



**Department
of Health**

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

Continuous Quality Improvement Report

April 2022



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Background

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

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

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

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Executive Summary

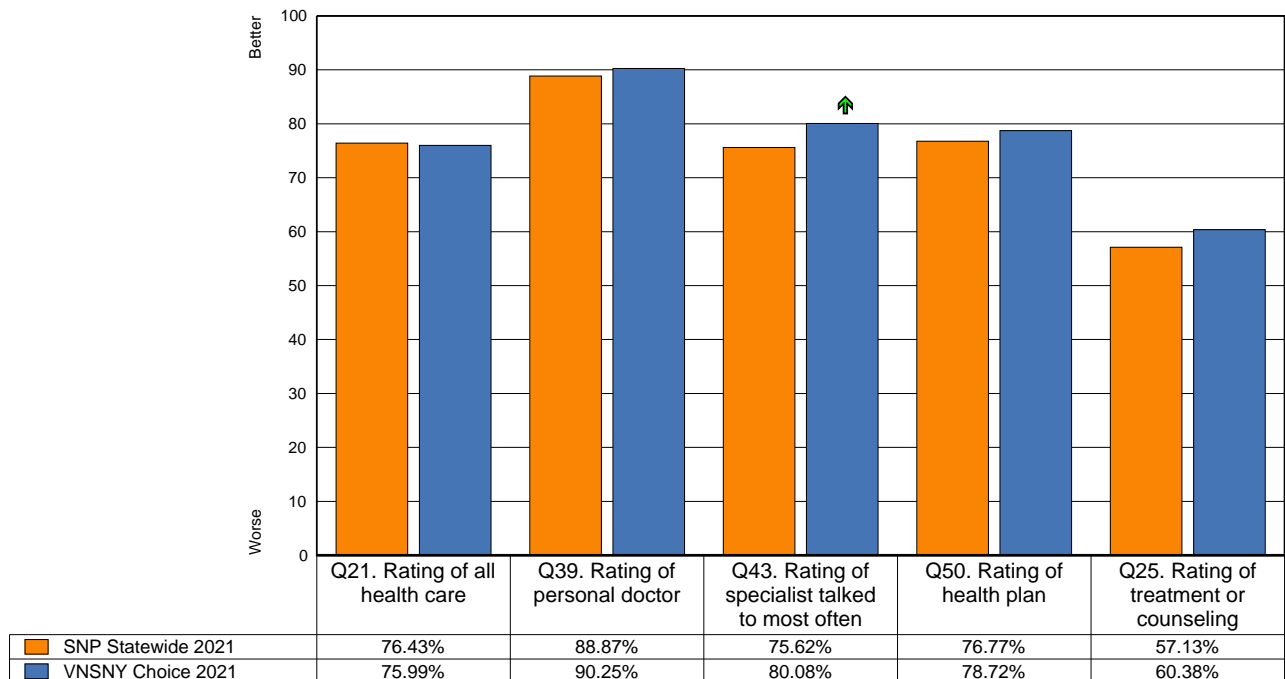
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2021 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The SNP survey included three Medicaid SNPs in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 6,000 members following a mail only methodology during the period October 14, 2021, through January 13, 2022, using a standardized survey procedure and questionnaire. A total of 598 responses were received resulting in a 30.1% response rate. The disposition of surveys is contained at the end of this section.

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

Summary of Standard Rating Questions

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

Standard Ratings Questions (8, 9 or 10)

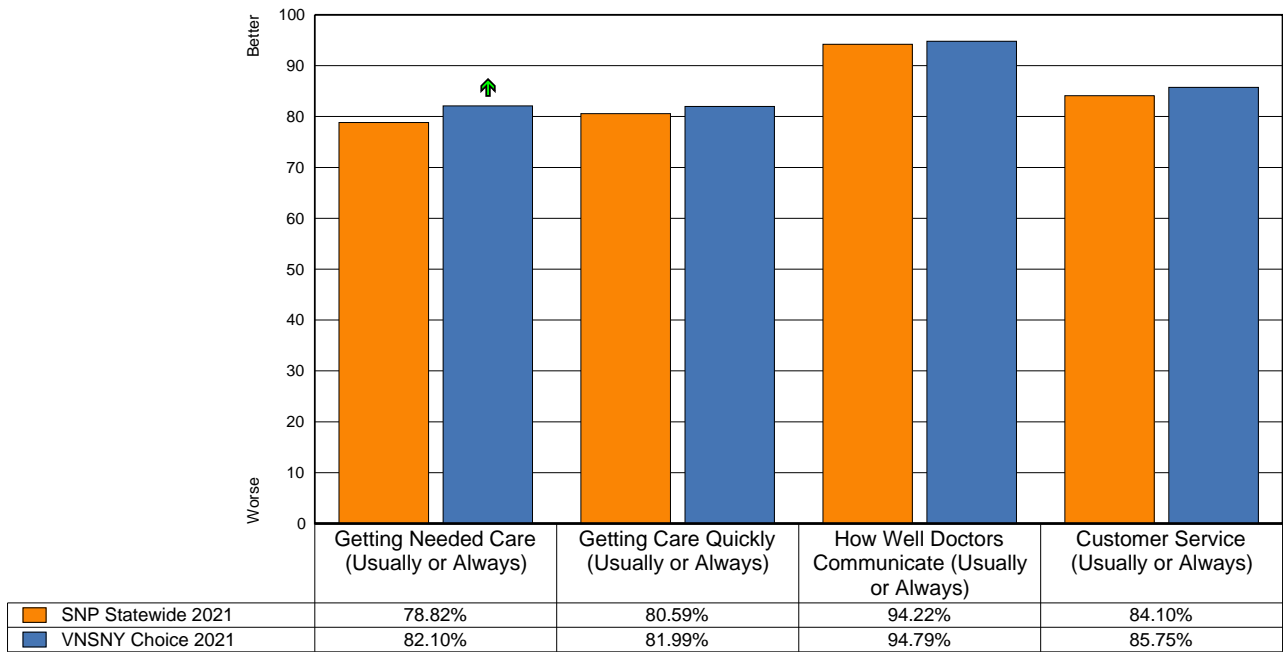


↑/↓ Statistically significantly better/worse than SNP Statewide 2021.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. Plan-level and SNP results are presented below. Plan results are compared to the SNP Statewide 2021 achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar.

Standard Composites



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

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
SNP Statewide	79	81	94	84	76	89	76	77	57
Amida Care	74 ▼	79	94	80 ▼	77	86	76	76	48 ▼
MetroPlus	80	81	94	87	77	90	71	76	63
VNSNY Choice	82 ▲	82	95	86	76	90	80 ▲	79	60

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

Respondent Sample Profile

Age (years)	SNP Statewide	VNSNY Choice Health Plans
18 to 24	0.4%	0.5%
25 to 34	3.8%	3.1%
35 to 44	10.0%	8.7%
45 to 54	24.3%	22.6%
55 to 64	54.6%	57.3%
65 to 74	6.1%	7.3%
75 or older	0.9%	0.5%

Gender	SNP Statewide	VNSNY Choice Health Plans
Male	61.4%	62.8%
Female	34.9%	35.5%
Other Responses: TransMale, TransFemale, Genderqueer, Gender Non-Binary, or Other	4.5%	2.5%

Highest grade or level of school completed	SNP Statewide	VNSNY Choice Health Plans
8th grade or less	9.2%	9.3%
Some high school, but did not graduate	24.4%	23.7%
High school graduate or GED	29.1%	29.4%
Some college or 2-year degree	23.7%	23.9%
4-year college graduate	8.7%	9.1%
More than 4-year college graduate	4.9%	4.6%

Hispanic or Latino	SNP Statewide	VNSNY Choice Health Plans
Yes, Hispanic or Latino	45.0%	48.9%
No, Not Hispanic or Latino	55.0%	51.1%

Race	SNP Statewide	VNSNY Choice Health Plans
White	21.6%	23.4%
Black or African-American	48.9%	45.7%
Asian	2.2%	0.5%
Native Hawaiian or Other Pacific Islander	0.5%	0.5%
American Indian or Alaska Native	2.9%	3.4%
Other	29.3%	32.1%

Rating of Overall Health	SNP Statewide	VNSNY Choice Health Plans
Excellent	13.9%	13.0%
Very good	25.4%	26.4%
Good	35.3%	36.3%
Fair	21.6%	19.9%
Poor	3.9%	4.5%

Sample Disposition

	SNP Statewide	VNSNY Choice Health Plans
First mailing - sent	6,000	2,000
First mailing - usable survey returned*	802	364
Second mailing - sent	5,112	1,660
Second mailing - usable survey returned*	430	165
Third mailing - sent	4,291	1,343
Third mailing - usable survey returned*	169	69
Total - usable surveys	1,401	598
Ineligible: According to population criteria‡†	18	7
Ineligible: Language barrier†	5	1
Ineligible: Deceased†	3	2
Ineligible: Mentally or physically unable to complete survey†	2	0
Refusal/Returned survey blank	9	2
Incomplete survey	26	14
Response Rate	23.5%	30.1%

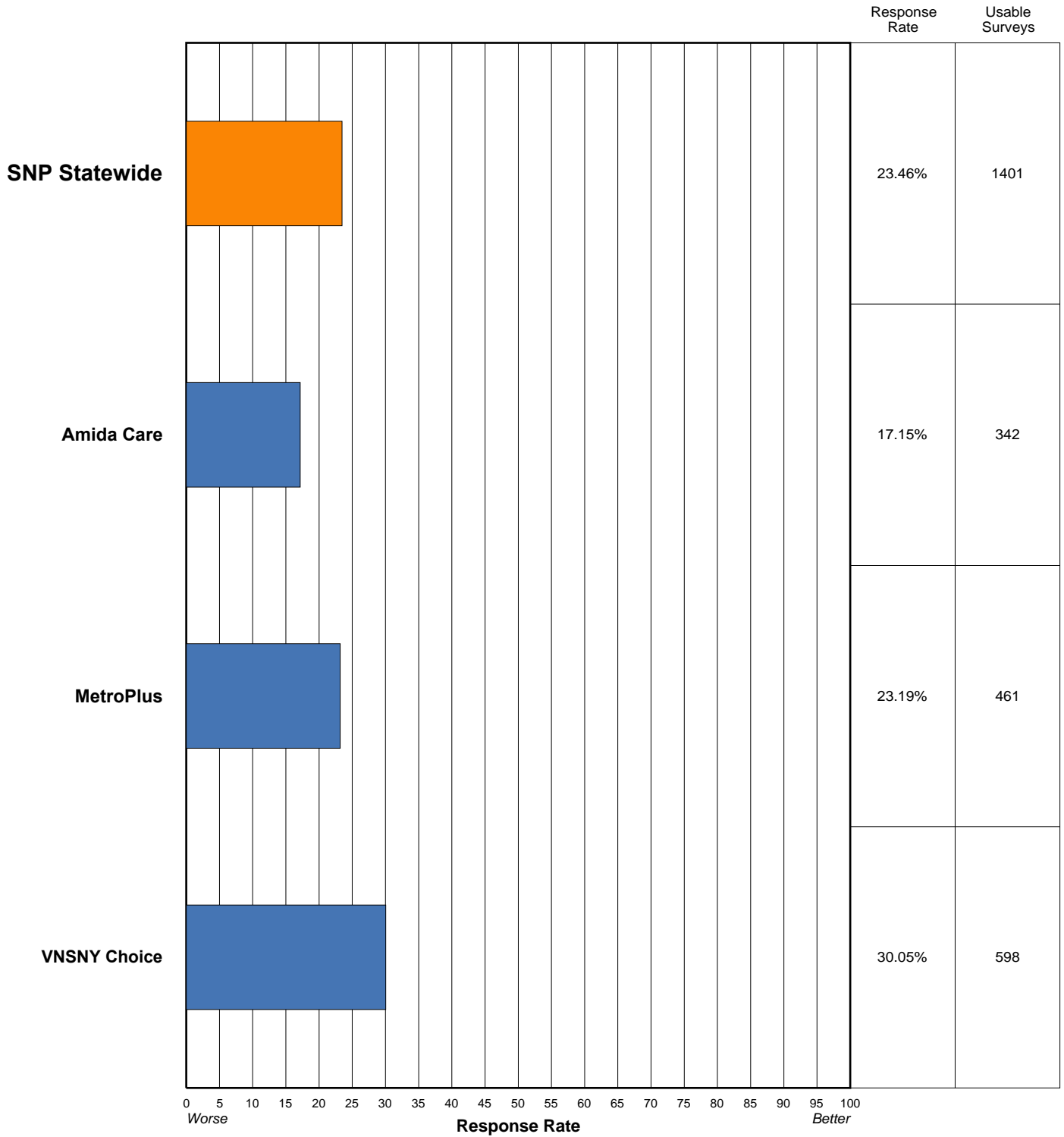
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates



SNP Statewide 2021

Health Plans 2021

Trend Analysis - 2021 vs. 2019

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

Question	VNSNY Choice 2021 Score	VNSNY Choice 2019 Score	Point Change	Composite/ Question Group
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	74.7%	71.0%	+ 3.7	Single Items
Q41. Usually or always got appointments with a specialist as soon as you needed	77.6%	76.3%	+ 1.2	Getting Needed Care
Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers	90.4%	89.4%	+ 1.1	Single Items
Q34. Personal doctor usually or always listened carefully to you	95.7%	94.7%	+ 1.0	Communication
Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress	71.4%	70.6%	+ 0.8	Single Items
Q35. Personal doctor usually or always showed respect for what you had to say	96.8%	96.4%	+ 0.4	Communication
Q36. Personal doctor usually or always spent enough time with you	92.5%	92.3%	+ 0.3	Communication
Q39. Rating of personal doctor	90.2%	90.1%	+ 0.1	Ratings
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	66.5%	66.8%	- 0.3	Single Items
Q33. Personal doctor usually or always explained things in a way that was easy to understand	94.1%	95.2%	- 1.1	Communication
Q56. Advised by doctor/provider to quit smoking or using tobacco	89.5%	95.6%	- 6.1 ▼	Smoking Cessation
Q4. Usually or always got urgent care as soon as you needed	77.9%	85.2%	- 7.3	Getting Care Quickly
Q47. Health plan customer service usually or always gave information or help you needed	78.6%	86.0%	- 7.3 ▼	Customer Service
Q58. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	70.9%	78.2%	- 7.3	Smoking Cessation
Q13f. Doctor or other health provider talked about alcohol or other drug use	38.6%	47.3%	- 8.7 ▼	Single Items
Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan	69.1%	78.2%	- 9.1	Single Items
Q30. Rating of alcohol, drug, or addiction treatment or counseling	62.2%	72.9%	- 10.7	Single Items
Q13e. Doctor or other health provider talked about smoking or using tobacco products	48.4%	59.1%	- 10.7 ▼	Single Items
Q57. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	75.0%	86.3%	- 11.3 ▼	Smoking Cessation
Q27. Usually or always easy to get the alcohol, drug, or addiction treatment or counseling you needed through your health plan	68.7%	83.3%	- 14.5	Single Items

Better

Worse

▲ ▼ Statistically significantly higher/lower than 2019 score.

Methodology

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

Survey Milestones

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

Sampling Frame

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

Questionnaire

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

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q31, Q40, Q46, Q50. Complete interviews were obtained from 598 Medicaid managed care members, and the overall project response rate was 30.1%.

Definition of Achievement Scores

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

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

Composites

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

Getting Needed Care

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

Getting Care Quickly

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

How Well Doctors Communicate

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

Customer Service

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

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

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

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

Statistical Testing

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

Case-Mix Analysis

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

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

Using this Report

Understanding Achievement Scores

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

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

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

Understanding the Sections of the Report

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

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

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

Graphs/Results

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

Correlation Analysis

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

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

Responses by Question

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

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

Graphs/Results

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

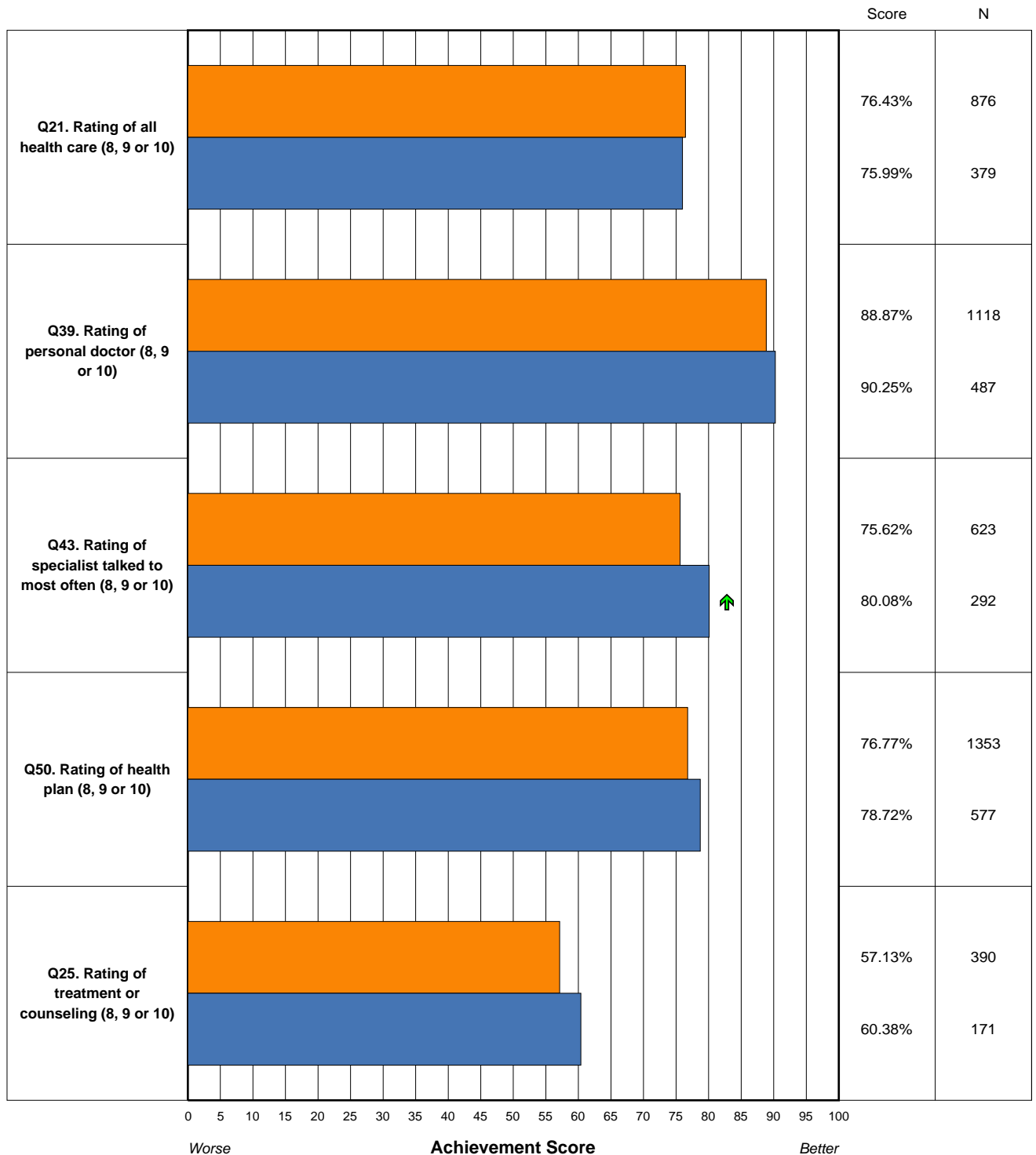
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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

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

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

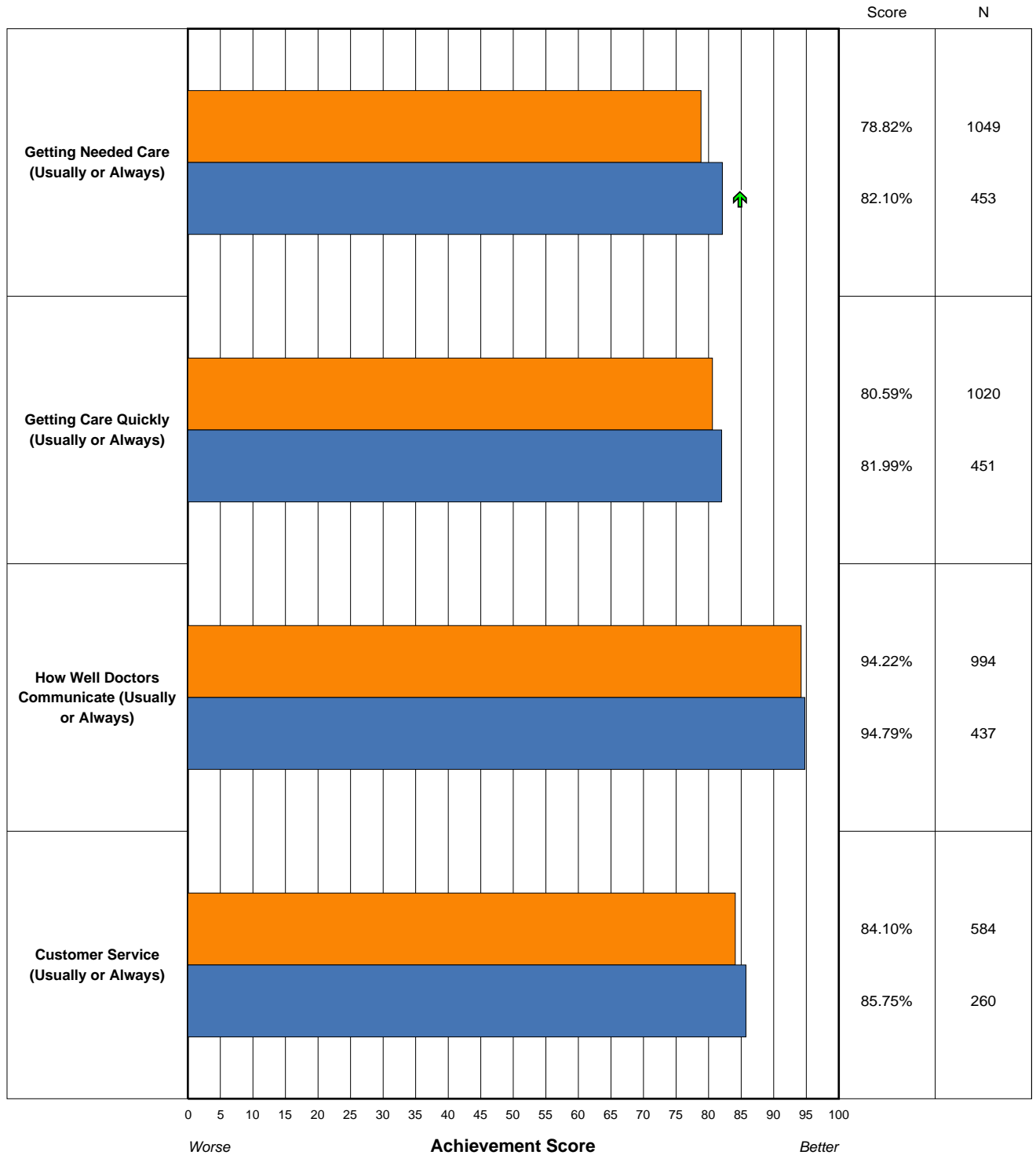
Standard Ratings



Statistically significantly better/worse than Statewide.

SNP Statewide VNSNY Choice

Standard Composites

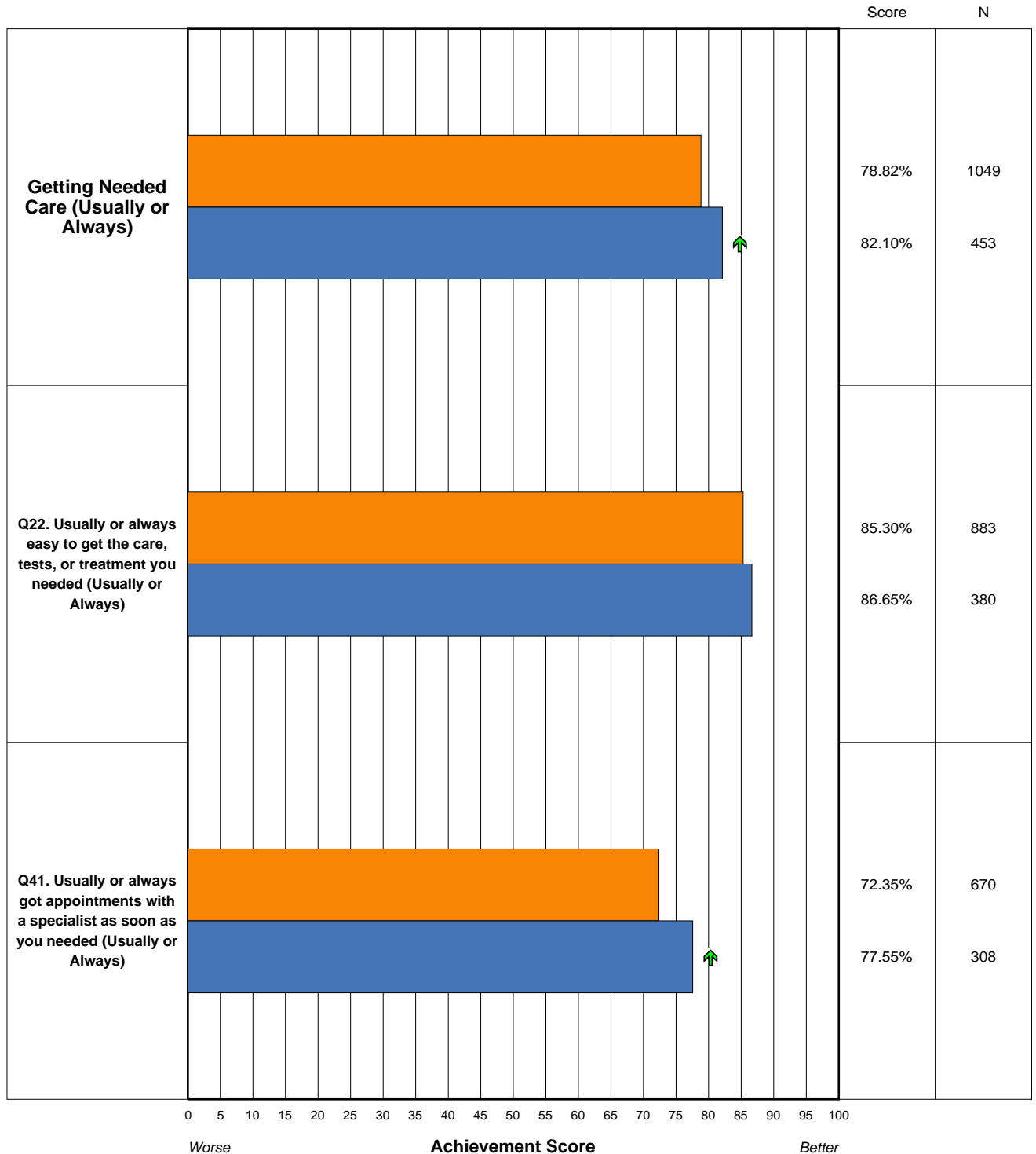


Statistically significantly better/worse than Statewide.

SNP Statewide

VNSNY Choice

Getting Needed Care

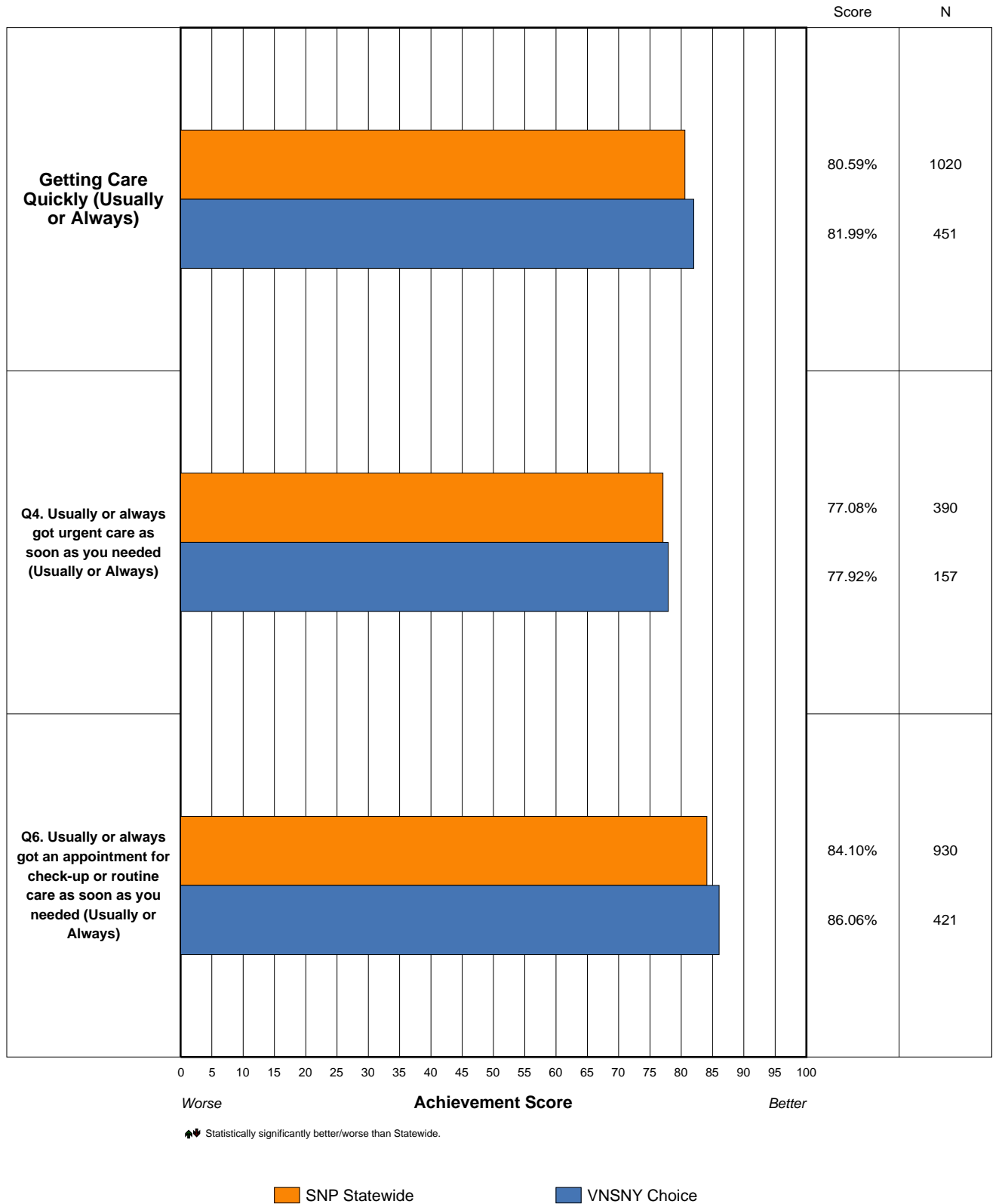


Statistically significantly better/worse than Statewide.

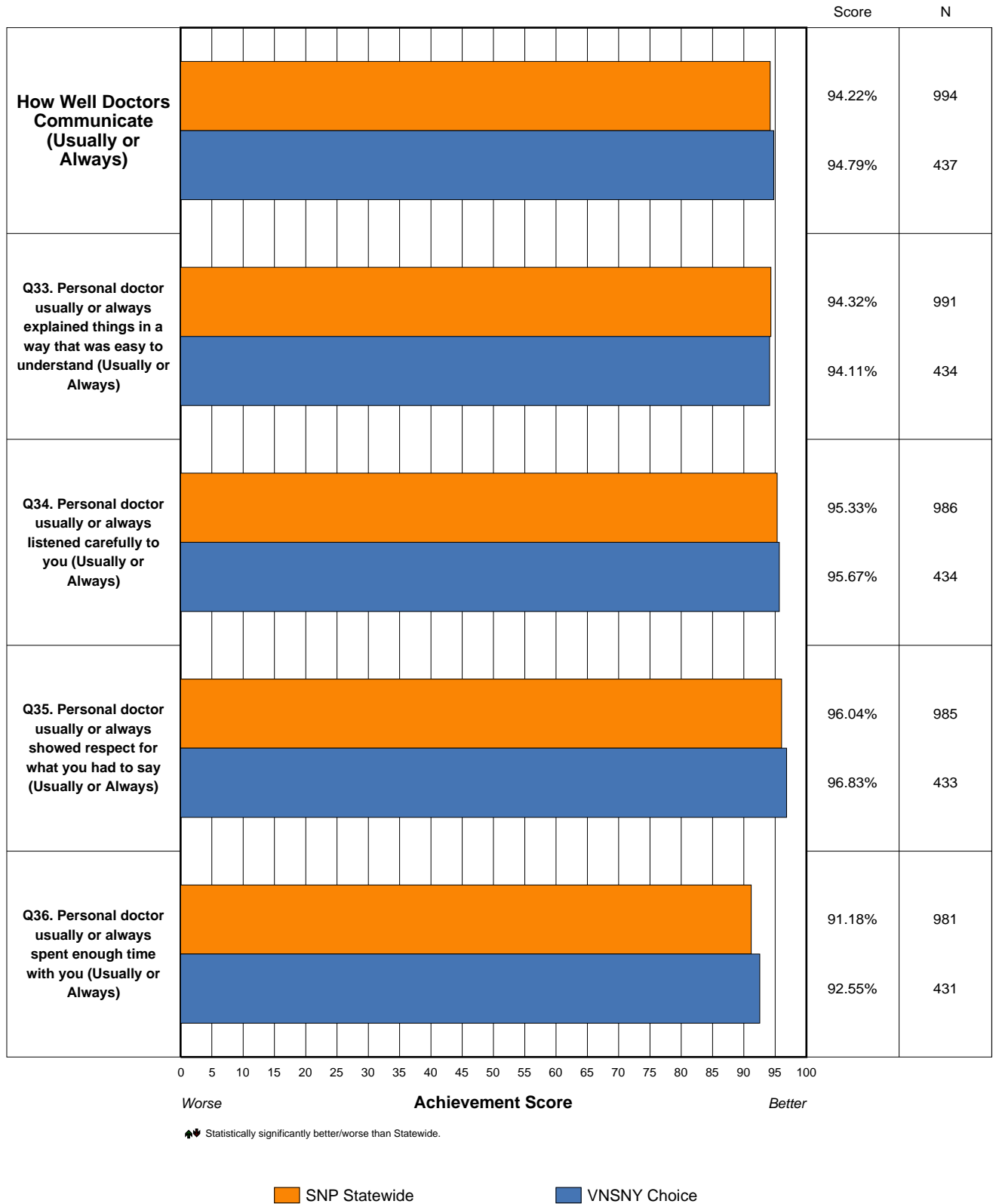
SNP Statewide

VNSNY Choice

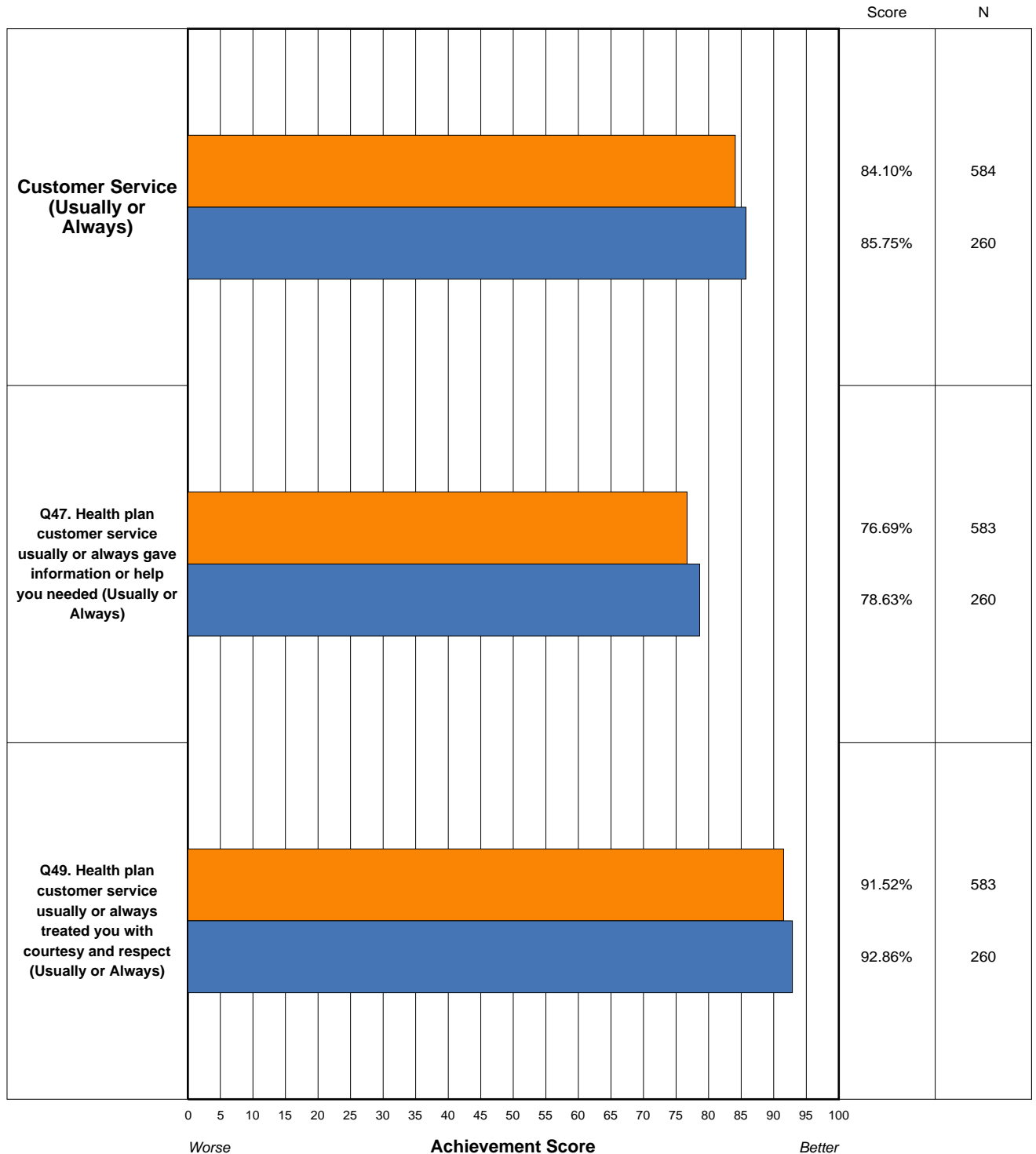
Getting Care Quickly



How Well Doctors Communicate



Customer Service

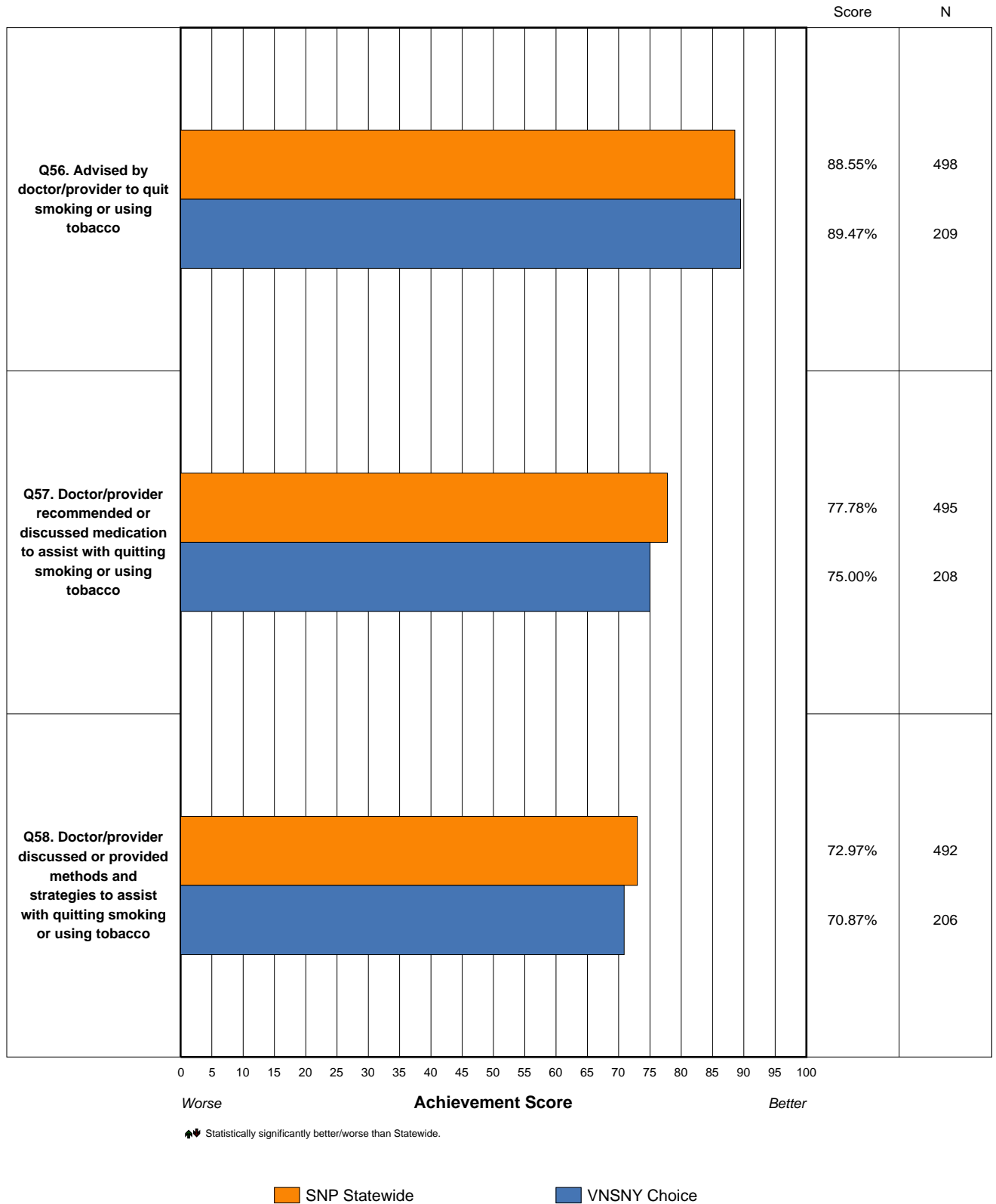


Statistically significantly better/worse than Statewide.

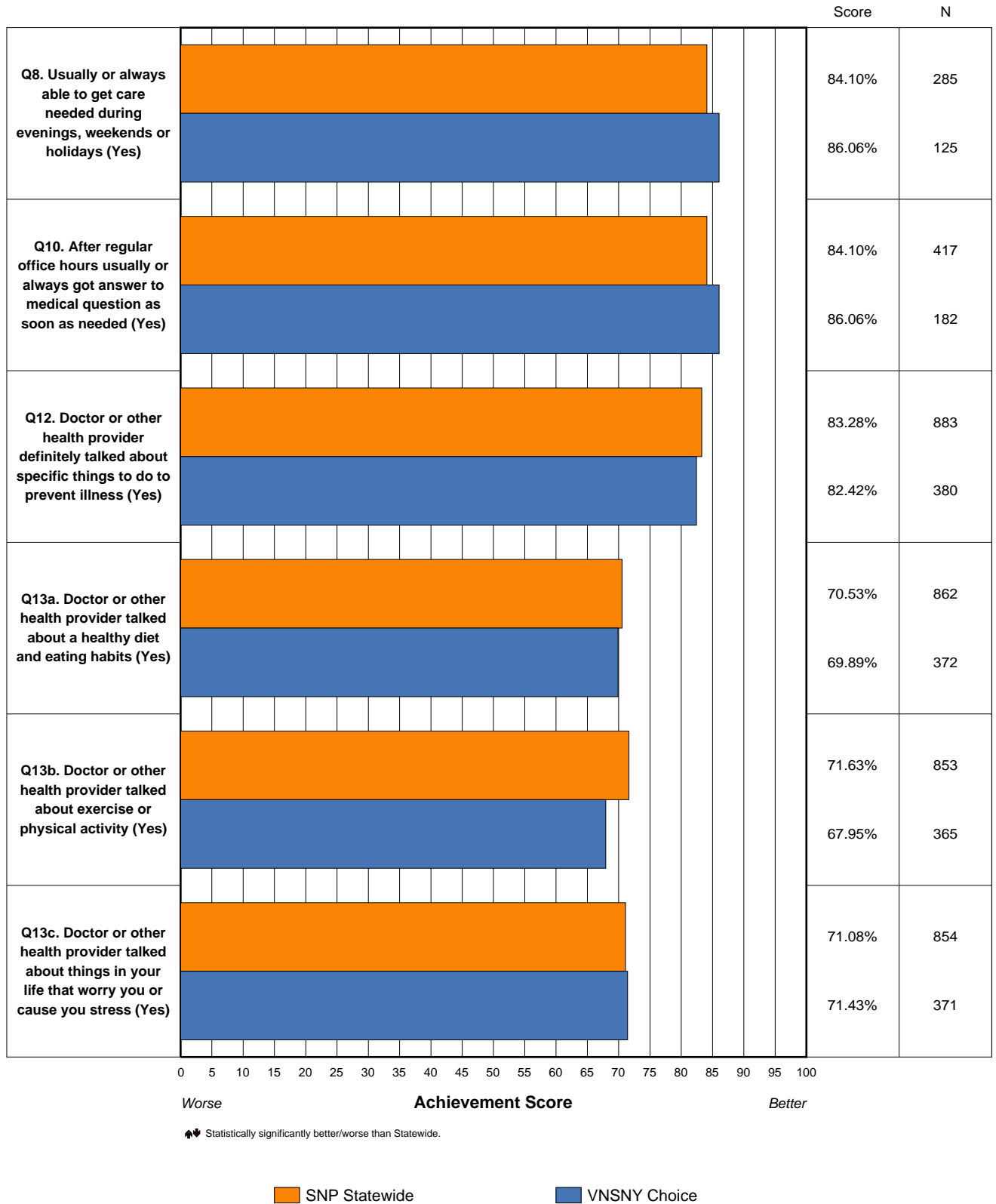
SNP Statewide

VNSNY Choice

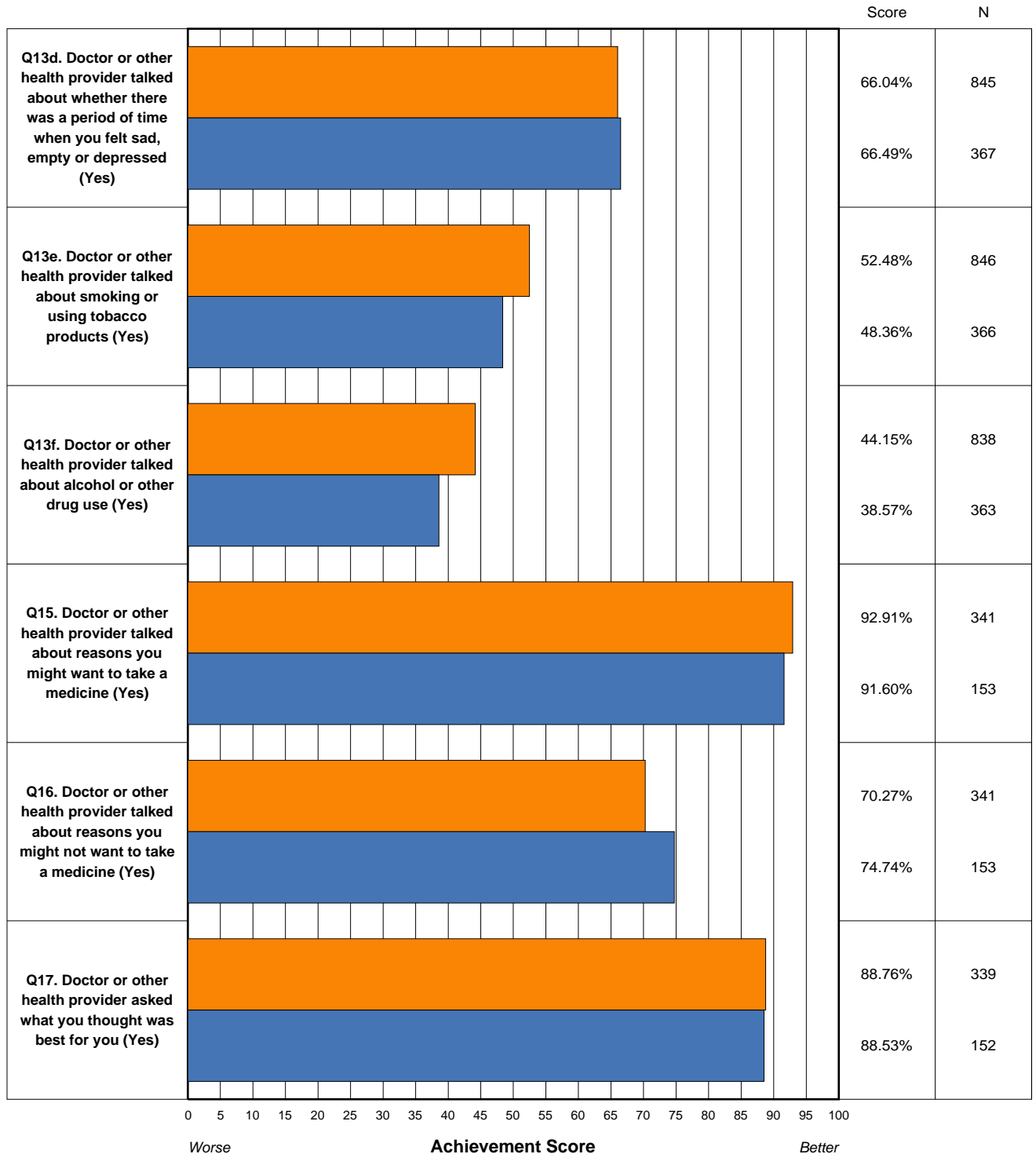
Medical Assistance with Smoking Cessation



Single Items



Single Items

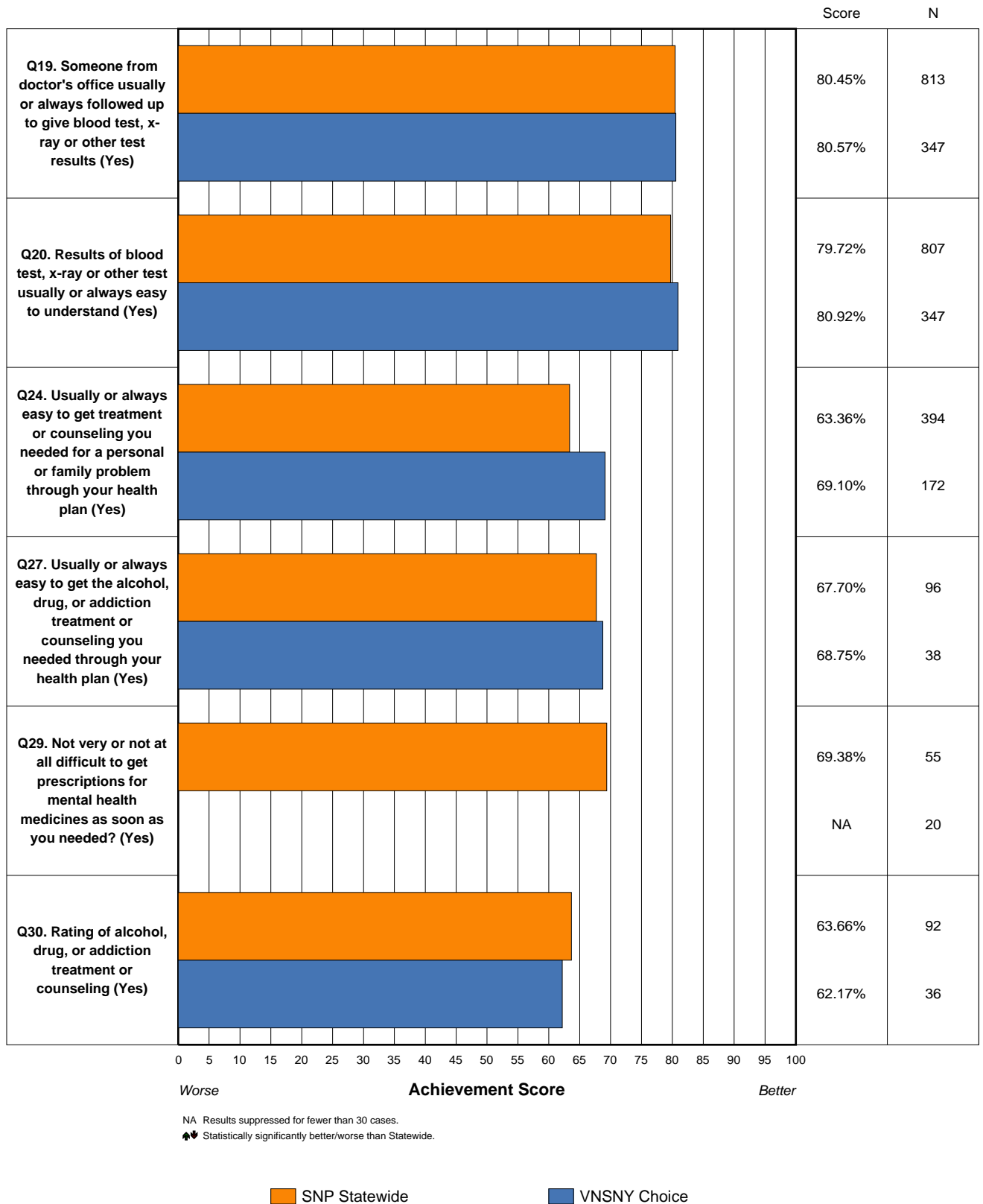


Statistically significantly better/worse than Statewide.

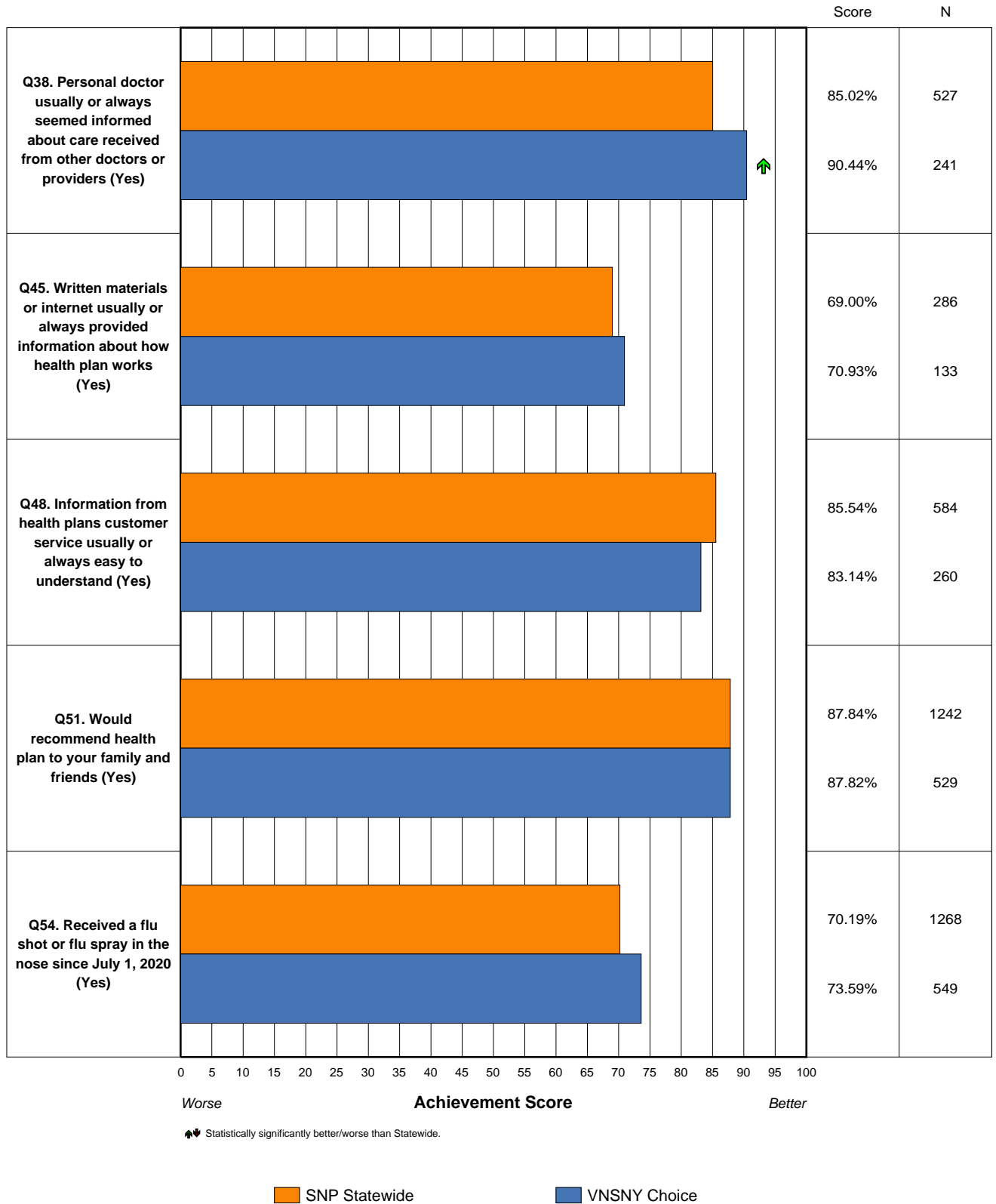
SNP Statewide

VNSNY Choice

Single Items



Single Items



VNSNY Choice Health Plans

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

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

Example:

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

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

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 Getting Needed Care	87%	0.56	Q34 Communication	96%	0.68	Q22 Getting Needed Care	87%	0.45	Q47 Customer Service	79%	0.62	Q22 Getting Needed Care	87%	0.40
2	Q4 Getting Care Quickly	78%	0.47	Q36 Communication	93%	0.64	Q41 Getting Needed Care	78%▲	0.43	Q49 Customer Service	93%	0.46	Q49 Customer Service	93%	0.37
3	Q33 Communication	94%	0.46	Q35 Communication	97%	0.64	Q4 Getting Care Quickly	78%	0.37	Q22 Getting Needed Care	87%	0.38	Q47 Customer Service	79%	0.34
4	Q47 Customer Service	79%	0.44	Q33 Communication	94%	0.62	Q47 Customer Service	79%	0.32	Q4 Getting Care Quickly	78%	0.37	Q4 Getting Care Quickly	78%	0.31
5	Q36 Communication	93%	0.41	Q22 Getting Needed Care	87%	0.43	Q36 Communication	93%	0.32	Q41 Getting Needed Care	78%▲	0.33	Q6 Getting Care Quickly	86%	0.25
6	Q34 Communication	96%	0.41	Q4 Getting Care Quickly	78%	0.40	Q34 Communication	96%	0.32	Q34 Communication	96%	0.30	Q35 Communication	97%	0.23
7	Q41 Getting Needed Care	78%▲	0.38	Q49 Customer Service	93%	0.38	Q35 Communication	97%	0.32	Q33 Communication	94%	0.28	Q34 Communication	96%	0.22
8	Q35 Communication	97%	0.37	Q6 Getting Care Quickly	86%	0.30	Q33 Communication	94%	0.27	Q35 Communication	97%	0.25	Q41 Getting Needed Care	78%▲	0.21
9	Q6 Getting Care Quickly	86%	0.36	Q41 Getting Needed Care	78%▲	0.29	Q49 Customer Service	93%	0.24	Q6 Getting Care Quickly	86%	0.25	Q36 Communication	93%	0.20
10	Q49 Customer Service	93%	0.34	Q47 Customer Service	79%	0.29	Q6 Getting Care Quickly	86%	0.18	Q36 Communication	93%	0.24	Q33 Communication	94%	0.20

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

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.56	87%	54%	33%	12%	1%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.47	78%	51%	27%	19%	3%
3	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.46	94%	79%	15%	5%	1%
4	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.44	79%	54%	25%	17%	4%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.41	93%	73%	19%	7%	1%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	96%	81%	14%	4%	0%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.38	78% ▲	45%	32%	18%	5%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	97%	85%	12%	3%	1%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.36	86%	58%	29%	12%	2%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.34	93%	77%	15%	6%	2%

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

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.68	96%	81%	14%	4%	0%
2	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.64	93%	73%	19%	7%	1%
3	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	97%	85%	12%	3%	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	94%	79%	15%	5%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.43	87%	54%	33%	12%	1%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	78%	51%	27%	19%	3%
7	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.38	93%	77%	15%	6%	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?	0.30	86%	58%	29%	12%	2%
9	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.29	78% ▲	45%	32%	18%	5%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.29	79%	54%	25%	17%	4%

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

Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.45	87%	54%	33%	12%	1%
2	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.43	78% ▲	45%	32%	18%	5%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.37	78%	51%	27%	19%	3%
4	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.32	79%	54%	25%	17%	4%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	93%	73%	19%	7%	1%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	96%	81%	14%	4%	0%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.32	97%	85%	12%	3%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	94%	79%	15%	5%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	93%	77%	15%	6%	2%
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?	0.18	86%	58%	29%	12%	2%

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

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.62	79%	54%	25%	17%	4%
2	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.46	93%	77%	15%	6%	2%
3	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.38	87%	54%	33%	12%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.37	78%	51%	27%	19%	3%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.33	78% ▲	45%	32%	18%	5%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.30	96%	81%	14%	4%	0%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.28	94%	79%	15%	5%	1%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	97%	85%	12%	3%	1%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.25	86%	58%	29%	12%	2%
10	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.24	93%	73%	19%	7%	1%

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

Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.40	87%	54%	33%	12%	1%
2	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.37	93%	77%	15%	6%	2%
3	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.34	79%	54%	25%	17%	4%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.31	78%	51%	27%	19%	3%
5	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.25	86%	58%	29%	12%	2%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.23	97%	85%	12%	3%	1%
7	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.22	96%	81%	14%	4%	0%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.21	78% ▲	45%	32%	18%	5%
9	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.20	93%	73%	19%	7%	1%
10	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.20	94%	79%	15%	5%	1%

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

Responses by Question

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

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	1,355	100.0%	576	100.0%
No	0	0.0%	0	0.0%
Total	1,355	100.0%	576	100.0%
Not Answered	46		22	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	404	29.7%	163	28.2%
No	957	70.3%	414	71.8%
Total	1,361	100.0%	577	100.0%
Not Answered	40		21	

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	17	4.4%	5	3.2%
● Sometimes	72	18.5%	30	19.1%
● Usually	100	25.6%	42	26.8%
● Always	201	51.5%	80	51.0%
Total	390	100.0%	157	100.0%
Not Answered	14		6	
Reporting Category Getting Care Quickly				
Achievement Score	77.08%		77.92%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-7.4▼		-7.3	
Correlation with rating of health plan	0.376		0.366	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	967	72.2%	439	75.6%
No	373	27.8%	142	24.4%
Total	1,340	100.0%	581	100.0%
Not Answered	61		17	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	12	1.3%	7	1.7%
● Sometimes	132	14.2%	50	11.9%
● Usually	259	27.8%	121	28.7%
● Always	527	56.7%	243	57.7%
Total	930	100.0%	421	100.0%
Not Answered	37		18	
Reporting Category Getting Care Quickly				
Achievement Score	84.52%		86.46%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.9		-1.4	
Correlation with rating of health plan	0.194		0.245	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	291	21.4%	128	22.1%
No	1,069	78.6%	452	77.9%
Total	1,360	100.0%	580	100.0%
Not Answered	41		18	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	56	19.6%	26	20.8%
● Sometimes	59	20.7%	24	19.2%
● Usually	57	20.0%	21	16.8%
● Always	113	39.6%	54	43.2%
Total	285	100.0%	125	100.0%
Not Answered	6		3	
Reporting Category	Single Items			
Achievement Score	84.10%		86.06%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.2		-1.6	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	425	31.4%	184	31.6%
No	929	68.6%	399	68.4%
Total	1,354	100.0%	583	100.0%
Not Answered	47		15	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	48	11.5%	15	8.2%
● Sometimes	65	15.6%	35	19.2%
● Usually	74	17.7%	35	19.2%
● Always	230	55.2%	97	53.3%
Total	417	100.0%	182	100.0%
Not Answered	8		2	
Reporting Category	Single Items			
Achievement Score	84.10%		86.06%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.2		-1.6	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	449	33.5%	194	33.6%
1 time	158	11.8%	63	10.9%
2	231	17.2%	94	16.3%
3	161	12.0%	68	11.8%
4	140	10.4%	69	11.9%
5 to 9	135	10.1%	71	12.3%
10 or more times	66	4.9%	19	3.3%
Total	1,340	100.0%	578	100.0%
Not Answered	61		20	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	735	83.2%	312	82.1%
● No	148	16.8%	68	17.9%
Total	883	100.0%	380	100.0%
Not Answered	8		4	
Reporting Category Single Items				
Achievement Score	83.28%		82.42%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.4		-1.8	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	608	70.5%	260	69.9%
● No	254	29.5%	112	30.1%
Total	862	100.0%	372	100.0%
Not Answered	29		12	
Reporting Category Single Items				
Achievement Score	70.53%		69.89%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.5▼		-4.8	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	611	71.6%	248	67.9%
● No	242	28.4%	117	32.1%
Total	853	100.0%	365	100.0%
Not Answered	38		19	
Reporting Category Single Items				
Achievement Score	71.63%		67.95%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.4		-6.3	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	607	71.1%	265	71.4%
● No	247	28.9%	106	28.6%
Total	854	100.0%	371	100.0%
Not Answered	37		13	
Reporting Category	Single Items			
Achievement Score	71.08%		71.43%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.5		+0.8	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	558	66.0%	244	66.5%
● No	287	34.0%	123	33.5%
Total	845	100.0%	367	100.0%
Not Answered	46		17	
Reporting Category	Single Items			
Achievement Score	66.04%		66.49%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.9		-0.3	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	444	52.5%	177	48.4%
● No	402	47.5%	189	51.6%
Total	846	100.0%	366	100.0%
Not Answered	45		18	
Reporting Category	Single Items			
Achievement Score	52.48%		48.36%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-9.3▼		-10.7▼	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	370	44.2%	140	38.6%
● No	468	55.8%	223	61.4%
Total	838	100.0%	363	100.0%
Not Answered	53		21	
Reporting Category	Single Items			
Achievement Score	44.15%		38.57%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-6.7▼		-8.7▼	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	347	40.3%	155	41.6%
No	514	59.7%	218	58.4%
Total	861	100.0%	373	100.0%
Not Answered	30		11	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	316	92.7%	140	91.5%
● No	25	7.3%	13	8.5%
Total	341	100.0%	153	100.0%
Not Answered	6		2	
Reporting Category	Single Items			
Achievement Score	92.91%		91.60%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.4		-1.4	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	243	71.3%	114	74.5%
● No	98	28.7%	39	25.5%
Total	341	100.0%	153	100.0%
Not Answered	6		2	
Reporting Category Single Items				
Achievement Score	70.27%		74.74%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-0.2		+3.7	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	301	88.8%	135	88.8%
● No	38	11.2%	17	11.2%
Total	339	100.0%	152	100.0%
Not Answered	8		3	
Reporting Category Single Items				
Achievement Score	88.76%		88.53%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.0		-1.2	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	825	93.8%	354	92.9%
No	55	6.3%	27	7.1%
Total	880	100.0%	381	100.0%
Not Answered	11		3	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	68	8.4%	30	8.6%
● Sometimes	89	10.9%	37	10.7%
● Usually	124	15.3%	65	18.7%
● Always	532	65.4%	215	62.0%
Total	813	100.0%	347	100.0%
Not Answered	12		7	
Reporting Category	Single Items			
Achievement Score	80.45%		80.57%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.5		-1.5	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	38	4.7%	19	5.5%
● Sometimes	124	15.4%	47	13.5%
● Usually	205	25.4%	102	29.4%
● Always	440	54.5%	179	51.6%
Total	807	100.0%	347	100.0%
Not Answered	18		7	
Reporting Category	Single Items			
Achievement Score	79.72%		80.92%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.5▼		-2.7	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst health care possible	5	0.6%	2	0.5%
● 1	6	0.7%	3	0.8%
● 2	5	0.6%	3	0.8%
● 3	11	1.3%	5	1.3%
● 4	17	1.9%	11	2.9%
● 5	44	5.0%	18	4.7%
● 6	39	4.5%	14	3.7%
● 7	80	9.1%	35	9.2%
● 8	146	16.7%	60	15.8%
● 9	177	20.2%	83	21.9%
● Best health care possible	346	39.5%	145	38.3%
Total	876	100.0%	379	100.0%
Not Answered	15		5	
Reporting Category	Ratings			
Achievement Score	76.43%		75.99%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.1		-3.9	
Correlation with rating of health plan	0.581		0.566	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	13	1.5%	4	1.1%
● Sometimes	114	12.9%	47	12.4%
● Usually	253	28.7%	124	32.6%
● Always	503	57.0%	205	53.9%
Total	883	100.0%	380	100.0%
Not Answered	8		4	
Reporting Category	Getting Needed Care			
Achievement Score	85.30%		86.65%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.7▼		-2.5	
Correlation with rating of health plan	0.423		0.375	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	405	29.5%	177	30.1%
No	966	70.5%	412	69.9%
Total	1,371	100.0%	589	100.0%
Not Answered	30		9	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	57	14.5%	18	10.5%
● Sometimes	84	21.3%	34	19.8%
● Usually	78	19.8%	37	21.5%
● Always	175	44.4%	83	48.3%
Total	394	100.0%	172	100.0%
Not Answered	11		5	
Reporting Category	Single Items			
Achievement Score	63.36%		69.10%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-14.8▼		-9.1	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst treatment possible	28	7.2%	8	4.7%
● 1	7	1.8%	3	1.8%
● 2	12	3.1%	7	4.1%
● 3	12	3.1%	6	3.5%
● 4	11	2.8%	4	2.3%
● 5	29	7.4%	10	5.8%
● 6	21	5.4%	8	4.7%
● 7	47	12.1%	23	13.5%
● 8	60	15.4%	27	15.8%
● 9	53	13.6%	23	13.5%
● Best treatment possible	110	28.2%	52	30.4%
Total	390	100.0%	171	100.0%
Not Answered	15		6	
Reporting Category	Ratings			
Achievement Score	57.13%		60.38%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-7.5▼		-7.0	
Correlation with rating of health plan	0.432		0.443	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	97	7.3%	39	6.8%
No	1,237	92.7%	531	93.2%
Total	1,334	100.0%	570	100.0%
Not Answered	67		28	

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	8	8.3%	4	10.5%
● Sometimes	23	24.0%	8	21.1%
● Usually	17	17.7%	9	23.7%
● Always	48	50.0%	17	44.7%
Total	96	100.0%	38	100.0%
Not Answered	1		1	
Reporting Category Single Items				
Achievement Score	67.70%		68.75%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-15.0▼		-14.5	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	55	57.9%	20	54.1%
No	40	42.1%	17	45.9%
Total	95	100.0%	37	100.0%
Not Answered	2		2	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Extremely difficult	3	5.5%	0	0.0%
● Very difficult	6	10.9%	3	15.0%
● Somewhat difficult	8	14.5%	4	20.0%
● Not very difficult	13	23.6%	2	10.0%
● Not at all difficult	25	45.5%	11	55.0%
Total	55	100.0%	20	100.0%
Not Answered	0		0	
Reporting Category Single Items				
Achievement Score	69.38%		NA	

NA: Results suppressed for fewer than 30 cases.

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

Your Health Care in the Last 6 Months (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst treatment possible	4	4.3%	2	5.6%
● 1	0	0.0%	0	0.0%
● 2	1	1.1%	0	0.0%
● 3	6	6.5%	3	8.3%
● 4	4	4.3%	0	0.0%
● 5	9	9.8%	4	11.1%
● 6	3	3.3%	1	2.8%
● 7	6	6.5%	3	8.3%
● 8	16	17.4%	6	16.7%
● 9	10	10.9%	4	11.1%
● Best treatment possible	33	35.9%	13	36.1%
Total	92	100.0%	36	100.0%
Not Answered	5		3	
Reporting Category	Single Items			
Achievement Score	63.66%		62.17%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-4.1		-10.7	

Your Personal Doctor

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	1,179	86.6%	506	86.5%
No	182	13.4%	79	13.5%
Total	1,361	100.0%	585	100.0%
Not Answered	40		13	

○ Response scored as: ● Achievement ● Room for improvement

Your Personal Doctor (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	119	10.7%	49	10.1%
1 time	226	20.3%	82	16.8%
2	349	31.3%	166	34.1%
3	177	15.9%	80	16.4%
4	98	8.8%	42	8.6%
5 to 9	108	9.7%	52	10.7%
10 or more times	38	3.4%	16	3.3%
Total	1,115	100.0%	487	100.0%
Not Answered	64		19	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	9	0.9%	3	0.7%
● Sometimes	48	4.8%	23	5.3%
● Usually	160	16.1%	67	15.4%
● Always	774	78.1%	341	78.6%
Total	991	100.0%	434	100.0%
Not Answered	5		4	
Reporting Category	Communication			
Achievement Score	94.32%		94.11%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.1		-1.1	
Correlation with rating of health plan	0.288		0.284	

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

Your Personal Doctor *(continued)*

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	9	0.9%	2	0.5%
● Sometimes	37	3.8%	17	3.9%
● Usually	138	14.0%	62	14.3%
● Always	802	81.3%	353	81.3%
Total	986	100.0%	434	100.0%
Not Answered	10		4	
Reporting Category	Communication			
Achievement Score	95.33%		95.67%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.1		+1.0	
Correlation with rating of health plan	0.294		0.296	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	9	0.9%	3	0.7%
● Sometimes	29	2.9%	11	2.5%
● Usually	97	9.8%	52	12.0%
● Always	850	86.3%	367	84.8%
Total	985	100.0%	433	100.0%
Not Answered	11		5	
Reporting Category	Communication			
Achievement Score	96.04%		96.83%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.1		+0.4	
Correlation with rating of health plan	0.258		0.253	

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

Your Personal Doctor (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	14	1.4%	3	0.7%
● Sometimes	70	7.1%	29	6.7%
● Usually	196	20.0%	84	19.5%
● Always	701	71.5%	315	73.1%
Total	981	100.0%	431	100.0%
Not Answered	15		7	
Reporting Category				
	Communication			
Achievement Score	91.18%		92.55%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-2.5▼		+0.3	
Correlation with rating of health plan	0.281		0.243	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	539	56.1%	243	57.6%
No	421	43.9%	179	42.4%
Total	960	100.0%	422	100.0%
Not Answered	36		16	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	15	2.8%	3	1.2%
● Sometimes	58	11.0%	19	7.9%
● Usually	108	20.5%	53	22.0%
● Always	346	65.7%	166	68.9%
Total	527	100.0%	241	100.0%
Not Answered	12		2	
Reporting Category				
	Single Items			
Achievement Score	85.02%		90.44%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.9		+1.1	

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

Your Personal Doctor (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst personal doctor possible	8	0.7%	2	0.4%
● 1	4	0.4%	1	0.2%
● 2	5	0.4%	2	0.4%
● 3	8	0.7%	4	0.8%
● 4	4	0.4%	3	0.6%
● 5	26	2.3%	8	1.6%
● 6	19	1.7%	8	1.6%
● 7	47	4.2%	20	4.1%
● 8	117	10.5%	48	9.9%
● 9	188	16.8%	84	17.2%
● Best personal doctor possible	692	61.9%	307	63.0%
Total	1,118	100.0%	487	100.0%
Not Answered	61		19	
Reporting Category	Ratings			
Achievement Score	88.87%		90.25%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	+0.4		+0.1	
Correlation with rating of health plan	0.450		0.341	

Getting Health Care From Specialists

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	681	50.8%	315	54.7%
No	660	49.2%	261	45.3%
Total	1,341	100.0%	576	100.0%
Not Answered	60		22	

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From Specialists (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	39	5.8%	16	5.2%
● Sometimes	139	20.7%	54	17.5%
● Usually	192	28.7%	98	31.8%
● Always	300	44.8%	140	45.5%
Total	670	100.0%	308	100.0%
Not Answered	11		7	
Reporting Category	Getting Needed Care			
Achievement Score	72.35%		77.55%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.3		+1.2	
Correlation with rating of health plan	0.299		0.325	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
None	38	5.7%	15	4.9%
1 specialist	263	39.3%	111	36.0%
2	187	28.0%	89	28.9%
3	101	15.1%	50	16.2%
4	43	6.4%	26	8.4%
5 or more specialists	37	5.5%	17	5.5%
Total	669	100.0%	308	100.0%
Not Answered	12		7	

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

Getting Health Care From Specialists (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst specialist possible	7	1.1%	4	1.4%
● 1	2	0.3%	1	0.3%
● 2	10	1.6%	5	1.7%
● 3	3	0.5%	1	0.3%
● 4	14	2.2%	2	0.7%
● 5	27	4.3%	7	2.4%
● 6	26	4.2%	12	4.1%
● 7	58	9.3%	27	9.2%
● 8	112	18.0%	54	18.5%
● 9	106	17.0%	53	18.2%
● Best specialist possible	258	41.4%	126	43.2%
Total	623	100.0%	292	100.0%
Not Answered	8		1	
Reporting Category	Ratings			
Achievement Score	75.62%		80.08%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.9		-1.6	
Correlation with rating of health plan	0.395		0.373	

Your Health Plan

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	292	21.4%	136	23.4%
No	1,073	78.6%	445	76.6%
Total	1,365	100.0%	581	100.0%
Not Answered	36		17	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Plan (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	15	5.2%	7	5.3%
● Sometimes	74	25.9%	32	24.1%
● Usually	91	31.8%	43	32.3%
● Always	106	37.1%	51	38.3%
Total	286	100.0%	133	100.0%
Not Answered	6		3	
Reporting Category Single Items				
Achievement Score	69.00%		70.93%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-6.6		-4.3	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	593	43.4%	262	45.3%
No	773	56.6%	316	54.7%
Total	1,366	100.0%	578	100.0%
Not Answered	35		20	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	23	3.9%	11	4.2%
● Sometimes	110	18.9%	45	17.3%
● Usually	150	25.7%	64	24.6%
● Always	300	51.5%	140	53.8%
Total	583	100.0%	260	100.0%
Not Answered	10		2	
Reporting Category Customer Service				
Achievement Score	76.69%		78.63%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-8.0▼		-7.3▼	
Correlation with rating of health plan	0.554		0.624	

○ Response scored as: ● Achievement ● Room for improvement

Your Health Plan (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	14	2.4%	11	4.2%
● Sometimes	72	12.3%	32	12.3%
● Usually	183	31.3%	76	29.2%
● Always	315	53.9%	141	54.2%
Total	584	100.0%	260	100.0%
Not Answered	9		2	
Reporting Category	Single Items			
Achievement Score	85.54%		83.14%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-1.5		-5.5	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	8	1.4%	4	1.5%
● Sometimes	40	6.9%	15	5.8%
● Usually	95	16.3%	40	15.4%
● Always	440	75.5%	201	77.3%
Total	583	100.0%	260	100.0%
Not Answered	10		2	
Reporting Category	Customer Service			
Achievement Score	91.52%		92.86%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-3.6▼		-3.0	
Correlation with rating of health plan	0.413		0.456	

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

Your Health Plan (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Worst health plan possible	13	1.0%	6	1.0%
● 1	6	0.4%	1	0.2%
● 2	4	0.3%	0	0.0%
● 3	21	1.6%	6	1.0%
● 4	16	1.2%	8	1.4%
● 5	80	5.9%	27	4.7%
● 6	49	3.6%	22	3.8%
● 7	121	8.9%	52	9.0%
● 8	205	15.2%	88	15.3%
● 9	223	16.5%	113	19.6%
● Best health plan possible	615	45.5%	254	44.0%
Total	1,353	100.0%	577	100.0%
Not Answered	48		21	
Reporting Category		Ratings		
Achievement Score		76.77%	78.72%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)		-5.4▼	-3.6	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Yes	1,093	88.0%	466	88.1%
● No	149	12.0%	63	11.9%
Total	1,242	100.0%	529	100.0%
Not Answered	159		69	
Reporting Category		Single Items		
Achievement Score		87.84%	87.82%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)		-3.2▼	-1.7	

○ Response scored as: ● Achievement ● Room for improvement

About Your Health

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Excellent	190	13.9%	76	13.0%
Very Good	347	25.4%	154	26.4%
Good	482	35.3%	212	36.3%
Fair	295	21.6%	116	19.9%
Poor	53	3.9%	26	4.5%
Total	1,367	100.0%	584	100.0%
Not Answered	34		14	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Excellent	238	17.3%	84	14.4%
Very Good	314	22.9%	136	23.2%
Good	434	31.6%	195	33.3%
Fair	331	24.1%	146	25.0%
Poor	55	4.0%	24	4.1%
Total	1,372	100.0%	585	100.0%
Not Answered	29		13	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
<input checked="" type="radio"/> Yes	890	70.2%	404	73.6%
<input checked="" type="radio"/> No	378	29.8%	145	26.4%
Don't Know	42		11	
Total	1,268	100.0%	549	100.0%
Not Answered	27		13	
Reporting Category	Single Items			
Achievement Score	70.19%		73.59%	
2021 vs. 2019: +/- Change (↑↓ Stat. sig.)	-4.2↓		-1.8	

Response scored as: Achievement Room for improvement

About Your Health (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Every day	268	19.6%	112	19.2%
Some days	243	17.8%	104	17.8%
Not at all	835	61.1%	359	61.5%
Don't Know	20	1.5%	9	1.5%
Total	1,366	100.0%	584	100.0%
Not Answered	35		14	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	57	11.4%	22	10.5%
● Sometimes	108	21.7%	50	23.9%
● Usually	93	18.7%	40	19.1%
● Always	240	48.2%	97	46.4%
Total	498	100.0%	209	100.0%
Not Answered	13		7	
Reporting Category	Smoking Cessation			
Achievement Score	88.55%		89.47%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.5▼		-6.1▼	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	110	22.2%	52	25.0%
● Sometimes	111	22.4%	40	19.2%
● Usually	81	16.4%	34	16.3%
● Always	193	39.0%	82	39.4%
Total	495	100.0%	208	100.0%
Not Answered	16		8	
Reporting Category	Smoking Cessation			
Achievement Score	77.78%		75.00%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-8.3▼		-11.3▼	

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

About Your Health (continued)

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
● Never	133	27.0%	60	29.1%
● Sometimes	109	22.2%	36	17.5%
● Usually	95	19.3%	44	21.4%
● Always	155	31.5%	66	32.0%
Total	492	100.0%	206	100.0%
Not Answered	19		10	
Reporting Category	Smoking Cessation			
Achievement Score	72.97%		70.87%	
2021 vs. 2019: +/- Change (▲▼ Stat. sig.)	-5.1		-7.3	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
High cholesterol	504	53.1%	232	56.2%
High blood pressure	626	66.0%	266	64.4%
Parent or sibling with a heart attack before the age of 60	178	18.8%	73	17.7%
Total	949	100.0%	413	100.0%
Not Answered	452		185	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
A heart attack	62	12.5%	28	13.0%
Angina or coronary heart disease	78	15.7%	42	19.5%
A stroke	78	15.7%	36	16.7%
Any kind of diabetes or high blood sugar	376	75.7%	155	72.1%
Total	497	100.0%	215	100.0%
Not Answered	904		383	

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

About Your Health (continued)**Q61a. Do any of the following conditions affect you right now ... Cancer?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	61	6.4%	36	8.5%
No	889	93.6%	389	91.5%
Total	950	100.0%	425	100.0%
Not Answered	451		173	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	412	39.1%	191	41.9%
No	642	60.9%	265	58.1%
Total	1,054	100.0%	456	100.0%
Not Answered	347		142	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	339	32.2%	137	30.2%
No	713	67.8%	317	69.8%
Total	1,052	100.0%	454	100.0%
Not Answered	349		144	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	339	33.3%	149	33.3%
No	680	66.7%	298	66.7%
Total	1,019	100.0%	447	100.0%
Not Answered	382		151	

About Your Health (continued)**Q61e. Do any of the following conditions affect you right now ... Depression?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	505	46.3%	231	48.2%
No	585	53.7%	248	51.8%
Total	1,090	100.0%	479	100.0%
Not Answered	311		119	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	104	10.4%	39	8.8%
No	893	89.6%	404	91.2%
Total	997	100.0%	443	100.0%
Not Answered	404		155	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	372	35.1%	167	35.9%
No	687	64.9%	298	64.1%
Total	1,059	100.0%	465	100.0%
Not Answered	342		133	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	628	55.2%	279	56.4%
No	509	44.8%	216	43.6%
Total	1,137	100.0%	495	100.0%
Not Answered	264		103	

About You

Q62. What is your age?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
18 to 24	6	0.4%	3	0.5%
25 to 34	52	3.8%	18	3.1%
35 to 44	137	10.0%	51	8.7%
45 to 54	333	24.3%	133	22.6%
55 to 64	748	54.6%	337	57.3%
65 to 74	83	6.1%	43	7.3%
75 or older	12	0.9%	3	0.5%
Total	1,371	100.0%	588	100.0%
Not Answered	30		10	

Q63. What is your current gender identity?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Male	848	61.4%	370	62.8%
Female	482	34.9%	209	35.5%
TransMale/Transman	10	0.7%	3	0.5%
TransFemale/Transwoman	39	2.8%	6	1.0%
Genderqueer or Gender Non-Binary	8	0.6%	4	0.7%
Other	5	0.4%	2	0.3%
Decline to answer	15	1.1%	2	0.3%
Total	1,382	100.0%	589	100.0%
Not Answered	19		9	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
8th grade or less	125	9.2%	54	9.3%
Some high school but did not graduate	330	24.4%	138	23.7%
High school graduate or GED	394	29.1%	171	29.4%
Some college or 2-year degree	321	23.7%	139	23.9%
4-year college graduate	118	8.7%	53	9.1%
More than 4-year college degree	66	4.9%	27	4.6%
Total	1,354	100.0%	582	100.0%
Not Answered	47		16	

About You (continued)**Q65. Are you of Hispanic or Latino origin or descent?**

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes, Hispanic or Latino	598	45.0%	280	48.9%
No, Not Hispanic or Latino	730	55.0%	293	51.1%
Total	1,328	100.0%	573	100.0%
Not Answered	73		25	

Q66. What is your race?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
White	285	21.6%	132	23.4%
Black or African-American	644	48.9%	258	45.7%
Asian	29	2.2%	3	0.5%
Native Hawaiian or other Pacific Islander	7	0.5%	3	0.5%
American Indian or Alaska Native	38	2.9%	19	3.4%
Other	386	29.3%	181	32.1%
Total	1,318	100.0%	564	100.0%
Not Answered	83		34	

Q67. How well do you speak English?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Very well	986	71.7%	420	71.6%
Well	231	16.8%	100	17.0%
Not well	123	8.9%	49	8.3%
Not at all	35	2.5%	18	3.1%
Total	1,375	100.0%	587	100.0%
Not Answered	26		11	

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

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Yes	569	42.5%	248	43.1%
No	770	57.5%	327	56.9%
Total	1,339	100.0%	575	100.0%
Not Answered	62		23	

About You (continued)**Q69.** What is the language spoken at home?

	SNP Statewide		VNSNY Choice Health Plans	
	N	%	N	%
Spanish	404	75.0%	194	81.5%
Other	135	25.0%	44	18.5%
Total	539	100.0%	238	100.0%
Not Answered	30		10	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → If Yes, Go to Question 1
- No

START HERE

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

- Yes → If Yes, Go to Question 3
- No

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



YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

Yes
 No → *If No, Go to Question 5*

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *If No, Go to Question 7*

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *If No, Go to Question 9*

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *If No, Go to Question 11*

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

Never
 Sometimes
 Usually
 Always

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

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

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

Yes
 No

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

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

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

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

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 21*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 26*

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

- Never
- Sometimes
- Usually
- Always



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 Best
Treatment Treatment
Possible 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 Best
Treatment Treatment
Possible 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 Personal Doctor Best
 Possible Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



YOUR HEALTH PLAN

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

44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes
 - No → *If No, Go to Question 46*
45. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
 - Sometimes
 - Usually
 - Always
46. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes
 - No → *If No, Go to Question 50*
47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Never
 - Sometimes
 - Usually
 - Always
48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?
- Never
 - Sometimes
 - Usually
 - Always
49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
- Never
 - Sometimes
 - Usually
 - Always

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

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

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

ABOUT YOUR HEALTH

52. In general, how would you rate your overall health?
- Excellent
 - Very good
 - Good
 - Fair
 - Poor
53. In general, how would you rate your overall mental or emotional health?
- Excellent
 - Very good
 - Good
 - Fair
 - Poor
54. Have you had either a flu shot or flu spray in the nose since July 1, 2020?
- Yes
 - No
 - Don't know
55. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day
 - Some days
 - Not at all → *If Not at all, Go to Question 59*
 - Don't know → *If Don't know, Go to Question 59*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

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

ABOUT YOU

62. What is your age?

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

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

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

Decline to answer



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

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

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

- Yes
- No

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

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

67. How well do you speak English?

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

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

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

69. What is this language spoken at home?

- Spanish
- Other

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

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

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108

