2017 CAHPS® Medicaid Adult 5.0H Final Report

Presbyterian Centennial Care

Project Number(s): 4121148

1965 Evergreen Boulevard Suite 100, Duluth, Georgia 30096

Introduction

Your Sales Executive for this project is Candi Charmoli (770-299-1411) and your Account Project Manager is Emmanuel Akinleye (770-978-3173, ext. 1366). 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 Account Project Manager.

New in 2017

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*[1] *2017 Volume Three Technical Update Specifications*, have been implemented for administration of the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 5.0H survey.

Sampling Procedures

For the 2017 survey administration, plans can no longer combine sample frames for different product lines and products. Additionally, NCQA revised the systematic sampling method. Vendors will deduplicate the sample frame by household before pulling the systematic sample to reduce respondent burden.

Product Updates

NCQA removed the commercial child product lines (Commercial Child with/without CCC). Furthermore, NCQA will no longer report calculations for the following measures: *Aspirin Use, Discussing Aspirin Use and Benefits, Rating of Overall Health*, and *Rating of Overall Mental/Emotional Health*.

Although there were no changes to the survey tool in 2017, NCQA clarified that a standard transition statement could be added to a survey before Custom/Supplemental questions - if applicable.

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).

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1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Presbyterian Centennial Care to conduct its 2017 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, phone, and Internet) survey administration methodology, per NCQA protocol,[3] SPH Analytics collected 393 valid surveys from the eligible member population, yielding a response rate of 19.7%.[4]

This report summarizes results derived from the CAHPS® 5.0H Medicaid Adult Survey as applied to a systematic 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 favorable question responses as specified by NCQA. [5]

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 2017 SPH Analytics Book of Business benchmark, and the 2016 Quality Compass® All Plans Medicaid Adult[6] benchmark. Significance testing is provided for all comparisons and percentile rankings[7] are provided for benchmark comparisons.

[3] Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.
[4] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[5] Select Summary Rates are defined by NCQA in its HEDIS® 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.
[6] The source for data contained in this publication is Quality Compass® All Plans 2016. 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.
[7] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Health Plan Domain

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2016 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Plan (Q35)	78.6%	80.9%		76.2%	64th		75.0%	73rd	
9-10 Rating of Health Plan (Q35)	61.5%	61.5%		58.9%	68th		57.7%	70th	
Getting Needed Care	80.1%	81.8%		81.3%	35th		80.4%	42nd	
Customer Service	90.1%	90.0%		87.5%	75th		87.5%	81st	
Providing Needed Information (Q29)	64.4%***	66.7%		66.8%	31st		68.2%	20th	
Ease of Filling Out Forms (Q34)	92.2%	96.0%	↓	94.3%	<10th		94.2%	11th	

* 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	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2016 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	72.3%	77.5%		73.7%	33rd		73.5%	35th	
9-10 Rating of Health Care (Q13)	55.0%	53.3%		54.3%	52nd		53.6%	62nd	
Getting Care Quickly	78.2%	81.1%		80.6%	19th		80.1%	28th	
How Well Doctors Communicate	91.1%	89.8%		91.0%	45th		90.7%	51st	
Shared Decision Making	79.5%	76.6%		79.8%	35th		79.2%	47th	
Health Promotion and Education (Q8)	70.9%	66.4%		74.0%	15th		72.1%	36th	
Coordination of Care (Q22)	82.9%	80.0%		82.5%	45th		81.8%	59th	
8-10 Rating of Personal Doctor (Q23)	82.9%	83.4%		80.6%	71st		80.2%	80th	
9-10 Rating of Personal Doctor (Q23)	68.6%	63.9%		65.9%	73rd		65.4%	77th	
8-10 Rating of Specialist (Q27)	82.0%	83.3%		81.5%	57th		80.4%	65th	
9-10 Rating of Specialist (Q27)	67.6%	68.5%		66.6%	66th		66.0%	60th	

* 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	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2016 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
Flu Vaccinations (Adults 18-64)	41.4%	43.7%		39.7%	56th		38.5%	65th	
Advising Smokers and Tobacco Users to Quit	61.4%	61.6%		77.0%	<10th	↓	75.9%	<10th	↓
Discussing Cessation Medications	30.8%	28.5%		51.1%	<10th	↓	48.1%	<10th	↓
Discussing Cessation Strategies	30.2%	27.7%		44.2%	11th	↓	43.3%	<10th	↓

* 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.

[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 2017 SPH Analytics 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 2017 SPH Analytics 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 2017 SPH Analytics 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 2017 SPH Analytics 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 2017 SPH Analytics 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	0.980	75th	Strength
Getting Needed Care	0.578	35th	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	0.831	35th	Opportunity
How Well Doctors Communicate	0.762	45th	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	2.012	45th	Opportunity
Coordination of Care	0.360	45th	Opportunity

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

Accreditation for 2017 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, fourth, and fifth columns show the point distribution.[11]

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year		
		2017	2016	2015
Getting Needed Care	<25th	0.289	0.289	0.325
Getting Care Quickly	<25th	0.289	0.289	0.325
Customer Service	75th	1.271	1.271	1.430
Coordination of Care	25th	0.578	0.578	
Rating of Health Care (Q13)	50th	0.982	0.982	1.105
Rating of Personal Doctor (Q23)	90th	1.444	1.444	1.625
Rating of Specialist (Q27)	50th	0.982	0.982	1.105
Rating of Health Plan (Q35)	75th	2.542	2.542	2.860
Approximate Points Earned (Out of possible 13.000 in 2015, 2016, and 2017)		**8.377**	**8.377**	**8.775**

Note: 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

[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* (2017) document.
[11] The *Coordination of Care* measure was added to 2016 accreditation scoring. Organizations accredited using the 2016 standards will be scored using the organization's submitted rate for this measure.

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. Presbyterian Centennial Care chose a mixed (mail, phone, and Internet) 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[12] their sample if desired. Your plan's sample size is 2,025. SPH Analytics collected 393 valid surveys (239 Mail, 129 Telephone, and 25 Internet) from the eligible member population.[13] After adjusting for ineligible members, your survey response rate is 19.7%. The overall NCQA target number of valid surveys is 411.

Your plan's survey was also conducted in Spanish for non-English-speaking members during the telephone portion of the survey administration process. The total number of completes from the Spanish language component is 32.

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 or were added to the Do Not Call list, break-off/incomplete surveys, 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, 01= did not meet eligibility criteria; 03= language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

[12] Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.
[13] Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	0
	Does not meet eligibility criteria (01)	19
	Language barrier (03)	2
	Mentally/physically incapacitated (04)	10
	Total Ineligible	**31**
Non-response	Break-off/Incomplete (02)	45
	Refusal (06)	8
	Maximum attempts made (07)	1546
	Added to DNC list (08)	2
	Total Non-response	**1601**

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.

$$\frac{239\ (\text{Mail}) + 129\ (\text{Phone}) + 25\ (\text{Internet})}{2{,}025\ (\text{Sample}) - 31\ (\text{Ineligible})} = \frac{393}{1{,}994} = 19.7\%$$

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. SPH Analytics 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 light blue, if applicable), the 2017 SPH Analytics Medicaid Adult Book of Business benchmark (displayed in green), and the 2016 Medicaid Adult Public Report[14] benchmark (displayed in light 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, SPH Analytics 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

[14] The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. 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 (SPHA) 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

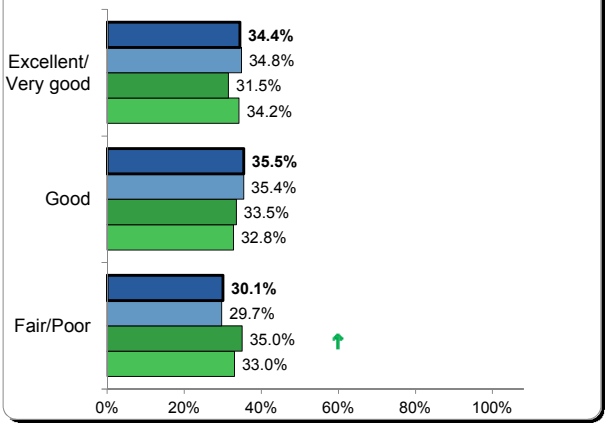
Survey Demographic Comparisons

Presbyterian Centennial Care

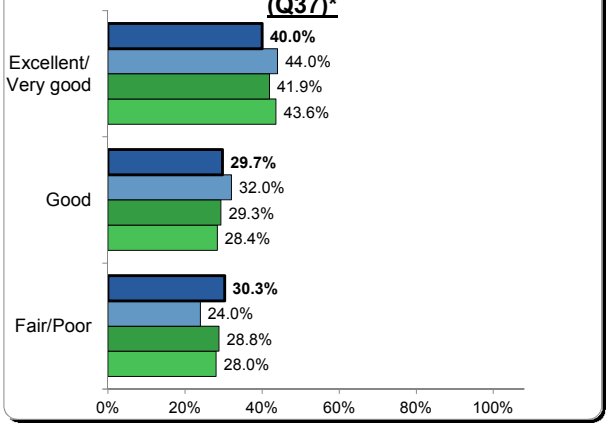
Medicaid Adult CAHPS®

393 Total Respondents

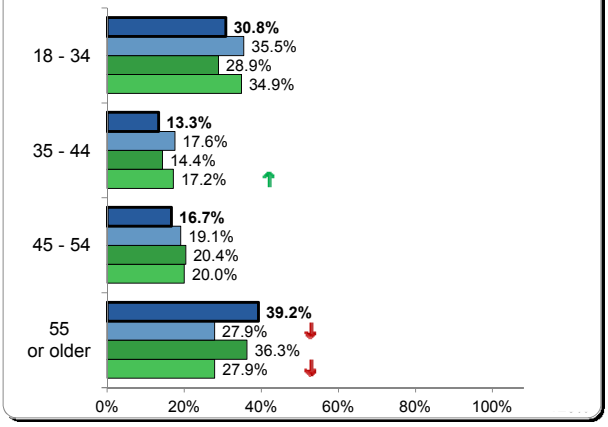
HEALTH STATUS (Q36)*



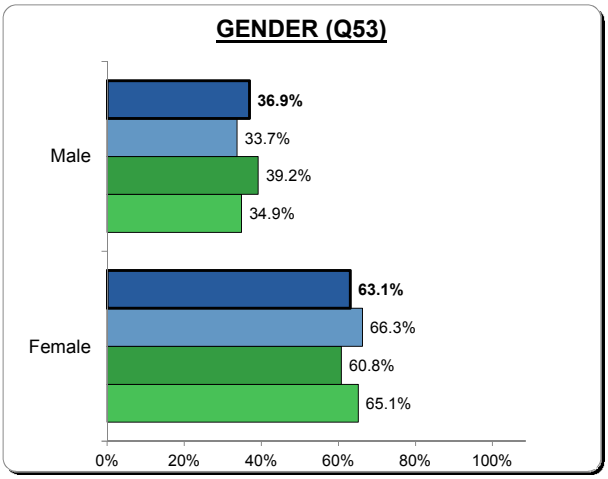
MENTAL/EMOTIONAL HEALTH STATUS (Q37)*



AGE (Q52)



GENDER (Q53)



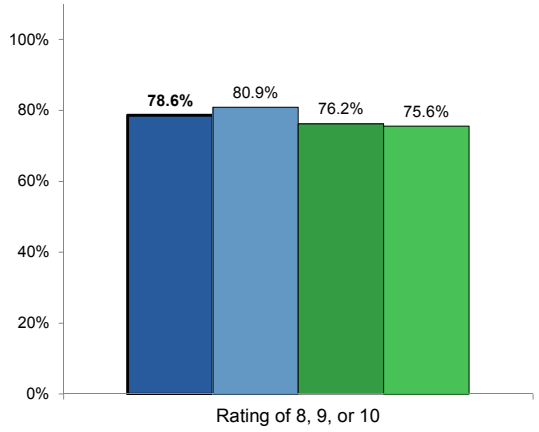
Research on CAHPS® survey results indicates that…

- *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

RATING OF HEALTH PLAN (Q35)



KEY:	**Your Plan's 2017 Rate**	Your Plan's 2016 Rate	2017 SPH Analytics Benchmark	2016 Public Report Benchmark

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

Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

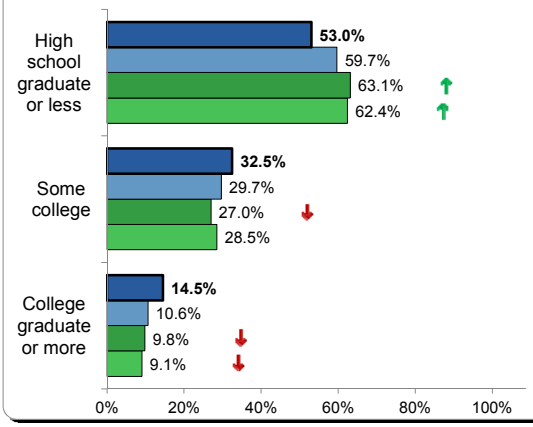
Survey Demographic Comparisons (Continued)

Presbyterian Centennial Care

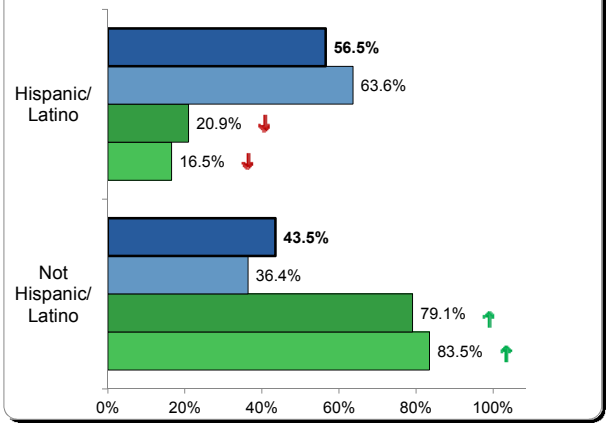
Medicaid Adult CAHPS®

393 Total Respondents

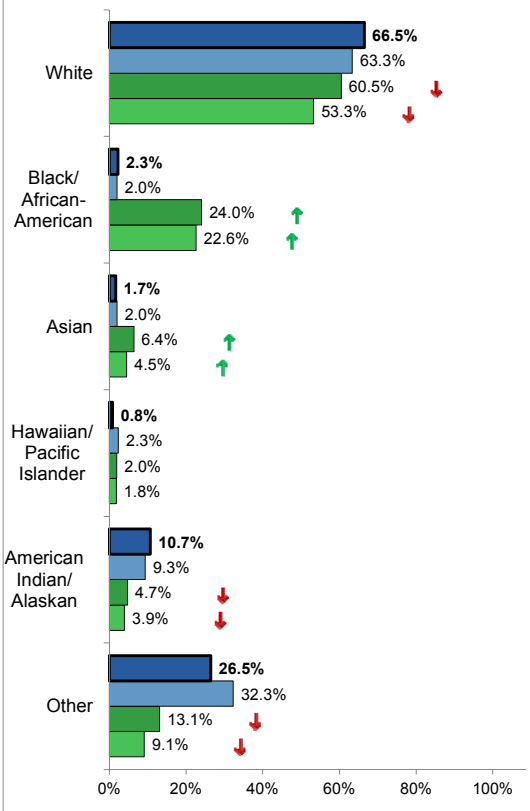
EDUCATION (Q54)



ETHNICITY (Q55)



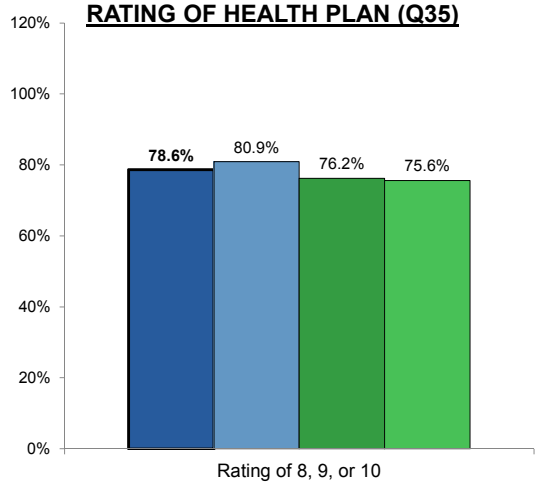
RACE (Q56)



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

RATING OF HEALTH PLAN (Q35)



KEY:	Your Plan's 2017 Rate	Your Plan's 2016 Rate	2017 SPH Analytics Benchmark	2016 Public Report Benchmark

Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Presbyterian Centennial Care

Rating of Health Plan (Q35) by Demographics

Medicaid Adult CAHPS®

393 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	1	0.8%	23	17.4%	108	81.8%	90	68.2%
	Good	1	0.7%	26	19.1%	109	80.1%	85	62.5%
	Fair/Poor	6	5.4%	24	21.4%	82	73.2%	59	52.7%
MENTAL/EMOTIONAL HEALTH STATUS (Q37)**	Excellent/Very good	1	0.7%	28	18.4%	123	80.9%	103	67.8%
	Good	3	2.7%	21	18.6%	89	78.8%	71	62.8%
	Fair/Poor	4	3.4%	24	20.7%	88	75.9%	61	52.6%
AGE (Q52)	18 - 34	1	0.8%	23	19.5%	94	79.7%	71	60.2%
	35 - 44	3	5.9%	6	11.8%	42	82.4%	33	64.7%
	45 - 54	1	1.6%	12	19.7%	48	78.7%	37	60.7%
	55 or older	3	2.0%	32	21.2%	116	76.8%	93	61.6%
GENDER (Q53)	Male	3	2.2%	27	19.6%	108	78.3%	88	63.8%
	Female	4	1.6%	46	18.9%	193	79.4%	147	60.5%
EDUCATION (Q54)	High school graduate/ GED or less	4	2.0%	33	16.7%	161	81.3%	131	66.2%
	Some college or more	4	2.3%	37	21.1%	134	76.6%	99	56.6%
ETHNICITY (Q55)	Hispanic/Latino	2	0.9%	34	16.0%	176	83.0%	140	66.0%
	Not Hispanic/Latino	6	3.7%	37	22.6%	121	73.8%	91	55.5%
RACE (Q56)	White	5	2.2%	43	18.6%	183	79.2%	139	60.2%
	Black/African-American	0	0.0%	1	14.3%	6	85.7%	5	71.4%
	Other***	3	2.2%	25	18.7%	106	79.1%	85	63.4%
DATA COLLECTION METHOD	Mail	6	2.6%	49	20.9%	180	76.6%	146	62.1%
	Phone	2	1.6%	21	16.9%	101	81.5%	75	60.5%
	Internet	0	0.0%	4	16.0%	21	84.0%	15	60.0%

* 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 2017 SPH Analytics Medicaid Adult Book of Business, 2016 Medicaid Adult Public Report, and 2016 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 — 2017 SPH Analytics 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 2017 SPH Analytics Medicaid Adult Book of Business benchmark. This benchmark contains data from 58 plan-specific Medicaid adult samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Your plan's percentile ranking is shown beside each score.

Page 3C — 2016 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 2016 Medicaid Adult Public Report benchmark. This benchmark contains data from 151 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 — 2016 Medicaid Adult Quality Compass® All Plans Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the 2016 Quality Compass® All Plans benchmark. This benchmark includes approximately 189 samples of Medicaid adult plans that submitted to NCQA. Your plan's approximate percentile ranking[15] in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

[15] Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

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
2017 SPH Analytics Book of Business	Includes all the Medicaid adult samples that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	58	* Provides the most up-to-date benchmark reflecting the 2017 survey results[16] * 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 and Quality Compass® All Plans benchmarks[17]
2016 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of Medicaid adult samples that submitted data to NCQA in 2016 and allowed their data to be publicly reported.	151	* 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 * Does not contain benchmarking for all Effectiveness of Care measures
2016 Quality Compass® All Plans	Includes all Medicaid adult samples that submitted data to NCQA in 2016.	189	* 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 * Does not contain benchmarking for Effectiveness of Care measures
2016 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2016.	189	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions * Does not contain benchmarking for Effectiveness of Care measures

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

Charts 3A – 3D

[16] The 2017 Quality Compass® benchmark will be available in Fall of 2017.
[17] Historically the SPH Analytics Book of Business benchmark has varied by less than 1% from the Public Report benchmark.

Summary of Trend and Benchmark Comparisons

Presbyterian Centennial Care

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

Medicaid Adult CAHPS®

393 Total Respondents

Composites, Attributes, and Key Questions	2017 Valid n	2017 Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2016 Public Report	2016 Quality Compass® All Plans
Getting Needed Care		**80.1%**	**81.8%**	**76.8%**	**81.3%**	**80.7%**	**80.4%**
Q14. Ease of getting care, tests, or treatment needed	**265**	**81.5%**	85.1%	82.6%	83.6%	83.2%	82.8%
Q25. Obtained appointment with specialist as soon as needed	**155**	**78.7%**	78.4%	71.0%	79.0%	78.6%	78.5%
Getting Care Quickly		**78.2%**	**81.1%**	**77.5%**	**80.6%**	**80.5%**	**80.1%**
Q4. Obtained needed care right away	**144**	**81.9%**	83.0%	82.9%	83.0%	83.3%	83.1%
Q6. Obtained appointment for care as soon as needed	**246**	**74.4%**	79.1%	72.1%	78.2%	78.2%	77.8%
How Well Doctors Communicate		**91.1%**	**89.8%**	**91.2%**	**91.0%**	**90.9%**	**90.7%**
Q17. Doctors explained things in an understandable way	**239**	**91.6%**	91.2%	89.7%	91.5%	91.3%	91.0%
Q18. Doctors listened carefully to you	**238**	**90.8%**	87.8%	93.0%	91.3%	91.3%	91.1%
Q19. Doctors showed respect for what you had to say	**237**	**93.2%**	90.7%	94.4%	92.6%	92.6%	92.5%
Q20. Doctors spent enough time with you	**238**	**88.7%**	89.6%	87.8%	88.7%	88.6%	88.3%
Customer Service		**90.1%**	**90.0%**	**87.4%**	**87.5%**	**87.8%**	**87.5%**
Q31. Getting information/help from customer service	**136**	**87.5%**	83.5%	82.5%	81.2%	81.7%	81.3%
Q32. Treated with courtesy and respect by customer service staff	**136**	**92.6%**	96.5%	92.2%	93.7%	93.8%	93.8%
Shared Decision Making		**79.5%**	**76.6%**	**81.9%**	**79.8%**	**79.2%**	**79.2%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	**129**	**90.7%**	91.6%	91.1%	92.3%	92.4%	92.3%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	**126**	**70.6%**	68.4%	70.2%	68.1%	68.0%	68.0%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	**127**	**77.2%**	69.9%	84.4%	79.0%	77.2%	77.3%
Health Promotion and Education (Q8)	**268**	**70.9%**	**66.4%**	**70.6%**	**74.0%**	**72.2%**	**72.1%**
Coordination of Care (Q22)	**140**	**82.9%**	**80.0%**	**78.3%**	**82.5%**	**81.9%**	**81.8%**
Providing Needed Information (Q29)	**73**	**64.4%**	**66.7%**	**71.4%**	**66.8%**	**68.4%**	**68.2%**
Ease of Filling Out Forms (Q34)	**383**	**92.2%**	**96.0%**	**93.7%**	**94.3%**	**94.3%**	**94.2%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**271**	**72.3%**	**77.5%**	**71.4%**	**73.7%**	**73.9%**	**73.5%**
Rating of Personal Doctor (Q23)	**287**	**82.9%**	**83.4%**	**79.8%**	**80.6%**	**80.4%**	**80.2%**
Rating of Specialist (Q27)	**139**	**82.0%**	**83.3%**	**77.8%**	**81.5%**	**80.3%**	**80.4%**
Rating of Health Plan (Q35)	**384**	**78.6%**	**80.9%**	**76.3%**	**76.2%**	**75.4%**	**75.0%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**271**	**55.0%**	**53.3%**	**47.6%**	**54.3%**	**54.1%**	**53.6%**
Rating of Personal Doctor (Q23)	**287**	**68.6%**	**63.9%**	**62.8%**	**65.9%**	**65.6%**	**65.4%**
Rating of Specialist (Q27)	**139**	**67.6%**	**68.5%**	**64.4%**	**66.6%**	**65.8%**	**66.0%**
Rating of Health Plan (Q35)	**384**	**61.5%**	**61.5%**	**60.3%**	**58.9%**	**58.1%**	**57.7%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**350**	**41.4%**	**43.7%**	**40.5%**	**39.7%**	**39.5%**	**38.5%**
Advising Smokers and Tobacco Users to Quit	**184**	**61.4%**	**61.6%**	**65.2%**	**77.0%**	**74.6%**	**75.9%**
Discussing Cessation Medications	**182**	**30.8%**	**28.5%**	**30.9%**	**51.1%**	**47.6%**	**48.1%**
Discussing Cessation Strategies	**182**	**30.2%**	**27.7%**	**27.0%**	**44.2%**	**43.4%**	**43.3%**

* Summary Rates are defined by NCQA in its HEDIS 2016 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 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016. The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2016 (approximately 189 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

Presbyterian Centennial Care

2017 SPH Analytics Book of Business Mean and Percentiles

Medicaid Adult CAHPS®

393 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**80.1%**	**35th**	**81.3%**	**78.5%**	**81.8%**	**84.2%**	**85.9%**
Q14. Ease of getting care, tests, or treatment needed	81.5%	31st	83.6%	81.0%	84.5%	86.9%	88.0%
Q25. Obtained appointment with specialist as soon as needed	78.7%	43rd	79.0%	76.3%	79.6%	82.3%	84.6%
Getting Care Quickly	**78.2%**	**19th**	**80.6%**	**79.1%**	**81.5%**	**83.8%**	**85.6%**
Q4. Obtained needed care right away	81.9%	35th	83.0%	79.9%	83.5%	86.4%	87.8%
Q6. Obtained appointment for care as soon as needed	74.4%	14th	78.2%	76.2%	79.3%	81.9%	84.0%
How Well Doctors Communicate	**91.1%**	**45th**	**91.0%**	**90.0%**	**91.4%**	**92.5%**	**93.2%**
Q17. Doctors explained things in an understandable way	91.6%	45th	91.5%	90.2%	91.8%	93.2%	94.2%
Q18. Doctors listened carefully to you	90.8%	38th	91.3%	90.1%	91.6%	92.6%	93.6%
Q19. Doctors showed respect for what you had to say	93.2%	57th	92.6%	91.4%	93.0%	94.1%	94.7%
Q20. Doctors spent enough time with you	88.7%	43rd	88.7%	87.2%	89.0%	90.7%	92.1%
Customer Service	**90.1%**	**75th**	**87.5%**	**85.0%**	**88.3%**	**90.1%**	**91.2%**
Q31. Getting information/help from customer service	87.5%	91st	81.2%	78.2%	81.5%	84.5%	87.4%
Q32. Treated with courtesy and respect by customer service staff	92.6%	33rd	93.7%	91.9%	94.0%	95.4%	96.8%
Shared Decision Making	**79.5%**	**35th**	**79.8%**	**78.4%**	**80.1%**	**81.7%**	**84.2%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	90.7%	21st	92.3%	90.9%	92.8%	94.2%	95.0%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	70.6%	63rd	68.1%	65.4%	68.5%	72.4%	75.1%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	77.2%	29th	79.0%	77.0%	79.4%	81.8%	84.3%
Health Promotion and Education (Q8)	**70.9%**	**15th**	**74.0%**	**71.4%**	**73.9%**	**76.1%**	**78.8%**
Coordination of Care (Q22)	**82.9%**	**45th**	**82.5%**	**80.4%**	**83.2%**	**85.8%**	**86.8%**
Providing Needed Information (Q29)	**64.4%**	**31st**	**66.8%**	**62.8%**	**66.7%**	**70.6%**	**73.8%**
Ease of Filling Out Forms (Q34)	**92.2%**	**<10th**	**94.3%**	**93.2%**	**94.4%**	**95.6%**	**96.4%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**72.3%**	**33rd**	**73.7%**	**71.0%**	**74.1%**	**76.4%**	**79.0%**
Rating of Personal Doctor (Q23)	**82.9%**	**71st**	**80.6%**	**78.8%**	**81.1%**	**83.1%**	**84.6%**
Rating of Specialist (Q27)	**82.0%**	**57th**	**81.5%**	**79.4%**	**81.4%**	**84.1%**	**85.6%**
Rating of Health Plan (Q35)	**78.6%**	**64th**	**76.2%**	**73.0%**	**76.8%**	**79.5%**	**82.3%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**55.0%**	**52nd**	**54.3%**	**51.7%**	**55.0%**	**57.4%**	**59.3%**
Rating of Personal Doctor (Q23)	**68.6%**	**73rd**	**65.9%**	**63.2%**	**66.2%**	**68.7%**	**71.3%**
Rating of Specialist (Q27)	**67.6%**	**66th**	**66.6%**	**63.5%**	**66.5%**	**68.6%**	**71.2%**
Rating of Health Plan (Q35)	**61.5%**	**68th**	**58.9%**	**54.8%**	**59.6%**	**62.9%**	**64.9%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**41.4%**	**56th**	**39.7%**	**35.9%**	**40.7%**	**44.2%**	**47.4%**
Advising Smokers and Tobacco Users to Quit	**61.4%**	**<10th**	**77.0%**	**73.2%**	**78.8%**	**81.2%**	**84.5%**
Discussing Cessation Medications	**30.8%**	**<10th**	**51.1%**	**46.2%**	**51.7%**	**57.8%**	**63.3%**
Discussing Cessation Strategies	**30.2%**	**11th**	**44.2%**	**39.2%**	**46.3%**	**49.3%**	**54.4%**

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 2016 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 SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Benchmark Comparisons

Presbyterian Centennial Care

2016 Public Report Mean and Percentiles

Medicaid Adult CAHPS®

393 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Public Report Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**80.1%**	**39th**	**80.7%**	**78.4%**	**81.4%**	**83.4%**	**85.4%**
Q14. Ease of getting care, tests, or treatment needed	81.5%	32nd	83.2%	80.4%	83.7%	86.6%	88.4%
Q25. Obtained appointment with specialist as soon as needed	78.7%	47th	78.6%	76.1%	79.0%	81.6%	84.2%
Getting Care Quickly	**78.2%**	**24th**	**80.5%**	**78.3%**	**81.0%**	**83.5%**	**85.7%**
Q4. Obtained needed care right away	81.9%	36th	83.3%	80.7%	83.2%	86.2%	88.2%
Q6. Obtained appointment for care as soon as needed	74.4%	17th	78.2%	75.3%	79.1%	82.0%	83.9%
How Well Doctors Communicate	**91.1%**	**50th**	**90.9%**	**89.7%**	**91.0%**	**92.4%**	**93.5%**
Q17. Doctors explained things in an understandable way	91.6%	56th	91.3%	89.7%	91.3%	92.6%	94.3%
Q18. Doctors listened carefully to you	90.8%	38th	91.3%	89.8%	91.5%	93.0%	94.0%
Q19. Doctors showed respect for what you had to say	93.2%	64th	92.6%	91.3%	92.7%	93.9%	95.2%
Q20. Doctors spent enough time with you	88.7%	46th	88.6%	87.0%	88.8%	90.3%	91.9%
Customer Service	**90.1%**	**80th**	**87.8%**	**86.0%**	**87.5%**	**89.9%**	**91.3%**
Q31. Getting information/help from customer service	87.5%	92nd	81.7%	78.4%	81.6%	84.2%	87.2%
Q32. Treated with courtesy and respect by customer service staff	92.6%	25th	93.8%	92.6%	93.9%	95.2%	96.4%
Shared Decision Making	**79.5%**	**47th**	**79.2%**	**77.3%**	**79.7%**	**81.4%**	**82.7%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	90.7%	25th	92.4%	90.6%	92.5%	94.3%	95.5%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	70.6%	72nd	68.0%	65.1%	68.2%	71.3%	74.9%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	77.2%	47th	77.2%	74.3%	77.5%	80.3%	82.3%
Health Promotion and Education (Q8)	**70.9%**	**37th**	**72.2%**	**69.5%**	**72.1%**	**74.9%**	**77.2%**
Coordination of Care (Q22)	**82.9%**	**60th**	**81.9%**	**79.7%**	**81.7%**	**84.6%**	**86.1%**
Providing Needed Information (Q29)	**64.4%**	**18th**	**68.4%**	**65.5%**	**68.3%**	**72.1%**	**75.1%**
Ease of Filling Out Forms (Q34)	**92.2%**	**10th**	**94.3%**	**93.3%**	**94.6%**	**95.5%**	**96.0%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**72.3%**	**33rd**	**73.9%**	**71.0%**	**74.3%**	**76.7%**	**78.9%**
Rating of Personal Doctor (Q23)	**82.9%**	**81st**	**80.4%**	**78.3%**	**80.6%**	**82.4%**	**84.4%**
Rating of Specialist (Q27)	**82.0%**	**68th**	**80.3%**	**78.1%**	**80.7%**	**82.4%**	**84.4%**
Rating of Health Plan (Q35)	**78.6%**	**70th**	**75.4%**	**72.3%**	**76.1%**	**79.1%**	**81.5%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**55.0%**	**59th**	**54.1%**	**50.9%**	**54.1%**	**57.1%**	**59.6%**
Rating of Personal Doctor (Q23)	**68.6%**	**78th**	**65.6%**	**62.7%**	**65.2%**	**67.9%**	**71.4%**
Rating of Specialist (Q27)	**67.6%**	**61st**	**65.8%**	**62.4%**	**65.9%**	**68.8%**	**72.4%**
Rating of Health Plan (Q35)	**61.5%**	**68th**	**58.1%**	**54.1%**	**58.1%**	**62.1%**	**65.0%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**41.4%**	**60th**	**39.5%**	**34.5%**	**38.8%**	**44.7%**	**49.0%**
Advising Smokers and Tobacco Users to Quit	**61.4%**	**<10th**	**74.6%**	**72.5%**	**76.3%**	**80.0%**	**82.9%**
Discussing Cessation Medications	**30.8%**	**<10th**	**47.6%**	**42.9%**	**48.4%**	**54.5%**	**58.6%**
Discussing Cessation Strategies	**30.2%**	**<10th**	**43.4%**	**38.4%**	**43.4%**	**48.6%**	**54.0%**

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 2016 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 2016 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

Benchmark Comparisons

Presbyterian Centennial Care

2016 Quality Compass® All Plans Mean and Percentiles

Medicaid Adult CAHPS®

393 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Quality Compass® All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	**80.1%**	**42nd**	**80.4%**	**78.2%**	**81.1%**	**83.4%**	**85.7%**
Q14. Ease of getting care, tests, or treatment needed	81.5%	35th	82.8%	79.9%	83.2%	86.3%	88.3%
Q25. Obtained appointment with specialist as soon as needed	78.7%	49th	78.5%	75.8%	78.7%	81.6%	84.2%
Getting Care Quickly	**78.2%**	**28th**	**80.1%**	**77.7%**	**80.5%**	**83.4%**	**85.7%**
Q4. Obtained needed care right away	81.9%	37th	83.1%	80.5%	83.2%	86.1%	88.1%
Q6. Obtained appointment for care as soon as needed	74.4%	22nd	77.8%	74.5%	78.8%	81.9%	83.8%
How Well Doctors Communicate	**91.1%**	**51st**	**90.7%**	**89.5%**	**91.0%**	**92.4%**	**93.5%**
Q17. Doctors explained things in an understandable way	91.6%	59th	91.0%	89.4%	91.1%	92.5%	94.3%
Q18. Doctors listened carefully to you	90.8%	40th	91.1%	89.7%	91.4%	92.9%	93.9%
Q19. Doctors showed respect for what you had to say	93.2%	62nd	92.5%	91.3%	92.7%	93.9%	95.2%
Q20. Doctors spent enough time with you	88.7%	50th	88.3%	86.6%	88.6%	90.2%	91.8%
Customer Service	**90.1%**	**81st**	**87.5%**	**85.5%**	**87.5%**	**89.8%**	**91.0%**
Q31. Getting information/help from customer service	87.5%	94th	81.3%	78.2%	81.6%	83.7%	87.0%
Q32. Treated with courtesy and respect by customer service staff	92.6%	26th	93.8%	92.6%	93.9%	95.2%	96.5%
Shared Decision Making	**79.5%**	**47th**	**79.2%**	**77.4%**	**79.7%**	**81.2%**	**82.8%**
Q10. Doctor/health provider talked about reasons you might want to take a medicine	90.7%	24th	92.3%	90.7%	92.6%	94.3%	95.5%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	70.6%	73rd	68.0%	65.3%	67.9%	71.1%	74.8%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	77.2%	47th	77.3%	74.5%	77.4%	80.2%	82.2%
Health Promotion and Education (Q8)	**70.9%**	**36th**	**72.1%**	**69.4%**	**72.0%**	**75.1%**	**77.3%**
Coordination of Care (Q22)	**82.9%**	**59th**	**81.8%**	**79.6%**	**81.6%**	**84.6%**	**86.6%**
Providing Needed Information (Q29)	**64.4%**	**20th**	**68.2%**	**65.5%**	**67.8%**	**71.9%**	**74.6%**
Ease of Filling Out Forms (Q34)	**92.2%**	**11th**	**94.2%**	**93.1%**	**94.5%**	**95.5%**	**96.1%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	**72.3%**	**35th**	**73.5%**	**70.8%**	**74.1%**	**76.5%**	**78.9%**
Rating of Personal Doctor (Q23)	**82.9%**	**80th**	**80.2%**	**77.9%**	**80.6%**	**82.5%**	**84.8%**
Rating of Specialist (Q27)	**82.0%**	**65th**	**80.4%**	**78.1%**	**80.8%**	**82.8%**	**84.8%**
Rating of Health Plan (Q35)	**78.6%**	**73rd**	**75.0%**	**71.7%**	**75.7%**	**78.8%**	**81.4%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	**55.0%**	**62nd**	**53.6%**	**50.5%**	**53.8%**	**56.9%**	**59.7%**
Rating of Personal Doctor (Q23)	**68.6%**	**77th**	**65.4%**	**62.3%**	**65.0%**	**68.1%**	**71.5%**
Rating of Specialist (Q27)	**67.6%**	**60th**	**66.0%**	**62.5%**	**66.0%**	**69.2%**	**72.6%**
Rating of Health Plan (Q35)	**61.5%**	**70th**	**57.7%**	**53.9%**	**58.1%**	**61.9%**	**65.0%**
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	**41.4%**	**65th**	**38.5%**	**33.8%**	**38.0%**	**43.5%**	**48.0%**
Advising Smokers and Tobacco Users to Quit	**61.4%**	**<10th**	**75.9%**	**73.1%**	**76.6%**	**79.4%**	**81.9%**
Discussing Cessation Medications	**30.8%**	**<10th**	**48.1%**	**43.0%**	**48.3%**	**53.8%**	**58.4%**
Discussing Cessation Strategies	**30.2%**	**<10th**	**43.3%**	**38.9%**	**43.8%**	**47.8%**	**51.8%**

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 2016 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.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2016 NCQA 1-100 Benchmark (comprised of 189 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2016 (approximately 189 plan-specific samples).

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:

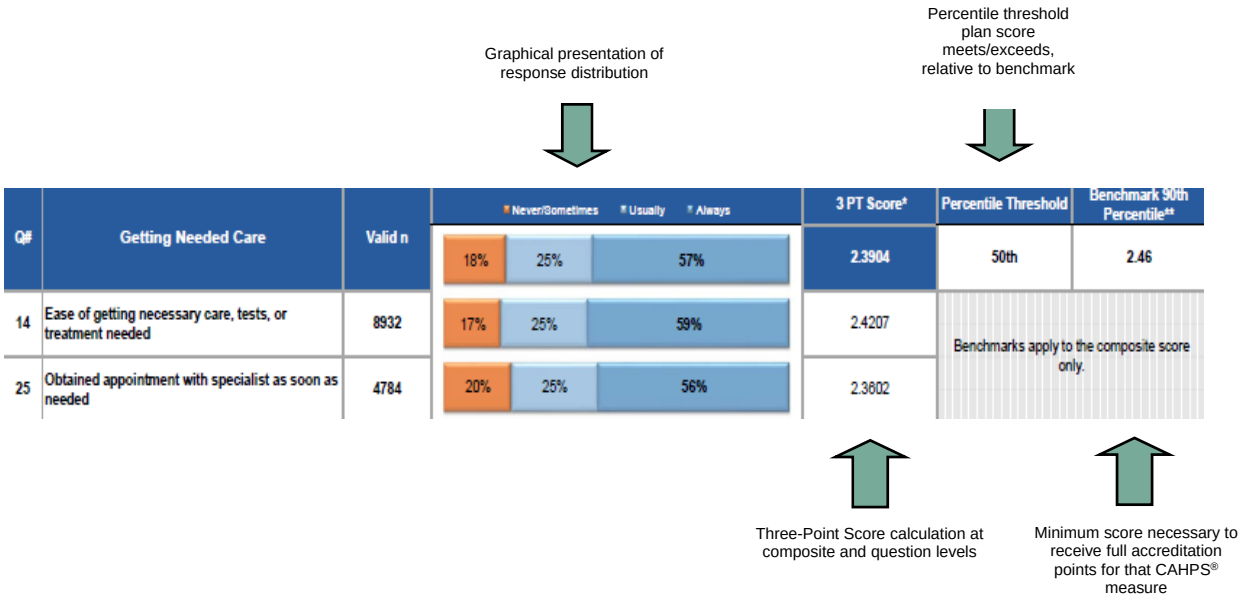
Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Scale 2	Score Value
No	1
Yes	3

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

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and 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: In the event that fewer than 100 completes were collected, an NA will be displayed in the "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

Presbyterian Centennial Care

Composite/Attribute Response Distributions of Accreditation Measures

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Getting Needed Care	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			20%	33%	47%	2.2708	<25th	2.45
14	Ease of getting necessary care, tests, or treatment needed	265	18%	32%	49%	2.3094	Benchmarks apply to the composite score only.	
25	Obtained appointment with specialist as soon as needed	155	21%	34%	45%	2.2323		

Q#	Getting Care Quickly	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			22%	27%	52%	2.2981	<25th	2.49
4	Obtained needed care right away	144	18%	25%	57%	2.3889	Benchmarks apply to the composite score only.	
6	Obtained appointment for care as soon as needed	246	26%	28%	46%	2.2073		

Q#	How Well Doctors Communicate	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			9%	19%	72%	2.6282	75th	2.64
17	Doctors explained things in an understandable way	239	8%	18%	74%	2.6527	Benchmarks apply to the composite score only.	
18	Doctors listened carefully to you	238	9%	19%	71%	2.6218		
19	Doctors showed respect for what you had to say	237	7%	18%	76%	2.6878		
20	Doctors spent enough time with you	238	11%	22%	66%	2.5504		

* 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Presbyterian Centennial Care

Composite/Attribute/Rating Response Distributions of Accreditation Measures

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Customer Service	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			10%	22%	68%	2.5809	75th	2.61
31	Getting information/help from customer service	136	13%	30%	57%	2.4485	Benchmarks apply to the composite score only.	
32	Treated with courtesy and respect by customer service staff	136	7%	14%	79%	2.7132		

Q#	Rating Questions	Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	271	13%	32%	55%	2.4207	50th	2.46
23	Rating of Personal Doctor	287	11%	20%	69%	2.5749	90th	2.57
27	Rating of Specialist	139	14%	19%	68%	2.5396	50th	2.59
35	Rating of Health Plan	384	13%	26%	61%	2.4870	75th	2.53

Q#	Additional Measure	Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
22	**Coordination of Care** - Doctor seemed informed/up-to-date about the care received from other doctors/providers	140	17%	28%	55%	2.3786	25th	2.50

* 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2014 and 2015 standards will not be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Presbyterian Centennial Care

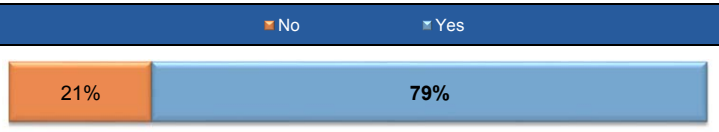
Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Shared Decision Making	Valid n	No / Yes	3 PT Score*
				2.5900
10	**Doctor/health provider talked about reasons you might want to take a medicine**	**129**	9% / **91%**	2.8140
11	**Doctor/health provider talked about reasons you might not want to take a medicine**	**126**	29% / **71%**	2.4127
12	**Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine**	**127**	23% / **77%**	2.5433

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	**268**	29% / **71%**	2.4179



* 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.

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*), the *Coordination of Care* measure, and the following composites are evaluated: *Getting Needed Care*, *Getting Care Quickly*, 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.

An accreditation assessment analysis utilizing your plan's 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 Three-Point Score when compared to the benchmark (located in the 2017 HEDIS®/CAHPS® Percentiles[18] column). The last three columns show the point distribution for each year in the current three-year accreditation cycle (2017 as well as 2015 and 2016, respectively).[19]

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

Chart 4D

[18] Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2017), which includes all Medicaid adult plan data to calculate a single set of benchmarks and thresholds.
[19] The CAHPS® *Coordination of Care measure* was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

Accreditation Assessment

HEDIS/CAHPS® Three-Point Scores

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Composite/Rating Item	2017 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year		
	25th	50th	75th	90th			2017	2016	2015
Getting Needed Care	2.28	2.35	2.41	2.45	2.2708	<25th	0.289	0.289	0.325
Getting Care Quickly	2.33	2.40	2.45	2.49	2.2981	<25th	0.289	0.289	0.325
Customer Service	2.48	2.54	2.58	2.61	2.5809	75th	1.271	1.271	1.430
Coordination of Care (Q22)	2.34	2.39	2.44	2.50	2.3786	25th	0.578	0.578	
Rating of Health Care (Q13)	2.32	2.38	2.43	2.46	2.4207	50th	0.982	0.982	1.105
Rating of Personal Doctor (Q23)	2.43	2.50	2.53	2.57	2.5749	90th	1.444	1.444	1.625
Rating of Specialist (Q27)	2.48	2.51	2.56	2.59	2.5396	50th	0.982	0.982	1.105
Rating of Health Plan (Q35)	2.35	2.43	2.48	2.53	2.4870	75th	2.542	2.542	2.860
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							8.377	8.377	8.775

* 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: 2016 Accreditation. The CAHPS® *Coordination of Care* measure was added to 2016 accreditation scoring. In keeping, organizations accredited using 2016 standards will be scored using the organization's submitted rate for this measure.

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 2016 may receive points for the *Advising Smokers and Tobacco Users to Quit* and the *Flu Vaccination for Adults 18-64* HEDIS® clinical measure requirements through the administration of the CAHPS® 5.0H survey.[20]

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).

Medical Assistance with Smoking and Tobacco Cessation

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

Scoring for the *Advising Smokers and Tobacco Users to Quit* Measure				
	National Benchmark and Threshold Percentiles			
	90th	75th	50th	25th
National	82%	79%	77%	74%
Your Plan's 2017 Score			**61.4%**	

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.

Flu Vaccination for Adults Ages 18-64

The table below displays the *Flu Vaccination for Adults 18-64* national benchmark and thresholds alongside your plan's score.

Scoring for the *Flu Vaccination for Adults 18-64* Measure				
	National Benchmark and Threshold Percentiles			
	90th	75th	50th	25th
National	49%	45%	39%	35%
Your Plan's 2017 Score			**41.4%**	

Note: Please note that a Flu Vaccination for Adults 18-64 score of NA indicates that the number of valid responses for the current survey administration period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

[20] 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* or *Flu Vaccination for Adults 8 to 64* measures. The scores 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* (2017) for further details about required HEDIS® results and scoring.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2017) and *Accreditation Benchmarks and Thresholds* (2017) documents for further details about HEDIS® scoring, benchmarks, and thresholds.

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 *Flu Vaccination for Adults 18-64 rate* (prior to scoring) of Medicaid plans that operate in the following HHS regions: New York, Atlanta, and San Francisco.

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[21] 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 Mode

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

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

Segmentation Analysis

Presbyterian Centennial Care

Plan Summary Rates by Respondent's Age (Q52)

Medicaid Adult CAHPS®

393 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	34	82.4%	21	81.0%	24	70.8%	62	87.1%	16.3%
6	Obtained appointment for care as soon as needed	57	71.9%	31	80.6%	44	79.5%	111	73.9%	7.6%
10	Doctor/health provider talked about reasons you might want to take a medicine	27	85.2%	13	92.3%	23	87.0%	64	93.8%	8.6%
11	Doctor/health provider talked about reasons you might not want to take a medicine	27	70.4%	13	84.6%	22	72.7%	62	67.7%	5.0%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	27	88.9%	13	84.6%	23	60.9%	62	75.8%	28.0%
14	Ease of getting care, tests, or treatment needed	68	80.9%	34	85.3%	41	73.2%	119	84.0%	10.8%
17	Doctors explained things in an understandable way	52	96.2%	29	93.1%	41	90.2%	115	89.6%	6.6%
18	Doctors listened carefully to you	51	92.2%	29	86.2%	41	90.2%	115	91.3%	2.0%
19	Doctors showed respect for what you had to say	51	96.1%	29	89.7%	41	90.2%	114	93.9%	5.9%
20	Doctors spent enough time with you	52	94.2%	29	82.8%	40	90.0%	115	87.0%	7.2%
25	Obtained appointment with specialist as soon as needed	31	71.0%	12	75.0%	30	93.3%	80	77.5%	22.3%
31	Getting information/help from customer service	36	91.7%	18	94.4%	25	88.0%	55	81.8%	9.9%
32	Treated with courtesy and respect by customer service staff	36	94.4%	18	94.4%	25	88.0%	55	92.7%	6.4%
Q#	Composites & Key Questions									
	Getting Needed Care		76.0%		80.2%		83.3%		80.8%	7.3%
	Getting Care Quickly		77.2%		80.8%		75.2%		80.5%	5.3%
	How Well Doctors Communicate		94.7%		88.0%		90.2%		90.5%	4.5%
	Customer Service		93.1%		94.4%		88.0%		87.3%	5.8%
	Shared Decision Making		81.5%		87.2%		73.5%		79.1%	8.0%
8	Health Promotion and Education	70	75.7%	34	64.7%	42	81.0%	119	67.2%	13.8%
22	Coordination of Care	26	88.5%	13	84.6%	27	85.2%	72	79.2%	9.3%
29	Providing Needed Information	27	59.3%	6	83.3%	8	62.5%	30	66.7%	7.4%
34	Ease of Filling Out Forms	115	92.2%	51	94.1%	64	95.3%	150	90.7%	4.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
13	Rating of Health Care	72	72.2%	34	82.4%	42	69.0%	120	70.8%	3.2%
23	Rating of Personal Doctor	74	87.8%	35	85.7%	50	84.0%	126	78.6%	9.2%
27	Rating of Specialist	26	88.5%	9	77.8%	29	96.6%	73	74.0%	22.6%
35	Rating of Health Plan	118	79.7%	51	82.4%	61	78.7%	151	76.8%	2.9%
Q#	Rating Items (Summary Rate = 9 + 10)									
13	Rating of Health Care	72	51.4%	34	64.7%	42	54.8%	120	55.0%	3.6%
23	Rating of Personal Doctor	74	74.3%	35	71.4%	50	68.0%	126	64.3%	10.0%
27	Rating of Specialist	26	69.2%	9	44.4%	29	79.3%	73	67.1%	12.2%
35	Rating of Health Plan	118	60.2%	51	64.7%	61	60.7%	151	61.6%	1.4%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 35-44, this segment is not included in range calculations.

** 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

Plan Summary Rates by Respondent's Education (Q54)

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	73	76.7%	65	87.7%	11.0%
6	Obtained appointment for care as soon as needed	129	72.9%	106	79.2%	6.3%
10	Doctor/health provider talked about reasons you might want to take a medicine	65	86.2%	61	95.1%	8.9%
11	Doctor/health provider talked about reasons you might not want to take a medicine	62	59.7%	61	83.6%	23.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	63	79.4%	61	75.4%	4.0%
14	Ease of getting care, tests, or treatment needed	136	78.7%	121	84.3%	5.6%
17	Doctors explained things in an understandable way	126	89.7%	105	94.3%	4.6%
18	Doctors listened carefully to you	126	89.7%	104	91.3%	1.6%
19	Doctors showed respect for what you had to say	126	92.9%	103	94.2%	1.3%
20	Doctors spent enough time with you	126	88.1%	104	90.4%	2.3%
25	Obtained appointment with specialist as soon as needed	80	82.5%	70	74.3%	8.2%
31	Getting information/help from customer service	72	91.7%	59	83.1%	8.6%
32	Treated with courtesy and respect by customer service staff	72	94.4%	59	89.8%	4.6%
Q#	Composites & Key Questions					
	Getting Needed Care		80.6%		79.3%	1.3%
	Getting Care Quickly		74.8%		83.5%	8.7%
	How Well Doctors Communicate		90.1%		92.6%	2.5%
	Customer Service		93.1%		86.5%	6.6%
	Shared Decision Making		75.1%		84.7%	9.6%
8	Health Promotion and Education	136	69.9%	124	72.6%	2.7%
22	Coordination of Care	71	85.9%	62	79.0%	6.9%
29	Providing Needed Information	31	67.7%	39	59.0%	8.7%
34	Ease of Filling Out Forms	197	92.9%	172	92.4%	0.5%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	139	71.2%	124	73.4%	2.2%
23	Rating of Personal Doctor	151	83.4%	126	82.5%	0.9%
27	Rating of Specialist	75	82.7%	60	80.0%	2.7%
35	Rating of Health Plan	198	81.3%	175	76.6%	4.7%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	139	58.3%	124	51.6%	6.7%
23	Rating of Personal Doctor	151	69.5%	126	69.0%	0.5%
27	Rating of Specialist	75	68.0%	60	66.7%	1.3%
35	Rating of Health Plan	198	66.2%	175	56.6%	9.6%

* 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

Plan Summary Rates by Respondent's Ethnicity (Q55)

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	68	77.9%	71	84.5%	6.6%
6	Obtained appointment for care as soon as needed	130	76.2%	108	73.1%	3.1%
10	Doctor/health provider talked about reasons you might want to take a medicine	64	87.5%	61	93.4%	5.9%
11	Doctor/health provider talked about reasons you might not want to take a medicine	61	62.3%	61	77.0%	14.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	63	81.0%	60	71.7%	9.3%
14	Ease of getting care, tests, or treatment needed	135	81.5%	122	82.0%	0.5%
17	Doctors explained things in an understandable way	122	91.8%	111	91.0%	0.8%
18	Doctors listened carefully to you	121	91.7%	111	89.2%	2.5%
19	Doctors showed respect for what you had to say	121	95.9%	110	90.0%	5.9%
20	Doctors spent enough time with you	122	92.6%	110	84.5%	8.1%
25	Obtained appointment with specialist as soon as needed	78	79.5%	74	77.0%	2.5%
31	Getting information/help from customer service	76	88.2%	57	86.0%	2.2%
32	Treated with courtesy and respect by customer service staff	76	93.4%	57	91.2%	2.2%
Q#	Composites & Key Questions					
	Getting Needed Care		80.5%		79.5%	1.0%
	Getting Care Quickly		77.1%		78.8%	1.8%
	How Well Doctors Communicate		93.0%		88.7%	4.3%
	Customer Service		90.8%		88.6%	2.2%
	Shared Decision Making		76.9%		80.7%	3.8%
8	Health Promotion and Education	137	70.1%	124	71.8%	1.7%
22	Coordination of Care	70	82.9%	66	81.8%	1.1%
29	Providing Needed Information	35	60.0%	37	67.6%	7.6%
34	Ease of Filling Out Forms	212	93.9%	162	90.1%	3.8%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	138	73.2%	125	71.2%	2.0%
23	Rating of Personal Doctor	157	82.8%	124	83.1%	0.3%
27	Rating of Specialist	71	78.9%	65	84.6%	5.7%
35	Rating of Health Plan	212	83.0%	164	73.8%	9.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	138	59.4%	125	49.6%	9.8%
23	Rating of Personal Doctor	157	72.0%	124	64.5%	7.5%
27	Rating of Specialist	71	60.6%	65	75.4%	14.8%
35	Rating of Health Plan	212	66.0%	164	55.5%	10.5%

* 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

Plan Summary Rates by Respondent's Race (Q56)

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtained needed care right away	86	84.9%	4	75.0%	53	71.7%	13.2%
6	Obtained appointment for care as soon as needed	143	78.3%	6	33.3%	92	70.7%	7.6%
10	Doctor/health provider talked about reasons you might want to take a medicine	82	89.0%	4	100.0%	46	93.5%	4.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	80	77.5%	4	50.0%	45	57.8%	19.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	80	78.8%	4	50.0%	46	80.4%	1.6%
14	Ease of getting care, tests, or treatment needed	168	82.1%	5	80.0%	91	81.3%	0.8%
17	Doctors explained things in an understandable way	147	93.9%	5	60.0%	88	84.1%	9.8%
18	Doctors listened carefully to you	146	89.7%	5	60.0%	88	87.5%	2.2%
19	Doctors showed respect for what you had to say	146	92.5%	5	80.0%	87	93.1%	0.6%
20	Doctors spent enough time with you	146	89.0%	5	80.0%	88	86.4%	2.6%
25	Obtained appointment with specialist as soon as needed	103	79.6%	2	100.0%	48	79.2%	0.4%
31	Getting information/help from customer service	79	89.9%	3	66.7%	51	86.3%	3.6%
32	Treated with courtesy and respect by customer service staff	79	96.2%	3	100.0%	51	86.3%	9.9%
Q#	Composites & Key Questions							
	Getting Needed Care		80.9%		90.0%		80.3%	0.6%
	Getting Care Quickly		81.6%		54.2%		71.2%	10.4%
	How Well Doctors Communicate		91.3%		70.0%		87.8%	3.5%
	Customer Service		93.1%		83.4%		86.3%	6.8%
	Shared Decision Making		81.8%		66.7%		77.2%	4.5%
8	Health Promotion and Education	169	69.2%	5	40.0%	94	77.7%	8.5%
22	Coordination of Care	87	83.9%	5	60.0%	51	78.4%	5.5%
29	Providing Needed Information	43	72.1%	3	33.3%	29	58.6%	13.5%
34	Ease of Filling Out Forms	227	93.4%	8	87.5%	136	89.0%	4.4%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	171	73.1%	5	80.0%	94	71.3%	1.8%
23	Rating of Personal Doctor	177	84.2%	5	80.0%	99	81.8%	2.4%
27	Rating of Specialist	95	83.2%	1	100.0%	41	80.5%	2.7%
35	Rating of Health Plan	231	79.2%	7	85.7%	134	79.1%	0.1%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	171	55.0%	5	60.0%	94	54.3%	0.7%
23	Rating of Personal Doctor	177	67.2%	5	80.0%	99	70.7%	3.5%
27	Rating of Specialist	95	70.5%	1	0.0%	41	61.0%	9.5%
35	Rating of Health Plan	231	60.2%	7	71.4%	134	63.4%	3.2%

* "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. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

*** 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

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

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	38	84.2%	48	87.5%	57	75.4%	12.1%
6	Obtained appointment for care as soon as needed	66	72.7%	89	71.9%	87	77.0%	5.1%
10	Doctor/health provider talked about reasons you might want to take a medicine	29	89.7%	43	86.0%	55	94.5%	8.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	29	65.5%	43	65.1%	52	76.9%	11.8%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	29	79.3%	43	69.8%	53	81.1%	11.3%
14	Ease of getting care, tests, or treatment needed	76	85.5%	97	83.5%	89	76.4%	9.1%
17	Doctors explained things in an understandable way	65	93.8%	87	90.8%	83	90.4%	3.4%
18	Doctors listened carefully to you	64	93.8%	87	86.2%	83	92.8%	7.6%
19	Doctors showed respect for what you had to say	64	92.2%	87	94.3%	82	92.7%	2.1%
20	Doctors spent enough time with you	65	90.8%	87	88.5%	82	86.6%	4.2%
25	Obtained appointment with specialist as soon as needed	32	75.0%	56	80.4%	64	79.7%	5.4%
31	Getting information/help from customer service	36	86.1%	46	91.3%	51	84.3%	7.0%
32	Treated with courtesy and respect by customer service staff	36	94.4%	46	95.7%	51	88.2%	7.5%
Q#	Composites & Key Questions							
	Getting Needed Care		80.3%		82.0%		78.1%	3.9%
	Getting Care Quickly		78.5%		79.7%		76.2%	3.5%
	How Well Doctors Communicate		92.7%		90.0%		90.6%	2.7%
	Customer Service		90.3%		93.5%		86.3%	7.3%
	Shared Decision Making		78.2%		73.6%		84.2%	10.5%
8	Health Promotion and Education	78	67.9%	97	70.1%	89	73.0%	5.1%
22	Coordination of Care	37	86.5%	45	86.7%	56	78.6%	8.1%
29	Providing Needed Information	28	57.1%	19	78.9%	26	61.5%	21.8%
34	Ease of Filling Out Forms	131	93.9%	136	92.6%	112	89.3%	4.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	79	77.2%	99	77.8%	89	61.8%	16.0%
23	Rating of Personal Doctor	89	87.6%	102	80.4%	92	80.4%	7.2%
27	Rating of Specialist	30	90.0%	50	86.0%	57	73.7%	16.3%
35	Rating of Health Plan	132	81.8%	136	80.1%	112	73.2%	8.6%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	79	59.5%	99	57.6%	89	47.2%	12.3%
23	Rating of Personal Doctor	89	76.4%	102	63.7%	92	66.3%	12.7%
27	Rating of Specialist	30	70.0%	50	74.0%	57	61.4%	12.6%
35	Rating of Health Plan	132	68.2%	136	62.5%	112	52.7%	15.5%

* 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

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

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	49	87.8%	37	81.1%	57	77.2%	10.6%
6	Obtained appointment for care as soon as needed	80	72.5%	77	70.1%	86	79.1%	9.0%
10	Doctor/health provider talked about reasons you might want to take a medicine	34	88.2%	38	89.5%	56	92.9%	4.7%
11	Doctor/health provider talked about reasons you might not want to take a medicine	34	70.6%	37	62.2%	54	75.9%	13.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	34	73.5%	37	73.0%	55	81.8%	8.8%
14	Ease of getting care, tests, or treatment needed	95	84.2%	81	82.7%	87	78.2%	6.0%
17	Doctors explained things in an understandable way	80	95.0%	74	91.9%	83	88.0%	7.0%
18	Doctors listened carefully to you	79	93.7%	74	89.2%	83	89.2%	4.5%
19	Doctors showed respect for what you had to say	79	94.9%	74	93.2%	82	91.5%	3.4%
20	Doctors spent enough time with you	80	93.8%	74	87.8%	82	84.1%	9.7%
25	Obtained appointment with specialist as soon as needed	40	72.5%	52	78.8%	62	82.3%	9.8%
31	Getting information/help from customer service	37	91.9%	45	86.7%	52	84.6%	7.3%
32	Treated with courtesy and respect by customer service staff	37	89.2%	45	97.8%	52	90.4%	8.6%
Q#	**Composites & Key Questions**							
	Getting Needed Care		78.4%		80.8%		80.3%	2.4%
	Getting Care Quickly		80.2%		75.6%		78.2%	4.6%
	How Well Doctors Communicate		94.4%		90.5%		88.2%	6.1%
	Customer Service		90.6%		92.3%		87.5%	4.8%
	Shared Decision Making		77.4%		74.9%		83.5%	8.6%
8	Health Promotion and Education	96	69.8%	81	70.4%	88	71.6%	1.8%
22	Coordination of Care	47	87.2%	38	81.6%	54	81.5%	5.7%
29	Providing Needed Information	24	54.2%	24	66.7%	25	72.0%	17.8%
34	Ease of Filling Out Forms	153	93.5%	114	92.1%	113	90.3%	3.2%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
13	Rating of Health Care	99	78.8%	81	71.6%	88	67.0%	11.8%
23	Rating of Personal Doctor	105	92.4%	88	75.0%	92	79.3%	17.4%
27	Rating of Specialist	37	81.1%	46	84.8%	55	80.0%	4.8%
35	Rating of Health Plan	152	80.9%	113	78.8%	116	75.9%	5.0%
Q#	**Rating Items (Summary Rate = 9 + 10)**							
13	Rating of Health Care	99	58.6%	81	51.9%	88	54.5%	6.7%
23	Rating of Personal Doctor	105	79.0%	88	59.1%	92	66.3%	19.9%
27	Rating of Specialist	37	70.3%	46	67.4%	55	67.3%	3.0%
35	Rating of Health Plan	152	67.8%	113	62.8%	116	52.6%	15.2%

* 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

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

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	Less than three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	50	84.0%	90	81.1%	2.9%
6	Obtained appointment for care as soon as needed	116	69.0%	123	78.9%	9.9%
10	Doctor/health provider talked about reasons you might want to take a medicine	38	86.8%	91	92.3%	5.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	37	62.2%	89	74.2%	12.0%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	37	67.6%	90	81.1%	13.5%
14	Ease of getting care, tests, or treatment needed	126	80.2%	139	82.7%	2.6%
17	Doctors explained things in an understandable way	111	88.3%	121	94.2%	5.9%
18	Doctors listened carefully to you	110	89.1%	121	91.7%	2.6%
19	Doctors showed respect for what you had to say	110	91.8%	120	95.0%	3.2%
20	Doctors spent enough time with you	111	88.3%	120	88.3%	0.0%
25	Obtained appointment with specialist as soon as needed	53	77.4%	97	78.4%	1.0%
31	Getting information/help from customer service	62	82.3%	69	91.3%	9.0%
32	Treated with courtesy and respect by customer service staff	62	95.2%	69	89.9%	5.3%
Q#	**Composites & Key Questions**					
	Getting Needed Care		78.8%		80.5%	1.8%
	Getting Care Quickly		76.5%		80.0%	3.5%
	How Well Doctors Communicate		89.4%		92.3%	2.9%
	Customer Service		88.7%		90.6%	1.9%
	Shared Decision Making		72.2%		82.5%	10.3%
8	Health Promotion and Education	129	63.6%	139	77.7%	14.1%
22	Coordination of Care	41	78.0%	93	84.9%	6.9%
29	Providing Needed Information	38	63.2%	35	65.7%	2.6%
34	Ease of Filling Out Forms	233	92.3%	139	91.4%	0.9%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
13	Rating of Health Care	130	76.2%	141	68.8%	7.4%
23	Rating of Personal Doctor	151	82.1%	127	83.5%	1.3%
27	Rating of Specialist	46	80.4%	89	82.0%	1.6%
35	Rating of Health Plan	233	77.3%	141	80.9%	3.6%
Q#	**Rating Items (Summary Rate = 9 + 10)**					
13	Rating of Health Care	130	53.8%	141	56.0%	2.2%
23	Rating of Personal Doctor	151	68.2%	127	70.1%	1.9%
27	Rating of Specialist	46	60.9%	89	69.7%	8.8%
35	Rating of Health Plan	233	61.8%	141	60.3%	1.5%

* 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Presbyterian Centennial Care

Plan Summary Rates by Data Collection Mode

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Attributes	Mail		Phone		Internet		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	84	85.7%	52	76.9%	8	75.0%	8.8%
6	Obtained appointment for care as soon as needed	157	79.0%	73	65.8%	16	68.8%	13.2%
10	Doctor/health provider talked about reasons you might want to take a medicine	77	92.2%	44	88.6%	8	87.5%	3.6%
11	Doctor/health provider talked about reasons you might not want to take a medicine	74	67.6%	44	70.5%	8	100.0%	2.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	75	74.7%	44	86.4%	8	50.0%	11.7%
14	Ease of getting care, tests, or treatment needed	166	83.7%	82	78.0%	17	76.5%	5.7%
17	Doctors explained things in an understandable way	155	91.6%	69	91.3%	15	93.3%	0.3%
18	Doctors listened carefully to you	154	93.5%	69	85.5%	15	86.7%	8.0%
19	Doctors showed respect for what you had to say	153	94.8%	69	91.3%	15	86.7%	3.5%
20	Doctors spent enough time with you	154	89.0%	69	89.9%	15	80.0%	0.9%
25	Obtained appointment with specialist as soon as needed	104	80.8%	44	72.7%	7	85.7%	8.0%
31	Getting information/help from customer service	77	85.7%	50	90.0%	9	88.9%	4.3%
32	Treated with courtesy and respect by customer service staff	77	89.6%	50	96.0%	9	100.0%	6.4%
Q#	**Composites & Key Questions**							
	Getting Needed Care		82.3%		75.4%		81.1%	6.9%
	Getting Care Quickly		82.3%		71.3%		71.9%	11.0%
	How Well Doctors Communicate		92.2%		89.5%		86.7%	2.7%
	Customer Service		87.7%		93.0%		94.4%	5.3%
	Shared Decision Making		78.1%		81.8%		79.2%	3.7%
8	Health Promotion and Education	169	71.6%	82	70.7%	17	64.7%	0.9%
22	Coordination of Care	90	86.7%	43	76.7%	7	71.4%	9.9%
29	Providing Needed Information	33	60.6%	32	68.8%	8	62.5%	8.1%
34	Ease of Filling Out Forms	237	93.7%	121	89.3%	25	92.0%	4.4%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
13	Rating of Health Care	172	73.8%	82	69.5%	17	70.6%	4.3%
23	Rating of Personal Doctor	180	82.8%	89	85.4%	18	72.2%	2.6%
27	Rating of Specialist	94	79.8%	40	85.0%	5	100.0%	5.2%
35	Rating of Health Plan	235	76.6%	124	81.5%	25	84.0%	4.9%
Q#	**Rating Items (Summary Rate = 9 + 10)**							
13	Rating of Health Care	172	55.8%	82	56.1%	17	41.2%	0.3%
23	Rating of Personal Doctor	180	68.9%	89	68.5%	18	66.7%	0.3%
27	Rating of Specialist	94	70.2%	40	60.0%	5	80.0%	10.2%
35	Rating of Health Plan	235	62.1%	124	60.5%	25	60.0%	1.6%

* Range is the difference between Summary Rates shown. Due to the small number of respondents who answered the survey via Internet, this segment is not included in range calculations.

** 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 2016 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 0 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 2016 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

Presbyterian Centennial Care

Attribute Correlations with Key Rating Questions

Medicaid Adult CAHPS®

393 Total Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients* with Q35 - Health Plan	Correlation Coefficients* with Q13 - Health Care	Correlation Coefficients* with Q23 - Personal Doctor	Plan Summary Rate	2016 Quality Compass All Plans**
Getting Needed Care	Q14. Ease of getting care, tests, or treatment needed	0.315	**0.511**	0.362	81.5%	82.8%
	Q25. Obtained appointment with specialist as soon as needed	0.273	0.298	0.221	78.7%	78.5%
Getting Care Quickly	Q4. Obtained needed care right away	0.221	**0.460**	0.219	81.9%	83.1%
	Q6. Obtained appointment for care as soon as needed	0.180	0.252	0.184	74.4%	77.8%
How Well Doctors Communicate	Q17. Doctors explained things in an understandable way	0.224	0.385	**0.599**	91.6%	91.0%
	Q18. Doctors listened carefully to you	0.183	**0.400**	**0.536**	90.8%	91.1%
	Q19. Doctors showed respect for what you had to say	0.171	0.387	**0.603**	93.2%	92.5%
	Q20. Doctors spent enough time with you	0.206	0.386	**0.552**	88.7%	88.3%
Customer Service	Q31. Getting information/help from customer service	**0.466**	0.352	0.234	87.5%	81.3%
	Q32. Treated with courtesy and respect by customer service staff	0.381	**0.400**	0.169	92.6%	93.8%
Additional Measures	Q22. Coordination of Care	0.298	**0.428**	**0.472**	82.9%	81.8%
	Q29. Providing Needed Information	**0.414**	**0.499**	0.352	64.4%	68.2%
	Q34. Ease of Filling Out Forms	0.134	0.146	0.073	92.2%	94.2%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q13. Rating of Health Care	**0.672**	NA	**0.633**	72.3%	73.5%
	Q23. Rating of Personal Doctor	**0.488**	**0.633**	NA	82.9%	80.2%
	Q27. Rating of Specialist	0.399	**0.616**	0.325	82.0%	80.4%
	Q35. Rating of Health Plan	NA	**0.672**	**0.488**	78.6%	75.0%

* 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 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2016 (approximately 189 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

SPH Analytics 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 2017 Medicaid Adult SPH Analytics 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.

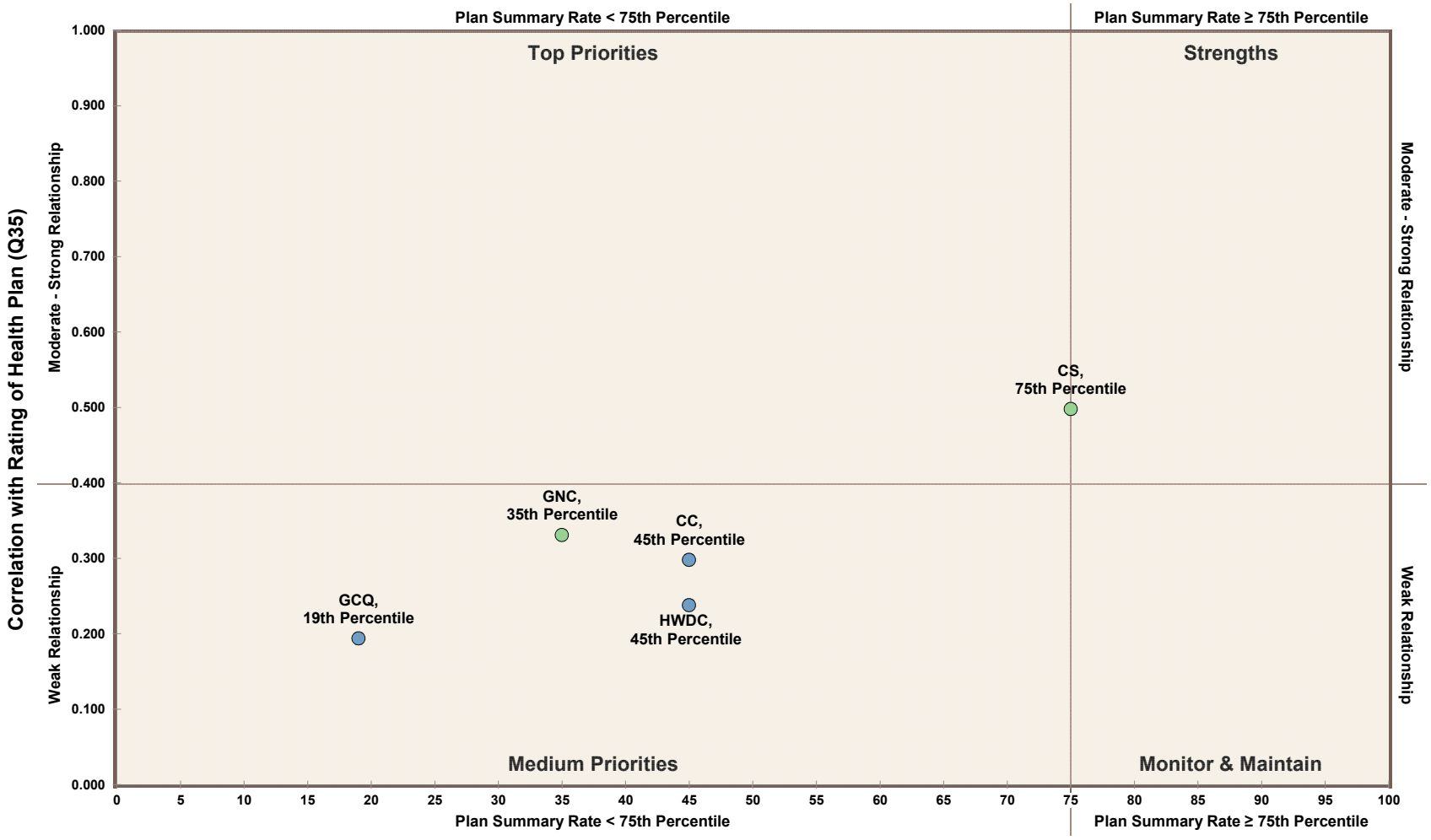
Chart 7A

Priority Matrix

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

Presbyterian Centennial Care

Medicaid Adult CAHPS®



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
CC	Coordination of Care (Q22)

Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 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 SPH Analytics in 2017. 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
- Customer Service
- Coordination of Care (Q22)
- 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 SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark is the mean Summary Rate from the Medicaid adult plans that submitted to NCQA in 2016.

Benchmark Percentile Rankings

This section compares your plan's current Summary Rate Score to the 2016 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates at or above the 75th percentile but below the 90th percentile are shaded light green, and Summary Rates at or above the 50th percentile but below the 75th are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds[22]

This section compares your plan's current unadjusted Three-Point Scores to trend Three-Point Scores (if applicable). This section also compares your current 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: 2017 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. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and 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 Three-Point Score calculation.

Three-Point Score Trend Comparisons

This section displays your plan's current Three-Point Scores and compares them to trend scores (if applicable).

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

Charts 8A – 8H

[22] The CAHPS® *Coordination of Care measure* was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

HEDIS/CAHPS® Composite Analysis

Getting Needed Care Composite

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Needed Care		**80.1%**		**81.8%**		**76.8%**
Q14. Ease of getting care, tests, or treatment needed	265	81.5%	222	85.1%	265	82.6%
Q25. Obtained appointment with specialist as soon as needed	155	78.7%	116	78.4%	138	71.0%

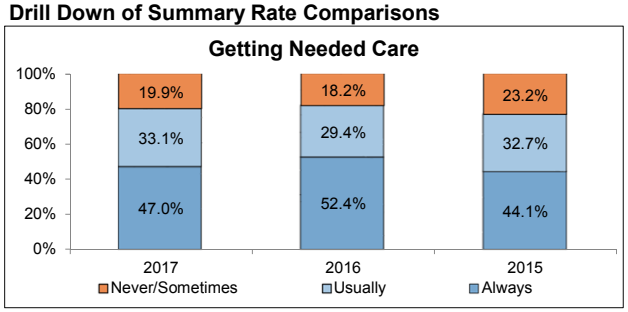
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

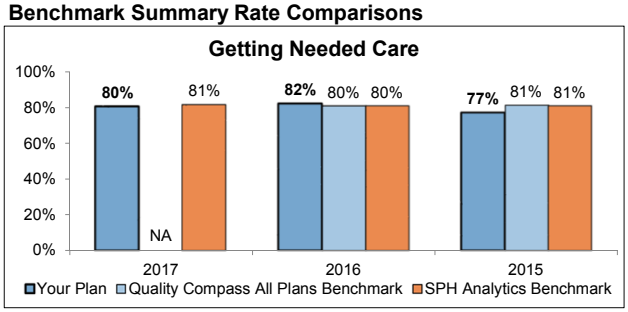
Getting Needed Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q14. Ease of getting care, tests, or treatment needed	0.315	**0.511**	0.362
Q25. Obtained appointment with specialist as soon as needed	0.273	0.298	0.221

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 Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**80.1%**	**42nd**	**80.4%**	**78.2%**	**81.1%**	**83.4%**	**85.7%**
Q14. Ease of getting care, tests, or treatment needed	81.5%	35th	82.8%	79.9%	83.2%	86.3%	88.3%
Q25. Obtained appointment with specialist as soon as needed	78.7%	49th	78.5%	75.8%	78.7%	81.6%	84.2%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

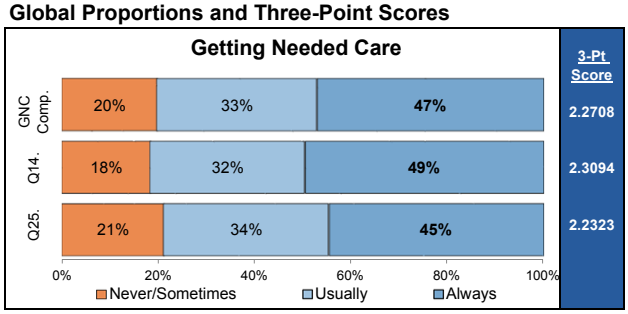
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Needed Care	**2017**	**2.2708**	<25th	2.28	2.35	2.41	2.45
	2016	**2.3421**	25th	2.31	2.37	2.42	2.45
	2015	**2.2092**	<25th	2.31	2.37	2.42	2.46

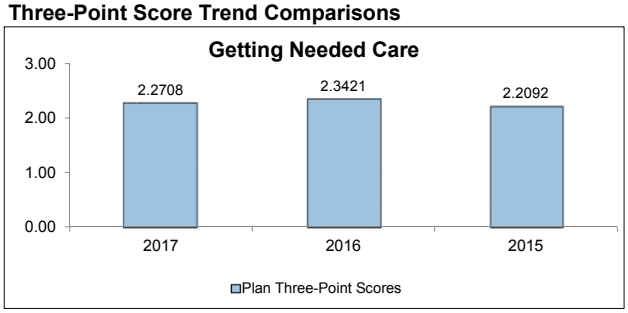
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Getting Care Quickly Composite

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Care Quickly		**78.2%**		**81.1%**		**77.5%**
Q4. Obtained needed care right away	144	81.9%	112	83.0%	140	82.9%
Q6. Obtained appointment for care as soon as needed	246	74.4%	196	79.1%	240	72.1%

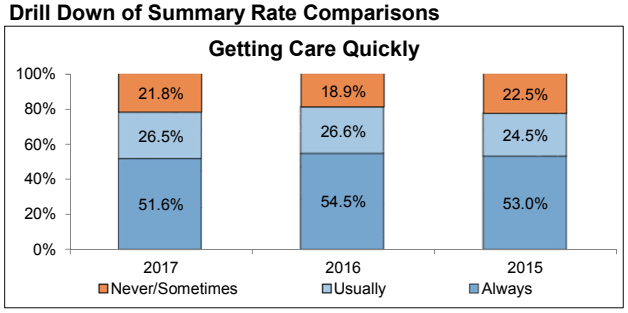
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

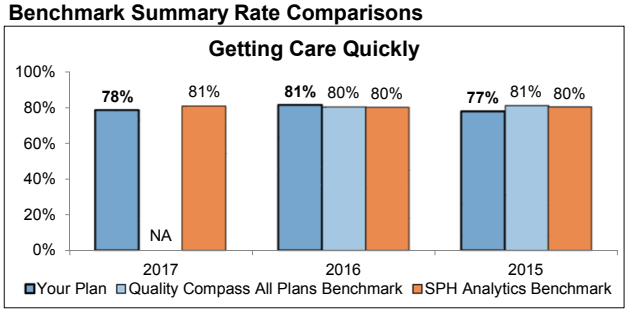
Getting Care Quickly	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q4. Obtained needed care right away	0.221	0.460	0.219
Q6. Obtained appointment for care as soon as needed	0.180	0.252	0.184

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 Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**78.2%**	**28th**	**80.1%**	**77.7%**	**80.5%**	**83.4%**	**85.7%**
Q4. Obtained needed care right away	81.9%	37th	83.1%	80.5%	83.2%	86.1%	88.1%
Q6. Obtained appointment for care as soon as needed	74.4%	22nd	77.8%	74.5%	78.8%	81.9%	83.8%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

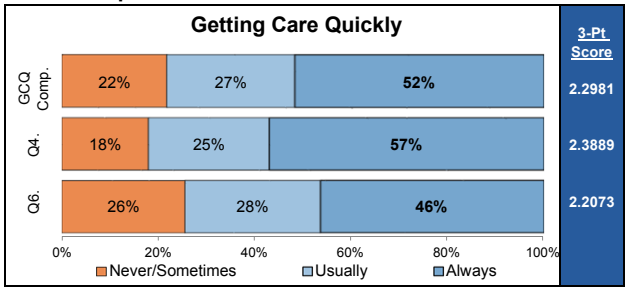
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Care Quickly	**2017**	**2.2981**	<25th	2.33	2.40	2.45	2.49
	2016	**2.3552**	<25th	2.36	2.42	2.46	2.49
	2015	**2.3045**	<25th	2.37	2.42	2.46	2.50

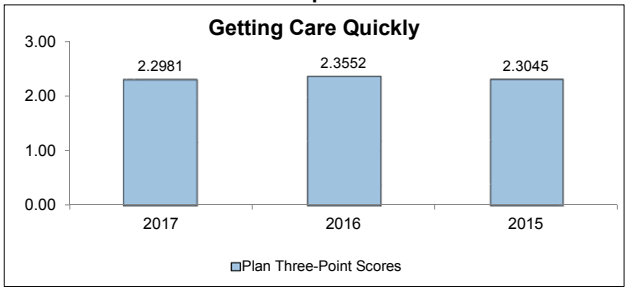
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Customer Service Composite

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Customer Service		**90.1%**		**90.0%**		**87.4%**
Q31. Getting information/help from customer service	136	87.5%	115	83.5%	126	82.5%
Q32. Treated with courtesy and respect by customer service staff	136	92.6%	115	96.5%	128	92.2%

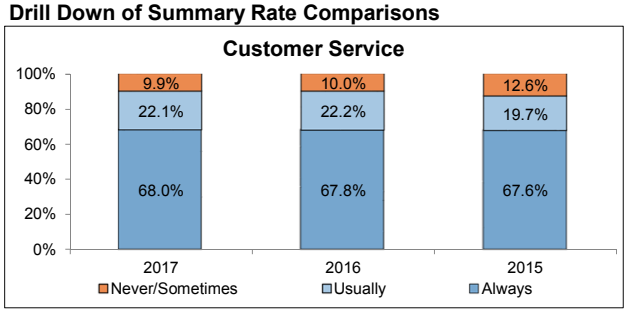
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

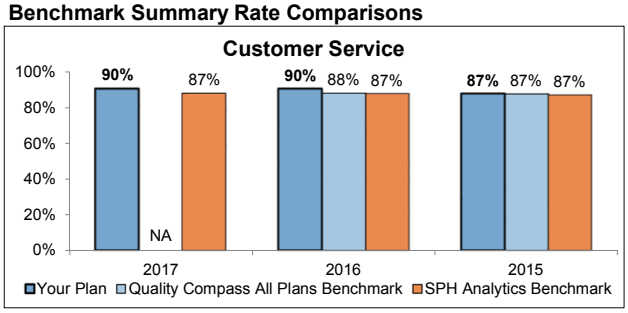
Customer Service	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q31. Getting information/help from customer service	0.466	0.352	0.234
Q32. Treated with courtesy and respect by customer service staff	0.381	0.400	0.169

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 Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	**90.1%**	**81st**	**87.5%**	**85.5%**	**87.5%**	**89.8%**	**91.0%**
Q31. Getting information/help from customer service	87.5%	94th	81.3%	78.2%	81.6%	83.7%	87.0%
Q32. Treated with courtesy and respect by customer service staff	92.6%	26th	93.8%	92.6%	93.9%	95.2%	96.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

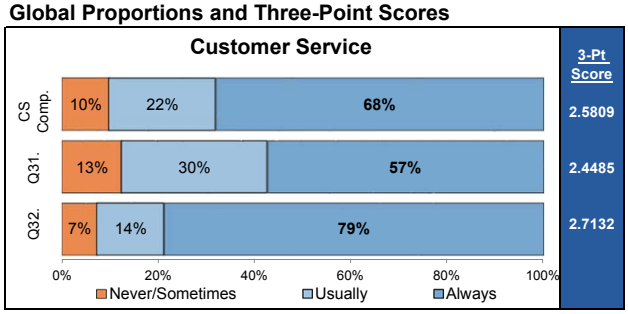
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Customer Service	**2017**	**2.5809**	75th	2.48	2.54	2.58	2.61
	2016	**2.5783**	50th	2.48	2.54	2.58	2.61
	2015	**2.5499**	50th	2.48	2.54	2.58	2.61

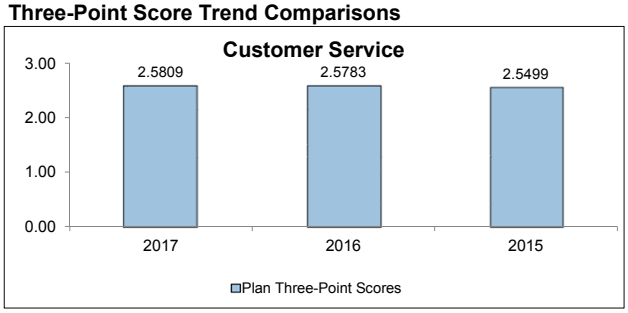
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Coordination of Care (Q22)

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Attribute		Your Plan's Summary Rates and Significance Testing					
		2017		2016		2015	
Q22.	Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	140	82.9%	110	80.0%	120	78.3%

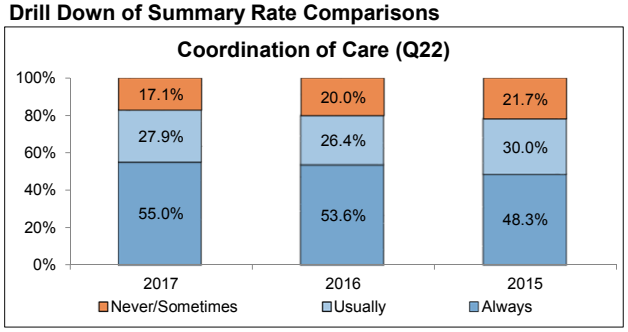
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

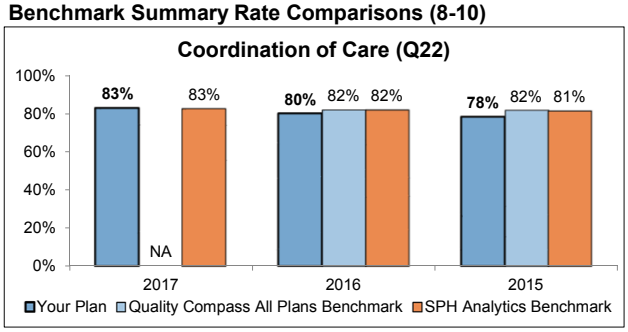
Coordination of Care		with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q22.	Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	0.298	0.428	0.472

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 Rankings

Attribute		Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
				Mean	25th	50th	75th	90th
Q22.	Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	**82.9%**	59th	81.8%	79.6%	81.6%	84.6%	86.6%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

Three-Point Score Trend Comparisons and Percentile Thresholds

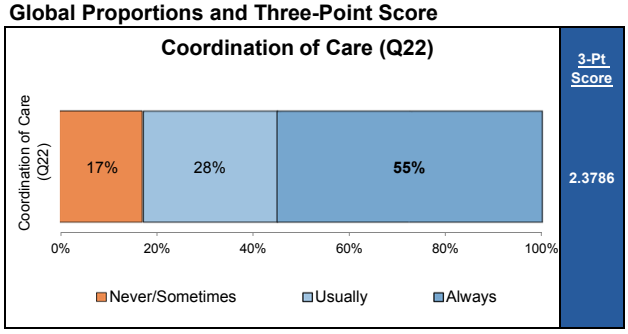
Attribute	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Coordination of Care (Q22)	2017	**2.3786**	25th	2.34	2.39	2.44	2.50
	2016	**2.3364**	25th	2.33	2.39	2.43	2.49
	2015	**2.2667**	NA	NA	NA	NA	NA

NCQA added the *Coordination of Care* CAHPS® measure to Accreditation 2016 scoring.

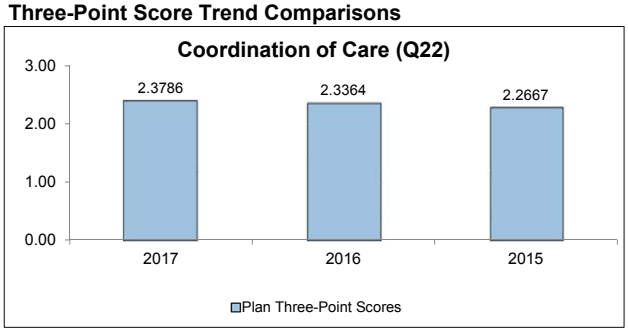
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Three-Point Score



Three-Point Score Trend Comparisons



NCQA added the *Coordination of Care* CAHPS® measure to Accreditation 2016 scoring.

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

HEDIS/CAHPS® Composite Analysis

Rating of Health Care (Q13)

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q13. Rating of Health Care (8-10)	271	72.3%	227	77.5%	269	71.4%
Q13. Rating of Health Care (9-10)	271	55.0%	227	53.3%	269	47.6%

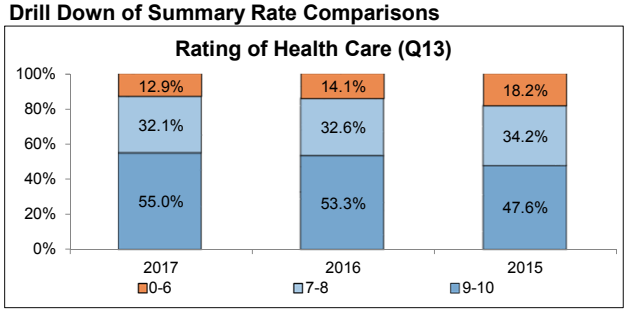
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

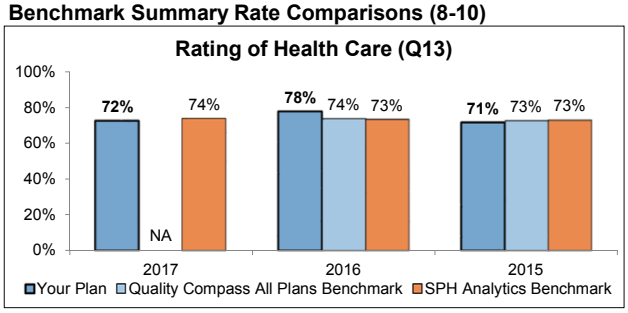
Rating of Health Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q13. Rating of Health Care (8-10)	0.672	NA	0.633

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 Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	**72.3%**	35th	73.5%	70.8%	74.1%	76.5%	78.9%
Q13. Rating of Health Care (9-10)	**55.0%**	62nd	53.6%	50.5%	53.8%	56.9%	59.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

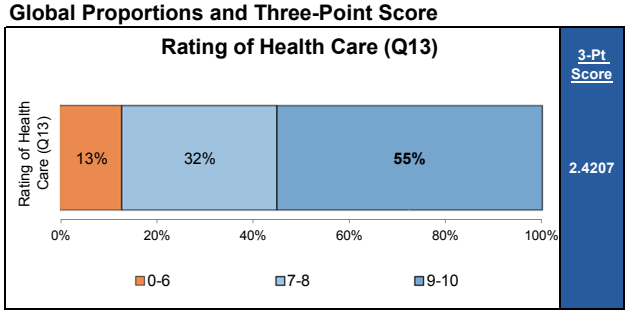
Benchmark Percentile Rankings

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q13)	**2017**	**2.4207**	50th	2.32	2.38	2.43	2.46
	2016	**2.3921**	50th	2.31	2.36	2.42	2.45
	2015	**2.2937**	25th	2.28	2.34	2.38	2.43

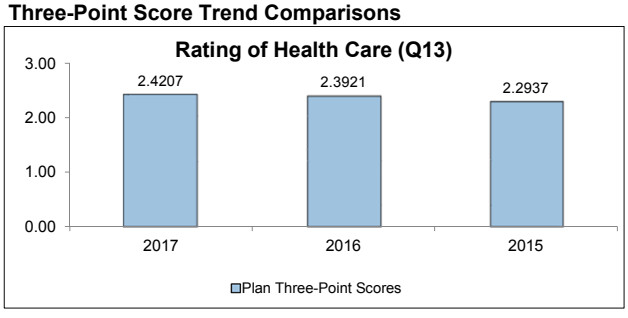
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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 composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Personal Doctor (Q23)

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q23. Rating of Personal Doctor (8-10)	287	82.9%	241	83.4%	277	79.8%
Q23. Rating of Personal Doctor (9-10)	287	68.6%	241	63.9%	277	62.8%

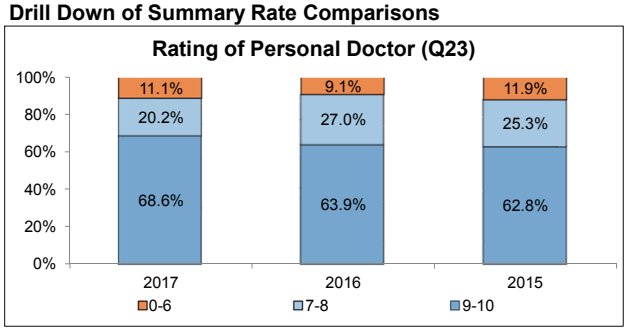
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

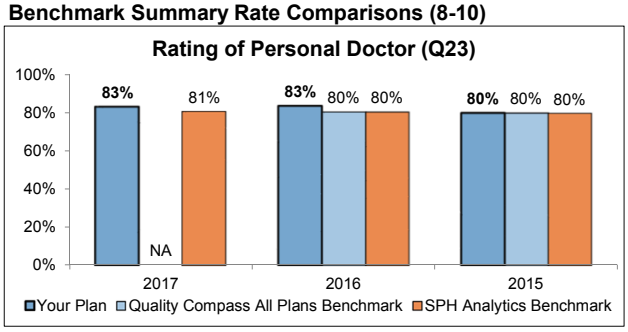
Rating of Personal Doctor	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q23. Rating of Personal Doctor (8-10)	0.488	0.633	NA

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 Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q23. Rating of Personal Doctor (8-10)	**82.9%**	80th	80.2%	77.9%	80.6%	82.5%	84.8%
Q23. Rating of Personal Doctor (9-10)	**68.6%**	77th	65.4%	62.3%	65.0%	68.1%	71.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

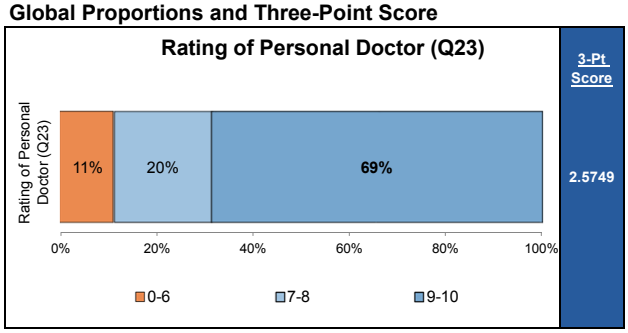
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q23)	**2017**	**2.5749**	90th	2.43	2.50	2.53	2.57
	2016	**2.5477**	75th	2.43	2.50	2.53	2.57
	2015	**2.5090**	50th	2.43	2.50	2.53	2.57

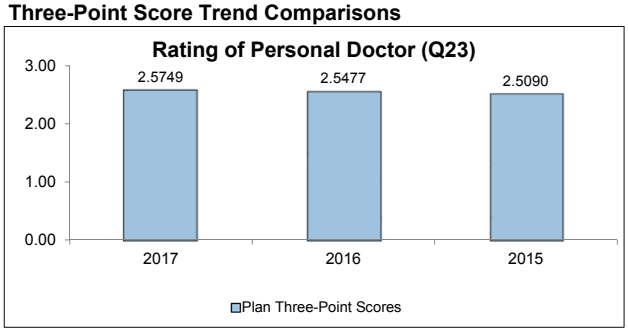
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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 composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Specialist (Q27)

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q27. Rating of Specialist (8-10)	139	82.0%	108	83.3%	135	77.8%
Q27. Rating of Specialist (9-10)	139	67.6%	108	68.5%	135	64.4%

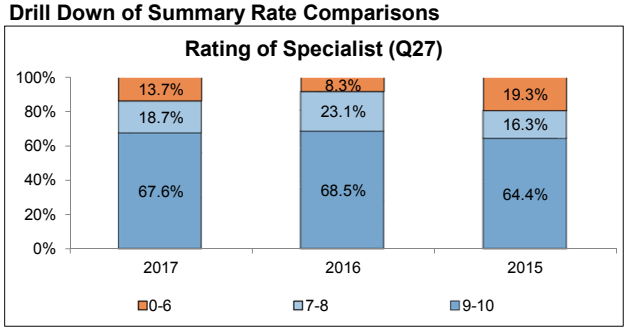
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

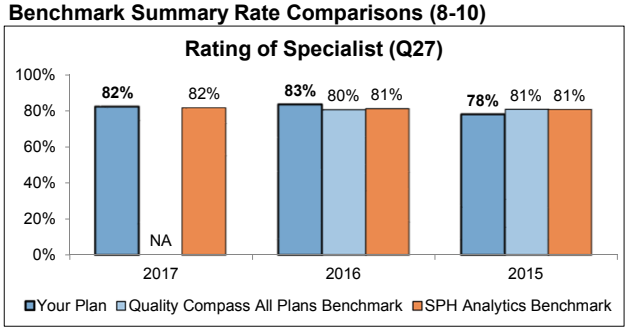
Rating of Specialist	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q27. Rating of Specialist (8-10)	0.399	0.616	0.325

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 Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q27. Rating of Specialist (8-10)	**82.0%**	65th	80.4%	78.1%	80.8%	82.8%	84.8%
Q27. Rating of Specialist (9-10)	**67.6%**	60th	66.0%	62.5%	66.0%	69.2%	72.6%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

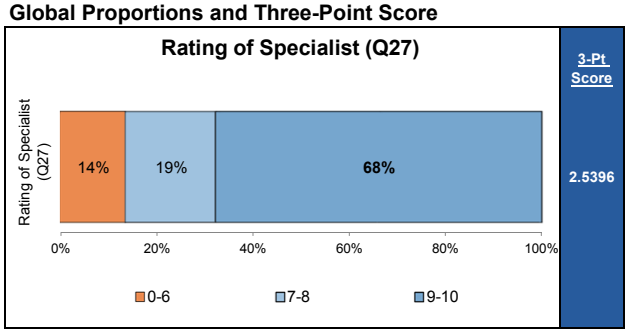
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Specialist (Q27)	**2017**	**2.5396**	50th	2.48	2.51	2.56	2.59
	2016	**2.6019**	90th	2.48	2.51	2.56	2.59
	2015	**2.4519**	<25th	2.48	2.51	2.56	2.59

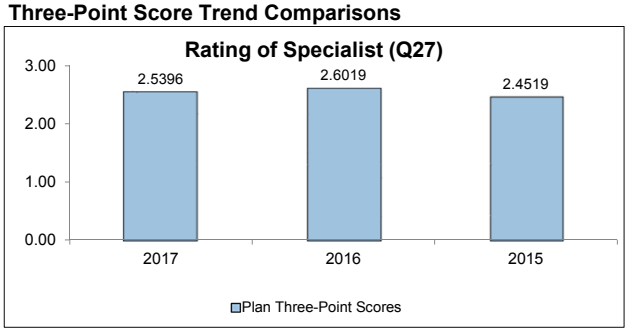
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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 composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Health Plan (Q35)

Presbyterian Centennial Care

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q35. Rating of Health Plan (8-10)	384	78.6%	325	80.9%	355	76.3%
Q35. Rating of Health Plan (9-10)	384	61.5%	325	61.5%	355	60.3%

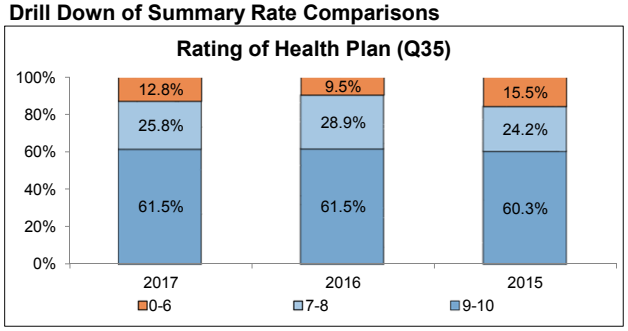
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

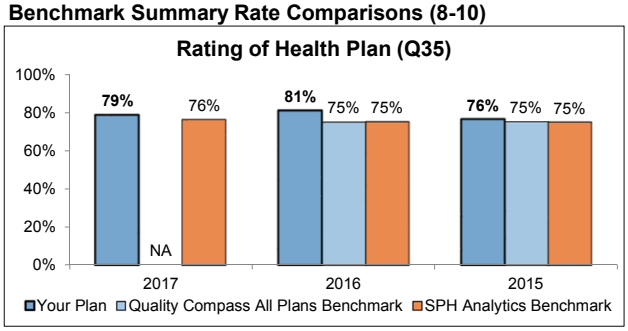
Rating of Health Plan	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q35. Rating of Health Plan (8-10)	NA	0.672	0.488

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 Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q35. Rating of Health Plan (8-10)	**78.6%**	73rd	75.0%	71.7%	75.7%	78.8%	81.4%
Q35. Rating of Health Plan (9-10)	**61.5%**	70th	57.7%	53.9%	58.1%	61.9%	65.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- 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.

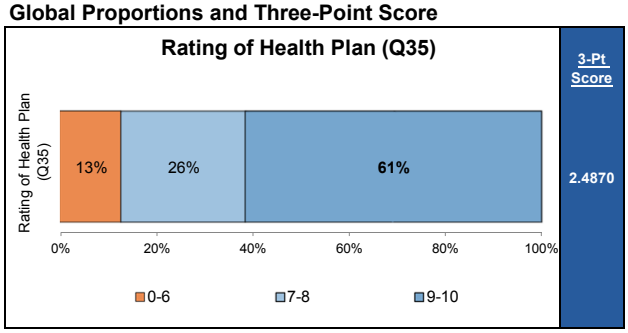
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q35)	**2017**	**2.4870**	<25th	2.35	2.43	2.48	2.53
	2016	**2.5200**	<25th	2.37	2.43	2.49	2.55
	2015	**2.4479**	<25th	2.35	2.43	2.49	2.54

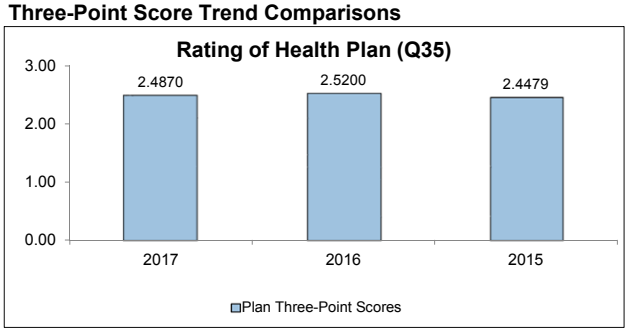
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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 composite or attribute. 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 0 to 1 with values close to 1 indicating a strong positive correlation. This analysis is shown on Page 6A.

Demographic Categories

SPH Analytics 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®	SPH Analytics
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®	SPH Analytics
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®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

Health and Human Services (HHS) 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

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3D and in Section 8 – *Composite Analyses* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Public Report 2016 (Medicaid) benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (151 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.

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	
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			
No		1	Q10 – Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Q11 – Did you and 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?
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 2017 SPH Analytics Medicaid Adult Book of Business benchmark. The SPH Analytics Book of Business consists of the 2017 Medicaid adult

data from each of the 58 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, SPH Analytics has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2017 SPH Analytics 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 2017 SPH Analytics 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 2017 SPH Analytics 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.

Report Sections

Profile of Survey Respondents

- Health Status and Mental/Emotional Health Status are defined by member.

Segmentation Analysis (Rating of Health Plan (Q35) by Respondent Demographics)

- Health Status and Mental/Emotional Health Status are defined by member.
- "Other" includes respondents who selected "Asian", "Native Hawaiian or other Pacific Islander", "American Indian or Alaska Native", or "Other" in Question 56.

Benchmark Comparisons

- Ranking indicates where your plan's Summary Rate Score ranks when compared to the specified benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

Global Proportions

- Three-Point Score is the sum of the 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 if its attributes' Three-Point Scores.
- 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

- If a plan receives and 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 which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at commendable.

Accreditation Assessment

- 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>Benchmarks and Thresholds >Learn More>Benchmarks and Thresholds: 2017 Accreditation.

Segmentation

- 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.
- For reporting purposes, "Other" on page 5D includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

Correlations

- 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.

Question Summaries

- Members who respond "No" to Question 33 are included in "Always" of Question 34, per NCQA, Volume 3, HEDIS 2016 guidelines.
- For the rolling average methodology, a score can be obtained one of two ways: (1) If at least 100 responses were achieved by combining 2016 scores and 2017 scores, the rolling average score is the average of the 2016 and 2017 scores. (2) If there were no scores for 2016 but there were at least 100 responses for 2017, the rolling average is the 2017 score. If the combined responses for 2016 and 2017 do not achieve at least 100 responses, then the measure will receive an "NA" by NCQA.
- The base for Questions 56 and 58 is the total number of respondents. Members were allowed to choose more than one response option; therefore, the sum of all figures may equal more than 100%.

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:

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

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 below 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.

SPH Analytics Book of Business
The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that were conducted by SPH Analytics and submitted to NCQA. In 2017, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the *Opportunity Analysis*. The 2016 Book of Business consists of 72 samples that were submitted to NCQA in 2016, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

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;" "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 "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 (questionnaire mailings contain an Internet option). 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

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
No	1
Yes	3

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

THANK YOU. ***Please return the completed survey in the postage-paid envelope.***

SPH Analytics
Attn: Survey Processing Department
PO Box 100072, Duluth, GA 30096-9876
Toll-Free: **1-877-476-7538**

4121148

2017 CAHPS 5.0 Adult Questionnaire (Medicaid): 04_MAS English 2-11x17

PRESBYTERIAN

SURVEY INSTRUCTIONS

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

  ☒ Yes ➔ **If Yes, Go to Question 1**
  ☐ No

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

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

If you want to know more about this study, please call 1-877-476-7538.

1. Our records show that you are now in

Presbyterian Centennial Care.

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 <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u> 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 <u>needed care right away</u>, 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 <u>check-up or routine care</u> 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 <u>check-up or routine care</u> 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, <u>not</u> 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. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No

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

☐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**

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

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do <u>not</u> 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 <u>mental or emotional</u> 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, 2016?

- ☐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

59. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

- ☐1 Yes
- ☐2 No

60. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

- ☐1 Yes
- ☐2 No

61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

- ☐1 Yes
- ☐2 No ➔ **If No, Go to Question 66**

62. In the last 6 months, who helped to coordinate your care?

- ☐1 Someone from your health plan
- ☐2 Someone from your doctor's office or clinic
- ☐3 Someone from another organization
- ☐4 A friend or family member
- ☐5 You

63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

- ☐1 Very dissatisfied
- ☐2 Dissatisfied
- ☐3 Neither dissatisfied nor satisfied
- ☐4 Satisfied
- ☐5 Very satisfied

64. Did your Care Coordinator sit down with you and create a Plan of Care?

- ☐1 Yes
- ☐2 No

65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

- ☐1 Very dissatisfied
- ☐2 Dissatisfied
- ☐3 Neither dissatisfied nor satisfied
- ☐4 Satisfied
- ☐5 Very satisfied

66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

- ☐1 Yes
- ☐2 No

67. In the past 6 months, have you had a problem with balance or walking?

- ☐1 Yes
- ☐2 No ➔ **Thank you. Please return the completed survey in the postage paid envelope.**

68. Did you fall in the past 6 months?

- ☐1 Yes
- ☐2 No

69. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

- ☐1 Yes
- ☐2 No
- ☐3 I had no visits in the past 6 months

70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: Suggest that you use a cane or walker. Check your blood pressure lying or standing. Suggest that you do an exercise or physical therapy program. Suggest a vision or hearing testing.

- ☐1 Yes
- ☐2 No
- ☐3 I had no visits in the past 6 months

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 393, 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 is presented on the following page 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 Presbyterian Centennial Care. Is that right?		Success	393
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	393
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	148
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	393
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	250
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	393
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	272
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	272
9	Q10. (SDM) Did you and 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	129
10	Q11. (SDM) Did you and 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	129
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	129
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	272
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	272
14	Q15. Do you have a personal doctor?		Success	393
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	299
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	240
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	240
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	240
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	240
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	240
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	142
22	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	299
23	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	393
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	156
25	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	156
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	143
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	393
28	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	73
29	Q30. In the last 6 months, did you get information or help from your health planâs customer service?		Success	393
30	Q31. (CS) In the last 6 months, how often did your health planâs customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	138
31	Q32. (CS) In the last 6 months, how often did your health planâs customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	138
32	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	393
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	386
34	Q35. What number would you use to rate your health plan?		Success	393
35	Q36. In general, how would you rate your overall health?		Success	393
36	Q37. In general, how would you rate your overall mental or emotional health?		Success	393
37	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)		Success	393
38	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	357
39	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	393
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	102
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	102

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	102
43	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	393
44	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	393
45	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	393
46	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	393
47	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	393
48	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	393
49	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	110
50	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	393
51	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	216
52	Q52. What is your age?		Success	393
53	Q53. Are you male or female?		Success	393
54	Q54. What is the highest grade or level of school that you have completed?		Success	393
55	Q55. Are you of Hispanic or Latino origin or descent?		Success	393
56	Q56. What is your race? Please mark one or more.		Success	393
57	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	264
58	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	49
59	Q1. Our records show that you are now in Presbyterian Centennial Care. Is that right?		Success	393
60	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	393
61	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	148
62	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	393
63	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	250
64	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	393
65	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	272
66	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	272
67	Q10. (SDM) Did you and 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	129
68	Q11. (SDM) Did you and 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	129
69	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	129
70	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	272
71	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	272
72	Q15. Do you have a personal doctor?		Success	393
73	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	299
74	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	240
75	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	240
76	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	240
77	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	240
78	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	240
79	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	142
80	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	299
81	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	393
82	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	156
83	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	156
84	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	143
85	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	393
86	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	73
87	Q30. In the last 6 months, did you get information or help from your health planâs customer service?		Success	393
88	Q31. (CS) In the last 6 months, how often did your health planâs customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	138
89	Q32. (CS) In the last 6 months, how often did your health planâs customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	138
90	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	393
91	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	386
92	Q35. What number would you use to rate your health plan?		Success	393
93	Q36. In general, how would you rate your overall health?		Success	393
94	Q37. In general, how would you rate your overall mental or emotional health?		Success	393
95	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)		Success	393
96	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)	fage = 1	Success	357
97	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	393
98	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	102
99	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	102
100	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	102
101	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	393
102	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	393
103	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	393

104	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	393
105	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	393
106	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	393
107	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	110
108	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	393
109	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	216
110	Q52. What is your age?		Success	393
111	Q53. Are you male or female?		Success	393
112	Q54. What is the highest grade or level of school that you have completed?		Success	393
113	Q55. Are you of Hispanic or Latino origin or descent?		Success	393
114	Q56. What is your race? Please mark one or more.		Success	393
115	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	264
116	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	49

		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 Presbyterian Centennial Care. Is that right?																				
Total Eligible	**393**	**120**	**52**	**65**	**153**	**201**	**178**	**144**	**246**	**217**	**167**	**236**	**8**	**136**	**134**	**138**	**117**	**156**	**116**	**118**
	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%***	***100.0%***	***100.0%***	***100.0%***	***100.0%***
Total Valid Responses	**372**	**117**	**49**	**63**	**140**	**189**	**170**	**139**	**230**	**207**	**158**	**221**	**8**	**128**	**126**	**130**	**113**	**148**	**109**	**113**
	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%***	***100.0%***	***100.0%***	***100.0%***	***100.0%***
No Answer	**21**	3	3	2	13	12	8	5	16	10	9	15	-	8	8	8	4	8	7	5
Yes	**372**	117	49	63	140	189	170	139	230	207	158	221	8	128	126	130	113	148	109	113
	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%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	- **	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	**372**	117	49	63	140	189	170	139	230	207	158	221	8	128	126	130	113	148	109	113
	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%*	*100.0%*	*100.0%*	*100.0%*	*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 (*)

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770-978-3173
2017

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 2
Level: Top

	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 doctorâs office?																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**387** *100.0%*	**118** *100.0%*	**52** *100.0%*	**64** *100.0%*	**150** *100.0%*	**196** *100.0%*	**177** *100.0%*	**139** *100.0%*	**245** *100.0%*	**214** *100.0%*	**164** *100.0%*	**232** *100.0%*	**8** *100.0%*	**134** *100.0%*	**132** *100.0%*	**136** *100.0%*	**115** *100.0%*	**154** *100.0%*	**115** *100.0%*	**115** *100.0%*
No Answer	**6**	2	-	1	3	5	1	5	1	3	3	4	-	2	2	2	2	2	1	3
Yes	**148** *38.2%*	35 *29.7%*	22 *42.3%*	25 *39.1%*	63 *42.0%* A	75 *38.3%*	67 *37.9%*	40 *28.8%*	106 *43.3%* G	72 *33.6%*	71 *43.3%* i	87 *37.5%*	4 *50.0%* **	55 *41.0%*	40 *30.3%*	49 *36.0%*	58 *50.4%* NO	51 *33.1%*	38 *33.0%*	58 *50.4%* QR
No	**239** *61.8%*	83 *70.3%* D	30 *57.7%*	39 *60.9%*	87 *58.0%*	121 *61.7%*	110 *62.1%*	99 *71.2%* H	139 *56.7%*	142 *66.4%* j	93 *56.7%*	145 *62.5%*	4 *50.0%* **	79 *59.0%*	92 *69.7%* P	87 *64.0%* P	57 *49.6%*	103 *66.9%* S	77 *67.0%* S	57 *49.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**148** *38.2%*	35 *29.7%*	22 *42.3%*	25 *39.1%*	63 *42.0%* A	75 *38.3%*	67 *37.9%*	40 *28.8%*	106 *43.3%* G	72 *33.6%*	71 *43.3%* i	87 *37.5%*	4 *50.0%* **	55 *41.0%*	40 *30.3%*	49 *36.0%*	58 *50.4%* NO	51 *33.1%*	38 *33.0%*	58 *50.4%* QR

Cell Contents:
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- 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 SPH Analytics
770-978-3173
2017

	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	**148** *100.0%*	**35** *100.0%*	**22** *100.0%*	**25** *100.0%*	**63** *100.0%*	**75** *100.0%*	**67** *100.0%*	**40** *100.0%*	**106** *100.0%*	**72** *100.0%*	**71** *100.0%*	**87** *100.0%*	**4** *100.0%*	**55** *100.0%*	**40** *100.0%*	**49** *100.0%*	**58** *100.0%*	**51** *100.0%*	**38** *100.0%*	**58** *100.0%*
Total Valid Responses	**144** *100.0%*	**34** *100.0%*	**21** *100.0%*	**24** *100.0%*	**62** *100.0%*	**73** *100.0%*	**65** *100.0%*	**39** *100.0%*	**103** *100.0%*	**68** *100.0%*	**71** *100.0%*	**86** *100.0%*	**4** *100.0%*	**53** *100.0%*	**38** *100.0%*	**48** *100.0%*	**57** *100.0%*	**49** *100.0%*	**37** *100.0%*	**57** *100.0%*
No Answer	**4**	1	1	1	1	2	2	1	3	4	-	1	-	2	2	1	1	2	1	1
Always	**82** *56.9%*	20 *58.8%*	12 *57.1%* **	15 *62.5%* **	33 *53.2%*	39 *53.4%*	39 *60.0%*	22 *56.4%*	58 *56.3%*	36 *52.9%*	42 *59.2%*	51 *59.3%*	2 *50.0%* **	28 *52.8%*	23 *60.5%*	29 *60.4%*	29 *50.9%*	31 *63.3%*	18 *48.6%*	32 *56.1%*
Usually	**36** *25.0%*	8 *23.5%*	5 *23.8%* **	2 *8.3%* **	21 *33.9%*	17 *23.3%*	18 *27.7%*	11 *28.2%*	25 *24.3%*	17 *25.0%*	18 *25.4%*	22 *25.6%*	1 *25.0%* **	10 *18.9%*	9 *23.7%*	13 *27.1%*	14 *24.6%*	12 *24.5%*	12 *32.4%*	12 *21.1%*
Sometimes	**21** *14.6%*	5 *14.7%*	4 *19.0%* **	6 *25.0%* **	5 *8.1%*	13 *17.8%*	7 *10.8%*	5 *12.8%*	16 *15.5%*	12 *17.6%*	9 *12.7%*	10 *11.6%*	1 *25.0%* **	12 *22.6%* k	3 *7.9%*	6 *12.5%*	12 *21.1%* n	5 *10.2%*	5 *13.5%*	11 *19.3%*
Never	**5** *3.5%*	1 *2.9%*	- - **	1 *4.2%* **	3 *4.8%*	4 *5.5%*	1 *1.5%*	1 *2.6%*	4 *3.9%*	3 *4.4%*	2 *2.8%*	3 *3.5%*	- - **	3 *5.7%*	3 *7.9%* o	- -	2 *3.5%*	1 *2.0%*	2 *5.4%*	2 *3.5%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**118** *81.9%*	28 *82.4%*	17 *81.0%* **	17 *70.8%* **	54 *87.1%*	56 *76.7%*	57 *87.7%* e	33 *84.6%*	83 *80.6%*	53 *77.9%*	60 *84.5%*	73 *84.9%* M	3 *75.0%* **	38 *71.7%*	32 *84.2%*	42 *87.5%*	43 *75.4%*	43 *87.8%*	30 *81.1%*	44 *77.2%*
HEDIS/CAHPS SUMMARY RATE - Always	**82** *56.9%*	20 *58.8%*	12 *57.1%* **	15 *62.5%* **	33 *53.2%*	39 *53.4%*	39 *60.0%*	22 *56.4%*	58 *56.3%*	36 *52.9%*	42 *59.2%*	51 *59.3%*	2 *50.0%* **	28 *52.8%*	23 *60.5%*	29 *60.4%*	29 *50.9%*	31 *63.3%*	18 *48.6%*	32 *56.1%*
3-Point Score	**2.39**	2.41	2.38	2.33	2.40	2.30	2.48	2.41	2.37	2.31	2.44	2.44	2.25	2.25	2.45	2.48	2.26	2.51	2.30	2.33

Cell Contents:
- Count
- Column Percentage
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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
Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctorâs office or clinic?																					
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**386** *100.0%*	**119** *100.0%*	**50** *100.0%*	**65** *100.0%*	**149** *100.0%*	**198** *100.0%*	**174** *100.0%*	**142** *100.0%*	**241** *100.0%*	**212** *100.0%*	**165** *100.0%*	**232** *100.0%*	**8** *100.0%*	**132** *100.0%*	**131** *100.0%*	**135** *100.0%*	**116** *100.0%*	**153** *100.0%*	**113** *100.0%*	**117** *100.0%*
No Answer	**7**	1	2	-	4	3	4	2	5	5	2	4	-	4	3	3	1	3	3	1
Yes	**250** *64.8%*	58 *48.7%*	33 *66.0%* A	44 *67.7%* A	112 *75.2%* A	131 *66.2%*	108 *62.1%*	78 *54.9%*	169 *70.1%* G	133 *62.7%*	109 *66.1%*	145 *62.5%*	6 *75.0%* **	94 *71.2%* k	68 *51.9%*	90 *66.7%* N	88 *75.9%* N	82 *53.6%*	79 *69.9%* Q	86 *73.5%* Q
No	**136** *35.2%*	61 *51.3%* BCD	17 *34.0%*	21 *32.3%*	37 *24.8%*	67 *33.8%*	66 *37.9%*	64 *45.1%* H	72 *29.9%*	79 *37.3%*	56 *33.9%*	87 *37.5%* m	2 *25.0%* **	38 *28.8%*	63 *48.1%* OP	45 *33.3%*	28 *24.1%*	71 *46.4%* RS	34 *30.1%*	31 *26.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**250** *64.8%*	58 *48.7%*	33 *66.0%* A	44 *67.7%* A	112 *75.2%* A	131 *66.2%*	108 *62.1%*	78 *54.9%*	169 *70.1%* G	133 *62.7%*	109 *66.1%*	145 *62.5%*	6 *75.0%* **	94 *71.2%* k	68 *51.9%*	90 *66.7%* N	88 *75.9%* N	82 *53.6%*	79 *69.9%* Q	86 *73.5%* 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 doctorâs office or clinic as soon as you needed?																				
Total Eligible	**250** *100.0%*	**58** *100.0%*	**33** *100.0%*	**44** *100.0%*	**112** *100.0%*	**131** *100.0%*	**108** *100.0%*	**78** *100.0%*	**169** *100.0%*	**133** *100.0%*	**109** *100.0%*	**145** *100.0%*	**6** *100.0%*	**94** *100.0%*	**68** *100.0%*	**90** *100.0%*	**88** *100.0%*	**82** *100.0%*	**79** *100.0%*	**86** *100.0%*
Total Valid Responses	**246** *100.0%*	**57** *100.0%*	**31** *100.0%*	**44** *100.0%*	**111** *100.0%*	**129** *100.0%*	**106** *100.0%*	**77** *100.0%*	**166** *100.0%*	**130** *100.0%*	**108** *100.0%*	**143** *100.0%*	**6** *100.0%*	**92** *100.0%*	**66** *100.0%*	**89** *100.0%*	**87** *100.0%*	**80** *100.0%*	**77** *100.0%*	**86** *100.0%*
No Answer	**4**	1	2	-	1	2	2	1	3	3	1	2	-	2	2	1	1	2	2	-
Always	**114** *46.3%*	26 *45.6%*	16 *51.6%*	23 *52.3%*	49 *44.1%*	61 *47.3%*	49 *46.2%*	32 *41.6%*	81 *48.8%*	59 *45.4%*	52 *48.1%*	66 *46.2%*	2 *33.3%* **	43 *46.7%*	31 *47.0%*	42 *47.2%*	39 *44.8%*	38 *47.5%*	31 *40.3%*	43 *50.0%*
Usually	**69** *28.0%*	15 *26.3%*	9 *29.0%*	12 *27.3%*	33 *29.7%*	33 *25.6%*	35 *33.0%*	20 *26.0%*	49 *29.5%*	40 *30.8%*	27 *25.0%*	46 *32.2%*	- - **	22 *23.9%*	17 *25.8%*	22 *24.7%*	28 *32.2%*	20 *25.0%*	23 *29.9%*	25 *29.1%*
Sometimes	**57** *23.2%*	15 *26.3%*	6 *19.4%*	6 *13.6%*	28 *25.2%*	31 *24.0%*	21 *19.8%*	23 *29.9%* h	33 *19.9%*	28 *21.5%*	27 *25.0%*	30 *21.0%*	4 *66.7%* **	22 *23.9%*	16 *24.2%*	23 *25.8%*	18 *20.7%*	20 *25.0%*	22 *28.6%* s	15 *17.4%*
Never	**6** *2.4%*	1 *1.8%*	- -	3 *6.8%* D	1 *0.9%*	4 *3.1%*	1 *0.9%*	2 *2.6%*	3 *1.8%*	3 *2.3%*	2 *1.9%*	1 *0.7%*	- - **	5 *5.4%* K	2 *3.0%*	2 *2.2%*	2 *2.3%*	2 *2.5%*	1 *1.3%*	3 *3.5%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**183** *74.4%*	41 *71.9%*	25 *80.6%*	35 *79.5%*	82 *73.9%*	94 *72.9%*	84 *79.2%*	52 *67.5%*	130 *78.3%* g	99 *76.2%*	79 *73.1%*	112 *78.3%*	2 *33.3%* **	65 *70.7%*	48 *72.7%*	64 *71.9%*	67 *77.0%*	58 *72.5%*	54 *70.1%*	68 *79.1%*
HEDIS/CAHPS SUMMARY RATE - Always	**114** *46.3%*	26 *45.6%*	16 *51.6%*	23 *52.3%*	49 *44.1%*	61 *47.3%*	49 *46.2%*	32 *41.6%*	81 *48.8%*	59 *45.4%*	52 *48.1%*	66 *46.2%*	2 *33.3%* **	43 *46.7%*	31 *47.0%*	42 *47.2%*	39 *44.8%*	38 *47.5%*	31 *40.3%*	43 *50.0%*
3-Point Score	**2.21**	2.18	2.32	2.32	2.18	2.20	2.25	2.09	2.27	2.22	2.21	2.24	1.67	2.17	2.20	2.19	2.22	2.20	2.10	2.29

Cell Contents:
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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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 6
Level: Top

		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
Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctorâs office or clinic to get health care for yourself?																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**382** *100.0%*	**119** *100.0%*	**50** *100.0%*	**61** *100.0%*	**149** *100.0%*	**194** *100.0%*	**175** *100.0%*	**142** *100.0%*	**237** *100.0%*	**212** *100.0%*	**161** *100.0%*	**231** *100.0%*	**7** *100.0%*	**132** *100.0%*	**132** *100.0%*	**138** *100.0%*	**108** *100.0%*	**154** *100.0%*	**114** *100.0%*	**111** *100.0%*
No Answer	**11**	1	2	4	4	7	3	2	9	5	6	5	1	4	2	-	9	2	2	7
None	**110** ***28.8%***	47 *39.5%* D	16 *32.0%* d	19 *31.1%* d	28 *18.8%*	55 *28.4%*	50 *28.6%*	56 *39.4%* H	54 *22.8%*	74 *34.9%* J	35 *21.7%*	59 *25.5%*	2 *28.6%* **	38 *28.8%*	53 *40.2%* OP	39 *28.3%* P	18 *16.7%*	55 *35.7%* S	32 *28.1%*	23 *20.7%*
1 time	**64** ***16.8%***	23 *19.3%* C	7 *14.0%*	4 *6.6%*	29 *19.5%* C	32 *16.5%*	30 *17.1%*	22 *15.5%*	40 *16.9%*	36 *17.0%*	27 *16.8%*	40 *17.3%*	4 *57.1%* **	22 *16.7%*	32 *24.2%* oP	21 *15.2%*	11 *10.2%*	34 *22.1%* S	19 *16.7%* s	10 *9.0%*
2	**66** ***17.3%***	18 *15.1%*	12 *24.0%* c	7 *11.5%*	29 *19.5%*	31 *16.0%*	32 *18.3%*	25 *17.6%*	41 *17.3%*	33 *15.6%*	29 *18.0%*	45 *19.5%*	- - **	21 *15.9%*	19 *14.4%*	30 *21.7%*	15 *13.9%*	25 *16.2%*	24 *21.1%*	16 *14.4%*
3	**53** ***13.9%***	16 *13.4%*	3 *6.0%*	11 *18.0%* b	22 *14.8%*	31 *16.0%*	21 *12.0%*	16 *11.3%*	36 *15.2%*	26 *12.3%*	25 *15.5%*	24 *10.4%*	- - **	24 *18.2%* K	12 *9.1%*	22 *15.9%* n	19 *17.6%* n	17 *11.0%*	21 *18.4%* q	15 *13.5%*
4	**24** ***6.3%***	6 *5.0%*	2 *4.0%*	4 *6.6%*	11 *7.4%*	11 *5.7%*	13 *7.4%*	9 *6.3%*	15 *6.3%*	12 *5.7%*	11 *6.8%*	15 *6.5%*	- - **	8 *6.1%*	4 *3.0%*	6 *4.3%*	14 *13.0%* NO	6 *3.9%*	3 *2.6%*	15 *13.5%* QR
5 to 9	**46** ***12.0%***	7 *5.9%*	9 *18.0%* A	8 *13.1%* a	22 *14.8%* A	26 *13.4%*	18 *10.3%*	7 *4.9%*	39 *16.5%* G	26 *12.3%*	20 *12.4%*	32 *13.9%*	1 *14.3%* **	15 *11.4%*	9 *6.8%*	16 *11.6%*	21 *19.4%* No	11 *7.1%*	11 *9.6%*	24 *21.6%* QR
10 or more times	**19** ***5.0%***	2 *1.7%*	1 *2.0%*	8 *13.1%* ABd	8 *5.4%*	8 *4.1%*	11 *6.3%*	7 *4.9%*	12 *5.1%*	5 *2.4%*	14 *8.7%* I	16 *6.9%* m	- - **	4 *3.0%*	3 *2.3%*	4 *2.9%*	10 *9.3%* NO	6 *3.9%*	4 *3.5%*	8 *7.2%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**272** ***71.2%***	72 *60.5%*	34 *68.0%*	42 *68.9%*	121 *81.2%* Abc	139 *71.6%*	125 *71.4%*	86 *60.6%*	183 *77.2%* G	138 *65.1%*	126 *78.3%* I	172 *74.5%*	5 *71.4%* **	94 *71.2%*	79 *59.8%*	99 *71.7%* N	90 *83.3%* NO	99 *64.3%*	82 *71.9%*	88 *79.3%* Q

Cell Contents:
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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 (*)

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770-978-3173
2017

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 7
Level: Top

		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	**272** *100.0%*	**72** *100.0%*	**34** *100.0%*	**42** *100.0%*	**121** *100.0%*	**139** *100.0%*	**125** *100.0%*	**86** *100.0%*	**183** *100.0%*	**138** *100.0%*	**126** *100.0%*	**172** *100.0%*	**5** *100.0%*	**94** *100.0%*	**79** *100.0%*	**99** *100.0%*	**90** *100.0%*	**99** *100.0%*	**82** *100.0%*	**88** *100.0%*
Total Valid Responses	**268** *100.0%*	**70** *100.0%*	**34** *100.0%*	**42** *100.0%*	**119** *100.0%*	**136** *100.0%*	**124** *100.0%*	**83** *100.0%*	**182** *100.0%*	**137** *100.0%*	**124** *100.0%*	**169** *100.0%*	**5** *100.0%*	**94** *100.0%*	**78** *100.0%*	**97** *100.0%*	**89** *100.0%*	**96** *100.0%*	**81** *100.0%*	**88** *100.0%*
No Answer	**4**	2	-	-	2	3	1	3	1	1	2	3	-	-	1	2	1	3	1	-
Yes	**190** *70.9%*	53 *75.7%*	22 *64.7%*	34 *81.0%* d	80 *67.2%*	95 *69.9%*	90 *72.6%*	64 *77.1%*	125 *68.7%*	96 *70.1%*	89 *71.8%*	117 *69.2%*	2 *40.0%* **	73 *77.7%*	53 *67.9%*	68 *70.1%*	65 *73.0%*	67 *69.8%*	57 *70.4%*	63 *71.6%*
No	**78** *29.1%*	17 *24.3%*	12 *35.3%*	8 *19.0%*	39 *32.8%* c	41 *30.1%*	34 *27.4%*	19 *22.9%*	57 *31.3%*	41 *29.9%*	35 *28.2%*	52 *30.8%*	3 *60.0%* **	21 *22.3%*	25 *32.1%*	29 *29.9%*	24 *27.0%*	29 *30.2%*	24 *29.6%*	25 *28.4%*
HEDIS/CAHPS SUMMARY RATE - Yes	**190** *70.9%*	53 *75.7%*	22 *64.7%*	34 *81.0%* d	80 *67.2%*	95 *69.9%*	90 *72.6%*	64 *77.1%*	125 *68.7%*	96 *70.1%*	89 *71.8%*	117 *69.2%*	2 *40.0%* **	73 *77.7%*	53 *67.9%*	68 *70.1%*	65 *73.0%*	67 *69.8%*	57 *70.4%*	63 *71.6%*
3-Point Score	**2.42**	2.51	2.29	2.62	2.34	2.40	2.45	2.54	2.37	2.40	2.44	2.38	1.80	2.55	2.36	2.40	2.46	2.40	2.41	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 (*)

Presented by SPH Analytics
770-978-3173
2017

		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	**272** *100.0%*	**72** *100.0%*	**34** *100.0%*	**42** *100.0%*	**121** *100.0%*	**139** *100.0%*	**125** *100.0%*	**86** *100.0%*	**183** *100.0%*	**138** *100.0%*	**126** *100.0%*	**172** *100.0%*	**5** *100.0%*	**94** *100.0%*	**79** *100.0%*	**99** *100.0%*	**90** *100.0%*	**99** *100.0%*	**82** *100.0%*	**88** *100.0%*
Total Valid Responses	**272** *100.0%*	**72** *100.0%*	**34** *100.0%*	**42** *100.0%*	**121** *100.0%*	**139** *100.0%*	**125** *100.0%*	**86** *100.0%*	**183** *100.0%*	**138** *100.0%*	**126** *100.0%*	**172** *100.0%*	**5** *100.0%*	**94** *100.0%*	**79** *100.0%*	**99** *100.0%*	**90** *100.0%*	**99** *100.0%*	**82** *100.0%*	**88** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**129** *47.4%*	27 *37.5%*	13 *38.2%*	23 *54.8%* a	64 *52.9%* A	65 *46.8%*	61 *48.8%*	42 *48.8%*	86 *47.0%*	64 *46.4%*	61 *48.4%*	82 *47.7%*	4 *80.0%* **	46 *48.9%*	29 *36.7%*	43 *43.4%*	55 *61.1%* NO	34 *34.3%*	38 *46.3%*	56 *63.6%* QR
No	**143** *52.6%*	45 *62.5%* cD	21 *61.8%*	19 *45.2%*	57 *47.1%*	74 *53.2%*	64 *51.2%*	44 *51.2%*	97 *53.0%*	74 *53.6%*	65 *51.6%*	90 *52.3%*	1 *20.0%* **	48 *51.1%*	50 *63.3%* P	56 *56.6%* P	35 *38.9%*	65 *65.7%* S	44 *53.7%* S	32 *36.4%*
HEDIS/CAHPS SUMMARY RATE - Yes	**129** *47.4%*	27 *37.5%*	13 *38.2%*	23 *54.8%* a	64 *52.9%* A	65 *46.8%*	61 *48.8%*	42 *48.8%*	86 *47.0%*	64 *46.4%*	61 *48.4%*	82 *47.7%*	4 *80.0%* **	46 *48.9%*	29 *36.7%*	43 *43.4%*	55 *61.1%* NO	34 *34.3%*	38 *46.3%*	56 *63.6%* QR

Cell Contents:
- Count
- Column Percentage
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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) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																				
Total Eligible	**129** ***100.0%***	**27** ***100.0%***	**13** ***100.0%***	**23** ***100.0%***	**64** ***100.0%***	**65** ***100.0%***	**61** ***100.0%***	**42** ***100.0%***	**86** ***100.0%***	**64** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**4** ***100.0%***	**46** ***100.0%***	**29** ***100.0%***	**43** ***100.0%***	**55** ***100.0%***	**34** ***100.0%***	**38** ***100.0%***	**56** ***100.0%***
Total Valid Responses	**129** ***100.0%***	**27** ***100.0%***	**13** ***100.0%***	**23** ***100.0%***	**64** ***100.0%***	**65** ***100.0%***	**61** ***100.0%***	**42** ***100.0%***	**86** ***100.0%***	**64** ***100.0%***	**61** ***100.0%***	**82** ***100.0%***	**4** ***100.0%***	**46** ***100.0%***	**29** ***100.0%***	**43** ***100.0%***	**55** ***100.0%***	**34** ***100.0%***	**38** ***100.0%***	**56** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**117** ***90.7%***	23 *85.2%* **	12 *92.3%* **	20 *87.0%* **	60 *93.8%*	56 *86.2%*	58 *95.1%* e	38 *90.5%*	78 *90.7%*	56 *87.5%*	57 *93.4%*	73 *89.0%*	4 *100.0%* **	43 *93.5%*	26 *89.7%* **	37 *86.0%*	52 *94.5%*	30 *88.2%*	34 *89.5%*	52 *92.9%*
No	**12** ***9.3%***	4 *14.8%* **	1 *7.7%* **	3 *13.0%* **	4 *6.3%*	9 *13.8%* f	3 *4.9%*	4 *9.5%*	8 *9.3%*	8 *12.5%*	4 *6.6%*	9 *11.0%*	- - **	3 *6.5%*	3 *10.3%* **	6 *14.0%*	3 *5.5%*	4 *11.8%*	4 *10.5%*	4 *7.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**117** ***90.7%***	23 *85.2%* **	12 *92.3%* **	20 *87.0%* **	60 *93.8%*	56 *86.2%*	58 *95.1%* e	38 *90.5%*	78 *90.7%*	56 *87.5%*	57 *93.4%*	73 *89.0%*	4 *100.0%* **	43 *93.5%*	26 *89.7%* **	37 *86.0%*	52 *94.5%*	30 *88.2%*	34 *89.5%*	52 *92.9%*
3-Point Score	**2.81**	2.70	2.85	2.74	2.88	2.72	2.90	2.81	2.81	2.75	2.87	2.78	3.00	2.87	2.79	2.72	2.89	2.76	2.79	2.86

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 SPH Analytics
770-978-3173
2017

		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) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																				
Total Eligible	**129** *100.0%*	**27** *100.0%*	**13** *100.0%*	**23** *100.0%*	**64** *100.0%*	**65** *100.0%*	**61** *100.0%*	**42** *100.0%*	**86** *100.0%*	**64** *100.0%*	**61** *100.0%*	**82** *100.0%*	**4** *100.0%*	**46** *100.0%*	**29** *100.0%*	**43** *100.0%*	**55** *100.0%*	**34** *100.0%*	**38** *100.0%*	**56** *100.0%*
Total Valid Responses	**126** *100.0%*	**27** *100.0%*	**13** *100.0%*	**22** *100.0%*	**62** *100.0%*	**62** *100.0%*	**61** *100.0%*	**40** *100.0%*	**85** *100.0%*	**61** *100.0%*	**61** *100.0%*	**80** *100.0%*	**4** *100.0%*	**45** *100.0%*	**29** *100.0%*	**43** *100.0%*	**52** *100.0%*	**34** *100.0%*	**37** *100.0%*	**54** *100.0%*
No Answer	**3**	-	-	1	2	3	-	2	1	3	-	2	-	1	-	-	3	-	1	2
Yes	**89** *70.6%*	19 *70.4%* **	11 *84.6%* **	16 *72.7%* **	42 *67.7%*	37 *59.7%*	51 *83.6%* E	25 *62.5%*	63 *74.1%*	38 *62.3%*	47 *77.0%* i	62 *77.5%* M	2 *50.0%* **	26 *57.8%*	19 *65.5%* **	28 *65.1%*	40 *76.9%*	24 *70.6%*	23 *62.2%*	41 *75.9%*
No	**37** *29.4%*	8 *29.6%* **	2 *15.4%* **	6 *27.3%* **	20 *32.3%*	25 *40.3%* F	10 *16.4%*	15 *37.5%*	22 *25.9%*	23 *37.7%* j	14 *23.0%*	18 *22.5%*	2 *50.0%* **	19 *42.2%* K	10 *34.5%* **	15 *34.9%*	12 *23.1%*	10 *29.4%*	14 *37.8%*	13 *24.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**89** *70.6%*	19 *70.4%* **	11 *84.6%* **	16 *72.7%* **	42 *67.7%*	37 *59.7%*	51 *83.6%* E	25 *62.5%*	63 *74.1%*	38 *62.3%*	47 *77.0%* i	62 *77.5%* M	2 *50.0%* **	26 *57.8%*	19 *65.5%* **	28 *65.1%*	40 *76.9%*	24 *70.6%*	23 *62.2%*	41 *75.9%*
3-Point Score	**2.41**	2.41	2.69	2.45	2.35	2.19	2.67	2.25	2.48	2.25	2.54	2.55	2.00	2.16	2.31	2.30	2.54	2.41	2.24	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 (*)

Presented by SPH Analytics
770-978-3173
2017

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 11
Level: Top

		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	**129** *100.0%*	**27** *100.0%*	**13** *100.0%*	**23** *100.0%*	**64** *100.0%*	**65** *100.0%*	**61** *100.0%*	**42** *100.0%*	**86** *100.0%*	**64** *100.0%*	**61** *100.0%*	**82** *100.0%*	**4** *100.0%*	**46** *100.0%*	**29** *100.0%*	**43** *100.0%*	**55** *100.0%*	**34** *100.0%*	**38** *100.0%*	**56** *100.0%*
Total Valid Responses	**127** *100.0%*	**27** *100.0%*	**13** *100.0%*	**23** *100.0%*	**62** *100.0%*	**63** *100.0%*	**61** *100.0%*	**41** *100.0%*	**85** *100.0%*	**63** *100.0%*	**60** *100.0%*	**80** *100.0%*	**4** *100.0%*	**46** *100.0%*	**29** *100.0%*	**43** *100.0%*	**53** *100.0%*	**34** *100.0%*	**37** *100.0%*	**55** *100.0%*
No Answer	**2**	-	-	-	2	2	-	1	1	1	1	2	-	-	-	-	2	-	1	1
Yes	**98** *77.2%*	24 *88.9%* **	11 *84.6%* **	14 *60.9%* **	47 *75.8%*	50 *79.4%*	46 *75.4%*	29 *70.7%*	68 *80.0%*	51 *81.0%*	43 *71.7%*	63 *78.8%*	2 *50.0%* **	37 *80.4%*	23 *79.3%* **	30 *69.8%*	43 *81.1%*	25 *73.5%*	27 *73.0%*	45 *81.8%*
No	**29** *22.8%*	3 *11.1%* **	2 *15.4%* **	9 *39.1%* **	15 *24.2%*	13 *20.6%*	15 *24.6%*	12 *29.3%*	17 *20.0%*	12 *19.0%*	17 *28.3%*	17 *21.3%*	2 *50.0%* **	9 *19.6%*	6 *20.7%* **	13 *30.2%*	10 *18.9%*	9 *26.5%*	10 *27.0%*	10 *18.2%*
HEDIS/CAHPS SUMMARY RATE - Yes	**98** *77.2%*	24 *88.9%* **	11 *84.6%* **	14 *60.9%* **	47 *75.8%*	50 *79.4%*	46 *75.4%*	29 *70.7%*	68 *80.0%*	51 *81.0%*	43 *71.7%*	63 *78.8%*	2 *50.0%* **	37 *80.4%*	23 *79.3%* **	30 *69.8%*	43 *81.1%*	25 *73.5%*	27 *73.0%*	45 *81.8%*
3-Point Score	**2.54**	2.78	2.69	2.22	2.52	2.59	2.51	2.41	2.60	2.62	2.43	2.58	2.00	2.61	2.59	2.40	2.62	2.47	2.46	2.64

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 SPH Analytics
770-978-3173
2017

		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	**272** *100.0%*	**72** *100.0%*	**34** *100.0%*	**42** *100.0%*	**121** *100.0%*	**139** *100.0%*	**125** *100.0%*	**86** *100.0%*	**183** *100.0%*	**138** *100.0%*	**126** *100.0%*	**172** *100.0%*	**5** *100.0%*	**94** *100.0%*	**79** *100.0%*	**99** *100.0%*	**90** *100.0%*	**99** *100.0%*	**82** *100.0%*	**88** *100.0%*
Total Valid Responses	**271** *100.0%*	**72** *100.0%*	**34** *100.0%*	**42** *100.0%*	**120** *100.0%*	**139** *100.0%*	**124** *100.0%*	**86** *100.0%*	**182** *100.0%*	**138** *100.0%*	**125** *100.0%*	**171** *100.0%*	**5** *100.0%*	**94** *100.0%*	**79** *100.0%*	**99** *100.0%*	**89** *100.0%*	**99** *100.0%*	**81** *100.0%*	**88** *100.0%*
No Answer	**1**	-	-	-	1	-	1	-	1	-	1	1	-	-	-	-	1	-	1	-
10 - Best health care possible	**109** *40.2%*	29 *40.3%*	11 *32.4%*	19 *45.2%*	49 *40.8%*	64 *46.0%* F	41 *33.1%*	32 *37.2%*	76 *41.8%*	63 *45.7%* J	42 *33.6%*	69 *40.4%*	3 *60.0%* **	39 *41.5%*	39 *49.4%* p	37 *37.4%*	31 *34.8%*	44 *44.4%*	29 *35.8%*	35 *39.8%*
9	**40** *14.8%*	8 *11.1%*	11 *32.4%* ACD	4 *9.5%*	17 *14.2%*	17 *12.2%*	23 *18.5%*	11 *12.8%*	29 *15.9%*	19 *13.8%*	20 *16.0%*	25 *14.6%*	- - **	12 *12.8%*	8 *10.1%*	20 *20.2%* n	11 *12.4%*	14 *14.1%*	13 *16.0%*	13 *14.8%*
8	**47** *17.3%*	15 *20.8%*	6 *17.6%*	6 *14.3%*	19 *15.8%*	18 *12.9%*	27 *21.8%* e	21 *24.4%* H	26 *14.3%*	19 *13.8%*	27 *21.6%* i	31 *18.1%*	1 *20.0%* **	16 *17.0%*	14 *17.7%*	20 *20.2%*	13 *14.6%*	20 *20.2%*	16 *19.8%*	11 *12.5%*
7	**40** *14.8%*	17 *23.6%* Bcd	1 *2.9%*	4 *9.5%*	17 *14.2%* b	17 *12.2%*	21 *16.9%*	13 *15.1%*	26 *14.3%*	19 *13.8%*	19 *15.2%*	26 *15.2%*	1 *20.0%* **	12 *12.8%*	12 *15.2%*	12 *12.1%*	15 *16.9%*	13 *13.1%*	11 *13.6%*	15 *17.0%*
6	**12** *4.4%*	3 *4.2%*	1 *2.9%*	2 *4.8%*	6 *5.0%*	9 *6.5%*	3 *2.4%*	3 *3.5%*	9 *4.9%*	8 *5.8%*	4 *3.2%*	6 *3.5%*	- - **	6 *6.4%*	2 *2.5%*	2 *2.0%*	8 *9.0%* nO	2 *2.0%*	3 *3.7%*	6 *6.8%*
5	**10** *3.7%*	- -	1 *2.9%*	3 *7.1%* A	6 *5.0%* a	7 *5.0%*	3 *2.4%*	3 *3.5%*	7 *3.8%*	7 *5.1%*	3 *2.4%*	7 *4.1%*	- - **	4 *4.3%*	1 *1.3%*	4 *4.0%*	5 *5.6%*	3 *3.0%*	3 *3.7%*	4 *4.5%*
4	**4** *1.5%*	- -	1 *2.9%*	2 *4.8%* a	1 *0.8%*	3 *2.2%*	1 *0.8%*	1 *1.2%*	3 *1.6%*	2 *1.4%*	2 *1.6%*	2 *1.2%*	- - **	1 *1.1%*	2 *2.5%*	2 *2.0%*	- -	2 *2.0%*	2 *2.5%*	- -
3	**3** *1.1%*	- -	- -	1 *2.4%*	2 *1.7%*	1 *0.7%*	2 *1.6%*	1 *1.2%*	2 *1.1%*	1 *0.7%*	2 *1.6%*	1 *0.6%*	- - **	2 *2.1%*	- -	1 *1.0%*	2 *2.2%*	- -	1 *1.2%*	2 *2.3%*
2	**3** *1.1%*	- -	1 *2.9%*	1 *2.4%*	1 *0.8%*	1 *0.7%*	2 *1.6%*	1 *1.2%*	2 *1.1%*	- -	3 *2.4%* i	3 *1.8%*	- - **	- -	- -	1 *1.0%*	2 *2.2%*	- -	2 *2.5%*	1 *1.1%*
1	**2** *0.7%*	- -	- -	- -	2 *1.7%*	1 *0.7%*	1 *0.8%*	- -	1 *0.5%*	- -	2 *1.6%*	1 *0.6%*	- - **	1 *1.1%*	- -	- -	2 *2.2%*	- -	1 *1.2%*	1 *1.1%*
0 - Worst health care possible	**1** *0.4%*	- -	1 *2.9%* d	- -	- -	1 *0.7%*	- -	- -	1 *0.5%*	- -	1 *0.8%*	- -	- - **	1 *1.1%*	1 *1.3%*	- -	- -	1 *1.0%*	- -	- -
SUMMARY - 0-3	**9** *3.3%*	- -	2 *5.9%* A	2 *4.8%* a	5 *4.2%* a	4 *2.9%*	5 *4.0%*	2 *2.3%*	6 *3.3%*	1 *0.7%*	8 *6.4%* I	5 *2.9%*	- - **	4 *4.3%*	1 *1.3%*	2 *2.0%*	6 *6.7%* n	1 *1.0%*	4 *4.9%*	4 *4.5%*
SUMMARY - 4-7	**66** *24.4%*	20 *27.8%* b	4 *11.8%*	11 *26.2%*	30 *25.0%*	36 *25.9%*	28 *22.6%*	20 *23.3%*	45 *24.7%*	36 *26.1%*	28 *22.4%*	41 *24.0%*	1 *20.0%* **	23 *24.5%*	17 *21.5%*	20 *20.2%*	28 *31.5%* o	20 *20.2%*	19 *23.5%*	25 *28.4%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**196** *72.3%*	52 *72.2%*	28 *82.4%*	29 *69.0%*	85 *70.8%*	99 *71.2%*	91 *73.4%*	64 *74.4%*	131 *72.0%*	101 *73.2%*	89 *71.2%*	125 *73.1%*	4 *80.0%* **	67 *71.3%*	61 *77.2%* P	77 *77.8%* P	55 *61.8%*	78 *78.8%* s	58 *71.6%*	59 *67.0%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**149** *55.0%*	37 *51.4%*	22 *64.7%*	23 *54.8%*	66 *55.0%*	81 *58.3%*	64 *51.6%*	43 *50.0%*	105 *57.7%*	82 *59.4%*	62 *49.6%*	94 *55.0%*	3 *60.0%* **	51 *54.3%*	47 *59.5%*	57 *57.6%*	42 *47.2%*	58 *58.6%*	42 *51.9%*	48 *54.5%*
3-Point Score	**2.42**	2.47	2.50	2.33	2.40	2.42	2.42	2.40	2.44	2.46	2.36	2.43	2.60	2.38	2.52	2.47	2.26	2.51	2.37	2.39

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 SPH Analytics
770-978-3173
2017

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 13
Level: Top

		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	**272** *100.0%*	**72** *100.0%*	**34** *100.0%*	**42** *100.0%*	**121** *100.0%*	**139** *100.0%*	**125** *100.0%*	**86** *100.0%*	**183** *100.0%*	**138** *100.0%*	**126** *100.0%*	**172** *100.0%*	**5** *100.0%*	**94** *100.0%*	**79** *100.0%*	**99** *100.0%*	**90** *100.0%*	**99** *100.0%*	**82** *100.0%*	**88** *100.0%*
Total Valid Responses	**265** *100.0%*	**68** *100.0%*	**34** *100.0%*	**41** *100.0%*	**119** *100.0%*	**136** *100.0%*	**121** *100.0%*	**84** *100.0%*	**178** *100.0%*	**135** *100.0%*	**122** *100.0%*	**168** *100.0%*	**5** *100.0%*	**91** *100.0%*	**76** *100.0%*	**97** *100.0%*	**89** *100.0%*	**95** *100.0%*	**81** *100.0%*	**87** *100.0%*
No Answer	**7**	4	-	1	2	3	4	2	5	3	4	4	-	3	3	2	1	4	1	1
Always	**131** *49.4%*	32 *47.1%*	19 *55.9%*	21 *51.2%*	58 *48.7%*	71 *52.2%*	55 *45.5%*	36 *42.9%*	93 *52.2%*	70 *51.9%*	57 *46.7%*	81 *48.2%*	3 *60.0%* **	45 *49.5%*	42 *55.3%*	50 *51.5%*	38 *42.7%*	53 *55.8%*	38 *46.9%*	40 *46.0%*
Usually	**85** *32.1%*	23 *33.8%*	10 *29.4%*	9 *22.0%*	42 *35.3%*	36 *26.5%*	47 *38.8%* E	27 *32.1%*	58 *32.6%*	40 *29.6%*	43 *35.2%*	57 *33.9%*	1 *20.0%* **	29 *31.9%*	23 *30.3%*	31 *32.0%*	30 *33.7%*	27 *28.4%*	29 *35.8%*	28 *32.2%*
Sometimes	**44** *16.6%*	12 *17.6%*	4 *11.8%*	10 *24.4%*	17 *14.3%*	25 *18.4%*	18 *14.9%*	19 *22.6%* h	24 *13.5%*	22 *16.3%*	20 *16.4%*	27 *16.1%*	1 *20.0%* **	14 *15.4%*	9 *11.8%*	15 *15.5%*	19 *21.3%*	13 *13.7%*	13 *16.0%*	17 *19.5%*
Never	**5** *1.9%*	1 *1.5%*	1 *2.9%*	1 *2.4%*	2 *1.7%*	4 *2.9%*	1 *0.8%*	2 *2.4%*	3 *1.7%*	3 *2.2%*	2 *1.6%*	3 *1.8%*	- - **	3 *3.3%*	2 *2.6%*	1 *1.0%*	2 *2.2%*	2 *2.1%*	1 *1.2%*	2 *2.3%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**216** *81.5%*	55 *80.9%*	29 *85.3%*	30 *73.2%*	100 *84.0%*	107 *78.7%*	102 *84.3%*	63 *75.0%*	151 *84.8%* g	110 *81.5%*	100 *82.0%*	138 *82.1%*	4 *80.0%* **	74 *81.3%*	65 *85.5%*	81 *83.5%*	68 *76.4%*	80 *84.2%*	67 *82.7%*	68 *78.2%*
HEDIS/CAHPS SUMMARY RATE - Always	**131** *49.4%*	32 *47.1%*	19 *55.9%*	21 *51.2%*	58 *48.7%*	71 *52.2%*	55 *45.5%*	36 *42.9%*	93 *52.2%*	70 *51.9%*	57 *46.7%*	81 *48.2%*	3 *60.0%* **	45 *49.5%*	42 *55.3%*	50 *51.5%*	38 *42.7%*	53 *55.8%*	38 *46.9%*	40 *46.0%*
3-Point Score	**2.31**	2.28	2.41	2.24	2.33	2.31	2.30	2.18	2.37	2.33	2.29	2.30	2.40	2.31	2.41	2.35	2.19	2.40	2.30	2.24

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 SPH Analytics
770-978-3173
2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**386** *100.0%*	**118** *100.0%*	**51** *100.0%*	**65** *100.0%*	**149** *100.0%*	**194** *100.0%*	**178** *100.0%*	**141** *100.0%*	**242** *100.0%*	**213** *100.0%*	**164** *100.0%*	**232** *100.0%*	**8** *100.0%*	**134** *100.0%*	**130** *100.0%*	**137** *100.0%*	**115** *100.0%*	**153** *100.0%*	**114** *100.0%*	**116** *100.0%*
No Answer	**7**	2	1	-	4	7	-	3	4	4	3	4	-	2	4	1	2	3	2	2
Yes	**299** *77.5%*	78 *66.1%*	36 *70.6%*	53 *81.5%* A	130 *87.2%* AB	157 *80.9%*	132 *74.2%*	103 *73.0%*	194 *80.2%*	164 *77.0%*	129 *78.7%*	184 *79.3%*	5 *62.5%* **	103 *76.9%*	94 *72.3%*	105 *76.6%*	96 *83.5%* N	112 *73.2%*	89 *78.1%*	96 *82.8%* q
No	**87** *22.5%*	40 *33.9%* CD	15 *29.4%* D	12 *18.5%*	19 *12.8%*	37 *19.1%*	46 *25.8%*	38 *27.0%*	48 *19.8%*	49 *23.0%*	35 *21.3%*	48 *20.7%*	3 *37.5%* **	31 *23.1%*	36 *27.7%* P	32 *23.4%*	19 *16.5%*	41 *26.8%* s	25 *21.9%*	20 *17.2%*
HEDIS/CAHPS SUMMARY RATE - Yes	**299** *77.5%*	78 *66.1%*	36 *70.6%*	53 *81.5%* A	130 *87.2%* AB	157 *80.9%*	132 *74.2%*	103 *73.0%*	194 *80.2%*	164 *77.0%*	129 *78.7%*	184 *79.3%*	5 *62.5%* **	103 *76.9%*	94 *72.3%*	105 *76.6%*	96 *83.5%* N	112 *73.2%*	89 *78.1%*	96 *82.8%* 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 SPH Analytics
770-978-3173
2017

	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	**299** *100.0%*	**78** *100.0%*	**36** *100.0%*	**53** *100.0%*	**130** *100.0%*	**157** *100.0%*	**132** *100.0%*	**103** *100.0%*	**194** *100.0%*	**164** *100.0%*	**129** *100.0%*	**184** *100.0%*	**5** *100.0%*	**103** *100.0%*	**94** *100.0%*	**105** *100.0%*	**96** *100.0%*	**112** *100.0%*	**89** *100.0%*	**96** *100.0%*
Total Valid Responses	**292** *100.0%*	**78** *100.0%*	**35** *100.0%*	**52** *100.0%*	**125** *100.0%*	**153** *100.0%*	**130** *100.0%*	**99** *100.0%*	**191** *100.0%*	**162** *100.0%*	**124** *100.0%*	**179** *100.0%*	**5** *100.0%*	**101** *100.0%*	**91** *100.0%*	**104** *100.0%*	**93** *100.0%*	**109** *100.0%*	**88** *100.0%*	**93** *100.0%*
No Answer	**7**	-	1	1	5	4	2	4	3	2	5	5	-	2	3	1	3	3	1	3
None	**52** *17.8%*	26 *33.3%* bD	6 *17.1%* d	11 *21.2%* D	9 *7.2%*	26 *17.0%*	25 *19.2%*	20 *20.2%*	32 *16.8%*	39 *24.1%* J	13 *10.5%*	31 *17.3%*	- - **	13 *12.9%*	25 *27.5%* oP	17 *16.3%*	10 *10.8%*	28 *25.7%* rS	14 *15.9%*	10 *10.8%*
1 time	**68** *23.3%*	21 *26.9%* c	7 *20.0%*	7 *13.5%*	33 *26.4%* c	37 *24.2%*	30 *23.1%*	29 *29.3%* h	38 *19.9%*	38 *23.5%*	30 *24.2%*	40 *22.3%*	4 *80.0%* **	28 *27.7%*	27 *29.7%* p	24 *23.1%*	17 *18.3%*	28 *25.7%* s	25 *28.4%* S	15 *16.1%*
2	**81** *27.7%*	18 *23.1%*	13 *37.1%*	12 *23.1%*	38 *30.4%*	41 *26.8%*	37 *28.5%*	22 *22.2%*	59 *30.9%*	38 *23.5%*	40 *32.3%* i	52 *29.1%*	1 *20.0%* **	26 *25.7%*	22 *24.2%*	31 *29.8%*	27 *29.0%*	26 *23.9%*	28 *31.8%*	26 *28.0%*
3	**38** *13.0%*	6 *7.7%*	3 *8.6%*	7 *13.5%*	21 *16.8%* a	20 *13.1%*	17 *13.1%*	20 *20.2%* H	18 *9.4%*	18 *11.1%*	18 *14.5%*	24 *13.4%*	- - **	13 *12.9%*	5 *5.5%*	19 *18.3%* N	13 *14.0%* n	11 *10.1%*	14 *15.9%*	13 *14.0%*
4	**13** *4.5%*	2 *2.6%*	1 *2.9%*	4 *7.7%*	6 *4.8%*	3 *2.0%*	10 *7.7%* E	1 *1.0%*	12 *6.3%* G	6 *3.7%*	7 *5.6%*	8 *4.5%*	- - **	4 *4.0%*	3 *3.3%*	6 *5.8%*	4 *4.3%*	3 *2.8%*	3 *3.4%*	7 *7.5%*
5 to 9	**35** *12.0%*	5 *6.4%*	4 *11.4%*	9 *17.3%* a	16 *12.8%*	23 *15.0%* F	9 *6.9%*	4 *4.0%*	30 *15.7%* G	20 *12.3%*	14 *11.3%*	21 *11.7%*	- - **	15 *14.9%*	8 *8.8%*	6 *5.8%*	19 *20.4%* NO	10 *9.2%*	4 *4.5%*	20 *21.5%* QR
10 or more times	**5** *1.7%*	- -	1 *2.9%*	2 *3.8%* a	2 *1.6%*	3 *2.0%*	2 *1.5%*	3 *3.0%*	2 *1.0%*	3 *1.9%*	2 *1.6%*	3 *1.7%*	- - **	2 *2.0%*	1 *1.1%*	1 *1.0%*	3 *3.2%*	3 *2.8%*	- -	2 *2.2%*
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**240** *82.2%*	52 *66.7%*	29 *82.9%* a	41 *78.8%*	116 *92.8%* AbC	127 *83.0%*	105 *80.8%*	79 *79.8%*	159 *83.2%*	123 *75.9%*	111 *89.5%* I	148 *82.7%*	5 *100.0%* **	88 *87.1%*	66 *72.5%*	87 *83.7%* n	83 *89.2%* N	81 *74.3%*	74 *84.1%* q	83 *89.2%* 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 (*)

Presented by SPH Analytics
770-978-3173
2017

	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	**240** ***100.0%***	**52** ***100.0%***	**29** ***100.0%***	**41** ***100.0%***	**116** ***100.0%***	**127** ***100.0%***	**105** ***100.0%***	**79** ***100.0%***	**159** ***100.0%***	**123** ***100.0%***	**111** ***100.0%***	**148** ***100.0%***	**5** ***100.0%***	**88** ***100.0%***	**66** ***100.0%***	**87** ***100.0%***	**83** ***100.0%***	**81** ***100.0%***	**74** ***100.0%***	**83** ***100.0%***
Total Valid Responses	**239** ***100.0%***	**52** ***100.0%***	**29** ***100.0%***	**41** ***100.0%***	**115** ***100.0%***	**126** ***100.0%***	**105** ***100.0%***	**79** ***100.0%***	**158** ***100.0%***	**122** ***100.0%***	**111** ***100.0%***	**147** ***100.0%***	**5** ***100.0%***	**88** ***100.0%***	**65** ***100.0%***	**87** ***100.0%***	**83** ***100.0%***	**80** ***100.0%***	**74** ***100.0%***	**83** ***100.0%***
No Answer	**1**	-	-	-	1	1	-	-	1	1	-	1	-	-	1	-	-	1	-	-
Always	**176** ***73.6%***	40 *76.9%*	23 *79.3%* **	32 *78.0%*	79 *68.7%*	92 *73.0%*	78 *74.3%*	61 *77.2%*	113 *71.5%*	86 *70.5%*	85 *76.6%*	111 *75.5%* m	3 *60.0%* **	58 *65.9%*	52 *80.0%*	61 *70.1%*	59 *71.1%*	65 *81.3%* s	52 *70.3%*	57 *68.7%*
Usually	**43** ***18.0%***	10 *19.2%*	4 *13.8%* **	5 *12.2%*	24 *20.9%*	21 *16.7%*	21 *20.0%*	11 *13.9%*	32 *20.3%*	26 *21.3%*	16 *14.4%*	27 *18.4%*	- - **	16 *18.2%*	9 *13.8%*	18 *20.7%*	16 *19.3%*	11 *13.8%*	16 *21.6%*	16 *19.3%*
Sometimes	**18** ***7.5%***	2 *3.8%*	2 *6.9%* **	3 *7.3%*	11 *9.6%*	11 *8.7%*	6 *5.7%*	6 *7.6%*	12 *7.6%*	9 *7.4%*	9 *8.1%*	7 *4.8%*	1 *20.0%* **	13 *14.8%* K	4 *6.2%*	7 *8.0%*	7 *8.4%*	4 *5.0%*	6 *8.1%*	8 *9.6%*
Never	**2** ***0.8%***	- -	- - **	1 *2.4%*	1 *0.9%*	2 *1.6%*	- -	1 *1.3%*	1 *0.6%*	1 *0.8%*	1 *0.9%*	2 *1.4%*	1 *20.0%* **	1 *1.1%*	- -	1 *1.1%*	1 *1.2%*	- -	- -	2 *2.4%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**219** ***91.6%***	50 *96.2%*	27 *93.1%* **	37 *90.2%*	103 *89.6%*	113 *89.7%*	99 *94.3%*	72 *91.1%*	145 *91.8%*	112 *91.8%*	101 *91.0%*	138 *93.9%* M	3 *60.0%* **	74 *84.1%*	61 *93.8%*	79 *90.8%*	75 *90.4%*	76 *95.0%*	68 *91.9%*	73 *88.0%*
HEDIS/CAHPS SUMMARY RATE - Always	**176** ***73.6%***	40 *76.9%*	23 *79.3%* **	32 *78.0%*	79 *68.7%*	92 *73.0%*	78 *74.3%*	61 *77.2%*	113 *71.5%*	86 *70.5%*	85 *76.6%*	111 *75.5%* m	3 *60.0%* **	58 *65.9%*	52 *80.0%*	61 *70.1%*	59 *71.1%*	65 *81.3%* s	52 *70.3%*	57 *68.7%*
3-Point Score	**2.65**	2.73	2.72	2.68	2.58	2.63	2.69	2.68	2.63	2.62	2.68	2.69	2.20	2.50	2.74	2.61	2.61	2.76	2.62	2.57

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 SPH Analytics
770-978-3173
2017

		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	**240** *100.0%*	**52** *100.0%*	**29** *100.0%*	**41** *100.0%*	**116** *100.0%*	**127** *100.0%*	**105** *100.0%*	**79** *100.0%*	**159** *100.0%*	**123** *100.0%*	**111** *100.0%*	**148** *100.0%*	**5** *100.0%*	**88** *100.0%*	**66** *100.0%*	**87** *100.0%*	**83** *100.0%*	**81** *100.0%*	**74** *100.0%*	**83** *100.0%*
Total Valid Responses	**238** *100.0%*	**51** *100.0%*	**29** *100.0%*	**41** *100.0%*	**115** *100.0%*	**126** *100.0%*	**104** *100.0%*	**78** *100.0%*	**158** *100.0%*	**121** *100.0%*	**111** *100.0%*	**146** *100.0%*	**5** *100.0%*	**88** *100.0%*	**64** *100.0%*	**87** *100.0%*	**83** *100.0%*	**79** *100.0%*	**74** *100.0%*	**83** *100.0%*
No Answer	**2**	1	-	-	1	1	1	1	1	2	-	2	-	-	2	-	-	2	-	-
Always	**170** *71.4%*	43 *84.3%* D	17 *58.6%* **	31 *75.6%*	77 *67.0%*	97 *77.0%* f	68 *65.4%*	56 *71.8%*	112 *70.9%*	87 *71.9%*	79 *71.2%*	101 *69.2%*	3 *60.0%* **	63 *71.6%*	55 *85.9%* OP	57 *65.5%*	54 *65.1%*	61 *77.2%*	51 *68.9%*	56 *67.5%*
Usually	**46** *19.3%*	4 *7.8%*	8 *27.6%* **	6 *14.6%*	28 *24.3%* A	16 *12.7%*	27 *26.0%* E	15 *19.2%*	31 *19.6%*	24 *19.8%*	20 *18.0%*	30 *20.5%*	- *-* **	14 *15.9%*	5 *7.8%*	18 *20.7%* N	23 *27.7%* N	13 *16.5%*	15 *20.3%*	18 *21.7%*
Sometimes	**19** *8.0%*	4 *7.8%*	4 *13.8%* **	3 *7.3%*	8 *7.0%*	11 *8.7%*	8 *7.7%*	6 *7.7%*	13 *8.2%*	9 *7.4%*	10 *9.0%*	13 *8.9%*	1 *20.0%* **	9 *10.2%*	4 *6.3%*	10 *11.5%*	5 *6.0%*	4 *5.1%*	8 *10.8%*	7 *8.4%*
Never	**3** *1.3%*	- -	- - **	1 *2.4%*	2 *1.7%*	2 *1.6%*	1 *1.0%*	1 *1.3%*	2 *1.3%*	1 *0.8%*	2 *1.8%*	2 *1.4%*	1 *20.0%* **	2 *2.3%*	- -	2 *2.3%*	1 *1.2%*	1 *1.3%*	- -	2 *2.4%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**216** *90.8%*	47 *92.2%*	25 *86.2%* **	37 *90.2%*	105 *91.3%*	113 *89.7%*	95 *91.3%*	71 *91.0%*	143 *90.5%*	111 *91.7%*	99 *89.2%*	131 *89.7%*	3 *60.0%* **	77 *87.5%*	60 *93.8%*	75 *86.2%*	77 *92.8%*	74 *93.7%*	66 *89.2%*	74 *89.2%*
HEDIS/CAHPS SUMMARY RATE - Always	**170** *71.4%*	43 *84.3%* D	17 *58.6%* **	31 *75.6%*	77 *67.0%*	97 *77.0%* f	68 *65.4%*	56 *71.8%*	112 *70.9%*	87 *71.9%*	79 *71.2%*	101 *69.2%*	3 *60.0%* **	63 *71.6%*	55 *85.9%* OP	57 *65.5%*	54 *65.1%*	61 *77.2%*	51 *68.9%*	56 *67.5%*
3-Point Score	**2.62**	2.76	2.45	2.66	2.58	2.67	2.57	2.63	2.61	2.64	2.60	2.59	2.20	2.59	2.80	2.52	2.58	2.71	2.58	2.57

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 SPH Analytics
770-978-3173
2017

		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	**240** *100.0%*	**52** *100.0%*	**29** *100.0%*	**41** *100.0%*	**116** *100.0%*	**127** *100.0%*	**105** *100.0%*	**79** *100.0%*	**159** *100.0%*	**123** *100.0%*	**111** *100.0%*	**148** *100.0%*	**5** *100.0%*	**88** *100.0%*	**66** *100.0%*	**87** *100.0%*	**83** *100.0%*	**81** *100.0%*	**74** *100.0%*	**83** *100.0%*
Total Valid Responses	**237** *100.0%*	**51** *100.0%*	**29** *100.0%*	**41** *100.0%*	**114** *100.0%*	**126** *100.0%*	**103** *100.0%*	**78** *100.0%*	**157** *100.0%*	**121** *100.0%*	**110** *100.0%*	**146** *100.0%*	**5** *100.0%*	**87** *100.0%*	**64** *100.0%*	**87** *100.0%*	**82** *100.0%*	**79** *100.0%*	**74** *100.0%*	**82** *100.0%*
No Answer	**3**	1	-	-	2	1	2	1	2	2	1	2	-	1	2	-	1	2	-	1
Always	**179** *75.5%*	43 *84.3%* d	21 *72.4%* **	32 *78.0%*	81 *71.1%*	101 *80.2%*	73 *70.9%*	59 *75.6%*	118 *75.2%*	95 *78.5%*	79 *71.8%*	103 *70.5%*	4 *80.0%* **	68 *78.2%*	54 *84.4%* op	63 *72.4%*	58 *70.7%*	66 *83.5%* rs	53 *71.6%*	58 *70.7%*
Usually	**42** *17.7%*	6 *11.8%*	5 *17.2%* **	5 *12.2%*	26 *22.8%* a	16 *12.7%*	24 *23.3%* E	12 *15.4%*	30 *19.1%*	21 *17.4%*	20 *18.2%*	32 *21.9%*	- - **	13 *14.9%*	5 *7.8%*	19 *21.8%* N	18 *22.0%* N	9 *11.4%*	16 *21.6%* q	17 *20.7%*
Sometimes	**15** *6.3%*	2 *3.9%*	3 *10.3%* **	3 *7.3%*	7 *6.1%*	8 *6.3%*	6 *5.8%*	6 *7.7%*	9 *5.7%*	4 *3.3%*	11 *10.0%* I	11 *7.5%*	1 *20.0%* **	5 *5.7%*	5 *7.8%*	5 *5.7%*	5 *6.1%*	4 *5.1%*	5 *6.8%*	6 *7.3%*
Never	**1** *0.4%*	- -	- - **	1 *2.4%* d	- -	1 *0.8%*	- -	1 *1.3%*	- -	1 *0.8%*	- -	- -	- - **	1 *1.1%*	- -	- -	1 *1.2%*	- -	- -	1 *1.2%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**221** *93.2%*	49 *96.1%*	26 *89.7%* **	37 *90.2%*	107 *93.9%*	117 *92.9%*	97 *94.2%*	71 *91.0%*	148 *94.3%*	116 *95.9%* j	99 *90.0%*	135 *92.5%*	4 *80.0%* **	81 *93.1%*	59 *92.2%*	82 *94.3%*	76 *92.7%*	75 *94.9%*	69 *93.2%*	75 *91.5%*
HEDIS/CAHPS SUMMARY RATE - Always	**179** *75.5%*	43 *84.3%* d	21 *72.4%* **	32 *78.0%*	81 *71.1%*	101 *80.2%*	73 *70.9%*	59 *75.6%*	118 *75.2%*	95 *78.5%*	79 *71.8%*	103 *70.5%*	4 *80.0%* **	68 *78.2%*	54 *84.4%* op	63 *72.4%*	58 *70.7%*	66 *83.5%* rs	53 *71.6%*	58 *70.7%*
3-Point Score	**2.69**	2.80	2.62	2.68	2.65	2.73	2.65	2.67	2.69	2.74	2.62	2.63	2.60	2.71	2.77	2.67	2.63	2.78	2.65	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 SPH Analytics
770-978-3173
2017

		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	**240** ***100.0%***	**52** ***100.0%***	**29** ***100.0%***	**41** ***100.0%***	**116** ***100.0%***	**127** ***100.0%***	**105** ***100.0%***	**79** ***100.0%***	**159** ***100.0%***	**123** ***100.0%***	**111** ***100.0%***	**148** ***100.0%***	**5** ***100.0%***	**88** ***100.0%***	**66** ***100.0%***	**87** ***100.0%***	**83** ***100.0%***	**81** ***100.0%***	**74** ***100.0%***	**83** ***100.0%***
Total Valid Responses	**238** ***100.0%***	**52** ***100.0%***	**29** ***100.0%***	**40** ***100.0%***	**115** ***100.0%***	**126** ***100.0%***	**104** ***100.0%***	**79** ***100.0%***	**157** ***100.0%***	**122** ***100.0%***	**110** ***100.0%***	**146** ***100.0%***	**5** ***100.0%***	**88** ***100.0%***	**65** ***100.0%***	**87** ***100.0%***	**82** ***100.0%***	**80** ***100.0%***	**74** ***100.0%***	**82** ***100.0%***
No Answer	**2**	-	-	1	1	1	1	-	2	1	1	2	-	-	1	-	1	1	-	1
Always	**158** ***66.4%***	39 *75.0%*	16 *55.2%* **	29 *72.5%*	73 *63.5%*	87 *69.0%*	66 *63.5%*	55 *69.6%*	101 *64.3%*	79 *64.8%*	76 *69.1%*	97 *66.4%*	4 *80.0%* **	56 *63.6%*	51 *78.5%* OP	54 *62.1%*	49 *59.8%*	61 *76.3%* S	48 *64.9%*	47 *57.3%*
Usually	**53** ***22.3%***	10 *19.2%*	8 *27.6%* **	7 *17.5%*	27 *23.5%*	24 *19.0%*	28 *26.9%*	16 *20.3%*	37 *23.6%*	34 *27.9%* J	17 *15.5%*	33 *22.6%*	- - **	20 *22.7%*	8 *12.3%*	23 *26.4%* N	22 *26.8%* N	14 *17.5%*	17 *23.0%*	22 *26.8%*
Sometimes	**21** ***8.8%***	2 *3.8%*	5 *17.2%* **	3 *7.5%*	11 *9.6%*	12 *9.5%*	7 *6.7%*	4 *5.1%*	17 *10.8%*	7 *5.7%*	13 *11.8%*	13 *8.9%*	1 *20.0%* **	8 *9.1%*	5 *7.7%*	7 *8.0%*	9 *11.0%*	5 *6.3%*	6 *8.1%*	10 *12.2%*
Never	**6** ***2.5%***	1 *1.9%*	- - **	1 *2.5%*	4 *3.5%*	3 *2.4%*	3 *2.9%*	4 *5.1%* h	2 *1.3%*	2 *1.6%*	4 *3.6%*	3 *2.1%*	- - **	4 *4.5%*	1 *1.5%*	3 *3.4%*	2 *2.4%*	- -	3 *4.1%* q	3 *3.7%* q
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**211** ***88.7%***	49 *94.2%*	24 *82.8%* **	36 *90.0%*	100 *87.0%*	111 *88.1%*	94 *90.4%*	71 *89.9%*	138 *87.9%*	113 *92.6%* j	93 *84.5%*	130 *89.0%*	4 *80.0%* **	76 *86.4%*	59 *90.8%*	77 *88.5%*	71 *86.6%*	75 *93.8%* s	65 *87.8%*	69 *84.1%*
HEDIS/CAHPS SUMMARY RATE - Always	**158** ***66.4%***	39 *75.0%*	16 *55.2%* **	29 *72.5%*	73 *63.5%*	87 *69.0%*	66 *63.5%*	55 *69.6%*	101 *64.3%*	79 *64.8%*	76 *69.1%*	97 *66.4%*	4 *80.0%* **	56 *63.6%*	51 *78.5%* OP	54 *62.1%*	49 *59.8%*	61 *76.3%* S	48 *64.9%*	47 *57.3%*
3-Point Score	**2.55**	2.69	2.38	2.63	2.50	2.57	2.54	2.59	2.52	2.57	2.54	2.55	2.60	2.50	2.69	2.51	2.46	2.70	2.53	2.41

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 SPH Analytics
770-978-3173
2017

		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	**240** *100.0%*	**52** *100.0%*	**29** *100.0%*	**41** *100.0%*	**116** *100.0%*	**127** *100.0%*	**105** *100.0%*	**79** *100.0%*	**159** *100.0%*	**123** *100.0%*	**111** *100.0%*	**148** *100.0%*	**5** *100.0%*	**88** *100.0%*	**66** *100.0%*	**87** *100.0%*	**83** *100.0%*	**81** *100.0%*	**74** *100.0%*	**83** *100.0%*
Total Valid Responses	**236** *100.0%*	**52** *100.0%*	**28** *100.0%*	**41** *100.0%*	**113** *100.0%*	**125** *100.0%*	**103** *100.0%*	**78** *100.0%*	**156** *100.0%*	**120** *100.0%*	**110** *100.0%*	**145** *100.0%*	**5** *100.0%*	**86** *100.0%*	**65** *100.0%*	**85** *100.0%*	**82** *100.0%*	**80** *100.0%*	**72** *100.0%*	**82** *100.0%*
No Answer	**4**	-	1	-	3	2	2	1	3	3	1	3	-	2	1	2	1	1	2	1
Yes	**142** *60.2%*	26 *50.0%*	14 *50.0%* **	27 *65.9%*	73 *64.6%* a	71 *56.8%*	64 *62.1%*	38 *48.7%*	103 *66.0%* G	70 *58.3%*	68 *61.8%*	89 *61.4%*	5 *100.0%* **	51 *59.3%*	38 *58.5%*	45 *52.9%*	57 *69.5%* O	48 *60.0%*	39 *54.2%*	54 *65.9%*
No	**94** *39.8%*	26 *50.0%* d	14 *50.0%* **	14 *34.1%*	40 *35.4%*	54 *43.2%*	39 *37.9%*	40 *51.3%* H	53 *34.0%*	50 *41.7%*	42 *38.2%*	56 *38.6%*	- - **	35 *40.7%*	27 *41.5%*	40 *47.1%* P	25 *30.5%*	32 *40.0%*	33 *45.8%*	28 *34.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**142** *60.2%*	26 *50.0%*	14 *50.0%* **	27 *65.9%*	73 *64.6%* a	71 *56.8%*	64 *62.1%*	38 *48.7%*	103 *66.0%* G	70 *58.3%*	68 *61.8%*	89 *61.4%*	5 *100.0%* **	51 *59.3%*	38 *58.5%*	45 *52.9%*	57 *69.5%* O	48 *60.0%*	39 *54.2%*	54 *65.9%*

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 (*)

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 21
Level: Top

	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	**142** ***100.0%***	**26** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**73** ***100.0%***	**71** ***100.0%***	**64** ***100.0%***	**38** ***100.0%***	**103** ***100.0%***	**70** ***100.0%***	**68** ***100.0%***	**89** ***100.0%***	**5** ***100.0%***	**51** ***100.0%***	**38** ***100.0%***	**45** ***100.0%***	**57** ***100.0%***	**48** ***100.0%***	**39** ***100.0%***	**54** ***100.0%***
Total Valid Responses	**140** ***100.0%***	**26** ***100.0%***	**13** ***100.0%***	**27** ***100.0%***	**72** ***100.0%***	**71** ***100.0%***	**62** ***100.0%***	**38** ***100.0%***	**101** ***100.0%***	**70** ***100.0%***	**66** ***100.0%***	**87** ***100.0%***	**5** ***100.0%***	**51** ***100.0%***	**37** ***100.0%***	**45** ***100.0%***	**56** ***100.0%***	**47** ***100.0%***	**38** ***100.0%***	**54** ***100.0%***
No Answer	**2**	-	1	-	1	-	2	-	2	-	2	2	-	-	1	-	1	1	1	-
Always	**77** ***55.0%***	15 *57.7%* **	7 *53.8%* **	17 *63.0%* **	37 *51.4%*	43 *60.6%*	29 *46.8%*	22 *57.9%*	54 *53.5%*	40 *57.1%*	36 *54.5%*	47 *54.0%*	3 *60.0%* **	30 *58.8%*	25 *67.6%* P	25 *55.6%*	26 *46.4%*	31 *66.0%* S	23 *60.5%* s	23 *42.6%*
Usually	**39** ***27.9%***	8 *30.8%* **	4 *30.8%* **	6 *22.2%* **	20 *27.8%*	18 *25.4%*	20 *32.3%*	11 *28.9%*	28 *27.7%*	18 *25.7%*	18 *27.3%*	26 *29.9%*	- - **	10 *19.6%*	7 *18.9%*	14 *31.1%*	18 *32.1%*	10 *21.3%*	8 *21.1%*	21 *38.9%* qr
Sometimes	**18** ***12.9%***	1 *3.8%* **	1 *7.7%* **	4 *14.8%* **	12 *16.7%*	8 *11.3%*	9 *14.5%*	5 *13.2%*	13 *12.9%*	8 *11.4%*	10 *15.2%*	10 *11.5%*	2 *40.0%* **	9 *17.6%*	1 *2.7%*	6 *13.3%* n	10 *17.9%* N	3 *6.4%*	6 *15.8%*	8 *14.8%*
Never	**6** ***4.3%***	2 *7.7%* **	1 *7.7%* **	- - **	3 *4.2%*	2 *2.8%*	4 *6.5%*	- -	6 *5.9%*	4 *5.7%*	2 *3.0%*	4 *4.6%*	- - **	2 *3.9%*	4 *10.8%* O	- -	2 *3.6%*	3 *6.4%*	1 *2.6%*	2 *3.7%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**116** ***82.9%***	23 *88.5%* **	11 *84.6%* **	23 *85.2%* **	57 *79.2%*	61 *85.9%*	49 *79.0%*	33 *86.8%*	82 *81.2%*	58 *82.9%*	54 *81.8%*	73 *83.9%*	3 *60.0%* **	40 *78.4%*	32 *86.5%*	39 *86.7%*	44 *78.6%*	41 *87.2%*	31 *81.6%*	44 *81.5%*
HEDIS/CAHPS SUMMARY RATE - Always	**77** ***55.0%***	15 *57.7%* **	7 *53.8%* **	17 *63.0%* **	37 *51.4%*	43 *60.6%*	29 *46.8%*	22 *57.9%*	54 *53.5%*	40 *57.1%*	36 *54.5%*	47 *54.0%*	3 *60.0%* **	30 *58.8%*	25 *67.6%* P	25 *55.6%*	26 *46.4%*	31 *66.0%* S	23 *60.5%* s	23 *42.6%*
3-Point Score	**2.38**	2.46	2.38	2.48	2.31	2.46	2.26	2.45	2.35	2.40	2.36	2.38	2.20	2.37	2.54	2.42	2.25	2.53	2.42	2.24

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 SPH Analytics
770-978-3173
2017

		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	**299** *100.0%*	**78** *100.0%*	**36** *100.0%*	**53** *100.0%*	**130** *100.0%*	**157** *100.0%*	**132** *100.0%*	**103** *100.0%*	**194** *100.0%*	**164** *100.0%*	**129** *100.0%*	**184** *100.0%*	**5** *100.0%*	**103** *100.0%*	**94** *100.0%*	**105** *100.0%*	**96** *100.0%*	**112** *100.0%*	**89** *100.0%*	**96** *100.0%*
Total Valid Responses	**287** *100.0%*	**74** *100.0%*	**35** *100.0%*	**50** *100.0%*	**126** *100.0%*	**151** *100.0%*	**126** *100.0%*	**97** *100.0%*	**188** *100.0%*	**157** *100.0%*	**124** *100.0%*	**177** *100.0%*	**5** *100.0%*	**99** *100.0%*	**89** *100.0%*	**102** *100.0%*	**92** *100.0%*	**105** *100.0%*	**88** *100.0%*	**92** *100.0%*
No Answer	**12**	4	1	3	4	6	6	6	6	7	5	7	-	4	5	3	4	7	1	4
10 - Best personal doctor possible	**141** *49.1%*	38 *51.4%*	17 *48.6%*	26 *52.0%*	59 *46.8%*	79 *52.3%*	57 *45.2%*	44 *45.4%*	96 *51.1%*	83 *52.9%*	55 *44.4%*	83 *46.9%*	4 *80.0%* **	52 *52.5%*	49 *55.1%*	49 *48.0%*	40 *43.5%*	58 *55.2%* r	38 *43.2%*	44 *47.8%*
9	**56** *19.5%*	17 *23.0%*	8 *22.9%*	8 *16.0%*	22 *17.5%*	26 *17.2%*	30 *23.8%*	21 *21.6%*	35 *18.6%*	30 *19.1%*	25 *20.2%*	36 *20.3%*	- - **	18 *18.2%*	19 *21.3%*	16 *15.7%*	21 *22.8%*	25 *23.8%*	14 *15.9%*	17 *18.5%*
8	**41** *14.3%*	10 *13.5%*	5 *14.3%*	8 *16.0%*	18 *14.3%*	21 *13.9%*	17 *13.5%*	15 *15.5%*	26 *13.8%*	17 *10.8%*	23 *18.5%* i	30 *16.9%*	- - **	11 *11.1%*	10 *11.2%*	17 *16.7%*	13 *14.1%*	14 *13.3%*	14 *15.9%*	12 *13.0%*
7	**17** *5.9%*	4 *5.4%*	1 *2.9%*	3 *6.0%*	9 *7.1%*	5 *3.3%*	10 *7.9%* e	5 *5.2%*	12 *6.4%*	9 *5.7%*	7 *5.6%*	10 *5.6%*	- - **	4 *4.0%*	3 *3.4%*	11 *10.8%* nP	3 *3.3%*	4 *3.8%*	9 *10.2%* q	4 *4.3%*
6	**12** *4.2%*	1 *1.4%*	1 *2.9%*	1 *2.0%*	9 *7.1%* a	8 *5.3%*	4 *3.2%*	4 *4.1%*	8 *4.3%*	7 *4.5%*	5 *4.0%*	8 *4.5%*	1 *20.0%* **	6 *6.1%*	2 *2.2%*	4 *3.9%*	6 *6.5%*	1 *1.0%*	5 *5.7%* q	6 *6.5%* Q
5	**8** *2.8%*	- -	1 *2.9%*	2 *4.0%* a	5 *4.0%* a	5 *3.3%*	3 *2.4%*	2 *2.1%*	6 *3.2%*	6 *3.8%*	2 *1.6%*	4 *2.3%*	- - **	4 *4.0%*	3 *3.4%* o	- -	5 *5.4%* O	1 *1.0%*	1 *1.1%*	6 *6.5%* Qr
4	**2** *0.7%*	1 *1.4%*	- -	- -	1 *0.8%*	- -	2 *1.6%*	2 *2.1%* H	- -	1 *0.6%*	1 *0.8%*	1 *0.6%*	- - **	1 *1.0%*	- -	1 *1.0%*	1 *1.1%*	- -	2 *2.3%*	- -
3	**3** *1.0%*	1 *1.4%*	- -	- -	2 *1.6%*	2 *1.3%*	1 *0.8%*	1 *1.0%*	2 *1.1%*	1 *0.6%*	2 *1.6%*	- -	- - **	2 *2.0%* K	- -	2 *2.0%*	1 *1.1%*	- -	1 *1.1%*	2 *2.2%*
2	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -
1	**4** *1.4%*	- -	1 *2.9%*	2 *4.0%* a	1 *0.8%*	3 *2.0%*	1 *0.8%*	2 *2.1%*	1 *0.5%*	2 *1.3%*	2 *1.6%*	4 *2.3%*	- - **	- -	- -	2 *2.0%*	2 *2.2%*	- -	3 *3.4%* q	1 *1.1%*
0 - Worst personal doctor possible	**3** *1.0%*	2 *2.7%* d	1 *2.9%* d	- -	- -	2 *1.3%*	1 *0.8%*	1 *1.0%*	2 *1.1%*	1 *0.6%*	2 *1.6%*	1 *0.6%*	- - **	1 *1.0%*	3 *3.4%* op	- -	- -	2 *1.9%*	1 *1.1%*	- -
SUMMARY - 0-3	**10** *3.5%*	3 *4.1%*	2 *5.7%*	2 *4.0%*	3 *2.4%*	7 *4.6%*	3 *2.4%*	4 *4.1%*	5 *2.7%*	4 *2.5%*	6 *4.8%*	5 *2.8%*	- - **	3 *3.0%*	3 *3.4%*	4 *3.9%*	3 *3.3%*	2 *1.9%*	5 *5.7%*	3 *3.3%*
SUMMARY - 4-7	**39** *13.6%*	6 *8.1%*	3 *8.6%*	6 *12.0%*	24 *19.0%* A	18 *11.9%*	19 *15.1%*	13 *13.4%*	26 *13.8%*	23 *14.6%*	15 *12.1%*	23 *13.0%*	1 *20.0%* **	15 *15.2%*	8 *9.0%*	16 *15.7%*	15 *16.3%*	6 *5.7%*	17 *19.3%* Q	16 *17.4%* Q
HEDIS/CAHPS SUMMARY RATE - 8-10	**238** *82.9%*	65 *87.8%*	30 *85.7%*	42 *84.0%*	99 *78.6%*	126 *83.4%*	104 *82.5%*	80 *82.5%*	157 *83.5%*	130 *82.8%*	103 *83.1%*	149 *84.2%*	4 *80.0%* **	81 *81.8%*	78 *87.6%*	82 *80.4%*	74 *80.4%*	97 *92.4%* RS	66 *75.0%*	73 *79.3%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**197** *68.6%*	55 *74.3%*	25 *71.4%*	34 *68.0%*	81 *64.3%*	105 *69.5%*	87 *69.0%*	65 *67.0%*	131 *69.7%*	113 *72.0%*	80 *64.5%*	119 *67.2%*	4 *80.0%* **	70 *70.7%*	68 *76.4%* o	65 *63.7%*	61 *66.3%*	83 *79.0%* RS	52 *59.1%*	61 *66.3%*
3-Point Score	**2.57**	2.68	2.60	2.58	2.50	2.56	2.60	2.55	2.60	2.61	2.53	2.57	2.60	2.57	2.67	2.55	2.50	2.75	2.44	2.50

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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**390** *100.0%*	**120** *100.0%*	**52** *100.0%*	**64** *100.0%*	**151** *100.0%*	**198** *100.0%*	**178** *100.0%*	**143** *100.0%*	**244** *100.0%*	**214** *100.0%*	**167** *100.0%*	**235** *100.0%*	**8** *100.0%*	**135** *100.0%*	**133** *100.0%*	**137** *100.0%*	**116** *100.0%*	**156** *100.0%*	**115** *100.0%*	**116** *100.0%*
No Answer	**3**	-	-	1	2	3	-	1	2	3	-	1	-	1	1	1	1	-	1	2
Yes	**156** *40.0%*	31 *25.8%*	12 *23.1%*	30 *46.9%* AB	81 *53.6%* AB	80 *40.4%*	70 *39.3%*	50 *35.0%*	104 *42.6%*	79 *36.9%*	74 *44.3%*	104 *44.3%* m	2 *25.0%* **	48 *35.6%*	33 *24.8%*	56 *40.9%* N	64 *55.2%* NO	40 *25.6%*	53 *46.1%* Q	62 *53.4%* Q
No	**234** *60.0%*	89 *74.2%* CD	40 *76.9%* CD	34 *53.1%*	70 *46.4%*	118 *59.6%*	108 *60.7%*	93 *65.0%*	140 *57.4%*	135 *63.1%*	93 *55.7%*	131 *55.7%*	6 *75.0%* **	87 *64.4%* k	100 *75.2%* OP	81 *59.1%* P	52 *44.8%*	116 *74.4%* RS	62 *53.9%*	54 *46.6%*
HEDIS/CAHPS SUMMARY RATE - Yes	**156** *40.0%*	31 *25.8%*	12 *23.1%*	30 *46.9%* AB	81 *53.6%* AB	80 *40.4%*	70 *39.3%*	50 *35.0%*	104 *42.6%*	79 *36.9%*	74 *44.3%*	104 *44.3%* m	2 *25.0%* **	48 *35.6%*	33 *24.8%*	56 *40.9%* N	64 *55.2%* NO	40 *25.6%*	53 *46.1%* Q	62 *53.4%* 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 SPH Analytics
770-978-3173
2017

		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	**156** *100.0%*	**31** *100.0%*	**12** *100.0%*	**30** *100.0%*	**81** *100.0%*	**80** *100.0%*	**70** *100.0%*	**50** *100.0%*	**104** *100.0%*	**79** *100.0%*	**74** *100.0%*	**104** *100.0%*	**2** *100.0%*	**48** *100.0%*	**33** *100.0%*	**56** *100.0%*	**64** *100.0%*	**40** *100.0%*	**53** *100.0%*	**62** *100.0%*
Total Valid Responses	**155** *100.0%*	**31** *100.0%*	**12** *100.0%*	**30** *100.0%*	**80** *100.0%*	**80** *100.0%*	**70** *100.0%*	**50** *100.0%*	**103** *100.0%*	**78** *100.0%*	**74** *100.0%*	**103** *100.0%*	**2** *100.0%*	**48** *100.0%*	**32** *100.0%*	**56** *100.0%*	**64** *100.0%*	**40** *100.0%*	**52** *100.0%*	**62** *100.0%*
No Answer	**1**	-	-	-	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-
Always	**69** *44.5%*	15 *48.4%*	3 *25.0%* **	16 *53.3%*	35 *43.8%*	37 *46.3%*	29 *41.4%*	24 *48.0%*	44 *42.7%*	31 *39.7%*	36 *48.6%*	44 *42.7%*	1 *50.0%* **	21 *43.8%*	14 *43.8%*	24 *42.9%*	30 *46.9%*	21 *52.5%*	20 *38.5%*	28 *45.2%*
Usually	**53** *34.2%*	7 *22.6%*	6 *50.0%* **	12 *40.0%*	27 *33.8%*	29 *36.3%*	23 *32.9%*	10 *20.0%*	42 *40.8%* G	31 *39.7%*	21 *28.4%*	38 *36.9%*	1 *50.0%* **	17 *35.4%*	10 *31.3%*	21 *37.5%*	21 *32.8%*	8 *20.0%*	21 *40.4%* Q	23 *37.1%* q
Sometimes	**26** *16.8%*	7 *22.6%* C	2 *16.7%* **	1 *3.3%*	15 *18.8%* C	13 *16.3%*	13 *18.6%*	11 *22.0%*	15 *14.6%*	13 *16.7%*	13 *17.6%*	15 *14.6%*	- - **	9 *18.8%*	7 *21.9%*	8 *14.3%*	11 *17.2%*	9 *22.5%*	8 *15.4%*	9 *14.5%*
Never	**7** *4.5%*	2 *6.5%*	1 *8.3%* **	1 *3.3%*	3 *3.8%*	1 *1.3%*	5 *7.1%* e	5 *10.0%* H	2 *1.9%*	3 *3.8%*	4 *5.4%*	6 *5.8%*	- - **	1 *2.1%*	1 *3.1%*	3 *5.4%*	2 *3.1%*	2 *5.0%*	3 *5.8%*	2 *3.2%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**122** *78.7%*	22 *71.0%*	9 *75.0%* **	28 *93.3%* Ad	62 *77.5%*	66 *82.5%*	52 *74.3%*	34 *68.0%*	86 *83.5%* G	62 *79.5%*	57 *77.0%*	82 *79.6%*	2 *100.0%* **	38 *79.2%*	24 *75.0%*	45 *80.4%*	51 *79.7%*	29 *72.5%*	41 *78.8%*	51 *82.3%*
HEDIS/CAHPS SUMMARY RATE - Always	**69** *44.5%*	15 *48.4%*	3 *25.0%* **	16 *53.3%*	35 *43.8%*	37 *46.3%*	29 *41.4%*	24 *48.0%*	44 *42.7%*	31 *39.7%*	36 *48.6%*	44 *42.7%*	1 *50.0%* **	21 *43.8%*	14 *43.8%*	24 *42.9%*	30 *46.9%*	21 *52.5%*	20 *38.5%*	28 *45.2%*
3-Point Score	**2.23**	2.19	2.00	2.47	2.21	2.29	2.16	2.16	2.26	2.19	2.26	2.22	2.50	2.23	2.19	2.23	2.27	2.25	2.17	2.27

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**
Q26. How many specialists have you seen in the last 6 months?																				
Total Eligible	**156** ***100.0%***	**31** ***100.0%***	**12** ***100.0%***	**30** ***100.0%***	**81** ***100.0%***	**80** ***100.0%***	**70** ***100.0%***	**50** ***100.0%***	**104** ***100.0%***	**79** ***100.0%***	**74** ***100.0%***	**104** ***100.0%***	**2** ***100.0%***	**48** ***100.0%***	**33** ***100.0%***	**56** ***100.0%***	**64** ***100.0%***	**40** ***100.0%***	**53** ***100.0%***	**62** ***100.0%***
Total Valid Responses	**154** ***100.0%***	**31** ***100.0%***	**12** ***100.0%***	**30** ***100.0%***	**79** ***100.0%***	**79** ***100.0%***	**69** ***100.0%***	**49** ***100.0%***	**103** ***100.0%***	**79** ***100.0%***	**72** ***100.0%***	**104** ***100.0%***	**2** ***100.0%***	**46** ***100.0%***	**33** ***100.0%***	**55** ***100.0%***	**63** ***100.0%***	**40** ***100.0%***	**52** ***100.0%***	**61** ***100.0%***
No Answer	**2**	-	-	-	2	1	1	1	1	-	2	-	-	2	-	1	1	-	1	1
None	**11** ***7.1%***	5 *16.1%* Cd	2 *16.7%* **	- -	4 *5.1%*	3 *3.8%*	6 *8.7%*	2 *4.1%*	9 *8.7%*	6 *7.6%*	5 *6.9%*	6 *5.8%*	1 *50.0%* **	3 *6.5%*	3 *9.1%*	5 *9.1%*	3 *4.8%*	3 *7.5%*	6 *11.5%* s	2 *3.3%*
1 specialist	**79** ***51.3%***	20 *64.5%*	8 *66.7%* **	13 *43.3%*	38 *48.1%*	40 *50.6%*	37 *53.6%*	30 *61.2%* h	48 *46.6%*	42 *53.2%*	35 *48.6%*	50 *48.1%*	1 *50.0%* **	28 *60.9%*	26 *78.8%* OP	29 *52.7%*	24 *38.1%*	28 *70.0%* RS	25 *48.1%*	26 *42.6%*
2	**34** ***22.1%***	4 *12.9%*	1 *8.3%* **	8 *26.7%*	20 *25.3%*	22 *27.8%* f	11 *15.9%*	9 *18.4%*	25 *24.3%*	17 *21.5%*	17 *23.6%*	27 *26.0%*	- - **	8 *17.4%*	3 *9.1%*	12 *21.8%*	17 *27.0%* N	6 *15.0%*	9 *17.3%*	19 *31.1%* qr
3	**20** ***13.0%***	1 *3.2%*	1 *8.3%* **	6 *20.0%* A	11 *13.9%*	7 *8.9%*	12 *17.4%*	4 *8.2%*	15 *14.6%*	11 *13.9%*	8 *11.1%*	14 *13.5%*	- - **	5 *10.9%*	1 *3.0%*	6 *10.9%*	13 *20.6%* N	2 *5.0%*	9 *17.3%* q	9 *14.8%*
4	**2** ***1.3%***	1 *3.2%*	- - **	- -	1 *1.3%*	2 *2.5%*	- -	1 *2.0%*	1 *1.0%*	1 *1.3%*	1 *1.4%*	1 *1.0%*	- - **	1 *2.2%*	- -	1 *1.8%*	1 *1.6%*	1 *2.5%*	- -	1 *1.6%*
5 or more specialists	**8** ***5.2%***	- -	- - **	3 *10.0%* a	5 *6.3%*	5 *6.3%*	3 *4.3%*	3 *6.1%*	5 *4.9%*	2 *2.5%*	6 *8.3%*	6 *5.8%*	- - **	1 *2.2%*	- -	2 *3.6%*	5 *7.9%* n	- -	3 *5.8%*	4 *6.6%*
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**143** ***92.9%***	26 *83.9%*	10 *83.3%* **	30 *100.0%* A	75 *94.9%* a	76 *96.2%*	63 *91.3%*	47 *95.9%*	94 *91.3%*	73 *92.4%*	67 *93.1%*	98 *94.2%*	1 *50.0%* **	43 *93.5%*	30 *90.9%*	50 *90.9%*	60 *95.2%*	37 *92.5%*	46 *88.5%*	59 *96.7%* 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
Q27. What number would you use to rate that specialist?																				
Total Eligible	**143** *100.0%*	**26** *100.0%*	**10** *100.0%*	**30** *100.0%*	**75** *100.0%*	**76** *100.0%*	**63** *100.0%*	**47** *100.0%*	**94** *100.0%*	**73** *100.0%*	**67** *100.0%*	**98** *100.0%*	**1** *100.0%*	**43** *100.0%*	**30** *100.0%*	**50** *100.0%*	**60** *100.0%*	**37** *100.0%*	**46** *100.0%*	**59** *100.0%*
Total Valid Responses	**139** *100.0%*	**26** *100.0%*	**9** *100.0%*	**29** *100.0%*	**73** *100.0%*	**75** *100.0%*	**60** *100.0%*	**46** *100.0%*	**91** *100.0%*	**71** *100.0%*	**65** *100.0%*	**95** *100.0%*	**1** *100.0%*	**41** *100.0%*	**30** *100.0%*	**50** *100.0%*	**57** *100.0%*	**37** *100.0%*	**46** *100.0%*	**55** *100.0%*
No Answer	**4**	-	1	1	2	1	3	1	3	2	2	3	-	2	-	-	3	-	-	4
10 - Best specialist possible	**73** *52.5%*	15 *57.7%* **	3 *33.3%* **	15 *51.7%* **	40 *54.8%*	39 *52.0%*	31 *51.7%*	22 *47.8%*	51 *56.0%*	36 *50.7%*	35 *53.8%*	49 *51.6%*	- - **	21 *51.2%*	18 *60.0%*	24 *48.0%*	30 *52.6%*	21 *56.8%*	23 *50.0%*	29 *52.7%*
9	**21** *15.1%*	3 *11.5%* **	1 *11.1%* **	8 *27.6%* **	9 *12.3%*	12 *16.0%*	9 *15.0%*	9 *19.6%*	12 *13.2%*	7 *9.9%*	14 *21.5%* i	18 *18.9%*	- - **	4 *9.8%*	3 *10.0%*	13 *26.0%* nP	5 *8.8%*	5 *13.5%*	8 *17.4%*	8 *14.5%*
8	**20** *14.4%*	5 *19.2%* **	3 *33.3%* **	5 *17.2%* **	5 *6.8%*	11 *14.7%*	8 *13.3%*	6 *13.0%*	13 *14.3%*	13 *18.3%*	6 *9.2%*	12 *12.6%*	1 *100.0%* **	8 *19.5%*	6 *20.0%*	6 *12.0%*	7 *12.3%*	4 *10.8%*	8 *17.4%*	7 *12.7%*
7	**6** *4.3%*	1 *3.8%* **	- - **	- - **	5 *6.8%*	3 *4.0%*	3 *5.0%*	4 *8.7%* h	2 *2.2%*	3 *4.2%*	3 *4.6%*	4 *4.2%*	- - **	2 *4.9%*	- -	4 *8.0%*	2 *3.5%*	3 *8.1%* S	3 *6.5%* s	- -
6	**10** *7.2%*	2 *7.7%* **	- - **	1 *3.4%* **	7 *9.6%*	6 *8.0%*	4 *6.7%*	2 *4.3%*	8 *8.8%*	7 *9.9%*	3 *4.6%*	7 *7.4%*	- - **	3 *7.3%*	2 *6.7%*	1 *2.0%*	7 *12.3%* O	2 *5.4%*	1 *2.2%*	7 *12.7%* r
5	**3** *2.2%*	- - **	1 *11.1%* **	- - **	2 *2.7%*	2 *2.7%*	1 *1.7%*	- -	3 *3.3%*	2 *2.8%*	1 *1.5%*	1 *1.1%*	- - **	1 *2.4%*	- -	2 *4.0%*	1 *1.8%*	1 *2.7%*	1 *2.2%*	1 *1.8%*
4	**1** *0.7%*	- - **	1 *11.1%* **	- - **	- -	- -	1 *1.7%*	- -	1 *1.1%*	1 *1.4%*	- -	1 *1.1%*	- - **	- -	1 *3.3%*	- -	- -	1 *2.7%*	- -	- -
3	**1** *0.7%*	- - **	- - **	- - **	1 *1.4%*	- -	1 *1.7%*	1 *2.2%*	- -	- -	1 *1.5%*	1 *1.1%*	- - **	- -	- -	- -	1 *1.8%*	- -	- -	1 *1.8%*
2	**-** -	- - **	- - **	- - **	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- -	- -
1	**3** *2.2%*	- - **	- - **	- - **	3 *4.1%*	2 *2.7%*	1 *1.7%*	1 *2.2%*	1 *1.1%*	2 *2.8%*	1 *1.5%*	1 *1.1%*	- - **	2 *4.9%*	- -	- -	3 *5.3%*	- -	1 *2.2%*	2 *3.6%*
0 - Worst specialist possible	**1** *0.7%*	- - **	- - **	- - **	1 *1.4%*	- -	1 *1.7%*	1 *2.2%*	- -	- -	1 *1.5%*	1 *1.1%*	- - **	- -	- -	- -	1 *1.8%*	- -	1 *2.2%*	- -
SUMMARY - 0-3	**5** *3.6%*	- - **	- - **	- - **	5 *6.8%*	2 *2.7%*	3 *5.0%*	3 *6.5%* h	1 *1.1%*	2 *2.8%*	3 *4.6%*	3 *3.2%*	- - **	2 *4.9%*	- -	- -	5 *8.8%* nO	- -	2 *4.3%*	3 *5.5%*
SUMMARY - 4-7	**20** *14.4%*	3 *11.5%* **	2 *22.2%* **	1 *3.4%* **	14 *19.2%*	11 *14.7%*	9 *15.0%*	6 *13.0%*	14 *15.4%*	13 *18.3%*	7 *10.8%*	13 *13.7%*	- - **	6 *14.6%*	3 *10.0%*	7 *14.0%*	10 *17.5%*	7 *18.9%*	5 *10.9%*	8 *14.5%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**114** *82.0%*	23 *88.5%* **	7 *77.8%* **	28 *96.6%* **	54 *74.0%*	62 *82.7%*	48 *80.0%*	37 *80.4%*	76 *83.5%*	56 *78.9%*	55 *84.6%*	79 *83.2%*	1 *100.0%* **	33 *80.5%*	27 *90.0%* p	43 *86.0%*	42 *73.7%*	30 *81.1%*	39 *84.8%*	44 *80.0%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**94** *67.6%*	18 *69.2%* **	4 *44.4%* **	23 *79.3%* **	49 *67.1%*	51 *68.0%*	40 *66.7%*	31 *67.4%*	63 *69.2%*	43 *60.6%*	49 *75.4%* i	67 *70.5%*	- - **	25 *61.0%*	21 *70.0%*	37 *74.0%*	35 *61.4%*	26 *70.3%*	31 *67.4%*	37 *67.3%*
3-Point Score	**2.54**	2.62	2.22	2.76	2.48	2.55	2.52	2.57	2.55	2.44	2.65	2.58	2.00	2.46	2.60	2.68	2.39	2.59	2.59	2.47

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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**386** *100.0%*	**117** *100.0%*	**51** *100.0%*	**65** *100.0%*	**150** *100.0%*	**199** *100.0%*	**174** *100.0%*	**143** *100.0%*	**240** *100.0%*	**213** *100.0%*	**164** *100.0%*	**231** *100.0%*	**8** *100.0%*	**134** *100.0%*	**132** *100.0%*	**135** *100.0%*	**115** *100.0%*	**154** *100.0%*	**115** *100.0%*	**114** *100.0%*
No Answer	**7**	3	1	-	3	2	4	1	6	4	3	5	-	2	2	3	2	2	1	4
Yes	**73** *18.9%*	27 *23.1%* bc	6 *11.8%*	8 *12.3%*	30 *20.0%*	31 *15.6%*	39 *22.4%* e	31 *21.7%*	41 *17.1%*	35 *16.4%*	37 *22.6%*	43 *18.6%*	3 *37.5%* **	29 *21.6%*	28 *21.2%*	19 *14.1%*	26 *22.6%* o	24 *15.6%*	24 *20.9%*	25 *21.9%*
No	**313** *81.1%*	90 *76.9%*	45 *88.2%* a	57 *87.7%* a	120 *80.0%*	168 *84.4%* f	135 *77.6%*	112 *78.3%*	199 *82.9%*	178 *83.6%*	127 *77.4%*	188 *81.4%*	5 *62.5%* **	105 *78.4%*	104 *78.8%*	116 *85.9%* p	89 *77.4%*	130 *84.4%*	91 *79.1%*	89 *78.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**73** *18.9%*	27 *23.1%* bc	6 *11.8%*	8 *12.3%*	30 *20.0%*	31 *15.6%*	39 *22.4%* e	31 *21.7%*	41 *17.1%*	35 *16.4%*	37 *22.6%*	43 *18.6%*	3 *37.5%* **	29 *21.6%*	28 *21.2%*	19 *14.1%*	26 *22.6%* o	24 *15.6%*	24 *20.9%*	25 *21.9%*

Cell Contents:
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- 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	**73** ***100.0%***	**27** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**30** ***100.0%***	**31** ***100.0%***	**39** ***100.0%***	**31** ***100.0%***	**41** ***100.0%***	**35** ***100.0%***	**37** ***100.0%***	**43** ***100.0%***	**3** ***100.0%***	**29** ***100.0%***	**28** ***100.0%***	**19** ***100.0%***	**26** ***100.0%***	**24** ***100.0%***	**24** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**73** ***100.0%***	**27** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**30** ***100.0%***	**31** ***100.0%***	**39** ***100.0%***	**31** ***100.0%***	**41** ***100.0%***	**35** ***100.0%***	**37** ***100.0%***	**43** ***100.0%***	**3** ***100.0%***	**29** ***100.0%***	**28** ***100.0%***	**19** ***100.0%***	**26** ***100.0%***	**24** ***100.0%***	**24** ***100.0%***	**25** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**26** ***35.6%***	7 *25.9%* **	3 *50.0%* **	3 *37.5%* **	12 *40.0%*	12 *38.7%*	11 *28.2%*	13 *41.9%*	12 *29.3%*	11 *31.4%*	14 *37.8%*	17 *39.5%*	1 *33.3%* **	10 *34.5%* **	11 *39.3%* **	7 *36.8%* **	8 *30.8%* **	9 *37.5%* **	6 *25.0%* **	11 *44.0%* **
Usually	**21** ***28.8%***	9 *33.3%* **	2 *33.3%* **	2 *25.0%* **	8 *26.7%*	9 *29.0%*	12 *30.8%*	8 *25.8%*	13 *31.7%*	10 *28.6%*	11 *29.7%*	14 *32.6%*	- - **	7 *24.1%* **	5 *17.9%* **	8 *42.1%* **	8 *30.8%* **	4 *16.7%* **	10 *41.7%* **	7 *28.0%* **
Sometimes	**23** ***31.5%***	11 *40.7%* **	1 *16.7%* **	2 *25.0%* **	8 *26.7%*	10 *32.3%*	13 *33.3%*	10 *32.3%*	13 *31.7%*	13 *37.1%*	10 *27.0%*	11 *25.6%*	2 *66.7%* **	9 *31.0%* **	12 *42.9%* **	4 *21.1%* **	7 *26.9%* **	10 *41.7%* **	8 *33.3%* **	5 *20.0%* **
Never	**3** ***4.1%***	- - **	- - **	1 *12.5%* **	2 *6.7%*	- -	3 *7.7%*	- -	3 *7.3%*	1 *2.9%*	2 *5.4%*	1 *2.3%*	- - **	3 *10.3%* **	- - **	- - **	3 *11.5%* **	1 *4.2%* **	- - **	2 *8.0%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**47** ***64.4%***	16 *59.3%* **	5 *83.3%* **	5 *62.5%* **	20 *66.7%*	21 *67.7%*	23 *59.0%*	21 *67.7%*	25 *61.0%*	21 *60.0%*	25 *67.6%*	31 *72.1%*	1 *33.3%* **	17 *58.6%* **	16 *57.1%* **	15 *78.9%* **	16 *61.5%* **	13 *54.2%* **	16 *66.7%* **	18 *72.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**26** ***35.6%***	7 *25.9%* **	3 *50.0%* **	3 *37.5%* **	12 *40.0%*	12 *38.7%*	11 *28.2%*	13 *41.9%*	12 *29.3%*	11 *31.4%*	14 *37.8%*	17 *39.5%*	1 *33.3%* **	10 *34.5%* **	11 *39.3%* **	7 *36.8%* **	8 *30.8%* **	9 *37.5%* **	6 *25.0%* **	11 *44.0%* **
3-Point Score	**2.00**	1.85	2.33	2.00	2.07	2.06	1.87	2.10	1.90	1.91	2.05	2.12	1.67	1.93	1.96	2.16	1.92	1.92	1.92	2.16

Cell Contents:
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- 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 planâs customer service?																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**388** *100.0%*	**119** *100.0%*	**51** *100.0%*	**65** *100.0%*	**150** *100.0%*	**199** *100.0%*	**176** *100.0%*	**143** *100.0%*	**242** *100.0%*	**215** *100.0%*	**164** *100.0%*	**232** *100.0%*	**8** *100.0%*	**134** *100.0%*	**133** *100.0%*	**137** *100.0%*	**115** *100.0%*	**155** *100.0%*	**115** *100.0%*	**115** *100.0%*
No Answer	**5**	1	1	-	3	2	2	1	4	2	3	4	-	2	1	1	2	1	1	3
Yes	**138** *35.6%*	36 *30.3%*	18 *35.3%*	25 *38.5%*	57 *38.0%*	73 *36.7%*	60 *34.1%*	51 *35.7%*	85 *35.1%*	78 *36.3%*	57 *34.8%*	80 *34.5%*	3 *37.5%* **	52 *38.8%*	37 *27.8%*	46 *33.6%*	52 *45.2%* No	38 *24.5%*	45 *39.1%* Q	53 *46.1%* Q
No	**250** *64.4%*	83 *69.7%*	33 *64.7%*	40 *61.5%*	93 *62.0%*	126 *63.3%*	116 *65.9%*	92 *64.3%*	157 *64.9%*	137 *63.7%*	107 *65.2%*	152 *65.5%*	5 *62.5%* **	82 *61.2%*	96 *72.2%* P	91 *66.4%* p	63 *54.8%*	117 *75.5%* RS	70 *60.9%*	62 *53.9%*
HEDIS/CAHPS SUMMARY RATE - Yes	**138** *35.6%*	36 *30.3%*	18 *35.3%*	25 *38.5%*	57 *38.0%*	73 *36.7%*	60 *34.1%*	51 *35.7%*	85 *35.1%*	78 *36.3%*	57 *34.8%*	80 *34.5%*	3 *37.5%* **	52 *38.8%*	37 *27.8%*	46 *33.6%*	52 *45.2%* No	38 *24.5%*	45 *39.1%* Q	53 *46.1%* 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 (*)

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		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 planâs customer service give you the information or help you needed?																				
Total Eligible	**138** *100.0%*	**36** *100.0%*	**18** *100.0%*	**25** *100.0%*	**57** *100.0%*	**73** *100.0%*	**60** *100.0%*	**51** *100.0%*	**85** *100.0%*	**78** *100.0%*	**57** *100.0%*	**80** *100.0%*	**3** *100.0%*	**52** *100.0%*	**37** *100.0%*	**46** *100.0%*	**52** *100.0%*	**38** *100.0%*	**45** *100.0%*	**53** *100.0%*
Total Valid Responses	**136** *100.0%*	**36** *100.0%*	**18** *100.0%*	**25** *100.0%*	**55** *100.0%*	**72** *100.0%*	**59** *100.0%*	**51** *100.0%*	**83** *100.0%*	**76** *100.0%*	**57** *100.0%*	**79** *100.0%*	**3** *100.0%*	**51** *100.0%*	**36** *100.0%*	**46** *100.0%*	**51** *100.0%*	**37** *100.0%*	**45** *100.0%*	**52** *100.0%*
No Answer	**2**	-	-	-	2	1	1	-	2	2	-	1	-	1	1	-	1	1	-	1
Always	**78** *57.4%*	21 *58.3%*	12 *66.7%* **	15 *60.0%* **	29 *52.7%*	44 *61.1%*	30 *50.8%*	31 *60.8%*	45 *54.2%*	42 *55.3%*	33 *57.9%*	48 *60.8%*	2 *66.7%* **	28 *54.9%*	23 *63.9%*	28 *60.9%*	25 *49.0%*	24 *64.9%*	22 *48.9%*	30 *57.7%*
Usually	**41** *30.1%*	12 *33.3%*	5 *27.8%* **	7 *28.0%* **	16 *29.1%*	22 *30.6%*	19 *32.2%*	14 *27.5%*	27 *32.5%*	25 *32.9%*	16 *28.1%*	23 *29.1%*	- - **	16 *31.4%*	8 *22.2%*	14 *30.4%*	18 *35.3%*	10 *27.0%*	17 *37.8%*	14 *26.9%*
Sometimes	**13** *9.6%*	3 *8.3%*	1 *5.6%* **	2 *8.0%* **	7 *12.7%*	6 *8.3%*	6 *10.2%*	5 *9.8%*	8 *9.6%*	9 *11.8%*	4 *7.0%*	6 *7.6%*	1 *33.3%* **	5 *9.8%*	4 *11.1%*	3 *6.5%*	6 *11.8%*	2 *5.4%*	4 *8.9%*	7 *13.5%*
Never	**4** *2.9%*	- -	- - **	1 *4.0%* **	3 *5.5%*	- -	4 *6.8%* E	1 *2.0%*	3 *3.6%*	- -	4 *7.0%* I	2 *2.5%*	- - **	2 *3.9%*	1 *2.8%*	1 *2.2%*	2 *3.9%*	1 *2.7%*	2 *4.4%*	1 *1.9%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**119** *87.5%*	33 *91.7%*	17 *94.4%* **	22 *88.0%* **	45 *81.8%*	66 *91.7%*	49 *83.1%*	45 *88.2%*	72 *86.7%*	67 *88.2%*	49 *86.0%*	71 *89.9%*	2 *66.7%* **	44 *86.3%*	31 *86.1%*	42 *91.3%*	43 *84.3%*	34 *91.9%*	39 *86.7%*	44 *84.6%*
HEDIS/CAHPS SUMMARY RATE - Always	**78** *57.4%*	21 *58.3%*	12 *66.7%* **	15 *60.0%* **	29 *52.7%*	44 *61.1%*	30 *50.8%*	31 *60.8%*	45 *54.2%*	42 *55.3%*	33 *57.9%*	48 *60.8%*	2 *66.7%* **	28 *54.9%*	23 *63.9%*	28 *60.9%*	25 *49.0%*	24 *64.9%*	22 *48.9%*	30 *57.7%*
3-Point Score	**2.45**	2.50	2.61	2.48	2.35	2.53	2.34	2.49	2.41	2.43	2.44	2.51	2.33	2.41	2.50	2.52	2.33	2.57	2.36	2.42

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
Q32. (CS) In the last 6 months, how often did your health planâs customer service staff treat you with courtesy and respect?																				
Total Eligible	**138** *100.0%*	**36** *100.0%*	**18** *100.0%*	**25** *100.0%*	**57** *100.0%*	**73** *100.0%*	**60** *100.0%*	**51** *100.0%*	**85** *100.0%*	**78** *100.0%*	**57** *100.0%*	**80** *100.0%*	**3** *100.0%*	**52** *100.0%*	**37** *100.0%*	**46** *100.0%*	**52** *100.0%*	**38** *100.0%*	**45** *100.0%*	**53** *100.0%*
Total Valid Responses	**136** *100.0%*	**36** *100.0%*	**18** *100.0%*	**25** *100.0%*	**55** *100.0%*	**72** *100.0%*	**59** *100.0%*	**51** *100.0%*	**83** *100.0%*	**76** *100.0%*	**57** *100.0%*	**79** *100.0%*	**3** *100.0%*	**51** *100.0%*	**36** *100.0%*	**46** *100.0%*	**51** *100.0%*	**37** *100.0%*	**45** *100.0%*	**52** *100.0%*
No Answer	**2**	-	-	-	2	1	1	-	2	2	-	1	-	1	1	-	1	1	-	1
Always	**107** *78.7%*	27 *75.0%*	16 *88.9%* **	18 *72.0%* **	44 *80.0%*	57 *79.2%*	45 *76.3%*	44 *86.3%* h	61 *73.5%*	60 *78.9%*	44 *77.2%*	66 *83.5%*	2 *66.7%* **	37 *72.5%*	30 *83.3%*	38 *82.6%*	36 *70.6%*	30 *81.1%*	36 *80.0%*	39 *75.0%*
Usually	**19** *14.0%*	7 *19.4%*	1 *5.6%* **	4 *16.0%* **	7 *12.7%*	11 *15.3%*	8 *13.6%*	4 *7.8%*	15 *18.1%*	11 *14.5%*	8 *14.0%*	10 *12.7%*	1 *33.3%* **	7 *13.7%*	4 *11.1%*	6 *13.0%*	9 *17.6%*	3 *8.1%*	8 *17.8%*	8 *15.4%*
Sometimes	**9** *6.6%*	2 *5.6%*	1 *5.6%* **	2 *8.0%* **	4 *7.3%*	4 *5.6%*	5 *8.5%*	3 *5.9%*	6 *7.2%*	5 *6.6%*	4 *7.0%*	2 *2.5%*	- - **	7 *13.7%* K	2 *5.6%*	1 *2.2%*	6 *11.8%* o	4 *10.8%* R	- -	5 *9.6%* R
Never	**1** *0.7%*	- -	- - **	1 *4.0%* **	- -	- -	1 *1.7%*	- -	1 *1.2%*	- -	1 *1.8%*	1 *1.3%*	- - **	- -	- -	1 *2.2%*	- -	- -	1 *2.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**126** *92.6%*	34 *94.4%*	17 *94.4%* **	22 *88.0%* **	51 *92.7%*	68 *94.4%*	53 *89.8%*	48 *94.1%*	76 *91.6%*	71 *93.4%*	52 *91.2%*	76 *96.2%* M	3 *100.0%* **	44 *86.3%*	34 *94.4%*	44 *95.7%*	45 *88.2%*	33 *89.2%*	44 *97.8%*	47 *90.4%*
HEDIS/CAHPS SUMMARY RATE - Always	**107** *78.7%*	27 *75.0%*	16 *88.9%* **	18 *72.0%* **	44 *80.0%*	57 *79.2%*	45 *76.3%*	44 *86.3%* h	61 *73.5%*	60 *78.9%*	44 *77.2%*	66 *83.5%*	2 *66.7%* **	37 *72.5%*	30 *83.3%*	38 *82.6%*	36 *70.6%*	30 *81.1%*	36 *80.0%*	39 *75.0%*
3-Point Score	**2.71**	2.69	2.83	2.60	2.73	2.74	2.66	2.80	2.65	2.72	2.68	2.80	2.67	2.59	2.78	2.78	2.59	2.70	2.78	2.65

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
Q33. In the last 6 months, did your health plan give you any forms to fill out?																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**386** *100.0%*	**117** *100.0%*	**51** *100.0%*	**65** *100.0%*	**150** *100.0%*	**197** *100.0%*	**175** *100.0%*	**143** *100.0%*	**240** *100.0%*	**213** *100.0%*	**164** *100.0%*	**230** *100.0%*	**8** *100.0%*	**136** *100.0%*	**132** *100.0%*	**137** *100.0%*	**113** *100.0%*	**154** *100.0%*	**116** *100.0%*	**113** *100.0%*
No Answer	**7**	3	1	-	3	4	3	1	6	4	3	6	-	-	2	1	4	2	-	5
Yes	**129** *33.4%*	39 *33.3%*	18 *35.3%*	18 *27.7%*	52 *34.7%*	59 *29.9%*	65 *37.1%*	50 *35.0%*	77 *32.1%*	69 *32.4%*	56 *34.1%*	79 *34.3%*	5 *62.5%* **	51 *37.5%*	40 *30.3%*	42 *30.7%*	45 *39.8%*	38 *24.7%*	43 *37.1%* Q	48 *42.5%* Q
No	**257** *66.6%*	78 *66.7%*	33 *64.7%*	47 *72.3%*	98 *65.3%*	138 *70.1%*	110 *62.9%*	93 *65.0%*	163 *67.9%*	144 *67.6%*	108 *65.9%*	151 *65.7%*	3 *37.5%* **	85 *62.5%*	92 *69.7%*	95 *69.3%*	68 *60.2%*	116 *75.3%* RS	73 *62.9%*	65 *57.5%*
HEDIS/CAHPS SUMMARY RATE - Yes	**129** *33.4%*	39 *33.3%*	18 *35.3%*	18 *27.7%*	52 *34.7%*	59 *29.9%*	65 *37.1%*	50 *35.0%*	77 *32.1%*	69 *32.4%*	56 *34.1%*	79 *34.3%*	5 *62.5%* **	51 *37.5%*	40 *30.3%*	42 *30.7%*	45 *39.8%*	38 *24.7%*	43 *37.1%* Q	48 *42.5%* 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 (*)

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770-978-3173
2017

		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	**386** *100.0%*	**117** *100.0%*	**51** *100.0%*	**65** *100.0%*	**150** *100.0%*	**197** *100.0%*	**175** *100.0%*	**143** *100.0%*	**240** *100.0%*	**213** *100.0%*	**164** *100.0%*	**230** *100.0%*	**8** *100.0%*	**136** *100.0%*	**132** *100.0%*	**137** *100.0%*	**113** *100.0%*	**154** *100.0%*	**116** *100.0%*	**113** *100.0%*
Total Valid Responses	**383** *100.0%*	**115** *100.0%*	**51** *100.0%*	**64** *100.0%*	**150** *100.0%*	**197** *100.0%*	**172** *100.0%*	**140** *100.0%*	**240** *100.0%*	**212** *100.0%*	**162** *100.0%*	**227** *100.0%*	**8** *100.0%*	**136** *100.0%*	**131** *100.0%*	**136** *100.0%*	**112** *100.0%*	**153** *100.0%*	**114** *100.0%*	**113** *100.0%*
No Answer	**3**	2	-	1	-	-	3	3	-	1	2	3	-	-	1	1	1	1	2	-
Always	**321** *83.8%*	102 *88.7%* D	42 *82.4%*	56 *87.5%*	119 *79.3%*	170 *86.3%*	140 *81.4%*	116 *82.9%*	202 *84.2%*	180 *84.9%*	133 *82.1%*	191 *84.1%*	6 *75.0%* **	107 *78.7%*	114 *87.0%* p	116 *85.3%*	87 *77.7%*	138 *90.2%* RS	93 *81.6%*	87 *77.0%*
Usually	**32** *8.4%*	4 *3.5%*	6 *11.8%* A	5 *7.8%*	17 *11.3%* A	13 *6.6%*	19 *11.0%*	9 *6.4%*	23 *9.6%*	19 *9.0%*	13 *8.0%*	21 *9.3%*	1 *12.5%* **	14 *10.3%*	9 *6.9%*	10 *7.4%*	13 *11.6%*	5 *3.3%*	12 *10.5%* Q	15 *13.3%* Q
Sometimes	**26** *6.8%*	8 *7.0%*	3 *5.9%*	3 *4.7%*	11 *7.3%*	12 *6.1%*	11 *6.4%*	13 *9.3%*	13 *5.4%*	10 *4.7%*	15 *9.3%* i	13 *5.7%*	- - **	12 *8.8%*	6 *4.6%*	9 *6.6%*	11 *9.8%*	7 *4.6%*	9 *7.9%*	10 *8.8%*
Never	**4** *1.0%*	1 *0.9%*	- -	- -	3 *2.0%*	2 *1.0%*	2 *1.2%*	2 *1.4%*	2 *0.8%*	3 *1.4%*	1 *0.6%*	2 *0.9%*	1 *12.5%* **	3 *2.2%*	2 *1.5%*	1 *0.7%*	1 *0.9%*	3 *2.0%*	- -	1 *0.9%*
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**353** *92.2%*	106 *92.2%*	48 *94.1%*	61 *95.3%*	136 *90.7%*	183 *92.9%*	159 *92.4%*	125 *89.3%*	225 *93.8%*	199 *93.9%*	146 *90.1%*	212 *93.4%*	7 *87.5%* **	121 *89.0%*	123 *93.9%*	126 *92.6%*	100 *89.3%*	143 *93.5%*	105 *92.1%*	102 *90.3%*
HEDIS/CAHPS SUMMARY RATE - Always	**321** *83.8%*	102 *88.7%* D	42 *82.4%*	56 *87.5%*	119 *79.3%*	170 *86.3%*	140 *81.4%*	116 *82.9%*	202 *84.2%*	180 *84.9%*	133 *82.1%*	191 *84.1%*	6 *75.0%* **	107 *78.7%*	114 *87.0%* p	116 *85.3%*	87 *77.7%*	138 *90.2%* RS	93 *81.6%*	87 *77.0%*
3-Point Score	**2.76**	2.81	2.76	2.83	2.70	2.79	2.74	2.72	2.78	2.79	2.72	2.78	2.63	2.68	2.81	2.78	2.67	2.84	2.74	2.67

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 SPH Analytics
770-978-3173
2017

	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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**384** *100.0%*	**118** *100.0%*	**51** *100.0%*	**61** *100.0%*	**151** *100.0%*	**198** *100.0%*	**175** *100.0%*	**138** *100.0%*	**243** *100.0%*	**212** *100.0%*	**164** *100.0%*	**231** *100.0%*	**7** *100.0%*	**134** *100.0%*	**132** *100.0%*	**136** *100.0%*	**112** *100.0%*	**152** *100.0%*	**113** *100.0%*	**116** *100.0%*
No Answer	**9**	2	1	4	2	3	3	6	3	5	3	5	1	2	2	2	5	4	3	2
10 - Best health plan possible	**163** *42.4%*	48 *40.7%*	23 *45.1%*	28 *45.9%*	63 *41.7%*	99 *50.0%* F	59 *33.7%*	61 *44.2%*	101 *41.6%*	97 *45.8%*	62 *37.8%*	99 *42.9%*	3 *42.9%* **	57 *42.5%*	66 *50.0%* oP	54 *39.7%*	41 *36.6%*	78 *51.3%* RS	43 *38.1%*	41 *35.3%*
9	**73** *19.0%*	23 *19.5%*	10 *19.6%*	9 *14.8%*	30 *19.9%*	32 *16.2%*	40 *22.9%*	27 *19.6%*	46 *18.9%*	43 *20.3%*	29 *17.7%*	40 *17.3%*	2 *28.6%* **	28 *20.9%*	24 *18.2%*	31 *22.8%*	18 *16.1%*	25 *16.4%*	28 *24.8%* q	20 *17.2%*
8	**66** *17.2%*	23 *19.5%*	9 *17.6%*	11 *18.0%*	23 *15.2%*	30 *15.2%*	35 *20.0%*	20 *14.5%*	46 *18.9%*	36 *17.0%*	30 *18.3%*	44 *19.0%*	1 *14.3%* **	21 *15.7%*	18 *13.6%*	24 *17.6%*	23 *20.5%*	20 *13.2%*	18 *15.9%*	27 *23.3%* Q
7	**33** *8.6%*	13 *11.0%*	2 *3.9%*	5 *8.2%*	12 *7.9%*	11 *5.6%*	20 *11.4%* E	9 *6.5%*	23 *9.5%*	18 *8.5%*	13 *7.9%*	18 *7.8%*	- - **	11 *8.2%*	9 *6.8%*	12 *8.8%*	11 *9.8%*	13 *8.6%*	7 *6.2%*	13 *11.2%*
6	**14** *3.6%*	4 *3.4%*	- -	3 *4.9%*	7 *4.6%*	7 *3.5%*	5 *2.9%*	7 *5.1%*	7 *2.9%*	3 *1.4%*	11 *6.7%* I	11 *4.8%*	1 *14.3%* **	4 *3.0%*	5 *3.8%*	3 *2.2%*	6 *5.4%*	5 *3.3%*	4 *3.5%*	5 *4.3%*
5	**25** *6.5%*	6 *5.1%*	4 *7.8%*	4 *6.6%*	11 *7.3%*	13 *6.6%*	12 *6.9%*	10 *7.2%*	15 *6.2%*	11 *5.2%*	13 *7.9%*	14 *6.1%*	- - **	8 *6.0%*	9 *6.8%*	10 *7.4%*	6 *5.4%*	9 *5.9%*	9 *8.0%*	6 *5.2%*
4	**2** *0.5%*	- -	- -	- -	2 *1.3%*	2 *1.0%*	- -	1 *0.7%*	1 *0.4%*	2 *0.9%*	- -	- -	- - **	2 *1.5%* K	- -	1 *0.7%*	1 *0.9%*	1 *0.7%*	1 *0.9%*	- -
3	**2** *0.5%*	1 *0.8%*	1 *2.0%* d	- -	- -	1 *0.5%*	1 *0.6%*	2 *1.4%* h	- -	2 *0.9%*	- -	1 *0.4%*	- - **	1 *0.7%*	- -	- -	2 *1.8%*	- -	- -	2 *1.7%*
2	**3** *0.8%*	- -	1 *2.0%*	1 *1.6%*	1 *0.7%*	1 *0.5%*	2 *1.1%*	1 *0.7%*	2 *0.8%*	- -	3 *1.8%* I	3 *1.3%*	- - **	- -	- -	1 *0.7%*	2 *1.8%*	- -	2 *1.8%*	1 *0.9%*
1	**2** *0.5%*	- -	- -	- -	2 *1.3%*	1 *0.5%*	1 *0.6%*	- -	1 *0.4%*	- -	2 *1.2%*	1 *0.4%*	- - **	1 *0.7%*	- -	- -	2 *1.8%*	- -	1 *0.9%*	1 *0.9%*
0 - Worst health plan possible	**1** *0.3%*	- -	1 *2.0%* d	- -	- -	1 *0.5%*	- -	- -	1 *0.4%*	- -	1 *0.6%*	- -	- - **	1 *0.7%*	1 *0.8%*	- -	- -	1 *0.7%*	- -	- -
SUMMARY - 0-3	**8** *2.1%*	1 *0.8%*	3 *5.9%* A	1 *1.6%*	3 *2.0%*	4 *2.0%*	4 *2.3%*	3 *2.2%*	4 *1.6%*	2 *0.9%*	6 *3.7%* i	5 *2.2%*	- - **	3 *2.2%*	1 *0.8%*	1 *0.7%*	6 *5.4%* NO	1 *0.7%*	3 *2.7%*	4 *3.4%* q
SUMMARY - 4-7	**74** *19.3%*	23 *19.5%*	6 *11.8%*	12 *19.7%*	32 *21.2%*	33 *16.7%*	37 *21.1%*	27 *19.6%*	46 *18.9%*	34 *16.0%*	37 *22.6%*	43 *18.6%*	1 *14.3%* **	25 *18.7%*	23 *17.4%*	26 *19.1%*	24 *21.4%*	28 *18.4%*	21 *18.6%*	24 *20.7%*
HEDIS/CAHPS SUMMARY RATE - 8-10	**302** *78.6%*	94 *79.7%*	42 *82.4%*	48 *78.7%*	116 *76.8%*	161 *81.3%*	134 *76.6%*	108 *78.3%*	193 *79.4%*	176 *83.0%* J	121 *73.8%*	183 *79.2%*	6 *85.7%* **	106 *79.1%*	108 *81.8%*	109 *80.1%*	82 *73.2%*	123 *80.9%*	89 *78.8%*	88 *75.9%*
HEDIS/CAHPS SUMMARY RATE - 9-10	**236** *61.5%*	71 *60.2%*	33 *64.7%*	37 *60.7%*	93 *61.6%*	131 *66.2%* f	99 *56.6%*	88 *63.8%*	147 *60.5%*	140 *66.0%* J	91 *55.5%*	139 *60.2%*	5 *71.4%* **	85 *63.4%*	90 *68.2%* P	85 *62.5%*	59 *52.7%*	103 *67.8%* S	71 *62.8%*	61 *52.6%*
3-Point Score	**2.49**	2.51	2.51	2.48	2.46	2.53	2.45	2.49	2.49	2.58	2.37	2.47	2.57	2.51	2.57	2.51	2.36	2.57	2.48	2.40

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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**389** *100.0%*	**119** *100.0%*	**52** *100.0%*	**64** *100.0%*	**151** *100.0%*	**200** *100.0%*	**175** *100.0%*	**143** *100.0%*	**243** *100.0%*	**215** *100.0%*	**165** *100.0%*	**233** *100.0%*	**8** *100.0%*	**134** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**116** *100.0%*
No Answer	**4**	1	-	1	2	1	3	1	3	2	2	3	-	2	-	-	-	-	-	2
Excellent	**43** *11.1%*	20 *16.8%* D	7 *13.5%* d	7 *10.9%*	9 *6.0%*	22 *11.0%*	21 *12.0%*	22 *15.4%* H	21 *8.6%*	27 *12.6%*	16 *9.7%*	22 *9.4%*	- - **	17 *12.7%*	43 *32.1%* OP	- -	- -	39 *25.0%* RS	3 *2.6%*	1 *0.9%*
Very good	**91** *23.4%*	40 *33.6%* CD	15 *28.8%* cd	9 *14.1%*	27 *17.9%*	40 *20.0%*	47 *26.9%*	36 *25.2%*	55 *22.6%*	51 *23.7%*	39 *23.6%*	56 *24.0%*	3 *37.5%* **	25 *18.7%*	91 *67.9%* OP	- -	- -	65 *41.7%* RS	18 *15.5%* S	7 *6.0%*
Good	**138** *35.5%*	45 *37.8%*	18 *34.6%*	26 *40.6%*	49 *32.5%*	69 *34.5%*	66 *37.7%*	46 *32.2%*	92 *37.9%*	69 *32.1%*	65 *39.4%*	90 *38.6%*	1 *12.5%* **	48 *35.8%*	- -	138 *100.0%* NP	- -	38 *24.4%*	70 *60.3%* QS	30 *25.9%*
Fair	**75** *19.3%*	9 *7.6%*	10 *19.2%* A	13 *20.3%* A	41 *27.2%* A	46 *23.0%* F	24 *13.7%*	29 *20.3%*	43 *17.7%*	46 *21.4%*	25 *15.2%*	36 *15.5%*	2 *25.0%* **	33 *24.6%* K	- -	- -	75 *64.1%* NO	12 *7.7%*	19 *16.4%* Q	44 *37.9%* QR
Poor	**42** *10.8%*	5 *4.2%*	2 *3.8%*	9 *14.1%* Ab	25 *16.6%* AB	23 *11.5%*	17 *9.7%*	10 *7.0%*	32 *13.2%* g	22 *10.2%*	20 *12.1%*	29 *12.4%*	2 *25.0%* **	11 *8.2%*	- -	- -	42 *35.9%* NO	2 *1.3%*	6 *5.2%* q	34 *29.3%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**134** *34.4%*	60 *50.4%* CD	22 *42.3%* cD	16 *25.0%*	36 *23.8%*	62 *31.0%*	68 *38.9%*	58 *40.6%* h	76 *31.3%*	78 *36.3%*	55 *33.3%*	78 *33.5%*	3 *37.5%* **	42 *31.3%*	134 *100.0%* OP	- -	- -	104 *66.7%* RS	21 *18.1%* S	8 *6.9%*

Cell Contents:
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- 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 (*)

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2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**390** *100.0%*	**118** *100.0%*	**52** *100.0%*	**65** *100.0%*	**152** *100.0%*	**199** *100.0%*	**177** *100.0%*	**144** *100.0%*	**243** *100.0%*	**216** *100.0%*	**165** *100.0%*	**235** *100.0%*	**8** *100.0%*	**135** *100.0%*	**133** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
No Answer	**3**	2	-	-	1	2	1	-	3	1	2	1	-	1	1	-	-	-	-	-
Excellent	**77** *19.7%*	32 *27.1%* D	14 *26.9%* D	11 *16.9%*	20 *13.2%*	39 *19.6%*	37 *20.9%*	44 *30.6%* H	33 *13.6%*	48 *22.2%*	29 *17.6%*	47 *20.0%*	1 *12.5%* **	24 *17.8%*	57 *42.9%* OP	16 *11.6%* P	4 *3.4%*	77 *49.4%* RS	- -	- -
Very good	**79** *20.3%*	30 *25.4%* C	9 *17.3%*	7 *10.8%*	33 *21.7%* c	39 *19.6%*	39 *22.0%*	24 *16.7%*	55 *22.6%*	37 *17.1%*	40 *24.2%* i	47 *20.0%*	2 *25.0%* **	29 *21.5%*	47 *35.3%* OP	22 *15.9%* p	10 *8.5%*	79 *50.6%* RS	- -	- -
Good	**116** *29.7%*	34 *28.8%*	15 *28.8%*	18 *27.7%*	48 *31.6%*	53 *26.6%*	54 *30.5%*	41 *28.5%*	73 *30.0%*	63 *29.2%*	48 *29.1%*	70 *29.8%*	2 *25.0%* **	37 *27.4%*	21 *15.8%*	70 *50.7%* NP	25 *21.4%*	- -	116 *100.0%* QS	- -
Fair	**89** *22.8%*	14 *11.9%*	10 *19.2%*	22 *33.8%* Ab	42 *27.6%* A	52 *26.1%*	35 *19.8%*	28 *19.4%*	61 *25.1%*	51 *23.6%*	37 *22.4%*	55 *23.4%*	1 *12.5%* **	36 *26.7%*	5 *3.8%*	25 *18.1%* N	57 *48.7%* NO	- -	- -	89 *75.4%* QR
Poor	**29** *7.4%*	8 *6.8%*	4 *7.7%*	7 *10.8%*	9 *5.9%*	16 *8.0%*	12 *6.8%*	7 *4.9%*	21 *8.6%*	17 *7.9%*	11 *6.7%*	16 *6.8%*	2 *25.0%* **	9 *6.7%*	3 *2.3%*	5 *3.6%*	21 *17.9%* NO	- -	- -	29 *24.6%* QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**156** *40.0%*	62 *52.5%* CD	23 *44.2%* c	18 *27.7%*	53 *34.9%*	78 *39.2%*	76 *42.9%*	68 *47.2%* H	88 *36.2%*	85 *39.4%*	69 *41.8%*	94 *40.0%*	3 *37.5%* **	53 *39.3%*	104 *78.2%* OP	38 *27.5%* P	14 *12.0%*	156 *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 SPH Analytics
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		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, 2016? (All respondents)																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**386** *100.0%*	**115** *100.0%*	**52** *100.0%*	**64** *100.0%*	**152** *100.0%*	**198** *100.0%*	**174** *100.0%*	**140** *100.0%*	**243** *100.0%*	**213** *100.0%*	**164** *100.0%*	**231** *100.0%*	**8** *100.0%*	**134** *100.0%*	**130** *100.0%*	**136** *100.0%*	**116** *100.0%*	**154** *100.0%*	**113** *100.0%*	**116** *100.0%*
No Answer	**-** -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**168** *43.5%*	40 *34.8%*	19 *36.5%*	30 *46.9%*	79 *52.0%* Ab	82 *41.4%*	82 *47.1%*	54 *38.6%*	113 *46.5%*	91 *42.7%*	73 *44.5%*	97 *42.0%*	4 *50.0%* **	62 *46.3%*	53 *40.8%*	62 *45.6%*	50 *43.1%*	67 *43.5%*	47 *41.6%*	52 *44.8%*
No	**218** *56.5%*	75 *65.2%* D	33 *63.5%* d	34 *53.1%*	73 *48.0%*	116 *58.6%*	92 *52.9%*	86 *61.4%*	130 *53.5%*	122 *57.3%*	91 *55.5%*	134 *58.0%*	4 *50.0%* **	72 *53.7%*	77 *59.2%*	74 *54.4%*	66 *56.9%*	87 *56.5%*	66 *58.4%*	64 *55.2%*
Don't know	**7**	5	-	1	1	3	4	4	3	4	3	5	-	2	4	2	1	2	3	2
HEDIS/CAHPS SUMMARY RATE - Yes	**168** *43.5%*	40 *34.8%*	19 *36.5%*	30 *46.9%*	79 *52.0%*	82 *41.4%*	82 *47.1%*	54 *38.6%*	113 *46.5%*	91 *42.7%*	73 *44.5%*	97 *42.0%*	4 *50.0%*	62 *46.3%*	53 *40.8%*	62 *45.6%*	50 *43.1%*	67 *43.5%*	47 *41.6%*	52 *44.8%*

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 (*)

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 38
Level: Top

		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, 2016? (Respondents 18-64 years as of July 1 of the measurement year)																				
Total Eligible	**357** *100.0%*	**118** *100.0%*	**52** *100.0%*	**65** *100.0%*	**119** *100.0%*	**176** *100.0%*	**171** *100.0%*	**135** *100.0%*	**219** *100.0%*	**202** *100.0%*	**147** *100.0%*	**214** *100.0%*	**7** *100.0%*	**119** *100.0%*	**126** *100.0%*	**128** *100.0%*	**99** *100.0%*	**146** *100.0%*	**104** *100.0%*	**104** *100.0%*
Total Valid Responses	**350** *100.0%*	**113** *100.0%*	**52** *100.0%*	**64** *100.0%*	**118** *100.0%*	**173** *100.0%*	**167** *100.0%*	**131** *100.0%*	**216** *100.0%*	**198** *100.0%*	**144** *100.0%*	**209** *100.0%*	**7** *100.0%*	**117** *100.0%*	**122** *100.0%*	**126** *100.0%*	**98** *100.0%*	**144** *100.0%*	**101** *100.0%*	**102** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**145** *41.4%*	39 *34.5%*	19 *36.5%*	30 *46.9%*	57 *48.3%* A	65 *37.6%*	79 *47.3%* e	48 *36.6%*	96 *44.4%*	81 *40.9%*	61 *42.4%*	82 *39.2%*	3 *42.9%* **	51 *43.6%*	46 *37.7%*	55 *43.7%*	41 *41.8%*	58 *40.3%*	39 *38.6%*	46 *45.1%*
No	**205** *58.6%*	74 *65.5%* D	33 *63.5%*	34 *53.1%*	61 *51.7%*	108 *62.4%* f	88 *52.7%*	83 *63.4%*	120 *55.6%*	117 *59.1%*	83 *57.6%*	127 *60.8%*	4 *57.1%* **	66 *56.4%*	76 *62.3%*	71 *56.3%*	57 *58.2%*	86 *59.7%*	62 *61.4%*	56 *54.9%*
Don't know	**7**	5	-	1	1	3	4	4	3	4	3	5	-	2	4	2	1	2	3	2
HEDIS/CAHPS SUMMARY RATE - Yes	**145** *41.4%*	39 *34.5%*	19 *36.5%*	30 *46.9%*	57 *48.3%*	65 *37.6%*	79 *47.3%*	48 *36.6%*	96 *44.4%*	81 *40.9%*	61 *42.4%*	82 *39.2%*	3 *42.9%*	51 *43.6%*	46 *37.7%*	55 *43.7%*	41 *41.8%*	58 *40.3%*	39 *38.6%*	46 *45.1%*

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 (*)

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2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**388** *100.0%*	**120** *100.0%*	**52** *100.0%*	**64** *100.0%*	**150** *100.0%*	**197** *100.0%*	**177** *100.0%*	**141** *100.0%*	**244** *100.0%*	**213** *100.0%*	**166** *100.0%*	**234** *100.0%*	**8** *100.0%*	**135** *100.0%*	**132** *100.0%*	**137** *100.0%*	**115** *100.0%*	**154** *100.0%*	**116** *100.0%*	**115** *100.0%*
No Answer	**5**	-	-	1	3	4	1	3	2	4	1	2	-	1	2	1	2	2	-	3
Every day	**57** *14.7%*	16 *13.3%*	9 *17.3%*	10 *15.6%*	21 *14.0%*	26 *13.2%*	27 *15.3%*	28 *19.9%* H	28 *11.5%*	22 *10.3%*	34 *20.5%* I	34 *14.5%*	1 *12.5%* **	24 *17.8%*	14 *10.6%*	19 *13.9%*	23 *20.0%* N	20 *13.0%*	12 *10.3%*	25 *21.7%* qR
Some days	**45** *11.6%*	15 *12.5%*	4 *7.7%*	7 *10.9%*	19 *12.7%*	24 *12.2%*	20 *11.3%*	13 *9.2%*	32 *13.1%*	26 *12.2%*	19 *11.4%*	27 *11.5%*	3 *37.5%* **	17 *12.6%*	18 *13.6%*	11 *8.0%*	16 *13.9%*	12 *7.8%*	13 *11.2%*	20 *17.4%* Q
Not at all	**285** *73.5%*	88 *73.3%*	39 *75.0%*	47 *73.4%*	110 *73.3%*	146 *74.1%*	130 *73.4%*	99 *70.2%*	184 *75.4%*	164 *77.0%* j	113 *68.1%*	173 *73.9%*	4 *50.0%* **	93 *68.9%*	100 *75.8%* p	107 *78.1%* P	75 *65.2%*	121 *78.6%* S	91 *78.4%* S	70 *60.9%*
Don't know	**1** *0.3%*	1 *0.8%*	- -	- -	- -	1 *0.5%*	- -	1 *0.7%*	- -	1 *0.5%*	- -	- -	- - **	1 *0.7%*	- -	- -	1 *0.9%*	1 *0.6%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**102** *26.3%*	31 *25.8%*	13 *25.0%*	17 *26.6%*	40 *26.7%*	50 *25.4%*	47 *26.6%*	41 *29.1%*	60 *24.6%*	48 *22.5%*	53 *31.9%* I	61 *26.1%*	4 *50.0%* **	41 *30.4%*	32 *24.2%*	30 *21.9%*	39 *33.9%* nO	32 *20.8%*	25 *21.6%*	45 *39.1%* QR

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 SPH Analytics
770-978-3173
2017

		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
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	**102** ***100.0%***	**31** ***100.0%***	**13** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**50** ***100.0%***	**47** ***100.0%***	**41** ***100.0%***	**60** ***100.0%***	**48** ***100.0%***	**53** ***100.0%***	**61** ***100.0%***	**4** ***100.0%***	**41** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**39** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**45** ***100.0%***
Total Valid Responses	**101** ***100.0%***	**31** ***100.0%***	**13** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**50** ***100.0%***	**47** ***100.0%***	**41** ***100.0%***	**60** ***100.0%***	**48** ***100.0%***	**53** ***100.0%***	**61** ***100.0%***	**4** ***100.0%***	**41** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**44** ***100.0%***
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Always	**30** ***29.7%***	10 *32.3%*	1 *7.7%* **	4 *23.5%* **	15 *37.5%*	16 *32.0%*	14 *29.8%*	12 *29.3%*	18 *30.0%*	11 *22.9%*	19 *35.8%*	21 *34.4%*	- - **	15 *36.6%*	7 *21.9%*	9 *30.0%*	13 *34.2%*	7 *21.9%*	4 *16.0%* **	19 *43.2%* q
Usually	**14** ***13.9%***	2 *6.5%*	3 *23.1%* **	6 *35.3%* **	3 *7.5%*	7 *14.0%*	7 *14.9%*	5 *12.2%*	9 *15.0%*	7 *14.6%*	7 *13.2%*	8 *13.1%*	- - **	7 *17.1%*	5 *15.6%*	3 *10.0%*	6 *15.8%*	5 *15.6%*	2 *8.0%* **	7 *15.9%*
Sometimes	**21** ***20.8%***	4 *12.9%*	5 *38.5%* **	4 *23.5%* **	8 *20.0%*	11 *22.0%*	7 *14.9%*	9 *22.0%*	12 *20.0%*	12 *25.0%*	9 *17.0%*	12 *19.7%*	1 *25.0%* **	6 *14.6%*	8 *25.0%*	5 *16.7%*	8 *21.1%*	6 *18.8%*	6 *24.0%* **	9 *20.5%*
Never	**36** ***35.6%***	15 *48.4%*	4 *30.8%* **	3 *17.6%* **	14 *35.0%*	16 *32.0%*	19 *40.4%*	15 *36.6%*	21 *35.0%*	18 *37.5%*	18 *34.0%*	20 *32.8%*	3 *75.0%* **	13 *31.7%*	12 *37.5%*	13 *43.3%*	11 *28.9%*	14 *43.8%* S	13 *52.0%* **	9 *20.5%*
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**65** ***64.4%***	16 *51.6%*	9 *69.2%* **	14 *82.4%* **	26 *65.0%*	34 *68.0%*	28 *59.6%*	26 *63.4%*	39 *65.0%*	30 *62.5%*	35 *66.0%*	41 *67.2%*	1 *25.0%* **	28 *68.3%*	20 *62.5%*	17 *56.7%*	27 *71.1%*	18 *56.3%*	12 *48.0%* **	35 *79.5%* 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
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 Eligible	**102** ***100.0%***	**31** ***100.0%***	**13** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**50** ***100.0%***	**47** ***100.0%***	**41** ***100.0%***	**60** ***100.0%***	**48** ***100.0%***	**53** ***100.0%***	**61** ***100.0%***	**4** ***100.0%***	**41** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**39** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**45** ***100.0%***
Total Valid Responses	**100** ***100.0%***	**31** ***100.0%***	**12** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**50** ***100.0%***	**46** ***100.0%***	**40** ***100.0%***	**60** ***100.0%***	**48** ***100.0%***	**52** ***100.0%***	**60** ***100.0%***	**4** ***100.0%***	**40** ***100.0%***	**31** ***100.0%***	**30** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**43** ***100.0%***
No Answer	**2**	-	1	-	-	-	1	1	-	-	1	1	-	1	1	-	1	-	-	2
Always	**10** ***10.0%***	3 *9.7%*	- - **	2 *11.8%* **	5 *12.5%*	6 *12.0%*	4 *8.7%*	2 *5.0%*	8 *13.3%*	2 *4.2%*	8 *15.4%* i	6 *10.0%*	- - **	6 *15.0%*	2 *6.5%*	3 *10.0%*	4 *10.5%*	2 *6.3%*	1 *4.0%* **	7 *16.3%*
Usually	**9** ***9.0%***	1 *3.2%*	1 *8.3%* **	2 *11.8%* **	5 *12.5%*	6 *12.0%*	3 *6.5%*	4 *10.0%*	5 *8.3%*	3 *6.3%*	6 *11.5%*	7 *11.7%*	1 *25.0%* **	5 *12.5%*	1 *3.2%*	2 *6.7%*	6 *15.8%* n	1 *3.1%*	1 *4.0%* **	7 *16.3%* q
Sometimes	**14** ***14.0%***	4 *12.9%*	2 *16.7%* **	3 *17.6%* **	5 *12.5%*	6 *12.0%*	8 *17.4%*	6 *15.0%*	8 *13.3%*	11 *22.9%* J	3 *5.8%*	7 *11.7%*	- - **	6 *15.0%*	3 *9.7%*	6 *20.0%*	5 *13.2%*	3 *9.4%*	3 *12.0%* **	8 *18.6%*
Never	**67** ***67.0%***	23 *74.2%*	9 *75.0%* **	10 *58.8%* **	25 *62.5%*	32 *64.0%*	31 *67.4%*	28 *70.0%*	39 *65.0%*	32 *66.7%*	35 *67.3%*	40 *66.7%*	3 *75.0%* **	23 *57.5%*	25 *80.6%* p	19 *63.3%*	23 *60.5%*	26 *81.3%* S	20 *80.0%* **	21 *48.8%*
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**33** ***33.0%***	8 *25.8%*	3 *25.0%* **	7 *41.2%* **	15 *37.5%*	18 *36.0%*	15 *32.6%*	12 *30.0%*	21 *35.0%*	16 *33.3%*	17 *32.7%*	20 *33.3%*	1 *25.0%* **	17 *42.5%*	6 *19.4%*	11 *36.7%*	15 *39.5%* n	6 *18.8%*	5 *20.0%* **	22 *51.2%* 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 (*)

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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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 42
Level: Top

		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	**102** ***100.0%***	**31** ***100.0%***	**13** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**50** ***100.0%***	**47** ***100.0%***	**41** ***100.0%***	**60** ***100.0%***	**48** ***100.0%***	**53** ***100.0%***	**61** ***100.0%***	**4** ***100.0%***	**41** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**39** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**45** ***100.0%***
Total Valid Responses	**100** ***100.0%***	**31** ***100.0%***	**13** ***100.0%***	**16** ***100.0%***	**40** ***100.0%***	**50** ***100.0%***	**46** ***100.0%***	**41** ***100.0%***	**59** ***100.0%***	**48** ***100.0%***	**52** ***100.0%***	**60** ***100.0%***	**4** ***100.0%***	**40** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**37** ***100.0%***	**31** ***100.0%***	**25** ***100.0%***	**44** ***100.0%***
No Answer	**2**	-	-	1	-	-	1	-	1	-	1	1	-	1	-	-	2	1	-	1
Always	**12** ***12.0%***	2 *6.5%*	1 *7.7%* **	4 *25.0%* **	5 *12.5%*	6 *12.0%*	6 *13.0%*	2 *4.9%*	10 *16.9%* g	3 *6.3%*	9 *17.3%* i	9 *15.0%*	- - **	8 *20.0%*	2 *6.3%*	4 *13.3%*	5 *13.5%*	2 *6.5%*	2 *8.0%* **	8 *18.2%*
Usually	**5** ***5.0%***	4 *12.9%* d	- - **	- - **	1 *2.5%*	3 *6.0%*	2 *4.3%*	3 *7.3%*	2 *3.4%*	1 *2.1%*	4 *7.7%*	4 *6.7%*	- - **	1 *2.5%*	3 *9.4%*	1 *3.3%*	1 *2.7%*	3 *9.7%*	- - **	2 *4.5%*
Sometimes	**13** ***13.0%***	3 *9.7%*	2 *15.4%* **	3 *18.8%* **	5 *12.5%*	6 *12.0%*	7 *15.2%*	5 *12.2%*	8 *13.6%*	8 *16.7%*	5 *9.6%*	4 *6.7%*	1 *25.0%* **	7 *17.5%* k	3 *9.4%*	4 *13.3%*	6 *16.2%*	4 *12.9%*	2 *8.0%* **	7 *15.9%*
Never	**70** ***70.0%***	22 *71.0%*	10 *76.9%* **	9 *56.3%* **	29 *72.5%*	35 *70.0%*	31 *67.4%*	31 *75.6%*	39 *66.1%*	36 *75.0%*	34 *65.4%*	43 *71.7%*	3 *75.0%* **	24 *60.0%*	24 *75.0%*	21 *70.0%*	25 *67.6%*	22 *71.0%*	21 *84.0%* **	27 *61.4%*
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**30** ***30.0%***	9 *29.0%*	3 *23.1%* **	7 *43.8%* **	11 *27.5%*	15 *30.0%*	15 *32.6%*	10 *24.4%*	20 *33.9%*	12 *25.0%*	18 *34.6%*	17 *28.3%*	1 *25.0%* **	16 *40.0%*	8 *25.0%*	9 *30.0%*	12 *32.4%*	9 *29.0%*	4 *16.0%* **	17 *38.6%*

Cell Contents:
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Statistics:
Overlap formulae used
- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

	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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**389** *100.0%*	**120** *100.0%*	**52** *100.0%*	**62** *100.0%*	**153** *100.0%*	**198** *100.0%*	**178** *100.0%*	**141** *100.0%*	**246** *100.0%*	**214** *100.0%*	**167** *100.0%*	**234** *100.0%*	**8** *100.0%*	**136** *100.0%*	**133** *100.0%*	**137** *100.0%*	**115** *100.0%*	**155** *100.0%*	**116** *100.0%*	**115** *100.0%*
No Answer	**3**	-	-	2	-	2	-	2	-	2	-	1	-	-	1	1	1	1	-	2
Yes	**90** *23.1%*	10 *8.3%*	6 *11.5%*	15 *24.2%* Ab	58 *37.9%* ABc	47 *23.7%*	37 *20.8%*	43 *30.5%* H	46 *18.7%*	40 *18.7%*	48 *28.7%* I	49 *20.9%*	4 *50.0%* **	38 *27.9%*	26 *19.5%*	30 *21.9%*	32 *27.8%*	29 *18.7%*	34 *29.3%* Q	27 *23.5%*
No	**299** *76.9%*	110 *91.7%* CD	46 *88.5%* cD	47 *75.8%* d	95 *62.1%*	151 *76.3%*	141 *79.2%*	98 *69.5%*	200 *81.3%* G	174 *81.3%* J	119 *71.3%*	185 *79.1%*	4 *50.0%* **	98 *72.1%*	107 *80.5%*	107 *78.1%*	83 *72.2%*	126 *81.3%* R	82 *70.7%*	88 *76.5%*
Don't know	**1**	-	-	1	-	1	-	1	-	1	-	1	-	-	-	-	1	-	-	1
HEDIS/CAHPS SUMMARY RATE - Yes	**90** *23.1%*	10 *8.3%*	6 *11.5%*	15 *24.2%*	58 *37.9%*	47 *23.7%*	37 *20.8%*	43 *30.5%*	46 *18.7%*	40 *18.7%*	48 *28.7%*	49 *20.9%*	4 *50.0%*	38 *27.9%*	26 *19.5%*	30 *21.9%*	32 *27.8%*	29 *18.7%*	34 *29.3%*	27 *23.5%*

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Overlap formulae used
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  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 (*)

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770-978-3173
2017

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

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 44
Level: Top

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**366** *100.0%*	**117** *100.0%*	**46** *100.0%*	**62** *100.0%*	**139** *100.0%*	**189** *100.0%*	**164** *100.0%*	**136** *100.0%*	**229** *100.0%*	**202** *100.0%*	**156** *100.0%*	**222** *100.0%*	**7** *100.0%*	**127** *100.0%*	**128** *100.0%*	**131** *100.0%*	**104** *100.0%*	**149** *100.0%*	**110** *100.0%*	**105** *100.0%*
No Answer	**4**	-	1	-	2	3	-	1	1	2	1	2	-	2	-	-	4	1	1	2
Yes	**39** *10.7%*	4 *3.4%*	3 *6.5%*	11 *17.7%* Ab	20 *14.4%* A	19 *10.1%*	19 *11.6%*	8 *5.9%*	31 *13.5%* G	14 *6.9%*	25 *16.0%* I	27 *12.2%*	- - **	9 *7.1%*	8 *6.3%*	11 *8.4%*	20 *19.2%* NO	9 *6.0%*	10 *9.1%*	20 *19.0%* QR
No	**327** *89.3%*	113 *96.6%* CD	43 *93.5%* c	51 *82.3%*	119 *85.6%*	170 *89.9%*	145 *88.4%*	128 *94.1%* H	198 *86.5%*	188 *93.1%* J	131 *84.0%*	195 *87.8%*	7 *100.0%* **	118 *92.9%*	120 *93.8%* P	120 *91.6%* P	84 *80.8%*	140 *94.0%* S	100 *90.9%* S	85 *81.0%*
Don't know	**23**	3	5	3	12	9	14	7	16	13	10	12	1	7	6	7	9	6	5	11
HEDIS/CAHPS SUMMARY RATE - No	**327** *89.3%*	113 *96.6%*	43 *93.5%*	51 *82.3%*	119 *85.6%*	170 *89.9%*	145 *88.4%*	128 *94.1%*	198 *86.5%*	188 *93.1%*	131 *84.0%*	195 *87.8%*	7 *100.0%*	118 *92.9%*	120 *93.8%*	120 *91.6%*	84 *80.8%*	140 *94.0%*	100 *90.9%*	85 *81.0%*

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Statistics:
Overlap formulae used
- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**389** *100.0%*	**120** *100.0%*	**51** *100.0%*	**65** *100.0%*	**151** *100.0%*	**200** *100.0%*	**176** *100.0%*	**143** *100.0%*	**244** *100.0%*	**216** *100.0%*	**165** *100.0%*	**233** *100.0%*	**8** *100.0%*	**136** *100.0%*	**133** *100.0%*	**137** *100.0%*	**115** *100.0%*	**155** *100.0%*	**115** *100.0%*	**116** *100.0%*
No Answer	**4**	-	1	-	2	1	2	1	2	1	2	3	-	-	1	1	2	1	1	2
Yes	**133** ***34.2%***	25 *20.8%*	10 *19.6%*	19 *29.2%*	78 *51.7%* ABC	74 *37.0%*	56 *31.8%*	48 *33.6%*	83 *34.0%*	67 *31.0%*	63 *38.2%*	83 *35.6%*	3 *37.5%* **	49 *36.0%*	38 *28.6%*	47 *34.3%*	47 *40.9%* N	50 *32.3%*	39 *33.9%*	44 *37.9%*
No	**256** ***65.8%***	95 *79.2%* D	41 *80.4%* D	46 *70.8%* D	73 *48.3%*	126 *63.0%*	120 *68.2%*	95 *66.4%*	161 *66.0%*	149 *69.0%*	102 *61.8%*	150 *64.4%*	5 *62.5%* **	87 *64.0%*	95 *71.4%* P	90 *65.7%*	68 *59.1%*	105 *67.7%*	76 *66.1%*	72 *62.1%*
HEDIS/CAHPS SUMMARY RATE - Yes	**133** ***34.2%***	25 *20.8%*	10 *19.6%*	19 *29.2%*	78 *51.7%*	74 *37.0%*	56 *31.8%*	48 *33.6%*	83 *34.0%*	67 *31.0%*	63 *38.2%*	83 *35.6%*	3 *37.5%*	49 *36.0%*	38 *28.6%*	47 *34.3%*	47 *40.9%*	50 *32.3%*	39 *33.9%*	44 *37.9%*

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  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
Q46. Are you aware that you have any of the following conditions? Check all that apply.																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**267**	26	22	52	166	152	105	103	162	147	114	155	8	108	59	80	124	88	76	102
Total Respondents	**181** *100.0%*	**21** *100.0%*	**16** *100.0%*	**39** *100.0%*	**104** *100.0%*	**102** *100.0%*	**72** *100.0%*	**72** *100.0%*	**108** *100.0%*	**99** *100.0%*	**77** *100.0%*	**104** *100.0%*	**4** *100.0%*	**73** *100.0%*	**39** *100.0%*	**59** *100.0%*	**80** *100.0%*	**57** *100.0%*	**56** *100.0%*	**67** *100.0%*
High cholesterol	**82** *45.3%*	7 *33.3%* **	5 *31.3%* **	14 *35.9%*	55 *52.9%* c	47 *46.1%*	32 *44.4%*	29 *40.3%*	52 *48.1%*	46 *46.5%*	35 *45.5%*	47 *45.2%*	3 *75.0%* **	33 *45.2%*	20 *51.3%*	25 *42.4%*	36 *45.0%*	26 *45.6%*	25 *44.6%*	31 *46.3%*
High blood pressure	**132** *72.9%*	9 *42.9%* **	13 *81.3%* **	28 *71.8%*	82 *78.8%*	80 *78.4%* F	46 *63.9%*	53 *73.6%*	78 *72.2%*	73 *73.7%*	55 *71.4%*	74 *71.2%*	4 *100.0%* **	56 *76.7%*	29 *74.4%*	37 *62.7%*	64 *80.0%* O	42 *73.7%*	38 *67.9%*	51 *76.1%*
Parent or sibling with heart attack before the age of 60	**53** *29.3%*	10 *47.6%* **	4 *25.0%* **	10 *25.6%*	29 *27.9%*	25 *24.5%*	27 *37.5%* e	21 *29.2%*	32 *29.6%*	28 *28.3%*	24 *31.2%*	34 *32.7%*	1 *25.0%* **	19 *26.0%*	10 *25.6%*	18 *30.5%*	24 *30.0%*	20 *35.1%*	13 *23.2%*	20 *29.9%*

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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**132**	18	10	20	84	77	53	57	74	66	63	85	6	51	21	38	71	39	36	56
Total Respondents	**109** *100.0%*	**13** *100.0%*	**10** *100.0%*	**18** *100.0%*	**68** *100.0%*	**66** *100.0%*	**41** *100.0%*	**39** *100.0%*	**69** *100.0%*	**56** *100.0%*	**50** *100.0%*	**71** *100.0%*	**4** *100.0%*	**41** *100.0%*	**19** *100.0%*	**32** *100.0%*	**56** *100.0%*	**30** *100.0%*	**34** *100.0%*	**44** *100.0%*
A heart attack	**15** *13.8%*	3 *23.1%* **	1 *10.0%* **	2 *11.1%* **	9 *13.2%*	7 *10.6%*	7 *17.1%*	11 *28.2%* H	4 *5.8%*	8 *14.3%*	6 *12.0%*	8 *11.3%*	1 *25.0%* **	10 *24.4%* K	4 *21.1%* **	2 *6.3%*	9 *16.1%*	7 *23.3%*	3 *8.8%*	5 *11.4%*
Angina or coronary heart disease	**15** *13.8%*	2 *15.4%* **	1 *10.0%* **	1 *5.6%* **	11 *16.2%*	9 *13.6%*	6 *14.6%*	9 *23.1%* H	6 *8.7%*	8 *14.3%*	7 *14.0%*	11 *15.5%*	1 *25.0%* **	4 *9.8%*	1 *5.3%* **	3 *9.4%*	11 *19.6%*	4 *13.3%*	3 *8.8%*	8 *18.2%*
A stroke	**17** *15.6%*	3 *23.1%* **	1 *10.0%* **	3 *16.7%* **	10 *14.7%*	12 *18.2%*	5 *12.2%*	10 *25.6%* H	7 *10.1%*	11 *19.6%*	6 *12.0%*	8 *11.3%*	1 *25.0%* **	9 *22.0%* k	1 *5.3%* **	7 *21.9%*	9 *16.1%*	5 *16.7%*	2 *5.9%*	10 *22.7%* R
Any kind of diabetes or high blood sugar	**85** *78.0%*	10 *76.9%* **	7 *70.0%* **	14 *77.8%* **	54 *79.4%*	49 *74.2%*	35 *85.4%*	27 *69.2%*	57 *82.6%*	39 *69.6%*	44 *88.0%* I	58 *81.7%* m	3 *75.0%* **	28 *68.3%*	15 *78.9%* **	26 *81.3%*	42 *75.0%*	23 *76.7%*	28 *82.4%*	33 *75.0%*

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Overlap formulae used
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  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 (*)

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770-978-3173
2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**380** *100.0%*	**118** *100.0%*	**50** *100.0%*	**64** *100.0%*	**147** *100.0%*	**194** *100.0%*	**174** *100.0%*	**140** *100.0%*	**239** *100.0%*	**210** *100.0%*	**163** *100.0%*	**233** *100.0%*	**7** *100.0%*	**131** *100.0%*	**130** *100.0%*	**136** *100.0%*	**110** *100.0%*	**152** *100.0%*	**113** *100.0%*	**112** *100.0%*
No Answer	**13**	2	2	1	6	7	4	4	7	7	4	3	1	5	4	2	7	4	3	6
Yes	**110** ***28.9%***	18 *15.3%*	12 *24.0%*	28 *43.8%* AB	51 *34.7%* A	56 *28.9%*	51 *29.3%*	29 *20.7%*	81 *33.9%* G	54 *25.7%*	53 *32.5%*	70 *30.0%*	2 *28.6%* **	41 *31.3%*	18 *13.8%*	32 *23.5%* N	58 *52.7%* NO	28 *18.4%*	28 *24.8%*	53 *47.3%* QR
No	**270** ***71.1%***	100 *84.7%* CD	38 *76.0%* C	36 *56.3%*	96 *65.3%*	138 *71.1%*	123 *70.7%*	111 *79.3%* H	158 *66.1%*	156 *74.3%*	110 *67.5%*	163 *70.0%*	5 *71.4%* **	90 *68.7%*	112 *86.2%* OP	104 *76.5%* P	52 *47.3%*	124 *81.6%* S	85 *75.2%* S	59 *52.7%*
HEDIS/CAHPS SUMMARY RATE - Yes	**110** ***28.9%***	18 *15.3%*	12 *24.0%*	28 *43.8%*	51 *34.7%*	56 *28.9%*	51 *29.3%*	29 *20.7%*	81 *33.9%*	54 *25.7%*	53 *32.5%*	70 *30.0%*	2 *28.6%*	41 *31.3%*	18 *13.8%*	32 *23.5%*	58 *52.7%*	28 *18.4%*	28 *24.8%*	53 *47.3%*

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 (*)

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770-978-3173
2017

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

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 49
Level: Top

		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	**110** *100.0%*	**18** *100.0%*	**12** *100.0%*	**28** *100.0%*	**51** *100.0%*	**56** *100.0%*	**51** *100.0%*	**29** *100.0%*	**81** *100.0%*	**54** *100.0%*	**53** *100.0%*	**70** *100.0%*	**2** *100.0%*	**41** *100.0%*	**18** *100.0%*	**32** *100.0%*	**58** *100.0%*	**28** *100.0%*	**28** *100.0%*	**53** *100.0%*
Total Valid Responses	**110** *100.0%*	**18** *100.0%*	**12** *100.0%*	**28** *100.0%*	**51** *100.0%*	**56** *100.0%*	**51** *100.0%*	**29** *100.0%*	**81** *100.0%*	**54** *100.0%*	**53** *100.0%*	**70** *100.0%*	**2** *100.0%*	**41** *100.0%*	**18** *100.0%*	**32** *100.0%*	**58** *100.0%*	**28** *100.0%*	**28** *100.0%*	**53** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**92** *83.6%*	16 *88.9%* **	8 *66.7%* **	23 *82.1%* **	44 *86.3%*	44 *78.6%*	46 *90.2%*	24 *82.8%* **	68 *84.0%*	43 *79.6%*	47 *88.7%*	61 *87.1%*	1 *50.0%* **	32 *78.0%*	14 *77.8%* **	25 *78.1%*	51 *87.9%*	23 *82.1%* **	22 *78.6%* **	46 *86.8%*
No	**18** *16.4%*	2 *11.1%* **	4 *33.3%* **	5 *17.9%* **	7 *13.7%*	12 *21.4%*	5 *9.8%*	5 *17.2%* **	13 *16.0%*	11 *20.4%*	6 *11.3%*	9 *12.9%*	1 *50.0%* **	9 *22.0%*	4 *22.2%* **	7 *21.9%*	7 *12.1%*	5 *17.9%* **	6 *21.4%* **	7 *13.2%*
HEDIS/CAHPS SUMMARY RATE - Yes	**92** *83.6%*	16 *88.9%*	8 *66.7%*	23 *82.1%*	44 *86.3%*	44 *78.6%*	46 *90.2%*	24 *82.8%*	68 *84.0%*	43 *79.6%*	47 *88.7%*	61 *87.1%*	1 *50.0%*	32 *78.0%*	14 *77.8%*	25 *78.1%*	51 *87.9%*	23 *82.1%*	22 *78.6%*	46 *86.8%*

Cell Contents:
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- 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 (*)

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770-978-3173
2017

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

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 50
Level: Top

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**384** *100.0%*	**115** *100.0%*	**51** *100.0%*	**65** *100.0%*	**152** *100.0%*	**197** *100.0%*	**175** *100.0%*	**141** *100.0%*	**242** *100.0%*	**213** *100.0%*	**164** *100.0%*	**233** *100.0%*	**8** *100.0%*	**135** *100.0%*	**130** *100.0%*	**136** *100.0%*	**114** *100.0%*	**152** *100.0%*	**114** *100.0%*	**116** *100.0%*
No Answer	**9**	5	1	-	1	4	3	3	4	4	3	3	-	1	4	2	3	4	2	2
Yes	**216** *56.3%*	31 *27.0%*	23 *45.1%* A	46 *70.8%* AB	115 *75.7%* AB	118 *59.9%*	92 *52.6%*	70 *49.6%*	146 *60.3%* G	108 *50.7%*	102 *62.2%* I	136 *58.4%*	4 *50.0%* **	79 *58.5%*	45 *34.6%*	79 *58.1%* N	89 *78.1%* NO	57 *37.5%*	75 *65.8%* Q	82 *70.7%* Q
No	**168** *43.8%*	84 *73.0%* BCD	28 *54.9%* CD	19 *29.2%*	37 *24.3%*	79 *40.1%*	83 *47.4%*	71 *50.4%* H	96 *39.7%*	105 *49.3%* J	62 *37.8%*	97 *41.6%*	4 *50.0%* **	56 *41.5%*	85 *65.4%* OP	57 *41.9%* P	25 *21.9%*	95 *62.5%* RS	39 *34.2%*	34 *29.3%*
HEDIS/CAHPS SUMMARY RATE - Yes	**216** *56.3%*	31 *27.0%*	23 *45.1%*	46 *70.8%*	115 *75.7%*	118 *59.9%*	92 *52.6%*	70 *49.6%*	146 *60.3%*	108 *50.7%*	102 *62.2%*	136 *58.4%*	4 *50.0%*	79 *58.5%*	45 *34.6%*	79 *58.1%*	89 *78.1%*	57 *37.5%*	75 *65.8%*	82 *70.7%*

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 SPH Analytics
770-978-3173
2017

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

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 51
Level: Top

		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	**216** *100.0%*	**31** *100.0%*	**23** *100.0%*	**46** *100.0%*	**115** *100.0%*	**118** *100.0%*	**92** *100.0%*	**70** *100.0%*	**146** *100.0%*	**108** *100.0%*	**102** *100.0%*	**136** *100.0%*	**4** *100.0%*	**79** *100.0%*	**45** *100.0%*	**79** *100.0%*	**89** *100.0%*	**57** *100.0%*	**75** *100.0%*	**82** *100.0%*
Total Valid Responses	**211** *100.0%*	**30** *100.0%*	**21** *100.0%*	**46** *100.0%*	**113** *100.0%*	**115** *100.0%*	**90** *100.0%*	**68** *100.0%*	**143** *100.0%*	**106** *100.0%*	**99** *100.0%*	**133** *100.0%*	**4** *100.0%*	**75** *100.0%*	**43** *100.0%*	**78** *100.0%*	**87** *100.0%*	**56** *100.0%*	**75** *100.0%*	**78** *100.0%*
No Answer	**5**	1	2	-	2	3	2	2	3	2	3	3	-	4	2	1	2	1	-	4
Yes	**197** *93.4%*	27 *90.0%*	20 *95.2%* **	43 *93.5%*	106 *93.8%*	107 *93.0%*	84 *93.3%*	64 *94.1%*	133 *93.0%*	98 *92.5%*	93 *93.9%*	126 *94.7%*	3 *75.0%* **	70 *93.3%*	35 *81.4%*	76 *97.4%* N	83 *95.4%* N	48 *85.7%*	72 *96.0%* Q	75 *96.2%* Q
No	**14** *6.6%*	3 *10.0%*	1 *4.8%* **	3 *6.5%*	7 *6.2%*	8 *7.0%*	6 *6.7%*	4 *5.9%*	10 *7.0%*	8 *7.5%*	6 *6.1%*	7 *5.3%*	1 *25.0%* **	5 *6.7%*	8 *18.6%* OP	2 *2.6%*	4 *4.6%*	8 *14.3%* RS	3 *4.0%*	3 *3.8%*
HEDIS/CAHPS SUMMARY RATE - Yes	**197** *93.4%*	27 *90.0%*	20 *95.2%*	43 *93.5%*	106 *93.8%*	107 *93.0%*	84 *93.3%*	64 *94.1%*	133 *93.0%*	98 *92.5%*	93 *93.9%*	126 *94.7%*	3 *75.0%*	70 *93.3%*	35 *81.4%*	76 *97.4%*	83 *95.4%*	48 *85.7%*	72 *96.0%*	75 *96.2%*

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 (*)

Presented by SPH Analytics
770-978-3173
2017

	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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**390** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**200** *100.0%*	**178** *100.0%*	**144** *100.0%*	**245** *100.0%*	**216** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**114** *100.0%*	**156** *100.0%*	**115** *100.0%*	**116** *100.0%*
No Answer	**3**	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-	3	-	1	2
18 to 24	**43** *11.0%*	43 *35.8%* BCD	- -	- -	- -	19 *9.5%*	23 *12.9%*	16 *11.1%*	27 *11.0%*	28 *13.0%*	14 *8.4%*	26 *11.0%*	1 *12.5%* **	12 *8.8%*	25 *18.7%* OP	14 *10.1%* P	3 *2.6%*	23 *14.7%* S	11 *9.6%*	8 *6.9%*
25 to 34	**77** *19.7%*	77 *64.2%* BCD	- -	- -	- -	35 *17.5%*	42 *23.6%*	35 *24.3%* h	42 *17.1%*	43 *19.9%*	34 *20.4%*	47 *19.9%*	1 *12.5%* **	22 *16.2%*	35 *26.1%* P	31 *22.5%* P	11 *9.6%*	39 *25.0%* S	23 *20.0%*	14 *12.1%*
35 to 44	**52** *13.3%*	- -	52 *100.0%* ACD	- -	- -	22 *11.0%*	27 *15.2%*	19 *13.2%*	33 *13.5%*	34 *15.7%* j	16 *9.6%*	30 *12.7%*	- - **	18 *13.2%*	22 *16.4%*	18 *13.0%*	12 *10.5%*	23 *14.7%*	15 *13.0%*	14 *12.1%*
45 to 54	**65** *16.7%*	- -	- -	65 *100.0%* ABD	- -	38 *19.0%*	25 *14.0%*	22 *15.3%*	43 *17.6%*	33 *15.3%*	32 *19.2%*	43 *18.2%*	- - **	21 *15.4%*	16 *11.9%*	26 *18.8%*	22 *19.3%*	18 *11.5%*	18 *15.7%*	29 *25.0%* Qr
55 to 64	**115** *29.5%*	- -	- -	- -	115 *75.2%* ABC	60 *30.0%*	53 *29.8%*	43 *29.9%*	71 *29.0%*	60 *27.8%*	52 *31.1%*	69 *29.2%*	5 *62.5%* **	44 *32.4%*	27 *20.1%*	39 *28.3%*	47 *41.2%* NO	42 *26.9%*	35 *30.4%*	37 *31.9%*
65 to 74	**29** *7.4%*	- -	- -	- -	29 *19.0%* ABC	19 *9.5%* F	7 *3.9%*	6 *4.2%*	23 *9.4%* g	15 *6.9%*	13 *7.8%*	18 *7.6%*	1 *12.5%* **	13 *9.6%*	6 *4.5%*	8 *5.8%*	15 *13.2%* NO	7 *4.5%*	10 *8.7%*	12 *10.3%* q
75 or older	**9** *2.3%*	- -	- -	- -	9 *5.9%* AbC	7 *3.5%* F	1 *0.6%*	3 *2.1%*	6 *2.4%*	3 *1.4%*	6 *3.6%*	3 *1.3%*	- - **	6 *4.4%* K	3 *2.2%*	2 *1.4%*	4 *3.5%*	4 *2.6%*	3 *2.6%*	2 *1.7%*
SPHA SUMMARY RATE - Members 18 to 34	**120** *30.8%*	120 *100.0%* BCD	- -	- -	- -	54 *27.0%*	65 *36.5%* E	51 *35.4%*	69 *28.2%*	71 *32.9%*	48 *28.7%*	73 *30.9%*	2 *25.0%* **	34 *25.0%*	60 *44.8%* OP	45 *32.6%* P	14 *12.3%*	62 *39.7%* rS	34 *29.6%* s	22 *19.0%*
SPHA SUMMARY RATE - Members 35 to 44	**52** *13.3%*	- -	52 *100.0%*	- -	- -	22 *11.0%*	27 *15.2%*	19 *13.2%*	33 *13.5%*	34 *15.7%*	16 *9.6%*	30 *12.7%*	- -	18 *13.2%*	22 *16.4%*	18 *13.0%*	12 *10.5%*	23 *14.7%*	15 *13.0%*	14 *12.1%*
SPHA SUMMARY RATE - Members 45 to 54	**65** *16.7%*	- -	- -	65 *100.0%*	- -	38 *19.0%*	25 *14.0%*	22 *15.3%*	43 *17.6%*	33 *15.3%*	32 *19.2%*	43 *18.2%*	- -	21 *15.4%*	16 *11.9%*	26 *18.8%*	22 *19.3%*	18 *11.5%*	18 *15.7%*	29 *25.0%*
SPHA SUMMARY RATE - Members 55 or older	**153** *39.2%*	- -	- -	- -	153 *100.0%* ABC	86 *43.0%* f	61 *34.3%*	52 *36.1%*	100 *40.8%*	78 *36.1%*	71 *42.5%*	90 *38.1%*	6 *75.0%* **	63 *46.3%*	36 *26.9%*	49 *35.5%*	66 *57.9%* NO	53 *34.0%*	48 *41.7%*	51 *44.0%* 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 SPH Analytics
770-978-3173
2017

		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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**390** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**152** *100.0%*	**200** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**166** *100.0%*	**235** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**114** *100.0%*	**156** *100.0%*	**114** *100.0%*	**117** *100.0%*
No Answer	**3**	-	-	-	1	1	-	-	-	-	1	1	-	-	-	-	3	-	2	1
Male	**144** *36.9%*	51 *42.5%*	19 *36.5%*	22 *33.8%*	52 *34.2%*	81 *40.5%*	58 *32.6%*	144 *100.0%* H	- -	78 *35.9%*	64 *38.6%*	87 *37.0%*	3 *37.5%* **	49 *36.0%*	58 *43.3%* o	46 *33.3%*	39 *34.2%*	68 *43.6%* S	41 *36.0%*	35 *29.9%*
Female	**246** *63.1%*	69 *57.5%*	33 *63.5%*	43 *66.2%*	100 *65.8%*	119 *59.5%*	120 *67.4%*	- -	246 *100.0%* G	139 *64.1%*	102 *61.4%*	148 *63.0%*	5 *62.5%* **	87 *64.0%*	76 *56.7%*	92 *66.7%* n	75 *65.8%*	88 *56.4%*	73 *64.0%*	82 *70.1%* 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 SPH Analytics
770-978-3173
2017

	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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**379** *100.0%*	**119** *100.0%*	**49** *100.0%*	**63** *100.0%*	**147** *100.0%*	**201** *100.0%*	**178** *100.0%*	**139** *100.0%*	**239** *100.0%*	**212** *100.0%*	**162** *100.0%*	**229** *100.0%*	**7** *100.0%*	**133** *100.0%*	**130** *100.0%*	**135** *100.0%*	**110** *100.0%*	**154** *100.0%*	**107** *100.0%*	**115** *100.0%*
No Answer	**14**	1	3	2	6	-	-	5	7	5	5	7	1	3	4	3	7	2	9	3
8th grade or less	**29** *7.7%*	3 *2.5%*	3 *6.1%*	3 *4.8%*	20 *13.6%* Ac	29 *14.4%* F	- -	11 *7.9%*	18 *7.5%*	21 *9.9%* J	7 *4.3%*	9 *3.9%*	- - **	18 *13.5%* K	10 *7.7%*	9 *6.7%*	10 *9.1%*	12 *7.8%*	8 *7.5%*	9 *7.8%*
Some high school, but did not graduate	**47** *12.4%*	10 *8.4%*	6 *12.2%*	11 *17.5%* a	19 *12.9%*	47 *23.4%* F	- -	17 *12.2%*	29 *12.1%*	30 *14.2%*	17 *10.5%*	26 *11.4%*	2 *28.6%* **	18 *13.5%*	9 *6.9%*	18 *13.3%* n	20 *18.2%* N	14 *9.1%*	12 *11.2%*	21 *18.3%* Q
High school graduate or GED	**125** *33.0%*	41 *34.5%*	13 *26.5%*	24 *38.1%*	47 *32.0%*	125 *62.2%* F	- -	53 *38.1%*	72 *30.1%*	82 *38.7%* J	43 *26.5%*	70 *30.6%*	2 *28.6%* **	45 *33.8%*	43 *33.1%*	42 *31.1%*	39 *35.5%*	52 *33.8%*	33 *30.8%*	38 *33.0%*
Some college or 2-year degree	**123** *32.5%*	47 *39.5%* D	23 *46.9%* CD	18 *28.6%*	35 *23.8%*	- -	123 *69.1%* E	43 *30.9%*	80 *33.5%*	56 *26.4%*	64 *39.5%* I	86 *37.6%* M	2 *28.6%* **	36 *27.1%*	48 *36.9%* p	44 *32.6%*	29 *26.4%*	51 *33.1%*	37 *34.6%*	34 *29.6%*
4-year college graduate	**31** *8.2%*	13 *10.9%* b	1 *2.0%*	3 *4.8%*	14 *9.5%* b	- -	31 *17.4%* E	8 *5.8%*	23 *9.6%*	13 *6.1%*	17 *10.5%*	22 *9.6%*	1 *14.3%* **	9 *6.8%*	15 *11.5%*	9 *6.7%*	7 *6.4%*	14 *9.1%*	10 *9.3%*	7 *6.1%*
More than 4-year college degree	**24** *6.3%*	5 *4.2%*	3 *6.1%*	4 *6.3%*	12 *8.2%*	- -	24 *13.5%* E	7 *5.0%*	17 *7.1%*	10 *4.7%*	14 *8.6%*	16 *7.0%*	- - **	7 *5.3%*	5 *3.8%*	13 *9.6%* n	5 *4.5%*	11 *7.1%*	7 *6.5%*	6 *5.2%*
SPHA SUMMARY RATE - High school graduate or less	**201** *53.0%*	54 *45.4%*	22 *44.9%*	38 *60.3%* a	86 *58.5%* Ab	201 *100.0%* F	- -	81 *58.3%*	119 *49.8%*	133 *62.7%* J	67 *41.4%*	105 *45.9%*	4 *57.1%* **	81 *60.9%* K	62 *47.7%*	69 *51.1%*	69 *62.7%* No	78 *50.6%*	53 *49.5%*	68 *59.1%*
SPHA SUMMARY RATE - Some college	**123** *32.5%*	47 *39.5%*	23 *46.9%*	18 *28.6%*	35 *23.8%*	- -	123 *69.1%*	43 *30.9%*	80 *33.5%*	56 *26.4%*	64 *39.5%*	86 *37.6%*	2 *28.6%*	36 *27.1%*	48 *36.9%*	44 *32.6%*	29 *26.4%*	51 *33.1%*	37 *34.6%*	34 *29.6%*
SPHA SUMMARY RATE - 4-year college graduate or more	**55** *14.5%*	18 *15.1%*	4 *8.2%*	7 *11.1%*	26 *17.7%*	- -	55 *30.9%* E	15 *10.8%*	40 *16.7%*	23 *10.8%*	31 *19.1%* I	38 *16.6%*	1 *14.3%* **	16 *12.0%*	20 *15.4%*	22 *16.3%*	12 *10.9%*	25 *16.2%*	17 *15.9%*	13 *11.3%*

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
Q55. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**384** *100.0%*	**119** *100.0%*	**50** *100.0%*	**65** *100.0%*	**149** *100.0%*	**200** *100.0%*	**174** *100.0%*	**142** *100.0%*	**241** *100.0%*	**217** *100.0%*	**167** *100.0%*	**235** *100.0%*	**8** *100.0%*	**133** *100.0%*	**133** *100.0%*	**134** *100.0%*	**113** *100.0%*	**154** *100.0%*	**111** *100.0%*	**116** *100.0%*
No Answer	**9**	1	2	-	4	1	4	2	5	-	-	1	-	3	1	4	4	2	5	2
Yes, Hispanic or Latino	**217** ***56.5%***	71 *59.7%*	34 *68.0%* cd	33 *50.8%*	78 *52.3%*	133 *66.5%* F	79 *45.4%*	78 *54.9%*	139 *57.7%*	217 *100.0%* J	- -	110 *46.8%*	4 *50.0%* **	86 *64.7%* K	78 *58.6%*	69 *51.5%*	68 *60.2%*	85 *55.2%*	63 *56.8%*	68 *58.6%*
No, Not Hispanic or Latino	**167** ***43.5%***	48 *40.3%*	16 *32.0%*	32 *49.2%* b	71 *47.7%* b	67 *33.5%*	95 *54.6%* E	64 *45.1%*	102 *42.3%*	- -	167 *100.0%* I	125 *53.2%* M	4 *50.0%* **	47 *35.3%*	55 *41.4%*	65 *48.5%*	45 *39.8%*	69 *44.8%*	48 *43.2%*	48 *41.4%*

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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 (*)

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	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	**393** *100.0%*	**120** *100.0%*	**52** *100.0%*	**65** *100.0%*	**153** *100.0%*	**201** *100.0%*	**178** *100.0%*	**144** *100.0%*	**246** *100.0%*	**217** *100.0%*	**167** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**134** *100.0%*	**138** *100.0%*	**117** *100.0%*	**156** *100.0%*	**116** *100.0%*	**118** *100.0%*
Total Valid Responses	**385**	110	49	64	162	192	182	142	242	204	177	263	13	165	126	139	115	153	109	121
Total Respondents	**355** *100.0%*	**106** *100.0%*	**44** *100.0%*	**58** *100.0%*	**147** *100.0%*	**176** *100.0%*	**169** *100.0%*	**132** *100.0%*	**222** *100.0%*	**186** *100.0%*	**165** *100.0%*	**236** *100.0%*	**8** *100.0%*	**136** *100.0%*	**119** *100.0%*	**127** *100.0%*	**105** *100.0%*	**143** *100.0%*	**102** *100.0%*	**108** *100.0%*
White	**236** *66.5%*	73 *68.9%*	30 *68.2%*	43 *74.1%* d	90 *61.2%*	105 *59.7%*	124 *73.4%* E	87 *65.9%*	148 *66.7%*	110 *59.1%*	125 *75.8%* I	236 *100.0%* M	3 *37.5%* **	22 *16.2%*	78 *65.5%*	90 *70.9%*	65 *61.9%*	94 *65.7%*	70 *68.6%*	71 *65.7%*
Black or African-American	**8** *2.3%*	2 *1.9%*	- -	- -	6 *4.1%*	4 *2.3%*	3 *1.8%*	3 *2.3%*	5 *2.3%*	4 *2.2%*	4 *2.4%*	3 *1.3%*	8 *100.0%* **	2 *1.5%*	3 *2.5%*	1 *0.8%*	4 *3.8%*	3 *2.1%*	2 *2.0%*	3 *2.8%*
Asian	**6** *1.7%*	4 *3.8%* d	1 *2.3%*	- -	1 *0.7%*	2 *1.1%*	4 *2.4%*	3 *2.3%*	3 *1.4%*	- -	6 *3.6%* I	- -	- - **	6 *4.4%* K	2 *1.7%*	3 *2.4%*	1 *1.0%*	4 *2.8%* s	2 *2.0%*	- -
Native Hawaiian or other Pacific Islander	**3** *0.8%*	- -	1 *2.3%*	- -	2 *1.4%*	1 *0.6%*	2 *1.2%*	1 *0.8%*	2 *0.9%*	1 *0.5%*	2 *1.2%*	1 *0.4%*	- - **	3 *2.2%* k	1 *0.8%*	2 *1.6%*	- -	1 *0.7%*	2 *2.0%*	- -
American Indian or Alaska Native	**38** *10.7%*	6 *5.7%*	4 *9.1%*	9 *15.5%* A	19 *12.9%* a	23 *13.1%*	13 *7.7%*	13 *9.8%*	25 *11.3%*	11 *5.9%*	26 *15.8%* I	11 *4.7%*	2 *25.0%* **	38 *27.9%* K	11 *9.2%*	12 *9.4%*	15 *14.3%*	17 *11.9%*	10 *9.8%*	11 *10.2%*
Other	**94** *26.5%*	25 *23.6%*	13 *29.5%*	12 *20.7%*	44 *29.9%*	57 *32.4%* F	36 *21.3%*	35 *26.5%*	59 *26.6%*	78 *41.9%* J	14 *8.5%*	12 *5.1%*	- - **	94 *69.1%* K	31 *26.1%*	31 *24.4%*	30 *28.6%*	34 *23.8%*	23 *22.5%*	36 *33.3%* qr

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Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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	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	**264** *100.0%*	**61** *100.0%*	**33** *100.0%*	**44** *100.0%*	**125** *100.0%*	**140** *100.0%*	**116** *100.0%*	**97** *100.0%*	**166** *100.0%*	**146** *100.0%*	**112** *100.0%*	**159** *100.0%*	**2** *100.0%*	**92** *100.0%*	**92** *100.0%*	**97** *100.0%*	**72** *100.0%*	**107** *100.0%*	**82** *100.0%*	**72** *100.0%*
Total Valid Responses	**261** *100.0%*	**60** *100.0%*	**33** *100.0%*	**44** *100.0%*	**124** *100.0%*	**137** *100.0%*	**116** *100.0%*	**95** *100.0%*	**165** *100.0%*	**144** *100.0%*	**111** *100.0%*	**158** *100.0%*	**2** *100.0%*	**91** *100.0%*	**92** *100.0%*	**97** *100.0%*	**69** *100.0%*	**107** *100.0%*	**81** *100.0%*	**70** *100.0%*
No Answer	**3**	1	-	-	1	3	-	2	1	2	1	1	-	1	-	-	3	-	1	2
Yes	**49** ***18.8%***	11 *18.3%*	9 *27.3%*	6 *13.6%*	23 *18.5%*	36 *26.3%* F	9 *7.8%*	24 *25.3%* H	25 *15.2%*	26 *18.1%*	22 *19.8%*	28 *17.7%*	- - **	17 *18.7%*	19 *20.7%*	17 *17.5%*	13 *18.8%*	19 *17.8%*	15 *18.5%*	14 *20.0%*
No	**212** ***81.2%***	49 *81.7%*	24 *72.7%*	38 *86.4%*	101 *81.5%*	101 *73.7%*	107 *92.2%* E	71 *74.7%*	140 *84.8%* G	118 *81.9%*	89 *80.2%*	130 *82.3%*	2 *100.0%* **	74 *81.3%*	73 *79.3%*	80 *82.5%*	56 *81.2%*	88 *82.2%*	66 *81.5%*	56 *80.0%*

Cell Contents:
- Count
- Column Percentage
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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 (*)

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	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
Q58. How did that person help you? Check all that apply.																				
Total Eligible	**49** ***100.0%***	**11** ***100.0%***	**9** ***100.0%***	**6** ***100.0%***	**23** ***100.0%***	**36** ***100.0%***	**9** ***100.0%***	**24** ***100.0%***	**25** ***100.0%***	**26** ***100.0%***	**22** ***100.0%***	**28** ***100.0%***	**-** **-**	**17** ***100.0%***	**19** ***100.0%***	**17** ***100.0%***	**13** ***100.0%***	**19** ***100.0%***	**15** ***100.0%***	**14** ***100.0%***
Total Valid Responses	**65**	11	13	6	35	44	14	31	34	30	34	34	-	26	26	23	16	27	20	16
Total Respondents	**47** ***100.0%***	**10** ***100.0%***	**9** ***100.0%***	**6** ***100.0%***	**22** ***100.0%***	**34** ***100.0%***	**9** ***100.0%***	**23** ***100.0%***	**24** ***100.0%***	**24** ***100.0%***	**22** ***100.0%***	**26** ***100.0%***	**-** **-**	**17** ***100.0%***	**19** ***100.0%***	**16** ***100.0%***	**12** ***100.0%***	**19** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***
Read the questions to me	**25** ***53.2%***	4 *40.0%* **	5 *55.6%* **	2 *33.3%* **	14 *63.6%* **	18 *52.9%*	5 *55.6%* **	11 *47.8%* **	14 *58.3%* **	11 *45.8%* **	14 *63.6%* **	12 *46.2%* **	- -	10 *58.8%* **	9 *47.4%* **	8 *50.0%* **	8 *66.7%* **	10 *52.6%* **	7 *50.0%* **	7 *53.8%* **
Wrote down the answers I gave	**16** ***34.0%***	1 *10.0%* **	4 *44.4%* **	1 *16.7%* **	10 *45.5%* **	10 *29.4%*	5 *55.6%* **	6 *26.1%* **	10 *41.7%* **	7 *29.2%* **	9 *40.9%* **	10 *38.5%* **	- -	5 *29.4%* **	6 *31.6%* **	6 *37.5%* **	4 *33.3%* **	5 *26.3%* **	6 *42.9%* **	4 *30.8%* **
Answered the questions for me	**12** ***25.5%***	4 *40.0%* **	3 *33.3%* **	3 *50.0%* **	2 *9.1%* **	8 *23.5%*	1 *11.1%* **	5 *21.7%* **	7 *29.2%* **	5 *20.8%* **	6 *27.3%* **	8 *30.8%* **	- -	3 *17.6%* **	6 *31.6%* **	4 *25.0%* **	2 *16.7%* **	6 *31.6%* **	4 *28.6%* **	2 *15.4%* **
Translated the questions into my language	**8** ***17.0%***	- - **	1 *11.1%* **	- - **	7 *31.8%* **	5 *14.7%*	2 *22.2%* **	5 *21.7%* **	3 *12.5%* **	3 *12.5%* **	5 *22.7%* **	2 *7.7%* **	- -	6 *35.3%* **	4 *21.1%* **	3 *18.8%* **	1 *8.3%* **	5 *26.3%* **	2 *14.3%* **	1 *7.7%* **
Helped in some other way	**4** ***8.5%***	2 *20.0%* **	- - **	- - **	2 *9.1%* **	3 *8.8%*	1 *11.1%* **	4 *17.4%* **	- - **	4 *16.7%* **	- - **	2 *7.7%* **	- -	2 *11.8%* **	1 *5.3%* **	2 *12.5%* **	1 *8.3%* **	1 *5.3%* **	1 *7.1%* **	2 *15.4%* **

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 (*)

	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 Presbyterian Centennial Care. Is that right?																		
Total Eligible	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**372** ***100.0%***	**79** ***100.0%***	**285** ***100.0%***	**73** ***100.0%***	**181** ***100.0%***	**46** ***100.0%***	**224** ***100.0%***	**47** ***100.0%***	**94** ***100.0%***	**223** ***100.0%***	**132** ***100.0%***	**235** ***100.0%***	**16** ***100.0%***	**115** ***100.0%***	**225** ***100.0%***	**137** ***100.0%***	**218** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
No Answer	**21**	3	17	2	15	3	14	2	5	13	6	15	1	4	15	5	21	-	-
Yes	**372** ***100.0%***	79 *100.0%*	285 *100.0%*	73 *100.0%*	181 *100.0%*	46 *100.0%*	224 *100.0%*	47 *100.0%*	94 *100.0%*	223 *100.0%*	132 *100.0%*	235 *100.0%*	16 *100.0%* **	115 *100.0%*	225 *100.0%*	137 *100.0%*	218 *100.0%*	129 *100.0%*	25 *100.0%* **
No	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**372** ***100.0%***	79 *100.0%*	285 *100.0%*	73 *100.0%*	181 *100.0%*	46 *100.0%*	224 *100.0%*	47 *100.0%*	94 *100.0%*	223 *100.0%*	132 *100.0%*	235 *100.0%*	16 *100.0%* **	115 *100.0%*	225 *100.0%*	137 *100.0%*	218 *100.0%*	129 *100.0%*	25 *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 SPH Analytics
770-978-3173
2017

		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 doctorâs office?																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**387** *100.0%*	**81** *100.0%*	**297** *100.0%*	**74** *100.0%*	**191** *100.0%*	**49** *100.0%*	**233** *100.0%*	**48** *100.0%*	**97** *100.0%*	**233** *100.0%*	**137** *100.0%*	**245** *100.0%*	**16** *100.0%*	**119** *100.0%*	**236** *100.0%*	**140** *100.0%*	**234** *100.0%*	**128** *100.0%*	**25** *100.0%*
No Answer	**6**	1	5	1	5	-	5	1	2	3	1	5	1	-	4	2	5	1	-
Yes	**148** ***38.2%***	28 *34.6%*	117 *39.4%*	41 *55.4%*	94 *49.2%*	23 *46.9%*	96 *41.2%*	17 *35.4%*	34 *35.1%*	94 *40.3%*	74 *54.0%* K	72 *29.4%*	8 *50.0%* **	66 *55.5%*	51 *21.6%*	93 *66.4%* N	88 *37.6%*	52 *40.6%*	8 *32.0%* **
No	**239** ***61.8%***	53 *65.4%*	180 *60.6%*	33 *44.6%*	97 *50.8%*	26 *53.1%*	137 *58.8%*	31 *64.6%*	63 *64.9%*	139 *59.7%*	63 *46.0%*	173 *70.6%* J	8 *50.0%* **	53 *44.5%*	185 *78.4%* O	47 *33.6%*	146 *62.4%*	76 *59.4%*	17 *68.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**148** ***38.2%***	28 *34.6%*	117 *39.4%*	41 *55.4%*	94 *49.2%*	23 *46.9%*	96 *41.2%*	17 *35.4%*	34 *35.1%*	94 *40.3%*	74 *54.0%* K	72 *29.4%*	8 *50.0%* **	66 *55.5%*	51 *21.6%*	93 *66.4%* N	88 *37.6%*	52 *40.6%*	8 *32.0%* **

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 SPH Analytics
770-978-3173
2017

	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	**148** *100.0%*	**28** *100.0%*	**117** *100.0%*	**41** *100.0%*	**94** *100.0%*	**23** *100.0%*	**96** *100.0%*	**17** *100.0%*	**34** *100.0%*	**94** *100.0%*	**74** *100.0%*	**72** *100.0%*	**8** *100.0%*	**66** *100.0%*	**51** *100.0%*	**93** *100.0%*	**88** *100.0%*	**52** *100.0%*	**8** *100.0%*
Total Valid Responses	**144** *100.0%*	**28** *100.0%*	**113** *100.0%*	**40** *100.0%*	**92** *100.0%*	**23** *100.0%*	**93** *100.0%*	**17** *100.0%*	**34** *100.0%*	**90** *100.0%*	**72** *100.0%*	**70** *100.0%*	**7** *100.0%*	**65** *100.0%*	**50** *100.0%*	**90** *100.0%*	**84** *100.0%*	**52** *100.0%*	**8** *100.0%*
No Answer	**4**	-	4	1	2	-	3	-	-	4	2	2	1	1	1	3	4	-	-
Always	**82** *56.9%*	10 *35.7%* **	70 *61.9%*	14 *35.0%*	58 *63.0%* C	9 *39.1%* **	57 *61.3%*	6 *35.3%* **	14 *41.2%*	60 *66.7%* H	41 *56.9%*	40 *57.1%*	3 *42.9%* **	38 *58.5%*	32 *64.0%*	47 *52.2%*	45 *53.6%*	33 *63.5%*	4 *50.0%* **
Usually	**36** *25.0%*	9 *32.1%* **	26 *23.0%*	10 *25.0%*	26 *28.3%*	6 *26.1%* **	23 *24.7%*	5 *29.4%* **	13 *38.2%* I	17 *18.9%*	17 *23.6%*	19 *27.1%*	1 *14.3%* **	16 *24.6%*	10 *20.0%*	26 *28.9%*	27 *32.1%* Q	7 *13.5%*	2 *25.0%* **
Sometimes	**21** *14.6%*	8 *28.6%* **	13 *11.5%*	13 *32.5%* D	7 *7.6%*	7 *30.4%* **	9 *9.7%*	6 *35.3%* **	6 *17.6%*	9 *10.0%*	10 *13.9%*	10 *14.3%*	3 *42.9%* **	7 *10.8%*	6 *12.0%*	14 *15.6%*	10 *11.9%*	10 *19.2%*	1 *12.5%* **
Never	**5** *3.5%*	1 *3.6%* **	4 *3.5%*	3 *7.5%* d	1 *1.1%*	1 *4.3%* **	4 *4.3%*	- - **	1 *2.9%*	4 *4.4%*	4 *5.6%*	1 *1.4%*	- - **	4 *6.2%*	2 *4.0%*	3 *3.3%*	2 *2.4%*	2 *3.8%*	1 *12.5%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**118** *81.9%*	19 *67.9%* **	96 *85.0%*	24 *60.0%*	84 *91.3%* C	15 *65.2%* **	80 *86.0%*	11 *64.7%* **	27 *79.4%*	77 *85.6%*	58 *80.6%*	59 *84.3%*	4 *57.1%* **	54 *83.1%*	42 *84.0%*	73 *81.1%*	72 *85.7%*	40 *76.9%*	6 *75.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**82** *56.9%*	10 *35.7%* **	70 *61.9%*	14 *35.0%*	58 *63.0%* C	9 *39.1%* **	57 *61.3%*	6 *35.3%* **	14 *41.2%*	60 *66.7%* H	41 *56.9%*	40 *57.1%*	3 *42.9%* **	38 *58.5%*	32 *64.0%*	47 *52.2%*	45 *53.6%*	33 *63.5%*	4 *50.0%* **
3-Point Score	**2.39**	2.04	2.47	1.95	2.54	2.04	2.47	2.00	2.21	2.52	2.38	2.41	2.00	2.42	2.48	2.33	2.39	2.40	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
Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctorâs office or clinic?																			
Total Eligible	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**386** ***100.0%***	**81** ***100.0%***	**296** ***100.0%***	**75** ***100.0%***	**194** ***100.0%***	**48** ***100.0%***	**234** ***100.0%***	**48** ***100.0%***	**99** ***100.0%***	**230** ***100.0%***	**137** ***100.0%***	**244** ***100.0%***	**17** ***100.0%***	**118** ***100.0%***	**237** ***100.0%***	**139** ***100.0%***	**234** ***100.0%***	**127** ***100.0%***	**25** ***100.0%***
No Answer	**7**	1	6	-	2	1	4	1	-	6	1	6	-	1	3	3	5	2	-
Yes	**250** ***64.8%***	50 *61.7%*	195 *65.9%*	62 *82.7%*	162 *83.5%*	36 *75.0%*	177 *75.6%*	29 *60.4%*	60 *60.6%*	156 *67.8%*	115 *83.9%* K	133 *54.5%*	14 *82.4%* **	100 *84.7%*	120 *50.6%*	123 *88.5%* N	161 *68.8%* Q	73 *57.5%*	16 *64.0%* **
No	**136** ***35.2%***	31 *38.3%*	101 *34.1%*	13 *17.3%*	32 *16.5%*	12 *25.0%*	57 *24.4%*	19 *39.6%*	39 *39.4%*	74 *32.2%*	22 *16.1%*	111 *45.5%* J	3 *17.6%* **	18 *15.3%*	117 *49.4%* O	16 *11.5%*	73 *31.2%*	54 *42.5%* P	9 *36.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**250** ***64.8%***	50 *61.7%*	195 *65.9%*	62 *82.7%*	162 *83.5%*	36 *75.0%*	177 *75.6%*	29 *60.4%*	60 *60.6%*	156 *67.8%*	115 *83.9%* K	133 *54.5%*	14 *82.4%* **	100 *84.7%*	120 *50.6%*	123 *88.5%* N	161 *68.8%* Q	73 *57.5%*	16 *64.0%* **

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
Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctorâs office or clinic as soon as you needed?																			
Total Eligible	**250** *100.0%*	**50** *100.0%*	**195** *100.0%*	**62** *100.0%*	**162** *100.0%*	**36** *100.0%*	**177** *100.0%*	**29** *100.0%*	**60** *100.0%*	**156** *100.0%*	**115** *100.0%*	**133** *100.0%*	**14** *100.0%*	**100** *100.0%*	**120** *100.0%*	**123** *100.0%*	**161** *100.0%*	**73** *100.0%*	**16** *100.0%*
Total Valid Responses	**246** *100.0%*	**49** *100.0%*	**192** *100.0%*	**61** *100.0%*	**161** *100.0%*	**36** *100.0%*	**175** *100.0%*	**29** *100.0%*	**58** *100.0%*	**154** *100.0%*	**115** *100.0%*	**129** *100.0%*	**14** *100.0%*	**100** *100.0%*	**116** *100.0%*	**123** *100.0%*	**157** *100.0%*	**73** *100.0%*	**16** *100.0%*
No Answer	**4**	1	3	1	1	-	2	-	2	2	-	4	-	-	4	-	4	-	-
Always	**114** ***46.3%***	12 *24.5%*	99 *51.6%* A	20 *32.8%*	85 *52.8%* C	9 *25.0%*	92 *52.6%* E	9 *31.0%* **	19 *32.8%*	83 *53.9%* H	56 *48.7%*	57 *44.2%*	3 *21.4%* **	53 *53.0%*	44 *37.9%*	64 *52.0%* N	75 *47.8%*	34 *46.6%*	5 *31.3%* **
Usually	**69** ***28.0%***	18 *36.7%*	50 *26.0%*	20 *32.8%*	46 *28.6%*	15 *41.7%*	51 *29.1%*	8 *27.6%* **	25 *43.1%* I	35 *22.7%*	28 *24.3%*	41 *31.8%*	4 *28.6%* **	24 *24.0%*	36 *31.0%*	33 *26.8%*	49 *31.2%* q	14 *19.2%*	6 *37.5%* **
Sometimes	**57** ***23.2%***	18 *36.7%* B	38 *19.8%*	20 *32.8%* D	28 *17.4%*	11 *30.6%* f	30 *17.1%*	11 *37.9%* **	14 *24.1%*	31 *20.1%*	28 *24.3%*	28 *21.7%*	6 *42.9%* **	21 *21.0%*	30 *25.9%*	26 *21.1%*	31 *19.7%*	22 *30.1%* p	4 *25.0%* **
Never	**6** ***2.4%***	1 *2.0%*	5 *2.6%*	1 *1.6%*	2 *1.2%*	1 *2.8%*	2 *1.1%*	1 *3.4%* **	- -	5 *3.2%*	3 *2.6%*	3 *2.3%*	1 *7.1%* **	2 *2.0%*	6 *5.2%* O	- -	2 *1.3%*	3 *4.1%*	1 *6.3%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**183** ***74.4%***	30 *61.2%*	149 *77.6%* A	40 *65.6%*	131 *81.4%* C	24 *66.7%*	143 *81.7%* E	17 *58.6%* **	44 *75.9%*	118 *76.6%*	84 *73.0%*	98 *76.0%*	7 *50.0%* **	77 *77.0%*	80 *69.0%*	97 *78.9%* n	124 *79.0%* Q	48 *65.8%*	11 *68.8%* **
HEDIS/CAHPS SUMMARY RATE - Always	**114** ***46.3%***	12 *24.5%*	99 *51.6%* A	20 *32.8%*	85 *52.8%* C	9 *25.0%*	92 *52.6%* E	9 *31.0%* **	19 *32.8%*	83 *53.9%* H	56 *48.7%*	57 *44.2%*	3 *21.4%* **	53 *53.0%*	44 *37.9%*	64 *52.0%* N	75 *47.8%*	34 *46.6%*	5 *31.3%* **
3-Point Score	**2.21**	1.86	2.29	1.98	2.34	1.92	2.34	1.90	2.09	2.31	2.22	2.20	1.71	2.30	2.07	2.31	2.27	2.12	2.00

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 64
Level: Top

	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
Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctorâs office or clinic to get health care for yourself?																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**382** *100.0%*	**80** *100.0%*	**294** *100.0%*	**75** *100.0%*	**196** *100.0%*	**48** *100.0%*	**230** *100.0%*	**48** *100.0%*	**97** *100.0%*	**229** *100.0%*	**133** *100.0%*	**245** *100.0%*	**17** *100.0%*	**114** *100.0%*	**240** *100.0%*	**142** *100.0%*	**235** *100.0%*	**122** *100.0%*	**25** *100.0%*
No Answer	**11**	2	8	-	-	1	8	1	2	7	5	5	-	5	-	-	4	7	-
None	**110** ***28.8%***	26 *32.5%*	79 *26.9%*	- -	- -	10 *20.8%*	36 *15.7%*	16 *33.3%*	28 *28.9%*	61 *26.6%*	17 *12.8%*	91 *37.1%* J	3 *17.6%* **	13 *11.4%*	110 *45.8%* O	- -	62 *26.4%*	40 *32.8%*	8 *32.0%* **
1 time	**64** ***16.8%***	15 *18.8%*	48 *16.3%*	15 *20.0%*	49 *25.0%*	8 *16.7%*	41 *17.8%*	11 *22.9%* h	11 *11.3%*	41 *17.9%*	25 *18.8%*	39 *15.9%*	5 *29.4%* **	20 *17.5%*	64 *26.7%* O	- -	39 *16.6%*	17 *13.9%*	8 *32.0%* **
2	**66** ***17.3%***	12 *15.0%*	53 *18.0%*	16 *21.3%*	50 *25.5%*	9 *18.8%*	47 *20.4%*	6 *12.5%*	17 *17.5%*	42 *18.3%*	22 *16.5%*	44 *18.0%*	3 *17.6%* **	18 *15.8%*	66 *27.5%* O	- -	43 *18.3%*	19 *15.6%*	4 *16.0%* **
3	**53** ***13.9%***	7 *8.8%*	46 *15.6%*	11 *14.7%*	41 *20.9%*	7 *14.6%*	39 *17.0%*	4 *8.3%*	12 *12.4%*	37 *16.2%*	17 *12.8%*	36 *14.7%*	- - **	17 *14.9%*	- -	53 *37.3%* N	32 *13.6%*	18 *14.8%*	3 *12.0%* **
4	**24** ***6.3%***	6 *7.5%*	18 *6.1%*	9 *12.0%*	15 *7.7%*	5 *10.4%*	18 *7.8%*	4 *8.3%*	7 *7.2%*	13 *5.7%*	14 *10.5%* K	10 *4.1%*	1 *5.9%* **	13 *11.4%*	- -	24 *16.9%* N	15 *6.4%*	8 *6.6%*	1 *4.0%* **
5 to 9	**46** ***12.0%***	8 *10.0%*	37 *12.6%*	15 *20.0%*	31 *15.8%*	7 *14.6%*	34 *14.8%*	4 *8.3%*	14 *14.4%*	27 *11.8%*	27 *20.3%* K	18 *7.3%*	4 *23.5%* **	23 *20.2%*	- -	46 *32.4%* N	32 *13.6%*	13 *10.7%*	1 *4.0%* **
10 or more times	**19** ***5.0%***	6 *7.5%*	13 *4.4%*	9 *12.0%* D	10 *5.1%*	2 *4.2%*	15 *6.5%*	3 *6.3%*	8 *8.2%* i	8 *3.5%*	11 *8.3%* K	7 *2.9%*	1 *5.9%* **	10 *8.8%*	- -	19 *13.4%* N	12 *5.1%*	7 *5.7%*	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**272** ***71.2%***	54 *67.5%*	215 *73.1%*	75 *100.0%*	196 *100.0%*	38 *79.2%*	194 *84.3%*	32 *66.7%*	69 *71.1%*	168 *73.4%*	116 *87.2%* K	154 *62.9%*	14 *82.4%* **	101 *88.6%*	130 *54.2%*	142 *100.0%* N	173 *73.6%*	82 *67.2%*	17 *68.0%* **

Cell Contents:
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- 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 SPH Analytics
770-978-3173
2017

	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	**272** *100.0%*	**54** *100.0%*	**215** *100.0%*	**75** *100.0%*	**196** *100.0%*	**38** *100.0%*	**194** *100.0%*	**32** *100.0%*	**69** *100.0%*	**168** *100.0%*	**116** *100.0%*	**154** *100.0%*	**14** *100.0%*	**101** *100.0%*	**130** *100.0%*	**142** *100.0%*	**173** *100.0%*	**82** *100.0%*	**17** *100.0%*
Total Valid Responses	**268** *100.0%*	**53** *100.0%*	**212** *100.0%*	**74** *100.0%*	**193** *100.0%*	**38** *100.0%*	**190** *100.0%*	**31** *100.0%*	**69** *100.0%*	**165** *100.0%*	**114** *100.0%*	**152** *100.0%*	**14** *100.0%*	**99** *100.0%*	**129** *100.0%*	**139** *100.0%*	**169** *100.0%*	**82** *100.0%*	**17** *100.0%*
No Answer	**4**	1	3	1	3	-	4	1	-	3	2	2	-	2	1	3	4	-	-
Yes	**190** *70.9%*	31 *58.5%*	157 *74.1%* A	47 *63.5%*	142 *73.6%*	18 *47.4%*	147 *77.4%* E	19 *61.3%*	44 *63.8%*	125 *75.8%* gh	83 *72.8%*	105 *69.1%*	11 *78.6%* **	72 *72.7%*	82 *63.6%*	108 *77.7%* N	121 *71.6%*	58 *70.7%*	11 *64.7%* **
No	**78** *29.1%*	22 *41.5%* B	55 *25.9%*	27 *36.5%*	51 *26.4%*	20 *52.6%* F	43 *22.6%*	12 *38.7%* i	25 *36.2%* i	40 *24.2%*	31 *27.2%*	47 *30.9%*	3 *21.4%* **	27 *27.3%*	47 *36.4%* O	31 *22.3%*	48 *28.4%*	24 *29.3%*	6 *35.3%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**190** *70.9%*	31 *58.5%*	157 *74.1%* A	47 *63.5%*	142 *73.6%*	18 *47.4%*	147 *77.4%* E	19 *61.3%*	44 *63.8%*	125 *75.8%* gh	83 *72.8%*	105 *69.1%*	11 *78.6%* **	72 *72.7%*	82 *63.6%*	108 *77.7%* N	121 *71.6%*	58 *70.7%*	11 *64.7%* **
3-Point Score	**2.42**	2.17	2.48	2.27	2.47	1.95	2.55	2.23	2.28	2.52	2.46	2.38	2.57	2.45	2.27	2.55	2.43	2.41	2.29

Cell Contents:
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Statistics:
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  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 SPH Analytics
770-978-3173
2017

	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	**272** *100.0%*	**54** *100.0%*	**215** *100.0%*	**75** *100.0%*	**196** *100.0%*	**38** *100.0%*	**194** *100.0%*	**32** *100.0%*	**69** *100.0%*	**168** *100.0%*	**116** *100.0%*	**154** *100.0%*	**14** *100.0%*	**101** *100.0%*	**130** *100.0%*	**142** *100.0%*	**173** *100.0%*	**82** *100.0%*	**17** *100.0%*
Total Valid Responses	**272** *100.0%*	**54** *100.0%*	**215** *100.0%*	**75** *100.0%*	**196** *100.0%*	**38** *100.0%*	**194** *100.0%*	**32** *100.0%*	**69** *100.0%*	**168** *100.0%*	**116** *100.0%*	**154** *100.0%*	**14** *100.0%*	**101** *100.0%*	**130** *100.0%*	**142** *100.0%*	**173** *100.0%*	**82** *100.0%*	**17** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**129** ***47.4%***	22 *40.7%*	106 *49.3%*	36 *48.0%*	92 *46.9%*	18 *47.4%*	93 *47.9%*	12 *37.5%*	36 *52.2%*	80 *47.6%*	65 *56.0%* K	62 *40.3%*	11 *78.6%* **	54 *53.5%*	38 *29.2%*	91 *64.1%* N	77 *44.5%*	44 *53.7%*	8 *47.1%* **
No	**143** ***52.6%***	32 *59.3%*	109 *50.7%*	39 *52.0%*	104 *53.1%*	20 *52.6%*	101 *52.1%*	20 *62.5%*	33 *47.8%*	88 *52.4%*	51 *44.0%*	92 *59.7%* J	3 *21.4%* **	47 *46.5%*	92 *70.8%* O	51 *35.9%*	96 *55.5%*	38 *46.3%*	9 *52.9%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**129** ***47.4%***	22 *40.7%*	106 *49.3%*	36 *48.0%*	92 *46.9%*	18 *47.4%*	93 *47.9%*	12 *37.5%*	36 *52.2%*	80 *47.6%*	65 *56.0%* K	62 *40.3%*	11 *78.6%* **	54 *53.5%*	38 *29.2%*	91 *64.1%* N	77 *44.5%*	44 *53.7%*	8 *47.1%* **

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
Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																			
Total Eligible	**129** *100.0%*	**22** *100.0%*	**106** *100.0%*	**36** *100.0%*	**92** *100.0%*	**18** *100.0%*	**93** *100.0%*	**12** *100.0%*	**36** *100.0%*	**80** *100.0%*	**65** *100.0%*	**62** *100.0%*	**11** *100.0%*	**54** *100.0%*	**38** *100.0%*	**91** *100.0%*	**77** *100.0%*	**44** *100.0%*	**8** *100.0%*
Total Valid Responses	**129** *100.0%*	**22** *100.0%*	**106** *100.0%*	**36** *100.0%*	**92** *100.0%*	**18** *100.0%*	**93** *100.0%*	**12** *100.0%*	**36** *100.0%*	**80** *100.0%*	**65** *100.0%*	**62** *100.0%*	**11** *100.0%*	**54** *100.0%*	**38** *100.0%*	**91** *100.0%*	**77** *100.0%*	**44** *100.0%*	**8** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**117** *90.7%*	20 *90.9%* **	96 *90.6%*	33 *91.7%*	84 *91.3%*	14 *77.8%* **	91 *97.8%*	11 *91.7%* **	34 *94.4%*	71 *88.8%*	59 *90.8%*	56 *90.3%*	10 *90.9%* **	49 *90.7%*	33 *86.8%*	84 *92.3%*	71 *92.2%*	39 *88.6%*	7 *87.5%* **
No	**12** *9.3%*	2 *9.1%* **	10 *9.4%*	3 *8.3%*	8 *8.7%*	4 *22.2%* **	2 *2.2%*	1 *8.3%* **	2 *5.6%*	9 *11.3%*	6 *9.2%*	6 *9.7%*	1 *9.1%* **	5 *9.3%*	5 *13.2%*	7 *7.7%*	6 *7.8%*	5 *11.4%*	1 *12.5%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**117** *90.7%*	20 *90.9%* **	96 *90.6%*	33 *91.7%*	84 *91.3%*	14 *77.8%* **	91 *97.8%*	11 *91.7%* **	34 *94.4%*	71 *88.8%*	59 *90.8%*	56 *90.3%*	10 *90.9%* **	49 *90.7%*	33 *86.8%*	84 *92.3%*	71 *92.2%*	39 *88.6%*	7 *87.5%* **
3-Point Score	**2.81**	2.82	2.81	2.83	2.83	2.56	2.96	2.83	2.89	2.78	2.82	2.81	2.82	2.81	2.74	2.85	2.84	2.77	2.75

Cell Contents:
- Count
- Column Percentage
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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) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																			
Total Eligible	**129** *100.0%*	**22** *100.0%*	**106** *100.0%*	**36** *100.0%*	**92** *100.0%*	**18** *100.0%*	**93** *100.0%*	**12** *100.0%*	**36** *100.0%*	**80** *100.0%*	**65** *100.0%*	**62** *100.0%*	**11** *100.0%*	**54** *100.0%*	**38** *100.0%*	**91** *100.0%*	**77** *100.0%*	**44** *100.0%*	**8** *100.0%*
Total Valid Responses	**126** *100.0%*	**21** *100.0%*	**104** *100.0%*	**34** *100.0%*	**91** *100.0%*	**18** *100.0%*	**91** *100.0%*	**12** *100.0%*	**35** *100.0%*	**78** *100.0%*	**63** *100.0%*	**61** *100.0%*	**10** *100.0%*	**53** *100.0%*	**37** *100.0%*	**89** *100.0%*	**74** *100.0%*	**44** *100.0%*	**8** *100.0%*
No Answer	**3**	1	2	2	1	-	2	-	1	2	2	1	1	1	1	2	3	-	-
Yes	**89** *70.6%*	15 *71.4%* **	73 *70.2%*	24 *70.6%*	64 *70.3%*	12 *66.7%* **	63 *69.2%*	8 *66.7%* **	27 *77.1%*	53 *67.9%*	41 *65.1%*	46 *75.4%*	8 *80.0%* **	33 *62.3%*	23 *62.2%*	66 *74.2%*	50 *67.6%*	31 *70.5%*	8 *100.0%* **
No	**37** *29.4%*	6 *28.6%* **	31 *29.8%*	10 *29.4%*	27 *29.7%*	6 *33.3%* **	28 *30.8%*	4 *33.3%* **	8 *22.9%*	25 *32.1%*	22 *34.9%*	15 *24.6%*	2 *20.0%* **	20 *37.7%*	14 *37.8%*	23 *25.8%*	24 *32.4%*	13 *29.5%*	- - **
HEDIS/CAHPS SUMMARY RATE - Yes	**89** *70.6%*	15 *71.4%* **	73 *70.2%*	24 *70.6%*	64 *70.3%*	12 *66.7%* **	63 *69.2%*	8 *66.7%* **	27 *77.1%*	53 *67.9%*	41 *65.1%*	46 *75.4%*	8 *80.0%* **	33 *62.3%*	23 *62.2%*	66 *74.2%*	50 *67.6%*	31 *70.5%*	8 *100.0%* **
3-Point Score	**2.41**	2.43	2.40	2.41	2.41	2.33	2.38	2.33	2.54	2.36	2.30	2.51	2.60	2.25	2.24	2.48	2.35	2.41	3.00

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 SPH Analytics
770-978-3173
2017

	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	**129** *100.0%*	**22** *100.0%*	**106** *100.0%*	**36** *100.0%*	**92** *100.0%*	**18** *100.0%*	**93** *100.0%*	**12** *100.0%*	**36** *100.0%*	**80** *100.0%*	**65** *100.0%*	**62** *100.0%*	**11** *100.0%*	**54** *100.0%*	**38** *100.0%*	**91** *100.0%*	**77** *100.0%*	**44** *100.0%*	**8** *100.0%*
Total Valid Responses	**127** *100.0%*	**20** *100.0%*	**106** *100.0%*	**35** *100.0%*	**91** *100.0%*	**18** *100.0%*	**92** *100.0%*	**11** *100.0%*	**35** *100.0%*	**80** *100.0%*	**65** *100.0%*	**60** *100.0%*	**11** *100.0%*	**54** *100.0%*	**37** *100.0%*	**90** *100.0%*	**75** *100.0%*	**44** *100.0%*	**8** *100.0%*
No Answer	**2**	2	-	1	1	-	1	1	1	-	-	2	-	-	1	1	2	-	-
Yes	**98** ***77.2%***	15 *75.0%* **	82 *77.4%*	24 *68.6%*	74 *81.3%*	9 *50.0%* **	79 *85.9%*	7 *63.6%* **	28 *80.0%*	62 *77.5%*	49 *75.4%*	47 *78.3%*	7 *63.6%* **	42 *77.8%*	25 *67.6%*	73 *81.1%*	56 *74.7%*	38 *86.4%*	4 *50.0%* **
No	**29** ***22.8%***	5 *25.0%* **	24 *22.6%*	11 *31.4%*	17 *18.7%*	9 *50.0%* **	13 *14.1%*	4 *36.4%* **	7 *20.0%*	18 *22.5%*	16 *24.6%*	13 *21.7%*	4 *36.4%* **	12 *22.2%*	12 *32.4%*	17 *18.9%*	19 *25.3%*	6 *13.6%*	4 *50.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**98** ***77.2%***	15 *75.0%* **	82 *77.4%*	24 *68.6%*	74 *81.3%*	9 *50.0%* **	79 *85.9%*	7 *63.6%* **	28 *80.0%*	62 *77.5%*	49 *75.4%*	47 *78.3%*	7 *63.6%* **	42 *77.8%*	25 *67.6%*	73 *81.1%*	56 *74.7%*	38 *86.4%*	4 *50.0%* **
3-Point Score	**2.54**	2.50	2.55	2.37	2.63	2.00	2.72	2.27	2.60	2.55	2.51	2.57	2.27	2.56	2.35	2.62	2.49	2.73	2.00

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 SPH Analytics
770-978-3173
2017

	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	**272** *100.0%*	**54** *100.0%*	**215** *100.0%*	**75** *100.0%*	**196** *100.0%*	**38** *100.0%*	**194** *100.0%*	**32** *100.0%*	**69** *100.0%*	**168** *100.0%*	**116** *100.0%*	**154** *100.0%*	**14** *100.0%*	**101** *100.0%*	**130** *100.0%*	**142** *100.0%*	**173** *100.0%*	**82** *100.0%*	**17** *100.0%*
Total Valid Responses	**271** *100.0%*	**54** *100.0%*	**214** *100.0%*	**75** *100.0%*	**196** *100.0%*	**37** *100.0%*	**194** *100.0%*	**32** *100.0%*	**69** *100.0%*	**167** *100.0%*	**116** *100.0%*	**153** *100.0%*	**14** *100.0%*	**101** *100.0%*	**130** *100.0%*	**141** *100.0%*	**172** *100.0%*	**82** *100.0%*	**17** *100.0%*
No Answer	**1**	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	1	-	-
10 - Best health care possible	**109** *40.2%*	4 *7.4%*	105 *49.1%* A	- -	109 *55.6%* C	2 *5.4%*	94 *48.5%* E	3 *9.4%*	10 *14.5%*	96 *57.5%* GH	46 *39.7%*	62 *40.5%*	3 *21.4%* **	42 *41.6%*	51 *39.2%*	58 *41.1%*	69 *40.1%*	34 *41.5%*	6 *35.3%* **
9	**40** *14.8%*	7 *13.0%*	33 *15.4%*	- -	40 *20.4%* C	4 *10.8%*	33 *17.0%*	3 *9.4%*	11 *15.9%*	26 *15.6%*	14 *12.1%*	25 *16.3%*	1 *7.1%* **	13 *12.9%*	19 *14.6%*	21 *14.9%*	27 *15.7%*	12 *14.6%*	1 *5.9%* **
8	**47** *17.3%*	7 *13.0%*	38 *17.8%*	- -	47 *24.0%* C	5 *13.5%*	36 *18.6%*	3 *9.4%*	20 *29.0%* GI	22 *13.2%*	18 *15.5%*	29 *19.0%*	2 *14.3%* **	16 *15.8%*	29 *22.3%* O	18 *12.8%*	31 *18.0%*	11 *13.4%*	5 *29.4%* **
7	**40** *14.8%*	12 *22.2%* b	27 *12.6%*	40 *53.3%* D	- -	8 *21.6%*	23 *11.9%*	4 *12.5%*	21 *30.4%* gl	14 *8.4%*	20 *17.2%*	20 *13.1%*	3 *21.4%* **	17 *16.8%*	15 *11.5%*	25 *17.7%*	23 *13.4%*	14 *17.1%*	3 *17.6%* **
6	**12** *4.4%*	7 *13.0%* B	5 *2.3%*	12 *16.0%* D	- -	6 *16.2%* F	3 *1.5%*	4 *12.5%* I	4 *5.8%*	4 *2.4%*	5 *4.3%*	7 *4.6%*	- - **	5 *5.0%*	6 *4.6%*	6 *4.3%*	6 *3.5%*	5 *6.1%*	1 *5.9%* **
5	**10** *3.7%*	5 *9.3%* B	5 *2.3%*	10 *13.3%* D	- -	6 *16.2%* F	4 *2.1%*	4 *12.5%* hI	2 *2.9%*	4 *2.4%*	5 *4.3%*	5 *3.3%*	1 *7.1%* **	4 *4.0%*	2 *1.5%*	8 *5.7%* n	5 *2.9%*	4 *4.9%*	1 *5.9%* **
4	**4** *1.5%*	4 *7.4%* B	- -	4 *5.3%* D	- -	1 *2.7%*	1 *0.5%*	4 *12.5%* HI	- -	- -	1 *0.9%*	3 *2.0%*	- - **	1 *1.0%*	3 *2.3%*	1 *0.7%*	4 *2.3%*	- -	- - **
3	**3** *1.1%*	2 *3.7%* B	1 *0.5%*	3 *4.0%* D	- -	2 *5.4%* F	- -	1 *3.1%*	1 *1.4%*	1 *0.6%*	2 *1.7%*	1 *0.7%*	- - **	2 *2.0%*	1 *0.8%*	2 *1.4%*	3 *1.7%*	- -	- - **
2	**3** *1.1%*	3 *5.6%* B	- -	3 *4.0%* D	- -	- -	- -	3 *9.4%* HI	- -	- -	3 *2.6%* K	- -	3 *21.4%* **	- -	2 *1.5%*	1 *0.7%*	1 *0.6%*	2 *2.4%*	- - **
1	**2** *0.7%*	2 *3.7%* B	- -	2 *2.7%* D	- -	2 *5.4%* F	- -	2 *6.3%* HI	- -	- -	2 *1.7%*	- -	1 *7.1%* **	1 *1.0%*	1 *0.8%*	1 *0.7%*	2 *1.2%*	- -	- - **
0 - Worst health care possible	**1** *0.4%*	1 *1.9%* B	- -	1 *1.3%*	- -	1 *2.7%* F	- -	1 *3.1%* I	- -	- -	- -	1 *0.7%*	- - **	- -	1 *0.8%*	- -	1 *0.6%*	- -	- - **
SUMMARY - 0-3	**9** *3.3%*	8 *14.8%* B	1 *0.5%*	9 *12.0%* D	- -	5 *13.5%* F	- -	7 *21.9%* HI	1 *1.4%*	1 *0.6%*	7 *6.0%* K	2 *1.3%*	4 *28.6%* **	3 *3.0%*	5 *3.8%*	4 *2.8%*	7 *4.1%*	2 *2.4%*	- - **
SUMMARY - 4-7	**66** *24.4%*	28 *51.9%* B	37 *17.3%*	66 *88.0%* D	- -	21 *56.8%* F	31 *16.0%*	16 *50.0%* I	27 *39.1%* I	22 *13.2%*	31 *26.7%*	35 *22.9%*	4 *28.6%* **	27 *26.7%*	26 *20.0%*	40 *28.4%*	38 *22.1%*	23 *28.0%*	5 *29.4%* **
HEDIS/CAHPS SUMMARY RATE - 8-10	**196** *72.3%*	18 *33.3%*	176 *82.2%* A	- -	196 *100.0%* C	11 *29.7%*	163 *84.0%* E	9 *28.1%*	41 *59.4%* G	144 *86.2%* GH	78 *67.2%*	116 *75.8%*	6 *42.9%* **	71 *70.3%*	99 *76.2%*	97 *68.8%*	127 *73.8%*	57 *69.5%*	12 *70.6%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**149** *55.0%*	11 *20.4%*	138 *64.5%* A	- -	149 *76.0%* C	6 *16.2%*	127 *65.5%* E	6 *18.8%*	21 *30.4%*	122 *73.1%* GH	60 *51.7%*	87 *56.9%*	4 *28.6%* **	55 *54.5%*	70 *53.8%*	79 *56.0%*	96 *55.8%*	46 *56.1%*	7 *41.2%* **
3-Point Score	**2.42**	1.76	2.59	1.53	2.76	1.68	2.61	1.59	2.20	2.68	2.36	2.46	1.93	2.42	2.42	2.43	2.43	2.43	2.29

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	**272** *100.0%*	**54** *100.0%*	**215** *100.0%*	**75** *100.0%*	**196** *100.0%*	**38** *100.0%*	**194** *100.0%*	**32** *100.0%*	**69** *100.0%*	**168** *100.0%*	**116** *100.0%*	**154** *100.0%*	**14** *100.0%*	**101** *100.0%*	**130** *100.0%*	**142** *100.0%*	**173** *100.0%*	**82** *100.0%*	**17** *100.0%*
Total Valid Responses	**265** *100.0%*	**52** *100.0%*	**211** *100.0%*	**73** *100.0%*	**191** *100.0%*	**38** *100.0%*	**189** *100.0%*	**31** *100.0%*	**68** *100.0%*	**164** *100.0%*	**113** *100.0%*	**150** *100.0%*	**12** *100.0%*	**100** *100.0%*	**126** *100.0%*	**139** *100.0%*	**166** *100.0%*	**82** *100.0%*	**17** *100.0%*
No Answer	**7**	2	4	2	5	-	5	1	1	4	3	4	2	1	4	3	7	-	-
Always	**131** ***49.4%***	13 *25.0%*	117 *55.5%* A	11 *15.1%*	119 *62.3%* C	9 *23.7%*	104 *55.0%* E	9 *29.0%*	21 *30.9%*	100 *61.0%* GH	54 *47.8%*	75 *50.0%*	1 *8.3%* **	52 *52.0%*	71 *56.3%* O	60 *43.2%*	77 *46.4%*	45 *54.9%*	9 *52.9%* **
Usually	**85** ***32.1%***	20 *38.5%*	64 *30.3%*	30 *41.1%* d	55 *28.8%*	16 *42.1%*	61 *32.3%*	12 *38.7%*	28 *41.2%* I	44 *26.8%*	34 *30.1%*	51 *34.0%*	5 *41.7%* **	29 *29.0%*	30 *23.8%*	55 *39.6%* N	62 *37.3%* Q	19 *23.2%*	4 *23.5%* **
Sometimes	**44** ***16.6%***	17 *32.7%* B	27 *12.8%*	29 *39.7%* D	15 *7.9%*	11 *28.9%* F	23 *12.2%*	8 *25.8%* I	19 *27.9%* I	17 *10.4%*	22 *19.5%*	22 *14.7%*	4 *33.3%* **	18 *18.0%*	23 *18.3%*	21 *15.1%*	25 *15.1%*	17 *20.7%*	2 *11.8%* **
Never	**5** ***1.9%***	2 *3.8%*	3 *1.4%*	3 *4.1%*	2 *1.0%*	2 *5.3%* F	1 *0.5%*	2 *6.5%* H	- -	3 *1.8%*	3 *2.7%*	2 *1.3%*	2 *16.7%* **	1 *1.0%*	2 *1.6%*	3 *2.2%*	2 *1.2%*	1 *1.2%*	2 *11.8%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**216** ***81.5%***	33 *63.5%*	181 *85.8%* A	41 *56.2%*	174 *91.1%* C	25 *65.8%*	165 *87.3%* E	21 *67.7%*	49 *72.1%*	144 *87.8%* GH	88 *77.9%*	126 *84.0%*	6 *50.0%* **	81 *81.0%*	101 *80.2%*	115 *82.7%*	139 *83.7%*	64 *78.0%*	13 *76.5%* **
HEDIS/CAHPS SUMMARY RATE - Always	**131** ***49.4%***	13 *25.0%*	117 *55.5%* A	11 *15.1%*	119 *62.3%* C	9 *23.7%*	104 *55.0%* E	9 *29.0%*	21 *30.9%*	100 *61.0%* GH	54 *47.8%*	75 *50.0%*	1 *8.3%* **	52 *52.0%*	71 *56.3%* O	60 *43.2%*	77 *46.4%*	45 *54.9%*	9 *52.9%* **
3-Point Score	**2.31**	1.88	2.41	1.71	2.53	1.89	2.42	1.97	2.03	2.49	2.26	2.34	1.58	2.33	2.37	2.26	2.30	2.33	2.29

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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**386** *100.0%*	**81** *100.0%*	**297** *100.0%*	**73** *100.0%*	**192** *100.0%*	**49** *100.0%*	**238** *100.0%*	**48** *100.0%*	**98** *100.0%*	**232** *100.0%*	**134** *100.0%*	**247** *100.0%*	**14** *100.0%*	**118** *100.0%*	**235** *100.0%*	**140** *100.0%*	**234** *100.0%*	**127** *100.0%*	**25** *100.0%*
No Answer	**7**	1	5	2	4	-	-	1	1	4	4	3	3	1	5	2	5	2	-
Yes	**299** *77.5%*	51 *63.0%*	243 *81.8%* A	59 *80.8%*	175 *91.1%* C	49 *100.0%*	238 *100.0%*	28 *58.3%*	77 *78.6%* G	189 *81.5%* G	112 *83.6%* K	183 *74.1%*	9 *64.3%* **	102 *86.4%*	161 *68.5%*	129 *92.1%* N	188 *80.3%*	93 *73.2%*	18 *72.0%* **
No	**87** *22.5%*	30 *37.0%* B	54 *18.2%*	14 *19.2%* D	17 *8.9%*	- -	- -	20 *41.7%* HI	21 *21.4%*	43 *18.5%*	22 *16.4%*	64 *25.9%* J	5 *35.7%* **	16 *13.6%*	74 *31.5%* O	11 *7.9%*	46 *19.7%*	34 *26.8%*	7 *28.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**299** *77.5%*	51 *63.0%*	243 *81.8%* A	59 *80.8%*	175 *91.1%* C	49 *100.0%*	238 *100.0%*	28 *58.3%*	77 *78.6%* G	189 *81.5%* G	112 *83.6%* K	183 *74.1%*	9 *64.3%* **	102 *86.4%*	161 *68.5%*	129 *92.1%* N	188 *80.3%*	93 *73.2%*	18 *72.0%* **

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 SPH Analytics
770-978-3173
2017

	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	**299** *100.0%*	**51** *100.0%*	**243** *100.0%*	**59** *100.0%*	**175** *100.0%*	**49** *100.0%*	**238** *100.0%*	**28** *100.0%*	**77** *100.0%*	**189** *100.0%*	**112** *100.0%*	**183** *100.0%*	**9** *100.0%*	**102** *100.0%*	**161** *100.0%*	**129** *100.0%*	**188** *100.0%*	**93** *100.0%*	**18** *100.0%*
Total Valid Responses	**292** *100.0%*	**50** *100.0%*	**238** *100.0%*	**58** *100.0%*	**173** *100.0%*	**49** *100.0%*	**235** *100.0%*	**27** *100.0%*	**75** *100.0%*	**186** *100.0%*	**109** *100.0%*	**179** *100.0%*	**8** *100.0%*	**100** *100.0%*	**156** *100.0%*	**127** *100.0%*	**181** *100.0%*	**93** *100.0%*	**18** *100.0%*
No Answer	**7**	1	5	1	2	-	3	1	2	3	3	4	1	2	5	2	7	-	-
None	**52** *17.8%*	8 *16.0%*	43 *18.1%*	4 *6.9%*	9 *5.2%*	9 *18.4%*	38 *16.2%*	4 *14.8%* **	15 *20.0%*	32 *17.2%*	13 *11.9%*	38 *21.2%* J	3 *37.5%* **	10 *10.0%*	44 *28.2%* O	6 *4.7%*	25 *13.8%*	24 *25.8%* P	3 *16.7%* **
1 time	**68** *23.3%*	7 *14.0%*	60 *25.2%* a	12 *20.7%*	46 *26.6%*	9 *18.4%*	58 *24.7%*	4 *14.8%* **	12 *16.0%*	51 *27.4%* h	24 *22.0%*	43 *24.0%*	1 *12.5%* **	23 *23.0%*	53 *34.0%* O	12 *9.4%*	40 *22.1%*	19 *20.4%*	9 *50.0%* **
2	**81** *27.7%*	14 *28.0%*	66 *27.7%*	18 *31.0%*	58 *33.5%*	15 *30.6%*	64 *27.2%*	9 *33.3%* **	22 *29.3%*	49 *26.3%*	27 *24.8%*	54 *30.2%*	1 *12.5%* **	25 *25.0%*	46 *29.5%*	33 *26.0%*	51 *28.2%*	26 *28.0%*	4 *22.2%* **
3	**38** *13.0%*	6 *12.0%*	32 *13.4%*	7 *12.1%*	28 *16.2%*	7 *14.3%*	31 *13.2%*	3 *11.1%* **	5 *6.7%*	30 *16.1%* H	17 *15.6%*	21 *11.7%*	1 *12.5%* **	16 *16.0%*	9 *5.8%*	29 *22.8%* N	31 *17.1%* Q	6 *6.5%*	1 *5.6%* **
4	**13** *4.5%*	5 *10.0%* B	8 *3.4%*	3 *5.2%*	8 *4.6%*	5 *10.2%* F	8 *3.4%*	2 *7.4%* **	7 *9.3%* I	4 *2.2%*	7 *6.4%*	6 *3.4%*	1 *12.5%* **	6 *6.0%*	3 *1.9%*	10 *7.9%* N	9 *5.0%*	3 *3.2%*	1 *5.6%* **
5 to 9	**35** *12.0%*	9 *18.0%*	25 *10.5%*	13 *22.4%* D	20 *11.6%*	4 *8.2%*	31 *13.2%*	5 *18.5%* **	12 *16.0%*	17 *9.1%*	18 *16.5%* K	15 *8.4%*	1 *12.5%* **	17 *17.0%*	- -	33 *26.0%* N	21 *11.6%*	14 *15.1%*	- - **
10 or more times	**5** *1.7%*	1 *2.0%*	4 *1.7%*	1 *1.7%*	4 *2.3%*	- -	5 *2.1%*	- - **	2 *2.7%*	3 *1.6%*	3 *2.8%*	2 *1.1%*	- - **	3 *3.0%*	1 *0.6%*	4 *3.1%*	4 *2.2%*	1 *1.1%*	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**240** *82.2%*	42 *84.0%*	195 *81.9%*	54 *93.1%*	164 *94.8%*	40 *81.6%*	197 *83.8%*	23 *85.2%* **	60 *80.0%*	154 *82.8%*	96 *88.1%* K	141 *78.8%*	5 *62.5%* **	90 *90.0%*	112 *71.8%*	121 *95.3%* N	156 *86.2%* Q	69 *74.2%*	15 *83.3%* **

Cell Contents:
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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
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	**240** *100.0%*	**42** *100.0%*	**195** *100.0%*	**54** *100.0%*	**164** *100.0%*	**40** *100.0%*	**197** *100.0%*	**23** *100.0%*	**60** *100.0%*	**154** *100.0%*	**96** *100.0%*	**141** *100.0%*	**5** *100.0%*	**90** *100.0%*	**112** *100.0%*	**121** *100.0%*	**156** *100.0%*	**69** *100.0%*	**15** *100.0%*
Total Valid Responses	**239** *100.0%*	**42** *100.0%*	**194** *100.0%*	**54** *100.0%*	**163** *100.0%*	**40** *100.0%*	**197** *100.0%*	**23** *100.0%*	**60** *100.0%*	**153** *100.0%*	**95** *100.0%*	**141** *100.0%*	**5** *100.0%*	**90** *100.0%*	**111** *100.0%*	**121** *100.0%*	**155** *100.0%*	**69** *100.0%*	**15** *100.0%*
No Answer	**1**	-	1	-	1	-	-	-	-	1	1	-	-	-	1	-	1	-	-
Always	**176** *73.6%*	25 *59.5%*	149 *76.8%* A	29 *53.7%*	130 *79.8%* C	10 *25.0%*	165 *83.8%* E	12 *52.2%* **	43 *71.7%*	119 *77.8%*	67 *70.5%*	106 *75.2%*	1 *20.0%* **	66 *73.3%*	82 *73.9%*	88 *72.7%*	112 *72.3%*	54 *78.3%*	10 *66.7%* **
Usually	**43** *18.0%*	10 *23.8%*	32 *16.5%*	16 *29.6%* D	26 *16.0%*	16 *40.0%* F	26 *13.2%*	6 *26.1%* **	12 *20.0%*	24 *15.7%*	20 *21.1%*	23 *16.3%*	2 *40.0%* **	18 *20.0%*	16 *14.4%*	26 *21.5%*	30 *19.4%*	9 *13.0%*	4 *26.7%* **
Sometimes	**18** *7.5%*	7 *16.7%* B	11 *5.7%*	7 *13.0%* D	7 *4.3%*	12 *30.0%* F	6 *3.0%*	5 *21.7%* **	5 *8.3%*	8 *5.2%*	6 *6.3%*	12 *8.5%*	2 *40.0%* **	4 *4.4%*	12 *10.8%* o	6 *5.0%*	12 *7.7%*	5 *7.2%*	1 *6.7%* **
Never	**2** *0.8%*	- -	2 *1.0%*	2 *3.7%* D	- -	2 *5.0%* F	- -	- - **	- -	2 *1.3%*	2 *2.1%* k	- -	- - **	2 *2.2%*	1 *0.9%*	1 *0.8%*	1 *0.6%*	1 *1.4%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**219** *91.6%*	35 *83.3%*	181 *93.3%* A	45 *83.3%*	156 *95.7%* C	26 *65.0%*	191 *97.0%* E	18 *78.3%* **	55 *91.7%*	143 *93.5%*	87 *91.6%*	129 *91.5%*	3 *60.0%* **	84 *93.3%*	98 *88.3%*	114 *94.2%*	142 *91.6%*	63 *91.3%*	14 *93.3%* **
HEDIS/CAHPS SUMMARY RATE - Always	**176** *73.6%*	25 *59.5%*	149 *76.8%* A	29 *53.7%*	130 *79.8%* C	10 *25.0%*	165 *83.8%* E	12 *52.2%* **	43 *71.7%*	119 *77.8%*	67 *70.5%*	106 *75.2%*	1 *20.0%* **	66 *73.3%*	82 *73.9%*	88 *72.7%*	112 *72.3%*	54 *78.3%*	10 *66.7%* **
3-Point Score	**2.65**	2.43	2.70	2.37	2.75	1.90	2.81	2.30	2.63	2.71	2.62	2.67	1.80	2.67	2.62	2.67	2.64	2.70	2.60

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Statistics:
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  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	**240** *100.0%*	**42** *100.0%*	**195** *100.0%*	**54** *100.0%*	**164** *100.0%*	**40** *100.0%*	**197** *100.0%*	**23** *100.0%*	**60** *100.0%*	**154** *100.0%*	**96** *100.0%*	**141** *100.0%*	**5** *100.0%*	**90** *100.0%*	**112** *100.0%*	**121** *100.0%*	**156** *100.0%*	**69** *100.0%*	**15** *100.0%*
Total Valid Responses	**238** *100.0%*	**42** *100.0%*	**193** *100.0%*	**54** *100.0%*	**162** *100.0%*	**40** *100.0%*	**196** *100.0%*	**23** *100.0%*	**60** *100.0%*	**152** *100.0%*	**95** *100.0%*	**140** *100.0%*	**5** *100.0%*	**90** *100.0%*	**110** *100.0%*	**121** *100.0%*	**154** *100.0%*	**69** *100.0%*	**15** *100.0%*
No Answer	**2**	-	2	-	2	-	1	-	-	2	1	1	-	-	2	-	2	-	-
Always	**170** *71.4%*	23 *54.8%*	145 *75.1%* A	28 *51.9%*	125 *77.2%* C	9 *22.5%*	159 *81.1%* E	12 *52.2%* **	40 *66.7%*	116 *76.3%*	64 *67.4%*	104 *74.3%*	1 *20.0%* **	63 *70.0%*	83 *75.5%*	82 *67.8%*	106 *68.8%*	52 *75.4%*	12 *80.0%* **
Usually	**46** *19.3%*	15 *35.7%* B	30 *15.5%*	13 *24.1%*	29 *17.9%*	18 *45.0%* F	28 *14.3%*	8 *34.8%* **	15 *25.0%* i	22 *14.5%*	20 *21.1%*	25 *17.9%*	2 *40.0%* **	18 *20.0%*	15 *13.6%*	29 *24.0%* N	38 *24.7%* Q	7 *10.1%*	1 *6.7%* **
Sometimes	**19** *8.0%*	3 *7.1%*	16 *8.3%*	11 *20.4%* D	7 *4.3%*	11 *27.5%* F	8 *4.1%*	2 *8.7%* **	5 *8.3%*	12 *7.9%*	9 *9.5%*	10 *7.1%*	1 *20.0%* **	8 *8.9%*	11 *10.0%*	8 *6.6%*	8 *5.2%*	9 *13.0%* P	2 *13.3%* **
Never	**3** *1.3%*	1 *2.4%*	2 *1.0%*	2 *3.7%* d	1 *0.6%*	2 *5.0%* F	1 *0.5%*	1 *4.3%* **	- -	2 *1.3%*	2 *2.1%*	1 *0.7%*	1 *20.0%* **	1 *1.1%*	1 *0.9%*	2 *1.7%*	2 *1.3%*	1 *1.4%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**216** *90.8%*	38 *90.5%*	175 *90.7%*	41 *75.9%*	154 *95.1%* C	27 *67.5%*	187 *95.4%* E	20 *87.0%* **	55 *91.7%*	138 *90.8%*	84 *88.4%*	129 *92.1%*	3 *60.0%* **	81 *90.0%*	98 *89.1%*	111 *91.7%*	144 *93.5%* q	59 *85.5%*	13 *86.7%* **
HEDIS/CAHPS SUMMARY RATE - Always	**170** *71.4%*	23 *54.8%*	145 *75.1%* A	28 *51.9%*	125 *77.2%* C	9 *22.5%*	159 *81.1%* E	12 *52.2%* **	40 *66.7%*	116 *76.3%*	64 *67.4%*	104 *74.3%*	1 *20.0%* **	63 *70.0%*	83 *75.5%*	82 *67.8%*	106 *68.8%*	52 *75.4%*	12 *80.0%* **
3-Point Score	**2.62**	2.45	2.66	2.28	2.72	1.90	2.77	2.39	2.58	2.67	2.56	2.66	1.80	2.60	2.65	2.60	2.62	2.61	2.67

Cell Contents:
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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 (*)

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770-978-3173
2017

		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	**240** *100.0%*	**42** *100.0%*	**195** *100.0%*	**54** *100.0%*	**164** *100.0%*	**40** *100.0%*	**197** *100.0%*	**23** *100.0%*	**60** *100.0%*	**154** *100.0%*	**96** *100.0%*	**141** *100.0%*	**5** *100.0%*	**90** *100.0%*	**112** *100.0%*	**121** *100.0%*	**156** *100.0%*	**69** *100.0%*	**15** *100.0%*
Total Valid Responses	**237** *100.0%*	**41** *100.0%*	**193** *100.0%*	**53** *100.0%*	**162** *100.0%*	**39** *100.0%*	**196** *100.0%*	**22** *100.0%*	**60** *100.0%*	**152** *100.0%*	**94** *100.0%*	**140** *100.0%*	**4** *100.0%*	**90** *100.0%*	**110** *100.0%*	**120** *100.0%*	**153** *100.0%*	**69** *100.0%*	**15** *100.0%*
No Answer	**3**	1	2	1	2	1	1	1	-	2	2	1	1	-	2	1	3	-	-
Always	**179** *75.5%*	26 *63.4%*	151 *78.2%* A	29 *54.7%*	135 *83.3%* C	9 *23.1%*	168 *85.7%* E	13 *59.1%* **	39 *65.0%*	125 *82.2%* H	68 *72.3%*	109 *77.9%*	1 *25.0%* **	67 *74.4%*	84 *76.4%*	91 *75.8%*	113 *73.9%*	54 *78.3%*	12 *80.0%* **
Usually	**42** *17.7%*	12 *29.3%* B	29 *15.0%*	14 *26.4%* D	23 *14.2%*	17 *43.6%* F	25 *12.8%*	7 *31.8%* **	17 *28.3%* I	17 *11.2%*	18 *19.1%*	23 *16.4%*	3 *75.0%* **	15 *16.7%*	17 *15.5%*	23 *19.2%*	32 *20.9%*	9 *13.0%*	1 *6.7%* **
Sometimes	**15** *6.3%*	3 *7.3%*	12 *6.2%*	9 *17.0%* D	4 *2.5%*	12 *30.8%* F	3 *1.5%*	2 *9.1%* **	4 *6.7%*	9 *5.9%*	7 *7.4%*	8 *5.7%*	- - **	7 *7.8%*	8 *7.3%*	6 *5.0%*	8 *5.2%*	5 *7.2%*	2 *13.3%* **
Never	**1** *0.4%*	- -	1 *0.5%*	1 *1.9%* d	- -	1 *2.6%* F	- -	- - **	- -	1 *0.7%*	1 *1.1%*	- -	- - **	1 *1.1%*	1 *0.9%*	- -	- -	1 *1.4%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**221** *93.2%*	38 *92.7%*	180 *93.3%*	43 *81.1%*	158 *97.5%* C	26 *66.7%*	193 *98.5%* E	20 *90.9%* **	56 *93.3%*	142 *93.4%*	86 *91.5%*	132 *94.3%*	4 *100.0%* **	82 *91.1%*	101 *91.8%*	114 *95.0%*	145 *94.8%*	63 *91.3%*	13 *86.7%* **
HEDIS/CAHPS SUMMARY RATE - Always	**179** *75.5%*	26 *63.4%*	151 *78.2%* A	29 *54.7%*	135 *83.3%* C	9 *23.1%*	168 *85.7%* E	13 *59.1%* **	39 *65.0%*	125 *82.2%* H	68 *72.3%*	109 *77.9%*	1 *25.0%* **	67 *74.4%*	84 *76.4%*	91 *75.8%*	113 *73.9%*	54 *78.3%*	12 *80.0%* **
3-Point Score	**2.69**	2.56	2.72	2.36	2.81	1.90	2.84	2.50	2.58	2.76	2.64	2.72	2.25	2.66	2.68	2.71	2.69	2.70	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**
Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																			
Total Eligible	**240** *100.0%*	**42** *100.0%*	**195** *100.0%*	**54** *100.0%*	**164** *100.0%*	**40** *100.0%*	**197** *100.0%*	**23** *100.0%*	**60** *100.0%*	**154** *100.0%*	**96** *100.0%*	**141** *100.0%*	**5** *100.0%*	**90** *100.0%*	**112** *100.0%*	**121** *100.0%*	**156** *100.0%*	**69** *100.0%*	**15** *100.0%*
Total Valid Responses	**238** *100.0%*	**42** *100.0%*	**193** *100.0%*	**54** *100.0%*	**162** *100.0%*	**40** *100.0%*	**196** *100.0%*	**23** *100.0%*	**60** *100.0%*	**152** *100.0%*	**94** *100.0%*	**141** *100.0%*	**5** *100.0%*	**89** *100.0%*	**111** *100.0%*	**120** *100.0%*	**154** *100.0%*	**69** *100.0%*	**15** *100.0%*
No Answer	**2**	-	2	-	2	-	1	-	-	2	2	-	-	1	1	1	2	-	-
Always	**158** *66.4%*	25 *59.5%*	131 *67.9%*	26 *48.1%*	114 *70.4%* C	9 *22.5%*	148 *75.5%* E	12 *52.2%* **	34 *56.7%*	110 *72.4%* H	59 *62.8%*	96 *68.1%*	2 *40.0%* **	57 *64.0%*	78 *70.3%*	74 *61.7%*	97 *63.0%*	50 *72.5%*	11 *73.3%* **
Usually	**53** *22.3%*	10 *23.8%*	42 *21.8%*	13 *24.1%*	38 *23.5%*	13 *32.5%* f	39 *19.9%*	6 *26.1%* **	18 *30.0%* i	28 *18.4%*	22 *23.4%*	31 *22.0%*	1 *20.0%* **	21 *23.6%*	20 *18.0%*	32 *26.7%*	40 *26.0%*	12 *17.4%*	1 *6.7%* **
Sometimes	**21** *8.8%*	5 *11.9%*	16 *8.3%*	11 *20.4%* D	9 *5.6%*	13 *32.5%* F	8 *4.1%*	3 *13.0%* **	8 *13.3%*	10 *6.6%*	10 *10.6%*	11 *7.8%*	1 *20.0%* **	9 *10.1%*	10 *9.0%*	11 *9.2%*	13 *8.4%*	5 *7.2%*	3 *20.0%* **
Never	**6** *2.5%*	2 *4.8%*	4 *2.1%*	4 *7.4%* D	1 *0.6%*	5 *12.5%* F	1 *0.5%*	2 *8.7%* **	- -	4 *2.6%*	3 *3.2%*	3 *2.1%*	1 *20.0%* **	2 *2.2%*	3 *2.7%*	3 *2.5%*	4 *2.6%*	2 *2.9%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**211** *88.7%*	35 *83.3%*	173 *89.6%*	39 *72.2%*	152 *93.8%* C	22 *55.0%*	187 *95.4%* E	18 *78.3%* **	52 *86.7%*	138 *90.8%*	81 *86.2%*	127 *90.1%*	3 *60.0%* **	78 *87.6%*	98 *88.3%*	106 *88.3%*	137 *89.0%*	62 *89.9%*	12 *80.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**158** *66.4%*	25 *59.5%*	131 *67.9%*	26 *48.1%*	114 *70.4%* C	9 *22.5%*	148 *75.5%* E	12 *52.2%* **	34 *56.7%*	110 *72.4%* H	59 *62.8%*	96 *68.1%*	2 *40.0%* **	57 *64.0%*	78 *70.3%*	74 *61.7%*	97 *63.0%*	50 *72.5%*	11 *73.3%* **
3-Point Score	**2.55**	2.43	2.58	2.20	2.64	1.78	2.71	2.30	2.43	2.63	2.49	2.58	2.00	2.52	2.59	2.50	2.52	2.62	2.53

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 SPH Analytics
770-978-3173
2017

	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	**240** ***100.0%***	**42** ***100.0%***	**195** ***100.0%***	**54** ***100.0%***	**164** ***100.0%***	**40** ***100.0%***	**197** ***100.0%***	**23** ***100.0%***	**60** ***100.0%***	**154** ***100.0%***	**96** ***100.0%***	**141** ***100.0%***	**5** ***100.0%***	**90** ***100.0%***	**112** ***100.0%***	**121** ***100.0%***	**156** ***100.0%***	**69** ***100.0%***	**15** ***100.0%***
Total Valid Responses	**236** ***100.0%***	**41** ***100.0%***	**192** ***100.0%***	**54** ***100.0%***	**160** ***100.0%***	**40** ***100.0%***	**194** ***100.0%***	**22** ***100.0%***	**59** ***100.0%***	**152** ***100.0%***	**94** ***100.0%***	**139** ***100.0%***	**4** ***100.0%***	**90** ***100.0%***	**109** ***100.0%***	**120** ***100.0%***	**153** ***100.0%***	**68** ***100.0%***	**15** ***100.0%***
No Answer	**4**	1	3	-	4	-	3	1	1	2	2	2	1	-	3	1	3	1	-
Yes	**142** ***60.2%***	24 *58.5%*	115 *59.9%*	35 *64.8%*	97 *60.6%*	25 *62.5%*	116 *59.8%*	13 *59.1%* **	38 *64.4%*	88 *57.9%*	63 *67.0%* k	77 *55.4%*	3 *75.0%* **	60 *66.7%*	41 *37.6%*	95 *79.2%* N	91 *59.5%*	44 *64.7%*	7 *46.7%* **
No	**94** ***39.8%***	17 *41.5%*	77 *40.1%*	19 *35.2%*	63 *39.4%*	15 *37.5%*	78 *40.2%*	9 *40.9%* **	21 *35.6%*	64 *42.1%*	31 *33.0%*	62 *44.6%* j	1 *25.0%* **	30 *33.3%*	68 *62.4%* O	25 *20.8%*	62 *40.5%*	24 *35.3%*	8 *53.3%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**142** ***60.2%***	24 *58.5%*	115 *59.9%*	35 *64.8%*	97 *60.6%*	25 *62.5%*	116 *59.8%*	13 *59.1%* **	38 *64.4%*	88 *57.9%*	63 *67.0%* k	77 *55.4%*	3 *75.0%* **	60 *66.7%*	41 *37.6%*	95 *79.2%* N	91 *59.5%*	44 *64.7%*	7 *46.7%* **

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**
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	**142** *100.0%*	**24** *100.0%*	**115** *100.0%*	**35** *100.0%*	**97** *100.0%*	**25** *100.0%*	**116** *100.0%*	**13** *100.0%*	**38** *100.0%*	**88** *100.0%*	**63** *100.0%*	**77** *100.0%*	**3** *100.0%*	**60** *100.0%*	**41** *100.0%*	**95** *100.0%*	**91** *100.0%*	**44** *100.0%*	**7** *100.0%*
Total Valid Responses	**140** *100.0%*	**24** *100.0%*	**113** *100.0%*	**35** *100.0%*	**96** *100.0%*	**24** *100.0%*	**115** *100.0%*	**13** *100.0%*	**38** *100.0%*	**86** *100.0%*	**62** *100.0%*	**76** *100.0%*	**3** *100.0%*	**59** *100.0%*	**41** *100.0%*	**93** *100.0%*	**90** *100.0%*	**43** *100.0%*	**7** *100.0%*
No Answer	**2**	-	2	-	1	1	1	-	-	2	1	1	-	1	-	2	1	1	-
Always	**77** ***55.0%***	10 *41.7%* **	65 *57.5%*	10 *28.6%*	62 *64.6%* C	4 *16.7%* **	73 *63.5%*	3 *23.1%* **	17 *44.7%*	55 *64.0%* H	30 *48.4%*	45 *59.2%*	- - **	30 *50.8%*	24 *58.5%*	49 *52.7%*	48 *53.3%*	25 *58.1%*	4 *57.1%* **
Usually	**39** ***27.9%***	8 *33.3%* **	30 *26.5%*	13 *37.1%*	24 *25.0%*	10 *41.7%* **	28 *24.3%*	5 *38.5%* **	11 *28.9%*	22 *25.6%*	18 *29.0%*	21 *27.6%*	1 *33.3%* **	17 *28.8%*	8 *19.5%*	30 *32.3%*	30 *33.3%* q	8 *18.6%*	1 *14.3%* **
Sometimes	**18** ***12.9%***	5 *20.8%* **	13 *11.5%*	9 *25.7%* D	8 *8.3%*	9 *37.5%* **	9 *7.8%*	4 *30.8%* **	8 *21.1%* I	6 *7.0%*	12 *19.4%* K	6 *7.9%*	1 *33.3%* **	11 *18.6%*	7 *17.1%*	10 *10.8%*	10 *11.1%*	6 *14.0%*	2 *28.6%* **
Never	**6** ***4.3%***	1 *4.2%* **	5 *4.4%*	3 *8.6%* d	2 *2.1%*	1 *4.2%* **	5 *4.3%*	1 *7.7%* **	2 *5.3%*	3 *3.5%*	2 *3.2%*	4 *5.3%*	1 *33.3%* **	1 *1.7%*	2 *4.9%*	4 *4.3%*	2 *2.2%*	4 *9.3%* p	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**116** ***82.9%***	18 *75.0%* **	95 *84.1%*	23 *65.7%*	86 *89.6%* C	14 *58.3%* **	101 *87.8%*	8 *61.5%* **	28 *73.7%*	77 *89.5%* H	48 *77.4%*	66 *86.8%*	1 *33.3%* **	47 *79.7%*	32 *78.0%*	79 *84.9%*	78 *86.7%*	33 *76.7%*	5 *71.4%* **
HEDIS/CAHPS SUMMARY RATE - Always	**77** ***55.0%***	10 *41.7%* **	65 *57.5%*	10 *28.6%*	62 *64.6%* C	4 *16.7%* **	73 *63.5%*	3 *23.1%* **	17 *44.7%*	55 *64.0%* H	30 *48.4%*	45 *59.2%*	- - **	30 *50.8%*	24 *58.5%*	49 *52.7%*	48 *53.3%*	25 *58.1%*	4 *57.1%* **
3-Point Score	**2.38**	2.17	2.42	1.94	2.54	1.75	2.51	1.85	2.18	2.53	2.26	2.46	1.33	2.31	2.37	2.38	2.40	2.35	2.29

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	**299** *100.0%*	**51** *100.0%*	**243** *100.0%*	**59** *100.0%*	**175** *100.0%*	**49** *100.0%*	**238** *100.0%*	**28** *100.0%*	**77** *100.0%*	**189** *100.0%*	**112** *100.0%*	**183** *100.0%*	**9** *100.0%*	**102** *100.0%*	**161** *100.0%*	**129** *100.0%*	**188** *100.0%*	**93** *100.0%*	**18** *100.0%*
Total Valid Responses	**287** *100.0%*	**50** *100.0%*	**234** *100.0%*	**57** *100.0%*	**174** *100.0%*	**49** *100.0%*	**238** *100.0%*	**28** *100.0%*	**73** *100.0%*	**183** *100.0%*	**107** *100.0%*	**176** *100.0%*	**7** *100.0%*	**100** *100.0%*	**151** *100.0%*	**127** *100.0%*	**180** *100.0%*	**89** *100.0%*	**18** *100.0%*
No Answer	**12**	1	9	2	1	-	-	-	4	6	5	7	2	2	10	2	8	4	-
10 - Best personal doctor possible	**141** *49.1%*	11 *22.0%*	128 *54.7%* A	13 *22.8%*	102 *58.6%* C	- -	141 *59.2%* E	5 *17.9%* **	26 *35.6%*	108 *59.0%* H	57 *53.3%*	81 *46.0%*	1 *14.3%* **	56 *56.0%*	75 *49.7%*	61 *48.0%*	86 *47.8%*	47 *52.8%*	8 *44.4%* **
9	**56** *19.5%*	6 *12.0%*	50 *21.4%*	9 *15.8%*	41 *23.6%*	- -	56 *23.5%* E	2 *7.1%* **	16 *21.9%*	38 *20.8%*	17 *15.9%*	39 *22.2%*	1 *14.3%* **	16 *16.0%*	28 *18.5%*	28 *22.0%*	38 *21.1%*	14 *15.7%*	4 *22.2%* **
8	**41** *14.3%*	10 *20.0%*	31 *13.2%*	9 *15.8%*	20 *11.5%*	- -	41 *17.2%* E	5 *17.9%* **	17 *23.3%* I	19 *10.4%*	14 *13.1%*	26 *14.8%*	3 *42.9%* **	11 *11.0%*	21 *13.9%*	17 *13.4%*	25 *13.9%*	15 *16.9%*	1 *5.6%* **
7	**17** *5.9%*	8 *16.0%* B	8 *3.4%*	7 *12.3%* D	7 *4.0%*	17 *34.7%* F	- -	5 *17.9%* **	7 *9.6%* I	4 *2.2%*	7 *6.5%*	10 *5.7%*	1 *14.3%* **	6 *6.0%*	8 *5.3%*	9 *7.1%*	12 *6.7%*	3 *3.4%*	2 *11.1%* **
6	**12** *4.2%*	6 *12.0%* B	6 *2.6%*	7 *12.3%* D	1 *0.6%*	12 *24.5%* F	- -	3 *10.7%* **	4 *5.5%*	5 *2.7%*	5 *4.7%*	7 *4.0%*	- - **	5 *5.0%*	6 *4.0%*	6 *4.7%*	6 *3.3%*	4 *4.5%*	2 *11.1%* **
5	**8** *2.8%*	3 *6.0%*	5 *2.1%*	5 *8.8%* D	1 *0.6%*	8 *16.3%* F	- -	2 *7.1%* **	2 *2.7%*	4 *2.2%*	3 *2.8%*	5 *2.8%*	- - **	3 *3.0%*	4 *2.6%*	3 *2.4%*	4 *2.2%*	4 *4.5%*	- - **
4	**2** *0.7%*	- -	2 *0.9%*	2 *3.5%* D	- -	2 *4.1%* F	- -	- - **	- -	2 *1.1%*	- -	2 *1.1%*	- - **	- -	2 *1.3%*	- -	2 *1.1%*	- -	- - **
3	**3** *1.0%*	2 *4.0%* B	1 *0.4%*	1 *1.8%*	1 *0.6%*	3 *6.1%* F	- -	2 *7.1%* **	- -	1 *0.5%*	1 *0.9%*	2 *1.1%*	1 *14.3%* **	- -	2 *1.3%*	1 *0.8%*	2 *1.1%*	1 *1.1%*	- - **
2	**-** **-**	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **
1	**4** *1.4%*	2 *4.0%* b	2 *0.9%*	3 *5.3%* D	- -	4 *8.2%* F	- -	2 *7.1%* **	- -	2 *1.1%*	2 *1.9%*	2 *1.1%*	- - **	2 *2.0%*	2 *1.3%*	2 *1.6%*	3 *1.7%*	- -	1 *5.6%* **
0 - Worst personal doctor possible	**3** *1.0%*	2 *4.0%* B	1 *0.4%*	1 *1.8%*	1 *0.6%*	3 *6.1%* F	- -	2 *7.1%* **	1 *1.4%*	- -	1 *0.9%*	2 *1.1%*	- - **	1 *1.0%*	3 *2.0%*	- -	2 *1.1%*	1 *1.1%*	- - **
SUMMARY - 0-3	**10** *3.5%*	6 *12.0%* B	4 *1.7%*	5 *8.8%* D	2 *1.1%*	10 *20.4%* F	- -	6 *21.4%* **	1 *1.4%*	3 *1.6%*	4 *3.7%*	6 *3.4%*	1 *14.3%* **	3 *3.0%*	7 *4.6%*	3 *2.4%*	7 *3.9%*	2 *2.2%*	1 *5.6%* **
SUMMARY - 4-7	**39** *13.6%*	17 *34.0%* B	21 *9.0%*	21 *36.8%* D	9 *5.2%*	39 *79.6%* F	- -	10 *35.7%* **	13 *17.8%* I	15 *8.2%*	15 *14.0%*	24 *13.6%*	1 *14.3%* **	14 *14.0%*	20 *13.2%*	18 *14.2%*	24 *13.3%*	11 *12.4%*	4 *22.2%* **
HEDIS/CAHPS SUMMARY RATE - 8-10	**238** *82.9%*	27 *54.0%*	209 *89.3%* A	31 *54.4%*	163 *93.7%* C	- -	238 *100.0%* E	12 *42.9%* **	59 *80.8%*	165 *90.2%* H	88 *82.2%*	146 *83.0%*	5 *71.4%* **	83 *83.0%*	124 *82.1%*	106 *83.5%*	149 *82.8%*	76 *85.4%*	13 *72.2%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**197** *68.6%*	17 *34.0%*	178 *76.1%* A	22 *38.6%*	143 *82.2%* C	- -	197 *82.8%* E	7 *25.0%* **	42 *57.5%*	146 *79.8%* H	74 *69.2%*	120 *68.2%*	2 *28.6%* **	72 *72.0%*	103 *68.2%*	89 *70.1%*	124 *68.9%*	61 *68.5%*	12 *66.7%* **
3-Point Score	**2.57**	2.04	2.69	2.05	2.80	1.35	2.83	1.86	2.48	2.72	2.58	2.57	2.14	2.61	2.56	2.61	2.58	2.57	2.50

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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**390** *100.0%*	**81** *100.0%*	**300** *100.0%*	**75** *100.0%*	**194** *100.0%*	**49** *100.0%*	**235** *100.0%*	**49** *100.0%*	**98** *100.0%*	**234** *100.0%*	**137** *100.0%*	**249** *100.0%*	**17** *100.0%*	**118** *100.0%*	**239** *100.0%*	**140** *100.0%*	**238** *100.0%*	**127** *100.0%*	**25** *100.0%*
No Answer	**3**	1	2	-	2	-	3	-	1	2	1	1	-	1	1	2	1	2	-
Yes	**156** ***40.0%***	33 *40.7%*	120 *40.0%*	42 *56.0%*	100 *51.5%*	27 *55.1%*	109 *46.4%*	18 *36.7%*	40 *40.8%*	95 *40.6%*	76 *55.5%* K	78 *31.3%*	9 *52.9%* **	67 *56.8%*	53 *22.2%*	98 *70.0%* N	105 *44.1%* q	44 *34.6%*	7 *28.0%* **
No	**234** ***60.0%***	48 *59.3%*	180 *60.0%*	33 *44.0%*	94 *48.5%*	22 *44.9%*	126 *53.6%*	31 *63.3%*	58 *59.2%*	139 *59.4%*	61 *44.5%*	171 *68.7%* J	8 *47.1%* **	51 *43.2%*	186 *77.8%* O	42 *30.0%*	133 *55.9%*	83 *65.4%* p	18 *72.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**156** ***40.0%***	33 *40.7%*	120 *40.0%*	42 *56.0%*	100 *51.5%*	27 *55.1%*	109 *46.4%*	18 *36.7%*	40 *40.8%*	95 *40.6%*	76 *55.5%* K	78 *31.3%*	9 *52.9%* **	67 *56.8%*	53 *22.2%*	98 *70.0%* N	105 *44.1%* q	44 *34.6%*	7 *28.0%* **

Cell Contents:
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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 SPH Analytics
770-978-3173
2017

	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	**156** ***100.0%***	**33** ***100.0%***	**120** ***100.0%***	**42** ***100.0%***	**100** ***100.0%***	**27** ***100.0%***	**109** ***100.0%***	**18** ***100.0%***	**40** ***100.0%***	**95** ***100.0%***	**76** ***100.0%***	**78** ***100.0%***	**9** ***100.0%***	**67** ***100.0%***	**53** ***100.0%***	**98** ***100.0%***	**105** ***100.0%***	**44** ***100.0%***	**7** ***100.0%***
Total Valid Responses	**155** ***100.0%***	**33** ***100.0%***	**119** ***100.0%***	**42** ***100.0%***	**99** ***100.0%***	**27** ***100.0%***	**108** ***100.0%***	**18** ***100.0%***	**40** ***100.0%***	**94** ***100.0%***	**75** ***100.0%***	**78** ***100.0%***	**9** ***100.0%***	**66** ***100.0%***	**53** ***100.0%***	**97** ***100.0%***	**104** ***100.0%***	**44** ***100.0%***	**7** ***100.0%***
No Answer	**1**	-	1	-	1	-	1	-	-	1	1	-	-	1	-	1	1	-	-
Always	**69** ***44.5%***	10 *30.3%*	58 *48.7%* a	9 *21.4%*	50 *50.5%* C	6 *22.2%* **	53 *49.1%*	6 *33.3%* **	9 *22.5%*	53 *56.4%* H	31 *41.3%*	36 *46.2%*	3 *33.3%* **	28 *42.4%*	25 *47.2%*	39 *40.2%*	49 *47.1%*	19 *43.2%*	1 *14.3%* **
Usually	**53** ***34.2%***	7 *21.2%*	45 *37.8%* a	20 *47.6%* d	32 *32.3%*	13 *48.1%* **	38 *35.2%*	4 *22.2%* **	19 *47.5%* i	29 *30.9%*	26 *34.7%*	27 *34.6%*	2 *22.2%* **	24 *36.4%*	16 *30.2%*	37 *38.1%*	35 *33.7%*	13 *29.5%*	5 *71.4%* **
Sometimes	**26** ***16.8%***	14 *42.4%* B	12 *10.1%*	12 *28.6%* D	12 *12.1%*	7 *25.9%* **	14 *13.0%*	7 *38.9%* **	10 *25.0%* I	9 *9.6%*	13 *17.3%*	13 *16.7%*	2 *22.2%* **	11 *16.7%*	9 *17.0%*	17 *17.5%*	18 *17.3%*	8 *18.2%*	- - **
Never	**7** ***4.5%***	2 *6.1%*	4 *3.4%*	1 *2.4%*	5 *5.1%*	1 *3.7%* **	3 *2.8%*	1 *5.6%* **	2 *5.0%*	3 *3.2%*	5 *6.7%*	2 *2.6%*	2 *22.2%* **	3 *4.5%*	3 *5.7%*	4 *4.1%*	2 *1.9%*	4 *9.1%* P	1 *14.3%* **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**122** ***78.7%***	17 *51.5%*	103 *86.6%* A	29 *69.0%*	82 *82.8%* c	19 *70.4%* **	91 *84.3%*	10 *55.6%* **	28 *70.0%*	82 *87.2%* H	57 *76.0%*	63 *80.8%*	5 *55.6%* **	52 *78.8%*	41 *77.4%*	76 *78.4%*	84 *80.8%*	32 *72.7%*	6 *85.7%* **
HEDIS/CAHPS SUMMARY RATE - Always	**69** ***44.5%***	10 *30.3%*	58 *48.7%* a	9 *21.4%*	50 *50.5%* C	6 *22.2%* **	53 *49.1%*	6 *33.3%* **	9 *22.5%*	53 *56.4%* H	31 *41.3%*	36 *46.2%*	3 *33.3%* **	28 *42.4%*	25 *47.2%*	39 *40.2%*	49 *47.1%*	19 *43.2%*	1 *14.3%* **
3-Point Score	**2.23**	1.82	2.35	1.90	2.33	1.93	2.33	1.89	1.93	2.44	2.17	2.27	1.89	2.21	2.25	2.19	2.28	2.16	2.00

Cell Contents:
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Statistics:
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  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 SPH Analytics
770-978-3173
2017

	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	**156** *100.0%*	**33** *100.0%*	**120** *100.0%*	**42** *100.0%*	**100** *100.0%*	**27** *100.0%*	**109** *100.0%*	**18** *100.0%*	**40** *100.0%*	**95** *100.0%*	**76** *100.0%*	**78** *100.0%*	**9** *100.0%*	**67** *100.0%*	**53** *100.0%*	**98** *100.0%*	**105** *100.0%*	**44** *100.0%*	**7** *100.0%*
Total Valid Responses	**154** *100.0%*	**32** *100.0%*	**119** *100.0%*	**41** *100.0%*	**99** *100.0%*	**26** *100.0%*	**108** *100.0%*	**17** *100.0%*	**40** *100.0%*	**94** *100.0%*	**74** *100.0%*	**78** *100.0%*	**8** *100.0%*	**66** *100.0%*	**53** *100.0%*	**96** *100.0%*	**103** *100.0%*	**44** *100.0%*	**7** *100.0%*
No Answer	**2**	1	1	1	1	1	1	1	-	1	2	-	1	1	-	2	2	-	-
None	**11** *7.1%*	- -	10 *8.4%* a	- -	8 *8.1%* c	1 *3.8%* **	8 *7.4%*	- - **	2 *5.0%*	8 *8.5%*	5 *6.8%*	6 *7.7%*	1 *12.5%* **	4 *6.1%*	6 *11.3%* o	4 *4.2%*	6 *5.8%*	3 *6.8%*	2 *28.6%* **
1 specialist	**79** *51.3%*	15 *46.9%*	64 *53.8%*	15 *36.6%*	57 *57.6%* C	13 *50.0%* **	53 *49.1%*	9 *52.9%* **	16 *40.0%*	54 *57.4%* h	37 *50.0%*	42 *53.8%*	4 *50.0%* **	33 *50.0%*	35 *66.0%* O	43 *44.8%*	55 *53.4%*	21 *47.7%*	3 *42.9%* **
2	**34** *22.1%*	9 *28.1%*	24 *20.2%*	12 *29.3%*	19 *19.2%*	7 *26.9%* **	25 *23.1%*	4 *23.5%* **	14 *35.0%* l	15 *16.0%*	16 *21.6%*	16 *20.5%*	2 *25.0%* **	14 *21.2%*	7 *13.2%*	25 *26.0%* n	22 *21.4%*	10 *22.7%*	2 *28.6%* **
3	**20** *13.0%*	7 *21.9%* b	12 *10.1%*	8 *19.5%*	11 *11.1%*	4 *15.4%* **	15 *13.9%*	3 *17.6%* **	6 *15.0%*	10 *10.6%*	9 *12.2%*	11 *14.1%*	- - **	9 *13.6%*	4 *7.5%*	15 *15.6%*	12 *11.7%*	8 *18.2%*	- - **
4	**2** *1.3%*	- -	2 *1.7%*	1 *2.4%*	1 *1.0%*	- - **	2 *1.9%*	- - **	- -	2 *2.1%*	2 *2.7%*	- -	- - **	2 *3.0%*	- -	2 *2.1%*	2 *1.9%*	- -	- - **
5 or more specialists	**8** *5.2%*	1 *3.1%*	7 *5.9%*	5 *12.2%* D	3 *3.0%*	1 *3.8%* **	5 *4.6%*	1 *5.9%* **	2 *5.0%*	5 *5.3%*	5 *6.8%*	3 *3.8%*	1 *12.5%* **	4 *6.1%*	1 *1.9%*	7 *7.3%*	6 *5.8%*	2 *4.5%*	- - **
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	**143** *92.9%*	32 *100.0%* b	109 *91.6%*	41 *100.0%* d	91 *91.9%*	25 *96.2%* **	100 *92.6%*	17 *100.0%* **	38 *95.0%*	86 *91.5%*	69 *93.2%*	72 *92.3%*	7 *87.5%* **	62 *93.9%*	47 *88.7%*	92 *95.8%* n	97 *94.2%*	41 *93.2%*	5 *71.4%* **

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**
Q27. What number would you use to rate that specialist?																			
Total Eligible	**143** *100.0%*	**32** *100.0%*	**109** *100.0%*	**41** *100.0%*	**91** *100.0%*	**25** *100.0%*	**100** *100.0%*	**17** *100.0%*	**38** *100.0%*	**86** *100.0%*	**69** *100.0%*	**72** *100.0%*	**7** *100.0%*	**62** *100.0%*	**47** *100.0%*	**92** *100.0%*	**97** *100.0%*	**41** *100.0%*	**5** *100.0%*
Total Valid Responses	**139** *100.0%*	**31** *100.0%*	**107** *100.0%*	**39** *100.0%*	**89** *100.0%*	**25** *100.0%*	**98** *100.0%*	**17** *100.0%*	**36** *100.0%*	**85** *100.0%*	**65** *100.0%*	**72** *100.0%*	**6** *100.0%*	**59** *100.0%*	**46** *100.0%*	**89** *100.0%*	**94** *100.0%*	**40** *100.0%*	**5** *100.0%*
No Answer	**4**	1	2	2	2	-	2	-	2	1	4	-	1	3	1	3	3	1	-
10 - Best specialist possible	**73** *52.5%*	11 *35.5%*	61 *57.0%* A	7 *17.9%*	58 *65.2%* C	6 *24.0%* **	58 *59.2%*	7 *41.2%* **	13 *36.1%*	52 *61.2%* H	31 *47.7%*	40 *55.6%*	3 *50.0%* **	28 *47.5%*	21 *45.7%*	48 *53.9%*	49 *52.1%*	22 *55.0%*	2 *40.0%* **
9	**21** *15.1%*	3 *9.7%*	18 *16.8%*	4 *10.3%*	17 *19.1%*	7 *28.0%* **	13 *13.3%*	1 *5.9%* **	6 *16.7%*	14 *16.5%*	10 *15.4%*	11 *15.3%*	- - **	10 *16.9%*	7 *15.2%*	14 *15.7%*	17 *18.1%* Q	2 *5.0%*	2 *40.0%* **
8	**20** *14.4%*	4 *12.9%*	16 *15.0%*	9 *23.1%* D	8 *9.0%*	2 *8.0%* **	15 *15.3%*	2 *11.8%* **	8 *22.2%*	10 *11.8%*	10 *15.4%*	10 *13.9%*	1 *16.7%* **	9 *15.3%*	9 *19.6%*	11 *12.4%*	9 *9.6%*	10 *25.0%* P	1 *20.0%* **
7	**6** *4.3%*	2 *6.5%*	4 *3.7%*	4 *10.3%* d	2 *2.2%*	3 *12.0%* **	2 *2.0%*	1 *5.9%* **	1 *2.8%*	4 *4.7%*	3 *4.6%*	3 *4.2%*	- - **	3 *5.1%*	3 *6.5%*	3 *3.4%*	5 *5.3%*	1 *2.5%*	- - **
6	**10** *7.2%*	5 *16.1%* B	5 *4.7%*	8 *20.5%* D	2 *2.2%*	4 *16.0%* **	6 *6.1%*	1 *5.9%* **	6 *16.7%* I	3 *3.5%*	4 *6.2%*	6 *8.3%*	1 *16.7%* **	3 *5.1%*	2 *4.3%*	8 *9.0%*	7 *7.4%*	3 *7.5%*	- - **
5	**3** *2.2%*	2 *6.5%* b	1 *0.9%*	2 *5.1%*	1 *1.1%*	1 *4.0%* **	2 *2.0%*	2 *11.8%* **	- -	1 *1.2%*	2 *3.1%*	1 *1.4%*	- - **	2 *3.4%*	2 *4.3%*	1 *1.1%*	3 *3.2%*	- -	- - **
4	**1** *0.7%*	1 *3.2%* b	- -	1 *2.6%*	- -	- - **	- -	1 *5.9%* **	- -	- -	- -	1 *1.4%*	- - **	- -	1 *2.2%*	- -	1 *1.1%*	- -	- - **
3	**1** *0.7%*	- -	1 *0.9%*	- -	1 *1.1%*	- - **	1 *1.0%*	- - **	1 *2.8%*	- -	1 *1.5%*	- -	- - **	1 *1.7%*	- -	1 *1.1%*	- -	1 *2.5%*	- - **
2	**-** -	- -	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **
1	**3** *2.2%*	2 *6.5%* b	1 *0.9%*	3 *7.7%* D	- -	2 *8.0%* **	1 *1.0%*	1 *5.9%* **	1 *2.8%*	1 *1.2%*	3 *4.6%* k	- -	- - **	3 *5.1%*	1 *2.2%*	2 *2.2%*	3 *3.2%*	- -	- - **
0 - Worst specialist possible	**1** *0.7%*	1 *3.2%* b	- -	1 *2.6%*	- -	- - **	- -	1 *5.9%* **	- -	- -	1 *1.5%*	- -	1 *16.7%* **	- -	- -	1 *1.1%*	- -	1 *2.5%*	- - **
SUMMARY - 0-3	**5** *3.6%*	3 *9.7%* B	2 *1.9%*	4 *10.3%* D	1 *1.1%*	2 *8.0%* **	2 *2.0%*	2 *11.8%* **	2 *5.6%*	1 *1.2%*	5 *7.7%* K	- -	1 *16.7%* **	4 *6.8%*	1 *2.2%*	4 *4.5%*	3 *3.2%*	2 *5.0%*	- - **
SUMMARY - 4-7	**20** *14.4%*	10 *32.3%* B	10 *9.3%*	15 *38.5%* D	5 *5.6%*	8 *32.0%* **	10 *10.2%*	5 *29.4%* **	7 *19.4%*	8 *9.4%*	9 *13.8%*	11 *15.3%*	1 *16.7%* **	8 *13.6%*	8 *17.4%*	12 *13.5%*	16 *17.0%*	4 *10.0%*	- - **
HEDIS/CAHPS SUMMARY RATE - 8-10	**114** *82.0%*	18 *58.1%*	95 *88.8%* A	20 *51.3%*	83 *93.3%* C	15 *60.0%* **	86 *87.8%*	10 *58.8%* **	27 *75.0%*	76 *89.4%* H	51 *78.5%*	61 *84.7%*	4 *66.7%* **	47 *79.7%*	37 *80.4%*	73 *82.0%*	75 *79.8%*	34 *85.0%*	5 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**94** *67.6%*	14 *45.2%*	79 *73.8%* A	11 *28.2%*	75 *84.3%* C	13 *52.0%* **	71 *72.4%*	8 *47.1%* **	19 *52.8%*	66 *77.6%* H	41 *63.1%*	51 *70.8%*	3 *50.0%* **	38 *64.4%*	28 *60.9%*	62 *69.7%*	66 *70.2%*	24 *60.0%*	4 *80.0%* **
3-Point Score	**2.54**	2.10	2.66	1.90	2.80	2.24	2.62	2.12	2.31	2.72	2.46	2.60	2.17	2.49	2.48	2.55	2.55	2.48	2.80

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	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**386** ***100.0%***	**81** ***100.0%***	**296** ***100.0%***	**75** ***100.0%***	**191** ***100.0%***	**49** ***100.0%***	**231** ***100.0%***	**49** ***100.0%***	**97** ***100.0%***	**231** ***100.0%***	**134** ***100.0%***	**248** ***100.0%***	**17** ***100.0%***	**115** ***100.0%***	**236** ***100.0%***	**141** ***100.0%***	**234** ***100.0%***	**127** ***100.0%***	**25** ***100.0%***
No Answer	**7**	1	6	-	5	-	7	-	2	5	4	2	-	4	4	1	5	2	-
Yes	**73** ***18.9%***	15 *18.5%*	56 *18.9%*	18 *24.0%*	42 *22.0%*	7 *14.3%*	39 *16.9%*	9 *18.4%*	22 *22.7%*	40 *17.3%*	43 *32.1%* K	29 *11.7%*	9 *52.9%* **	32 *27.8%*	38 *16.1%*	35 *24.8%* N	33 *14.1%*	32 *25.2%* P	8 *32.0%* **
No	**313** ***81.1%***	66 *81.5%*	240 *81.1%*	57 *76.0%*	149 *78.0%*	42 *85.7%*	192 *83.1%*	40 *81.6%*	75 *77.3%*	191 *82.7%*	91 *67.9%*	219 *88.3%* J	8 *47.1%* **	83 *72.2%*	198 *83.9%* O	106 *75.2%*	201 *85.9%* Q	95 *74.8%*	17 *68.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**73** ***18.9%***	15 *18.5%*	56 *18.9%*	18 *24.0%*	42 *22.0%*	7 *14.3%*	39 *16.9%*	9 *18.4%*	22 *22.7%*	40 *17.3%*	43 *32.1%* K	29 *11.7%*	9 *52.9%* **	32 *27.8%*	38 *16.1%*	35 *24.8%* N	33 *14.1%*	32 *25.2%* P	8 *32.0%* **

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**
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	**73** *100.0%*	**15** *100.0%*	**56** *100.0%*	**18** *100.0%*	**42** *100.0%*	**7** *100.0%*	**39** *100.0%*	**9** *100.0%*	**22** *100.0%*	**40** *100.0%*	**43** *100.0%*	**29** *100.0%*	**9** *100.0%*	**32** *100.0%*	**38** *100.0%*	**35** *100.0%*	**33** *100.0%*	**32** *100.0%*	**8** *100.0%*
Total Valid Responses	**73** *100.0%*	**15** *100.0%*	**56** *100.0%*	**18** *100.0%*	**42** *100.0%*	**7** *100.0%*	**39** *100.0%*	**9** *100.0%*	**22** *100.0%*	**40** *100.0%*	**43** *100.0%*	**29** *100.0%*	**9** *100.0%*	**32** *100.0%*	**38** *100.0%*	**35** *100.0%*	**33** *100.0%*	**32** *100.0%*	**8** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**26** *35.6%*	1 *6.7%* **	24 *42.9%*	3 *16.7%* **	18 *42.9%*	1 *14.3%* **	16 *41.0%*	1 *11.1%* **	5 *22.7%* **	19 *47.5%*	13 *30.2%*	12 *41.4%* **	- - **	12 *37.5%*	17 *44.7%* o	9 *25.7%*	10 *30.3%*	14 *43.8%*	2 *25.0%* **
Usually	**21** *28.8%*	4 *26.7%* **	17 *30.4%*	5 *27.8%* **	13 *31.0%*	2 *28.6%* **	14 *35.9%*	1 *11.1%* **	10 *45.5%* **	10 *25.0%*	15 *34.9%*	6 *20.7%* **	1 *11.1%* **	14 *43.8%*	7 *18.4%*	14 *40.0%* N	10 *30.3%*	8 *25.0%*	3 *37.5%* **
Sometimes	**23** *31.5%*	8 *53.3%* **	14 *25.0%*	8 *44.4%* **	11 *26.2%*	3 *42.9%* **	8 *20.5%*	5 *55.6%* **	7 *31.8%* **	10 *25.0%*	13 *30.2%*	10 *34.5%* **	7 *77.8%* **	6 *18.8%*	13 *34.2%*	10 *28.6%*	12 *36.4%*	8 *25.0%*	3 *37.5%* **
Never	**3** *4.1%*	2 *13.3%* **	1 *1.8%*	2 *11.1%* **	- -	1 *14.3%* **	1 *2.6%*	2 *22.2%* **	- - **	1 *2.5%*	2 *4.7%*	1 *3.4%* **	1 *11.1%* **	- -	1 *2.6%*	2 *5.7%*	1 *3.0%*	2 *6.3%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**47** *64.4%*	5 *33.3%* **	41 *73.2%*	8 *44.4%* **	31 *73.8%*	3 *42.9%* **	30 *76.9%*	2 *22.2%* **	15 *68.2%* **	29 *72.5%*	28 *65.1%*	18 *62.1%* **	1 *11.1%* **	26 *81.3%*	24 *63.2%*	23 *65.7%*	20 *60.6%*	22 *68.8%*	5 *62.5%* **
HEDIS/CAHPS SUMMARY RATE - Always	**26** *35.6%*	1 *6.7%* **	24 *42.9%*	3 *16.7%* **	18 *42.9%*	1 *14.3%* **	16 *41.0%*	1 *11.1%* **	5 *22.7%* **	19 *47.5%*	13 *30.2%*	12 *41.4%* **	- - **	12 *37.5%*	17 *44.7%* o	9 *25.7%*	10 *30.3%*	14 *43.8%*	2 *25.0%* **
3-Point Score	**2.00**	1.40	2.16	1.61	2.17	1.57	2.18	1.33	1.91	2.20	1.95	2.03	1.11	2.19	2.08	1.91	1.91	2.13	1.88

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 planâs customer service?																		
Total Eligible	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**388** ***100.0%***	**81** ***100.0%***	**298** ***100.0%***	**75** ***100.0%***	**194** ***100.0%***	**49** ***100.0%***	**234** ***100.0%***	**49** ***100.0%***	**98** ***100.0%***	**232** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**238** ***100.0%***	**140** ***100.0%***	**238** ***100.0%***	**125** ***100.0%***	**25** ***100.0%***
No Answer	**5**	1	4	-	2	-	4	-	1	4	-	-	-	-	2	2	1	4	-
Yes	**138** ***35.6%***	25 *30.9%*	109 *36.6%*	38 *50.7%*	78 *40.2%*	19 *38.8%*	88 *37.6%*	14 *28.6%*	31 *31.6%*	89 *38.4%*	138 *100.0%* K	- -	17 *100.0%* **	119 *100.0%*	64 *26.9%*	69 *49.3%* N	78 *32.8%*	51 *40.8%*	9 *36.0%* **
No	**250** ***64.4%***	56 *69.1%*	189 *63.4%*	37 *49.3%*	116 *59.8%*	30 *61.2%*	146 *62.4%*	35 *71.4%*	67 *68.4%*	143 *61.6%*	- -	250 *100.0%* J	- - **	- -	174 *73.1%* O	71 *50.7%*	160 *67.2%*	74 *59.2%*	16 *64.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**138** ***35.6%***	25 *30.9%*	109 *36.6%*	38 *50.7%*	78 *40.2%*	19 *38.8%*	88 *37.6%*	14 *28.6%*	31 *31.6%*	89 *38.4%*	138 *100.0%* K	- -	17 *100.0%* **	119 *100.0%*	64 *26.9%*	69 *49.3%* N	78 *32.8%*	51 *40.8%*	9 *36.0%* **

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 SPH Analytics
770-978-3173
2017

	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 planâs customer service give you the information or help you needed?																			
Total Eligible	**138** *100.0%*	**25** *100.0%*	**109** *100.0%*	**38** *100.0%*	**78** *100.0%*	**19** *100.0%*	**88** *100.0%*	**14** *100.0%*	**31** *100.0%*	**89** *100.0%*	**138** *100.0%*	**-** *-*	**17** *100.0%*	**119** *100.0%*	**64** *100.0%*	**69** *100.0%*	**78** *100.0%*	**51** *100.0%*	**9** *100.0%*
Total Valid Responses	**136** *100.0%*	**25** *100.0%*	**107** *100.0%*	**38** *100.0%*	**77** *100.0%*	**19** *100.0%*	**88** *100.0%*	**14** *100.0%*	**31** *100.0%*	**87** *100.0%*	**136** *100.0%*	**-** *-*	**17** *100.0%*	**119** *100.0%*	**62** *100.0%*	**69** *100.0%*	**77** *100.0%*	**50** *100.0%*	**9** *100.0%*
No Answer	**2**	-	2	-	1	-	-	-	-	2	2	-	-	-	2	-	1	1	-
Always	**78** *57.4%*	8 *32.0%* **	68 *63.6%*	18 *47.4%*	46 *59.7%*	9 *47.4%* **	56 *63.6%*	4 *28.6%* **	13 *41.9%*	59 *67.8%* H	78 *57.4%*	- -	- - **	78 *65.5%*	36 *58.1%*	37 *53.6%*	45 *58.4%*	30 *60.0%*	3 *33.3%* **
Usually	**41** *30.1%*	10 *40.0%* **	31 *29.0%*	12 *31.6%*	25 *32.5%*	8 *42.1%* **	27 *30.7%*	4 *28.6%* **	16 *51.6%* I	21 *24.1%*	41 *30.1%*	- -	- - **	41 *34.5%*	15 *24.2%*	26 *37.7%* n	21 *27.3%*	15 *30.0%*	5 *55.6%* **
Sometimes	**13** *9.6%*	3 *12.0%* **	8 *7.5%*	4 *10.5%*	6 *7.8%*	1 *5.3%* **	5 *5.7%*	3 *21.4%* **	1 *3.2%*	7 *8.0%*	13 *9.6%*	- -	13 *76.5%* **	- -	9 *14.5%* o	4 *5.8%*	8 *10.4%*	4 *8.0%*	1 *11.1%* **
Never	**4** *2.9%*	4 *16.0%* **	- -	4 *10.5%* D	- -	1 *5.3%* **	- -	3 *21.4%* **	1 *3.2%* i	- -	4 *2.9%*	- -	4 *23.5%* **	- -	2 *3.2%*	2 *2.9%*	3 *3.9%*	1 *2.0%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**119** *87.5%*	18 *72.0%* **	99 *92.5%*	30 *78.9%*	71 *92.2%* C	17 *89.5%* **	83 *94.3%*	8 *57.1%* **	29 *93.5%*	80 *92.0%*	119 *87.5%*	- -	- - **	119 *100.0%*	51 *82.3%*	63 *91.3%*	66 *85.7%*	45 *90.0%*	8 *88.9%* **
HEDIS/CAHPS SUMMARY RATE - Always	**78** *57.4%*	8 *32.0%* **	68 *63.6%*	18 *47.4%*	46 *59.7%*	9 *47.4%* **	56 *63.6%*	4 *28.6%* **	13 *41.9%*	59 *67.8%* H	78 *57.4%*	- -	- - **	78 *65.5%*	36 *58.1%*	37 *53.6%*	45 *58.4%*	30 *60.0%*	3 *33.3%* **
3-Point Score	**2.45**	2.04	2.56	2.26	2.52	2.37	2.58	1.86	2.35	2.60	2.45	-	1.00	2.66	2.40	2.45	2.44	2.50	2.22

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 planâs customer service staff treat you with courtesy and respect?																			
Total Eligible	**138** *100.0%*	**25** *100.0%*	**109** *100.0%*	**38** *100.0%*	**78** *100.0%*	**19** *100.0%*	**88** *100.0%*	**14** *100.0%*	**31** *100.0%*	**89** *100.0%*	**138** *100.0%*	**-** *-*	**17** *100.0%*	**119** *100.0%*	**64** *100.0%*	**69** *100.0%*	**78** *100.0%*	**51** *100.0%*	**9** *100.0%*
Total Valid Responses	**136** *100.0%*	**25** *100.0%*	**107** *100.0%*	**38** *100.0%*	**77** *100.0%*	**19** *100.0%*	**88** *100.0%*	**14** *100.0%*	**31** *100.0%*	**87** *100.0%*	**136** *100.0%*	**-** *-*	**17** *100.0%*	**119** *100.0%*	**62** *100.0%*	**69** *100.0%*	**77** *100.0%*	**50** *100.0%*	**9** *100.0%*
No Answer	**2**	-	2	-	1	-	-	-	-	2	2	-	-	-	2	-	1	1	-
Always	**107** *78.7%*	13 *52.0%* **	91 *85.0%*	22 *57.9%*	67 *87.0%* C	14 *73.7%* **	72 *81.8%*	6 *42.9%* **	20 *64.5%*	78 *89.7%* H	107 *78.7%*	- -	8 *47.1%* **	99 *83.2%*	50 *80.6%*	52 *75.4%*	60 *77.9%*	40 *80.0%*	7 *77.8%* **
Usually	**19** *14.0%*	9 *36.0%* **	10 *9.3%*	9 *23.7%* d	8 *10.4%*	3 *15.8%* **	14 *15.9%*	6 *42.9%* **	8 *25.8%* I	5 *5.7%*	19 *14.0%*	- -	4 *23.5%* **	15 *12.6%*	9 *14.5%*	10 *14.5%*	9 *11.7%*	8 *16.0%*	2 *22.2%* **
Sometimes	**9** *6.6%*	2 *8.0%* **	6 *5.6%*	6 *15.8%* D	2 *2.6%*	2 *10.5%* **	2 *2.3%*	1 *7.1%* **	3 *9.7%*	4 *4.6%*	9 *6.6%*	- -	4 *23.5%* **	5 *4.2%*	2 *3.2%*	7 *10.1%*	7 *9.1%*	2 *4.0%*	- - **
Never	**1** *0.7%*	1 *4.0%* **	- -	1 *2.6%*	- -	- - **	- -	1 *7.1%* **	- -	- -	1 *0.7%*	- -	1 *5.9%* **	- -	1 *1.6%*	- -	1 *1.3%*	- -	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**126** *92.6%*	22 *88.0%* **	101 *94.4%*	31 *81.6%*	75 *97.4%* C	17 *89.5%* **	86 *97.7%*	12 *85.7%* **	28 *90.3%*	83 *95.4%*	126 *92.6%*	- -	12 *70.6%* **	114 *95.8%*	59 *95.2%*	62 *89.9%*	69 *89.6%*	48 *96.0%*	9 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**107** *78.7%*	13 *52.0%* **	91 *85.0%*	22 *57.9%*	67 *87.0%* C	14 *73.7%* **	72 *81.8%*	6 *42.9%* **	20 *64.5%*	78 *89.7%* H	107 *78.7%*	- -	8 *47.1%* **	99 *83.2%*	50 *80.6%*	52 *75.4%*	60 *77.9%*	40 *80.0%*	7 *77.8%* **
3-Point Score	**2.71**	2.40	2.79	2.39	2.84	2.63	2.80	2.29	2.55	2.85	2.71	-	2.18	2.79	2.76	2.65	2.68	2.76	2.78

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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**386** *100.0%*	**79** *100.0%*	**298** *100.0%*	**72** *100.0%*	**193** *100.0%*	**49** *100.0%*	**233** *100.0%*	**46** *100.0%*	**99** *100.0%*	**232** *100.0%*	**134** *100.0%*	**248** *100.0%*	**15** *100.0%*	**117** *100.0%*	**236** *100.0%*	**139** *100.0%*	**237** *100.0%*	**124** *100.0%*	**25** *100.0%*
No Answer	**7**	3	4	3	3	-	5	3	-	4	4	2	2	2	4	3	2	5	-
Yes	**129** ***33.4%***	24 *30.4%*	101 *33.9%*	23 *31.9%*	77 *39.9%*	18 *36.7%*	78 *33.5%*	12 *26.1%*	35 *35.4%*	78 *33.6%*	78 *58.2%* K	50 *20.2%*	9 *60.0%* **	68 *58.1%*	73 *30.9%*	53 *38.1%*	71 *30.0%*	52 *41.9%* P	6 *24.0%* **
No	**257** ***66.6%***	55 *69.6%*	197 *66.1%*	49 *68.1%*	116 *60.1%*	31 *63.3%*	155 *66.5%*	34 *73.9%*	64 *64.6%*	154 *66.4%*	56 *41.8%*	198 *79.8%* J	6 *40.0%* **	49 *41.9%*	163 *69.1%*	86 *61.9%*	166 *70.0%* Q	72 *58.1%*	19 *76.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**129** ***33.4%***	24 *30.4%*	101 *33.9%*	23 *31.9%*	77 *39.9%*	18 *36.7%*	78 *33.5%*	12 *26.1%*	35 *35.4%*	78 *33.6%*	78 *58.2%* K	50 *20.2%*	9 *60.0%* **	68 *58.1%*	73 *30.9%*	53 *38.1%*	71 *30.0%*	52 *41.9%* P	6 *24.0%* **

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 (*)

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770-978-3173
2017

	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	**386** *100.0%*	**79** *100.0%*	**298** *100.0%*	**72** *100.0%*	**193** *100.0%*	**49** *100.0%*	**233** *100.0%*	**46** *100.0%*	**99** *100.0%*	**232** *100.0%*	**134** *100.0%*	**248** *100.0%*	**15** *100.0%*	**117** *100.0%*	**236** *100.0%*	**139** *100.0%*	**237** *100.0%*	**124** *100.0%*	**25** *100.0%*
Total Valid Responses	**383** *100.0%*	**79** *100.0%*	**296** *100.0%*	**72** *100.0%*	**192** *100.0%*	**48** *100.0%*	**232** *100.0%*	**46** *100.0%*	**98** *100.0%*	**231** *100.0%*	**134** *100.0%*	**245** *100.0%*	**15** *100.0%*	**117** *100.0%*	**233** *100.0%*	**139** *100.0%*	**237** *100.0%*	**121** *100.0%*	**25** *100.0%*
No Answer	**3**	-	2	-	1	1	1	-	1	1	-	3	-	-	3	-	-	3	-
Always	**321** *83.8%*	61 *77.2%*	253 *85.5%* a	57 *79.2%*	162 *84.4%*	38 *79.2%*	199 *85.8%*	37 *80.4%*	74 *75.5%*	203 *87.9%* H	95 *70.9%*	222 *90.6%* J	7 *46.7%* **	87 *74.4%*	198 *85.0%*	113 *81.3%*	204 *86.1%*	96 *79.3%*	21 *84.0%* **
Usually	**32** *8.4%*	6 *7.6%*	25 *8.4%*	8 *11.1%*	16 *8.3%*	6 *12.5%*	17 *7.3%*	3 *6.5%*	12 *12.2%*	16 *6.9%*	19 *14.2%* K	13 *5.3%*	3 *20.0%* **	15 *12.8%*	17 *7.3%*	14 *10.1%*	18 *7.6%*	12 *9.9%*	2 *8.0%* **
Sometimes	**26** *6.8%*	11 *13.9%* B	15 *5.1%*	6 *8.3%*	12 *6.3%*	3 *6.3%*	15 *6.5%*	5 *10.9%* I	12 *12.2%* I	9 *3.9%*	18 *13.4%* K	8 *3.3%*	4 *26.7%* **	14 *12.0%*	16 *6.9%*	10 *7.2%*	12 *5.1%*	12 *9.9%* p	2 *8.0%* **
Never	**4** *1.0%*	1 *1.3%*	3 *1.0%*	1 *1.4%*	2 *1.0%*	1 *2.1%*	1 *0.4%*	1 *2.2%*	- -	3 *1.3%*	2 *1.5%*	2 *0.8%*	1 *6.7%* **	1 *0.9%*	2 *0.9%*	2 *1.4%*	3 *1.3%*	1 *0.8%*	- - **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**353** *92.2%*	67 *84.8%*	278 *93.9%* A	65 *90.3%*	178 *92.7%*	44 *91.7%*	216 *93.1%*	40 *87.0%*	86 *87.8%*	219 *94.8%* GH	114 *85.1%*	235 *95.9%* J	10 *66.7%* **	102 *87.2%*	215 *92.3%*	127 *91.4%*	222 *93.7%*	108 *89.3%*	23 *92.0%* **
HEDIS/CAHPS SUMMARY RATE - Always	**321** *83.8%*	61 *77.2%*	253 *85.5%* a	57 *79.2%*	162 *84.4%*	38 *79.2%*	199 *85.8%*	37 *80.4%*	74 *75.5%*	203 *87.9%* H	95 *70.9%*	222 *90.6%* J	7 *46.7%* **	87 *74.4%*	198 *85.0%*	113 *81.3%*	204 *86.1%*	96 *79.3%*	21 *84.0%* **
3-Point Score	**2.76**	2.62	2.79	2.69	2.77	2.71	2.79	2.67	2.63	2.83	2.56	2.87	2.13	2.62	2.77	2.73	2.80	2.69	2.76

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 SPH Analytics
770-978-3173
2017

	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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**384** *100.0%*	**82** *100.0%*	**302** *100.0%*	**74** *100.0%*	**194** *100.0%*	**48** *100.0%*	**236** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**134** *100.0%*	**245** *100.0%*	**15** *100.0%*	**117** *100.0%*	**233** *100.0%*	**141** *100.0%*	**235** *100.0%*	**124** *100.0%*	**25** *100.0%*
No Answer	**9**	-	-	1	2	1	2	-	-	-	4	5	2	2	7	1	4	5	-
10 - Best health plan possible	**163** *42.4%*	- -	163 *54.0%* A	16 *21.6%*	100 *51.5%* C	8 *16.7%*	114 *48.3%* E	- -	- -	163 *69.1%* GH	65 *48.5%* k	95 *38.8%*	3 *20.0%* **	60 *51.3%*	98 *42.1%*	58 *41.1%*	98 *41.7%*	53 *42.7%*	12 *48.0%* **
9	**73** *19.0%*	- -	73 *24.2%* A	7 *9.5%*	44 *22.7%* C	10 *20.8%*	51 *21.6%*	- -	- -	73 *30.9%* GH	24 *17.9%*	48 *19.6%*	4 *26.7%* **	20 *17.1%*	46 *19.7%*	27 *19.1%*	48 *20.4%*	22 *17.7%*	3 *12.0%* **
8	**66** *17.2%*	- -	66 *21.9%* A	15 *20.3%*	32 *16.5%*	7 *14.6%*	44 *18.6%*	- -	66 *66.7%* GI	- -	20 *14.9%*	46 *18.8%*	1 *6.7%* **	19 *16.2%*	36 *15.5%*	29 *20.6%*	34 *14.5%*	26 *21.0%*	6 *24.0%* **
7	**33** *8.6%*	33 *40.2%* B	- -	13 *17.6%* D	9 *4.6%*	7 *14.6%* f	15 *6.4%*	- -	33 *33.3%* GI	- -	11 *8.2%*	21 *8.6%*	1 *6.7%* **	10 *8.5%*	20 *8.6%*	12 *8.5%*	20 *8.5%*	10 *8.1%*	3 *12.0%* **
6	**14** *3.6%*	14 *17.1%* B	- -	5 *6.8%*	5 *2.6%*	3 *6.3%*	7 *3.0%*	14 *28.6%* HI	- -	- -	3 *2.2%*	11 *4.5%*	2 *13.3%* **	1 *0.9%*	7 *3.0%*	6 *4.3%*	9 *3.8%*	5 *4.0%*	- - **
5	**25** *6.5%*	25 *30.5%* B	- -	10 *13.5%* D	4 *2.1%*	8 *16.7%* F	5 *2.1%*	25 *51.0%* HI	- -	- -	5 *3.7%*	20 *8.2%* j	- - **	5 *4.3%*	20 *8.6%* o	5 *3.5%*	20 *8.5%* q	4 *3.2%*	1 *4.0%* **
4	**2** *0.5%*	2 *2.4%* B	- -	2 *2.7%* D	- -	2 *4.2%* F	- -	2 *4.1%* HI	- -	- -	1 *0.7%*	1 *0.4%*	- - **	1 *0.9%*	- -	2 *1.4%* n	- -	2 *1.6%* p	- - **
3	**2** *0.5%*	2 *2.4%* B	- -	- -	- -	- -	- -	2 *4.1%* HI	- -	- -	- -	2 *0.8%*	- - **	- -	2 *0.9%*	- -	2 *0.9%*	- -	- - **
2	**3** *0.8%*	3 *3.7%* B	- -	3 *4.1%* D	- -	- -	- -	3 *6.1%* HI	- -	- -	3 *2.2%* K	- -	3 *20.0%* **	- -	2 *0.9%*	1 *0.7%*	1 *0.4%*	2 *1.6%*	- - **
1	**2** *0.5%*	2 *2.4%* B	- -	2 *2.7%* D	- -	2 *4.2%* F	- -	2 *4.1%* HI	- -	- -	2 *1.5%* k	- -	1 *6.7%* **	1 *0.9%*	1 *0.4%*	1 *0.7%*	2 *0.9%*	- -	- - **
0 - Worst health plan possible	**1** *0.3%*	1 *1.2%* b	- -	1 *1.4%*	- -	1 *2.1%* F	- -	1 *2.0%* I	- -	- -	- -	1 *0.4%*	- - **	- -	1 *0.4%*	- -	1 *0.4%*	- -	- - **
SUMMARY - 0-3	**8** *2.1%*	8 *9.8%* B	- -	6 *8.1%* D	- -	3 *6.3%* F	- -	8 *16.3%* HI	- -	- -	5 *3.7%*	3 *1.2%*	4 *26.7%* **	1 *0.9%*	6 *2.6%*	2 *1.4%*	6 *2.6%*	2 *1.6%*	- - **
SUMMARY - 4-7	**74** *19.3%*	74 *90.2%* B	- -	30 *40.5%* D	18 *9.3%*	20 *41.7%* F	27 *11.4%*	41 *83.7%* HI	33 *33.3%* I	- -	20 *14.9%*	53 *21.6%*	3 *20.0%* **	17 *14.5%*	47 *20.2%*	25 *17.7%*	49 *20.9%*	21 *16.9%*	4 *16.0%* **
HEDIS/CAHPS SUMMARY RATE - 8-10	**302** *78.6%*	- -	302 *100.0%* A	38 *51.4%*	176 *90.7%* C	25 *52.1%*	209 *88.6%* E	- -	66 *66.7%* G	236 *100.0%* GH	109 *81.3%*	189 *77.1%*	8 *53.3%* **	99 *84.6%*	180 *77.3%*	114 *80.9%*	180 *76.6%*	101 *81.5%*	21 *84.0%* **
HEDIS/CAHPS SUMMARY RATE - 9-10	**236** *61.5%*	- -	236 *78.1%* A	23 *31.1%*	144 *74.2%* C	18 *37.5%*	165 *69.9%* E	- -	- -	236 *100.0%* GH	89 *66.4%*	143 *58.4%*	7 *46.7%* **	80 *68.4%*	144 *61.8%*	85 *60.3%*	146 *62.1%*	75 *60.5%*	15 *60.0%* **
3-Point Score	**2.49**	1.40	2.78	2.00	2.70	2.04	2.65	1.00	2.00	3.00	2.56	2.44	2.07	2.62	2.48	2.50	2.47	2.50	2.56

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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**389** *100.0%*	**81** *100.0%*	**299** *100.0%*	**74** *100.0%*	**193** *100.0%*	**49** *100.0%*	**234** *100.0%*	**49** *100.0%*	**97** *100.0%*	**234** *100.0%*	**135** *100.0%*	**250** *100.0%*	**17** *100.0%*	**116** *100.0%*	**238** *100.0%*	**140** *100.0%*	**236** *100.0%*	**128** *100.0%*	**25** *100.0%*
No Answer	**4**	1	3	1	3	-	4	-	2	2	3	-	-	3	2	2	3	1	-
Excellent	**43** *11.1%*	8 *9.9%*	35 *11.7%*	4 *5.4%*	19 *9.8%*	2 *4.1%*	25 *10.7%*	4 *8.2%*	7 *7.2%*	32 *13.7%* h	11 *8.1%*	32 *12.8%*	1 *5.9%* **	10 *8.6%*	36 *15.1%* O	7 *5.0%*	23 *9.7%*	13 *10.2%*	7 *28.0%* **
Very good	**91** *23.4%*	16 *19.8%*	73 *24.4%*	14 *18.9%*	42 *21.8%*	9 *18.4%*	53 *22.6%*	11 *22.4%*	20 *20.6%*	58 *24.8%*	26 *19.3%*	64 *25.6%*	4 *23.5%* **	21 *18.1%*	68 *28.6%* O	21 *15.0%*	58 *24.6%*	29 *22.7%*	4 *16.0%* **
Good	**138** *35.5%*	27 *33.3%*	109 *36.5%*	22 *29.7%*	77 *39.9%*	20 *40.8%*	82 *35.0%*	15 *30.6%*	36 *37.1%*	85 *36.3%*	46 *34.1%*	91 *36.4%*	4 *23.5%* **	42 *36.2%*	90 *37.8%*	48 *34.3%*	86 *36.4%*	41 *32.0%*	11 *44.0%* **
Fair	**75** *19.3%*	17 *21.0%*	53 *17.7%*	21 *28.4%* D	31 *16.1%*	11 *22.4%*	44 *18.8%*	11 *22.4%*	21 *21.6%*	38 *16.2%*	28 *20.7%*	47 *18.8%*	6 *35.3%* **	21 *18.1%*	38 *16.0%*	31 *22.1%*	44 *18.6%*	28 *21.9%*	3 *12.0%* **
Poor	**42** *10.8%*	13 *16.0%*	29 *9.7%*	13 *17.6%*	24 *12.4%*	7 *14.3%*	30 *12.8%*	8 *16.3%*	13 *13.4%*	21 *9.0%*	24 *17.8%* K	16 *6.4%*	2 *11.8%* **	22 *19.0%*	6 *2.5%*	33 *23.6%* N	25 *10.6%*	17 *13.3%*	- - **
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**134** *34.4%*	24 *29.6%*	108 *36.1%*	18 *24.3%*	61 *31.6%*	11 *22.4%*	78 *33.3%*	15 *30.6%*	27 *27.8%*	90 *38.5%* h	37 *27.4%*	96 *38.4%* J	5 *29.4%* **	31 *26.7%*	104 *43.7%* O	28 *20.0%*	81 *34.3%*	42 *32.8%*	11 *44.0%* **

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Statistics:
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  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**
Q37. In general, how would you rate your overall mental or emotional health?																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**390** *100.0%*	**81** *100.0%*	**300** *100.0%*	**73** *100.0%*	**195** *100.0%*	**49** *100.0%*	**236** *100.0%*	**48** *100.0%*	**98** *100.0%*	**235** *100.0%*	**136** *100.0%*	**249** *100.0%*	**17** *100.0%*	**117** *100.0%*	**238** *100.0%*	**141** *100.0%*	**236** *100.0%*	**129** *100.0%*	**25** *100.0%*
No Answer	**3**	1	2	2	1	-	2	1	1	1	2	1	-	2	2	1	3	-	-
Excellent	**77** *19.7%*	12 *14.8%*	63 *21.0%*	9 *12.3%*	36 *18.5%*	5 *10.2%*	45 *19.1%*	7 *14.6%*	15 *15.3%*	53 *22.6%*	22 *16.2%*	55 *22.1%*	2 *11.8%* **	20 *17.1%*	58 *24.4%* O	19 *13.5%*	48 *20.3%*	21 *16.3%*	8 *32.0%* **
Very good	**79** *20.3%*	17 *21.0%*	60 *20.0%*	12 *16.4%*	42 *21.5%*	3 *6.1%*	52 *22.0%* E	9 *18.8%*	18 *18.4%*	50 *21.3%*	16 *11.8%*	62 *24.9%* J	1 *5.9%* **	14 *12.0%*	56 *23.5%* O	21 *14.9%*	50 *21.2%*	28 *21.7%*	1 *4.0%* **
Good	**116** *29.7%*	24 *29.6%*	89 *29.7%*	23 *31.5%*	58 *29.7%*	22 *44.9%* F	66 *28.0%*	17 *35.4%*	25 *25.5%*	71 *30.2%*	45 *33.1%*	70 *28.1%*	6 *35.3%* **	39 *33.3%*	75 *31.5%*	39 *27.7%*	71 *30.1%*	34 *26.4%*	11 *44.0%* **
Fair	**89** *22.8%*	21 *25.9%*	66 *22.0%*	22 *30.1%*	41 *21.0%*	14 *28.6%*	53 *22.5%*	10 *20.8%*	29 *29.6%* i	48 *20.4%*	40 *29.4%* K	46 *18.5%*	6 *35.3%* **	33 *28.2%*	43 *18.1%*	41 *29.1%* N	50 *21.2%*	35 *27.1%*	4 *16.0%* **
Poor	**29** *7.4%*	7 *8.6%*	22 *7.3%*	7 *9.6%*	18 *9.2%*	5 *10.2%*	20 *8.5%*	5 *10.4%*	11 *11.2%* i	13 *5.5%*	13 *9.6%*	16 *6.4%*	2 *11.8%* **	11 *9.4%*	6 *2.5%*	21 *14.9%* N	17 *7.2%*	11 *8.5%*	1 *4.0%* **
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**156** *40.0%*	29 *35.8%*	123 *41.0%*	21 *28.8%*	78 *40.0%* c	8 *16.3%*	97 *41.1%* E	16 *33.3%*	33 *33.7%*	103 *43.8%* h	38 *27.9%*	117 *47.0%* J	3 *17.6%* **	34 *29.1%*	114 *47.9%* O	40 *28.4%*	98 *41.5%*	49 *38.0%*	9 *36.0%* **

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- Column Percentage
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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. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)																		
Total Eligible	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**386** ***100.0%***	**80** ***100.0%***	**297** ***100.0%***	**73** ***100.0%***	**195** ***100.0%***	**48** ***100.0%***	**234** ***100.0%***	**47** ***100.0%***	**97** ***100.0%***	**233** ***100.0%***	**137** ***100.0%***	**244** ***100.0%***	**16** ***100.0%***	**119** ***100.0%***	**237** ***100.0%***	**139** ***100.0%***	**236** ***100.0%***	**125** ***100.0%***	**25** ***100.0%***
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**168** ***43.5%***	29 *36.3%*	136 *45.8%*	26 *35.6%*	108 *55.4%* C	18 *37.5%*	125 *53.4%* E	17 *36.2%*	43 *44.3%*	105 *45.1%*	66 *48.2%*	100 *41.0%*	8 *50.0%* **	58 *48.7%*	93 *39.2%*	72 *51.8%* N	117 *49.6%* Q	43 *34.4%*	8 *32.0%* **
No	**218** ***56.5%***	51 *63.8%*	161 *54.2%*	47 *64.4%* D	87 *44.6%*	30 *62.5%* F	109 *46.6%*	30 *63.8%*	54 *55.7%*	128 *54.9%*	71 *51.8%*	144 *59.0%*	8 *50.0%* **	61 *51.3%*	144 *60.8%* O	67 *48.2%*	119 *50.4%*	82 *65.6%* P	17 *68.0%* **
Don't know	**7**	2	5	2	1	1	4	2	2	3	1	6	1	-	3	3	3	4	-
HEDIS/CAHPS SUMMARY RATE - Yes	**168** ***43.5%***	29 *36.3%*	136 *45.8%*	26 *35.6%*	108 *55.4%*	18 *37.5%*	125 *53.4%*	17 *36.2%*	43 *44.3%*	105 *45.1%*	66 *48.2%*	100 *41.0%*	8 *50.0%*	58 *48.7%*	93 *39.2%*	72 *51.8%*	117 *49.6%*	43 *34.4%*	8 *32.0%*

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- Column Percentage
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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, 2016? (Respondents 18-64 years as of July 1 of the measurement year)																			
Total Eligible	**357** *100.0%*	**71** *100.0%*	**277** *100.0%*	**64** *100.0%*	**177** *100.0%*	**42** *100.0%*	**212** *100.0%*	**40** *100.0%*	**90** *100.0%*	**218** *100.0%*	**124** *100.0%*	**229** *100.0%*	**16** *100.0%*	**106** *100.0%*	**224** *100.0%*	**123** *100.0%*	**210** *100.0%*	**122** *100.0%*	**25** *100.0%*
Total Valid Responses	**350** *100.0%*	**69** *100.0%*	**272** *100.0%*	**62** *100.0%*	**176** *100.0%*	**41** *100.0%*	**208** *100.0%*	**38** *100.0%*	**88** *100.0%*	**215** *100.0%*	**123** *100.0%*	**223** *100.0%*	**15** *100.0%*	**106** *100.0%*	**221** *100.0%*	**120** *100.0%*	**207** *100.0%*	**118** *100.0%*	**25** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**145** *41.4%*	23 *33.3%*	119 *43.8%*	20 *32.3%*	95 *54.0%* C	12 *29.3%*	110 *52.9%* E	11 *28.9%*	39 *44.3%*	92 *42.8%*	58 *47.2%*	86 *38.6%*	8 *53.3%* **	50 *47.2%*	81 *36.7%*	61 *50.8%* N	100 *48.3%* Q	37 *31.4%*	8 *32.0%* **
No	**205** *58.6%*	46 *66.7%*	153 *56.3%*	42 *67.7%* D	81 *46.0%*	29 *70.7%* F	98 *47.1%*	27 *71.1%*	49 *55.7%*	123 *57.2%*	65 *52.8%*	137 *61.4%*	7 *46.7%* **	56 *52.8%*	140 *63.3%* O	59 *49.2%*	107 *51.7%*	81 *68.6%* P	17 *68.0%* **
Don't know	**7**	2	5	2	1	1	4	2	2	3	1	6	1	-	3	3	3	4	-
HEDIS/CAHPS SUMMARY RATE - Yes	**145** *41.4%*	23 *33.3%*	119 *43.8%*	20 *32.3%*	95 *54.0%*	12 *29.3%*	110 *52.9%*	11 *28.9%*	39 *44.3%*	92 *42.8%*	58 *47.2%*	86 *38.6%*	8 *53.3%*	50 *47.2%*	81 *36.7%*	61 *50.8%*	100 *48.3%*	37 *31.4%*	8 *32.0%*

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- 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	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**388** ***100.0%***	**81** ***100.0%***	**298** ***100.0%***	**75** ***100.0%***	**192** ***100.0%***	**49** ***100.0%***	**235** ***100.0%***	**49** ***100.0%***	**98** ***100.0%***	**232** ***100.0%***	**134** ***100.0%***	**249** ***100.0%***	**16** ***100.0%***	**116** ***100.0%***	**238** ***100.0%***	**139** ***100.0%***	**234** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
No Answer	**5**	1	4	-	4	-	3	-	1	4	4	1	1	3	2	3	5	-	-
Every day	**57** ***14.7%***	11 *13.6%*	44 *14.8%*	9 *12.0%*	28 *14.6%*	4 *8.2%*	35 *14.9%*	8 *16.3%*	11 *11.2%*	36 *15.5%*	22 *16.4%*	32 *12.9%*	3 *18.8%* **	18 *15.5%*	29 *12.2%*	26 *18.7%* n	27 *11.5%*	29 *22.5%* P	1 *4.0%* **
Some days	**45** ***11.6%***	6 *7.4%*	38 *12.8%*	11 *14.7%*	18 *9.4%*	6 *12.2%*	27 *11.5%*	4 *8.2%*	9 *9.2%*	31 *13.4%*	16 *11.9%*	29 *11.6%*	3 *18.8%* **	13 *11.2%*	28 *11.8%*	14 *10.1%*	26 *11.1%*	17 *13.2%*	2 *8.0%* **
Not at all	**285** ***73.5%***	64 *79.0%*	215 *72.1%*	54 *72.0%*	146 *76.0%*	39 *79.6%*	173 *73.6%*	37 *75.5%*	78 *79.6%* i	164 *70.7%*	95 *70.9%*	188 *75.5%*	10 *62.5%* **	84 *72.4%*	181 *76.1%*	98 *70.5%*	180 *76.9%* Q	83 *64.3%*	22 *88.0%* **
Don't know	**1** ***0.3%***	- -	1 *0.3%*	1 *1.3%*	- -	- -	- -	- -	- -	1 *0.4%*	1 *0.7%*	- -	- - **	1 *0.9%*	- -	1 *0.7%*	1 *0.4%*	- -	- - **
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	**102** ***26.3%***	17 *21.0%*	82 *27.5%*	20 *26.7%*	46 *24.0%*	10 *20.4%*	62 *26.4%*	12 *24.5%*	20 *20.4%*	67 *28.9%*	38 *28.4%*	61 *24.5%*	6 *37.5%* **	31 *26.7%*	57 *23.9%*	40 *28.8%*	53 *22.6%*	46 *35.7%* P	3 *12.0%* **

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 SPH Analytics
770-978-3173
2017

	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	**102** *100.0%*	**17** *100.0%*	**82** *100.0%*	**20** *100.0%*	**46** *100.0%*	**10** *100.0%*	**62** *100.0%*	**12** *100.0%*	**20** *100.0%*	**67** *100.0%*	**38** *100.0%*	**61** *100.0%*	**6** *100.0%*	**31** *100.0%*	**57** *100.0%*	**40** *100.0%*	**53** *100.0%*	**46** *100.0%*	**3** *100.0%*
Total Valid Responses	**101** *100.0%*	**17** *100.0%*	**81** *100.0%*	**20** *100.0%*	**45** *100.0%*	**10** *100.0%*	**62** *100.0%*	**12** *100.0%*	**20** *100.0%*	**66** *100.0%*	**37** *100.0%*	**61** *100.0%*	**6** *100.0%*	**30** *100.0%*	**56** *100.0%*	**40** *100.0%*	**53** *100.0%*	**45** *100.0%*	**3** *100.0%*
No Answer	**1**	-	1	-	1	-	-	-	-	1	1	-	-	1	1	-	-	1	-
Always	**30** ***29.7%***	2 *11.8%* **	28 *34.6%*	5 *25.0%* **	22 *48.9%*	3 *30.0%* **	23 *37.1%*	2 *16.7%* **	7 *35.0%* **	21 *31.8%*	13 *35.1%*	16 *26.2%*	1 *16.7%* **	12 *40.0%*	12 *21.4%*	16 *40.0%* n	12 *22.6%*	17 *37.8%*	1 *33.3%* **
Usually	**14** ***13.9%***	4 *23.5%* **	10 *12.3%*	4 *20.0%* **	4 *8.9%*	1 *10.0%* **	8 *12.9%*	2 *16.7%* **	4 *20.0%* **	8 *12.1%*	4 *10.8%*	10 *16.4%*	- - **	4 *13.3%*	6 *10.7%*	7 *17.5%*	8 *15.1%*	6 *13.3%*	- - **
Sometimes	**21** ***20.8%***	6 *35.3%* **	15 *18.5%*	4 *20.0%* **	11 *24.4%*	1 *10.0%* **	16 *25.8%*	4 *33.3%* **	4 *20.0%* **	13 *19.7%*	7 *18.9%*	13 *21.3%*	2 *33.3%* **	5 *16.7%*	10 *17.9%*	9 *22.5%*	15 *28.3%* Q	5 *11.1%*	1 *33.3%* **
Never	**36** ***35.6%***	5 *29.4%* **	28 *34.6%*	7 *35.0%* **	8 *17.8%*	5 *50.0%* **	15 *24.2%*	4 *33.3%* **	5 *25.0%* **	24 *36.4%*	13 *35.1%*	22 *36.1%*	3 *50.0%* **	9 *30.0%*	28 *50.0%* O	8 *20.0%*	18 *34.0%*	17 *37.8%*	1 *33.3%* **
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	**65** ***64.4%***	12 *70.6%* **	53 *65.4%*	13 *65.0%* **	37 *82.2%*	5 *50.0%* **	47 *75.8%*	8 *66.7%* **	15 *75.0%* **	42 *63.6%*	24 *64.9%*	39 *63.9%*	3 *50.0%* **	21 *70.0%*	28 *50.0%*	32 *80.0%* N	35 *66.0%*	28 *62.2%*	2 *66.7%* **

Cell Contents:
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- 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**
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 Eligible	**102** *100.0%*	**17** *100.0%*	**82** *100.0%*	**20** *100.0%*	**46** *100.0%*	**10** *100.0%*	**62** *100.0%*	**12** *100.0%*	**20** *100.0%*	**67** *100.0%*	**38** *100.0%*	**61** *100.0%*	**6** *100.0%*	**31** *100.0%*	**57** *100.0%*	**40** *100.0%*	**53** *100.0%*	**46** *100.0%*	**3** *100.0%*
Total Valid Responses	**100** *100.0%*	**16** *100.0%*	**81** *100.0%*	**20** *100.0%*	**45** *100.0%*	**10** *100.0%*	**62** *100.0%*	**11** *100.0%*	**20** *100.0%*	**66** *100.0%*	**37** *100.0%*	**60** *100.0%*	**6** *100.0%*	**30** *100.0%*	**55** *100.0%*	**40** *100.0%*	**53** *100.0%*	**44** *100.0%*	**3** *100.0%*
No Answer	**2**	1	1	-	1	-	-	1	-	1	1	1	-	1	2	-	-	2	-
Always	**10** *10.0%*	1 *6.3%* **	9 *11.1%*	- - **	10 *22.2%*	- - **	9 *14.5%*	1 *9.1%* **	2 *10.0%* **	7 *10.6%*	3 *8.1%*	6 *10.0%*	- - **	3 *10.0%*	4 *7.3%*	6 *15.0%*	6 *11.3%*	4 *9.1%*	- - **
Usually	**9** *9.0%*	1 *6.3%* **	8 *9.9%*	2 *10.0%* **	6 *13.3%*	- - **	8 *12.9%*	- - **	2 *10.0%* **	7 *10.6%*	6 *16.2%* k	3 *5.0%*	- - **	6 *20.0%*	2 *3.6%*	6 *15.0%* n	4 *7.5%*	5 *11.4%*	- - **
Sometimes	**14** *14.0%*	3 *18.8%* **	11 *13.6%*	2 *10.0%* **	8 *17.8%*	1 *10.0%* **	9 *14.5%*	1 *9.1%* **	4 *20.0%* **	9 *13.6%*	7 *18.9%*	7 *11.7%*	1 *16.7%* **	6 *20.0%*	6 *10.9%*	7 *17.5%*	9 *17.0%*	4 *9.1%*	1 *33.3%* **
Never	**67** *67.0%*	11 *68.8%* **	53 *65.4%*	16 *80.0%* **	21 *46.7%*	9 *90.0%* **	36 *58.1%*	9 *81.8%* **	12 *60.0%* **	43 *65.2%*	21 *56.8%*	44 *73.3%* j	5 *83.3%* **	15 *50.0%*	43 *78.2%* O	21 *52.5%*	34 *64.2%*	31 *70.5%*	2 *66.7%* **
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	**33** *33.0%*	5 *31.3%* **	28 *34.6%*	4 *20.0%* **	24 *53.3%*	1 *10.0%* **	26 *41.9%*	2 *18.2%* **	8 *40.0%* **	23 *34.8%*	16 *43.2%* k	16 *26.7%*	1 *16.7%* **	15 *50.0%*	12 *21.8%*	19 *47.5%* N	19 *35.8%*	13 *29.5%*	1 *33.3%* **

Cell Contents:
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- Column Percentage
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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 (*)

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?

Presbyterian Health Plan
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Table: 100
Level: Top

		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	**102** ***100.0%***	**17** ***100.0%***	**82** ***100.0%***	**20** ***100.0%***	**46** ***100.0%***	**10** ***100.0%***	**62** ***100.0%***	**12** ***100.0%***	**20** ***100.0%***	**67** ***100.0%***	**38** ***100.0%***	**61** ***100.0%***	**6** ***100.0%***	**31** ***100.0%***	**57** ***100.0%***	**40** ***100.0%***	**53** ***100.0%***	**46** ***100.0%***	**3** ***100.0%***
Total Valid Responses	**100** ***100.0%***	**16** ***100.0%***	**81** ***100.0%***	**19** ***100.0%***	**45** ***100.0%***	**10** ***100.0%***	**61** ***100.0%***	**11** ***100.0%***	**20** ***100.0%***	**66** ***100.0%***	**37** ***100.0%***	**60** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**56** ***100.0%***	**39** ***100.0%***	**53** ***100.0%***	**44** ***100.0%***	**3** ***100.0%***
No Answer	**2**	1	1	1	1	-	1	1	-	1	1	1	-	1	1	1	-	2	-
Always	**12** ***12.0%***	- - **	12 *14.8%*	- - **	12 *26.7%*	- - **	11 *18.0%*	- - **	2 *10.0%* **	10 *15.2%*	6 *16.2%*	5 *8.3%*	- - **	6 *20.0%*	6 *10.7%*	6 *15.4%*	8 *15.1%*	4 *9.1%*	- - **
Usually	**5** ***5.0%***	1 *6.3%* **	4 *4.9%*	2 *10.5%* **	2 *4.4%*	- - **	4 *6.6%*	- - **	2 *10.0%* **	3 *4.5%*	1 *2.7%*	4 *6.7%*	- - **	1 *3.3%*	3 *5.4%*	2 *5.1%*	2 *3.8%*	3 *6.8%*	- - **
Sometimes	**13** ***13.0%***	4 *25.0%* **	9 *11.1%*	2 *10.5%* **	6 *13.3%*	1 *10.0%* **	7 *11.5%*	3 *27.3%* **	4 *20.0%* **	6 *9.1%*	6 *16.2%*	7 *11.7%*	2 *33.3%* **	4 *13.3%*	7 *12.5%*	4 *10.3%*	6 *11.3%*	6 *13.6%*	1 *33.3%* **
Never	**70** ***70.0%***	11 *68.8%* **	56 *69.1%*	15 *78.9%* **	25 *55.6%*	9 *90.0%* **	39 *63.9%*	8 *72.7%* **	12 *60.0%* **	47 *71.2%*	24 *64.9%*	44 *73.3%*	4 *66.7%* **	19 *63.3%*	40 *71.4%*	27 *69.2%*	37 *69.8%*	31 *70.5%*	2 *66.7%* **
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	**30** ***30.0%***	5 *31.3%* **	25 *30.9%*	4 *21.1%* **	20 *44.4%*	1 *10.0%* **	22 *36.1%*	3 *27.3%* **	8 *40.0%* **	19 *28.8%*	13 *35.1%*	16 *26.7%*	2 *33.3%* **	11 *36.7%*	16 *28.6%*	12 *30.8%*	16 *30.2%*	13 *29.5%*	1 *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 SPH Analytics
770-978-3173
2017

	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	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**389** ***100.0%***	**81** ***100.0%***	**300** ***100.0%***	**74** ***100.0%***	**193** ***100.0%***	**49** ***100.0%***	**235** ***100.0%***	**49** ***100.0%***	**98** ***100.0%***	**234** ***100.0%***	**135** ***100.0%***	**249** ***100.0%***	**16** ***100.0%***	**117** ***100.0%***	**238** ***100.0%***	**140** ***100.0%***	**236** ***100.0%***	**128** ***100.0%***	**25** ***100.0%***
No Answer	**3**	1	1	-	3	-	2	-	1	1	2	1	-	2	2	1	2	1	-
Yes	**90** ***23.1%***	15 *18.5%*	73 *24.3%*	16 *21.6%*	51 *26.4%*	12 *24.5%*	61 *26.0%*	10 *20.4%*	18 *18.4%*	60 *25.6%*	29 *21.5%*	59 *23.7%*	2 *12.5%* **	27 *23.1%*	48 *20.2%*	39 *27.9%* n	59 *25.0%*	27 *21.1%*	4 *16.0%* **
No	**299** ***76.9%***	66 *81.5%*	227 *75.7%*	58 *78.4%*	142 *73.6%*	37 *75.5%*	174 *74.0%*	39 *79.6%*	80 *81.6%*	174 *74.4%*	106 *78.5%*	190 *76.3%*	14 *87.5%* **	90 *76.9%*	190 *79.8%* o	101 *72.1%*	177 *75.0%*	101 *78.9%*	21 *84.0%* **
Don't know	**1**	-	1	1	-	-	1	-	-	1	1	-	1	-	-	1	1	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	**90** ***23.1%***	15 *18.5%*	73 *24.3%*	16 *21.6%*	51 *26.4%*	12 *24.5%*	61 *26.0%*	10 *20.4%*	18 *18.4%*	60 *25.6%*	29 *21.5%*	59 *23.7%*	2 *12.5%*	27 *23.1%*	48 *20.2%*	39 *27.9%*	59 *25.0%*	27 *21.1%*	4 *16.0%*

Cell Contents:
- Count
- Column Percentage
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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 SPH Analytics
770-978-3173
2017

	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	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**366** ***100.0%***	**75** ***100.0%***	**283** ***100.0%***	**66** ***100.0%***	**178** ***100.0%***	**45** ***100.0%***	**220** ***100.0%***	**43** ***100.0%***	**91** ***100.0%***	**224** ***100.0%***	**121** ***100.0%***	**240** ***100.0%***	**13** ***100.0%***	**106** ***100.0%***	**228** ***100.0%***	**127** ***100.0%***	**219** ***100.0%***	**124** ***100.0%***	**23** ***100.0%***
No Answer	**4**	1	3	1	3	1	2	1	-	3	3	1	-	3	3	1	2	2	-
Yes	**39** ***10.7%***	10 *13.3%*	29 *10.2%*	8 *12.1%*	27 *15.2%*	9 *20.0%*	27 *12.3%*	7 *16.3%*	11 *12.1%*	21 *9.4%*	16 *13.2%*	22 *9.2%*	2 *15.4%* **	14 *13.2%*	10 *4.4%*	27 *21.3%* N	26 *11.9%*	13 *10.5%*	- - **
No	**327** ***89.3%***	65 *86.7%*	254 *89.8%*	58 *87.9%*	151 *84.8%*	36 *80.0%*	193 *87.7%*	36 *83.7%*	80 *87.9%*	203 *90.6%*	105 *86.8%*	218 *90.8%*	11 *84.6%* **	92 *86.8%*	218 *95.6%* O	100 *78.7%*	193 *88.1%*	111 *89.5%*	23 *100.0%* **
Don't know	**23**	6	16	8	15	3	16	5	8	9	14	9	4	10	9	14	18	3	2
HEDIS/CAHPS SUMMARY RATE - No	**327** ***89.3%***	65 *86.7%*	254 *89.8%*	58 *87.9%*	151 *84.8%*	36 *80.0%*	193 *87.7%*	36 *83.7%*	80 *87.9%*	203 *90.6%*	105 *86.8%*	218 *90.8%*	11 *84.6%*	92 *86.8%*	218 *95.6%*	100 *78.7%*	193 *88.1%*	111 *89.5%*	23 *100.0%*

Cell Contents:
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- 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 SPH Analytics
770-978-3173
2017

	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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**389** *100.0%*	**81** *100.0%*	**299** *100.0%*	**74** *100.0%*	**193** *100.0%*	**49** *100.0%*	**236** *100.0%*	**48** *100.0%*	**98** *100.0%*	**234** *100.0%*	**136** *100.0%*	**248** *100.0%*	**17** *100.0%*	**117** *100.0%*	**238** *100.0%*	**140** *100.0%*	**236** *100.0%*	**128** *100.0%*	**25** *100.0%*
No Answer	**4**	1	3	1	3	-	2	1	1	2	2	2	-	2	2	2	3	1	-
Yes	**133** ***34.2%***	23 *28.4%*	107 *35.8%*	23 *31.1%*	79 *40.9%*	19 *38.8%*	92 *39.0%*	15 *31.3%*	29 *29.6%*	86 *36.8%*	52 *38.2%*	78 *31.5%*	4 *23.5%* **	47 *40.2%*	67 *28.2%*	62 *44.3%* N	85 *36.0%*	44 *34.4%*	4 *16.0%* **
No	**256** ***65.8%***	58 *71.6%*	192 *64.2%*	51 *68.9%*	114 *59.1%*	30 *61.2%*	144 *61.0%*	33 *68.8%*	69 *70.4%*	148 *63.2%*	84 *61.8%*	170 *68.5%*	13 *76.5%* **	70 *59.8%*	171 *71.8%* O	78 *55.7%*	151 *64.0%*	84 *65.6%*	21 *84.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**133** ***34.2%***	23 *28.4%*	107 *35.8%*	23 *31.1%*	79 *40.9%*	19 *38.8%*	92 *39.0%*	15 *31.3%*	29 *29.6%*	86 *36.8%*	52 *38.2%*	78 *31.5%*	4 *23.5%*	47 *40.2%*	67 *28.2%*	62 *44.3%*	85 *36.0%*	44 *34.4%*	4 *16.0%*

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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**
Q46. Are you aware that you have any of the following conditions? Check all that apply.																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**267**	51	210	49	160	44	182	32	62	167	102	157	12	88	130	128	183	73	11
Total Respondents	**181** *100.0%*	**33** *100.0%*	**144** *100.0%*	**36** *100.0%*	**105** *100.0%*	**29** *100.0%*	**120** *100.0%*	**20** *100.0%*	**46** *100.0%*	**111** *100.0%*	**71** *100.0%*	**106** *100.0%*	**8** *100.0%*	**62** *100.0%*	**90** *100.0%*	**85** *100.0%*	**124** *100.0%*	**47** *100.0%*	**10** *100.0%*
High cholesterol	**82** ***45.3%***	14 *42.4%*	67 *46.5%*	14 *38.9%*	51 *48.6%*	13 *44.8%* **	59 *49.2%*	8 *40.0%* **	18 *39.1%*	55 *49.5%*	33 *46.5%*	47 *44.3%*	5 *62.5%* **	27 *43.5%*	38 *42.2%*	40 *47.1%*	63 *50.8%*	18 *38.3%*	1 *10.0%* **
High blood pressure	**132** ***72.9%***	25 *75.8%*	104 *72.2%*	24 *66.7%*	80 *76.2%*	22 *75.9%* **	91 *75.8%*	16 *80.0%* **	31 *67.4%*	82 *73.9%*	53 *74.6%*	75 *70.8%*	5 *62.5%* **	47 *75.8%*	67 *74.4%*	61 *71.8%*	90 *72.6%*	36 *76.6%*	6 *60.0%* **
Parent or sibling with heart attack before the age of 60	**53** ***29.3%***	12 *36.4%*	39 *27.1%*	11 *30.6%*	29 *27.6%*	9 *31.0%* **	32 *26.7%*	8 *40.0%* **	13 *28.3%*	30 *27.0%*	16 *22.5%*	35 *33.0%*	2 *25.0%* **	14 *22.6%*	25 *27.8%*	27 *31.8%*	30 *24.2%*	19 *40.4%* P	4 *40.0%* **

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Statistics:
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  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**
Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**132**	29	101	26	84	21	88	19	32	79	56	73	7	49	55	72	83	46	3
Total Respondents	**109** *100.0%*	**22** *100.0%*	**85** *100.0%*	**23** *100.0%*	**70** *100.0%*	**18** *100.0%*	**76** *100.0%*	**12** *100.0%*	**28** *100.0%*	**67** *100.0%*	**48** *100.0%*	**58** *100.0%*	**5** *100.0%*	**43** *100.0%*	**45** *100.0%*	**59** *100.0%*	**68** *100.0%*	**38** *100.0%*	**3** *100.0%*
A heart attack	**15** ***13.8%***	3 *13.6%* **	11 *12.9%*	3 *13.0%* **	8 *11.4%*	4 *22.2%* **	7 *9.2%*	3 *25.0%* **	1 *3.6%* **	10 *14.9%*	7 *14.6%*	8 *13.8%*	1 *20.0%* **	6 *14.0%*	7 *15.6%*	7 *11.9%*	8 *11.8%*	7 *18.4%*	- - **
Angina or coronary heart disease	**15** ***13.8%***	3 *13.6%* **	12 *14.1%*	4 *17.4%* **	10 *14.3%*	1 *5.6%* **	10 *13.2%*	2 *16.7%* **	5 *17.9%* **	8 *11.9%*	8 *16.7%*	7 *12.1%*	1 *20.0%* **	7 *16.3%*	4 *8.9%*	11 *18.6%*	12 *17.6%*	3 *7.9%*	- - **
A stroke	**17** ***15.6%***	3 *13.6%* **	14 *16.5%*	2 *8.7%* **	10 *14.3%*	3 *16.7%* **	9 *11.8%*	3 *25.0%* **	6 *21.4%* **	8 *11.9%*	5 *10.4%*	12 *20.7%*	1 *20.0%* **	4 *9.3%*	7 *15.6%*	10 *16.9%*	11 *16.2%*	6 *15.8%*	- - **
Any kind of diabetes or high blood sugar	**85** ***78.0%***	20 *90.9%* **	64 *75.3%*	17 *73.9%* **	56 *80.0%*	13 *72.2%* **	62 *81.6%*	11 *91.7%* **	20 *71.4%* **	53 *79.1%*	36 *75.0%*	46 *79.3%*	4 *80.0%* **	32 *74.4%*	37 *82.2%*	44 *74.6%*	52 *76.5%*	30 *78.9%*	3 *100.0%* **

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Statistics:
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  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 SPH Analytics
770-978-3173
2017

	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	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**380** ***100.0%***	**79** ***100.0%***	**292** ***100.0%***	**71** ***100.0%***	**192** ***100.0%***	**49** ***100.0%***	**230** ***100.0%***	**48** ***100.0%***	**97** ***100.0%***	**226** ***100.0%***	**132** ***100.0%***	**244** ***100.0%***	**17** ***100.0%***	**113** ***100.0%***	**234** ***100.0%***	**138** ***100.0%***	**230** ***100.0%***	**125** ***100.0%***	**25** ***100.0%***
No Answer	**13**	3	10	4	4	-	8	1	2	10	6	6	-	6	6	4	9	4	-
Yes	**110** ***28.9%***	25 *31.6%*	81 *27.7%*	37 *52.1%* D	67 *34.9%*	18 *36.7%*	78 *33.9%*	13 *27.1%*	30 *30.9%*	63 *27.9%*	54 *40.9%* K	54 *22.1%*	7 *41.2%* **	47 *41.6%*	22 *9.4%*	85 *61.6%* N	66 *28.7%*	41 *32.8%*	3 *12.0%* **
No	**270** ***71.1%***	54 *68.4%*	211 *72.3%*	34 *47.9%*	125 *65.1%* C	31 *63.3%*	152 *66.1%*	35 *72.9%*	67 *69.1%*	163 *72.1%*	78 *59.1%*	190 *77.9%* J	10 *58.8%* **	66 *58.4%*	212 *90.6%* O	53 *38.4%*	164 *71.3%*	84 *67.2%*	22 *88.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**110** ***28.9%***	25 *31.6%*	81 *27.7%*	37 *52.1%*	67 *34.9%*	18 *36.7%*	78 *33.9%*	13 *27.1%*	30 *30.9%*	63 *27.9%*	54 *40.9%*	54 *22.1%*	7 *41.2%*	47 *41.6%*	22 *9.4%*	85 *61.6%*	66 *28.7%*	41 *32.8%*	3 *12.0%*

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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	**110** *100.0%*	**25** *100.0%*	**81** *100.0%*	**37** *100.0%*	**67** *100.0%*	**18** *100.0%*	**78** *100.0%*	**13** *100.0%*	**30** *100.0%*	**63** *100.0%*	**54** *100.0%*	**54** *100.0%*	**7** *100.0%*	**47** *100.0%*	**22** *100.0%*	**85** *100.0%*	**66** *100.0%*	**41** *100.0%*	**3** *100.0%*
Total Valid Responses	**110** *100.0%*	**25** *100.0%*	**81** *100.0%*	**37** *100.0%*	**67** *100.0%*	**18** *100.0%*	**78** *100.0%*	**13** *100.0%*	**30** *100.0%*	**63** *100.0%*	**54** *100.0%*	**54** *100.0%*	**7** *100.0%*	**47** *100.0%*	**22** *100.0%*	**85** *100.0%*	**66** *100.0%*	**41** *100.0%*	**3** *100.0%*
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**92** *83.6%*	21 *84.0%* **	68 *84.0%*	33 *89.2%*	55 *82.1%*	13 *72.2%* **	67 *85.9%*	12 *92.3%* **	26 *86.7%*	51 *81.0%*	45 *83.3%*	45 *83.3%*	6 *85.7%* **	39 *83.0%*	16 *72.7%* **	73 *85.9%*	58 *87.9%*	34 *82.9%*	- - **
No	**18** *16.4%*	4 *16.0%* **	13 *16.0%*	4 *10.8%*	12 *17.9%*	5 *27.8%* **	11 *14.1%*	1 *7.7%* **	4 *13.3%*	12 *19.0%*	9 *16.7%*	9 *16.7%*	1 *14.3%* **	8 *17.0%*	6 *27.3%* **	12 *14.1%*	8 *12.1%*	7 *17.1%*	3 *100.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**92** *83.6%*	21 *84.0%*	68 *84.0%*	33 *89.2%*	55 *82.1%*	13 *72.2%*	67 *85.9%*	12 *92.3%*	26 *86.7%*	51 *81.0%*	45 *83.3%*	45 *83.3%*	6 *85.7%*	39 *83.0%*	16 *72.7%*	73 *85.9%*	58 *87.9%*	34 *82.9%*	- -

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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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**384** *100.0%*	**80** *100.0%*	**295** *100.0%*	**73** *100.0%*	**192** *100.0%*	**49** *100.0%*	**234** *100.0%*	**48** *100.0%*	**96** *100.0%*	**231** *100.0%*	**135** *100.0%*	**244** *100.0%*	**17** *100.0%*	**116** *100.0%*	**234** *100.0%*	**139** *100.0%*	**232** *100.0%*	**127** *100.0%*	**25** *100.0%*
No Answer	**9**	2	7	2	4	-	4	1	3	5	3	6	-	3	6	3	7	2	-
Yes	**216** ***56.3%***	44 *55.0%*	169 *57.3%*	54 *74.0%*	131 *68.2%*	36 *73.5%*	160 *68.4%*	26 *54.2%*	55 *57.3%*	132 *57.1%*	89 *65.9%* K	124 *50.8%*	10 *58.8%* **	79 *68.1%*	97 *41.5%*	112 *80.6%* N	141 *60.8%* q	64 *50.4%*	11 *44.0%* **
No	**168** ***43.8%***	36 *45.0%*	126 *42.7%*	19 *26.0%*	61 *31.8%*	13 *26.5%*	74 *31.6%*	22 *45.8%*	41 *42.7%*	99 *42.9%*	46 *34.1%*	120 *49.2%* J	7 *41.2%* **	37 *31.9%*	137 *58.5%* O	27 *19.4%*	91 *39.2%*	63 *49.6%* p	14 *56.0%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**216** ***56.3%***	44 *55.0%*	169 *57.3%*	54 *74.0%*	131 *68.2%*	36 *73.5%*	160 *68.4%*	26 *54.2%*	55 *57.3%*	132 *57.1%*	89 *65.9%*	124 *50.8%*	10 *58.8%*	79 *68.1%*	97 *41.5%*	112 *80.6%*	141 *60.8%*	64 *50.4%*	11 *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**
Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	**216** ***100.0%***	**44** ***100.0%***	**169** ***100.0%***	**54** ***100.0%***	**131** ***100.0%***	**36** ***100.0%***	**160** ***100.0%***	**26** ***100.0%***	**55** ***100.0%***	**132** ***100.0%***	**89** ***100.0%***	**124** ***100.0%***	**10** ***100.0%***	**79** ***100.0%***	**97** ***100.0%***	**112** ***100.0%***	**141** ***100.0%***	**64** ***100.0%***	**11** ***100.0%***
Total Valid Responses	**211** ***100.0%***	**43** ***100.0%***	**165** ***100.0%***	**54** ***100.0%***	**127** ***100.0%***	**36** ***100.0%***	**156** ***100.0%***	**25** ***100.0%***	**53** ***100.0%***	**130** ***100.0%***	**86** ***100.0%***	**122** ***100.0%***	**9** ***100.0%***	**77** ***100.0%***	**94** ***100.0%***	**110** ***100.0%***	**139** ***100.0%***	**61** ***100.0%***	**11** ***100.0%***
No Answer	**5**	1	4	-	4	-	4	1	2	2	3	2	1	2	3	2	2	3	-
Yes	**197** ***93.4%***	40 *93.0%*	154 *93.3%*	49 *90.7%*	123 *96.9%* c	35 *97.2%*	145 *92.9%*	24 *96.0%* **	49 *92.5%*	121 *93.1%*	83 *96.5%*	111 *91.0%*	9 *100.0%* **	74 *96.1%*	86 *91.5%*	105 *95.5%*	131 *94.2%*	56 *91.8%*	10 *90.9%* **
No	**14** ***6.6%***	3 *7.0%*	11 *6.7%*	5 *9.3%* d	4 *3.1%*	1 *2.8%*	11 *7.1%*	1 *4.0%* **	4 *7.5%*	9 *6.9%*	3 *3.5%*	11 *9.0%*	- - **	3 *3.9%*	8 *8.5%*	5 *4.5%*	8 *5.8%*	5 *8.2%*	1 *9.1%* **
HEDIS/CAHPS SUMMARY RATE - Yes	**197** ***93.4%***	40 *93.0%*	154 *93.3%*	49 *90.7%*	123 *96.9%*	35 *97.2%*	145 *92.9%*	24 *96.0%*	49 *92.5%*	121 *93.1%*	83 *96.5%*	111 *91.0%*	9 *100.0%*	74 *96.1%*	86 *91.5%*	105 *95.5%*	131 *94.2%*	56 *91.8%*	10 *90.9%*

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 (*)

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	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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**390** *100.0%*	**81** *100.0%*	**300** *100.0%*	**74** *100.0%*	**194** *100.0%*	**49** *100.0%*	**236** *100.0%*	**49** *100.0%*	**98** *100.0%*	**234** *100.0%*	**136** *100.0%*	**249** *100.0%*	**17** *100.0%*	**117** *100.0%*	**239** *100.0%*	**140** *100.0%*	**238** *100.0%*	**127** *100.0%*	**25** *100.0%*
No Answer	**3**	1	2	1	2	-	2	-	1	2	2	1	-	2	1	2	1	2	-
18 to 24	**43** ***11.0%***	7 *8.6%*	34 *11.3%*	5 *6.8%*	16 *8.2%*	3 *6.1%*	19 *8.1%*	3 *6.1%*	12 *12.2%*	26 *11.1%*	16 *11.8%*	26 *10.4%*	3 *17.6%* **	13 *11.1%*	31 *13.0%*	11 *7.9%*	18 *7.6%*	22 *17.3%* P	3 *12.0%* **
25 to 34	**77** ***19.7%***	17 *21.0%*	60 *20.0%*	15 *20.3%*	36 *18.6%*	6 *12.2%*	46 *19.5%*	8 *16.3%*	24 *24.5%*	45 *19.2%*	20 *14.7%*	57 *22.9%* j	- - **	20 *17.1%*	57 *23.8%* O	20 *14.3%*	33 *13.9%*	37 *29.1%* P	7 *28.0%* **
35 to 44	**52** ***13.3%***	9 *11.1%*	42 *14.0%*	6 *8.1%*	28 *14.4%*	5 *10.2%*	30 *12.7%*	7 *14.3%*	11 *11.2%*	33 *14.1%*	18 *13.2%*	33 *13.3%*	1 *5.9%* **	17 *14.5%*	35 *14.6%*	15 *10.7%*	30 *12.6%*	19 *15.0%*	3 *12.0%* **
45 to 54	**65** ***16.7%***	13 *16.0%*	48 *16.0%*	13 *17.6%*	29 *14.9%*	8 *16.3%*	42 *17.8%*	8 *16.3%*	16 *16.3%*	37 *15.8%*	25 *18.4%*	40 *16.1%*	3 *17.6%* **	22 *18.8%*	30 *12.6%*	31 *22.1%* N	39 *16.4%*	21 *16.5%*	5 *20.0%* **
55 to 64	**115** ***29.5%***	24 *29.6%*	89 *29.7%*	24 *32.4%*	65 *33.5%*	20 *40.8%*	74 *31.4%*	14 *28.6%*	27 *27.6%*	72 *30.8%*	42 *30.9%*	71 *28.5%*	8 *47.1%* **	33 *28.2%*	67 *28.0%*	45 *32.1%*	88 *37.0%* Q	20 *15.7%*	7 *28.0%* **
65 to 74	**29** ***7.4%***	9 *11.1%*	20 *6.7%*	10 *13.5%* d	13 *6.7%*	5 *10.2%*	18 *7.6%*	7 *14.3%* i	6 *6.1%*	16 *6.8%*	13 *9.6%*	16 *6.4%*	2 *11.8%* **	10 *8.5%*	14 *5.9%*	14 *10.0%*	22 *9.2%*	7 *5.5%*	- - **
75 or older	**9** ***2.3%***	2 *2.5%*	7 *2.3%*	1 *1.4%*	7 *3.6%*	2 *4.1%*	7 *3.0%*	2 *4.1%*	2 *2.0%*	5 *2.1%*	2 *1.5%*	6 *2.4%*	- - **	2 *1.7%*	5 *2.1%*	4 *2.9%*	8 *3.4%*	1 *0.8%*	- - **
SPHA SUMMARY RATE - Members 18 to 34	**120** ***30.8%***	24 *29.6%*	94 *31.3%*	20 *27.0%*	52 *26.8%*	9 *18.4%*	65 *27.5%*	11 *22.4%*	36 *36.7%* g	71 *30.3%*	36 *26.5%*	83 *33.3%*	3 *17.6%* **	33 *28.2%*	88 *36.8%* O	31 *22.1%*	51 *21.4%*	59 *46.5%* P	10 *40.0%* **
SPHA SUMMARY RATE - Members 35 to 44	**52** ***13.3%***	9 *11.1%*	42 *14.0%*	6 *8.1%*	28 *14.4%*	5 *10.2%*	30 *12.7%*	7 *14.3%*	11 *11.2%*	33 *14.1%*	18 *13.2%*	33 *13.3%*	1 *5.9%*	17 *14.5%*	35 *14.6%*	15 *10.7%*	30 *12.6%*	19 *15.0%*	3 *12.0%*
SPHA SUMMARY RATE - Members 45 to 54	**65** ***16.7%***	13 *16.0%*	48 *16.0%*	13 *17.6%*	29 *14.9%*	8 *16.3%*	42 *17.8%*	8 *16.3%*	16 *16.3%*	37 *15.8%*	25 *18.4%*	40 *16.1%*	3 *17.6%*	22 *18.8%*	30 *12.6%*	31 *22.1%*	39 *16.4%*	21 *16.5%*	5 *20.0%*
SPHA SUMMARY RATE - Members 55 or older	**153** ***39.2%***	35 *43.2%*	116 *38.7%*	35 *47.3%*	85 *43.8%*	27 *55.1%* f	99 *41.9%*	23 *46.9%*	35 *35.7%*	93 *39.7%*	57 *41.9%*	93 *37.3%*	10 *58.8%* **	45 *38.5%*	86 *36.0%*	63 *45.0%* n	118 *49.6%* Q	28 *22.0%*	7 *28.0%* **

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**
Q53. Are you male or female?																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**390** *100.0%*	**80** *100.0%*	**301** *100.0%*	**73** *100.0%*	**195** *100.0%*	**48** *100.0%*	**237** *100.0%*	**48** *100.0%*	**98** *100.0%*	**235** *100.0%*	**136** *100.0%*	**249** *100.0%*	**17** *100.0%*	**117** *100.0%*	**238** *100.0%*	**141** *100.0%*	**238** *100.0%*	**127** *100.0%*	**25** *100.0%*
No Answer	**3**	2	1	2	1	1	1	1	1	1	2	1	-	2	2	1	1	2	-
Male	**144** *36.9%*	30 *37.5%*	108 *35.9%*	22 *30.1%*	64 *32.8%*	17 *35.4%*	80 *33.8%*	21 *43.8%* h	29 *29.6%*	88 *37.4%*	51 *37.5%*	92 *36.9%*	6 *35.3%* **	45 *38.5%*	103 *43.3%* O	39 *27.7%*	84 *35.3%*	47 *37.0%*	13 *52.0%* **
Female	**246** *63.1%*	50 *62.5%*	193 *64.1%*	51 *69.9%*	131 *67.2%*	31 *64.6%*	157 *66.2%*	27 *56.3%*	69 *70.4%* g	147 *62.6%*	85 *62.5%*	157 *63.1%*	11 *64.7%* **	72 *61.5%*	135 *56.7%*	102 *72.3%* N	154 *64.7%*	80 *63.0%*	12 *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 (*)

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	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	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**379** *100.0%*	**78** *100.0%*	**295** *100.0%*	**73** *100.0%*	**190** *100.0%*	**47** *100.0%*	**230** *100.0%*	**47** *100.0%*	**96** *100.0%*	**230** *100.0%*	**133** *100.0%*	**242** *100.0%*	**16** *100.0%*	**115** *100.0%*	**230** *100.0%*	**139** *100.0%*	**231** *100.0%*	**123** *100.0%*	**25** *100.0%*
No Answer	**14**	4	7	2	6	2	8	2	3	6	5	8	1	4	10	3	8	6	-
8th grade or less	**29** *7.7%*	4 *5.1%*	25 *8.5%*	6 *8.2%*	14 *7.4%*	5 *10.6%*	17 *7.4%*	4 *8.5%*	3 *3.1%*	22 *9.6%* H	9 *6.8%*	20 *8.3%*	2 *12.5%* **	7 *6.1%*	19 *8.3%*	8 *5.8%*	22 *9.5%*	7 *5.7%*	- - **
Some high school, but did not graduate	**47** *12.4%*	11 *14.1%*	35 *11.9%*	10 *13.7%*	22 *11.6%*	9 *19.1%*	29 *12.6%*	9 *19.1%* h	8 *8.3%*	29 *12.6%*	22 *16.5%* k	24 *9.9%*	1 *6.3%* **	21 *18.3%*	24 *10.4%*	22 *15.8%*	24 *10.4%*	22 *17.9%* P	1 *4.0%* **
High school graduate or GED	**125** *33.0%*	22 *28.2%*	101 *34.2%*	24 *32.9%*	63 *33.2%*	11 *23.4%*	80 *34.8%*	13 *27.7%*	30 *31.3%*	80 *34.8%*	42 *31.6%*	82 *33.9%*	3 *18.8%* **	38 *33.0%*	75 *32.6%*	46 *33.1%*	87 *37.7%* Q	32 *26.0%*	6 *24.0%* **
Some college or 2-year degree	**123** *32.5%*	25 *32.1%*	96 *32.5%*	21 *28.8%*	65 *34.2%*	13 *27.7%*	75 *32.6%*	12 *25.5%*	35 *36.5%*	74 *32.2%*	43 *32.3%*	79 *32.6%*	6 *37.5%* **	37 *32.2%*	74 *32.2%*	47 *33.8%*	64 *27.7%*	46 *37.4%* p	13 *52.0%* **
4-year college graduate	**31** *8.2%*	8 *10.3%*	22 *7.5%*	6 *8.2%*	14 *7.4%*	4 *8.5%*	20 *8.7%*	5 *10.6%*	8 *8.3%*	17 *7.4%*	6 *4.5%*	25 *10.3%* j	2 *12.5%* **	3 *2.6%*	24 *10.4%* O	6 *4.3%*	18 *7.8%*	10 *8.1%*	3 *12.0%* **
More than 4-year college degree	**24** *6.3%*	8 *10.3%*	16 *5.4%*	6 *8.2%*	12 *6.3%*	5 *10.6%* f	9 *3.9%*	4 *8.5%*	12 *12.5%* I	8 *3.5%*	11 *8.3%*	12 *5.0%*	2 *12.5%* **	9 *7.8%*	14 *6.1%*	10 *7.2%*	16 *6.9%*	6 *4.9%*	2 *8.0%* **
SPHA SUMMARY RATE - High school graduate or less	**201** *53.0%*	37 *47.4%*	161 *54.6%*	40 *54.8%*	99 *52.1%*	25 *53.2%*	126 *54.8%*	26 *55.3%*	41 *42.7%*	131 *57.0%* H	73 *54.9%*	126 *52.1%*	6 *37.5%* **	66 *57.4%*	118 *51.3%*	76 *54.7%*	133 *57.6%*	61 *49.6%*	7 *28.0%* **
SPHA SUMMARY RATE - Some college	**123** *32.5%*	25 *32.1%*	96 *32.5%*	21 *28.8%*	65 *34.2%*	13 *27.7%*	75 *32.6%*	12 *25.5%*	35 *36.5%*	74 *32.2%*	43 *32.3%*	79 *32.6%*	6 *37.5%*	37 *32.2%*	74 *32.2%*	47 *33.8%*	64 *27.7%*	46 *37.4%*	13 *52.0%*
SPHA SUMMARY RATE - 4-year college graduate or more	**55** *14.5%*	16 *20.5%* b	38 *12.9%*	12 *16.4%*	26 *13.7%*	9 *19.1%*	29 *12.6%*	9 *19.1%*	20 *20.8%* I	25 *10.9%*	17 *12.8%*	37 *15.3%*	4 *25.0%* **	12 *10.4%*	38 *16.5%*	16 *11.5%*	34 *14.7%*	16 *13.0%*	5 *20.0%* **

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**
Q55. Are you of Hispanic or Latino origin or descent?																			
Total Eligible	**393** *100.0%*	**82** *100.0%*	**302** *100.0%*	**75** *100.0%*	**196** *100.0%*	**49** *100.0%*	**238** *100.0%*	**49** *100.0%*	**99** *100.0%*	**236** *100.0%*	**138** *100.0%*	**250** *100.0%*	**17** *100.0%*	**119** *100.0%*	**240** *100.0%*	**142** *100.0%*	**239** *100.0%*	**129** *100.0%*	**25** *100.0%*
Total Valid Responses	**384** *100.0%*	**79** *100.0%*	**297** *100.0%*	**73** *100.0%*	**190** *100.0%*	**48** *100.0%*	**233** *100.0%*	**48** *100.0%*	**97** *100.0%*	**231** *100.0%*	**135** *100.0%*	**244** *100.0%*	**17** *100.0%*	**116** *100.0%*	**234** *100.0%*	**139** *100.0%*	**233** *100.0%*	**126** *100.0%*	**25** *100.0%*
No Answer	**9**	3	5	2	6	1	5	1	2	5	3	6	-	3	6	3	6	3	-
Yes, Hispanic or Latino	**217** ***56.5%***	36 *45.6%*	176 *59.3%* A	37 *50.7%*	101 *53.2%*	27 *56.3%*	130 *55.8%*	18 *37.5%*	54 *55.7%* G	140 *60.6%* G	78 *57.8%*	137 *56.1%*	9 *52.9%* **	67 *57.8%*	143 *61.1%* O	69 *49.6%*	136 *58.4%*	71 *56.3%*	10 *40.0%* **
No, Not Hispanic or Latino	**167** ***43.5%***	43 *54.4%* B	121 *40.7%*	36 *49.3%*	89 *46.8%*	21 *43.8%*	103 *44.2%*	30 *62.5%* H	43 *44.3%*	91 *39.4%*	57 *42.2%*	107 *43.9%*	8 *47.1%* **	49 *42.2%*	91 *38.9%*	70 *50.4%* N	97 *41.6%*	55 *43.7%*	15 *60.0%* **

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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 SPH Analytics
770-978-3173
2017

	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	**393** ***100.0%***	**82** ***100.0%***	**302** ***100.0%***	**75** ***100.0%***	**196** ***100.0%***	**49** ***100.0%***	**238** ***100.0%***	**49** ***100.0%***	**99** ***100.0%***	**236** ***100.0%***	**138** ***100.0%***	**250** ***100.0%***	**17** ***100.0%***	**119** ***100.0%***	**240** ***100.0%***	**142** ***100.0%***	**239** ***100.0%***	**129** ***100.0%***	**25** ***100.0%***
Total Valid Responses	**385**	79	298	74	199	47	237	49	97	231	136	243	16	118	235	140	228	130	27
Total Respondents	**355** ***100.0%***	**74** ***100.0%***	**274** ***100.0%***	**70** ***100.0%***	**179** ***100.0%***	**44** ***100.0%***	**217** ***100.0%***	**45** ***100.0%***	**88** ***100.0%***	**215** ***100.0%***	**125** ***100.0%***	**225** ***100.0%***	**16** ***100.0%***	**107** ***100.0%***	**214** ***100.0%***	**131** ***100.0%***	**220** ***100.0%***	**110** ***100.0%***	**25** ***100.0%***
White	**236** ***66.5%***	48 *64.9%*	183 *66.8%*	46 *65.7%*	125 *69.8%*	28 *63.6%*	149 *68.7%*	30 *66.7%*	62 *70.5%*	139 *64.7%*	80 *64.0%*	152 *67.6%*	8 *50.0%* **	71 *66.4%*	144 *67.3%*	87 *66.4%*	142 *64.5%*	77 *70.0%*	17 *68.0%* **
Black or African-American	**8** ***2.3%***	1 *1.4%*	6 *2.2%*	1 *1.4%*	4 *2.2%*	1 *2.3%*	4 *1.8%*	1 *2.2%*	1 *1.1%*	5 *2.3%*	3 *2.4%*	5 *2.2%*	1 *6.3%* **	2 *1.9%*	6 *2.8%*	1 *0.8%*	2 *0.9%*	6 *5.5%* P	- - **
Asian	**6** ***1.7%***	1 *1.4%*	5 *1.8%*	1 *1.4%*	4 *2.2%*	- -	5 *2.3%*	- -	3 *3.4%*	3 *1.4%*	3 *2.4%*	3 *1.3%*	- - **	3 *2.8%*	4 *1.9%*	2 *1.5%*	3 *1.4%*	1 *0.9%*	2 *8.0%* **
Native Hawaiian or other Pacific Islander	**3** ***0.8%***	1 *1.4%*	2 *0.7%*	- -	2 *1.1%*	1 *2.3%*	1 *0.5%*	1 *2.2%*	- -	2 *0.9%*	1 *0.8%*	2 *0.9%*	- - **	1 *0.9%*	2 *0.9%*	1 *0.8%*	1 *0.5%*	2 *1.8%*	- - **
American Indian or Alaska Native	**38** ***10.7%***	10 *13.5%*	27 *9.9%*	8 *11.4%*	18 *10.1%*	4 *9.1%*	21 *9.7%*	9 *20.0%* Hi	7 *8.0%*	21 *9.8%*	11 *8.8%*	27 *12.0%*	1 *6.3%* **	10 *9.3%*	23 *10.7%*	14 *10.7%*	21 *9.5%*	13 *11.8%*	4 *16.0%* **
Other	**94** ***26.5%***	18 *24.3%*	75 *27.4%*	18 *25.7%*	46 *25.7%*	13 *29.5%*	57 *26.3%*	8 *17.8%*	24 *27.3%*	61 *28.4%*	38 *30.4%*	54 *24.0%*	6 *37.5%* **	31 *29.0%*	56 *26.2%*	35 *26.7%*	59 *26.8%*	31 *28.2%*	4 *16.0%* **

Cell Contents:
- Count
- Column Percentage
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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	**264** *100.0%*	**59** *100.0%*	**201** *100.0%*	**50** *100.0%*	**139** *100.0%*	**36** *100.0%*	**162** *100.0%*	**36** *100.0%*	**63** *100.0%*	**161** *100.0%*	**87** *100.0%*	**176** *100.0%*	**12** *100.0%*	**74** *100.0%*	**164** *100.0%*	**96** *100.0%*	**239** *100.0%*	**-** **-**	**25** *100.0%*
Total Valid Responses	**261** *100.0%*	**59** *100.0%*	**198** *100.0%*	**50** *100.0%*	**137** *100.0%*	**36** *100.0%*	**159** *100.0%*	**36** *100.0%*	**63** *100.0%*	**158** *100.0%*	**85** *100.0%*	**175** *100.0%*	**12** *100.0%*	**72** *100.0%*	**162** *100.0%*	**95** *100.0%*	**236** *100.0%*	**-** **-**	**25** *100.0%*
No Answer	**3**	-	3	-	2	-	3	-	-	3	2	1	-	2	2	1	3	-	-
Yes	**49** ***18.8%***	10 *16.9%*	38 *19.2%*	5 *10.0%*	27 *19.7%*	6 *16.7%*	34 *21.4%*	8 *22.2%*	11 *17.5%*	29 *18.4%*	10 *11.8%*	39 *22.3%* J	1 *8.3%* **	9 *12.5%*	34 *21.0%*	13 *13.7%*	47 *19.9%*	- -	2 *8.0%* **
No	**212** ***81.2%***	49 *83.1%*	160 *80.8%*	45 *90.0%*	110 *80.3%*	30 *83.3%*	125 *78.6%*	28 *77.8%*	52 *82.5%*	129 *81.6%*	75 *88.2%* K	136 *77.7%*	11 *91.7%* **	63 *87.5%*	128 *79.0%*	82 *86.3%*	189 *80.1%*	- -	23 *92.0%* **

Cell Contents:
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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**
Q58. How did that person help you? Check all that apply.																			
Total Eligible	**49** ***100.0%***	**10** ***100.0%***	**38** ***100.0%***	**5** ***100.0%***	**27** ***100.0%***	**6** ***100.0%***	**34** ***100.0%***	**8** ***100.0%***	**11** ***100.0%***	**29** ***100.0%***	**10** ***100.0%***	**39** ***100.0%***	**1** ***100.0%***	**9** ***100.0%***	**34** ***100.0%***	**13** ***100.0%***	**47** ***100.0%***	**-** **-**	**2** ***100.0%***
Total Valid Responses	**65**	17	47	7	35	9	45	15	11	38	11	54	1	10	48	14	62	-	3
Total Respondents	**47** ***100.0%***	**10** ***100.0%***	**36** ***100.0%***	**5** ***100.0%***	**26** ***100.0%***	**6** ***100.0%***	**33** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**28** ***100.0%***	**9** ***100.0%***	**38** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**33** ***100.0%***	**12** ***100.0%***	**45** ***100.0%***	**-** **-**	**2** ***100.0%***
Read the questions to me	**25** ***53.2%***	6 *60.0%* **	18 *50.0%*	3 *60.0%* **	13 *50.0%* **	4 *66.7%* **	18 *54.5%*	6 *75.0%* **	4 *40.0%* **	14 *50.0%* **	4 *44.4%* **	21 *55.3%*	- - **	4 *50.0%* **	18 *54.5%*	5 *41.7%* **	24 *53.3%*	- -	1 *50.0%* **
Wrote down the answers I gave	**16** ***34.0%***	4 *40.0%* **	12 *33.3%*	1 *20.0%* **	8 *30.8%* **	2 *33.3%* **	10 *30.3%*	4 *50.0%* **	1 *10.0%* **	11 *39.3%* **	3 *33.3%* **	13 *34.2%*	- - **	3 *37.5%* **	12 *36.4%*	3 *25.0%* **	15 *33.3%*	- -	1 *50.0%* **
Answered the questions for me	**12** ***25.5%***	3 *30.0%* **	9 *25.0%*	1 *20.0%* **	7 *26.9%* **	- - **	10 *30.3%*	1 *12.5%* **	5 *50.0%* **	6 *21.4%* **	1 *11.1%* **	11 *28.9%*	- - **	1 *12.5%* **	9 *27.3%*	3 *25.0%* **	12 *26.7%*	- -	- - **
Translated the questions into my language	**8** ***17.0%***	4 *40.0%* **	4 *11.1%*	2 *40.0%* **	5 *19.2%* **	3 *50.0%* **	4 *12.1%*	4 *50.0%* **	1 *10.0%* **	3 *10.7%* **	2 *22.2%* **	6 *15.8%*	1 *100.0%* **	1 *12.5%* **	6 *18.2%*	2 *16.7%* **	7 *15.6%*	-	1 *50.0%* **
Helped in some other way	**4** ***8.5%***	- - **	4 *11.1%*	- - **	2 *7.7%* **	- - **	3 *9.1%*	- - **	- - **	4 *14.3%* **	1 *11.1%* **	3 *7.9%*	- - **	1 *12.5%* **	3 *9.1%*	1 *8.3%* **	4 *8.9%*	-	- - **

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- Count
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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 (*)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

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Page 2 Q60. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

Page 3 Q61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

Page 4 Q62. In the last 6 months, who helped to coordinate your care?

Page 5 Q63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

Page 6 Q64. Did your Care Coordinator sit down with you and create a Plan of Care?

Page 7 Q65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

Page 8 Q66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

Page 9 Q67. In the past 6 months, have you had a problem with balance or walking?

Page 10 Q68. Did you fall in the past 6 months?

Page 11 Q69. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

Page 12 Q70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

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Page 15 Q61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

Page 16 Q62. In the last 6 months, who helped to coordinate your care?

Page 17 Q63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

Page 18 Q64. Did your Care Coordinator sit down with you and create a Plan of Care?

Page 19 Q65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

Page 20 Q66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

Page 21 Q67. In the past 6 months, have you had a problem with balance or walking?

Page 22 Q68. Did you fall in the past 6 months?

Page 23 Q69. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

Page 24 Q70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

Presbyterian Centennial Care
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Page 26 Q60. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

Page 27 Q61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

Page 28 Q62. In the last 6 months, who helped to coordinate your care?

Page 29 Q63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

Page 30 Q64. Did your Care Coordinator sit down with you and create a Plan of Care?

Page 31 Q65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

Page 32 Q66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

Page 33 Q67. In the past 6 months, have you had a problem with balance or walking?

Page 34 Q68. Did you fall in the past 6 months?

Page 35 Q69. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

Page 36 Q70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q59. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

	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
	========== AGE ==========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE ==========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	393	120	52	65	153	201	178	144	246	217	167	236	8	136	134	138	117	156	116	118
Total Answering	374	112	49	63	149	192	171	140	233	205	162	227	8	129	127	134	110	151	112	108
	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	19	8	3	2	4	9	7	4	13	12	5	9	-	7	7	4	7	5	4	10
Yes	218	64	27	36	91	109	103	88	130	112	103	136	5	85	72	79	67	83	73	62
	58.3%	57.1%	55.1%	57.1%	61.1%	56.8%	60.2%	62.9%	55.8%	54.6%	63.6% j	59.9%	62.5%	65.9%	56.7%	59.0%	60.9%	55.0%	65.2% r	57.4%
No	156	48	22	27	58	83	68	52	103	93	59	91	3	44	55	55	43	68	39	46
	41.7%	42.9%	44.9%	42.9%	38.9%	43.2%	39.8%	37.1%	44.2%	45.4% k	36.4%	40.1%	37.5%	34.1%	43.3%	41.0%	39.1%	45.0% s	34.8%	42.6%
SPHA SUMMARY RATE - Yes	218	64	27	36	91	109	103	88	130	112	103	136	5	85	72	79	67	83	73	62
	58.3%	57.1%	55.1%	57.1%	61.1%	56.8%	60.2%	62.9%	55.8%	54.6%	63.6% j	59.9%	62.5%	65.9%	56.7%	59.0%	60.9%	55.0%	65.2% r	57.4%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q60. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

	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
	========= AGE =========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	393	120	52	65	153	201	178	144	246	217	167	236	8	136	134	138	117	156	116	118
Total Answering	369	109	47	64	148	191	166	135	233	205	158	224	8	126	126	132	109	150	111	106
	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	24	11	5	1	5	10	12	9	13	12	9	12	-	10	8	6	8	6	5	12
Yes	187	54	26	30	76	99	83	75	112	96	88	120	6	69	64	68	55	77	50	60
	50.7%	49.5%	55.3%	46.9%	51.4%	51.8%	50.0%	55.6%	48.1%	46.8%	55.7% j	53.6%	75.0%	54.8%	50.8%	51.5%	50.5%	51.3%	45.0%	56.6% s
No	182	55	21	34	72	92	83	60	121	109	70	104	2	57	62	64	54	73	61	46
	49.3%	50.5%	44.7%	53.1%	48.6%	48.2%	50.0%	44.4%	51.9%	53.2% k	44.3%	46.4%	25.0%	45.2%	49.2%	48.5%	49.5%	48.7%	55.0% t	43.4%
SPHA SUMMARY RATE - Yes	187	54	26	30	76	99	83	75	112	96	88	120	6	69	64	68	55	77	50	60
	50.7%	49.5%	55.3%	46.9%	51.4%	51.8%	50.0%	55.6%	48.1%	46.8%	55.7% j	53.6%	75.0%	54.8%	50.8%	51.5%	50.5%	51.3%	45.0%	56.6% s

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

		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	393	120	52	65	153	201	178	144	246	217	167	236	8	136	134	138	117	156	116	118
Total Answering	367	107	50	64	145	190	165	134	232	201	160	224	8	125	124	132	108	149	110	105
	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	26	13	2	1	8	11	13	10	14	16	7	12	-	11	10	6	9	7	6	13
Yes	105	21	9	23	51	57	43	44	61	50	54	65	5	43	28	29	47	30	28	47
	28.6%	19.6%	18.0%	35.9%	35.2%	30.0%	26.1%	32.8%	26.3%	24.9%	33.8%	29.0%	62.5%	34.4%	22.6%	22.0%	43.5%	20.1%	25.5%	44.8%
				BC	BC						j		l				OP			RS
No	262	86	41	41	94	133	122	90	171	151	106	159	3	82	96	103	61	119	82	58
	71.4%	80.4%	82.0%	64.1%	64.8%	70.0%	73.9%	67.2%	73.7%	75.1%	66.3%	71.0%	37.5%	65.6%	77.4%	78.0%	56.5%	79.9%	74.5%	55.2%
		DE	DE							k		m			Q	Q		T	T	
SPHA SUMMARY RATE - Yes	105	21	9	23	51	57	43	44	61	50	54	65	5	43	28	29	47	30	28	47
	28.6%	19.6%	18.0%	35.9%	35.2%	30.0%	26.1%	32.8%	26.3%	24.9%	33.8%	29.0%	62.5%	34.4%	22.6%	22.0%	43.5%	20.1%	25.5%	44.8%
				BC	BC						j		l				OP			RS

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.
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Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q62. In the last 6 months, who helped to coordinate your care?

		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	Excint/ Very Good	Good	Fair/ Poor	Excint/ 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	105	21	9	23	51	57	43	44	61	50	54	65	5	43	28	29	47	30	28	47
Total Answering	92	20	8	18	45	50	39	39	53	43	49	57	5	40	28	27	36	30	25	37
	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	13	1	1	5	6	7	4	5	8	7	5	8	-	3	-	2	11	-	3	10
Someone from your health plan	25	3	5	5	11	15	10	11	14	8	17	17	3	7	8	6	10	6	8	11
	27.2%	15.0%	62.5% BdE	27.8%	24.4%	30.0%	25.6%	28.2%	26.4%	18.6%	34.7% j	29.8%	60.0% n	17.5%	28.6%	22.2%	27.8%	20.0%	32.0%	29.7%
Someone from your doctor's office or clinic	43	12	2	9	20	21	21	15	28	24	19	27	2	18	13	15	15	15	11	17
	46.7%	60.0% c	25.0%	50.0%	44.4%	42.0%	53.8%	38.5%	52.8%	55.8% k	38.8%	47.4%	40.0%	45.0%	46.4%	55.6%	41.7%	50.0%	44.0%	45.9%
Someone from another organization	2	-	-	-	2	1	1	2	-	-	2	2	-	-	-	2	-	-	2	-
	2.2%				4.4%	2.0%	2.6%	5.1%			4.1%	3.5%				7.4%			8.0%	
A friend or family member	11	2	-	1	8	9	2	4	7	6	5	6	-	6	2	2	7	4	1	6
	12.0%	10.0%		5.6%	17.8%	18.0% G	5.1%	10.3%	13.2%	14.0%	10.2%	10.5%		15.0%	7.1%	7.4%	19.4%	13.3%	4.0%	16.2% s
You	11	3	1	3	4	4	5	7	4	5	6	5	-	9	5	2	4	5	3	3
	12.0%	15.0%	12.5%	16.7%	8.9%	8.0%	12.8%	17.9%	7.5%	11.6%	12.2%	8.8%		22.5% l	17.9%	7.4%	11.1%	16.7%	12.0%	8.1%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	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
	========== AGE ==========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE ==========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	105	21	9	23	51	57	43	44	61	50	54	65	5	43	28	29	47	30	28	47
Total Answering	103	20	9	23	51	56	42	44	59	49	53	64	5	43	27	29	46	29	28	46
	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	2	1	-	-	-	1	1	-	2	1	1	1	-	-	1	-	1	1	-	1
Very dissatisfied	6	1	-	3	2	4	2	1	5	4	2	2	-	3	3	1	2	2	-	4
	5.8%	5.0%		13.0%	3.9%	7.1%	4.8%	2.3%	8.5%	8.2%	3.8%	3.1%		7.0%	11.1%	3.4%	4.3%	6.9%		8.7%
Dissatisfied	2	-	-	1	1	-	2	1	1	-	2	2	-	-	-	-	2	-	-	2
	1.9%			4.3%	2.0%		4.8%	2.3%	1.7%		3.8%	3.1%					4.3%			4.3%
Neither dissatisfied nor satisfied	5	1	-	1	3	3	2	3	2	3	2	2	-	4	-	2	2	1	-	4
	4.9%	5.0%		4.3%	5.9%	5.4%	4.8%	6.8%	3.4%	6.1%	3.8%	3.1%		9.3%		6.9%	4.3%	3.4%		8.7%
Satisfied	53	11	7	10	25	30	20	20	33	24	28	37	2	18	11	19	23	14	19	20
	51.5%	55.0%	77.8% De	43.5%	49.0%	53.6%	47.6%	45.5%	55.9%	49.0%	52.8%	57.8%	40.0%	41.9%	40.7%	65.5% o	50.0%	48.3%	67.9% T	43.5%
Very satisfied	37	7	2	8	20	19	16	19	18	18	19	21	3	18	13	7	17	12	9	16
	35.9%	35.0%	22.2%	34.8%	39.2%	33.9%	38.1%	43.2%	30.5%	36.7%	35.8%	32.8%	60.0%	41.9%	48.1% p	24.1%	37.0%	41.4%	32.1%	34.8%
SPHA SUMMARY RATE - Very satisfied/Satisfied	90	18	9	18	45	49	36	39	51	42	47	58	5	36	24	26	40	26	28	36
	87.4%	90.0%	100% DE	78.3%	88.2%	87.5%	85.7%	88.6%	86.4%	85.7%	88.7%	90.6%	100.0% LN	83.7%	88.9%	89.7%	87.0%	89.7%	100.0% rT	78.3%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q64. Did your Care Coordinator sit down with you and create a Plan of Care?

	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	Excint/ Very Good	Good	Fair/ Poor	Excint/ Very Good	Good	Fair/ Poor
	========== AGE ==========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE ==========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	105	21	9	23	51	57	43	44	61	50	54	65	5	43	28	29	47	30	28	47
Total Answering	102	20	8	23	50	57	42	44	58	49	52	63	5	42	27	28	46	29	28	45
	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	3	1	1	-	1	-	1	-	3	1	2	2	-	1	1	1	1	1	-	2
Yes	60	12	6	12	29	36	23	23	37	30	30	39	5	23	13	17	30	14	16	30
	58.8%	60.0%	75.0%	52.2%	58.0%	63.2%	54.8%	52.3%	63.8%	61.2%	57.7%	61.9%	100.0% LN	54.8%	48.1%	60.7%	65.2%	48.3%	57.1%	66.7%
No	42	8	2	11	21	21	19	21	21	19	22	24	-	19	14	11	16	15	12	15
	41.2%	40.0%	25.0%	47.8%	42.0%	36.8%	45.2%	47.7%	36.2%	38.8%	42.3%	38.1%		45.2%	51.9%	39.3%	34.8%	51.7%	42.9%	33.3%
SPHA SUMMARY RATE - Yes	60	12	6	12	29	36	23	23	37	30	30	39	5	23	13	17	30	14	16	30
	58.8%	60.0%	75.0%	52.2%	58.0%	63.2%	54.8%	52.3%	63.8%	61.2%	57.7%	61.9%	100.0% LN	54.8%	48.1%	60.7%	65.2%	48.3%	57.1%	66.7%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

	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
	========== AGE ==========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE ==========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	105	21	9	23	51	57	43	44	61	50	54	65	5	43	28	29	47	30	28	47
Total Answering	104	20	9	23	51	57	42	44	60	50	53	64	5	43	27	29	47	29	28	47
	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	1	1	-	-	-	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
Very dissatisfied	4	-	-	2	1	2	2	1	3	3	1	1	-	2	2	-	2	1	-	3
	3.8%			8.7%	2.0%	3.5%	4.8%	2.3%	5.0%	6.0%	1.9%	1.6%		4.7%	7.4%		4.3%	3.4%		6.4%
Dissatisfied	1	-	-	-	1	1	-	1	-	-	1	1	-	1	-	1	-	-	-	1
	1.0%				2.0%	1.8%		2.3%			1.9%	1.6%		2.3%		3.4%				2.1%
Neither dissatisfied nor satisfied	6	2	-	-	4	3	3	4	2	2	4	4	-	2	-	3	3	2	1	3
	5.8%	10.0%			7.8%	5.3%	7.1%	9.1%	3.3%	4.0%	7.5%	6.3%		4.7%		10.3%	6.4%	6.9%	3.6%	6.4%
Satisfied	58	13	8	13	24	29	26	20	38	26	31	37	2	22	13	17	27	14	18	26
	55.8%	65.0%	88.9% DE	56.5%	47.1%	50.9%	61.9%	45.5%	63.3% h	52.0%	58.5%	57.8%	40.0%	51.2%	48.1%	58.6%	57.4%	48.3%	64.3%	55.3%
Very satisfied	35	5	1	8	21	22	11	18	17	19	16	21	3	16	12	8	15	12	9	14
	33.7%	25.0%	11.1%	34.8%	41.2% C	38.6%	26.2%	40.9%	28.3%	38.0%	30.2%	32.8%	60.0%	37.2%	44.4%	27.6%	31.9%	41.4%	32.1%	29.8%
SPHA SUMMARY RATE - Very satisfied/Satisfied	93	18	9	21	45	51	37	38	55	45	47	58	5	38	25	25	42	26	27	40
	89.4%	90.0%	100% E	91.3%	88.2%	89.5%	88.1%	86.4%	91.7%	90.0%	88.7%	90.6%	100.0% LN	88.4%	92.6%	86.2%	89.4%	89.7%	96.4% t	85.1%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

	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
	========== AGE ==========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE ==========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	393	120	52	65	153	201	178	144	246	217	167	236	8	136	134	138	117	156	116	118
Total Answering	366	108	48	62	147	188	166	137	228	201	158	224	8	127	123	131	109	150	107	106
	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	27	12	4	3	6	13	12	7	18	16	9	12	-	9	11	7	8	6	9	12
Yes	302	87	38	54	122	158	136	115	186	163	134	186	6	102	102	105	92	127	81	92
	82.5%	80.6%	79.2%	87.1%	83.0%	84.0%	81.9%	83.9%	81.6%	81.1%	84.8%	83.0%	75.0%	80.3%	82.9%	80.2%	84.4%	84.7% s	75.7%	86.8% S
No	64	21	10	8	25	30	30	22	42	38	24	38	2	25	21	26	17	23	26	14
	17.5%	19.4%	20.8%	12.9%	17.0%	16.0%	18.1%	16.1%	18.4%	18.9%	15.2%	17.0%	25.0%	19.7%	17.1%	19.8%	15.6%	15.3%	24.3% rT	13.2%
SPHA Summary Rate - Yes	302	87	38	54	122	158	136	115	186	163	134	186	6	102	102	105	92	127	81	92
	82.5%	80.6%	79.2%	87.1%	83.0%	84.0%	81.9%	83.9%	81.6%	81.1%	84.8%	83.0%	75.0%	80.3%	82.9%	80.2%	84.4%	84.7% s	75.7%	86.8% S

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q67. In the past 6 months, have you had a problem with balance or walking?

	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
	========= AGE =========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE =========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	393	120	52	65	153	201	178	144	246	217	167	236	8	136	134	138	117	156	116	118
Total Answering	351	100	49	60	141	184	155	129	221	197	147	213	8	120	117	121	110	142	103	103
	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	42	20	3	5	12	17	23	15	25	20	20	23	-	16	17	17	7	14	13	15
Yes	106	8	14	23	60	49	50	37	69	54	49	64	2	36	13	25	66	16	30	59
	30.2%	8.0%	28.6% B	38.3% B	42.6% Bc	26.6%	32.3%	28.7%	31.2%	27.4%	33.3%	30.0%	25.0%	30.0%	11.1%	20.7% O	60.0% OP	11.3%	29.1% R	57.3% RS
No	245	92	35	37	81	135	105	92	152	143	98	149	6	84	104	96	44	126	73	44
	69.8%	92.0% CDE	71.4% e	61.7%	57.4%	73.4%	67.7%	71.3%	68.8%	72.6%	66.7%	70.0%	75.0%	70.0%	88.9% PQ	79.3% Q	40.0%	88.7% ST	70.9% T	42.7%
SPHA SUMMARY RATE - No	245	92	35	37	81	135	105	92	152	143	98	149	6	84	104	96	44	126	73	44
	69.8%	92.0% CDE	71.4% e	61.7%	57.4%	73.4%	67.7%	71.3%	68.8%	72.6%	66.7%	70.0%	75.0%	70.0%	88.9% PQ	79.3% Q	40.0%	88.7% ST	70.9% T	42.7%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q68. Did you fall in the past 6 months?

	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	Excint/ Very Good	Good	Fair/ Poor	Excint/ Very Good	Good	Fair/ Poor
	========== AGE ==========					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		======== RACE ==========			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	106	8	14	23	60	49	50	37	69	54	49	64	2	36	13	25	66	16	30	59
Total Answering	105	8	14	23	59	49	50	36	69	54	48	63	2	36	13	25	65	16	29	59
	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	1	-	-	-	1	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-
Yes	48	3	5	9	30	21	25	15	33	19	29	31	1	16	5	11	30	8	10	29
	45.7%	37.5%	35.7%	39.1%	50.8%	42.9%	50.0%	41.7%	47.8%	35.2%	60.4% J	49.2%	50.0%	44.4%	38.5%	44.0%	46.2%	50.0%	34.5%	49.2%
No	57	5	9	14	29	28	25	21	36	35	19	32	1	20	8	14	35	8	19	30
	54.3%	62.5%	64.3%	60.9%	49.2%	57.1%	50.0%	58.3%	52.2%	64.8% K	39.6%	50.8%	50.0%	55.6%	61.5%	56.0%	53.8%	50.0%	65.5%	50.8%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q69. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

		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	106	8	14	23	60	49	50	37	69	54	49	64	2	36	13	25	66	16	30	59
Total Answering	98	6	12	21	58	47	46	30	68	50	45	56	2	35	10	24	63	14	28	55
	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	3	1	-	1	1	1	2	3	-	2	1	3	-	-	1	-	1	1	-	2
Yes	71	6	7	14	43	38	30	20	51	33	36	41	2	27	7	17	46	11	19	40
	72.4%	100% CDE	58.3%	66.7%	74.1%	80.9% g	65.2%	66.7%	75.0%	66.0%	80.0%	73.2%	100.0% LN	77.1%	70.0%	70.8%	73.0%	78.6%	67.9%	72.7%
No	27	-	5	7	15	9	16	10	17	17	9	15	-	8	3	7	17	3	9	15
	27.6%		41.7%	33.3%	25.9%	19.1%	34.8% f	33.3%	25.0%	34.0%	20.0%	26.8%		22.9%	30.0%	29.2%	27.0%	21.4%	32.1%	27.3%
I had no visits in the past 6 months	5	1	2	1	1	1	2	4	1	2	3	5	-	1	2	1	2	1	2	2

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.
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Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

		========= 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	106	8	14	23	60	49	50	37	69	54	49	64	2	36	13	25	66	16	30	59
Total Answering	93	6	10	21	55	46	43	31	62	51	39	51	2	34	10	22	59	13	26	53
	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	6	1	1	1	3	1	4	2	4	1	5	6	-	1	1	1	4	2	2	2
Yes	59	6	4	14	34	36	22	19	40	32	26	37	1	19	5	15	38	7	16	35
	63.4%	100% CDE	40.0%	66.7%	61.8%	78.3% G	51.2%	61.3%	64.5%	62.7%	66.7%	72.5%	50.0%	55.9%	50.0%	68.2%	64.4%	53.8%	61.5%	66.0%
No	34	-	6	7	21	10	21	12	22	19	13	14	1	15	5	7	21	6	10	18
	36.6%		60.0%	33.3%	38.2%	21.7%	48.8% F	38.7%	35.5%	37.3%	33.3%	27.5%	50.0%	44.1%	50.0%	31.8%	35.6%	46.2%	38.5%	34.0%
I had no visits in the past 6 months	7	1	3	1	2	2	3	4	3	2	5	7	-	1	2	2	3	1	2	4
SPHA SUMMARY RATE - Yes	59	6	4	14	34	36	22	19	40	32	26	37	1	19	5	15	38	7	16	35
	63.4%	100% CDE	40.0%	66.7%	61.8%	78.3% G	51.2%	61.3%	64.5%	62.7%	66.7%	72.5%	50.0%	55.9%	50.0%	68.2%	64.4%	53.8%	61.5%	66.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q59. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

	Total	= HEALTH PLAN = = RATING (Q35)= 0-7	8-10	= HEALTH CARE = = RATING (Q13)= 0-7	8-10	=== DOCTOR ==== = RATING (Q23)= 0-7	8-10	= HEALTH PLAN RTNG = = BY GLOBAL PROP. == ====== (Q35) ======= 0-6	7-8	9-10	=== CONTACT === == CUSTOMER === =SERVICE (Q30)= Yes	No	== GOT INFO/ === == HELP FROM === =CUST SVC (Q31)= Never/ Sometime	Always/ Usually	== # DCTR/ === === CLINIC === = VISITS (Q7)= Less than 3	3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	393	82	302	75	196	49	238	49	99	236	138	250	17	119	240	142
Total Answering	374	79	286	71	188	48	227	47	94	224	130	240	16	112	226	137
	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	19	3	16	4	8	1	11	2	5	12	8	10	1	7	14	5
Yes	218	42	171	42	122	25	137	23	52	138	101	115	13	87	127	85
	58.3%	53.2%	59.8%	59.2%	64.9%	52.1%	60.4%	48.9%	55.3%	61.6%	77.7% L	47.9%	81.3%	77.7%	56.2%	62.0%
No	156	37	115	29	66	23	90	24	42	86	29	125	3	25	99	52
	41.7%	46.8%	40.2%	40.8%	35.1%	47.9%	39.6%	51.1%	44.7%	38.4%	22.3%	52.1% K	18.8%	22.3%	43.8%	38.0%
SPHA SUMMARY RATE - Yes	218	42	171	42	122	25	137	23	52	138	101	115	13	87	127	85
	58.3%	53.2%	59.8%	59.2%	64.9%	52.1%	60.4%	48.9%	55.3%	61.6%	77.7% L	47.9%	81.3%	77.7%	56.2%	62.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q60. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

	Total	= HEALTH PLAN = RATING (Q35) = 0-7	= HEALTH PLAN = RATING (Q35) = 8-10	= HEALTH CARE = RATING (Q13) = 0-7	= HEALTH CARE = RATING (Q13) = 8-10	=== DOCTOR ==== RATING (Q23) = 0-7	=== DOCTOR ==== RATING (Q23) = 8-10	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 0-6	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 7-8	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 9-10	=== CONTACT === CUSTOMER SERVICE (Q30) = Yes	=== CONTACT === CUSTOMER SERVICE (Q30) = No	== GOT INFO/ HELP FROM CUST SVC (Q31) = Never/ Sometime	== GOT INFO/ HELP FROM CUST SVC (Q31) = Always/ Usually	=== # DCTR/ CLINIC VISITS (Q7) = Less than 3	=== # DCTR/ CLINIC VISITS (Q7) = 3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	393	82	302	75	196	49	238	49	99	236	138	250	17	119	240	142
Total Answering	369	76	284	70	185	49	224	45	92	223	128	237	16	110	223	135
	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	24	6	18	5	11	-	14	4	7	13	10	13	1	9	17	7
Yes	187	30	152	29	105	19	121	18	48	116	81	105	6	73	110	70
	50.7%	39.5%	53.5% B	41.4%	56.8% D	38.8%	54.0% F	40.0%	52.2%	52.0%	63.3% L	44.3%	37.5%	66.4% M	49.3%	51.9%
No	182	46	132	41	80	30	103	27	44	107	47	132	10	37	113	65
	49.3%	60.5% C	46.5%	58.6% E	43.2%	61.2% G	46.0%	60.0%	47.8%	48.0%	36.7%	55.7% K	62.5% N	33.6%	50.7%	48.1%
SPHA SUMMARY RATE - Yes	187	30	152	29	105	19	121	18	48	116	81	105	6	73	110	70
	50.7%	39.5%	53.5% B	41.4%	56.8% D	38.8%	54.0% F	40.0%	52.2%	52.0%	63.3% L	44.3%	37.5%	66.4% M	49.3%	51.9%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

	Total	= HEALTH PLAN = RATING (Q35) = 0-7	= HEALTH PLAN = RATING (Q35) = 8-10	= HEALTH CARE = RATING (Q13) = 0-7	= HEALTH CARE = RATING (Q13) = 8-10	=== DOCTOR ==== RATING (Q23) = 0-7	=== DOCTOR ==== RATING (Q23) = 8-10	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 0-6	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 7-8	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 9-10	=== CONTACT === == CUSTOMER SERVICE (Q30) = Yes	=== CONTACT === == CUSTOMER SERVICE (Q30) = No	== GOT INFO/ HELP FROM CUST SVC (Q31) = Never/ Sometime	== GOT INFO/ HELP FROM CUST SVC (Q31) = Always/ Usually	=== # DCTR/ CLINIC VISITS (Q7) = Less than 3	=== # DCTR/ CLINIC VISITS (Q7) = 3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	393	82	302	75	196	49	238	49	99	236	138	250	17	119	240	142
Total Answering	367	76	282	70	184	49	220	47	91	220	128	235	17	109	223	133
	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	26	6	20	5	12	-	18	2	8	16	10	15	-	10	17	9
Yes	105	19	82	26	64	11	78	11	29	61	62	42	9	53	37	62
	28.6%	25.0%	29.1%	37.1%	34.8%	22.4%	35.5%	23.4%	31.9%	27.7%	48.4%	17.9%	52.9%	48.6%	16.6%	46.6%
							f				L					O
No	262	57	200	44	120	38	142	36	62	159	66	193	8	56	186	71
	71.4%	75.0%	70.9%	62.9%	65.2%	77.6%	64.5%	76.6%	68.1%	72.3%	51.6%	82.1%	47.1%	51.4%	83.4%	53.4%
						g						K			P	
SPHA SUMMARY RATE - Yes	105	19	82	26	64	11	78	11	29	61	62	42	9	53	37	62
	28.6%	25.0%	29.1%	37.1%	34.8%	22.4%	35.5%	23.4%	31.9%	27.7%	48.4%	17.9%	52.9%	48.6%	16.6%	46.6%
							f				L					O

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q62. In the last 6 months, who helped to coordinate your care?

	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	105	19	82	26	64	11	78	11	29	61	62	42	9	53	37	62
Total Answering	92	17	72	22	59	9	68	10	25	54	52	40	7	45	36	53
	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	13	2	10	4	5	2	10	1	4	7	10	2	2	8	1	9
Someone from your health plan	25	5	19	5	16	2	19	3	7	14	21	4	1	20	12	11
	27.2%	29.4%	26.4%	22.7%	27.1%	22.2%	27.9%	30.0%	28.0%	25.9%	40.4% L	10.0%	14.3%	44.4% M	33.3%	20.8%
Someone from your doctor's office or clinic	43	6	36	11	29	2	34	3	11	28	19	24	4	15	16	26
	46.7%	35.3%	50.0%	50.0%	49.2%	22.2%	50.0% f	30.0%	44.0%	51.9%	36.5%	60.0% K	57.1%	33.3%	44.4%	49.1%
Someone from another organization	2	1	1	1	1	1	1	-	1	1	1	1	-	1	-	2
	2.2%	5.9%	1.4%	4.5%	1.7%	11.1%	1.5%		4.0%	1.9%	1.9%	2.5%		2.2%		3.8%
A friend or family member	11	1	10	3	8	1	9	1	1	9	5	6	1	4	2	9
	12.0%	5.9%	13.9%	13.6%	13.6%	11.1%	13.2%	10.0%	4.0%	16.7% I	9.6%	15.0%	14.3%	8.9%	5.6%	17.0% o
You	11	4	6	2	5	3	5	3	5	2	6	5	1	5	6	5
	12.0%	23.5%	8.3%	9.1%	8.5%	33.3%	7.4%	30.0% j	20.0% j	3.7%	11.5%	12.5%	14.3%	11.1%	16.7%	9.4%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	Total	= HEALTH PLAN = RATING (Q35) = 0-7	= HEALTH PLAN = RATING (Q35) = 8-10	= HEALTH CARE = RATING (Q13) = 0-7	= HEALTH CARE = RATING (Q13) = 8-10	=== DOCTOR ==== RATING (Q23) = 0-7	=== DOCTOR ==== RATING (Q23) = 8-10	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 0-6	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 7-8	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) = 9-10	=== CONTACT === == CUSTOMER SERVICE (Q30) = Yes	=== CONTACT === == CUSTOMER SERVICE (Q30) = No	== GOT INFO/ === == HELP FROM CUST SVC (Q31) = Never/ Sometime	== GOT INFO/ === == HELP FROM CUST SVC (Q31) = Always/ Usually	# DCTR/ === CLINIC VISITS (Q7) = Less than 3	# DCTR/ === CLINIC VISITS (Q7) = 3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	105	19	82	26	64	11	78	11	29	61	62	42	9	53	37	62
Total Answering	103 100.0%	19 100.0%	80 100.0%	25 100.0%	63 100.0%	11 100.0%	76 100.0%	11 100.0%	28 100.0%	60 100.0%	60 100.0%	42 100.0%	9 100.0%	51 100.0%	37 100.0%	60 100.0%
No Answer	2	-	2	1	1	-	2	-	1	1	2	-	-	2	-	2
Very dissatisfied	6 5.8%	1 5.3%	4 5.0%	2 8.0%	3 4.8%	1 9.1%	4 5.3%	1 9.1%	1 3.6%	3 5.0%	3 5.0%	3 7.1%	2 22.2%	1 2.0%	2 5.4%	4 6.7%
Dissatisfied	2 1.9%	-	1 1.3%	-	1 1.6%	-	2 2.6%	-	1 3.6%	-	2 3.3%	-	-	2 3.9%	-	1 1.7%
Neither dissatisfied nor satisfied	5 4.9%	3 15.8%	2 2.5%	1 4.0%	4 6.3%	1 9.1%	4 5.3%	1 9.1%	3 10.7%	1 1.7%	4 6.7%	1 2.4%	1 11.1%	3 5.9%	1 2.7%	4 6.7%
Satisfied	53 51.5%	13 68.4% c	38 47.5%	16 64.0%	29 46.0%	8 72.7% g	35 46.1%	8 72.7% J	17 60.7%	26 43.3%	26 43.3%	26 61.9% k	6 66.7%	20 39.2%	21 56.8%	29 48.3%
Very satisfied	37 35.9%	2 10.5%	35 43.8% B	6 24.0%	26 41.3%	1 9.1%	31 40.8% F	1 9.1%	6 21.4%	30 50.0% HI	25 41.7%	12 28.6%	-	25 49.0%	13 35.1%	22 36.7%
SPHA SUMMARY RATE - Very satisfied/Satisfied	90 87.4%	15 78.9%	73 91.3%	22 88.0%	55 87.3%	9 81.8%	66 86.8%	9 81.8%	23 82.1%	56 93.3%	51 85.0%	38 90.5%	6 66.7%	45 88.2%	34 91.9%	51 85.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q64. Did your Care Coordinator sit down with you and create a Plan of Care?

	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	105	19	82	26	64	11	78	11	29	61	62	42	9	53	37	62
Total Answering	102	18	80	24	64	11	75	11	27	60	60	42	9	51	37	60
	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	3	1	2	2	-	-	3	-	2	1	2	-	-	2	-	2
Yes	60	9	49	13	39	5	47	8	14	36	37	23	3	34	20	37
	58.8%	50.0%	61.3%	54.2%	60.9%	45.5%	62.7%	72.7%	51.9%	60.0%	61.7%	54.8%	33.3%	66.7% m	54.1%	61.7%
No	42	9	31	11	25	6	28	3	13	24	23	19	6	17	17	23
	41.2%	50.0%	38.8%	45.8%	39.1%	54.5%	37.3%	27.3%	48.1%	40.0%	38.3%	45.2%	66.7% n	33.3%	45.9%	38.3%
SPHA SUMMARY RATE - Yes	60	9	49	13	39	5	47	8	14	36	37	23	3	34	20	37
	58.8%	50.0%	61.3%	54.2%	60.9%	45.5%	62.7%	72.7%	51.9%	60.0%	61.7%	54.8%	33.3%	66.7% m	54.1%	61.7%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

	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	105	19	82	26	64	11	78	11	29	61	62	42	9	53	37	62
Total Answering	104	19	81	25	64	11	77	11	28	61	61	42	9	52	37	61
	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	1	-	1	1	-	-	1	-	1	-	1	-	-	1	-	1
Very dissatisfied	4	1	2	1	2	1	2	1	-	2	4	-	2	2	2	2
	3.8%	5.3%	2.5%	4.0%	3.1%	9.1%	2.6%	9.1%		3.3%	6.6%		22.2%	3.8%	5.4%	3.3%
Dissatisfied	1	1	-	-	1	1	-	1	-	-	-	1	-	-	-	1
	1.0%	5.3%			1.6%	9.1%		9.1%				2.4%				1.6%
Neither dissatisfied nor satisfied	6	3	3	3	3	1	5	1	3	2	6	-	1	5	-	6
	5.8%	15.8%	3.7%	12.0%	4.7%	9.1%	6.5%	9.1%	10.7%	3.3%	9.8%		11.1%	9.6%		9.8%
Satisfied	58	11	44	14	35	6	43	6	21	28	30	27	4	26	21	33
	55.8%	57.9%	54.3%	56.0%	54.7%	54.5%	55.8%	54.5%	75.0% J	45.9%	49.2%	64.3%	44.4%	50.0%	56.8%	54.1%
Very satisfied	35	3	32	7	23	2	27	2	4	29	21	14	2	19	14	19
	33.7%	15.8%	39.5% B	28.0%	35.9%	18.2%	35.1%	18.2%	14.3%	47.5% HI	34.4%	33.3%	22.2%	36.5%	37.8%	31.1%
SPHA SUMMARY RATE - Very satisfied/Satisfied	93	14	76	21	58	8	70	8	25	57	51	41	6	45	35	52
	89.4%	73.7%	93.8% b	84.0%	90.6%	72.7%	90.9%	72.7%	89.3%	93.4%	83.6%	97.6% K	66.7%	86.5%	94.6%	85.2%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

	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	393	82	302	75	196	49	238	49	99	236	138	250	17	119	240	142
Total Answering	366	77	280	70	184	46	224	46	90	221	124	238	14	108	223	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	27	5	22	5	12	3	14	3	9	15	14	12	3	11	17	10
Yes	302	64	232	54	159	34	195	36	80	180	105	194	11	93	179	113
	82.5%	83.1%	82.9%	77.1%	86.4% d	73.9%	87.1% f	78.3%	88.9% j	81.4%	84.7%	81.5%	78.6%	86.1%	80.3%	85.6%
No	64	13	48	16	25	12	29	10	10	41	19	44	3	15	44	19
	17.5%	16.9%	17.1%	22.9% e	13.6%	26.1% g	12.9%	21.7%	11.1%	18.6% i	15.3%	18.5%	21.4%	13.9%	19.7%	14.4%
SPHA Summary Rate - Yes	302	64	232	54	159	34	195	36	80	180	105	194	11	93	179	113
	82.5%	83.1%	82.9%	77.1%	86.4% d	73.9%	87.1% f	78.3%	88.9% j	81.4%	84.7%	81.5%	78.6%	86.1%	80.3%	85.6%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q67. In the past 6 months, have you had a problem with balance or walking?

	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	393	82	302	75	196	49	238	49	99	236	138	250	17	119	240	142
Total Answering	351	73	269	66	178	43	218	46	83	213	122	225	16	104	208	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	42	9	33	9	18	6	20	3	16	23	16	25	1	15	32	10
Yes	106	25	79	26	60	18	74	17	28	59	47	57	7	39	34	66
	30.2%	34.2%	29.4%	39.4%	33.7%	41.9%	33.9%	37.0%	33.7%	27.7%	38.5% L	25.3%	43.8%	37.5%	16.3%	50.0% O
No	245	48	190	40	118	25	144	29	55	154	75	168	9	65	174	66
	69.8%	65.8%	70.6%	60.6%	66.3%	58.1%	66.1%	63.0%	66.3%	72.3%	61.5%	74.7% K	56.3%	62.5%	83.7% P	50.0%
SPHA SUMMARY RATE - No	245	48	190	40	118	25	144	29	55	154	75	168	9	65	174	66
	69.8%	65.8%	70.6%	60.6%	66.3%	58.1%	66.1%	63.0%	66.3%	72.3%	61.5%	74.7% K	56.3%	62.5%	83.7% P	50.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q68. Did you fall in the past 6 months?

	Total	= HEALTH PLAN = RATING (Q35) 0-7	= HEALTH PLAN = RATING (Q35) 8-10	= HEALTH CARE = RATING (Q13) 0-7	= HEALTH CARE = RATING (Q13) 8-10	=== DOCTOR ==== RATING (Q23) 0-7	=== DOCTOR ==== RATING (Q23) 8-10	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) 0-6	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) 7-8	= HEALTH PLAN RTNG = BY GLOBAL PROP. (Q35) 9-10	=== CONTACT === CUSTOMER SERVICE (Q30) Yes	=== CONTACT === CUSTOMER SERVICE (Q30) No	== GOT INFO/ HELP FROM CUST SVC (Q31) Never/ Sometime	== GOT INFO/ HELP FROM CUST SVC (Q31) Always/ Usually	== # DCTR/ CLINIC VISITS (Q7) Less than 3	== # DCTR/ CLINIC VISITS (Q7) 3 or More
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	106	25	79	26	60	18	74	17	28	59	47	57	7	39	34	66
Total Answering	105 100.0%	24 100.0%	79 100.0%	26 100.0%	60 100.0%	18 100.0%	73 100.0%	16 100.0%	28 100.0%	59 100.0%	47 100.0%	56 100.0%	7 100.0%	39 100.0%	33 100.0%	66 100.0%
No Answer	1	1	-	-	-	-	1	1	-	-	-	1	-	-	1	-
Yes	48 45.7%	13 54.2%	34 43.0%	12 46.2%	25 41.7%	10 55.6%	30 41.1%	8 50.0%	11 39.3%	28 47.5%	26 55.3% L	20 35.7%	4 57.1%	22 56.4%	14 42.4%	31 47.0%
No	57 54.3%	11 45.8%	45 57.0%	14 53.8%	35 58.3%	8 44.4%	43 58.9%	8 50.0%	17 60.7%	31 52.5%	21 44.7%	36 64.3% K	3 42.9%	17 43.6%	19 57.6%	35 53.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q69. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

	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	106	25	79	26	60	18	74	17	28	59	47	57	7	39	34	66
Total Answering	98 100.0%	20 100.0%	76 100.0%	26 100.0%	57 100.0%	18 100.0%	70 100.0%	13 100.0%	27 100.0%	56 100.0%	45 100.0%	51 100.0%	7 100.0%	37 100.0%	27 100.0%	65 100.0%
No Answer	3	2	1	-	3	-	2	1	1	1	2	1	-	2	2	1
Yes	71 72.4%	15 75.0%	54 71.1%	21 80.8%	41 71.9%	13 72.2%	50 71.4%	10 76.9%	19 70.4%	40 71.4%	32 71.1%	37 72.5%	4 57.1%	28 75.7%	15 55.6%	52 80.0% O
No	27 27.6%	5 25.0%	22 28.9%	5 19.2%	16 28.1%	5 27.8%	20 28.6%	3 23.1%	8 29.6%	16 28.6%	13 28.9%	14 27.5%	3 42.9%	9 24.3%	12 44.4% P	13 20.0%
I had no visits in the past 6 months	5	3	2	-	-	-	2	3	-	2	-	5	-	-	5	-

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

	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	106	25	79	26	60	18	74	17	28	59	47	57	7	39	34	66
Total Answering	93 100.0%	17 100.0%	74 100.0%	25 100.0%	56 100.0%	18 100.0%	66 100.0%	11 100.0%	26 100.0%	54 100.0%	44 100.0%	48 100.0%	7 100.0%	36 100.0%	27 100.0%	62 100.0%
No Answer	6	4	2	1	2	-	4	3	1	2	2	3	-	2	2	2
Yes	59 63.4%	10 58.8%	49 66.2%	16 64.0%	37 66.1%	9 50.0%	45 68.2%	7 63.6%	16 61.5%	36 66.7%	30 68.2%	28 58.3%	4 57.1%	26 72.2%	13 48.1%	43 69.4% o
No	34 36.6%	7 41.2%	25 33.8%	9 36.0%	19 33.9%	9 50.0%	21 31.8%	4 36.4%	10 38.5%	18 33.3%	14 31.8%	20 41.7%	3 42.9%	10 27.8%	14 51.9% p	19 30.6%
I had no visits in the past 6 months	7	4	3	-	2	-	4	3	1	3	1	6	-	1	5	2
SPHA SUMMARY RATE - Yes	59 63.4%	10 58.8%	49 66.2%	16 64.0%	37 66.1%	9 50.0%	45 68.2%	7 63.6%	16 61.5%	36 66.7%	30 68.2%	28 58.3%	4 57.1%	26 72.2%	13 48.1%	43 69.4% o

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q59. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	393	239	129	25
Total Answering	374	238	111	25
	100.0%	100.0%	100.0%	100.0%
No Answer	19	1	18	-
Yes	218	139	59	20
	58.3%	58.4%	53.2%	80.0%
				BC
No	156	99	52	5
	41.7%	41.6%	46.8%	20.0%
		D	D	
SPHA SUMMARY RATE - Yes	218	139	59	20
	58.3%	58.4%	53.2%	80.0%
				BC

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q60. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	393	239	129	25
Total Answering	369	237	108	24
	100.0%	100.0%	100.0%	100.0%
No Answer	24	2	21	1
Yes	187	111	65	11
	50.7%	46.8%	60.2%	45.8%
			B	
No	182	126	43	13
	49.3%	53.2%	39.8%	54.2%
		C		
SPHA SUMMARY RATE - Yes	187	111	65	11
	50.7%	46.8%	60.2%	45.8%
			B	

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q61. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	393	239	129	25
Total Answering	367	234	109	24
	100.0%	100.0%	100.0%	100.0%
No Answer	26	5	20	1
Yes	105	58	39	8
	28.6%	24.8%	35.8%	33.3%
			B	
No	262	176	70	16
	71.4%	75.2%	64.2%	66.7%
		C		
SPHA SUMMARY RATE - Yes	105	58	39	8
	28.6%	24.8%	35.8%	33.3%
			B	

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q62. In the last 6 months, who helped to coordinate your care?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	105	58	39	8
Total Answering	92	48	36	8
	100.0%	100.0%	100.0%	100.0%
No Answer	13	10	3	-
Someone from your health plan	25	12	10	3
	27.2%	25.0%	27.8%	37.5%
Someone from your doctor's office or clinic	43	23	16	4
	46.7%	47.9%	44.4%	50.0%
Someone from another organization	2	1	1	-
	2.2%	2.1%	2.8%	
A friend or family member	11	8	3	-
	12.0%	16.7%	8.3%	
You	11	4	6	1
	12.0%	8.3%	16.7%	12.5%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q63. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	105	58	39	8
Total Answering	103	57	38	8
	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	1	-
Very dissatisfied	6	6	-	-
	5.8%	10.5%		
Dissatisfied	2	-	2	-
	1.9%		5.3%	
Neither dissatisfied nor satisfied	5	3	2	-
	4.9%	5.3%	5.3%	
Satisfied	53	27	20	6
	51.5%	47.4%	52.6%	75.0% b
Very satisfied	37	21	14	2
	35.9%	36.8%	36.8%	25.0%
SPHA SUMMARY RATE - Very satisfied/Satisfied	90	48	34	8
	87.4%	84.2%	89.5%	100.0% BC

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q64. Did your Care Coordinator sit down with you and create a Plan of Care?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	105	58	39	8
Total Answering	102	57	37	8
	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	2	-
Yes	60	34	22	4
	58.8%	59.6%	59.5%	50.0%
No	42	23	15	4
	41.2%	40.4%	40.5%	50.0%
SPHA SUMMARY RATE - Yes	60	34	22	4
	58.8%	59.6%	59.5%	50.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q65. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	105	58	39	8
Total Answering	104	58	38	8
	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-
Very dissatisfied	4	4	-	-
	3.8%	6.9%		
Dissatisfied	1	-	1	-
	1.0%		2.6%	
Neither dissatisfied nor satisfied	6	3	3	-
	5.8%	5.2%	7.9%	
Satisfied	58	29	23	6
	55.8%	50.0%	60.5%	75.0%
Very satisfied	35	22	11	2
	33.7%	37.9%	28.9%	25.0%
SPHA SUMMARY RATE - Very satisfied/Satisfied	93	51	34	8
	89.4%	87.9%	89.5%	100.0%
				BC

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q66. Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	393	239	129	25
Total Answering	366	233	109	24
	100.0%	100.0%	100.0%	100.0%
No Answer	27	6	20	1
Yes	302	192	91	19
	82.5%	82.4%	83.5%	79.2%
No	64	41	18	5
	17.5%	17.6%	16.5%	20.8%
SPHA Summary Rate - Yes	302	192	91	19
	82.5%	82.4%	83.5%	79.2%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q67. In the past 6 months, have you had a problem with balance or walking?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	393	239	129	25
Total Answering	351	235	112	4
	100.0%	100.0%	100.0%	100.0%
No Answer	42	4	17	21
Yes	106	66	36	4
	30.2%	28.1%	32.1%	100.0%
				BC
No	245	169	76	-
	69.8%	71.9%	67.9%	
SPHA SUMMARY RATE - No	245	169	76	-
	69.8%	71.9%	67.9%	

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q68. Did you fall in the past 6 months?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	106	66	36	4
Total Answering	105	65	36	4
	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-
Yes	48	33	14	1
	45.7%	50.8%	38.9%	25.0%
No	57	32	22	3
	54.3%	49.2%	61.1%	75.0%

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q69. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	106	66	36	4
Total Answering	98	60	34	4
	100.0%	100.0%	100.0%	100.0%
No Answer	3	2	1	-
Yes	71	43	27	1
	72.4%	71.7%	79.4%	25.0%
		D	D	
No	27	17	7	3
	27.6%	28.3%	20.6%	75.0%
				BC
I had no visits in the past 6 months	5	4	1	-

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)

Presbyterian Centennial Care
2017 CAHPS 5.0H Medicaid Adult Survey (4121148)

Q70. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

	= SURVEY ADMINISTRATION= ========= MODE =========			
	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	106	66	36	4
Total Answering	93	58	31	4
	100.0%	100.0%	100.0%	100.0%
No Answer	6	3	3	-
Yes	59	36	21	2
	63.4%	62.1%	67.7%	50.0%
No	34	22	10	2
	36.6%	37.9%	32.3%	50.0%
I had no visits in the past 6 months	7	5	2	-
SPHA SUMMARY RATE - Yes	59	36	21	2
	63.4%	62.1%	67.7%	50.0%

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)

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 (M0=mail complete, 03=language barrier). All record code assignments of "0" 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 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

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.

Public Report 2016 (Medicaid Adult) is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (151 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® 2016 (Medicaid Adult – All Plans) is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (189 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.

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.

SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that conducted surveys with SPH Analytics and submitted data to NCQA. In 2017, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2016 Book of Business consists of 72 samples that were submitted to NCQA in 2016, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

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;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

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
No	1
Yes	3

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

Presbyterian Centennial Care

Urgent and Routine Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 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?**	387	Yes: 38.2%; No: 61.8%	**38.2%**	34.5%	41.7%	42.2%	**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)	144	Never: 3.5%; Sometimes: 14.6%; Usually: 25.0%; Always: 56.9%	**81.9%**	83.0%	83.0%	83.3%	**Not sig.**	**Not sig.**	**Not sig.**
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?**	386	Yes: 64.8%; No: 35.2%	**64.8%**	61.5%	72.7%	72.3%	**Not sig.**	**Below**	**Below**
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)	246	Never: 2.4%; Sometimes: 23.2%; Usually: 28.0%; Always: 46.3%	**74.4%**	79.1%	78.2%	78.2%	**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?**	382	None: 28.8%; 1 time: 16.8%; 2: 17.3%; 3: 13.9%; 4: 6.3%; 5 to 9: 12.0%; 10 or more times: 5.0%	**71.2%**	69.6%	76.7%	77.2%	**Not sig.**	**Below**	**Below**

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

** 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Presbyterian Centennial Care

Discussion of Options

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Public Report* 2016	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 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)	268	Yes 70.9% / No 29.1%	**70.9%**	66.4%	74.0%	72.2%	**Not sig.**	**Not sig.**	**Not sig.**
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)	272	Yes 47.4% / No 52.6%	**47.4%**	42.5%	46.0%	46.9%	**Not sig.**	**Not sig.**	**Not sig.**
10 SDM	**Did you and 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)	129	Yes 90.7% / No 9.3%	**90.7%**	91.6%	92.3%	92.4%	**Not sig.**	**Not sig.**	**Not sig.**
11 SDM	**Did you and 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)	126	Yes 70.6% / No 29.4%	**70.6%**	68.4%	68.1%	68.0%	**Not sig.**	**Not sig.**	**Not sig.**
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)	127	Yes 77.2% / No 22.8%	**77.2%**	69.9%	79.0%	77.2%	**Not sig.**	**Not sig.**	**Not sig.**
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)	271	0 - 3: 3.3% / 4 - 7: 24.4% / 8 - 10: 72.3%	**72.3%**	77.5%	73.7%	73.9%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6: 12.9% / 7 - 8: 32.1% / 9 - 10: 55.0%	**55.0%**	53.3%	54.3%	54.1%	**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)	265	Never 1.9% / Sometimes 16.6% / Usually 32.1% / Always 49.4%	**81.5%**	85.1%	83.6%	83.2%	**Not sig.**	**Not sig.**	**Not sig.**

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** 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.

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Question Summaries

Presbyterian Centennial Care

Your Personal Doctor

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 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?**	386	Yes 77.5%; No 22.5%	**77.5%**	74.9%	81.3%	81.8%	**Not sig.**	**Not sig.**	**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)	292	None 17.8%; 1 time 23.3%; 2 27.7%; 3 13.0%; 4 4.5%; 5 to 9 12.0%; 10 or more times 1.7%	**82.2%**	75.6%	82.4%	82.1%	**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)	239	Never 0.8%; Sometimes 7.5%; Usually 18.0%; Always 73.6%	**91.6%**	91.2%	91.5%	91.3%	**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)	238	Never 1.3%; Sometimes 8.0%; Usually 19.3%; Always 71.4%	**90.8%**	87.8%	91.3%	91.3%	**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)	237	Never 0.4%; Sometimes 6.3%; Usually 17.7%; Always 75.5%	**93.2%**	90.7%	92.6%	92.6%	**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)	238	Never 2.5%; Sometimes 8.8%; Usually 22.3%; Always 66.4%	**88.7%**	89.6%	88.7%	88.6%	**Not sig.**	**Not sig.**	**Not sig.**

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Question Summaries

Presbyterian Centennial Care

Care Coordination

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 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)	236	Yes 60.2% / No 39.8%	**60.2%**	61.2%	59.6%	58.6%	**Not sig.**	**Not sig.**	**Not sig.**
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)	140	Never 4.3% / Sometimes 12.9% / Usually 27.9% / Always 55.0%	**82.9%**	80.0%	82.5%	81.9%	**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)	287	0 - 3 3.5% / 4 - 7 13.6% / 8 - 10 82.9%	**82.9%**	83.4%	80.6%	80.4%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6 11.1% / 7 - 8 20.2% / 9 - 10 68.6%	**68.6%**	63.9%	65.9%	65.6%	**Not sig.**	**Not sig.**	**Not sig.**

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Question Summaries

Presbyterian Centennial Care

Access to Specialist

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Public Report* 2016	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 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?**	390	Yes: 40.0%; No: 60.0%	**40.0%**	36.1%	42.4%	42.3%	**Not sig.**	**Not sig.**	**Not sig.**
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)	155	Never: 4.5%; Sometimes: 16.8%; Usually: 34.2%; Always: 44.5%	**78.7%**	78.4%	79.0%	78.6%	**Not sig.**	**Not sig.**	**Not sig.**
26	**How many specialists have you seen in the last 6 months?** (If "Yes" in Q24)	154	None: 7.1%; 1 specialist: 51.3%; 2: 22.1%; 3: 13.0%; 4: 1.3%; 5 or more specialists: 5.2%	**92.9%**	93.1%	95.7%	95.2%	**Not sig.**	**Not sig.**	**Not sig.**
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)	139	0 - 3: 3.6%; 4 - 7: 14.4%; 8 - 10: 82.0%	**82.0%**	83.3%	81.5%	80.3%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6: 13.7%; 7 - 8: 18.7%; 9 - 10: 67.6%	**67.6%**	68.5%	66.6%	65.8%	**Not sig.**	**Not sig.**	**Not sig.**

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Question Summaries

Presbyterian Centennial Care

Written Materials

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 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?**	386	Yes: 18.9%; No: 81.1%	**18.9%**	19.7%	19.4%	22.0%	**Not sig.**	**Not sig.**	**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)	73	Never: 4.1%; Sometimes: 31.5%; Usually: 28.8%; Always: 35.6%	**64.4%**	66.7%	66.8%	68.4%	**Not sig.**	**Not sig.**	**Not sig.**

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Question Summaries

Customer Service

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
30	**In the last 6 months, did you get information or help from your health plan's customer service?**	388	Yes 35.6% / No 64.4%	**35.6%**	35.6%	34.1%	34.9%	**Not sig.**	**Not sig.**	**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)	136	Never 2.9% / Sometimes 9.6% / Usually 30.1% / Always 57.4%	**87.5%**	83.5%	81.2%	81.7%	**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)	136	Never 0.7% / Sometimes 6.6% / Usually 14.0% / Always 78.7%	**92.6%**	96.5%	93.7%	93.8%	**Unable to Test**	**Not sig.**	**Not sig.**
33	**In the last 6 months, did your health plan give you any forms to fill out?**	386	Yes 33.4% / No 66.6%	**33.4%**	26.7%	29.5%	29.1%	**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?**	383	Never 1.0% / Sometimes 6.8% / Usually 8.4% / Always*** 83.8%	**92.2%**	96.0%	94.3%	94.3%	**Sig. decrease**	**Not sig.**	**Not sig.**

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*** Members who responded "No" to Q33 are included in "Always" of Q34, per NCQA, Volume 3, HEDIS 2016 CAHPS® 5.0H guidelines.

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Question Summaries

Health Plan Rating, Health Status, and Flu Vaccination

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Public Report* 2016	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 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?**	384	0 - 3: 2.1% / 4 - 7: 19.3% / 8 - 10: 78.6%	**78.6%**	80.9%	76.2%	75.4%	**Not sig.**	**Not sig.**	**Not sig.**
			0 - 6: 12.8% / 7 - 8: 25.8% / 9 - 10: 61.5%	**61.5%**	61.5%	58.9%	58.1%	**Not sig.**	**Not sig.**	**Not sig.**
36	**In general, how would you rate your overall health?**	389	Excellent: 11.1% / Very good: 23.4% / Good: 35.5% / Fair: 19.3% / Poor: 10.8%	**34.4%**	34.8%	31.5%	34.0%	**Not sig.**	**Not sig.**	**Not sig.**
37	**In general, how would you rate your overall mental or emotional health?**	390	Excellent: 19.7% / Very good: 20.3% / Good: 29.7% / Fair: 22.8% / Poor: 7.4%	**40.0%**	44.0%	41.9%	44.4%	**Not sig.**	**Not sig.**	**Not sig.**
38	**Have you had either a flu shot or flu spray in the nose since July 1, 2016?** (All respondents)	386	Yes: 43.5% / No: 56.5%	**43.5%**	45.1%	40.6%	38.4%	**Not sig.**	**Not sig.**	**Above**

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Public Report* 2016	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to PR
Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18–64 years as of July 1 of the measurement year)	350	Yes: 41.4% / No: 58.6%	**41.4%**	43.7%	39.7%	39.5%	**Not sig.**	**Not sig.**	**Not sig.**

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Question Summaries

Medical Assistance with Smoking Cessation

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages			Public Report*	Significance Testing**		
				Plan's Summary Rate		SPH Analytics Book of Business*				
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 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)	388	Every day 14.7% / Some days 11.6% / Not at all 73.5% / Don't know 0.3%	**26.3%**	25.2%	31.3%	31.7%	**Not sig.**	**Below**	**Below**
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)	101	Never 35.6% / Sometimes 20.8% / Usually 13.9% / Always 29.7%	**64.4%**	57.8%	77.0%	74.6%	**Not sig.**	**Below**	**Below**
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)	100	Never 67.0% / Sometimes 14.0% / Usually 9.0% / Always 10.0%	**33.0%**	28.0%	51.1%	47.6%	**Not sig.**	**Below**	**Below**
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)	100	Never 70.0% / Sometimes 13.0% / Usually 5.0% / Always 12.0%	**30.0%**	30.5%	44.2%	43.4%	**Not sig.**	**Below**	**Below**

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Question Summaries

Aspirin Use and Discussion

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	*NOT* Rolling Averages			Public Report*	Significance Testing**		
				Plan's Summary Rate		SPH Analytics Book of Business*				
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
43	**Do you take aspirin daily or every other day?**	389	Yes 23.1% / No 76.9%	**23.1%**	16.6%	24.2%	NA	**Sig. increase**	**Not sig.**	**NA**
44	**Do you have a health problem or take medication that makes taking aspirin unsafe for you?**	366	Yes 10.7% / No 89.3%	**89.3%**	92.3%	90.0%	NA	**Not sig.**	**Not sig.**	**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?**	389	Yes 34.2% / No 65.8%	**34.2%**	28.1%	39.1%	NA	**Not sig.**	**Below**	**NA**
46	**Are you aware that you have any of the following conditions?** (Mark one or more.)	181	High cholesterol 45.3% / High blood pressure 72.9% / Parent or sibling with heart attack before the age of 60 29.3%	**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.)	109	A heart attack 13.8% / Angina or coronary heart disease 13.8% / A stroke 15.6% / Any kind of diabetes or high blood sugar 78.0%	**NA**	NA	NA	NA	**NA**	**NA**	**NA**

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Effectiveness of Care Measures

Rolling Average Methodology*

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)				All Summary Rates *ARE* Rolling Averages — Plan's Summary Rate		SPH Analytics Book of Business**	Public Report**	Significance Testing***		
						2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
Advising Smokers and Tobacco Users to Quit (Two-year rolling average of Q40)	184	2017 Valid n: 101	2017 - Always/ Usually/ Sometimes: 64.4%	2016 Valid n: 83	2016 - Always/ Usually/ Sometimes: 57.8%	**61.4%**	61.6%	77.0%	74.6%	**Not sig.**	**Below**	**Below**
Discussing Cessation Medications (Two-year rolling average of Q41)	182	2017 Valid n: 100	2017 - Always/ Usually/ Sometimes: 33.0%	2016 Valid n: 82	2016 - Always/ Usually/ Sometimes: 28.0%	**30.8%**	28.5%	51.1%	47.6%	**Not sig.**	**Below**	**Below**
Discussing Cessation Strategies (Two-year rolling average of Q42)	182	2017 Valid n: 100	2017 - Always/ Usually/ Sometimes: 30.0%	2016 Valid n: 82	2016 - Always/ Usually/ Sometimes: 30.5%	**30.2%**	27.7%	44.2%	43.4%	**Not sig.**	**Below**	**Below**

* For the rolling average methodology, a score can be obtained one of two ways: **(1)** If at least 100 responses were achieved by combining 2015 scores and 2016 scores the rolling average score is the average of the 2015 and 2016 scores. **(2)** If there were no scores for 2015, but there were at least 100 responses for 2016, the rolling average is the 2016 score. If the combined responses for 2015 and 2016 do not achieve at least 100 responses, then the measure will receive an 'NA' by NCQA.

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Question Summaries

Presbyterian Centennial Care

Chronic Conditions

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
48	**In the last 6 months, did you get health care 3 or more times for the same condition or problem?**	380	Yes 28.9% / No 71.1%	**28.9%**	27.7%	33.0%	33.6%	**Not sig.**	**Not sig.**	**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)	110	Yes 83.6% / No 16.4%	**83.6%**	83.5%	82.3%	82.7%	**Not sig.**	**Not sig.**	**Not sig.**
50	**Do you now need or take medicine prescribed by a doctor? Do not include birth control.**	384	Yes 56.3% / No 43.8%	**56.3%**	54.2%	64.7%	63.0%	**Not sig.**	**Below**	**Below**
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)	211	Yes 93.4% / No 6.6%	**93.4%**	90.0%	91.0%	91.4%	**Not sig.**	**Not sig.**	**Not sig.**

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

** 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 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Presbyterian Centennial Care

Respondent Demographics/Completing this Survey

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
52	**What is your age?**	390	18-24 11.0%	25-34 19.7%	35-44 13.3%	45-54 16.7%	55-64 29.5%	65-74 7.4%	75 or older 2.3%
53	**Are you male or female?**	390	Male 36.9%	Female 63.1%					
54	**What is the highest grade or level of school that you have completed?**	379	8th grade or less 7.7%	Some high school, but did not graduate 12.4%	High school graduate/GED 33.0%	Some college or 2-year degree 32.5%	4-year college graduate 8.2%	More than 4-year college degree 6.3%	
55	**Are you of Hispanic or Latino origin or descent?**	384	Yes, Hispanic or Latino 56.5%	No, not Hispanic or Latino 43.5%					
56	**What is your race?** (Mark one or more.)	355	White 66.5%	Black or African-American 2.3%	Asian 1.7%	Native Hawaiian or other Pacific Islander 0.8%	American Indian or Alaska Native 10.7%	Other 26.5%	
57	**Did someone help you complete this survey?**	261	Yes 18.8%	No 81.2%					
58	**How did that person help you?** (Mark one or more.) (If Mail or Internet survey and "Yes" in Q57)	47	Read the questions to me 53.2%	Wrote down the answers I gave 34.0%	Answered the questions for me 25.5%	Translated the questions into my language 17.0%	Helped in some other way 8.5%		

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 SPH Analytics Book of Business Custom Question Benchmark (2016) and a column for the corresponding correlation coefficient. A correlation analysis was run using the SPH Analytics Custom Question Book of Business (2016) against Q35 (Rating of Health Plan).

Please note that the benchmark for custom questions is the 2016 SPH Analytics Medicaid Adult Book of Business. The 2017 SPH Analytics 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

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
								2017	2016	Summary Rate	Correlation with Q35	2016 to 2017	2017 to SPHA BoB
59	**In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?**	374	Yes	No				**58.3%**	62.9%	NA	NA	**Not sig.**	**NA**
			58.3%	41.7%									
60	**In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?**	369	Yes	No				**50.7%**	51.1%	NA	NA	**Not sig.**	**NA**
			50.7%	49.3%									
61	**In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?**	367	Yes	No				**28.6%**	29.0%	NA	NA	**Not sig.**	**NA**
			28.6%	71.4%									
62	**In the last 6 months, who helped to coordinate your care?**	92	Someone from your health plan	Someone from your doctor's office or clinic	Someone from another organization	A friend or family member	You	**NA**	NA	NA	NA	**NA**	**NA**
			27.2%	46.7%	2.2%	12.0%	12.0%						
63	**How satisfied are you with the help you received to coordinate your care in the last 6 months?**	103	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	**87.4%**	94.3%	NA	NA	**Not sig.**	**NA**
			5.8%	1.9%	4.9%	51.5%	35.9%						

* The 2016 SPH Analytics Book of Business consists of the results of 34 Medicaid adult samples surveyed by SPH Analytics in 2016 that submitted data to NCQA.

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Question Summaries

Custom Questions

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
				2017	2016	Summary Rate	Correlation with Q35	2016 to 2017	2017 to SPHA BoB
64	**Did your Care Coordinator sit down with you and create a Plan of Care?**	102	Yes: 58.8% / No: 41.2%	**58.8%**	54.0%	NA	NA	**Not sig.**	**NA**
65	**Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?**	104	Very dissatisfied: 3.8% / Dissatisfied: 1.0% / Neither dissatisfied nor satisfied: 5.8% / Satisfied: 55.8% / Very satisfied: 33.7%	**89.4%**	83.9%	NA	NA	**Not sig.**	**NA**
66	**Do you feel that your cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?**	366	Yes: 82.5% / No: 17.5%	**82.5%**	NA	NA	NA	**NA**	**NA**
67	**In the past 6 months, have you had a problem with balance or walking?**	351	Yes: 30.2% / No: 69.8%	**69.8%**	78.7%	NA	NA	**Sig. decrease**	**NA**
68	**Did you fall in the past 6 months?**	105	Yes: 45.7% / No: 54.3%	**NA**	51.5%	NA	NA	**NA**	**NA**

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** 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

Presbyterian Centennial Care

Medicaid Adult CAHPS®

393 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)			Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
						2017	2016	Summary Rate	Correlation with Q35	2016 to 2017	2017 to SPHA BoB
69	**In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?**	98	Yes	No	I had no visits in the past 6 months	**NA**	56.9%	NA	NA	**NA**	**NA**
			72.4%	27.6%	n = 5						
70	**Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?**	93	Yes	No	I had no visits in the past 6 months	**63.4%**	57.9%	NA	NA	**Not sig.**	**NA**
			63.4%	36.6%	n = 7						

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** 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.

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SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.

Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.

Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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