Very well	3,204	65.8%	1,000	52.2%	2,204	74.7%	196	59.6%
Well	785	16.1%	377	19.7%	408	13.8%	54	16.4%
Not well	555	11.4%	345	18.0%	210	7.1%	49	14.9%
Not at all	322	6.6%	192	10.0%	130	4.4%	30	9.1%
Total	4,866	100.0%	1,914	100.0%	2,952	100.0%	329	100.0%
Not Answered	182		90		92		12	

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About You (continued)

Q65. Do you speak a language other than English at home?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Yes	1,992	41.2%	1,163	61.6%	829	28.1%	149	45.8%
No	2,847	58.8%	726	38.4%	2,121	71.9%	176	54.2%
Total	4,839	100.0%	1,889	100.0%	2,950	100.0%	325	100.0%
Not Answered	209		115		94		16	

Q66. What is the language spoken at home?

	MMC Statewide		NYC		Rest of State		Fidelis Care New York	
	N	%	N	%	N	%	N	%
Spanish	920	47.0%	566	49.5%	354	43.5%	56	37.8%
Other	1,036	53.0%	577	50.5%	459	56.5%	92	62.2%
Total	1,956	100.0%	1,143	100.0%	813	100.0%	148	100.0%
Not Answered	36		20		16		1	

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NEW YORK STATE | Department of Health

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

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

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

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

SURVEY INSTRUCTIONS

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

Correct Mark ● **Incorrect Marks**

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

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

START HERE

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

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

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

_____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ○ Yes ➔ ***Go to Question 4***
- ○ No ➔ ***Go to Question 5***

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

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

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

- ○ Yes ➔ ***Go to Question 6***
- ○ No ➔ ***Go to Question 7***

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

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

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

- ○ None ➔ ***Go to Question 19***
- ○ 1 ➔ ***Go to Question 8***
- ○ 2 ➔ ***Go to Question 8***
- ○ 3 ➔ ***Go to Question 8***
- ○ 4 ➔ ***Go to Question 8***
- ○ 5 to 9 ➔ ***Go to Question 8***
- ○ 10 or more ➔ ***Go to Question 8***

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

- ○ Yes
- ○ No

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

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

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

- ○ Yes ➔ ***Go to Question 11***
- ○ No ➔ ***Go to Question 14***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

- ○ Yes ➔ ***Go to Question 15***
- ○ No ➔ ***Go to Question 17***

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

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

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Health Care Possible — Best Health Care Possible

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

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

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

- ○ Yes ➔ ***Go to Question 20***
- ○ No ➔ ***Go to Question 22***

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Treatment Possible — Best Treatment Possible

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

- ○ Yes ➔ ***Go to Question 23***
- ○ No ➔ ***Go to Question 25***

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Treatment Possible — Best Treatment Possible

YOUR PERSONAL DOCTOR

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

- ○ Yes ➔ ***Go to Question 26***
- ○ No ➔ ***Go to Question 34***

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

- ○ None ➔ ***Go to Question 33***
- ○ 1 ➔ ***Go to Question 27***
- ○ 2 ➔ ***Go to Question 27***
- ○ 3 ➔ ***Go to Question 27***
- ○ 4 ➔ ***Go to Question 27***
- ○ 5 to 9 ➔ ***Go to Question 27***
- ○ 10 or more ➔ ***Go to Question 27***

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

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

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

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

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

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

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

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

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

- ○ Yes ➔ ***Go to Question 32***
- ○ No ➔ ***Go to Question 33***

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

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

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- ○ Yes ➔ ***Go to Question 35***
- ○ No ➔ ***Go to Question 38***

35. In the last 6 months, how often did you get an appointment with specialists as soon as you needed?

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

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

- ○ None ➔ ***Go to Question 38***
- ○ 1 specialist ➔ ***Go to Question 37***
- ○ 2 ➔ ***Go to Question 37***
- ○ 3 ➔ ***Go to Question 37***
- ○ 4 ➔ ***Go to Question 37***
- ○ 5 or more specialists ➔ ***Go to Question 37***

37. 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.

38. 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 39***
- ○ No ➔ ***Go to Question 40***

39. 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

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

- ○ Yes ➔ ***Go to Question 41***
- ○ No ➔ ***Go to Question 44***

41. 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

42. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?

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

43. 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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Health Plan Possible — Best Health Plan Possible

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

- ○ Yes
- ○ No

ABOUT YOUR HEALTH

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

48. Have you had a flu shot or flu spray since September 1, 2016?

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Every day ➔ ***Go to Question 50***
- ○ Some days ➔ ***Go to Question 50***
- ○ Not at all ➔ ***Go to Question 53***
- ○ Don't know ➔ ***Go to Question 53***

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

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

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

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

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

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

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

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Yes
- ○ No

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

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

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

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

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

	Yes	No
a. Cancer	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

ABOUT YOU

59. 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

60. Are you male or female?

- ○ Male
- ○ Female

61. 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

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

- ○ Yes
- ○ No

63. 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

64. How well do you speak English?

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

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

- ○ Yes ➔ ***Go to Question 66***
- ○ No ➔ ***Thank you. Please return the completed survey in the postage-paid envelope.***

66. What is this language spoken at home?

- ○ Spanish
- ○ Other

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

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

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108