



New York State  
Medicaid Managed Care Program (MMC):  
CAHPS® 5.0H  
Adult Medicaid Survey  
Molina Healthcare  
  
Continuous Quality Improvement Report

May 2020



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## Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the questionnaire that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYSDOH) sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2019. The instrument used for the administration of the survey was the CAHPS® 5.0H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

The majority of question items addressed member's experience with their health care, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The questionnaire was expanded to include 22 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 67 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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# Executive Summary

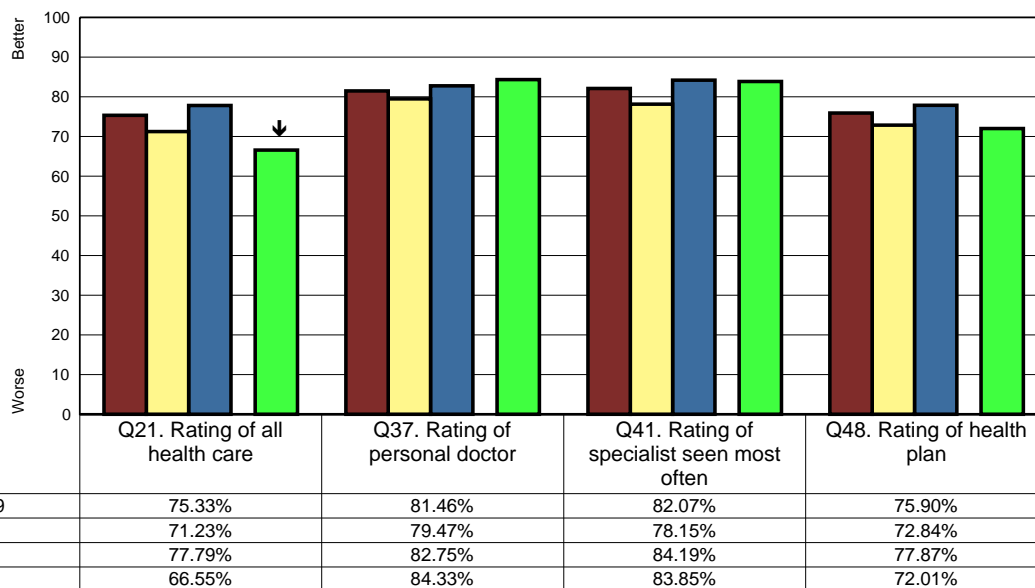
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2019 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 15 Medicaid managed care plans in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 30,000 members following a mail only methodology during the period October 3, 2019, through December 31, 2019, using a standardized survey procedure and questionnaire. For your plan, a total of 245 responses were received resulting in a 12.3% 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". Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the 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)

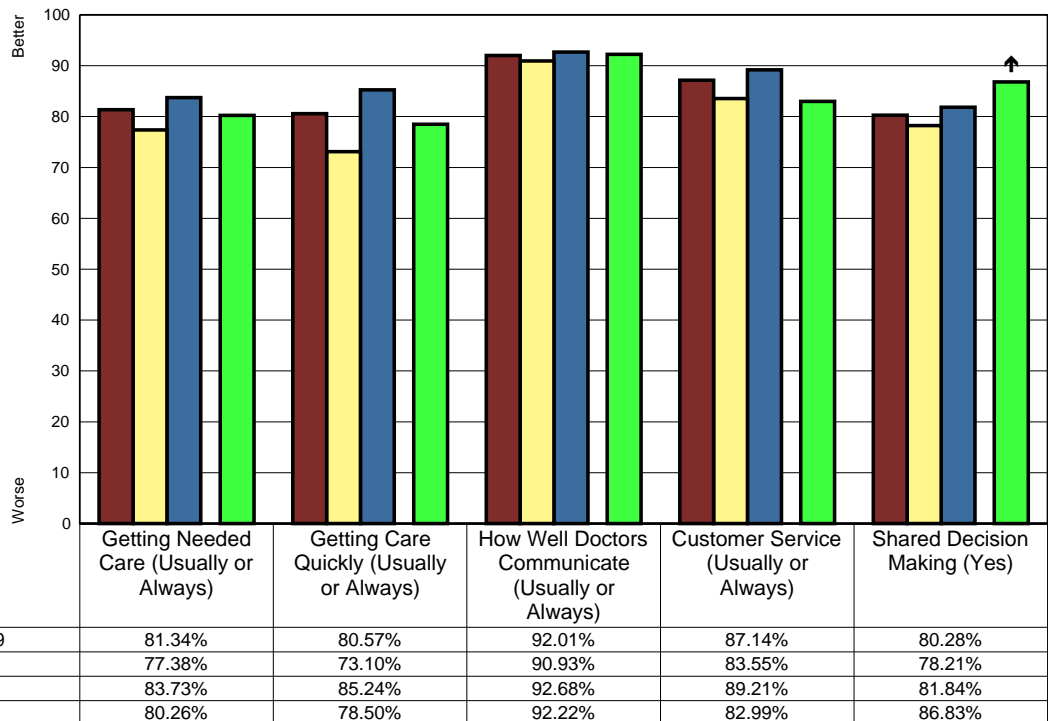


↑↓ Statistically significantly better/worse than MMC Statewide 2019.

### Summary of Standard Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures except for Shared Decision Making, which uses "Yes" as the indicator of achievement. Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the 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 MMC Statewide 2019.

## Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Shared Decision Making (Yes)	Rating of all health care	Rating of personal doctor	Rating of specialist seen most often	Rating of health plan
<b>MMC Statewide</b>	81	81	92	87	80	75	81	82	76
<b>NYC</b>	77	73	91	84	78	71	79	78	73
<b>Rest of State</b>	84	85	93	89	82	78	83	84	78
Affinity Health Plan	82	77	92	86	77	74	78	86	74
CDPHP	85	87 ▲	94	94 ▲	82	82 ▲	88 ▲	88	85 ▲
Empire	77	77	91	88	79	76	79	86	76
Excelsus BlueCross BlueShield	81	87 ▲	90	90	81	78	78	83	84 ▲
Fidelis Care New York	79	79	92	93 ▲	83	72	81	87	77
Healthfirst PHSP, Inc.	84	73 ▼	91	84	78	77	75 ▼	77	79
HealthNow New York Inc.	85	88 ▲	95	86	84	80	89 ▲	79	73
HIP (EmblemHealth)	77	79	90	82	80	75	85	80	73
Independent Health	82	90 ▲	93	93 ▲	83	79	80	77	80
MetroPlus Health Plan	76	77	92	83	76	68	77	73	75
Molina Healthcare	80	79	92	83	87 ▲	67 ▼	84	84	72
MVP Health Care	84	81	93	94 ▲	83	76	82	81	81 ▲
UnitedHealthcare Community Plan	82	78	93	82	77	74	84	85	69 ▼
WellCare of New York	80	70 ▼	90	81	71	78	83	84	72
YourCare Health Plan	85	89 ▲	93	87	83	74	79	82	71 ▼

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

## Respondent Sample Profile

<b>Age (years)</b>	MMC Statewide	NYC	Rest of State	Molina Healthcare
18 to 24	9.1%	9.5%	8.9%	10.1%
25 to 34	14.8%	13.9%	15.3%	16.5%
35 to 44	15.2%	16.2%	14.5%	24.1%
45 to 54	22.4%	21.5%	22.9%	18.6%
55 to 64	34.5%	32.7%	35.4%	28.7%
65 to 74	2.9%	4.8%	2.1%	1.7%
75 or older	1.1%	1.5%	0.9%	0.4%

<b>Gender</b>	MMC Statewide	NYC	Rest of State	Molina Healthcare
Male	41.4%	41.8%	41.6%	43.3%
Female	58.6%	58.2%	58.4%	56.7%

<b>Highest grade or level of school completed</b>	MMC Statewide	NYC	Rest of State	Molina Healthcare
8th grade or less	6.2%	9.9%	4.5%	8.8%
Some high school, but did not graduate	14.2%	16.7%	13.2%	19.7%
High school graduate or GED	33.5%	27.8%	36.3%	34.0%
Some college or 2-year degree	28.0%	24.0%	30.0%	24.4%
4-year college graduate	11.3%	13.9%	9.9%	6.7%
More than 4-year college graduate	6.7%	7.6%	6.1%	6.3%

<b>Hispanic or Latino</b>	MMC Statewide	NYC	Rest of State	Molina Healthcare
Yes, Hispanic or Latino	18.4%	32.8%	12.1%	12.1%
No, Not Hispanic or Latino	81.6%	67.2%	87.9%	87.9%

<b>Race</b>	MMC Statewide	NYC	Rest of State	Molina Healthcare
White	55.6%	24.2%	70.4%	49.0%
Black or African-American	18.9%	27.6%	14.5%	24.9%
Asian	13.2%	24.5%	7.8%	15.8%
Native Hawaiian or Other Pacific Islander	0.5%	1.1%	0.2%	0.4%
American Indian or Alaska Native	1.7%	1.3%	1.9%	7.1%
Other	13.0%	24.2%	8.2%	9.5%

<b>Rating of Overall Health</b>	MMC Statewide	NYC	Rest of State	Molina Healthcare
Excellent	13.3%	14.5%	12.7%	8.3%
Very good	28.8%	30.5%	28.2%	27.0%
Good	37.6%	37.9%	37.6%	38.2%
Fair	16.3%	14.6%	16.9%	19.5%
Poor	4.0%	2.6%	4.6%	7.1%

## Sample Disposition

	MMC Statewide	Molina Healthcare
First mailing - sent	30,000	2,000
First mailing - usable survey returned*	2,271	159
Second mailing - sent	26,048	1,733
Second mailing - usable survey returned*	1,147	86
<b>Total - usable surveys</b>	<b>3,418</b>	<b>245</b>
Ineligible: According to population criteria‡‡	125	11
Ineligible: Language barrier†	3	0
Ineligible: Deceased†	3	0
Ineligible: Mentally or physically unable to complete survey†	6	1
Refusal/Returned survey blank	14	1
Incomplete survey - mail or phone	44	3
Nonresponse - Unavailable by mail or phone	23,929	1,562
Added to Do Not Call list	0	0
<b>Response Rate</b>	<b>11.4%</b>	<b>12.3%</b>

\*Included in response rate numerator

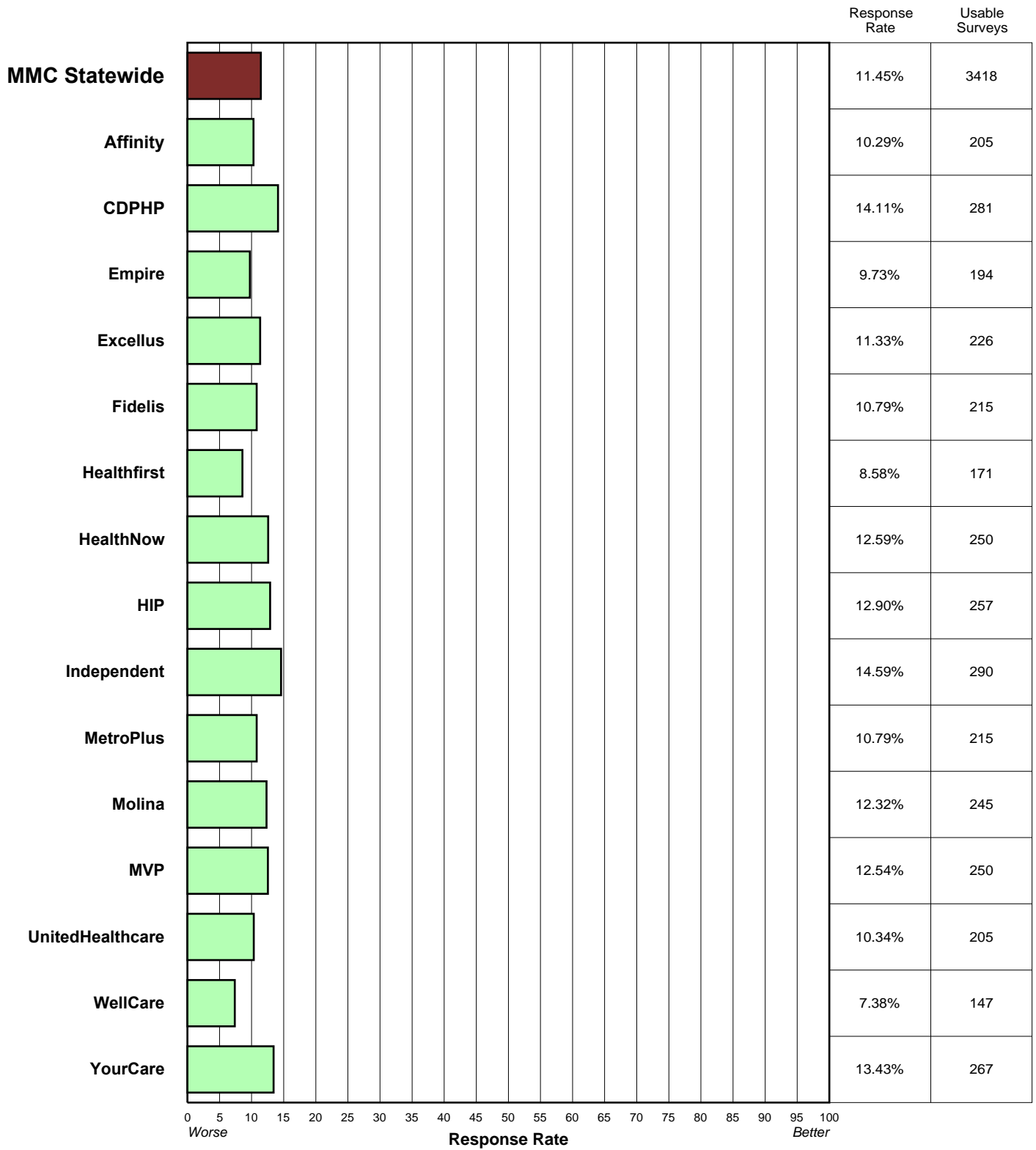
†Excluded from response rate denominator

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

Note:  $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$



# Response Rates



■ MMC Statewide 2019

■ Health Plans 2019

## Trend Analysis - 2019 vs. 2017

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2017. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions (Questions 8 and 10) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2017 and 2019 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	Molina Healthcare 2019 Score	Molina Healthcare 2017 Score	Point Change	Composite/ Question Group
Q17. Doctor/provider asked what you thought was best for you	87.1%	78.5%	+ 8.6	Shared Decision Making
Q32. Personal doctor usually or always listened carefully to you	94.5%	87.0%	+ 7.5 ▲	Communication
Q34. Personal doctor usually or always spent enough time with you	89.2%	84.9%	+ 4.3	Communication
Q16. Doctor/provider talked about reasons you might not want to take a medicine	77.1%	73.0%	+ 4.1	Shared Decision Making
Q52. Had flu shot or flu spray since September 1, 2018? [Displayed for Respondents 18-64 years old]	49.1%	45.4%	+ 3.8	Single Items
Q33. Personal doctor usually or always showed respect for what you had to say	94.5%	90.8%	+ 3.7	Communication
Q45. Health plan's customer service usually or always gave needed information or help	75.8%	73.8%	+ 2.0	Customer Service
Q31. Personal doctor usually or always explained things in way that was easy to understand	90.6%	88.9%	+ 1.8	Communication
Q13f. Doctor or other health provider talked about alcohol or other drug use	33.6%	32.2%	+ 1.4	Single Items
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed	76.9%	75.6%	+ 1.3	Getting Care Quickly
Q13b. Doctor or other health provider talked about exercise or physical activity	57.3%	61.7%	- 4.4	Single Items
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	62.0%	66.5%	- 4.4	Single Items
Q43. Written materials or internet usually or always provided information about how health plan works	63.5%	68.3%	- 4.8	Single Items
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	47.7%	53.2%	- 5.5	Single Items
Q54. Advised by doctor or other health provider to quit smoking or using tobacco	70.2%	77.2%	- 7.0	Medical Assistance with Smoking Cessation
Q56. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	46.3%	53.5%	- 7.2	Medical Assistance with Smoking Cessation
Q12. Doctor/provider definitely talked about specific things to do to prevent illness	67.7%	75.2%	- 7.5	Single Items
Q55. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	52.4%	62.7%	- 10.4	Medical Assistance with Smoking Cessation
Q21. Rating of all health care	66.5%	78.1%	- 11.5 ▼	Ratings
Q25. Rating of treatment or counseling for a personal or family problem (8, 9 or 10)	45.0%	57.6%	- 12.6	Single Items

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2017 score.

# Methodology

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

## Survey Milestones

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

## Sampling Frame

A stratified random sample of 2,000 adults ages 18-64 was drawn for each of the managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care plan for at least five out of the last six months as of September 2019

## Questionnaire

The instrument selected for the survey, the CAHPS® 5.0H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and health plan. The questionnaire was expanded to include 22 supplemental questions of particular interest to the NYSDOH. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 67 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

## Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q29, Q38, Q44, Q48. Complete interviews were obtained from 245 Medicaid managed care members, and the overall project response rate was 12.3%.

## Definition of Achievement Scores

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

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

## Composites

Five standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The achievement

score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

### **Getting Needed Care**

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

### **Getting Care Quickly**

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

### **How Well Doctors Communicate**

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

### **Customer Service**

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

### **Shared Decision Making**

- Q15. Doctor/provider talked about reasons you might want to take a medicine
- Q16. Doctor/provider talked about reasons you might not want to take a medicine
- Q17. Doctor/provider asked what you thought was best for you

## **Correlation to Satisfaction**

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

## **Comparisons: Current Year and Trending**

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

## 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/end of the appropriate bar or next to the appropriate achievement score.

## Case-Mix Analysis

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

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

# Using this Report

## Understanding Achievement Scores

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

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

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

## Understanding the Sections of the Report

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

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

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

### *Graphs/Results*

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

### *Correlation Analysis*

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

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

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

### *Responses by Question*

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

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

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## Graphs/Results

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

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

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

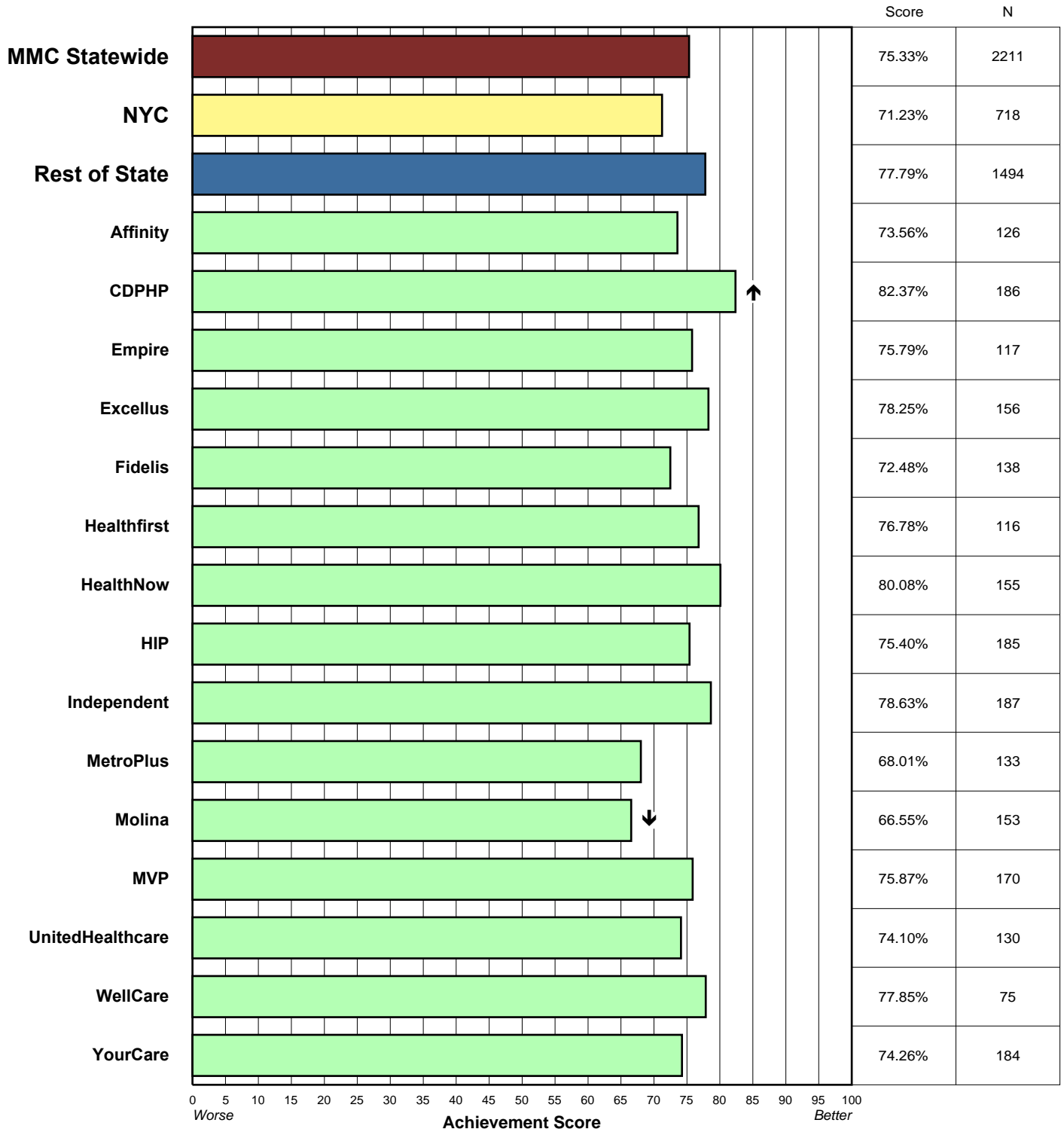
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

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



## Overall Ratings

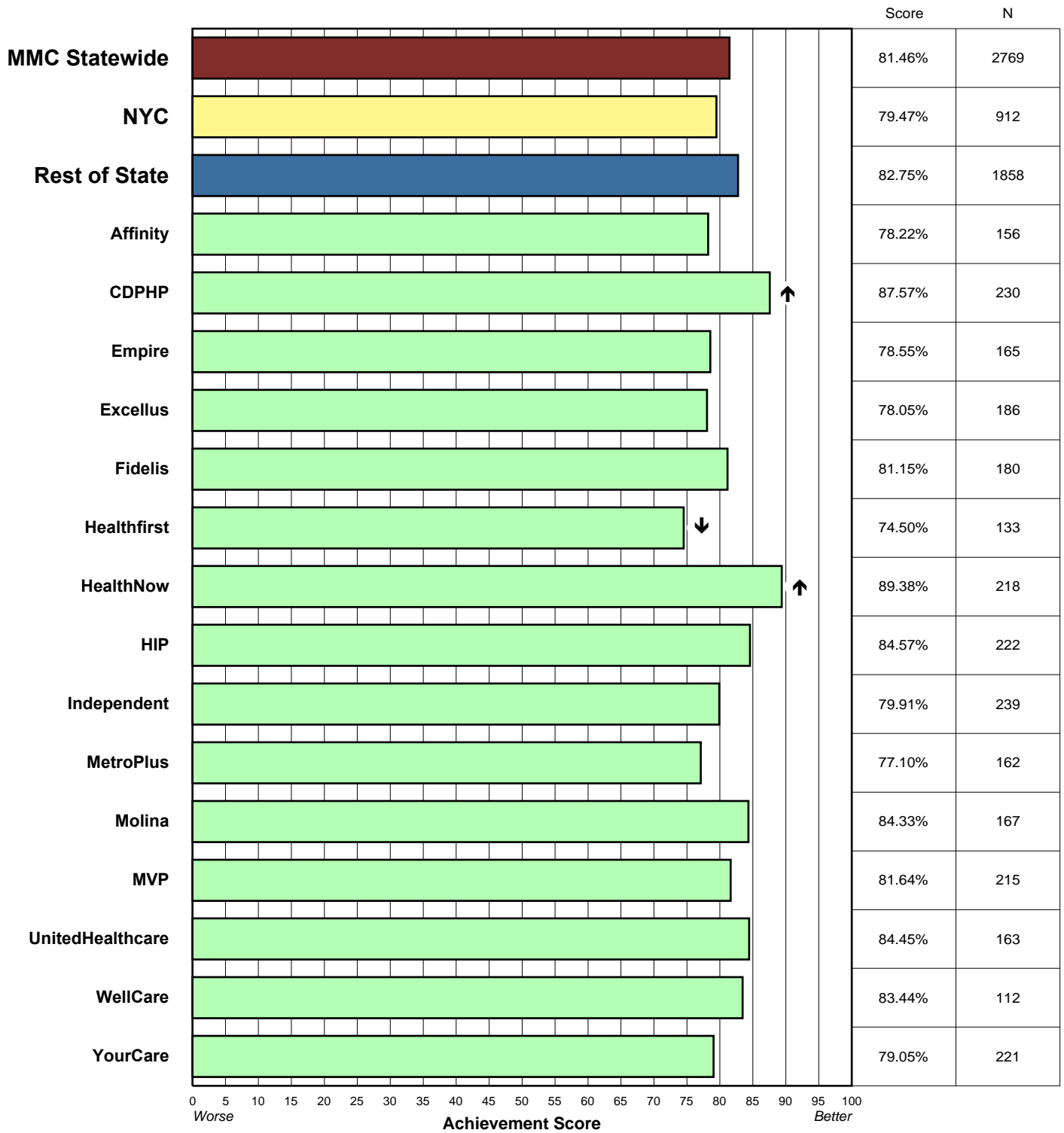
### Q21. Rating of all health care (8, 9 or 10)



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

## Overall Ratings

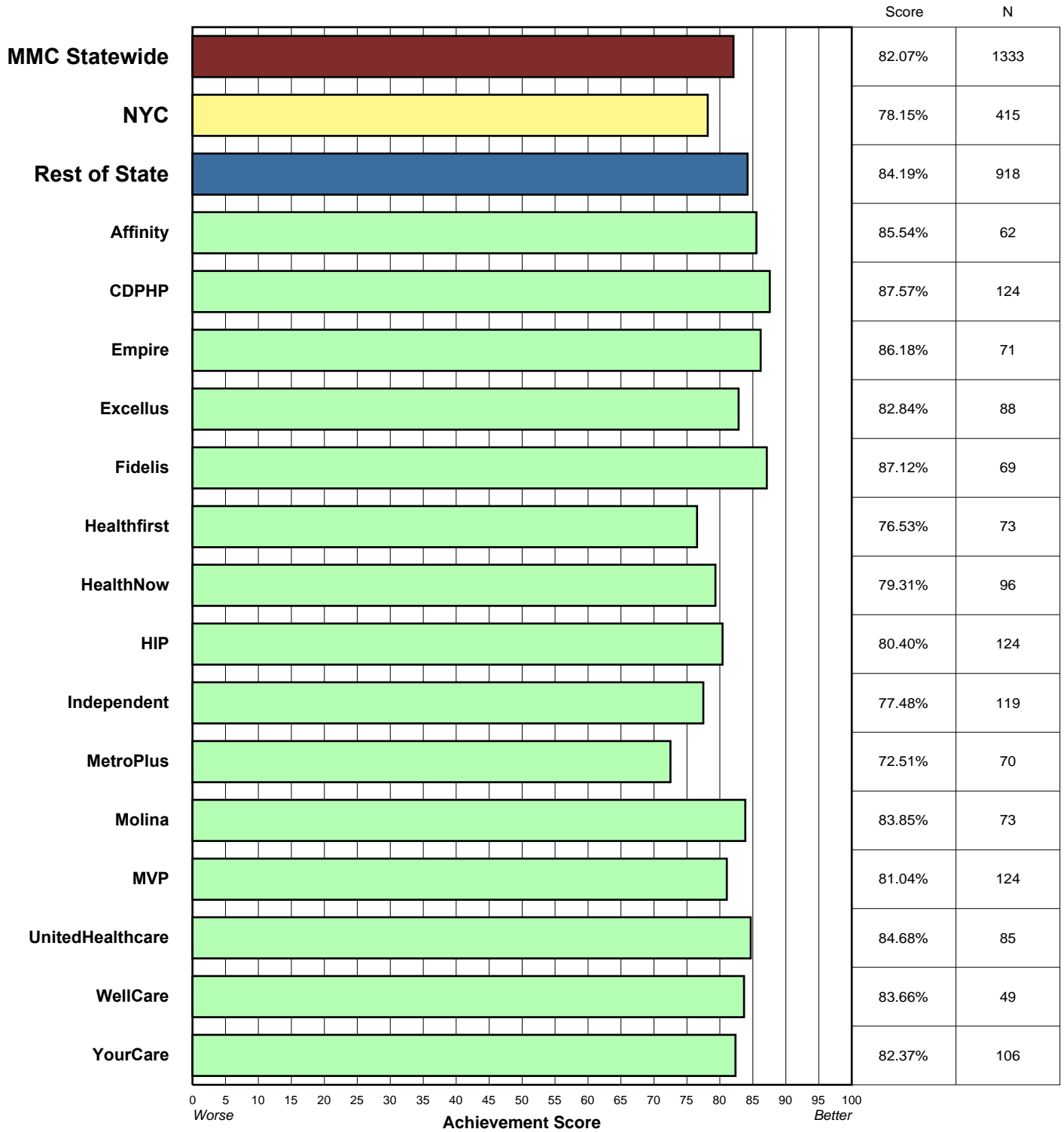
### Q37. Rating of personal doctor (8, 9 or 10)



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

# Overall Ratings

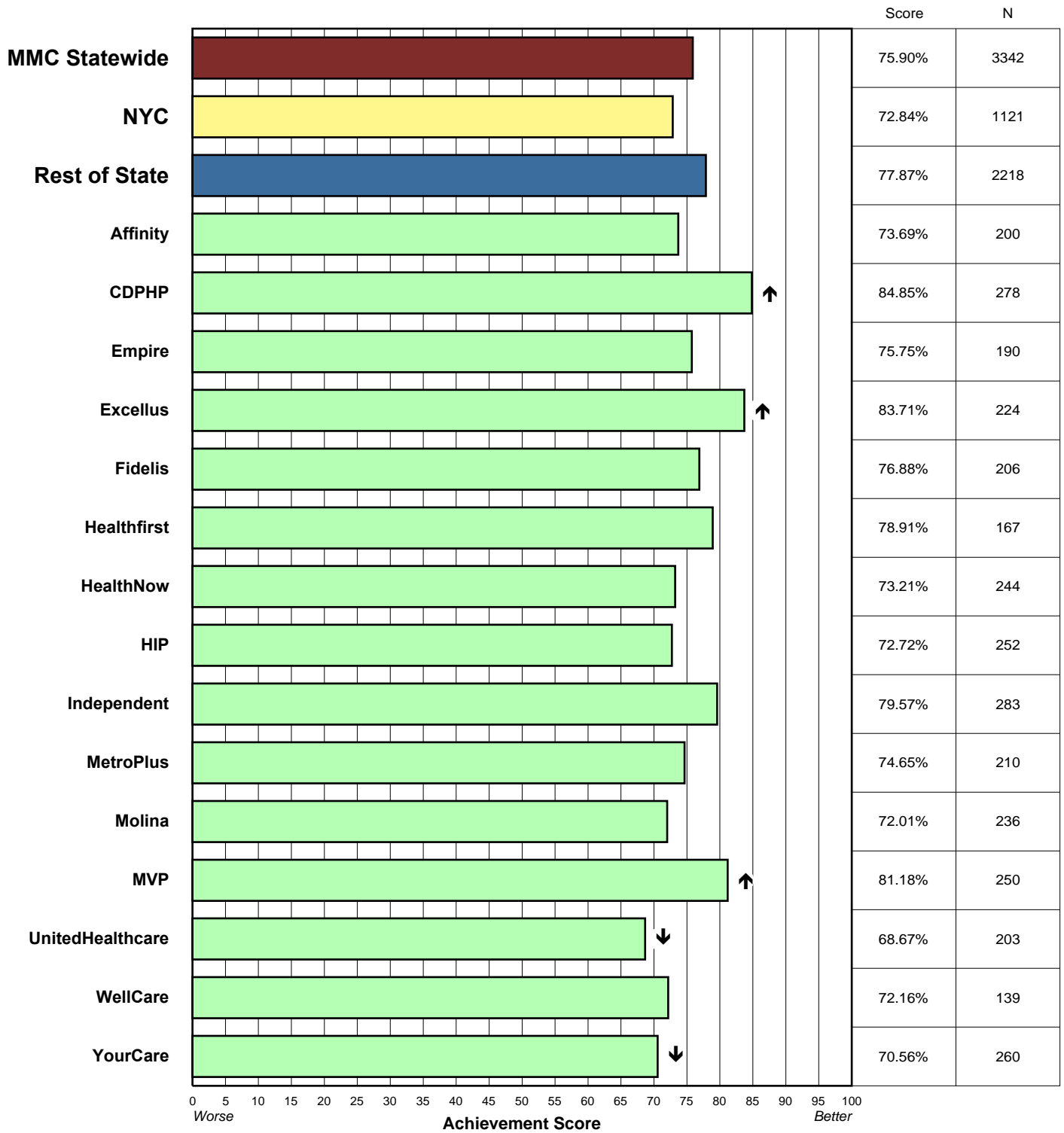
## Q41. Rating of specialist seen most often (8, 9 or 10)



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

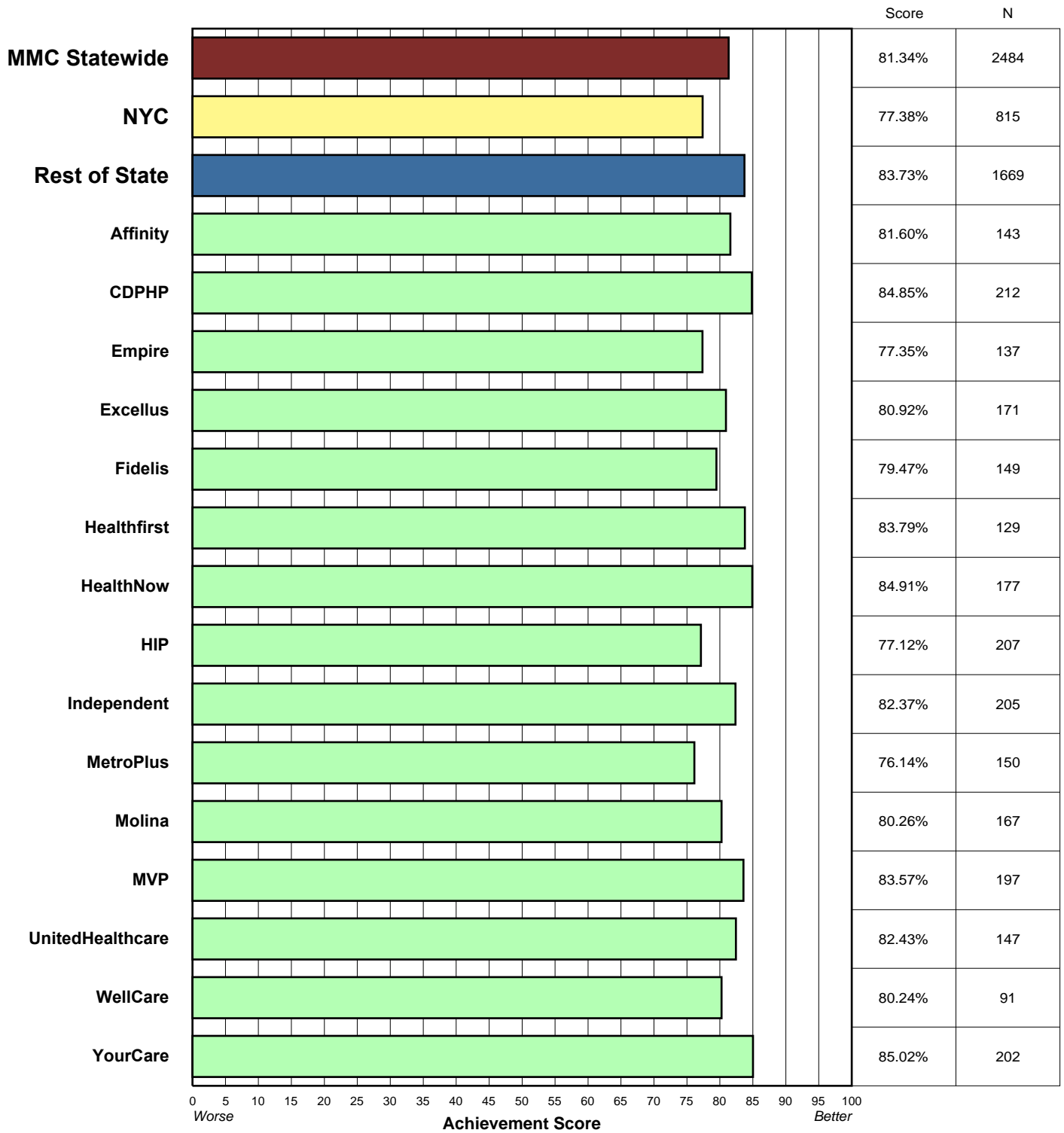
## Overall Ratings

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



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

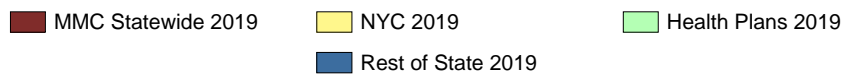
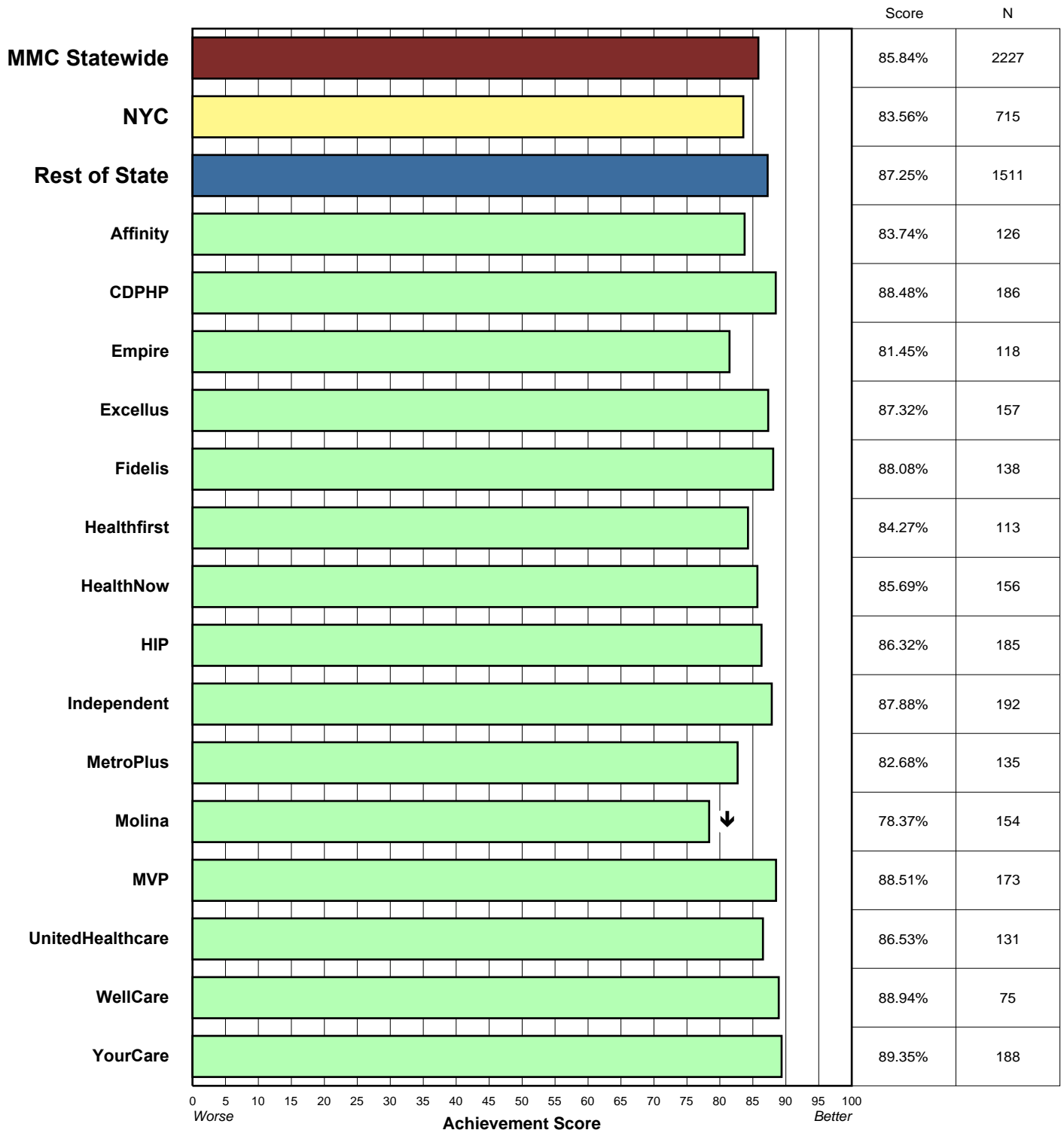
## Composites Getting Needed Care (Usually or Always)



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

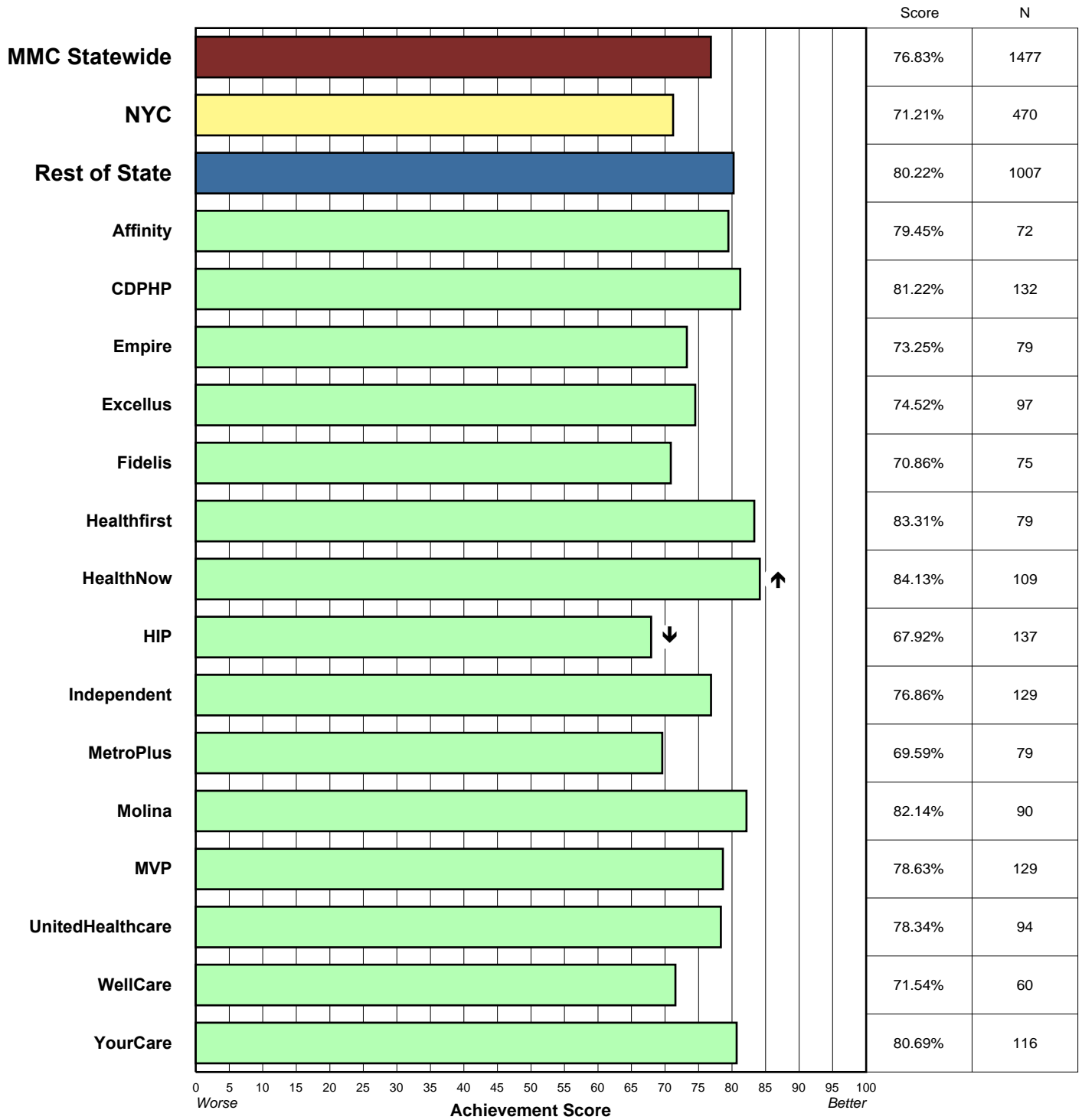
## Getting Needed Care (Usually or Always)

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



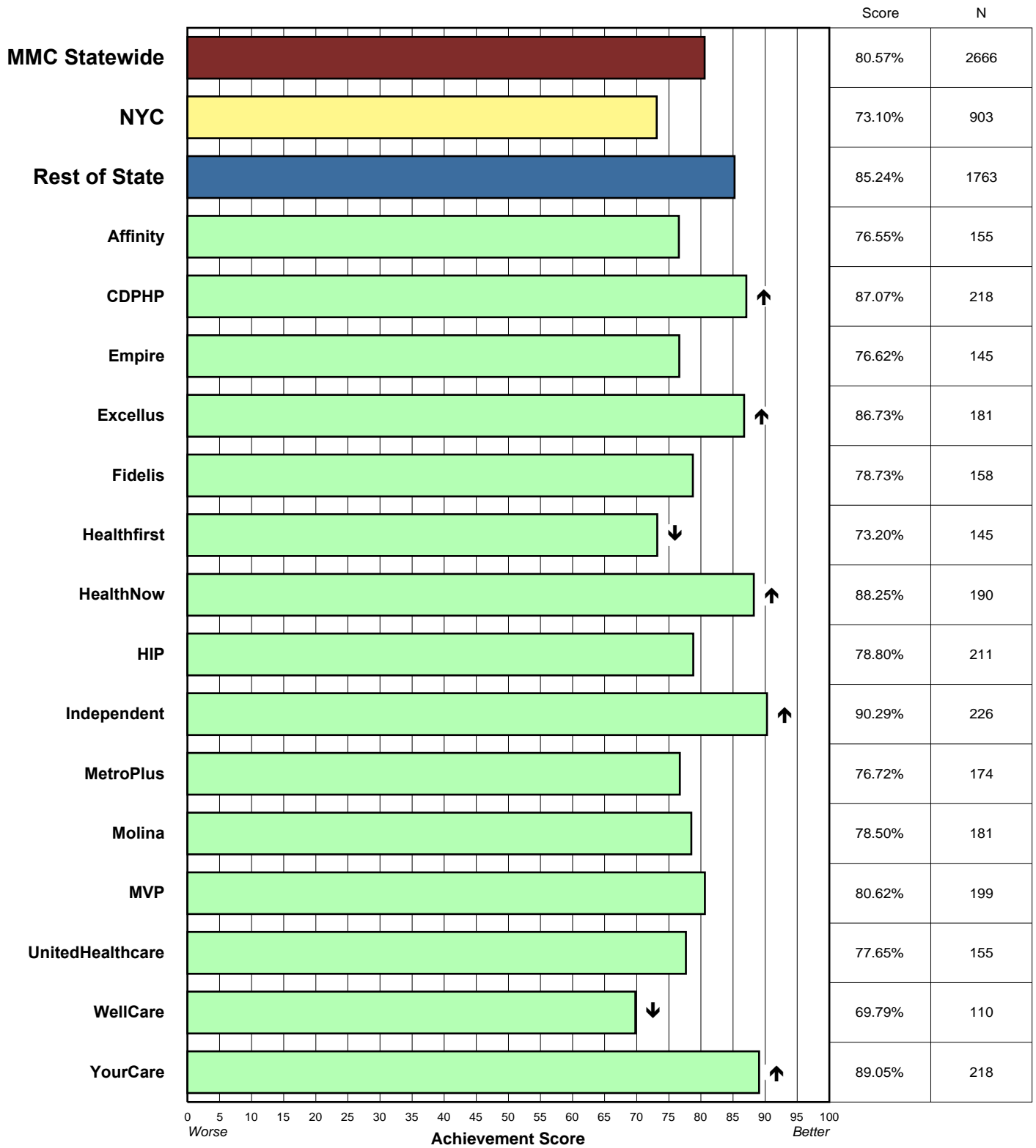
## Getting Needed Care (Usually or Always)

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



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

## Getting Care Quickly (Usually or Always)

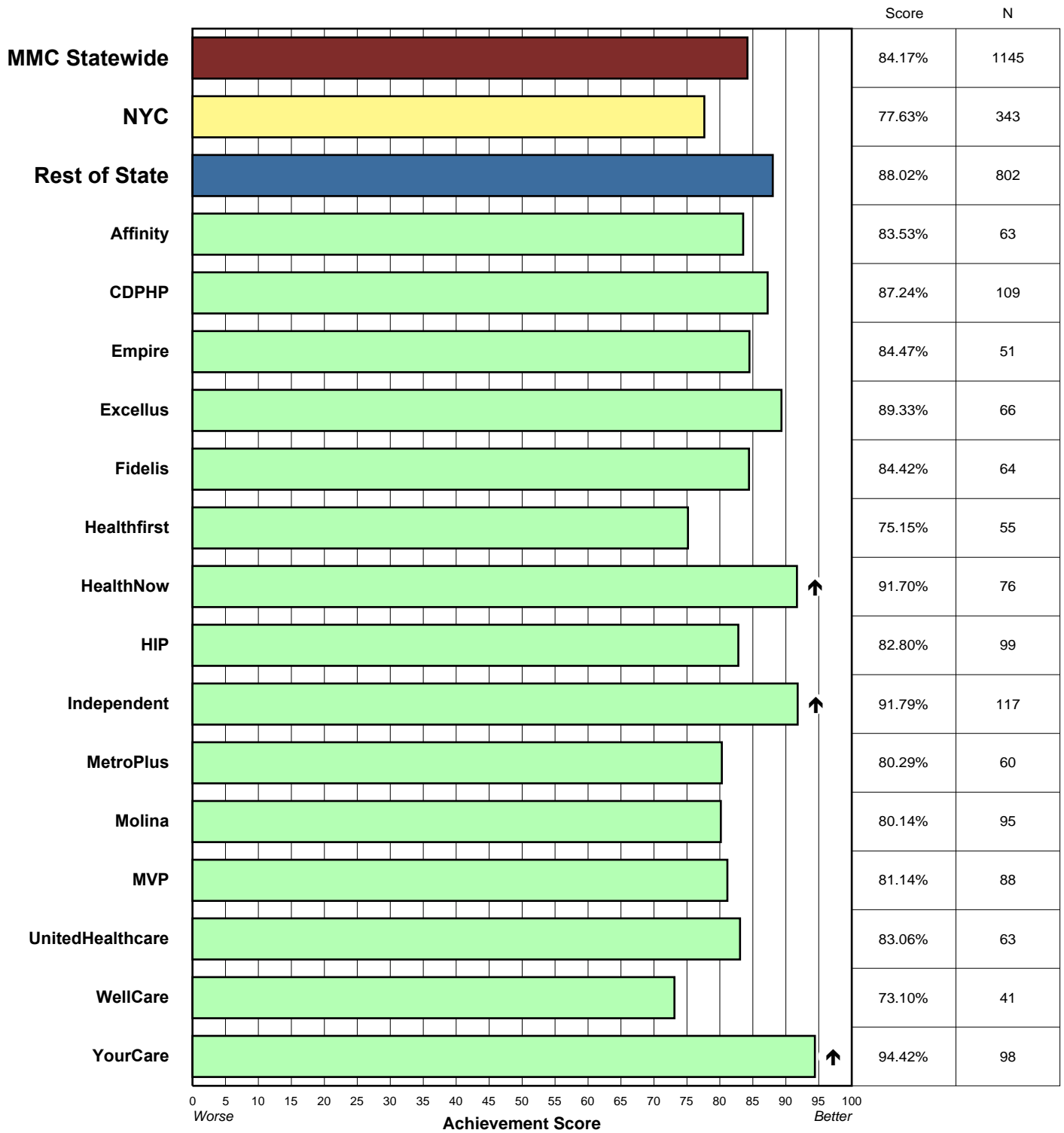


■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019



## Getting Care Quickly (Usually or Always)

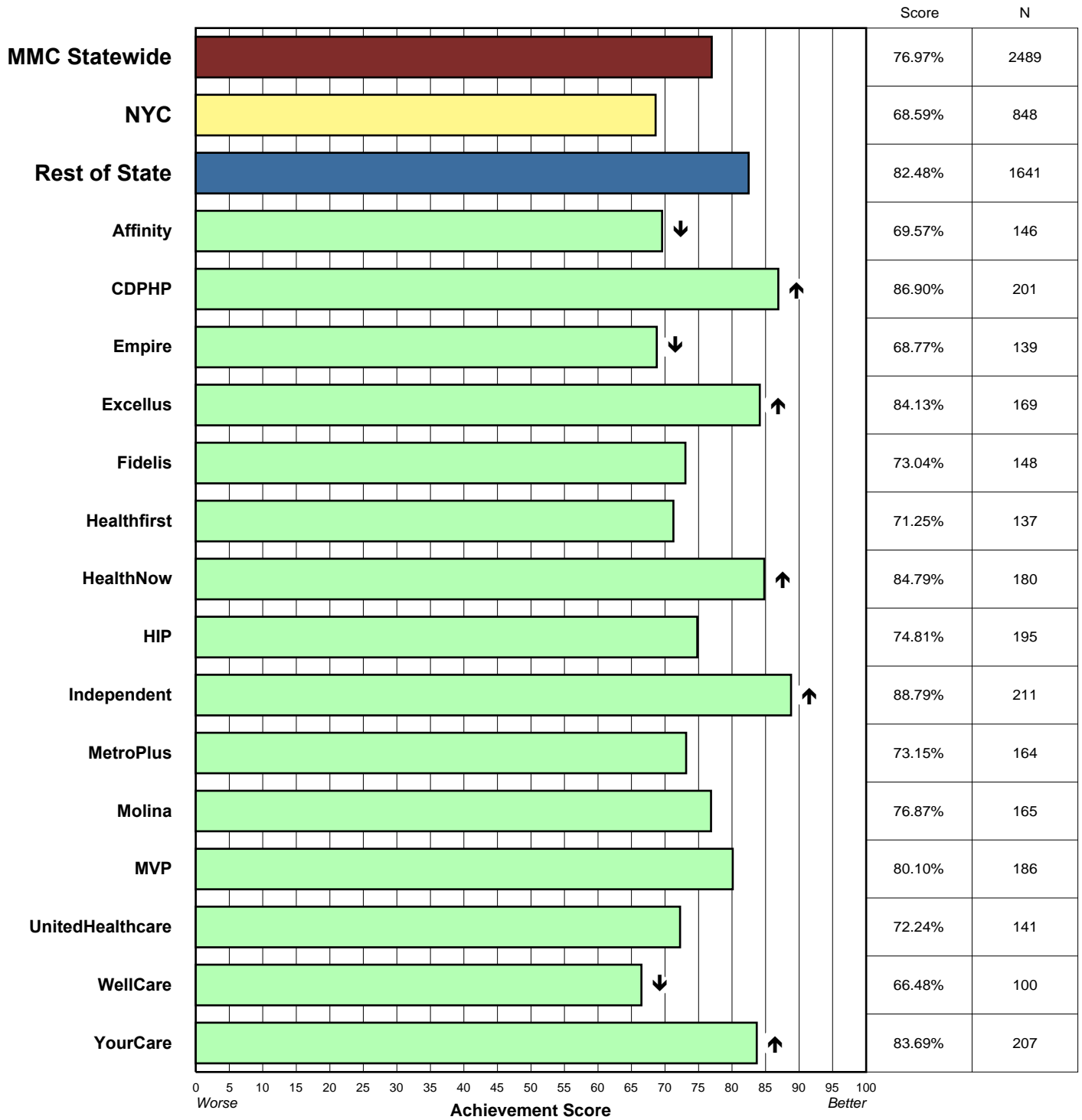
### Q4. Usually or always got care right away as soon as you needed



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

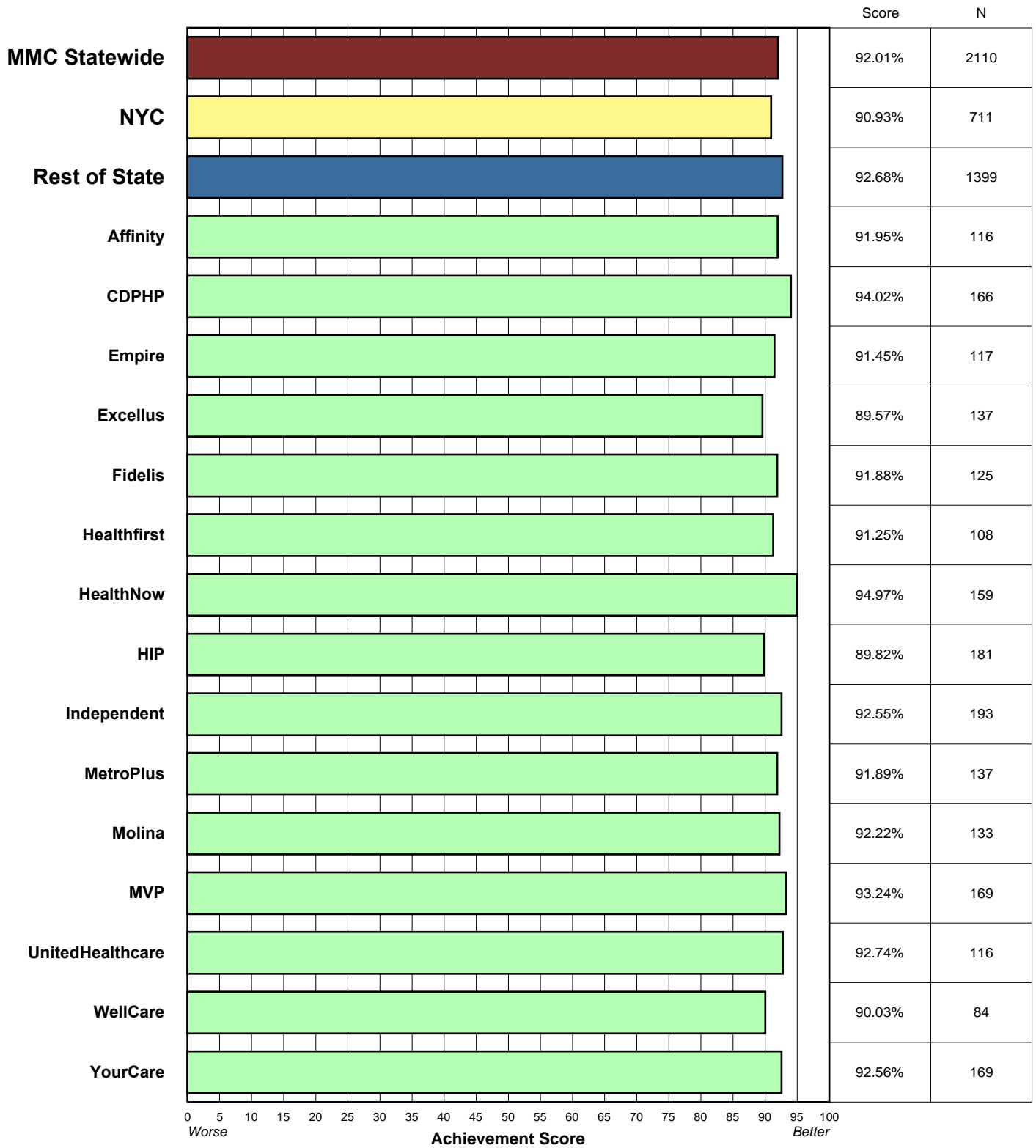
## Getting Care Quickly (Usually or Always)

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



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

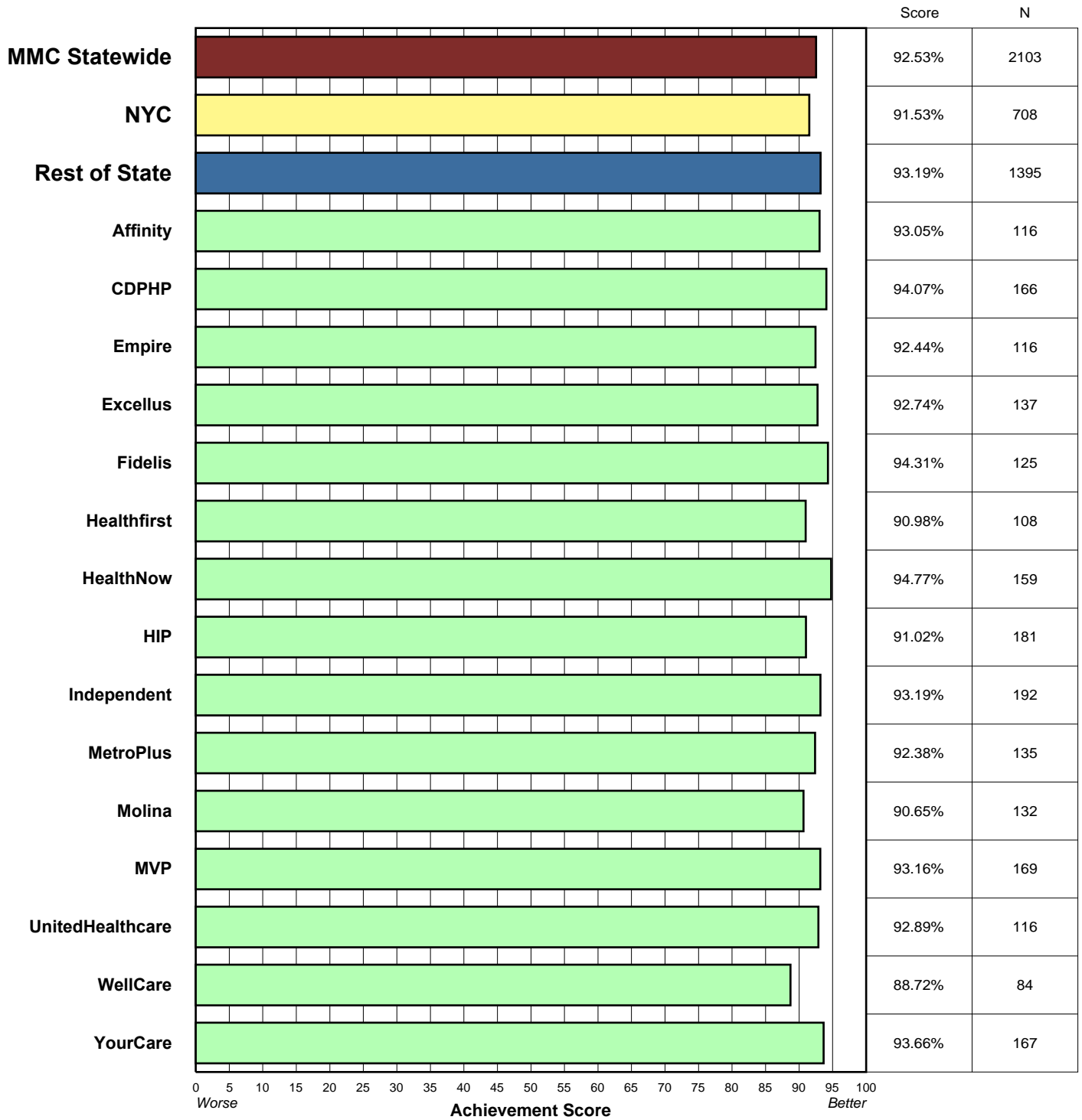
# How Well Doctors Communicate (Usually or Always)



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

## How Well Doctors Communicate (Usually or Always)

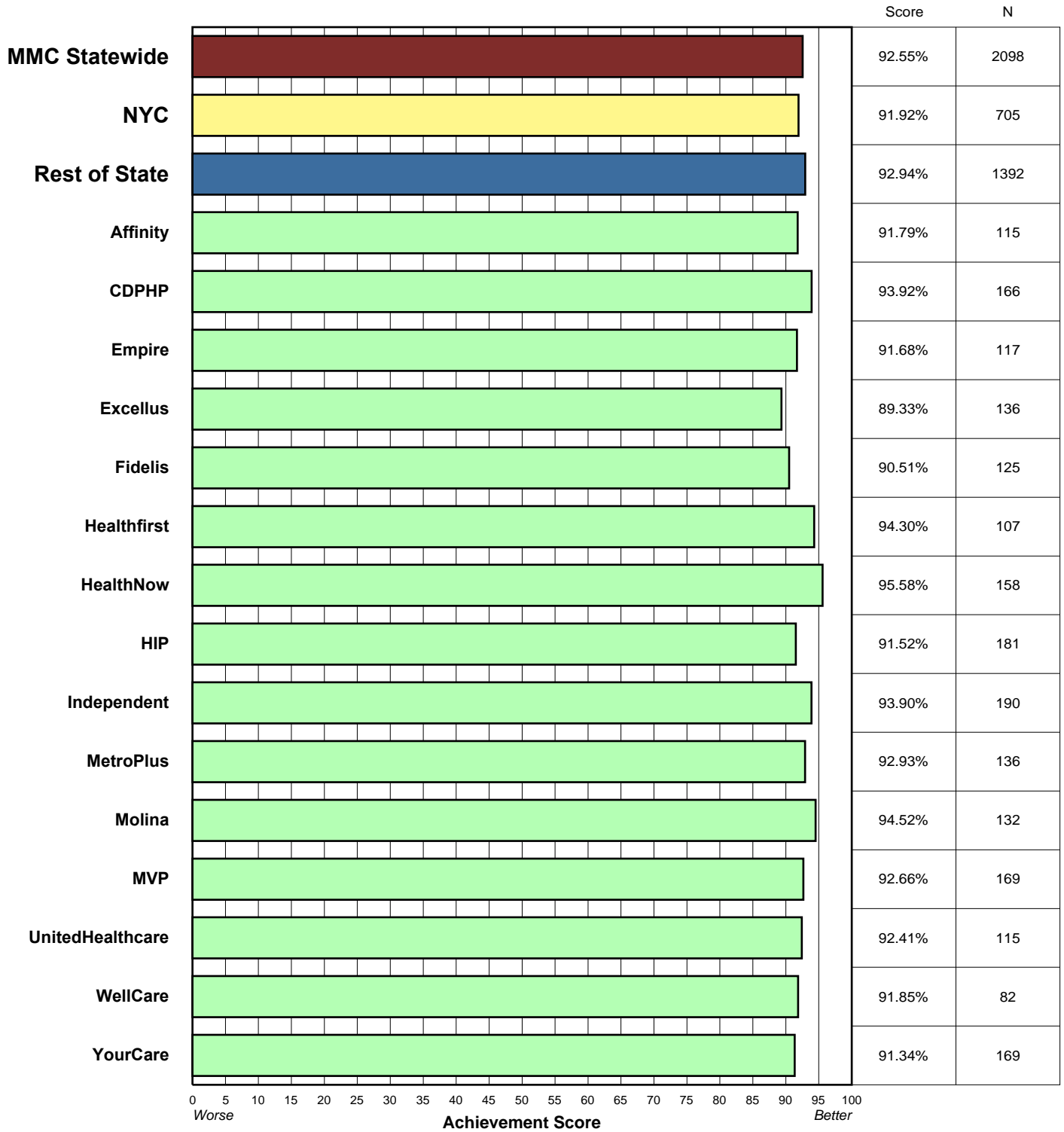
### Q31. Personal doctor usually or always explained things in way that was easy to understand



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

## How Well Doctors Communicate (Usually or Always)

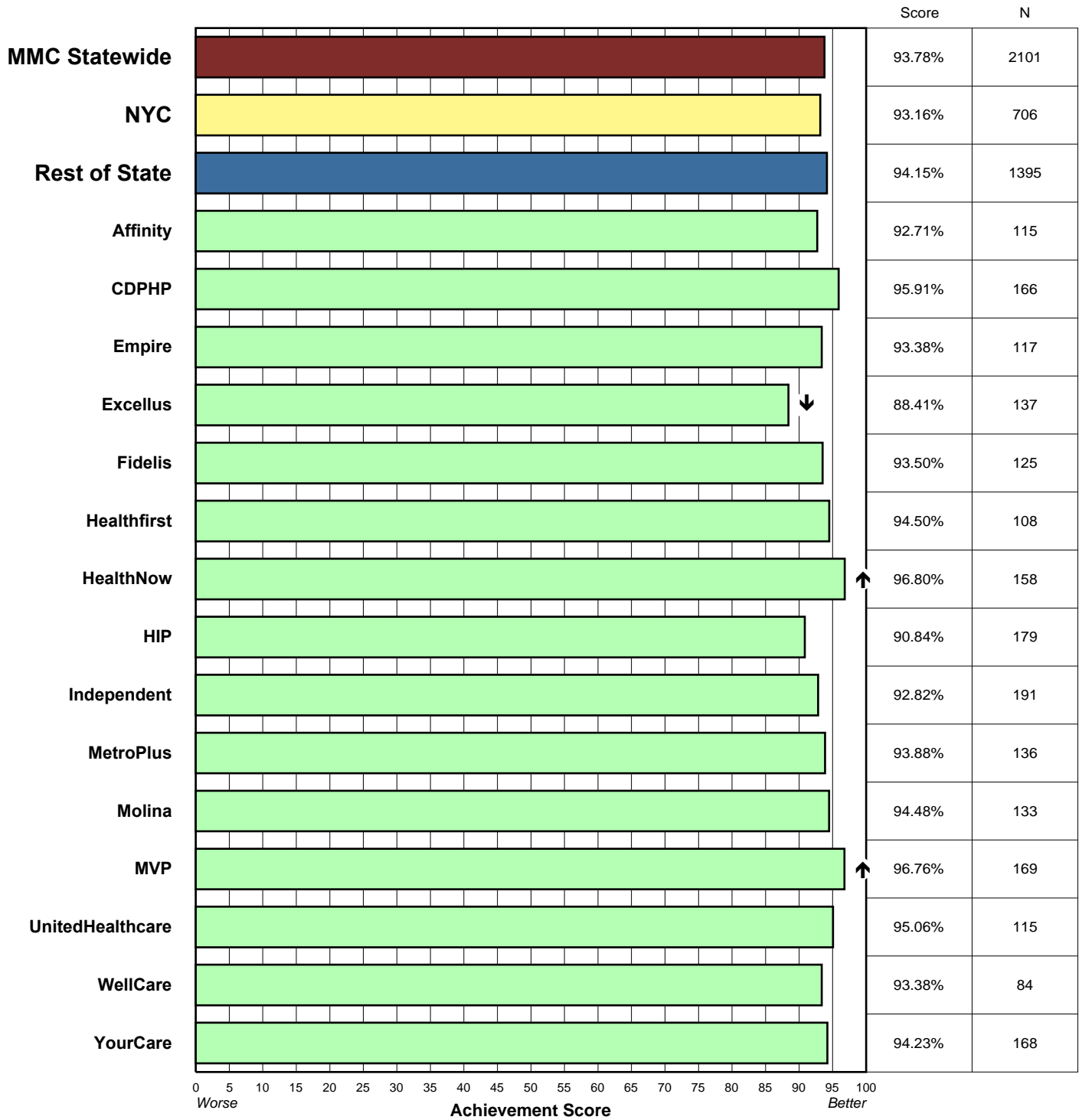
### Q32. Personal doctor usually or always listened carefully to you



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

## How Well Doctors Communicate (Usually or Always)

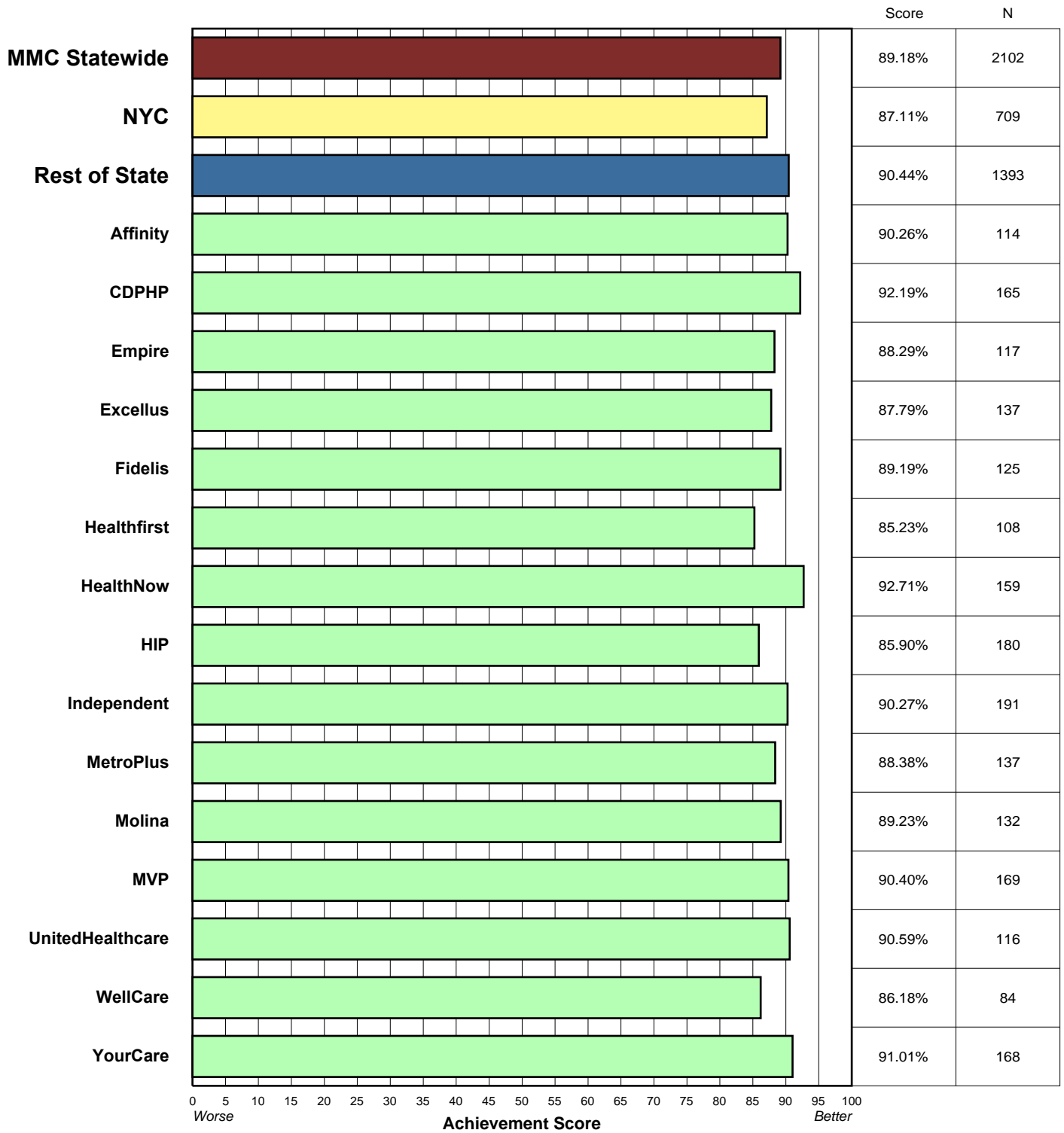
Q33. Personal doctor usually or always showed respect for what you had to say



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

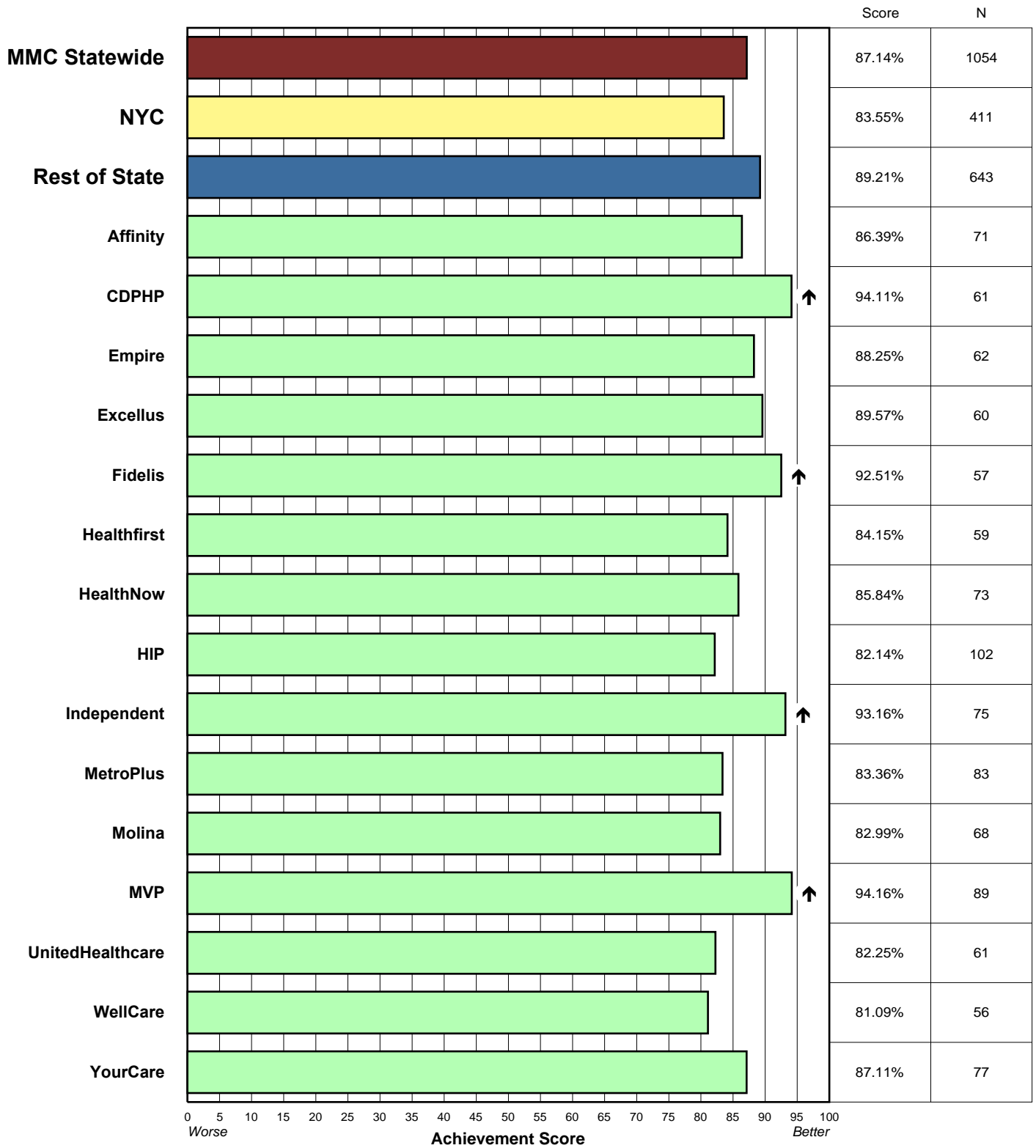
## How Well Doctors Communicate (Usually or Always)

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



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

### Customer Service (Usually or Always)

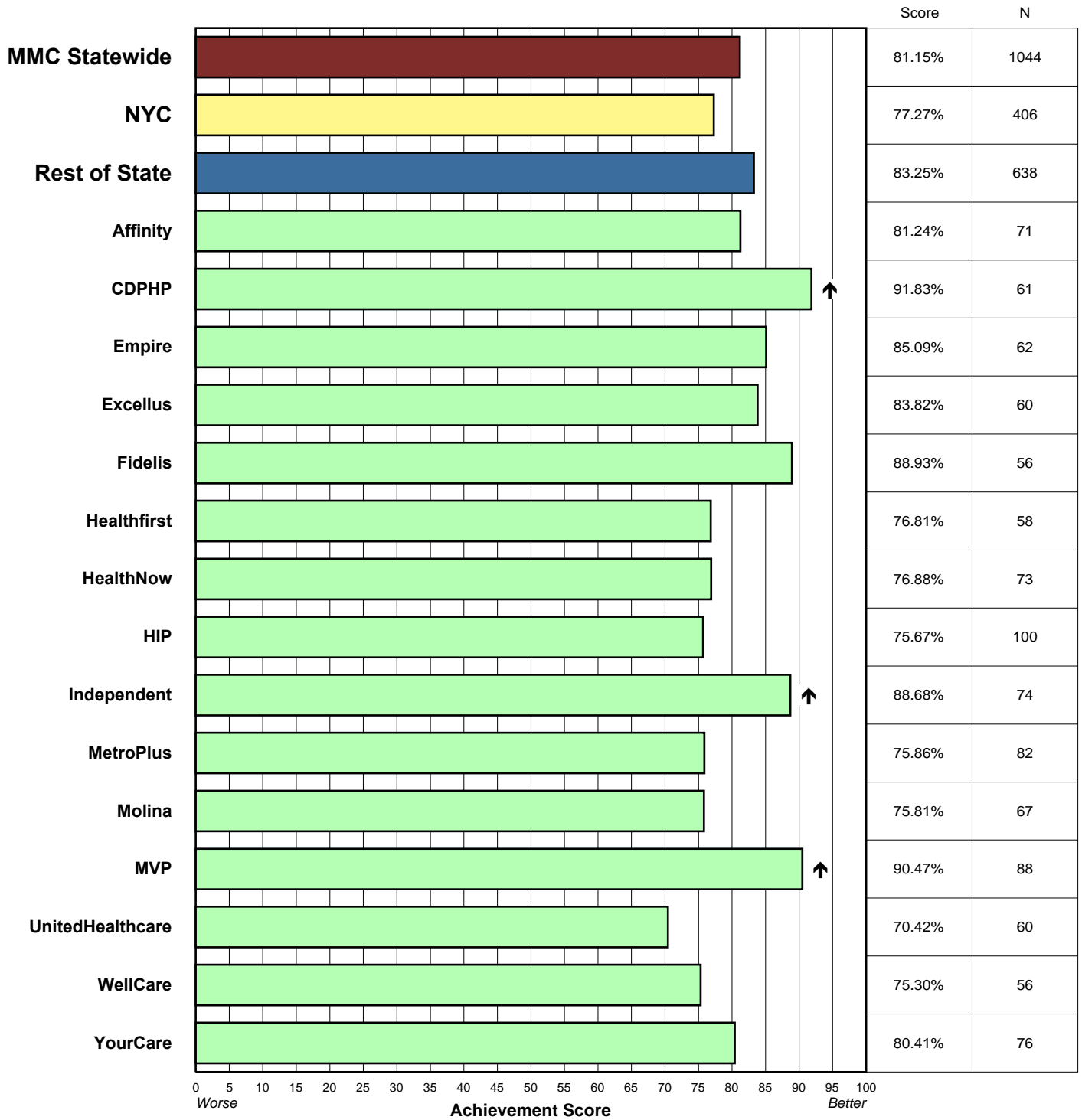


■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019



## Customer Service (Usually or Always)

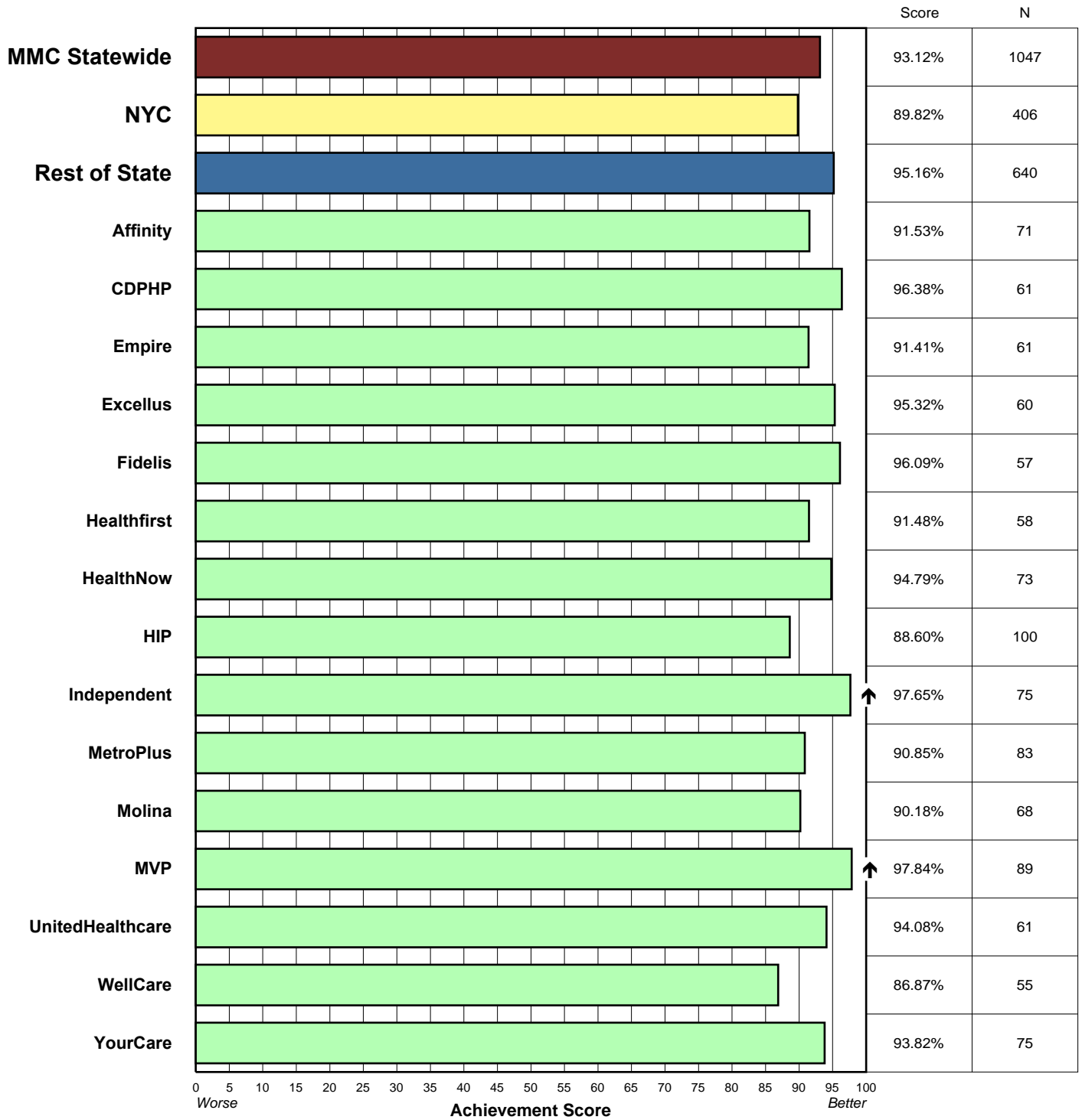
Q45. Health plan's customer service usually or always gave needed information or help



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

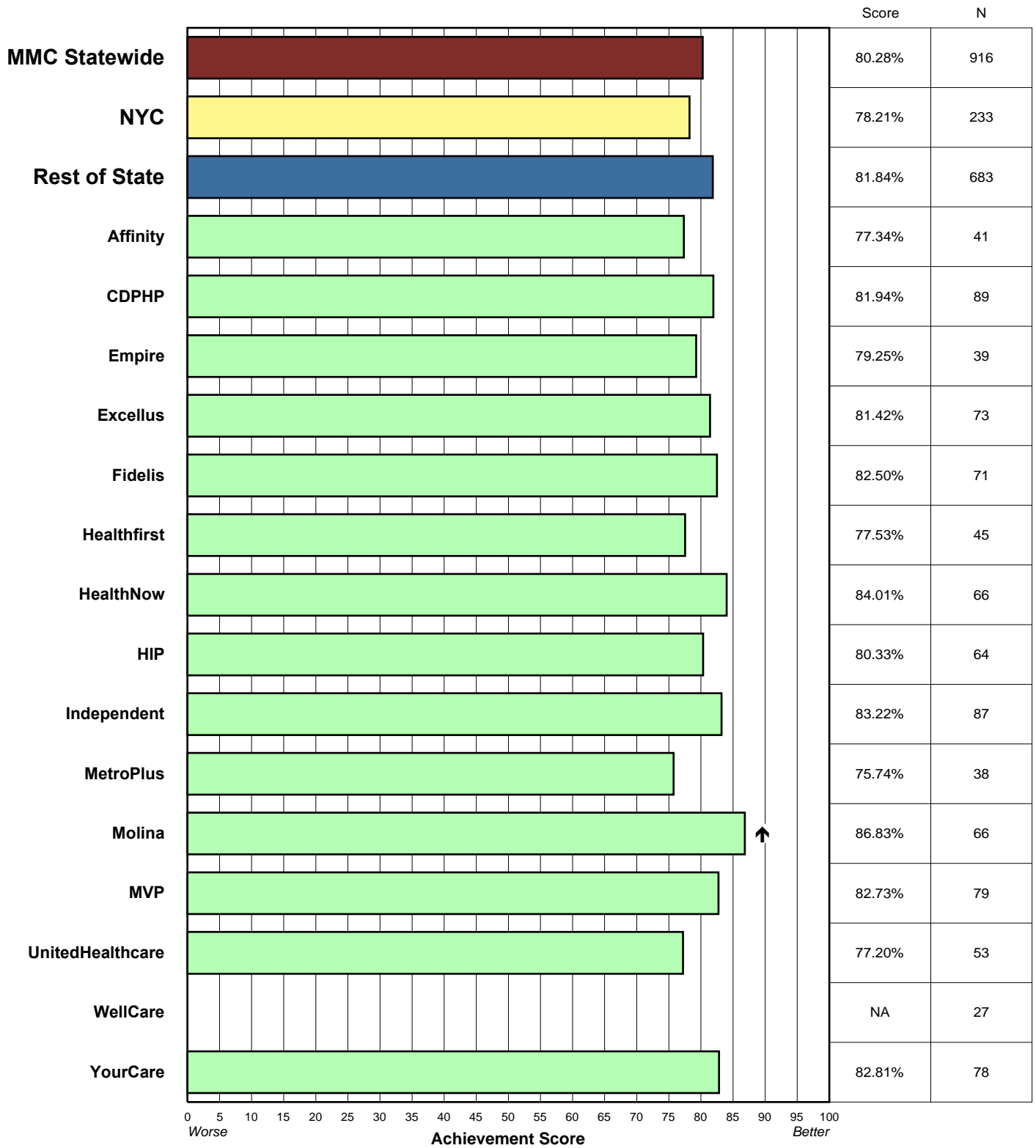
## Customer Service (Usually or Always)

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



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

### Shared Decision Making (Yes)

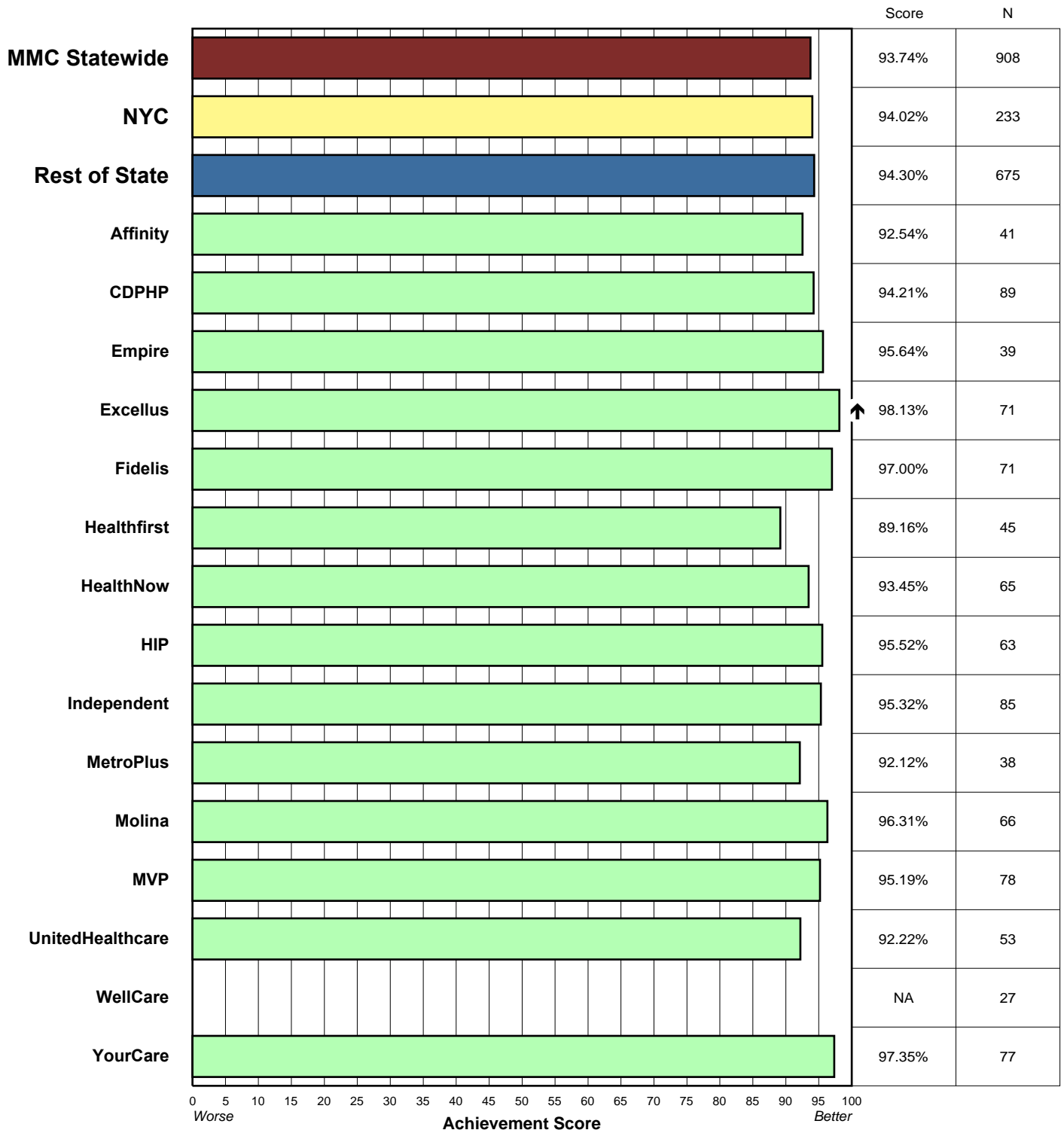


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

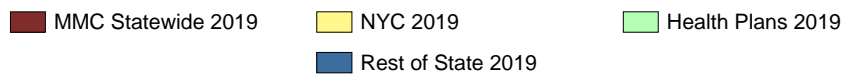
## Shared Decision Making (Yes)

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



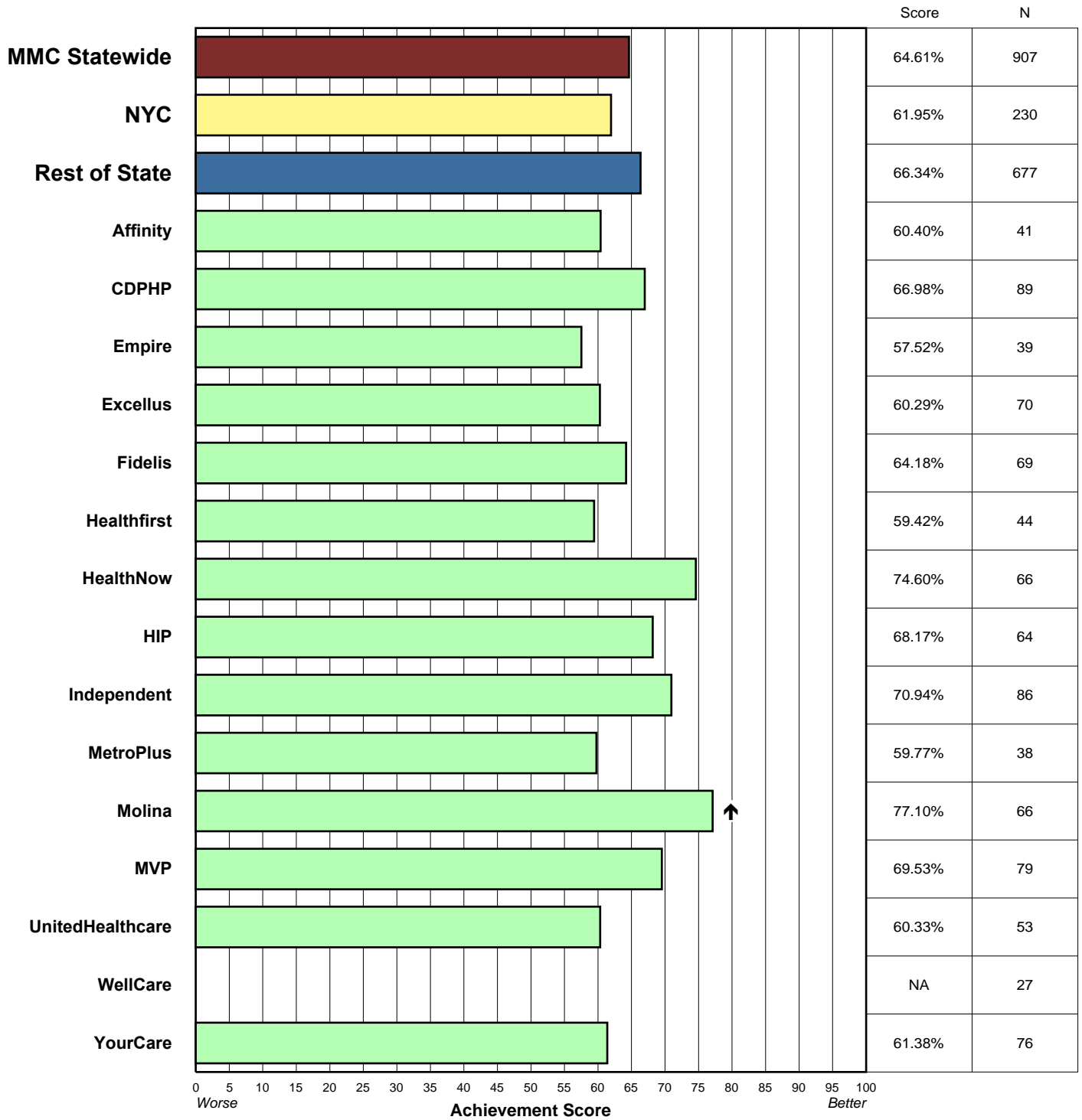
NA Results suppressed for fewer than 30 cases.

↑ Statistically significantly better/worse than MMC Statewide 2019.



## Shared Decision Making (Yes)

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

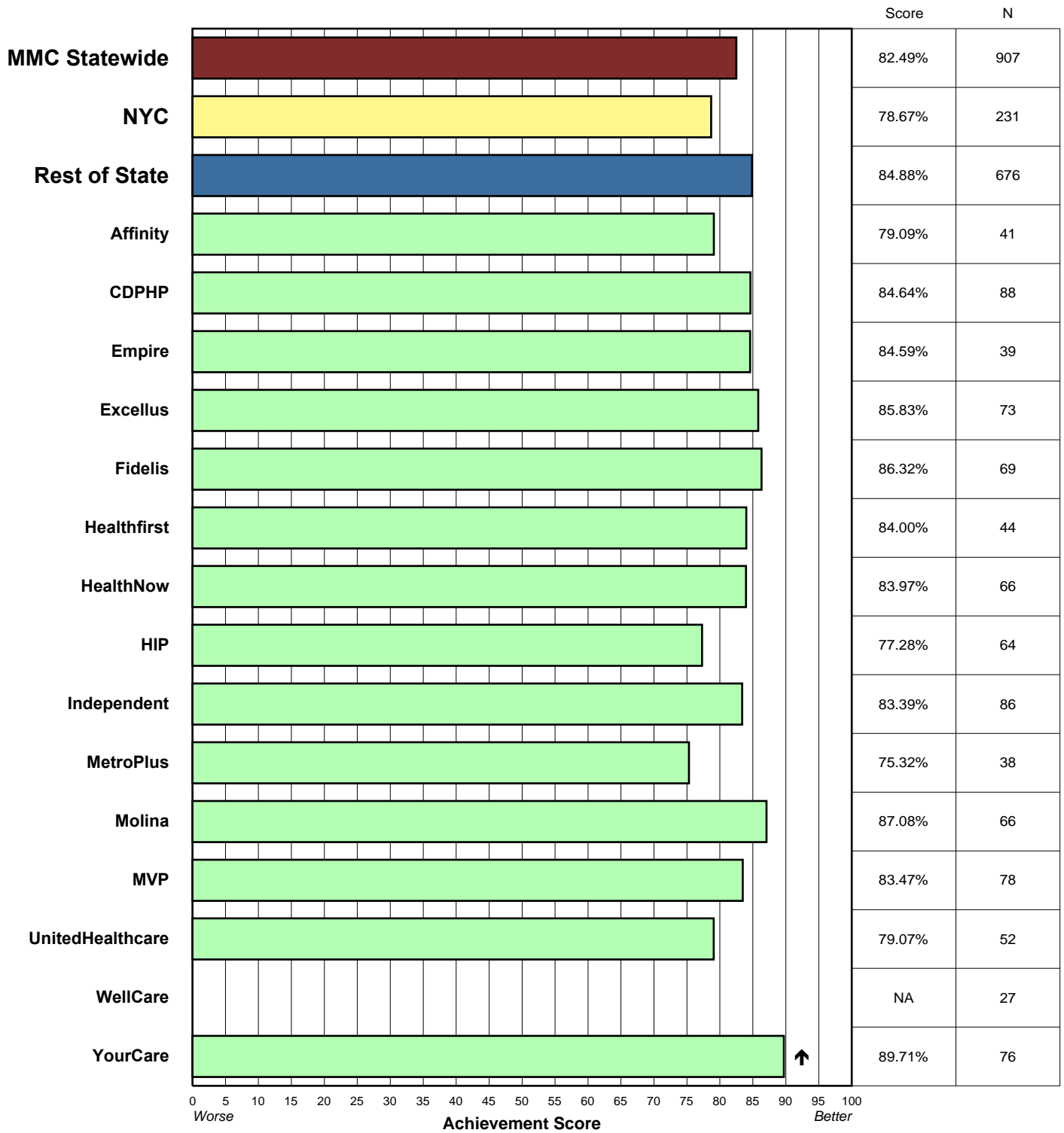


NA Results suppressed for fewer than 30 cases.  
 ↑ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Shared Decision Making (Yes)

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

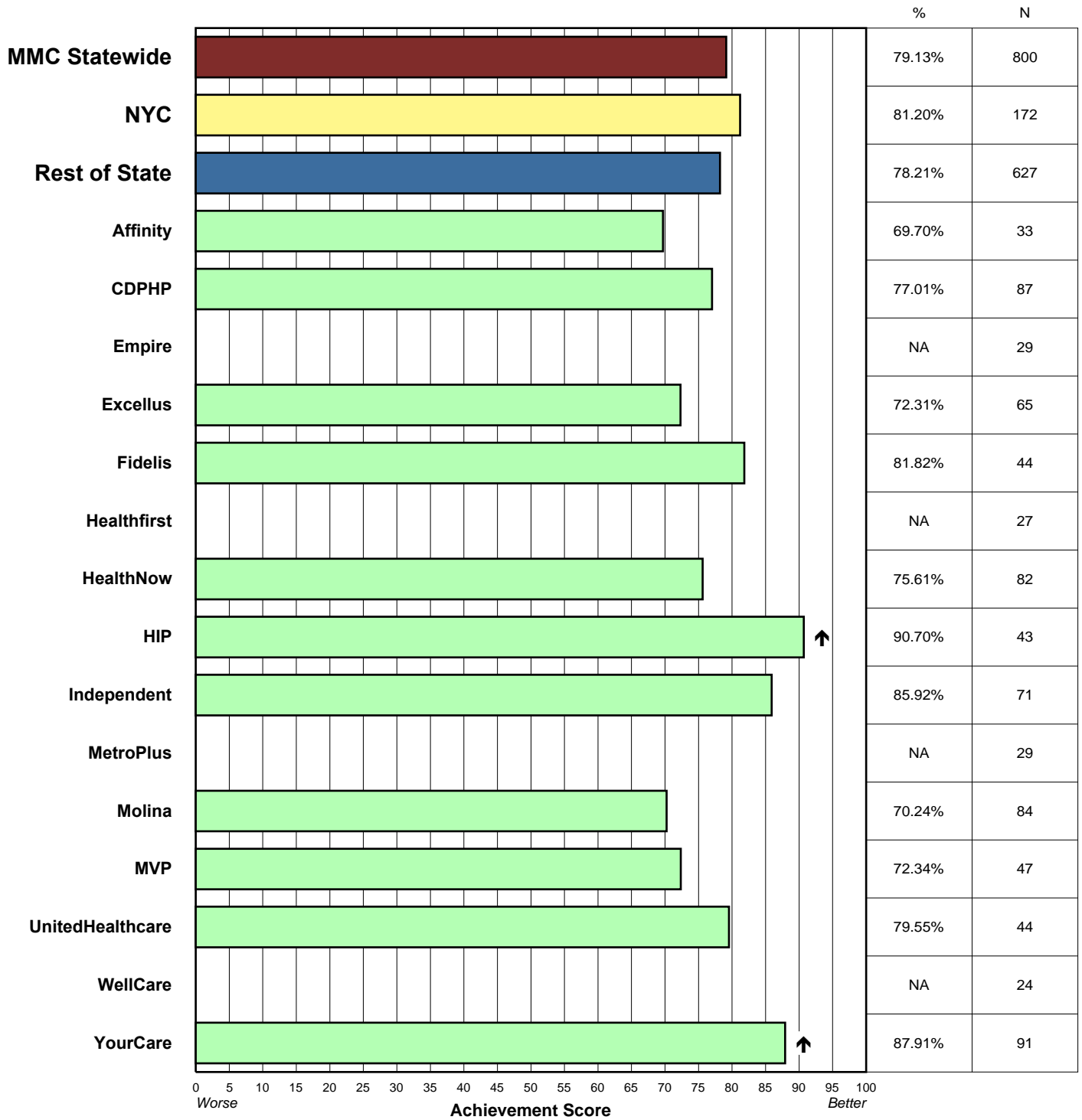


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Medical Assistance with Smoking Cessation

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

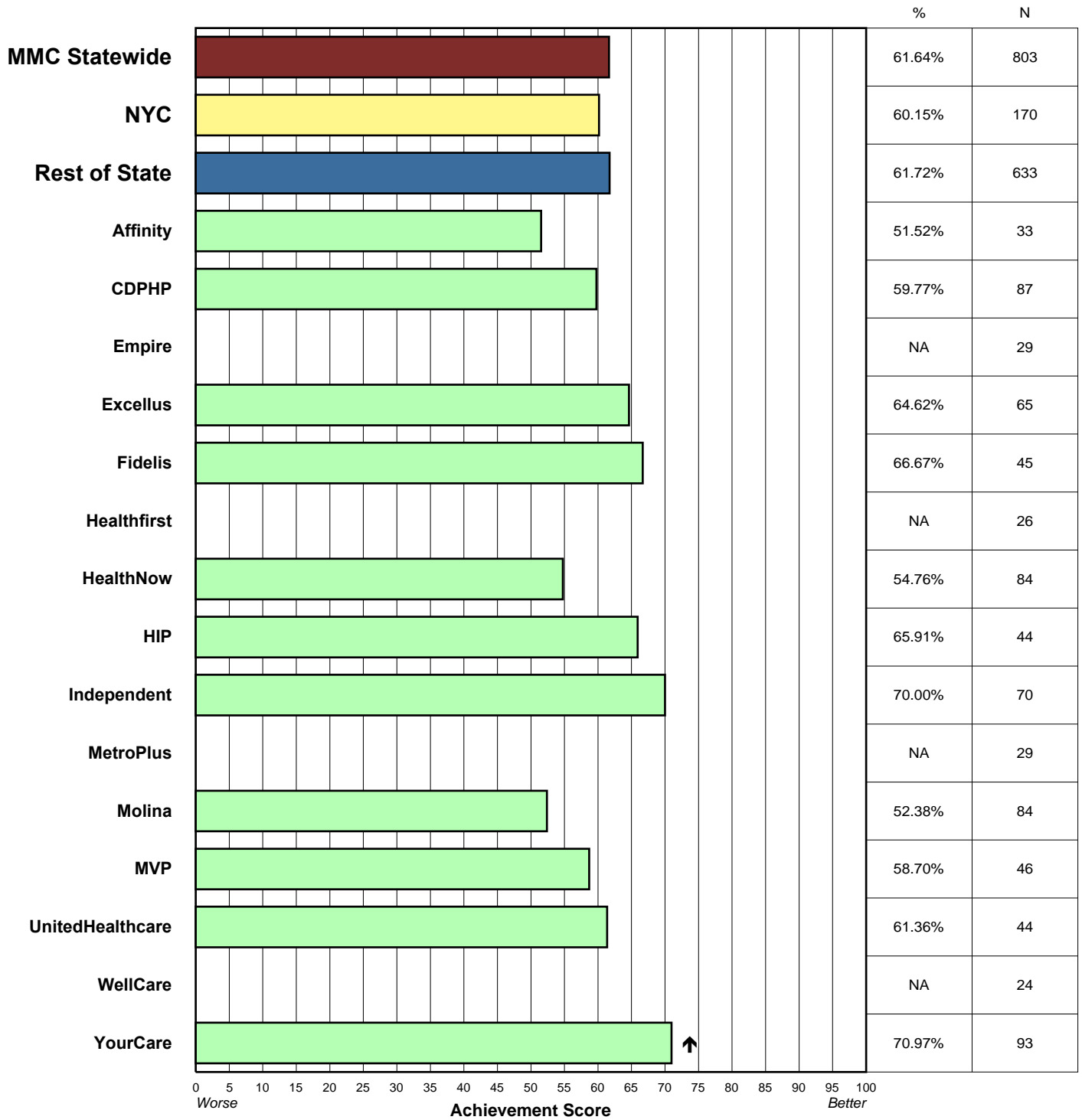


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

## Medical Assistance with Smoking Cessation

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



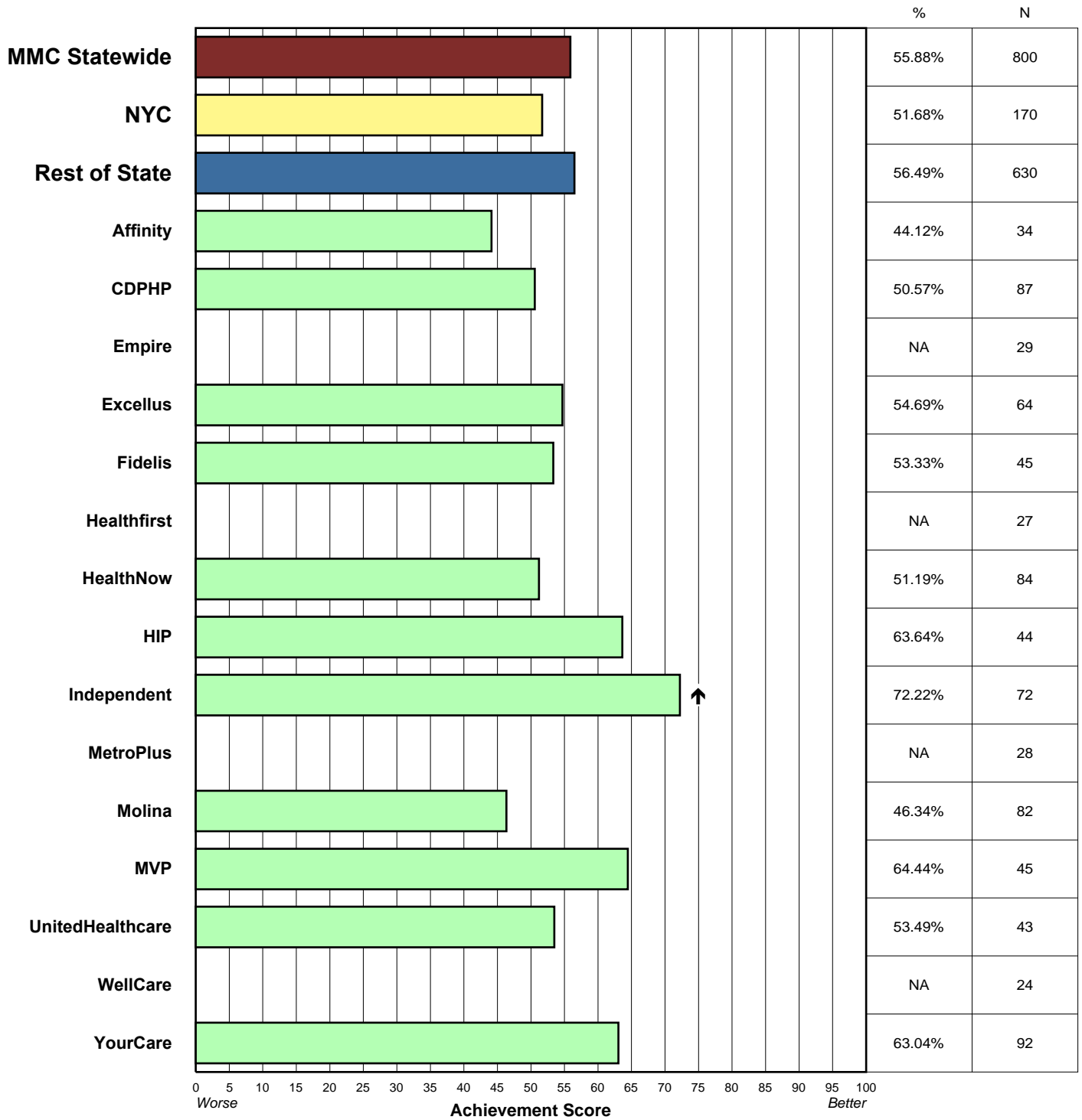
NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019



## Medical Assistance with Smoking Cessation

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

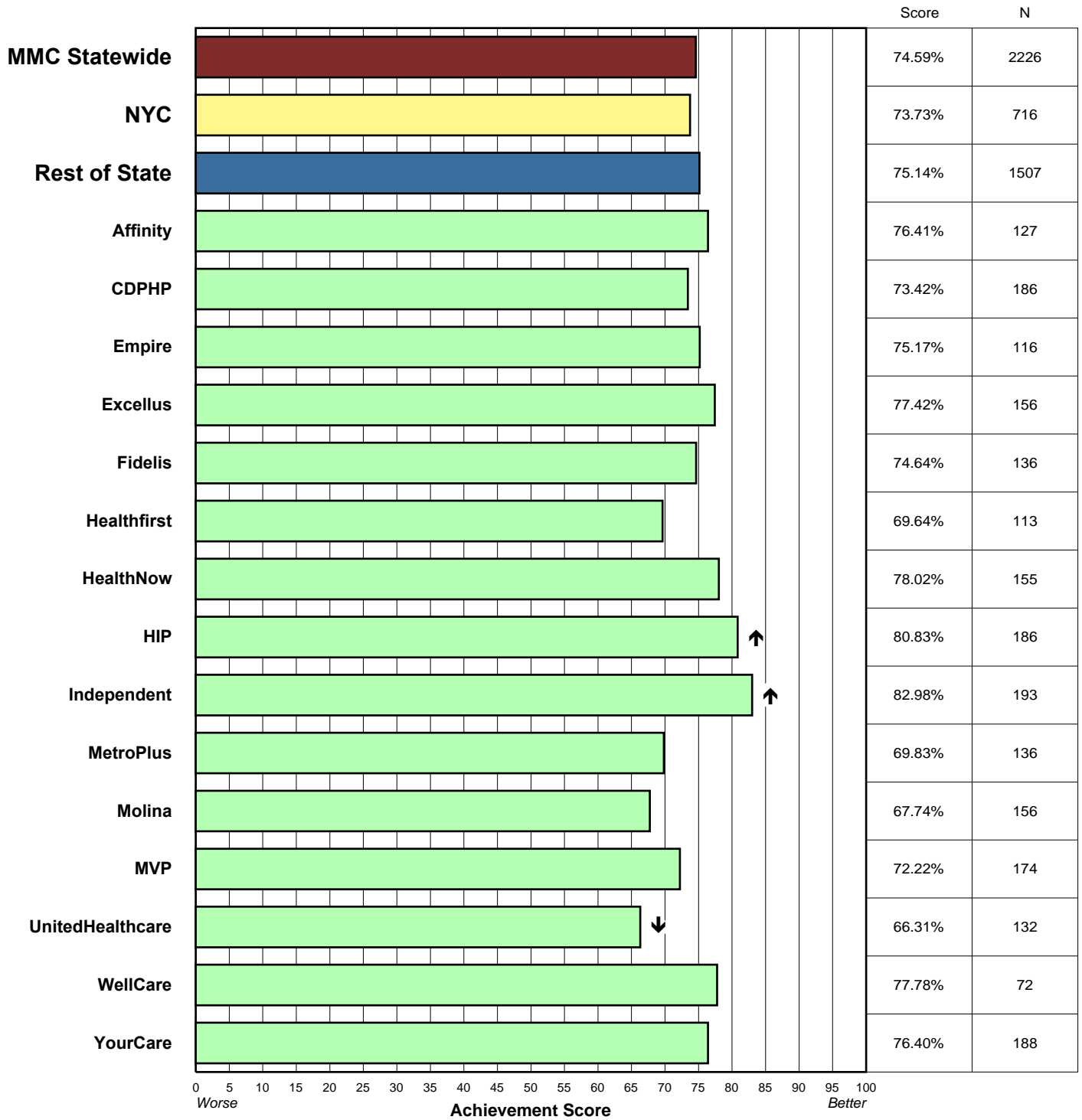


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

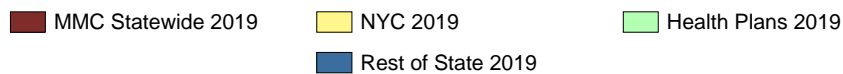
■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Single Items

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

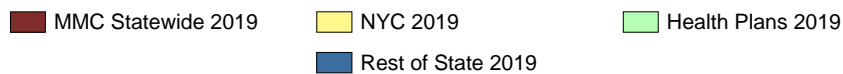
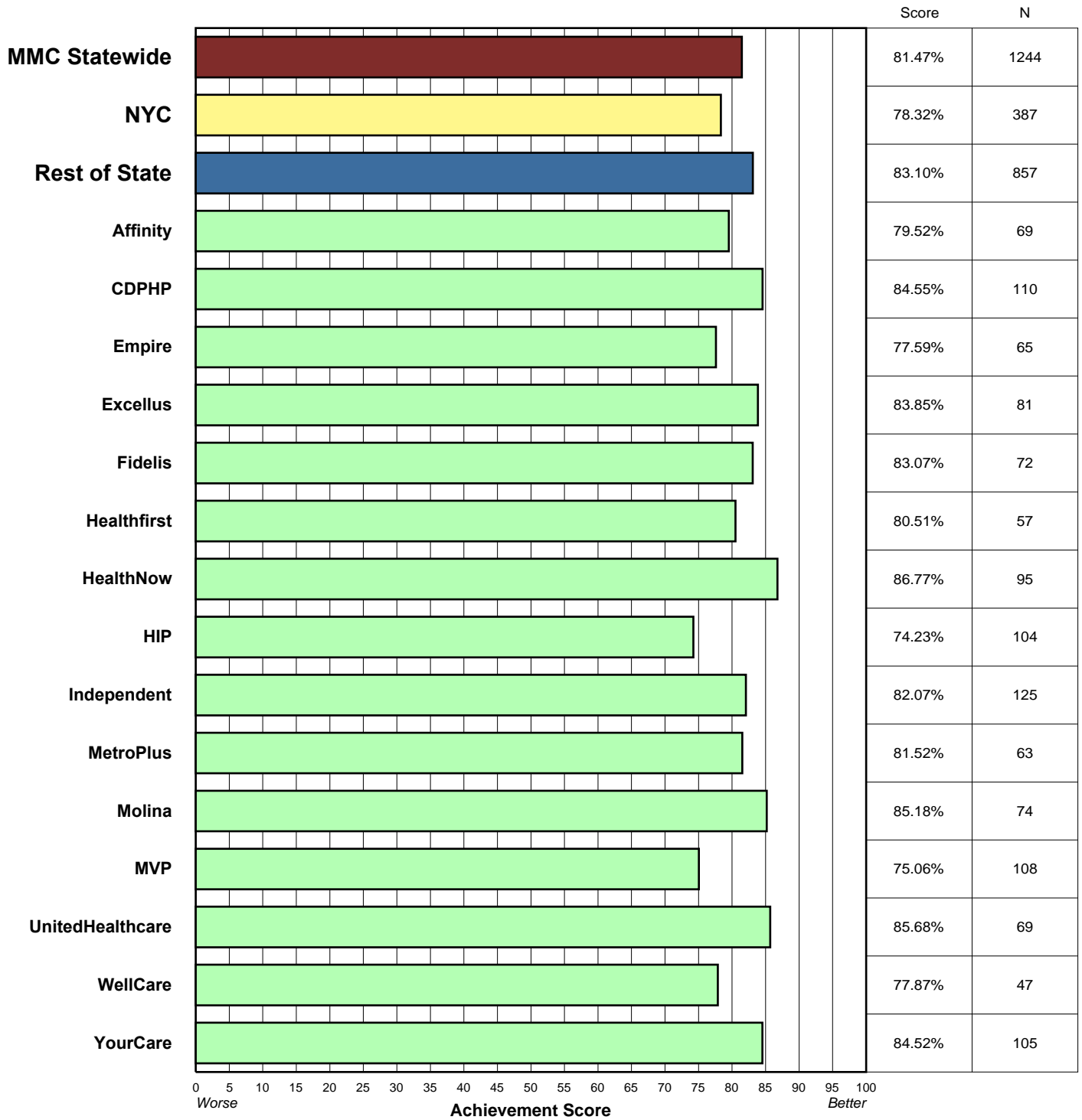


↕ Statistically significantly better/worse than MMC Statewide 2019.



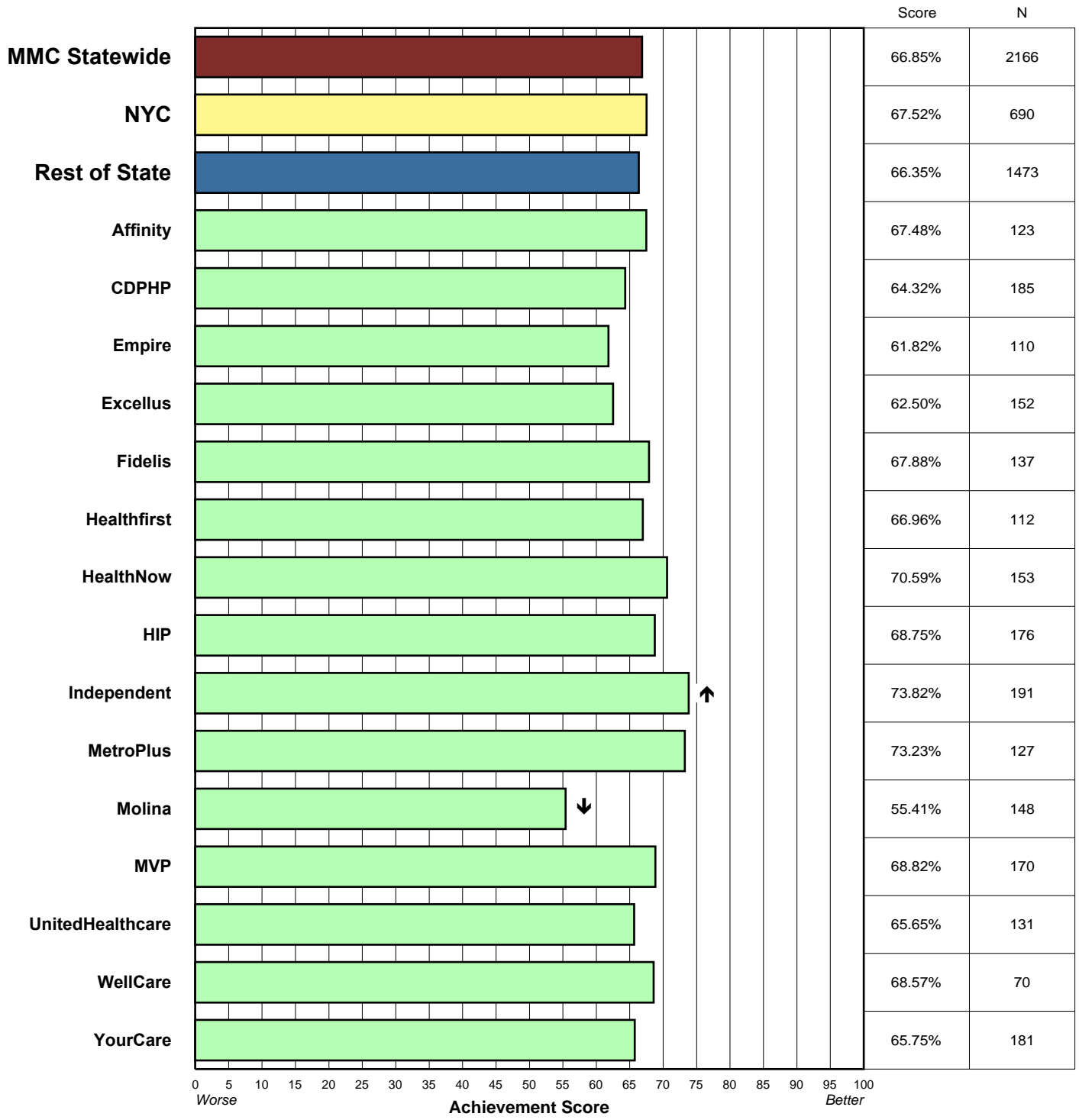
# Single Items

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



# Single Items

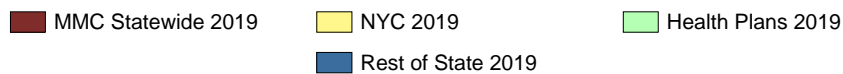
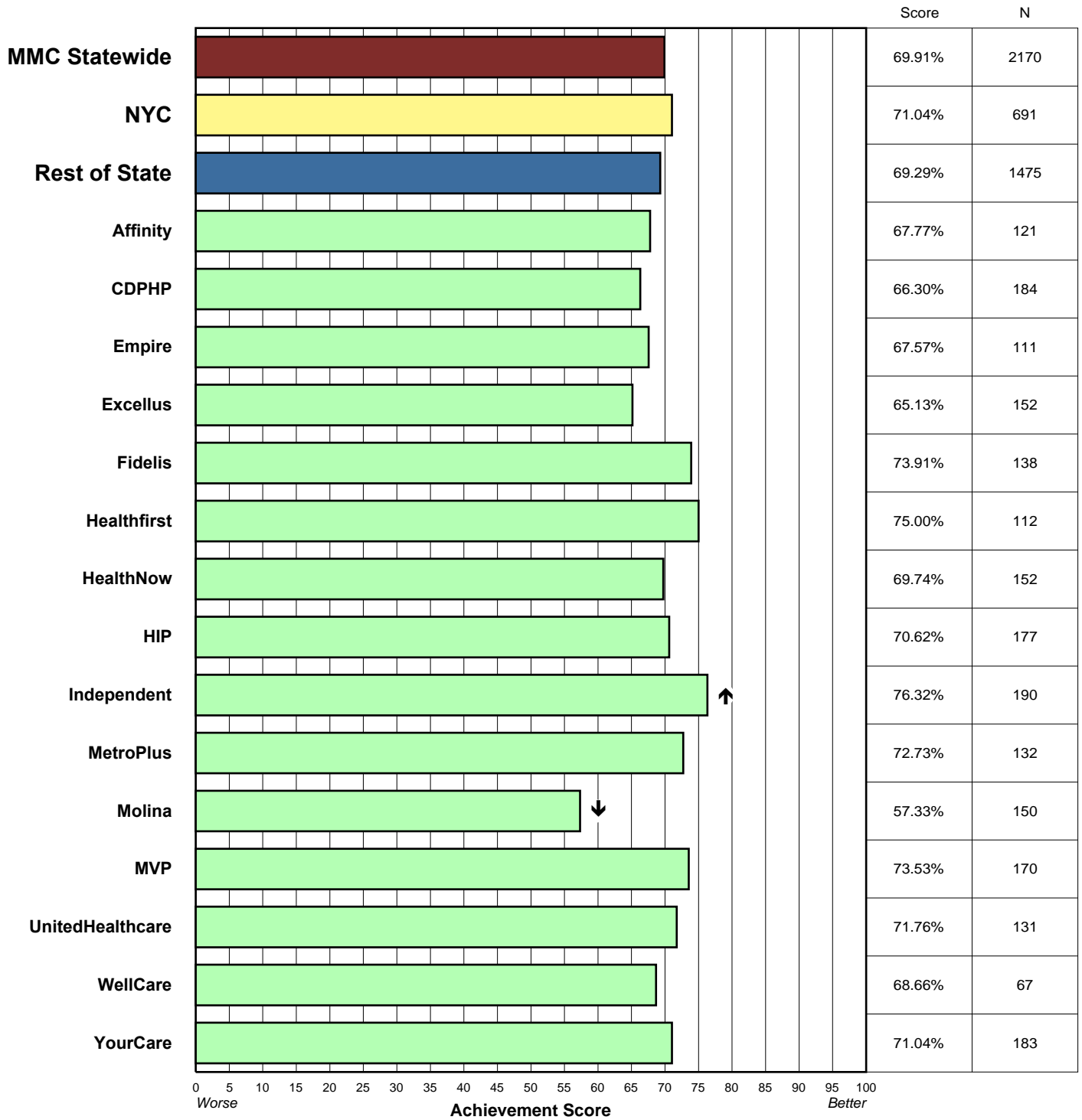
## Q13a. Doctor or other health provider talked about a healthy diet and eating habits



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

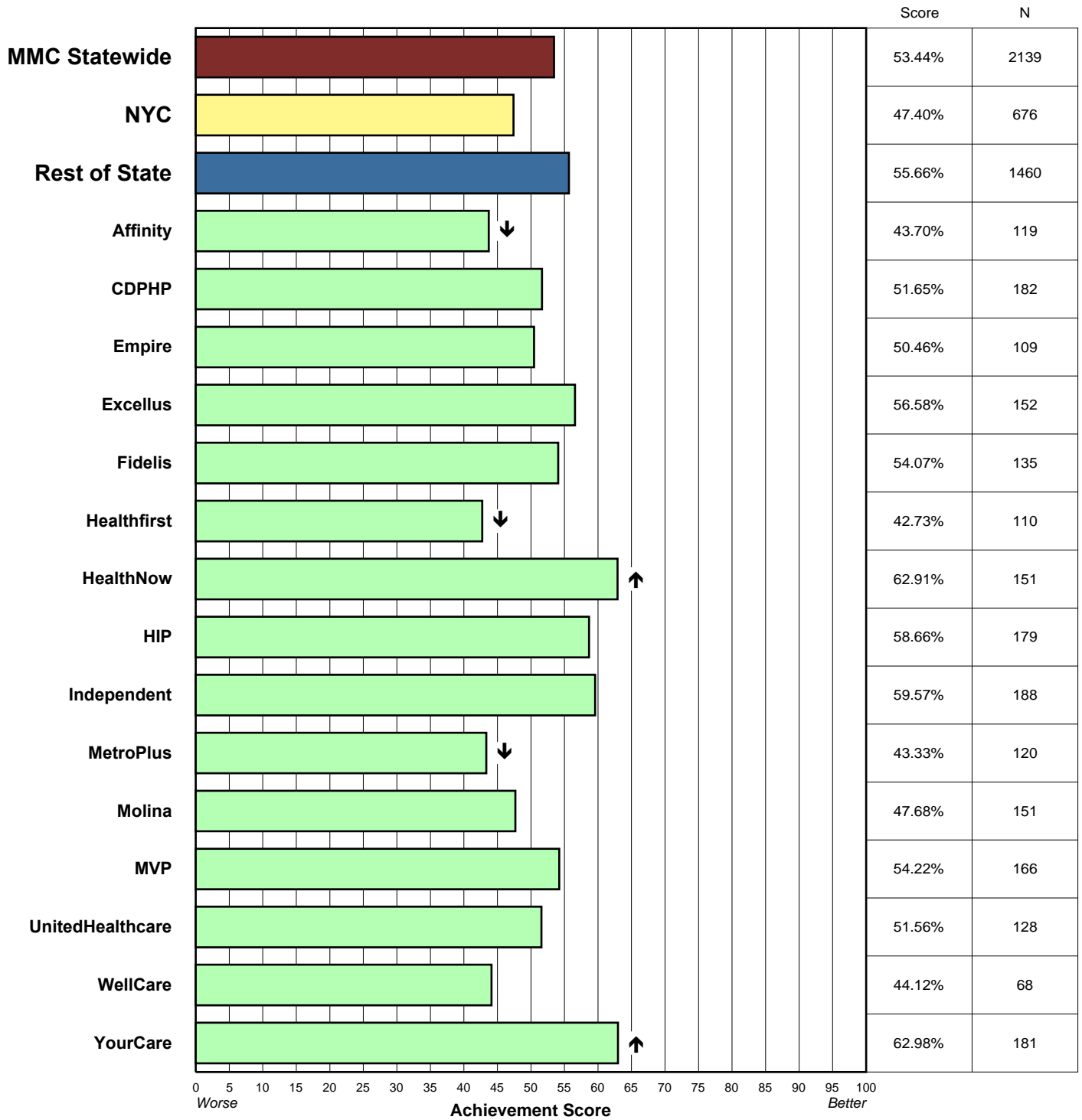
# Single Items

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



# Single Items

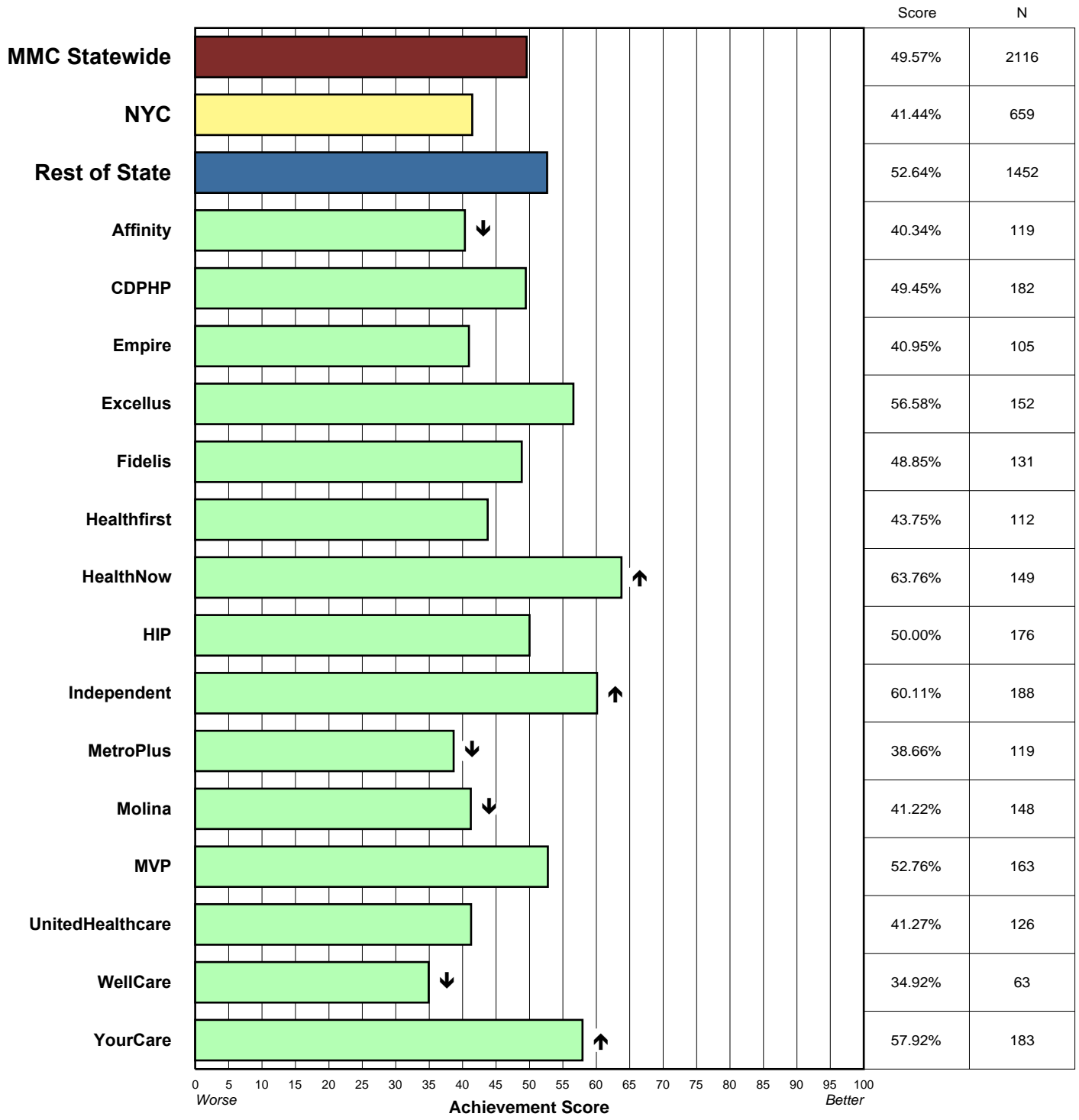
## Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress



■ MMC Statewide 2019   
 ■ NYC 2019   
 ■ Health Plans 2019  
■ Rest of State 2019

### Single Items

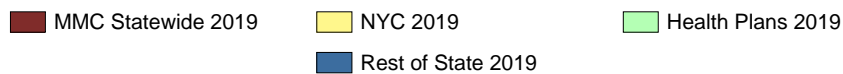
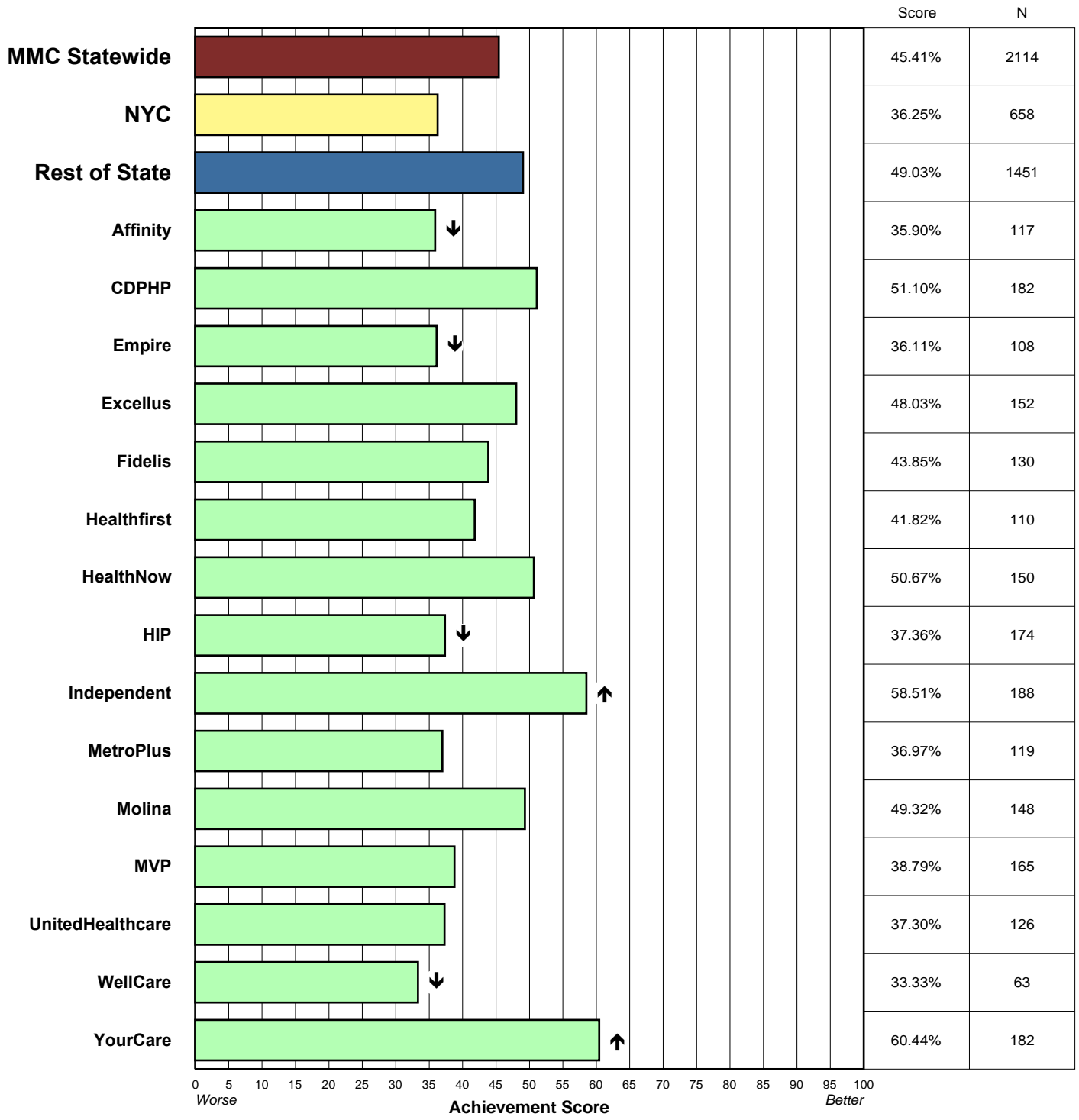
**Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed**



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Single Items

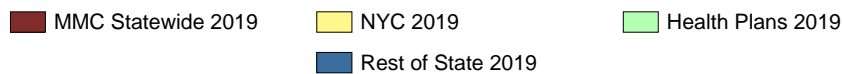
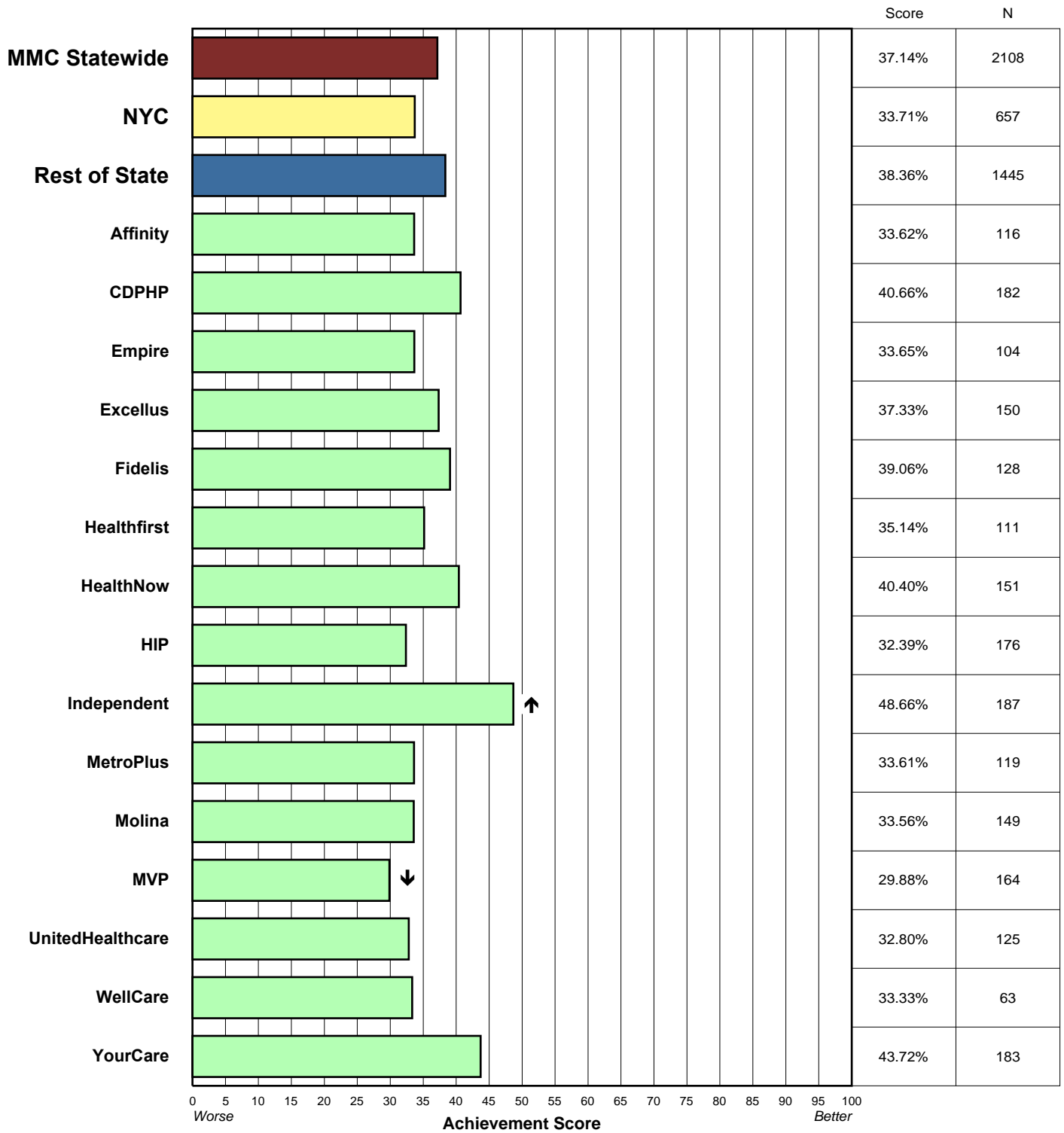
## Q13e. Doctor or other health provider talked about smoking or using tobacco products





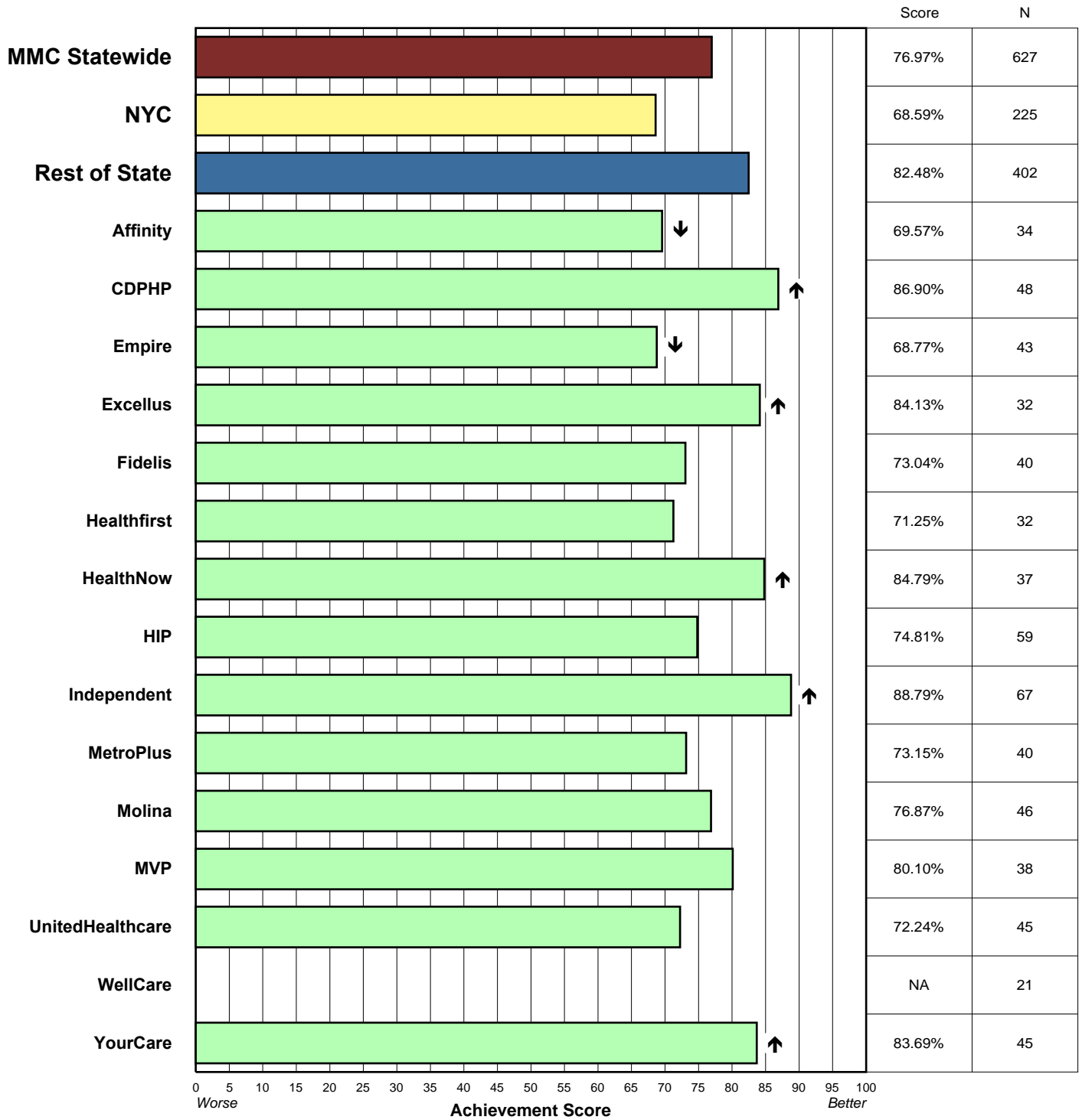
# Single Items

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



### Single Items

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

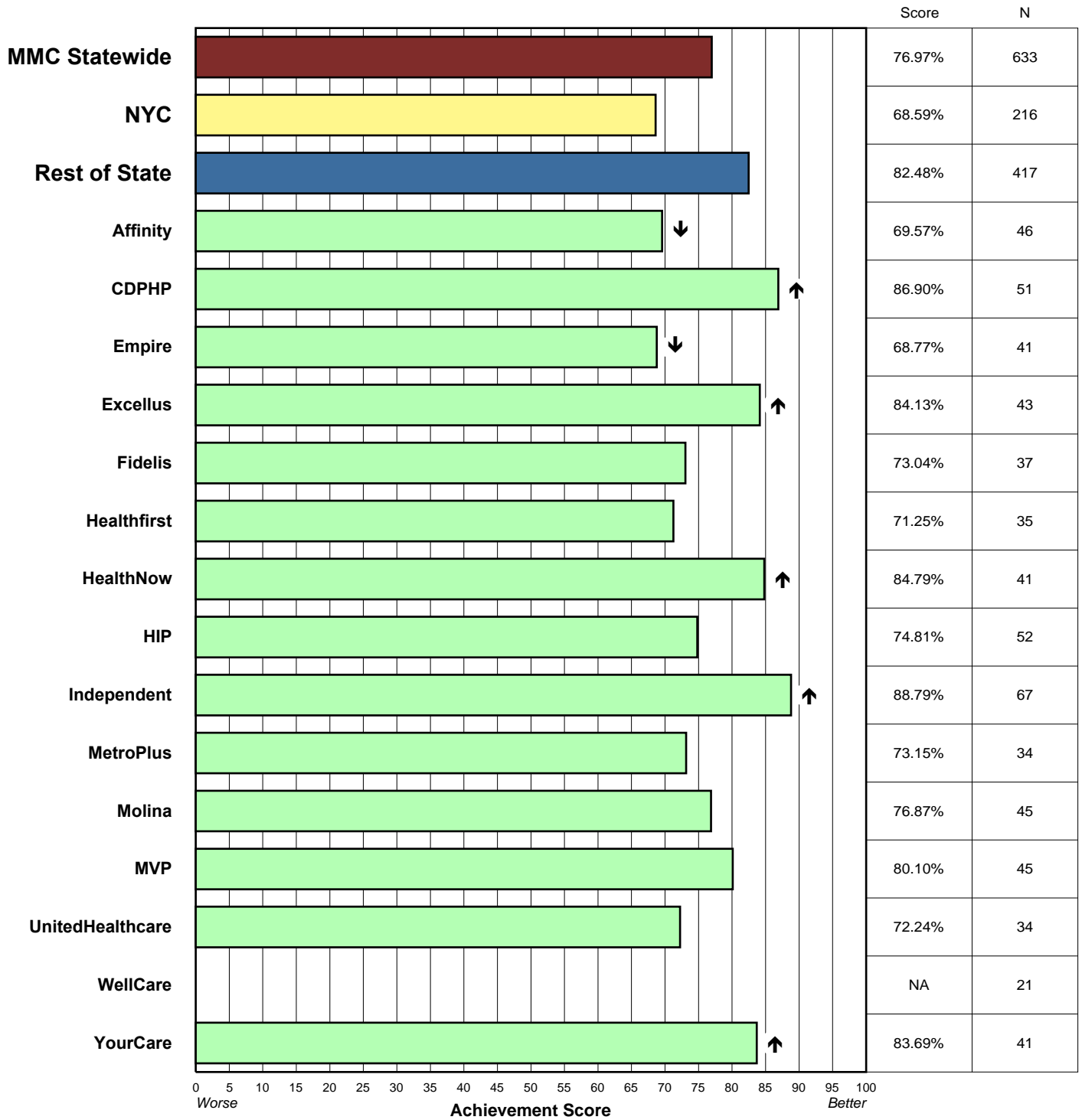


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Single Items

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

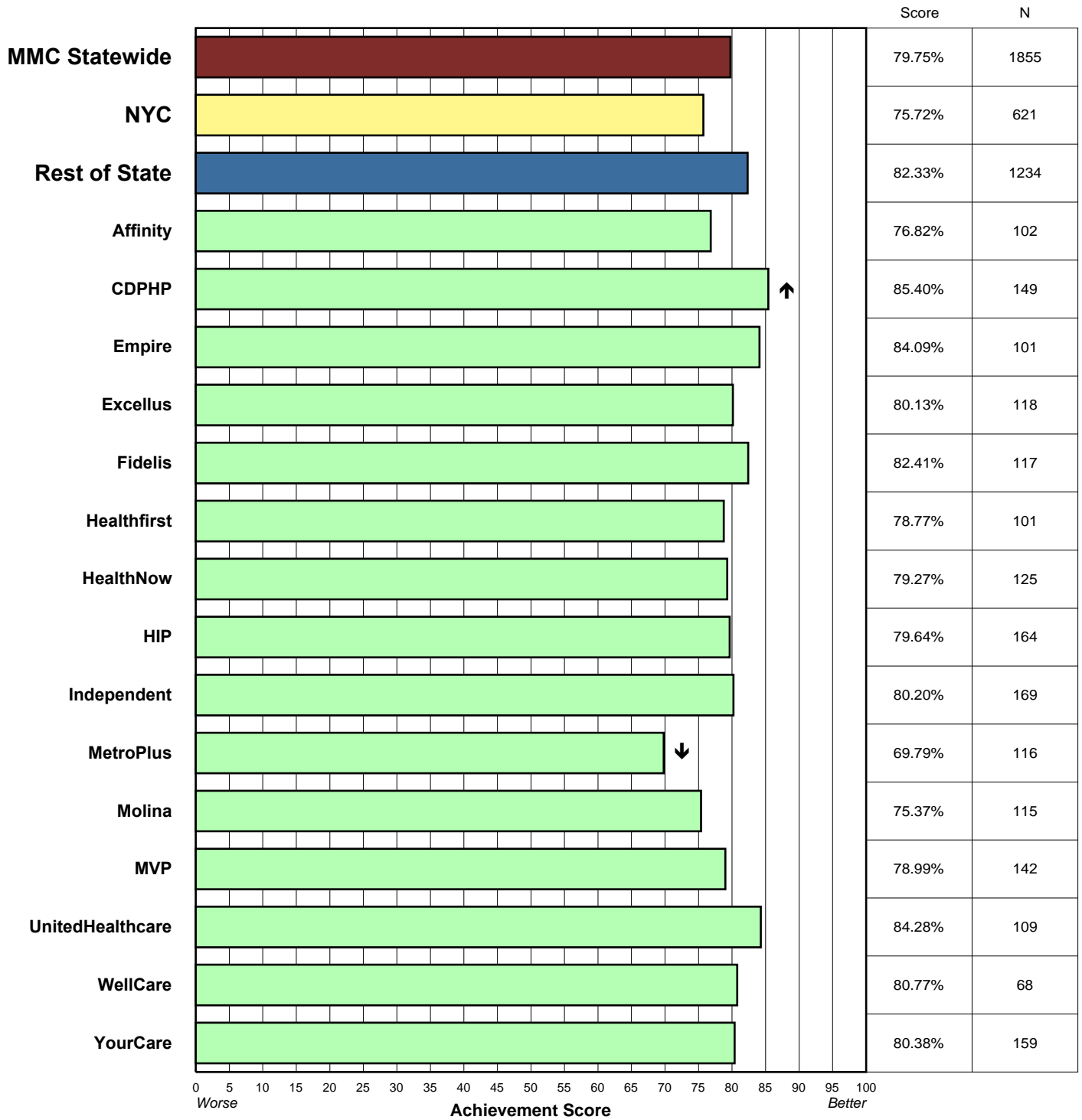


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Single Items

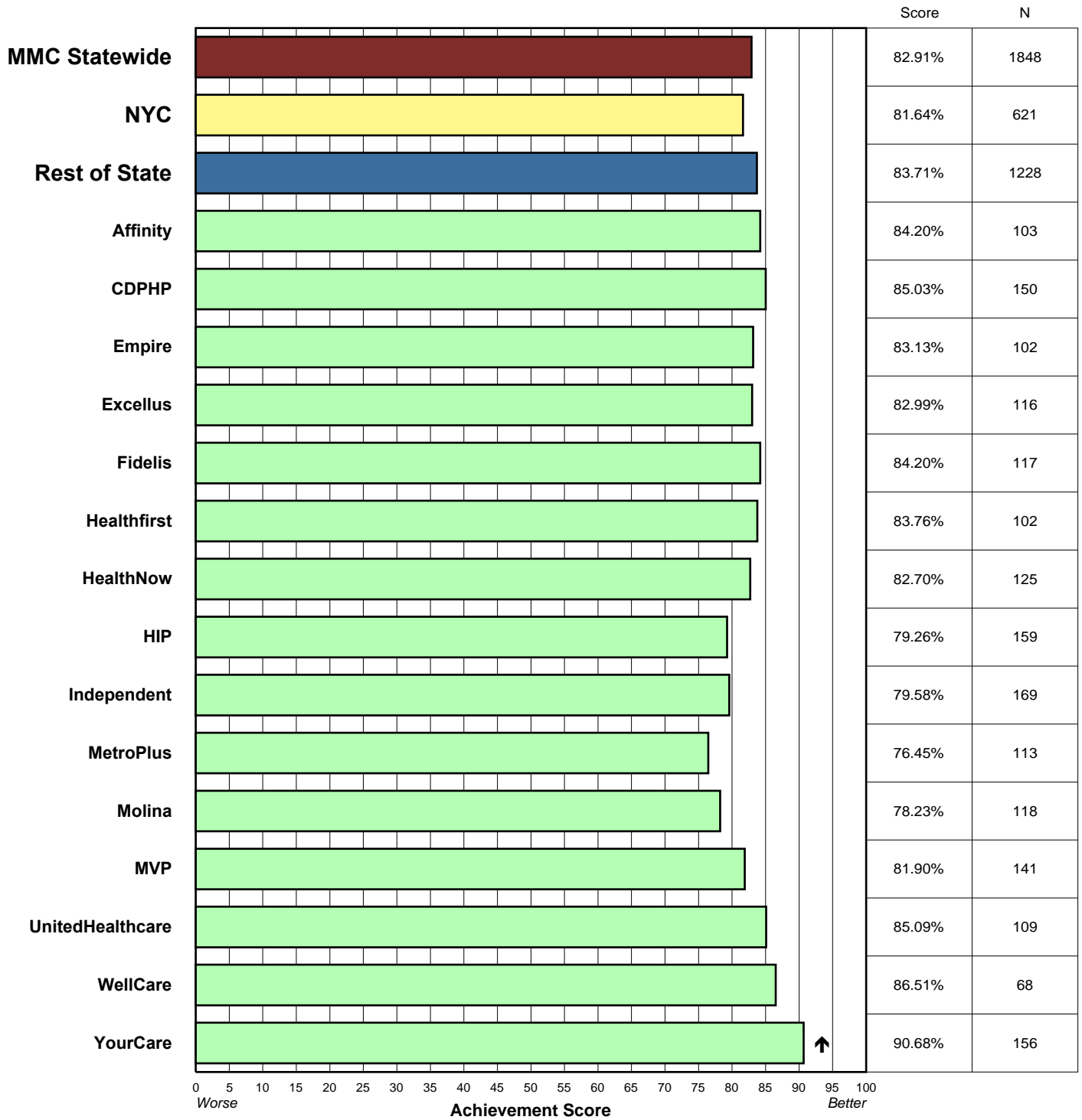
## Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Single Items

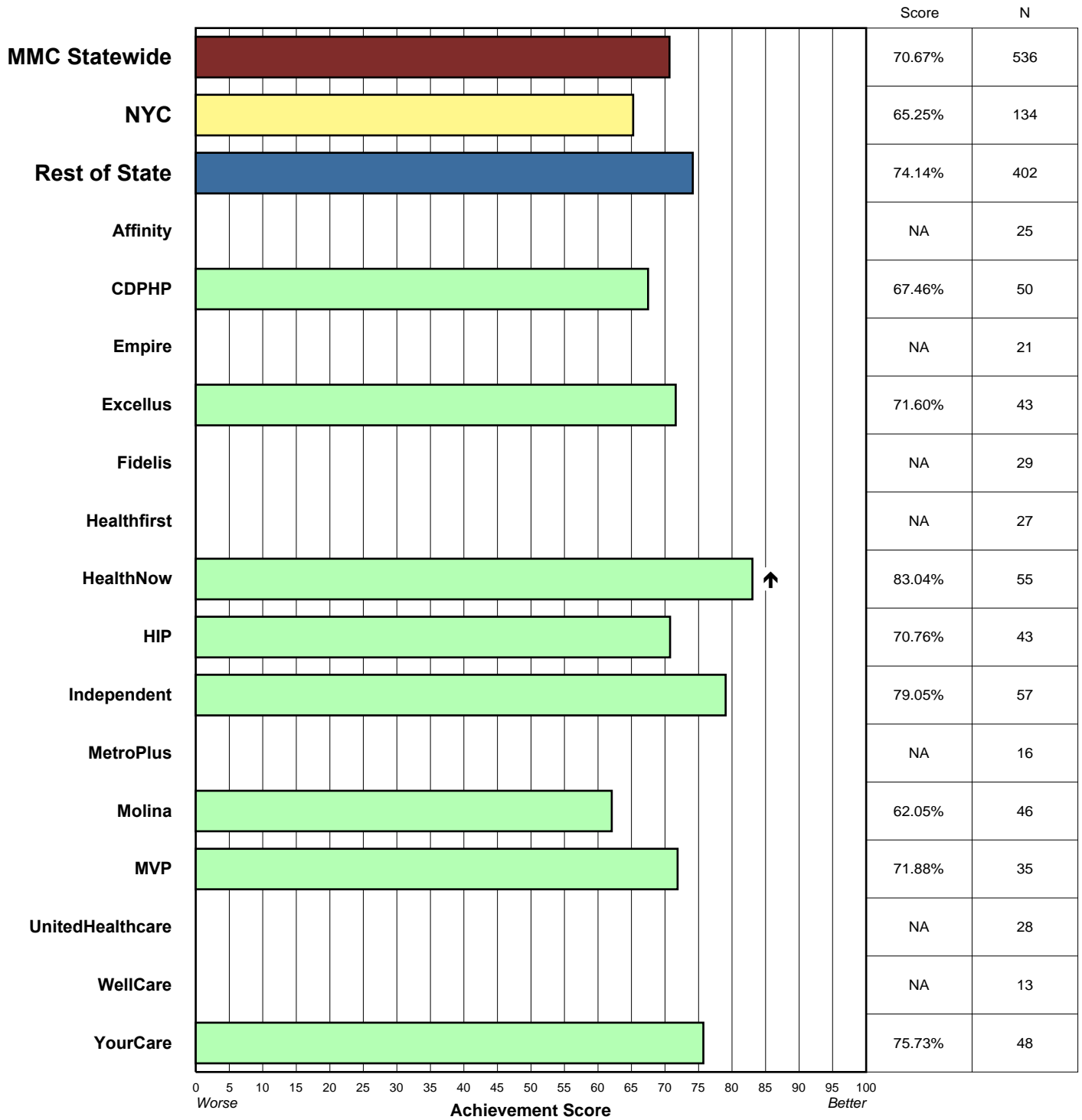
## Q20. Results of blood test, x-ray or other test usually or always easy to understand



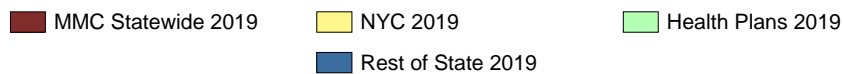
■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

### Single Items

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

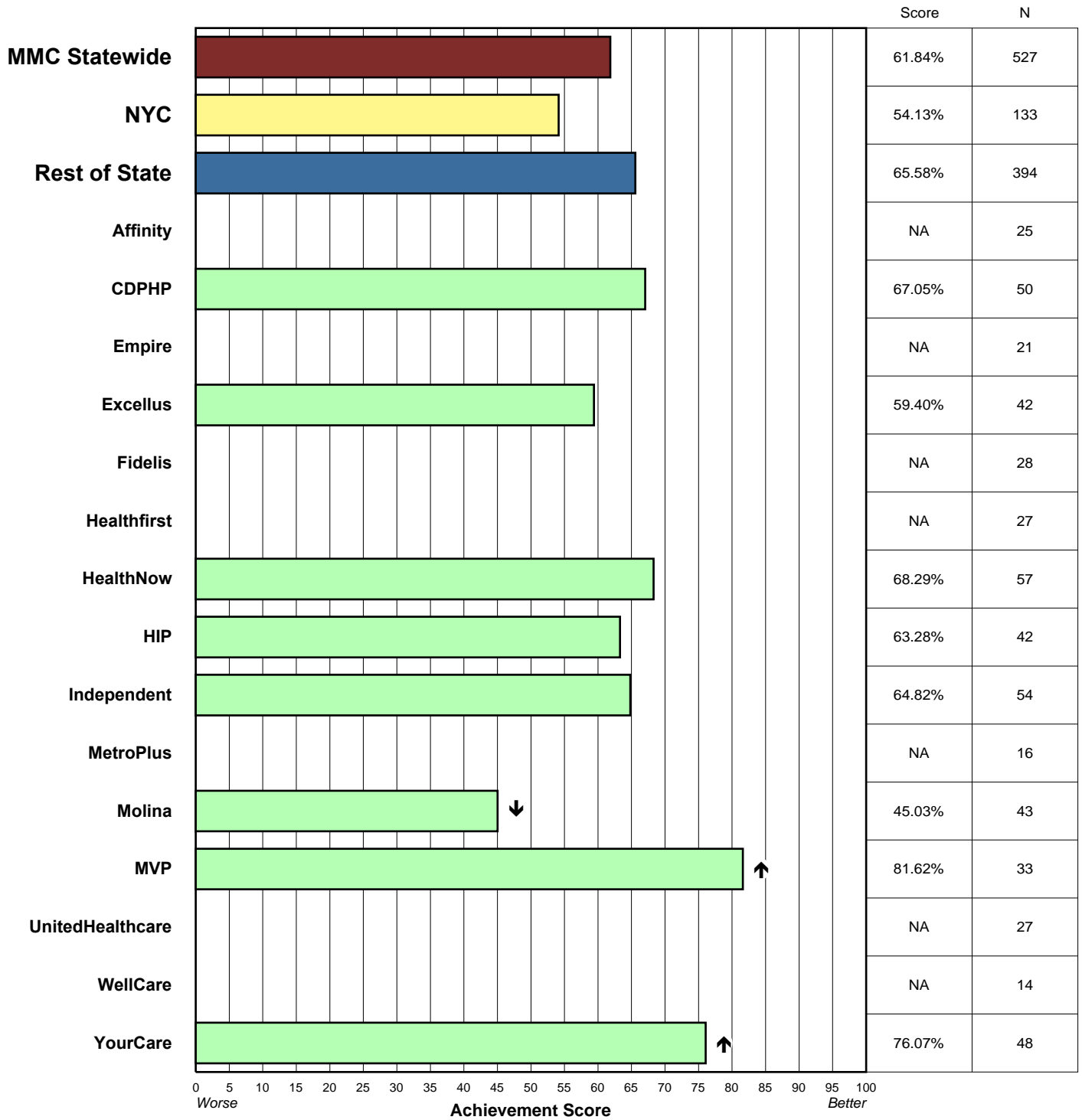


NA Results suppressed for fewer than 30 cases.  
 ↑ Statistically significantly better/worse than MMC Statewide 2019.



# Single Items

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

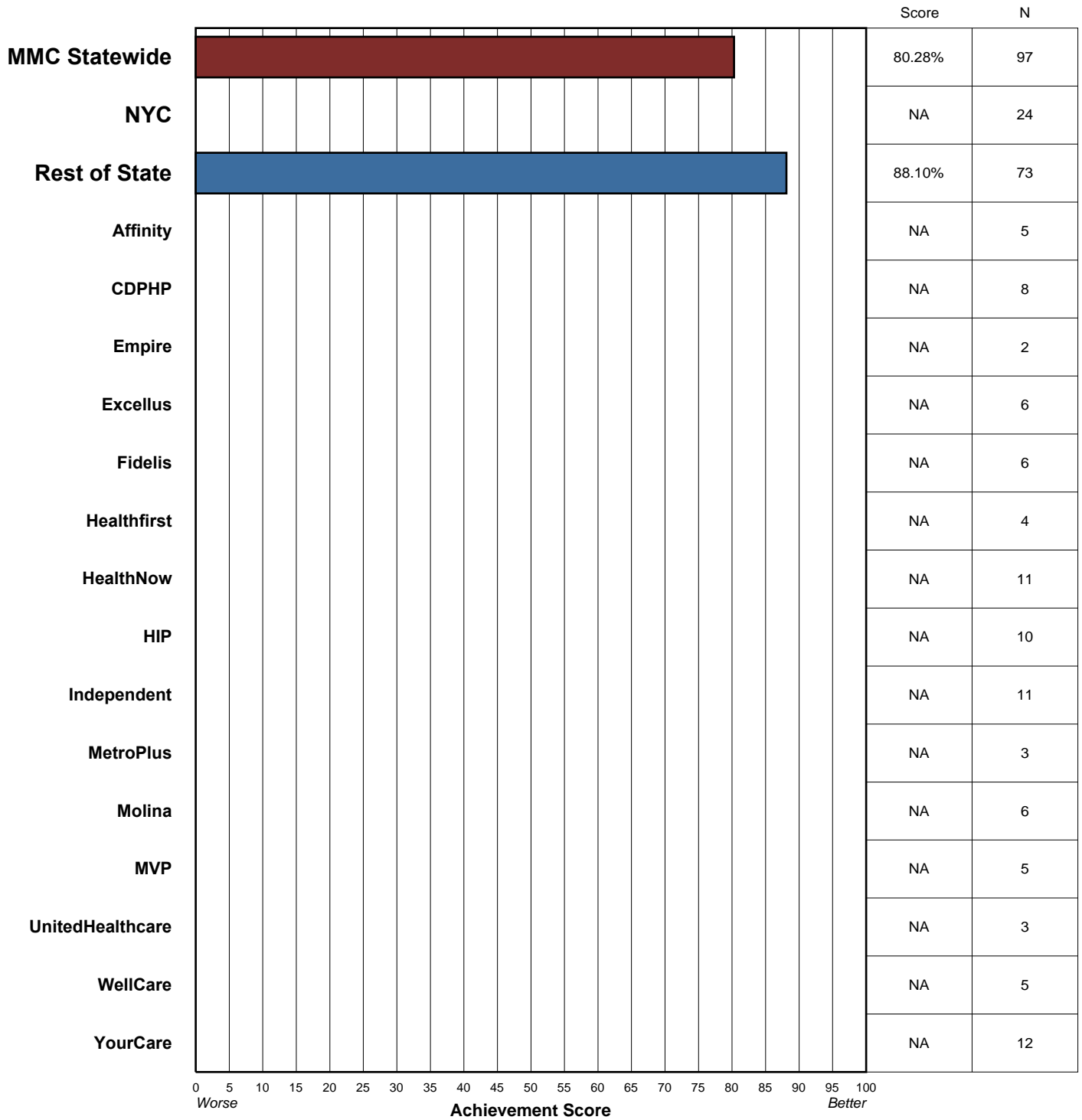


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

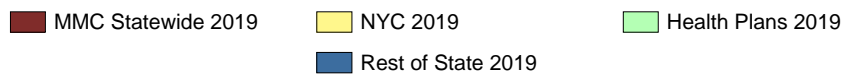
■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

### Single Items

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



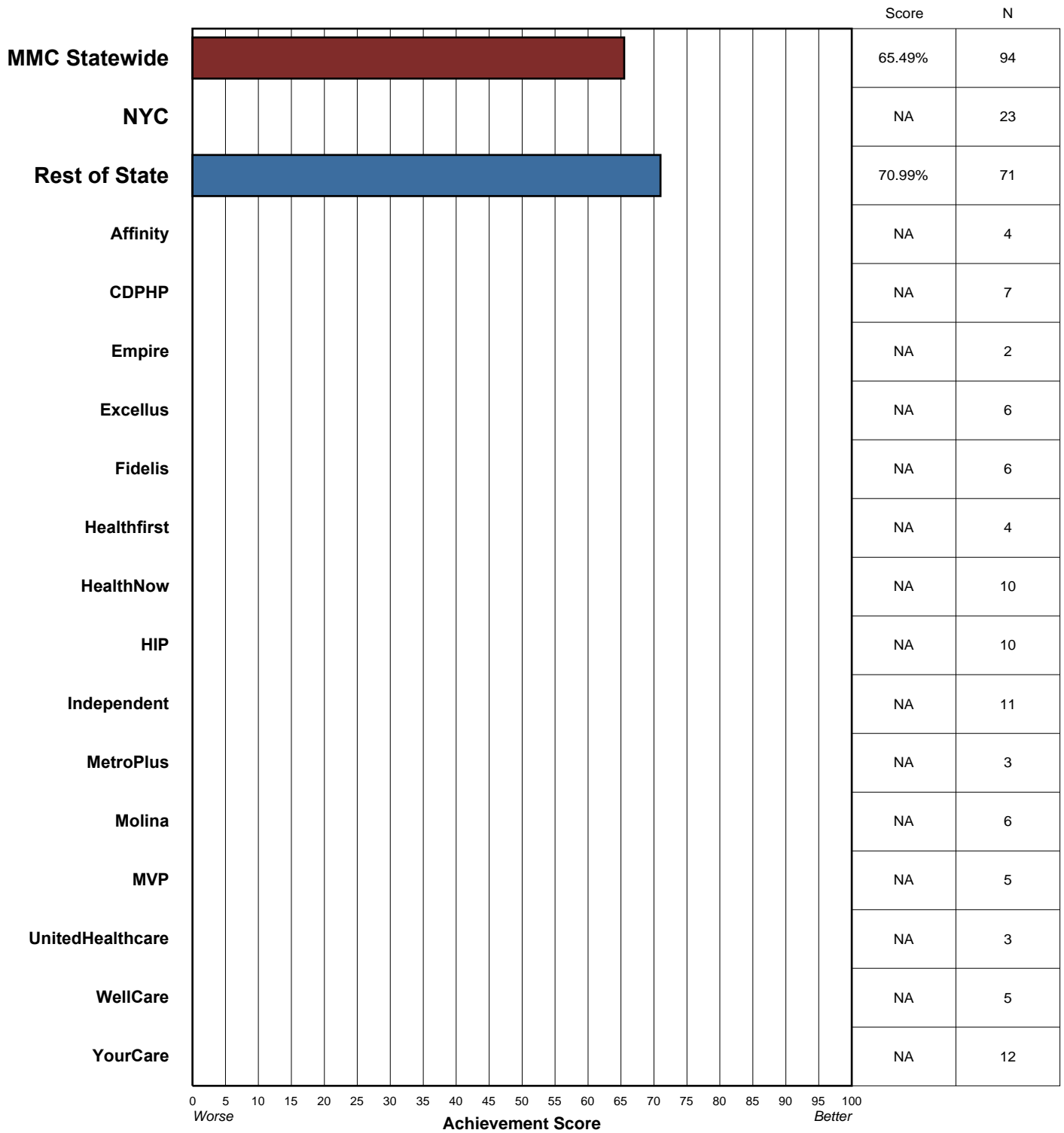
NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.



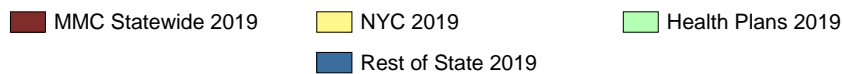


# Single Items

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

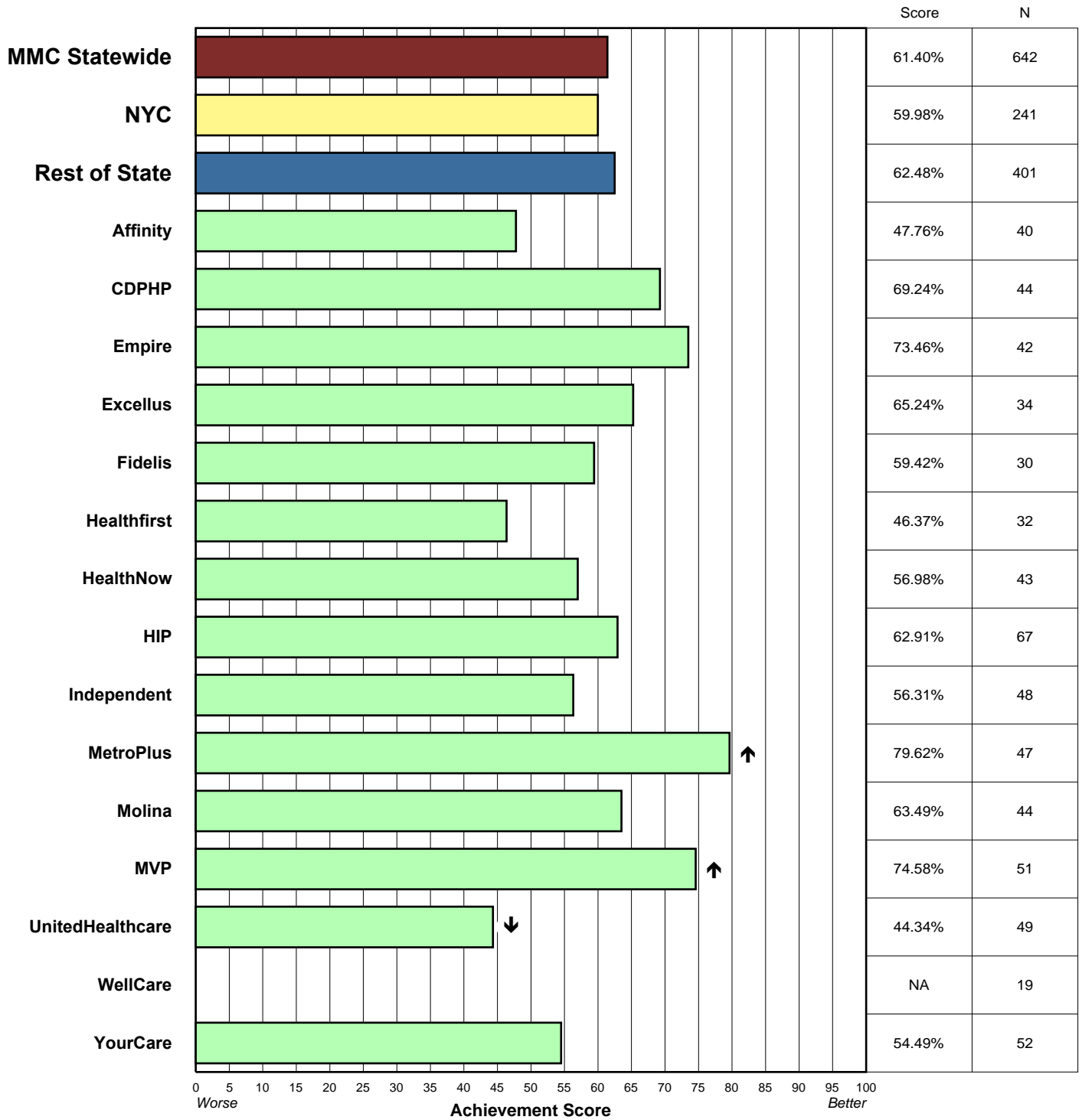


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.



# Single Items

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

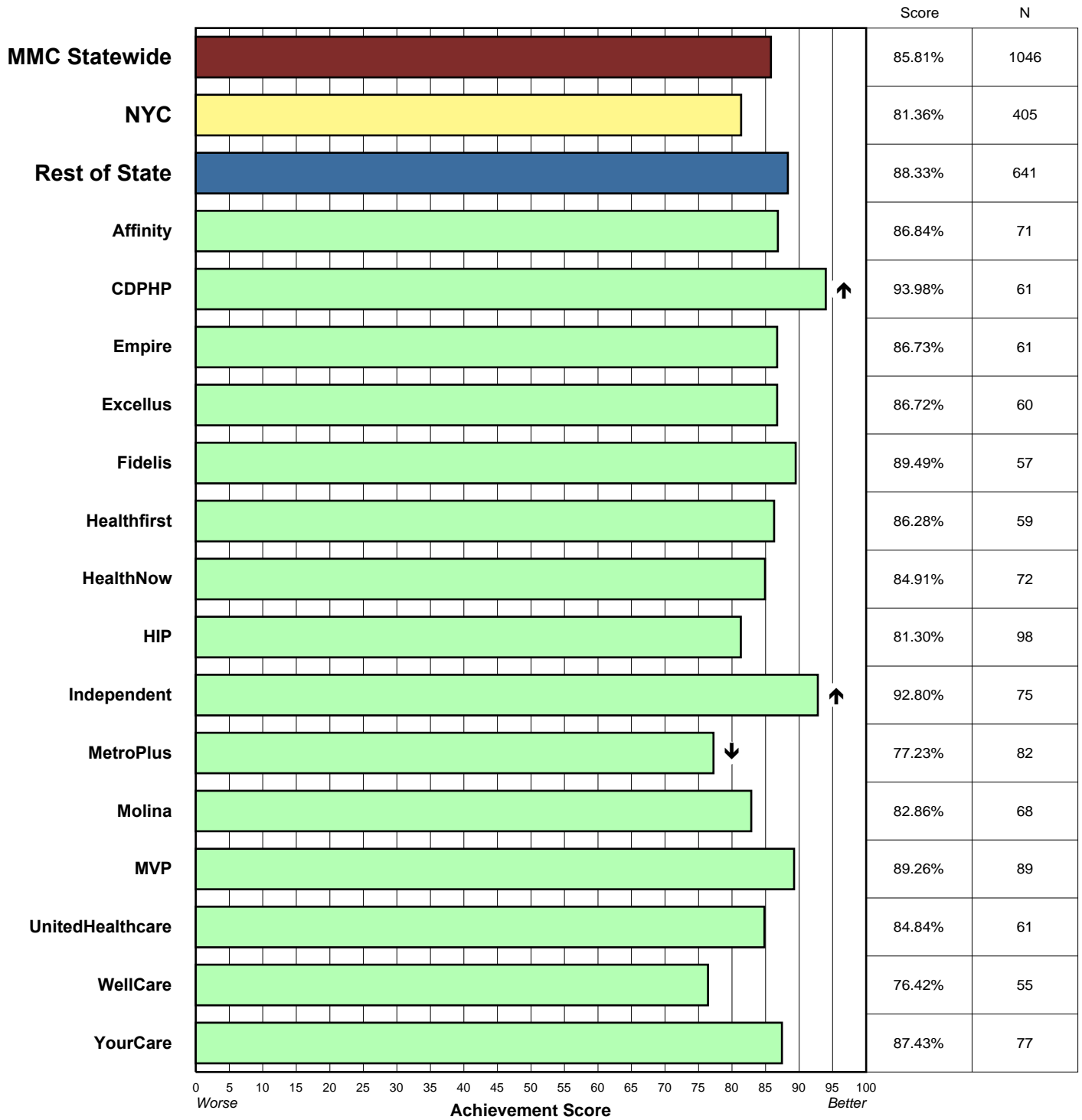


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2019.

■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

# Single Items

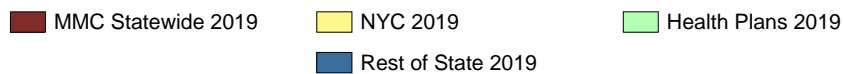
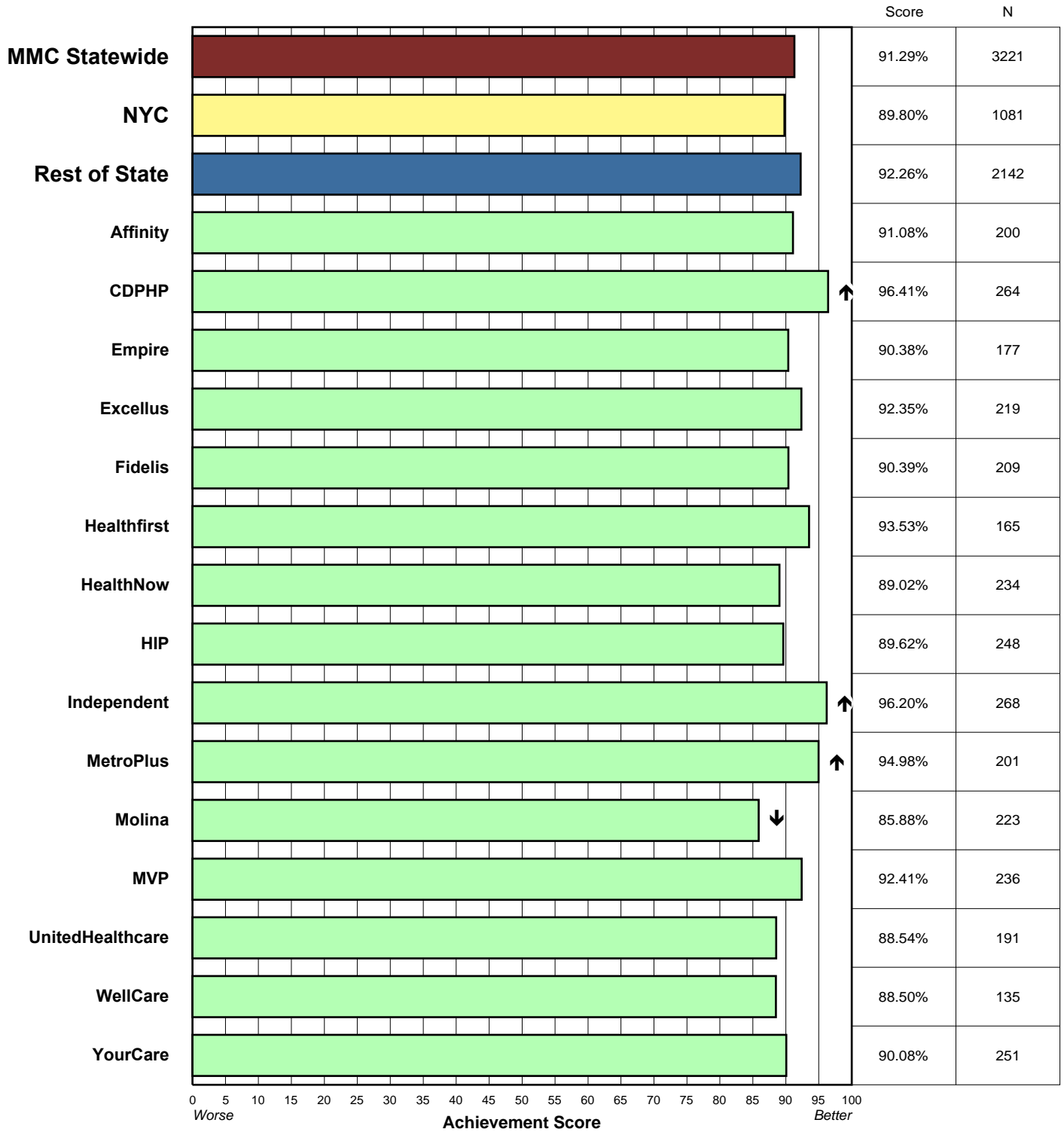
## Q46. Information from health plans customer service usually or always easy to understand



■ MMC Statewide 2019    
 ■ NYC 2019    
 ■ Health Plans 2019  
■ Rest of State 2019

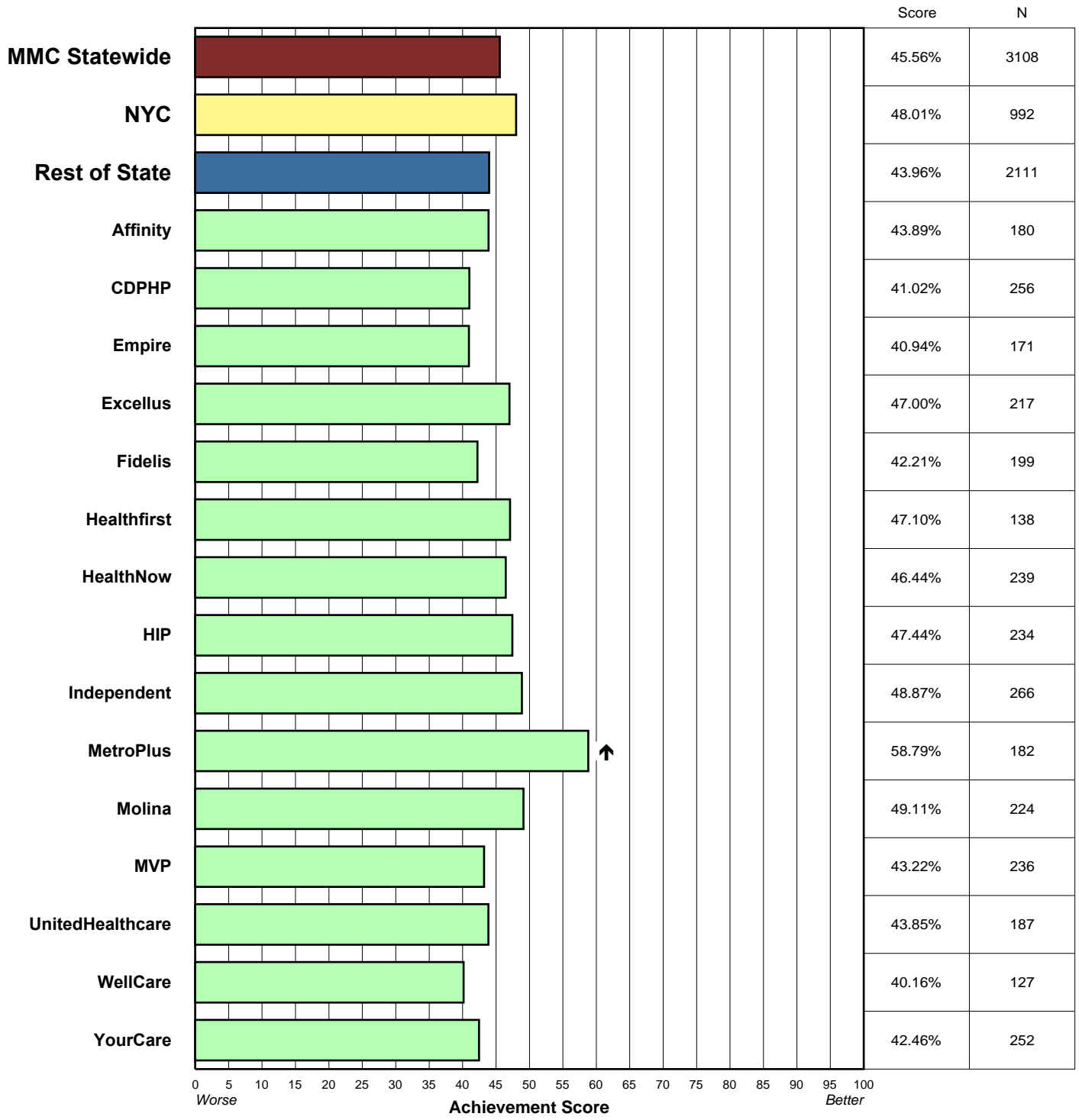
# Single Items

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

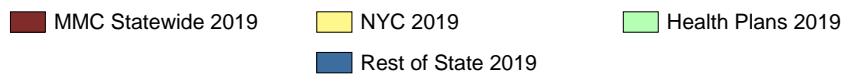


### Single Items

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



↕ Statistically significantly better/worse than MMC Statewide 2019.



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## Molina Healthcare

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

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

### Example:

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

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

## Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 Getting Needed Care	78% ▼	0.59	Q34 Communication	89%	0.76	Q39 Getting Needed Care	82%	0.44	Q45 Customer Service	76%	0.51
2	Q31 Communication	91%	0.50	Q33 Communication	94%	0.75	Q22 Getting Needed Care	78% ▼	0.41	Q22 Getting Needed Care	78% ▼	0.49
3	Q34 Communication	89%	0.49	Q32 Communication	95%	0.72	Q31 Communication	91%	0.41	Q47 Customer Service	90%	0.44
4	Q33 Communication	94%	0.47	Q31 Communication	91%	0.66	Q17 Shared Decision Making	87%	0.39	Q34 Communication	89%	0.40
5	Q39 Getting Needed Care	82%	0.46	Q45 Customer Service	76%	0.50	Q45 Customer Service	76%	0.36	Q17 Shared Decision Making	87%	0.38
6	Q32 Communication	95%	0.45	Q22 Getting Needed Care	78% ▼	0.46	Q34 Communication	89%	0.36	Q31 Communication	91%	0.36
7	Q4 Getting Care Quickly	80%	0.39	Q47 Customer Service	90%	0.37	Q4 Getting Care Quickly	80%	0.34	Q32 Communication	95%	0.34
8	Q6 Getting Care Quickly	77%	0.37	Q17 Shared Decision Making	87%	0.36	Q33 Communication	94%	0.30	Q39 Getting Needed Care	82%	0.32
9	Q17 Shared Decision Making	87%	0.36	Q6 Getting Care Quickly	77%	0.35	Q47 Customer Service	90%	0.28	Q4 Getting Care Quickly	80%	0.31
10	Q47 Customer Service	90%	0.28	Q39 Getting Needed Care	82%	0.25	Q32 Communication	95%	0.24	Q33 Communication	94%	0.30

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

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ← Negative Responses →			
				Always / Yes	Usually	Sometimes	Never / No
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.59	78% ▼	44%	33%	19%	5%
2	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.50	91%	70%	20%	8%	2%
3	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.49	89%	70%	18%	8%	3%
4	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.47	94%	80%	14%	4%	2%
5	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.46	82%	49%	33%	12%	6%
6	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.45	95%	76%	18%	5%	2%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.39	80%	58%	21%	19%	2%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.37	77%	55%	21%	22%	1%
9	Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.36	87%	86%	(na)	(na)	14%
10	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	90%	76%	13%	4%	6%

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



## Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.76	89%	70%	18%	8%	3%
2	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.75	94%	80%	14%	4%	2%
3	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.72	95%	76%	18%	5%	2%
4	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.66	91%	70%	20%	8%	2%
5	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.50	76%	55%	21%	22%	1%
6	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.46	78% ▼	44%	33%	19%	5%
7	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.37	90%	76%	13%	4%	6%
8	Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.36	87%	86%	(na)	(na)	14%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.35	77%	55%	21%	22%	1%
10	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.25	82%	49%	33%	12%	6%

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

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.44	82%	49%	33%	12%	6%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.41	78% ▼	44%	33%	19%	5%
3	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.41	91%	70%	20%	8%	2%
4	Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.39	87%	86%	(na)	(na)	14%
5	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.36	76%	55%	21%	22%	1%
6	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.36	89%	70%	18%	8%	3%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.34	80%	58%	21%	19%	2%
8	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.30	94%	80%	14%	4%	2%
9	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.28	90%	76%	13%	4%	6%
10	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.24	95%	76%	18%	5%	2%

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

## Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always / Yes	Usually	Sometimes	Never / No
1	Q45. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.51	76%	55%	21%	22%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.49	78% ▼	44%	33%	19%	5%
3	Q47. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.44	90%	76%	13%	4%	6%
4	Q34. In the last 6 months, how often did your personal doctor spend enough time with you?	0.40	89%	70%	18%	8%	3%
5	Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?	0.38	87%	86%	(na)	(na)	14%
6	Q31. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.36	91%	70%	20%	8%	2%
7	Q32. In the last 6 months, how often did your personal doctor listen carefully to you?	0.34	95%	76%	18%	5%	2%
8	Q39. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.32	82%	49%	33%	12%	6%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.31	80%	58%	21%	19%	2%
10	Q33. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.30	94%	80%	14%	4%	2%

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

## Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2019 scores are compared to 2017 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	3,347	100.0%	1,121	100.0%	2,224	100.0%	238	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	3,347	100.0%	1,121	100.0%	2,224	100.0%	238	100.0%
Not Answered	71		28		45		7	

### *Your Health Care in the Last 6 Months*

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,153	34.5%	342	30.8%	799	35.9%	96	40.2%
No	2,186	65.5%	770	69.2%	1,426	64.1%	143	59.8%
<b>Total</b>	3,339	100.0%	1,113	100.0%	2,226	100.0%	239	100.0%
Not Answered	79		36		43		6	

### 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	16	1.4%	8	2.4%	9	1.1%	2	2.1%
● Sometimes	154	13.4%	69	20.1%	86	10.8%	18	18.9%
● Usually	251	21.9%	77	22.3%	175	21.9%	20	21.1%
● Always	724	63.2%	189	55.1%	532	66.3%	55	57.9%
<b>Total</b>	1,145	100.0%	343	100.0%	802	100.0%	95	100.0%
Not Answered	8		3		5		1	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>							
Achievement Score	84.17%		77.63%		88.02%		80.14%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.0		-0.7		-0.4		-0.8	
Correlation with rating of health plan	0.295		0.302		0.291		0.310	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	2,519	75.3%	859	76.7%	1,655	74.3%	168	69.4%
No	827	24.7%	260	23.3%	572	25.7%	74	30.6%
<b>Total</b>	3,346	100.0%	1,119	100.0%	2,227	100.0%	242	100.0%
Not Answered	72		30		42		3	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	39	1.6%	17	2.0%	23	1.4%	2	1.2%
● Sometimes	506	20.3%	252	29.7%	261	15.9%	37	22.4%
● Usually	626	25.2%	216	25.5%	408	24.9%	35	21.2%
● Always	1,318	53.0%	363	42.8%	949	57.8%	91	55.2%
<b>Total</b>	2,489	100.0%	848	100.0%	1,641	100.0%	165	100.0%
Not Answered	30		12		18		3	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>							
Achievement Score	76.97%		68.59%		82.48%		76.87%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+3.4↗		+1.1		+6.4↗		+1.3	
Correlation with rating of health plan	0.232		0.249		0.208		0.253	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	636	19.0%	226	20.1%	404	18.1%	46	19.3%
No	2,715	81.0%	897	79.9%	1,824	81.9%	192	80.7%
<b>Total</b>	<b>3,351</b>	<b>100.0%</b>	<b>1,123</b>	<b>100.0%</b>	<b>2,228</b>	<b>100.0%</b>	<b>238</b>	<b>100.0%</b>
Not Answered	67		26		41		7	

**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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	84	13.4%	30	13.4%	54	13.4%	11	23.9%
● Sometimes	134	21.4%	58	25.8%	76	18.9%	7	15.2%
● Usually	144	23.0%	57	25.2%	90	22.3%	10	21.7%
● Always	265	42.3%	80	35.6%	183	45.4%	18	39.1%
<b>Total</b>	<b>627</b>	<b>100.0%</b>	<b>225</b>	<b>100.0%</b>	<b>402</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>
Not Answered	9		3		6		0	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	76.97%	68.59%	82.48%	76.87%				

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	639	19.1%	219	19.6%	417	18.8%	45	18.8%
No	2,703	80.9%	897	80.4%	1,808	81.2%	195	81.3%
<b>Total</b>	<b>3,342</b>	<b>100.0%</b>	<b>1,116</b>	<b>100.0%</b>	<b>2,225</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
Not Answered	76		33		44		5	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	55	8.7%	22	10.4%	31	7.5%	6	13.3%
● Sometimes	108	17.1%	42	19.7%	66	15.9%	9	20.0%
● Usually	178	28.1%	54	25.1%	126	30.3%	13	28.9%
● Always	292	46.1%	97	44.8%	194	46.4%	17	37.8%
<b>Total</b>	633	100.0%	216	100.0%	417	100.0%	45	100.0%
Not Answered	6		4		2		0	
<b>Reporting Category</b> Single Items								
Achievement Score	76.97%		68.59%		82.48%		76.87%	

**Q11. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
None	979	30.4%	342	32.3%	643	29.8%	77	33.0%
1 time	663	20.6%	214	20.2%	447	20.7%	46	19.7%
2	604	18.7%	177	16.7%	419	19.4%	38	16.3%
3	403	12.5%	136	12.8%	266	12.3%	31	13.3%
4	206	6.4%	71	6.7%	135	6.3%	12	5.2%
5 to 9	268	8.3%	90	8.5%	177	8.2%	18	7.7%
10 or more times	102	3.2%	29	2.7%	74	3.4%	11	4.7%
<b>Total</b>	3,225	100.0%	1,059	100.0%	2,162	100.0%	233	100.0%
Not Answered	193		90		107		12	

**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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	1,669	75.0%	523	73.1%	1,138	75.5%	106	67.9%
● No	557	25.0%	192	26.9%	369	24.5%	50	32.1%
<b>Total</b>	2,226	100.0%	716	100.0%	1,507	100.0%	156	100.0%
Not Answered	20		8		15		0	
<b>Reporting Category</b> Single Items								
Achievement Score	74.59%		73.73%		75.14%		67.74%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+2.5↕		+1.7		+4.4↕		-7.5	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	1,448	66.9%	466	67.5%	978	66.4%	82	55.4%
● No	718	33.1%	224	32.5%	496	33.6%	66	44.6%
<b>Total</b>	<b>2,166</b>	<b>100.0%</b>	<b>690</b>	<b>100.0%</b>	<b>1,473</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>
Not Answered	80		34		49		8	
<b>Reporting Category</b>								
Single Items								
Achievement Score	66.85%		67.52%		66.35%		55.41%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.9		-0.6		+1.8		-2.2	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	1,517	69.9%	491	71.0%	1,022	69.3%	86	57.3%
● No	653	30.1%	200	29.0%	453	30.7%	64	42.7%
<b>Total</b>	<b>2,170</b>	<b>100.0%</b>	<b>691</b>	<b>100.0%</b>	<b>1,475</b>	<b>100.0%</b>	<b>150</b>	<b>100.0%</b>
Not Answered	76		33		47		6	
<b>Reporting Category</b>								
Single Items								
Achievement Score	69.91%		71.04%		69.29%		57.33%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.4		+1.1		+1.6		-4.4	

**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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	1,143	53.4%	320	47.4%	813	55.7%	72	47.7%
● No	996	46.6%	355	52.6%	647	44.3%	79	52.3%
<b>Total</b>	<b>2,139</b>	<b>100.0%</b>	<b>676</b>	<b>100.0%</b>	<b>1,460</b>	<b>100.0%</b>	<b>151</b>	<b>100.0%</b>
Not Answered	107		48		62		5	
<b>Reporting Category</b>								
Single Items								
Achievement Score	53.44%		47.40%		55.66%		47.68%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.8		-0.7		+1.8		-5.5	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	1,049	49.6%	273	41.4%	764	52.6%	61	41.2%
● No	1,067	50.4%	386	58.6%	688	47.4%	87	58.8%
<b>Total</b>	<b>2,116</b>	<b>100.0%</b>	<b>659</b>	<b>100.0%</b>	<b>1,452</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>
Not Answered	130		65		70		8	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	49.57%		41.44%		52.64%		41.22%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+5.8↑		+4.0		+4.9↑		-4.0	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	960	45.4%	239	36.3%	712	49.0%	73	49.3%
● No	1,154	54.6%	420	63.7%	740	51.0%	75	50.7%
<b>Total</b>	<b>2,114</b>	<b>100.0%</b>	<b>658</b>	<b>100.0%</b>	<b>1,451</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>
Not Answered	132		66		71		8	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	45.41%		36.25%		49.04%		49.32%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.0		-1.0		+1.9		-1.9	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	783	37.1%	221	33.7%	554	38.4%	50	33.6%
● No	1,325	62.9%	435	66.3%	891	61.6%	99	66.4%
<b>Total</b>	<b>2,108</b>	<b>100.0%</b>	<b>657</b>	<b>100.0%</b>	<b>1,445</b>	<b>100.0%</b>	<b>149</b>	<b>100.0%</b>
Not Answered	138		67		77		7	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>								
Achievement Score	37.14%		33.71%		38.36%		33.56%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+4.3↑		+1.3		+5.4↑		+1.4	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	916	41.8%	235	33.2%	684	46.1%	66	43.7%
No	1,277	58.2%	473	66.8%	800	53.9%	85	56.3%
<b>Total</b>	<b>2,193</b>	<b>100.0%</b>	<b>708</b>	<b>100.0%</b>	<b>1,484</b>	<b>100.0%</b>	<b>151</b>	<b>100.0%</b>
Not Answered	53		16		38		5	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	859	94.6%	218	93.6%	638	94.5%	63	95.5%
● No	49	5.4%	15	6.4%	37	5.5%	3	4.5%
<b>Total</b>	<b>908</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>	<b>675</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	8		0		8		0	
<b>Reporting Category</b>	<b>Shared Decision Making</b>							
Achievement Score	93.74%		94.02%		94.30%		96.31%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.7		+2.1		+1.9		+0.1	
Correlation with rating of health plan	0.020		-0.046		0.034		0.242	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	595	65.6%	143	62.2%	448	66.2%	51	77.3%
● No	312	34.4%	87	37.8%	229	33.8%	15	22.7%
<b>Total</b>	<b>907</b>	<b>100.0%</b>	<b>230</b>	<b>100.0%</b>	<b>677</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	9		3		6		0	
<b>Reporting Category</b>	<b>Shared Decision Making</b>							
Achievement Score	64.61%		61.95%		66.34%		77.10%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-2.2		-2.8		+0.2		+4.1	
Correlation with rating of health plan	-0.055		-0.163		-0.035		-0.051	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	755	83.2%	183	79.2%	572	84.6%	57	86.4%
● No	152	16.8%	48	20.8%	104	15.4%	9	13.6%
<b>Total</b>	<b>907</b>	<b>100.0%</b>	<b>231</b>	<b>100.0%</b>	<b>676</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	9		2		7		0	
<b>Reporting Category</b>	<b>Shared Decision Making</b>							
Achievement Score	82.49%		78.67%		84.88%		87.08%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.0		-3.5		+3.7		+8.6	
Correlation with rating of health plan	0.091		0.099		0.087		0.378	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,872	84.4%	629	88.1%	1,241	82.6%	118	76.1%
No	346	15.6%	85	11.9%	262	17.4%	37	23.9%
<b>Total</b>	<b>2,218</b>	<b>100.0%</b>	<b>714</b>	<b>100.0%</b>	<b>1,503</b>	<b>100.0%</b>	<b>155</b>	<b>100.0%</b>
Not Answered	28		10		19		1	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	128	6.9%	51	8.2%	74	6.0%	9	7.8%
● Sometimes	247	13.3%	97	15.6%	148	12.0%	21	18.3%
● Usually	376	20.3%	134	21.6%	243	19.7%	25	21.7%
● Always	1,104	59.5%	340	54.7%	769	62.3%	60	52.2%
<b>Total</b>	<b>1,855</b>	<b>100.0%</b>	<b>621</b>	<b>100.0%</b>	<b>1,234</b>	<b>100.0%</b>	<b>115</b>	<b>100.0%</b>
Not Answered	17		6		11		3	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	79.75%		75.72%		82.33%		75.37%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+3.0↑		+0.0		+3.8↑		+1.0	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	77	4.2%	27	4.3%	50	4.1%	6	5.1%
● Sometimes	241	13.0%	87	14.0%	151	12.3%	22	18.6%
● Usually	502	27.2%	182	29.3%	316	25.7%	31	26.3%
● Always	1,028	55.6%	325	52.4%	711	57.9%	59	50.0%
<b>Total</b>	1,848	100.0%	621	100.0%	1,228	100.0%	118	100.0%
Not Answered	24		6		17		0	
<b>Reporting Category</b>								
Single Items								
Achievement Score	82.91%		81.64%		83.71%		78.23%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.6		+1.9		+2.5		+0.8	

**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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Worst health care possible	6	0.3%	1	0.1%	5	0.3%	1	0.7%
● 1	5	0.2%	2	0.3%	3	0.2%	2	1.3%
● 2	11	0.5%	1	0.2%	10	0.7%	3	2.0%
● 3	23	1.0%	5	0.8%	17	1.1%	4	2.6%
● 4	38	1.7%	7	1.0%	31	2.0%	10	6.5%
● 5	108	4.9%	44	6.1%	63	4.2%	14	9.2%
● 6	114	5.2%	52	7.2%	63	4.2%	4	2.6%
● 7	239	10.8%	92	12.8%	144	9.6%	17	11.1%
● 8	504	22.8%	167	23.2%	335	22.4%	33	21.6%
● 9	407	18.4%	116	16.1%	294	19.7%	21	13.7%
● Best health care possible	756	34.2%	231	32.2%	529	35.4%	44	28.8%
<b>Total</b>	2,211	100.0%	718	100.0%	1,494	100.0%	153	100.0%
Not Answered	35		6		28		3	
<b>Reporting Category</b>								
Ratings								
Achievement Score	75.33%		71.23%		77.79%		66.55%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	-1.2		-2.2		-0.4		-11.5↓	
Correlation with rating of health plan	0.557		0.613		0.529		0.570	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	37	1.7%	16	2.2%	21	1.4%	7	4.5%
● Sometimes	275	12.3%	101	14.2%	172	11.4%	29	18.8%
● Usually	736	33.0%	242	33.9%	493	32.6%	51	33.1%
● Always	1,179	52.9%	356	49.7%	825	54.6%	67	43.5%
<b>Total</b>	<b>2,227</b>	<b>100.0%</b>	<b>715</b>	<b>100.0%</b>	<b>1,511</b>	<b>100.0%</b>	<b>154</b>	<b>100.0%</b>
Not Answered	19		9		11		2	
<b>Reporting Category</b>								
	Getting Needed Care							
Achievement Score	85.84%		83.56%		87.25%		78.37%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+2.2↕		+3.6↕		+1.4		-3.0	
Correlation with rating of health plan	0.422		0.396		0.428		0.490	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	546	16.2%	135	11.9%	406	18.1%	47	19.4%
No	2,828	83.8%	1,002	88.1%	1,829	81.9%	195	80.6%
<b>Total</b>	<b>3,374</b>	<b>100.0%</b>	<b>1,137</b>	<b>100.0%</b>	<b>2,235</b>	<b>100.0%</b>	<b>242</b>	<b>100.0%</b>
Not Answered	44		12		34		3	

**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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	82	15.3%	23	17.0%	59	14.6%	10	21.7%
● Sometimes	68	12.7%	23	17.6%	45	11.3%	8	17.4%
● Usually	110	20.5%	31	23.3%	79	19.7%	7	15.2%
● Always	276	51.5%	56	42.1%	218	54.4%	21	45.7%
<b>Total</b>	<b>536</b>	<b>100.0%</b>	<b>134</b>	<b>100.0%</b>	<b>402</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>
Not Answered	10		3		7		1	
<b>Reporting Category</b>								
	Single Items							
Achievement Score	70.67%		65.25%		74.14%		62.05%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.6		+2.0		+9.9↕		-4.4	

○ 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?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Worst treatment possible	28	5.3%	9	6.4%	20	5.1%	4	9.3%
● 1	9	1.7%	0	0.0%	9	2.3%	2	4.7%
● 2	10	1.9%	4	3.1%	6	1.5%	1	2.3%
● 3	13	2.5%	4	2.7%	9	2.3%	2	4.7%
● 4	18	3.4%	4	2.8%	14	3.5%	1	2.3%
● 5	34	6.5%	7	5.5%	27	6.8%	4	9.3%
● 6	37	7.0%	17	13.0%	21	5.4%	4	9.3%
● 7	46	8.7%	16	11.9%	30	7.7%	6	14.0%
● 8	76	14.4%	18	13.2%	58	14.8%	1	2.3%
● 9	89	16.9%	19	14.5%	69	17.6%	10	23.3%
● Best treatment possible	167	31.7%	36	26.9%	130	33.0%	8	18.6%
<b>Total</b>	527	100.0%	133	100.0%	394	100.0%	43	100.0%
Not Answered	19		4		15		4	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	61.84%		54.13%		65.58%		45.03%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.2		-2.7		+9.4↑		-12.6	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	100	3.0%	24	2.1%	75	3.4%	6	2.5%
No	3,269	97.0%	1,111	97.9%	2,159	96.6%	231	97.5%
<b>Total</b>	3,369	100.0%	1,135	100.0%	2,233	100.0%	237	100.0%
Not Answered	49		14		36		8	

○ 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?

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	9	9.3%	6	23.1%	4	5.6%	0	0.0%
● Sometimes	8	8.2%	2	8.0%	6	8.0%	0	0.0%
● Usually	24	24.7%	6	23.3%	19	26.0%	1	16.7%
● Always	56	57.7%	11	45.6%	44	60.4%	5	83.3%
<b>Total</b>	97	100.0%	24	100.0%	73	100.0%	6	100.0%
Not Answered	3		0		3		0	
<b>Reporting Category</b>								
Single Items								
Achievement Score	80.28%		NA		88.10%		NA	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-0.2		NA		+5.4		NA	

**Q28.** Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Worst treatment possible	6	6.4%	4	16.6%	3	4.2%	0	0.0%
● 1	1	1.1%	1	4.4%	0	0.0%	0	0.0%
● 2	2	2.1%	1	5.8%	1	1.6%	0	0.0%
● 3	2	2.1%	1	3.3%	1	1.4%	0	0.0%
● 4	3	3.2%	0	0.0%	3	4.4%	0	0.0%
● 5	5	5.3%	1	5.8%	4	6.0%	1	16.7%
● 6	4	4.3%	0	0.0%	4	5.8%	1	16.7%
● 7	8	8.5%	2	10.6%	5	6.8%	0	0.0%
● 8	16	17.0%	4	15.6%	12	17.1%	2	33.3%
● 9	15	16.0%	2	8.3%	13	18.7%	0	0.0%
● Best treatment possible	32	34.0%	7	29.7%	24	34.0%	2	33.3%
<b>Total</b>	94	100.0%	23	100.0%	71	100.0%	6	100.0%
Not Answered	6		1		5		0	
<b>Reporting Category</b>								
Single Items								
Achievement Score	65.49%		NA		70.99%		NA	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-5.5		NA		-4.8		NA	

NA: Results suppressed for fewer than 30 cases.

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

### Your Personal Doctor

**Q29. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	2,834	84.5%	933	83.3%	1,895	85.0%	171	71.5%
No	519	15.5%	187	16.7%	336	15.0%	68	28.5%
<b>Total</b>	<b>3,353</b>	<b>100.0%</b>	<b>1,120</b>	<b>100.0%</b>	<b>2,231</b>	<b>100.0%</b>	<b>239</b>	<b>100.0%</b>
Not Answered	65		29		38		6	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
None	634	23.1%	186	20.8%	454	24.6%	34	20.4%
1 time	844	30.7%	249	27.7%	591	32.0%	55	32.9%
2	623	22.7%	204	22.8%	414	22.4%	43	25.7%
3	311	11.3%	120	13.3%	188	10.2%	13	7.8%
4	135	4.9%	59	6.6%	79	4.3%	12	7.2%
5 to 9	152	5.5%	62	6.9%	92	5.0%	4	2.4%
10 or more times	46	1.7%	17	1.9%	29	1.6%	6	3.6%
<b>Total</b>	<b>2,745</b>	<b>100.0%</b>	<b>897</b>	<b>100.0%</b>	<b>1,847</b>	<b>100.0%</b>	<b>167</b>	<b>100.0%</b>
Not Answered	89		39		51		4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	28	1.3%	11	1.5%	18	1.3%	2	1.5%
● Sometimes	126	6.0%	49	6.9%	77	5.5%	11	8.3%
● Usually	388	18.4%	147	20.8%	238	17.0%	26	19.7%
● Always	1,561	74.2%	501	70.8%	1,062	76.1%	93	70.5%
<b>Total</b>	<b>2,103</b>	<b>100.0%</b>	<b>708</b>	<b>100.0%</b>	<b>1,395</b>	<b>100.0%</b>	<b>132</b>	<b>100.0%</b>
Not Answered	8		4		4		1	
<b>Reporting Category</b>	<b>Communication</b>							
Achievement Score	92.53%		91.53%		93.19%		90.65%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.1		+1.1		+1.1		+1.8	
Correlation with rating of health plan	0.284		0.295		0.270		0.357	

○ Response scored as: ● Achievement ● Room for improvement



### Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	34	1.6%	11	1.5%	23	1.6%	2	1.5%
● Sometimes	122	5.8%	44	6.3%	78	5.6%	6	4.5%
● Usually	345	16.4%	126	17.9%	215	15.4%	24	18.2%
● Always	1,597	76.1%	524	74.3%	1,076	77.3%	100	75.8%
<b>Total</b>	<b>2,098</b>	<b>100.0%</b>	<b>705</b>	<b>100.0%</b>	<b>1,392</b>	<b>100.0%</b>	<b>132</b>	<b>100.0%</b>
Not Answered	13		7		7		1	
<b>Reporting Category</b>								
Communication								
Achievement Score	92.55%		91.92%		92.94%		94.52%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.0		+0.5		+0.2		+7.5↑	
Correlation with rating of health plan	0.291		0.279		0.289		0.340	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	28	1.3%	10	1.4%	18	1.3%	3	2.3%
● Sometimes	103	4.9%	37	5.2%	66	4.7%	5	3.8%
● Usually	271	12.9%	96	13.6%	173	12.4%	18	13.5%
● Always	1,699	80.9%	564	79.8%	1,139	81.6%	107	80.5%
<b>Total</b>	<b>2,101</b>	<b>100.0%</b>	<b>706</b>	<b>100.0%</b>	<b>1,395</b>	<b>100.0%</b>	<b>133</b>	<b>100.0%</b>
Not Answered	10		6		4		0	
<b>Reporting Category</b>								
Communication								
Achievement Score	93.78%		93.16%		94.15%		94.48%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+1.2		+0.2		+1.6		+3.7	
Correlation with rating of health plan	0.271		0.314		0.244		0.299	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	44	2.1%	13	1.8%	30	2.2%	4	3.0%
● Sometimes	180	8.6%	78	11.0%	103	7.4%	11	8.3%
● Usually	444	21.1%	169	23.9%	276	19.8%	24	18.2%
● Always	1,434	68.2%	449	63.3%	983	70.6%	93	70.5%
<b>Total</b>	<b>2,102</b>	<b>100.0%</b>	<b>709</b>	<b>100.0%</b>	<b>1,393</b>	<b>100.0%</b>	<b>132</b>	<b>100.0%</b>
Not Answered	9		3		6		1	
<b>Reporting Category</b>								
Communication								
Achievement Score	89.18%		87.11%		90.44%		89.23%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+1.0		+0.3		+1.0		+4.3	
Correlation with rating of health plan	0.301		0.297		0.300		0.404	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,265	61.0%	393	56.3%	866	63.0%	75	57.7%
No	808	39.0%	305	43.7%	508	37.0%	55	42.3%
<b>Total</b>	<b>2,073</b>	<b>100.0%</b>	<b>699</b>	<b>100.0%</b>	<b>1,374</b>	<b>100.0%</b>	<b>130</b>	<b>100.0%</b>
Not Answered	38		13		25		3	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	62	5.0%	22	5.7%	42	4.9%	6	8.1%
● Sometimes	168	13.5%	62	16.0%	103	12.0%	5	6.8%
● Usually	340	27.3%	119	30.7%	227	26.4%	21	28.4%
● Always	674	54.2%	184	47.6%	486	56.7%	42	56.8%
<b>Total</b>	<b>1,244</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>857</b>	<b>100.0%</b>	<b>74</b>	<b>100.0%</b>
Not Answered	21		7		14		1	
<b>Reporting Category</b>								
Single Items								
Achievement Score	81.47%		78.32%		83.10%		85.18%	
2019 vs. 2017: +/- Change (↕ Stat. sig.)	+0.1		-2.3		+1.4		+1.0	

○ Response scored as: ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Worst personal doctor possible	17	0.6%	5	0.5%	12	0.7%	3	1.8%
● 1	11	0.4%	3	0.3%	8	0.4%	1	0.6%
● 2	15	0.5%	6	0.7%	8	0.5%	1	0.6%
● 3	28	1.0%	5	0.6%	25	1.3%	1	0.6%
● 4	25	0.9%	11	1.2%	13	0.7%	1	0.6%
● 5	108	3.9%	35	3.8%	73	3.9%	9	5.4%
● 6	92	3.3%	40	4.3%	53	2.9%	4	2.4%
● 7	210	7.6%	80	8.8%	130	7.0%	8	4.8%
● 8	437	15.8%	141	15.5%	293	15.8%	30	18.0%
● 9	504	18.2%	164	18.0%	336	18.1%	31	18.6%
● Best personal doctor possible	1,322	47.7%	421	46.2%	906	48.8%	78	46.7%
<b>Total</b>	2,769	100.0%	912	100.0%	1,858	100.0%	167	100.0%
Not Answered	65		24		40		4	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	81.46%		79.47%		82.75%		84.33%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.7		-0.1		+1.8		-0.5	
Correlation with rating of health plan	0.418		0.472		0.385		0.428	

### Getting Health Care From Specialists

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,486	44.4%	472	42.2%	1,009	45.2%	90	37.3%
No	1,861	55.6%	645	57.8%	1,222	54.8%	151	62.7%
<b>Total</b>	3,347	100.0%	1,117	100.0%	2,231	100.0%	241	100.0%
Not Answered	71		32		38		4	

○ Response scored as: ● Achievement ● Room for improvement

### Getting Health Care From Specialists (continued)

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	87	5.9%	30	6.4%	56	5.6%	5	5.6%
● Sometimes	251	17.0%	107	22.7%	141	14.0%	11	12.2%
● Usually	398	26.9%	142	30.2%	256	25.5%	30	33.3%
● Always	741	50.2%	191	40.6%	554	55.0%	44	48.9%
<b>Total</b>	1,477	100.0%	470	100.0%	1,007	100.0%	90	100.0%
Not Answered	9		2		7		0	
<b>Reporting Category</b>	<b>Getting Needed Care</b>							
Achievement Score	76.83%		71.21%		80.22%		82.14%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+3.0↑		+4.0		+4.1↑		-2.2	
Correlation with rating of health plan	0.338		0.364		0.320		0.320	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
None	91	6.3%	33	7.2%	60	6.1%	8	9.8%
1 specialist	649	45.0%	199	43.7%	449	45.6%	32	39.0%
2	393	27.3%	126	27.6%	264	26.8%	22	26.8%
3	202	14.0%	62	13.7%	140	14.2%	11	13.4%
4	67	4.6%	20	4.4%	48	4.9%	6	7.3%
5 or more specialists	39	2.7%	15	3.4%	24	2.4%	3	3.7%
<b>Total</b>	1,441	100.0%	456	100.0%	985	100.0%	82	100.0%
Not Answered	45		16		29		8	

○ Response scored as: ● Achievement ● Room for improvement

### Getting Health Care From Specialists (continued)

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Worst specialist possible	3	0.2%	0	0.0%	3	0.3%	0	0.0%
● 1	6	0.5%	2	0.5%	4	0.4%	0	0.0%
● 2	7	0.5%	3	0.8%	4	0.4%	1	1.4%
● 3	12	0.9%	2	0.5%	9	1.0%	0	0.0%
● 4	15	1.1%	8	1.9%	7	0.7%	1	1.4%
● 5	51	3.8%	18	4.4%	31	3.4%	3	4.1%
● 6	50	3.8%	23	5.5%	27	3.0%	3	4.1%
● 7	96	7.2%	34	8.2%	60	6.6%	5	6.8%
● 8	252	18.9%	80	19.4%	173	18.8%	13	17.8%
● 9	255	19.1%	88	21.2%	168	18.3%	14	19.2%
● Best specialist possible	586	44.0%	157	37.7%	431	47.0%	33	45.2%
<b>Total</b>	1,333	100.0%	415	100.0%	918	100.0%	73	100.0%
Not Answered	17		9		8		1	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	82.07%		78.15%		84.19%		83.85%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.4		+2.7		+2.6		-1.9	
Correlation with rating of health plan	0.431		0.497		0.400		0.317	

### Your Health Plan

**Q42.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	651	19.3%	241	21.5%	403	17.9%	45	18.6%
No	2,719	80.7%	881	78.5%	1,844	82.1%	197	81.4%
<b>Total</b>	3,370	100.0%	1,122	100.0%	2,247	100.0%	242	100.0%
Not Answered	48		27		22		3	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q43. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	37	5.8%	10	4.2%	28	6.9%	6	13.6%
● Sometimes	209	32.6%	86	35.6%	123	30.7%	10	22.7%
● Usually	204	31.8%	71	29.3%	133	33.1%	15	34.1%
● Always	192	29.9%	74	30.9%	117	29.2%	13	29.5%
<b>Total</b>	<b>642</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>	<b>401</b>	<b>100.0%</b>	<b>44</b>	<b>100.0%</b>
Not Answered	9		4		5		1	
<b>Reporting Category</b> Single Items								
Achievement Score	61.40%		59.98%		62.48%		63.49%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-6.7↓		-10.4↓		-3.1		-4.8	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,064	31.8%	415	37.3%	652	29.3%	68	28.3%
No	2,278	68.2%	697	62.7%	1,576	70.7%	172	71.7%
<b>Total</b>	<b>3,342</b>	<b>100.0%</b>	<b>1,112</b>	<b>100.0%</b>	<b>2,228</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
Not Answered	76		37		41		5	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	26	2.5%	8	2.0%	19	3.0%	1	1.5%
● Sometimes	171	16.4%	85	21.0%	86	13.5%	15	22.4%
● Usually	272	26.1%	113	27.9%	159	24.9%	14	20.9%
● Always	575	55.1%	200	49.2%	374	58.6%	37	55.2%
<b>Total</b>	<b>1,044</b>	<b>100.0%</b>	<b>406</b>	<b>100.0%</b>	<b>638</b>	<b>100.0%</b>	<b>67</b>	<b>100.0%</b>
Not Answered	20		10		10		1	
<b>Reporting Category</b> Customer Service								
Achievement Score	81.15%		77.27%		83.25%		75.81%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.1		+0.8		+3.7		+2.0	
Correlation with rating of health plan	0.436		0.458		0.424		0.507	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q46. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	23	2.2%	10	2.4%	14	2.1%	1	1.5%
● Sometimes	126	12.0%	66	16.2%	61	9.6%	11	16.2%
● Usually	350	33.5%	133	32.9%	213	33.3%	19	27.9%
● Always	547	52.3%	196	48.5%	353	55.0%	37	54.4%
<b>Total</b>	1,046	100.0%	405	100.0%	641	100.0%	68	100.0%
Not Answered	18		11		7		0	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	85.81%		81.36%		88.33%		82.86%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+3.0↑		-1.1		+6.0↑		-0.7	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	19	1.8%	9	2.3%	11	1.7%	4	5.9%
● Sometimes	53	5.1%	31	7.5%	22	3.4%	3	4.4%
● Usually	198	18.9%	88	21.6%	111	17.4%	9	13.2%
● Always	777	74.2%	278	68.5%	496	77.5%	52	76.5%
<b>Total</b>	1,047	100.0%	406	100.0%	640	100.0%	68	100.0%
Not Answered	17		10		8		0	
<b>Reporting Category</b>	<b>Customer Service</b>							
Achievement Score	93.12%		89.82%		95.16%		90.18%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+0.7		-0.6		+2.5↑		+0.1	
Correlation with rating of health plan	0.453		0.522		0.417		0.435	

○ Response scored as: ● Achievement ● Room for improvement

### Your Health Plan (continued)

**Q48. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Worst health plan possible	28	0.8%	9	0.8%	19	0.9%	9	3.8%
● 1	8	0.2%	3	0.3%	5	0.2%	2	0.8%
● 2	12	0.4%	3	0.2%	9	0.4%	3	1.3%
● 3	27	0.8%	8	0.8%	19	0.8%	2	0.8%
● 4	48	1.4%	13	1.2%	34	1.5%	5	2.1%
● 5	174	5.2%	64	5.7%	109	4.9%	14	5.9%
● 6	146	4.4%	60	5.4%	87	3.9%	10	4.2%
● 7	356	10.7%	142	12.6%	213	9.6%	27	11.4%
● 8	623	18.6%	218	19.4%	408	18.4%	37	15.7%
● 9	620	18.6%	219	19.6%	401	18.1%	37	15.7%
● Best health plan possible	1,300	38.9%	382	34.0%	915	41.3%	90	38.1%
<b>Total</b>	<b>3,342</b>	<b>100.0%</b>	<b>1,121</b>	<b>100.0%</b>	<b>2,218</b>	<b>100.0%</b>	<b>236</b>	<b>100.0%</b>
Not Answered	76		28		51		9	
<b>Reporting Category</b>	<b>Ratings</b>							
Achievement Score	75.90%		72.84%		77.87%		72.01%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	0.0		-1.8		+2.7↑		-0.4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Yes	2,945	91.4%	971	89.9%	1,974	92.2%	189	84.8%
● No	276	8.6%	109	10.1%	167	7.8%	34	15.2%
<b>Total</b>	<b>3,221</b>	<b>100.0%</b>	<b>1,081</b>	<b>100.0%</b>	<b>2,142</b>	<b>100.0%</b>	<b>223</b>	<b>100.0%</b>
Not Answered	197		68		127		22	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	91.29%		89.80%		92.26%		85.88%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-0.6		-2.6↓		+1.8↑		-1.8	

○ Response scored as: ● Achievement ● Room for improvement



## About Your Health

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Excellent	445	13.3%	164	14.5%	282	12.7%	20	8.3%
Very Good	967	28.8%	344	30.5%	629	28.2%	65	27.0%
Good	1,263	37.6%	427	37.9%	838	37.6%	92	38.2%
Fair	547	16.3%	164	14.6%	377	16.9%	47	19.5%
Poor	134	4.0%	29	2.6%	103	4.6%	17	7.1%
<b>Total</b>	<b>3,356</b>	<b>100.0%</b>	<b>1,129</b>	<b>100.0%</b>	<b>2,229</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	62		20		40		4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Excellent	818	24.3%	320	28.5%	500	22.3%	42	17.7%
Very Good	914	27.2%	302	26.9%	615	27.5%	65	27.4%
Good	975	29.0%	323	28.8%	653	29.1%	74	31.2%
Fair	490	14.6%	134	12.0%	351	15.7%	39	16.5%
Poor	166	4.9%	43	3.8%	121	5.4%	17	7.2%
<b>Total</b>	<b>3,363</b>	<b>100.0%</b>	<b>1,122</b>	<b>100.0%</b>	<b>2,239</b>	<b>100.0%</b>	<b>237</b>	<b>100.0%</b>
Not Answered	55		27		30		8	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	1,416	45.6%	476	48.0%	928	44.0%	110	49.1%
<input checked="" type="radio"/> No	1,692	54.4%	516	52.0%	1,183	56.0%	114	50.9%
Don't Know	150		69		85		12	
<b>Total</b>	<b>3,108</b>	<b>100.0%</b>	<b>992</b>	<b>100.0%</b>	<b>2,111</b>	<b>100.0%</b>	<b>224</b>	<b>100.0%</b>
Not Answered	55		24		32		6	
<b>Reporting Category</b>	<b>Single Items</b>							
Achievement Score	45.56%		48.01%		43.96%		49.11%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+3.1↑		+4.4↑		+2.2		+3.8	

Response scored as:  Achievement  Room for improvement

**About Your Health (continued)****Q53. Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Every day	521	15.6%	93	8.4%	425	19.1%	58	24.3%
Some days	293	8.8%	83	7.5%	208	9.3%	26	10.9%
Not at all	2,479	74.2%	908	82.0%	1,571	70.4%	153	64.0%
Don't Know	49	1.5%	24	2.2%	27	1.2%	2	0.8%
<b>Total</b>	<b>3,342</b>	<b>100.0%</b>	<b>1,107</b>	<b>100.0%</b>	<b>2,231</b>	<b>100.0%</b>	<b>239</b>	<b>100.0%</b>
Not Answered	76		42		38		6	

**Q54. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	167	20.9%	32	18.8%	137	21.8%	25	29.8%
● Sometimes	166	20.8%	45	26.2%	122	19.5%	20	23.8%
● Usually	155	19.4%	38	21.8%	118	18.8%	15	17.9%
● Always	312	39.0%	57	33.2%	250	39.9%	24	28.6%
<b>Total</b>	<b>800</b>	<b>100.0%</b>	<b>172</b>	<b>100.0%</b>	<b>627</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>
Not Answered	14		2		13		0	
<b>Reporting Category</b>	<b>Medical Assistance with Smoking Cessation</b>							
Achievement Score	79.13%		81.20%		78.21%		70.24%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	-0.7		+1.9		-1.8		-7.0	

**Q55. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	308	38.4%	68	39.8%	242	38.3%	40	47.6%
● Sometimes	166	20.7%	41	24.2%	125	19.7%	14	16.7%
● Usually	111	13.8%	21	12.3%	90	14.2%	7	8.3%
● Always	218	27.1%	40	23.7%	176	27.9%	23	27.4%
<b>Total</b>	<b>803</b>	<b>100.0%</b>	<b>170</b>	<b>100.0%</b>	<b>633</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>
Not Answered	11		4		7		0	
<b>Reporting Category</b>	<b>Medical Assistance with Smoking Cessation</b>							
Achievement Score	61.64%		60.15%		61.72%		52.38%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+2.2		+6.3		+0.3		-10.4	

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

**About Your Health (continued)**

**Q56.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
● Never	353	44.1%	82	48.3%	274	43.5%	44	53.7%
● Sometimes	166	20.8%	35	20.4%	129	20.5%	16	19.5%
● Usually	111	13.9%	22	13.2%	89	14.2%	8	9.8%
● Always	170	21.3%	31	18.1%	137	21.8%	14	17.1%
<b>Total</b>	800	100.0%	170	100.0%	630	100.0%	82	100.0%
Not Answered	14		4		10		2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation							
Achievement Score	55.88%		51.68%		56.49%		46.34%	
2019 vs. 2017: +/- Change (↑↓ Stat. sig.)	+5.2↑		+3.6		+5.0		-7.2	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	974	52.3%	355	54.5%	623	51.3%	71	53.4%
No	890	47.7%	296	45.5%	592	48.7%	62	46.6%
<b>Total</b>	1,864	100.0%	651	100.0%	1,214	100.0%	133	100.0%
Not Answered	1,554		498		1,055		112	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,149	61.6%	400	61.4%	753	62.0%	84	63.2%
No	715	38.4%	251	38.6%	462	38.0%	49	36.8%
<b>Total</b>	1,864	100.0%	651	100.0%	1,214	100.0%	133	100.0%
Not Answered	1,554		498		1,055		112	

○ Response scored as: ● Achievement ● Room for improvement

**About Your Health** (continued)

**Q57.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with a heart attack before the age of 60**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	462	24.8%	129	19.8%	331	27.3%	30	22.6%
No	1,402	75.2%	522	80.2%	883	72.7%	103	77.4%
<b>Total</b>	<b>1,864</b>	<b>100.0%</b>	<b>651</b>	<b>100.0%</b>	<b>1,214</b>	<b>100.0%</b>	<b>133</b>	<b>100.0%</b>
Not Answered	1,554		498		1,055		112	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	122	14.0%	41	12.1%	80	14.7%	17	25.8%
No	751	86.0%	294	87.9%	465	85.3%	49	74.2%
<b>Total</b>	<b>873</b>	<b>100.0%</b>	<b>334</b>	<b>100.0%</b>	<b>545</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	2,545		815		1,724		179	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	135	15.5%	50	15.1%	85	15.5%	11	16.7%
No	738	84.5%	284	84.9%	460	84.5%	55	83.3%
<b>Total</b>	<b>873</b>	<b>100.0%</b>	<b>334</b>	<b>100.0%</b>	<b>545</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	2,545		815		1,724		179	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	104	11.9%	34	10.2%	68	12.5%	7	10.6%
No	769	88.1%	300	89.8%	476	87.5%	59	89.4%
<b>Total</b>	<b>873</b>	<b>100.0%</b>	<b>334</b>	<b>100.0%</b>	<b>545</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	2,545		815		1,724		179	

**About Your Health (continued)**

**Q58.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	690	79.0%	268	80.1%	431	79.1%	51	77.3%
No	183	21.0%	67	19.9%	114	20.9%	15	22.7%
<b>Total</b>	<b>873</b>	<b>100.0%</b>	<b>334</b>	<b>100.0%</b>	<b>545</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Not Answered	2,545		815		1,724		179	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	92	3.4%	27	3.1%	65	3.6%	6	2.9%
No	2,619	96.6%	854	96.9%	1,763	96.4%	204	97.1%
<b>Total</b>	<b>2,711</b>	<b>100.0%</b>	<b>881</b>	<b>100.0%</b>	<b>1,828</b>	<b>100.0%</b>	<b>210</b>	<b>100.0%</b>
Not Answered	707		268		441		35	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	874	30.8%	217	23.2%	652	34.2%	74	34.6%
No	1,966	69.2%	716	76.8%	1,256	65.8%	140	65.4%
<b>Total</b>	<b>2,840</b>	<b>100.0%</b>	<b>933</b>	<b>100.0%</b>	<b>1,908</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>
Not Answered	578		216		361		31	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	432	15.6%	131	14.4%	292	15.7%	30	14.5%
No	2,338	84.4%	780	85.6%	1,565	84.3%	177	85.5%
<b>Total</b>	<b>2,770</b>	<b>100.0%</b>	<b>911</b>	<b>100.0%</b>	<b>1,857</b>	<b>100.0%</b>	<b>207</b>	<b>100.0%</b>
Not Answered	648		238		412		38	

**About Your Health (continued)****Q59d. Do any of the following conditions affect you right now ... Overweight?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,022	36.0%	276	29.5%	740	39.0%	70	33.7%
No	1,814	64.0%	660	70.5%	1,160	61.0%	138	66.3%
<b>Total</b>	<b>2,836</b>	<b>100.0%</b>	<b>936</b>	<b>100.0%</b>	<b>1,900</b>	<b>100.0%</b>	<b>208</b>	<b>100.0%</b>
Not Answered	582		213		369		37	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	755	26.8%	168	18.6%	580	30.3%	56	26.2%
No	2,064	73.2%	738	81.4%	1,333	69.7%	158	73.8%
<b>Total</b>	<b>2,819</b>	<b>100.0%</b>	<b>906</b>	<b>100.0%</b>	<b>1,913</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>
Not Answered	599		243		356		31	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	95	3.5%	27	3.1%	68	3.7%	6	2.9%
No	2,609	96.5%	847	96.9%	1,762	96.3%	199	97.1%
<b>Total</b>	<b>2,704</b>	<b>100.0%</b>	<b>874</b>	<b>100.0%</b>	<b>1,830</b>	<b>100.0%</b>	<b>205</b>	<b>100.0%</b>
Not Answered	714		275		439		40	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	532	19.1%	112	12.6%	415	22.0%	43	20.5%
No	2,247	80.9%	777	87.4%	1,475	78.0%	167	79.5%
<b>Total</b>	<b>2,779</b>	<b>100.0%</b>	<b>889</b>	<b>100.0%</b>	<b>1,890</b>	<b>100.0%</b>	<b>210</b>	<b>100.0%</b>
Not Answered	639		260		379		35	

**About Your Health (continued)**

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	961	33.4%	251	26.8%	700	36.2%	65	30.4%
No	1,913	66.6%	687	73.2%	1,236	63.8%	149	69.6%
<b>Total</b>	<b>2,874</b>	<b>100.0%</b>	<b>938</b>	<b>100.0%</b>	<b>1,936</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>
Not Answered	544		211		333		31	

**About You**

**Q60. What is your age?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
18 to 24	304	9.1%	105	9.5%	198	8.9%	24	10.1%
25 to 34	496	14.8%	154	13.9%	343	15.3%	39	16.5%
35 to 44	512	15.2%	180	16.2%	325	14.5%	57	24.1%
45 to 54	751	22.4%	240	21.5%	514	22.9%	44	18.6%
55 to 64	1,159	34.5%	365	32.7%	794	35.4%	68	28.7%
65 to 74	99	2.9%	53	4.8%	47	2.1%	4	1.7%
75 or older	37	1.1%	16	1.5%	20	0.9%	1	0.4%
<b>Total</b>	<b>3,358</b>	<b>100.0%</b>	<b>1,115</b>	<b>100.0%</b>	<b>2,241</b>	<b>100.0%</b>	<b>237</b>	<b>100.0%</b>
Not Answered	60		34		28		8	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Male	1,394	41.4%	470	41.8%	933	41.6%	103	43.3%
Female	1,974	58.6%	655	58.2%	1,310	58.4%	135	56.7%
<b>Total</b>	<b>3,368</b>	<b>100.0%</b>	<b>1,125</b>	<b>100.0%</b>	<b>2,243</b>	<b>100.0%</b>	<b>238</b>	<b>100.0%</b>
Not Answered	50		24		26		7	

**About You (continued)****Q62. What is the highest grade or level of school that you have completed?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
8th grade or less	208	6.2%	110	9.9%	101	4.5%	21	8.8%
Some high school but did not graduate	476	14.2%	187	16.7%	294	13.2%	47	19.7%
High school graduate or GED	1,123	33.5%	311	27.8%	809	36.3%	81	34.0%
Some college or 2-year degree	938	28.0%	268	24.0%	669	30.0%	58	24.4%
4-year college graduate	379	11.3%	155	13.9%	221	9.9%	16	6.7%
More than 4-year college degree	225	6.7%	85	7.6%	137	6.1%	15	6.3%
<b>Total</b>	<b>3,349</b>	<b>100.0%</b>	<b>1,116</b>	<b>100.0%</b>	<b>2,231</b>	<b>100.0%</b>	<b>238</b>	<b>100.0%</b>
Not Answered	69		33		38		7	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	611	18.4%	362	32.8%	268	12.1%	28	12.1%
No, Not Hispanic or Latino	2,710	81.6%	741	67.2%	1,950	87.9%	204	87.9%
<b>Total</b>	<b>3,321</b>	<b>100.0%</b>	<b>1,103</b>	<b>100.0%</b>	<b>2,218</b>	<b>100.0%</b>	<b>232</b>	<b>100.0%</b>
Not Answered	97		46		51		13	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,838	55.6%	263	24.2%	1,560	70.4%	118	49.0%
No	1,470	44.4%	826	75.8%	657	29.6%	123	51.0%
<b>Total</b>	<b>3,308</b>	<b>100.0%</b>	<b>1,089</b>	<b>100.0%</b>	<b>2,217</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	110		60		52		4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	626	18.9%	300	27.6%	322	14.5%	60	24.9%
No	2,682	81.1%	789	72.4%	1,895	85.5%	181	75.1%
<b>Total</b>	<b>3,308</b>	<b>100.0%</b>	<b>1,089</b>	<b>100.0%</b>	<b>2,217</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	110		60		52		4	



**About You (continued)****Q64.3. What is your race? Response: Asian.**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	436	13.2%	267	24.5%	172	7.8%	38	15.8%
No	2,872	86.8%	823	75.5%	2,045	92.2%	203	84.2%
<b>Total</b>	<b>3,308</b>	<b>100.0%</b>	<b>1,089</b>	<b>100.0%</b>	<b>2,217</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	110		60		52		4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	17	0.5%	12	1.1%	4	0.2%	1	0.4%
No	3,291	99.5%	1,077	98.9%	2,213	99.8%	240	99.6%
<b>Total</b>	<b>3,308</b>	<b>100.0%</b>	<b>1,089</b>	<b>100.0%</b>	<b>2,217</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	110		60		52		4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	57	1.7%	14	1.3%	42	1.9%	17	7.1%
No	3,251	98.3%	1,075	98.7%	2,175	98.1%	224	92.9%
<b>Total</b>	<b>3,308</b>	<b>100.0%</b>	<b>1,089</b>	<b>100.0%</b>	<b>2,217</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	110		60		52		4	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	431	13.0%	263	24.2%	181	8.2%	23	9.5%
No	2,877	87.0%	826	75.8%	2,036	91.8%	218	90.5%
<b>Total</b>	<b>3,308</b>	<b>100.0%</b>	<b>1,089</b>	<b>100.0%</b>	<b>2,217</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	110		60		52		4	

**About You (continued)****Q65. How well do you speak English?**

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Very well	2,437	72.2%	613	54.3%	1,806	80.3%	165	68.8%
Well	457	13.5%	216	19.1%	245	10.9%	38	15.8%
Not well	335	9.9%	206	18.3%	138	6.1%	29	12.1%
Not at all	148	4.4%	94	8.3%	59	2.6%	8	3.3%
<b>Total</b>	<b>3,377</b>	<b>100.0%</b>	<b>1,129</b>	<b>100.0%</b>	<b>2,249</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
Not Answered	41		20		20		5	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Yes	1,114	33.5%	635	57.7%	499	22.4%	75	31.8%
No	2,216	66.5%	466	42.3%	1,731	77.6%	161	68.2%
<b>Total</b>	<b>3,330</b>	<b>100.0%</b>	<b>1,100</b>	<b>100.0%</b>	<b>2,230</b>	<b>100.0%</b>	<b>236</b>	<b>100.0%</b>
Not Answered	88		49		39		9	

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

	MMC Statewide		NYC		Rest of State		Molina Healthcare	
	N	%	N	%	N	%	N	%
Spanish	387	12.0%	238	22.8%	167	7.7%	19	8.2%
Other	617	19.2%	339	32.6%	279	12.8%	53	22.7%
<b>Total</b>	<b>3,220</b>	<b>100.0%</b>	<b>1,043</b>	<b>100.0%</b>	<b>2,177</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>
Not Answered	198		106		92		12	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → Go to Question 1
- No

START HERE

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

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

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

\_\_\_\_\_



## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
- Yes → *Go to Question 4*  
 No → *Go to Question 5*
4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you needed?
- Never  
 Sometimes  
 Usually  
 Always
5. In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?
- Yes → *Go to Question 6*  
 No → *Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed?
- Never  
 Sometimes  
 Usually  
 Always
7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?
- Yes → *Go to Question 8*  
 No → *Go to Question 9*

8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?
- Never  
 Sometimes  
 Usually  
 Always
9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?
- Yes → *Go to Question 10*  
 No → *Go to Question 11*
10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- Never  
 Sometimes  
 Usually  
 Always
11. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- None → *Go to Question 23*  
 1 → *Go to Question 12*  
 2 → *Go to Question 12*  
 3 → *Go to Question 12*  
 4 → *Go to Question 12*  
 5 to 9 → *Go to Question 12*  
 10 or more → *Go to Question 12*
12. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Yes  
 No

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

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

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

- Yes → *Go to Question 15*
- No → *Go to Question 18*

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes → *Go to Question 19*
- No → *Go to Question 21*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Health Care 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 → *Go to Question 24*
- No → *Go to Question 26*



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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

## YOUR PERSONAL DOCTOR

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

- Yes → *Go to Question 30*
- No → *Go to Question 38*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

**GETTING HEALTH CARE FROM SPECIALISTS**

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

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

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

**YOUR HEALTH PLAN**

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

42. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes → Go to Question 43
  - No → Go to Question 44
43. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
  - Sometimes
  - Usually
  - Always
44. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes → Go to Question 45
  - No → Go to Question 48



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

**ABOUT YOUR HEALTH**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always





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

- Never
- Sometimes
- Usually
- Always

57. Are you aware that you have any of the following conditions? Mark one or more.

- High cholesterol
- High blood pressure
- Parent or sibling with a heart attack before the age of 60

58. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

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

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

## ABOUT YOU

60. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

61. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

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

- Yes
- No

64. What is your race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

65. How well do you speak English?

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

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

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



◆ **67. What is this language spoken at home?** ◆

- Spanish
- Other

**Thank you for taking the time to complete this survey. Your answers are greatly appreciated.**

**When you are done, please use the enclosed prepaid envelope to mail the survey to:**

**DataStat  
3975 Research Park Drive  
Ann Arbor, MI 48108**