



HIV Special Needs Plans (SNP):  
MetroPlus Health Plan  
CAHPS® 5.0H  
Adult Medicaid Survey

Continuous Quality Improvement Report

March 2018



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## Background

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

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (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. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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## Executive Summary

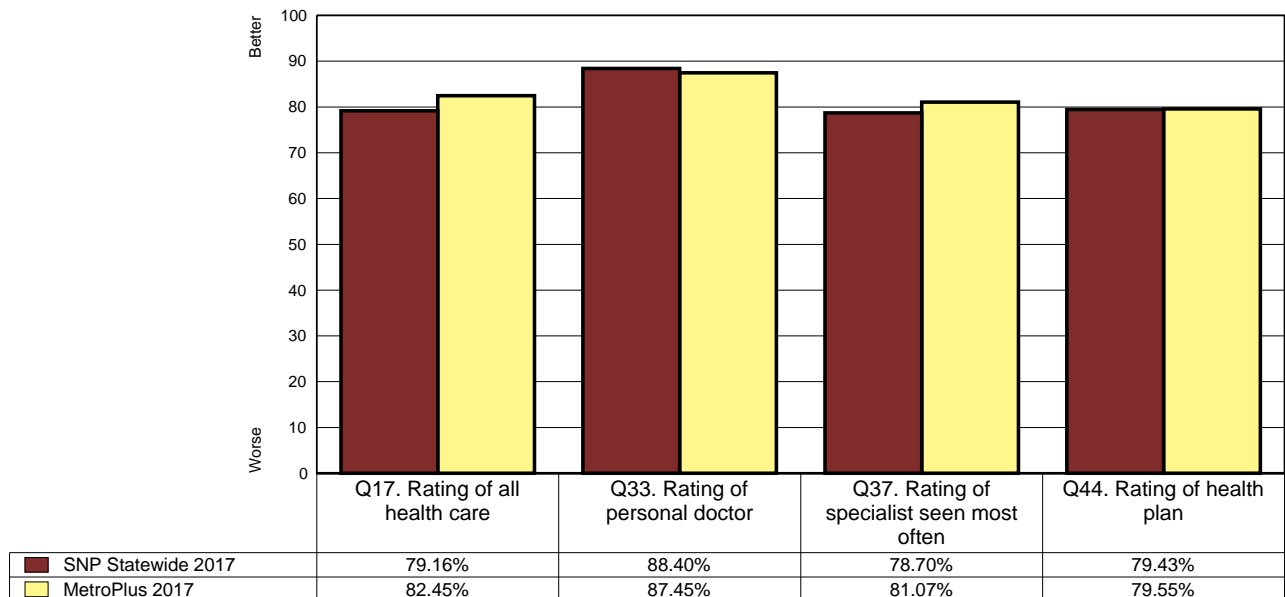
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2017 administration, NYS focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (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. A total of 427 responses were received resulting in a 29.1% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses 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. Plan-level and SNP Total results are presented below. Plan results are compared to the SNP Total achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Overall Rating Questions (8, 9 or 10)

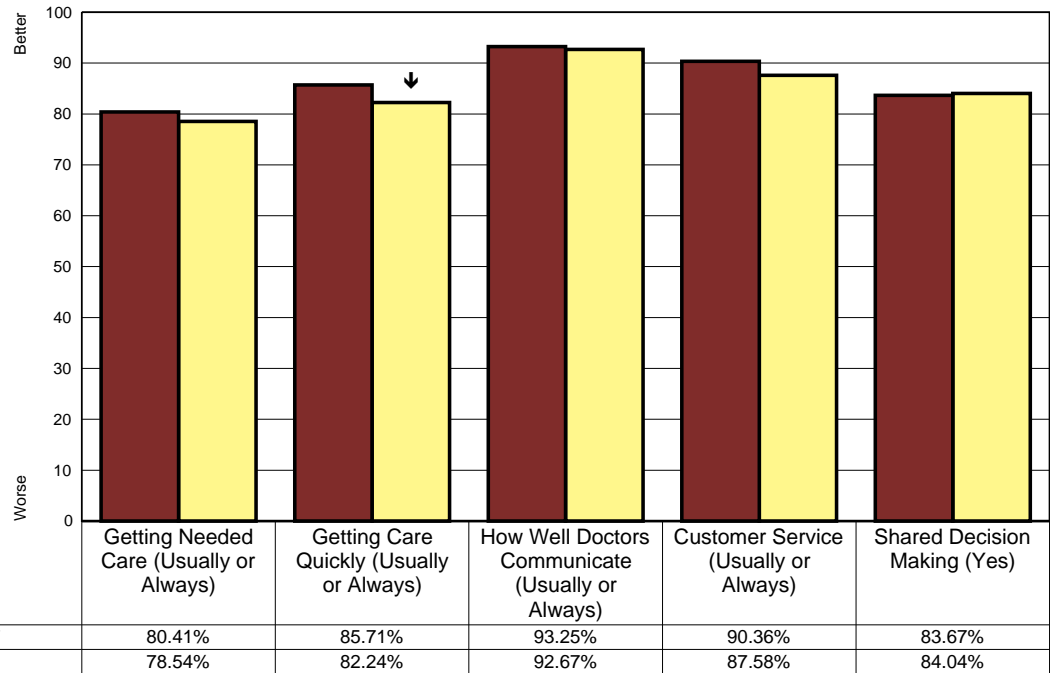


↑↓ Statistically significantly better/worse than SNP Statewide 2017.

### 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. Plan-level and SNP Total results are presented below. Plan results are compared to the SNP Total achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

**Composites**



↑↓ Statistically significantly better/worse than SNP Statewide 2017.

## Key Measure Summary

<b>Plans</b>	<b>Getting Needed Care (Usually or Always)</b>	<b>Getting Care Quickly (Usually or Always)</b>	<b>How Well Doctors Communicate (Usually or Always)</b>	<b>Customer Service (Usually or Always)</b>	<b>Shared Decision Making (Yes)</b>	<b>Rating of all health care</b>	<b>Rating of personal doctor</b>	<b>Rating of specialist seen most often</b>	<b>Rating of health plan</b>
<b>SNP Statewide</b>	80	86	93	90	84	79	88	79	79
Amida Care	81	89 ▲	93	92	83	77	87	77	80
MetroPlus	79	82 ▼	93	88	84	82	87	81	80
VNSNY Choice	82	86	94	92	84	78	90	78	79

▲▼ Statistically significantly better/worse than SNP Statewide 2017.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Statewide	MetroPlus Health Plan
18 to 24	0.9%	1.0%
25 to 34	5.4%	6.8%
35 to 44	12.5%	12.2%
45 to 54	35.5%	32.7%
55 to 64	42.4%	42.2%
65 to 74	3.1%	4.6%
75 or older	0.2%	0.5%

<b>Gender</b>	SNP Statewide	MetroPlus Health Plan
Male	63.1%	63.0%
Female	36.9%	37.0%

<b>Highest grade or level of school completed</b>	SNP Statewide	MetroPlus Health Plan
8th grade or less	11.8%	12.8%
Some high school, but did not graduate	25.7%	27.3%
High school graduate or GED	28.9%	28.8%
Some college or 2-year degree	23.5%	22.8%
4-year college graduate	5.7%	5.3%
More than 4-year college graduate	4.4%	3.3%

<b>Hispanic or Latino</b>	SNP Statewide	MetroPlus Health Plan
Yes, Hispanic or Latino	45.6%	43.3%
No, Not Hispanic or Latino	54.4%	56.7%

<b>Race</b>	SNP Statewide	MetroPlus Health Plan
White	20.1%	15.9%
Black or African-American	48.2%	50.6%
Asian	2.0%	3.6%
Native Hawaiian or Other Pacific Islander	1.2%	1.3%
American Indian or Alaska Native	4.5%	2.0%
Other	31.2%	29.9%

<b>Rating of Overall Health</b>	SNP Statewide	MetroPlus Health Plan
Excellent	17.5%	18.4%
Very good	26.3%	24.6%
Good	30.3%	31.0%
Fair	22.3%	22.2%
Poor	3.7%	3.8%

## Sample Disposition

	SNP Statewide	MetroPlus Health Plan
First mailing - sent	4,500	1,500
First mailing - usable survey returned*	733	237
Second mailing - sent	3,685	1,246
Second mailing - usable survey returned*	299	92
Phone - usable surveys*	293	98
<b>Total - usable surveys</b>	<b>1,325</b>	<b>427</b>
Ineligible: According to population criteria‡†	39	12
Ineligible: Language barrier†	28	14
Ineligible: Deceased†	8	2
Ineligible: Mentally or physically unable to complete survey†	9	4
Refusal/Returned survey blank	76	28
Incomplete survey - mail or phone	103	28
Nonresponse - Unavailable by mail or phone	2,905	982
Added to Do Not Call list	7	3
<b>Response Rate</b>	<b>30.0%</b>	<b>29.1%</b>

\*Included in response rate numerator

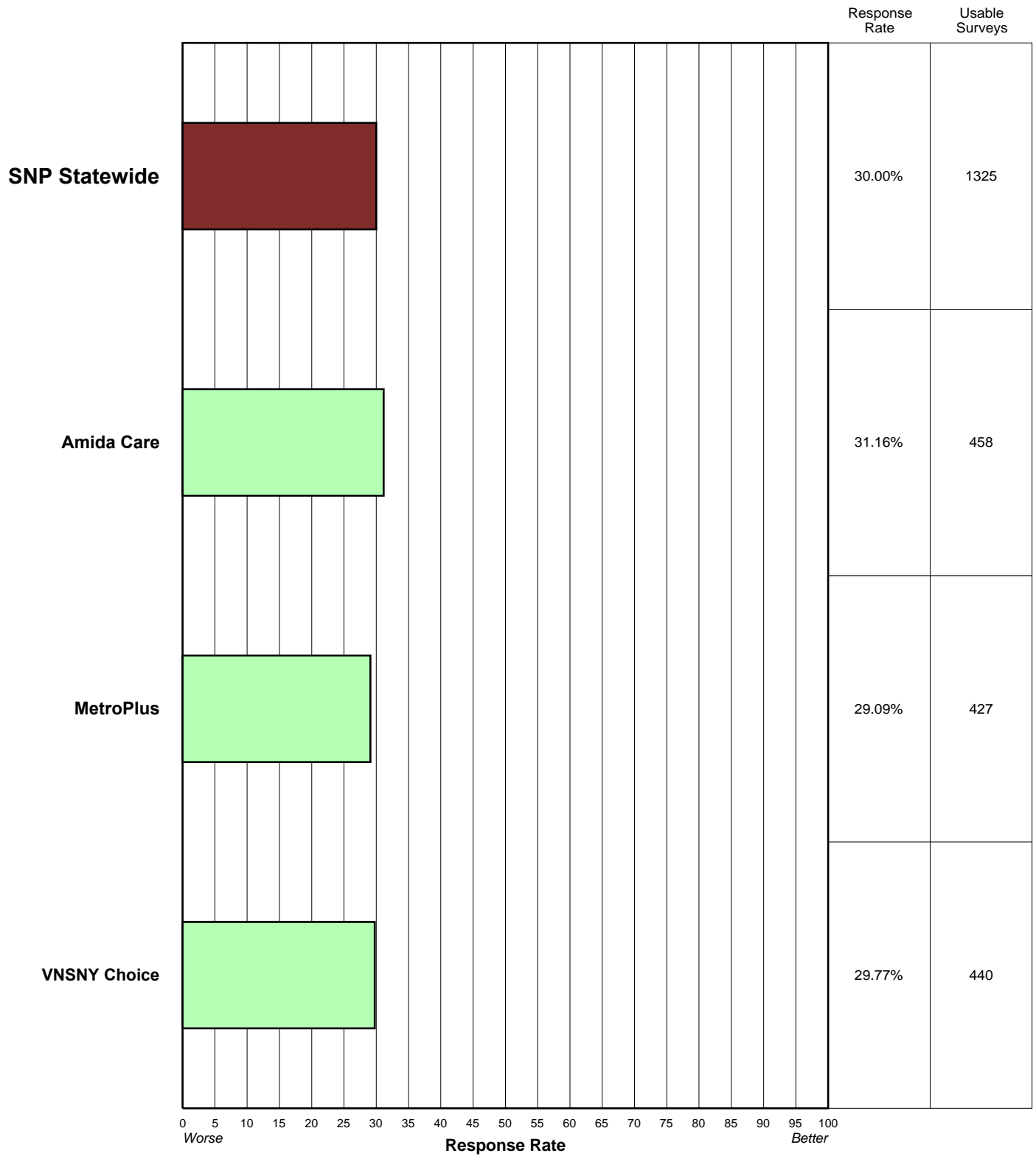
†Excluded from response rate denominator

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

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



# Response Rates



■ SNP Statewide 2017

■ Health Plans 2017

## Trend Analysis - 2017 vs. 2015

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2011. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 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	MetroPlus 2017 Score	MetroPlus 2015 Score	Point Change	Composite/ Question Group
Q9d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	69.1%	61.6%	+ 7.5 ▲	Single Items
Q51. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	85.1%	77.8%	+ 7.3	Medical Assistance with Smoking Cessation
Q37. Rating of specialist seen most often	81.1%	74.3%	+ 6.8	Ratings
Q17. Rating of all health care	82.5%	77.1%	+ 5.4	Ratings
Q21. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	66.8%	63.8%	+ 3.0	Single Items
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	86.6%	83.7%	+ 3.0	Single Items
Q23. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	87.4%	84.4%	+ 3.0	Single Items
Q12. Doctor/provider talked about reasons you might not want to take a medicine	68.3%	66.3%	+ 2.0	Shared Decision Making
Q52. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	76.5%	74.7%	+ 1.8	Medical Assistance with Smoking Cessation
Q9c. Doctor or other health provider talked about things in your life that worry you or cause you stress	71.7%	70.2%	+ 1.5	Single Items
Q33. Rating of personal doctor	87.5%	90.5%	- 3.1	Ratings
Q16. Results of blood test, x-ray or other test usually or always easy to understand	85.2%	88.5%	- 3.4	Single Items
Q32. Personal doctor usually or always seemed informed about care received from other doctors or providers	85.4%	89.2%	- 3.8	Single Items
Q18. Usually or always got care, tests or treatment you thought you needed	87.0%	91.0%	- 3.9	Getting Needed Care
Q30. Personal doctor usually or always spent enough time with you	90.0%	94.0%	- 4.0	Communication
Q20. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	79.3%	83.8%	- 4.5	Single Items
Q43. Usually or always treated with courtesy and respect by health plan's customer service staff	91.3%	96.0%	- 4.7 ▼	Customer Service
Q15. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	83.2%	88.0%	- 4.8	Single Items
Q35. Usually or always get an appointment to see a specialist as soon as you needed	70.0%	75.9%	- 5.9	Getting Needed Care
Q4. Usually or always got care right away as soon as you needed	79.0%	90.9%	- 11.9 ▼	Getting Care Quickly

Better  
  
  
 Worse

▲ ▼ Statistically significantly higher/lower than 2015 score.

## Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS SNPs 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 SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of July 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 1,325 NYS Medicaid SNP members, and the overall project response rate was 30.0%.

### Definition of Achievement Scores

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

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

## Composites

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

### Getting Needed Care

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

### Getting Care Quickly

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

### How Well Doctors Communicate

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

### Customer Service

- 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

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

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## Statistical Testing

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

## Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 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 SNP and have been shown to affect SNP and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

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

## Using this Report

### Understanding Achievement Scores

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

#### *Correlation Analysis*

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

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see

where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

### *Responses by Question*

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

When applicable, each question is represented with the composite name, the achievement score, 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.

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## Graphs/Results

This section contains a graphic presentation of the SNP Total and plan-specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to 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.

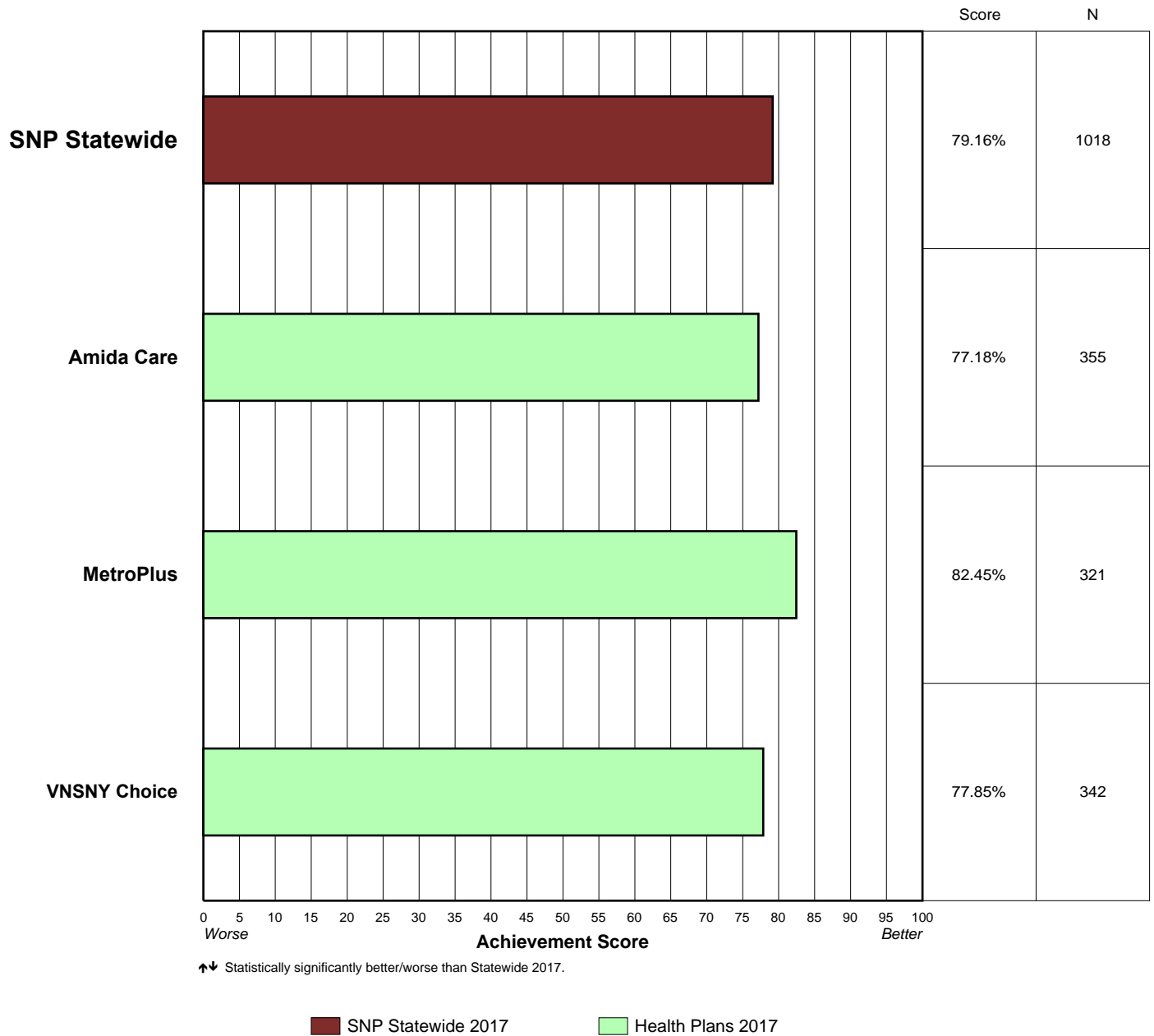
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

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.



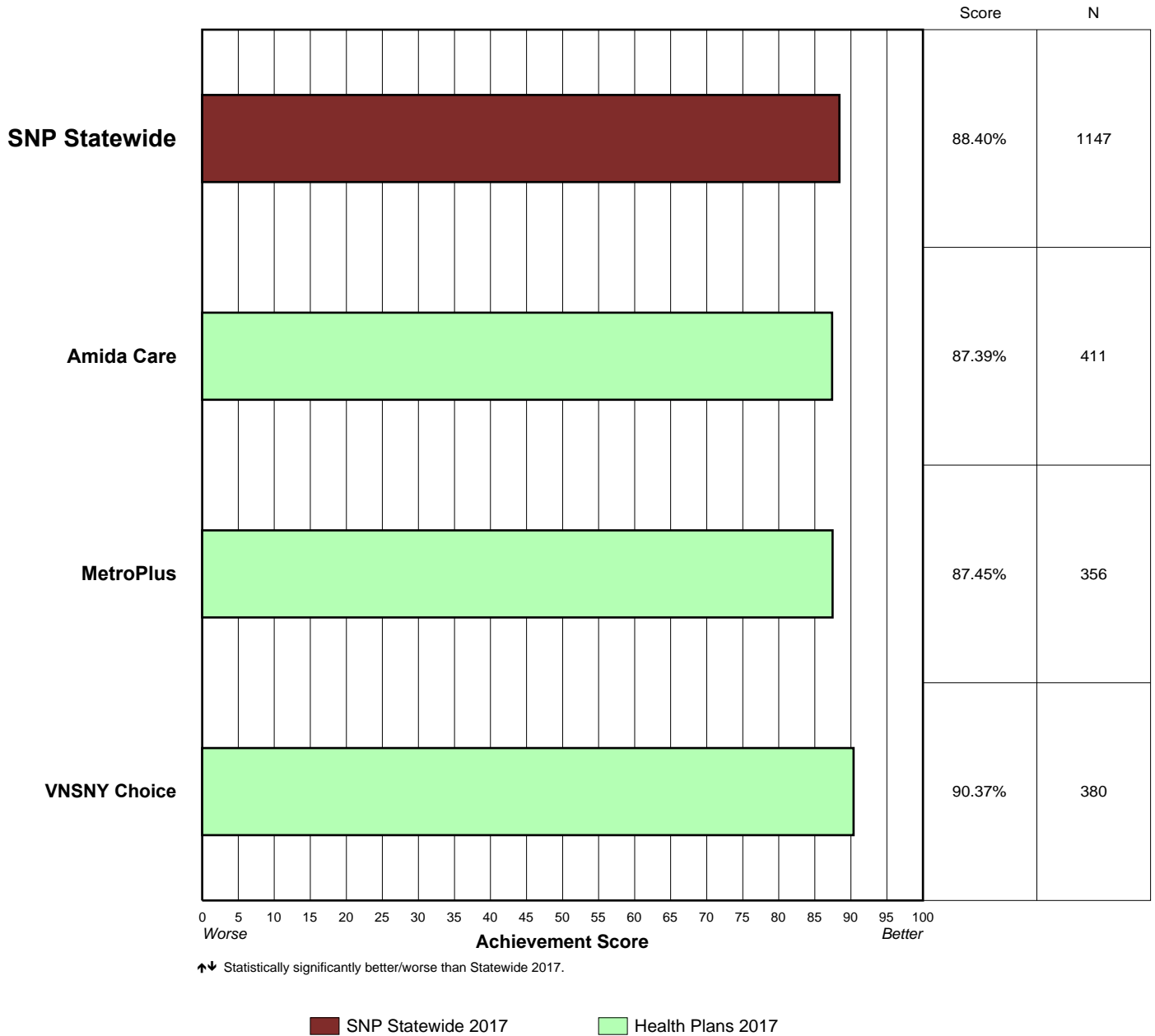
## Overall Ratings

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



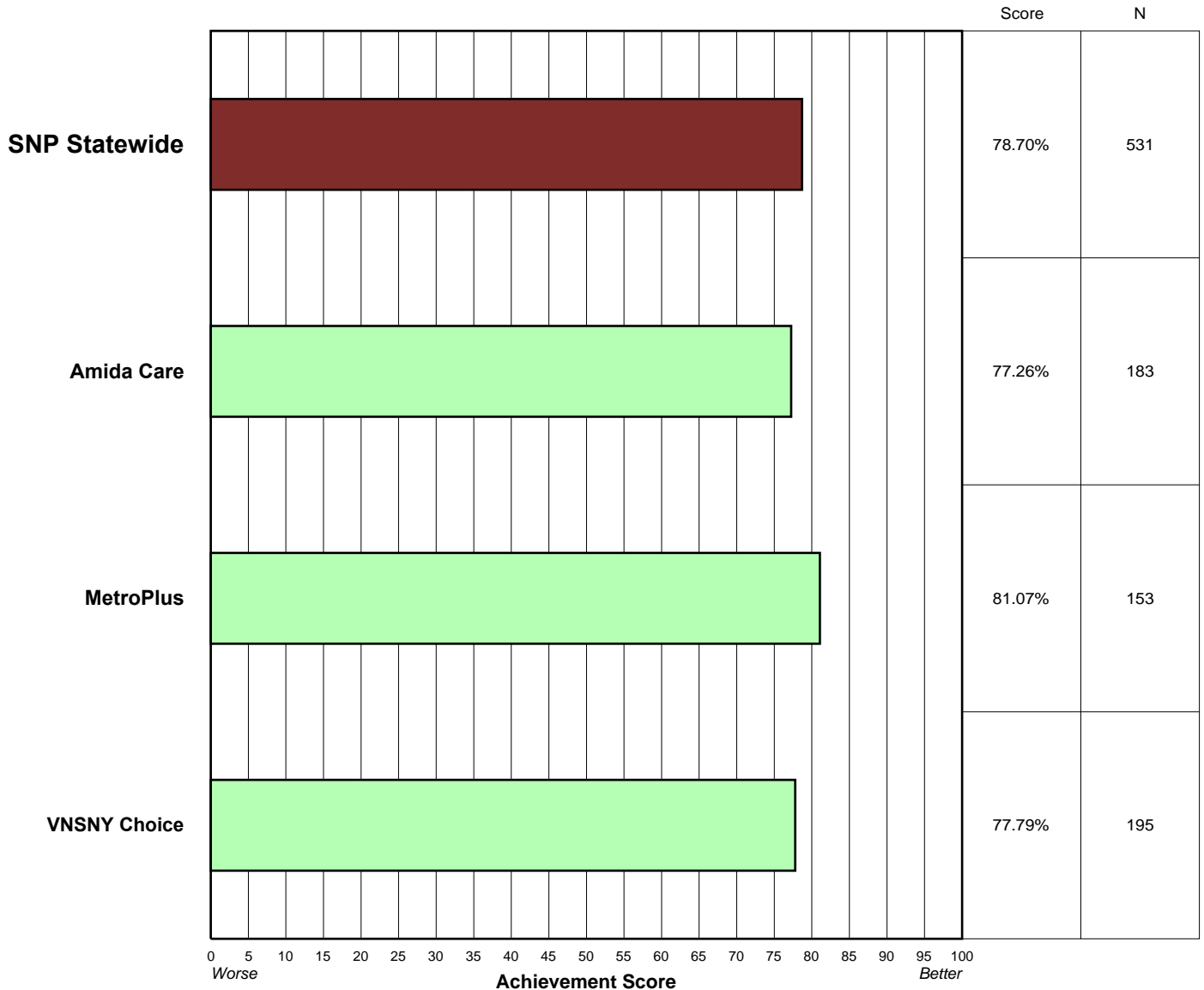
## Overall Ratings

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



# Overall Ratings

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

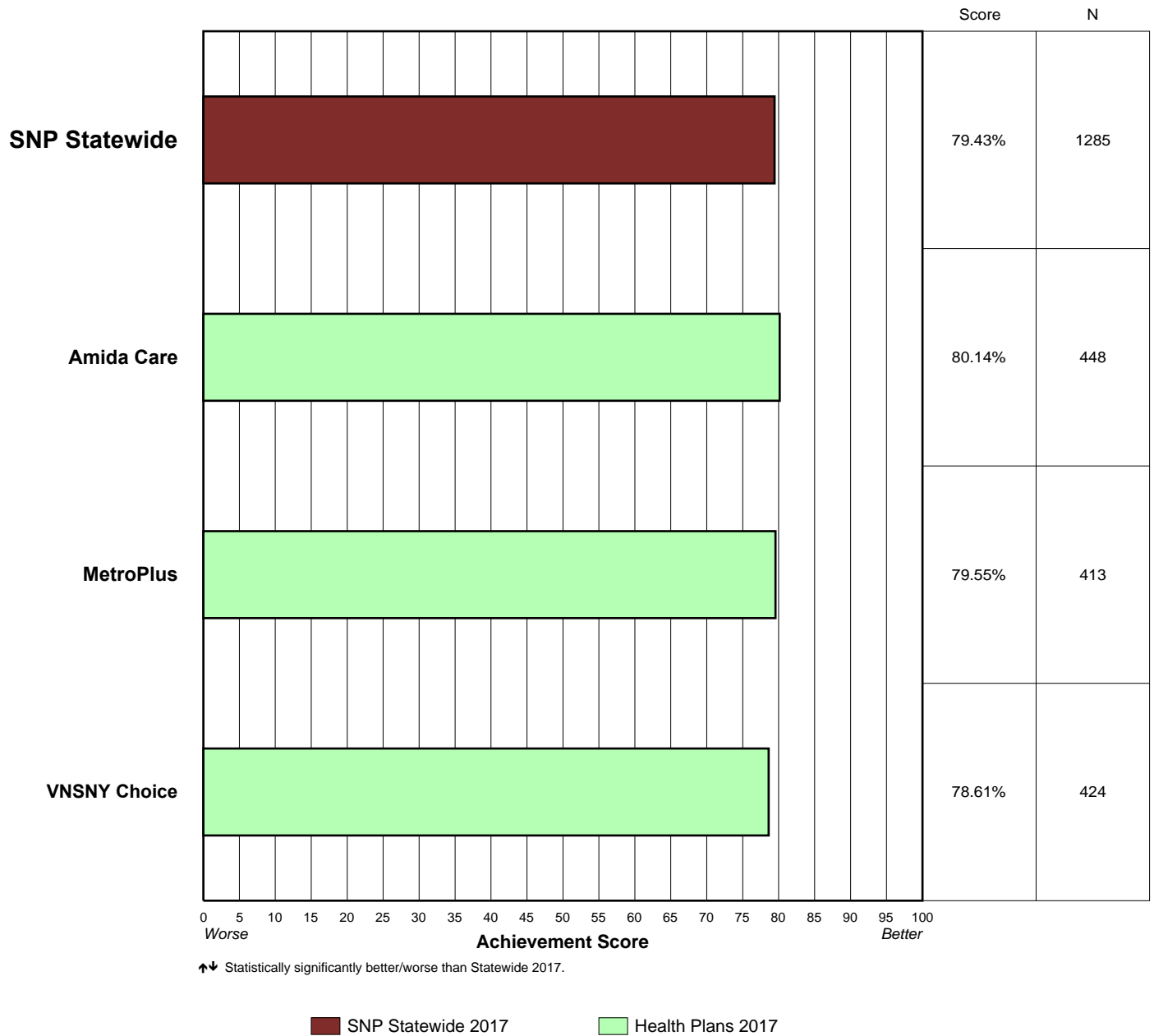


↕ Statistically significantly better/worse than Statewide 2017.

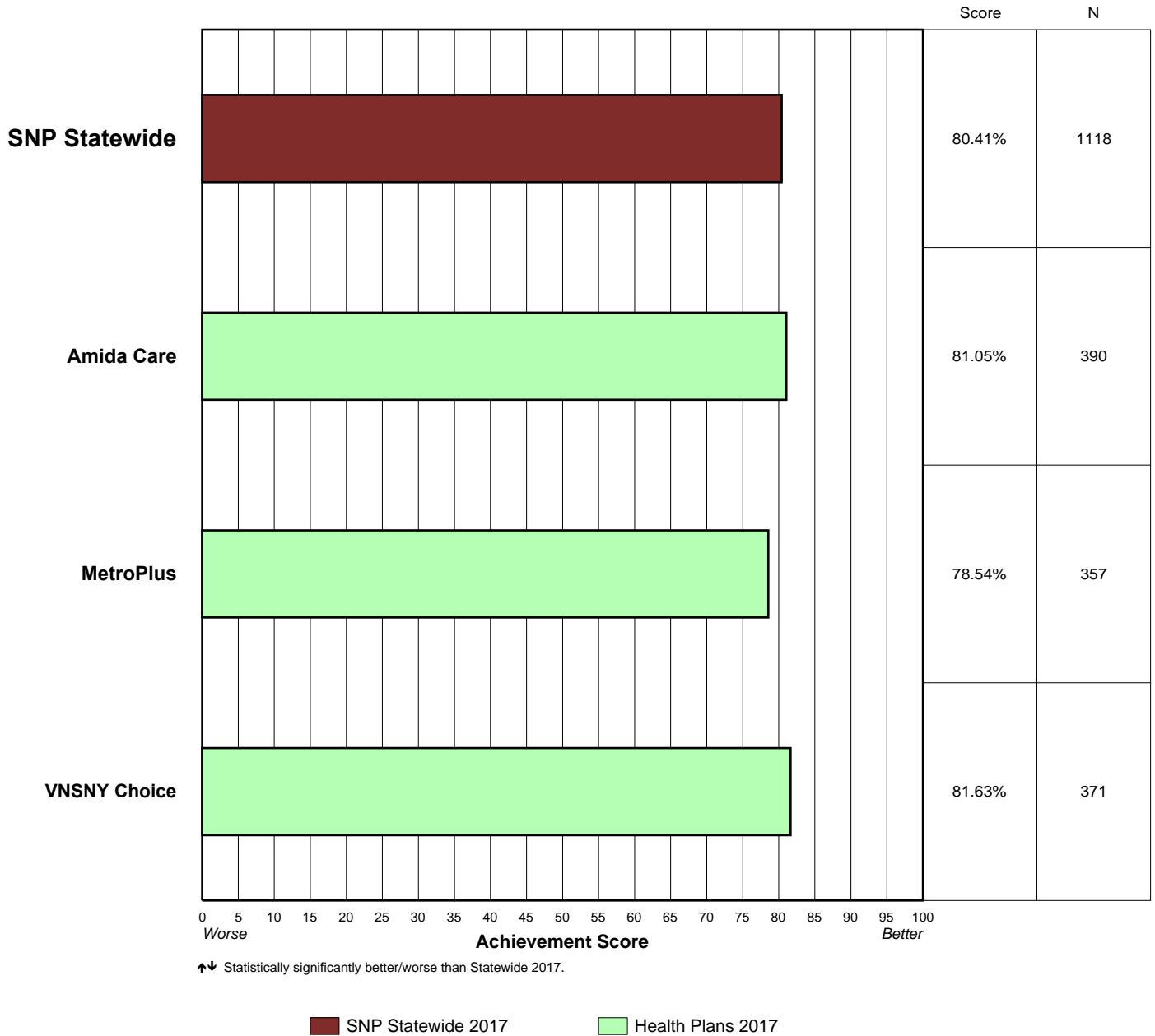
■ SNP Statewide 2017      ■ Health Plans 2017

## Overall Ratings

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

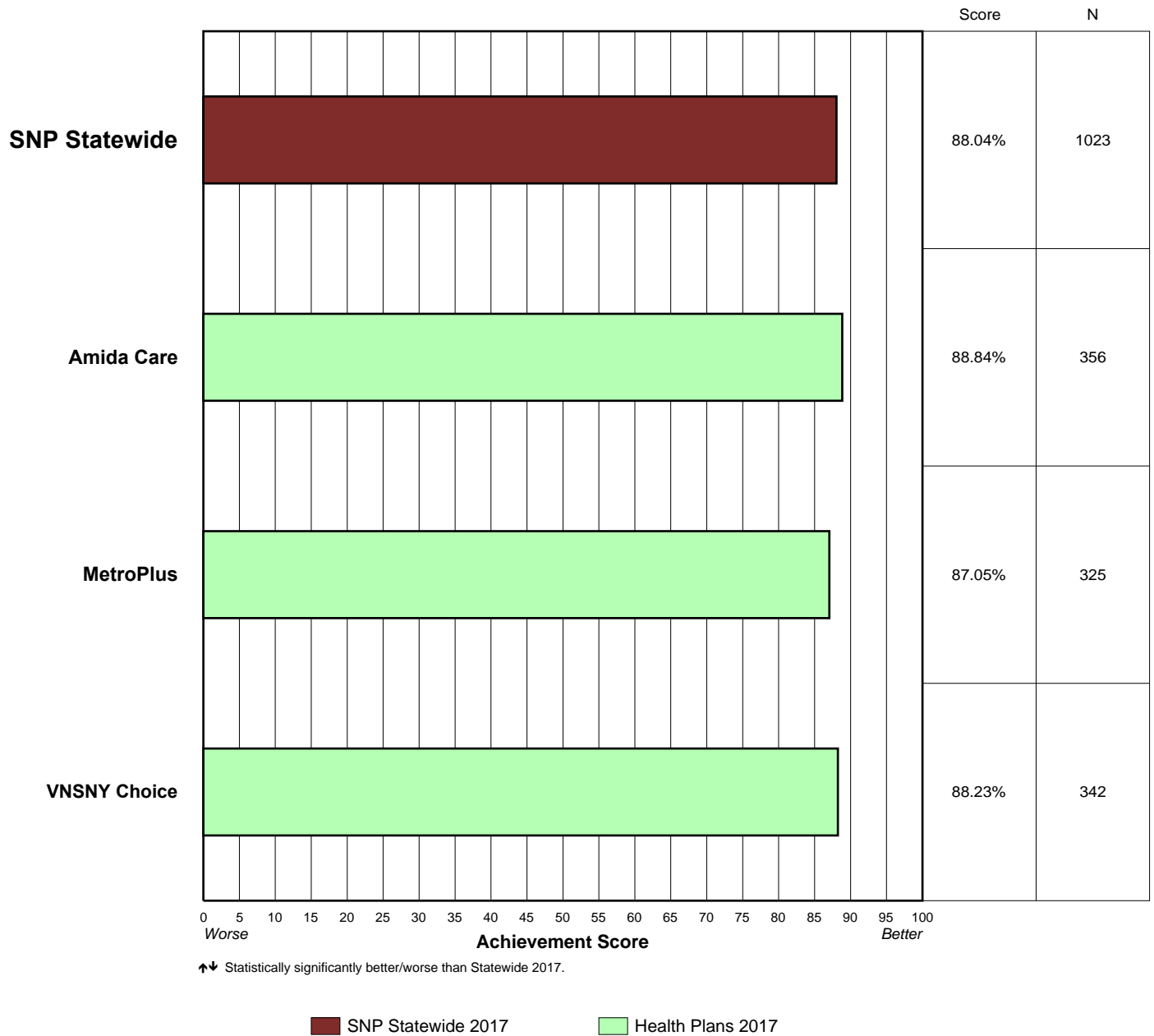


## Composites Getting Needed Care (Usually or Always)



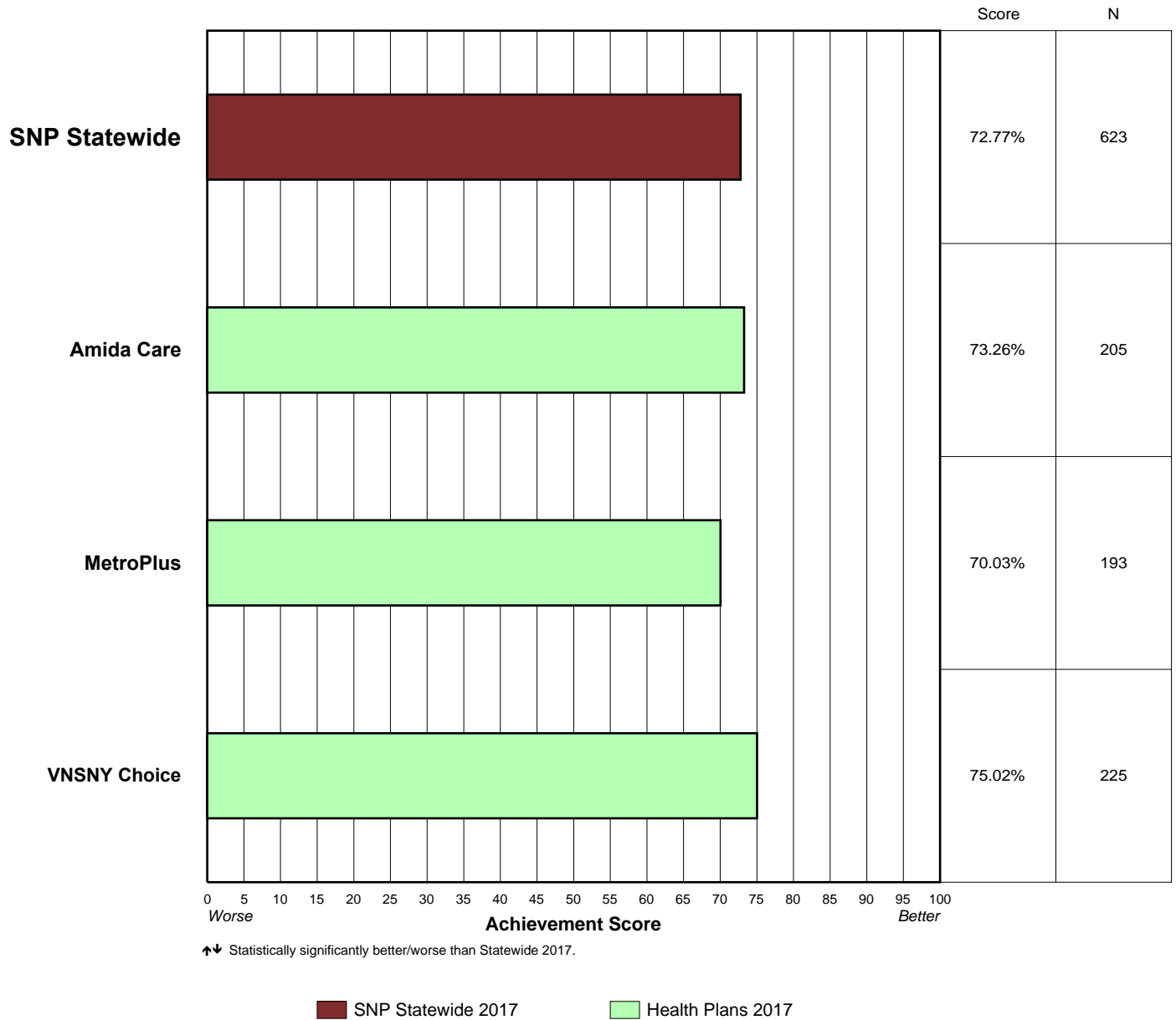
## Getting Needed Care (Usually or Always)

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

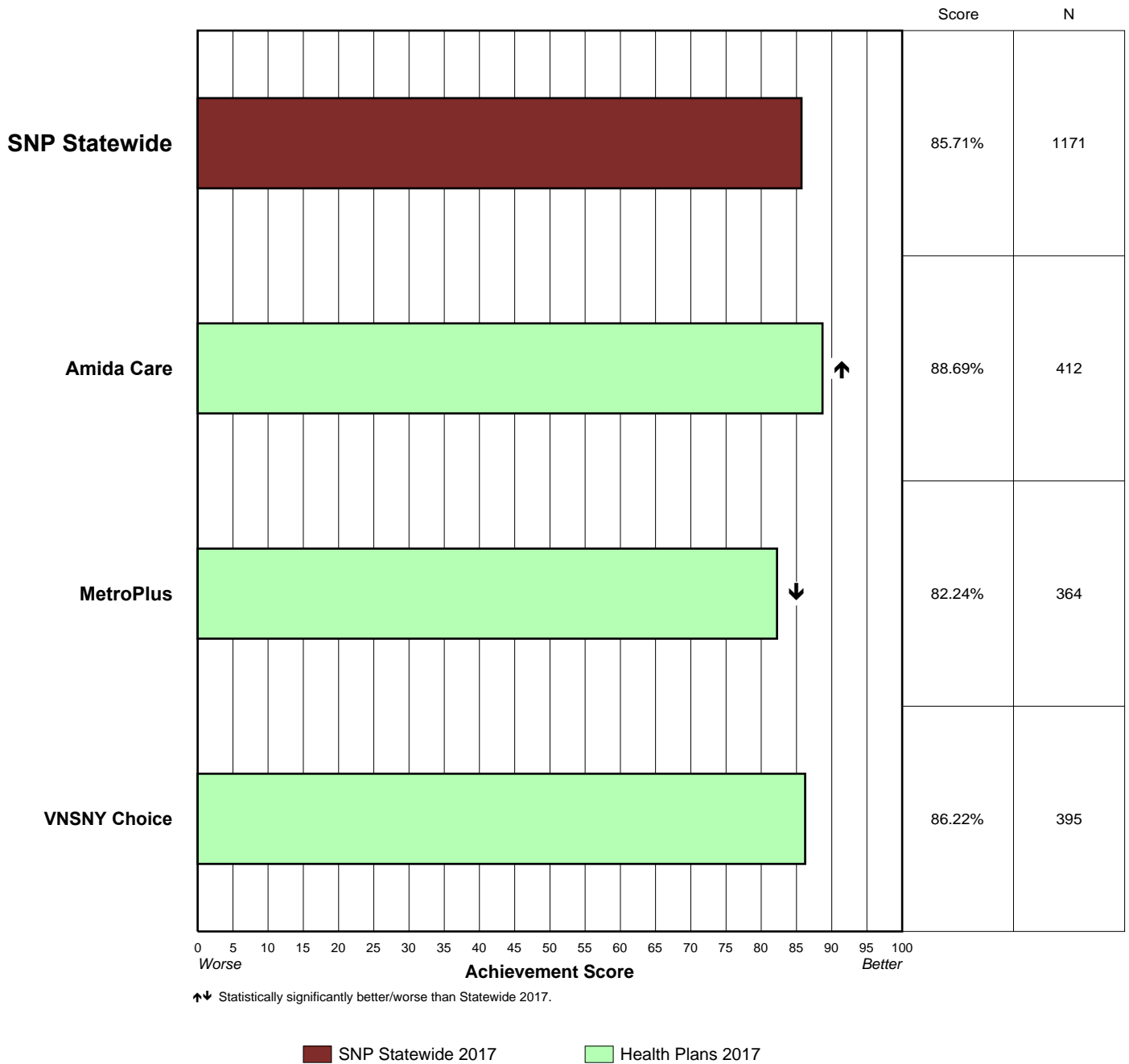


## Getting Needed Care (Usually or Always)

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



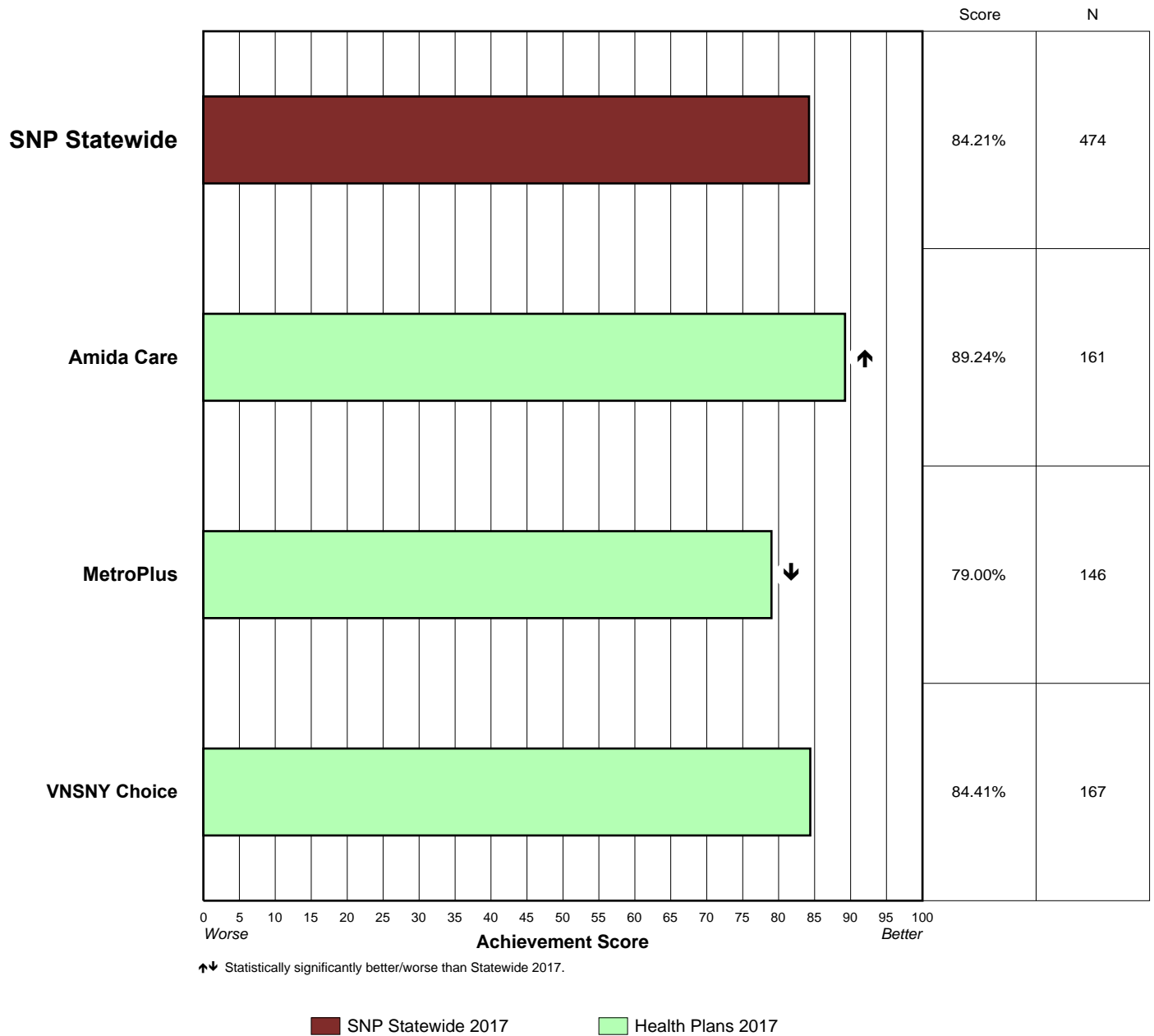
# Getting Care Quickly (Usually or Always)





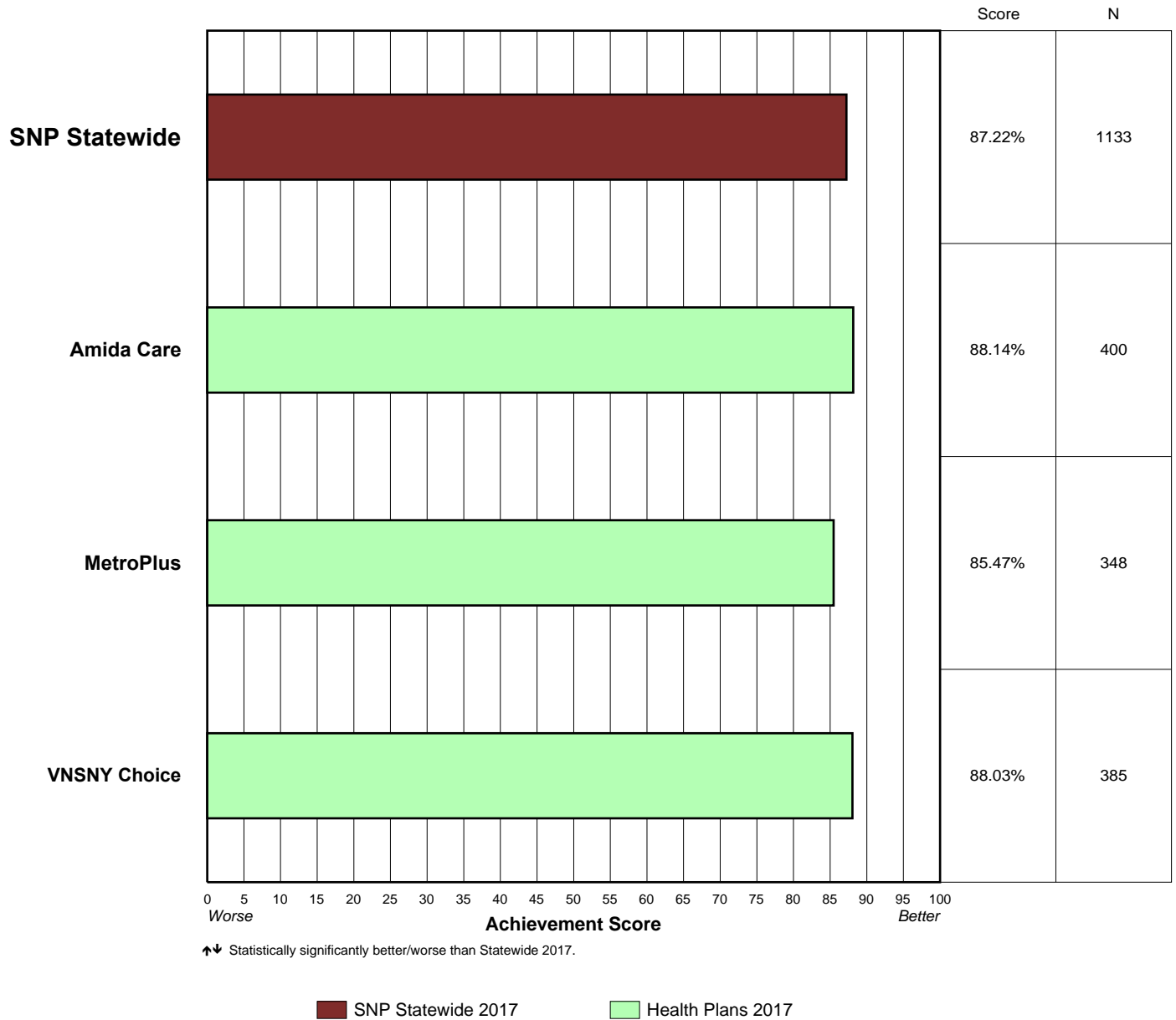
## Getting Care Quickly (Usually or Always)

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

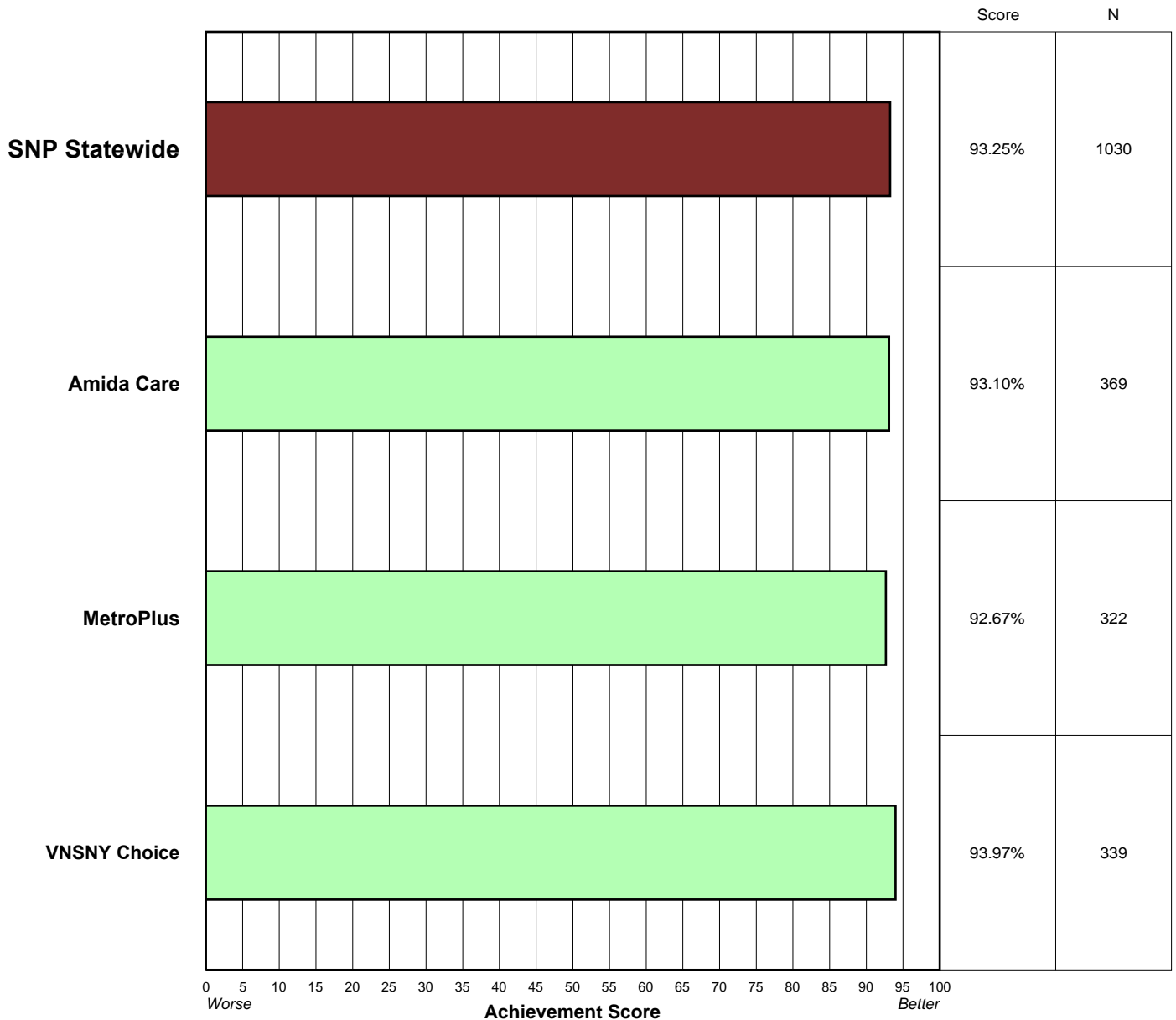


## Getting Care Quickly (Usually or Always)

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



## How Well Doctors Communicate (Usually or Always)

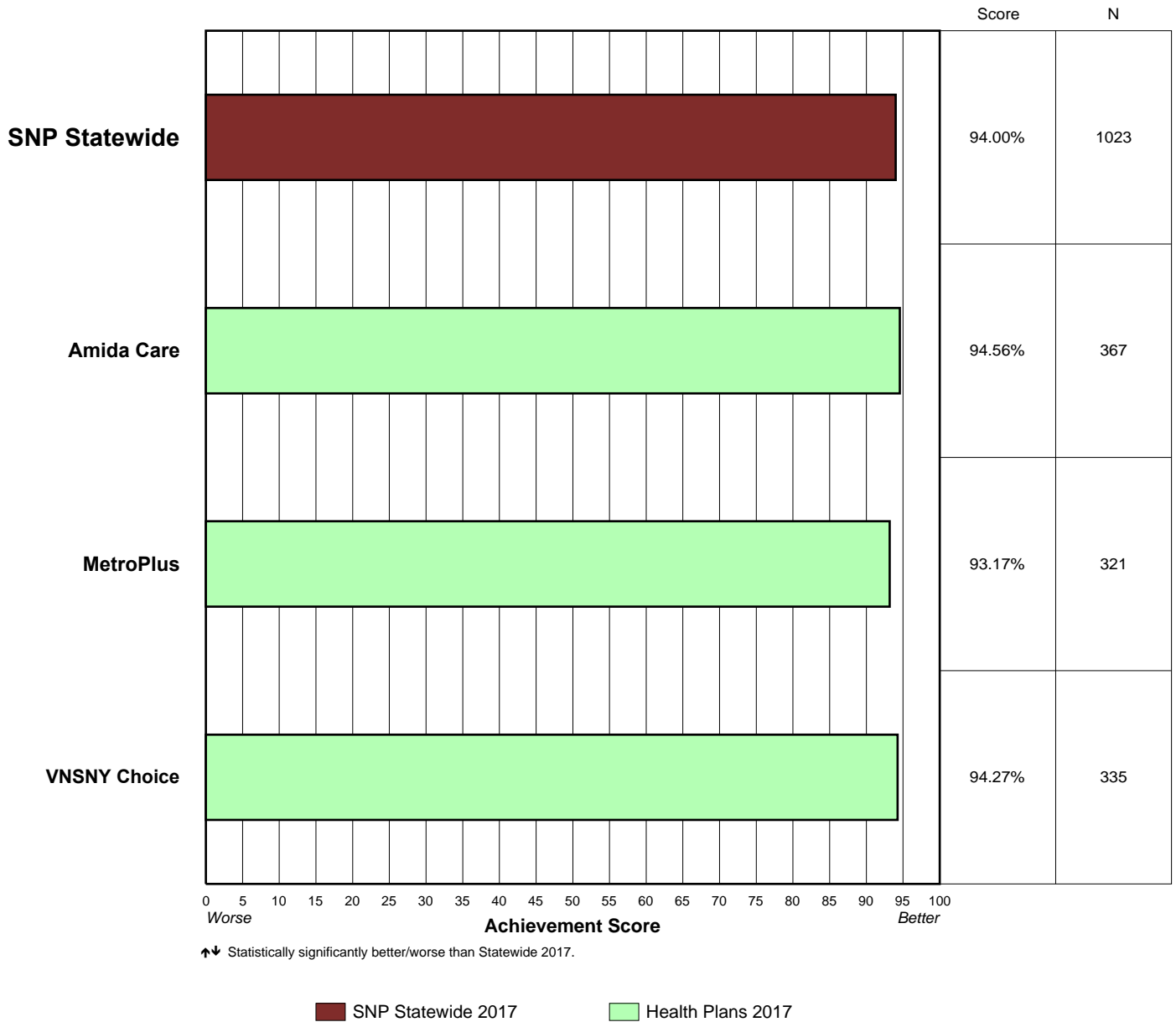


↕ Statistically significantly better/worse than Statewide 2017.

■ SNP Statewide 2017      ■ Health Plans 2017

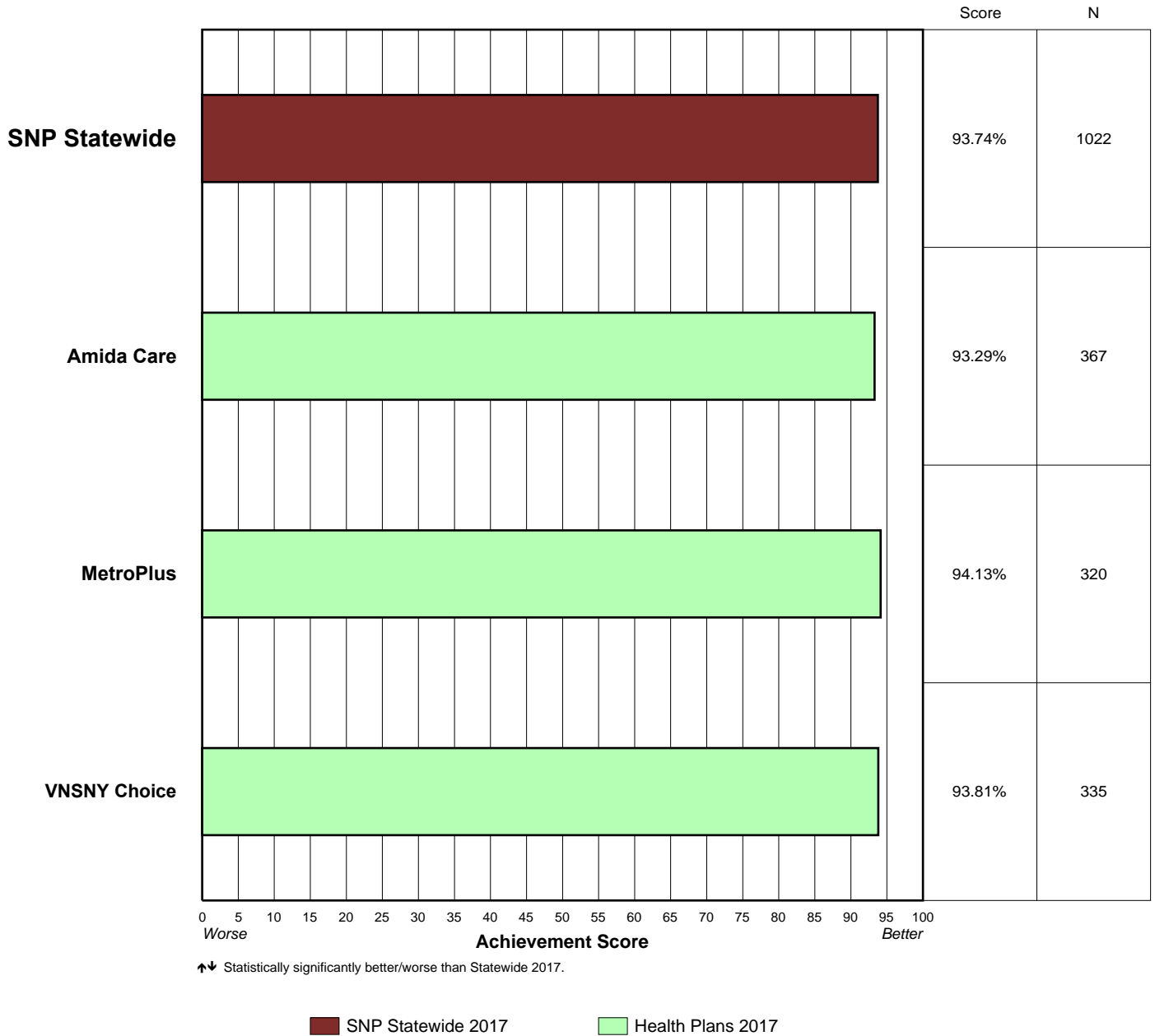
## How Well Doctors Communicate (Usually or Always)

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



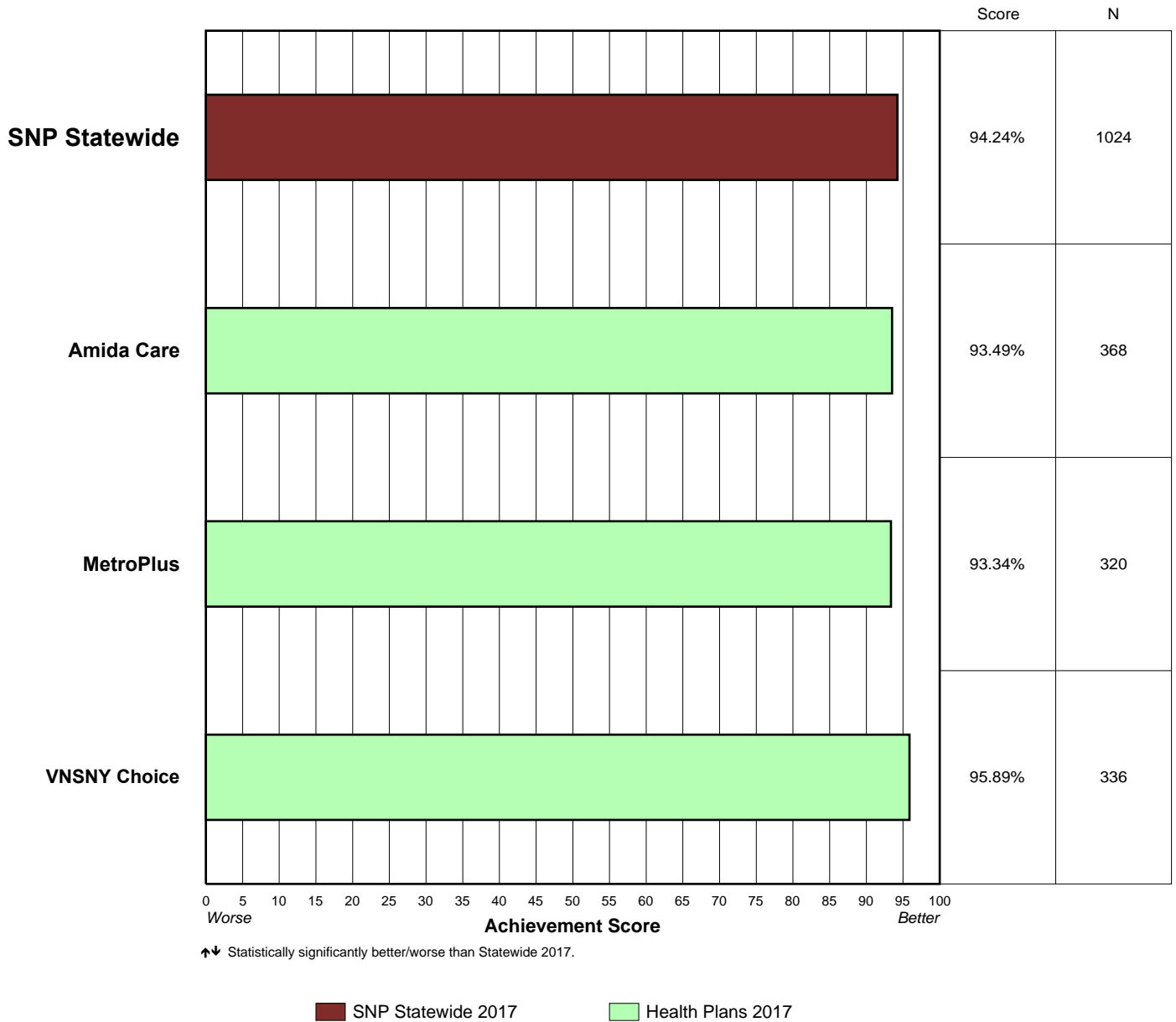
## How Well Doctors Communicate (Usually or Always)

### Q28. Personal doctor usually or always listened carefully to you



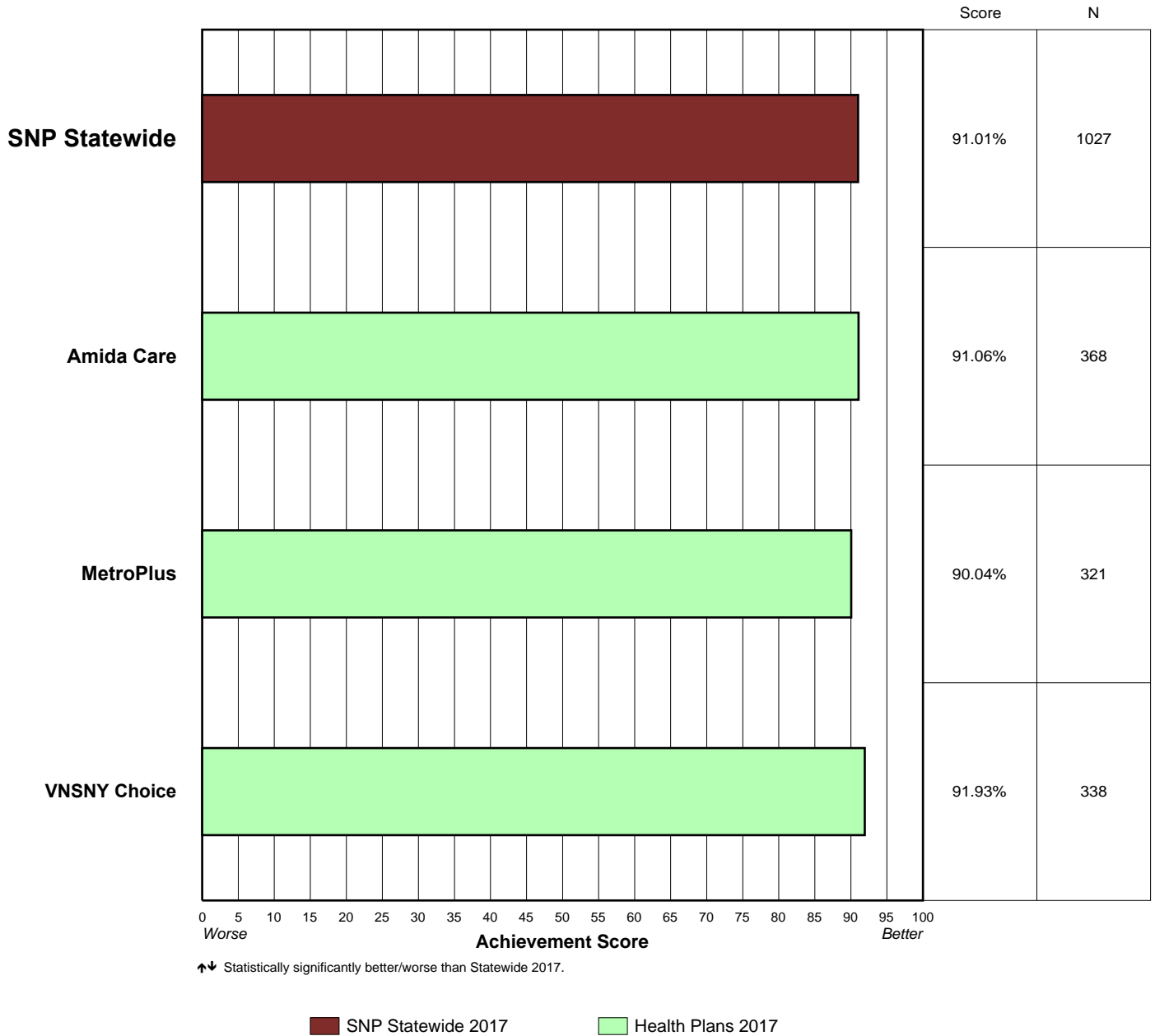
## How Well Doctors Communicate (Usually or Always)

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

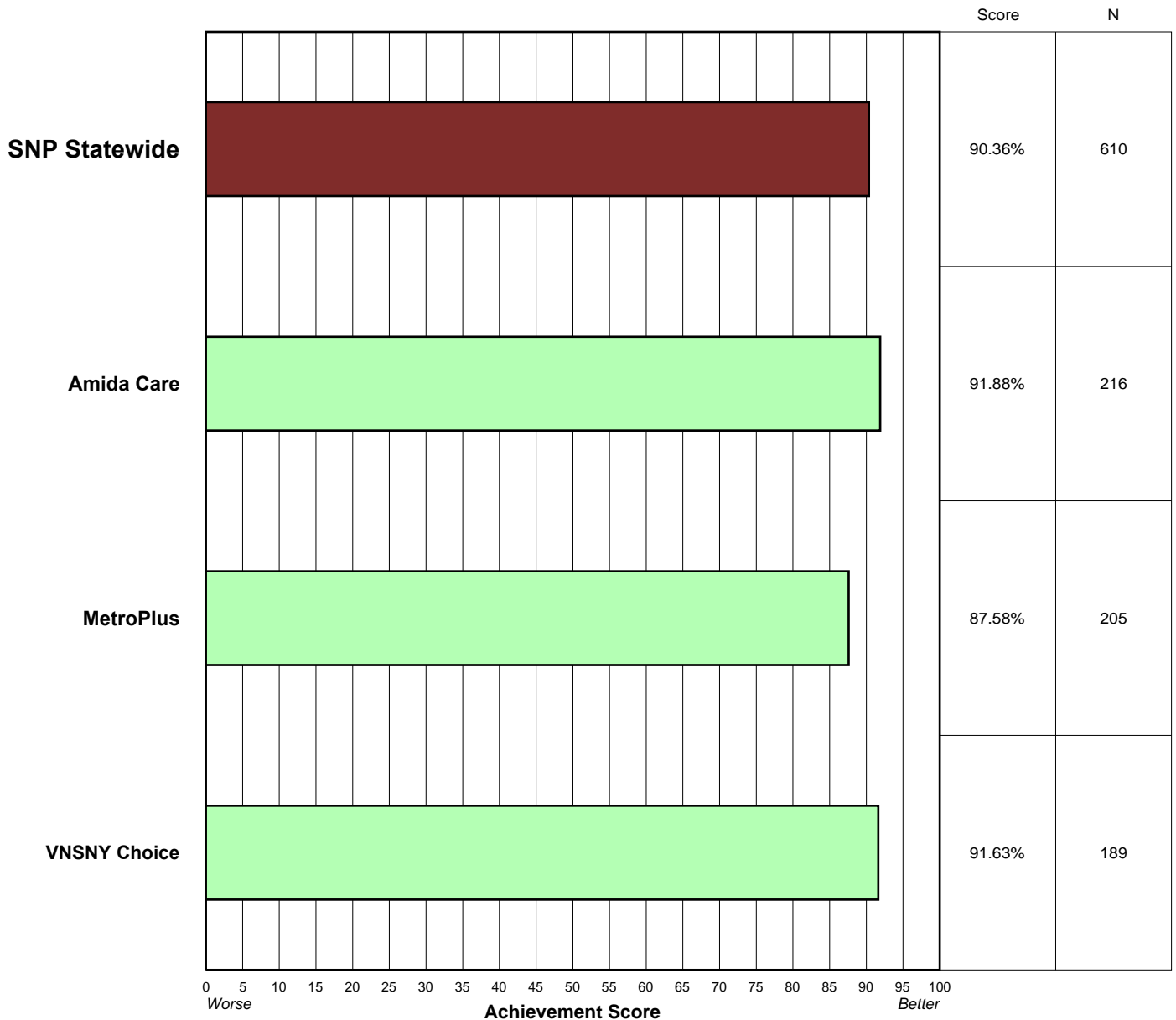


## How Well Doctors Communicate (Usually or Always)

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



### Customer Service (Usually or Always)



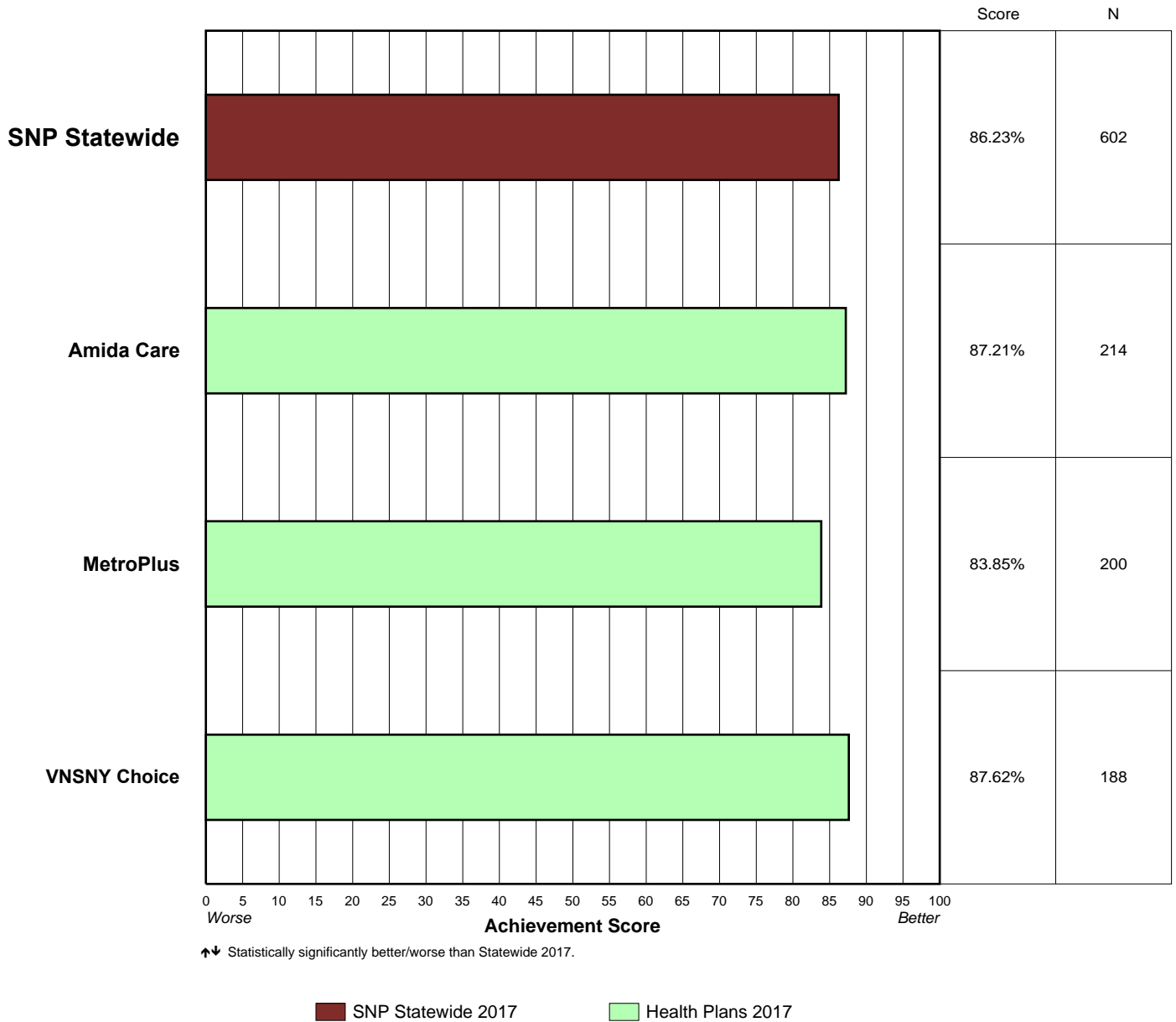
↕ Statistically significantly better/worse than Statewide 2017.

■ SNP Statewide 2017      ■ Health Plans 2017



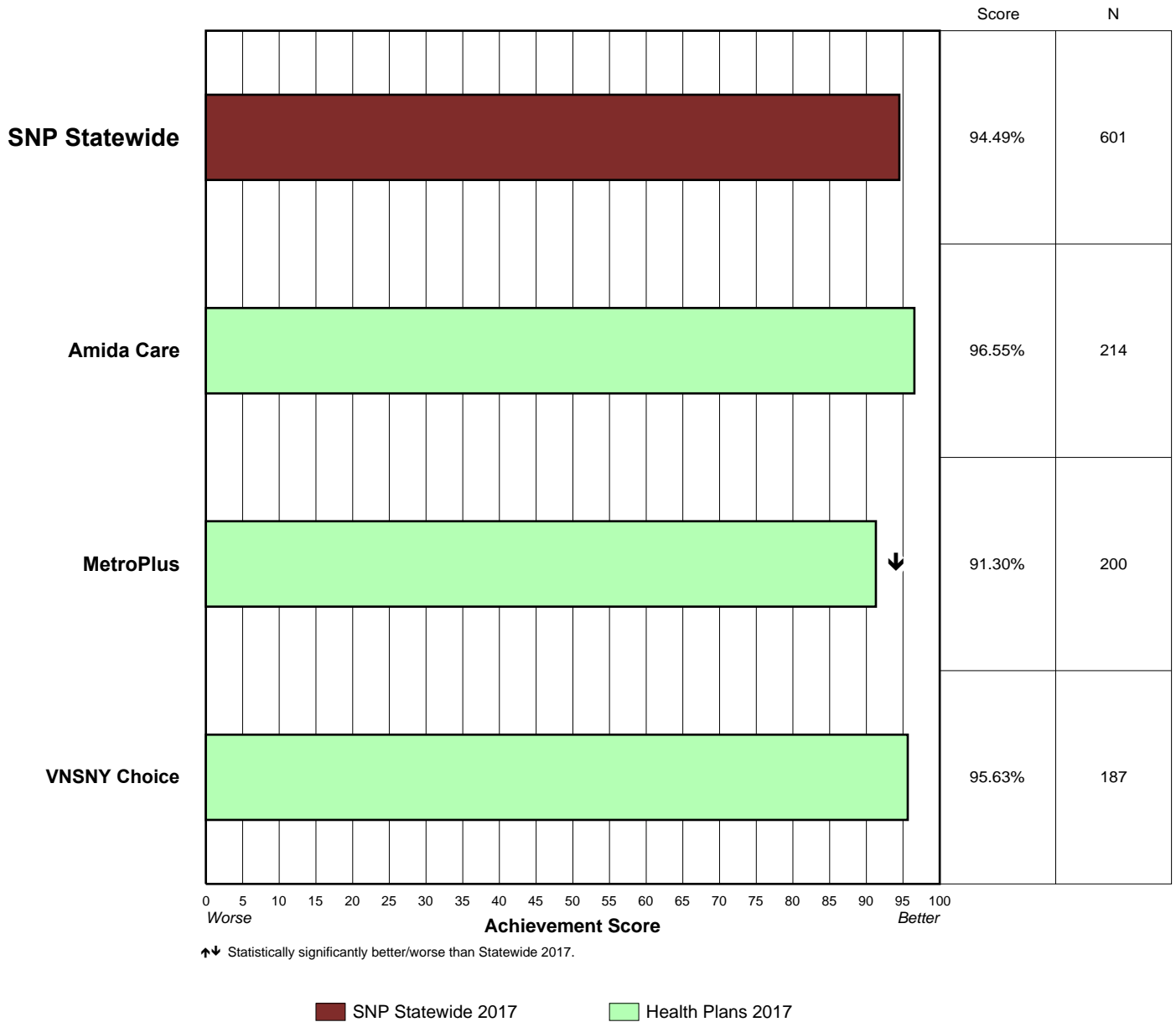
## Customer Service (Usually or Always)

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

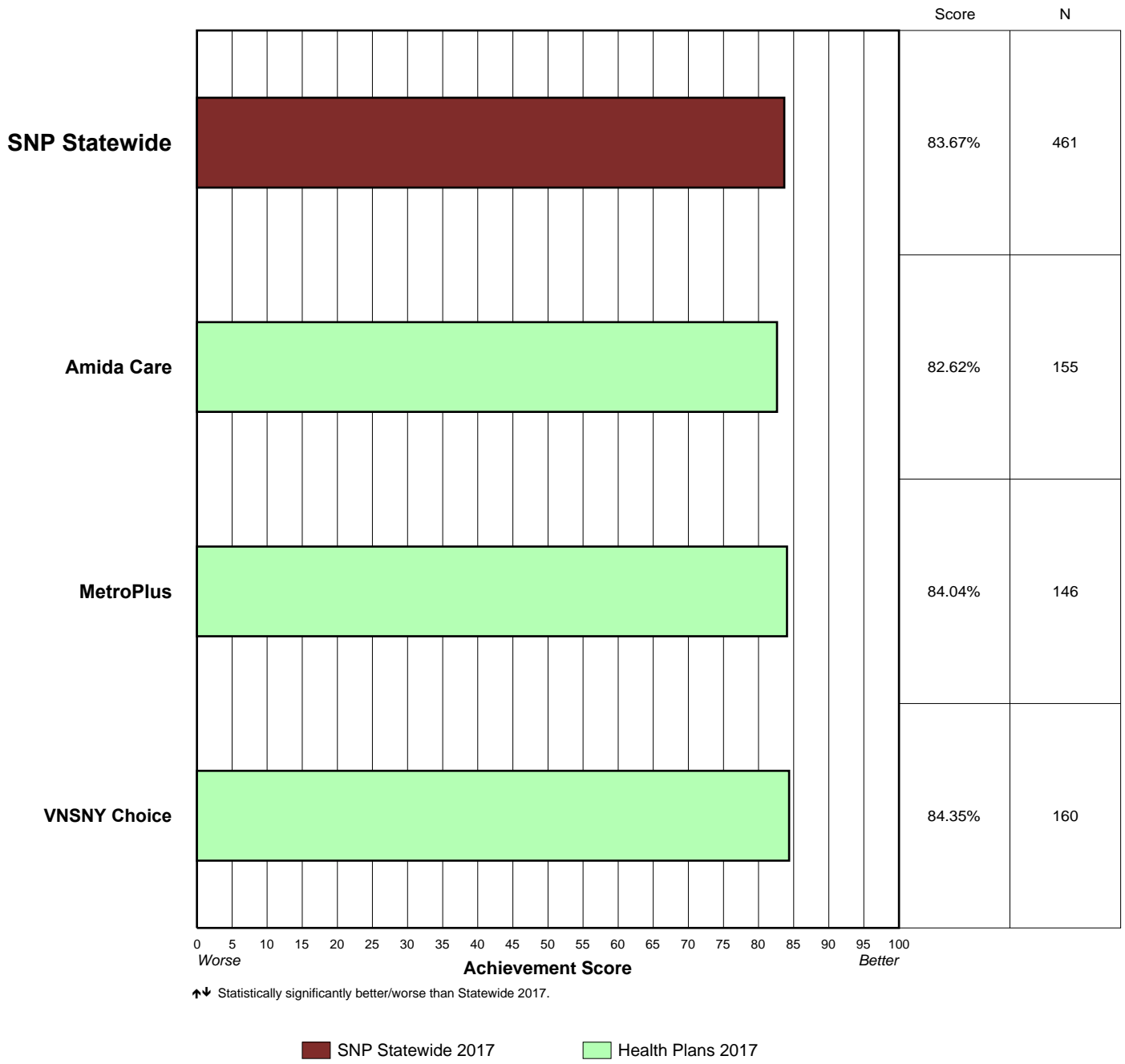


## Customer Service (Usually or Always)

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

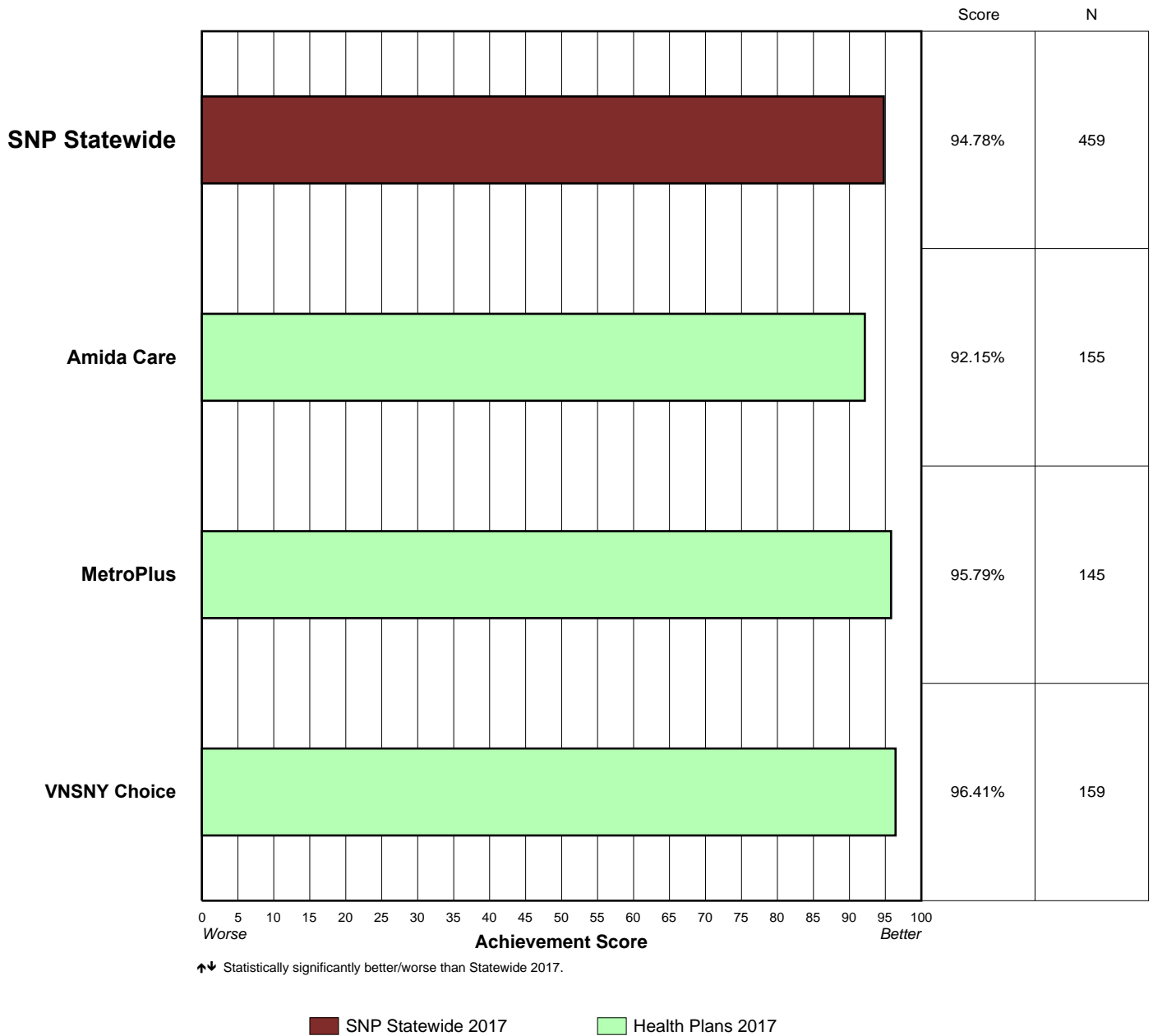


### Shared Decision Making (Yes)



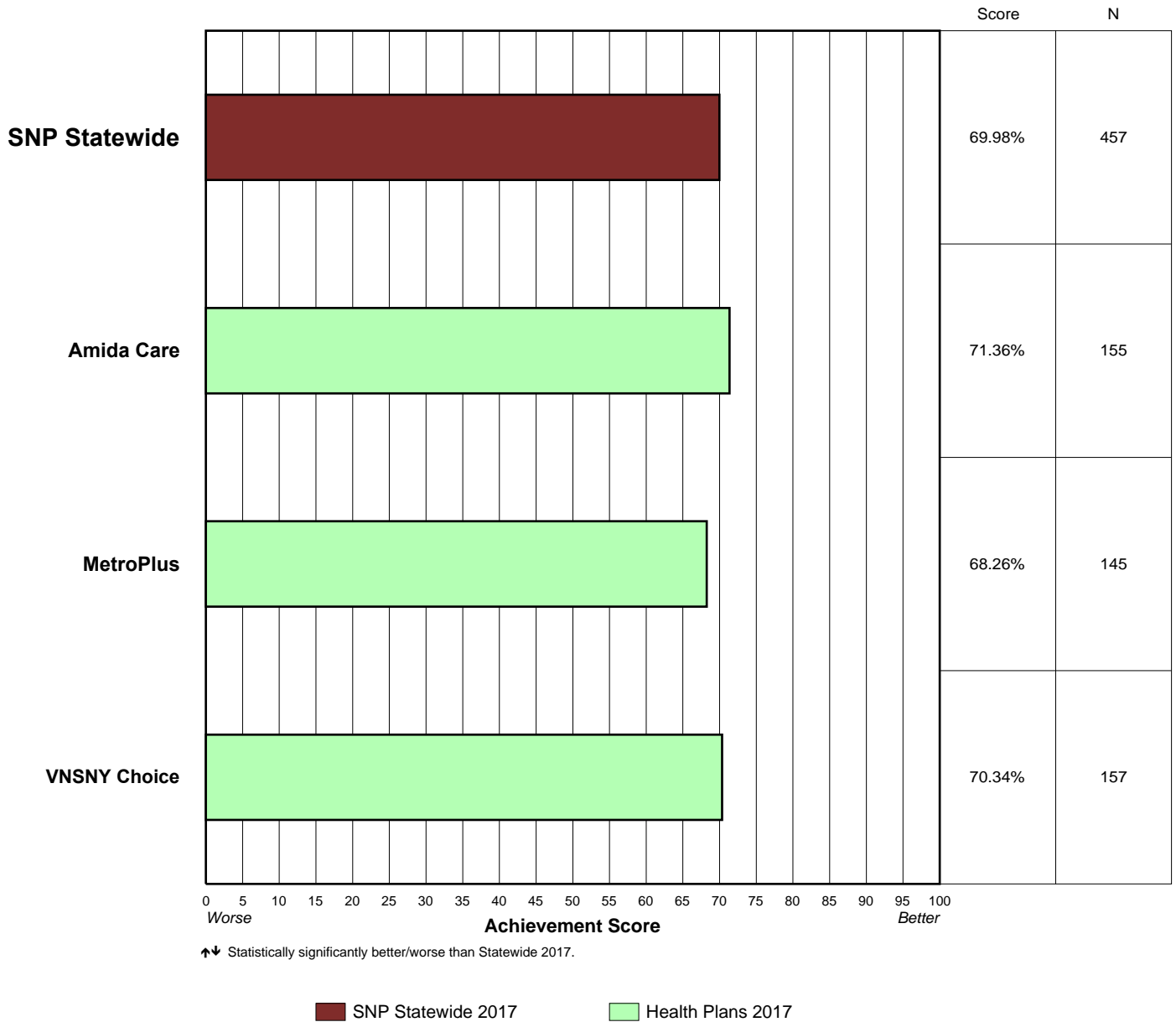
## Shared Decision Making (Yes)

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



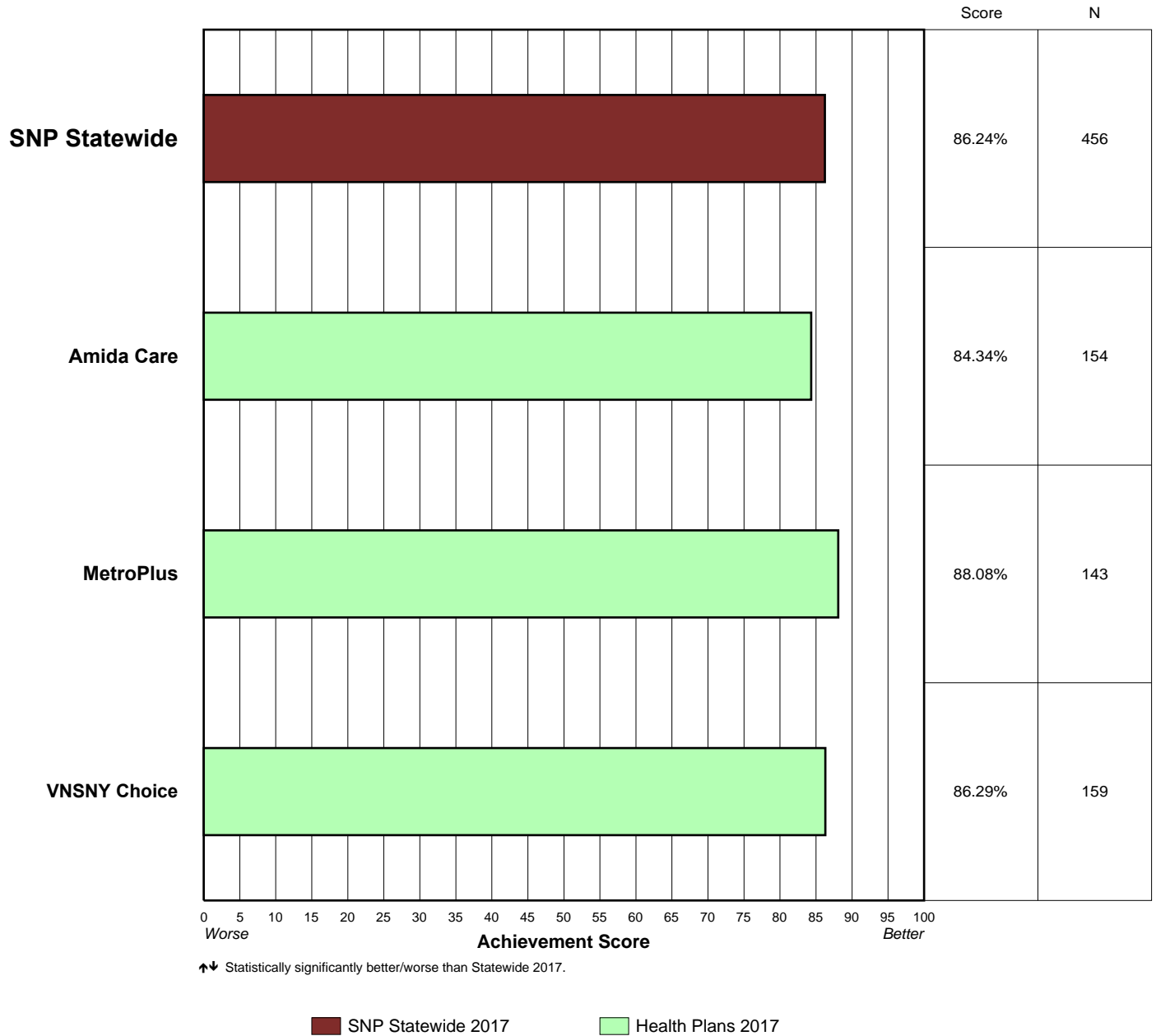
## Shared Decision Making (Yes)

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



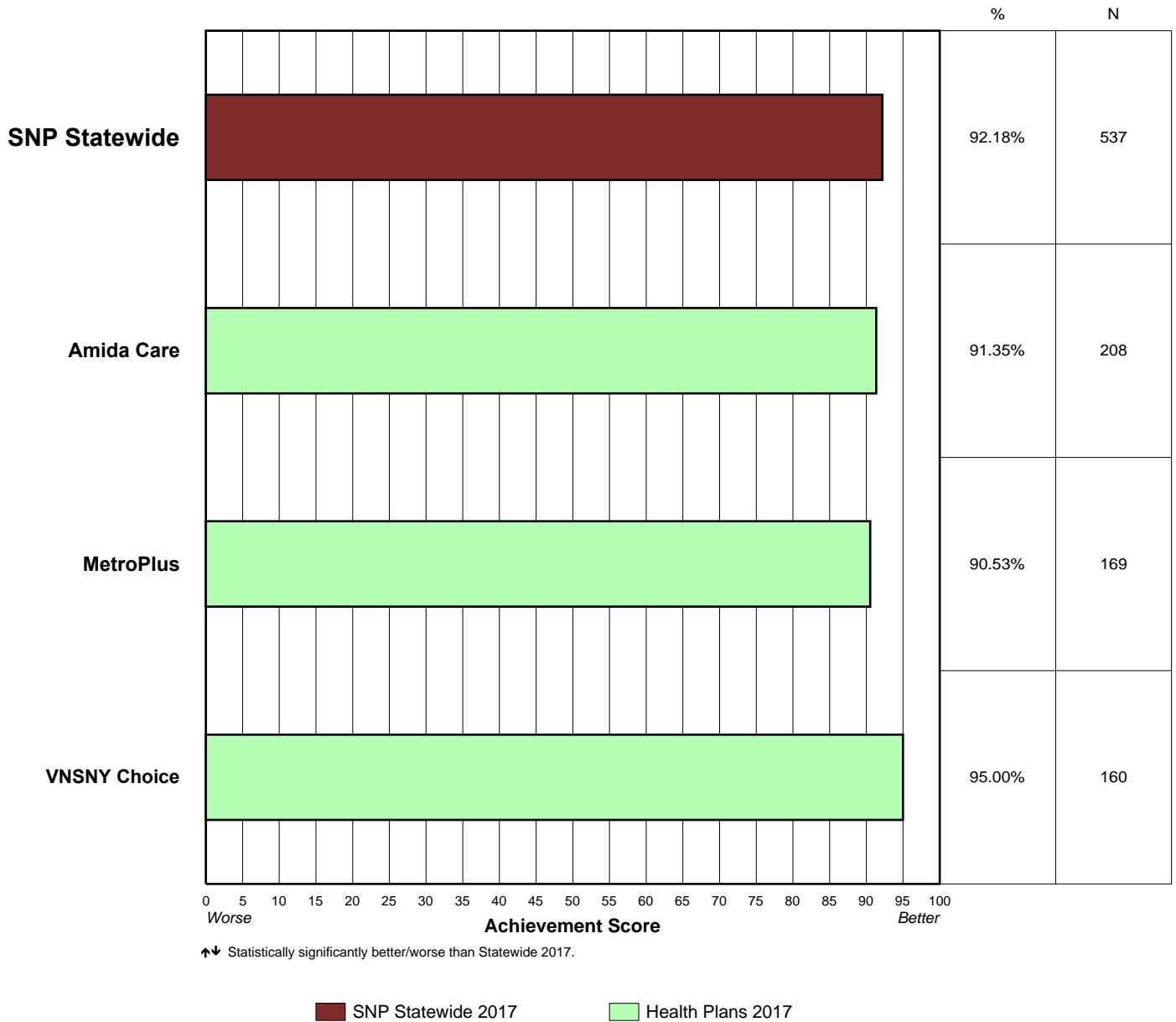
## Shared Decision Making (Yes)

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



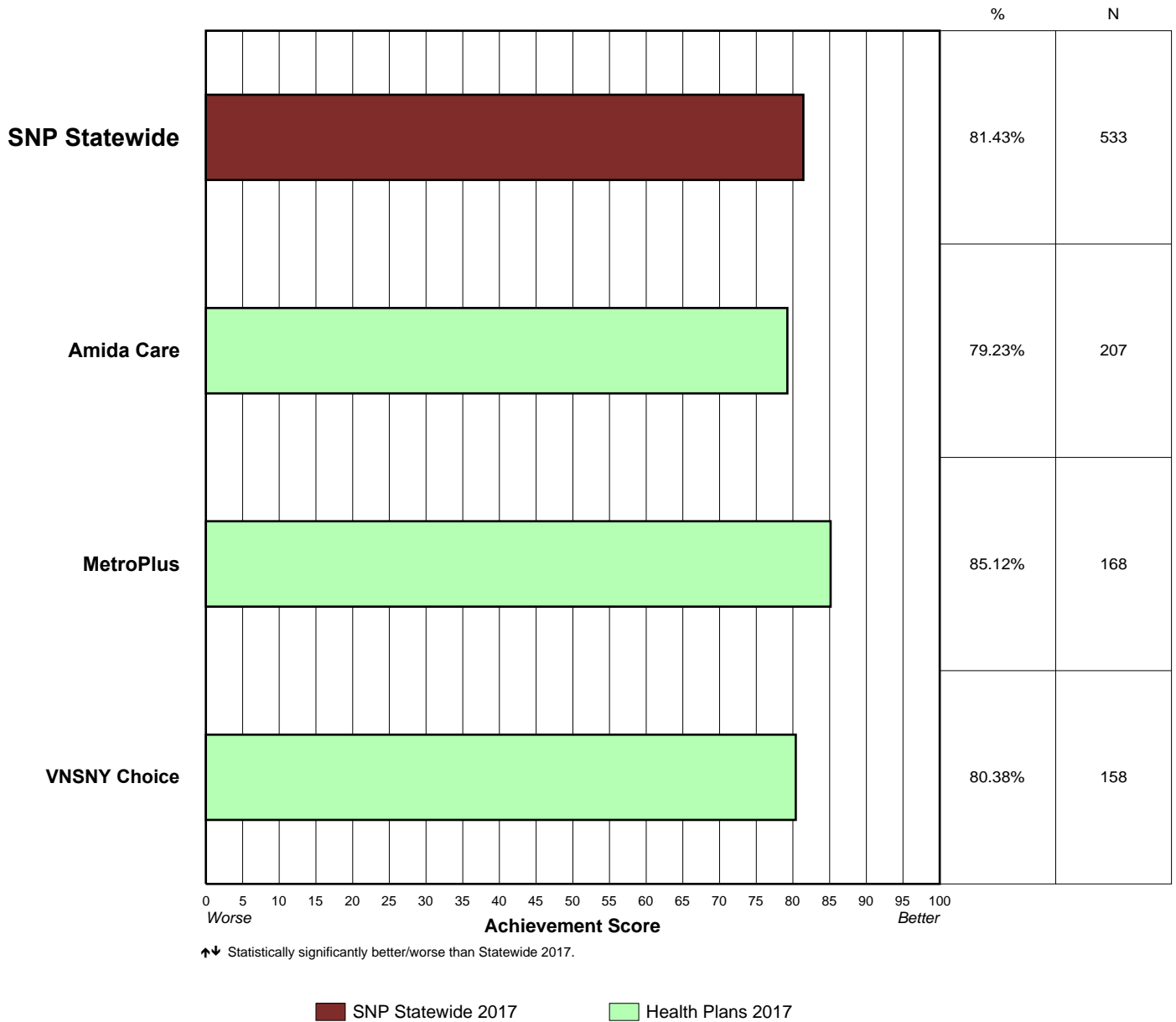
## Medical Assistance with Smoking Cessation

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



## Medical Assistance with Smoking Cessation

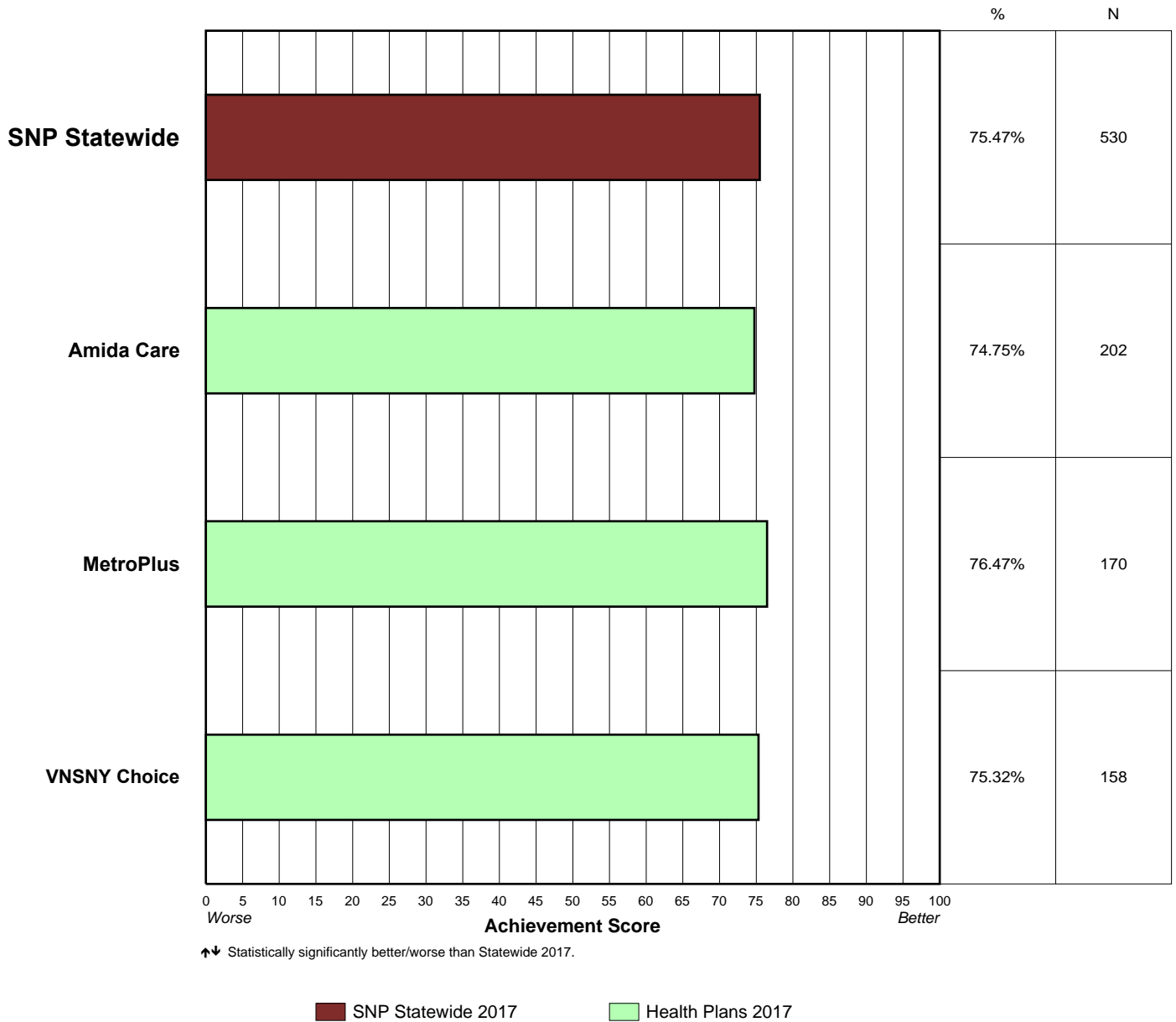
**Q51. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco**





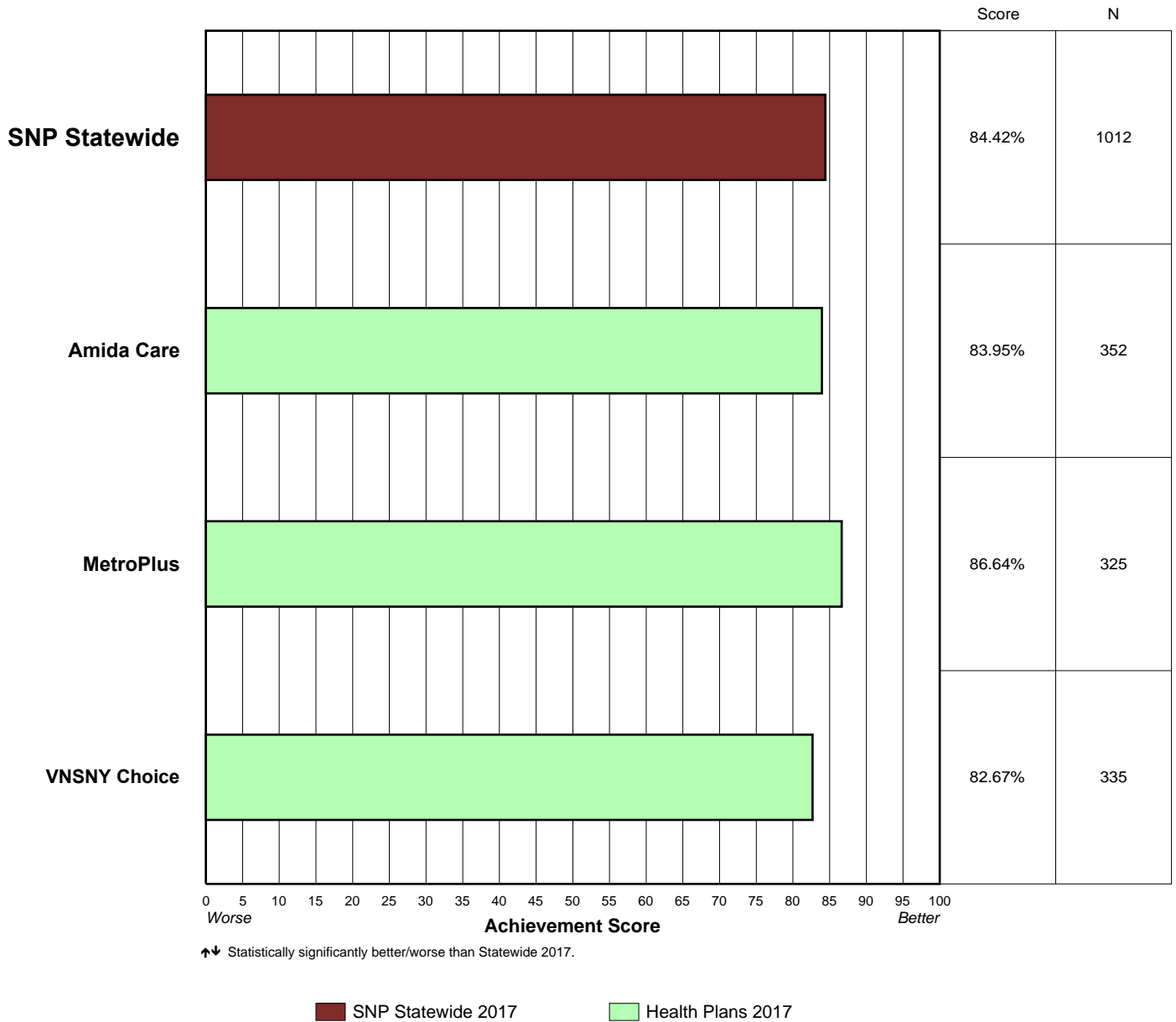
## Medical Assistance with Smoking Cessation

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



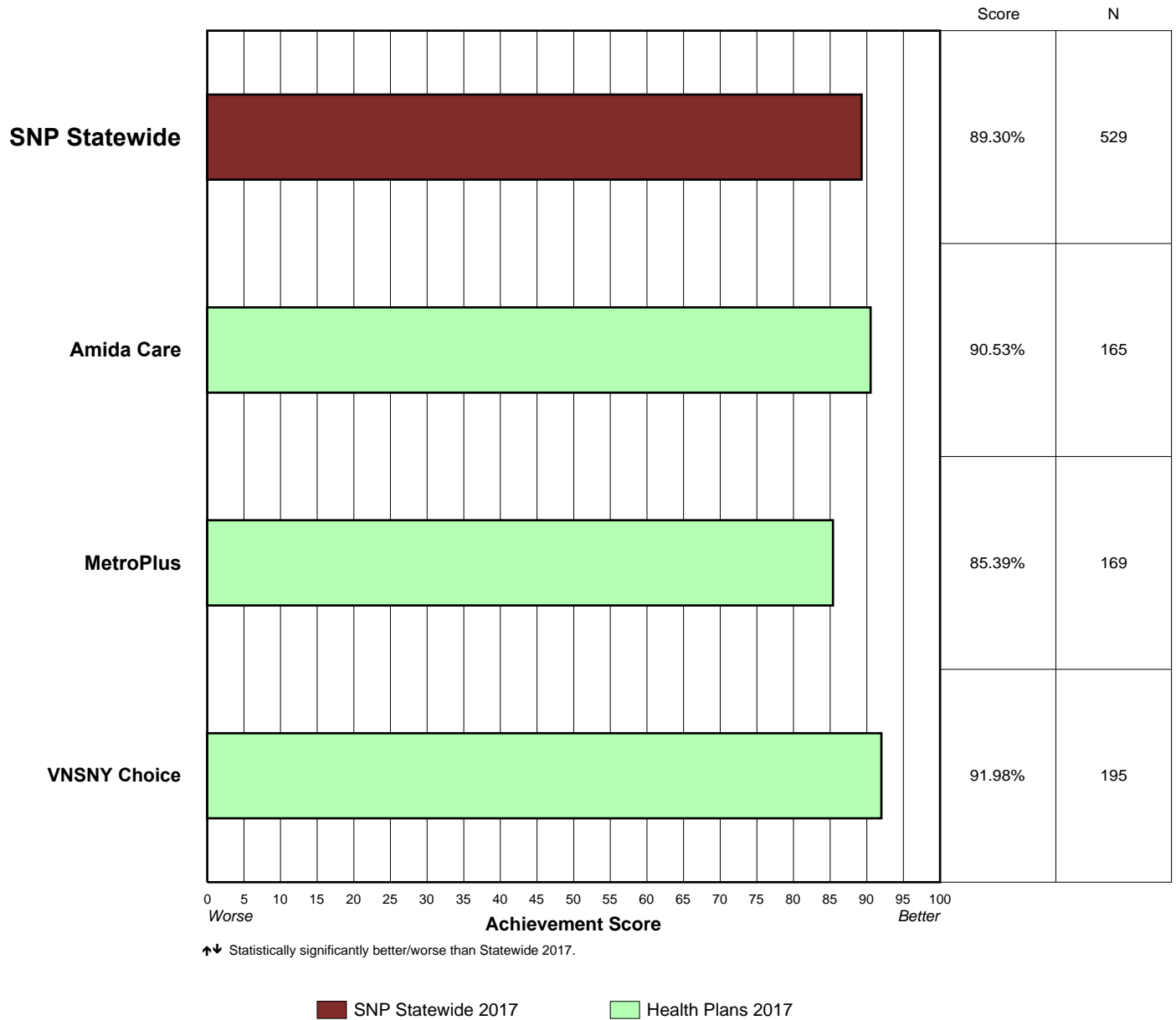
# Single Items

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



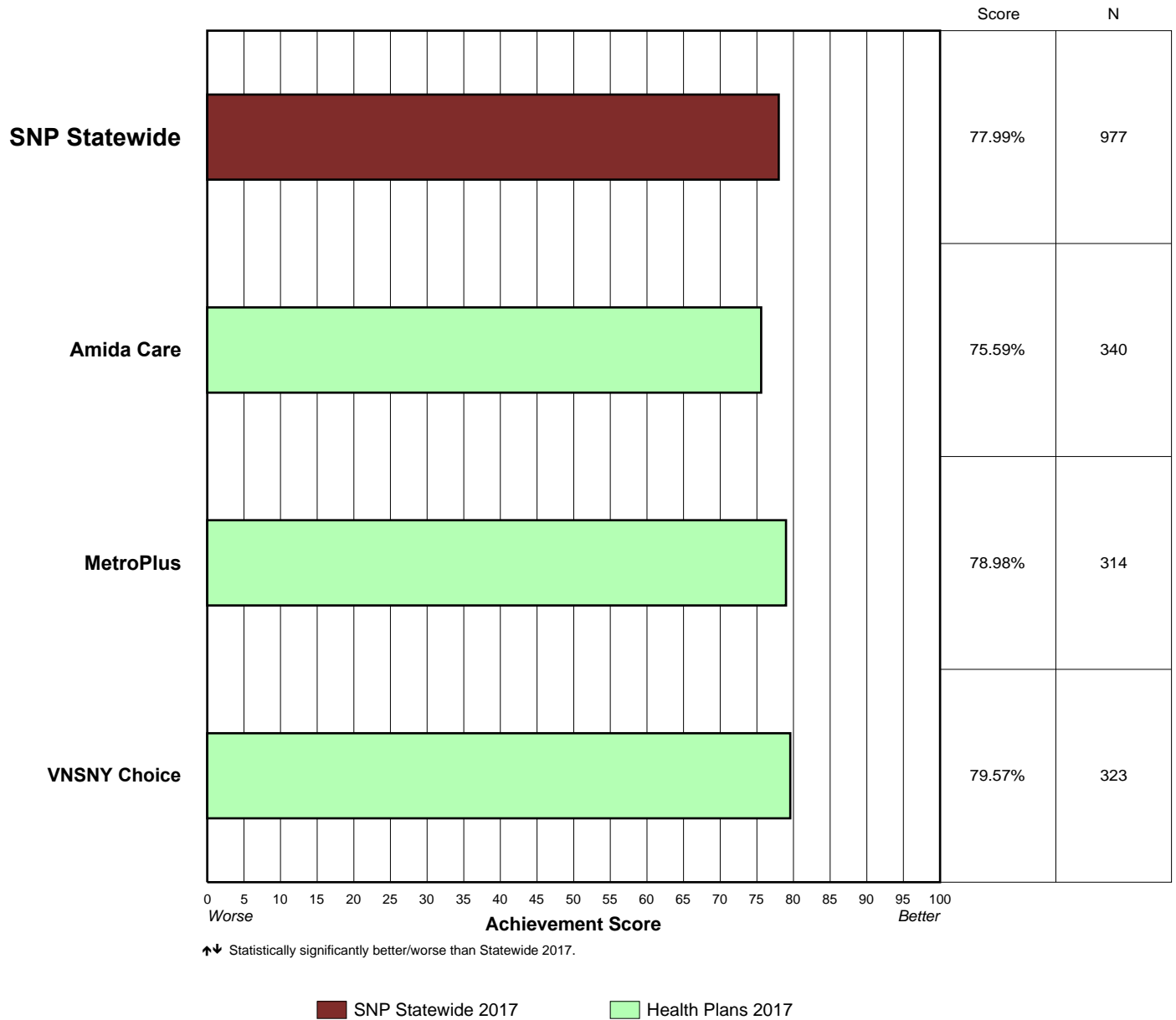
### Single Items

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



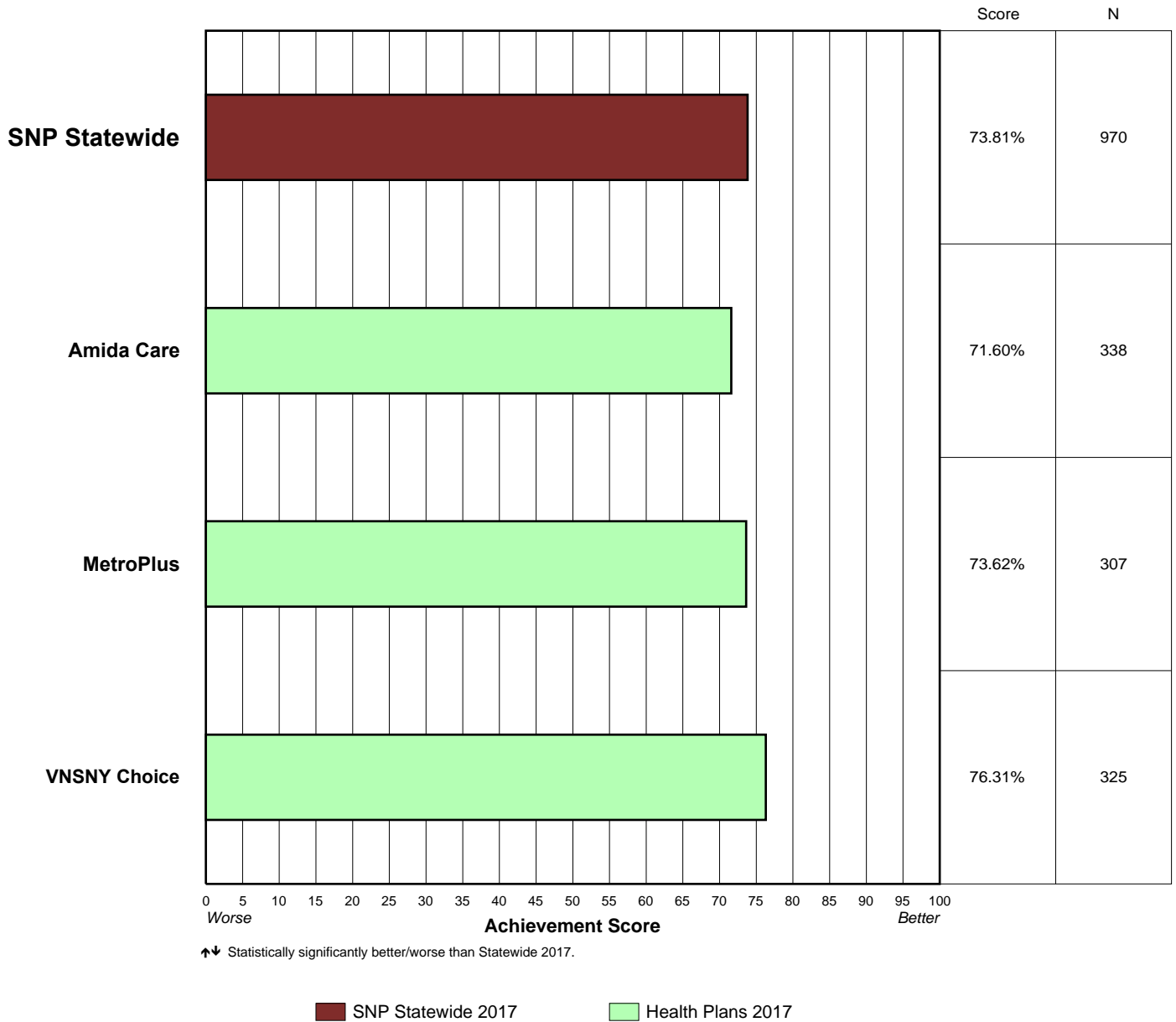
### Single Items

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



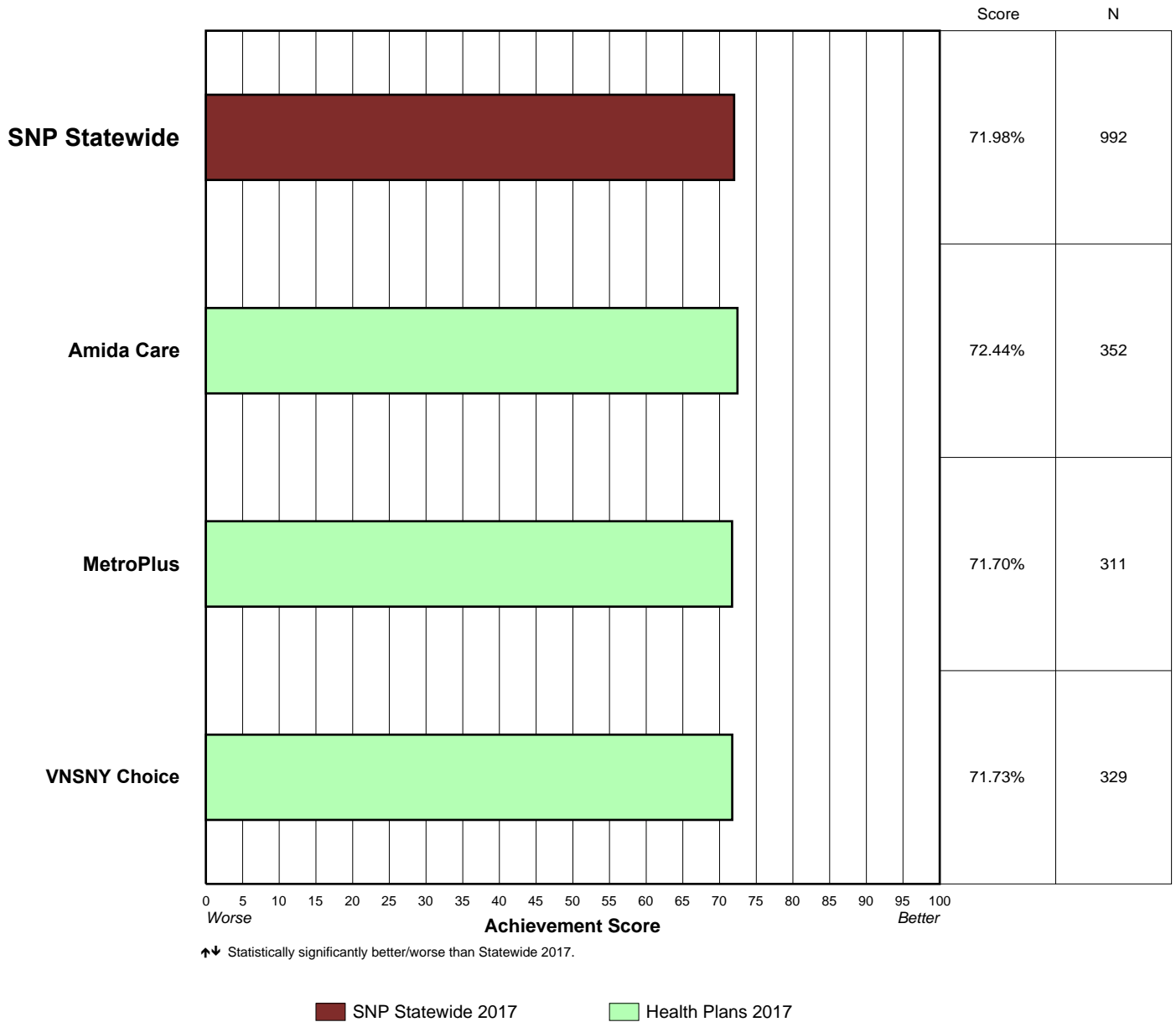
# Single Items

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



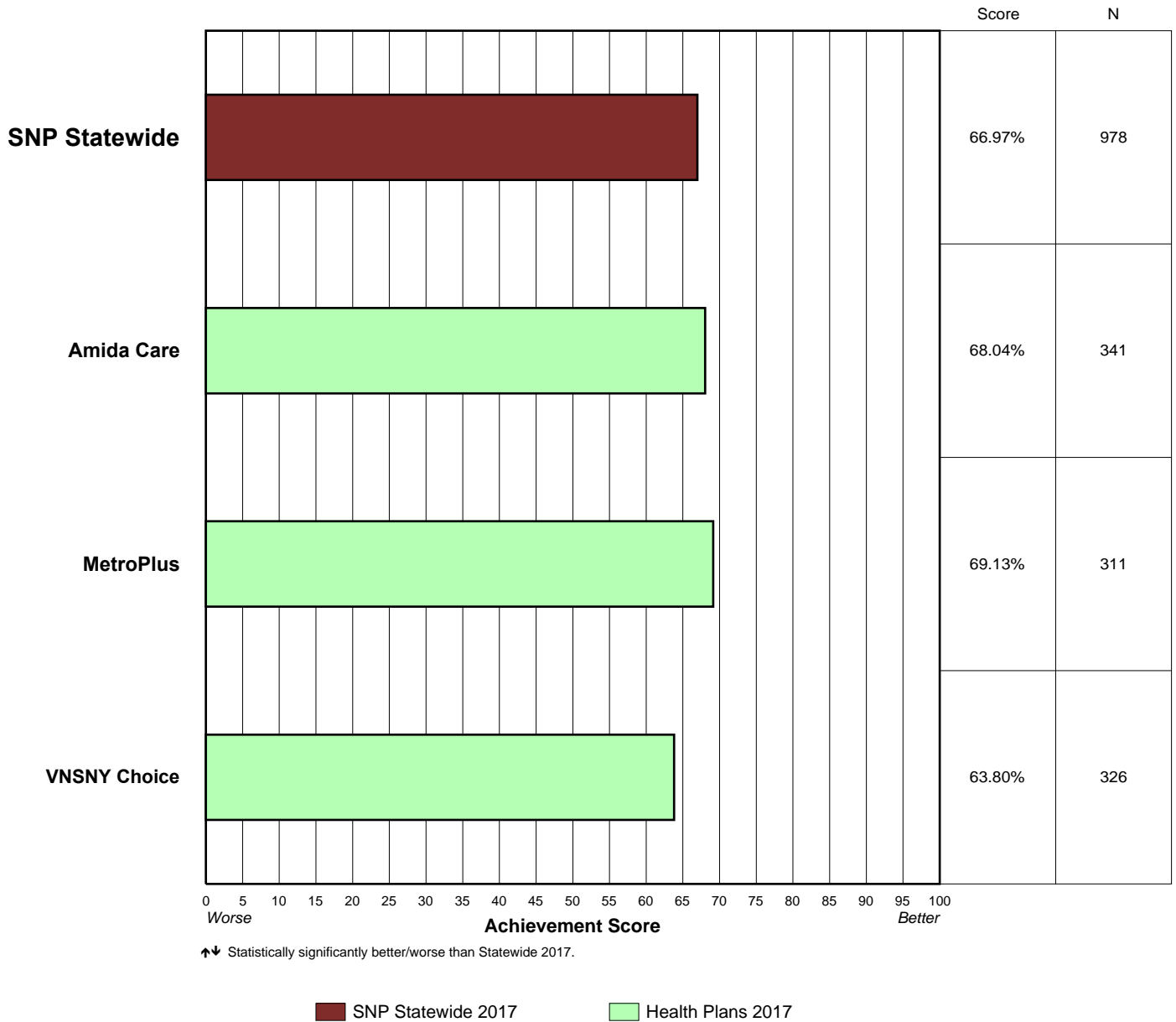
### Single Items

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



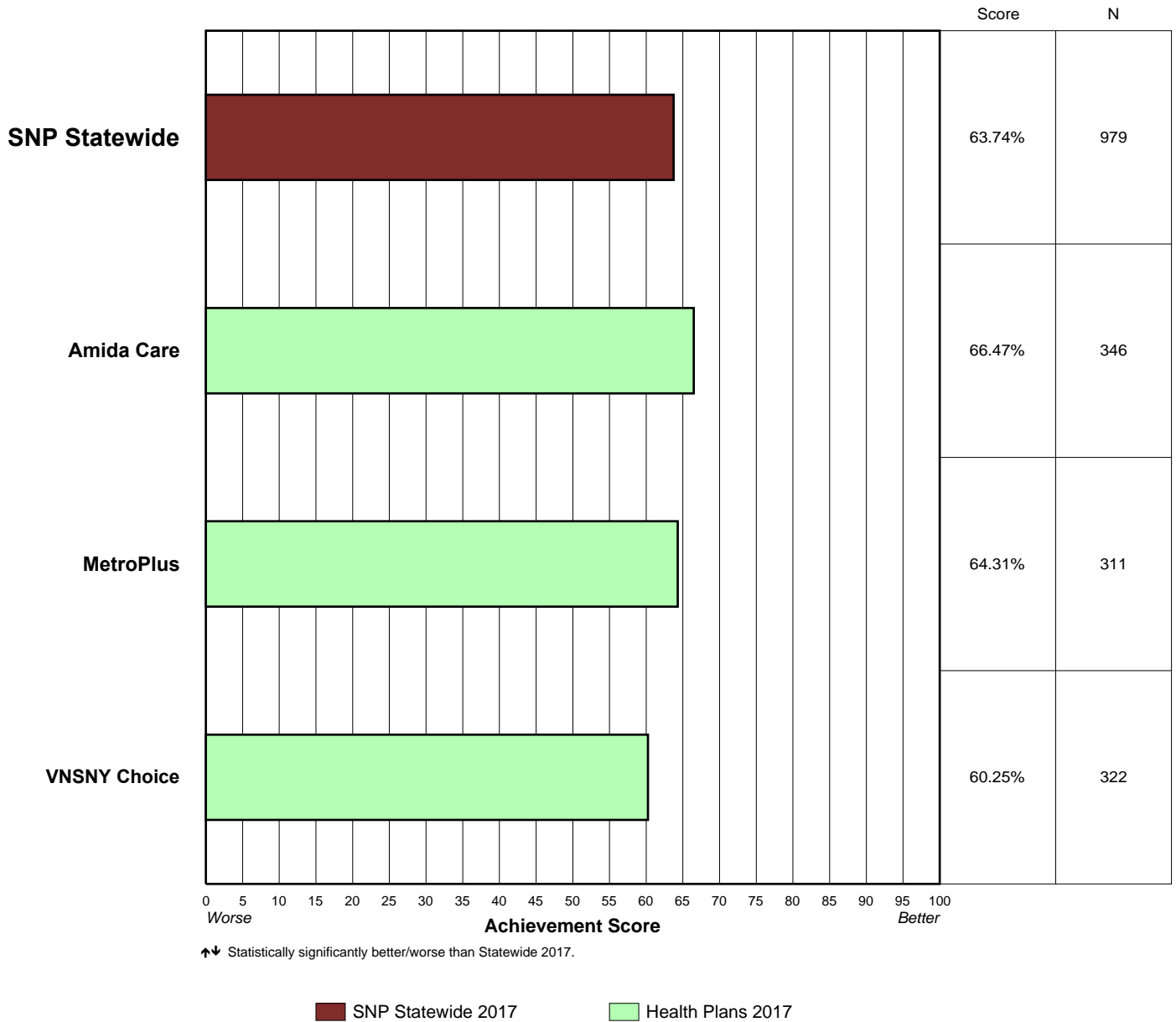
### Single Items

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



### Single Items

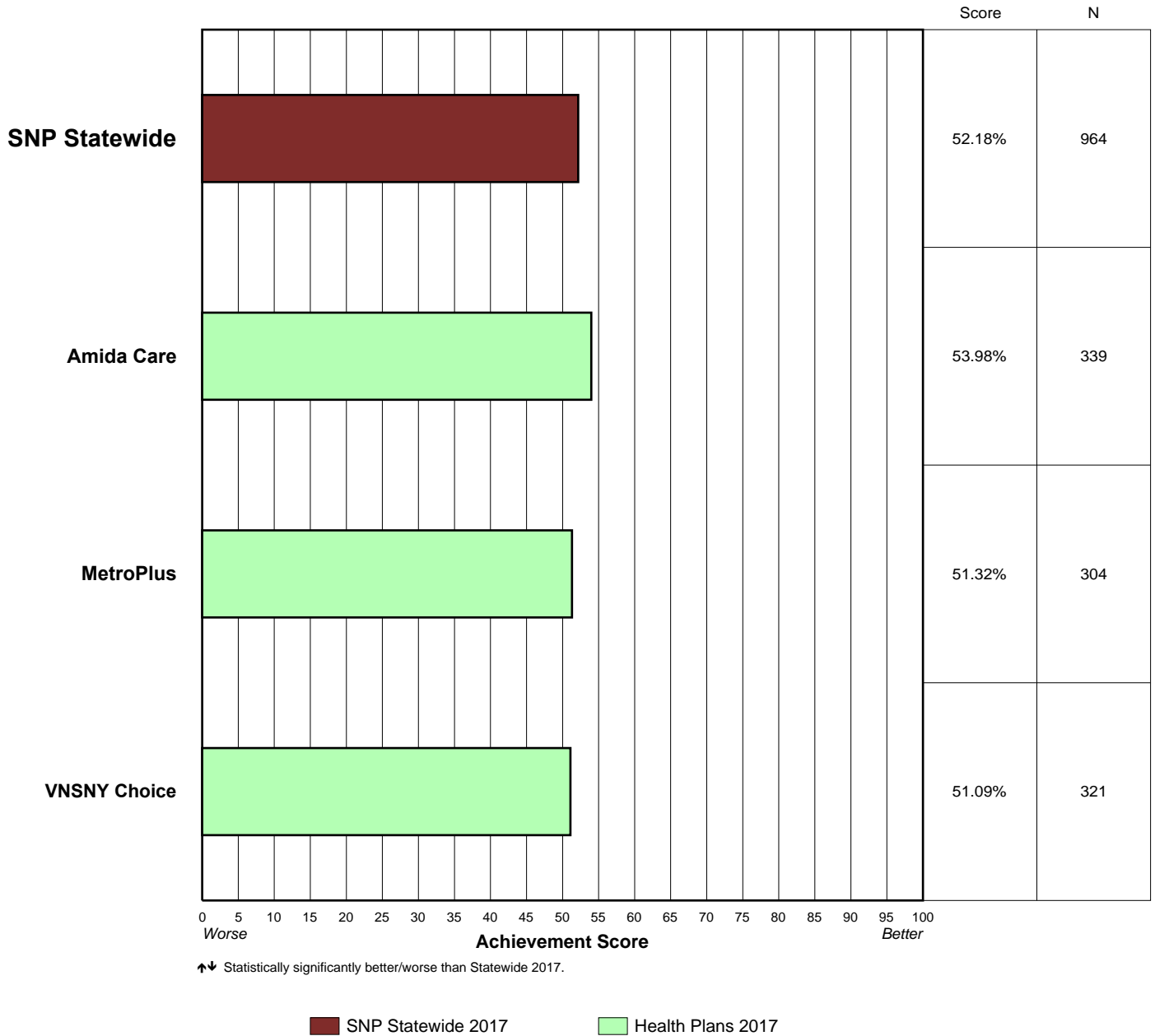
#### Q9e. Doctor or other health provider talked about smoking or using tobacco products





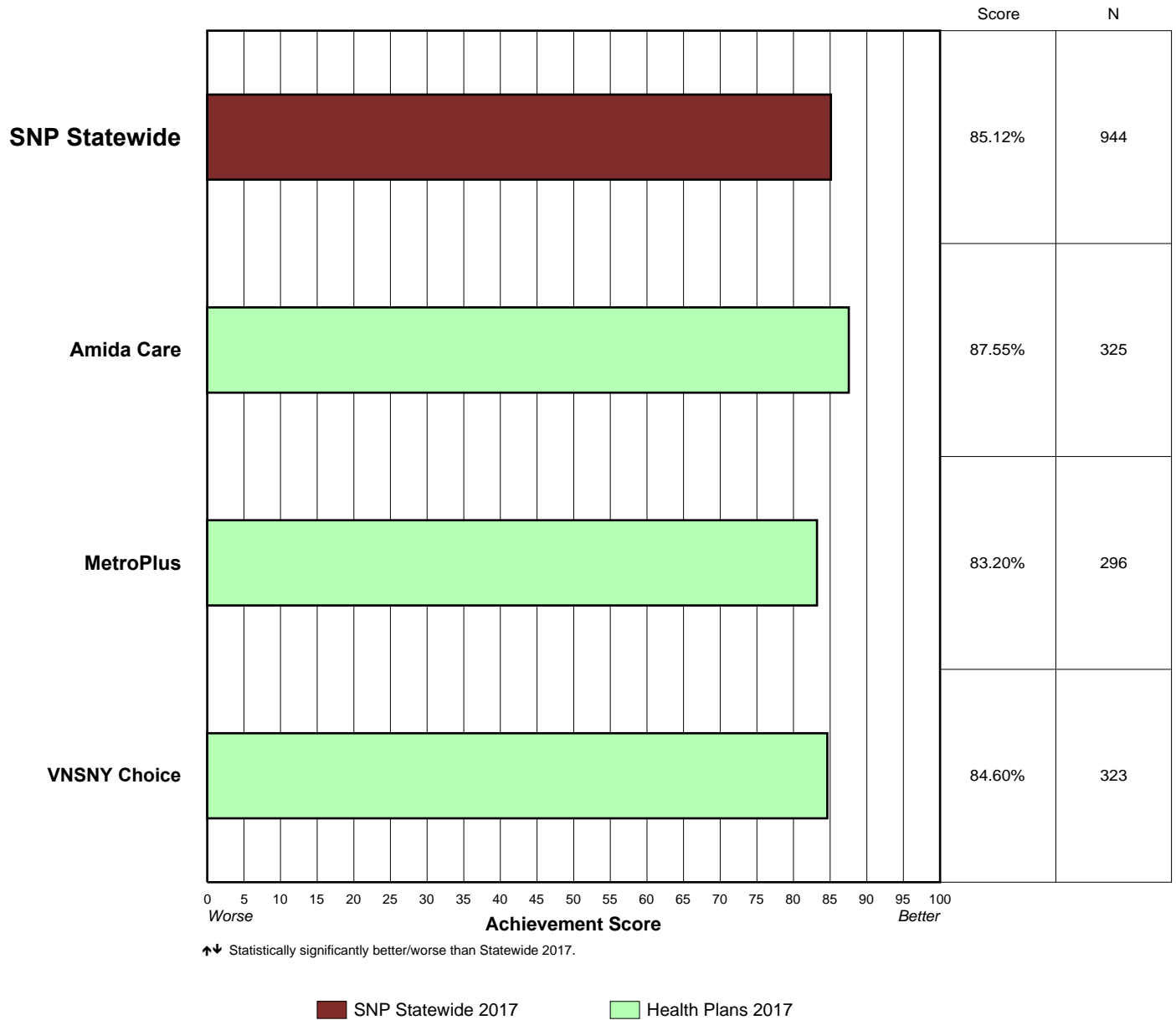
### Single Items

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



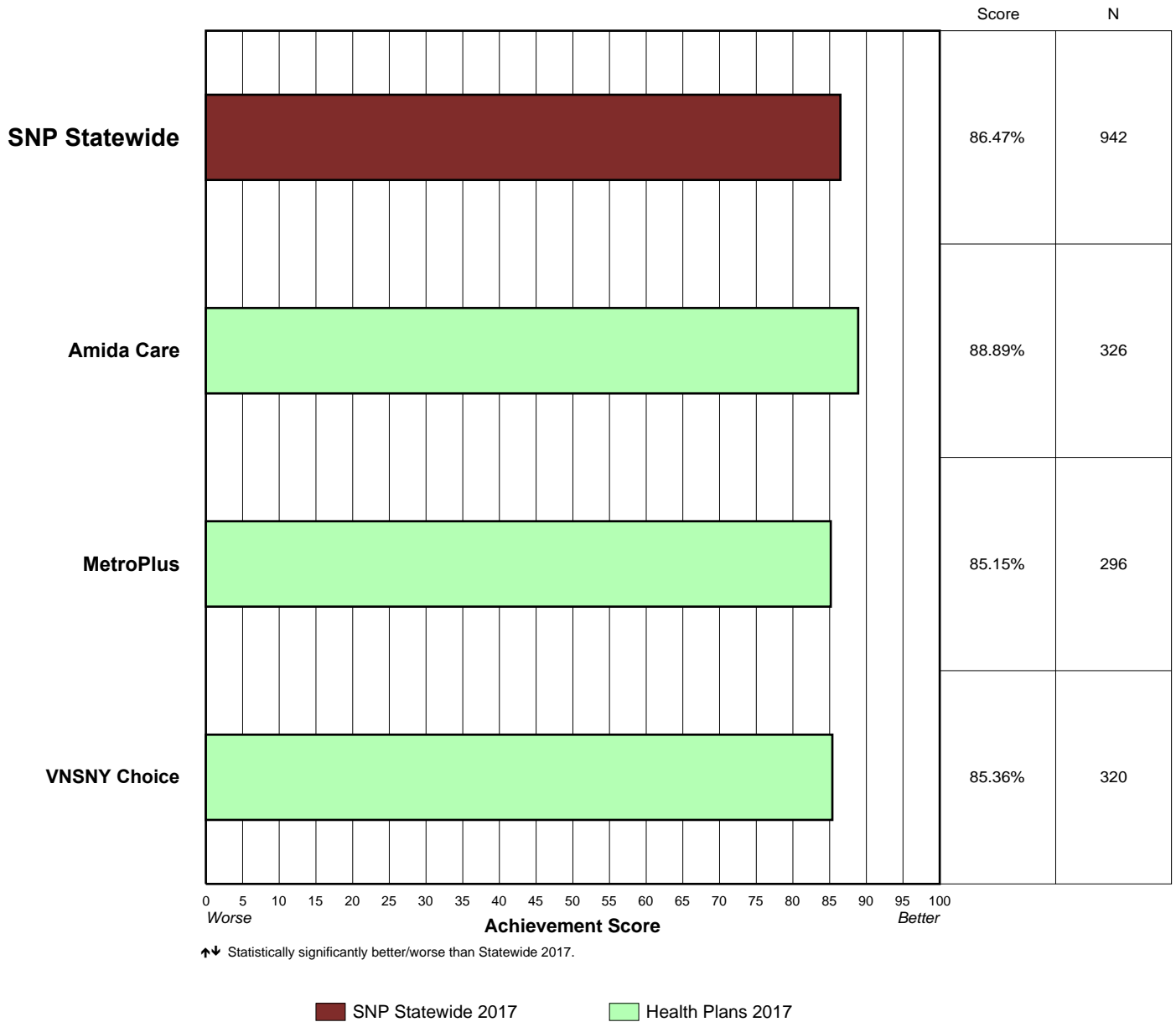
### Single Items

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



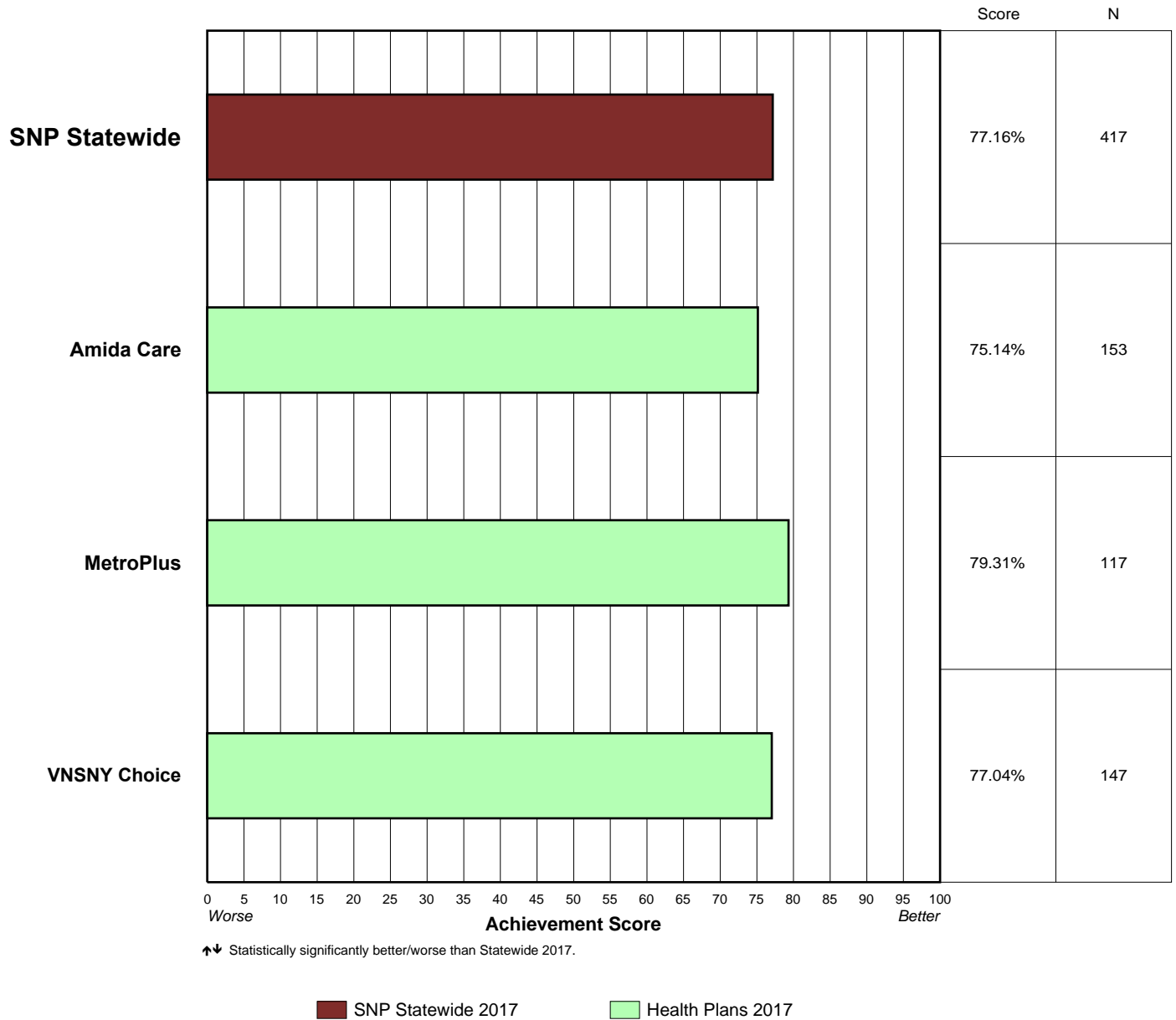
# Single Items

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



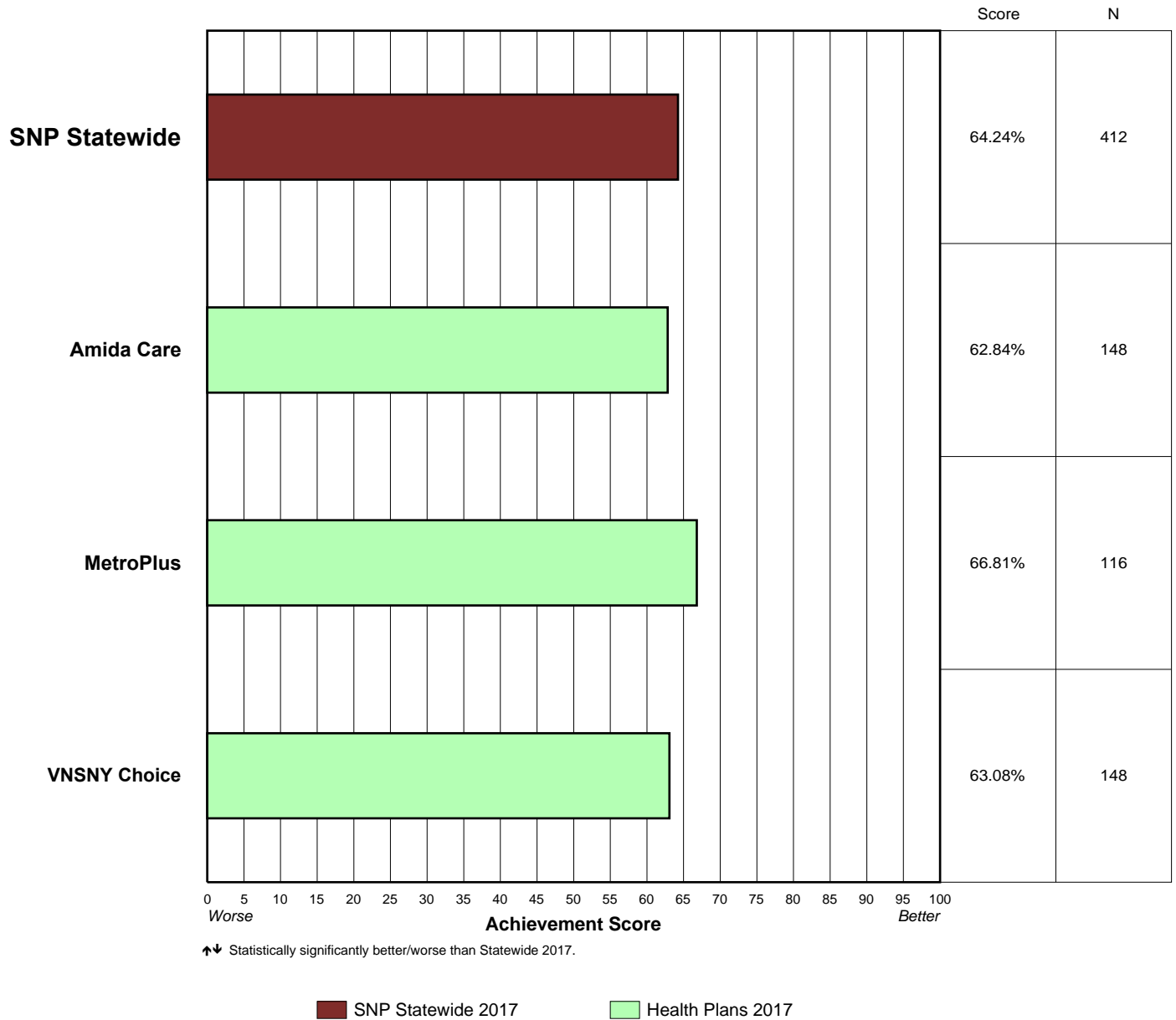
### Single Items

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



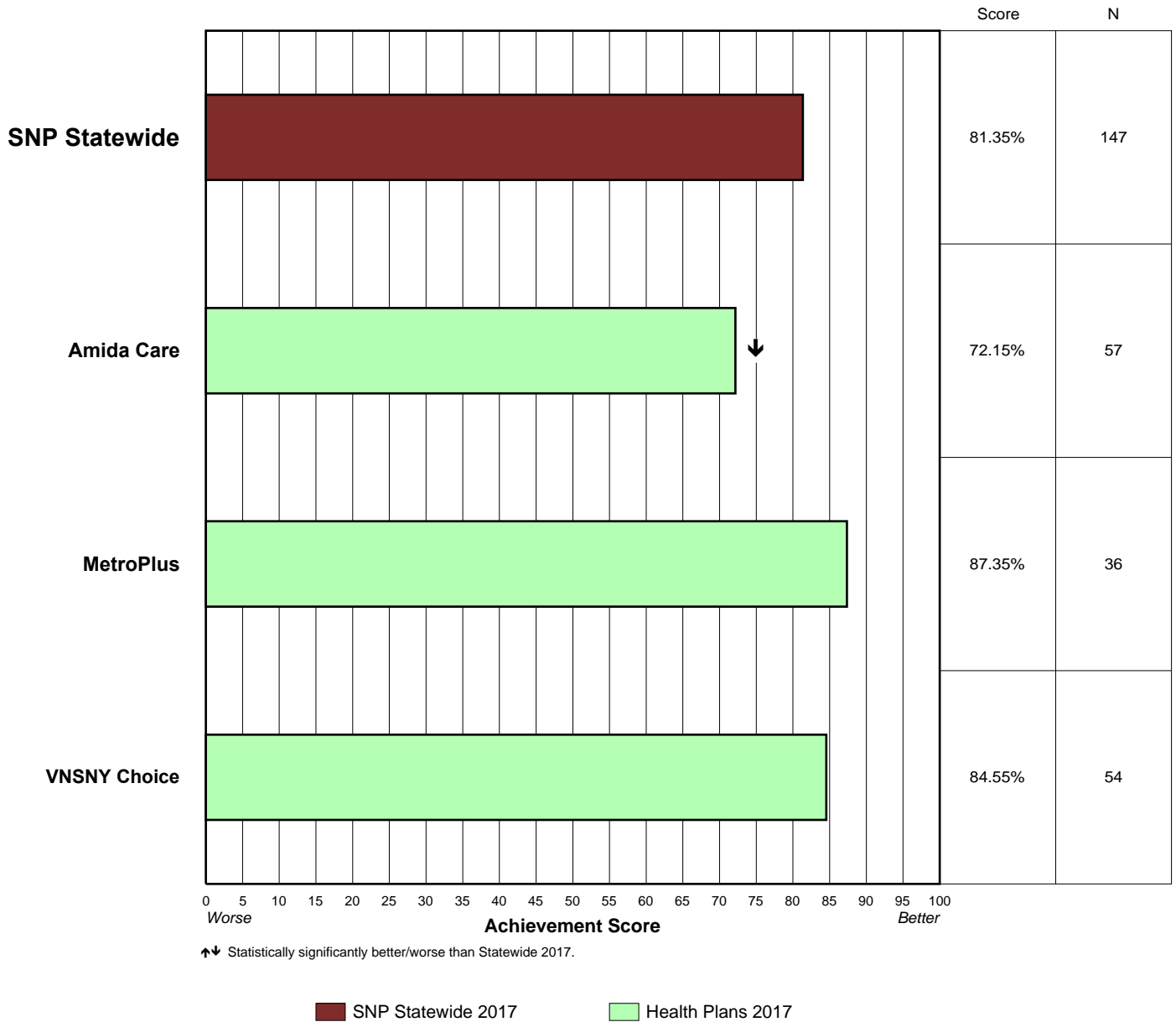
### Single Items

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



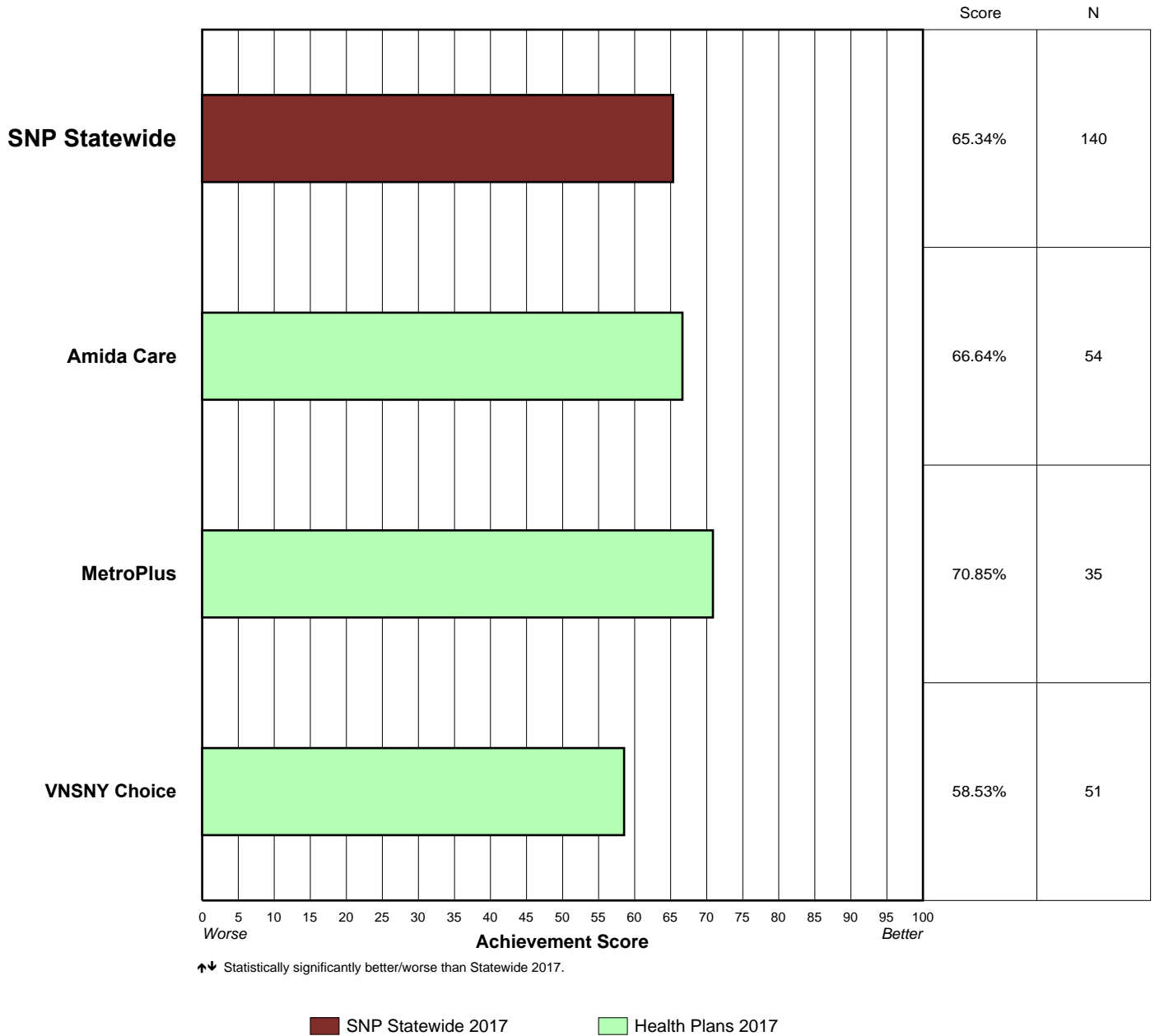
### Single Items

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



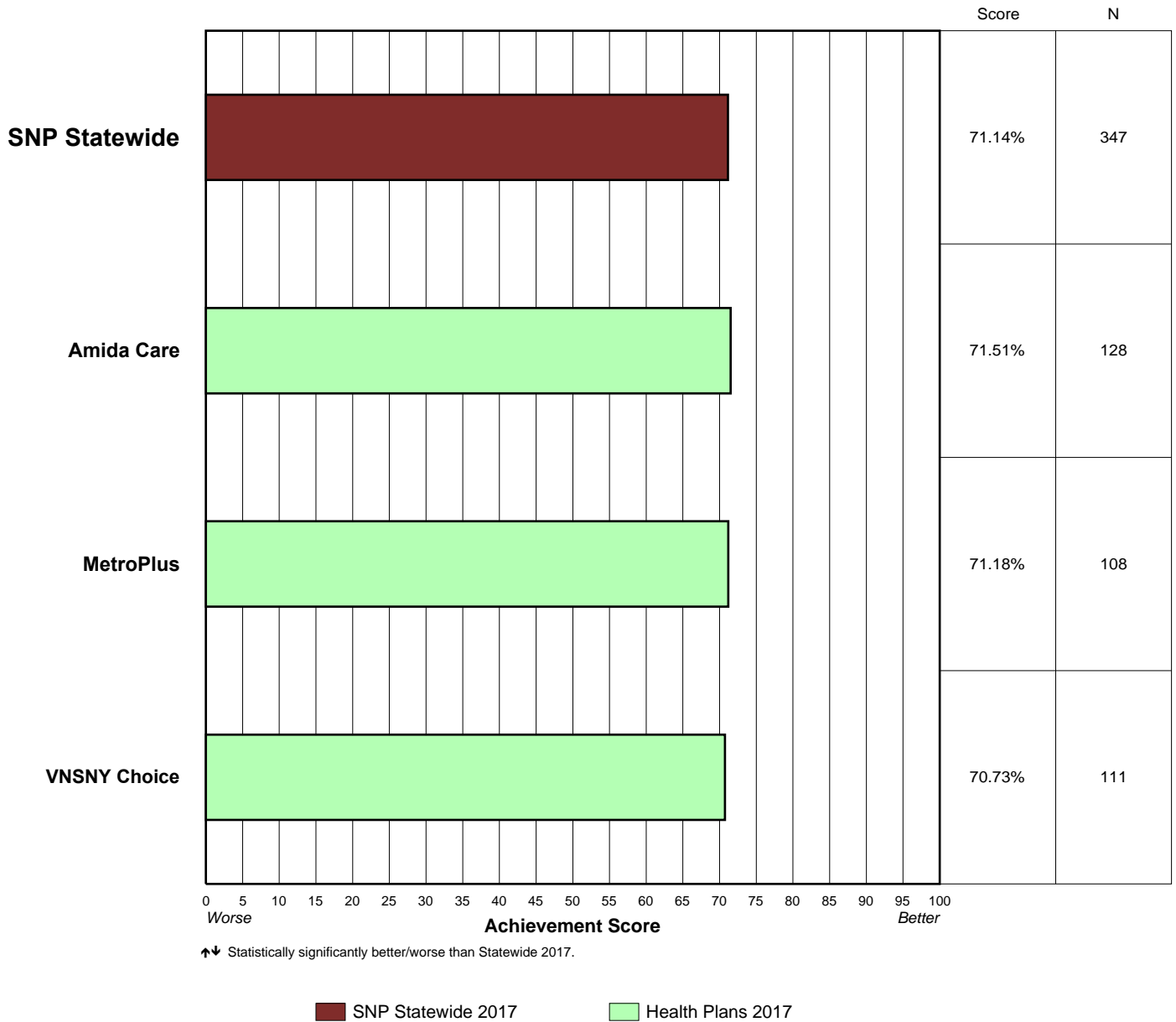
# Single Items

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



### Single Items

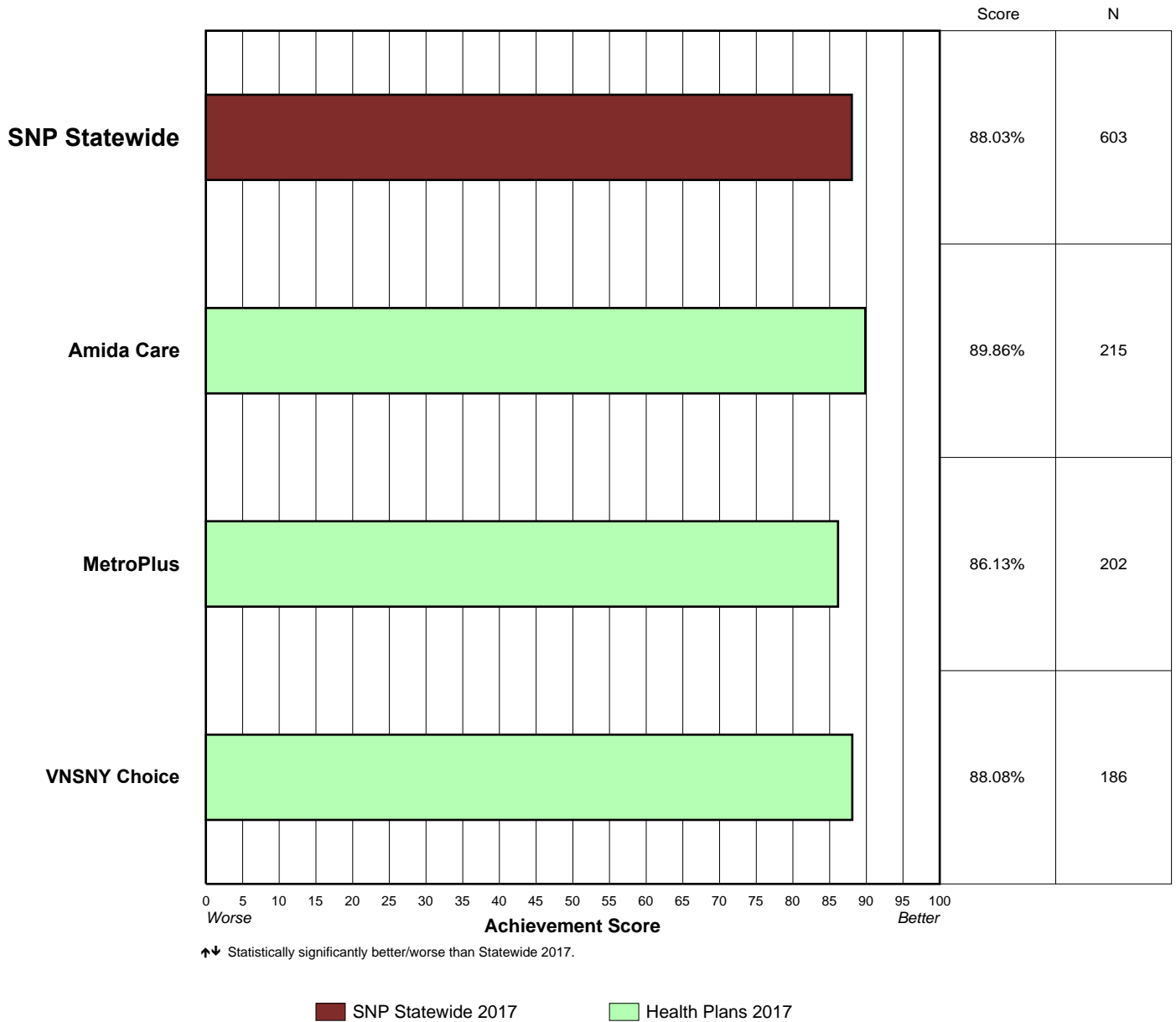
#### Q39. Written materials or internet usually or always provided information about how health plan works





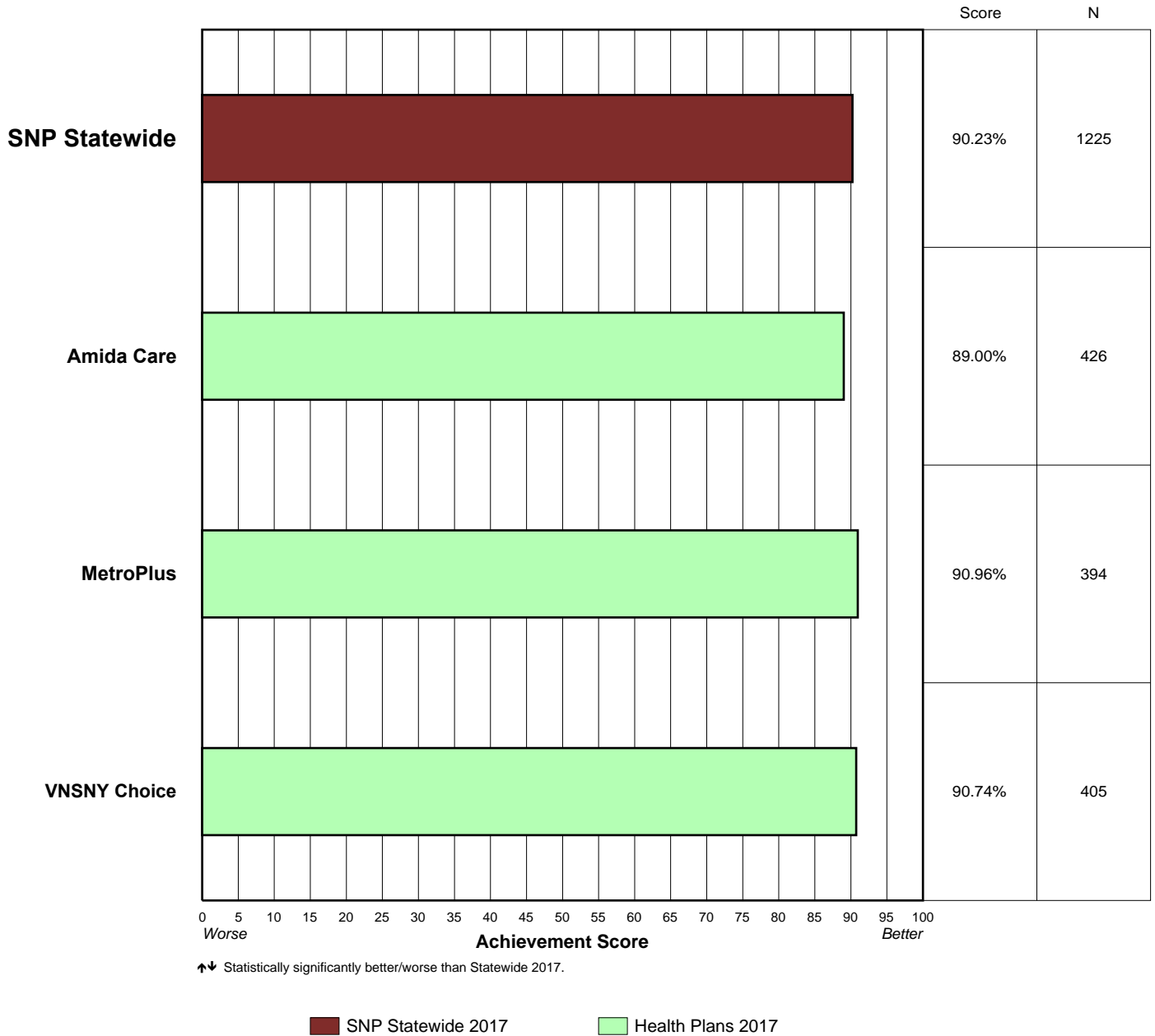
### Single Items

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



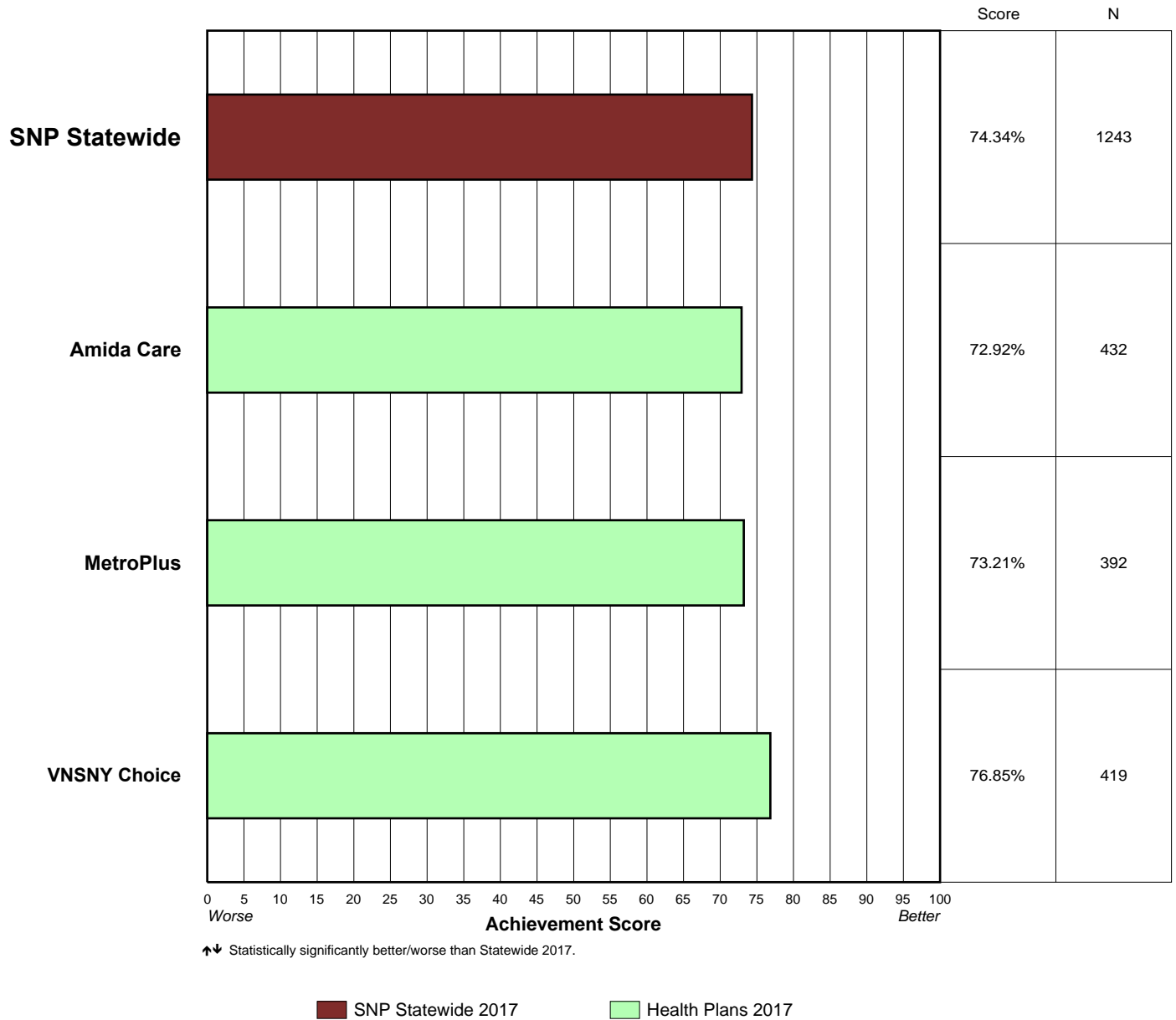
# Single Items

## Q45. Would recommend health plan to your family and friends



### 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.

## Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q18 Getting Needed Care	87%	0.51	Q28 Communication	94%	0.58	Q13 Shared Decision Making	88%	0.53	Q41 Customer Service	84%	0.56
2	Q30 Communication	90%	0.46	Q30 Communication	90%	0.57	Q11 Shared Decision Making	96%	0.48	Q43 Customer Service	91% ▼	0.46
3	Q29 Communication	93%	0.44	Q27 Communication	93%	0.54	Q35 Getting Needed Care	70%	0.45	Q30 Communication	90%	0.41
4	Q28 Communication	94%	0.40	Q29 Communication	93%	0.51	Q30 Communication	90%	0.44	Q18 Getting Needed Care	87%	0.38
5	Q27 Communication	93%	0.39	Q18 Getting Needed Care	87%	0.43	Q18 Getting Needed Care	87%	0.40	Q27 Communication	93%	0.34
6	Q43 Customer Service	91% ▼	0.35	Q43 Customer Service	91% ▼	0.36	Q6 Getting Care Quickly	85%	0.39	Q35 Getting Needed Care	70%	0.32
7	Q35 Getting Needed Care	70%	0.33	Q41 Customer Service	84%	0.34	Q41 Customer Service	84%	0.35	Q28 Communication	94%	0.26
8	Q41 Customer Service	84%	0.32	Q35 Getting Needed Care	70%	0.27	Q4 Getting Care Quickly	79% ▼	0.32	Q6 Getting Care Quickly	85%	0.23
9	Q6 Getting Care Quickly	85%	0.28	Q6 Getting Care Quickly	85%	0.27	Q28 Communication	94%	0.30	Q29 Communication	93%	0.18
10	Q4 Getting Care Quickly	79% ▼	0.23	Q4 Getting Care Quickly	79% ▼	0.18	Q27 Communication	93%	0.27	Q4 Getting Care Quickly	79% ▼	0.18

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

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.51	87%	61%	26%	11%	2%
2	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.46	90%	75%	15%	8%	2%
3	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.44	93%	85%	9%	5%	1%
4	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.40	94%	81%	13%	5%	1%
5	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.39	93%	78%	15%	6%	1%
6	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.35	91% ▼	80%	12%	8%	1%
7	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.33	70%	45%	25%	20%	10%
8	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.32	84%	65%	20%	14%	3%
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	85%	64%	21%	12%	2%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.23	79% ▼	54%	25%	19%	2%

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

## Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.58	94%	81%	13%	5%	1%
2	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.57	90%	75%	15%	8%	2%
3	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.54	93%	78%	15%	6%	1%
4	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.51	93%	85%	9%	5%	1%
5	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.43	87%	61%	26%	11%	2%
6	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.36	91% ▼	80%	12%	8%	1%
7	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.34	84%	65%	20%	14%	3%
8	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.27	70%	45%	25%	20%	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?	0.27	85%	64%	21%	12%	2%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.18	79% ▼	54%	25%	19%	2%

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

## 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	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?	0.53	88%	88%	(na)	(na)	12%
2	Q11. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.48	96%	96%	(na)	(na)	4%
3	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.45	70%	45%	25%	20%	10%
4	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.44	90%	75%	15%	8%	2%
5	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.40	87%	61%	26%	11%	2%
6	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?	0.39	85%	64%	21%	12%	2%
7	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.35	84%	65%	20%	14%	3%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	79% ▼	54%	25%	19%	2%
9	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.30	94%	81%	13%	5%	1%
10	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	93%	78%	15%	6%	1%

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



## Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.56	84%	65%	20%	14%	3%
2	Q43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.46	91% ▼	80%	12%	8%	1%
3	Q30. In the last 6 months, how often did your personal doctor spend enough time with you?	0.41	90%	75%	15%	8%	2%
4	Q18. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.38	87%	61%	26%	11%	2%
5	Q27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.34	93%	78%	15%	6%	1%
6	Q35. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.32	70%	45%	25%	20%	10%
7	Q28. In the last 6 months, how often did your personal doctor listen carefully to you?	0.26	94%	81%	13%	5%	1%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.23	85%	64%	21%	12%	2%
9	Q29. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.18	93%	85%	9%	5%	1%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.18	79% ▼	54%	25%	19%	2%

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

# 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?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	1,296	100.0%	418	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	1,296	100.0%	418	100.0%
Not Answered	29		9	

## Your Health Care in the Last 6 Months

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	483	37.4%	147	35.4%
No	807	62.6%	268	64.6%
<b>Total</b>	1,290	100.0%	415	100.0%
Not Answered	35		12	

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	9	1.9%	3	2.1%
<input checked="" type="radio"/> Sometimes	65	13.7%	28	19.2%
<input checked="" type="radio"/> Usually	95	20.0%	36	24.7%
<input checked="" type="radio"/> Always	305	64.3%	79	54.1%
<b>Total</b>	474	100.0%	146	100.0%
Not Answered	9		1	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	84.21%		79.00%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.3		-11.9↓	
Correlation with rating of health plan	0.250		0.180	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	1,155	89.3%	359	86.1%
No	139	10.7%	58	13.9%
<b>Total</b>	1,294	100.0%	417	100.0%
Not Answered	31		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?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	23	2.0%	8	2.3%
<input checked="" type="radio"/> Sometimes	121	10.7%	43	12.4%
<input checked="" type="radio"/> Usually	251	22.2%	73	21.0%
<input checked="" type="radio"/> Always	738	65.1%	224	64.4%
<b>Total</b>	1,133	100.0%	348	100.0%
Not Answered	22		11	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	87.22%		85.47%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.9		-0.7	
Correlation with rating of health plan	0.192		0.227	

Response scored as:  Achievement  Room for improvement

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	148	12.5%	50	13.2%
1 time	190	16.1%	82	21.6%
2	305	25.8%	99	26.1%
3	188	15.9%	57	15.0%
4	108	9.1%	36	9.5%
5 to 9	180	15.2%	40	10.6%
10 or more times	62	5.2%	15	4.0%
<b>Total</b>	<b>1,181</b>	<b>100.0%</b>	<b>379</b>	<b>100.0%</b>
Not Answered	144		48	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	854	84.4%	282	86.8%
<input type="radio"/> No	158	15.6%	43	13.2%
<b>Total</b>	<b>1,012</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>
Not Answered	21		4	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	84.42%		86.64%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.0		+3.0	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	762	78.0%	248	79.0%
<input type="radio"/> No	215	22.0%	66	21.0%
<b>Total</b>	<b>977</b>	<b>100.0%</b>	<b>314</b>	<b>100.0%</b>
Not Answered	56		15	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	77.99%		78.98%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.6		+0.1	

Response scored as:  Achievement  Room for improvement

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	716	73.8%	226	73.6%
● No	254	26.2%	81	26.4%
<b>Total</b>	970	100.0%	307	100.0%
Not Answered	63		22	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>				
Achievement Score	73.81%		73.62%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.0		-1.1	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	714	72.0%	223	71.7%
● No	278	28.0%	88	28.3%
<b>Total</b>	992	100.0%	311	100.0%
Not Answered	41		18	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>				
Achievement Score	71.98%		71.70%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	0.0		+1.5	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	655	67.0%	215	69.1%
● No	323	33.0%	96	30.9%
<b>Total</b>	978	100.0%	311	100.0%
Not Answered	55		18	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>				
Achievement Score	66.97%		69.13%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.1		+7.5↑	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	624	63.7%	200	64.3%
● No	355	36.3%	111	35.7%
<b>Total</b>	979	100.0%	311	100.0%
Not Answered	54		18	
<b>Reporting Category</b>		Single Items		
Achievement Score	63.74%		64.31%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.8		+0.9	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	503	52.2%	156	51.3%
● No	461	47.8%	148	48.7%
<b>Total</b>	964	100.0%	304	100.0%
Not Answered	69		25	
<b>Reporting Category</b>		Single Items		
Achievement Score	52.18%		51.32%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.3		+0.4	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	462	45.4%	147	45.2%
No	555	54.6%	178	54.8%
<b>Total</b>	1,017	100.0%	325	100.0%
Not Answered	16		4	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	435	94.8%	139	95.9%
● No	24	5.2%	6	4.1%
<b>Total</b>	459	100.0%	145	100.0%
Not Answered	3		2	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	94.78%		95.79%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.7		+0.8	
Correlation with rating of health plan	0.052		0.019	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	320	70.0%	99	68.3%
● No	137	30.0%	46	31.7%
<b>Total</b>	457	100.0%	145	100.0%
Not Answered	5		2	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	69.98%		68.26%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+3.6		+2.0	
Correlation with rating of health plan	0.004		0.063	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	393	86.2%	126	88.1%
● No	63	13.8%	17	11.9%
<b>Total</b>	456	100.0%	143	100.0%
Not Answered	6		4	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	86.24%		88.08%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.1		-0.7	
Correlation with rating of health plan	0.066		0.082	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	957	93.9%	301	92.9%
No	62	6.1%	23	7.1%
<b>Total</b>	1,019	100.0%	324	100.0%
Not Answered	14		5	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	54	5.7%	19	6.4%
<input checked="" type="radio"/> Sometimes	86	9.1%	30	10.1%
<input checked="" type="radio"/> Usually	142	15.0%	38	12.8%
<input checked="" type="radio"/> Always	662	70.1%	209	70.6%
<b>Total</b>	944	100.0%	296	100.0%
Not Answered	13		5	
<b>Reporting Category</b>	Single Items			
Achievement Score	85.12%		83.20%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.3		-4.8	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	22	2.3%	8	2.7%
<input checked="" type="radio"/> Sometimes	105	11.1%	36	12.2%
<input checked="" type="radio"/> Usually	225	23.9%	61	20.6%
<input checked="" type="radio"/> Always	590	62.6%	191	64.5%
<b>Total</b>	942	100.0%	296	100.0%
Not Answered	15		5	
<b>Reporting Category</b>	Single Items			
Achievement Score	86.47%		85.15%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.1		-3.4	

Response scored as:  Achievement  Room for improvement



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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst health care possible	4	0.4%	0	0.0%
● 1	2	0.2%	0	0.0%
● 2	6	0.6%	1	0.3%
● 3	10	1.0%	2	0.6%
● 4	13	1.3%	3	0.9%
● 5	55	5.4%	22	6.9%
● 6	39	3.8%	10	3.1%
● 7	84	8.3%	18	5.6%
● 8	199	19.5%	67	20.9%
● 9	156	15.3%	47	14.6%
● Best health care possible	450	44.2%	151	47.0%
<b>Total</b>	1,018	100.0%	321	100.0%
Not Answered	15		8	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	79.16%		82.45%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.6		+5.4	
Correlation with rating of health plan	0.558		0.546	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	18	1.8%	5	1.5%
● Sometimes	104	10.2%	37	11.4%
● Usually	266	26.0%	84	25.8%
● Always	635	62.1%	199	61.2%
<b>Total</b>	1,023	100.0%	325	100.0%
Not Answered	10		4	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	88.04%		87.05%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.4		-3.9	
Correlation with rating of health plan	0.405		0.379	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	423	32.9%	120	29.5%
No	861	67.1%	287	70.5%
<b>Total</b>	1,284	100.0%	407	100.0%
Not Answered	41		20	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	26	6.2%	6	5.1%
<input checked="" type="radio"/> Sometimes	70	16.8%	18	15.4%
<input checked="" type="radio"/> Usually	78	18.7%	24	20.5%
<input checked="" type="radio"/> Always	243	58.3%	69	59.0%
<b>Total</b>	417	100.0%	117	100.0%
Not Answered	6		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	77.16%		79.31%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.4		-4.5	

Response scored as:  Achievement  Room for improvement

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	10	2.4%	2	1.7%
● 1	4	1.0%	1	0.9%
● 2	9	2.2%	2	1.7%
● 3	10	2.4%	2	1.7%
● 4	10	2.4%	2	1.7%
● 5	36	8.7%	13	11.2%
● 6	31	7.5%	6	5.2%
● 7	38	9.2%	11	9.5%
● 8	41	10.0%	14	12.1%
● 9	65	15.8%	18	15.5%
● Best treatment possible	158	38.3%	45	38.8%
<b>Total</b>	412	100.0%	116	100.0%
Not Answered	11		4	
<b>Reporting Category</b>	Single Items			
Achievement Score	64.24%		66.81%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.9		+3.0	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	148	11.4%	36	8.7%
No	1,146	88.6%	378	91.3%
<b>Total</b>	1,294	100.0%	414	100.0%
Not Answered	31		13	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	9	6.1%	0	0.0%
● Sometimes	19	12.9%	6	16.7%
● Usually	30	20.4%	8	22.2%
● Always	89	60.5%	22	61.1%
<b>Total</b>	147	100.0%	36	100.0%
Not Answered	1		0	
<b>Reporting Category</b>		Single Items		
Achievement Score	81.35%		87.35%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-4.1		+3.0	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	4	2.9%	0	0.0%
● 1	1	0.7%	0	0.0%
● 2	2	1.4%	0	0.0%
● 3	3	2.1%	1	2.9%
● 4	4	2.9%	2	5.7%
● 5	14	10.0%	4	11.4%
● 6	9	6.4%	2	5.7%
● 7	12	8.6%	2	5.7%
● 8	26	18.6%	2	5.7%
● 9	16	11.4%	7	20.0%
● Best treatment possible	49	35.0%	15	42.9%
<b>Total</b>	140	100.0%	35	100.0%
Not Answered	8		1	
<b>Reporting Category</b>		Single Items		
Achievement Score	65.34%		70.85%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.8		+0.4	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	1,173	90.3%	365	87.3%
No	126	9.7%	53	12.7%
<b>Total</b>	1,299	100.0%	418	100.0%
Not Answered	26		9	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	53	4.9%	18	5.3%
1 time	220	20.3%	81	23.8%
2	360	33.2%	113	33.2%
3	188	17.4%	56	16.5%
4	79	7.3%	27	7.9%
5 to 9	128	11.8%	28	8.2%
10 or more times	55	5.1%	17	5.0%
<b>Total</b>	1,083	100.0%	340	100.0%
Not Answered	90		25	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	12	1.2%	4	1.2%
● Sometimes	49	4.8%	18	5.6%
● Usually	145	14.2%	49	15.3%
● Always	817	79.9%	250	77.9%
<b>Total</b>	1,023	100.0%	321	100.0%
Not Answered	7		1	
<b>Reporting Category</b>	Communication			
Achievement Score	94.00%		93.17%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.2		-0.5	
Correlation with rating of health plan	0.282		0.339	

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

### Your Personal Doctor (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	12	1.2%	4	1.3%
● Sometimes	52	5.1%	15	4.7%
● Usually	131	12.8%	41	12.8%
● Always	827	80.9%	260	81.3%
<b>Total</b>	1,022	100.0%	320	100.0%
Not Answered	8		2	
<b>Reporting Category</b>	Communication			
Achievement Score	93.74%		94.13%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.7		-1.0	
Correlation with rating of health plan	0.260		0.259	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	13	1.3%	4	1.3%
● Sometimes	46	4.5%	17	5.3%
● Usually	97	9.5%	28	8.8%
● Always	868	84.8%	271	84.7%
<b>Total</b>	1,024	100.0%	320	100.0%
Not Answered	6		2	
<b>Reporting Category</b>	Communication			
Achievement Score	94.24%		93.34%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-1.2		-2.3	
Correlation with rating of health plan	0.219		0.184	

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

### Your Personal Doctor (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	17	1.7%	6	1.9%
● Sometimes	75	7.3%	26	8.1%
● Usually	170	16.6%	49	15.3%
● Always	765	74.5%	240	74.8%
<b>Total</b>	1,027	100.0%	321	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	Communication			
Achievement Score	91.01%		90.04%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	-1.9		-4.0	
Correlation with rating of health plan	0.306		0.406	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	535	52.5%	170	53.5%
No	484	47.5%	148	46.5%
<b>Total</b>	1,019	100.0%	318	100.0%
Not Answered	11		4	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	24	4.5%	10	5.9%
● Sometimes	32	6.0%	15	8.9%
● Usually	112	21.2%	28	16.6%
● Always	361	68.2%	116	68.6%
<b>Total</b>	529	100.0%	169	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	89.30%		85.39%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+2.1		-3.8	

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

### Your Personal Doctor (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst personal doctor possible	4	0.3%	1	0.3%
● 1	7	0.6%	4	1.1%
● 2	3	0.3%	1	0.3%
● 3	3	0.3%	3	0.8%
● 4	12	1.0%	1	0.3%
● 5	23	2.0%	6	1.7%
● 6	23	2.0%	9	2.5%
● 7	58	5.1%	19	5.3%
● 8	114	9.9%	29	8.1%
● 9	188	16.4%	49	13.8%
● Best personal doctor possible	712	62.1%	234	65.7%
<b>Total</b>	1,147	100.0%	356	100.0%
Not Answered	26		9	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	88.40%		87.45%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-0.4		-3.1	
Correlation with rating of health plan	0.339		0.299	

### Getting Health Care From Specialists

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	632	49.0%	194	47.3%
No	657	51.0%	216	52.7%
<b>Total</b>	1,289	100.0%	410	100.0%
Not Answered	36		17	

○ Response scored as: ● Achievement ● Room for improvement



**Getting Health Care From Specialists (continued)**

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	48	7.7%	19	9.8%
● Sometimes	121	19.4%	39	20.2%
● Usually	165	26.5%	49	25.4%
● Always	289	46.4%	86	44.6%
<b>Total</b>	623	100.0%	193	100.0%
Not Answered	9		1	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	72.77%		70.03%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	-2.6		-5.9	
Correlation with rating of health plan	0.351		0.321	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	67	11.0%	27	14.6%
1 specialist	233	38.3%	73	39.5%
2	170	28.0%	51	27.6%
3	77	12.7%	16	8.6%
4	32	5.3%	9	4.9%
5 or more specialists	29	4.8%	9	4.9%
<b>Total</b>	608	100.0%	185	100.0%
Not Answered	24		9	

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

### Getting Health Care From Specialists (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst specialist possible	6	1.1%	3	2.0%
● 1	2	0.4%	1	0.7%
● 2	2	0.4%	0	0.0%
● 3	11	2.1%	4	2.6%
● 4	8	1.5%	1	0.7%
● 5	21	4.0%	6	3.9%
● 6	18	3.4%	6	3.9%
● 7	46	8.7%	8	5.2%
● 8	88	16.6%	24	15.7%
● 9	107	20.2%	31	20.3%
● Best specialist possible	222	41.8%	69	45.1%
<b>Total</b>	531	100.0%	153	100.0%
Not Answered	10		5	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	78.70%		81.07%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+4.0		+6.8	
Correlation with rating of health plan	0.373		0.363	

### 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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	351	27.0%	108	25.9%
No	947	73.0%	309	74.1%
<b>Total</b>	1,298	100.0%	417	100.0%
Not Answered	27		10	

○ Response scored as: ● Achievement ● Room for improvement

### 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?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	12	3.5%	5	4.6%
<input checked="" type="radio"/> Sometimes	88	25.4%	27	25.0%
<input checked="" type="radio"/> Usually	77	22.2%	19	17.6%
<input checked="" type="radio"/> Always	170	49.0%	57	52.8%
<b>Total</b>	347	100.0%	108	100.0%
Not Answered	4		0	
<b>Reporting Category</b>	Single Items			
Achievement Score	71.14%		71.18%	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	612	47.7%	206	49.9%
No	672	52.3%	207	50.1%
<b>Total</b>	1,284	100.0%	413	100.0%
Not Answered	41		14	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	13	2.2%	5	2.5%
<input checked="" type="radio"/> Sometimes	70	11.6%	27	13.5%
<input checked="" type="radio"/> Usually	138	22.9%	39	19.5%
<input checked="" type="radio"/> Always	381	63.3%	129	64.5%
<b>Total</b>	602	100.0%	200	100.0%
Not Answered	10		6	
<b>Reporting Category</b>	Customer Service			
Achievement Score	86.23%		83.85%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+2.2		+0.5	
Correlation with rating of health plan	0.471		0.561	

Response scored as:  Achievement  Room for improvement

### 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?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	9	1.5%	5	2.5%
● Sometimes	63	10.4%	23	11.4%
● Usually	146	24.2%	41	20.3%
● Always	385	63.8%	133	65.8%
<b>Total</b>	603	100.0%	202	100.0%
Not Answered	9		4	
<b>Reporting Category</b>	Customer Service			
Achievement Score	88.03%		86.13%	
Correlation with rating of health plan	0.431		0.472	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	5	0.8%	2	1.0%
● Sometimes	28	4.7%	15	7.5%
● Usually	76	12.6%	23	11.5%
● Always	492	81.9%	160	80.0%
<b>Total</b>	601	100.0%	200	100.0%
Not Answered	11		6	
<b>Reporting Category</b>	Customer Service			
Achievement Score	94.49%		91.30%	
2017 vs. 2015: +/- Change (▲▼ Stat. sig.)	+0.4		-4.7▼	
Correlation with rating of health plan	0.448		0.464	

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

**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?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst health plan possible	12	0.9%	4	1.0%
● 1	8	0.6%	3	0.7%
● 2	11	0.9%	1	0.2%
● 3	11	0.9%	1	0.2%
● 4	11	0.9%	4	1.0%
● 5	69	5.4%	22	5.3%
● 6	40	3.1%	12	2.9%
● 7	102	7.9%	36	8.7%
● 8	193	15.0%	62	15.0%
● 9	207	16.1%	58	14.0%
● Best health plan possible	621	48.3%	210	50.8%
<b>Total</b>	1,285	100.0%	413	100.0%
Not Answered	40		14	
<b>Reporting Category</b>		Ratings		
Achievement Score		79.43%	79.55%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)		+2.6	-0.1	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	1,105	90.2%	360	91.4%
● No	120	9.8%	34	8.6%
<b>Total</b>	1,225	100.0%	394	100.0%
Not Answered	100		33	
<b>Reporting Category</b>		Single Items		
Achievement Score		90.23%	90.96%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)		+1.6	+0.3	

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

### About Your Health

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	226	17.5%	77	18.4%
Very Good	340	26.3%	103	24.6%
Good	392	30.3%	130	31.0%
Fair	289	22.3%	93	22.2%
Poor	48	3.7%	16	3.8%
<b>Total</b>	1,295	100.0%	419	100.0%
Not Answered	30		8	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	244	19.0%	95	23.0%
Very Good	290	22.6%	91	22.0%
Good	389	30.3%	116	28.1%
Fair	309	24.0%	89	21.5%
Poor	53	4.1%	22	5.3%
<b>Total</b>	1,285	100.0%	413	100.0%
Not Answered	40		14	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	924	74.3%	287	73.2%
<input type="radio"/> No	319	25.7%	105	26.8%
Don't Know	25		8	
<b>Total</b>	1,243	100.0%	392	100.0%
Not Answered	37		15	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	74.34%		73.21%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.3		-0.9	

Response scored as:  Achievement  Room for improvement

### About Your Health (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Every day	307	24.2%	85	20.9%
Some days	236	18.6%	86	21.1%
Not at all	725	57.2%	236	58.0%
Don't Know	13		4	
<b>Total</b>	1,268	100.0%	407	100.0%
Not Answered	44		16	

**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?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	42	7.8%	16	9.5%
<input checked="" type="radio"/> Sometimes	97	18.1%	29	17.2%
<input checked="" type="radio"/> Usually	105	19.6%	27	16.0%
<input checked="" type="radio"/> Always	293	54.6%	97	57.4%
<b>Total</b>	537	100.0%	169	100.0%
Not Answered	6		2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	92.18%		90.53%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+1.3		-0.4	

**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.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	99	18.6%	25	14.9%
<input checked="" type="radio"/> Sometimes	105	19.7%	35	20.8%
<input checked="" type="radio"/> Usually	94	17.6%	29	17.3%
<input checked="" type="radio"/> Always	235	44.1%	79	47.0%
<b>Total</b>	533	100.0%	168	100.0%
Not Answered	10		3	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	81.43%		85.12%	
2017 vs. 2015: +/- Change (↕ Stat. sig.)	+0.2		+7.3	

Response scored as:  Achievement  Room for improvement

### 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.

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	130	24.5%	40	23.5%
<input checked="" type="radio"/> Sometimes	110	20.8%	30	17.6%
<input checked="" type="radio"/> Usually	102	19.2%	30	17.6%
<input checked="" type="radio"/> Always	188	35.5%	70	41.2%
<b>Total</b>	530	100.0%	170	100.0%
Not Answered	13		1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	75.47%		76.47%	
2017 vs. 2015: +/- Change (↑↓ Stat. sig.)	+0.8		+1.8	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	86	30.8%	23	26.1%
No	193	69.2%	65	73.9%
Don't know	0	0.0%	0	0.0%
<b>Total</b>	279	100.0%	88	100.0%
Not Answered	0		0	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	159	14.0%	49	13.5%
No	978	86.0%	315	86.5%
Don't know	151		49	
<b>Total</b>	1,137	100.0%	364	100.0%
Not Answered	37		14	

Response scored as:  Achievement  Room for improvement



**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.]

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	261	50.4%	88	52.1%
No	257	49.6%	81	47.9%
<b>Total</b>	518	100.0%	169	100.0%
Not Answered	0		0	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	453	47.1%	147	48.4%
No	509	52.9%	157	51.6%
<b>Total</b>	962	100.0%	304	100.0%
Not Answered	363		123	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	527	54.8%	173	56.9%
No	435	45.2%	131	43.1%
<b>Total</b>	962	100.0%	304	100.0%
Not Answered	363		123	

**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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	200	20.8%	56	18.4%
No	762	79.2%	248	81.6%
<b>Total</b>	962	100.0%	304	100.0%
Not Answered	363		123	

**About Your Health (continued)**

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	61	10.0%	18	9.1%
No	549	90.0%	180	90.9%
<b>Total</b>	610	100.0%	198	100.0%
Not Answered	715		229	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	63	10.3%	15	7.6%
No	547	89.7%	183	92.4%
<b>Total</b>	610	100.0%	198	100.0%
Not Answered	715		229	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	59	9.7%	15	7.6%
No	551	90.3%	183	92.4%
<b>Total</b>	610	100.0%	198	100.0%
Not Answered	715		229	

**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**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	297	48.7%	95	48.0%
No	313	51.3%	103	52.0%
<b>Total</b>	610	100.0%	198	100.0%
Not Answered	715		229	

**About Your Health** (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	59	6.0%	18	5.6%
No	918	94.0%	302	94.4%
<b>Total</b>	977	100.0%	320	100.0%
Not Answered	348		107	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	402	37.6%	131	37.3%
No	668	62.4%	220	62.7%
<b>Total</b>	1,070	100.0%	351	100.0%
Not Answered	255		76	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	324	31.3%	94	28.2%
No	712	68.7%	239	71.8%
<b>Total</b>	1,036	100.0%	333	100.0%
Not Answered	289		94	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	292	28.9%	96	28.8%
No	717	71.1%	237	71.2%
<b>Total</b>	1,009	100.0%	333	100.0%
Not Answered	316		94	

**About Your Health (continued)**

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	535	48.2%	146	41.2%
No	574	51.8%	208	58.8%
<b>Total</b>	1,109	100.0%	354	100.0%
Not Answered	216		73	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	109	10.7%	29	8.8%
No	906	89.3%	299	91.2%
<b>Total</b>	1,015	100.0%	328	100.0%
Not Answered	310		99	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	388	36.2%	102	30.0%
No	683	63.8%	238	70.0%
<b>Total</b>	1,071	100.0%	340	100.0%
Not Answered	254		87	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	645	57.0%	200	54.9%
No	487	43.0%	164	45.1%
<b>Total</b>	1,132	100.0%	364	100.0%
Not Answered	193		63	

## About You

**Q59. What is your age?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
18 to 24	11	0.9%	4	1.0%
25 to 34	69	5.4%	28	6.8%
35 to 44	159	12.5%	50	12.2%
45 to 54	451	35.5%	134	32.7%
55 to 64	539	42.4%	173	42.2%
65 to 74	39	3.1%	19	4.6%
75 or older	3	0.2%	2	0.5%
<b>Total</b>	1,271	100.0%	410	100.0%
Not Answered	54		17	

**Q60. Are you male or female?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Male	800	63.1%	259	63.0%
Female	467	36.9%	152	37.0%
<b>Total</b>	1,267	100.0%	411	100.0%
Not Answered	58		16	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
8th grade or less	148	11.8%	51	12.8%
Some high school but did not graduate	322	25.7%	109	27.3%
High school graduate or GED	362	28.9%	115	28.8%
Some college or 2-year degree	295	23.5%	91	22.8%
4-year college graduate	72	5.7%	21	5.3%
More than 4-year college degree	55	4.4%	13	3.3%
<b>Total</b>	1,254	100.0%	400	100.0%
Not Answered	71		27	

**About You (continued)**

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes, Hispanic or Latino	562	45.6%	172	43.3%
No, Not Hispanic or Latino	670	54.4%	225	56.7%
<b>Total</b>	1,232	100.0%	397	100.0%
Not Answered	93		30	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	244	20.1%	62	15.9%
No	971	79.9%	329	84.1%
<b>Total</b>	1,215	100.0%	391	100.0%
Not Answered	110		36	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	586	48.2%	198	50.6%
No	629	51.8%	193	49.4%
<b>Total</b>	1,215	100.0%	391	100.0%
Not Answered	110		36	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	24	2.0%	14	3.6%
No	1,191	98.0%	377	96.4%
<b>Total</b>	1,215	100.0%	391	100.0%
Not Answered	110		36	

**About You (continued)**

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	14	1.2%	5	1.3%
No	1,201	98.8%	386	98.7%
<b>Total</b>	1,215	100.0%	391	100.0%
Not Answered	110		36	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	55	4.5%	8	2.0%
No	1,160	95.5%	383	98.0%
<b>Total</b>	1,215	100.0%	391	100.0%
Not Answered	110		36	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	379	31.2%	117	29.9%
No	836	68.8%	274	70.1%
<b>Total</b>	1,215	100.0%	391	100.0%
Not Answered	110		36	

**Q64. How well do you speak English?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Very well	890	69.9%	272	66.2%
Well	208	16.3%	77	18.7%
Not well	120	9.4%	40	9.7%
Not at all	56	4.4%	22	5.4%
<b>Total</b>	1,274	100.0%	411	100.0%
Not Answered	51		16	

**About You** (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	532	42.7%	173	43.0%
No	713	57.3%	229	57.0%
<b>Total</b>	1,245	100.0%	402	100.0%
Not Answered	80		25	

**Q66. What is the language spoken at home?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Spanish	409	79.6%	119	71.7%
Other	105	20.4%	47	28.3%
<b>Total</b>	514	100.0%	166	100.0%
Not Answered	18		7	





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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → Go to Question 1
- No

START HERE

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

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

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

\_\_\_\_\_



## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes → *Go to Question 4*
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → *Go to Question 6*
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

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

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

- Yes → *Go to Question 11*
- No → *Go to Question 14*

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No



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

- Yes → Go to Question 15
○ No → Go to Question 17

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

- Never
○ Sometimes
○ Usually
○ Always

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

- Never
○ Sometimes
○ Usually
○ Always

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

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

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

- Never
○ Sometimes
○ Usually
○ Always

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

- Yes → Go to Question 20
○ No → Go to Question 22

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

- Never
○ Sometimes
○ Usually
○ Always

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

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

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

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

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

- Never
○ Sometimes
○ Usually
○ Always

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

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



## YOUR PERSONAL DOCTOR

25. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
- Yes → Go to Question 26
  - No → Go to Question 34
26. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
- None → Go to Question 33
  - 1 → Go to Question 27
  - 2 → Go to Question 27
  - 3 → Go to Question 27
  - 4 → Go to Question 27
  - 5 to 9 → Go to Question 27
  - 10 or more → Go to Question 27
27. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
- Never
  - Sometimes
  - Usually
  - Always
28. In the last 6 months, how often did your personal doctor listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always
29. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
30. In the last 6 months, how often did your personal doctor spend enough time with you?
- Never
  - Sometimes
  - Usually
  - Always

31. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- Yes → Go to Question 32
  - No → Go to Question 33
32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Never
  - Sometimes
  - Usually
  - Always
33. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Personal Doctor       |                       |                       |                       |                       | Personal Doctor       |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

## GETTING HEALTH CARE FROM SPECIALISTS

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

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?

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

**YOUR HEALTH PLAN**

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

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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Health Plan           |                       |                       |                       |                       | Health Plan           |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | 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	<input type="radio"/>	<input type="radio"/>
b. Arthritis	<input type="radio"/>	<input type="radio"/>
c. Asthma	<input type="radio"/>	<input type="radio"/>
d. Overweight	<input type="radio"/>	<input type="radio"/>
e. Depression	<input type="radio"/>	<input type="radio"/>
f. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
g. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
h. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

### ABOUT YOU

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**





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