



**Department
of Health**

Health and Recovery Plan (HARP):
Excellus Health Plan, Inc.
CAHPS® 5.1H
Adult Medicaid Survey

Continuous Quality Improvement Report

April 2022



Background	1
Executive Summary	2
Standard Ratings	2
Standard Composites	3
Key Measure Summary	4
Sample Profile	5
Sample Disposition	6
Response Rate Report	7
Trend Analysis	8
Methodology	9
Introduction	
Survey Milestones	
Sampling Frame	
Questionnaire	
Selection of Cases for Analysis	
Definition of Achievement Scores	
Composites	
Correlation to Satisfaction	
Comparisons	
Statistical Testing	
Case-Mix Analysis	
Using This Report	12
Graphs/Results	14
Standard Ratings	15
Standard Composites	16
Getting Needed Care	17
Getting Care Quickly	18
How Well Doctors Communicate	19
Customer Service	20
Medical Assistance with Smoking Cessation	21
Single Items	22
Correlation Analysis	26
Summary	27
Rating Question Details	28
Responses by Question	33
Appendix A: Questionnaire	

Background

In New York, Medicaid enrollees living with significant behavioral health needs may be enrolled in a type of Medicaid managed care plan called a Health and Recovery Plan (HARP). These plans are designed to specifically address the needs of members living with mental health or substance use disorders by providing access to experienced behavioral health providers and offering services specialized for their needs. Specialized services include care coordination between medical and other providers, promoting wellness, and treatment adherence services.

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

The majority of question items addressed member's experience with their health care, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The questionnaire was expanded to include 24 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 69 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

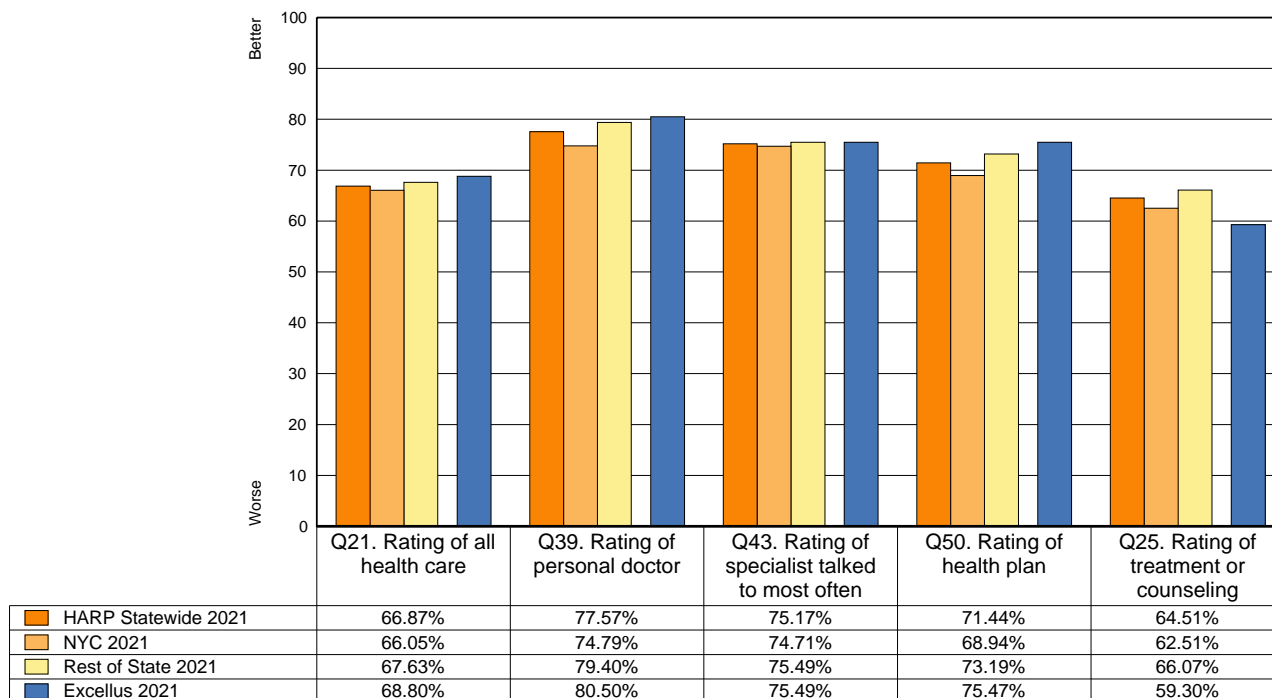
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2021 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 12 HARPs in New York with a sampled goal of 2,000 adults per plan. Questionnaires were sent to 24,000 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 290 responses were received resulting in a 14.6% response rate. The disposition of surveys is contained at the end of this section.

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

Summary of Standard Rating Questions

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

Standard Ratings Questions (8, 9 or 10)

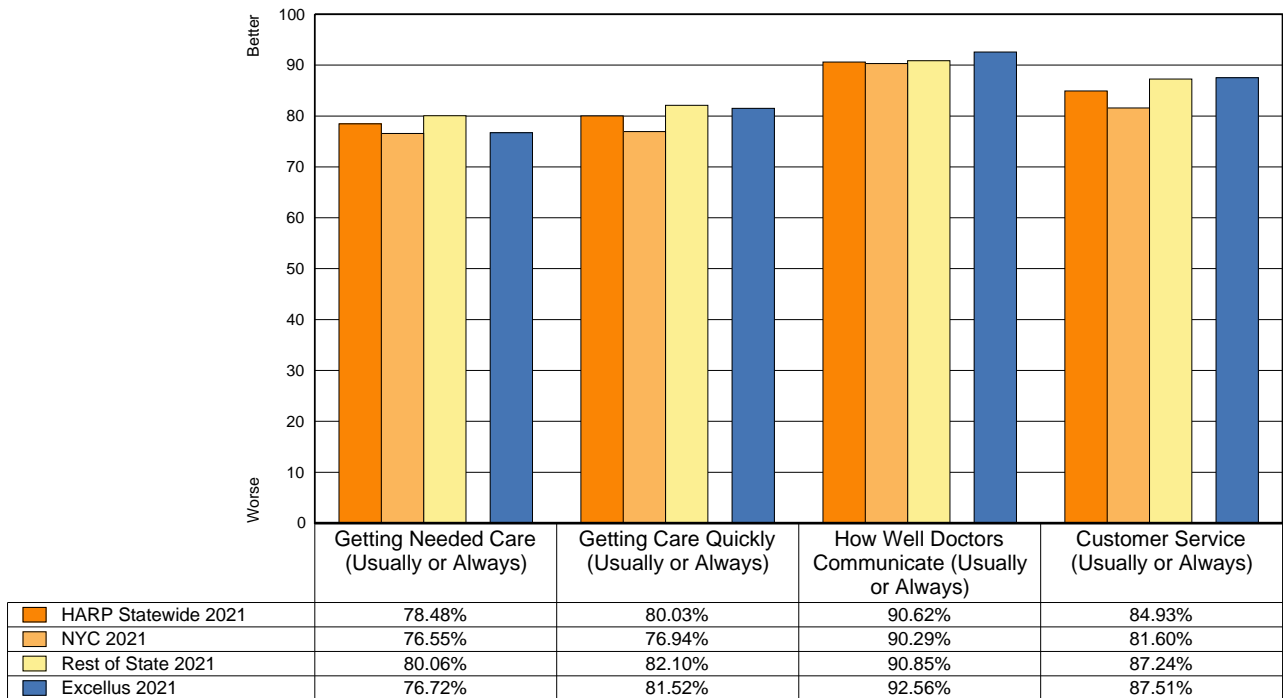


▲▼ Statistically significantly better/worse than HARP Statewide 2021.

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

Standard Composites



↑/↓ Statistically significantly better/worse than HARP 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
HARP Statewide	78	80	91	85	67	78	75	71	65
NYC	77	77	90	82	66	75	75	69	63
Rest of State	80	82	91	87	68	79	75	73	66
Affinity Enriched Health	71 ▼	68 ▼	89	78	66	72	71	64 ▼	61
CDPHP	89 ▲	84	89	92 ▲	71	77	87 ▲	81 ▲	70
Empire	80	83	92	84	69	78	73	69	61
Excellus Health Plan, Inc.	77	82	93	88	69	80	75	75	59
Fidelis HealthierLife	82	84	91	83	70	80	80	69	67
Healthfirst Personal Wellness Plan	79	82	94 ▲	86	67	83 ▲	83 ▲	78 ▲	66
HIP EmblemHealth	78	75 ▼	89	78 ▼	66	78	69	69	64
Independent Health	80	83	91	92 ▲	69	81	73	82 ▲	71 ▲
MetroPlus Enhanced	73 ▼	78	89	80	65	71 ▼	74	66 ▼	61
Molina Healthcare PLUS	77	82	90	81	54 ▼	76	74	63 ▼	68
MVP Harmonious	81	83	91	91 ▲	70	81	72	73	68
UnitedHealthcare	76	77	90	87	66	72	72	69	58

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

Respondent Sample Profile

Age (years)	HARP Statewide	NYC	Rest of State	Excellus Health Plan, Inc.
18 to 24	1.0%	0.9%	1.1%	0.7%
25 to 34	9.6%	8.2%	10.8%	7.0%
35 to 44	16.1%	15.1%	16.8%	19.4%
45 to 54	24.0%	22.0%	25.3%	26.1%
55 to 64	45.4%	48.8%	43.1%	46.1%
65 to 74	3.5%	4.5%	2.7%	0.7%
75 or older	0.4%	0.6%	0.2%	0.0%

Gender	HARP Statewide	NYC	Rest of State	Excellus Health Plan, Inc.
Male	49.2%	53.7%	46.3%	47.0%
Female	50.0%	45.8%	52.6%	52.6%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	0.7%	0.7%	0.7%	0.0%

Highest grade or level of school completed	HARP Statewide	NYC	Rest of State	Excellus Health Plan, Inc.
8th grade or less	9.3%	13.0%	6.8%	5.7%
Some high school, but did not graduate	22.9%	26.1%	20.9%	23.3%
High school graduate or GED	34.0%	29.5%	37.2%	37.5%
Some college or 2-year degree	24.7%	22.6%	26.0%	25.4%
4-year college graduate	6.0%	5.7%	6.1%	6.7%
More than 4-year college graduate	3.1%	3.1%	3.0%	1.4%

Hispanic or Latino	HARP Statewide	NYC	Rest of State	Excellus Health Plan, Inc.
Yes, Hispanic or Latino	25.7%	42.5%	14.3%	15.3%
No, Not Hispanic or Latino	74.3%	57.5%	85.7%	84.7%

Race	HARP Statewide	NYC	Rest of State	Excellus Health Plan, Inc.
White	52.4%	28.7%	68.6%	64.0%
Black or African-American	29.3%	39.3%	22.1%	24.8%
Asian	3.1%	5.6%	1.2%	0.7%
Native Hawaiian or Other Pacific Islander	0.8%	1.2%	0.5%	0.4%
American Indian or Alaska Native	3.4%	2.9%	3.9%	4.3%
Other	16.5%	27.2%	9.5%	13.3%

Rating of Overall Health	HARP Statewide	NYC	Rest of State	Excellus Health Plan, Inc.
Excellent	6.4%	8.7%	4.8%	7.4%
Very good	15.9%	16.2%	15.7%	17.4%
Good	32.5%	31.9%	33.0%	33.0%
Fair	33.6%	32.4%	34.4%	30.5%
Poor	11.7%	10.9%	12.2%	11.7%

Sample Disposition

	HARP Statewide	Excellus Health Plan, Inc.
First mailing - sent	24,000	2,000
First mailing - usable survey returned*	1,780	123
Second mailing - sent	20,893	1,746
Second mailing - usable survey returned*	1,308	107
Third mailing - sent	18,432	1,552
Third mailing - usable survey returned*	623	60
Total - usable surveys	3,711	290
Ineligible: According to population criteria‡†	78	8
Ineligible: Language barrier†	3	0
Ineligible: Deceased†	22	3
Ineligible: Mentally or physically unable to complete survey†	20	0
Refusal/Returned survey blank	61	4
Incomplete survey	69	3
Response Rate	15.5%	14.6%

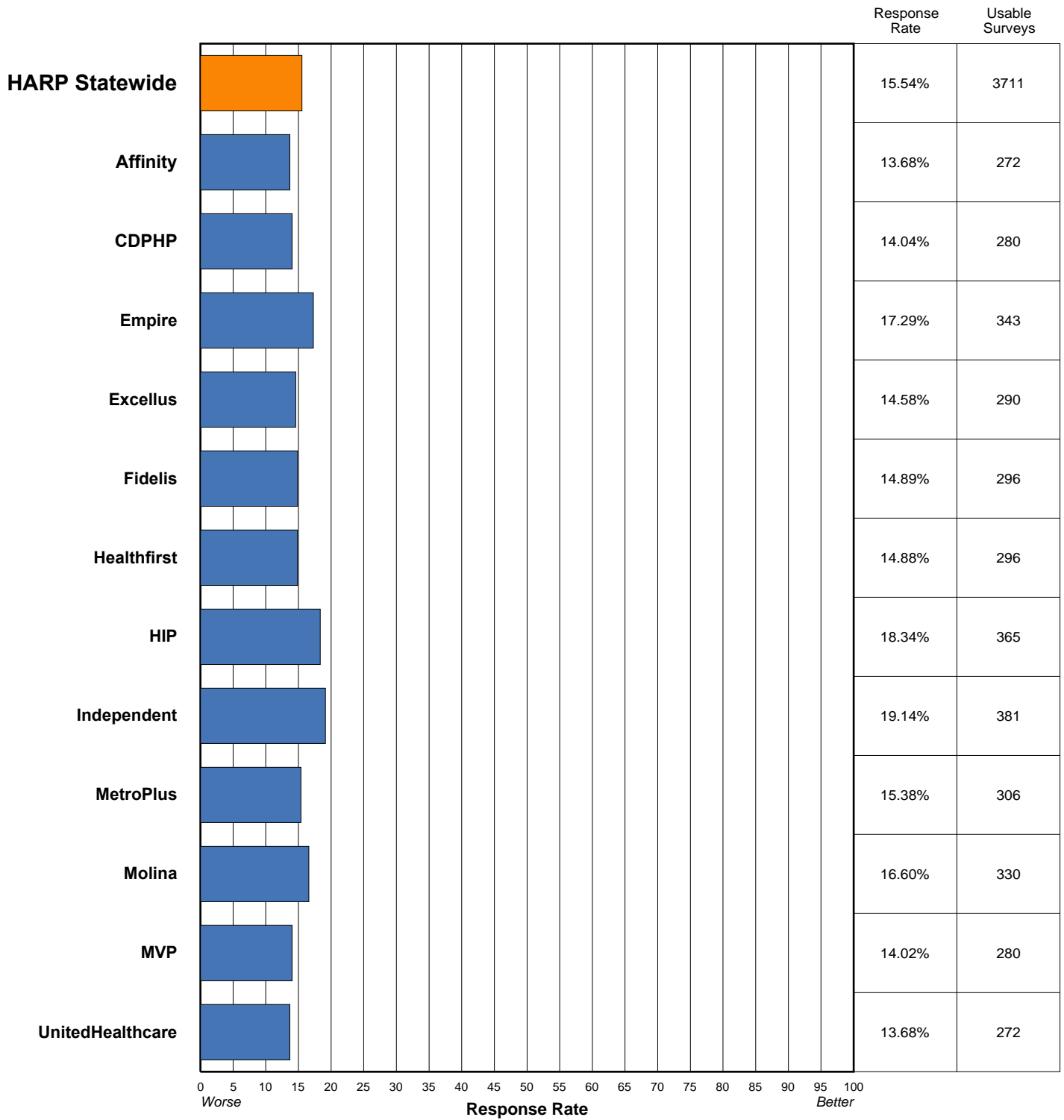
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the health and recovery plan.

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

Response Rates



■ HARP 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	Excellus 2021 Score	Excellus 2019 Score	Point Change	Composite/ Question Group
Q30. Rating of alcohol, drug, or addiction treatment or counseling	68.4%	53.8%	+ 14.6	Single Items
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	82.3%	77.3%	+ 5.0	Single Items
Q39. Rating of personal doctor	80.5%	75.7%	+ 4.8	Ratings
Q33. Personal doctor usually or always explained things in a way that was easy to understand	94.6%	91.7%	+ 2.9	Communication
Q35. Personal doctor usually or always showed respect for what you had to say	93.9%	91.3%	+ 2.6	Communication
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	88.8%	87.6%	+ 1.1	Single Items
Q13e. Doctor or other health provider talked about smoking or using tobacco products	55.8%	54.9%	+ 0.9	Single Items
Q4. Usually or always got urgent care as soon as you needed	83.0%	82.4%	+ 0.6	Getting Care Quickly
Q25. Rating of treatment or counseling	59.3%	58.9%	+ 0.4	Ratings
Q50. Rating of health plan	75.5%	75.2%	+ 0.3	Ratings
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	76.9%	80.4%	- 3.5	Single Items
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	77.6%	81.2%	- 3.6	Single Items
Q47. Health plan customer service usually or always gave information or help you needed	80.9%	84.6%	- 3.8	Customer Service
Q22. Usually or always easy to get the care, tests, or treatment you needed	80.3%	84.2%	- 3.9	Getting Needed Care
Q13f. Doctor or other health provider talked about alcohol or other drug use	41.7%	46.3%	- 4.6	Single Items
Q45. Written materials or internet usually or always provided information about how health plan works	68.6%	73.8%	- 5.2	Single Items
Q56. Advised by doctor/provider to quit smoking or using tobacco	82.9%	88.8%	- 5.9	Smoking Cessation
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	70.9%	77.5%	- 6.6	Single Items
Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	60.1%	70.7%	- 10.6	Smoking Cessation
Q57. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	71.5%	82.6%	- 11.1 ▼	Smoking Cessation

Better



Worse



▲ ▼ Statistically significantly higher/lower than 2019 score.

Methodology

Adults who were current members of a NYSDOH HARP, ages 21 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 was drawn with the goal of selecting 1,500 eligible adults for each of the HARPs. To be eligible, individuals had to be current members, aged 21 to 64, who were continuously enrolled in the plan for at least five out of the last six months as of September 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 questionnaire 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 290 NYSDOH HARP members, and the overall project response rate was 14.6%.

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

Comparisons: Current Year and Trending

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

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

Statistical Testing

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

Case-Mix Analysis

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

Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Member responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. 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 questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate 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 HARP Statewide, NYC, Rest of State and plan specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the HARP Statewide and peers. The composites are directly followed by the individual questions that are combined to create composite measures.

Correlation Analysis

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

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

Responses by Question

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

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

Graphs/Results

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

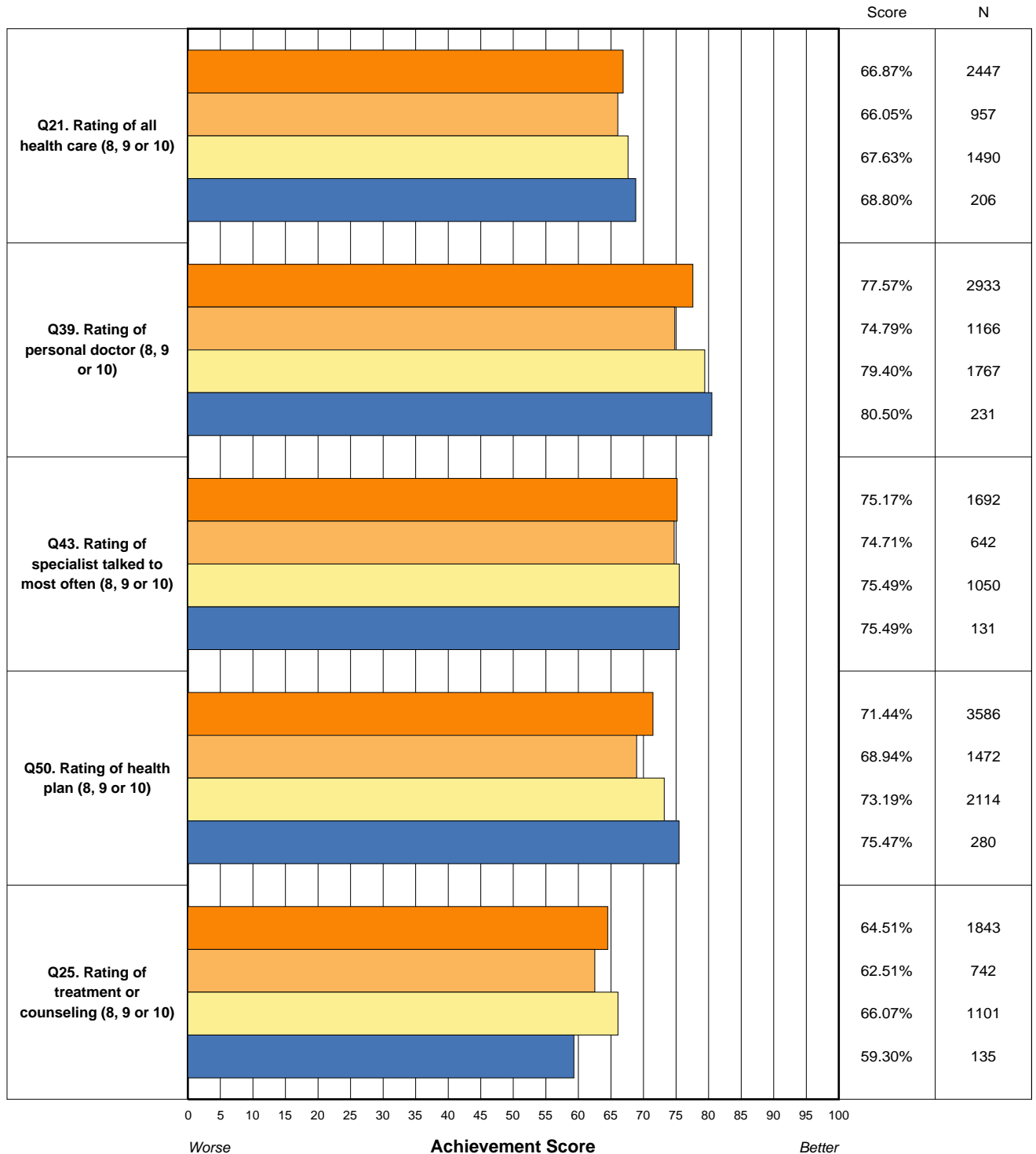
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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". 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.

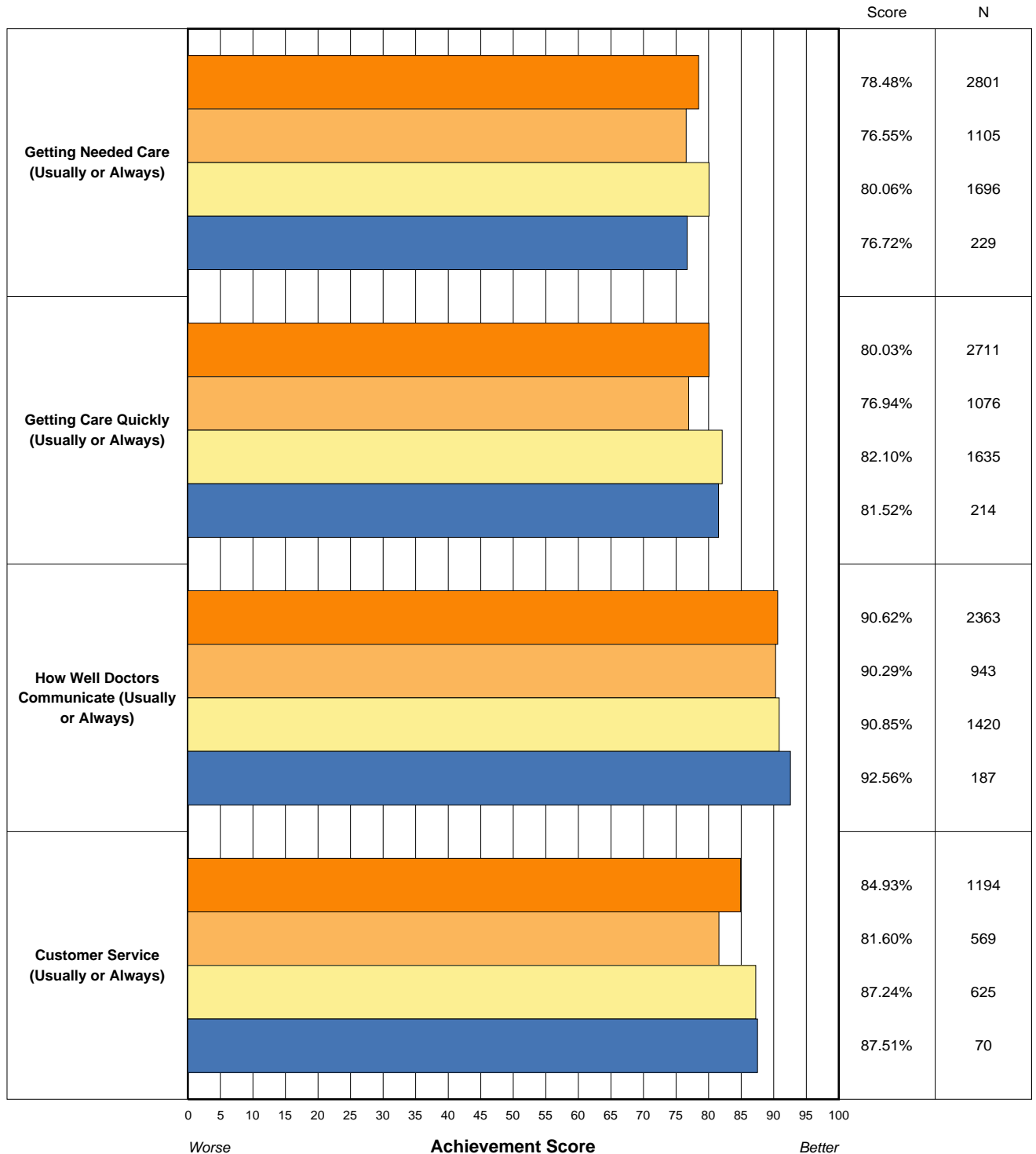
Standard Ratings



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Excellus
■ Rest of State

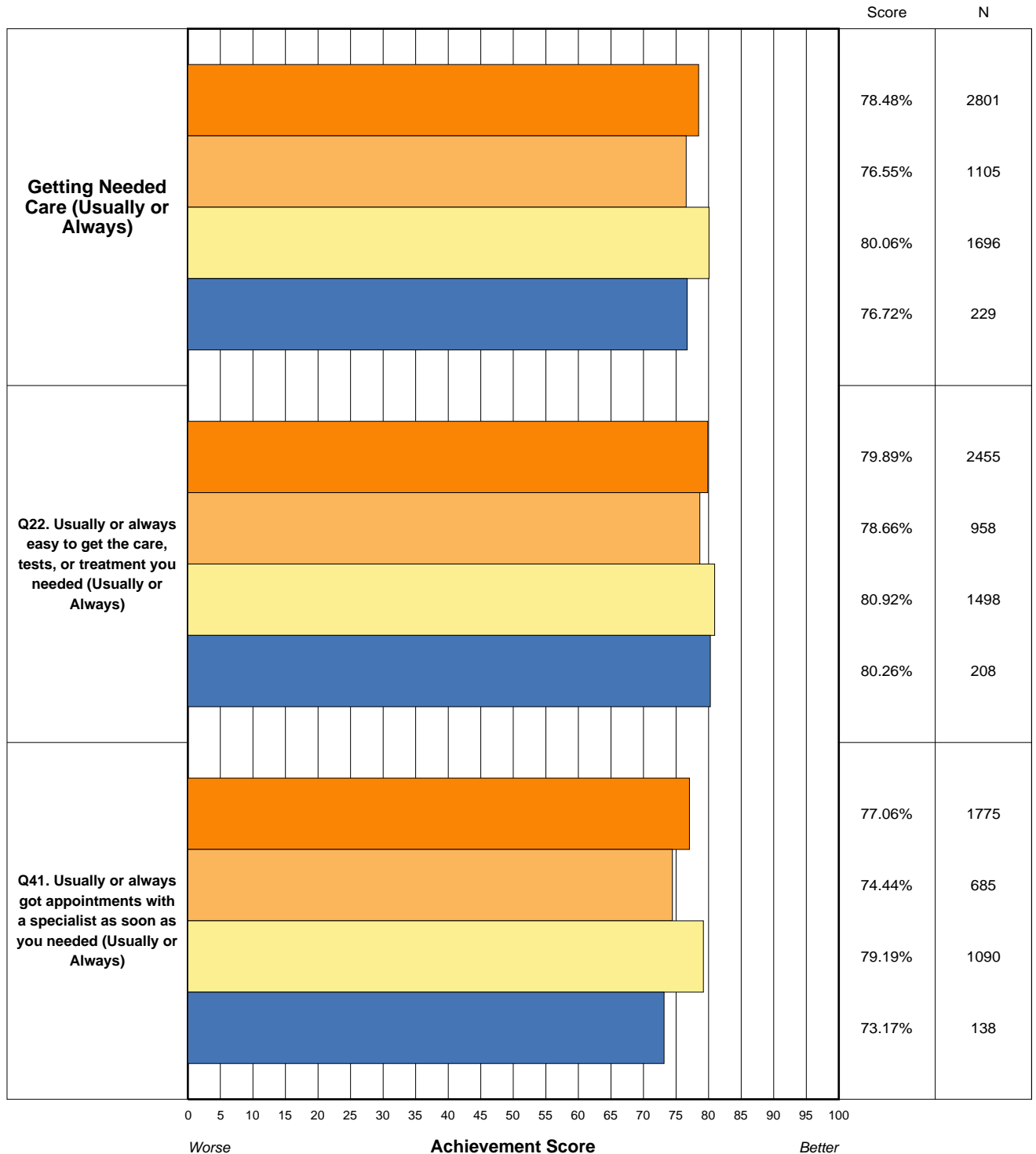
Standard Composites



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Excellus
■ Rest of State

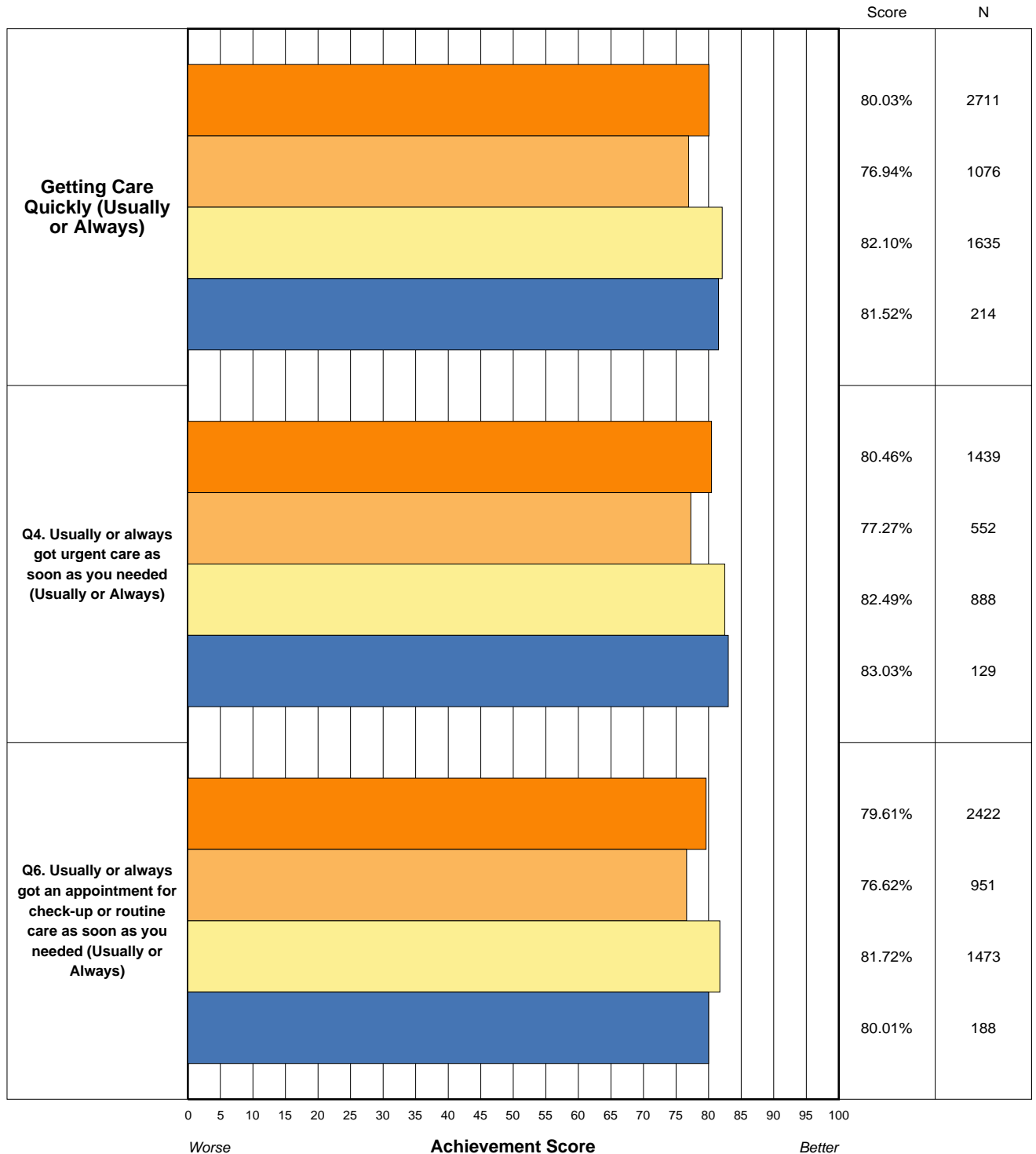
Getting Needed Care



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Excellus
■ Rest of State

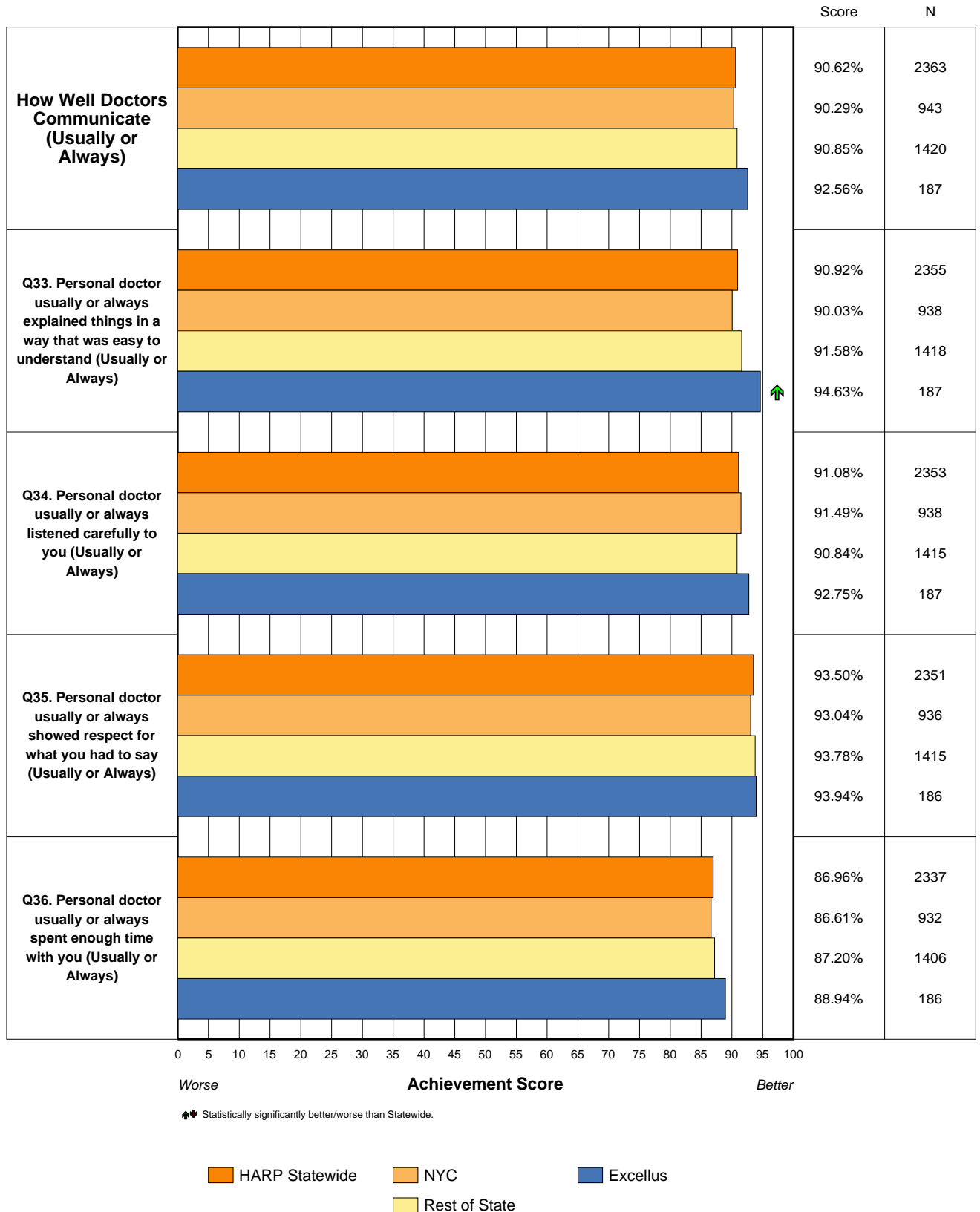
Getting Care Quickly



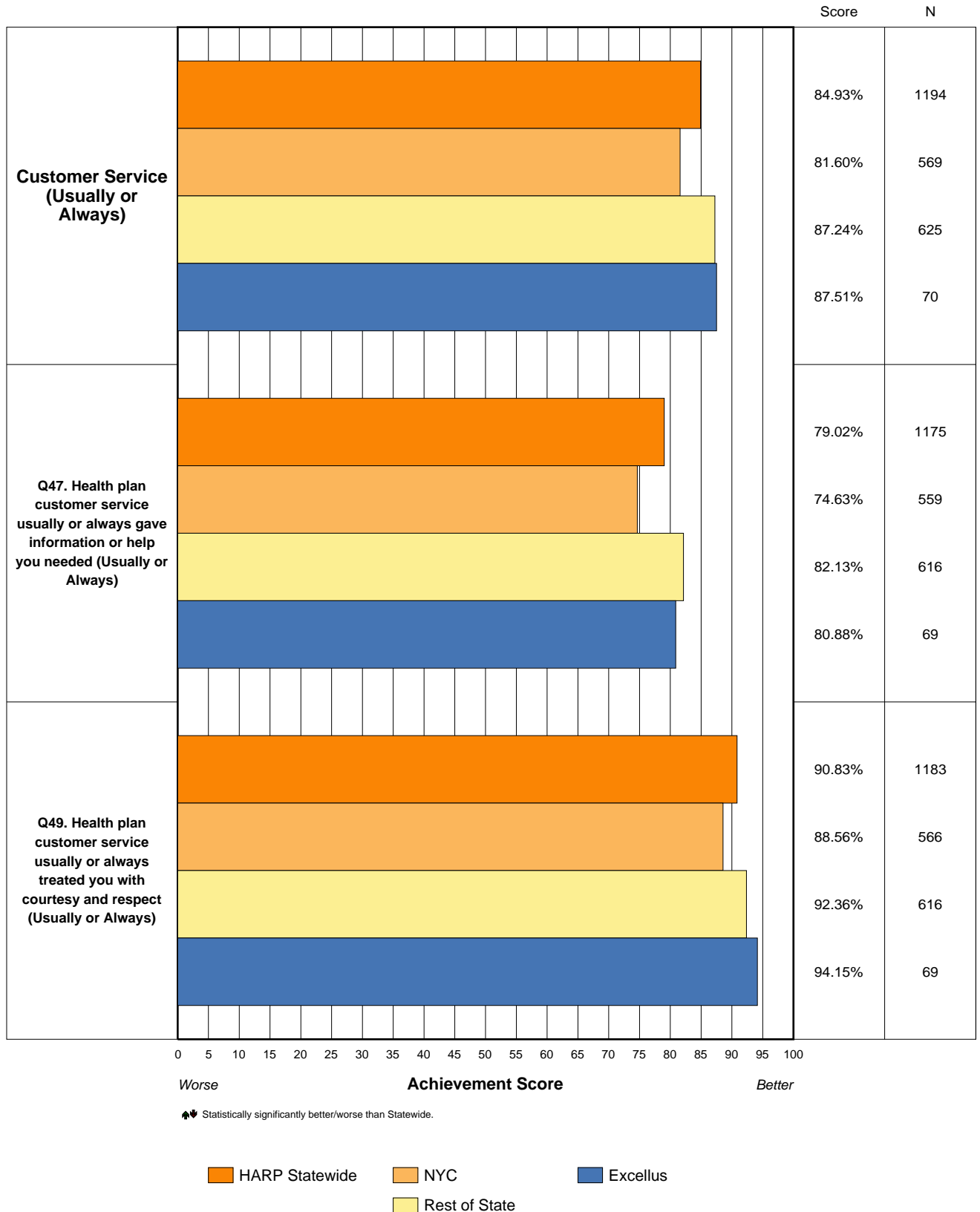
Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Excellus
■ Rest of State

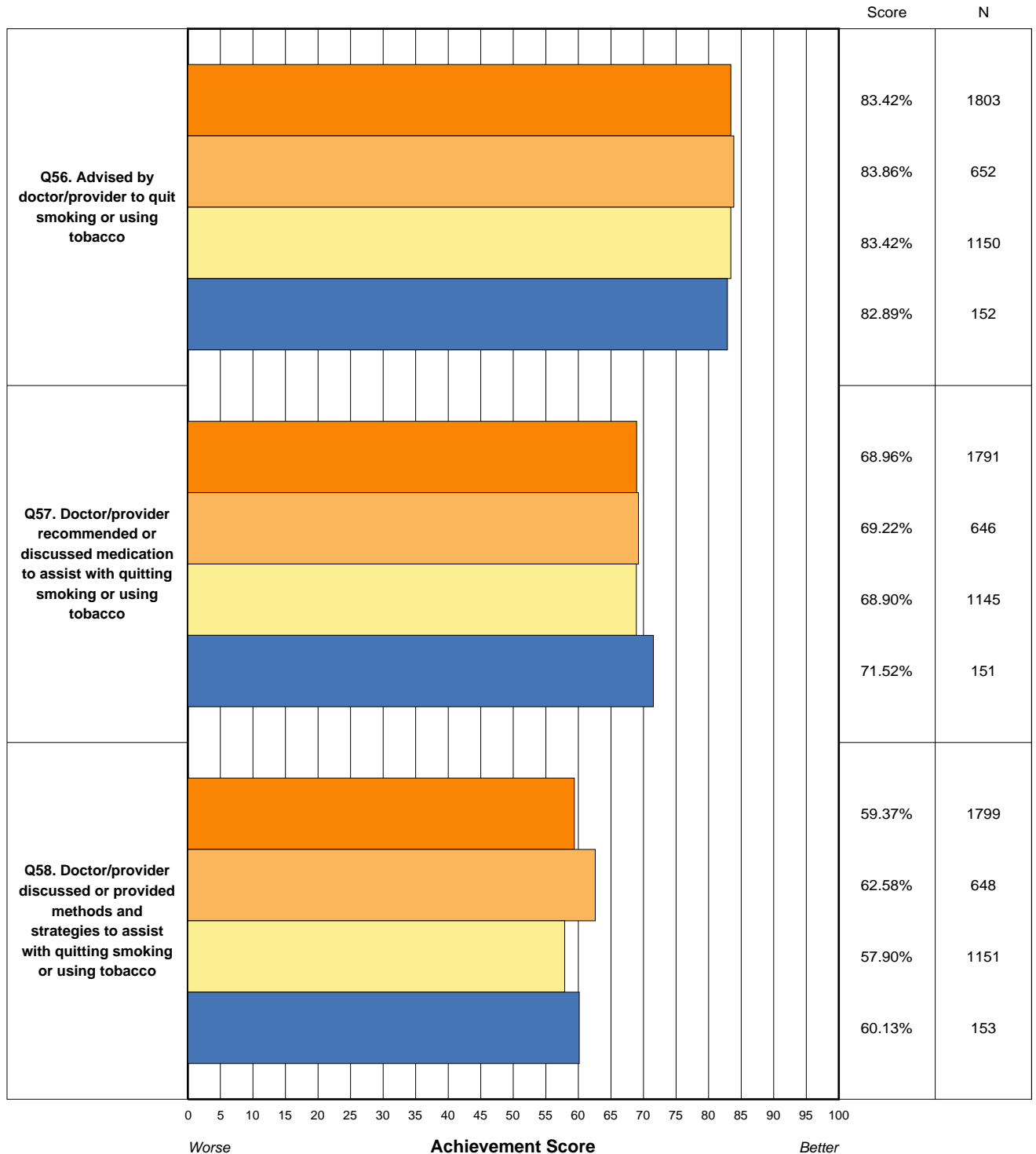
How Well Doctors Communicate



Customer Service



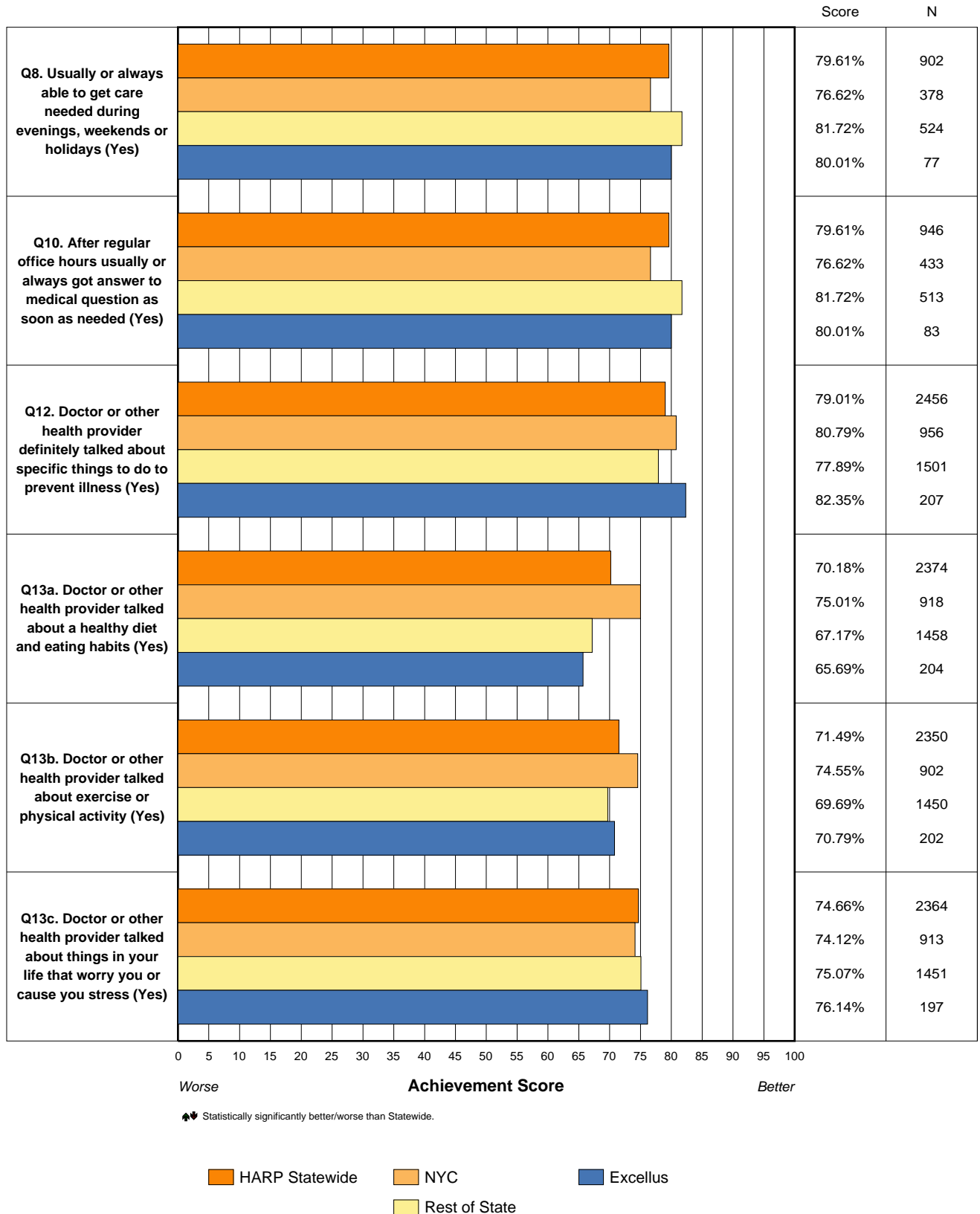
Medical Assistance with Smoking Cessation



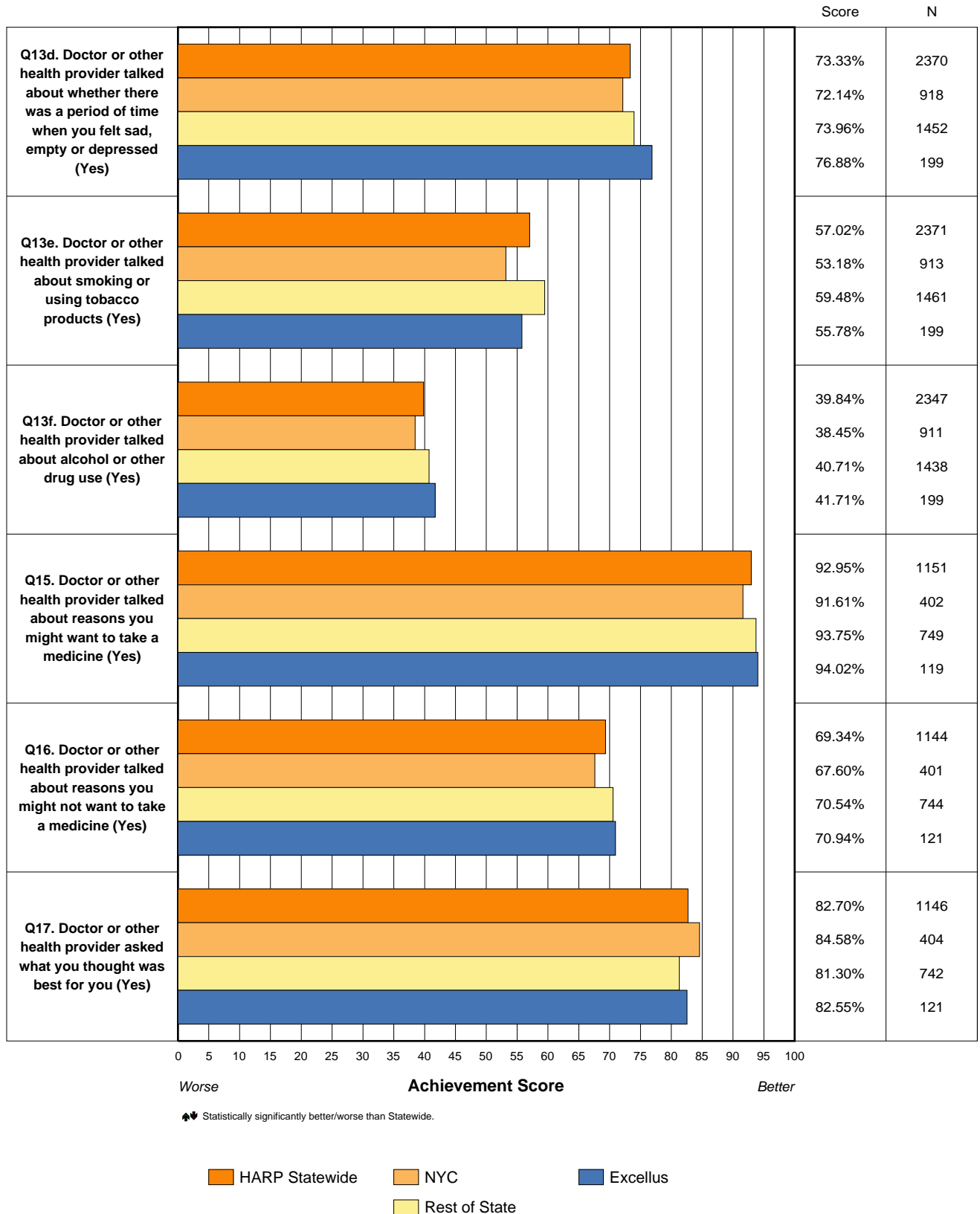
Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Excellus
■ Rest of State

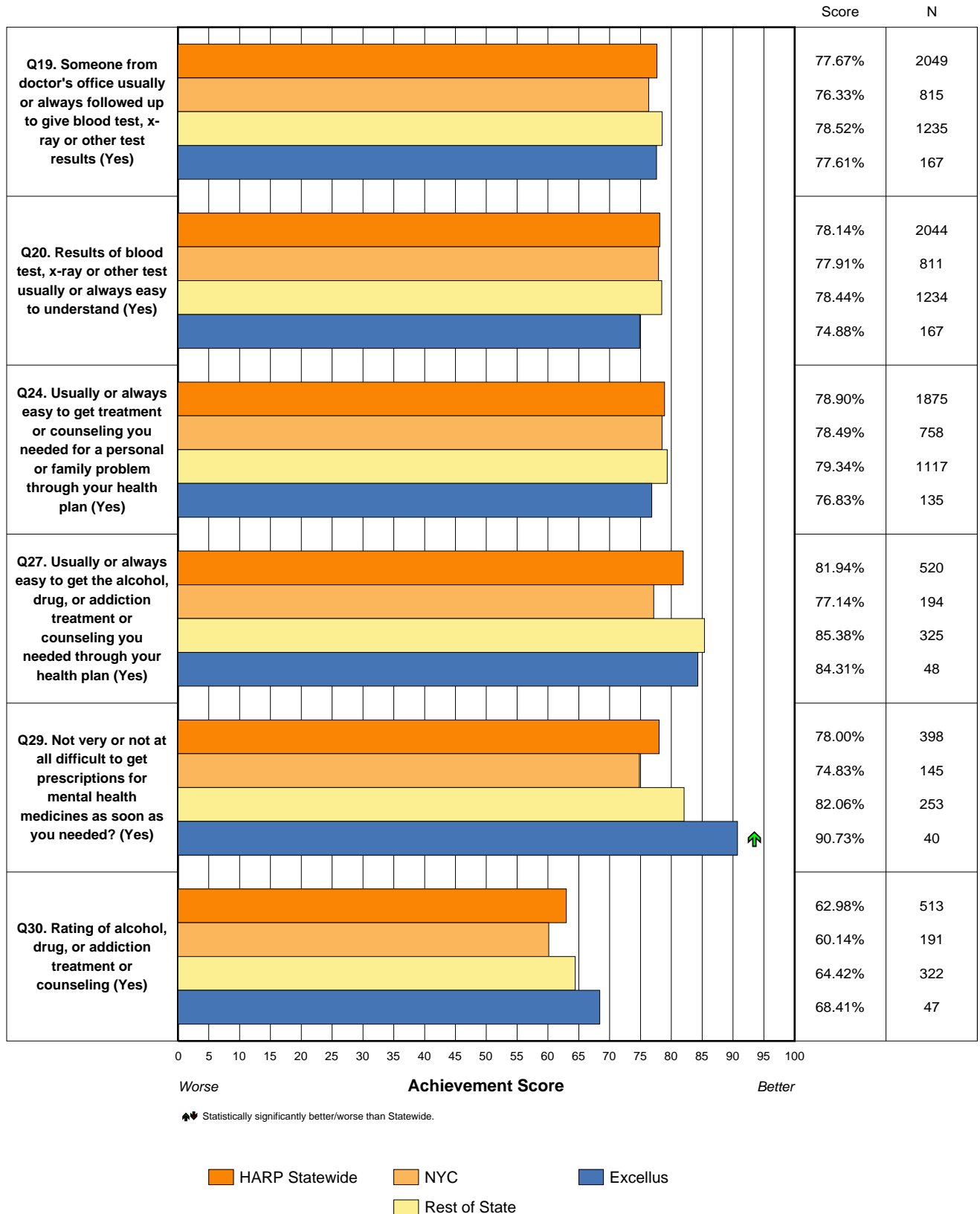
Single Items



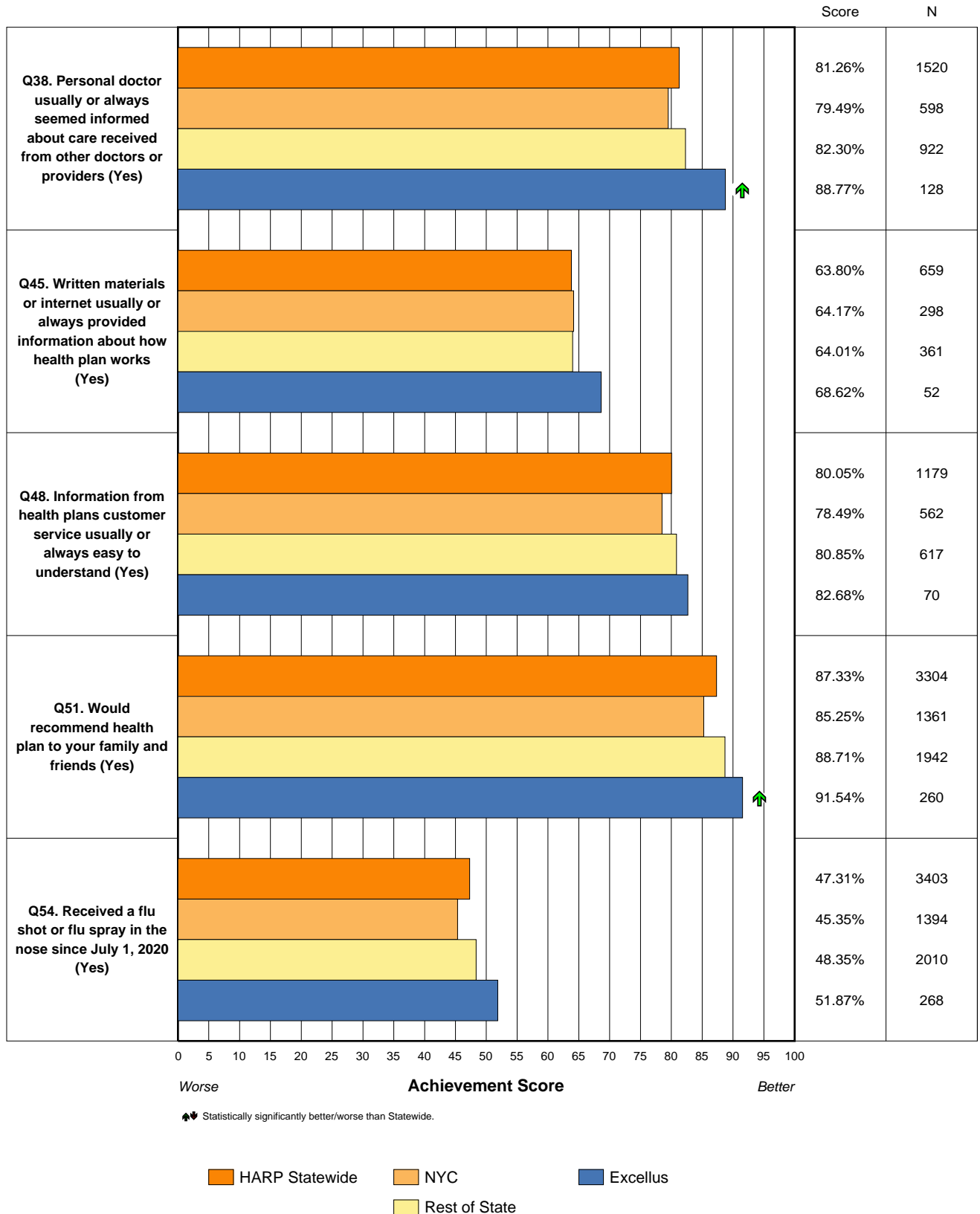
Single Items



Single Items



Single Items



Excellus Health Plan, Inc.

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	80%	0.64	Q35 Communication	94%	0.69	Q41 Getting Needed Care	73%	0.61	Q49 Customer Service	94%	0.68	Q22 Getting Needed Care	80%	0.56
2	Q35 Communication	94%	0.48	Q36 Communication	89%	0.62	Q49 Customer Service	94%	0.50	Q47 Customer Service	81%	0.52	Q41 Getting Needed Care	73%	0.46
3	Q6 Getting Care Quickly	80%	0.48	Q34 Communication	93%	0.60	Q22 Getting Needed Care	80%	0.50	Q22 Getting Needed Care	80%	0.45	Q49 Customer Service	94%	0.45
4	Q34 Communication	93%	0.46	Q4 Getting Care Quickly	83%	0.48	Q34 Communication	93%	0.40	Q4 Getting Care Quickly	83%	0.38	Q36 Communication	89%	0.43
5	Q4 Getting Care Quickly	83%	0.45	Q22 Getting Needed Care	80%	0.48	Q6 Getting Care Quickly	80%	0.40	Q41 Getting Needed Care	73%	0.38	Q6 Getting Care Quickly	80%	0.40
6	Q49 Customer Service	94%	0.44	Q33 Communication	95%▲	0.44	Q36 Communication	89%	0.37	Q36 Communication	89%	0.34	Q35 Communication	94%	0.37
7	Q36 Communication	89%	0.42	Q6 Getting Care Quickly	80%	0.30	Q35 Communication	94%	0.35	Q35 Communication	94%	0.30	Q4 Getting Care Quickly	83%	0.32
8	Q41 Getting Needed Care	73%	0.35	Q41 Getting Needed Care	73%	0.25	Q33 Communication	95%▲	0.31	Q6 Getting Care Quickly	80%	0.28	Q34 Communication	93%	0.32
9	Q33 Communication	95%▲	0.31	Q49 Customer Service	94%	0.22	Q47 Customer Service	81%	0.24	Q34 Communication	93%	0.28	Q33 Communication	95%▲	0.27
10	Q47 Customer Service	81%	0.27	Q47 Customer Service	81%	0.06	Q4 Getting Care Quickly	83%	0.22	Q33 Communication	95%▲	0.23	Q47 Customer Service	81%	0.13

▲▼ Statistically significantly higher/lower than HARP 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?	0.64	80%	52%	28%	19%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.48	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?	0.48	80%	55%	26%	18%	2%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.46	93%	74%	19%	5%	2%
5	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.45	83%	54%	30%	14%	2%
6	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.44	94%	84%	10%	6%	0%
7	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.42	89%	67%	22%	9%	2%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.35	73%	41%	33%	22%	4%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.31	95% ▲	76%	19%	5%	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?	0.27	81%	54%	28%	17%	1%

▲ ▼ Statistically significantly higher/lower than HARP 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	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.69	94%	79%	15%	5%	1%
2	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.62	89%	67%	22%	9%	2%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.60	93%	74%	19%	5%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.48	83%	54%	30%	14%	2%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.48	80%	52%	28%	19%	1%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.44	95% ▲	76%	19%	5%	1%
7	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?	0.30	80%	55%	26%	18%	2%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.25	73%	41%	33%	22%	4%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.22	94%	84%	10%	6%	0%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.06	81%	54%	28%	17%	1%

▲ ▼ Statistically significantly higher/lower than HARP 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	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.61	73%	41%	33%	22%	4%
2	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.50	94%	84%	10%	6%	0%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.50	80%	52%	28%	19%	1%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.40	93%	74%	19%	5%	2%
5	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?	0.40	80%	55%	26%	18%	2%
6	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.37	89%	67%	22%	9%	2%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.35	94%	79%	15%	5%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.31	95% ▲	76%	19%	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?	0.24	81%	54%	28%	17%	1%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.22	83%	54%	30%	14%	2%

▲ ▼ Statistically significantly higher/lower than HARP 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	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.68	94%	84%	10%	6%	0%
2	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.52	81%	54%	28%	17%	1%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.45	80%	52%	28%	19%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.38	83%	54%	30%	14%	2%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.38	73%	41%	33%	22%	4%
6	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.34	89%	67%	22%	9%	2%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.30	94%	79%	15%	5%	1%
8	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?	0.28	80%	55%	26%	18%	2%
9	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.28	93%	74%	19%	5%	2%
10	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.23	95% ▲	76%	19%	5%	1%

▲ ▼ Statistically significantly higher/lower than HARP 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	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.56	80%	52%	28%	19%	1%
2	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.46	73%	41%	33%	22%	4%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.45	94%	84%	10%	6%	0%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.43	89%	67%	22%	9%	2%
5	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?	0.40	80%	55%	26%	18%	2%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	94%	79%	15%	5%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	83%	54%	30%	14%	2%
8	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	93%	74%	19%	5%	2%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	95% ▲	76%	19%	5%	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?	0.13	81%	54%	28%	17%	1%

▲ ▼ Statistically significantly higher/lower than HARP 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	3,559	100.0%	1,443	100.0%	2,114	100.0%	280	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	3,559	100.0%	1,443	100.0%	2,114	100.0%	280	100.0%
Not Answered	152		86		68		10	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,509	41.8%	573	38.8%	934	43.8%	134	47.0%
No	2,102	58.2%	906	61.2%	1,198	56.2%	151	53.0%
Total	3,611	100.0%	1,479	100.0%	2,132	100.0%	285	100.0%
Not Answered	100		50		50		5	

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	41	2.8%	15	2.7%	26	3.0%	2	1.6%
● Sometimes	239	16.6%	111	20.1%	128	14.4%	18	14.0%
● Usually	359	24.9%	113	20.4%	245	27.6%	39	30.2%
● Always	800	55.6%	313	56.7%	488	54.9%	70	54.3%
Total	1,439	100.0%	552	100.0%	888	100.0%	129	100.0%
Not Answered	70		24		45		5	
Reporting Category	Getting Care Quickly							
Achievement Score	80.46%		77.27%		82.49%		83.03%	
Correlation with rating of health plan	0.384		0.408		0.367		0.381	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	2,531	70.3%	998	67.4%	1,529	72.1%	197	70.4%
No	1,068	29.7%	482	32.6%	591	27.9%	83	29.6%
Total	3,599	100.0%	1,479	100.0%	2,120	100.0%	280	100.0%
Not Answered	112		50		62		10	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	57	2.4%	33	3.5%	25	1.7%	4	2.1%
● Sometimes	430	17.8%	189	19.9%	245	16.6%	33	17.6%
● Usually	697	28.8%	265	27.9%	430	29.2%	48	25.5%
● Always	1,238	51.1%	464	48.8%	774	52.5%	103	54.8%
Total	2,422	100.0%	951	100.0%	1,473	100.0%	188	100.0%
Not Answered	109		49		58		9	
Reporting Category	Getting Care Quickly							
Achievement Score	79.89%		76.62%		81.72%		80.32%	
Correlation with rating of health plan	0.310		0.306		0.313		0.281	

○ **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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	942	26.1%	400	27.2%	546	25.6%	81	28.8%
No	2,668	73.9%	1,073	72.8%	1,590	74.4%	200	71.2%
Total	3,610	100.0%	1,473	100.0%	2,136	100.0%	281	100.0%
Not Answered	101		56		46		9	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	179	19.8%	66	17.4%	110	21.1%	13	16.9%
<input checked="" type="radio"/> Sometimes	193	21.4%	92	24.4%	102	19.4%	15	19.5%
<input checked="" type="radio"/> Usually	215	23.8%	90	23.8%	126	24.0%	24	31.2%
<input checked="" type="radio"/> Always	315	34.9%	130	34.4%	186	35.6%	25	32.5%
Total	902	100.0%	378	100.0%	524	100.0%	77	100.0%
Not Answered	40		18		22		4	
Reporting Category	Single Items							
Achievement Score	79.61%		76.62%		81.72%		80.01%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	976	27.0%	447	30.1%	529	24.8%	85	30.2%
No	2,642	73.0%	1,038	69.9%	1,605	75.2%	196	69.8%
Total	3,618	100.0%	1,485	100.0%	2,133	100.0%	281	100.0%
Not Answered	93		44		49		9	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	81	8.6%	39	8.9%	42	8.3%	3	3.6%
● Sometimes	194	20.5%	100	23.1%	92	18.0%	16	19.3%
● Usually	240	25.4%	108	25.0%	133	26.0%	22	26.5%
● Always	431	45.6%	186	43.0%	245	47.8%	42	50.6%
Total	946	100.0%	433	100.0%	513	100.0%	83	100.0%
Not Answered	30		15		15		2	
Reporting Category Single Items								
Achievement Score	79.61%		76.62%		81.72%		80.01%	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
None	1,116	31.0%	499	34.0%	614	28.8%	75	26.4%
1 time	368	10.2%	132	9.0%	235	11.0%	32	11.3%
2	490	13.6%	209	14.3%	281	13.2%	43	15.1%
3	427	11.9%	175	11.9%	249	11.7%	40	14.1%
4	279	7.8%	114	7.7%	166	7.8%	18	6.3%
5 to 9	568	15.8%	210	14.3%	362	17.0%	44	15.5%
10 or more times	351	9.8%	129	8.8%	225	10.5%	32	11.3%
Total	3,599	100.0%	1,467	100.0%	2,132	100.0%	284	100.0%
Not Answered	112		62		50		6	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	1,941	79.0%	775	81.0%	1,166	77.7%	170	82.1%
● No	515	21.0%	181	19.0%	334	22.3%	37	17.9%
Total	2,456	100.0%	956	100.0%	1,501	100.0%	207	100.0%
Not Answered	27		13		13		2	
Reporting Category Single Items								
Achievement Score	79.01%		80.79%		77.89%		82.35%	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1,666	70.2%	688	75.0%	979	67.2%	134	65.7%
<input type="radio"/> No	708	29.8%	229	25.0%	479	32.8%	70	34.3%
Total	2,374	100.0%	918	100.0%	1,458	100.0%	204	100.0%
Not Answered	109		51		56		5	
Reporting Category Single Items								
Achievement Score	70.18%		75.01%		67.17%		65.69%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1,680	71.5%	672	74.6%	1,010	69.7%	143	70.8%
<input type="radio"/> No	670	28.5%	230	25.4%	439	30.3%	59	29.2%
Total	2,350	100.0%	902	100.0%	1,450	100.0%	202	100.0%
Not Answered	133		67		64		7	
Reporting Category Single Items								
Achievement Score	71.49%		74.55%		69.69%		70.79%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1,765	74.7%	677	74.1%	1,089	75.1%	150	76.1%
<input type="radio"/> No	599	25.3%	236	25.9%	362	24.9%	47	23.9%
Total	2,364	100.0%	913	100.0%	1,451	100.0%	197	100.0%
Not Answered	119		56		63		12	
Reporting Category Single Items								
Achievement Score	74.66%		74.12%		75.07%		76.14%	

Response scored as: Achievement Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	1,738	73.3%	662	72.1%	1,074	74.0%	153	76.9%
● No	632	26.7%	256	27.9%	378	26.0%	46	23.1%
Total	2,370	100.0%	918	100.0%	1,452	100.0%	199	100.0%
Not Answered	113		51		62		10	
Reporting Category Single Items								
Achievement Score	73.33%		72.14%		73.96%		76.88%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	1,352	57.0%	485	53.2%	869	59.5%	111	55.8%
● No	1,019	43.0%	427	46.8%	592	40.5%	88	44.2%
Total	2,371	100.0%	913	100.0%	1,461	100.0%	199	100.0%
Not Answered	112		56		53		10	
Reporting Category Single Items								
Achievement Score	57.02%		53.18%		59.48%		55.78%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	935	39.8%	350	38.5%	586	40.7%	83	41.7%
● No	1,412	60.2%	561	61.5%	853	59.3%	116	58.3%
Total	2,347	100.0%	911	100.0%	1,438	100.0%	199	100.0%
Not Answered	136		58		76		10	
Reporting Category Single Items								
Achievement Score	39.84%		38.45%		40.71%		41.71%	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,167	47.9%	410	43.3%	759	51.0%	123	59.4%
No	1,267	52.1%	537	56.7%	729	49.0%	84	40.6%
Total	2,434	100.0%	947	100.0%	1,488	100.0%	207	100.0%
Not Answered	49		22		26		2	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	1,071	93.0%	367	91.4%	703	93.9%	112	94.1%
● No	80	7.0%	35	8.6%	46	6.1%	7	5.9%
Total	1,151	100.0%	402	100.0%	749	100.0%	119	100.0%
Not Answered	16		7		9		4	
Reporting Category	Single Items							
Achievement Score	92.95%	91.61%	93.75%	94.02%				

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	794	69.4%	268	66.9%	527	70.9%	86	71.1%
● No	350	30.6%	133	33.1%	216	29.1%	35	28.9%
Total	1,144	100.0%	401	100.0%	744	100.0%	121	100.0%
Not Answered	23		8		14		2	
Reporting Category	Single Items							
Achievement Score	69.34%	67.60%	70.54%	70.94%				

Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	944	82.4%	343	85.0%	602	81.1%	101	83.5%
● No	202	17.6%	61	15.0%	140	18.9%	20	16.5%
Total	1,146	100.0%	404	100.0%	742	100.0%	121	100.0%
Not Answered	21		5		16		2	
Reporting Category Single Items								
Achievement Score	82.70%		84.58%		81.30%		82.55%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	2,094	85.4%	831	87.1%	1,261	84.0%	172	83.5%
No	359	14.6%	123	12.9%	239	16.0%	34	16.5%
Total	2,453	100.0%	954	100.0%	1,500	100.0%	206	100.0%
Not Answered	30		15		14		3	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	164	8.0%	67	8.2%	96	7.8%	11	6.6%
● Sometimes	298	14.5%	123	15.1%	172	13.9%	26	15.6%
● Usually	424	20.7%	154	18.9%	270	21.9%	42	25.1%
● Always	1,163	56.8%	471	57.8%	696	56.4%	88	52.7%
Total	2,049	100.0%	815	100.0%	1,235	100.0%	167	100.0%
Not Answered	45		16		28		5	
Reporting Category Single Items								
Achievement Score	77.67%		76.33%		78.52%		77.61%	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	134	6.6%	48	6.0%	87	7.0%	8	4.8%
● Sometimes	310	15.2%	132	16.3%	178	14.4%	33	19.8%
● Usually	578	28.3%	225	27.8%	350	28.4%	48	28.7%
● Always	1,022	50.0%	405	50.0%	619	50.2%	78	46.7%
Total	2,044	100.0%	811	100.0%	1,234	100.0%	167	100.0%
Not Answered	50		20		29		5	
Reporting Category	Single Items							
Achievement Score	78.14%		77.91%		78.44%		74.88%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Worst health care possible	19	0.8%	6	0.6%	13	0.9%	1	0.5%
● 1	20	0.8%	5	0.5%	15	1.0%	2	1.0%
● 2	31	1.3%	16	1.7%	15	1.0%	1	0.5%
● 3	54	2.2%	26	2.8%	27	1.8%	4	1.9%
● 4	64	2.6%	30	3.2%	34	2.3%	7	3.4%
● 5	170	6.9%	72	7.5%	97	6.5%	13	6.3%
● 6	163	6.7%	51	5.3%	111	7.5%	14	6.8%
● 7	288	11.8%	114	11.9%	175	11.7%	21	10.2%
● 8	478	19.5%	181	19.0%	292	19.6%	35	17.0%
● 9	389	15.9%	133	13.9%	255	17.1%	32	15.5%
● Best health care possible	771	31.5%	322	33.6%	456	30.6%	76	36.9%
Total	2,447	100.0%	957	100.0%	1,490	100.0%	206	100.0%
Not Answered	36		12		24		3	
Reporting Category	Ratings							
Achievement Score	66.87%		66.05%		67.63%		68.80%	
Correlation with rating of health plan	0.587		0.616		0.569		0.553	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	69	2.8%	29	3.0%	40	2.7%	2	1.0%
● Sometimes	420	17.1%	174	18.1%	248	16.5%	39	18.8%
● Usually	778	31.7%	295	30.8%	481	32.1%	59	28.4%
● Always	1,188	48.4%	461	48.1%	729	48.7%	108	51.9%
Total	2,455	100.0%	958	100.0%	1,498	100.0%	208	100.0%
Not Answered	28		11		16		1	
Reporting Category	Getting Needed Care							
Achievement Score	79.89%		78.66%		80.92%		80.26%	
Correlation with rating of health plan	0.442		0.423		0.453		0.453	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,930	53.3%	778	52.4%	1,141	53.4%	139	49.6%
No	1,693	46.7%	708	47.6%	994	46.6%	141	50.4%
Total	3,623	100.0%	1,486	100.0%	2,135	100.0%	280	100.0%
Not Answered	88		43		47		10	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	147	7.8%	62	8.2%	86	7.7%	10	7.4%
● Sometimes	244	13.0%	99	13.0%	147	13.1%	19	14.1%
● Usually	380	20.3%	148	19.5%	228	20.4%	33	24.4%
● Always	1,104	58.9%	449	59.2%	656	58.8%	73	54.1%
Total	1,875	100.0%	758	100.0%	1,117	100.0%	135	100.0%
Not Answered	55		23		32		4	
Reporting Category	Single Items							
Achievement Score	78.90%		78.49%		79.34%		76.83%	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Worst treatment possible	72	3.9%	27	3.6%	46	4.2%	4	3.0%
● 1	29	1.6%	13	1.8%	16	1.5%	1	0.7%
● 2	33	1.8%	14	1.9%	19	1.8%	5	3.7%
● 3	41	2.2%	17	2.3%	24	2.2%	3	2.2%
● 4	47	2.6%	18	2.4%	29	2.6%	4	3.0%
● 5	136	7.4%	64	8.6%	73	6.7%	15	11.1%
● 6	100	5.4%	46	6.3%	56	5.1%	7	5.2%
● 7	190	10.3%	75	10.1%	115	10.5%	14	10.4%
● 8	297	16.1%	115	15.5%	180	16.4%	20	14.8%
● 9	264	14.3%	104	14.1%	156	14.2%	17	12.6%
● Best treatment possible	634	34.4%	249	33.6%	386	35.0%	45	33.3%
Total	1,843	100.0%	742	100.0%	1,101	100.0%	135	100.0%
Not Answered	87		39		48		4	
Reporting Category	Ratings							
Achievement Score	64.51%		62.51%		66.07%		59.30%	
Correlation with rating of health plan	0.479		0.557		0.430		0.457	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	541	15.2%	202	14.0%	342	16.2%	51	18.3%
No	3,013	84.8%	1,240	86.0%	1,770	83.8%	228	81.7%
Total	3,554	100.0%	1,442	100.0%	2,112	100.0%	279	100.0%
Not Answered	157		87		70		11	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	40	7.7%	19	9.7%	20	6.3%	0	0.0%
● Sometimes	52	10.0%	28	14.2%	25	7.7%	7	14.6%
● Usually	113	21.7%	40	20.7%	73	22.4%	8	16.7%
● Always	315	60.6%	107	55.3%	207	63.6%	33	68.8%
Total	520	100.0%	194	100.0%	325	100.0%	48	100.0%
Not Answered	21		7		15		3	
Reporting Category Single Items								
Achievement Score	81.94%		77.14%		85.38%		84.31%	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	400	77.4%	145	76.6%	254	77.7%	40	87.0%
No	117	22.6%	44	23.4%	73	22.3%	6	13.0%
Total	517	100.0%	190	100.0%	327	100.0%	46	100.0%
Not Answered	24		11		13		5	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Extremely difficult	17	4.3%	7	4.6%	10	3.9%	0	0.0%
● Very difficult	18	4.5%	9	6.0%	9	3.6%	2	5.0%
● Somewhat difficult	47	11.8%	23	15.7%	25	9.8%	1	2.5%
● Not very difficult	135	33.9%	38	26.1%	98	38.5%	12	30.0%
● Not at all difficult	181	45.5%	69	47.6%	112	44.2%	25	62.5%
Total	398	100.0%	145	100.0%	253	100.0%	40	100.0%
Not Answered	2		1		1		0	
Reporting Category Single Items								
Achievement Score	78.00%		74.83%		82.06%		90.73%	

○ 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?

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Worst treatment possible	22	4.3%	8	4.2%	14	4.3%	0	0.0%
● 1	8	1.6%	3	1.5%	5	1.5%	0	0.0%
● 2	6	1.2%	4	2.1%	2	0.6%	0	0.0%
● 3	16	3.1%	7	3.7%	9	2.8%	2	4.3%
● 4	16	3.1%	9	4.5%	8	2.5%	0	0.0%
● 5	35	6.8%	8	4.4%	27	8.4%	3	6.4%
● 6	34	6.6%	15	7.9%	19	6.0%	5	10.6%
● 7	52	10.1%	20	10.6%	32	10.0%	4	8.5%
● 8	86	16.8%	31	16.0%	55	17.0%	5	10.6%
● 9	80	15.6%	23	12.1%	56	17.5%	9	19.1%
● Best treatment possible	158	30.8%	63	33.0%	94	29.3%	19	40.4%
Total	513	100.0%	191	100.0%	322	100.0%	47	100.0%
Not Answered	28		10		18		4	
Reporting Category	Single Items							
Achievement Score	62.98%		60.14%		64.42%		68.41%	

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?

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	3,059	84.9%	1,210	82.0%	1,847	86.8%	241	85.2%
No	545	15.1%	266	18.0%	280	13.2%	42	14.8%
Total	3,604	100.0%	1,477	100.0%	2,127	100.0%	283	100.0%
Not Answered	107		52		55		7	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
None	577	19.6%	232	19.8%	345	19.5%	40	17.6%
1 time	576	19.6%	183	15.6%	389	22.0%	44	19.4%
2	572	19.4%	229	19.5%	337	19.0%	43	18.9%
3	422	14.3%	177	15.0%	248	14.0%	38	16.7%
4	274	9.3%	108	9.2%	169	9.5%	23	10.1%
5 to 9	382	13.0%	172	14.6%	215	12.2%	28	12.3%
10 or more times	143	4.9%	74	6.3%	67	3.8%	11	4.8%
Total	2,946	100.0%	1,175	100.0%	1,770	100.0%	227	100.0%
Not Answered	113		37		77		14	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	44	1.9%	15	1.6%	30	2.1%	1	0.5%
● Sometimes	166	7.0%	78	8.3%	90	6.4%	9	4.8%
● Usually	509	21.6%	215	22.9%	290	20.5%	35	18.7%
● Always	1,636	69.5%	631	67.2%	1,008	71.1%	142	75.9%
Total	2,355	100.0%	938	100.0%	1,418	100.0%	187	100.0%
Not Answered	14		7		6		0	
Reporting Category	Communication							
Achievement Score	90.92%		90.03%		91.58%		94.63%	
Correlation with rating of health plan	0.285		0.294		0.284		0.231	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	54	2.3%	16	1.7%	39	2.7%	3	1.6%
● Sometimes	156	6.6%	62	6.6%	93	6.5%	10	5.3%
● Usually	452	19.2%	186	19.9%	267	18.9%	36	19.3%
● Always	1,691	71.9%	673	71.8%	1,017	71.8%	138	73.8%
Total	2,353	100.0%	938	100.0%	1,415	100.0%	187	100.0%
Not Answered	16		7		9		0	
Reporting Category Communication								
Achievement Score	91.08%		91.49%		90.84%		92.75%	
Correlation with rating of health plan	0.286		0.306		0.274		0.277	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	41	1.7%	14	1.5%	28	2.0%	1	0.5%
● Sometimes	113	4.8%	49	5.2%	63	4.4%	10	5.4%
● Usually	375	16.0%	150	16.0%	225	15.9%	28	15.1%
● Always	1,822	77.5%	724	77.3%	1,100	77.7%	147	79.0%
Total	2,351	100.0%	936	100.0%	1,415	100.0%	186	100.0%
Not Answered	18		9		9		1	
Reporting Category Communication								
Achievement Score	93.50%		93.04%		93.78%		93.94%	
Correlation with rating of health plan	0.300		0.322		0.281		0.298	

○ **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?

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	64	2.7%	17	1.8%	48	3.4%	3	1.6%
● Sometimes	241	10.3%	106	11.4%	134	9.5%	17	9.1%
● Usually	557	23.8%	237	25.5%	317	22.6%	41	22.0%
● Always	1,475	63.1%	571	61.3%	907	64.5%	125	67.2%
Total	2,337	100.0%	932	100.0%	1,406	100.0%	186	100.0%
Not Answered	32		13		18		1	
Reporting Category Communication								
Achievement Score	86.96%		86.61%		87.20%		88.94%	
Correlation with rating of health plan	0.303		0.313		0.296		0.343	

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

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,549	67.2%	608	66.6%	939	67.6%	129	71.3%
No	755	32.8%	305	33.4%	450	32.4%	52	28.7%
Total	2,304	100.0%	914	100.0%	1,390	100.0%	181	100.0%
Not Answered	65		31		34		6	

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?

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	81	5.3%	31	5.2%	51	5.5%	3	2.3%
● Sometimes	206	13.6%	88	14.7%	116	12.6%	11	8.6%
● Usually	446	29.3%	164	27.5%	280	30.4%	35	27.3%
● Always	787	51.8%	315	52.7%	474	51.5%	79	61.7%
Total	1,520	100.0%	598	100.0%	922	100.0%	128	100.0%
Not Answered	29		11		18		1	
Reporting Category Single Items								
Achievement Score	81.26%		79.49%		82.30%		88.77%	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Worst personal doctor possible	27	0.9%	10	0.8%	18	1.0%	3	1.3%
● 1	16	0.5%	7	0.6%	9	0.5%	1	0.4%
● 2	29	1.0%	14	1.2%	15	0.8%	2	0.9%
● 3	41	1.4%	20	1.7%	23	1.3%	2	0.9%
● 4	48	1.6%	24	2.0%	24	1.3%	4	1.7%
● 5	142	4.8%	61	5.2%	82	4.6%	10	4.3%
● 6	116	4.0%	48	4.1%	68	3.8%	10	4.3%
● 7	235	8.0%	107	9.2%	130	7.3%	12	5.2%
● 8	474	16.2%	184	15.8%	289	16.4%	40	17.3%
● 9	457	15.6%	189	16.2%	266	15.0%	26	11.3%
● Best personal doctor possible	1,348	46.0%	504	43.2%	844	47.8%	121	52.4%
Total	2,933	100.0%	1,166	100.0%	1,767	100.0%	231	100.0%
Not Answered	126		46		80		10	
Reporting Category	Ratings							
Achievement Score	77.57%		74.79%		79.40%		80.50%	
Correlation with rating of health plan	0.447		0.506		0.405		0.289	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,806	50.7%	700	48.1%	1,104	52.3%	139	50.0%
No	1,758	49.3%	755	51.9%	1,006	47.7%	139	50.0%
Total	3,564	100.0%	1,455	100.0%	2,110	100.0%	278	100.0%
Not Answered	147		74		72		12	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	79	4.5%	31	4.5%	47	4.3%	6	4.3%
● Sometimes	323	18.2%	142	20.8%	182	16.7%	31	22.5%
● Usually	561	31.6%	194	28.4%	365	33.5%	45	32.6%
● Always	812	45.7%	317	46.3%	497	45.6%	56	40.6%
Total	1,775	100.0%	685	100.0%	1,090	100.0%	138	100.0%
Not Answered	31		16		15		1	
Reporting Category	Getting Needed Care							
Achievement Score	77.06%		74.44%		79.19%		73.17%	
Correlation with rating of health plan	0.358		0.340		0.374		0.378	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
None	63	3.5%	37	5.3%	26	2.4%	3	2.2%
1 specialist	624	35.1%	237	34.3%	390	35.9%	52	38.2%
2	473	26.6%	170	24.5%	300	27.7%	34	25.0%
3	302	17.0%	121	17.5%	181	16.6%	22	16.2%
4	170	9.6%	71	10.3%	98	9.0%	13	9.6%
5 or more specialists	145	8.2%	55	8.0%	91	8.4%	12	8.8%
Total	1,777	100.0%	691	100.0%	1,086	100.0%	136	100.0%
Not Answered	29		10		19		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?

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Worst specialist possible	22	1.3%	6	0.9%	16	1.5%	3	2.3%
● 1	16	0.9%	6	1.0%	9	0.8%	2	1.5%
● 2	10	0.6%	4	0.6%	6	0.6%	0	0.0%
● 3	25	1.5%	10	1.6%	15	1.4%	0	0.0%
● 4	39	2.3%	8	1.3%	30	2.9%	4	3.1%
● 5	69	4.1%	35	5.4%	34	3.2%	5	3.8%
● 6	69	4.1%	28	4.3%	40	3.9%	5	3.8%
● 7	173	10.2%	58	9.0%	115	11.0%	14	10.7%
● 8	282	16.7%	105	16.4%	179	17.0%	21	16.0%
● 9	273	16.1%	93	14.5%	178	16.9%	22	16.8%
● Best specialist possible	714	42.2%	288	44.9%	428	40.8%	55	42.0%
Total	1,692	100.0%	642	100.0%	1,050	100.0%	131	100.0%
Not Answered	22		13		9		2	
Reporting Category	Ratings							
Achievement Score	75.17%		74.71%		75.49%		75.49%	
Correlation with rating of health plan	0.478		0.468		0.494		0.603	

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?

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	677	18.7%	308	20.7%	371	17.4%	53	19.1%
No	2,940	81.3%	1,176	79.3%	1,761	82.6%	225	80.9%
Total	3,617	100.0%	1,484	100.0%	2,132	100.0%	278	100.0%
Not Answered	94		45		50		12	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	58	8.8%	27	9.1%	31	8.6%	4	7.7%
● Sometimes	178	27.0%	78	26.2%	101	27.9%	12	23.1%
● Usually	206	31.3%	83	27.9%	122	33.8%	16	30.8%
● Always	217	32.9%	110	36.9%	107	29.7%	20	38.5%
Total	659	100.0%	298	100.0%	361	100.0%	52	100.0%
Not Answered	18		9		9		1	
Reporting Category Single Items								
Achievement Score	63.80%		64.17%		64.01%		68.62%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,208	33.6%	572	38.8%	634	29.9%	71	25.5%
No	2,389	66.4%	901	61.2%	1,487	70.1%	207	74.5%
Total	3,597	100.0%	1,474	100.0%	2,121	100.0%	278	100.0%
Not Answered	114		55		61		12	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	42	3.6%	23	4.1%	19	3.2%	1	1.4%
● Sometimes	211	18.0%	116	20.8%	93	15.1%	12	17.4%
● Usually	348	29.6%	160	28.7%	186	30.2%	19	27.5%
● Always	574	48.9%	259	46.4%	317	51.5%	37	53.6%
Total	1,175	100.0%	559	100.0%	616	100.0%	69	100.0%
Not Answered	33		14		19		2	
Reporting Category Customer Service								
Achievement Score	79.02%		74.63%		82.13%		80.88%	
Correlation with rating of health plan	0.465		0.419		0.505		0.521	

○ 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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	44	3.7%	20	3.5%	24	3.9%	2	2.9%
● Sometimes	195	16.5%	101	17.9%	94	15.3%	10	14.3%
● Usually	338	28.7%	161	28.6%	176	28.6%	20	28.6%
● Always	602	51.1%	281	49.9%	322	52.3%	38	54.3%
Total	1,179	100.0%	562	100.0%	617	100.0%	70	100.0%
Not Answered	29		11		18		1	
Reporting Category	Single Items							
Achievement Score	80.05%		78.49%		80.85%		82.68%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	22	1.9%	13	2.4%	9	1.5%	0	0.0%
● Sometimes	90	7.6%	51	9.1%	38	6.1%	4	5.8%
● Usually	221	18.7%	121	21.3%	99	16.0%	7	10.1%
● Always	850	71.9%	381	67.2%	470	76.3%	58	84.1%
Total	1,183	100.0%	566	100.0%	616	100.0%	69	100.0%
Not Answered	25		7		19		2	
Reporting Category	Customer Service							
Achievement Score	90.83%		88.56%		92.36%		94.15%	
Correlation with rating of health plan	0.450		0.419		0.474		0.685	

○ **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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Worst health plan possible	58	1.6%	24	1.7%	34	1.6%	5	1.8%
● 1	31	0.9%	18	1.2%	13	0.6%	2	0.7%
● 2	32	0.9%	17	1.2%	15	0.7%	2	0.7%
● 3	66	1.8%	29	2.0%	35	1.7%	1	0.4%
● 4	69	1.9%	32	2.1%	36	1.7%	3	1.1%
● 5	223	6.2%	103	7.0%	124	5.9%	15	5.4%
● 6	190	5.3%	75	5.1%	116	5.5%	13	4.6%
● 7	352	9.8%	150	10.2%	203	9.6%	26	9.3%
● 8	628	17.5%	257	17.5%	370	17.5%	52	18.6%
● 9	541	15.1%	221	15.0%	318	15.0%	39	13.9%
● Best health plan possible	1,396	38.9%	547	37.1%	850	40.2%	122	43.6%
Total	3,586	100.0%	1,472	100.0%	2,114	100.0%	280	100.0%
Not Answered	125		57		68		10	
Reporting Category	Ratings							
Achievement Score	71.44%		68.94%		73.19%		75.47%	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Yes	2,880	87.2%	1,163	85.5%	1,720	88.6%	239	91.9%
● No	424	12.8%	198	14.5%	222	11.4%	21	8.1%
Total	3,304	100.0%	1,361	100.0%	1,942	100.0%	260	100.0%
Not Answered	407		168		240		30	
Reporting Category	Single Items							
Achievement Score	87.33%		85.25%		88.71%		91.54%	

○ Response scored as: ● Achievement ● Room for improvement

About Your Health

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

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Excellent	230	6.4%	129	8.7%	103	4.8%	21	7.4%
Very Good	576	15.9%	240	16.2%	335	15.7%	49	17.4%
Good	1,176	32.5%	473	31.9%	704	33.0%	93	33.0%
Fair	1,216	33.6%	480	32.4%	735	34.4%	86	30.5%
Poor	423	11.7%	162	10.9%	260	12.2%	33	11.7%
Total	3,621	100.0%	1,484	100.0%	2,137	100.0%	282	100.0%
Not Answered	90		45		45		8	

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

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Excellent	285	7.9%	151	10.1%	136	6.4%	18	6.4%
Very Good	464	12.8%	196	13.2%	265	12.4%	39	13.9%
Good	1,014	28.0%	396	26.5%	618	28.9%	81	28.9%
Fair	1,309	36.1%	535	35.9%	773	36.2%	102	36.4%
Poor	555	15.3%	213	14.3%	345	16.1%	40	14.3%
Total	3,627	100.0%	1,491	100.0%	2,136	100.0%	280	100.0%
Not Answered	84		38		46		10	

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

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1,610	47.3%	632	45.4%	972	48.4%	139	51.9%
<input type="radio"/> No	1,793	52.7%	762	54.6%	1,038	51.6%	129	48.1%
Don't Know	162		62		99		12	
Total	3,403	100.0%	1,394	100.0%	2,010	100.0%	268	100.0%
Not Answered	78		34		45		9	
Reporting Category	Single Items							
Achievement Score	47.31%		45.35%		48.35%		51.87%	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Every day	1,306	36.2%	435	29.4%	877	41.2%	114	40.3%
Some days	528	14.6%	241	16.2%	294	13.8%	40	14.1%
Not at all	1,744	48.3%	794	53.6%	939	44.1%	127	44.9%
Don't Know	31	0.9%	12	0.8%	18	0.8%	2	0.7%
Total	3,609	100.0%	1,481	100.0%	2,128	100.0%	283	100.0%
Not Answered	102		48		54		7	

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?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	299	16.6%	105	16.1%	191	16.6%	26	17.1%
<input checked="" type="radio"/> Sometimes	405	22.5%	148	22.8%	256	22.3%	40	26.3%
<input checked="" type="radio"/> Usually	395	21.9%	138	21.2%	259	22.5%	39	25.7%
<input checked="" type="radio"/> Always	704	39.0%	260	39.9%	444	38.6%	47	30.9%
Total	1,803	100.0%	652	100.0%	1,150	100.0%	152	100.0%
Not Answered	31		17		15		2	
Reporting Category	Smoking Cessation							
Achievement Score	83.42%		83.86%		83.42%		82.89%	

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.

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	556	31.0%	199	30.8%	356	31.1%	43	28.5%
<input checked="" type="radio"/> Sometimes	455	25.4%	160	24.8%	297	26.0%	47	31.1%
<input checked="" type="radio"/> Usually	306	17.1%	104	16.1%	203	17.7%	26	17.2%
<input checked="" type="radio"/> Always	474	26.5%	183	28.3%	289	25.2%	35	23.2%
Total	1,791	100.0%	646	100.0%	1,145	100.0%	151	100.0%
Not Answered	43		23		20		3	
Reporting Category	Smoking Cessation							
Achievement Score	68.96%		69.22%		68.90%		71.52%	

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.

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
● Never	731	40.6%	243	37.4%	484	42.1%	61	39.9%
● Sometimes	434	24.1%	179	27.6%	259	22.5%	31	20.3%
● Usually	247	13.7%	86	13.2%	162	14.1%	27	17.6%
● Always	387	21.5%	141	21.7%	245	21.3%	34	22.2%
Total	1,799	100.0%	648	100.0%	1,151	100.0%	153	100.0%
Not Answered	35		21		14		1	
Reporting Category	Smoking Cessation							
Achievement Score	59.37%		62.58%		57.90%		60.13%	

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

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
High cholesterol	1,436	57.5%	616	58.8%	814	56.3%	93	48.2%
High blood pressure	1,711	68.5%	714	68.1%	995	68.9%	143	74.1%
Parent or sibling with a heart attack before the age of 60	592	23.7%	206	19.7%	386	26.7%	55	28.5%
Total	2,496	100.0%	1,048	100.0%	1,444	100.0%	193	100.0%
Not Answered	1,215		481		738		97	

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

	HARP Statewide		NYC		Rest of State		Excelsus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
A heart attack	205	13.6%	81	11.7%	125	15.1%	15	13.8%
Angina or coronary heart disease	225	14.9%	75	10.8%	150	18.2%	18	16.5%
A stroke	214	14.2%	86	12.5%	128	15.6%	15	13.8%
Any kind of diabetes or high blood sugar	1,178	78.1%	569	82.3%	612	74.4%	86	78.9%
Total	1,508	100.0%	692	100.0%	822	100.0%	109	100.0%
Not Answered	2,203		837		1,360		181	

○ Response scored as: ● Achievement ● Room for improvement

About Your Health (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	145	5.5%	52	5.0%	93	5.8%	19	8.6%
No	2,487	94.5%	978	95.0%	1,513	94.2%	203	91.4%
Total	2,632	100.0%	1,030	100.0%	1,606	100.0%	222	100.0%
Not Answered	1,079		499		576		68	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,549	51.8%	532	45.2%	1,021	56.2%	146	58.6%
No	1,441	48.2%	644	54.8%	796	43.8%	103	41.4%
Total	2,990	100.0%	1,176	100.0%	1,817	100.0%	249	100.0%
Not Answered	721		353		365		41	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,038	36.6%	394	35.3%	645	37.4%	86	37.1%
No	1,800	63.4%	723	64.7%	1,078	62.6%	146	62.9%
Total	2,838	100.0%	1,118	100.0%	1,723	100.0%	232	100.0%
Not Answered	873		411		459		58	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,382	47.7%	499	43.4%	884	50.6%	126	52.5%
No	1,513	52.3%	651	56.6%	863	49.4%	114	47.5%
Total	2,895	100.0%	1,150	100.0%	1,748	100.0%	240	100.0%
Not Answered	816		379		434		50	

About Your Health (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	2,297	71.4%	860	67.0%	1,443	74.6%	203	77.2%
No	920	28.6%	424	33.0%	493	25.4%	60	22.8%
Total	3,217	100.0%	1,284	100.0%	1,936	100.0%	263	100.0%
Not Answered	494		245		246		27	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	424	15.2%	171	15.6%	258	15.3%	36	16.1%
No	2,364	84.8%	930	84.4%	1,431	84.7%	187	83.9%
Total	2,788	100.0%	1,102	100.0%	1,689	100.0%	223	100.0%
Not Answered	923		427		493		67	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	2,259	70.5%	898	69.5%	1,362	71.3%	171	69.5%
No	943	29.5%	395	30.5%	549	28.7%	75	30.5%
Total	3,202	100.0%	1,293	100.0%	1,911	100.0%	246	100.0%
Not Answered	509		236		271		44	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	1,833	59.2%	639	52.4%	1,195	63.6%	157	62.8%
No	1,261	40.8%	581	47.6%	684	36.4%	93	37.2%
Total	3,094	100.0%	1,220	100.0%	1,879	100.0%	250	100.0%
Not Answered	617		309		303		40	

About You

Q62. What is your age?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
18 to 24	37	1.0%	13	0.9%	23	1.1%	2	0.7%
25 to 34	349	9.6%	122	8.2%	231	10.8%	20	7.0%
35 to 44	587	16.1%	225	15.1%	362	16.8%	55	19.4%
45 to 54	875	24.0%	328	22.0%	544	25.3%	74	26.1%
55 to 64	1,654	45.4%	729	48.8%	927	43.1%	131	46.1%
65 to 74	126	3.5%	68	4.5%	57	2.7%	2	0.7%
75 or older	14	0.4%	9	0.6%	5	0.2%	0	0.0%
Total	3,642	100.0%	1,493	100.0%	2,149	100.0%	284	100.0%
Not Answered	69		36		33		6	

Q63. What is your current gender identity?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Male	1,804	49.2%	811	53.7%	1,001	46.3%	135	47.0%
Female	1,835	50.0%	691	45.8%	1,137	52.6%	151	52.6%
TransMale/Transman	5	0.1%	2	0.1%	3	0.2%	0	0.0%
TransFemale/Transwoman	3	0.1%	0	0.0%	3	0.1%	0	0.0%
Genderqueer or Gender Non-Binary	8	0.2%	3	0.2%	4	0.2%	0	0.0%
Other	10	0.3%	4	0.3%	5	0.3%	0	0.0%
Decline to answer	22	0.6%	5	0.3%	17	0.8%	2	0.7%
Total	3,670	100.0%	1,509	100.0%	2,161	100.0%	287	100.0%
Not Answered	41		20		21		3	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
8th grade or less	337	9.3%	193	13.0%	145	6.8%	16	5.7%
Some high school but did not graduate	833	22.9%	388	26.1%	447	20.9%	66	23.3%
High school graduate or GED	1,234	34.0%	439	29.5%	798	37.2%	106	37.5%
Some college or 2-year degree	897	24.7%	336	22.6%	557	26.0%	72	25.4%
4-year college graduate	219	6.0%	85	5.7%	131	6.1%	19	6.7%
More than 4-year college degree	111	3.1%	45	3.1%	65	3.0%	4	1.4%
Total	3,631	100.0%	1,487	100.0%	2,142	100.0%	283	100.0%
Not Answered	80		42		40		7	

About You (continued)

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	918	25.7%	622	42.5%	302	14.3%	43	15.3%
No, Not Hispanic or Latino	2,656	74.3%	841	57.5%	1,809	85.7%	238	84.7%
Total	3,574	100.0%	1,463	100.0%	2,110	100.0%	281	100.0%
Not Answered	137		66		72		9	

Q66. What is your race?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
White	1,858	52.4%	411	28.7%	1,450	68.6%	178	64.0%
Black or African-American	1,038	29.3%	563	39.3%	467	22.1%	69	24.8%
Asian	109	3.1%	80	5.6%	26	1.2%	2	0.7%
Native Hawaiian or other Pacific Islander	28	0.8%	18	1.2%	11	0.5%	1	0.4%
American Indian or Alaska Native	122	3.4%	41	2.9%	83	3.9%	12	4.3%
Other	584	16.5%	390	27.2%	202	9.5%	37	13.3%
Total	3,548	100.0%	1,434	100.0%	2,115	100.0%	278	100.0%
Not Answered	163		95		67		12	

Q67. How well do you speak English?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Very well	2,840	77.7%	1,056	70.3%	1,789	83.1%	234	82.1%
Well	516	14.1%	269	17.9%	245	11.4%	33	11.6%
Not well	186	5.1%	119	7.9%	66	3.1%	12	4.2%
Not at all	114	3.1%	60	4.0%	53	2.4%	6	2.1%
Total	3,656	100.0%	1,504	100.0%	2,152	100.0%	285	100.0%
Not Answered	55		25		30		5	

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

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Yes	950	26.4%	640	43.4%	315	14.8%	47	16.7%
No	2,655	73.6%	836	56.6%	1,815	85.2%	234	83.3%
Total	3,605	100.0%	1,475	100.0%	2,130	100.0%	281	100.0%
Not Answered	106		54		52		9	

About You (continued)

Q69. What is the language spoken at home?

	HARP Statewide		NYC		Rest of State		Excellus Health Plan, Inc.	
	N	%	N	%	N	%	N	%
Spanish	583	65.7%	407	68.1%	177	61.4%	25	59.5%
Other	304	34.3%	191	31.9%	111	38.6%	17	40.5%
Total	887	100.0%	598	100.0%	288	100.0%	42	100.0%
Not Answered	63		33		31		5	



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



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

