

Apple Health

CAHPS® 5.1H

Adult Medicaid

Comagine
Health

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Using This Report

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.1H) is the most comprehensive tool available for assessing consumer experiences with their health plans. CAHPS 5.1H provides consumers, purchasers, health plans, and state Medicaid programs with information about a broad range of key consumer issues. The instrument adopted for the Apple Health survey project was the CAHPS 5.1H Adult Medicaid survey. The instrument consisted of forty questions addressing areas such as getting care quickly, how well doctors communicate, and global ratings of health care. A set of questions collecting demographic data and optional supplemental items completed the survey.

This report summarizes the findings of the CAHPS 5.1H Adult survey conducted by the Apple Health plans during the spring of 2022. It was designed to identify key opportunities for improving member 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 achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did you get care as soon as you needed?" is considered an achievement, 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 for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, and customer service.

The HEDIS-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. These reports:

1. Identify strengths and weaknesses in plans' quality of care and services.
2. Demonstrate where resources are needed to improve weaknesses.
3. Show the effects of plan efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. Correlations with overall health plan satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

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 could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. 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.

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Methodology and Definitions

The survey drew as potential respondents the members 18 years old and older enrolled in Apple Health during the measurement year of 2021. Five managed care plans participated in the 2022 CAHPS 5.1H Adult survey: Amerigroup Washington (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington (MHW), and UnitedHealthcare Community Plan (UHC).

The survey was administered over a 10-week period in early 2022. A mixed-mode data collection protocol was used by all five plans. The protocol consisted of an initial survey mailing and reminder postcard to all selected members, followed by a second survey mailing and reminder postcard to members from whom no completed questionnaire or final disposition was received after the first mailing. A telephone follow-up was conducted with all members who did not respond to the mailings.

Three plans included a pre-approved Internet enhancement in the data collection protocol, where respondents had the option of completing the survey on the Internet. The survey was conducted in English and Spanish.

Sampling Frame

A random sample of 9,855 adult members was drawn across the five participating health plans. To be eligible, the adult member had to be over the age of 18 and continuously enrolled for at least six months as of December 31, 2021, with no more than one enrollment gap during that time of 45 days or less. Each plan followed the NCQA sampling protocol, drawing 1,350 cases from all eligible adult members. Oversample rates ranged from 0% to 100%.

Selection of Cases for Analysis and Response Rate

Using NCQA protocol, questionnaires were considered complete if respondents did not say 'No' to Q1 and provided a valid response to at least three of five key questions defined by NCQA. For the 2022 survey, completed questionnaires were obtained from 1,158 respondents. The response rate, defined as the number of completed questionnaires divided by the number of eligible cases, was 11.9%.

Detailed information on protocols and methods can be found in *HEDIS 2022 Volume 3* and the *HEDIS 2022 Quality Assurance Plan*, both produced by NCQA.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.1H Adult Medicaid Survey, made available by NCQA in English and Spanish. The core questions of the survey were developed by the CAHPS Consortium and tested nationally over many years, settings, and populations. NCQA adapted the instrument for use in assessing the performance of health plans.

The Apple Health survey instrument consisted of 40 items addressing domains of member experience such as getting need care, getting care quickly, communications with providers, and overall satisfaction with their health care and health plan. Seven (7) behavioral health supplemental items were added by the Washington State Health Care Authority; four plans also added their own supplemental items.

Instrument Changes from 5.0H to 5.1H

NCQA revised the questionnaire for use in the Measurement Year 2020 survey, conducted in 2021. Items relating to shared decision-making were removed and response options were added to incorporate telehealth visits, which grew dramatically as a result of the COVID-19 pandemic. Questions regarding health care and seeing a provider were revised to cover care received in person, by phone, or by video/computer. There were no changes in composites or their items.

Definition of Achievement Scores

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 equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did you get care as soon as you needed?" is considered an achievement, and responses of '8', '9', or '10' to ratings questions are also considered achievements. 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 for the health plan to improve. See the *Responses by Question* section for the assignment of achievement responses for each question.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Composites

Four composite scores in the core instrument summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q9. Usually or always easy to get the care, tests, or treatment you needed
- Q20. 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

- Q12. Personal doctor usually or always explained things in a way that was easy to understand
- Q13. Personal doctor usually or always listened carefully to you
- Q14. Personal doctor usually or always showed respect for what you had to say
- Q15. Personal doctor usually or always spent enough time with you

Customer Service

- Q24. Health plan customer service usually or always gave information or help you needed
- Q25. Health plan customer service usually or always treated you with courtesy and respect

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases as well. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the health plan, correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Comparisons: Current Year and Trending

Two types of comparisons are presented in this report. Current year (2022) results from the five Apple Health plans are compared to Apple Health overall results, with statistical significance testing. Apple Health overall results represent the combined scores of the five participating health plans.

In the *Trend Analysis* section, 2022 results are compared to 2020 CAHPS 5.1H data. Scores are divided into groups based on whether they were higher or lower over time, and their statistical significance.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Significance Testing

Significance testing is a way to measure the probability that two different measures of a population represent a true difference or are the result of chance. When comparing two random samples from a population, as we do between health plans or within a health plan over time, for example, we often want to know if there is any meaningful change. If there is a difference, then we evaluate if it is simply by chance, or if it is a true difference using statistical significance tests. When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance.

Throughout this report, statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant, and "▲" or "▼" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater and there was variation in the tested groups.

Performance Indicators

A red, yellow, or green dot has been assigned to item scores in a number of data presentations in the report. Their purpose is to easily identify scores that merit attention. The dot colors are defined as follows:

Green: Score is equal to or higher than 80%

Yellow: Score is less than 80% and equal to or higher than 70%

Red: Score is less than 70%

Possible Effects of COVID-19 on Survey Results

While it is difficult to quantify the effects of the pandemic on survey results, many domains of care measured by the CAHPS survey, such as getting needed care, getting care quickly, as well as ratings of care, providers, and health plans, may have been affected. Survey results for the current year and any comparisons based on trend data should be viewed with caution.

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS) is the most comprehensive tool available for assessing consumers' experiences with their health plans. Results of the survey provide consumers, purchasers, health plans, and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of the CAHPS 5.1H Adult Survey conducted by Apple Health plans in the spring of 2022. Attempts were made to survey 9,855 Apple Health member households enrolled in five health plans by mail, telephone, and the Internet using a standardized survey protocol. Complete questionnaires were obtained from 1,158 respondents.

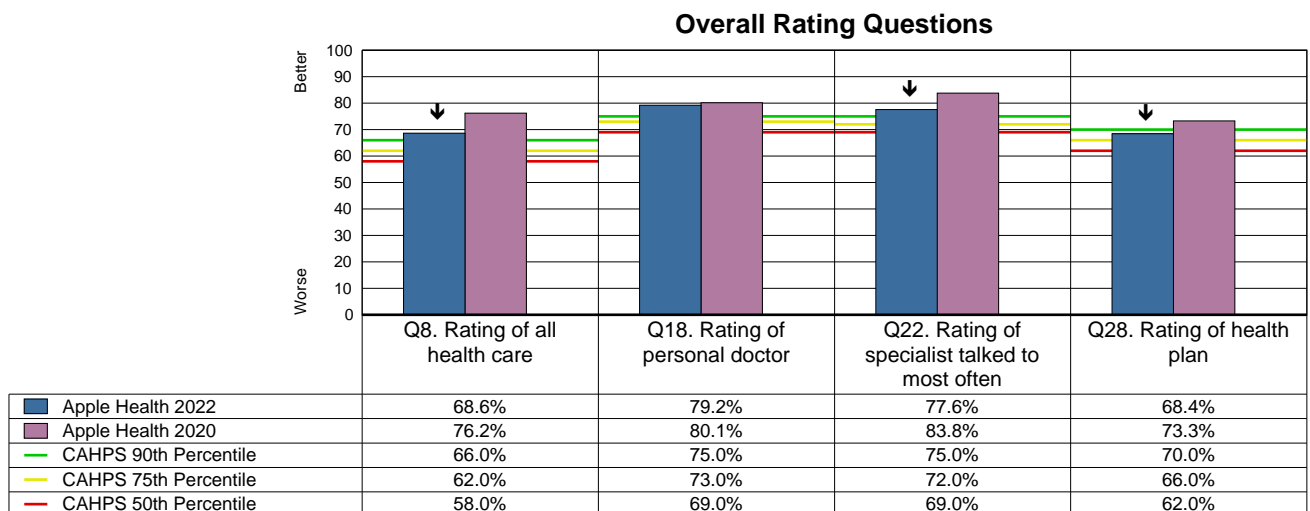
The survey protocol and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS 2022 Volume 3* and the *HEDIS 2022 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

Graphs on the following page display results of the overall rating questions for the 2022 and 2020 Apple Health surveys, with statistical testing. Response options for rating questions range from 0 (worst) to 10 (best); ratings of 8, 9 or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The combination of all five Apple Health plans is presented as Apple Health.

Also displayed are top box scores from the 2021 CAHPS Database, presented as lines for visual comparison. Adult CAHPS scores were obtained from data submitted directly to AHRQ's CAHPS Database by state Medicaid agencies and individual health plans. The 2021 adult comparative database includes 49,997 respondents from 162 adult Medicaid sample submissions.

CAHPS Database top box scores are built using ratings of 9 or 10 as achievements. No significance testing is possible, given available data formats.



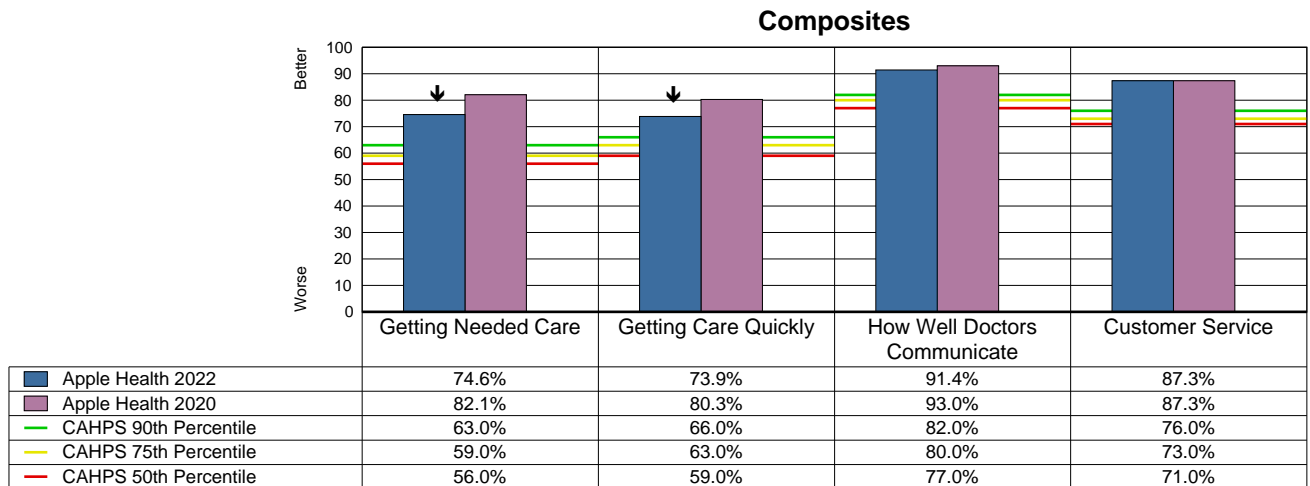
** Statistically significantly better/worse than Apple Health 2020

SUMMARY OF COMPOSITES

Composite scores are calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Composites are intended to give a summary assessment of how Apple Health plans performed across the domain. The combination of all five Apple Health plans is presented as Apple Health.

The 2022 and 2020 Apple Health adult composite scores are presented on the following page. Proportions of positive response to composite items are reported as achievement scores. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites, responses of 'Usually' or 'Always' are considered achievements.

Also displayed are top box scores from the 2021 CAHPS Database, presented as lines for visual comparison. CAHPS Database top box composite scores are built using responses of 'Always' as achievements. No significance testing is possible, given available data formats.



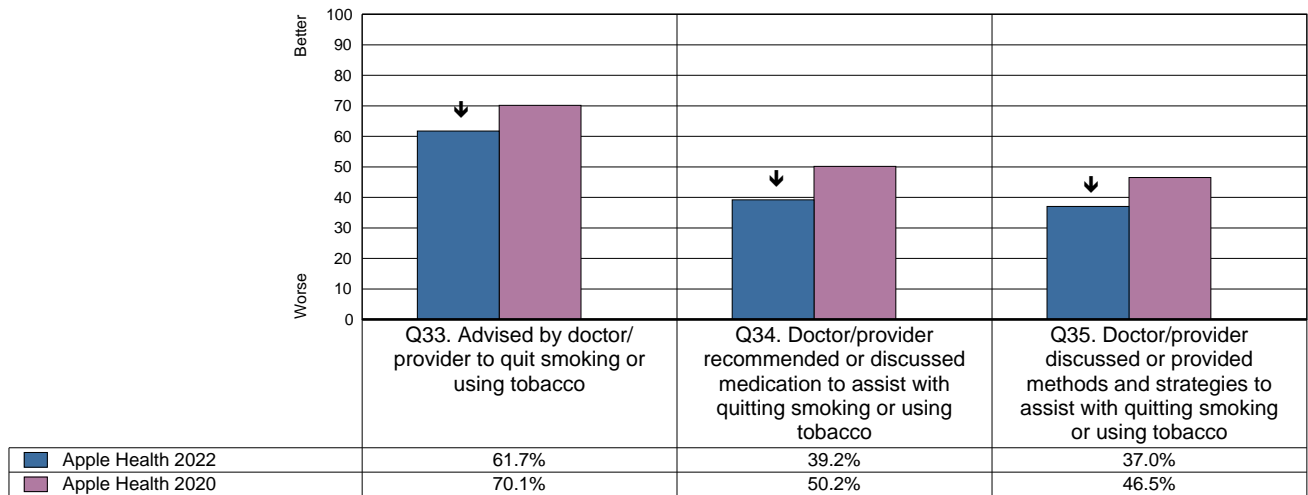
↕ Statistically significantly better/worse than Apple Health 2020

SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Effectiveness of Care Measures are presented below. The Medical Assistance with Smoking and Tobacco Use Cessation typically use a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, this measure is presented as a single-year score, rather than a rolling average.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.

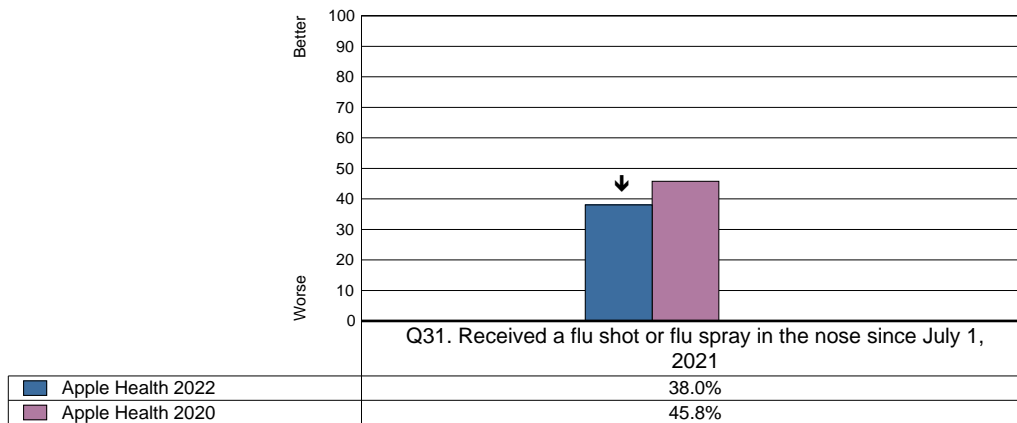
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)



↕ Statistically significantly better/worse than Apple Health 2020

The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.

Flu Vaccination for Adults Ages 18-64 (FVA)



↕ Statistically significantly better/worse than Apple Health 2020

Key Strengths and Opportunities for Improvement

Apple Health

The table below displays the ten CAHPS 5.1H questions most highly correlated with the Apple Health's member satisfaction with their health plan, along with the corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a high correlation with health plan satisfaction.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Note that the global rating questions for personal doctor, specialists, and overall health care have been excluded from this analysis. By their nature, global ratings tend to be more highly correlated with overall satisfaction with a health plan, and are typically not specific enough to provide clear pathways to action for improvement.

A red, yellow, or green dot next to a score provides a quick visual indicator of performance. A green dot indicates that the score is equal to or higher than 80%, a yellow dot indicates that the score is less than 80% and equal to or higher than 70%, and a red dot indicates that the score is less than 70%.

Key Strengths

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q25. Health plan customer service usually or always treated you with courtesy and respect	94.8 ●	0.36
Q13. Personal doctor usually or always listened carefully to you	91.8 ●	0.33
Q15. Personal doctor usually or always spent enough time with you	88.3 ●	0.29
Q9. Usually or always easy to get the care, tests, or treatment you needed	79.9 ●	0.43
Q24. Health plan customer service usually or always gave information or help you needed	79.9 ●	0.37

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
HCA_6. Rating of all treatment or counseling	60.3 ●	0.51
HCA_5. Usually or always easy to get needed treatment or counseling	61.2 ●	0.41
Q20. Usually or always got appointments with a specialist as soon as you needed	69.2 ●	0.30
Q4. Usually or always got urgent care as soon as you needed	77.8 ●	0.44
Q17. Personal doctor usually or always seemed informed about care received from other doctors or providers	79.3 ●	0.33

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%



Recommendations

General Recommendations and Background

The five questions identified as Opportunities for Improvement (page 8) represent areas that matter most to Apple Health members but received a low achievement score in this survey. These are specific areas where MCOs could focus improvement efforts that would be most likely to improve members' experience of care. Survey questions related to global ratings of a plan were excluded from this analysis as they are related to general perceptions of care and do not provide direction towards specific areas of improvement.

Priority matrices also identify areas of improvement that are highly correlated with member satisfaction. Comagine's recommendations highlight items identified as "Top Priority" and "Medium Priority". These priorities are areas with low achievement scores and are highly or slightly associated with overall member satisfaction (page 18-21). No "High Priority" areas of improvement for MCO's have been identified. Getting Needed Care and Getting Care Quickly were areas identified as opportunities for improvement.

Getting Needed Care

Two of the five Opportunities for Improvement (HCA_5, Q20) are associated with member's ability to get needed care. These include HCA_5 'Usually' or 'Always' being able to get needed treatment or counselling, and Q20 'Usually' or 'Always' easy to get appointments with a specialist as soon as needed.

Being able to see a specialist (Q20) showed a statistically significant (-9.8) decline in member satisfaction when compared to 2020 scores. Being able to easily get needed treatment or counseling (HCA_5) also had a decline in achievement score (-4.0), but it was not identified as statistically significant.

Items in the Getting Needed Care composite are rated as Top Priority (Q9) and Medium Priority (Q20), (page 21) in the Priority Matrix. While 'Usually' or 'Always' easy to get the care, tests, or treatment needed (Q9) had an achievement score of 79.9, it is highly correlated with member satisfaction and improvements should also be prioritized.

Getting Care Quickly Composite

One of the five Opportunities for Improvement (Q4) was part of the Getting Care Quickly Composite. 'Usually' or 'Always' getting urgent care as soon as needed is highly correlated with member satisfaction and declined from 83.4 (2020) to 77.8 (2022). While this decline was not identified as statistically significant, it is identified as a Top Priority (page 21) in the Priority Matrix.

While 'Usually' or 'Always' getting an appointment for check-up or routine care (Q6) was not included as an Opportunity for Improvement, it is part of the Getting Care Quickly Composite and showed a statistically significant (-7.2) decline from 2020. It is identified as a Medium Priority (page 21) in the Priority Matrix.

Recommendations

Comagine offers the following recommendations to assist MCOs in focusing their efforts on the identified opportunities for improvement. Included are a few suggestions and examples of best practices, however, there are many additional processes and tools available.

While the CAHPS survey helps identify priorities, the MCOs should identify actionable areas for their own quality improvement activities, then conduct a root cause analysis to identify underlying causes and build quality improvement plans. MCOs may look at member grievances to see what issues show up frequently.

The two sources of information, CAHPS data and grievances, complement each other in attempts to understand the issues and get a complete picture. MCOs should evaluate improvement methods and implement those most relevant to their improvement goals.

MCOs should be clear about providers' realm of control and what providers can realistically influence and improve upon. MCOs may use process mapping to improve understanding of the details of care processes to know exactly, step by step, what happens within that process, and what each entity (MCOs/providers) are responsible for and can impact.

By working collaboratively to understand these processes, the MCOs will be able to see where improvements can be made and how to make them. The five MCOs could collectively select a single process that providers are required to follow (i.e., authorizations) and work together to simplify and standardize that process across all MCOs so that there is no difference to providers and patients.

Standardization of processes across the MCOs will lead to less administrative burden on the plans and on their providers. Because in most cases provider groups treat members from multiple MCOs, it is likely that the challenges the MCOs face in improving scores on access issues are similar. It may make sense for the solutions to improving access to be the same across all MCOs, rather than expecting each MCO to undertake meaningful isolated improvement efforts that would be presented to provider groups as one-off innovations by individual MCOs. One possible strategy may be for the MCOs to work together, including all levels of delivery system, to identify areas of improvement while balancing any additional burden to staff. This process may include:

- Identifying the most common barriers to being able get needed care rapidly among Apple Health members.
- Performing an environmental scan to identify strategies described in the quality improvement literature for overcoming barriers to getting needed care rapidly.
- Identifying innovative delivery systems around the country that have improved members' ability to get needed care rapidly.

Respondent Profile

The Respondent Profile section presents four different breakouts of Apple Health overall survey results. Overall demographic characteristics come first. The following three pages display breakouts by selected demographic categories of rating and composite scores and their individual items.

The red, yellow, or green dot in each cell provides a quick visual indicator of performance. A green dot indicates that the score is equal to or higher than 80%, a yellow dot indicates that the score is less than 80% and equal to or higher than 70%, and a red dot indicates that the score is less than 70%.

Respondent Profile

Demographic Characteristics

Respondent's Age	Apple Health	AMG	CHPW	CCW	MHW	UHC
18 to 24	10.4%	7.1%	12.4%	12.5%	12.6%	6.8%
25 to 34	16.9%	18.8%	15.8%	18.3%	16.9%	15.3%
35 to 44	16.1%	17.3%	17.4%	16.7%	13.8%	15.3%
45 to 54	17.3%	19.2%	17.7%	11.7%	17.2%	17.5%
55 to 64	37.5%	36.5%	34.5%	39.2%	37.9%	42.9%
65 to 74	1.7%	1.2%	2.2%	0.8%	1.5%	2.3%
75 or older	0.1%	0.0%	0.0%	0.8%	0.0%	0.0%

Gender	Apple Health	AMG	CHPW	CCW	MHW	UHC
Male	47.1%	48.0%	48.8%	52.1%	44.4%	42.9%
Female	52.9%	52.0%	51.2%	47.9%	55.6%	57.1%

Ethnicity	Apple Health	AMG	CHPW	CCW	MHW	UHC
Hispanic or Latino	13.2%	11.6%	17.4%	20.8%	9.7%	7.7%
Not Hispanic or Latino	86.8%	88.4%	82.6%	79.2%	90.3%	92.3%

Race	Apple Health	AMG	CHPW	CCW	MHW	UHC
White	74.4%	76.1%	68.1%	74.8%	76.5%	80.0%
Black or African American	7.3%	7.8%	7.8%	5.0%	8.0%	6.5%
Asian	10.5%	9.1%	11.1%	11.8%	11.2%	9.4%
American Indian or Alaska Native	4.8%	4.1%	4.9%	4.2%	5.6%	4.7%
Native Hawaiian or Other Pacific Islander	2.2%	1.2%	2.6%	2.5%	1.2%	4.1%
Other	11.7%	11.1%	16.6%	10.9%	10.4%	6.5%

Respondent Profile Scores by Demographics

Ratings	Total	Age 18-24	Age 25-44	Age 45-64	Age 65+	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	AI/AN	Pac. Is.	Other
Q8. Rating of all health care	68.6% 	74.6% 	66.5% 	69.1% 	72.7% 	68.4% 	68.8% 	73.1% 	68.6% 	69.2% 	66.7% 	68.5% 	66.7% 	62.5% 	70.1%
Q18. Rating of personal doctor	79.2% 	80.0% 	78.1% 	80.0% 	70.6% 	78.6% 	79.7% 	83.3% 	79.0% 	78.3% 	82.7% 	81.7% 	73.7% 	73.3% 	79.5%
Q22. Rating of specialist talked to most often	77.6% 	88.9% 	73.5% 	78.6% 	80.0% 	78.0% 	77.3% 	75.6% 	78.2% 	77.1% 	82.1% 	82.8% 	69.2% 	72.7% 	79.1%
Q28. Rating of health plan	68.4% 	65.8% 	64.4% 	71.8% 	63.2% 	67.2% 	69.4% 	79.7% 	67.1% 	67.2% 	66.7% 	68.5% 	64.0% 	65.2% 	77.9%

Standard Composites	Total	Age 18-24	Age 25-44	Age 45-64	Age 65+	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	AI/AN	Pac. Is.	Other
Getting Needed Care	74.6% 	83.8% 	70.0% 	76.2% 	61.4% 	73.6% 	75.3% 	74.7% 	75.1% 	75.3% 	72.7% 	77.5% 	76.0% 	72.2% 	74.2%
Getting Care Quickly	73.9% 	66.8% 	74.7% 	74.5% 	55.0% 	73.2% 	74.3% 	77.5% 	73.3% 	76.6% 	66.6% 	60.7% 	86.9% 	65.2% 	71.2%
How Well Doctors Communicate	91.4% 	89.6% 	90.5% 	92.6% 	75.0% 	89.9% 	92.5% 	89.5% 	91.6% 	92.3% 	87.4% 	88.4% 	81.6% 	81.3% 	85.6%
Customer Service	87.3% 	92.6% 	81.4% 	90.3% 	75.0% 	85.2% 	89.0% 	84.5% 	88.1% 	88.1% 	80.4% 	87.1% 	90.0% 	87.5% 	87.7%

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%

Respondent Profile

Composite Scores by Demographics

Getting Needed Care	Total	Age 18-24	Age 25-44	Age 45-64	Age 65+	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	AI/AN	Pac. Is.	Other
Composite	74.6%	83.8%	70.0%	76.2%	61.4%	73.6%	75.3%	74.7%	75.1%	75.3%	72.7%	77.5%	76.0%	72.2%	74.2%
Q9. Usually or always easy to get the care, tests, or treatment you needed	79.9%	89.8%	76.1%	81.1%	72.7%	81.5%	78.8%	80.5%	80.6%	81.6%	81.0%	77.8%	81.6%	62.5%	73.8%
Q20. Usually or always got appointments with a specialist as soon as you needed	69.2%	77.8%	63.9%	71.3%	50.0%	65.7%	71.8%	68.9%	69.7%	69.1%	64.5%	77.1%	70.4%	81.8%	74.5%

Getting Care Quickly	Total	Age 18-24	Age 25-44	Age 45-64	Age 65+	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	AI/AN	Pac. Is.	Other
Composite	73.9%	66.8%	74.7%	74.5%	55.0%	73.2%	74.3%	77.5%	73.3%	76.6%	66.6%	60.7%	86.9%	65.2%	71.2%
Q4. Usually or always got urgent care as soon as you needed	77.8%	80.0%	81.8%	75.1%	50.0%	77.3%	78.1%	90.9%	76.1%	80.5%	71.4%	63.0%	86.2%	63.6%	74.2%
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	69.9%	53.6%	67.6%	73.8%	60.0%	69.0%	70.6%	64.0%	70.5%	72.6%	61.7%	58.5%	87.5%	66.7%	68.1%

How Well Doctors Communicate	Total	Age 18-24	Age 25-44	Age 45-64	Age 65+	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	AI/AN	Pac. Is.	Other
Composite	91.4%	89.6%	90.5%	92.6%	75.0%	89.9%	92.5%	89.5%	91.6%	92.3%	87.4%	88.4%	81.6%	81.3%	85.6%
Q12. Personal doctor usually or always explained things in a way that was easy to understand	91.7%	90.6%	92.3%	92.1%	72.7%	88.4%	94.0%	86.5%	92.5%	93.8%	84.8%	86.0%	79.4%	83.3%	85.7%
Q13. Personal doctor usually or always listened carefully to you	91.8%	86.8%	91.0%	93.5%	72.7%	90.3%	92.8%	91.9%	91.8%	93.2%	84.4%	86.0%	82.4%	75.0%	82.5%
Q14. Personal doctor usually or always showed respect for what you had to say	93.9%	94.3%	92.9%	95.3%	63.6%	92.9%	94.6%	93.2%	93.9%	94.0%	91.3%	94.0%	85.3%	75.0%	92.1%
Q15. Personal doctor usually or always spent enough time with you	88.3%	86.5%	85.8%	89.6%	90.9%	87.8%	88.7%	86.3%	88.4%	88.1%	88.9%	87.8%	79.4%	91.7%	82.3%

Customer Service	Total	Age 18-24	Age 25-44	Age 45-64	Age 65+	Male	Female	Hisp.	Not Hisp.	White	Black	Asian	AI/AN	Pac. Is.	Other
Composite	87.3%	92.6%	81.4%	90.3%	75.0%	85.2%	89.0%	84.5%	88.1%	88.1%	80.4%	87.1%	90.0%	87.5%	87.7%
Q24. Health plan customer service usually or always gave information or help you needed	79.9%	85.3%	75.0%	82.5%	66.7%	75.6%	83.2%	76.4%	80.8%	81.3%	69.2%	80.0%	85.0%	75.0%	77.4%
Q25. Health plan customer service usually or always treated you with courtesy and respect	94.8%	100.0%	87.9%	98.0%	83.3%	94.7%	94.8%	92.6%	95.4%	95.0%	91.7%	94.3%	95.0%	100.0%	98.1%

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%

Trend Analysis - Higher Scores - 2022 vs. 2020

Improvements in Apple Health scores are shown below, presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2022 as compared to the 2020 Apple Health scores.

(No questions for Apple Health had statistically significantly higher scores compared to 2020.)

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Apple Health follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	Apple Health 2022 Score	Apple Health 2020 Score	% Point Change	Composite Group
Q25. Health plan customer service usually or always treated you with courtesy and respect	94.8% ●	93.4% ●	+1.4	Customer Service

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%

Trend Analysis - Lower Scores - 2022 vs. 2020

Scores for Apple Health that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2022 as compared to the 2020 Apple Health scores.

























Question	Apple Health 2022 Score	Apple Health 2020 Score	% Point Change	Composite Group
Q34. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	39.2% ●	50.2% ●	-11.0	Smoking Cessation
Q20. Usually or always got appointments with a specialist as soon as you needed	69.2% ●	79.0% ●	-9.8	Getting Needed Care
Q35. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	37.0% ●	46.5% ●	-9.5	Smoking Cessation
Q33. Advised by doctor/provider to quit smoking or using tobacco	61.7% ●	70.1% ●	-8.4	Smoking Cessation
Q31. Received a flu shot or flu spray in the nose since July 1, 2021	38.0% ●	45.8% ●	-7.7	Flu Shot
Q8. Rating of all health care	68.6% ●	76.2% ●	-7.6	Ratings
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	69.9% ●	77.2% ●	-7.2	Getting Care Quickly
Q22. Rating of specialist talked to most often	77.6% ●	83.8% ●	-6.2	Ratings
Q30. Excellent or very good rating of your overall mental or emotional health	37.5% ●	43.4% ●	-5.9	Single Items
Q9. Usually or always easy to get the care, tests, or treatment you needed	79.9% ●	85.1% ●	-5.2	Getting Needed Care
Q28. Rating of health plan	68.4% ●	73.3% ●	-4.9	Ratings
Q29. Excellent or very good rating of your overall health	34.8% ●	39.4% ●	-4.6	Single Items

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%

Trend Analysis - Lower Scores - 2022 vs. 2020

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for Apple Health follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	Apple Health 2022 Score	Apple Health 2020 Score	% Point Change	Composite Group
Q4. Usually or always got urgent care as soon as you needed	77.8% 	83.4% 	-5.6	Getting Care Quickly
Q17. Personal doctor usually or always seemed informed about care received from other doctors or providers	79.3% 	83.5% 	-4.2	Single Items
HCA_5. Usually or always easy to get needed treatment or counseling	61.2% 	65.2% 	-4.0	Supplemental Items
Q15. Personal doctor usually or always spent enough time with you	88.3% 	91.0% 	-2.7	Communication
HCA_7. Usually or always involved as much as wanted in mental health care or counseling	58.5% 	61.1% 	-2.6	Supplemental Items
Q14. Personal doctor usually or always showed respect for what you had to say	93.9% 	96.3% 	-2.4	Communication
Q27. Forms from your health plan usually or always easy to fill out	94.9% 	96.6% 	-1.7	Single Items
Q24. Health plan customer service usually or always gave information or help you needed	79.9% 	81.3% 	-1.4	Customer Service
HCA_6. Rating of all treatment or counseling	60.3% 	61.3% 	-1.0	Supplemental Items
Q18. Rating of personal doctor	79.2% 	80.1% 	-0.9	Ratings
Q13. Personal doctor usually or always listened carefully to you	91.8% 	92.5% 	-0.7	Communication
Q12. Personal doctor usually or always explained things in a way that was easy to understand	91.7% 	92.3% 	-0.6	Communication

● **Performance Indicator:**  Score < 70%  Score ≥ 70% and < 80%  Score ≥ 80%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the health plan's achievement scores and their correlation with overall plan satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall health plan satisfaction.

Overall satisfaction with the Apple Health participating plans' services is based on Q28, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall health plan satisfaction. For example, if one composite is more highly correlated with overall health plan satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the health plan.

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with health plan satisfaction; coefficients less than .4 are considered lower correlations with plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

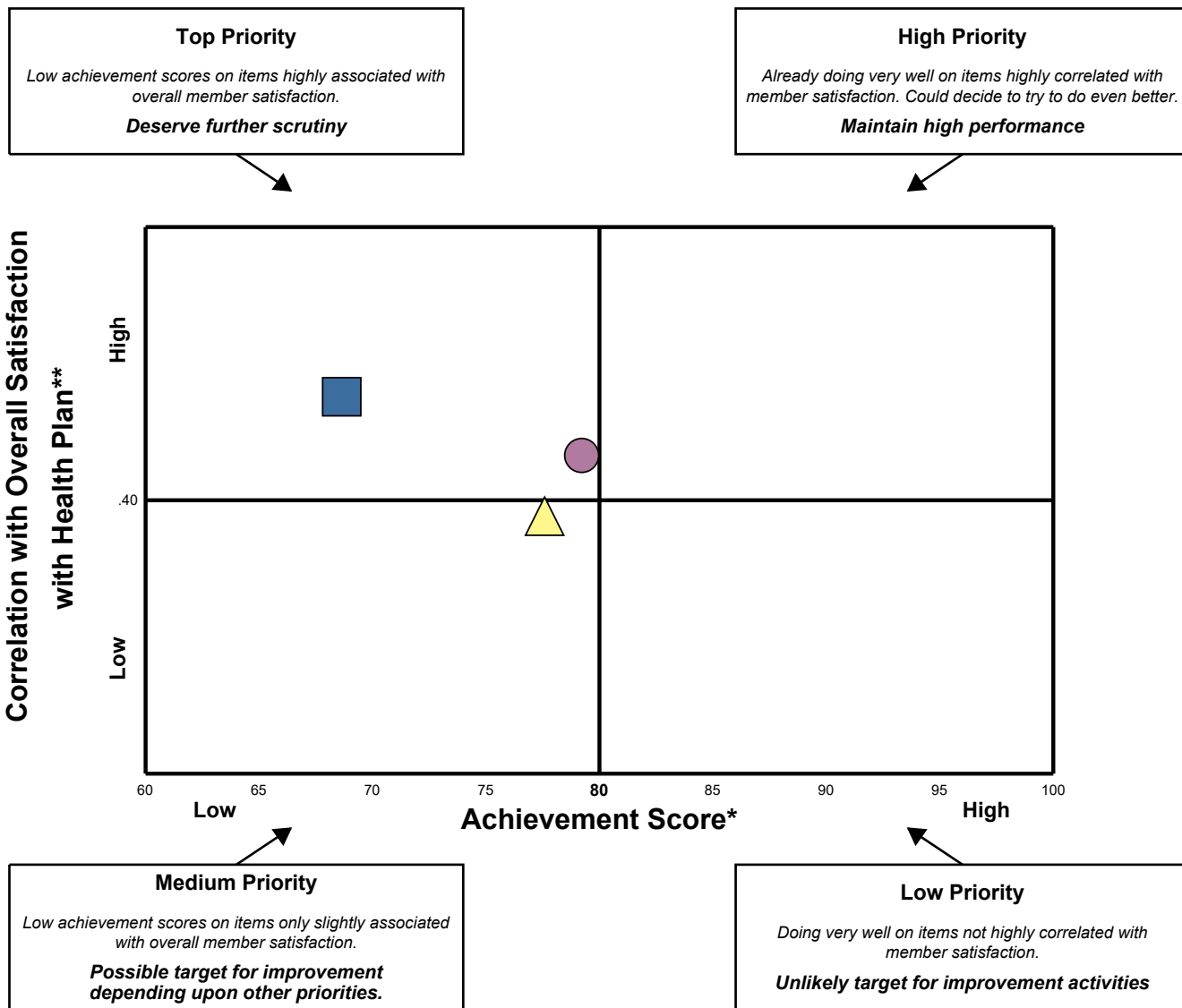
Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix

Overall Rating Questions

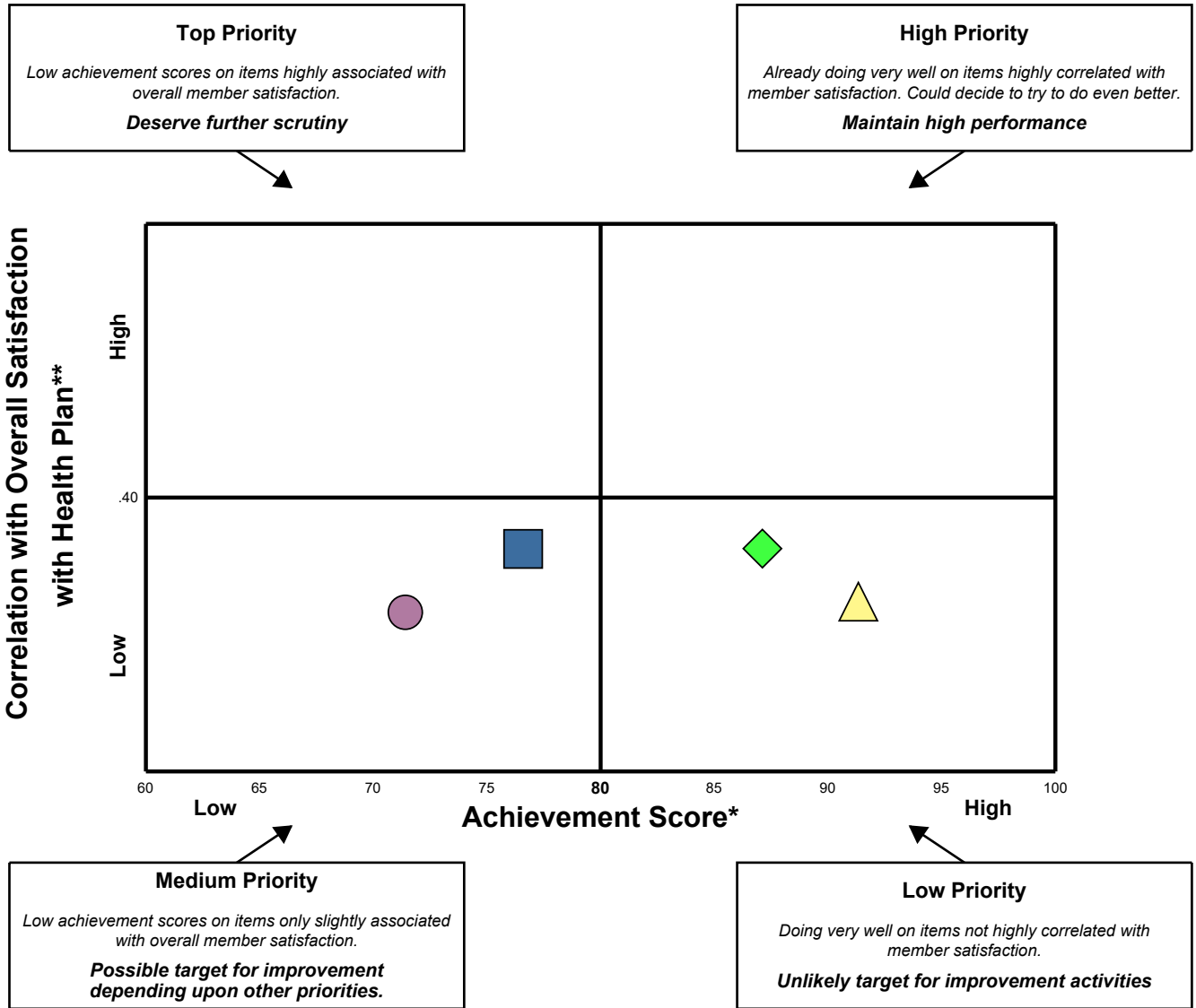


- Q8. Rating of all health care
- Q18. Rating of personal doctor

- ▲ Q22. Rating of specialist talked to most often

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composites



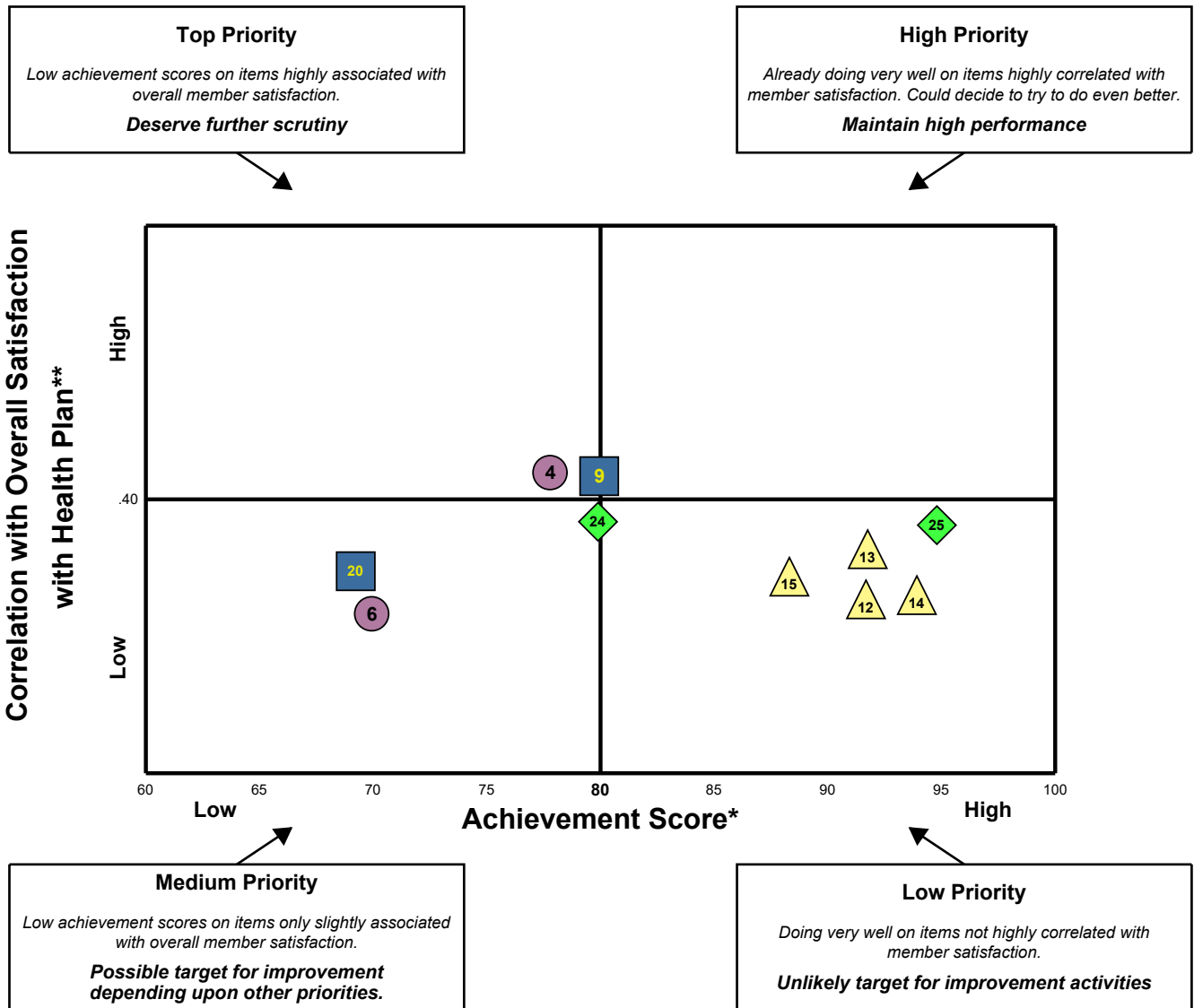
- Getting Needed Care
- Getting Care Quickly

- ▲ How Well Doctors Communicate
- ◆ Customer Service

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composite Items



- **Getting Needed Care**
Q9. Usually or always easy to get the care, tests, or treatment you needed
Q20. 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**
Q12. Personal doctor usually or always explained things in a way that was easy to understand
Q13. Personal doctor usually or always listened carefully to you
Q14. Personal doctor usually or always showed respect for what you had to say
Q15. Personal doctor usually or always spent enough time with you

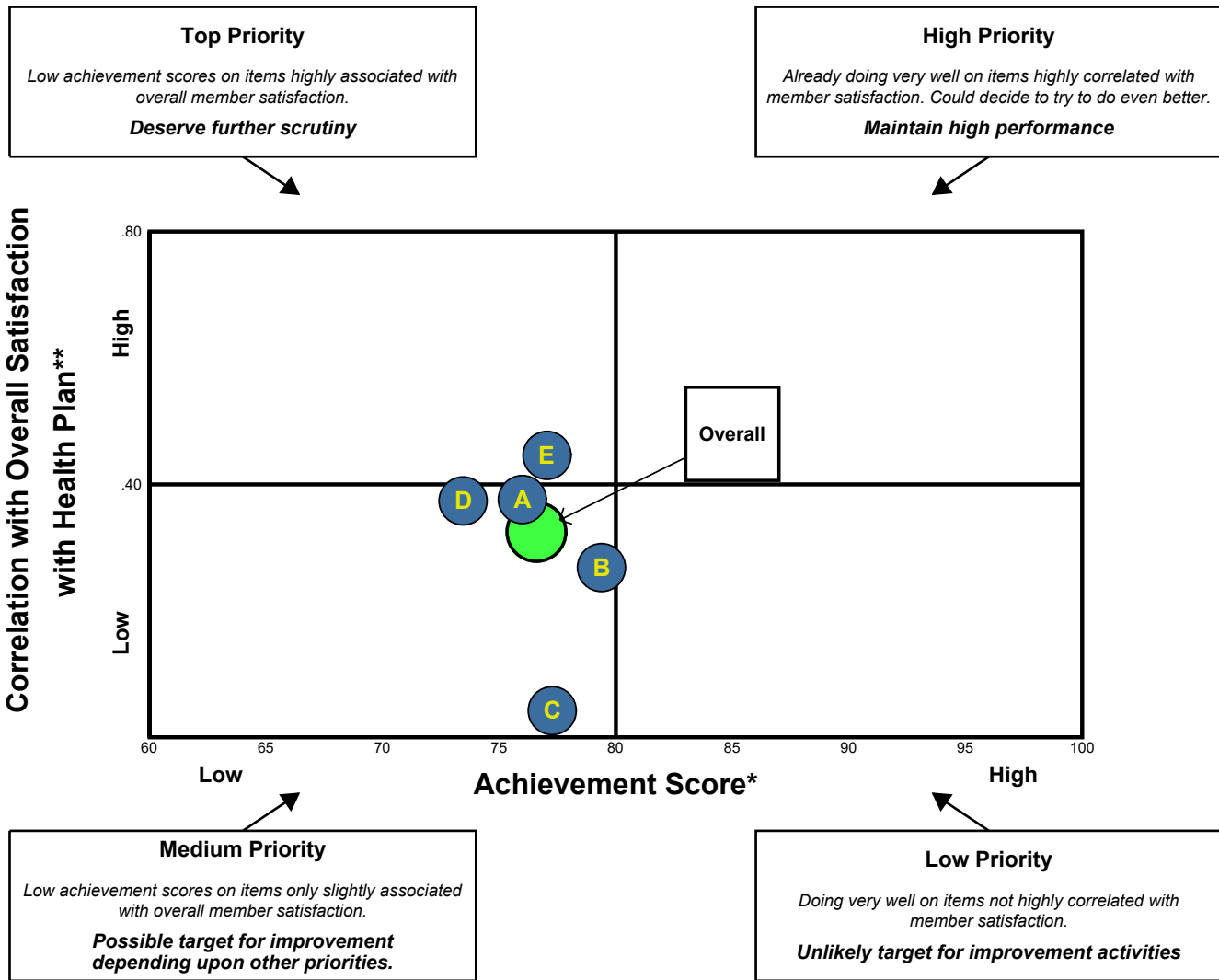
- ◆ **Customer Service**
Q24. Health plan customer service usually or always gave information or help you needed
Q25. Health plan customer service usually or always treated you with courtesy and respect

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Needed Care

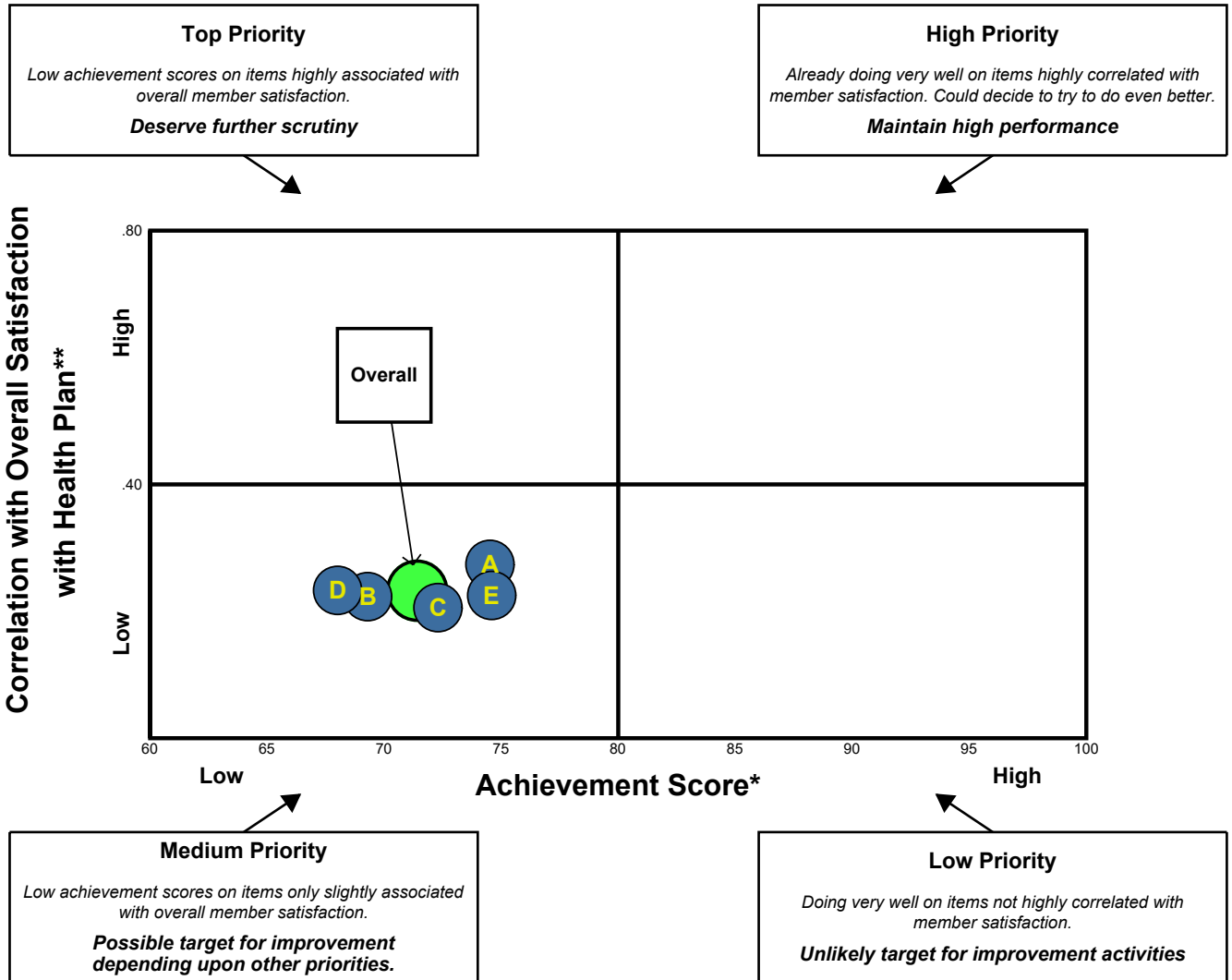


- A Amerigroup Washington
- D Molina Healthcare of Washington
- B Community Health Plan of Washington
- E UnitedHealthcare Community Plan
- C Coordinated Care of Washington

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Care Quickly

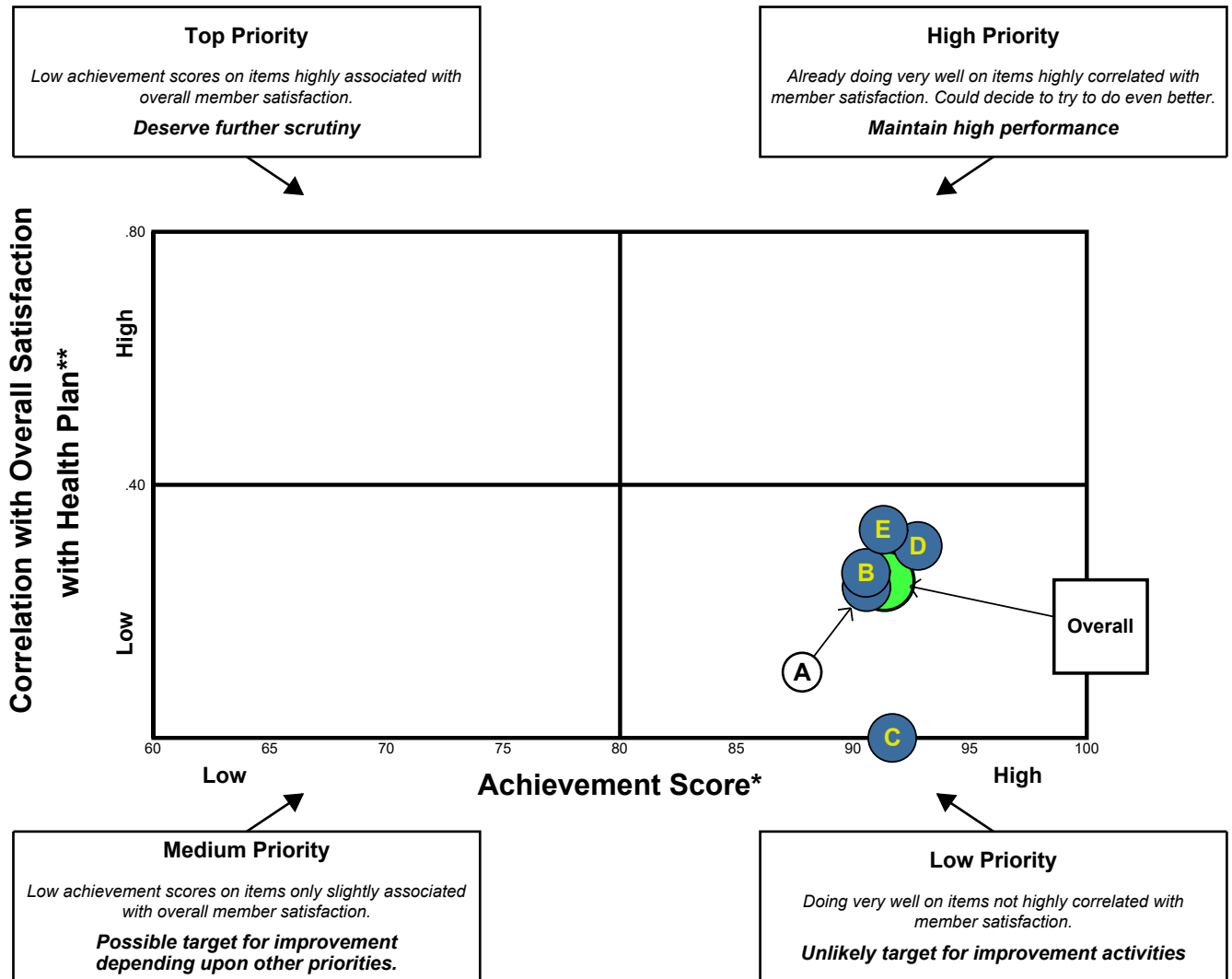


- | | |
|---|--|
| <ul style="list-style-type: none"> A Amerigroup Washington B Community Health Plan of Washington C Coordinated Care of Washington | <ul style="list-style-type: none"> D Molina Healthcare of Washington E UnitedHealthcare Community Plan |
|---|--|

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

How Well Doctors Communicate

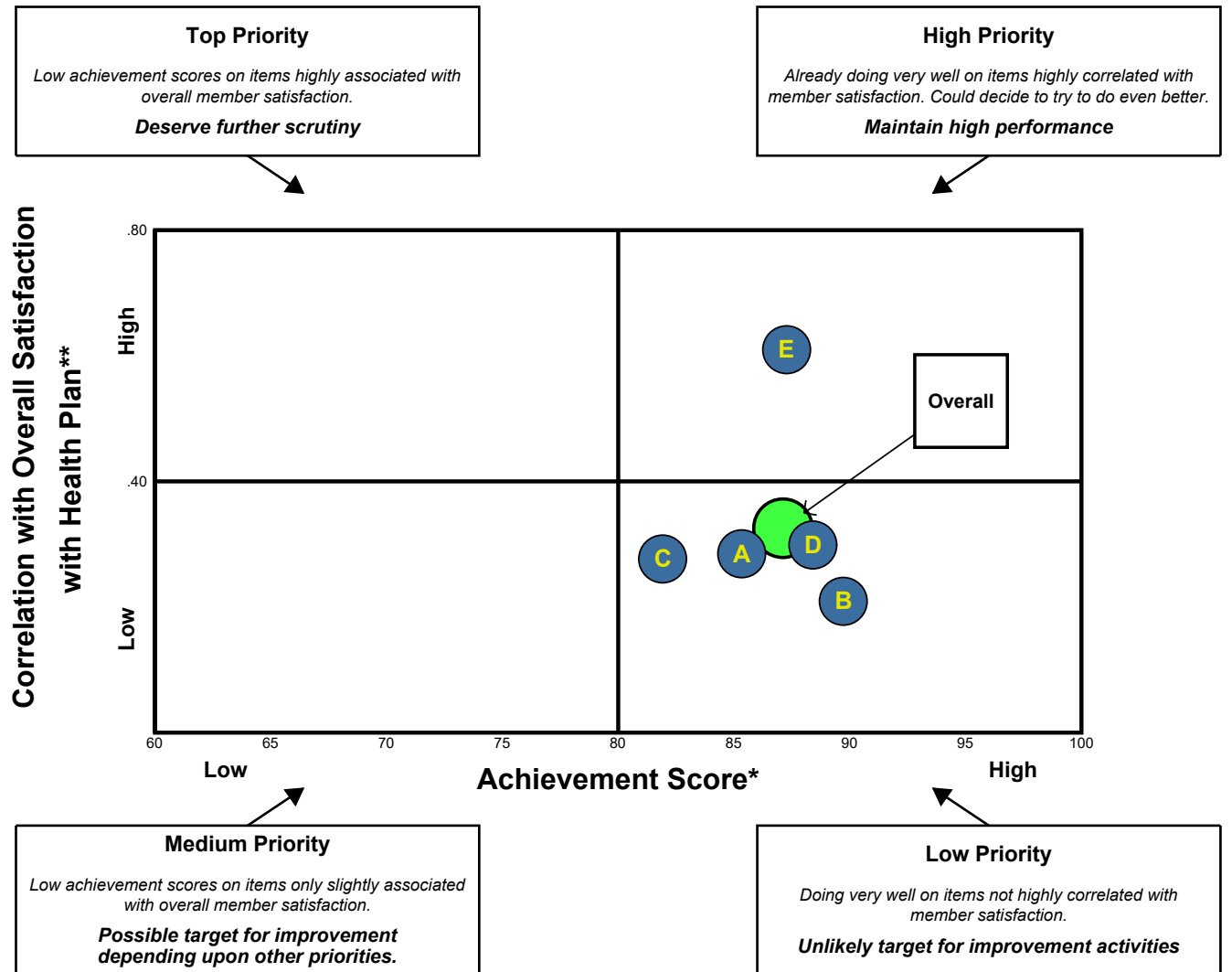


- A Amerigroup Washington
- D Molina Healthcare of Washington
- B Community Health Plan of Washington
- E UnitedHealthcare Community Plan
- C Coordinated Care of Washington

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Customer Service



- | | |
|--|--|
| <ul style="list-style-type: none"> A Amerigroup Washington B Community Health Plan of Washington C Coordinated Care of Washington | <ul style="list-style-type: none"> D Molina Healthcare of Washington E UnitedHealthcare Community Plan |
|--|--|

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the health plan is based on Q28, which asks respondents to rate their experience with their health plan using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The tables in this section display the ten CAHPS 5.1H questions most highly correlated with the Apple Health enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest, along with the corresponding overall achievement score. Achievement scores of 80% or greater are considered "high"; scores less than 80% represent opportunities for improvement. Correlation coefficients of .4 or greater are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

A red, yellow, or green dot next to a score provides a quick visual indicator of performance. A green dot indicates that the score is equal to or higher than 80%, a yellow dot indicates that the score is less than 80% and equal to or higher than 70%, and a red dot indicates that the score is less than 70%.

The Apple Health achievement scores are presented for comparison. The combination of all five Apple Health plans is presented as Apple Health.

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q8. Rating of all health care	68.6 ●	0.55
HCA_6. Rating of all treatment or counseling	60.3 ●	0.51
Q18. Rating of personal doctor	79.2 ●	0.47
Q4. Usually or always got urgent care as soon as you needed	77.8 ●	0.44
Q9. Usually or always easy to get the care, tests, or treatment you needed	79.9 ●	0.43
HCA_5. Usually or always easy to get needed treatment or counseling	61.2 ●	0.41
Q22. Rating of specialist talked to most often	77.6 ●	0.38
Q24. Health plan customer service usually or always gave information or help you needed	79.9 ●	0.37
Q25. Health plan customer service usually or always treated you with courtesy and respect	94.8 ●	0.36
Q17. Personal doctor usually or always seemed informed about care received from other doctors or providers	79.3 ●	0.33

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%

Overall Ratings

The CAHPS 5.1H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists, and health care. Proportions of respondents (N) assigning ratings of 8, 9, or 10 are reported as achievement scores (Score).

In this section, results for ratings of Apple Health overall and for each of the five participating plans are presented in graphs displaying several levels of information. Statistical testing is between 2022 plan scores and 2022 overall Apple Health scores, as well as between 2020 plan scores and 2020 overall Apple Health scores.

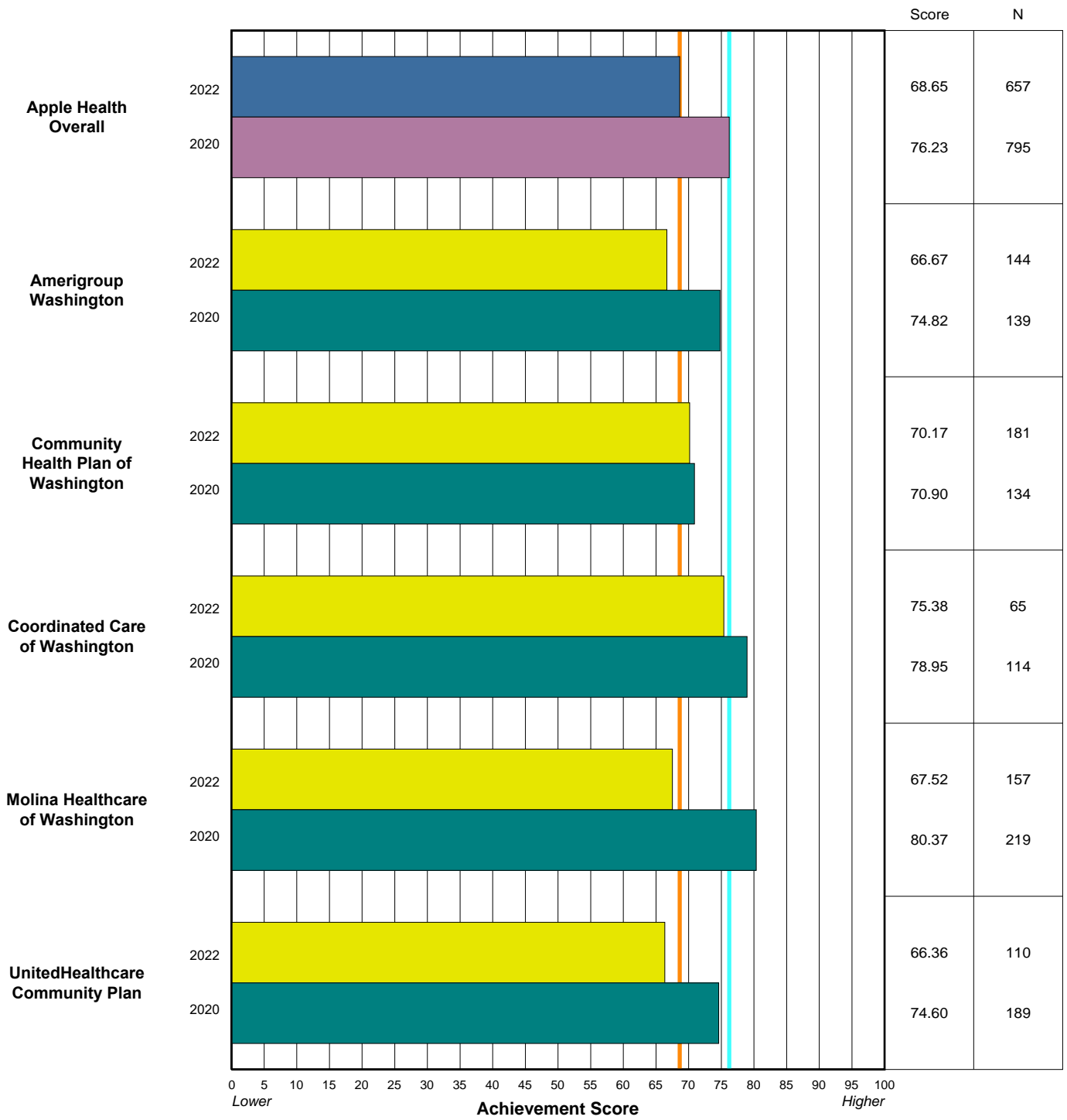
When a plan score is statistically significantly higher than the Apple Health overall score, the plan's bar is in green, with an upward arrow on the right side of the bar. Where there is no statistically significant difference between the plan score and the Apple Health overall score, the plan bar is yellow. A plan bar in red signifies that its score is statistically significantly lower than the Apple Health overall score, and there is a downward arrow to the right side of the bar.

The term 'statistically significantly different' in this report means that we can be 95% sure that the difference between two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

In each graph, the combination of all five Apple Health plans is presented as Apple Health.

Overall Ratings

Q8. Rating of all health care

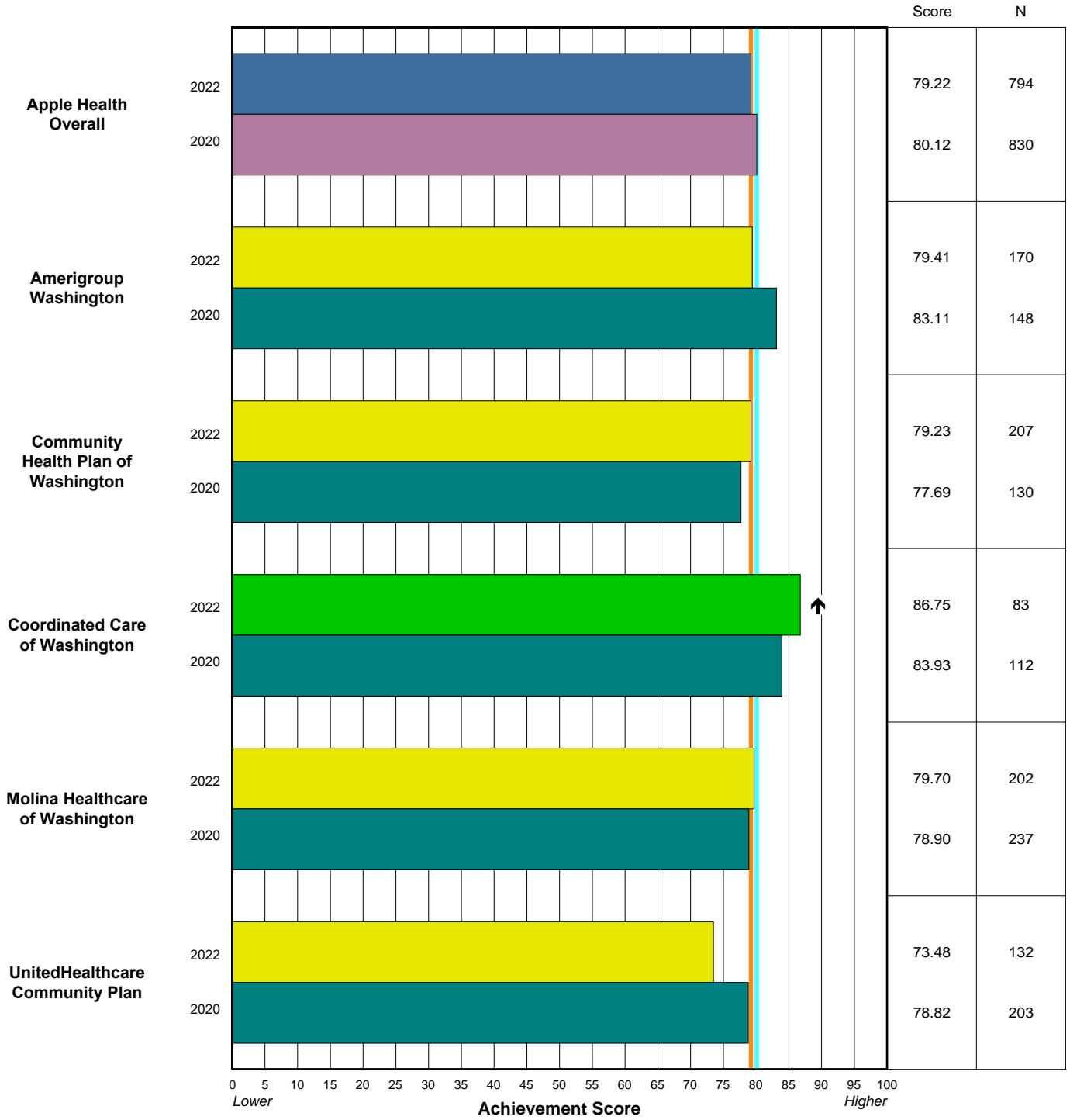


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Overall Ratings

Q18. Rating of personal doctor

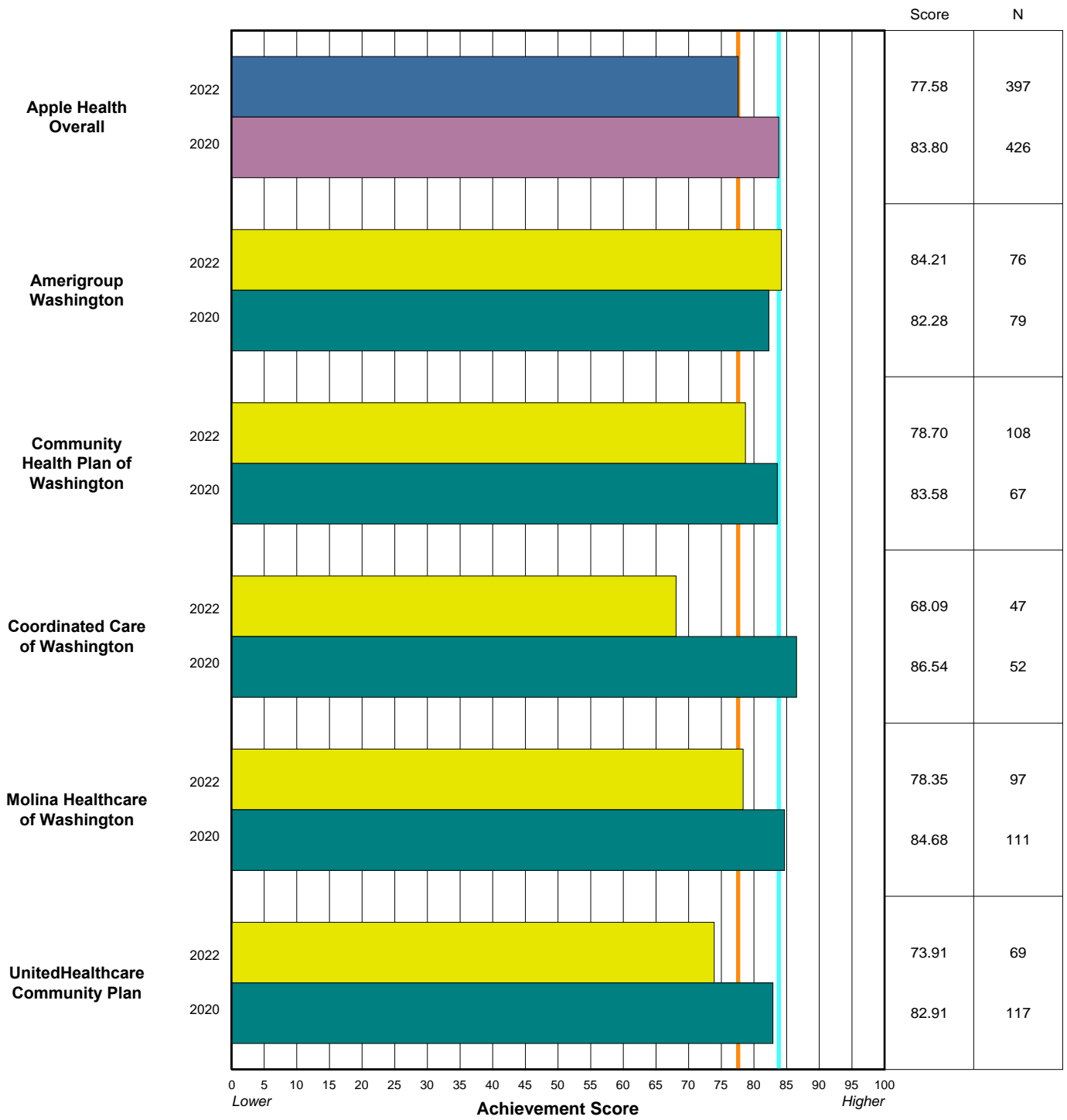


↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Overall Ratings

Q22. Rating of specialist talked to most often

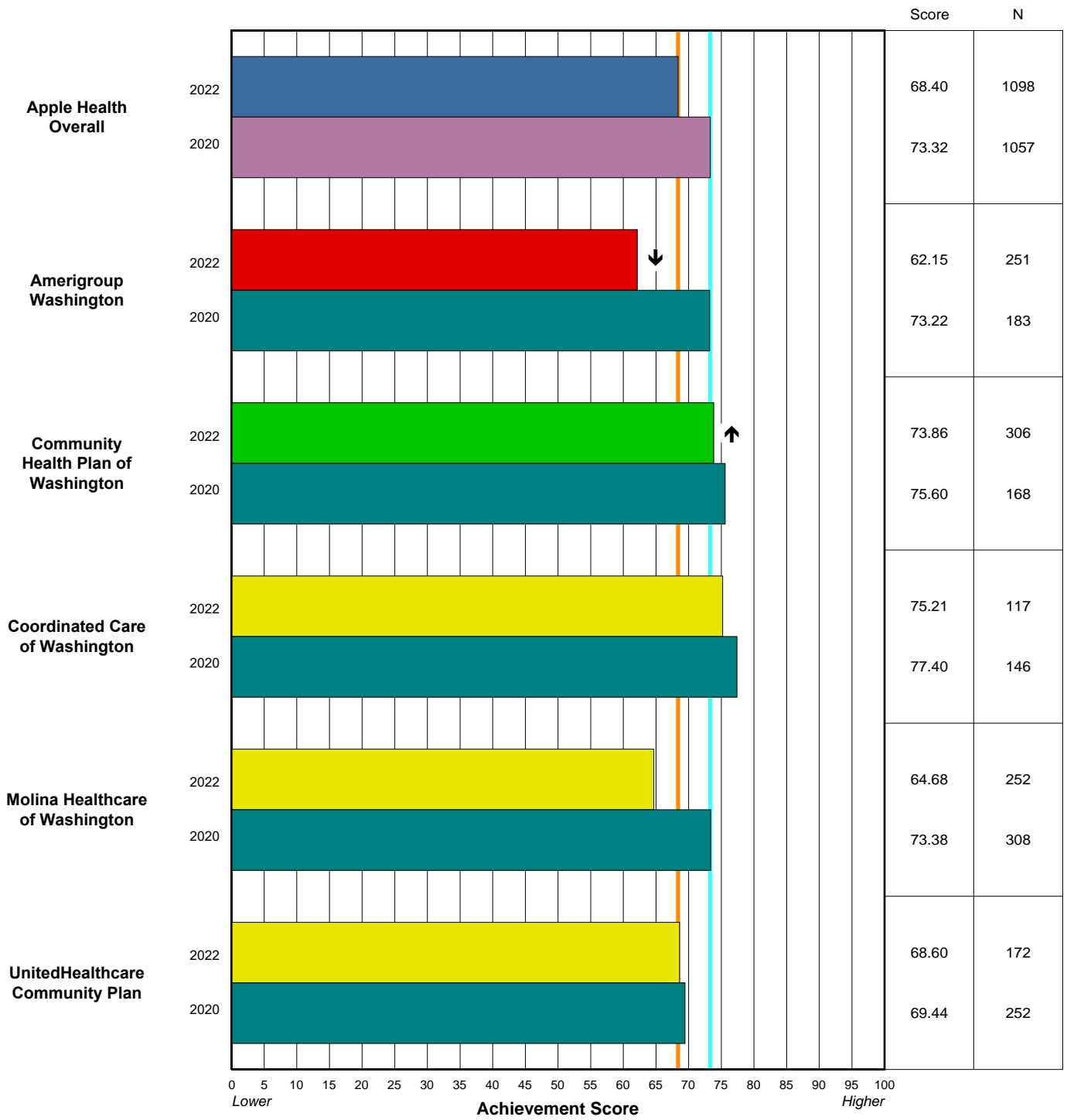


↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Overall Ratings

Q28. Rating of health plan



↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Composites

The CAHPS 5.1H Adult survey has four standard composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite item; the mean of these achievement scores is presented in this section.

The achievement scores presented on the following pages reflect responses of 'Usually' or 'Always' to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

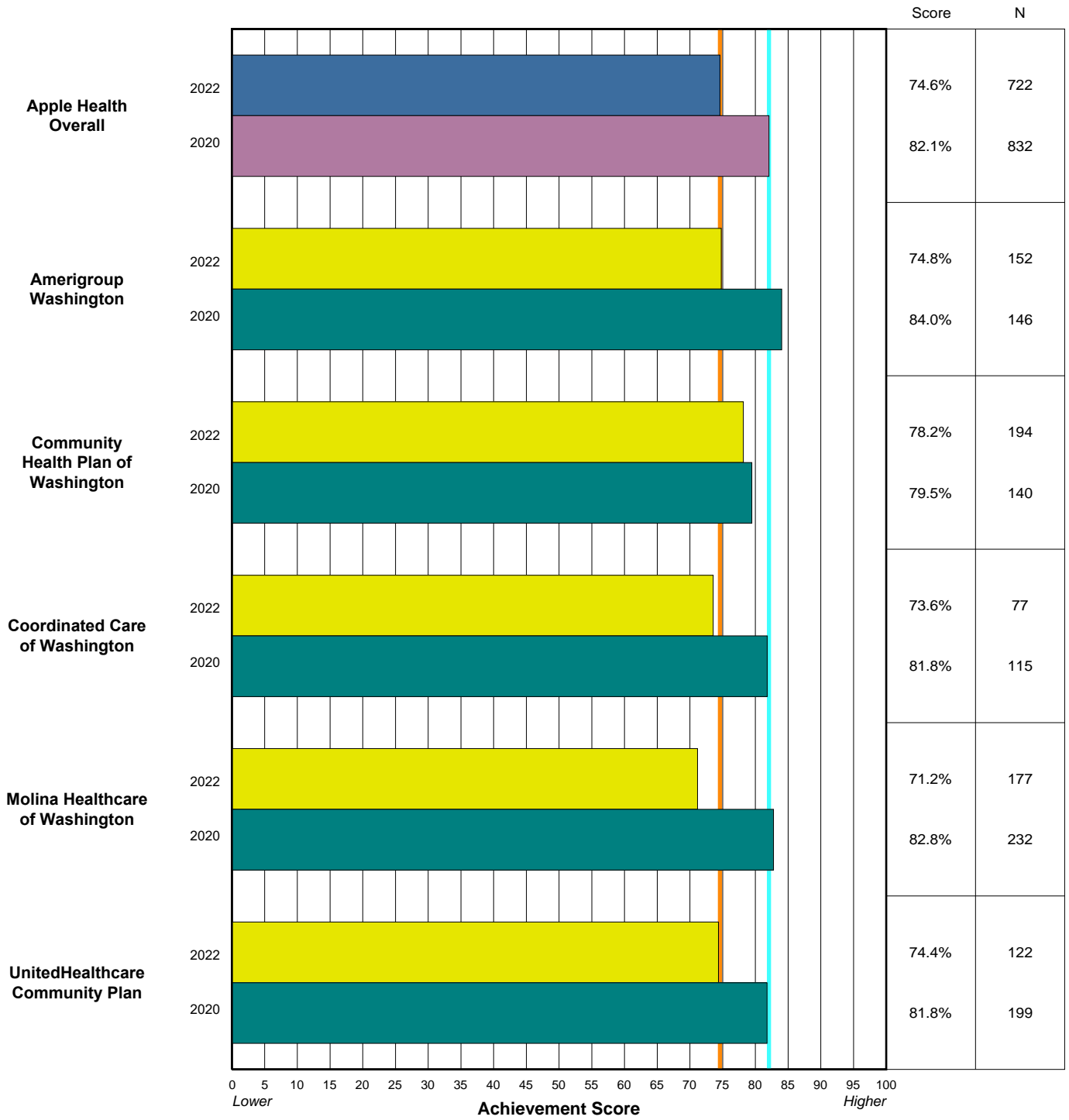
In this section for composites, results of Apple Health overall and for each of the five participating plans are presented in graphs displaying several levels of information. Statistical testing is between 2022 plan scores and 2022 overall Apple Health scores, as well as between 2020 plan scores and 2020 overall Apple Health scores.

When a plan score is statistically significantly higher than the Apple Health overall score, the plan's bar is in green, with an upward arrow on the right side of the bar. Where there is no statistically significant difference between the plan score and the Apple Health overall score, the plan bar is yellow. A plan bar in red signifies that its score is statistically significantly lower than the Apple Health overall score, and there is a downward arrow to the right side of the bar.

The term 'statistically significantly different' in this report means that we can be 95% sure that the difference between two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

In each graph, the combination of all five Apple Health plans is presented as Apple Health.

Composites Getting Needed Care

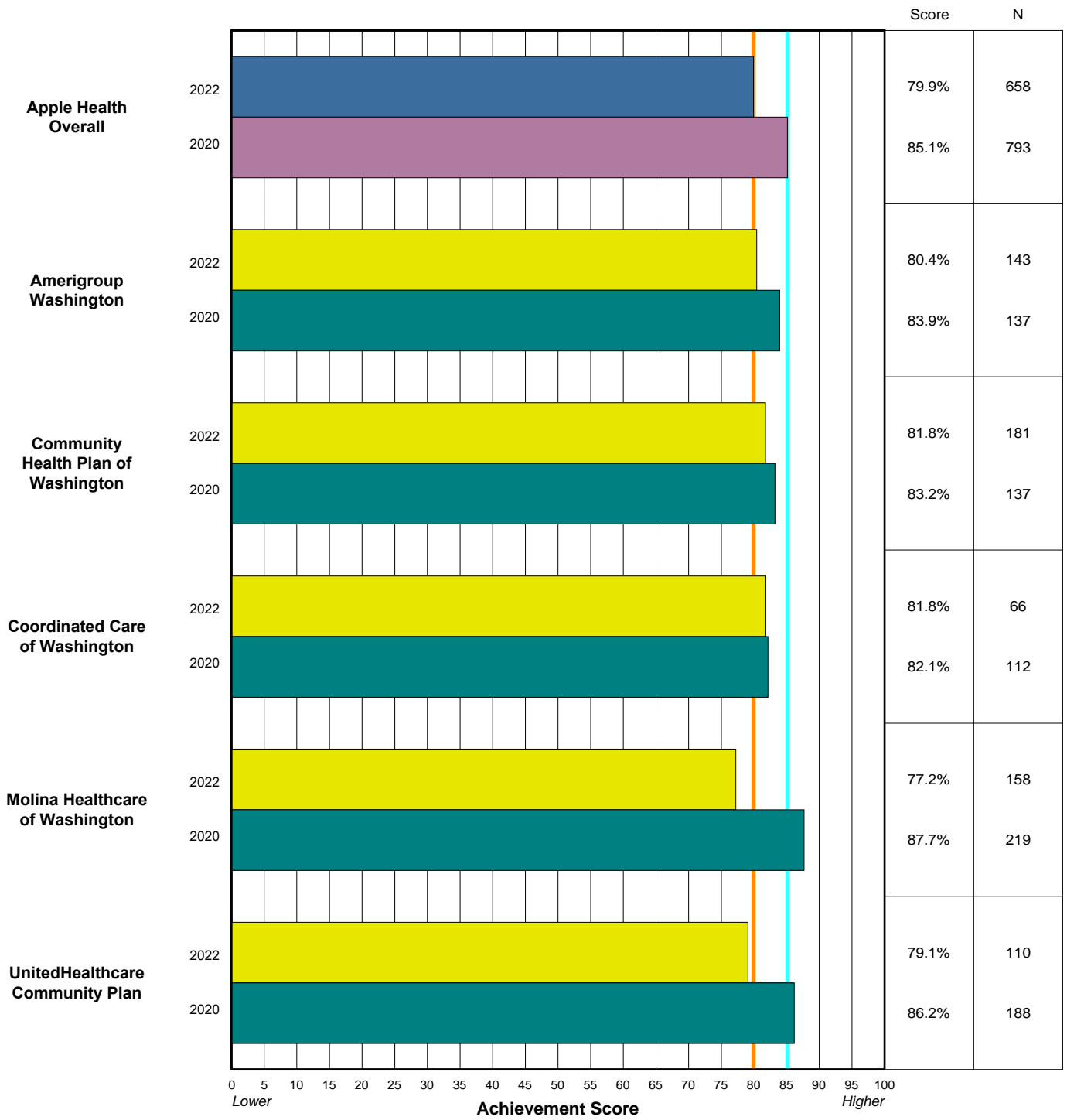


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Getting Needed Care

Q9. Usually or always easy to get the care, tests, or treatment you needed

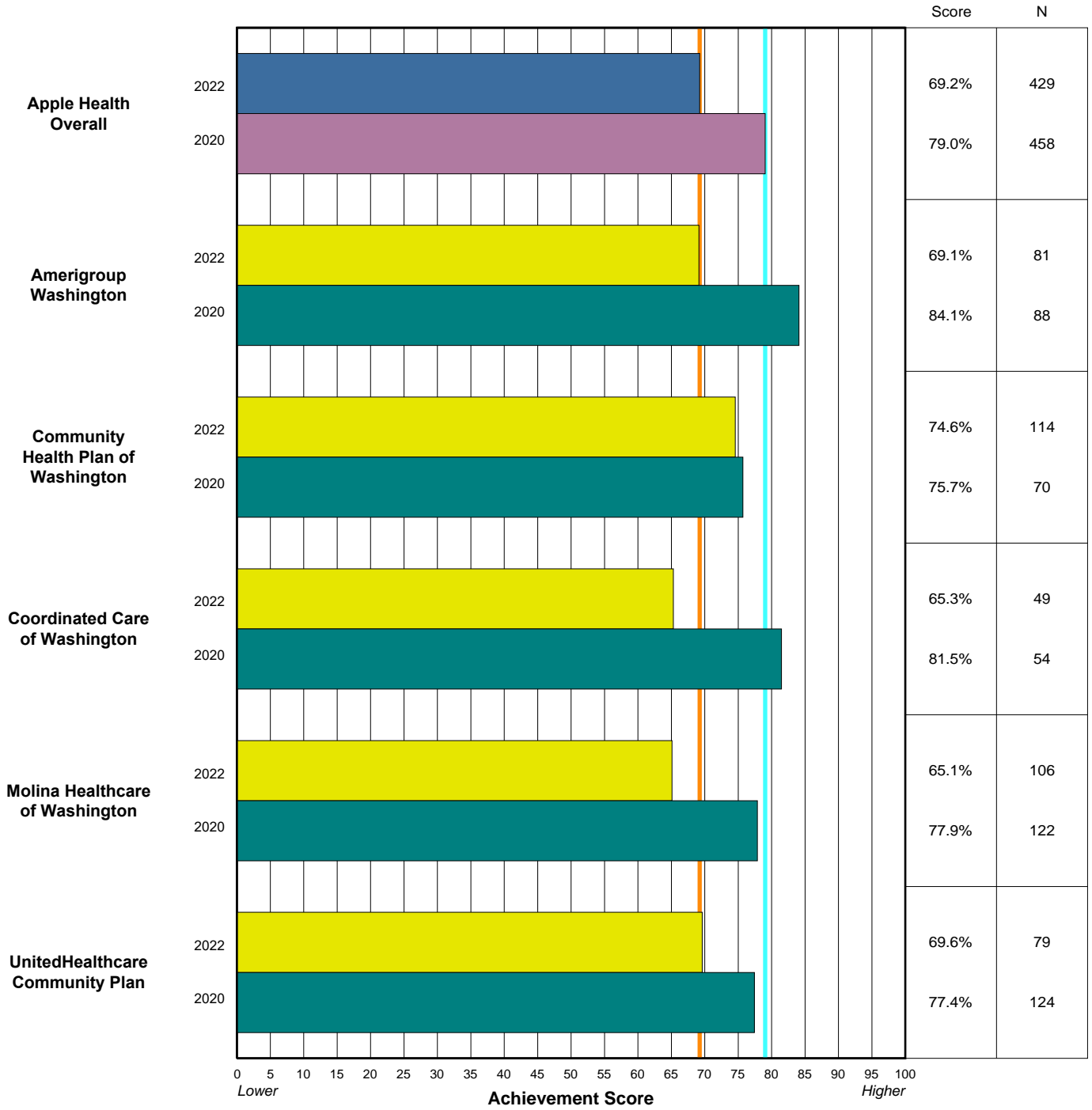


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Getting Needed Care

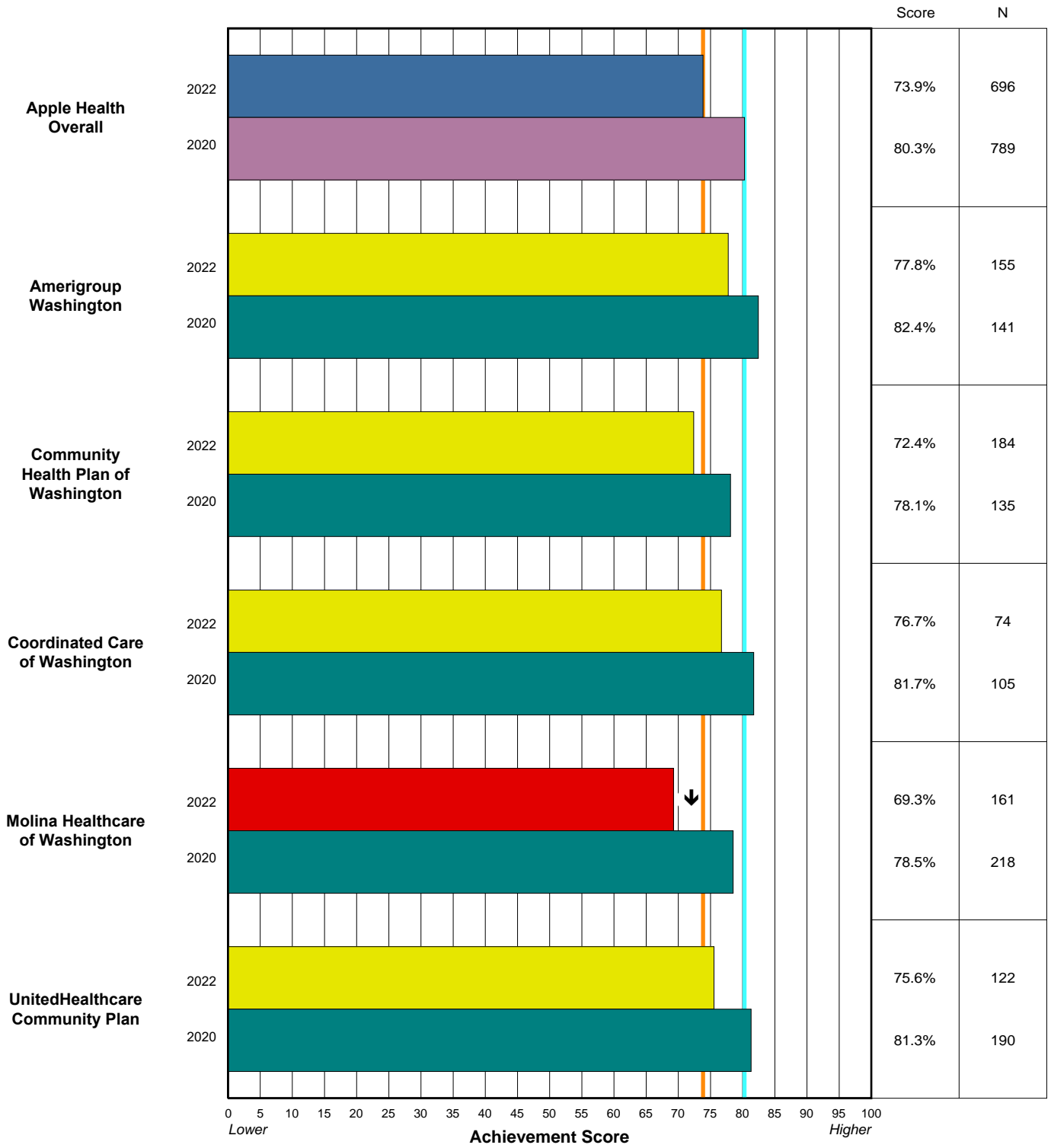
Q20. Usually or always got appointments with a specialist as soon as you needed



↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Getting Care Quickly

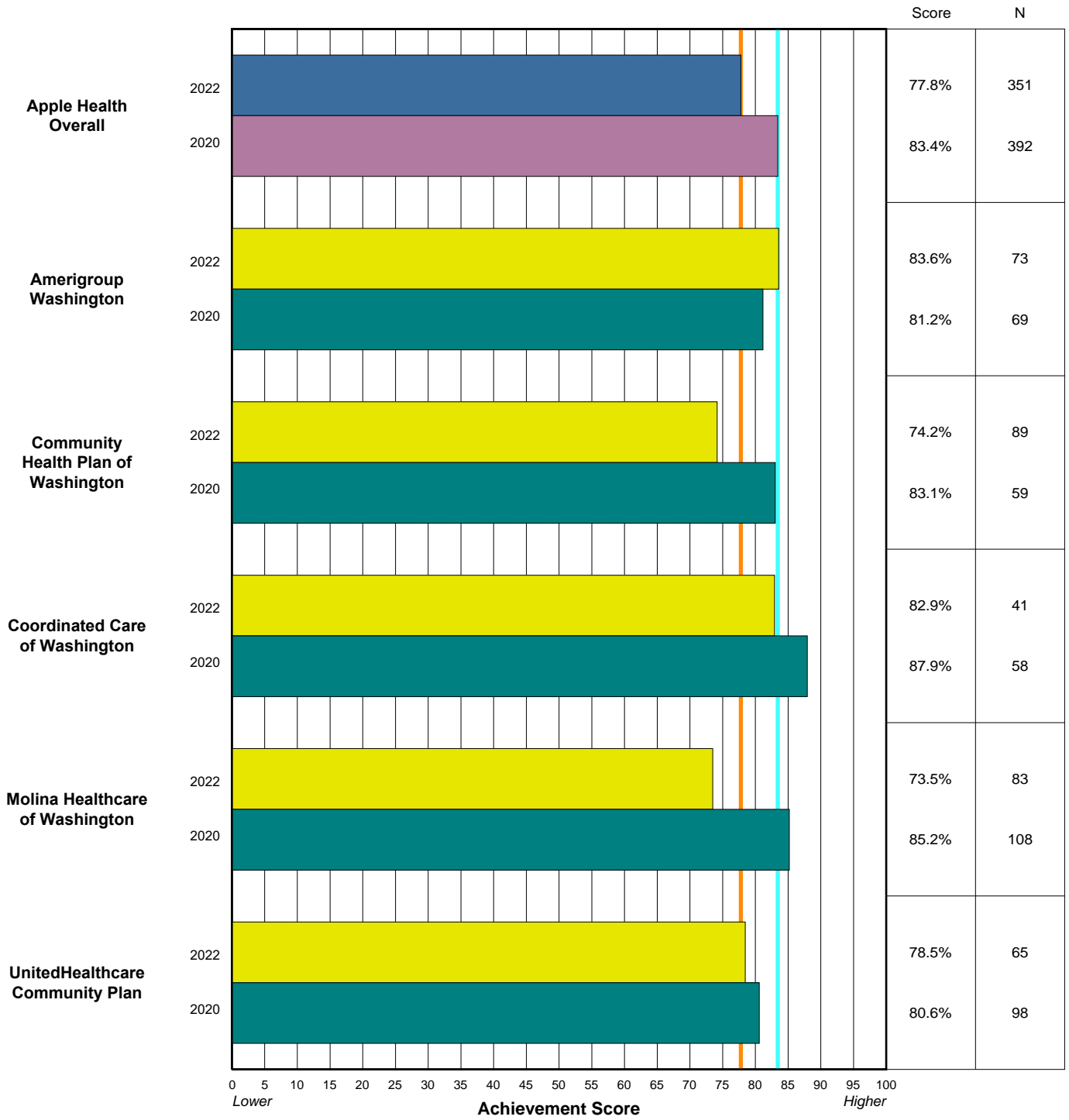


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Getting Care Quickly

Q4. Usually or always got urgent care as soon as you needed

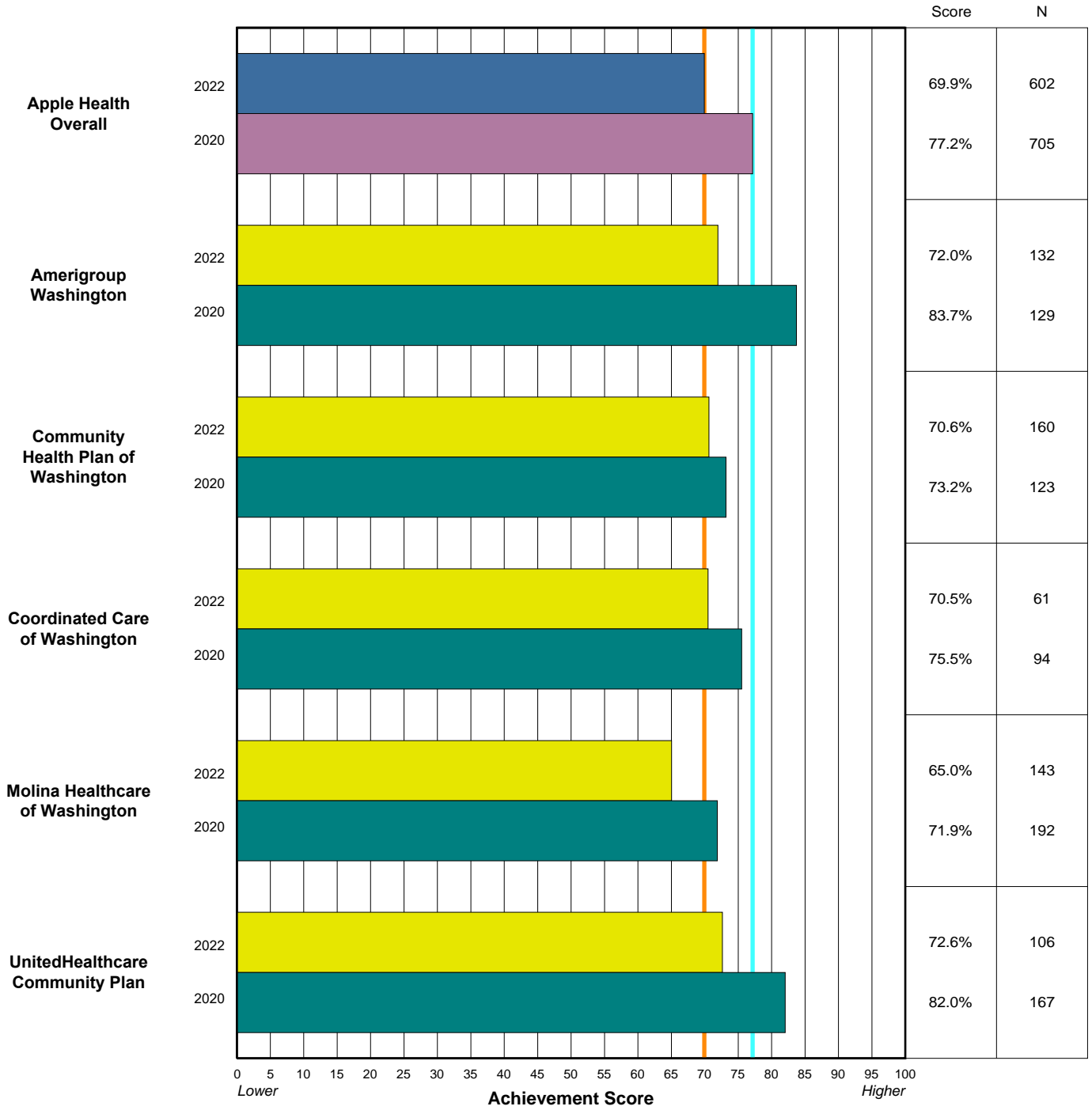


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Getting Care Quickly

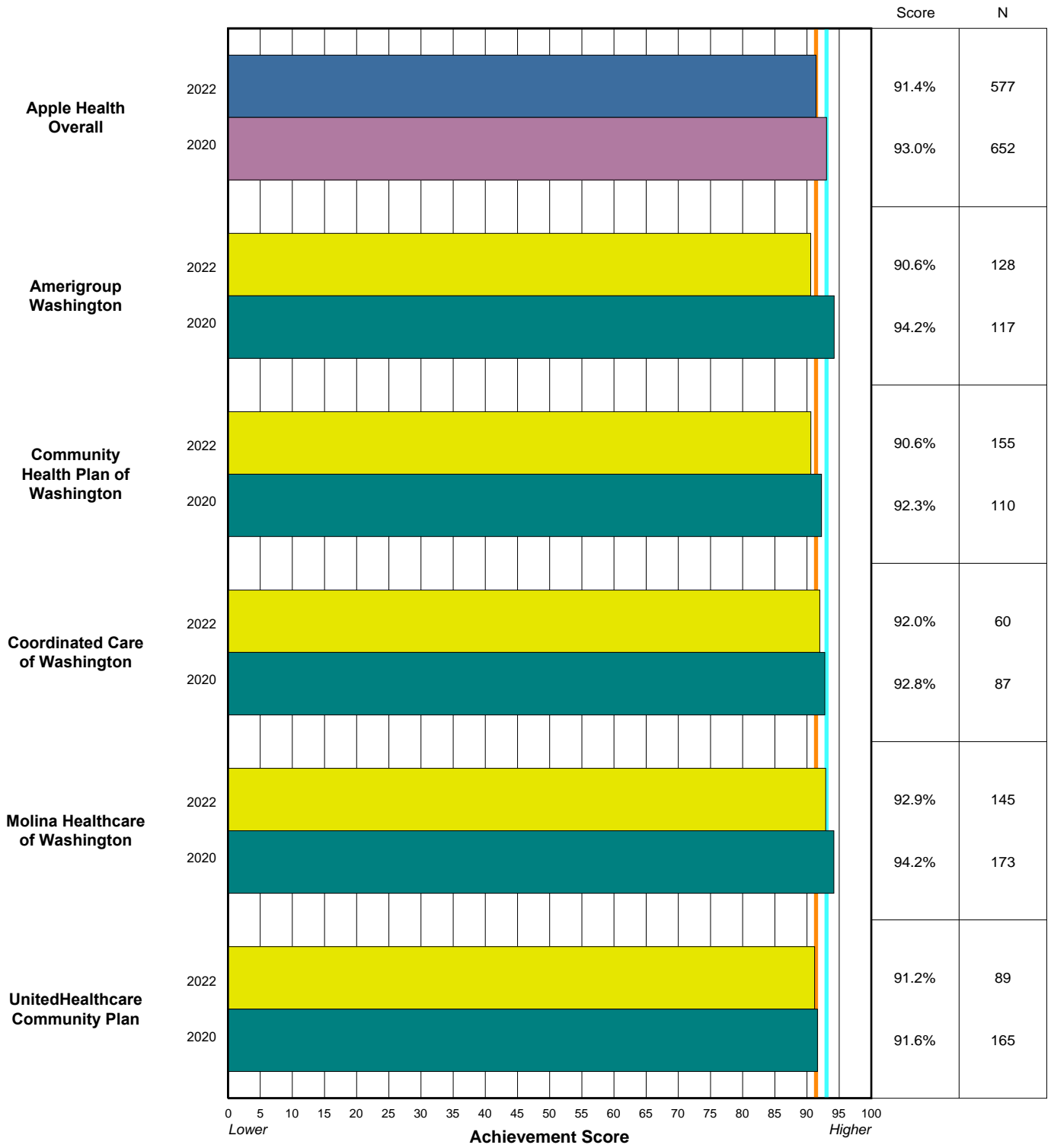
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed



↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

How Well Doctors Communicate

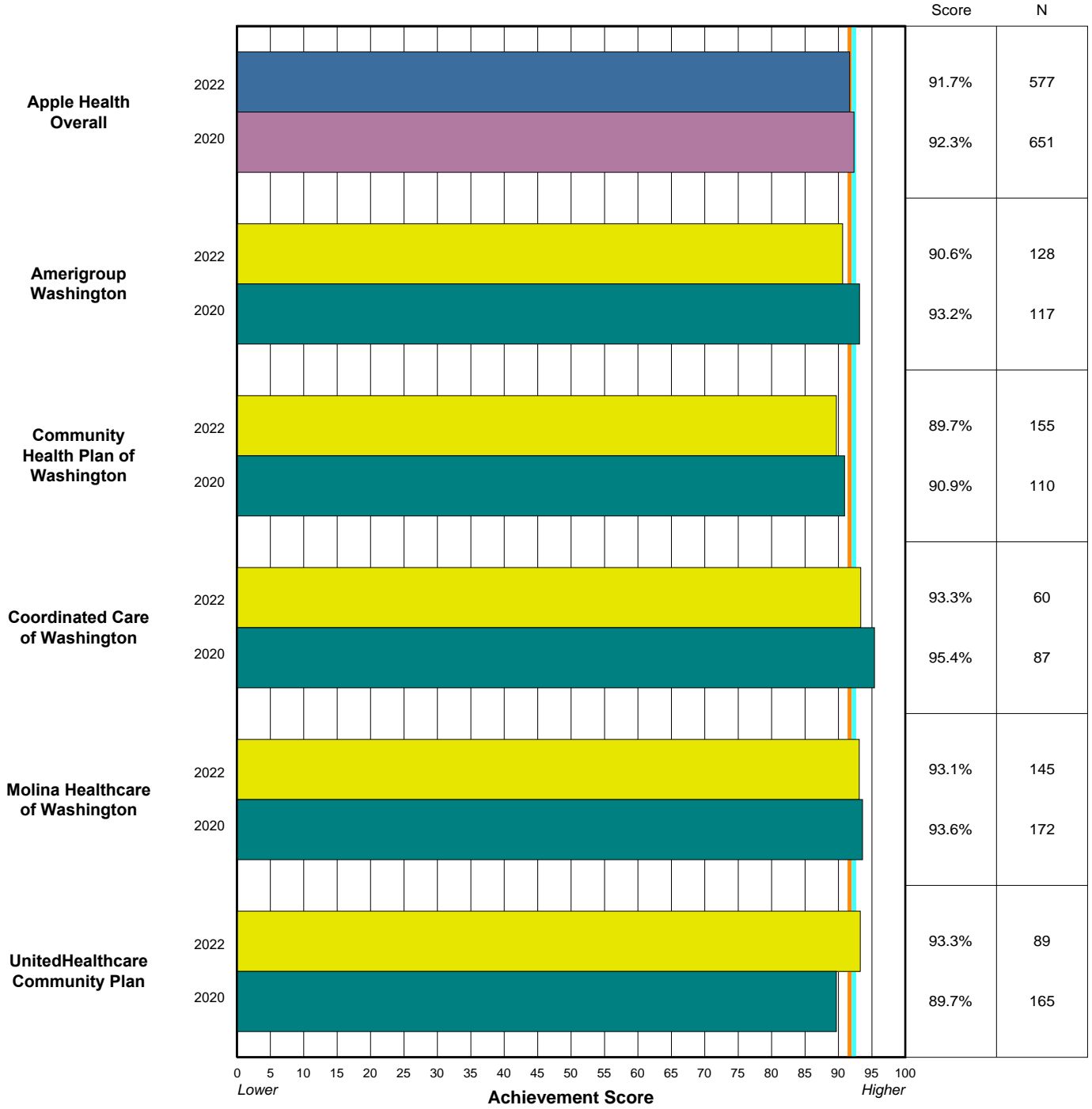


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

How Well Doctors Communicate

Q12. Personal doctor usually or always explained things in a way that was easy to understand



- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

How Well Doctors Communicate

Q13. Personal doctor usually or always listened carefully to you

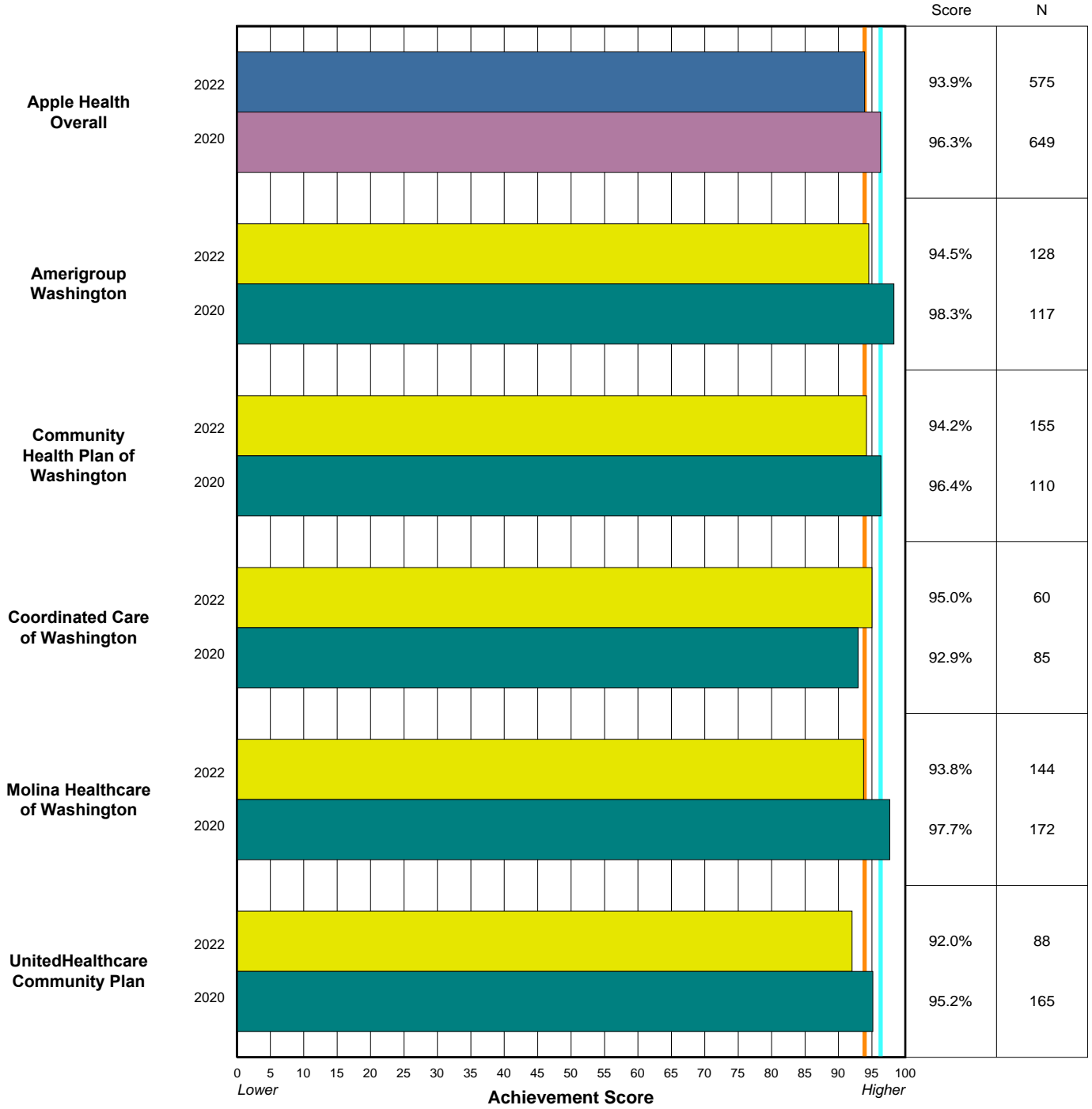


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

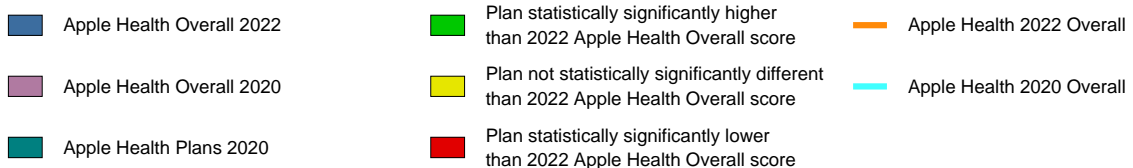
- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

How Well Doctors Communicate

Q14. Personal doctor usually or always showed respect for what you had to say



↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score



How Well Doctors Communicate

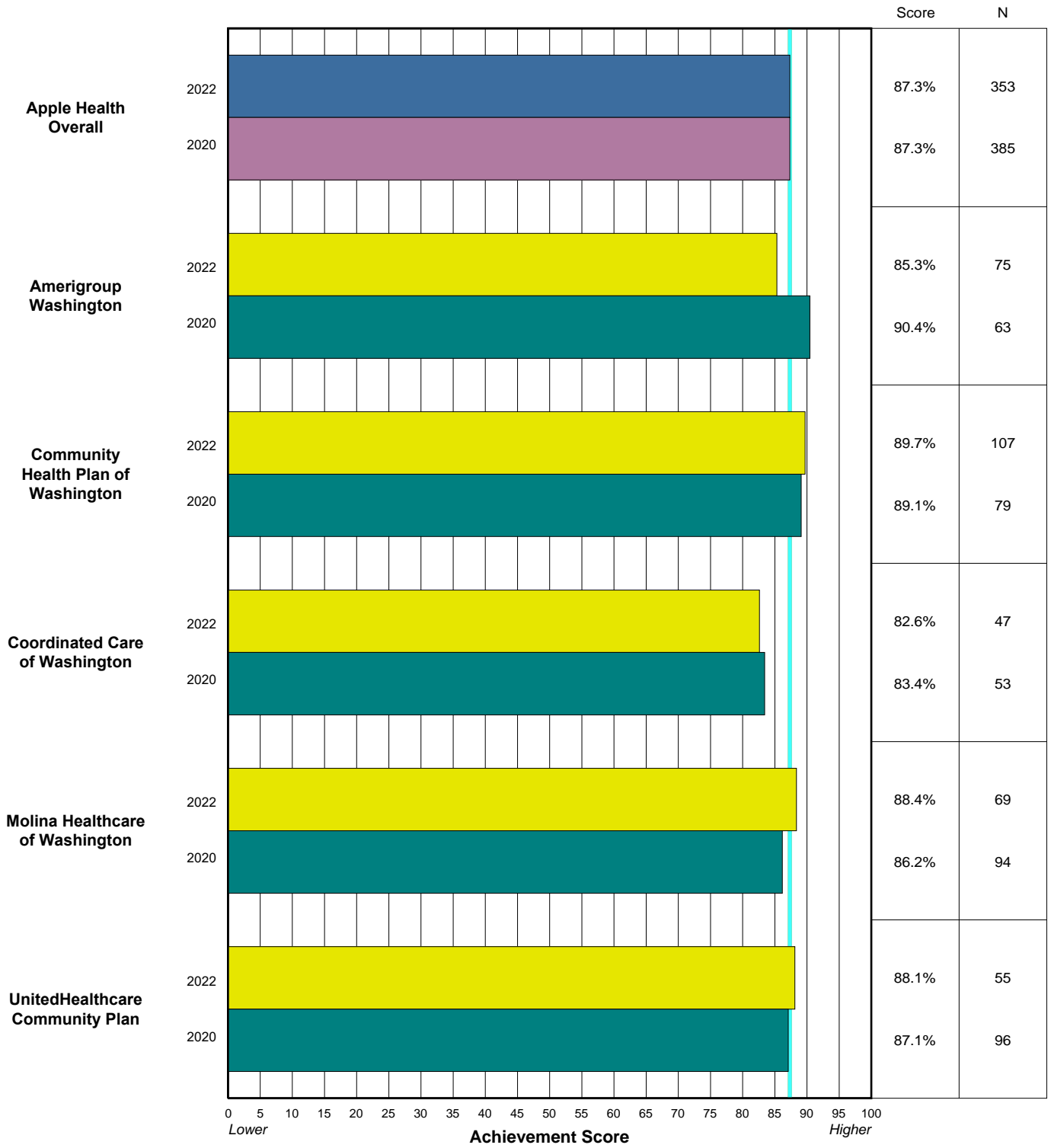
Q15. Personal doctor usually or always spent enough time with you



↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Customer Service

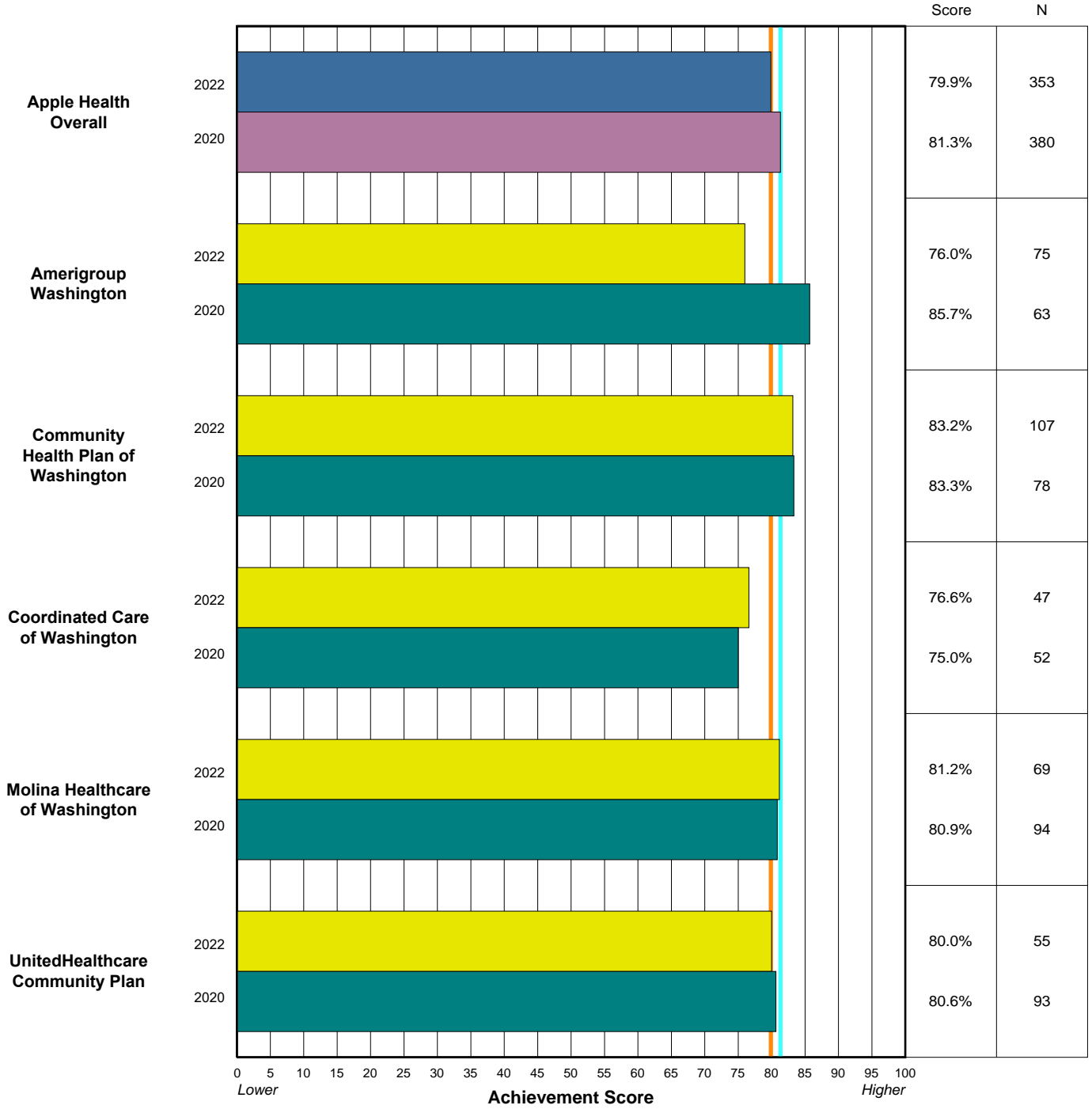


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Customer Service

Q24. Health plan customer service usually or always gave information or help you needed

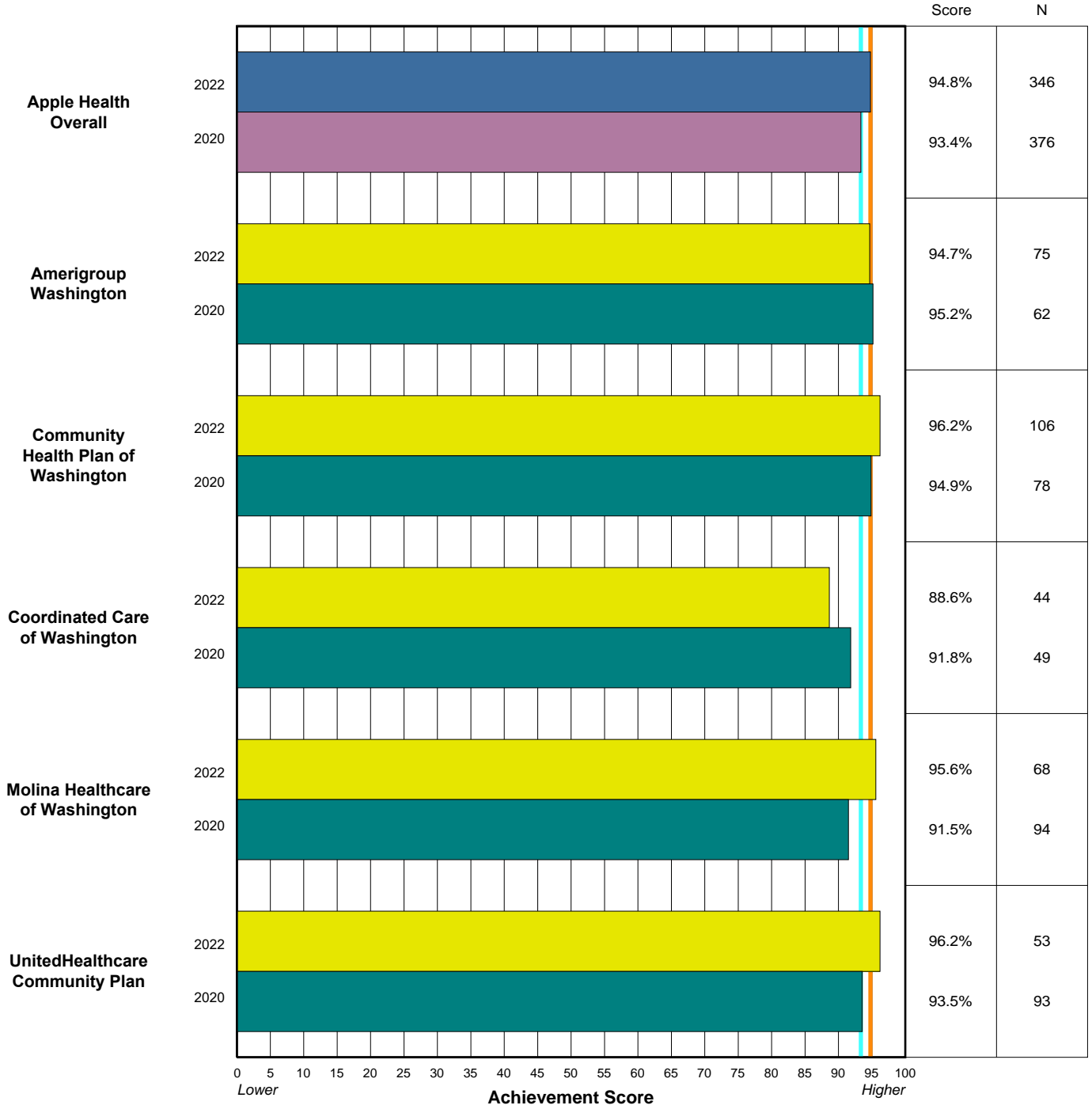


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Customer Service

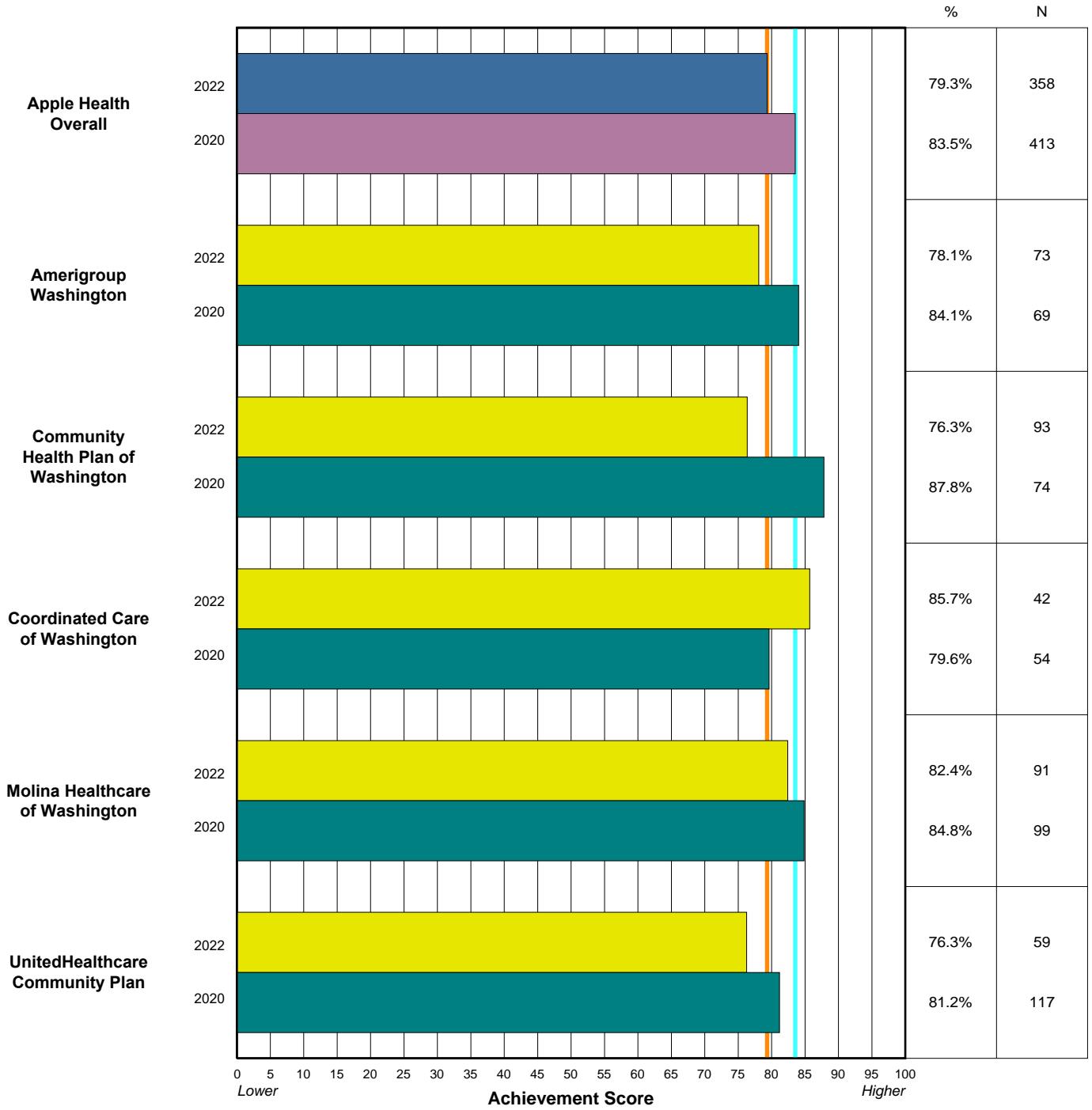
Q25. Health plan customer service usually or always treated you with courtesy and respect



- Apple Health Overall 2022
- Apple Health Overall 2020
- Apple Health Plans 2020
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Plan statistically significantly lower than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health 2020 Overall

Single Items

Q17. Personal doctor usually or always seemed informed about care received from other doctors or providers



↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Single Items

Q27. Forms from your health plan usually or always easy to fill out

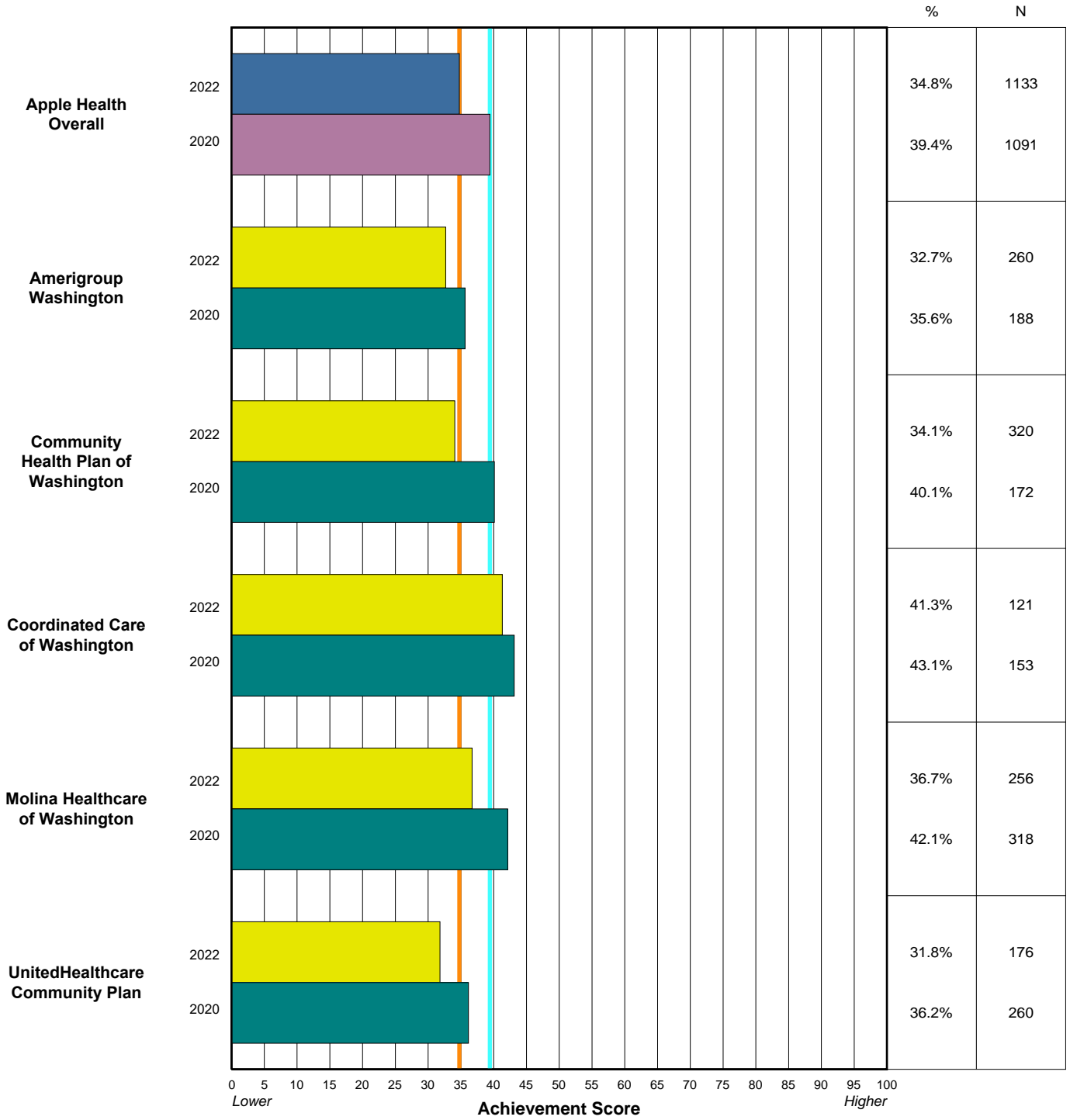


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Single Items

Q29. Excellent or very good rating of your overall health

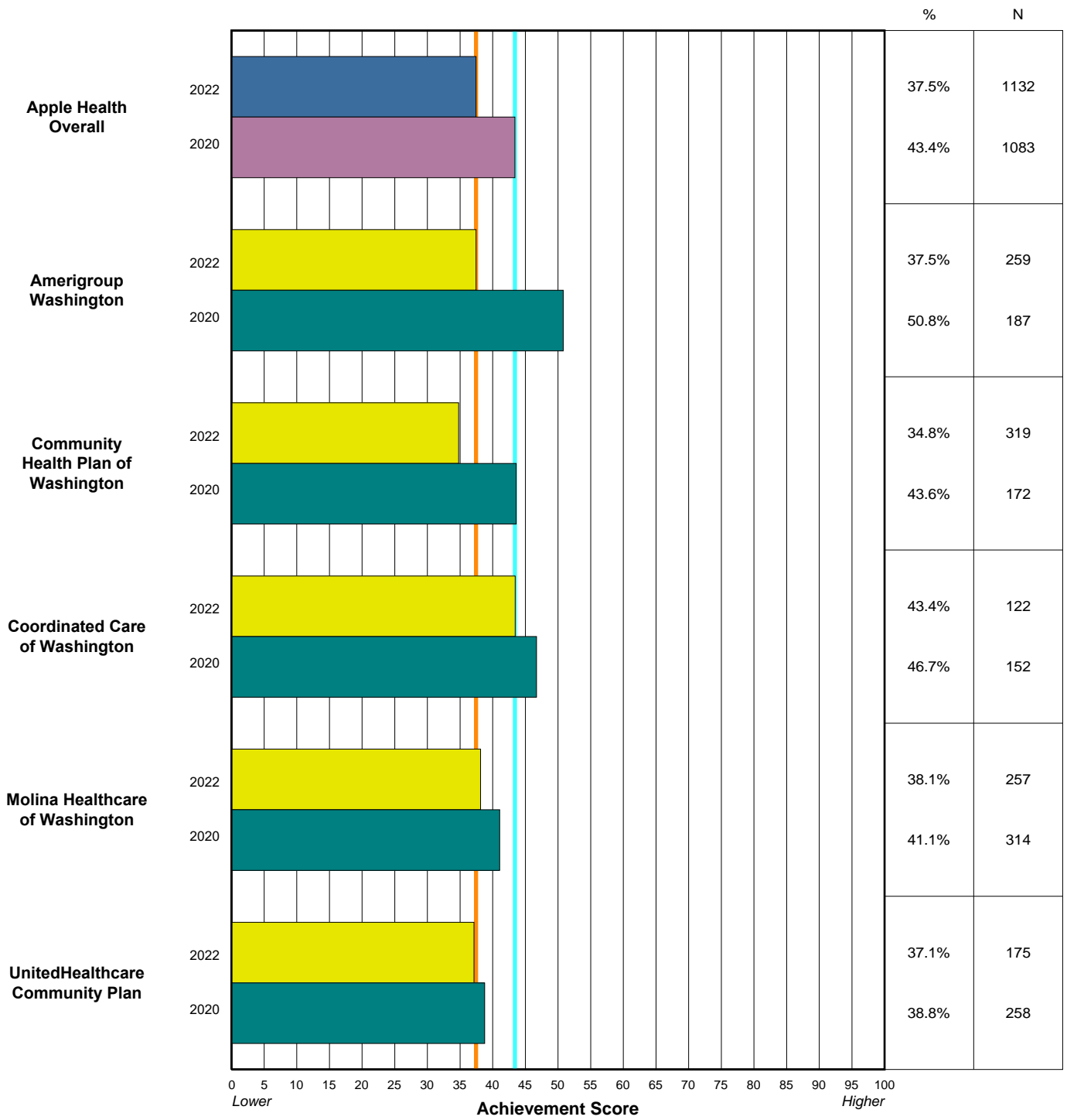


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Single Items

Q30. Excellent or very good rating of your overall mental or emotional health

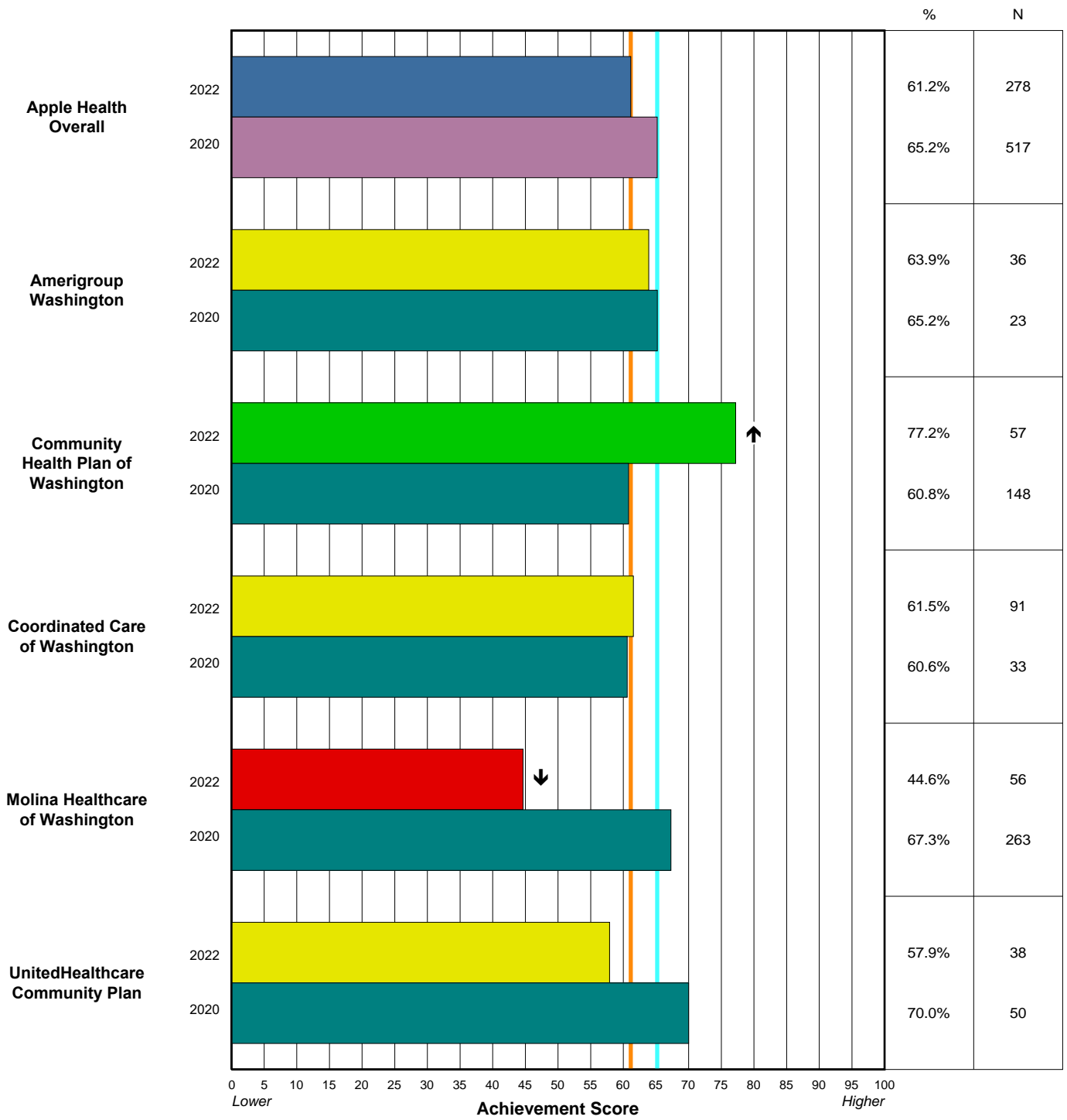


↕ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Supplemental Items

HCA_5. Usually or always easy to get needed treatment or counseling

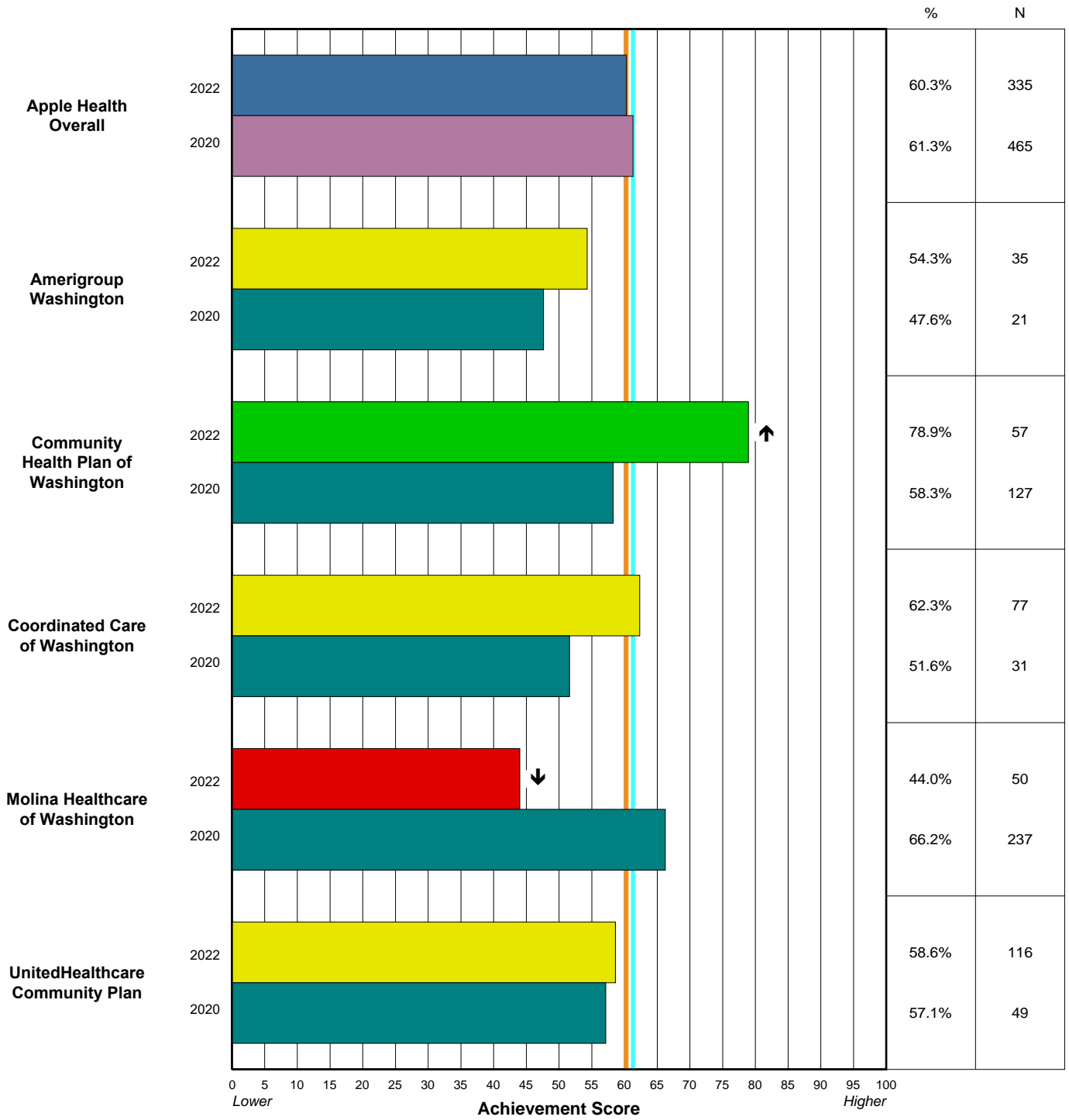


↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Supplemental Items

HCA_6. Rating of all treatment or counseling

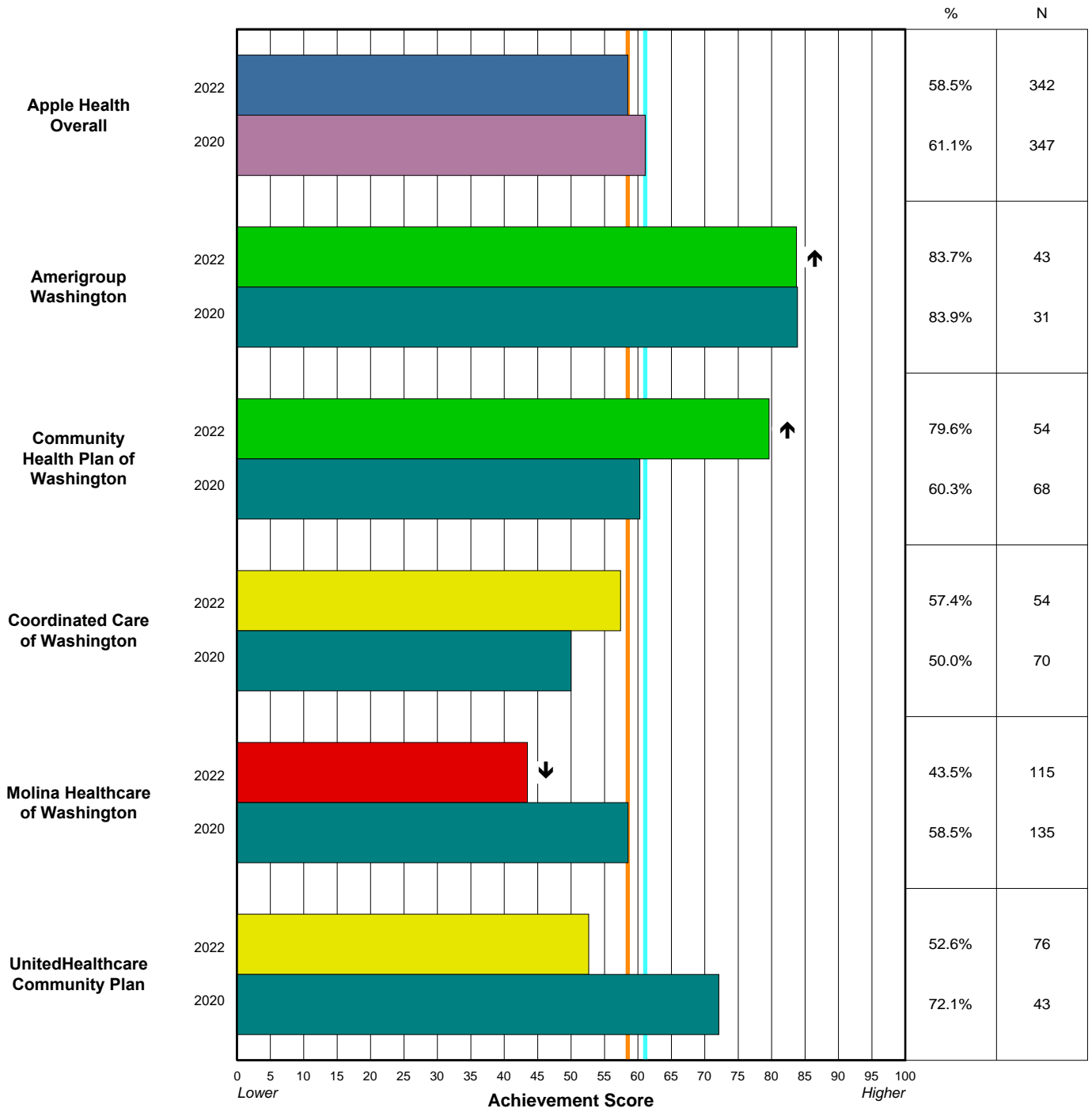


↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health Overall 2020
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Apple Health 2020 Overall
- Apple Health Plans 2020
- Plan statistically significantly lower than 2022 Apple Health Overall score

Supplemental Items

HCA_7. Usually or always involved as much as wanted in mental health care or counseling



↑↓ Score statistically significantly higher/lower than 2022 Apple Health Overall Score

- Apple Health Overall 2022
- Apple Health Overall 2020
- Apple Health Plans 2020
- Plan statistically significantly higher than 2022 Apple Health Overall score
- Plan not statistically significantly different than 2022 Apple Health Overall score
- Plan statistically significantly lower than 2022 Apple Health Overall score
- Apple Health 2022 Overall
- Apple Health 2020 Overall

Responses by Question

The *Responses by Question* section shows the proportions of respondents (N) and the associated percentage (%) who selected each response option for each question in the survey. DataStat does not display cell counts with fewer than 11 observations on key demographic questions. For those questions, cells with fewer than 11 observations will be labelled with 'NA'.

Where applicable, the question presentation identifies the reporting category and displays the achievement score, the correlation with satisfaction, and the priority rating. The achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are considered "high" when the score is 80% or higher. Correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. A correlation coefficient of 0.40 or greater indicates a high correlation with health plan satisfaction. The priority rating corresponds to the quadrant in which the question falls on the priority matrix. Please see the *Priority Matrices* section for the full plot graph for each composite.

A red, yellow, or green dot next to a score provides a quick visual indicator of performance. A green dot indicates that the score is equal to or higher than 80%, a yellow dot indicates that the score is less than 80% and equal to or higher than 70%, and a red dot indicates that the score is less than 70%.

The combination of all five Apple Health plans is presented as Apple Health. Participating plans were: Amerigroup Washington (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington (MHW), and UnitedHealthcare Community Plan (UHC).

Q1. Our records show that you are now in Apple Health. Is that right?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1133	100.0%	259	100.0%	320	100.0%	122	100.0%	255	100.0%	177	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	1133	100.0%	259	100.0%	320	100.0%	122	100.0%	255	100.0%	177	100.0%
Not Answered	25		3		7		2		8		5	

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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	362	32.0%	75	29.4%	91	28.6%	43	35.2%	86	33.5%	67	37.2%
No	770	68.0%	180	70.6%	227	71.4%	79	64.8%	171	66.5%	113	62.8%
Total	1132	100.0%	255	100.0%	318	100.0%	122	100.0%	257	100.0%	180	100.0%
Not Answered	26		7		9		2		6		2	

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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	16	4.6%	2	2.7%	7	7.9%	2	4.9%	0	0.0%	5	7.7%
Sometimes	62	17.7%	10	13.7%	16	18.0%	5	12.2%	22	26.5%	9	13.8%
Usually	83	23.6%	20	27.4%	21	23.6%	13	31.7%	14	16.9%	15	23.1%
Always	190	54.1%	41	56.2%	45	50.6%	21	51.2%	47	56.6%	36	55.4%
Total	351	100.0%	73	100.0%	89	100.0%	41	100.0%	83	100.0%	65	100.0%
Not Answered	807		189		238		83		180		117	
Reporting Category Getting Care Quickly												
Achievement Score	77.8%	●	83.6%	●	74.2%	●	82.9%	●	73.5%	●	78.5%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-5.6		+2.4		-8.9		-5.0		-11.7	↓	-2.2	
Correlation with Satisfaction	0.439		0.425		0.436		0.473		0.468		0.457	
Priority Rating	Top		High		Top		High		Top		Top	

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

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	631	55.8%	138	53.3%	165	53.2%	64	52.9%	151	58.3%	113	62.4%
No	499	44.2%	121	46.7%	145	46.8%	57	47.1%	108	41.7%	68	37.6%
Total	1130	100.0%	259	100.0%	310	100.0%	121	100.0%	259	100.0%	181	100.0%
Not Answered	28		3		17		3		4		1	

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

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	35	5.8%	7	5.3%	11	6.9%	2	3.3%	8	5.6%	7	6.6%
Sometimes	146	24.3%	30	22.7%	36	22.5%	16	26.2%	42	29.4%	22	20.8%
Usually	167	27.7%	37	28.0%	47	29.4%	23	37.7%	30	21.0%	30	28.3%
Always	254	42.2%	58	43.9%	66	41.3%	20	32.8%	63	44.1%	47	44.3%
Total	602	100.0%	132	100.0%	160	100.0%	61	100.0%	143	100.0%	106	100.0%
Not Answered	556		130		167		63		120		76	
Reporting Category Getting Care Quickly												
Achievement Score	69.9%	●	72.0%	●	70.6%	●	70.5%	●	65.0%	●	72.6%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-7.2	↓	-11.8	↓	-2.5		-5.0		-6.8		-9.4	
Correlation with Satisfaction	0.233		0.300		0.215		0.098		0.200		0.284	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q7. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	457	40.7%	105	42.0%	134	42.3%	53	44.2%	96	37.5%	69	38.3%
1 time	195	17.4%	45	18.0%	53	16.7%	18	15.0%	47	18.4%	32	17.8%
2	132	11.8%	35	14.0%	31	9.8%	15	12.5%	36	14.1%	15	8.3%
3	90	8.0%	19	7.6%	22	6.9%	9	7.5%	22	8.6%	18	10.0%
4	71	6.3%	10	4.0%	28	8.8%	8	6.7%	13	5.1%	12	6.7%
5 to 9	112	10.0%	20	8.0%	31	9.8%	12	10.0%	30	11.7%	19	10.6%
10 or more times	66	5.9%	16	6.4%	18	5.7%	5	4.2%	12	4.7%	15	8.3%
Total	1123	100.0%	250	100.0%	317	100.0%	120	100.0%	256	100.0%	180	100.0%
Not Answered	35		12		10		4		7		2	

Q8. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health care possible	2	0.3%	0	0.0%	0	0.0%	2	3.1%	0	0.0%	0	0.0%
1	2	0.3%	0	0.0%	1	0.6%	0	0.0%	1	0.6%	0	0.0%
2	3	0.5%	0	0.0%	0	0.0%	1	1.5%	1	0.6%	1	0.9%
3	12	1.8%	3	2.1%	3	1.7%	1	1.5%	3	1.9%	2	1.8%
4	15	2.3%	3	2.1%	6	3.3%	1	1.5%	0	0.0%	5	4.5%
5	40	6.1%	6	4.2%	9	5.0%	3	4.6%	12	7.6%	10	9.1%
6	48	7.3%	14	9.7%	15	8.3%	2	3.1%	13	8.3%	4	3.6%
7	84	12.8%	22	15.3%	20	11.0%	6	9.2%	21	13.4%	15	13.6%
8	154	23.4%	29	20.1%	41	22.7%	23	35.4%	35	22.3%	26	23.6%
9	85	12.9%	16	11.1%	31	17.1%	6	9.2%	23	14.6%	9	8.2%
Best health care possible	212	32.3%	51	35.4%	55	30.4%	20	30.8%	48	30.6%	38	34.5%
Total	657	100.0%	144	100.0%	181	100.0%	65	100.0%	157	100.0%	110	100.0%
Not Answered	501		118		146		59		106		72	

Reporting Category	Ratings					
Rating (8, 9 and 10)	68.6% ●	66.7% ●	70.2% ●	75.4% ●	67.5% ●	66.4% ●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-7.6 ↓	-8.2	-0.7	-3.6	-12.8 ↓	-8.2
Correlation with Satisfaction	0.552	0.626	0.425	0.480	0.586	0.657
Priority Rating	Top	Top	Top	Top	Top	Top

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	13	2.0%	2	1.4%	2	1.1%	2	3.0%	2	1.3%	5	4.5%
Sometimes	119	18.1%	26	18.2%	31	17.1%	10	15.2%	34	21.5%	18	16.4%
Usually	220	33.4%	43	30.1%	64	35.4%	26	39.4%	48	30.4%	39	35.5%
Always	306	46.5%	72	50.3%	84	46.4%	28	42.4%	74	46.8%	48	43.6%
Total	658	100.0%	143	100.0%	181	100.0%	66	100.0%	158	100.0%	110	100.0%
Not Answered	500		119		146		58		105		72	
Reporting Category	Getting Needed Care											
Achievement Score	79.9%		80.4%		81.8%		81.8%		77.2%		79.1%	
2022 vs. 2021: +/- Change (↑↓ Stat. sig.)	-5.2	↓	-3.5		-1.4		-0.3		-10.5	↓	-7.1	
Correlation with Satisfaction	0.434		0.405		0.390		0.110		0.554		0.567	
Priority Rating	Top		High		Low		Low		Top		Top	

Your Personal Doctor

Q10. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	830	72.6%	177	68.6%	217	67.2%	88	72.1%	208	80.0%	140	77.3%
No	314	27.4%	81	31.4%	106	32.8%	34	27.9%	52	20.0%	41	22.7%
Total	1144	100.0%	258	100.0%	323	100.0%	122	100.0%	260	100.0%	181	100.0%
Not Answered	14		4		4		2		3		1	

Q11. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	230	28.5%	43	25.1%	56	26.5%	24	28.6%	60	29.3%	47	34.6%
1 time	240	29.7%	57	33.3%	62	29.4%	22	26.2%	64	31.2%	35	25.7%
2	145	18.0%	29	17.0%	33	15.6%	20	23.8%	38	18.5%	25	18.4%
3	79	9.8%	18	10.5%	28	13.3%	9	10.7%	16	7.8%	8	5.9%
4	46	5.7%	7	4.1%	16	7.6%	5	6.0%	10	4.9%	8	5.9%
5 to 9	54	6.7%	13	7.6%	11	5.2%	3	3.6%	16	7.8%	11	8.1%
10 or more times	13	1.6%	4	2.3%	5	2.4%	1	1.2%	1	0.5%	2	1.5%
Total	807	100.0%	171	100.0%	211	100.0%	84	100.0%	205	100.0%	136	100.0%
Not Answered	351		91		116		40		58		46	

● **Performance Indicator:**
● Score < 70%
 ● Score ≥ 70% and < 80%
 ● Score ≥ 80%

■ **Response scored as:**
■ Room for Improvement
 ■ Achievement

Your Personal Doctor (continued)

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	8	1.4%	2	1.6%	3	1.9%	1	1.7%	1	0.7%	1	1.1%
Sometimes	40	6.9%	10	7.8%	13	8.4%	3	5.0%	9	6.2%	5	5.6%
Usually	109	18.9%	24	18.8%	27	17.4%	16	26.7%	25	17.2%	17	19.1%
Always	420	72.8%	92	71.9%	112	72.3%	40	66.7%	110	75.9%	66	74.2%
Total	577	100.0%	128	100.0%	155	100.0%	60	100.0%	145	100.0%	89	100.0%
Not Answered	581		134		172		64		118		93	
Reporting Category												
Communication												
Achievement Score	91.7%	●	90.6%	●	89.7%	●	93.3%	●	93.1%	●	93.3%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-0.6		-2.5		-1.2		-2.1		-0.5		+3.6	
Correlation with Satisfaction	0.254		0.213		0.297		0.015		0.307		0.327	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	8	1.4%	3	2.4%	2	1.3%	1	1.7%	0	0.0%	2	2.3%
Sometimes	39	6.8%	11	8.7%	11	7.2%	4	6.8%	9	6.3%	4	4.6%
Usually	105	18.4%	20	15.7%	27	17.6%	10	16.9%	31	21.5%	17	19.5%
Always	418	73.3%	93	73.2%	113	73.9%	44	74.6%	104	72.2%	64	73.6%
Total	570	100.0%	127	100.0%	153	100.0%	59	100.0%	144	100.0%	87	100.0%
Not Answered	588		135		174		65		119		95	
Reporting Category												
Communication												
Achievement Score	91.8%	●	89.0%	●	91.5%	●	91.5%	●	93.8%	●	93.1%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-0.7		-4.2		-3.0		+1.9		+1.9		+0.4	
Correlation with Satisfaction	0.327		0.333		0.347		0.030		0.337		0.439	
Priority Rating	Low		Low		Low		Low		Low		High	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	7	1.2%	2	1.6%	1	0.6%	1	1.7%	1	0.7%	2	2.3%
Sometimes	28	4.9%	5	3.9%	8	5.2%	2	3.3%	8	5.6%	5	5.7%
Usually	87	15.1%	22	17.2%	24	15.5%	11	18.3%	22	15.3%	8	9.1%
Always	453	78.8%	99	77.3%	122	78.7%	46	76.7%	113	78.5%	73	83.0%
Total	575	100.0%	128	100.0%	155	100.0%	60	100.0%	144	100.0%	88	100.0%
Not Answered	583		134		172		64		119		94	
Reporting Category												
Communication												
Achievement Score	93.9%	●	94.5%	●	94.2%	●	95.0%	●	93.8%	●	92.0%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-2.4		-3.8		-2.2		+2.1		-3.9		-3.1	
Correlation with Satisfaction	0.260		0.272		0.248		0.095		0.281		0.319	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	7	1.2%	1	0.8%	4	2.6%	0	0.0%	2	1.4%	0	0.0%
Sometimes	60	10.5%	14	11.0%	16	10.4%	7	11.9%	11	7.6%	12	13.6%
Usually	127	22.2%	26	20.5%	30	19.5%	12	20.3%	41	28.3%	18	20.5%
Always	379	66.1%	86	67.7%	104	67.5%	40	67.8%	91	62.8%	58	65.9%
Total	573	100.0%	127	100.0%	154	100.0%	59	100.0%	145	100.0%	88	100.0%
Not Answered	585		135		173		65		118		94	
Reporting Category												
Communication												
Achievement Score	88.3%	●	88.2%	●	87.0%	●	88.1%	●	91.0%	●	86.4%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-2.7		-4.1		-0.3		-5.0		-2.5		-2.6	
Correlation with Satisfaction	0.287		0.247		0.202		0.125		0.309		0.533	
Priority Rating	Low		Low		Low		Low		Low		High	

Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	374	65.4%	78	60.9%	100	65.4%	42	71.2%	93	64.6%	61	69.3%
No	198	34.6%	50	39.1%	53	34.6%	17	28.8%	51	35.4%	27	30.7%
Total	572	100.0%	128	100.0%	153	100.0%	59	100.0%	144	100.0%	88	100.0%
Not Answered	586		134		174		65		119		94	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q17. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	20	5.6%	4	5.5%	7	7.5%	0	0.0%	6	6.6%	3	5.1%
Sometimes	54	15.1%	12	16.4%	15	16.1%	6	14.3%	10	11.0%	11	18.6%
Usually	101	28.2%	19	26.0%	28	30.1%	14	33.3%	28	30.8%	12	20.3%
Always	183	51.1%	38	52.1%	43	46.2%	22	52.4%	47	51.6%	33	55.9%
Total	358	100.0%	73	100.0%	93	100.0%	42	100.0%	91	100.0%	59	100.0%
Not Answered	800		189		234		82		172		123	
Reporting Category												
Single Items												
Achievement Score	79.3%	●	78.1%	●	76.3%	●	85.7%	●	82.4%	●	76.3%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-4.2		-6.0		-11.5↓		+6.1		-2.4		-4.9	
Correlation with Satisfaction	0.334		0.326		0.398		0.109		0.283		0.431	
Priority Rating	Medium		Medium		Medium		Low		Low		Top	

Q18. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst personal doctor possible	3	0.4%	1	0.6%	1	0.5%	0	0.0%	1	0.5%	0	0.0%
1	3	0.4%	0	0.0%	2	1.0%	0	0.0%	1	0.5%	0	0.0%
2	4	0.5%	0	0.0%	2	1.0%	0	0.0%	0	0.0%	2	1.5%
3	4	0.5%	1	0.6%	3	1.4%	0	0.0%	0	0.0%	0	0.0%
4	11	1.4%	4	2.4%	1	0.5%	1	1.2%	4	2.0%	1	0.8%
5	41	5.2%	10	5.9%	9	4.3%	2	2.4%	12	5.9%	8	6.1%
6	23	2.9%	3	1.8%	8	3.9%	2	2.4%	5	2.5%	5	3.8%
7	76	9.6%	16	9.4%	17	8.2%	6	7.2%	18	8.9%	19	14.4%
8	128	16.1%	28	16.5%	36	17.4%	12	14.5%	33	16.3%	19	14.4%
9	169	21.3%	37	21.8%	45	21.7%	20	24.1%	46	22.8%	21	15.9%
Best personal doctor possible	332	41.8%	70	41.2%	83	40.1%	40	48.2%	82	40.6%	57	43.2%
Total	794	100.0%	170	100.0%	207	100.0%	83	100.0%	202	100.0%	132	100.0%
Not Answered	364		92		120		41		61		50	
Reporting Category												
Ratings												
Rating (8, 9 and 10)	79.2%	●	79.4%	●	79.2%	●	86.7%	●	79.7%	●	73.5%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-0.9		-3.7		+1.5		+2.8		+0.8		-5.3	
Correlation with Satisfaction	0.466		0.619		0.477		0.348		0.386		0.405	
Priority Rating	Top		Top		Top		Low		Medium		Top	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Getting Health Care From Specialists

Q19. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	441	38.6%	83	31.9%	121	37.6%	49	39.8%	109	42.2%	79	44.1%
No	701	61.4%	177	68.1%	201	62.4%	74	60.2%	149	57.8%	100	55.9%
Total	1142	100.0%	260	100.0%	322	100.0%	123	100.0%	258	100.0%	179	100.0%
Not Answered	16		2		5		1		5		3	

Q20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	28	6.5%	8	9.9%	5	4.4%	3	6.1%	4	3.8%	8	10.1%
Sometimes	104	24.2%	17	21.0%	24	21.1%	14	28.6%	33	31.1%	16	20.3%
Usually	124	28.9%	23	28.4%	34	29.8%	16	32.7%	29	27.4%	22	27.8%
Always	173	40.3%	33	40.7%	51	44.7%	16	32.7%	40	37.7%	33	41.8%
Total	429	100.0%	81	100.0%	114	100.0%	49	100.0%	106	100.0%	79	100.0%
Not Answered	729		181		213		75		157		103	
Reporting Category												
						Getting Needed Care						
Achievement Score	69.2%	●	69.1%	●	74.6%	●	65.3%	●	65.1%	●	69.6%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-9.8 ↓		-15.0 ↓		-1.2		-16.2		-12.8 ↓		-7.8	
Correlation with Satisfaction	0.295		0.337		0.219		0.322		0.318		0.325	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q21. How many specialists have you talked to in the last 6 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
None	20	4.7%	4	5.0%	1	0.9%	1	2.0%	7	6.5%	7	9.0%
1 specialist	208	49.1%	39	48.8%	53	48.2%	30	61.2%	55	51.4%	31	39.7%
2	113	26.7%	21	26.3%	30	27.3%	11	22.4%	26	24.3%	25	32.1%
3	54	12.7%	13	16.3%	17	15.5%	4	8.2%	12	11.2%	8	10.3%
4	15	3.5%	2	2.5%	4	3.6%	2	4.1%	1	0.9%	6	7.7%
5 or more specialists	14	3.3%	1	1.3%	5	4.5%	1	2.0%	6	5.6%	1	1.3%
Total	424	100.0%	80	100.0%	110	100.0%	49	100.0%	107	100.0%	78	100.0%
Not Answered	734		182		217		75		156		104	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Getting Health Care From Specialists (continued)

Q22. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst specialist possible	3	0.8%	1	1.3%	1	0.9%	0	0.0%	0	0.0%	1	1.4%
1	2	0.5%	0	0.0%	2	1.9%	0	0.0%	0	0.0%	0	0.0%
2	4	1.0%	0	0.0%	1	0.9%	1	2.1%	1	1.0%	1	1.4%
3	4	1.0%	1	1.3%	2	1.9%	0	0.0%	0	0.0%	1	1.4%
4	8	2.0%	0	0.0%	3	2.8%	2	4.3%	2	2.1%	1	1.4%
5	15	3.8%	3	3.9%	4	3.7%	2	4.3%	2	2.1%	4	5.8%
6	19	4.8%	3	3.9%	2	1.9%	4	8.5%	6	6.2%	4	5.8%
7	34	8.6%	4	5.3%	8	7.4%	6	12.8%	10	10.3%	6	8.7%
8	72	18.1%	18	23.7%	19	17.6%	8	17.0%	18	18.6%	9	13.0%
9	71	17.9%	14	18.4%	21	19.4%	9	19.1%	18	18.6%	9	13.0%
Best specialist possible	165	41.6%	32	42.1%	45	41.7%	15	31.9%	40	41.2%	33	47.8%
Total	397	100.0%	76	100.0%	108	100.0%	47	100.0%	97	100.0%	69	100.0%
Not Answered	761		186		219		77		166		113	
Reporting Category	Ratings											
Rating (8, 9 and 10)	77.6%	●	84.2%	●	78.7%	●	68.1%	●	78.4%	●	73.9%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-6.2	↓	+1.9		-4.9		-18.5	↓	-6.3		-9.0	
Correlation with Satisfaction	0.377		0.379		0.246		0.298		0.359		0.604	
Priority Rating	Medium		Low		Medium		Medium		Medium		Top	

Your Health Plan

Q23. In the last 6 months, did you get information or help from your health plan's customer service?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	355	31.5%	75	29.0%	108	34.3%	47	38.5%	69	27.1%	56	31.8%
No	772	68.5%	184	71.0%	207	65.7%	75	61.5%	186	72.9%	120	68.2%
Total	1127	100.0%	259	100.0%	315	100.0%	122	100.0%	255	100.0%	176	100.0%
Not Answered	31		3		12		2		8		6	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	10	2.8%	2	2.7%	0	0.0%	3	6.4%	2	2.9%	3	5.5%
Sometimes	61	17.3%	16	21.3%	18	16.8%	8	17.0%	11	15.9%	8	14.5%
Usually	104	29.5%	20	26.7%	30	28.0%	16	34.0%	22	31.9%	16	29.1%
Always	178	50.4%	37	49.3%	59	55.1%	20	42.6%	34	49.3%	28	50.9%
Total	353	100.0%	75	100.0%	107	100.0%	47	100.0%	69	100.0%	55	100.0%
Not Answered	805		187		220		77		194		127	
Reporting Category Customer Service												
Achievement Score	79.9%	●	76.0%	●	83.2%	●	76.6%	●	81.2%	●	80.0%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-1.4		-9.7		-0.2		+1.6		+0.3		-0.6	
Correlation with Satisfaction	0.367		0.220		0.284		0.336		0.389		0.645	
Priority Rating	Medium		Medium		Low		Medium		Low		Top	

Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	3	0.9%	1	1.3%	0	0.0%	0	0.0%	1	1.5%	1	1.9%
Sometimes	15	4.3%	3	4.0%	4	3.8%	5	11.4%	2	2.9%	1	1.9%
Usually	63	18.2%	17	22.7%	15	14.2%	11	25.0%	13	19.1%	7	13.2%
Always	265	76.6%	54	72.0%	87	82.1%	28	63.6%	52	76.5%	44	83.0%
Total	346	100.0%	75	100.0%	106	100.0%	44	100.0%	68	100.0%	53	100.0%
Not Answered	812		187		221		80		195		129	
Reporting Category Customer Service												
Achievement Score	94.8%	●	94.7%	●	96.2%	●	88.6%	●	95.6%	●	96.2%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	+1.4		-0.5		+1.4		-3.2		+4.1		+2.7	
Correlation with Satisfaction	0.363		0.366		0.299		0.302		0.363		0.499	
Priority Rating	Low		Low		Low		Low		Low		High	

Q26. In the last 6 months, did your health plan give you any forms to fill out?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	326	29.4%	61	24.1%	115	37.0%	39	33.3%	53	20.7%	58	33.5%
No	784	70.6%	192	75.9%	196	63.0%	78	66.7%	203	79.3%	115	66.5%
Total	1110	100.0%	253	100.0%	311	100.0%	117	100.0%	256	100.0%	173	100.0%
Not Answered	48		9		16		7		7		9	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q27. In the last 6 months, how often were the forms from your health plan easy to fill out?

(Note: Responses of 'No' at Q26 added to 'Always' responses below, following CAHPS® scoring guidelines.)

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	7	0.6%	1	0.4%	3	1.0%	1	0.9%	2	0.8%	0	0.0%
Sometimes	49	4.5%	7	2.8%	16	5.2%	7	6.0%	10	3.9%	9	5.2%
Usually	109	9.9%	19	7.7%	36	11.7%	18	15.5%	14	5.5%	22	12.8%
Always	934	85.0%	221	89.1%	252	82.1%	90	77.6%	230	89.8%	141	82.0%
Total	1099	100.0%	248	100.0%	307	100.0%	116	100.0%	256	100.0%	172	100.0%
Not Answered	11		5		4		1		0		1	
Reporting Category												
Single Items												
Achievement Score	94.9%	●	96.8%	●	93.8%	●	93.1%	●	95.3%	●	94.8%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-1.7		-2.1		-4.4	↓	-5.5	↓	-1.1		+1.8	
Correlation with Satisfaction	0.085		-0.068		0.185		0.057		0.039		0.262	
Priority Rating	Low		Low		Low		Low		Low		Low	

Q28. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health plan possible	11	1.0%	4	1.6%	3	1.0%	2	1.7%	1	0.4%	1	0.6%
1	6	0.5%	3	1.2%	1	0.3%	0	0.0%	1	0.4%	1	0.6%
2	8	0.7%	4	1.6%	2	0.7%	0	0.0%	0	0.0%	2	1.2%
3	15	1.4%	1	0.4%	2	0.7%	2	1.7%	8	3.2%	2	1.2%
4	17	1.5%	6	2.4%	6	2.0%	0	0.0%	3	1.2%	2	1.2%
5	78	7.1%	20	8.0%	21	6.9%	3	2.6%	18	7.1%	16	9.3%
6	78	7.1%	27	10.8%	19	6.2%	7	6.0%	18	7.1%	7	4.1%
7	134	12.2%	30	12.0%	26	8.5%	15	12.8%	40	15.9%	23	13.4%
8	217	19.8%	45	17.9%	59	19.3%	25	21.4%	47	18.7%	41	23.8%
9	169	15.4%	33	13.1%	51	16.7%	23	19.7%	45	17.9%	17	9.9%
Best health plan possible	365	33.2%	78	31.1%	116	37.9%	40	34.2%	71	28.2%	60	34.9%
Total	1098	100.0%	251	100.0%	306	100.0%	117	100.0%	252	100.0%	172	100.0%
Not Answered	60		11		21		7		11		10	
Reporting Category												
Ratings												
Rating (8, 9 and 10)	68.4%	●	62.2%	●	73.9%	●	75.2%	●	64.7%	●	68.6%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-4.9	↓	-11.1	↓	-1.7		-2.2		-8.7	↓	-0.8	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

About You

Q29. In general, how would you rate your overall health?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	113	10.0%	21	8.1%	38	11.9%	15	12.4%	27	10.5%	12	6.8%
Very Good	281	24.8%	64	24.6%	71	22.2%	35	28.9%	67	26.2%	44	25.0%
Good	402	35.5%	99	38.1%	110	34.4%	38	31.4%	89	34.8%	66	37.5%
Fair	257	22.7%	59	22.7%	76	23.8%	21	17.4%	64	25.0%	37	21.0%
Poor	80	7.1%	17	6.5%	25	7.8%	12	9.9%	9	3.5%	17	9.7%
Total	1133	100.0%	260	100.0%	320	100.0%	121	100.0%	256	100.0%	176	100.0%
Not Answered	25		2		7		3		7		6	
Reporting Category												
Single Items												
Achievement Score	34.8%	●	32.7%	●	34.1%	●	41.3%	●	36.7%	●	31.8%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-4.6	↓	-2.9		-6.1		-1.8		-5.4		-4.3	
Correlation with Satisfaction	0.155		0.144		0.094		0.134		0.180		0.273	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

Q30. In general, how would you rate your overall mental or emotional health?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	171	15.1%	33	12.7%	56	17.6%	19	15.6%	40	15.6%	23	13.1%
Very Good	253	22.3%	64	24.7%	55	17.2%	34	27.9%	58	22.6%	42	24.0%
Good	368	32.5%	89	34.4%	113	35.4%	30	24.6%	84	32.7%	52	29.7%
Fair	253	22.3%	60	23.2%	67	21.0%	30	24.6%	51	19.8%	45	25.7%
Poor	87	7.7%	13	5.0%	28	8.8%	9	7.4%	24	9.3%	13	7.4%
Total	1132	100.0%	259	100.0%	319	100.0%	122	100.0%	257	100.0%	175	100.0%
Not Answered	26		3		8		2		6		7	
Reporting Category												
Single Items												
Achievement Score	37.5%	●	37.5%	●	34.8%	●	43.4%	●	38.1%	●	37.1%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-5.9	↓	-13.4	↓	-8.8		-3.3		-3.0		-1.6	
Correlation with Satisfaction	0.165		0.126		0.117		0.119		0.215		0.292	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

About You (continued)

Q31. Have you had either a flu shot or flu spray in the nose since July 1, 2021?

(Note: Data presented for eligible respondents based on CAHPS® scoring guidelines.)

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	417	38.0%	77	30.3%	108	36.4%	49	42.6%	105	41.2%	78	44.6%
No	679	62.0%	177	69.7%	189	63.6%	66	57.4%	150	58.8%	97	55.4%
Don't know	40		6		23		5		5		1	
Total	1096	100.0%	254	100.0%	297	100.0%	115	100.0%	255	100.0%	175	100.0%
Not Answered	22		2		7		4		3		6	

Reporting Category	Flu Shot					
Achievement Score	38.0% ●	30.3% ●	36.4% ●	42.6% ●	41.2% ●	44.6% ●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-7.7 ↓	-20.7 ↓	-7.4	-9.5	+1.8	-3.5
Correlation with Satisfaction	0.047	0.047	-0.028	-0.010	0.119	0.066
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium

Q32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Every day	208	18.3%	56	21.5%	56	17.5%	14	11.4%	42	16.2%	40	22.7%
Some days	100	8.8%	21	8.1%	29	9.1%	14	11.4%	18	6.9%	18	10.2%
Not at all	825	72.4%	182	70.0%	233	72.8%	94	76.4%	199	76.5%	117	66.5%
Don't know	6	0.5%	1	0.4%	2	0.6%	1	0.8%	1	0.4%	1	0.6%
Total	1139	100.0%	260	100.0%	320	100.0%	123	100.0%	260	100.0%	176	100.0%
Not Answered	19		2		7		1		3		6	

Q33. 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?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	116	38.3%	25	33.3%	28	33.7%	12	44.4%	28	46.7%	23	39.7%
Sometimes	61	20.1%	20	26.7%	17	20.5%	6	22.2%	8	13.3%	10	17.2%
Usually	42	13.9%	7	9.3%	13	15.7%	3	11.1%	9	15.0%	10	17.2%
Always	84	27.7%	23	30.7%	25	30.1%	6	22.2%	15	25.0%	15	25.9%
Total	303	100.0%	75	100.0%	83	100.0%	27	100.0%	60	100.0%	58	100.0%
Not Answered	855		187		244		97		203		124	

Reporting Category	Smoking Cessation					
Achievement Score	61.7% ●	66.7% ●	66.3% ●	55.6% ●	53.3% ●	60.3% ●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-8.4 ↓	+7.5	-12.2	-23.4	-16.9 ↓	-6.3
Correlation with Satisfaction	0.256	0.339	0.170	0.084	0.201	0.373
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

About You (continued)

Q34. 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.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	183	60.8%	42	58.3%	54	64.3%	16	59.3%	40	66.7%	31	53.4%
Sometimes	55	18.3%	12	16.7%	17	20.2%	6	22.2%	10	16.7%	10	17.2%
Usually	34	11.3%	11	15.3%	8	9.5%	1	3.7%	6	10.0%	8	13.8%
Always	29	9.6%	7	9.7%	5	6.0%	4	14.8%	4	6.7%	9	15.5%
Total	301	100.0%	72	100.0%	84	100.0%	27	100.0%	60	100.0%	58	100.0%
Not Answered	857		190		243		97		203		124	
Reporting Category Smoking Cessation												
Achievement Score	39.2%	●	41.7%	●	35.7%	●	40.7%	●	33.3%	●	46.6%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-11.0	↓	-0.3		-19.2	↓	-21.4		-13.7		-3.4	
Correlation with Satisfaction	0.257		0.315		0.193		-0.078		0.194		0.450	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Top	

Q35. 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.

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	187	63.0%	41	58.6%	51	60.7%	21	77.8%	41	68.3%	33	58.9%
Sometimes	46	15.5%	12	17.1%	15	17.9%	3	11.1%	8	13.3%	8	14.3%
Usually	33	11.1%	11	15.7%	9	10.7%	1	3.7%	5	8.3%	7	12.5%
Always	31	10.4%	6	8.6%	9	10.7%	2	7.4%	6	10.0%	8	14.3%
Total	297	100.0%	70	100.0%	84	100.0%	27	100.0%	60	100.0%	56	100.0%
Not Answered	861		192		243		97		203		126	
Reporting Category Smoking Cessation												
Achievement Score	37.0%	●	41.4%	●	39.3%	●	22.2%	●	31.7%	●	41.1%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-9.5	↓	-5.4		-15.6		-25.1		-11.9		-2.0	
Correlation with Satisfaction	0.279		0.295		0.265		-0.045		0.308		0.371	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

About You (continued)

Q36. What is your age?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	118	10.4%	18	7.1%	40	12.4%	15	12.5%	33	12.6%	12	6.8%
25 to 34	192	16.9%	48	18.8%	51	15.8%	22	18.3%	44	16.9%	27	15.3%
35 to 44	183	16.1%	44	17.3%	56	17.4%	20	16.7%	36	13.8%	27	15.3%
45 to 54	196	17.3%	49	19.2%	57	17.7%	14	11.7%	45	17.2%	31	17.5%
55 to 64	426	37.5%	93	36.5%	111	34.5%	47	39.2%	99	37.9%	76	42.9%
65 to 74	19	1.7%	NA	-	NA	-	NA	-	NA	-	NA	-
75 or older	NA	-	0	0.0%	0	0.0%	NA	-	0	0.0%	0	0.0%
Total	1135	100.0%	255	100.0%	322	100.0%	120	100.0%	261	100.0%	177	100.0%
Not Answered	23		7		5		4		2		5	

Q37. Are you male or female?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	535	47.1%	123	48.0%	157	48.8%	63	52.1%	116	44.4%	76	42.9%
Female	602	52.9%	133	52.0%	165	51.2%	58	47.9%	145	55.6%	101	57.1%
Total	1137	100.0%	256	100.0%	322	100.0%	121	100.0%	261	100.0%	177	100.0%
Not Answered	21		6		5		3		2		5	

Q38. What is the highest grade or level of school that you have completed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	52	4.7%	12	4.8%	16	5.1%	NA	-	NA	-	NA	-
Some high school but did not graduate	122	10.9%	34	13.5%	35	11.1%	12	9.9%	29	11.3%	12	6.9%
High school graduate or GED	355	31.8%	89	35.3%	104	33.1%	28	23.1%	78	30.4%	56	32.2%
Some college or 2-year degree	396	35.4%	85	33.7%	109	34.7%	44	36.4%	98	38.1%	60	34.5%
4-year college graduate	131	11.7%	22	8.7%	39	12.4%	17	14.0%	27	10.5%	26	14.9%
More than 4-year college degree	62	5.5%	NA	-	11	3.5%	11	9.1%	15	5.8%	15	8.6%
Total	1118	100.0%	252	100.0%	314	100.0%	121	100.0%	257	100.0%	174	100.0%
Not Answered	40		10		13		3		6		8	

NA: Fewer than 11 responses

About You (continued)

Q39. Are you of Hispanic or Latino origin or descent?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Hispanic or Latino	147	13.2%	29	11.6%	55	17.4%	25	20.8%	25	9.7%	13	7.7%
Not Hispanic or Latino	968	86.8%	222	88.4%	261	82.6%	95	79.2%	234	90.3%	156	92.3%
Total	1115	100.0%	251	100.0%	316	100.0%	120	100.0%	259	100.0%	169	100.0%
Not Answered	43		11		11		4		4		13	

Q40. What is your race? Mark one or more. (Note: Percentages may add to > 100%)

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
White	811	74.4%	185	76.1%	209	68.1%	89	74.8%	192	76.5%	136	80.0%
Black or African-American	80	7.3%	19	7.8%	24	7.8%	NA	-	20	8.0%	11	6.5%
Asian	114	10.5%	22	9.1%	34	11.1%	14	11.8%	28	11.2%	16	9.4%
Native Hawaiian or other Pacific Islander	24	2.2%	NA	-	NA	-	NA	-	NA	-	NA	-
American Indian or Alaska Native	52	4.8%	NA	-	15	4.9%	NA	-	14	5.6%	NA	-
Other	128	11.7%	27	11.1%	51	16.6%	13	10.9%	26	10.4%	11	6.5%
Total	1090	100.0%	243	100.0%	307	100.0%	119	100.0%	251	100.0%	170	100.0%
Not Answered	68		19		20		5		12		12	

Additional Questions

HCA_1. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	486	43.9%	110	43.5%	138	44.4%	57	47.9%	110	43.0%	71	42.3%
No	621	56.1%	143	56.5%	173	55.6%	62	52.1%	146	57.0%	97	57.7%
Total	1107	100.0%	253	100.0%	311	100.0%	119	100.0%	256	100.0%	168	100.0%
Not Answered	51		9		16		5		7		14	

HCA_2. Did you receive mental health care or counseling in the last 6 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	216	19.4%	45	17.8%	58	18.4%	26	21.3%	50	19.8%	37	21.8%
No	898	80.6%	208	82.2%	258	81.6%	96	78.7%	203	80.2%	133	78.2%
Total	1114	100.0%	253	100.0%	316	100.0%	122	100.0%	253	100.0%	170	100.0%
Not Answered	44		9		11		2		10		12	

NA: Fewer than 11 responses

Additional Questions (continued)

HCA_3. Did you receive all the mental health care or counseling that you needed?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	197	67.0%	35	77.8%	47	83.9%	50	46.3%	36	75.0%	29	78.4%
No	97	33.0%	10	22.2%	9	16.1%	58	53.7%	12	25.0%	8	21.6%
Total	294	100.0%	45	100.0%	56	100.0%	108	100.0%	48	100.0%	37	100.0%
Not Answered	864		217		271		16		215		145	

HCA_4. In the last 6 months, did you need any treatment or counseling for a personal or family problem?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	191	22.3%	39	15.4%	31	55.4%	23	19.2%	57	22.4%	41	23.7%
No	667	77.7%	215	84.6%	25	44.6%	97	80.8%	198	77.6%	132	76.3%
Total	858	100.0%	254	100.0%	56	100.0%	120	100.0%	255	100.0%	173	100.0%
Not Answered	300		8		271		4		8		9	

HCA_5. In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	67	24.1%	6	16.7%	8	14.0%	25	27.5%	17	30.4%	11	28.9%
Sometimes	41	14.7%	7	19.4%	5	8.8%	10	11.0%	14	25.0%	5	13.2%
Usually	70	25.2%	6	16.7%	14	24.6%	31	34.1%	7	12.5%	12	31.6%
Always	100	36.0%	17	47.2%	30	52.6%	25	27.5%	18	32.1%	10	26.3%
Total	278	100.0%	36	100.0%	57	100.0%	91	100.0%	56	100.0%	38	100.0%
Not Answered	880		226		270		33		207		144	
Reporting Category	Supplemental Items											
Achievement Score	61.2%	●	63.9%	●	77.2%	●	61.5%	●	44.6%	●	57.9%	●
2022 vs. 2021: +/- Change (↕ Stat. sig.)	-4.0		-1.3		+16.4	↑	+0.9		-22.7	↓	-12.1	
Correlation with Satisfaction	0.406		0.541		0.341		0.288		0.462		0.475	
Priority Rating	Top		Top		Medium		Medium		Top		Top	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Additional Questions (continued)

HCA_6. 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 your treatment or counseling in the last 6 months?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst treatment or counseling possible	19	5.7%	1	2.9%	1	1.8%	4	5.2%	5	10.0%	8	6.9%
■ 1	11	3.3%	2	5.7%	2	3.5%	1	1.3%	2	4.0%	4	3.4%
■ 2	4	1.2%	0	0.0%	0	0.0%	2	2.6%	1	2.0%	1	0.9%
■ 3	13	3.9%	1	2.9%	2	3.5%	1	1.3%	4	8.0%	5	4.3%
■ 4	5	1.5%	1	2.9%	0	0.0%	0	0.0%	1	2.0%	3	2.6%
■ 5	35	10.4%	2	5.7%	2	3.5%	12	15.6%	7	14.0%	12	10.3%
■ 6	11	3.3%	2	5.7%	3	5.3%	0	0.0%	1	2.0%	5	4.3%
■ 7	35	10.4%	7	20.0%	2	3.5%	9	11.7%	7	14.0%	10	8.6%
■ 8	62	18.5%	9	25.7%	11	19.3%	17	22.1%	4	8.0%	21	18.1%
■ 9	40	11.9%	0	0.0%	11	19.3%	10	13.0%	8	16.0%	11	9.5%
■ Best treatment or counseling possible	100	29.9%	10	28.6%	23	40.4%	21	27.3%	10	20.0%	36	31.0%
Total	335	100.0%	35	100.0%	57	100.0%	77	100.0%	50	100.0%	116	100.0%
Not Answered	823		227		270		47		213		66	
Reporting Category												
						Supplemental Items						
Achievement Score	60.3%	●	54.3%	●	78.9%	●	62.3%	●	44.0%	●	58.6%	●
2022 vs. 2021: +/- Change (▲ Stat. sig.)	-1.0		+6.7		+20.7	▲	+10.7		-22.2	▼	+1.5	
Correlation with Satisfaction	0.513		0.328		0.548		0.558		0.557		0.457	
Priority Rating	Top		Medium		Top		Top		Top		Top	

HCA_7. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

	Apple Health		AMG		CHPW		CCW		MHW		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	109	31.9%	2	4.7%	1	1.9%	20	37.0%	56	48.7%	30	39.5%
■ Sometimes	33	9.6%	5	11.6%	10	18.5%	3	5.6%	9	7.8%	6	7.9%
■ Usually	68	19.9%	16	37.2%	8	14.8%	15	27.8%	16	13.9%	13	17.1%
■ Always	132	38.6%	20	46.5%	35	64.8%	16	29.6%	34	29.6%	27	35.5%
No use of mental health care in the last 6 months	259		1		2		44		132		80	
Total	342	100.0%	43	100.0%	54	100.0%	54	100.0%	115	100.0%	76	100.0%
Not Answered	557		218		271		26		16		26	
Reporting Category												
						Supplemental Items						
Achievement Score	58.5%	●	83.7%	●	79.6%	●	57.4%	●	43.5%	●	52.6%	●
2022 vs. 2021: +/- Change (▲ Stat. sig.)	-2.6		-0.2		+19.3	▲	+7.4		-15.0	▼	-19.5	▼
Correlation with Satisfaction	0.085		0.325		0.074		0.177		0.007		0.029	
Priority Rating	Medium		Low		Medium		Medium		Medium		Medium	

● **Performance Indicator:** ● Score < 70% ● Score ≥ 70% and < 80% ● Score ≥ 80%
 ■ **Response scored as:** ■ Room for Improvement ■ Achievement

Sample Disposition

	Apple Health Overall
Total mailing - sent	9,855
*First mailing - usable survey returned	435
*Second mailing - usable survey returned	321
*Phone - usable surveys	333
*Internet - usable surveys	69
Total - usable surveys	1,158
†Ineligible: According to population criteria‡	79
†Ineligible: Language barrier	19
†Ineligible: Deceased	11
†Ineligible: Mentally or physically unable to complete survey	16
Bad address and/or bad phone number	1,357
Refusal	345
Incomplete survey - mail or phone	87
Nonresponse - Unavailable by mail or phone	6,783
Response Rate	11.90%

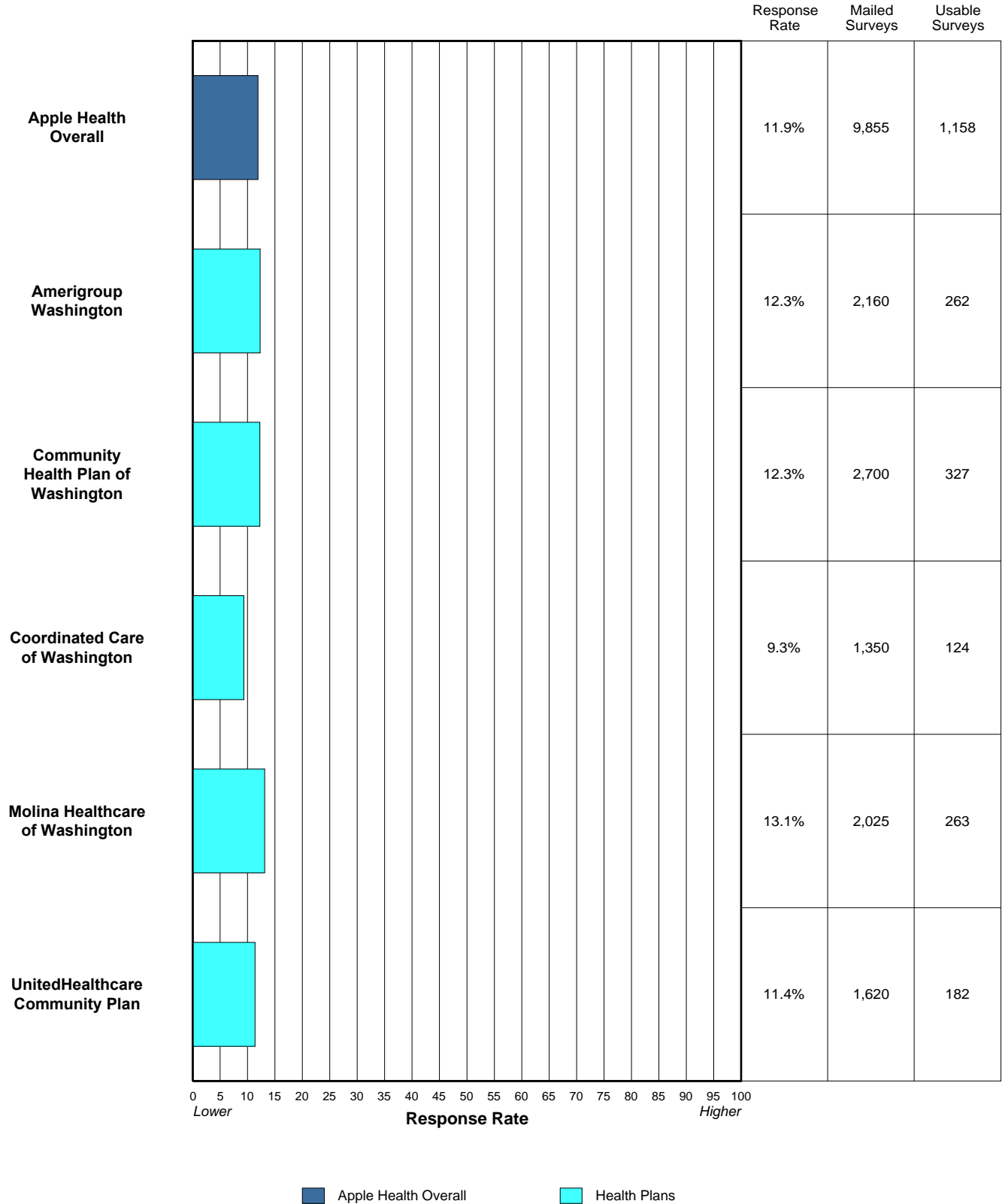
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

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

Response Rates Variation Across Health Plans



SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

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

- ₁ Yes → *If Yes, Go to Question 1*
₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Amerigroup Washington, Inc. Is that right?
- ₁ Yes → *If Yes, Go to Question 3*
₂ No
2. What is the name of your health plan?
(Please print)
-
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?
- ₁ Yes
₂ No → *If No, Go to Question 7*

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?
- ₁ Yes
₂ No → *If No, Go to Question 5*
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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
7. 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?
- ₀ None → *If None, Go to Question 10*
₁ 1 time
₂ 2
₃ 3
₄ 4
₅ 5 to 9
₆ 10 or more times

8. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst health care possible					Best health care possible					

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

YOUR PERSONAL DOCTOR

10. 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?

- ₁ Yes
- ₂ No → ***If No, Go to Question 19***

11. 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?

- ₀ None → ***If None, Go to Question 18***
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 18***

17. 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

18. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst personal doctor possible					Best personal doctor possible					

GETTING HEALTH CARE FROM SPECIALISTS

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

19. 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?

- ₁ Yes
₂ No → **If No, Go to Question 23**

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₀ None → **If None, Go to Question 23**
₁ 1 specialist
₂ 2
₃ 3
₄ 4
₅ 5 or more specialists

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

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

Worst specialist possible Best specialist possible

YOUR HEALTH PLAN

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

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

- ₁ Yes
₂ No → **If No, Go to Question 26**

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- ₁ Yes
₂ No → **If No, Go to Question 28**

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

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

Worst health plan possible Best health plan possible

ABOUT YOU

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2021?

- ₁ Yes
- ₂ No
- ₃ Don't know

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

- ₁ Every day
- ₂ Some days
- ₃ Not at all → ***If Not at all, Go to Question 36***
- ₄ Don't know → ***If Don't know, Go to Question 36***

33. 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

34. 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.

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

35. 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.

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

36. What is your age?

- ₁ 18 to 24
- ₂ 25 to 34
- ₃ 35 to 44
- ₄ 45 to 54
- ₅ 55 to 64
- ₆ 65 to 74
- ₇ 75 or older

37. Are you male or female?

- ₁ Male
- ₂ Female

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

- ₁ 8th grade or less
- ₂ Some high school, but did not graduate
- ₃ High school graduate or GED
- ₄ Some college or 2-year degree
- ₅ 4-year college graduate
- ₆ More than 4-year college degree

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

- ₁ Yes, Hispanic or Latino
- ₂ No, not Hispanic or Latino

40. What is your race? Mark one or more.

- _a White
- _b Black or African-American
- _c Asian
- _d Native Hawaiian or other Pacific Islander
- _e American Indian or Alaska Native
- _f Other

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- ₁ Yes
- ₂ No

42. Did you receive mental health care or counseling in the last 6 months?

- ₁ Yes
- ₂ No → **If No, Go to Question 45**

43. Did you receive all the mental health care or counseling that you needed?

- ₁ Yes
- ₂ No

44. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always
- ₅ No use of mental health care in last 6 months

45. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ₁ Yes
- ₂ No → **If No, Go to Question 48**

46. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

47. 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 treatment or counseling in the last 12 months?

- | | | | | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst treatment or counseling possible | | | | | | Best treatment or counseling possible | | | | |

48. In the last 6 months, how often was it easy to get your prescription medicine from your health plan?

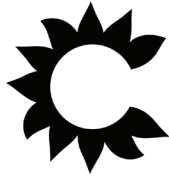
- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always
- ₅ I did not need any prescription medicine in the last 6 months

THANK YOU

Please return the completed survey in the postage-paid envelope to:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Please do not include any other correspondence.



SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this 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

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605.

1. Our records show that you are now in Community Health Plan of Washington. 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, 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 10*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. 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 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

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

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

10. 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 19*

11. 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 18*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

12. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

16. 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 18*

17. 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

18. 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 Worst personal doctor possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

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

19. 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 23*

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

- Never
- Sometimes
- Usually
- Always

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

- None → *If None, Go to Question 23*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

22. 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 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

YOUR HEALTH PLAN

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

23. 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 26*

24. 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

25. 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

26. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2021?

- Yes
- No
- Don't know

32. 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 36*
- Don't know → *If Don't know, Go to Question 36*

33. 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

34. 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

35. 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

36. 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

37. Are you male or female?

- Male
- Female

38. 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

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

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

40. What is your race? Mark one or more.

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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- Yes
- No

42. Did you receive mental health care or counseling in the last 6 months?

- Yes
- No

43. Did you receive all the mental health care or counseling that you needed?

- Yes
- No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- Yes
- No

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

46. 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 treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

48. In the last 6 months, which type of specialist was it difficult to get an appointment with?

- Dentist (Teeth or Mouth)
- Ophthalmologist/Optometrlist (Eyes or Glasses)
- Orthopedist/Orthopedic Surgeon (Bones or Joints)
- Cardiologist/Cardiac Surgeon (Heart)
- Gynecologist/Obstetrician (Women's Care or Pregnancy)
- Psychiatrist or Psychologist (Behavioral/Mental Health)
- Counselor (Therapy)
- Neurologist/Neurosurgeon (Spine, Brain or Nerves)
- Endocrinologist (Diabetes, Thyroid, etc.)
- Gastroenterologist (Stomach, Gut or Bowels)
- Rheumatologist (Joints, Muscles, and Ligaments)
- Other (Please Specify):

-
- I did not have difficulty getting an appointment in the last 6 months
 - I did not try to make an appointment with a specialist in the last 6 months

49. In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

- Same day
- 1 day
- 2 to 3 days
- 4 to 7 days
- 8 to 14 days
- 15 to 30 days
- More than 30 days
- I did not need an appointment for check-up or routine care

50. Have you participated in a Telehealth video visit with a medical practitioner in the last 6 months?

- Yes
- No

51. How likely are you to recommend a Telehealth video visit to your friends and family?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions, please call
1-888-797-3605.**





SURVEY INSTRUCTIONS

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- ◆ You are sometimes told to skip over some questions in this 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

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605.

1. Our records show that you are now in Coordinated Care of Washington, Inc. 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?

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7. 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 10**
 1 time
 2
 3
 4
 5 to 9
 10 or more times

8. 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 Worst health care possible
 1
 2
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9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

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YOUR PERSONAL DOCTOR

10. 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 19*

11. 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 18*
- 1 time
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12. 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

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

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- Never
- Sometimes
- Usually
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16. 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 18*

17. 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

18. 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 Worst personal doctor possible
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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.

19. 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
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21. How many specialists have you talked to in the last 6 months?

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- 5 or more specialists

22. 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?

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YOUR HEALTH PLAN

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

23. 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 26*

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

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

- Never
- Sometimes
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- Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

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28. 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?

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- 2
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ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2021?

- Yes
- No
- Don't know

32. 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 36*
- Don't know → *If Don't know, Go to Question 36*

33. 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

34. 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.

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35. 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.

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36. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
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37. Are you male or female?

- Male
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38. What is the highest grade or level of school that you have completed?

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

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

40. What is your race? Mark one or more.

- White
- Black or African-American
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ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- Yes
- No

42. Did you receive mental health care or counseling in the last 6 months?

- Yes
- No

43. Did you receive all the mental health care or counseling that you needed?

- Yes
- No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- Yes
- No

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
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46. 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 treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
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47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- Never
- Sometimes
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- Always
- No use of mental health care in last 6 months

Thank You

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SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

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Yes → **If Yes, Go to Question 1**
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Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605 (TTY 711).

1. Our records show that you are now in Molina Healthcare of Washington. Is that right?

Yes → **If Yes, Go to Question 3**
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2. What is the name of your health plan? (Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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40. What is your race? Mark one or more.

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ADDITIONAL QUESTIONS

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41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- Yes
- No

42. Did you receive mental health care or counseling in the last 6 months?

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

43. Did you receive all the mental health care or counseling that you needed?

- Yes
- No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- Yes
- No → *If No, Go to Question 47*

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- Never
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46. 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 treatment or counseling in the last 12 months?

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47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

48. In the last 6 months, if you utilized an interpreter or language services to help speak with your doctors or other healthcare providers, how would you rate your experience (with 0 being the worst possible experience, and 10 being the best possible experience)?

- 0 Worst possible experience
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best possible experience
- Not Applicable

49. In the last 6 months, if you utilized an interpreter or language services to help speak with your Health Plan, how would you rate your experience (with 0 being the worst possible experience, and 10 being the best possible experience)?

- 0 Worst possible experience
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best possible experience
- Not Applicable

50. In the last 6 months, if you had a problem getting the care, tests, or treatment you thought you needed through your health plan, what was the main problem you had?

- Plan did not approve my care, tests, or treatment
- Care, tests, or treatment delayed while waiting for plan's approval
- Providers I wanted to see were not in my plan or network
- Could not get an appointment with a provider at a convenient time
- The cost for care, tests, or treatment was too high for me
- Brand name medications I wanted cost more than the generic available
- The cost of my medications was too high
- Problems getting my plan to pay claims after getting care, tests, or treatment
- Problems getting a referral to a specialist
- Other (Please Specify):

- I did not have a problem getting care, tests, or treatment

51. In the last 6 months, how long did it take to get an appointment for regular or routine care? (For example, preventive care or a complete physical)

- 1 – 7 days
- 8 – 21 days
- 22 – 30 days
- 31 days or more
- I did not need an appointment for regular or routine care

52. In the last 6 months, if you had a scheduled doctor's appointment, how long did you usually have to wait before the doctor saw you?

- Less than 30 minutes
- More than 30 minutes

Thank You

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Ft. Worth, TX 76185-5009**

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1. Our records show that you are now in UnitedHealthcare Community Plan. 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

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- Every day
- Some days
- Not at all → *If Not at all, Go to Question 36*
- Don't know → *If Don't know, Go to Question 36*

33. 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

34. 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

35. 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

36. 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

37. Are you male or female?

- Male
- Female

38. 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

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

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

40. What is your race? Mark one or more.

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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did your personal doctor or anyone from that office ask you about your mental or emotional health?

- Yes
- No

42. Did you receive mental health care or counseling in the last 6 months?

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

43. Did you receive all the mental health care or counseling that you needed?

- Yes
- No

44. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- Yes
- No → *If No, Go to Question 46*

45. In the last 12 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

46. 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 treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

47. If you received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

48. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty? (Please select only one)

- I had to wait too long for the health plan to give the OK
- I did not know where to go to get a physician for care, lab work, or an x-ray, mammogram, etc.
- I could not find a doctor, lab, or x-ray facility in my network
- I could not find a doctor, lab, or x-ray facility that was easy to get to
- I had to wait too long to get an appointment
- Other, personal reason
- I did not try to get any care, tests, or treatment in the last 6 months

49. In the last 6 months, if you needed non-emergency care after your doctor's office was closed, where did you get it?

- I received help from my doctor's office
- I received care at an in Network Urgent Care Center
- I received care at the Emergency Room
- I was unable to get care
- I did not need after hours care

50. In the last 6 months, how often were you happy with the language help you got in the doctor's office?

- Never
- Sometimes
- Usually
- Always

51. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

- Never
- Sometimes
- Usually
- Always
- I did not need an interpreter to help me speak with doctors or other health providers in the last 6 months

52. In the last 6 months, how often was it easy to find a doctor that respected your beliefs and cultural traditions?

- Never
- Sometimes
- Usually
- Always

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions, please call
1-888-797-3605.**



