



Adult Experience of Care Report

Louisiana Department of Health

November 2022



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Executive Summary

The Louisiana Department of Health (LDH) requires quality assessment and improvement activities to ensure that Healthy Louisiana Medicaid managed care organization (MCO) enrollees receive high-quality health care services (42 CFR Part 438). These activities include surveys of enrollees' experience with health care. Survey results provide important feedback on MCO performance, which is used to identify opportunities for continuous improvement in the care and services provided to members.

LDH requires the MCOs to contract with a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) survey vendor to conduct annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Surveys. LDH contracted with IPRO to analyze the MCOs' Measurement Year (MY) 2021 survey data and report the results.

This report presents data collected during the MY 2021 CAHPS® administration to adult MCO enrollees. The standardized survey instruments administered in MY 2021 were the CAHPS® 5.1H Adult Medicaid Health Plan Survey. Adult members from each MCO completed the surveys from February to May 2022. The following five MCOs participated in the MY 2021 CAHPS® Medicaid Health Plan Surveys: AmeriHealth Caritas Louisiana (ACLA); Aetna Better Health of Louisiana (ABHLA); Healthy Blue (HBL); Louisiana Healthcare Connections (LHCC); and UnitedHealthcare Community Plan Louisiana (UHC). Data are also presented for the Healthy Louisiana managed care program as a whole, termed the statewide average (SWA).

CAHPS® survey questions ask about experiences in a variety of areas. Results presented in this report include four global ratings: rating of health plan, rating of all health care, rating of personal doctor, and rating of specialist seen most often, as well as individual survey responses for the following domains: Health Plan Ratings, Access to Care, Experience of Health Care Services, Preventive Care, and Health Status. Responses are summarized as achievement scores from 0 to 100.

Sampling Procedures and Survey Protocol

LDH required the MCOs to administer the MY 2021 CAHPS® Surveys according to NCQA HEDIS® Specifications for Survey Measures.¹ Enrollees eligible for sampling included those who were MCO members at the time the sample was drawn and who were continuously enrolled in the MCO for at least five of the last six months (July through December) of 2021. Adult members eligible for sampling included those who were 18 years of age or older (as of December 31, 2021). A systematic sample of at least 1,350 adult enrollees was selected from each participating MCO for the MY 2021 adult sample administration.

Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. For MY 2021, a total of 891 adult surveys were completed for Louisiana's Medicaid managed care program with a survey response rate of 11.8 percent.

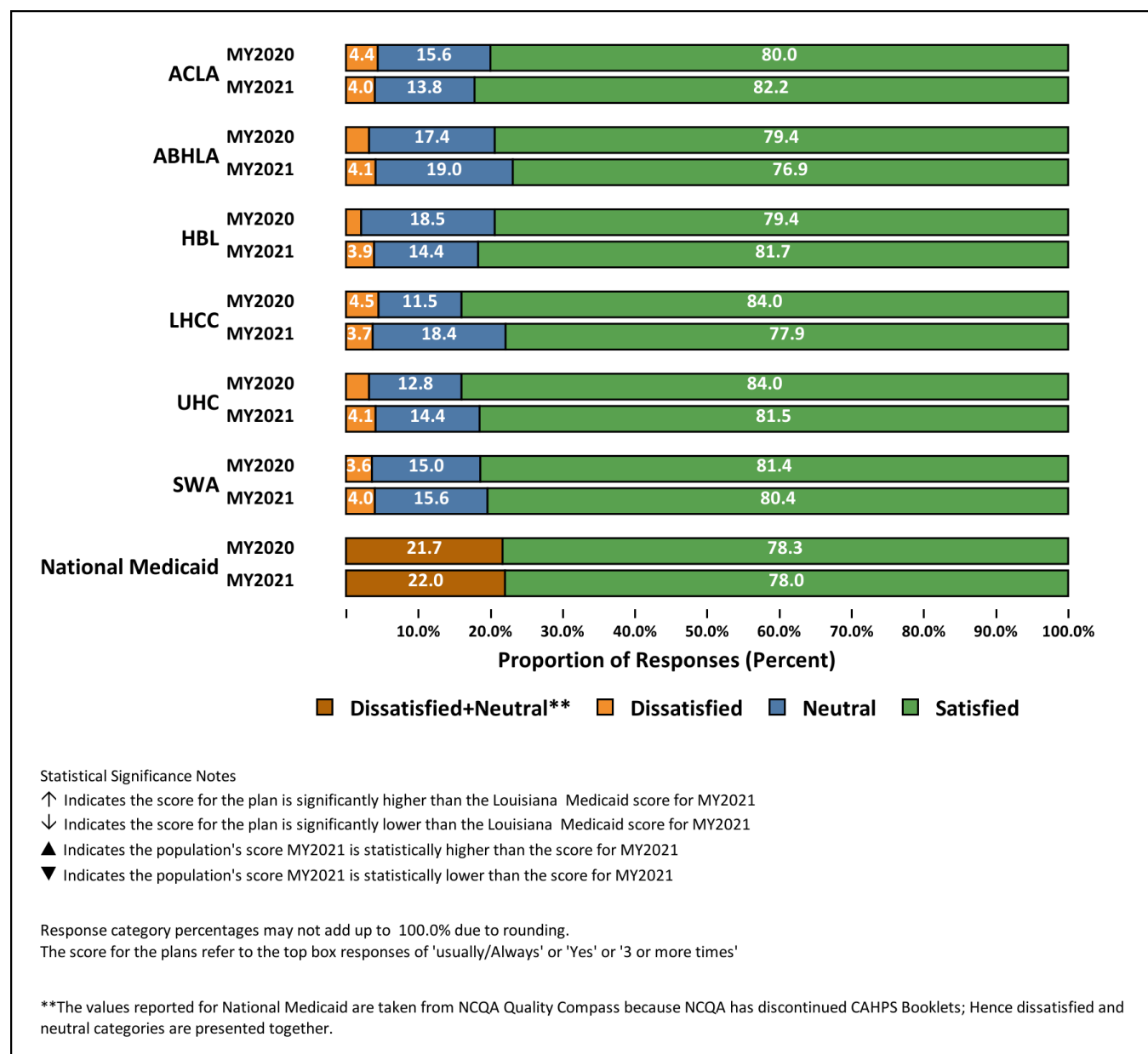
Key Findings

- **Rating of health plan:** The overall score for the Healthy Louisiana managed care program was high (80.4) with similar scores among the plans (76.9–82.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (83.8) with similar scores among the plans (81.9–86.0). Scores in MY 2021 were similar to scores in MY 2020.
- **Rating of all health care:** The overall score for the Healthy Louisiana managed care program was high (76.6) with similar scores among the plans (74.5–80.5). Scores in MY 2021 were similar to scores in MY 2020.

¹ National Committee for Quality Assurance. *HEDIS® MY 2021, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA, 2021.

Q28. Rating of plan

Respondents were asked to rate their health plan on a scale of 0 to 10, with 0 being the “worst health plan possible” and 10 being the “best health plan possible.” For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

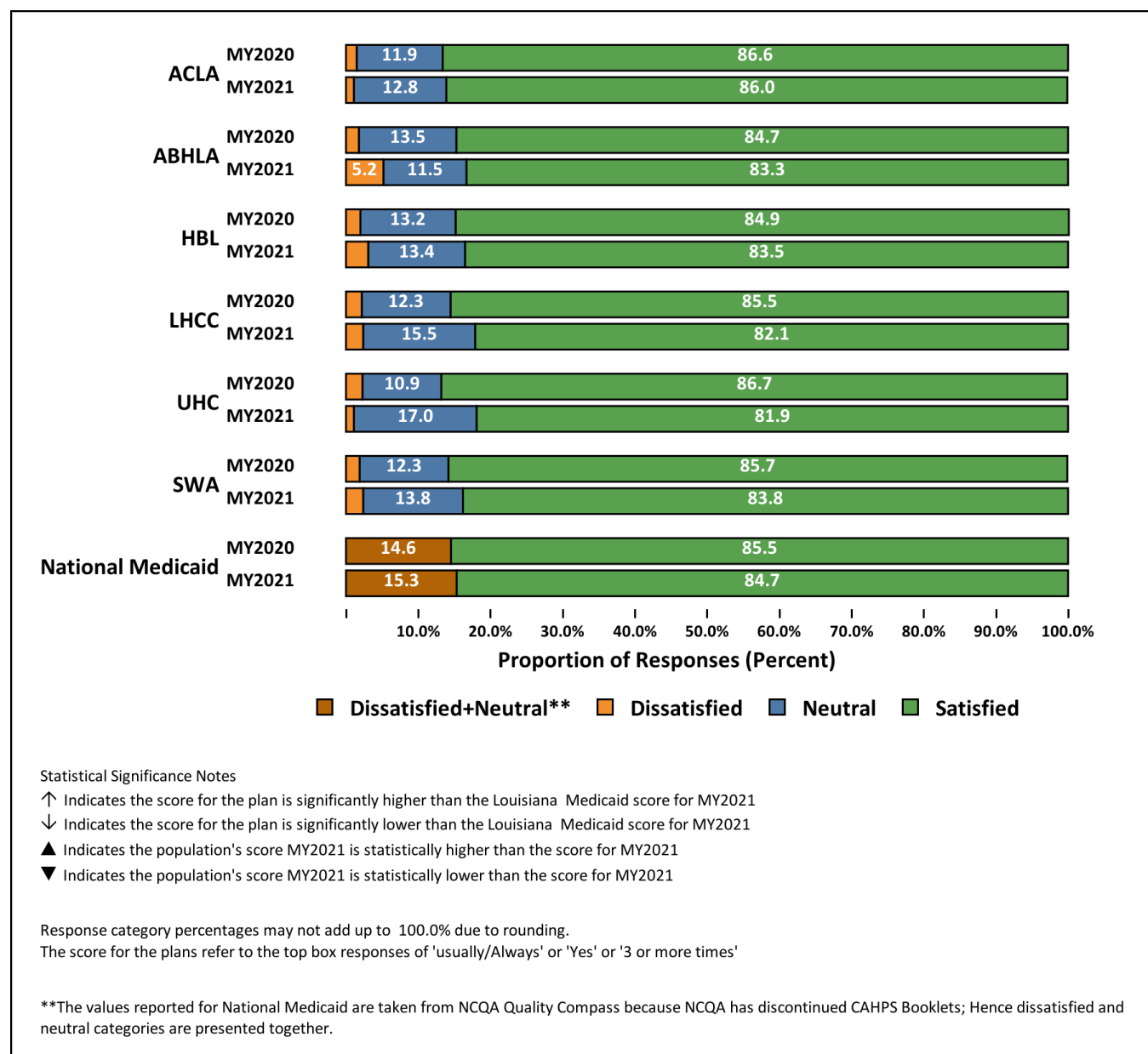
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q9. Usually or always got care, tests, or treatment you thought you needed

Respondents were asked how often it was easy for them to get the care, tests, or treatment they thought they needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

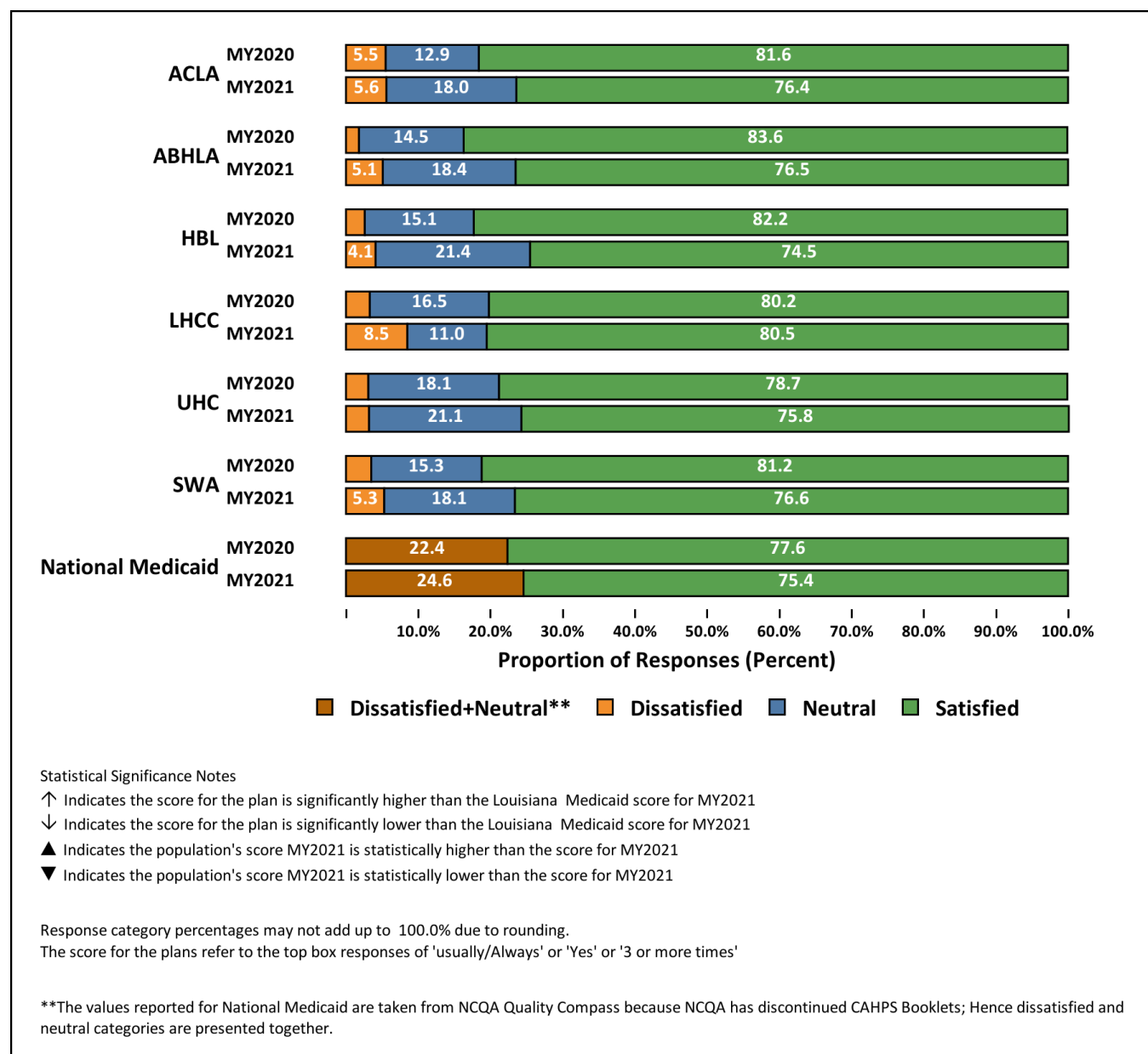
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q8. Rating of all health care

Respondents were asked to rate all their health care on a scale of 0 to 10, with 0 being the “worst health care possible” and 10 being the “best health care possible.” For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	8	0.9%	3	1.1%	2	1.4%	1	0.7%	1	0.7%	1	0.7%
● 1	3	0.4%	2	0.7%	1	0.7%	0	0.0%	0	0.0%	0	0.0%
● 2	4	0.5%	1	0.4%	1	0.7%	1	0.7%	0	0.0%	1	0.7%
● 3	7	0.8%	2	0.7%	1	0.7%	1	0.7%	0	0.0%	3	2.1%
● 4	12	1.4%	3	1.1%	1	0.7%	3	2.0%	4	2.9%	1	0.7%
● 5	37	4.3%	8	2.9%	8	5.4%	9	5.9%	9	6.6%	3	2.1%
● 6	26	3.0%	13	4.7%	3	2.0%	2	1.3%	2	1.5%	6	4.1%
● 7	71	8.3%	17	6.2%	17	11.6%	11	7.2%	14	10.3%	12	8.2%
● 8	120	14.0%	35	12.7%	23	15.6%	26	17.0%	16	11.8%	20	13.7%
● 9	114	13.3%	37	13.5%	18	12.2%	17	11.1%	23	16.9%	19	13.0%
● Best health plan possible	455	53.1%	154	56.0%	72	49.0%	82	53.6%	67	49.3%	80	54.8%
Total	857	100%	275	100%	147	100%	153	100%	136	100%	146	100%
Not Answered	34		14		5		7		5		3	
Reporting Category												
Health Plan Ratings												
Achievement Score	80.4%		82.2%		76.9%		81.7%		77.9%		81.5%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.0		+2.2		-2.5		+2.3		-6.1		-2.5	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	13	2.4%	2	1.1%	5	5.2%	3	3.1%	2	2.4%	1	1.1%
● Sometimes	76	13.8%	23	12.8%	11	11.5%	13	13.4%	13	15.5%	16	17.0%
● Usually	133	24.2%	39	21.8%	31	32.3%	22	22.7%	19	22.6%	22	23.4%
● Always	328	59.6%	115	64.2%	49	51.0%	59	60.8%	50	59.5%	55	58.5%
Total	550	100%	179	100%	96	100%	97	100%	84	100%	94	100%
Not Answered	341		110		56		63		57		55	
Reporting Category												
Access to Care												
Achievement Score	83.8%		86.0%		83.3%		83.5%		82.1%		81.9%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.9		-0.6		-1.4		-1.4		-3.4		-4.8	
Response scored as: ● Achievement ● Room for improvement												

Q8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	2	0.4%	2	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 1	2	0.4%	1	0.6%	0	0.0%	0	0.0%	0	0.0%	1	1.1%
● 2	4	0.7%	1	0.6%	3	3.1%	0	0.0%	0	0.0%	0	0.0%
● 3	7	1.3%	1	0.6%	1	1.0%	3	3.1%	2	2.4%	0	0.0%
● 4	14	2.5%	5	2.8%	1	1.0%	1	1.0%	5	6.1%	2	2.1%
● 5	21	3.8%	7	3.9%	2	2.0%	3	3.1%	2	2.4%	7	7.4%
● 6	29	5.3%	6	3.4%	8	8.2%	9	9.2%	5	6.1%	1	1.1%
● 7	50	9.1%	19	10.7%	8	8.2%	9	9.2%	2	2.4%	12	12.6%
● 8	86	15.6%	26	14.6%	21	21.4%	11	11.2%	14	17.1%	14	14.7%
● 9	75	13.6%	30	16.9%	12	12.2%	9	9.2%	13	15.9%	11	11.6%
● Best health care possible	261	47.4%	80	44.9%	42	42.9%	53	54.1%	39	47.6%	47	49.5%
Total	551	100%	178	100%	98	100%	98	100%	82	100%	95	100%
Not Answered	340		111		54		62		59		54	
Reporting Category												
Rating of All Health Care												
Achievement Score	76.6%		76.4%		76.5%		74.5%		80.5%		75.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-4.6		-5.2		-7.1		-7.7		+0.3		-2.9	
Response scored as: ● Achievement ● Room for improvement												

Using This Report

This report is designed to identify and describe key opportunities for improving enrollees' experience of care across the Healthy Louisiana managed care program. For this report, LDH selected key indicators of enrollees' experience of care. LDH selected these key indicators based on two criteria: 1) they represent important aspects of health care; and 2) they are influenced directly by MCO policies and operations. Therefore, these results focus on areas where the MCOs have significant potential to improve enrollees' care and experience of care.

About the CAHPS® Survey

The survey questions were obtained from the MY 2021 CAHPS® 5.1H Medicaid Adult Survey. The objective of the survey is to capture complete and accurate information about consumer-reported experiences with health care. The survey aims to measure how well MCOs are meeting enrollees' expectations and perceived needs.

Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. A high response rate facilitates the generalization of the survey responses to an MCO's population. The response rate is the total number of completed surveys divided by all eligible enrollees of the sample. An enrollee's survey was assigned a disposition code of "completed" if at least three of five specified questions were completed. Eligible enrollees included the entire sample minus ineligible members. Ineligible members of the sample met one or more of the following criteria: were deceased, were invalid (did not meet the eligible population criteria), were mentally or physically incapacitated, or had a language barrier.

For MY 2021, a total of 891 adult surveys were completed for Louisiana's Medicaid managed care program with a survey response rate of 11.8 percent.

Survey Analysis

Enrollee responses to survey questions are summarized as achievement scores by MCO and for the program as a whole, termed the statewide average (SWA). An achievement score is computed as the proportion of responses that indicate a positive experience. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are computed by aggregating the top two or three positive experience responses, and reported for all pertinent survey items (i.e., those items that have a range of response choices from poor experience to positive). The scoring methodology included in this report is derived from the CAHPS® survey scoring guidelines.

Achievement scores for the component questionnaire items are presented in the form of bar charts to facilitate comparison of MCO scores over time. Responses were classified into three categories: Dissatisfied, Neutral, and Satisfied (with the exception of the smoking and flu questions, which were classified into two categories: Yes and No; and the overall health question, which was classified into two categories: Good/Fair/Poor and Excellent/Very Good). Additional detail on the classification of responses is provided in the narrative above each bar chart. For reference, the bar charts also include scores for the national Medicaid population, as reported in NCQA Quality Compass.²

Statistically significant differences between scores were determined using a 95% confidence interval overlap test. Confidence intervals for each MY 2021 score and each MY 2020 score were calculated and compared. If the intervals for the MY 2021 and MY 2020 scores did not overlap, then the difference was considered to be statistically significant. A similar test was performed to compare each MCO's scores with the SWA scores. If the difference between a MY 2021 score and a MY 2020 score was statistically significant, then a ▲ or ▼ was placed at the end of the appropriate bar. If the difference between an MCO's score and the SWA score was statistically significant, then a ↑ or ↓ was placed at the end of the appropriate bar.

² National Committee for Quality Assurance. *Quality Compass 2022*. Washington, DC: NCQA, 2022.

Interpretation of Results and Conclusions

Results presented here are in a format that is optimized for use in practical decision-making. Specifically, these results can:

1. Assist in identifying strengths and weaknesses in the quality of care and services for the MCOs.
2. Provide a way to assess where resources can best be allocated to improve performance for the MCOs.

Conclusions based on the information presented in this report should be tempered by its limitations. First, for some survey items, relatively small numbers of responses could be collected, due to skip patterns inherent in the instrument and/or a small survey sample size. Conclusions based on analysis of fewer than 100 observations should be viewed with caution. Additionally, in many of the charts and tables presented in this report, differences between MCOs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Sample Disposition

	SWA	ACLA	ABHLA	HBL	LHCC	UHC
First mailing - sent	7695	1350	2025	1350	1350	1620
First mailing - usable returned surveys	317	60	88	64	54	51
Second mailing - usable returned surveys	249	50	61	53	45	40
Third mailing - usable returned surveys	0	0	0	0	0	0
Web - usable completed surveys	57	0	37	0	8	12
Phone - usable surveys	268	42	103	43	34	46
Total - usable surveys	891	152	289	160	141	149
†Ineligible: According to population criteria‡	50	17	16	4	7	6
†Ineligible: Language barrier	72	65	2	2	2	1
†Ineligible: Deceased	12	1	1	2	2	6
†Ineligible: Mentally or physically unable to complete survey	11	2	3	2	0	4
Bad address	783	167	143	148	148	177
Refusal	307	75	64	68	33	67
Incomplete survey	93	22	16	20	9	26
Nonresponse - Unavailable	6234	1000	1634	1083	1156	1361
Response Rate	11.8%	12.0%	14.4%	11.9%	10.5%	9.3%

†Excluded from response rate denominator

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

Note: *Response Rate = Total Returned and Completed Surveys / Total Eligible Cases*

Health Plan Ratings

This section describes enrollees' ratings of their health plan by MCO and for the Healthy Louisiana managed care program overall. Enrollees were asked to rate different areas related to their health plan. The survey questions included the following:

- Q28: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q24: In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
Responses are Never, Sometimes, Usually and Always.
- Q25: In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Responses are Never, Sometimes, Usually and Always.
- Q27: In the last 6 months, how often were the forms from your health plan easy to fill out?
Responses are Never, Sometimes, Usually and Always.

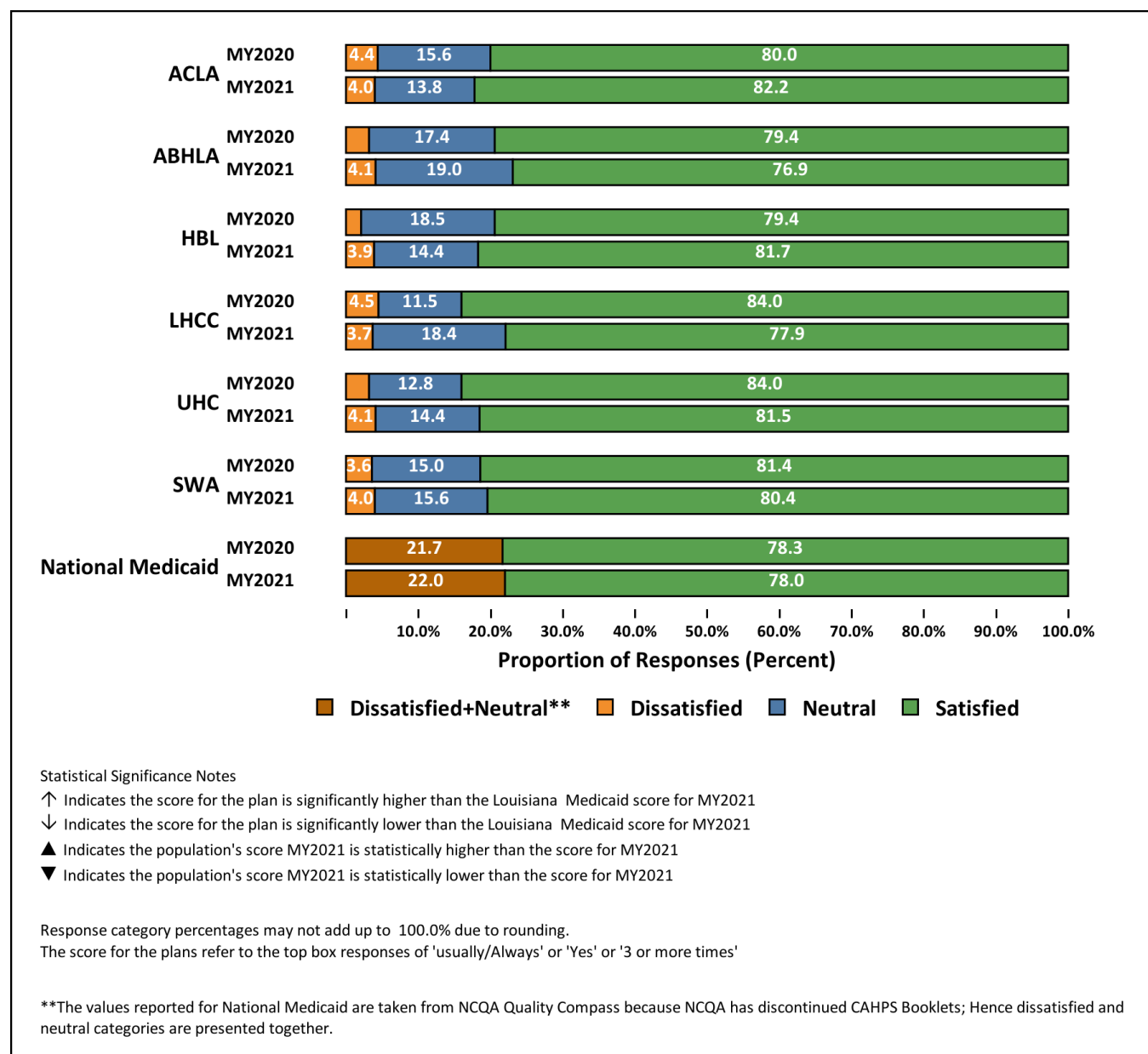
Key Findings

Results presented in the Health Plan Ratings section are summarized below. Scores are out of 100.

- **Rating of health plan:** The overall score for the Healthy Louisiana managed care program was high (80.4) with similar scores among the plans (76.9–82.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Obtained help needed from customer service:** The overall score for the Healthy Louisiana managed care program was high (88.6) with similar scores among the plans (84.8–91.3). Scores in MY 2021 were similar to scores in MY 2020.
- **Customer service treated with courtesy and respect:** The overall score for the Healthy Louisiana managed care program was high (96.3) with similar scores among the plans (94.1–98.1). Scores in MY 2021 were similar to scores in MY 2020.
- **Health plan forms easy to fill out:** The overall score for the Healthy Louisiana managed care program was high (96.7) with similar scores among the plans (95.8–98.6). Scores in MY 2021 were similar to scores in MY 2020.

Q28. Rating of plan

Respondents were asked to rate their health plan on a scale of 0 to 10, with 0 being the “worst health plan possible” and 10 being the “best health plan possible.” For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

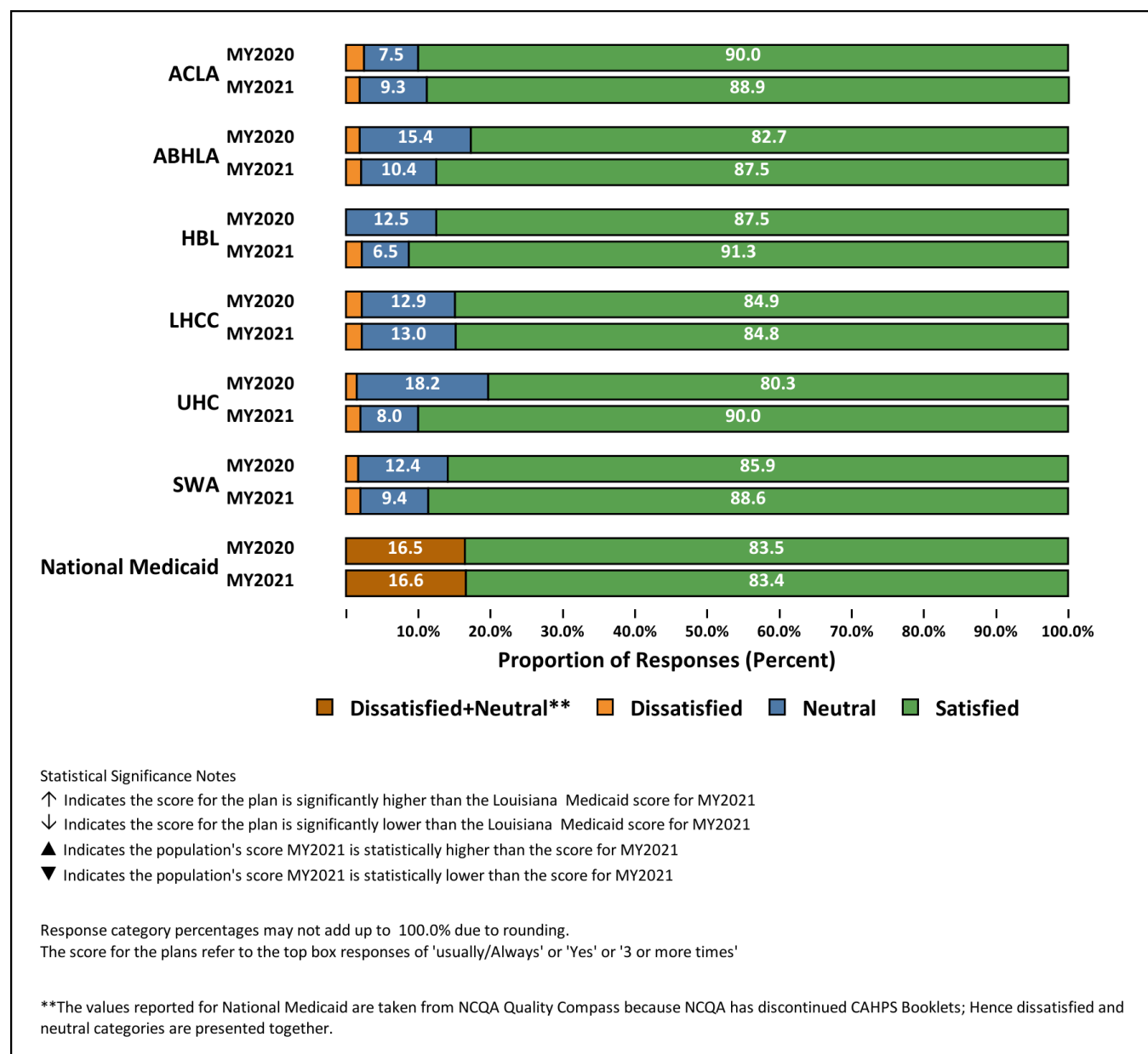
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often their health plan's customer service gave them the information or help they needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

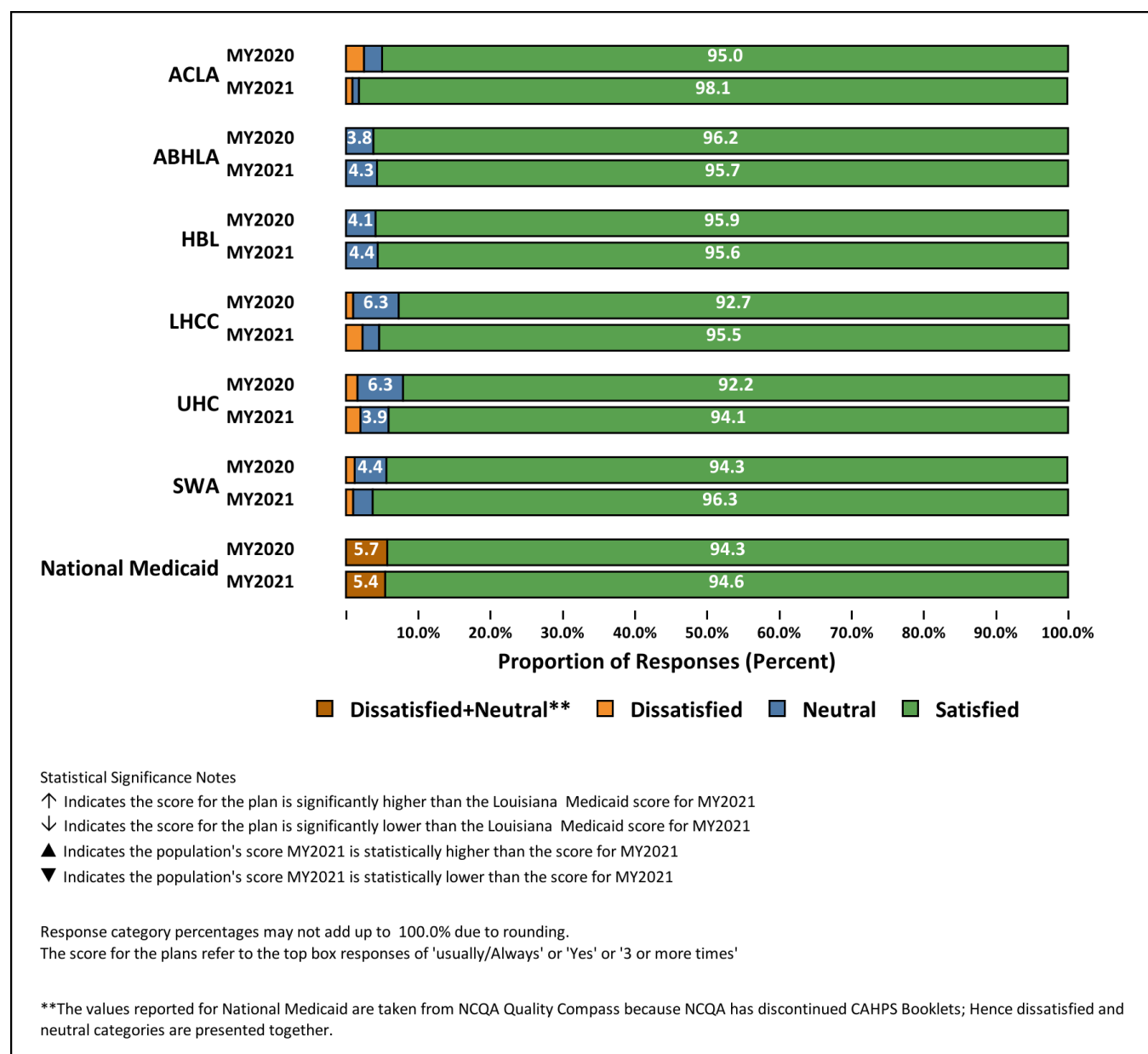
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q25. Usually or always treated with courtesy and respect by health plan's customer service staff

Respondents were asked how often their health plan's customer service staff treated them with courtesy and respect. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

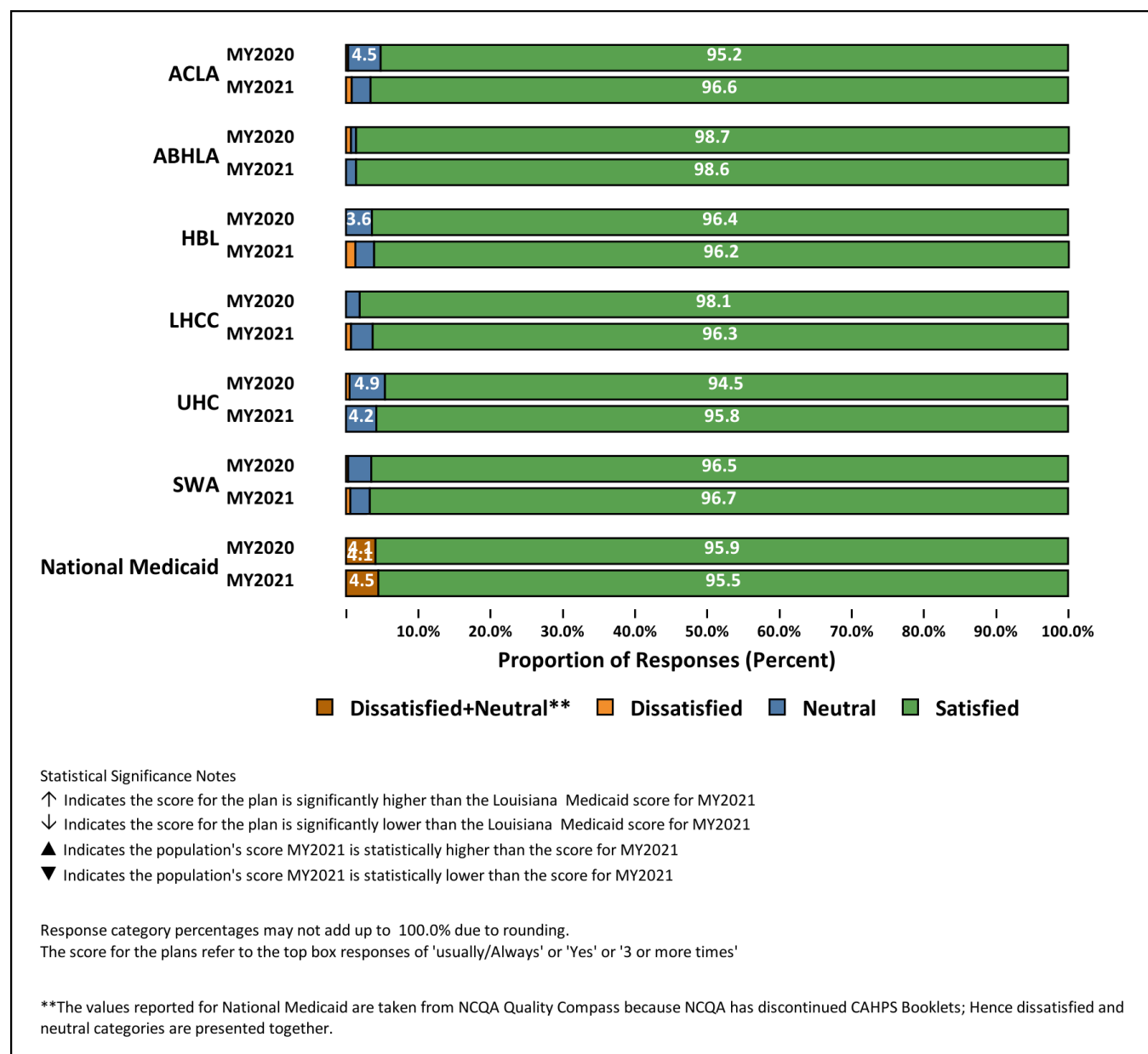
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often forms from their health plan were easy to fill out. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	8	0.9%	3	1.1%	2	1.4%	1	0.7%	1	0.7%	1	0.7%
● 1	3	0.4%	2	0.7%	1	0.7%	0	0.0%	0	0.0%	0	0.0%
● 2	4	0.5%	1	0.4%	1	0.7%	1	0.7%	0	0.0%	1	0.7%
● 3	7	0.8%	2	0.7%	1	0.7%	1	0.7%	0	0.0%	3	2.1%
● 4	12	1.4%	3	1.1%	1	0.7%	3	2.0%	4	2.9%	1	0.7%
● 5	37	4.3%	8	2.9%	8	5.4%	9	5.9%	9	6.6%	3	2.1%
● 6	26	3.0%	13	4.7%	3	2.0%	2	1.3%	2	1.5%	6	4.1%
● 7	71	8.3%	17	6.2%	17	11.6%	11	7.2%	14	10.3%	12	8.2%
● 8	120	14.0%	35	12.7%	23	15.6%	26	17.0%	16	11.8%	20	13.7%
● 9	114	13.3%	37	13.5%	18	12.2%	17	11.1%	23	16.9%	19	13.0%
● Best health plan possible	455	53.1%	154	56.0%	72	49.0%	82	53.6%	67	49.3%	80	54.8%
Total	857	100%	275	100%	147	100%	153	100%	136	100%	146	100%
Not Answered	34		14		5		7		5		3	
Reporting Category												
Health Plan Ratings												
Achievement Score	80.4%		82.2%		76.9%		81.7%		77.9%		81.5%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.0		+2.2		-2.5		+2.3		-6.1		-2.5	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	2.0%	2	1.9%	1	2.1%	1	2.2%	1	2.2%	1	2.0%
● Sometimes	28	9.4%	10	9.3%	5	10.4%	3	6.5%	6	13.0%	4	8.0%
● Usually	66	22.1%	14	13.0%	12	25.0%	13	28.3%	13	28.3%	14	28.0%
● Always	198	66.4%	82	75.9%	30	62.5%	29	63.0%	26	56.5%	31	62.0%
Total	298	100%	108	100%	48	100%	46	100%	46	100%	50	100%
Not Answered	593		181		104		114		95		99	
Reporting Category												
Health Plan Ratings												
Achievement Score	88.6%		88.9%		87.5%		91.3%		84.8%		90.0%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+2.7		-1.1		+4.8		+3.8		-0.1		+9.7	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	3	1.0%	1	0.9%	0	0.0%	0	0.0%	1	2.3%	1	2.0%
● Sometimes	8	2.7%	1	0.9%	2	4.3%	2	4.4%	1	2.3%	2	3.9%
● Usually	37	12.5%	12	11.1%	8	17.0%	5	11.1%	6	13.6%	6	11.8%
● Always	247	83.7%	94	87.0%	37	78.7%	38	84.4%	36	81.8%	42	82.4%
Total	295	100%	108	100%	47	100%	45	100%	44	100%	51	100%
Not Answered	596		181		105		115		97		98	
Reporting Category												
Health Plan Ratings												
Achievement Score	96.3%		98.1%		95.7%		95.6%		95.5%		94.1%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+2.0		+3.1		-0.5		-0.3		+2.8		+1.9	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	0.6%	2	0.8%	0	0.0%	2	1.3%	1	0.7%	0	0.0%
● Sometimes	23	2.7%	7	2.6%	2	1.4%	4	2.6%	4	3.0%	6	4.2%
● Usually	38	4.5%	12	4.5%	10	7.2%	7	4.5%	3	2.2%	6	4.2%
● Always	773	92.1%	245	92.1%	127	91.4%	143	91.7%	126	94.0%	132	91.7%
Total	839	100%	266	100%	139	100%	156	100%	134	100%	144	100%
Not Answered	52		23		13		4		7		5	
Reporting Category												
Health Plan Ratings												
Achievement Score	96.7%		96.6%		98.6%		96.2%		96.3%		95.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.2		+1.4		-0.1		-0.2		-1.8		+1.3	
Response scored as: ● Achievement ● Room for improvement												

Access to Care

This section describes enrollees' experiences with access to care by MCO and for the Healthy Louisiana managed care program overall. MCOs can directly influence access to care through their contracted networks and through maintaining accurate and up-to-date provider directories. The survey questions include the following:

- Q9: In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
Responses are Never, Sometimes, Usually and Always.
- Q4: In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
Responses are Never, Sometimes, Usually and Always.
- Q6: In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
Responses are Never, Sometimes, Usually and Always.
- Q20: In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?
Responses are Never, Sometimes, Usually and Always.

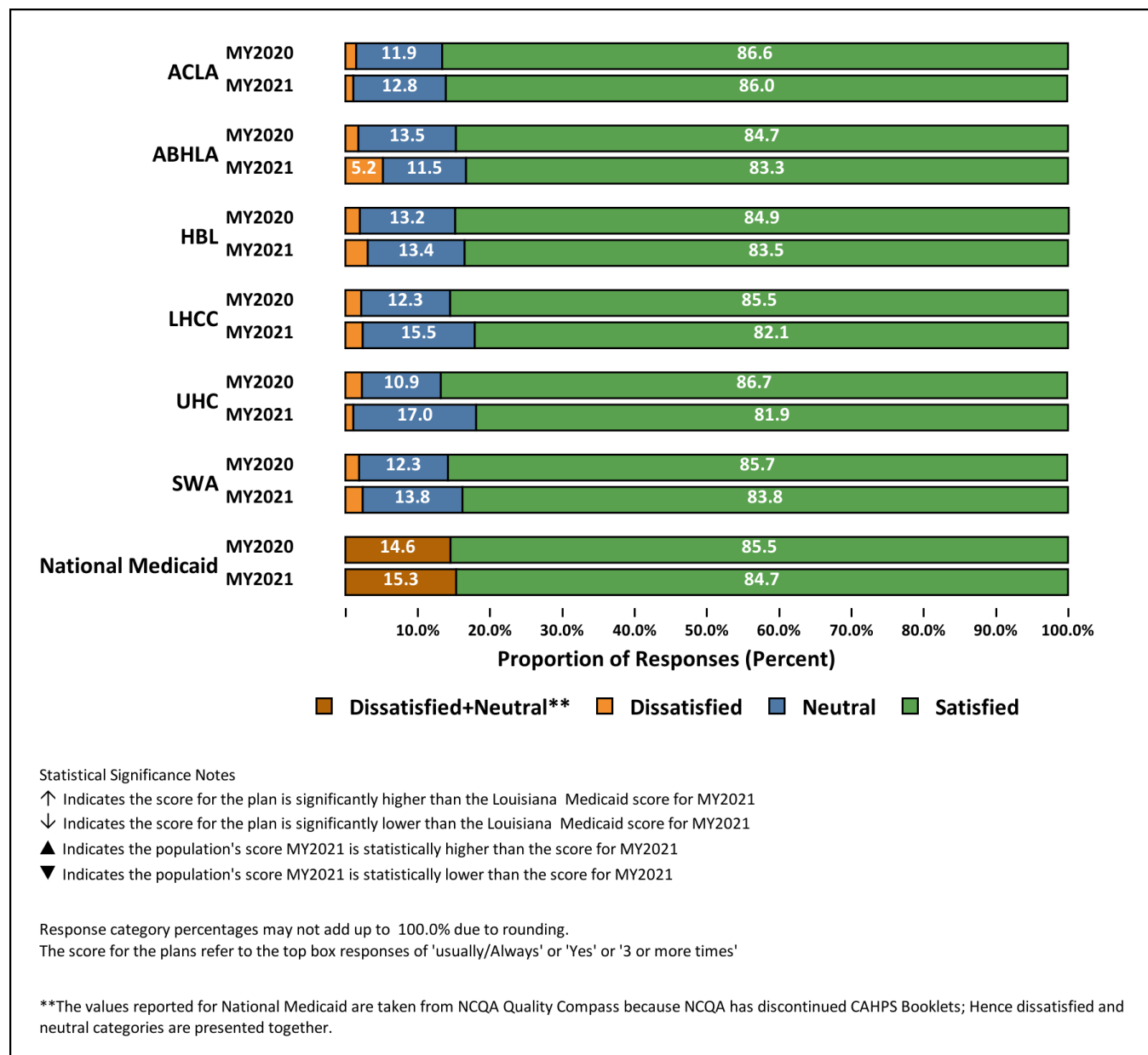
Key Findings

Results presented in the Access to Care section are summarized below. Scores are out of 100.

- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (83.8) with similar scores among the plans (81.9–86.0). Scores in MY 2021 were similar to scores in MY 2020.
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (83.8) with similar scores among the plans (74.5–88.7). Scores in MY 2021 were similar to scores in MY 2020.
- **Received appointment for check-up or routine care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (80.9) with similar scores among the plans (76.1–86.8). Scores in MY 2021 were similar to scores in MY 2020.
- **Received appointment with a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (77.4) with similar scores among the plans (74.6–79.8). Scores in MY 2021 were similar to scores in MY 2020.

Q9. Usually or always got care, tests, or treatment you thought you needed

Respondents were asked how often it was easy for them to get the care, tests, or treatment they thought they needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

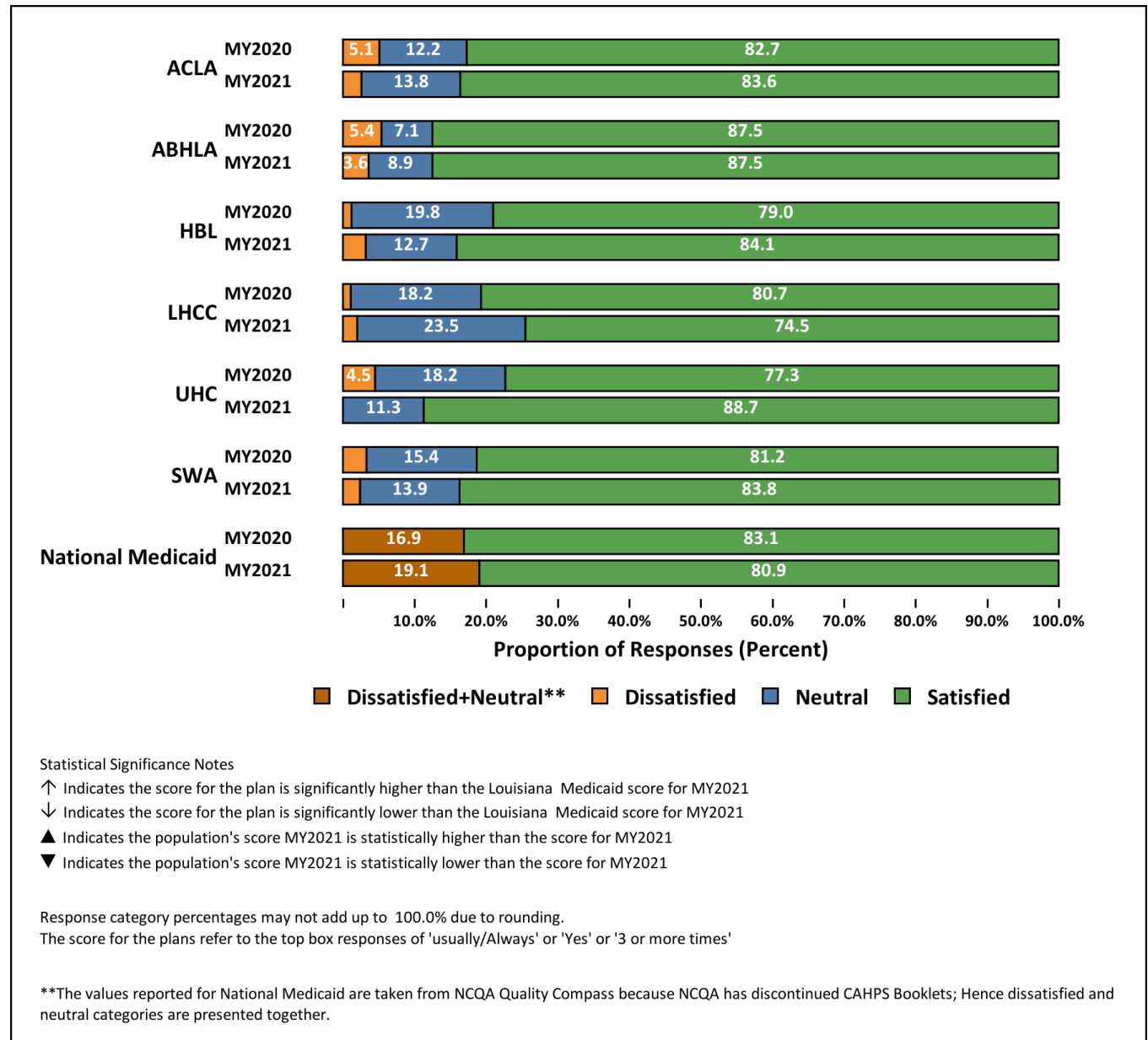
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often they received care as soon as they needed when they needed care right away. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

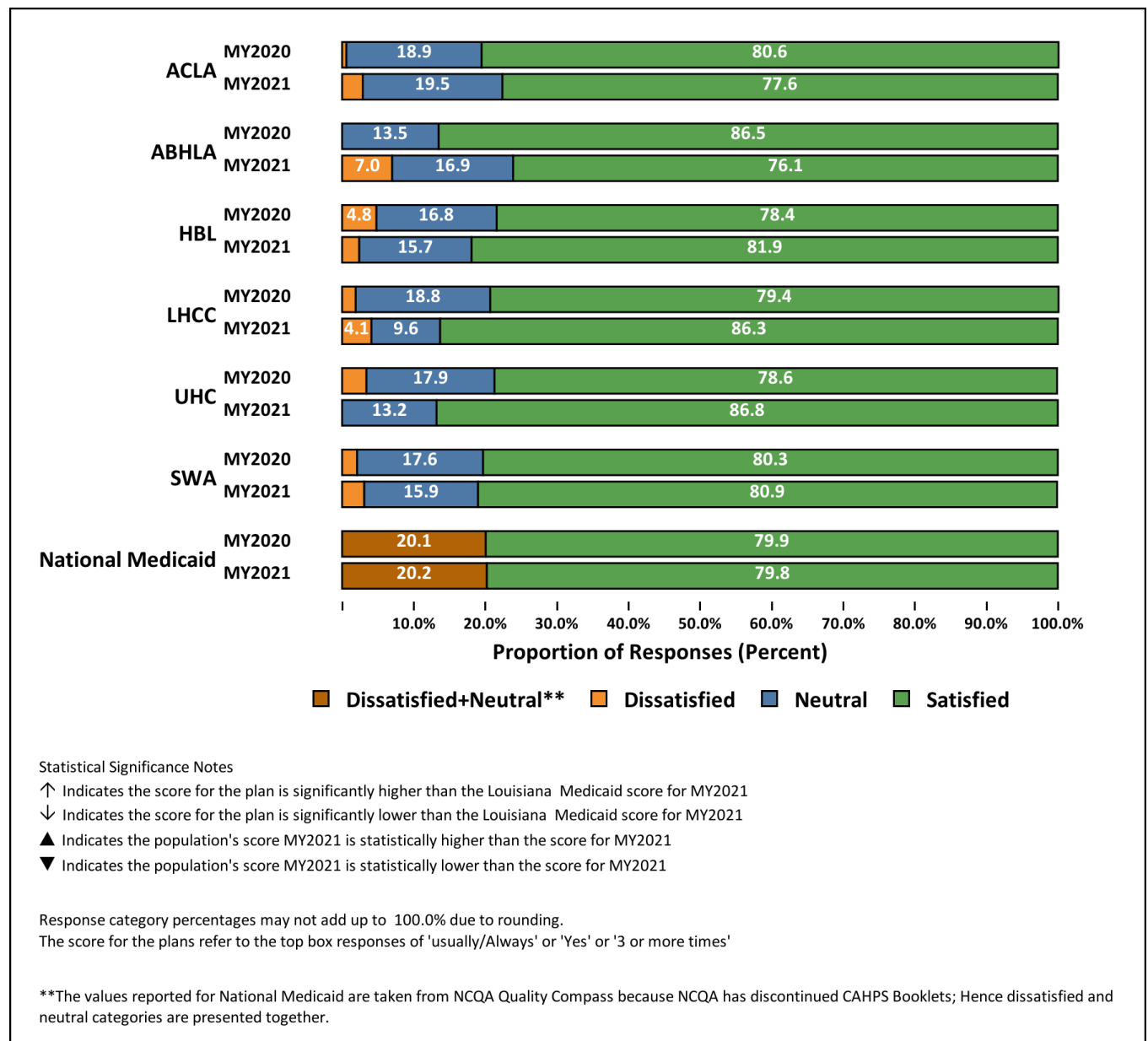
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often they got an appointment for check-up or routine care as soon as they needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

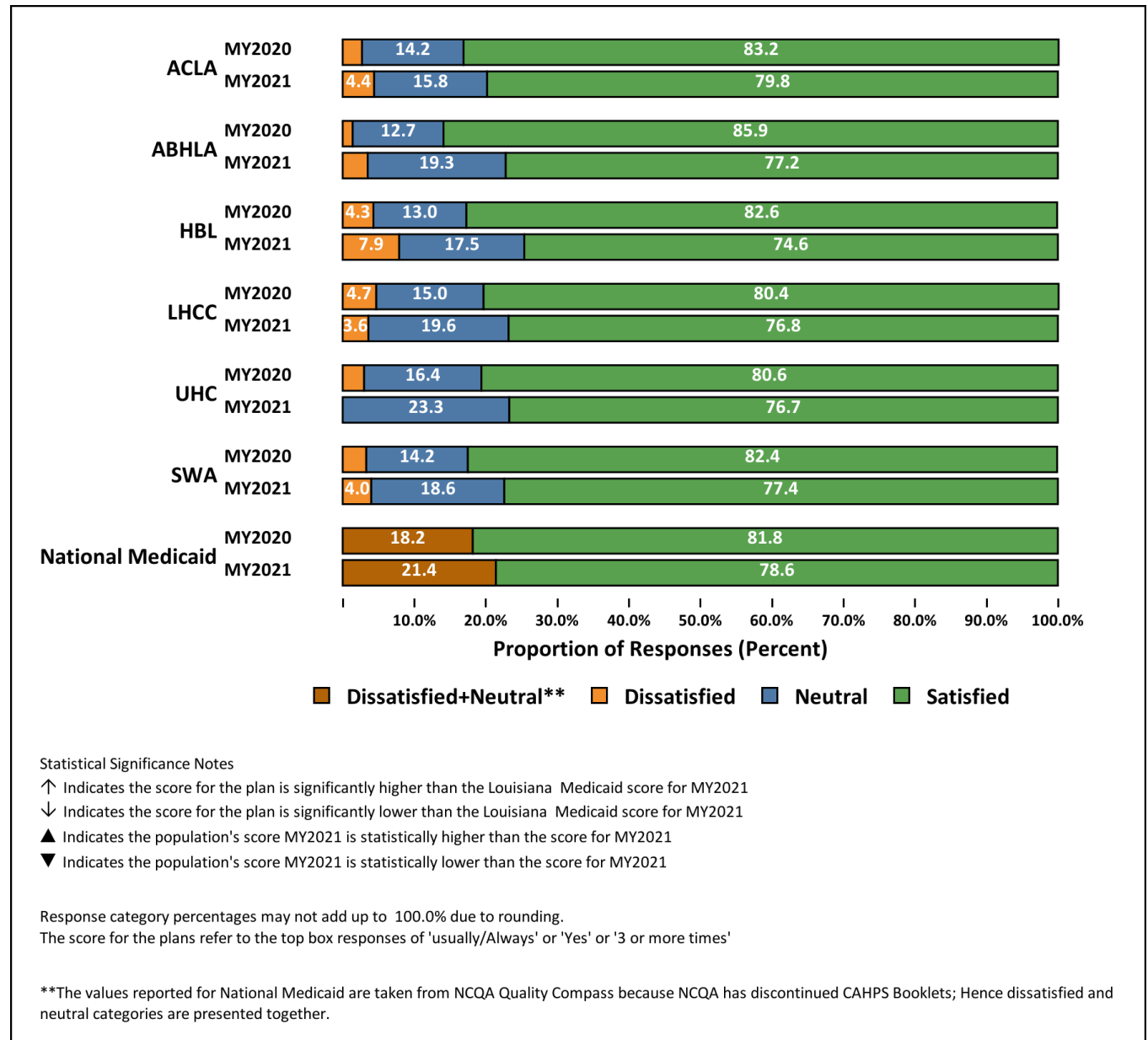
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often they got an appointment with a specialist as soon as they needed. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	13	2.4%	2	1.1%	5	5.2%	3	3.1%	2	2.4%	1	1.1%
● Sometimes	76	13.8%	23	12.8%	11	11.5%	13	13.4%	13	15.5%	16	17.0%
● Usually	133	24.2%	39	21.8%	31	32.3%	22	22.7%	19	22.6%	22	23.4%
● Always	328	59.6%	115	64.2%	49	51.0%	59	60.8%	50	59.5%	55	58.5%
Total	550	100%	179	100%	96	100%	97	100%	84	100%	94	100%
Not Answered	341		110		56		63		57		55	
Reporting Category												
	Access to Care											
Achievement Score	83.8%		86.0%		83.3%		83.5%		82.1%		81.9%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.9		-0.6		-1.4		-1.4		-3.4		-4.8	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	2.4%	3	2.6%	2	3.6%	2	3.2%	1	2.0%	0	0.0%
● Sometimes	47	13.9%	16	13.8%	5	8.9%	8	12.7%	12	23.5%	6	11.3%
● Usually	73	21.5%	27	23.3%	10	17.9%	10	15.9%	14	27.5%	12	22.6%
● Always	211	62.2%	70	60.3%	39	69.6%	43	68.3%	24	47.1%	35	66.0%
Total	339	100%	116	100%	56	100%	63	100%	51	100%	53	100%
Not Answered	552		173		96		97		90		96	
Reporting Category												
Access to Care												
Achievement Score	83.8%		83.6%		87.5%		84.1%		74.5%		88.7%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+2.6		+0.9		+0.0		+5.1		-6.2		+11.4	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	3.1%	5	2.9%	5	7.0%	2	2.4%	3	4.1%	0	0.0%
● Sometimes	76	15.9%	34	19.5%	12	16.9%	13	15.7%	7	9.6%	10	13.2%
● Usually	111	23.3%	32	18.4%	19	26.8%	18	21.7%	25	34.2%	17	22.4%
● Always	275	57.7%	103	59.2%	35	49.3%	50	60.2%	38	52.1%	49	64.5%
Total	477	100%	174	100%	71	100%	83	100%	73	100%	76	100%
Not Answered	414		115		81		77		68		73	
Reporting Category												
	Access to Care											
Achievement Score	80.9%		77.6%		76.1%		81.9%		86.3%		86.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.6		-3.0		-10.4		+3.5		+6.9		+8.2	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	4.0%	5	4.4%	2	3.5%	5	7.9%	2	3.6%	0	0.0%
● Sometimes	65	18.6%	18	15.8%	11	19.3%	11	17.5%	11	19.6%	14	23.3%
● Usually	91	26.0%	31	27.2%	18	31.6%	14	22.2%	7	12.5%	21	35.0%
● Always	180	51.4%	60	52.6%	26	45.6%	33	52.4%	36	64.3%	25	41.7%
Total	350	100%	114	100%	57	100%	63	100%	56	100%	60	100%
Not Answered	541		175		95		97		85		89	
Reporting Category												
Access to Care												
Achievement Score	77.4%		79.8%		77.2%		74.6%		76.8%		76.7%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-5.0		-3.4		-8.7		-8.0		-3.6		-3.9	
Response scored as: ● Achievement ● Room for improvement												

Experience of Health Care Services

This section describes enrollees' experiences with their doctor by MCO and for the Healthy Louisiana managed care program overall. MCOs can influence this rating by contracting with high quality providers and by giving providers the support and resources they need to take care of enrollees. The survey questions include the following:

- Q18: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q12: In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
Responses are Never, Sometimes, Usually and Always.
- Q13: In the last 6 months, how often did your personal doctor listen carefully to you?
Responses are Never, Sometimes, Usually and Always.
- Q14: In the last 6 months, how often did your personal doctor show respect for what you had to say?
Responses are Never, Sometimes, Usually and Always.
- Q15: In the last 6 months, how often did your personal doctor spend enough time with you?
Responses are Never, Sometimes, Usually and Always.
- Q17: In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
Responses are Never, Sometimes, Usually and Always.
- Q22: We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.

Key Findings

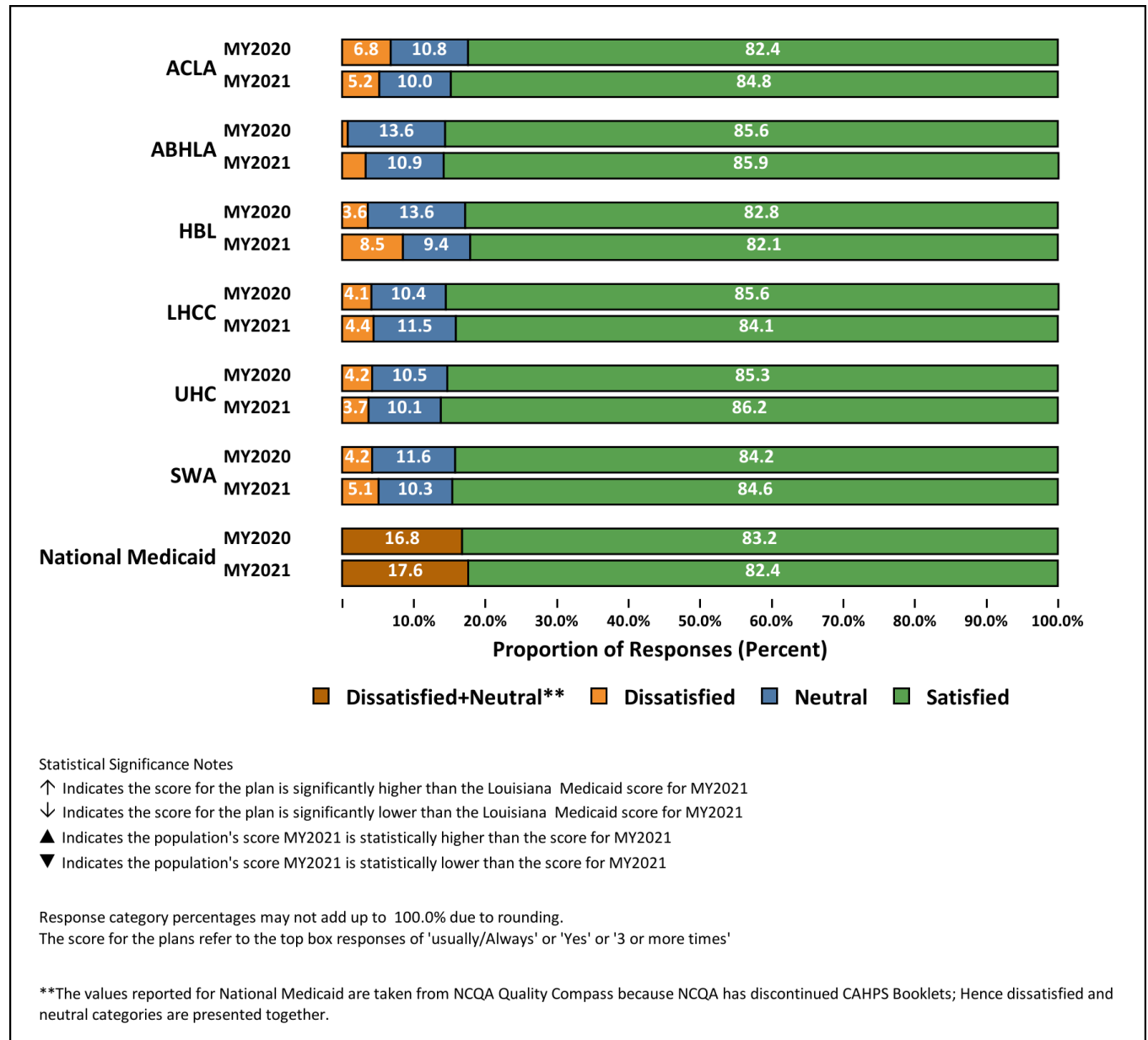
Results presented in the Experience of Health Care Services section are summarized below. Scores are out of 100.

- **Rating of personal doctor:** The overall score for the Healthy Louisiana managed care program was high (84.6) with similar scores among the plans (82.1–86.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Personal doctor explained things in a way that was easy to understand:** The overall score for the Healthy Louisiana managed care program was high (92.5) with similar scores among the plans (87.0–94.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Personal doctor listened carefully:** The overall score for the Healthy Louisiana managed care program was high (91.5) with similar scores among the plans (88.0–93.8). Scores in MY 2021 were similar to scores in MY 2020.
- **Personal doctor showed respect for what patient had to say:** The overall score for the Healthy Louisiana managed care program was high (92.9) with similar scores among the plans (90.1–94.7). Scores in MY 2021 were similar to scores in MY 2020.
- **Personal doctor spent enough time with patient:** The overall score for the Healthy Louisiana managed care program was high (91.6) with similar scores among the plans (86.8–95.6). Scores in MY 2021 were similar to scores in MY 2020.
- **Personal doctor seemed informed about care received from other doctors or providers:** The overall score for the Healthy Louisiana managed care program was high (83.1) with similar scores among the plans (78.7–87.8). Scores in MY 2021 were similar to scores in MY 2020.

- **Rating of specialist seen most often:** The overall score for the Healthy Louisiana managed care program was high (79.4) with similar scores among the plans (75.5–87.0). Scores in MY 2021 were similar to scores in MY 2020.

Q18. Rating of personal doctor

Respondents were asked to rate their personal doctor on a scale of 0 to 10, with 0 being the “worst personal doctor possible” and 10 being the “best personal doctor possible.” For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

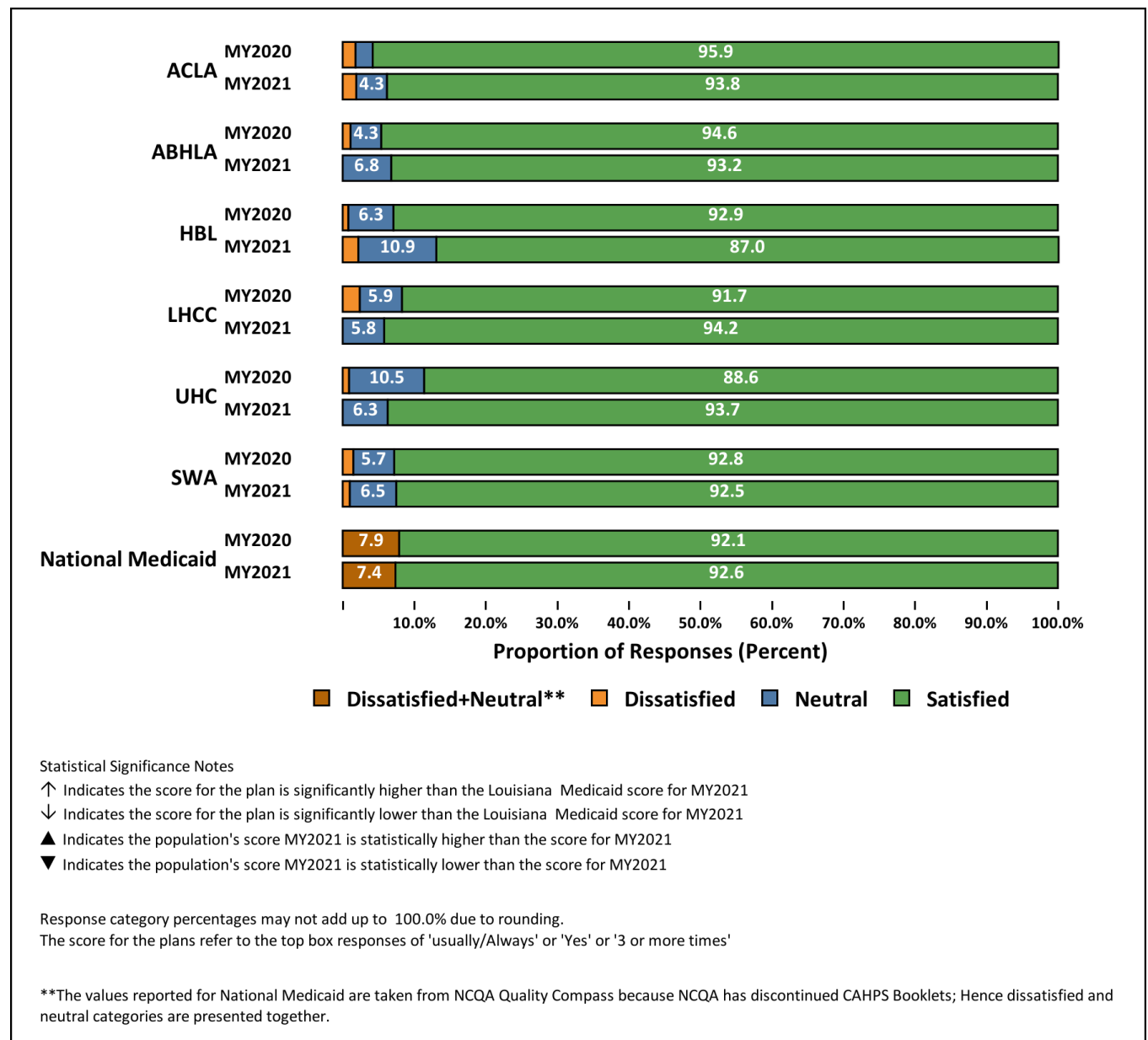
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often their personal doctor explained things in a way that was easy for them to understand. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

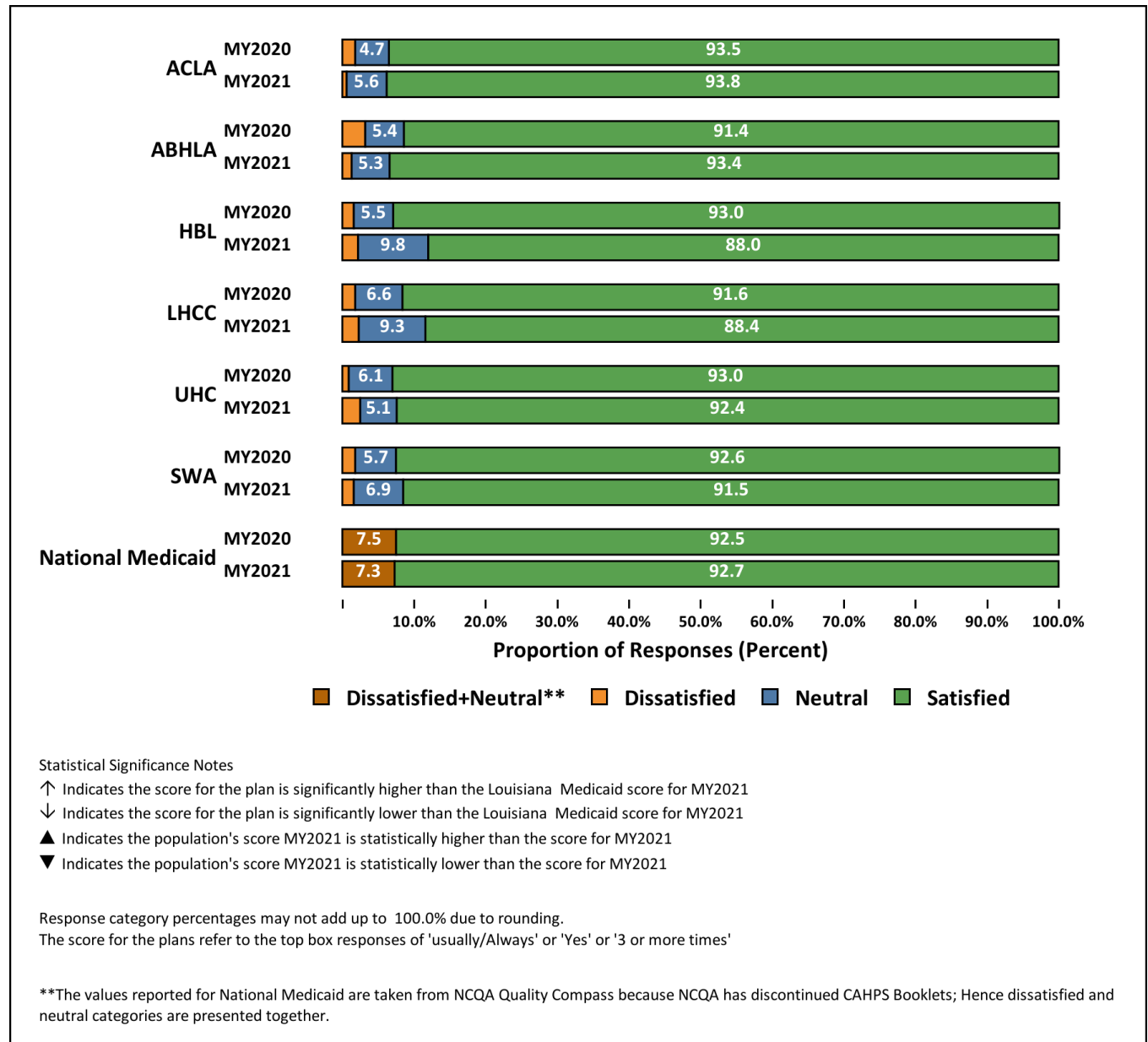
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q13. Personal doctor usually or always listened carefully to you

Respondents were asked how often their personal doctor listened carefully to them. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

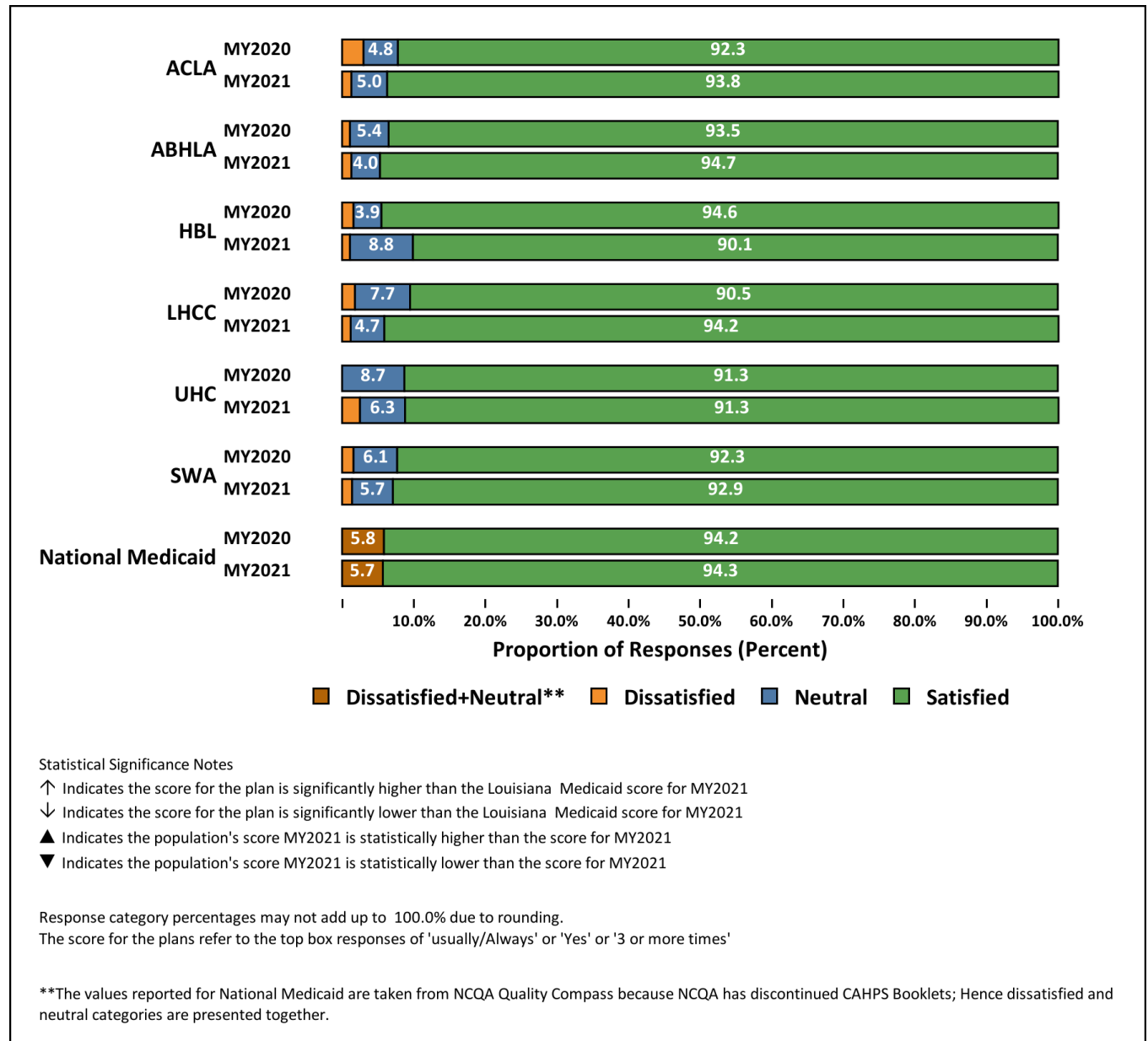
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often their personal doctor showed respect for what they had to say. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

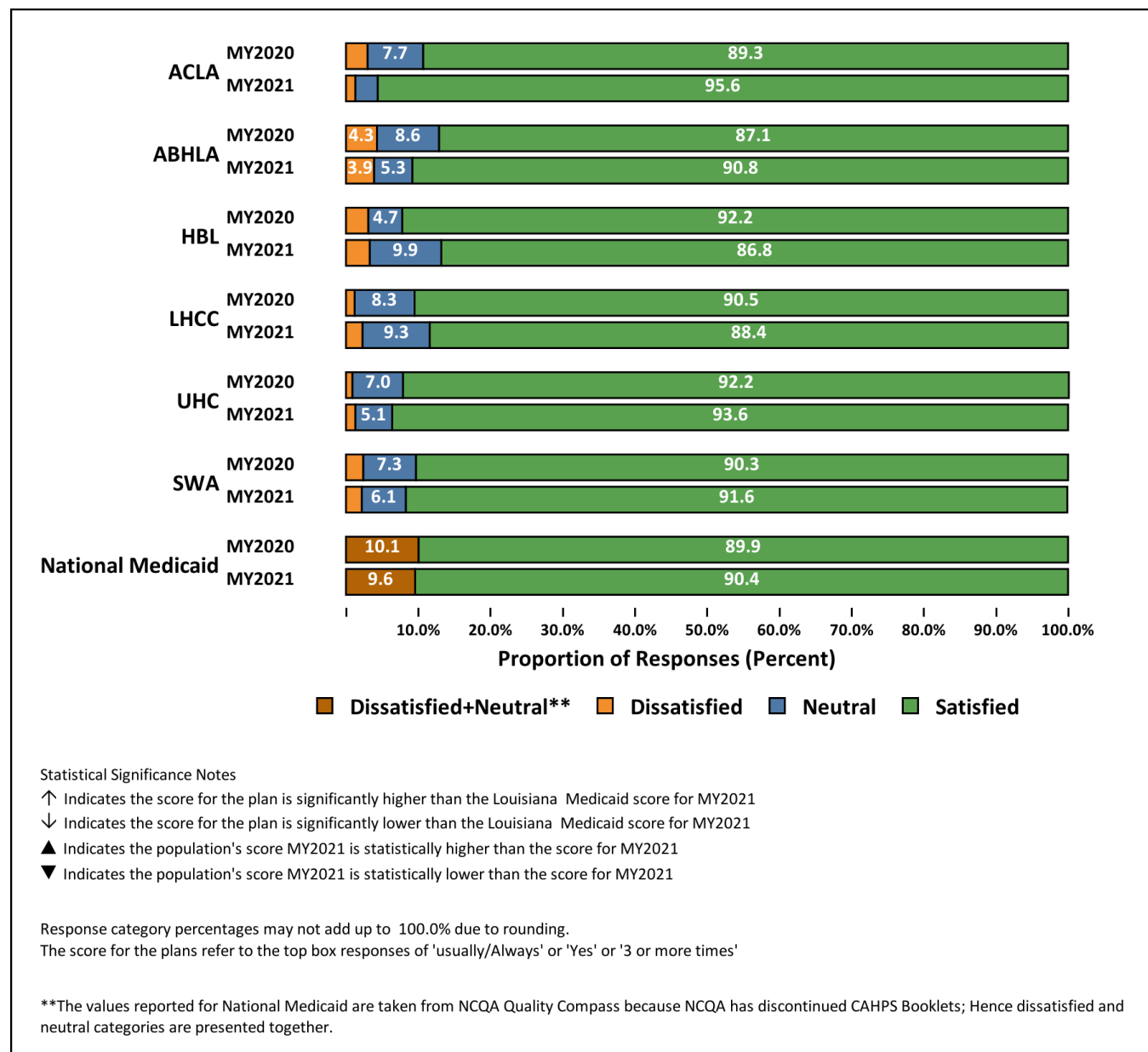
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often their personal doctor spent enough time with them. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

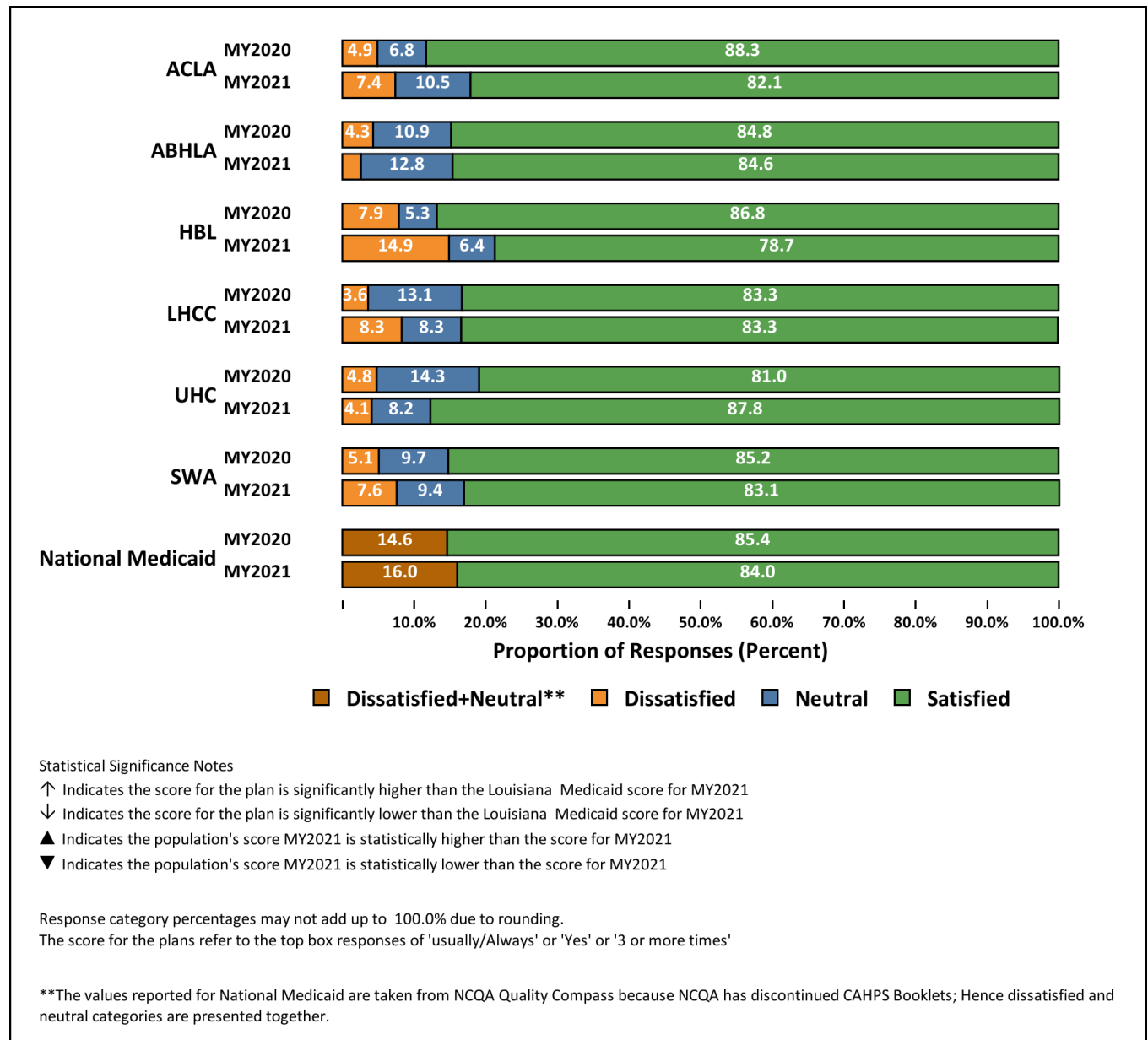
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

Respondents were asked how often their personal doctor seemed informed and up-to-date about care they received from other doctors or health providers. For this question, responses were classified into three categories: Dissatisfied (Never), Neutral (Sometimes), and Satisfied (Usually or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

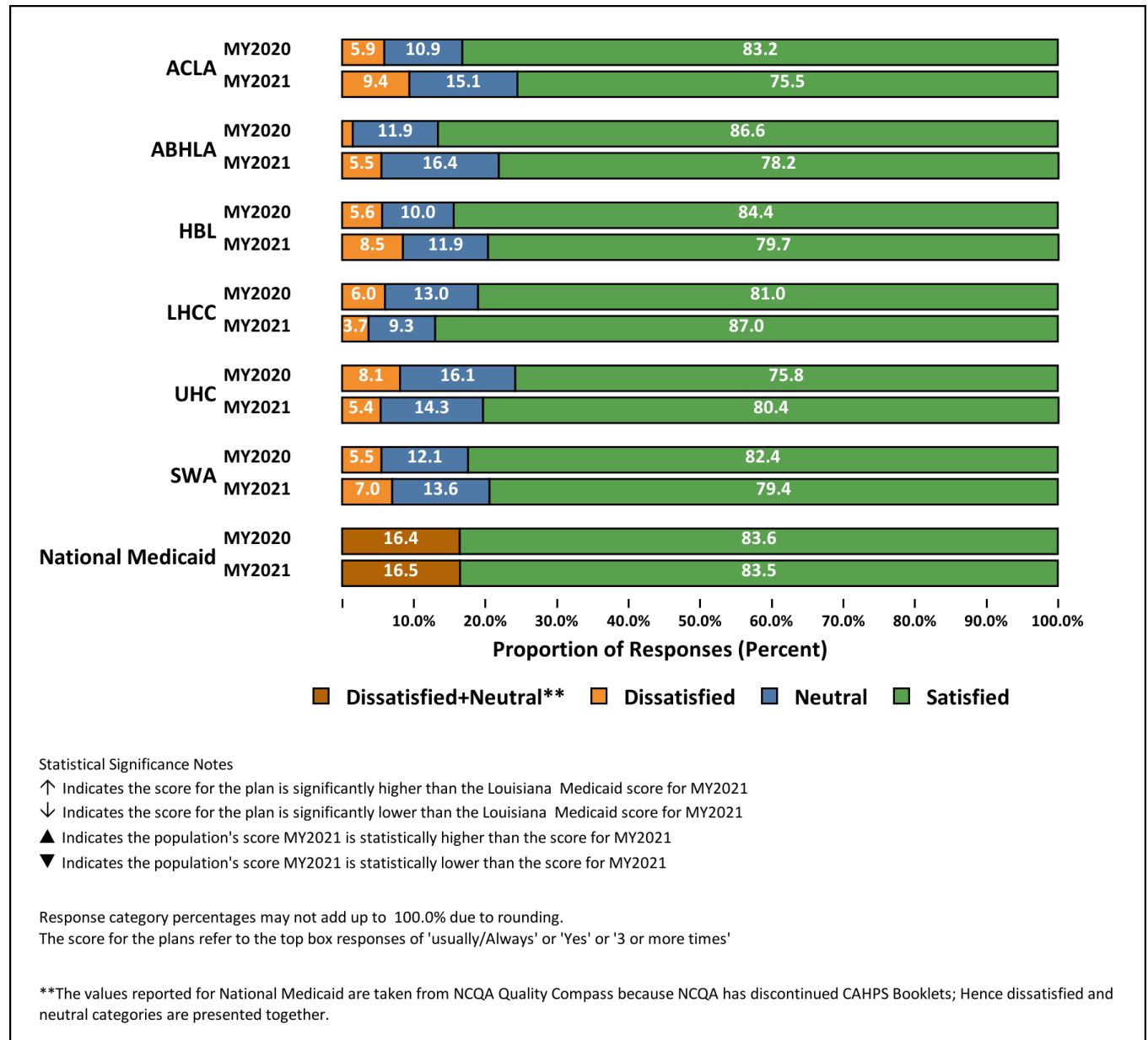
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q22. Rating of specialist seen most often

Respondents were asked to rate the specialist they saw most often on a scale of 0 to 10, with 0 being the “worst specialist possible” and 10 being the “best specialist possible.” For this question, responses were classified into three categories: Dissatisfied (0–4), Neutral (5–7), and Satisfied (8–10). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	8	1.2%	4	1.9%	2	2.2%	2	1.7%	0	0.0%	0	0.0%
● 1	3	0.5%	1	0.5%	0	0.0%	1	0.9%	0	0.0%	1	0.9%
● 2	2	0.3%	1	0.5%	0	0.0%	0	0.0%	1	0.9%	0	0.0%
● 3	8	1.2%	3	1.4%	0	0.0%	2	1.7%	2	1.8%	1	0.9%
● 4	12	1.9%	2	1.0%	1	1.1%	5	4.3%	2	1.8%	2	1.8%
● 5	21	3.3%	4	1.9%	4	4.3%	4	3.4%	5	4.4%	4	3.7%
● 6	14	2.2%	6	2.9%	2	2.2%	1	0.9%	3	2.7%	2	1.8%
● 7	31	4.8%	11	5.2%	4	4.3%	6	5.1%	5	4.4%	5	4.6%
● 8	75	11.7%	20	9.5%	13	14.1%	17	14.5%	15	13.3%	10	9.2%
● 9	70	10.9%	25	11.9%	7	7.6%	12	10.3%	16	14.2%	10	9.2%
● Best personal doctor possible	397	61.9%	133	63.3%	59	64.1%	67	57.3%	64	56.6%	74	67.9%
Total	641	100%	210	100%	92	100%	117	100%	113	100%	109	100%
Not Answered	250		79		60		43		28		40	
Reporting Category												
Experience of Care												
Achievement Score	84.6%		84.8%		85.9%		82.1%		84.1%		86.2%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.4		+2.4		+0.3		-0.7		-1.5		+0.9	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	1.0%	3	1.9%	0	0.0%	2	2.2%	0	0.0%	0	0.0%
● Sometimes	32	6.5%	7	4.3%	5	6.8%	10	10.9%	5	5.8%	5	6.3%
● Usually	70	14.2%	23	14.2%	13	17.6%	9	9.8%	13	15.1%	12	15.2%
● Always	386	78.3%	129	79.6%	56	75.7%	71	77.2%	68	79.1%	62	78.5%
Total	493	100%	162	100%	74	100%	92	100%	86	100%	79	100%
Not Answered	398		127		78		68		55		70	
Reporting Category												
Achievement Score	92.5%		93.8%		93.2%		87.0%		94.2%		93.7%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-0.3		-2.1		-1.4		-5.9		+2.5		+5.1	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	1.6%	1	0.6%	1	1.3%	2	2.2%	2	2.3%	2	2.5%
● Sometimes	34	6.9%	9	5.6%	4	5.3%	9	9.8%	8	9.3%	4	5.1%
● Usually	60	12.1%	20	12.3%	13	17.1%	8	8.7%	9	10.5%	10	12.7%
● Always	393	79.4%	132	81.5%	58	76.3%	73	79.3%	67	77.9%	63	79.7%
Total	495	100%	162	100%	76	100%	92	100%	86	100%	79	100%
Not Answered	396		127		76		68		55		70	
Reporting Category												
Experience of Care												
Achievement Score	91.5%		93.8%		93.4%		88.0%		88.4%		92.4%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.1		+0.3		+2.0		-5.0		-3.2		-0.6	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.4%	2	1.3%	1	1.3%	1	1.1%	1	1.2%	2	2.5%
● Sometimes	28	5.7%	8	5.0%	3	4.0%	8	8.8%	4	4.7%	5	6.3%
● Usually	54	11.0%	16	10.0%	10	13.3%	6	6.6%	14	16.3%	8	10.0%
● Always	403	81.9%	134	83.8%	61	81.3%	76	83.5%	67	77.9%	65	81.3%
Total	492	100%	160	100%	75	100%	91	100%	86	100%	80	100%
Not Answered	399		129		77		69		55		69	
Reporting Category												
Experience of Care												
Achievement Score	92.9%		93.8%		94.7%		90.1%		94.2%		91.3%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.6		+1.5		+1.2		-4.5		+3.7		-0.1	
Response scored as: ● Achievement ● Room for improvement												

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	11	2.2%	2	1.3%	3	3.9%	3	3.3%	2	2.3%	1	1.3%
● Sometimes	30	6.1%	5	3.1%	4	5.3%	9	9.9%	8	9.3%	4	5.1%
● Usually	93	19.0%	31	19.5%	15	19.7%	15	16.5%	16	18.6%	16	20.5%
● Always	356	72.7%	121	76.1%	54	71.1%	64	70.3%	60	69.8%	57	73.1%
Total	490	100%	159	100%	76	100%	91	100%	86	100%	78	100%
Not Answered	401		130		76		69		55		71	
Reporting Category												
Experience of Care												
Achievement Score	91.6%		95.6%		90.8%		86.8%		88.4%		93.6%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+1.0		+6.3		+3.7		-5.4		-2.1		+1.4	
Response scored as: ● Achievement ● Room for improvement												

Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	21	7.6%	7	7.4%	1	2.6%	7	14.9%	4	8.3%	2	4.1%
● Sometimes	26	9.4%	10	10.5%	5	12.8%	3	6.4%	4	8.3%	4	8.2%
● Usually	68	24.5%	23	24.2%	12	30.8%	11	23.4%	10	20.8%	12	24.5%
● Always	163	58.6%	55	57.9%	21	53.8%	26	55.3%	30	62.5%	31	63.3%
Total	278	100%	95	100%	39	100%	47	100%	48	100%	49	100%
Not Answered	613		194		113		113		93		100	
Reporting Category												
Experience of Care												
Achievement Score	83.1%		82.1%		84.6%		78.7%		83.3%		87.8%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-2.1		-6.2		-0.2		-8.1		+0.0		+6.8	
Response scored as: ● Achievement ● Room for improvement												

Q22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your specialist?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	6	1.8%	5	4.7%	0	0.0%	0	0.0%	0	0.0%	1	1.8%
● 1	4	1.2%	3	2.8%	0	0.0%	0	0.0%	1	1.9%	0	0.0%
● 2	7	2.1%	1	0.9%	1	1.8%	4	6.8%	0	0.0%	1	1.8%
● 3	3	0.9%	1	0.9%	1	1.8%	1	1.7%	0	0.0%	0	0.0%
● 4	3	0.9%	0	0.0%	1	1.8%	0	0.0%	1	1.9%	1	1.8%
● 5	13	3.9%	5	4.7%	4	7.3%	0	0.0%	2	3.7%	2	3.6%
● 6	9	2.7%	5	4.7%	2	3.6%	1	1.7%	0	0.0%	1	1.8%
● 7	23	7.0%	6	5.7%	3	5.5%	6	10.2%	3	5.6%	5	8.9%
● 8	32	9.7%	10	9.4%	6	10.9%	7	11.9%	4	7.4%	5	8.9%
● 9	43	13.0%	8	7.5%	10	18.2%	10	16.9%	10	18.5%	5	8.9%
● Best specialist possible	187	56.7%	62	58.5%	27	49.1%	30	50.8%	33	61.1%	35	62.5%
Total	330	100%	106	100%	55	100%	59	100%	54	100%	56	100%
Not Answered	561		183		97		101		87		93	
Reporting Category												
Experience of Care												
Achievement Score	79.4%		75.5%		78.2%		79.7%		87.0%		80.4%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-3.0		-7.7		-8.4		-4.7		+6.0		+4.6	
Response scored as: ● Achievement ● Room for improvement												

Preventive Care

This section describes enrollees' reported use of two key preventive services: the influenza vaccine and smoking cessation. These results are described by MCO and for the Healthy Louisiana managed care program overall. MCOs can influence these ratings by contracting with providers who offer these services, supporting providers with resources and tools to deliver these services, or by directly offering these key services to enrollees. The survey questions include the following:

- Q31: Have you had either a flu shot or flu spray in the nose since July 1, 2021?
Responses are Yes, No, Don't know
- Q33: In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
Responses are Never, Sometimes, Usually and Always.
- Q34: In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
Responses are Never, Sometimes, Usually and Always.
- Q35: In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
Responses are Never, Sometimes, Usually and Always.

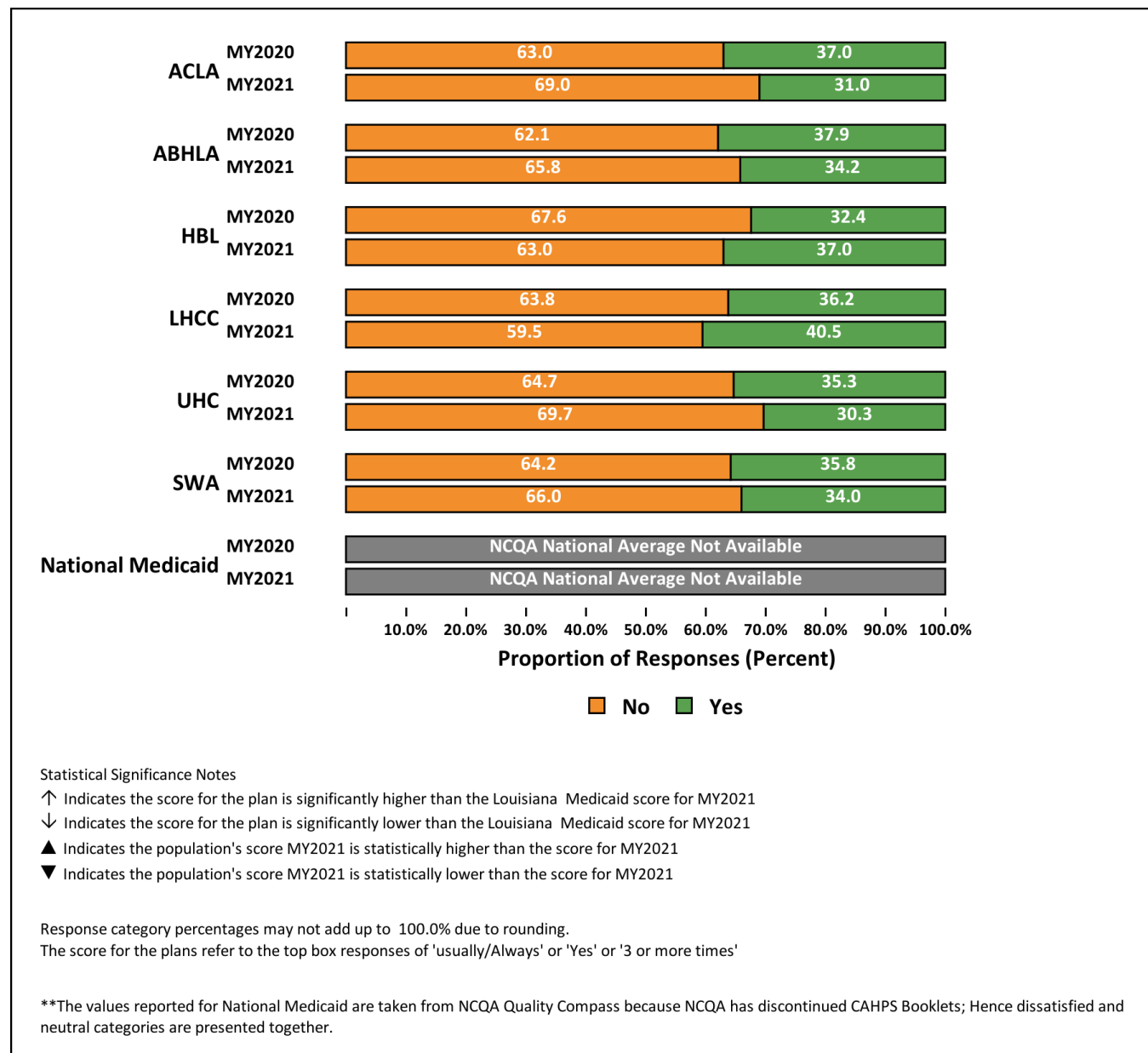
Key Findings

Results presented in the Preventive Care section are summarized below. Scores are out of 100.

- **Received flu shot or spray:** The overall score for the Healthy Louisiana managed care program was 34.0 with similar scores among the plans (30.3–40.5). Scores in MY 2021 were similar to scores in MY 2020.
- **Advised by doctor to quit smoking/tobacco use:** The overall score for the Healthy Louisiana managed care program was high (72.6) with similar scores among the plans (67.1–78.2). Scores in MY 2021 were similar to scores in MY 2020.
- **Doctor or other provider recommended or discussed smoking/tobacco cessation medication:** The overall score for the Healthy Louisiana managed care program was 46.5 with similar scores among the plans (35.3–53.9). Scores in MY 2021 were similar to scores in MY 2020.
- **Doctor or other provider discussed or provided smoking/tobacco cessation strategies:** The overall score for the Healthy Louisiana managed care program was 41.4 with similar scores among the plans (34.5–46.1). Scores in MY 2021 were similar to scores in MY 2020.

Q31. Received a flu shot or flu spray in the nose since July 1, 2021

Respondents were asked whether they had received either a flu shot or flu spray in the nose since July 1, 2021. The figure below depicts the percentage of respondents in each of the response categories (Yes or No).



Comparative Analysis

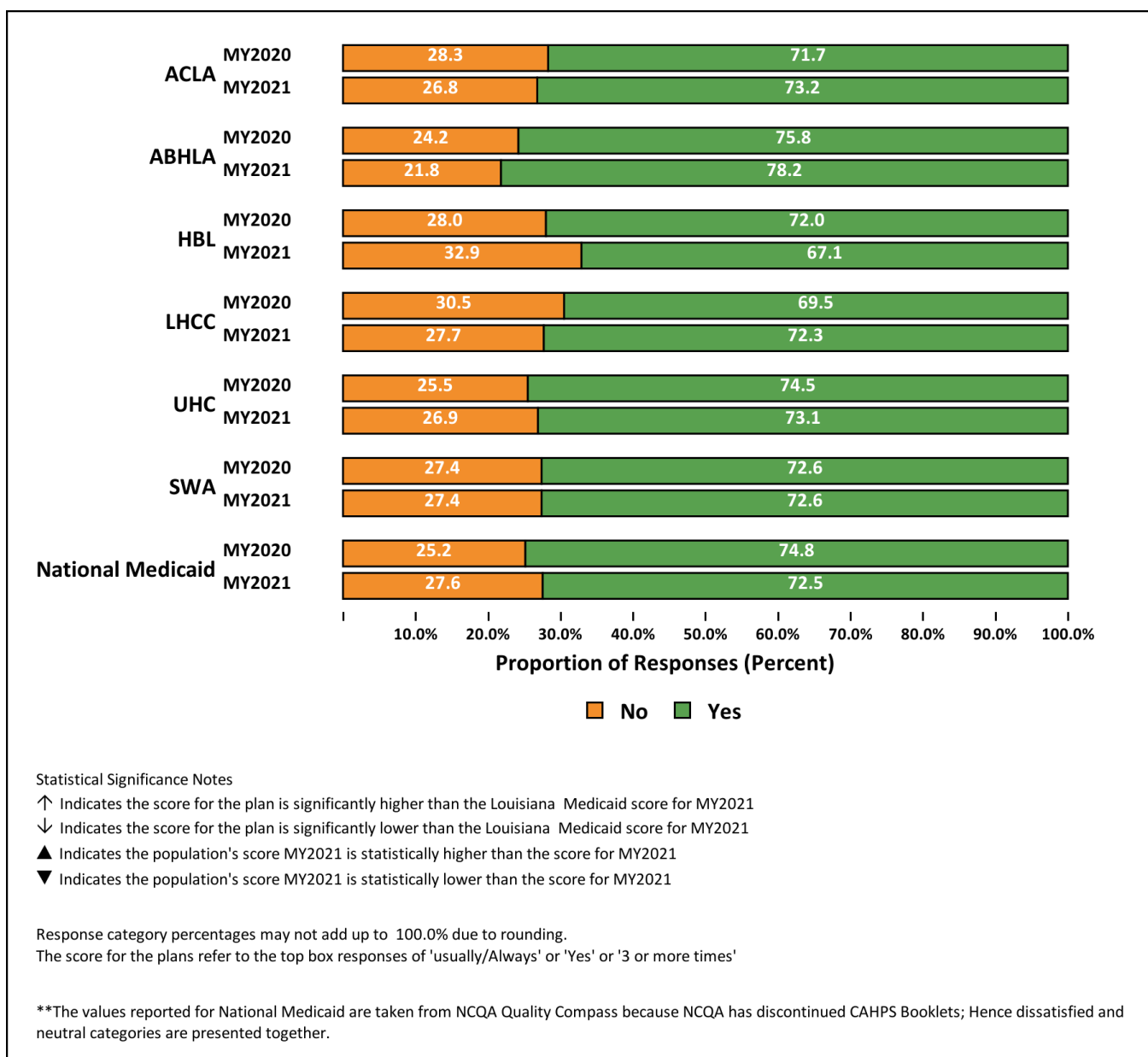
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q33. Sometimes, usually or always advised by doctor/provider to quit smoking or using tobacco

Respondents were asked how often a doctor or health provider advised them to quit smoking or using tobacco. For this question, responses were classified into two categories: No (Never) and Yes (Sometimes, Usually, or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

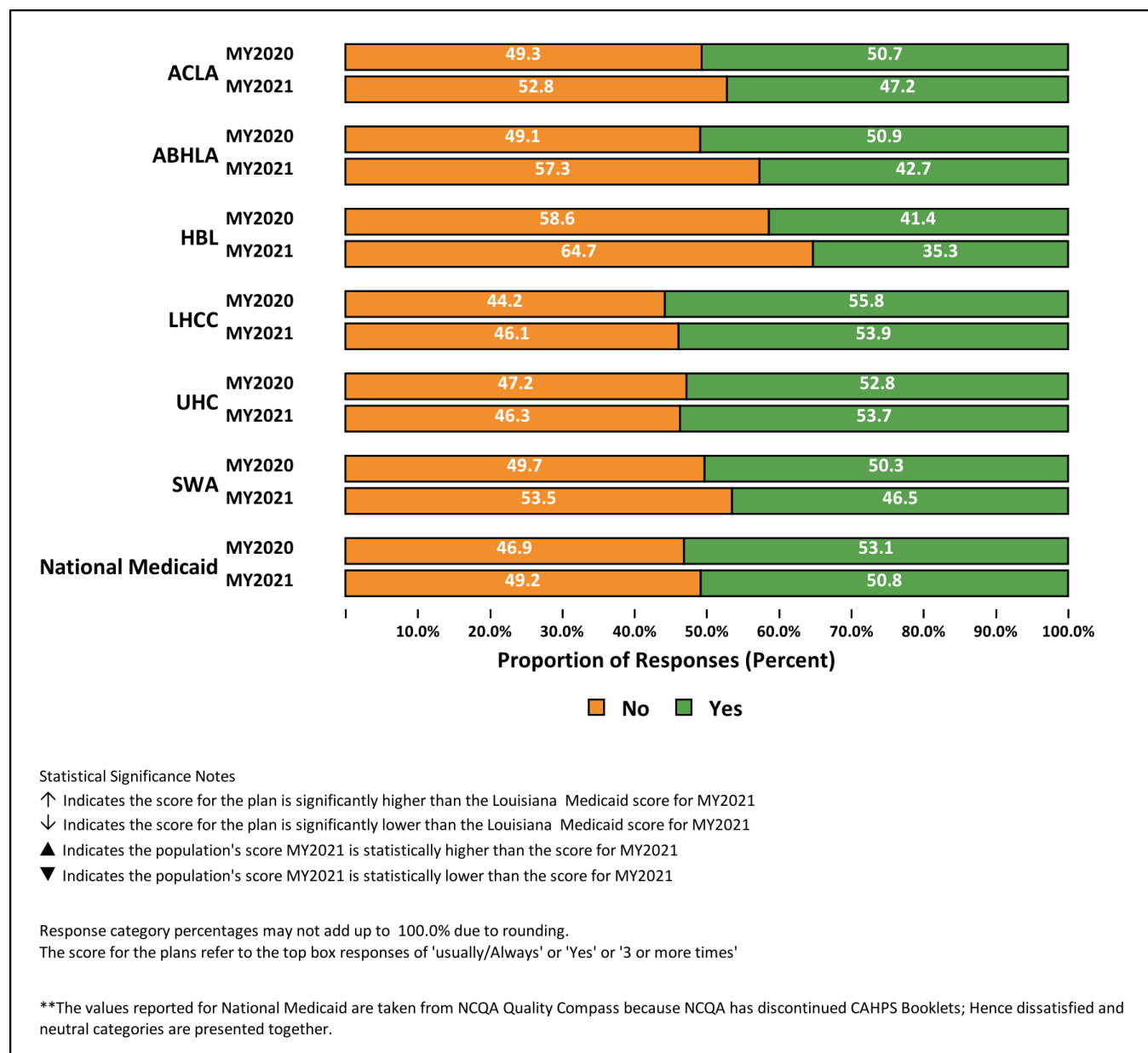
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q34. Doctor/provider sometimes, usually or always recommended or discussed medication to assist with quitting smoking or using tobacco

Respondents were asked how often a doctor or health provider recommended or discussed medications to assist with quitting smoking or using tobacco (e.g., nicotine gum, patch, nasal spray, inhaler, prescription medication). For this question, responses were classified into two categories: No (Never) and Yes (Sometimes, Usually, or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

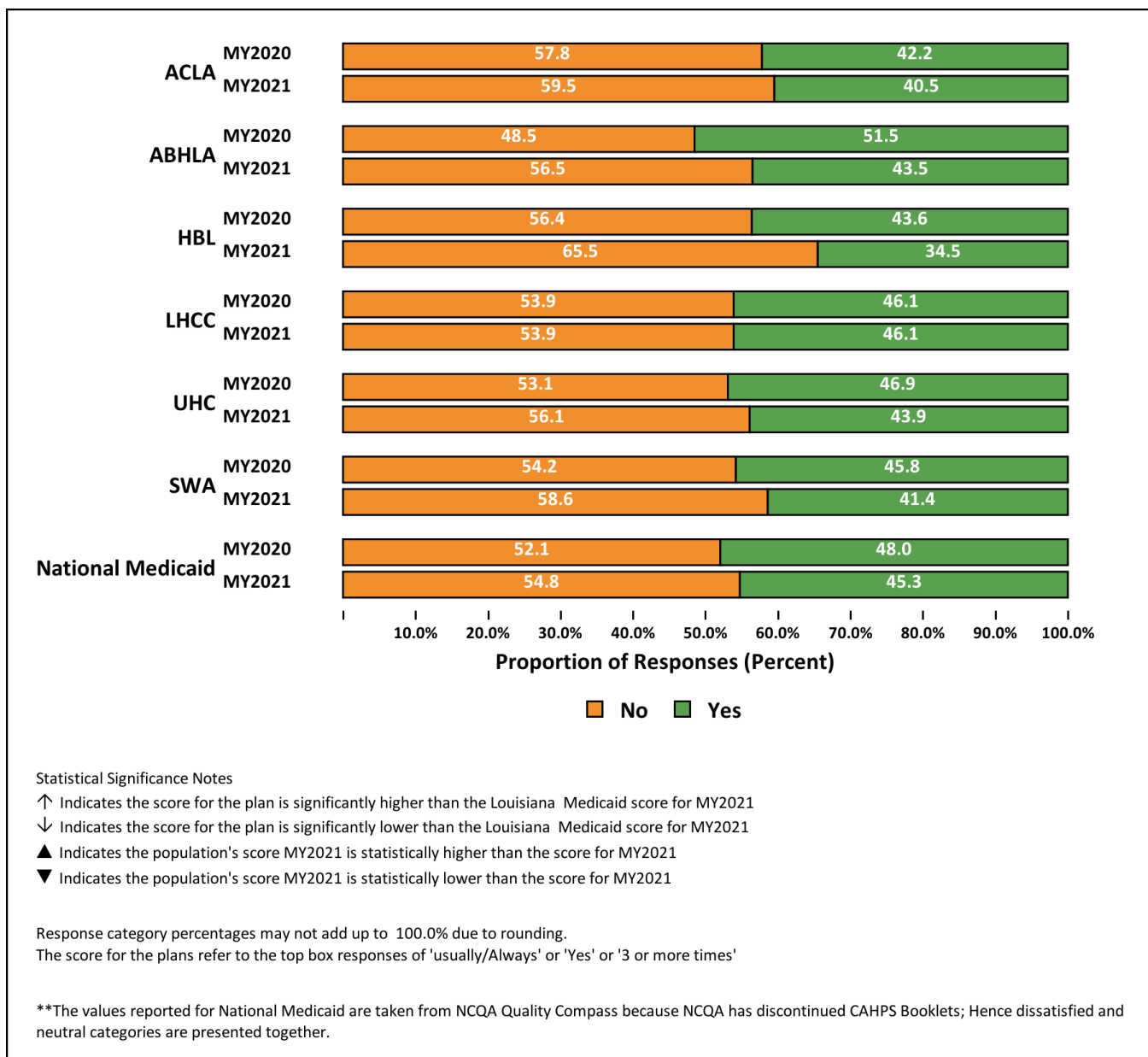
Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

Q35. Doctor/provider sometimes, usually or always discussed or provided methods and strategies to assist with quitting smoking or using tobacco

Respondents were asked how often a doctor or health provider discussed or provided methods and strategies, other than medication, to assist with quitting smoking or using tobacco (e.g., telephone helpline, individual or group counseling, cessation program). For this question, responses were classified into two categories: No (Never) and Yes (Sometimes, Usually, or Always). The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	287	34.0%	83	31.0%	50	34.2%	57	37.0%	53	40.5%	44	30.3%
● No	557	66.0%	185	69.0%	96	65.8%	97	63.0%	78	59.5%	101	69.7%
Total	844	100%	268	100%	146	100%	154	100%	131	100%	145	100%
Not Answered	36		17		4		3		8		4	
Reporting Category												
Preventive Care												
Achievement Score	34.0%		31.0%		34.2%		37.0%		40.5%		30.3%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-1.8		-6.0		-3.7		+4.6		+4.3		-5.0	
Response scored as: ● Achievement ● Room for improvement												

Q33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	197	27.4%	59	26.8%	24	21.8%	46	32.9%	39	27.7%	29	26.9%
● Sometimes	168	23.4%	50	22.7%	27	24.5%	28	20.0%	36	25.5%	27	25.0%
● Usually	114	15.9%	44	20.0%	13	11.8%	16	11.4%	24	17.0%	17	15.7%
● Always	240	33.4%	67	30.5%	46	41.8%	50	35.7%	42	29.8%	35	32.4%
Total	719	100%	220	100%	110	100%	140	100%	141	100%	108	100%
Not Answered	1,363		380		202		262		280		239	
Reporting Category												
Preventive Care												
Achievement Score	72.6%		73.2%		78.2%		67.1%		72.3%		73.1%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+0.0		+1.5		+2.4		-4.9		+2.8		-1.4	
Response scored as: ● Achievement ● Room for improvement												

Q34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	380	53.5%	112	52.8%	63	57.3%	90	64.7%	65	46.1%	50	46.3%
● Sometimes	116	16.3%	37	17.5%	8	7.3%	18	12.9%	33	23.4%	20	18.5%
● Usually	89	12.5%	25	11.8%	16	14.5%	12	8.6%	22	15.6%	14	13.0%
● Always	125	17.6%	38	17.9%	23	20.9%	19	13.7%	21	14.9%	24	22.2%
Total	710	100%	212	100%	110	100%	139	100%	141	100%	108	100%
Not Answered	1,372		388		202		263		280		239	
Reporting Category												
Preventive Care												
Achievement Score	46.5%		47.2%		42.7%		35.3%		53.9%		53.7%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-3.8		-3.5		-8.2		-6.1		-1.9		+0.9	
Response scored as: ● Achievement ● Room for improvement												

Q35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	413	58.6%	125	59.5%	61	56.5%	91	65.5%	76	53.9%	60	56.1%
● Sometimes	112	15.9%	36	17.1%	13	12.0%	19	13.7%	26	18.4%	18	16.8%
● Usually	79	11.2%	24	11.4%	16	14.8%	11	7.9%	16	11.3%	12	11.2%
● Always	101	14.3%	25	11.9%	18	16.7%	18	12.9%	23	16.3%	17	15.9%
Total	705	100%	210	100%	108	100%	139	100%	141	100%	107	100%
Not Answered	1,377		390		204		263		280		240	
Reporting Category												
Preventive Care												
Achievement Score	41.4%		40.5%		43.5%		34.5%		46.1%		43.9%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	-4.4		-1.7		-8.0		-9.1		-0.0		-3.0	
Response scored as: ● Achievement ● Room for improvement												

Health Status and Demographics

This section describes information on the enrollee respondents' demographics and overall health. The health status question was the following:

- Q29: In general, how would you rate your overall health?
Responses are Excellent, Very Good, Good, Fair, and Poor.

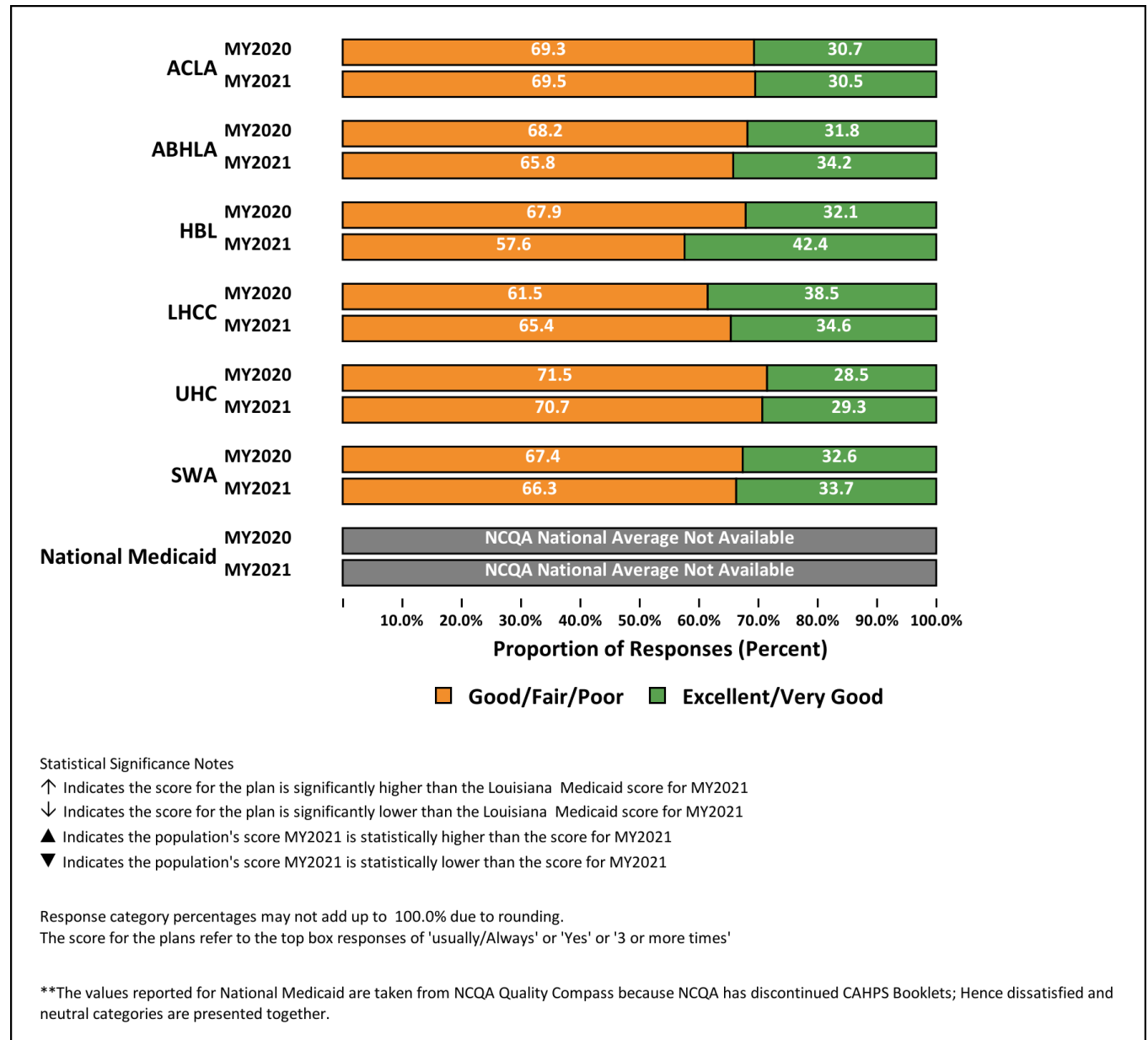
Key Findings

Results presented in the Health Status and Demographics section are summarized below. Scores are out of 100.

- **Rating of overall health:** The overall score for the Healthy Louisiana managed care program was 33.7 with similar scores among the plans (29.3–42.4). Scores in MY 2021 were similar to scores in MY 2020.

Q29. Excellent or very good rating of your overall health

Respondents were asked to rate their overall health. For this question, responses were classified into two categories: Good/Fair/Poor and Excellent/Very Good. The figure below depicts the percentage of respondents in each of the response categories.



Comparative Analysis

Overall, there were no statistically significant differences observed for this measure.

Trending Analysis

Overall, there were no statistically significant differences between scores in MY 2021 and scores in MY 2020 for this measure.

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	93	10.7%	28	10.0%	12	8.1%	21	13.3%	19	14.0%	13	8.8%
● Very Good	200	23.0%	57	20.4%	39	26.2%	46	29.1%	28	20.6%	30	20.4%
● Good	266	30.6%	95	34.1%	47	31.5%	40	25.3%	39	28.7%	45	30.6%
● Fair	257	29.6%	81	29.0%	41	27.5%	43	27.2%	43	31.6%	49	33.3%
● Poor	53	6.1%	18	6.5%	10	6.7%	8	5.1%	7	5.1%	10	6.8%
Total	869	100%	279	100%	149	100%	158	100%	136	100%	147	100%
Not Answered	22		10		3		2		5		2	
Reporting Category												
Health Status												
Achievement Score	33.7%		30.5%		34.2%		42.4%		34.6%		29.3%	
MY 2021 vs. MY 2020: +/- Change (▲▼ Stat. sig.)	+1.1		-0.2		+2.4		+10.3		-3.9		+0.8	

Response scored as: ● Achievement ● Room for improvement

Respondent Sample Profile Demographic Characteristics

Age	SWA	ACLA	ABHLA	HBL	LHCC	UHC
18 to 24	9.32%	11.47%	3.33%	12.18%	8.03%	9.52%
25 to 34	13.00%	8.24%	20.67%	12.18%	15.33%	12.93%
35 to 44	16.46%	18.64%	14.00%	19.23%	9.49%	18.37%
45 to 54	21.06%	22.94%	18.67%	17.95%	21.17%	23.13%
55 to 64	37.51%	35.84%	40.00%	35.90%	43.07%	34.69%
65 to 74	2.53%	2.87%	3.33%	1.92%	2.92%	1.36%
75 or older	0.12%	0.00%	0.00%	0.64%	0.00%	0.00%

Gender	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	42.07%	42.96%	49.66%	41.77%	41.30%	33.78%
Female	57.93%	57.04%	50.34%	58.23%	58.70%	66.22%

Education	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	5.10%	4.73%	4.70%	6.37%	4.38%	5.52%
Some high school	16.22%	17.45%	13.42%	14.65%	14.60%	20.00%
High school graduate	41.71%	39.27%	37.58%	38.85%	53.28%	42.76%
Some college	27.35%	30.91%	30.87%	28.66%	19.71%	22.76%
4-year college graduate	5.68%	4.73%	4.70%	6.37%	6.57%	6.90%
More than 4-year	3.94%	2.91%	8.72%	5.10%	1.46%	2.07%

Race*	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	50.24%	47.13%	53.69%	56.58%	49.23%	46.43%
Black or African American	44.83%	48.66%	42.95%	36.18%	47.69%	46.43%
Asian	1.80%	1.92%	1.34%	1.97%	1.54%	2.14%
Native Hawaiian or other Pacific Islander	0.24%	0.38%	0.00%	0.66%	0.00%	0.00%
American Indian or Alaska Native	3.85%	5.36%	3.36%	5.26%	0.00%	3.57%
Other	6.73%	6.51%	8.05%	7.89%	4.62%	6.43%

Ethnicity	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	5.02%	5.58%	6.25%	4.61%	3.79%	4.29%
Non-Hispanic	94.98%	94.42%	93.75%	95.39%	96.21%	95.71%

*Note: Race collected as "Select All That Apply" – Percentages may add to > 100%

Appendix: Data Tables for Previous Measurement Year

Provided below are data tables for MY 2020, sorted by question number.

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	13	3.3%	5	5.1%	3	5.4%	1	1.2%	1	1.1%	3	4.6%
● Sometimes	60	15.4%	12	12.2%	4	7.1%	16	19.8%	16	18.2%	12	18.2%
● Usually	62	15.9%	16	16.3%	13	23.2%	17	21.0%	12	13.6%	4	6.1%
● Always	254	65.3%	65	66.3%	36	64.3%	47	58.0%	59	67.1%	47	71.2%
Total	389	100%	98	100%	56	100%	81	100%	88	100%	66	100%
Not Answered	802		213		104		161		192		132	

Response scored as: ● Achievement ● Room for improvement

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?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	2.1%	1	0.6%	0	0.0%	6	4.8%	3	1.9%	4	3.4%
● Sometimes	118	17.6%	34	18.9%	12	13.5%	21	16.8%	30	18.8%	21	18.0%
● Usually	138	20.6%	37	20.6%	18	20.2%	29	23.3%	30	18.8%	24	20.5%
● Always	401	59.8%	108	60.0%	59	66.3%	69	55.2%	97	60.6%	68	58.1%
Total	671	100%	180	100%	89	100%	125	100%	160	100%	117	100%
Not Answered	520		131		71		117		120		81	

Response scored as: ● Achievement ● Room for improvement

Q8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	3	0.4%	0	0.0%	0	0.0%	1	0.7%	2	1.1%	0	0.0%
● 1	5	0.6%	4	2.0%	0	0.0%	0	0.0%	1	0.5%	0	0.0%
● 2	6	0.8%	1	0.5%	1	0.9%	0	0.0%	2	1.1%	2	1.6%
● 3	3	0.4%	1	0.5%	0	0.0%	0	0.0%	1	0.5%	1	0.8%
● 4	10	1.3%	5	2.5%	1	0.9%	3	2.0%	0	0.0%	1	0.8%
● 5	37	4.8%	11	5.5%	2	1.8%	11	7.2%	9	4.9%	4	3.1%
● 6	26	3.4%	7	3.5%	3	2.7%	4	2.6%	8	4.4%	4	3.1%
● 7	55	7.1%	8	4.0%	11	10.0%	8	5.3%	13	7.1%	15	11.8%
● 8	131	17.0%	29	14.4%	25	22.7%	29	19.1%	29	15.9%	19	15.0%
● 9	77	10.0%	19	9.5%	9	8.2%	16	10.5%	22	12.1%	11	8.7%
● Best health care possible	419	54.3%	116	57.7%	58	52.7%	80	52.6%	95	52.2%	70	55.1%
Total	772	100%	201	100%	110	100%	152	100%	182	100%	127	100%
Not Answered	419		110		50		90		98		71	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	2.0%	3	1.5%	2	1.8%	3	2.0%	4	2.2%	3	2.3%
● Sometimes	95	12.3%	24	11.9%	15	13.5%	20	13.2%	22	12.3%	14	10.9%
● Usually	161	20.9%	31	15.4%	29	26.1%	36	23.7%	36	20.1%	29	22.7%
● Always	500	64.9%	143	71.1%	65	58.6%	93	61.2%	117	65.4%	82	64.1%
Total	771	100%	201	100%	111	100%	152	100%	179	100%	128	100%
Not Answered	420		110		49		90		101		70	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	1.5%	3	1.8%	1	1.1%	1	0.8%	4	2.4%	1	0.9%
● Sometimes	38	5.7%	4	2.4%	4	4.3%	8	6.3%	10	5.9%	12	10.5%
● Usually	78	11.6%	14	8.3%	17	18.3%	14	11.1%	16	9.5%	17	14.9%
● Always	545	81.2%	148	87.6%	71	76.3%	103	81.7%	139	82.2%	84	73.7%
Total	671	100%	169	100%	93	100%	126	100%	169	100%	114	100%
Not Answered	520		142		67		116		111		84	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	1.8%	3	1.8%	3	3.2%	2	1.6%	3	1.8%	1	0.9%
● Sometimes	38	5.7%	8	4.7%	5	5.4%	7	5.5%	11	6.6%	7	6.1%
● Usually	80	11.9%	18	10.7%	11	11.8%	17	13.3%	20	12.0%	14	12.2%
● Always	542	80.7%	140	82.8%	74	79.6%	102	79.7%	133	79.6%	93	80.9%
Total	672	100%	169	100%	93	100%	128	100%	167	100%	115	100%
Not Answered	519		142		67		114		113		83	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	11	1.6%	5	3.0%	1	1.1%	2	1.6%	3	1.8%	0	0.0%
● Sometimes	41	6.1%	8	4.8%	5	5.4%	5	3.9%	13	7.7%	10	8.7%
● Usually	47	7.0%	6	3.6%	10	10.8%	12	9.3%	11	6.5%	8	7.0%
● Always	575	85.3%	149	88.7%	77	82.8%	110	85.3%	142	84.0%	97	84.3%
Total	674	100%	168	100%	93	100%	129	100%	169	100%	115	100%
Not Answered	517		143		67		113		111		83	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	2.4%	5	3.0%	4	4.3%	4	3.1%	2	1.2%	1	0.9%
● Sometimes	49	7.3%	13	7.7%	8	8.6%	6	4.7%	14	8.3%	8	7.0%
● Usually	92	13.7%	29	17.2%	9	9.7%	15	11.7%	18	10.7%	21	18.3%
● Always	516	76.7%	122	72.2%	72	77.4%	103	80.5%	134	79.8%	85	73.9%
Total	673	100%	169	100%	93	100%	128	100%	168	100%	115	100%
Not Answered	518		142		67		114		112		83	

Response scored as: ● Achievement ● Room for improvement

Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	19	5.1%	5	4.9%	2	4.3%	6	7.9%	3	3.6%	3	4.8%
● Sometimes	36	9.7%	7	6.8%	5	10.9%	4	5.3%	11	13.1%	9	14.3%
● Usually	77	20.7%	17	16.5%	10	21.7%	14	18.4%	18	21.4%	18	28.6%
● Always	240	64.5%	74	71.8%	29	63.0%	52	68.4%	52	61.9%	33	52.4%
Total	372	100%	103	100%	46	100%	76	100%	84	100%	63	100%
Not Answered	819		208		114		166		196		135	

Response scored as: ● Achievement ● Room for improvement

Q18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	8	0.9%	4	1.8%	0	0.0%	2	1.2%	2	0.9%	0	0.0%
● 1	3	0.3%	1	0.5%	0	0.0%	0	0.0%	1	0.5%	1	0.7%
● 2	7	0.8%	0	0.0%	1	0.8%	2	1.2%	2	0.9%	2	1.4%
● 3	9	1.0%	3	1.4%	0	0.0%	2	1.2%	3	1.4%	1	0.7%
● 4	10	1.1%	7	3.2%	0	0.0%	0	0.0%	1	0.5%	2	1.4%
● 5	36	4.1%	8	3.6%	8	6.8%	7	4.1%	10	4.5%	3	2.1%
● 6	25	2.9%	9	4.1%	3	2.5%	6	3.6%	4	1.8%	3	2.1%
● 7	40	4.6%	7	3.2%	5	4.2%	10	5.9%	9	4.1%	9	6.3%
● 8	101	11.6%	25	11.3%	16	13.6%	24	14.2%	22	9.9%	14	9.8%
● 9	112	12.8%	21	9.5%	14	11.9%	24	14.2%	30	13.5%	23	16.1%
● Best personal doctor possible	523	59.8%	137	61.7%	71	60.2%	92	54.4%	138	62.2%	85	59.4%
Total	874	100%	222	100%	118	100%	169	100%	222	100%	143	100%
Not Answered	317		89		42		73		58		55	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	3.3%	3	2.7%	1	1.4%	4	4.3%	5	4.7%	2	3.0%
● Sometimes	64	14.2%	16	14.2%	9	12.7%	12	13.0%	16	15.0%	11	16.4%
● Usually	82	18.2%	19	16.8%	17	23.9%	20	21.7%	13	12.1%	13	19.4%
● Always	289	64.2%	75	66.4%	44	62.0%	56	60.9%	73	68.2%	41	61.2%
Total	450	100%	113	100%	71	100%	92	100%	107	100%	67	100%
Not Answered	741		198		89		150		173		131	

Response scored as: ● Achievement ● Room for improvement

Q22. 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 your specialist?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	7	1.7%	3	3.0%	0	0.0%	0	0.0%	3	3.0%	1	1.6%
● 1	1	0.2%	0	0.0%	0	0.0%	1	1.1%	0	0.0%	0	0.0%
● 2	5	1.2%	0	0.0%	0	0.0%	1	1.1%	2	2.0%	2	3.2%
● 3	5	1.2%	1	1.0%	1	1.5%	0	0.0%	1	1.0%	2	3.2%
● 4	5	1.2%	2	2.0%	0	0.0%	3	3.3%	0	0.0%	0	0.0%
● 5	13	3.1%	4	4.0%	0	0.0%	4	4.4%	3	3.0%	2	3.2%
● 6	13	3.1%	3	3.0%	1	1.5%	2	2.2%	3	3.0%	4	6.5%
● 7	25	6.0%	4	4.0%	7	10.4%	3	3.3%	7	7.0%	4	6.5%
● 8	36	8.6%	8	7.9%	4	6.0%	10	11.1%	6	6.0%	8	12.9%
● 9	51	12.1%	10	9.9%	6	9.0%	14	15.6%	11	11.0%	10	16.1%
● Best specialist possible	259	61.7%	66	65.3%	48	71.6%	52	57.8%	64	64.0%	29	46.8%
Total	420	100%	101	100%	67	100%	90	100%	100	100%	62	100%
Not Answered	771		210		93		152		180		136	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.7%	3	2.5%	1	1.9%	0	0.0%	2	2.2%	1	1.5%
● Sometimes	50	12.4%	9	7.5%	8	15.4%	9	12.5%	12	12.9%	12	18.2%
● Usually	66	16.4%	20	16.7%	7	13.5%	17	23.6%	15	16.1%	7	10.6%
● Always	280	69.5%	88	73.3%	36	69.2%	46	63.9%	64	68.8%	46	69.7%
Total	403	100%	120	100%	52	100%	72	100%	93	100%	66	100%
Not Answered	788		191		108		170		187		132	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	1.2%	3	2.5%	0	0.0%	0	0.0%	1	1.0%	1	1.6%
● Sometimes	18	4.4%	3	2.5%	2	3.8%	3	4.1%	6	6.3%	4	6.3%
● Usually	32	7.9%	6	5.0%	3	5.8%	10	13.7%	8	8.3%	5	7.8%
● Always	351	86.5%	109	90.1%	47	90.4%	60	82.2%	81	84.4%	54	84.4%
Total	406	100%	121	100%	52	100%	73	100%	96	100%	64	100%
Not Answered	785		190		108		169		184		134	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	3	0.3%	1	0.3%	1	0.7%	0	0.0%	0	0.0%	1	0.5%
● Sometimes	36	3.2%	13	4.5%	1	0.7%	8	3.6%	5	1.9%	9	4.9%
● Usually	56	5.0%	8	2.8%	8	5.3%	14	6.3%	15	5.7%	11	6.0%
● Always	1016	91.4%	267	92.4%	140	93.3%	202	90.2%	245	92.5%	162	88.5%
Total	1111	100%	289	100%	150	100%	224	100%	265	100%	183	100%
Not Answered	80		22		10		18		15		15	

Response scored as: ● Achievement ● Room for improvement

Q28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	6	0.5%	0	0.0%	3	1.9%	0	0.0%	3	1.1%	0	0.0%
● 1	10	0.9%	3	1.0%	2	1.3%	0	0.0%	2	0.7%	3	1.6%
● 2	6	0.5%	2	0.7%	0	0.0%	1	0.4%	3	1.1%	0	0.0%
● 3	8	0.7%	7	2.4%	0	0.0%	1	0.4%	0	0.0%	0	0.0%
● 4	11	1.0%	1	0.3%	0	0.0%	3	1.3%	4	1.5%	3	1.6%
● 5	53	4.6%	14	4.7%	9	5.8%	14	6.0%	8	3.0%	8	4.3%
● 6	32	2.8%	11	3.7%	7	4.5%	3	1.3%	8	3.0%	3	1.6%
● 7	86	7.5%	21	7.1%	11	7.1%	26	11.2%	15	5.6%	13	6.9%
● 8	150	13.2%	30	10.2%	27	17.4%	36	15.5%	34	12.6%	23	12.2%
● 9	152	13.3%	36	12.2%	18	11.6%	34	14.6%	35	13.0%	29	15.4%
● Best health plan possible	626	54.9%	170	57.6%	78	50.3%	115	49.4%	157	58.4%	106	56.4%
Total	1,140	100%	295	100%	155	100%	233	100%	269	100%	188	100%
Not Answered	51		16		5		9		11		10	

Response scored as: ● Achievement ● Room for improvement

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

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	122	10.5%	30	10.0%	16	10.4%	22	9.3%	33	11.9%	21	10.9%
● Very Good	257	22.1%	62	20.7%	33	21.4%	54	22.8%	74	26.6%	34	17.6%
● Good	392	33.7%	105	35.0%	52	33.8%	83	35.0%	83	29.9%	69	35.8%
● Fair	309	26.6%	83	27.7%	37	24.0%	66	27.8%	68	24.5%	55	28.5%
● Poor	82	7.1%	20	6.7%	16	10.4%	12	5.1%	20	7.2%	14	7.3%
Total	1162	100%	300	100%	154	100%	237	100%	278	100%	193	100%
Not Answered	29		11		6		5		2		5	

Response scored as: ● Achievement ● Room for improvement

Q31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	398	35.8%	110	37.0%	58	37.9%	72	32.4%	93	36.2%	65	35.3%
● No	715	64.2%	187	63.0%	95	62.1%	150	67.6%	164	63.8%	119	64.7%
Total	1,113	100%	297	100%	153	100%	222	100%	257	100%	184	100%
Not Answered	59		13		6		16		13		11	

Response scored as: ● Achievement ● Room for improvement

Q33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	232	27.4%	64	28.3%	40	24.2%	44	28.0%	47	30.5%	37	25.5%
● Sometimes	193	22.8%	50	22.1%	40	24.2%	33	21.0%	36	23.4%	34	23.4%
● Usually	125	14.8%	33	14.6%	21	12.7%	22	14.0%	23	14.9%	26	17.9%
● Always	297	35.1%	79	35.0%	64	38.8%	58	36.9%	48	31.2%	48	33.1%
Total	847	100%	226	100%	165	100%	157	100%	154	100%	145	100%
Not Answered	1528		420		249		258		304		297	

Response scored as: ● Achievement ● Room for improvement

Q34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	417	49.7%	108	49.3%	81	49.1%	92	58.6%	68	44.2%	68	47.2%
● Sometimes	160	19.1%	44	20.1%	23	13.9%	24	15.3%	38	24.7%	31	21.5%
● Usually	106	12.6%	28	12.8%	27	16.4%	13	8.3%	22	14.3%	16	11.1%
● Always	156	18.6%	39	17.8%	34	20.6%	28	17.8%	26	16.9%	29	20.1%
Total	839	100%	219	100%	165	100%	157	100%	154	100%	144	100%
Not Answered	1536		427		249		258		304		298	

Response scored as: ● Achievement ● Room for improvement

Q35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	455	54.2%	129	57.8%	79	48.5%	88	56.4%	83	53.9%	76	53.1%
● Sometimes	167	19.9%	38	17.0%	39	23.9%	29	18.6%	32	20.8%	29	20.3%
● Usually	89	10.6%	28	12.6%	18	11.0%	13	8.3%	14	9.1%	16	11.2%
● Always	128	15.3%	28	12.6%	27	16.6%	26	16.7%	25	16.2%	22	15.4%
Total	839	100%	223	100%	163	100%	156	100%	154	100%	143	100%
Not Answered	1536		423		251		259		304		299	

Response scored as: ● Achievement ● Room for improvement