



HIV Special Needs Plans (SNP):  
MetroPlus Health Plan  
CAHPS® 5.1H  
Adult Medicaid Survey

Continuous Quality Improvement Report

April 2022



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## Background

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

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYS) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans.

DataStat, Inc. conducted the survey on behalf of NYSDOH in 2021. The instrument used for the administration of the survey was the CAHPS® 5.1H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. While SNPs are a type of Medicaid managed care plan, the membership and plan requirements are significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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# Executive Summary

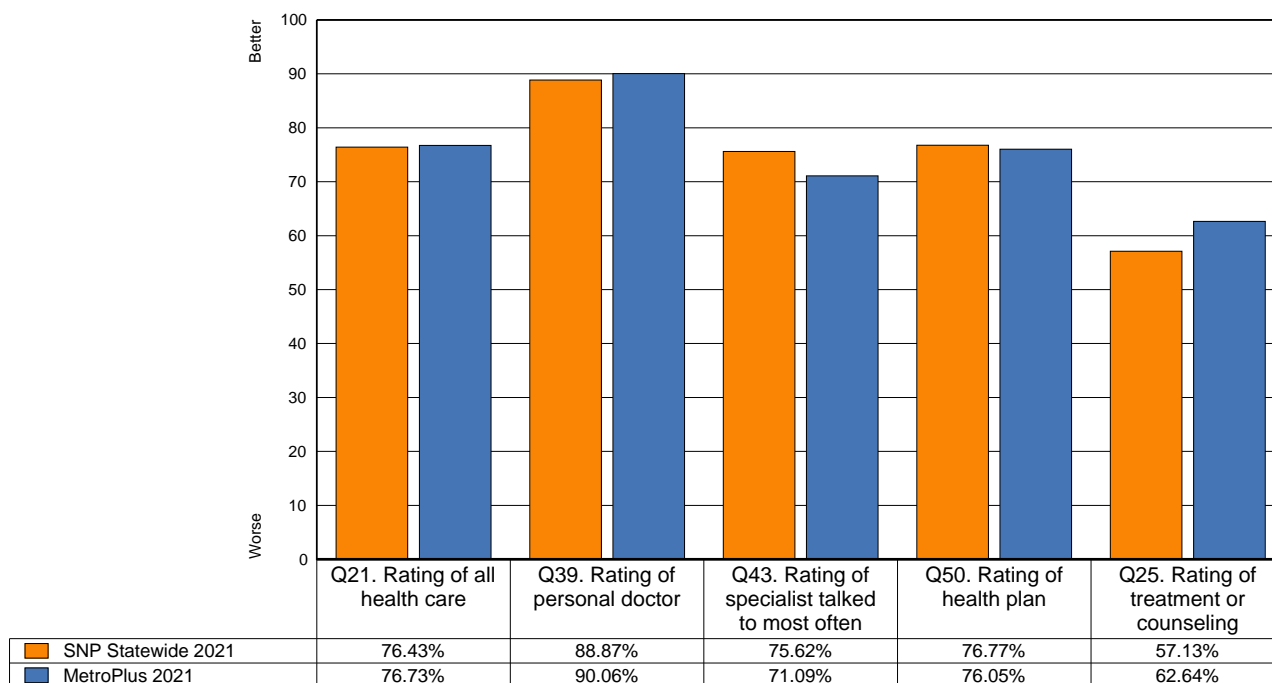
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2021 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a mail only methodology during the period October 14, 2021, through January 13, 2022, using a standardized survey procedure and questionnaire. A total of 461 responses were received resulting in a 23.2% response rate. The disposition of surveys is contained at the end of this section.

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

## Summary of Standard Rating Questions

Response options for standard rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of "8", "9", or "10". Plan-level and SNP Statewide results are presented below. Plan results are compared to the SNP Statewide 2021 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Ratings Questions (8, 9 or 10)

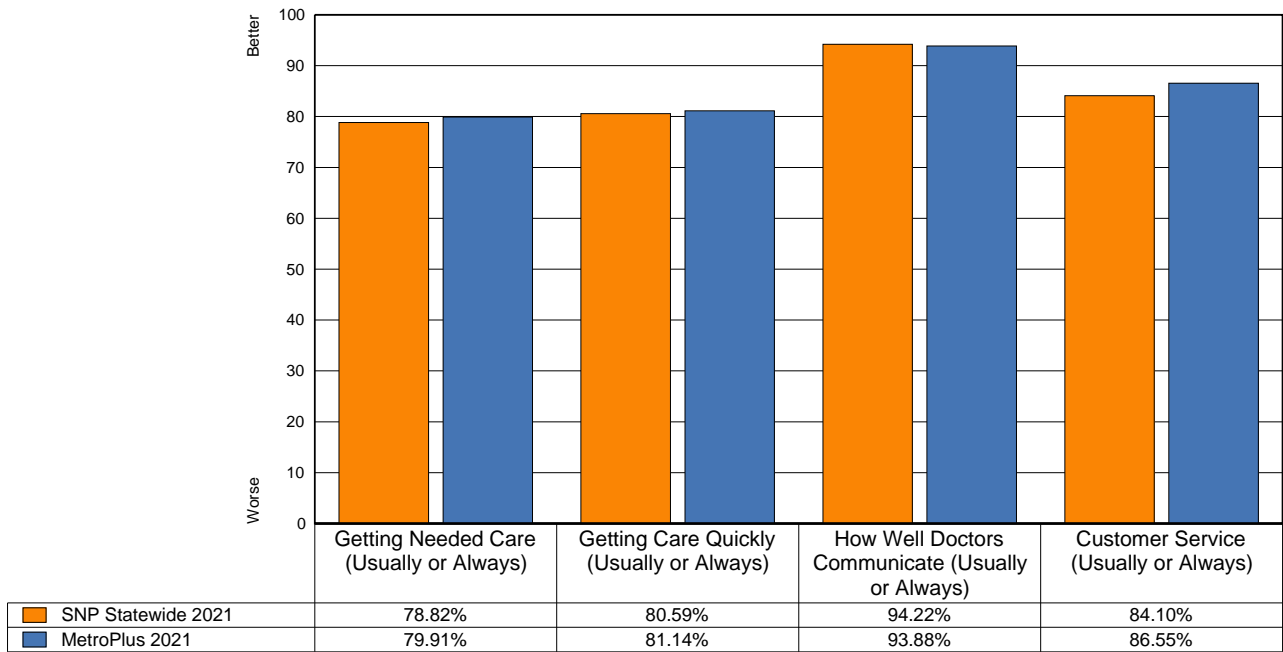


↑/↓ Statistically significantly better/worse than SNP Statewide 2021.

### Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. 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. Plan-level and SNP results are presented below. Plan results are compared to the SNP Statewide 2021 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Composites



↑↓ Statistically significantly better/worse than SNP Statewide 2021.

## 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)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
<b>SNP Statewide</b>	79	81	94	84	76	89	76	77	57
Amida Care	74 ▼	79	94	80 ▼	77	86	76	76	48 ▼
MetroPlus	80	81	94	87	77	90	71	76	63
VNSNY Choice	82 ▲	82	95	86	76	90	80 ▲	79	60

▲▼ Statistically significantly better/worse than SNP Statewide 2021.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Statewide	MetroPlus Health Plan
18 to 24	0.4%	0.7%
25 to 34	3.8%	2.7%
35 to 44	10.0%	9.8%
45 to 54	24.3%	23.9%
55 to 64	54.6%	55.1%
65 to 74	6.1%	5.8%
75 or older	0.9%	2.0%

<b>Gender</b>	SNP Statewide	MetroPlus Health Plan
Male	61.4%	60.7%
Female	34.9%	38.0%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	4.5%	1.5%

<b>Highest grade or level of school completed</b>	SNP Statewide	MetroPlus Health Plan
8th grade or less	9.2%	10.4%
Some high school, but did not graduate	24.4%	27.0%
High school graduate or GED	29.1%	31.5%
Some college or 2-year degree	23.7%	19.0%
4-year college graduate	8.7%	7.0%
More than 4-year college graduate	4.9%	5.0%

<b>Hispanic or Latino</b>	SNP Statewide	MetroPlus Health Plan
Yes, Hispanic or Latino	45.0%	41.5%
No, Not Hispanic or Latino	55.0%	58.5%

<b>Race</b>	SNP Statewide	MetroPlus Health Plan
White	21.6%	14.3%
Black or African-American	48.9%	55.6%
Asian	2.2%	2.8%
Native Hawaiian or Other Pacific Islander	0.5%	0.5%
American Indian or Alaska Native	2.9%	1.9%
Other	29.3%	28.2%

<b>Rating of Overall Health</b>	SNP Statewide	MetroPlus Health Plan
Excellent	13.9%	13.6%
Very good	25.4%	23.2%
Good	35.3%	36.2%
Fair	21.6%	22.8%
Poor	3.9%	4.2%

## Sample Disposition

	SNP Statewide	MetroPlus Health Plan
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	802	266
Second mailing - sent	5,112	1,724
Second mailing - usable survey returned*	430	146
Third mailing - sent	4,291	1,463
Third mailing - usable survey returned*	169	49
<b>Total - usable surveys</b>	<b>1,401</b>	<b>461</b>
<b>Ineligible: According to population criteria‡†</b>	<b>18</b>	<b>7</b>
<b>Ineligible: Language barrier†</b>	<b>5</b>	<b>4</b>
<b>Ineligible: Deceased†</b>	<b>3</b>	<b>1</b>
<b>Ineligible: Mentally or physically unable to complete survey†</b>	<b>2</b>	<b>0</b>
<b>Refusal/Returned survey blank</b>	<b>9</b>	<b>4</b>
<b>Incomplete survey</b>	<b>26</b>	<b>7</b>
<b>Response Rate</b>	<b>23.5%</b>	<b>23.2%</b>

\*Included in response rate numerator

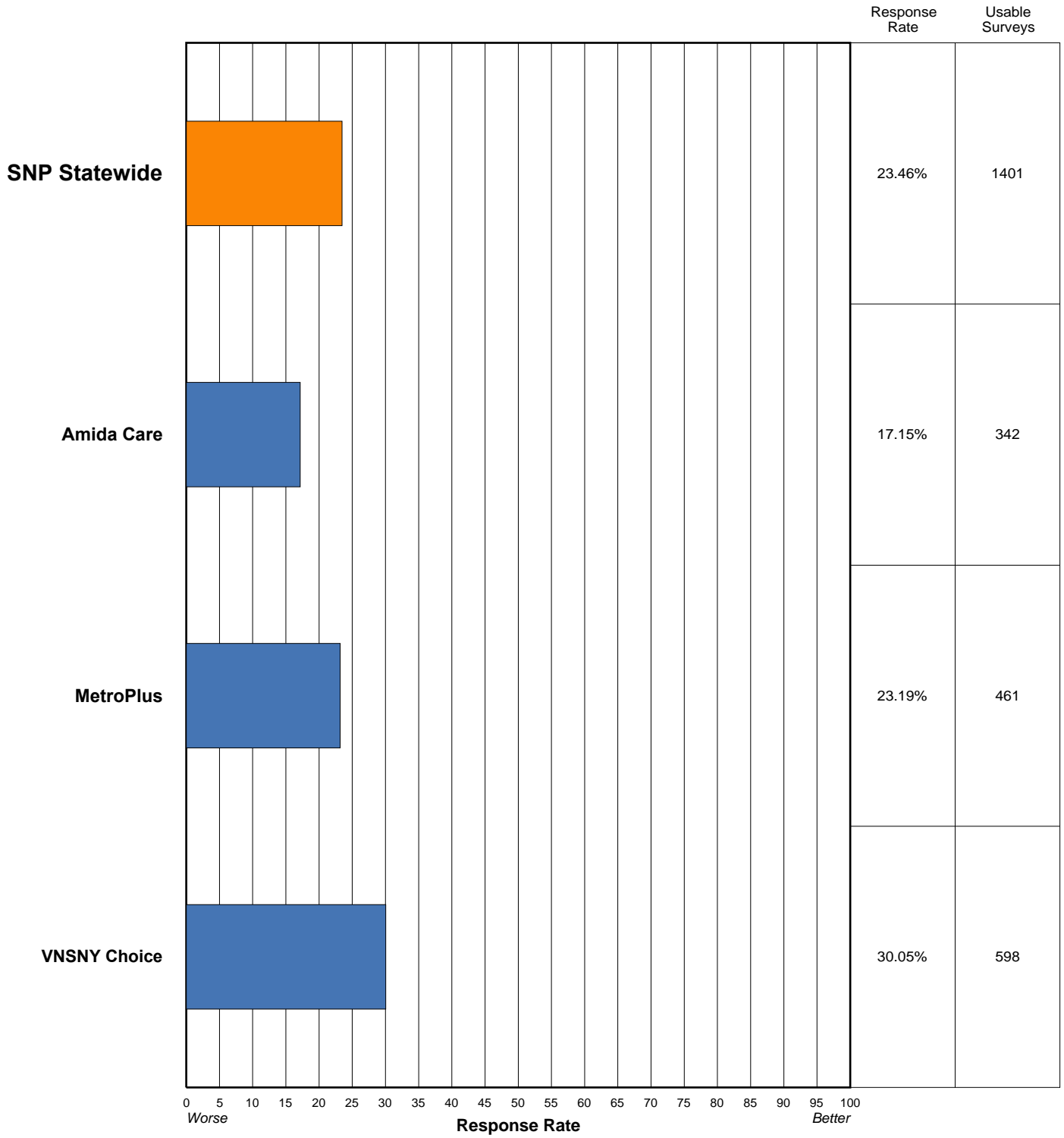
†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the special needs plan.

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



# Response Rates



■ SNP Statewide 2021     
 ■ Health Plans 2021

## Trend Analysis - 2021 vs. 2019

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2019. 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 2019 and 2021 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	MetroPlus 2021 Score	MetroPlus 2019 Score	Point Change	Composite/ Question Group
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	72.9%	66.6%	+ 6.3	Single Items
Q30. Rating of alcohol, drug, or addiction treatment or counseling	70.0%	65.6%	+ 4.5	Single Items
Q48. Information from health plans customer service usually or always easy to understand	88.8%	84.5%	+ 4.2	Single Items
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	85.7%	82.1%	+ 3.6	Single Items
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	73.1%	70.9%	+ 2.2	Single Items
Q17. Doctor or other health provider asked what you thought was best for you	90.2%	88.6%	+ 1.7	Single Items
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	82.5%	80.9%	+ 1.6	Single Items
Q15. Doctor or other health provider talked about reasons you might want to take a medicine	94.2%	92.9%	+ 1.3	Single Items
Q39. Rating of personal doctor	90.1%	89.0%	+ 1.1	Ratings
Q13b. Doctor or other health provider talked about exercise or physical activity	80.3%	79.9%	+ 0.4	Single Items
Q56. Advised by doctor/provider to quit smoking or using tobacco	87.6%	91.9%	- 4.4	Smoking Cessation
Q50. Rating of health plan	76.0%	80.4%	- 4.4	Ratings
Q54. Received a flu shot or flu spray in the nose since July 1, 2020	70.0%	74.4%	- 4.4	Single Items
Q25. Rating of treatment or counseling	62.6%	69.5%	- 6.9	Ratings
Q13e. Doctor or other health provider talked about smoking or using tobacco products	56.7%	64.1%	- 7.4	Single Items
Q4. Usually or always got urgent care as soon as you needed	79.3%	87.4%	- 8.1	Getting Care Quickly
Q43. Rating of specialist talked to most often	71.1%	80.2%	- 9.2	Ratings
Q45. Written materials or internet usually or always provided information about how health plan works	60.1%	69.7%	- 9.6	Single Items
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	67.6%	79.8%	- 12.2	Single Items
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	64.8%	81.1%	- 16.3 ▼	Single Items

Better



Worse



▲ ▼ Statistically significantly higher/lower than 2019 score.

# Methodology

Adults who were current members of a NYSDOH SNP, ages 18 to 64, as of September 2021 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 13 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 and reminder postcard to individuals who had not responded to the initial mailings and concluding with a third questionnaire packet to individuals who had not responded to either the initial or secondary mailings.

## Survey Milestones

1. 1st questionnaire packets mailed: October 14, 2021
2. 1st Reminder postcards mailed: October 25, 2021
3. 2nd questionnaire packets mailed: November 11, 2021
4. 2nd Reminder postcards mailed: November 22, 2021
5. 3rd questionnaire packets mailed: December 9, 2021
6. Field closed: January 13, 2022

## Sampling Frame

A stratified random sample of 2,000 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of September 2021

## Questionnaire

The instrument selected for the survey, the CAHPS® 5.1H 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 24 supplemental questions of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the questionnaire consisted of 69 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, Q31, Q40, Q46, Q50. Complete interviews were obtained from 461 Medicaid managed care members, and the overall project response rate was 23.2%.

## Definition of Achievement Scores

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

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

## Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. 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 easy to get the care, tests, or treatment you needed
- Q41. Usually or always got appointments with a specialist as soon as you needed

### Getting Care Quickly

- Q4. Usually or always got urgent care as soon as you needed
- Q6. Usually or always got an appointment for check-up or routine care as soon as you needed

### How Well Doctors Communicate

- Q33. Personal doctor usually or always explained things in a way that was easy to understand
- Q34. Personal doctor usually or always listened carefully to you
- Q35. Personal doctor usually or always showed respect for what you had to say
- Q36. Personal doctor usually or always spent enough time with you

### Customer Service

- Q47. Health plan customer service usually or always gave information or help you needed
- Q49. Health plan customer service usually or always treated you with courtesy and respect

## Correlation to Satisfaction

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

## Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections, plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for Rating Items and Composites while the *Graphs* section compares all participating SNPs for each performance measure.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change. The *Trend Analysis* section displays, for your plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 2019 and 2021 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

## Statistical Testing

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

## Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2021 are case-mix adjusted for age (Q62), health status (Q52) and education (Q64). 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 survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For all composites, responses of "Usually" or "Always" are considered achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

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

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

## Understanding the Sections of the Report

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

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

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

### *Graphs/Results*

This section contains a graphic presentation of the SNP Total and plan specific results for each question using achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the SNP Total and peers. The composites are directly followed by the individual questions that are combined to create composite measures.

### *Correlation Analysis*

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

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

### *Responses by Question*

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a member needed a service in the past six months does not have an associated achievement score. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, correlation with rating of health plan and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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## Graphs/Results

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

The CAHPS® 5.1H 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.

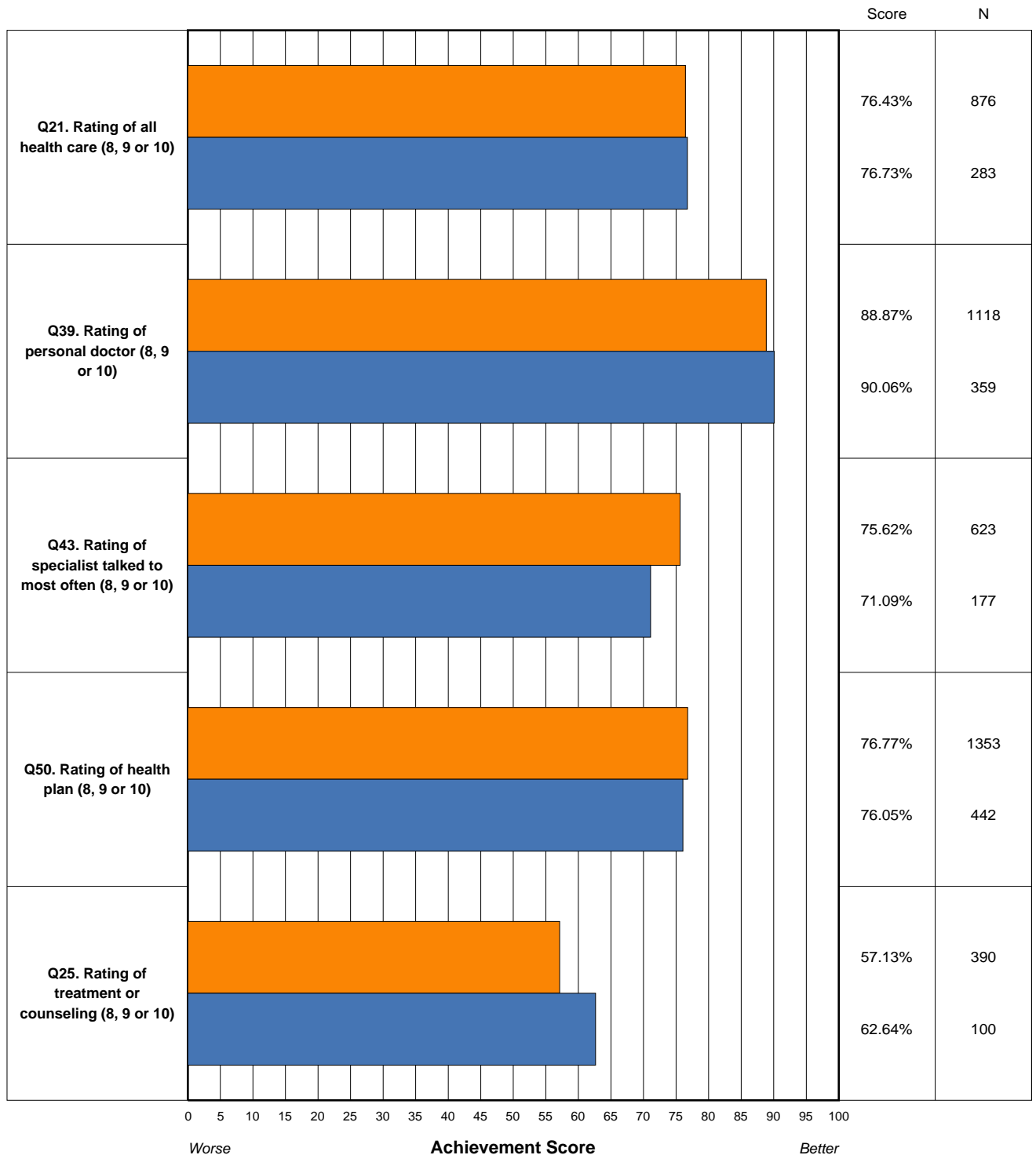
Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for the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



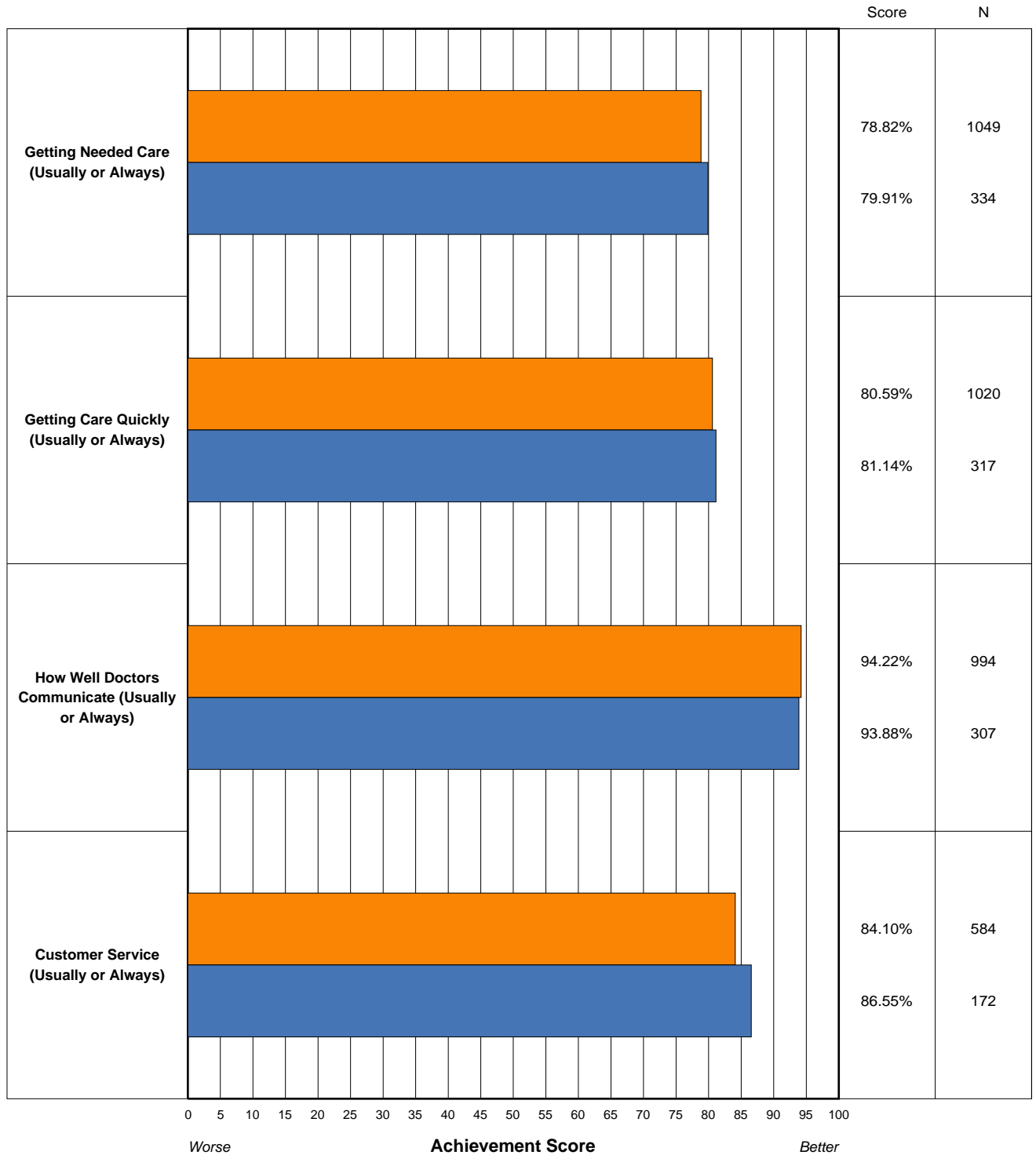
# Standard Ratings



Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

### Standard Composites

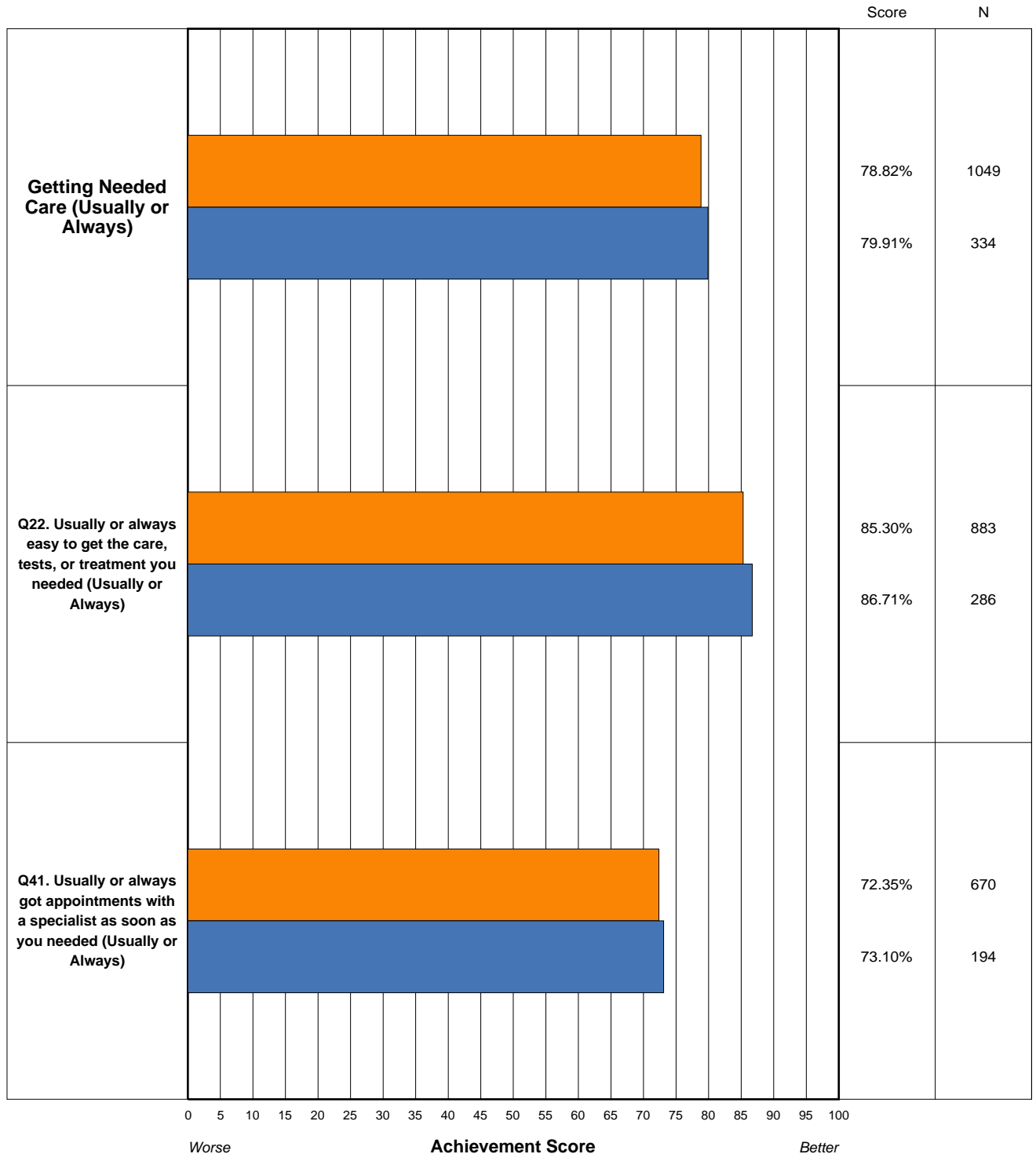


Statistically significantly better/worse than Statewide.

SNP Statewide

MetroPlus

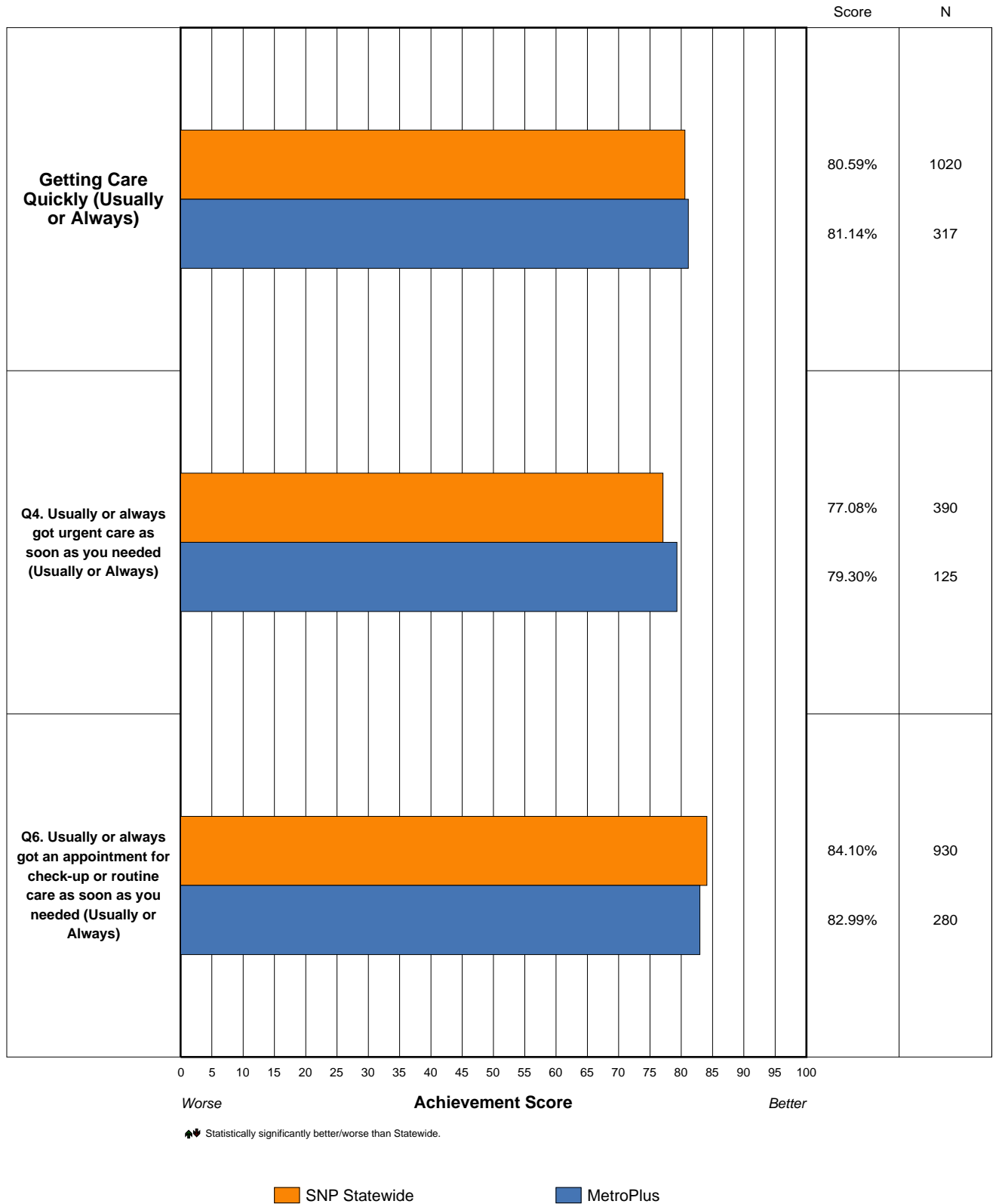
### Getting Needed Care



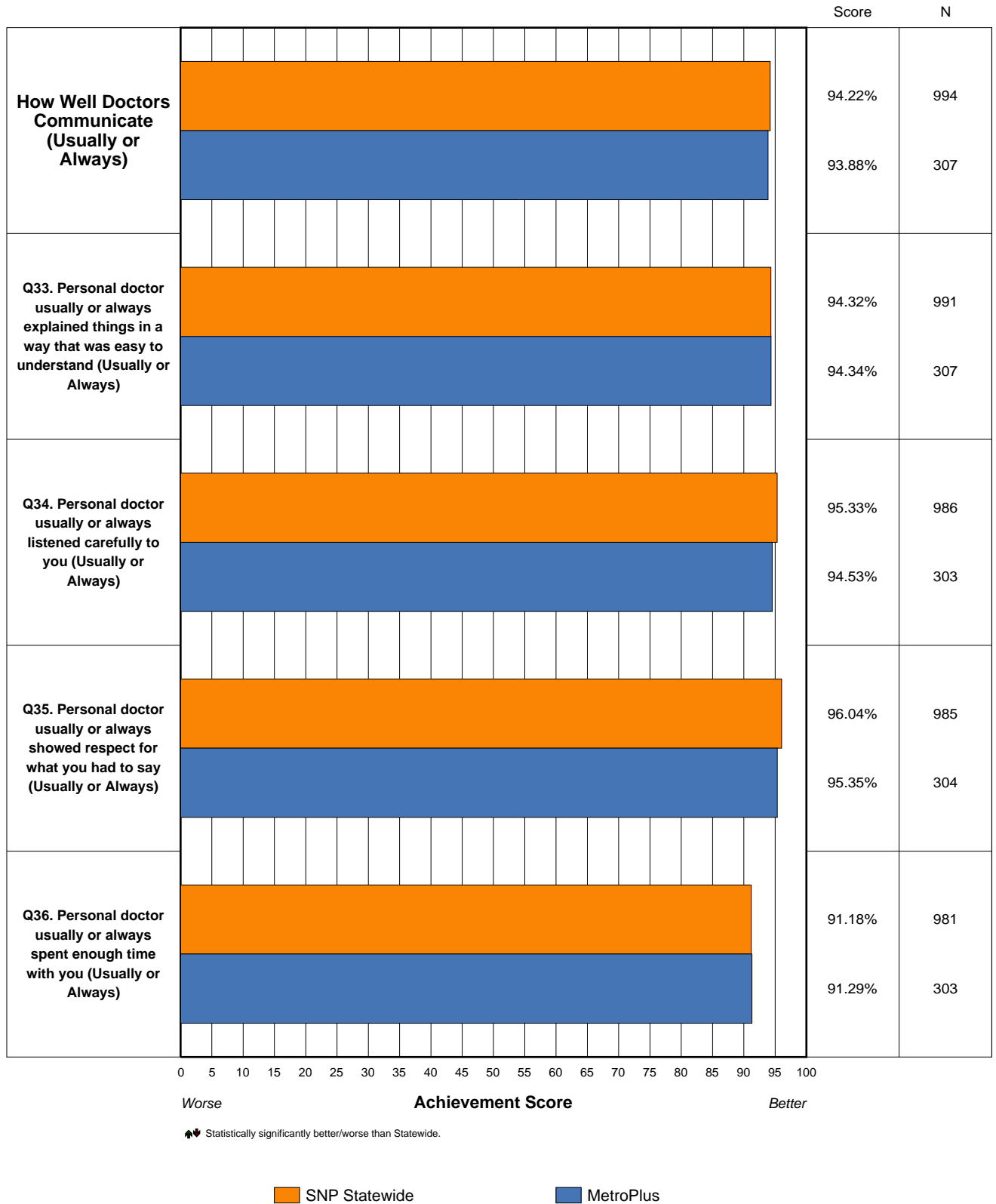
Statistically significantly better/worse than Statewide.

SNP Statewide MetroPlus

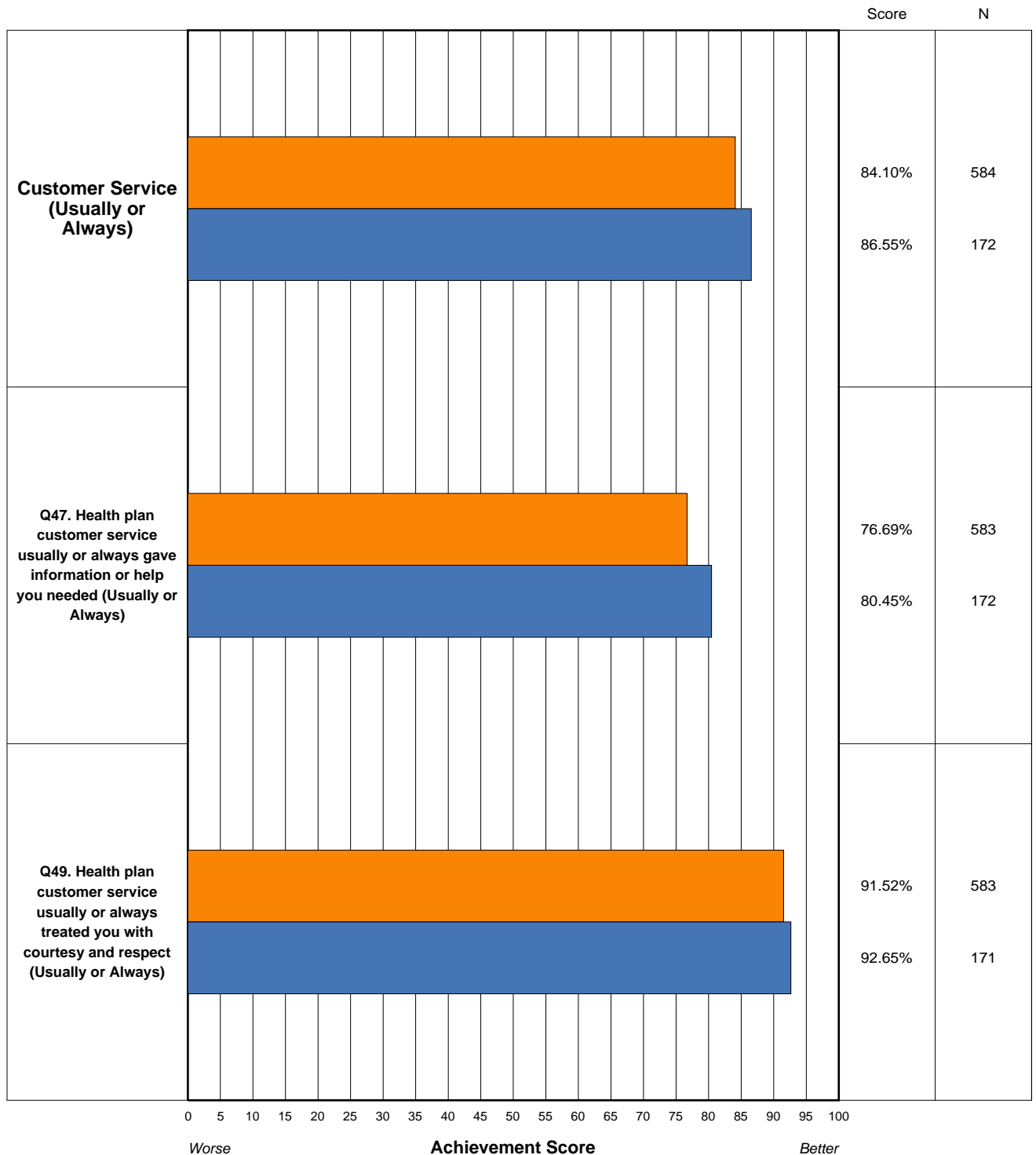
### Getting Care Quickly



## How Well Doctors Communicate



# Customer Service

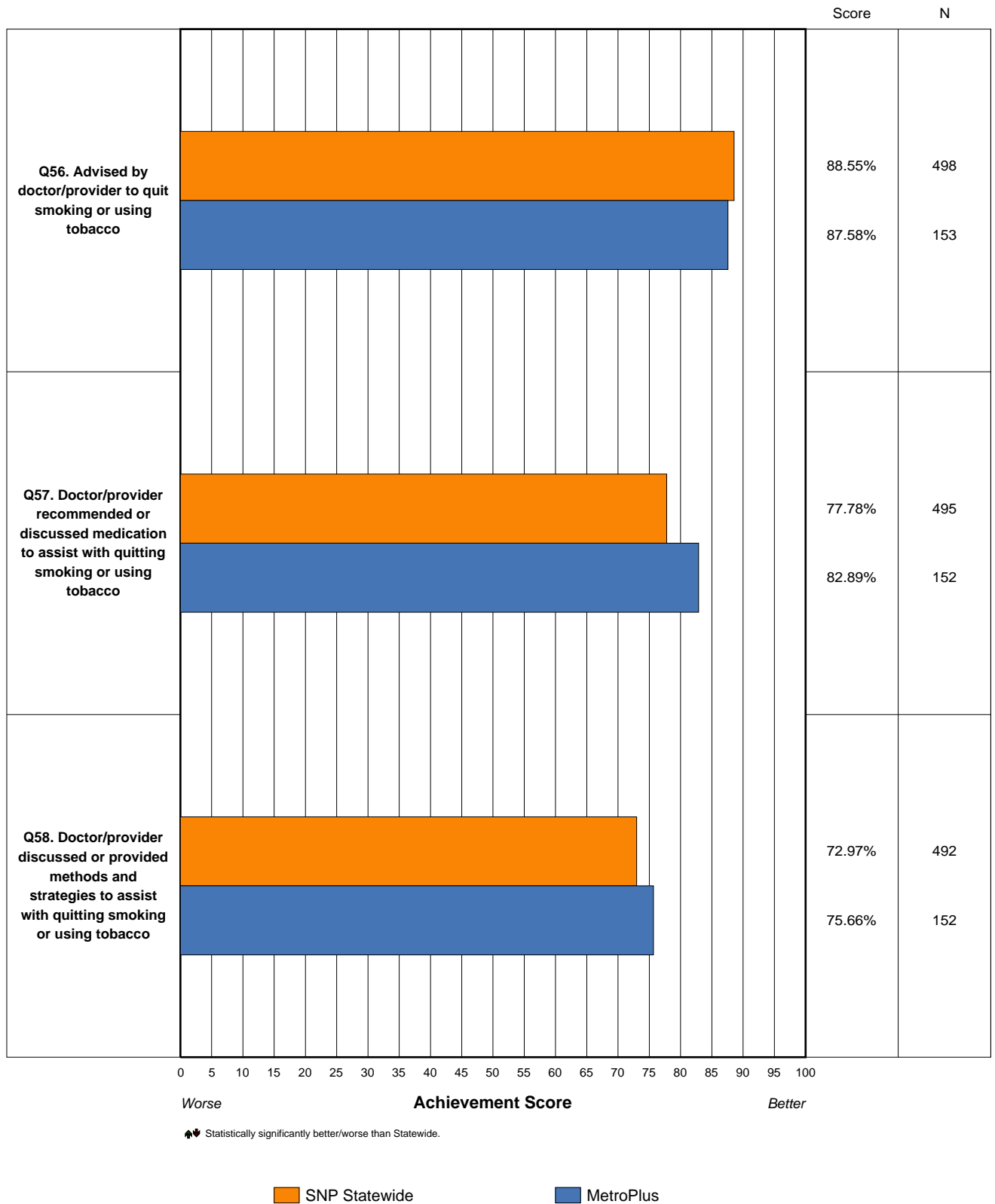


Statistically significantly better/worse than Statewide.

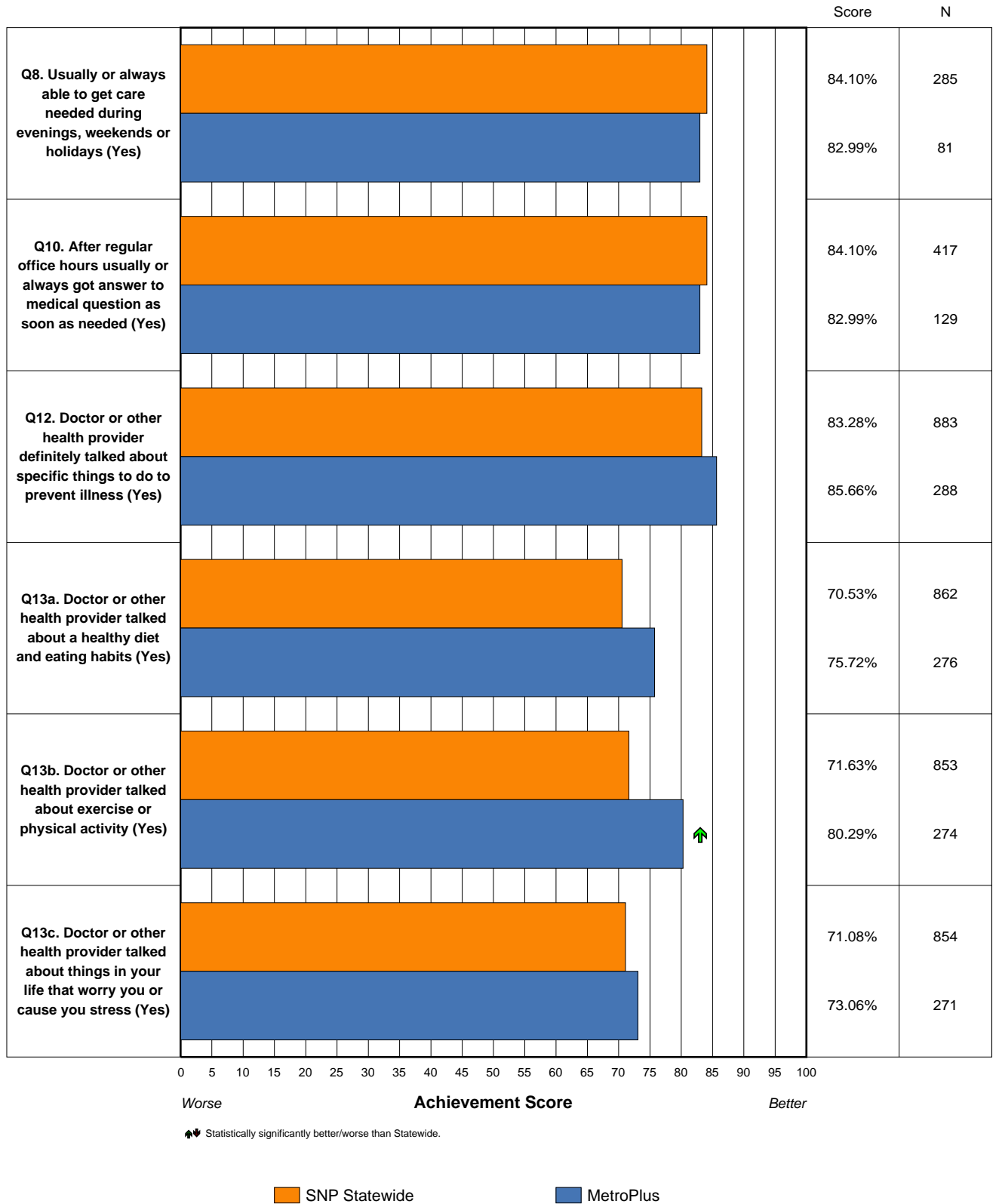
SNP Statewide

MetroPlus

## Medical Assistance with Smoking Cessation

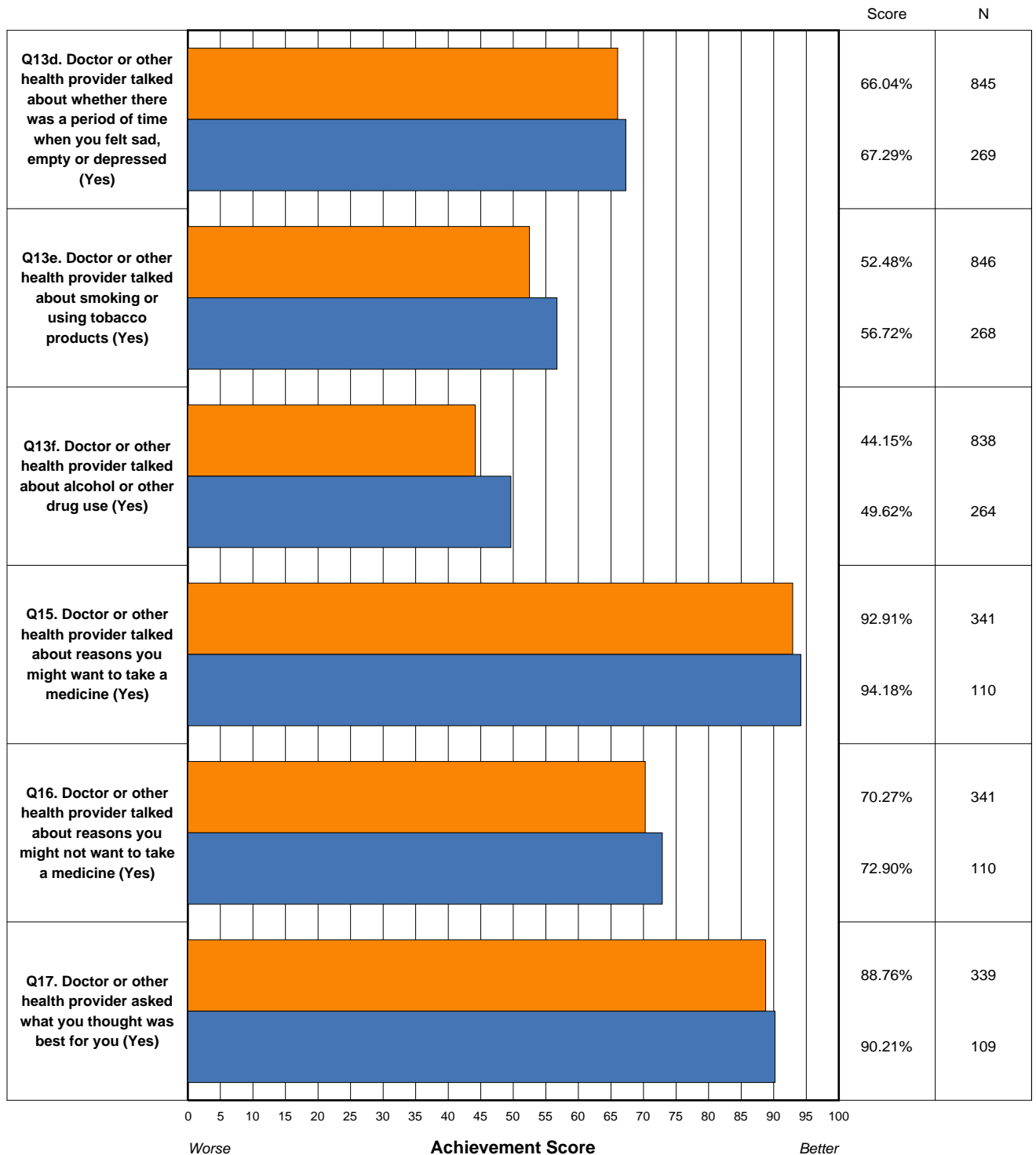


# Single Items





### Single Items

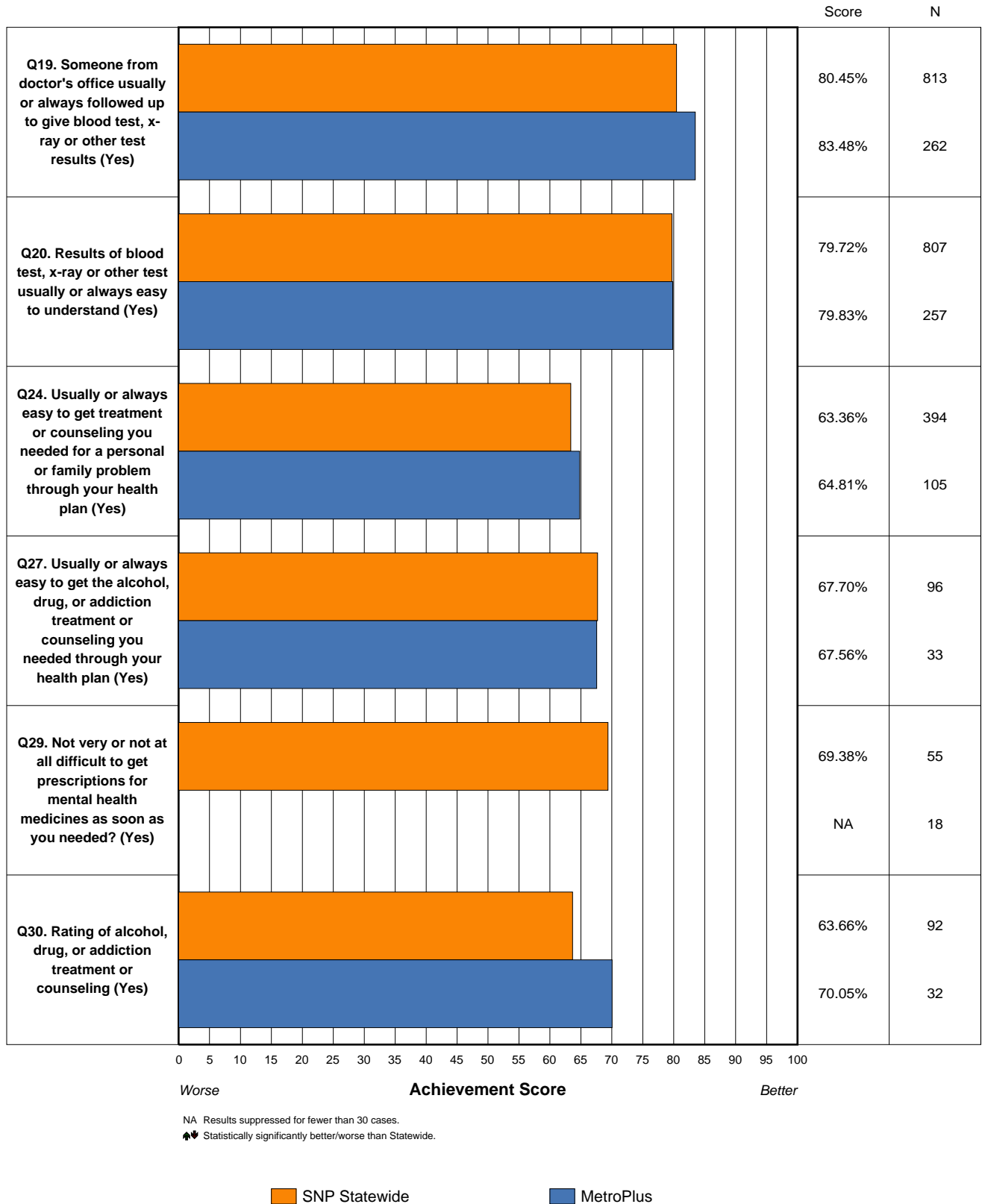


Statistically significantly better/worse than Statewide.

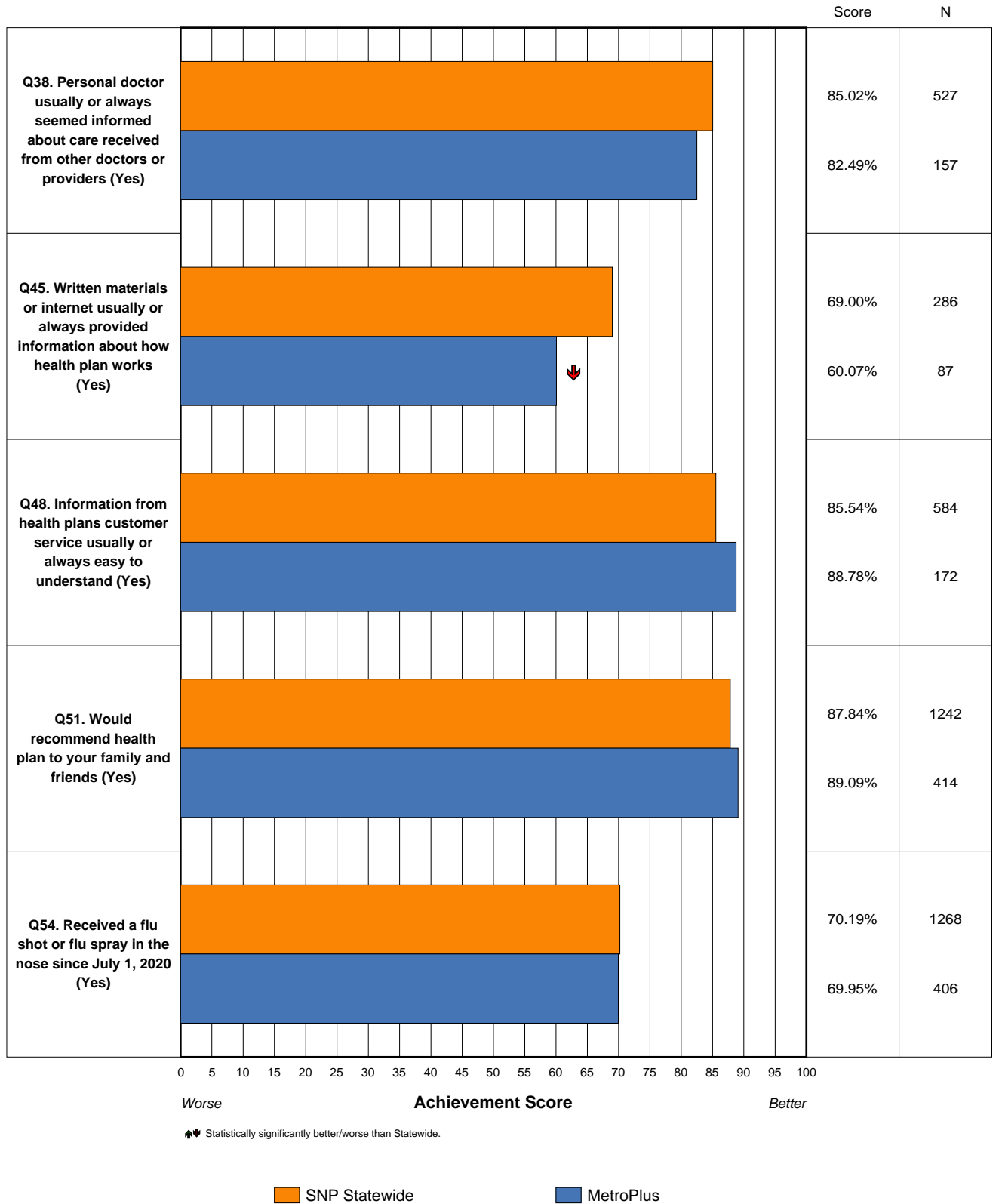
SNP Statewide

MetroPlus

# Single Items



# Single Items



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## MetroPlus Health Plan

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

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

### Example:

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

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

### Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to 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 Getting Needed Care	87%	0.60	Q34 Communication	95%	0.56	Q4 Getting Care Quickly	79%	0.57	Q47 Customer Service	80%	0.43	Q6 Getting Care Quickly	83%	0.47
2	Q33 Communication	94%	0.52	Q33 Communication	94%	0.55	Q41 Getting Needed Care	73%	0.51	Q22 Getting Needed Care	87%	0.42	Q22 Getting Needed Care	87%	0.41
3	Q6 Getting Care Quickly	83%	0.50	Q36 Communication	91%	0.55	Q22 Getting Needed Care	87%	0.47	Q4 Getting Care Quickly	79%	0.38	Q4 Getting Care Quickly	79%	0.38
4	Q34 Communication	95%	0.49	Q35 Communication	95%	0.53	Q6 Getting Care Quickly	83%	0.34	Q49 Customer Service	93%	0.31	Q34 Communication	95%	0.38
5	Q36 Communication	91%	0.47	Q22 Getting Needed Care	87%	0.51	Q35 Communication	95%	0.31	Q34 Communication	95%	0.27	Q33 Communication	94%	0.34
6	Q4 Getting Care Quickly	79%	0.41	Q6 Getting Care Quickly	83%	0.37	Q34 Communication	95%	0.29	Q41 Getting Needed Care	73%	0.25	Q41 Getting Needed Care	73%	0.27
7	Q41 Getting Needed Care	73%	0.41	Q41 Getting Needed Care	73%	0.32	Q36 Communication	91%	0.29	Q36 Communication	91%	0.24	Q35 Communication	95%	0.23
8	Q35 Communication	95%	0.40	Q47 Customer Service	80%	0.30	Q33 Communication	94%	0.28	Q33 Communication	94%	0.21	Q36 Communication	91%	0.22
9	Q49 Customer Service	93%	0.24	Q4 Getting Care Quickly	79%	0.19	Q47 Customer Service	80%	0.15	Q6 Getting Care Quickly	83%	0.20	Q47 Customer Service	80%	0.10
10	Q47 Customer Service	80%	0.23	Q49 Customer Service	93%	0.15	Q49 Customer Service	93%	-0.02	Q35 Communication	95%	0.20	Q49 Customer Service	93%	0.00

▲▼ Statistically significantly higher/lower than SNP Statewide 2021.

### 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?	0.60	87%	63%	23%	11%	2%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.52	94%	79%	15%	5%	1%
3	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.50	83%	58%	25%	16%	1%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.49	95%	83%	11%	4%	1%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.47	91%	71%	20%	8%	1%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.41	79%	51%	26%	16%	6%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.41	73%	47%	26%	20%	6%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.40	95%	88%	7%	4%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	93%	78%	14%	7%	1%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.23	80%	55%	27%	17%	2%

▲▼ Statistically significantly higher/lower than SNP Statewide 2021.

### 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 listen carefully to you?	0.56	95%	83%	11%	4%	1%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.55	94%	79%	15%	5%	1%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.55	91%	71%	20%	8%	1%
4	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.53	95%	88%	7%	4%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.51	87%	63%	23%	11%	2%
6	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.37	83%	58%	25%	16%	1%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.32	73%	47%	26%	20%	6%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.30	80%	55%	27%	17%	2%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.19	79%	51%	26%	16%	6%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.15	93%	78%	14%	7%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2021.

### Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.57	79%	51%	26%	16%	6%
2	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.51	73%	47%	26%	20%	6%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.47	87%	63%	23%	11%	2%
4	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.34	83%	58%	25%	16%	1%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.31	95%	88%	7%	4%	1%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	95%	83%	11%	4%	1%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.29	91%	71%	20%	8%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.28	94%	79%	15%	5%	1%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.15	80%	55%	27%	17%	2%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	-0.02	93%	78%	14%	7%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2021.



### Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.43	80%	55%	27%	17%	2%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.42	87%	63%	23%	11%	2%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.38	79%	51%	26%	16%	6%
4	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.31	93%	78%	14%	7%	1%
5	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.27	95%	83%	11%	4%	1%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.25	73%	47%	26%	20%	6%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.24	91%	71%	20%	8%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.21	94%	79%	15%	5%	1%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.20	83%	58%	25%	16%	1%
10	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.20	95%	88%	7%	4%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2021.

### Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.47	83%	58%	25%	16%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.41	87%	63%	23%	11%	2%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.38	79%	51%	26%	16%	6%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.38	95%	83%	11%	4%	1%
5	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.34	94%	79%	15%	5%	1%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.27	73%	47%	26%	20%	6%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.23	95%	88%	7%	4%	1%
8	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.22	91%	71%	20%	8%	1%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.10	80%	55%	27%	17%	2%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.00	93%	78%	14%	7%	1%

▲ ▼ Statistically significantly higher/lower than SNP Statewide 2021.

## 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 2021 scores are compared to 2019 scores when applicable. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	1,355	100.0%	448	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	1,355	100.0%	448	100.0%
Not Answered	46		13	

### *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?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	404	29.7%	129	28.7%
No	957	70.3%	321	71.3%
<b>Total</b>	1,361	100.0%	450	100.0%
Not Answered	40		11	

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	17	4.4%	8	6.4%
<input checked="" type="radio"/> Sometimes	72	18.5%	20	16.0%
<input checked="" type="radio"/> Usually	100	25.6%	33	26.4%
<input checked="" type="radio"/> Always	201	51.5%	64	51.2%
<b>Total</b>	390	100.0%	125	100.0%
Not Answered	14		4	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	77.08%		79.30%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-7.4▼		-8.1	
Correlation with rating of health plan	0.376		0.378	

**Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	967	72.2%	291	66.9%
No	373	27.8%	144	33.1%
<b>Total</b>	1,340	100.0%	435	100.0%
Not Answered	61		26	

**Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	12	1.3%	3	1.1%
<input checked="" type="radio"/> Sometimes	132	14.2%	45	16.1%
<input checked="" type="radio"/> Usually	259	27.8%	70	25.0%
<input checked="" type="radio"/> Always	527	56.7%	162	57.9%
<b>Total</b>	930	100.0%	280	100.0%
Not Answered	37		11	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	84.52%		82.86%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.9		-4.3	
Correlation with rating of health plan	0.194		0.203	

Response scored as:  Achievement  Room for improvement

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	291	21.4%	82	18.3%
No	1,069	78.6%	365	81.7%
<b>Total</b>	1,360	100.0%	447	100.0%
Not Answered	41		14	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	56	19.6%	12	14.8%
● Sometimes	59	20.7%	21	25.9%
● Usually	57	20.0%	18	22.2%
● Always	113	39.6%	30	37.0%
<b>Total</b>	285	100.0%	81	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	84.10%		82.99%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.2		-4.0	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	425	31.4%	132	29.7%
No	929	68.6%	313	70.3%
<b>Total</b>	1,354	100.0%	445	100.0%
Not Answered	47		16	

○ Response scored as: ● Achievement ● Room for improvement

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	48	11.5%	14	10.9%
● Sometimes	65	15.6%	19	14.7%
● Usually	74	17.7%	20	15.5%
● Always	230	55.2%	76	58.9%
<b>Total</b>	417	100.0%	129	100.0%
Not Answered	8		3	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	84.10%		82.99%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.2		-4.0	

**Q11.** In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	449	33.5%	147	33.7%
1 time	158	11.8%	63	14.4%
2	231	17.2%	87	20.0%
3	161	12.0%	46	10.6%
4	140	10.4%	35	8.0%
5 to 9	135	10.1%	37	8.5%
10 or more times	66	4.9%	21	4.8%
<b>Total</b>	1,340	100.0%	436	100.0%
Not Answered	61		25	

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

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

**Q12. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	735	83.2%	246	85.4%
● No	148	16.8%	42	14.6%
<b>Total</b>	883	100.0%	288	100.0%
Not Answered	8		1	
<b>Reporting Category</b> Single Items				
Achievement Score	83.28%		85.66%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.4		+3.6	

**Q13a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	608	70.5%	209	75.7%
● No	254	29.5%	67	24.3%
<b>Total</b>	862	100.0%	276	100.0%
Not Answered	29		13	
<b>Reporting Category</b> Single Items				
Achievement Score	70.53%		75.72%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.5▼		-4.4	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	611	71.6%	220	80.3%
● No	242	28.4%	54	19.7%
<b>Total</b>	853	100.0%	274	100.0%
Not Answered	38		15	
<b>Reporting Category</b> Single Items				
Achievement Score	71.63%		80.29%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.4		+0.4	

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

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

**Q13c. In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	607	71.1%	198	73.1%
● No	247	28.9%	73	26.9%
<b>Total</b>	854	100.0%	271	100.0%
Not Answered	37		18	
<b>Reporting Category</b> Single Items				
Achievement Score	71.08%		73.06%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.5		+2.2	

**Q13d. In the last 6 months, did you and a doctor or other health provider talk about... Whether you felt sad, empty or depressed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	558	66.0%	181	67.3%
● No	287	34.0%	88	32.7%
<b>Total</b>	845	100.0%	269	100.0%
Not Answered	46		20	
<b>Reporting Category</b> Single Items				
Achievement Score	66.04%		67.29%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.9		-0.7	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	444	52.5%	152	56.7%
● No	402	47.5%	116	43.3%
<b>Total</b>	846	100.0%	268	100.0%
Not Answered	45		21	
<b>Reporting Category</b> Single Items				
Achievement Score	52.48%		56.72%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-9.3▼		-7.4	

○ Response scored as: ● Achievement ● Room for improvement



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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	370	44.2%	131	49.6%
● No	468	55.8%	133	50.4%
<b>Total</b>	838	100.0%	264	100.0%
Not Answered	53		25	
<b>Reporting Category</b>	Single Items			
Achievement Score	44.15%		49.62%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-6.7▼		-3.5	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	347	40.3%	111	40.2%
No	514	59.7%	165	59.8%
<b>Total</b>	861	100.0%	276	100.0%
Not Answered	30		13	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	316	92.7%	103	93.6%
● No	25	7.3%	7	6.4%
<b>Total</b>	341	100.0%	110	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	92.91%		94.18%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.4		+1.3	

○ Response scored as: ● Achievement ● Room for improvement

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	243	71.3%	78	70.9%
● No	98	28.7%	32	29.1%
<b>Total</b>	341	100.0%	110	100.0%
Not Answered	6		1	
<b>Reporting Category</b> Single Items				
Achievement Score	70.27%		72.90%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.2		+6.3	

**Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	301	88.8%	97	89.0%
● No	38	11.2%	12	11.0%
<b>Total</b>	339	100.0%	109	100.0%
Not Answered	8		2	
<b>Reporting Category</b> Single Items				
Achievement Score	88.76%		90.21%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.0		+1.7	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	825	93.8%	265	93.0%
No	55	6.3%	20	7.0%
<b>Total</b>	880	100.0%	285	100.0%
Not Answered	11		4	

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

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

**Q19. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	68	8.4%	18	6.9%
● Sometimes	89	10.9%	26	9.9%
● Usually	124	15.3%	23	8.8%
● Always	532	65.4%	195	74.4%
<b>Total</b>	813	100.0%	262	100.0%
Not Answered	12		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	80.45%		83.48%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.5		-1.0	

**Q20. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	38	4.7%	8	3.1%
● Sometimes	124	15.4%	45	17.5%
● Usually	205	25.4%	52	20.2%
● Always	440	54.5%	152	59.1%
<b>Total</b>	807	100.0%	257	100.0%
Not Answered	18		8	
<b>Reporting Category</b>	Single Items			
Achievement Score	79.72%		79.83%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.5▼		-4.0	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst health care possible	5	0.6%	2	0.7%
● 1	6	0.7%	1	0.4%
● 2	5	0.6%	0	0.0%
● 3	11	1.3%	3	1.1%
● 4	17	1.9%	4	1.4%
● 5	44	5.0%	16	5.7%
● 6	39	4.5%	16	5.7%
● 7	80	9.1%	24	8.5%
● 8	146	16.7%	46	16.3%
● 9	177	20.2%	50	17.7%
● Best health care possible	346	39.5%	121	42.8%
<b>Total</b>	876	100.0%	283	100.0%
Not Answered	15		6	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	76.43%		76.73%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.1		-0.7	
Correlation with rating of health plan	0.581		0.589	

**Q22.** In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	13	1.5%	7	2.4%
● Sometimes	114	12.9%	32	11.2%
● Usually	253	28.7%	66	23.1%
● Always	503	57.0%	181	63.3%
<b>Total</b>	883	100.0%	286	100.0%
Not Answered	8		3	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	85.30%		86.71%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.7▼		-3.3	
Correlation with rating of health plan	0.423		0.418	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	405	29.5%	108	24.1%
No	966	70.5%	340	75.9%
<b>Total</b>	1,371	100.0%	448	100.0%
Not Answered	30		13	

**Q24.** In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	57	14.5%	14	13.3%
● Sometimes	84	21.3%	23	21.9%
● Usually	78	19.8%	18	17.1%
● Always	175	44.4%	50	47.6%
<b>Total</b>	394	100.0%	105	100.0%
Not Answered	11		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	63.36%		64.81%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-14.8▼		-16.3▼	

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

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

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	28	7.2%	3	3.0%
● 1	7	1.8%	3	3.0%
● 2	12	3.1%	0	0.0%
● 3	12	3.1%	3	3.0%
● 4	11	2.8%	4	4.0%
● 5	29	7.4%	9	9.0%
● 6	21	5.4%	4	4.0%
● 7	47	12.1%	11	11.0%
● 8	60	15.4%	16	16.0%
● 9	53	13.6%	11	11.0%
● Best treatment possible	110	28.2%	36	36.0%
<b>Total</b>	390	100.0%	100	100.0%
Not Answered	15		8	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	57.13%		62.64%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-7.5▼		-6.9	
Correlation with rating of health plan	0.432		0.452	

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	97	7.3%	33	7.6%
No	1,237	92.7%	403	92.4%
<b>Total</b>	1,334	100.0%	436	100.0%
Not Answered	67		25	

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

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

**Q27.** In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	8	8.3%	1	3.0%
● Sometimes	23	24.0%	10	30.3%
● Usually	17	17.7%	7	21.2%
● Always	48	50.0%	15	45.5%
<b>Total</b>	96	100.0%	33	100.0%
Not Answered	1		0	
<b>Reporting Category</b> <span style="float:right">Single Items</span>				
Achievement Score	67.70%		67.56%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-15.0▼		-12.2	

**Q28.** Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	55	57.9%	18	54.5%
No	40	42.1%	15	45.5%
<b>Total</b>	95	100.0%	33	100.0%
Not Answered	2		0	

**Q29.** In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Extremely difficult	3	5.5%	1	5.6%
● Very difficult	6	10.9%	2	11.1%
● Somewhat difficult	8	14.5%	3	16.7%
● Not very difficult	13	23.6%	6	33.3%
● Not at all difficult	25	45.5%	6	33.3%
<b>Total</b>	55	100.0%	18	100.0%
Not Answered	0		0	
<b>Reporting Category</b> <span style="float:right">Single Items</span>				
Achievement Score	69.38%		NA	

NA: Results suppressed for fewer than 30 cases.

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

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

**Q30.** Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst treatment possible	4	4.3%	0	0.0%
● 1	0	0.0%	0	0.0%
● 2	1	1.1%	0	0.0%
● 3	6	6.5%	3	9.4%
● 4	4	4.3%	1	3.1%
● 5	9	9.8%	3	9.4%
● 6	3	3.3%	2	6.3%
● 7	6	6.5%	1	3.1%
● 8	16	17.4%	6	18.8%
● 9	10	10.9%	3	9.4%
● Best treatment possible	33	35.9%	13	40.6%
<b>Total</b>	92	100.0%	32	100.0%
Not Answered	5		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	63.66%		70.05%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.1		+4.5	

### Your Personal Doctor

**Q31.** A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	1,179	86.6%	384	86.7%
No	182	13.4%	59	13.3%
<b>Total</b>	1,361	100.0%	443	100.0%
Not Answered	40		18	

○ Response scored as: ● Achievement ● Room for improvement



### Your Personal Doctor *(continued)*

**Q32.** In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	119	10.7%	48	13.5%
1 time	226	20.3%	85	23.9%
2	349	31.3%	96	27.0%
3	177	15.9%	55	15.4%
4	98	8.8%	28	7.9%
5 to 9	108	9.7%	32	9.0%
10 or more times	38	3.4%	12	3.4%
<b>Total</b>	1,115	100.0%	356	100.0%
Not Answered	64		28	

**Q33.** In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	9	0.9%	3	1.0%
<input checked="" type="radio"/> Sometimes	48	4.8%	15	4.9%
<input checked="" type="radio"/> Usually	160	16.1%	46	15.0%
<input checked="" type="radio"/> Always	774	78.1%	243	79.2%
<b>Total</b>	991	100.0%	307	100.0%
Not Answered	5		1	
<b>Reporting Category</b>	<b>Communication</b>			
Achievement Score	94.32%		94.34%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.1		-0.7	
Correlation with rating of health plan	0.288		0.215	

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

### Your Personal Doctor (continued)

**Q34. In the last 6 months, how often did your personal doctor listen carefully to you?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	9	0.9%	4	1.3%
● Sometimes	37	3.8%	13	4.3%
● Usually	138	14.0%	33	10.9%
● Always	802	81.3%	253	83.5%
<b>Total</b>	986	100.0%	303	100.0%
Not Answered	10		5	
<b>Reporting Category</b>	Communication			
Achievement Score	95.33%		94.53%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.1		-1.0	
Correlation with rating of health plan	0.294		0.273	

**Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	9	0.9%	3	1.0%
● Sometimes	29	2.9%	11	3.6%
● Usually	97	9.8%	21	6.9%
● Always	850	86.3%	269	88.5%
<b>Total</b>	985	100.0%	304	100.0%
Not Answered	11		4	
<b>Reporting Category</b>	Communication			
Achievement Score	96.04%		95.35%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.1		-0.3	
Correlation with rating of health plan	0.258		0.197	

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

### Your Personal Doctor (continued)

**Q36. In the last 6 months, how often did your personal doctor spend enough time with you?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	14	1.4%	4	1.3%
● Sometimes	70	7.1%	23	7.6%
● Usually	196	20.0%	60	19.8%
● Always	701	71.5%	216	71.3%
<b>Total</b>	981	100.0%	303	100.0%
Not Answered	15		5	
<b>Reporting Category</b>				
Communication				
Achievement Score	91.18%		91.29%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.5▼		-3.8	
Correlation with rating of health plan	0.281		0.245	

**Q37. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	539	56.1%	162	54.4%
No	421	43.9%	136	45.6%
<b>Total</b>	960	100.0%	298	100.0%
Not Answered	36		10	

**Q38. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	15	2.8%	5	3.2%
● Sometimes	58	11.0%	22	14.0%
● Usually	108	20.5%	24	15.3%
● Always	346	65.7%	106	67.5%
<b>Total</b>	527	100.0%	157	100.0%
Not Answered	12		5	
<b>Reporting Category</b>				
Single Items				
Achievement Score	85.02%		82.49%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.9		+1.6	

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

### Your Personal Doctor (continued)

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

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst personal doctor possible	8	0.7%	2	0.6%
● 1	4	0.4%	1	0.3%
● 2	5	0.4%	0	0.0%
● 3	8	0.7%	2	0.6%
● 4	4	0.4%	1	0.3%
● 5	26	2.3%	7	1.9%
● 6	19	1.7%	9	2.5%
● 7	47	4.2%	15	4.2%
● 8	117	10.5%	35	9.7%
● 9	188	16.8%	55	15.3%
● Best personal doctor possible	692	61.9%	232	64.6%
<b>Total</b>	1,118	100.0%	359	100.0%
Not Answered	61		25	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	88.87%		90.06%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.4		+1.1	
Correlation with rating of health plan	0.450		0.382	

### Getting Health Care From Specialists

**Q40.** 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 with a specialist?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	681	50.8%	197	45.4%
No	660	49.2%	237	54.6%
<b>Total</b>	1,341	100.0%	434	100.0%
Not Answered	60		27	

○ Response scored as: ● Achievement ● Room for improvement

### Getting Health Care From Specialists (continued)

**Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	39	5.8%	12	6.2%
● Sometimes	139	20.7%	39	20.1%
● Usually	192	28.7%	51	26.3%
● Always	300	44.8%	92	47.4%
<b>Total</b>	670	100.0%	194	100.0%
Not Answered	11		3	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	72.35%		73.10%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.3		-3.0	
Correlation with rating of health plan	0.299		0.249	

**Q42. How many specialists have you talked to in the last 6 months?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
None	38	5.7%	12	6.2%
1 specialist	263	39.3%	84	43.3%
2	187	28.0%	56	28.9%
3	101	15.1%	27	13.9%
4	43	6.4%	5	2.6%
5 or more specialists	37	5.5%	10	5.2%
<b>Total</b>	669	100.0%	194	100.0%
Not Answered	12		3	

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

### Getting Health Care From Specialists (continued)

**Q43.** We want to know your rating of the specialist you talked to 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 that specialist?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst specialist possible	7	1.1%	2	1.1%
● 1	2	0.3%	0	0.0%
● 2	10	1.6%	4	2.3%
● 3	3	0.5%	1	0.6%
● 4	14	2.2%	6	3.4%
● 5	27	4.3%	11	6.2%
● 6	26	4.2%	7	4.0%
● 7	58	9.3%	19	10.7%
● 8	112	18.0%	30	16.9%
● 9	106	17.0%	27	15.3%
● Best specialist possible	258	41.4%	70	39.5%
<b>Total</b>	623	100.0%	177	100.0%
Not Answered	8		5	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	75.62%		71.09%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.9		-9.2	
Correlation with rating of health plan	0.395		0.364	

### Your Health Plan

**Q44.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	292	21.4%	88	19.6%
No	1,073	78.6%	360	80.4%
<b>Total</b>	1,365	100.0%	448	100.0%
Not Answered	36		13	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	15	5.2%	6	6.9%
● Sometimes	74	25.9%	27	31.0%
● Usually	91	31.8%	26	29.9%
● Always	106	37.1%	28	32.2%
<b>Total</b>	286	100.0%	87	100.0%
Not Answered	6		1	
<b>Reporting Category</b> Single Items				
Achievement Score	69.00%		60.07%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-6.6		-9.6	

**Q46. In the last 6 months, did you get information or help from your health plan's customer service?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	593	43.4%	176	39.3%
No	773	56.6%	272	60.7%
<b>Total</b>	1,366	100.0%	448	100.0%
Not Answered	35		13	

**Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	23	3.9%	3	1.7%
● Sometimes	110	18.9%	29	16.9%
● Usually	150	25.7%	46	26.7%
● Always	300	51.5%	94	54.7%
<b>Total</b>	583	100.0%	172	100.0%
Not Answered	10		4	
<b>Reporting Category</b> Customer Service				
Achievement Score	76.69%		80.45%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-8.0▼		+0.2	
Correlation with rating of health plan	0.554		0.432	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	14	2.4%	1	0.6%
● Sometimes	72	12.3%	18	10.5%
● Usually	183	31.3%	54	31.4%
● Always	315	53.9%	99	57.6%
<b>Total</b>	584	100.0%	172	100.0%
Not Answered	9		4	
<b>Reporting Category</b>	Single Items			
Achievement Score	85.54%		88.78%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.5		+4.2	

**Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	8	1.4%	1	0.6%
● Sometimes	40	6.9%	12	7.0%
● Usually	95	16.3%	24	14.0%
● Always	440	75.5%	134	78.4%
<b>Total</b>	583	100.0%	171	100.0%
Not Answered	10		5	
<b>Reporting Category</b>	Customer Service			
Achievement Score	91.52%		92.65%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.6▼		-0.4	
Correlation with rating of health plan	0.413		0.310	

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



### Your Health Plan (continued)

**Q50.** Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Worst health plan possible	13	1.0%	2	0.5%
● 1	6	0.4%	1	0.2%
● 2	4	0.3%	1	0.2%
● 3	21	1.6%	10	2.3%
● 4	16	1.2%	6	1.4%
● 5	80	5.9%	30	6.8%
● 6	49	3.6%	19	4.3%
● 7	121	8.9%	37	8.4%
● 8	205	15.2%	70	15.8%
● 9	223	16.5%	66	14.9%
● Best health plan possible	615	45.5%	200	45.2%
<b>Total</b>	1,353	100.0%	442	100.0%
Not Answered	48		19	
<b>Reporting Category</b>		<b>Ratings</b>		
Achievement Score		76.77%	76.05%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)		-5.4▼	-4.4	

**Q51.** Would you recommend your health plan to your family and friends?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Yes	1,093	88.0%	369	89.1%
● No	149	12.0%	45	10.9%
<b>Total</b>	1,242	100.0%	414	100.0%
Not Answered	159		47	
<b>Reporting Category</b>		<b>Single Items</b>		
Achievement Score		87.84%	89.09%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)		-3.2▼	-2.3	

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

### About Your Health

**Q52. In general, how would you rate your overall health?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	190	13.9%	61	13.6%
Very Good	347	25.4%	104	23.2%
Good	482	35.3%	162	36.2%
Fair	295	21.6%	102	22.8%
Poor	53	3.9%	19	4.2%
<b>Total</b>	1,367	100.0%	448	100.0%
Not Answered	34		13	

**Q53. In general, how would you rate your overall mental or emotional health?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Excellent	238	17.3%	97	21.7%
Very Good	314	22.9%	99	22.1%
Good	434	31.6%	133	29.7%
Fair	331	24.1%	102	22.8%
Poor	55	4.0%	17	3.8%
<b>Total</b>	1,372	100.0%	448	100.0%
Not Answered	29		13	

**Q54. Have you had a flu shot or flu spray since September 1, 2020? [Displayed for Respondents 18-64 years old]**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Yes	890	70.2%	284	70.0%
<input checked="" type="radio"/> No	378	29.8%	122	30.0%
Don't Know	42		16	
<b>Total</b>	1,268	100.0%	406	100.0%
Not Answered	27		10	
<b>Reporting Category</b>	Single Items			
Achievement Score	70.19%		69.95%	
2021 vs. 2019: +/- Change (↑↓ Stat. sig.)	-4.2↓		-4.4	

Response scored as:  Achievement  Room for improvement

### About Your Health (continued)

**Q55. Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Every day	268	19.6%	77	17.2%
Some days	243	17.8%	80	17.9%
Not at all	835	61.1%	286	63.8%
Don't Know	20	1.5%	5	1.1%
<b>Total</b>	1,366	100.0%	448	100.0%
Not Answered	35		13	

**Q56. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	57	11.4%	19	12.4%
<input checked="" type="radio"/> Sometimes	108	21.7%	28	18.3%
<input checked="" type="radio"/> Usually	93	18.7%	29	19.0%
<input checked="" type="radio"/> Always	240	48.2%	77	50.3%
<b>Total</b>	498	100.0%	153	100.0%
Not Answered	13		4	
<b>Reporting Category</b>	<b>Smoking Cessation</b>			
Achievement Score	88.55%		87.58%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.5▼		-4.4	

**Q57. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
<input checked="" type="radio"/> Never	110	22.2%	26	17.1%
<input checked="" type="radio"/> Sometimes	111	22.4%	32	21.1%
<input checked="" type="radio"/> Usually	81	16.4%	28	18.4%
<input checked="" type="radio"/> Always	193	39.0%	66	43.4%
<b>Total</b>	495	100.0%	152	100.0%
Not Answered	16		5	
<b>Reporting Category</b>	<b>Smoking Cessation</b>			
Achievement Score	77.78%		82.89%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-8.3▼		-1.6	

Response scored as:  Achievement  Room for improvement

**About Your Health (continued)**

**Q58. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
● Never	133	27.0%	37	24.3%
● Sometimes	109	22.2%	28	18.4%
● Usually	95	19.3%	33	21.7%
● Always	155	31.5%	54	35.5%
<b>Total</b>	492	100.0%	152	100.0%
Not Answered	19		5	
<b>Reporting Category</b>	<b>Smoking Cessation</b>			
Achievement Score	72.97%		75.66%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.1		-3.4	

**Q59. Are you aware that you have any of the following conditions?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
High cholesterol	504	53.1%	168	52.8%
High blood pressure	626	66.0%	210	66.0%
Parent or sibling with a heart attack before the age of 60	178	18.8%	60	18.9%
<b>Total</b>	949	100.0%	318	100.0%
Not Answered	452		143	

**Q60. Has a doctor ever told you that you have any of the following conditions?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
A heart attack	62	12.5%	18	9.9%
Angina or coronary heart disease	78	15.7%	24	13.3%
A stroke	78	15.7%	21	11.6%
Any kind of diabetes or high blood sugar	376	75.7%	144	79.6%
<b>Total</b>	497	100.0%	181	100.0%
Not Answered	904		280	

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

**About Your Health (continued)**

**Q61a. Do any of the following conditions affect you right now ... Cancer?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	61	6.4%	12	4.2%
No	889	93.6%	275	95.8%
<b>Total</b>	950	100.0%	287	100.0%
Not Answered	451		174	

**Q61b. Do any of the following conditions affect you right now ... Arthritis?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	412	39.1%	132	38.9%
No	642	60.9%	207	61.1%
<b>Total</b>	1,054	100.0%	339	100.0%
Not Answered	347		122	

**Q61c. Do any of the following conditions affect you right now ... Asthma?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	339	32.2%	119	34.7%
No	713	67.8%	224	65.3%
<b>Total</b>	1,052	100.0%	343	100.0%
Not Answered	349		118	

**Q61d. Do any of the following conditions affect you right now ... Overweight?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	339	33.3%	106	33.3%
No	680	66.7%	212	66.7%
<b>Total</b>	1,019	100.0%	318	100.0%
Not Answered	382		143	

**About Your Health (continued)**

**Q61e. Do any of the following conditions affect you right now ... Depression?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	505	46.3%	137	39.9%
No	585	53.7%	206	60.1%
<b>Total</b>	1,090	100.0%	343	100.0%
Not Answered	311		118	

**Q61f. Do any of the following conditions affect you right now ... Drinking or other drug problems?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	104	10.4%	27	8.9%
No	893	89.6%	277	91.1%
<b>Total</b>	997	100.0%	304	100.0%
Not Answered	404		157	

**Q61g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	372	35.1%	93	28.5%
No	687	64.9%	233	71.5%
<b>Total</b>	1,059	100.0%	326	100.0%
Not Answered	342		135	

**Q61h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	628	55.2%	198	55.2%
No	509	44.8%	161	44.8%
<b>Total</b>	1,137	100.0%	359	100.0%
Not Answered	264		102	

## About You

### Q62. What is your age?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
18 to 24	6	0.4%	3	0.7%
25 to 34	52	3.8%	12	2.7%
35 to 44	137	10.0%	44	9.8%
45 to 54	333	24.3%	107	23.9%
55 to 64	748	54.6%	247	55.1%
65 to 74	83	6.1%	26	5.8%
75 or older	12	0.9%	9	2.0%
<b>Total</b>	1,371	100.0%	448	100.0%
Not Answered	30		13	

### Q63. What is your current gender identity?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Male	848	61.4%	275	60.7%
Female	482	34.9%	172	38.0%
TransMale/Transman	10	0.7%	3	0.7%
TransFemale/Transwoman	39	2.8%	1	0.2%
Genderqueer or Gender Non-Binary	8	0.6%	1	0.2%
Other	5	0.4%	2	0.4%
Decline to answer	15	1.1%	6	1.3%
<b>Total</b>	1,382	100.0%	453	100.0%
Not Answered	19		8	

### Q64. What is the highest grade or level of school that you have completed?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
8th grade or less	125	9.2%	46	10.4%
Some high school but did not graduate	330	24.4%	119	27.0%
High school graduate or GED	394	29.1%	139	31.5%
Some college or 2-year degree	321	23.7%	84	19.0%
4-year college graduate	118	8.7%	31	7.0%
More than 4-year college degree	66	4.9%	22	5.0%
<b>Total</b>	1,354	100.0%	441	100.0%
Not Answered	47		20	

**About You** (continued)

**Q65. Are you of Hispanic or Latino origin or descent?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes, Hispanic or Latino	598	45.0%	179	41.5%
No, Not Hispanic or Latino	730	55.0%	252	58.5%
<b>Total</b>	1,328	100.0%	431	100.0%
Not Answered	73		30	

**Q66. What is your race?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
White	285	21.6%	61	14.3%
Black or African-American	644	48.9%	237	55.6%
Asian	29	2.2%	12	2.8%
Native Hawaiian or other Pacific Islander	7	0.5%	2	0.5%
American Indian or Alaska Native	38	2.9%	8	1.9%
Other	386	29.3%	120	28.2%
<b>Total</b>	1,318	100.0%	426	100.0%
Not Answered	83		35	

**Q67. How well do you speak English?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Very well	986	71.7%	313	69.4%
Well	231	16.8%	74	16.4%
Not well	123	8.9%	55	12.2%
Not at all	35	2.5%	9	2.0%
<b>Total</b>	1,375	100.0%	451	100.0%
Not Answered	26		10	

**Q68. Do you speak a language other than English at home?**

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Yes	569	42.5%	186	43.0%
No	770	57.5%	247	57.0%
<b>Total</b>	1,339	100.0%	433	100.0%
Not Answered	62		28	



**About You** (continued)

**Q69.** What is the language spoken at home?

	SNP Statewide		MetroPlus Health Plan	
	N	%	N	%
Spanish	404	75.0%	115	66.1%
Other	135	25.0%	59	33.9%
<b>Total</b>	539	100.0%	174	100.0%
Not Answered	30		12	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → If Yes, Go to Question 1
- No

START HERE

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

- Yes → If Yes, Go to Question 3
- No

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 from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. 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?

Yes  
 No → *If 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 in person, phone, or video appointments for a check-up or routine care?

Yes  
 No → *If 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 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  
 No → *If 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  
 No → *If 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 get health care for yourself in person, by phone, or by video?

None → *If None, Go to Question 23*  
 1  
 2  
 3  
 4  
 5 to 9  
 10 or more

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

Yes  
 No

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

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

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

- Yes
- No → *If No, Go to Question 18*

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No → *If 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 Best  
 Health Care Health Care  
 Possible 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
- No → *If 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





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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 39*

38. 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

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

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

## GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

40. 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 with a specialist?

- Yes
- No → *If No, Go to Question 44*

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

- Never
- Sometimes
- Usually
- Always

42. How many specialists have you talked to in the last 6 months?

- None → *If None, Go to Question 44*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

43. We want to know your rating of the specialist you talked to 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 that specialist?

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



## YOUR HEALTH PLAN

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

44. 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
  - No → *If No, Go to Question 46*
45. 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
46. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes
  - No → *If No, Go to Question 50*
47. 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
48. 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
49. 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

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

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

51. Would you recommend your health plan to your family and friends?
- Yes
  - No

## ABOUT YOUR HEALTH

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

54. Have you had either a flu shot or flu spray in the nose since July 1, 2020?

- Yes
- No
- Don't know

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

- Every day
- Some days
- Not at all → *If Not at all, Go to Question 59*
- Don't know → *If Don't know, Go to Question 59*



56. 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

57. 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

58. 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

59. 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

60. 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

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

	Yes	No
a. Cancer	<input type="radio"/>	<input type="radio"/>
b. Arthritis	<input type="radio"/>	<input type="radio"/>
c. Asthma	<input type="radio"/>	<input type="radio"/>
d. Overweight	<input type="radio"/>	<input type="radio"/>
e. Depression	<input type="radio"/>	<input type="radio"/>
f. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
g. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
h. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

### ABOUT YOU

62. 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

63. What is your current gender identity? Please mark one or more.

- Male
- Female
- TransMale/Transman
- TransFemale/Transwoman
- Genderqueer or Gender Non-Binary
- Other (Please specify)

Decline to answer





◆

64. 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

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

- Yes
- No

66. 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

67. How well do you speak English?

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

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

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

69. 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**

