Washington State Health Care Authority

Apple Health Managed Care

Amerigroup Washington, Inc
Plan Report

CAHPS® 5.0H

Adult Medicaid

QUALIS HEALTH.

August 2016

DataStat

This report was prepared under a subcontract with Qualis Health under contract K1324 with the Washington State Health Care Authority to conduct External Quality Review and Quality Improvement Activities to meet 42 CFR §462 and 42 CFR §438, Managed Care, Subpart E, External Quality Review.

As Washington's Medicaid External Quality Review Organization (EQRO), Qualis Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs and the managed mental healthcare services. For more information, visit us online at: www.QualisHealth.org/WAEQRO.

Using This Report

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues. The survey instrument consists of fifty-eight questions addressing areas such as getting care quickly, how well doctors communicate, making decisions about health care, overall satisfaction with health care and overall satisfaction with the health plan. A set of questions collecting demographic data and additional supplemental items completes the survey.

This report summarizes the findings of the CAHPS® 5.0H Adult survey conducted by Amerigroup during the spring of 2016. It is designed to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as 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, customer service and shared decision making.

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

   1. Assist Amerigroup in identifying strengths and weaknesses in their quality of care and services.

   2. Provide Amerigroup with a way to assess where resources are needed to improve weaknesses.

   3. Show Amerigroup the effects of their 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.

Methodology and Definitions

The survey drew, as potential respondents, the adult members enrolled in Amerigroup Washington, Inc. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period in the spring of 2016. A pre-approved enhanced mixed-mode protocol was used based on NCQA HEDIS® guidelines. The four-wave mixed-mode protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents with a valid telephone number.

Sampling Frame

A random sample of 2,148 cases was drawn of adult members from Amerigroup Washington, Inc. The plan opted to do an additional oversample to reach a higher number of completed surveys. To be eligible, adults had to be over the age of 18, and had to be continuously enrolled for at least six months as of December 31, 2015, with no more than one enrollment gap of 45 days or less.

Selection of Cases for Analysis and Response Rate

NCQA protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least three of the five key questions. The key questions are: Q3, Q15, Q24, Q28 and Q35. Complete interviews were obtained from 552 adults enrolled in Amerigroup. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 26.4%. Detailed information regarding protocols and methods can be found in *HEDIS® 2016 Volume 3* and the *HEDIS® 2016 Quality Assurance Plan*.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.0H Adult Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS 5.0H Adult Survey for use in assessing the performance of health plans. Sixteen (16) supplemental questions were added which were consistent across all participating plans.

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 thought 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 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.

Definition of Achievement Scores: Alternate Top Box Method

For questions with response options 'Never,' 'Sometimes,' 'Usually,' and 'Always', alternate achievement scores are also calculated using only the response option 'Always' (instead of both 'Usually and 'Always') as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Top Box scores are displayed in the *Executive Summary* section and as hollow bars in the *Graphs* section of the report.

Composites

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

Getting Needed Care
Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly
Q4. Usually or always got care right away as soon as you needed
Q6. Usually or always got an appt. for routine care as soon as you needed

How Well Doctors Communicate
Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you

Customer Service
Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

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 Q35, 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

In this report, Amerigroup results are compared to Apple Health Managed Care overall results, with statistical significance testing. The Apple Health Managed Care (AHMC) overall results represent the combined scores of the five participating health plans.

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.

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides 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 adult survey conducted by Amerigroup Washington, Inc for Apple Health Managed Care. Attempts were made to survey 2,148 Amerigroup member households by mail and telephone during the spring of 2016, using a standardized survey procedure and questionnaire. Complete interviews were obtained from 552 selected respondents.

Both the survey procedure and the 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® 2016 Volume 3* and the *HEDIS® 2016 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the following tables, ratings of 9 or 10 are considered top box achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The following tables present the Amerigroup (AMG) top box scores. The Apple Health Managed Care top box scores are presented for comparison. The combination of all five Apple Health Managed Care plans is presented as AHMC. Significance testing is done between the plan scores (AMG) and the AHMC overall scores. 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. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

The 2015 CAHPS® database top box scores are also presented for visual comparison. No significance testing was possible, given the formats for these data. The adult CAHPS® scores were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans.

Overall Rating Questions

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of plan
AMG	46.9%	59.1%	59.4%	44.3%
AHMC Overall	48.5%	60.9%	60.0%	47.3%
CAHPS© 25th Percentile	47.0%	60.0%	61.0%	50.0%
CAHPS© 50th Percentile	51.0%	64.0%	65.0%	57.0%
CAHPS© 90th Percentile	58.0%	70.0%	70.0%	64.0%
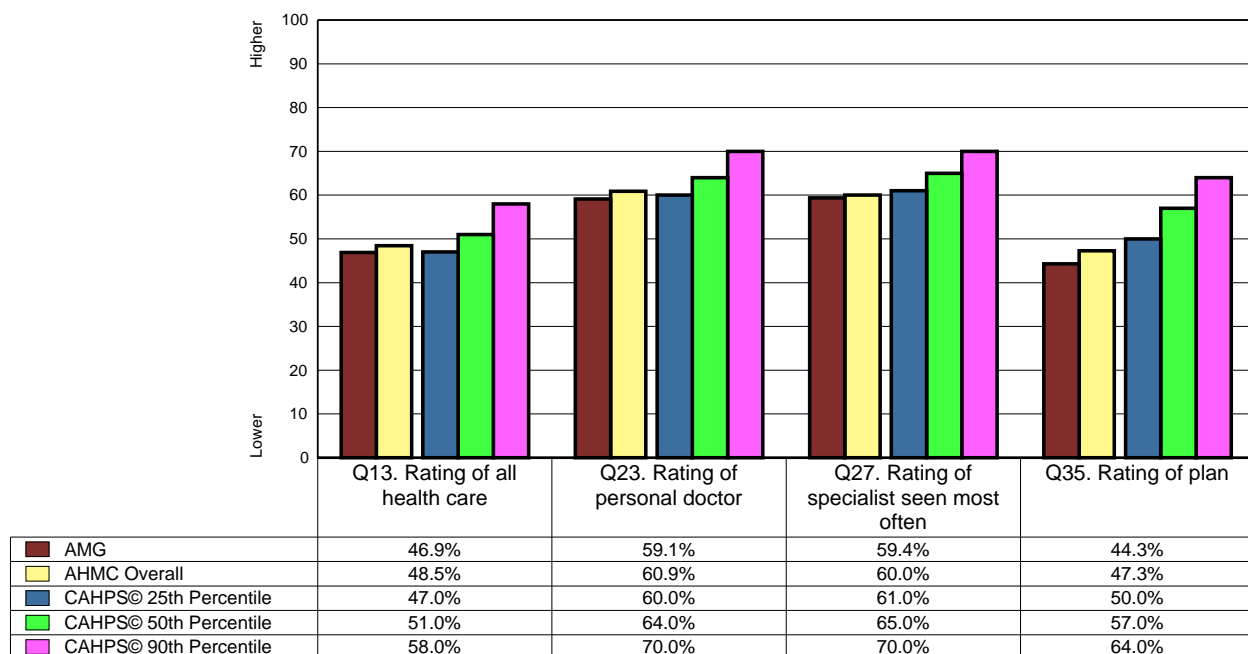
↑↓ **Statistically significantly higher/lower than AHMC Overall**

SUMMARY OF COMPOSITES

For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for adults under Amerigroup performed across the domain.

The 2016 Amerigroup adult top box composite scores are presented in the following tables. In these tables, proportions of the most positive response are reported as achievement scores. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of 'Always' are considered achievements. Responses of 'Yes' are considered achievements for the Shared Decision Making composite. The combination of all five Apple Health Managed Care plans is presented as AHMC. The AHMC top box scores are presented for comparison. Significance testing is done between the plan (AMG) score and the AHMC overall score. 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. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

The 2015 CAHPS® database top box scores are also presented for visual comparison. No significance testing was possible, given the formats for these data. CAHPS® benchmarks are not available for the Shared Decision Making composite.

Standard Composites
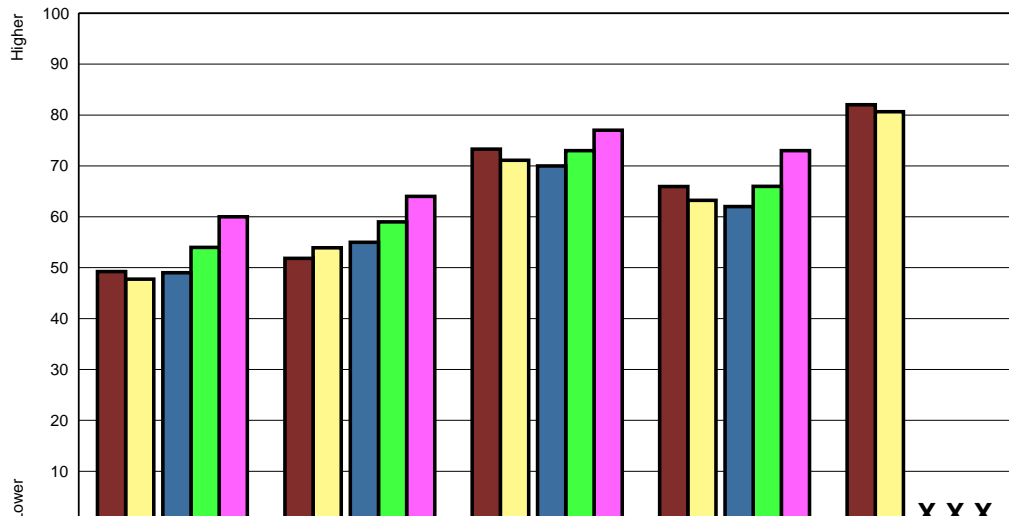
	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
AMG	49.2%	51.9%	73.3%	65.9%	82.0%
AHMC Overall	47.8%	53.9%	71.1%	63.2%	80.7%
CAHPS© 25th Percentile	49.0%	55.0%	70.0%	62.0%	-
CAHPS© 50th Percentile	54.0%	59.0%	73.0%	66.0%	-
CAHPS© 90th Percentile	60.0%	64.0%	77.0%	73.0%	-

↑↓ Statistically significantly higher/lower than AHMC Overall

X Comparative data not available

SUMMARY OF EFFECTIVENESS OF CARE MEASURES

Three Effectiveness of Care Measures are presented below. Two of the measures, Aspirin Use and Discussion and 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, these measures are presented as single-year scores, rather than rolling averages.

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)

	Q40. Advised by doctor or other health provider to quit smoking or using tobacco	Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco
AMG	70.5%	46.5%	48.3%
AHMC Overall	69.7%	40.2%	39.1%
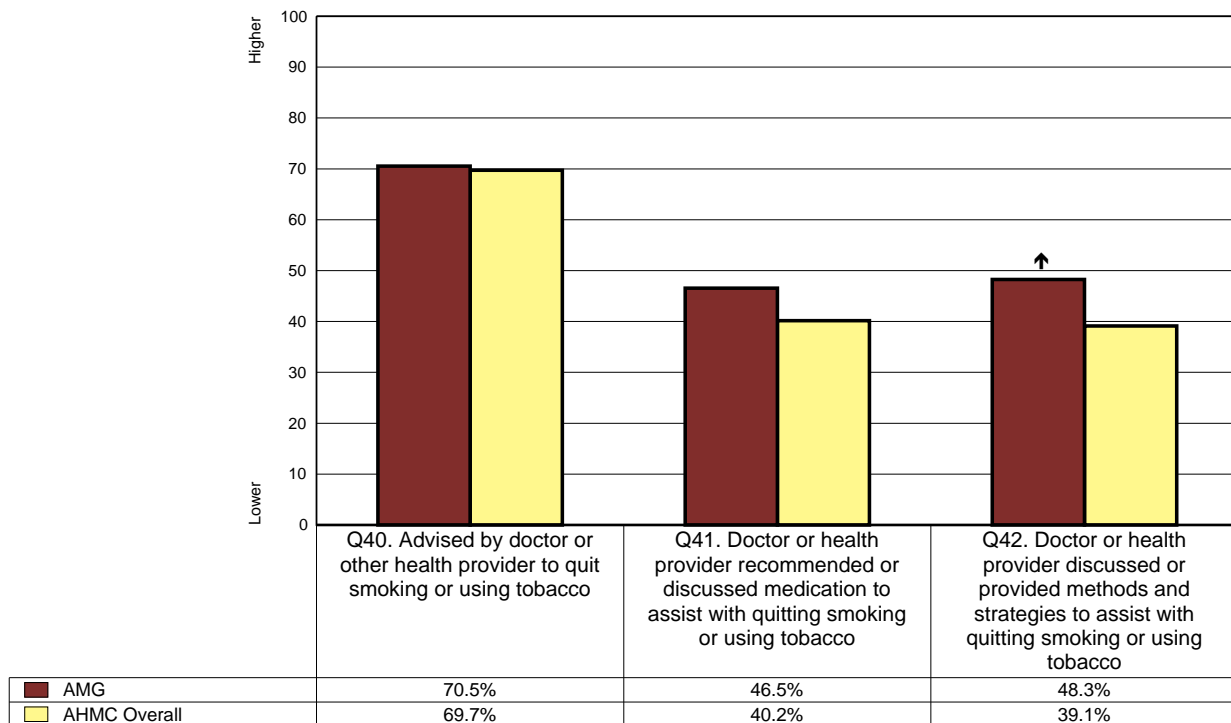
↑↓ **Statistically significantly higher/lower than AHMC Overall**

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.

The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

The Aspirin Use component includes members in certain risk factor categories who could safely take aspirin (based on the response to Q44), had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q43. The rate represents the proportion of these members who indicated they take aspirin daily or every other day.

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q45. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

**Flu Shot for Adults Ages 18-64 (FSA) /
Aspirin Use and Discussion (ASP)**

	Q38. Received a flu shot or flu spray in the nose since July 1, 2015	Q43. Take aspirin daily or every other day	Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke
AMG	34.5%	43.1%	42.5%
AHMC Overall	36.0%	36.8%	36.9%
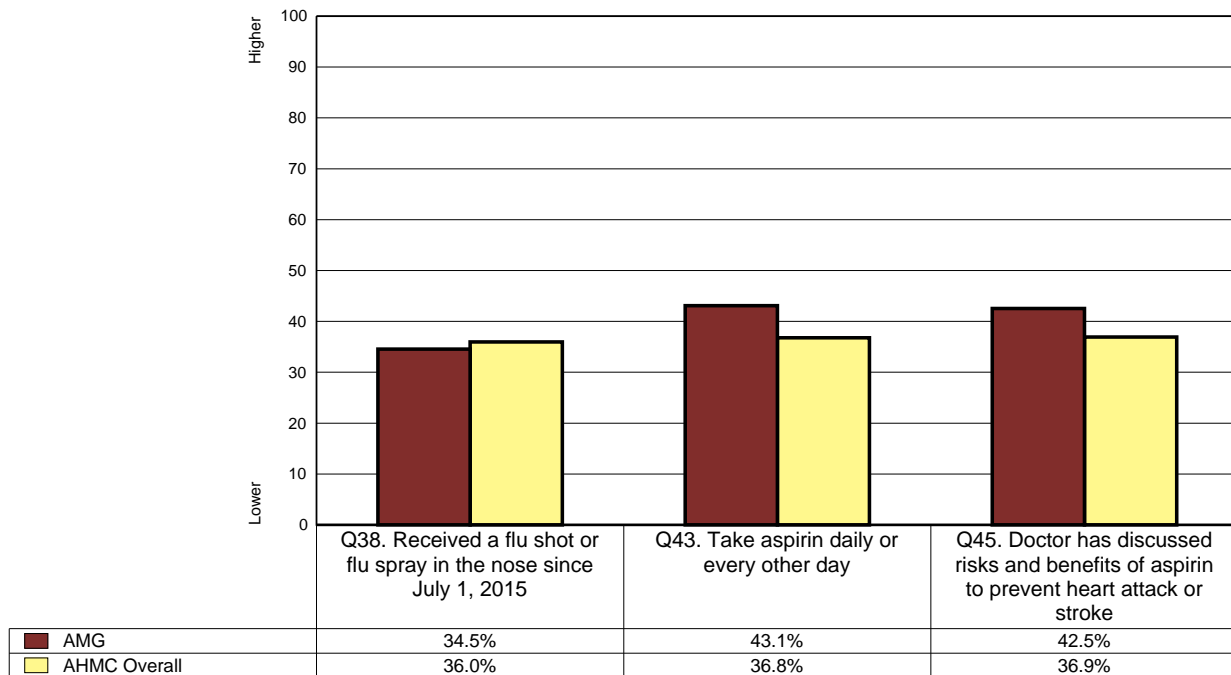
↑↓ **Statistically significantly higher/lower than AHMC Overall**

Key Strengths and Opportunities for Improvement

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with Amerigroup members' satisfaction with the health plan along with their 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 relatively 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.

Key Strengths

Question	AMG Achievement Score	Correlation w/ satisfaction
Q19. Personal doctor usually or always showed respect for what you had to say	95.1	0.14
Q18. Personal doctor usually or always listened carefully to you	93.0	0.19
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	92.9	0.51
Q17. Personal doctor usually or always explained things in way that was easy to understand	91.3	0.18
Q20. Personal doctor usually or always spent enough time with you	91.2	0.22

Opportunities for Improvement

Question	AMG Achievement Score	Correlation w/ satisfaction
Q25. Usually or always get an appointment to see a specialist as soon as you needed	71.6	0.34
Q6. Usually or always got an appt. for routine care as soon as you needed	73.5	0.21
Q31. Health plan's customer service usually or always gave needed information or help	75.3	0.43
Q14. Usually or always got care, tests or treatment you thought you needed	78.6	0.50
Q4. Usually or always got care right away as soon as you needed	82.7	0.39

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.

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.

Overall satisfaction with the Amerigroup's services for adults is based on Q35, 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".

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.

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

Association with Overall Satisfaction**

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

Ratings

Top Priority
Low achievement scores on items highly associated with overall member satisfaction.
Deserve further scrutiny

High Priority
Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.
Maintain high performance

Medium Priority
Low achievement scores on items only slightly associated with overall member satisfaction.
Possible target for improvement depending upon other priorities.

Low Priority
Doing very well on items not highly correlated with member satisfaction.
Unlikely target for improvement activities

■ **Rating of Personal Doctor or Nurse**

● **Rating of Specialist**

▲ **Rating of All Health Care From All Doctors and Other Health Providers**

*   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 - CAHPS® 5.0 Composites

Composite Measures

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Correlation with Overall Satisfaction with Health Plan**

High / Low / > .80 / .40 / < 0

Achievement Score*

Low / High / 60 65 70 75 80 85 90 95 100

■ **Getting Needed Care**   ◆ **Customer Service**

● **Getting Care Quickly**   ✚ **Shared Decision Making**

▲ **How Well Doctors Communicate**

* 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 - CAHPS® 5.0 Composites

Composite Items

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

■ Getting Needed Care

Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always get an appointment to see a specialist as soon as you needed

● Getting Care Quickly

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

▲ Communication

Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you

◆ Customer Service

Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

✚ Shared Decision Making

Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

* 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 - CAHPS® 5.0 Composites

Getting Needed Care

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Health Plan**

> .80

High

.40

Low

< 0

Composite:
Getting Needed Care

Achievement Score*

60   65   70   75   80   85   90   95   100

Low   **High**

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

■ Q14. Usually or always got care, tests or treatment you thought you needed

● Q25. Usually or always get an appointment to see a specialist as soon as you needed

*   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 - CAHPS® 5.0 Composites
Getting Care Quickly

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Health Plan**

> .80

High

Composite:

Getting Care
Quickly

.40

Low

< 0

| 60 | 65 | 70 | 75 | 80 | 85 | 90 | 95 | 100 |

Low　　　　　　　　　　**Achievement Score***　　　　　　　　　　**High**

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

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

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

　*　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.
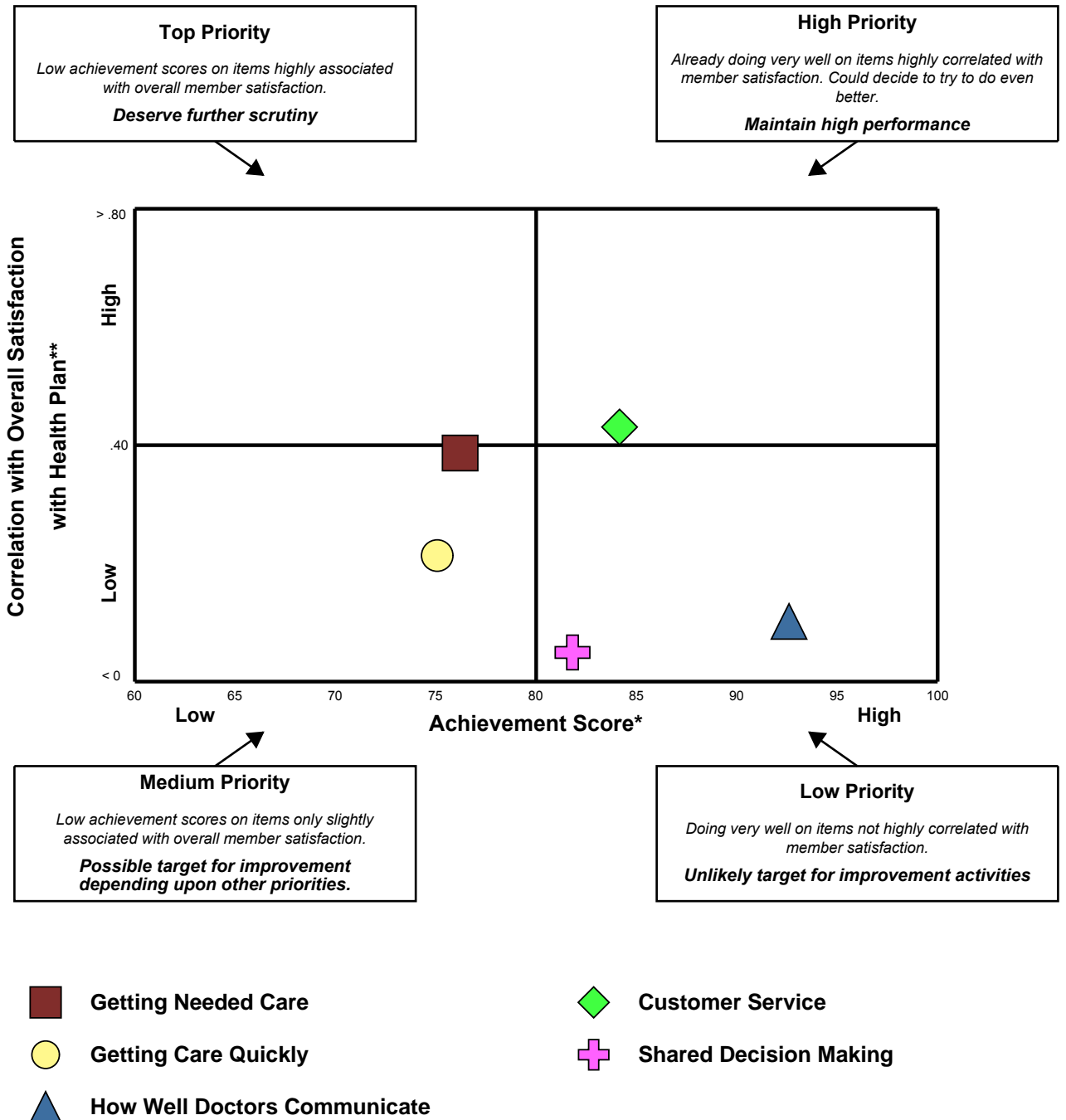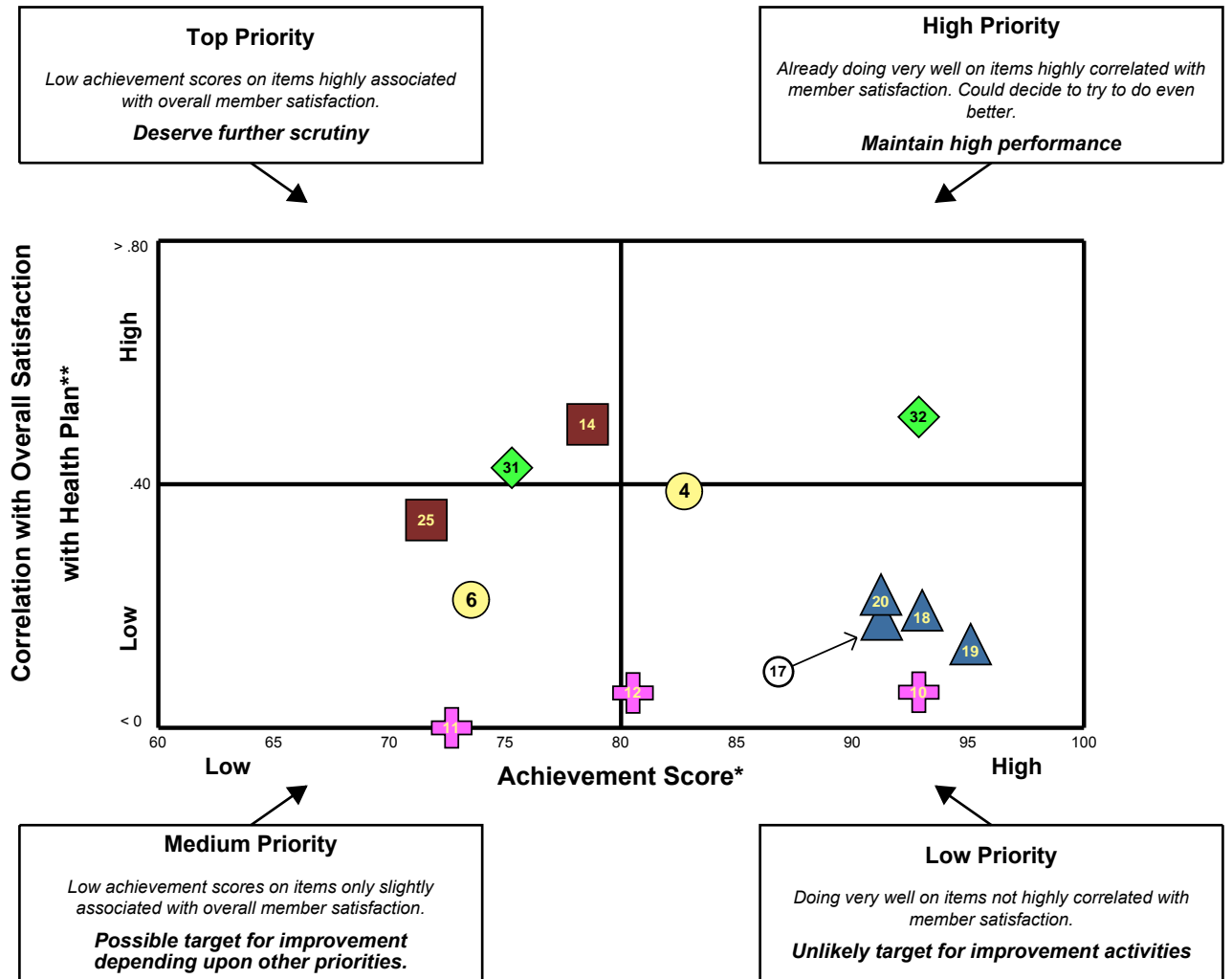
Priority Matrix - CAHPS® 5.0 Composites

How Well Doctors Communicate

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Health Plan**

> .80

High

.40

Low

< 0

60   65   70   75   80   85   90   95   100

Low   **Achievement Score***   **High**

Composite: Communication

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q17. Personal doctor usually or always explained things in way that was easy to understand

Q19. Personal doctor usually or always showed respect for what you had to say

Q18. Personal doctor usually or always listened carefully to you

Q20. Personal doctor usually or always spent enough time with you

*   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 - CAHPS® 5.0 Composites

Customer Service

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Health Plan**

| | High | | .40 | Low |

Composite:

Customer Service

Achievement Score*

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities
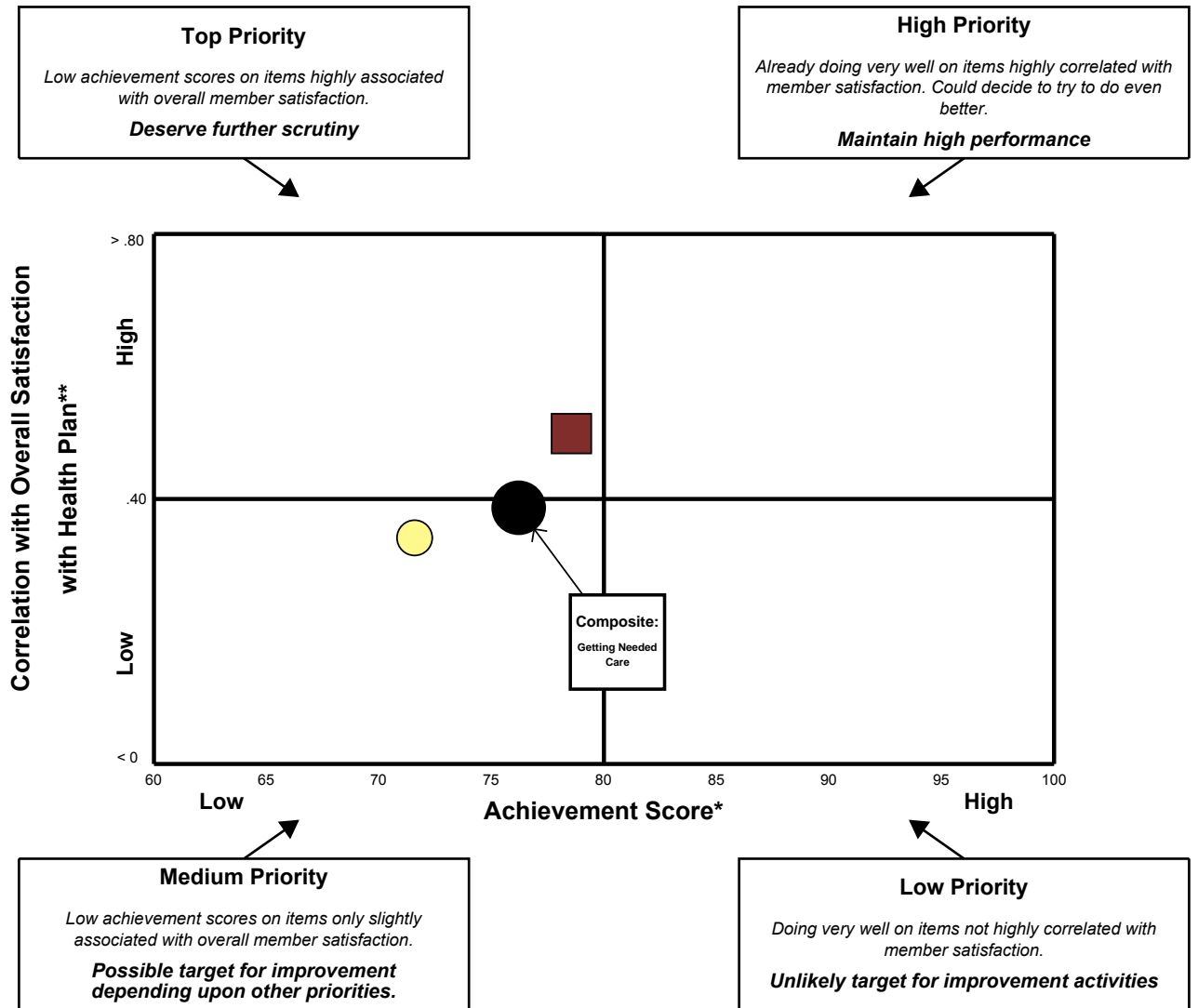
Q31. Health plan's customer service usually or always gave needed information or help

Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

*   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.
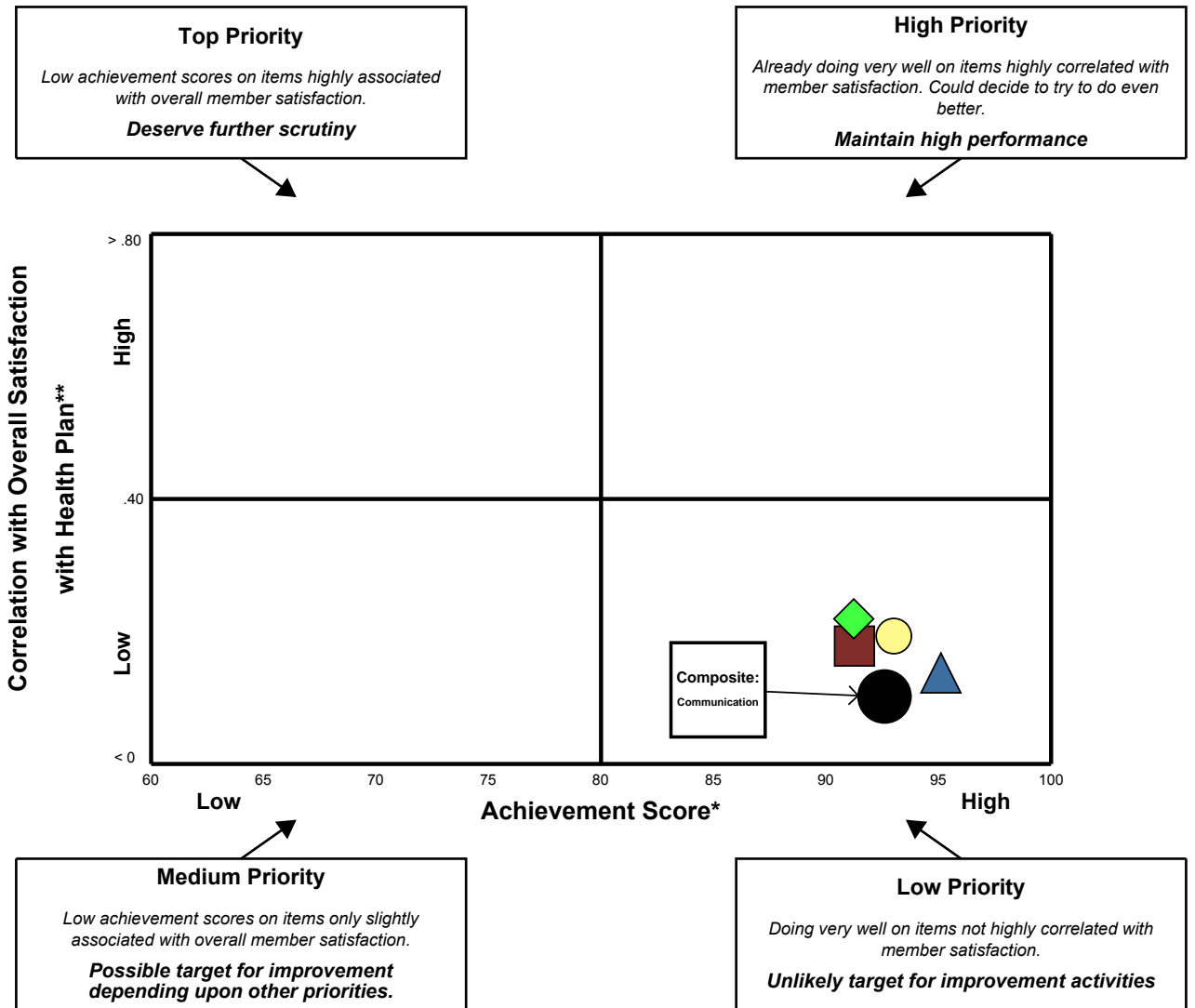
Priority Matrix - CAHPS® 5.0 Composites

Shared Decision Making

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Composite:

Shared Decision Making

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine

Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine

Q12. Doctor/provider definitely asked what you thought was best for you

* 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 Q35, 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 following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with Amerigroup enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Amerigroup overall adult achievement score, and the correlation with overall satisfaction with the services for adults under Amerigroup. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. Correlation 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).

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

Question	Amerigroup Achievement Score	Correlation w/ satisfaction	AHMC Achievement Score
Q13. Rating of all health care	70.9	0.53	71.2
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	92.9	0.51	91.0
Q14. Usually or always got care, tests or treatment you thought you needed	78.6	0.50	81.5
Q31. Health plan's customer service usually or always gave needed information or help	75.3	0.43	75.3
Q4. Usually or always got care right away as soon as you needed	82.7	0.39	82.4
Q29. Written materials/Internet usually or always provided needed information about how health plan works	65.9	0.39	60.2
Q23. Rating of personal doctor	77.6	0.37	79.1
Q25. Usually or always get an appointment to see a specialist as soon as you needed	71.6	0.34	73.1
Q27. Rating of specialist seen most often	75.6	0.33	75.8
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	82.8	0.27	81.8

Overall Rating Questions

The CAHPS 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists, and health care. In the following tables, proportions of respondents (N) assigning ratings of 8, 9, or 10 are reported as achievement scores (Score). Alternate top box achievement scores are calculated using only response options 9+10 as achievements. These are presented as hollow bars. In each graph, the combination of all five Apple Health Managed Care plans is presented as AHMC.

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. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

Overall Rating Questions - Achievement Scores
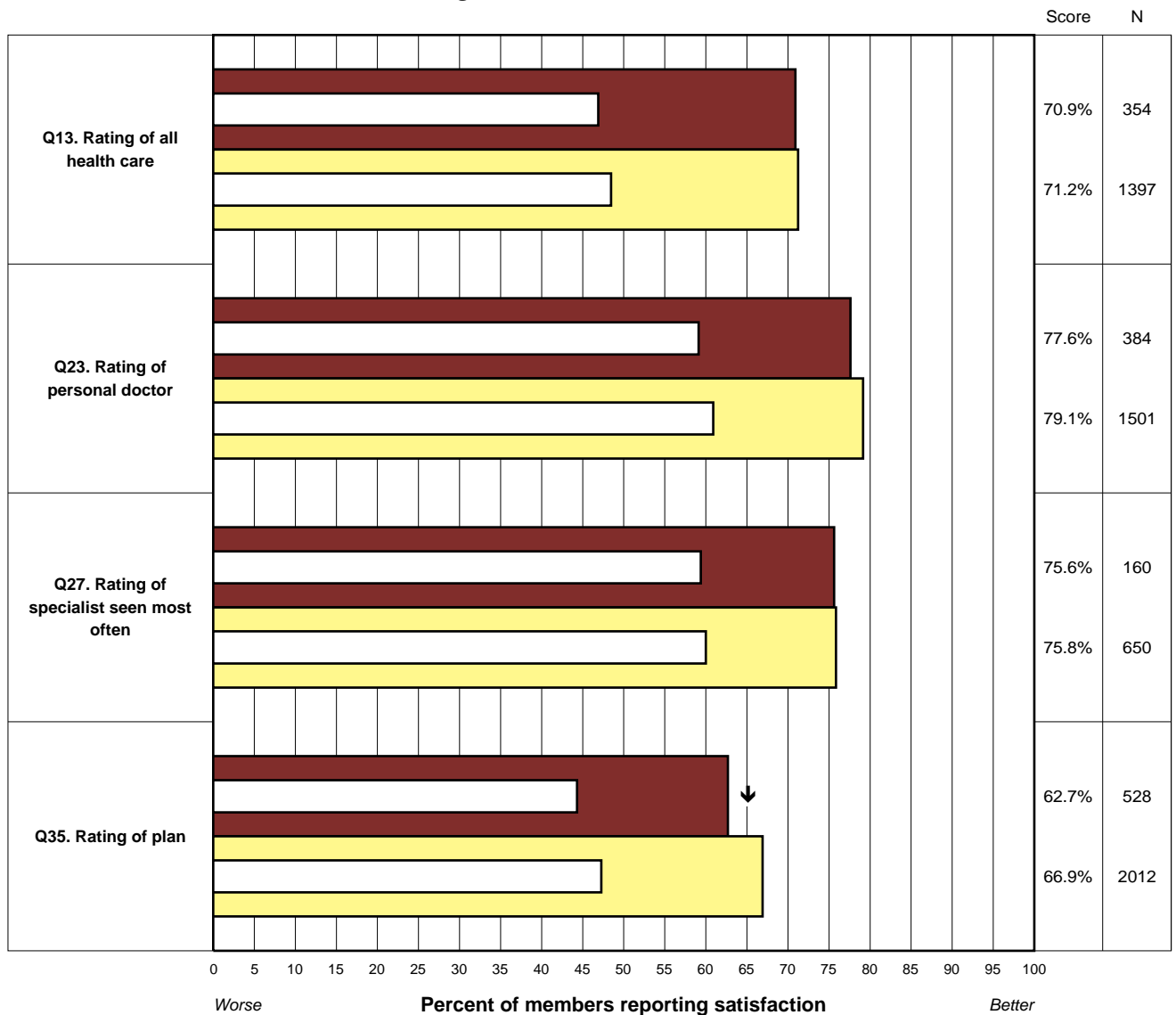
	Score	N
Q13. Rating of all health care	70.9%	354
	71.2%	1397
Q23. Rating of personal doctor	77.6%	384
	79.1%	1501
Q27. Rating of specialist seen most often	75.6%	160
	75.8%	650
Q35. Rating of plan	62.7%	528
	66.9%	2012

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

■ Amerigroup   ▢ AHMC Overall

COMPOSITES

The CAHPS 5.0H survey has five 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 and 'Yes' for the Shared Decision Making composite. For the questions that use a 'Never' to 'Always' scale the alternate top box scores of 'Always' are presented as hollow bars. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section. In each graph, the composite score for the combination of all five Apple Health Managed Care plans is presented as AHMC.

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. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

Composites - Achievement Scores

	Score	N
Getting Needed Care	75.1%	372
	77.3%	1461
Getting Care Quickly	78.1%	355
	78.1%	1450
How Well Doctors Communicate	92.6%	287
	91.3%	1131
Customer Service	84.1%	183
	83.1%	628
Shared Decision Making	82.0%	197
	80.7%	691

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

⬆⬇ **Statistically significantly higher/lower than AHMC Overall**

■ Amerigroup   ☐ AHMC Overall

Getting Needed Care - Achievement Scores
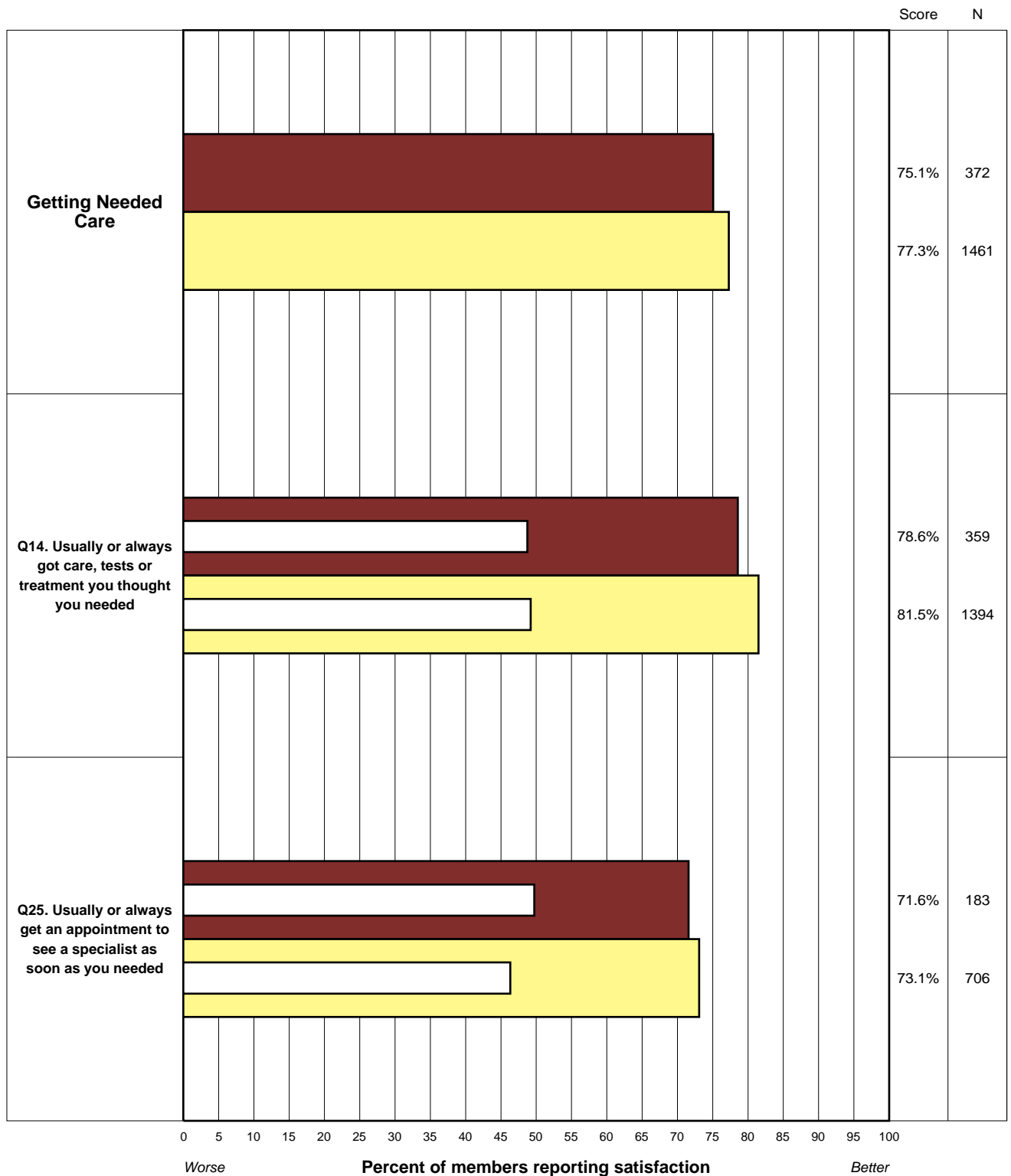
		Score	N
Getting Needed Care	Amerigroup	75.1%	372
	AHMC Overall	77.3%	1461
Q14. Usually or always got care, tests or treatment you thought you needed	Amerigroup	78.6%	359
	AHMC Overall	81.5%	1394
Q25. Usually or always get an appointment to see a specialist as soon as you needed	Amerigroup	71.6%	183
	AHMC Overall	73.1%	706

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
   Note: Hollow portion of bar represents proportions giving a response of Always.
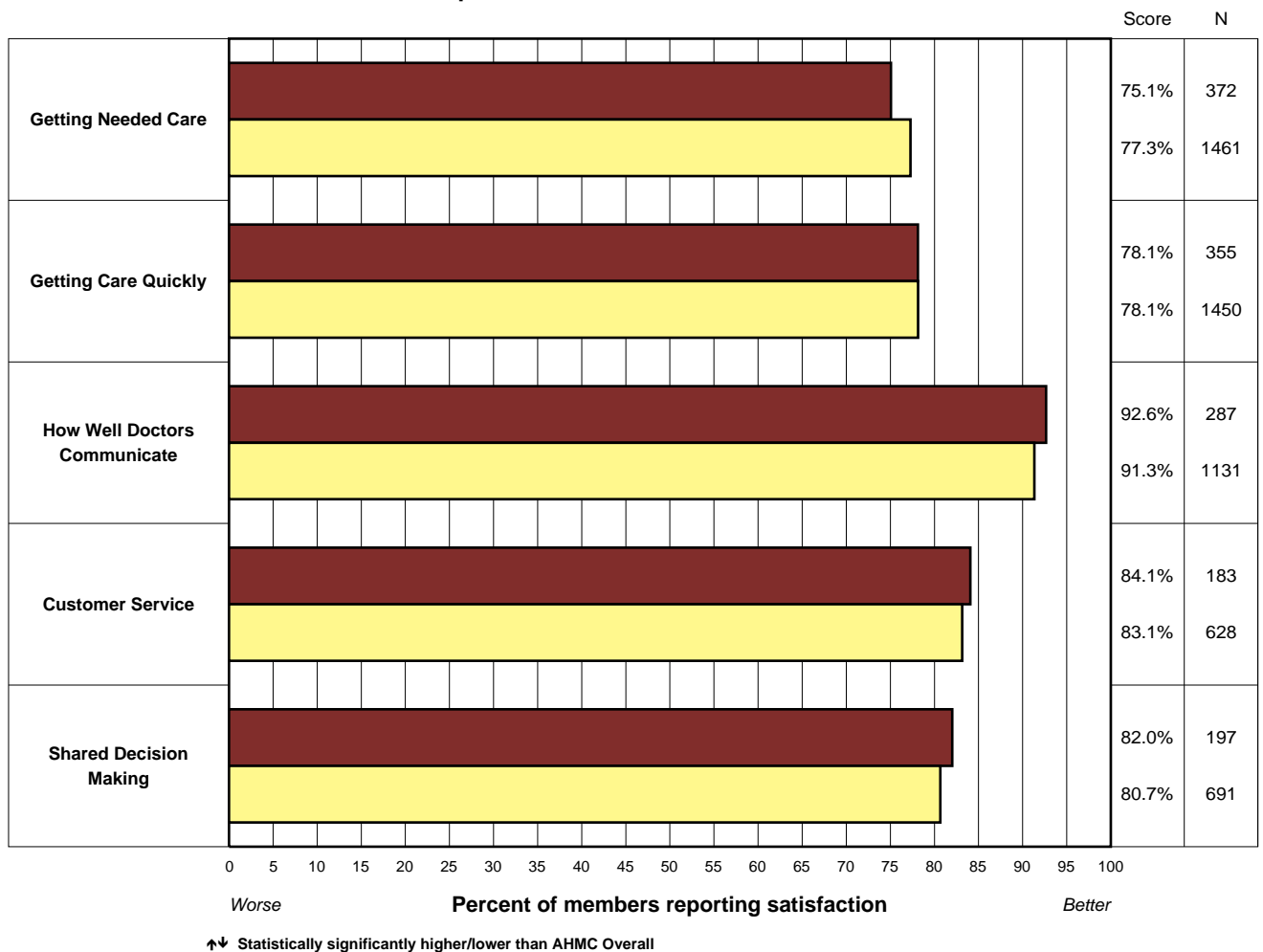
◼ Amerigroup   ◻ AHMC Overall

Getting Care Quickly - Achievement Scores
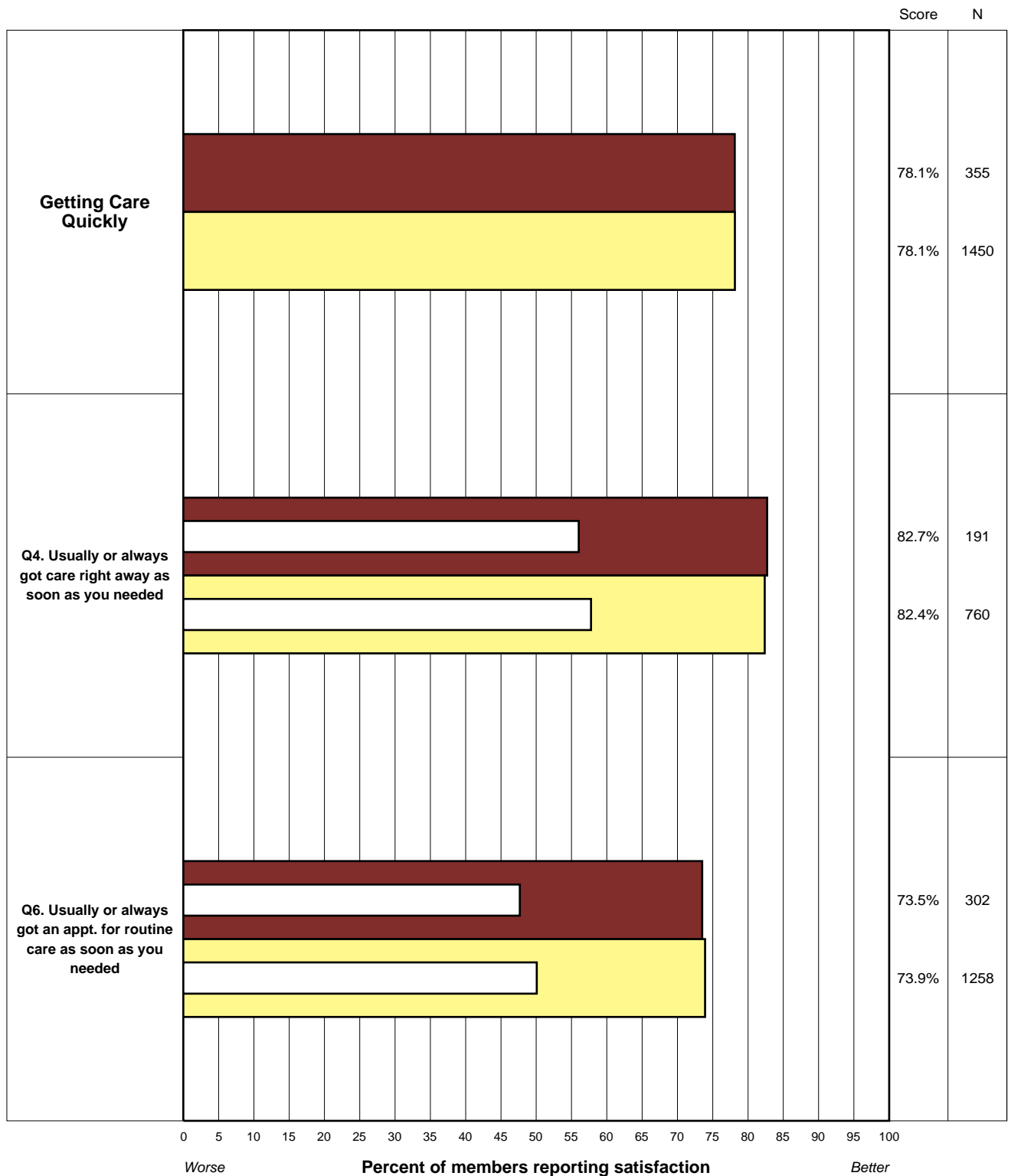
	Score	N
Getting Care Quickly	78.1%	355
	78.1%	1450
Q4. Usually or always got care right away as soon as you needed	82.7%	191
	82.4%	760
Q6. Usually or always got an appt. for routine care as soon as you needed	73.5%	302
	73.9%	1258

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
Note: Hollow portion of bar represents proportions giving a response of Always.

■ Amerigroup   ☐ AHMC Overall

How Well Doctors Communicate - Achievement Scores

		Score	N
How Well Doctors Communicate		92.6%	287
		91.3%	1131
Q17. Personal doctor usually or always explained things in way that was easy to understand		91.3%	286
		91.6%	1123
Q18. Personal doctor usually or always listened carefully to you		93.0%	286
		91.5%	1127
Q19. Personal doctor usually or always showed respect for what you had to say		95.1%	286
		93.5%	1123
Q20. Personal doctor usually or always spent enough time with you		91.2%	285
		88.7%	1127

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse **Percent of members reporting satisfaction** *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
Note: Hollow portion of bar represents proportions giving a response of Always.
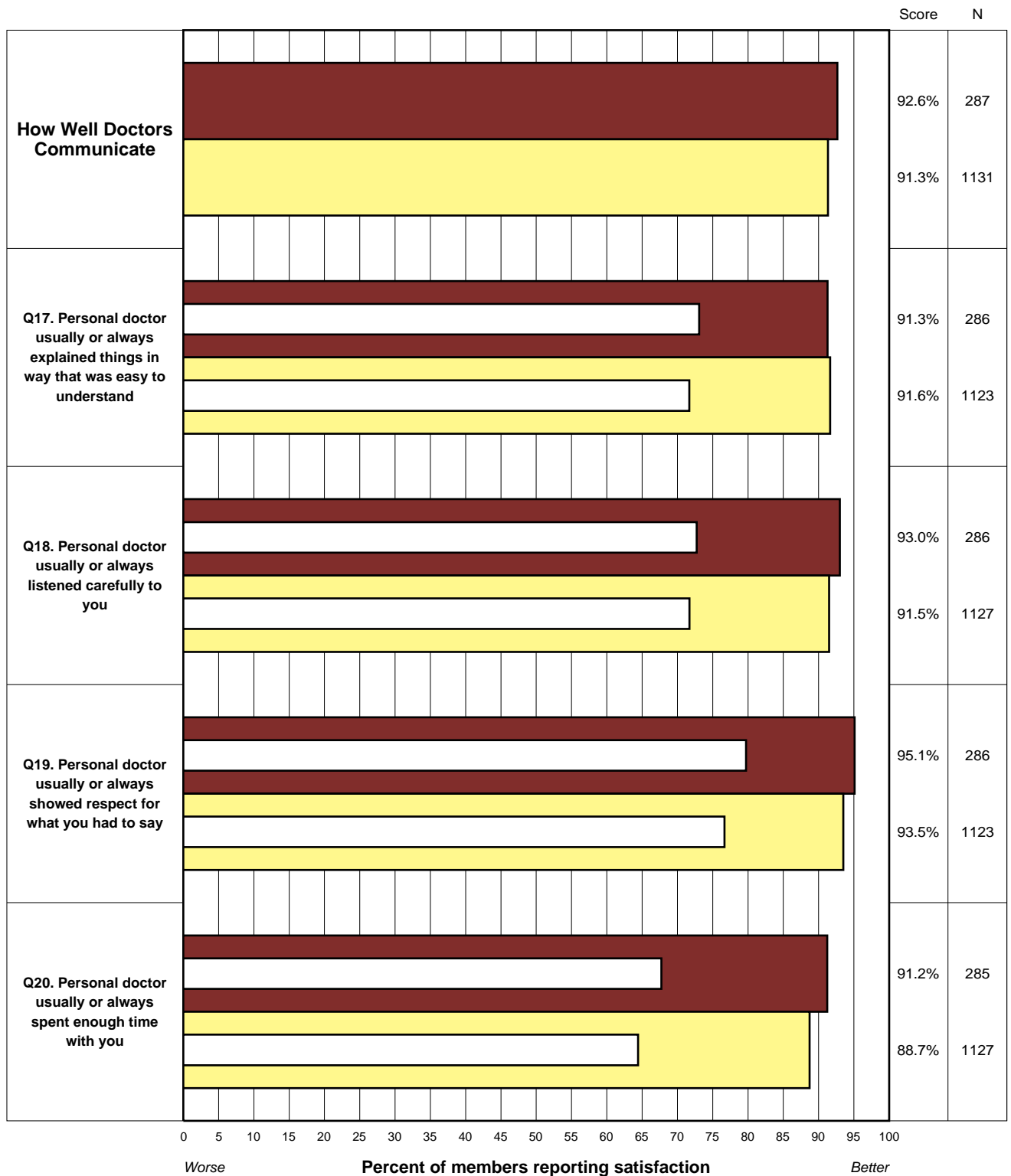
▉ Amerigroup   ▢ AHMC Overall

Customer Service - Achievement Scores

	Score	N
Customer Service (Amerigroup)	84.1%	183
(AHMC Overall)	83.1%	628
Q31. Health plan's customer service usually or always gave needed information or help (Amerigroup)	75.3%	182
(AHMC Overall)	75.3%	623
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff (Amerigroup)	92.9%	182
(AHMC Overall)	91.0%	622

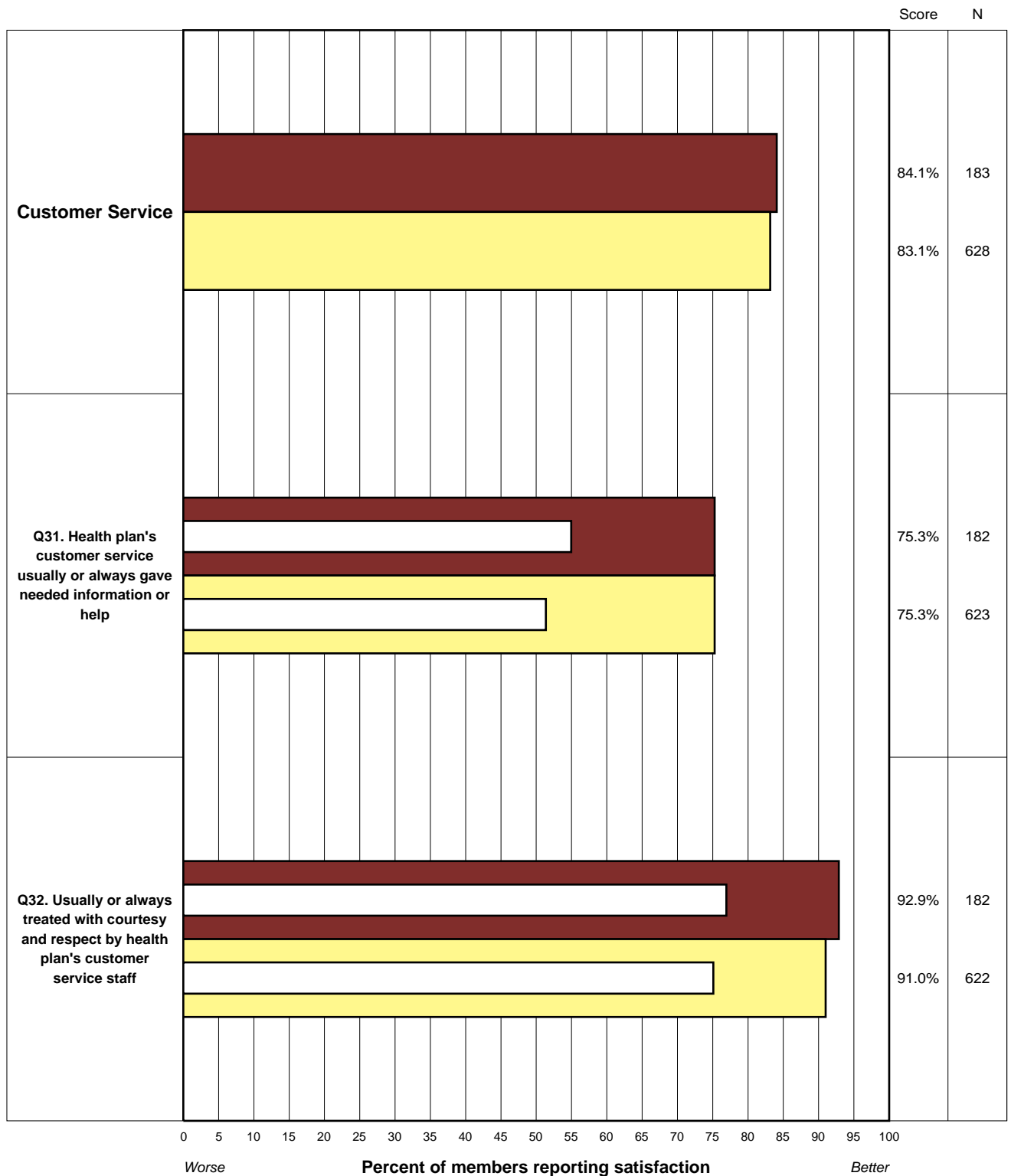*Worse* **Percent of members reporting satisfaction** *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
Note: Hollow portion of bar represents proportions giving a response of Always.
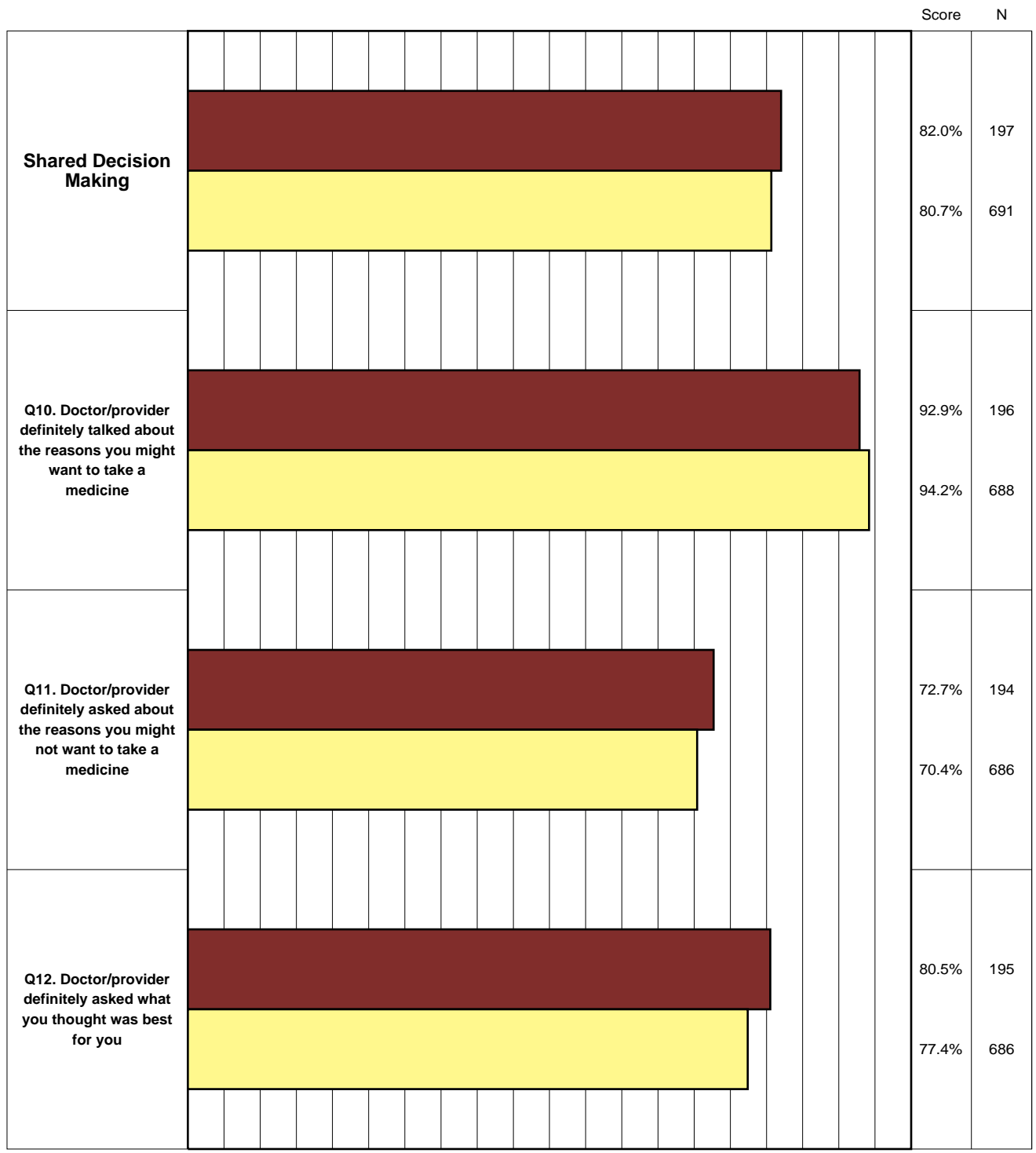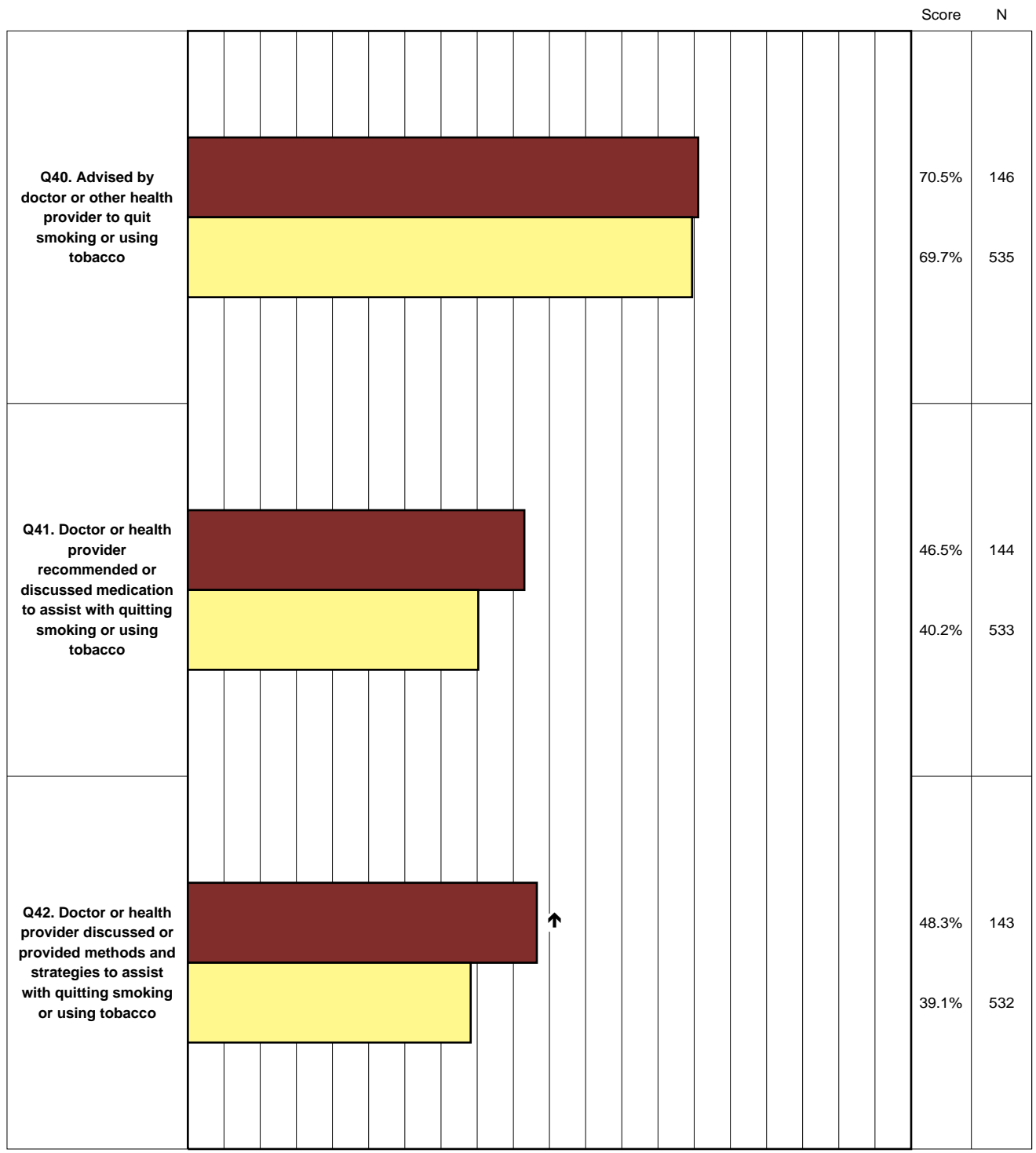
■ Amerigroup   ☐ AHMC Overall

Shared Decision Making - Achievement Scores

	Score	N

Shared Decision Making
- 82.0% — 197
- 80.7% — 691

Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
- 92.9% — 196
- 94.2% — 688

Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
- 72.7% — 194
- 70.4% — 686

Q12. Doctor/provider definitely asked what you thought was best for you
- 80.5% — 195
- 77.4% — 686

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse **Percent of members reporting satisfaction** *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**

█ Amerigroup   ▢ AHMC Overall

Medical Assistance with Smoking Cessation - Achievement Scores

	Score	N

Q40. Advised by doctor or other health provider to quit smoking or using tobacco

70.5% 146

69.7% 535

Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco

46.5% 144

40.2% 533

Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco

48.3% 143

39.1% 532

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
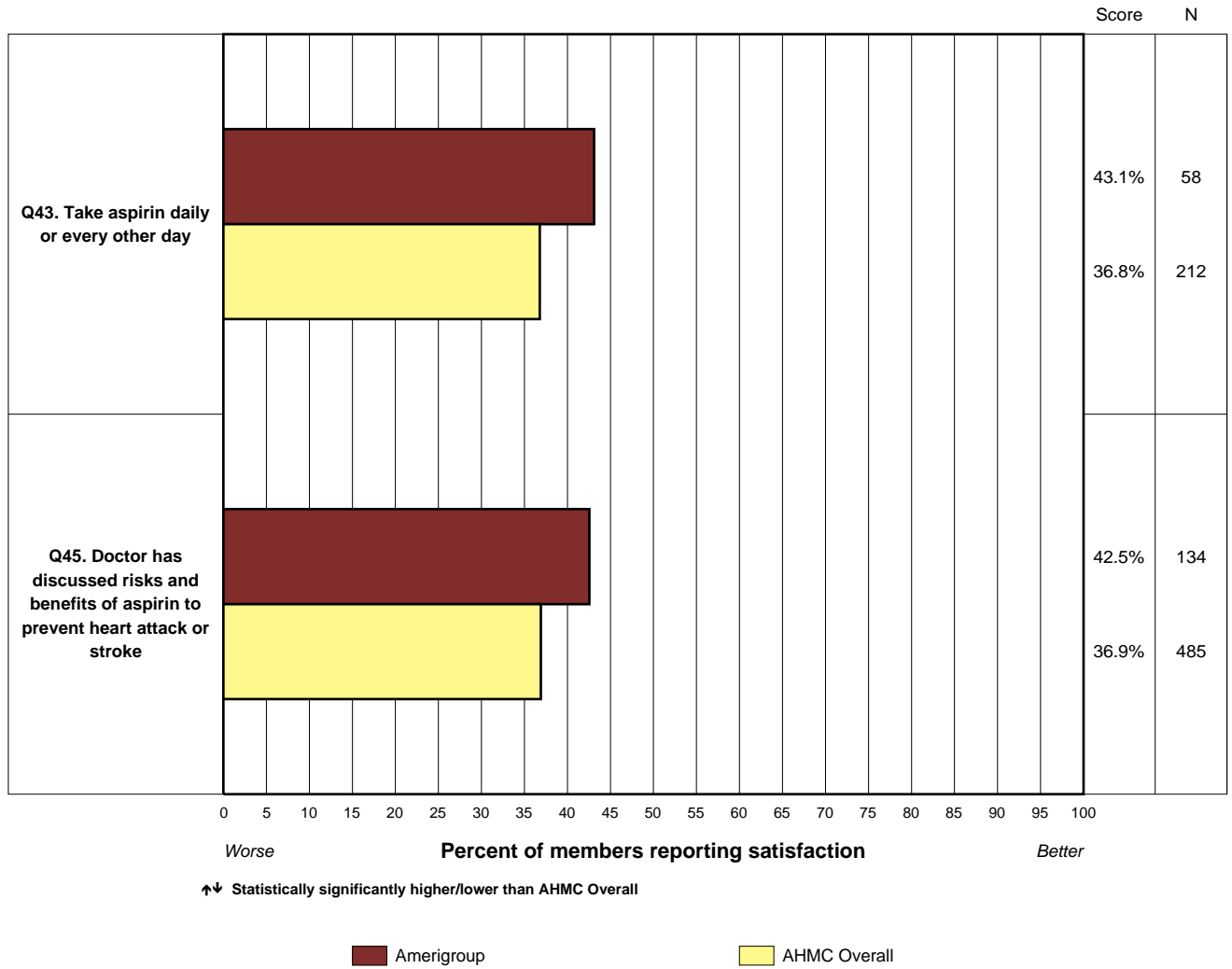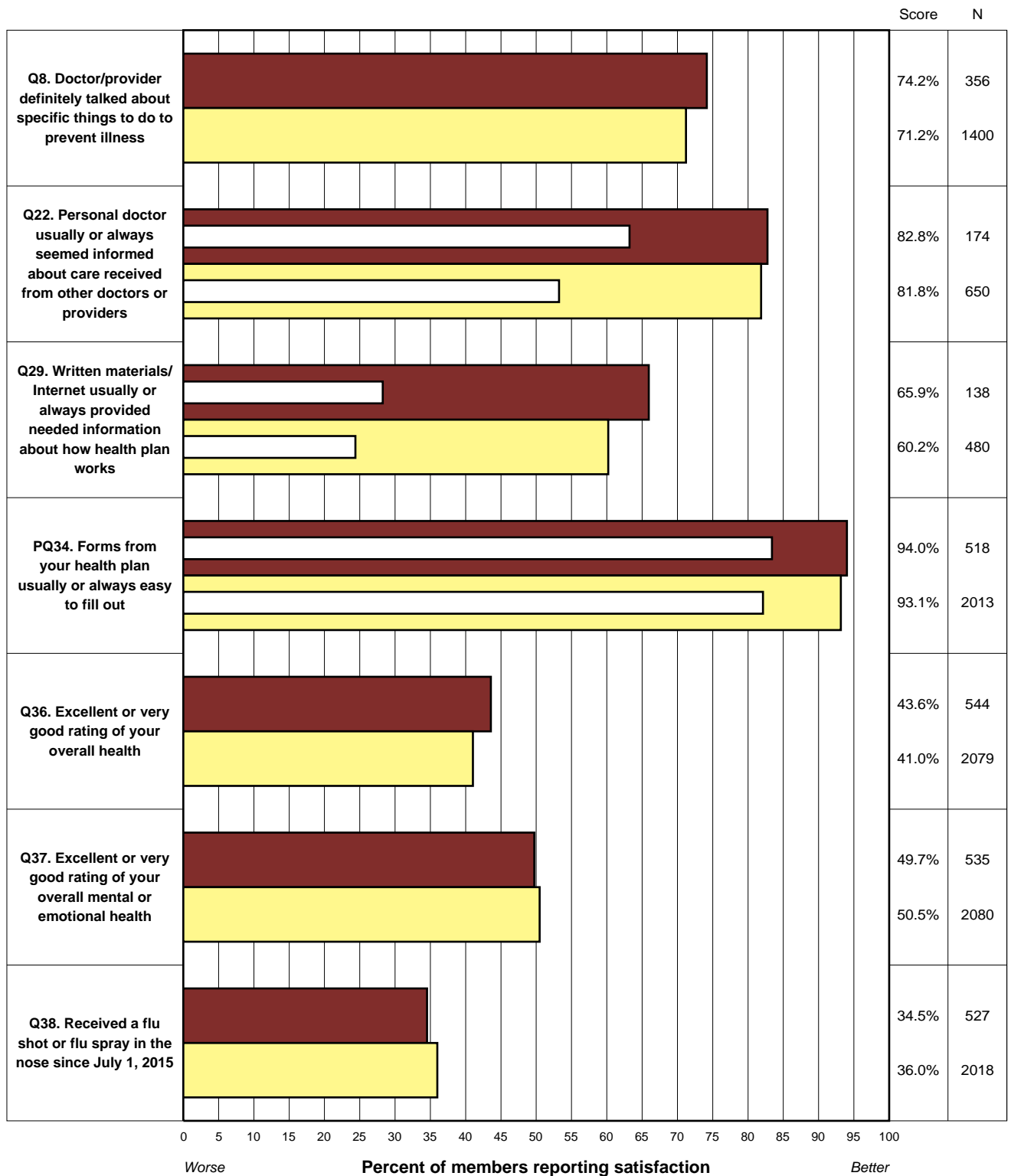
■ Amerigroup   ☐ AHMC Overall

Aspirin Use and Discussion - Achievement Scores

	Score	N
Q43. Take aspirin daily or every other day (Amerigroup)	43.1%	58
(AHMC Overall)	36.8%	212
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke (Amerigroup)	42.5%	134
(AHMC Overall)	36.9%	485

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**

███ Amerigroup   ▢ AHMC Overall

Single Item Measures - Achievement Scores

	Score	N
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	74.2%	356
	71.2%	1400
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	82.8%	174
	81.8%	650
Q29. Written materials/ Internet usually or always provided needed information about how health plan works	65.9%	138
	60.2%	480
PQ34. Forms from your health plan usually or always easy to fill out	94.0%	518
	93.1%	2013
Q36. Excellent or very good rating of your overall health	43.6%	544
	41.0%	2079
Q37. Excellent or very good rating of your overall mental or emotional health	49.7%	535
	50.5%	2080
Q38. Received a flu shot or flu spray in the nose since July 1, 2015	34.5%	527
	36.0%	2018

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**
      Note: Hollow portion of bar represents proportions giving a response of Always.

■ Amerigroup   □ AHMC Overall

Supplemental Items - Achievement Scores

	Score	N
Q59. Very good or good rating of quality of life	75.4% / 75.3%	528 / 2000
Q60. Very satisfied or satisfied with your health	61.9% / 62.5%	530 / 2000
Q61. Physical pain prevents you not at all or a little from doing what you need to do	61.0% / 60.5%	525 / 1992
Q62. Need medical treatment not at all or a little to function in your daily life	67.5% / 67.7%	526 / 1968
Q63. Enjoy life a moderate amount, very much, or an extreme amount	89.8% / 90.1%	528 / 1988
Q64. Feel your life to be meaningful a moderate amount, very much, or an extreme amount	87.4% / 87.9%	522 / 1971
Q65. Able to concentrate a moderate amount, very much, or an extreme amount	89.5% / 87.9%	526 / 1978
Q66. Have enough energy for everyday life moderately, mostly, or completely	82.6% / 82.7%	529 / 1991
Q67. Able to accept your bodily appearance moderately, mostly, or completely	86.4% / 84.8%	523 / 1974
Q68. Able to get around moderately, mostly, or completely well	91.4% / 93.0%	521 / 1976
Q69. Very satisfied or satisfied with your sleep	55.2% / 54.4%	527 / 1982
Q70. Very satisfied or satisfied with your ability to perform your daily living activities	67.4% / 69.4%	528 / 1985
Q71. Very satisfied or satisfied with your capacity for work	60.6% / 59.8%	523 / 1941
Q72. Very satisfied or satisfied with yourself	69.6% / 69.3%	526 / 1973
Q73. Never or seldom have negative feelings, such as blue mood, despair, anxiety, depression	64.8% / 66.2%	520 / 1943

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse **Percent of members reporting satisfaction** *Better*

↑↓ **Statistically significantly higher/lower than AHMC Overall**

▬ Amerigroup ▭ AHMC Overall

Responses by Question

The *Responses by Question* section shows the proportions of respondents (N) and the associated percentage (%) of whom selected each response option for each question in the survey.

When applicable the achievement score, correlation with satisfaction and priority rating are presented. 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. Achievement scores are considered "high" when the score is 80% or higher. Correlations are computed between responses to specific performance-related items and Q35, 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 relatively high correlation with health plan satisfaction. The priority rating corresponds to which quadrant the question falls in on the priority matrix. Please see the *Priority Matrices* section for the full plot graph for each composite.

In each table, the combination of all five Apple Health Managed Care plans is presented as AHMC.

Q1.   **Our records show that you are now in [HEALTH PLAN NAME]. Is that right?**

	AHMC		AMG	
	N	%	N	%
Yes	2052	100.0%	524	100.0%
No	0	0.0%	0	0.0%
Total	2052	100.0%	524	100.0%
Not Answered	86		28	

Your Health Care in the Last 6 Months

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

	AHMC		AMG	
	N	%	N	%
Yes	789	37.6%	201	37.5%
No	1312	62.4%	335	62.5%
Total	2101	100.0%	536	100.0%
Not Answered	37		16	

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?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	18	2.4%	5	2.6%
🔴 Sometimes	116	15.3%	28	14.7%
🟢 Usually	187	24.6%	51	26.7%
🟢 Always	439	57.8%	107	56.0%
Total	760	100.0%	191	100.0%
Not Answered	29		10	
Reporting Category	Getting Care Quickly			
Achievement Score	82.4%		82.7%	
Correlation with Satisfaction	0.328		0.388	
Priority Rating	Low		Low	

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

	AHMC		AMG	
	N	%	N	%
Yes	1316	62.3%	319	58.4%
No	797	37.7%	227	41.6%
Total	2113	100.0%	546	100.0%
Not Answered	25		6	

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

	AHMC		AMG	
	N	%	N	%
🔴 Never	44	3.5%	9	3.0%
🔴 Sometimes	284	22.6%	71	23.5%
🟢 Usually	300	23.8%	78	25.8%
🟢 Always	630	50.1%	144	47.7%
Total	1258	100.0%	302	100.0%
Not Answered	58		17	
Reporting Category	Getting Care Quickly			
Achievement Score	73.9%		73.5%	
Correlation with Satisfaction	0.195		0.210	
Priority Rating	Medium		Medium	

⚪ *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 go to a doctor's office or clinic to get health care for yourself?

	AHMC		AMG	
	N	%	N	%
None	657	31.7%	179	33.2%
1 time	391	18.9%	75	13.9%
2	353	17.1%	109	20.2%
3	203	9.8%	57	10.6%
4	154	7.4%	41	7.6%
5 to 9	225	10.9%	49	9.1%
10 or more times	87	4.2%	29	5.4%
Total	2070	100.0%	539	100.0%
Not Answered	68		13	

Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	AHMC		AMG	
	N	%	N	%
⬤ Yes	997	71.2%	264	74.2%
⬤ No	403	28.8%	92	25.8%
Total	1400	100.0%	356	100.0%
Not Answered	13		4	
Reporting Category	Single Items			
Achievement Score	71.2%		74.2%	
Correlation with Satisfaction	0.110		0.167	
Priority Rating	Medium		Medium	

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	AHMC		AMG	
	N	%	N	%
Yes	694	49.6%	198	55.3%
No	706	50.4%	160	44.7%
Total	1400	100.0%	358	100.0%
Not Answered	13		2	

◯ *Response scored as:* ⬤ Room for Improvement ⬤ Achievement

Your Health Care in the Last 6 Months *(continued)*

Q10. **Did a doctor or other health provider talk about the reasons you might want to take a medicine?**

	AHMC		AMG	
	N	%	N	%
● Yes	648	94.2%	182	92.9%
● No	40	5.8%	14	7.1%
Total	688	100.0%	196	100.0%
Not Answered	6		2	
Reporting Category	Shared Decision Making			
Achievement Score	94.2%		92.9%	
Correlation with Satisfaction	0.103		0.059	
Priority Rating	Low		Low	

Q11. **Did a doctor or other health provider talk about the reasons you might not want to take a medicine?**

	AHMC		AMG	
	N	%	N	%
● Yes	483	70.4%	141	72.7%
● No	203	29.6%	53	27.3%
Total	686	100.0%	194	100.0%
Not Answered	8		4	
Reporting Category	Shared Decision Making			
Achievement Score	70.4%		72.7%	
Correlation with Satisfaction	0.025		-0.010	
Priority Rating	Medium		Medium	

Q12. **When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?**

	AHMC		AMG	
	N	%	N	%
● Yes	531	77.4%	157	80.5%
● No	155	22.6%	38	19.5%
Total	686	100.0%	195	100.0%
Not Answered	8		3	
Reporting Category	Shared Decision Making			
Achievement Score	77.4%		80.5%	
Correlation with Satisfaction	0.203		0.057	
Priority Rating	Medium		Low	

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

Your Health Care in the Last 6 Months *(continued)*

Q13. **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?**

	AHMC		AMG	
	N	%	N	%
🔴 Worst health care possible	6	0.4%	1	0.3%
🔴 1	7	0.5%	1	0.3%
🔴 2	16	1.1%	5	1.4%
🔴 3	27	1.9%	11	3.1%
🔴 4	26	1.9%	9	2.5%
🔴 5	62	4.4%	10	2.8%
🔴 6	81	5.8%	23	6.5%
🔴 7	177	12.7%	43	12.1%
🟢 8	318	22.8%	85	24.0%
🟢 9	255	18.3%	65	18.4%
🟢 Best health care possible	422	30.2%	101	28.5%
Total	1397	100.0%	354	100.0%
Not Answered	16		6	
Reporting Category	Ratings			
Achievement Score	71.2%		70.9%	
Correlation with Satisfaction	0.561		0.531	
Priority Rating	Top		Top	

Q14. **In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	46	3.3%	14	3.9%
🔴 Sometimes	212	15.2%	63	17.5%
🟢 Usually	450	32.3%	107	29.8%
🟢 Always	686	49.2%	175	48.7%
Total	1394	100.0%	359	100.0%
Not Answered	19		1	
Reporting Category	Getting Needed Care			
Achievement Score	81.5%		78.6%	
Correlation with Satisfaction	0.478		0.499	
Priority Rating	High		Top	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	AHMC		AMG	
	N	%	N	%
Yes	1566	74.6%	401	74.1%
No	532	25.4%	140	25.9%
Total	2098	100.0%	541	100.0%
Not Answered	40		11	

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	AHMC		AMG	
	N	%	N	%
None	377	25.0%	101	26.0%
1 time	390	25.8%	80	20.6%
2	298	19.7%	85	21.9%
3	169	11.2%	49	12.6%
4	107	7.1%	33	8.5%
5 to 9	129	8.5%	30	7.7%
10 or more times	39	2.6%	11	2.8%
Total	1509	100.0%	389	100.0%
Not Answered	57		12	

Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	AHMC		AMG	
	N	%	N	%
🔴 Never	13	1.2%	2	0.7%
🔴 Sometimes	81	7.2%	23	8.0%
🟢 Usually	224	19.9%	52	18.2%
🟢 Always	805	71.7%	209	73.1%
Total	1123	100.0%	286	100.0%
Not Answered	9		2	
Reporting Category	Communication			
Achievement Score	91.6%		91.3%	
Correlation with Satisfaction	0.247		0.178	
Priority Rating	Low		Low	

⭕ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

Your Personal Doctor *(continued)*

Q18. **In the last 6 months, how often did your personal doctor listen carefully to you?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	16	1.4%	3	1.0%
🔴 Sometimes	80	7.1%	17	5.9%
🟢 Usually	223	19.8%	58	20.3%
🟢 Always	808	71.7%	208	72.7%
Total	1127	100.0%	286	100.0%
Not Answered	5		2	
Reporting Category	Communication			
Achievement Score	91.5%		93.0%	
Correlation with Satisfaction	0.304		0.193	
Priority Rating	Low		Low	

Q19. **In the last 6 months, how often did your personal doctor show respect for what you had to say?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	14	1.2%	1	0.3%
🔴 Sometimes	59	5.3%	13	4.5%
🟢 Usually	189	16.8%	44	15.4%
🟢 Always	861	76.7%	228	79.7%
Total	1123	100.0%	286	100.0%
Not Answered	9		2	
Reporting Category	Communication			
Achievement Score	93.5%		95.1%	
Correlation with Satisfaction	0.252		0.137	
Priority Rating	Low		Low	

Q20. **In the last 6 months, how often did your personal doctor spend enough time with you?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	27	2.4%	5	1.8%
🔴 Sometimes	100	8.9%	20	7.0%
🟢 Usually	274	24.3%	67	23.5%
🟢 Always	726	64.4%	193	67.7%
Total	1127	100.0%	285	100.0%
Not Answered	5		3	
Reporting Category	Communication			
Achievement Score	88.7%		91.2%	
Correlation with Satisfaction	0.304		0.219	
Priority Rating	Low		Low	

⚪ *Response scored as:* 🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor *(continued)*

Q21. **In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?**

	AHMC		AMG	
	N	%	N	%
Yes	663	59.1%	176	61.5%
No	458	40.9%	110	38.5%
Total	1121	100.0%	286	100.0%
Not Answered	11		2	

Q22. **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?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	25	3.8%	4	2.3%
🔴 Sometimes	93	14.3%	26	14.9%
🟢 Usually	186	28.6%	34	19.5%
🟢 Always	346	53.2%	110	63.2%
Total	650	100.0%	174	100.0%
Not Answered	13		2	
Reporting Category	Single Items			
Achievement Score	81.8%		82.8%	
Correlation with Satisfaction	0.284		0.272	
Priority Rating	Low		Low	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor *(continued)*

Q23. **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?**

	AHMC		AMG	
	N	%	N	%
🔴 Worst personal doctor possible	7	0.5%	2	0.5%
🔴 1	5	0.3%	2	0.5%
🔴 2	19	1.3%	5	1.3%
🔴 3	17	1.1%	3	0.8%
🔴 4	13	0.9%	3	0.8%
🔴 5	63	4.2%	17	4.4%
🔴 6	54	3.6%	17	4.4%
🔴 7	135	9.0%	37	9.6%
🟢 8	274	18.3%	71	18.5%
🟢 9	267	17.8%	67	17.4%
🟢 Best personal doctor possible	647	43.1%	160	41.7%
Total	1501	100.0%	384	100.0%
Not Answered	65		17	
Reporting Category	Ratings			
Achievement Score	79.1%		77.6%	
Correlation with Satisfaction	0.427		0.371	
Priority Rating	Top		Medium	

Getting Health Care From Specialists

Q24. **Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?**

	AHMC		AMG	
	N	%	N	%
Yes	719	34.0%	184	33.7%
No	1396	66.0%	362	66.3%
Total	2115	100.0%	546	100.0%
Not Answered	23		6	

⬤ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Getting Health Care From Specialists *(continued)*

Q25. **In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	49	6.9%	17	9.3%
🔴 Sometimes	141	20.0%	35	19.1%
🟢 Usually	189	26.8%	40	21.9%
🟢 Always	327	46.3%	91	49.7%
Total	706	100.0%	183	100.0%
Not Answered	13		1	
Reporting Category	Getting Needed Care			
Achievement Score	73.1%		71.6%	
Correlation with Satisfaction	0.338		0.341	
Priority Rating	Medium		Medium	

Q26. **How many specialists have you seen in the last 6 months?**

	AHMC		AMG	
	N	%	N	%
None	43	6.1%	18	9.9%
1 specialist	375	53.3%	90	49.5%
2	164	23.3%	42	23.1%
3	68	9.7%	15	8.2%
4	26	3.7%	6	3.3%
5 or more specialists	27	3.8%	11	6.0%
Total	703	100.0%	182	100.0%
Not Answered	16		2	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Getting Health Care From Specialists *(continued)*

Q27. **We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?**

	AHMC		AMG	
	N	%	N	%
🔴 Worst specialist possible	7	1.1%	4	2.5%
🔴 1	7	1.1%	2	1.3%
🔴 2	5	0.8%	1	0.6%
🔴 3	10	1.5%	2	1.3%
🔴 4	10	1.5%	2	1.3%
🔴 5	29	4.5%	6	3.8%
🔴 6	25	3.8%	5	3.1%
🔴 7	64	9.8%	17	10.6%
🟢 8	103	15.8%	26	16.3%
🟢 9	132	20.3%	28	17.5%
🟢 Best specialist possible	258	39.7%	67	41.9%
Total	650	100.0%	160	100.0%
Not Answered	10		4	
Reporting Category	Ratings			
Achievement Score	75.8%		75.6%	
Correlation with Satisfaction	0.328		0.327	
Priority Rating	Medium		Medium	

Your Health Plan

Q28. **In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?**

	AHMC		AMG	
	N	%	N	%
Yes	489	23.1%	140	25.6%
No	1628	76.9%	407	74.4%
Total	2117	100.0%	547	100.0%
Not Answered	21		5	

○ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

Your Health Plan (continued)

Q29. **In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	46	9.6%	12	8.7%
🔴 Sometimes	145	30.2%	35	25.4%
🟢 Usually	172	35.8%	52	37.7%
🟢 Always	117	24.4%	39	28.3%
Total	480	100.0%	138	100.0%
Not Answered	9		2	
Reporting Category	Single Items			
Achievement Score	60.2%		65.9%	
Correlation with Satisfaction	0.431		0.386	
Priority Rating	Top		Medium	

Q30. **In the last 6 months, did you get information or help from your health plan's customer service?**

	AHMC		AMG	
	N	%	N	%
Yes	633	30.4%	184	34.2%
No	1449	69.6%	354	65.8%
Total	2082	100.0%	538	100.0%
Not Answered	56		14	

Q31. **In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	31	5.0%	9	4.9%
🔴 Sometimes	123	19.7%	36	19.8%
🟢 Usually	149	23.9%	37	20.3%
🟢 Always	320	51.4%	100	54.9%
Total	623	100.0%	182	100.0%
Not Answered	10		2	
Reporting Category	Customer Service			
Achievement Score	75.3%		75.3%	
Correlation with Satisfaction	0.455		0.427	
Priority Rating	Top		Top	

⚪ *Response scored as:*　🔴 Room for Improvement　🟢 Achievement

Your Health Plan (continued)

Q32. **In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	15	2.4%	3	1.6%
🔴 Sometimes	41	6.6%	10	5.5%
🟢 Usually	99	15.9%	29	15.9%
🟢 Always	467	75.1%	140	76.9%
Total	622	100.0%	182	100.0%
Not Answered	11		2	
Reporting Category	Customer Service			
Achievement Score	91.0%		92.9%	
Correlation with Satisfaction	0.396		0.511	
Priority Rating	Low		High	

Q33. **In the last 6 months, did your health plan give you any forms to fill out?**

	AHMC		AMG	
	N	%	N	%
Yes	681	33.4%	180	34.0%
No	1360	66.6%	349	66.0%
Total	2041	100.0%	529	100.0%
Not Answered	97		23	

PQ34. **In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]**

	AHMC		AMG	
	N	%	N	%
🔴 Never	29	1.4%	7	1.4%
🔴 Sometimes	109	5.4%	24	4.6%
🟢 Usually	222	11.0%	55	10.6%
🟢 Always	1653	82.1%	432	83.4%
Total	2013	100.0%	518	100.0%
Not Answered	28		11	
Reporting Category	Single Items			
Achievement Score	93.1%		94.0%	
Correlation with Satisfaction	0.143		0.133	
Priority Rating	Low		Low	

○ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

Your Health Plan *(continued)*

Q35. **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?**

	AHMC		AMG	
	N	%	N	%
🔴 Worst health plan possible	17	0.8%	8	1.5%
🔴 1	11	0.5%	3	0.6%
🔴 2	13	0.6%	3	0.6%
🔴 3	42	2.1%	12	2.3%
🔴 4	34	1.7%	10	1.9%
🔴 5	163	8.1%	48	9.1%
🔴 6	127	6.3%	35	6.6%
🔴 7	259	12.9%	78	14.8%
🟢 8	395	19.6%	97	18.4%
🟢 9	327	16.3%	77	14.6%
🟢 Best health plan possible	624	31.0%	157	29.7%
Total	2012	100.0%	528	100.0%
Not Answered	126		24	
Reporting Category	Ratings			
Achievement Score	66.9%		62.7%	

About You

Q36. **In general, how would you rate your overall health?**

	AHMC		AMG	
	N	%	N	%
🟢 Excellent	250	12.0%	78	14.3%
🟢 Very Good	603	29.0%	159	29.2%
🔴 Good	700	33.7%	178	32.7%
🔴 Fair	399	19.2%	94	17.3%
🔴 Poor	127	6.1%	35	6.4%
Total	2079	100.0%	544	100.0%
Not Answered	59		8	
Reporting Category	Single Items			
Achievement Score	41.0%		43.6%	
Correlation with Satisfaction	0.111		0.068	
Priority Rating	Medium		Medium	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You (continued)

Q37.   **In general, how would you rate your overall mental or emotional health?**

	AHMC		AMG	
	N	%	N	%
🟢 Excellent	435	20.9%	111	20.7%
🟢 Very Good	615	29.6%	155	29.0%
🔴 Good	575	27.6%	151	28.2%
🔴 Fair	349	16.8%	95	17.8%
🔴 Poor	106	5.1%	23	4.3%
Total	2080	100.0%	535	100.0%
Not Answered	58		17	
Reporting Category	Single Items			
Achievement Score	50.5%		49.7%	
Correlation with Satisfaction	0.088		0.092	
Priority Rating	Medium		Medium	

Q38.   **Have you had either a flu shot or flu spray in the nose since July 1, 2015? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]**

	AHMC		AMG	
	N	%	N	%
🟢 Yes	726	36.0%	182	34.5%
🔴 No	1292	64.0%	345	65.5%
Don't know	50		11	
Total	2018	100.0%	527	100.0%
Not Answered	48		10	
Reporting Category	Single Items			
Achievement Score	36.0%		34.5%	
Correlation with Satisfaction	0.102		0.048	
Priority Rating	Medium		Medium	

Q39.   **Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	AHMC		AMG	
	N	%	N	%
Every day	334	16.1%	89	16.6%
Some days	212	10.2%	59	11.0%
Not at all	1525	73.6%	389	72.4%
Don't Know	13		5	
Total	2071	100.0%	537	100.0%
Not Answered	54		10	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You (continued)

Q40. **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?**

	AHMC		AMG	
	N	%	N	%
🔴 Never	162	30.3%	43	29.5%
🟢 Sometimes	97	18.1%	19	13.0%
🟢 Usually	76	14.2%	27	18.5%
🟢 Always	200	37.4%	57	39.0%
Total	535	100.0%	146	100.0%
Not Answered	11		2	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	69.7%		70.5%	
Correlation with Satisfaction	0.176		0.166	
Priority Rating	Medium		Medium	

Q41. **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.**

	AHMC		AMG	
	N	%	N	%
🔴 Never	319	59.8%	77	53.5%
🟢 Sometimes	76	14.3%	17	11.8%
🟢 Usually	57	10.7%	21	14.6%
🟢 Always	81	15.2%	29	20.1%
Total	533	100.0%	144	100.0%
Not Answered	13		4	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	40.2%		46.5%	
Correlation with Satisfaction	0.153		0.080	
Priority Rating	Medium		Medium	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You (continued)

Q42. 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.

	AHMC N	AHMC %	AMG N	AMG %
🔴 Never	324	60.9%	74	51.7%
🟢 Sometimes	86	16.2%	27	18.9%
🟢 Usually	53	10.0%	19	13.3%
🟢 Always	69	13.0%	23	16.1%
Total	532	100.0%	143	100.0%
Not Answered	14		5	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	39.1%		48.3%	
Correlation with Satisfaction	0.177		0.140	
Priority Rating	Medium		Medium	

Q43. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]

	AHMC N	AHMC %	AMG N	AMG %
🟢 Yes	78	36.8%	25	43.1%
🔴 No	134	63.2%	33	56.9%
Don't know	0	0.0%	0	0.0%
Total	212	100.0%	58	100.0%
Not Answered	0		0	
Reporting Category	Aspirin Use and Discussion			
Achievement Score	36.8%		43.1%	
Correlation with Satisfaction	-0.016		0.125	
Priority Rating	Medium		Medium	

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	AHMC N	AHMC %	AMG N	AMG %
Yes	138	7.1%	40	7.8%
No	1802	92.9%	473	92.2%
Don't know	144		30	
Total	1940	100.0%	513	100.0%
Not Answered	54		9	

○ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

About You (continued)

Q45. **Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]**

	AHMC		AMG	
	N	%	N	%
🟢 Yes	179	36.9%	57	42.5%
🔴 No	306	63.1%	77	57.5%
Total	485	100.0%	134	100.0%
Not Answered	0		0	
Reporting Category	Aspirin Use and Discussion			
Achievement Score	36.9%		42.5%	
Correlation with Satisfaction	0.021		0.196	
Priority Rating	Medium		Medium	

Q46.1. **Are you aware that you have any of the following conditions? Response: High cholesterol**

	AHMC		AMG	
	N	%	N	%
Yes	444	49.4%	113	47.7%
No	454	50.6%	124	52.3%
Total	898	100.0%	237	100.0%
Not Answered	1240		315	

Q46.2. **Are you aware that you have any of the following conditions? Response: High blood pressure**

	AHMC		AMG	
	N	%	N	%
Yes	555	61.8%	152	64.1%
No	343	38.2%	85	35.9%
Total	898	100.0%	237	100.0%
Not Answered	1240		315	

Q46.3. **Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60**

	AHMC		AMG	
	N	%	N	%
Yes	302	33.6%	95	40.1%
No	596	66.4%	142	59.9%
Total	898	100.0%	237	100.0%
Not Answered	1240		315	

○ *Response scored as:* 🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q47.1.   **Has a doctor ever told you that you have any of the following conditions? Response: A heart attack**

	AHMC		AMG	
	N	%	N	%
Yes	73	17.6%	24	21.6%
No	341	82.4%	87	78.4%
Total	414	100.0%	111	100.0%
Not Answered	1724		441	

Q47.2.   **Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease**

	AHMC		AMG	
	N	%	N	%
Yes	77	18.6%	21	18.9%
No	336	81.4%	90	81.1%
Total	413	100.0%	111	100.0%
Not Answered	1725		441	

Q47.3.   **Has a doctor ever told you that you have any of the following conditions? Response: A stroke**

	AHMC		AMG	
	N	%	N	%
Yes	67	16.2%	21	18.9%
No	346	83.8%	90	81.1%
Total	413	100.0%	111	100.0%
Not Answered	1725		441	

Q47.4.   **Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar**

	AHMC		AMG	
	N	%	N	%
Yes	312	75.7%	79	71.2%
No	100	24.3%	32	28.8%
Total	412	100.0%	111	100.0%
Not Answered	1726		441	

About You *(continued)*

Q48. **In the last 6 months, did you get health care 3 or more times for the same condition or problem?**

	AHMC		AMG	
	N	%	N	%
Yes	571	27.7%	142	26.5%
No	1488	72.3%	394	73.5%
Total	2059	100.0%	536	100.0%
Not Answered	79		16	

Q49. **Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	AHMC		AMG	
	N	%	N	%
Yes	489	87.8%	123	89.1%
No	68	12.2%	15	10.9%
Total	557	100.0%	138	100.0%
Not Answered	14		4	

Q50. **Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

	AHMC		AMG	
	N	%	N	%
Yes	1088	53.0%	286	53.6%
No	966	47.0%	248	46.4%
Total	2054	100.0%	534	100.0%
Not Answered	84		18	

Q51. **Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	AHMC		AMG	
	N	%	N	%
Yes	978	91.8%	257	92.1%
No	87	8.2%	22	7.9%
Total	1065	100.0%	279	100.0%
Not Answered	23		7	

About You (continued)

Q52.   What is your age?

	AHMC		AMG	
	N	%	N	%
18 to 24	259	12.6%	62	11.5%
25 to 34	451	21.9%	126	23.4%
35 to 44	330	16.0%	63	11.7%
45 to 54	418	20.3%	118	21.9%
55 to 64	572	27.8%	162	30.1%
65 to 74	25	1.2%	5	0.9%
75 or older	3	0.1%	2	0.4%
Total	2058	100.0%	538	100.0%
Not Answered	80		14	

Q53.   Are you male or female?

	AHMC		AMG	
	N	%	N	%
Male	792	42.6%	201	50.0%
Female	1068	57.4%	201	50.0%
Total	1860	100.0%	402	100.0%
Not Answered	278		150	

Q54.   What is the highest grade or level of school that you have completed?

	AHMC		AMG	
	N	%	N	%
8th grade or less	86	4.3%	14	2.6%
Some high school but did not graduate	208	10.4%	49	9.2%
High school graduate or GED	617	30.7%	172	32.5%
Some college or 2-year degree	749	37.3%	195	36.8%
4-year college graduate	228	11.4%	63	11.9%
More than 4-year college degree	119	5.9%	37	7.0%
Total	2007	100.0%	530	100.0%
Not Answered	131		22	

Q55.   Are you of Hispanic or Latino origin or descent?

	AHMC		AMG	
	N	%	N	%
Yes, Hispanic or Latino	271	13.5%	41	7.8%
No, Not Hispanic or Latino	1741	86.5%	482	92.2%
Total	2012	100.0%	523	100.0%
Not Answered	126		29	

About You (continued)

Q56.1. **What is your race? Response: White.**

	AHMC		AMG	
	N	%	N	%
Yes	1521	76.8%	409	77.8%
No	460	23.2%	117	22.2%
Total	1981	100.0%	526	100.0%
Not Answered	157		26	

Q56.2. **What is your race? Response: Black or African-American.**

	AHMC		AMG	
	N	%	N	%
Yes	169	8.5%	58	11.0%
No	1812	91.5%	468	89.0%
Total	1981	100.0%	526	100.0%
Not Answered	157		26	

Q56.3. **What is your race? Response: Asian.**

	AHMC		AMG	
	N	%	N	%
Yes	176	8.9%	46	8.7%
No	1805	91.1%	480	91.3%
Total	1981	100.0%	526	100.0%
Not Answered	157		26	

Q56.4. **What is your race? Response: Native Hawaiian or other Pacific Islander.**

	AHMC		AMG	
	N	%	N	%
Yes	54	2.7%	14	2.7%
No	1927	97.3%	512	97.3%
Total	1981	100.0%	526	100.0%
Not Answered	157		26	

About You (continued)

Q56.5.   **What is your race? Response: American Indian or Alaskan Native.**

	AHMC		AMG	
	N	%	N	%
Yes	104	5.2%	30	5.7%
No	1877	94.8%	496	94.3%
Total	1981	100.0%	526	100.0%
Not Answered	157		26	

Q56.6.   **What is your race? Response: Other.**

	AHMC		AMG	
	N	%	N	%
Yes	224	11.3%	42	8.0%
No	1757	88.7%	484	92.0%
Total	1981	100.0%	526	100.0%
Not Answered	157		26	

Q57.   **Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	AHMC		AMG	
	N	%	N	%
Yes	123	9.8%	28	9.3%
No	1136	90.2%	273	90.7%
Total	1259	100.0%	301	100.0%
Not Answered	476		10	

Q58.1.   **How did that person help you? Response: Read the questions to me.**

	AHMC		AMG	
	N	%	N	%
Yes	51	42.1%	13	46.4%
No	70	57.9%	15	53.6%
Total	121	100.0%	28	100.0%
Not Answered	2		0	

About You *(continued)*

Q58.2. **How did that person help you? Response: Wrote down the answers I gave.**

	AHMC		AMG	
	N	%	N	%
Yes	41	33.9%	9	32.1%
No	80	66.1%	19	67.9%
Total	121	100.0%	28	100.0%
Not Answered	2		0	

Q58.3. **How did that person help you? Response: Answered the questions for me.**

	AHMC		AMG	
	N	%	N	%
Yes	38	31.4%	11	39.3%
No	83	68.6%	17	60.7%
Total	121	100.0%	28	100.0%
Not Answered	2		0	

Q58.4. **How did that person help you? Response: Translated the questions into my language.**

	AHMC		AMG	
	N	%	N	%
Yes	34	28.1%	4	14.3%
No	87	71.9%	24	85.7%
Total	121	100.0%	28	100.0%
Not Answered	2		0	

Q58.5. **How did that person help you? Response: Helped in some other way.**

	AHMC		AMG	
	N	%	N	%
Yes	14	11.6%	3	10.7%
No	107	88.4%	25	89.3%
Total	121	100.0%	28	100.0%
Not Answered	2		0	

About You *(continued)*

Q59.　**How would you rate your quality of life?**

	AHMC		AMG	
	N	%	N	%
🔴 Very poor	31	1.5%	11	2.1%
🔴 Poor	114	5.7%	31	5.9%
🔴 Neither poor nor good	350	17.5%	88	16.7%
🟢 Good	978	48.9%	255	48.3%
🟢 Very good	527	26.4%	143	27.1%
Total	2000	100.0%	528	100.0%
Not Answered	80		24	
Reporting Category	Supplemental Items			
Achievement Score	75.3%		75.4%	
Correlation with Satisfaction	0.086		0.126	
Priority Rating	Medium		Medium	

Q60.　**How satisfied are you with your health?**

	AHMC		AMG	
	N	%	N	%
🔴 Very dissatisfied	85	4.3%	19	3.6%
🔴 Dissatisfied	278	13.9%	80	15.1%
🔴 Neither satisfied nor dissatisfied	388	19.4%	103	19.4%
🟢 Satisfied	924	46.2%	233	44.0%
🟢 Very Satisfied	325	16.3%	95	17.9%
Total	2000	100.0%	530	100.0%
Not Answered	79		22	
Reporting Category	Supplemental Items			
Achievement Score	62.5%		61.9%	
Correlation with Satisfaction	0.159		0.120	
Priority Rating	Medium		Medium	

⚪ *Response scored as:*　🔴 Room for Improvement　🟢 Achievement

About You (continued)

Q61.   **To what extent do you feel that physical pain prevents you from doing what you need to do?**

	AHMC		AMG	
	N	%	N	%
🟢 Not at all	722	36.2%	204	38.9%
🟢 A little	484	24.3%	116	22.1%
🔴 A moderate amount	369	18.5%	94	17.9%
🔴 Very much	280	14.1%	79	15.0%
🔴 An extreme amount	137	6.9%	32	6.1%
Total	1992	100.0%	525	100.0%
Not Answered	85		27	
Reporting Category	Supplemental Items			
Achievement Score	60.5%		61.0%	
Correlation with Satisfaction	0.076		0.050	
Priority Rating	Medium		Medium	

Q62.   **How much do you need any medical treatment to function in your daily life?**

	AHMC		AMG	
	N	%	N	%
🟢 Not at all	851	43.2%	222	42.2%
🟢 A little	482	24.5%	133	25.3%
🔴 A moderate amount	326	16.6%	87	16.5%
🔴 Very much	225	11.4%	59	11.2%
🔴 An extreme amount	84	4.3%	25	4.8%
Total	1968	100.0%	526	100.0%
Not Answered	108		26	
Reporting Category	Supplemental Items			
Achievement Score	67.7%		67.5%	
Correlation with Satisfaction	0.008		-0.016	
Priority Rating	Medium		Medium	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q63. **How much do you enjoy life?**

	AHMC		AMG	
	N	%	N	%
🔴 Not at all	33	1.7%	5	0.9%
🔴 A little	164	8.2%	49	9.3%
🟢 A moderate amount	469	23.6%	111	21.0%
🟢 Very much	937	47.1%	249	47.2%
🟢 An extreme amount	385	19.4%	114	21.6%
Total	1988	100.0%	528	100.0%
Not Answered	88		24	
Reporting Category	Supplemental Items			
Achievement Score	90.1%		89.8%	
Correlation with Satisfaction	0.110		0.125	
Priority Rating	Low		Low	

Q64. **To what extent do you feel your life to be meaningful?**

	AHMC		AMG	
	N	%	N	%
🔴 Not at all	51	2.6%	13	2.5%
🔴 A little	188	9.5%	53	10.2%
🟢 A moderate amount	409	20.8%	96	18.4%
🟢 Very much	821	41.7%	218	41.8%
🟢 An extreme amount	502	25.5%	142	27.2%
Total	1971	100.0%	522	100.0%
Not Answered	103		30	
Reporting Category	Supplemental Items			
Achievement Score	87.9%		87.4%	
Correlation with Satisfaction	0.133		0.101	
Priority Rating	Low		Low	

⚪ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

About You (continued)

Q65. **How well are you able to concentrate?**

	AHMC		AMG	
	N	%	N	%
🔴 Not at all	31	1.6%	9	1.7%
🔴 A little - Slightly	209	10.6%	46	8.7%
🟢 A moderate amount	603	30.5%	152	28.9%
🟢 Very much	838	42.4%	221	42.0%
🟢 An extreme amount - Extremely	297	15.0%	98	18.6%
Total	1978	100.0%	526	100.0%
Not Answered	96		26	
Reporting Category	Supplemental Items			
Achievement Score	87.9%		89.5%	
Correlation with Satisfaction	0.108		0.122	
Priority Rating	Low		Low	

Q66. **Do you have enough energy for everyday life?**

	AHMC		AMG	
	N	%	N	%
🔴 Not at all	77	3.9%	20	3.8%
🔴 A little	268	13.5%	72	13.6%
🟢 Moderately	430	21.6%	100	18.9%
🟢 Mostly	745	37.4%	191	36.1%
🟢 Completely	471	23.7%	146	27.6%
Total	1991	100.0%	529	100.0%
Not Answered	82		23	
Reporting Category	Supplemental Items			
Achievement Score	82.7%		82.6%	
Correlation with Satisfaction	0.136		0.114	
Priority Rating	Low		Low	

⚪ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

About You *(continued)*

Q67.   **Are you able to accept your bodily appearance?**

	AHMC		AMG	
	N	%	N	%
🔴 Not at all	84	4.3%	22	4.2%
🔴 A little	216	10.9%	49	9.4%
🟢 Moderately	341	17.3%	93	17.8%
🟢 Mostly	729	36.9%	179	34.2%
🟢 Completely	604	30.6%	180	34.4%
Total	1974	100.0%	523	100.0%
Not Answered	97		29	
Reporting Category	Supplemental Items			
Achievement Score	84.8%		86.4%	
Correlation with Satisfaction	0.145		0.142	
Priority Rating	Low		Low	

Q68.   **How well are you able to get around?**

	AHMC		AMG	
	N	%	N	%
🔴 Not at all	14	0.7%	4	0.8%
🔴 A little	124	6.3%	41	7.9%
🟢 Moderately	311	15.7%	62	11.9%
🟢 Mostly	490	24.8%	129	24.8%
🟢 Completely	1037	52.5%	285	54.7%
Total	1976	100.0%	521	100.0%
Not Answered	94		31	
Reporting Category	Supplemental Items			
Achievement Score	93.0%		91.4%	
Correlation with Satisfaction	0.085		0.080	
Priority Rating	Low		Low	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q69.   **How satisfied are you with your sleep?**

	AHMC		AMG	
	N	%	N	%
🔴 Very dissatisfied	147	7.4%	42	8.0%
🔴 Dissatisfied	345	17.4%	96	18.2%
🔴 Neither satisfied nor dissatisfied	412	20.8%	98	18.6%
🟢 Satisfied	763	38.5%	202	38.3%
🟢 Very Satisfied	315	15.9%	89	16.9%
Total	1982	100.0%	527	100.0%
Not Answered	88		25	
Reporting Category	Supplemental Items			
Achievement Score	54.4%		55.2%	
Correlation with Satisfaction	0.156		0.095	
Priority Rating	Medium		Medium	

Q70.   **How satisfied are you with your ability to perform your daily living activities?**

	AHMC		AMG	
	N	%	N	%
🔴 Very dissatisfied	65	3.3%	19	3.6%
🔴 Dissatisfied	228	11.5%	66	12.5%
🔴 Neither satisfied nor dissatisfied	315	15.9%	87	16.5%
🟢 Satisfied	882	44.4%	209	39.6%
🟢 Very Satisfied	495	24.9%	147	27.8%
Total	1985	100.0%	528	100.0%
Not Answered	85		24	
Reporting Category	Supplemental Items			
Achievement Score	69.4%		67.4%	
Correlation with Satisfaction	0.135		0.120	
Priority Rating	Medium		Medium	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You (continued)

Q71.   **How satisfied are you with your capacity for work?**

	AHMC		AMG	
	N	%	N	%
🔴 Very dissatisfied	193	9.9%	46	8.8%
🔴 Dissatisfied	235	12.1%	71	13.6%
🔴 Neither satisfied nor dissatisfied	352	18.1%	89	17.0%
🟢 Satisfied	739	38.1%	192	36.7%
🟢 Very Satisfied	422	21.7%	125	23.9%
Total	1941	100.0%	523	100.0%
Not Answered	127		29	
Reporting Category	Supplemental Items			
Achievement Score	59.8%		60.6%	
Correlation with Satisfaction	0.110		0.048	
Priority Rating	Medium		Medium	

Q72.   **How satisfied are you with yourself?**

	AHMC		AMG	
	N	%	N	%
🔴 Very dissatisfied	47	2.4%	9	1.7%
🔴 Dissatisfied	173	8.8%	50	9.5%
🔴 Neither satisfied nor dissatisfied	386	19.6%	101	19.2%
🟢 Satisfied	880	44.6%	226	43.0%
🟢 Very Satisfied	487	24.7%	140	26.6%
Total	1973	100.0%	526	100.0%
Not Answered	92		26	
Reporting Category	Supplemental Items			
Achievement Score	69.3%		69.6%	
Correlation with Satisfaction	0.142		0.119	
Priority Rating	Medium		Medium	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q73. **How often do you have negative feelings, such as blue mood, despair, anxiety, depression?**

	AHMC		AMG	
	N	%	N	%
🟢 Never	399	20.5%	128	24.6%
🟢 Seldom	887	45.7%	209	40.2%
🔴 Quite often	389	20.0%	107	20.6%
🔴 Very often	163	8.4%	48	9.2%
🔴 Always	105	5.4%	28	5.4%
Total	1943	100.0%	520	100.0%
Not Answered	120		32	
Reporting Category	Supplemental Items			
Achievement Score	66.2%		64.8%	
Correlation with Satisfaction	0.092		0.048	
Priority Rating	Medium		Medium	

⚪ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

Sample Disposition

	Amerigroup
Total mailing - sent	2,148
*First mailing - usable survey returned	190
*Second mailing - usable survey returned	114
*Phone - usable surveys	248
*Internet - usable surveys	0
Total - usable surveys	552
†Ineligible: According to population criteria‡	24
†Ineligible: Language barrier	27
†Ineligible: Deceased	5
†Ineligible: Mentally or physically unable to complete survey	0
Bad address and/or bad phone number	229
Refusal	273
Incomplete survey - mail or phone	46
Nonresponse - Unavailable by mail or phone	992
Response Rate	**26.39%**

*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*

Amerigroup RealSolutions®
in healthcare

1. Our records show that you are now in Amerigroup 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. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

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

☐ Yes
☐ 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 appointments for a check-up or routine care at a doctor's office or clinic?

☐ 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 at a doctor's office or clinic 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 go to a doctor's office or clinic to get health care for yourself?

☐ None ➔ *If None, Go to Question 15*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

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

☐ Yes
☐ No

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

☐ Yes
☐ No ➔ *If No, Go to Question 13*

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

☐ Yes
☐ No

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

☐ Yes
☐ No

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

☐ Yes
☐ No

13. 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

14. 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

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

☐ Yes
☐ No ➔ *If No, Go to Question 24*

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

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

17. 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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

21. 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 23*

22. 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

23. 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, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

☐ Yes
☐ No   ➜   *If No, Go to Question 28*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ None   ➜   *If None, Go to Question 28*
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate 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.

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

☐ Yes
☐ No   ➜   *If No, Go to Question 30*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

30. 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 33*

31. 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

32. 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

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

- [ ] Yes
- [ ] No ➔ *If No, Go to Question 35*

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

- [ ] Never
- [ ] Sometimes
- [ ] Usually
- [ ] Always

35. 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

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

- [ ] Excellent
- [ ] Very good
- [ ] Good
- [ ] Fair
- [ ] Poor

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

- [ ] Excellent
- [ ] Very good
- [ ] Good
- [ ] Fair
- [ ] Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2015?

- [ ] Yes
- [ ] No
- [ ] Don't know

39. 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 43*
- [ ] Don't know ➔ *If Don't know, Go to Question 43*

40. 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

41. 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

42. 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

43. Do you take aspirin daily or every other day?

☐ Yes
☐ No
☐ Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

☐ Yes
☐ No
☐ Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

☐ Yes
☐ No

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

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

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

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

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

☐ Yes
☐ No ➜ *If No, Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

☐ Yes
☐ No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

☐ Yes
☐ No ➜ *If No, Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

☐ Yes
☐ No

52. 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

53. Are you male or female?

☐ Male
☐ Female

54. 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

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

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

56. 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

57. Did someone help you complete this survey?

- [ ] Yes ➔ *If Yes, Go to Question 58*
- [ ] No ➔ *If No, Go to Question 59*

58. How did that person help you?
Mark one or more

- [ ] Read the questions to me
- [ ] Wrote down the answers I gave
- [ ] Answered the questions for me
- [ ] Translated the questions into my language
- [ ] Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

Please read each question, assess your feelings, and check the number on the scale that gives the best answer for you for each question.

59. How would you rate your quality of life?

- [ ] Very poor
- [ ] Poor
- [ ] Neither poor nor good
- [ ] Good
- [ ] Very good

60. How satisfied are you with your health?

- [ ] Very dissatisfied
- [ ] Dissatisfied
- [ ] Neither satisfied nor dissatisfied
- [ ] Satisfied
- [ ] Very Satisfied

The following questions ask about how much you have experienced certain things in the last two weeks.

61. To what extent do you feel that physical pain prevents you from doing what you need to do?

- [ ] Not at all
- [ ] A little
- [ ] A moderate amount
- [ ] Very much
- [ ] An extreme amount

62. How much do you need any medical treatment to function in your daily life?

- [ ] Not at all
- [ ] A little
- [ ] A moderate amount
- [ ] Very much
- [ ] An extreme amount

63. How much do you enjoy life?

- [ ] Not at all
- [ ] A little
- [ ] A moderate amount
- [ ] Very much
- [ ] An extreme amount

64. To what extent do you feel your life to be meaningful?

- [ ] Not at all
- [ ] A little
- [ ] A moderate amount
- [ ] Very much
- [ ] An extreme amount

65. How well are you able to concentrate?

- [ ] Not at all
- [ ] Slightly
- [ ] A moderate amount
- [ ] Very much
- [ ] Extremely

The following questions ask about how completely you experience or were able to do certain things in the last two weeks.

66. Do you have enough energy for everyday life?

☐ Not at all
☐ A little
☐ Moderately
☐ Mostly
☐ Completely

67. Are you able to accept your bodily appearance?

☐ Not at all
☐ A little
☐ Moderately
☐ Mostly
☐ Completely

68. How well are you able to get around?

☐ Not at all
☐ A little
☐ Moderately
☐ Mostly
☐ Completely

The following questions ask you to say how good or satisfied you have felt about various aspects of your life over the last two weeks.

69. How satisfied are you with your sleep?

☐ Very Dissatisfied
☐ Dissatisfied
☐ Neither satisfied nor dissatisfied
☐ Satisfied
☐ Very satisfied

70. How satisfied are you with your ability to perform your daily living activities?

☐ Very Dissatisfied
☐ Dissatisfied
☐ Neither satisfied nor dissatisfied
☐ Satisfied
☐ Very satisfied

71. How satisfied are you with your capacity for work?

☐ Very Dissatisfied
☐ Dissatisfied
☐ Neither satisfied nor dissatisfied
☐ Satisfied
☐ Very satisfied

72. How satisfied are you with yourself?

☐ Very Dissatisfied
☐ Dissatisfied
☐ Neither satisfied nor dissatisfied
☐ Satisfied
☐ Very satisfied

The following question refers to how often you have felt or experienced certain things in the last two weeks.

73. How often do you have negative feelings, such as blue mood, despair, anxiety, depression?

☐ Never
☐ Seldom
☐ Quite often
☐ Very often
☐ Always

74. How long did it take to fill out this form?

_____

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009

If you have any questions,
please call 1-888-797-3605, ext. 4190.