



**Department  
of Health**

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

Continuous Quality Improvement Report

May 2020



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## Background

In New York, 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 NYSDOH in 2019. 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

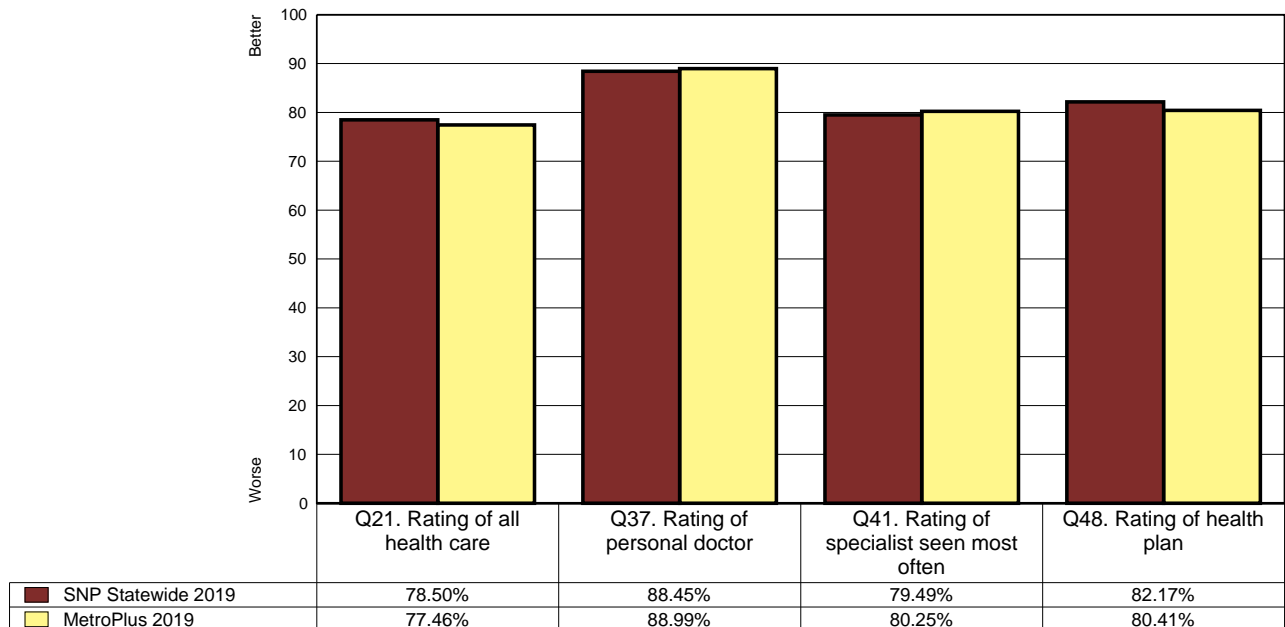
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2019 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a mail only methodology during the period October 3, 2019, through December 31, 2019, using a standardized survey procedure and questionnaire. A total of 401 responses were received resulting in a 20.1% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. 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 Standard Rating Questions

Response options for standard 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 Statewide results are presented below. Plan results are compared to the SNP Statewide 2019 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.

Standard Ratings Questions (8, 9 or 10)

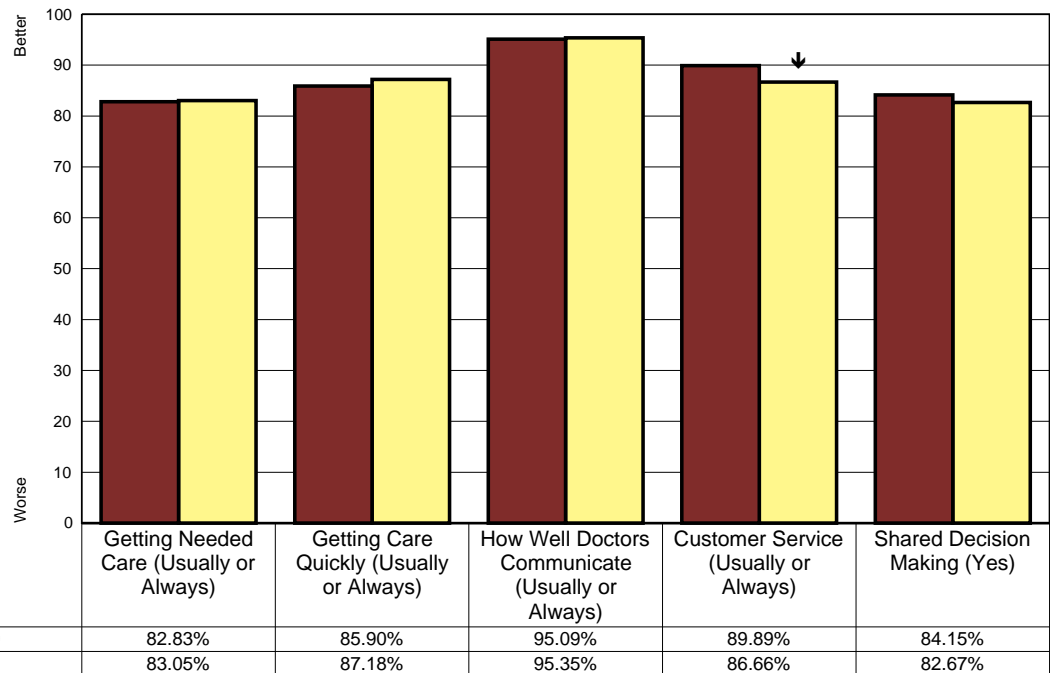


↑↓ Statistically significantly better/worse than SNP Statewide 2019.

### Summary of Standard 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 achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures except for Shared Decision Making, which uses "Yes" as the indicator of achievement. Plan-level and SNP results are presented below. Plan results are compared to the SNP Statewide 2019 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.

Standard Composites



↑↓ Statistically significantly better/worse than SNP Statewide 2019.

## 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>	83	86	95	90	84	78	88	79	82
Amida Care	83	84	95	92	85	78	86	77	84
MetroPlus	83	87	95	87 ▼	83	77	89	80	80
VNSNY Choice	83	86	95	91	85	80	90	82	82

▲▼ Statistically significantly better/worse than SNP Statewide 2019.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Statewide	MetroPlus Health Plan
18 to 24	0.8%	0.8%
25 to 34	3.4%	2.6%
35 to 44	9.6%	9.3%
45 to 54	29.8%	26.9%
55 to 64	51.9%	53.7%
65 to 74	4.2%	5.9%
75 or older	0.3%	0.8%

<b>Gender</b>	SNP Statewide	MetroPlus Health Plan
Male	60.3%	58.8%
Female	39.7%	41.2%

<b>Highest grade or level of school completed</b>	SNP Statewide	MetroPlus Health Plan
8th grade or less	10.2%	10.4%
Some high school, but did not graduate	27.9%	31.3%
High school graduate or GED	29.5%	29.9%
Some college or 2-year degree	20.5%	19.5%
4-year college graduate	7.9%	6.3%
More than 4-year college graduate	3.9%	2.6%

<b>Hispanic or Latino</b>	SNP Statewide	MetroPlus Health Plan
Yes, Hispanic or Latino	45.0%	40.3%
No, Not Hispanic or Latino	55.0%	59.7%

<b>Race</b>	SNP Statewide	MetroPlus Health Plan
White	19.0%	12.4%
Black or African-American	50.5%	56.2%
Asian	2.9%	5.8%
Native Hawaiian or Other Pacific Islander	0.6%	0.3%
American Indian or Alaska Native	3.4%	1.9%
Other	31.5%	28.1%

<b>Rating of Overall Health</b>	SNP Statewide	MetroPlus Health Plan
Excellent	16.4%	18.2%
Very good	25.3%	24.2%
Good	33.1%	34.0%
Fair	22.0%	20.5%
Poor	3.2%	3.1%

## Sample Disposition

	SNP Statewide	MetroPlus Health Plan
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	967	300
Second mailing - sent	4,627	1,579
Second mailing - usable survey returned*	330	101
Total - usable surveys	1,297	401
Ineligible: According to population criteria‡‡	29	8
Ineligible: Language barrier†	1	1
Ineligible: Deceased†	1	0
Ineligible: Mentally or physically unable to complete survey†	1	0
Refusal/Returned survey blank	13	5
Incomplete survey - mail or phone	51	16
Nonresponse - Unavailable by mail or phone	3,965	1,365
Added to Do Not Call list	0	0
<b>Response Rate</b>	<b>21.7%</b>	<b>20.1%</b>

\*Included in response rate numerator

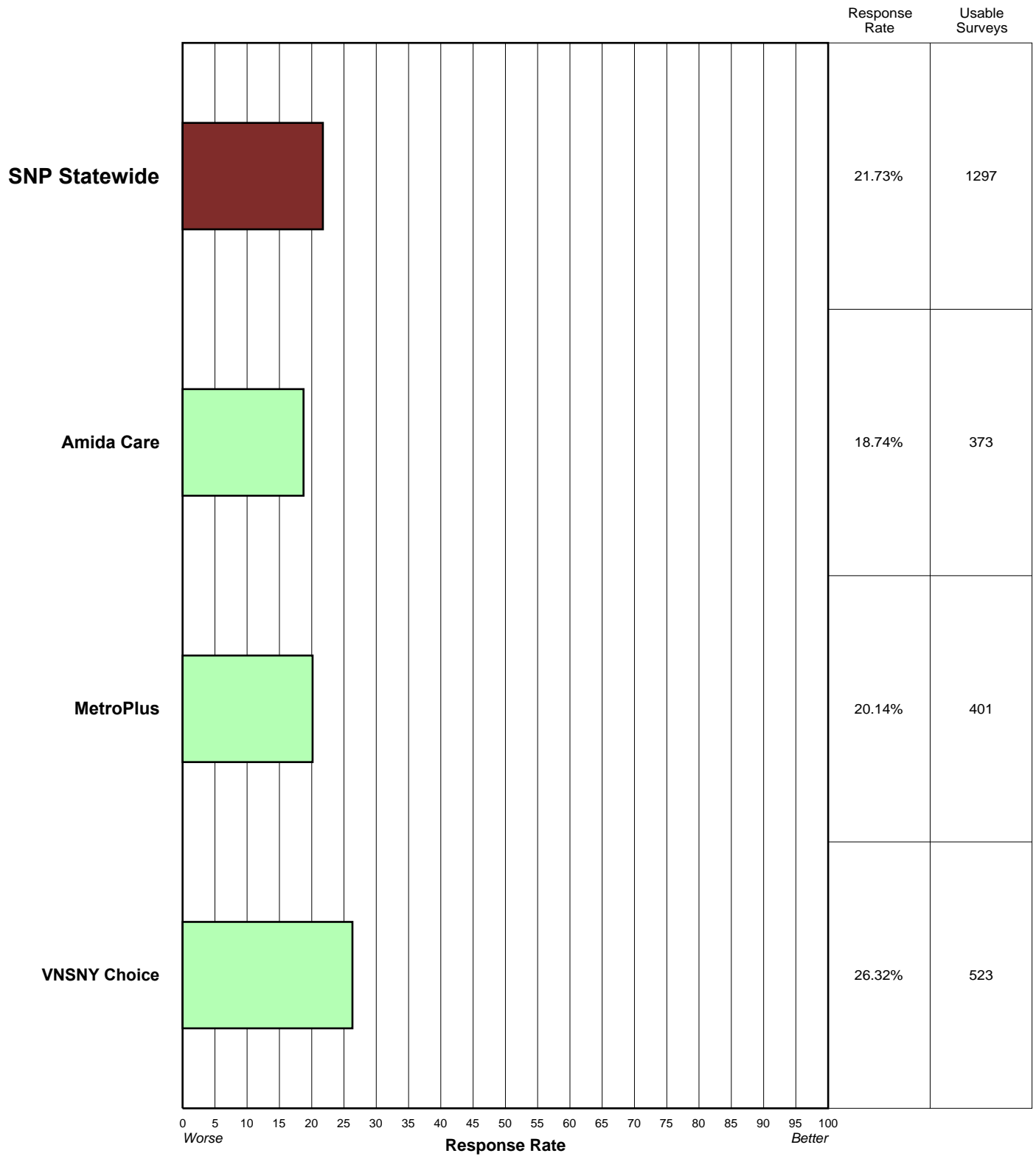
†Excluded from response rate denominator

‡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 2019

■ Health Plans 2019

## Trend Analysis - 2019 vs. 2017

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2017. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions (Questions 8 and 10) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2017 and 2019 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 2019 Score	MetroPlus 2017 Score	Point Change	Composite/ Question Group
Q4. Usually or always got care right away as soon as you needed	87.4%	79.0%	+ 8.4	Getting Care Quickly
Q13b. Doctor or other health provider talked about exercise or physical activity	79.9%	73.6%	+ 6.3	Single Items
Q39. Usually or always get an appointment to see a specialist as soon as you needed	76.1%	70.0%	+ 6.0	Getting Needed Care
Q34. Personal doctor usually or always spent enough time with you	95.1%	90.0%	+ 5.1 ▲	Communication
Q22. Usually or always got care, tests or treatment you thought you needed	90.0%	87.0%	+ 3.0	Getting Needed Care
Q25. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	69.5%	66.8%	+ 2.7	Single Items
Q56. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	79.1%	76.5%	+ 2.6	Medical Assistance with Smoking Cessation
Q33. Personal doctor usually or always showed respect for what you had to say	95.7%	93.3%	+ 2.3	Communication
Q31. Personal doctor usually or always explained things in way that was easy to understand	95.1%	93.2%	+ 1.9	Communication
Q13f. Doctor or other health provider talked about alcohol or other drug use	53.1%	51.3%	+ 1.8	Single Items
Q43. Written materials or internet usually or always provided information about how health plan works	69.7%	71.2%	- 1.5	Single Items
Q46. Information from health plans customer service usually or always easy to understand	84.5%	86.1%	- 1.6	Single Items
Q16. Doctor/provider talked about reasons you might not want to take a medicine	66.6%	68.3%	- 1.7	Shared Decision Making
Q15. Doctor/provider talked about reasons you might want to take a medicine	92.9%	95.8%	- 2.9	Shared Decision Making
Q45. Health plan's customer service usually or always gave needed information or help	80.3%	83.9%	- 3.6	Customer Service
Q36. Personal doctor usually or always seemed informed about care received from other doctors or providers	80.9%	85.4%	- 4.5	Single Items
Q12. Doctor/provider definitely talked about specific things to do to prevent illness	82.1%	86.6%	- 4.6	Single Items
Q21. Rating of all health care	77.5%	82.5%	- 5.0	Ratings
Q28. Rating of alcohol, drug, or addiction treatment or counseling	65.6%	70.9%	- 5.3	Single Items
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	79.8%	87.4%	- 7.6	Single Items

Better   
 Worse

▲ ▼ Statistically significantly higher/lower than 2017 score.

## Methodology

Adults who were current members of a NYSDOH SNP, ages 18 to 64, as of September 2019 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 12 week period using a mail only three wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet to individuals who had not responded to the initial mailings.

### Survey Milestones

1. 1st questionnaire packets mailed: October 3, 2019
2. Reminder postcards mailed: October 10, 2019
3. 2nd questionnaire packets mailed: November 7, 2019
4. Field closed: December 31, 2019

### Sampling Frame

A stratified random sample of 2,000 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 September 2019

### 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 health plan. The questionnaire was expanded to include 22 supplemental questions of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the questionnaire consisted of 67 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

### Selection of Cases for Analysis

Questionnaires 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, Q29, Q38, Q44, Q48. Complete interviews were obtained from 401 Medicaid managed care members, and the overall project response rate was 20.1%.

### Definition of Achievement Scores

Member responses to questionnaire items 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 questions represent the proportion of respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as you needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

## Composites

Five standard 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

- Q22. Usually or always got care, tests or treatment you thought you needed
- Q39. Usually or always get an appointment to see a specialist as soon as you needed

### Getting Care Quickly

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

### How Well Doctors Communicate

- Q31. Personal doctor usually or always explained things in way that was easy to understand
- Q32. Personal doctor usually or always listened carefully to you
- Q33. Personal doctor usually or always showed respect for what you had to say
- Q34. Personal doctor usually or always spent enough time with you

### Customer Service

- Q45. Health plan's customer service usually or always gave needed information or help
- Q47. Usually or always treated with courtesy and respect by health plan's customer service staff

### Shared Decision Making

- Q15. Doctor/provider talked about reasons you might want to take a medicine
- Q16. Doctor/provider talked about reasons you might not want to take a medicine
- Q17. 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 performance related questions and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

## Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In 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 your plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 2017 and 2019 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

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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 majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2019 are case-mix adjusted for age (Q60), health status (Q50) and education (Q62). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

All achievement scores based on questions in the "About Your Health" and "About You" sections are not case-mix adjusted. Case-mix adjustment is also not applied to the achievement scores for the Question 13 series.

## Using this Report

### Understanding Achievement Scores

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

Achievement scores are computed and reported for all pertinent 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 are due to skip patterns in the questionnaire. 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 the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

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

#### *Graphs/Results*

This section contains a graphic presentation of the SNP Total and plan specific results for each question using 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 that are combined to create composite measures.

#### *Correlation Analysis*

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

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

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

### *Responses by Question*

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). 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 score. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of members to help you prioritize areas to be addressed.

When applicable, each question is presented 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 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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## Graphs/Results

This Graphs/Results 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.

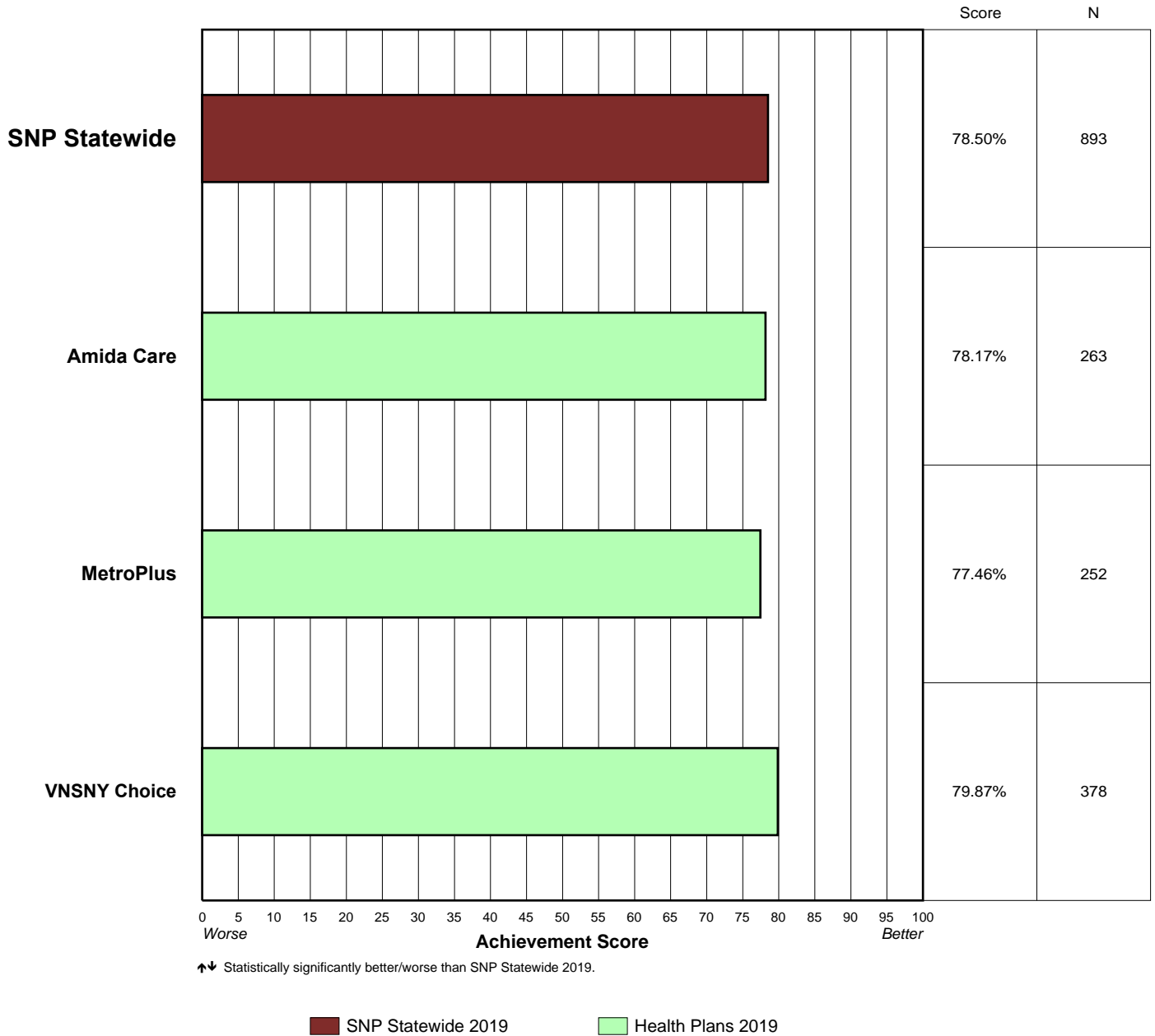
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

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.



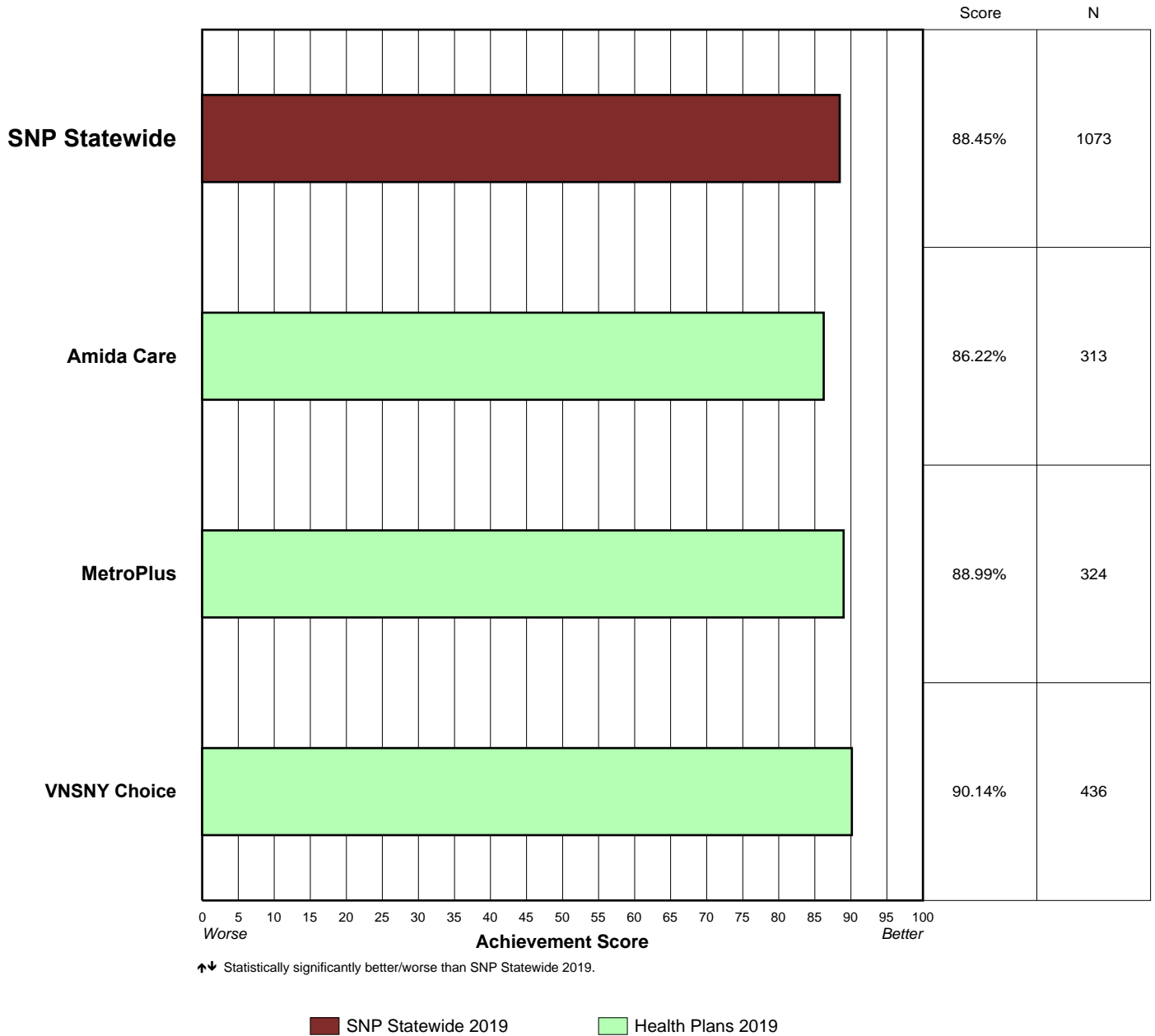
## Overall Ratings

### Q21. Rating of all health care (8, 9 or 10)



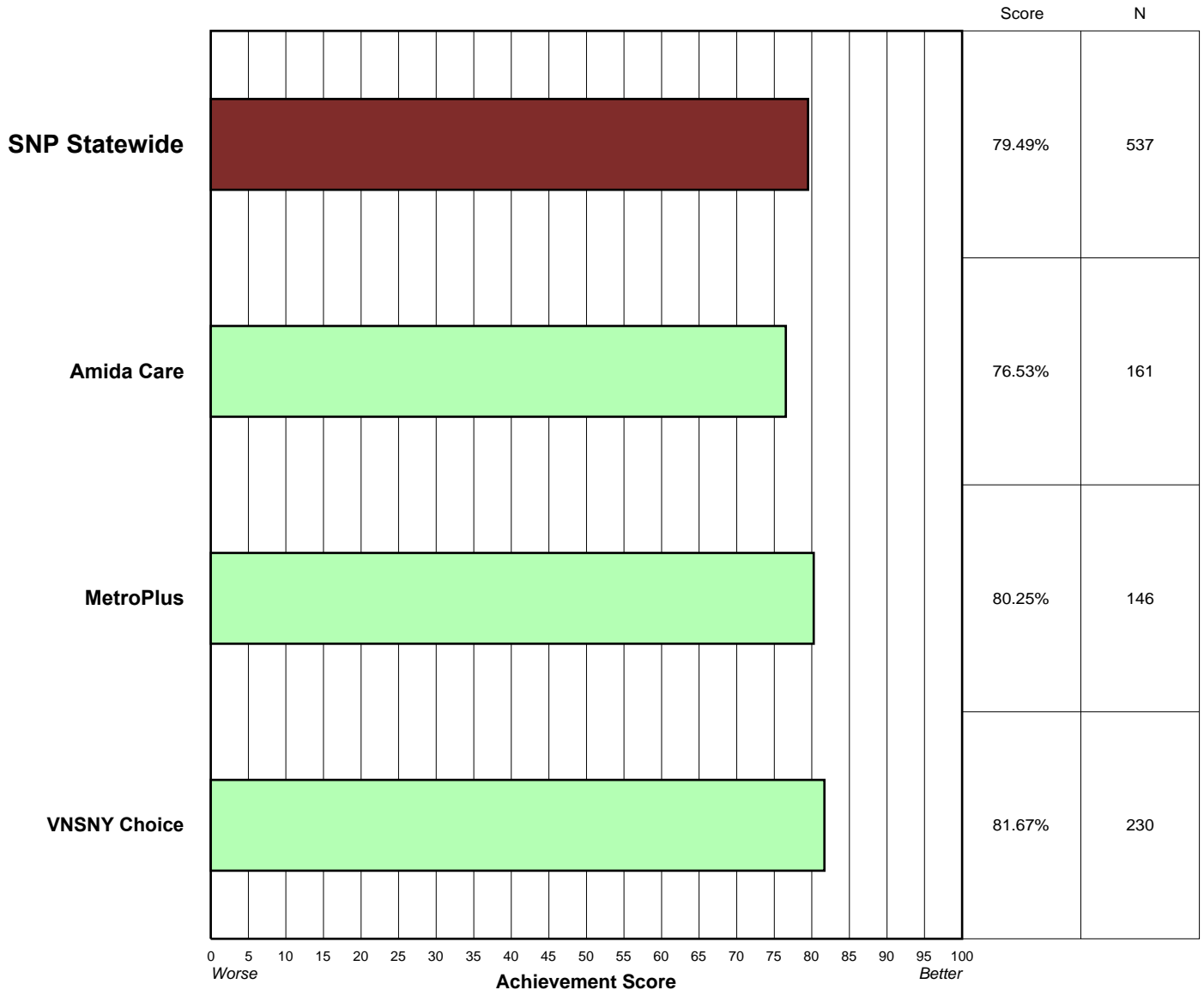
## Overall Ratings

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



# Overall Ratings

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

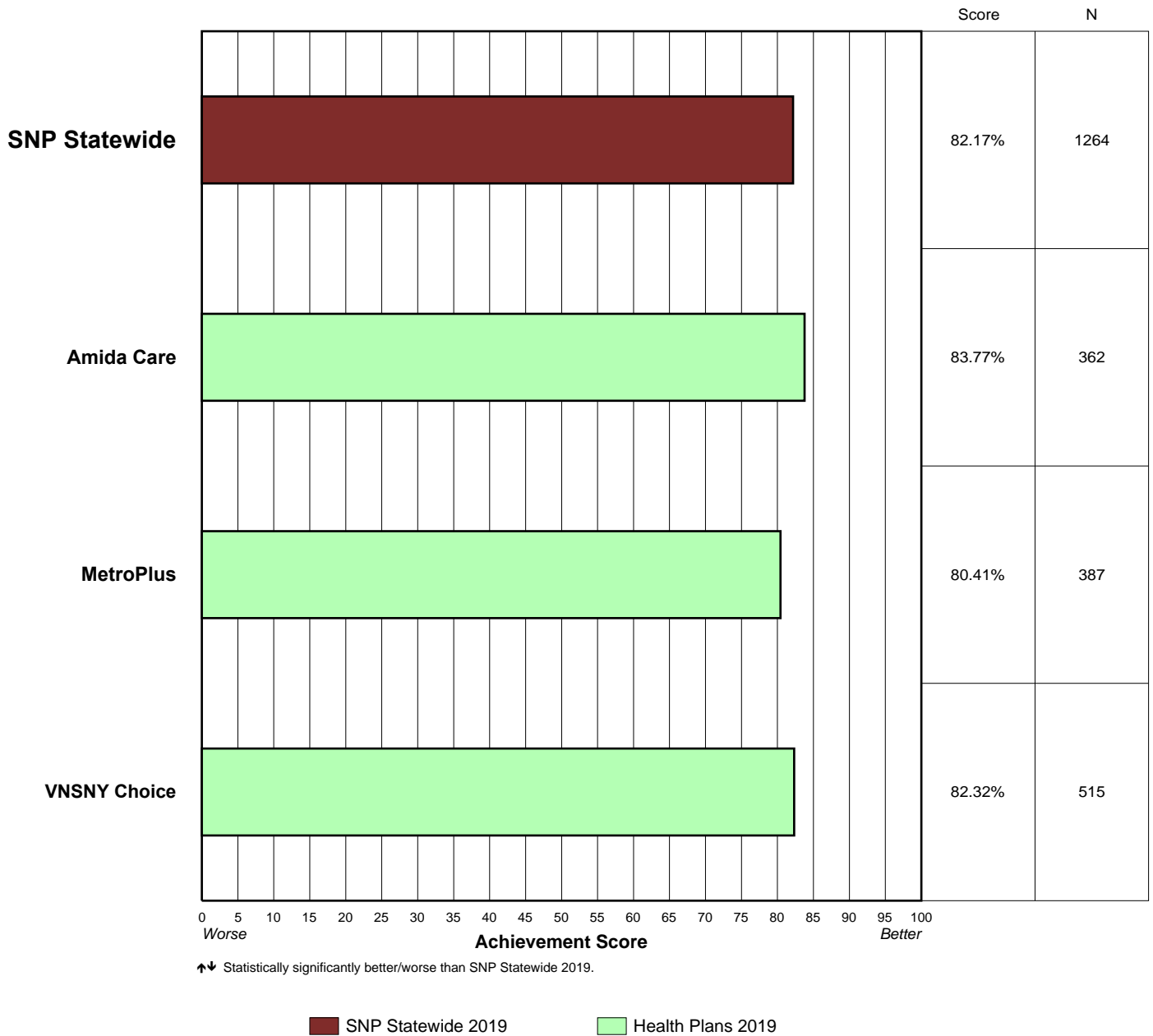


↕ Statistically significantly better/worse than SNP Statewide 2019.

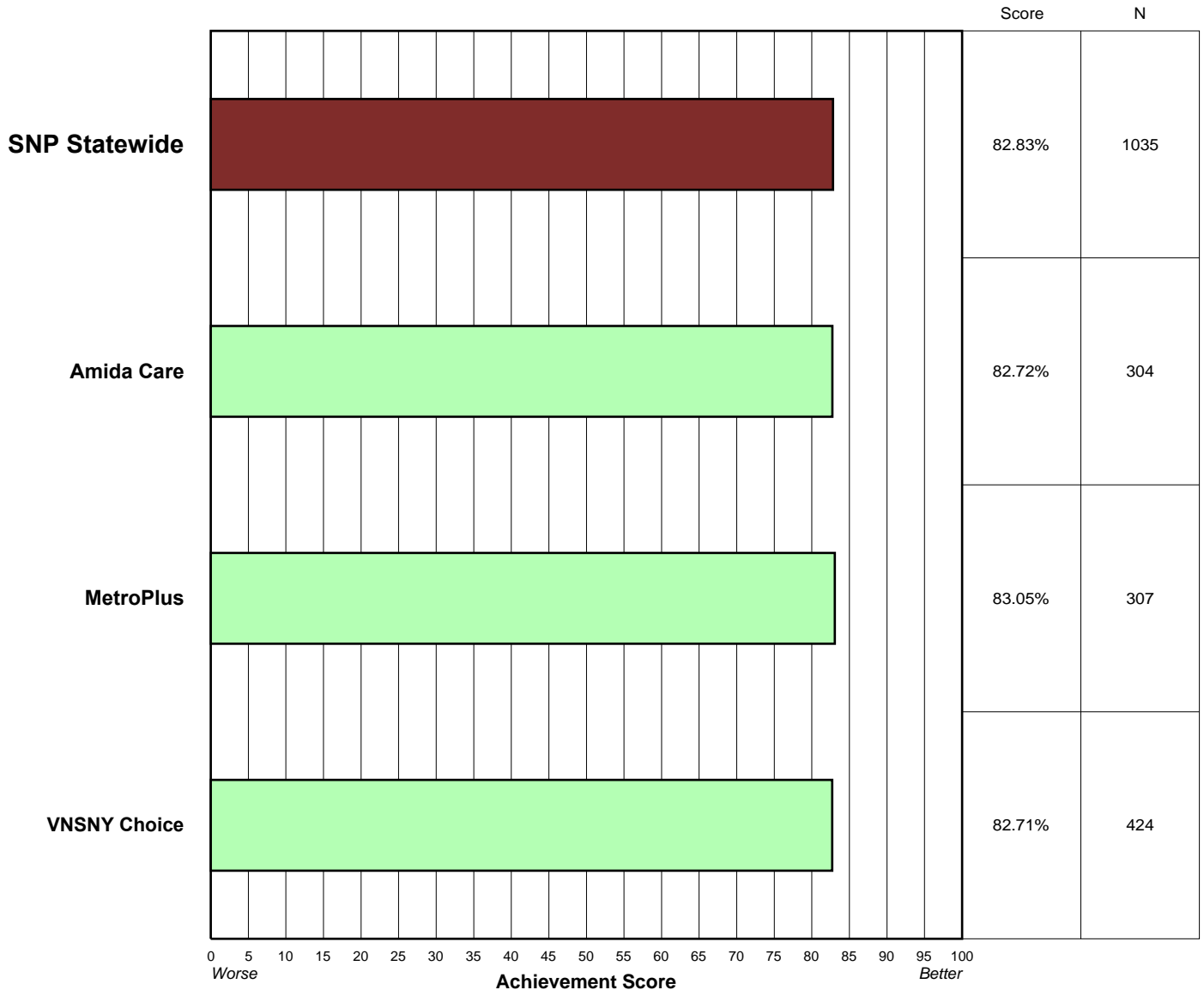
■ SNP Statewide 2019      ■ Health Plans 2019

## Overall Ratings

### Q48. Rating of health plan (8, 9 or 10)



## Composites Getting Needed Care (Usually or Always)

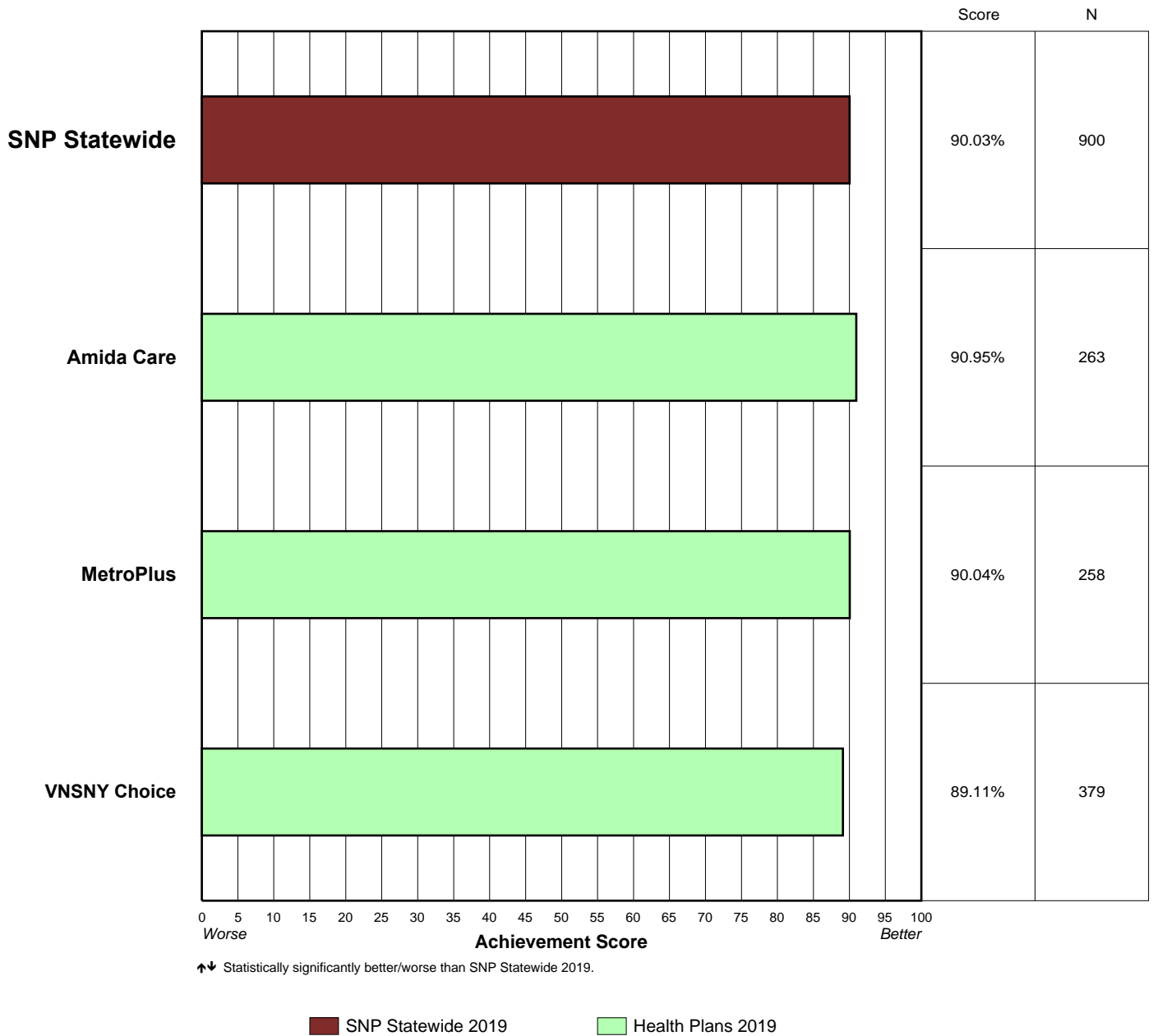


↕ Statistically significantly better/worse than SNP Statewide 2019.

SNP Statewide 2019
  Health Plans 2019

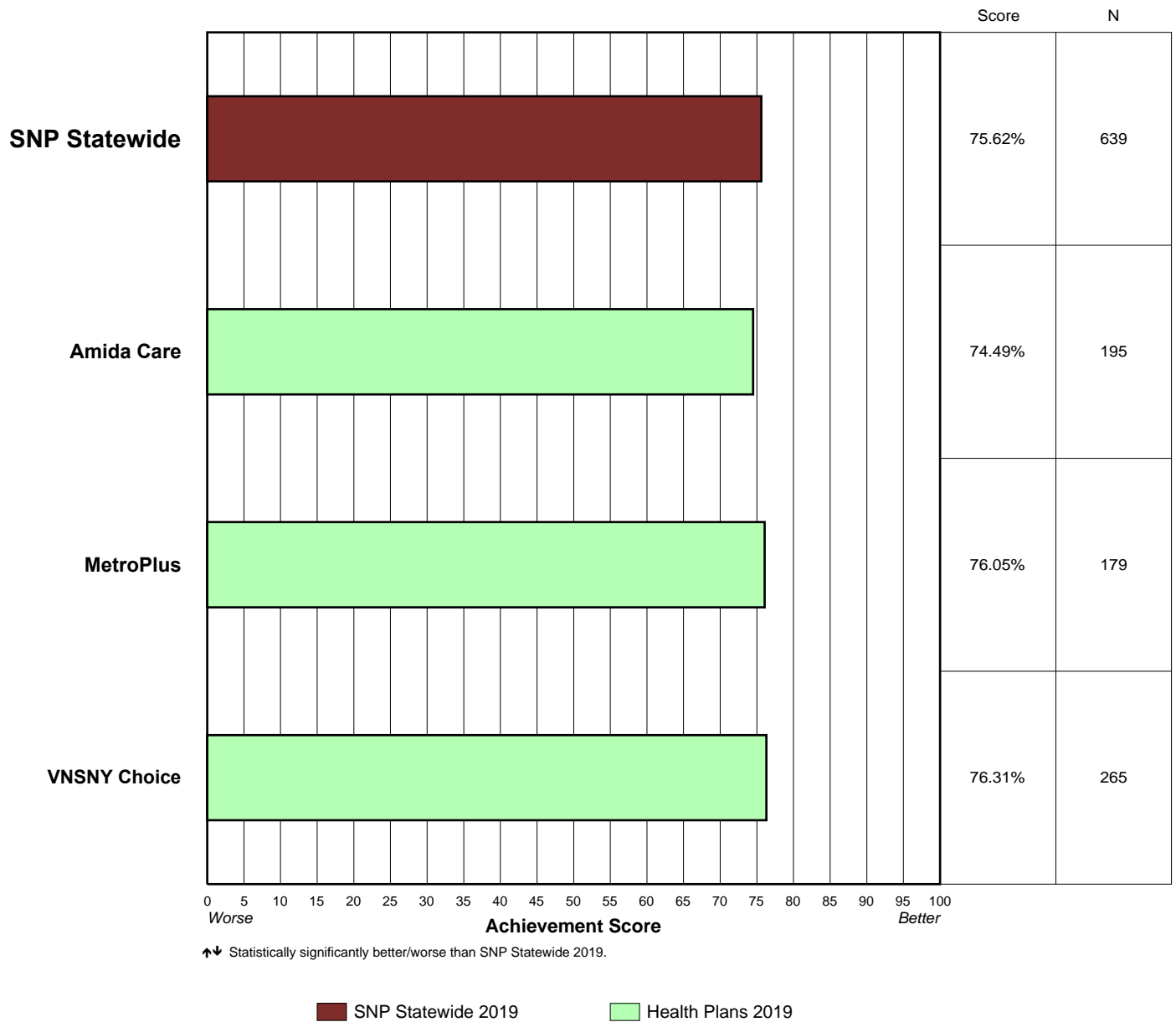
## Getting Needed Care (Usually or Always)

Q22. Usually or always got care, tests or treatment you thought you needed

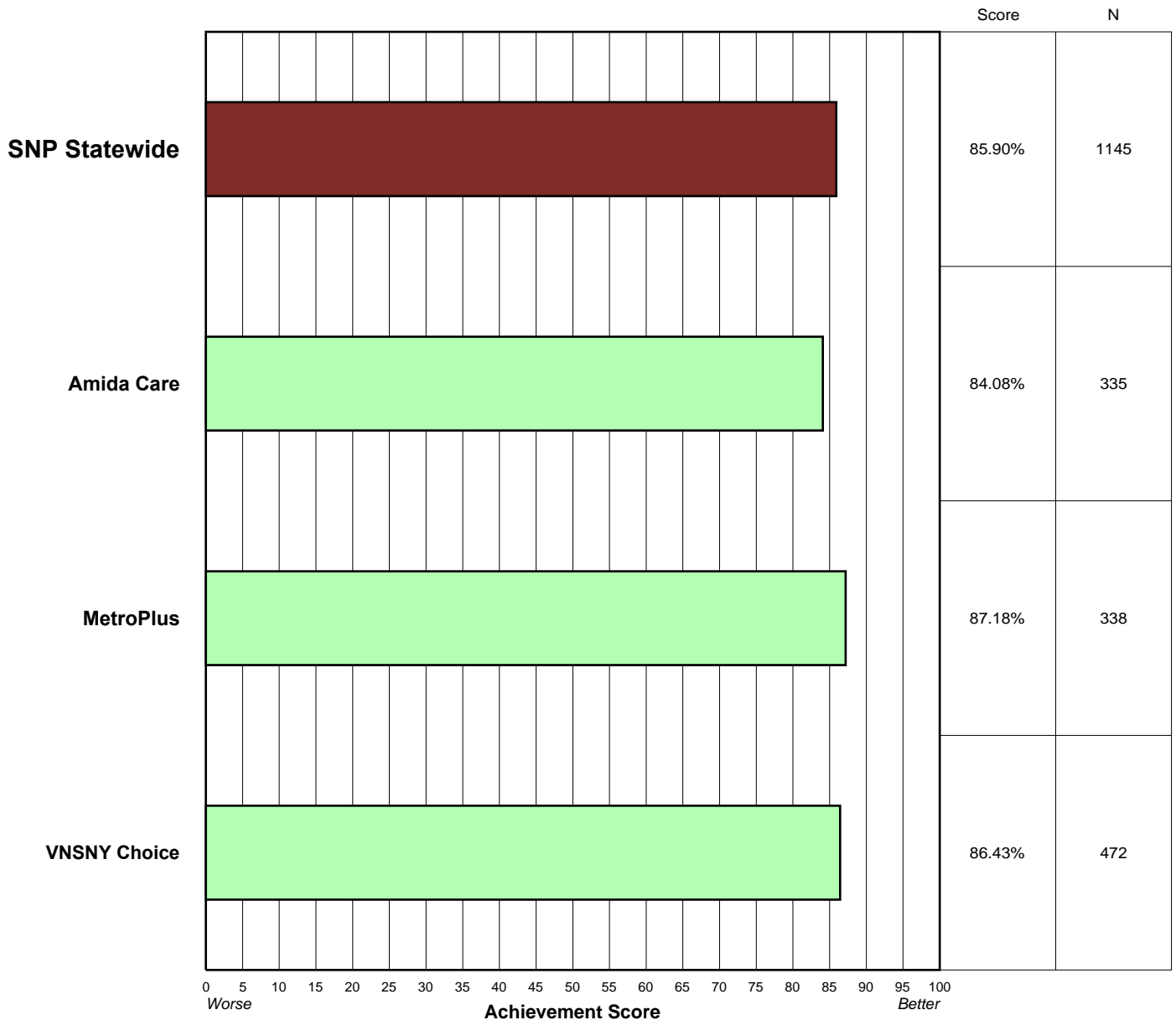


## Getting Needed Care (Usually or Always)

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



## Getting Care Quickly (Usually or Always)



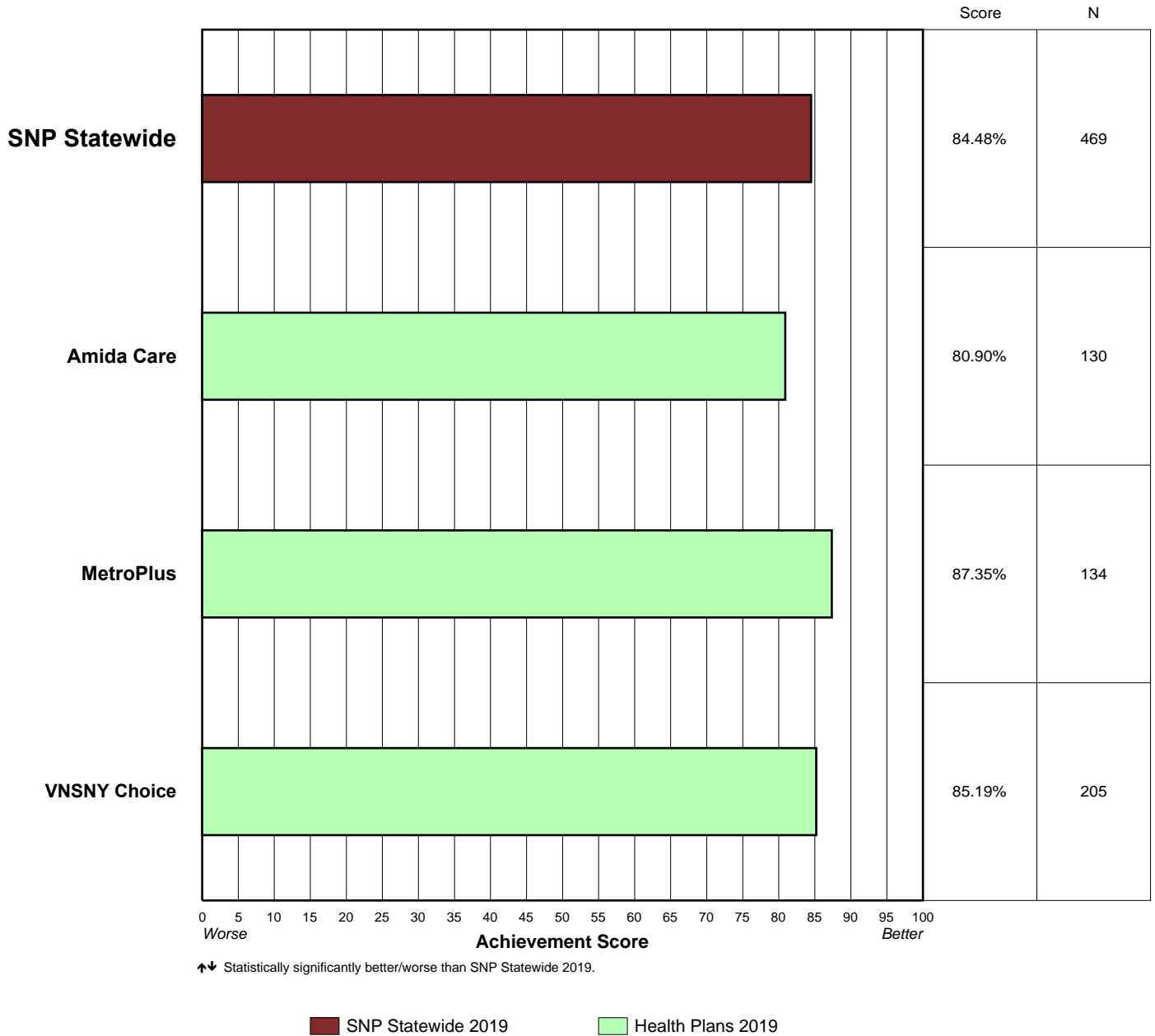
↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019      ■ Health Plans 2019



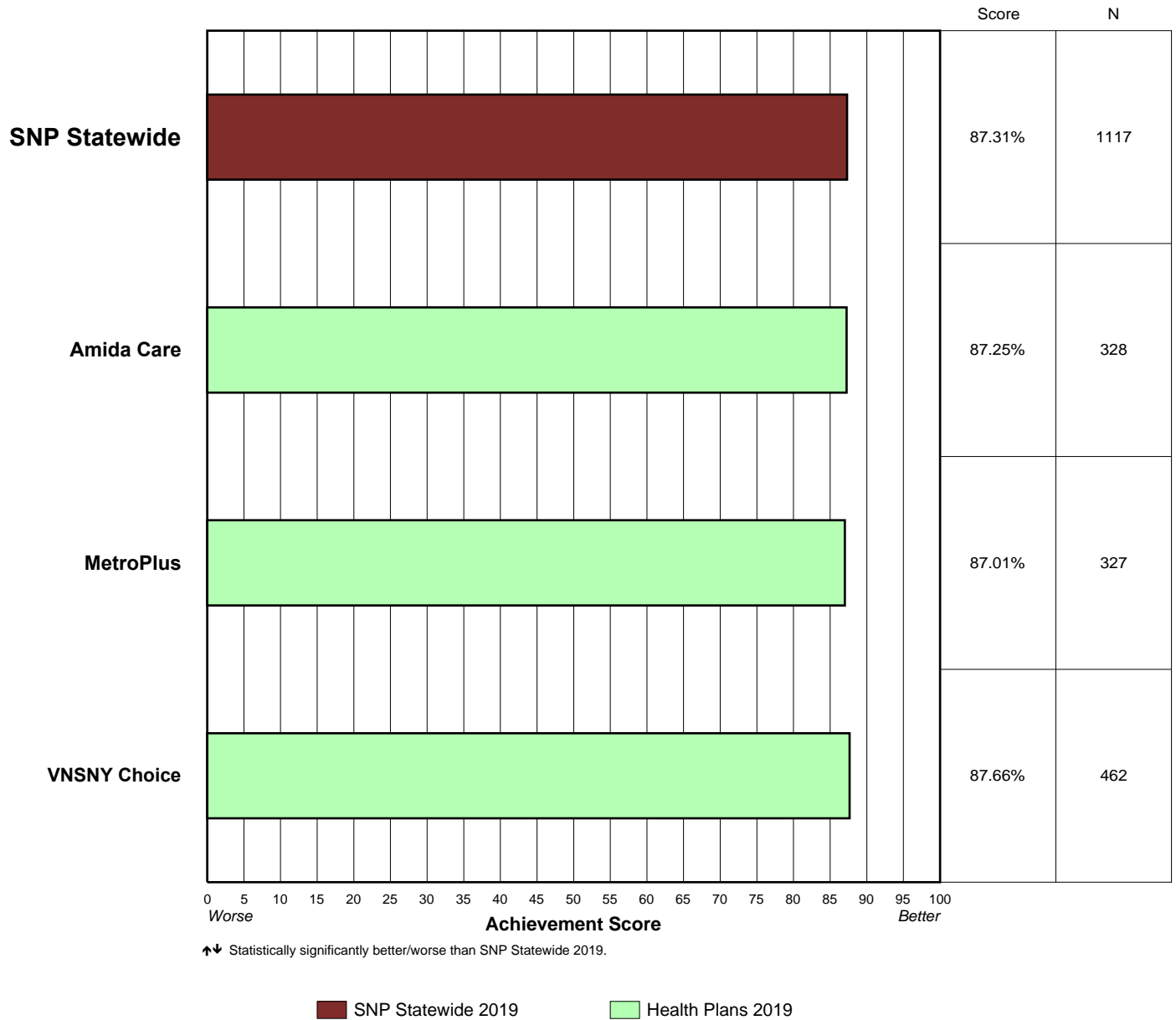
## Getting Care Quickly (Usually or Always)

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

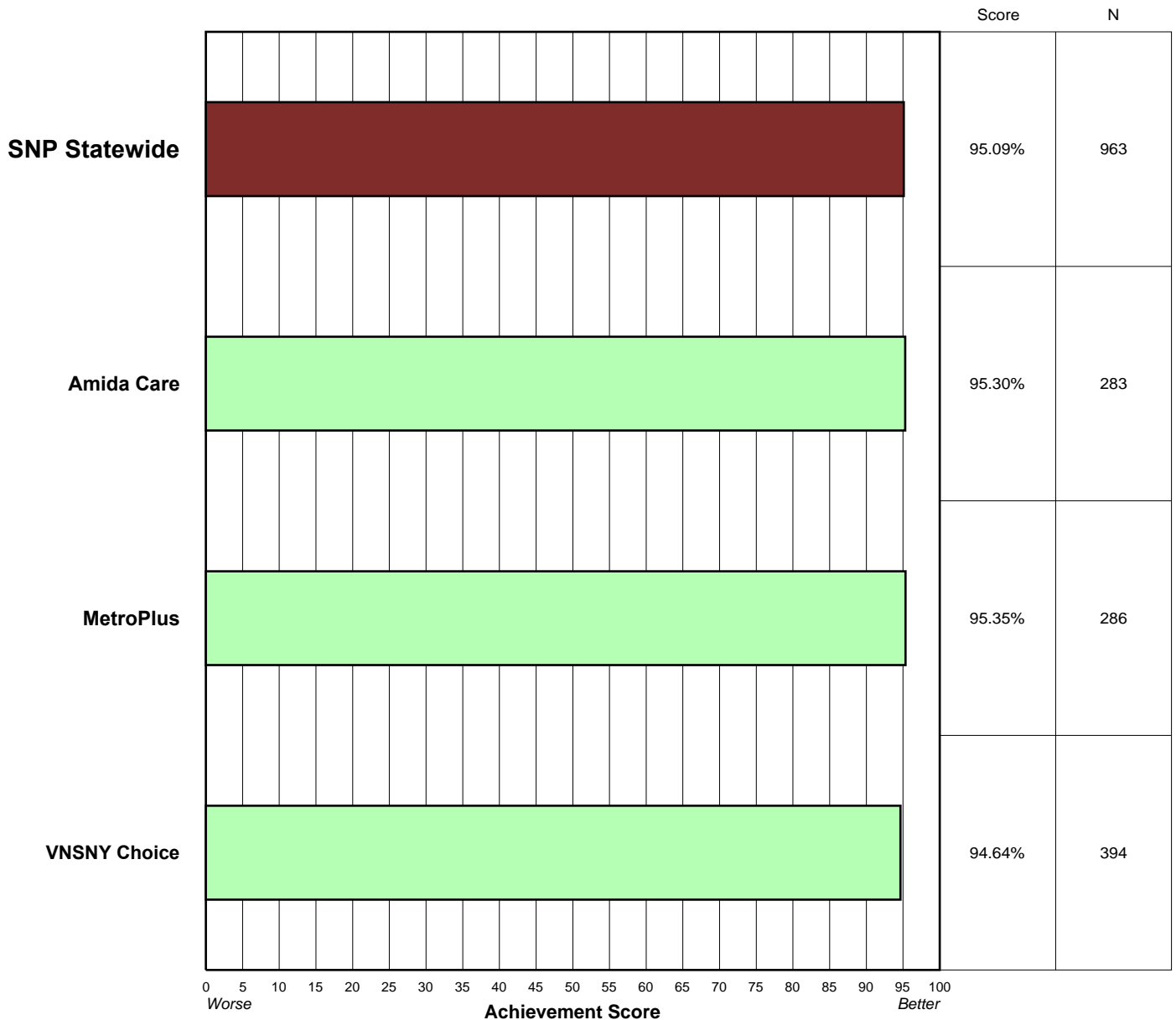


## Getting Care Quickly (Usually or Always)

**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)

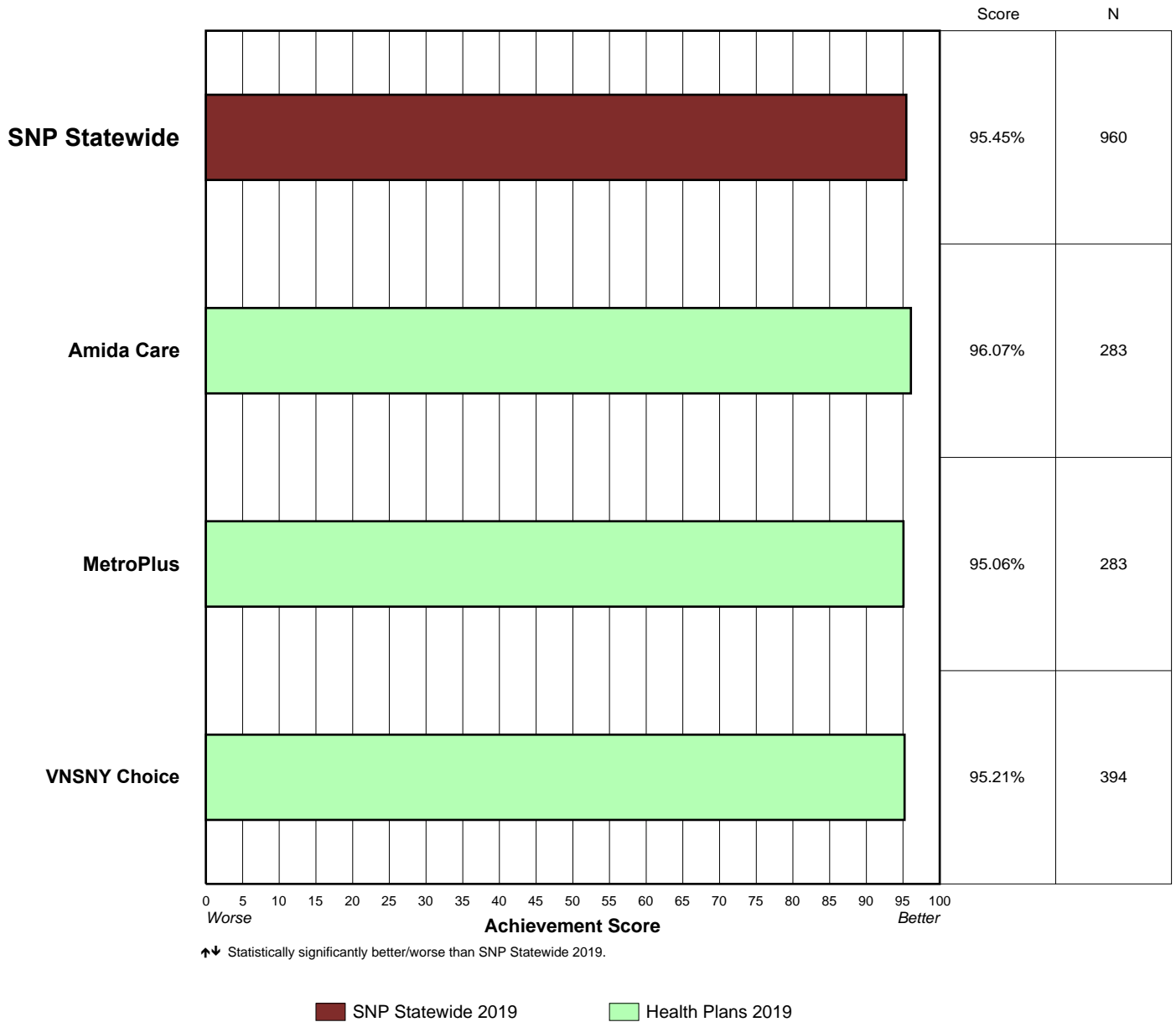


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019      ■ Health Plans 2019

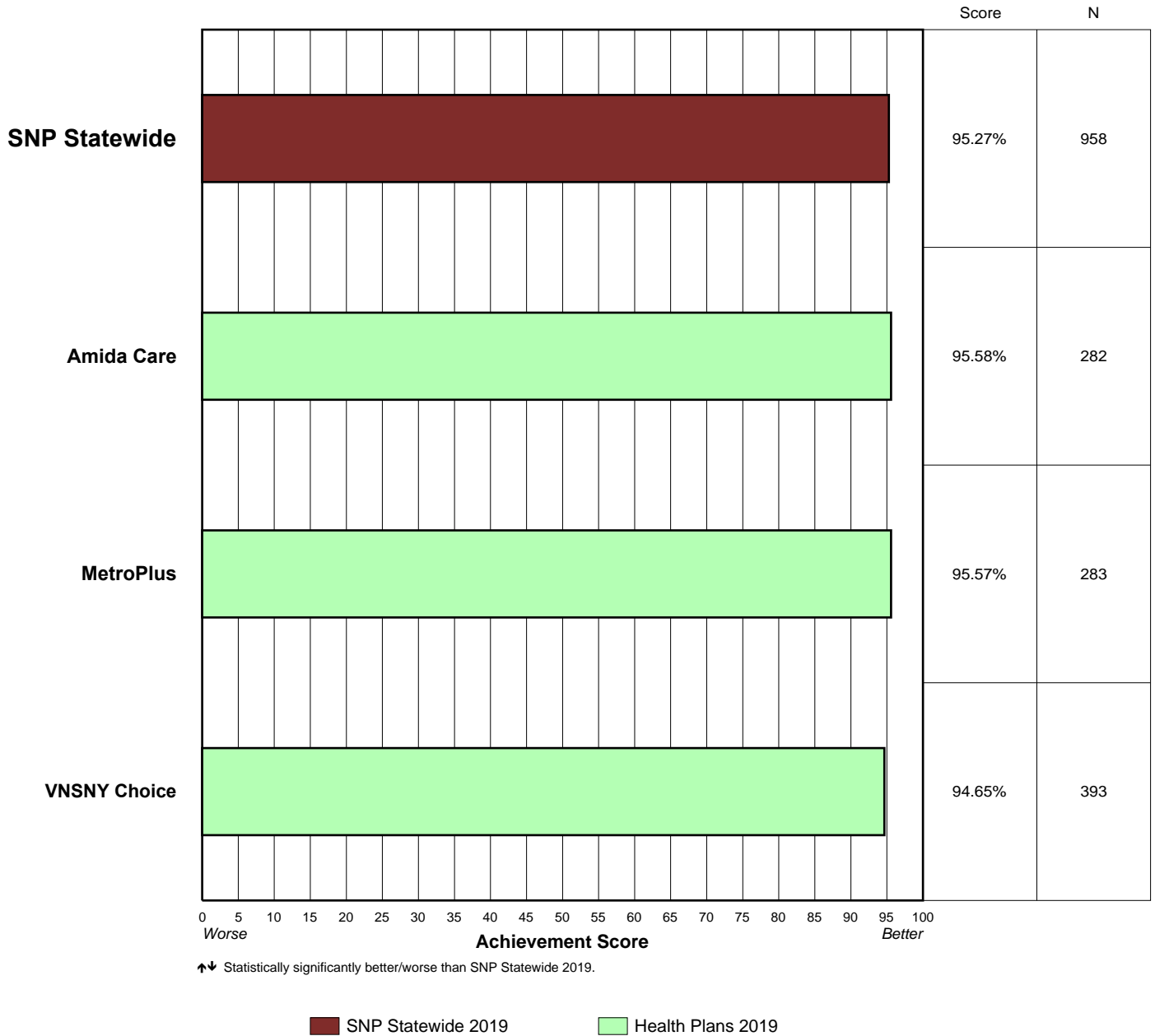
## How Well Doctors Communicate (Usually or Always)

**Q31. Personal doctor usually or always explained things in way that was easy to understand**



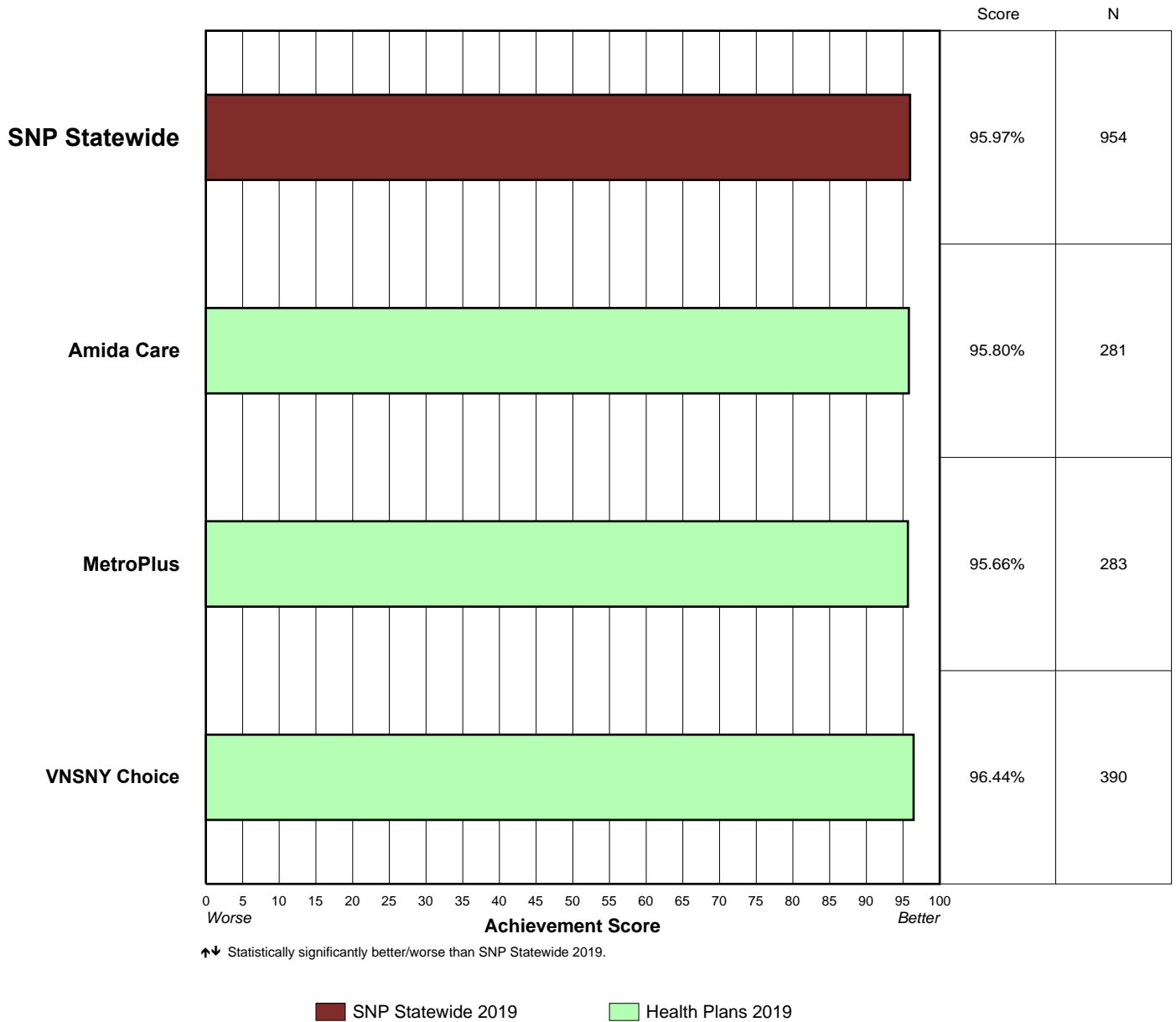
# How Well Doctors Communicate (Usually or Always)

## Q32. Personal doctor usually or always listened carefully to you



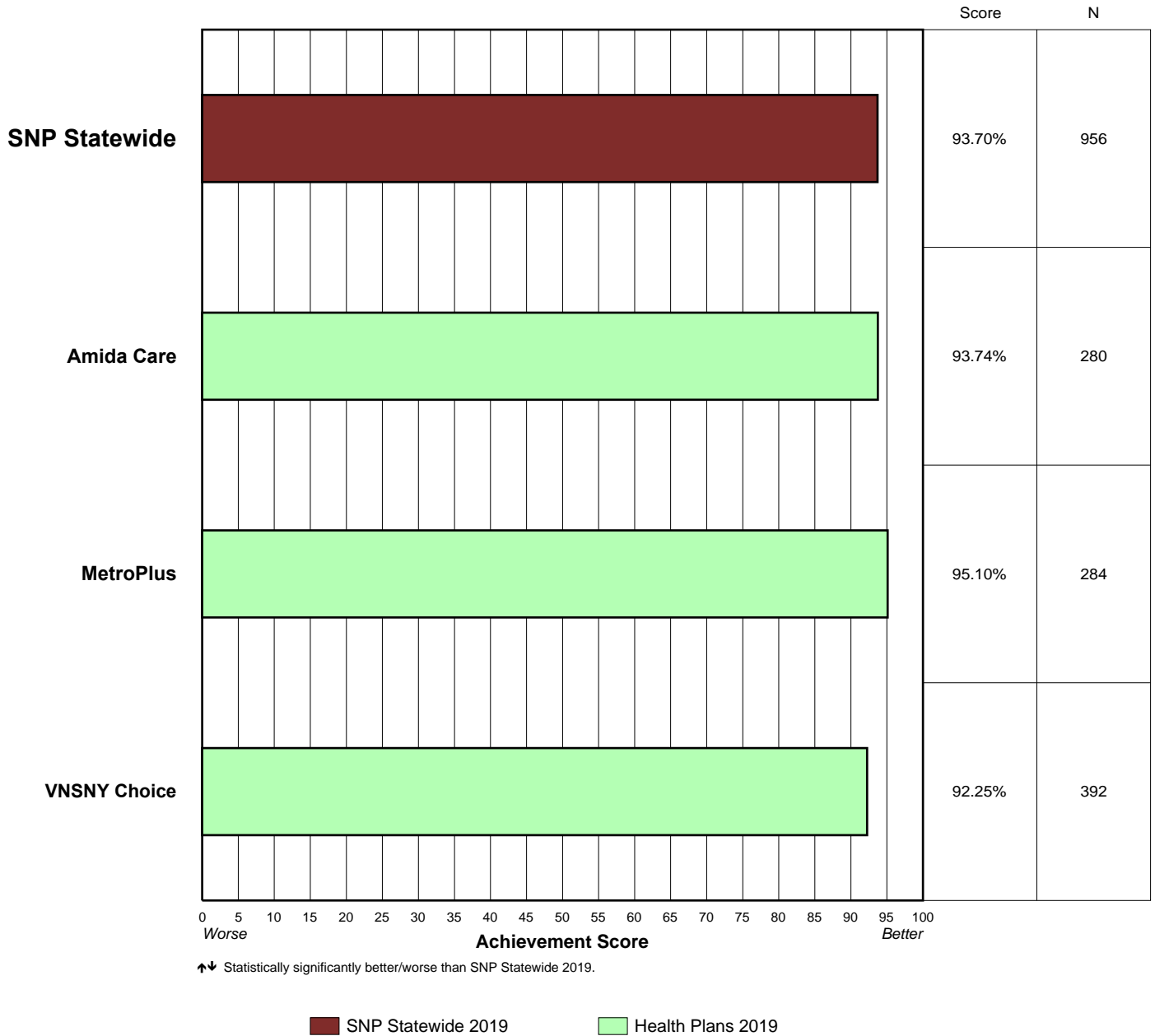
## How Well Doctors Communicate (Usually or Always)

**Q33. Personal doctor usually or always showed respect for what you had to say**

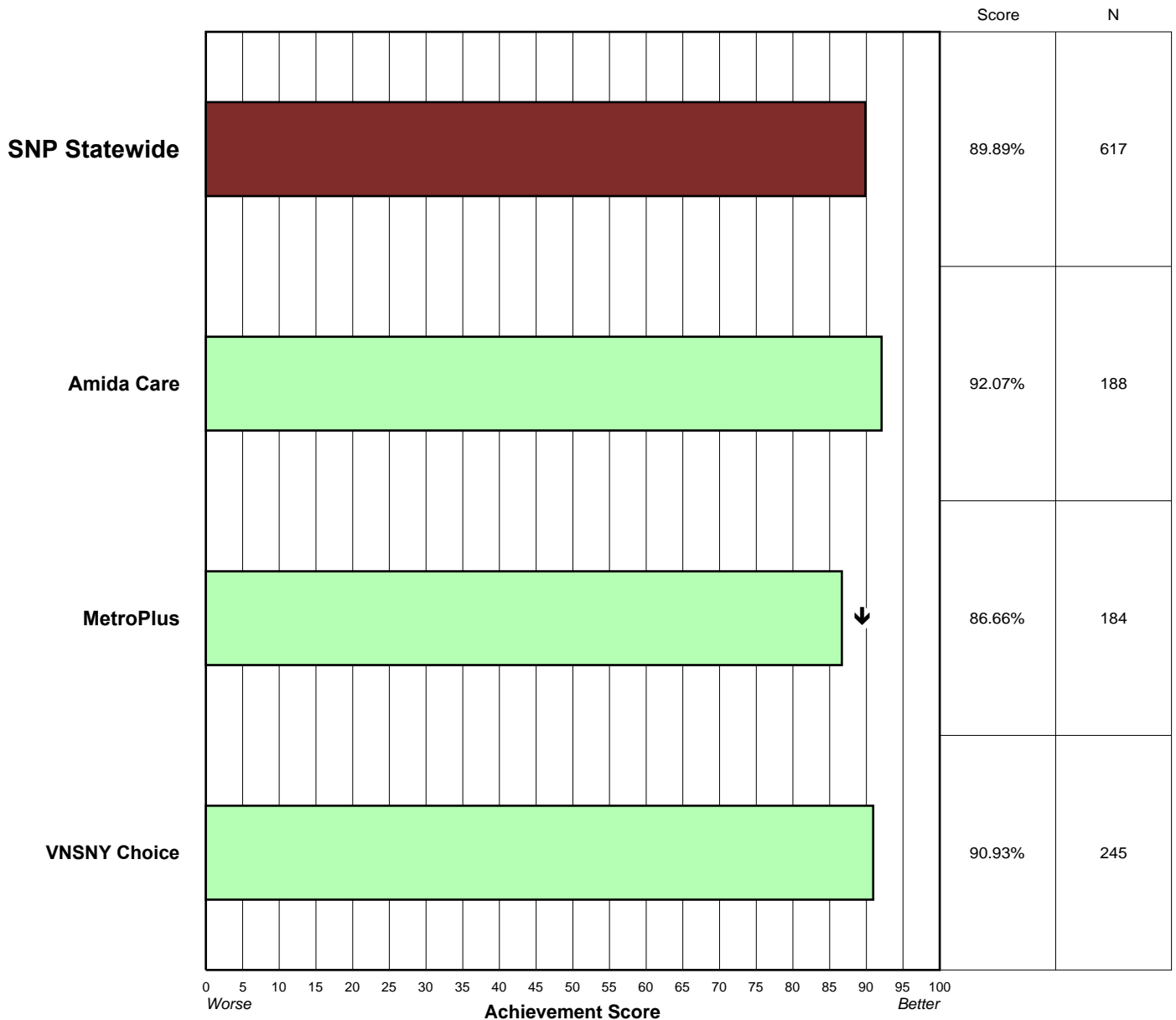


## How Well Doctors Communicate (Usually or Always)

### Q34. Personal doctor usually or always spent enough time with you



### Customer Service (Usually or Always)



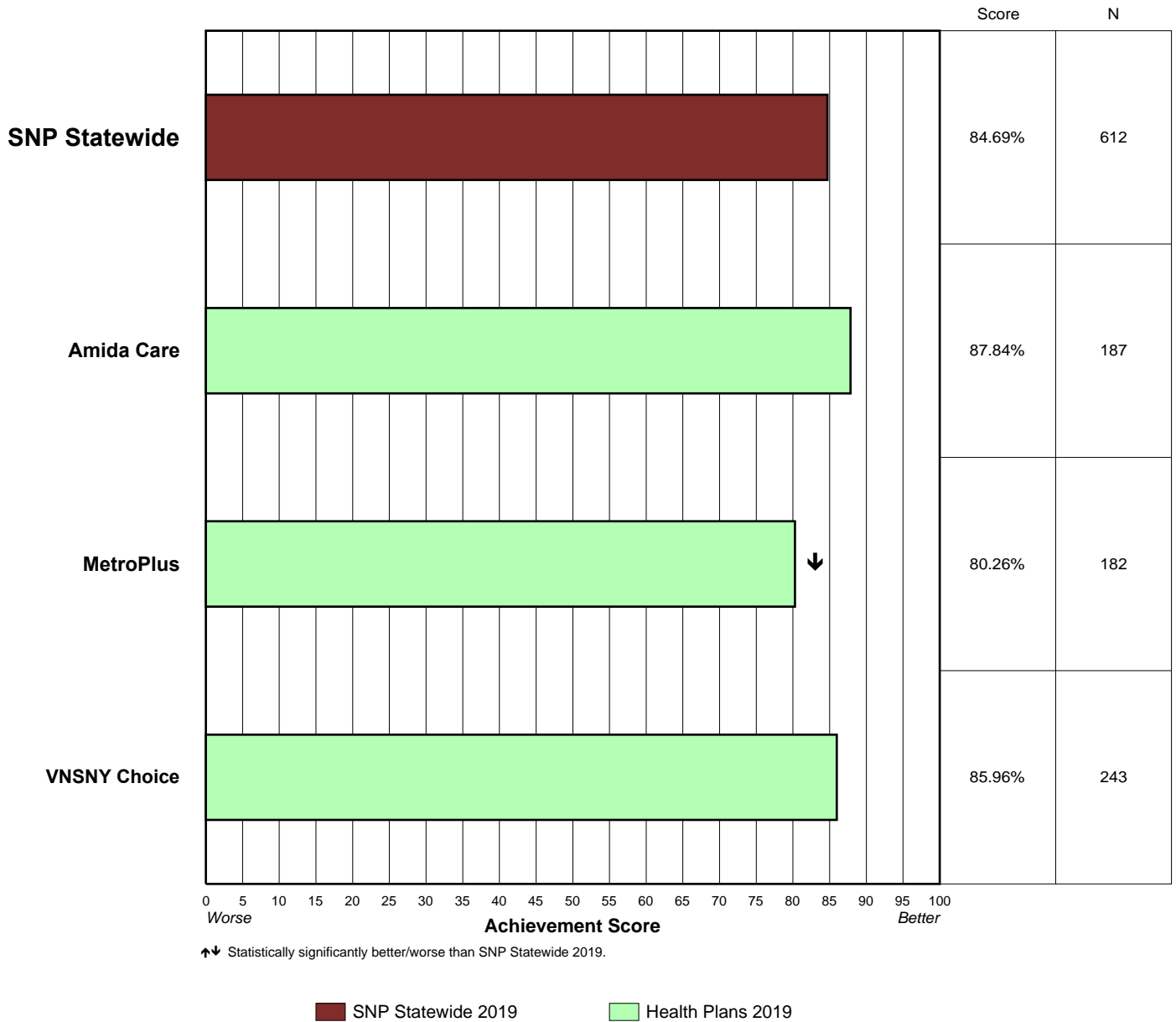
↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019      ■ Health Plans 2019



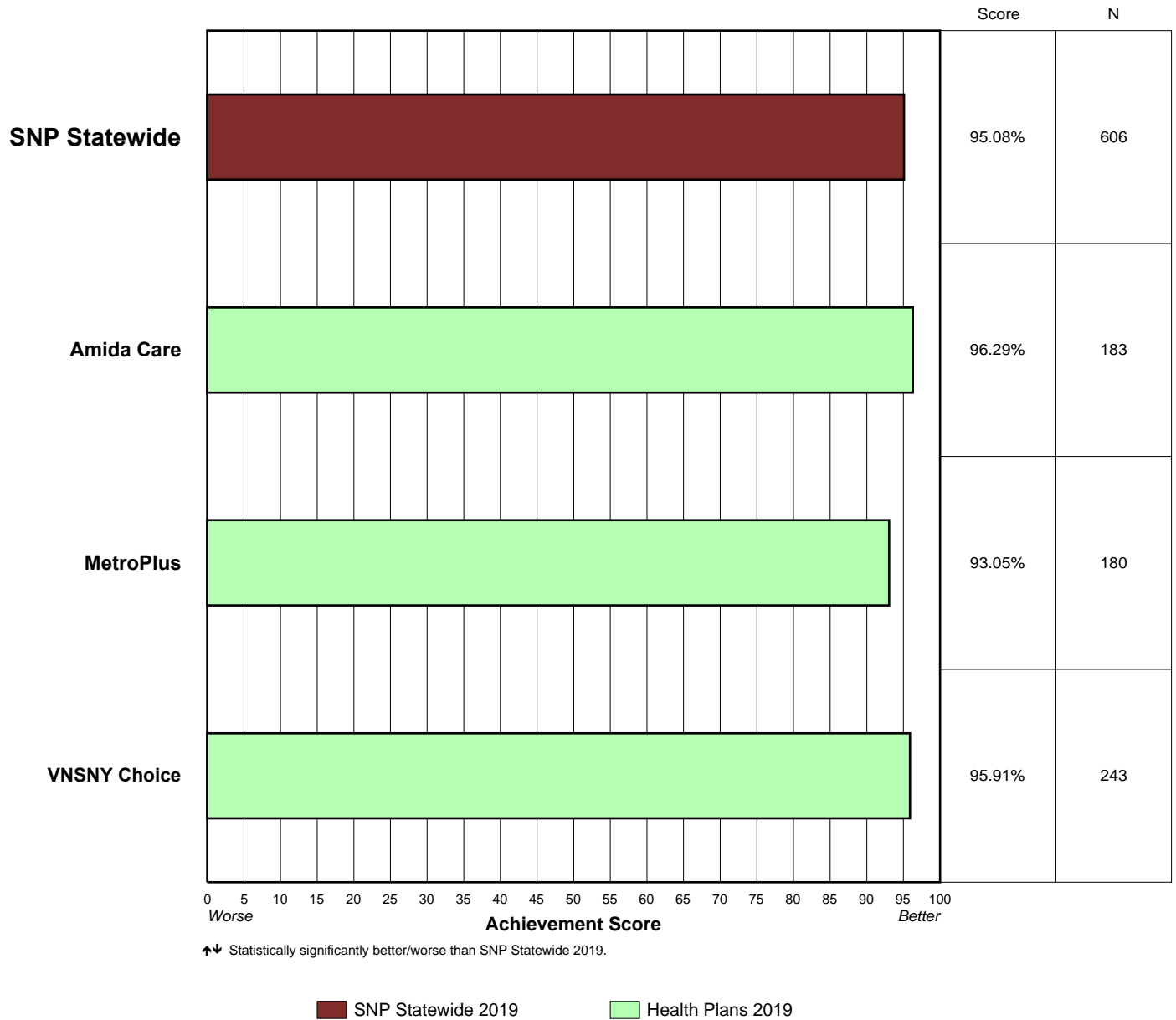
## Customer Service (Usually or Always)

Q45. Health plan's customer service usually or always gave needed information or help

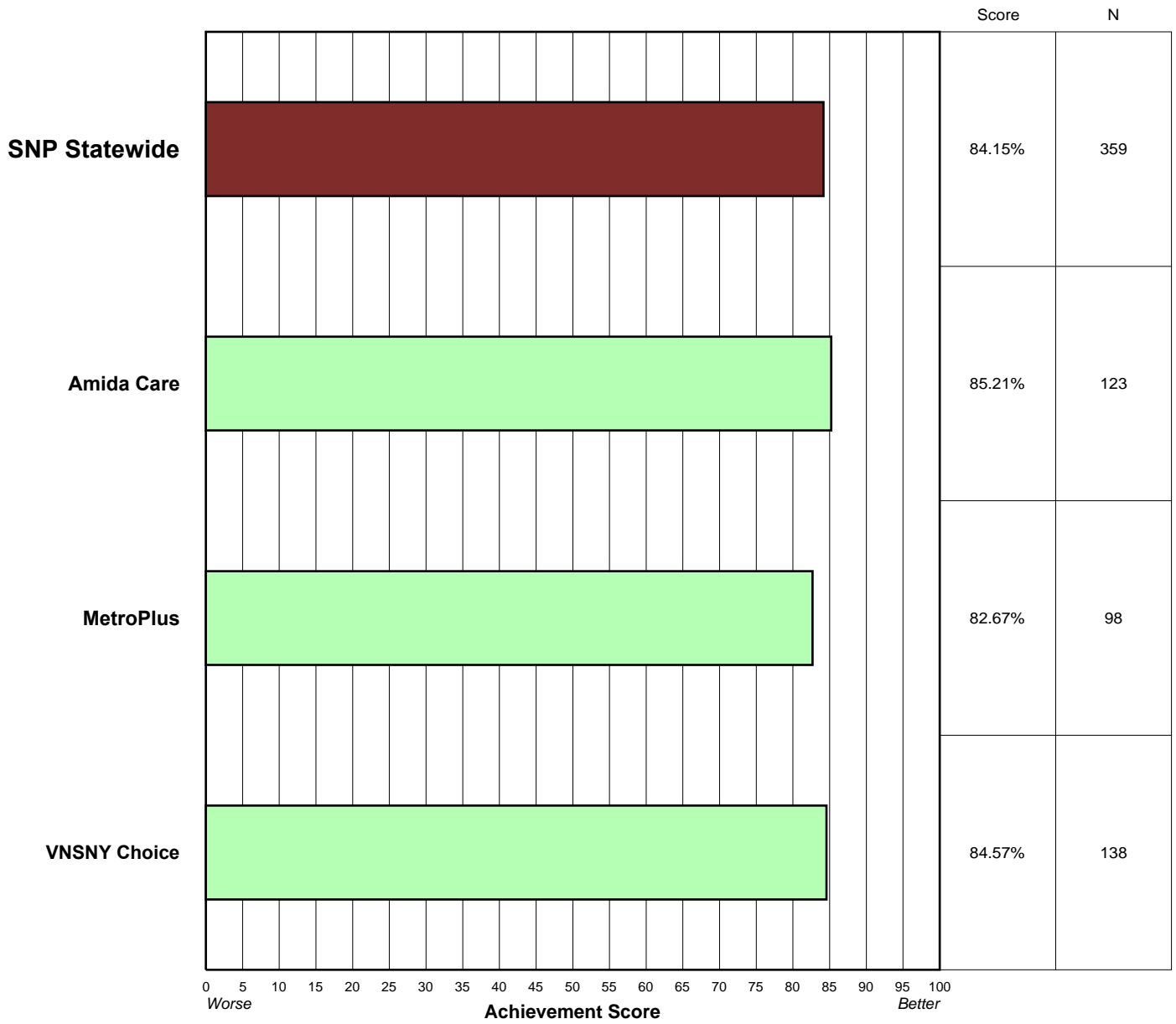


## Customer Service (Usually or Always)

**Q47. Usually or always treated with courtesy and respect by health plan's customer service staff**



### Shared Decision Making (Yes)

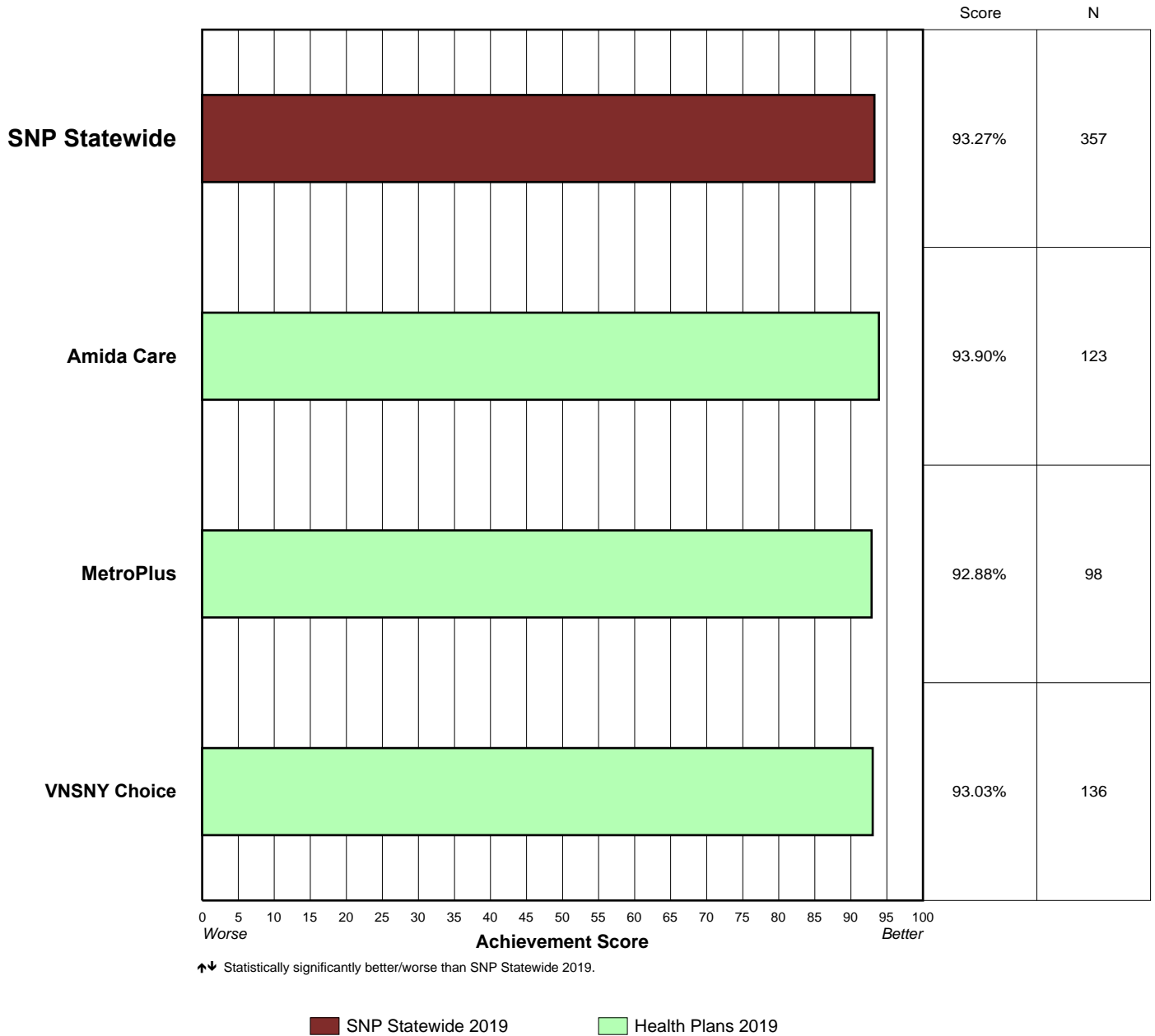


↕ Statistically significantly better/worse than SNP Statewide 2019.

■ SNP Statewide 2019      ■ Health Plans 2019

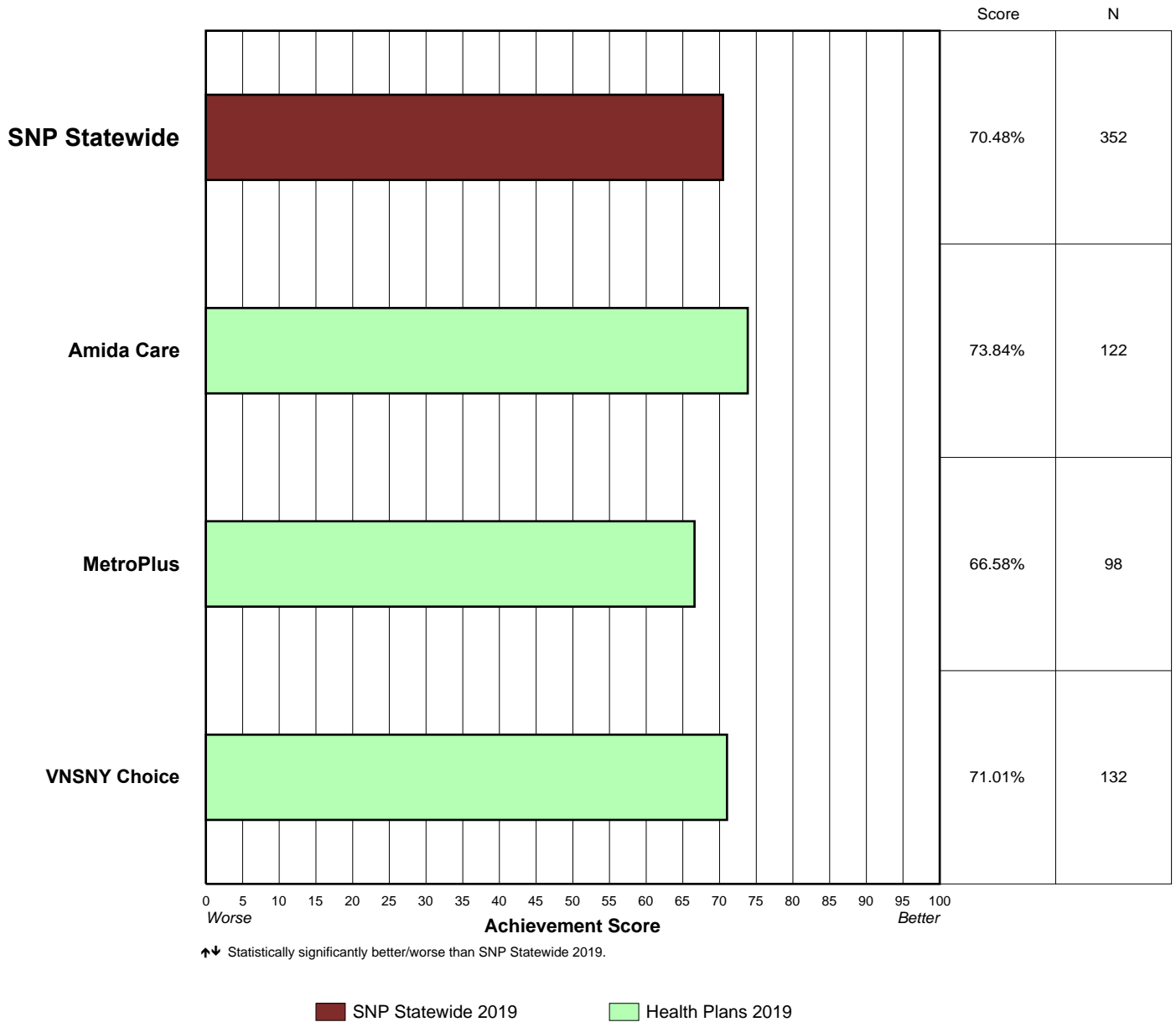
## Shared Decision Making (Yes)

**Q15. Doctor/provider talked about reasons you might want to take a medicine**



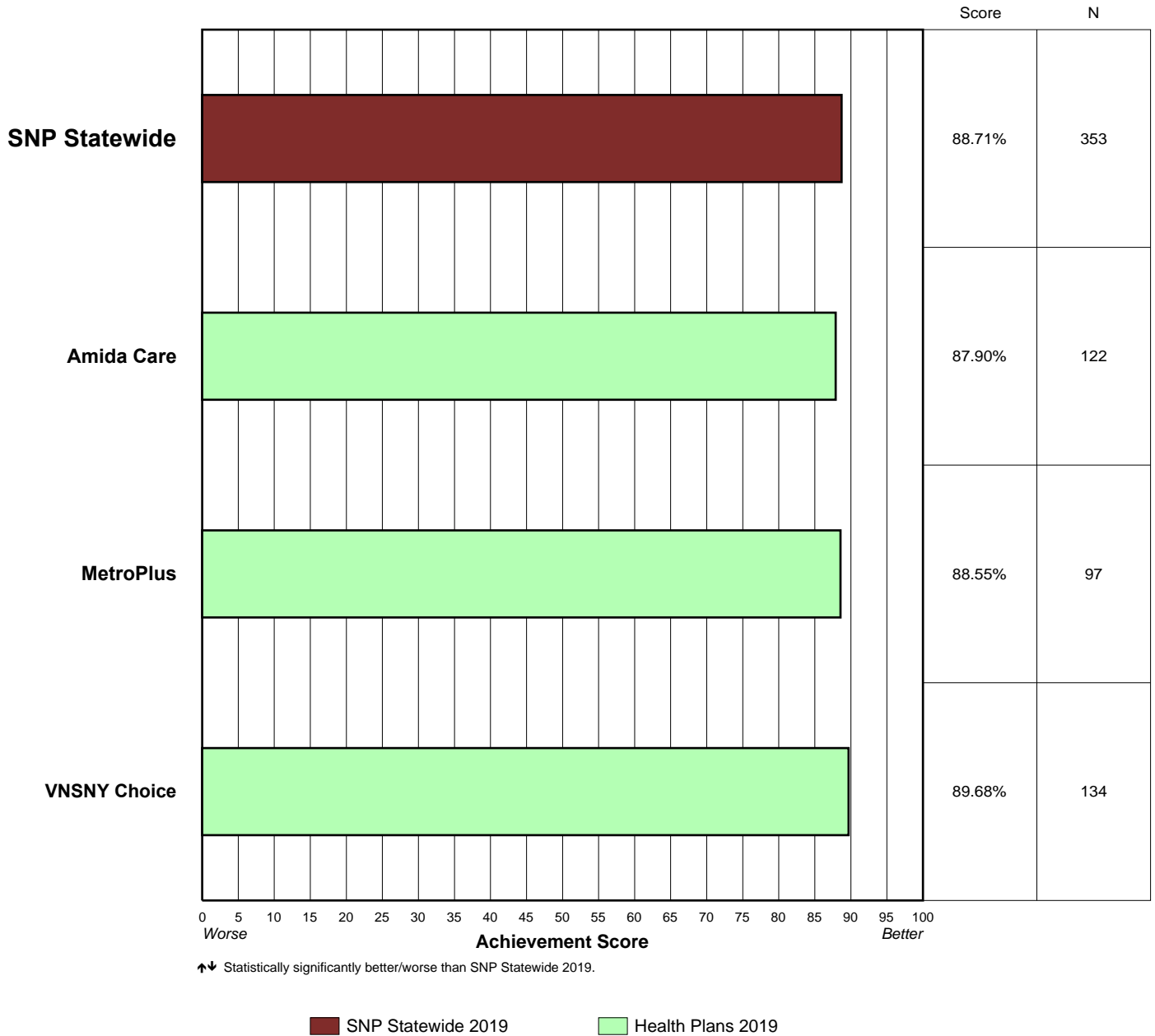
## Shared Decision Making (Yes)

### Q16. Doctor/provider talked about reasons you might not want to take a medicine



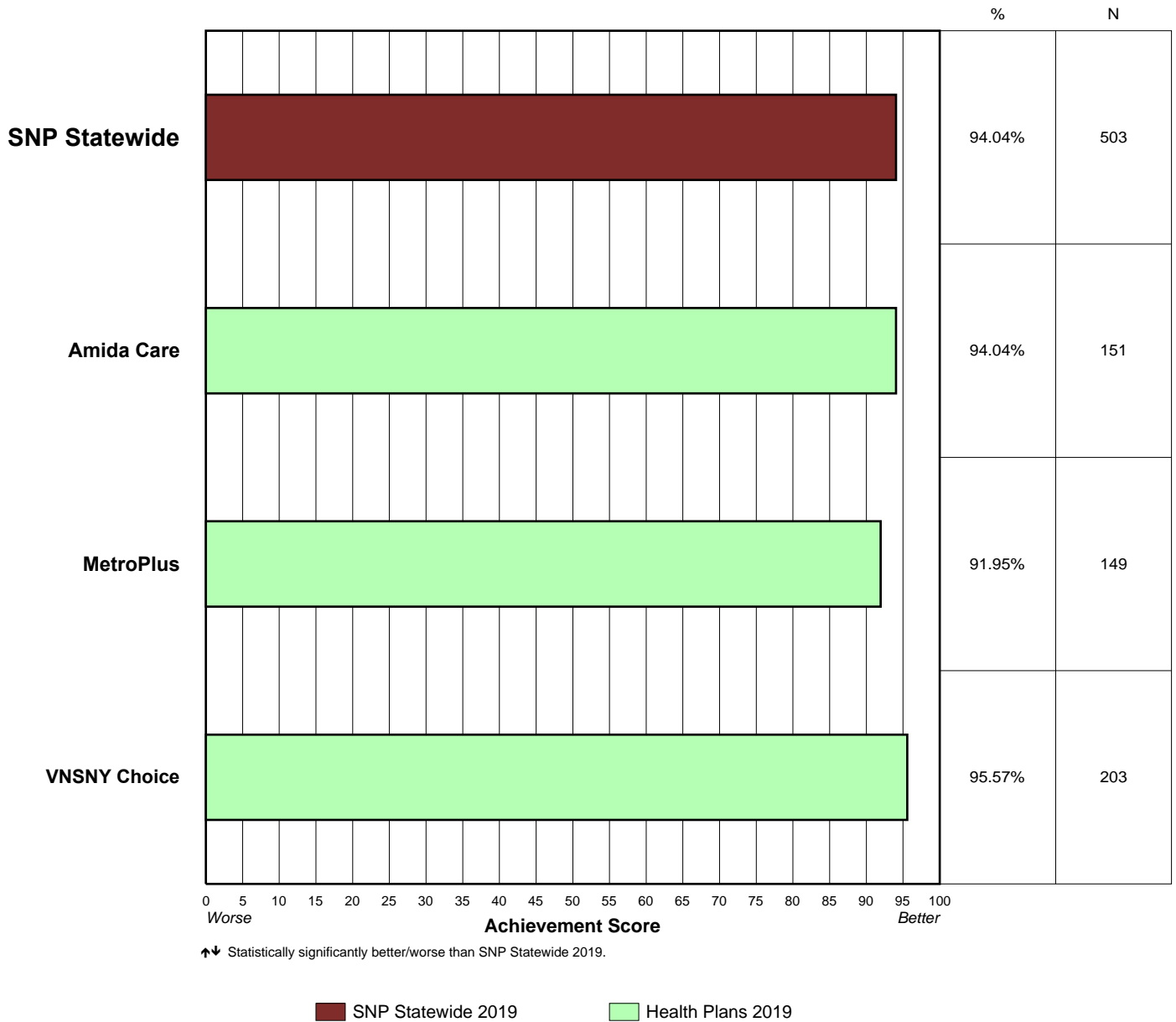
## Shared Decision Making (Yes)

### Q17. Doctor/provider asked what you thought was best for you



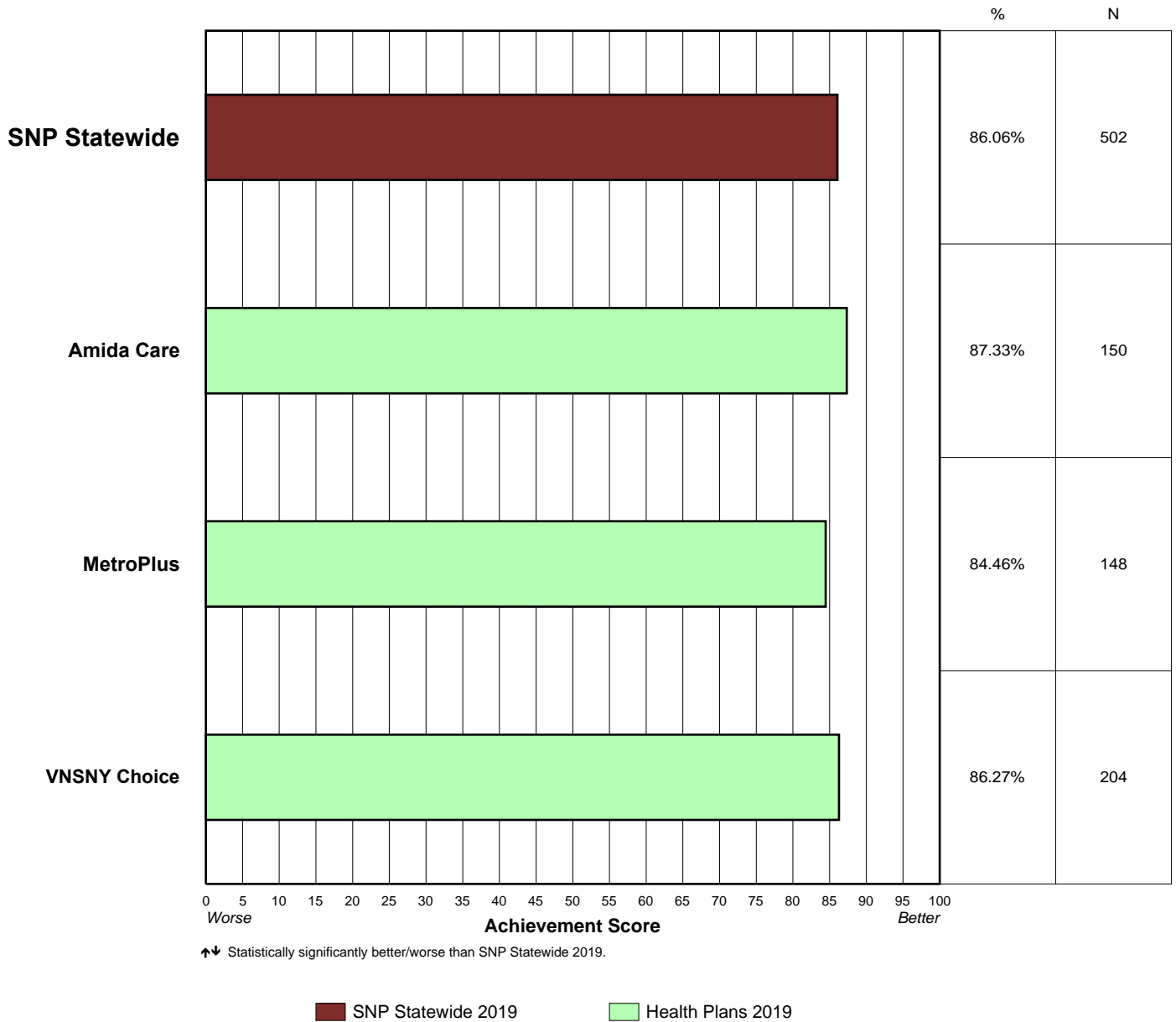
## Medical Assistance with Smoking Cessation

### Q54. Advised by doctor or other health provider to quit smoking or using tobacco



## Medical Assistance with Smoking Cessation

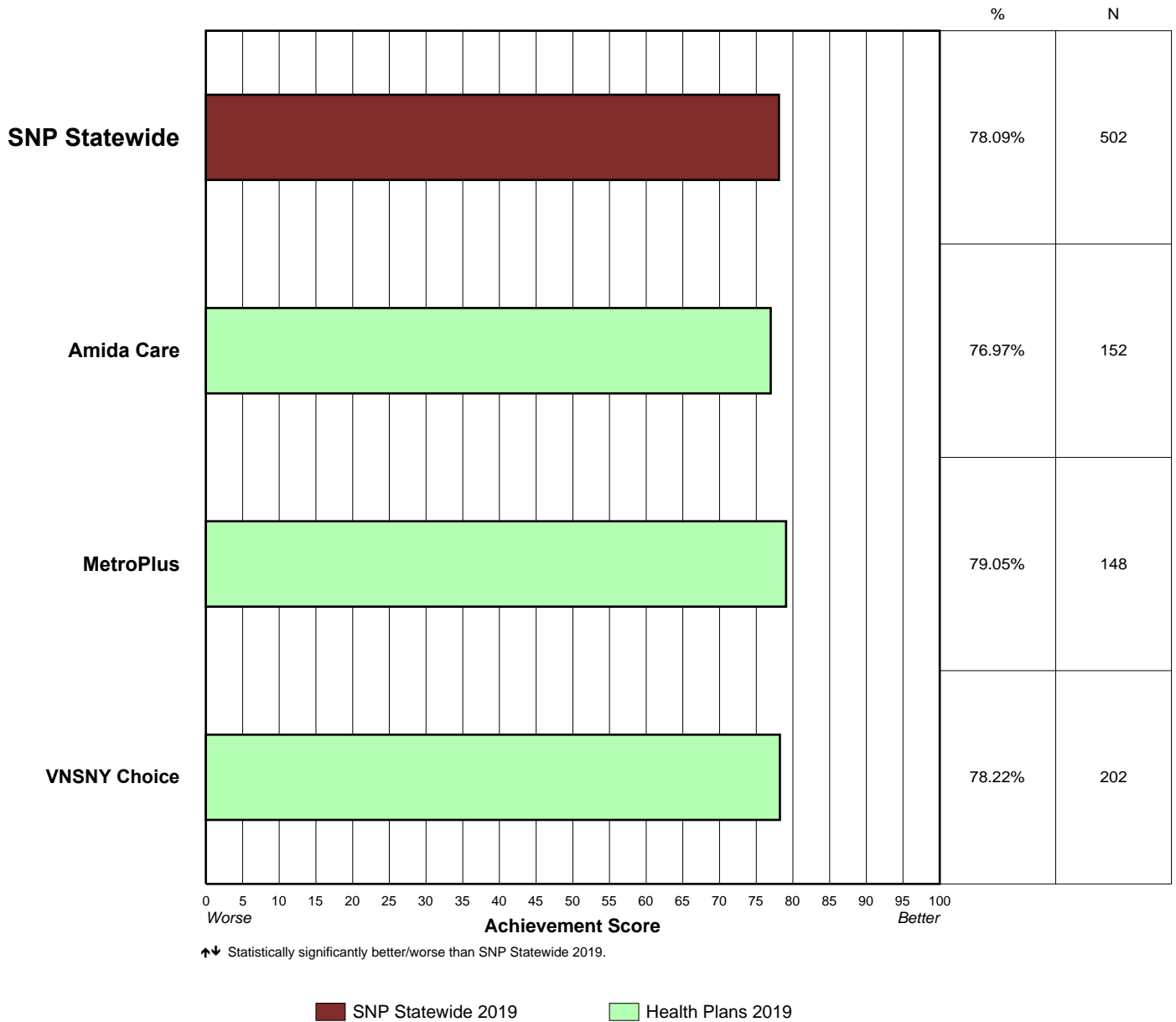
**Q55. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco**





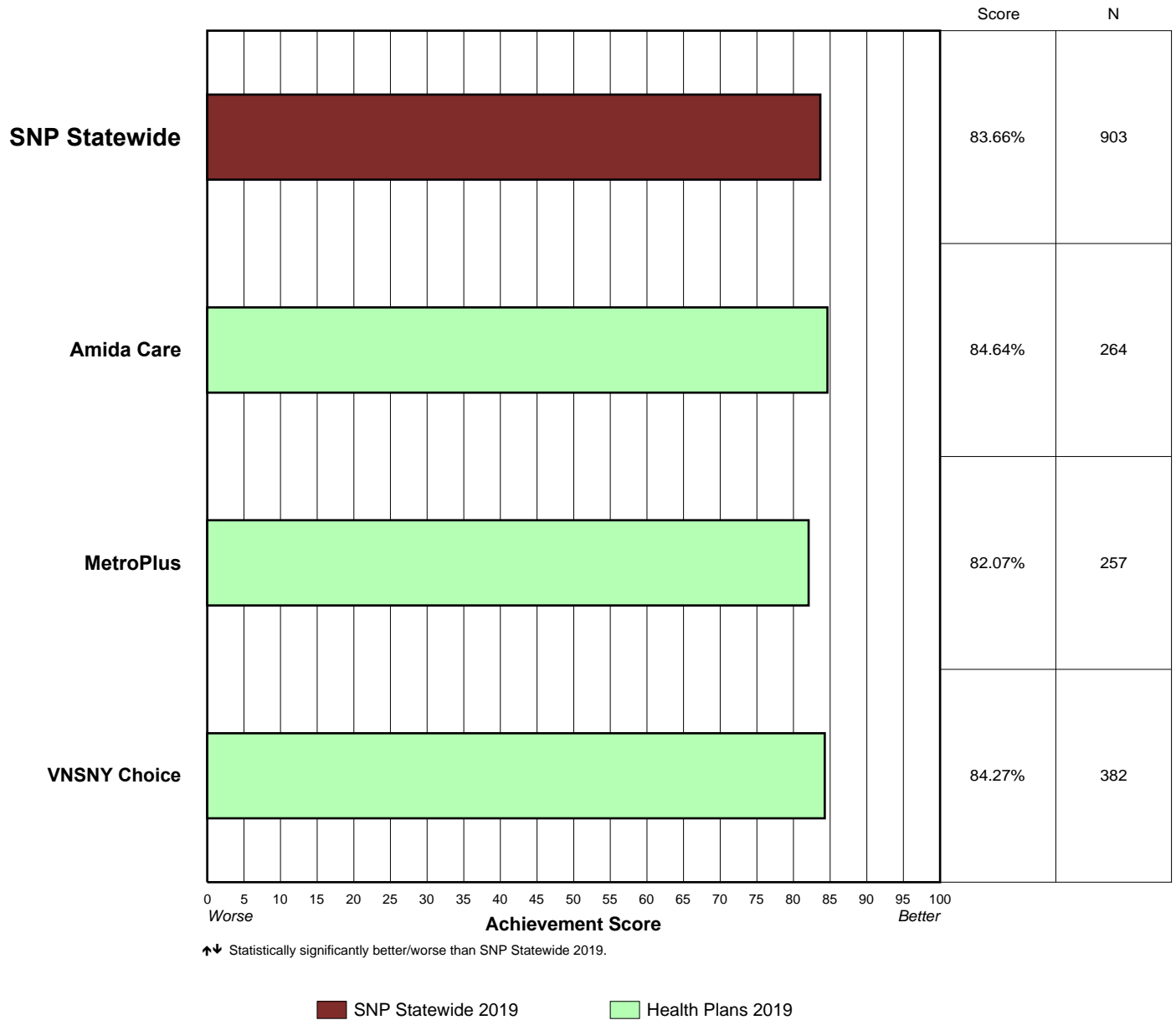
## Medical Assistance with Smoking Cessation

**Q56. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco**



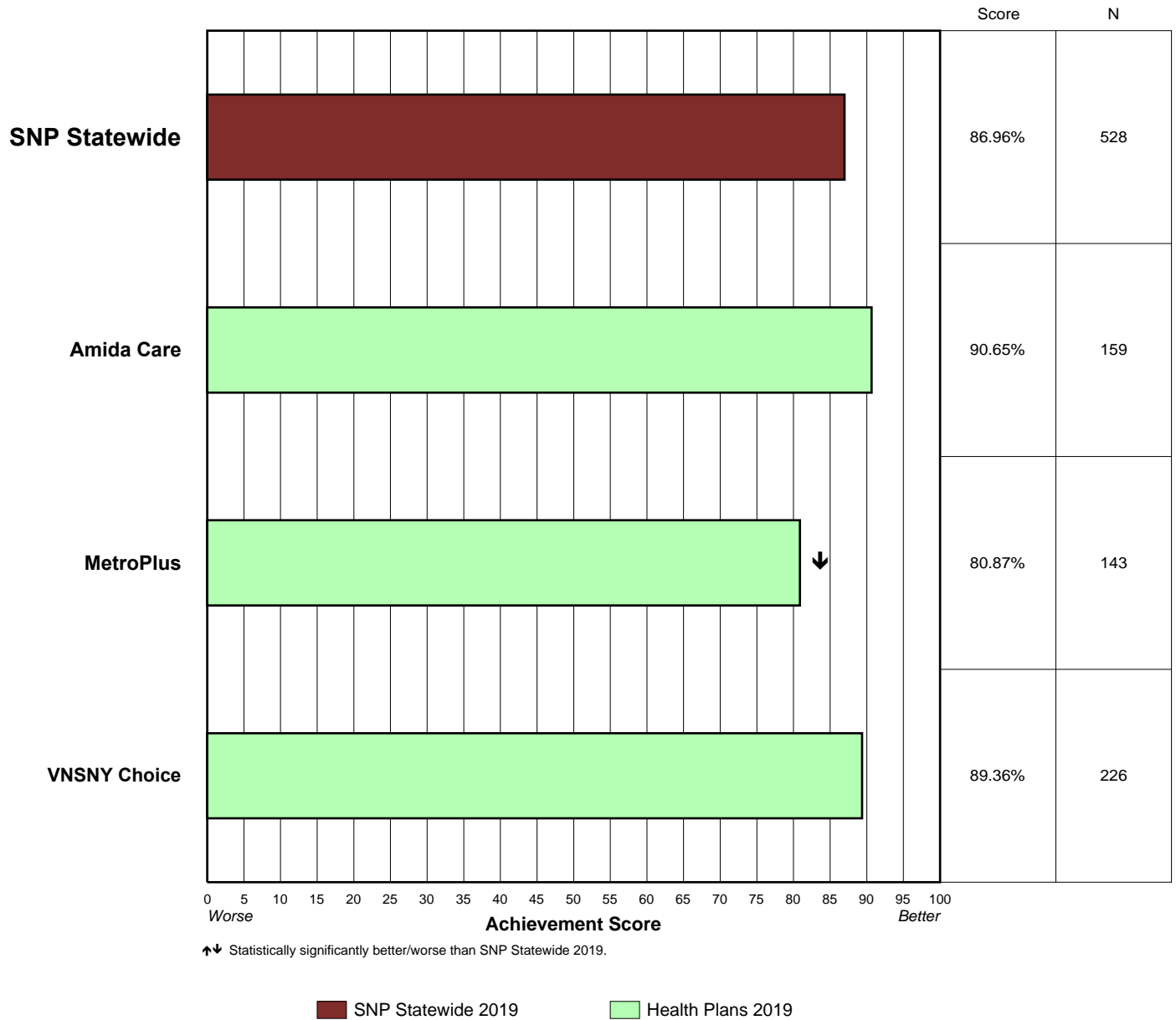
### Single Items

#### Q12. Doctor/provider definitely talked about specific things to do to prevent illness



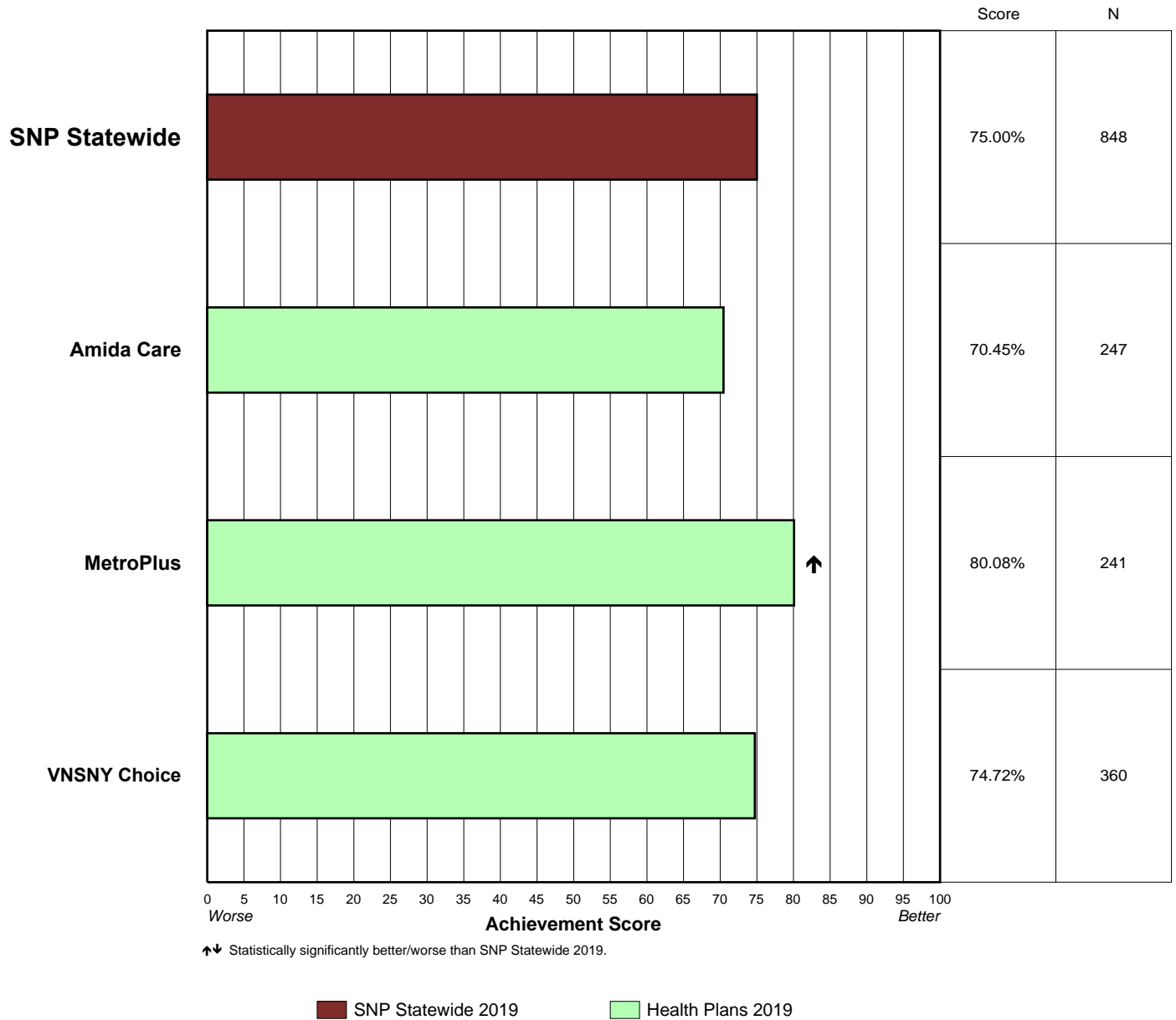
### Single Items

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



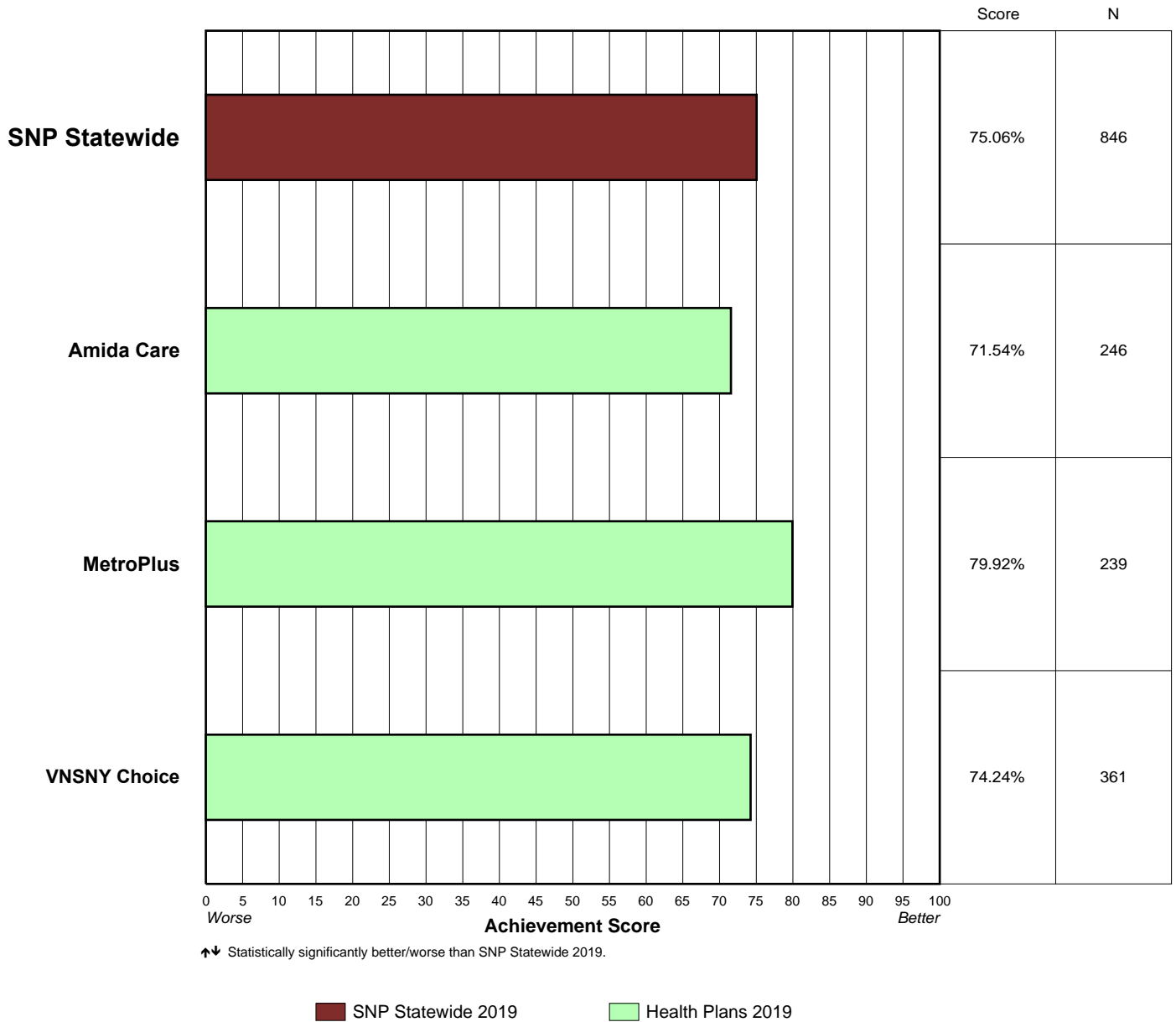
# Single Items

## Q13a. Doctor or other health provider talked about a healthy diet and eating habits



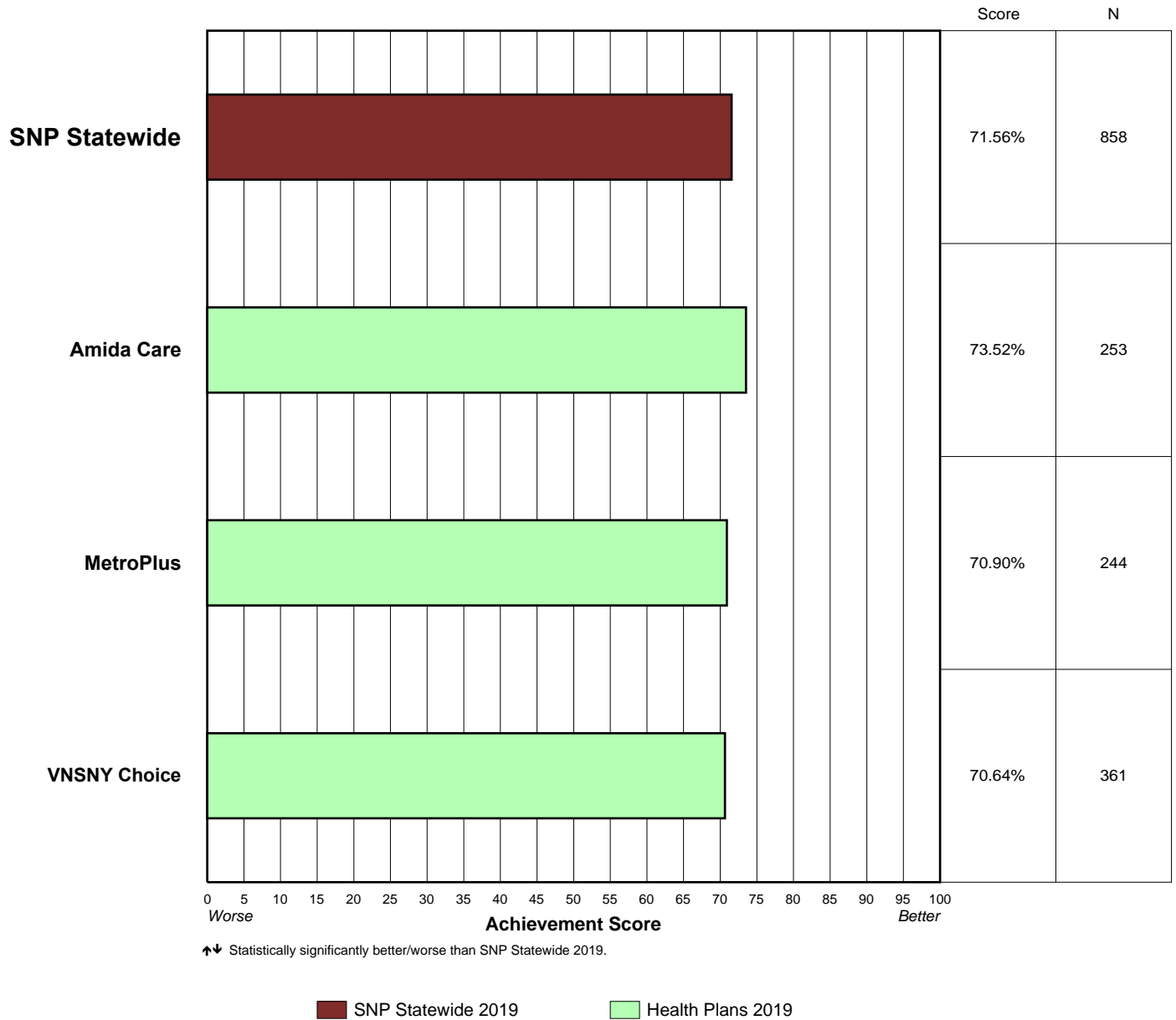
# Single Items

## Q13b. Doctor or other health provider talked about exercise or physical activity



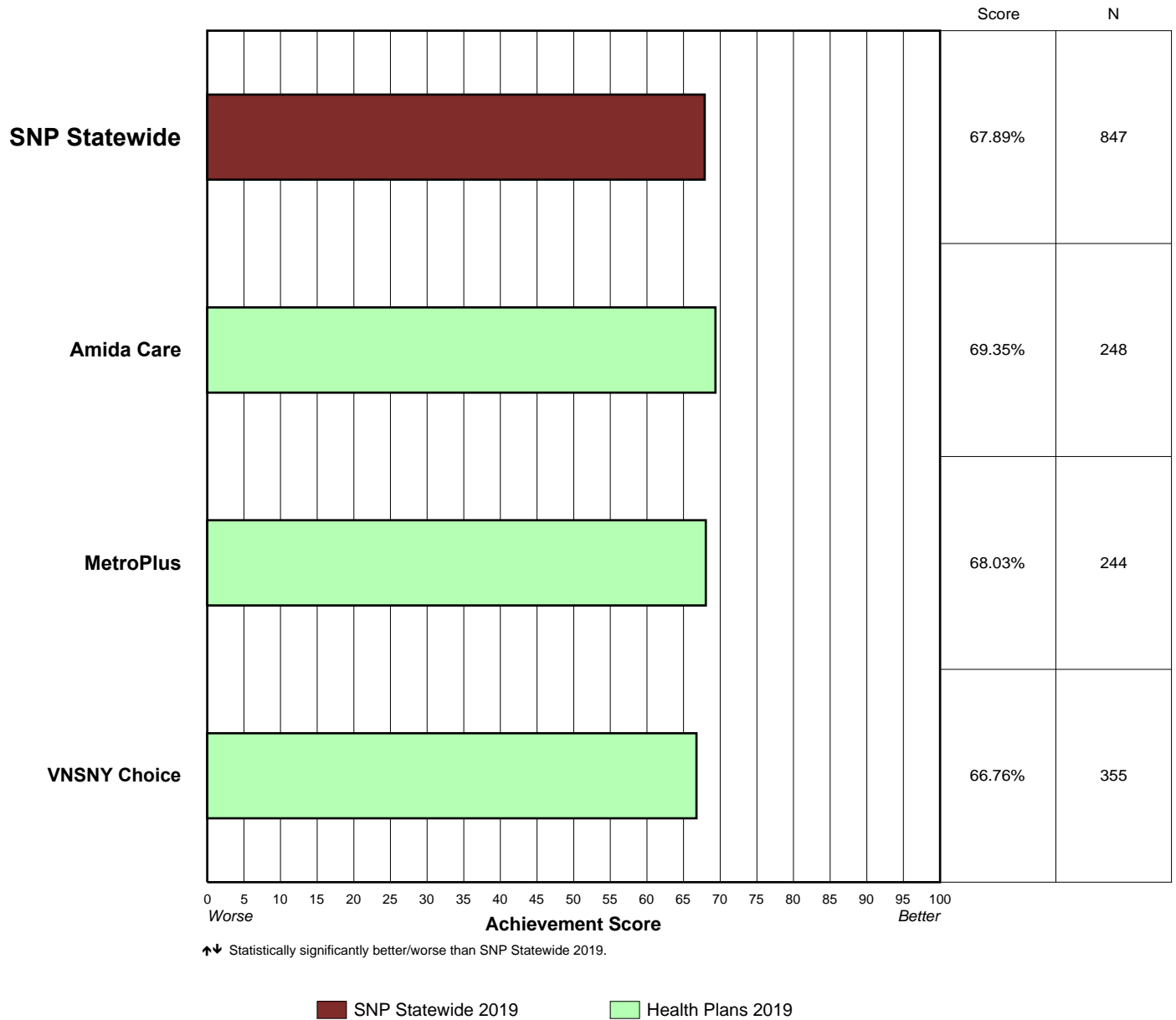
### Single Items

#### Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress



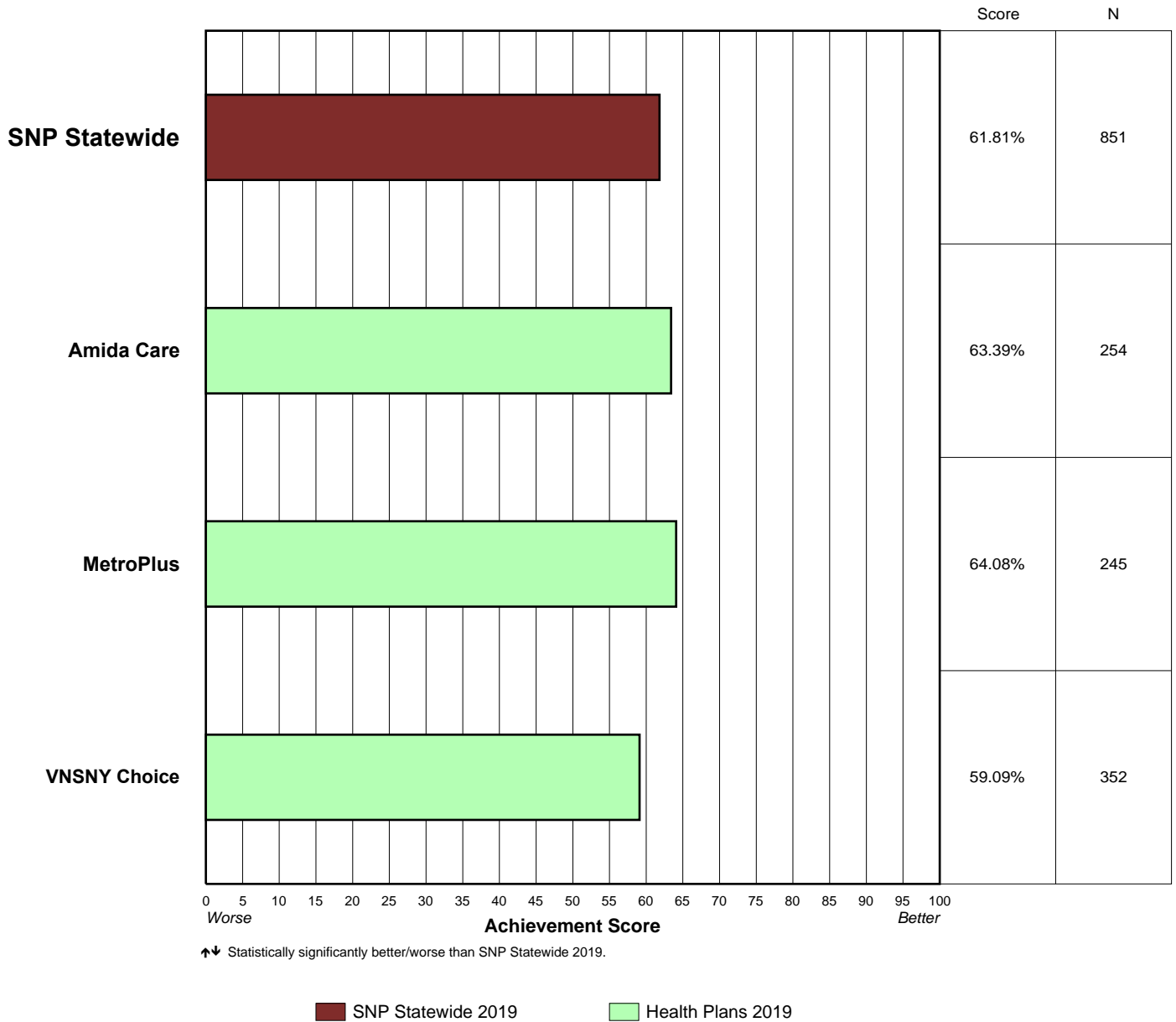
### Single Items

**Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed**



### Single Items

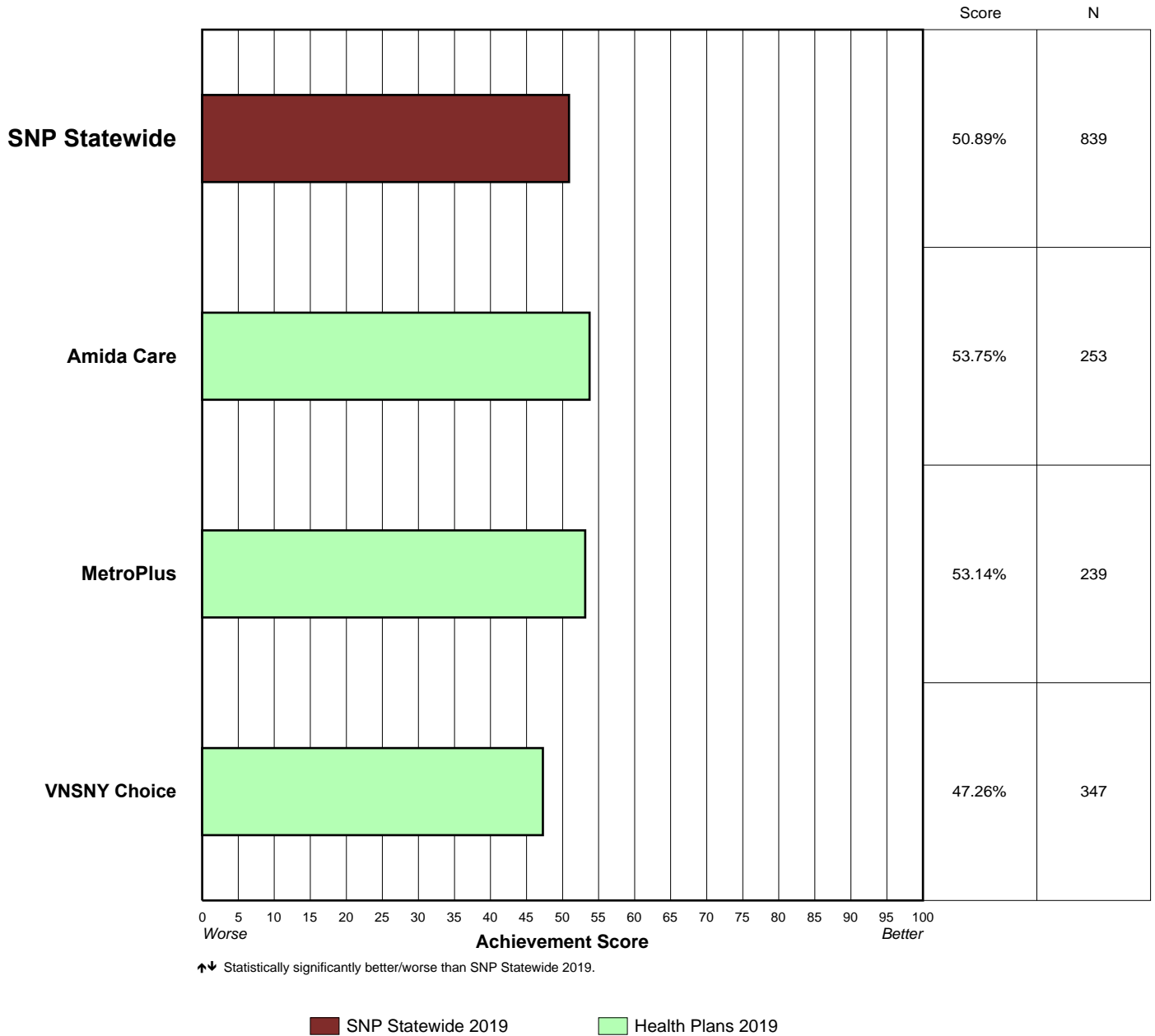
### Q13e. Doctor or other health provider talked about smoking or using tobacco products





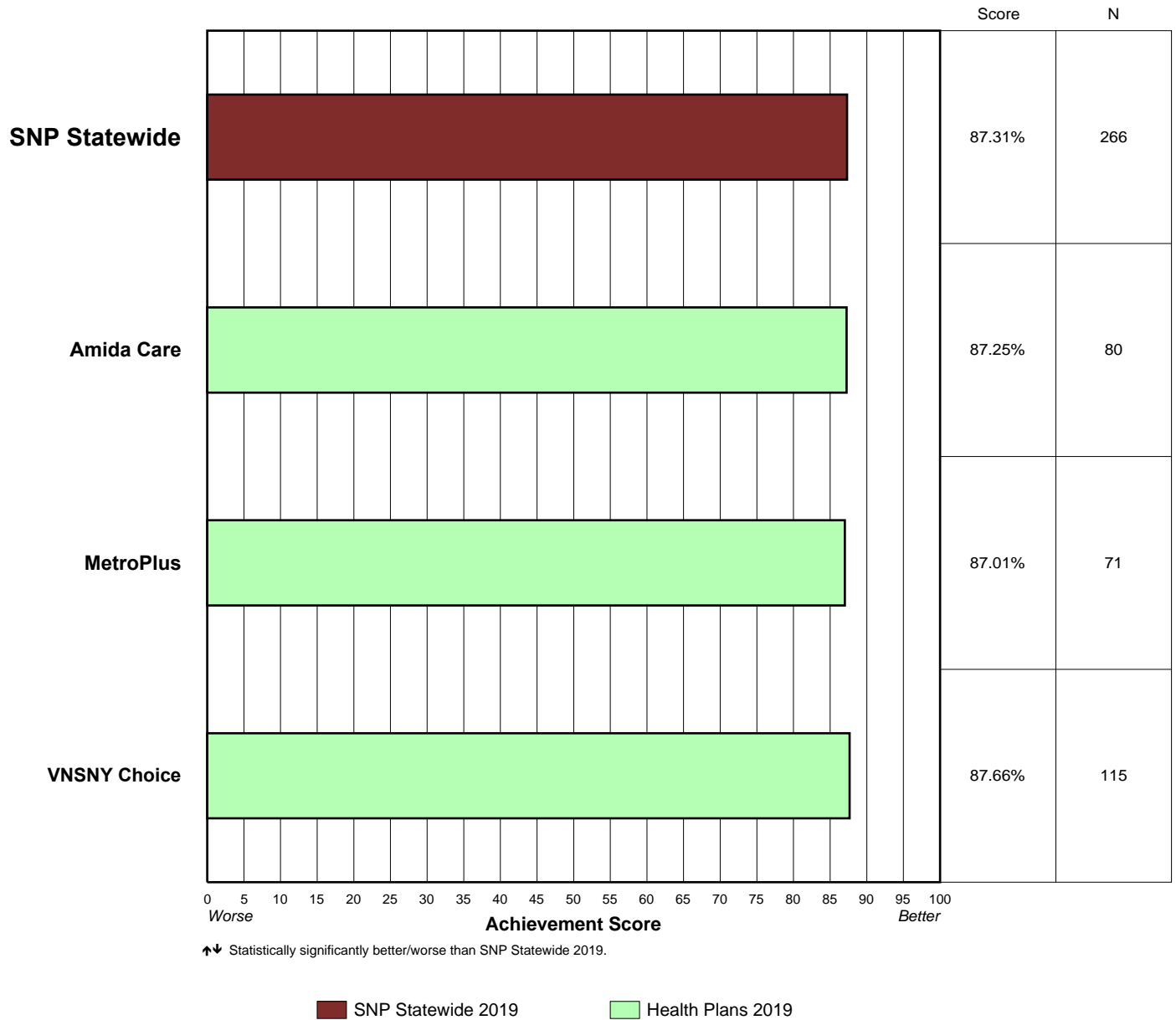
### Single Items

#### Q13f. Doctor or other health provider talked about alcohol or other drug use



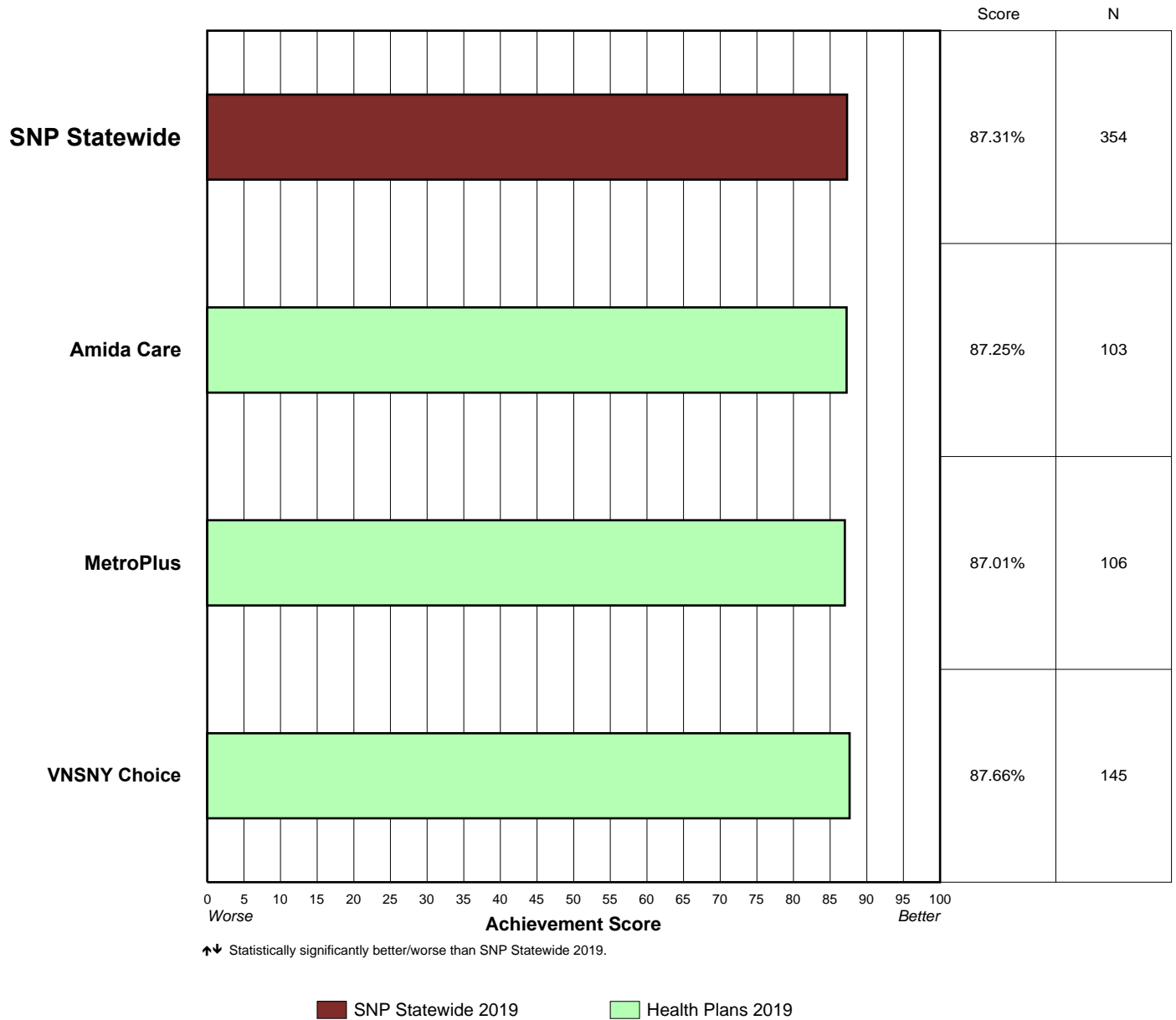
### Single Items

#### Q8. Usually or always able to get care needed during evenings, weekends or holidays



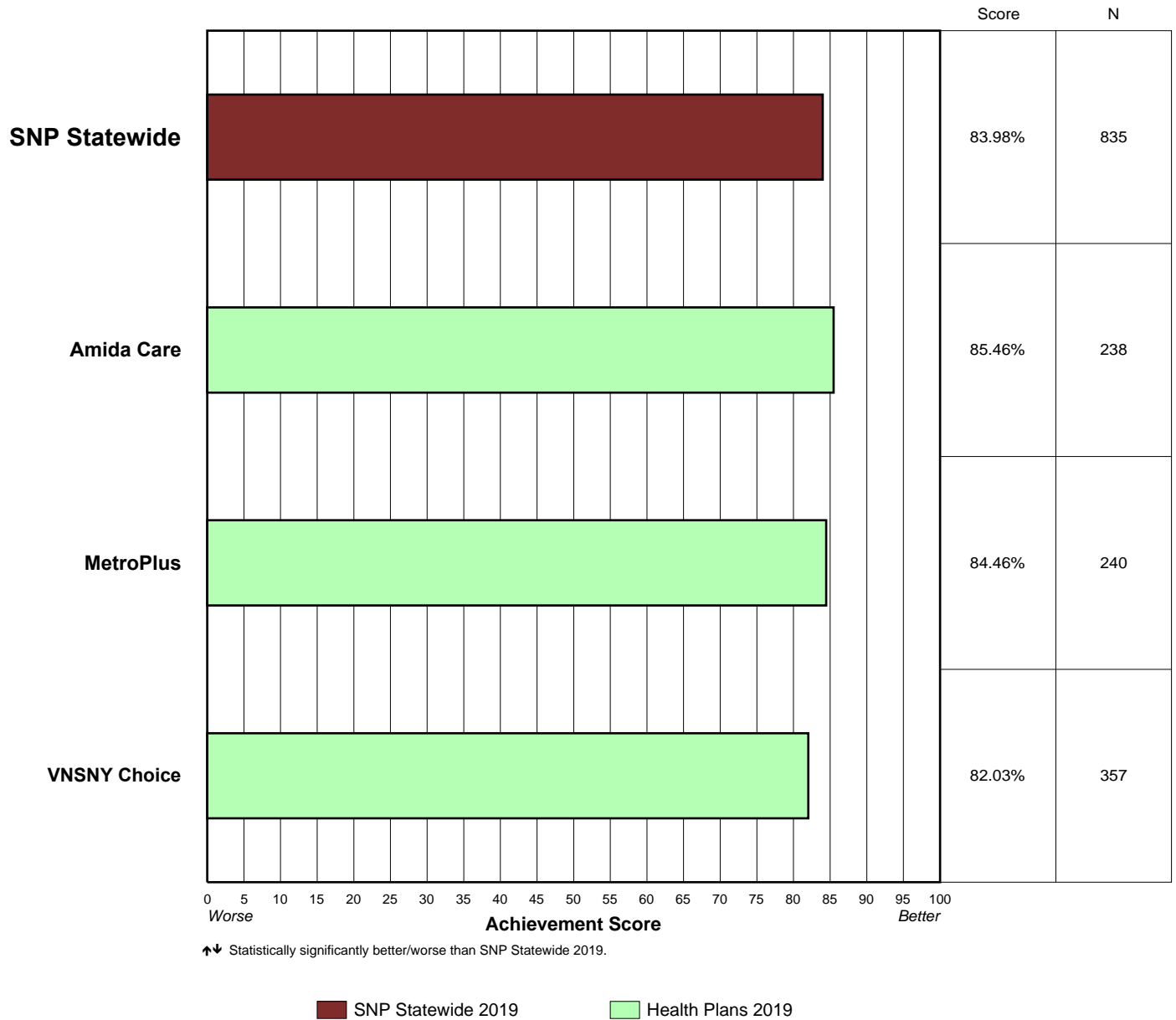
### Single Items

**Q10. After regular office hours usually or always got answer to medical question as soon as needed**



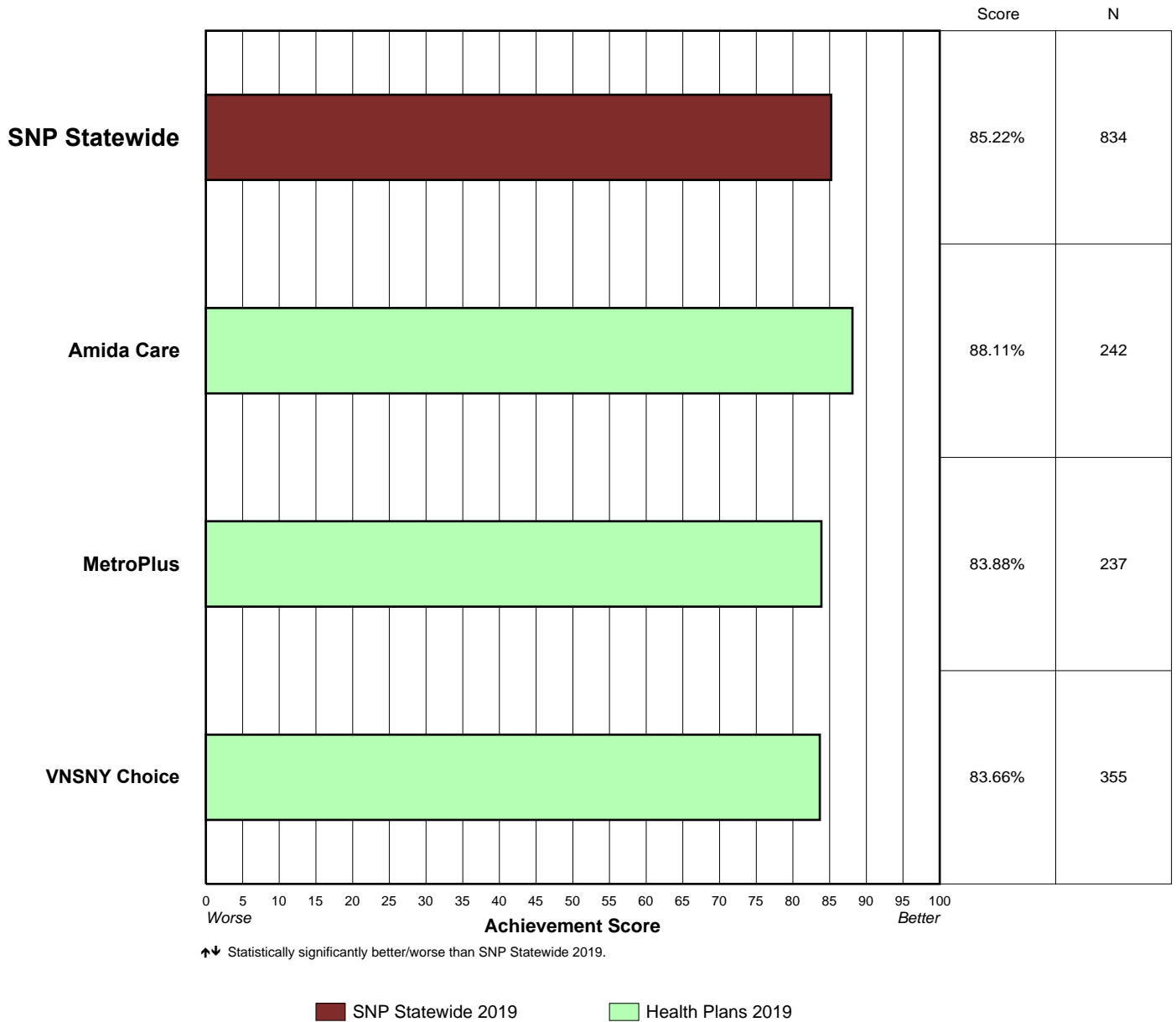
### Single Items

**Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results**



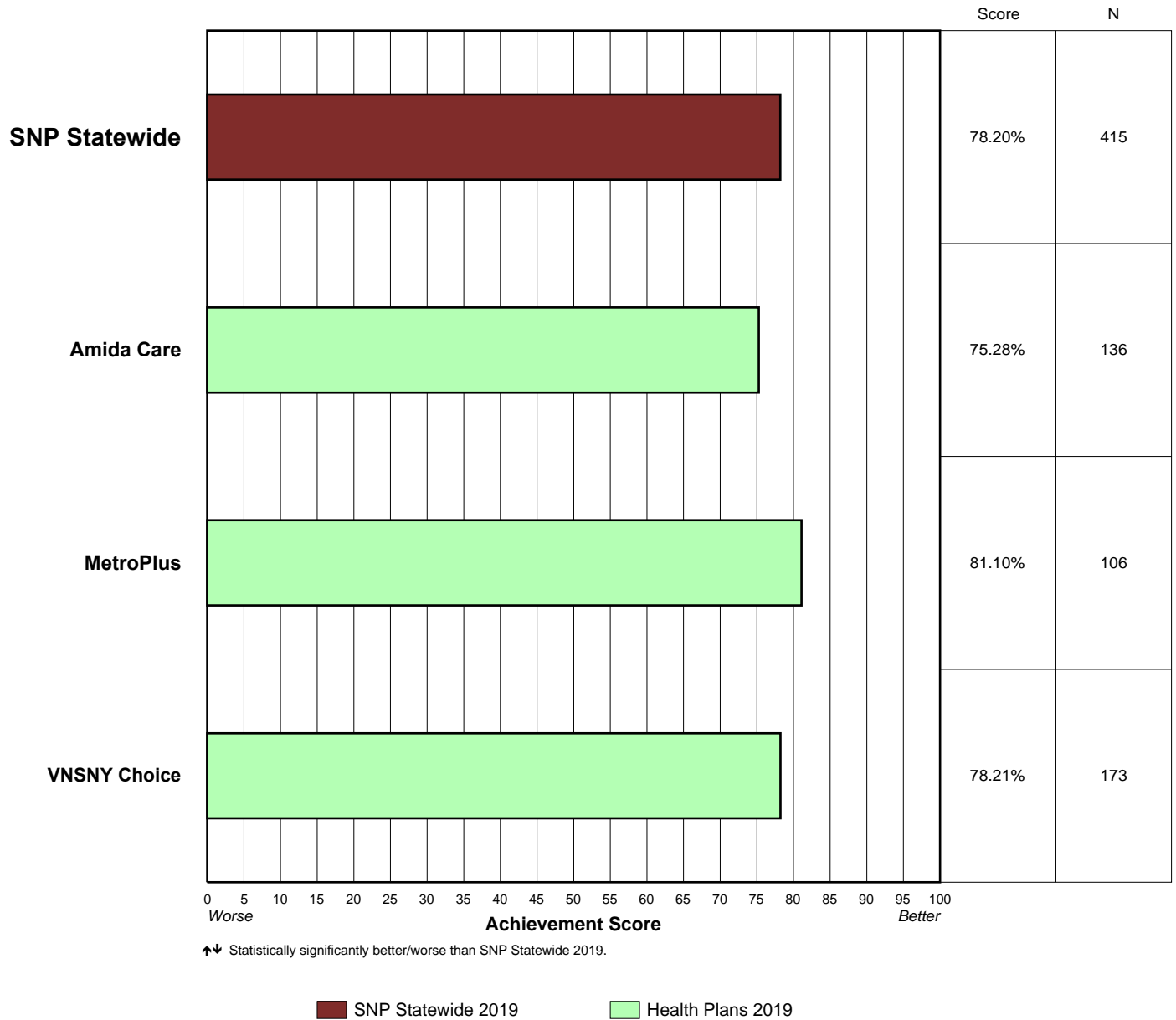
# Single Items

## Q20. Results of blood test, x-ray or other test usually or always easy to understand



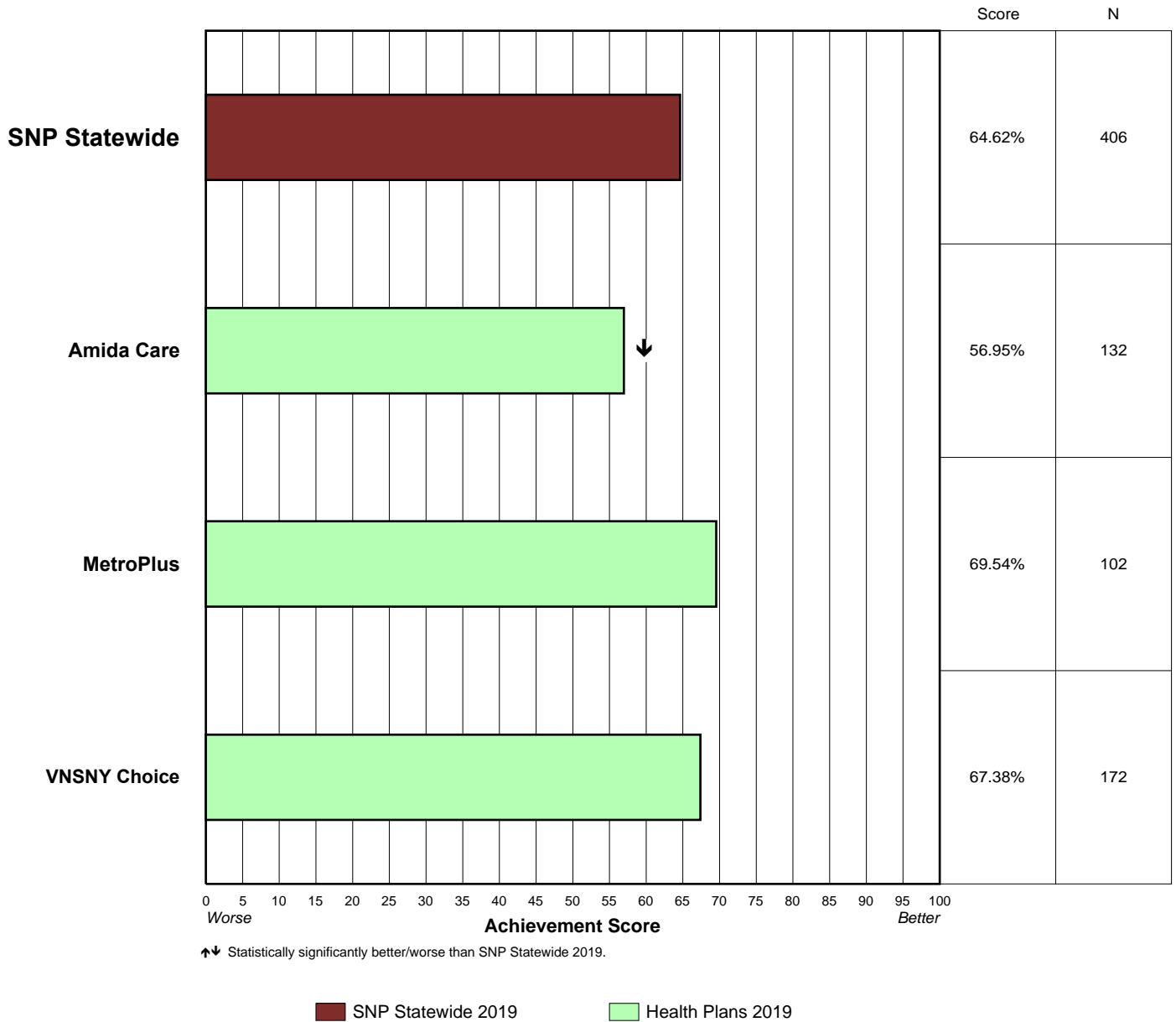
### Single Items

**Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan**



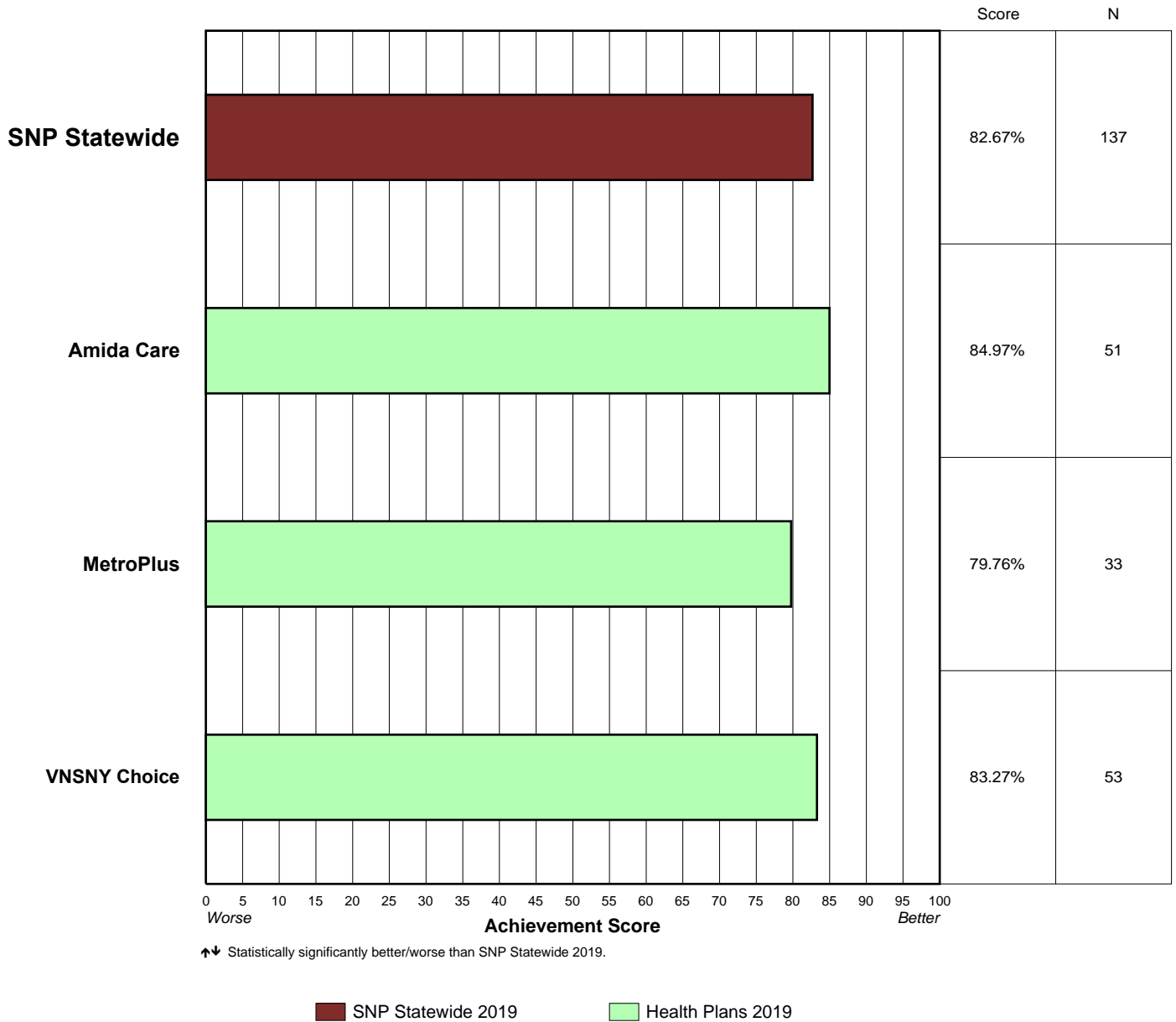
### Single Items

### Q25. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)



### Single Items

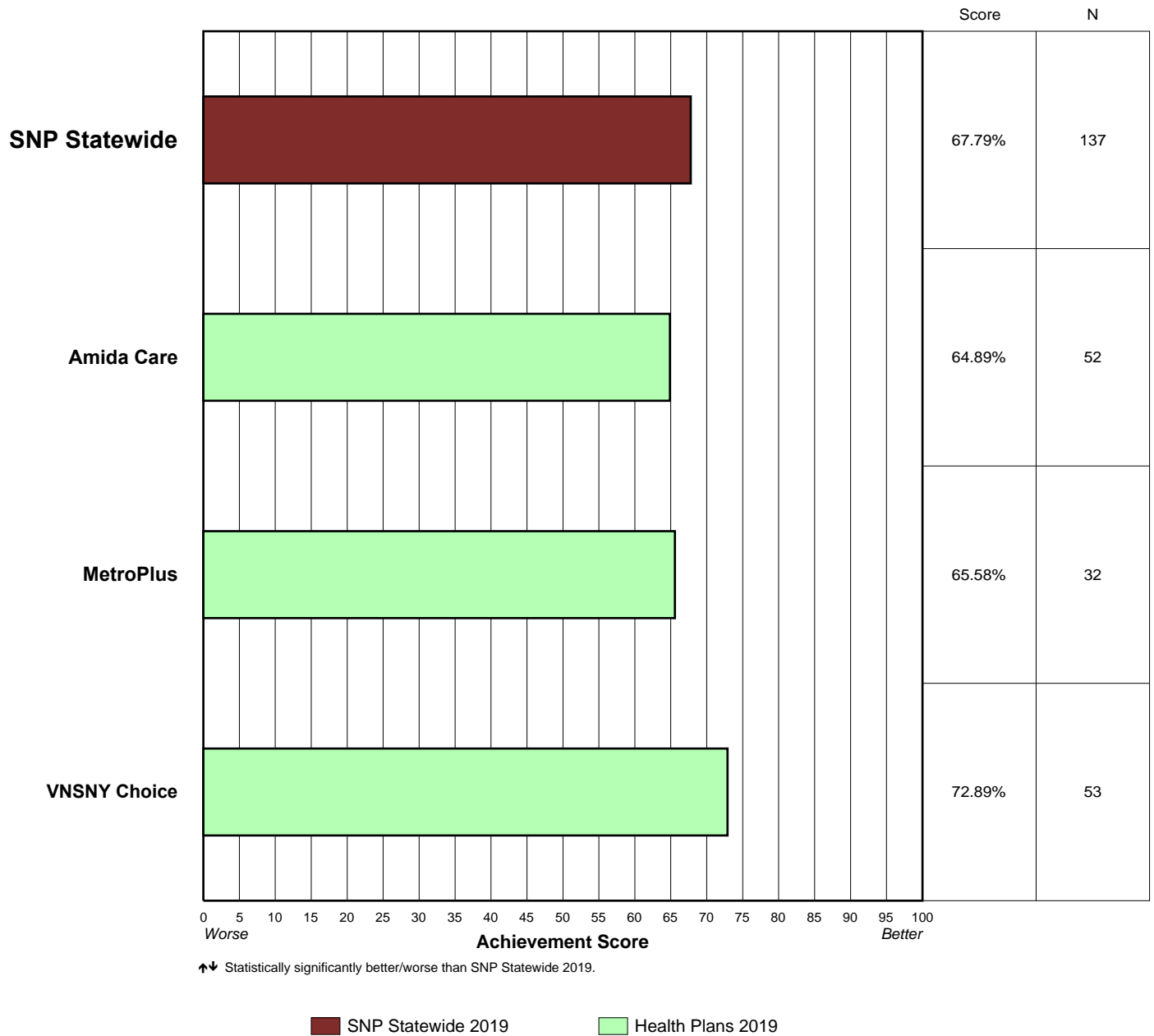
**Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan**





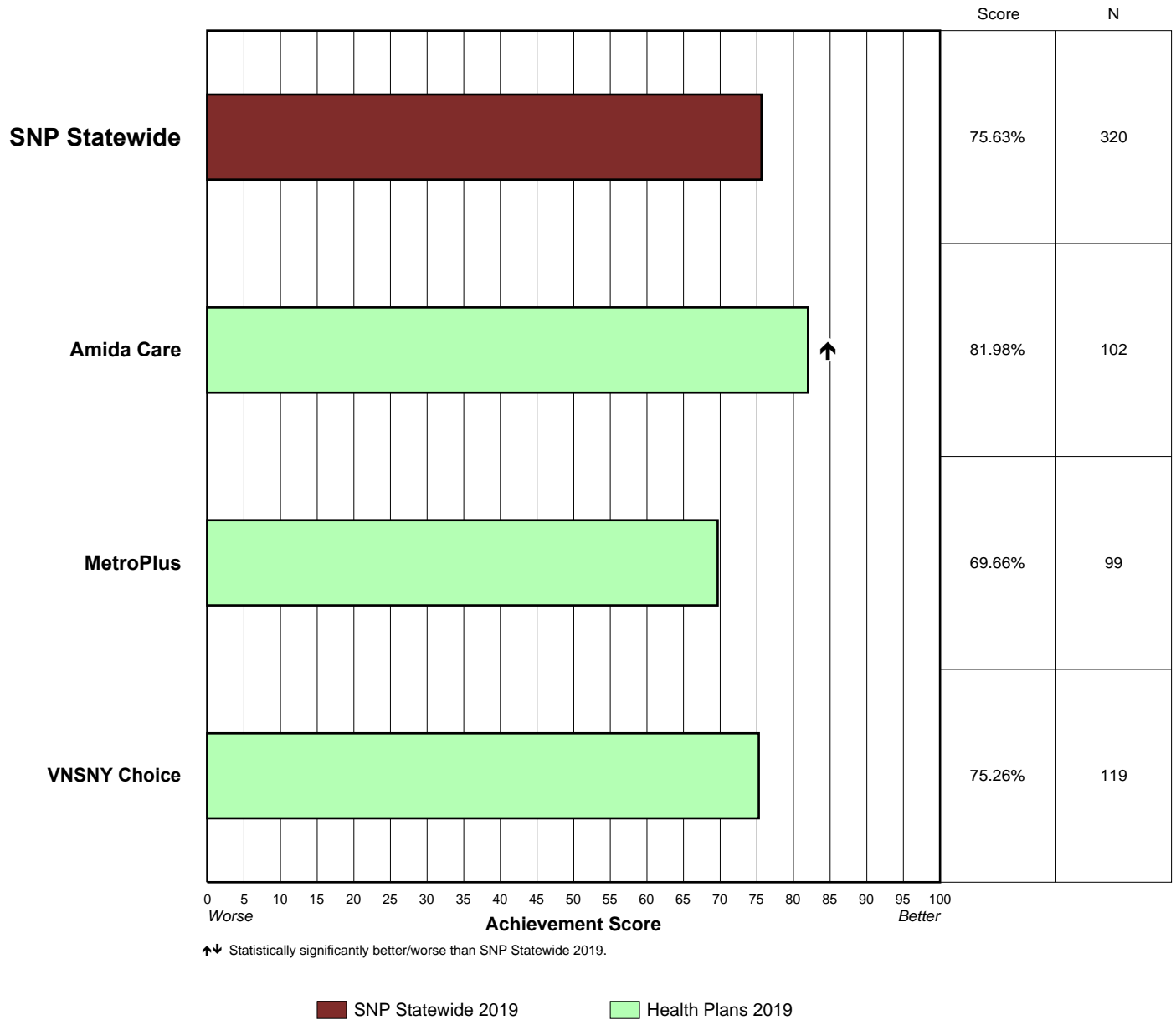
# Single Items

## Q28. Rating of alcohol, drug, or addiction treatment or counseling



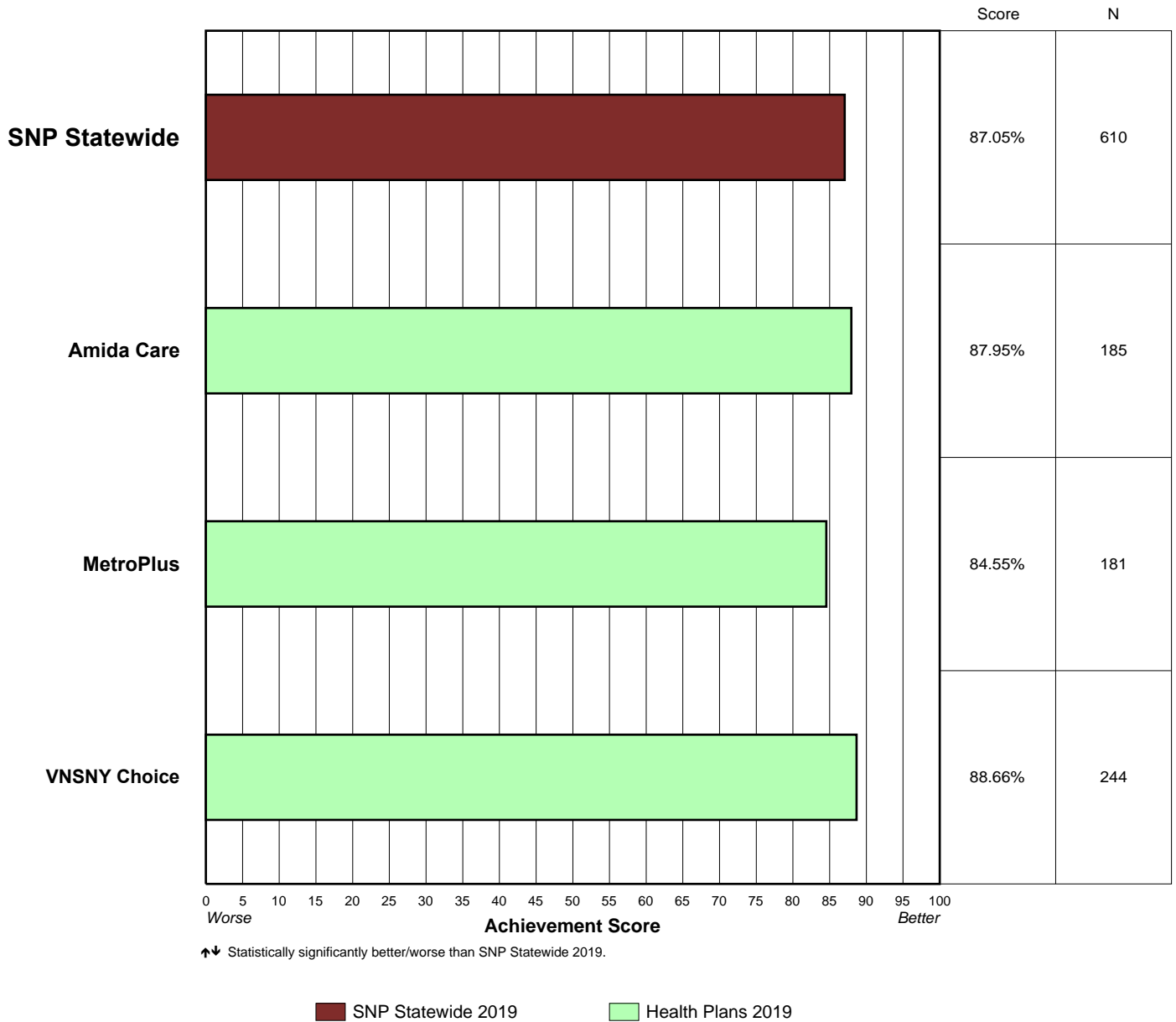
### Single Items

#### Q43. Written materials or internet usually or always provided information about how health plan works



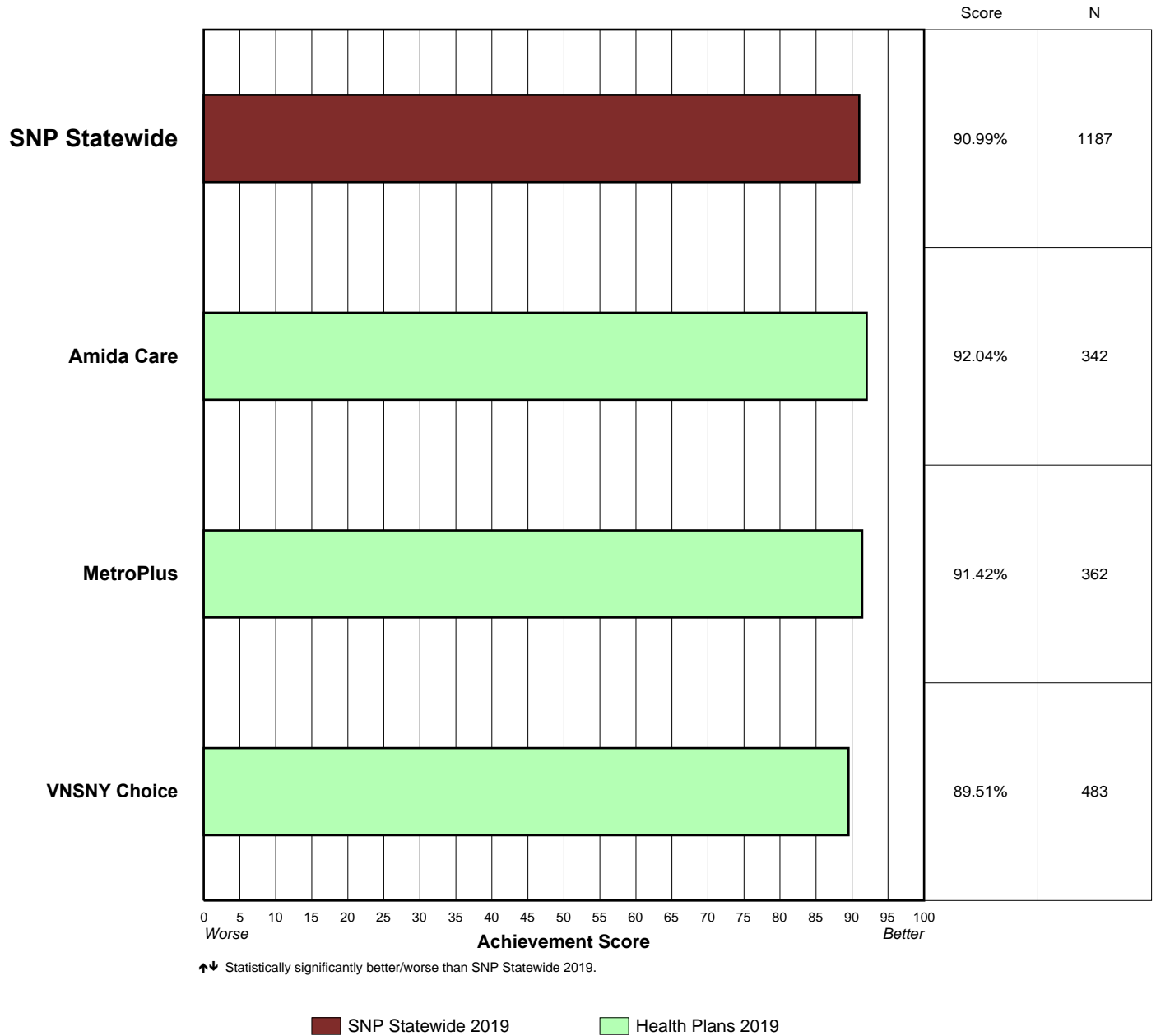
### Single Items

#### Q46. Information from health plans customer service usually or always easy to understand



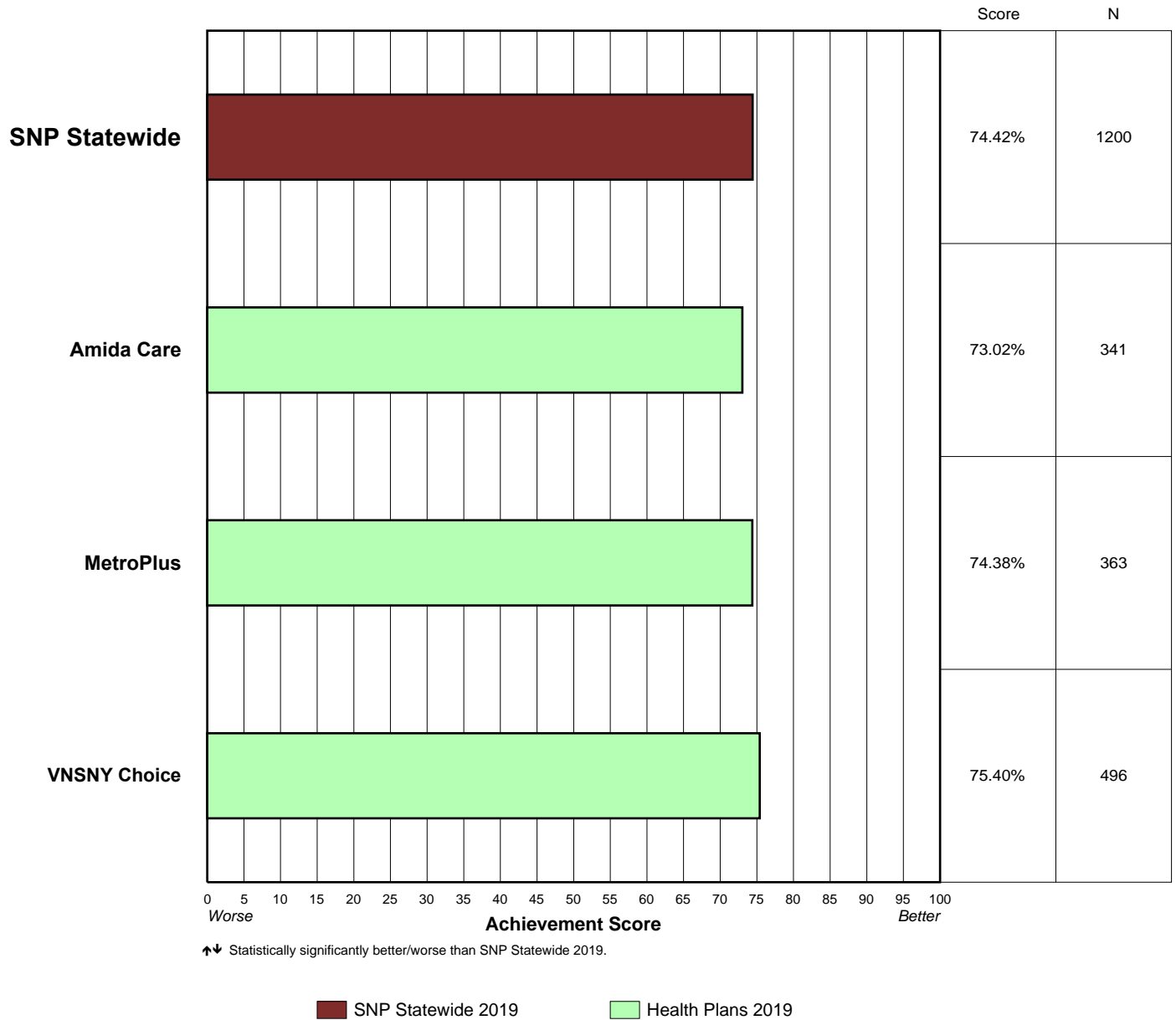
# Single Items

## Q49. Would recommend health plan to your family and friends



### Single Items

**Q52. Had flu shot or flu spray since September 1, 2018? [Displayed for Respondents 18-64 years old]**



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## MetroPlus Health Plan

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard 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. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard 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, composite name, achievement score and the correlation value.

### 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, health care, and 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	Q31 Communication	95%	0.44	Q33 Communication	96%	0.64	Q4 Getting Care Quickly	87%	0.53	Q47 Customer Service	93%	0.54
2	Q32 Communication	96%	0.43	Q32 Communication	96%	0.60	Q39 Getting Needed Care	76%	0.39	Q45 Customer Service	80% ▼	0.51
3	Q22 Getting Needed Care	90%	0.43	Q31 Communication	95%	0.58	Q22 Getting Needed Care	90%	0.34	Q22 Getting Needed Care	90%	0.30
4	Q45 Customer Service	80% ▼	0.42	Q34 Communication	95%	0.42	Q47 Customer Service	93%	0.27	Q31 Communication	95%	0.29
5	Q33 Communication	96%	0.40	Q22 Getting Needed Care	90%	0.28	Q45 Customer Service	80% ▼	0.26	Q39 Getting Needed Care	76%	0.27
6	Q39 Getting Needed Care	76%	0.36	Q4 Getting Care Quickly	87%	0.26	Q16 Shared Decision Making	67%	0.26	Q32 Communication	96%	0.26
7	Q34 Communication	95%	0.33	Q45 Customer Service	80% ▼	0.17	Q32 Communication	96%	0.23	Q17 Shared Decision Making	89%	0.25
8	Q6 Getting Care Quickly	87%	0.30	Q47 Customer Service	93%	0.16	Q6 Getting Care Quickly	87%	0.23	Q15 Shared Decision Making	93%	0.25
9	Q17 Shared Decision Making	89%	0.26	Q15 Shared Decision Making	93%	0.15	Q31 Communication	95%	0.22	Q4 Getting Care Quickly	87%	0.25
10	Q15 Shared Decision Making	93%	0.23	Q6 Getting Care Quickly	87%	0.12	Q34 Communication	95%	0.21	Q33 Communication	96%	0.24

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2019.

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.44	95%	85%	11%	4%	1%
2	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.43	96%	85%	11%	4%	0%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.43	90%	66%	24%	9%	1%
4	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.42	80% ▼	57%	24%	18%	2%
5	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.40	96%	87%	9%	4%	0%
6	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.36	76%	48%	28%	18%	5%
7	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.33	95%	77%	18%	3%	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?	0.30	87%	64%	24%	11%	2%
9	Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.26	89%	90%	(na)	(na)	10%
10	Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.23	93%	93%	(na)	(na)	7%

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.



### Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ← Negative Responses →			
				Always / Yes	Usually	Sometimes	Never / No
1	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	96%	87%	9%	4%	0%
2	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.60	96%	85%	11%	4%	0%
3	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.58	95%	85%	11%	4%	1%
4	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.42	95%	77%	18%	3%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.28	90%	66%	24%	9%	1%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.26	87%	59%	28%	11%	1%
7	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.17	80% ▼	57%	24%	18%	2%
8	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.16	93%	78%	15%	6%	1%
9	Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.15	93%	93%	(na)	(na)	7%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.12	87%	64%	24%	11%	2%

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.53	87%	59%	28%	11%	1%
2	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.39	76%	48%	28%	18%	5%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.34	90%	66%	24%	9%	1%
4	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	93%	78%	15%	6%	1%
5	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.26	80% ▼	57%	24%	18%	2%
6	Q16. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.26	67%	66%	(na)	(na)	34%
7	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.23	96%	85%	11%	4%	0%
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	87%	64%	24%	11%	2%
9	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.22	95%	85%	11%	4%	1%
10	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.21	95%	77%	18%	3%	1%

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.

## Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.54	93%	78%	15%	6%	1%
2	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.51	80% ▼	57%	24%	18%	2%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.30	90%	66%	24%	9%	1%
4	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	95%	85%	11%	4%	1%
5	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.27	76%	48%	28%	18%	5%
6	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.26	96%	85%	11%	4%	0%
7	Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.25	89%	90%	(na)	(na)	10%
8	Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.25	93%	93%	(na)	(na)	7%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.25	87%	59%	28%	11%	1%
10	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.24	96%	87%	9%	4%	0%

▲▼ Statistically significantly higher/lower than SNP Statewide 2019.

# 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 (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2019 scores are compared to 2017 scores when 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 13 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	1,254	100.0%	390	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	1,254	100.0%	390	100.0%
Not Answered	43		11	

## 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	474	37.7%	137	34.9%
No	784	62.3%	256	65.1%
<b>Total</b>	1,258	100.0%	393	100.0%
Not Answered	39		8	

### 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	%
● Never	12	2.6%	2	1.5%
● Sometimes	60	12.8%	15	11.2%
● Usually	122	26.0%	38	28.4%
● Always	275	58.6%	79	59.0%
<b>Total</b>	469	100.0%	134	100.0%
Not Answered	5		3	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	84.48%		87.35%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+0.3		+8.4	
Correlation with rating of health plan	0.347		0.246	

**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	1,138	90.2%	332	85.8%
No	123	9.8%	55	14.2%
<b>Total</b>	1,261	100.0%	387	100.0%
Not Answered	36		14	

**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	%
● Never	19	1.7%	7	2.1%
● Sometimes	122	10.9%	35	10.7%
● Usually	262	23.5%	77	23.5%
● Always	714	63.9%	208	63.6%
<b>Total</b>	1,117	100.0%	327	100.0%
Not Answered	21		5	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	87.31%		87.01%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+0.1		+1.5	
Correlation with rating of health plan	0.148		0.076	

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

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

**Q7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	271	21.7%	71	18.4%
No	975	78.3%	314	81.6%
<b>Total</b>	1,246	100.0%	385	100.0%
Not Answered	51		16	

**Q8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	51	19.2%	9	12.7%
● Sometimes	49	18.4%	12	16.9%
● Usually	59	22.2%	19	26.8%
● Always	107	40.2%	31	43.7%
<b>Total</b>	266	100.0%	71	100.0%
Not Answered	5		0	
<b>Reporting Category</b>	Single Items			
Achievement Score	87.31%		87.01%	

**Q9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	361	28.8%	106	27.5%
No	893	71.2%	279	72.5%
<b>Total</b>	1,254	100.0%	385	100.0%
Not Answered	43		16	

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

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

**Q10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	31	8.8%	10	9.4%
● Sometimes	57	16.1%	16	15.1%
● Usually	80	22.6%	25	23.6%
● Always	186	52.5%	55	51.9%
<b>Total</b>	354	100.0%	106	100.0%
Not Answered	7		0	
<b>Reporting Category</b>	Single Items			
Achievement Score	87.31%		87.01%	

**Q11. 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	244	21.2%	91	26.1%
1 time	185	16.1%	62	17.8%
2	289	25.1%	81	23.2%
3	165	14.3%	47	13.5%
4	102	8.9%	28	8.0%
5 to 9	118	10.3%	30	8.6%
10 or more times	48	4.2%	10	2.9%
<b>Total</b>	1,151	100.0%	349	100.0%
Not Answered	146		52	

**Q12. 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	%
● Yes	756	83.7%	211	82.1%
● No	147	16.3%	46	17.9%
<b>Total</b>	903	100.0%	257	100.0%
Not Answered	4		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	83.66%		82.07%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-0.8		-4.6	

○ Response scored as: ● Achievement ● Room for improvement

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

**Q13a. 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	%
● Yes	636	75.0%	193	80.1%
● No	212	25.0%	48	19.9%
<b>Total</b>	848	100.0%	241	100.0%
Not Answered	59		17	
<b>Reporting Category</b> Single Items				
Achievement Score	75.00%		80.08%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-3.0		+1.1	

**Q13b. 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	635	75.1%	191	79.9%
● No	211	24.9%	48	20.1%
<b>Total</b>	846	100.0%	239	100.0%
Not Answered	61		19	
<b>Reporting Category</b> Single Items				
Achievement Score	75.06%		79.92%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.2		+6.3	

**Q13c. 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	614	71.6%	173	70.9%
● No	244	28.4%	71	29.1%
<b>Total</b>	858	100.0%	244	100.0%
Not Answered	49		14	
<b>Reporting Category</b> Single Items				
Achievement Score	71.56%		70.90%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-0.4		-0.8	

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



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

**Q13d.** 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	575	67.9%	166	68.0%
● No	272	32.1%	78	32.0%
<b>Total</b>	847	100.0%	244	100.0%
Not Answered	60		14	
<b>Reporting Category</b> Single Items				
Achievement Score	67.89%		68.03%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.9		-1.1	

**Q13e.** 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	526	61.8%	157	64.1%
● No	325	38.2%	88	35.9%
<b>Total</b>	851	100.0%	245	100.0%
Not Answered	56		13	
<b>Reporting Category</b> Single Items				
Achievement Score	61.81%		64.08%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.9		-0.2	

**Q13f.** 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	427	50.9%	127	53.1%
● No	412	49.1%	112	46.9%
<b>Total</b>	839	100.0%	239	100.0%
Not Answered	68		19	
<b>Reporting Category</b> Single Items				
Achievement Score	50.89%		53.14%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.3		+1.8	

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

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

**Q14. 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	363	41.2%	99	39.4%
No	518	58.8%	152	60.6%
<b>Total</b>	881	100.0%	251	100.0%
Not Answered	26		7	

**Q15. 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	333	93.3%	91	92.9%
● No	24	6.7%	7	7.1%
<b>Total</b>	357	100.0%	98	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	93.27%		92.88%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.5		-2.9	
Correlation with rating of health plan	0.031		0.246	

**Q16. 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	249	70.7%	65	66.3%
● No	103	29.3%	33	33.7%
<b>Total</b>	352	100.0%	98	100.0%
Not Answered	11		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	70.48%		66.58%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.5		-1.7	
Correlation with rating of health plan	0.056		0.197	

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

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

**Q17. 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	%
<input checked="" type="radio"/> Yes	313	88.7%	87	89.7%
<input checked="" type="radio"/> No	40	11.3%	10	10.3%
<b>Total</b>	353	100.0%	97	100.0%
Not Answered	10		2	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	88.71%		88.55%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.5		+0.5	
Correlation with rating of health plan	0.139		0.246	

**Q18. 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	846	94.1%	243	94.2%
No	53	5.9%	15	5.8%
<b>Total</b>	899	100.0%	258	100.0%
Not Answered	8		0	

**Q19. 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	61	7.3%	22	9.2%
<input checked="" type="radio"/> Sometimes	75	9.0%	14	5.8%
<input checked="" type="radio"/> Usually	131	15.7%	32	13.3%
<input checked="" type="radio"/> Always	568	68.0%	172	71.7%
<b>Total</b>	835	100.0%	240	100.0%
Not Answered	11		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	83.98%		84.46%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.1		+1.3	

Response scored as:  Achievement  Room for improvement

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

**Q20.** 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	%
● Never	30	3.6%	10	4.2%
● Sometimes	95	11.4%	27	11.4%
● Usually	198	23.7%	44	18.6%
● Always	511	61.3%	156	65.8%
<b>Total</b>	834	100.0%	237	100.0%
Not Answered	12		6	
<b>Reporting Category</b>		Single Items		
Achievement Score	85.22%		83.88%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-1.2		-1.3	

**Q21.** 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	2	0.2%	0	0.0%
● 1	6	0.7%	1	0.4%
● 2	3	0.3%	0	0.0%
● 3	10	1.1%	2	0.8%
● 4	5	0.6%	2	0.8%
● 5	37	4.1%	8	3.2%
● 6	34	3.8%	10	4.0%
● 7	94	10.5%	32	12.7%
● 8	186	20.8%	52	20.6%
● 9	148	16.6%	35	13.9%
● Best health care possible	368	41.2%	110	43.7%
<b>Total</b>	893	100.0%	252	100.0%
Not Answered	14		6	
<b>Reporting Category</b>		Ratings		
Achievement Score	78.50%		77.46%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-0.7		-5.0	
Correlation with rating of health plan	0.540		0.642	

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

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

**Q22. 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	14	1.6%	3	1.2%
● Sometimes	77	8.6%	22	8.5%
● Usually	252	28.0%	62	24.0%
● Always	557	61.9%	171	66.3%
<b>Total</b>	900	100.0%	258	100.0%
Not Answered	7		0	
<b>Reporting Category</b> Getting Needed Care				
Achievement Score	90.03%		90.04%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+2.0		+3.0	
Correlation with rating of health plan	0.354		0.301	

**Q23. 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	421	33.5%	108	27.8%
No	837	66.5%	281	72.2%
<b>Total</b>	1,258	100.0%	389	100.0%
Not Answered	39		12	

**Q24. 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	%
● Never	38	9.2%	7	6.6%
● Sometimes	53	12.8%	13	12.3%
● Usually	92	22.2%	22	20.8%
● Always	232	55.9%	64	60.4%
<b>Total</b>	415	100.0%	106	100.0%
Not Answered	6		2	
<b>Reporting Category</b> Single Items				
Achievement Score	78.20%		81.10%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.0		+1.8	

○ Response scored as: ● Achievement ● Room for improvement

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

**Q25.** Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	20	4.9%	4	3.9%
● 1	6	1.5%	0	0.0%
● 2	5	1.2%	2	2.0%
● 3	7	1.7%	1	1.0%
● 4	14	3.4%	1	1.0%
● 5	31	7.6%	9	8.8%
● 6	24	5.9%	8	7.8%
● 7	37	9.1%	6	5.9%
● 8	64	15.8%	12	11.8%
● 9	50	12.3%	14	13.7%
● Best treatment possible	148	36.5%	45	44.1%
<b>Total</b>	406	100.0%	102	100.0%
Not Answered	15		6	
<b>Reporting Category</b>	Single Items			
Achievement Score	64.62%		69.54%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.4		+2.7	

**Q26.** 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	140	11.1%	33	8.5%
No	1,116	88.9%	353	91.5%
<b>Total</b>	1,256	100.0%	386	100.0%
Not Answered	41		15	

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

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

**Q27.** 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	12	8.8%	3	9.1%
● Sometimes	11	8.0%	4	12.1%
● Usually	22	16.1%	8	24.2%
● Always	92	67.2%	18	54.5%
<b>Total</b>	137	100.0%	33	100.0%
Not Answered	3		0	
<b>Reporting Category</b>		Single Items		
Achievement Score	82.67%		79.76%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.3		-7.6	

**Q28.** 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	5	3.6%	2	6.3%
● 3	2	1.5%	0	0.0%
● 4	1	0.7%	1	3.1%
● 5	12	8.8%	4	12.5%
● 6	9	6.6%	2	6.3%
● 7	9	6.6%	3	9.4%
● 8	26	19.0%	3	9.4%
● 9	21	15.3%	7	21.9%
● Best treatment possible	47	34.3%	10	31.3%
<b>Total</b>	137	100.0%	32	100.0%
Not Answered	3		1	
<b>Reporting Category</b>		Single Items		
Achievement Score	67.79%		65.58%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.4		-5.3	

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

### Your Personal Doctor

**Q29.** 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	1,110	90.0%	335	88.2%
No	123	10.0%	45	11.8%
<b>Total</b>	<b>1,233</b>	<b>100.0%</b>	<b>380</b>	<b>100.0%</b>
Not Answered	64		21	

**Q30.** 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	62	6.0%	19	6.2%
1 time	209	20.3%	72	23.5%
2	370	36.0%	111	36.3%
3	167	16.2%	45	14.7%
4	82	8.0%	25	8.2%
5 to 9	98	9.5%	22	7.2%
10 or more times	40	3.9%	12	3.9%
<b>Total</b>	<b>1,028</b>	<b>100.0%</b>	<b>306</b>	<b>100.0%</b>
Not Answered	82		29	

**Q31.** 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	7	0.7%	3	1.1%
● Sometimes	37	3.9%	10	3.5%
● Usually	129	13.4%	30	10.6%
● Always	787	82.0%	240	84.8%
<b>Total</b>	<b>960</b>	<b>100.0%</b>	<b>283</b>	<b>100.0%</b>
Not Answered	6		4	
<b>Reporting Category</b>	<b>Communication</b>			
Achievement Score	95.45%		95.06%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.4		+1.9	
Correlation with rating of health plan	0.297		0.292	

○ Response scored as: ● Achievement ● Room for improvement



### Your Personal Doctor (continued)

**Q32. In the last 6 months, how often did your personal doctor listen carefully to you?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	3	0.3%	1	0.4%
● Sometimes	43	4.5%	11	3.9%
● Usually	123	12.8%	31	11.0%
● Always	789	82.4%	240	84.8%
<b>Total</b>	958	100.0%	283	100.0%
Not Answered	8		4	
<b>Reporting Category</b>	Communication			
Achievement Score	95.27%		95.57%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.5		+1.4	
Correlation with rating of health plan	0.312		0.262	

**Q33. 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	5	0.5%	1	0.4%
● Sometimes	33	3.5%	11	3.9%
● Usually	102	10.7%	25	8.8%
● Always	814	85.3%	246	86.9%
<b>Total</b>	954	100.0%	283	100.0%
Not Answered	12		4	
<b>Reporting Category</b>	Communication			
Achievement Score	95.97%		95.66%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.7		+2.3	
Correlation with rating of health plan	0.291		0.244	

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

### Your Personal Doctor (continued)

**Q34. In the last 6 months, how often did your personal doctor spend enough time with you?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	13	1.4%	4	1.4%
● Sometimes	49	5.1%	9	3.2%
● Usually	176	18.4%	51	18.0%
● Always	718	75.1%	220	77.5%
<b>Total</b>	956	100.0%	284	100.0%
Not Answered	10		3	
<b>Reporting Category</b> Communication				
Achievement Score	93.70%		95.10%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.7↑		+5.1↑	
Correlation with rating of health plan	0.259		0.171	

**Q35. 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	538	57.8%	145	52.3%
No	392	42.2%	132	47.7%
<b>Total</b>	930	100.0%	277	100.0%
Not Answered	36		10	

**Q36. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	17	3.2%	9	6.3%
● Sometimes	49	9.3%	18	12.6%
● Usually	104	19.7%	21	14.7%
● Always	358	67.8%	95	66.4%
<b>Total</b>	528	100.0%	143	100.0%
Not Answered	10		2	
<b>Reporting Category</b> Single Items				
Achievement Score	86.96%		80.87%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-2.3		-4.5	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst personal doctor possible	8	0.7%	1	0.3%
● 1	2	0.2%	0	0.0%
● 2	2	0.2%	0	0.0%
● 3	5	0.5%	0	0.0%
● 4	7	0.7%	5	1.5%
● 5	21	2.0%	3	0.9%
● 6	19	1.8%	5	1.5%
● 7	58	5.4%	20	6.2%
● 8	118	11.0%	34	10.5%
● 9	163	15.2%	39	12.0%
● Best personal doctor possible	670	62.4%	217	67.0%
<b>Total</b>	1,073	100.0%	324	100.0%
Not Answered	37		11	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	88.45%		88.99%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.0		+1.5	
Correlation with rating of health plan	0.432		0.364	

### Getting Health Care From Specialists

**Q38.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	645	52.1%	181	47.6%
No	594	47.9%	199	52.4%
<b>Total</b>	1,239	100.0%	380	100.0%
Not Answered	58		21	

○ Response scored as: ● Achievement ● Room for improvement

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

**Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	37	5.8%	9	5.0%
● Sometimes	118	18.5%	33	18.4%
● Usually	195	30.5%	51	28.5%
● Always	289	45.2%	86	48.0%
<b>Total</b>	639	100.0%	179	100.0%
Not Answered	6		2	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	75.62%		76.05%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.8		+6.0	
Correlation with rating of health plan	0.326		0.266	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	71	11.5%	20	11.8%
1 specialist	227	36.8%	66	39.1%
2	167	27.1%	51	30.2%
3	91	14.7%	23	13.6%
4	33	5.3%	6	3.6%
5 or more specialists	28	4.5%	3	1.8%
<b>Total</b>	617	100.0%	169	100.0%
Not Answered	28		12	

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

### Getting Health Care From Specialists (continued)

**Q41.** We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst specialist possible	4	0.7%	1	0.7%
● 1	2	0.4%	0	0.0%
● 2	2	0.4%	0	0.0%
● 3	9	1.7%	1	0.7%
● 4	5	0.9%	2	1.4%
● 5	19	3.5%	6	4.1%
● 6	20	3.7%	3	2.1%
● 7	47	8.8%	17	11.6%
● 8	101	18.8%	26	17.8%
● 9	90	16.8%	16	11.0%
● Best specialist possible	238	44.3%	74	50.7%
<b>Total</b>	537	100.0%	146	100.0%
Not Answered	9		3	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	79.49%		80.25%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.8		-0.8	
Correlation with rating of health plan	0.483		0.343	

### Your Health Plan

**Q42.** 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	324	25.6%	100	25.4%
No	941	74.4%	293	74.6%
<b>Total</b>	1,265	100.0%	393	100.0%
Not Answered	32		8	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q43. 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	%
● Never	18	5.6%	6	6.1%
● Sometimes	60	18.8%	22	22.2%
● Usually	84	26.3%	18	18.2%
● Always	158	49.4%	53	53.5%
<b>Total</b>	320	100.0%	99	100.0%
Not Answered	4		1	
<b>Reporting Category</b> Single Items				
Achievement Score	75.63%		69.66%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+4.5		-1.5	

**Q44. 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	621	49.3%	186	48.4%
No	638	50.7%	198	51.6%
<b>Total</b>	1,259	100.0%	384	100.0%
Not Answered	38		17	

**Q45. 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	%
● Never	11	1.8%	3	1.6%
● Sometimes	82	13.4%	32	17.6%
● Usually	141	23.0%	43	23.6%
● Always	378	61.8%	104	57.1%
<b>Total</b>	612	100.0%	182	100.0%
Not Answered	9		4	
<b>Reporting Category</b> Customer Service				
Achievement Score	84.69%		80.26%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-1.5		-3.6	
Correlation with rating of health plan	0.496		0.507	

○ Response scored as: ● Achievement ● Room for improvement

**Your Health Plan (continued)**

**Q46. 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	11	1.8%	4	2.2%
● Sometimes	67	11.0%	24	13.3%
● Usually	153	25.1%	46	25.4%
● Always	379	62.1%	107	59.1%
<b>Total</b>	610	100.0%	181	100.0%
Not Answered	11		5	
<b>Reporting Category</b>	Single Items			
Achievement Score	87.05%		84.55%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-1.0		-1.6	

**Q47. 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	7	1.2%	2	1.1%
● Sometimes	22	3.6%	11	6.1%
● Usually	100	16.5%	27	15.0%
● Always	477	78.7%	140	77.8%
<b>Total</b>	606	100.0%	180	100.0%
Not Answered	15		6	
<b>Reporting Category</b>	Customer Service			
Achievement Score	95.08%		93.05%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.6		+1.7	
Correlation with rating of health plan	0.447		0.537	

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

### Your Health Plan (continued)

**Q48.** 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	14	1.1%	1	0.3%
● 1	4	0.3%	2	0.5%
● 2	4	0.3%	2	0.5%
● 3	8	0.6%	1	0.3%
● 4	20	1.6%	5	1.3%
● 5	42	3.3%	12	3.1%
● 6	45	3.6%	18	4.7%
● 7	89	7.0%	32	8.3%
● 8	199	15.7%	59	15.2%
● 9	219	17.3%	60	15.5%
● Best health plan possible	620	49.1%	195	50.4%
<b>Total</b>	1,264	100.0%	387	100.0%
Not Answered	33		14	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	82.17%		80.41%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.7		+0.9	

**Q49.** Would you recommend your health plan to your family and friends?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	1,078	90.8%	332	91.7%
● No	109	9.2%	30	8.3%
<b>Total</b>	1,187	100.0%	362	100.0%
Not Answered	110		39	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	90.99%		91.42%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.8		+0.5	

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



### About Your Health

**Q50.** In general, how would you rate your overall health?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	206	16.4%	70	18.2%
Very Good	317	25.3%	93	24.2%
Good	415	33.1%	131	34.0%
Fair	276	22.0%	79	20.5%
Poor	40	3.2%	12	3.1%
<b>Total</b>	1,254	100.0%	385	100.0%
Not Answered	43		16	

**Q51.** In general, how would you rate your overall mental or emotional health?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	228	18.1%	92	23.8%
Very Good	277	21.9%	93	24.1%
Good	392	31.0%	107	27.7%
Fair	298	23.6%	80	20.7%
Poor	68	5.4%	14	3.6%
<b>Total</b>	1,263	100.0%	386	100.0%
Not Answered	34		15	

**Q52.** Have you had a flu shot or flu spray since September 1, 2018? [Displayed for Respondents 18-64 years old]

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	893	74.4%	270	74.4%
<input checked="" type="radio"/> No	307	25.6%	93	25.6%
Don't Know	27		7	
<b>Total</b>	1,200	100.0%	363	100.0%
Not Answered	35		11	
<b>Reporting Category</b>	Single Items			
Achievement Score	74.42%		74.38%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.1		+1.2	

Response scored as:  Achievement  Room for improvement

**About Your Health** (continued)

**Q53. 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	294	23.7%	87	22.9%
Some days	218	17.6%	65	17.1%
Not at all	711	57.3%	222	58.4%
Don't Know	18	1.5%	6	1.6%
<b>Total</b>	1,241	100.0%	380	100.0%
Not Answered	56		21	

**Q54. 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	30	6.0%	12	8.1%
<input checked="" type="radio"/> Sometimes	89	17.7%	24	16.1%
<input checked="" type="radio"/> Usually	98	19.5%	25	16.8%
<input checked="" type="radio"/> Always	286	56.9%	88	59.1%
<b>Total</b>	503	100.0%	149	100.0%
Not Answered	9		3	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	94.04%		91.95%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.9		+1.4	

**Q55. 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	70	13.9%	23	15.5%
<input checked="" type="radio"/> Sometimes	103	20.5%	30	20.3%
<input checked="" type="radio"/> Usually	100	19.9%	22	14.9%
<input checked="" type="radio"/> Always	229	45.6%	73	49.3%
<b>Total</b>	502	100.0%	148	100.0%
Not Answered	10		4	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	86.06%		84.46%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+4.6↕		-0.7	

Response scored as:  Achievement  Room for improvement

**About Your Health (continued)**

**Q56.** 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	110	21.9%	31	20.9%
<input checked="" type="radio"/> Sometimes	99	19.7%	27	18.2%
<input checked="" type="radio"/> Usually	112	22.3%	40	27.0%
<input checked="" type="radio"/> Always	181	36.1%	50	33.8%
<b>Total</b>	502	100.0%	148	100.0%
Not Answered	10		4	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	78.09%		79.05%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.6		+2.6	

**Q57.1.** Are you aware that you have any of the following conditions? Response: High cholesterol

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	439	53.0%	132	51.4%
No	390	47.0%	125	48.6%
<b>Total</b>	829	100.0%	257	100.0%
Not Answered	468		144	

**Q57.2.** Are you aware that you have any of the following conditions? Response: High blood pressure

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	550	66.3%	175	68.1%
No	279	33.7%	82	31.9%
<b>Total</b>	829	100.0%	257	100.0%
Not Answered	468		144	

Response scored as:  Achievement  Room for improvement

**About Your Health** (continued)

**Q57.3. 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	188	22.7%	56	21.8%
No	641	77.3%	201	78.2%
<b>Total</b>	829	100.0%	257	100.0%
Not Answered	468		144	

**Q58.1. 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	66	15.1%	21	15.0%
No	372	84.9%	119	85.0%
<b>Total</b>	438	100.0%	140	100.0%
Not Answered	859		261	

**Q58.2. 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	66	15.1%	17	12.1%
No	372	84.9%	123	87.9%
<b>Total</b>	438	100.0%	140	100.0%
Not Answered	859		261	

**Q58.3. 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	70	16.0%	23	16.4%
No	368	84.0%	117	83.6%
<b>Total</b>	438	100.0%	140	100.0%
Not Answered	859		261	

**About Your Health** (continued)

**Q58.4.** 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	323	73.7%	106	75.7%
No	115	26.3%	34	24.3%
<b>Total</b>	438	100.0%	140	100.0%
Not Answered	859		261	

**Q59a.** Do any of the following conditions affect you right now ... Cancer?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	66	7.3%	18	6.6%
No	844	92.7%	256	93.4%
<b>Total</b>	910	100.0%	274	100.0%
Not Answered	387		127	

**Q59b.** Do any of the following conditions affect you right now ... Arthritis?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	403	40.7%	113	37.4%
No	587	59.3%	189	62.6%
<b>Total</b>	990	100.0%	302	100.0%
Not Answered	307		99	

**Q59c.** Do any of the following conditions affect you right now ... Asthma?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	318	33.1%	88	29.9%
No	643	66.9%	206	70.1%
<b>Total</b>	961	100.0%	294	100.0%
Not Answered	336		107	

**About Your Health (continued)**

**Q59d. Do any of the following conditions affect you right now ... Overweight?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	313	33.1%	92	30.9%
No	634	66.9%	206	69.1%
<b>Total</b>	947	100.0%	298	100.0%
Not Answered	350		103	

**Q59e. Do any of the following conditions affect you right now ... Depression?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	525	51.3%	126	41.6%
No	499	48.7%	177	58.4%
<b>Total</b>	1,024	100.0%	303	100.0%
Not Answered	273		98	

**Q59f. Do any of the following conditions affect you right now ... Drinking or other drug problems?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	121	12.8%	29	10.2%
No	821	87.2%	254	89.8%
<b>Total</b>	942	100.0%	283	100.0%
Not Answered	355		118	

**Q59g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	375	38.2%	97	32.9%
No	606	61.8%	198	67.1%
<b>Total</b>	981	100.0%	295	100.0%
Not Answered	316		106	

**About Your Health** (continued)

**Q59h.** 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	574	55.1%	165	53.2%
No	468	44.9%	145	46.8%
<b>Total</b>	1,042	100.0%	310	100.0%
Not Answered	255		91	

**About You**

**Q60.** What is your age?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
18 to 24	10	0.8%	3	0.8%
25 to 34	43	3.4%	10	2.6%
35 to 44	121	9.6%	36	9.3%
45 to 54	375	29.8%	104	26.9%
55 to 64	654	51.9%	208	53.7%
65 to 74	53	4.2%	23	5.9%
75 or older	4	0.3%	3	0.8%
<b>Total</b>	1,260	100.0%	387	100.0%
Not Answered	37		14	

**Q61.** Are you male or female?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Male	761	60.3%	224	58.8%
Female	500	39.7%	157	41.2%
<b>Total</b>	1,261	100.0%	381	100.0%
Not Answered	36		20	

**About You** (continued)

**Q62. What is the highest grade or level of school that you have completed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
8th grade or less	128	10.2%	40	10.4%
Some high school but did not graduate	351	27.9%	120	31.3%
High school graduate or GED	371	29.5%	115	29.9%
Some college or 2-year degree	258	20.5%	75	19.5%
4-year college graduate	99	7.9%	24	6.3%
More than 4-year college degree	49	3.9%	10	2.6%
<b>Total</b>	1,256	100.0%	384	100.0%
Not Answered	41		17	

**Q63. Are you of Hispanic or Latino origin or descent?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes, Hispanic or Latino	553	45.0%	150	40.3%
No, Not Hispanic or Latino	676	55.0%	222	59.7%
<b>Total</b>	1,229	100.0%	372	100.0%
Not Answered	68		29	

**Q64.1. What is your race? Response: White.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	226	19.0%	45	12.4%
No	965	81.0%	318	87.6%
<b>Total</b>	1,191	100.0%	363	100.0%
Not Answered	106		38	

**Q64.2. What is your race? Response: Black or African-American.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	602	50.5%	204	56.2%
No	589	49.5%	159	43.8%
<b>Total</b>	1,191	100.0%	363	100.0%
Not Answered	106		38	



**About You** (continued)

**Q64.3. What is your race? Response: Asian.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	34	2.9%	21	5.8%
No	1,157	97.1%	342	94.2%
<b>Total</b>	1,191	100.0%	363	100.0%
Not Answered	106		38	

**Q64.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	7	0.6%	1	0.3%
No	1,184	99.4%	362	99.7%
<b>Total</b>	1,191	100.0%	363	100.0%
Not Answered	106		38	

**Q64.5. What is your race? Response: American Indian or Alaska Native.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	40	3.4%	7	1.9%
No	1,151	96.6%	356	98.1%
<b>Total</b>	1,191	100.0%	363	100.0%
Not Answered	106		38	

**Q64.6. What is your race? Response: Other.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	375	31.5%	102	28.1%
No	816	68.5%	261	71.9%
<b>Total</b>	1,191	100.0%	363	100.0%
Not Answered	106		38	

**About You** (continued)

**Q65. How well do you speak English?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Very well	889	70.4%	263	68.8%
Well	216	17.1%	71	18.6%
Not well	110	8.7%	40	10.5%
Not at all	48	3.8%	8	2.1%
<b>Total</b>	1,263	100.0%	382	100.0%
Not Answered	34		19	

**Q66. Do you speak a language other than English at home?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	514	41.9%	147	39.2%
No	714	58.1%	228	60.8%
<b>Total</b>	1,228	100.0%	375	100.0%
Not Answered	69		26	

**Q67. What is the language spoken at home?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Spanish	334	28.6%	85	23.7%
Other	119	10.2%	45	12.6%
<b>Total</b>	1,167	100.0%	358	100.0%
Not Answered	130		43	



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, did you need care for yourself during evenings, weekends, or holidays?

Yes → *Go to Question 8*  
 No → *Go to Question 9*

8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

Never  
 Sometimes  
 Usually  
 Always

9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?

Yes → *Go to Question 10*  
 No → *Go to Question 11*

10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?

Never  
 Sometimes  
 Usually  
 Always

11. 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 23*  
 1 → *Go to Question 12*  
 2 → *Go to Question 12*  
 3 → *Go to Question 12*  
 4 → *Go to Question 12*  
 5 to 9 → *Go to Question 12*  
 10 or more → *Go to Question 12*

12. 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

13. 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"/>

14. 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 15*
- No → *Go to Question 18*

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

- Yes
- No

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

- Yes
- No

17. 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

18. 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 19*
- No → *Go to Question 21*

19. 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

20. 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

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

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

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

- Never
- Sometimes
- Usually
- Always

23. 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 24*
- No → *Go to Question 26*



24. 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

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

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

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

- Yes → **Go to Question 27**
- No → **Go to Question 29**

27. 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

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

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

## YOUR PERSONAL DOCTOR

29. 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 30**
- No → **Go to Question 38**

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

- None → **Go to Question 37**
- 1 → **Go to Question 31**
- 2 → **Go to Question 31**
- 3 → **Go to Question 31**
- 4 → **Go to Question 31**
- 5 to 9 → **Go to Question 31**
- 10 or more → **Go to Question 31**

31. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

35. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- Yes → Go to Question 36
  - No → Go to Question 37
36. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Never
  - Sometimes
  - Usually
  - Always
37. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- 0 1 2 3 4 5 6 7 8 9 10  
 Worst 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.

38. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?
- Yes → Go to Question 39
  - No → Go to Question 42
39. In the last 6 months, how often did you get an appointment with specialists as soon as you needed?
- Never
  - Sometimes
  - Usually
  - Always

40. How many specialists have you seen in the last 6 months?
- None → Go to Question 42
  - 1 specialist → Go to Question 41
  - 2 → Go to Question 41
  - 3 → Go to Question 41
  - 4 → Go to Question 41
  - 5 or more specialists → Go to Question 41
41. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?
- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Best  
 Specialist Specialist  
 Possible Possible

**YOUR HEALTH PLAN**

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

42. 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 43
  - No → Go to Question 44
43. 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
44. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes → Go to Question 45
  - No → Go to Question 48



45. 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

46. 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

47. 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

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

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

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

- Yes
 No

ABOUT YOUR HEALTH

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

- Excellent
 Very good
 Good
 Fair
 Poor

52. Have you had a flu shot or flu spray since September 1, 2018?

- Yes
 No
 Don't know

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

- Every day -> Go to Question 54
 Some days -> Go to Question 54
 Not at all -> Go to Question 57
 Don't know -> Go to Question 57

54. 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

55. 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





56. 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

57. 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

58. 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

59. 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

60. 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

61. Are you male or female?

- Male
- Female

62. 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

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

- Yes
- No

64. 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

65. How well do you speak English?

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

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

- Yes → *Go to Question 67*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*



◆ **67. 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**