2014 CAHPS® Medicaid Adult 5.0H

Final Report

Louisiana Healthcare Connections

Project Number(s): 446298

1965 Evergreen Boulevard Suite 100, Duluth, Georgia 30096

Introduction

Your Sales Executive for this project is Steve Brightwell (770-978-3173, ext. 1353) and your Account Project Manager is Andrew Johns (770-978-3173, ext. 1314). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or your Account Project Manager.

New in 2014 – Survey and Reporting Changes

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2014 Volume Three Technical Update Specifications*, have been made to the 2014 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey:

- In 2014, NCQA added the Flu Vaccinations for Adults Ages 18 – 64 to the Medicaid Adult Survey.
    - NCQA will not publicly report results for this measure for HEDIS 2014 as it will be considered a first-year measure.
- In an attempt to raise the bar for health plans and drive further improvement, NCQA began phasing out the scoring adjustment which was used to account for sampling variation in 2011. Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of:
    - 0.070 points for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* composite
    - 0.050 points for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites
    - Five percent for each HEDIS® clinical measure
- 2014 represents the fourth year of the phase out period described above. In keeping, each of the four rating questions (Q13, Q23, Q27, and Q35), and the *Customer Service* composite will each receive an additional 0.014 points. Additionally, the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composite Three-Point scores will each receive 0.010 additional points. Finally, the *Advising Smokers and Tobacco Users to Quit* HEDIS® clinical measure will receive one additional percentage point.[3]

Throughout this report, information essential for understanding the report and suggestions for a course of action for developing quality initiatives are identified by this symbol.

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
[2] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
[3] Please refer to the *Global Proportions and Accreditation* section of this report for additional information.

Table of Contents

1. EXECUTIVE SUMMARY 1-1

2. METHODOLOGY 2-1

RESPONSE RATE 2-1
PROFILE OF SURVEY RESPONDENTS 2-3

Charts 2A – 2C 2-3

3. TREND AND BENCHMARK COMPARISONS 3-1

Charts 3A – 3E 3-2

4. GLOBAL PROPORTIONS AND ACCREDITATION 4-1

Charts 4A – 4C 4-2

ACCREDITATION ASSESSMENT 4-3

Chart 4D 4-4

5. SEGMENTATION ANALYSES 5-1

Charts 5A – 5H 5-1

6. CORRELATION ANALYSES 6-1

Chart 6A 6-1

7. PRIORITY MATRIX 7-1

Chart 7A 7-1

8. COMPOSITE ANALYSES 8-1

Charts 8A – 8H 8-2

9. TECHNICAL NOTES 9-1

Sample Survey Tool 9-11

10. BANNER TABLES 10-1

11. GLOSSARY OF TERMS 11-1

12. APPENDIX A – QUESTION SUMMARIES 12-1

Charts A.1 – A.13 12-1

13. APPENDIX B - CUSTOM QUESTIONS 13-1

Charts B.1 – B.3 13-1

14. APPENDIX C - CUSTOM SEGMENTATION ANALYSES 14-1

Chart C.1 14-1

1. Executive Summary

The Myers Group (TMG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Louisiana Healthcare Connections to conduct its 2014 CAHPS® 5.0H Medicaid Adult Member Satisfaction Survey. NCQA requires health plans to submit CAHPS® survey results in compliance with HEDIS® accreditation requirements.

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

Using a mixed (mail and phone) survey administration methodology, per NCQA protocol,[4] The Myers Group collected 491 valid surveys from the eligible member population, yielding a response rate of 28.6%.[5]

This report summarizes results derived from the CAHPS® 5.0H Medicaid Adult Survey as applied to a random sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most positive question responses as specified by NCQA. [6]

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan domain, the Health Care domain, and for the Effectiveness of Care measures. Included in each table are your plan's current scores compared to trend data (if applicable), the 2014 TMG Book of Business benchmark, and the 2013 Quality Compass® All Plans Medicaid Adult[7] benchmark. Significance testing is provided for all comparisons and percentile rankings are provided for benchmark comparisons.

[4] Please note that the CAHPS® survey is eligible to be conducted from January through May 2014.
[5] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[6] Select Summary Rates are defined by NCQA in its HEDIS® 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons.
[7] The source for data contained in this publication is Quality Compass® All Plans 2013. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Health Plan Domain

Composites, Measures, & Ratings	2014 Summary Rate Scores (SRS)	2013 Trend Comparisons		2014 TMG Benchmark Comparisons			2013 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Threshold Rank*	**
8-10 Rating of Health Plan (Q35)	67.9%	66.6%		74.6%	19th	↓	73.5%	<25th	↓
9-10 Rating of Health Plan (Q35)	54.2%	51.1%		58.0%	29th		56.3%	25th	
Getting Needed Care	73.0%	74.7%		80.2%	<10th	↓	80.6%	<25th	↓
Customer Service	88.0%	84.2%		86.7%	70th		86.2%	50th	
Providing Needed Information (Q29)	50.8%***	57.9%		66.1%	<10th	↓	66.6%	<25th	↓
Ease of Filling Out Forms (Q34)	94.0%	94.9%		94.2%	36th		94.5%	25th	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

Health Care Domain

Composites, Measures, & Ratings	2014 Summary Rate Scores (SRS)	2013 Trend Comparisons		2014 TMG Benchmark Comparisons			2013 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Threshold Rank*	**
8-10 Rating of Health Care (Q13)	67.6%	68.8%		70.7%	25th		70.8%	<25th	
9-10 Rating of Health Care (Q13)	51.1%	54.5%		51.1%	51st		50.9%	50th	
Getting Care Quickly	78.7%	77.3%		80.5%	25th		81.2%	<25th	
How Well Doctors Communicate	91.2%	90.1%		89.1%	82nd		89.3%	75th	
Shared Decision Making	53.9%	46.3%		51.3%	80th		NA		
Health Promotion and Education (Q8)	72.2%	69.8%		71.3%	61st		NA		
Coordination of Care (Q22)	81.9%	74.0%		78.9%	74th		78.7%	50th	
8-10 Rating of Personal Doctor (Q23)	79.6%	80.3%		78.4%	68th		78.4%	50th	
9-10 Rating of Personal Doctor (Q23)	69.3%	67.3%		64.2%	91st		63.1%	75th	↑
8-10 Rating of Specialist (Q27)	87.1%	82.9%		80.4%	95th		79.4%	90th	↑
9-10 Rating of Specialist (Q27)	72.6%	67.8%		65.5%	91st		64.4%	90th	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

Effectiveness of Care Measures[8]

Composites, Measures, & Ratings	2014 Summary Rate Scores (SRS)	2013 Trend Comparisons		2014 TMG Benchmark Comparisons			2013 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Threshold Rank*	**
Flu Vaccinations (Adults 18-64)	37.2%	NA		39.8%	34th		NA		
Advising Smokers and Tobacco Users to Quit	75.2%	78.0%		76.3%	46th		75.6%	25th	
Discussing Cessation Medications	42.6%	43.6%		45.2%	41st		45.8%	25th	
Discussing Cessation Strategies	40.3%	42.1%		40.6%	51st		41.1%	50th	
Aspirin Use	50.0%***	53.1%		34.1%	95th	↑	NA		
Discussing Aspirin Risks and Benefits	54.9%	55.9%		44.7%	94th	↑	NA		

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.
*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

[8] The Summary Rates for Effectiveness of Care Measures (with the exception of the *Flu Vaccinations (Adults 18-64)* measure) are calculated on a two-year rolling average due to anticipated small denominators.

Key Driver and Opportunity Analyses

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the *Key Drivers of Satisfaction*.

Multiple linear regression analyses were run on the 2014 TMG Medicaid Adult Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2014 TMG Medicaid Adult Book of Business benchmark in the tables that begin on the following page. Depending on how these composite scores rank they are placed into one of the three following action categories:

Plan Strength (Market & Maintain): *A Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2014 TMG Medicaid Adult Book of Business benchmark.

Plan Opportunity (Investigate & Improve): *A Key Driver of Satisfaction,* but Summary Rates are below the 50th percentile when compared to the 2014 TMG Medicaid Adult Book of Business benchmark.

Area to Monitor: A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2014 TMG Medicaid Adult Book of Business benchmark. These Key Drivers could become strengths or opportunities depending on the plan's success in these areas.

Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q35), with "0" representing worst and "10" representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an "8," "9," or "10." Members' ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

The following composites have been identified as Key Drivers of health plan rating based on the regression analysis:

Key Drivers of Health Plan Rating	Beta Coefficient (β)[9]	Percentile Ranking	Opportunity Analysis
Customer Service	1.086	70th	Monitor
Getting Needed Care	0.693	<10th	Opportunity

[9] Numbers shown are beta coefficients. See "Regression Analysis" in *Technical Notes* for more information.

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q13) gives members an opportunity to rate all of the health care they have received in the last six months. This rating provides feedback to health plans to help improve their members' quality of care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Health Care Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.919	<10th	Opportunity
How Well Doctors Communicate	0.778	82nd	Strength
Getting Care Quickly	0.287	25th	Opportunity

Additionally, *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

Rating of Personal Doctor Opportunity Analysis

Question 23 gives members an opportunity to rate their personal doctor. A high rating indicates members rate their personal doctors positively. A positive relationship between personal doctor and patient is an important part of health care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Personal Doctor Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	2.095	82nd	Strength
Coordination of Care	0.341	74th	Monitor

Additionally, *Rating of Personal Doctor* is highly correlated with the *Rating of Health Care*.

Accreditation for 2014 Scoring

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results.

NCQA requires health plans seeking accreditation to submit specified HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. NCQA determines the CAHPS® 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS® measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the data are not significant by region. The *Rating of Health Plan* survey item receives double the points of other CAHPS® measures.

To receive points toward accreditation scoring, measures submitted by the organization must receive a *Reportable* (*R*) rate from an NCQA-Certified HEDIS® Compliance auditor. If the audited rate for a measure has a denominator that is too small to report a valid rate (*NA*) or if the organization did not offer the health benefit required by the measure (*NB*), then the points for that measure are redistributed among the remaining required measures.

NCQA provides an accreditation status for each health plan entity reviewed.[10] Accreditation status is valid for a maximum of 36 months from the date of the final results for the First and Renewal Evaluation options and is subject to revision resulting from annual reevaluation of HEDIS®/CAHPS® results (if applicable). Conversely, an interim evaluation status is valid for a maximum of eighteen months.

The table below shows the results for your plan. The second column represents the approximate percentile threshold your plan achieved when compared to the benchmark. The third column shows the point distribution.

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year 2014, 2013, or 2012
Getting Needed Care	<25th	0.289
Getting Care Quickly	25th	0.578
How Well Doctors Communicate	90th	1.444
Customer Service	90th	1.444
Rating of Health Care (Q13)	25th	0.578
Rating of Personal Doctor (Q23)	90th	1.444
Rating of Specialist (Q27)	90th	1.444
Rating of Health Plan (Q35)	25th	1.156
Approximate Points Earned (Out of possible 13.000 in 2014, 2013, and 2012)		**8.377**

Note: If a plan receives an NA (indicating the denominator was less than 100) or NB (indicating the organization did not offer the health benefit required by the measure) on a required HEDIS® or CAHPS® survey result, NCQA removes the measure for scoring purposes and the points for the measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs or which exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line is scored based on the standards only and the accreditation status is capped at "Accredited."

[10] Please note that health plan accreditation status provided by NCQA depends on the Evaluation Option that the plan has selected. For more information, please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2014) document.

NCQA initially planned to discontinue the sampling variation adjustment for all organizations in 2011 in an attempt to raise the bar for health plans and drive further improvement. Upon recognizing the disruption this change would have in one year, they instead decided to phase out the scoring adjustment over a five-year period – 20 percent per year, from 2011 through 2015.

Please note that 2014 represents the fourth year of the phase out period. In keeping, each of the four rating questions (Q13, Q23, Q27, and Q35), and the *Customer Service* composite will each receive an additional 0.014 points. Additionally, the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composite Three-Point scores will each receive 0.010 additional points.

NCQA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the hundredth and do not represent the final threshold used to determine the distribution of points for accreditation. Therefore, plan percentile thresholds, as well as points earned, are approximations only.

2. Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. Louisiana Healthcare Connections chose a mixed (mail and phone) survey administration methodology.

Response Rate

The required sample size is 1,350 in accordance with NCQA protocol for adult Medicaid plans, although plans may choose to over-sample or augment[11] their sample if desired. Your plan's sample size is 1,755. The Myers Group collected 491 valid surveys (282 Mail and 209 Telephone) from the eligible member population.[12] After adjusting for ineligible members, your survey response rate is 28.6%. The overall NCQA target number of valid surveys is 411.

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The table on the following page shows the total number of members in the sample that fell into each of the various disposition categories. A disposition category is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, M21=mail, did not meet eligibility criteria; T22=phone, language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

[11] Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.
[12] Please note that the CAHPS® survey is eligible to be conducted from January through May 2014.

Disposition Group	Disposition Category	N
Ineligible	Deceased (M20/T20)	1
	Does not meet eligibility criteria (M21/T21/I21)	26
	Language barrier (M22/T22)	5
	Mentally/physically incapacitated (M24/T24)	7
	Total Ineligible	**39**
Non-response	Bad address/phone (M23/T23)	208
	Refusal (M32/T32)	16
	Maximum attempts made (M33/T33)	1001
	Total Non-response	**1225**

Ineligible members are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible members}} = \text{Response Rate}$$

Using the final figures from your Medicaid Adult Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{282\ (\text{Mail}) + 209\ (\text{Phone})}{1{,}755\ (\text{Sample}) - 39\ (\text{Ineligible})} = \frac{491}{1{,}716} = 28.6\%$$

Refer to the *Technical Notes* for the protocol used to calculate the response rate and administer the survey.

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. The Myers Group follows NCQA protocol to help achieve a representative sample of your plan's member population.

Pages 2A – 2B show the percentages of respondents by demographic category (Health Status, Mental/Emotional Health Status, Age, Gender, Education, Ethnicity, and Race) from your current survey (displayed in blue), compared to trend data (displayed in yellow, if applicable), the 2014 TMG Medicaid Adult Book of Business benchmark (displayed in orange), and the 2013 Medicaid Adult Public Report[13] benchmark (displayed in green, where applicable). The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.

Through years of experience and analysis of our books of business, The Myers Group has observed that the demographics of a response group may have an effect on overall satisfaction results. For example, higher satisfaction ratings are usually given by members who are older and report better health status. In contrast, members who are more educated tend to give lower ratings of overall satisfaction. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analyses – Section 5*.

Page 2C shows a segmentation of the *Rating of Health Plan* (Q35) results by demographic categories. Across the top of the table are scores "0-3," "4-7," "8-10," and "9-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either "0 to 3," "4 to 7," "8 to 10," or "9 to 10."

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be "Of the respondents with a high school education or less, 10% rated their plan '0 to 3;' 30% rated their plan '4 to 7;' 60% rated their plan '8 to 10,' and 40% rated their plan '9 to 10.'"

Segment	Rated Plan "0-3"	Rated Plan "4-7"	Rated Plan "8-10"	Rated Plan "9-10"
High School Graduate or less	10%	30%	60%	40%

Charts 2A – 2C

[13] The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by The Myers Group. The Public Report benchmark consists of Medicaid Adult Survey results, which were submitted to NCQA. Please note that any analyses, interpretations, or conclusions based upon the Public Report benchmark are solely that of the author (TMG) and NCQA specifically disclaims responsibility for any such analyses, interpretations, or conclusions. Quality Compass is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass is a registered trademark of NCQA.

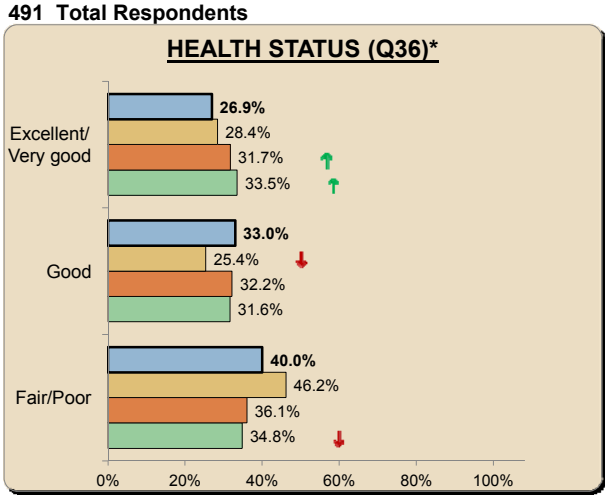
Profile of Survey Respondents

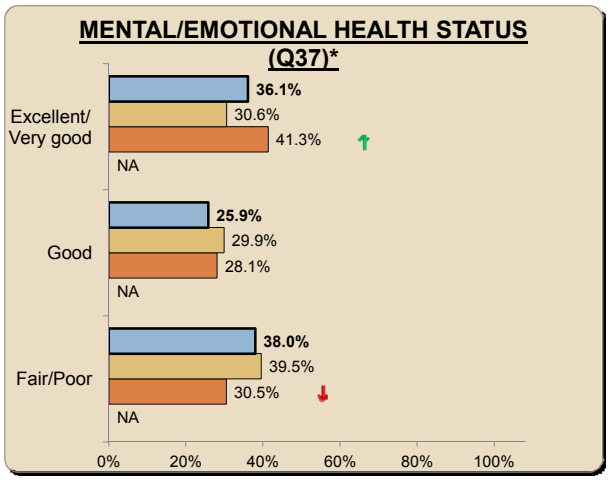
Louisiana Healthcare Connections

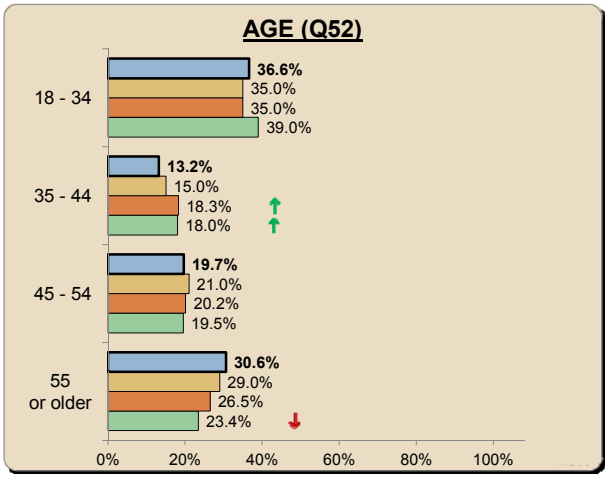
Survey Demographic Comparisons

Medicaid Adult CAHPS®

491 Total Respondents





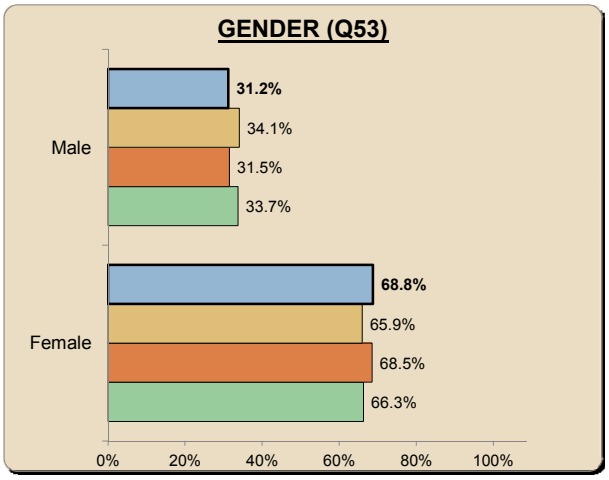


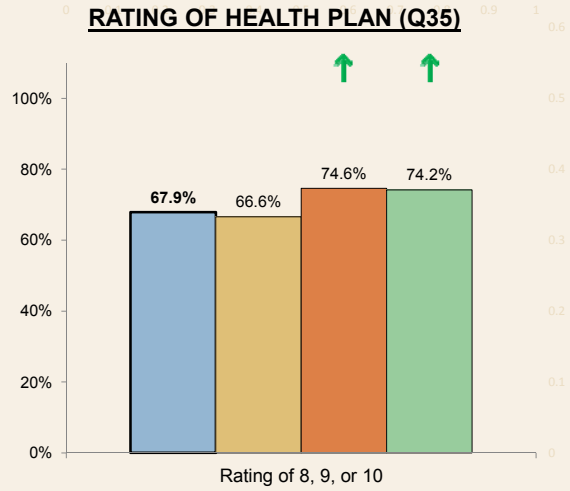
Research on CAHPS® survey results indicates that…

- *Respondents reporting better health statuses* tend to give higher ratings of health plan

- *Older respondents* tend to give higher ratings of health plan

- *Respondents with less education* tend to give higher ratings of health plan





KEY:	Your Plan's 2014 Rate	Your Plan's 2013 Rate	2014 TMG Benchmark	2013 Public Report Benchmark

* Health Status and Mental/Emotional Health Status are defined by the member.

Note 1: The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

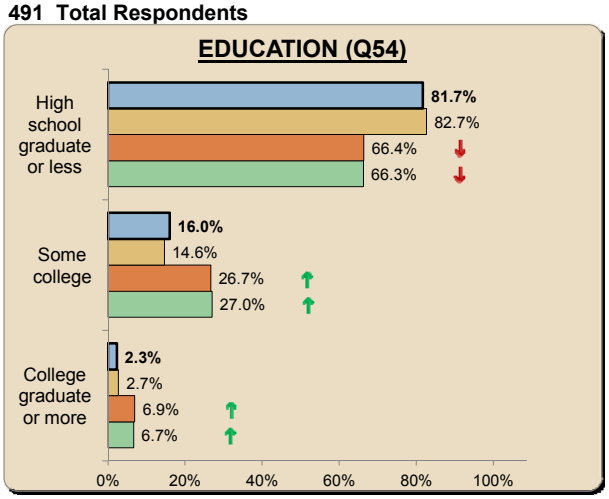
Profile of Survey Respondents

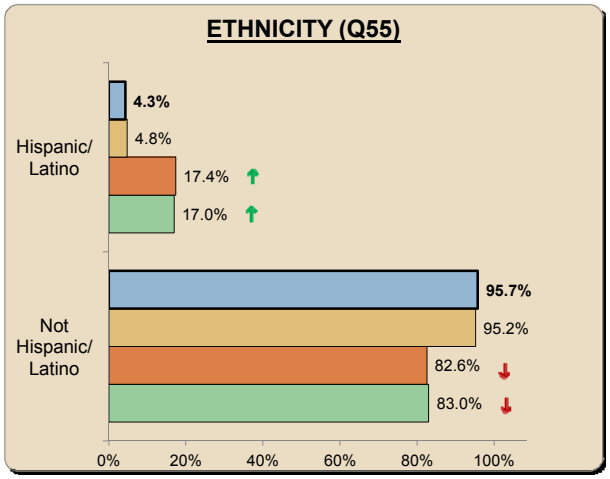
Louisiana Healthcare Connections

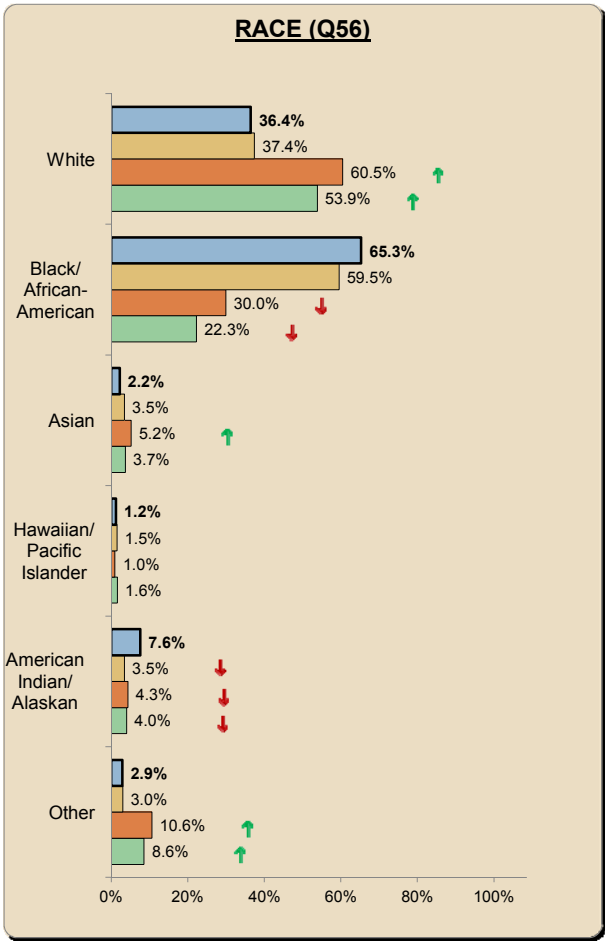
Survey Demographic Comparisons (Continued)

Medicaid Adult CAHPS®

491 Total Respondents

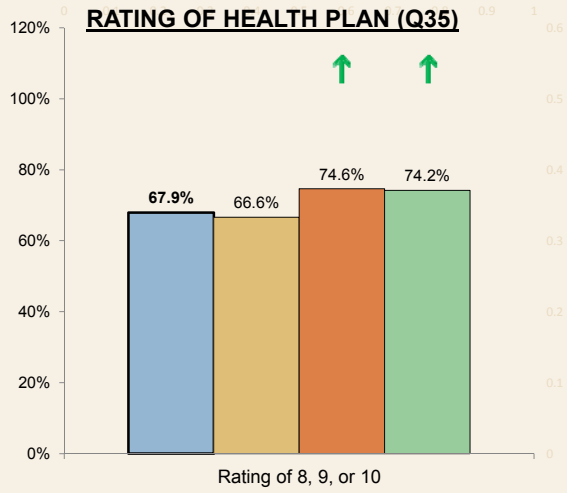






Research on CAHPS® survey results indicates that…

- *Respondents reporting better health statuses* tend to give higher ratings of health plan
- *Older respondents* tend to give higher ratings of health plan
- *Respondents with less education* tend to give higher ratings of health plan



KEY:	Your Plan's 2014 Rate	Your Plan's 2013 Rate	2014 TMG Benchmark	2013 Public Report Benchmark

Note 1: The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Segmentation Analysis

Louisiana Healthcare Connections

Rating of Health Plan (Q35) by Demographics

Medicaid Adult CAHPS®

491 Total Respondents

Survey Item		Rating of Health Plan (Q35)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
HEALTH STATUS (Q36)**	Excellent/Very good	3	2.8%	22	20.2%	84	77.1%	71	65.1%
	Good	4	3.0%	44	33.3%	84	63.6%	66	50.0%
	Fair/Poor	8	5.1%	45	28.8%	103	66.0%	79	50.6%
MENTAL/EMOTIONAL HEALTH STATUS (Q37)**	Excellent/Very good	4	2.8%	32	22.1%	109	75.2%	94	64.8%
	Good	1	1.0%	28	27.2%	74	71.8%	54	52.4%
	Fair/Poor	9	6.1%	51	34.5%	88	59.5%	68	45.9%
AGE (Q52)	18 - 34	7	4.9%	45	31.7%	90	63.4%	71	50.0%
	35 - 44	1	2.0%	17	34.0%	32	64.0%	22	44.0%
	45 - 54	5	6.5%	15	19.5%	57	74.0%	50	64.9%
	55 or older	1	0.8%	30	25.4%	87	73.7%	69	58.5%
GENDER (Q53)	Male	4	3.3%	36	29.5%	82	67.2%	64	52.5%
	Female	10	3.6%	75	27.4%	189	69.0%	152	55.5%
EDUCATION (Q54)	High school graduate/ GED or less	9	2.9%	81	26.1%	220	71.0%	174	56.1%
	Some college or more	4	5.8%	21	30.4%	44	63.8%	36	52.2%
ETHNICITY (Q55)	Hispanic/Latino	0	0.0%	2	15.4%	11	84.6%	10	76.9%
	Not Hispanic/Latino	12	3.4%	99	28.2%	240	68.4%	188	53.6%
RACE (Q56)	White	5	3.5%	43	30.3%	94	66.2%	73	51.4%
	Black/African-American	10	3.9%	72	27.8%	177	68.3%	144	55.6%
	Other***	2	4.5%	10	22.7%	32	72.7%	25	56.8%
DATA COLLECTION METHOD	Mail	12	4.4%	83	30.7%	175	64.8%	138	51.1%
	Phone	5	3.6%	31	22.5%	102	73.9%	83	60.1%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

** Health Status and Mental/Emotional Health Status are defined by the member.

*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q56.

3. Trend and Benchmark Comparisons

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Page 3A — Summary of Trend and Benchmark Comparisons
Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable) and scores from the 2014 TMG Medicaid Adult Book of Business, 2013 Medicaid Adult Public Report, and 2013 Medicaid Adult Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Page 3B — 2014 TMG Medicaid Adult Book of Business Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2014 TMG Medicaid Adult Book of Business benchmark. This benchmark contains data from 48 plan-specific Medicaid adult samples contracted with TMG to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2014. Your plan's percentile ranking is shown beside each score.

Page 3C — 2013 Medicaid Adult Public Report Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2013 Medicaid Adult Public Report benchmark. This benchmark contains data from 113 plan-specific Medicaid adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.

Page 3D — 2013 Medicaid Adult Quality Compass® All Plans Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the 2013 Quality Compass® All Plans benchmark. This benchmark includes approximately 135 samples of Medicaid adult plans that submitted to NCQA. Your plan's percentile threshold is shown beside each score.

Page 3E — 2013 Medicaid Adult Quality Compass® Census and HHS Regions Summary Rate Comparison
Allows you to evaluate your plan's composite and key question Summary Rates against the appropriate Census and HHS Regions. This benchmark includes approximately 135 samples of Medicaid adult plans that submitted to NCQA.

Census Regions: East North Central, Middle Atlantic, Mountain, New England, Pacific, South Atlantic, South Central, and West North Central.

Health and Human Services Regions (HHS): Atlanta, Boston, Chicago, Dallas, Denver, Kansas City, New York, Philadelphia, San Francisco, and Seattle.

A brief description of each benchmark, as well as its pros and cons are shown in the table below.

Benchmark	Definition	# of Plans	Pros	Cons
2014 TMG Book of Business	Includes all the Medicaid adult samples that contracted with TMG to administer the 2014 CAHPS® 5.0H survey, and submitted that data to NCQA.	48	* Provides the most up-to-date benchmark reflecting the 2014 survey results[14] * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Public Report[15] and Quality Compass® All Plans benchmarks
2013 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by The Myers Group. The benchmark is a collection of Medicaid adult samples that submitted data to NCQA in 2013 and allowed their data to be publicly reported.	113	* Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark
2013 Quality Compass® All Plans	Includes all Medicaid adult samples that submitted data to NCQA in 2013.	135	* Contains more plans than Public Report * Is shown in NCQA's *The State of Health Care Quality* and on NCQA's website	* Only contains benchmarks for certain key questions, composites and rating questions
2013 Quality Compass® Census Region	Includes all Medicaid adult samples that submitted data to NCQA in 2013 and is broken out into the eight census regions.	135	* Provides a drill-down of benchmarks unique to a particular census region	* Only contains benchmarks for certain key questions, composites and rating questions
2013 Quality Compass® HHS Region	Includes all Medicaid adult samples that submitted data to NCQA in 2013 and is broken out into the ten Health and Human Services regions.	135	* Provides a drill-down of benchmarks unique to a particular HHS region	* Only contains benchmarks for certain key questions, composites and rating questions

Please refer to the *Technical Notes* for additional information regarding these benchmarks.

Charts 3A – 3E

[14] The 2014 Quality Compass® benchmark will be available in Fall of 2014.
[15] Historically the TMG Book of Business benchmark has varied by less than 1% from the Public Report benchmark.

Summary of Trend and Benchmark Comparisons

Louisiana Healthcare Connections

Composites, Attributes, Key Questions, and Ratings of Member Satisfaction

Medicaid Adult CAHPS®

491 Total Respondents

Composites, Attributes, and Key Questions	2014 Valid n and Summary Rate*		2013 Summary Rate*	2012 Summary Rate*	2014 TMG Book of Business**	2013 Public Report**	2013 Quality Compass® All Plans**
Getting Needed Care		**73.0%**	**74.7%**	**NA**	**80.2%**	**81.1%**	**80.6%**
Q14. Ease of getting care, tests, or treatment needed	**333**	**75.1%**	76.9%	NA	82.0%	83.0%	82.5%
Q25. Obtained appointment with specialist as soon as needed	**138**	**71.0%**	72.6%	NA	78.3%	79.9%	79.0%
Getting Care Quickly		**78.7%**	**77.3%**	**NA**	**80.5%**	**81.6%**	**81.2%**
Q4. Obtained needed care right away	**196**	**78.1%**	77.4%	NA	82.1%	83.6%	83.1%
Q6. Obtained appointment for care as soon as needed	**311**	**79.4%**	77.2%	NA	79.0%	79.5%	79.3%
How Well Doctors Communicate		**91.2%**	**90.1%**	**NA**	**89.1%**	**89.2%**	**89.3%**
Q17. Doctors explained things in an understandable way	**258**	**91.1%**	91.0%	NA	89.0%	89.6%	89.5%
Q18. Doctors listened carefully to you	**259**	**93.1%**	90.7%	NA	89.7%	89.8%	89.9%
Q19. Doctors showed respect for what you had to say	**258**	**91.1%**	91.8%	NA	91.1%	91.1%	91.2%
Q20. Doctors spent enough time with you	**256**	**89.5%**	87.0%	NA	86.7%	86.5%	86.5%
Customer Service		**88.0%**	**84.2%**	**NA**	**86.7%**	**86.6%**	**86.2%**
Q31. Getting information/help from customer service	**121**	**84.3%**	75.7%	NA	80.6%	80.3%	79.8%
Q32. Treated with courtesy and respect by customer service staff	**120**	**91.7%**	92.6%	NA	92.8%	92.8%	92.5%
Shared Decision Making		**53.9%**	**46.3%**	**Not Trendable**	**51.3%**	**Not Available**	
Q10. Doctor/health provider talked about reasons you might want to take a medicine	**116**	**50.0%**	42.6%		48.3%		
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	**117**	**38.5%**	24.7%		28.8%		
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	**119**	**73.1%**	71.6%		76.7%		
Health Promotion and Education (Q8)	**335**	**72.2%**	**69.8%**		**71.3%**	**Not Available**	
Coordination of Care (Q22)	**116**	**81.9%**	**74.0%**	**NA**	**78.9%**	**78.9%**	**78.7%**
Providing Needed Information (Q29)	**63**	**50.8%**	**57.9%**	**NA**	**66.1%**	**67.6%**	**66.6%**
Ease of Filling Out Forms (Q34)	**401**	**94.0%**	**94.9%**	**NA**	**94.2%**	**94.8%**	**94.5%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**333**	**67.6%**	**68.8%**	**NA**	**70.7%**	**71.0%**	**70.8%**
Rating of Personal Doctor (Q23)	**309**	**79.6%**	**80.3%**	**NA**	**78.4%**	**78.3%**	**78.4%**
Rating of Specialist (Q27)	**124**	**87.1%**	**82.9%**	**NA**	**80.4%**	**79.4%**	**79.4%**
Rating of Health Plan (Q35)	**408**	**67.9%**	**66.6%**	**NA**	**74.6%**	**74.2%**	**73.5%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**333**	**51.1%**	**54.5%**	**NA**	**51.1%**	**50.9%**	**50.9%**
Rating of Personal Doctor (Q23)	**309**	**69.3%**	**67.3%**	**NA**	**64.2%**	**63.2%**	**63.1%**
Rating of Specialist (Q27)	**124**	**72.6%**	**67.8%**	**NA**	**65.5%**	**64.6%**	**64.4%**
Rating of Health Plan (Q35)	**408**	**54.2%**	**51.1%**	**NA**	**58.0%**	**57.0%**	**56.3%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**379**	**37.2%**	**Not Trendable**		**39.8%**	**Not Available**	
Advising Smokers and Tobacco Users to Quit	**323**	**75.2%**	**78.0%**	**NA**	**76.3%**	**75.6%**	**75.6%**
Discussing Cessation Medications	**317**	**42.6%**	**43.6%**	**NA**	**45.2%**	**46.2%**	**45.8%**
Discussing Cessation Strategies	**315**	**40.3%**	**42.1%**	**NA**	**40.6%**	**41.5%**	**41.1%**
Aspirin Use	**64**	**50.0%**	**53.1%**	**NA**	**34.1%**	**Not Available**	
Discussing Aspirin Risks and Benefits	**122**	**54.9%**	**55.9%**	**NA**	**44.7%**		

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013. The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2013 (approximately 135 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Benchmark Comparisons

Louisiana Healthcare Connections

2014 TMG Book of Business Mean and Percentiles

Medicaid Adult CAHPS®

491 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2014 TMG Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**73.0%**	**<10th**	**80.2%**	**77.4%**	**80.6%**	**83.5%**	**85.4%**
Q14. Ease of getting care, tests, or treatment needed	75.1%	<10th	82.0%	78.6%	82.8%	85.1%	87.4%
Q25. Obtained appointment with specialist as soon as needed	71.0%	<10th	78.3%	76.0%	79.1%	82.0%	83.9%
Getting Care Quickly	**78.7%**	**25th**	**80.5%**	**78.7%**	**81.1%**	**82.9%**	**85.6%**
Q4. Obtained needed care right away	78.1%	21st	82.1%	78.5%	82.2%	85.2%	87.7%
Q6. Obtained appointment for care as soon as needed	79.4%	48th	79.0%	76.6%	79.7%	81.9%	84.3%
How Well Doctors Communicate	**91.2%**	**82nd**	**89.1%**	**88.0%**	**89.5%**	**90.9%**	**91.4%**
Q17. Doctors explained things in an understandable way	91.1%	70th	89.0%	87.3%	89.0%	91.2%	92.4%
Q18. Doctors listened carefully to you	93.1%	91st	89.7%	88.7%	89.8%	91.4%	92.8%
Q19. Doctors showed respect for what you had to say	91.1%	51st	91.1%	89.8%	91.0%	93.0%	93.6%
Q20. Doctors spent enough time with you	89.5%	82nd	86.7%	84.6%	87.4%	88.6%	90.0%
Customer Service	**88.0%**	**70th**	**86.7%**	**85.6%**	**87.0%**	**88.7%**	**90.1%**
Q31. Getting information/help from customer service	84.3%	85th	80.6%	78.0%	81.2%	83.9%	84.5%
Q32. Treated with courtesy and respect by customer service staff	91.7%	27th	92.8%	91.3%	93.0%	94.9%	95.8%
Shared Decision Making	**53.9%**	**80th**	**51.3%**	**49.0%**	**51.0%**	**53.7%**	**54.9%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	50.0%	59th	48.3%	45.6%	48.7%	51.0%	53.0%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	38.5%	99th	28.8%	26.7%	28.5%	31.1%	33.6%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	73.1%	19th	76.7%	73.6%	76.6%	79.4%	82.0%
Health Promotion and Education (Q8)	**72.2%**	**61st**	**71.3%**	**68.9%**	**71.6%**	**73.4%**	**74.7%**
Coordination of Care (Q22)	**81.9%**	**74th**	**78.9%**	**74.7%**	**79.6%**	**82.0%**	**85.1%**
Providing Needed Information (Q29)	**50.8%**	**<10th**	**66.1%**	**61.3%**	**66.8%**	**71.2%**	**73.3%**
Ease of Filling Out Forms (Q34)	**94.0%**	**36th**	**94.2%**	**93.7%**	**94.6%**	**95.2%**	**96.3%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**67.6%**	**25th**	**70.7%**	**67.6%**	**71.0%**	**74.0%**	**75.7%**
Rating of Personal Doctor (Q23)	**79.6%**	**68th**	**78.4%**	**76.1%**	**78.1%**	**80.6%**	**83.7%**
Rating of Specialist (Q27)	**87.1%**	**95th**	**80.4%**	**78.6%**	**81.0%**	**83.1%**	**84.6%**
Rating of Health Plan (Q35)	**67.9%**	**19th**	**74.6%**	**70.1%**	**75.5%**	**79.4%**	**82.3%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**51.1%**	**51st**	**51.1%**	**48.0%**	**50.8%**	**53.5%**	**57.7%**
Rating of Personal Doctor (Q23)	**69.3%**	**91st**	**64.2%**	**61.8%**	**62.9%**	**66.8%**	**69.2%**
Rating of Specialist (Q27)	**72.6%**	**91st**	**65.5%**	**61.9%**	**65.3%**	**69.1%**	**71.8%**
Rating of Health Plan (Q35)	**54.2%**	**29th**	**58.0%**	**52.6%**	**57.4%**	**64.7%**	**66.5%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**37.2%**	**34th**	**39.8%**	**35.3%**	**40.9%**	**44.5%**	**50.0%**
Advising Smokers and Tobacco Users to Quit	**75.2%**	**46th**	**76.3%**	**71.9%**	**76.1%**	**80.8%**	**83.5%**
Discussing Cessation Medications	**42.6%**	**41st**	**45.2%**	**39.1%**	**44.4%**	**51.2%**	**57.3%**
Discussing Cessation Strategies	**40.3%**	**51st**	**40.6%**	**36.0%**	**40.2%**	**45.9%**	**50.3%**
Aspirin Use	**50.0%**	**95th**	**34.1%**	**28.4%**	**35.9%**	**43.1%**	**47.7%**
Discussing Aspirin Risks and Benefits	**54.9%**	**94th**	**44.7%**	**40.0%**	**44.6%**	**50.0%**	**53.4%**

Summary Rate at or above the 90th percentile.
Summary Rate at or above the 75th percentile, but below the 90th percentile.
Summary Rate at or above the 50th percentile, but below the 75th percentile.
Summary Rate at or above the 25th percentile, but below the 50th percentile.
Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through TMG in 2014. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA.

Benchmark Comparisons

Louisiana Healthcare Connections

2013 Public Report Mean and Percentiles

Medicaid Adult CAHPS®

491 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2013 Public Report Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**73.0%**	**<10th**	**81.1%**	**79.3%**	**81.5%**	**83.7%**	**85.6%**
Q14. Ease of getting care, tests, or treatment needed	75.1%	<10th	83.0%	80.6%	82.9%	86.2%	88.6%
Q25. Obtained appointment with specialist as soon as needed	71.0%	<10th	79.9%	77.8%	79.9%	82.7%	84.9%
Getting Care Quickly	**78.7%**	**18th**	**81.6%**	**79.5%**	**81.9%**	**84.4%**	**85.8%**
Q4. Obtained needed care right away	78.1%	<10th	83.6%	80.8%	83.8%	86.7%	88.6%
Q6. Obtained appointment for care as soon as needed	79.4%	45th	79.5%	76.9%	80.0%	82.0%	84.2%
How Well Doctors Communicate	**91.2%**	**79th**	**89.2%**	**87.7%**	**89.5%**	**90.6%**	**92.2%**
Q17. Doctors explained things in an understandable way	91.1%	68th	89.6%	87.9%	89.8%	91.3%	93.4%
Q18. Doctors listened carefully to you	93.1%	88th	89.8%	88.0%	90.4%	91.4%	93.5%
Q19. Doctors showed respect for what you had to say	91.1%	44th	91.1%	89.5%	91.5%	92.9%	93.8%
Q20. Doctors spent enough time with you	89.5%	82nd	86.5%	84.7%	86.8%	88.5%	90.3%
Customer Service	**88.0%**	**69th**	**86.6%**	**85.1%**	**86.6%**	**88.4%**	**90.2%**
Q31. Getting information/help from customer service	84.3%	82nd	80.3%	77.5%	80.6%	83.2%	85.3%
Q32. Treated with courtesy and respect by customer service staff	91.7%	27th	92.8%	91.5%	92.9%	94.5%	95.7%
Shared Decision Making	**53.9%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want to take a medicine	50.0%						
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	38.5%						
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	73.1%						
Health Promotion and Education (Q8)	**72.2%**	**NA**	**Not Available**				
Coordination of Care (Q22)	**81.9%**	**73rd**	**78.9%**	**75.2%**	**79.4%**	**82.0%**	**85.1%**
Providing Needed Information (Q29)	**50.8%**	**<10th**	**67.6%**	**64.8%**	**68.9%**	**70.9%**	**72.9%**
Ease of Filling Out Forms (Q34)	**94.0%**	**23rd**	**94.8%**	**94.0%**	**94.8%**	**95.9%**	**96.7%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**67.6%**	**19th**	**71.0%**	**68.2%**	**70.9%**	**73.8%**	**76.4%**
Rating of Personal Doctor (Q23)	**79.6%**	**62nd**	**78.3%**	**76.0%**	**78.8%**	**80.7%**	**82.9%**
Rating of Specialist (Q27)	**87.1%**	**99th**	**79.4%**	**76.7%**	**79.5%**	**82.3%**	**84.5%**
Rating of Health Plan (Q35)	**67.9%**	**16th**	**74.2%**	**70.2%**	**75.1%**	**78.3%**	**81.7%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**51.1%**	**48th**	**50.9%**	**47.8%**	**51.3%**	**53.8%**	**56.9%**
Rating of Personal Doctor (Q23)	**69.3%**	**90th**	**63.2%**	**60.0%**	**63.6%**	**66.7%**	**69.2%**
Rating of Specialist (Q27)	**72.6%**	**97th**	**64.6%**	**61.4%**	**64.3%**	**67.2%**	**70.0%**
Rating of Health Plan (Q35)	**54.2%**	**30th**	**57.0%**	**53.2%**	**57.4%**	**61.0%**	**66.1%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**37.2%**	**NA**	**Not Available**				
Advising Smokers and Tobacco Users to Quit	**75.2%**	**45th**	**75.6%**	**72.8%**	**76.1%**	**79.8%**	**81.3%**
Discussing Cessation Medications	**42.6%**	**34th**	**46.2%**	**40.2%**	**45.3%**	**51.5%**	**57.7%**
Discussing Cessation Strategies	**40.3%**	**47th**	**41.5%**	**36.7%**	**40.7%**	**45.1%**	**50.9%**
Aspirin Use	**50.0%**	**NA**	**Not Available**				
Discussing Aspirin Risks and Benefits	**54.9%**						

Summary Rate at or above the 90th percentile.
Summary Rate at or above the 75th percentile, but below the 90th percentile.
Summary Rate at or above the 50th percentile, but below the 75th percentile.
Summary Rate at or above the 25th percentile, but below the 50th percentile.
Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid Adult plans that publicly reported their Summary Rates as is shown in the 2013 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

Benchmark Comparisons

Louisiana Healthcare Connections

2013 Quality Compass® All Plans Mean and Percentiles

Medicaid Adult CAHPS®

491 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Percentile Threshold**	2013 Quality Compass® All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**73.0%**	**<25th**	**80.6%**	**78.3%**	**81.0%**	**83.3%**	**85.4%**
Q14. Ease of getting care, tests, or treatment needed	75.1%	<25th	82.5%	80.2%	82.7%	85.2%	88.3%
Q25. Obtained appointment with specialist as soon as needed	71.0%	<25th	79.0%	76.2%	79.2%	81.9%	84.7%
Getting Care Quickly	**78.7%**	**<25th**	**81.2%**	**79.2%**	**81.5%**	**84.0%**	**85.4%**
Q4. Obtained needed care right away	78.1%	<25th	83.1%	80.4%	83.3%	86.4%	88.4%
Q6. Obtained appointment for care as soon as needed	79.4%	25th	79.3%	76.5%	79.7%	82.0%	84.0%
How Well Doctors Communicate	**91.2%**	**75th**	**89.3%**	**87.7%**	**89.4%**	**90.7%**	**92.6%**
Q17. Doctors explained things in an understandable way	91.1%	50th	89.5%	87.7%	89.6%	91.3%	93.4%
Q18. Doctors listened carefully to you	93.1%	75th	89.9%	88.1%	90.4%	91.6%	93.4%
Q19. Doctors showed respect for what you had to say	91.1%	25th	91.2%	89.5%	91.4%	92.9%	93.9%
Q20. Doctors spent enough time with you	89.5%	75th	86.5%	84.7%	86.8%	88.7%	90.2%
Customer Service	**88.0%**	**50th**	**86.2%**	**84.5%**	**86.5%**	**88.3%**	**89.5%**
Q31. Getting information/help from customer service	84.3%	75th	79.8%	77.3%	80.0%	83.0%	84.7%
Q32. Treated with courtesy and respect by customer service staff	91.7%	25th	92.5%	91.0%	92.5%	94.3%	95.6%
Shared Decision Making	**53.9%**	**NA**	**Not Available**				
Q10. Doctor/health provider talked about reasons you might want to take a medicine	50.0%						
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	38.5%						
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	73.1%						
Health Promotion and Education (Q8)	**72.2%**	**NA**	**Not Available**				
Coordination of Care (Q22)	**81.9%**	**50th**	**78.7%**	**75.2%**	**79.0%**	**82.0%**	**85.1%**
Providing Needed Information (Q29)	**50.8%**	**<25th**	**66.6%**	**63.7%**	**67.2%**	**69.5%**	**72.2%**
Ease of Filling Out Forms (Q34)	**94.0%**	**25th**	**94.5%**	**93.7%**	**94.6%**	**95.8%**	**96.6%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**67.6%**	**<25th**	**70.8%**	**68.1%**	**70.6%**	**73.3%**	**76.3%**
Rating of Personal Doctor (Q23)	**79.6%**	**50th**	**78.4%**	**76.1%**	**78.7%**	**80.7%**	**82.9%**
Rating of Specialist (Q27)	**87.1%**	**90th**	**79.4%**	**76.7%**	**79.5%**	**82.3%**	**84.4%**
Rating of Health Plan (Q35)	**67.9%**	**<25th**	**73.5%**	**69.1%**	**74.5%**	**77.8%**	**81.3%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**51.1%**	**50th**	**50.9%**	**47.8%**	**51.0%**	**53.8%**	**57.0%**
Rating of Personal Doctor (Q23)	**69.3%**	**75th**	**63.1%**	**60.0%**	**63.1%**	**66.7%**	**69.3%**
Rating of Specialist (Q27)	**72.6%**	**90th**	**64.4%**	**61.3%**	**64.0%**	**67.2%**	**70.0%**
Rating of Health Plan (Q35)	**54.2%**	**25th**	**56.3%**	**51.6%**	**56.6%**	**60.7%**	**65.5%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**37.2%**	**NA**	**Not Available**				
Advising Smokers and Tobacco Users to Quit	**75.2%**	**25th**	**75.6%**	**72.1%**	**76.2%**	**79.6%**	**81.3%**
Discussing Cessation Medications	**42.6%**	**25th**	**45.8%**	**40.5%**	**45.2%**	**51.4%**	**57.5%**
Discussing Cessation Strategies	**40.3%**	**50th**	**41.1%**	**36.7%**	**40.3%**	**44.8%**	**50.7%**
Aspirin Use	**50.0%**	**NA**	**Not Available**				
Discussing Aspirin Risks and Benefits	**54.9%**						

Summary Rate at or above the 90th percentile threshold.
Summary Rate at or above the 75th percentile threshold, but below the 90th percentile threshold.
Summary Rate at or above the 50th percentile threshold, but below the 75th percentile threshold.
Summary Rate at or above the 25th percentile threshold, but below the 50th percentile threshold.
Summary Rate below the 25th percentile threshold.

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Thresholds indicate that your plan's score ranks at or above the percentile threshold score shown. Scores that are below the 25th percentile threshold are shown as "<25th."

*** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2013 (approximately 135 plan-specific samples).

Benchmark Comparisons

Louisiana Healthcare Connections

2013 Quality Compass® Regions

Medicaid Adult CAHPS®

491 Total Respondents

Composites, Attributes, and Key Questions	Valid n	Summary Rate*	Quality Compass® Benchmark Summary Rates**	
			Census Region	HHS Region
			South Central	Dallas
Getting Needed Care		**73.0%**	**81.2%**	**78.3%**
Q14. Ease of getting care, tests, or treatment needed	**333**	**75.1%**	82.8%	80.3%
Q25. Obtained appointment with specialist as soon as needed	**138**	**71.0%**	79.5%	76.4%
Getting Care Quickly		**78.7%**	**81.7%**	**79.5%**
Q4. Obtained needed care right away	**196**	**78.1%**	82.8%	81.3%
Q6. Obtained appointment for care as soon as needed	**311**	**79.4%**	80.7%	77.8%
How Well Doctors Communicate		**91.2%**	**89.1%**	**88.4%**
Q17. Doctors explained things in an understandable way	**258**	**91.1%**	88.5%	87.4%
Q18. Doctors listened carefully to you	**259**	**93.1%**	90.3%	89.6%
Q19. Doctors showed respect for what you had to say	**258**	**91.1%**	91.4%	90.7%
Q20. Doctors spent enough time with you	**256**	**89.5%**	86.4%	85.9%
Customer Service		**88.0%**	**86.5%**	**86.2%**
Q31. Getting information/help from customer service	**121**	**84.3%**	80.3%	80.5%
Q32. Treated with courtesy and respect by customer service staff	**120**	**91.7%**	92.6%	91.9%
Shared Decision Making		**53.9%**	**Not Available**	
Q10. Doctor/health provider talked about reasons you might want to take a medicine	**116**	**50.0%**		
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	**117**	**38.5%**		
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	**119**	**73.1%**		
Health Promotion and Education (Q8)	**335**	**72.2%**	**Not Available**	
Coordination of Care (Q22)	**116**	**81.9%**	**78.5%**	**76.3%**
Providing Needed Information (Q29)	**63**	**50.8%**	**68.0%**	**NA**
Ease of Filling Out Forms (Q34)	**401**	**94.0%**	**94.1%**	**92.3%**
Rating Items (Summary Rate = 8 + 9 + 10)				
Rating of Health Care (Q13)	**333**	**67.6%**	**69.7%**	**70.0%**
Rating of Personal Doctor (Q23)	**309**	**79.6%**	**79.4%**	**78.0%**
Rating of Specialist (Q27)	**124**	**87.1%**	**80.8%**	**80.9%**
Rating of Health Plan (Q35)	**408**	**67.9%**	**73.8%**	**73.3%**
Rating Items (Summary Rate = 9 + 10)				
Rating of Health Care (Q13)	**333**	**51.1%**	**51.2%**	**52.6%**
Rating of Personal Doctor (Q23)	**309**	**69.3%**	**65.5%**	**64.7%**
Rating of Specialist (Q27)	**124**	**72.6%**	**67.7%**	**67.1%**
Rating of Health Plan (Q35)	**408**	**54.2%**	**59.1%**	**58.8%**
Effectiveness of Care Measures				
Flu Vaccinations (Adults 18-64)	**379**	**37.2%**	**Not Available**	
Advising Smokers and Tobacco Users to Quit	**323**	**75.2%**	**75.3%**	**71.6%**
Discussing Cessation Medications	**317**	**42.6%**	**42.7%**	**42.3%**
Discussing Cessation Strategies	**315**	**40.3%**	**36.8%**	**37.8%**
Aspirin Use	**64**	**50.0%**	**Not Available**	
Discussing Aspirin Risks and Benefits	**122**	**54.9%**		

* Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2013 (approximately 135 plan-specific samples). Regional benchmarks are derived from Quality Compass® All Plans which have been broken down by NCQA into eight Census Regions and ten Health and Human Services Regions.

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

4. Global Proportions and Accreditation

Pages 4A – 4C show a graphical presentation of the percentage of members who answered each response choice, organized by composite category, attributes contained within each composite, additional single question measures, and each of the four global rating questions.

Summary Rates alone are not a complete indication of performance as they only address the most favorable responses. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.

Example:
Summary Rate – 75% (Always and Usually)

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied ("Always") or (2) a large proportion of the Summary Rate responses are "Usually" responses, rather than the more favorable response of "Always." As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

	Summary Rate		
	Always	Usually	Sometimes/Never
Case 1.	65%	10%	25%
Case 2.	15%	60%	25%

Global Proportions are the basis of Three-Point Scores. In Three-Point scoring, a value of 1, 2, or 3 is assigned to each question response category and then a numerical average is computed based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

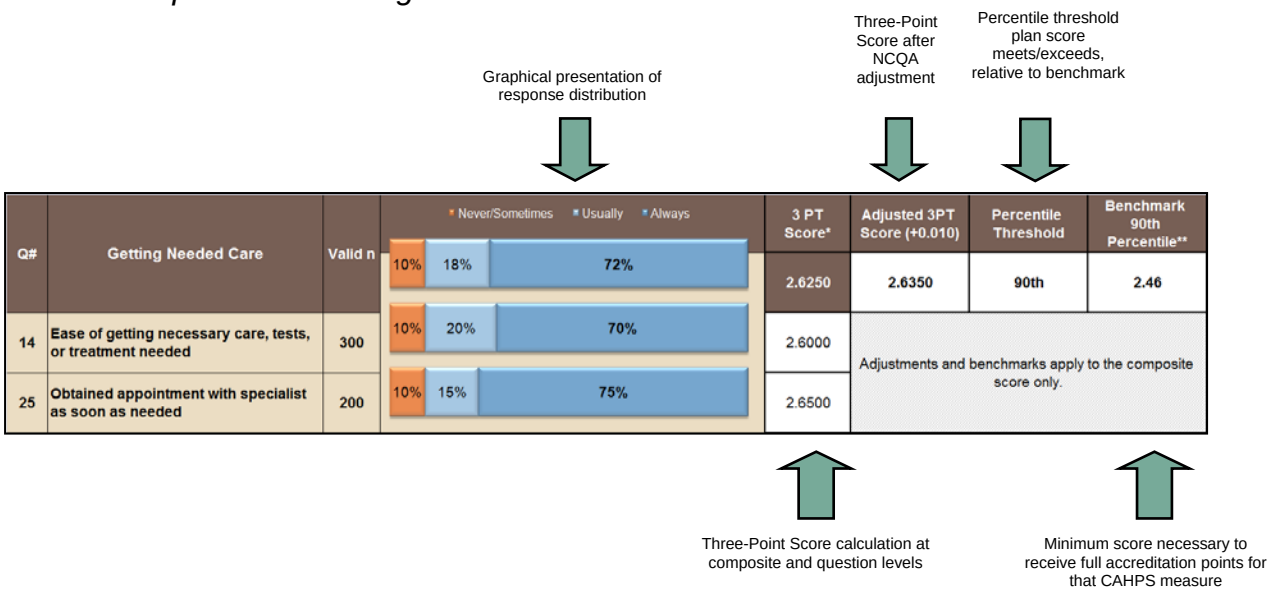
Scale 2	Score Value
Not At All	1
A Little	1
Some	2
A Lot	3

Scale 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Scale 4	Score Value
No	1
Yes	3

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation, Three-Point Score calculation, and the adjusted Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS® accreditation measure.

How to interpret the following charts:



Note: NCQA adjustments to Three-Point Scores are applied at the composite level only. In the event that fewer than 100 completes were collected, an NA will be displayed in the "Adjusted 3PT Score" and "Percentile Threshold" columns.

Page 4C displays Global Proportions and Three-Point Score calculations for CAHPS® measures that are not included in accreditation calculations. Three-Point score benchmarks are not available for these measures.

Please refer to the *Technical Notes* for additional information about global proportions and accreditation.

Charts 4A – 4C

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

Composite/Attribute Response Distributions of Accreditation Measures

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Getting Needed Care	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Adjusted 3PT Score (+0.010)	Percentile Threshold	Benchmark 90th Percentile**
			27%	19%	54%	2.2745	2.2845	<25th	2.46
14	Ease of getting necessary care, tests, or treatment needed	333	25%	18%	57%	2.3243	Adjustments and benchmarks apply to the composite score only.		
25	Obtained appointment with specialist as soon as needed	138	29%	20%	51%	2.2246			

Q#	Getting Care Quickly	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Adjusted 3PT Score (+0.010)	Percentile Threshold	Benchmark 90th Percentile**
			21%	18%	61%	2.3985	2.4085	25th	2.49
4	Obtained needed care right away	196	22%	13%	65%	2.4337	Adjustments and benchmarks apply to the composite score only.		
6	Obtained appointment for care as soon as needed	311	21%	23%	57%	2.3633			

Q#	How Well Doctors Communicate	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Adjusted 3PT Score (+0.010)	Percentile Threshold	Benchmark 90th Percentile**
			9%	13%	78%	2.6914	2.7014	90th	2.64
17	Doctors explained things in an understandable way	258	9%	13%	78%	2.6899	Adjustments and benchmarks apply to the composite score only.		
18	Doctors listened carefully to you	259	7%	13%	80%	2.7297			
19	Doctors showed respect for what you had to say	258	9%	10%	81%	2.7171			
20	Doctors spent enough time with you	256	11%	16%	73%	2.6289			

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

Composite/Attribute/Rating Response Distributions of Accreditation Measures

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Customer Service	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Adjusted 3PT Score (+0.014)	Percentile Threshold	Benchmark 90th Percentile**
			12%	14%	74%	2.6230	2.6370	90th	2.61
31	Getting information/help from customer service	121	16%	21%	64%	2.4793	Adjustments and benchmarks apply to the composite score only.		
32	Treated with courtesy and respect by customer service staff	120	8%	7%	85%	2.7667			

Q#	Rating Questions	Valid n	0-6	7-8	9-10	3 PT Score*	Adjusted 3PT Score (+0.014)	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	333	24%	25%	51%	2.2673	2.2813	25th	2.42
23	Rating of Personal Doctor	309	13%	18%	69%	2.5663	2.5803	90th	2.57
27	Rating of Specialist	124	12%	15%	73%	2.6048	2.6188	90th	2.59
35	Rating of Health Plan	408	21%	25%	54%	2.3284	2.3424	25th	2.54

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

Note 2: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Louisiana Healthcare Connections

Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Shared Decision Making	Valid n	Not At All, No	A Little	Some	A Lot, Yes	3 PT Score*
			17%	10%	19%	**54%**	**2.2688**
10	**Doctor/health provider talked about reasons you might want to take a medicine**	**116**	6%	16%	28%	**50%**	2.2759
11	**Doctor/health provider talked about reasons you might not want to take a medicine**	**117**	19%	13%	30%	**38%**	2.0684
12	**Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine**	**119**	27%			**73%**	2.4622

Q#	Additional Measure	Valid n	No	Yes	3 PT Score*
8	**Health Promotion and Education -** Doctor/health provider discussed specific things to do to prevent illnesses	**335**	28%	**72%**	2.4448

Q#	Additional Measure	Valid n	Never/Sometimes	Usually	Always	3 PT Score*
22	**Coordination of Care** - Doctor seemed informed/up-to-date about the care received from other doctors/providers	**116**	18%	17%	**65%**	2.4655

* Three-Point Score is the sum of three scores. For the Health Promotion and Education and Coordination of Care measures, the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. For the Shared Decision Making measures, the percents in orange and light blue have scores of 1, the percent in blue has a score of 2, and the percent in yellow has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

Note: Percentages may not add to 100% due to rounding.

Accreditation Assessment

CAHPS® Measures

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results.

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the following composites are evaluated: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, and *Customer Service*. Results are then compared against NCQA Three-Point percentile benchmarks and thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other Medicaid Adult Survey results.

NCQA will compare the plan's CAHPS® 5.0H survey results by product line to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles), which are published each year. Points are distributed according to how the plan meets or exceeds the percentile scores. The *Rating of Health Plan* survey item receives twice as many points as the other measures.

In an attempt to raise the bar for health plans and drive further improvement, NCQA initially planned to discontinue the sampling variation adjustment for all organizations in 2011. Upon recognizing the disruption this change would have in one year, they instead decided to phase out the scoring adjustment over a five-year period, from 2011 through 2015.

Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of:

- 0.070 points for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* composite
- 0.050 points for the *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composites

In keeping, CAHPS® 5.0H sampling variation adjustments will be reduced by 0.010 points per year through 2015 for the *Getting Needed Care, Getting Care Quickly,* and *How Well Doctors Communicate* composites and by 0.014 points per year through 2015 for each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*) and the *Customer Service* composite.

In 2015, NCQA will be on year five of phasing out the sampling variation adjustments for all organizations. From that time forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their next survey and at the time of annual rescoring.

Plan Three-Point Scores reflect results before any variation adjustments are made, while Adjusted Three-Point Scores take into account the inherent sampling variations that NCQA adds. Please note that 2014 represents the fourth year of the phase out period. As a result,

each of the four rating questions (*Health Care*, *Personal Doctor*, *Specialist*, and *Health Plan*), and the *Customer Service* composite receive an additional 0.014 points in 2014. The *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* composite Three-Point scores will each receive 0.010 additional points in 2014.

An accreditation assessment analysis utilizing your plan's unadjusted and adjusted Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold" represents the approximate threshold your plan achieved, which is based upon your organization's Adjusted Three-Point Score when compared to the benchmark (located in the 2014 HEDIS®/CAHPS® Percentiles[16] column). The last column shows the point distribution for each year in the current three-year accreditation cycle.

Please refer to the *Technical Notes* for additional information about accreditation.

Chart 4D

[16] Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2014), which includes all Medicaid adult plan data to calculate a single set of benchmarks and thresholds.

Accreditation Assessment

Louisiana Healthcare Connections

HEDIS/CAHPS® Unadjusted and Adjusted Three-Point Scores

Medicaid Adult CAHPS®

491 Total Respondents

Composite/Rating Item	2014 HEDIS/CAHPS Percentiles*				Unadjusted Scores			Adjusted Scores		
	25th	50th	75th	90th	Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year 2014, 2013, or 2012	Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year 2014, 2013, or 2012
Getting Needed Care	2.31	2.37	2.41	2.46	**2.2745**	**<25th**	**0.289**	**2.2845**	**<25th**	**0.289**
Getting Care Quickly	2.37	2.41	2.45	2.49	**2.3985**	**25th**	**0.578**	**2.4085**	**25th**	**0.578**
How Well Doctors Communicate	2.48	2.54	2.58	2.64	**2.6914**	**90th**	**1.444**	**2.7014**	**90th**	**1.444**
Customer Service	2.48	2.54	2.58	2.61	**2.6230**	**90th**	**1.444**	**2.6370**	**90th**	**1.444**
Rating of Health Care (Q13)	2.27	2.32	2.38	2.42	**2.2673**	**<25th**	**0.289**	**2.2813**	**25th**	**0.578**
Rating of Personal Doctor (Q23)	2.43	2.50	2.53	2.57	**2.5663**	**75th**	**1.271**	**2.5803**	**90th**	**1.444**
Rating of Specialist (Q27)	2.48	2.51	2.56	2.59	**2.6048**	**90th**	**1.444**	**2.6188**	**90th**	**1.444**
Rating of Health Plan (Q35)	2.32	2.40	2.46	2.54	**2.3284**	**25th**	**1.156**	**2.3424**	**25th**	**1.156**
Approximate Points Earned (13.000 available in 2014, 2013, and 2012)							**7.915**			**8.377**

* Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS ® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2014 Accreditation.

HEDIS®/Clinical Measures

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. In addition to the points possible for CAHPS® results, plans may also meet certain HEDIS® clinical measure requirements through administration of the CAHPS® 5.0H survey. Plans undergoing accreditation in 2014 may receive points for the *Advising Smokers and Tobacco Users to Quit* HEDIS® clinical measure requirement through the administration of the CAHPS® 5.0H survey.[17]

NCQA determines the HEDIS® measures portion of the score by comparing a health plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles).

Each year until 2015, the adjustment will be reduced by an additional 20 percent from the 2010 adjustment of five percent for each HEDIS® measure. In keeping, HEDIS® measures sampling variation adjustments will be reduced by one percent each year.

In 2015, NCQA will be on year five of phasing out the sampling variation adjustments for all organizations. From that time forward, NCQA will use unadjusted HEDIS® and CAHPS® results to score organizations at the time of their next survey and at the time of annual rescoring.

Scores reflect results before any variation adjustments are made, while adjusted Scores take into account inherent sampling variations that NCQA adds. Please note that 2014 represents the fourth year of the phase out period. As a result, the *Advising Smokers and Tobacco Users to Quit* HEDIS® clinical measure will receive one additional percentage point in 2014.

The table below displays the *Advising Smokers and Tobacco Users to Quit* national benchmark and thresholds alongside your plan's adjusted and unadjusted scores.

Scoring for the *Advising Smokers and Tobacco Users to Quit* Measure				
	National Benchmark and Threshold Percentiles			
	90th	75th	50th	25th
National	81.0%	80.0%	76.0%	72.0%
Your Plan's 2014 Score			**75.2%**	
Your Plan's Adjusted 2014 Score (+1%)			**76.2%**	

Note: Please note that an Advising Smokers and Tobacco Users to Quit score of NA indicates that the number of valid responses for the two-year period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

[17] Organizations using the CAHPS® Health Plan Survey 5.0H child version (MCS) or the child with chronic conditions (CCC) version will receive an *NA* for the *Medical Assistance with Smoking and Tobacco Use Cessation* measure. The score will not count toward the *NA* threshold used to identify whether an organization is scored on CAHPS® or standards only. Please refer to the *Standards and Guidelines for the Accreditation of Health Plans* (2014) for further details about required HEDIS® results and scoring.

Due to the limited number of Medicaid plans submitting audited HEDIS® results, NCQA has developed adjustment factors using commercial regional and national thresholds, in lieu of publishing Medicaid regional thresholds for HEDIS® measures, for use when substantial differences between national and regional Medicaid plan HEDIS® measures were evident. In keeping, NCQA will add percentage points to the *Advising Smokers and Tobacco Users to Quit rate* (prior to scoring) of Medicaid plans that operate in the following HHS regions: Atlanta, Dallas, Kansas City, and Denver.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2014) and *Accreditation Benchmarks and Thresholds* (2014) documents for further details about HEDIS® scoring, benchmarks, and thresholds.

5. Segmentation Analyses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan's overall ability to meet the needs of a varied population.

Pages 5A – 5H present Summary Rates[18] for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q52)
- Respondent's Education (Q54)
- Respondent's Ethnicity (Q55)
- Respondent's Race (Q56)
- Respondent's Health Status (Q36)
- Respondent's Mental/Emotional Health Status (Q37)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Method

The percentages represent the Summary Rate for each segment of a particular category. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an "8," "9," or "10." The interpretation of this example would be, "Of the respondents with a high school education or less, 63% gave their health plan a rating of '8,' '9,' or '10.' And, of the respondents with some college education or more, 58% gave their health plan a rating of '8,' '9,' or '10.'"

	High School or Less	Some College or More
Q35. Rating of Health Plan	63%	58%

Charts 5A – 5H

[18] Refer to "Summary Rate" in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Age (Q52)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	47	66.0%	25	72.0%	43	88.4%	63	82.5%	**22.4%**
6	Obtained appointment for care as soon as needed	80	76.3%	36	86.1%	65	81.5%	95	83.2%	**9.8%**
10	Doctor/health provider talked about reasons you might want to take a medicine	32	46.9%	13	84.6%	27	55.6%	37	43.2%	**41.4%**
11	Doctor/health provider talked about reasons you might not want to take a medicine	33	24.2%	14	57.1%	27	48.1%	36	36.1%	**32.9%**
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	33	81.8%	14	78.6%	27	81.5%	38	63.2%	**18.6%**
14	Ease of getting care, tests, or treatment needed	101	75.2%	37	59.5%	68	77.9%	101	79.2%	**19.7%**
17	Doctors explained things in an understandable way	72	90.3%	29	72.4%	54	98.1%	82	92.7%	**25.7%**
18	Doctors listened carefully to you	72	94.4%	30	90.0%	54	92.6%	82	92.7%	**4.4%**
19	Doctors showed respect for what you had to say	73	89.0%	30	83.3%	54	96.3%	82	92.7%	**13.0%**
20	Doctors spent enough time with you	73	80.8%	30	83.3%	54	94.4%	82	93.9%	**13.6%**
25	Obtained appointment with specialist as soon as needed	25	64.0%	21	81.0%	33	69.7%	53	71.7%	**17.0%**
31	Getting information/help from customer service	36	88.9%	16	87.5%	29	72.4%	37	86.5%	**16.5%**
32	Treated with courtesy and respect by customer service staff	36	91.7%	16	87.5%	29	89.7%	37	94.6%	**7.1%**
Q#	**Composites & Key Questions**									
	Getting Needed Care		69.6%		70.3%		73.8%		75.5%	**5.9%**
	Getting Care Quickly		71.2%		79.1%		85.0%		82.9%	**13.8%**
	How Well Doctors Communicate		88.6%		82.3%		95.4%		93.0%	**13.1%**
	Customer Service		90.3%		87.5%		81.1%		90.6%	**9.5%**
	Shared Decision Making		51.0%		73.4%		61.7%		47.5%	**25.9%**
8	Health Promotion and Education	101	69.3%	36	83.3%	68	70.6%	100	73.0%	**14.0%**
22	Coordination of Care	24	83.3%	12	66.7%	28	85.7%	44	84.1%	**19.0%**
29	Providing Needed Information	20	65.0%	9	33.3%	12	58.3%	18	44.4%	**31.7%**
34	Ease of Filling Out Forms	141	92.9%	47	91.5%	75	96.0%	119	95.8%	**4.5%**
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**									
13	Rating of Health Care	100	67.0%	36	66.7%	67	67.2%	102	68.6%	**1.9%**
23	Rating of Personal Doctor	98	76.5%	37	81.1%	60	86.7%	92	78.3%	**10.2%**
27	Rating of Specialist	22	86.4%	16	87.5%	31	90.3%	49	83.7%	**6.6%**
35	Rating of Health Plan	142	63.4%	50	64.0%	77	74.0%	118	73.7%	**10.6%**
Q#	**Rating Items (Summary Rate = 9 + 10)**									
13	Rating of Health Care	100	50.0%	36	44.4%	67	55.2%	102	52.0%	**10.8%**
23	Rating of Personal Doctor	98	60.2%	37	73.0%	60	78.3%	92	70.7%	**18.1%**
27	Rating of Specialist	22	72.7%	16	75.0%	31	74.2%	49	69.4%	**5.6%**
35	Rating of Health Plan	142	50.0%	50	44.0%	77	64.9%	118	58.5%	**20.9%**

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Education (Q54)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	142	79.6%	31	74.2%	5.4%
6	Obtained appointment for care as soon as needed	218	83.0%	52	75.0%	8.0%
10	Doctor/health provider talked about reasons you might want to take a medicine	84	52.4%	21	57.1%	4.7%
11	Doctor/health provider talked about reasons you might not want to take a medicine	85	37.6%	21	38.1%	0.5%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	86	76.7%	21	71.4%	5.3%
14	Ease of getting care, tests, or treatment needed	242	76.0%	59	72.9%	3.1%
17	Doctors explained things in an understandable way	187	90.9%	44	93.2%	2.3%
18	Doctors listened carefully to you	189	93.1%	44	93.2%	0.1%
19	Doctors showed respect for what you had to say	190	92.1%	44	90.9%	1.2%
20	Doctors spent enough time with you	189	89.4%	44	86.4%	3.0%
25	Obtained appointment with specialist as soon as needed	102	69.6%	24	79.2%	9.6%
31	Getting information/help from customer service	90	83.3%	22	81.8%	1.5%
32	Treated with courtesy and respect by customer service staff	90	92.2%	22	86.4%	5.8%
Q#	Composites & Key Questions					
	Getting Needed Care		72.8%		76.1%	3.3%
	Getting Care Quickly		81.3%		74.6%	6.7%
	How Well Doctors Communicate		91.4%		90.9%	0.5%
	Customer Service		87.8%		84.1%	3.7%
	Shared Decision Making		55.6%		55.5%	0.0%
8	Health Promotion and Education	241	74.3%	58	67.2%	7.1%
22	Coordination of Care	85	84.7%	18	72.2%	12.5%
29	Providing Needed Information	40	55.0%	16	37.5%	17.5%
34	Ease of Filling Out Forms	305	93.4%	68	97.1%	3.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	240	68.8%	59	61.0%	7.8%
23	Rating of Personal Doctor	227	80.6%	53	73.6%	7.0%
27	Rating of Specialist	88	89.8%	24	75.0%	14.8%
35	Rating of Health Plan	310	71.0%	69	63.8%	7.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	240	52.1%	59	44.1%	8.0%
23	Rating of Personal Doctor	227	70.9%	53	58.5%	12.4%
27	Rating of Specialist	88	73.9%	24	62.5%	11.4%
35	Rating of Health Plan	310	56.1%	69	52.2%	3.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Ethnicity (Q55)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	5	60.0%	161	77.0%	NA
6	Obtained appointment for care as soon as needed	7	57.1%	245	81.6%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	3	66.7%	100	52.0%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	3	0.0%	102	39.2%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	3	100.0%	103	73.8%	NA
14	Ease of getting care, tests, or treatment needed	9	88.9%	275	74.9%	NA
17	Doctors explained things in an understandable way	8	87.5%	211	91.5%	NA
18	Doctors listened carefully to you	7	100.0%	213	92.5%	NA
19	Doctors showed respect for what you had to say	8	100.0%	213	91.1%	NA
20	Doctors spent enough time with you	8	87.5%	212	88.7%	NA
25	Obtained appointment with specialist as soon as needed	4	50.0%	114	71.9%	NA
31	Getting information/help from customer service	7	85.7%	101	84.2%	NA
32	Treated with courtesy and respect by customer service staff	7	100.0%	101	90.1%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		69.5%		73.4%	NA
	Getting Care Quickly		58.6%		79.3%	NA
	How Well Doctors Communicate		93.8%		91.0%	NA
	Customer Service		92.9%		87.2%	NA
	Shared Decision Making		55.6%		55.0%	NA
8	Health Promotion and Education	8	62.5%	272	74.3%	NA
22	Coordination of Care	2	100.0%	94	84.0%	NA
29	Providing Needed Information	3	33.3%	52	50.0%	NA
34	Ease of Filling Out Forms	14	100.0%	347	94.5%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
13	Rating of Health Care	9	77.8%	272	67.3%	NA
23	Rating of Personal Doctor	12	83.3%	255	79.2%	NA
27	Rating of Specialist	3	100.0%	103	89.3%	NA
35	Rating of Health Plan	13	84.6%	351	68.4%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
13	Rating of Health Care	9	55.6%	272	50.4%	NA
23	Rating of Personal Doctor	12	75.0%	255	67.5%	NA
27	Rating of Specialist	3	66.7%	103	75.7%	NA
35	Rating of Health Plan	13	76.9%	351	53.6%	NA

* Range is the difference between Summary Rates shown. Due to the small number of Hispanic/Latino respondents, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Race (Q56)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	White		Black or African-		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtained needed care right away	67	82.1%	115	75.7%	26	65.4%	**16.7%**
6	Obtained appointment for care as soon as needed	100	80.0%	187	81.8%	34	73.5%	**8.3%**
10	Doctor/health provider talked about reasons you might want to take a medicine	47	57.4%	64	50.0%	16	43.8%	**13.6%**
11	Doctor/health provider talked about reasons you might not want to take a medicine	47	31.9%	66	45.5%	16	31.3%	**14.2%**
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	47	76.6%	67	74.6%	17	88.2%	**13.6%**
14	Ease of getting care, tests, or treatment needed	116	72.4%	202	76.7%	36	69.4%	**7.3%**
17	Doctors explained things in an understandable way	88	89.8%	153	89.5%	25	92.0%	**2.5%**
18	Doctors listened carefully to you	88	90.9%	156	93.6%	24	95.8%	**4.9%**
19	Doctors showed respect for what you had to say	88	89.8%	156	91.0%	25	92.0%	**2.2%**
20	Doctors spent enough time with you	88	87.5%	155	87.7%	25	100.0%	**12.5%**
25	Obtained appointment with specialist as soon as needed	56	69.6%	74	70.3%	20	70.0%	**0.7%**
31	Getting information/help from customer service	35	85.7%	86	81.4%	17	76.5%	**9.2%**
32	Treated with courtesy and respect by customer service staff	35	91.4%	86	90.7%	17	88.2%	**3.2%**
Q#	**Composites & Key Questions**							
	Getting Needed Care		71.0%		73.5%		69.7%	**3.8%**
	Getting Care Quickly		81.1%		78.8%		69.5%	**11.6%**
	How Well Doctors Communicate		89.5%		90.5%		95.0%	**5.5%**
	Customer Service		88.6%		86.1%		82.4%	**6.2%**
	Shared Decision Making		55.3%		56.7%		54.4%	**2.3%**
8	Health Promotion and Education	115	67.8%	201	75.1%	35	77.1%	**9.3%**
22	Coordination of Care	40	85.0%	68	80.9%	14	78.6%	**6.4%**
29	Providing Needed Information	20	35.0%	40	57.5%	10	30.0%	**27.5%**
34	Ease of Filling Out Forms	145	95.9%	251	93.6%	45	93.3%	**2.6%**
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
13	Rating of Health Care	115	62.6%	201	66.7%	36	69.4%	**6.8%**
23	Rating of Personal Doctor	114	78.1%	178	78.1%	37	78.4%	**0.3%**
27	Rating of Specialist	53	88.7%	63	84.1%	19	89.5%	**5.4%**
35	Rating of Health Plan	142	66.2%	259	68.3%	44	72.7%	**6.5%**
Q#	**Rating Items (Summary Rate = 9 + 10)**							
13	Rating of Health Care	115	47.8%	201	51.2%	36	55.6%	**7.8%**
23	Rating of Personal Doctor	114	63.2%	178	69.1%	37	67.6%	**5.9%**
27	Rating of Specialist	53	73.6%	63	69.8%	19	68.4%	**5.2%**
35	Rating of Health Plan	142	51.4%	259	55.6%	44	56.8%	**5.4%**

* "Other" includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

** Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Health Status (Q36)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	42	83.3%	51	66.7%	87	81.6%	**16.6%**
6	Obtained appointment for care as soon as needed	70	75.7%	85	81.2%	128	82.0%	**6.3%**
10	Doctor/health provider talked about reasons you might want to take a medicine	22	63.6%	36	47.2%	50	52.0%	**16.4%**
11	Doctor/health provider talked about reasons you might not want to take a medicine	23	39.1%	35	34.3%	50	42.0%	**7.7%**
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	23	87.0%	36	72.2%	51	70.6%	**16.4%**
14	Ease of getting care, tests, or treatment needed	81	80.2%	100	70.0%	133	76.7%	**10.2%**
17	Doctors explained things in an understandable way	59	91.5%	79	89.9%	108	91.7%	**1.8%**
18	Doctors listened carefully to you	59	94.9%	80	95.0%	109	90.8%	**4.2%**
19	Doctors showed respect for what you had to say	60	90.0%	80	92.5%	109	90.8%	**2.5%**
20	Doctors spent enough time with you	59	89.8%	80	86.3%	109	90.8%	**4.5%**
25	Obtained appointment with specialist as soon as needed	21	57.1%	38	78.9%	73	71.2%	**21.8%**
31	Getting information/help from customer service	31	93.5%	38	78.9%	49	81.6%	**14.6%**
32	Treated with courtesy and respect by customer service staff	31	93.5%	38	92.1%	49	89.8%	**3.7%**
Q#	**Composites & Key Questions**							
	Getting Needed Care		68.7%		74.5%		74.0%	**5.8%**
	Getting Care Quickly		79.5%		74.0%		81.8%	**7.8%**
	How Well Doctors Communicate		91.6%		90.9%		91.0%	**0.6%**
	Customer Service		93.5%		85.5%		85.7%	**8.0%**
	Shared Decision Making		63.2%		51.2%		54.9%	**12.0%**
8	Health Promotion and Education	81	67.9%	100	73.0%	131	74.8%	**6.9%**
22	Coordination of Care	19	78.9%	40	90.0%	54	77.8%	**12.2%**
29	Providing Needed Information	21	52.4%	20	55.0%	20	50.0%	**5.0%**
34	Ease of Filling Out Forms	108	94.4%	130	93.8%	153	94.1%	**0.6%**
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
13	Rating of Health Care	81	86.4%	100	63.0%	132	59.8%	**26.6%**
23	Rating of Personal Doctor	77	88.3%	93	75.3%	126	77.0%	**13.0%**
27	Rating of Specialist	16	93.8%	35	88.6%	69	84.1%	**9.7%**
35	Rating of Health Plan	109	77.1%	132	63.6%	156	66.0%	**13.5%**
Q#	**Rating Items (Summary Rate = 9 + 10)**							
13	Rating of Health Care	81	66.7%	100	45.0%	132	44.7%	**22.0%**
23	Rating of Personal Doctor	77	81.8%	93	58.1%	126	68.3%	**23.7%**
27	Rating of Specialist	16	87.5%	35	74.3%	69	68.1%	**19.4%**
35	Rating of Health Plan	109	65.1%	132	50.0%	156	50.6%	**15.1%**

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Respondent's Mental/Emotional Health Status (Q37)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	51	74.5%	46	80.4%	82	78.0%	**5.9%**
6	Obtained appointment for care as soon as needed	93	78.5%	76	80.3%	113	83.2%	**4.7%**
10	Doctor/health provider talked about reasons you might want to take a medicine	29	62.1%	33	45.5%	46	52.2%	**16.6%**
11	Doctor/health provider talked about reasons you might not want to take a medicine	30	40.0%	33	30.3%	45	44.4%	**14.1%**
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	31	74.2%	33	72.7%	46	76.1%	**3.4%**
14	Ease of getting care, tests, or treatment needed	105	82.9%	80	76.3%	131	68.7%	**14.2%**
17	Doctors explained things in an understandable way	91	91.2%	58	91.4%	98	91.8%	**0.6%**
18	Doctors listened carefully to you	91	94.5%	58	96.6%	99	90.9%	**5.7%**
19	Doctors showed respect for what you had to say	92	91.3%	58	96.6%	99	88.9%	**7.7%**
20	Doctors spent enough time with you	91	89.0%	58	89.7%	99	89.9%	**0.9%**
25	Obtained appointment with specialist as soon as needed	36	69.4%	41	63.4%	56	78.6%	**15.2%**
31	Getting information/help from customer service	43	93.0%	34	82.4%	39	74.4%	**18.6%**
32	Treated with courtesy and respect by customer service staff	43	95.3%	34	94.1%	39	84.6%	**10.7%**
Q#	**Composites & Key Questions**							
	Getting Needed Care		76.2%		69.9%		73.7%	**6.3%**
	Getting Care Quickly		76.5%		80.4%		80.6%	**4.1%**
	How Well Doctors Communicate		91.5%		93.6%		90.4%	**3.2%**
	Customer Service		94.2%		88.3%		79.5%	**14.7%**
	Shared Decision Making		58.8%		49.5%		57.6%	**9.3%**
8	Health Promotion and Education	106	72.6%	81	72.8%	127	71.7%	**1.1%**
22	Coordination of Care	39	87.2%	22	90.9%	51	74.5%	**16.4%**
29	Providing Needed Information	28	57.1%	13	38.5%	20	55.0%	**18.6%**
34	Ease of Filling Out Forms	143	95.1%	97	94.8%	150	93.3%	**1.8%**
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
13	Rating of Health Care	106	83.0%	79	64.6%	130	56.9%	**26.1%**
23	Rating of Personal Doctor	114	86.0%	72	81.9%	111	73.0%	**13.0%**
27	Rating of Specialist	33	87.9%	35	88.6%	53	84.9%	**3.7%**
35	Rating of Health Plan	145	75.2%	103	71.8%	148	59.5%	**15.7%**
Q#	**Rating Items (Summary Rate = 9 + 10)**							
13	Rating of Health Care	106	66.0%	79	45.6%	130	40.8%	**25.2%**
23	Rating of Personal Doctor	114	73.7%	72	68.1%	111	65.8%	**7.9%**
27	Rating of Specialist	33	78.8%	35	74.3%	53	67.9%	**10.9%**
35	Rating of Health Plan	145	64.8%	103	52.4%	148	45.9%	**18.9%**

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Number of Doctor/Clinic Visits (Q7)

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	Less than three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	74	77.0%	110	79.1%	2.1%
6	Obtained appointment for care as soon as needed	108	74.1%	175	83.4%	9.4%
10	Doctor/health provider talked about reasons you might want to take a medicine	40	42.5%	76	53.9%	11.4%
11	Doctor/health provider talked about reasons you might not want to take a medicine	40	40.0%	77	37.7%	2.3%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	41	70.7%	78	74.4%	3.6%
14	Ease of getting care, tests, or treatment needed	137	68.6%	196	79.6%	11.0%
17	Doctors explained things in an understandable way	102	89.2%	146	91.8%	2.6%
18	Doctors listened carefully to you	102	92.2%	147	93.2%	1.0%
19	Doctors showed respect for what you had to say	102	91.2%	147	90.5%	0.7%
20	Doctors spent enough time with you	102	86.3%	145	91.0%	4.8%
25	Obtained appointment with specialist as soon as needed	39	69.2%	91	71.4%	2.2%
31	Getting information/help from customer service	43	88.4%	70	81.4%	6.9%
32	Treated with courtesy and respect by customer service staff	42	88.1%	70	94.3%	6.2%
Q#	Composites & Key Questions					
	Getting Needed Care		68.9%		75.5%	6.6%
	Getting Care Quickly		75.6%		81.3%	5.7%
	How Well Doctors Communicate		89.7%		91.6%	1.9%
	Customer Service		88.2%		87.9%	0.4%
	Shared Decision Making		51.1%		55.3%	4.2%
8	Health Promotion and Education	140	63.6%	195	78.5%	14.9%
22	Coordination of Care	29	79.3%	82	81.7%	2.4%
29	Providing Needed Information	23	43.5%	37	59.5%	16.0%
34	Ease of Filling Out Forms	197	94.4%	186	94.1%	0.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	137	65.7%	196	68.9%	3.2%
23	Rating of Personal Doctor	137	77.4%	154	79.9%	2.5%
27	Rating of Specialist	31	83.9%	86	87.2%	3.3%
35	Rating of Health Plan	200	63.5%	188	69.7%	6.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	137	49.6%	196	52.0%	2.4%
23	Rating of Personal Doctor	137	65.7%	154	71.4%	5.7%
27	Rating of Specialist	31	67.7%	86	72.1%	4.4%
35	Rating of Health Plan	200	51.0%	188	54.8%	3.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by Data Collection Method

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	128	78.9%	68	76.5%	2.4%
6	Obtained appointment for care as soon as needed	192	85.4%	119	69.7%	15.7%
10	Doctor/health provider talked about reasons you might want to take a medicine	77	49.4%	39	51.3%	1.9%
11	Doctor/health provider talked about reasons you might not want to take a medicine	78	37.2%	39	41.0%	3.8%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	79	69.6%	40	80.0%	10.4%
14	Ease of getting care, tests, or treatment needed	214	77.6%	119	70.6%	7.0%
17	Doctors explained things in an understandable way	156	90.4%	102	92.2%	1.8%
18	Doctors listened carefully to you	158	92.4%	101	94.1%	1.7%
19	Doctors showed respect for what you had to say	159	91.2%	99	90.9%	0.3%
20	Doctors spent enough time with you	157	89.2%	99	89.9%	0.7%
25	Obtained appointment with specialist as soon as needed	96	74.0%	42	64.3%	9.7%
31	Getting information/help from customer service	68	89.7%	53	77.4%	12.3%
32	Treated with courtesy and respect by customer service staff	68	92.6%	52	90.4%	2.3%
Q#	Composites & Key Questions					
	Getting Needed Care		75.8%		67.4%	8.3%
	Getting Care Quickly		82.2%		73.1%	9.1%
	How Well Doctors Communicate		90.8%		91.8%	1.0%
	Customer Service		91.2%		83.9%	7.3%
	Shared Decision Making		52.1%		57.4%	5.4%
8	Health Promotion and Education	214	72.0%	121	72.7%	0.8%
22	Coordination of Care	74	83.8%	42	78.6%	5.2%
29	Providing Needed Information	41	58.5%	22	36.4%	22.2%
34	Ease of Filling Out Forms	263	95.1%	138	92.0%	3.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	215	62.8%	118	76.3%	13.5%
23	Rating of Personal Doctor	190	76.8%	119	84.0%	7.2%
27	Rating of Specialist	84	83.3%	40	95.0%	11.7%
35	Rating of Health Plan	270	64.8%	138	73.9%	9.1%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	215	47.9%	118	56.8%	8.9%
23	Rating of Personal Doctor	190	65.8%	119	74.8%	9.0%
27	Rating of Specialist	84	70.2%	40	77.5%	7.3%
35	Rating of Health Plan	270	51.1%	138	60.1%	9.0%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*. Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$). Comparisons to the 2013 Quality Compass® All Plans Medicaid benchmark are also shown with significance testing.

Please refer to the *Technical Notes* for additional information about Correlation Analyses.

Chart 6A

Correlation Analysis

Louisiana Healthcare Connections

Attribute Correlations with Key Rating Questions

Medicaid Adult CAHPS®

491 Total Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2013 Quality Compass All Plans**
		with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Doctor		
Getting Needed Care	Q14. Ease of getting care, tests, or treatment needed	0.397	**0.563**	**0.400**	75.1%	**82.5%**
	Q25. Obtained appointment with specialist as soon as needed	0.189	0.185	0.008	71.0%	**79.0%**
Getting Care Quickly	Q4. Obtained needed care right away	0.325	**0.447**	0.245	78.1%	83.1%
	Q6. Obtained appointment for care as soon as needed	0.061	0.204	0.127	79.4%	79.3%
How Well Doctors Communicate	Q17. Doctors explained things in an understandable way	0.244	0.319	**0.416**	91.1%	89.5%
	Q18. Doctors listened carefully to you	0.328	0.385	**0.548**	93.1%	89.9%
	Q19. Doctors showed respect for what you had to say	0.251	0.332	**0.539**	91.1%	91.2%
	Q20. Doctors spent enough time with you	0.274	**0.417**	**0.607**	89.5%	86.5%
Customer Service	Q31. Getting information/help from customer service	0.168	0.234	0.164	84.3%	79.8%
	Q32. Treated with courtesy and respect by customer service staff	0.013	0.224	0.077	91.7%	92.5%
Shared Decision Making	Q10. Doctor/health provider talked about reasons you might want to take a medicine	0.220	0.200	0.031	50.0%	NA
	Q11. Doctor/health provider talked about reasons you might not want to take a medicine	0.280	0.241	0.070	38.5%	NA
Additional Measures	Q22. Coordination of Care	**0.453**	**0.492**	**0.441**	81.9%	78.7%
	Q29. Providing Needed Information	0.226	**0.404**	0.279	50.8%	**66.6%**
	Q34. Ease of Filling Out Forms	0.093	0.042	0.062	94.0%	94.5%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q13. Rating of Health Care	**0.593**	NA	**0.601**	67.6%	70.8%
	Q23. Rating of Personal Doctor	**0.456**	**0.601**	NA	79.6%	78.4%
	Q27. Rating of Specialist	**0.440**	**0.494**	0.332	87.1%	**79.4%**
	Q35. Rating of Health Plan	NA	**0.593**	**0.456**	67.9%	**73.5%**

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2013 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2013 (approximately 135 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

TMG offers a graphical display of relative performance of survey composites and key measures, along with their relative 'importance' as it relates to *Rating of Health Plan* (Q35). The matrix on page 7A is divided into four sections. Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2014 Medicaid Adult TMG Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q35) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q35) but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated with *Rating of Health Plan* (Q35) but rank at or above the 75th percentile. Composites that are weakly correlated with overall satisfaction and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

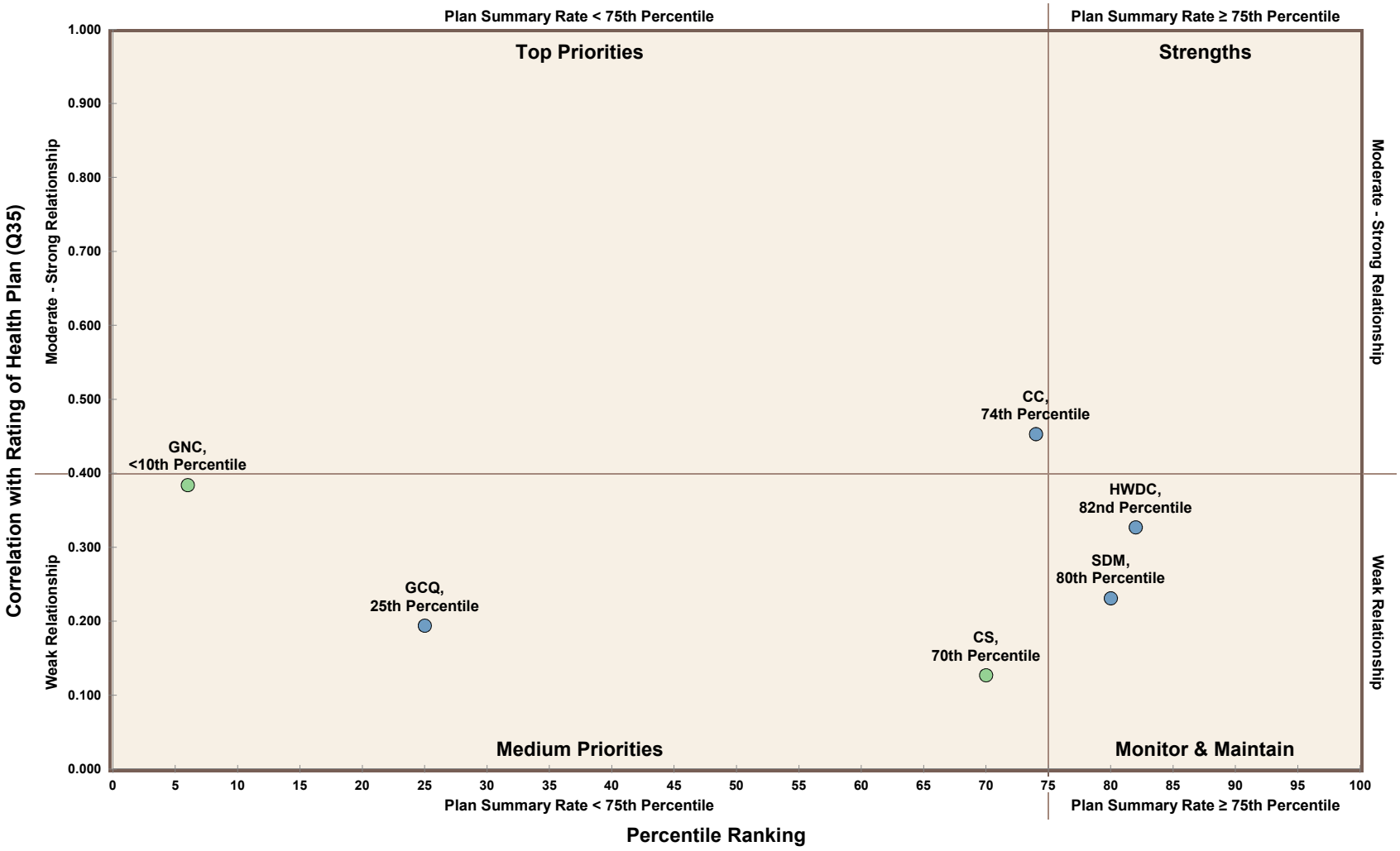
Chart 7A

Priority Matrix

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

Composite and Key Measure Correlations with Rating of Health Plan (Q35) and Percentile Rankings



Health Plan Domain Composites	
denoted above with ●	
Abbreviation	Definition
GNC	Getting Needed Care
CS	Customer Service

Health Care Domain Composites and Key Measure	
denoted above with ●	
Abbreviation	Definition
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
SDM	Shared Decision Making
CC	Coordination of Care (Q22)

Note 1: The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA.

Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through TMG in 2014. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. Pages 8A – 8H present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Rating of Health Care (Q13)
- Rating of Personal Doctor (Q23)
- Rating of Specialist (Q27)
- Rating of Health Plan (Q35)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rate Scores to trend results (if applicable). Significance testing is applied to determine whether an observed difference is too large to have occurred by chance alone. Cells highlighted in red denote the current year score is significantly lower when compared to trend data, cells highlighted in green denote the current year score is significantly higher when compared to trend data, no shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

In this section, attribute correlations are displayed as they relate to the *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Comparisons

This section shows a graphical representation of year-to-year comparisons of response options for the composite of interest. Response options are broken down according to three-point score groupings.

Benchmark Summary Rate Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and TMG Book of Business benchmarks. The Myers Group Book of Business consists of Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Quality Compass® All Plans benchmark is the mean Summary Rate from the Medicaid adult plans that submitted to NCQA in 2013.

Benchmark Percentile Thresholds
This section compares your plan's current Summary Rate Score to the 2013 Quality Compass® All Plans benchmark. Your plan's percentile threshold is shown beside each score. Summary Rates that are below the 25th percentile threshold are shown as "<25th." The Summary Rates for attributes at or above the 90th percentile threshold are shaded dark green, while Summary Rates at or above the 75th percentile threshold but below the 90th percentile threshold are shaded light green, and Summary Rates at or above the 50th percentile threshold but below the 75th percentile threshold are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile threshold but below the 50th percentile threshold are shaded light orange and Summary Rates below the 25th percentile threshold are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds
This section compares your plan's current adjusted and unadjusted Three-Point Scores to trend Three-Point Scores (if applicable). This section also compares your current adjusted Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items at or above the 90th percentile are shaded dark green, while Three-Point Scores at or above the 75th percentile but below the 90th percentile are shaded light green, and Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items with Three-Point Scores at or above the 25th percentile but below the 50th percentile are shaded light orange and Three-Point Scores below the 25th percentile are shaded dark orange.

Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS®/CAHPS® Percentile benchmarks and thresholds is:
NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2014 Accreditation.

If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS NAs, or that exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line, is scored based on the standards score only. Accredited is the highest status awarded to an organization scored on standards only.

Global Proportions and Unadjusted Three-Point Scores
This section shows a graphical presentation of the percentage of members who answered each response choice. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent, Unadjusted Three-Point Score calculation.

Three-Point Score Trend Comparisons
This section displays your plan's current Adjusted and Unadjusted Three-Point Scores and compares them to trend scores (if applicable). NCQA's adjustment rates are displayed for ease of interpretation.

Please refer to the individual report sections for additional information regarding the topics displayed on these pages.

Charts 8A – 8H

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Getting Needed Care Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Getting Needed Care		**73.0%**		**74.7%**		**NA**
Q14. Ease of getting care, tests, or treatment needed	333	75.1%	377	76.9%	NA	NA
Q25. Obtained appointment with specialist as soon as needed	138	71.0%	164	72.6%	NA	NA

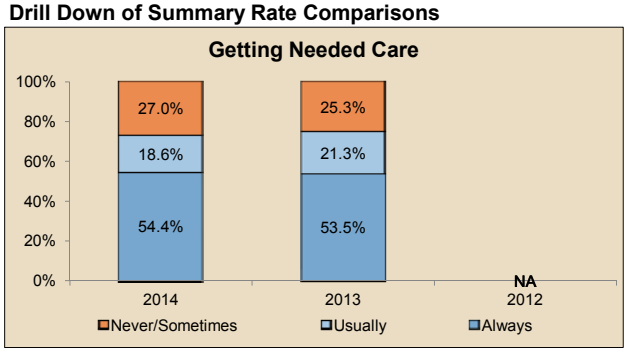
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

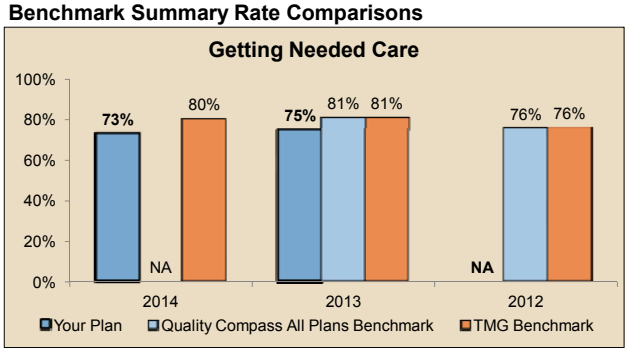
Getting Needed Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q14. Ease of getting care, tests, or treatment needed	0.397	0.563	0.400
Q25. Obtained appointment with specialist as soon as needed	0.189	0.185	0.008

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Thresholds

Composite and Attributes	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**73.0%**	**<25th**	**80.6%**	**78.3%**	**81.0%**	**83.3%**	**85.4%**
Q14. Ease of getting care, tests, or treatment needed	75.1%	<25th	82.5%	80.2%	82.7%	85.2%	88.3%
Q25. Obtained appointment with specialist as soon as needed	71.0%	<25th	79.0%	76.2%	79.2%	81.9%	84.7%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

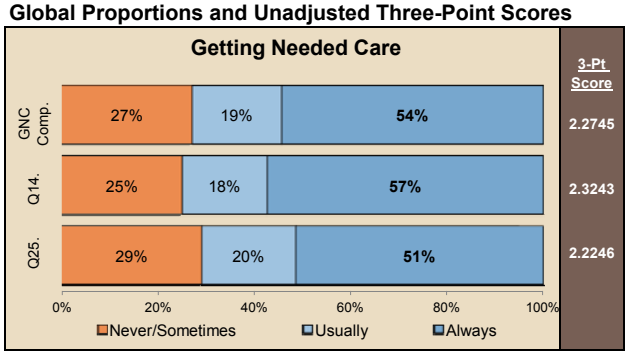
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Getting Needed Care	**2014**	2.2745	**2.2845**	<25th	2.31	2.37	2.41	2.46
	2013	2.2823	**2.3023**	50th	2.18	2.28	2.35	2.43
	2012	NA	**NA**	NA	2.18	2.28	2.35	2.42

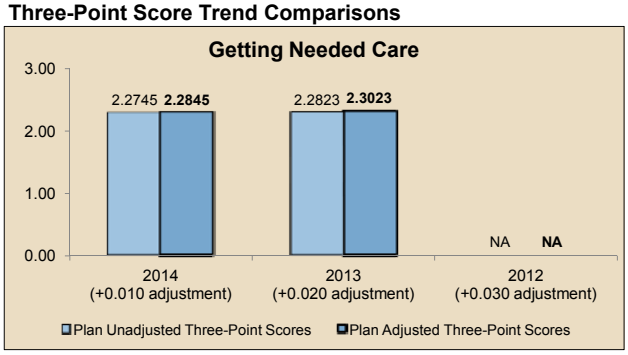
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Getting Care Quickly Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Getting Care Quickly		**78.7%**		**77.3%**		**NA**
Q4. Obtained needed care right away	196	78.1%	230	77.4%	NA	NA
Q6. Obtained appointment for care as soon as needed	311	79.4%	355	77.2%	NA	NA

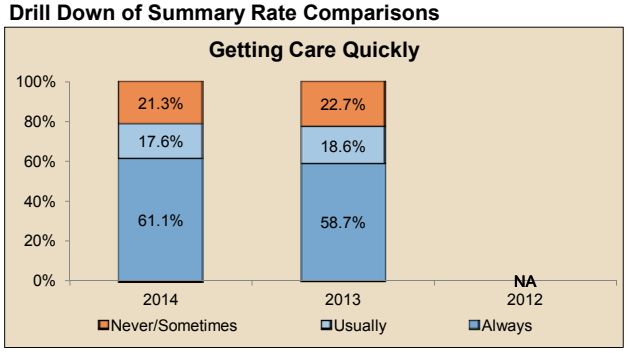
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

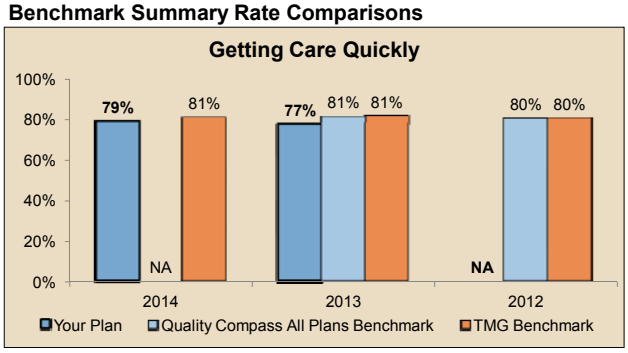
Getting Care Quickly	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q4. Obtained needed care right away	0.325	0.447	0.245
Q6. Obtained appointment for care as soon as needed	0.061	0.204	0.127

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Thresholds

Composite and Attributes	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**78.7%**	**<25th**	**81.2%**	**79.2%**	**81.5%**	**84.0%**	**85.4%**
Q4. Obtained needed care right away	78.1%	<25th	83.1%	80.4%	83.3%	86.4%	88.4%
Q6. Obtained appointment for care as soon as needed	79.4%	25th	79.3%	76.5%	79.7%	82.0%	84.0%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

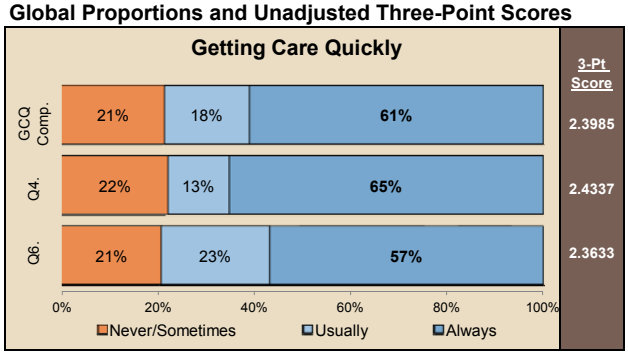
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Getting Care Quickly	**2014**	2.3985	**2.4085**	25th	2.37	2.41	2.45	2.49
	2013	2.3594	**2.3794**	25th	2.33	2.40	2.44	2.48
	2012	NA	**NA**	NA	2.32	2.39	2.43	2.47

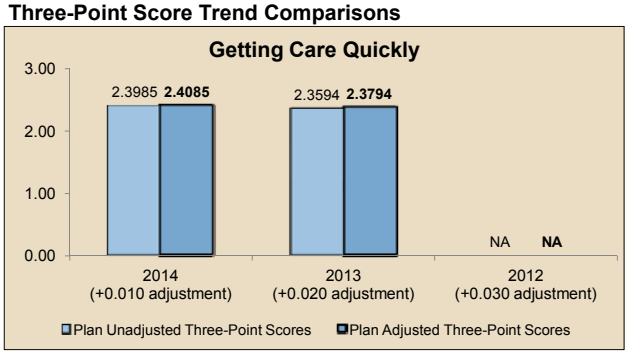
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

How Well Doctors Communicate Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
How Well Doctors Communicate		**91.2%**		**90.1%**		**NA**
Q17. Doctors explained things in an understandable way	258	91.1%	321	91.0%	NA	NA
Q18. Doctors listened carefully to you	259	93.1%	321	90.7%	NA	NA
Q19. Doctors showed respect for what you had to say	258	91.1%	319	91.8%	NA	NA
Q20. Doctors spent enough time with you	256	89.5%	322	87.0%	NA	NA

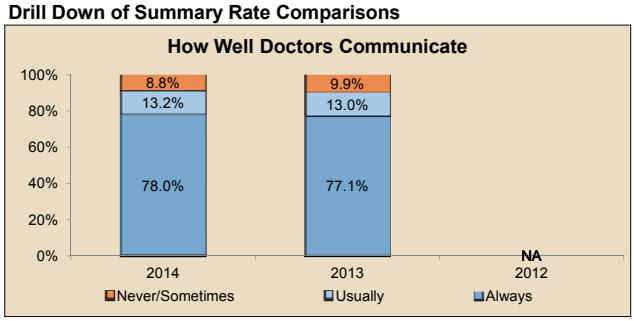
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

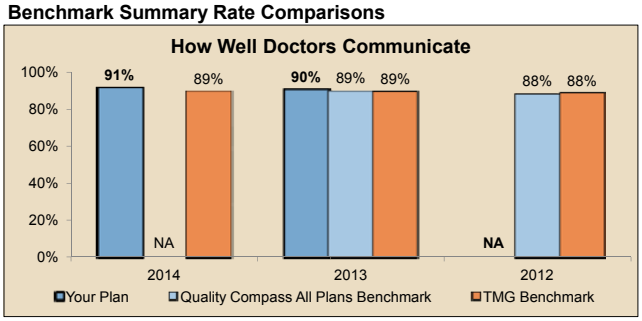
How Well Doctors Communicate	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q17. Doctors explained things in an understandable way	0.244	0.319	0.416
Q18. Doctors listened carefully to you	0.328	0.385	0.548
Q19. Doctors showed respect for what you had to say	0.251	0.332	0.539
Q20. Doctors spent enough time with you	0.274	0.417	0.607

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Thresholds

Composite and Attributes	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
How Well Doctors Communicate	**91.2%**	**75th**	**89.3%**	**87.7%**	**89.4%**	**90.7%**	**92.6%**
Q17. Doctors explained things in an understandable way	91.1%	50th	89.5%	87.7%	89.6%	91.3%	93.4%
Q18. Doctors listened carefully to you	93.1%	75th	89.9%	88.1%	90.4%	91.6%	93.4%
Q19. Doctors showed respect for what you had to say	91.1%	25th	91.2%	89.5%	91.4%	92.9%	93.9%
Q20. Doctors spent enough time with you	89.5%	75th	86.5%	84.7%	86.8%	88.7%	90.2%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

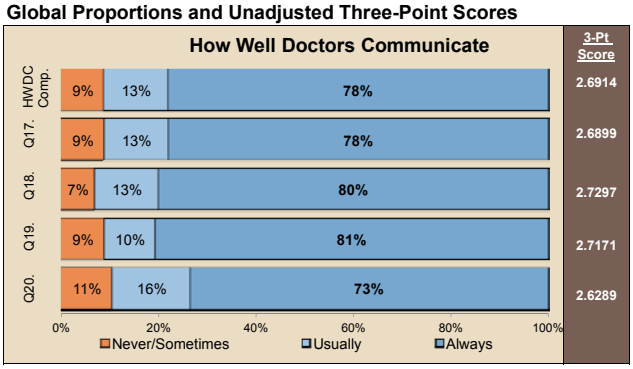
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
How Well Doctors Communicate	**2014**	2.6914	**2.7014**	90th	2.48	2.54	2.58	2.64
	2013	2.6720	**2.6920**	90th	2.48	2.54	2.58	2.64
	2012	NA	**NA**	NA	2.48	2.54	2.58	2.64

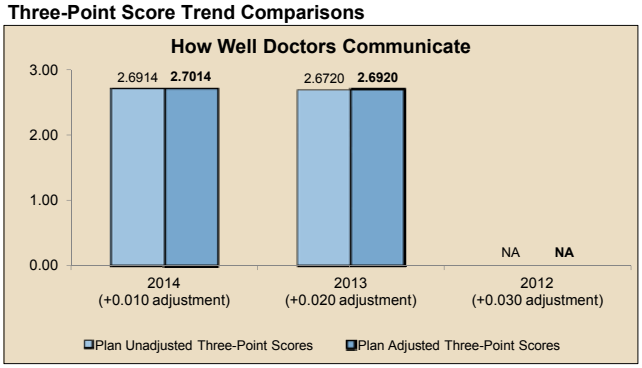
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Customer Service Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Customer Service		**88.0%**		**84.2%**		**NA**
Q31. Getting information/help from customer service	121	84.3%	136	75.7%	NA	NA
Q32. Treated with courtesy and respect by customer service staff	120	91.7%	136	92.6%	NA	NA

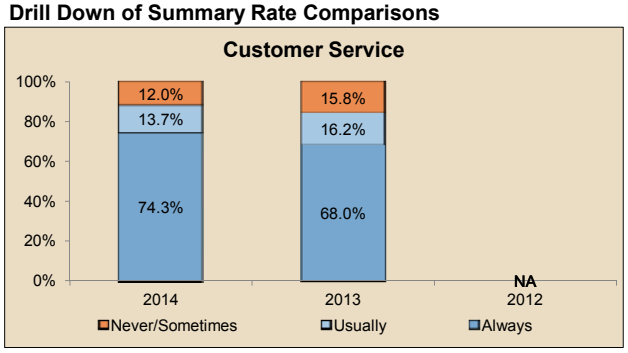
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

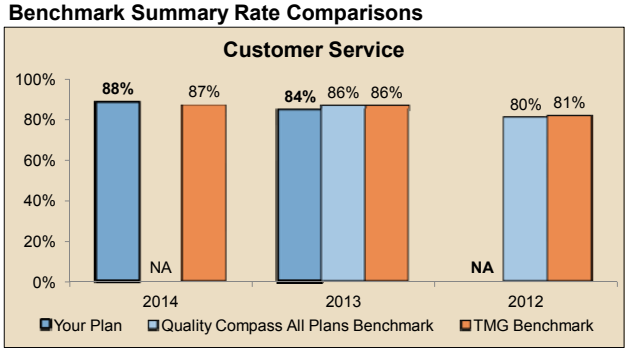
Customer Service	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q31. Getting information/help from customer service	0.168	0.234	0.164
Q32. Treated with courtesy and respect by customer service staff	0.013	0.224	0.077

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Thresholds

Composite and Attributes	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	**88.0%**	**50th**	**86.2%**	**84.5%**	**86.5%**	**88.3%**	**89.5%**
Q31. Getting information/help from customer service	84.3%	75th	79.8%	77.3%	80.0%	83.0%	84.7%
Q32. Treated with courtesy and respect by customer service staff	91.7%	25th	92.5%	91.0%	92.5%	94.3%	95.6%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

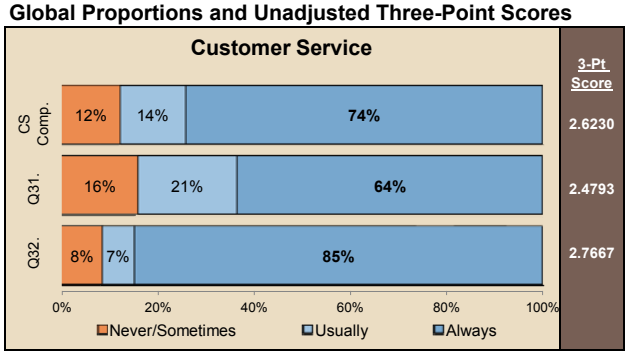
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Customer Service	**2014**	2.6230	**2.6370**	90th	2.48	2.54	2.58	2.61
	2013	2.5221	**2.5501**	90th	2.34	2.42	2.47	2.55
	2012	NA	**NA**	NA	2.32	2.40	2.47	2.53

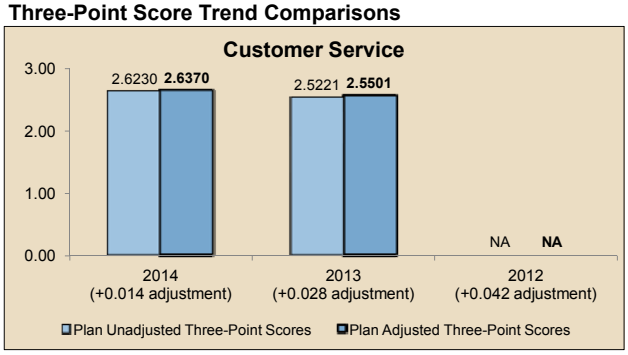
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Health Care (Q13)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Q13. Rating of Health Care (8-10)	333	67.6%	378	68.8%	NA	NA
Q13. Rating of Health Care (9-10)	333	51.1%	378	54.5%	NA	NA

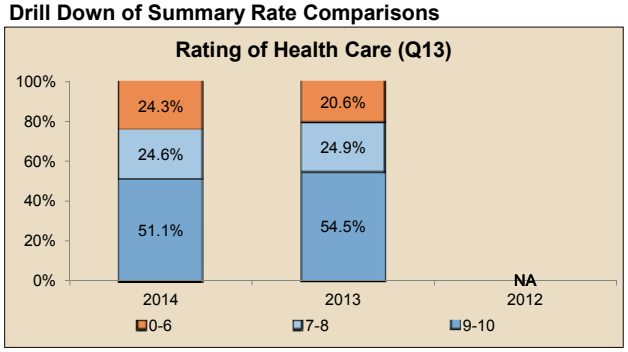
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

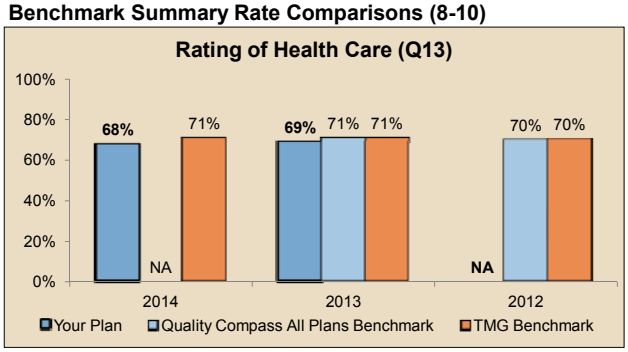
Rating of Health Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q13. Rating of Health Care (8-10)	0.593	NA	0.601

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Thresholds

Rating Item	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	**67.6%**	<25th	70.8%	68.1%	70.6%	73.3%	76.3%
Q13. Rating of Health Care (9-10)	**51.1%**	50th	50.9%	47.8%	51.0%	53.8%	57.0%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

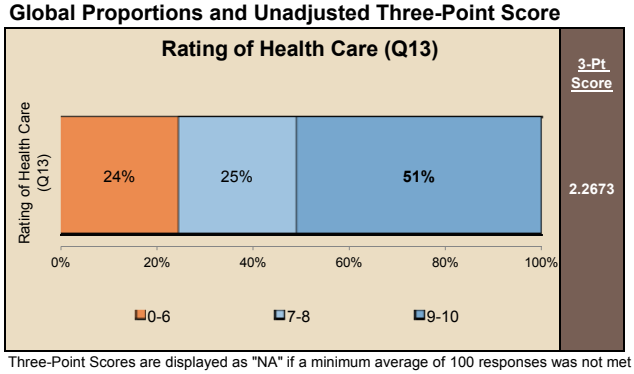
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Care (Q13)	**2014**	2.2673	**2.2813**	25th	2.27	2.32	2.38	2.42
	2013	2.3386	**2.3666**	50th	2.25	2.31	2.37	2.41
	2012	NA	**NA**	NA	2.23	2.29	2.35	2.39

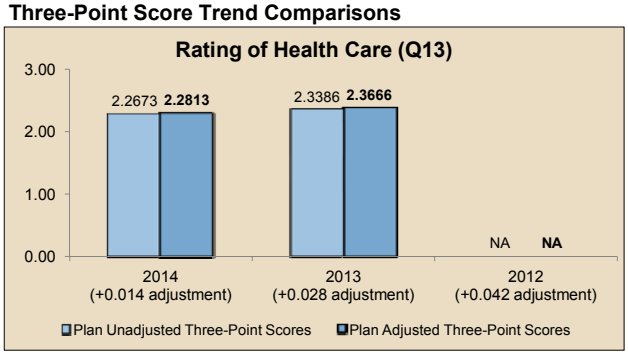
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Personal Doctor (Q23)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Q23. Rating of Personal Doctor (8-10)	309	79.6%	361	80.3%	NA	NA
Q23. Rating of Personal Doctor (9-10)	309	69.3%	361	67.3%	NA	NA

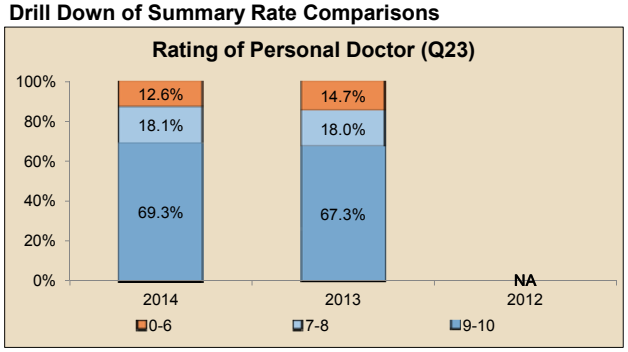
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

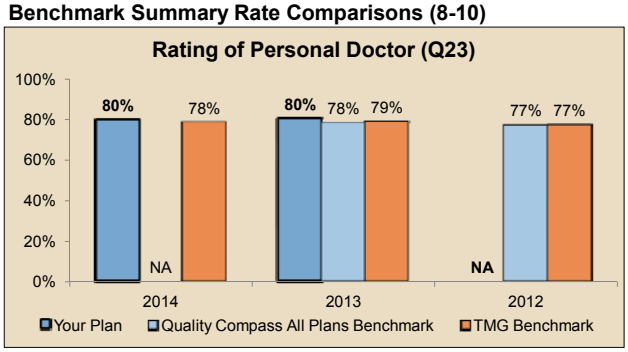
Rating of Personal Doctor	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q23. Rating of Personal Doctor (8-10)	0.456	0.601	NA

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Thresholds

Rating Item	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q23. Rating of Personal Doctor (8-10)	**79.6%**	50th	78.4%	76.1%	78.7%	80.7%	82.9%
Q23. Rating of Personal Doctor (9-10)	**69.3%**	75th	63.1%	60.0%	63.1%	66.7%	69.3%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

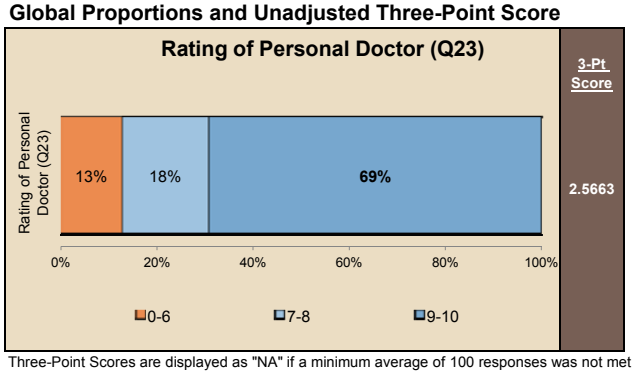
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Personal Doctor (Q23)	**2014**	2.5663	**2.5803**	90th	2.43	2.50	2.53	2.57
	2013	2.5263	**2.5543**	75th	2.42	2.46	2.51	2.57
	2012	NA	**NA**	NA	2.40	2.45	2.51	2.56

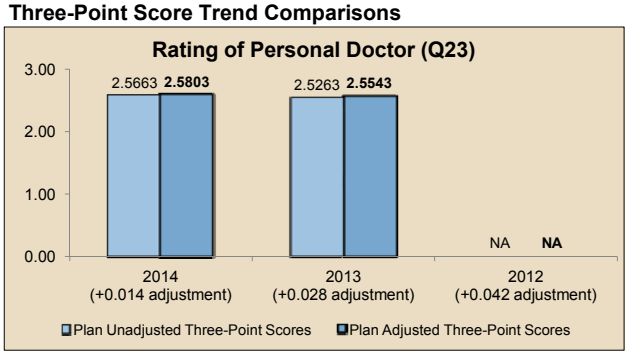
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Specialist (Q27)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Q27. Rating of Specialist (8-10)	124	87.1%	152	82.9%	NA	NA
Q27. Rating of Specialist (9-10)	124	72.6%	152	67.8%	NA	NA

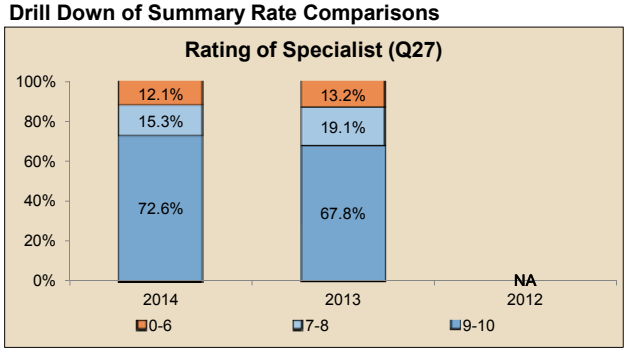
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

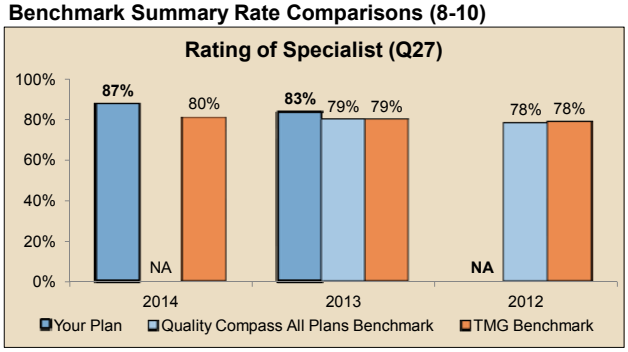
Rating of Specialist	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q27. Rating of Specialist (8-10)	0.440	0.494	0.332

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Thresholds

Rating Item	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q27. Rating of Specialist (8-10)	**87.1%**	90th	79.4%	76.7%	79.5%	82.3%	84.4%
Q27. Rating of Specialist (9-10)	**72.6%**	90th	64.4%	61.3%	64.0%	67.2%	70.0%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

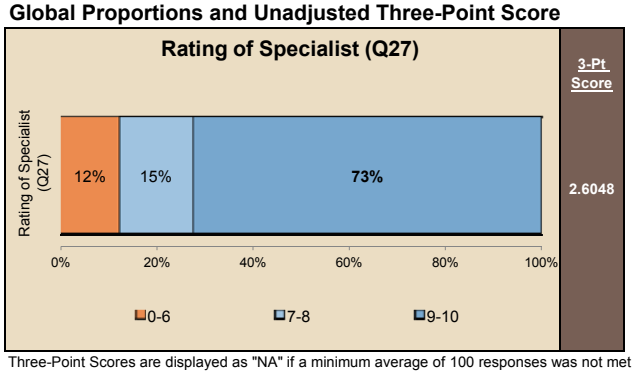
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Specialist (Q27)	**2014**	2.6048	**2.6188**	90th	2.48	2.51	2.56	2.59
	2013	2.5461	**2.5741**	90th	2.43	2.47	2.52	2.56
	2012	NA	**NA**	NA	2.41	2.46	2.50	2.56

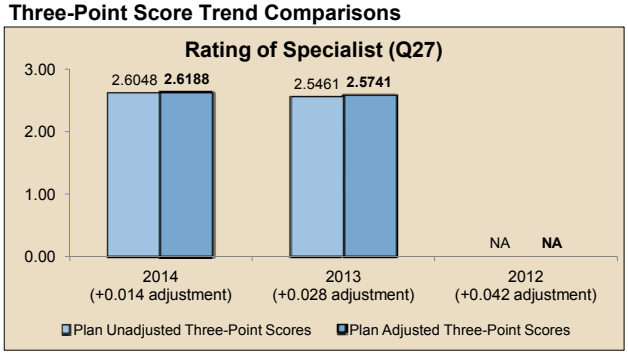
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Louisiana Healthcare Connections

Rating of Health Plan (Q35)

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2014		2013		2012	
Q35. Rating of Health Plan (8-10)	408	67.9%	458	66.6%	NA	NA
Q35. Rating of Health Plan (9-10)	408	54.2%	458	51.1%	NA	NA

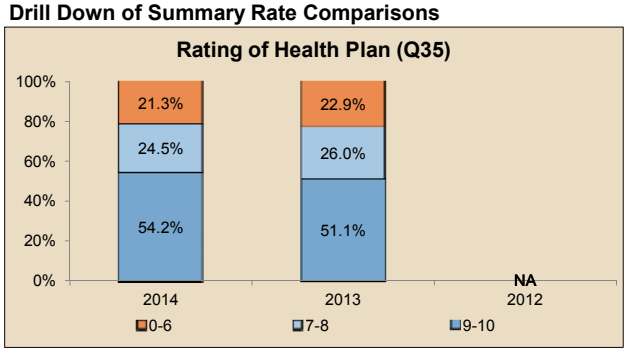
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

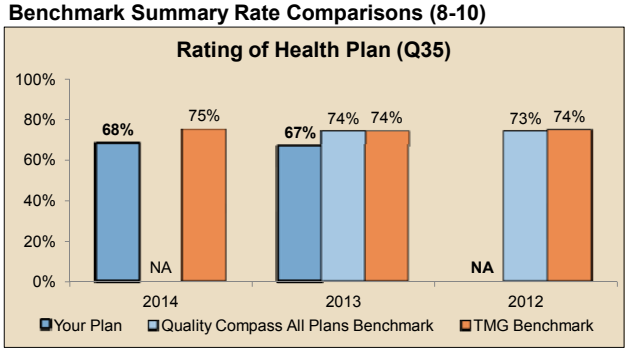
Rating of Health Plan	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q35. Rating of Health Plan (8-10)	NA	0.593	0.456

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Thresholds

Rating Item	Your Plan's Summary Rate and Percentile Threshold		2013 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q35. Rating of Health Plan (8-10)	**67.9%**	<25th	73.5%	69.1%	74.5%	77.8%	81.3%
Q35. Rating of Health Plan (9-10)	**54.2%**	25th	56.3%	51.6%	56.6%	60.7%	65.5%

Rankings indicate where your plan's Summary Rate ranks relative to the benchmark percentiles. Summary Rates that are below the 10th percentile threshold are shown as "<10th."

- Summary Rate at or above the 90th percentile threshold.
- Summary Rate at or above the 75th, but below the 90th percentile threshold.
- Summary Rate at or above the 50th, but below the 75th percentile threshold.
- Summary Rate at or above the 25th, but below the 50th percentile threshold.
- Summary Rate below the 25th percentile threshold.

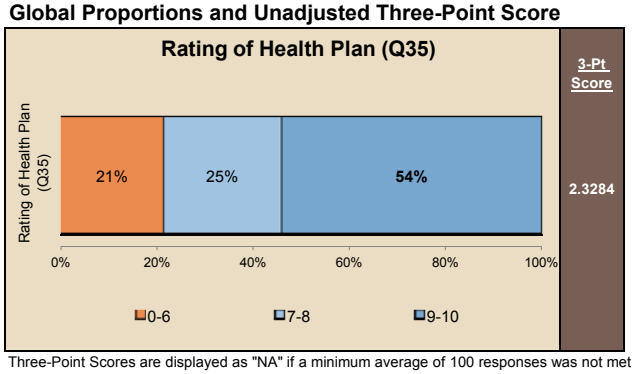
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Unadjusted Three-Point Score	Plan Adjusted Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
					25th	50th	75th	90th
Rating of Health Plan (Q35)	**2014**	2.3284	**2.3424**	25th	2.32	2.40	2.46	2.54
	2013	2.2817	**2.3097**	<25th	2.32	2.40	2.46	2.54
	2012	NA	**NA**	NA	2.31	2.38	2.46	2.54

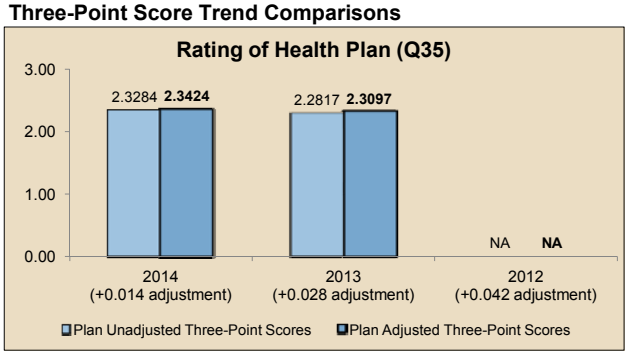
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Unadjusted Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the rating. Adjustments and benchmarks apply to the composite score only.

9. Technical Notes

Presented alphabetically by subject area

Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q14 and Q25.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 35 ("What number would you use to rate your health plan?"), as well as between attributes and Questions 13 and 23, *Rating of Health Care* and *Rating of Personal Doctor*, respectively. The Pearson's product moment correlation coefficient, *r*, is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from –1 to +1 with values close to +1 indicating a strong positive correlation. This analysis is shown on Page 6A.

Demographic Categories

The Myers Group collapses the age, race, and education group categories into fewer segments than those defined by the CAHPS® 5.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Age	
CAHPS®	TMG
18 – 24	18 – 34
25 – 34	
35 – 44	35 – 44
45 – 54	45 – 54
55 – 64	55 or older
65 – 74	
75 or older	

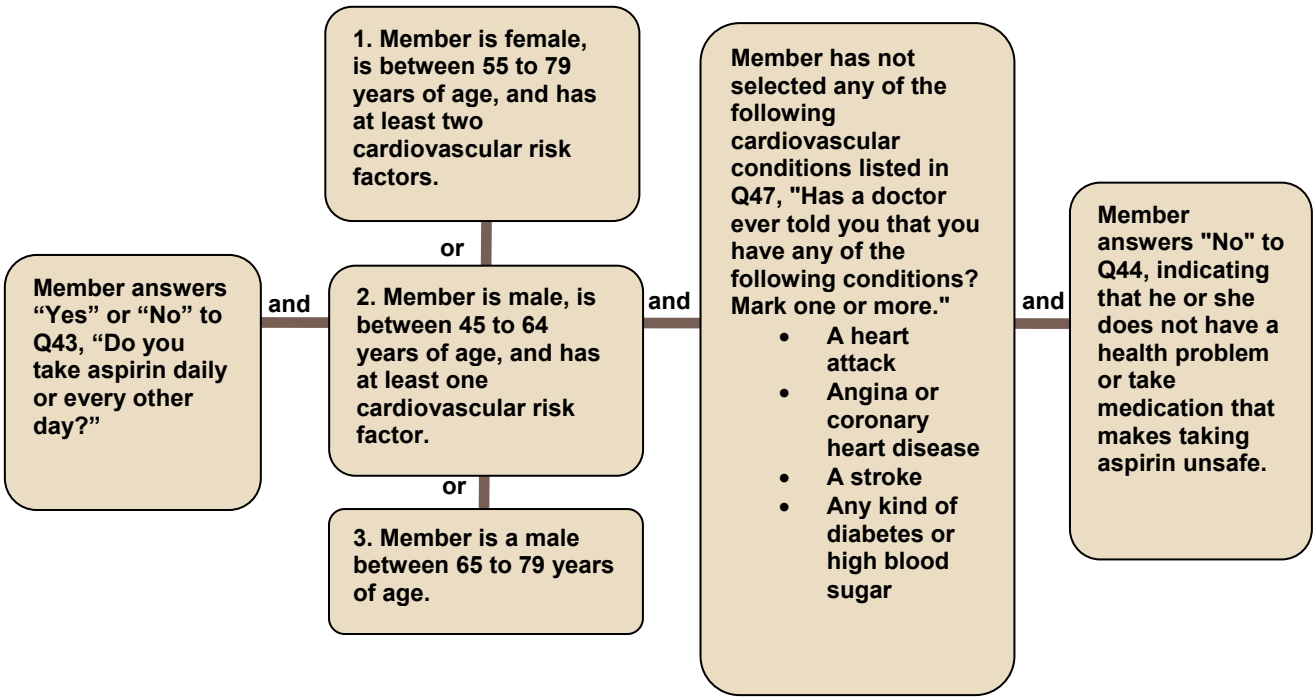
Education	
CAHPS®	TMG
8th grade or less	High school graduate/GED or less
Some high school	
High school graduate/GED	
Some college/2-year degree	Some college/2-year degree
4-year college degree	College graduate or more
More than 4-year college degree	

Race/Ethnicity	
CAHPS®	TMG
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

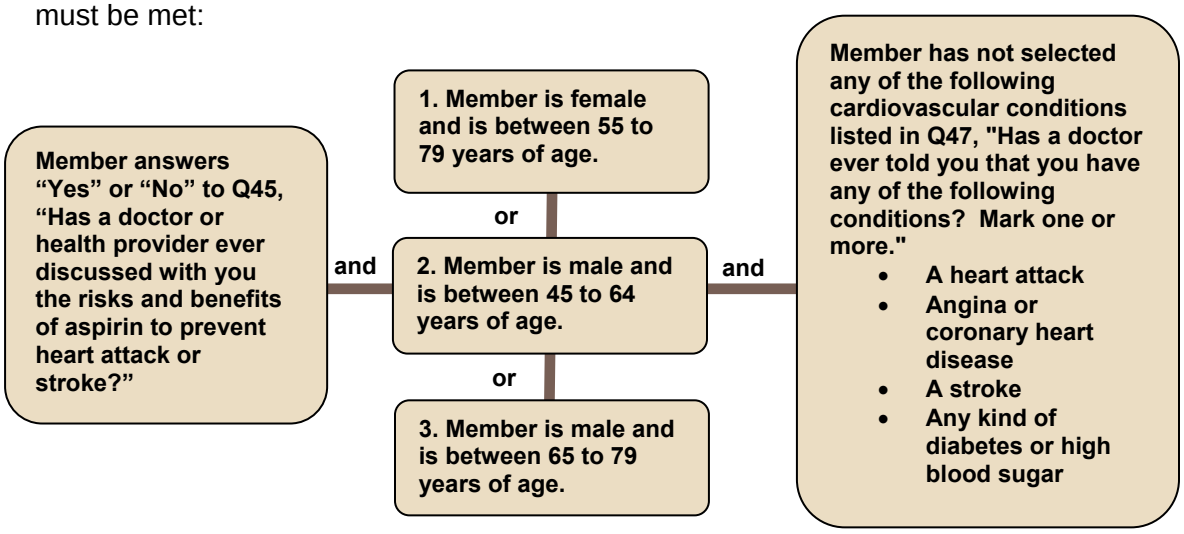
Effectiveness of Care Measures (Aspirin Use and Discussion *ASP*)

The *Aspirin Use* and *Discussing Aspirin Risks and Benefits* Effectiveness of Care Measures were created to assess the various facets of managing aspirin use for the prevention of heart disease. While the *Aspirin Use* Measure represents the percentage of members who are currently taking aspirin, the *Discussing Aspirin Risks and Benefits* Measure indicates the proportion of members who discuss the risks and benefits of using aspirin with a doctor or other health provider.

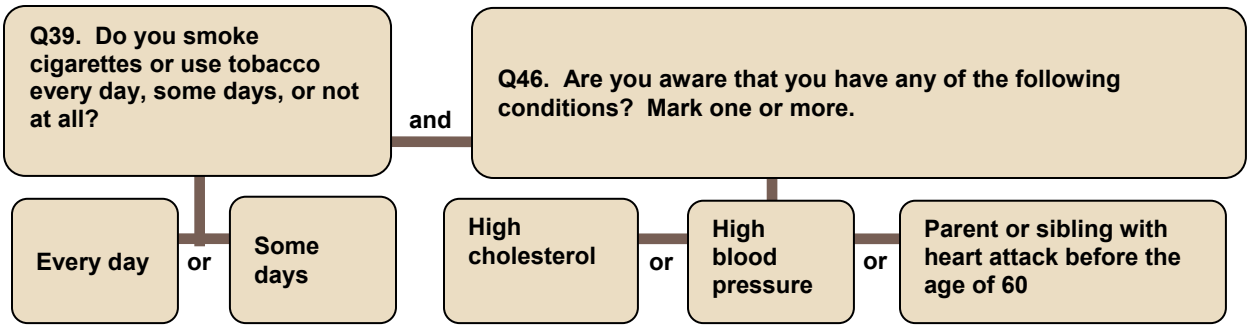
In order for a member to be considered eligible for inclusion in the calculation of the *Aspirin Use* Effectiveness of Care Measure, the following conditions must be met:



Conversely, in order for a member to be considered eligible for inclusion in the calculation of the *Discussing Aspirin Risks and Benefits* Effectiveness of Care Measure, the following conditions must be met:



Cardiovascular risk factors are determined based upon members' responses to the following questions:



Both measures are calculated using a rolling average methodology, which involves combining two consecutive years of data to calculate results.

Opportunity Analysis (see Regression Analysis)

Public Report 2013 (Medicaid) benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by The Myers Group. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (113 plan-specific samples with at least 100 valid responses per question item) *choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass aggregate, or national summary*. The scores shown in this report reflect the mean Summary Rates from these plan means.

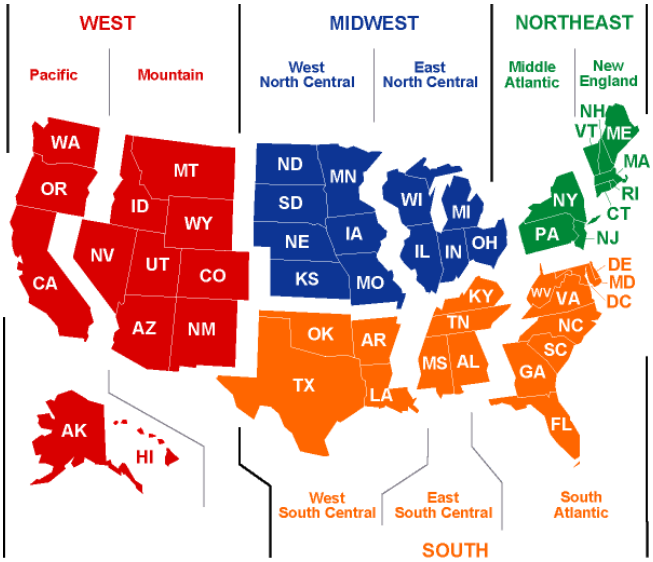
Quality Compass® 2013 (Medicaid – All Plans) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (135 samples) for those Medicaid adult plans (samples with at least 100 valid responses per question item) *allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores*.

Quality Compass® 2013 (Regional) is a breakout of All Plans data into the ten Health and Human Services Regions (HHS) and the eight Census Regions:

Health and Human Services Regions:

- **Chicago** – Indiana, Illinois, Michigan, Minnesota, Wisconsin, Ohio
- **New York** – New York, New Jersey, Puerto Rico, Virgin Islands
- **Philadelphia** – Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **Denver** – Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Boston** – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Seattle** – Alaska, Idaho, Washington, Oregon
- **Atlanta** – Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- **Dallas** – Arkansas, Louisiana, Oklahoma, New Mexico, Texas
- **Kansas City –** Iowa, Missouri, Nebraska, Kansas
- **San Francisco –** American Samoa, Arizona, California, Guam, Hawaii, Nevada

The map below refers to **U.S. Census Bureau** regions. States in each region include:



- **East North Central** – Ohio, Indiana, Illinois, Michigan, Wisconsin
- **Middle Atlantic** – New Jersey, New York, Pennsylvania
- **Mountain** – Arizona, Colorado, Idaho, Montana, New Mexico, Nevada, Utah, Wyoming
- **New England** – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Pacific** – Alaska, California, Hawaii, Washington, Oregon
- **South Atlantic** – Delaware, D.C., Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia
- **South Central (West and East)** – Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Oklahoma, Tennessee, Texas
- **West North Central –** Minnesota, Iowa, Missouri, North Dakota, South Dakota**,** Nebraska, Kansas

Question Scoring

NCQA Summary Rate & Three-Point Categories for Composite Questions

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
Getting Needed Care			
Never/Sometimes		1	Q14 – In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Q25 – In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Getting Care Quickly			
Never/Sometimes		1	Q4 – In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? 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?
Usually	Summary Rate	2	
Always	Summary Rate	3	

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
How Well Doctors Communicate			
Never/Sometimes		1	Q17 – In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Q18 – In the last 6 months, how often did your personal doctor listen carefully to you? Q19 – In the last 6 months, how often did your personal doctor show respect for what you had to say? Q20 - In the last 6 months, how often did your personal doctor spend enough time with you?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q31 – In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Q32 – In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
Not At All, No		1	Q10 – When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine? Q11 – When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine? 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?
A Little		1	
Some		2	
A Lot, Yes	Summary Rate	3	

Rating Questions

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q13), *Rating of Personal Doctor* (Q23), *Rating of Specialist* (Q27), and *Rating of Health Plan* (Q35), where zero represents "worst possible" and ten represents "best possible."

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to the 2014 TMG Medicaid Adult Book of Business benchmark. The Myers Group Book of Business consists of the 2014 Medicaid adult data from each of the 48 health plans that submitted to NCQA. The dependent variable in the model is measured by Question 35 ("What number would you use to rate your health plan?"), Question 13 ("What number would you use to rate your health care?"), as well as Question 23 ("What number would you use to rate your personal doctor?"), all of which are scaled from 0 to 10 ("Worst possible" to "Best possible").

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The

numbers reported alongside each composite, shown in Section 1 – *Executive Summary*, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, TMG has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2014 TMG Medicaid Adult Book of Business Summary Rate and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate is below the 50th percentile when compared to the 2014 TMG Medicaid Adult Book of Business Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentiles when compared to the 2014 TMG Medicaid Adult Book of Business Summary Rates it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan's success in that area.

Response Rate

The sample size for adult Medicaid health plans is 1,350 in accordance with NCQA protocol, although plans may choose to over-sample their sample if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The formula for determining the response rate is the following:

$$\frac{\text{Completed mail, telephone, and Internet (if applicable) surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The tables on the following page may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure

shown) within which the population percentage could be expected to lay **90**** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

*95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

**90% confidence interval

The sampling error table is used in the following manner: assume that "overall rating of health plan" received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Statistical Significance

A statistically significant hypothesis testing result means that, based on the sample(s), conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a sample Summary Rate and a set constant score (e.g., Quality Compass® All Plans benchmark), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's sample Summary Rate and this year's sample Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the sample Summary Rates are different.

Summary Rate
Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually;" "A lot" and "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Top Box Scores are also calculated using "9" and "10."

Members who responded "No" to Q33 are recoded as "Always" in Q34 and are, therefore, included in the Summary Rate of Q34.

The Summary Rate for each composite category and additional measure is as follows:

Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Coordination of Care; *Providing Needed Information*; and *Ease of Filling Out Forms*: Summary Rate represents the percentage of members who responded "Always" or "Usually."

Health Promotion and Education: Summary Rate represents the percentage of members who responded "Yes."

Shared Decision Making: Summary Rate represents the percentage of members who responded "A lot" and "Yes."

Survey Administration Protocol
The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. The sample size for Medicaid adult plans seeking accreditation from NCQA is 1,350 members.

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days, and in different weeks.	56-70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-respondents approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

The Myers Group Book of Business

The Myers Group Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that were conducted by TMG and submitted to NCQA. In 2014, there were 48 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2013 Book of Business consists of 50 samples that were submitted to NCQA in 2013, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

Three-Point Scores

Three-Point scoring assigns a value of 1, 2, or 3 to each question response category and then computes a numerical average based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

Response Choice 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
Not At All	1
A Little	1
Some	2
A Lot	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Response Choice 4	Score Value
No	1
Yes	3

The “mean of means” method is used in computing the Three-Point composite score. Each question is weighted equally within a composite regardless of the number of valid responses. These composite scores may be in slight variance to the scores shown elsewhere in the report (comparisons by member age, gender, etc.) where scores are calculated as weighted means based on the actual number of respondents answering each question.

Unanswered Questions

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q46, Q47, Q56, and Q58), that response is considered a “multiple mark.” A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the Quality Compass® All Plans benchmark) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., the Quality Compass® All Plans benchmark)—with various conditions/assumptions—The Myers Group uses the statistical test on the following page:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where

$\hat{p}$ = Summary Rate from the sample

p_0 = Set constant score for comparison

q_0 = 1 – (Set constant score) = $(1 - p_0)$

n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population "Summary Rate" equals the set constant score is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

$\hat{p}_1$ = Summary Rate from the 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

$\hat{q}$ = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from the cumulative standard normal distribution table).

Sample Survey Tool

59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

- ☐1 Same day
- ☐2 1-2 days
- ☐3 3-7 days
- ☐4 8-14 days
- ☐5 15-30 days
- ☐6 More than 30 days
- ☐7 I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months

60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

- ☐1 Same day
- ☐2 1-2 days
- ☐3 3-7 days
- ☐4 8-14 days
- ☐5 15-30 days
- ☐6 More than 30 days
- ☐7 I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months

61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

- ☐1 6 weeks or less
- ☐2 More than 6 weeks
- ☐3 I did not need an appointment with a provider for a regular or routine care visit in the last 6 months

62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

- ☐1 Within 1 month (30 days) of referral
- ☐2 More than 1 month (31 days) after referral
- ☐3 I was not referred to a specialist in the last 6 months

63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for routine lab or x-ray services and actually getting the lab or x-ray services?

- ☐1 21 days or less
- ☐2 22 days or more
- ☐3 I did not need an appointment for a routine lab or x-ray services in the last 6 months

64. In the last 6 months, how many days did you usually have to wait between making an appointment for urgent lab or x-ray services and actually getting the lab or x-ray services?

- ☐1 Same day
- ☐2 1-2 days
- ☐3 3-7 days
- ☐4 8-14 days
- ☐5 15-30 days
- ☐6 More than 30 days
- ☐7 I did not need an appointment for an urgent lab or x-ray services in the last 6 months

65. Are you currently pregnant, or have you been pregnant in the last 6 months?

- ☐1 Yes . . . . . **If Yes, Go to Question 66**
- ☐2 No . . . . . **Thank you. Please return the completed survey in the postage-paid envelope.**

66. Did you receive your *Louisiana Healthcare Connections Start Smart for your Baby* welcome packet?

- ☐1 Yes . . . . . **If Yes, Go to Question 67**
- ☐2 No . . . . . **If No, Go to Question 68**

67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your *Louisiana Healthcare Connections Start Smart for your Baby* welcome packet?

- ☐1 Same day
- ☐2 1-2 days
- ☐3 3-7 days
- ☐4 8-14 days
- ☐5 15-30 days
- ☐6 More than 30 days

68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

- ☐1 14 days or less
- ☐2 15 days or more
- ☐3 I did not need a first trimester check-up in the last 6 months

69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

- ☐1 7 days or less
- ☐2 8 days or more
- ☐3 I did not need a second trimester check-up in the last 6 months

70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

- ☐1 3 days or less
- ☐2 4 days or more
- ☐3 I did not need a third trimester check-up in the last 6 months

71. If you are considered by your doctor as HAVING a High Risk pregnancy or if you HAD a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

- ☐1 7 days or less
- ☐2 8 days or more
- ☐3 I do not have or did not have a high risk pregnancy in the last 6 months

Thank You

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

The Myers Group, Attn: Survey Processing Department, PO Box 100072, Duluth, GA 30096-9805

Toll Free: 1-800-692-0041

446298

For Internal Purposes Only: 446298

- Answer each question by marking the box with blue or black ink to the left of your answer. Like this ☒
- You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: ☒ Yes .....**If Yes, Go to Question 1**
  ☐ No

*Your privacy is protected. All information that would let someone identify you or your family will be kept private. The Myers Group will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.*

1. Our records show that you are now in **Louisiana Healthcare Connections.** Is that right?

- ☐1 Yes . . . . . **If Yes, Go to Question 3**
- ☐2 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?

- ☐1 Yes
- ☐2 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?

- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 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?

- ☐1 Yes
- ☐2 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?

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

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

- ☐1 None . . . . . **If None, Go to Question 15**
- ☐2 1 time
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 to 9
- ☐7 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?

- ☐1 Yes
- ☐2 No

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 13**

10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- ☐1 Not at all
- ☐2 A little
- ☐3 Some
- ☐4 A lot

11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

- ☐1 Not at all
- ☐2 A little
- ☐3 Some
- ☐4 A lot

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?

- ☐1 Yes
- ☐2 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?

Worst health care possible — **Best** health care possible

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

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

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

YOUR PERSONAL DOCTOR

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?

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 24**

Please continue inside

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

- ☐1 None . . . . . **If None, Go to Question 23**
- ☐2 1 time
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 5 to 9
- ☐7 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?

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

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

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

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

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

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

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

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 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?

- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 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?

Worst personal doctor possible — **Best** personal doctor possible

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

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?

- ☐1 Yes
- ☐2 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?

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

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

- ☐1 None . . . . . **If None, Go to Question 28**
- ☐2 1 specialist
- ☐3 2
- ☐4 3
- ☐5 4
- ☐6 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?

Worst specialist possible — **Best** specialist possible

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

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?

- ☐1 Yes
- ☐2 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?

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

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 33**

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

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

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

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

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

- ☐1 Yes
- ☐2 No . . . . . **If No, Go to Question 35**

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

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

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?

Worst health plan possible — **Best** health plan possible

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

ABOUT YOU

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

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

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

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

38. Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- ☐1 Yes
- ☐2 No
- ☐3 Don't know

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

- ☐1 Every day
- ☐2 Some days
- ☐3 Not at all . . . . . **If Not at all, Go to Question 43**
- ☐4 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?

- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 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.

- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 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.

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

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

- ☐1 Yes
- ☐2 No
- ☐3 Don't know

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

- ☐1 Yes
- ☐2 No
- ☐3 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?

- ☐1 Yes
- ☐2 No

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

- ☐A High cholesterol
- ☐B High blood pressure
- ☐C 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 A heart attack
- ☐B Angina or coronary heart disease
- ☐C A stroke
- ☐D 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?

- ☐1 Yes
- ☐2 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.

- ☐1 Yes
- ☐2 No

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

- ☐1 Yes
- ☐2 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.

- ☐1 Yes
- ☐2 No

52. What is your age?

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

53. Are you male or female?

- ☐1 Male
- ☐2 Female

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

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

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

- ☐1 Yes, Hispanic or Latino
- ☐2 No, Not Hispanic or Latino

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

- ☐A White
- ☐B Black or African-American
- ☐C Asian
- ☐D Native Hawaiian or other Pacific Islander
- ☐E American Indian or Alaska Native
- ☐F Other

57. Did someone help you complete this survey?

- ☐1 Yes . . . . . **If Yes, Go to Question 58**
- ☐2 No . . . . . **If No, Go to Question 59**

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

- ☐A Read the questions to me
- ☐B Wrote down the answers I gave
- ☐C Answered the questions for me
- ☐D Translated the questions into my language
- ☐E Helped in some other way

Please continue

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents, (2) demographic groups (Age, Education, Gender, Ethnicity, Race, Health Status, and Mental/Emotional Health Status), (3) survey items, and (4) data collection method.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible" represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 491, which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper-case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for Males and Females. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper or lower case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. Note that when comparing groups, the Z-Test is only valid for large sample sizes. See Z-Test in *Technical Notes*.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper and lower case letters.

If a percentage has an upper case letter beneath it, a difference exists at the 0.05 level of significance. A lower case letter denotes a difference at the 0.10 level of significance. A banner table example follows with key points noted.

		========= GENDER =========	
	Total	Male	Female
	(A)	(B)	(C)
Total	433[1]	22	407
Total Valid Responses	429[2] 100.0%	22 100.0%	403 100.0%
No Answer	4[3]	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B[4]
No	231 53.8%	16 72.7% C[5]	214 53.1%

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, people who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents–all Female–who were eligible to answer the question did not provide an answer.

4 – Females and Males provided a significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C–Females–and is significant at the 0.05 level of significance.

Please refer to the *Technical Notes* for additional information about banner tables.

Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?		Success	491
2	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?		Success	491
3	Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	212
4	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?		Success	491
5	Q6. (GCQ) 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?	Q5.ContainsAny({Yes})	Success	327
6	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?		Success	491
7	Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
8	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
9	Q10. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	121
10	Q11. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	121
11	Q12. (SDM) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	121
12	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
13	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
14	Q15. Do you have a personal doctor?		Success	491
15	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	331
16	Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
17	Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
18	Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
19	Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
20	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
21	Q22. (CC) 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	123
22	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	331
23	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	491
24	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	144
25	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	144
26	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	124
27	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?		Success	491
28	Q29. (FNI) 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?	Q28.ContainsAny({Yes})	Success	65
29	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	491
30	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	124
31	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	124
32	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	491
33	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, No})	Success	403
34	Q35. What number would you use to rate your health plan?		Success	491
35	Q36. In general, how would you rate your overall health?		Success	491
36	Q37. In general, how would you rate your overall mental or emotional health?		Success	491
37	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? (All respondents)		Success	491
38	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2013? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	464
39	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	491
40	Q40. (HEDIS) 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?	Q39.ContainsAny({Every_day, Some_days})	Success	150
41	Q41. (HEDIS) 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?	Q39.ContainsAny({Every_day, Some_days})	Success	150
42	Q42. (HEDIS) 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?	Q39.ContainsAny({Every_day, Some_days})	Success	150
43	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	491
44	HEDIS Measure: Aspirin Use		Success	491
45	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	491
46	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	491
47	HEDIS Measure: Aspirin Risks and Benefits		Success	491
48	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	491
49	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	491
50	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	491
51	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	159
52	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	491
53	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	278
54	Q52. What is your age?		Success	491
55	Q53. Are you male or female?		Success	491
56	Q54. What is the highest grade or level of school that you have completed?		Success	491
57	Q55. Are you of Hispanic or Latino origin or descent?		Success	491

58	Q56. What is your race? Please mark one or more.		Success	491
59	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	282
60	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	64
61	Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?		Success	491
62	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?		Success	491
63	Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	212
64	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?		Success	491
65	Q6. (GCQ) 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?	Q5.ContainsAny({Yes})	Success	327
66	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?		Success	491
67	Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
68	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
69	Q10. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	121
70	Q11. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	121
71	Q12. (SDM) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	121
72	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
73	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	341
74	Q15. Do you have a personal doctor?		Success	491
75	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	331
76	Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
77	Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
78	Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
79	Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
80	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	263
81	Q22. (CC) 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	123
82	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	331
83	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	491
84	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	144
85	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	144
86	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	124
87	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?		Success	491
88	Q29. (PNI) 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?	Q28.ContainsAny({Yes})	Success	65
89	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	491
90	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	124
91	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	124
92	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	491
93	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, No})	Success	403
94	Q35. What number would you use to rate your health plan?		Success	491
95	Q36. In general, how would you rate your overall health?		Success	491
96	Q37. In general, how would you rate your overall mental or emotional health?		Success	491
97	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? (All respondents)		Success	491
98	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2013? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	464
99	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	491
100	Q40. (HEDIS) 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?	Q39.ContainsAny({Every_day, Some_days})	Success	150
101	Q41. (HEDIS) 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?	Q39.ContainsAny({Every_day, Some_days})	Success	150
102	Q42. (HEDIS) 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?	Q39.ContainsAny({Every_day, Some_days})	Success	150
103	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	491
104	HEDIS Measure: Aspirin Use		Success	491
105	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	491
106	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	491
107	HEDIS Measure: Aspirin Risks and Benefits		Success	491
108	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	491
109	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	491
110	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	491
111	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	159
112	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	491
113	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	278
114	Q52. What is your age?		Success	491
115	Q53. Are you male or female?		Success	491
116	Q54. What is the highest grade or level of school that you have completed?		Success	491
117	Q55. Are you of Hispanic or Latino origin or descent?		Success	491
118	Q56. What is your race? Please mark one or more.		Success	491
119	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	282
120	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	64

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**470** *100.0%*	**141** *100.0%*	**49** *100.0%*	**76** *100.0%*	**115** *100.0%*	**304** *100.0%*	**69** *100.0%*	**121** *100.0%*	**269** *100.0%*	**15** *100.0%*	**342** *100.0%*	**144** *100.0%*	**251** *100.0%*	**45** *100.0%*	**104** *100.0%*	**133** *100.0%*	**155** *100.0%*	**139** *100.0%*	**104** *100.0%*	**147** *100.0%*
No Answer	**21**	6	4	3	8	18	3	7	13	1	17	5	16	2	7	3	10	9	2	9
Yes	**470** *100.0%*	141 *100.0%*	49 *100.0%*	76 *100.0%*	115 *100.0%*	304 *100.0%*	69 *100.0%*	121 *100.0%*	269 *100.0%*	15 *100.0%* **	342 *100.0%*	144 *100.0%*	251 *100.0%*	45 *100.0%*	104 *100.0%*	133 *100.0%*	155 *100.0%*	139 *100.0%*	104 *100.0%*	147 *100.0%*
No	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**470** *100.0%*	141 *100.0%*	49 *100.0%*	76 *100.0%*	115 *100.0%*	304 *100.0%*	69 *100.0%*	121 *100.0%*	269 *100.0%*	15 *100.0%* **	342 *100.0%*	144 *100.0%*	251 *100.0%*	45 *100.0%*	104 *100.0%*	133 *100.0%*	155 *100.0%*	139 *100.0%*	104 *100.0%*	147 *100.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
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?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**449** *100.0%*	**145** *100.0%*	**52** *100.0%*	**77** *100.0%*	**118** *100.0%*	**315** *100.0%*	**70** *100.0%*	**123** *100.0%*	**277** *100.0%*	**15** *100.0%*	**354** *100.0%*	**146** *100.0%*	**261** *100.0%*	**45** *100.0%*	**110** *100.0%*	**133** *100.0%*	**159** *100.0%*	**146** *100.0%*	**104** *100.0%*	**150** *100.0%*
No Answer	**42**	2	1	2	5	7	2	5	5	1	5	3	6	2	1	3	6	2	2	6
Yes	**212** *47.2%*	53 *36.6%*	26 *50.0%* a	46 *59.7%* A	64 *54.2%* A	151 *47.9%*	33 *47.1%*	54 *43.9%*	138 *49.8%*	5 *33.3%* **	169 *47.7%*	72 *49.3%*	121 *46.4%*	26 *57.8%*	43 *39.1%*	58 *43.6%*	91 *57.2%* NO	55 *37.7%*	49 *47.1%*	86 *57.3%* Q
No	**237** *52.8%*	92 *63.4%* bCD	26 *50.0%*	31 *40.3%*	54 *45.8%*	164 *52.1%*	37 *52.9%*	69 *56.1%*	139 *50.2%*	10 *66.7%* **	185 *52.3%*	74 *50.7%*	140 *53.6%*	19 *42.2%*	67 *60.9%* P	75 *56.4%* P	68 *42.8%*	91 *62.3%* S	55 *52.9%*	64 *42.7%*
HEDIS/CAHPS SUMMARY RATE - Yes	**212** *47.2%*	53 *36.6%*	26 *50.0%* a	46 *59.7%* A	64 *54.2%* A	151 *47.9%*	33 *47.1%*	54 *43.9%*	138 *49.8%*	5 *33.3%* **	169 *47.7%*	72 *49.3%*	121 *46.4%*	26 *57.8%*	43 *39.1%*	58 *43.6%*	91 *57.2%* NO	55 *37.7%*	49 *47.1%*	86 *57.3%* Q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																				
Total Eligible	**212** *100.0%*	**53** *100.0%*	**26** *100.0%*	**46** *100.0%*	**64** *100.0%*	**151** *100.0%*	**33** *100.0%*	**54** *100.0%*	**138** *100.0%*	**5** *100.0%*	**169** *100.0%*	**72** *100.0%*	**121** *100.0%*	**26** *100.0%*	**43** *100.0%*	**58** *100.0%*	**91** *100.0%*	**55** *100.0%*	**49** *100.0%*	**86** *100.0%*
Total Valid Responses	**196** *100.0%*	**47** *100.0%*	**25** *100.0%*	**43** *100.0%*	**63** *100.0%*	**142** *100.0%*	**31** *100.0%*	**49** *100.0%*	**132** *100.0%*	**5** *100.0%*	**161** *100.0%*	**67** *100.0%*	**115** *100.0%*	**26** *100.0%*	**42** *100.0%*	**51** *100.0%*	**87** *100.0%*	**51** *100.0%*	**46** *100.0%*	**82** *100.0%*
No Answer	**16**	6	1	3	1	9	2	5	6	-	8	5	6	-	1	7	4	4	3	4
Always	**128** *65.3%*	24 *51.1%*	16 *64.0%* **	32 *74.4%* A	44 *69.8%* A	95 *66.9%*	19 *61.3%*	31 *63.3%*	87 *65.9%*	3 *60.0%* **	102 *63.4%*	42 *62.7%*	79 *68.7%*	12 *46.2%* **	33 *78.6%* O	27 *52.9%*	57 *65.5%*	34 *66.7%*	33 *71.7%*	49 *59.8%*
Usually	**25** *12.8%*	7 *14.9%*	2 *8.0%* **	6 *14.0%*	8 *12.7%*	18 *12.7%*	4 *12.9%*	6 *12.2%*	17 *12.9%*	- - **	22 *13.7%*	13 *19.4%* L	8 *7.0%*	5 *19.2%* **	2 *4.8%*	7 *13.7%*	14 *16.1%* n	4 *7.8%*	4 *8.7%*	15 *18.3%* q
Sometimes	**41** *20.9%*	16 *34.0%* CD	7 *28.0%* **	4 *9.3%*	10 *15.9%*	28 *19.7%*	7 *22.6%*	12 *24.5%*	26 *19.7%*	2 *40.0%* **	35 *21.7%*	11 *16.4%*	27 *23.5%*	9 *34.6%* **	7 *16.7%*	17 *33.3%* nP	14 *16.1%*	13 *25.5%*	9 *19.6%*	16 *19.5%*
Never	**2** *1.0%*	- -	- - **	1 *2.3%*	1 *1.6%*	1 *0.7%*	1 *3.2%*	- -	2 *1.5%*	- - **	2 *1.2%*	1 *1.5%*	1 *0.9%*	- - **	- -	- -	2 *2.3%*	- -	- -	2 *2.4%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**153** *78.1%*	31 *66.0%*	18 *72.0%* **	38 *88.4%* A	52 *82.5%* A	113 *79.6%*	23 *74.2%*	37 *75.5%*	104 *78.8%*	3 *60.0%* **	124 *77.0%*	55 *82.1%*	87 *75.7%*	17 *65.4%* **	35 *83.3%* o	34 *66.7%*	71 *81.6%* O	38 *74.5%*	37 *80.4%*	64 *78.0%*
HEDIS/CAHPS SUMMARY RATE - Always	**128** *65.3%*	24 *51.1%*	16 *64.0%* **	32 *74.4%* A	44 *69.8%* A	95 *66.9%*	19 *61.3%*	31 *63.3%*	87 *65.9%*	3 *60.0%* **	102 *63.4%*	42 *62.7%*	79 *68.7%*	12 *46.2%* **	33 *78.6%* O	27 *52.9%*	57 *65.5%*	34 *66.7%*	33 *71.7%*	49 *59.8%*
3-Point Score	**2.43**	2.17	2.36	2.63	2.52	2.46	2.35	2.39	2.45	2.20	2.40	2.45	2.44	2.12	2.62	2.20	2.47	2.41	2.52	2.38

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
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?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**450** *100.0%*	**144** *100.0%*	**53** *100.0%*	**79** *100.0%*	**122** *100.0%*	**318** *100.0%*	**72** *100.0%*	**125** *100.0%*	**281** *100.0%*	**15** *100.0%*	**356** *100.0%*	**147** *100.0%*	**266** *100.0%*	**46** *100.0%*	**107** *100.0%*	**136** *100.0%*	**165** *100.0%*	**147** *100.0%*	**105** *100.0%*	**154** *100.0%*
No Answer	**41**	3	-	-	1	4	-	3	1	1	3	2	1	1	4	-	-	1	1	2
Yes	**327** *72.7%*	85 *59.0%*	38 *71.7%*	68 *86.1%* AB	99 *81.1%* A	228 *71.7%*	56 *77.8%*	81 *64.8%*	215 *76.5%* G	9 *60.0%* **	257 *72.2%*	107 *72.8%*	194 *72.9%*	37 *80.4%*	73 *68.2%*	92 *67.6%*	133 *80.6%* NO	97 *66.0%*	81 *77.1%* q	118 *76.6%* Q
No	**123** *27.3%*	59 *41.0%* CD	15 *28.3%* C	11 *13.9%*	23 *18.9%*	90 *28.3%*	16 *22.2%*	44 *35.2%* H	66 *23.5%*	6 *40.0%* **	99 *27.8%*	40 *27.2%*	72 *27.1%*	9 *19.6%*	34 *31.8%* P	44 *32.4%* P	32 *19.4%*	50 *34.0%* rS	24 *22.9%*	36 *23.4%*
HEDIS/CAHPS SUMMARY RATE - Yes	**327** *72.7%*	85 *59.0%*	38 *71.7%*	68 *86.1%* AB	99 *81.1%* A	228 *71.7%*	56 *77.8%*	81 *64.8%*	215 *76.5%* G	9 *60.0%* **	257 *72.2%*	107 *72.8%*	194 *72.9%*	37 *80.4%*	73 *68.2%*	92 *67.6%*	133 *80.6%* NO	97 *66.0%*	81 *77.1%* q	118 *76.6%* Q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q6. (GCQ) 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?																				
Total Eligible	**327** *100.0%*	**85** *100.0%*	**38** *100.0%*	**68** *100.0%*	**99** *100.0%*	**228** *100.0%*	**56** *100.0%*	**81** *100.0%*	**215** *100.0%*	**9** *100.0%*	**257** *100.0%*	**107** *100.0%*	**194** *100.0%*	**37** *100.0%*	**73** *100.0%*	**92** *100.0%*	**133** *100.0%*	**97** *100.0%*	**81** *100.0%*	**118** *100.0%*
Total Valid Responses	**311** *100.0%*	**80** *100.0%*	**36** *100.0%*	**65** *100.0%*	**95** *100.0%*	**218** *100.0%*	**52** *100.0%*	**74** *100.0%*	**207** *100.0%*	**7** *100.0%*	**245** *100.0%*	**100** *100.0%*	**187** *100.0%*	**34** *100.0%*	**70** *100.0%*	**85** *100.0%*	**128** *100.0%*	**93** *100.0%*	**76** *100.0%*	**113** *100.0%*
No Answer	**16**	5	2	3	4	10	4	7	8	2	12	7	7	3	3	7	5	4	5	5
Always	**177** *56.9%*	40 *50.0%*	25 *69.4%* a	37 *56.9%*	54 *56.8%*	128 *58.7%*	25 *48.1%*	47 *63.5%*	114 *55.1%*	3 *42.9%* **	142 *58.0%*	49 *49.0%*	113 *60.4%* Km	15 *44.1%*	42 *60.0%*	47 *55.3%*	69 *53.9%*	61 *65.6%* Rs	38 *50.0%*	60 *53.1%*
Usually	**70** *22.5%*	21 *26.3%*	6 *16.7%*	16 *24.6%*	25 *26.3%*	53 *24.3%*	14 *26.9%*	16 *21.6%*	51 *24.6%*	1 *14.3%* **	58 *23.7%*	31 *31.0%* l	40 *21.4%*	10 *29.4%*	11 *15.7%*	22 *25.9%*	36 *28.1%* n	12 *12.9%*	23 *30.3%* Q	34 *30.1%* Q
Sometimes	**51** *16.4%*	17 *21.3%*	4 *11.1%*	8 *12.3%*	14 *14.7%*	31 *14.2%*	10 *19.2%*	9 *12.2%*	35 *16.9%*	3 *42.9%* **	36 *14.7%*	15 *15.0%*	30 *16.0%*	8 *23.5%*	15 *21.4%*	13 *15.3%*	19 *14.8%*	20 *21.5%* s	11 *14.5%*	14 *12.4%*
Never	**13** *4.2%*	2 *2.5%*	1 *2.8%*	4 *6.2%*	2 *2.1%*	6 *2.8%*	3 *5.8%*	2 *2.7%*	7 *3.4%*	- - **	9 *3.7%*	5 *5.0%*	4 *2.1%*	1 *2.9%*	2 *2.9%*	3 *3.5%*	4 *3.1%*	- -	4 *5.3%* Q	5 *4.4%* Q
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**247** *79.4%*	61 *76.3%*	31 *86.1%*	53 *81.5%*	79 *83.2%*	181 *83.0%*	39 *75.0%*	63 *85.1%*	165 *79.7%*	4 *57.1%* **	200 *81.6%*	80 *80.0%*	153 *81.8%*	25 *73.5%*	53 *75.7%*	69 *81.2%*	105 *82.0%*	73 *78.5%*	61 *80.3%*	94 *83.2%*
HEDIS/CAHPS SUMMARY RATE - Always	**177** *56.9%*	40 *50.0%*	25 *69.4%* a	37 *56.9%*	54 *56.8%*	128 *58.7%*	25 *48.1%*	47 *63.5%*	114 *55.1%*	3 *42.9%* **	142 *58.0%*	49 *49.0%*	113 *60.4%* Km	15 *44.1%*	42 *60.0%*	47 *55.3%*	69 *53.9%*	61 *65.6%* Rs	38 *50.0%*	60 *53.1%*
3-Point Score	**2.36**	2.26	2.56	2.38	2.40	2.42	2.23	2.49	2.35	2.00	2.40	2.29	2.42	2.18	2.36	2.36	2.36	2.44	2.30	2.36

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Total Eligible	491 100.0%	147 100.0%	53 100.0%	79 100.0%	123 100.0%	322 100.0%	72 100.0%	128 100.0%	282 100.0%	16 100.0%	359 100.0%	149 100.0%	267 100.0%	47 100.0%	111 100.0%	136 100.0%	165 100.0%	148 100.0%	106 100.0%	156 100.0%
Total Valid Responses	420 100.0%	143 100.0%	48 100.0%	76 100.0%	115 100.0%	304 100.0%	68 100.0%	122 100.0%	265 100.0%	14 100.0%	340 100.0%	141 100.0%	253 100.0%	42 100.0%	107 100.0%	130 100.0%	154 100.0%	140 100.0%	99 100.0%	152 100.0%
No Answer	71	4	5	3	8	18	4	6	17	2	19	8	14	5	4	6	11	8	7	4
None	79 18.8%	42 29.4% CD	11 22.9% Cd	7 9.2%	13 11.3%	60 19.7%	9 13.2%	29 23.8% h	44 16.6%	5 35.7% **	65 19.1%	25 17.7%	49 19.4%	6 14.3%	25 23.4% P	29 22.3% p	21 13.6%	34 24.3% S	18 18.2%	21 13.8%
1 time	69 16.4%	19 13.3%	11 22.9%	12 15.8%	21 18.3%	48 15.8%	12 17.6%	23 18.9%	40 15.1%	1 7.1% **	54 15.9%	29 20.6% L	32 12.6%	9 21.4%	23 21.5% O	15 11.5%	27 17.5%	22 15.7%	16 16.2%	28 18.4%
2	73 17.4%	25 17.5%	4 8.3%	14 18.4%	21 18.3%	45 14.8%	21 30.9% E	18 14.8%	48 18.1%	5 35.7% **	55 16.2%	22 15.6%	48 19.0%	7 16.7%	18 16.8%	19 14.6%	28 18.2%	25 17.9%	13 13.1%	27 17.8%
3	76 18.1%	29 20.3%	5 10.4%	10 13.2%	24 20.9%	55 18.1%	11 16.2%	21 17.2%	49 18.5%	2 14.3% **	64 18.8%	25 17.7%	48 19.0%	7 16.7%	20 18.7%	32 24.6% P	18 11.7%	23 16.4%	27 27.3% QS	21 13.8%
4	44 10.5%	9 6.3%	4 8.3%	15 19.7% Ab	14 12.2%	33 10.9%	8 11.8%	10 8.2%	33 12.5%	1 7.1% **	37 10.9%	13 9.2%	31 12.3%	3 7.1%	6 5.6%	13 10.0%	24 15.6% N	13 9.3%	11 11.1%	19 12.5%
5 to 9	57 13.6%	17 11.9%	9 18.8%	12 15.8%	16 13.9%	46 15.1%	6 8.8%	14 11.5%	40 15.1%	- - **	49 14.4%	22 15.6%	32 12.6%	9 21.4%	11 10.3%	16 12.3%	26 16.9%	17 12.1%	10 10.1%	26 17.1%
10 or more times	22 5.2%	2 1.4%	4 8.3% A	6 7.9% A	6 5.2% a	17 5.6%	1 1.5%	7 5.7%	11 4.2%	- - **	16 4.7%	5 3.5%	13 5.1%	1 2.4%	4 3.7%	6 4.6%	10 6.5%	6 4.3%	4 4.0%	10 6.6%
HEDIS/CAHPS SUMMARY RATE - 1 or more times	341 81.2%	101 70.6%	37 77.1%	69 90.8% AB	102 88.7% Ab	244 80.3%	59 86.8%	93 76.2%	221 83.4% g	9 64.3% **	275 80.9%	116 82.3%	204 80.6%	36 85.7%	82 76.6%	101 77.7%	133 86.4% No	106 75.7%	81 81.8%	131 86.2% Q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																				
Total Eligible	**341** *100.0%*	**101** *100.0%*	**37** *100.0%*	**69** *100.0%*	**102** *100.0%*	**244** *100.0%*	**59** *100.0%*	**93** *100.0%*	**221** *100.0%*	**9** *100.0%*	**275** *100.0%*	**116** *100.0%*	**204** *100.0%*	**36** *100.0%*	**82** *100.0%*	**101** *100.0%*	**133** *100.0%*	**106** *100.0%*	**81** *100.0%*	**131** *100.0%*
Total Valid Responses	**335** *100.0%*	**101** *100.0%*	**36** *100.0%*	**68** *100.0%*	**100** *100.0%*	**241** *100.0%*	**58** *100.0%*	**92** *100.0%*	**218** *100.0%*	**8** *100.0%*	**272** *100.0%*	**115** *100.0%*	**201** *100.0%*	**35** *100.0%*	**81** *100.0%*	**100** *100.0%*	**131** *100.0%*	**106** *100.0%*	**81** *100.0%*	**127** *100.0%*
No Answer	**6**	-	1	1	2	3	1	1	3	1	3	1	3	1	1	1	2	-	-	4
Yes	**242** *72.2%*	70 *69.3%*	30 *83.3%*	48 *70.6%*	73 *73.0%*	179 *74.3%*	39 *67.2%*	66 *71.7%*	160 *73.4%*	5 *62.5%* **	202 *74.3%*	78 *67.8%*	151 *75.1%*	27 *77.1%*	55 *67.9%*	73 *73.0%*	98 *74.8%*	77 *72.6%*	59 *72.8%*	91 *71.7%*
No	**93** *27.8%*	31 *30.7%*	6 *16.7%*	20 *29.4%*	27 *27.0%*	62 *25.7%*	19 *32.8%*	26 *28.3%*	58 *26.6%*	3 *37.5%* **	70 *25.7%*	37 *32.2%*	50 *24.9%*	8 *22.9%*	26 *32.1%*	27 *27.0%*	33 *25.2%*	29 *27.4%*	22 *27.2%*	36 *28.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**242** *72.2%*	70 *69.3%*	30 *83.3%*	48 *70.6%*	73 *73.0%*	179 *74.3%*	39 *67.2%*	66 *71.7%*	160 *73.4%*	5 *62.5%* **	202 *74.3%*	78 *67.8%*	151 *75.1%*	27 *77.1%*	55 *67.9%*	73 *73.0%*	98 *74.8%*	77 *72.6%*	59 *72.8%*	91 *71.7%*
3-Point Score	**2.44**	2.39	2.67	2.41	2.46	2.49	2.34	2.43	2.47	2.25	2.49	2.36	2.50	2.54	2.36	2.46	2.50	2.45	2.46	2.43

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																				
Total Eligible	**341** *100.0%*	**101** *100.0%*	**37** *100.0%*	**69** *100.0%*	**102** *100.0%*	**244** *100.0%*	**59** *100.0%*	**93** *100.0%*	**221** *100.0%*	**9** *100.0%*	**275** *100.0%*	**116** *100.0%*	**204** *100.0%*	**36** *100.0%*	**82** *100.0%*	**101** *100.0%*	**133** *100.0%*	**106** *100.0%*	**81** *100.0%*	**131** *100.0%*
Total Valid Responses	**336** *100.0%*	**100** *100.0%*	**37** *100.0%*	**68** *100.0%*	**101** *100.0%*	**240** *100.0%*	**59** *100.0%*	**92** *100.0%*	**218** *100.0%*	**9** *100.0%*	**271** *100.0%*	**114** *100.0%*	**201** *100.0%*	**35** *100.0%*	**82** *100.0%*	**100** *100.0%*	**130** *100.0%*	**106** *100.0%*	**81** *100.0%*	**127** *100.0%*
No Answer	**5**	1	-	1	1	4	-	1	3	-	4	2	3	1	-	1	3	-	-	4
Yes	**121** *36.0%*	33 *33.0%*	14 *37.8%*	27 *39.7%*	39 *38.6%*	86 *35.8%*	21 *35.6%*	30 *32.6%*	83 *38.1%*	3 *33.3%* **	104 *38.4%*	48 *42.1%*	67 *33.3%*	17 *48.6%* l	23 *28.0%*	36 *36.0%*	52 *40.0%* n	31 *29.2%*	34 *42.0%* q	46 *36.2%*
No	**215** *64.0%*	67 *67.0%*	23 *62.2%*	41 *60.3%*	62 *61.4%*	154 *64.2%*	38 *64.4%*	62 *67.4%*	135 *61.9%*	6 *66.7%* **	167 *61.6%*	66 *57.9%*	134 *66.7%* m	18 *51.4%*	59 *72.0%* p	64 *64.0%*	78 *60.0%*	75 *70.8%* r	47 *58.0%*	81 *63.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**121** *36.0%*	33 *33.0%*	14 *37.8%*	27 *39.7%*	39 *38.6%*	86 *35.8%*	21 *35.6%*	30 *32.6%*	83 *38.1%*	3 *33.3%* **	104 *38.4%*	48 *42.1%*	67 *33.3%*	17 *48.6%* l	23 *28.0%*	36 *36.0%*	52 *40.0%* n	31 *29.2%*	34 *42.0%* q	46 *36.2%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q10. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?																				
Total Eligible	**121** *100.0%*	**33** *100.0%*	**14** *100.0%*	**27** *100.0%*	**39** *100.0%*	**86** *100.0%*	**21** *100.0%*	**30** *100.0%*	**83** *100.0%*	**3** *100.0%*	**104** *100.0%*	**48** *100.0%*	**67** *100.0%*	**17** *100.0%*	**23** *100.0%*	**36** *100.0%*	**52** *100.0%*	**31** *100.0%*	**34** *100.0%*	**46** *100.0%*
Total Valid Responses	**116** *100.0%*	**32** *100.0%*	**13** *100.0%*	**27** *100.0%*	**37** *100.0%*	**84** *100.0%*	**21** *100.0%*	**29** *100.0%*	**80** *100.0%*	**3** *100.0%*	**100** *100.0%*	**47** *100.0%*	**64** *100.0%*	**16** *100.0%*	**22** *100.0%*	**36** *100.0%*	**50** *100.0%*	**29** *100.0%*	**33** *100.0%*	**46** *100.0%*
No Answer	**5**	1	1	-	2	2	-	1	3	-	4	1	3	1	1	-	2	2	1	-
Not at all	**7** *6.0%*	2 *6.3%*	- - **	2 *7.4%* **	3 *8.1%*	5 *6.0%*	1 *4.8%* **	3 *10.3%* **	4 *5.0%*	- - **	7 *7.0%*	3 *6.4%*	5 *7.8%*	- - **	1 *4.5%* **	3 *8.3%*	3 *6.0%*	2 *6.9%* **	3 *9.1%*	2 *4.3%*
A little	**19** *16.4%*	3 *9.4%*	2 *15.4%* **	5 *18.5%* **	6 *16.2%*	15 *17.9%*	- - **	6 *20.7%* **	10 *12.5%*	- - **	14 *14.0%*	3 *6.4%*	12 *18.8%* K	5 *31.3%* **	3 *13.6%* **	7 *19.4%*	6 *12.0%*	3 *10.3%* **	6 *18.2%*	7 *15.2%*
Some	**32** *27.6%*	12 *37.5%*	- - **	5 *18.5%* **	12 *32.4%*	20 *23.8%*	8 *38.1%* **	9 *31.0%* **	20 *25.0%*	1 *33.3%* **	27 *27.0%*	14 *29.8%*	15 *23.4%*	4 *25.0%* **	4 *18.2%* **	9 *25.0%*	15 *30.0%*	6 *20.7%* **	9 *27.3%*	13 *28.3%*
A lot	**58** *50.0%*	15 *46.9%*	11 *84.6%* **	15 *55.6%* **	16 *43.2%*	44 *52.4%*	12 *57.1%* **	11 *37.9%* **	46 *57.5%*	2 *66.7%* **	52 *52.0%*	27 *57.4%*	32 *50.0%*	7 *43.8%* **	14 *63.6%* **	17 *47.2%*	26 *52.0%*	18 *62.1%* **	15 *45.5%*	24 *52.2%*
HEDIS/CAHPS SUMMARY RATE - A lot	**58** *50.0%*	15 *46.9%*	11 *84.6%*	15 *55.6%*	16 *43.2%*	44 *52.4%*	12 *57.1%*	11 *37.9%*	46 *57.5%*	2 *66.7%*	52 *52.0%*	27 *57.4%*	32 *50.0%*	7 *43.8%*	14 *63.6%*	17 *47.2%*	26 *52.0%*	18 *62.1%*	15 *45.5%*	24 *52.2%*
3-Point Score	**2.28**	2.31	2.69	2.30	2.19	2.29	2.52	2.07	2.40	2.67	2.31	2.45	2.23	2.13	2.45	2.19	2.34	2.45	2.18	2.33

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q11. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?																				
Total Eligible	**121** *100.0%*	**33** *100.0%*	**14** *100.0%*	**27** *100.0%*	**39** *100.0%*	**86** *100.0%*	**21** *100.0%*	**30** *100.0%*	**83** *100.0%*	**3** *100.0%*	**104** *100.0%*	**48** *100.0%*	**67** *100.0%*	**17** *100.0%*	**23** *100.0%*	**36** *100.0%*	**52** *100.0%*	**31** *100.0%*	**34** *100.0%*	**46** *100.0%*
Total Valid Responses	**117** *100.0%*	**33** *100.0%*	**14** *100.0%*	**27** *100.0%*	**36** *100.0%*	**85** *100.0%*	**21** *100.0%*	**28** *100.0%*	**82** *100.0%*	**3** *100.0%*	**102** *100.0%*	**47** *100.0%*	**66** *100.0%*	**16** *100.0%*	**23** *100.0%*	**35** *100.0%*	**50** *100.0%*	**30** *100.0%*	**33** *100.0%*	**45** *100.0%*
No Answer	**4**	-	-	-	3	1	-	2	1	-	2	1	1	1	-	1	2	1	1	1
Not at all	**22** *18.8%*	7 *21.2%*	2 *14.3%* **	5 *18.5%* **	7 *19.4%*	17 *20.0%*	3 *14.3%* **	7 *25.0%* **	14 *17.1%*	1 *33.3%* **	19 *18.6%*	11 *23.4%*	10 *15.2%*	3 *18.8%* **	3 *13.0%* **	9 *25.7%*	8 *16.0%*	9 *30.0%* R	3 *9.1%*	8 *17.8%*
A little	**15** *12.8%*	4 *12.1%*	1 *7.1%* **	3 *11.1%* **	4 *11.1%*	8 *9.4%*	4 *19.0%* **	3 *10.7%* **	9 *11.0%*	- - **	12 *11.8%*	2 *4.3%*	9 *13.6%* k	4 *25.0%* **	3 *13.0%* **	2 *5.7%*	7 *14.0%*	2 *6.7%*	3 *9.1%*	7 *15.6%*
Some	**35** *29.9%*	14 *42.4%*	3 *21.4%* **	6 *22.2%* **	12 *33.3%*	28 *32.9%*	6 *28.6%* **	10 *35.7%* **	25 *30.5%*	2 *66.7%* **	31 *30.4%*	19 *40.4%* l	17 *25.8%*	4 *25.0%* **	8 *34.8%* **	12 *34.3%*	14 *28.0%*	7 *23.3%*	17 *51.5%* QS	10 *22.2%*
A lot	**45** *38.5%*	8 *24.2%*	8 *57.1%* **	13 *48.1%* **	13 *36.1%*	32 *37.6%*	8 *38.1%* **	8 *28.6%* **	34 *41.5%*	- - **	40 *39.2%*	15 *31.9%*	30 *45.5%*	5 *31.3%* **	9 *39.1%* **	12 *34.3%*	21 *42.0%*	12 *40.0%*	10 *30.3%*	20 *44.4%*
HEDIS/CAHPS SUMMARY RATE - A lot	**45** *38.5%*	8 *24.2%*	8 *57.1%*	13 *48.1%*	13 *36.1%*	32 *37.6%*	8 *38.1%*	8 *28.6%*	34 *41.5%*	- -	40 *39.2%*	15 *31.9%*	30 *45.5%*	5 *31.3%*	9 *39.1%*	12 *34.3%*	21 *42.0%*	12 *40.0%*	10 *30.3%*	20 *44.4%*
3-Point Score	**2.07**	1.91	2.36	2.19	2.06	2.08	2.05	1.93	2.13	1.67	2.09	2.04	2.17	1.88	2.13	2.03	2.12	2.03	2.12	2.11

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q12. (SDM) 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?																				
Total Eligible	**121** *100.0%*	**33** *100.0%*	**14** *100.0%*	**27** *100.0%*	**39** *100.0%*	**86** *100.0%*	**21** *100.0%*	**30** *100.0%*	**83** *100.0%*	**3** *100.0%*	**104** *100.0%*	**48** *100.0%*	**67** *100.0%*	**17** *100.0%*	**23** *100.0%*	**36** *100.0%*	**52** *100.0%*	**31** *100.0%*	**34** *100.0%*	**46** *100.0%*
Total Valid Responses	**119** *100.0%*	**33** *100.0%*	**14** *100.0%*	**27** *100.0%*	**38** *100.0%*	**86** *100.0%*	**21** *100.0%*	**30** *100.0%*	**82** *100.0%*	**3** *100.0%*	**103** *100.0%*	**47** *100.0%*	**67** *100.0%*	**17** *100.0%*	**23** *100.0%*	**36** *100.0%*	**51** *100.0%*	**31** *100.0%*	**33** *100.0%*	**46** *100.0%*
No Answer	**2**	-	-	-	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
Yes	**87** *73.1%*	27 *81.8%* d	11 *78.6%* **	22 *81.5%* **	24 *63.2%*	66 *76.7%*	15 *71.4%* **	20 *66.7%*	64 *78.0%*	3 *100.0%* **	76 *73.8%*	36 *76.6%*	50 *74.6%*	15 *88.2%* **	20 *87.0%* **	26 *72.2%*	36 *70.6%*	23 *74.2%*	24 *72.7%*	35 *76.1%*
No	**32** *26.9%*	6 *18.2%*	3 *21.4%* **	5 *18.5%* **	14 *36.8%* a	20 *23.3%*	6 *28.6%* **	10 *33.3%*	18 *22.0%*	- - **	27 *26.2%*	11 *23.4%*	17 *25.4%*	2 *11.8%* **	3 *13.0%* **	10 *27.8%*	15 *29.4%*	8 *25.8%*	9 *27.3%*	11 *23.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**87** *73.1%*	27 *81.8%* d	11 *78.6%* **	22 *81.5%* **	24 *63.2%*	66 *76.7%*	15 *71.4%* **	20 *66.7%*	64 *78.0%*	3 *100.0%* **	76 *73.8%*	36 *76.6%*	50 *74.6%*	15 *88.2%* **	20 *87.0%* **	26 *72.2%*	36 *70.6%*	23 *74.2%*	24 *72.7%*	35 *76.1%*
3-Point Score	**2.46**	2.64	2.57	2.63	2.26	2.53	2.43	2.33	2.56	3.00	2.48	2.53	2.49	2.76	2.74	2.44	2.41	2.48	2.45	2.52

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q13. What number would you use to rate all your health care in the last 6 months?																				
Total Eligible	**341** *100.0%*	**101** *100.0%*	**37** *100.0%*	**69** *100.0%*	**102** *100.0%*	**244** *100.0%*	**59** *100.0%*	**93** *100.0%*	**221** *100.0%*	**9** *100.0%*	**275** *100.0%*	**116** *100.0%*	**204** *100.0%*	**36** *100.0%*	**82** *100.0%*	**101** *100.0%*	**133** *100.0%*	**106** *100.0%*	**81** *100.0%*	**131** *100.0%*
Total Valid Responses	**333** *100.0%*	**100** *100.0%*	**36** *100.0%*	**67** *100.0%*	**102** *100.0%*	**240** *100.0%*	**59** *100.0%*	**92** *100.0%*	**218** *100.0%*	**9** *100.0%*	**272** *100.0%*	**115** *100.0%*	**201** *100.0%*	**36** *100.0%*	**81** *100.0%*	**100** *100.0%*	**132** *100.0%*	**106** *100.0%*	**79** *100.0%*	**130** *100.0%*
No Answer	**8**	1	1	2	-	4	-	1	3	-	3	1	3	-	1	1	1	-	2	1
10 - Best health care possible	**134** *40.2%*	37 *37.0%*	11 *30.6%*	31 *46.3%*	43 *42.2%*	95 *39.6%*	24 *40.7%*	30 *32.6%*	93 *42.7%* g	4 *44.4%* **	106 *39.0%*	43 *37.4%*	83 *41.3%*	14 *38.9%*	42 *51.9%* OP	37 *37.0%*	45 *34.1%*	58 *54.7%* RS	24 *30.4%*	42 *32.3%*
9	**36** *10.8%*	13 *13.0%*	5 *13.9%*	6 *9.0%*	10 *9.8%*	30 *12.5%* F	2 *3.4%*	12 *13.0%*	21 *9.6%*	1 *11.1%* **	31 *11.4%*	12 *10.4%*	20 *10.0%*	6 *16.7%*	12 *14.8%*	8 *8.0%*	14 *10.6%*	12 *11.3%*	12 *15.2%*	11 *8.5%*
8	**55** *16.5%*	17 *17.0%*	8 *22.2%*	8 *11.9%*	17 *16.7%*	40 *16.7%*	10 *16.9%*	17 *18.5%*	36 *16.5%*	2 *22.2%* **	46 *16.9%*	17 *14.8%*	31 *15.4%*	5 *13.9%*	16 *19.8%*	18 *18.0%*	20 *15.2%*	18 *17.0%*	15 *19.0%*	21 *16.2%*
7	**27** *8.1%*	14 *14.0%* B	- -	5 *7.5%* b	8 *7.8%* b	21 *8.8%*	6 *10.2%*	8 *8.7%*	19 *8.7%*	1 *11.1%* **	26 *9.6%*	15 *13.0%* l	15 *7.5%*	3 *8.3%*	4 *4.9%*	13 *13.0%* n	10 *7.6%*	8 *7.5%*	10 *12.7%*	9 *6.9%*
6	**16** *4.8%*	3 *3.0%*	2 *5.6%*	4 *6.0%*	5 *4.9%*	13 *5.4%*	3 *5.1%*	7 *7.6%*	9 *4.1%*	1 *11.1%* **	15 *5.5%*	8 *7.0%*	9 *4.5%*	3 *8.3%*	3 *3.7%*	4 *4.0%*	8 *6.1%*	2 *1.9%*	4 *5.1%*	10 *7.7%* Q
5	**37** *11.1%*	9 *9.0%*	9 *25.0%* ACd	5 *7.5%*	13 *12.7%*	27 *11.3%*	7 *11.9%*	12 *13.0%*	24 *11.0%*	- - **	30 *11.0%*	12 *10.4%*	28 *13.9%*	2 *5.6%*	3 *3.7%*	13 *13.0%* N	20 *15.2%* N	6 *5.7%*	10 *12.7%* q	20 *15.4%* Q
4	**12** *3.6%*	2 *2.0%*	1 *2.8%*	4 *6.0%*	3 *2.9%*	8 *3.3%*	2 *3.4%*	4 *4.3%*	6 *2.8%*	- - **	7 *2.6%*	4 *3.5%*	7 *3.5%*	1 *2.8%*	- -	3 *3.0%*	8 *6.1%* N	1 *0.9%*	3 *3.8%*	7 *5.4%* q
3	**8** *2.4%*	3 *3.0%*	- -	1 *1.5%*	2 *2.0%*	3 *1.3%*	2 *3.4%*	1 *1.1%*	5 *2.3%*	- - **	5 *1.8%*	2 *1.7%*	4 *2.0%*	- -	1 *1.2%*	1 *1.0%*	3 *2.3%*	1 *0.9%*	- -	4 *3.1%*
2	**2** *0.6%*	- -	- -	2 *3.0%* ad	- -	1 *0.4%*	1 *1.7%*	- -	2 *0.9%*	- - **	2 *0.7%*	1 *0.9%*	1 *0.5%*	- -	- -	- -	2 *1.5%*	- -	- -	2 *1.5%*
1	**3** *0.9%*	2 *2.0%*	- -	- -	- -	- -	2 *3.4%* E	1 *1.1%*	1 *0.5%*	- - **	2 *0.7%*	- -	2 *1.0%*	1 *2.8%* k	- -	1 *1.0%*	1 *0.8%*	- -	1 *1.3%*	1 *0.8%*
0 - Worst health care possible	**3** *0.9%*	- -	- -	1 *1.5%*	1 *1.0%*	2 *0.8%*	- -	- -	2 *0.9%*	- - **	2 *0.7%*	1 *0.9%*	1 *0.5%*	1 *2.8%*	- -	2 *2.0%*	1 *0.8%*	- -	- -	3 *2.3%*
SUMMARY - 0-3	**16** *4.8%*	5 *5.0%*	- -	4 *6.0%*	3 *2.9%*	6 *2.5%*	5 *8.5%* E	2 *2.2%*	10 *4.6%*	- - **	11 *4.0%*	4 *3.5%*	8 *4.0%*	2 *5.6%*	1 *1.2%*	4 *4.0%*	7 *5.3%*	1 *0.9%*	1 *1.3%*	10 *7.7%* QR
SUMMARY - 4-7	**92** *27.6%*	28 *28.0%*	12 *33.3%*	18 *26.9%*	29 *28.4%*	69 *28.8%*	18 *30.5%*	31 *33.7%*	58 *26.6%*	2 *22.2%* **	78 *28.7%*	39 *33.9%*	59 *29.4%*	9 *25.0%*	10 *12.3%*	33 *33.0%* N	46 *34.8%* N	17 *16.0%*	27 *34.2%* Q	46 *35.4%* Q
HEDIS/CAHPS SUMMARY RATE - 8-10	**225** *67.6%*	67 *67.0%*	24 *66.7%*	45 *67.2%*	70 *68.6%*	165 *68.8%*	36 *61.0%*	59 *64.1%*	150 *68.8%*	7 *77.8%* **	183 *67.3%*	72 *62.6%*	134 *66.7%*	25 *69.4%*	70 *86.4%* OP	63 *63.0%*	79 *59.8%*	88 *83.0%* RS	51 *64.6%*	74 *56.9%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**170** *51.1%*	50 *50.0%*	16 *44.4%*	37 *55.2%*	53 *52.0%*	125 *52.1%*	26 *44.1%*	42 *45.7%*	114 *52.3%*	5 *55.6%* **	137 *50.4%*	55 *47.8%*	103 *51.2%*	20 *55.6%*	54 *66.7%* OP	45 *45.0%*	59 *44.7%*	70 *66.0%* RS	36 *45.6%*	53 *40.8%*
3-Point Score	**2.27**	2.31	2.11	2.30	2.28	2.30	2.15	2.18	2.30	2.44	2.27	2.23	2.25	2.33	2.58	2.21	2.12	2.57	2.23	2.05

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																				
Total Eligible	**341** *100.0%*	**101** *100.0%*	**37** *100.0%*	**69** *100.0%*	**102** *100.0%*	**244** *100.0%*	**59** *100.0%*	**93** *100.0%*	**221** *100.0%*	**9** *100.0%*	**275** *100.0%*	**116** *100.0%*	**204** *100.0%*	**36** *100.0%*	**82** *100.0%*	**101** *100.0%*	**133** *100.0%*	**106** *100.0%*	**81** *100.0%*	**131** *100.0%*
Total Valid Responses	**333** *100.0%*	**101** *100.0%*	**37** *100.0%*	**68** *100.0%*	**101** *100.0%*	**242** *100.0%*	**59** *100.0%*	**93** *100.0%*	**220** *100.0%*	**9** *100.0%*	**275** *100.0%*	**116** *100.0%*	**202** *100.0%*	**36** *100.0%*	**81** *100.0%*	**100** *100.0%*	**133** *100.0%*	**105** *100.0%*	**80** *100.0%*	**131** *100.0%*
No Answer	**8**	-	-	1	1	2	-	-	1	-	-	-	2	-	1	1	-	1	1	-
Always	**191** *57.4%*	59 *58.4%* B	12 *32.4%*	43 *63.2%* B	64 *63.4%* B	145 *59.9%* f	28 *47.5%*	54 *58.1%*	127 *57.7%*	7 *77.8%* **	156 *56.7%*	58 *50.0%*	126 *62.4%* K	18 *50.0%*	59 *72.8%* OP	50 *50.0%*	74 *55.6%*	74 *70.5%* RS	45 *56.3%*	65 *49.6%*
Usually	**59** *17.7%*	17 *16.8%*	10 *27.0%*	10 *14.7%*	16 *15.8%*	39 *16.1%*	15 *25.4%* e	11 *11.8%*	44 *20.0%* g	1 *11.1%* **	50 *18.2%*	26 *22.4%* l	29 *14.4%*	7 *19.4%*	6 *7.4%*	20 *20.0%* N	28 *21.1%* N	13 *12.4%*	16 *20.0%*	25 *19.1%*
Sometimes	**66** *19.8%*	21 *20.8%*	11 *29.7%* c	10 *14.7%*	18 *17.8%*	46 *19.0%*	12 *20.3%*	21 *22.6%*	40 *18.2%*	1 *11.1%* **	54 *19.6%*	24 *20.7%*	38 *18.8%*	9 *25.0%*	14 *17.3%*	22 *22.0%*	25 *18.8%*	15 *14.3%*	13 *16.3%*	34 *26.0%* Q
Never	**17** *5.1%*	4 *4.0%*	4 *10.8%* d	5 *7.4%*	3 *3.0%*	12 *5.0%*	4 *6.8%*	7 *7.5%*	9 *4.1%*	- - **	15 *5.5%*	8 *6.9%*	9 *4.5%*	2 *5.6%*	2 *2.5%*	8 *8.0%*	6 *4.5%*	3 *2.9%*	6 *7.5%*	7 *5.3%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**250** *75.1%*	76 *75.2%* b	22 *59.5%*	53 *77.9%* B	80 *79.2%* B	184 *76.0%*	43 *72.9%*	65 *69.9%*	171 *77.7%*	8 *88.9%* **	206 *74.9%*	84 *72.4%*	155 *76.7%*	25 *69.4%*	65 *80.2%*	70 *70.0%*	102 *76.7%*	87 *82.9%* S	61 *76.3%*	90 *68.7%*
HEDIS/CAHPS SUMMARY RATE - Always	**191** *57.4%*	59 *58.4%* B	12 *32.4%*	43 *63.2%* B	64 *63.4%* B	145 *59.9%* f	28 *47.5%*	54 *58.1%*	127 *57.7%*	7 *77.8%* **	156 *56.7%*	58 *50.0%*	126 *62.4%* K	18 *50.0%*	59 *72.8%* OP	50 *50.0%*	74 *55.6%*	74 *70.5%* RS	45 *56.3%*	65 *49.6%*
3-Point Score	**2.32**	2.34	1.92	2.41	2.43	2.36	2.20	2.28	2.35	2.67	2.32	2.22	2.39	2.19	2.53	2.20	2.32	2.53	2.33	2.18

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q15. Do you have a personal doctor?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**433** *100.0%*	**146** *100.0%*	**53** *100.0%*	**77** *100.0%*	**120** *100.0%*	**317** *100.0%*	**71** *100.0%*	**127** *100.0%*	**277** *100.0%*	**16** *100.0%*	**353** *100.0%*	**148** *100.0%*	**262** *100.0%*	**47** *100.0%*	**111** *100.0%*	**133** *100.0%*	**162** *100.0%*	**147** *100.0%*	**104** *100.0%*	**153** *100.0%*
No Answer	**58**	1	-	2	3	5	1	1	5	-	6	1	5	-	-	3	3	1	2	3
Yes	**331** *76.4%*	105 *71.9%*	37 *69.8%*	63 *81.8%*	96 *80.0%*	239 *75.4%*	55 *77.5%*	87 *68.5%*	220 *79.4%* G	14 *87.5%* **	263 *74.5%*	117 *79.1%*	190 *72.5%*	40 *85.1%* I	84 *75.7%*	95 *71.4%*	133 *82.1%* O	116 *78.9%*	74 *71.2%*	121 *79.1%*
No	**102** *23.6%*	41 *28.1%*	16 *30.2%*	14 *18.2%*	24 *20.0%*	78 *24.6%*	16 *22.5%*	40 *31.5%* H	57 *20.6%*	2 *12.5%* **	90 *25.5%*	31 *20.9%*	72 *27.5%* m	7 *14.9%*	27 *24.3%*	38 *28.6%* P	29 *17.9%*	31 *21.1%*	30 *28.8%*	32 *20.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**331** *76.4%*	105 *71.9%*	37 *69.8%*	63 *81.8%*	96 *80.0%*	239 *75.4%*	55 *77.5%*	87 *68.5%*	220 *79.4%* G	14 *87.5%* **	263 *74.5%*	117 *79.1%*	190 *72.5%*	40 *85.1%* I	84 *75.7%*	95 *71.4%*	133 *82.1%* O	116 *78.9%*	74 *71.2%*	121 *79.1%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																				
Total Eligible	**331** *100.0%*	**105** *100.0%*	**37** *100.0%*	**63** *100.0%*	**96** *100.0%*	**239** *100.0%*	**55** *100.0%*	**87** *100.0%*	**220** *100.0%*	**14** *100.0%*	**263** *100.0%*	**117** *100.0%*	**190** *100.0%*	**40** *100.0%*	**84** *100.0%*	**95** *100.0%*	**133** *100.0%*	**116** *100.0%*	**74** *100.0%*	**121** *100.0%*
Total Valid Responses	**305** *100.0%*	**97** *100.0%*	**34** *100.0%*	**60** *100.0%*	**89** *100.0%*	**219** *100.0%*	**53** *100.0%*	**80** *100.0%*	**204** *100.0%*	**13** *100.0%*	**245** *100.0%*	**110** *100.0%*	**174** *100.0%*	**35** *100.0%*	**78** *100.0%*	**92** *100.0%*	**120** *100.0%*	**112** *100.0%*	**68** *100.0%*	**110** *100.0%*
No Answer	**26**	8	3	3	7	20	2	7	16	1	18	7	16	5	6	3	13	4	6	11
None	**42** *13.8%*	24 *24.7%* CD	4 *11.8%*	5 *8.3%*	7 *7.9%*	28 *12.8%*	9 *17.0%*	17 *21.3%* H	22 *10.8%*	4 *30.8%* **	32 *13.1%*	22 *20.0%* L	17 *9.8%*	10 *28.6%* L	18 *23.1%* oP	12 *13.0%*	10 *8.3%*	20 *17.9%* s	10 *14.7%*	10 *9.1%*
1 time	**54** *17.7%*	25 *25.8%* Cd	9 *26.5%* C	4 *6.7%*	14 *15.7%* c	40 *18.3%*	11 *20.8%*	13 *16.3%*	39 *19.1%*	3 *23.1%* **	45 *18.4%*	25 *22.7%* I	26 *14.9%*	5 *14.3%*	18 *23.1%*	15 *16.3%*	20 *16.7%*	23 *20.5%*	10 *14.7%*	21 *19.1%*
2	**62** *20.3%*	14 *14.4%*	4 *11.8%*	11 *18.3%*	25 *28.1%* Ab	42 *19.2%*	11 *20.8%*	16 *20.0%*	39 *19.1%*	2 *15.4%* **	46 *18.8%*	20 *18.2%*	35 *20.1%*	6 *17.1%*	16 *20.5%*	16 *17.4%*	25 *20.8%*	21 *18.8%*	14 *20.6%*	21 *19.1%*
3	**52** *17.0%*	11 *11.3%*	2 *5.9%*	17 *28.3%* ABd	14 *15.7%*	35 *16.0%*	10 *18.9%*	14 *17.5%*	32 *15.7%*	2 *15.4%* **	41 *16.7%*	12 *10.9%*	35 *20.1%* Km	3 *8.6%*	10 *12.8%*	13 *14.1%*	24 *20.0%*	14 *12.5%*	13 *19.1%*	20 *18.2%*
4	**38** *12.5%*	15 *15.5%*	5 *14.7%*	8 *13.3%*	8 *9.0%*	30 *13.7%*	6 *11.3%*	6 *7.5%*	31 *15.2%* g	1 *7.7%* **	33 *13.5%*	13 *11.8%*	23 *13.2%*	5 *14.3%*	7 *9.0%*	17 *18.5%* np	12 *10.0%*	13 *11.6%*	11 *16.2%*	13 *11.8%*
5 to 9	**41** *13.4%*	7 *7.2%*	10 *29.4%* Acd	9 *15.0%*	13 *14.6%*	30 *13.7%*	5 *9.4%*	8 *10.0%*	32 *15.7%*	1 *7.7%* **	34 *13.9%*	14 *12.7%*	26 *14.9%*	5 *14.3%*	7 *9.0%*	14 *15.2%*	20 *16.7%*	15 *13.4%*	8 *11.8%*	17 *15.5%*
10 or more times	**16** *5.2%*	1 *1.0%*	- -	6 *10.0%* Ab	8 *9.0%* Ab	14 *6.4%*	1 *1.9%*	6 *7.5%*	9 *4.4%*	- - **	14 *5.7%*	4 *3.6%*	12 *6.9%*	1 *2.9%*	2 *2.6%*	5 *5.4%*	9 *7.5%*	6 *5.4%*	2 *2.9%*	8 *7.3%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**263** *86.2%*	73 *75.3%*	30 *88.2%*	55 *91.7%* A	82 *92.1%* A	191 *87.2%*	44 *83.0%*	63 *78.8%*	182 *89.2%* G	9 *69.2%* **	213 *86.9%*	88 *80.0%*	157 *90.2%* KM	25 *71.4%*	60 *76.9%*	80 *87.0%* n	110 *91.7%* N	92 *82.1%*	58 *85.3%*	100 *90.9%* q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																				
Total Eligible	**263** *100.0%*	**73** *100.0%*	**30** *100.0%*	**55** *100.0%*	**82** *100.0%*	**191** *100.0%*	**44** *100.0%*	**63** *100.0%*	**182** *100.0%*	**9** *100.0%*	**213** *100.0%*	**88** *100.0%*	**157** *100.0%*	**25** *100.0%*	**60** *100.0%*	**80** *100.0%*	**110** *100.0%*	**92** *100.0%*	**58** *100.0%*	**100** *100.0%*
Total Valid Responses	**258** *100.0%*	**72** *100.0%*	**29** *100.0%*	**54** *100.0%*	**82** *100.0%*	**187** *100.0%*	**44** *100.0%*	**62** *100.0%*	**179** *100.0%*	**8** *100.0%*	**211** *100.0%*	**88** *100.0%*	**153** *100.0%*	**25** *100.0%*	**59** *100.0%*	**79** *100.0%*	**108** *100.0%*	**91** *100.0%*	**58** *100.0%*	**98** *100.0%*
No Answer	**5**	1	1	1	-	4	-	1	3	1	2	-	4	-	1	1	2	1	-	2
Always	**201** *77.9%*	54 *75.0%*	17 *58.6%* **	50 *92.6%* AD	61 *74.4%*	144 *77.0%*	34 *77.3%*	49 *79.0%*	138 *77.1%*	6 *75.0%* **	163 *77.3%*	65 *73.9%*	121 *79.1%*	19 *76.0%* **	47 *79.7%*	61 *77.2%*	83 *76.9%*	75 *82.4%*	42 *72.4%*	76 *77.6%*
Usually	**34** *13.2%*	11 *15.3%* c	4 *13.8%* **	3 *5.6%*	15 *18.3%* C	26 *13.9%*	7 *15.9%*	7 *11.3%*	25 *14.0%*	1 *12.5%* **	30 *14.2%*	14 *15.9%*	16 *10.5%*	4 *16.0%* **	7 *11.9%*	10 *12.7%*	16 *14.8%*	8 *8.8%*	11 *19.0%* q	14 *14.3%*
Sometimes	**19** *7.4%*	6 *8.3%*	7 *24.1%* **	1 *1.9%*	4 *4.9%*	14 *7.5%*	2 *4.5%*	5 *8.1%*	13 *7.3%*	1 *12.5%* **	14 *6.6%*	8 *9.1%*	12 *7.8%*	2 *8.0%* **	5 *8.5%*	7 *8.9%*	6 *5.6%*	8 *8.8%*	5 *8.6%*	4 *4.1%*
Never	**4** *1.6%*	1 *1.4%*	1 *3.4%* **	- -	2 *2.4%*	3 *1.6%*	1 *2.3%*	1 *1.6%*	3 *1.7%*	- - **	4 *1.9%*	1 *1.1%*	4 *2.6%*	- - **	- -	1 *1.3%*	3 *2.8%*	- -	- -	4 *4.1%* q
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**235** *91.1%*	65 *90.3%*	21 *72.4%* **	53 *98.1%* a	76 *92.7%*	170 *90.9%*	41 *93.2%*	56 *90.3%*	163 *91.1%*	7 *87.5%* **	193 *91.5%*	79 *89.8%*	137 *89.5%*	23 *92.0%* **	54 *91.5%*	71 *89.9%*	99 *91.7%*	83 *91.2%*	53 *91.4%*	90 *91.8%*
HEDIS/CAHPS SUMMARY RATE - Always	**201** *77.9%*	54 *75.0%*	17 *58.6%* **	50 *92.6%* AD	61 *74.4%*	144 *77.0%*	34 *77.3%*	49 *79.0%*	138 *77.1%*	6 *75.0%* **	163 *77.3%*	65 *73.9%*	121 *79.1%*	19 *76.0%* **	47 *79.7%*	61 *77.2%*	83 *76.9%*	75 *82.4%*	42 *72.4%*	76 *77.6%*
3-Point Score	**2.69**	2.65	2.31	2.91	2.67	2.68	2.70	2.69	2.68	2.63	2.69	2.64	2.69	2.68	2.71	2.67	2.69	2.74	2.64	2.69

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																				
Total Eligible	**263** *100.0%*	**73** *100.0%*	**30** *100.0%*	**55** *100.0%*	**82** *100.0%*	**191** *100.0%*	**44** *100.0%*	**63** *100.0%*	**182** *100.0%*	**9** *100.0%*	**213** *100.0%*	**88** *100.0%*	**157** *100.0%*	**25** *100.0%*	**60** *100.0%*	**80** *100.0%*	**110** *100.0%*	**92** *100.0%*	**58** *100.0%*	**100** *100.0%*
Total Valid Responses	**259** *100.0%*	**72** *100.0%*	**30** *100.0%*	**54** *100.0%*	**82** *100.0%*	**189** *100.0%*	**44** *100.0%*	**63** *100.0%*	**180** *100.0%*	**7** *100.0%*	**213** *100.0%*	**88** *100.0%*	**156** *100.0%*	**24** *100.0%*	**59** *100.0%*	**80** *100.0%*	**109** *100.0%*	**91** *100.0%*	**58** *100.0%*	**99** *100.0%*
No Answer	**4**	1	-	1	-	2	-	-	2	2	-	-	1	1	1	-	1	1	-	1
Always	**207** *79.9%*	54 *75.0%*	23 *76.7%*	45 *83.3%*	65 *79.3%*	150 *79.4%*	33 *75.0%*	50 *79.4%*	142 *78.9%*	7 *100.0%* **	166 *77.9%*	61 *69.3%*	128 *82.1%* K	18 *75.0%* **	49 *83.1%*	64 *80.0%*	85 *78.0%*	78 *85.7%*	44 *75.9%*	76 *76.8%*
Usually	**34** *13.1%*	14 *19.4%*	4 *13.3%*	5 *9.3%*	11 *13.4%*	26 *13.8%*	8 *18.2%*	10 *15.9%*	24 *13.3%*	- - **	31 *14.6%*	19 *21.6%* L	18 *11.5%*	5 *20.8%* **	7 *11.9%*	12 *15.0%*	14 *12.8%*	8 *8.8%*	12 *20.7%* Q	14 *14.1%*
Sometimes	**12** *4.6%*	2 *2.8%*	2 *6.7%*	4 *7.4%*	4 *4.9%*	9 *4.8%*	2 *4.5%*	2 *3.2%*	10 *5.6%*	- - **	11 *5.2%*	7 *8.0%* I	5 *3.2%*	1 *4.2%* **	2 *3.4%*	3 *3.8%*	7 *6.4%*	4 *4.4%*	2 *3.4%*	5 *5.1%*
Never	**6** *2.3%*	2 *2.8%*	1 *3.3%*	- -	2 *2.4%*	4 *2.1%*	1 *2.3%*	1 *1.6%*	4 *2.2%*	- - **	5 *2.3%*	1 *1.1%*	5 *3.2%*	- - **	1 *1.7%*	1 *1.3%*	3 *2.8%*	1 *1.1%*	- -	4 *4.0%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**241** *93.1%*	68 *94.4%*	27 *90.0%*	50 *92.6%*	76 *92.7%*	176 *93.1%*	41 *93.2%*	60 *95.2%*	166 *92.2%*	7 *100.0%* **	197 *92.5%*	80 *90.9%*	146 *93.6%*	23 *95.8%* **	56 *94.9%*	76 *95.0%*	99 *90.8%*	86 *94.5%*	56 *96.6%*	90 *90.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**207** *79.9%*	54 *75.0%*	23 *76.7%*	45 *83.3%*	65 *79.3%*	150 *79.4%*	33 *75.0%*	50 *79.4%*	142 *78.9%*	7 *100.0%* **	166 *77.9%*	61 *69.3%*	128 *82.1%* K	18 *75.0%* **	49 *83.1%*	64 *80.0%*	85 *78.0%*	78 *85.7%*	44 *75.9%*	76 *76.8%*
3-Point Score	**2.73**	2.69	2.67	2.76	2.72	2.72	2.68	2.75	2.71	3.00	2.70	2.60	2.76	2.71	2.78	2.75	2.69	2.80	2.72	2.68

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																				
Total Eligible	**263** *100.0%*	**73** *100.0%*	**30** *100.0%*	**55** *100.0%*	**82** *100.0%*	**191** *100.0%*	**44** *100.0%*	**63** *100.0%*	**182** *100.0%*	**9** *100.0%*	**213** *100.0%*	**88** *100.0%*	**157** *100.0%*	**25** *100.0%*	**60** *100.0%*	**80** *100.0%*	**110** *100.0%*	**92** *100.0%*	**58** *100.0%*	**100** *100.0%*
Total Valid Responses	**258** *100.0%*	**73** *100.0%*	**30** *100.0%*	**54** *100.0%*	**82** *100.0%*	**190** *100.0%*	**44** *100.0%*	**63** *100.0%*	**181** *100.0%*	**8** *100.0%*	**213** *100.0%*	**88** *100.0%*	**156** *100.0%*	**25** *100.0%*	**60** *100.0%*	**80** *100.0%*	**109** *100.0%*	**92** *100.0%*	**58** *100.0%*	**99** *100.0%*
No Answer	**5**	-	-	1	-	1	-	-	1	1	-	-	1	-	-	-	1	-	-	1
Always	**208** *80.6%*	54 *74.0%*	24 *80.0%*	50 *92.6%* AbD	63 *76.8%*	155 *81.6%*	33 *75.0%*	51 *81.0%*	145 *80.1%*	8 *100.0%* **	168 *78.9%*	68 *77.3%*	128 *82.1%*	19 *76.0%* **	50 *83.3%*	63 *78.8%*	87 *79.8%*	78 *84.8%*	45 *77.6%*	78 *78.8%*
Usually	**27** *10.5%*	11 *15.1%* bC	1 *3.3%*	2 *3.7%*	13 *15.9%* bC	20 *10.5%*	7 *15.9%*	9 *14.3%*	18 *9.9%*	- - **	26 *12.2%*	11 *12.5%*	14 *9.0%*	4 *16.0%* **	4 *6.7%*	11 *13.8%*	12 *11.0%*	6 *6.5%*	11 *19.0%* Q	10 *10.1%*
Sometimes	**19** *7.4%*	7 *9.6%*	4 *13.3%*	2 *3.7%*	5 *6.1%*	13 *6.8%*	3 *6.8%*	2 *3.2%*	16 *8.8%*	- - **	16 *7.5%*	8 *9.1%*	11 *7.1%*	2 *8.0%* **	6 *10.0%*	6 *7.5%*	7 *6.4%*	8 *8.7%*	2 *3.4%*	8 *8.1%*
Never	**4** *1.6%*	1 *1.4%*	1 *3.3%*	- -	1 *1.2%*	2 *1.1%*	1 *2.3%*	1 *1.6%*	2 *1.1%*	- - **	3 *1.4%*	1 *1.1%*	3 *1.9%*	- - **	- -	- -	3 *2.8%*	- -	- -	3 *3.0%* q
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**235** *91.1%*	65 *89.0%*	25 *83.3%*	52 *96.3%* B	76 *92.7%*	175 *92.1%*	40 *90.9%*	60 *95.2%*	163 *90.1%*	8 *100.0%* **	194 *91.1%*	79 *89.8%*	142 *91.0%*	23 *92.0%* **	54 *90.0%*	74 *92.5%*	99 *90.8%*	84 *91.3%*	56 *96.6%* s	88 *88.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**208** *80.6%*	54 *74.0%*	24 *80.0%*	50 *92.6%* AbD	63 *76.8%*	155 *81.6%*	33 *75.0%*	51 *81.0%*	145 *80.1%*	8 *100.0%* **	168 *78.9%*	68 *77.3%*	128 *82.1%*	19 *76.0%* **	50 *83.3%*	63 *78.8%*	87 *79.8%*	78 *84.8%*	45 *77.6%*	78 *78.8%*
3-Point Score	**2.72**	2.63	2.63	2.89	2.70	2.74	2.66	2.76	2.70	3.00	2.70	2.67	2.73	2.68	2.73	2.71	2.71	2.76	2.74	2.68

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																				
Total Eligible	**263** *100.0%*	**73** *100.0%*	**30** *100.0%*	**55** *100.0%*	**82** *100.0%*	**191** *100.0%*	**44** *100.0%*	**63** *100.0%*	**182** *100.0%*	**9** *100.0%*	**213** *100.0%*	**88** *100.0%*	**157** *100.0%*	**25** *100.0%*	**60** *100.0%*	**80** *100.0%*	**110** *100.0%*	**92** *100.0%*	**58** *100.0%*	**100** *100.0%*
Total Valid Responses	**256** *100.0%*	**73** *100.0%*	**30** *100.0%*	**54** *100.0%*	**82** *100.0%*	**189** *100.0%*	**44** *100.0%*	**63** *100.0%*	**180** *100.0%*	**8** *100.0%*	**212** *100.0%*	**88** *100.0%*	**155** *100.0%*	**25** *100.0%*	**59** *100.0%*	**80** *100.0%*	**109** *100.0%*	**91** *100.0%*	**58** *100.0%*	**99** *100.0%*
No Answer	**7**	-	-	1	-	2	-	-	2	1	1	-	2	-	1	-	1	1	-	1
Always	**188** *73.4%*	40 *54.8%*	23 *76.7%* A	44 *81.5%* A	65 *79.3%* A	135 *71.4%*	32 *72.7%*	47 *74.6%*	129 *71.7%*	6 *75.0%* **	152 *71.7%*	59 *67.0%*	115 *74.2%*	20 *80.0%* **	45 *76.3%*	54 *67.5%*	81 *74.3%*	71 *78.0%*	40 *69.0%*	70 *70.7%*
Usually	**41** *16.0%*	19 *26.0%* Bcd	2 *6.7%*	7 *13.0%*	12 *14.6%*	34 *18.0%*	6 *13.6%*	12 *19.0%*	28 *15.6%*	1 *12.5%* **	36 *17.0%*	18 *20.5%*	21 *13.5%*	5 *20.0%* **	8 *13.6%*	15 *18.8%*	18 *16.5%*	10 *11.0%*	12 *20.7%*	19 *19.2%*
Sometimes	**23** *9.0%*	13 *17.8%* CD	4 *13.3%* d	3 *5.6%*	3 *3.7%*	17 *9.0%*	5 *11.4%*	3 *4.8%*	20 *11.1%*	1 *12.5%* **	20 *9.4%*	10 *11.4%*	15 *9.7%*	- - **	6 *10.2%*	10 *12.5%*	7 *6.4%*	10 *11.0%*	6 *10.3%*	6 *6.1%*
Never	**4** *1.6%*	1 *1.4%*	1 *3.3%*	- -	2 *2.4%*	3 *1.6%*	1 *2.3%*	1 *1.6%*	3 *1.7%*	- - **	4 *1.9%*	1 *1.1%*	4 *2.6%*	- - **	- -	1 *1.3%*	3 *2.8%*	- -	- -	4 *4.0%* q
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**229** *89.5%*	59 *80.8%*	25 *83.3%*	51 *94.4%* A	77 *93.9%* Ab	169 *89.4%*	38 *86.4%*	59 *93.7%*	157 *87.2%*	7 *87.5%* **	188 *88.7%*	77 *87.5%*	136 *87.7%*	25 *100.0%* **	53 *89.8%*	69 *86.3%*	99 *90.8%*	81 *89.0%*	52 *89.7%*	89 *89.9%*
HEDIS/CAHPS SUMMARY RATE - Always	**188** *73.4%*	40 *54.8%*	23 *76.7%* A	44 *81.5%* A	65 *79.3%* A	135 *71.4%*	32 *72.7%*	47 *74.6%*	129 *71.7%*	6 *75.0%* **	152 *71.7%*	59 *67.0%*	115 *74.2%*	20 *80.0%* **	45 *76.3%*	54 *67.5%*	81 *74.3%*	71 *78.0%*	40 *69.0%*	70 *70.7%*
3-Point Score	**2.63**	2.36	2.60	2.76	2.73	2.61	2.59	2.68	2.59	2.63	2.60	2.55	2.62	2.80	2.66	2.54	2.65	2.67	2.59	2.61

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																				
Total Eligible	**263** *100.0%*	**73** *100.0%*	**30** *100.0%*	**55** *100.0%*	**82** *100.0%*	**191** *100.0%*	**44** *100.0%*	**63** *100.0%*	**182** *100.0%*	**9** *100.0%*	**213** *100.0%*	**88** *100.0%*	**157** *100.0%*	**25** *100.0%*	**60** *100.0%*	**80** *100.0%*	**110** *100.0%*	**92** *100.0%*	**58** *100.0%*	**100** *100.0%*
Total Valid Responses	**256** *100.0%*	**73** *100.0%*	**29** *100.0%*	**54** *100.0%*	**81** *100.0%*	**188** *100.0%*	**44** *100.0%*	**63** *100.0%*	**179** *100.0%*	**8** *100.0%*	**211** *100.0%*	**87** *100.0%*	**154** *100.0%*	**25** *100.0%*	**59** *100.0%*	**79** *100.0%*	**109** *100.0%*	**91** *100.0%*	**58** *100.0%*	**98** *100.0%*
No Answer	**7**	-	1	1	1	3	-	-	3	1	2	1	3	-	1	1	1	1	-	2
Yes	**123** *48.0%*	27 *37.0%*	13 *44.8%* **	29 *53.7%* a	46 *56.8%* A	91 *48.4%*	18 *40.9%*	30 *47.6%*	86 *48.0%*	2 *25.0%* **	100 *47.4%*	42 *48.3%*	72 *46.8%*	15 *60.0%* **	20 *33.9%*	43 *54.4%* N	57 *52.3%* N	41 *45.1%*	23 *39.7%*	55 *56.1%* R
No	**133** *52.0%*	46 *63.0%* cD	16 *55.2%* **	25 *46.3%*	35 *43.2%*	97 *51.6%*	26 *59.1%*	33 *52.4%*	93 *52.0%*	6 *75.0%* **	111 *52.6%*	45 *51.7%*	82 *53.2%*	10 *40.0%* **	39 *66.1%* OP	36 *45.6%*	52 *47.7%*	50 *54.9%*	35 *60.3%* S	43 *43.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**123** *48.0%*	27 *37.0%*	13 *44.8%* **	29 *53.7%* a	46 *56.8%* A	91 *48.4%*	18 *40.9%*	30 *47.6%*	86 *48.0%*	2 *25.0%* **	100 *47.4%*	42 *48.3%*	72 *46.8%*	15 *60.0%* **	20 *33.9%*	43 *54.4%* N	57 *52.3%* N	41 *45.1%*	23 *39.7%*	55 *56.1%* R

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q22. (CC) 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?																				
Total Eligible	**123** *100.0%*	**27** *100.0%*	**13** *100.0%*	**29** *100.0%*	**46** *100.0%*	**91** *100.0%*	**18** *100.0%*	**30** *100.0%*	**86** *100.0%*	**2** *100.0%*	**100** *100.0%*	**42** *100.0%*	**72** *100.0%*	**15** *100.0%*	**20** *100.0%*	**43** *100.0%*	**57** *100.0%*	**41** *100.0%*	**23** *100.0%*	**55** *100.0%*
Total Valid Responses	**116** *100.0%*	**24** *100.0%*	**12** *100.0%*	**28** *100.0%*	**44** *100.0%*	**85** *100.0%*	**18** *100.0%*	**28** *100.0%*	**81** *100.0%*	**2** *100.0%*	**94** *100.0%*	**40** *100.0%*	**68** *100.0%*	**14** *100.0%*	**19** *100.0%*	**40** *100.0%*	**54** *100.0%*	**39** *100.0%*	**22** *100.0%*	**51** *100.0%*
No Answer	**7**	3	1	1	2	6	-	2	5	-	6	2	4	1	1	3	3	2	1	4
Always	**75** *64.7%*	17 *70.8%* **	7 *58.3%* **	21 *75.0%* **	25 *56.8%*	55 *64.7%*	11 *61.1%* **	18 *64.3%* **	52 *64.2%*	1 *50.0%* **	61 *64.9%*	24 *60.0%*	45 *66.2%*	8 *57.1%* **	12 *63.2%* **	29 *72.5%*	32 *59.3%*	28 *71.8%*	14 *63.6%* **	30 *58.8%*
Usually	**20** *17.2%*	3 *12.5%* **	1 *8.3%* **	3 *10.7%* **	12 *27.3%*	17 *20.0%*	2 *11.1%* **	4 *14.3%* **	16 *19.8%*	1 *50.0%* **	18 *19.1%*	10 *25.0%*	10 *14.7%*	3 *21.4%* **	3 *15.8%* **	7 *17.5%*	10 *18.5%*	6 *15.4%*	6 *27.3%* **	8 *15.7%*
Sometimes	**15** *12.9%*	3 *12.5%* **	4 *33.3%* **	2 *7.1%* **	6 *13.6%*	10 *11.8%*	4 *22.2%* **	6 *21.4%* **	9 *11.1%*	- - **	11 *11.7%*	4 *10.0%*	10 *14.7%*	3 *21.4%* **	4 *21.1%* **	3 *7.5%*	8 *14.8%*	4 *10.3%*	2 *9.1%* **	9 *17.6%*
Never	**6** *5.2%*	1 *4.2%* **	- - **	2 *7.1%* **	1 *2.3%*	3 *3.5%*	1 *5.6%* **	- - **	4 *4.9%*	- - **	4 *4.3%*	2 *5.0%*	3 *4.4%*	- - **	- - **	1 *2.5%*	4 *7.4%*	1 *2.6%*	- - **	4 *7.8%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**95** *81.9%*	20 *83.3%* **	8 *66.7%* **	24 *85.7%* **	37 *84.1%*	72 *84.7%*	13 *72.2%* **	22 *78.6%* **	68 *84.0%*	2 *100.0%* **	79 *84.0%*	34 *85.0%*	55 *80.9%*	11 *78.6%* **	15 *78.9%* **	36 *90.0%*	42 *77.8%*	34 *87.2%*	20 *90.9%* **	38 *74.5%*
HEDIS/CAHPS SUMMARY RATE - Always	**75** *64.7%*	17 *70.8%* **	7 *58.3%* **	21 *75.0%* **	25 *56.8%*	55 *64.7%*	11 *61.1%* **	18 *64.3%* **	52 *64.2%*	1 *50.0%* **	61 *64.9%*	24 *60.0%*	45 *66.2%*	8 *57.1%* **	12 *63.2%* **	29 *72.5%*	32 *59.3%*	28 *71.8%*	14 *63.6%* **	30 *58.8%*
3-Point Score	**2.47**	2.54	2.25	2.61	2.41	2.49	2.33	2.43	2.48	2.50	2.49	2.45	2.47	2.36	2.42	2.63	2.37	2.59	2.55	2.33

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q23. What number would you use to rate your personal doctor?																				
Total Eligible	**331** *100.0%*	**105** *100.0%*	**37** *100.0%*	**63** *100.0%*	**96** *100.0%*	**239** *100.0%*	**55** *100.0%*	**87** *100.0%*	**220** *100.0%*	**14** *100.0%*	**263** *100.0%*	**117** *100.0%*	**190** *100.0%*	**40** *100.0%*	**84** *100.0%*	**95** *100.0%*	**133** *100.0%*	**116** *100.0%*	**74** *100.0%*	**121** *100.0%*
Total Valid Responses	**309** *100.0%*	**98** *100.0%*	**37** *100.0%*	**60** *100.0%*	**92** *100.0%*	**227** *100.0%*	**53** *100.0%*	**81** *100.0%*	**211** *100.0%*	**12** *100.0%*	**255** *100.0%*	**114** *100.0%*	**178** *100.0%*	**37** *100.0%*	**77** *100.0%*	**93** *100.0%*	**126** *100.0%*	**114** *100.0%*	**72** *100.0%*	**111** *100.0%*
No Answer	**22**	7	-	3	4	12	2	6	9	2	8	3	12	3	7	2	7	2	2	10
10 - Best personal doctor possible	**169** *54.7%*	42 *42.9%*	23 *62.2%* A	35 *58.3%* a	57 *62.0%* A	128 *56.4%*	24 *45.3%*	48 *59.3%*	110 *52.1%*	6 *50.0%* **	134 *52.5%*	58 *50.9%*	96 *53.9%*	20 *54.1%*	48 *62.3%* o	44 *47.3%*	69 *54.8%*	68 *59.6%*	35 *48.6%*	59 *53.2%*
9	**45** *14.6%*	17 *17.3%* d	4 *10.8%*	12 *20.0%* D	8 *8.7%*	33 *14.5%*	7 *13.2%*	8 *9.9%*	34 *16.1%*	3 *25.0%* **	38 *14.9%*	14 *12.3%*	27 *15.2%*	5 *13.5%*	15 *19.5%*	10 *10.8%*	17 *13.5%*	16 *14.0%*	14 *19.4%*	14 *12.6%*
8	**32** *10.4%*	16 *16.3%* d	3 *8.1%*	5 *8.3%*	7 *7.6%*	22 *9.7%*	8 *15.1%*	9 *11.1%*	23 *10.9%*	1 *8.3%* **	30 *11.8%*	17 *14.9%*	16 *9.0%*	4 *10.8%*	5 *6.5%*	16 *17.2%* Np	11 *8.7%*	14 *12.3%*	10 *13.9%*	8 *7.2%*
7	**24** *7.8%*	10 *10.2%*	2 *5.4%*	2 *3.3%*	9 *9.8%*	19 *8.4%*	5 *9.4%*	7 *8.6%*	17 *8.1%*	2 *16.7%* **	20 *7.8%*	13 *11.4%*	14 *7.9%*	4 *10.8%*	3 *3.9%*	12 *12.9%* N	9 *7.1%*	7 *6.1%*	8 *11.1%*	7 *6.3%*
6	**4** *1.3%*	2 *2.0%*	1 *2.7%*	- -	1 *1.1%*	3 *1.3%*	1 *1.9%*	- -	4 *1.9%*	- - **	4 *1.6%*	- -	4 *2.2%* k	- -	1 *1.3%*	2 *2.2%*	1 *0.8%*	2 *1.8%*	1 *1.4%*	1 *0.9%*
5	**17** *5.5%*	5 *5.1%*	3 *8.1%*	3 *5.0%*	6 *6.5%*	11 *4.8%*	5 *9.4%*	6 *7.4%*	11 *5.2%*	- - **	15 *5.9%*	6 *5.3%*	11 *6.2%*	3 *8.1%*	3 *3.9%*	4 *4.3%*	10 *7.9%*	3 *2.6%*	2 *2.8%*	12 *10.8%* QR
4	**6** *1.9%*	- -	- -	1 *1.7%*	3 *3.3%* a	4 *1.8%*	- -	2 *2.5%*	3 *1.4%*	- - **	4 *1.6%*	2 *1.8%*	4 *2.2%*	- -	- -	2 *2.2%*	4 *3.2%*	- -	1 *1.4%*	5 *4.5%* Q
3	**4** *1.3%*	3 *3.1%*	- -	- -	1 *1.1%*	3 *1.3%*	1 *1.9%*	- -	4 *1.9%*	- - **	4 *1.6%*	2 *1.8%*	2 *1.1%*	- -	1 *1.3%*	1 *1.1%*	2 *1.6%*	2 *1.8%*	- -	2 *1.8%*
2	**5** *1.6%*	2 *2.0%*	1 *2.7%*	1 *1.7%*	- -	2 *0.9%*	2 *3.8%*	- -	4 *1.9%*	- - **	4 *1.6%*	1 *0.9%*	3 *1.7%*	- -	1 *1.3%*	1 *1.1%*	2 *1.6%*	1 *0.9%*	1 *1.4%*	2 *1.8%*
1	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
0 - Worst personal doctor possible	**3** *1.0%*	1 *1.0%*	- -	1 *1.7%*	- -	2 *0.9%*	- -	1 *1.2%*	1 *0.5%*	- - **	2 *0.8%*	1 *0.9%*	1 *0.6%*	1 *2.7%*	- -	1 *1.1%*	1 *0.8%*	1 *0.9%*	- -	1 *0.9%*
SUMMARY - 0-3	**12** *3.9%*	6 *6.1%* d	1 *2.7%*	2 *3.3%*	1 *1.1%*	7 *3.1%*	3 *5.7%*	1 *1.2%*	9 *4.3%*	- - **	10 *3.9%*	4 *3.5%*	6 *3.4%*	1 *2.7%*	2 *2.6%*	3 *3.2%*	5 *4.0%*	4 *3.5%*	1 *1.4%*	5 *4.5%*
SUMMARY - 4-7	**51** *16.5%*	17 *17.3%*	6 *16.2%*	6 *10.0%*	19 *20.7%* c	37 *16.3%*	11 *20.8%*	15 *18.5%*	35 *16.6%*	2 *16.7%* **	43 *16.9%*	21 *18.4%*	33 *18.5%*	7 *18.9%*	7 *9.1%*	20 *21.5%* N	24 *19.0%* n	12 *10.5%*	12 *16.7%*	25 *22.5%* Q
HEDIS/CAHPS SUMMARY RATE - 8-10	**246** *79.6%*	75 *76.5%*	30 *81.1%*	52 *86.7%*	72 *78.3%*	183 *80.6%*	39 *73.6%*	65 *80.2%*	167 *79.1%*	10 *83.3%* **	202 *79.2%*	89 *78.1%*	139 *78.1%*	29 *78.4%*	68 *88.3%* OP	70 *75.3%*	97 *77.0%*	98 *86.0%* S	59 *81.9%*	81 *73.0%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**214** *69.3%*	59 *60.2%*	27 *73.0%*	47 *78.3%* A	65 *70.7%*	161 *70.9%* f	31 *58.5%*	56 *69.1%*	144 *68.2%*	9 *75.0%* **	172 *67.5%*	72 *63.2%*	123 *69.1%*	25 *67.6%*	63 *81.8%* OP	54 *58.1%*	86 *68.3%*	84 *73.7%*	49 *68.1%*	73 *65.8%*
3-Point Score	**2.57**	2.47	2.59	2.68	2.59	2.60	2.42	2.58	2.55	2.75	2.55	2.53	2.55	2.57	2.74	2.46	2.52	2.66	2.61	2.45

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q24. In the last 6 months, did you make any appointments to see a specialist?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**420** *100.0%*	**145** *100.0%*	**52** *100.0%*	**77** *100.0%*	**121** *100.0%*	**315** *100.0%*	**72** *100.0%*	**123** *100.0%*	**280** *100.0%*	**15** *100.0%*	**356** *100.0%*	**148** *100.0%*	**261** *100.0%*	**47** *100.0%*	**110** *100.0%*	**133** *100.0%*	**162** *100.0%*	**147** *100.0%*	**102** *100.0%*	**154** *100.0%*
No Answer	**71**	2	1	2	2	7	-	5	2	1	3	1	6	-	1	3	3	1	4	2
Yes	**144** *34.3%*	26 *17.9%*	21 *40.4%* A	34 *44.2%* A	54 *44.6%* A	105 *33.3%*	25 *34.7%*	35 *28.5%*	103 *36.8%*	5 *33.3%* **	118 *33.1%*	56 *37.8%* I	77 *29.5%*	22 *46.8%* L	23 *20.9%*	38 *28.6%*	76 *46.9%* NO	38 *25.9%*	41 *40.2%* Q	58 *37.7%* Q
No	**276** *65.7%*	119 *82.1%* BCD	31 *59.6%*	43 *55.8%*	67 *55.4%*	210 *66.7%*	47 *65.3%*	88 *71.5%*	177 *63.2%*	10 *66.7%* **	238 *66.9%*	92 *62.2%*	184 *70.5%* kM	25 *53.2%*	87 *79.1%* P	95 *71.4%* P	86 *53.1%*	109 *74.1%* RS	61 *59.8%*	96 *62.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**144** *34.3%*	26 *17.9%*	21 *40.4%* A	34 *44.2%* A	54 *44.6%* A	105 *33.3%*	25 *34.7%*	35 *28.5%*	103 *36.8%*	5 *33.3%* **	118 *33.1%*	56 *37.8%* I	77 *29.5%*	22 *46.8%* L	23 *20.9%*	38 *28.6%*	76 *46.9%* NO	38 *25.9%*	41 *40.2%* Q	58 *37.7%* Q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																				
Total Eligible	**144** *100.0%*	**26** *100.0%*	**21** *100.0%*	**34** *100.0%*	**54** *100.0%*	**105** *100.0%*	**25** *100.0%*	**35** *100.0%*	**103** *100.0%*	**5** *100.0%*	**118** *100.0%*	**56** *100.0%*	**77** *100.0%*	**22** *100.0%*	**23** *100.0%*	**38** *100.0%*	**76** *100.0%*	**38** *100.0%*	**41** *100.0%*	**58** *100.0%*
Total Valid Responses	**138** *100.0%*	**25** *100.0%*	**21** *100.0%*	**33** *100.0%*	**53** *100.0%*	**102** *100.0%*	**24** *100.0%*	**33** *100.0%*	**100** *100.0%*	**4** *100.0%*	**114** *100.0%*	**56** *100.0%*	**74** *100.0%*	**20** *100.0%*	**21** *100.0%*	**38** *100.0%*	**73** *100.0%*	**36** *100.0%*	**41** *100.0%*	**56** *100.0%*
No Answer	**6**	1	-	1	1	3	1	2	3	1	4	-	3	2	2	-	3	2	-	2
Always	**71** *51.4%*	13 *52.0%* **	11 *52.4%* **	18 *54.5%*	26 *49.1%*	51 *50.0%*	13 *54.2%* **	15 *45.5%*	53 *53.0%*	2 *50.0%* **	58 *50.9%*	26 *46.4%*	39 *52.7%*	10 *50.0%* **	12 *57.1%* **	20 *52.6%*	35 *47.9%*	18 *50.0%*	20 *48.8%*	30 *53.6%*
Usually	**27** *19.6%*	3 *12.0%* **	6 *28.6%* **	5 *15.2%*	12 *22.6%*	20 *19.6%*	6 *25.0%* **	6 *18.2%*	21 *21.0%*	- - **	24 *21.1%*	13 *23.2%*	13 *17.6%*	4 *20.0%* **	- - **	10 *26.3%*	17 *23.3%*	7 *19.4%*	6 *14.6%*	14 *25.0%*
Sometimes	**30** *21.7%*	7 *28.0%* **	3 *14.3%* **	6 *18.2%*	13 *24.5%*	22 *21.6%*	5 *20.8%* **	10 *30.3%*	19 *19.0%*	2 *50.0%* **	23 *20.2%*	13 *23.2%*	17 *23.0%*	5 *25.0%* **	7 *33.3%* **	7 *18.4%*	15 *20.5%*	10 *27.8%*	10 *24.4%*	9 *16.1%*
Never	**10** *7.2%*	2 *8.0%* **	1 *4.8%* **	4 *12.1%*	2 *3.8%*	9 *8.8%*	- - **	2 *6.1%*	7 *7.0%*	- - **	9 *7.9%*	4 *7.1%*	5 *6.8%*	1 *5.0%* **	2 *9.5%* **	1 *2.6%*	6 *8.2%*	1 *2.8%*	5 *12.2%*	3 *5.4%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**98** *71.0%*	16 *64.0%* **	17 *81.0%* **	23 *69.7%*	38 *71.7%*	71 *69.6%*	19 *79.2%* **	21 *63.6%*	74 *74.0%*	2 *50.0%* **	82 *71.9%*	39 *69.6%*	52 *70.3%*	14 *70.0%* **	12 *57.1%* **	30 *78.9%*	52 *71.2%*	25 *69.4%*	26 *63.4%*	44 *78.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**71** *51.4%*	13 *52.0%* **	11 *52.4%* **	18 *54.5%*	26 *49.1%*	51 *50.0%*	13 *54.2%* **	15 *45.5%*	53 *53.0%*	2 *50.0%* **	58 *50.9%*	26 *46.4%*	39 *52.7%*	10 *50.0%* **	12 *57.1%* **	20 *52.6%*	35 *47.9%*	18 *50.0%*	20 *48.8%*	30 *53.6%*
3-Point Score	**2.22**	2.16	2.33	2.24	2.21	2.20	2.33	2.09	2.27	2.00	2.23	2.16	2.23	2.20	2.14	2.32	2.19	2.19	2.12	2.32

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q26. How many specialists have you seen in the last 6 months?																				
Total Eligible	**144** *100.0%*	**26** *100.0%*	**21** *100.0%*	**34** *100.0%*	**54** *100.0%*	**105** *100.0%*	**25** *100.0%*	**35** *100.0%*	**103** *100.0%*	**5** *100.0%*	**118** *100.0%*	**56** *100.0%*	**77** *100.0%*	**22** *100.0%*	**23** *100.0%*	**38** *100.0%*	**76** *100.0%*	**38** *100.0%*	**41** *100.0%*	**58** *100.0%*
Total Valid Responses	**140** *100.0%*	**26** *100.0%*	**20** *100.0%*	**33** *100.0%*	**54** *100.0%*	**103** *100.0%*	**24** *100.0%*	**32** *100.0%*	**103** *100.0%*	**5** *100.0%*	**115** *100.0%*	**56** *100.0%*	**74** *100.0%*	**21** *100.0%*	**22** *100.0%*	**38** *100.0%*	**75** *100.0%*	**37** *100.0%*	**41** *100.0%*	**58** *100.0%*
No Answer	**4**	-	1	1	-	2	1	3	-	-	3	-	3	1	1	-	1	1	-	-
None	**16** *11.4%*	4 *15.4%* **	4 *20.0%* **	2 *6.1%*	5 *9.3%*	15 *14.6%*	- - **	4 *12.5%*	11 *10.7%*	2 *40.0%* **	12 *10.4%*	3 *5.4%*	11 *14.9%* k	2 *9.5%* **	6 *27.3%* **	3 *7.9%*	6 *8.0%*	4 *10.8%*	6 *14.6%*	5 *8.6%*
1 specialist	**66** *47.1%*	16 *61.5%* **	9 *45.0%* **	12 *36.4%*	26 *48.1%*	46 *44.7%*	14 *58.3%* **	13 *40.6%*	52 *50.5%*	3 *60.0%* **	53 *46.1%*	32 *57.1%* l	31 *41.9%*	10 *47.6%* **	9 *40.9%* **	17 *44.7%*	39 *52.0%*	20 *54.1%*	20 *48.8%*	25 *43.1%*
2	**38** *27.1%*	1 *3.8%* **	5 *25.0%* **	11 *33.3%*	19 *35.2%*	26 *25.2%*	7 *29.2%* **	8 *25.0%*	28 *27.2%*	- - **	33 *28.7%*	13 *23.2%*	23 *31.1%*	4 *19.0%* **	5 *22.7%* **	12 *31.6%*	20 *26.7%*	7 *18.9%*	11 *26.8%*	19 *32.8%*
3	**11** *7.9%*	4 *15.4%* **	- - **	2 *6.1%*	4 *7.4%*	8 *7.8%*	2 *8.3%* **	5 *15.6%* H	5 *4.9%*	- - **	8 *7.0%*	4 *7.1%*	5 *6.8%*	3 *14.3%* **	2 *9.1%* **	4 *10.5%*	4 *5.3%*	5 *13.5%* r	1 *2.4%*	4 *6.9%*
4	**4** *2.9%*	- - **	2 *10.0%* **	2 *6.1%* d	- -	3 *2.9%*	1 *4.2%* **	- -	4 *3.9%*	- - **	4 *3.5%*	2 *3.6%*	1 *1.4%*	2 *9.5%* **	- - **	- -	3 *4.0%*	1 *2.7%*	- -	3 *5.2%*
5 or more specialists	**5** *3.6%*	1 *3.8%* **	- - **	4 *12.1%* D	- -	5 *4.9%*	- - **	2 *6.3%*	3 *2.9%*	- - **	5 *4.3%*	2 *3.6%*	3 *4.1%*	- - **	- - **	2 *5.3%*	3 *4.0%*	- -	3 *7.3%* q	2 *3.4%*
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**124** *88.6%*	22 *84.6%* **	16 *80.0%* **	31 *93.9%*	49 *90.7%*	88 *85.4%*	24 *100.0%* **	28 *87.5%*	92 *89.3%*	3 *60.0%* **	103 *89.6%*	53 *94.6%* l	63 *85.1%*	19 *90.5%* **	16 *72.7%* **	35 *92.1%*	69 *92.0%*	33 *89.2%*	35 *85.4%*	53 *91.4%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q27. What number would you use to rate that specialist?																				
Total Eligible	**124** *100.0%*	**22** *100.0%*	**16** *100.0%*	**31** *100.0%*	**49** *100.0%*	**88** *100.0%*	**24** *100.0%*	**28** *100.0%*	**92** *100.0%*	**3** *100.0%*	**103** *100.0%*	**53** *100.0%*	**63** *100.0%*	**19** *100.0%*	**16** *100.0%*	**35** *100.0%*	**69** *100.0%*	**33** *100.0%*	**35** *100.0%*	**53** *100.0%*
Total Valid Responses	**124** *100.0%*	**22** *100.0%*	**16** *100.0%*	**31** *100.0%*	**49** *100.0%*	**88** *100.0%*	**24** *100.0%*	**28** *100.0%*	**92** *100.0%*	**3** *100.0%*	**103** *100.0%*	**53** *100.0%*	**63** *100.0%*	**19** *100.0%*	**16** *100.0%*	**35** *100.0%*	**69** *100.0%*	**33** *100.0%*	**35** *100.0%*	**53** *100.0%*
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	**73** *58.9%*	14 *63.6%* **	10 *62.5%* **	19 *61.3%*	25 *51.0%*	51 *58.0%*	13 *54.2%* **	15 *53.6%* **	55 *59.8%*	2 *66.7%* **	61 *59.2%*	33 *62.3%*	34 *54.0%*	10 *52.6%* **	14 *87.5%* **	19 *54.3%*	37 *53.6%*	21 *63.6%*	20 *57.1%*	30 *56.6%*
9	**17** *13.7%*	2 *9.1%* **	2 *12.5%* **	4 *12.9%*	9 *18.4%*	14 *15.9%*	2 *8.3%* **	2 *7.1%* **	15 *16.3%*	- - **	17 *16.5%*	6 *11.3%*	10 *15.9%*	3 *15.8%* **	- - **	7 *20.0%*	10 *14.5%*	5 *15.2%*	6 *17.1%*	6 *11.3%*
8	**18** *14.5%*	3 *13.6%* **	2 *12.5%* **	5 *16.1%*	7 *14.3%*	14 *15.9%*	3 *12.5%* **	5 *17.9%* **	12 *13.0%*	1 *33.3%* **	14 *13.6%*	8 *15.1%*	9 *14.3%*	4 *21.1%* **	1 *6.3%* **	5 *14.3%*	11 *15.9%*	3 *9.1%*	5 *14.3%*	9 *17.0%*
7	**1** *0.8%*	- - **	- - **	- -	1 *2.0%*	- -	- - **	1 *3.6%* **	- -	- - **	- -	- -	- -	1 *5.3%* **	- - **	- -	1 *1.4%*	- -	- -	1 *1.9%*
6	**3** *2.4%*	1 *4.5%* **	1 *6.3%* **	1 *3.2%*	- -	2 *2.3%*	1 *4.2%* **	1 *3.6%* **	2 *2.2%*	- - **	3 *2.9%*	2 *3.8%*	1 *1.6%*	- - **	- - **	- -	3 *4.3%*	- -	1 *2.9%*	2 *3.8%*
5	**8** *6.5%*	1 *4.5%* **	1 *6.3%* **	2 *6.5%*	4 *8.2%*	5 *5.7%*	3 *12.5%* **	3 *10.7%* **	5 *5.4%*	- - **	5 *4.9%*	2 *3.8%*	7 *11.1%*	1 *5.3%* **	1 *6.3%* **	2 *5.7%*	5 *7.2%*	2 *6.1%*	2 *5.7%*	4 *7.5%*
4	- -	- - **	- - **	- -	- -	- -	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -
3	**2** *1.6%*	1 *4.5%* **	- - **	- -	1 *2.0%*	- -	2 *8.3%* **	- - **	2 *2.2%*	- - **	2 *1.9%*	1 *1.9%*	1 *1.6%*	- - **	- - **	1 *2.9%*	1 *1.4%*	2 *6.1%* s	- -	- -
2	**1** *0.8%*	- - **	- - **	- -	1 *2.0%*	1 *1.1%*	- - **	1 *3.6%* **	- -	- - **	1 *1.0%*	1 *1.9%*	- -	- - **	- - **	- -	1 *1.4%*	- -	- -	1 *1.9%*
1	**1** *0.8%*	- - **	- - **	- -	1 *2.0%*	1 *1.1%*	- - **	- - **	1 *1.1%*	- - **	- -	- -	1 *1.6%*	- - **	- - **	1 *2.9%*	- -	- -	1 *2.9%*	- -
0 - Worst specialist possible	- -	- - **	- - **	- -	- -	- -	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -
SUMMARY - 0-3	**4** *3.2%*	1 *4.5%* **	- - **	- -	3 *6.1%*	2 *2.3%*	2 *8.3%* **	1 *3.6%* **	3 *3.3%*	- - **	3 *2.9%*	2 *3.8%*	2 *3.2%*	- - **	- - **	2 *5.7%*	2 *2.9%*	2 *6.1%*	1 *2.9%*	1 *1.9%*
SUMMARY - 4-7	**12** *9.7%*	2 *9.1%* **	2 *12.5%* **	3 *9.7%*	5 *10.2%*	7 *8.0%*	4 *16.7%* **	5 *17.9%* **	7 *7.6%*	- - **	8 *7.8%*	4 *7.5%*	8 *12.7%*	2 *10.5%* **	1 *6.3%* **	2 *5.7%*	9 *13.0%*	2 *6.1%*	3 *8.6%*	7 *13.2%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**108** *87.1%*	19 *86.4%* **	14 *87.5%* **	28 *90.3%*	41 *83.7%*	79 *89.8%*	18 *75.0%* **	22 *78.6%* **	82 *89.1%*	3 *100.0%* **	92 *89.3%*	47 *88.7%*	53 *84.1%*	17 *89.5%* **	15 *93.8%* **	31 *88.6%*	58 *84.1%*	29 *87.9%*	31 *88.6%*	45 *84.9%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**90** *72.6%*	16 *72.7%* **	12 *75.0%* **	23 *74.2%*	34 *69.4%*	65 *73.9%*	15 *62.5%* **	17 *60.7%* **	70 *76.1%*	2 *66.7%* **	78 *75.7%*	39 *73.6%*	44 *69.8%*	13 *68.4%* **	14 *87.5%* **	26 *74.3%*	47 *68.1%*	26 *78.8%*	26 *74.3%*	36 *67.9%*
3-Point Score	**2.60**	2.59	2.63	2.65	2.55	2.64	2.38	2.43	2.65	2.67	2.65	2.62	2.54	2.63	2.81	2.63	2.54	2.67	2.63	2.55

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
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?																				
Total Eligible	**491** ***100.0%***	**147** ***100.0%***	**53** ***100.0%***	**79** ***100.0%***	**123** ***100.0%***	**322** ***100.0%***	**72** ***100.0%***	**128** ***100.0%***	**282** ***100.0%***	**16** ***100.0%***	**359** ***100.0%***	**149** ***100.0%***	**267** ***100.0%***	**47** ***100.0%***	**111** ***100.0%***	**136** ***100.0%***	**165** ***100.0%***	**148** ***100.0%***	**106** ***100.0%***	**156** ***100.0%***
Total Valid Responses	**412** ***100.0%***	**144** ***100.0%***	**50** ***100.0%***	**77** ***100.0%***	**118** ***100.0%***	**312** ***100.0%***	**72** ***100.0%***	**122** ***100.0%***	**275** ***100.0%***	**15** ***100.0%***	**353** ***100.0%***	**143** ***100.0%***	**259** ***100.0%***	**45** ***100.0%***	**111** ***100.0%***	**130** ***100.0%***	**158** ***100.0%***	**147** ***100.0%***	**101** ***100.0%***	**149** ***100.0%***
No Answer	**79**	3	3	2	5	10	-	6	7	1	6	6	8	2	-	6	7	1	5	7
Yes	**65** ***15.8%***	21 *14.6%*	9 *18.0%*	12 *15.6%*	19 *16.1%*	42 *13.5%*	16 *22.2%* e	11 *9.0%*	51 *18.5%* G	3 *20.0%* **	54 *15.3%*	21 *14.7%*	41 *15.8%*	10 *22.2%*	21 *18.9%*	20 *15.4%*	22 *13.9%*	28 *19.0%*	14 *13.9%*	21 *14.1%*
No	**347** ***84.2%***	123 *85.4%*	41 *82.0%*	65 *84.4%*	99 *83.9%*	270 *86.5%* f	56 *77.8%*	111 *91.0%* H	224 *81.5%*	12 *80.0%* **	299 *84.7%*	122 *85.3%*	218 *84.2%*	35 *77.8%*	90 *81.1%*	110 *84.6%*	136 *86.1%*	119 *81.0%*	87 *86.1%*	128 *85.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**65** ***15.8%***	21 *14.6%*	9 *18.0%*	12 *15.6%*	19 *16.1%*	42 *13.5%*	16 *22.2%* e	11 *9.0%*	51 *18.5%* G	3 *20.0%* **	54 *15.3%*	21 *14.7%*	41 *15.8%*	10 *22.2%*	21 *18.9%*	20 *15.4%*	22 *13.9%*	28 *19.0%*	14 *13.9%*	21 *14.1%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q29. (PNI) 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?																				
Total Eligible	**65** *100.0%*	**21** *100.0%*	**9** *100.0%*	**12** *100.0%*	**19** *100.0%*	**42** *100.0%*	**16** *100.0%*	**11** *100.0%*	**51** *100.0%*	**3** *100.0%*	**54** *100.0%*	**21** *100.0%*	**41** *100.0%*	**10** *100.0%*	**21** *100.0%*	**20** *100.0%*	**22** *100.0%*	**28** *100.0%*	**14** *100.0%*	**21** *100.0%*
Total Valid Responses	**63** *100.0%*	**20** *100.0%*	**9** *100.0%*	**12** *100.0%*	**18** *100.0%*	**40** *100.0%*	**16** *100.0%*	**10** *100.0%*	**50** *100.0%*	**3** *100.0%*	**52** *100.0%*	**20** *100.0%*	**40** *100.0%*	**10** *100.0%*	**21** *100.0%*	**20** *100.0%*	**20** *100.0%*	**28** *100.0%*	**13** *100.0%*	**20** *100.0%*
No Answer	**2**	1	-	-	1	2	-	1	1	-	2	1	1	-	-	-	2	-	1	1
Always	**22** *34.9%*	8 *40.0%* **	2 *22.2%* **	6 *50.0%* **	5 *27.8%* **	15 *37.5%*	3 *18.8%* **	4 *40.0%* **	17 *34.0%*	- - **	18 *34.6%*	2 *10.0%* **	18 *45.0%*	2 *20.0%* **	9 *42.9%* **	7 *35.0%* **	6 *30.0%* **	11 *39.3%* **	4 *30.8%* **	7 *35.0%* **
Usually	**10** *15.9%*	5 *25.0%* **	1 *11.1%* **	1 *8.3%* **	3 *16.7%* **	7 *17.5%*	3 *18.8%* **	- - **	10 *20.0%*	1 *33.3%* **	8 *15.4%*	5 *25.0%* **	5 *12.5%*	1 *10.0%* **	2 *9.5%* **	4 *20.0%* **	4 *20.0%* **	5 *17.9%* **	1 *7.7%* **	4 *20.0%* **
Sometimes	**26** *41.3%*	6 *30.0%* **	6 *66.7%* **	5 *41.7%* **	7 *38.9%* **	15 *37.5%*	9 *56.3%* **	5 *50.0%* **	20 *40.0%*	1 *33.3%* **	23 *44.2%*	11 *55.0%* **	15 *37.5%*	6 *60.0%* **	9 *42.9%* **	7 *35.0%* **	9 *45.0%* **	10 *35.7%* **	7 *53.8%* **	8 *40.0%* **
Never	**5** *7.9%*	1 *5.0%* **	- - **	- - **	3 *16.7%* **	3 *7.5%*	1 *6.3%* **	1 *10.0%* **	3 *6.0%*	1 *33.3%* **	3 *5.8%*	2 *10.0%* **	2 *5.0%*	1 *10.0%* **	1 *4.8%* **	2 *10.0%* **	1 *5.0%* **	2 *7.1%* **	1 *7.7%* **	1 *5.0%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**32** *50.8%*	13 *65.0%* **	3 *33.3%* **	7 *58.3%* **	8 *44.4%* **	22 *55.0%*	6 *37.5%* **	4 *40.0%* **	27 *54.0%*	1 *33.3%* **	26 *50.0%*	7 *35.0%* **	23 *57.5%*	3 *30.0%* **	11 *52.4%* **	11 *55.0%* **	10 *50.0%* **	16 *57.1%* **	5 *38.5%* **	11 *55.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**22** *34.9%*	8 *40.0%* **	2 *22.2%* **	6 *50.0%* **	5 *27.8%* **	15 *37.5%*	3 *18.8%* **	4 *40.0%* **	17 *34.0%*	- - **	18 *34.6%*	2 *10.0%* **	18 *45.0%*	2 *20.0%* **	9 *42.9%* **	7 *35.0%* **	6 *30.0%* **	11 *39.3%* **	4 *30.8%* **	7 *35.0%* **
3-Point Score	**1.86**	2.05	1.56	2.08	1.72	1.93	1.56	1.80	1.88	1.33	1.85	1.45	2.03	1.50	1.95	1.90	1.80	1.96	1.69	1.90

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q30. In the last 6 months, did you get information or help from your health plan's customer service?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**409** *100.0%*	**145** *100.0%*	**48** *100.0%*	**77** *100.0%*	**119** *100.0%*	**309** *100.0%*	**71** *100.0%*	**122** *100.0%*	**274** *100.0%*	**15** *100.0%*	**350** *100.0%*	**145** *100.0%*	**255** *100.0%*	**45** *100.0%*	**110** *100.0%*	**132** *100.0%*	**156** *100.0%*	**146** *100.0%*	**102** *100.0%*	**149** *100.0%*
No Answer	**82**	2	5	2	4	13	1	6	8	1	9	4	12	2	1	4	9	2	4	7
Yes	**124** *30.3%*	37 *25.5%*	17 *35.4%*	29 *37.7%* a	38 *31.9%*	93 *30.1%*	22 *31.0%*	27 *22.1%*	94 *34.3%* G	7 *46.7%* **	104 *29.7%*	36 *24.8%*	88 *34.5%* K	17 *37.8%* k	32 *29.1%*	39 *29.5%*	50 *32.1%*	43 *29.5%*	36 *35.3%*	40 *26.8%*
No	**285** *69.7%*	108 *74.5%* c	31 *64.6%*	48 *62.3%*	81 *68.1%*	216 *69.9%*	49 *69.0%*	95 *77.9%* H	180 *65.7%*	8 *53.3%* **	246 *70.3%*	109 *75.2%* Lm	167 *65.5%*	28 *62.2%*	78 *70.9%*	93 *70.5%*	106 *67.9%*	103 *70.5%*	66 *64.7%*	109 *73.2%*
HEDIS/CAHPS SUMMARY RATE - Yes	**124** *30.3%*	37 *25.5%*	17 *35.4%*	29 *37.7%* a	38 *31.9%*	93 *30.1%*	22 *31.0%*	27 *22.1%*	94 *34.3%* G	7 *46.7%* **	104 *29.7%*	36 *24.8%*	88 *34.5%* K	17 *37.8%* k	32 *29.1%*	39 *29.5%*	50 *32.1%*	43 *29.5%*	36 *35.3%*	40 *26.8%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																				
Total Eligible	**124** *100.0%*	**37** *100.0%*	**17** *100.0%*	**29** *100.0%*	**38** *100.0%*	**93** *100.0%*	**22** *100.0%*	**27** *100.0%*	**94** *100.0%*	**7** *100.0%*	**104** *100.0%*	**36** *100.0%*	**88** *100.0%*	**17** *100.0%*	**32** *100.0%*	**39** *100.0%*	**50** *100.0%*	**43** *100.0%*	**36** *100.0%*	**40** *100.0%*
Total Valid Responses	**121** *100.0%*	**36** *100.0%*	**16** *100.0%*	**29** *100.0%*	**37** *100.0%*	**90** *100.0%*	**22** *100.0%*	**25** *100.0%*	**93** *100.0%*	**7** *100.0%*	**101** *100.0%*	**35** *100.0%*	**86** *100.0%*	**17** *100.0%*	**31** *100.0%*	**38** *100.0%*	**49** *100.0%*	**43** *100.0%*	**34** *100.0%*	**39** *100.0%*
No Answer	**3**	1	1	-	1	3	-	2	1	-	3	1	2	-	1	1	1	-	2	1
Always	**77** *63.6%*	25 *69.4%*	10 *62.5%* **	16 *55.2%* **	24 *64.9%*	54 *60.0%*	16 *72.7%* **	18 *72.0%* **	57 *61.3%*	5 *71.4%* **	64 *63.4%*	23 *65.7%*	53 *61.6%*	11 *64.7%* **	20 *64.5%*	21 *55.3%*	34 *69.4%*	31 *72.1%* s	21 *61.8%*	21 *53.8%*
Usually	**25** *20.7%*	7 *19.4%*	4 *25.0%* **	5 *17.2%* **	8 *21.6%*	21 *23.3%*	2 *9.1%* **	6 *24.0%* **	18 *19.4%*	1 *14.3%* **	21 *20.8%*	7 *20.0%*	17 *19.8%*	2 *11.8%* **	9 *29.0%* p	9 *23.7%*	6 *12.2%*	9 *20.9%*	7 *20.6%*	8 *20.5%*
Sometimes	**18** *14.9%*	4 *11.1%*	2 *12.5%* **	7 *24.1%* **	5 *13.5%*	14 *15.6%*	4 *18.2%* **	1 *4.0%* **	17 *18.3%*	1 *14.3%* **	16 *15.8%*	5 *14.3%*	15 *17.4%*	4 *23.5%* **	2 *6.5%*	7 *18.4%*	9 *18.4%*	2 *4.7%*	6 *17.6%* q	10 *25.6%* Q
Never	**1** *0.8%*	- -	- - **	1 *3.4%* **	- -	1 *1.1%*	- - **	- - **	1 *1.1%*	- - **	- -	- -	1 *1.2%*	- - **	- -	1 *2.6%*	- -	1 *2.3%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**102** *84.3%*	32 *88.9%*	14 *87.5%* **	21 *72.4%* **	32 *86.5%*	75 *83.3%*	18 *81.8%* **	24 *96.0%* **	75 *80.6%*	6 *85.7%* **	85 *84.2%*	30 *85.7%*	70 *81.4%*	13 *76.5%* **	29 *93.5%* o	30 *78.9%*	40 *81.6%*	40 *93.0%* S	28 *82.4%*	29 *74.4%*
HEDIS/CAHPS SUMMARY RATE - Always	**77** *63.6%*	25 *69.4%*	10 *62.5%* **	16 *55.2%* **	24 *64.9%*	54 *60.0%*	16 *72.7%* **	18 *72.0%* **	57 *61.3%*	5 *71.4%* **	64 *63.4%*	23 *65.7%*	53 *61.6%*	11 *64.7%* **	20 *64.5%*	21 *55.3%*	34 *69.4%*	31 *72.1%* s	21 *61.8%*	21 *53.8%*
3-Point Score	**2.48**	2.58	2.50	2.28	2.51	2.43	2.55	2.68	2.42	2.57	2.48	2.51	2.43	2.41	2.58	2.34	2.51	2.65	2.44	2.28

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																				
Total Eligible	**124** *100.0%*	**37** *100.0%*	**17** *100.0%*	**29** *100.0%*	**38** *100.0%*	**93** *100.0%*	**22** *100.0%*	**27** *100.0%*	**94** *100.0%*	**7** *100.0%*	**104** *100.0%*	**36** *100.0%*	**88** *100.0%*	**17** *100.0%*	**32** *100.0%*	**39** *100.0%*	**50** *100.0%*	**43** *100.0%*	**36** *100.0%*	**40** *100.0%*
Total Valid Responses	**120** *100.0%*	**36** *100.0%*	**16** *100.0%*	**29** *100.0%*	**37** *100.0%*	**90** *100.0%*	**22** *100.0%*	**25** *100.0%*	**93** *100.0%*	**7** *100.0%*	**101** *100.0%*	**35** *100.0%*	**86** *100.0%*	**17** *100.0%*	**31** *100.0%*	**38** *100.0%*	**49** *100.0%*	**43** *100.0%*	**34** *100.0%*	**39** *100.0%*
No Answer	**4**	1	1	-	1	3	-	2	1	-	3	1	2	-	1	1	1	-	2	1
Always	**102** *85.0%*	32 *88.9%*	13 *81.3%* **	26 *89.7%* **	29 *78.4%*	77 *85.6%*	18 *81.8%* **	23 *92.0%* **	77 *82.8%*	6 *85.7%* **	85 *84.2%*	27 *77.1%*	75 *87.2%*	15 *88.2%* **	26 *83.9%*	33 *86.8%*	41 *83.7%*	38 *88.4%*	30 *88.2%*	30 *76.9%*
Usually	**8** *6.7%*	1 *2.8%*	1 *6.3%* **	- - **	6 *16.2%* a	6 *6.7%*	1 *4.5%* **	2 *8.0%* **	6 *6.5%*	1 *14.3%* **	6 *5.9%*	5 *14.3%* L	3 *3.5%*	- - **	3 *9.7%*	2 *5.3%*	3 *6.1%*	3 *7.0%*	2 *5.9%*	3 *7.7%*
Sometimes	**8** *6.7%*	3 *8.3%*	1 *6.3%* **	2 *6.9%* **	2 *5.4%*	6 *6.7%*	2 *9.1%* **	- - **	8 *8.6%*	- - **	8 *7.9%*	2 *5.7%*	7 *8.1%*	- - **	1 *3.2%*	3 *7.9%*	4 *8.2%*	1 *2.3%*	2 *5.9%*	5 *12.8%* q
Never	**2** *1.7%*	- -	1 *6.3%* **	1 *3.4%* **	- -	1 *1.1%*	1 *4.5%* **	- - **	2 *2.2%*	- - **	2 *2.0%*	1 *2.9%*	1 *1.2%*	2 *11.8%* **	1 *3.2%*	- -	1 *2.0%*	1 *2.3%*	- -	1 *2.6%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**110** *91.7%*	33 *91.7%*	14 *87.5%* **	26 *89.7%* **	35 *94.6%*	83 *92.2%*	19 *86.4%* **	25 *100.0%* **	83 *89.2%*	7 *100.0%* **	91 *90.1%*	32 *91.4%*	78 *90.7%*	15 *88.2%* **	29 *93.5%*	35 *92.1%*	44 *89.8%*	41 *95.3%*	32 *94.1%*	33 *84.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**102** *85.0%*	32 *88.9%*	13 *81.3%* **	26 *89.7%* **	29 *78.4%*	77 *85.6%*	18 *81.8%* **	23 *92.0%* **	77 *82.8%*	6 *85.7%* **	85 *84.2%*	27 *77.1%*	75 *87.2%*	15 *88.2%* **	26 *83.9%*	33 *86.8%*	41 *83.7%*	38 *88.4%*	30 *88.2%*	30 *76.9%*
3-Point Score	**2.77**	2.81	2.69	2.79	2.73	2.78	2.68	2.92	2.72	2.86	2.74	2.69	2.78	2.76	2.77	2.79	2.73	2.84	2.82	2.62

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q33. In the last 6 months, did your health plan give you any forms to fill out?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**403** *100.0%*	**142** *100.0%*	**47** *100.0%*	**75** *100.0%*	**120** *100.0%*	**306** *100.0%*	**69** *100.0%*	**124** *100.0%*	**268** *100.0%*	**14** *100.0%*	**349** *100.0%*	**146** *100.0%*	**252** *100.0%*	**45** *100.0%*	**108** *100.0%*	**131** *100.0%*	**154** *100.0%*	**143** *100.0%*	**97** *100.0%*	**152** *100.0%*
No Answer	**88**	5	6	4	3	16	3	4	14	2	10	3	15	2	3	5	11	5	9	4
Yes	**106** *26.3%*	36 *25.4%*	8 *17.0%*	23 *30.7%* b	32 *26.7%*	81 *26.5%*	16 *23.2%*	32 *25.8%*	69 *25.7%*	4 *28.6%* **	88 *25.2%*	29 *19.9%*	72 *28.6%* K	17 *37.8%* K	33 *30.6%*	33 *25.2%*	38 *24.7%*	37 *25.9%*	28 *28.9%*	39 *25.7%*
No	**297** *73.7%*	106 *74.6%*	39 *83.0%* c	52 *69.3%*	88 *73.3%*	225 *73.5%*	53 *76.8%*	92 *74.2%*	199 *74.3%*	10 *71.4%* **	261 *74.8%*	117 *80.1%* LM	180 *71.4%*	28 *62.2%*	75 *69.4%*	98 *74.8%*	116 *75.3%*	106 *74.1%*	69 *71.1%*	113 *74.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**106** *26.3%*	36 *25.4%*	8 *17.0%*	23 *30.7%* b	32 *26.7%*	81 *26.5%*	16 *23.2%*	32 *25.8%*	69 *25.7%*	4 *28.6%* **	88 *25.2%*	29 *19.9%*	72 *28.6%* K	17 *37.8%* K	33 *30.6%*	33 *25.2%*	38 *24.7%*	37 *25.9%*	28 *28.9%*	39 *25.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																				
Total Eligible	**403** *100.0%*	**142** *100.0%*	**47** *100.0%*	**75** *100.0%*	**120** *100.0%*	**306** *100.0%*	**69** *100.0%*	**124** *100.0%*	**268** *100.0%*	**14** *100.0%*	**349** *100.0%*	**146** *100.0%*	**252** *100.0%*	**45** *100.0%*	**108** *100.0%*	**131** *100.0%*	**154** *100.0%*	**143** *100.0%*	**97** *100.0%*	**152** *100.0%*
Total Valid Responses	**401** *100.0%*	**141** *100.0%*	**47** *100.0%*	**75** *100.0%*	**119** *100.0%*	**305** *100.0%*	**68** *100.0%*	**122** *100.0%*	**268** *100.0%*	**14** *100.0%*	**347** *100.0%*	**145** *100.0%*	**251** *100.0%*	**45** *100.0%*	**108** *100.0%*	**130** *100.0%*	**153** *100.0%*	**143** *100.0%*	**97** *100.0%*	**150** *100.0%*
No Answer	**2**	1	-	-	1	1	1	2	-	-	2	1	1	-	-	1	1	-	-	2
Always	**356** *88.8%*	126 *89.4%*	41 *87.2%*	66 *88.0%*	107 *89.9%*	269 *88.2%*	63 *92.6%*	110 *90.2%*	238 *88.8%*	14 *100.0%* **	309 *89.0%*	134 *92.4%* m	222 *88.4%*	38 *84.4%*	98 *90.7%*	115 *88.5%*	135 *88.2%*	131 *91.6%*	87 *89.7%*	129 *86.0%*
Usually	**21** *5.2%*	5 *3.5%*	2 *4.3%*	6 *8.0%*	7 *5.9%*	16 *5.2%*	3 *4.4%*	9 *7.4%*	11 *4.1%*	- - **	19 *5.5%*	5 *3.4%*	13 *5.2%*	4 *8.9%*	4 *3.7%*	7 *5.4%*	9 *5.9%*	5 *3.5%*	5 *5.2%*	11 *7.3%*
Sometimes	**21** *5.2%*	9 *6.4%*	2 *4.3%*	3 *4.0%*	5 *4.2%*	17 *5.6%*	2 *2.9%*	2 *1.6%*	17 *6.3%* G	- - **	16 *4.6%*	6 *4.1%*	13 *5.2%*	2 *4.4%*	6 *5.6%*	7 *5.4%*	7 *4.6%*	7 *4.9%*	4 *4.1%*	9 *6.0%*
Never	**3** *0.7%*	1 *0.7%*	2 *4.3%* acD	- -	- -	3 *1.0%*	- -	1 *0.8%*	2 *0.7%*	- - **	3 *0.9%*	- -	3 *1.2%*	1 *2.2%* k	- -	1 *0.8%*	2 *1.3%*	- -	1 *1.0%*	1 *0.7%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**377** *94.0%*	131 *92.9%*	43 *91.5%*	72 *96.0%*	114 *95.8%*	285 *93.4%*	66 *97.1%*	119 *97.5%* h	249 *92.9%*	14 *100.0%* **	328 *94.5%*	139 *95.9%*	235 *93.6%*	42 *93.3%*	102 *94.4%*	122 *93.8%*	144 *94.1%*	136 *95.1%*	92 *94.8%*	140 *93.3%*
HEDIS/CAHPS SUMMARY RATE - Always	**356** *88.8%*	126 *89.4%*	41 *87.2%*	66 *88.0%*	107 *89.9%*	269 *88.2%*	63 *92.6%*	110 *90.2%*	238 *88.8%*	14 *100.0%* **	309 *89.0%*	134 *92.4%* m	222 *88.4%*	38 *84.4%*	98 *90.7%*	115 *88.5%*	135 *88.2%*	131 *91.6%*	87 *89.7%*	129 *86.0%*
3-Point Score	**2.83**	2.82	2.79	2.84	2.86	2.82	2.90	2.88	2.82	3.00	2.84	2.88	2.82	2.78	2.85	2.82	2.82	2.87	2.85	2.79

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q35. What number would you use to rate your health plan?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**408** *100.0%*	**142** *100.0%*	**50** *100.0%*	**77** *100.0%*	**118** *100.0%*	**310** *100.0%*	**69** *100.0%*	**122** *100.0%*	**274** *100.0%*	**13** *100.0%*	**351** *100.0%*	**142** *100.0%*	**259** *100.0%*	**44** *100.0%*	**109** *100.0%*	**132** *100.0%*	**156** *100.0%*	**145** *100.0%*	**103** *100.0%*	**148** *100.0%*
No Answer	**83**	5	3	2	5	12	3	6	8	3	8	7	8	3	2	4	9	3	3	8
10 - Best health plan possible	**168** *41.2%*	52 *36.6%*	19 *38.0%*	39 *50.6%* A	52 *44.1%*	132 *42.6%*	28 *40.6%*	47 *38.5%*	118 *43.1%*	6 *46.2%* **	144 *41.0%*	57 *40.1%*	109 *42.1%*	21 *47.7%*	52 *47.7%*	50 *37.9%*	61 *39.1%*	72 *49.7%* RS	38 *36.9%*	54 *36.5%*
9	**53** *13.0%*	19 *13.4%*	3 *6.0%*	11 *14.3%*	17 *14.4%*	42 *13.5%*	8 *11.6%*	17 *13.9%*	34 *12.4%*	4 *30.8%* **	44 *12.5%*	16 *11.3%*	35 *13.5%*	4 *9.1%*	19 *17.4%*	16 *12.1%*	18 *11.5%*	22 *15.2%*	16 *15.5%*	14 *9.5%*
8	**56** *13.7%*	19 *13.4%*	10 *20.0%* c	7 *9.1%*	18 *15.3%*	46 *14.8%*	8 *11.6%*	18 *14.8%*	37 *13.5%*	1 *7.7%* **	52 *14.8%*	21 *14.8%*	33 *12.7%*	7 *15.9%*	13 *11.9%*	18 *13.6%*	24 *15.4%*	15 *10.3%*	20 *19.4%* Q	20 *13.5%*
7	**44** *10.8%*	16 *11.3%*	6 *12.0%*	5 *6.5%*	16 *13.6%*	31 *10.0%*	10 *14.5%*	15 *12.3%*	29 *10.6%*	2 *15.4%* **	38 *10.8%*	20 *14.1%*	25 *9.7%*	6 *13.6%*	9 *8.3%*	21 *15.9%* np	14 *9.0%*	13 *9.0%*	14 *13.6%*	17 *11.5%*
6	**19** *4.7%*	12 *8.5%* BD	- -	3 *3.9%*	2 *1.7%*	15 *4.8%*	2 *2.9%*	4 *3.3%*	14 *5.1%*	- - **	16 *4.6%*	7 *4.9%*	11 *4.2%*	3 *6.8%*	5 *4.6%*	7 *5.3%*	6 *3.8%*	5 *3.4%*	5 *4.9%*	9 *6.1%*
5	**39** *9.6%*	10 *7.0%*	8 *16.0%* a	7 *9.1%*	11 *9.3%*	26 *8.4%*	7 *10.1%*	13 *10.7%*	25 *9.1%*	- - **	36 *10.3%*	14 *9.9%* M	27 *10.4%* M	- -	6 *5.5%*	10 *7.6%*	22 *14.1%* No	9 *6.2%*	6 *5.8%*	22 *14.9%* QR
4	**12** *2.9%*	7 *4.9%* Cd	3 *6.0%* CD	- -	1 *0.8%*	9 *2.9%*	2 *2.9%*	4 *3.3%*	7 *2.6%*	- - **	9 *2.6%*	2 *1.4%*	9 *3.5%*	1 *2.3%*	2 *1.8%*	6 *4.5%*	3 *1.9%*	5 *3.4%*	3 *2.9%*	3 *2.0%*
3	**3** *0.7%*	2 *1.4%*	1 *2.0%*	- -	- -	3 *1.0%*	- -	1 *0.8%*	2 *0.7%*	- - **	1 *0.3%*	- -	3 *1.2%*	- -	1 *0.9%*	1 *0.8%*	1 *0.6%*	1 *0.7%*	1 *1.0%*	- -
2	**1** *0.2%*	- -	- -	1 *1.3%*	- -	1 *0.3%*	- -	- -	1 *0.4%*	- - **	1 *0.3%*	1 *0.7%*	- -	1 *2.3%* L	- -	1 *0.8%*	- -	- -	- -	1 *0.7%*
1	**3** *0.7%*	- -	- -	1 *1.3%*	- -	- -	1 *1.4%* E	- -	1 *0.4%*	- - **	1 *0.3%*	1 *0.7%*	- -	- -	- -	- -	1 *0.6%*	- -	- -	1 *0.7%*
0 - Worst health plan possible	**10** *2.5%*	5 *3.5%*	- -	3 *3.9%*	1 *0.8%*	5 *1.6%*	3 *4.3%*	3 *2.5%*	6 *2.2%*	- - **	9 *2.6%*	3 *2.1%*	7 *2.7%*	1 *2.3%*	2 *1.8%*	2 *1.5%*	6 *3.8%*	3 *2.1%*	- -	7 *4.7%* R
SUMMARY - 0-3	**17** *4.2%*	7 *4.9%* d	1 *2.0%*	5 *6.5%* D	1 *0.8%*	9 *2.9%*	4 *5.8%*	4 *3.3%*	10 *3.6%*	- - **	12 *3.4%*	5 *3.5%*	10 *3.9%*	2 *4.5%*	3 *2.8%*	4 *3.0%*	8 *5.1%*	4 *2.8%*	1 *1.0%*	9 *6.1%* R
SUMMARY - 4-7	**114** *27.9%*	45 *31.7%* c	17 *34.0%* c	15 *19.5%*	30 *25.4%*	81 *26.1%*	21 *30.4%*	36 *29.5%*	75 *27.4%*	2 *15.4%* **	99 *28.2%*	43 *30.3%*	72 *27.8%*	10 *22.7%*	22 *20.2%*	44 *33.3%* N	45 *28.8%*	32 *22.1%*	28 *27.2%*	51 *34.5%* Q
HEDIS/CAHPS SUMMARY RATE - 8-10	**277** *67.9%*	90 *63.4%*	32 *64.0%*	57 *74.0%*	87 *73.7%* a	220 *71.0%*	44 *63.8%*	82 *67.2%*	189 *69.0%*	11 *84.6%* **	240 *68.4%*	94 *66.2%*	177 *68.3%*	32 *72.7%*	84 *77.1%* Op	84 *63.6%*	103 *66.0%*	109 *75.2%* S	74 *71.8%* S	88 *59.5%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**221** *54.2%*	71 *50.0%*	22 *44.0%*	50 *64.9%* AB	69 *58.5%* b	174 *56.1%*	36 *52.2%*	64 *52.5%*	152 *55.5%*	10 *76.9%* **	188 *53.6%*	73 *51.4%*	144 *55.6%*	25 *56.8%*	71 *65.1%* OP	66 *50.0%*	79 *50.6%*	94 *64.8%* rS	54 *52.4%*	68 *45.9%*
3-Point Score	**2.33**	2.25	2.20	2.45	2.46	2.37	2.30	2.32	2.35	2.77	2.33	2.32	2.34	2.43	2.50	2.30	2.26	2.49	2.38	2.17

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q36. In general, how would you rate your overall health?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**412** *100.0%*	**145** *100.0%*	**51** *100.0%*	**78** *100.0%*	**122** *100.0%*	**316** *100.0%*	**72** *100.0%*	**126** *100.0%*	**277** *100.0%*	**16** *100.0%*	**352** *100.0%*	**147** *100.0%*	**262** *100.0%*	**43** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**147** *100.0%*	**106** *100.0%*	**154** *100.0%*
No Answer	**79**	2	2	1	1	6	-	2	5	-	7	2	5	4	-	-	-	1	-	2
Excellent	**52** *12.6%*	34 *23.4%* BCD	4 *7.8%*	6 *7.7%*	6 *4.9%*	42 *13.3%*	7 *9.7%*	16 *12.7%*	35 *12.6%*	4 *25.0%* **	42 *11.9%*	14 *9.5%*	36 *13.7%*	4 *9.3%*	52 *46.8%* OP	- -	- -	35 *23.8%* RS	12 *11.3%* S	5 *3.2%*
Very good	**59** *14.3%*	29 *20.0%* C	6 *11.8%*	4 *5.1%*	16 *13.1%* c	43 *13.6%*	12 *16.7%*	13 *10.3%*	45 *16.2%*	5 *31.3%* **	46 *13.1%*	21 *14.3%*	39 *14.9%*	9 *20.9%*	59 *53.2%* OP	- -	- -	38 *25.9%* RS	8 *7.5%*	12 *7.8%*
Good	**136** *33.0%*	55 *37.9%*	16 *31.4%*	28 *35.9%*	35 *28.7%*	107 *33.9%*	22 *30.6%*	41 *32.5%*	92 *33.2%*	3 *18.8%* **	120 *34.1%*	48 *32.7%* M	91 *34.7%* M	5 *11.6%*	- -	136 *100.0%* NP	- -	48 *32.7%* S	55 *51.9%* QS	31 *20.1%*
Fair	**99** *24.0%*	23 *15.9%*	14 *27.5%* a	21 *26.9%* A	36 *29.5%* A	70 *22.2%*	24 *33.3%* E	37 *29.4%* h	60 *21.7%*	3 *18.8%* **	84 *23.9%*	36 *24.5%*	63 *24.0%*	16 *37.2%* kl	- -	- -	99 *60.0%* NO	16 *10.9%*	25 *23.6%* Q	56 *36.4%* QR
Poor	**66** *16.0%*	4 *2.8%*	11 *21.6%* A	19 *24.4%* A	29 *23.8%* A	54 *17.1%*	7 *9.7%*	19 *15.1%*	45 *16.2%*	1 *6.3%* **	60 *17.0%*	28 *19.0%* l	33 *12.6%*	9 *20.9%*	- -	- -	66 *40.0%* NO	10 *6.8%*	6 *5.7%*	50 *32.5%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**111** *26.9%*	63 *43.4%* BCD	10 *19.6%*	10 *12.8%*	22 *18.0%*	85 *26.9%*	19 *26.4%*	29 *23.0%*	80 *28.9%*	9 *56.3%* **	88 *25.0%*	35 *23.8%*	75 *28.6%*	13 *30.2%*	111 *100.0%* OP	- -	- -	73 *49.7%* RS	20 *18.9%* s	17 *11.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q37. In general, how would you rate your overall mental or emotional health?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**410** *100.0%*	**145** *100.0%*	**51** *100.0%*	**78** *100.0%*	**122** *100.0%*	**315** *100.0%*	**71** *100.0%*	**124** *100.0%*	**277** *100.0%*	**16** *100.0%*	**351** *100.0%*	**148** *100.0%*	**258** *100.0%*	**45** *100.0%*	**110** *100.0%*	**134** *100.0%*	**163** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
No Answer	**81**	2	2	1	1	7	1	4	5	-	8	1	9	2	1	2	2	-	-	-
Excellent	**69** *16.8%*	32 *22.1%* CD	9 *17.6%*	8 *10.3%*	14 *11.5%*	52 *16.5%*	10 *14.1%*	17 *13.7%*	49 *17.7%*	3 *18.8%* **	57 *16.2%*	16 *10.8%*	53 *20.5%* K	5 *11.1%*	38 *34.5%* OP	21 *15.7%* P	9 *5.5%*	69 *46.6%* RS	- -	- -
Very good	**79** *19.3%*	42 *29.0%* BCD	5 *9.8%*	10 *12.8%*	22 *18.0%*	56 *17.8%*	21 *29.6%* E	18 *14.5%*	61 *22.0%* g	3 *18.8%* **	71 *20.2%*	29 *19.6%*	53 *20.5%*	8 *17.8%*	35 *31.8%* OP	27 *20.1%* P	17 *10.4%*	79 *53.4%* RS	- -	- -
Good	**106** *25.9%*	39 *26.9%*	14 *27.5%*	18 *23.1%*	34 *27.9%*	84 *26.7%*	18 *25.4%*	37 *29.8%*	67 *24.2%*	5 *31.3%* **	91 *25.9%*	46 *31.1%* M	62 *24.0%*	7 *15.6%*	20 *18.2%*	55 *41.0%* NP	31 *19.0%*	- -	106 *100.0%* QS	- -
Fair	**114** *27.8%*	23 *15.9%*	15 *29.4%* A	34 *43.6%* Ad	38 *31.1%* A	89 *28.3%*	18 *25.4%*	38 *30.6%*	75 *27.1%*	3 *18.8%* **	96 *27.4%*	39 *26.4%*	70 *27.1%*	22 *48.9%* KL	16 *14.5%*	28 *20.9%*	68 *41.7%* NO	- -	- -	114 *73.1%* QR
Poor	**42** *10.2%*	9 *6.2%*	8 *15.7%* A	8 *10.3%*	14 *11.5%*	34 *10.8%*	4 *5.6%*	14 *11.3%*	25 *9.0%*	2 *12.5%* **	36 *10.3%*	18 *12.2%*	20 *7.8%*	3 *6.7%*	1 *0.9%*	3 *2.2%*	38 *23.3%* NO	- -	- -	42 *26.9%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**148** *36.1%*	74 *51.0%* BCD	14 *27.5%*	18 *23.1%*	36 *29.5%*	108 *34.3%*	31 *43.7%*	35 *28.2%*	110 *39.7%* G	6 *37.5%* **	128 *36.5%*	45 *30.4%*	106 *41.1%* Km	13 *28.9%*	73 *66.4%* OP	48 *35.8%* P	26 *16.0%*	148 *100.0%* RS	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? (All respondents)																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**402** *100.0%*	**140** *100.0%*	**48** *100.0%*	**79** *100.0%*	**119** *100.0%*	**308** *100.0%*	**70** *100.0%*	**123** *100.0%*	**270** *100.0%*	**14** *100.0%*	**346** *100.0%*	**144** *100.0%*	**253** *100.0%*	**45** *100.0%*	**105** *100.0%*	**133** *100.0%*	**158** *100.0%*	**142** *100.0%*	**103** *100.0%*	**150** *100.0%*
No Answer	**79**	2	1	-	3	7	-	1	6	1	6	2	6	-	2	-	4	2	2	1
Yes	**148** *36.8%*	33 *23.6%*	16 *33.3%*	34 *43.0%* A	58 *48.7%* Ab	105 *34.1%*	29 *41.4%*	47 *38.2%*	95 *35.2%*	7 *50.0%* **	122 *35.3%*	50 *34.7%*	93 *36.8%*	14 *31.1%*	25 *23.8%*	50 *37.6%* N	73 *46.2%* N	45 *31.7%*	34 *33.0%*	67 *44.7%* Qr
No	**254** *63.2%*	107 *76.4%* CD	32 *66.7%* d	45 *57.0%*	61 *51.3%*	203 *65.9%*	41 *58.6%*	76 *61.8%*	175 *64.8%*	7 *50.0%* **	224 *64.7%*	94 *65.3%*	160 *63.2%*	31 *68.9%*	80 *76.2%* OP	83 *62.4%*	85 *53.8%*	97 *68.3%* S	69 *67.0%* s	83 *55.3%*
Don't know	**10**	5	4	-	1	7	2	4	6	1	7	3	8	2	4	3	3	4	1	5
HEDIS/CAHPS SUMMARY RATE - Yes	**148** *36.8%*	33 *23.6%*	16 *33.3%*	34 *43.0%*	58 *48.7%*	105 *34.1%*	29 *41.4%*	47 *38.2%*	95 *35.2%*	7 *50.0%*	122 *35.3%*	50 *34.7%*	93 *36.8%*	14 *31.1%*	25 *23.8%*	50 *37.6%*	73 *46.2%*	45 *31.7%*	34 *33.0%*	67 *44.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2013? (Respondents 18-64 years as of July 1 of the measurement year)																				
Total Eligible	**464** *100.0%*	**122** *100.0%*	**53** *100.0%*	**79** *100.0%*	**122** *100.0%*	**299** *100.0%*	**70** *100.0%*	**112** *100.0%*	**272** *100.0%*	**15** *100.0%*	**337** *100.0%*	**139** *100.0%*	**252** *100.0%*	**45** *100.0%*	**97** *100.0%*	**128** *100.0%*	**162** *100.0%*	**135** *100.0%*	**99** *100.0%*	**151** *100.0%*
Total Valid Responses	**379** *100.0%*	**118** *100.0%*	**48** *100.0%*	**79** *100.0%*	**118** *100.0%*	**288** *100.0%*	**68** *100.0%*	**109** *100.0%*	**261** *100.0%*	**13** *100.0%*	**327** *100.0%*	**134** *100.0%*	**241** *100.0%*	**43** *100.0%*	**91** *100.0%*	**127** *100.0%*	**155** *100.0%*	**130** *100.0%*	**96** *100.0%*	**146** *100.0%*
No Answer	**77**	1	1	-	3	6	-	-	6	1	5	2	5	-	2	-	4	2	2	1
Yes	**141** *37.2%*	27 *22.9%*	16 *33.3%*	34 *43.0%* A	57 *48.3%* Ab	101 *35.1%*	27 *39.7%*	43 *39.4%*	92 *35.2%*	6 *46.2%* **	117 *35.8%*	49 *36.6%*	88 *36.5%*	13 *30.2%*	21 *23.1%*	49 *38.6%* N	71 *45.8%* N	42 *32.3%*	33 *34.4%*	64 *43.8%* q
No	**238** *62.8%*	91 *77.1%* CD	32 *66.7%* d	45 *57.0%*	61 *51.7%*	187 *64.9%*	41 *60.3%*	66 *60.6%*	169 *64.8%*	7 *53.8%* **	210 *64.2%*	85 *63.4%*	153 *63.5%*	30 *69.8%*	70 *76.9%* OP	78 *61.4%*	84 *54.2%*	88 *67.7%* s	63 *65.6%*	82 *56.2%*
Don't know	**8**	3	4	-	1	5	2	3	5	1	5	3	6	2	4	1	3	3	1	4
HEDIS/CAHPS SUMMARY RATE - Yes	**141** *37.2%*	27 *22.9%*	16 *33.3%*	34 *43.0%*	57 *48.3%*	101 *35.1%*	27 *39.7%*	43 *39.4%*	92 *35.2%*	6 *46.2%*	117 *35.8%*	49 *36.6%*	88 *36.5%*	13 *30.2%*	21 *23.1%*	49 *38.6%*	71 *45.8%*	42 *32.3%*	33 *34.4%*	64 *43.8%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**403** *100.0%*	**139** *100.0%*	**52** *100.0%*	**78** *100.0%*	**119** *100.0%*	**309** *100.0%*	**72** *100.0%*	**121** *100.0%*	**275** *100.0%*	**14** *100.0%*	**351** *100.0%*	**146** *100.0%*	**255** *100.0%*	**44** *100.0%*	**104** *100.0%*	**132** *100.0%*	**162** *100.0%*	**144** *100.0%*	**101** *100.0%*	**151** *100.0%*
No Answer	**88**	8	1	1	4	13	-	7	7	2	8	3	12	3	7	4	3	4	5	5
Every day	**90** *22.3%*	27 *19.4%*	12 *23.1%*	19 *24.4%*	29 *24.4%*	78 *25.2%* F	10 *13.9%*	35 *28.9%* H	54 *19.6%*	3 *21.4%* **	82 *23.4%*	51 *34.9%* LM	40 *15.7%*	7 *15.9%*	21 *20.2%*	29 *22.0%*	40 *24.7%*	20 *13.9%*	25 *24.8%* Q	43 *28.5%* Q
Some days	**60** *14.9%*	19 *13.7%*	9 *17.3%*	9 *11.5%*	23 *19.3%*	49 *15.9%*	10 *13.9%*	22 *18.2%*	38 *13.8%*	1 *7.1%* **	51 *14.5%*	16 *11.0%*	45 *17.6%* k	9 *20.5%* k	16 *15.4%*	19 *14.4%*	24 *14.8%*	21 *14.6%*	16 *15.8%*	22 *14.6%*
Not at all	**247** *61.3%*	91 *65.5%*	30 *57.7%*	48 *61.5%*	66 *55.5%*	178 *57.6%*	50 *69.4%* e	63 *52.1%*	178 *64.7%* G	10 *71.4%* **	213 *60.7%*	77 *52.7%*	165 *64.7%* K	26 *59.1%*	66 *63.5%*	82 *62.1%*	95 *58.6%*	103 *71.5%* RS	58 *57.4%*	82 *54.3%*
Don't know	**6** *1.5%*	2 *1.4%*	1 *1.9%*	2 *2.6%*	1 *0.8%*	4 *1.3%*	2 *2.8%*	1 *0.8%*	5 *1.8%*	- - **	5 *1.4%*	2 *1.4%*	5 *2.0%*	2 *4.5%*	1 *1.0%*	2 *1.5%*	3 *1.9%*	- -	2 *2.0%* q	4 *2.6%* q
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**150** *37.2%*	46 *33.1%*	21 *40.4%*	28 *35.9%*	52 *43.7%* a	127 *41.1%* F	20 *27.8%*	57 *47.1%* H	92 *33.5%*	4 *28.6%* **	133 *37.9%*	67 *45.9%* L	85 *33.3%*	16 *36.4%*	37 *35.6%*	48 *36.4%*	64 *39.5%*	41 *28.5%*	41 *40.6%* Q	65 *43.0%* Q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

Q40. (HEDIS) 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?

	Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
		18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Total Eligible	**150** *100.0%*	**46** *100.0%*	**21** *100.0%*	**28** *100.0%*	**52** *100.0%*	**127** *100.0%*	**20** *100.0%*	**57** *100.0%*	**92** *100.0%*	**4** *100.0%*	**133** *100.0%*	**67** *100.0%*	**85** *100.0%*	**16** *100.0%*	**37** *100.0%*	**48** *100.0%*	**64** *100.0%*	**41** *100.0%*	**41** *100.0%*	**65** *100.0%*
Total Valid Responses	**146** *100.0%*	**46** *100.0%*	**19** *100.0%*	**28** *100.0%*	**50** *100.0%*	**123** *100.0%*	**20** *100.0%*	**55** *100.0%*	**90** *100.0%*	**4** *100.0%*	**129** *100.0%*	**66** *100.0%*	**82** *100.0%*	**16** *100.0%*	**37** *100.0%*	**44** *100.0%*	**64** *100.0%*	**40** *100.0%*	**40** *100.0%*	**64** *100.0%*
No Answer	**4**	-	2	-	2	4	-	2	2	-	4	1	3	-	-	4	-	1	1	1
Always	**54** *37.0%*	11 *23.9%*	5 *26.3%* **	15 *53.6%* **	21 *42.0%* a	46 *37.4%*	7 *35.0%* **	20 *36.4%*	33 *36.7%*	1 *25.0%* **	49 *38.0%*	21 *31.8%*	31 *37.8%*	8 *50.0%* **	14 *37.8%*	12 *27.3%*	27 *42.2%*	19 *47.5%* r	11 *27.5%*	23 *35.9%*
Usually	**12** *8.2%*	3 *6.5%*	1 *5.3%* **	1 *3.6%* **	7 *14.0%*	8 *6.5%*	3 *15.0%* **	4 *7.3%*	8 *8.9%*	1 *25.0%* **	9 *7.0%*	8 *12.1%*	5 *6.1%*	1 *6.3%* **	2 *5.4%*	3 *6.8%*	7 *10.9%*	1 *2.5%*	6 *15.0%* q	5 *7.8%*
Sometimes	**39** *26.7%*	12 *26.1%*	5 *26.3%* **	7 *25.0%* **	15 *30.0%*	32 *26.0%*	6 *30.0%* **	13 *23.6%*	26 *28.9%*	- - **	36 *27.9%*	14 *21.2%*	26 *31.7%*	3 *18.8%* **	9 *24.3%*	12 *27.3%*	18 *28.1%*	10 *25.0%*	11 *27.5%*	18 *28.1%*
Never	**41** *28.1%*	20 *43.5%* D	8 *42.1%* **	5 *17.9%* **	7 *14.0%*	37 *30.1%*	4 *20.0%* **	18 *32.7%*	23 *25.6%*	2 *50.0%* **	35 *27.1%*	23 *34.8%*	20 *24.4%*	4 *25.0%* **	12 *32.4%*	17 *38.6%* P	12 *18.8%*	10 *25.0%*	12 *30.0%*	18 *28.1%*
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**105** *71.9%*	26 *56.5%*	11 *57.9%* **	23 *82.1%* **	43 *86.0%* A	86 *69.9%*	16 *80.0%* **	37 *67.3%*	67 *74.4%*	2 *50.0%* **	94 *72.9%*	43 *65.2%*	62 *75.6%*	12 *75.0%* **	25 *67.6%*	27 *61.4%*	52 *81.3%* O	30 *75.0%*	28 *70.0%*	46 *71.9%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Q41. (HEDIS) 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?

	Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
		18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Total Eligible	**150** *100.0%*	**46** *100.0%*	**21** *100.0%*	**28** *100.0%*	**52** *100.0%*	**127** *100.0%*	**20** *100.0%*	**57** *100.0%*	**92** *100.0%*	**4** *100.0%*	**133** *100.0%*	**67** *100.0%*	**85** *100.0%*	**16** *100.0%*	**37** *100.0%*	**48** *100.0%*	**64** *100.0%*	**41** *100.0%*	**41** *100.0%*	**65** *100.0%*
Total Valid Responses	**145** *100.0%*	**46** *100.0%*	**19** *100.0%*	**27** *100.0%*	**51** *100.0%*	**122** *100.0%*	**20** *100.0%*	**54** *100.0%*	**90** *100.0%*	**4** *100.0%*	**128** *100.0%*	**67** *100.0%*	**80** *100.0%*	**16** *100.0%*	**37** *100.0%*	**44** *100.0%*	**63** *100.0%*	**41** *100.0%*	**39** *100.0%*	**63** *100.0%*
No Answer	**5**	-	2	1	1	5	-	3	2	-	5	-	5	-	-	4	1	-	2	2
Always	**18** *12.4%*	1 *2.2%*	4 *21.1%* **	8 *29.6%* **	5 *9.8%*	17 *13.9%*	1 *5.0%* **	6 *11.1%*	12 *13.3%*	1 *25.0%* **	16 *12.5%*	10 *14.9%*	9 *11.3%*	1 *6.3%* **	4 *10.8%*	3 *6.8%*	10 *15.9%*	6 *14.6%*	4 *10.3%*	8 *12.7%*
Usually	**18** *12.4%*	4 *8.7%*	1 *5.3%* **	4 *14.8%* **	9 *17.6%*	16 *13.1%*	2 *10.0%* **	7 *13.0%*	11 *12.2%*	- - **	15 *11.7%*	8 *11.9%*	9 *11.3%*	3 *18.8%* **	3 *8.1%*	8 *18.2%*	7 *11.1%*	4 *9.8%*	8 *20.5%*	6 *9.5%*
Sometimes	**24** *16.6%*	6 *13.0%*	3 *15.8%* **	5 *18.5%* **	10 *19.6%*	17 *13.9%*	5 *25.0%* **	7 *13.0%*	17 *18.9%*	- - **	22 *17.2%*	9 *13.4%*	16 *20.0%*	4 *25.0%* **	7 *18.9%*	3 *6.8%*	14 *22.2%* O	6 *14.6%*	6 *15.4%*	12 *19.0%*
Never	**85** *58.6%*	35 *76.1%* D	11 *57.9%* **	10 *37.0%* **	27 *52.9%*	72 *59.0%*	12 *60.0%* **	34 *63.0%*	50 *55.6%*	3 *75.0%* **	75 *58.6%*	40 *59.7%*	46 *57.5%*	8 *50.0%* **	23 *62.2%*	30 *68.2%* p	32 *50.8%*	25 *61.0%*	21 *53.8%*	37 *58.7%*
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**60** *41.4%*	11 *23.9%*	8 *42.1%* **	17 *63.0%* **	24 *47.1%* A	50 *41.0%*	8 *40.0%* **	20 *37.0%*	40 *44.4%*	1 *25.0%* **	53 *41.4%*	27 *40.3%*	34 *42.5%*	8 *50.0%* **	14 *37.8%*	14 *31.8%*	31 *49.2%* o	16 *39.0%*	18 *46.2%*	26 *41.3%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q42. (HEDIS) 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?																				
Total Eligible	**150** ***100.0%***	**46** ***100.0%***	**21** ***100.0%***	**28** ***100.0%***	**52** ***100.0%***	**127** ***100.0%***	**20** ***100.0%***	**57** ***100.0%***	**92** ***100.0%***	**4** ***100.0%***	**133** ***100.0%***	**67** ***100.0%***	**85** ***100.0%***	**16** ***100.0%***	**37** ***100.0%***	**48** ***100.0%***	**64** ***100.0%***	**41** ***100.0%***	**41** ***100.0%***	**65** ***100.0%***
Total Valid Responses	**144** ***100.0%***	**46** ***100.0%***	**19** ***100.0%***	**28** ***100.0%***	**48** ***100.0%***	**121** ***100.0%***	**20** ***100.0%***	**54** ***100.0%***	**89** ***100.0%***	**4** ***100.0%***	**127** ***100.0%***	**65** ***100.0%***	**81** ***100.0%***	**16** ***100.0%***	**37** ***100.0%***	**44** ***100.0%***	**62** ***100.0%***	**41** ***100.0%***	**38** ***100.0%***	**63** ***100.0%***
No Answer	**6**	-	2	-	4	6	-	3	3	-	6	2	4	-	-	4	2	-	3	2
Always	**16** ***11.1%***	4 *8.7%*	1 *5.3%* **	5 *17.9%* **	6 *12.5%*	15 *12.4%*	1 *5.0%* **	8 *14.8%*	8 *9.0%*	1 *25.0%* **	13 *10.2%*	5 *7.7%*	11 *13.6%*	2 *12.5%* **	6 *16.2%* O	1 *2.3%*	9 *14.5%* O	6 *14.6%*	4 *10.5%*	6 *9.5%*
Usually	**11** ***7.6%***	2 *4.3%*	3 *15.8%* **	3 *10.7%* **	2 *4.2%*	10 *8.3%*	1 *5.0%* **	4 *7.4%*	7 *7.9%*	- - **	11 *8.7%*	2 *3.1%*	8 *9.9%* k	2 *12.5%* **	1 *2.7%*	5 *11.4%*	5 *8.1%*	3 *7.3%*	3 *7.9%*	5 *7.9%*
Sometimes	**28** ***19.4%***	5 *10.9%*	4 *21.1%* **	8 *28.6%* **	11 *22.9%*	22 *18.2%*	6 *30.0%* **	8 *14.8%*	20 *22.5%*	- - **	24 *18.9%*	14 *21.5%*	16 *19.8%*	5 *31.3%* **	5 *13.5%*	6 *13.6%*	16 *25.8%*	8 *19.5%*	8 *21.1%*	12 *19.0%*
Never	**89** ***61.8%***	35 *76.1%*	11 *57.9%* **	12 *42.9%* **	29 *60.4%*	74 *61.2%*	12 *60.0%* **	34 *63.0%*	54 *60.7%*	3 *75.0%* **	79 *62.2%*	44 *67.7%*	46 *56.8%*	7 *43.8%* **	25 *67.6%*	32 *72.7%* P	32 *51.6%*	24 *58.5%*	23 *60.5%*	40 *63.5%*
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**55** ***38.2%***	11 *23.9%*	8 *42.1%* **	16 *57.1%* **	19 *39.6%*	47 *38.8%*	8 *40.0%* **	20 *37.0%*	35 *39.3%*	1 *25.0%* **	48 *37.8%*	21 *32.3%*	35 *43.2%*	9 *56.3%* **	12 *32.4%*	12 *27.3%*	30 *48.4%* O	17 *41.5%*	15 *39.5%*	23 *36.5%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q43. Do you take aspirin daily or every other day? (All respondents)																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**408** *100.0%*	**145** *100.0%*	**51** *100.0%*	**78** *100.0%*	**119** *100.0%*	**315** *100.0%*	**70** *100.0%*	**126** *100.0%*	**274** *100.0%*	**14** *100.0%*	**351** *100.0%*	**146** *100.0%*	**260** *100.0%*	**44** *100.0%*	**108** *100.0%*	**133** *100.0%*	**161** *100.0%*	**145** *100.0%*	**103** *100.0%*	**152** *100.0%*
No Answer	**81**	2	2	1	2	5	2	1	7	2	6	3	5	3	3	3	2	3	3	2
Yes	**105** *25.7%*	11 *7.6%*	13 *25.5%* A	27 *34.6%* A	54 *45.4%* AB	85 *27.0%*	16 *22.9%*	37 *29.4%*	68 *24.8%*	3 *21.4%* **	92 *26.2%*	29 *19.9%*	76 *29.2%* K	13 *29.5%*	22 *20.4%*	28 *21.1%*	53 *32.9%* NO	33 *22.8%*	31 *30.1%*	38 *25.0%*
No	**303** *74.3%*	134 *92.4%* BCD	38 *74.5%* D	51 *65.4%*	65 *54.6%*	230 *73.0%*	54 *77.1%*	89 *70.6%*	206 *75.2%*	11 *78.6%* **	259 *73.8%*	117 *80.1%* L	184 *70.8%*	31 *70.5%*	86 *79.6%* P	105 *78.9%* P	108 *67.1%*	112 *77.2%*	72 *69.9%*	114 *75.0%*
Don't know	**2**	-	-	-	2	2	-	1	1	-	2	-	2	-	-	-	2	-	-	2
HEDIS/CAHPS SUMMARY RATE - Yes	**105** *25.7%*	11 *7.6%*	13 *25.5%*	27 *34.6%*	54 *45.4%*	85 *27.0%*	16 *22.9%*	37 *29.4%*	68 *24.8%*	3 *21.4%*	92 *26.2%*	29 *19.9%*	76 *29.2%*	13 *29.5%*	22 *20.4%*	28 *21.1%*	53 *32.9%*	33 *22.8%*	31 *30.1%*	38 *25.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
HEDIS Measure: Aspirin Use																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**32** *100.0%*	**1** *100.0%*	**-** *-*	**10** *100.0%*	**21** *100.0%*	**28** *100.0%*	**1** *100.0%*	**24** *100.0%*	**8** *100.0%*	**1** *100.0%*	**26** *100.0%*	**11** *100.0%*	**19** *100.0%*	**6** *100.0%*	**5** *100.0%*	**13** *100.0%*	**14** *100.0%*	**6** *100.0%*	**10** *100.0%*	**15** *100.0%*
No Answer	**459**	146	53	69	102	294	71	104	274	15	333	138	248	41	106	123	151	142	96	141
Current Year Summary Rate	**15** *46.9%*	- - **	- -	4 *40.0%* **	11 *52.4%* **	12 *42.9%* **	1 *100.0%* **	10 *41.7%* **	5 *62.5%* **	1 *100.0%* **	11 *42.3%* **	5 *45.5%* **	8 *42.1%* **	4 *66.7%* **	2 *40.0%* **	6 *46.2%* **	7 *50.0%* **	3 *50.0%* **	5 *50.0%* **	7 *46.7%* **
Current Year Bottom Box Rate	**17** *53.1%*	1 *100.0%* **	- -	6 *60.0%* **	10 *47.6%* **	16 *57.1%* **	- - **	14 *58.3%* **	3 *37.5%* **	- - **	15 *57.7%* **	6 *54.5%* **	11 *57.9%* **	2 *33.3%* **	3 *60.0%* **	7 *53.8%* **	7 *50.0%* **	3 *50.0%* **	5 *50.0%* **	8 *53.3%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**365** *100.0%*	**139** *100.0%*	**42** *100.0%*	**71** *100.0%*	**101** *100.0%*	**281** *100.0%*	**66** *100.0%*	**116** *100.0%*	**244** *100.0%*	**14** *100.0%*	**314** *100.0%*	**127** *100.0%*	**236** *100.0%*	**42** *100.0%*	**104** *100.0%*	**121** *100.0%*	**136** *100.0%*	**139** *100.0%*	**93** *100.0%*	**127** *100.0%*
No Answer	**90**	5	2	2	4	13	-	3	11	1	11	9	7	2	3	7	6	4	4	7
Yes	**60** *16.4%*	7 *5.0%*	2 *4.8%*	25 *35.2%* ABd	23 *22.8%* AB	49 *17.4%*	9 *13.6%*	18 *15.5%*	42 *17.2%*	2 *14.3%* **	50 *15.9%*	21 *16.5%*	39 *16.5%*	11 *26.2%*	6 *5.8%*	14 *11.6%*	39 *28.7%* NO	17 *12.2%*	11 *11.8%*	32 *25.2%* QR
No	**305** *83.6%*	132 *95.0%* CD	40 *95.2%* CD	46 *64.8%*	78 *77.2%* c	232 *82.6%*	57 *86.4%*	98 *84.5%*	202 *82.8%*	12 *85.7%* **	264 *84.1%*	106 *83.5%*	197 *83.5%*	31 *73.8%*	98 *94.2%* P	107 *88.4%* P	97 *71.3%*	122 *87.8%* S	82 *88.2%* S	95 *74.8%*
Don't know	**36**	3	9	6	18	28	6	9	27	1	34	13	24	3	4	8	23	5	9	22
HEDIS/CAHPS SUMMARY RATE - No	**305** *83.6%*	132 *95.0%*	40 *95.2%*	46 *64.8%*	78 *77.2%*	232 *82.6%*	57 *86.4%*	98 *84.5%*	202 *82.8%*	12 *85.7%*	264 *84.1%*	106 *83.5%*	197 *83.5%*	31 *73.8%*	98 *94.2%*	107 *88.4%*	97 *71.3%*	122 *87.8%*	82 *88.2%*	95 *74.8%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**411** *100.0%*	**147** *100.0%*	**49** *100.0%*	**78** *100.0%*	**122** *100.0%*	**316** *100.0%*	**72** *100.0%*	**125** *100.0%*	**279** *100.0%*	**16** *100.0%*	**355** *100.0%*	**146** *100.0%*	**264** *100.0%*	**46** *100.0%*	**110** *100.0%*	**133** *100.0%*	**162** *100.0%*	**147** *100.0%*	**103** *100.0%*	**152** *100.0%*
No Answer	**80**	-	4	1	1	6	-	3	3	-	4	3	3	1	1	3	3	1	3	4
Yes	**184** *44.8%*	35 *23.8%*	18 *36.7%* a	44 *56.4%* AB	82 *67.2%* AB	142 *44.9%*	34 *47.2%*	54 *43.2%*	126 *45.2%*	5 *31.3%* **	161 *45.4%*	54 *37.0%*	128 *48.5%* K	24 *52.2%* K	42 *38.2%*	50 *37.6%*	89 *54.9%* NO	66 *44.9%*	46 *44.7%*	68 *44.7%*
No	**227** *55.2%*	112 *76.2%* bCD	31 *63.3%* CD	34 *43.6%*	40 *32.8%*	174 *55.1%*	38 *52.8%*	71 *56.8%*	153 *54.8%*	11 *68.8%* **	194 *54.6%*	92 *63.0%* LM	136 *51.5%*	22 *47.8%*	68 *61.8%* P	83 *62.4%* P	73 *45.1%*	81 *55.1%*	57 *55.3%*	84 *55.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**184** *44.8%*	35 *23.8%*	18 *36.7%*	44 *56.4%*	82 *67.2%*	142 *44.9%*	34 *47.2%*	54 *43.2%*	126 *45.2%*	5 *31.3%*	161 *45.4%*	54 *37.0%*	128 *48.5%*	24 *52.2%*	42 *38.2%*	50 *37.6%*	89 *54.9%*	66 *44.9%*	46 *44.7%*	68 *44.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
HEDIS Measure: Aspirin Risks and Benefits																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**63** *100.0%*	**1** *100.0%*	**-** **-**	**13** *100.0%*	**44** *100.0%*	**47** *100.0%*	**6** *100.0%*	**34** *100.0%*	**26** *100.0%*	**3** *100.0%*	**49** *100.0%*	**25** *100.0%*	**35** *100.0%*	**9** *100.0%*	**10** *100.0%*	**23** *100.0%*	**30** *100.0%*	**14** *100.0%*	**21** *100.0%*	**27** *100.0%*
No Answer	**428**	146	53	66	79	275	66	94	256	13	310	124	232	38	101	113	135	134	85	129
Current Year Summary Rate	**34** ***54.0%***	1 *100.0%* **	- -	4 *30.8%* **	26 *59.1%*	26 *55.3%*	3 *50.0%* **	15 *44.1%*	18 *69.2%* **	2 *66.7%* **	27 *55.1%*	12 *48.0%* **	22 *62.9%*	5 *55.6%* **	5 *50.0%* **	11 *47.8%* **	18 *60.0%*	8 *57.1%* **	12 *57.1%* **	13 *48.1%* **
Current Year Bottom Box Rate	**29** ***46.0%***	- - **	- -	9 *69.2%* **	18 *40.9%*	21 *44.7%*	3 *50.0%* **	19 *55.9%*	8 *30.8%* **	1 *33.3%* **	22 *44.9%*	13 *52.0%* **	13 *37.1%*	4 *44.4%* **	5 *50.0%* **	12 *52.2%* **	12 *40.0%*	6 *42.9%* **	9 *42.9%* **	14 *51.9%* **

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q46. Are you aware that you have any of the following conditions? Check all that apply.																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**424**	66	39	112	191	344	60	130	289	15	366	160	275	62	73	124	220	122	101	193
Total Respondents	**266** *100.0%*	**49** *100.0%*	**27** *100.0%*	**66** *100.0%*	**114** *100.0%*	**217** *100.0%*	**37** *100.0%*	**86** *100.0%*	**177** *100.0%*	**8** *100.0%*	**229** *100.0%*	**93** *100.0%*	**178** *100.0%*	**36** *100.0%*	**48** *100.0%*	**81** *100.0%*	**133** *100.0%*	**82** *100.0%*	**64** *100.0%*	**115** *100.0%*
High cholesterol	**128** *48.1%*	14 *28.6%*	9 *33.3%* **	32 *48.5%* A	71 *62.3%* Ac	103 *47.5%*	19 *51.4%*	42 *48.8%*	85 *48.0%*	5 *62.5%* **	109 *47.6%*	47 *50.5%*	85 *47.8%*	17 *47.2%*	23 *47.9%*	35 *43.2%*	67 *50.4%*	38 *46.3%*	28 *43.8%*	60 *52.2%*
High blood pressure	**210** *78.9%*	29 *59.2%*	22 *81.5%* **	56 *84.8%* A	94 *82.5%* A	172 *79.3%*	27 *73.0%*	72 *83.7%*	135 *76.3%*	5 *62.5%* **	180 *78.6%*	66 *71.0%*	148 *83.1%* K	30 *83.3%*	34 *70.8%*	63 *77.8%*	110 *82.7%* n	62 *75.6%*	53 *82.8%*	92 *80.0%*
Parent or sibling with heart attack before the age of 60	**86** *32.3%*	23 *46.9%* D	8 *29.6%* **	24 *36.4%* d	26 *22.8%*	69 *31.8%*	14 *37.8%*	16 *18.6%*	69 *39.0%* G	5 *62.5%* **	77 *33.6%*	47 *50.5%* L	42 *23.6%*	15 *41.7%* L	16 *33.3%*	26 *32.1%*	43 *32.3%*	22 *26.8%*	20 *31.3%*	41 *35.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**196**	10	25	48	105	159	35	66	127	8	168	57	141	32	28	54	111	50	54	85
Total Respondents	**137** *100.0%*	**10** *100.0%*	**16** *100.0%*	**35** *100.0%*	**72** *100.0%*	**110** *100.0%*	**25** *100.0%*	**41** *100.0%*	**94** *100.0%*	**4** *100.0%*	**118** *100.0%*	**39** *100.0%*	**100** *100.0%*	**19** *100.0%*	**21** *100.0%*	**39** *100.0%*	**76** *100.0%*	**37** *100.0%*	**35** *100.0%*	**62** *100.0%*
A heart attack	**30** *21.9%*	2 *20.0%* **	4 *25.0%* **	6 *17.1%*	17 *23.6%*	24 *21.8%*	6 *24.0%* **	15 *36.6%* H	15 *16.0%*	1 *25.0%* **	26 *22.0%*	11 *28.2%*	20 *20.0%*	5 *26.3%* **	3 *14.3%* **	6 *15.4%*	20 *26.3%*	10 *27.0%*	7 *20.0%*	12 *19.4%*
Angina or coronary heart disease	**42** *30.7%*	1 *10.0%* **	5 *31.3%* **	8 *22.9%*	25 *34.7%*	37 *33.6%*	4 *16.0%* **	11 *26.8%*	31 *33.0%*	2 *50.0%* **	37 *31.4%*	14 *35.9%*	27 *27.0%*	10 *52.6%* **	10 *47.6%* **	7 *17.9%*	24 *31.6%*	9 *24.3%*	12 *34.3%*	19 *30.6%*
A stroke	**27** *19.7%*	- - **	4 *25.0%* **	9 *25.7%*	12 *16.7%*	23 *20.9%*	4 *16.0%* **	15 *36.6%* H	11 *11.7%*	2 *50.0%* **	22 *18.6%*	7 *17.9%*	21 *21.0%*	4 *21.1%* **	2 *9.5%* **	9 *23.1%*	16 *21.1%*	3 *8.1%*	10 *28.6%* Q	11 *17.7%*
Any kind of diabetes or high blood sugar	**97** *70.8%*	7 *70.0%* **	12 *75.0%* **	25 *71.4%*	51 *70.8%*	75 *68.2%*	21 *84.0%* **	25 *61.0%*	70 *74.5%*	3 *75.0%* **	83 *70.3%*	25 *64.1%*	73 *73.0%*	13 *68.4%* **	13 *61.9%* **	32 *82.1%* p	51 *67.1%*	28 *75.7%*	25 *71.4%*	43 *69.4%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																				
Total Eligible	**491** ***100.0%***	**147** ***100.0%***	**53** ***100.0%***	**79** ***100.0%***	**123** ***100.0%***	**322** ***100.0%***	**72** ***100.0%***	**128** ***100.0%***	**282** ***100.0%***	**16** ***100.0%***	**359** ***100.0%***	**149** ***100.0%***	**267** ***100.0%***	**47** ***100.0%***	**111** ***100.0%***	**136** ***100.0%***	**165** ***100.0%***	**148** ***100.0%***	**106** ***100.0%***	**156** ***100.0%***
Total Valid Responses	**399** ***100.0%***	**143** ***100.0%***	**50** ***100.0%***	**77** ***100.0%***	**120** ***100.0%***	**313** ***100.0%***	**68** ***100.0%***	**124** ***100.0%***	**272** ***100.0%***	**16** ***100.0%***	**347** ***100.0%***	**148** ***100.0%***	**256** ***100.0%***	**44** ***100.0%***	**107** ***100.0%***	**132** ***100.0%***	**155** ***100.0%***	**143** ***100.0%***	**101** ***100.0%***	**148** ***100.0%***
No Answer	**92**	4	3	2	3	9	4	4	10	-	12	1	11	3	4	4	10	5	5	8
Yes	**159** ***39.8%***	31 *21.7%*	23 *46.0%* A	40 *51.9%* A	61 *50.8%* A	124 *39.6%*	27 *39.7%*	43 *34.7%*	114 *41.9%*	4 *25.0%* **	139 *40.1%*	56 *37.8%*	109 *42.6%*	19 *43.2%*	28 *26.2%*	38 *28.8%*	89 *57.4%* NO	38 *26.6%*	40 *39.6%* Q	77 *52.0%* Qr
No	**240** ***60.2%***	112 *78.3%* BCD	27 *54.0%*	37 *48.1%*	59 *49.2%*	189 *60.4%*	41 *60.3%*	81 *65.3%*	158 *58.1%*	12 *75.0%* **	208 *59.9%*	92 *62.2%*	147 *57.4%*	25 *56.8%*	79 *73.8%* P	94 *71.2%* P	66 *42.6%*	105 *73.4%* RS	61 *60.4%* s	71 *48.0%*
HEDIS/CAHPS SUMMARY RATE - Yes	**159** ***39.8%***	31 *21.7%*	23 *46.0%*	40 *51.9%*	61 *50.8%*	124 *39.6%*	27 *39.7%*	43 *34.7%*	114 *41.9%*	4 *25.0%*	139 *40.1%*	56 *37.8%*	109 *42.6%*	19 *43.2%*	28 *26.2%*	38 *28.8%*	89 *57.4%*	38 *26.6%*	40 *39.6%*	77 *52.0%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	**159** *100.0%*	**31** *100.0%*	**23** *100.0%*	**40** *100.0%*	**61** *100.0%*	**124** *100.0%*	**27** *100.0%*	**43** *100.0%*	**114** *100.0%*	**4** *100.0%*	**139** *100.0%*	**56** *100.0%*	**109** *100.0%*	**19** *100.0%*	**28** *100.0%*	**38** *100.0%*	**89** *100.0%*	**38** *100.0%*	**40** *100.0%*	**77** *100.0%*
Total Valid Responses	**151** *100.0%*	**30** *100.0%*	**23** *100.0%*	**37** *100.0%*	**57** *100.0%*	**118** *100.0%*	**25** *100.0%*	**40** *100.0%*	**109** *100.0%*	**4** *100.0%*	**132** *100.0%*	**52** *100.0%*	**104** *100.0%*	**19** *100.0%*	**27** *100.0%*	**37** *100.0%*	**83** *100.0%*	**37** *100.0%*	**39** *100.0%*	**71** *100.0%*
No Answer	**8**	1	-	3	4	6	2	3	5	-	7	4	5	-	1	1	6	1	1	6
Yes	**109** *72.2%*	16 *53.3%*	19 *82.6%* **	27 *73.0%*	45 *78.9%* A	87 *73.7%*	17 *68.0%* **	32 *80.0%*	76 *69.7%*	3 *75.0%* **	96 *72.7%*	42 *80.8%* I	71 *68.3%*	15 *78.9%* **	12 *44.4%* **	29 *78.4%*	68 *81.9%*	23 *62.2%*	27 *69.2%*	58 *81.7%* Q
No	**42** *27.8%*	14 *46.7%* D	4 *17.4%* **	10 *27.0%*	12 *21.1%*	31 *26.3%*	8 *32.0%* **	8 *20.0%*	33 *30.3%*	1 *25.0%* **	36 *27.3%*	10 *19.2%*	33 *31.7%* k	4 *21.1%* **	15 *55.6%* **	8 *21.6%*	15 *18.1%*	14 *37.8%* S	12 *30.8%*	13 *18.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**109** *72.2%*	16 *53.3%*	19 *82.6%*	27 *73.0%*	45 *78.9%*	87 *73.7%*	17 *68.0%*	32 *80.0%*	76 *69.7%*	3 *75.0%*	96 *72.7%*	42 *80.8%*	71 *68.3%*	15 *78.9%*	12 *44.4%*	29 *78.4%*	68 *81.9%*	23 *62.2%*	27 *69.2%*	58 *81.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**402** *100.0%*	**142** *100.0%*	**51** *100.0%*	**77** *100.0%*	**121** *100.0%*	**312** *100.0%*	**71** *100.0%*	**125** *100.0%*	**274** *100.0%*	**16** *100.0%*	**350** *100.0%*	**146** *100.0%*	**260** *100.0%*	**46** *100.0%*	**107** *100.0%*	**133** *100.0%*	**157** *100.0%*	**143** *100.0%*	**102** *100.0%*	**149** *100.0%*
No Answer	**89**	5	2	2	2	10	1	3	8	-	9	3	7	1	4	3	8	5	4	7
Yes	**278** *69.2%*	54 *38.0%*	35 *68.6%* A	69 *89.6%* AB	112 *92.6%* AB	219 *70.2%*	49 *69.0%*	93 *74.4%*	183 *66.8%*	9 *56.3%* **	241 *68.9%*	106 *72.6%*	179 *68.8%*	36 *78.3%*	48 *44.9%*	86 *64.7%* N	141 *89.8%* NO	81 *56.6%*	66 *64.7%*	126 *84.6%* QR
No	**124** *30.8%*	88 *62.0%* BCD	16 *31.4%* CD	8 *10.4%*	9 *7.4%*	93 *29.8%*	22 *31.0%*	32 *25.6%*	91 *33.2%*	7 *43.8%* **	109 *31.1%*	40 *27.4%*	81 *31.2%*	10 *21.7%*	59 *55.1%* OP	47 *35.3%* P	16 *10.2%*	62 *43.4%* S	36 *35.3%* S	23 *15.4%*
HEDIS/CAHPS SUMMARY RATE - Yes	**278** *69.2%*	54 *38.0%*	35 *68.6%*	69 *89.6%*	112 *92.6%*	219 *70.2%*	49 *69.0%*	93 *74.4%*	183 *66.8%*	9 *56.3%*	241 *68.9%*	106 *72.6%*	179 *68.8%*	36 *78.3%*	48 *44.9%*	86 *64.7%*	141 *89.8%*	81 *56.6%*	66 *64.7%*	126 *84.6%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	**278** *100.0%*	**54** *100.0%*	**35** *100.0%*	**69** *100.0%*	**112** *100.0%*	**219** *100.0%*	**49** *100.0%*	**93** *100.0%*	**183** *100.0%*	**9** *100.0%*	**241** *100.0%*	**106** *100.0%*	**179** *100.0%*	**36** *100.0%*	**48** *100.0%*	**86** *100.0%*	**141** *100.0%*	**81** *100.0%*	**66** *100.0%*	**126** *100.0%*
Total Valid Responses	**265** *100.0%*	**50** *100.0%*	**32** *100.0%*	**69** *100.0%*	**109** *100.0%*	**209** *100.0%*	**47** *100.0%*	**89** *100.0%*	**175** *100.0%*	**8** *100.0%*	**234** *100.0%*	**105** *100.0%*	**167** *100.0%*	**34** *100.0%*	**44** *100.0%*	**83** *100.0%*	**135** *100.0%*	**78** *100.0%*	**62** *100.0%*	**121** *100.0%*
No Answer	**13**	4	3	-	3	10	2	4	8	1	7	1	12	2	4	3	6	3	4	5
Yes	**242** *91.3%*	45 *90.0%*	31 *96.9%*	62 *89.9%*	100 *91.7%*	191 *91.4%*	44 *93.6%*	78 *87.6%*	163 *93.1%*	5 *62.5%* **	217 *92.7%*	101 *96.2%* L	147 *88.0%*	31 *91.2%*	36 *81.8%*	80 *96.4%* N	123 *91.1%* n	68 *87.2%*	61 *98.4%* Qs	110 *90.9%*
No	**23** *8.7%*	5 *10.0%*	1 *3.1%*	7 *10.1%*	9 *8.3%*	18 *8.6%*	3 *6.4%*	11 *12.4%*	12 *6.9%*	3 *37.5%* **	17 *7.3%*	4 *3.8%*	20 *12.0%* K	3 *8.8%*	8 *18.2%* Op	3 *3.6%*	12 *8.9%*	10 *12.8%* R	1 *1.6%*	11 *9.1%* r
HEDIS/CAHPS SUMMARY RATE - Yes	**242** *91.3%*	45 *90.0%*	31 *96.9%*	62 *89.9%*	100 *91.7%*	191 *91.4%*	44 *93.6%*	78 *87.6%*	163 *93.1%*	5 *62.5%*	217 *92.7%*	101 *96.2%*	147 *88.0%*	31 *91.2%*	36 *81.8%*	80 *96.4%*	123 *91.1%*	68 *87.2%*	61 *98.4%*	110 *90.9%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q52. What is your age?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**402** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**316** *100.0%*	**70** *100.0%*	**126** *100.0%*	**274** *100.0%*	**16** *100.0%*	**349** *100.0%*	**147** *100.0%*	**258** *100.0%*	**44** *100.0%*	**105** *100.0%*	**134** *100.0%*	**157** *100.0%*	**142** *100.0%*	**105** *100.0%*	**149** *100.0%*
No Answer	**89**	-	-	-	-	6	2	2	8	-	10	2	9	3	6	2	8	6	1	7
18 to 24	**68** *16.9%*	68 *46.3%* BCD	- -	- -	- -	53 *16.8%*	11 *15.7%*	31 *24.6%* H	37 *13.5%*	4 *25.0%* **	56 *16.0%*	28 *19.0%*	40 *15.5%*	6 *13.6%*	38 *36.2%* OP	19 *14.2%* P	9 *5.7%*	38 *26.8%* rS	18 *17.1%* S	10 *6.7%*
25 to 34	**79** *19.7%*	79 *53.7%* BCD	- -	- -	- -	55 *17.4%*	23 *32.9%* E	11 *8.7%*	67 *24.5%* G	3 *18.8%* **	73 *20.9%*	31 *21.1%*	48 *18.6%*	6 *13.6%*	25 *23.8%* P	36 *26.9%* P	18 *11.5%*	36 *25.4%* S	21 *20.0%*	22 *14.8%*
35 to 44	**53** *13.2%*	- -	53 *100.0%* ACD	- -	- -	48 *15.2%* F	4 *5.7%*	13 *10.3%*	40 *14.6%*	2 *12.5%* **	47 *13.5%*	18 *12.2%*	36 *14.0%*	5 *11.4%*	10 *9.5%*	16 *11.9%*	25 *15.9%*	14 *9.9%*	14 *13.3%*	23 *15.4%*
45 to 54	**79** *19.7%*	- -	- -	79 *100.0%* ABD	- -	62 *19.6%*	13 *18.6%*	25 *19.8%*	53 *19.3%*	1 *6.3%* **	70 *20.1%*	25 *17.0%*	54 *20.9%*	11 *25.0%*	10 *9.5%*	28 *20.9%* N	40 *25.5%* N	18 *12.7%*	18 *17.1%*	42 *28.2%* QR
55 to 64	**116** *28.9%*	- -	- -	- -	116 *94.3%* ABC	91 *28.8%*	19 *27.1%*	42 *33.3%*	74 *27.0%*	5 *31.3%* **	98 *28.1%*	43 *29.3%*	74 *28.7%*	16 *36.4%*	21 *20.0%*	34 *25.4%*	60 *38.2%* NO	35 *24.6%*	31 *29.5%*	49 *32.9%*
65 to 74	**7** *1.7%*	- -	- -	- -	7 *5.7%* AbC	7 *2.2%*	- -	4 *3.2%*	3 *1.1%*	1 *6.3%* **	5 *1.4%*	2 *1.4%*	6 *2.3%*	- -	1 *1.0%*	1 *0.7%*	5 *3.2%*	1 *0.7%*	3 *2.9%*	3 *2.0%*
75 or older	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TMG SUMMARY RATE - Members 18 to 34	**147** *36.6%*	147 *100.0%* BCD	- -	- -	- -	108 *34.2%*	34 *48.6%* E	42 *33.3%*	104 *38.0%*	7 *43.8%* **	129 *37.0%*	59 *40.1%* m	88 *34.1%*	12 *27.3%*	63 *60.0%* OP	55 *41.0%* P	27 *17.2%*	74 *52.1%* RS	39 *37.1%* S	32 *21.5%*
TMG SUMMARY RATE - Members 35 to 44	**53** *13.2%*	- -	53 *100.0%*	- -	- -	48 *15.2%*	4 *5.7%*	13 *10.3%*	40 *14.6%*	2 *12.5%*	47 *13.5%*	18 *12.2%*	36 *14.0%*	5 *11.4%*	10 *9.5%*	16 *11.9%*	25 *15.9%*	14 *9.9%*	14 *13.3%*	23 *15.4%*
TMG SUMMARY RATE - Members 45 to 54	**79** *19.7%*	- -	- -	79 *100.0%*	- -	62 *19.6%*	13 *18.6%*	25 *19.8%*	53 *19.3%*	1 *6.3%*	70 *20.1%*	25 *17.0%*	54 *20.9%*	11 *25.0%*	10 *9.5%*	28 *20.9%*	40 *25.5%*	18 *12.7%*	18 *17.1%*	42 *28.2%*
TMG SUMMARY RATE - Members 55 or older	**123** *30.6%*	- -	- -	- -	123 *100.0%* ABC	98 *31.0%*	19 *27.1%*	46 *36.5%* h	77 *28.1%*	6 *37.5%* **	103 *29.5%*	45 *30.6%*	80 *31.0%*	16 *36.4%*	22 *21.0%*	35 *26.1%*	65 *41.4%* NO	36 *25.4%*	34 *32.4%*	52 *34.9%* q

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q53. Are you male or female?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**410** *100.0%*	**146** *100.0%*	**53** *100.0%*	**78** *100.0%*	**123** *100.0%*	**321** *100.0%*	**71** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**358** *100.0%*	**149** *100.0%*	**265** *100.0%*	**47** *100.0%*	**109** *100.0%*	**133** *100.0%*	**161** *100.0%*	**145** *100.0%*	**104** *100.0%*	**152** *100.0%*
No Answer	**81**	1	-	1	-	1	1	-	-	-	1	-	2	-	2	3	4	3	2	4
Male	**128** *31.2%*	42 *28.8%*	13 *24.5%*	25 *32.1%*	46 *37.4%* b	110 *34.3%* F	11 *15.5%*	128 *100.0%* H	- -	5 *31.3%* **	107 *29.9%*	42 *28.2%*	86 *32.5%*	13 *27.7%*	29 *26.6%*	41 *30.8%*	56 *34.8%*	35 *24.1%*	37 *35.6%* q	52 *34.2%* q
Female	**282** *68.8%*	104 *71.2%*	40 *75.5%* d	53 *67.9%*	77 *62.6%*	211 *65.7%*	60 *84.5%* E	- -	282 *100.0%* G	11 *68.8%* **	251 *70.1%*	107 *71.8%*	179 *67.5%*	34 *72.3%*	80 *73.4%*	92 *69.2%*	105 *65.2%*	110 *75.9%* rs	67 *64.4%*	100 *65.8%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q54. What is the highest grade or level of school that you have completed?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**394** *100.0%*	**142** *100.0%*	**52** *100.0%*	**75** *100.0%*	**117** *100.0%*	**322** *100.0%*	**72** *100.0%*	**121** *100.0%*	**271** *100.0%*	**16** *100.0%*	**343** *100.0%*	**143** *100.0%*	**256** *100.0%*	**44** *100.0%*	**104** *100.0%*	**129** *100.0%*	**155** *100.0%*	**139** *100.0%*	**102** *100.0%*	**145** *100.0%*
No Answer	**97**	5	1	4	6	-	-	7	11	-	16	6	11	3	7	7	10	9	4	11
8th grade or less	**38** *9.6%*	6 *4.2%*	4 *7.7%*	9 *12.0%* A	18 *15.4%* A	38 *11.8%* F	- -	16 *13.2%*	22 *8.1%*	1 *6.3%* **	35 *10.2%*	17 *11.9%*	21 *8.2%*	4 *9.1%*	7 *6.7%*	9 *7.0%*	22 *14.2%* no	7 *5.0%*	9 *8.8%*	21 *14.5%* Q
Some high school, but did not graduate	**118** *29.9%*	40 *28.2%*	15 *28.8%*	24 *32.0%*	37 *31.6%*	118 *36.6%* F	- -	43 *35.5%*	75 *27.7%*	5 *31.3%* **	99 *28.9%*	37 *25.9%*	84 *32.8%*	14 *31.8%*	31 *29.8%*	39 *30.2%*	43 *27.7%*	46 *33.1%* s	33 *32.4%*	35 *24.1%*
High school graduate or GED	**166** *42.1%*	62 *43.7%*	29 *55.8%* cD	29 *38.7%*	43 *36.8%*	166 *51.6%* F	- -	51 *42.1%*	114 *42.1%*	6 *37.5%* **	145 *42.3%*	62 *43.4%*	106 *41.4%*	14 *31.8%*	47 *45.2%*	59 *45.7%*	59 *38.1%*	55 *39.6%*	42 *41.2%*	67 *46.2%*
Some college or 2-year degree	**63** *16.0%*	32 *22.5%* Bc	4 *7.7%*	9 *12.0%*	17 *14.5%*	- -	63 *87.5%* E	9 *7.4%*	53 *19.6%* G	4 *25.0%* **	56 *16.3%*	25 *17.5%*	38 *14.8%*	10 *22.7%*	16 *15.4%*	20 *15.5%*	27 *17.4%*	28 *20.1%*	14 *13.7%*	21 *14.5%*
4-year college graduate	**6** *1.5%*	1 *0.7%*	- -	4 *5.3%* Abd	1 *0.9%*	- -	6 *8.3%* E	1 *0.8%*	5 *1.8%*	- - **	6 *1.7%*	2 *1.4%*	4 *1.6%*	1 *2.3%*	1 *1.0%*	2 *1.6%*	3 *1.9%*	2 *1.4%*	3 *2.9%*	1 *0.7%*
More than 4-year college degree	**3** *0.8%*	1 *0.7%*	- -	- -	1 *0.9%*	- -	3 *4.2%* E	1 *0.8%*	2 *0.7%*	- - **	2 *0.6%*	- -	3 *1.2%*	1 *2.3%* k	2 *1.9%*	- -	1 *0.6%*	1 *0.7%*	1 *1.0%*	- -
TMG SUMMARY RATE - High school graduate or less	**322** *81.7%*	108 *76.1%*	48 *92.3%* A	62 *82.7%*	98 *83.8%*	322 *100.0%* F	- -	110 *90.9%* H	211 *77.9%*	12 *75.0%* **	279 *81.3%*	116 *81.1%*	211 *82.4%*	32 *72.7%*	85 *81.7%*	107 *82.9%*	124 *80.0%*	108 *77.7%*	84 *82.4%*	123 *84.8%*
TMG SUMMARY RATE - Some college	**63** *16.0%*	32 *22.5%*	4 *7.7%*	9 *12.0%*	17 *14.5%*	- -	63 *87.5%*	9 *7.4%*	53 *19.6%*	4 *25.0%*	56 *16.3%*	25 *17.5%*	38 *14.8%*	10 *22.7%*	16 *15.4%*	20 *15.5%*	27 *17.4%*	28 *20.1%*	14 *13.7%*	21 *14.5%*
TMG SUMMARY RATE - 4-year college graduate or more	**9** *2.3%*	2 *1.4%*	- -	4 *5.3%* ab	2 *1.7%*	- -	9 *12.5%* E	2 *1.7%*	7 *2.6%*	- - **	8 *2.3%*	2 *1.4%*	7 *2.7%*	2 *4.5%*	3 *2.9%*	2 *1.6%*	4 *2.6%*	3 *2.2%*	4 *3.9%* s	1 *0.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q55. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**375** *100.0%*	**136** *100.0%*	**49** *100.0%*	**71** *100.0%*	**109** *100.0%*	**291** *100.0%*	**68** *100.0%*	**112** *100.0%*	**262** *100.0%*	**16** *100.0%*	**359** *100.0%*	**144** *100.0%*	**234** *100.0%*	**44** *100.0%*	**97** *100.0%*	**123** *100.0%*	**148** *100.0%*	**134** *100.0%*	**96** *100.0%*	**137** *100.0%*
No Answer	**116**	11	4	8	14	31	4	16	20	-	-	5	33	3	14	13	17	14	10	19
Yes, Hispanic or Latino	**16** ***4.3%***	7 *5.1%*	2 *4.1%*	1 *1.4%*	6 *5.5%*	12 *4.1%*	4 *5.9%*	5 *4.5%*	11 *4.2%*	16 *100.0%* **	- -	7 *4.9%*	5 *2.1%*	6 *13.6%* KL	9 *9.3%* OP	3 *2.4%*	4 *2.7%*	6 *4.5%*	5 *5.2%*	5 *3.6%*
No, Not Hispanic or Latino	**359** ***95.7%***	129 *94.9%*	47 *95.9%*	70 *98.6%*	103 *94.5%*	279 *95.9%*	64 *94.1%*	107 *95.5%*	251 *95.8%*	- - **	359 *100.0%*	137 *95.1%* M	229 *97.9%* M	38 *86.4%*	88 *90.7%*	120 *97.6%* N	144 *97.3%* N	128 *95.5%*	91 *94.8%*	132 *96.4%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q56. What is your race? Please mark one or more.																				
Total Eligible	**491** *100.0%*	**147** *100.0%*	**53** *100.0%*	**79** *100.0%*	**123** *100.0%*	**322** *100.0%*	**72** *100.0%*	**128** *100.0%*	**282** *100.0%*	**16** *100.0%*	**359** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**111** *100.0%*	**136** *100.0%*	**165** *100.0%*	**148** *100.0%*	**106** *100.0%*	**156** *100.0%*
Total Valid Responses	**473**	162	60	92	145	368	85	142	329	19	413	185	310	94	125	145	191	166	117	178
Total Respondents	**409** *100.0%*	**146** *100.0%*	**53** *100.0%*	**78** *100.0%*	**123** *100.0%*	**322** *100.0%*	**71** *100.0%*	**128** *100.0%*	**279** *100.0%*	**15** *100.0%*	**357** *100.0%*	**149** *100.0%*	**267** *100.0%*	**47** *100.0%*	**108** *100.0%*	**135** *100.0%*	**159** *100.0%*	**146** *100.0%*	**104** *100.0%*	**150** *100.0%*
White	**149** *36.4%*	59 *40.4%*	18 *34.0%*	25 *32.1%*	45 *36.6%*	116 *36.0%*	27 *38.0%*	42 *32.8%*	107 *38.4%*	7 *46.7%* **	137 *38.4%*	149 *100.0%* LM	19 *7.1%*	15 *31.9%* L	35 *32.4%*	48 *35.6%*	64 *40.3%*	45 *30.8%*	46 *44.2%* Q	57 *38.0%*
Black or African-American	**267** *65.3%*	88 *60.3%*	36 *67.9%*	54 *69.2%*	80 *65.0%*	211 *65.5%*	45 *63.4%*	86 *67.2%*	179 *64.2%*	5 *33.3%* **	229 *64.1%*	19 *12.8%*	267 *100.0%* KM	22 *46.8%* K	75 *69.4%*	91 *67.4%*	96 *60.4%*	106 *72.6%* RS	62 *59.6%*	90 *60.0%*
Asian	**9** *2.2%*	1 *0.7%*	1 *1.9%*	2 *2.6%*	3 *2.4%*	8 *2.5%*	- -	2 *1.6%*	7 *2.5%*	- - **	7 *2.0%*	2 *1.3%*	8 *3.0%*	9 *19.1%* KL	- -	2 *1.5%*	4 *2.5%* n	2 *1.4%*	1 *1.0%*	5 *3.3%*
Native Hawaiian or other Pacific Islander	**5** *1.2%*	2 *1.4%*	1 *1.9%*	1 *1.3%*	1 *0.8%*	5 *1.6%*	- -	1 *0.8%*	4 *1.4%*	1 *6.7%* **	4 *1.1%*	- -	1 *0.4%*	5 *10.6%* KL	2 *1.9%*	- -	3 *1.9%*	1 *0.7%*	1 *1.0%*	3 *2.0%*
American Indian or Alaska Native	**31** *7.6%*	8 *5.5%*	3 *5.7%*	8 *10.3%*	11 *8.9%*	21 *6.5%*	9 *12.7%* e	9 *7.0%*	22 *7.9%*	3 *20.0%* **	27 *7.6%*	11 *7.4%*	12 *4.5%*	31 *66.0%* KL	10 *9.3%* O	2 *1.5%*	17 *10.7%* O	9 *6.2%*	5 *4.8%*	16 *10.7%* r
Other	**12** *2.9%*	4 *2.7%*	1 *1.9%*	2 *2.6%*	5 *4.1%*	7 *2.2%*	4 *5.6%*	2 *1.6%*	10 *3.6%*	3 *20.0%* **	9 *2.5%*	4 *2.7%*	3 *1.1%*	12 *25.5%* KL	3 *2.8%*	2 *1.5%*	7 *4.4%*	3 *2.1%*	2 *1.9%*	7 *4.7%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**
Q57. Did someone help you complete this survey?																				
Total Eligible	**282** *100.0%*	**99** *100.0%*	**40** *100.0%*	**48** *100.0%*	**83** *100.0%*	**222** *100.0%*	**42** *100.0%*	**101** *100.0%*	**174** *100.0%*	**10** *100.0%*	**234** *100.0%*	**106** *100.0%*	**179** *100.0%*	**17** *100.0%*	**68** *100.0%*	**86** *100.0%*	**120** *100.0%*	**94** *100.0%*	**64** *100.0%*	**114** *100.0%*
Total Valid Responses	**274** *100.0%*	**99** *100.0%*	**39** *100.0%*	**48** *100.0%*	**81** *100.0%*	**220** *100.0%*	**41** *100.0%*	**99** *100.0%*	**172** *100.0%*	**10** *100.0%*	**231** *100.0%*	**104** *100.0%*	**175** *100.0%*	**16** *100.0%*	**68** *100.0%*	**84** *100.0%*	**119** *100.0%*	**94** *100.0%*	**61** *100.0%*	**114** *100.0%*
No Answer	**8**	-	1	-	2	2	1	2	2	-	3	2	4	1	-	2	1	-	3	-
Yes	**64** ***23.4%***	25 *25.3%*	5 *12.8%*	16 *33.3%* B	17 *21.0%*	53 *24.1%* F	4 *9.8%*	37 *37.4%* H	26 *15.1%*	1 *10.0%* **	50 *21.6%*	27 *26.0%*	38 *21.7%*	3 *18.8%* **	17 *25.0%*	18 *21.4%*	29 *24.4%*	21 *22.3%*	8 *13.1%*	33 *28.9%* R
No	**210** ***76.6%***	74 *74.7%*	34 *87.2%* C	32 *66.7%*	64 *79.0%*	167 *75.9%*	37 *90.2%* E	62 *62.6%*	146 *84.9%* G	9 *90.0%* **	181 *78.4%*	77 *74.0%*	137 *78.3%*	13 *81.3%* **	51 *75.0%*	66 *78.6%*	90 *75.6%*	73 *77.7%*	53 *86.9%* S	81 *71.1%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Q58. How did that person help you? Check all that apply.																				
Total Eligible	**64** *100.0%*	**25** *100.0%*	**5** *100.0%*	**16** *100.0%*	**17** *100.0%*	**53** *100.0%*	**4** *100.0%*	**37** *100.0%*	**26** *100.0%*	**1** *100.0%*	**50** *100.0%*	**27** *100.0%*	**38** *100.0%*	**3** *100.0%*	**17** *100.0%*	**18** *100.0%*	**29** *100.0%*	**21** *100.0%*	**8** *100.0%*	**33** *100.0%*
Total Valid Responses	**89**	31	8	22	27	74	6	54	34	1	67	37	52	5	20	23	46	25	13	49
Total Respondents	**62** *100.0%*	**25** *100.0%*	**5** *100.0%*	**15** *100.0%*	**16** *100.0%*	**51** *100.0%*	**4** *100.0%*	**36** *100.0%*	**25** *100.0%*	**1** *100.0%*	**48** *100.0%*	**26** *100.0%*	**37** *100.0%*	**3** *100.0%*	**17** *100.0%*	**17** *100.0%*	**28** *100.0%*	**21** *100.0%*	**7** *100.0%*	**32** *100.0%*
Read the questions to me	**30** *48.4%*	6 *24.0%* **	3 *60.0%* **	9 *60.0%* **	12 *75.0%* **	26 *51.0%*	- - **	18 *50.0%*	12 *48.0%* **	- - **	24 *50.0%*	11 *42.3%* **	19 *51.4%*	1 *33.3%* **	3 *17.6%* **	10 *58.8%* **	17 *60.7%* **	9 *42.9%* **	4 *57.1%* **	17 *53.1%*
Wrote down the answers I gave	**23** *37.1%*	7 *28.0%* **	1 *20.0%* **	5 *33.3%* **	10 *62.5%* **	18 *35.3%*	3 *75.0%* **	16 *44.4%*	7 *28.0%* **	1 *100.0%* **	15 *31.3%*	9 *34.6%* **	13 *35.1%*	2 *66.7%* **	5 *29.4%* **	6 *35.3%* **	12 *42.9%* **	5 *23.8%* **	4 *57.1%* **	14 *43.8%*
Answered the questions for me	**27** *43.5%*	14 *56.0%* **	3 *60.0%* **	4 *26.7%* **	5 *31.3%* **	23 *45.1%*	2 *50.0%* **	17 *47.2%*	9 *36.0%* **	- - **	21 *43.8%*	13 *50.0%* **	13 *35.1%*	2 *66.7%* **	8 *47.1%* **	7 *41.2%* **	12 *42.9%* **	8 *38.1%* **	5 *71.4%* **	13 *40.6%*
Translated the questions into my language	**3** *4.8%*	1 *4.0%* **	1 *20.0%* **	1 *6.7%* **	- - **	3 *5.9%*	- - **	1 *2.8%*	2 *8.0%* **	- - **	3 *6.3%*	1 *3.8%* **	2 *5.4%*	- - **	1 *5.9%* **	- - **	2 *7.1%* **	- - **	- - **	3 *9.4%*
Helped in some other way	**6** *9.7%*	3 *12.0%* **	- - **	3 *20.0%* **	- - **	4 *7.8%*	1 *25.0%* **	2 *5.6%*	4 *16.0%* **	- - **	4 *8.3%*	3 *11.5%* **	5 *13.5%*	- - **	3 *17.6%* **	- - **	3 *10.7%* **	3 *14.3%* **	- - **	2 *6.3%*

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
Overlap formulae used
- Column Proportions:
  Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q1. Our records show that you are now in Louisiana Healthcare Connections. Is that right?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**470** ***100.0%***	**125** ***100.0%***	**265** ***100.0%***	**104** ***100.0%***	**213** ***100.0%***	**61** ***100.0%***	**233** ***100.0%***	**84** ***100.0%***	**96** ***100.0%***	**210** ***100.0%***	**117** ***100.0%***	**273** ***100.0%***	**18** ***100.0%***	**96** ***100.0%***	**209** ***100.0%***	**191** ***100.0%***	**266** ***100.0%***	**204** ***100.0%***	**-** **-**
No Answer	**21**	6	12	4	12	2	13	3	4	11	7	12	1	6	12	8	16	5	-
Yes	**470** ***100.0%***	125 *100.0%*	265 *100.0%*	104 *100.0%*	213 *100.0%*	61 *100.0%*	233 *100.0%*	84 *100.0%*	96 *100.0%*	210 *100.0%*	117 *100.0%*	273 *100.0%*	18 *100.0%* **	96 *100.0%*	209 *100.0%*	191 *100.0%*	266 *100.0%*	204 *100.0%*	- -
No	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**470** ***100.0%***	125 *100.0%*	265 *100.0%*	104 *100.0%*	213 *100.0%*	61 *100.0%*	233 *100.0%*	84 *100.0%*	96 *100.0%*	210 *100.0%*	117 *100.0%*	273 *100.0%*	18 *100.0%* **	96 *100.0%*	209 *100.0%*	191 *100.0%*	266 *100.0%*	204 *100.0%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
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?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**449** *100.0%*	**127** *100.0%*	**272** *100.0%*	**103** *100.0%*	**222** *100.0%*	**61** *100.0%*	**241** *100.0%*	**85** *100.0%*	**97** *100.0%*	**217** *100.0%*	**120** *100.0%*	**279** *100.0%*	**19** *100.0%*	**98** *100.0%*	**217** *100.0%*	**194** *100.0%*	**273** *100.0%*	**176** *100.0%*	**-** **-**
No Answer	**42**	4	5	5	3	2	5	2	3	4	4	6	-	4	4	5	9	33	-
Yes	**212** ***47.2%***	60 *47.2%*	134 *49.3%*	52 *50.5%*	123 *55.4%*	34 *55.7%*	118 *49.0%*	38 *44.7%*	47 *48.5%*	109 *50.2%*	74 *61.7%* K	118 *42.3%*	13 *68.4%* **	59 *60.2%*	78 *35.9%*	118 *60.8%* N	138 *50.5%* q	74 *42.0%*	- -
No	**237** ***52.8%***	67 *52.8%*	138 *50.7%*	51 *49.5%*	99 *44.6%*	27 *44.3%*	123 *51.0%*	47 *55.3%*	50 *51.5%*	108 *49.8%*	46 *38.3%*	161 *57.7%* J	6 *31.6%* **	39 *39.8%*	139 *64.1%* O	76 *39.2%*	135 *49.5%*	102 *58.0%* p	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**212** ***47.2%***	60 *47.2%*	134 *49.3%*	52 *50.5%*	123 *55.4%*	34 *55.7%*	118 *49.0%*	38 *44.7%*	47 *48.5%*	109 *50.2%*	74 *61.7%* K	118 *42.3%*	13 *68.4%* **	59 *60.2%*	78 *35.9%*	118 *60.8%* N	138 *50.5%* q	74 *42.0%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																			
Total Eligible	**212** *100.0%*	**60** *100.0%*	**134** *100.0%*	**52** *100.0%*	**123** *100.0%*	**34** *100.0%*	**118** *100.0%*	**38** *100.0%*	**47** *100.0%*	**109** *100.0%*	**74** *100.0%*	**118** *100.0%*	**13** *100.0%*	**59** *100.0%*	**78** *100.0%*	**118** *100.0%*	**138** *100.0%*	**74** *100.0%*	**-** **-**
Total Valid Responses	**196** *100.0%*	**56** *100.0%*	**127** *100.0%*	**46** *100.0%*	**118** *100.0%*	**33** *100.0%*	**111** *100.0%*	**36** *100.0%*	**43** *100.0%*	**104** *100.0%*	**70** *100.0%*	**111** *100.0%*	**12** *100.0%*	**56** *100.0%*	**74** *100.0%*	**110** *100.0%*	**128** *100.0%*	**68** *100.0%*	**-** **-**
No Answer	**16**	4	7	6	5	1	7	2	4	5	4	7	1	3	4	8	10	6	-
Always	**128** *65.3%*	27 *48.2%*	93 *73.2%* A	17 *37.0%*	94 *79.7%* C	15 *45.5%*	85 *76.6%* E	14 *38.9%*	25 *58.1%* g	81 *77.9%* GH	54 *77.1%* K	65 *58.6%*	8 *66.7%* **	44 *78.6%*	46 *62.2%*	74 *67.3%*	82 *64.1%*	46 *67.6%*	- -
Usually	**25** *12.8%*	6 *10.7%*	16 *12.6%*	10 *21.7%* D	10 *8.5%*	10 *30.3%* F	8 *7.2%*	3 *8.3%*	8 *18.6%*	11 *10.6%*	6 *8.6%*	18 *16.2%*	1 *8.3%* **	5 *8.9%*	11 *14.9%*	13 *11.8%*	19 *14.8%*	6 *8.8%*	- -
Sometimes	**41** *20.9%*	21 *37.5%* B	18 *14.2%*	17 *37.0%* D	14 *11.9%*	8 *24.2%*	18 *16.2%*	18 *50.0%* HI	9 *20.9%*	12 *11.5%*	10 *14.3%*	26 *23.4%*	3 *25.0%* **	7 *12.5%*	16 *21.6%*	22 *20.0%*	25 *19.5%*	16 *23.5%*	- -
Never	**2** *1.0%*	2 *3.6%* B	- -	2 *4.3%* D	- -	- -	- -	1 *2.8%* i	1 *2.3%*	- -	- -	2 *1.8%*	- - **	- -	1 *1.4%*	1 *0.9%*	2 *1.6%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**153** *78.1%*	33 *58.9%*	109 *85.8%* A	27 *58.7%*	104 *88.1%* C	25 *75.8%*	93 *83.8%*	17 *47.2%*	33 *76.7%* G	92 *88.5%* Gh	60 *85.7%* k	83 *74.8%*	9 *75.0%* **	49 *87.5%*	57 *77.0%*	87 *79.1%*	101 *78.9%*	52 *76.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**128** *65.3%*	27 *48.2%*	93 *73.2%* A	17 *37.0%*	94 *79.7%* C	15 *45.5%*	85 *76.6%* E	14 *38.9%*	25 *58.1%* g	81 *77.9%* GH	54 *77.1%* K	65 *58.6%*	8 *66.7%* **	44 *78.6%*	46 *62.2%*	74 *67.3%*	82 *64.1%*	46 *67.6%*	- -
3-Point Score	**2.43**	2.07	2.59	1.96	2.68	2.21	2.60	1.86	2.35	2.66	2.63	2.33	2.42	2.66	2.39	2.46	2.43	2.44	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
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?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**450** *100.0%*	**131** *100.0%*	**273** *100.0%*	**107** *100.0%*	**222** *100.0%*	**63** *100.0%*	**242** *100.0%*	**87** *100.0%*	**99** *100.0%*	**218** *100.0%*	**122** *100.0%*	**283** *100.0%*	**19** *100.0%*	**101** *100.0%*	**219** *100.0%*	**197** *100.0%*	**278** *100.0%*	**172** *100.0%*	**-** **-**
No Answer	**41**	-	4	1	3	-	4	-	1	3	2	2	-	1	2	2	4	37	-
Yes	**327** ***72.7%***	88 *67.2%*	211 *77.3%* A	88 *82.2%*	185 *83.3%*	41 *65.1%*	200 *82.6%* E	53 *60.9%*	75 *75.8%* G	171 *78.4%* G	101 *82.8%* K	193 *68.2%*	17 *89.5%* **	82 *81.2%*	114 *52.1%*	182 *92.4%* N	200 *71.9%*	127 *73.8%*	- -
No	**123** ***27.3%***	43 *32.8%* B	62 *22.7%*	19 *17.8%*	37 *16.7%*	22 *34.9%* F	42 *17.4%*	34 *39.1%* HI	24 *24.2%*	47 *21.6%*	21 *17.2%*	90 *31.8%* J	2 *10.5%* **	19 *18.8%*	105 *47.9%* O	15 *7.6%*	78 *28.1%*	45 *26.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**327** ***72.7%***	88 *67.2%*	211 *77.3%* A	88 *82.2%*	185 *83.3%*	41 *65.1%*	200 *82.6%* E	53 *60.9%*	75 *75.8%* G	171 *78.4%* G	101 *82.8%* K	193 *68.2%*	17 *89.5%* **	82 *81.2%*	114 *52.1%*	182 *92.4%* N	200 *71.9%*	127 *73.8%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q6. (GCQ) 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?																			
Total Eligible	**327** *100.0%*	**88** *100.0%*	**211** *100.0%*	**88** *100.0%*	**185** *100.0%*	**41** *100.0%*	**200** *100.0%*	**53** *100.0%*	**75** *100.0%*	**171** *100.0%*	**101** *100.0%*	**193** *100.0%*	**17** *100.0%*	**82** *100.0%*	**114** *100.0%*	**182** *100.0%*	**200** *100.0%*	**127** *100.0%*	**-** **-**
Total Valid Responses	**311** *100.0%*	**83** *100.0%*	**201** *100.0%*	**81** *100.0%*	**179** *100.0%*	**40** *100.0%*	**192** *100.0%*	**51** *100.0%*	**69** *100.0%*	**164** *100.0%*	**97** *100.0%*	**182** *100.0%*	**16** *100.0%*	**79** *100.0%*	**108** *100.0%*	**175** *100.0%*	**192** *100.0%*	**119** *100.0%*	**-** **-**
No Answer	**16**	5	10	7	6	1	8	2	6	7	4	11	1	3	6	7	8	8	-
Always	**177** *56.9%*	40 *48.2%*	123 *61.2%* A	38 *46.9%*	110 *61.5%* C	17 *42.5%*	122 *63.5%* E	22 *43.1%*	38 *55.1%*	103 *62.8%* G	62 *63.9%* k	96 *52.7%*	6 *37.5%* **	54 *68.4%*	52 *48.1%*	106 *60.6%* N	113 *58.9%*	64 *53.8%*	- -
Usually	**70** *22.5%*	28 *33.7%* B	39 *19.4%*	25 *30.9%* d	38 *21.2%*	15 *37.5%* F	33 *17.2%*	21 *41.2%* HI	16 *23.2%*	30 *18.3%*	19 *19.6%*	49 *26.9%*	5 *31.3%* **	14 *17.7%*	28 *25.9%*	40 *22.9%*	51 *26.6%* Q	19 *16.0%*	- -
Sometimes	**51** *16.4%*	11 *13.3%*	34 *16.9%*	13 *16.0%*	27 *15.1%*	8 *20.0%*	33 *17.2%*	6 *11.8%*	12 *17.4%*	27 *16.5%*	15 *15.5%*	29 *15.9%*	4 *25.0%* **	11 *13.9%*	20 *18.5%*	26 *14.9%*	23 *12.0%*	28 *23.5%* P	- -
Never	**13** *4.2%*	4 *4.8%*	5 *2.5%*	5 *6.2%*	4 *2.2%*	- -	4 *2.1%*	2 *3.9%*	3 *4.3%*	4 *2.4%*	1 *1.0%*	8 *4.4%*	1 *6.3%* **	- -	8 *7.4%* O	3 *1.7%*	5 *2.6%*	8 *6.7%* p	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**247** *79.4%*	68 *81.9%*	162 *80.6%*	63 *77.8%*	148 *82.7%*	32 *80.0%*	155 *80.7%*	43 *84.3%*	54 *78.3%*	133 *81.1%*	81 *83.5%*	145 *79.7%*	11 *68.8%* **	68 *86.1%*	80 *74.1%*	146 *83.4%* n	164 *85.4%* Q	83 *69.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**177** *56.9%*	40 *48.2%*	123 *61.2%* A	38 *46.9%*	110 *61.5%* C	17 *42.5%*	122 *63.5%* E	22 *43.1%*	38 *55.1%*	103 *62.8%* G	62 *63.9%* k	96 *52.7%*	6 *37.5%* **	54 *68.4%*	52 *48.1%*	106 *60.6%* N	113 *58.9%*	64 *53.8%*	- -
3-Point Score	**2.36**	2.30	2.42	2.25	2.44	2.23	2.44	2.27	2.33	2.44	2.47	2.32	2.06	2.54	2.22	2.44	2.44	2.24	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

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?

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**420** *100.0%*	**130** *100.0%*	**258** *100.0%*	**108** *100.0%*	**225** *100.0%*	**62** *100.0%*	**229** *100.0%*	**86** *100.0%*	**97** *100.0%*	**205** *100.0%*	**116** *100.0%*	**272** *100.0%*	**18** *100.0%*	**95** *100.0%*	**221** *100.0%*	**199** *100.0%*	**269** *100.0%*	**151** *100.0%*	**-** **-**
No Answer	**71**	1	19	-	-	1	17	1	3	16	8	13	1	7	-	-	13	58	-
None	**79** *18.8%*	31 *23.8%* B	38 *14.7%*	- -	- -	15 *24.2%* F	20 *8.7%*	23 *26.7%* I	18 *18.6%*	28 *13.7%*	11 *9.5%*	64 *23.5%* J	1 *5.6%* **	10 *10.5%*	79 *35.7%* O	- -	53 *19.7%*	26 *17.2%*	- -
1 time	**69** *16.4%*	22 *16.9%*	43 *16.7%*	23 *21.3%*	42 *18.7%*	12 *19.4%*	38 *16.6%*	16 *18.6%*	12 *12.4%*	37 *18.0%*	9 *7.8%*	55 *20.2%* J	1 *5.6%* **	8 *8.4%*	69 *31.2%* O	- -	43 *16.0%*	26 *17.2%*	- -
2	**73** *17.4%*	20 *15.4%*	46 *17.8%*	24 *22.2%*	48 *21.3%*	4 *6.5%*	48 *21.0%* E	16 *18.6%*	13 *13.4%*	37 *18.0%*	23 *19.8%*	41 *15.1%*	3 *16.7%* **	20 *21.1%*	73 *33.0%* O	- -	46 *17.1%*	27 *17.9%*	- -
3	**76** *18.1%*	26 *20.0%*	47 *18.2%*	26 *24.1%*	49 *21.8%*	10 *16.1%*	51 *22.3%*	14 *16.3%*	19 *19.6%*	40 *19.5%*	26 *22.4%*	44 *16.2%*	5 *27.8%* **	19 *20.0%*	- -	76 *38.2%* N	51 *19.0%*	25 *16.6%*	- -
4	**44** *10.5%*	11 *8.5%*	31 *12.0%*	16 *14.8%*	28 *12.4%*	6 *9.7%*	28 *12.2%*	7 *8.1%*	14 *14.4%*	21 *10.2%*	15 *12.9%*	26 *9.6%*	5 *27.8%* **	10 *10.5%*	- -	44 *22.1%* N	31 *11.5%*	13 *8.6%*	- -
5 to 9	**57** *13.6%*	16 *12.3%*	37 *14.3%*	16 *14.8%*	41 *18.2%*	12 *19.4%*	32 *14.0%*	8 *9.3%*	15 *15.5%*	30 *14.6%*	25 *21.6%* K	29 *10.7%*	3 *16.7%* **	21 *22.1%*	- -	57 *28.6%* N	31 *11.5%*	26 *17.2%*	- -
10 or more times	**22** *5.2%*	4 *3.1%*	16 *6.2%*	3 *2.8%*	17 *7.6%* c	3 *4.8%*	12 *5.2%*	2 *2.3%*	6 *6.2%*	12 *5.9%*	7 *6.0%*	13 *4.8%*	- - **	7 *7.4%*	- -	22 *11.1%* N	14 *5.2%*	8 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**341** *81.2%*	99 *76.2%*	220 *85.3%* A	108 *100.0%*	225 *100.0%*	47 *75.8%*	209 *91.3%* E	63 *73.3%*	79 *81.4%*	177 *86.3%* G	105 *90.5%* K	208 *76.5%*	17 *94.4%* **	85 *89.5%*	142 *64.3%*	199 *100.0%* N	216 *80.3%*	125 *82.8%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																			
Total Eligible	**341** *100.0%*	**99** *100.0%*	**220** *100.0%*	**108** *100.0%*	**225** *100.0%*	**47** *100.0%*	**209** *100.0%*	**63** *100.0%*	**79** *100.0%*	**177** *100.0%*	**105** *100.0%*	**208** *100.0%*	**17** *100.0%*	**85** *100.0%*	**142** *100.0%*	**199** *100.0%*	**216** *100.0%*	**125** *100.0%*	**-** **-**
Total Valid Responses	**335** *100.0%*	**99** *100.0%*	**217** *100.0%*	**106** *100.0%*	**222** *100.0%*	**46** *100.0%*	**207** *100.0%*	**63** *100.0%*	**78** *100.0%*	**175** *100.0%*	**102** *100.0%*	**207** *100.0%*	**17** *100.0%*	**82** *100.0%*	**140** *100.0%*	**195** *100.0%*	**214** *100.0%*	**121** *100.0%*	**-** **-**
No Answer	**6**	-	3	2	3	1	2	-	1	2	3	1	-	3	2	4	2	4	-
Yes	**242** *72.2%*	66 *66.7%*	164 *75.6%* a	64 *60.4%*	174 *78.4%* C	30 *65.2%*	158 *76.3%*	40 *63.5%*	57 *73.1%*	133 *76.0%* g	80 *78.4%*	144 *69.6%*	13 *76.5%* **	64 *78.0%*	89 *63.6%*	153 *78.5%* N	154 *72.0%*	88 *72.7%*	- -
No	**93** *27.8%*	33 *33.3%* b	53 *24.4%*	42 *39.6%* D	48 *21.6%*	16 *34.8%*	49 *23.7%*	23 *36.5%* i	21 *26.9%*	42 *24.0%*	22 *21.6%*	63 *30.4%*	4 *23.5%* **	18 *22.0%*	51 *36.4%* O	42 *21.5%*	60 *28.0%*	33 *27.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**242** *72.2%*	66 *66.7%*	164 *75.6%* a	64 *60.4%*	174 *78.4%* C	30 *65.2%*	158 *76.3%*	40 *63.5%*	57 *73.1%*	133 *76.0%* g	80 *78.4%*	144 *69.6%*	13 *76.5%* **	64 *78.0%*	89 *63.6%*	153 *78.5%* N	154 *72.0%*	88 *72.7%*	- -
3-Point Score	**2.44**	2.33	2.51	2.21	2.57	2.30	2.53	2.27	2.46	2.52	2.57	2.39	2.53	2.56	2.27	2.57	2.44	2.45	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																			
Total Eligible	**341** *100.0%*	**99** *100.0%*	**220** *100.0%*	**108** *100.0%*	**225** *100.0%*	**47** *100.0%*	**209** *100.0%*	**63** *100.0%*	**79** *100.0%*	**177** *100.0%*	**105** *100.0%*	**208** *100.0%*	**17** *100.0%*	**85** *100.0%*	**142** *100.0%*	**199** *100.0%*	**216** *100.0%*	**125** *100.0%*	**-** **-**
Total Valid Responses	**336** *100.0%*	**97** *100.0%*	**218** *100.0%*	**107** *100.0%*	**223** *100.0%*	**47** *100.0%*	**207** *100.0%*	**62** *100.0%*	**78** *100.0%*	**175** *100.0%*	**104** *100.0%*	**206** *100.0%*	**17** *100.0%*	**84** *100.0%*	**140** *100.0%*	**196** *100.0%*	**214** *100.0%*	**122** *100.0%*	**-** **-**
No Answer	**5**	2	2	1	2	-	2	1	1	2	1	2	-	1	2	3	2	3	-
Yes	**121** *36.0%*	35 *36.1%*	79 *36.2%*	38 *35.5%*	80 *35.9%*	22 *46.8%* f	69 *33.3%*	20 *32.3%*	31 *39.7%*	63 *36.0%*	46 *44.2%* k	69 *33.5%*	8 *47.1%* **	38 *45.2%*	41 *29.3%*	80 *40.8%* N	79 *36.9%*	42 *34.4%*	- -
No	**215** *64.0%*	62 *63.9%*	139 *63.8%*	69 *64.5%*	143 *64.1%*	25 *53.2%*	138 *66.7%* e	42 *67.7%*	47 *60.3%*	112 *64.0%*	58 *55.8%*	137 *66.5%* j	9 *52.9%* **	46 *54.8%*	99 *70.7%* O	116 *59.2%*	135 *63.1%*	80 *65.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**121** *36.0%*	35 *36.1%*	79 *36.2%*	38 *35.5%*	80 *35.9%*	22 *46.8%* f	69 *33.3%*	20 *32.3%*	31 *39.7%*	63 *36.0%*	46 *44.2%* k	69 *33.5%*	8 *47.1%* **	38 *45.2%*	41 *29.3%*	80 *40.8%* N	79 *36.9%*	42 *34.4%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q10. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?																			
Total Eligible	**121** ***100.0%***	**35** ***100.0%***	**79** ***100.0%***	**38** ***100.0%***	**80** ***100.0%***	**22** ***100.0%***	**69** ***100.0%***	**20** ***100.0%***	**31** ***100.0%***	**63** ***100.0%***	**46** ***100.0%***	**69** ***100.0%***	**8** ***100.0%***	**38** ***100.0%***	**41** ***100.0%***	**80** ***100.0%***	**79** ***100.0%***	**42** ***100.0%***	**-** **-**
Total Valid Responses	**116** ***100.0%***	**35** ***100.0%***	**75** ***100.0%***	**37** ***100.0%***	**76** ***100.0%***	**22** ***100.0%***	**67** ***100.0%***	**20** ***100.0%***	**31** ***100.0%***	**59** ***100.0%***	**42** ***100.0%***	**69** ***100.0%***	**7** ***100.0%***	**35** ***100.0%***	**40** ***100.0%***	**76** ***100.0%***	**77** ***100.0%***	**39** ***100.0%***	**-** **-**
No Answer	**5**	-	4	1	4	-	2	-	-	4	4	-	1	3	1	4	2	3	-
Not at all	**7** ***6.0%***	2 *5.7%*	5 *6.7%*	3 *8.1%*	4 *5.3%*	1 *4.5%* **	5 *7.5%*	2 *10.0%* **	- -	5 *8.5%* h	4 *9.5%*	3 *4.3%*	2 *28.6%* **	2 *5.7%*	- -	7 *9.2%* n	4 *5.2%*	3 *7.7%*	- -
A little	**19** ***16.4%***	9 *25.7%* B	8 *10.7%*	8 *21.6%*	10 *13.2%*	4 *18.2%* **	11 *16.4%*	5 *25.0%* **	5 *16.1%*	7 *11.9%*	6 *14.3%*	11 *15.9%*	- - **	6 *17.1%*	10 *25.0%* o	9 *11.8%*	9 *11.7%*	10 *25.6%* p	- -
Some	**32** ***27.6%***	12 *34.3%*	18 *24.0%*	13 *35.1%*	17 *22.4%*	8 *36.4%* **	16 *23.9%*	8 *40.0%* **	9 *29.0%*	13 *22.0%*	8 *19.0%*	22 *31.9%*	2 *28.6%* **	6 *17.1%*	13 *32.5%*	19 *25.0%*	26 *33.8%* Q	6 *15.4%*	- -
A lot	**58** ***50.0%***	12 *34.3%*	44 *58.7%* A	13 *35.1%*	45 *59.2%* C	9 *40.9%* **	35 *52.2%*	5 *25.0%* **	17 *54.8%*	34 *57.6%*	24 *57.1%*	33 *47.8%*	3 *42.9%* **	21 *60.0%*	17 *42.5%*	41 *53.9%*	38 *49.4%*	20 *51.3%*	- -
HEDIS/CAHPS SUMMARY RATE - A lot	**58** ***50.0%***	12 *34.3%*	44 *58.7%*	13 *35.1%*	45 *59.2%*	9 *40.9%*	35 *52.2%*	5 *25.0%*	17 *54.8%*	34 *57.6%*	24 *57.1%*	33 *47.8%*	3 *42.9%*	21 *60.0%*	17 *42.5%*	41 *53.9%*	38 *49.4%*	20 *51.3%*	- -
3-Point Score	**2.28**	2.03	2.41	2.05	2.41	2.18	2.28	1.90	2.39	2.37	2.33	2.28	2.14	2.37	2.18	2.33	2.32	2.18	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q11. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?																			
Total Eligible	**121** ***100.0%***	**35** ***100.0%***	**79** ***100.0%***	**38** ***100.0%***	**80** ***100.0%***	**22** ***100.0%***	**69** ***100.0%***	**20** ***100.0%***	**31** ***100.0%***	**63** ***100.0%***	**46** ***100.0%***	**69** ***100.0%***	**8** ***100.0%***	**38** ***100.0%***	**41** ***100.0%***	**80** ***100.0%***	**79** ***100.0%***	**42** ***100.0%***	**-** **-**
Total Valid Responses	**117** ***100.0%***	**34** ***100.0%***	**77** ***100.0%***	**38** ***100.0%***	**76** ***100.0%***	**22** ***100.0%***	**66** ***100.0%***	**20** ***100.0%***	**30** ***100.0%***	**61** ***100.0%***	**45** ***100.0%***	**67** ***100.0%***	**8** ***100.0%***	**37** ***100.0%***	**40** ***100.0%***	**77** ***100.0%***	**78** ***100.0%***	**39** ***100.0%***	**-** **-**
No Answer	**4**	1	2	-	4	-	3	-	1	2	1	2	-	1	1	3	1	3	-
Not at all	**22** ***18.8%***	10 *29.4%* b	11 *14.3%*	8 *21.1%*	13 *17.1%*	4 *18.2%* **	14 *21.2%*	7 *35.0%* **	6 *20.0%*	8 *13.1%*	6 *13.3%*	15 *22.4%*	2 *25.0%* **	4 *10.8%*	9 *22.5%*	13 *16.9%*	15 *19.2%*	7 *17.9%*	- -
A little	**15** ***12.8%***	4 *11.8%*	9 *11.7%*	6 *15.8%*	8 *10.5%*	3 *13.6%* **	7 *10.6%*	3 *15.0%* **	3 *10.0%*	7 *11.5%*	7 *15.6%*	6 *9.0%*	1 *12.5%* **	6 *16.2%*	4 *10.0%*	11 *14.3%*	5 *6.4%*	10 *25.6%* P	- -
Some	**35** ***29.9%***	11 *32.4%*	24 *31.2%*	14 *36.8%*	21 *27.6%*	8 *36.4%* **	17 *25.8%*	5 *25.0%* **	13 *43.3%*	17 *27.9%*	14 *31.1%*	21 *31.3%*	1 *12.5%* **	13 *35.1%*	11 *27.5%*	24 *31.2%*	29 *37.2%* Q	6 *15.4%*	- -
A lot	**45** ***38.5%***	9 *26.5%*	33 *42.9%*	10 *26.3%*	34 *44.7%* c	7 *31.8%* **	28 *42.4%*	5 *25.0%* **	8 *26.7%*	29 *47.5%* h	18 *40.0%*	25 *37.3%*	4 *50.0%* **	14 *37.8%*	16 *40.0%*	29 *37.7%*	29 *37.2%*	16 *41.0%*	- -
HEDIS/CAHPS SUMMARY RATE - A lot	**45** ***38.5%***	9 *26.5%*	33 *42.9%*	10 *26.3%*	34 *44.7%*	7 *31.8%*	28 *42.4%*	5 *25.0%*	8 *26.7%*	29 *47.5%*	18 *40.0%*	25 *37.3%*	4 *50.0%*	14 *37.8%*	16 *40.0%*	29 *37.7%*	29 *37.2%*	16 *41.0%*	- -
3-Point Score	**2.07**	1.85	2.17	1.89	2.17	2.00	2.11	1.75	1.97	2.23	2.11	2.06	2.13	2.11	2.08	2.06	2.12	1.97	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q12. (SDM) 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?																			
Total Eligible	**121** *100.0%*	**35** *100.0%*	**79** *100.0%*	**38** *100.0%*	**80** *100.0%*	**22** *100.0%*	**69** *100.0%*	**20** *100.0%*	**31** *100.0%*	**63** *100.0%*	**46** *100.0%*	**69** *100.0%*	**8** *100.0%*	**38** *100.0%*	**41** *100.0%*	**80** *100.0%*	**79** *100.0%*	**42** *100.0%*	**-** **-**
Total Valid Responses	**119** *100.0%*	**35** *100.0%*	**78** *100.0%*	**38** *100.0%*	**79** *100.0%*	**22** *100.0%*	**68** *100.0%*	**20** *100.0%*	**31** *100.0%*	**62** *100.0%*	**45** *100.0%*	**69** *100.0%*	**8** *100.0%*	**37** *100.0%*	**41** *100.0%*	**78** *100.0%*	**79** *100.0%*	**40** *100.0%*	**-** **-**
No Answer	**2**	-	1	-	1	-	1	-	-	1	1	-	-	1	-	2	-	2	-
Yes	**87** *73.1%*	26 *74.3%*	57 *73.1%*	24 *63.2%*	61 *77.2%*	15 *68.2%* **	49 *72.1%*	15 *75.0%* **	21 *67.7%*	47 *75.8%*	37 *82.2%* k	47 *68.1%*	6 *75.0%* **	31 *83.8%*	29 *70.7%*	58 *74.4%*	55 *69.6%*	32 *80.0%*	- -
No	**32** *26.9%*	9 *25.7%*	21 *26.9%*	14 *36.8%*	18 *22.8%*	7 *31.8%* **	19 *27.9%*	5 *25.0%* **	10 *32.3%*	15 *24.2%*	8 *17.8%*	22 *31.9%* j	2 *25.0%* **	6 *16.2%*	12 *29.3%*	20 *25.6%*	24 *30.4%*	8 *20.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**87** *73.1%*	26 *74.3%*	57 *73.1%*	24 *63.2%*	61 *77.2%*	15 *68.2%* **	49 *72.1%*	15 *75.0%* **	21 *67.7%*	47 *75.8%*	37 *82.2%* k	47 *68.1%*	6 *75.0%* **	31 *83.8%*	29 *70.7%*	58 *74.4%*	55 *69.6%*	32 *80.0%*	- -
3-Point Score	**2.46**	2.49	2.46	2.26	2.54	2.36	2.44	2.50	2.35	2.52	2.64	2.36	2.50	2.68	2.41	2.49	2.39	2.60	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q13. What number would you use to rate all your health care in the last 6 months?																			
Total Eligible	**341** *100.0%*	**99** *100.0%*	**220** *100.0%*	**108** *100.0%*	**225** *100.0%*	**47** *100.0%*	**209** *100.0%*	**63** *100.0%*	**79** *100.0%*	**177** *100.0%*	**105** *100.0%*	**208** *100.0%*	**17** *100.0%*	**85** *100.0%*	**142** *100.0%*	**199** *100.0%*	**216** *100.0%*	**125** *100.0%*	**-** **-**
Total Valid Responses	**333** *100.0%*	**97** *100.0%*	**218** *100.0%*	**108** *100.0%*	**225** *100.0%*	**47** *100.0%*	**208** *100.0%*	**61** *100.0%*	**79** *100.0%*	**175** *100.0%*	**105** *100.0%*	**205** *100.0%*	**17** *100.0%*	**85** *100.0%*	**137** *100.0%*	**196** *100.0%*	**215** *100.0%*	**118** *100.0%*	**-** **-**
No Answer	**8**	2	2	-	-	-	1	2	-	2	-	3	-	-	5	3	1	7	-
10 - Best health care possible	**134** *40.2%*	13 *13.4%*	112 *51.4%* A	- -	134 *59.6%* C	4 *8.5%*	101 *48.6%* E	9 *14.8%*	9 *11.4%*	107 *61.1%* GH	50 *47.6%* k	74 *36.1%*	6 *35.3%* **	43 *50.6%*	50 *36.5%*	84 *42.9%*	82 *38.1%*	52 *44.1%*	- -
9	**36** *10.8%*	4 *4.1%*	32 *14.7%* A	- -	36 *16.0%* C	1 *2.1%*	31 *14.9%* E	2 *3.3%*	8 *10.1%*	26 *14.9%* G	14 *13.3%*	22 *10.7%*	1 *5.9%* **	13 *15.3%*	18 *13.1%*	18 *9.2%*	21 *9.8%*	15 *12.7%*	- -
8	**55** *16.5%*	16 *16.5%*	38 *17.4%*	- -	55 *24.4%* C	8 *17.0%*	35 *16.8%*	8 *13.1%*	25 *31.6%* GI	21 *12.0%*	13 *12.4%*	41 *20.0%* j	2 *11.8%* **	10 *11.8%*	22 *16.1%*	33 *16.8%*	32 *14.9%*	23 *19.5%*	- -
7	**27** *8.1%*	11 *11.3%*	15 *6.9%*	27 *25.0%* D	- -	7 *14.9%*	18 *8.7%*	2 *3.3%*	17 *21.5%* GI	7 *4.0%*	8 *7.6%*	18 *8.8%*	3 *17.6%* **	4 *4.7%*	9 *6.6%*	18 *9.2%*	20 *9.3%*	7 *5.9%*	- -
6	**16** *4.8%*	11 *11.3%* B	5 *2.3%*	16 *14.8%* D	- -	4 *8.5%*	7 *3.4%*	5 *8.2%* I	8 *10.1%* I	3 *1.7%*	4 *3.8%*	10 *4.9%*	- - **	4 *4.7%*	6 *4.4%*	10 *5.1%*	12 *5.6%*	4 *3.4%*	- -
5	**37** *11.1%*	23 *23.7%* B	10 *4.6%*	37 *34.3%* D	- -	13 *27.7%* F	9 *4.3%*	18 *29.5%* HI	8 *10.1%* i	7 *4.0%*	11 *10.5%*	21 *10.2%*	3 *17.6%* **	8 *9.4%*	18 *13.1%*	19 *9.7%*	29 *13.5%* q	8 *6.8%*	- -
4	**12** *3.6%*	8 *8.2%* B	3 *1.4%*	12 *11.1%* D	- -	4 *8.5%* F	5 *2.4%*	7 *11.5%* HI	1 *1.3%*	3 *1.7%*	2 *1.9%*	8 *3.9%*	1 *5.9%* **	1 *1.2%*	4 *2.9%*	8 *4.1%*	10 *4.7%*	2 *1.7%*	- -
3	**8** *2.4%*	5 *5.2%* B	1 *0.5%*	8 *7.4%* D	- -	1 *2.1%*	1 *0.5%*	4 *6.6%* I	2 *2.5%* I	- -	1 *1.0%*	5 *2.4%*	- - **	1 *1.2%*	7 *5.1%* O	1 *0.5%*	4 *1.9%*	4 *3.4%*	- -
2	**2** *0.6%*	1 *1.0%*	1 *0.5%*	2 *1.9%* D	- -	1 *2.1%* F	- -	1 *1.6%* i	1 *1.3%*	- -	- -	2 *1.0%*	- - **	- -	- -	2 *1.0%*	2 *0.9%*	- -	- -
1	**3** *0.9%*	2 *2.1%*	1 *0.5%*	3 *2.8%* D	- -	2 *4.3%* F	- -	2 *3.3%*	- -	1 *0.6%*	1 *1.0%*	2 *1.0%*	- - **	1 *1.2%*	1 *0.7%*	2 *1.0%*	3 *1.4%*	- -	- -
0 - Worst health care possible	**3** *0.9%*	3 *3.1%* B	- -	3 *2.8%* D	- -	2 *4.3%* F	1 *0.5%*	3 *4.9%* HI	- -	- -	1 *1.0%*	2 *1.0%*	1 *5.9%* **	- -	2 *1.5%*	1 *0.5%*	- -	3 *2.5%* P	- -
SUMMARY - 0-3	**16** *4.8%*	11 *11.3%* B	3 *1.4%*	16 *14.8%* D	- -	6 *12.8%* F	2 *1.0%*	10 *16.4%* HI	3 *3.8%* i	1 *0.6%*	3 *2.9%*	11 *5.4%*	1 *5.9%* **	2 *2.4%*	10 *7.3%* o	6 *3.1%*	9 *4.2%*	7 *5.9%*	- -
SUMMARY - 4-7	**92** *27.6%*	53 *54.6%* B	33 *15.1%*	92 *85.2%* D	- -	28 *59.6%* F	39 *18.8%*	32 *52.5%* I	34 *43.0%* I	20 *11.4%*	25 *23.8%*	57 *27.8%*	7 *41.2%* **	17 *20.0%*	37 *27.0%*	55 *28.1%*	71 *33.0%* Q	21 *17.8%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**225** *67.6%*	33 *34.0%*	182 *83.5%* A	- -	225 *100.0%* C	13 *27.7%*	167 *80.3%* E	19 *31.1%*	42 *53.2%* G	154 *88.0%* GH	77 *73.3%*	137 *66.8%*	9 *52.9%* **	66 *77.6%*	90 *65.7%*	135 *68.9%*	135 *62.8%*	90 *76.3%* P	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**170** *51.1%*	17 *17.5%*	144 *66.1%* A	- -	170 *75.6%* C	5 *10.6%*	132 *63.5%* E	11 *18.0%*	17 *21.5%*	133 *76.0%* GH	64 *61.0%* K	96 *46.8%*	7 *41.2%* **	56 *65.9%*	68 *49.6%*	102 *52.0%*	103 *47.9%*	67 *56.8%*	- -
3-Point Score	**2.27**	1.63	2.56	1.25	2.76	1.53	2.52	1.52	1.96	2.68	2.42	2.22	2.12	2.48	2.22	2.30	2.20	2.39	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																			
Total Eligible	**341** ***100.0%***	**99** ***100.0%***	**220** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**47** ***100.0%***	**209** ***100.0%***	**63** ***100.0%***	**79** ***100.0%***	**177** ***100.0%***	**105** ***100.0%***	**208** ***100.0%***	**17** ***100.0%***	**85** ***100.0%***	**142** ***100.0%***	**199** ***100.0%***	**216** ***100.0%***	**125** ***100.0%***	**-** **-**
Total Valid Responses	**333** ***100.0%***	**99** ***100.0%***	**218** ***100.0%***	**105** ***100.0%***	**224** ***100.0%***	**47** ***100.0%***	**207** ***100.0%***	**63** ***100.0%***	**79** ***100.0%***	**175** ***100.0%***	**103** ***100.0%***	**208** ***100.0%***	**17** ***100.0%***	**83** ***100.0%***	**137** ***100.0%***	**196** ***100.0%***	**214** ***100.0%***	**119** ***100.0%***	**-** **-**
No Answer	**8**	-	2	3	1	-	2	-	-	2	2	-	-	2	5	3	2	6	-
Always	**191** ***57.4%***	37 *37.4%*	148 *67.9%* A	28 *26.7%*	162 *72.3%* C	14 *29.8%*	141 *68.1%* E	20 *31.7%*	36 *45.6%* g	129 *73.7%* GH	69 *67.0%* K	112 *53.8%*	9 *52.9%* **	58 *69.9%*	75 *54.7%*	116 *59.2%*	126 *58.9%*	65 *54.6%*	- -
Usually	**59** ***17.7%***	17 *17.2%*	38 *17.4%*	23 *21.9%*	36 *16.1%*	12 *25.5%*	35 *16.9%*	9 *14.3%*	21 *26.6%* gl	25 *14.3%*	16 *15.5%*	39 *18.8%*	5 *29.4%* **	10 *12.0%*	19 *13.9%*	40 *20.4%*	40 *18.7%*	19 *16.0%*	- -
Sometimes	**66** ***19.8%***	35 *35.4%* B	26 *11.9%*	42 *40.0%* D	22 *9.8%*	17 *36.2%* F	29 *14.0%*	27 *42.9%* HI	17 *21.5%* I	17 *9.7%*	15 *14.6%*	45 *21.6%*	1 *5.9%* **	14 *16.9%*	33 *24.1%*	33 *16.8%*	39 *18.2%*	27 *22.7%*	- -
Never	**17** ***5.1%***	10 *10.1%* B	6 *2.8%*	12 *11.4%* D	4 *1.8%*	4 *8.5%* F	2 *1.0%*	7 *11.1%* I	5 *6.3%*	4 *2.3%*	3 *2.9%*	12 *5.8%*	2 *11.8%* **	1 *1.2%*	10 *7.3%*	7 *3.6%*	9 *4.2%*	8 *6.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**250** ***75.1%***	54 *54.5%*	186 *85.3%* A	51 *48.6%*	198 *88.4%* C	26 *55.3%*	176 *85.0%* E	29 *46.0%*	57 *72.2%* G	154 *88.0%* GH	85 *82.5%* k	151 *72.6%*	14 *82.4%* **	68 *81.9%*	94 *68.6%*	156 *79.6%* N	166 *77.6%*	84 *70.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**191** ***57.4%***	37 *37.4%*	148 *67.9%* A	28 *26.7%*	162 *72.3%* C	14 *29.8%*	141 *68.1%* E	20 *31.7%*	36 *45.6%* g	129 *73.7%* GH	69 *67.0%* K	112 *53.8%*	9 *52.9%* **	58 *69.9%*	75 *54.7%*	116 *59.2%*	126 *58.9%*	65 *54.6%*	- -
3-Point Score	**2.32**	1.92	2.53	1.75	2.61	1.85	2.53	1.78	2.18	2.62	2.50	2.26	2.35	2.52	2.23	2.39	2.36	2.25	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q15. Do you have a personal doctor?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**433** *100.0%*	**130** *100.0%*	**272** *100.0%*	**103** *100.0%*	**223** *100.0%*	**63** *100.0%*	**246** *100.0%*	**86** *100.0%*	**99** *100.0%*	**217** *100.0%*	**123** *100.0%*	**280** *100.0%*	**19** *100.0%*	**101** *100.0%*	**215** *100.0%*	**192** *100.0%*	**277** *100.0%*	**156** *100.0%*	**-** **-**
No Answer	**58**	1	5	5	2	-	-	1	1	4	1	5	-	1	6	7	5	53	-
Yes	**331** *76.4%*	86 *66.2%*	223 *82.0%* A	78 *75.7%*	188 *84.3%* c	63 *100.0%*	246 *100.0%*	54 *62.8%*	78 *78.8%* G	177 *81.6%* G	109 *88.6%* K	202 *72.1%*	17 *89.5%* **	89 *88.1%*	147 *68.4%*	161 *83.9%* N	204 *73.6%*	127 *81.4%* p	- -
No	**102** *23.6%*	44 *33.8%* B	49 *18.0%*	25 *24.3%* d	35 *15.7%*	- -	- -	32 *37.2%* HI	21 *21.2%*	40 *18.4%*	14 *11.4%*	78 *27.9%* J	2 *10.5%* **	12 *11.9%*	68 *31.6%* O	31 *16.1%*	73 *26.4%* q	29 *18.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**331** *76.4%*	86 *66.2%*	223 *82.0%* A	78 *75.7%*	188 *84.3%* c	63 *100.0%*	246 *100.0%*	54 *62.8%*	78 *78.8%* G	177 *81.6%* G	109 *88.6%* K	202 *72.1%*	17 *89.5%* **	89 *88.1%*	147 *68.4%*	161 *83.9%* N	204 *73.6%*	127 *81.4%* p	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																			
Total Eligible	**331** *100.0%*	**86** *100.0%*	**223** *100.0%*	**78** *100.0%*	**188** *100.0%*	**63** *100.0%*	**246** *100.0%*	**54** *100.0%*	**78** *100.0%*	**177** *100.0%*	**109** *100.0%*	**202** *100.0%*	**17** *100.0%*	**89** *100.0%*	**147** *100.0%*	**161** *100.0%*	**204** *100.0%*	**127** *100.0%*	**-** **-**
Total Valid Responses	**305** *100.0%*	**77** *100.0%*	**210** *100.0%*	**73** *100.0%*	**181** *100.0%*	**60** *100.0%*	**236** *100.0%*	**47** *100.0%*	**73** *100.0%*	**167** *100.0%*	**102** *100.0%*	**187** *100.0%*	**16** *100.0%*	**83** *100.0%*	**138** *100.0%*	**154** *100.0%*	**185** *100.0%*	**120** *100.0%*	**-** **-**
No Answer	**26**	9	13	5	7	3	10	7	5	10	7	15	1	6	9	7	19	7	-
None	**42** *13.8%*	10 *13.0%*	26 *12.4%*	4 *5.5%*	8 *4.4%*	15 *25.0%* F	25 *10.6%*	7 *14.9%*	11 *15.1%*	18 *10.8%*	11 *10.8%*	29 *15.5%*	- - **	10 *12.0%*	35 *25.4%* O	5 *3.2%*	25 *13.5%*	17 *14.2%*	- -
1 time	**54** *17.7%*	20 *26.0%* b	34 *16.2%*	17 *23.3%*	32 *17.7%*	13 *21.7%*	41 *17.4%*	12 *25.5%*	15 *20.5%*	27 *16.2%*	6 *5.9%*	46 *24.6%* J	1 *6.3%* **	5 *6.0%*	44 *31.9%* O	9 *5.8%*	38 *20.5%*	16 *13.3%*	- -
2	**62** *20.3%*	12 *15.6%*	45 *21.4%*	12 *16.4%*	45 *24.9%*	8 *13.3%*	52 *22.0%*	7 *14.9%*	12 *16.4%*	38 *22.8%*	23 *22.5%*	35 *18.7%*	3 *18.8%* **	19 *22.9%*	36 *26.1%* O	24 *15.6%*	34 *18.4%*	28 *23.3%*	- -
3	**52** *17.0%*	12 *15.6%*	35 *16.7%*	18 *24.7%*	30 *16.6%*	7 *11.7%*	43 *18.2%*	8 *17.0%*	12 *16.4%*	27 *16.2%*	20 *19.6%*	28 *15.0%*	5 *31.3%* **	15 *18.1%*	14 *10.1%*	36 *23.4%* N	31 *16.8%*	21 *17.5%*	- -
4	**38** *12.5%*	13 *16.9%*	23 *11.0%*	13 *17.8%*	24 *13.3%*	10 *16.7%*	26 *11.0%*	6 *12.8%*	12 *16.4%*	18 *10.8%*	14 *13.7%*	21 *11.2%*	2 *12.5%* **	12 *14.5%*	3 *2.2%*	34 *22.1%* N	24 *13.0%*	14 *11.7%*	- -
5 to 9	**41** *13.4%*	8 *10.4%*	33 *15.7%*	8 *11.0%*	29 *16.0%*	5 *8.3%*	35 *14.8%*	5 *10.6%*	8 *11.0%*	28 *16.8%*	22 *21.6%* K	18 *9.6%*	4 *25.0%* **	17 *20.5%*	5 *3.6%*	32 *20.8%* N	22 *11.9%*	19 *15.8%*	- -
10 or more times	**16** *5.2%*	2 *2.6%*	14 *6.7%*	1 *1.4%*	13 *7.2%* c	2 *3.3%*	14 *5.9%*	2 *4.3%*	3 *4.1%*	11 *6.6%*	6 *5.9%*	10 *5.3%*	1 *6.3%* **	5 *6.0%*	1 *0.7%*	14 *9.1%* N	11 *5.9%*	5 *4.2%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**263** *86.2%*	67 *87.0%*	184 *87.6%*	69 *94.5%*	173 *95.6%*	45 *75.0%*	211 *89.4%* E	40 *85.1%*	62 *84.9%*	149 *89.2%*	91 *89.2%*	158 *84.5%*	16 *100.0%* **	73 *88.0%*	103 *74.6%*	149 *96.8%* N	160 *86.5%*	103 *85.8%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																			
Total Eligible	**263** *100.0%*	**67** *100.0%*	**184** *100.0%*	**69** *100.0%*	**173** *100.0%*	**45** *100.0%*	**211** *100.0%*	**40** *100.0%*	**62** *100.0%*	**149** *100.0%*	**91** *100.0%*	**158** *100.0%*	**16** *100.0%*	**73** *100.0%*	**103** *100.0%*	**149** *100.0%*	**160** *100.0%*	**103** *100.0%*	**-** **-**
Total Valid Responses	**258** *100.0%*	**64** *100.0%*	**184** *100.0%*	**68** *100.0%*	**171** *100.0%*	**43** *100.0%*	**210** *100.0%*	**39** *100.0%*	**60** *100.0%*	**149** *100.0%*	**89** *100.0%*	**157** *100.0%*	**16** *100.0%*	**71** *100.0%*	**102** *100.0%*	**146** *100.0%*	**156** *100.0%*	**102** *100.0%*	**-** **-**
No Answer	**5**	3	-	1	2	2	1	1	2	-	2	1	-	2	1	3	4	1	-
Always	**201** *77.9%*	41 *64.1%*	150 *81.5%* A	41 *60.3%*	146 *85.4%* C	16 *37.2%*	180 *85.7%* E	24 *61.5%*	42 *70.0%*	125 *83.9%* GH	68 *76.4%*	121 *77.1%*	12 *75.0%* **	54 *76.1%*	83 *81.4%*	109 *74.7%*	118 *75.6%*	83 *81.4%*	- -
Usually	**34** *13.2%*	13 *20.3%* b	21 *11.4%*	15 *22.1%* D	16 *9.4%*	15 *34.9%* F	19 *9.0%*	9 *23.1%* I	9 *15.0%*	16 *10.7%*	12 *13.5%*	22 *14.0%*	1 *6.3%* **	11 *15.5%*	8 *7.8%*	25 *17.1%* N	23 *14.7%*	11 *10.8%*	- -
Sometimes	**19** *7.4%*	8 *12.5%* b	11 *6.0%*	8 *11.8%* d	9 *5.3%*	9 *20.9%* F	10 *4.8%*	4 *10.3%*	7 *11.7%*	8 *5.4%*	6 *6.7%*	13 *8.3%*	1 *6.3%* **	5 *7.0%*	9 *8.8%*	10 *6.8%*	12 *7.7%*	7 *6.9%*	- -
Never	**4** *1.6%*	2 *3.1%*	2 *1.1%*	4 *5.9%* D	- -	3 *7.0%* F	1 *0.5%*	2 *5.1%* I	2 *3.3%* I	- -	3 *3.4%*	1 *0.6%*	2 *12.5%* **	1 *1.4%*	2 *2.0%*	2 *1.4%*	3 *1.9%*	1 *1.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**235** *91.1%*	54 *84.4%*	171 *92.9%* A	56 *82.4%*	162 *94.7%* C	31 *72.1%*	199 *94.8%* E	33 *84.6%*	51 *85.0%*	141 *94.6%* GH	80 *89.9%*	143 *91.1%*	13 *81.3%* **	65 *91.5%*	91 *89.2%*	134 *91.8%*	141 *90.4%*	94 *92.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**201** *77.9%*	41 *64.1%*	150 *81.5%* A	41 *60.3%*	146 *85.4%* C	16 *37.2%*	180 *85.7%* E	24 *61.5%*	42 *70.0%*	125 *83.9%* GH	68 *76.4%*	121 *77.1%*	12 *75.0%* **	54 *76.1%*	83 *81.4%*	109 *74.7%*	118 *75.6%*	83 *81.4%*	- -
3-Point Score	**2.69**	2.48	2.74	2.43	2.80	2.09	2.80	2.46	2.55	2.79	2.66	2.68	2.56	2.68	2.71	2.66	2.66	2.74	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																			
Total Eligible	**263** *100.0%*	**67** *100.0%*	**184** *100.0%*	**69** *100.0%*	**173** *100.0%*	**45** *100.0%*	**211** *100.0%*	**40** *100.0%*	**62** *100.0%*	**149** *100.0%*	**91** *100.0%*	**158** *100.0%*	**16** *100.0%*	**73** *100.0%*	**103** *100.0%*	**149** *100.0%*	**160** *100.0%*	**103** *100.0%*	**-** **-**
Total Valid Responses	**259** *100.0%*	**67** *100.0%*	**183** *100.0%*	**69** *100.0%*	**171** *100.0%*	**45** *100.0%*	**210** *100.0%*	**40** *100.0%*	**62** *100.0%*	**148** *100.0%*	**91** *100.0%*	**157** *100.0%*	**16** *100.0%*	**73** *100.0%*	**102** *100.0%*	**147** *100.0%*	**158** *100.0%*	**101** *100.0%*	**-** **-**
No Answer	**4**	-	1	-	2	-	1	-	-	1	-	1	-	-	1	2	2	2	-
Always	**207** *79.9%*	44 *65.7%*	154 *84.2%* A	42 *60.9%*	150 *87.7%* C	16 *35.6%*	187 *89.0%* E	26 *65.0%*	43 *69.4%*	129 *87.2%* GH	72 *79.1%*	125 *79.6%*	9 *56.3%* **	61 *83.6%*	84 *82.4%*	114 *77.6%*	123 *77.8%*	84 *83.2%*	- -
Usually	**34** *13.1%*	16 *23.9%* B	18 *9.8%*	17 *24.6%* D	15 *8.8%*	18 *40.0%* F	16 *7.6%*	7 *17.5%*	14 *22.6%* I	13 *8.8%*	10 *11.0%*	23 *14.6%*	2 *12.5%* **	8 *11.0%*	10 *9.8%*	23 *15.6%*	23 *14.6%*	11 *10.9%*	- -
Sometimes	**12** *4.6%*	3 *4.5%*	9 *4.9%*	4 *5.8%*	6 *3.5%*	7 *15.6%* F	5 *2.4%*	3 *7.5%*	3 *4.8%*	6 *4.1%*	6 *6.6%*	6 *3.8%*	3 *18.8%* **	3 *4.1%*	6 *5.9%*	6 *4.1%*	7 *4.4%*	5 *5.0%*	- -
Never	**6** *2.3%*	4 *6.0%* B	2 *1.1%*	6 *8.7%* D	- -	4 *8.9%* F	2 *1.0%*	4 *10.0%* I	2 *3.2%* I	- -	3 *3.3%*	3 *1.9%*	2 *12.5%* **	1 *1.4%*	2 *2.0%*	4 *2.7%*	5 *3.2%*	1 *1.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**241** *93.1%*	60 *89.6%*	172 *94.0%*	59 *85.5%*	165 *96.5%* C	34 *75.6%*	203 *96.7%* E	33 *82.5%*	57 *91.9%*	142 *95.9%* G	82 *90.1%*	148 *94.3%*	11 *68.8%* **	69 *94.5%*	94 *92.2%*	137 *93.2%*	146 *92.4%*	95 *94.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**207** *79.9%*	44 *65.7%*	154 *84.2%* A	42 *60.9%*	150 *87.7%* C	16 *35.6%*	187 *89.0%* E	26 *65.0%*	43 *69.4%*	129 *87.2%* GH	72 *79.1%*	125 *79.6%*	9 *56.3%* **	61 *83.6%*	84 *82.4%*	114 *77.6%*	123 *77.8%*	84 *83.2%*	- -
3-Point Score	**2.73**	2.55	2.78	2.46	2.84	2.11	2.86	2.48	2.61	2.83	2.69	2.74	2.25	2.78	2.75	2.71	2.70	2.77	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																			
Total Eligible	**263** *100.0%*	**67** *100.0%*	**184** *100.0%*	**69** *100.0%*	**173** *100.0%*	**45** *100.0%*	**211** *100.0%*	**40** *100.0%*	**62** *100.0%*	**149** *100.0%*	**91** *100.0%*	**158** *100.0%*	**16** *100.0%*	**73** *100.0%*	**103** *100.0%*	**149** *100.0%*	**160** *100.0%*	**103** *100.0%*	**-** **-**
Total Valid Responses	**258** *100.0%*	**67** *100.0%*	**184** *100.0%*	**69** *100.0%*	**171** *100.0%*	**45** *100.0%*	**211** *100.0%*	**40** *100.0%*	**62** *100.0%*	**149** *100.0%*	**91** *100.0%*	**158** *100.0%*	**16** *100.0%*	**73** *100.0%*	**102** *100.0%*	**147** *100.0%*	**159** *100.0%*	**99** *100.0%*	**-** **-**
No Answer	**5**	-	-	-	2	-	-	-	-	-	-	-	-	-	1	2	1	4	-
Always	**208** *80.6%*	46 *68.7%*	156 *84.8%* A	47 *68.1%*	147 *86.0%* C	17 *37.8%*	189 *89.6%* E	29 *72.5%*	42 *67.7%*	131 *87.9%* GH	70 *76.9%*	129 *81.6%*	11 *68.8%* **	57 *78.1%*	86 *84.3%*	114 *77.6%*	127 *79.9%*	81 *81.8%*	- -
Usually	**27** *10.5%*	9 *13.4%*	17 *9.2%*	10 *14.5%*	15 *8.8%*	13 *28.9%* F	14 *6.6%*	3 *7.5%*	11 *17.7%* I	12 *8.1%*	10 *11.0%*	17 *10.8%*	1 *6.3%* **	9 *12.3%*	7 *6.9%*	19 *12.9%*	18 *11.3%*	9 *9.1%*	- -
Sometimes	**19** *7.4%*	10 *14.9%* B	9 *4.9%*	8 *11.6%* d	9 *5.3%*	12 *26.7%* F	7 *3.3%*	6 *15.0%* I	7 *11.3%* I	6 *4.0%*	9 *9.9%*	10 *6.3%*	3 *18.8%* **	6 *8.2%*	7 *6.9%*	12 *8.2%*	10 *6.3%*	9 *9.1%*	- -
Never	**4** *1.6%*	2 *3.0%*	2 *1.1%*	4 *5.8%* D	- -	3 *6.7%* F	1 *0.5%*	2 *5.0%* I	2 *3.2%* I	- -	2 *2.2%*	2 *1.3%*	1 *6.3%* **	1 *1.4%*	2 *2.0%*	2 *1.4%*	4 *2.5%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**235** *91.1%*	55 *82.1%*	173 *94.0%* A	57 *82.6%*	162 *94.7%* C	30 *66.7%*	203 *96.2%* E	32 *80.0%*	53 *85.5%*	143 *96.0%* GH	80 *87.9%*	146 *92.4%*	12 *75.0%* **	66 *90.4%*	93 *91.2%*	133 *90.5%*	145 *91.2%*	90 *90.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**208** *80.6%*	46 *68.7%*	156 *84.8%* A	47 *68.1%*	147 *86.0%* C	17 *37.8%*	189 *89.6%* E	29 *72.5%*	42 *67.7%*	131 *87.9%* GH	70 *76.9%*	129 *81.6%*	11 *68.8%* **	57 *78.1%*	86 *84.3%*	114 *77.6%*	127 *79.9%*	81 *81.8%*	- -
3-Point Score	**2.72**	2.51	2.79	2.51	2.81	2.04	2.86	2.53	2.53	2.84	2.65	2.74	2.44	2.68	2.75	2.68	2.71	2.73	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																			
Total Eligible	**263** *100.0%*	**67** *100.0%*	**184** *100.0%*	**69** *100.0%*	**173** *100.0%*	**45** *100.0%*	**211** *100.0%*	**40** *100.0%*	**62** *100.0%*	**149** *100.0%*	**91** *100.0%*	**158** *100.0%*	**16** *100.0%*	**73** *100.0%*	**103** *100.0%*	**149** *100.0%*	**160** *100.0%*	**103** *100.0%*	**-** **-**
Total Valid Responses	**256** *100.0%*	**66** *100.0%*	**183** *100.0%*	**68** *100.0%*	**170** *100.0%*	**44** *100.0%*	**210** *100.0%*	**39** *100.0%*	**61** *100.0%*	**149** *100.0%*	**91** *100.0%*	**156** *100.0%*	**16** *100.0%*	**73** *100.0%*	**102** *100.0%*	**145** *100.0%*	**157** *100.0%*	**99** *100.0%*	**-** **-**
No Answer	**7**	1	1	1	3	1	1	1	1	-	-	2	-	-	1	4	3	4	-
Always	**188** *73.4%*	39 *59.1%*	142 *77.6%* A	33 *48.5%*	142 *83.5%* C	12 *27.3%*	174 *82.9%* E	23 *59.0%*	36 *59.0%*	122 *81.9%* GH	65 *71.4%*	114 *73.1%*	11 *68.8%* **	52 *71.2%*	73 *71.6%*	107 *73.8%*	112 *71.3%*	76 *76.8%*	- -
Usually	**41** *16.0%*	16 *24.2%* B	25 *13.7%*	20 *29.4%* D	19 *11.2%*	15 *34.1%* F	26 *12.4%*	8 *20.5%*	16 *26.2%* I	17 *11.4%*	12 *13.2%*	29 *18.6%*	2 *12.5%* **	10 *13.7%*	15 *14.7%*	25 *17.2%*	28 *17.8%*	13 *13.1%*	- -
Sometimes	**23** *9.0%*	9 *13.6%*	14 *7.7%*	11 *16.2%* D	9 *5.3%*	14 *31.8%* F	9 *4.3%*	6 *15.4%* i	7 *11.5%*	10 *6.7%*	11 *12.1%*	12 *7.7%*	1 *6.3%* **	10 *13.7%*	12 *11.8%*	11 *7.6%*	14 *8.9%*	9 *9.1%*	- -
Never	**4** *1.6%*	2 *3.0%*	2 *1.1%*	4 *5.9%* D	- -	3 *6.8%* F	1 *0.5%*	2 *5.1%* I	2 *3.3%* I	- -	3 *3.3%*	1 *0.6%*	2 *12.5%* **	1 *1.4%*	2 *2.0%*	2 *1.4%*	3 *1.9%*	1 *1.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**229** *89.5%*	55 *83.3%*	167 *91.3%* a	53 *77.9%*	161 *94.7%* C	27 *61.4%*	200 *95.2%* E	31 *79.5%*	52 *85.2%*	139 *93.3%* Gh	77 *84.6%*	143 *91.7%* j	13 *81.3%* **	62 *84.9%*	88 *86.3%*	132 *91.0%*	140 *89.2%*	89 *89.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**188** *73.4%*	39 *59.1%*	142 *77.6%* A	33 *48.5%*	142 *83.5%* C	12 *27.3%*	174 *82.9%* E	23 *59.0%*	36 *59.0%*	122 *81.9%* GH	65 *71.4%*	114 *73.1%*	11 *68.8%* **	52 *71.2%*	73 *71.6%*	107 *73.8%*	112 *71.3%*	76 *76.8%*	- -
3-Point Score	**2.63**	2.42	2.69	2.26	2.78	1.89	2.78	2.38	2.44	2.75	2.56	2.65	2.50	2.56	2.58	2.65	2.61	2.67	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																			
Total Eligible	**263** ***100.0%***	**67** ***100.0%***	**184** ***100.0%***	**69** ***100.0%***	**173** ***100.0%***	**45** ***100.0%***	**211** ***100.0%***	**40** ***100.0%***	**62** ***100.0%***	**149** ***100.0%***	**91** ***100.0%***	**158** ***100.0%***	**16** ***100.0%***	**73** ***100.0%***	**103** ***100.0%***	**149** ***100.0%***	**160** ***100.0%***	**103** ***100.0%***	**-** **-**
Total Valid Responses	**256** ***100.0%***	**65** ***100.0%***	**184** ***100.0%***	**67** ***100.0%***	**171** ***100.0%***	**45** ***100.0%***	**209** ***100.0%***	**40** ***100.0%***	**60** ***100.0%***	**149** ***100.0%***	**90** ***100.0%***	**158** ***100.0%***	**15** ***100.0%***	**73** ***100.0%***	**102** ***100.0%***	**145** ***100.0%***	**157** ***100.0%***	**99** ***100.0%***	**-** **-**
No Answer	**7**	2	-	2	2	-	2	-	2	-	1	-	1	-	1	4	3	4	-
Yes	**123** ***48.0%***	31 *47.7%*	90 *48.9%*	41 *61.2%* D	76 *44.4%*	27 *60.0%* f	94 *45.0%*	18 *45.0%*	30 *50.0%*	73 *49.0%*	53 *58.9%* K	68 *43.0%*	9 *60.0%* **	42 *57.5%*	31 *30.4%*	87 *60.0%* N	80 *51.0%*	43 *43.4%*	- -
No	**133** ***52.0%***	34 *52.3%*	94 *51.1%*	26 *38.8%*	95 *55.6%* C	18 *40.0%*	115 *55.0%* e	22 *55.0%*	30 *50.0%*	76 *51.0%*	37 *41.1%*	90 *57.0%* J	6 *40.0%* **	31 *42.5%*	71 *69.6%* O	58 *40.0%*	77 *49.0%*	56 *56.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**123** ***48.0%***	31 *47.7%*	90 *48.9%*	41 *61.2%* D	76 *44.4%*	27 *60.0%* f	94 *45.0%*	18 *45.0%*	30 *50.0%*	73 *49.0%*	53 *58.9%* K	68 *43.0%*	9 *60.0%* **	42 *57.5%*	31 *30.4%*	87 *60.0%* N	80 *51.0%*	43 *43.4%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q22. (CC) 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?																			
Total Eligible	**123** *100.0%*	**31** *100.0%*	**90** *100.0%*	**41** *100.0%*	**76** *100.0%*	**27** *100.0%*	**94** *100.0%*	**18** *100.0%*	**30** *100.0%*	**73** *100.0%*	**53** *100.0%*	**68** *100.0%*	**9** *100.0%*	**42** *100.0%*	**31** *100.0%*	**87** *100.0%*	**80** *100.0%*	**43** *100.0%*	**-** **-**
Total Valid Responses	**116** *100.0%*	**26** *100.0%*	**88** *100.0%*	**37** *100.0%*	**73** *100.0%*	**23** *100.0%*	**91** *100.0%*	**16** *100.0%*	**27** *100.0%*	**71** *100.0%*	**50** *100.0%*	**64** *100.0%*	**9** *100.0%*	**41** *100.0%*	**29** *100.0%*	**82** *100.0%*	**74** *100.0%*	**42** *100.0%*	**-** **-**
No Answer	**7**	5	2	4	3	4	3	2	3	2	3	4	-	1	2	5	6	1	-
Always	**75** *64.7%*	10 *38.5%* **	63 *71.6%*	16 *43.2%*	54 *74.0%* C	6 *26.1%* **	67 *73.6%*	5 *31.3%* **	14 *51.9%* **	54 *76.1%*	32 *64.0%*	41 *64.1%*	4 *44.4%* **	28 *68.3%*	20 *69.0%* **	51 *62.2%*	48 *64.9%*	27 *64.3%*	- -
Usually	**20** *17.2%*	9 *34.6%* **	11 *12.5%*	11 *29.7%* D	8 *11.0%*	9 *39.1%* **	11 *12.1%*	6 *37.5%* **	5 *18.5%* **	9 *12.7%*	7 *14.0%*	13 *20.3%*	1 *11.1%* **	6 *14.6%*	3 *10.3%* **	16 *19.5%*	14 *18.9%*	6 *14.3%*	- -
Sometimes	**15** *12.9%*	3 *11.5%* **	12 *13.6%*	5 *13.5%*	10 *13.7%*	5 *21.7%* **	10 *11.0%*	1 *6.3%* **	7 *25.9%* **	7 *9.9%*	8 *16.0%*	7 *10.9%*	2 *22.2%* **	6 *14.6%*	4 *13.8%* **	11 *13.4%*	9 *12.2%*	6 *14.3%*	- -
Never	**6** *5.2%*	4 *15.4%* **	2 *2.3%*	5 *13.5%* D	1 *1.4%*	3 *13.0%* **	3 *3.3%*	4 *25.0%* **	1 *3.7%* **	1 *1.4%*	3 *6.0%*	3 *4.7%*	2 *22.2%* **	1 *2.4%*	2 *6.9%* **	4 *4.9%*	3 *4.1%*	3 *7.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**95** *81.9%*	19 *73.1%* **	74 *84.1%*	27 *73.0%*	62 *84.9%*	15 *65.2%* **	78 *85.7%*	11 *68.8%* **	19 *70.4%* **	63 *88.7%*	39 *78.0%*	54 *84.4%*	5 *55.6%* **	34 *82.9%*	23 *79.3%* **	67 *81.7%*	62 *83.8%*	33 *78.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**75** *64.7%*	10 *38.5%* **	63 *71.6%*	16 *43.2%*	54 *74.0%* C	6 *26.1%* **	67 *73.6%*	5 *31.3%* **	14 *51.9%* **	54 *76.1%*	32 *64.0%*	41 *64.1%*	4 *44.4%* **	28 *68.3%*	20 *69.0%* **	51 *62.2%*	48 *64.9%*	27 *64.3%*	- -
3-Point Score	**2.47**	2.12	2.56	2.16	2.59	1.91	2.59	2.00	2.22	2.65	2.42	2.48	2.00	2.51	2.48	2.44	2.49	2.43	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q23. What number would you use to rate your personal doctor?																			
Total Eligible	**331** 100.0%	**86** 100.0%	**223** 100.0%	**78** 100.0%	**188** 100.0%	**63** 100.0%	**246** 100.0%	**54** 100.0%	**78** 100.0%	**177** 100.0%	**109** 100.0%	**202** 100.0%	**17** 100.0%	**89** 100.0%	**147** 100.0%	**161** 100.0%	**204** 100.0%	**127** 100.0%	**-** -
Total Valid Responses	**309** 100.0%	**81** 100.0%	**216** 100.0%	**75** 100.0%	**180** 100.0%	**63** 100.0%	**246** 100.0%	**51** 100.0%	**76** 100.0%	**170** 100.0%	**106** 100.0%	**192** 100.0%	**17** 100.0%	**86** 100.0%	**137** 100.0%	**154** 100.0%	**190** 100.0%	**119** 100.0%	**-** -
No Answer	**22**	5	7	3	8	-	-	3	2	7	3	10	-	3	10	7	14	8	-
10 - Best personal doctor possible	**169** 54.7%	25 30.9%	137 63.4% A	17 22.7%	126 70.0% C	- -	169 68.7% E	14 27.5%	28 36.8%	120 70.6% GH	54 50.9%	108 56.3%	6 35.3% **	47 54.7%	69 50.4%	87 56.5%	102 53.7%	67 56.3%	- -
9	**45** 14.6%	11 13.6%	34 15.7%	13 17.3%	30 16.7%	- -	45 18.3% E	8 15.7%	9 11.8%	28 16.5%	18 17.0%	26 13.5%	5 29.4% **	13 15.1%	21 15.3%	23 14.9%	23 12.1%	22 18.5%	- -
8	**32** 10.4%	8 9.9%	23 10.6%	11 14.7% D	11 6.1%	- -	32 13.0% E	3 5.9%	19 25.0% GI	9 5.3%	9 8.5%	22 11.5%	2 11.8% **	7 8.1%	16 11.7%	13 8.4%	21 11.1%	11 9.2%	- -
7	**24** 7.8%	11 13.6% B	10 4.6%	11 14.7% D	5 2.8%	24 38.1% F	- -	4 7.8%	11 14.5% I	6 3.5%	11 10.4%	12 6.3%	- - **	9 10.5%	9 6.6%	14 9.1%	18 9.5%	6 5.0%	- -
6	**4** 1.3%	3 3.7% B	1 0.5%	2 2.7%	1 0.6%	4 6.3% F	- -	2 3.9% i	1 1.3%	1 0.6%	3 2.8% k	1 0.5%	1 5.9% **	2 2.3%	2 1.5%	2 1.3%	3 1.6%	1 0.8%	- -
5	**17** 5.5%	11 13.6% B	6 2.8%	9 12.0% D	5 2.8%	17 27.0% F	- -	8 15.7% I	6 7.9% I	3 1.8%	3 2.8%	14 7.3%	2 11.8% **	1 1.2%	10 7.3%	7 4.5%	10 5.3%	7 5.9%	- -
4	**6** 1.9%	5 6.2% B	1 0.5%	6 8.0% D	- -	6 9.5% F	- -	5 9.8% HI	1 1.3%	- -	3 2.8%	2 1.0%	1 5.9% **	2 2.3%	3 2.2%	3 1.9%	4 2.1%	2 1.7%	- -
3	**4** 1.3%	3 3.7% B	1 0.5%	1 1.3%	1 0.6%	4 6.3% F	- -	3 5.9% HI	- -	1 0.6%	1 0.9%	3 1.6%	- - **	1 1.2%	3 2.2%	1 0.6%	3 1.6%	1 0.8%	- -
2	**5** 1.6%	1 1.2%	3 1.4%	3 4.0% D	- -	5 7.9% F	- -	1 2.0%	1 1.3%	2 1.2%	4 3.8% K	1 0.5%	- - **	4 4.7%	2 1.5%	3 1.9%	4 2.1%	1 0.8%	- -
1	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
0 - Worst personal doctor possible	**3** 1.0%	3 3.7% B	- -	2 2.7%	1 0.6%	3 4.8% F	- -	3 5.9% HI	- -	- -	- -	3 1.6%	- - **	- -	2 1.5%	1 0.6%	2 1.1%	1 0.8%	- -
SUMMARY - 0-3	**12** 3.9%	7 8.6% B	4 1.9%	6 8.0% D	2 1.1%	12 19.0% F	- -	7 13.7% HI	1 1.3%	3 1.8%	5 4.7%	7 3.6%	- - **	5 5.8%	7 5.1%	5 3.2%	9 4.7%	3 2.5%	- -
SUMMARY - 4-7	**51** 16.5%	30 37.0% B	18 8.3%	28 37.3% D	11 6.1%	51 81.0% F	- -	19 37.3% I	19 25.0% I	10 5.9%	20 18.9%	29 15.1%	4 23.5% **	14 16.3%	24 17.5%	26 16.9%	35 18.4%	16 13.4%	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**246** 79.6%	44 54.3%	194 89.8% A	41 54.7%	167 92.8% C	- -	246 100.0% E	25 49.0%	56 73.7% G	157 92.4% GH	81 76.4%	156 81.3%	13 76.5% **	67 77.9%	106 77.4%	123 79.9%	146 76.8%	100 84.0%	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**214** 69.3%	36 44.4%	171 79.2% A	30 40.0%	156 86.7% C	- -	214 87.0% E	22 43.1%	37 48.7%	148 87.1% GH	72 67.9%	134 69.8%	11 64.7% **	60 69.8%	90 65.7%	110 71.4%	125 65.8%	89 74.8% p	- -
3-Point Score	**2.57**	2.12	2.74	2.09	2.82	1.38	2.87	2.00	2.37	2.83	2.55	2.57	2.41	2.58	2.50	2.60	2.52	2.64	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q24. In the last 6 months, did you make any appointments to see a specialist?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**420** *100.0%*	**129** *100.0%*	**275** *100.0%*	**103** *100.0%*	**215** *100.0%*	**61** *100.0%*	**242** *100.0%*	**86** *100.0%*	**97** *100.0%*	**221** *100.0%*	**123** *100.0%*	**283** *100.0%*	**19** *100.0%*	**101** *100.0%*	**207** *100.0%*	**189** *100.0%*	**274** *100.0%*	**146** *100.0%*	**-** **-**
No Answer	**71**	2	2	5	10	2	4	1	3	-	1	2	-	1	14	10	8	63	-
Yes	**144** *34.3%*	38 *29.5%*	101 *36.7%*	40 *38.8%*	87 *40.5%*	24 *39.3%*	94 *38.8%*	21 *24.4%*	38 *39.2%* G	80 *36.2%* G	62 *50.4%* K	79 *27.9%*	9 *47.4%* **	51 *50.5%*	40 *19.3%*	94 *49.7%* N	100 *36.5%*	44 *30.1%*	- -
No	**276** *65.7%*	91 *70.5%*	174 *63.3%*	63 *61.2%*	128 *59.5%*	37 *60.7%*	148 *61.2%*	65 *75.6%* HI	59 *60.8%*	141 *63.8%*	61 *49.6%*	204 *72.1%* J	10 *52.6%* **	50 *49.5%*	167 *80.7%* O	95 *50.3%*	174 *63.5%*	102 *69.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**144** *34.3%*	38 *29.5%*	101 *36.7%*	40 *38.8%*	87 *40.5%*	24 *39.3%*	94 *38.8%*	21 *24.4%*	38 *39.2%* G	80 *36.2%* G	62 *50.4%* K	79 *27.9%*	9 *47.4%* **	51 *50.5%*	40 *19.3%*	94 *49.7%* N	100 *36.5%*	44 *30.1%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																			
Total Eligible	**144** *100.0%*	**38** *100.0%*	**101** *100.0%*	**40** *100.0%*	**87** *100.0%*	**24** *100.0%*	**94** *100.0%*	**21** *100.0%*	**38** *100.0%*	**80** *100.0%*	**62** *100.0%*	**79** *100.0%*	**9** *100.0%*	**51** *100.0%*	**40** *100.0%*	**94** *100.0%*	**100** *100.0%*	**44** *100.0%*	**-** **-**
Total Valid Responses	**138** *100.0%*	**36** *100.0%*	**97** *100.0%*	**39** *100.0%*	**84** *100.0%*	**23** *100.0%*	**90** *100.0%*	**19** *100.0%*	**38** *100.0%*	**76** *100.0%*	**61** *100.0%*	**74** *100.0%*	**8** *100.0%*	**51** *100.0%*	**39** *100.0%*	**91** *100.0%*	**96** *100.0%*	**42** *100.0%*	**-** **-**
No Answer	**6**	2	4	1	3	1	4	2	-	4	1	5	1	-	1	3	4	2	-
Always	**71** *51.4%*	12 *33.3%*	55 *56.7%* A	15 *38.5%*	47 *56.0%* c	11 *47.8%* **	47 *52.2%*	5 *26.3%* **	16 *42.1%*	46 *60.5%* h	31 *50.8%*	38 *51.4%*	4 *50.0%* **	26 *51.0%*	20 *51.3%*	46 *50.5%*	52 *54.2%*	19 *45.2%*	- -
Usually	**27** *19.6%*	13 *36.1%* B	14 *14.4%*	10 *25.6%*	15 *17.9%*	7 *30.4%* **	16 *17.8%*	7 *36.8%* **	10 *26.3%* i	10 *13.2%*	12 *19.7%*	15 *20.3%*	2 *25.0%* **	9 *17.6%*	7 *17.9%*	19 *20.9%*	19 *19.8%*	8 *19.0%*	- -
Sometimes	**30** *21.7%*	7 *19.4%*	22 *22.7%*	11 *28.2%*	16 *19.0%*	5 *21.7%* **	19 *21.1%*	4 *21.1%* **	6 *15.8%*	19 *25.0%*	17 *27.9%*	12 *16.2%*	2 *25.0%* **	15 *29.4%*	8 *20.5%*	20 *22.0%*	18 *18.8%*	12 *28.6%*	- -
Never	**10** *7.2%*	4 *11.1%*	6 *6.2%*	3 *7.7%*	6 *7.1%*	- - **	8 *8.9%*	3 *15.8%* **	6 *15.8%* l	1 *1.3%*	1 *1.6%*	9 *12.2%* J	- - **	1 *2.0%*	4 *10.3%*	6 *6.6%*	7 *7.3%*	3 *7.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**98** *71.0%*	25 *69.4%*	69 *71.1%*	25 *64.1%*	62 *73.8%*	18 *78.3%* **	63 *70.0%*	12 *63.2%* **	26 *68.4%*	56 *73.7%*	43 *70.5%*	53 *71.6%*	6 *75.0%* **	35 *68.6%*	27 *69.2%*	65 *71.4%*	71 *74.0%*	27 *64.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**71** *51.4%*	12 *33.3%*	55 *56.7%* A	15 *38.5%*	47 *56.0%* c	11 *47.8%* **	47 *52.2%*	5 *26.3%* **	16 *42.1%*	46 *60.5%* h	31 *50.8%*	38 *51.4%*	4 *50.0%* **	26 *51.0%*	20 *51.3%*	46 *50.5%*	52 *54.2%*	19 *45.2%*	- -
3-Point Score	**2.22**	2.03	2.28	2.03	2.30	2.26	2.22	1.89	2.11	2.34	2.21	2.23	2.25	2.20	2.21	2.22	2.28	2.10	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q26. How many specialists have you seen in the last 6 months?																			
Total Eligible	**144** ***100.0%***	**38** ***100.0%***	**101** ***100.0%***	**40** ***100.0%***	**87** ***100.0%***	**24** ***100.0%***	**94** ***100.0%***	**21** ***100.0%***	**38** ***100.0%***	**80** ***100.0%***	**62** ***100.0%***	**79** ***100.0%***	**9** ***100.0%***	**51** ***100.0%***	**40** ***100.0%***	**94** ***100.0%***	**100** ***100.0%***	**44** ***100.0%***	**-** **-**
Total Valid Responses	**140** ***100.0%***	**38** ***100.0%***	**97** ***100.0%***	**40** ***100.0%***	**84** ***100.0%***	**24** ***100.0%***	**92** ***100.0%***	**21** ***100.0%***	**38** ***100.0%***	**76** ***100.0%***	**61** ***100.0%***	**76** ***100.0%***	**9** ***100.0%***	**50** ***100.0%***	**39** ***100.0%***	**92** ***100.0%***	**97** ***100.0%***	**43** ***100.0%***	**-** **-**
No Answer	**4**	-	4	-	3	-	2	-	-	4	1	3	-	1	1	2	3	1	-
None	**16** ***11.4%***	5 *13.2%*	11 *11.3%*	3 *7.5%*	9 *10.7%*	1 *4.2%* **	11 *12.0%*	3 *14.3%* **	7 *18.4%* i	6 *7.9%*	3 *4.9%*	13 *17.1%* J	- - **	3 *6.0%*	8 *20.5%* O	6 *6.5%*	13 *13.4%*	3 *7.0%*	- -
1 specialist	**66** ***47.1%***	21 *55.3%*	43 *44.3%*	20 *50.0%*	38 *45.2%*	12 *50.0%* **	46 *50.0%*	11 *52.4%* **	18 *47.4%*	35 *46.1%*	27 *44.3%*	37 *48.7%*	5 *55.6%* **	21 *42.0%*	19 *48.7%*	42 *45.7%*	50 *51.5%*	16 *37.2%*	- -
2	**38** ***27.1%***	8 *21.1%*	29 *29.9%*	14 *35.0%*	23 *27.4%*	7 *29.2%* **	21 *22.8%*	6 *28.6%* **	9 *23.7%*	22 *28.9%*	17 *27.9%*	20 *26.3%*	2 *22.2%* **	14 *28.0%*	9 *23.1%*	28 *30.4%*	21 *21.6%*	17 *39.5%* P	- -
3	**11** ***7.9%***	3 *7.9%*	7 *7.2%*	1 *2.5%*	8 *9.5%*	3 *12.5%* **	7 *7.6%*	- - **	4 *10.5%*	6 *7.9%*	7 *11.5%*	4 *5.3%*	1 *11.1%* **	6 *12.0%*	2 *5.1%*	9 *9.8%*	6 *6.2%*	5 *11.6%*	- -
4	**4** ***2.9%***	- -	3 *3.1%*	1 *2.5%*	2 *2.4%*	1 *4.2%* **	3 *3.3%*	- - **	- -	3 *3.9%*	4 *6.6%* K	- -	- - **	4 *8.0%*	- -	3 *3.3%*	3 *3.1%*	1 *2.3%*	- -
5 or more specialists	**5** ***3.6%***	1 *2.6%*	4 *4.1%*	1 *2.5%*	4 *4.8%*	- - **	4 *4.3%*	1 *4.8%* **	- -	4 *5.3%*	3 *4.9%*	2 *2.6%*	1 *11.1%* **	2 *4.0%*	1 *2.6%*	4 *4.3%*	4 *4.1%*	1 *2.3%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**124** ***88.6%***	33 *86.8%*	86 *88.7%*	37 *92.5%*	75 *89.3%*	23 *95.8%* **	81 *88.0%*	18 *85.7%* **	31 *81.6%*	70 *92.1%* h	58 *95.1%* K	63 *82.9%*	9 *100.0%* **	47 *94.0%*	31 *79.5%*	86 *93.5%* N	84 *86.6%*	40 *93.0%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q27. What number would you use to rate that specialist?																			
Total Eligible	**124** *100.0%*	**33** *100.0%*	**86** *100.0%*	**37** *100.0%*	**75** *100.0%*	**23** *100.0%*	**81** *100.0%*	**18** *100.0%*	**31** *100.0%*	**70** *100.0%*	**58** *100.0%*	**63** *100.0%*	**9** *100.0%*	**47** *100.0%*	**31** *100.0%*	**86** *100.0%*	**84** *100.0%*	**40** *100.0%*	**-** **-**
Total Valid Responses	**124** *100.0%*	**33** *100.0%*	**86** *100.0%*	**37** *100.0%*	**75** *100.0%*	**23** *100.0%*	**81** *100.0%*	**18** *100.0%*	**31** *100.0%*	**70** *100.0%*	**58** *100.0%*	**63** *100.0%*	**9** *100.0%*	**47** *100.0%*	**31** *100.0%*	**86** *100.0%*	**84** *100.0%*	**40** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	**73** *58.9%*	11 *33.3%*	59 *68.6%* A	11 *29.7%*	54 *72.0%* C	9 *39.1%* **	56 *69.1%*	5 *27.8%* **	14 *45.2%*	51 *72.9%* H	34 *58.6%*	38 *60.3%*	4 *44.4%* **	29 *61.7%*	16 *51.6%*	52 *60.5%*	51 *60.7%*	22 *55.0%*	- -
9	**17** *13.7%*	4 *12.1%*	13 *15.1%*	5 *13.5%*	10 *13.3%*	3 *13.0%* **	12 *14.8%*	2 *11.1%* **	5 *16.1%*	10 *14.3%*	10 *17.2%*	7 *11.1%*	2 *22.2%* **	8 *17.0%*	5 *16.1%*	10 *11.6%*	8 *9.5%*	9 *22.5%* p	- -
8	**18** *14.5%*	6 *18.2%*	10 *11.6%*	9 *24.3%* d	8 *10.7%*	4 *17.4%* **	8 *9.9%*	3 *16.7%* **	8 *25.8%* I	5 *7.1%*	6 *10.3%*	10 *15.9%*	1 *11.1%* **	5 *10.6%*	5 *16.1%*	13 *15.1%*	11 *13.1%*	7 *17.5%*	- -
7	**1** *0.8%*	1 *3.0%*	- -	- -	1 *1.3%*	- - **	1 *1.2%*	- - **	1 *3.2%*	- -	- -	1 *1.6%*	- - **	- -	1 *3.2%* o	- -	1 *1.2%*	- -	- -
6	**3** *2.4%*	2 *6.1%*	1 *1.2%*	2 *5.4%*	1 *1.3%*	2 *8.7%* **	- -	2 *11.1%* **	- -	1 *1.4%*	1 *1.7%*	2 *3.2%*	- - **	- -	1 *3.2%*	2 *2.3%*	3 *3.6%*	- -	- -
5	**8** *6.5%*	6 *18.2%* B	2 *2.3%*	7 *18.9%* D	1 *1.3%*	4 *17.4%* **	2 *2.5%*	3 *16.7%* **	3 *9.7%*	2 *2.9%*	5 *8.6%*	3 *4.8%*	2 *22.2%* **	3 *6.4%*	- -	8 *9.3%* n	7 *8.3%*	1 *2.5%*	- -
4	**-** **-**	- -	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
3	**2** *1.6%*	1 *3.0%*	1 *1.2%*	1 *2.7%*	- -	- - **	1 *1.2%*	1 *5.6%* **	- -	1 *1.4%*	2 *3.4%*	- -	- - **	2 *4.3%*	2 *6.5%* O	- -	2 *2.4%*	- -	- -
2	**1** *0.8%*	1 *3.0%*	- -	1 *2.7%*	- -	- - **	1 *1.2%*	1 *5.6%* **	- -	- -	- -	1 *1.6%*	- - **	- -	- -	1 *1.2%*	- -	1 *2.5%*	- -
1	**1** *0.8%*	1 *3.0%*	- -	1 *2.7%*	- -	1 *4.3%* **	- -	1 *5.6%* **	- -	- -	- -	1 *1.6%*	- - **	- -	1 *3.2%* o	- -	1 *1.2%*	- -	- -
0 - Worst specialist possible	**-** **-**	- -	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
SUMMARY - 0-3	**4** *3.2%*	3 *9.1%* B	1 *1.2%*	3 *8.1%* D	- -	1 *4.3%* **	2 *2.5%*	3 *16.7%* **	- -	1 *1.4%*	2 *3.4%*	2 *3.2%*	- - **	2 *4.3%*	3 *9.7%* O	1 *1.2%*	3 *3.6%*	1 *2.5%*	- -
SUMMARY - 4-7	**12** *9.7%*	9 *27.3%* B	3 *3.5%*	9 *24.3%* D	3 *4.0%*	6 *26.1%* **	3 *3.7%*	5 *27.8%* **	4 *12.9%*	3 *4.3%*	6 *10.3%*	6 *9.5%*	2 *22.2%* **	3 *6.4%*	2 *6.5%*	10 *11.6%*	11 *13.1%* q	1 *2.5%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**108** *87.1%*	21 *63.6%*	82 *95.3%* A	25 *67.6%*	72 *96.0%* C	16 *69.6%* **	76 *93.8%*	10 *55.6%* **	27 *87.1%*	66 *94.3%*	50 *86.2%*	55 *87.3%*	7 *77.8%* **	42 *89.4%*	26 *83.9%*	75 *87.2%*	70 *83.3%*	38 *95.0%* p	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**90** *72.6%*	15 *45.5%*	72 *83.7%* A	16 *43.2%*	64 *85.3%* C	12 *52.2%* **	68 *84.0%*	7 *38.9%* **	19 *61.3%*	61 *87.1%* H	44 *75.9%*	45 *71.4%*	6 *66.7%* **	37 *78.7%*	21 *67.7%*	62 *72.1%*	59 *70.2%*	31 *77.5%*	- -
3-Point Score	**2.60**	2.12	2.79	2.11	2.83	2.22	2.79	1.94	2.52	2.81	2.62	2.60	2.44	2.68	2.55	2.59	2.55	2.73	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
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?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**412** *100.0%*	**127** *100.0%*	**273** *100.0%*	**98** *100.0%*	**212** *100.0%*	**61** *100.0%*	**237** *100.0%*	**85** *100.0%*	**98** *100.0%*	**217** *100.0%*	**122** *100.0%*	**281** *100.0%*	**18** *100.0%*	**101** *100.0%*	**204** *100.0%*	**184** *100.0%*	**270** *100.0%*	**142** *100.0%*	**-** **-**
No Answer	**79**	4	4	10	13	2	9	2	2	4	2	4	1	1	17	15	12	67	-
Yes	**65** ***15.8%***	21 *16.5%*	43 *15.8%*	20 *20.4%*	35 *16.5%*	12 *19.7%*	36 *15.2%*	9 *10.6%*	22 *22.4%* G	33 *15.2%*	35 *28.7%* K	29 *10.3%*	3 *16.7%* **	32 *31.7%*	25 *12.3%*	37 *20.1%* N	43 *15.9%*	22 *15.5%*	- -
No	**347** ***84.2%***	106 *83.5%*	230 *84.2%*	78 *79.6%*	177 *83.5%*	49 *80.3%*	201 *84.8%*	76 *89.4%* H	76 *77.6%*	184 *84.8%*	87 *71.3%*	252 *89.7%* J	15 *83.3%* **	69 *68.3%*	179 *87.7%* O	147 *79.9%*	227 *84.1%*	120 *84.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**65** ***15.8%***	21 *16.5%*	43 *15.8%*	20 *20.4%*	35 *16.5%*	12 *19.7%*	36 *15.2%*	9 *10.6%*	22 *22.4%* G	33 *15.2%*	35 *28.7%* K	29 *10.3%*	3 *16.7%* **	32 *31.7%*	25 *12.3%*	37 *20.1%* N	43 *15.9%*	22 *15.5%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q29. (PNI) 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?																			
Total Eligible	**65** *100.0%*	**21** *100.0%*	**43** *100.0%*	**20** *100.0%*	**35** *100.0%*	**12** *100.0%*	**36** *100.0%*	**9** *100.0%*	**22** *100.0%*	**33** *100.0%*	**35** *100.0%*	**29** *100.0%*	**3** *100.0%*	**32** *100.0%*	**25** *100.0%*	**37** *100.0%*	**43** *100.0%*	**22** *100.0%*	**-** **-**
Total Valid Responses	**63** *100.0%*	**21** *100.0%*	**41** *100.0%*	**19** *100.0%*	**35** *100.0%*	**11** *100.0%*	**36** *100.0%*	**9** *100.0%*	**21** *100.0%*	**32** *100.0%*	**34** *100.0%*	**28** *100.0%*	**3** *100.0%*	**31** *100.0%*	**23** *100.0%*	**37** *100.0%*	**41** *100.0%*	**22** *100.0%*	**-** **-**
No Answer	**2**	-	2	1	-	1	-	-	1	1	1	1	-	1	2	-	2	-	-
Always	**22** *34.9%*	7 *33.3%* **	15 *36.6%*	3 *15.8%* **	17 *48.6%*	- - **	14 *38.9%*	2 *22.2%* **	7 *33.3%* **	13 *40.6%*	14 *41.2%*	8 *28.6%* **	1 *33.3%* **	13 *41.9%*	6 *26.1%* **	16 *43.2%*	18 *43.9%*	4 *18.2%* **	- -
Usually	**10** *15.9%*	3 *14.3%* **	7 *17.1%*	4 *21.1%* **	5 *14.3%*	3 *27.3%* **	6 *16.7%*	1 *11.1%* **	4 *19.0%* **	5 *15.6%*	7 *20.6%*	3 *10.7%* **	- - **	7 *22.6%*	4 *17.4%* **	6 *16.2%*	6 *14.6%*	4 *18.2%* **	- -
Sometimes	**26** *41.3%*	8 *38.1%* **	17 *41.5%*	10 *52.6%* **	12 *34.3%*	7 *63.6%* **	14 *38.9%*	4 *44.4%* **	9 *42.9%* **	12 *37.5%*	11 *32.4%*	15 *53.6%* **	1 *33.3%* **	10 *32.3%*	12 *52.2%* **	12 *32.4%*	14 *34.1%*	12 *54.5%* **	- -
Never	**5** *7.9%*	3 *14.3%* **	2 *4.9%*	2 *10.5%* **	1 *2.9%*	1 *9.1%* **	2 *5.6%*	2 *22.2%* **	1 *4.8%* **	2 *6.3%*	2 *5.9%*	2 *7.1%* **	1 *33.3%* **	1 *3.2%*	1 *4.3%* **	3 *8.1%*	3 *7.3%*	2 *9.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**32** *50.8%*	10 *47.6%* **	22 *53.7%*	7 *36.8%* **	22 *62.9%*	3 *27.3%* **	20 *55.6%*	3 *33.3%* **	11 *52.4%* **	18 *56.3%*	21 *61.8%*	11 *39.3%* **	1 *33.3%* **	20 *64.5%*	10 *43.5%* **	22 *59.5%*	24 *58.5%*	8 *36.4%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**22** *34.9%*	7 *33.3%* **	15 *36.6%*	3 *15.8%* **	17 *48.6%*	- - **	14 *38.9%*	2 *22.2%* **	7 *33.3%* **	13 *40.6%*	14 *41.2%*	8 *28.6%* **	1 *33.3%* **	13 *41.9%*	6 *26.1%* **	16 *43.2%*	18 *43.9%*	4 *18.2%* **	- -
3-Point Score	**1.86**	1.81	1.90	1.53	2.11	1.27	1.94	1.56	1.86	1.97	2.03	1.68	1.67	2.06	1.70	2.03	2.02	1.55	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q30. In the last 6 months, did you get information or help from your health plan's customer service?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**409** *100.0%*	**124** *100.0%*	**275** *100.0%*	**96** *100.0%*	**214** *100.0%*	**61** *100.0%*	**237** *100.0%*	**82** *100.0%*	**98** *100.0%*	**219** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**203** *100.0%*	**185** *100.0%*	**267** *100.0%*	**142** *100.0%*	**-** **-**
No Answer	**82**	7	2	12	11	2	9	5	2	2	-	-	-	-	18	14	15	67	-
Yes	**124** *30.3%*	25 *20.2%*	96 *34.9%* A	28 *29.2%*	77 *36.0%*	25 *41.0%*	81 *34.2%*	14 *17.1%*	23 *23.5%*	84 *38.4%* GH	124 *100.0%* K	- -	19 *100.0%* **	102 *100.0%*	43 *21.2%*	73 *39.5%* N	71 *26.6%*	53 *37.3%* P	- -
No	**285** *69.7%*	99 *79.8%* B	179 *65.1%*	68 *70.8%*	137 *64.0%*	36 *59.0%*	156 *65.8%*	68 *82.9%* I	75 *76.5%* I	135 *61.6%*	- -	285 *100.0%* J	- - **	- -	160 *78.8%* O	112 *60.5%*	196 *73.4%* Q	89 *62.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**124** *30.3%*	25 *20.2%*	96 *34.9%* A	28 *29.2%*	77 *36.0%*	25 *41.0%*	81 *34.2%*	14 *17.1%*	23 *23.5%*	84 *38.4%* GH	124 *100.0%* K	- -	19 *100.0%* **	102 *100.0%*	43 *21.2%*	73 *39.5%* N	71 *26.6%*	53 *37.3%* P	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																			
Total Eligible	**124** ***100.0%***	**25** ***100.0%***	**96** ***100.0%***	**28** ***100.0%***	**77** ***100.0%***	**25** ***100.0%***	**81** ***100.0%***	**14** ***100.0%***	**23** ***100.0%***	**84** ***100.0%***	**124** ***100.0%***	**-** **-**	**19** ***100.0%***	**102** ***100.0%***	**43** ***100.0%***	**73** ***100.0%***	**71** ***100.0%***	**53** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**24** ***100.0%***	**94** ***100.0%***	**27** ***100.0%***	**75** ***100.0%***	**23** ***100.0%***	**80** ***100.0%***	**13** ***100.0%***	**23** ***100.0%***	**82** ***100.0%***	**121** ***100.0%***	**-** **-**	**19** ***100.0%***	**102** ***100.0%***	**43** ***100.0%***	**70** ***100.0%***	**68** ***100.0%***	**53** ***100.0%***	**-** **-**
No Answer	**3**	1	2	1	2	2	1	1	-	2	3	-	-	-	-	3	3	-	-
Always	**77** ***63.6%***	14 *58.3%* **	61 *64.9%*	12 *44.4%* **	51 *68.0%*	11 *47.8%* **	54 *67.5%*	7 *53.8%* **	10 *43.5%* **	58 *70.7%*	77 *63.6%*	- -	- - **	77 *75.5%*	30 *69.8%*	41 *58.6%*	48 *70.6%* q	29 *54.7%*	- -
Usually	**25** ***20.7%***	4 *16.7%* **	20 *21.3%*	7 *25.9%* **	15 *20.0%*	8 *34.8%* **	13 *16.3%*	2 *15.4%* **	9 *39.1%* **	13 *15.9%*	25 *20.7%*	- -	- - **	25 *24.5%*	8 *18.6%*	16 *22.9%*	13 *19.1%*	12 *22.6%*	- -
Sometimes	**18** ***14.9%***	6 *25.0%* **	12 *12.8%*	8 *29.6%* **	8 *10.7%*	4 *17.4%* **	12 *15.0%*	4 *30.8%* **	4 *17.4%* **	10 *12.2%*	18 *14.9%*	- -	18 *94.7%* **	- -	5 *11.6%*	12 *17.1%*	7 *10.3%*	11 *20.8%*	- -
Never	**1** ***0.8%***	- - **	1 *1.1%*	- - **	1 *1.3%*	- - **	1 *1.3%*	- - **	- - **	1 *1.2%*	1 *0.8%*	- -	1 *5.3%* **	- -	- -	1 *1.4%*	- -	1 *1.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**102** ***84.3%***	18 *75.0%* **	81 *86.2%*	19 *70.4%* **	66 *88.0%*	19 *82.6%* **	67 *83.8%*	9 *69.2%* **	19 *82.6%* **	71 *86.6%*	102 *84.3%*	- -	- - **	102 *100.0%*	38 *88.4%*	57 *81.4%*	61 *89.7%* q	41 *77.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**77** ***63.6%***	14 *58.3%* **	61 *64.9%*	12 *44.4%* **	51 *68.0%*	11 *47.8%* **	54 *67.5%*	7 *53.8%* **	10 *43.5%* **	58 *70.7%*	77 *63.6%*	- -	- - **	77 *75.5%*	30 *69.8%*	41 *58.6%*	48 *70.6%* q	29 *54.7%*	- -
3-Point Score	**2.48**	2.33	2.51	2.15	2.56	2.30	2.51	2.23	2.26	2.57	2.48	-	1.00	2.75	2.58	2.40	2.60	2.32	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																			
Total Eligible	**124** ***100.0%***	**25** ***100.0%***	**96** ***100.0%***	**28** ***100.0%***	**77** ***100.0%***	**25** ***100.0%***	**81** ***100.0%***	**14** ***100.0%***	**23** ***100.0%***	**84** ***100.0%***	**124** ***100.0%***	**-** **-**	**19** ***100.0%***	**102** ***100.0%***	**43** ***100.0%***	**73** ***100.0%***	**71** ***100.0%***	**53** ***100.0%***	**-** **-**
Total Valid Responses	**120** ***100.0%***	**24** ***100.0%***	**94** ***100.0%***	**27** ***100.0%***	**75** ***100.0%***	**22** ***100.0%***	**80** ***100.0%***	**13** ***100.0%***	**23** ***100.0%***	**82** ***100.0%***	**120** ***100.0%***	**-** **-**	**19** ***100.0%***	**101** ***100.0%***	**42** ***100.0%***	**70** ***100.0%***	**68** ***100.0%***	**52** ***100.0%***	**-** **-**
No Answer	**4**	1	2	1	2	3	1	1	-	2	4	-	-	1	1	3	3	1	-
Always	**102** ***85.0%***	21 *87.5%* **	80 *85.1%*	17 *63.0%* **	69 *92.0%*	17 *77.3%* **	68 *85.0%*	12 *92.3%* **	16 *69.6%* **	73 *89.0%*	102 *85.0%*	- -	14 *73.7%* **	88 *87.1%*	35 *83.3%*	61 *87.1%*	57 *83.8%*	45 *86.5%*	- -
Usually	**8** ***6.7%***	2 *8.3%* **	6 *6.4%*	3 *11.1%* **	4 *5.3%*	3 *13.6%* **	5 *6.3%*	1 *7.7%* **	3 *13.0%* **	4 *4.9%*	8 *6.7%*	- -	1 *5.3%* **	7 *6.9%*	2 *4.8%*	5 *7.1%*	6 *8.8%*	2 *3.8%*	- -
Sometimes	**8** ***6.7%***	1 *4.2%* **	7 *7.4%*	6 *22.2%* **	1 *1.3%*	1 *4.5%* **	7 *8.8%*	- - **	4 *17.4%* **	4 *4.9%*	8 *6.7%*	- -	4 *21.1%* **	4 *4.0%*	4 *9.5%*	3 *4.3%*	5 *7.4%*	3 *5.8%*	- -
Never	**2** ***1.7%***	- - **	1 *1.1%*	1 *3.7%* **	1 *1.3%*	1 *4.5%* **	- -	- - **	- - **	1 *1.2%*	2 *1.7%*	- -	- - **	2 *2.0%*	1 *2.4%*	1 *1.4%*	- -	2 *3.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**110** ***91.7%***	23 *95.8%* **	86 *91.5%*	20 *74.1%* **	73 *97.3%*	20 *90.9%* **	73 *91.3%*	13 *100.0%* **	19 *82.6%* **	77 *93.9%*	110 *91.7%*	- -	15 *78.9%* **	95 *94.1%*	37 *88.1%*	66 *94.3%*	63 *92.6%*	47 *90.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**102** ***85.0%***	21 *87.5%* **	80 *85.1%*	17 *63.0%* **	69 *92.0%*	17 *77.3%* **	68 *85.0%*	12 *92.3%* **	16 *69.6%* **	73 *89.0%*	102 *85.0%*	- -	14 *73.7%* **	88 *87.1%*	35 *83.3%*	61 *87.1%*	57 *83.8%*	45 *86.5%*	- -
3-Point Score	**2.77**	2.83	2.77	2.37	2.89	2.68	2.76	2.92	2.52	2.83	2.77	-	2.53	2.81	2.71	2.81	2.76	2.77	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q33. In the last 6 months, did your health plan give you any forms to fill out?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**403** ***100.0%***	**126** ***100.0%***	**269** ***100.0%***	**99** ***100.0%***	**210** ***100.0%***	**59** ***100.0%***	**231** ***100.0%***	**82** ***100.0%***	**99** ***100.0%***	**214** ***100.0%***	**119** ***100.0%***	**278** ***100.0%***	**19** ***100.0%***	**97** ***100.0%***	**199** ***100.0%***	**186** ***100.0%***	**265** ***100.0%***	**138** ***100.0%***	**-** **-**
No Answer	**88**	5	8	9	15	4	15	5	1	7	5	7	-	5	22	13	17	71	-
Yes	**106** ***26.3%***	27 *21.4%*	79 *29.4%* a	23 *23.2%*	67 *31.9%*	13 *22.0%*	66 *28.6%*	16 *19.5%*	31 *31.3%* g	59 *27.6%*	55 *46.2%* K	50 *18.0%*	7 *36.8%* **	48 *49.5%*	46 *23.1%*	55 *29.6%*	63 *23.8%*	43 *31.2%*	- -
No	**297** ***73.7%***	99 *78.6%* b	190 *70.6%*	76 *76.8%*	143 *68.1%*	46 *78.0%*	165 *71.4%*	66 *80.5%* h	68 *68.7%*	155 *72.4%*	64 *53.8%*	228 *82.0%* J	12 *63.2%* **	49 *50.5%*	153 *76.9%*	131 *70.4%*	202 *76.2%*	95 *68.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**106** ***26.3%***	27 *21.4%*	79 *29.4%* a	23 *23.2%*	67 *31.9%*	13 *22.0%*	66 *28.6%*	16 *19.5%*	31 *31.3%* g	59 *27.6%*	55 *46.2%* K	50 *18.0%*	7 *36.8%* **	48 *49.5%*	46 *23.1%*	55 *29.6%*	63 *23.8%*	43 *31.2%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																			
Total Eligible	**403** *100.0%*	**126** *100.0%*	**269** *100.0%*	**99** *100.0%*	**210** *100.0%*	**59** *100.0%*	**231** *100.0%*	**82** *100.0%*	**99** *100.0%*	**214** *100.0%*	**119** *100.0%*	**278** *100.0%*	**19** *100.0%*	**97** *100.0%*	**199** *100.0%*	**186** *100.0%*	**265** *100.0%*	**138** *100.0%*	**-** **-**
Total Valid Responses	**401** *100.0%*	**125** *100.0%*	**268** *100.0%*	**97** *100.0%*	**210** *100.0%*	**58** *100.0%*	**230** *100.0%*	**81** *100.0%*	**98** *100.0%*	**214** *100.0%*	**118** *100.0%*	**277** *100.0%*	**19** *100.0%*	**96** *100.0%*	**197** *100.0%*	**186** *100.0%*	**263** *100.0%*	**138** *100.0%*	**-** **-**
No Answer	**2**	1	1	2	-	1	1	1	1	-	1	1	-	1	2	-	2	-	-
Always	**356** ***88.8%***	110 *88.0%*	238 *88.8%*	85 *87.6%*	187 *89.0%*	49 *84.5%*	207 *90.0%*	69 *85.2%*	83 *84.7%*	196 *91.6%* h	99 *83.9%*	251 *90.6%* j	17 *89.5%* **	79 *82.3%*	178 *90.4%*	163 *87.6%*	236 *89.7%*	120 *87.0%*	- -
Usually	**21** ***5.2%***	6 *4.8%*	15 *5.6%*	5 *5.2%*	15 *7.1%*	5 *8.6%*	13 *5.7%*	5 *6.2%*	7 *7.1%*	9 *4.2%*	9 *7.6%*	12 *4.3%*	1 *5.3%* **	8 *8.3%*	8 *4.1%*	12 *6.5%*	14 *5.3%*	7 *5.1%*	- -
Sometimes	**21** ***5.2%***	7 *5.6%*	14 *5.2%*	6 *6.2%*	8 *3.8%*	4 *6.9%*	9 *3.9%*	5 *6.2%*	7 *7.1%*	9 *4.2%*	8 *6.8%*	13 *4.7%*	1 *5.3%* **	7 *7.3%*	10 *5.1%*	10 *5.4%*	10 *3.8%*	11 *8.0%* p	- -
Never	**3** ***0.7%***	2 *1.6%*	1 *0.4%*	1 *1.0%*	- -	- -	1 *0.4%*	2 *2.5%* l	1 *1.0%*	- -	2 *1.7%*	1 *0.4%*	- - **	2 *2.1%*	1 *0.5%*	1 *0.5%*	3 *1.1%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**377** ***94.0%***	116 *92.8%*	253 *94.4%*	90 *92.8%*	202 *96.2%*	54 *93.1%*	220 *95.7%*	74 *91.4%*	90 *91.8%*	205 *95.8%*	108 *91.5%*	263 *94.9%*	18 *94.7%* **	87 *90.6%*	186 *94.4%*	175 *94.1%*	250 *95.1%*	127 *92.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**356** ***88.8%***	110 *88.0%*	238 *88.8%*	85 *87.6%*	187 *89.0%*	49 *84.5%*	207 *90.0%*	69 *85.2%*	83 *84.7%*	196 *91.6%* h	99 *83.9%*	251 *90.6%* j	17 *89.5%* **	79 *82.3%*	178 *90.4%*	163 *87.6%*	236 *89.7%*	120 *87.0%*	- -
3-Point Score	**2.83**	2.81	2.83	2.80	2.85	2.78	2.86	2.77	2.77	2.87	2.75	2.86	2.84	2.73	2.85	2.82	2.85	2.79	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q35. What number would you use to rate your health plan?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**408** *100.0%*	**131** *100.0%*	**277** *100.0%*	**100** *100.0%*	**215** *100.0%*	**59** *100.0%*	**238** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**121** *100.0%*	**278** *100.0%*	**19** *100.0%*	**99** *100.0%*	**200** *100.0%*	**188** *100.0%*	**270** *100.0%*	**138** *100.0%*	**-** **-**
No Answer	**83**	-	-	8	10	4	8	-	-	-	3	7	-	3	21	11	12	71	-
10 - Best health plan possible	**168** *41.2%*	- -	168 *60.6%* A	11 *11.0%*	123 *57.2%* C	6 *10.2%*	120 *50.4%* E	- -	- -	168 *76.0%* GH	60 *49.6%* K	106 *38.1%*	8 *42.1%* **	51 *51.5%*	74 *37.0%*	81 *43.1%*	105 *38.9%*	63 *45.7%*	- -
9	**53** *13.0%*	- -	53 *19.1%* A	10 *10.0%*	31 *14.4%*	7 *11.9%*	37 *15.5%*	- -	- -	53 *24.0%* GH	24 *19.8%* K	29 *10.4%*	3 *15.8%* **	20 *20.2%*	28 *14.0%*	22 *11.7%*	33 *12.2%*	20 *14.5%*	- -
8	**56** *13.7%*	- -	56 *20.2%* A	15 *15.0%*	28 *13.0%*	9 *15.3%*	37 *15.5%*	- -	56 *56.0%* GI	- -	12 *9.9%*	44 *15.8%*	2 *10.5%* **	10 *10.1%*	25 *12.5%*	28 *14.9%*	37 *13.7%*	19 *13.8%*	- -
7	**44** *10.8%*	44 *33.6%* B	- -	22 *22.0%* D	14 *6.5%*	11 *18.6%* F	19 *8.0%*	- -	44 *44.0%* GI	- -	11 *9.1%*	31 *11.2%*	2 *10.5%* **	9 *9.1%*	18 *9.0%*	26 *13.8%*	31 *11.5%*	13 *9.4%*	- -
6	**19** *4.7%*	19 *14.5%* B	- -	7 *7.0%* D	5 *2.3%*	6 *10.2%* F	7 *2.9%*	19 *21.8%* HI	- -	- -	3 *2.5%*	16 *5.8%*	- - **	3 *3.0%*	12 *6.0%*	7 *3.7%*	11 *4.1%*	8 *5.8%*	- -
5	**39** *9.6%*	39 *29.8%* B	- -	19 *19.0%* D	10 *4.7%*	14 *23.7%* F	11 *4.6%*	39 *44.8%* HI	- -	- -	8 *6.6%*	30 *10.8%*	3 *15.8%* **	4 *4.0%*	24 *12.0%*	14 *7.4%*	31 *11.5%* q	8 *5.8%*	- -
4	**12** *2.9%*	12 *9.2%* B	- -	6 *6.0%* D	1 *0.5%*	1 *1.7%*	2 *0.8%*	12 *13.8%* HI	- -	- -	- -	10 *3.6%* J	- - **	- -	11 *5.5%* O	1 *0.5%*	10 *3.7%*	2 *1.4%*	- -
3	**3** *0.7%*	3 *2.3%* B	- -	2 *2.0%* D	- -	- -	- -	3 *3.4%* hl	- -	- -	1 *0.8%*	1 *0.4%*	- - **	1 *1.0%*	3 *1.5%* o	- -	2 *0.7%*	1 *0.7%*	- -
2	**1** *0.2%*	1 *0.8%*	- -	1 *1.0%*	- -	1 *1.7%* F	- -	1 *1.1%*	- -	- -	- -	1 *0.4%*	- - **	- -	1 *0.5%*	- -	- -	1 *0.7%*	- -
1	**3** *0.7%*	3 *2.3%* B	- -	2 *2.0%*	1 *0.5%*	2 *3.4%* F	1 *0.4%*	3 *3.4%* hl	- -	- -	- -	2 *0.7%*	- - **	- -	- -	3 *1.6%* n	3 *1.1%*	- -	- -
0 - Worst health plan possible	**10** *2.5%*	10 *7.6%* B	- -	5 *5.0%* D	2 *0.9%*	2 *3.4%*	4 *1.7%*	10 *11.5%* HI	- -	- -	2 *1.7%*	8 *2.9%*	1 *5.3%* **	1 *1.0%*	4 *2.0%*	6 *3.2%*	7 *2.6%*	3 *2.2%*	- -
SUMMARY - 0-3	**17** *4.2%*	17 *13.0%* B	- -	10 *10.0%* D	3 *1.4%*	5 *8.5%* F	5 *2.1%*	17 *19.5%* HI	- -	- -	3 *2.5%*	12 *4.3%*	1 *5.3%* **	2 *2.0%*	8 *4.0%*	9 *4.8%*	12 *4.4%*	5 *3.6%*	- -
SUMMARY - 4-7	**114** *27.9%*	114 *87.0%* B	- -	54 *54.0%* D	30 *14.0%*	32 *54.2%* F	39 *16.4%*	70 *80.5%* HI	44 *44.0%* I	- -	22 *18.2%*	87 *31.3%* J	5 *26.3%* **	16 *16.2%*	65 *32.5%*	48 *25.5%*	83 *30.7%* q	31 *22.5%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**277** *67.9%*	- -	277 *100.0%* A	36 *36.0%*	182 *84.7%* C	22 *37.3%*	194 *81.5%* E	- -	56 *56.0%* G	221 *100.0%* GH	96 *79.3%* K	179 *64.4%*	13 *68.4%* **	81 *81.8%*	127 *63.5%*	131 *69.7%*	175 *64.8%*	102 *73.9%* p	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**221** *54.2%*	- -	221 *79.8%* A	21 *21.0%*	154 *71.6%* C	13 *22.0%*	157 *66.0%* E	- -	- -	221 *100.0%* GH	84 *69.4%* K	135 *48.6%*	11 *57.9%* **	71 *71.7%*	102 *51.0%*	103 *54.8%*	138 *51.1%*	83 *60.1%* p	- -
3-Point Score	**2.33**	1.34	2.80	1.79	2.63	1.78	2.55	1.00	2.00	3.00	2.58	2.24	2.37	2.63	2.24	2.38	2.27	2.43	-

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q36. In general, how would you rate your overall health?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**412** *100.0%*	**126** *100.0%*	**271** *100.0%*	**101** *100.0%*	**212** *100.0%*	**61** *100.0%*	**235** *100.0%*	**82** *100.0%*	**99** *100.0%*	**216** *100.0%*	**121** *100.0%*	**277** *100.0%*	**19** *100.0%*	**99** *100.0%*	**205** *100.0%*	**186** *100.0%*	**274** *100.0%*	**138** *100.0%*	**-** **-**
No Answer	**79**	5	6	7	13	2	11	5	1	5	3	8	-	3	16	13	8	71	-
Excellent	**52** *12.6%*	9 *7.1%*	42 *15.5%* A	5 *5.0%*	33 *15.6%* C	2 *3.3%*	33 *14.0%* E	7 *8.5%*	7 *7.1%*	37 *17.1%* gH	15 *12.4%*	37 *13.4%*	1 *5.3%* **	13 *13.1%*	30 *14.6%*	19 *10.2%*	33 *12.0%*	19 *13.8%*	- -
Very good	**59** *14.3%*	16 *12.7%*	42 *15.5%*	6 *5.9%*	37 *17.5%* C	7 *11.5%*	35 *14.9%*	9 *11.0%*	15 *15.2%*	34 *15.7%*	17 *14.0%*	41 *14.8%*	1 *5.3%* **	16 *16.2%*	36 *17.6%*	22 *11.8%*	35 *12.8%*	24 *17.4%*	- -
Good	**136** *33.0%*	48 *38.1%*	84 *31.0%*	37 *36.6%*	63 *29.7%*	23 *37.7%*	70 *29.8%*	27 *32.9%*	39 *39.4%*	66 *30.6%*	39 *32.2%*	93 *33.6%*	8 *42.1%* **	30 *30.3%*	63 *30.7%*	67 *36.0%*	86 *31.4%*	50 *36.2%*	- -
Fair	**99** *24.0%*	32 *25.4%*	60 *22.1%*	32 *31.7%* D	45 *21.2%*	17 *27.9%*	59 *25.1%*	25 *30.5%* i	23 *23.2%*	44 *20.4%*	27 *22.3%*	64 *23.1%*	5 *26.3%* **	21 *21.2%*	45 *22.0%*	45 *24.2%*	73 *26.6%* q	26 *18.8%*	- -
Poor	**66** *16.0%*	21 *16.7%*	43 *15.9%*	21 *20.8%*	34 *16.0%*	12 *19.7%*	38 *16.2%*	14 *17.1%*	15 *15.2%*	35 *16.2%*	23 *19.0%*	42 *15.2%*	4 *21.1%* **	19 *19.2%*	31 *15.1%*	33 *17.7%*	47 *17.2%*	19 *13.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**111** *26.9%*	25 *19.8%*	84 *31.0%* A	11 *10.9%*	70 *33.0%* C	9 *14.8%*	68 *28.9%* E	16 *19.5%*	22 *22.2%*	71 *32.9%* Gh	32 *26.4%*	78 *28.2%*	2 *10.5%* **	29 *29.3%*	66 *32.2%* O	41 *22.0%*	68 *24.8%*	43 *31.2%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q37. In general, how would you rate your overall mental or emotional health?																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**410** *100.0%*	**125** *100.0%*	**271** *100.0%*	**102** *100.0%*	**213** *100.0%*	**59** *100.0%*	**238** *100.0%*	**81** *100.0%*	**99** *100.0%*	**216** *100.0%*	**119** *100.0%*	**278** *100.0%*	**19** *100.0%*	**97** *100.0%*	**204** *100.0%*	**187** *100.0%*	**272** *100.0%*	**138** *100.0%*	**-** **-**
No Answer	**81**	6	6	6	12	4	8	6	1	5	5	7	-	5	17	12	10	71	-
Excellent	**69** *16.8%*	12 *9.6%*	55 *20.3%* A	5 *4.9%*	43 *20.2%* C	7 *11.9%*	46 *19.3%*	8 *9.9%*	11 *11.1%*	48 *22.2%* GH	20 *16.8%*	48 *17.3%*	2 *10.5%* **	18 *18.6%*	39 *19.1%*	27 *14.4%*	42 *15.4%*	27 *19.6%*	- -
Very good	**79** *19.3%*	24 *19.2%*	54 *19.9%*	13 *12.7%*	45 *21.1%* c	9 *15.3%*	52 *21.8%*	15 *18.5%*	17 *17.2%*	46 *21.3%*	23 *19.3%*	55 *19.8%*	1 *5.3%* **	22 *22.7%*	42 *20.6%*	32 *17.1%*	52 *19.1%*	27 *19.6%*	- -
Good	**106** *25.9%*	29 *23.2%*	74 *27.3%*	28 *27.5%*	51 *23.9%*	13 *22.0%*	59 *24.8%*	15 *18.5%*	34 *34.3%* Gi	54 *25.0%*	36 *30.3%*	66 *23.7%*	6 *31.6%* **	28 *28.9%*	47 *23.0%*	52 *27.8%*	64 *23.5%*	42 *30.4%*	- -
Fair	**114** *27.8%*	43 *34.4%* B	66 *24.4%*	38 *37.3%*	60 *28.2%*	20 *33.9%*	62 *26.1%*	31 *38.3%* HI	23 *23.2%*	55 *25.5%*	28 *23.5%*	81 *29.1%*	7 *36.8%* **	20 *20.6%*	55 *27.0%*	56 *29.9%*	79 *29.0%*	35 *25.4%*	- -
Poor	**42** *10.2%*	17 *13.6%* b	22 *8.1%*	18 *17.6%* D	14 *6.6%*	10 *16.9%* F	19 *8.0%*	12 *14.8%* I	14 *14.1%* I	13 *6.0%*	12 *10.1%*	28 *10.1%*	3 *15.8%* **	9 *9.3%*	21 *10.3%*	20 *10.7%*	35 *12.9%* Q	7 *5.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**148** *36.1%*	36 *28.8%*	109 *40.2%* A	18 *17.6%*	88 *41.3%* C	16 *27.1%*	98 *41.2%* E	23 *28.4%*	28 *28.3%*	94 *43.5%* GH	43 *36.1%*	103 *37.1%*	3 *15.8%* **	40 *41.2%*	81 *39.7%* o	59 *31.6%*	94 *34.6%*	54 *39.1%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? (All respondents)																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**402** *100.0%*	**121** *100.0%*	**267** *100.0%*	**99** *100.0%*	**208** *100.0%*	**59** *100.0%*	**233** *100.0%*	**77** *100.0%*	**98** *100.0%*	**213** *100.0%*	**120** *100.0%*	**269** *100.0%*	**19** *100.0%*	**98** *100.0%*	**196** *100.0%*	**184** *100.0%*	**262** *100.0%*	**140** *100.0%*	**-** **-**
No Answer	**79**	4	6	7	14	3	9	4	1	5	2	9	-	2	17	13	11	68	-
Yes	**148** *36.8%*	38 *31.4%*	104 *39.0%*	34 *34.3%*	93 *44.7%* c	20 *33.9%*	90 *38.6%*	21 *27.3%*	34 *34.7%*	87 *40.8%* G	50 *41.7%*	92 *34.2%*	4 *21.1%* **	46 *46.9%*	62 *31.6%*	79 *42.9%* N	103 *39.3%*	45 *32.1%*	- -
No	**254** *63.2%*	83 *68.6%*	163 *61.0%*	65 *65.7%* d	115 *55.3%*	39 *66.1%*	143 *61.4%*	56 *72.7%* I	64 *65.3%*	126 *59.2%*	70 *58.3%*	177 *65.8%*	15 *78.9%* **	52 *53.1%*	134 *68.4%* O	105 *57.1%*	159 *60.7%*	95 *67.9%*	- -
Don't know	**10**	6	4	2	3	1	4	6	1	3	2	7	-	2	8	2	9	1	-
HEDIS/CAHPS SUMMARY RATE - Yes	**148** *36.8%*	38 *31.4%*	104 *39.0%*	34 *34.3%*	93 *44.7%*	20 *33.9%*	90 *38.6%*	21 *27.3%*	34 *34.7%*	87 *40.8%*	50 *41.7%*	92 *34.2%*	4 *21.1%*	46 *46.9%*	62 *31.6%*	79 *42.9%*	103 *39.3%*	45 *32.1%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2013? (Respondents 18-64 years as of July 1 of the measurement year)																			
Total Eligible	**464** ***100.0%***	**123** ***100.0%***	**259** ***100.0%***	**102** ***100.0%***	**213** ***100.0%***	**61** ***100.0%***	**233** ***100.0%***	**81** ***100.0%***	**96** ***100.0%***	**205** ***100.0%***	**118** ***100.0%***	**265** ***100.0%***	**19** ***100.0%***	**96** ***100.0%***	**208** ***100.0%***	**187** ***100.0%***	**261** ***100.0%***	**203** ***100.0%***	**-** **-**
Total Valid Responses	**379** ***100.0%***	**116** ***100.0%***	**249** ***100.0%***	**94** ***100.0%***	**196** ***100.0%***	**57** ***100.0%***	**221** ***100.0%***	**74** ***100.0%***	**94** ***100.0%***	**197** ***100.0%***	**114** ***100.0%***	**252** ***100.0%***	**19** ***100.0%***	**92** ***100.0%***	**186** ***100.0%***	**172** ***100.0%***	**244** ***100.0%***	**135** ***100.0%***	**-** **-**
No Answer	**77**	3	6	6	14	3	9	3	1	5	2	8	-	2	16	13	10	67	-
Yes	**141** ***37.2%***	37 *31.9%*	98 *39.4%*	33 *35.1%*	88 *44.9%*	19 *33.3%*	87 *39.4%*	21 *28.4%*	33 *35.1%*	81 *41.1%* g	49 *43.0%*	86 *34.1%*	4 *21.1%* **	45 *48.9%*	60 *32.3%*	75 *43.6%* N	96 *39.3%*	45 *33.3%*	- -
No	**238** ***62.8%***	79 *68.1%*	151 *60.6%*	61 *64.9%*	108 *55.1%*	38 *66.7%*	134 *60.6%*	53 *71.6%* i	61 *64.9%*	116 *58.9%*	65 *57.0%*	166 *65.9%*	15 *78.9%* **	47 *51.1%*	126 *67.7%* O	97 *56.4%*	148 *60.7%*	90 *66.7%*	- -
Don't know	**8**	4	4	2	3	1	3	4	1	3	2	5	-	2	6	2	7	1	-
HEDIS/CAHPS SUMMARY RATE - Yes	**141** ***37.2%***	37 *31.9%*	98 *39.4%*	33 *35.1%*	88 *44.9%*	19 *33.3%*	87 *39.4%*	21 *28.4%*	33 *35.1%*	81 *41.1%*	49 *43.0%*	86 *34.1%*	4 *21.1%*	45 *48.9%*	60 *32.3%*	75 *43.6%*	96 *39.3%*	45 *33.3%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**403** ***100.0%***	**126** ***100.0%***	**264** ***100.0%***	**97** ***100.0%***	**208** ***100.0%***	**60** ***100.0%***	**233** ***100.0%***	**82** ***100.0%***	**96** ***100.0%***	**212** ***100.0%***	**118** ***100.0%***	**272** ***100.0%***	**19** ***100.0%***	**96** ***100.0%***	**200** ***100.0%***	**181** ***100.0%***	**264** ***100.0%***	**139** ***100.0%***	**-** **-**
No Answer	**88**	5	13	11	17	3	13	5	4	9	6	13	-	6	21	18	18	70	-
Every day	**90** ***22.3%***	36 *28.6%* b	52 *19.7%*	27 *27.8%* D	37 *17.8%*	21 *35.0%* F	45 *19.3%*	24 *29.3%* I	28 *29.2%* I	36 *17.0%*	18 *15.3%*	69 *25.4%* J	2 *10.5%* **	15 *15.6%*	51 *25.5%*	35 *19.3%*	67 *25.4%* Q	23 *16.5%*	- -
Some days	**60** ***14.9%***	11 *8.7%*	46 *17.4%* A	7 *7.2%*	36 *17.3%* C	6 *10.0%*	34 *14.6%*	5 *6.1%*	10 *10.4%*	42 *19.8%* GH	18 *15.3%*	40 *14.7%*	2 *10.5%* **	15 *15.6%*	25 *12.5%*	31 *17.1%*	32 *12.1%*	28 *20.1%* P	- -
Not at all	**247** ***61.3%***	76 *60.3%*	163 *61.7%*	60 *61.9%*	133 *63.9%*	32 *53.3%*	151 *64.8%*	50 *61.0%*	57 *59.4%*	132 *62.3%*	79 *66.9%*	161 *59.2%*	14 *73.7%* **	64 *66.7%*	120 *60.0%*	113 *62.4%*	160 *60.6%*	87 *62.6%*	- -
Don't know	**6** ***1.5%***	3 *2.4%*	3 *1.1%*	3 *3.1%*	2 *1.0%*	1 *1.7%*	3 *1.3%*	3 *3.7%*	1 *1.0%*	2 *0.9%*	3 *2.5%*	2 *0.7%*	1 *5.3%* **	2 *2.1%*	4 *2.0%*	2 *1.1%*	5 *1.9%*	1 *0.7%*	- -
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**150** ***37.2%***	47 *37.3%*	98 *37.1%*	34 *35.1%*	73 *35.1%*	27 *45.0%*	79 *33.9%*	29 *35.4%*	38 *39.6%*	78 *36.8%*	36 *30.5%*	109 *40.1%* j	4 *21.1%* **	30 *31.3%*	76 *38.0%*	66 *36.5%*	99 *37.5%*	51 *36.7%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q40. (HEDIS) 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?																			
Total Eligible	**150** ***100.0%***	**47** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**73** ***100.0%***	**27** ***100.0%***	**79** ***100.0%***	**29** ***100.0%***	**38** ***100.0%***	**78** ***100.0%***	**36** ***100.0%***	**109** ***100.0%***	**4** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**66** ***100.0%***	**99** ***100.0%***	**51** ***100.0%***	**-** **-**
Total Valid Responses	**146** ***100.0%***	**45** ***100.0%***	**97** ***100.0%***	**34** ***100.0%***	**72** ***100.0%***	**27** ***100.0%***	**78** ***100.0%***	**28** ***100.0%***	**37** ***100.0%***	**77** ***100.0%***	**36** ***100.0%***	**106** ***100.0%***	**4** ***100.0%***	**30** ***100.0%***	**73** ***100.0%***	**66** ***100.0%***	**97** ***100.0%***	**49** ***100.0%***	**-** **-**
No Answer	**4**	2	1	-	1	-	1	1	1	1	-	3	-	-	3	-	2	2	-
Always	**54** ***37.0%***	11 *24.4%*	42 *43.3%* A	8 *23.5%*	33 *45.8%* C	4 *14.8%* **	37 *47.4%*	5 *17.9%* **	12 *32.4%*	36 *46.8%*	16 *44.4%*	37 *34.9%*	1 *25.0%* **	15 *50.0%*	22 *30.1%*	27 *40.9%*	31 *32.0%*	23 *46.9%* p	- -
Usually	**12** ***8.2%***	2 *4.4%*	10 *10.3%*	3 *8.8%*	8 *11.1%*	5 *18.5%* **	7 *9.0%*	1 *3.6%* **	4 *10.8%*	7 *9.1%*	4 *11.1%*	8 *7.5%*	1 *25.0%* **	1 *3.3%*	5 *6.8%*	7 *10.6%*	10 *10.3%*	2 *4.1%*	- -
Sometimes	**39** ***26.7%***	13 *28.9%*	26 *26.8%*	11 *32.4%*	18 *25.0%*	9 *33.3%* **	19 *24.4%*	8 *28.6%* **	12 *32.4%*	19 *24.7%*	9 *25.0%*	30 *28.3%*	1 *25.0%* **	8 *26.7%*	20 *27.4%*	17 *25.8%*	27 *27.8%*	12 *24.5%*	- -
Never	**41** ***28.1%***	19 *42.2%* B	19 *19.6%*	12 *35.3%* d	13 *18.1%*	9 *33.3%* **	15 *19.2%*	14 *50.0%* **	9 *24.3%*	15 *19.5%*	7 *19.4%*	31 *29.2%*	1 *25.0%* **	6 *20.0%*	26 *35.6%* o	15 *22.7%*	29 *29.9%*	12 *24.5%*	- -
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**105** ***71.9%***	26 *57.8%*	78 *80.4%* A	22 *64.7%*	59 *81.9%* c	18 *66.7%* **	63 *80.8%*	14 *50.0%* **	28 *75.7%*	62 *80.5%*	29 *80.6%*	75 *70.8%*	3 *75.0%* **	24 *80.0%*	47 *64.4%*	51 *77.3%* n	68 *70.1%*	37 *75.5%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Q41. (HEDIS) 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?

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Total Eligible	**150** ***100.0%***	**47** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**73** ***100.0%***	**27** ***100.0%***	**79** ***100.0%***	**29** ***100.0%***	**38** ***100.0%***	**78** ***100.0%***	**36** ***100.0%***	**109** ***100.0%***	**4** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**66** ***100.0%***	**99** ***100.0%***	**51** ***100.0%***	**-** **-**
Total Valid Responses	**145** ***100.0%***	**44** ***100.0%***	**96** ***100.0%***	**33** ***100.0%***	**73** ***100.0%***	**26** ***100.0%***	**79** ***100.0%***	**27** ***100.0%***	**37** ***100.0%***	**76** ***100.0%***	**35** ***100.0%***	**106** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**66** ***100.0%***	**95** ***100.0%***	**50** ***100.0%***	**-** **-**
No Answer	**5**	3	2	1	-	1	-	2	1	2	1	3	-	1	4	-	4	1	-
Always	**18** ***12.4%***	2 *4.5%*	15 *15.6%* a	2 *6.1%*	12 *16.4%*	- - **	13 *16.5%*	2 *7.4%* **	1 *2.7%*	14 *18.4%* H	7 *20.0%*	11 *10.4%*	- - **	7 *24.1%* **	6 *8.3%*	10 *15.2%*	9 *9.5%*	9 *18.0%*	- -
Usually	**18** ***12.4%***	3 *6.8%*	15 *15.6%*	3 *9.1%*	12 *16.4%*	2 *7.7%* **	12 *15.2%*	1 *3.7%* **	4 *10.8%*	13 *17.1%*	1 *2.9%*	17 *16.0%* J	- - **	1 *3.4%* **	6 *8.3%*	11 *16.7%*	13 *13.7%*	5 *10.0%*	- -
Sometimes	**24** ***16.6%***	7 *15.9%*	17 *17.7%*	5 *15.2%*	15 *20.5%*	4 *15.4%* **	14 *17.7%*	2 *7.4%* **	11 *29.7%* i	11 *14.5%*	6 *17.1%*	18 *17.0%*	- - **	6 *20.7%* **	14 *19.4%*	10 *15.2%*	14 *14.7%*	10 *20.0%*	- -
Never	**85** ***58.6%***	32 *72.7%* B	49 *51.0%*	23 *69.7%* D	34 *46.6%*	20 *76.9%* **	40 *50.6%*	22 *81.5%* **	21 *56.8%*	38 *50.0%*	21 *60.0%*	60 *56.6%*	4 *100.0%* **	15 *51.7%* **	46 *63.9%*	35 *53.0%*	59 *62.1%*	26 *52.0%*	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**60** ***41.4%***	12 *27.3%*	47 *49.0%* A	10 *30.3%*	39 *53.4%* C	6 *23.1%* **	39 *49.4%*	5 *18.5%* **	16 *43.2%*	38 *50.0%*	14 *40.0%*	46 *43.4%*	- - **	14 *48.3%* **	26 *36.1%*	31 *47.0%*	36 *37.9%*	24 *48.0%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q42. (HEDIS) 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?																			
Total Eligible	**150** ***100.0%***	**47** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**73** ***100.0%***	**27** ***100.0%***	**79** ***100.0%***	**29** ***100.0%***	**38** ***100.0%***	**78** ***100.0%***	**36** ***100.0%***	**109** ***100.0%***	**4** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**66** ***100.0%***	**99** ***100.0%***	**51** ***100.0%***	**-** **-**
Total Valid Responses	**144** ***100.0%***	**45** ***100.0%***	**95** ***100.0%***	**32** ***100.0%***	**72** ***100.0%***	**26** ***100.0%***	**78** ***100.0%***	**28** ***100.0%***	**36** ***100.0%***	**76** ***100.0%***	**35** ***100.0%***	**106** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**71** ***100.0%***	**66** ***100.0%***	**94** ***100.0%***	**50** ***100.0%***	**-** **-**
No Answer	**6**	2	3	2	1	1	1	1	2	2	1	3	-	1	5	-	5	1	-
Always	**16** ***11.1%***	- -	16 *16.8%* A	2 *6.3%*	11 *15.3%*	1 *3.8%* **	10 *12.8%*	- - **	1 *2.8%*	15 *19.7%* H	5 *14.3%*	11 *10.4%*	1 *25.0%* **	3 *10.3%* **	4 *5.6%*	12 *18.2%* N	8 *8.5%*	8 *16.0%*	- -
Usually	**11** ***7.6%***	4 *8.9%*	7 *7.4%*	3 *9.4%*	5 *6.9%*	2 *7.7%* **	5 *6.4%*	2 *7.1%* **	5 *13.9%*	4 *5.3%*	3 *8.6%*	8 *7.5%*	- - **	3 *10.3%* **	6 *8.5%*	4 *6.1%*	7 *7.4%*	4 *8.0%*	- -
Sometimes	**28** ***19.4%***	7 *15.6%*	21 *22.1%*	4 *12.5%*	20 *27.8%* c	3 *11.5%* **	22 *28.2%*	3 *10.7%* **	8 *22.2%*	17 *22.4%*	7 *20.0%*	21 *19.8%*	- - **	7 *24.1%* **	11 *15.5%*	16 *24.2%*	18 *19.1%*	10 *20.0%*	- -
Never	**89** ***61.8%***	34 *75.6%* B	51 *53.7%*	23 *71.9%* D	36 *50.0%*	20 *76.9%* **	41 *52.6%*	23 *82.1%* **	22 *61.1%*	40 *52.6%*	20 *57.1%*	66 *62.3%*	3 *75.0%* **	16 *55.2%* **	50 *70.4%* O	34 *51.5%*	61 *64.9%*	28 *56.0%*	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**55** ***38.2%***	11 *24.4%*	44 *46.3%* A	9 *28.1%*	36 *50.0%* C	6 *23.1%* **	37 *47.4%*	5 *17.9%* **	14 *38.9%*	36 *47.4%*	15 *42.9%*	40 *37.7%*	1 *25.0%* **	13 *44.8%* **	21 *29.6%*	32 *48.5%* N	33 *35.1%*	22 *44.0%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q43. Do you take aspirin daily or every other day? (All respondents)																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**408** ***100.0%***	**126** ***100.0%***	**267** ***100.0%***	**99** ***100.0%***	**212** ***100.0%***	**59** ***100.0%***	**235** ***100.0%***	**83** ***100.0%***	**96** ***100.0%***	**214** ***100.0%***	**120** ***100.0%***	**274** ***100.0%***	**19** ***100.0%***	**98** ***100.0%***	**202** ***100.0%***	**185** ***100.0%***	**271** ***100.0%***	**137** ***100.0%***	**-** **-**
No Answer	**81**	4	9	8	12	3	10	3	3	7	4	9	-	4	18	13	9	72	-
Yes	**105** ***25.7%***	27 *21.4%*	75 *28.1%*	26 *26.3%*	56 *26.4%*	14 *23.7%*	72 *30.6%*	13 *15.7%*	26 *27.1%* g	63 *29.4%* G	41 *34.2%* K	61 *22.3%*	5 *26.3%* **	36 *36.7%*	46 *22.8%*	48 *25.9%*	62 *22.9%*	43 *31.4%* p	- -
No	**303** ***74.3%***	99 *78.6%*	192 *71.9%*	73 *73.7%*	156 *73.6%*	45 *76.3%*	163 *69.4%*	70 *84.3%* hl	70 *72.9%*	151 *70.6%*	79 *65.8%*	213 *77.7%* J	14 *73.7%* **	62 *63.3%*	156 *77.2%*	137 *74.1%*	209 *77.1%* q	94 *68.6%*	- -
Don't know	**2**	1	1	1	1	1	1	1	1	-	-	2	-	-	1	1	2	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	**105** ***25.7%***	27 *21.4%*	75 *28.1%*	26 *26.3%*	56 *26.4%*	14 *23.7%*	72 *30.6%*	13 *15.7%*	26 *27.1%*	63 *29.4%*	41 *34.2%*	61 *22.3%*	5 *26.3%*	36 *36.7%*	46 *22.8%*	48 *25.9%*	62 *22.9%*	43 *31.4%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
HEDIS Measure: Aspirin Use																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**32** *100.0%*	**5** *100.0%*	**25** *100.0%*	**6** *100.0%*	**20** *100.0%*	**4** *100.0%*	**17** *100.0%*	**2** *100.0%*	**9** *100.0%*	**19** *100.0%*	**2** *100.0%*	**28** *100.0%*	**-** **-**	**1** *100.0%*	**20** *100.0%*	**10** *100.0%*	**18** *100.0%*	**14** *100.0%*	**-** **-**
No Answer	**459**	126	252	102	205	59	229	85	91	202	122	257	19	101	201	189	264	195	-
Current Year Summary Rate	**15** *46.9%*	4 *80.0%* **	11 *44.0%* **	3 *50.0%* **	10 *50.0%* **	1 *25.0%* **	11 *64.7%* **	1 *50.0%* **	7 *77.8%* **	7 *36.8%* **	1 *50.0%* **	14 *50.0%* **	- -	1 *100.0%*	9 *45.0%* **	5 *50.0%* **	7 *38.9%* **	8 *57.1%* **	- -
Current Year Bottom Box Rate	**17** *53.1%*	1 *20.0%* **	14 *56.0%* **	3 *50.0%* **	10 *50.0%* **	3 *75.0%* **	6 *35.3%* **	1 *50.0%* **	2 *22.2%* **	12 *63.2%* **	1 *50.0%* **	14 *50.0%* **	- -	- -	11 *55.0%* **	5 *50.0%* **	11 *61.1%* **	6 *42.9%* **	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**365** ***100.0%***	**112** ***100.0%***	**239** ***100.0%***	**89** ***100.0%***	**193** ***100.0%***	**48** ***100.0%***	**209** ***100.0%***	**73** ***100.0%***	**86** ***100.0%***	**192** ***100.0%***	**105** ***100.0%***	**248** ***100.0%***	**14** ***100.0%***	**88** ***100.0%***	**179** ***100.0%***	**170** ***100.0%***	**237** ***100.0%***	**128** ***100.0%***	**-** **-**
No Answer	**90**	9	12	10	15	6	17	8	2	11	6	15	3	3	25	14	13	77	-
Yes	**60** ***16.4%***	17 *15.2%*	40 *16.7%*	17 *19.1%*	37 *19.2%*	5 *10.4%*	41 *19.6%*	12 *16.4%*	13 *15.1%*	32 *16.7%*	25 *23.8%* K	31 *12.5%*	3 *21.4%* **	22 *25.0%*	22 *12.3%*	35 *20.6%* N	35 *14.8%*	25 *19.5%*	- -
No	**305** ***83.6%***	95 *84.8%*	199 *83.3%*	72 *80.9%*	156 *80.8%*	43 *89.6%*	168 *80.4%*	61 *83.6%*	73 *84.9%*	160 *83.3%*	80 *76.2%*	217 *87.5%* J	11 *78.6%* **	66 *75.0%*	157 *87.7%* O	135 *79.4%*	202 *85.2%*	103 *80.5%*	- -
Don't know	**36**	10	26	9	17	9	20	6	12	18	13	22	2	11	17	15	32	4	-
HEDIS/CAHPS SUMMARY RATE - No	**305** ***83.6%***	95 *84.8%*	199 *83.3%*	72 *80.9%*	156 *80.8%*	43 *89.6%*	168 *80.4%*	61 *83.6%*	73 *84.9%*	160 *83.3%*	80 *76.2%*	217 *87.5%*	11 *78.6%*	66 *75.0%*	157 *87.7%*	135 *79.4%*	202 *85.2%*	103 *80.5%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**411** ***100.0%***	**125** ***100.0%***	**272** ***100.0%***	**100** ***100.0%***	**213** ***100.0%***	**59** ***100.0%***	**236** ***100.0%***	**81** ***100.0%***	**99** ***100.0%***	**217** ***100.0%***	**121** ***100.0%***	**279** ***100.0%***	**19** ***100.0%***	**99** ***100.0%***	**203** ***100.0%***	**186** ***100.0%***	**273** ***100.0%***	**138** ***100.0%***	**-** **-**
No Answer	**80**	6	5	8	12	4	10	6	1	4	3	6	-	3	18	13	9	71	-
Yes	**184** ***44.8%***	46 *36.8%*	132 *48.5%* A	41 *41.0%*	105 *49.3%*	21 *35.6%*	121 *51.3%* E	26 *32.1%*	36 *36.4%*	116 *53.5%* GH	68 *56.2%* K	111 *39.8%*	11 *57.9%* **	57 *57.6%*	78 *38.4%*	94 *50.5%* N	114 *41.8%*	70 *50.7%* p	- -
No	**227** ***55.2%***	79 *63.2%* B	140 *51.5%*	59 *59.0%*	108 *50.7%*	38 *64.4%* F	115 *48.7%*	55 *67.9%* I	63 *63.6%* I	101 *46.5%*	53 *43.8%*	168 *60.2%* J	8 *42.1%* **	42 *42.4%*	125 *61.6%* O	92 *49.5%*	159 *58.2%* q	68 *49.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**184** ***44.8%***	46 *36.8%*	132 *48.5%*	41 *41.0%*	105 *49.3%*	21 *35.6%*	121 *51.3%*	26 *32.1%*	36 *36.4%*	116 *53.5%*	68 *56.2%*	111 *39.8%*	11 *57.9%*	57 *57.6%*	78 *38.4%*	94 *50.5%*	114 *41.8%*	70 *50.7%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
HEDIS Measure: Aspirin Risks and Benefits																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**63** *100.0%*	**17** *100.0%*	**43** *100.0%*	**11** *100.0%*	**37** *100.0%*	**6** *100.0%*	**34** *100.0%*	**8** *100.0%*	**20** *100.0%*	**32** *100.0%*	**10** *100.0%*	**50** *100.0%*	**-** **-**	**9** *100.0%*	**35** *100.0%*	**24** *100.0%*	**39** *100.0%*	**24** *100.0%*	**-** **-**
No Answer	**428**	114	234	97	188	57	212	79	80	189	114	235	19	93	186	175	243	185	-
Current Year Summary Rate	**34** ***54.0%***	8 *47.1%* **	23 *53.5%*	6 *54.5%* **	20 *54.1%*	1 *16.7%* **	23 *67.6%*	3 *37.5%* **	9 *45.0%* **	19 *59.4%*	7 *70.0%* **	24 *48.0%*	- -	7 *77.8%*	16 *45.7%*	15 *62.5%* **	18 *46.2%*	16 *66.7%* **	- -
Current Year Bottom Box Rate	**29** ***46.0%***	9 *52.9%* **	20 *46.5%*	5 *45.5%* **	17 *45.9%*	5 *83.3%* **	11 *32.4%*	5 *62.5%* **	11 *55.0%* **	13 *40.6%*	3 *30.0%* **	26 *52.0%*	- -	2 *22.2%*	19 *54.3%*	9 *37.5%* **	21 *53.8%*	8 *33.3%* **	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q46. Are you aware that you have any of the following conditions? Check all that apply.																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**424**	106	304	117	237	66	253	66	100	244	148	262	30	116	186	209	292	132	-
Total Respondents	**266** ***100.0%***	**70** ***100.0%***	**188** ***100.0%***	**70** ***100.0%***	**147** ***100.0%***	**40** ***100.0%***	**156** ***100.0%***	**44** ***100.0%***	**64** ***100.0%***	**150** ***100.0%***	**85** ***100.0%***	**174** ***100.0%***	**15** ***100.0%***	**68** ***100.0%***	**120** ***100.0%***	**128** ***100.0%***	**184** ***100.0%***	**82** ***100.0%***	**-** **-**
High cholesterol	**128** ***48.1%***	28 *40.0%*	94 *50.0%*	38 *54.3%*	73 *49.7%*	16 *40.0%*	82 *52.6%*	14 *31.8%*	33 *51.6%* G	75 *50.0%* G	46 *54.1%* k	75 *43.1%*	10 *66.7%* **	36 *52.9%*	59 *49.2%*	60 *46.9%*	89 *48.4%*	39 *47.6%*	- -
High blood pressure	**210** ***78.9%***	48 *68.6%*	156 *83.0%* A	52 *74.3%*	125 *85.0%* c	30 *75.0%*	131 *84.0%*	34 *77.3%*	44 *68.8%*	126 *84.0%* H	76 *89.4%* K	129 *74.1%*	15 *100.0%* **	59 *86.8%*	91 *75.8%*	106 *82.8%*	143 *77.7%*	67 *81.7%*	- -
Parent or sibling with heart attack before the age of 60	**86** ***32.3%***	30 *42.9%* B	54 *28.7%*	27 *38.6%* d	39 *26.5%*	20 *50.0%* F	40 *25.6%*	18 *40.9%*	23 *35.9%*	43 *28.7%*	26 *30.6%*	58 *33.3%*	5 *33.3%* **	21 *30.9%*	36 *30.0%*	43 *33.6%*	60 *32.6%*	26 *31.7%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																			
Total Eligible	**491** *100.0%*	**131** *100.0%*	**277** *100.0%*	**108** *100.0%*	**225** *100.0%*	**63** *100.0%*	**246** *100.0%*	**87** *100.0%*	**100** *100.0%*	**221** *100.0%*	**124** *100.0%*	**285** *100.0%*	**19** *100.0%*	**102** *100.0%*	**221** *100.0%*	**199** *100.0%*	**282** *100.0%*	**209** *100.0%*	**-** **-**
Total Valid Responses	**196**	52	138	57	102	33	122	31	45	114	82	109	17	65	74	103	134	62	-
Total Respondents	**137** *100.0%*	**36** *100.0%*	**97** *100.0%*	**42** *100.0%*	**67** *100.0%*	**25** *100.0%*	**83** *100.0%*	**21** *100.0%*	**34** *100.0%*	**78** *100.0%*	**53** *100.0%*	**81** *100.0%*	**12** *100.0%*	**41** *100.0%*	**55** *100.0%*	**70** *100.0%*	**96** *100.0%*	**41** *100.0%*	**-** **-**
A heart attack	**30** *21.9%*	10 *27.8%*	19 *19.6%*	10 *23.8%*	15 *22.4%*	4 *16.0%* **	20 *24.1%*	5 *23.8%* **	7 *20.6%*	17 *21.8%*	9 *17.0%*	18 *22.2%*	2 *16.7%* **	7 *17.1%*	10 *18.2%*	18 *25.7%*	21 *21.9%*	9 *22.0%*	- -
Angina or coronary heart disease	**42** *30.7%*	11 *30.6%*	29 *29.9%*	9 *21.4%*	25 *37.3%* c	7 *28.0%* **	26 *31.3%*	6 *28.6%* **	10 *29.4%*	24 *30.8%*	24 *45.3%* K	17 *21.0%*	2 *16.7%* **	22 *53.7%*	17 *30.9%*	21 *30.0%*	26 *27.1%*	16 *39.0%*	- -
A stroke	**27** *19.7%*	8 *22.2%*	19 *19.6%*	9 *21.4%*	11 *16.4%*	5 *20.0%* **	17 *20.5%*	5 *23.8%* **	5 *14.7%*	17 *21.8%*	13 *24.5%*	14 *17.3%*	3 *25.0%* **	10 *24.4%*	7 *12.7%*	16 *22.9%*	19 *19.8%*	8 *19.5%*	- -
Any kind of diabetes or high blood sugar	**97** *70.8%*	23 *63.9%*	71 *73.2%*	29 *69.0%*	51 *76.1%*	17 *68.0%* **	59 *71.1%*	15 *71.4%* **	23 *67.6%*	56 *71.8%*	36 *67.9%*	60 *74.1%*	10 *83.3%* **	26 *63.4%*	40 *72.7%*	48 *68.6%*	68 *70.8%*	29 *70.7%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**399** ***100.0%***	**119** ***100.0%***	**266** ***100.0%***	**95** ***100.0%***	**207** ***100.0%***	**59** ***100.0%***	**228** ***100.0%***	**75** ***100.0%***	**99** ***100.0%***	**211** ***100.0%***	**118** ***100.0%***	**269** ***100.0%***	**19** ***100.0%***	**96** ***100.0%***	**198** ***100.0%***	**181** ***100.0%***	**269** ***100.0%***	**130** ***100.0%***	**-** **-**
No Answer	**92**	12	11	13	18	4	18	12	1	10	6	16	-	6	23	18	13	79	-
Yes	**159** ***39.8%***	50 *42.0%*	105 *39.5%*	47 *49.5%*	90 *43.5%*	30 *50.8%*	95 *41.7%*	32 *42.7%*	39 *39.4%*	84 *39.8%*	68 *57.6%* K	86 *32.0%*	14 *73.7%* **	52 *54.2%*	50 *25.3%*	98 *54.1%* N	107 *39.8%*	52 *40.0%*	- -
No	**240** ***60.2%***	69 *58.0%*	161 *60.5%*	48 *50.5%*	117 *56.5%*	29 *49.2%*	133 *58.3%*	43 *57.3%*	60 *60.6%*	127 *60.2%*	50 *42.4%*	183 *68.0%* J	5 *26.3%* **	44 *45.8%*	148 *74.7%* O	83 *45.9%*	162 *60.2%*	78 *60.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**159** ***39.8%***	50 *42.0%*	105 *39.5%*	47 *49.5%*	90 *43.5%*	30 *50.8%*	95 *41.7%*	32 *42.7%*	39 *39.4%*	84 *39.8%*	68 *57.6%*	86 *32.0%*	14 *73.7%*	52 *54.2%*	50 *25.3%*	98 *54.1%*	107 *39.8%*	52 *40.0%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	**159** ***100.0%***	**50** ***100.0%***	**105** ***100.0%***	**47** ***100.0%***	**90** ***100.0%***	**30** ***100.0%***	**95** ***100.0%***	**32** ***100.0%***	**39** ***100.0%***	**84** ***100.0%***	**68** ***100.0%***	**86** ***100.0%***	**14** ***100.0%***	**52** ***100.0%***	**50** ***100.0%***	**98** ***100.0%***	**107** ***100.0%***	**52** ***100.0%***	**-** **-**
Total Valid Responses	**151** ***100.0%***	**47** ***100.0%***	**101** ***100.0%***	**43** ***100.0%***	**86** ***100.0%***	**29** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**38** ***100.0%***	**80** ***100.0%***	**66** ***100.0%***	**81** ***100.0%***	**14** ***100.0%***	**50** ***100.0%***	**46** ***100.0%***	**94** ***100.0%***	**100** ***100.0%***	**51** ***100.0%***	**-** **-**
No Answer	**8**	3	4	4	4	1	4	2	1	4	2	5	-	2	4	4	7	1	-
Yes	**109** ***72.2%***	37 *78.7%*	69 *68.3%*	33 *76.7%*	60 *69.8%*	27 *93.1%* **	60 *65.9%*	24 *80.0%*	31 *81.6%* i	51 *63.8%*	47 *71.2%*	59 *72.8%*	11 *78.6%* **	34 *68.0%*	31 *67.4%*	72 *76.6%*	69 *69.0%*	40 *78.4%*	- -
No	**42** ***27.8%***	10 *21.3%*	32 *31.7%*	10 *23.3%*	26 *30.2%*	2 *6.9%* **	31 *34.1%*	6 *20.0%*	7 *18.4%*	29 *36.3%* h	19 *28.8%*	22 *27.2%*	3 *21.4%* **	16 *32.0%*	15 *32.6%*	22 *23.4%*	31 *31.0%*	11 *21.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**109** ***72.2%***	37 *78.7%*	69 *68.3%*	33 *76.7%*	60 *69.8%*	27 *93.1%*	60 *65.9%*	24 *80.0%*	31 *81.6%*	51 *63.8%*	47 *71.2%*	59 *72.8%*	11 *78.6%*	34 *68.0%*	31 *67.4%*	72 *76.6%*	69 *69.0%*	40 *78.4%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**402** ***100.0%***	**121** ***100.0%***	**266** ***100.0%***	**101** ***100.0%***	**203** ***100.0%***	**60** ***100.0%***	**227** ***100.0%***	**77** ***100.0%***	**99** ***100.0%***	**211** ***100.0%***	**119** ***100.0%***	**270** ***100.0%***	**19** ***100.0%***	**97** ***100.0%***	**201** ***100.0%***	**179** ***100.0%***	**268** ***100.0%***	**134** ***100.0%***	**-** **-**
No Answer	**89**	10	11	7	22	3	19	10	1	10	5	15	-	5	20	20	14	75	-
Yes	**278** ***69.2%***	78 *64.5%*	190 *71.4%*	81 *80.2%*	148 *72.9%*	45 *75.0%*	163 *71.8%*	48 *62.3%*	67 *67.7%*	153 *72.5%* g	87 *73.1%*	180 *66.7%*	15 *78.9%* **	70 *72.2%*	117 *58.2%*	142 *79.3%* N	187 *69.8%*	91 *67.9%*	- -
No	**124** ***30.8%***	43 *35.5%*	76 *28.6%*	20 *19.8%*	55 *27.1%*	15 *25.0%*	64 *28.2%*	29 *37.7%* i	32 *32.3%*	58 *27.5%*	32 *26.9%*	90 *33.3%*	4 *21.1%* **	27 *27.8%*	84 *41.8%* O	37 *20.7%*	81 *30.2%*	43 *32.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**278** ***69.2%***	78 *64.5%*	190 *71.4%*	81 *80.2%*	148 *72.9%*	45 *75.0%*	163 *71.8%*	48 *62.3%*	67 *67.7%*	153 *72.5%*	87 *73.1%*	180 *66.7%*	15 *78.9%*	70 *72.2%*	117 *58.2%*	142 *79.3%*	187 *69.8%*	91 *67.9%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	**278** ***100.0%***	**78** ***100.0%***	**190** ***100.0%***	**81** ***100.0%***	**148** ***100.0%***	**45** ***100.0%***	**163** ***100.0%***	**48** ***100.0%***	**67** ***100.0%***	**153** ***100.0%***	**87** ***100.0%***	**180** ***100.0%***	**15** ***100.0%***	**70** ***100.0%***	**117** ***100.0%***	**142** ***100.0%***	**187** ***100.0%***	**91** ***100.0%***	**-** **-**
Total Valid Responses	**265** ***100.0%***	**74** ***100.0%***	**183** ***100.0%***	**77** ***100.0%***	**146** ***100.0%***	**43** ***100.0%***	**158** ***100.0%***	**45** ***100.0%***	**66** ***100.0%***	**146** ***100.0%***	**85** ***100.0%***	**170** ***100.0%***	**15** ***100.0%***	**68** ***100.0%***	**109** ***100.0%***	**140** ***100.0%***	**176** ***100.0%***	**89** ***100.0%***	**-** **-**
No Answer	**13**	4	7	4	2	2	5	3	1	7	2	10	-	2	8	2	11	2	-
Yes	**242** ***91.3%***	68 *91.9%*	167 *91.3%*	70 *90.9%*	136 *93.2%*	40 *93.0%*	143 *90.5%*	42 *93.3%*	60 *90.9%*	133 *91.1%*	78 *91.8%*	155 *91.2%*	15 *100.0%* **	61 *89.7%*	96 *88.1%*	131 *93.6%*	160 *90.9%*	82 *92.1%*	- -
No	**23** ***8.7%***	6 *8.1%*	16 *8.7%*	7 *9.1%*	10 *6.8%*	3 *7.0%*	15 *9.5%*	3 *6.7%*	6 *9.1%*	13 *8.9%*	7 *8.2%*	15 *8.8%*	- - **	7 *10.3%*	13 *11.9%*	9 *6.4%*	16 *9.1%*	7 *7.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**242** ***91.3%***	68 *91.9%*	167 *91.3%*	70 *90.9%*	136 *93.2%*	40 *93.0%*	143 *90.5%*	42 *93.3%*	60 *90.9%*	133 *91.1%*	78 *91.8%*	155 *91.2%*	15 *100.0%*	61 *89.7%*	96 *88.1%*	131 *93.6%*	160 *90.9%*	82 *92.1%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q52. What is your age?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**402** ***100.0%***	**121** ***100.0%***	**266** ***100.0%***	**99** ***100.0%***	**206** ***100.0%***	**58** ***100.0%***	**229** ***100.0%***	**78** ***100.0%***	**97** ***100.0%***	**212** ***100.0%***	**121** ***100.0%***	**268** ***100.0%***	**19** ***100.0%***	**99** ***100.0%***	**200** ***100.0%***	**182** ***100.0%***	**270** ***100.0%***	**132** ***100.0%***	**-** **-**
No Answer	**89**	10	11	9	19	5	17	9	3	9	3	17	-	3	21	17	12	77	-
18 to 24	**68** ***16.9%***	22 *18.2%*	46 *17.3%*	14 *14.1%*	32 *15.5%*	5 *8.6%*	32 *14.0%*	17 *21.8%*	17 *17.5%*	34 *16.0%*	20 *16.5%*	47 *17.5%*	1 *5.3%* **	18 *18.2%*	40 *20.0%*	26 *14.3%*	56 *20.7%* Q	12 *9.1%*	- -
25 to 34	**79** ***19.7%***	30 *24.8%* b	44 *16.5%*	19 *19.2%*	35 *17.0%*	18 *31.0%* F	43 *18.8%*	19 *24.4%*	18 *18.6%*	37 *17.5%*	17 *14.0%*	61 *22.8%* J	3 *15.8%* **	14 *14.1%*	46 *23.0%*	31 *17.0%*	43 *15.9%*	36 *27.3%* P	- -
35 to 44	**53** ***13.2%***	18 *14.9%*	32 *12.0%*	12 *12.1%*	24 *11.7%*	7 *12.1%*	30 *13.1%*	12 *15.4%*	16 *16.5%*	22 *10.4%*	17 *14.0%*	31 *11.6%*	2 *10.5%* **	14 *14.1%*	26 *13.0%*	22 *12.1%*	40 *14.8%*	13 *9.8%*	- -
45 to 54	**79** ***19.7%***	20 *16.5%*	57 *21.4%*	22 *22.2%*	45 *21.8%*	8 *13.8%*	52 *22.7%*	15 *19.2%*	12 *12.4%*	50 *23.6%* H	29 *24.0%*	48 *17.9%*	8 *42.1%* **	21 *21.2%*	33 *16.5%*	43 *23.6%* n	48 *17.8%*	31 *23.5%*	- -
55 to 64	**116** ***28.9%***	30 *24.8%*	81 *30.5%*	32 *32.3%*	64 *31.1%*	20 *34.5%*	67 *29.3%*	15 *19.2%*	33 *34.0%* G	63 *29.7%* g	34 *28.1%*	78 *29.1%*	5 *26.3%* **	28 *28.3%*	52 *26.0%*	56 *30.8%*	77 *28.5%*	39 *29.5%*	- -
65 to 74	**7** ***1.7%***	1 *0.8%*	6 *2.3%*	- -	6 *2.9%* c	- -	5 *2.2%*	- -	1 *1.0%*	6 *2.8%*	4 *3.3%*	3 *1.1%*	- - **	4 *4.0%*	3 *1.5%*	4 *2.2%*	6 *2.2%*	1 *0.8%*	- -
75 or older	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -
TMG SUMMARY RATE - Members 18 to 34	**147** ***36.6%***	52 *43.0%* b	90 *33.8%*	33 *33.3%*	67 *32.5%*	23 *39.7%*	75 *32.8%*	36 *46.2%* I	35 *36.1%*	71 *33.5%*	37 *30.6%*	108 *40.3%* j	4 *21.1%* **	32 *32.3%*	86 *43.0%* O	57 *31.3%*	99 *36.7%*	48 *36.4%*	- -
TMG SUMMARY RATE - Members 35 to 44	**53** ***13.2%***	18 *14.9%*	32 *12.0%*	12 *12.1%*	24 *11.7%*	7 *12.1%*	30 *13.1%*	12 *15.4%*	16 *16.5%*	22 *10.4%*	17 *14.0%*	31 *11.6%*	2 *10.5%*	14 *14.1%*	26 *13.0%*	22 *12.1%*	40 *14.8%*	13 *9.8%*	- -
TMG SUMMARY RATE - Members 45 to 54	**79** ***19.7%***	20 *16.5%*	57 *21.4%*	22 *22.2%*	45 *21.8%*	8 *13.8%*	52 *22.7%*	15 *19.2%*	12 *12.4%*	50 *23.6%*	29 *24.0%*	48 *17.9%*	8 *42.1%*	21 *21.2%*	33 *16.5%*	43 *23.6%*	48 *17.8%*	31 *23.5%*	- -
TMG SUMMARY RATE - Members 55 or older	**123** ***30.6%***	31 *25.6%*	87 *32.7%*	32 *32.3%*	70 *34.0%*	20 *34.5%*	72 *31.4%*	15 *19.2%*	34 *35.1%* G	69 *32.5%* G	38 *31.4%*	81 *30.2%*	5 *26.3%* **	32 *32.3%*	55 *27.5%*	60 *33.0%*	83 *30.7%*	40 *30.3%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q53. Are you male or female?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**410** ***100.0%***	**125** ***100.0%***	**271** ***100.0%***	**101** ***100.0%***	**209** ***100.0%***	**60** ***100.0%***	**232** ***100.0%***	**81** ***100.0%***	**99** ***100.0%***	**216** ***100.0%***	**121** ***100.0%***	**275** ***100.0%***	**19** ***100.0%***	**99** ***100.0%***	**202** ***100.0%***	**185** ***100.0%***	**275** ***100.0%***	**135** ***100.0%***	**-** **-**
No Answer	**81**	6	6	7	16	3	14	6	1	5	3	10	-	3	19	14	7	74	-
Male	**128** ***31.2%***	40 *32.0%*	82 *30.3%*	33 *32.7%*	59 *28.2%*	16 *26.7%*	65 *28.0%*	25 *30.9%*	33 *33.3%*	64 *29.6%*	27 *22.3%*	95 *34.5%* J	1 *5.3%* **	24 *24.2%*	70 *34.7%*	52 *28.1%*	101 *36.7%* Q	27 *20.0%*	- -
Female	**282** ***68.8%***	85 *68.0%*	189 *69.7%*	68 *67.3%*	150 *71.8%*	44 *73.3%*	167 *72.0%*	56 *69.1%*	66 *66.7%*	152 *70.4%*	94 *77.7%* K	180 *65.5%*	18 *94.7%* **	75 *75.8%*	132 *65.3%*	133 *71.9%*	174 *63.3%*	108 *80.0%* P	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q54. What is the highest grade or level of school that you have completed?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**394** ***100.0%***	**115** ***100.0%***	**264** ***100.0%***	**98** ***100.0%***	**201** ***100.0%***	**58** ***100.0%***	**222** ***100.0%***	**74** ***100.0%***	**95** ***100.0%***	**210** ***100.0%***	**115** ***100.0%***	**265** ***100.0%***	**19** ***100.0%***	**93** ***100.0%***	**195** ***100.0%***	**177** ***100.0%***	**264** ***100.0%***	**130** ***100.0%***	**-** **-**
No Answer	**97**	16	13	10	24	5	24	13	5	11	9	20	-	9	26	22	18	79	-
8th grade or less	**38** ***9.6%***	8 *7.0%*	29 *11.0%*	11 *11.2%*	17 *8.5%*	7 *12.1%*	18 *8.1%*	4 *5.4%*	10 *10.5%*	23 *11.0%*	11 *9.6%*	26 *9.8%*	6 *31.6%* **	5 *5.4%*	18 *9.2%*	18 *10.2%*	24 *9.1%*	14 *10.8%*	- -
Some high school, but did not graduate	**118** ***29.9%***	28 *24.3%*	85 *32.2%*	27 *27.6%*	64 *31.8%*	12 *20.7%*	72 *32.4%* e	20 *27.0%*	21 *22.1%*	72 *34.3%* H	37 *32.2%*	74 *27.9%*	2 *10.5%* **	32 *34.4%*	52 *26.7%*	58 *32.8%*	76 *28.8%*	42 *32.3%*	- -
High school graduate or GED	**166** ***42.1%***	54 *47.0%*	106 *40.2%*	37 *37.8%*	84 *41.8%*	25 *43.1%*	93 *41.9%*	35 *47.3%*	46 *48.4%* i	79 *37.6%*	45 *39.1%*	116 *43.8%*	7 *36.8%* **	38 *40.9%*	83 *42.6%*	75 *42.4%*	122 *46.2%* Q	44 *33.8%*	- -
Some college or 2-year degree	**63** ***16.0%***	21 *18.3%*	39 *14.8%*	21 *21.4%*	33 *16.4%*	12 *20.7%*	35 *15.8%*	12 *16.2%*	15 *15.8%*	33 *15.7%*	22 *19.1%*	40 *15.1%*	4 *21.1%* **	18 *19.4%*	36 *18.5%*	24 *13.6%*	37 *14.0%*	26 *20.0%*	- -
4-year college graduate	**6** ***1.5%***	3 *2.6%*	3 *1.1%*	2 *2.0%*	2 *1.0%*	1 *1.7%*	3 *1.4%*	2 *2.7%*	3 *3.2%* i	1 *0.5%*	- -	6 *2.3%*	- - **	- -	5 *2.6%*	1 *0.6%*	4 *1.5%*	2 *1.5%*	- -
More than 4-year college degree	**3** ***0.8%***	1 *0.9%*	2 *0.8%*	- -	1 *0.5%*	1 *1.7%*	1 *0.5%*	1 *1.4%*	- -	2 *1.0%*	- -	3 *1.1%*	- - **	- -	1 *0.5%*	1 *0.6%*	1 *0.4%*	2 *1.5%*	- -
TMG SUMMARY RATE - High school graduate or less	**322** ***81.7%***	90 *78.3%*	220 *83.3%*	75 *76.5%*	165 *82.1%*	44 *75.9%*	183 *82.4%*	59 *79.7%*	77 *81.1%*	174 *82.9%*	93 *80.9%*	216 *81.5%*	15 *78.9%* **	75 *80.6%*	153 *78.5%*	151 *85.3%* n	222 *84.1%* q	100 *76.9%*	- -
TMG SUMMARY RATE - Some college	**63** ***16.0%***	21 *18.3%*	39 *14.8%*	21 *21.4%*	33 *16.4%*	12 *20.7%*	35 *15.8%*	12 *16.2%*	15 *15.8%*	33 *15.7%*	22 *19.1%*	40 *15.1%*	4 *21.1%*	18 *19.4%*	36 *18.5%*	24 *13.6%*	37 *14.0%*	26 *20.0%*	- -
TMG SUMMARY RATE - 4-year college graduate or more	**9** ***2.3%***	4 *3.5%*	5 *1.9%*	2 *2.0%*	3 *1.5%*	2 *3.4%*	4 *1.8%*	3 *4.1%*	3 *3.2%*	3 *1.4%*	- -	9 *3.4%* J	- - **	- -	6 *3.1%*	2 *1.1%*	5 *1.9%*	4 *3.1%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q55. Are you of Hispanic or Latino origin or descent?																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**375** ***100.0%***	**113** ***100.0%***	**251** ***100.0%***	**91** ***100.0%***	**190** ***100.0%***	**55** ***100.0%***	**212** ***100.0%***	**73** ***100.0%***	**93** ***100.0%***	**198** ***100.0%***	**111** ***100.0%***	**254** ***100.0%***	**17** ***100.0%***	**91** ***100.0%***	**185** ***100.0%***	**169** ***100.0%***	**244** ***100.0%***	**131** ***100.0%***	**-** **-**
No Answer	**116**	18	26	17	35	8	34	14	7	23	13	31	2	11	36	30	38	78	-
Yes, Hispanic or Latino	**16** ***4.3%***	2 *1.8%*	11 *4.4%*	2 *2.2%*	7 *3.7%*	2 *3.6%*	10 *4.7%*	- -	3 *3.2%*	10 *5.1%* g	7 *6.3%*	8 *3.1%*	1 *5.9%* **	6 *6.6%*	11 *5.9%* O	3 *1.8%*	10 *4.1%*	6 *4.6%*	- -
No, Not Hispanic or Latino	**359** ***95.7%***	111 *98.2%*	240 *95.6%*	89 *97.8%*	183 *96.3%*	53 *96.4%*	202 *95.3%*	73 *100.0%* i	90 *96.8%*	188 *94.9%*	104 *93.7%*	246 *96.9%*	16 *94.1%* **	85 *93.4%*	174 *94.1%*	166 *98.2%* N	234 *95.9%*	125 *95.4%*	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q56. What is your race? Please mark one or more.																			
Total Eligible	**491** ***100.0%***	**131** ***100.0%***	**277** ***100.0%***	**108** ***100.0%***	**225** ***100.0%***	**63** ***100.0%***	**246** ***100.0%***	**87** ***100.0%***	**100** ***100.0%***	**221** ***100.0%***	**124** ***100.0%***	**285** ***100.0%***	**19** ***100.0%***	**102** ***100.0%***	**221** ***100.0%***	**199** ***100.0%***	**282** ***100.0%***	**209** ***100.0%***	**-** **-**
Total Valid Responses	**473**	143	312	122	240	74	263	92	113	250	146	309	25	118	231	215	303	170	-
Total Respondents	**409** ***100.0%***	**124** ***100.0%***	**270** ***100.0%***	**101** ***100.0%***	**207** ***100.0%***	**60** ***100.0%***	**231** ***100.0%***	**80** ***100.0%***	**99** ***100.0%***	**215** ***100.0%***	**121** ***100.0%***	**274** ***100.0%***	**19** ***100.0%***	**99** ***100.0%***	**203** ***100.0%***	**183** ***100.0%***	**276** ***100.0%***	**133** ***100.0%***	**-** **-**
White	**149** ***36.4%***	48 *38.7%*	94 *34.8%*	43 *42.6%*	72 *34.8%*	25 *41.7%*	89 *38.5%*	28 *35.0%*	41 *41.4%*	73 *34.0%*	36 *29.8%*	109 *39.8%* j	5 *26.3%* **	30 *30.3%*	76 *37.4%*	65 *35.5%*	106 *38.4%*	43 *32.3%*	- -
Black or African-American	**267** ***65.3%***	82 *66.1%*	177 *65.6%*	67 *66.3%*	134 *64.7%*	39 *65.0%*	139 *60.2%*	57 *71.3%* h	58 *58.6%*	144 *67.0%*	88 *72.7%* K	167 *60.9%*	16 *84.2%* **	70 *70.7%*	129 *63.5%*	124 *67.8%*	179 *64.9%*	88 *66.2%*	- -
Asian	**9** ***2.2%***	3 *2.4%*	5 *1.9%*	5 *5.0%* D	2 *1.0%*	1 *1.7%*	5 *2.2%*	2 *2.5%*	2 *2.0%*	4 *1.9%*	2 *1.7%*	5 *1.8%*	- - **	2 *2.0%*	4 *2.0%*	3 *1.6%*	7 *2.5%*	2 *1.5%*	- -
Native Hawaiian or other Pacific Islander	**5** ***1.2%***	- -	5 *1.9%*	- -	5 *2.4%*	- -	3 *1.3%*	- -	- -	5 *2.3%*	3 *2.5%*	2 *0.7%*	- - **	3 *3.0%*	1 *0.5%*	4 *2.2%*	1 *0.4%*	4 *3.0%* P	- -
American Indian or Alaska Native	**31** ***7.6%***	7 *5.6%*	22 *8.1%*	6 *5.9%*	18 *8.7%*	6 *10.0%*	18 *7.8%*	4 *5.0%*	9 *9.1%*	16 *7.4%*	12 *9.9%*	19 *6.9%*	3 *15.8%* **	9 *9.1%*	14 *6.9%*	15 *8.2%*	7 *2.5%*	24 *18.0%* P	- -
Other	**12** ***2.9%***	3 *2.4%*	9 *3.3%*	1 *1.0%*	9 *4.3%*	3 *5.0%*	9 *3.9%*	1 *1.3%*	3 *3.0%*	8 *3.7%*	5 *4.1%*	7 *2.6%*	1 *5.3%* **	4 *4.0%*	7 *3.4%*	4 *2.2%*	3 *1.1%*	9 *6.8%* P	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

	HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q57. Did someone help you complete this survey?																			
Total Eligible	**282** *100.0%*	**95** *100.0%*	**175** *100.0%*	**80** *100.0%*	**135** *100.0%*	**44** *100.0%*	**146** *100.0%*	**64** *100.0%*	**68** *100.0%*	**138** *100.0%*	**71** *100.0%*	**196** *100.0%*	**7** *100.0%*	**61** *100.0%*	**142** *100.0%*	**127** *100.0%*	**282** *100.0%*	- -	- -
Total Valid Responses	**274** *100.0%*	**91** *100.0%*	**172** *100.0%*	**78** *100.0%*	**132** *100.0%*	**43** *100.0%*	**143** *100.0%*	**61** *100.0%*	**67** *100.0%*	**135** *100.0%*	**70** *100.0%*	**192** *100.0%*	**7** *100.0%*	**60** *100.0%*	**140** *100.0%*	**122** *100.0%*	**274** *100.0%*	- -	- -
No Answer	**8**	4	3	2	3	1	3	3	1	3	1	4	-	1	2	5	8	-	-
Yes	**64** *23.4%*	19 *20.9%*	43 *25.0%*	17 *21.8%*	29 *22.0%*	13 *30.2%*	36 *25.2%*	15 *24.6%*	11 *16.4%*	36 *26.7%*	19 *27.1%*	44 *22.9%*	3 *42.9%* **	15 *25.0%*	33 *23.6%*	27 *22.1%*	64 *23.4%*	- -	- -
No	**210** *76.6%*	72 *79.1%*	129 *75.0%*	61 *78.2%*	103 *78.0%*	30 *69.8%*	107 *74.8%*	46 *75.4%*	56 *83.6%*	99 *73.3%*	51 *72.9%*	148 *77.1%*	4 *57.1%* **	45 *75.0%*	107 *76.4%*	95 *77.9%*	210 *76.6%*	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

		HEALTH PLAN RATING (Q35)		HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
	Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**
Q58. How did that person help you? Check all that apply.																			
Total Eligible	**64** ***100.0%***	**19** ***100.0%***	**43** ***100.0%***	**17** ***100.0%***	**29** ***100.0%***	**13** ***100.0%***	**36** ***100.0%***	**15** ***100.0%***	**11** ***100.0%***	**36** ***100.0%***	**19** ***100.0%***	**44** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**33** ***100.0%***	**27** ***100.0%***	**64** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**89**	27	60	24	39	15	47	20	16	51	24	64	3	20	41	42	89	-	-
Total Respondents	**62** ***100.0%***	**19** ***100.0%***	**41** ***100.0%***	**16** ***100.0%***	**28** ***100.0%***	**12** ***100.0%***	**35** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**35** ***100.0%***	**18** ***100.0%***	**43** ***100.0%***	**3** ***100.0%***	**14** ***100.0%***	**32** ***100.0%***	**26** ***100.0%***	**62** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**30** ***48.4%***	10 *52.6%* **	20 *48.8%*	8 *50.0%* **	14 *50.0%* **	4 *33.3%* **	19 *54.3%*	7 *46.7%* **	5 *50.0%* **	18 *51.4%*	7 *38.9%* **	23 *53.5%*	1 *33.3%* **	6 *42.9%* **	12 *37.5%*	16 *61.5%* **	30 *48.4%*	- -	- -
Wrote down the answers I gave	**23** ***37.1%***	6 *31.6%* **	16 *39.0%*	7 *43.8%* **	9 *32.1%* **	3 *25.0%* **	12 *34.3%*	3 *20.0%* **	4 *40.0%* **	15 *42.9%*	5 *27.8%* **	17 *39.5%*	- - **	5 *35.7%* **	10 *31.3%*	11 *42.3%* **	23 *37.1%*	- -	- -
Answered the questions for me	**27** ***43.5%***	8 *42.1%* **	18 *43.9%*	6 *37.5%* **	14 *50.0%* **	6 *50.0%* **	14 *40.0%*	7 *46.7%* **	5 *50.0%* **	14 *40.0%*	9 *50.0%* **	18 *41.9%*	1 *33.3%* **	7 *50.0%* **	14 *43.8%*	11 *42.3%* **	27 *43.5%*	- -	- -
Translated the questions into my language	**3** ***4.8%***	1 *5.3%* **	2 *4.9%*	1 *6.3%* **	- - **	- - **	-	1 *6.7%* **	1 *10.0%* **	1 *2.9%*	- - **	3 *7.0%*	- - **	- - **	2 *6.3%*	1 *3.8%* **	3 *4.8%*	- -	- -
Helped in some other way	**6** ***9.7%***	2 *10.5%* **	4 *9.8%*	2 *12.5%* **	2 *7.1%* **	2 *16.7%* **	2 *5.7%*	2 *13.3%* **	1 *10.0%* **	3 *8.6%*	3 *16.7%* **	3 *7.0%*	1 *33.3%* **	2 *14.3%* **	3 *9.4%*	3 *11.5%* **	6 *9.7%*	- -	- -

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Statistics:
- Column Proportions:
  Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by The Myers Group
770-978-3173
2014

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

TABLE OF CONTENTS

Results by Demographic

Page 1 Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

Page 3 Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you

Page 5 Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

Page 6 Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

Page 7 Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

Page 8 Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

Page 10 Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

Page 11 Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

Page 12 Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

Page 13 Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 14 Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 15 Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 16 Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

TABLE OF CONTENTS

Results by Survey Measures

Page 17 Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

Page 19 Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you

Page 21 Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

Page 22 Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

Page 23 Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

Page 24 Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

Page 26 Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

Page 27 Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

Page 28 Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

Page 29 Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 30 Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 31 Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 32 Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

TABLE OF CONTENTS

Results by Survey Administration Mode

Page 33 Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

Page 35 Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you

Page 37 Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

Page 38 Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

Page 39 Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

Page 40 Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

Page 42 Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

Page 43 Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

Page 44 Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

Page 45 Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 46 Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 47 Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 48 Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	248	76	33	54	78	188	50	73	172	13	211	94	155	24	59	72	111	82	64	95
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	127	13	6	11	20	43	4	14	38	2	43	11	37	11	17	21	18	19	16	21
Same day	59	16	6	16	20	50	7	22	37	5	50	16	42	5	18	17	24	26	13	20
	23.8%	21.1%	18.2%	29.6%	25.6%	26.6%	14.0%	30.1%	21.5%	38.5%	23.7%	17.0%	27.1%	20.8%	30.5%	23.6%	21.6%	31.7%	20.3%	21.1%
						G							l							
1-2 days	74	28	10	16	18	57	14	19	54	2	63	27	46	5	26	20	26	28	15	29
	29.8%	36.8%	30.3%	29.6%	23.1%	30.3%	28.0%	26.0%	31.4%	15.4%	29.9%	28.7%	29.7%	20.8%	44.1%	27.8%	23.4%	34.1%	23.4%	30.5%
		e													pQ					
3-7 days	49	17	8	8	14	36	11	15	34	-	44	21	31	4	10	17	21	16	10	21
	19.8%	22.4%	24.2%	14.8%	17.9%	19.1%	22.0%	20.5%	19.8%		20.9%	22.3%	20.0%	16.7%	16.9%	23.6%	18.9%	19.5%	15.6%	22.1%
8-14 days	22	5	5	1	11	13	9	5	17	2	18	11	12	2	3	4	15	5	12	5
	8.9%	6.6%	15.2%	1.9%	14.1%	6.9%	18.0%	6.8%	9.9%	15.4%	8.5%	11.7%	7.7%	8.3%	5.1%	5.6%	13.5%	6.1%	18.8%	5.3%
			D		D		f										op		RT	
15-30 days	20	6	1	3	9	15	3	4	16	1	17	10	11	3	1	7	10	4	6	8
	8.1%	7.9%	3.0%	5.6%	11.5%	8.0%	6.0%	5.5%	9.3%	7.7%	8.1%	10.6%	7.1%	12.5%	1.7%	9.7%	9.0%	4.9%	9.4%	8.4%
					c											O	O			
More than 30 days	24	4	3	10	6	17	6	8	14	3	19	9	13	5	1	7	15	3	8	12
	9.7%	5.3%	9.1%	18.5%	7.7%	9.0%	12.0%	11.0%	8.1%	23.1%	9.0%	9.6%	8.4%	20.8%	1.7%	9.7%	13.5%	3.7%	12.5%	12.6%
				Be												O	O		r	R

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	116	58	14	14	25	91	18	41	72	1	105	44	75	12	35	43	36	47	26	40
TMG SUMMARY RATE - Same day/1-2 days	133 53.6%	44 57.9%	16 48.5%	32 59.3%	38 48.7%	107 56.9% g	21 42.0%	41 56.2%	91 52.9%	7 53.8%	113 53.6%	43 45.7%	88 56.8% l	10 41.7%	44 74.6% PQ	37 51.4%	50 45.0%	54 65.9% St	28 43.8%	49 51.6%
Mean	2.77	2.59	2.82	2.80	2.86	2.66	3.10	2.64	2.78	3.08	2.74	2.99	2.63	3.33	2.08	2.79	3.05	2.29	3.11	2.87

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		AGE				EDUCATION		GENDER		ETHNICITY		RACE				HEALTH STATUS		MENTAL HEALTH		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	180	41	20	44	71	133	38	41	136	7	152	71	108	21	39	52	86	53	49	75
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	128	13	6	9	20	43	6	18	35	2	46	12	41	13	17	15	23	18	15	21
Same day	24	5	1	9	9	19	5	5	19	2	20	8	17	3	7	8	9	8	5	11
	13.3%	12.2%	5.0%	20.5%	12.7%	14.3%	13.2%	12.2%	14.0%	28.6%	13.2%	11.3%	15.7%	14.3%	17.9%	15.4%	10.5%	15.1%	10.2%	14.7%
				C																
1-2 days	45	12	3	13	16	33	7	8	37	1	37	15	32	4	15	14	16	18	13	14
	25.0%	29.3%	15.0%	29.5%	22.5%	24.8%	18.4%	19.5%	27.2%	14.3%	24.3%	21.1%	29.6%	19.0%	38.5%	26.9%	18.6%	34.0%	26.5%	18.7%
															Q			t		
3-7 days	46	9	7	7	21	38	5	16	29	2	41	16	27	5	10	13	22	11	15	19
	25.6%	22.0%	35.0%	15.9%	29.6%	28.6%	13.2%	39.0%	21.3%	28.6%	27.0%	22.5%	25.0%	23.8%	25.6%	25.0%	25.6%	20.8%	30.6%	25.3%
					d	G		I												
8-14 days	11	4	3	1	3	7	4	2	8	1	9	4	6	1	1	3	7	2	4	5
	6.1%	9.8%	15.0%	2.3%	4.2%	5.3%	10.5%	4.9%	5.9%	14.3%	5.9%	5.6%	5.6%	4.8%	2.6%	5.8%	8.1%	3.8%	8.2%	6.7%
15-30 days	27	8	2	5	12	19	8	6	21	-	22	16	13	4	2	11	14	9	6	11
	15.0%	19.5%	10.0%	11.4%	16.9%	14.3%	21.1%	14.6%	15.4%		14.5%	22.5%	12.0%	19.0%	5.1%	21.2%	16.3%	17.0%	12.2%	14.7%
												m				O	O			
More than 30 days	27	3	4	9	10	17	9	4	22	1	23	12	13	4	4	3	18	5	6	15
	15.0%	7.3%	20.0%	20.5%	14.1%	12.8%	23.7%	9.8%	16.2%	14.3%	15.1%	16.9%	12.0%	19.0%	10.3%	5.8%	20.9%	9.4%	12.2%	20.0%
				b													P			r

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	183	93	27	26	32	146	28	69	111	7	161	66	118	13	55	69	56	77	42	60
TMG SUMMARY RATE - Same day/1-2 days	69 38.3%	17 41.5% c	4 20.0%	22 50.0% C	25 35.2%	52 39.1%	12 31.6%	13 31.7%	56 41.2%	3 42.9%	57 37.5%	23 32.4%	49 45.4% l	7 33.3%	22 56.4% Q	22 42.3%	25 29.1%	26 49.1% t	18 36.7%	25 33.3%
Mean	3.29	3.17	3.70	3.16	3.32	3.19	3.79	3.20	3.30	2.86	3.30	3.58	3.05	3.52	2.69	3.08	3.64	3.02	3.22	3.48

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	204	66	30	41	61	155	39	52	149	8	176	79	120	24	44	59	94	66	50	80
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	129	9	7	10	24	44	7	13	40	2	45	15	38	10	15	18	24	18	16	24
6 weeks or less	180	60	29	34	52	139	31	46	131	8	157	72	104	18	42	55	76	59	45	69
	88.2%	90.9%	96.7%	82.9%	85.2%	89.7%	79.5%	88.5%	87.9%	100.0%	89.2%	91.1%	86.7%	75.0%	95.5%	93.2%	80.9%	89.4%	90.0%	86.3%
			DE							K		n			Q	Q				
More than 6 weeks	24	6	1	7	9	16	8	6	18	-	19	7	16	6	2	4	18	7	5	11
	11.8%	9.1%	3.3%	17.1%	14.8%	10.3%	20.5%	11.5%	12.1%		10.8%	8.9%	13.3%	25.0%	4.5%	6.8%	19.1%	10.6%	10.0%	13.8%
				C	C									l			OP			
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	158	72	16	28	38	123	26	63	93	6	138	55	109	13	52	59	47	64	40	52
TMG SUMMARY RATE - 6 weeks or less	180	60	29	34	52	139	31	46	131	8	157	72	104	18	42	55	76	59	45	69
	88.2%	90.9%	96.7%	82.9%	85.2%	89.7%	79.5%	88.5%	87.9%	100.0%	89.2%	91.1%	86.7%	75.0%	95.5%	93.2%	80.9%	89.4%	90.0%	86.3%
			DE							K		n			Q	Q				
Mean	1.12	1.09	1.03	1.17	1.15	1.10	1.21	1.12	1.12	1.00	1.11	1.09	1.13	1.25	1.05	1.07	1.19	1.11	1.10	1.14

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	144	29	18	37	56	109	29	37	106	3	126	60	80	20	23	43	75	35	44	61
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	131	12	8	12	21	48	3	14	40	2	43	15	41	10	16	20	24	22	16	23
Within 1 month (30 days) of referral	115	22	18	26	45	87	22	30	84	3	97	45	65	14	18	38	57	30	35	46
	79.9%	75.9%	100%	70.3%	80.4%	79.8%	75.9%	81.1%	79.2%	100.0%	77.0%	75.0%	81.3%	70.0%	78.3%	88.4%	76.0%	85.7%	79.5%	75.4%
			BDE							K						q				
More than 1 month (31 days) after referral	29	7	-	11	11	22	7	7	22	-	29	15	15	6	5	5	18	5	9	15
	20.1%	24.1%		29.7%	19.6%	20.2%	24.1%	18.9%	20.8%		23.0%	25.0%	18.8%	30.0%	21.7%	11.6%	24.0%	14.3%	20.5%	24.6%
																	p			
I was not referred to a specialist in the last 6 months	216	106	27	30	46	165	40	77	136	11	190	74	146	17	72	73	66	91	46	72
TMG SUMMARY RATE - Within 1 month (30 days) of referral	115	22	18	26	45	87	22	30	84	3	97	45	65	14	18	38	57	30	35	46
	79.9%	75.9%	100%	70.3%	80.4%	79.8%	75.9%	81.1%	79.2%	100.0%	77.0%	75.0%	81.3%	70.0%	78.3%	88.4%	76.0%	85.7%	79.5%	75.4%
			BDE							K						q				
Mean	1.20	1.24	1.00	1.30	1.20	1.20	1.24	1.19	1.21	1.00	1.23	1.25	1.19	1.30	1.22	1.12	1.24	1.14	1.20	1.25

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	149	36	22	31	54	110	32	36	110	5	130	54	90	22	29	43	73	48	34	61
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	127	12	6	11	20	43	5	11	39	4	39	12	37	12	12	18	23	20	13	22
21 days or less	127	29	19	27	46	94	26	31	93	5	109	46	77	16	26	37	60	44	29	49
	85.2%	80.6%	86.4%	87.1%	85.2%	85.5%	81.3%	86.1%	84.5%	100.0% K	83.8%	85.2%	85.6%	72.7%	89.7%	86.0%	82.2%	91.7% t	85.3%	80.3%
22 days or more	22	7	3	4	8	16	6	5	17	-	21	8	13	6	3	6	13	4	5	12
	14.8%	19.4%	13.6%	12.9%	14.8%	14.5%	18.8%	13.9%	15.5%		16.2%	14.8%	14.4%	27.3%	10.3%	14.0%	17.8%	8.3%	14.7%	19.7% r
I did not need an appointment for a routine lab or x-ray services in the last 6 months	215	99	25	37	49	169	35	81	133	7	190	83	140	13	70	75	69	80	59	73
TMG SUMMARY RATE - 21 days or less	127	29	19	27	46	94	26	31	93	5	109	46	77	16	26	37	60	44	29	49
	85.2%	80.6%	86.4%	87.1%	85.2%	85.5%	81.3%	86.1%	84.5%	100.0% K	83.8%	85.2%	85.6%	72.7%	89.7%	86.0%	82.2%	91.7% t	85.3%	80.3%
Mean	1.15	1.19	1.14	1.13	1.15	1.15	1.19	1.14	1.15	1.00	1.16	1.15	1.14	1.27	1.10	1.14	1.18	1.08	1.15	1.20

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===		=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	171	36	21	41	65	127	31	47	121	7	141	60	110	23	37	43	86	51	41	72
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	120	11	5	9	17	36	6	7	36	2	36	11	32	11	13	14	20	17	12	20
Same day	71	14	9	18	24	53	12	15	53	5	55	27	41	10	14	14	40	23	13	31
	41.5%	38.9%	42.9%	43.9%	36.9%	41.7%	38.7%	31.9%	43.8%	71.4% k	39.0%	45.0%	37.3%	43.5%	37.8%	32.6%	46.5%	45.1%	31.7%	43.1%
1-2 days	39	10	6	9	13	31	4	11	28	1	33	15	26	4	11	11	16	14	7	16
	22.8%	27.8%	28.6%	22.0%	20.0%	24.4%	12.9%	23.4%	23.1%	14.3%	23.4%	25.0%	23.6%	17.4%	29.7%	25.6%	18.6%	27.5%	17.1%	22.2%
3-7 days	32	8	5	8	11	22	9	9	23	1	27	9	23	6	8	11	13	9	12	11
	18.7%	22.2%	23.8%	19.5%	16.9%	17.3%	29.0%	19.1%	19.0%	14.3%	19.1%	15.0%	20.9%	26.1%	21.6%	25.6%	15.1%	17.6%	29.3% t	15.3%
8-14 days	9	1	-	-	7	7	1	5	4	-	9	4	6	-	2	2	4	2	4	2
	5.3%	2.8%			10.8% b	5.5%	3.2%	10.6%	3.3%		6.4%	6.7%	5.5%		5.4%	4.7%	4.7%	3.9%	9.8%	2.8%
15-30 days	10	2	1	1	6	6	4	2	8	-	8	3	7	-	-	4	6	1	4	5
	5.8%	5.6%	4.8%	2.4%	9.2%	4.7%	12.9%	4.3%	6.6%		5.7%	5.0%	6.4%			9.3%	7.0%	2.0%	9.8%	6.9%
More than 30 days	10	1	-	5	4	8	1	5	5	-	9	2	7	3	2	1	7	2	1	7
	5.8%	2.8%		12.2%	6.2%	6.3%	3.2%	10.6%	4.1%		6.4%	3.3%	6.4%	13.0%	5.4%	2.3%	8.1%	3.9%	2.4%	9.7% s
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	200	100	27	29	41	159	35	74	125	7	182	78	125	13	61	79	59	80	53	64

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TMG SUMMARY RATE - Same day/1-2 days	110 64.3%	24 66.7%	15 71.4%	27 65.9%	37 56.9%	84 66.1%	16 51.6%	26 55.3%	81 66.9%	6 85.7% k	88 62.4%	42 70.0%	67 60.9%	14 60.9%	25 67.6%	25 58.1%	56 65.1%	37 72.5% S	20 48.8%	47 65.3% s
Mean	2.29	2.17	1.95	2.32	2.54	2.26	2.48	2.64	2.18	1.43	2.35	2.12	2.39	2.35	2.16	2.40	2.31	2.02	2.56	2.38

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	491	147	53	79	123	322	72	128	282	16	359	149	267	47	111	136	165	148	106	156
Total Answering	346	134	46	64	90	260	68	83	257	11	302	132	216	36	92	111	135	131	79	127
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	145	13	7	15	33	62	4	45	25	5	57	17	51	11	19	25	30	17	27	29
Yes	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
	5.2%	12.7%		1.6%		5.0%	5.9%		7.0%		5.6%	4.5%	6.5%		5.4%	9.9%	0.7%	6.9%	5.1%	3.1%
		D													q	Q				
No	328	117	46	63	90	247	64	83	239	11	285	126	202	36	87	100	134	122	75	123
	94.8%	87.3%	100%	98.4%	100%	95.0%	94.1%	100.0%	93.0%	100.0%	94.4%	95.5%	93.5%	100.0%	94.6%	90.1%	99.3%	93.1%	94.9%	96.9%
			B	B	B			I		K				LM			oP			
Mean	1.95	1.87	2.00	1.98	2.00	1.95	1.94	2.00	1.93	2.00	1.94	1.95	1.94	2.00	1.95	1.90	1.99	1.93	1.95	1.97

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
Total Answering	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
	100.0%	100%		100%		100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	11	11	-	-	-	8	2	-	11	-	11	4	9	-	2	8	-	7	2	1
	61.1%	64.7%				61.5%	50.0%		61.1%		64.7%	66.7%	64.3%		40.0%	72.7%		77.8%	50.0%	25.0%
																		T		
No	7	6	-	1	-	5	2	-	7	-	6	2	5	-	3	3	1	2	2	3
	38.9%	35.3%		100%		38.5%	50.0%		38.9%		35.3%	33.3%	35.7%		60.0%	27.3%	100.0%	22.2%	50.0%	75.0%
				B													oP			R
Mean	1.39	1.35	-	2.00	-	1.38	1.50	-	1.39	-	1.35	1.33	1.36	-	1.60	1.27	2.00	1.22	1.50	1.75

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	11	11	-	-	-	8	2	-	11	-	11	4	9	-	2	8	-	7	2	1
Total Answering	8	8	-	-	-	6	1	-	8	-	8	3	6	-	2	6	-	5	2	1
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	3	-	-	-	2	1	-	3	-	3	1	3	-	-	2	-	2	-	-
Same day	3	3	-	-	-	3	-	-	3	-	3	1	3	-	-	3	-	2	1	-
	37.5%	37.5%				50.0%			37.5%		37.5%	33.3%	50.0%			50.0%		40.0%	50.0%	
1-2 days	2	2	-	-	-	1	-	-	2	-	2	1	1	-	2	-	-	2	-	-
	25.0%	25.0%				16.7%			25.0%		25.0%	33.3%	16.7%		100.0%			40.0%		
3-7 days	2	2	-	-	-	1	1	-	2	-	2	-	2	-	-	2	-	1	1	-
	25.0%	25.0%				16.7%	100.0%		25.0%		25.0%		33.3%			33.3%		20.0%	50.0%	
							F													
8-14 days	1	1	-	-	-	1	-	-	1	-	1	1	-	-	-	1	-	-	-	1
	12.5%	12.5%				16.7%			12.5%		12.5%	33.3%				16.7%				100.0%
15-30 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 30 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TMG SUMMARY RATE - Same day/1-2 days	5	5	-	-	-	4	-	-	5	-	5	2	4	-	2	3	-	4	1	-
	62.5%	62.5%				66.7%			62.5%		62.5%	66.7%	66.7%		100.0%	50.0%		80.0%	50.0%	
															P					
Mean	2.13	2.13	-	-	-	2.00	3.00	-	2.13	-	2.13	2.33	1.83	-	2.00	2.17	-	1.80	2.00	4.00

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
Total Answering	10	10	-	-	-	8	1	-	10	-	10	3	8	-	3	6	-	5	4	-
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	
No Answer	5	4	-	1	-	2	3	-	5	-	4	-	5	-	1	3	1	2	-	3
14 days or less	10	10	-	-	-	8	1	-	10	-	10	3	8	-	3	6	-	5	4	-
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	
15 days or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I did not need a first trimester check-up in the last 6 months	3	3	-	-	-	3	-	-	3	-	3	3	1	-	1	2	-	2	-	1
TMG SUMMARY RATE - 14 days or less	10	10	-	-	-	8	1	-	10	-	10	3	8	-	3	6	-	5	4	-
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	
Mean	1.00	1.00	-	-	-	1.00	1.00	-	1.00	-	1.00	1.00	1.00	-	1.00	1.00	-	1.00	1.00	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
Total Answering	13	13	-	-	-	11	1	-	13	-	13	5	10	-	4	8	-	7	4	1
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	2	-	1	-	1	2	-	3	-	2	-	3	-	1	1	1	1	-	2
7 days or less	13	13	-	-	-	11	1	-	13	-	13	5	10	-	4	8	-	7	4	1
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
8 days or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I did not need a second trimester check-up in the last 6 months	2	2	-	-	-	1	1	-	2	-	2	1	1	-	-	2	-	1	-	1
TMG SUMMARY RATE - 7 days or less	13	13	-	-	-	11	1	-	13	-	13	5	10	-	4	8	-	7	4	1
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%
Mean	1.00	1.00	-	-	-	1.00	1.00	-	1.00	-	1.00	1.00	1.00	-	1.00	1.00	-	1.00	1.00	1.00

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
Total Answering	10	10	-	-	-	8	1	-	10	-	10	4	8	-	4	6	-	7	3	-
	100.0%	100%				100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	
No Answer	4	3	-	1	-	2	2	-	4	-	3	-	4	-	1	1	1	1	-	2
3 days or less	8	8	-	-	-	6	1	-	8	-	8	3	6	-	3	5	-	6	2	-
	80.0%	80.0%				75.0%	100.0%		80.0%		80.0%	75.0%	75.0%		75.0%	83.3%		85.7%	66.7%	
4 days or more	2	2	-	-	-	2	-	-	2	-	2	1	2	-	1	1	-	1	1	-
	20.0%	20.0%				25.0%			20.0%		20.0%	25.0%	25.0%		25.0%	16.7%		14.3%	33.3%	
I did not need a third trimester check-up in the last 6 months	4	4	-	-	-	3	1	-	4	-	4	2	2	-	-	4	-	1	1	2
TMG SUMMARY RATE - 3 days or less	8	8	-	-	-	6	1	-	8	-	8	3	6	-	3	5	-	6	2	-
	80.0%	80.0%				75.0%	100.0%		80.0%		80.0%	75.0%	75.0%		75.0%	83.3%		85.7%	66.7%	
Mean	1.20	1.20	-	-	-	1.25	1.00	-	1.20	-	1.20	1.25	1.25	-	1.25	1.17	-	1.14	1.33	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

		========= AGE =========				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========				=== HEALTH STATUS ===			=== MENTAL HEALTH ===	
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	18	17	-	1	-	13	4	-	18	-	17	6	14	-	5	11	1	9	4	4
Total Answering	2	2	-	-	-	2	-	-	2	-	2	1	1	-	-	1	-	-	1	-
	100.0%	100%				100.0%			100.0%		100.0%	100.0%	100.0%			100.0%			100.0%	
No Answer	4	3	-	1	-	1	3	-	4	-	3	-	4	-	1	2	1	2	-	2
7 days or less	2	2	-	-	-	2	-	-	2	-	2	1	1	-	-	1	-	-	1	-
	100.0%	100%				100.0%			100.0%		100.0%	100.0%	100.0%			100.0%			100.0%	
8 days or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not have or did not have a high risk pregnancy in the last 6 months	12	12	-	-	-	10	1	-	12	-	12	5	9	-	4	8	-	7	3	2
TMG SUMMARY RATE - 7 days or less	2	2	-	-	-	2	-	-	2	-	2	1	1	-	-	1	-	-	1	-
	100.0%	100%				100.0%			100.0%		100.0%	100.0%	100.0%			100.0%			100.0%	
Mean	1.00	1.00	-	-	-	1.00	-	-	1.00	-	1.00	1.00	1.00	-	-	1.00	-	-	1.00	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	248	74	168	76	136	45	146	46	63	133	83	156	13	67	99	132
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	127	20	37	16	41	8	41	15	8	34	18	39	2	16	45	30
Same day	59	11	46	13	38	6	34	5	11	41	20	36	5	13	23	34
	23.8%	14.9%	27.4%	17.1%	27.9%	13.3%	23.3%	10.9%	17.5%	30.8%	24.1%	23.1%	38.5%	19.4%	23.2%	25.8%
			B		d					HI						
1-2 days	74	20	53	23	43	10	55	13	18	42	21	50	2	18	25	43
	29.8%	27.0%	31.5%	30.3%	31.6%	22.2%	37.7%	28.3%	28.6%	31.6%	25.3%	32.1%	15.4%	26.9%	25.3%	32.6%
							F									
3-7 days	49	16	32	13	30	15	27	11	13	24	17	32	2	15	18	29
	19.8%	21.6%	19.0%	17.1%	22.1%	33.3%	18.5%	23.9%	20.6%	18.0%	20.5%	20.5%	15.4%	22.4%	18.2%	22.0%
						g										
8-14 days	22	9	13	9	8	5	10	3	12	7	10	11	1	9	9	11
	8.9%	12.2%	7.7%	11.8%	5.9%	11.1%	6.8%	6.5%	19.0%	5.3%	12.0%	7.1%	7.7%	13.4%	9.1%	8.3%
									HJ							
15-30 days	20	10	10	8	7	6	7	8	4	8	6	14	2	4	8	9
	8.1%	13.5%	6.0%	10.5%	5.1%	13.3%	4.8%	17.4%	6.3%	6.0%	7.2%	9.0%	15.4%	6.0%	8.1%	6.8%
		c						ij								
More than 30 days	24	8	14	10	10	3	13	6	5	11	9	13	1	8	16	6
	9.7%	10.8%	8.3%	13.2%	7.4%	6.7%	8.9%	13.0%	7.9%	8.3%	10.8%	8.3%	7.7%	11.9%	16.2%	4.5%
															P	

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== = RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	116	37	72	16	48	10	59	26	29	54	23	90	4	19	77	37
TMG SUMMARY RATE - Same day/1-2 days	133 53.6%	31 41.9%	99 58.9% B	36 47.4%	81 59.6% d	16 35.6%	89 61.0% F	18 39.1%	29 46.0%	83 62.4% HI	41 49.4%	86 55.1%	7 53.8%	31 46.3%	48 48.5%	77 58.3%
Mean	2.77	3.15	2.58	3.08	2.51	3.09	2.59	3.30	2.92	2.49	2.86	2.72	2.69	2.96	3.02	2.52

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	180	50	124	55	102	31	114	30	43	101	65	110	9	53	62	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	128	22	37	16	38	8	39	17	8	34	20	36	2	18	46	28
Same day	24	2	20	3	16	2	18	1	3	18	8	15	2	6	12	11
	13.3%	4.0%	16.1%	5.5%	15.7%	6.5%	15.8%	3.3%	7.0%	17.8%	12.3%	13.6%	22.2%	11.3%	19.4%	10.4%
			B		D		f			HI						
1-2 days	45	11	33	9	31	6	30	7	8	29	22	23	2	20	13	28
	25.0%	22.0%	26.6%	16.4%	30.4%	19.4%	26.3%	23.3%	18.6%	28.7%	33.8%	20.9%	22.2%	37.7%	21.0%	26.4%
					D						l					
3-7 days	46	12	34	16	24	6	30	8	11	27	12	33	1	9	14	29
	25.6%	24.0%	27.4%	29.1%	23.5%	19.4%	26.3%	26.7%	25.6%	26.7%	18.5%	30.0%	11.1%	17.0%	22.6%	27.4%
												k				
8-14 days	11	6	5	3	6	3	7	4	5	2	7	4	1	6	4	6
	6.1%	12.0%	4.0%	5.5%	5.9%	9.7%	6.1%	13.3%	11.6%	2.0%	10.8%	3.6%	11.1%	11.3%	6.5%	5.7%
								j	j		l					
15-30 days	27	9	16	14	9	12	8	3	8	14	7	18	1	5	8	17
	15.0%	18.0%	12.9%	25.5%	8.8%	38.7%	7.0%	10.0%	18.6%	13.9%	10.8%	16.4%	11.1%	9.4%	12.9%	16.0%
				E		G										
More than 30 days	27	10	16	10	16	2	21	7	8	11	9	17	2	7	11	15
	15.0%	20.0%	12.9%	18.2%	15.7%	6.5%	18.4%	23.3%	18.6%	10.9%	13.8%	15.5%	22.2%	13.2%	17.7%	14.2%
							F									

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) =			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	183	59	116	37	85	24	93	40	49	86	39	139	8	31	113	65
TMG SUMMARY RATE - Same day/1-2 days	69 38.3%	13 26.0%	53 42.7% B	12 21.8%	47 46.1% D	8 25.8%	48 42.1% f	8 26.7%	11 25.6%	47 46.5% HI	30 46.2%	38 34.5%	4 44.4%	26 49.1%	25 40.3%	39 36.8%
Mean	3.29	3.78	3.10	3.84	3.09	3.74	3.18	3.73	3.72	2.98	3.15	3.35	3.33	3.09	3.26	3.33

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === == CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ === == HELP FROM === =CUST SVC (Q31)=		== # DCTR/ === === CLINIC === = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	204	55	147	58	121	31	134	32	52	118	77	122	14	60	68	121
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	129	19	37	16	41	5	40	16	7	33	19	39	2	17	47	31
6 weeks or less	180	47	132	49	110	29	121	28	44	107	69	107	13	53	48	117
	88.2%	85.5%	89.8%	84.5%	90.9%	93.5%	90.3%	87.5%	84.6%	90.7%	89.6%	87.7%	92.9%	88.3%	70.6%	96.7%
																O
More than 6 weeks	24	8	15	9	11	2	13	4	8	11	8	15	1	7	20	4
	11.8%	14.5%	10.2%	15.5%	9.1%	6.5%	9.7%	12.5%	15.4%	9.3%	10.4%	12.3%	7.1%	11.7%	29.4%	3.3%
															P	
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	158	57	93	34	63	27	72	39	41	70	28	124	3	25	106	47
TMG SUMMARY RATE - 6 weeks or less	180	47	132	49	110	29	121	28	44	107	69	107	13	53	48	117
	88.2%	85.5%	89.8%	84.5%	90.9%	93.5%	90.3%	87.5%	84.6%	90.7%	89.6%	87.7%	92.9%	88.3%	70.6%	96.7%
																O
Mean	1.12	1.15	1.10	1.16	1.09	1.06	1.10	1.13	1.15	1.09	1.10	1.12	1.07	1.12	1.29	1.03

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. == (Q35)			=== CONTACT === CUSTOMER === SERVICE (Q30) =		== GOT INFO/ == HELP FROM == CUST SVC (Q31) =		=== # DCTR/ === CLINIC === VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	144	44	96	43	84	27	87	27	37	76	62	79	9	51	45	90
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	131	22	37	18	41	8	42	17	8	34	18	39	2	16	50	31
Within 1 month (30 days) of referral	115	34	78	33	68	23	71	22	26	64	47	65	7	39	33	73
	79.9%	77.3%	81.3%	76.7%	81.0%	85.2%	81.6%	81.5%	70.3%	84.2%	75.8%	82.3%	77.8%	76.5%	73.3%	81.1%
More than 1 month (31 days) after referral	29	10	18	10	16	4	16	5	11	12	15	14	2	12	12	17
	20.1%	22.7%	18.8%	23.3%	19.0%	14.8%	18.4%	18.5%	29.7%	15.8%	24.2%	17.7%	22.2%	23.5%	26.7%	18.9%
I was not referred to a specialist in the last 6 months	216	65	144	47	100	28	117	43	55	111	44	167	8	35	126	78
TMG SUMMARY RATE - Within 1 month (30 days) of referral	115	34	78	33	68	23	71	22	26	64	47	65	7	39	33	73
	79.9%	77.3%	81.3%	76.7%	81.0%	85.2%	81.6%	81.5%	70.3%	84.2%	75.8%	82.3%	77.8%	76.5%	73.3%	81.1%
Mean	1.20	1.23	1.19	1.23	1.19	1.15	1.18	1.19	1.30	1.16	1.24	1.18	1.22	1.24	1.27	1.19

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === =SERVICE (Q30)=		== GOT INFO/ == == HELP FROM == =CUST SVC (Q31)=		== # DCTR/ == == CLINIC == = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	149	39	107	38	88	22	99	25	36	85	65	81	11	52	48	87
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	127	18	37	16	38	10	38	16	6	33	20	36	2	18	45	32
21 days or less	127	31	93	28	78	19	88	21	30	73	54	70	11	41	37	76
	85.2%	79.5%	86.9%	73.7%	88.6%	86.4%	88.9%	84.0%	83.3%	85.9%	83.1%	86.4%	100.0%	78.8%	77.1%	87.4%
					d								N			
22 days or more	22	8	14	10	10	3	11	4	6	12	11	11	-	11	11	11
	14.8%	20.5%	13.1%	26.3%	11.4%	13.6%	11.1%	16.0%	16.7%	14.1%	16.9%	13.6%		21.2%	22.9%	12.6%
				e												
I did not need an appointment for a routine lab or x-ray services in the last 6 months	215	74	133	54	99	31	109	46	58	103	39	168	6	32	128	80
TMG SUMMARY RATE - 21 days or less	127	31	93	28	78	19	88	21	30	73	54	70	11	41	37	76
	85.2%	79.5%	86.9%	73.7%	88.6%	86.4%	88.9%	84.0%	83.3%	85.9%	83.1%	86.4%	100.0%	78.8%	77.1%	87.4%
					d								N			
Mean	1.15	1.21	1.13	1.26	1.11	1.14	1.11	1.16	1.17	1.14	1.17	1.14	1.00	1.21	1.23	1.13

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === =SERVICE (Q30) =		== GOT INFO/ == HELP FROM == =CUST SVC (Q31) =		== # DCTR/ == CLINIC == = VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	171	47	118	45	99	29	108	30	40	95	70	96	11	57	57	102
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	120	17	32	14	36	8	36	15	5	29	17	32	2	15	44	25
Same day	71	18	52	15	48	12	48	12	15	43	31	35	5	25	23	44
	41.5%	38.3%	44.1%	33.3%	48.5%	41.4%	44.4%	40.0%	37.5%	45.3%	44.3%	36.5%	45.5%	43.9%	40.4%	43.1%
					d											
1-2 days	39	11	26	9	24	8	23	7	9	21	19	20	3	15	13	25
	22.8%	23.4%	22.0%	20.0%	24.2%	27.6%	21.3%	23.3%	22.5%	22.1%	27.1%	20.8%	27.3%	26.3%	22.8%	24.5%
3-7 days	32	10	19	9	15	3	21	5	8	16	10	22	2	8	10	17
	18.7%	21.3%	16.1%	20.0%	15.2%	10.3%	19.4%	16.7%	20.0%	16.8%	14.3%	22.9%	18.2%	14.0%	17.5%	16.7%
8-14 days	9	3	6	3	4	2	4	3	1	5	4	5	1	3	2	7
	5.3%	6.4%	5.1%	6.7%	4.0%	6.9%	3.7%	10.0%	2.5%	5.3%	5.7%	5.2%	9.1%	5.3%	3.5%	6.9%
15-30 days	10	2	8	4	4	3	6	-	3	7	3	7	-	3	2	6
	5.8%	4.3%	6.8%	8.9%	4.0%	10.3%	5.6%		7.5%	7.4%	4.3%	7.3%		5.3%	3.5%	5.9%
More than 30 days	10	3	7	5	4	1	6	3	4	3	3	7	-	3	7	3
	5.8%	6.4%	5.9%	11.1%	4.0%	3.4%	5.6%	10.0%	10.0%	3.2%	4.3%	7.3%		5.3%	12.3%	2.9%
															P	
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	200	67	127	49	90	26	102	42	55	97	37	157	6	30	120	72

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TMG SUMMARY RATE - Same day/1-2 days	110 64.3%	29 61.7%	78 66.1%	24 53.3%	72 72.7% D	20 69.0%	71 65.7%	19 63.3%	24 60.0%	64 67.4%	50 71.4% l	55 57.3%	8 72.7%	40 70.2%	36 63.2%	69 67.6%
Mean	2.29	2.34	2.26	2.71	2.03	2.28	2.21	2.37	2.50	2.17	2.11	2.48	1.91	2.18	2.44	2.17

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) =			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	491	131	277	108	225	63	246	87	100	221	124	285	19	102	221	199
Total Answering	346	108	226	87	175	52	198	71	84	179	103	233	17	84	166	160
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	145	23	51	21	50	11	48	16	16	42	21	52	2	18	55	39
Yes	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
	5.2%	6.5%	4.9%	4.6%	5.7%	5.8%	4.5%	4.2%	6.0%	5.6%	5.8%	5.2%	5.9%	6.0%	3.0%	7.5%
																o
No	328	101	215	83	165	49	189	68	79	169	97	221	16	79	161	148
	94.8%	93.5%	95.1%	95.4%	94.3%	94.2%	95.5%	95.8%	94.0%	94.4%	94.2%	94.8%	94.1%	94.0%	97.0%	92.5%
															p	
Mean	1.95	1.94	1.95	1.95	1.94	1.94	1.95	1.96	1.94	1.94	1.94	1.95	1.94	1.94	1.97	1.93

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. ====== (Q35) =======			=== CONTACT === == CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		== # DCTR/ === CLINIC ===== VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
Total Answering	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	11	4	7	2	6	2	5	1	4	6	5	6	-	5	2	8
	61.1%	57.1%	63.6%	50.0%	60.0%	66.7%	55.6%	33.3%	80.0%	60.0%	83.3%	50.0%		100.0%	40.0%	66.7%
No	7	3	4	2	4	1	4	2	1	4	1	6	1	-	3	4
	38.9%	42.9%	36.4%	50.0%	40.0%	33.3%	44.4%	66.7%	20.0%	40.0%	16.7%	50.0%	100.0%		60.0%	33.3%
Mean	1.39	1.43	1.36	1.50	1.40	1.33	1.44	1.67	1.20	1.40	1.17	1.50	2.00	1.00	1.60	1.33

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. ====== (Q35) =======			=== CONTACT === == CUSTOMER ===SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		== # DCTR/ === CLINIC ===VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	11	4	7	2	6	2	5	1	4	6	5	6	-	5	2	8
Total Answering	8	2	6	1	5	1	4	-	3	5	4	4	-	4	1	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	2	1	1	1	1	1	1	1	1	1	2	-	1	1	2
Same day	3	-	3	-	3	-	2	-	-	3	2	1	-	2	-	3
	37.5%		50.0%		60.0%		50.0%			60.0%	50.0%	25.0%		50.0%		50.0%
1-2 days	2	-	2	-	1	-	1	-	1	1	1	1	-	1	-	1
	25.0%		33.3%		20.0%		25.0%		33.3%	20.0%	25.0%	25.0%		25.0%		16.7%
3-7 days	2	1	1	-	1	-	1	-	1	1	1	1	-	1	1	1
	25.0%	50.0%	16.7%		20.0%		25.0%		33.3%	20.0%	25.0%	25.0%		25.0%	100.0%	16.7%
															P	
8-14 days	1	1	-	1	-	1	-	-	1	-	-	1	-	-	-	1
	12.5%	50.0%		100.0%		100.0%			33.3%			25.0%				16.7%
15-30 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 30 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TMG SUMMARY RATE - Same day/1-2 days	5	-	5	-	4	-	3	-	1	4	3	2	-	3	-	4
	62.5%		83.3%		80.0%		75.0%		33.3%	80.0%	75.0%	50.0%		75.0%		66.7%
Mean	2.13	3.50	1.67	4.00	1.60	4.00	1.75	-	3.00	1.60	1.75	2.50	-	1.75	3.00	2.00

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
Total Answering	10	2	8	-	8	-	5	1	1	8	4	6	-	4	2	8
	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	5	4	1	2	2	1	3	2	2	1	2	3	1	1	3	2
14 days or less	10	2	8	-	8	-	5	1	1	8	4	6	-	4	2	8
	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
15 days or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I did not need a first trimester check-up in the last 6 months	3	1	2	2	-	2	1	-	2	1	-	3	-	-	-	2
TMG SUMMARY RATE - 14 days or less	10	2	8	-	8	-	5	1	1	8	4	6	-	4	2	8
	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
Mean	1.00	1.00	1.00	-	1.00	-	1.00	1.00	1.00	1.00	1.00	1.00	-	1.00	1.00	1.00

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = RATING (Q35) =		= HEALTH CARE = RATING (Q13) =		=== DOCTOR ==== RATING (Q23) =		= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35)			=== CONTACT === CUSTOMER SERVICE (Q30) =		== GOT INFO/ HELP FROM CUST SVC (Q31) =		== # DCTR/ CLINIC VISITS (Q7) =	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
Total Answering	13	3	10	1	8	1	6	2	2	9	4	9	-	4	3	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	3	2	1	2	1	1	2	1	1	1	1	2	1	-	2	1
7 days or less	13	3	10	1	8	1	6	2	2	9	4	9	-	4	3	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
8 days or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I did not need a second trimester check-up in the last 6 months	2	2	-	1	1	1	1	-	2	-	1	1	-	1	-	2
TMG SUMMARY RATE - 7 days or less	13	3	10	1	8	1	6	2	2	9	4	9	-	4	3	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
Mean	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-	1.00	1.00	1.00

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = RATING (Q35)=		= HEALTH CARE = RATING (Q13)=		=== DOCTOR ==== RATING (Q23)=		= HEALTH PLAN RTNG = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === =SERVICE (Q30)=		== GOT INFO/ HELP FROM =CUST SVC (Q31)=		== # DCTR/ CLINIC VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
Total Answering	10	1	9	1	7	1	6	-	2	8	4	6	-	4	1	8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No Answer	4	3	1	2	1	1	2	2	1	1	1	3	1	-	3	1
3 days or less	8	1	7	-	6	-	5	-	2	6	4	4	-	4	1	6
	80.0%	100.0%	77.8%		85.7%		83.3%		100.0%	75.0%	100.0%	66.7%		100.0%	100.0%	75.0%
											l					
4 days or more	2	-	2	1	1	1	1	-	-	2	-	2	-	-	-	2
	20.0%		22.2%	100.0%	14.3%	100.0%	16.7%			25.0%		33.3%				25.0%
				E		G										
I did not need a third trimester check-up in the last 6 months	4	3	1	1	2	1	1	1	2	1	1	3	-	1	1	3
TMG SUMMARY RATE - 3 days or less	8	1	7	-	6	-	5	-	2	6	4	4	-	4	1	6
	80.0%	100.0%	77.8%		85.7%		83.3%		100.0%	75.0%	100.0%	66.7%		100.0%	100.0%	75.0%
											l					
Mean	1.20	1.00	1.22	2.00	1.14	2.00	1.17	-	1.00	1.25	1.00	1.33	-	1.00	1.00	1.25

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

	Total	= HEALTH PLAN = = RATING (Q35)=		= HEALTH CARE = = RATING (Q13)=		=== DOCTOR ==== = RATING (Q23)=		= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q35) =======			=== CONTACT === == CUSTOMER === =SERVICE (Q30)=		== GOT INFO/ == HELP FROM =CUST SVC (Q31)=		=== == # DCTR/ === CLINIC = VISITS (Q7)=	
		0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	18	7	11	4	10	3	9	3	5	10	6	12	1	5	5	12
Total Answering	2	1	1	-	1	-	-	1	-	1	-	2	-	-	1	1
	100.0%	100.0%	100.0%		100.0%			100.0%		100.0%		100.0%			100.0%	100.0%
No Answer	4	3	1	2	2	1	3	1	2	1	2	2	1	1	2	2
7 days or less	2	1	1	-	1	-	-	1	-	1	-	2	-	-	1	1
	100.0%	100.0%	100.0%		100.0%			100.0%		100.0%		100.0%			100.0%	100.0%
8 days or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not have or did not have a high risk pregnancy in the last 6 months	12	3	9	2	7	2	6	1	3	8	4	8	-	4	2	9
TMG SUMMARY RATE - 7 days or less	2	1	1	-	1	-	-	1	-	1	-	2	-	-	1	1
	100.0%	100.0%	100.0%		100.0%			100.0%		100.0%		100.0%			100.0%	100.0%
Mean	1.00	1.00	1.00	-	1.00	-	-	1.00	-	1.00	-	1.00	-	-	1.00	1.00

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	248	187	61	-
	100.0%	100.0%	100.0%	
No Answer	127	19	108	-
Same day	59	48	11	-
	23.8%	25.7%	18.0%	
1-2 days	74	58	16	-
	29.8%	31.0%	26.2%	
3-7 days	49	35	14	-
	19.8%	18.7%	23.0%	
8-14 days	22	17	5	-
	8.9%	9.1%	8.2%	
15-30 days	20	13	7	-
	8.1%	7.0%	11.5%	
More than 30 days	24	16	8	-
	9.7%	8.6%	13.1%	
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	116	76	40	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
TMG SUMMARY RATE - Same day/1-2 days	133 53.6%	106 56.7% c	27 44.3%	-
Mean	2.77	2.66	3.08	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	180	132	48	-
	100.0%	100.0%	100.0%	
No Answer	128	24	104	-
Same day	24	20	4	-
	13.3%	15.2%	8.3%	
1-2 days	45	28	17	-
	25.0%	21.2%	35.4%	
			b	
3-7 days	46	36	10	-
	25.6%	27.3%	20.8%	
8-14 days	11	9	2	-
	6.1%	6.8%	4.2%	
15-30 days	27	21	6	-
	15.0%	15.9%	12.5%	
More than 30 days	27	18	9	-
	15.0%	13.6%	18.8%	
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	183	126	57	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total (A)	Mail (B)	Phone (C)	Internet (D)
TMG SUMMARY RATE - Same day/1-2 days	69 38.3%	48 36.4%	21 43.8%	-
Mean	3.29	3.28	3.33	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	204	138	66	-
	100.0%	100.0%	100.0%	
No Answer	129	25	104	-
6 weeks or less	180	119	61	-
	88.2%	86.2%	92.4%	
More than 6 weeks	24	19	5	-
	11.8%	13.8%	7.6%	
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	158	119	39	-
TMG SUMMARY RATE - 6 weeks or less	180	119	61	-
	88.2%	86.2%	92.4%	
Mean	1.12	1.14	1.08	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	144	99	45	-
	100.0%	100.0%	100.0%	
No Answer	131	25	106	-
Within 1 month (30 days) of referral	115	82	33	-
	79.9%	82.8%	73.3%	
More than 1 month (31 days) after referral	29	17	12	-
	20.1%	17.2%	26.7%	
I was not referred to a specialist in the last 6 months	216	158	58	-
TMG SUMMARY RATE - Within 1 month (30 days) of referral	115	82	33	-
	79.9%	82.8%	73.3%	
Mean	1.20	1.17	1.27	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	149	95	54	-
	100.0%	100.0%	100.0%	
No Answer	127	28	99	-
21 days or less	127	78	49	-
	85.2%	82.1%	90.7%	
22 days or more	22	17	5	-
	14.8%	17.9%	9.3%	
I did not need an appointment for a routine lab or x-ray services in the last 6 months	215	159	56	-
TMG SUMMARY RATE - 21 days or less	127	78	49	-
	85.2%	82.1%	90.7%	
Mean	1.15	1.18	1.09	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	171	115	56	-
	100.0%	100.0%	100.0%	
No Answer	120	19	101	-
Same day	71	52	19	-
	41.5%	45.2%	33.9%	
1-2 days	39	25	14	-
	22.8%	21.7%	25.0%	
3-7 days	32	16	16	-
	18.7%	13.9%	28.6%	
			B	
8-14 days	9	5	4	-
	5.3%	4.3%	7.1%	
15-30 days	10	10	-	-
	5.8%	8.7%		
More than 30 days	10	7	3	-
	5.8%	6.1%	5.4%	
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	200	148	52	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
TMG SUMMARY RATE - Same day/1-2 days	110 64.3%	77 67.0%	33 58.9%	-
Mean	2.29	2.28	2.30	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	491	282	209	-
Total Answering	346	256	90	-
	100.0%	100.0%	100.0%	
No Answer	145	26	119	-
Yes	18	12	6	-
	5.2%	4.7%	6.7%	
No	328	244	84	-
	94.8%	95.3%	93.3%	
Mean	1.95	1.95	1.93	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	18	12	6	-
Total Answering	18	12	6	-
	100.0%	100.0%	100.0%	
No Answer	-	-	-	-
Yes	11	7	4	-
	61.1%	58.3%	66.7%	
No	7	5	2	-
	38.9%	41.7%	33.3%	
Mean	1.39	1.42	1.33	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	11	7	4	-
Total Answering	8	6	2	-
	100.0%	100.0%	100.0%	
No Answer	3	1	2	-
Same day	3	3	-	-
	37.5%	50.0%		
1-2 days	2	2	-	-
	25.0%	33.3%		
3-7 days	2	-	2	-
	25.0%		100.0%	
8-14 days	1	1	-	-
	12.5%	16.7%		
15-30 days	-	-	-	-
More than 30 days	-	-	-	-
TMG SUMMARY RATE - Same day/1-2 days	5	5	-	-
	62.5%	83.3%		
Mean	2.13	1.83	3.00	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= SURVEY ADMINISTRATION= ========= MODE ========= Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	18	12	6	-
Total Answering	10	7	3	-
	100.0%	100.0%	100.0%	
No Answer	5	2	3	-
14 days or less	10	7	3	-
	100.0%	100.0%	100.0%	
15 days or more	-	-	-	-
I did not need a first trimester check-up in the last 6 months	3	3	-	-
TMG SUMMARY RATE - 14 days or less	10	7	3	-
	100.0%	100.0%	100.0%	
Mean	1.00	1.00	1.00	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total (A)	Mail (B)	Phone (C)	Internet (D)
Total Eligible	18	12	6	-
Total Answering	13 100.0%	10 100.0%	3 100.0%	-
No Answer	3	1	2	-
7 days or less	13 100.0%	10 100.0%	3 100.0%	-
8 days or more	-	-	-	-
I did not need a second trimester check-up in the last 6 months	2	1	1	-
TMG SUMMARY RATE - 7 days or less	13 100.0%	10 100.0%	3 100.0%	-
Mean	1.00	1.00	1.00	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

	Total	= SURVEY ADMINISTRATION= ========= MODE ========= Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	18	12	6	-
Total Answering	10	8	2	-
	100.0%	100.0%	100.0%	
No Answer	4	1	3	-
3 days or less	8	6	2	-
	80.0%	75.0%	100.0%	
4 days or more	2	2	-	-
	20.0%	25.0%		
I did not need a third trimester check-up in the last 6 months	4	3	1	-
TMG SUMMARY RATE - 3 days or less	8	6	2	-
	80.0%	75.0%	100.0%	
Mean	1.20	1.25	1.00	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

		= SURVEY ADMINISTRATION= ========= MODE =========		
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	18	12	6	-
Total Answering	2	1	1	-
	100.0%	100.0%	100.0%	
No Answer	4	1	3	-
7 days or less	2	1	1	-
	100.0%	100.0%	100.0%	
8 days or more	-	-	-	-
I do not have or did not have a high risk pregnancy in the last 6 months	12	10	2	-
TMG SUMMARY RATE - 7 days or less	2	1	1	-
	100.0%	100.0%	100.0%	
Mean	1.00	1.00	1.00	-

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

TABLE OF CONTENTS

Results by CHIP

Page 1 Q1. Our records show that you are now in HEALTH PLAN NAME. Is that right?

Page 2 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?

Page 3 Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Page 4 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?

Page 5 Q6. (GCQ) 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?

Page 6 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?

Page 7 Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Page 8 Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Page 9 Q10. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

Page 10 Q11. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

Page 11 Q12. (SDM) 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?

Page 12 Q13. What number would you use to rate all your health care in the last 6 months?

Page 14 Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

Page 15 Q15. Do you have a personal doctor?

Page 16 Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Page 17 Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Page 18 Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?

Page 19 Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?

TABLE OF CONTENTS

Page 20 Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?

Page 21 Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Page 22 Q22. (CC) 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?

Page 23 Q23. What number would you use to rate your personal doctor?

Page 25 Q24. In the last 6 months, did you make any appointments to see a specialist?

Page 26 Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

Page 27 Q26. How many specialists have you seen in the last 6 months?

Page 28 Q27. What number would you use to rate that specialist?

Page 30 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?

Page 31 Q29. (PNI) 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?

Page 32 Q30. In the last 6 months, did you get information or help from your health plan’s customer service?

Page 33 Q31. (CS) In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?

Page 34 Q32. (CS) In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

Page 35 Q33. In the last 6 months, did your health plan give you any forms to fill out?

Page 36 Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?

Page 37 Q35. What number would you use to rate your health plan?

Page 39 Q36. In general, how would you rate your overall health?

Page 40 Q37. In general, how would you rate your overall mental or emotional health?

Page 41 Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? (All respondents)

Page 42 Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2013? (Respondents 18–64 years as of July 1 of the measurement year)

Page 43 Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

TABLE OF CONTENTS

Page 44 Q40. (HEDIS) 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?

Page 45 Q41. (HEDIS) 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?

Page 46 Q42. (HEDIS) 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?

Page 47 Q43. Do you take aspirin daily or every other day? (All respondents)

Page 48 HEDIS Measure: Aspirin Use

Page 49 Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

Page 50 Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)

Page 51 HEDIS Measure: Aspirin Risks and Benefits

Page 52 Q46. Are you aware that you have any of the following conditions? Check all that apply.

Page 53 Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply

Page 54 Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

Page 55 Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Page 56 Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Page 57 Q51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Page 58 Q52. What is your age?

Page 59 Q53. Are you male or female?

Page 60 Q54. What is the highest grade or level of school that you have completed?

Page 61 Q55. Are you of Hispanic or Latino origin or descent?

Page 62 Q56. What is your race? Please mark one or more.

Page 63 Q57. Did someone help you complete this survey?

Page 64 Q58. How did that person help you? Check all that apply.

Page 65 Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

TABLE OF CONTENTS

Page 67 Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you

Page 69 Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

Page 70 Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

Page 71 Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

Page 72 Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

Page 73 Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

Page 74 Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

Page 75 Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

Page 76 Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 77 Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 78 Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

Page 79 Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	470	39	431
	100.0%	100.0%	100.0%
No Answer	21	1	20
Yes	470	39	431
	100.0%	100.0%	100.0%
No	-	-	-
HEDIS/CAHPS SUMMARY RATE	470	39	431
- Yes	100.0%	100.0%	100.0%

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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	449	39	410
	100.0%	100.0%	100.0%
No Answer	42	1	41
Yes	212	18	194
	47.2%	46.2%	47.3%
No	237	21	216
	52.8%	53.8%	52.7%
HEDIS/CAHPS SUMMARY RATE - Yes	212	18	194
	47.2%	46.2%	47.3%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	212	18	194
Total Valid Responses	196	16	180
	100.0%	100.0%	100.0%
No Answer	16	2	14
Always	128	8	120
	65.3%	50.0%	66.7%
Usually	25	3	22
	12.8%	18.8%	12.2%
Sometimes	41	5	36
	20.9%	31.3%	20.0%
Never	2	-	2
	1.0%		1.1%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	153	11	142
	78.1%	68.8%	78.9%
HEDIS/CAHPS SUMMARY RATE - Always	128	8	120
	65.3%	50.0%	66.7%
Mean	3.42	3.19	3.44

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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	450	38	412
	100.0%	100.0%	100.0%
No Answer	41	2	39
Yes	327	24	303
	72.7%	63.2%	73.5%
No	123	14	109
	27.3%	36.8%	26.5%
HEDIS/CAHPS SUMMARY RATE - Yes	327	24	303
	72.7%	63.2%	73.5%

Q6. (GCQ) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	327	24	303
Total Valid Responses	311	23	288
	100.0%	100.0%	100.0%
No Answer	16	1	15
Always	177	12	165
	56.9%	52.2%	57.3%
Usually	70	6	64
	22.5%	26.1%	22.2%
Sometimes	51	5	46
	16.4%	21.7%	16.0%
Never	13	-	13
	4.2%		4.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	247	18	229
	79.4%	78.3%	79.5%
HEDIS/CAHPS SUMMARY RATE - Always	177	12	165
	56.9%	52.2%	57.3%
Mean	3.32	3.30	3.32

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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	420	38	382
	100.0%	100.0%	100.0%
No Answer	71	2	69
None	79	11	68
	18.8%	28.9%	17.8%
1 time	69	8	61
	16.4%	21.1%	16.0%
2	73	3	70
	17.4%	7.9%	18.3%
3	76	8	68
	18.1%	21.1%	17.8%
4	44	2	42
	10.5%	5.3%	11.0%
5 to 9	57	6	51
	13.6%	15.8%	13.4%
10 or more times	22	-	22
	5.2%		5.8%
HEDIS/CAHPS SUMMARY RATE	341	27	314
- 1 or More times	81.2%	71.1%	82.2%
Mean	3.47	3.00	3.51

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	341	27	314
Total Valid Responses	335	27	308
	100.0%	100.0%	100.0%
No Answer	6	-	6
Yes	242	19	223
	72.2%	70.4%	72.4%
No	93	8	85
	27.8%	29.6%	27.6%
HEDIS/CAHPS SUMMARY RATE - Yes	242	19	223
	72.2%	70.4%	72.4%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	341	27	314
Total Valid Responses	336	27	309
	100.0%	100.0%	100.0%
No Answer	5	-	5
Yes	121	15	106
	36.0%	55.6%	34.3%
No	215	12	203
	64.0%	44.4%	65.7%
HEDIS/CAHPS SUMMARY RATE - Yes	121	15	106
	36.0%	55.6%	34.3%

Q10. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	121	15	106
Total Valid Responses	116	14	102
	100.0%	100.0%	100.0%
No Answer	5	1	4
A lot	58	7	51
	50.0%	50.0%	50.0%
Some	32	6	26
	27.6%	42.9%	25.5%
A little	19	-	19
	16.4%		18.6%
Not at all	7	1	6
	6.0%	7.1%	5.9%
HEDIS/CAHPS SUMMARY RATE - A lot	58	7	51
	50.0%	50.0%	50.0%
Mean	3.22	3.36	3.20

Q11. (SDM) When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	121	15	106
Total Valid Responses	117	15	102
	100.0%	100.0%	100.0%
No Answer	4	-	4
A lot	45	2	43
	38.5%	13.3%	42.2%
Some	35	11	24
	29.9%	73.3%	23.5%
A little	15	-	15
	12.8%		14.7%
Not at all	22	2	20
	18.8%	13.3%	19.6%
HEDIS/CAHPS SUMMARY RATE - A lot	45	2	43
	38.5%	13.3%	42.2%
Mean	2.88	2.87	2.88

Q12. (SDM) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	121	15	106
Total Valid Responses	119	15	104
	100.0%	100.0%	100.0%
No Answer	2	-	2
Yes	87	13	74
	73.1%	86.7%	71.2%
No	32	2	30
	26.9%	13.3%	28.8%
HEDIS/CAHPS SUMMARY RATE - Yes	87	13	74
	73.1%	86.7%	71.2%

Q13. What number would you use to rate all your health care in the last 6 months?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	341	27	314
Total Valid Responses	333	27	306
	100.0%	100.0%	100.0%
No Answer	8	-	8
10 - Best health care possible	134	11	123
	40.2%	40.7%	40.2%
9	36	5	31
	10.8%	18.5%	10.1%
8	55	4	51
	16.5%	14.8%	16.7%
7	27	1	26
	8.1%	3.7%	8.5%
6	16	1	15
	4.8%	3.7%	4.9%
5	37	1	36
	11.1%	3.7%	11.8%
4	12	2	10
	3.6%	7.4%	3.3%
3	8	1	7
	2.4%	3.7%	2.3%
2	2	-	2
	0.6%		0.7%
1	3	1	2
	0.9%	3.7%	0.7%
0 - Worst health care possible	3	-	3
	0.9%		1.0%
HEDIS/CAHPS SUMMARY RATE - 8-10	225	20	205
	67.6%	74.1%	67.0%

(Continued)

Q13. What number would you use to rate all your health care in the last 6 months?

	=====PRODUCT====		
	Total	CHIP	Non-CHIP
HEDIS/CAHPS SUMMARY RATE - 9-10	170	16	154
	51.1%	59.3%	50.3%
Mean	7.97	8.04	7.96

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q13. What number would you use to rate all your health care in the last 6 months?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
HEDIS/CAHPS SUMMARY RATE	170	16	154
- 9-10	51.1%	59.3%	50.3%
Mean	7.97	8.04	7.96

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	341	27	314
Total Valid Responses	333	27	306
	100.0%	100.0%	100.0%
No Answer	8	-	8
Always	191	16	175
	57.4%	59.3%	57.2%
Usually	59	6	53
	17.7%	22.2%	17.3%
Sometimes	66	4	62
	19.8%	14.8%	20.3%
Never	17	1	16
	5.1%	3.7%	5.2%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	250	22	228
	75.1%	81.5%	74.5%
HEDIS/CAHPS SUMMARY RATE - Always	191	16	175
	57.4%	59.3%	57.2%
Mean	3.27	3.37	3.26

Q15. Do you have a personal doctor?

	=====PRODUCT====		
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	433	39	394
	100.0%	100.0%	100.0%
No Answer	58	1	57
Yes	331	28	303
	76.4%	71.8%	76.9%
No	102	11	91
	23.6%	28.2%	23.1%
HEDIS/CAHPS SUMMARY RATE - Yes	331	28	303
	76.4%	71.8%	76.9%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	331	28	303
Total Valid Responses	305	26	279
	100.0%	100.0%	100.0%
No Answer	26	2	24
None	42	7	35
	13.8%	26.9%	12.5%
1 time	54	7	47
	17.7%	26.9%	16.8%
2	62	3	59
	20.3%	11.5%	21.1%
3	52	2	50
	17.0%	7.7%	17.9%
4	38	1	37
	12.5%	3.8%	13.3%
5 to 9	41	5	36
	13.4%	19.2%	12.9%
10 or more times	16	1	15
	5.2%	3.8%	5.4%
HEDIS/CAHPS SUMMARY RATE	263	19	244
- 1 or More times	86.2%	73.1%	87.5%
Mean	3.58	3.08	3.63

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	263	19	244
Total Valid Responses	258	18	240
	100.0%	100.0%	100.0%
No Answer	5	1	4
Always	201	13	188
	77.9%	72.2%	78.3%
Usually	34	3	31
	13.2%	16.7%	12.9%
Sometimes	19	2	17
	7.4%	11.1%	7.1%
Never	4	-	4
	1.6%		1.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	235	16	219
	91.1%	88.9%	91.3%
HEDIS/CAHPS SUMMARY RATE - Always	201	13	188
	77.9%	72.2%	78.3%
Mean	3.67	3.61	3.68

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	263	19	244
Total Valid Responses	259	19	240
	100.0%	100.0%	100.0%
No Answer	4	-	4
Always	207	14	193
	79.9%	73.7%	80.4%
Usually	34	5	29
	13.1%	26.3%	12.1%
Sometimes	12	-	12
	4.6%		5.0%
Never	6	-	6
	2.3%		2.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	241	19	222
	93.1%	100.0%	92.5%
HEDIS/CAHPS SUMMARY RATE - Always	207	14	193
	79.9%	73.7%	80.4%
Mean	3.71	3.74	3.70

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	263	19	244
Total Valid Responses	258	19	239
	100.0%	100.0%	100.0%
No Answer	5	-	5
Always	208	14	194
	80.6%	73.7%	81.2%
Usually	27	3	24
	10.5%	15.8%	10.0%
Sometimes	19	2	17
	7.4%	10.5%	7.1%
Never	4	-	4
	1.6%		1.7%
HEDIS/CAHPS SUMMARY RATE	235	17	218
- Always/Usually	91.1%	89.5%	91.2%
HEDIS/CAHPS SUMMARY RATE	208	14	194
- Always	80.6%	73.7%	81.2%
Mean	3.70	3.63	3.71

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	263	19	244
Total Valid Responses	256	19	237
	100.0%	100.0%	100.0%
No Answer	7	-	7
Always	188	13	175
	73.4%	68.4%	73.8%
Usually	41	4	37
	16.0%	21.1%	15.6%
Sometimes	23	2	21
	9.0%	10.5%	8.9%
Never	4	-	4
	1.6%		1.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	229	17	212
	89.5%	89.5%	89.5%
HEDIS/CAHPS SUMMARY RATE - Always	188	13	175
	73.4%	68.4%	73.8%
Mean	3.61	3.58	3.62

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	263	19	244
Total Valid Responses	256	19	237
	100.0%	100.0%	100.0%
No Answer	7	-	7
Yes	123	10	113
	48.0%	52.6%	47.7%
No	133	9	124
	52.0%	47.4%	52.3%
HEDIS/CAHPS SUMMARY RATE - Yes	123	10	113
	48.0%	52.6%	47.7%

Q22. (CC) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	123	10	113
Total Valid Responses	116	10	106
	100.0%	100.0%	100.0%
No Answer	7	-	7
Always	75	7	68
	64.7%	70.0%	64.2%
Usually	20	1	19
	17.2%	10.0%	17.9%
Sometimes	15	2	13
	12.9%	20.0%	12.3%
Never	6	-	6
	5.2%		5.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	95	8	87
	81.9%	80.0%	82.1%
HEDIS/CAHPS SUMMARY RATE - Always	75	7	68
	64.7%	70.0%	64.2%
Mean	3.41	3.50	3.41

Q23. What number would you use to rate your personal doctor?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	331	28	303
Total Valid Responses	309	25	284
	100.0%	100.0%	100.0%
No Answer	22	3	19
10 - Best personal doctor possible	169	11	158
	54.7%	44.0%	55.6%
9	45	5	40
	14.6%	20.0%	14.1%
8	32	4	28
	10.4%	16.0%	9.9%
7	24	2	22
	7.8%	8.0%	7.7%
6	4	-	4
	1.3%		1.4%
5	17	1	16
	5.5%	4.0%	5.6%
4	6	-	6
	1.9%		2.1%
3	4	-	4
	1.3%		1.4%
2	5	2	3
	1.6%	8.0%	1.1%
1	-	-	-
0 - Worst personal doctor possible	3	-	3
	1.0%		1.1%
HEDIS/CAHPS SUMMARY RATE - 8-10	246	20	226
	79.6%	80.0%	79.6%

(Continued)

Q23. What number would you use to rate your personal doctor?

	=====PRODUCT====		
	Total	CHIP	Non-CHIP
HEDIS/CAHPS SUMMARY RATE - 9-10	214 69.3%	16 64.0%	198 69.7%
Mean	8.65	8.40	8.68

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q23. What number would you use to rate your personal doctor?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
HEDIS/CAHPS SUMMARY RATE	214	16	198
- 9-10	69.3%	64.0%	69.7%
Mean	8.65	8.40	8.68

Q24. In the last 6 months, did you make any appointments to see a specialist?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	420	39	381
	100.0%	100.0%	100.0%
No Answer	71	1	70
Yes	144	13	131
	34.3%	33.3%	34.4%
No	276	26	250
	65.7%	66.7%	65.6%
HEDIS/CAHPS SUMMARY RATE - Yes	144	13	131
	34.3%	33.3%	34.4%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	144	13	131
Total Valid Responses	138	13	125
	100.0%	100.0%	100.0%
No Answer	6	-	6
Always	71	8	63
	51.4%	61.5%	50.4%
Usually	27	-	27
	19.6%		21.6%
Sometimes	30	5	25
	21.7%	38.5%	20.0%
Never	10	-	10
	7.2%		8.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	98	8	90
	71.0%	61.5%	72.0%
HEDIS/CAHPS SUMMARY RATE - Always	71	8	63
	51.4%	61.5%	50.4%
Mean	3.15	3.23	3.14

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	144	13	131
Total Valid Responses	140	13	127
	100.0%	100.0%	100.0%
No Answer	4	-	4
None	16	-	16
	11.4%		12.6%
1 specialist	66	8	58
	47.1%	61.5%	45.7%
2	38	1	37
	27.1%	7.7%	29.1%
3	11	3	8
	7.9%	23.1%	6.3%
4	4	-	4
	2.9%		3.1%
5 or more specialists	5	1	4
	3.6%	7.7%	3.1%
HEDIS/CAHPS SUMMARY RATE	124	13	111
- 1 or More specialists	88.6%	100.0%	87.4%
Mean	2.54	2.85	2.51

Q27. What number would you use to rate that specialist?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	124	13	111
Total Valid Responses	124 100.0%	13 100.0%	111 100.0%
No Answer	-	-	-
10 - Best specialist possible	73 58.9%	9 69.2%	64 57.7%
9	17 13.7%	-	17 15.3%
8	18 14.5%	2 15.4%	16 14.4%
7	1 0.8%	-	1 0.9%
6	3 2.4%	1 7.7%	2 1.8%
5	8 6.5%	1 7.7%	7 6.3%
4	-	-	-
3	2 1.6%	-	2 1.8%
2	1 0.8%	-	1 0.9%
1	1 0.8%	-	1 0.9%
0 - Worst specialist possible	-	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	108 87.1%	11 84.6%	97 87.4%

(Continued)

Q27. What number would you use to rate that specialist?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
HEDIS/CAHPS SUMMARY RATE	90	9	81
- 9-10	72.6%	69.2%	73.0%
Mean	8.88	9.00	8.86

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q27. What number would you use to rate that specialist?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
HEDIS/CAHPS SUMMARY RATE	90	9	81
- 9-10	72.6%	69.2%	73.0%
Mean	8.88	9.00	8.86

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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	412	39	373
	100.0%	100.0%	100.0%
No Answer	79	1	78
Yes	65	5	60
	15.8%	12.8%	16.1%
No	347	34	313
	84.2%	87.2%	83.9%
HEDIS/CAHPS SUMMARY RATE - Yes	65	5	60
	15.8%	12.8%	16.1%

Q29. (PNI) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	65	5	60
Total Valid Responses	63	5	58
	100.0%	100.0%	100.0%
No Answer	2	-	2
Always	22	3	19
	34.9%	60.0%	32.8%
Usually	10	-	10
	15.9%		17.2%
Sometimes	26	2	24
	41.3%	40.0%	41.4%
Never	5	-	5
	7.9%		8.6%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	32	3	29
	50.8%	60.0%	50.0%
HEDIS/CAHPS SUMMARY RATE - Always	22	3	19
	34.9%	60.0%	32.8%
Mean	2.78	3.20	2.74

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	409	39	370
	100.0%	100.0%	100.0%
No Answer	82	1	81
Yes	124	12	112
	30.3%	30.8%	30.3%
No	285	27	258
	69.7%	69.2%	69.7%
HEDIS/CAHPS SUMMARY RATE - Yes	124	12	112
	30.3%	30.8%	30.3%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	124	12	112
Total Valid Responses	121	12	109
	100.0%	100.0%	100.0%
No Answer	3	-	3
Always	77	8	69
	63.6%	66.7%	63.3%
Usually	25	4	21
	20.7%	33.3%	19.3%
Sometimes	18	-	18
	14.9%		16.5%
Never	1	-	1
	0.8%		0.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	102	12	90
	84.3%	100.0%	82.6%
HEDIS/CAHPS SUMMARY RATE - Always	77	8	69
	63.6%	66.7%	63.3%
Mean	3.47	3.67	3.45

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	124	12	112
Total Valid Responses	120	11	109
	100.0%	100.0%	100.0%
No Answer	4	1	3
Always	102	10	92
	85.0%	90.9%	84.4%
Usually	8	1	7
	6.7%	9.1%	6.4%
Sometimes	8	-	8
	6.7%		7.3%
Never	2	-	2
	1.7%		1.8%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	110	11	99
	91.7%	100.0%	90.8%
HEDIS/CAHPS SUMMARY RATE - Always	102	10	92
	85.0%	90.9%	84.4%
Mean	3.75	3.91	3.73

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	403	38	365
	100.0%	100.0%	100.0%
No Answer	88	2	86
Yes	106	10	96
	26.3%	26.3%	26.3%
No	297	28	269
	73.7%	73.7%	73.7%
HEDIS/CAHPS SUMMARY RATE - Yes	106	10	96
	26.3%	26.3%	26.3%

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	403	38	365
Total Valid Responses	401	38	363
	100.0%	100.0%	100.0%
No Answer	2	-	2
Always	356	36	320
	88.8%	94.7%	88.2%
Usually	21	1	20
	5.2%	2.6%	5.5%
Sometimes	21	1	20
	5.2%	2.6%	5.5%
Never	3	-	3
	0.7%		0.8%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	377	37	340
	94.0%	97.4%	93.7%
HEDIS/CAHPS SUMMARY RATE - Always	356	36	320
	88.8%	94.7%	88.2%
Mean	3.82	3.92	3.81

Q35. What number would you use to rate your health plan?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	408	38	370
	100.0%	100.0%	100.0%
No Answer	83	2	81
10 - Best health plan possible	168	19	149
	41.2%	50.0%	40.3%
9	53	6	47
	13.0%	15.8%	12.7%
8	56	3	53
	13.7%	7.9%	14.3%
7	44	3	41
	10.8%	7.9%	11.1%
6	19	4	15
	4.7%	10.5%	4.1%
5	39	1	38
	9.6%	2.6%	10.3%
4	12	2	10
	2.9%	5.3%	2.7%
3	3	-	3
	0.7%		0.8%
2	1	-	1
	0.2%		0.3%
1	3	-	3
	0.7%		0.8%
0 - Worst health plan possible	10	-	10
	2.5%		2.7%
SUMMARY - 0-3	17	-	17
	4.2%		4.6%

(Continued)

Q35. What number would you use to rate your health plan?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
SUMMARY - 4-7	114	10	104
	27.9%	26.3%	28.1%
HEDIS/CAHPS SUMMARY RATE - 8-10	277	28	249
	67.9%	73.7%	67.3%
HEDIS/CAHPS SUMMARY RATE - 9-10	221	25	196
	54.2%	65.8%	53.0%
Mean	8.05	8.58	7.99

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q35. What number would you use to rate your health plan?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
SUMMARY - 4-7	114	10	104
	27.9%	26.3%	28.1%
HEDIS/CAHPS SUMMARY RATE - 8-10	277	28	249
	67.9%	73.7%	67.3%
HEDIS/CAHPS SUMMARY RATE - 9-10	221	25	196
	54.2%	65.8%	53.0%
Mean	8.05	8.58	7.99

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	412	37	375
	100.0%	100.0%	100.0%
No Answer	79	3	76
Excellent	52	14	38
	12.6%	37.8%	10.1%
Very good	59	10	49
	14.3%	27.0%	13.1%
Good	136	11	125
	33.0%	29.7%	33.3%
Fair	99	1	98
	24.0%	2.7%	26.1%
Poor	66	1	65
	16.0%	2.7%	17.3%
HEDIS/CAHPS SUMMARY RATE	111	24	87
- Excellent/Very good	26.9%	64.9%	23.2%
Mean	3.17	2.05	3.27

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	410	37	373
	100.0%	100.0%	100.0%
No Answer	81	3	78
Excellent	69	12	57
	16.8%	32.4%	15.3%
Very good	79	12	67
	19.3%	32.4%	18.0%
Good	106	9	97
	25.9%	24.3%	26.0%
Fair	114	4	110
	27.8%	10.8%	29.5%
Poor	42	-	42
	10.2%		11.3%
HEDIS/CAHPS SUMMARY RATE	148	24	124
- Excellent/Very good	36.1%	64.9%	33.2%
Mean	2.95	2.14	3.03

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? (All respondents)

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	402	33	369
	100.0%	100.0%	100.0%
No Answer	79	3	76
Yes	148	8	140
	36.8%	24.2%	37.9%
No	254	25	229
	63.2%	75.8%	62.1%
Don't know	10	4	6
HEDIS/CAHPS SUMMARY RATE - Yes	148	8	140
	36.8%	24.2%	37.9%

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2013?
(Respondents 18–64 years as of July 1 of the measurement year)

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	464	14	450
Total Valid Responses	379	11	368
	100.0%	100.0%	100.0%
No Answer	77	1	76
Yes	141	2	139
	37.2%	18.2%	37.8%
No	238	9	229
	62.8%	81.8%	62.2%
Don't know	8	2	6
HEDIS/CAHPS SUMMARY RATE - Yes	141	2	139
	37.2%	18.2%	37.8%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	403	34	369
	100.0%	100.0%	100.0%
No Answer	88	6	82
Every day	90	3	87
	22.3%	8.8%	23.6%
Some days	60	7	53
	14.9%	20.6%	14.4%
Not at all	247	24	223
	61.3%	70.6%	60.4%
Don't know	6	-	6
	1.5%		1.6%
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	150	10	140
	37.2%	29.4%	37.9%
Mean	2.42	2.62	2.40

Q40. (HEDIS) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	150	10	140
Total Valid Responses	146	10	136
	100.0%	100.0%	100.0%
No Answer	4	-	4
Always	54	3	51
	37.0%	30.0%	37.5%
Usually	12	1	11
	8.2%	10.0%	8.1%
Sometimes	39	1	38
	26.7%	10.0%	27.9%
Never	41	5	36
	28.1%	50.0%	26.5%
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	105	5	100
	71.9%	50.0%	73.5%
Mean	2.54	2.20	2.57

Q41. (HEDIS) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	150	10	140
Total Valid Responses	145	10	135
	100.0%	100.0%	100.0%
No Answer	5	-	5
Always	18	1	17
	12.4%	10.0%	12.6%
Usually	18	1	17
	12.4%	10.0%	12.6%
Sometimes	24	1	23
	16.6%	10.0%	17.0%
Never	85	7	78
	58.6%	70.0%	57.8%
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	60	3	57
	41.4%	30.0%	42.2%
Mean	1.79	1.60	1.80

Q42. (HEDIS) 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?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	150	10	140
Total Valid Responses	144	10	134
	100.0%	100.0%	100.0%
No Answer	6	-	6
Always	16	1	15
	11.1%	10.0%	11.2%
Usually	11	-	11
	7.6%		8.2%
Sometimes	28	2	26
	19.4%	20.0%	19.4%
Never	89	7	82
	61.8%	70.0%	61.2%
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	55	3	52
	38.2%	30.0%	38.8%
Mean	1.68	1.50	1.69

Q43. Do you take aspirin daily or every other day? (All respondents)

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	408	37	371
	100.0%	100.0%	100.0%
No Answer	81	3	78
Yes	105	2	103
	25.7%	5.4%	27.8%
No	303	35	268
	74.3%	94.6%	72.2%
Don't know	2	-	2
HEDIS/CAHPS SUMMARY RATE	105	2	103
- Yes	25.7%	5.4%	27.8%

HEDIS Measure: Aspirin Use

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	32	-	32
	100.0%		100.0%
No Answer	459	40	419
Current Year Summary Rate	15	-	15
	46.9%		46.9%
Current Year Bottom Box Rate	17	-	17
	53.1%		53.1%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	365	37	328
	100.0%	100.0%	100.0%
No Answer	90	3	87
Yes	60	-	60
	16.4%		18.3%
No	305	37	268
	83.6%	100.0%	81.7%
Don't know	36	-	36
HEDIS/CAHPS SUMMARY RATE - No	305	37	268
	83.6%	100.0%	81.7%

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	411	37	374
	100.0%	100.0%	100.0%
No Answer	80	3	77
Yes	184	5	179
	44.8%	13.5%	47.9%
No	227	32	195
	55.2%	86.5%	52.1%
HEDIS/CAHPS SUMMARY RATE - Yes	184	5	179
	44.8%	13.5%	47.9%

HEDIS Measure: Aspirin Risks and Benefits

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	63	-	63
	100.0%		100.0%
No Answer	428	40	388
Current Year Summary Rate	34	-	34
	54.0%		54.0%
Current Year Bottom Box Rate	29	-	29
	46.0%		46.0%

Q46. Are you aware that you have any of the following conditions? Check all that apply.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	424	9	415
Total Respondents	266	6	260
	100.0%	100.0%	100.0%
High cholesterol	128	1	127
	48.1%	16.7%	48.8%
High blood pressure	210	3	207
	78.9%	50.0%	79.6%
Parent or sibling with heart attack before the age of 60	86	5	81
	32.3%	83.3%	31.2%

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	196	1	195
Total Respondents	137	1	136
	100.0%	100.0%	100.0%
A heart attack	30	-	30
	21.9%		22.1%
Angina or coronary heart disease	42	-	42
	30.7%		30.9%
A stroke	27	-	27
	19.7%		19.9%
Any kind of diabetes or high blood sugar	97	1	96
	70.8%	100.0%	70.6%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	399	38	361
	100.0%	100.0%	100.0%
No Answer	92	2	90
Yes	159	11	148
	39.8%	28.9%	41.0%
No	240	27	213
	60.2%	71.1%	59.0%
HEDIS/CAHPS SUMMARY RATE - Yes	159	11	148
	39.8%	28.9%	41.0%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	159	11	148
Total Valid Responses	151	11	140
	100.0%	100.0%	100.0%
No Answer	8	-	8
Yes	109	5	104
	72.2%	45.5%	74.3%
No	42	6	36
	27.8%	54.5%	25.7%
HEDIS/CAHPS SUMMARY RATE - Yes	109	5	104
	72.2%	45.5%	74.3%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	402	36	366
	100.0%	100.0%	100.0%
No Answer	89	4	85
Yes	278	12	266
	69.2%	33.3%	72.7%
No	124	24	100
	30.8%	66.7%	27.3%
HEDIS/CAHPS SUMMARY RATE - Yes	278	12	266
	69.2%	33.3%	72.7%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	278	12	266
Total Valid Responses	265	12	253
	100.0%	100.0%	100.0%
No Answer	13	-	13
Yes	242	10	232
	91.3%	83.3%	91.7%
No	23	2	21
	8.7%	16.7%	8.3%
HEDIS/CAHPS SUMMARY RATE - Yes	242	10	232
	91.3%	83.3%	91.7%

Q52. What is your age?

	Total	=====PRODUCT==== CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	402	38	364
	100.0%	100.0%	100.0%
No Answer	89	2	87
18 to 24	68	37	31
	16.9%	97.4%	8.5%
25 to 34	79	-	79
	19.7%		21.7%
35 to 44	53	-	53
	13.2%		14.6%
45 to 54	79	-	79
	19.7%		21.7%
55 to 64	116	1	115
	28.9%	2.6%	31.6%
65 to 74	7	-	7
	1.7%		1.9%
75 or older	-	-	-
TMG SUMMARY RATE - Members 18 to 34	147	37	110
	36.6%	97.4%	30.2%
TMG SUMMARY RATE - Members 35 to 44	53	-	53
	13.2%		14.6%
TMG SUMMARY RATE - Members 45 to 54	79	-	79
	19.7%		21.7%
TMG SUMMARY RATE - Members 55 or older	123	1	122
	30.6%	2.6%	33.5%

Q53. Are you male or female?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	410	38	372
	100.0%	100.0%	100.0%
No Answer	81	2	79
Male	128	23	105
	31.2%	60.5%	28.2%
Female	282	15	267
	68.8%	39.5%	71.8%

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

	=====PRODUCT====		
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	394	35	359
	100.0%	100.0%	100.0%
No Answer	97	5	92
8th grade or less	38	1	37
	9.6%	2.9%	10.3%
Some high school, but did not graduate	118	11	107
	29.9%	31.4%	29.8%
High school graduate or GED	166	19	147
	42.1%	54.3%	40.9%
Some college or 2-year degree	63	4	59
	16.0%	11.4%	16.4%
4-year college graduate	6	-	6
	1.5%		1.7%
More than 4-year college degree	3	-	3
	0.8%		0.8%
TMG SUMMARY RATE - High school graduate or less	322	31	291
	81.7%	88.6%	81.1%
TMG SUMMARY RATE - Some college	63	4	59
	16.0%	11.4%	16.4%
TMG SUMMARY RATE - 4-year college graduate or more	9	-	9
	2.3%		2.5%

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

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	375	33	342
	100.0%	100.0%	100.0%
No Answer	116	7	109
Yes, Hispanic or Latino	16	3	13
	4.3%	9.1%	3.8%
No, not Hispanic or Latino	359	30	329
	95.7%	90.9%	96.2%

Q56. What is your race? Please mark one or more.

		=====PRODUCT====	
		==========	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Valid Responses	473	43	430
Total Respondents	409	38	371
	100.0%	100.0%	100.0%
White	149	16	133
	36.4%	42.1%	35.8%
Black or African-American	267	22	245
	65.3%	57.9%	66.0%
Asian	9	-	9
	2.2%		2.4%
Native Hawaiian or other Pacific Islander	5	1	4
	1.2%	2.6%	1.1%
American Indian or Alaska Native	31	2	29
	7.6%	5.3%	7.8%
Other	12	2	10
	2.9%	5.3%	2.7%

Q57. Did someone help you complete this survey?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	282	30	252
Total Valid Responses	274	30	244
	100.0%	100.0%	100.0%
No Answer	8	-	8
Yes	64	11	53
	23.4%	36.7%	21.7%
No	210	19	191
	76.6%	63.3%	78.3%

Q58. How did that person help you? Check all that apply.

	Total	=====PRODUCT==== CHIP	Non-CHIP
Total Eligible	64	11	53
Total Valid Responses	89	14	75
Total Respondents	62	11	51
	100.0%	100.0%	100.0%
Read the questions to me	30	2	28
	48.4%	18.2%	54.9%
Wrote down the answers I gave	23	4	19
	37.1%	36.4%	37.3%
Answered the questions for me	27	5	22
	43.5%	45.5%	43.1%
Translated the questions into my language	3	-	3
	4.8%		5.9%
Helped in some other way	6	3	3
	9.7%	27.3%	5.9%

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	248	24	224
	100.0%	100.0%	100.0%
No Answer	127	5	122
Same day	59	7	52
	23.8%	29.2%	23.2%
1-2 days	74	10	64
	29.8%	41.7%	28.6%
3-7 days	49	2	47
	19.8%	8.3%	21.0%
8-14 days	22	1	21
	8.9%	4.2%	9.4%
15-30 days	20	2	18
	8.1%	8.3%	8.0%
More than 30 days	24	2	22
	9.7%	8.3%	9.8%
I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months	116	11	105
TMG SUMMARY RATE - Same day/1-2 days	133	17	116
	53.6%	70.8%	51.8%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

(Continued)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Mean	2.77	2.46	2.80

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q59. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Mean	2.77	2.46	2.80

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	180	12	168
	100.0%	100.0%	100.0%
No Answer	128	6	122
Same day	24	-	24
	13.3%		14.3%
1-2 days	45	6	39
	25.0%	50.0%	23.2%
3-7 days	46	4	42
	25.6%	33.3%	25.0%
8-14 days	11	-	11
	6.1%		6.5%
15-30 days	27	2	25
	15.0%	16.7%	14.9%
More than 30 days	27	-	27
	15.0%		16.1%
I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months	183	22	161
TMG SUMMARY RATE - Same day/1-2 days	69	6	63
	38.3%	50.0%	37.5%

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

(Continued)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Mean	3.29	2.83	3.33

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Louisiana Healthcare Connections
2014 CAHPS 5.0H Medicaid Adult Survey (446298)

Q60. In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Mean	3.29	2.83	3.33

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q61. In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	204	18	186
	100.0%	100.0%	100.0%
No Answer	129	4	125
6 weeks or less	180	18	162
	88.2%	100.0%	87.1%
More than 6 weeks	24	-	24
	11.8%		12.9%
I did not need an appointment with a provider for a regular or routine care visit in the last 6 months	158	18	140
TMG SUMMARY RATE - 6 weeks or less	180	18	162
	88.2%	100.0%	87.1%
Mean	1.12	1.00	1.13

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q62. In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	144	9	135
	100.0%	100.0%	100.0%
No Answer	131	6	125
Within 1 month (30 days) of referral	115	9	106
	79.9%	100.0%	78.5%
More than 1 month (31 days) after referral	29	-	29
	20.1%		21.5%
I was not referred to a specialist in the last 6 months	216	25	191
TMG SUMMARY RATE - Within 1 month (30 days) of referral	115	9	106
	79.9%	100.0%	78.5%
Mean	1.20	1.00	1.21

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q63. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for a routine lab or x-ray services and actually getting the lab or x-ray services?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	149	12	137
	100.0%	100.0%	100.0%
No Answer	127	4	123
21 days or less	127	11	116
	85.2%	91.7%	84.7%
22 days or more	22	1	21
	14.8%	8.3%	15.3%
I did not need an appointment for a routine lab or x-ray services in the last 6 months	215	24	191
TMG SUMMARY RATE - 21 days or less	127	11	116
	85.2%	91.7%	84.7%
Mean	1.15	1.08	1.15

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q64. In the last 6 months, how many days did you usually have to wait between making an appointment for an urgent lab or x-ray services and actually getting the lab or x-ray services?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	171	12	159
	100.0%	100.0%	100.0%
No Answer	120	3	117
Same day	71	4	67
	41.5%	33.3%	42.1%
1-2 days	39	4	35
	22.8%	33.3%	22.0%
3-7 days	32	2	30
	18.7%	16.7%	18.9%
8-14 days	9	-	9
	5.3%		5.7%
15-30 days	10	1	9
	5.8%	8.3%	5.7%
More than 30 days	10	1	9
	5.8%	8.3%	5.7%
I did not need an appointment for an urgent lab or x-ray services in the last 6 months	200	25	175
TMG SUMMARY RATE - Same day/1-2 days	110	8	102
	64.3%	66.7%	64.2%
Mean	2.29	2.42	2.28

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q65. Are you currently pregnant, or have you been pregnant in the last 6 months?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	491	40	451
Total Answering	346	35	311
	100.0%	100.0%	100.0%
No Answer	145	5	140
Yes	18	3	15
	5.2%	8.6%	4.8%
No	328	32	296
	94.8%	91.4%	95.2%
Mean	1.95	1.91	1.95

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q66. Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	18	3	15
Total Answering	18	3	15
	100.0%	100.0%	100.0%
No Answer	-	-	-
Yes	11	1	10
	61.1%	33.3%	66.7%
No	7	2	5
	38.9%	66.7%	33.3%
Mean	1.39	1.67	1.33

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q67. How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Stay Smart for your Baby welcome packet?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	11	1	10
Total Answering	8	1	7
	100.0%	100.0%	100.0%
No Answer	3	-	3
Same day	3	-	3
	37.5%		42.9%
1-2 days	2	1	1
	25.0%	100.0%	14.3%
3-7 days	2	-	2
	25.0%		28.6%
8-14 days	1	-	1
	12.5%		14.3%
15-30 days	-	-	-
More than 30 days	-	-	-
TMG SUMMARY RATE - Same day/1-2 days	5	1	4
	62.5%	100.0%	57.1%
Mean	2.13	2.00	2.14

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q68. In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	18	3	15
Total Answering	10	2	8
	100.0%	100.0%	100.0%
No Answer	5	1	4
14 days or less	10	2	8
	100.0%	100.0%	100.0%
15 days or more	-	-	-
I did not need a first trimester check-up in the last 6 months	3	-	3
TMG SUMMARY RATE - 14 days or less	10	2	8
	100.0%	100.0%	100.0%
Mean	1.00	1.00	1.00

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q69. In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	18	3	15
Total Answering	13	3	10
	100.0%	100.0%	100.0%
No Answer	3	-	3
7 days or less	13	3	10
	100.0%	100.0%	100.0%
8 days or more	-	-	-
I did not need a second trimester check-up in the last 6 months	2	-	2
TMG SUMMARY RATE - 7 days or less	13	3	10
	100.0%	100.0%	100.0%
Mean	1.00	1.00	1.00

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q70. In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	18	3	15
Total Answering	10	1	9
	100.0%	100.0%	100.0%
No Answer	4	-	4
3 days or less	8	1	7
	80.0%	100.0%	77.8%
4 days or more	2	-	2
	20.0%		22.2%
I did not need a third trimester check-up in the last 6 months	4	2	2
TMG SUMMARY RATE - 3 days or less	8	1	7
	80.0%	100.0%	77.8%
Mean	1.20	1.00	1.22

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Q71. If you are considered by your doctor as having a high risk pregnancy or if you had a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?

		=====PRODUCT====	
	Total	CHIP	Non-CHIP
Total Eligible	18	3	15
Total Answering	2	1	1
	100.0%	100.0%	100.0%
No Answer	4	-	4
7 days or less	2	1	1
	100.0%	100.0%	100.0%
8 days or more	-	-	-
I do not have or did not have a high risk pregnancy in the last 6 months	12	2	10
TMG SUMMARY RATE - 7 days or less	2	1	1
	100.0%	100.0%	100.0%
Mean	1.00	1.00	1.00

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

11. Glossary of Terms

Accreditation is an official authorization or designation to an organization determined by a set of industry-derived standards.

Attributes are the questions that relate to a specific service area or composite as defined by NCQA.

Augments are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

Composites are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

Confidence level is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I = Internet, if applicable) and the status of the record (M10=mail complete, T22=phone, language barrier). All record code assignments of "10" are considered valid responses according to NCQA.

Global Proportions are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

Key Drivers are composites that have been found to impact overall health plan, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

NCQA HEDIS® Compliance Audit is a two-part program comprised of an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS® specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

Over-sampling is sampling more than the minimum required sample size. The required sample size for adult Medicaid plans is 1,350 in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary. NCQA allows over-sampling of up to 30% of the database to aid plans in collecting a suitable amount of survey returns.

Public Report 2013 (Medicaid Adult) is derived from NCQA's Quality Compass® benchmark and is calculated by The Myers Group. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (113 plan-specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

Quality Compass® 2013 (Medicaid Adult – All Plans) is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (135 samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Quality Compass® 2013 (Regional) is a breakout of All Plans data into the eight Census Regions: East North Central, Middle Atlantic, Mountain, New England, Pacific, South Atlantic, South Central, and West North Central; and ten Health and Human Services Regions (HHS): Atlanta, Boston, Chicago, Dallas, Denver, Kansas City, New York, Philadelphia, San Francisco, and Seattle. This benchmark is a collection of CAHPS® 5.0H mean summary ratings for those 135 Medicaid adult plans allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores. **Your report shows the regional data that corresponds most closely to your plan location, or if your plan publicly submitted to NCQA, the regional scores shown are for the region you were assigned to by NCQA.**

Rating questions use a scale of 0 to 10 for assessing overall experience (*doctor*, *specialist*, *health care*, and *health plan*) with zero being the worst and ten being the best.

Significance test is a test to determine if an observed difference is too large to have occurred by chance alone.

Summary Rates are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually;" "A lot" and "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

The Myers Group Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that conducted surveys with TMG and submitted data to NCQA. In 2014, there were 48 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2013 Book of Business consists of 50 samples that were submitted to NCQA in 2013, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

Three-Point Score is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
Not At All	1
A Little	1
Some	2
A Lot	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Response Choice 4	Score Value
No	1
Yes	3

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care
PNI	Providing Needed Information
FOF	Ease of Filling Out Forms

Charts A.1 – A.13

Question Summaries

Louisiana Healthcare Connections

Urgent and Routine Care

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
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?**	449	Yes 47.2%; No 52.8%	**47.2%**	51.8%	43.3%	46.2%	**Not sig.**	**Not sig.**	**Not sig.**
4 GCQ	**In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?** (If "Yes" in Q3)	196	Never 1.0%; Sometimes 20.9%; Usually 12.8%; Always 65.3%	**78.1%**	77.4%	82.1%	83.6%	**Not sig.**	**Not sig.**	**Below**
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?**	450	Yes 72.7%; No 27.3%	**72.7%**	78.2%	74.8%	74.8%	**Sig. decrease**	**Not sig.**	**Not sig.**
6 GCQ	**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?** (If "Yes" in Q5)	311	Never 4.2%; Sometimes 16.4%; Usually 22.5%; Always 56.9%	**79.4%**	77.2%	79.0%	79.5%	**Not sig.**	**Not sig.**	**Not sig.**
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?**	420	None 18.8%; 1 time 16.4%; 2 17.4%; 3 18.1%; 4 10.5%; 5 to 9 13.6%; 10 or more times 5.2%	**81.2%**	82.2%	79.2%	79.5%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Discussion of Options

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
8 HPE	**In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?** (If "1 time" or more in Q7)	335	Yes 72.2%; No 27.8%	**72.2%**	69.8%	71.3%	NA	**Not sig.**	**Not sig.**	**NA**
9	**In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?** (If "1 time" or more in Q7)	336	Yes 36.0%; No 64.0%	**36.0%**	45.6%	45.9%	NA	**Sig. decrease**	**Below**	**NA**
10 SDM	**When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q9)	116	Not at all 6.0%; A little 16.4%; Some 27.6%; A lot 50.0%	**50.0%**	42.6%	48.3%	NA	**Not sig.**	**Not sig.**	**NA**
11 SDM	**When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q9)	117	Not at all 18.8%; A little 12.8%; Some 29.9%; A lot 38.5%	**38.5%**	24.7%	28.8%	NA	**Sig. increase**	**Above**	**NA**
12 SDM	**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?** (If "1 time" or more in Q7 and "Yes" in Q9)	119	Yes 73.1%; No 26.9%	**73.1%**	71.6%	76.7%	NA	**Not sig.**	**Not sig.**	**NA**
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?** (If "1 time" or more in Q7)	333	0 - 3 4.8%; 4 - 7 27.6%; 8 - 10 67.6%	**67.6%**	68.8%	70.7%	71.0%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6 24.3%; 7 - 8 24.6%; 9 - 10 51.1%	**51.1%**	54.5%	51.1%	50.9%	**Not sig.**	**Not sig.**	**Not sig.**
14 GNC	**In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?** (If "1 time" or more in Q7)	333	Never 5.1%; Sometimes 19.8%; Usually 17.7%; Always 57.4%	**75.1%**	76.9%	82.0%	83.0%	**Not sig.**	**Below**	**Below**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Your Personal Doctor

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
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?**	433	Yes: 76.4%; No: 23.6%	**76.4%**	80.6%	84.0%	83.1%	**Not sig.**	**Below**	**Below**
16	**In the last 6 months, how many times did you visit your personal doctor to get care for yourself?** (If "Yes" in Q15)	305	None: 13.8%; 1 time: 17.7%; 2: 20.3%; 3: 17.0%; 4: 12.5%; 5 to 9: 13.4%; 10 or more times: 5.2%	**86.2%**	89.6%	83.1%	82.9%	**Not sig.**	**Not sig.**	**Not sig.**
17 HWDC	**In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?** (If "Yes" in Q15 and "1 time" or more in Q16)	258	Never: 1.6%; Sometimes: 7.4%; Usually: 13.2%; Always: 77.9%	**91.1%**	91.0%	89.0%	89.6%	**Not sig.**	**Not sig.**	**Not sig.**
18 HWDC	**In the last 6 months, how often did your personal doctor listen carefully to you?** (If "Yes" in Q15 and "1 time" or more in Q16)	259	Never: 2.3%; Sometimes: 4.6%; Usually: 13.1%; Always: 79.9%	**93.1%**	90.7%	89.7%	89.8%	**Not sig.**	**Not sig.**	**Not sig.**
19 HWDC	**In the last 6 months, how often did your personal doctor show respect for what you had to say?** (If "Yes" in Q15 and "1 time" or more in Q16)	258	Never: 1.6%; Sometimes: 7.4%; Usually: 10.5%; Always: 80.6%	**91.1%**	91.8%	91.1%	91.1%	**Not sig.**	**Not sig.**	**Not sig.**
20 HWDC	**In the last 6 months, how often did your personal doctor spend enough time with you?** (If "Yes" in Q15 and "1 time" or more in Q16)	256	Never: 1.6%; Sometimes: 9.0%; Usually: 16.0%; Always: 73.4%	**89.5%**	87.0%	86.7%	86.5%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Care Coordination

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
21	**In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?** (If "Yes" in Q15 and "1 time" or more in Q16)	256	Yes 48.0%; No 52.0%	**48.0%**	56.0%	57.4%	58.9%	**Not sig.**	**Below**	**Below**
22 CC	**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?** (If "Yes" in Q15, "1 time" or more in Q16, and "Yes" in Q21)	116	Never 5.2%; Sometimes 12.9%; Usually 17.2%; Always 64.7%	**81.9%**	74.0%	78.9%	78.9%	**Not sig.**	**Not sig.**	**Not sig.**
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?** (If "Yes" in Q15)	309	0 - 3 3.9%; 4 - 7 16.5%; 8 - 10 79.6%	**79.6%**	80.3%	78.4%	78.3%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6 12.6%; 7 - 8 18.1%; 9 - 10 69.3%	**69.3%**	67.3%	64.2%	63.2%	**Not sig.**	**Not sig.**	**Above**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Access to Specialist

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
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?**	420	Yes: 34.3%; No: 65.7%	**34.3%**	37.4%	42.2%	42.5%	**Not sig.**	**Below**	**Below**
25 GNC	**In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?** (If "Yes" in Q24)	138	Never: 7.2%; Sometimes: 21.7%; Usually: 19.6%; Always: 51.4%	**71.0%**	72.6%	78.3%	79.9%	**Not sig.**	**Below**	**Below**
26	**How many specialists have you seen in the last 6 months?** (If "Yes" in Q24)	140	None: 11.4%; 1 specialist: 47.1%; 2: 27.1%; 3: 7.9%; 4: 2.9%; 5 or more specialists: 3.6%	**88.6%**	93.5%	94.5%	95.4%	**Not sig.**	**Below**	**Below**
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?** (If "Yes" in Q24 and "1 specialist" or more in Q26)	124	0 - 3: 3.2%; 4 - 7: 9.7%; 8 - 10: 87.1%	**87.1%**	82.9%	80.4%	79.4%	**Not sig.**	**Not sig.**	**Above**
			0 - 6: 12.1%; 7 - 8: 15.3%; 9 - 10: 72.6%	**72.6%**	67.8%	65.5%	64.6%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Written Materials

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
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?**	412	Yes 15.8%; No 84.2%	**15.8%**	21.7%	21.7%	19.4%	**Sig. decrease**	**Below**	**Not sig.**
29 PNI	**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?** (If "Yes" in Q28)	63	Never 7.9%; Sometimes 41.3%; Usually 15.9%; Always 34.9%	**50.8%**	57.9%	66.1%	67.6%	**Not sig.**	**Below**	**Below**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Customer Service

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
30	**In the last 6 months, did you get information or help from your health plan's customer service?**	409	Yes 30.3%; No 69.7%	**30.3%**	32.2%	35.1%	33.0%	**Not sig.**	**Below**	**Not sig.**
31 CS	**In the last 6 months, how often did your health plan's customer service give you the information or help you needed?** (If "Yes" in Q30)	121	Never 0.8%; Sometimes 14.9%; Usually 20.7%; Always 63.6%	**84.3%**	75.7%	80.6%	80.3%	**Not sig.**	**Not sig.**	**Not sig.**
32 CS	**In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?** (If "Yes" in Q30)	120	Never 1.7%; Sometimes 6.7%; Usually 6.7%; Always 85.0%	**91.7%**	92.6%	92.8%	92.8%	**Not sig.**	**Not sig.**	**Not sig.**
33	**In the last 6 months, did your health plan give you any forms to fill out?**	403	Yes 26.3%; No 73.7%	**26.3%**	22.7%	27.6%	27.6%	**Not sig.**	**Not sig.**	**Not sig.**
34 FOF	**In the last 6 months, how often were the forms from your health plan easy to fill out?**	401	Never 0.7%; Sometimes 5.2%; Usually 5.2%; Always*** 88.8%	**94.0%**	94.9%	94.2%	94.8%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

*** Members who responded "No" to Q33 are included in "Always" of Q34, per NCQA, Volume 3, HEDIS 2014 CAHPS® 5.0H guidelines.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Health Plan Rating, Health Status, and Flu Vaccination

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
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?**	408	0 - 3: 4.2%; 4 - 7: 27.9%; 8 - 10: 67.9%	**67.9%**	66.6%	74.6%	74.2%	**Not sig.**	**Below**	**Below**
			0 - 6: 21.3%; 7 - 8: 24.5%; 9 - 10: 54.2%	**54.2%**	51.1%	58.0%	57.0%	**Not sig.**	**Not sig.**	**Not sig.**
36	**In general, how would you rate your overall health?**	412	Excellent: 12.6%; Very good: 14.3%; Good: 33.0%; Fair: 24.0%; Poor: 16.0%	**26.9%**	28.4%	31.7%	33.5%	**Not sig.**	**Below**	**Below**
37	**In general, how would you rate your overall mental or emotional health?**	410	Excellent: 16.8%; Very good: 19.3%; Good: 25.9%; Fair: 27.8%; Poor: 10.2%	**36.1%**	30.6%	41.3%	NA	**Not sig.**	**Below**	**NA**
38	**Have you had either a flu shot or flu spray in the nose since July 1, 2013?** (All respondents)	402	Yes: 36.8%; No: 63.2%	**36.8%**	NA	40.5%	NA	**NA**	**Not sig.**	**NA**

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
Have you had either a flu shot or flu spray in the nose since July 1, 2013? (Respondents 18–64 years as of July 1 of the measurement year)	379	Yes: 37.2%; No: 62.8%	**37.2%**	NA	39.8%	NA	**NA**	**Not sig.**	**NA**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Medical Assistance with Smoking Cessation

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages: Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing**: 2014 to 2013	2014 to TMG	2014 to PR
39	**Do you now smoke cigarettes or use tobacco every day, some days, or not at all?** (% of Current Smokers and Tobacco Users)	403	Every day 22.3%; Some days 14.9%; Not at all 61.3%; Don't know 1.5%	**37.2%**	40.0%	34.7%	35.9%	**Not sig.**	**Not sig.**	**Not sig.**
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?** (If "Every day" or "Some days" in Q39)	146	Never 28.1%; Sometimes 26.7%; Usually 8.2%; Always 37.0%	**71.9%**	78.0%	76.3%	75.6%	**Not sig.**	**Not sig.**	**Not sig.**
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.* (If "Every day" or "Some days" in Q39)	145	Never 58.6%; Sometimes 16.6%; Usually 12.4%; Always 12.4%	**41.4%**	43.6%	45.2%	46.2%	**Not sig.**	**Not sig.**	**Not sig.**
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.* (If "Every day" or "Some days" in Q39)	144	Never 61.8%; Sometimes 19.4%; Usually 7.6%; Always 11.1%	**38.2%**	42.1%	40.6%	41.5%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Aspirin Use and Discussion

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages: Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing**: 2014 to 2013	2014 to TMG	2014 to PR
43	**Do you take aspirin daily or every other day?** (All respondents)	408	Yes 25.7%; No 74.3%	**25.7%**	30.9%	23.5%	NA	**Not sig.**	**Not sig.**	**NA**
44	**Do you have a health problem or take medication that makes taking aspirin unsafe for you?**	365	Yes 16.4%; No 83.6%	**83.6%**	83.9%	88.1%	NA	**Not sig.**	**Below**	**NA**
45	**Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?** (All respondents)	411	Yes 44.8%; No 55.2%	**44.8%**	46.2%	38.7%	NA	**Not sig.**	**Above**	**NA**
46	**Are you aware that you have any of the following conditions?** (Mark one or more.)	266	High cholesterol 48.1%; High blood pressure 78.9%; Parent or sibling with heart attack before the age of 60 32.3%	**NA**	NA	NA	NA	**NA**	**NA**	**NA**
47	**Has a doctor ever told you that you have any of the following conditions?** (Mark one or more.)	137	A heart attack 21.9%; Angina or coronary heart disease 30.7%; A stroke 19.7%; Any kind of diabetes or high blood sugar 70.8%	**NA**	NA	NA	NA	**NA**	**NA**	**NA**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Effectiveness of Care Measures

Rolling Average Methodology*

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

491 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)				All Summary Rates *ARE* Rolling Averages: Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business** 2014	Public Report** 2013	Significance Testing*** 2014 to 2013	2014 to TMG	2014 to PR
		2014 Valid n	2014 - Always/ Usually/ Sometimes	2013 Valid n	2013 - Always/ Usually/ Sometimes							
Advising Smokers and Tobacco Users to Quit (Two-year rolling average of Q40)	323	146	71.9%	177	78.0%	**75.2%**	78.0%	76.3%	75.6%	**Not sig.**	**Not sig.**	**Not sig.**
Discussing Cessation Medications (Two-year rolling average of Q41)	317	145	41.4%	172	43.6%	**42.6%**	43.6%	45.2%	46.2%	**Not sig.**	**Not sig.**	**Not sig.**
Discussing Cessation Strategies (Two-year rolling average of Q42)	315	144	38.2%	171	42.1%	**40.3%**	42.1%	40.6%	41.5%	**Not sig.**	**Not sig.**	**Not sig.**
Aspirin Use (Two-year rolling average)****	64	32	46.9%	32	53.1%	**50.0%**	53.1%	34.1%	NA	**Not sig.**	**Above**	**NA**
Discussing Aspirin Risks and Benefits (Two-year rolling average)*****	122	63	54.0%	59	55.9%	**54.9%**	55.9%	44.7%	NA	**Not sig.**	**Above**	**NA**

* For the rolling average methodology, a score can be obtained one of two ways: **(1)** If at least 100 responses were achieved by combining 2013 scores and 2014 scores the rolling average score is the average of the 2013 and 2014 scores. **(2)** If there were no scores for 2013, but there were at least 100 responses for 2014, the rolling average is the 2014 score. If the combined responses for 2013 and 2014 do not achieve at least 100 responses, then the measure will receive an 'NA' by NCQA.

** The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

*** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

**** Members eligible for inclusion in the Aspirin Use measure are as follows: 1) Women 55-79 years of age with at least two risk factors for cardiovascular disease, 2) Men 45-64 years of age with at least one risk factor for cardiovascular disease, and 3) Men 65-79 years of age, regardless of risk factors.

***** Members eligible for inclusion in the Discussing Aspirin Risks and Benefits measure are as follows: 1) Women 55-79 years of age, and 2) Men 45-79 years of age.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Chronic Conditions

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business* 2014	Public Report* 2013	Significance Testing** 2014 to 2013	Significance Testing** 2014 to TMG	Significance Testing** 2014 to PR
48	**In the last 6 months, did you get health care 3 or more times for the same condition or problem?**	399	Yes 39.8% / No 60.2%	**39.8%**	41.8%	34.4%	35.9%	**Not sig.**	**Above**	**Not sig.**
49	**Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" in Q48)	151	Yes 72.2% / No 27.8%	**72.2%**	79.5%	82.5%	82.7%	**Not sig.**	**Below**	**Below**
50	**Do you now need or take medicine prescribed by a doctor? Do not include birth control.**	402	Yes 69.2% / No 30.8%	**69.2%**	74.4%	65.4%	64.2%	**Not sig.**	**Not sig.**	**Above**
51	**Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.** (If "Yes" in Q50)	265	Yes 91.3% / No 8.7%	**91.3%**	89.0%	91.1%	91.9%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2014 Myers Group Book of Business consists of 48 Medicaid adult samples that conducted surveys with TMG in 2014 and submitted data to NCQA. The 2013 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by The Myers Group. The Public Report benchmark is the mean of 113 plan-specific samples that submitted to NCQA in 2013.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by TMG to facilitate comparisons.

Question Summaries

Louisiana Healthcare Connections

Respondent Demographics/Completing this Survey

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
52	**What is your age?**	402	18-24 16.9%	25-34 19.7%	35-44 13.2%	45-54 19.7%	55-64 28.9%	65-74 1.7%	75 or older 0.0%
53	**Are you male or female?**	410	Male 31.2%	Female 68.8%					
54	**What is the highest grade or level of school that you have completed?**	394	8th grade or less 9.6%	Some high school, but did not graduate 29.9%	High school graduate/GED 42.1%	Some college or 2-year degree 16.0%	4-year college graduate 1.5%	More than 4-year college degree 0.8%	
55	**Are you of Hispanic or Latino origin or descent?**	375	Yes, Hispanic or Latino 4.3%	No, not Hispanic or Latino 95.7%					
56	**What is your race?** (Mark one or more.)	409	White 36.4%	Black or African-American 65.3%	Asian 2.2%	Native Hawaiian or other Pacific Islander 1.2%	American Indian or Alaska Native 7.6%	Other 2.9%	
57	**Did someone help you complete this survey?**	274	Yes 23.4%	No 76.6%					
58	**How did that person help you?** (Mark one or more.) (If Mail or Internet survey and "Yes" in Q57)	62	Read the questions to me 48.4%	Wrote down the answers I gave 37.1%	Answered the questions for me 43.5%	Translated the questions into my language 4.8%	Helped in some other way 9.7%		

Note: The base for Q56 and Q58 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

13. Appendix B - Custom Questions

Your plan's custom questions are shown beginning on Page B.1. All custom questions are shown in this section, regardless of their placement on the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the identical question from the previous year (where applicable).

The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for the assignment of Summary Rates, such as "Mark all that apply" questions. In this case, an "NA" is shown in the Summary Rate column.

To the right of the Summary Rate column is a column for The Myers Group Book of Business Custom Question Benchmark (2013) and a column for the corresponding correlation coefficient. A correlation analysis was run using The Myers Group Custom Question Book of Business (2013) against Q35 (Rating of Health Plan).

Please note that the benchmark for custom questions is the 2013 TMG Medicaid Adult Book of Business. The 2014 TMG Medicaid Adult Book of Business is used throughout the remaining sections of this report.

Please note that not every custom question has a benchmark for comparison.

Charts B.1 – B.3

Question Summaries

Custom Questions

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2014	Plan's Summary Rate 2013	TMG Book of Business - 2013* Summary Rate	TMG Book of Business - 2013* Correlation with Q35	Significance Testing** 2013 to 2014	Significance Testing** 2014 to TMG BoB
59	**In the last 6 months, how many days did you usually have to wait between making an initial appointment with a provider and actually seeing the provider for a non-urgent problem or health condition? For example: initial check-up with a provider you have not seen before.**	248	Same day: 23.8%; 1-2 days: 29.8%; 3-7 days: 19.8%; 8-14 days: 8.9%; 15-30 days: 8.1%; More than 30 days: 9.7%; I did not need an appointment with a provider for a non-urgent problem or health condition in the last 6 months: n = 116	**53.6%**	44.0%	NA	NA	**Sig. increase**	**NA**
60	**In the last 6 months, how many days did you usually have to wait between making an initial appointment with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment for a mammogram or a prostate examination with a specialist you have not seen before.**	180	Same day: 13.3%; 1-2 days: 25.0%; 3-7 days: 25.6%; 8-14 days: 6.1%; 15-30 days: 15.0%; More than 30 days: 15.0%; I did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months: n = 183	**38.3%**	29.8%	NA	NA	**Not sig.**	**NA**
61	**In the last 6 months, how long did you usually have to wait between making an appointment for a regular or routine care visit with a provider and actually seeing a provider?**	204	6 weeks or less: 88.2%; More than 6 weeks: 11.8%; I did not need an appointment with a provider for a regular or routine care visit in the last 6 months: n = 158	**88.2%**	83.3%	NA	NA	**Not sig.**	**NA**
62	**In the last 6 months, when you were referred to a specialist, how long did you usually have to wait between making an appointment for a referred visit with a specialist and actually seeing a specialist?**	144	Within 1 month (30 days) of referral: 79.9%; More than 1 month (31 days) after referral: 20.1%; I was not referred to a specialist in the last 6 months: n = 216	**79.9%**	72.0%	NA	NA	**Not sig.**	**NA**
63	**In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment for routine lab or x-ray services and actually getting the lab or x-ray services?**	149	21 days or less: 85.2%; 22 days or more: 14.8%; I did not need an appointment for a routine lab or x-ray services in the last 6 months: n = 215	**85.2%**	84.0%	NA	NA	**Not sig.**	**NA**

* The 2013 Myers Group Book of Business consists of the results of 50 medicaid adult samples surveyed by The Myers Group in 2013 that submitted data to NCQA.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Question Summaries

Custom Questions

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		TMG Book of Business - 2013*		Significance Testing**	
				2014	2013	Summary Rate	Correlation with Q35	2013 to 2014	2014 to TMG BoB
64	**In the last 6 months, how many days did you usually have to wait between making an appointment for urgent lab or x-ray services and actually getting the lab or x-ray services?**	171	Same day: 41.5%; 1-2 days: 22.8%; 3-7 days: 18.7%; 8-14 days: 5.3%; 15-30 days: 5.8%; More than 30 days: 5.8%; I did not need an appointment for an urgent lab or x-ray services in the last 6 months: n = 200	**64.3%**	64.9%	NA	NA	**Not sig.**	**NA**
65	**Are you currently pregnant, or have you been pregnant in the last 6 months?**	346	Yes: 5.2%; No: 94.8%	**5.2%**	6.7%	NA	NA	**Not sig.**	**NA**
66	**Did you receive your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?**	18	Yes: 61.1%; No: 38.9%	**61.1%**	48.1%	NA	NA	**Not sig.**	**NA**
67	**How long did it take you to call and schedule an appointment with your OB/GYN after receiving your Louisiana Healthcare Connections Start Smart for your Baby welcome packet?**	8	Same day: 37.5%; 1-2 days: 25.0%; 3-7 days: 25.0%; 8-14 days: 12.5%; 15-30 days: 0.0%; More than 30 days: 0.0%	**62.5%**	23.1%	NA	NA	**Unable to Test**	**NA**
68	**In the last 6 months, how many days did you usually have to wait between making an appointment for a first trimester check-up with your OB/GYN and actually seeing your OB/GYN?**	10	14 days or less: 100.0%; 15 days or more: 0.0%; I did not need a first trimester check-up in the last 6 months: n = 3	**100.0%**	77.8%	NA	NA	**Unable to Test**	**NA**

* The 2013 Myers Group Book of Business consists of the results of 50 medicaid adult samples surveyed by The Myers Group in 2013 that submitted data to NCQA.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Caution is advised when comparing Q66, Q67, and Q68 to trending as a result of the small valid n associated with these questions.

Question Summaries

Custom Questions

Louisiana Healthcare Connections

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)			Plan's Summary Rate		TMG Book of Business - 2013*		Significance Testing**	
						2014	2013	Summary Rate	Correlation with Q35	2013 to 2014	2014 to TMG BoB
69	**In the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?**	13	7 days or less	8 days or more	I did not need a second trimester check-up in the last 6 months	**100.0%**	73.7%	NA	NA	**Unable to Test**	**NA**
			100.0%	0.0%	n = 2						
70	**In the last 6 months, how many days did you usually have to wait between making an appointment for a third trimester check-up with your OB/GYN and actually seeing your OB/GYN?**	10	3 days or less	4 days or more	I did not need a third trimester check-up in the last 6 months	**80.0%**	55.6%	NA	NA	**Unable to Test**	**NA**
			80.0%	20.0%	n = 4						
71	**If you are considered by your doctor as HAVING a High Risk pregnancy or if you HAD a high risk pregnancy in the last 6 months, how many days did you usually have to wait between making an appointment for a second trimester check up with your OB/GYN and actually seeing your OB/GYN?**	2	7 days or less	8 days or more	I do not have or did not have a high risk pregnancy in the last 6 months	**100.0%**	61.5%	NA	NA	**Unable to Test**	**NA**
			100.0%	0.0%	n = 12						

* The 2013 Myers Group Book of Business consists of the results of 50 medicaid adult samples surveyed by The Myers Group in 2013 that submitted data to NCQA.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Caution is advised when comparing Q69, Q70, and Q71 to trending as a result of the small valid n associated with these questions.

14. Appendix C - Custom Segmentation Analyses

Page C.1 presents Summary Rates for attributes, ratings, and composite scores organized across the following:

- CHIP, Non-CHIP

Chart C.1

Segmentation Analysis

Louisiana Healthcare Connections

Plan Summary Rates by CHIP, Non-CHIP

Medicaid Adult CAHPS®

491 Total Respondents

Q#	Attributes	CHIP		Non-CHIP		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	16	68.8%	180	78.9%	NA
6	Obtained appointment for care as soon as needed	23	78.3%	288	79.5%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	14	50.0%	102	50.0%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	15	13.3%	102	42.2%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	15	86.7%	104	71.2%	NA
14	Ease of getting care, tests, or treatment needed	27	81.5%	306	74.5%	NA
17	Doctors explained things in an understandable way	18	88.9%	240	91.3%	NA
18	Doctors listened carefully to you	19	100.0%	240	92.5%	NA
19	Doctors showed respect for what you had to say	19	89.5%	239	91.2%	NA
20	Doctors spent enough time with you	19	89.5%	237	89.5%	NA
25	Obtained appointment with specialist as soon as needed	13	61.5%	125	72.0%	NA
31	Getting information/help from customer service	12	100.0%	109	82.6%	NA
32	Treated with courtesy and respect by customer service staff	11	100.0%	109	90.8%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		71.5%		73.3%	NA
	Getting Care Quickly		73.5%		79.2%	NA
	How Well Doctors Communicate		92.0%		91.1%	NA
	Customer Service		100.0%		86.7%	NA
	Shared Decision Making		50.0%		54.4%	NA
8	Health Promotion and Education	27	70.4%	308	72.4%	NA
22	Coordination of Care	10	80.0%	106	82.1%	NA
29	Providing Needed Information	5	60.0%	58	50.0%	NA
34	Ease of Filling Out Forms	38	97.4%	363	93.7%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	27	74.1%	306	67.0%	NA
23	Rating of Personal Doctor	25	80.0%	284	79.6%	NA
27	Rating of Specialist	13	84.6%	111	87.4%	NA
35	Rating of Health Plan	38	73.7%	370	67.3%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	27	59.3%	306	50.3%	NA
23	Rating of Personal Doctor	25	64.0%	284	69.7%	NA
27	Rating of Specialist	13	69.2%	111	73.0%	NA
35	Rating of Health Plan	38	65.8%	370	53.0%	NA

* Range is the difference between Summary Rates shown. Due to the small number of CHIP respondents, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2014 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.