New York State
Medicaid Managed Care Program (MMC):
CAHPS® 5.1H
Adult Medicaid Survey
CDPHP

Continuous Quality Improvement Report

April 2022

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108

Background 1

Executive Summary 2
- Standard Ratings 2
- Standard Composites 3
- Key Measure Summary 4
- Sample Profile 5
- Sample Disposition 6
- Response Rate Report 7
- Trend Analysis 8

Methodology 9
- Introduction
- Survey Milestones
- Sampling Frame
- Questionnaire
- Selection of Cases for Analysis
- Definition of Achievement Scores
- Composites
- Correlation to Satisfaction
- Comparisons
- Statistical Testing
- Case-Mix Analysis

Using This Report 12

Graphs/Results 14
- Standard Ratings 15
- Standard Composites 16
  - Getting Needed Care 17
  - Getting Care Quickly 18
  - How Well Doctors Communicate 19
  - Customer Service 20
- Medical Assistance with Smoking Cessation 21
- Single Items 22

Correlation Analysis 26
- Summary 27
- Rating Question Details 28

Responses by Question 33

Appendix A: Questionnaire

 © DataStat, Inc.

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 2021. The instrument used for the administration of the survey was the CAHPS® 5.1H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

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

Copyright Notice: DataStat has created the format and organization of this report and retains that as its sole property, holds the copyright on that portion of the report and conveys no interest in that portion of the report. Users of this report expressly agree not to copy or otherwise disseminate the format or organization which are DataStat's sole property without DataStat's written permission.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Executive Summary

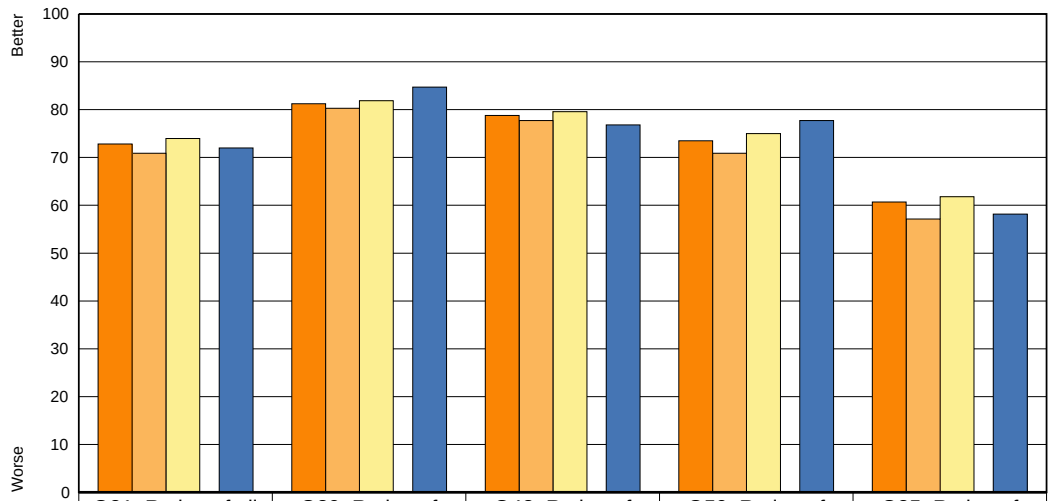
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2021 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 13 Medicaid managed care plans in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 26,000 members following a mail only methodology during the period October 14, 2021, through January 13, 2022, using a standardized survey procedure and questionnaire. For your plan, a total of 274 responses were received resulting in a 13.7% response rate. The disposition of surveys is contained at the end of this section.

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

Summary of Standard Rating Questions

Response options for standard rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of "8", "9", or "10". 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)



	Q21. Rating of all health care	Q39. Rating of personal doctor	Q43. Rating of specialist talked to most often	Q50. Rating of health plan	Q25. Rating of treatment or counseling
MMC Statewide 2021	72.83%	81.25%	78.79%	73.47%	60.68%
NYC 2021	70.87%	80.30%	77.72%	70.90%	57.14%
Rest of State 2021	73.96%	81.86%	79.59%	74.98%	61.80%
CDPHP 2021	71.99%	84.71%	76.81%	77.71%	58.17%

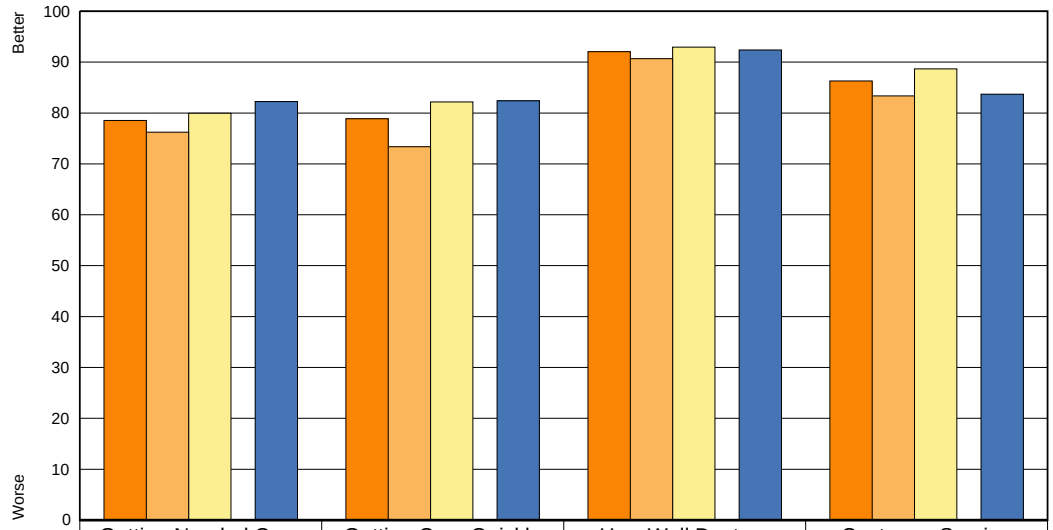
⇧⇩ **Statistically significantly better/worse than MMC Statewide 2021.**

© DataStat, Inc.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. 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



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)
MMC Statewide 2021	78.54%	78.88%	92.04%	86.32%
NYC 2021	76.25%	73.36%	90.68%	83.37%
Rest of State 2021	79.93%	82.16%	92.94%	88.68%
CDPHP 2021	82.24%	82.39%	92.39%	83.72%

⇧⇩**Statistically significantly better/worse than MMC Statewide 2021.**

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
MMC Statewide	79	79	92	86	73	81	79	73	61
NYC	76	73	91	83	71	80	78	71	57
Rest of State	80	82	93	89	74	82	80	75	62
Affinity Health Plan	76	77	93	91 ▲	68	79	75	70	60
CDPHP	82	82	92	84	72	85	77	78	58
Empire	82	75	92	84	78	84	83	74	53
Excellus BlueCross BlueShield	78	84 ▲	92	90	74	79	83	81 ▲	59
Fidelis Care New York	75	82	95	85	76	86	82	74	74
Healthfirst PHSP, Inc.	75	74	90	81	74	80	76	73	69
Highmark Western and Northeastern New York, Inc.	85 ▲	87 ▲	95	88	74	78	78	74	66
HIP (EmblemHealth)	76	70 ▼	91	83	66 ▼	81	78	70	66
Independent Health	84 ▲	80	94	89	76	86 ▲	81	81 ▲	68
MetroPlus Health Plan	77	73	88	85	69	75	70	69	59
Molina Healthcare	76	79	93	82	71	81	81	69	51
MVP Health Care	80	82	91	90	75	81	81	75	61
UnitedHealthcare Community Plan	75	80	90	90	73	81	80	69	43 ▼

▲▼ **Statistically significantly better/worse than MMC Statewide 2021.**

© DataStat, Inc.

Respondent Sample Profile

Age (years)	MMC Statewide	NYC	Rest of State	CDPHP
18 to 24	9.2%	8.7%	9.4%	8.8%
25 to 34	13.1%	11.9%	13.6%	14.7%
35 to 44	16.2%	16.5%	15.9%	15.8%
45 to 54	21.5%	22.0%	21.5%	19.8%
55 to 64	35.1%	33.7%	35.9%	37.7%
65 to 74	3.6%	5.2%	3.0%	1.8%
75 or older	1.2%	2.1%	0.8%	1.5%

Gender	MMC Statewide	NYC	Rest of State	CDPHP
Male	42.4%	41.6%	42.9%	38.6%
Female	56.2%	57.0%	55.7%	59.6%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	1.0%	0.9%	1.0%	1.5%

Highest grade or level of school completed	MMC Statewide	NYC	Rest of State	CDPHP
8th grade or less	6.4%	10.7%	4.4%	3.0%
Some high school, but did not graduate	11.0%	13.1%	10.1%	9.7%
High school graduate or GED	32.9%	30.0%	34.3%	35.3%
Some college or 2-year degree	29.4%	23.4%	31.9%	36.1%
4-year college graduate	12.9%	15.9%	11.6%	9.7%
More than 4-year college graduate	7.4%	7.0%	7.6%	6.3%

Hispanic or Latino	MMC Statewide	NYC	Rest of State	CDPHP
Yes, Hispanic or Latino	19.7%	31.2%	15.1%	3.7%
No, Not Hispanic or Latino	80.3%	68.8%	84.9%	96.3%

Race	MMC Statewide	NYC	Rest of State	CDPHP
White	56.3%	27.4%	69.2%	82.3%
Black or African-American	16.8%	25.3%	13.3%	9.6%
Asian	14.1%	24.3%	9.0%	7.7%
Native Hawaiian or Other Pacific Islander	0.3%	0.3%	0.4%	0.4%
American Indian or Alaska Native	1.4%	1.4%	1.4%	1.5%
Other	14.1%	24.3%	9.8%	3.7%

Rating of Overall Health	MMC Statewide	NYC	Rest of State	CDPHP
Excellent	12.5%	14.1%	11.8%	12.2%
Very good	29.5%	28.4%	29.9%	33.9%
Good	38.2%	39.3%	37.8%	34.7%
Fair	16.6%	16.2%	16.6%	14.8%
Poor	3.3%	1.9%	3.9%	4.4%

Sample Disposition

	MMC Statewide	CDPHP
First mailing - sent	26,000	2,000
First mailing - usable survey returned*	1,470	136
Second mailing - sent	23,741	1,823
Second mailing - usable survey returned*	1,213	94
Third mailing - sent	21,700	1,655
Third mailing - usable survey returned*	564	44
Total - usable surveys	3,247	274
Ineligible: According to population criteria‡†	102	4
Ineligible: Language barrier†	4	1
Ineligible: Deceased†	5	0
Ineligible: Mentally or physically unable to complete survey†	5	1
Refusal/Returned survey blank	40	2
Incomplete survey	33	7
Response Rate	**12.5%**	**13.7%**

*Included in response rate numerator

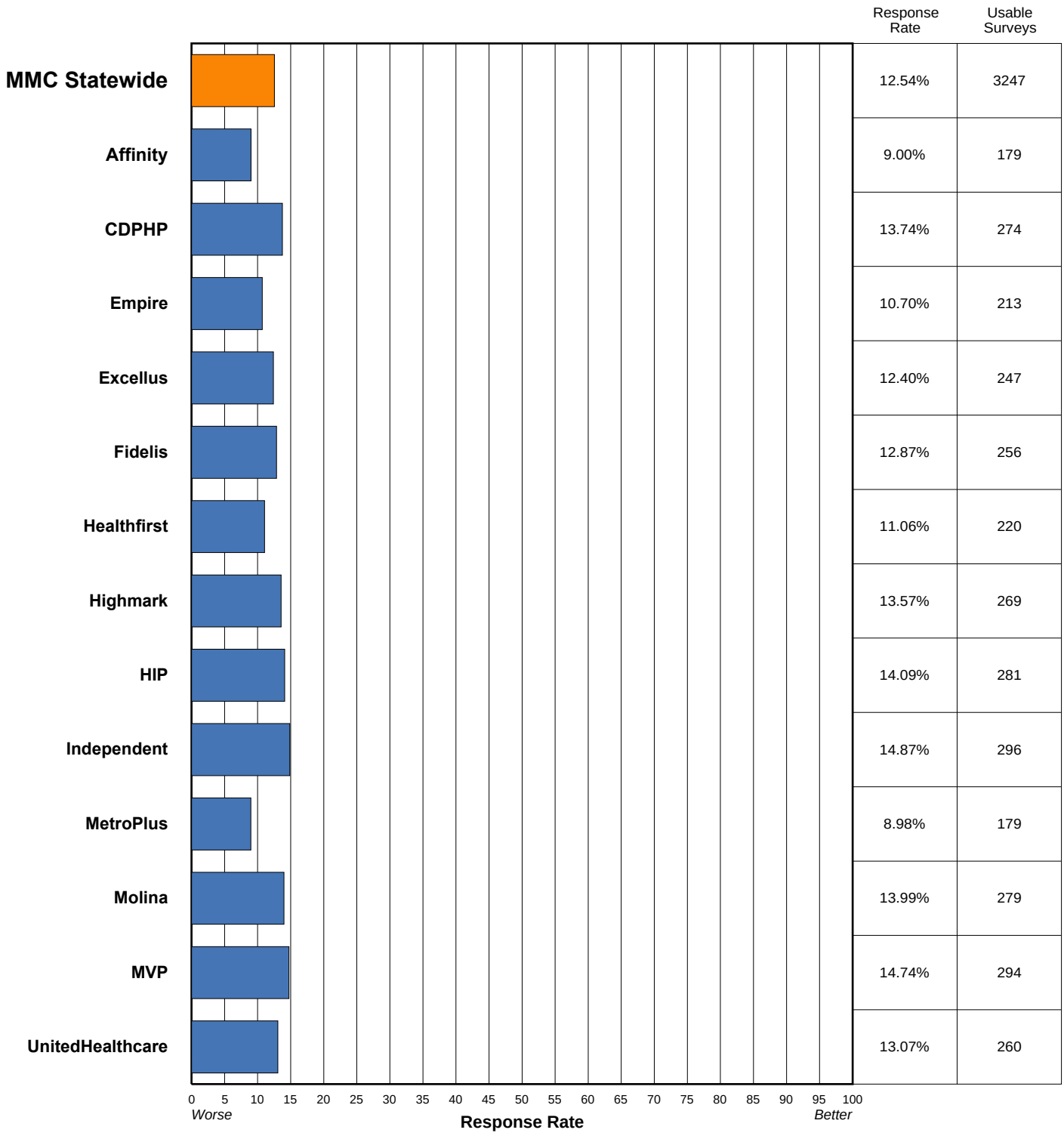
†Excluded from response rate denominator

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

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

© DataStat, Inc.

Response Rates



© DataStat, Inc.

Trend Analysis - 2021 vs. 2019

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2019. All performance-related items in the questionnaire that are able to be trended are listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Two questions (Questions 8 and 10) cannot be trended and are not included in this analysis. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2019 and 2021 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	CDPHP 2021 Score	CDPHP 2019 Score	Point Change	Composite/ Question Group
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	70.8%	67.0%	+ 3.8	Single Items
Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	54.1%	50.6%	+ 3.5	Smoking Cessation
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	54.0%	51.6%	+ 2.4	Single Items
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	51.6%	49.5%	+ 2.1	Single Items
Q36. Personal doctor usually or always spent enough time with you	91.7%	92.2%	- 0.5	Communication
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	72.8%	73.4%	- 0.6	Single Items
Q33. Personal doctor usually or always explained things in a way that was easy to understand	93.2%	94.1%	- 0.9	Communication
Q41. Usually or always got appointments with a specialist as soon as you needed	80.3%	81.2%	- 0.9	Getting Needed Care
Q56. Advised by doctor/provider to quit smoking or using tobacco	75.8%	77.0%	- 1.2	Smoking Cessation
Q35. Personal doctor usually or always showed respect for what you had to say	94.1%	95.9%	- 1.8	Communication
Q50. Rating of health plan	77.7%	84.9%	- 7.1 ▼	Ratings
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	76.7%	84.6%	- 7.8	Single Items
Q49. Health plan customer service usually or always treated you with courtesy and respect	88.4%	96.4%	- 8.0	Customer Service
Q13e. Doctor or other health provider talked about smoking or using tobacco products	42.4%	51.1%	- 8.7	Single Items
Q25. Rating of treatment or counseling	58.2%	67.0%	- 8.9	Ratings
Q21. Rating of all health care	72.0%	82.4%	- 10.4 ▼	Ratings
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	53.7%	64.3%	- 10.6 ▼	Single Items
Q43. Rating of specialist talked to most often	76.8%	87.6%	- 10.8 ▼	Ratings
Q48. Information from health plans customer service usually or always easy to understand	81.9%	94.0%	- 12.1	Single Items
Q47. Health plan customer service usually or always gave information or help you needed	79.1%	91.8%	- 12.8	Customer Service

▲▼ **Statistically significantly higher/lower than 2019 score.**

© DataStat, Inc.

Methodology

Adults who were current members of a NYSDOH Medicaid managed care plan, ages 18 to 64, as of September 2021 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 13 week period using a mail only three wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet and reminder postcard to individuals who had not responded to the initial mailings and concluding with a third questionnaire packet to individuals who had not responded to either the initial or secondary mailings.

Survey Milestones

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

Sampling Frame

A stratified random sample of 2,000 adults ages 18-64 was drawn for each of the 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 2021.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.1H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and health plan. The questionnaire was expanded to include 24 supplemental questions of particular interest to the NYSDOH. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 69 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q31, Q40, Q46, Q50. Complete interviews were obtained from 274 Medicaid managed care members, and the overall project response rate was 13.7%.

Definition of Achievement Scores

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

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

© DataStat, Inc.

Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

Getting Needed Care

Q22. Usually or always easy to get the care, tests, or treatment you needed
Q41. Usually or always got appointments with a specialist as soon as you needed

Getting Care Quickly

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

How Well Doctors Communicate

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

Customer Service

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

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In 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 are able to be trended are 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 2019 and 2021 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

© DataStat, Inc.

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 2021 are case-mix adjusted for age (Q62), health status (Q52) and education (Q64). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

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

© DataStat, Inc.

Using this Report

Understanding Achievement Scores

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

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

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

Understanding the Sections of the Report

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

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and

2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

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

Graphs/Results

This section contains a graphic presentation of 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.

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.

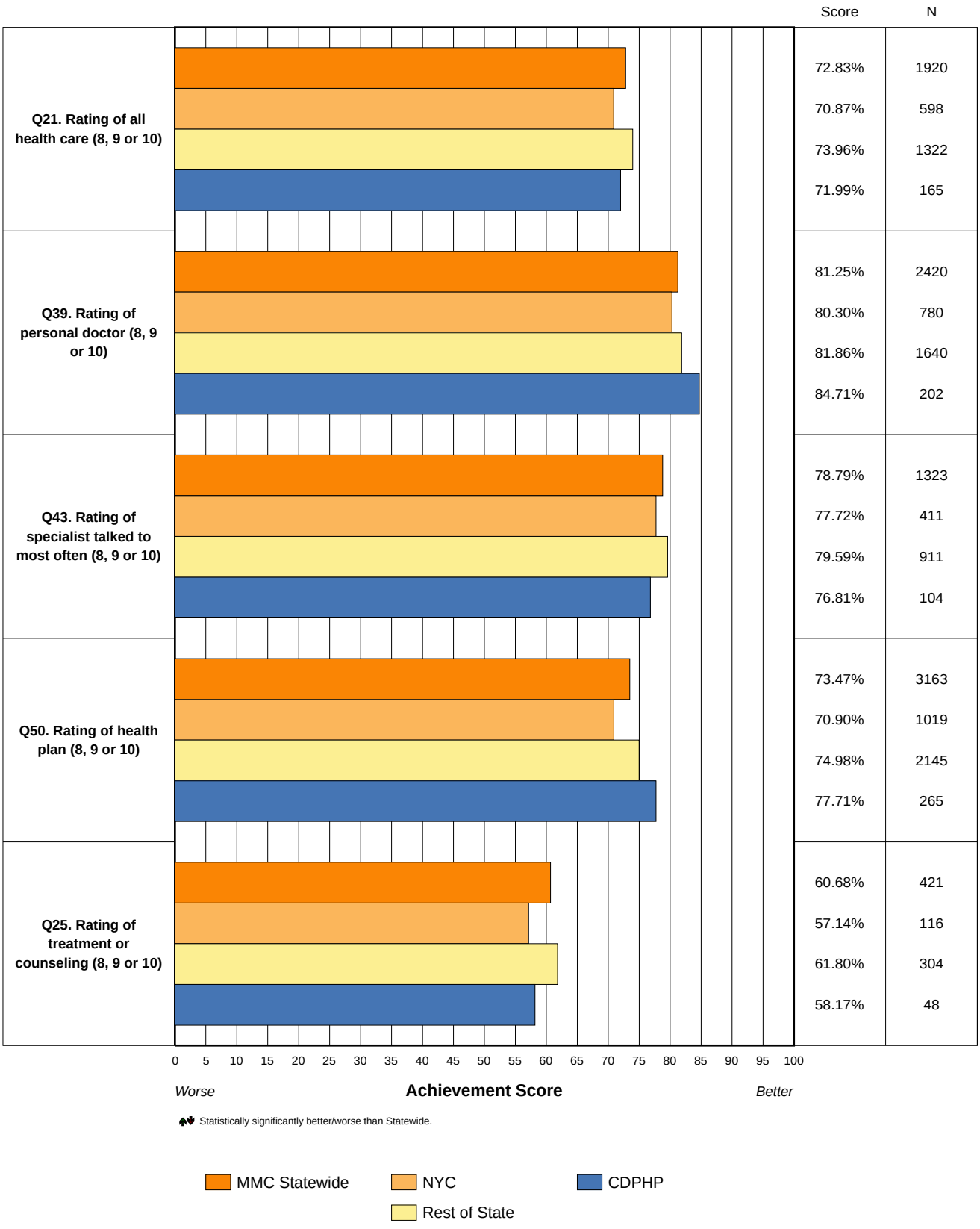
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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

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

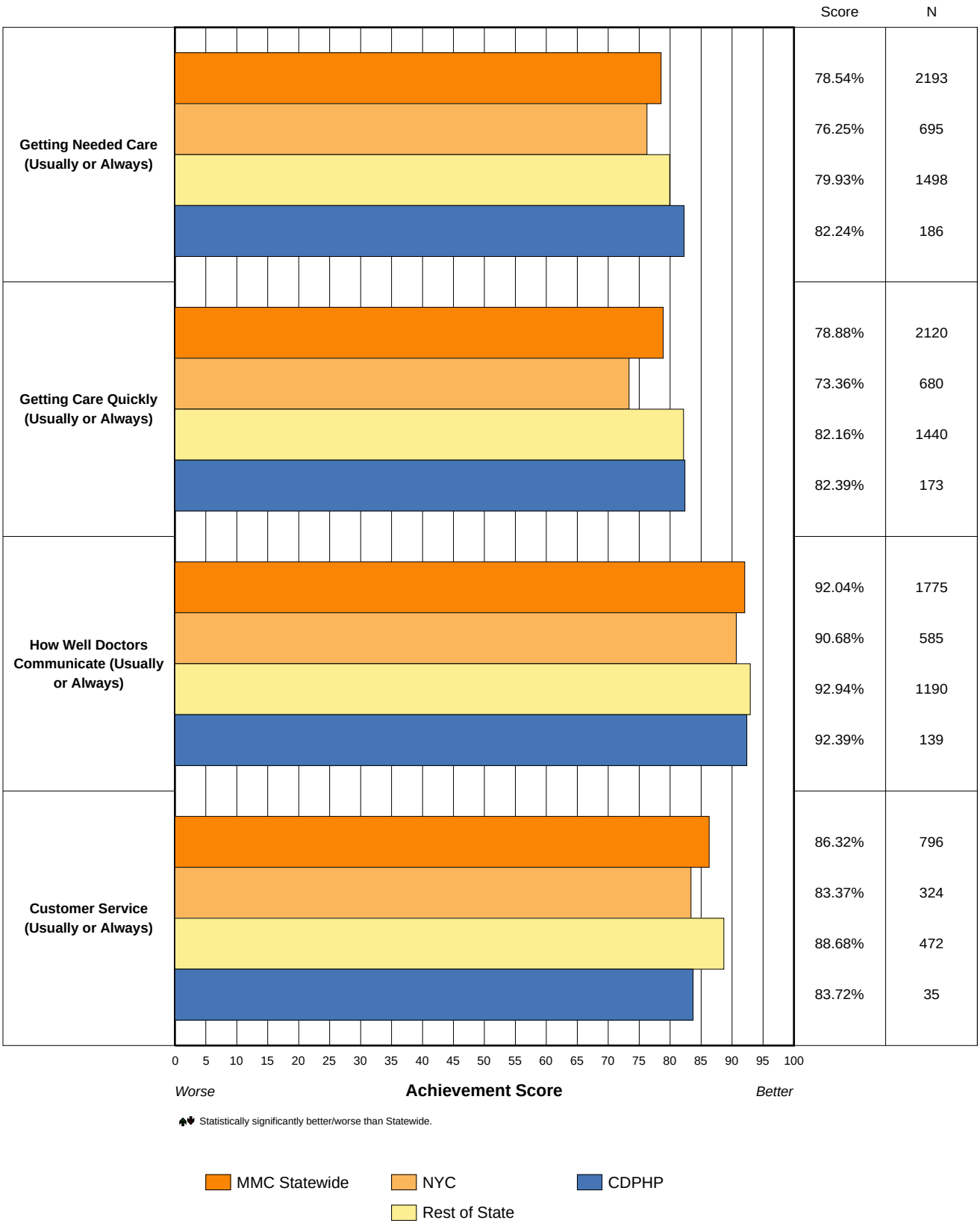
In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

Standard Ratings



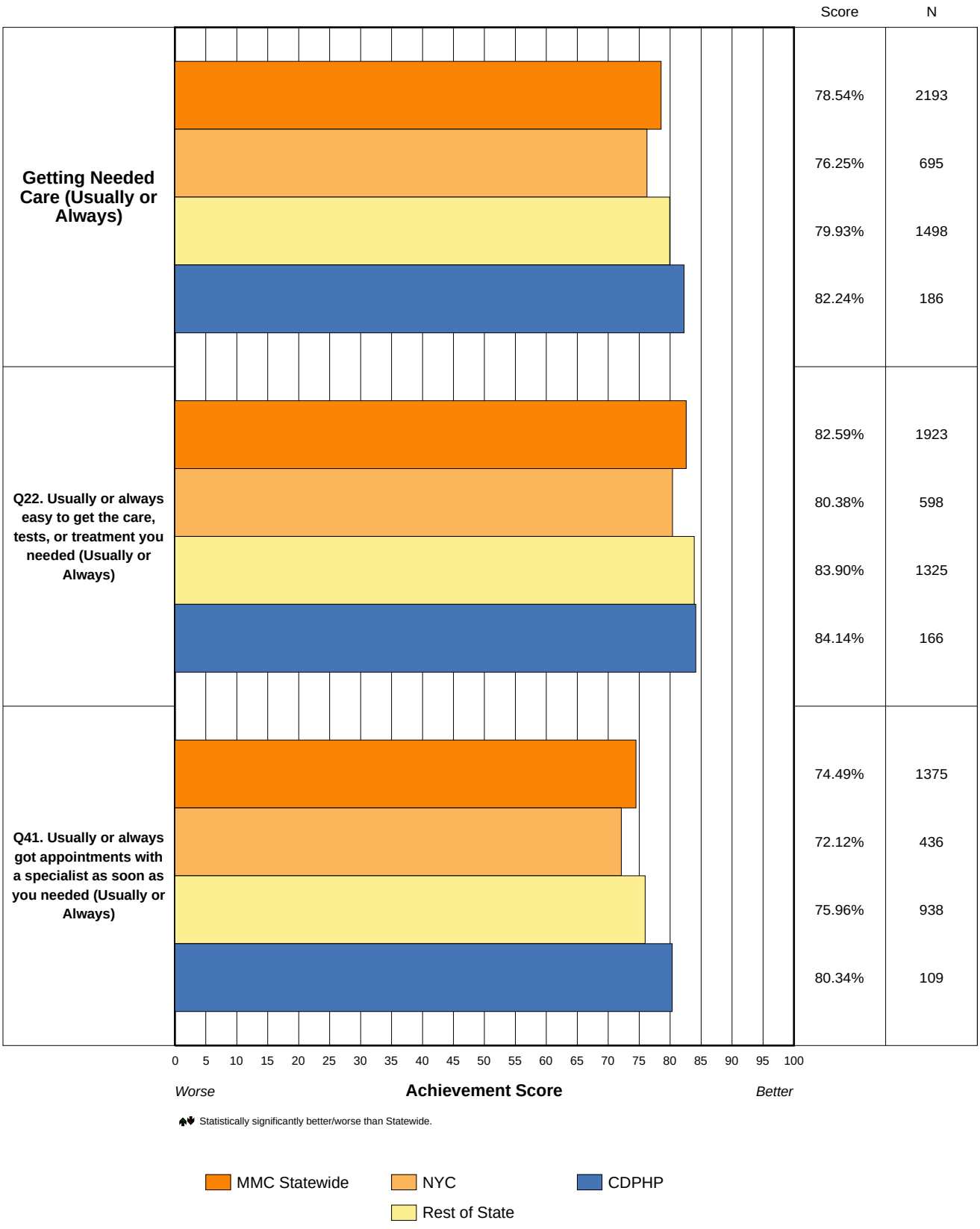
© DataStat, Inc.

Standard Composites



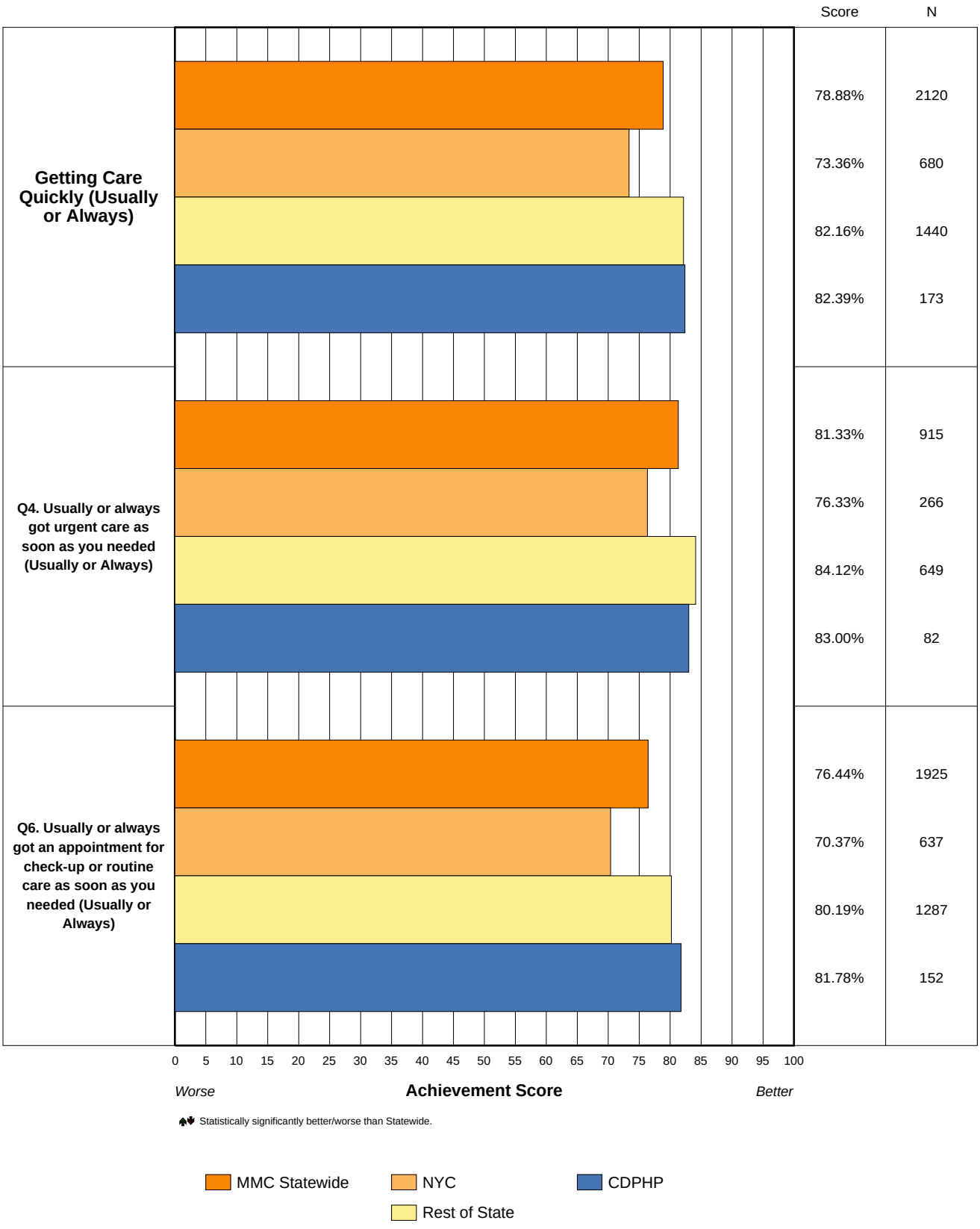
© DataStat, Inc.

Getting Needed Care



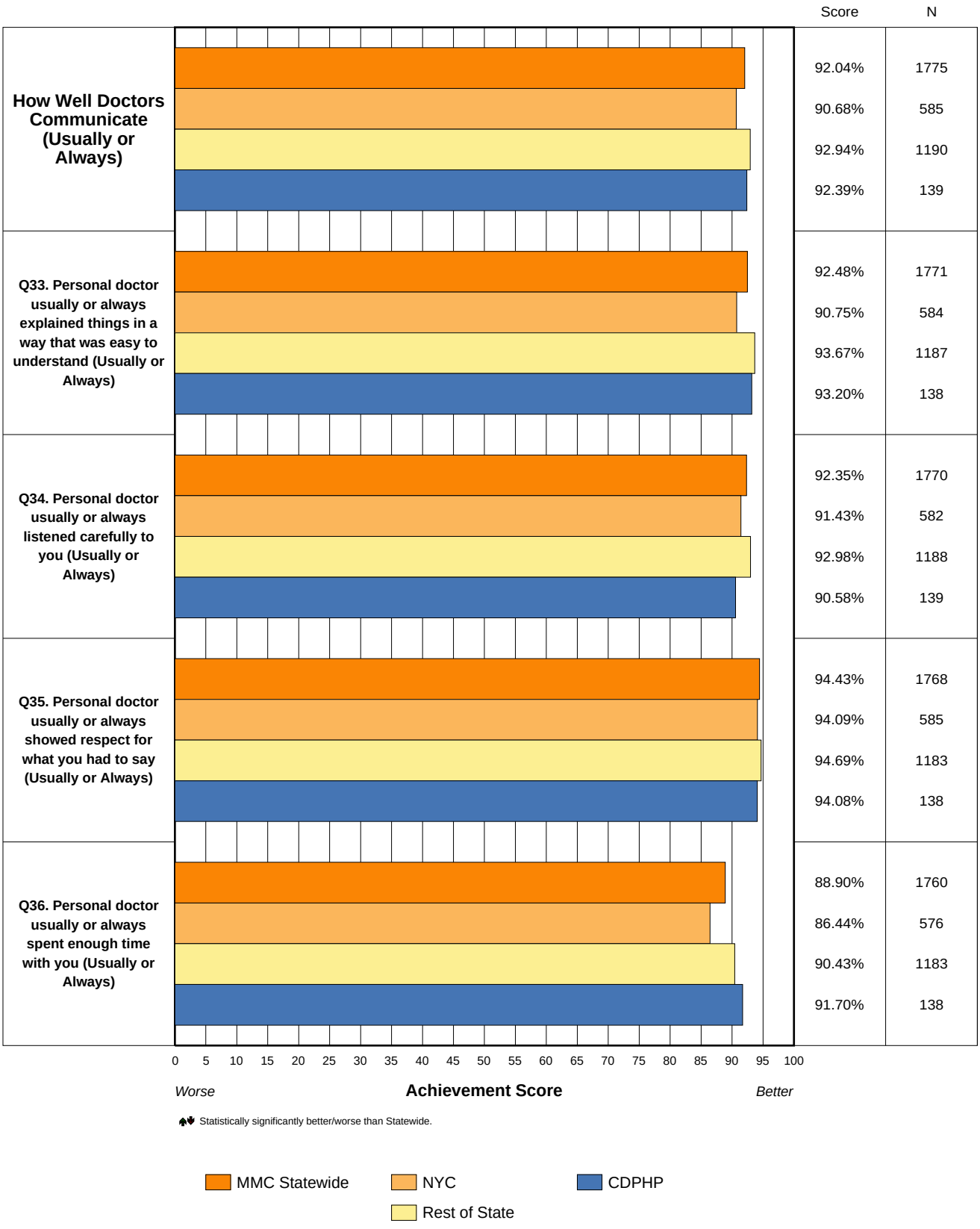
 © DataStat, Inc.

Getting Care Quickly



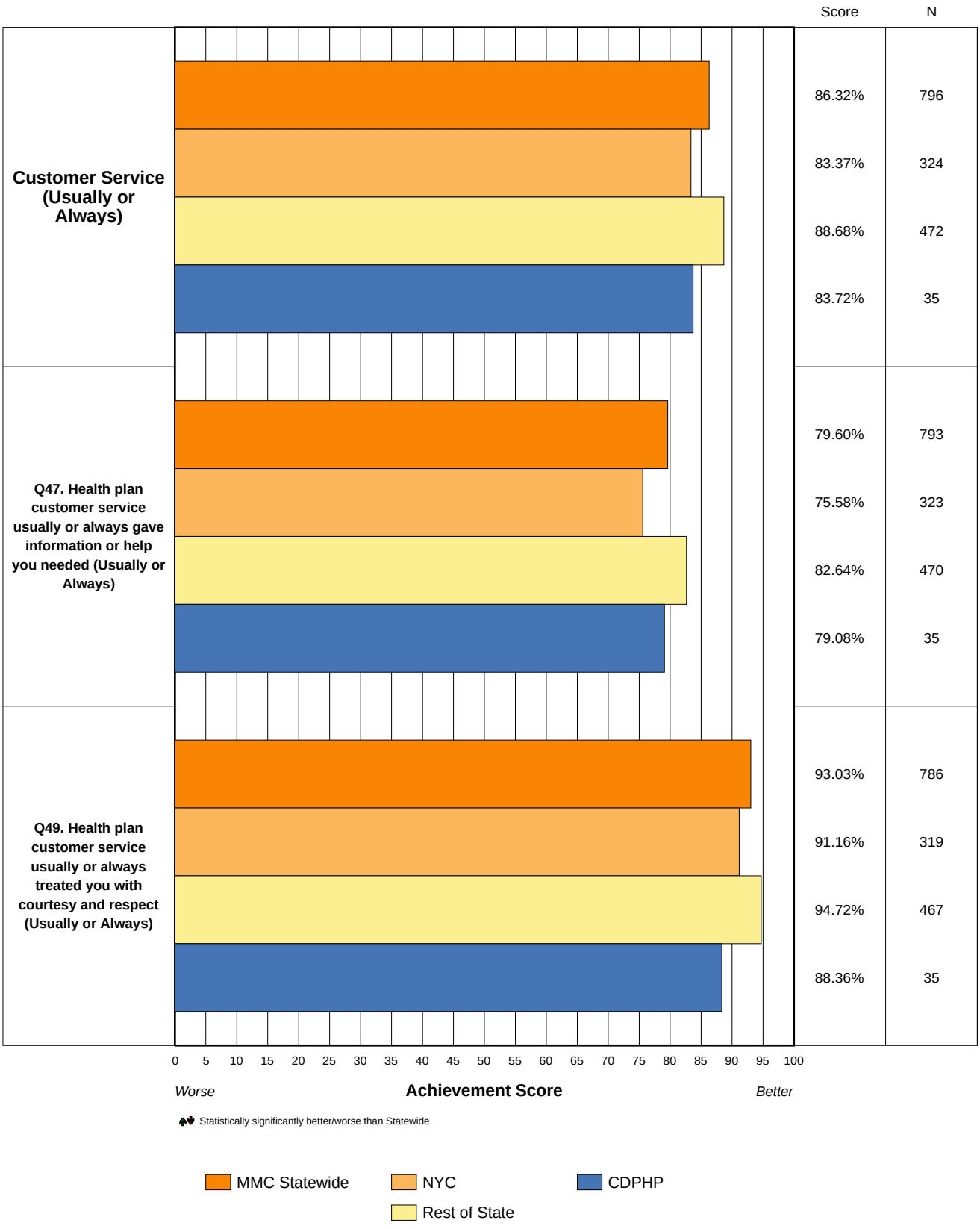
© DataStat, Inc.

How Well Doctors Communicate



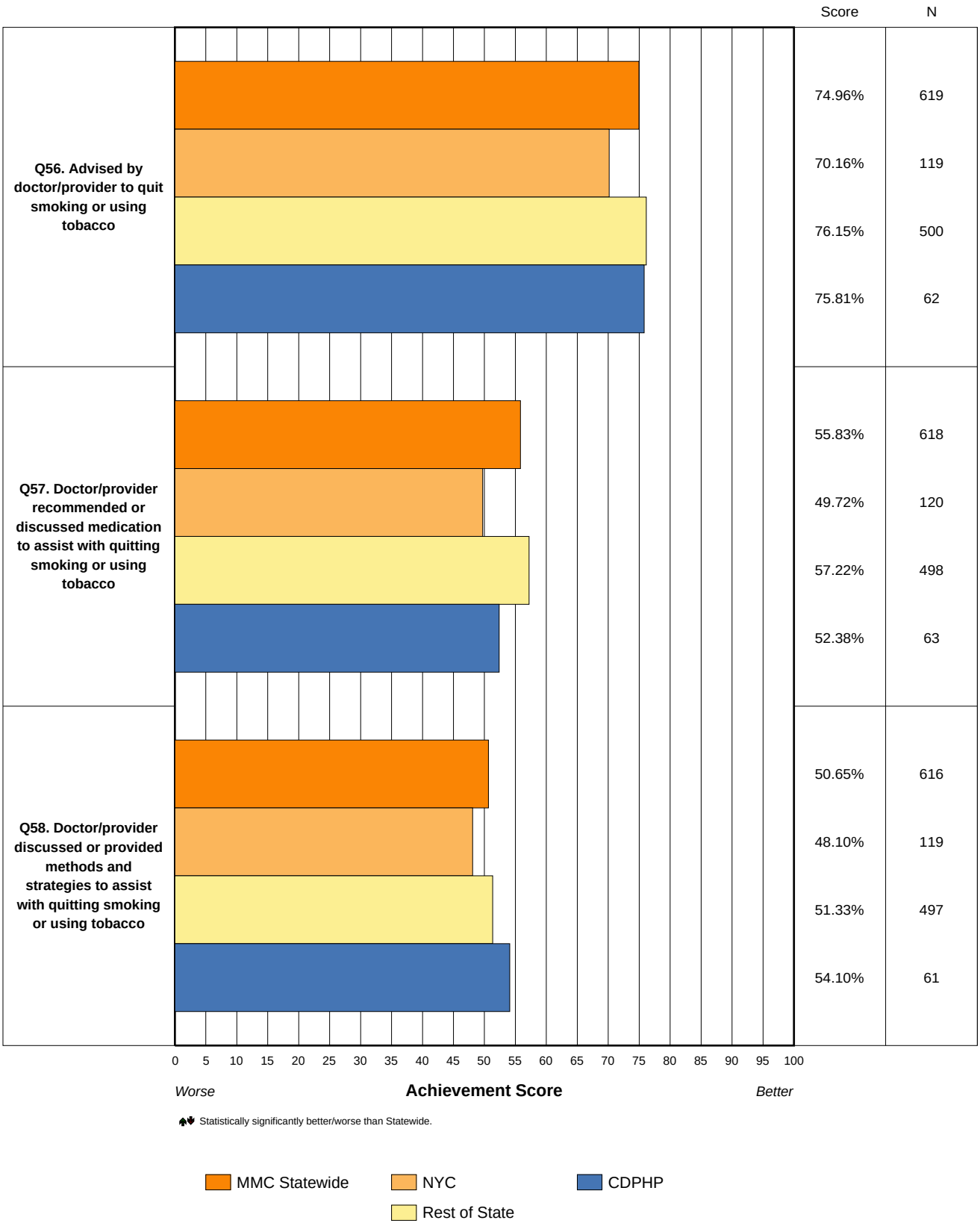
© DataStat, Inc.

Customer Service



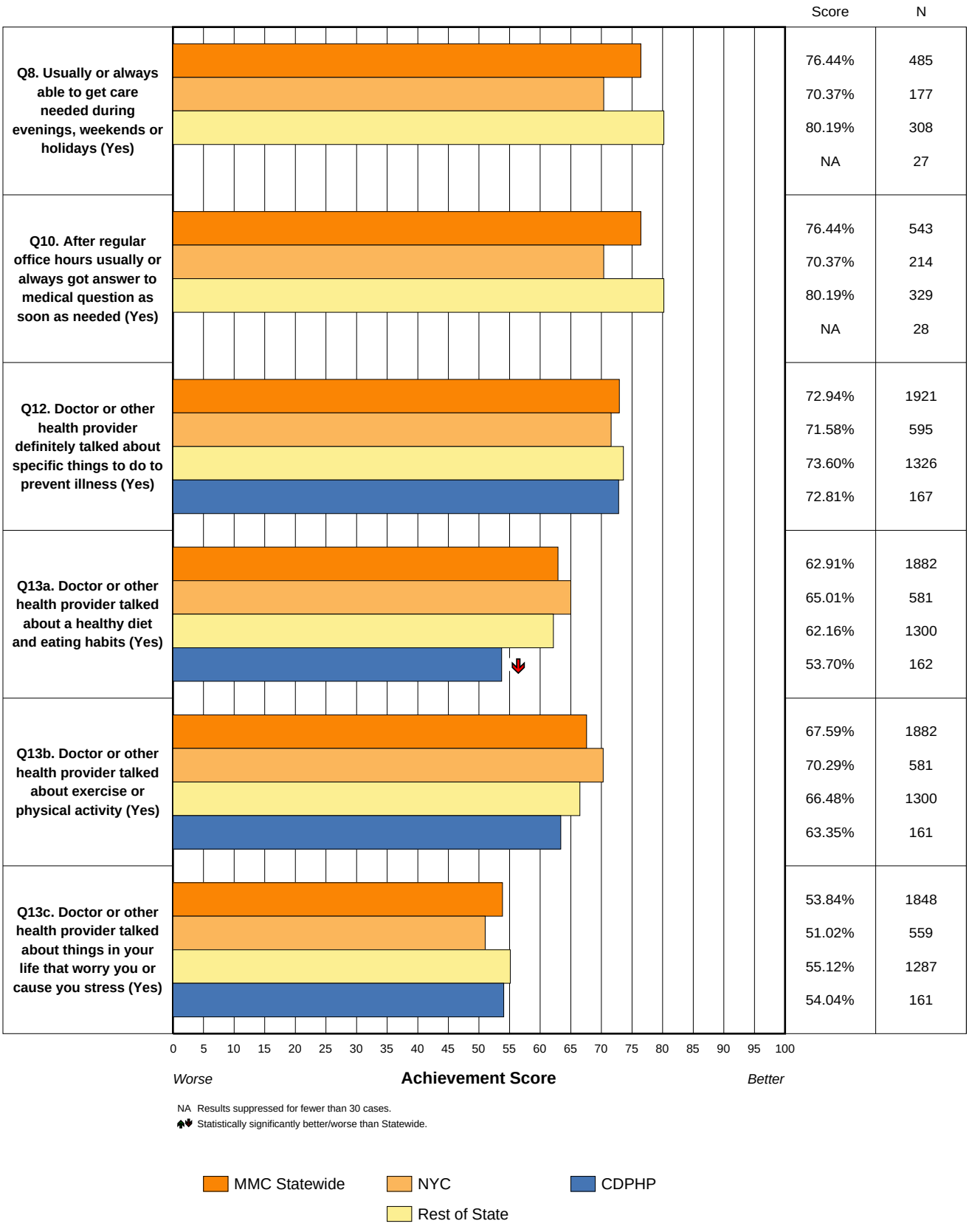
 © DataStat, Inc.

Medical Assistance with Smoking Cessation



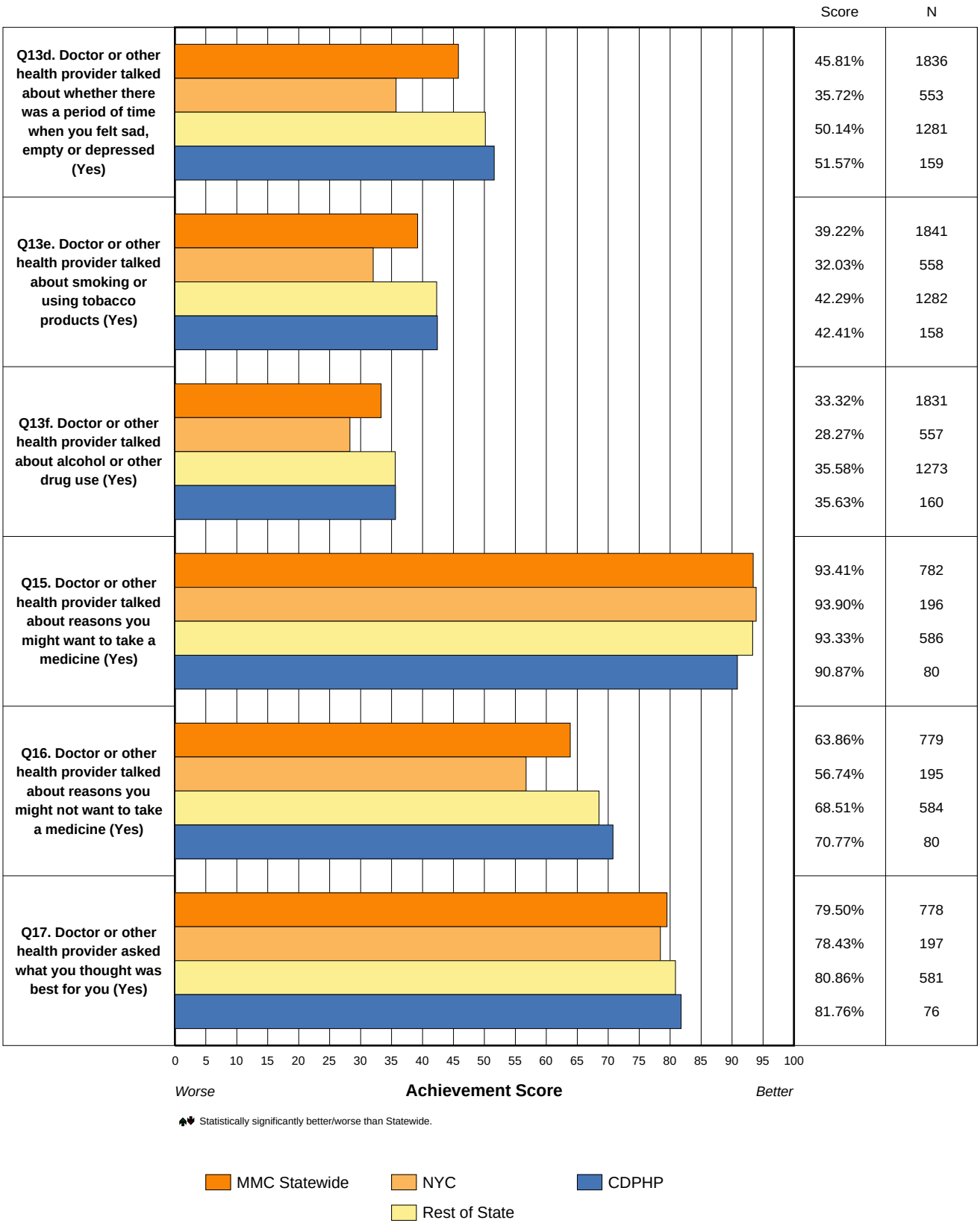
© DataStat, Inc.

Single Items



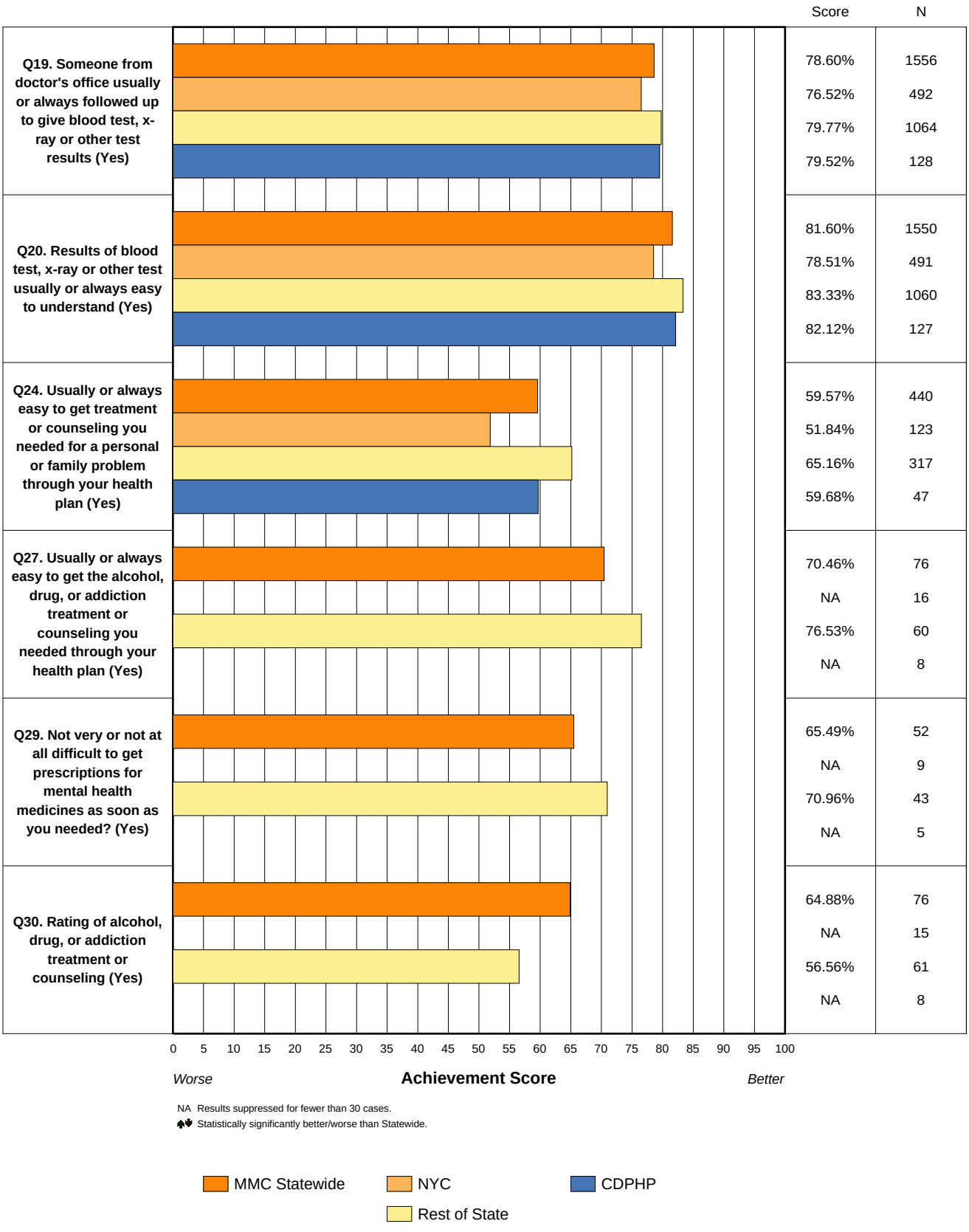
 © DataStat, Inc.

Single Items



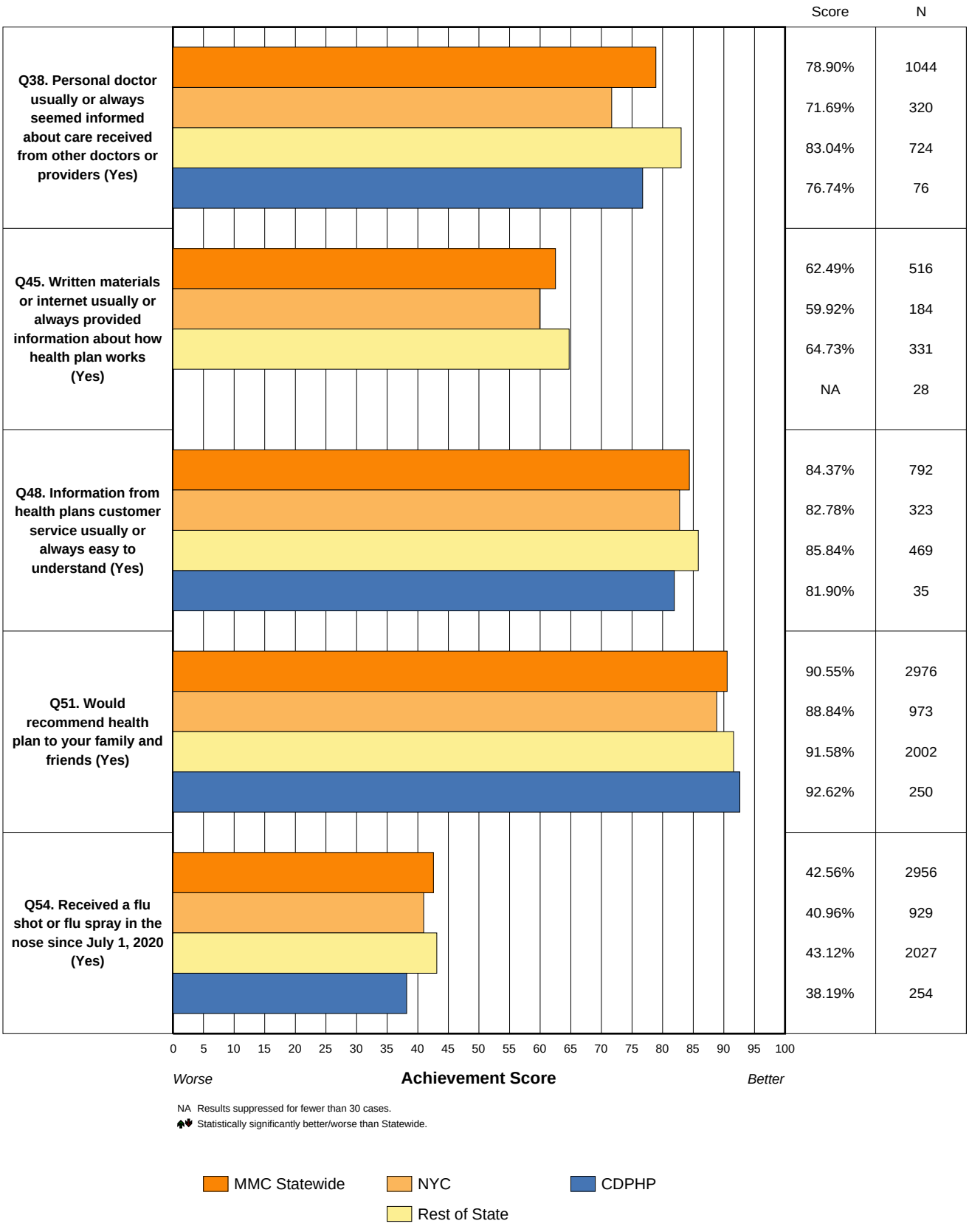
© DataStat, Inc.

Single Items



© DataStat, Inc.

Single Items



© DataStat, Inc.

CDPHP

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

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

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

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

© DataStat, Inc.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q36 Communication	92%	0.64	Q34 Communication	91%	0.77	Q22 Getting Needed Care	84%	0.44	Q49 Customer Service	88%	0.71	Q36 Communication	92%	0.41
2	Q22 Getting Needed Care	84%	0.64	Q33 Communication	93%	0.74	Q36 Communication	92%	0.41	Q47 Customer Service	79%	0.56	Q22 Getting Needed Care	84%	0.39
3	Q34 Communication	91%	0.63	Q35 Communication	94%	0.70	Q49 Customer Service	88%	0.40	Q4 Getting Care Quickly	83%	0.40	Q33 Communication	93%	0.27
4	Q33 Communication	93%	0.62	Q36 Communication	92%	0.67	Q33 Communication	93%	0.40	Q6 Getting Care Quickly	82%	0.40	Q34 Communication	91%	0.20
5	Q47 Customer Service	79%	0.58	Q22 Getting Needed Care	84%	0.41	Q47 Customer Service	79%	0.39	Q36 Communication	92%	0.39	Q41 Getting Needed Care	80%	0.18
6	Q35 Communication	94%	0.55	Q4 Getting Care Quickly	83%	0.37	Q35 Communication	94%	0.37	Q22 Getting Needed Care	84%	0.34	Q35 Communication	94%	0.12
7	Q49 Customer Service	88%	0.52	Q49 Customer Service	88%	0.35	Q41 Getting Needed Care	80%	0.35	Q34 Communication	91%	0.31	Q4 Getting Care Quickly	83%	0.06
8	Q4 Getting Care Quickly	83%	0.49	Q47 Customer Service	79%	0.33	Q4 Getting Care Quickly	83%	0.32	Q41 Getting Needed Care	80%	0.30	Q6 Getting Care Quickly	82%	-0.04
9	Q6 Getting Care Quickly	82%	0.39	Q6 Getting Care Quickly	82%	0.30	Q34 Communication	91%	0.28	Q33 Communication	93%	0.29	Q47 Customer Service	79%	-0.09
10	Q41 Getting Needed Care	80%	0.37	Q41 Getting Needed Care	80%	0.11	Q6 Getting Care Quickly	82%	0.13	Q35 Communication	94%	0.26	Q49 Customer Service	88%	-0.09

▲▼ **Statistically significantly higher/lower than MMC Statewide 2021.**

© DataStat, Inc.

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.64	92%	75%	17%	7%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.64	84%	54%	30%	12%	4%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.63	91%	81%	9%	9%	1%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.62	93%	86%	8%	6%	1%
5	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.58	79%	60%	20%	14%	6%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.55	94%	85%	9%	5%	1%
7	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.52	88%	71%	17%	11%	0%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.49	83%	54%	29%	15%	2%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.39	82%	55%	28%	14%	3%
10	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.37	80%	54%	28%	16%	3%

▲▼ **Statistically significantly higher/lower than MMC Statewide 2021.**

© DataStat, Inc.

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ◄ ► Negative Responses			
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.77	91%	81%	9%	9%	1%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.74	93%	86%	8%	6%	1%
3	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.70	94%	85%	9%	5%	1%
4	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.67	92%	75%	17%	7%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.41	84%	54%	30%	12%	4%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.37	83%	54%	29%	15%	2%
7	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.35	88%	71%	17%	11%	0%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.33	79%	60%	20%	14%	6%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.30	82%	55%	28%	14%	3%
10	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.11	80%	54%	28%	16%	3%

▲▼ **Statistically significantly higher/lower than MMC Statewide 2021.**

Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ◄ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.44	84%	54%	30%	12%	4%
2	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.41	92%	75%	17%	7%	1%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.40	88%	71%	17%	11%	0%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.40	93%	86%	8%	6%	1%
5	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.39	79%	60%	20%	14%	6%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	94%	85%	9%	5%	1%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.35	80%	54%	28%	16%	3%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	83%	54%	29%	15%	2%
9	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.28	91%	81%	9%	9%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.13	82%	55%	28%	14%	3%

▲▼ **Statistically significantly higher/lower than MMC Statewide 2021.**

© DataStat, Inc.

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ◄ ► Negative Responses			
				Always	Usually	Sometimes	Never
1	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.71	88%	71%	17%	11%	0%
2	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.56	79%	60%	20%	14%	6%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	83%	54%	29%	15%	2%
4	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.40	82%	55%	28%	14%	3%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.39	92%	75%	17%	7%	1%
6	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.34	84%	54%	30%	12%	4%
7	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.31	91%	81%	9%	9%	1%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.30	80%	54%	28%	16%	3%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	93%	86%	8%	6%	1%
10	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.26	94%	85%	9%	5%	1%

▲▼ **Statistically significantly higher/lower than MMC Statewide 2021.**

© DataStat, Inc.

Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ◄ Always	Usually	Sometimes	Negative Responses ► Never
1	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.41	92%	75%	17%	7%	1%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.39	84%	54%	30%	12%	4%
3	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	93%	86%	8%	6%	1%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.20	91%	81%	9%	9%	1%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.18	80%	54%	28%	16%	3%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.12	94%	85%	9%	5%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.06	83%	54%	29%	15%	2%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	-0.04	82%	55%	28%	14%	3%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	-0.09	79%	60%	20%	14%	6%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	-0.09	88%	71%	17%	11%	0%

▲▼ **Statistically significantly higher/lower than MMC Statewide 2021.**

© DataStat, Inc.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2021 scores are compared to 2019 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	3,166	100.0%	1,024	100.0%	2,144	100.0%	270	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	3,166	100.0%	1,024	100.0%	2,144	100.0%	270	100.0%
Not Answered	81		32		47		4	

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?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	948	29.6%	275	26.5%	666	30.8%	87	32.2%
No	2,257	70.4%	764	73.5%	1,499	69.2%	183	67.8%
Total	3,205	100.0%	1,040	100.0%	2,165	100.0%	270	100.0%
Not Answered	42		16		26		4	

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Never	20	2.2%	11	4.0%	9	1.3%	2	2.4%
🔴 Sometimes	147	16.1%	52	19.5%	95	14.6%	12	14.6%
🟢 Usually	243	26.6%	73	27.5%	171	26.3%	24	29.3%
🟢 Always	505	55.2%	130	49.0%	375	57.7%	44	53.7%
Total	915	100.0%	266	100.0%	649	100.0%	82	100.0%
Not Answered	33		11		22		5	
Reporting Category	Getting Care Quickly							
Achievement Score	81.33%		76.33%		84.12%		83.00%	
2021 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.8		-1.3		-3.9↓		-4.2	
Correlation with rating of health plan	0.396		0.407		0.387		0.405	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,001	63.0%	667	64.6%	1,329	61.9%	157	58.8%
No	1,177	37.0%	365	35.4%	817	38.1%	110	41.2%
Total	3,178	100.0%	1,032	100.0%	2,146	100.0%	267	100.0%
Not Answered	69		24		45		7	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Never	62	3.2%	23	3.7%	39	3.0%	5	3.3%
🔴 Sometimes	383	19.9%	168	26.3%	214	16.6%	21	13.8%
🟢 Usually	549	28.5%	190	29.8%	355	27.6%	43	28.3%
🟢 Always	931	48.4%	256	40.2%	680	52.8%	83	54.6%
Total	1,925	100.0%	637	100.0%	1,287	100.0%	152	100.0%
Not Answered	76		30		47		5	
Reporting Category	Getting Care Quickly							
Achievement Score	76.88%		70.00%		80.42%		82.89%	
2021 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.2		+1.7		-2.3		-4.7	
Correlation with rating of health plan	0.263		0.210		0.277		0.397	

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

© DataStat, Inc.

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		CDPHP	
	N	%	N	%	N	%	N	%
Yes	500	15.6%	182	17.5%	317	14.6%	28	10.3%
No	2,705	84.4%	856	82.5%	1,850	85.4%	244	89.7%
Total	3,205	100.0%	1,038	100.0%	2,167	100.0%	272	100.0%
Not Answered	42		18		24		2	

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		CDPHP	
	N	%	N	%	N	%	N	%
Never	79	16.3%	25	14.2%	55	17.9%	5	18.5%
Sometimes	125	25.8%	62	35.0%	63	20.5%	8	29.6%
Usually	119	24.5%	37	20.9%	81	26.4%	9	33.3%
Always	162	33.4%	53	29.9%	108	35.1%	5	18.5%
Total	485	100.0%	177	100.0%	308	100.0%	27	100.0%
Not Answered	15		6		9		1	
Reporting Category	Single Items							
Achievement Score	76.44%		70.37%		80.19%		81.78%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.5		+1.8		-2.3		-5.1	

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		CDPHP	
	N	%	N	%	N	%	N	%
Yes	566	17.7%	224	21.7%	344	15.9%	28	10.3%
No	2,637	82.3%	811	78.3%	1,823	84.1%	243	89.7%
Total	3,203	100.0%	1,036	100.0%	2,167	100.0%	271	100.0%
Not Answered	44		20		24		3	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	59	10.9%	25	11.8%	33	10.1%	5	17.9%
Sometimes	108	19.9%	39	18.0%	70	21.4%	8	28.6%
Usually	138	25.4%	64	29.7%	75	22.8%	5	17.9%
Always	238	43.8%	87	40.4%	150	45.7%	10	35.7%
Total	543	100.0%	214	100.0%	329	100.0%	28	100.0%
Not Answered	23		6		17		0	
Reporting Category	Single Items							
Achievement Score	76.44%		70.37%		80.19%		81.78%	
2021 vs. 2019: +/- Change (Stat. sig.)	-0.5		+1.8		-2.3		-5.1	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	1,253	39.2%	428	41.7%	834	38.5%	105	38.5%
1 time	481	15.1%	153	14.9%	327	15.1%	44	16.1%
2	471	14.8%	135	13.1%	333	15.4%	38	13.9%
3	333	10.4%	104	10.1%	227	10.5%	32	11.7%
4	213	6.7%	72	7.0%	140	6.5%	20	7.3%
5 to 9	308	9.6%	97	9.4%	208	9.6%	30	11.0%
10 or more times	134	4.2%	38	3.7%	95	4.4%	4	1.5%
Total	3,193	100.0%	1,028	100.0%	2,164	100.0%	273	100.0%
Not Answered	54		28		27		1	

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,399	72.8%	428	71.9%	974	73.4%	121	72.5%
No	522	27.2%	167	28.1%	352	26.6%	46	27.5%
Total	1,921	100.0%	595	100.0%	1,326	100.0%	167	100.0%
Not Answered	19		7		12		1	
Reporting Category	Single Items							
Achievement Score	72.94%		71.58%		73.60%		72.81%	
2021 vs. 2019: +/- Change (Stat. sig.)	-1.6		-2.1		-1.5		-0.6	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,184	62.9%	378	65.0%	808	62.2%	87	53.7%
No	698	37.1%	203	35.0%	492	37.8%	75	46.3%
Total	1,882	100.0%	581	100.0%	1,300	100.0%	162	100.0%
Not Answered	58		21		38		6	
Reporting Category	Single Items							
Achievement Score	62.91%		65.01%		62.16%		53.70%	
2021 vs. 2019: +/- Change (Stat. sig.)	-3.9		-2.5		-4.2		-10.6	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,272	67.6%	408	70.3%	864	66.5%	102	63.4%
No	610	32.4%	173	29.7%	436	33.5%	59	36.6%
Total	1,882	100.0%	581	100.0%	1,300	100.0%	161	100.0%
Not Answered	58		21		38		7	
Reporting Category	Single Items							
Achievement Score	67.59%		70.29%		66.48%		63.35%	
2021 vs. 2019: +/- Change (Stat. sig.)	-2.3		-0.8		-2.8		-3.0	

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	995	53.8%	285	51.0%	709	55.1%	87	54.0%
No	853	46.2%	274	49.0%	577	44.9%	74	46.0%
Total	1,848	100.0%	559	100.0%	1,287	100.0%	161	100.0%
Not Answered	92		43		51		7	
Reporting Category	Single Items							
Achievement Score	53.84%		51.02%		55.12%		54.04%	
2021 vs. 2019: +/- Change (Stat. sig.)	+0.4		+3.6		-0.5		+2.4	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	841	45.8%	198	35.7%	643	50.1%	82	51.6%
No	995	54.2%	356	64.3%	639	49.9%	77	48.4%
Total	1,836	100.0%	553	100.0%	1,281	100.0%	159	100.0%
Not Answered	104		49		57		9	
Reporting Category	Single Items							
Achievement Score	45.81%		35.72%		50.14%		51.57%	
2021 vs. 2019: +/- Change (Stat. sig.)	-3.8		-5.7		-2.5		+2.1	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	722	39.2%	179	32.0%	542	42.3%	67	42.4%
No	1,119	60.8%	379	68.0%	740	57.7%	91	57.6%
Total	1,841	100.0%	558	100.0%	1,282	100.0%	158	100.0%
Not Answered	99		44		56		10	
Reporting Category	Single Items							
Achievement Score	39.22%		32.03%		42.29%		42.41%	
2021 vs. 2019: +/- Change (Stat. sig.)	-6.2		-4.2		-6.7		-8.7	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	610	33.3%	157	28.3%	453	35.6%	57	35.6%
No	1,221	66.7%	399	71.7%	820	64.4%	103	64.4%
Total	1,831	100.0%	557	100.0%	1,273	100.0%	160	100.0%
Not Answered	109		45		65		8	
Reporting Category	Single Items							
Achievement Score	33.32%		28.27%		35.58%		35.63%	
2021 vs. 2019: +/- Change (Stat. sig.)	-3.8		-5.4		-2.8		-5.0	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	787	41.1%	198	33.4%	587	44.4%	80	48.5%
No	1,129	58.9%	395	66.6%	736	55.6%	85	51.5%
Total	1,916	100.0%	593	100.0%	1,323	100.0%	165	100.0%
Not Answered	24		9		15		3	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	730	93.4%	184	93.7%	547	93.4%	73	91.3%
No	52	6.6%	12	6.3%	39	6.6%	7	8.8%
Total	782	100.0%	196	100.0%	586	100.0%	80	100.0%
Not Answered	5		2		3		0	
Reporting Category	Single Items							
Achievement Score	93.41%		93.90%		93.33%		90.87%	
2021 vs. 2019: +/- Change (Stat. sig.)	-0.3		-0.1		-1.0		-3.3	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	510	65.5%	111	57.2%	399	68.3%	57	71.3%
No	269	34.5%	83	42.8%	185	31.7%	23	28.8%
Total	779	100.0%	195	100.0%	584	100.0%	80	100.0%
Not Answered	8		3		5		0	
Reporting Category	Single Items							
Achievement Score	63.86%		56.74%		68.51%		70.77%	
2021 vs. 2019: +/- Change (Stat. sig.)	-0.8		-5.2		+2.2		+3.8	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	625	80.3%	156	79.1%	468	80.6%	62	81.6%
No	153	19.7%	41	20.9%	113	19.4%	14	18.4%
Total	778	100.0%	197	100.0%	581	100.0%	76	100.0%
Not Answered	9		1		8		4	
Reporting Category	Single Items							
Achievement Score	79.50%		78.43%		80.86%		81.76%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.0		-0.2		-4.0		-2.9	

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,581	82.3%	499	83.8%	1,083	81.7%	130	78.8%
No	340	17.7%	96	16.2%	243	18.3%	35	21.2%
Total	1,921	100.0%	595	100.0%	1,325	100.0%	165	100.0%
Not Answered	19		7		13		3	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	127	8.2%	40	8.1%	85	8.0%	12	9.4%
Sometimes	207	13.3%	75	15.2%	132	12.4%	14	10.9%
Usually	318	20.4%	106	21.6%	214	20.1%	18	14.1%
Always	904	58.1%	271	55.2%	633	59.5%	84	65.6%
Total	1,556	100.0%	492	100.0%	1,064	100.0%	128	100.0%
Not Answered	25		6		19		2	
Reporting Category	Single Items							
Achievement Score	78.60%		76.52%		79.77%		79.52%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.1		+0.8		-2.6		-5.9	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	74	4.8%	27	5.4%	47	4.5%	5	3.9%
Sometimes	210	13.5%	78	15.9%	130	12.3%	17	13.4%
Usually	452	29.2%	148	30.1%	304	28.7%	33	26.0%
Always	814	52.5%	239	48.6%	578	54.5%	72	56.7%
Total	1,550	100.0%	491	100.0%	1,060	100.0%	127	100.0%
Not Answered	31		7		23		3	
Reporting Category	Single Items							
Achievement Score	81.60%		78.51%		83.33%		82.12%	
2021 vs. 2019: +/- Change (Stat. sig.)	-1.3		-3.1		-0.4		-2.9	

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst health care possible	16	0.8%	4	0.6%	12	0.9%	2	1.2%
1	4	0.2%	0	0.0%	4	0.3%	1	0.6%
2	4	0.2%	1	0.2%	3	0.2%	1	0.6%
3	21	1.1%	9	1.4%	13	1.0%	2	1.2%
4	31	1.6%	6	1.0%	24	1.8%	1	0.6%
5	130	6.8%	42	7.0%	88	6.7%	11	6.7%
6	85	4.4%	29	4.8%	55	4.2%	7	4.2%
7	230	12.0%	80	13.4%	151	11.4%	21	12.7%
8	450	23.4%	163	27.2%	289	21.8%	30	18.2%
9	335	17.4%	99	16.6%	235	17.8%	28	17.0%
Best health care possible	614	32.0%	167	27.9%	449	33.9%	61	37.0%
Total	1,920	100.0%	598	100.0%	1,322	100.0%	165	100.0%
Not Answered	20		4		16		3	
Reporting Category	Ratings							
Achievement Score	72.83%		70.87%		73.96%		71.99%	
2021 vs. 2019: +/- Change (Stat. sig.)	-2.5		-0.4		-3.8		-10.4	
Correlation with rating of health plan	0.639		0.657		0.631		0.603	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	40	2.1%	12	2.1%	26	2.0%	6	3.6%
Sometimes	293	15.2%	102	17.1%	191	14.4%	20	12.0%
Usually	702	36.5%	238	39.8%	463	34.9%	50	30.1%
Always	888	46.2%	245	41.0%	645	48.7%	90	54.2%
Total	1,923	100.0%	598	100.0%	1,325	100.0%	166	100.0%
Not Answered	17		4		13		2	
Reporting Category	Getting Needed Care							
Achievement Score	82.59%		80.38%		83.90%		84.14%	
2021 vs. 2019: +/- Change (Stat. sig.)	-3.2		-3.2		-3.3		-4.3	
Correlation with rating of health plan	0.481		0.511		0.465		0.337	

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	453	14.1%	126	12.2%	324	15.0%	50	18.5%
No	2,752	85.9%	912	87.8%	1,842	85.0%	221	81.5%
Total	3,205	100.0%	1,039	100.0%	2,166	100.0%	271	100.0%
Not Answered	42		17		25		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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	95	21.6%	37	29.8%	58	18.3%	10	21.3%
Sometimes	74	16.8%	25	20.5%	49	15.5%	8	17.0%
Usually	81	18.4%	21	17.5%	58	18.4%	7	14.9%
Always	190	43.2%	40	32.2%	151	47.8%	22	46.8%
Total	440	100.0%	123	100.0%	317	100.0%	47	100.0%
Not Answered	13		4		9		3	
Reporting Category	Single Items							
Achievement Score	59.57%		51.84%		65.16%		59.68%	
2021 vs. 2019: +/- Change (Stat. sig.)	-11.1		-13.4		-9.0		-7.8	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
🔴 Worst treatment possible	39	9.3%	19	16.3%	20	6.5%	5	10.4%
🔴 1	6	1.4%	3	2.3%	3	1.0%	0	0.0%
🔴 2	11	2.6%	2	1.5%	9	3.1%	4	8.3%
🔴 3	14	3.3%	3	2.7%	11	3.5%	1	2.1%
🔴 4	14	3.3%	5	4.2%	10	3.2%	2	4.2%
🔴 5	34	8.1%	6	5.1%	28	9.2%	5	10.4%
🔴 6	22	5.2%	6	5.4%	16	5.1%	1	2.1%
🔴 7	27	6.4%	7	5.7%	20	6.5%	2	4.2%
🟢 8	66	15.7%	21	18.5%	46	15.0%	6	12.5%
🟢 9	75	17.8%	13	11.0%	61	20.1%	12	25.0%
🟢 Best treatment possible	113	26.8%	32	27.3%	82	26.9%	10	20.8%
Total	421	100.0%	116	100.0%	304	100.0%	48	100.0%
Not Answered	32		11		22		2	
Reporting Category	Ratings							
Achievement Score	60.68%		57.14%		61.80%		58.17%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.2		+3.0		-3.8		-8.9	
Correlation with rating of health plan	0.445		0.278		0.526		0.430	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	79	2.5%	18	1.7%	60	2.8%	8	2.9%
No	3,109	97.5%	1,014	98.3%	2,095	97.2%	264	97.1%
Total	3,188	100.0%	1,032	100.0%	2,155	100.0%	272	100.0%
Not Answered	59		24		36		2	

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

© DataStat, Inc.

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 N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	10	13.2%	5	31.1%	5	8.2%	2	25.0%
Sometimes	13	17.1%	3	19.9%	10	16.6%	1	12.5%
Usually	17	22.4%	2	12.1%	15	25.0%	2	25.0%
Always	36	47.4%	6	36.9%	30	50.1%	3	37.5%
Total	76	100.0%	16	100.0%	60	100.0%	8	100.0%
Not Answered	3		1		2		0	
Reporting Category	Single Items							
Achievement Score	70.46%		NA		76.53%		NA	
2021 vs. 2019: +/- Change (Stat. sig.)	-9.8		NA		-11.6		NA	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	52	69.3%	9	61.4%	43	72.0%	5	62.5%
No	23	30.7%	6	38.6%	17	28.0%	3	37.5%
Total	75	100.0%	15	100.0%	60	100.0%	8	100.0%
Not Answered	4		2		2		0	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Extremely difficult	3	5.8%	1	12.8%	2	4.5%	1	20.0%
Very difficult	5	9.6%	1	12.8%	4	9.6%	0	0.0%
Somewhat difficult	8	15.4%	1	12.8%	7	16.3%	1	20.0%
Not very difficult	15	28.8%	2	19.0%	13	30.5%	1	20.0%
Not at all difficult	21	40.4%	4	42.6%	17	39.2%	2	40.0%
Total	52	100.0%	9	100.0%	43	100.0%	5	100.0%
Not Answered	0		0		0		0	
Reporting Category	Single Items							
Achievement Score	65.49%		NA		70.96%		NA	

NA: Results suppressed for fewer than 30 cases.

Response scored as: Achievement Room for improvement

© DataStat, Inc.

Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
🔴 Worst treatment possible	5	6.6%	1	5.5%	4	6.5%	1	12.5%
🔴 1	2	2.6%	1	5.5%	1	1.6%	0	0.0%
🔴 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
🔴 3	2	2.6%	1	8.0%	1	1.8%	0	0.0%
🔴 4	3	3.9%	0	0.0%	3	4.9%	0	0.0%
🔴 5	10	13.2%	1	6.7%	9	14.6%	2	25.0%
🔴 6	1	1.3%	0	0.0%	1	1.5%	0	0.0%
🔴 7	9	11.8%	1	8.0%	8	13.4%	2	25.0%
🟢 8	11	14.5%	1	8.0%	10	16.5%	0	0.0%
🟢 9	13	17.1%	2	13.1%	11	17.8%	1	12.5%
🟢 Best treatment possible	20	26.3%	7	45.3%	13	21.3%	2	25.0%
Total	76	100.0%	15	100.0%	61	100.0%	8	100.0%
Not Answered	3		2		1		0	
Reporting Category	Single Items							
Achievement Score	64.88%		NA		56.56%		NA	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.6		NA		-14.4		NA	

Your Personal Doctor

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	2,548	79.3%	804	77.3%	1,739	80.1%	215	79.0%
No	664	20.7%	236	22.7%	432	19.9%	57	21.0%
Total	3,212	100.0%	1,040	100.0%	2,171	100.0%	272	100.0%
Not Answered	35		16		20		2	

NA: Results suppressed for fewer than 30 cases.

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

© DataStat, Inc.

Your Personal Doctor (continued)

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
None	655	26.9%	189	24.4%	470	28.4%	67	32.5%
1 time	692	28.5%	198	25.6%	486	29.3%	64	31.1%
2	504	20.7%	174	22.5%	332	20.0%	42	20.4%
3	268	11.0%	95	12.3%	176	10.6%	15	7.3%
4	136	5.6%	54	6.9%	82	4.9%	5	2.4%
5 to 9	146	6.0%	51	6.6%	93	5.6%	10	4.9%
10 or more times	31	1.3%	13	1.6%	19	1.1%	3	1.5%
Total	2,432	100.0%	774	100.0%	1,657	100.0%	206	100.0%
Not Answered	116		34		83		9	

Q33. 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		CDPHP	
	N	%	N	%	N	%	N	%
Never	16	0.9%	4	0.6%	13	1.1%	1	0.7%
Sometimes	113	6.4%	52	8.9%	61	5.1%	8	5.8%
Usually	385	21.7%	134	23.0%	252	21.2%	11	8.0%
Always	1,257	71.0%	394	67.4%	862	72.6%	118	85.5%
Total	1,771	100.0%	584	100.0%	1,187	100.0%	138	100.0%
Not Answered	6		3		3		1	
Reporting Category	Communication							
Achievement Score	92.48%		90.75%		93.67%		93.20%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	0.0		-0.8		+0.5		-0.9	
Correlation with rating of health plan	0.312		0.363		0.284		0.289	

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

© DataStat, Inc.

Your Personal Doctor (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	17	1.0%	5	0.9%	12	1.0%	1	0.7%
Sometimes	117	6.6%	43	7.5%	73	6.2%	12	8.6%
Usually	362	20.5%	124	21.2%	237	19.9%	13	9.4%
Always	1,274	72.0%	410	70.4%	866	72.9%	113	81.3%
Total	1,770	100.0%	582	100.0%	1,188	100.0%	139	100.0%
Not Answered	7		5		2		0	
Reporting Category	Communication							
Achievement Score	92.35%		91.43%		92.98%		90.58%	
2021 vs. 2019: +/- Change (Stat. sig.)	-0.2		-0.5		+0.0		-3.3	
Correlation with rating of health plan	0.318		0.380		0.283		0.313	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	14	0.8%	3	0.6%	11	0.9%	1	0.7%
Sometimes	83	4.7%	31	5.2%	53	4.5%	7	5.1%
Usually	272	15.4%	92	15.6%	177	14.9%	13	9.4%
Always	1,399	79.1%	460	78.6%	942	79.7%	117	84.8%
Total	1,768	100.0%	585	100.0%	1,183	100.0%	138	100.0%
Not Answered	9		2		7		1	
Reporting Category	Communication							
Achievement Score	94.43%		94.09%		94.69%		94.08%	
2021 vs. 2019: +/- Change (Stat. sig.)	+0.7		+0.9		+0.5		-1.8	
Correlation with rating of health plan	0.302		0.348		0.265		0.265	

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

© DataStat, Inc.

Your Personal Doctor (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	31	1.8%	12	2.1%	19	1.6%	2	1.4%
Sometimes	161	9.1%	65	11.3%	95	8.1%	9	6.5%
Usually	425	24.1%	150	26.0%	273	23.1%	23	16.7%
Always	1,143	64.9%	349	60.5%	796	67.2%	104	75.4%
Total	1,760	100.0%	576	100.0%	1,183	100.0%	138	100.0%
Not Answered	17		11		7		1	
Reporting Category	Communication							
Achievement Score	88.90%		86.44%		90.43%		91.70%	
2021 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.3		-0.7		0.0		-0.5	
Correlation with rating of health plan	0.335		0.373		0.310		0.393	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,059	60.6%	323	56.7%	734	62.3%	77	55.8%
No	689	39.4%	246	43.3%	444	37.7%	61	44.2%
Total	1,748	100.0%	570	100.0%	1,177	100.0%	138	100.0%
Not Answered	29		17		13		1	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	51	4.9%	27	8.4%	24	3.4%	3	3.9%
Sometimes	165	15.8%	64	19.9%	99	13.6%	14	18.4%
Usually	290	27.8%	74	23.1%	217	30.0%	19	25.0%
Always	538	51.5%	156	48.6%	384	53.0%	40	52.6%
Total	1,044	100.0%	320	100.0%	724	100.0%	76	100.0%
Not Answered	15		4		11		1	
Reporting Category	Single Items							
Achievement Score	78.90%		71.69%		83.04%		76.74%	
2021 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.6		-6.6↓		-0.1		-7.8	

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

© DataStat, Inc.

Your Personal Doctor (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst personal doctor possible	12	0.5%	4	0.5%	8	0.5%	0	0.0%
1	5	0.2%	0	0.0%	5	0.3%	1	0.5%
2	15	0.6%	7	0.9%	8	0.5%	1	0.5%
3	23	1.0%	7	0.9%	16	1.0%	2	1.0%
4	34	1.4%	9	1.1%	25	1.6%	4	2.0%
5	98	4.0%	37	4.7%	62	3.8%	7	3.5%
6	77	3.2%	26	3.3%	53	3.2%	6	3.0%
7	184	7.6%	63	8.1%	122	7.4%	9	4.5%
8	411	17.0%	136	17.4%	276	16.8%	25	12.4%
9	457	18.9%	159	20.4%	296	18.1%	38	18.8%
Best personal doctor possible	1,104	45.6%	332	42.6%	769	46.9%	109	54.0%
Total	2,420	100.0%	780	100.0%	1,640	100.0%	202	100.0%
Not Answered	128		28		100		13	
Reporting Category	Ratings							
Achievement Score	81.25%		80.30%		81.86%		84.71%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.2		+0.8		-0.9		-2.9	
Correlation with rating of health plan	0.452		0.495		0.433		0.286	

Getting Health Care From Specialists

Q40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,395	43.7%	436	42.6%	952	44.0%	110	40.6%
No	1,795	56.3%	589	57.4%	1,210	56.0%	161	59.4%
Total	3,190	100.0%	1,025	100.0%	2,162	100.0%	271	100.0%
Not Answered	57		31		29		3	

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

© DataStat, Inc.

Getting Health Care From Specialists (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	63	4.6%	11	2.6%	53	5.7%	3	2.8%
Sometimes	283	20.6%	114	26.1%	168	17.9%	17	15.6%
Usually	415	30.2%	148	34.1%	269	28.7%	30	27.5%
Always	614	44.7%	162	37.3%	448	47.7%	59	54.1%
Total	1,375	100.0%	436	100.0%	938	100.0%	109	100.0%
Not Answered	20		5		16		1	
Reporting Category	Getting Needed Care							
Achievement Score	74.49%		72.12%		75.96%		80.34%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.3		+0.9		-4.3▼		-0.9	
Correlation with rating of health plan	0.330		0.294		0.342		0.302	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
None	30	2.2%	12	2.7%	18	1.9%	3	2.8%
1 specialist	619	45.3%	182	42.5%	437	46.7%	53	48.6%
2	408	29.9%	124	28.9%	285	30.5%	38	34.9%
3	173	12.7%	59	13.7%	115	12.2%	7	6.4%
4	80	5.9%	32	7.5%	45	4.8%	5	4.6%
5 or more specialists	56	4.1%	20	4.6%	36	3.8%	3	2.8%
Total	1,366	100.0%	428	100.0%	936	100.0%	109	100.0%
Not Answered	29		13		18		1	

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

© DataStat, Inc.

Getting Health Care From Specialists (continued)

Q43. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Worst specialist possible	13	1.0%	1	0.3%	12	1.3%	0	0.0%
1	3	0.2%	1	0.2%	2	0.2%	0	0.0%
2	8	0.6%	1	0.3%	7	0.8%	0	0.0%
3	10	0.8%	1	0.2%	9	1.0%	1	1.0%
4	19	1.4%	4	1.1%	16	1.7%	2	1.9%
5	47	3.6%	12	2.9%	36	3.9%	5	4.8%
6	63	4.8%	29	7.1%	33	3.7%	6	5.8%
7	113	8.5%	41	9.9%	74	8.1%	10	9.6%
8	233	17.6%	86	21.0%	145	16.0%	18	17.3%
9	253	19.1%	82	19.9%	175	19.2%	18	17.3%
Best specialist possible	561	42.4%	153	37.2%	403	44.3%	44	42.3%
Total	1,323	100.0%	411	100.0%	911	100.0%	104	100.0%
Not Answered	13		6		8		2	
Reporting Category	Ratings							
Achievement Score	78.79%		77.72%		79.59%		76.81%	
2021 vs. 2019: +/- Change (Stat. sig.)	-3.3		-0.4		-4.6		-10.8	
Correlation with rating of health plan	0.424		0.496		0.402		0.434	

Your Health Plan

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	524	16.3%	186	17.9%	335	15.4%	29	10.7%
No	2,684	83.7%	850	82.1%	1,836	84.6%	243	89.3%
Total	3,208	100.0%	1,036	100.0%	2,171	100.0%	272	100.0%
Not Answered	39		20		20		2	

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

© DataStat, Inc.

Your Health Plan (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	28	5.4%	8	4.3%	20	5.9%	2	7.1%
Sometimes	164	31.8%	67	36.2%	96	29.1%	11	39.3%
Usually	184	35.7%	57	30.8%	130	39.1%	8	28.6%
Always	140	27.1%	53	28.7%	86	25.9%	7	25.0%
Total	516	100.0%	184	100.0%	331	100.0%	28	100.0%
Not Answered	8		4		5		1	
Reporting Category	Single Items							
Achievement Score	62.49%		59.92%		64.73%		NA	
2021 vs. 2019: +/- Change (Stat. sig.)	+1.1		-0.1		+2.3		NA	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	806	25.3%	329	31.9%	478	22.1%	36	13.3%
No	2,383	74.7%	700	68.1%	1,682	77.9%	235	86.7%
Total	3,189	100.0%	1,029	100.0%	2,160	100.0%	271	100.0%
Not Answered	58		27		31		3	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	24	3.0%	10	3.2%	12	2.6%	2	5.7%
Sometimes	140	17.7%	69	21.3%	69	14.7%	5	14.3%
Usually	219	27.6%	84	26.0%	137	29.1%	7	20.0%
Always	410	51.7%	160	49.5%	252	53.6%	21	60.0%
Total	793	100.0%	323	100.0%	470	100.0%	35	100.0%
Not Answered	13		5		8		1	
Reporting Category	Customer Service							
Achievement Score	79.60%		75.58%		82.64%		79.08%	
2021 vs. 2019: +/- Change (Stat. sig.)	-1.5		-1.7		-0.6		-12.8	
Correlation with rating of health plan	0.508		0.459		0.527		0.556	

NA: Results suppressed for fewer than 30 cases.

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

© DataStat, Inc.

Your Health Plan (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	20	2.5%	9	2.8%	10	2.1%	0	0.0%
Sometimes	104	13.1%	47	14.6%	56	12.0%	6	17.1%
Usually	259	32.7%	104	32.1%	156	33.3%	15	42.9%
Always	409	51.6%	163	50.5%	247	52.6%	14	40.0%
Total	792	100.0%	323	100.0%	469	100.0%	35	100.0%
Not Answered	14		5		9		1	
Reporting Category	Single Items							
Achievement Score	84.37%		82.78%		85.84%		81.90%	
2021 vs. 2019: +/- Change (Stat. sig.)	-1.4		+1.4		-2.5		-12.1	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	11	1.4%	6	2.0%	4	0.8%	0	0.0%
Sometimes	43	5.5%	21	6.6%	22	4.6%	4	11.4%
Usually	156	19.8%	66	20.7%	90	19.4%	6	17.1%
Always	576	73.3%	226	70.7%	351	75.2%	25	71.4%
Total	786	100.0%	319	100.0%	467	100.0%	35	100.0%
Not Answered	20		9		11		1	
Reporting Category	Customer Service							
Achievement Score	93.03%		91.16%		94.72%		88.36%	
2021 vs. 2019: +/- Change (Stat. sig.)	-0.1		+1.3		-0.4		-8.0	
Correlation with rating of health plan	0.397		0.386		0.387		0.709	

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

© DataStat, Inc.

Your Health Plan (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Worst health plan possible	29	0.9%	8	0.8%	21	1.0%	3	1.1%
1	12	0.4%	4	0.4%	8	0.4%	1	0.4%
2	17	0.5%	6	0.6%	9	0.4%	1	0.4%
3	36	1.1%	6	0.6%	29	1.3%	1	0.4%
4	41	1.3%	22	2.1%	18	0.8%	0	0.0%
5	200	6.3%	74	7.2%	126	5.9%	17	6.4%
6	167	5.3%	51	5.0%	119	5.6%	13	4.9%
7	331	10.5%	121	11.9%	213	9.9%	22	8.3%
8	621	19.6%	211	20.7%	408	19.0%	42	15.8%
9	572	18.1%	179	17.5%	397	18.5%	51	19.2%
Best health plan possible	1,137	35.9%	338	33.2%	796	37.1%	114	43.0%
Total	3,163	100.0%	1,019	100.0%	2,145	100.0%	265	100.0%
Not Answered	84		37		46		9	
Reporting Category	Ratings							
Achievement Score	73.47%		70.90%		74.98%		77.71%	
2021 vs. 2019: +/- Change (Stat. sig.)	-2.4		-1.9		-2.9		-7.1	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	2,696	90.6%	867	89.1%	1,831	91.5%	232	92.8%
No	280	9.4%	107	10.9%	171	8.5%	18	7.2%
Total	2,976	100.0%	973	100.0%	2,002	100.0%	250	100.0%
Not Answered	271		83		189		24	
Reporting Category	Single Items							
Achievement Score	90.55%		88.84%		91.58%		92.62%	
2021 vs. 2019: +/- Change (Stat. sig.)	-0.7		-1.0		-0.7		-3.8	

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

© DataStat, Inc.

About Your Health

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Excellent	402	12.5%	147	14.1%	256	11.8%	33	12.2%
Very Good	946	29.5%	296	28.4%	648	29.9%	92	33.9%
Good	1,225	38.2%	409	39.3%	820	37.8%	94	34.7%
Fair	532	16.6%	169	16.2%	359	16.6%	40	14.8%
Poor	105	3.3%	20	1.9%	84	3.9%	12	4.4%
Total	3,210	100.0%	1,042	100.0%	2,168	100.0%	271	100.0%
Not Answered	37		14		23		3	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Excellent	738	23.1%	284	27.5%	460	21.2%	57	21.0%
Very Good	894	28.0%	277	26.9%	615	28.4%	62	22.8%
Good	979	30.6%	312	30.2%	666	30.8%	95	34.9%
Fair	458	14.3%	131	12.7%	324	15.0%	43	15.8%
Poor	129	4.0%	28	2.7%	100	4.6%	15	5.5%
Total	3,198	100.0%	1,032	100.0%	2,165	100.0%	272	100.0%
Not Answered	49		24		26		2	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Yes	1,258	42.6%	380	41.0%	874	43.1%	97	38.2%
No	1,698	57.4%	548	59.0%	1,153	56.9%	157	61.8%
Don't Know	137		51		87		8	
Total	2,956	100.0%	929	100.0%	2,027	100.0%	254	100.0%
Not Answered	41		16		25		4	
Reporting Category	Single Items							
Achievement Score	42.56%		40.96%		43.12%		38.19%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.0▼		-7.0▼		-0.8		-2.8	

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

© DataStat, Inc.

About Your Health (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Every day	395	12.4%	64	6.2%	328	15.2%	42	15.5%
Some days	232	7.3%	58	5.6%	174	8.0%	22	8.1%
Not at all	2,534	79.2%	893	86.4%	1,643	75.9%	205	75.6%
Don't Know	37	1.2%	19	1.8%	19	0.9%	2	0.7%
Total	3,198	100.0%	1,033	100.0%	2,164	100.0%	271	100.0%
Not Answered	49		23		27		3	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	155	25.0%	35	29.8%	119	23.9%	15	24.2%
● Sometimes	137	22.1%	33	27.6%	105	21.1%	14	22.6%
● Usually	103	16.6%	13	10.8%	90	17.9%	9	14.5%
● Always	224	36.2%	38	31.7%	186	37.1%	24	38.7%
Total	619	100.0%	119	100.0%	500	100.0%	62	100.0%
Not Answered	8		3		5		2	
Reporting Category	Smoking Cessation							
Achievement Score	74.96%		70.16%		76.15%		75.81%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.2		-11.0▼		-2.1		-1.2	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
● Never	273	44.2%	60	50.3%	213	42.8%	30	47.6%
● Sometimes	136	22.0%	23	19.5%	112	22.5%	10	15.9%
● Usually	98	15.9%	13	10.7%	86	17.2%	10	15.9%
● Always	111	18.0%	23	19.5%	87	17.5%	13	20.6%
Total	618	100.0%	120	100.0%	498	100.0%	63	100.0%
Not Answered	9		2		7		1	
Reporting Category	Smoking Cessation							
Achievement Score	55.83%		49.72%		57.22%		52.38%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.8▼		-10.4		-4.5		-7.4	

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

© DataStat, Inc.

About Your Health (continued)

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
Never	304	49.4%	62	51.9%	242	48.7%	28	45.9%
Sometimes	136	22.1%	21	17.7%	115	23.1%	14	23.0%
Usually	76	12.3%	13	11.4%	64	12.8%	9	14.8%
Always	100	16.2%	23	19.0%	77	15.4%	10	16.4%
Total	616	100.0%	119	100.0%	497	100.0%	61	100.0%
Not Answered	11		3		8		3	
Reporting Category	Smoking Cessation							
Achievement Score	50.65%		48.10%		51.33%		54.10%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.2		-3.6		-5.2		+3.5	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
High cholesterol	918	53.1%	341	57.1%	579	51.1%	73	53.3%
High blood pressure	1,053	60.9%	359	60.2%	689	60.9%	83	60.6%
Parent or sibling with a heart attack before the age of 60	413	23.9%	87	14.6%	326	28.8%	40	29.2%
Total	1,730	100.0%	597	100.0%	1,132	100.0%	137	100.0%
Not Answered	1,517		459		1,059		137	

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

	MMC Statewide N	MMC Statewide %	NYC N	NYC %	Rest of State N	Rest of State %	CDPHP N	CDPHP %
A heart attack	97	11.8%	21	7.2%	76	13.9%	8	14.0%
Angina or coronary heart disease	116	14.1%	36	12.5%	80	14.8%	6	10.5%
A stroke	91	11.0%	25	8.6%	66	12.2%	6	10.5%
Any kind of diabetes or high blood sugar	685	83.0%	242	84.3%	446	82.3%	44	77.2%
Total	825	100.0%	288	100.0%	542	100.0%	57	100.0%
Not Answered	2,422		768		1,649		217	

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

About Your Health (continued)

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	71	2.8%	25	3.2%	45	2.6%	7	3.2%
No	2,457	97.2%	770	96.8%	1,687	97.4%	211	96.8%
Total	2,528	100.0%	795	100.0%	1,732	100.0%	218	100.0%
Not Answered	719		261		459		56	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	756	28.2%	193	22.7%	560	30.5%	78	32.9%
No	1,925	71.8%	655	77.3%	1,275	69.5%	159	67.1%
Total	2,681	100.0%	847	100.0%	1,836	100.0%	237	100.0%
Not Answered	566		209		355		37	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	388	15.0%	96	11.8%	293	16.6%	42	18.7%
No	2,195	85.0%	717	88.2%	1,475	83.4%	183	81.3%
Total	2,583	100.0%	813	100.0%	1,768	100.0%	225	100.0%
Not Answered	664		243		423		49	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	947	35.2%	259	30.7%	689	37.3%	87	36.9%
No	1,741	64.8%	585	69.3%	1,157	62.7%	149	63.1%
Total	2,688	100.0%	844	100.0%	1,846	100.0%	236	100.0%
Not Answered	559		212		345		38	

© DataStat, Inc.

About Your Health (continued)

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	646	24.5%	132	16.1%	511	28.1%	76	32.2%
No	1,992	75.5%	688	83.9%	1,307	71.9%	160	67.8%
Total	2,638	100.0%	820	100.0%	1,818	100.0%	236	100.0%
Not Answered	609		236		373		38	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	87	3.4%	16	2.0%	70	4.0%	13	5.8%
No	2,455	96.6%	773	98.0%	1,683	96.0%	211	94.2%
Total	2,542	100.0%	789	100.0%	1,752	100.0%	224	100.0%
Not Answered	705		267		439		50	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	460	17.8%	108	13.4%	352	19.7%	58	25.7%
No	2,131	82.2%	699	86.6%	1,432	80.3%	168	74.3%
Total	2,591	100.0%	807	100.0%	1,784	100.0%	226	100.0%
Not Answered	656		249		407		48	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	880	32.6%	219	25.7%	659	35.7%	86	36.3%
No	1,817	67.4%	632	74.3%	1,185	64.3%	151	63.7%
Total	2,697	100.0%	851	100.0%	1,844	100.0%	237	100.0%
Not Answered	550		205		347		37	

© DataStat, Inc.

About You

Q62. What is your age?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
18 to 24	296	9.2%	90	8.7%	205	9.4%	24	8.8%
25 to 34	422	13.1%	124	11.9%	296	13.6%	40	14.7%
35 to 44	523	16.2%	172	16.5%	347	15.9%	43	15.8%
45 to 54	693	21.5%	229	22.0%	467	21.5%	54	19.8%
55 to 64	1,129	35.1%	351	33.7%	782	35.9%	103	37.7%
65 to 74	117	3.6%	54	5.2%	65	3.0%	5	1.8%
75 or older	40	1.2%	22	2.1%	17	0.8%	4	1.5%
Total	3,220	100.0%	1,041	100.0%	2,178	100.0%	273	100.0%
Not Answered	27		15		13		1	

Q63. What is your current gender identity?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Male	1,368	42.4%	437	41.6%	935	42.9%	105	38.6%
Female	1,816	56.2%	598	57.0%	1,214	55.7%	162	59.6%
TransMale/Transman	6	0.2%	1	0.1%	5	0.2%	0	0.0%
TransFemale/Transwoman	5	0.2%	2	0.2%	3	0.1%	1	0.4%
Genderqueer or Gender Non-Binary	14	0.4%	4	0.4%	10	0.5%	2	0.7%
Other	7	0.2%	3	0.3%	4	0.2%	1	0.4%
Decline to answer	30	0.9%	11	1.0%	19	0.9%	1	0.4%
Total	3,230	100.0%	1,049	100.0%	2,181	100.0%	272	100.0%
Not Answered	17		7		10		2	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
8th grade or less	202	6.4%	109	10.7%	95	4.4%	8	3.0%
Some high school but did not graduate	347	11.0%	134	13.1%	216	10.1%	26	9.7%
High school graduate or GED	1,043	32.9%	307	30.0%	736	34.3%	95	35.3%
Some college or 2-year degree	930	29.4%	240	23.4%	684	31.9%	97	36.1%
4-year college graduate	410	12.9%	163	15.9%	248	11.6%	26	9.7%
More than 4-year college degree	236	7.4%	72	7.0%	163	7.6%	17	6.3%
Total	3,168	100.0%	1,025	100.0%	2,142	100.0%	269	100.0%
Not Answered	79		31		49		5	

© DataStat, Inc.

About You (continued)

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	617	19.7%	314	31.2%	322	15.1%	10	3.7%
No, Not Hispanic or Latino	2,514	80.3%	690	68.8%	1,803	84.9%	261	96.3%
Total	3,131	100.0%	1,004	100.0%	2,124	100.0%	271	100.0%
Not Answered	116		52		67		3	

Q66. What is your race?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
White	1,770	56.3%	277	27.4%	1,476	69.2%	223	82.3%
Black or African-American	529	16.8%	256	25.3%	282	13.3%	26	9.6%
Asian	444	14.1%	246	24.3%	192	9.0%	21	7.7%
Native Hawaiian or other Pacific Islander	11	0.3%	3	0.3%	9	0.4%	1	0.4%
American Indian or Alaska Native	44	1.4%	14	1.4%	31	1.4%	4	1.5%
Other	445	14.1%	245	24.3%	210	9.8%	10	3.7%
Total	3,146	100.0%	1,011	100.0%	2,131	100.0%	271	100.0%
Not Answered	101		45		60		3	

Q67. How well do you speak English?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Very well	2,298	71.8%	596	57.7%	1,694	78.2%	234	86.0%
Well	474	14.8%	202	19.5%	281	13.0%	25	9.2%
Not well	295	9.2%	163	15.8%	131	6.0%	9	3.3%
Not at all	135	4.2%	73	7.0%	61	2.8%	4	1.5%
Total	3,202	100.0%	1,034	100.0%	2,166	100.0%	272	100.0%
Not Answered	45		22		25		2	

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

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Yes	1,154	36.4%	605	59.2%	559	26.0%	40	14.8%
No	2,015	63.6%	417	40.8%	1,587	74.0%	231	85.2%
Total	3,169	100.0%	1,022	100.0%	2,146	100.0%	271	100.0%
Not Answered	78		34		45		3	

© DataStat, Inc.

About You (continued)

Q69. What is the language spoken at home?

	MMC Statewide		NYC		Rest of State		CDPHP	
	N	%	N	%	N	%	N	%
Spanish	451	40.3%	237	40.2%	230	43.2%	7	18.9%
Other	668	59.7%	352	59.8%	302	56.8%	30	81.1%
Total	1,119	100.0%	588	100.0%	531	100.0%	37	100.0%
Not Answered	35		17		18		3	

© DataStat, Inc.

NEW YORK STATE | Department of Health

DataStat

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

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

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

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

SURVEY INSTRUCTIONS

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

  Correct Mark ● **Incorrect Marks**

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

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

START HERE

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

   ○ Yes ➔ ***If Yes, Go to Question 3***
   ○ No

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

   _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

3. **In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u>?**

   ○ Yes
   ○ No ➔ ***If No, Go to Question 5***

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

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

   ○ Yes
   ○ No ➔ ***If No, Go to Question 7***

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

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

   ○ Yes
   ○ No ➔ ***If No, Go to Question 9***

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

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

   ○ Yes
   ○ No ➔ ***If No, Go to Question 11***

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

    ○ Never
    ○ Sometimes
    ○ Usually
    ○ Always

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

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

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

    ○ Yes
    ○ No

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

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

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

○ Yes
○ No ➔ ***If No, Go to Question 18***

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

○ Yes
○ No

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

○ Yes
○ No

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

○ Yes
○ No

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

○ Yes
○ No ➔ ***If No, Go to Question 21***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Yes
○ No ➔ ***If No, Go to Question 26***

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

○ Never
○ Sometimes
○ Usually
○ Always

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
- ○ No ➔ ***If No, Go to Question 31***

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 30***

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

- ○ Extremely difficult
- ○ Very difficult
- ○ Somewhat difficult
- ○ Not very difficult
- ○ Not at all difficult

30. 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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 40***

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

- ○ None ➔ ***If None, Go to Question 39***
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5 to 9
- ○ 10 or more

33. 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

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

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

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

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

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

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 39***

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Personal Doctor Possible — Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 44***

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

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

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

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

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Specialist Possible — Best Specialist Possible

YOUR HEALTH PLAN

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 46***

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

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

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

- ○ Yes
- ○ No ➔ ***If No, Go to Question 50***

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

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

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

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

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

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

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

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

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

- ○ Yes
- ○ No

ABOUT YOUR HEALTH

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Yes
- ○ No
- ○ Don't know

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

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

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

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

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

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

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

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

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

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

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

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

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

	Yes	No
a. Cancer	○	○
b. Arthritis	○	○
c. Asthma	○	○
d. Overweight	○	○
e. Depression	○	○
f. Drinking or other drug problems	○	○
g. Emotional problems or mental illness	○	○
h. Other medical conditions lasting more than three months	○	○

ABOUT YOU

62. What is your age?

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

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

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

  _____

- ○ Decline to answer

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

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

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

- ○ Yes
- ○ No

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

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

67. How well do you speak English?

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

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

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

69. What is this language spoken at home?

- ○ Spanish
- ○ Other

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

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

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108