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Demographic Characteristics of Survey Respondents
### Demographic Characteristics of Survey Respondents

<table>
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<th>VARNAME</th>
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<td>28 22.2%</td>
<td>23 20.9%</td>
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<td>3 5 to 9 visits</td>
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<td>10 9.4%</td>
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<td>3 7.3%</td>
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<td>3 5 to 9 visits</td>
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<td>14 13.2%</td>
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<td>4 6.2%</td>
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<td>7 6.6%</td>
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<td>16 12.4%</td>
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<td>9 8.4%</td>
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<td>2 2 to 4 visits</td>
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<td>8 17.4%</td>
<td>35 27.1%</td>
<td>11 9.7%</td>
<td>23 21.5%</td>
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<tr>
<td>3 5 to 9 visits</td>
<td>6 9.4%</td>
<td>4 8.7%</td>
<td>14 10.9%</td>
<td>13 11.4%</td>
<td>5 4.7%</td>
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<td>4 10 or more visits</td>
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<tr>
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<td>Q29 Seen a health provider 3 or more times for the same condition</td>
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### Demographic Characteristics of Survey Respondents

#### Tests of Significant Differences Between MediPass, MPN and PSN groups

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<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
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<th>PSN</th>
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<td>252 67.4%</td>
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<td>77 20.5%</td>
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<td>226 92.2%</td>
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<td>37 9.9%</td>
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<td>75 20.1%</td>
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<td>55 to 64</td>
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<td>139 37.3%</td>
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<td>43 11.5%</td>
<td>39 10.5%</td>
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<td>107 29.7%</td>
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<td>17 4.6%</td>
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<td>22 6.7%</td>
<td>107 29.7%</td>
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<td>20 5.3%</td>
<td>17 4.6%</td>
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<td>130 34.7%</td>
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<td>258 68.8%</td>
<td>245 65.3%</td>
<td>223 59.3%</td>
<td>233 62.1%</td>
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<td>33 11.0%</td>
<td>92 25.7%</td>
<td>64 17.5%</td>
<td>73 20.0%</td>
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<td>2 Some High School, But Didn't Graduate</td>
<td>68 19.0%</td>
<td>73 24.1%</td>
<td>64 17.5%</td>
<td>85 23.3%</td>
<td>68 18.9%</td>
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<td>112 31.3%</td>
<td>121 33.2%</td>
<td>123 34.0%</td>
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</tr>
<tr>
<td>4 Some college or 2-year degree</td>
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<td>56 18.6%</td>
<td>62 17.3%</td>
<td>78 21.7%</td>
<td>78 21.6%</td>
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<td>5 4-year college graduate</td>
<td>18 4.9%</td>
<td>13 4.3%</td>
<td>17 4.8%</td>
<td>20 5.5%</td>
<td>18 5.3%</td>
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<td>6 More than 4-year college degree</td>
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<td>6 1.9%</td>
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<td>10 2.7%</td>
<td>16 4.4%</td>
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<td>2 Black or African-American</td>
<td>152 20.5%</td>
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*Race categories are not mutually exclusive. Respondents may indicate more than one racial category.
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Satisfaction with the Medicaid Program
## Satisfaction with the Medicaid Program

### VARNAM

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<th>Medicaid HMO (weighted)</th>
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<th>MediPass</th>
<th>MPN: Molina</th>
<th>PSN</th>
<th>Tests of Significance</th>
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### Tests of Significance

- **Q3**
  - Had Illness or Injury Needing Immediate Care in last 6 months
  - (weighted)
  - Tests of Significance
  - **Q4**
  - Got Immediate Care for Illness or Injury as Soon as Desired
  - (weighted)
  - Tests of Significance
  - **Q5**
  - Made Appointment for Non-Urgent Health Care at Doctor's Office or Clinic
  - (weighted)
  - Tests of Significance
  - **AR1**
  - Days Waiting Between Making an Appointment and Seeing a Provider
  - (weighted)
  - Tests of Significance
  - **AR2**
  - Delay in Appointment due to Limited Hours or Availability
  - (weighted)
  - Tests of Significance
  - **Q7**
  - Number of Times Went to Doctor's Office or Clinic for Care for Self
  - (weighted)
  - Tests of Significance
  - **H1**
  - Discussed Illness Prevention with Doctor in Last 6 Months
  - (weighted)
  - Tests of Significance

---

**Note:** The table and the content have been structured to maintain the integrity of the original data, ensuring that each question and its respective tests of significance are clearly presented. The data has been organized to facilitate easy reading and analysis.
### Satisfaction with the Medicaid Program

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#### Tests of Significance

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#### AH1

**Visited Doctor's Office or Clinic for After Hours Care**

| Yes | 37 | 23.0% |
| No  | 248 | 77.0% |

#### AH2

**How Often was it Easy to Get Needed After Hours Care**

| Never | 4 | 10.0% |
| Sometimes | 5 | 12.8% |
| Usually | 7 | 20.0% |
| Always | 21 | 57.2% |

#### AH3_1

**Did not know where to go for after hours care**

| Yes | 5 | 30.3% |
| No  | 11 | 69.7% |

#### AH3_2

**Not sure where to find a list of doctor's offices or clinics in health plan or network that are open for after hours care**

| Yes | 6 | 37.1% |
| No  | 10 | 62.9% |

#### AH3_3

**The doctor's office or clinic that had after hours care was too far away**

| Yes | 4 | 25.4% |
| No  | 12 | 74.6% |

#### AH3_4

**Office or clinic hours for after hours care did not meet subject's needs**

| Yes | 3 | 18.3% |
| No  | 13 | 81.7% |

#### AH5

**Other**

| Yes | 7 | 44.1% |
| No  | 10 | 55.9% |

#### CC11

**Need for Special Therapy, Such as Physical, Occupational, or Speech Therapy**

| Yes | 85 | 22.7% |
| No  | 288 | 77.3% |

#### CC12

**How Often was it Easy to Get Special Therapy through Health Plan**

| Never | 8 | 10.5% |
| Sometimes | 16 | 20.8% |
| Usually | 10 | 14.8% |
| Always | 41 | 53.0% |

---

Page 11 of 80
## Satisfaction with the Medicaid Program

### Questionnaire Item^*^ Questionnaire Item^*^

<table>
<thead>
<tr>
<th>Medicaid Overall (weighted)</th>
<th>Medicaid HMO (weighted)</th>
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<td>Q9</td>
<td>Q9</td>
<td>Has Personal Doctor</td>
<td>General Doctor or Specialist Doctor</td>
<td>How Long Seeing this Personal Doctor</td>
<td>Subject has a Physical or Mental Condition that Seriously Interferes with Ability to Work, Attend School, or Manage Day-to-Day Activities</td>
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<td>Visits to Personal Doctor in Last 6 Months</td>
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^*^ Questionnaire Item: Medicaid Overall (weighted), Medicaid HMO (weighted), Medicaid FFS, MediPass, MPN: Molina, PSN, Tests of Significance.
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<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>Medipass</th>
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<th>PSN</th>
<th>Tests of Significance</th>
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<td>% or s</td>
<td>N</td>
<td>% or s</td>
<td>N</td>
<td>% or s</td>
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<tr>
<td>Called Doctor's office During Regular Office Hours</td>
<td>193</td>
<td>58.4%</td>
<td>194</td>
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<tr>
<td>(For those who called doctor's office during regular hours)</td>
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<tr>
<td>Got Needed Help or Advice When Called Doctor's Office During Regular Office Hours</td>
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<td>Called Doctor's Office After Regular Office Hours</td>
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<td>(For those who called doctor's office after regular hours)</td>
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<td>Got Needed Help or Advice When Called Doctor's Office After Regular Office Hours</td>
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<td>Reasons for Not Getting Help When Calling After Regular Office Hours</td>
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<tr>
<td>Did not know what number to call</td>
<td>13</td>
<td>98.4%</td>
<td>10</td>
<td>90.9%</td>
<td>11</td>
<td>91.0%</td>
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<tr>
<td>Left a message but no one returned call</td>
<td>3</td>
<td>22.3%</td>
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<td>18.2%</td>
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<tr>
<td>Could not leave a message at the number phoned</td>
<td>4</td>
<td>10.8%</td>
<td>4</td>
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<tr>
<td>Another doctor was covering for subject's personal doctor</td>
<td>2</td>
<td>14.9%</td>
<td>1</td>
<td>9.1%</td>
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<td>Other reason</td>
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<td>5</td>
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<td>Rating of Personal Doctor</td>
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<td>1</td>
<td>0.0%</td>
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<td>Worst personal doctor possible</td>
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<td>1.1%</td>
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<td>52.3%</td>
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<td>52.3%</td>
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<tr>
<td>Mean rating of personal doctor</td>
<td>9.04 ± 1.00</td>
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<td>9.13 ± 1.84</td>
<td>8.67 ± 2.04</td>
<td>8.32 ± 2.38</td>
<td>8.52 ± 2.30</td>
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<td>202</td>
<td>56.1%</td>
<td>216</td>
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<td>Medicaid FFS</td>
<td>MediPass</td>
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<td>% or s</td>
<td>N</td>
<td>% or s</td>
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<tr>
<td>CC7</td>
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<td>How Often was Subject as Involved as He/She Wanted in Health Care Decisions</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>2 Sometimes</td>
<td>27</td>
<td>13.7%</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 Usually</td>
<td>24</td>
<td>12.0%</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4 Always</td>
<td>136</td>
<td>69.2%</td>
<td>134</td>
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<tr>
<td>CC8</td>
<td></td>
<td>How Often was it Easy to Get Health Providers to Agree with Subject on the Health Management</td>
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<td>10</td>
<td>4.9%</td>
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<tr>
<td></td>
<td></td>
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<td>2 Sometimes</td>
<td>26</td>
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<td></td>
<td>3 Usually</td>
<td>36</td>
<td>18.1%</td>
<td>35</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>4 Always</td>
<td>128</td>
<td>64.1%</td>
<td>129</td>
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<tr>
<td>H5</td>
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<td>Subject Received Care from a Health Provider Other Than Personal Doctor</td>
<td>1 Yes</td>
<td>211</td>
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<td></td>
<td></td>
<td></td>
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<td>H6</td>
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<td>How often did Personal Doctor seem Informed and Up-to-Date About Care Given by Other Doctors or Health Providers</td>
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<td>10</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>2 Sometimes</td>
<td>21</td>
<td>10.3%</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 Usually</td>
<td>23</td>
<td>11.5%</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4 Always</td>
<td>148</td>
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<td>153</td>
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<td>OHP3</td>
<td></td>
<td>Did Anyone from the Subject’s Health Plan, Doctor’s Office or Clinic Help Coordinate Care Among Doctors and Other Health Providers</td>
<td>1 Yes</td>
<td>132</td>
<td>65.0%</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td>71</td>
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<td>73</td>
</tr>
<tr>
<td>OHP4</td>
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<td>Someone from health plan</td>
<td>37</td>
<td>18.2%</td>
<td>24</td>
<td>18.2%</td>
</tr>
<tr>
<td>OHP4</td>
<td>2</td>
<td>Someone from doctor’s office or clinic</td>
<td>133</td>
<td>58.3%</td>
<td>78</td>
<td>59.1%</td>
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<tr>
<td>OHP4</td>
<td>3</td>
<td>Someone from another organization</td>
<td>19</td>
<td>8.3%</td>
<td>12</td>
<td>9.1%</td>
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<td>4</td>
<td>A friend or family member</td>
<td>40</td>
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<td>22.7%</td>
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<td>OHP4</td>
<td>5</td>
<td>You</td>
<td>74</td>
<td>32.5%</td>
<td>43</td>
<td>32.6%</td>
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<tr>
<td>OHP5</td>
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<td>Subject Satisfaction with the Help Received to Coordinate Care</td>
<td>1 Very dissatisfied</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>2 Dissatisfied</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>3 Neither dissatisfied nor satisfied</td>
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<td>0.9%</td>
<td>1</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>4 Satisfied</td>
<td>38</td>
<td>36.7%</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5 Very Satisfied</td>
<td>61</td>
<td>57.2%</td>
<td>65</td>
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<td>PD1</td>
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<td>Same Personal Doctor Before Joining the Health Plan</td>
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<td>180</td>
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<td>PD2</td>
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<td>Since Joining the Health Plan, How Often was it Easy for Subject to get a Personal Doctor He/She was &quot;Happy With&quot;</td>
<td>1 Never</td>
<td>26</td>
<td>15.1%</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2 Sometimes</td>
<td>30</td>
<td>17.8%</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 Usually</td>
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<td>11.8%</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4 Always</td>
<td>94</td>
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## Satisfaction with the Medicaid Program

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<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>MediPass</th>
<th>MPN: Molina</th>
<th>PSN</th>
<th>Tests of Significance</th>
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<td>% or s</td>
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<tr>
<td>1</td>
<td>Excellent</td>
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<td>23.7%</td>
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<td>2</td>
<td>Very Good</td>
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<td>Good</td>
<td>49</td>
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<td>86</td>
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<td>Fair</td>
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<td>42</td>
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<td>Poor</td>
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<td>No experience</td>
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<td>When Visiting Personal Doctor's Office, How Often was Patient Examined on the Examination Table</td>
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<td>8.7%</td>
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<td>Sometimes</td>
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<td>22.9%</td>
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<td>Usually</td>
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<td>Always</td>
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<td>When Visiting Personal Doctor's Office, How Often was Subject Weighed</td>
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<tr>
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<td>231</td>
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<td>Has Subject Tried to Make an Appointment with a Specialist in Last 6 Months</td>
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<td></td>
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<tr>
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<td>Yes</td>
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<td>200</td>
<td>54.1%</td>
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<tr>
<td>Q17 Q17</td>
<td>In Last 6 Months, How Often was it Easy to Get Appointments with Specialists</td>
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<td>Sometimes</td>
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<td>12.1%</td>
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<td>Usually</td>
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<td>15.1%</td>
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<td>10.2%</td>
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<tr>
<td>4</td>
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<td>116</td>
<td>69.1%</td>
<td>64</td>
<td>51.5%</td>
<td>122</td>
<td>74.1%</td>
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</tbody>
</table>

**For those who reported it was not always easy to get an appointment with a specialist**

| AS1_1 | Doctor did not think subject needed to see a specialist | 0.453 | 0.929 |
| AS1_2 | Health plan approval or authorization was delayed | 11.701 | 0.008 |
| AS1_3 | Not sure where to find a list of specialists in health plan or network | 2.134 | 0.545 |
| AS1_4 | The specialists were too far away | 2.744 | 0.433 |
| AS1_5 | Not have enough specialists to choose from | 3.545 | 0.315 |
| AS1_6 | The specialist that subject wanted did not belong to his/her health plan or network | 0.795 | 0.851 |
### Satisfaction with the Medicaid Program

#### Questionnaire Item*

<table>
<thead>
<tr>
<th>Question</th>
<th>Medicaid Overall (weighted)</th>
<th>Medicaid FFS (weighted)</th>
<th>MediPass</th>
<th>PSN</th>
<th>Tests of Significance</th>
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<tr>
<td></td>
<td>N</td>
<td>% or s</td>
<td>N</td>
<td>% or s</td>
<td>N</td>
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</tbody>
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#### AS1_7 Could not get an appointment at a time that was convenient

<table>
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<tr>
<th></th>
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#### AS1_8 Other reason

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#### C5 How Many Specialist Visits in Last 6 Months

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#### Q19 How Many Specialist Visits in Last 6 Months

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#### UT2 How many Different Specialists Seen in Last 6 Months

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#### Q20 In Last 6 months, has Subject Tried to Get Any Care, Tests, or Treatment through Health Plan

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#### Q21 Has Subject Tried to Get Information or Help from Health Plan's Customer Service

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### Mean Rating of Specialist

- **MEAN OF Q19 Mean Rating of Specialist**
  - UT2: 2.957 ± 0.032
  - Q19: 2.957 ± 0.032
### Satisfaction with the Medicaid Program

#### (For those who Tried to Get Help from Customer Service)

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<th>Medicaid HMO</th>
<th>Medicaid Overall (weighted)</th>
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<th>PSN</th>
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#### (For those who Tried to Get Help from Customer Service)

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#### (For those who received forms from health plan)

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#### (For those who received forms from health plan)

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#### (For those who received forms from health plan)

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#### (For those who received forms from health plan)

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#### (For those who received forms from health plan)

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### Satisfaction with the Medicaid Program

#### PM2
**How Often Was it Easy to Get Prescription Medicine from Health Plan**

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<td>3.1%</td>
<td>5</td>
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</tr>
<tr>
<td>2 Sometimes</td>
<td>21</td>
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<td>23</td>
<td>7.9%</td>
<td>55</td>
</tr>
<tr>
<td>3 Usually</td>
<td>26</td>
<td>10.8%</td>
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<td>10.4%</td>
<td>35</td>
<td>12.1%</td>
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<td>4 Always</td>
<td>207</td>
<td>78.3%</td>
<td>204</td>
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<td>227</td>
<td>78.3%</td>
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**Tests of Significance**

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### PM3
**How often did Enrollee Get the Needed Prescription Medicine Through Health Plan**

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<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>MediPass</th>
<th>MPN: Molina</th>
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<td>4</td>
<td>1.4%</td>
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<tr>
<td>2 Sometimes</td>
<td>17</td>
<td>6.5%</td>
<td>17</td>
<td>6.5%</td>
<td>15</td>
<td>5.2%</td>
<td>47</td>
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<tr>
<td>3 Usually</td>
<td>19</td>
<td>7.1%</td>
<td>17</td>
<td>6.5%</td>
<td>24</td>
<td>8.3%</td>
<td>36</td>
</tr>
<tr>
<td>4 Always</td>
<td>227</td>
<td>85.0%</td>
<td>225</td>
<td>85.6%</td>
<td>245</td>
<td>85.1%</td>
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**Tests of Significance**

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### T1
**Has Subject Called Health Plan to Get Help with Transportation in Last 6 Months**

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<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>MediPass</th>
<th>MPN: Molina</th>
<th>PSN</th>
<th>Tests of Significance</th>
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<td>% or s</td>
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<td>59</td>
<td>15.7%</td>
<td>60</td>
<td>16.0%</td>
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<td>14.8%</td>
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<td>314</td>
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**Tests of Significance**

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### T2
**How often did Subject Receive the Needed Transportation Help**

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<th>Questionnaire Item*</th>
<th>Medicaid Overall (weighted)</th>
<th>Medicaid HMO (weighted)</th>
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<td>% or s</td>
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<td>% or s</td>
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</tr>
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<td>1 Never</td>
<td>4</td>
<td>7.5%</td>
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<td>5.3%</td>
<td>9</td>
<td>16.4%</td>
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</tr>
<tr>
<td>2 Sometimes</td>
<td>5</td>
<td>9.2%</td>
<td>5</td>
<td>8.8%</td>
<td>6</td>
<td>10.9%</td>
<td>4</td>
</tr>
<tr>
<td>3 Usually</td>
<td>4</td>
<td>7.3%</td>
<td>4</td>
<td>7.3%</td>
<td>6</td>
<td>11.1%</td>
<td>4</td>
</tr>
<tr>
<td>4 Always</td>
<td>43</td>
<td>76.2%</td>
<td>45</td>
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<td>65.5%</td>
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**Tests of Significance**

<table>
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### T3
**How Often did the Transportation Help Meet the Subject's Needs**

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<tr>
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<th>Medicaid HMO (weighted)</th>
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<th>MediPass</th>
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<td>% or s</td>
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<tr>
<td>1 Never</td>
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<td>5.5%</td>
<td>0</td>
<td>0.0%</td>
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<td>10.9%</td>
<td>4</td>
<td>8.7%</td>
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<tr>
<td>3 Usually</td>
<td>1</td>
<td>2.8%</td>
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<td>1.8%</td>
<td>3</td>
<td>6.5%</td>
<td>6</td>
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<tr>
<td>4 Always</td>
<td>43</td>
<td>82.1%</td>
<td>45</td>
<td>81.8%</td>
<td>39</td>
<td>84.8%</td>
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**Tests of Significance**

<table>
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<td>10.356</td>
<td>0.322</td>
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</table>

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*For all items, reference period is "the last 6 months" unless otherwise noted.

*For the FFS, MediPass, MPN, and PSN populations, this question was only asked of those who indicated in a previous question that they spoke a different language than their doctor. For the HMO population, this question was asked of all respondents because the HMO questionnaire did not include the question regarding doctor/patient language differences.

Chart areas shaded in grey indicate that questions were not asked of a particular population.
Screening for Depression
Among Medicaid Enrollees
## Screening for Depression Among Medicaid Enrollees

### PHQ-1
**In last 2 weeks, how often has subject had little interest or pleasure in doing things?**

<table>
<thead>
<tr>
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<th>Medicaid Overall (weighted)</th>
<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>MediPass</th>
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<td>% or s</td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1 Not at all</td>
<td>143</td>
<td>40.8%</td>
<td>151</td>
<td>43.4%</td>
<td>105</td>
<td>29.5%</td>
<td>136</td>
</tr>
<tr>
<td>2 Several days</td>
<td>63</td>
<td>18.0%</td>
<td>56</td>
<td>16.7%</td>
<td>83</td>
<td>23.3%</td>
<td>77</td>
</tr>
<tr>
<td>3 More than half the days</td>
<td>36</td>
<td>10.3%</td>
<td>32</td>
<td>9.2%</td>
<td>52</td>
<td>14.6%</td>
<td>40</td>
</tr>
<tr>
<td>4 Nearly every day</td>
<td>107</td>
<td>30.5%</td>
<td>107</td>
<td>30.6%</td>
<td>116</td>
<td>32.6%</td>
<td>103</td>
</tr>
</tbody>
</table>

### PHQ-2
**In last 2 weeks, how often has subject been bothered by feeling down, depressed, or hopeless?**

<table>
<thead>
<tr>
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<th>Medicaid Overall (weighted)</th>
<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>MediPass</th>
<th>MPN: Molina</th>
<th>PSN</th>
<th>Tests of Significance</th>
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<td>% or s</td>
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<td>% or s</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Not at all</td>
<td>159</td>
<td>44.8%</td>
<td>168</td>
<td>47.7%</td>
<td>117</td>
<td>32.3%</td>
<td>145</td>
</tr>
<tr>
<td>2 Several days</td>
<td>85</td>
<td>23.9%</td>
<td>81</td>
<td>23.0%</td>
<td>100</td>
<td>27.6%</td>
<td>103</td>
</tr>
<tr>
<td>3 More than half the days</td>
<td>31</td>
<td>8.7%</td>
<td>20</td>
<td>5.4%</td>
<td>50</td>
<td>13.8%</td>
<td>34</td>
</tr>
<tr>
<td>4 Nearly every day</td>
<td>80</td>
<td>22.6%</td>
<td>77</td>
<td>21.9%</td>
<td>95</td>
<td>26.2%</td>
<td>81</td>
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### Level of Depression Severity

<table>
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<th>MediPass</th>
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<th>Tests of Significance</th>
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<tr>
<td></td>
<td>PHQ Score 0-2</td>
<td>196</td>
<td>57.6%</td>
<td>202</td>
<td>59.8%</td>
<td>169</td>
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<tr>
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<td>PHQ Score 3+</td>
<td>145</td>
<td>42.4%</td>
<td>136</td>
<td>40.2%</td>
<td>182</td>
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<tr>
<td></td>
<td>PHQ-2 Score</td>
<td>2.43 ± 1.14</td>
<td>2.33 ± 2.32</td>
<td>2.86 ± 2.27</td>
<td>2.43 ± 2.20</td>
<td>2.37 ± 2.22</td>
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Global Health Status
Among Medicaid Beneficiaries
### Global Health Status Among Medicaid Beneficiaries

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<th>MediPass</th>
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<td>Self-Assessed Overall Health</td>
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</tr>
<tr>
<td>1</td>
<td>Excellent</td>
<td>23</td>
<td>6.1%</td>
<td>22</td>
<td>5.9%</td>
<td>23</td>
<td>8.9%</td>
</tr>
<tr>
<td>2</td>
<td>Very good</td>
<td>37</td>
<td>9.8%</td>
<td>37</td>
<td>10.0%</td>
<td>32</td>
<td>8.6%</td>
</tr>
<tr>
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<td>Good</td>
<td>102</td>
<td>25.7%</td>
<td>102</td>
<td>25.7%</td>
<td>69</td>
<td>18.6%</td>
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<tr>
<td>4</td>
<td>Fair</td>
<td>136</td>
<td>35.6%</td>
<td>136</td>
<td>35.6%</td>
<td>136</td>
<td>36.7%</td>
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<tr>
<td>5</td>
<td>Poor</td>
<td>81</td>
<td>21.9%</td>
<td>81</td>
<td>21.9%</td>
<td>72</td>
<td>23.5%</td>
</tr>
</tbody>
</table>

| SF2      | Does health limit subject in doing moderate activities |                |             |          |            |     |                      |
| 1        | Yes limited a lot | 146           | 40.6%       | 145      | 40.5%      | 140 | 39.4%               | 144 | 39.3%               |
| 2        | Yes limited a little | 106         | 29.4%       | 104      | 29.3%      | 110 | 30.9%               | 108 | 30.0%               |
| 3        | No, not limited at all | 114         | 31.9%       | 113      | 31.7%      | 110 | 30.6%               | 117 | 31.8%               |

| SF3      | Does health limit subject in climbing several flights of stairs |                |             |          |            |     |                      |
| 1        | Yes limited a lot | 161           | 45.0%       | 166      | 45.4%      | 140 | 39.6%               | 146 | 39.5%               |
| 2        | Yes limited a little | 83            | 23.1%       | 85       | 23.2%      | 85  | 23.4%               | 85  | 23.5%               |
| 3        | No, not limited at all | 114          | 31.9%       | 113      | 31.7%      | 110 | 30.6%               | 117 | 31.8%               |

| SF4      | In last 4 weeks, how much time has subject accomplished less than required as a result of physical health |      |             |          |            |     |                      |
| 1        | All of the time | 71            | 20.1%       | 71       | 20.1%      | 69  | 19.5%               | 64  | 17.8%               |
| 2        | Most of the time | 79            | 22.3%       | 79       | 22.2%      | 76  | 21.5%               | 79  | 22.0%               |
| 3        | Some of the time | 94            | 26.7%       | 95       | 27.2%      | 88  | 24.9%               | 86  | 24.0%               |
| 4        | A little of the time | 46           | 13.0%       | 45       | 12.8%      | 48  | 13.6%               | 46  | 13.2%               |
| 5        | None of the time | 83            | 24.0%       | 83       | 24.0%      | 85  | 24.0%               | 79  | 22.0%               |

| SF5      | In last 4 weeks, how much time has subject been limited in the kind or work or other activities as a result of physical health |      |             |          |            |     |                      |
| 1        | All of the time | 80            | 22.1%       | 79       | 21.8%      | 73  | 20.6%               | 68  | 19.5%               |
| 2        | Most of the time | 72            | 19.7%       | 70       | 19.3%      | 68  | 18.9%               | 63  | 17.4%               |
| 3        | Some of the time | 95            | 26.2%       | 99       | 27.3%      | 97  | 25.9%               | 86  | 23.8%               |
| 4        | A little of the time | 40           | 10.9%       | 39       | 10.7%      | 41  | 11.4%               | 53  | 14.0%               |
| 5        | None of the time | 76            | 21.0%       | 76       | 20.9%      | 73  | 20.3%               | 84  | 26.0%               |

| SF6      | In last 4 weeks, how much time has subject accomplished less than required as a result of emotional problems |      |             |          |            |     |                      |
| 1        | All of the time | 50            | 15.2%       | 53       | 14.5%      | 68  | 18.8%               | 46  | 12.7%               |
| 2        | Most of the time | 46            | 12.6%       | 40       | 11.0%      | 69  | 19.1%               | 60  | 16.6%               |
| 3        | Some of the time | 98            | 26.3%       | 97       | 26.6%      | 90  | 24.9%               | 104 | 28.7%               |
| 4        | A little of the time | 47           | 13.0%       | 47       | 12.9%      | 50  | 13.9%               | 48  | 13.1%               |
| 5        | None of the time | 120           | 32.9%       | 126      | 35.1%      | 84  | 23.3%               | 117 | 32.3%               | 122 | 32.2%               |

| SF7      | In last 4 weeks, how much time has patient done work or other activities less carefully than usual due to emotional problems |      |             |          |            |     |                      |
| 1        | All of the time | 37            | 10.6%       | 36       | 10.3%      | 44  | 12.4%               | 37  | 10.4%               | 36  | 10.0%               |
| 2        | Most of the time | 40            | 12.7%       | 43       | 12.3%      | 52  | 14.6%               | 41  | 11.5%               | 44  | 12.2%               |
| 3        | Some of the time | 70            | 19.9%       | 66       | 18.8%      | 87  | 24.4%               | 87  | 24.4%               | 75  | 20.8%               |
| 4        | A little of the time | 52           | 14.7%       | 53       | 15.1%      | 47  | 13.2%               | 52  | 14.6%               | 48  | 13.3%               |
| 5        | None of the time | 148           | 42.1%       | 153      | 43.6%      | 126 | 35.4%               | 136 | 36.0%               | 157 | 43.6%               |

<p>| SF8      | In last 4 weeks, how much has pain interfered with normal work |      |             |          |            |     |                      |
| 1        | Not at all | 83            | 23.1%       | 85       | 23.7%      | 70  | 19.3%               | 105 | 29.2%               | 101 | 27.7%               |
| 2        | A little bit | 51            | 15.8%       | 50       | 15.6%      | 59  | 18.3%               | 66  | 18.9%               | 78  | 21.3%               |
| 3        | Moderately | 55            | 15.3%       | 55       | 15.3%      | 54  | 14.9%               | 57  | 15.8%               | 56  | 15.3%               |
| 4        | Quite a bit | 88            | 24.6%       | 89       | 24.8%      | 90  | 24.8%               | 58  | 16.1%               | 73  | 20.0%               |
| 5        | Extremely | 77            | 21.3%       | 74       | 20.6%      | 90  | 24.8%               | 72  | 20.0%               | 65  | 17.8%               |</p>
<table>
<thead>
<tr>
<th>SF9</th>
<th>In last 4 weeks, how much time has the patient felt calm and peaceful</th>
<th>Tests of Significance</th>
</tr>
</thead>
<tbody>
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<td>1</td>
<td>All of the time</td>
<td>72 19.6%</td>
</tr>
<tr>
<td>2</td>
<td>Most of the time</td>
<td>87 23.4%</td>
</tr>
<tr>
<td>3</td>
<td>Some of the time</td>
<td>90 24.3%</td>
</tr>
<tr>
<td>4</td>
<td>A little of the time</td>
<td>87 23.5%</td>
</tr>
<tr>
<td>5</td>
<td>None of the time</td>
<td>34 9.2%</td>
</tr>
<tr>
<td></td>
<td>N % or s (weighted)</td>
<td>N % or s (weighted)</td>
</tr>
<tr>
<td></td>
<td>79 21.4%</td>
<td>48 12.4%</td>
</tr>
<tr>
<td></td>
<td>91 24.6%</td>
<td>67 18.0%</td>
</tr>
<tr>
<td></td>
<td>89 24.1%</td>
<td>94 25.3%</td>
</tr>
<tr>
<td></td>
<td>79 21.4%</td>
<td>123 33.1%</td>
</tr>
<tr>
<td></td>
<td>32 8.7%</td>
<td>42 11.3%</td>
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<td>SF10</td>
<td>In last 4 weeks, how much time did patient have a lot of energy</td>
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<td>40 10.9%</td>
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<tr>
<td>4</td>
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<tr>
<td>5</td>
<td>None of the time</td>
<td>74 20.0%</td>
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<td>SF11</td>
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<td>N % or s</td>
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<td>Role Physical</td>
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<td>Social Functioning</td>
<td>53.59 ± 18.58</td>
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<td>Mental Health</td>
<td>58.34 ± 13.98</td>
<td>60.20 ± 27.64</td>
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*The Medicaid HMO survey instrument did not include the SF-12. However, the first question of the SF-12 is identical to one of the CAHPS demographics questions. So, HMO data are missing for all except the first SF-12. Shaded areas indicated questions not asked of a particular population.
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<th>Medicaid FFS</th>
<th>MediPass</th>
<th>MPN: Molina</th>
<th>PSN</th>
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<td>171 47.0%</td>
<td>164 47.0%</td>
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<td></td>
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<td></td>
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<td>51.6%</td>
<td>68</td>
<td>31.3%</td>
<td>56</td>
</tr>
<tr>
<td>J2a_2 Does your mobile or cell phone service include: A data plan with access to the internet</td>
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<td></td>
<td></td>
<td></td>
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<td>100</td>
<td>46.1%</td>
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<tr>
<td>J2a_3 Does your mobile or cell phone service include: DON'T KNOW</td>
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<td></td>
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</tr>
<tr>
<td>J2a_5 Does your mobile or cell phone service include: Neither (texting nor internet)</td>
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<td>J3a_1 What is the best way to deliver information to you? Please tell us your first choices: Calling on the mobile phone</td>
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<td>J3a_5 What is the best way to deliver information to you? Please tell us your first choices: In-person communications</td>
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<td>97.1%</td>
<td>398</td>
<td>97.1%</td>
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<tr>
<td>J3a_6 What is the best way to deliver information to you? Please tell us your first choices: Social media like Facebook and MySpace</td>
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<td>0.5%</td>
<td>5</td>
<td>1.3%</td>
<td>3</td>
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<tr>
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<td>373</td>
<td>99.5%</td>
<td>370</td>
<td>98.7%</td>
<td>373</td>
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## Questionnaire Item

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<th>Medicaid Overall</th>
<th>Medicaid HMO</th>
<th>Medicaid FFS</th>
<th>MediPass</th>
<th>MPN: Molina</th>
<th>PSN</th>
<th>Tests of Significance</th>
</tr>
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<td>N % or s</td>
<td>N % or s</td>
<td>N % or s</td>
<td>N % or s</td>
<td>N % or s</td>
<td>( \chi^2 ) or ( p )</td>
</tr>
</tbody>
</table>

1. **J3a_7** What is the best way to deliver information to you? Please tell us your first choices: Texting

   - Yes: 7 (1.9%)
   - No: 368 (98.1%)

2. **J3a_8** What is the best way to deliver information to you? Please tell us your first choices: DON'T KNOW

   - Yes: 9 (1.3%)
   - No: 369 (98.7%)

3. **J3a_9** What is the best way to deliver information to you? Please tell us your first choices: REFUSED

   - Yes: 7 (2.0%)
   - No: 368 (98.0%)

4. **J3b_1** What is the best way to deliver information to you? Please tell us your second choices: Calling on the mobile phone

   - Yes: 64 (17.6%)
   - No: 266 (82.4%)

5. **J3b_2** What is the best way to deliver information to you? Please tell us your second choices: Calling on the landline phone

   - Yes: 79 (21.9%)
   - No: 283 (78.1%)

6. **J3b_3** What is the best way to deliver information to you? Please tell us your second choices: Email

   - Yes: 35 (9.5%)
   - No: 328 (90.5%)

7. **J3b_4** What is the best way to deliver information to you? Please tell us your second choices: Regular mail

   - Yes: 92 (24.8%)
   - No: 272 (75.2%)

8. **J3b_5** What is the best way to deliver information to you? Please tell us your second choices: In-person communications

   - Yes: 17 (4.7%)
   - No: 345 (95.3%)

9. **J3b_6** What is the best way to deliver information to you? Please tell us your second choices: Social media like Facebook and MySpace

   - Yes: 4 (1.2%)
   - No: 358 (98.8%)

10. **J3b_7** What is the best way to deliver information to you? Please tell us your second choices: Texting

    - Yes: 13 (3.5%)
    - No: 349 (96.5%)

11. **J3b_8** What is the best way to deliver information to you? Please tell us your second choices: DON'T KNOW

    - Yes: 20 (5.5%)
    - No: 342 (94.5%)

12. **J3b_9** What is the best way to deliver information to you? Please tell us your second choices: REFUSED

    - Yes: 41 (11.3%)
    - No: 321 (88.7%)

13. **J4a_1** How do you prefer to send information to, or contact the Agency? Please tell us your first choices: Calling on the mobile phone

    - Yes: 91 (24.4%)
    - No: 284 (75.6%)
<table>
<thead>
<tr>
<th>VARNAME</th>
<th>Questionnaire Item*</th>
<th>Medicaid Overall (weighted)</th>
<th>Medicaid HMO (weighted)</th>
<th>Medicaid FFS</th>
<th>Medipass</th>
<th>MPN: Molina</th>
<th>PSN</th>
<th>Tests of Significance</th>
</tr>
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<td>% or s</td>
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<td>N</td>
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<tr>
<td>J4a_2</td>
<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: Calling on the landline phone</td>
<td>Yes</td>
<td>169</td>
<td>45.0%</td>
<td>177</td>
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<td>253</td>
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<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: Email</td>
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<td>5.4%</td>
<td>13</td>
<td>3.5%</td>
<td>10</td>
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<td></td>
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<td>96.5%</td>
<td>365</td>
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<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: Regular mail</td>
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<td>17.3%</td>
<td>66</td>
<td>17.6%</td>
<td>62</td>
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<td>82.4%</td>
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<td>83.5%</td>
</tr>
<tr>
<td>J4a_5</td>
<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: In-person communications</td>
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<td>18</td>
<td>4.7%</td>
<td>18</td>
<td>4.8%</td>
<td>19</td>
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<td>375</td>
<td>95.0%</td>
<td>375</td>
<td>95.7%</td>
</tr>
<tr>
<td>J4a_6</td>
<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: Social media like Facebook and MySpace</td>
<td>Yes</td>
<td>3</td>
<td>0.7%</td>
<td>2</td>
<td>0.5%</td>
<td>4</td>
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</tr>
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<td>373</td>
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<td>371</td>
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<td>0.7%</td>
<td>2</td>
<td>0.5%</td>
<td>4</td>
<td>1.1%</td>
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<td>373</td>
<td>99.5%</td>
<td>371</td>
<td>98.9%</td>
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<tr>
<td>J4a_8</td>
<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: DON'T KNOW</td>
<td>Yes</td>
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<td>7</td>
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<td>365</td>
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<tr>
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<td>How do you prefer to send information to, or contact the Agency? Please tell us your first choices: REFUSED</td>
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<td>20</td>
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<td>MediPass</td>
<td>MPN: Molina</td>
<td>PSN</td>
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<td>J4b_6</td>
<td>How do you prefer to send information to, or contact the Agency? Please tell us your second choices: Social media like Facebook and Myspace</td>
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<td>360 99.2%</td>
<td>354 99.2%</td>
<td></td>
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<tr>
<td>J4b_7</td>
<td>How do you prefer to send information to, or contact the Agency? Please tell us your second choices: Texting</td>
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<td>344 99.8%</td>
<td>350 99.4%</td>
<td></td>
<td></td>
<td></td>
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<tr>
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<td>How do you prefer to send information to, or contact the Agency? Please tell us your second choices: DON'T KNOW</td>
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<td></td>
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<td>28 7.9%</td>
<td>17 4.8%</td>
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2011 non-HMO Adult Survey Questionnaires
Hello, my name is _________________, and I am calling from the Survey Research Center at the University of Florida. (This is not a sales call)

<< INTERVIEWER: PRESS 1 TO CONTINUE WITH SURVEY
PRESS 3 TO CONTINUE SURVEY IN SPANISH

Hello, this is ________________ from the University of Florida.
(This is not a sales call)

NOTE TO INT: THIS CALL COULD BE A PARTIAL-COMPLETE

******DO NOT PRESS CTRL-END ON THIS SCREEN******

PRESS 1 TO CONTINUE
PRESS 3 TO CONTINUE IN SPANISH

Logic Instructions (flow only):
SKP GO 1

Question LANG

INTERVIEWER: YOU CODED THIS SURVEY AS A *SPANISH* CASE. IF THIS IS NOT CORRECT, USE MOUSE TO CLICK ON BACK KEY IN THE LOWER LEFT HAND OF THE SCREEN AND RE-CODE THIS CASE CORRECTLY.

DO NOT PRESS CTRL-END IF THIS IS A SPANISH CASE

INTERVIEWER: PRESS 1 TO CONTINUE WITH SURVEY IN SPANISH
PRESS 2 TO END CALL

Logic Instructions (flow only):
IF (ANS = 1) ALTERNATE "CHART11s"
IF (ANS = 2) CTRLEND

Question GO

INTERVIEWER: YOU CODED THIS SURVEY AS A *SPANISH* CASE. IF THIS IS NOT CORRECT, USE MOUSE TO CLICK ON BACK KEY IN THE LOWER LEFT HAND OF THE SCREEN AND RE-CODE THIS CASE CORRECTLY.

DO NOT PRESS CTRL-END IF THIS IS A SPANISH CASE

INTERVIEWER: PRESS 1 TO CONTINUE WITH SURVEY IN SPANISH
PRESS 2 TO END CALL

Logic Instructions (flow only):

Question HOME
May I speak to?

INTERVIEWER: If the target respondent is physically or mentally unable to do the survey, then ask to speak with someone else in the household who is familiar with the target person’s health care. Instruct that person to answer all the questions, to the best of his/her ability, in the way that the enrollee would answer if he/she could. The caregiver should answer FOR THE PATIENT, not for him/herself.

(INT: PRESS 1 TO CONTINUE WITH LISTED PERSON)

(INT: PRESS 2 TO CONTINUE WITH PROXY)

(INT: PRESS 3 IF NOT IN MEDICAID)

Logic Instructions (flow only):
SKP EXITMED 3

Question PROCEED

I am calling you today to conduct a customer satisfaction and evaluation survey regarding the Florida Medicaid program. I’d like to ask you some questions about your experiences with Medicaid and about your overall health and sense of well-being.

The survey generally takes about 20-30 minutes to complete. You do not have to answer any question you don’t want to. You don’t have to participate in the survey at all. Your name will not be associated with your responses when the data are reported to anyone else.

May I begin now?

(INT: PRESS 1 TO CONTINUE)

(INT: PRESS 3 IF RESPONDENT IS NOT IN MEDICAID)

Logic Instructions (flow only):
QAL Q34
IF (ANS = 1) SKP AGE18

Question EXITMED

OK. Thank you for your time. We are only interviewing those who are currently enrolled in the Medicaid program.

(INT: PRESS 2 TO END SURVEY, WILL AUTOCODE AS 'NO ELIGIBLE', LEAVE DETAILED ATTEMPT MESSAGE)

(INT: PRESS ALT+P [PREVIOUS BUTTON] TO CHANGE ANSWER IF RESPONDENT SAYS THEY ARE IN MEDICAID)

Logic Instructions (flow only):
CTRLEND
SKP HELLO
Question AGE18

In order to continue with the survey, I need to ask you; are you 18 years old or older?

(INT: READ CHOICES IF NECESSARY)

1  Yes
2  No

-9  Refused

Logic Instructions (flow only):
IF (ANS = 1) SKP Q34

Question EXIT18

OK. Thank you for your time. In order to continue you must be 18 years old or older. Have a nice day.

(INT: PRESS 2 TO END SURVEY, WILL AUTOCODE AS 'NO ELIGIBLE', LEAVE DETAILED ATTEMPT MESSAGE)

(INT: IF RESPONDENT IS 18 YEARS OLD OR OLDER, PRESS ALT+P OR CLICK THE PREVIOUS BUTTON)

Logic Instructions (flow only):
CTRL END
SKP HELLO

Question Q3

These questions ask about your own health care. Do NOT include care you got when you stayed overnight in a hospital. Do NOT include the times you went for dental care visits.

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?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP Q5
Question Q4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you thought you needed?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q5

In the last 6 months, NOT counting the times you needed care right away, did you MAKE ANY APPOINTMENTS for your health care at a doctor’s office or clinic?

(INT: This question is asking about MAKING APPOINTMENTS specifically. There is another question later in the survey that asks about actually GOING TO the doctor’s office/clinic.)

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q6

In the last 6 months, NOT counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question AR1

In the last 6 months, NOT counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a health provider?

(INT: READ CHOICES IF NECESSARY)

1 Same day
2 1 day
3 2 to 3 days

-8 Don't know
-9 Refused
Question AR2

In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question UT1

In the last 6 months, how many times did you go to an emergency room to get care for yourself?

0 None
1 1
2 2
3 3
4 4
5 5 to 9
6 10 or more

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question 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?

(INT: This question is asking about actually GOING TO the doctor’s office/clinic. It is different from the previous question regarding MAKING APPOINTMENTS.)

0 None
1 1
2 2
3 3
4 4
5 5 to 9
6 10 or more

-8 Don't know

(INT: READ CHOICES IF NECESSARY)
In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

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

0 Worst health care possible
1
2
3
4

-8 Don't know
-9 Refused

After hours care is health care when your usual doctor’s office or clinic is closed. In the last 6 months, did you need to visit a doctor’s office or clinic for after hours care?

1 Yes
2 No

-8 Don't know
-9 Refused

In the last 6 months, how often was it easy to get the after hours care you thought you needed?
1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS = 4 | ANS < 1) SKP CC11

Question AH3

Were any of the following a reason it was not easy to get the after hours care you thought you needed?

You did not know where to go for after hours care.

You weren’t sure where to find a list of doctor’s offices or clinics in your health plan or network that are open for after hours care.

The doctor’s office or clinic that had after hours care was too far away.

Office or clinic hours for after hours care did not meet your needs

Some other reason (specify _________)

DON'T KNOW

REFUSED

Logic Instructions (flow only):

Question CC11

In the last 6 months, did you have any health problems that needed special THERAPY, such as physical, occupational, or speech therapy?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP Q9

Question CC12

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question Q9

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

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP CC6

Question CC1

Is this person a general doctor or a specialist doctor?

(INT: READ CHOICES IF NECESSARY)

1 General doctor (Family practice or internal medicine)
2 Specialist doctor

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question CC2

How many months or years have you been going to your personal doctor?

(INT: READ CHOICES IF NECESSARY)

1 Less than 6 months
2 At least 6 months but less than 1 year
3 At least 1 year but less than 2 years
4 At least 2 years but less than 5 years
5 5 years or more

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question CC3

Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question CC4
Does your personal doctor understand how any health problems you have affect your day-to-day life?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question Q10

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

(INT: READ CHOICES IF NECESSARY)

0 None
1 1
2 2
3 3
4 4
5 5 to 9
6 10 or more

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS < 1) SKP CO1

Question Q11

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

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q12

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

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question C1

In the last 6 months, how often did you have a hard time speaking with or understanding your personal doctor because you spoke different languages?

(INT: READ CHOICES IF NECESSARY)

1 Never  
2 Sometimes  
3 Usually  
4 Always  
-8 Don't know  
-9 Refused

Logic Instructions (flow only):

Question Q13

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

(INT: READ CHOICES IF NECESSARY)

1 Never  
2 Sometimes  
3 Usually  
4 Always  
-8 Don't know  
-9 Refused

Logic Instructions (flow only):

Question Q14

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

(INT: READ CHOICES IF NECESSARY)

1 Never  
2 Sometimes  
3 Usually  
4 Always  
-8 Don't know  
-9 Refused

Logic Instructions (flow only):

Question CO1

In the last 6 months, did you phone your personal doctor’s office during regular office hours to get help or advice for yourself?

(INT: READ CHOICES IF NECESSARY)

1 Yes  
2 No  
-8 Don't know  
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP CO3
Question CO2

In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question CO3

In the last 6 months, did you phone your personal doctor’s office after regular office hours to get help or advice for yourself?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP Q15

Question CO4

In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS = 4 | ANS < 1) SKP Q15

Question CO5

Were any of the following a reason you did not get the help or advice you thought you needed when you phoned after regular office hours?

You did not know what number to call
You left a message but no one returned your call
You could not leave a message at the number you phoned
Another doctor was covering for your personal doctor
Some other reason (Specify______)
DON'T KNOW
REFUSED

Logic Instructions (flow only):

Page 42 of 80
Question Q15

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?

(INT: READ CHOICES IF NECESSARY)

0 Worst personal doctor possible
1
2
3
4
5
6
7
8
9
10 Best personal doctor possible

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question CC6

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.

We want to know how you, your doctors, and other health providers make decisions about your health care.

In the last 6 months, were any decisions made about your health care?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (ANS <> 1) SKP H5

Question CC7

In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question CC8

In the last 6 months, how often was it easy to get your doctors or other health providers to agree with you on the best way to manage your health conditions or problems?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question H5

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

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question H6

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

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question OHP3

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?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (ANS <> 1) SKP PD1
Question OHP4

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

Someone from your health plan
Someone from your doctor’s office or clinic
Someone from another organization
A friend or family member
You
DON'T KNOW
REFUSED

Logic Instructions (flow only):
IF (TOTOHP4 = 1 & OHP4 = 5) SKP PD1

Question OHP5

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

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question PD1

Did you have the same personal doctor BEFORE you joined this health plan?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS =1 | ANS < 1) SKP IM2

Question PD2

Since you joined your health plan, how often was it easy to get a personal doctor you are happy with?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SUPPb

How would you rate the number of doctors you had to choose from?

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

-8 Don't know
-9 Refused
Question IM2

When you visited your personal doctor’s office in the last 6 months, how often were you examined on the examination table?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (Q10 < 1) SKP Q16

Question IM3

When you visited your personal doctor's office in the last 6 months, how often did someone weigh you?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q16

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

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 try to make any appointments to see a specialist?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (ANS <> 1) SKP Q18
Question Q17

In the last 6 months, how often was it easy to get appointments with specialists?

(INT: This is asking about the appointment, NOT the referral itself)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS = 4 | ANS < 1) SKP Q18

Question AS1

Were any of the following a reason it was not easy to get an appointment with a specialist?

Your doctor did not think you needed to see a specialist
Your health plan approval or authorization was delayed
You weren’t sure where to find a list of specialists in your health plan or network
The specialists you had to choose from were too far away
You did not have enough specialists to choose from

The specialist you wanted did not belong to your health plan or network
You could not get an appointment at a time that was convenient
Some other reason (Specify)

DON'T KNOW
REFUSED

Logic Instructions (flow only):
Question Q18

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

(INT: This question asks about actually SEEING the specialist, not about the process of making the appointment.)

(INT: READ CHOICES IF NECESSARY)
0 None
1 specialist
2
3
4
5 or more specialists

-8 Don't know
-9 Refused
Logic Instructions (flow only):
IF (ANS < 1) SKP Q20

Question CC5

In the last 6 months, how many times did you go to specialists for care for yourself?

(INT: READ CHOICES IF NECESSARY)

1 1
2 2
3 3
4 4
5 5 to 9
6 10 or more

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question UT2

In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused
Question Q20

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

In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP Q22

Question Q21

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?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q22

In the last 6 months, did you try to get information or help from your health plan’s customer service?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP Q25

Question Q23

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

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question Q24

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

(INT: READ CHOICES IF NECESSARY)
1 Never
2 Sometimes
3 Usually
4 Always
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q25

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

(INT: READ CHOICES IF NECESSARY)
1 Yes
2 No
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q26

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
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q27

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?

(INT: READ CHOICES IF NECESSARY)
0 Worst health plan possible
1
2
3
4
5
6
7
8
9
10 Best health plan possible
Logic Instructions (flow only):

Question Q27a

Would you recommend your health plan to your family or friends?

1 Definitely yes
2 Probably yes
3 Probably not
4 Definitely not

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q27c

If today you could select any health plan company in your area, would you select your current plan again?

(INT: READ CHOICES IF NECESSARY)

1 Definitely yes
2 Probably yes
3 Probably not
4 Definitely not

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question PM1

In the last 6 months, did you get any new prescription medicines or refill a prescription?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (ANS <> 1) SKP T1

Question PM2

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

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question PM3
In the last 6 months, how often did you get the prescription medicine you needed through your health plan?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question T1
Some health plans help with transportation to doctors’ offices or clinics. In the last 6 months, did you phone your health plan to get help with transportation?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (ANS <> 1) SKP SF1

Question T2
In the last 6 months, when you phoned to get help with transportation from your health plan, how often did you get it?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS = 1) SKP SF1

Question T3
In the last 6 months, how often did the help with transportation meet your needs?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question SF1

(INT: IF PROXY INTERVIEW, REMIND PROXY RESPONDENTS THAT THEY ARE ANSWERING ALL OF THESE DEMOGRAPHIC QUESTIONS FOR THE NAMED RESPONDENT, NOT FOR THEMSELVES.)

Now I’m going to ask you a series of 12 questions about your general health. This information will help keep track of how you feel and how well you are able to do your usual activities.

In general, would you say your health is excellent, very good, good, fair, or poor?

1 Excellent
2 Very good
3 Good
4 Fair
5 Poor

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF2

The following questions are about activities you might do during a typical day. I’m going to ask you if your health limits you in these activities, and if so, how much?

Does your health limit you in doing MODERATE ACTIVITIES, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

1 Yes, limited a lot
2 Yes, limited a little
3 No, not limited at all

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF3

Does your health limit you in climbing SEVERAL flights of stairs?

1 Yes, limited a lot
2 Yes, limited a little
3 No, not limited at all

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF4

Now I’m going to ask you about some problems you may have had with your work or daily activities as a result of your physical health.
In the last 4 weeks, how much of the time have you ACCOMPLISHED LESS than you would like as a result of your physical health?

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF5

In the last 4 weeks, how much of the time were you limited in the kind of work or other activities you did as a result of your physical health?

(INT: READ CHOICES IF NECESSARY)

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF6

Now I’m going to ask you some questions about problems you may have had with your work or daily activities as a result of emotional problems such as feeling depressed or anxious.

In the last 4 weeks, how much of the time have you ACCOMPLISHED LESS than you would like as a result of emotional problems?

(INT: READ CHOICES IF NECESSARY)

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF7

In the last 4 weeks, how much of the time did you do work or other activities less carefully than usual as a result of emotional problems?

(INT: READ CHOICES IF NECESSARY)

1 All of the time
2 Most of the time
3 Some of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF8

During the PAST 4 WEEKS, how much did PAIN interfere with your normal work (including both work outside the home and housework)?

1 Not at all
2 A little bit
3 Moderately
4 Quite a bit
5 Extremely

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF9

These next questions are about how you feel and how things have been with you DURING THE PAST 4 WEEKS. For each question, please give the one answer that comes closest to the way you have been feeling.

How much of the time during the PAST 4 WEEKS have you felt calm and peaceful?

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF10

How much of the time during the PAST 4 WEEKS did you have a lot of energy?

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question SF11

How much of the time during the PAST 4 WEEKS have you felt downhearted and depressed?

(INT: READ CHOICES IF NECESSARY)

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question SF12

One last question in this section: During the PAST 4 WEEKS, how much of the time has your PHYSICAL HEALTH OR EMOTIONAL PROBLEMS interfered with your social activities (like visiting friends, relatives, etc.)?

(INT: READ CHOICES IF NECESSARY)

1 All of the time
2 Most of the time
3 Some of the time
4 A little of the time
5 None of the time

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question PHQ1

My next group of questions is about some problems you may or may not have had recently. For each question, I’m going to ask you how often you’ve had that problem.

Over the last 2 weeks, how often have you been bothered by having little interest or pleasure in doing things? Have you been bothered: not at all, several days in the past 2 weeks, more than half the days in the past 2 weeks, or nearly every day in the past 2 weeks?

(INT: READ CHOICES IF NECESSARY)

1 Not at all
2 Several days
3 More than half the days
4 Nearly every day

-8 Don't know
-9 Refused

Logic Instructions (flow only):
Question PHQ2

Over the last 2 weeks, how often have you been bothered by feeling down, depressed, or hopeless? Have you been bothered: not at all, several days in the past 2 weeks, more than half the days in the past 2 weeks, or nearly every day in the past 2 weeks?

(INT: READ CHOICES IF NECESSARY)

1 Not at all
2 Several days
3 More than half the days
4 Nearly every day

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question MH1

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

1 Excellent
2 Very good
3 Good
4 Fair

5 Poor
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question H17

Do you now smoke cigarettes every day, some days, or not at all?

(INT: READ CHOICES IF NECESSARY)

1 Every day
2 Some days
3 Not at all

-8 Don't know
-9 Refused

Logic Instructions (flow only):

IF (ANS > 2) SKP Q29

Question H18

In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

(INT: READ CHOICES IF NECESSARY)

0 None
1 1 visit
2 2 to 4 visits
Question H19

On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

(INT: READ CHOICES IF NECESSARY)

0 None
1 1 visit
2 2 to 4 visits
3 5 to 9 visits
4 10 or more visits
5 I had no visits in the last 6 months
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question H20

On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?

(INT: READ CHOICES IF NECESSARY)

0 None
1 1 visit
2 2 to 4 visits
3 5 to 9 visits
4 10 or more visits
5 I had no visits in the last 6 months
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q29

In the past 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No
-8 Don't know
-9 Refused

Logic Instructions (flow only):
IF (ANS <> 1) SKP Q31

Question Q30

Is this a condition or problem that has lasted for at least 3 months?

Do NOT include pregnancy or menopause.

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q31

Do you now need or take medicine prescribed by a doctor?

Do NOT include birth control.

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

IF (ANS <> 1) SKP Q33

Question Q32

Is this medicine to treat a condition that has lasted for at least 3 months?

Do NOT include pregnancy or menopause.

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question Q33

What is your age?

(INT: IF PROXY INTERVIEW, REMIND PROXY RESPONDENTS THAT THEY ARE ANSWERING ALL OF THESE DEMOGRAPHIC QUESTIONS FOR THE NAMED RESPONDENT, NOT FOR THEMSELVES.)

1 21 to 24
2 25 to 34
3 35 to 44
4 45 to 54

1 21 to 24
2 25 to 34
3 35 to 44
4 45 to 54
What is the highest grade or level of school that you have completed?

(INT: READ CHOICES IF NECESSARY)

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

-8 Don't know
-9 Refused

What is your race?

(INT: READ CHOICES IF NECESSARY AND CHECK ALL THAT APPLY)

White
Black or African-American
Asian
Native Hawaiian or other Pacific Islander
American Indian or Alaska Native
Other (Please specify)
DON'T KNOW
REFUSED

What language do you MAINLY speak at home?

(INT: READ CHOICES IF NECESSARY)

1 English
2 Spanish
3 Haitian Creole
4 Other (Please specify)
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question J1
How often do you use:
1 Never
2 Sometimes
3 Frequently
-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question J2
Do you own or subscribe to:

(INTERNAL: ASK YES/NO FOR EACH, CHECK ALL THAT APPLY)

Regular mobile or cell phone service (annual contract with monthly charges)
Pay-as-you-go (mobile or) cell phone service
Landline telephone
High speed internet
DON'T KNOW

Logic Instructions (flow only):

Question J2a
Does your mobile or cell phone service include:

Texting
A data plan with access to the internet
DON'T KNOW
REFUSED
Neither(texting nor internet)->(INTERNAL:READ IF NECESSARY)

Logic Instructions (flow only):

IF (FLAG !=1) SKP J3a

Question J3a
What is the best way to deliver information to you?
Please tell us your first and second choices:

(INTERNAL: SELECT 1ST CHOICE AND THEN PRESS ENTER TO SELECT 2ND CHOICE ON FOLLOWING SCREEN)

Calling on the mobile phone
Calling on the landline phone
Email
Regular mail
In-person communications
Social media like Facebook and MySpace
Texting
DON'T KNOW
REFUSED

Logic Instructions (flow only):

Question J3b

(INT: SELECT 2ND CHOICE)

(INT: ASK IF NECESSARY: "What is the second best way to deliver information to you?")

(INT: IF RESP. SAYS THEY DON'T HAVE A 2ND CHOICE, SELECT REFUSED)

(INT: READ CHOICES IF NECESSARY)

Calling on the mobile phone
Calling on the landline phone
Email
Regular mail
In-person communications
Social media like Facebook and MySpace
Texting
DON'T KNOW
REFUSED

Logic Instructions (flow only):

IF (J3a.LISTNUM=8) SKP J4a
IF (J3a.LISTNUM=9) SKP J4a

Question J4a

How do you prefer to send information to, or contact Medicaid?
Please tell us your first and second choices:

(INT: SELECT 1ST CHOICE AND THEN PRESS ENTER TO SELECT 2ND CHOICE ON FOLLOWING SCREEN)

Calling on the mobile phone
Calling on the landline phone
Email
Regular mail
In-person communications
Social media like Facebook and MySpace
Texting
DON'T KNOW
REFUSED

Logic Instructions (flow only):

Question J4b

(INT: SELECT 2ND CHOICE)

(INT: ASK IF NECESSARY: "What is the second way you prefer to send information to, or contact Medicaid?")

(INT: IF RESP. SAYS THEY DON'T HAVE A 2ND CHOICE, SELECT REFUSED)

(INT: READ CHOICES IF NECESSARY)
Calling on the mobile phone
Calling on the landline phone
Email
Regular mail
In-person communications
Social media like Facebook and MySpace
Texting
DON'T KNOW
REFUSED

Logic Instructions (flow only):
IF (J4a.LISTNUM=8) SKP J5
IF (J4a.LISTNUM=9) SKP J5

Question J5

Do you have an email address that you use regularly?

(INT: WE WILL NOT ASK FOR THEIR EMAIL ADDRESS)

(INT: READ CHOICES IF NECESSARY)

1 Yes
2 No

-8 Don't know
-9 Refused

Logic Instructions (flow only):

Question THANKYOU

THANK YOU. That is all of the questions we have for you. We appreciate your assistance with completing this important survey.

(INT: PRESS G TO COMPLETE)
This page was left blank intentionally.
2011 HMO Report Card Adult
Survey Questionnaires
Question HELLO

Hello, my name is _________________. I'm calling from the University of Florida on behalf of the Florida Agency for Health Care Administration.

INTERVIEWER:
(PRESS 1 TO CONTINUE WITH SURVEY)
(PRESS 3 IF THIS IS A SPANISH SURVEY)
(PRESS CTRL/END TO TERMINATE CALL)

Hello, this is ________________ from the University of Florida.

INTERVIEWER:
(PRESS 1 TO CONTINUE SURVEY)
(PRESS 3 IF THIS IS A SPANISH SURVEY)

Question HOME

May I please speak with__________________ ?

We are conducting research sponsored by the Florida Agency for Health Care Administration concerning customer satisfaction with their health plans in Florida.

INTERVIEWER:
(PRESS 1 IF PERSON LISTED IS ON THE LINE)
(PRESS 2 IF PERSON PASSES THE PHONE)
(IF PERSON LISTED UNAVAILABLE PRESS <CNTRL+END> TO END CALL)

Question LANG

INTERVIEWER: THIS SCREEN FLAGS THE RECORD AS SPANISH

IF THIS RECORD SHOULD NOT BE FLAGGED AS A SPANISH CASE, PLEASE GO BACK TO THE HELLO SCREEN AND PRESS 1 TO CONTINUE IN ENGLISH (TO GO BACK TO THE HELLO SCREEN, PRESS THE "PREVIOUS" BUTTON LOCATED IN THE BOTTOM LEFT CORNER OF YOUR SCREEN).

Question PROCEED

Your phone number was selected at random from a list of members provided by the Florida Agency for Healthcare Administration.

All your answers are completely confidential, and you do not have to answer any question you do not wish to answer.
2011 HMO Survey Questionnaire

(The survey takes less than 10 minutes.)

Do you have any questions before we begin?

INTERVIEWER: (PRESS 1 TO CONTINUE)

Question PROCEED2

Our records show that you are currently enrolled in Medicaid.

INTERVIEWER: (IF RESPONDENT IS NOT ENROLLED IN MEDICAID, BUT THEY ARE ENROLLED IN A SPECIFIC HMO, ENTER "NO" ON THIS SCREEN AND WE WILL VERIFY THIS INFORMATION ON THE NEXT FEW SCREENS)

Is this correct?

1  Yes
2  No
-8  Don't know
-9  Not Available

Question PROCEED3

Our records also show that you are currently enrolled in the following HMO:

INTERVIEWER: (RESP MAY KNOW THEIR HMO BY ANOTHER NAME. ENTER "YES" ON THIS SCREEN IF THE RESPONDENT SAYS ANY OF THE FOLLOWING:)

MEDICAID
HMO PLAN

Is this correct?

1  Yes
2  No
-8  Don't know
-9  Not Available

Question NOTHNK1A

What is the name of your current health plan?

INTERVIEWER: (PRESS 1 TO RECORD ANSWER)
Question NOTHNK1B

Thank you very much, but we are only interested in talking with people who are currently enrolled in MEDICAID and in an HMO.

INTERVIEWER:  (PRESS G TO CONTINUE)

(BE SURE TO LEAVE A DETAILED MESSAGE ON THE RECORD STATING WHAT THE RESPONDENT SAID i.e.NOT ENROLLED IN MEDICAID/HMO)

Question NOTHNK2A

What is the name of your current health plan?

INTERVIEWER:  (PRESS 1 TO RECORD ANSWER)

Question NOTHNK2B

Thank you very much, but we are only interested in talking with people who are currently enrolled in

INTERVIEWER:  (PRESS G TO CONTINUE)

(BE SURE TO LEAVE A DETAILED MESSAGE ON THE RECORD STATING WHAT THE RESPONDENT SAID i.e.NOT ENROLLED IN THIS HMO)

Question Q33

May I have your age?

INTERVIEWER:  (WE CANNOT INTERVIEW THE RESPONDENT IF THEY ARE A MINOR, UNDER 18. IF THE RESPONDENT SAYS THEY ARE UNDER 18, ENTER -7 ON THIS SCREEN, AND THE SURVEY WILL TERMINATE)

(18-110)

-9  Not available
-7  Respondent age is less than 18

Question AGE2

In order to continue with the survey, I need to ask you; are you 18 years old or older?

1  Yes
2  No

-9  Refused
Question NOTHANK3

Thank you very much, but we are only interested in talking with people who are 18 or older.

INTERVIEWER:  (PRESS G TO CONTINUE)

(BE SURE TO LEAVE A DETAILED MESSAGE ON THE RECORD STATING WHAT THE RESPONDENT SAID i.e. RESP IS UNDER 18)

Question Q1

To confirm, our records show that you are now in:

1  Yes
2  No

-8  Don't know
-9  Not Available

Question Q2

What is the name of your health plan?

INTERVIEWER:  (PRESS 1 TO RECORD ANSWER)

Question Q3

These questions ask about YOUR OWN health care. Please do NOT include care you got when you stayed overnight in a hospital or the times you went for dental care visits.
2011 HMO Survey Questionnaire

In the last 6 months, did you have an illness, injury or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room or doctor's office?

1  Yes
2  No

-8 Don't know
-9 Not Available

Question Q4

In the last 6 months, when you NEEDED CARE RIGHT AWAY for an illness, injury or condition, how often did you get care as soon as you thought you needed?

1  Never
2  Sometimes
3  Usually
4  Always

-8 Don't know
-9 Not Available

Question Q5

In the last 6 months, NOT counting the times you needed care right away, did you make any APPOINTMENTS for your health care at a doctor's office or clinic?

1  Yes
2  No

-8 Don't know
-9 Not Available

Question Q6

In the last 6 months, NOT counting the times you needed care right away, HOW OFTEN did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

1  Never
2  Sometimes
3  Usually
4  Always

-8 Don't know
-9 Not Available

Question 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?

(INT: READ CHOICES IF NECESSARY)
Question Q8

Using ANY NUMBER FROM 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0  None  
1  1 time  
2  2 times  
3  3 times  
4  4 times  
5  5 to 9 times  
6  10 or more times

-8  Don't know  
-9  Not Available

Question Q9

A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

1  Yes  
2  No  

-8  Don't know  
-9  Not Available

Question Q10

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

0  None  
1  1 time
Question Q11

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

-8 Don't know
-9 Not Available

Question Q12

In the last 6 months, how often did your personal doctor LISTEN CAREFULLY to you?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Not Available

Question Q13

In the last 6 months, how often did your personal doctor SHOW RESPECT for what you had to say?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Not Available
Question Q14

In the last 6 months, how often did your personal doctor SPEND ENOUGH time with you?

(INT: READ CHOICES IF NECESSARY)

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Not Available

Question Q15

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?

(INT: READ CHOICES IF NECESSARY)

0 Worst personal doctor possible
1
2
3
4
5
6
7
8
9
10 Best personal doctor possible

-8 Don't Know
-9 Refused

Question Q15b

How would you rate the number of doctors you had to choose from?

1 Excellent
2 Very good
3 Good
4 Fair
5 Poor
6 No experience

-8 Don't know
-9 Not Available
Question Q16

When you answer the next questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

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 try to make any appointments to see a specialist?

1  Yes
2  No
-8  Don't know
-9  Not Available

Question Q17

In the last 6 months, how often was it easy to get appointments with specialists?

1  Never
2  Sometimes
3  Usually
4  Always
-8  Don't know
-9  Not Available

Question Q18

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

(INT: READ CHOICES IF NECESSARY)

0  None
1  1 specialist
2  2
3  3
4  4
5  5 or more specialists
-8  Don't know
-9  Not Available

Question Q19

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 the specialist?

(INT: READ CHOICES IF NECESSARY)
Question Q20

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

In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

1 Yes
2 No

-8 Don't Know
-9 Not Available

Question Q21

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?

1 Never
2 Sometimes
3 Usually
4 Always

-8 Don't know
-9 Not Available

Question Q22

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

1 Yes
2 No

-8 Don't know
-9 Not Available
Question Q23

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
-8 Don't know
-9 Not Available

Question Q25

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

1. Yes
2. No
-8 Don't Know
-9 Not Available

Question Q24

In the last 6 months, how often did your health plan's customer service staff treat you with COURTESY AND RESPECT?

(INT: READ CHOICES IF NECESSARY)

1. Never
2. Sometimes
3. Usually
4. Always
-8 Don't know
-9 Not Available

Question Q26

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

(INT: READ CHOICES IF NECESSARY)

1. Never
2. Sometimes
3. Usually
4. Always
-8 Don't know
-9 Not Available
Question Q27

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?

(INT: READ CHOICES IF NECESSARY)

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

-8 Don't Know
-9 Refused

Question Q27a

Would you recommend your health plan to your family or friends?

1 Definitely yes
2 Probably yes
3 Probably not
4 Definitely not

Question Q27c

If today you could select any health plan company in your area, would you select your current plan again?

1 Definitely yes
2 Probably yes
3 Probably not
4 Definitely not

-8 Don't Know
-9 Refused

Question Q28

In general, how would you rate your overall health?

1 Excellent
2 Very good
3 Good
4 Fair
Question Q29

In the past 6 months, have you seen a doctor or other health provider 3 or more times for the SAME condition or problem?

1  Yes
2  No

-8  Don't Know
-9  Not Available

Question Q30

Is this a condition or problem that has lasted for at least 3 months?

Do NOT include pregnancy or menopause.

1  Yes
2  No

-8  Don't Know
-9  Not Available

Question Q31

Do you now need or take medicine prescribed by a doctor?

Do NOT include birth control.

1  Yes
2  No

-8  Don't Know
-9  Not Available

Question Q32

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

-8  Don't Know
-9  Not Available
Question Q35

What is the highest grade or level of school that you have COMPLETED?

INT: (READ CHOICES ONLY IF NECESSARY)

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
-8  Don't know
-9  Not Available

Question Q36

Are you of Hispanic or Latino origin or descent?

1  Yes (Hispanic or Latino)
2  No (Not Hispanic or Latino)
-8  Don't know
-9  Not Available

Question Q37

What is your race?

INT: (READ CHOICES IF NECESSARY AND SELECT ALL THAT APPLY)

White
Black or African-American
Asian
Native Hawaiian or other Pacific Islander
American Indian or Alaska Native
Other (please specify)
Don't Know
Refused

Question THANKYOU

Those are all the questions I have. Thank you very much for your time.

Thank you and have a great day!

INTERVIEWER: (PRESS G TO CONTINUE)

(DO NOT HIT CTRL/END OR QUIT!)
(IF YOU DO THIS WILL NOT BE COUNTED AS A COMPLETE!)