Health and Recovery Plan (HARP):

CDPHP

CAHPS® 5.0H

Adult Medicaid Survey

Continuous Quality Improvement Report

May 2020

DataStat

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Ann Arbor, MI 48108

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Appendix A: Questionnaire

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Background

In New York, Medicaid enrollees living with significant behavioral health needs may be enrolled in a type of Medicaid managed care plan called a Health and Recovery Plan (HARP). These plans are designed to specifically address the needs of members living with mental health or substance use disorders by providing access to experienced behavioral health providers and offering services specialized for their needs. 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®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the questionnaire that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYSDOH) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 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.

The majority of question items addressed member's experience with their health care, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The questionnaire was expanded to include 22 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument 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.

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Executive Summary

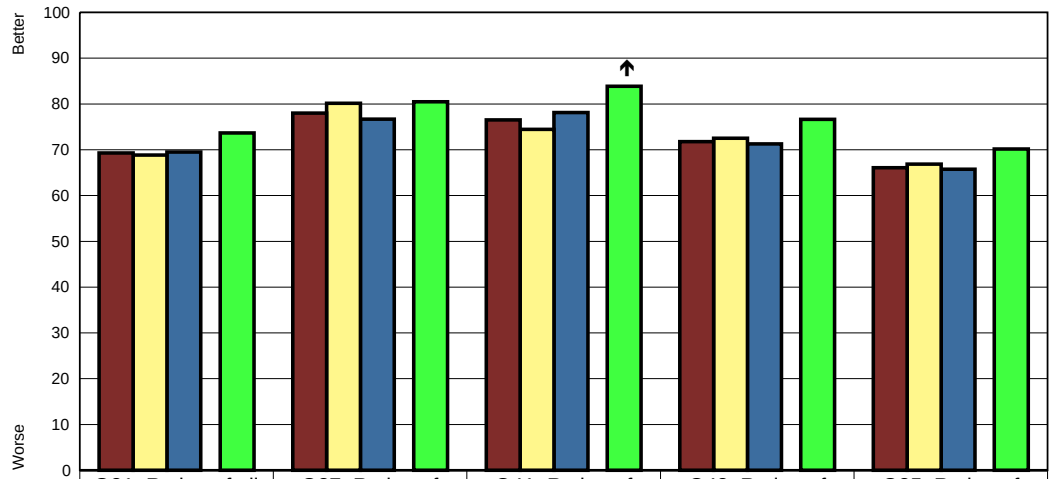
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2019 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 13 HARPs in New York with a sampled goal of 1,500 adults per plan. Questionnaires were sent to 19,299 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 189 responses were received resulting in a 12.7% 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 questionnaire 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". HARP results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the HARP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Standard Ratings Questions (8, 9 or 10)



	Q21. Rating of all health care	Q37. Rating of personal doctor	Q41. Rating of specialist seen most often	Q48. Rating of health plan	Q25. Rating of treatment or counseling
HARP Statewide 2019	69.31%	78.01%	76.52%	71.75%	66.07%
NYC 2019	68.82%	80.16%	74.44%	72.51%	66.87%
Rest of State 2019	69.50%	76.67%	78.14%	71.27%	65.76%
CDPHP 2019	73.67%	80.49%	83.86%	76.64%	70.16%

↑↓ **Statistically significantly better/worse than HARP Statewide 2019.**

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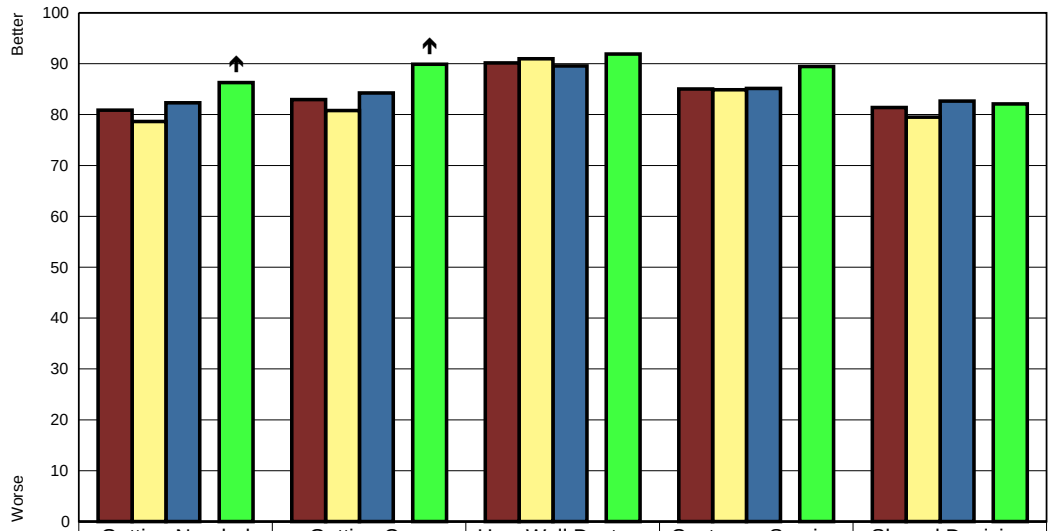
Summary of Standard Composites

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. HARP results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the HARP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Standard Composites



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)
HARP Statewide 2019	80.88%	82.93%	90.14%	85.02%	81.39%
NYC 2019	78.66%	80.78%	90.99%	84.88%	79.49%
Rest of State 2019	82.33%	84.26%	89.57%	85.14%	82.64%
CDPHP 2019	86.31%	89.91%	91.89%	89.45%	82.08%

↑↓ **Statistically significantly better/worse than HARP Statewide 2019.**

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)	Rating of all health care	Rating of personal doctor	Rating of specialist seen most often	Rating of health plan	Rating of treatment or counseling
HARP Statewide	81	83	90	85	81	69	78	77	72	66
NYC	79	81	91	85	79	69	80	74	73	67
Rest of State	82	84	90	85	83	69	77	78	71	66
Affinity Enriched Health	79	80	93	86	82	73	82	78	73	72
CDPHP	86 ▲	90 ▲	92	89	82	74	80	84 ▲	77	70
Empire	80	81	93	89	81	68	78	70	69	67
Excellus Health Plan, Inc.	79	83	91	90	86 ▲	72	76	79	75	59
Fidelis HealthierLife	80	85	91	86	83	70	81	76	72	67
Healthfirst Personal Wellness Plan	80	84	92	82	73 ▼	68	81	76	73	68
HIP EmblemHealth	82	82	89	82	80	72	80	75	75	67
Independent Health	80	84	90	88	83	67	75	77	75	67
MetroPlus Enhanced	76	80	89	86	77	68	80	73	75	66
Molina Healthcare PLUS	79	76 ▼	86	79	83	59 ▼	73	72	57 ▼	57
MVP Harmonious	84	86	88	84	86	71	77	81	69	64
UnitedHealthcare	81	82	89	81	82	70	77	75	68	62
YourCare Options Plus	85 ▲	84	89	83	82	70	75	79	74	73

▲▼ **Statistically significantly better/worse than HARP Statewide 2019.**

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Respondent Sample Profile

Age (years)	HARP Statewide	NYC	Rest of State	CDPHP
18 to 24	1.3%	1.4%	1.3%	2.2%
25 to 34	9.5%	7.8%	10.9%	11.3%
35 to 44	14.7%	15.0%	14.7%	14.0%
45 to 54	25.6%	23.9%	26.7%	34.4%
55 to 64	45.6%	48.2%	43.5%	36.6%
65 to 74	3.1%	3.4%	2.8%	1.6%
75 or older	0.2%	0.3%	0.2%	0.0%

Gender	HARP Statewide	NYC	Rest of State	CDPHP
Male	46.9%	50.1%	44.6%	43.5%
Female	53.1%	49.9%	55.4%	56.5%

Highest grade or level of school completed	HARP Statewide	NYC	Rest of State	CDPHP
8th grade or less	11.6%	15.1%	9.2%	9.2%
Some high school, but did not graduate	25.4%	29.3%	22.7%	18.9%
High school graduate or GED	31.8%	28.9%	33.8%	33.5%
Some college or 2-year degree	23.5%	19.5%	26.4%	31.4%
4-year college graduate	5.1%	4.1%	5.7%	3.8%
More than 4-year college graduate	2.6%	3.1%	2.2%	3.2%

Hispanic or Latino	HARP Statewide	NYC	Rest of State	CDPHP
Yes, Hispanic or Latino	27.5%	44.2%	15.5%	11.4%
No, Not Hispanic or Latino	72.5%	55.8%	84.5%	88.6%

Race	HARP Statewide	NYC	Rest of State	CDPHP
White	52.1%	29.4%	67.7%	84.2%
Black or African-American	28.7%	37.1%	22.8%	13.7%
Asian	2.9%	4.9%	1.6%	1.1%
Native Hawaiian or Other Pacific Islander	0.6%	0.4%	0.7%	1.1%
American Indian or Alaska Native	2.9%	2.4%	3.3%	3.3%
Other	18.2%	29.6%	10.3%	4.4%

Rating of Overall Health	HARP Statewide	NYC	Rest of State	CDPHP
Excellent	7.3%	9.0%	6.0%	6.4%
Very good	14.5%	14.8%	14.6%	14.9%
Good	30.0%	28.5%	31.1%	31.4%
Fair	35.5%	35.9%	35.2%	37.2%
Poor	12.7%	11.8%	13.1%	10.1%

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Sample Disposition

	HARP Statewide	CDPHP
First mailing - sent	19,299	1,500
First mailing - usable survey returned*	2,006	129
Second mailing - sent	15,671	1,192
Second mailing - usable survey returned*	908	60
Total - usable surveys	2,914	189
Ineligible: According to population criteria‡†	79	6
Ineligible: Language barrier†	3	0
Ineligible: Deceased†	8	0
Ineligible: Mentally or physically unable to complete survey†	18	0
Refusal/Returned survey blank	34	2
Incomplete survey - mail or phone	95	4
Nonresponse - Unavailable by mail or phone	13,845	1,074
Added to Do Not Call list	0	0
Response Rate	**15.2%**	**12.7%**

*Included in response rate numerator

†Excluded from response rate denominator

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

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

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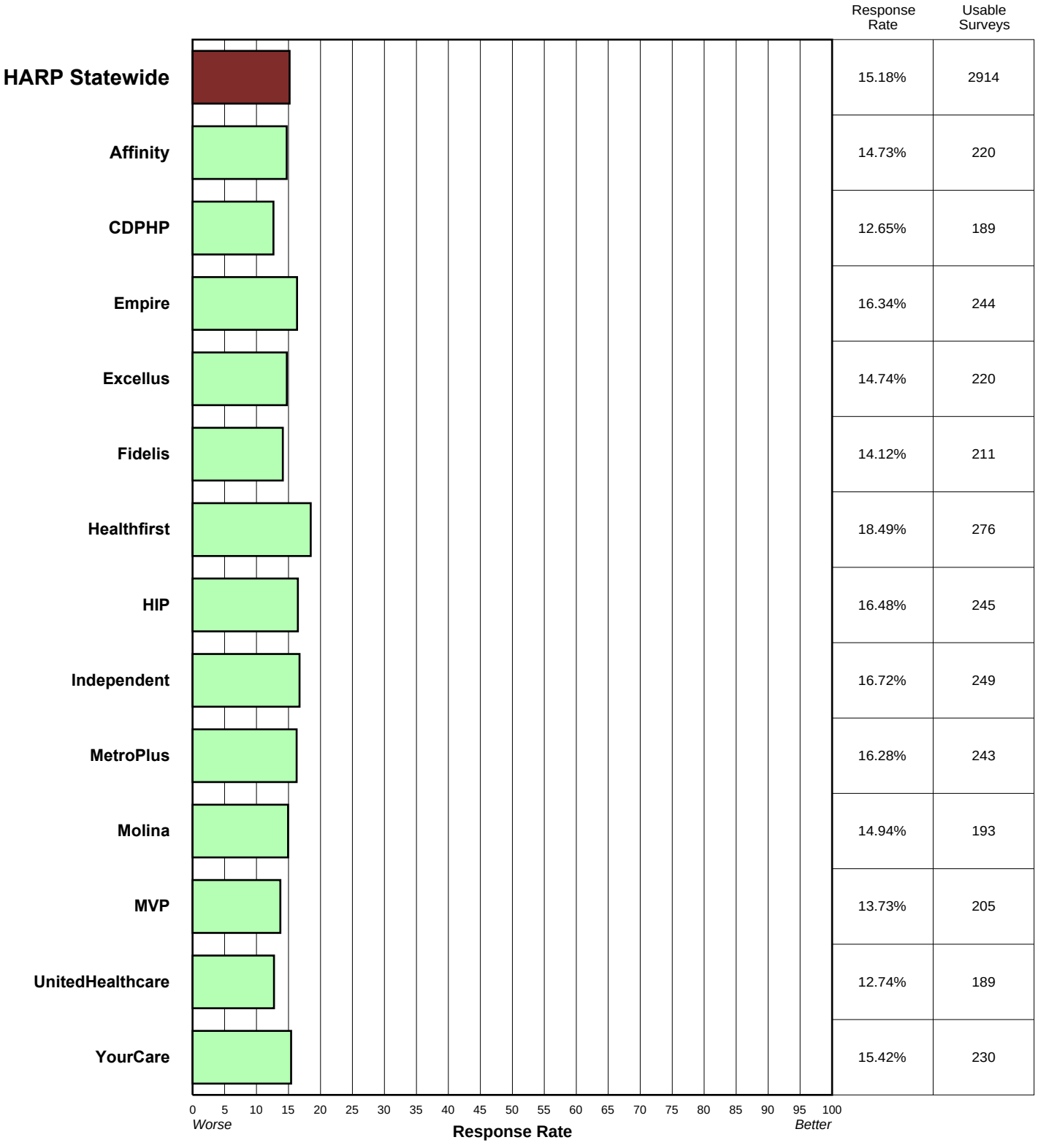
Response Rates



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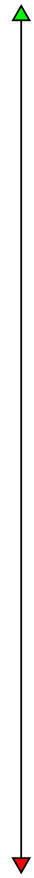
Trend Analysis - 2019 vs. 2017

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	CDPHP 2019 Score	CDPHP 2017 Score	Point Change	Composite/ Question Group
Q16. Doctor/provider talked about reasons you might not want to take a medicine	76.4%	56.8%	+ 19.6	Shared Decision Making
Q12. Doctor/provider definitely talked about specific things to do to prevent illness	84.0%	73.5%	+ 10.5	Single Items
Q34. Personal doctor usually or always spent enough time with you	92.1%	82.8%	+ 9.2	Communication
Q41. Rating of specialist seen most often	83.9%	76.1%	+ 7.8	Ratings
Q4. Usually or always got care right away as soon as you needed	89.0%	81.6%	+ 7.4	Getting Care Quickly
Q36. Personal doctor usually or always seemed informed about care received from other doctors or providers	89.1%	82.4%	+ 6.7	Single Items
Q33. Personal doctor usually or always showed respect for what you had to say	92.4%	85.9%	+ 6.5	Communication
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	87.0%	81.3%	+ 5.7	Single Items
Q21. Rating of all health care	73.7%	68.3%	+ 5.3	Ratings
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	87.6%	82.8%	+ 4.8	Single Items
Q48. Rating of health plan	76.6%	78.6%	- 1.9	Ratings
Q47. Usually or always treated with courtesy and respect by health plan's customer service staff	93.5%	95.8%	- 2.3	Customer Service
Q54. Advised by doctor or other health provider to quit smoking or using tobacco	88.6%	91.1%	- 2.4	Medical Assistance with Smoking Cessation
Q37. Rating of personal doctor	80.5%	84.6%	- 4.1	Ratings
Q13e. Doctor or other health provider talked about smoking or using tobacco products	57.5%	61.7%	- 4.3	Single Items
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	75.7%	80.0%	- 4.3	Single Items
Q45. Health plan's customer service usually or always gave needed information or help	85.4%	89.6%	- 4.3	Customer Service
Q55. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	72.7%	78.6%	- 5.8	Medical Assistance with Smoking Cessation
Q15. Doctor/provider talked about reasons you might want to take a medicine	85.9%	92.6%	- 6.8	Shared Decision Making
Q46. Information from health plans customer service usually or always easy to understand	78.7%	88.9%	- 10.2	Single Items

Better



Worse

▲▼ **Statistically significantly higher/lower than 2017 score.**

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Methodology

Adults who were current members of a NYSDOH HARP, ages 21 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 was drawn with the goal of selecting 1,500 eligible adults for each of the HARPs. To be eligible, individuals had to be current members, aged 21 to 64, who were continuously enrolled in the plan 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 questionnaire 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 189 NYSDOH HARP members, and the overall project response rate was 12.7%.

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.

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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 question items comprising the five composites and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

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

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for the plan, the ten items at the top of the list and the ten items at the bottom, with the 2017 and 2019 scores and results of significance testing. In addition, in the *Responses by Question* section, for each performance item, the achievement score point change is displayed along with results of significance testing.

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Statistical Testing

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

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 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.

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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 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 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 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 HARP Statewide, NYC, Rest of State and plan specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the HARP Statewide 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 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 represented with the composite name, the achievement score, the 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.

Graphs/Results

The Graphs/Results sections contains a graphic presentation of the HARP Statewide, NYC, Rest of State and plan specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to various benchmarks or peers. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

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

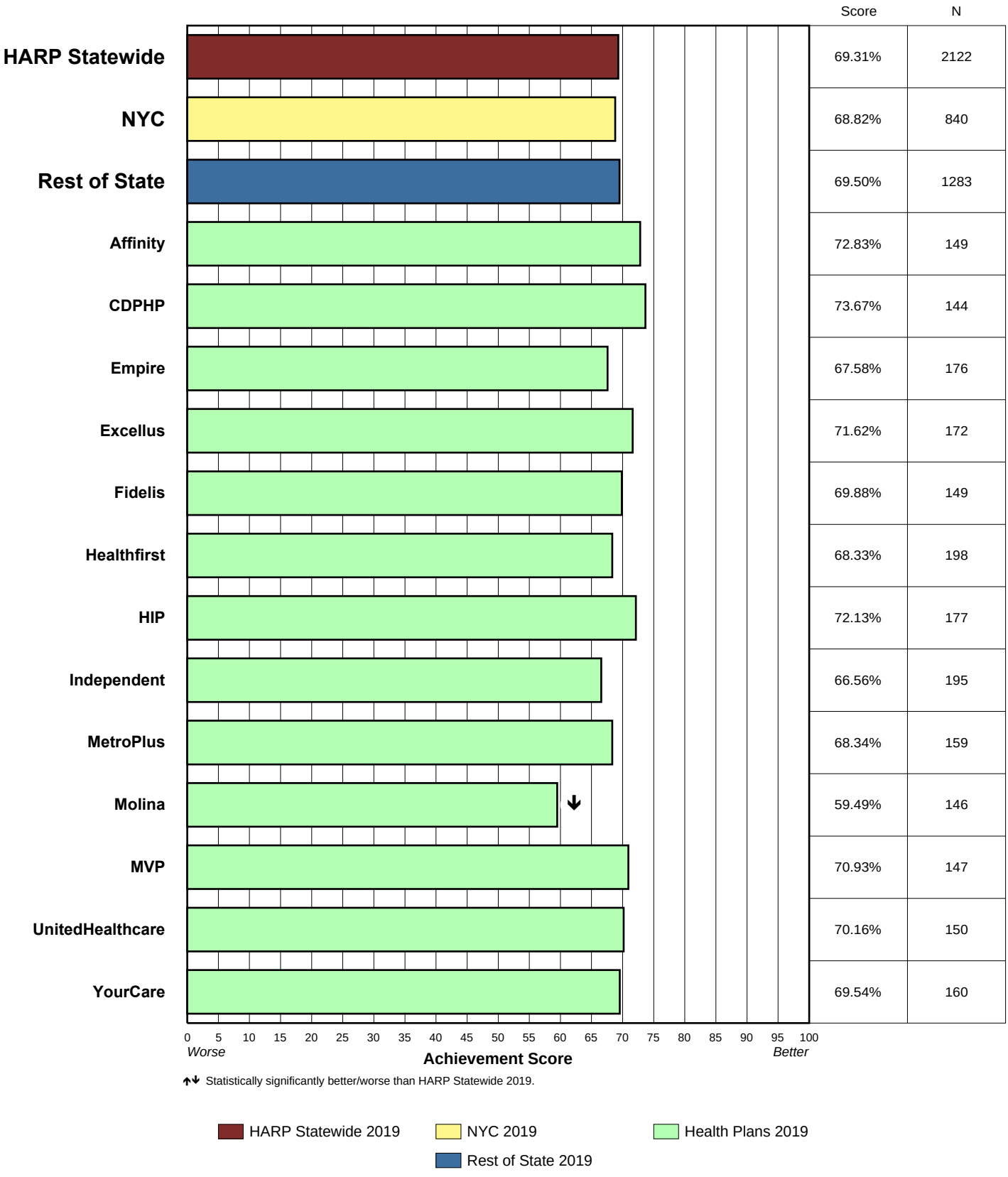
Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the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

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

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

Overall Ratings

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



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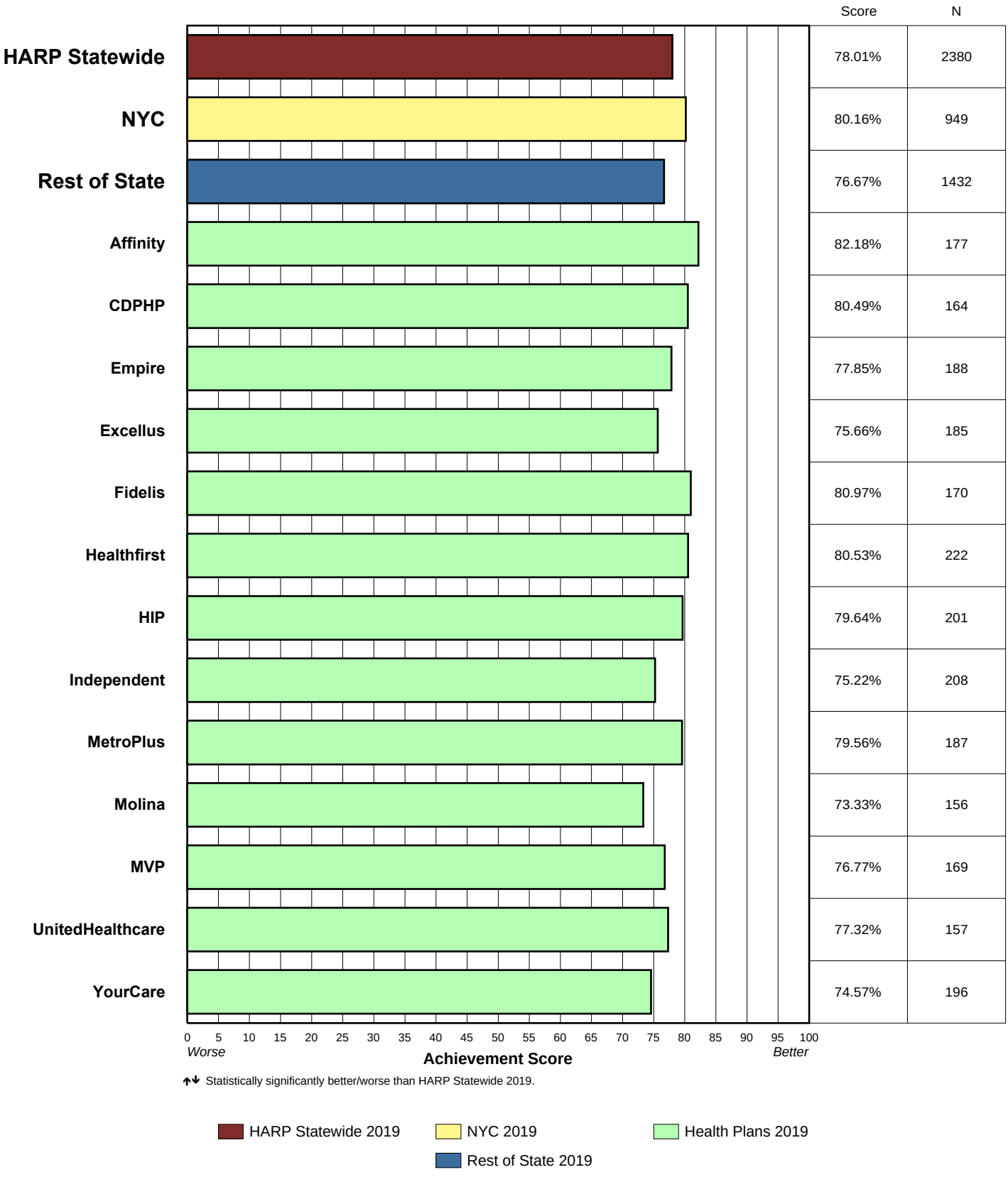
Overall Ratings

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



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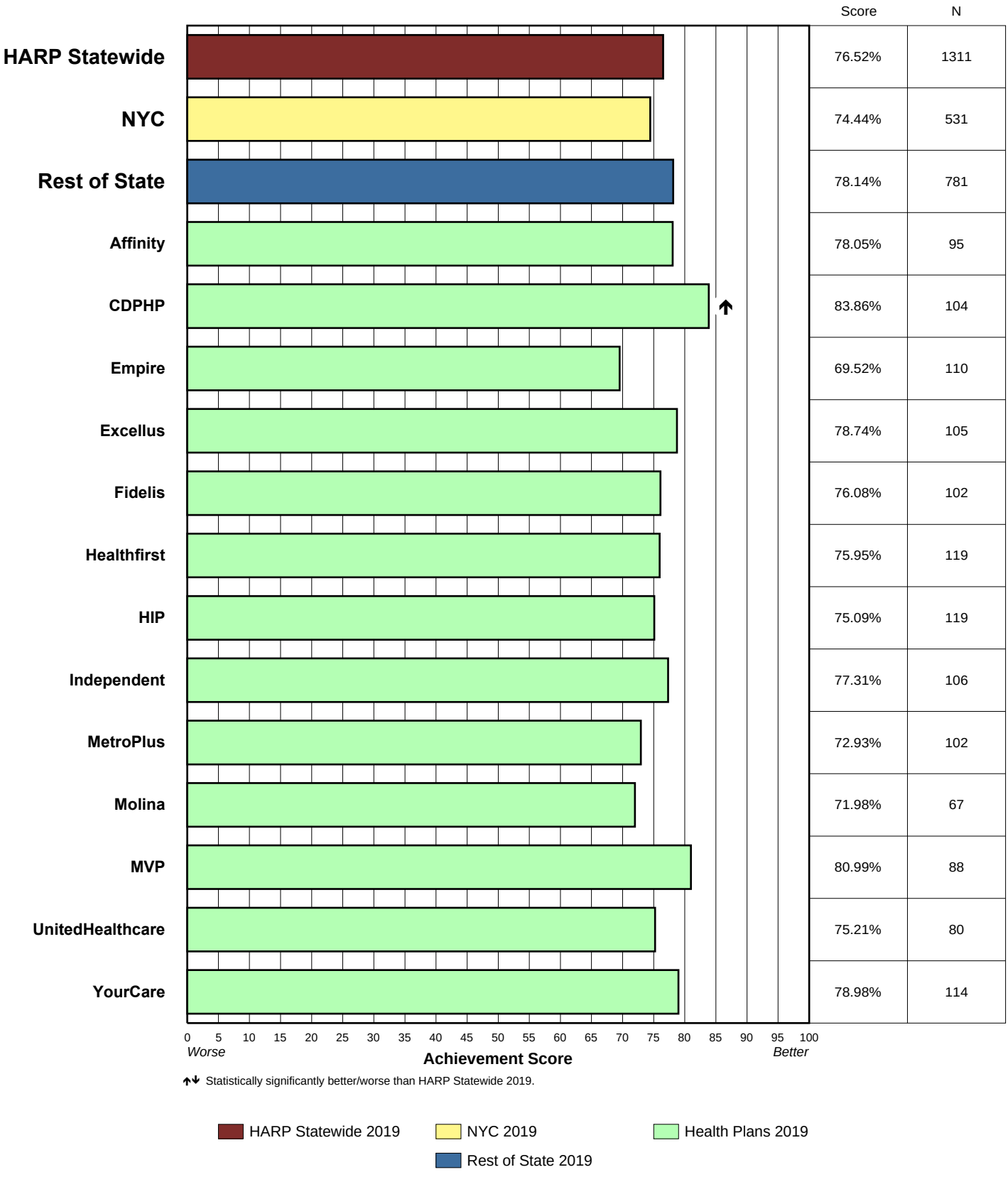
Overall Ratings

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



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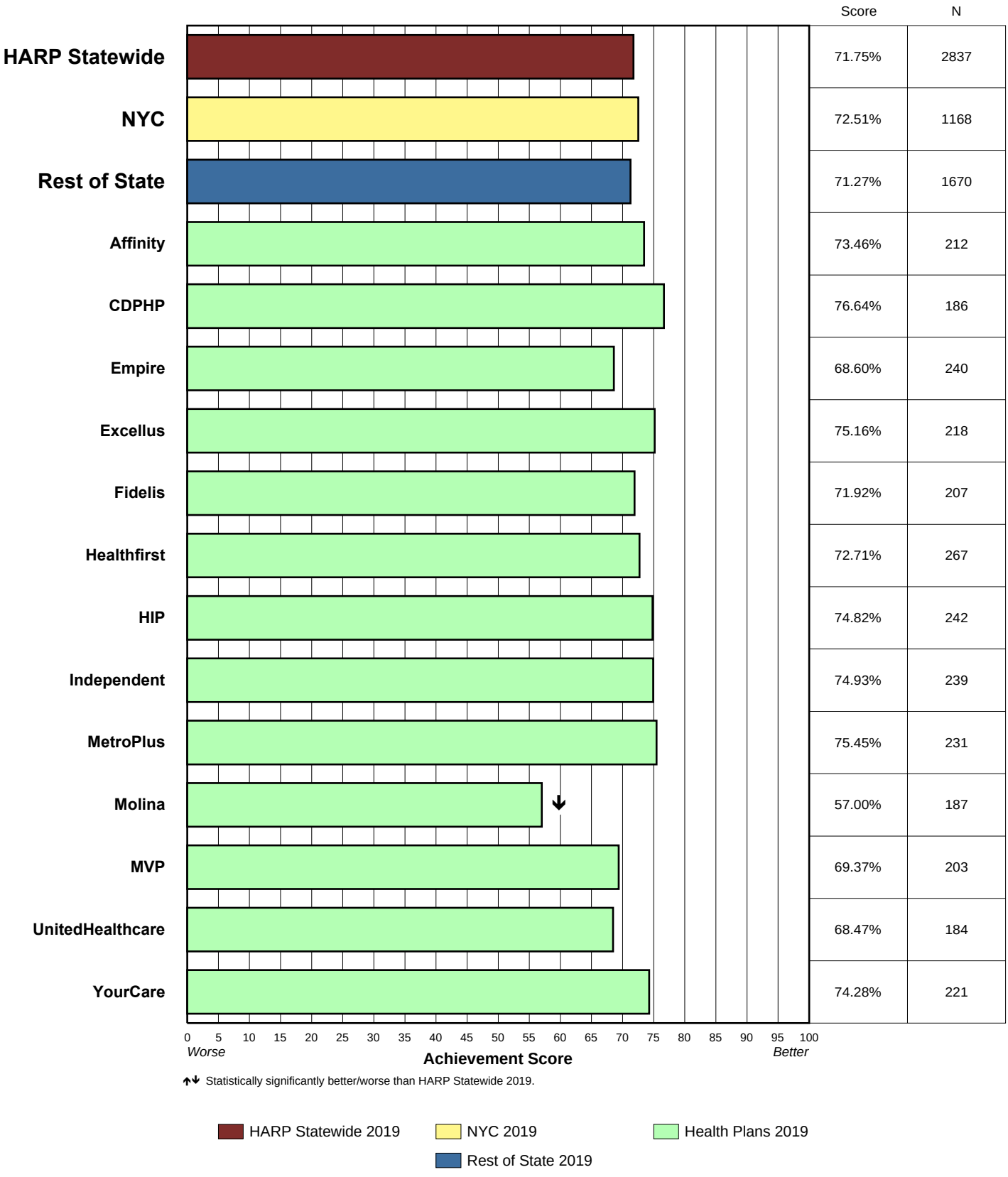
Overall Ratings

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



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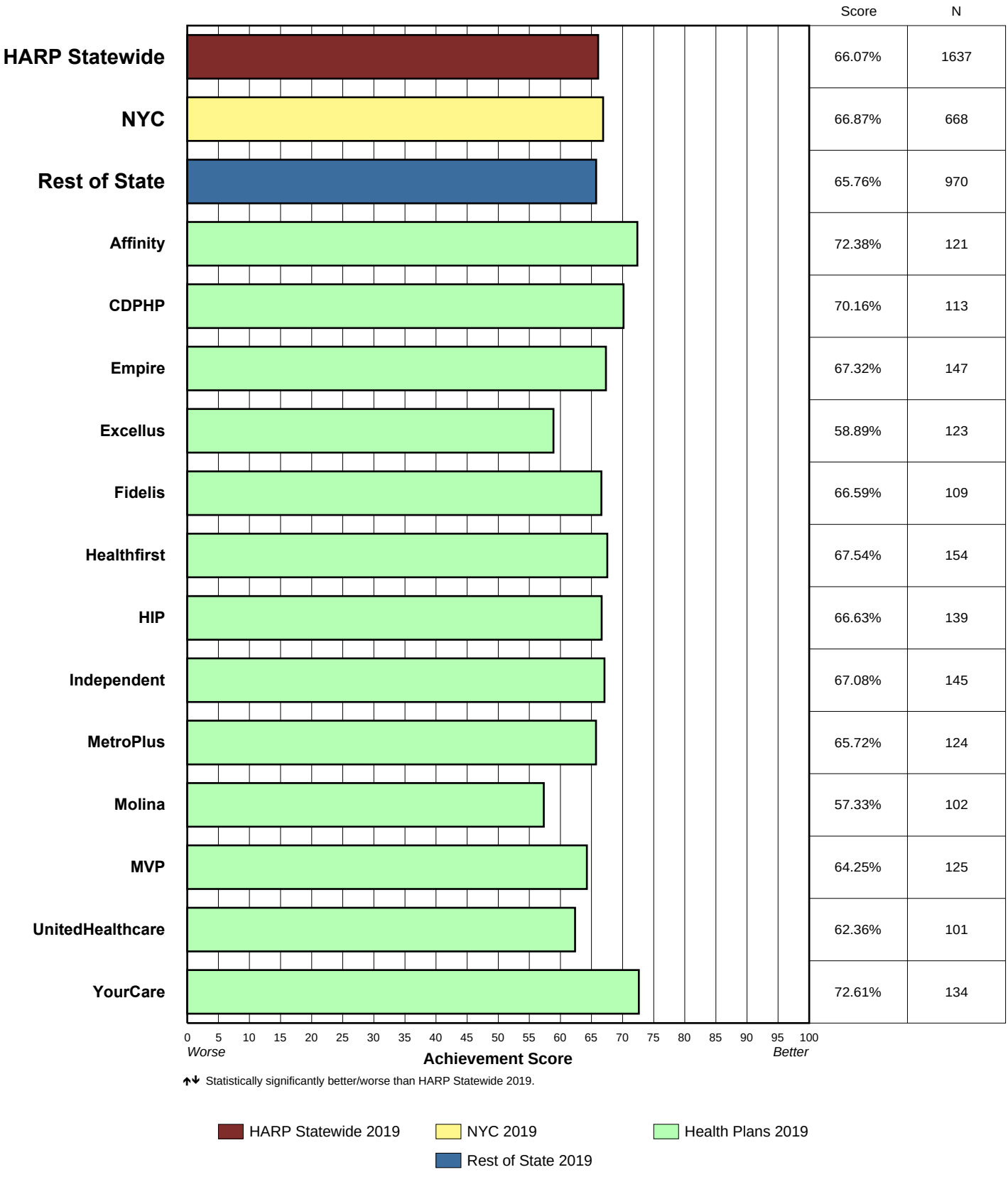
Overall Ratings

Q25. Rating of treatment or counseling (8, 9 or 10)



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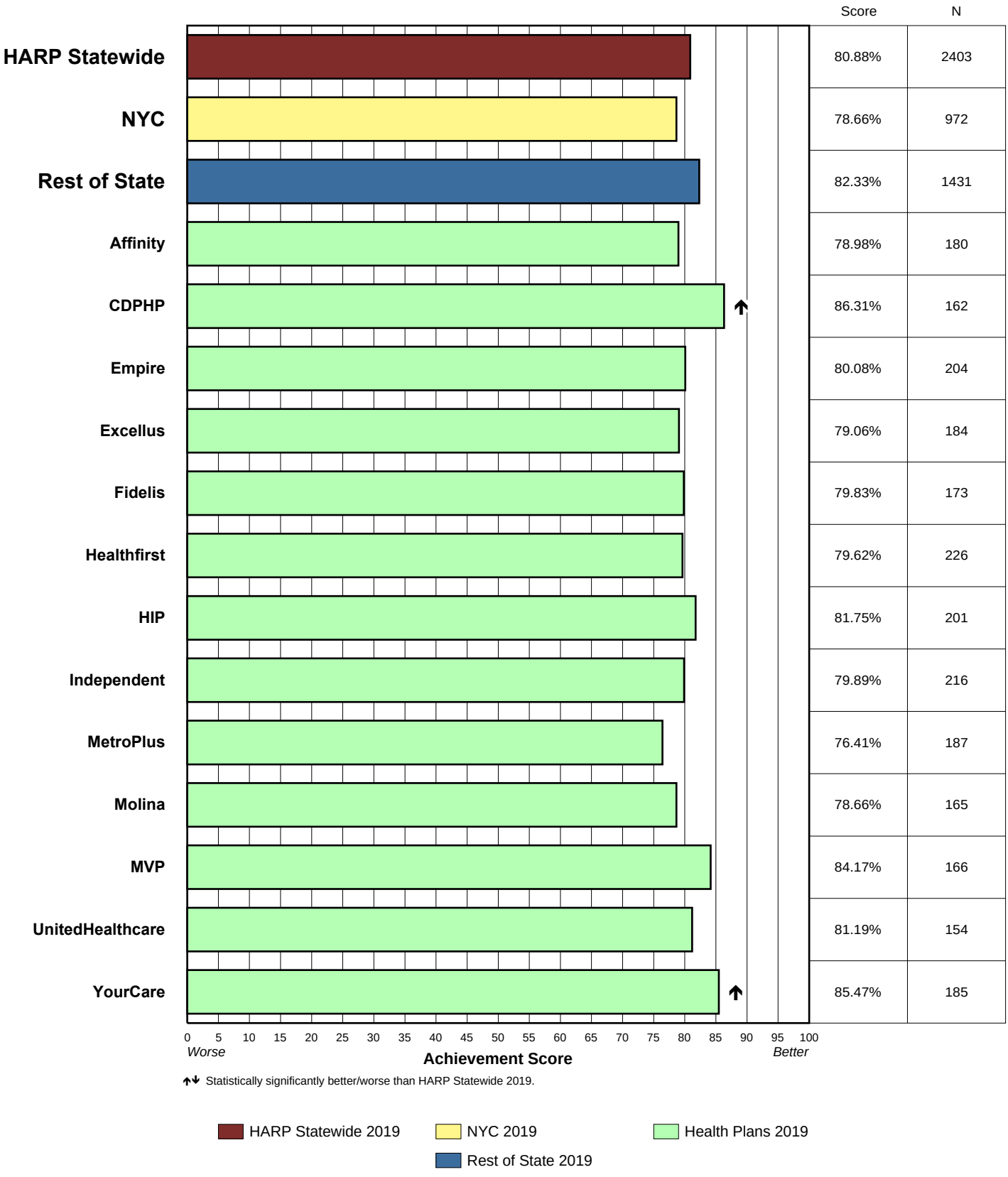
Composites

Getting Needed Care (Usually or Always)



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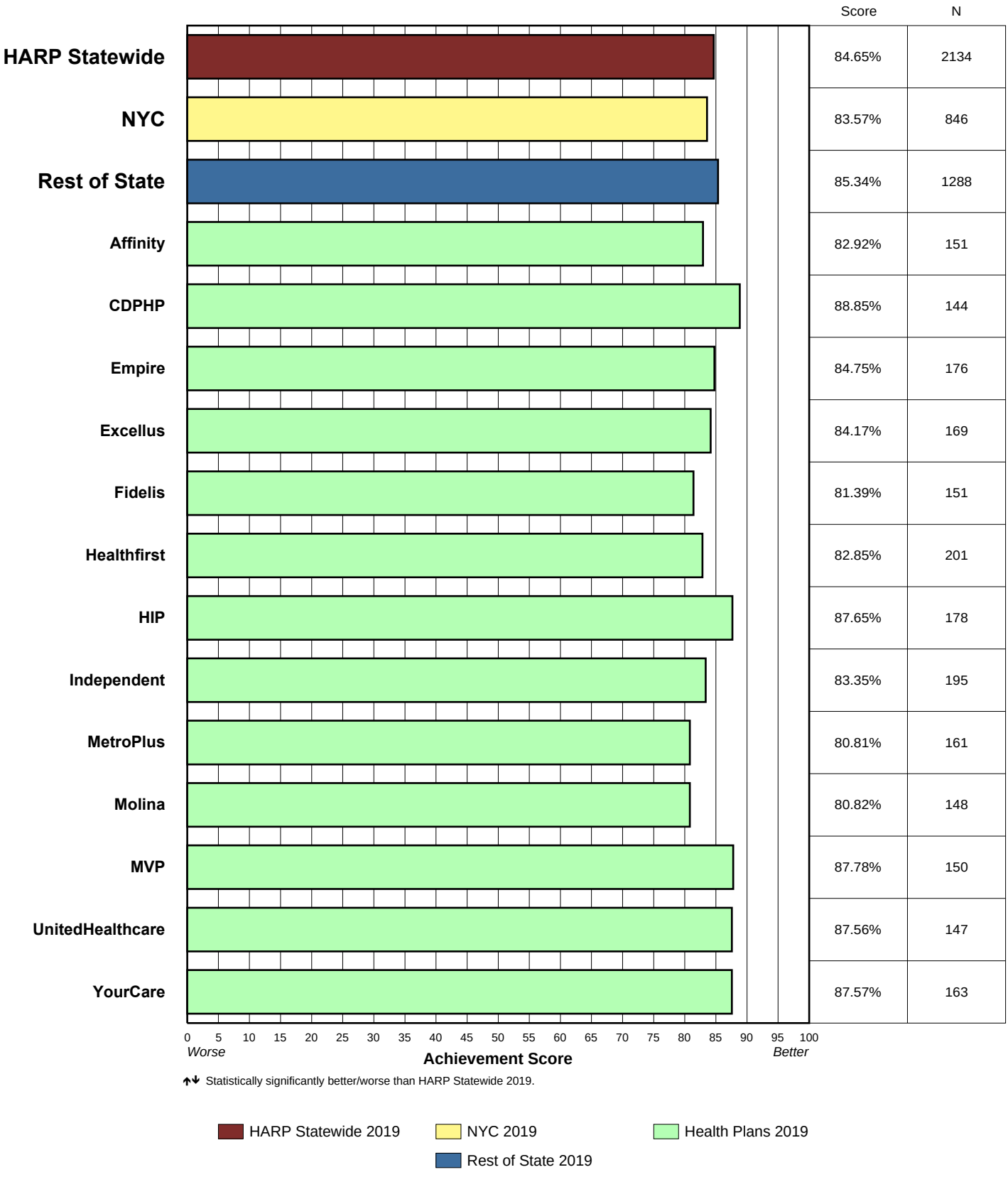
Getting Needed Care (Usually or Always)

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



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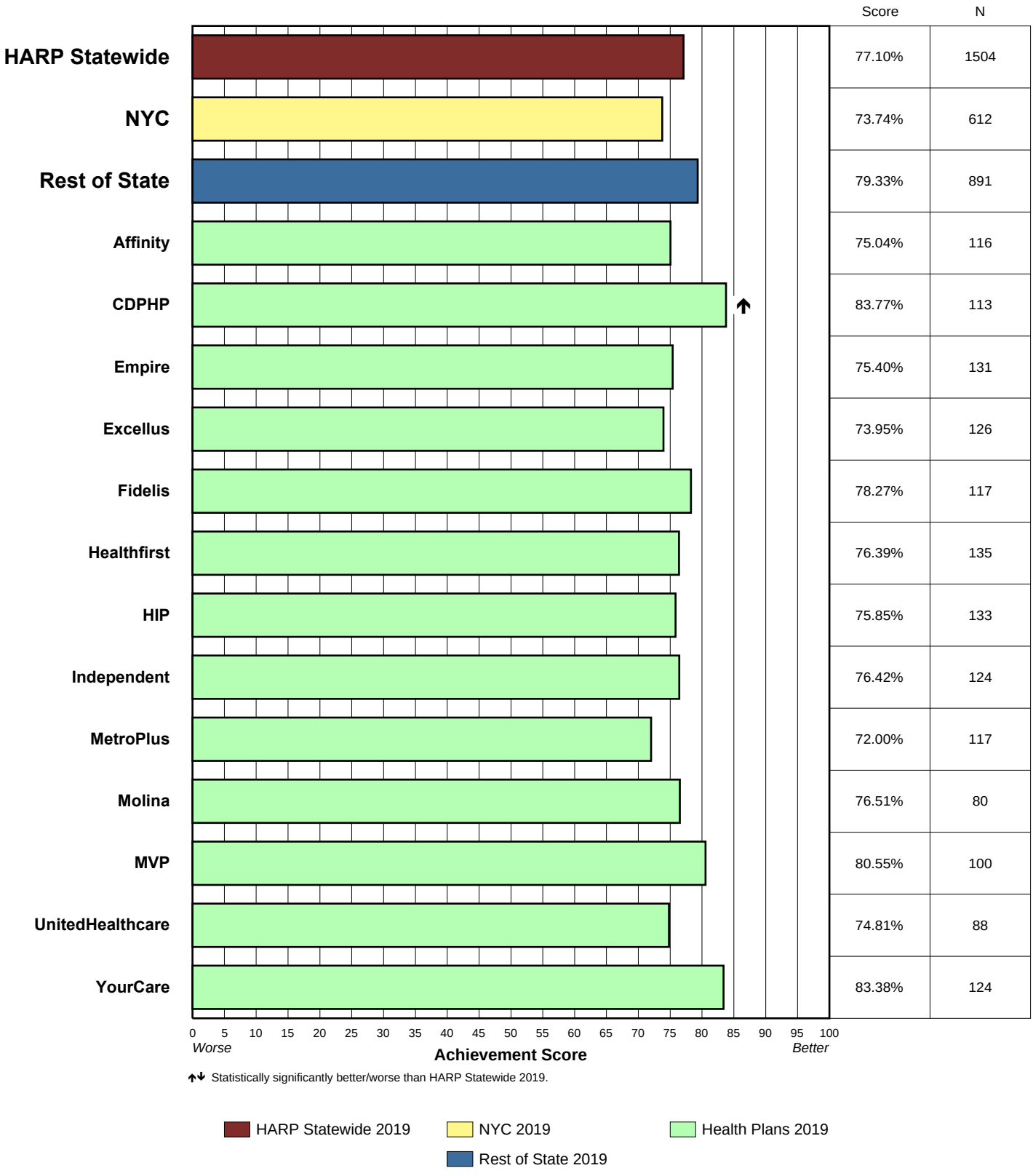
Getting Needed Care (Usually or Always)

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



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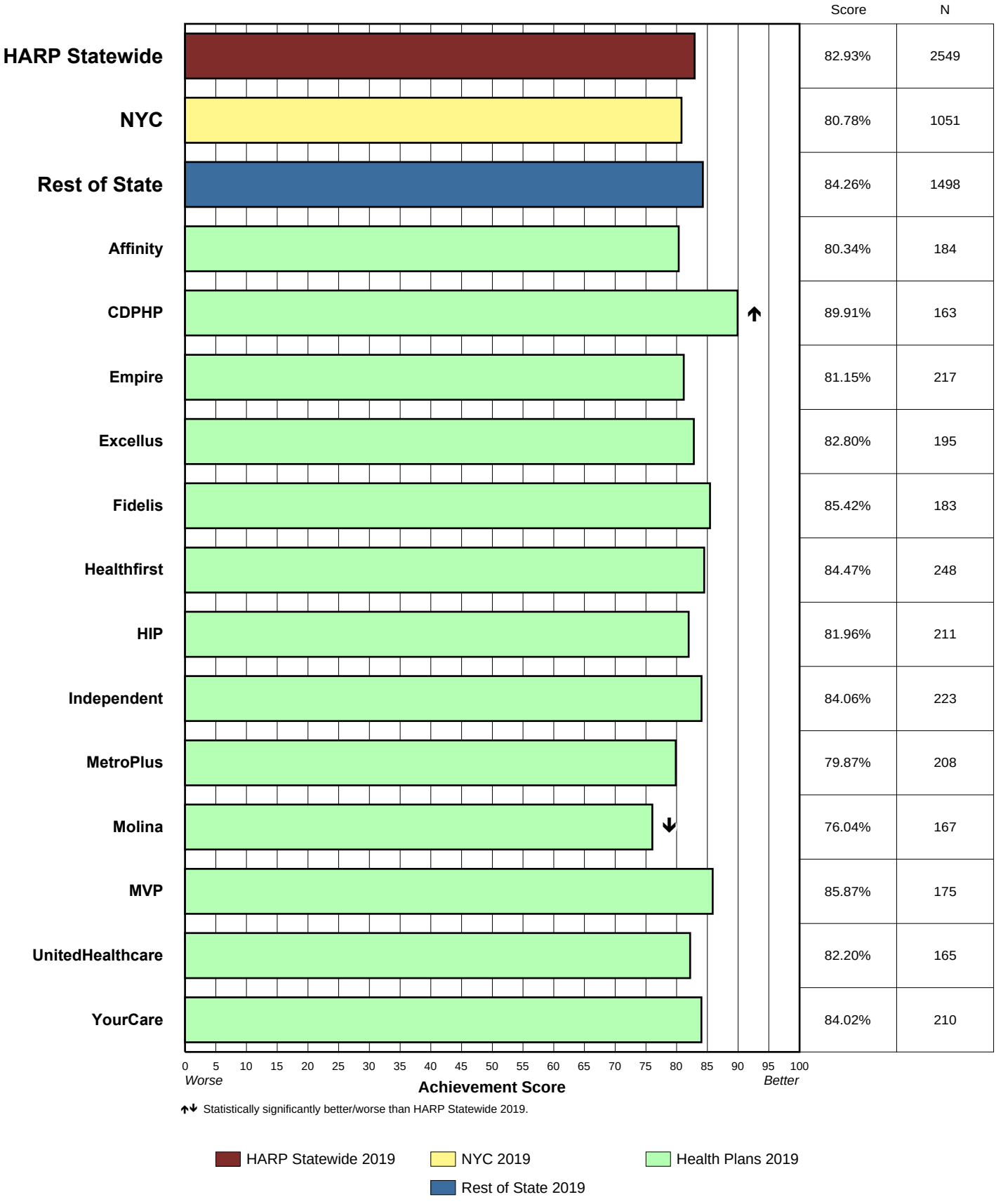
Getting Care Quickly (Usually or Always)



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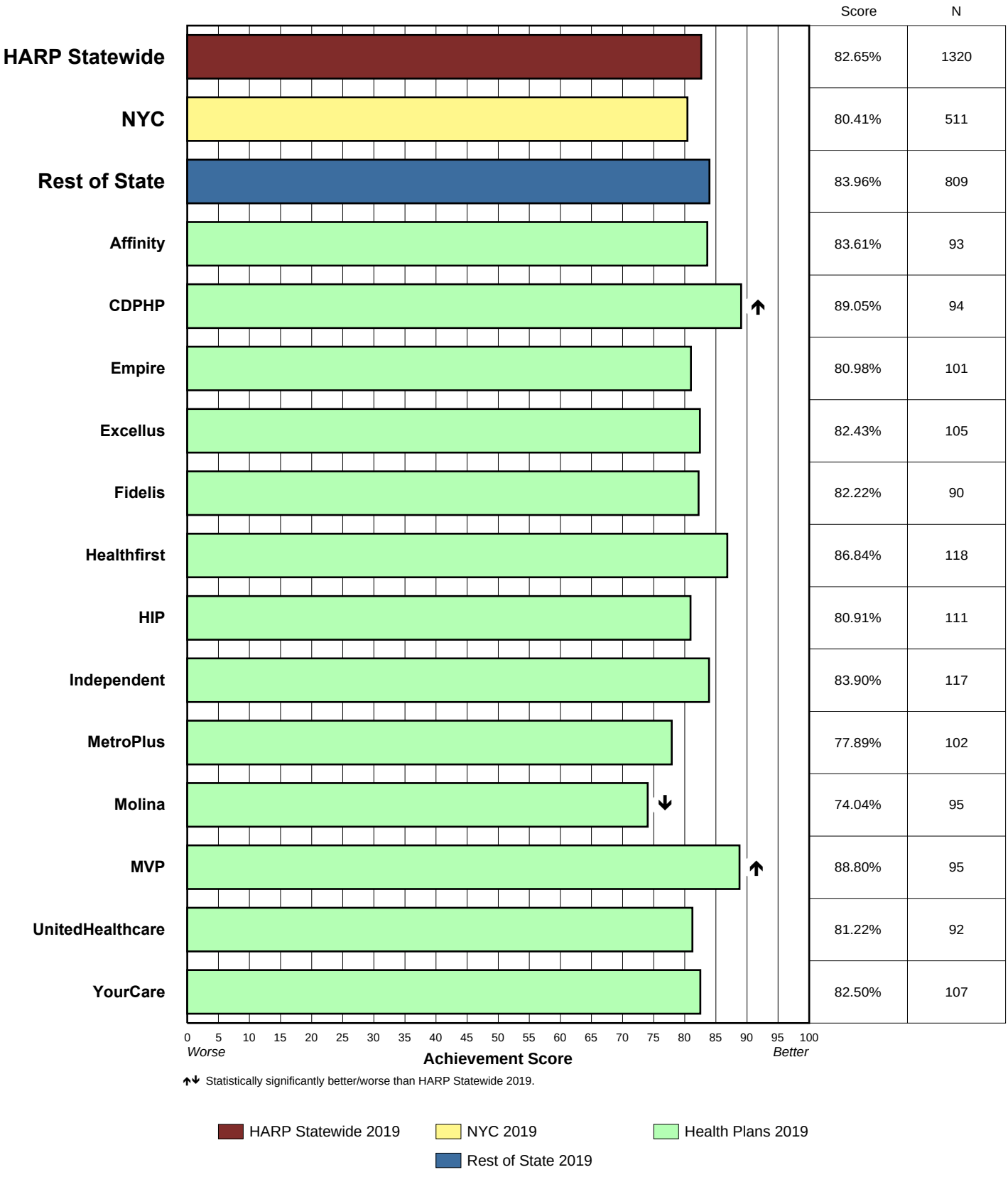
Getting Care Quickly (Usually or Always)

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



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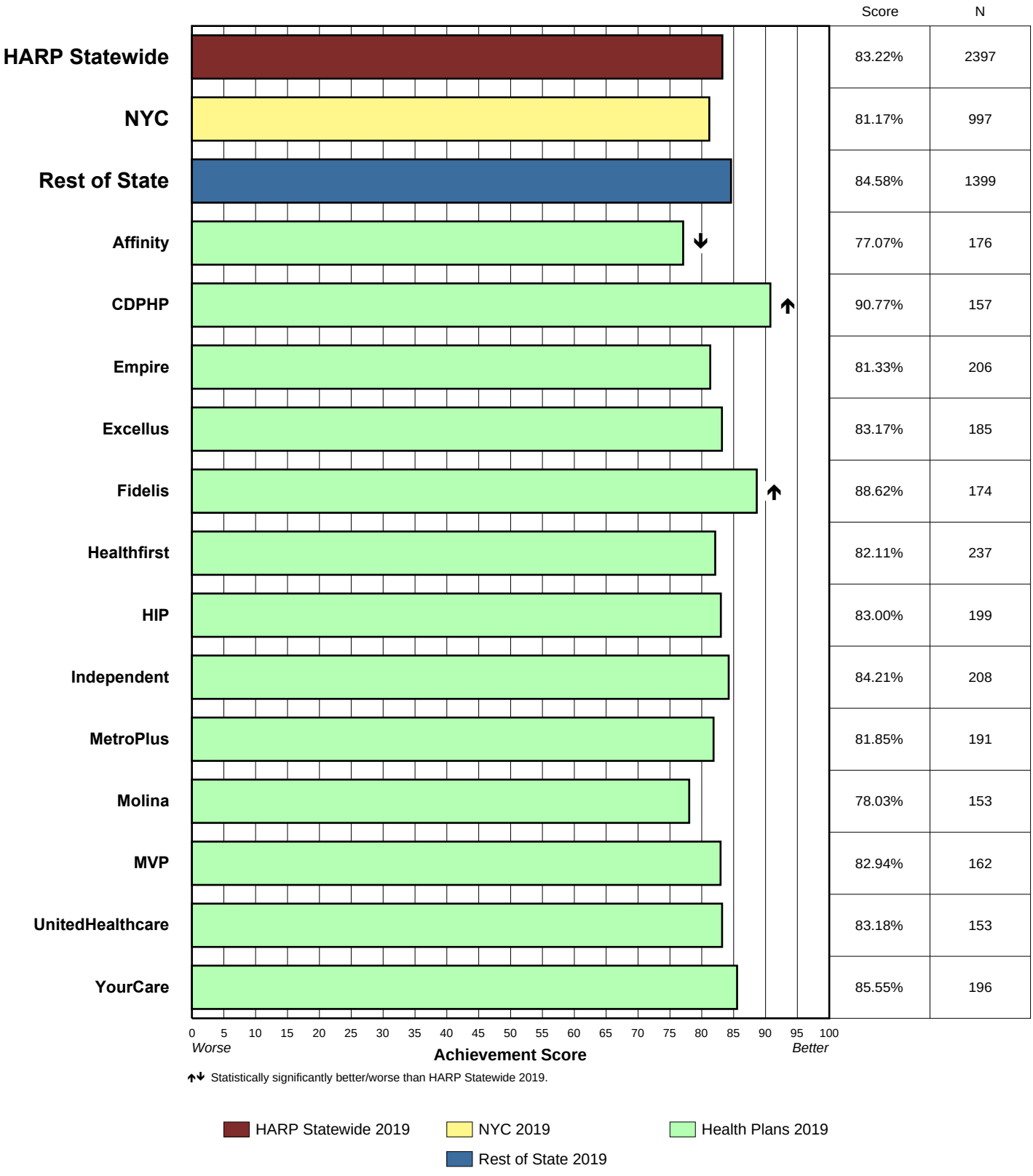
Getting Care Quickly (Usually or Always)

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



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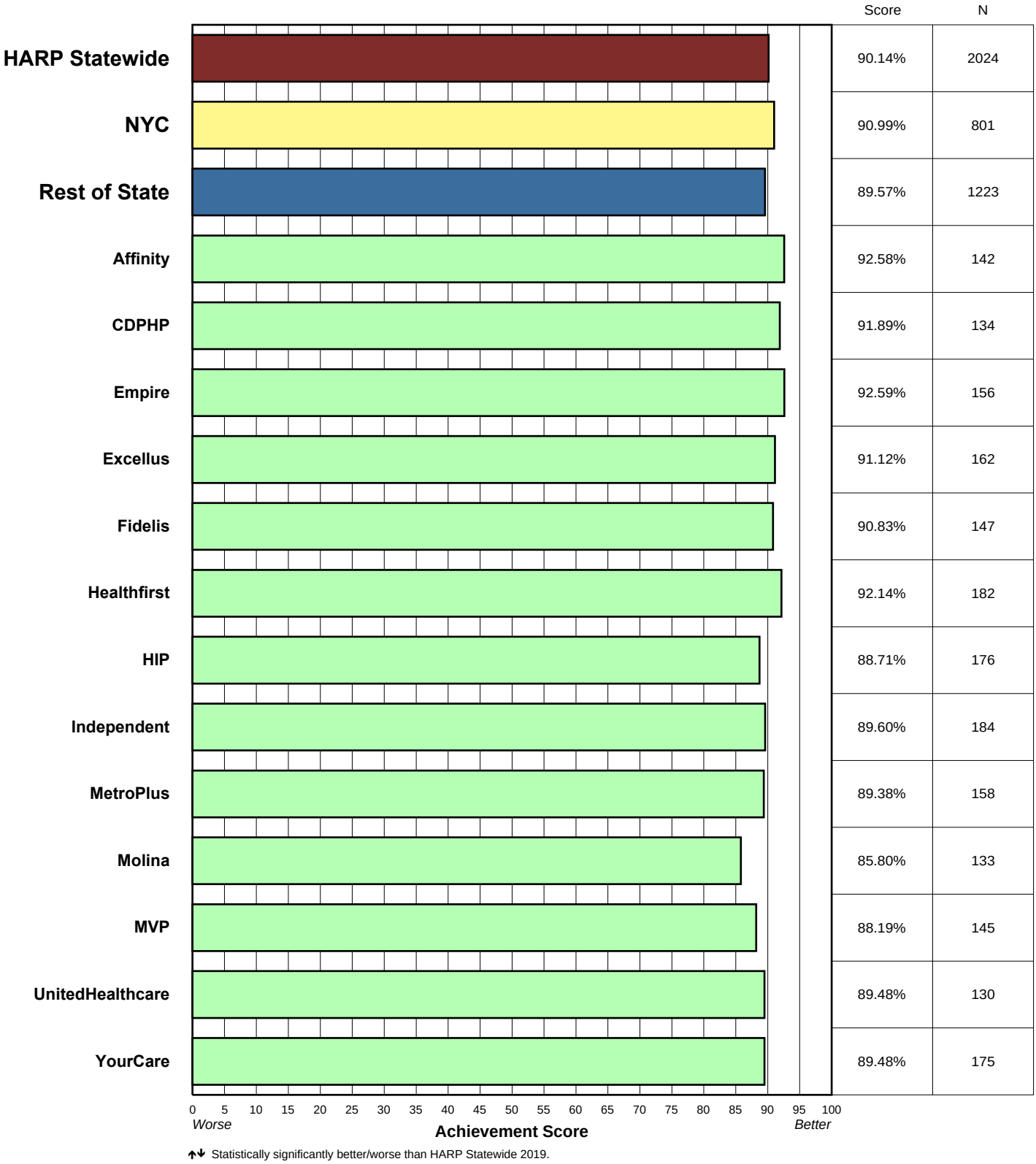
How Well Doctors Communicate (Usually or Always)



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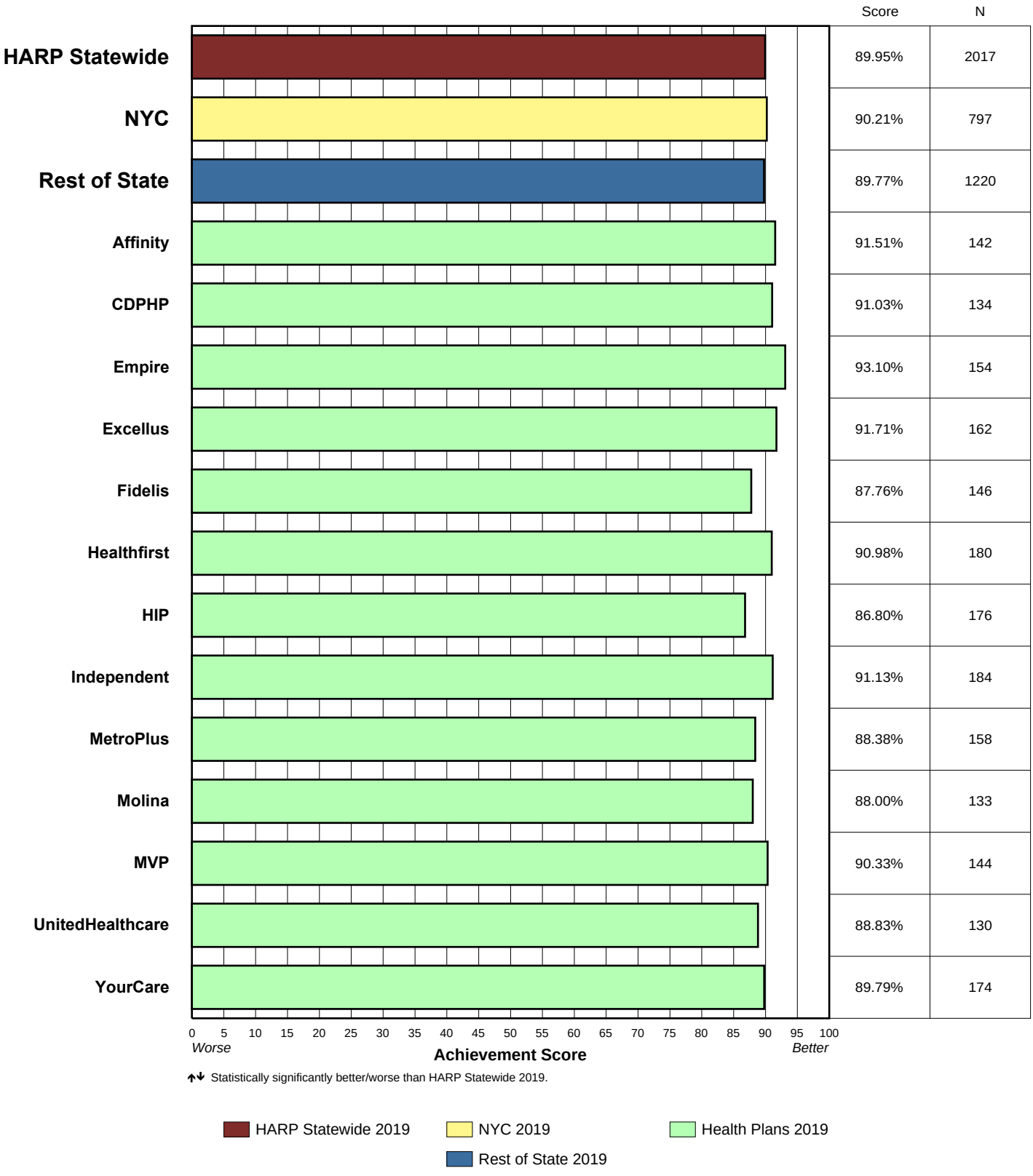
How Well Doctors Communicate (Usually or Always)

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



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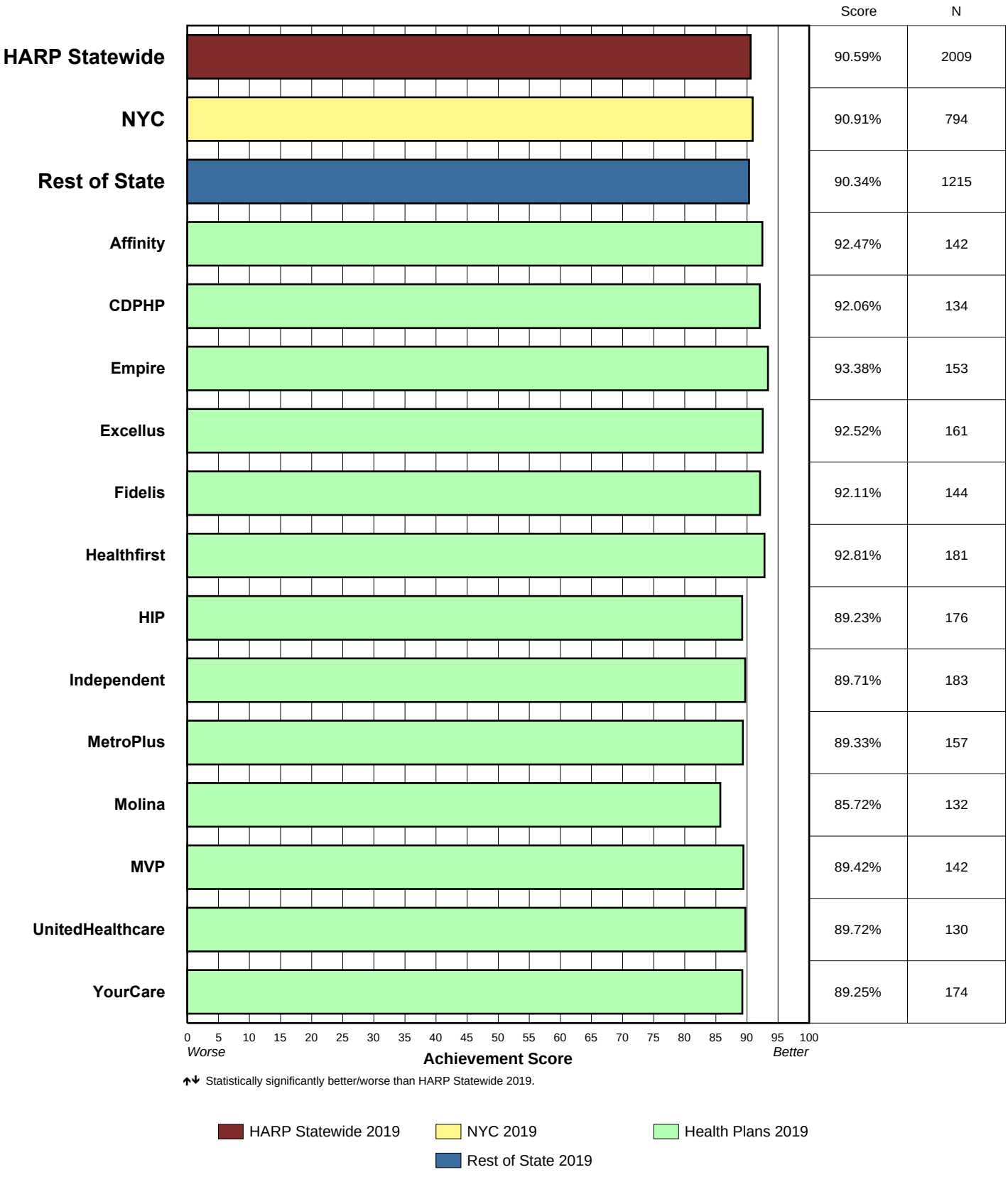
How Well Doctors Communicate (Usually or Always)

Q32. Personal doctor usually or always listened carefully to you



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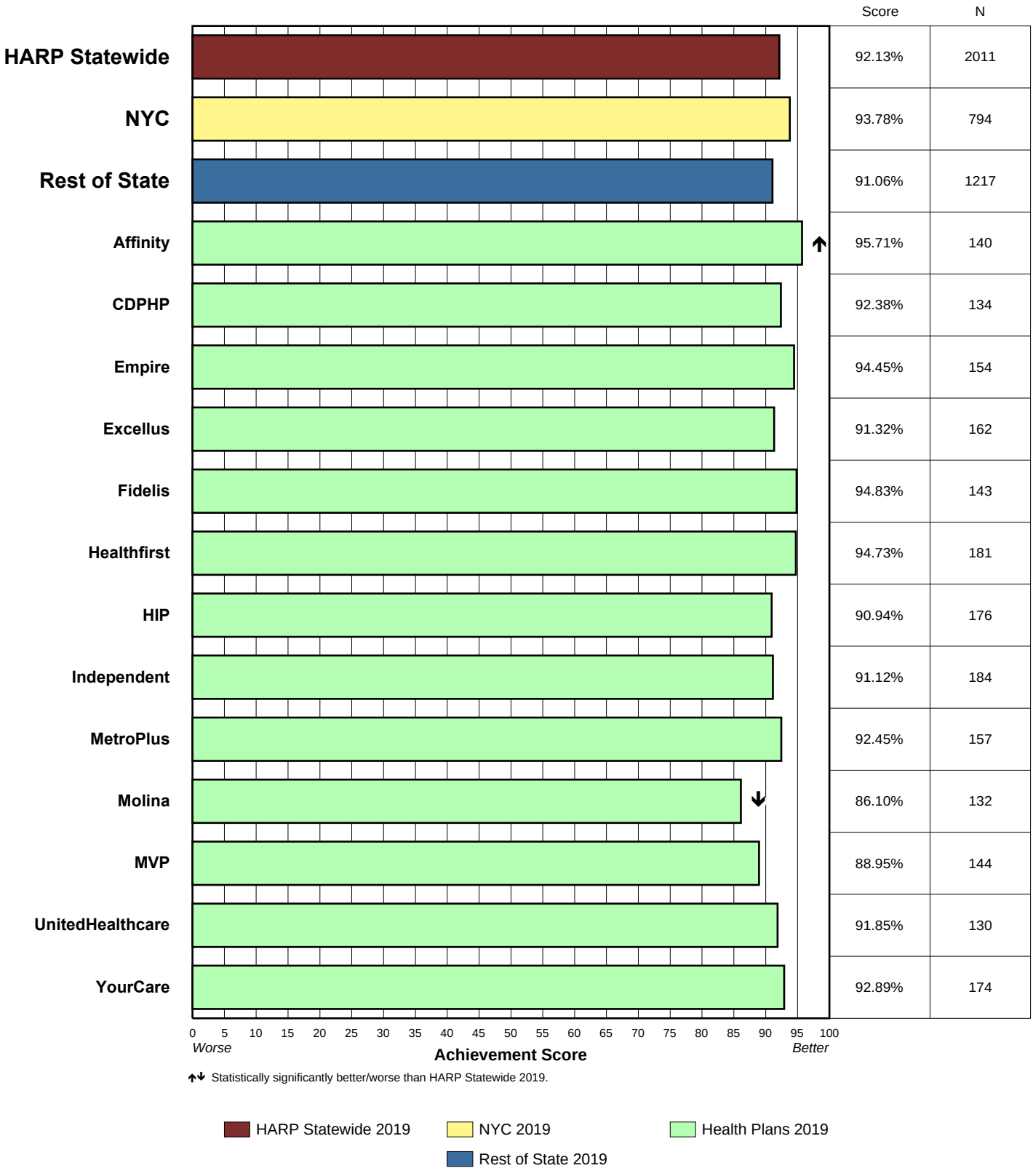
How Well Doctors Communicate (Usually or Always)

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



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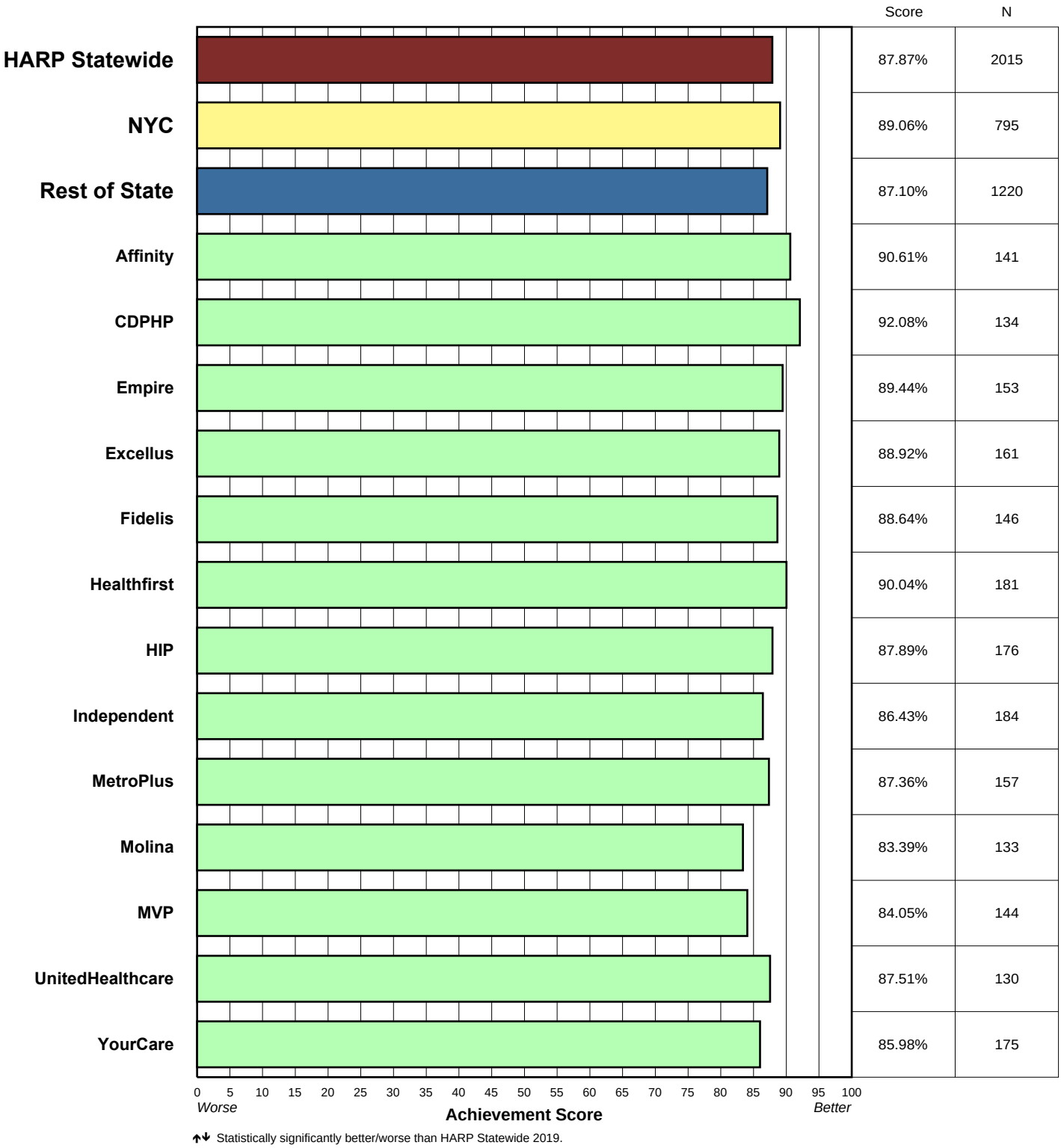
How Well Doctors Communicate (Usually or Always)

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



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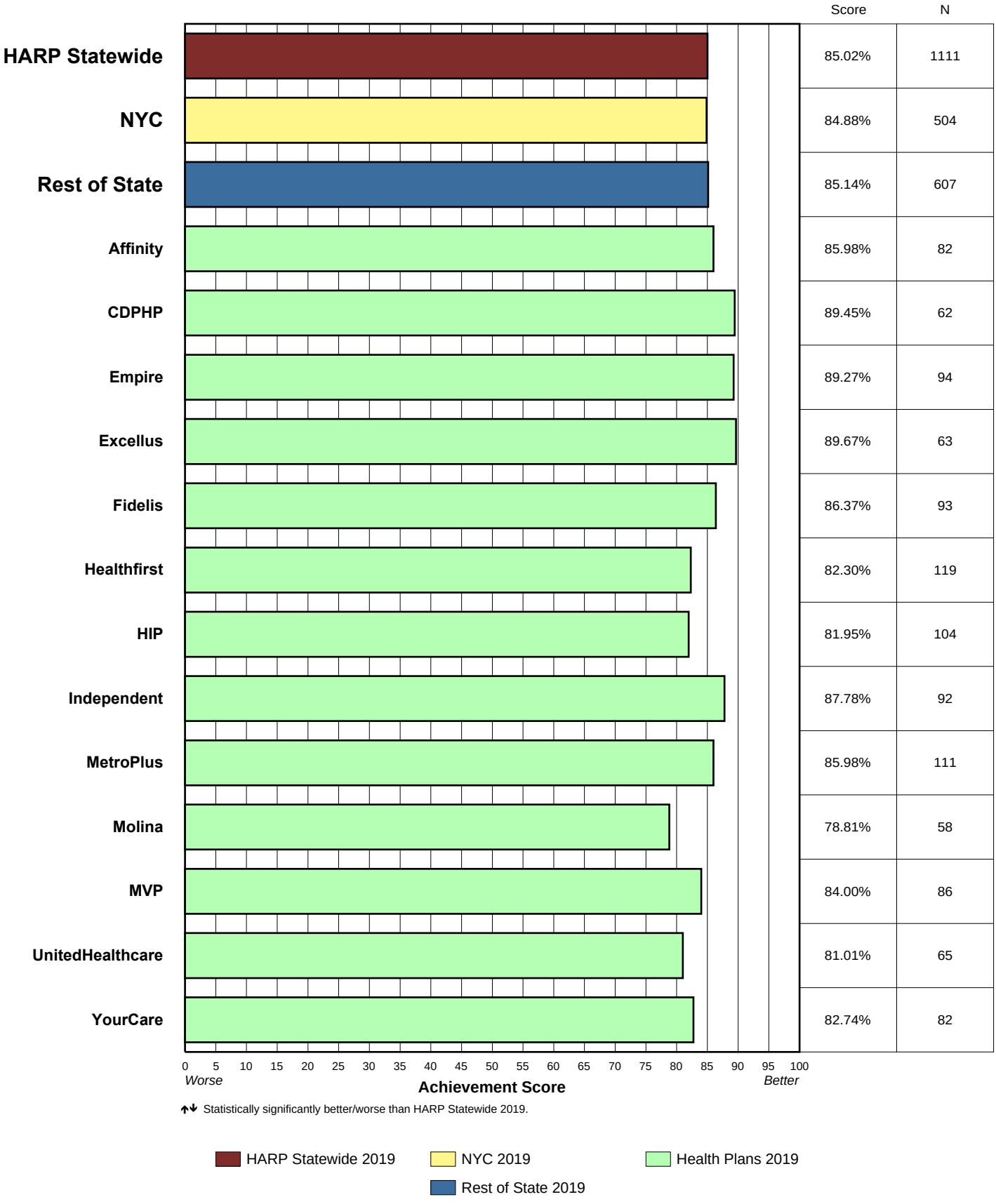
Customer Service (Usually or Always)



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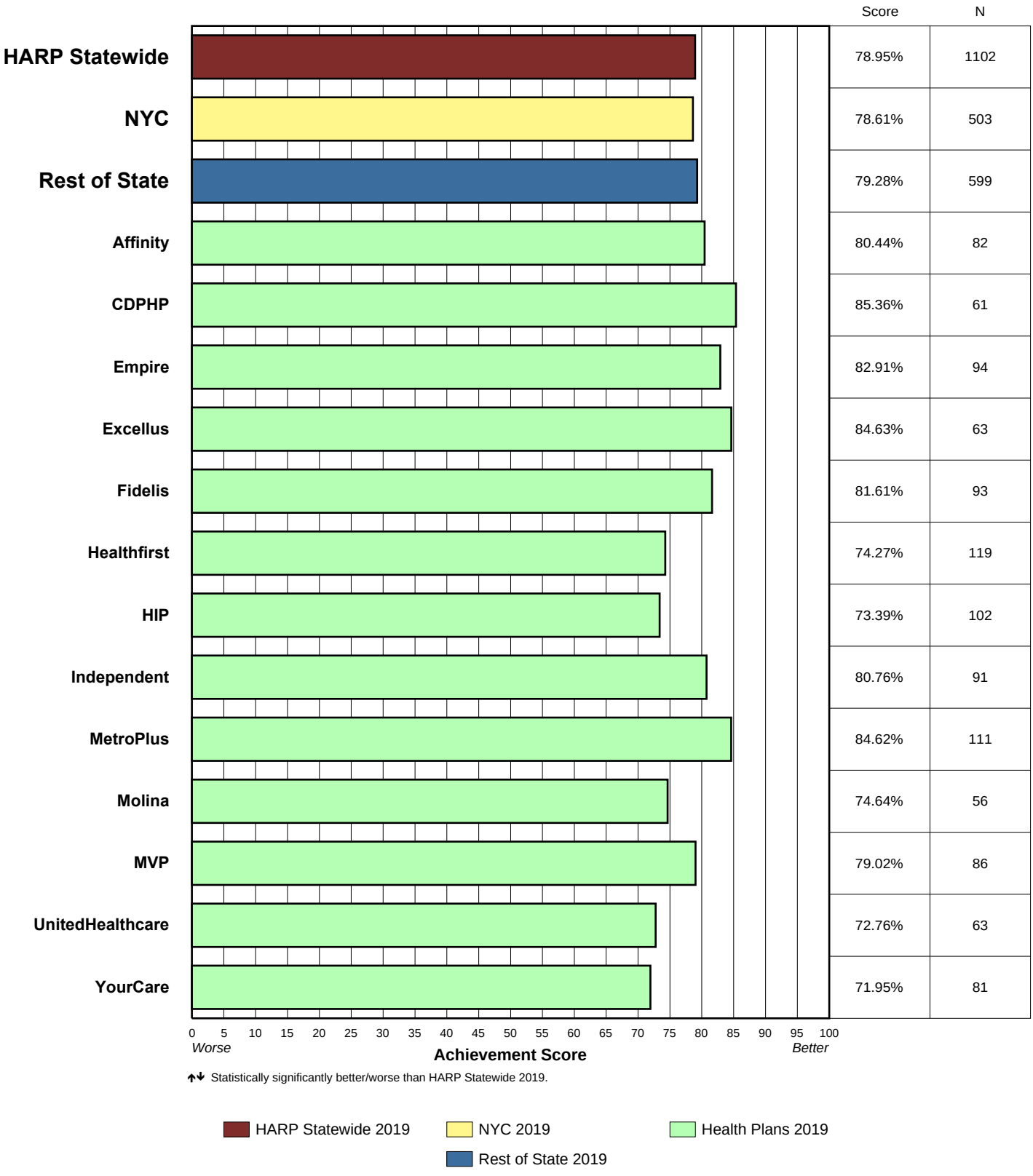
Customer Service (Usually or Always)

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



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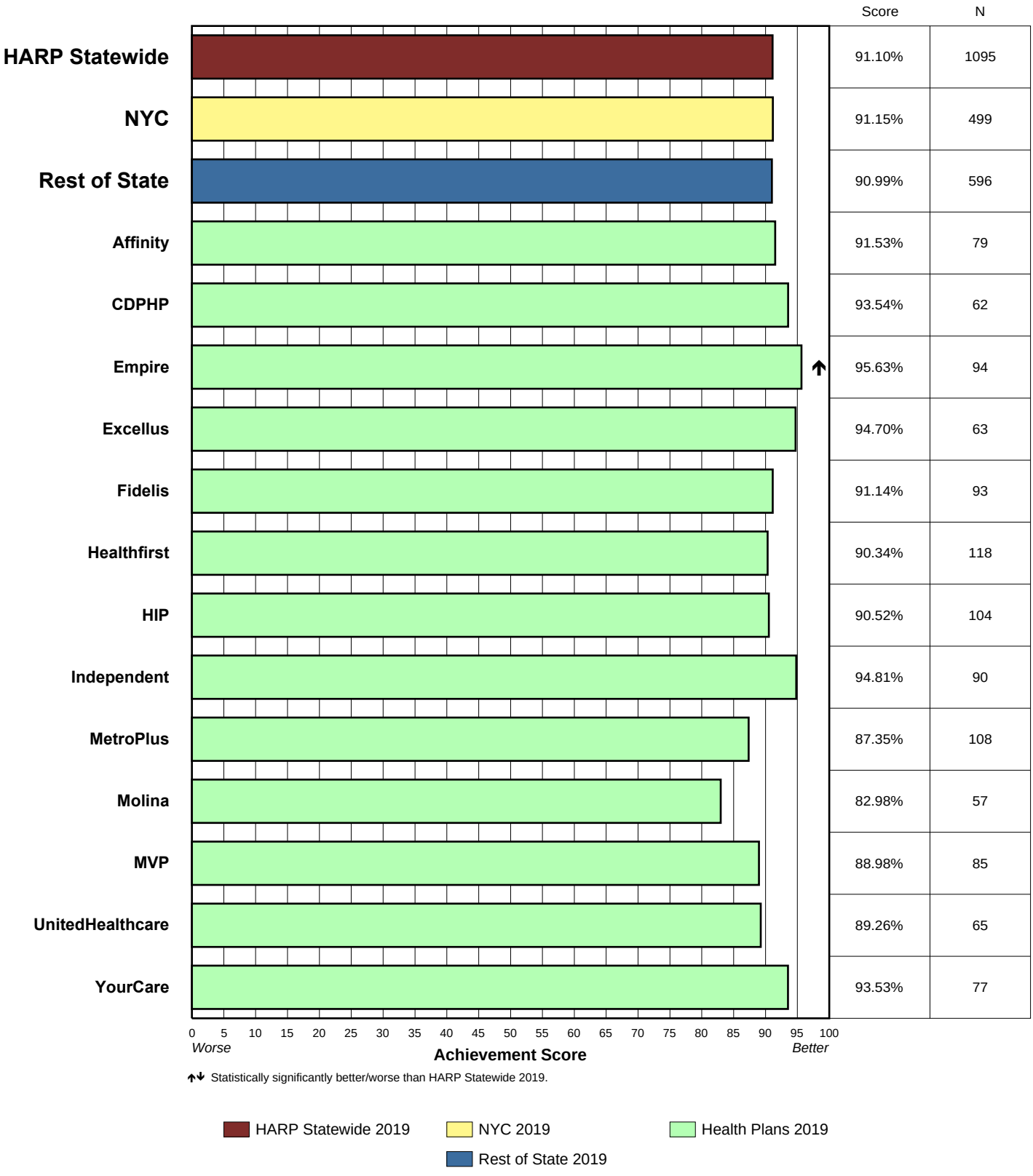
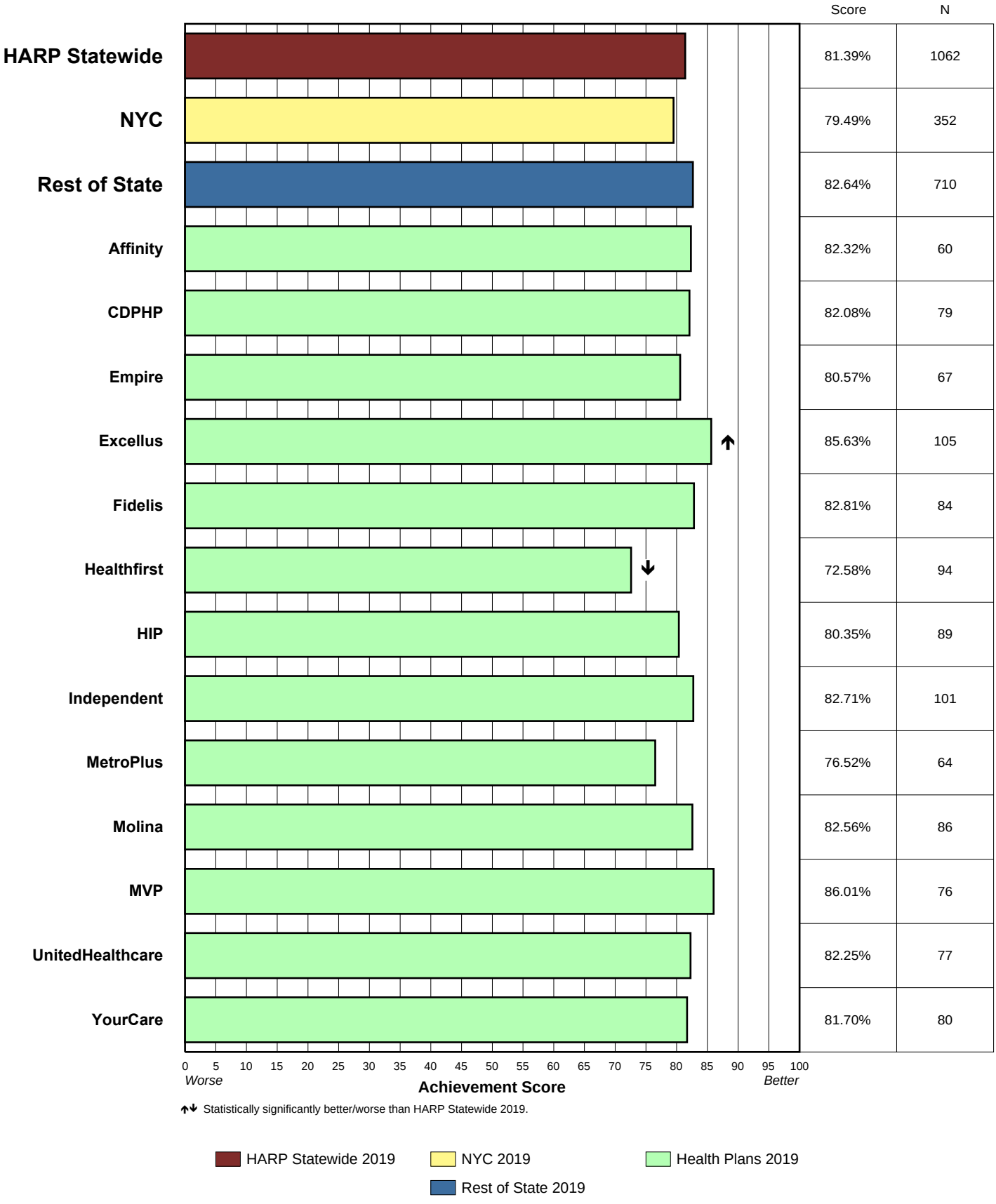
Customer Service (Usually or Always)

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



© DataStat, Inc.

Shared Decision Making (Yes)



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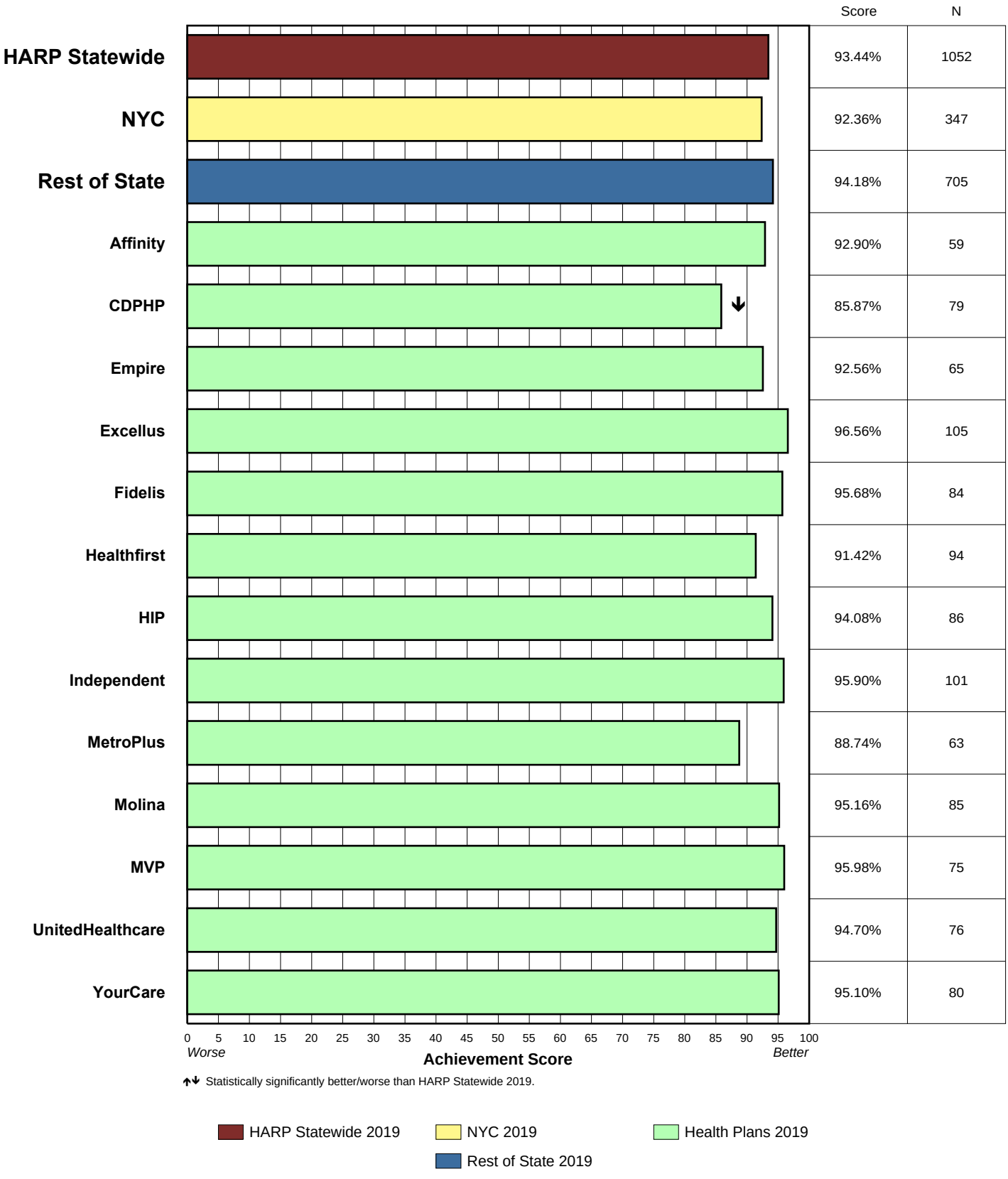
Shared Decision Making (Yes)

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



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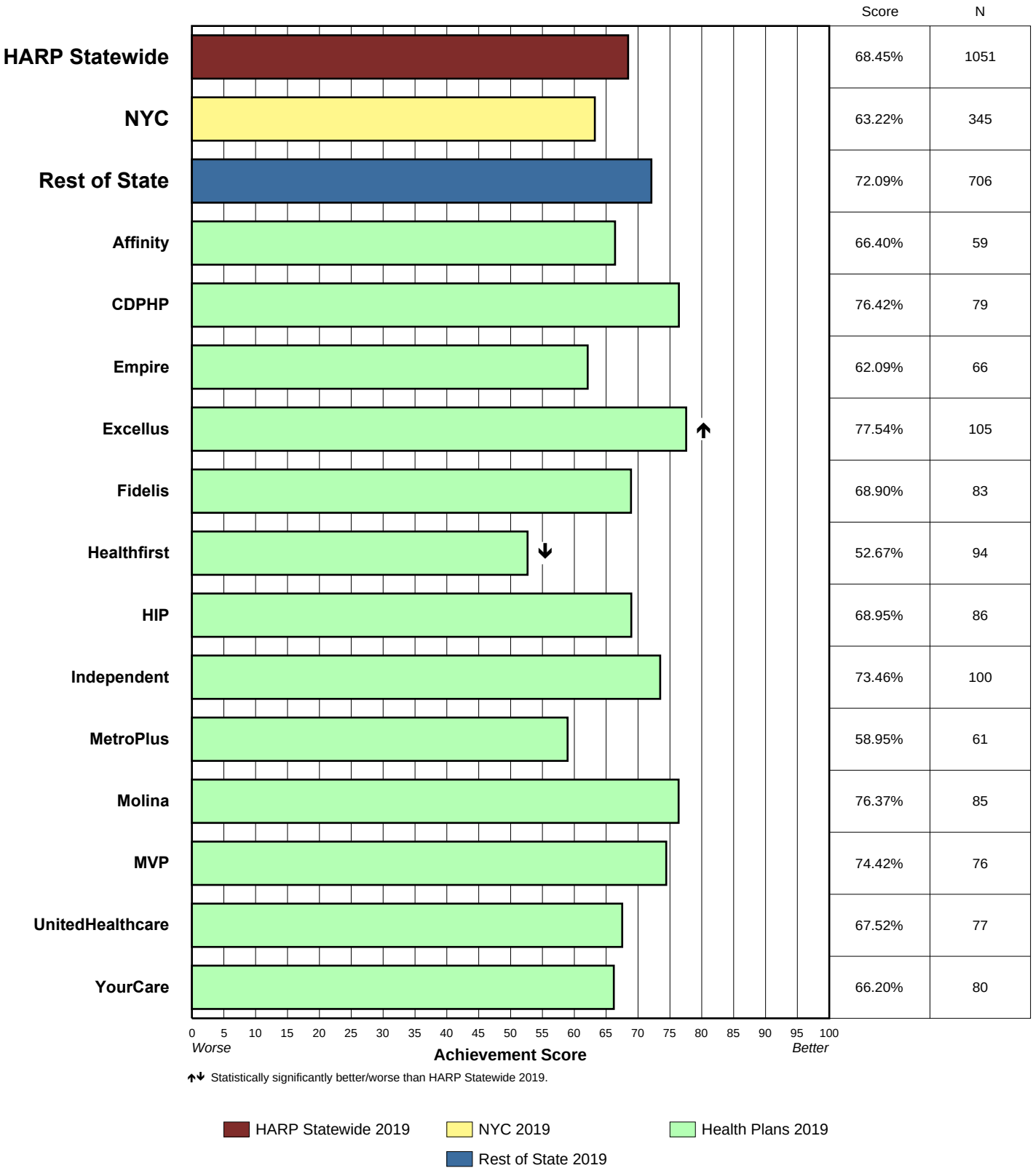
Shared Decision Making (Yes)

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



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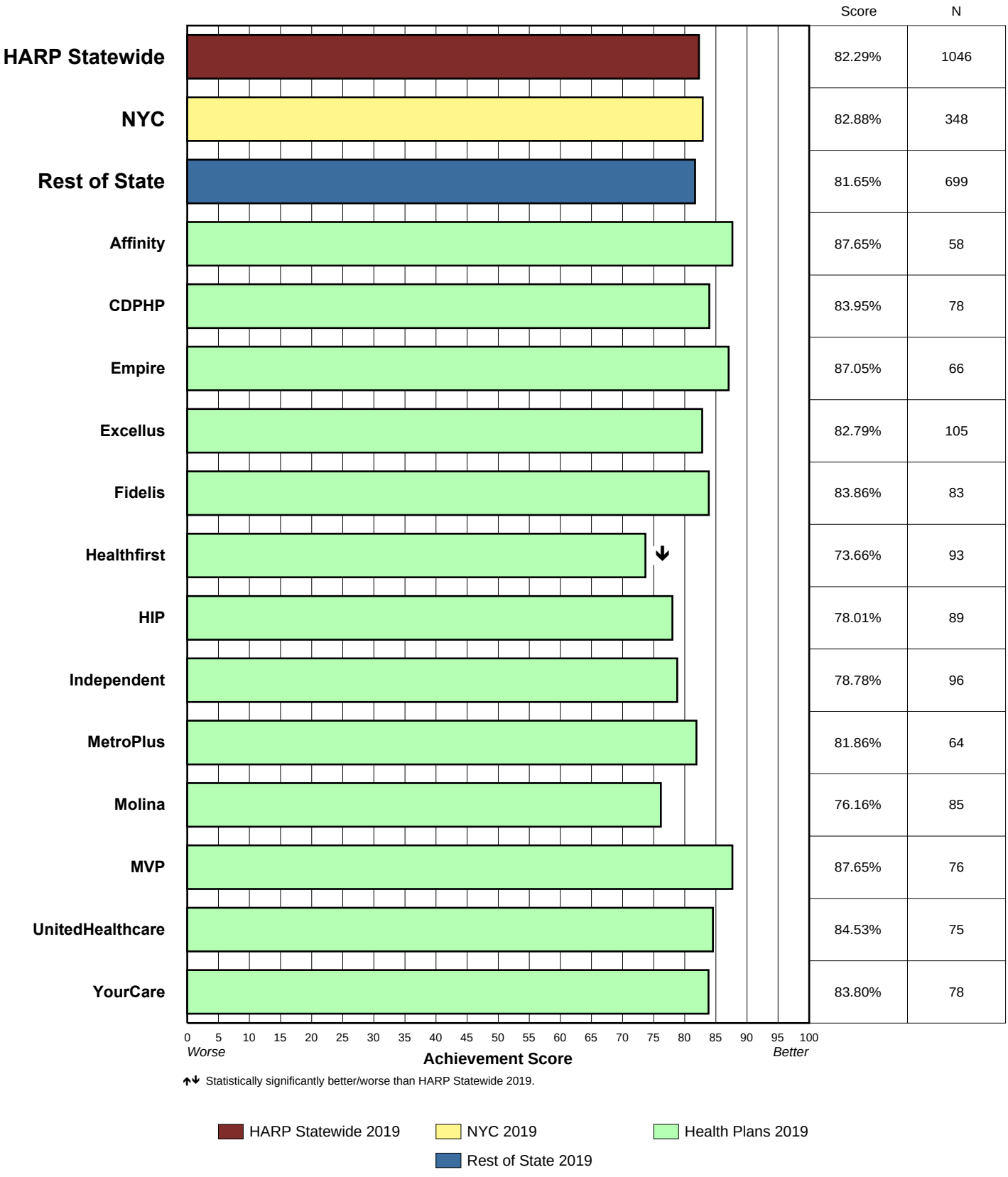
Shared Decision Making (Yes)

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



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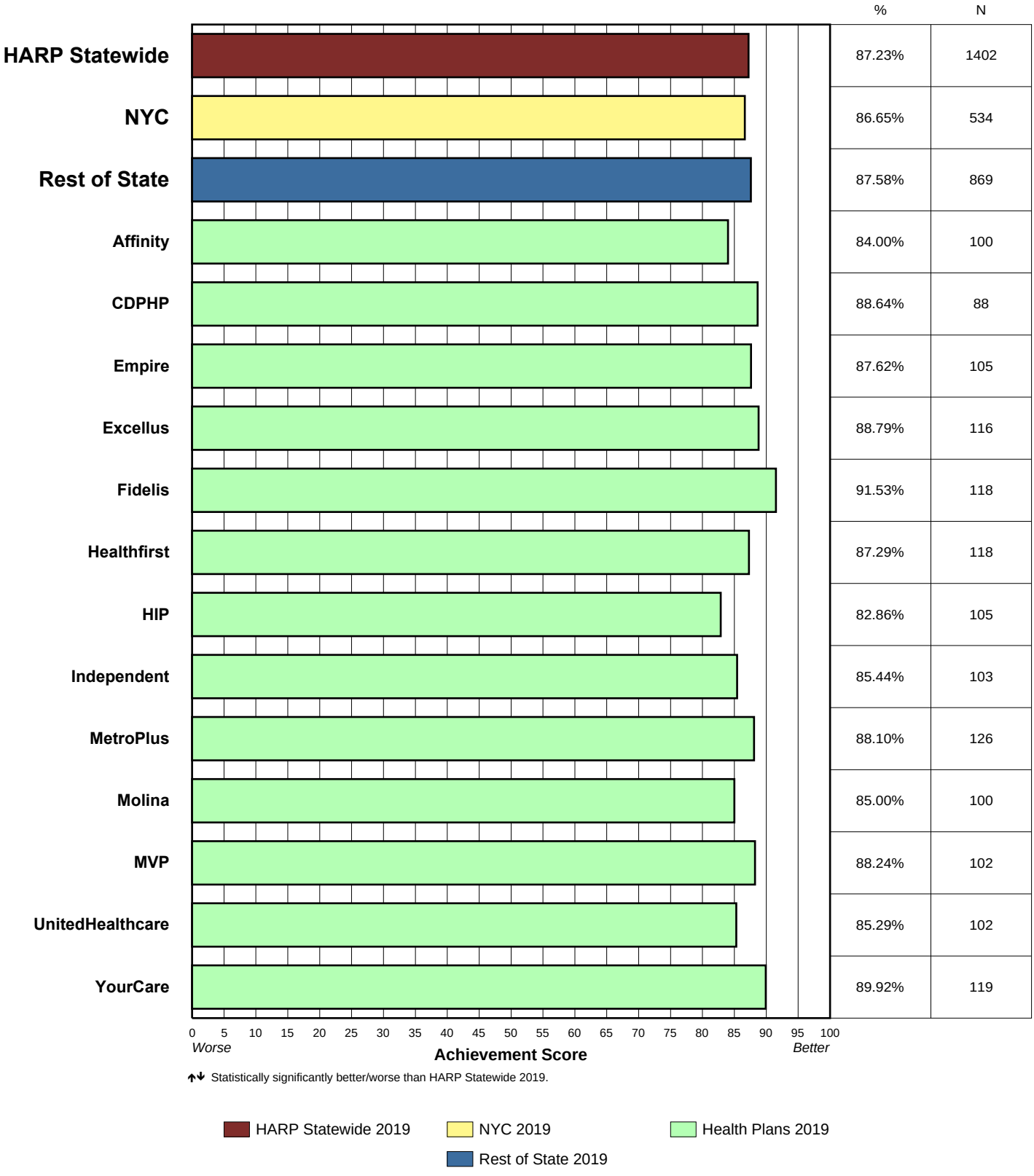
Medical Assistance with Smoking Cessation

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



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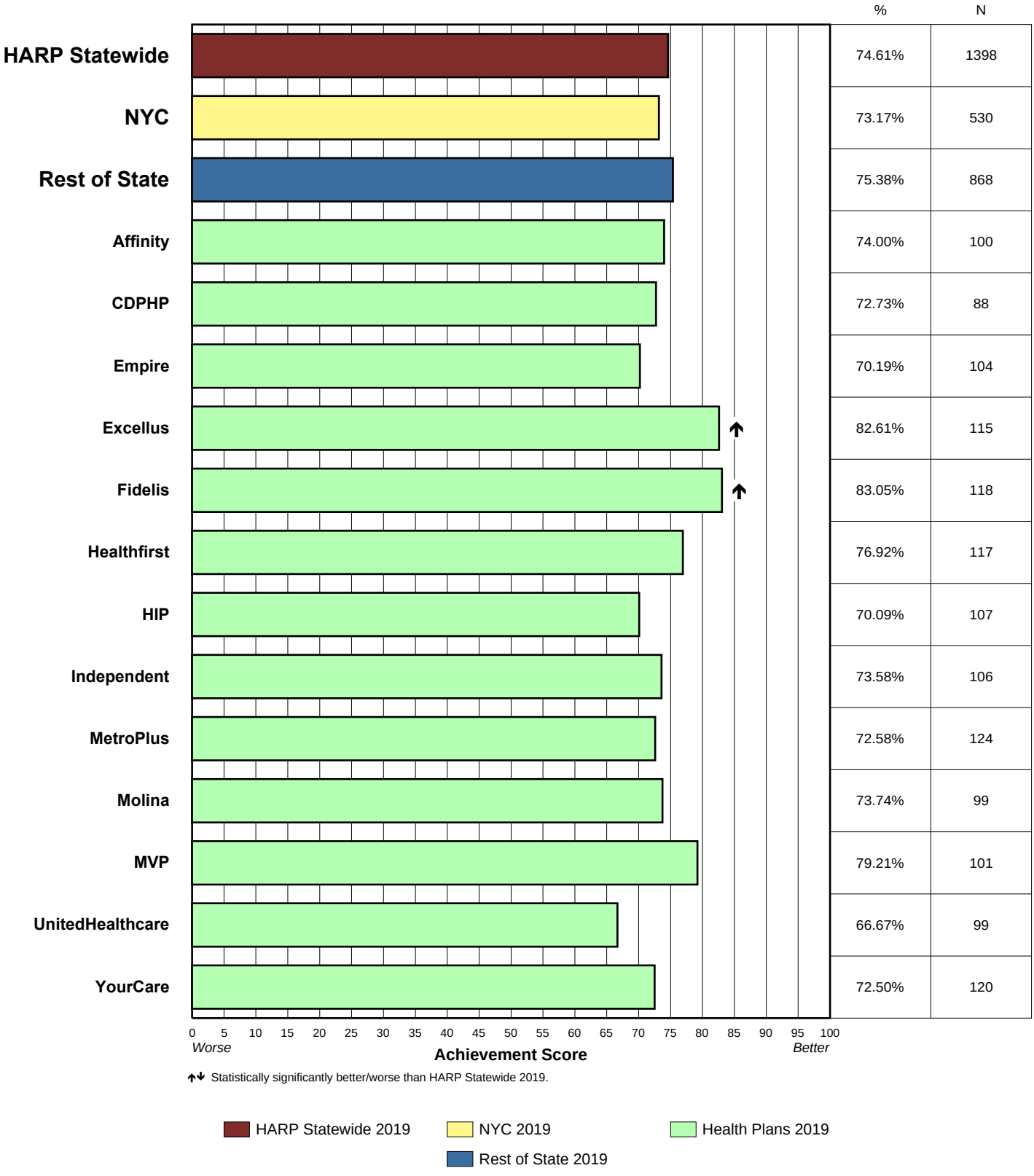
Medical Assistance with Smoking Cessation

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



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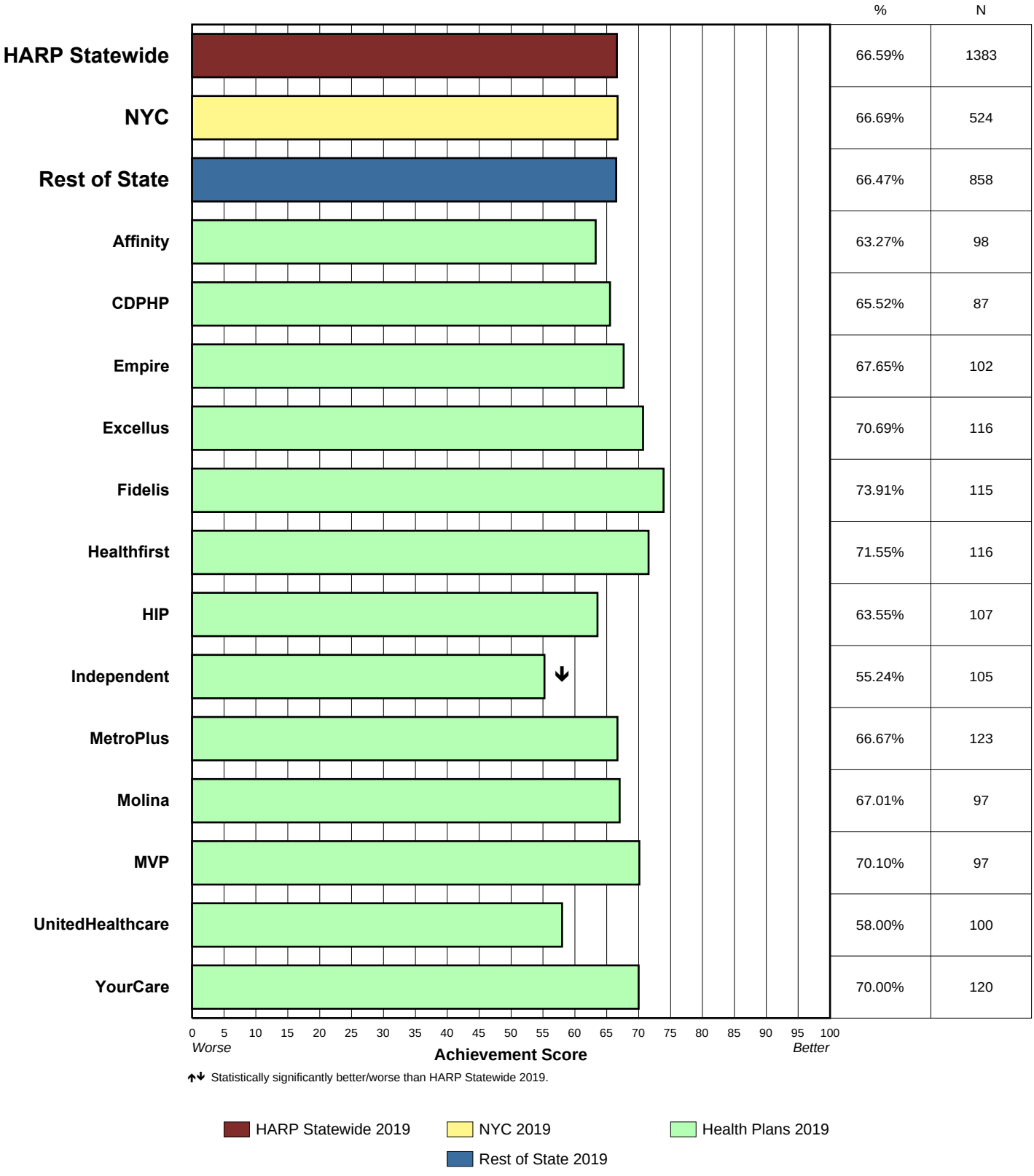
Medical Assistance with Smoking Cessation

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



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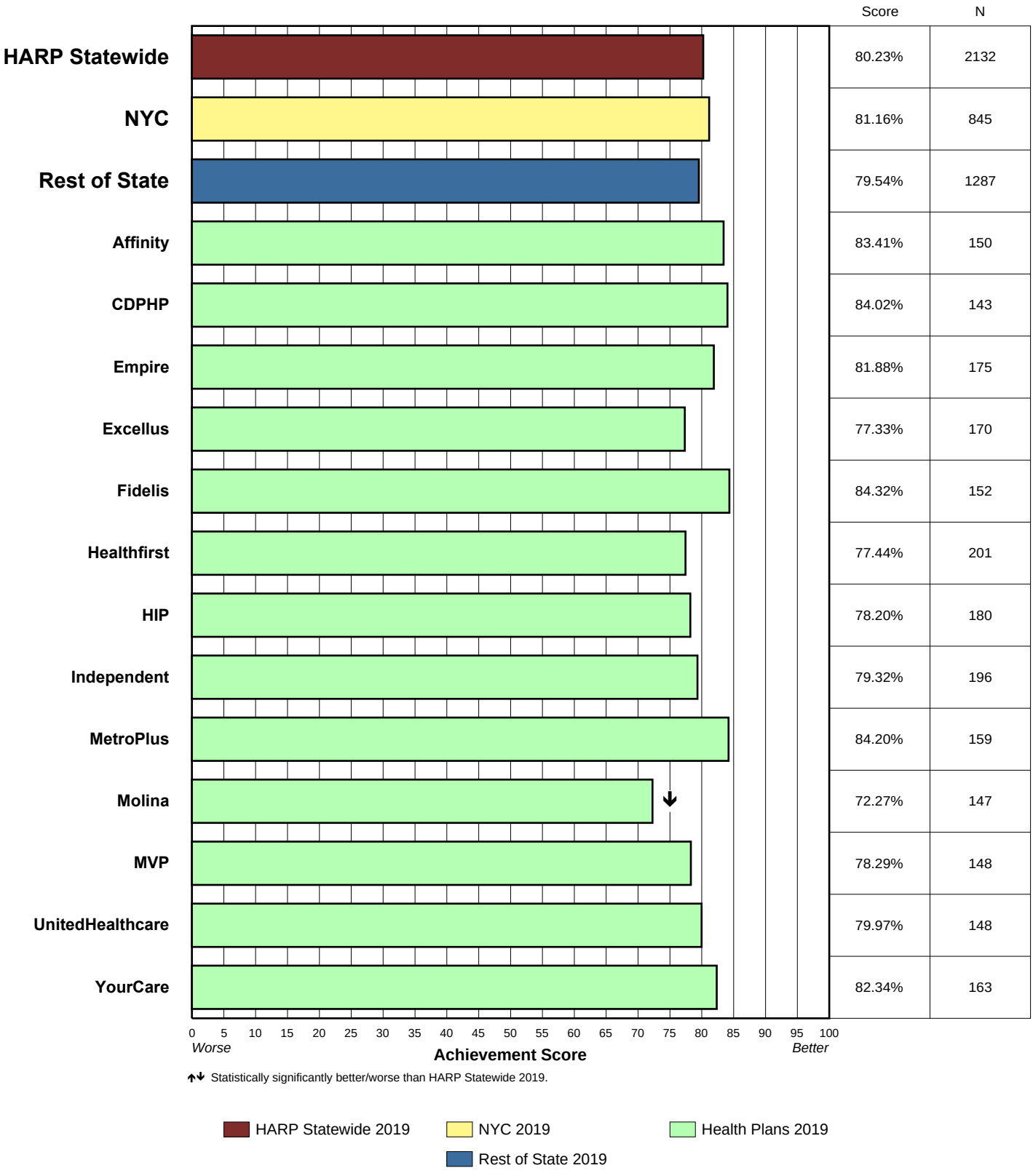
Single Items

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



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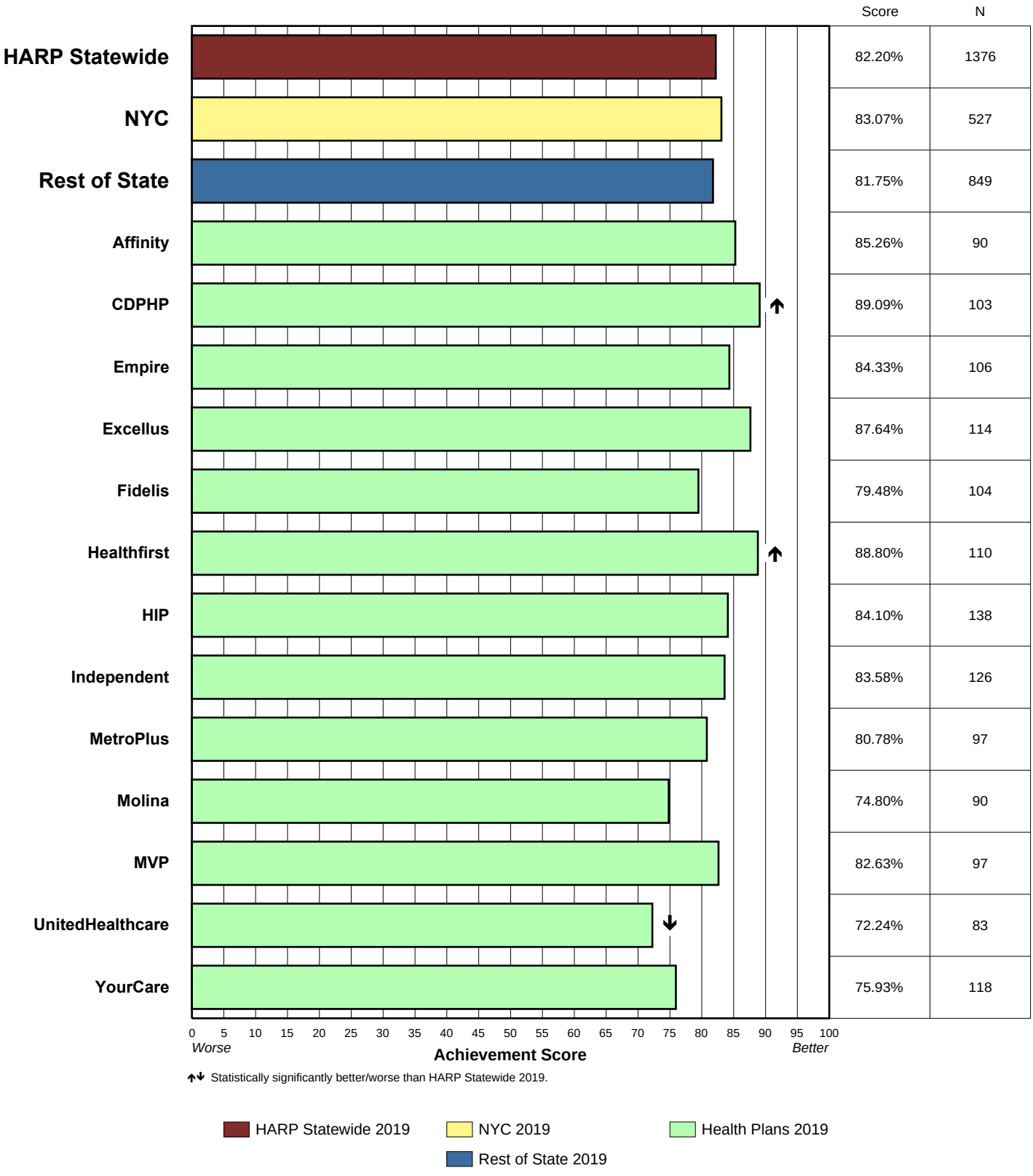
Single Items

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



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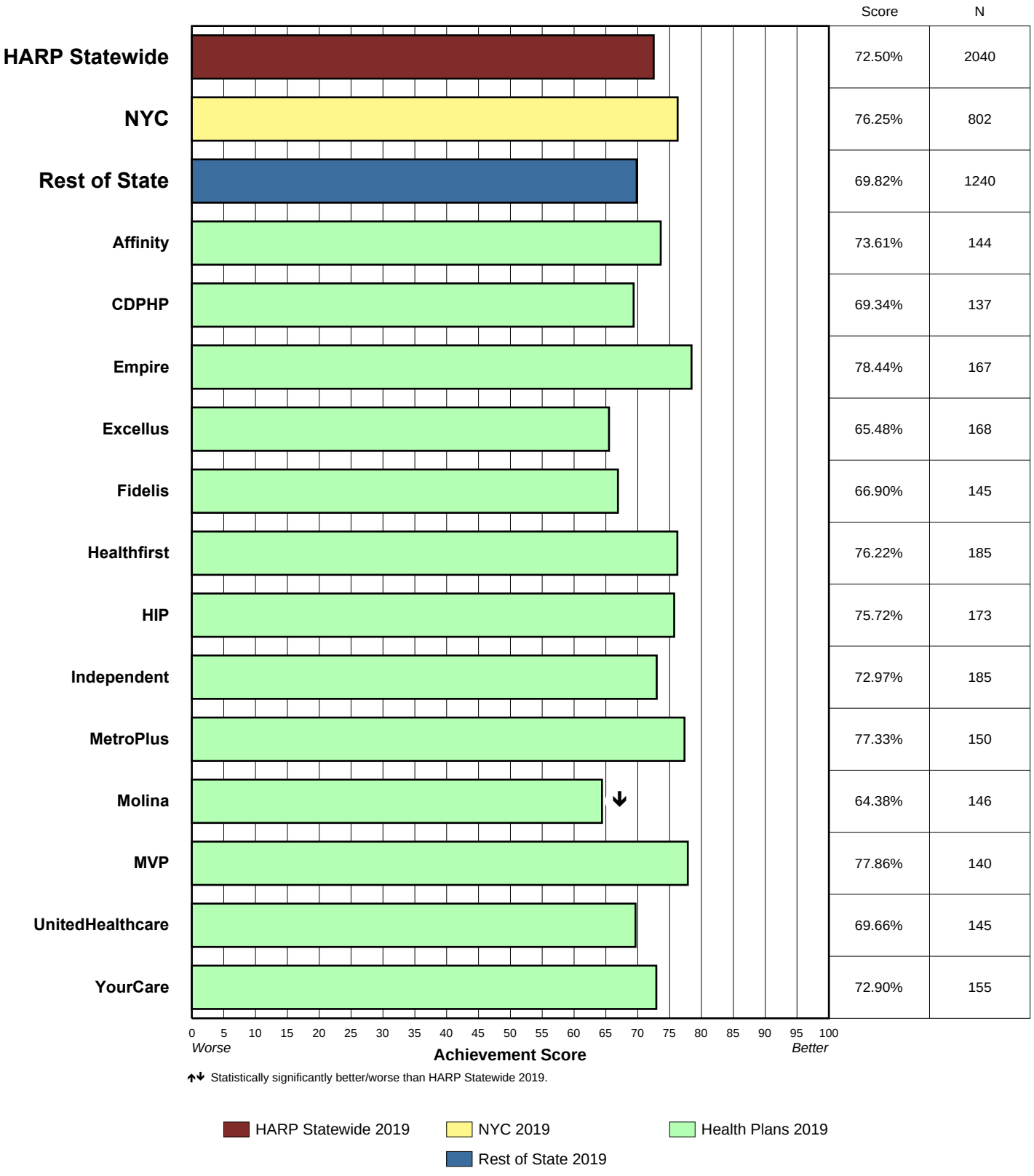
Single Items

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



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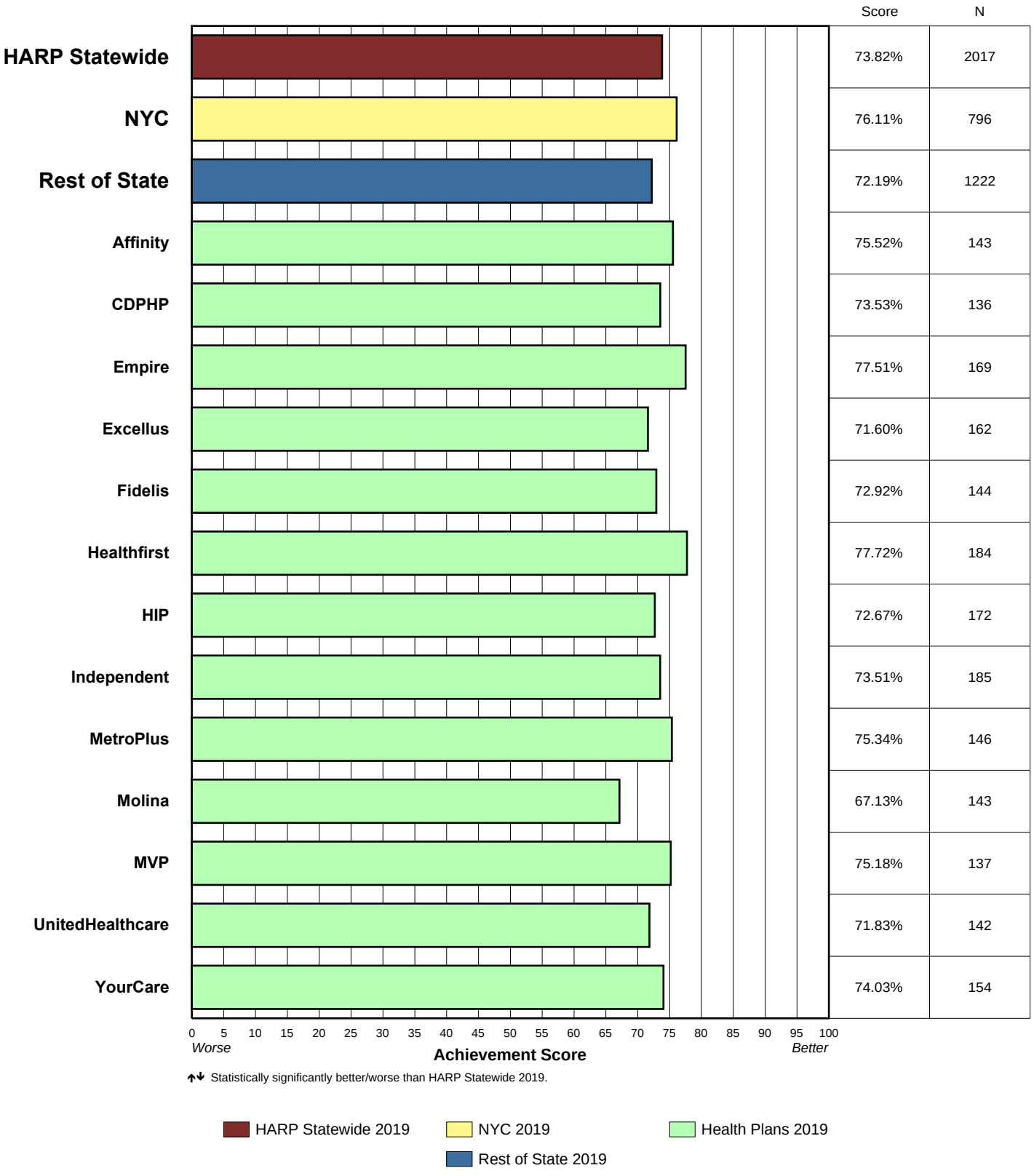
Single Items

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



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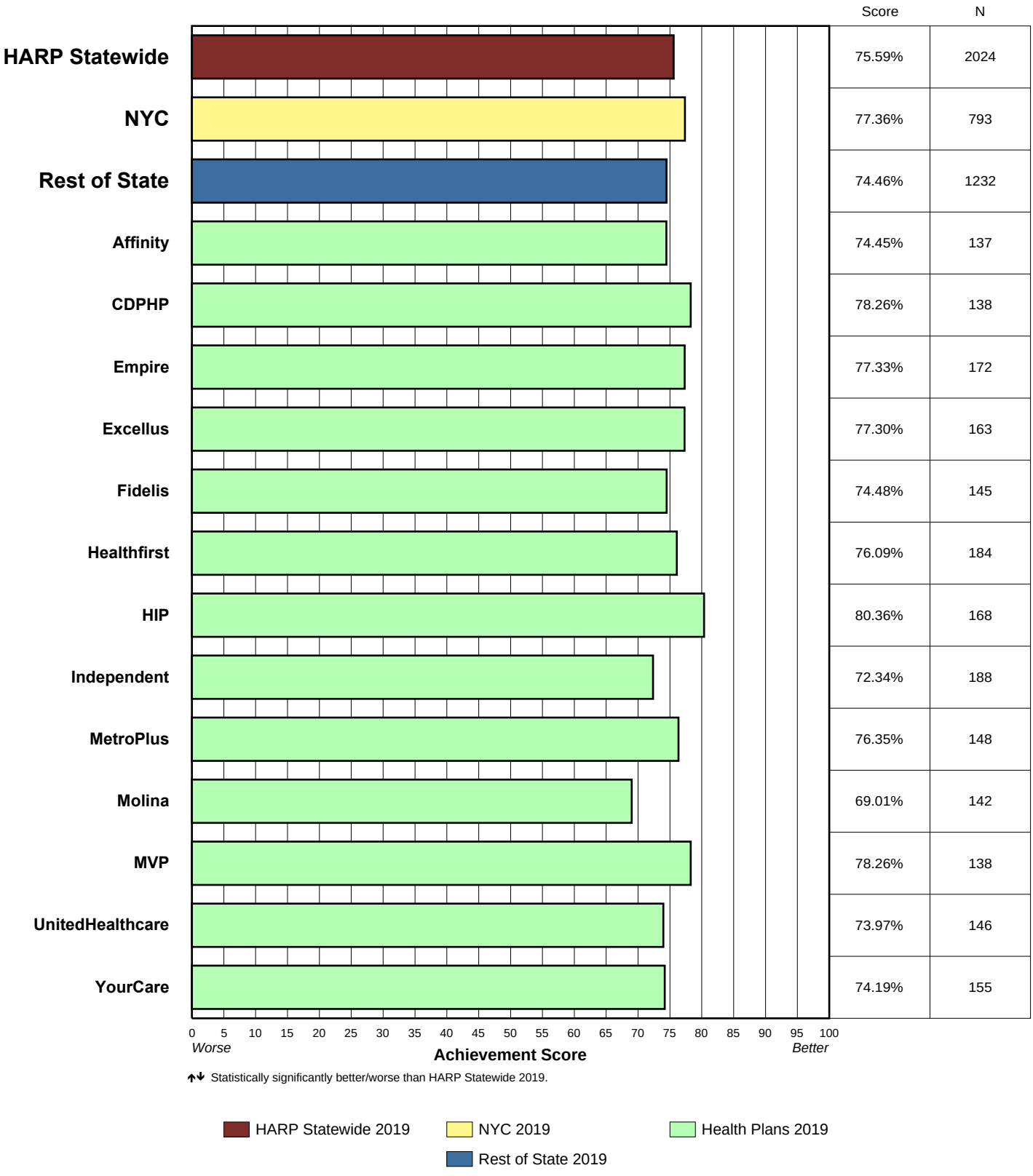
Single Items

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



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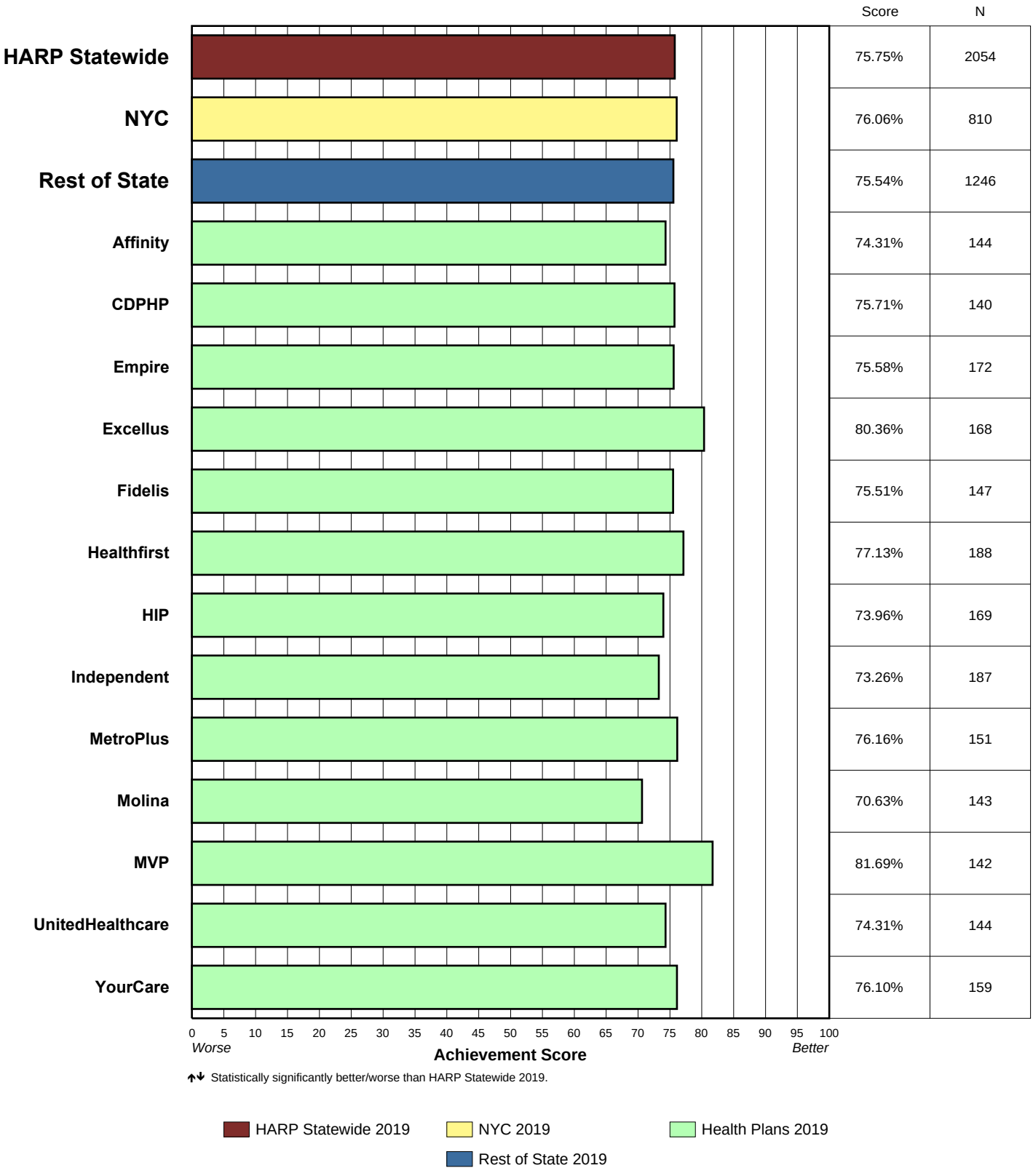
Single Items

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



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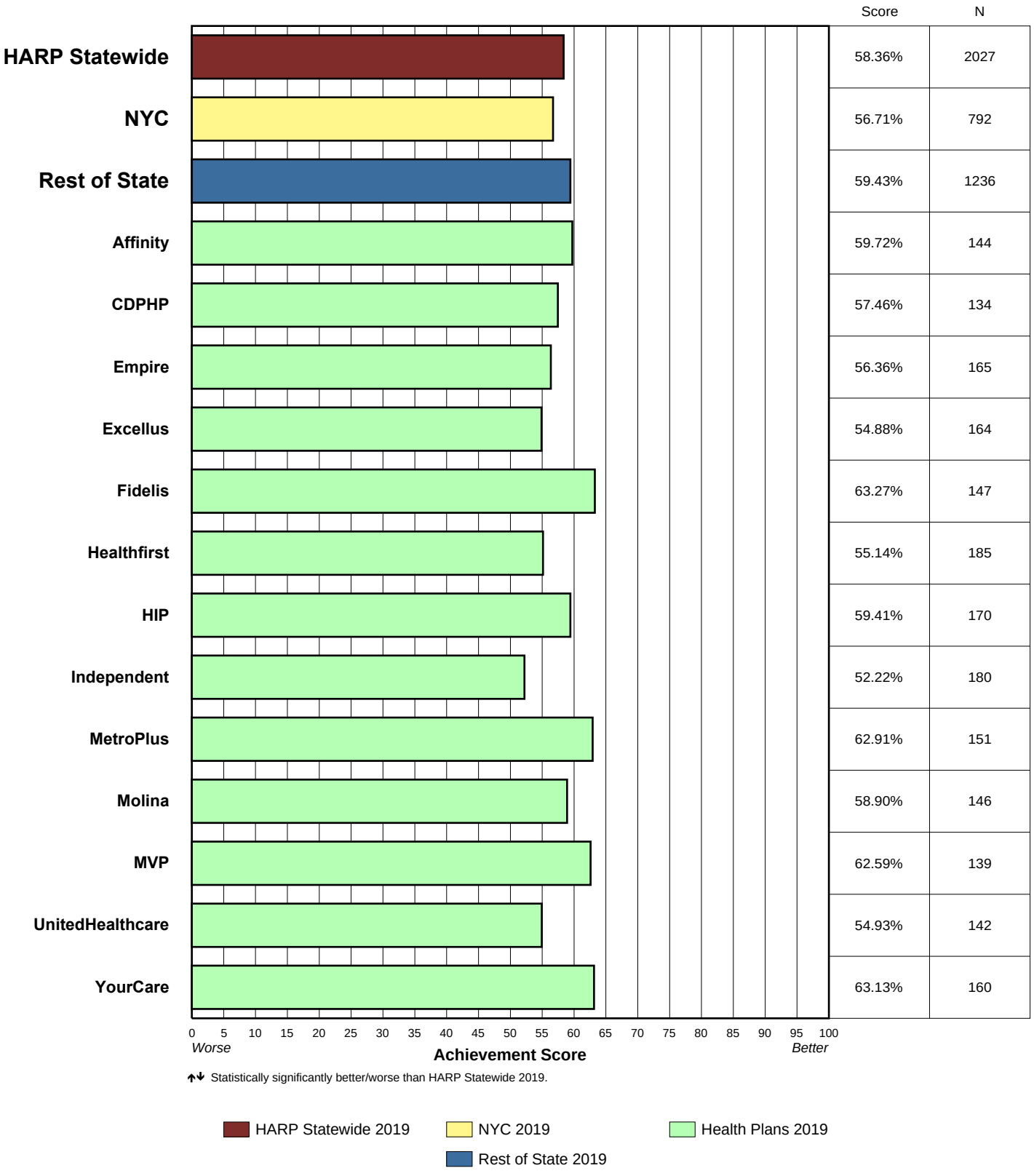
Single Items

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



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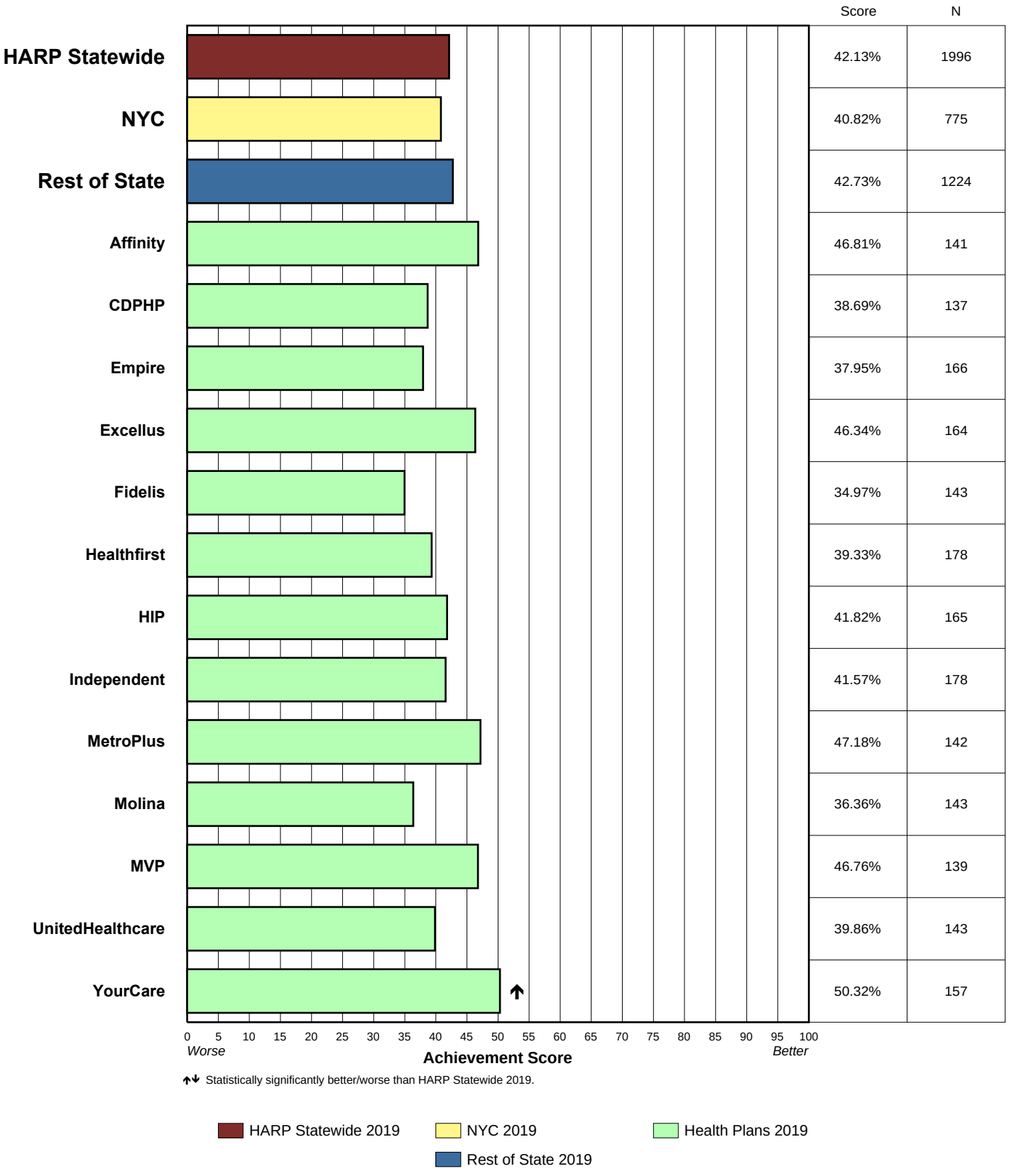
Single Items

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



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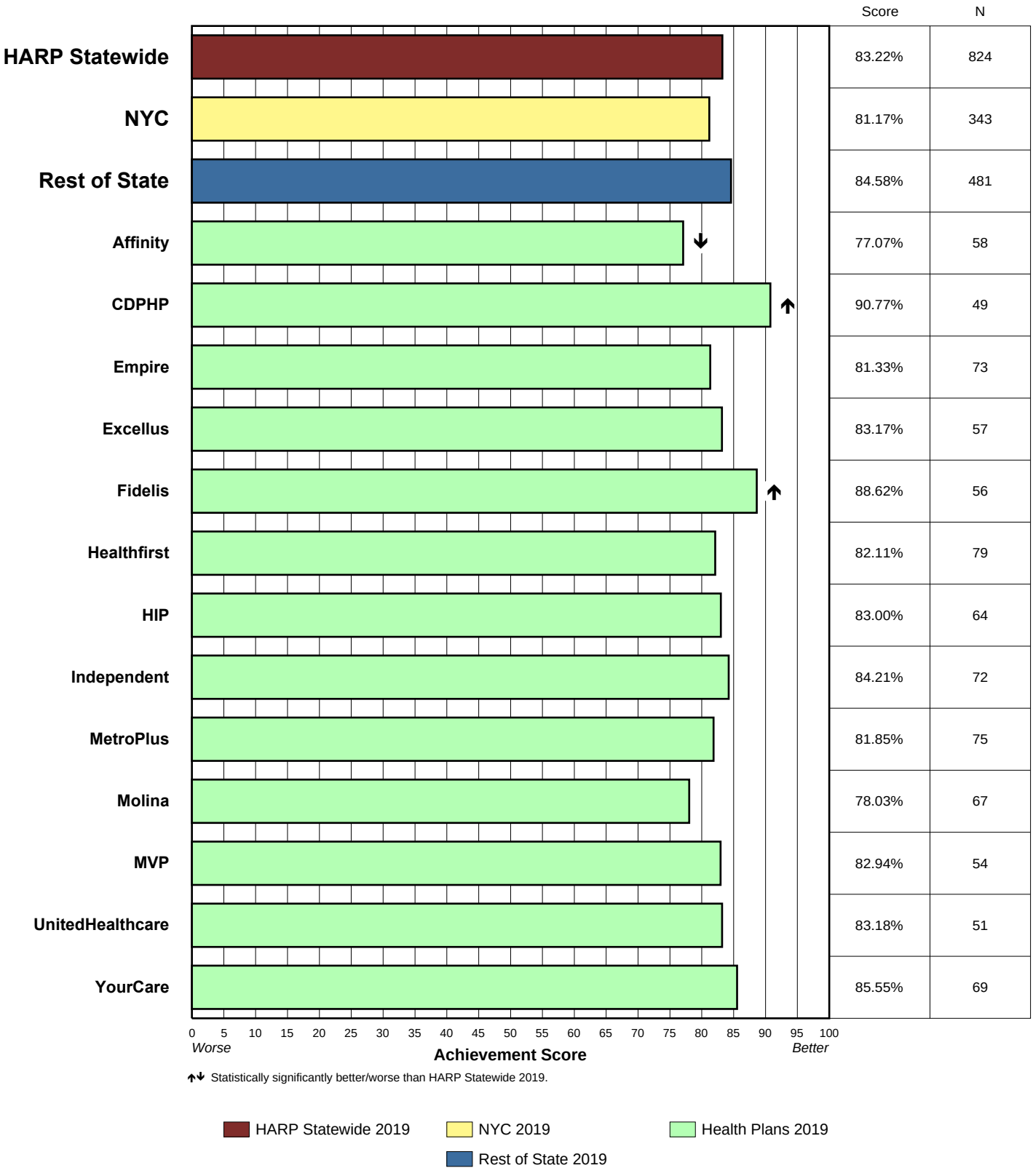
Single Items

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



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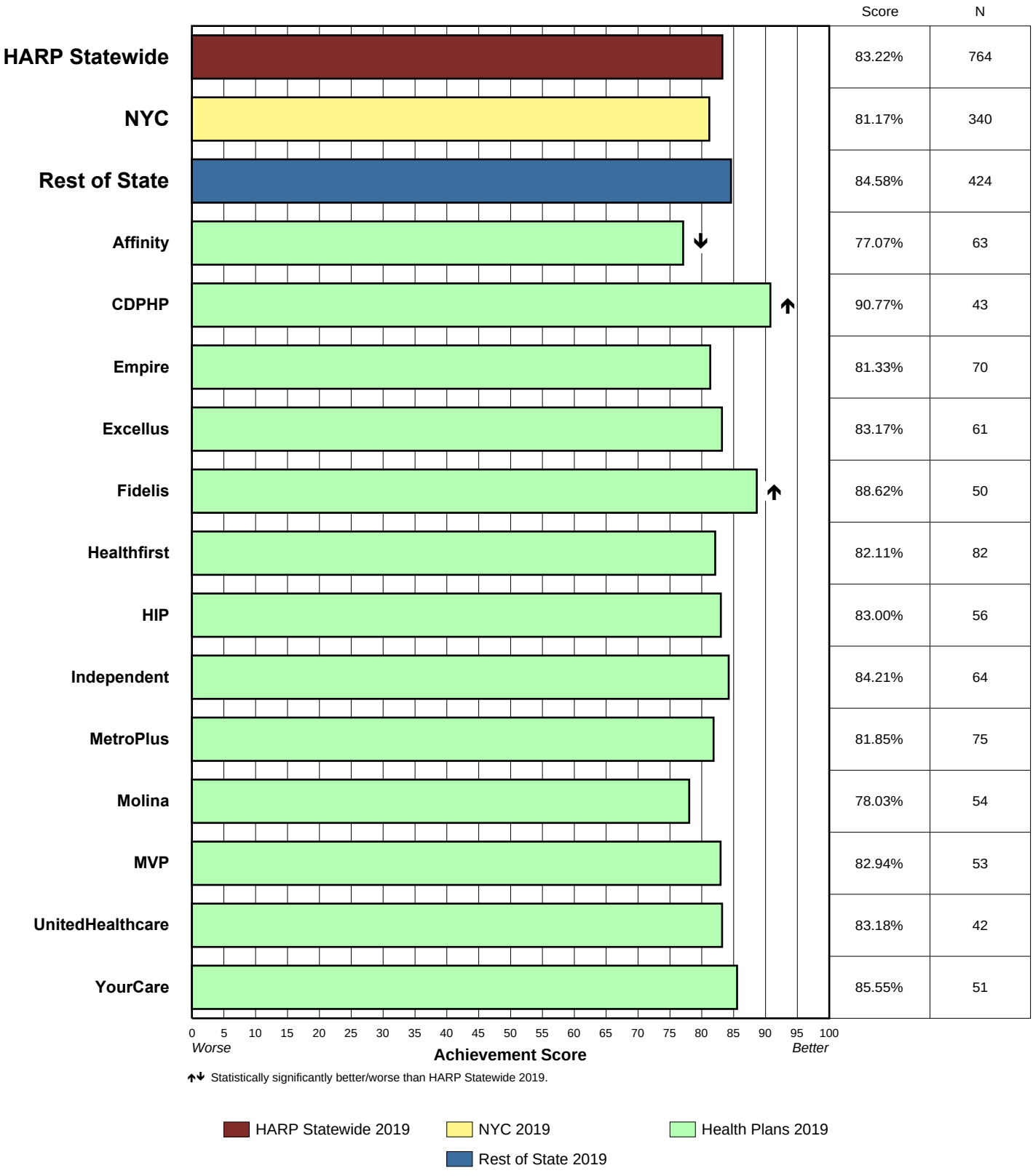
Single Items

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



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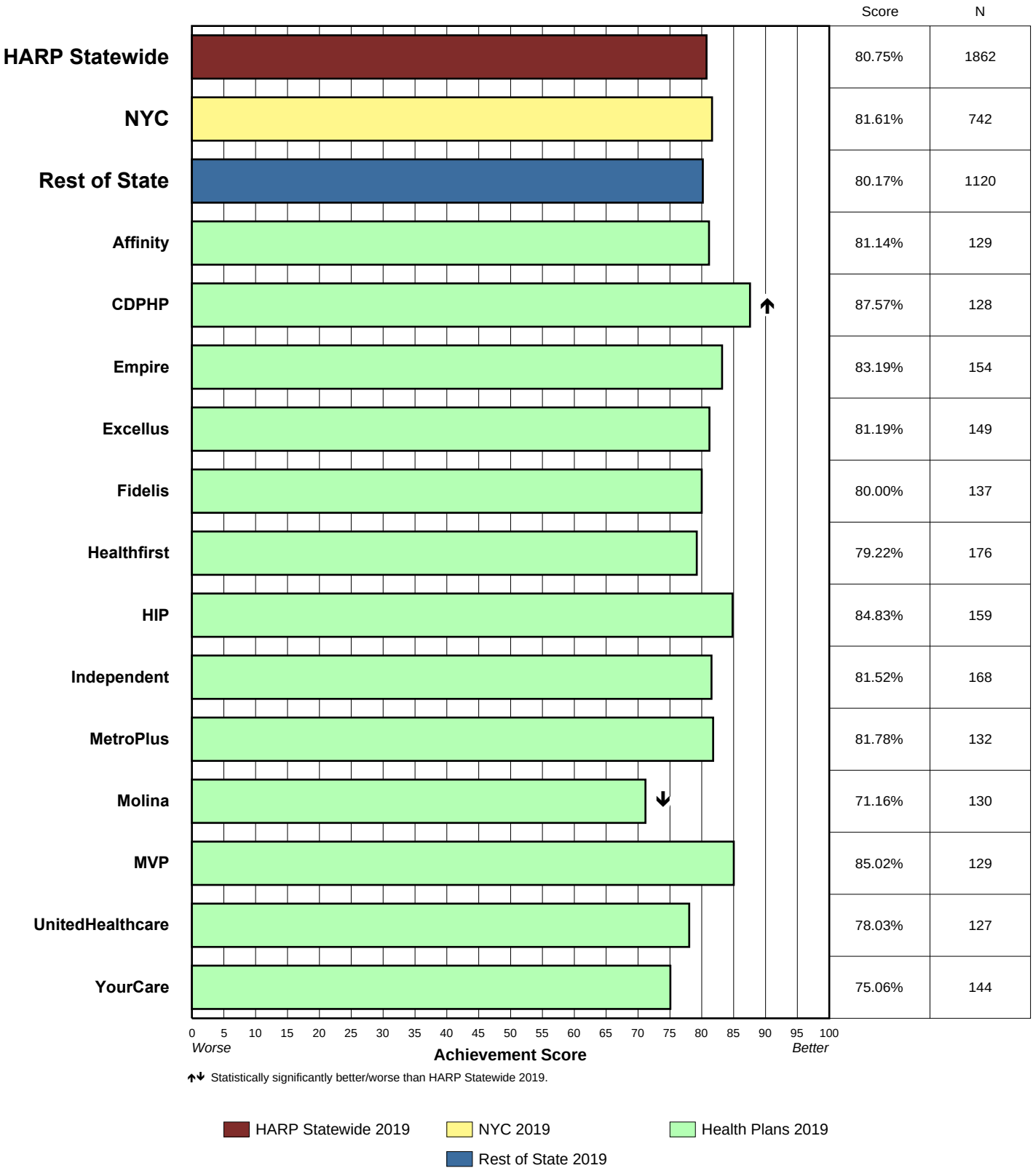
Single Items

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



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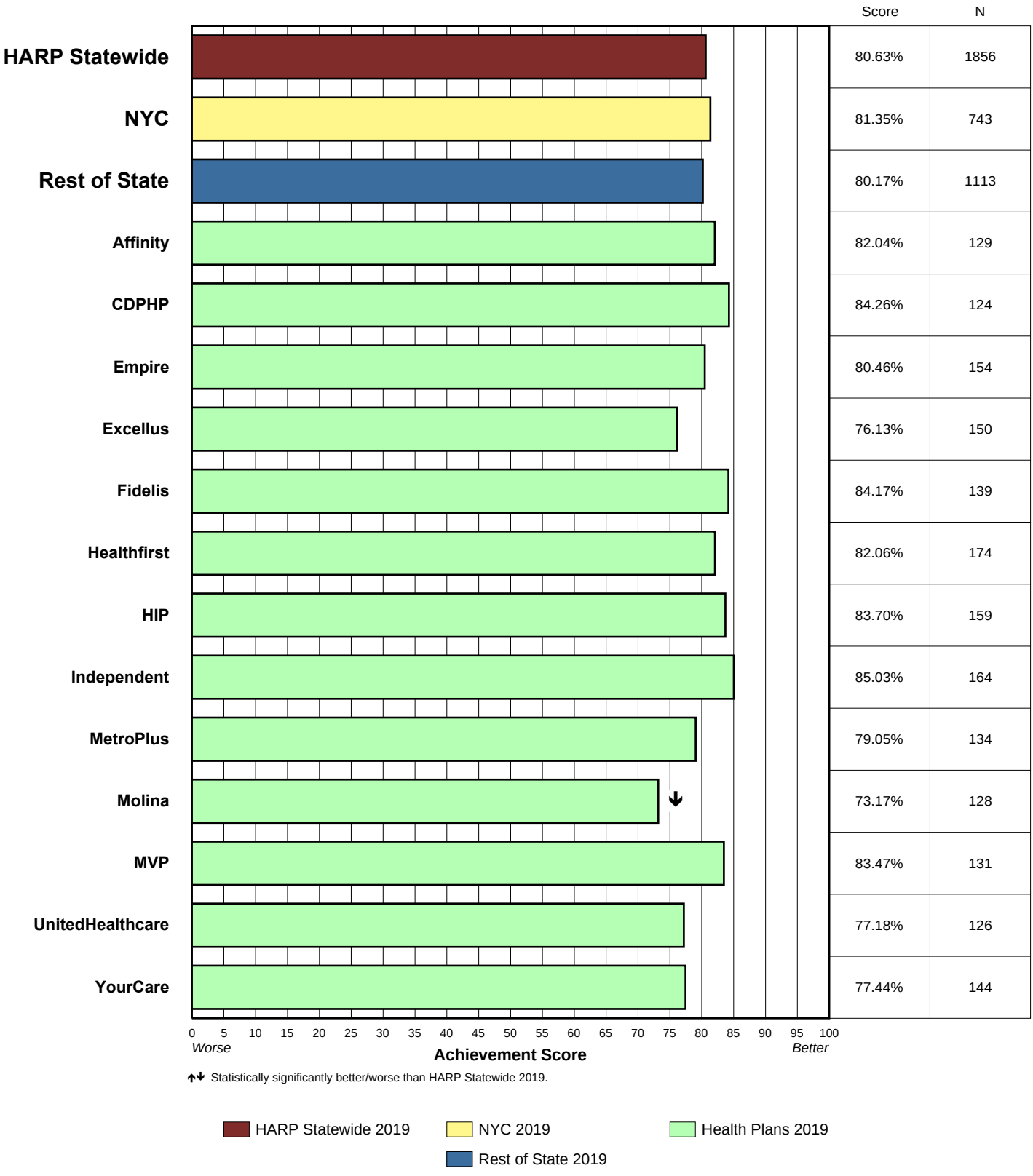
Single Items

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



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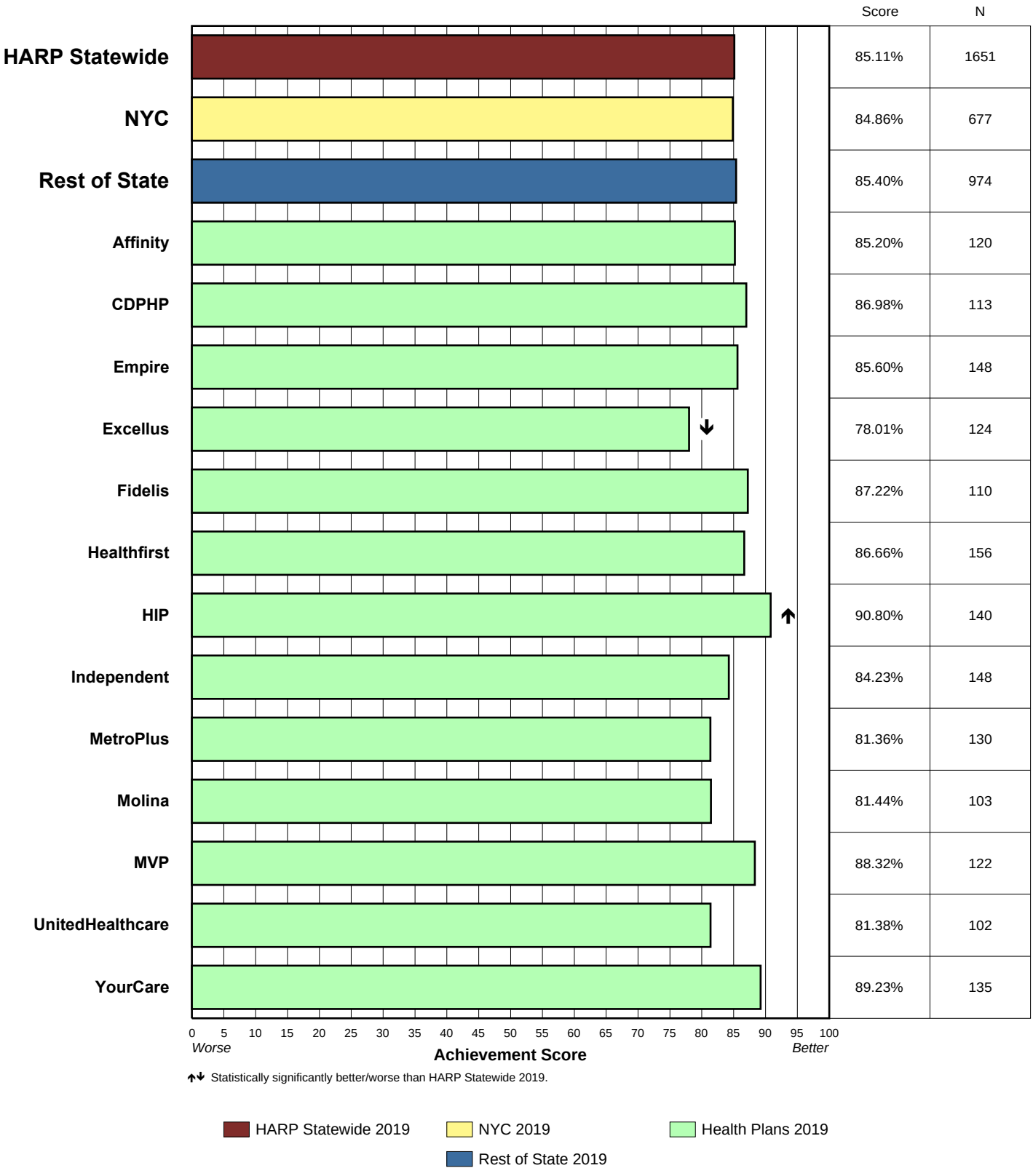
Single Items

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



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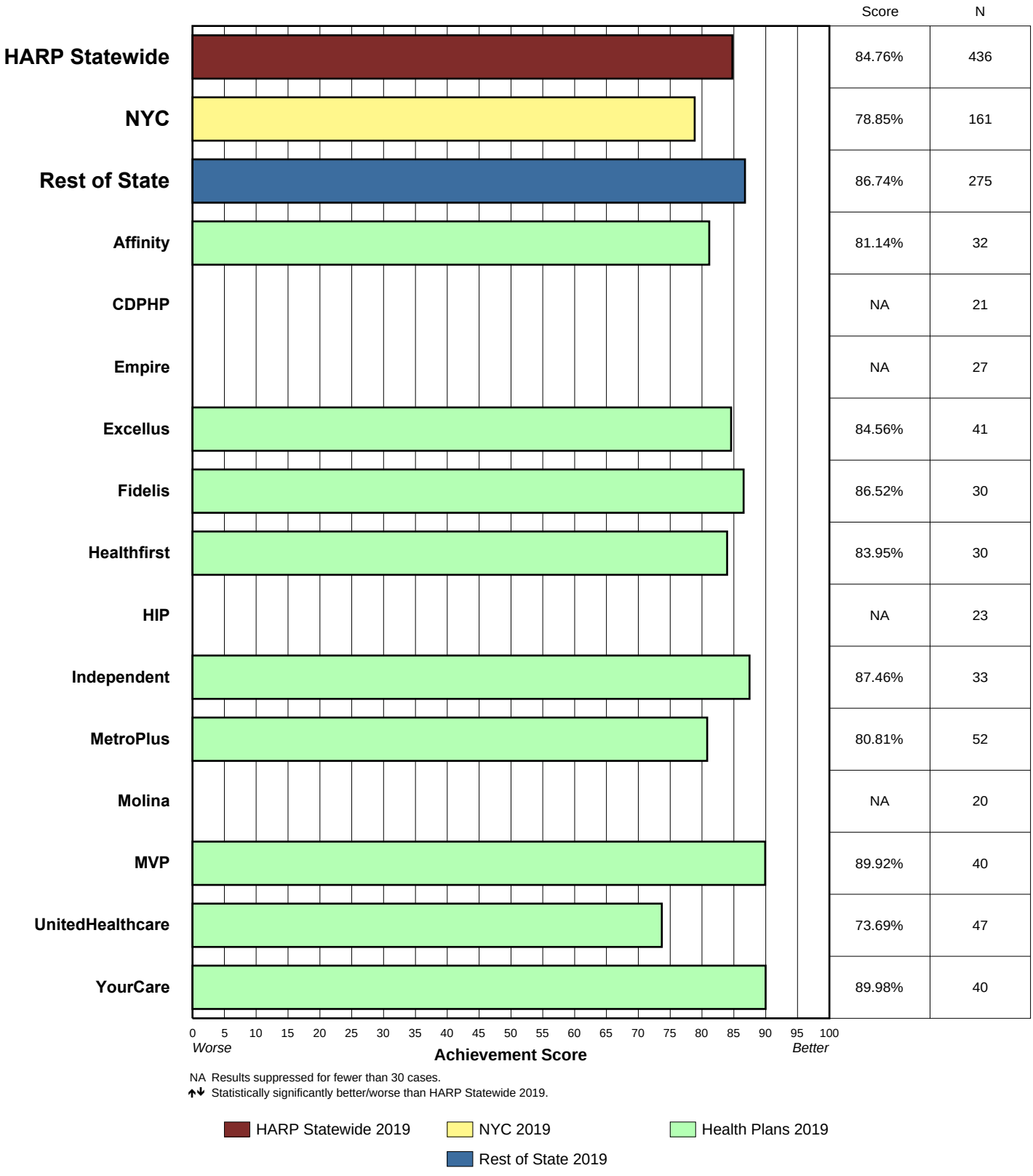
Single Items

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



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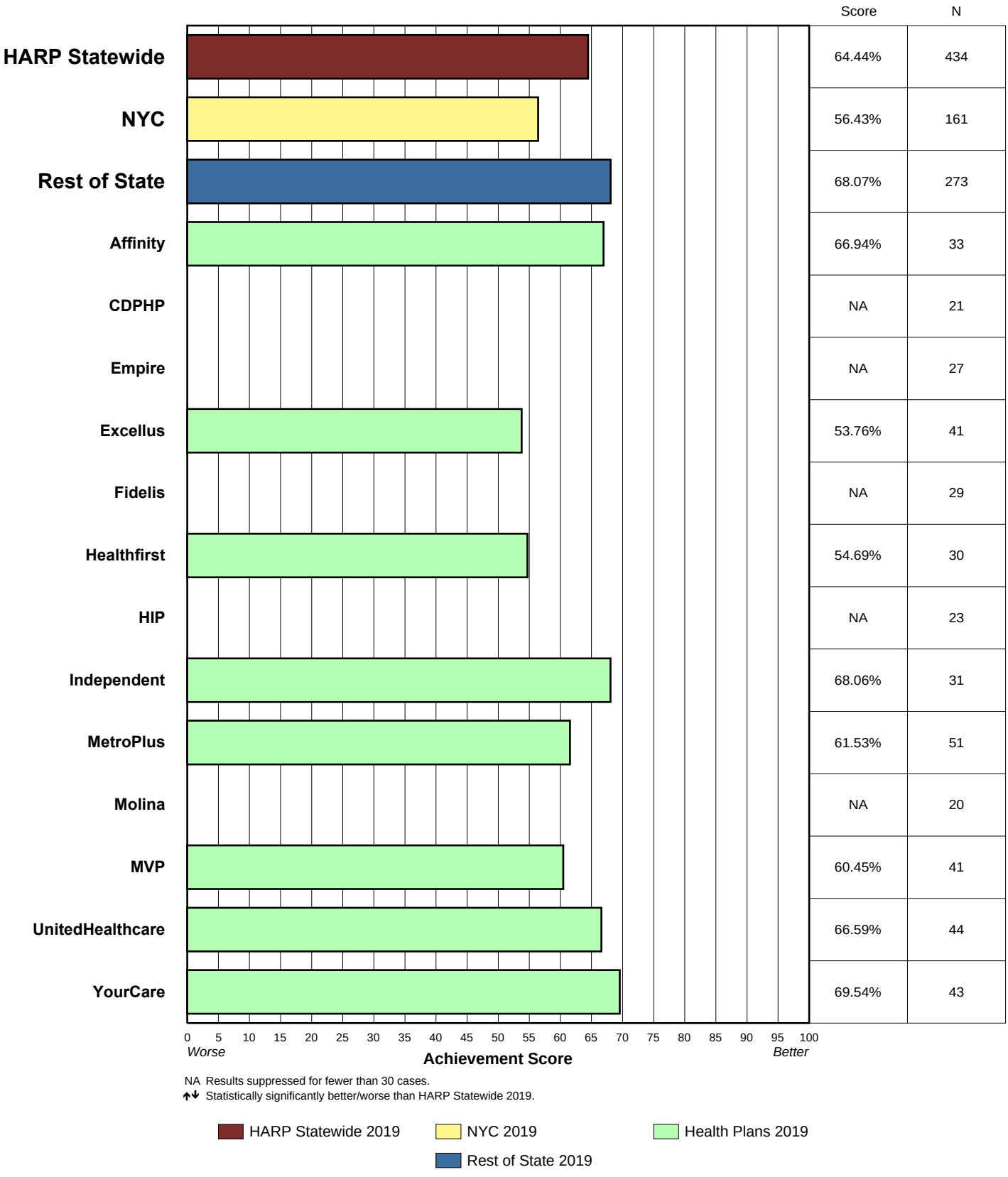
Single Items

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



NA Results suppressed for fewer than 30 cases.
↑↓ Statistically significantly better/worse than HARP Statewide 2019.

HARP Statewide 2019 NYC 2019 Health Plans 2019
Rest of State 2019

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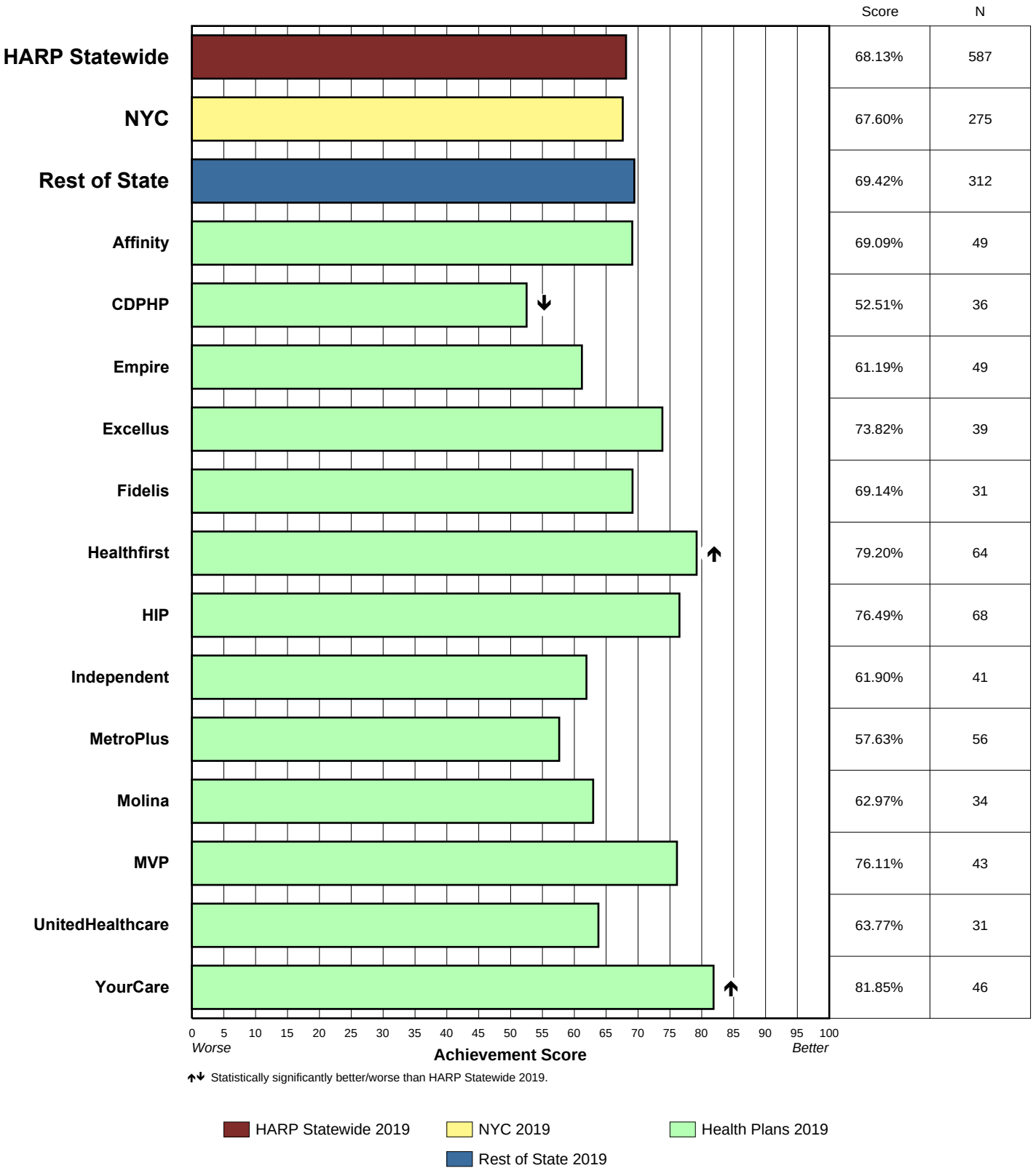
Single Items

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



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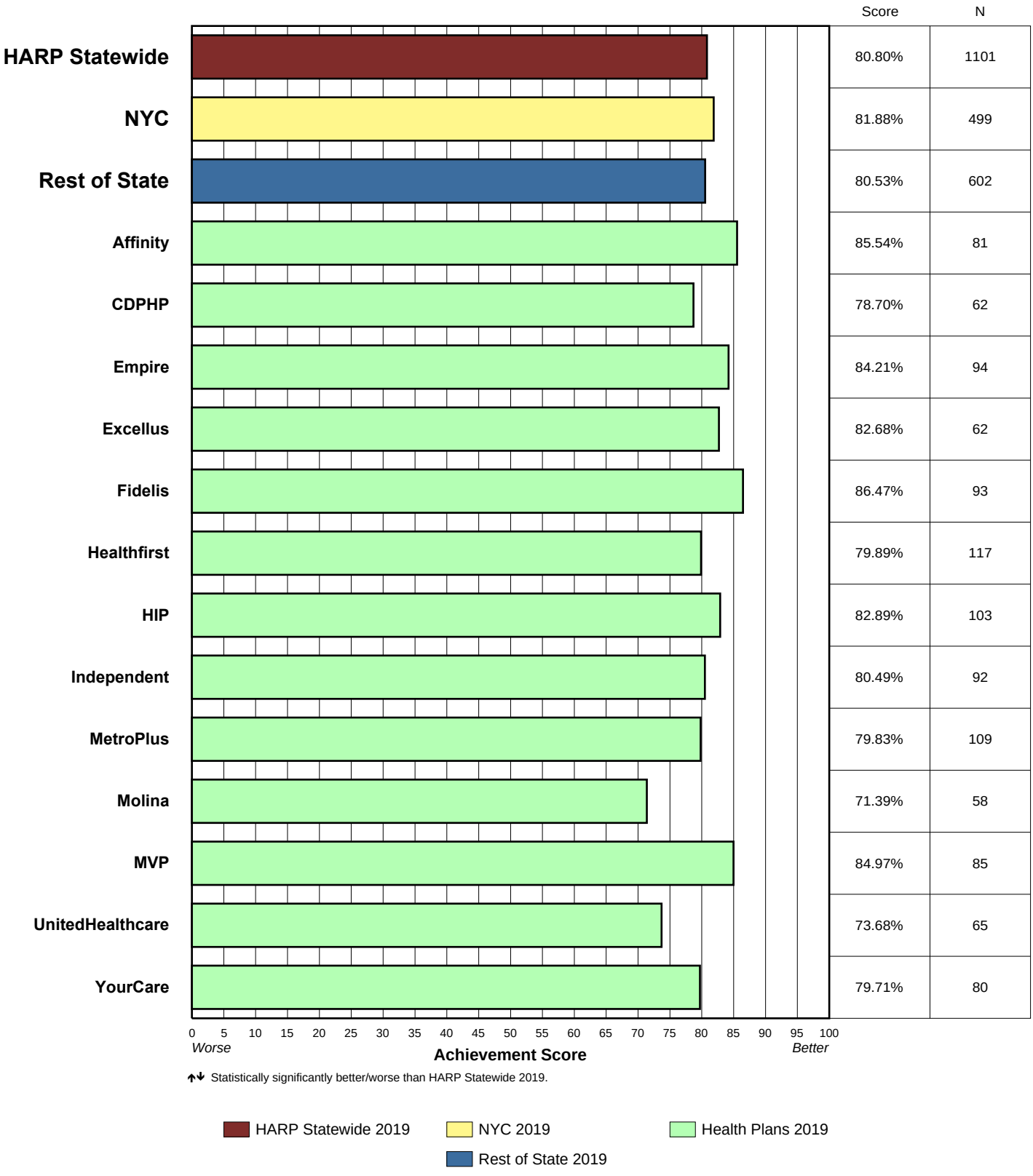
Single Items

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



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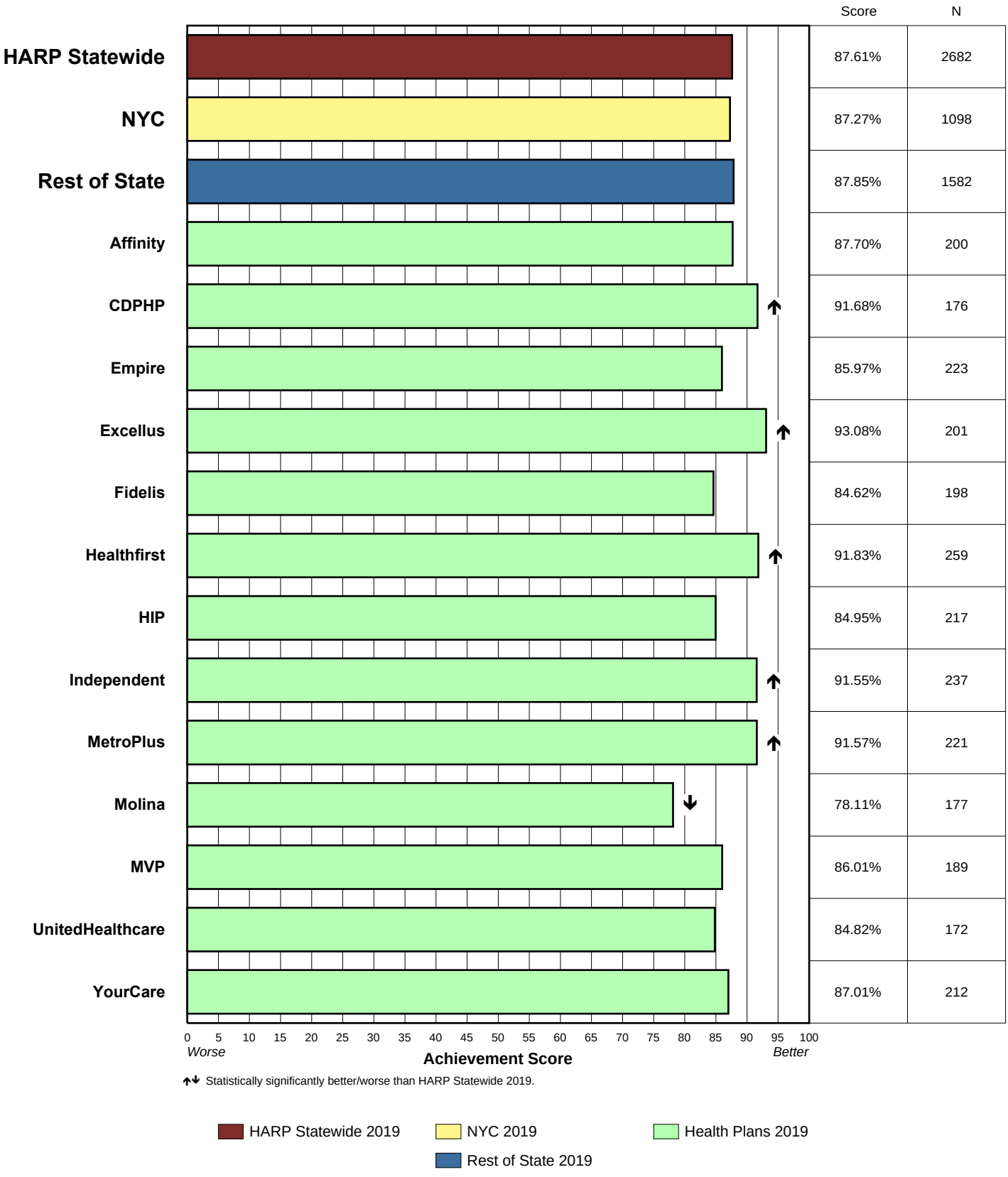
Single Items

Q49. Would recommend health plan to your family and friends



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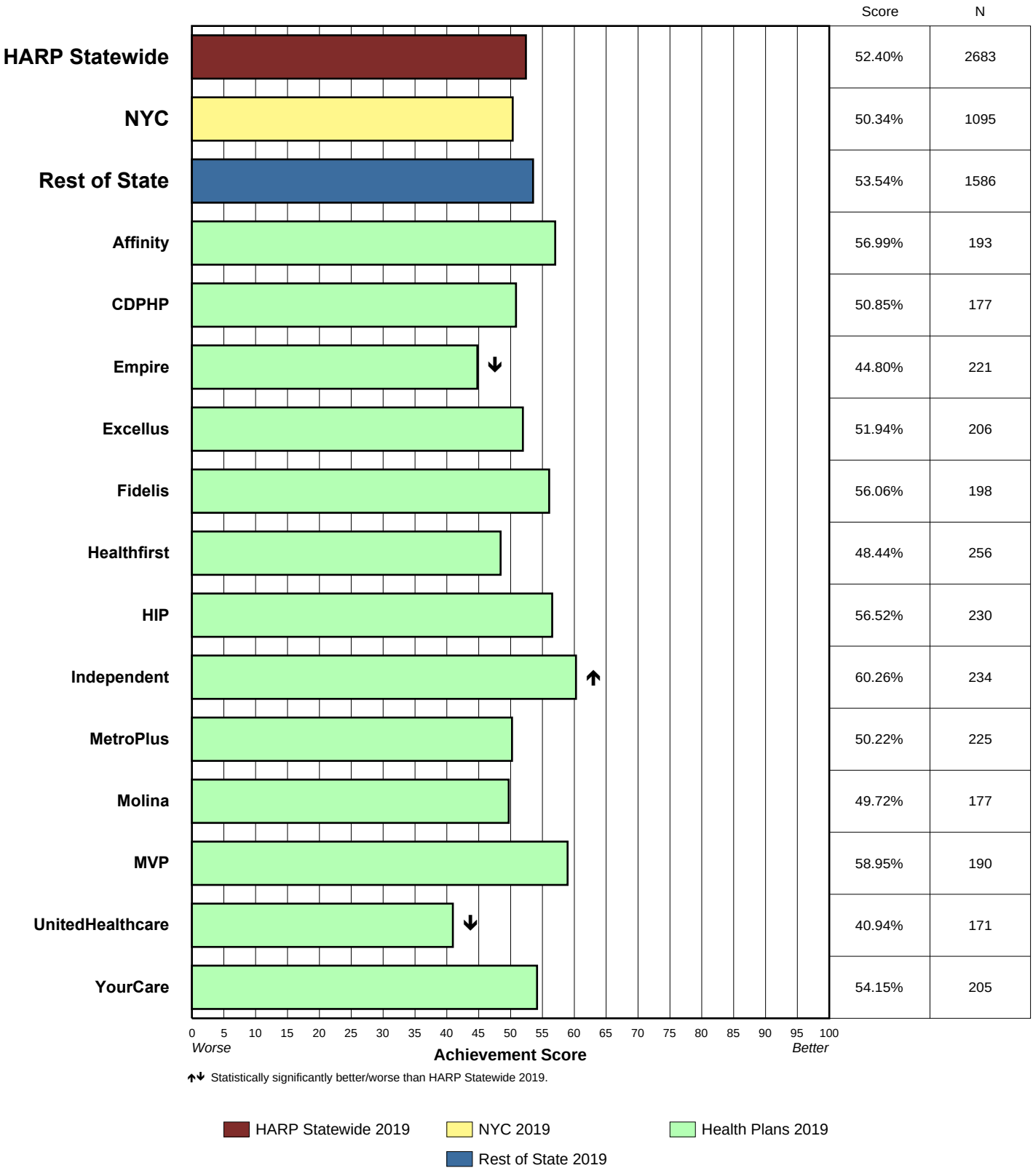
Single Items

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



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CDPHP

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.

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Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22	89%	0.67	Q34	92%	0.71	Q39	84%▲	0.48	Q45	85%	0.51	Q47	94%	0.38
	Getting Needed Care			Communication			Getting Needed Care			Customer Service			Customer Service		
2	Q31	91%	0.47	Q33	92%	0.66	Q22	89%	0.42	Q22	89%	0.41	Q6	91%▲	0.33
	Communication			Communication			Getting Needed Care			Getting Needed Care			Getting Care Quickly		
3	Q32	92%	0.43	Q32	92%	0.64	Q31	91%	0.35	Q47	94%	0.37	Q39	84%▲	0.29
	Communication			Communication			Communication			Customer Service			Getting Needed Care		
4	Q39	84%▲	0.41	Q31	91%	0.55	Q4	89%▲	0.33	Q39	84%▲	0.32	Q31	91%	0.26
	Getting Needed Care			Communication			Getting Care Quickly			Getting Needed Care			Communication		
5	Q34	92%	0.40	Q6	91%▲	0.46	Q34	92%	0.30	Q33	92%	0.31	Q45	85%	0.22
	Communication			Getting Care Quickly			Communication			Communication			Customer Service		
6	Q6	91%▲	0.40	Q22	89%	0.38	Q6	91%▲	0.28	Q31	91%	0.28	Q22	89%	0.20
	Getting Care Quickly			Getting Needed Care			Getting Care Quickly			Communication			Getting Needed Care		
7	Q33	92%	0.38	Q39	84%▲	0.26	Q32	92%	0.20	Q34	92%	0.27	Q32	92%	0.12
	Communication			Getting Needed Care			Communication			Communication			Communication		
8	Q47	94%	0.36	Q47	94%	0.23	Q33	92%	0.16	Q32	92%	0.27	Q33	92%	0.08
	Customer Service			Customer Service			Communication			Communication			Communication		
9	Q4	89%▲	0.30	Q4	89%▲	0.23	Q45	85%	0.12	Q6	91%▲	0.22	Q17	84%	0.07
	Getting Care Quickly			Getting Care Quickly			Customer Service			Getting Care Quickly			Shared Decision Making		
10	Q45	85%	0.22	Q45	85%	0.18	Q15	86%▼	0.11	Q17	84%	0.20	Q34	92%	0.05
	Customer Service			Customer Service			Shared Decision Making			Shared Decision Making			Communication		

▲▼ **Statistically significantly higher/lower than HARP Statewide 2019.**

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.67	89%	53%	35%	11%	0%
2	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.47	91%	70%	21%	9%	0%
3	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.43	92%	72%	19%	8%	0%
4	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.41	84% ▲	45%	38%	12%	5%
5	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.40	92%	63%	28%	7%	1%
6	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.40	91% ▲	59%	31%	8%	1%
7	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	92%	77%	15%	7%	1%
8	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.36	94%	79%	15%	6%	0%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	89% ▲	56%	33%	11%	0%
10	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.22	85%	61%	25%	13%	2%

▲▼ **Statistically significantly higher/lower than HARP Statewide 2019.**

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Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.71	92%	63%	28%	7%	1%
2	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.66	92%	77%	15%	7%	1%
3	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.64	92%	72%	19%	8%	0%
4	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.55	91%	70%	21%	9%	0%
5	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?	0.46	91% ▲	59%	31%	8%	1%
6	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.38	89%	53%	35%	11%	0%
7	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.26	84% ▲	45%	38%	12%	5%
8	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	94%	79%	15%	6%	0%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.23	89% ▲	56%	33%	11%	0%
10	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.18	85%	61%	25%	13%	2%

▲▼ **Statistically significantly higher/lower than HARP Statewide 2019.**

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Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ◄ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.48	84% ▲	45%	38%	12%	5%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.42	89%	53%	35%	11%	0%
3	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.35	91%	70%	21%	9%	0%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.33	89% ▲	56%	33%	11%	0%
5	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	92%	63%	28%	7%	1%
6	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	91% ▲	59%	31%	8%	1%
7	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.20	92%	72%	19%	8%	0%
8	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.16	92%	77%	15%	7%	1%
9	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.12	85%	61%	25%	13%	2%
10	Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	0.11	86% ▼	86%	(na)	(na)	14%

▲▼ **Statistically significantly higher/lower than HARP Statewide 2019.**

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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	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	85%	61%	25%	13%	2%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.41	89%	53%	35%	11%	0%
3	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.37	94%	79%	15%	6%	0%
4	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.32	84% ▲	45%	38%	12%	5%
5	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.31	92%	77%	15%	7%	1%
6	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.28	91%	70%	21%	9%	0%
7	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.27	92%	63%	28%	7%	1%
8	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.27	92%	72%	19%	8%	0%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.22	91% ▲	59%	31%	8%	1%
10	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?	0.20	84%	83%	(na)	(na)	17%

▲▼ **Statistically significantly higher/lower than HARP Statewide 2019.**

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Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	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?	0.38	94%	79%	15%	6%	0%
2	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?	0.33	91% ▲	59%	31%	8%	1%
3	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.29	84% ▲	45%	38%	12%	5%
4	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	91%	70%	21%	9%	0%
5	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.22	85%	61%	25%	13%	2%
6	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.20	89%	53%	35%	11%	0%
7	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.12	92%	72%	19%	8%	0%
8	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.08	92%	77%	15%	7%	1%
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?	0.07	84%	83%	(na)	(na)	17%
10	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.05	92%	63%	28%	7%	1%

▲▼ **Statistically significantly higher/lower than HARP Statewide 2019.**

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Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,806	100.0%	1,149	100.0%	1,656	100.0%	184	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	2,806	100.0%	1,149	100.0%	1,656	100.0%	184	100.0%
Not Answered	108		53		56		5	

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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,345	47.6%	527	45.4%	820	49.3%	94	51.1%
No	1,480	52.4%	634	54.6%	844	50.7%	90	48.9%
Total	2,825	100.0%	1,161	100.0%	1,664	100.0%	184	100.0%
Not Answered	89		41		48		5	

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Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	35	2.7%	14	2.7%	21	2.6%	0	0.0%
Sometimes	194	14.7%	89	17.4%	107	13.2%	10	10.6%
Usually	333	25.2%	121	23.7%	212	26.2%	31	33.0%
Always	758	57.4%	287	56.2%	469	58.0%	53	56.4%
Total	1,320	100.0%	511	100.0%	809	100.0%	94	100.0%
Not Answered	25		15		10		0	
Reporting Category	Getting Care Quickly							
Achievement Score	82.65%		80.41%		83.96%		89.05%	
Correlation with rating of health plan	0.361		0.422		0.322		0.088	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,438	85.9%	1,023	87.6%	1,413	84.6%	158	85.4%
No	399	14.1%	145	12.4%	257	15.4%	27	14.6%
Total	2,837	100.0%	1,168	100.0%	1,669	100.0%	185	100.0%
Not Answered	77		34		43		4	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	47	2.0%	23	2.3%	25	1.8%	2	1.3%
Sometimes	356	14.9%	163	16.3%	193	13.8%	13	8.3%
Usually	652	27.2%	273	27.4%	382	27.3%	49	31.2%
Always	1,342	56.0%	538	54.0%	800	57.2%	93	59.2%
Total	2,397	100.0%	997	100.0%	1,399	100.0%	157	100.0%
Not Answered	41		27		15		1	
Reporting Category	Getting Care Quickly							
Achievement Score	83.22%		81.17%		84.58%		90.77%	
Correlation with rating of health plan	0.276		0.269		0.283		0.220	

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

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Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	843	29.7%	353	30.4%	489	29.2%	49	26.5%
No	1,995	70.3%	809	69.6%	1,187	70.8%	136	73.5%
Total	2,838	100.0%	1,162	100.0%	1,676	100.0%	185	100.0%
Not Answered	76		40		36		4	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Never	143	17.4%	57	16.7%	85	17.7%	10	20.4%
🔴 Sometimes	181	22.0%	82	23.8%	100	20.7%	8	16.3%
🟢 Usually	184	22.3%	77	22.5%	107	22.3%	13	26.5%
🟢 Always	316	38.3%	127	36.9%	189	39.3%	18	36.7%
Total	824	100.0%	343	100.0%	481	100.0%	49	100.0%
Not Answered	19		10		9		0	
Reporting Category	Single Items							
Achievement Score	83.22%		81.17%		84.58%		90.77%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	772	27.3%	343	29.7%	428	25.6%	43	23.2%
No	2,052	72.7%	812	70.3%	1,242	74.4%	142	76.8%
Total	2,824	100.0%	1,155	100.0%	1,670	100.0%	185	100.0%
Not Answered	90		47		42		4	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	81	10.6%	40	11.7%	42	10.0%	2	4.7%
Sometimes	156	20.4%	69	20.3%	87	20.5%	8	18.6%
Usually	175	22.9%	79	23.1%	96	22.7%	12	27.9%
Always	352	46.1%	153	44.9%	198	46.8%	21	48.8%
Total	764	100.0%	340	100.0%	424	100.0%	43	100.0%
Not Answered	8		4		4		0	
Reporting Category	Single Items							
Achievement Score	83.22%		81.17%		84.58%		90.77%	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	505	18.9%	214	20.0%	291	18.2%	35	19.4%
1 time	422	15.8%	149	13.9%	268	16.8%	23	12.8%
2	478	17.9%	189	17.7%	292	18.3%	36	20.0%
3	351	13.2%	137	12.8%	213	13.4%	21	11.7%
4	245	9.2%	93	8.7%	152	9.5%	23	12.8%
5 to 9	400	15.0%	180	16.8%	221	13.9%	17	9.4%
10 or more times	264	9.9%	107	10.0%	158	9.9%	25	13.9%
Total	2,665	100.0%	1,069	100.0%	1,597	100.0%	180	100.0%
Not Answered	249		133		115		9	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,709	80.2%	686	81.2%	1,023	79.5%	120	83.9%
No	423	19.8%	159	18.8%	264	20.5%	23	16.1%
Total	2,132	100.0%	845	100.0%	1,287	100.0%	143	100.0%
Not Answered	28		9		19		2	
Reporting Category	Single Items							
Achievement Score	80.23%		81.16%		79.54%		84.02%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,479	72.5%	612	76.2%	866	69.8%	95	69.3%
No	561	27.5%	191	23.8%	374	30.2%	42	30.7%
Total	2,040	100.0%	802	100.0%	1,240	100.0%	137	100.0%
Not Answered	120		52		66		8	
Reporting Category	Single Items							
Achievement Score	72.50%		76.25%		69.82%		69.34%	

Q13b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,489	73.8%	606	76.1%	882	72.2%	100	73.5%
No	528	26.2%	190	23.9%	340	27.8%	36	26.5%
Total	2,017	100.0%	796	100.0%	1,222	100.0%	136	100.0%
Not Answered	143		58		84		9	
Reporting Category	Single Items							
Achievement Score	73.82%		76.11%		72.20%		73.53%	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,530	75.6%	614	77.4%	917	74.5%	108	78.3%
No	494	24.4%	180	22.6%	315	25.5%	30	21.7%
Total	2,024	100.0%	793	100.0%	1,232	100.0%	138	100.0%
Not Answered	136		61		74		7	
Reporting Category	Single Items							
Achievement Score	75.59%		77.36%		74.46%		78.26%	

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

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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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,556	75.8%	616	76.1%	941	75.5%	106	75.7%
No	498	24.2%	194	23.9%	305	24.5%	34	24.3%
Total	2,054	100.0%	810	100.0%	1,246	100.0%	140	100.0%
Not Answered	106		44		60		5	
Reporting Category	Single Items							
Achievement Score	75.75%		76.06%		75.54%		75.71%	

Q13e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,183	58.4%	449	56.7%	734	59.4%	77	57.5%
No	844	41.6%	343	43.3%	501	40.6%	57	42.5%
Total	2,027	100.0%	792	100.0%	1,236	100.0%	134	100.0%
Not Answered	133		62		70		11	
Reporting Category	Single Items							
Achievement Score	58.36%		56.71%		59.43%		57.46%	

Q13f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	841	42.1%	316	40.8%	523	42.7%	53	38.7%
No	1,155	57.9%	459	59.2%	701	57.3%	84	61.3%
Total	1,996	100.0%	775	100.0%	1,224	100.0%	137	100.0%
Not Answered	164		79		82		8	
Reporting Category	Single Items							
Achievement Score	42.13%		40.82%		42.73%		38.69%	

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

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Your Health Care in the Last 6 Months (continued)

Q14. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,064	50.6%	353	43.0%	711	55.6%	79	55.2%
No	1,037	49.4%	468	57.0%	568	44.4%	64	44.8%
Total	2,101	100.0%	821	100.0%	1,280	100.0%	143	100.0%
Not Answered	59		33		26		2	

Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	985	93.6%	321	92.4%	664	94.2%	68	86.1%
No	67	6.4%	26	7.6%	41	5.8%	11	13.9%
Total	1,052	100.0%	347	100.0%	705	100.0%	79	100.0%
Not Answered	12		6		6		0	
Reporting Category	Shared Decision Making							
Achievement Score	93.44%		92.36%		94.18%		85.87%	
Correlation with rating of health plan	0.030		-0.095		0.102		0.146	

Q16. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	724	68.9%	219	63.4%	509	72.0%	60	75.9%
No	327	31.1%	126	36.6%	198	28.0%	19	24.1%
Total	1,051	100.0%	345	100.0%	706	100.0%	79	100.0%
Not Answered	13		8		5		0	
Reporting Category	Shared Decision Making							
Achievement Score	68.45%		63.22%		72.09%		76.42%	
Correlation with rating of health plan	0.023		0.025		0.031		0.045	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	856	81.8%	289	83.2%	569	81.5%	65	83.3%
No	190	18.2%	59	16.8%	129	18.5%	13	16.7%
Total	1,046	100.0%	348	100.0%	699	100.0%	78	100.0%
Not Answered	18		5		12		1	
Reporting Category	Shared Decision Making							
Achievement Score	82.29%		82.88%		81.65%		83.95%	
Correlation with rating of health plan	0.140		0.142		0.141		0.204	

Q18. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,890	88.7%	755	90.0%	1,136	87.9%	128	88.9%
No	241	11.3%	84	10.0%	157	12.1%	16	11.1%
Total	2,131	100.0%	838	100.0%	1,293	100.0%	144	100.0%
Not Answered	29		16		13		1	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	134	7.2%	51	6.9%	83	7.4%	8	6.3%
Sometimes	224	12.0%	84	11.3%	140	12.5%	8	6.3%
Usually	370	19.9%	147	19.8%	222	19.8%	33	25.8%
Always	1,134	60.9%	460	62.0%	675	60.2%	79	61.7%
Total	1,862	100.0%	742	100.0%	1,120	100.0%	128	100.0%
Not Answered	28		12		16		0	
Reporting Category	Single Items							
Achievement Score	80.75%		81.61%		80.17%		87.57%	

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	108	5.8%	33	4.5%	74	6.7%	6	4.8%
Sometimes	250	13.5%	106	14.3%	146	13.1%	13	10.5%
Usually	516	27.8%	199	26.8%	319	28.6%	42	33.9%
Always	982	52.9%	405	54.5%	574	51.6%	63	50.8%
Total	1,856	100.0%	743	100.0%	1,113	100.0%	124	100.0%
Not Answered	34		11		23		4	
Reporting Category	Single Items							
Achievement Score	80.63%		81.35%		80.17%		84.26%	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst health care possible	30	1.4%	13	1.6%	17	1.3%	0	0.0%
1	13	0.6%	6	0.7%	7	0.5%	0	0.0%
2	18	0.8%	7	0.8%	11	0.9%	2	1.4%
3	32	1.5%	8	0.9%	24	1.9%	0	0.0%
4	49	2.3%	20	2.4%	29	2.3%	2	1.4%
5	154	7.3%	55	6.5%	99	7.7%	15	10.4%
6	127	6.0%	52	6.2%	73	5.7%	6	4.2%
7	229	10.8%	94	11.2%	136	10.6%	14	9.7%
8	441	20.8%	170	20.3%	270	21.1%	28	19.4%
9	308	14.5%	114	13.6%	194	15.1%	27	18.8%
Best health care possible	721	34.0%	300	35.7%	422	32.9%	50	34.7%
Total	2,122	100.0%	840	100.0%	1,283	100.0%	144	100.0%
Not Answered	38		14		23		1	
Reporting Category	Ratings							
Achievement Score	69.31%		68.82%		69.50%		73.67%	
Correlation with rating of health plan	0.594		0.626		0.579		0.588	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	58	2.7%	29	3.4%	29	2.3%	0	0.0%
Sometimes	271	12.7%	110	13.0%	159	12.4%	16	11.1%
Usually	693	32.5%	253	29.9%	436	33.8%	51	35.4%
Always	1,112	52.1%	454	53.7%	664	51.5%	77	53.5%
Total	2,134	100.0%	846	100.0%	1,288	100.0%	144	100.0%
Not Answered	26		8		18		1	
Reporting Category	Getting Needed Care							
Achievement Score	84.65%		83.57%		85.34%		88.85%	
Correlation with rating of health plan	0.474		0.470		0.488		0.410	

Q23. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,682	59.0%	691	58.9%	989	58.9%	113	61.4%
No	1,170	41.0%	482	41.1%	689	41.1%	71	38.6%
Total	2,852	100.0%	1,173	100.0%	1,678	100.0%	184	100.0%
Not Answered	62		29		34		5	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	93	5.6%	37	5.5%	58	5.9%	5	4.4%
Sometimes	150	9.1%	62	9.2%	88	9.0%	9	8.0%
Usually	356	21.6%	130	19.2%	229	23.5%	31	27.4%
Always	1,052	63.7%	448	66.2%	600	61.6%	68	60.2%
Total	1,651	100.0%	677	100.0%	974	100.0%	113	100.0%
Not Answered	31		14		17		0	
Reporting Category	Single Items							
Achievement Score	85.11%		84.86%		85.40%		86.98%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst treatment possible	45	2.7%	20	3.0%	26	2.7%	3	2.7%
1	23	1.4%	9	1.4%	14	1.5%	1	0.9%
2	19	1.2%	4	0.6%	15	1.6%	1	0.9%
3	36	2.2%	13	2.0%	22	2.3%	1	0.9%
4	56	3.4%	22	3.3%	34	3.5%	1	0.9%
5	142	8.7%	51	7.6%	93	9.6%	13	11.5%
6	79	4.8%	33	4.9%	47	4.8%	6	5.3%
7	150	9.2%	61	9.2%	88	9.0%	8	7.1%
8	263	16.1%	111	16.6%	152	15.7%	13	11.5%
9	224	13.7%	86	12.8%	138	14.2%	17	15.0%
Best treatment possible	600	36.7%	258	38.6%	341	35.1%	49	43.4%
Total	1,637	100.0%	668	100.0%	970	100.0%	113	100.0%
Not Answered	45		23		21		0	
Reporting Category	Ratings							
Achievement Score	66.07%		66.87%		65.76%		70.16%	
Correlation with rating of health plan	0.512		0.537		0.493		0.324	

Q26. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	448	15.7%	167	14.4%	283	16.7%	22	11.7%
No	2,410	84.3%	995	85.6%	1,412	83.3%	166	88.3%
Total	2,858	100.0%	1,163	100.0%	1,695	100.0%	188	100.0%
Not Answered	56		39		17		1	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	31	7.1%	15	9.3%	17	6.1%	3	14.3%
Sometimes	38	8.7%	19	11.7%	20	7.2%	2	9.5%
Usually	81	18.6%	33	20.7%	47	17.0%	0	0.0%
Always	286	65.6%	94	58.4%	191	69.6%	16	76.2%
Total	436	100.0%	161	100.0%	275	100.0%	21	100.0%
Not Answered	12		4		8		1	
Reporting Category	Single Items							
Achievement Score	84.76%		78.85%		86.74%		NA	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst treatment possible	14	3.2%	4	2.5%	11	4.0%	3	14.3%
1	4	0.9%	2	1.4%	2	0.7%	0	0.0%
2	9	2.1%	2	1.4%	7	2.5%	2	9.5%
3	12	2.8%	5	3.1%	7	2.5%	0	0.0%
4	9	2.1%	7	4.4%	2	0.7%	0	0.0%
5	40	9.2%	13	7.9%	27	9.8%	0	0.0%
6	23	5.3%	12	7.4%	11	3.9%	0	0.0%
7	46	10.6%	21	13.0%	25	9.0%	1	4.8%
8	59	13.6%	15	9.6%	44	16.0%	2	9.5%
9	65	15.0%	25	15.5%	40	14.6%	4	19.0%
Best treatment possible	153	35.3%	54	33.8%	99	36.1%	9	42.9%
Total	434	100.0%	161	100.0%	273	100.0%	21	100.0%
Not Answered	14		4		10		1	
Reporting Category	Single Items							
Achievement Score	64.44%		56.43%		68.07%		NA	

NA: Results suppressed for fewer than 30 cases.

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

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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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,450	86.7%	975	84.6%	1,475	88.1%	168	89.8%
No	375	13.3%	177	15.4%	199	11.9%	19	10.2%
Total	2,825	100.0%	1,152	100.0%	1,674	100.0%	187	100.0%
Not Answered	89		50		38		2	

Q30. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
None	285	12.3%	103	11.4%	185	13.1%	30	18.3%
1 time	531	23.0%	167	18.4%	363	25.8%	47	28.7%
2	533	23.1%	195	21.5%	336	23.9%	38	23.2%
3	355	15.4%	143	15.8%	213	15.2%	22	13.4%
4	193	8.4%	77	8.5%	115	8.2%	11	6.7%
5 to 9	293	12.7%	156	17.2%	140	10.0%	10	6.1%
10 or more times	121	5.2%	66	7.2%	55	3.9%	6	3.7%
Total	2,311	100.0%	906	100.0%	1,407	100.0%	164	100.0%
Not Answered	139		68		69		4	

Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🔴 Never	37	1.8%	13	1.6%	24	2.0%	0	0.0%
🔴 Sometimes	165	8.2%	65	8.2%	101	8.3%	12	9.0%
🟢 Usually	418	20.7%	172	21.6%	247	20.2%	28	20.9%
🟢 Always	1,397	69.3%	547	68.6%	849	69.6%	94	70.1%
Total	2,017	100.0%	797	100.0%	1,220	100.0%	134	100.0%
Not Answered	9		5		4		0	
Reporting Category	Communication							
Achievement Score	89.95%		90.21%		89.77%		91.03%	
Correlation with rating of health plan	0.327		0.375		0.301		0.276	

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

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Your Personal Doctor (continued)

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	30	1.5%	13	1.6%	17	1.4%	0	0.0%
Sometimes	158	7.9%	58	7.3%	102	8.4%	11	8.2%
Usually	378	18.8%	144	18.1%	235	19.4%	26	19.4%
Always	1,443	71.8%	580	73.0%	861	70.8%	97	72.4%
Total	2,009	100.0%	794	100.0%	1,215	100.0%	134	100.0%
Not Answered	17		8		9		0	
Reporting Category	Communication							
Achievement Score	90.59%		90.91%		90.34%		92.06%	
Correlation with rating of health plan	0.328		0.408		0.282		0.268	

Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	38	1.9%	12	1.6%	25	2.1%	1	0.7%
Sometimes	119	5.9%	34	4.3%	86	7.1%	10	7.5%
Usually	320	15.9%	140	17.7%	181	14.9%	20	14.9%
Always	1,534	76.3%	607	76.5%	924	76.0%	103	76.9%
Total	2,011	100.0%	794	100.0%	1,217	100.0%	134	100.0%
Not Answered	15		8		7		0	
Reporting Category	Communication							
Achievement Score	92.13%		93.78%		91.06%		92.38%	
Correlation with rating of health plan	0.330		0.371		0.316		0.306	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	59	2.9%	16	2.1%	43	3.5%	2	1.5%
Sometimes	185	9.2%	69	8.7%	116	9.5%	9	6.7%
Usually	492	24.4%	194	24.4%	296	24.3%	38	28.4%
Always	1,279	63.5%	515	64.8%	765	62.7%	85	63.4%
Total	2,015	100.0%	795	100.0%	1,220	100.0%	134	100.0%
Not Answered	11		7		4		0	
Reporting Category	Communication							
Achievement Score	87.87%		89.06%		87.10%		92.08%	
Correlation with rating of health plan	0.308		0.359		0.283		0.272	

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

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Your Personal Doctor (continued)

Q35. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,404	70.7%	545	69.7%	861	71.4%	103	78.6%
No	582	29.3%	236	30.3%	345	28.6%	28	21.4%
Total	1,986	100.0%	781	100.0%	1,206	100.0%	131	100.0%
Not Answered	40		21		18		3	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	68	4.9%	26	4.9%	44	5.1%	1	1.0%
Sometimes	173	12.6%	61	11.6%	113	13.3%	11	10.7%
Usually	407	29.6%	157	29.9%	250	29.4%	39	37.9%
Always	728	52.9%	282	53.6%	443	52.1%	52	50.5%
Total	1,376	100.0%	527	100.0%	849	100.0%	103	100.0%
Not Answered	28		16		12		0	
Reporting Category	Single Items							
Achievement Score	82.20%		83.07%		81.75%		89.09%	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst personal doctor possible	28	1.2%	11	1.1%	17	1.2%	0	0.0%
1	14	0.6%	6	0.6%	8	0.6%	0	0.0%
2	15	0.6%	3	0.3%	13	0.9%	2	1.2%
3	29	1.2%	8	0.8%	20	1.4%	3	1.8%
4	41	1.7%	13	1.4%	28	2.0%	0	0.0%
5	119	5.0%	36	3.8%	84	5.9%	13	7.9%
6	107	4.5%	37	3.9%	71	4.9%	6	3.7%
7	169	7.1%	68	7.2%	99	6.9%	9	5.5%
8	346	14.5%	156	16.5%	188	13.2%	21	12.8%
9	374	15.7%	139	14.6%	237	16.5%	28	17.1%
Best personal doctor possible	1,138	47.8%	473	49.8%	666	46.5%	82	50.0%
Total	2,380	100.0%	949	100.0%	1,432	100.0%	164	100.0%
Not Answered	70		25		44		4	
Reporting Category	Ratings							
Achievement Score	78.01%		80.16%		76.67%		80.49%	
Correlation with rating of health plan	0.491		0.568		0.446		0.387	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,518	53.7%	619	53.4%	898	53.8%	116	61.7%
No	1,308	46.3%	540	46.6%	771	46.2%	72	38.3%
Total	2,826	100.0%	1,159	100.0%	1,669	100.0%	188	100.0%
Not Answered	88		43		43		1	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	90	6.0%	33	5.4%	57	6.4%	6	5.3%
● Sometimes	254	16.9%	122	19.9%	133	14.9%	13	11.5%
● Usually	434	28.9%	164	26.9%	272	30.5%	43	38.1%
● Always	726	48.3%	293	47.9%	430	48.2%	51	45.1%
Total	1,504	100.0%	612	100.0%	891	100.0%	113	100.0%
Not Answered	14		7		8		3	
Reporting Category	Getting Needed Care							
Achievement Score	77.10%		73.74%		79.33%		83.77%	
Correlation with rating of health plan	0.336		0.373		0.314		0.317	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	113	7.8%	43	7.5%	70	8.1%	8	7.1%
1 specialist	490	34.0%	203	35.2%	290	33.5%	39	34.5%
2	341	23.6%	125	21.7%	215	24.8%	31	27.4%
3	248	17.2%	106	18.4%	144	16.7%	20	17.7%
4	131	9.1%	54	9.3%	77	8.9%	9	8.0%
5 or more specialists	119	8.3%	46	8.0%	70	8.0%	6	5.3%
Total	1,442	100.0%	577	100.0%	865	100.0%	113	100.0%
Not Answered	76		42		34		3	

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

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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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Worst specialist possible	13	1.0%	10	1.8%	3	0.4%	0	0.0%
1	9	0.7%	5	0.9%	4	0.5%	1	1.0%
2	13	1.0%	5	1.0%	8	1.0%	0	0.0%
3	9	0.7%	5	0.9%	4	0.5%	0	0.0%
4	24	1.8%	8	1.6%	16	2.0%	1	1.0%
5	59	4.5%	18	3.4%	41	5.3%	4	3.8%
6	57	4.3%	22	4.2%	35	4.5%	4	3.8%
7	122	9.3%	56	10.6%	65	8.3%	7	6.7%
8	226	17.2%	87	16.3%	140	17.9%	19	18.3%
9	229	17.5%	85	16.0%	144	18.4%	18	17.3%
Best specialist possible	550	42.0%	230	43.2%	321	41.1%	50	48.1%
Total	1,311	100.0%	531	100.0%	781	100.0%	104	100.0%
Not Answered	18		3		14		1	
Reporting Category	Ratings							
Achievement Score	76.52%		74.44%		78.14%		83.86%	
Correlation with rating of health plan	0.477		0.526		0.443		0.308	

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?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	597	20.9%	279	23.7%	316	18.8%	36	19.4%
No	2,260	79.1%	898	76.3%	1,364	81.2%	150	80.6%
Total	2,857	100.0%	1,177	100.0%	1,680	100.0%	186	100.0%
Not Answered	57		25		32		3	

○ ***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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	49	8.3%	22	8.1%	28	9.0%	6	16.7%
Sometimes	133	22.7%	64	23.4%	69	22.2%	11	30.6%
Usually	187	31.9%	84	30.5%	104	33.2%	12	33.3%
Always	218	37.1%	104	37.9%	111	35.6%	7	19.4%
Total	587	100.0%	275	100.0%	312	100.0%	36	100.0%
Not Answered	10		5		5		0	
Reporting Category	Single Items							
Achievement Score	68.13%		67.60%		69.42%		52.51%	

Q44. In the last 6 months, did you get information or help from your health plan's customer service?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,124	39.6%	509	44.0%	611	36.4%	62	33.9%
No	1,711	60.4%	648	56.0%	1,066	63.6%	121	66.1%
Total	2,835	100.0%	1,158	100.0%	1,676	100.0%	183	100.0%
Not Answered	79		44		36		6	

Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	45	4.1%	22	4.4%	24	4.0%	1	1.6%
Sometimes	187	17.0%	83	16.6%	102	17.0%	8	13.1%
Usually	293	26.6%	142	28.2%	150	25.1%	15	24.6%
Always	577	52.4%	256	50.8%	323	53.9%	37	60.7%
Total	1,102	100.0%	503	100.0%	599	100.0%	61	100.0%
Not Answered	22		7		15		1	
Reporting Category	Customer Service							
Achievement Score	78.95%		78.61%		79.28%		85.36%	
Correlation with rating of health plan	0.452		0.424		0.482		0.511	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	33	3.0%	15	2.9%	19	3.2%	0	0.0%
Sometimes	174	15.8%	77	15.4%	97	16.1%	13	21.0%
Usually	310	28.2%	148	29.7%	161	26.7%	13	21.0%
Always	584	53.0%	259	51.9%	325	54.0%	36	58.1%
Total	1,101	100.0%	499	100.0%	602	100.0%	62	100.0%
Not Answered	23		11		12		0	
Reporting Category	Single Items							
Achievement Score	80.80%		81.88%		80.53%		78.70%	

Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	20	1.8%	11	2.1%	9	1.5%	0	0.0%
Sometimes	77	7.0%	34	6.8%	44	7.5%	4	6.5%
Usually	212	19.4%	115	23.0%	97	16.2%	9	14.5%
Always	786	71.8%	340	68.1%	446	74.8%	49	79.0%
Total	1,095	100.0%	499	100.0%	596	100.0%	62	100.0%
Not Answered	29		11		18		0	
Reporting Category	Customer Service							
Achievement Score	91.10%		91.15%		90.99%		93.54%	
Correlation with rating of health plan	0.491		0.522		0.465		0.373	

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

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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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Worst health plan possible	61	2.2%	23	2.0%	39	2.3%	4	2.2%
● 1	22	0.8%	5	0.4%	17	1.0%	1	0.5%
● 2	21	0.7%	11	0.9%	10	0.6%	1	0.5%
● 3	35	1.2%	10	0.9%	26	1.6%	3	1.6%
● 4	50	1.8%	22	1.9%	29	1.7%	2	1.1%
● 5	196	6.9%	74	6.4%	121	7.3%	11	5.9%
● 6	151	5.3%	60	5.2%	92	5.5%	4	2.2%
● 7	258	9.1%	104	8.9%	156	9.4%	19	10.2%
● 8	459	16.2%	217	18.6%	243	14.6%	31	16.7%
● 9	411	14.5%	162	13.9%	249	14.9%	28	15.1%
● Best health plan possible	1,173	41.3%	479	41.0%	688	41.2%	82	44.1%
Total	2,837	100.0%	1,168	100.0%	1,670	100.0%	186	100.0%
Not Answered	77		34		42		3	
Reporting Category	Ratings							
Achievement Score	71.75%		72.51%		71.27%		76.64%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Yes	2,356	87.8%	965	87.8%	1,384	87.5%	161	91.5%
● No	326	12.2%	134	12.2%	198	12.5%	15	8.5%
Total	2,682	100.0%	1,098	100.0%	1,582	100.0%	176	100.0%
Not Answered	232		104		130		13	
Reporting Category	Single Items							
Achievement Score	87.61%		87.27%		87.85%		91.68%	

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

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About Your Health

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Excellent	205	7.3%	104	9.0%	100	6.0%	12	6.4%
Very Good	411	14.5%	172	14.8%	243	14.6%	28	14.9%
Good	848	30.0%	330	28.5%	519	31.1%	59	31.4%
Fair	1,003	35.5%	416	35.9%	588	35.2%	70	37.2%
Poor	359	12.7%	137	11.8%	219	13.1%	19	10.1%
Total	2,826	100.0%	1,159	100.0%	1,669	100.0%	188	100.0%
Not Answered	88		43		43		1	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Excellent	219	7.7%	95	8.2%	125	7.4%	12	6.4%
Very Good	327	11.6%	142	12.3%	184	11.0%	21	11.2%
Good	771	27.3%	295	25.5%	478	28.6%	54	28.9%
Fair	1,087	38.5%	443	38.3%	644	38.5%	71	38.0%
Poor	423	15.0%	181	15.7%	243	14.5%	29	15.5%
Total	2,827	100.0%	1,156	100.0%	1,673	100.0%	187	100.0%
Not Answered	87		46		39		2	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Yes	1,406	52.4%	551	50.3%	849	53.5%	90	50.8%
● No	1,277	47.6%	544	49.7%	737	46.5%	87	49.2%
Don't Know	116		49		69		7	
Total	2,683	100.0%	1,095	100.0%	1,586	100.0%	177	100.0%
Not Answered	71		35		36		4	
Reporting Category	Single Items							
Achievement Score	52.40%		50.34%		53.54%		50.85%	

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

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About Your Health (continued)

Q53. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Every day	1,002	35.4%	344	29.9%	662	39.5%	70	37.4%
Some days	419	14.8%	199	17.3%	220	13.2%	19	10.2%
Not at all	1,368	48.4%	594	51.5%	770	46.0%	96	51.3%
Don't Know	39	1.4%	16	1.4%	23	1.4%	2	1.1%
Total	2,828	100.0%	1,153	100.0%	1,675	100.0%	187	100.0%
Not Answered	86		49		37		2	

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?

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	179	12.8%	71	13.4%	108	12.4%	10	11.4%
● Sometimes	315	22.5%	131	24.5%	183	21.0%	12	13.6%
● Usually	256	18.3%	92	17.2%	164	18.9%	19	21.6%
● Always	652	46.5%	239	44.9%	414	47.6%	47	53.4%
Total	1,402	100.0%	534	100.0%	869	100.0%	88	100.0%
Not Answered	19		8		10		1	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	87.23%		86.65%		87.58%		88.64%	

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.

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	355	25.4%	142	26.8%	214	24.6%	24	27.3%
● Sometimes	340	24.3%	133	25.0%	208	23.9%	19	21.6%
● Usually	230	16.5%	88	16.6%	140	16.2%	9	10.2%
● Always	473	33.8%	167	31.5%	306	35.3%	36	40.9%
Total	1,398	100.0%	530	100.0%	868	100.0%	88	100.0%
Not Answered	23		12		11		1	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	74.61%		73.17%		75.38%		72.73%	

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

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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.

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	462	33.4%	174	33.3%	288	33.5%	30	34.5%
Sometimes	338	24.4%	135	25.8%	204	23.7%	20	23.0%
Usually	227	16.4%	86	16.4%	140	16.3%	14	16.1%
Always	356	25.7%	128	24.4%	227	26.5%	23	26.4%
Total	1,383	100.0%	524	100.0%	858	100.0%	87	100.0%
Not Answered	38		18		21		2	
Reporting Category	Medical Assistance with Smoking Cessation							
Achievement Score	66.59%		66.69%		66.47%		65.52%	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,193	59.7%	515	62.0%	674	58.1%	63	51.2%
No	806	40.3%	316	38.0%	487	41.9%	60	48.8%
Total	1,999	100.0%	831	100.0%	1,161	100.0%	123	100.0%
Not Answered	915		371		551		66	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,309	65.5%	539	64.8%	768	66.2%	85	69.1%
No	690	34.5%	293	35.2%	392	33.8%	38	30.9%
Total	1,999	100.0%	831	100.0%	1,161	100.0%	123	100.0%
Not Answered	915		371		551		66	

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

	HARP Statewide N	HARP Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	551	27.6%	186	22.4%	362	31.2%	43	35.0%
No	1,448	72.4%	645	77.6%	798	68.8%	80	65.0%
Total	1,999	100.0%	831	100.0%	1,161	100.0%	123	100.0%
Not Answered	915		371		551		66	

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

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About Your Health (continued)

Q58.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	164	14.4%	68	13.3%	95	15.4%	13	20.0%
No	973	85.6%	444	86.7%	523	84.6%	52	80.0%
Total	1,137	100.0%	512	100.0%	618	100.0%	65	100.0%
Not Answered	1,777		690		1,094		124	

Q58.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	192	16.9%	78	15.3%	111	18.0%	13	20.0%
No	945	83.1%	434	84.7%	507	82.0%	52	80.0%
Total	1,137	100.0%	512	100.0%	618	100.0%	65	100.0%
Not Answered	1,777		690		1,094		124	

Q58.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	171	15.0%	66	12.9%	104	16.9%	15	23.1%
No	966	85.0%	446	87.1%	514	83.1%	50	76.9%
Total	1,137	100.0%	512	100.0%	618	100.0%	65	100.0%
Not Answered	1,777		690		1,094		124	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	885	77.8%	407	79.5%	473	76.6%	48	73.8%
No	252	22.2%	105	20.5%	145	23.4%	17	26.2%
Total	1,137	100.0%	512	100.0%	618	100.0%	65	100.0%
Not Answered	1,777		690		1,094		124	

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About Your Health (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	121	5.8%	53	6.5%	66	5.2%	8	5.7%
No	1,973	94.2%	759	93.5%	1,217	94.8%	132	94.3%
Total	2,094	100.0%	812	100.0%	1,283	100.0%	140	100.0%
Not Answered	820		390		429		49	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,277	54.4%	467	50.5%	810	56.9%	89	58.6%
No	1,071	45.6%	458	49.5%	614	43.1%	63	41.4%
Total	2,348	100.0%	925	100.0%	1,424	100.0%	152	100.0%
Not Answered	566		277		288		37	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	881	39.0%	344	38.4%	536	39.3%	67	43.8%
No	1,380	61.0%	551	61.6%	830	60.7%	86	56.2%
Total	2,261	100.0%	895	100.0%	1,366	100.0%	153	100.0%
Not Answered	653		307		346		36	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,132	49.5%	435	48.1%	695	50.2%	86	57.3%
No	1,157	50.5%	469	51.9%	688	49.8%	64	42.7%
Total	2,289	100.0%	905	100.0%	1,383	100.0%	150	100.0%
Not Answered	625		297		329		39	

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About Your Health (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,894	73.9%	741	72.0%	1,157	75.4%	135	79.4%
No	670	26.1%	289	28.0%	378	24.6%	35	20.6%
Total	2,564	100.0%	1,030	100.0%	1,535	100.0%	170	100.0%
Not Answered	350		172		177		19	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	355	15.8%	127	14.6%	230	16.7%	24	16.2%
No	1,894	84.2%	746	85.4%	1,147	83.3%	124	83.8%
Total	2,249	100.0%	873	100.0%	1,377	100.0%	148	100.0%
Not Answered	665		329		335		41	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,892	73.5%	766	73.4%	1,130	73.8%	129	75.9%
No	682	26.5%	278	26.6%	401	26.2%	41	24.1%
Total	2,574	100.0%	1,044	100.0%	1,531	100.0%	170	100.0%
Not Answered	340		158		181		19	

Q59h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,419	58.5%	513	53.9%	905	61.4%	111	66.9%
No	1,005	41.5%	439	46.1%	568	38.6%	55	33.1%
Total	2,424	100.0%	952	100.0%	1,474	100.0%	166	100.0%
Not Answered	490		250		238		23	

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About You

Q60. What is your age?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
18 to 24	37	1.3%	16	1.4%	21	1.3%	4	2.2%
25 to 34	270	9.5%	91	7.8%	183	10.9%	21	11.3%
35 to 44	417	14.7%	175	15.0%	247	14.7%	26	14.0%
45 to 54	729	25.6%	280	23.9%	448	26.7%	64	34.4%
55 to 64	1,299	45.6%	563	48.2%	729	43.5%	68	36.6%
65 to 74	87	3.1%	40	3.4%	47	2.8%	3	1.6%
75 or older	7	0.2%	4	0.3%	3	0.2%	0	0.0%
Total	2,846	100.0%	1,168	100.0%	1,678	100.0%	186	100.0%
Not Answered	68		34		34		3	

Q61. Are you male or female?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Male	1,335	46.9%	585	50.1%	749	44.6%	80	43.5%
Female	1,512	53.1%	582	49.9%	930	55.4%	104	56.5%
Total	2,847	100.0%	1,168	100.0%	1,679	100.0%	184	100.0%
Not Answered	67		34		33		5	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
8th grade or less	329	11.6%	175	15.1%	154	9.2%	17	9.2%
Some high school but did not graduate	723	25.4%	341	29.3%	380	22.7%	35	18.9%
High school graduate or GED	903	31.8%	336	28.9%	568	33.8%	62	33.5%
Some college or 2-year degree	668	23.5%	226	19.5%	443	26.4%	58	31.4%
4-year college graduate	144	5.1%	48	4.1%	96	5.7%	7	3.8%
More than 4-year college degree	74	2.6%	36	3.1%	38	2.2%	6	3.2%
Total	2,841	100.0%	1,162	100.0%	1,679	100.0%	185	100.0%
Not Answered	73		40		33		4	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	780	27.5%	514	44.2%	259	15.5%	21	11.4%
No, Not Hispanic or Latino	2,054	72.5%	648	55.8%	1,413	84.5%	163	88.6%
Total	2,834	100.0%	1,162	100.0%	1,672	100.0%	184	100.0%
Not Answered	80		40		40		5	

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About You (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,442	52.1%	327	29.4%	1,124	67.7%	154	84.2%
No	1,328	47.9%	784	70.6%	535	32.3%	29	15.8%
Total	2,770	100.0%	1,111	100.0%	1,660	100.0%	183	100.0%
Not Answered	144		91		52		6	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	795	28.7%	412	37.1%	379	22.8%	25	13.7%
No	1,975	71.3%	699	62.9%	1,281	77.2%	158	86.3%
Total	2,770	100.0%	1,111	100.0%	1,660	100.0%	183	100.0%
Not Answered	144		91		52		6	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	81	2.9%	55	4.9%	27	1.6%	2	1.1%
No	2,689	97.1%	1,056	95.1%	1,632	98.4%	181	98.9%
Total	2,770	100.0%	1,111	100.0%	1,660	100.0%	183	100.0%
Not Answered	144		91		52		6	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	17	0.6%	5	0.4%	12	0.7%	2	1.1%
No	2,753	99.4%	1,106	99.6%	1,647	99.3%	181	98.9%
Total	2,770	100.0%	1,111	100.0%	1,660	100.0%	183	100.0%
Not Answered	144		91		52		6	

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About You (continued)

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	81	2.9%	27	2.4%	54	3.3%	6	3.3%
No	2,689	97.1%	1,084	97.6%	1,605	96.7%	177	96.7%
Total	2,770	100.0%	1,111	100.0%	1,660	100.0%	183	100.0%
Not Answered	144		91		52		6	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	505	18.2%	329	29.6%	171	10.3%	8	4.4%
No	2,265	81.8%	782	70.4%	1,488	89.7%	175	95.6%
Total	2,770	100.0%	1,111	100.0%	1,660	100.0%	183	100.0%
Not Answered	144		91		52		6	

Q65. How well do you speak English?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Very well	2,188	76.3%	801	68.0%	1,390	82.2%	162	86.2%
Well	370	12.9%	198	16.8%	174	10.3%	21	11.2%
Not well	190	6.6%	116	9.9%	71	4.2%	4	2.1%
Not at all	119	4.2%	62	5.3%	55	3.3%	1	0.5%
Total	2,867	100.0%	1,177	100.0%	1,690	100.0%	188	100.0%
Not Answered	47		25		22		1	

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

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	751	26.9%	470	41.5%	275	16.6%	16	8.6%
No	2,039	73.1%	663	58.5%	1,384	83.4%	169	91.4%
Total	2,790	100.0%	1,132	100.0%	1,660	100.0%	185	100.0%
Not Answered	124		70		52		4	

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About You (continued)

Q67. What is the language spoken at home?

	HARP Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Spanish	442	16.4%	292	27.0%	144	8.9%	9	5.0%
Other	222	8.2%	128	11.8%	94	5.8%	3	1.7%
Total	2,703	100.0%	1,083	100.0%	1,622	100.0%	181	100.0%
Not Answered	211		119		90		8	

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NEW YORK STATE | Department of Health

DataStat

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 <u>completely</u>. Use only <u>black or blue ink</u> or <u>dark pencil</u> to complete the survey.**

Correct Mark ● **Incorrect Marks**

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

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

START HERE

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

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

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

_____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

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

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

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

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

7. In the last 6 months, 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	○	○
b. Exercise or physical activity	○	○
c. Things in your life that worry you or cause you stress	○	○
d. Whether you felt sad, empty, or depressed	○	○
e. Smoking or using tobacco products	○	○
f. Alcohol or other drug use	○	○

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 <u>not</u> 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 Personal Doctor Possible — Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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 Specialist Possible — Best Specialist 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 <u>mental or emotional health</u>?

- ○ 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	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

ABOUT YOU

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