



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Adult Survey

CAHPS® 5.0 Report

July 2015



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Ann Arbor, MI 48108

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Doctor/provider definitely talked about specific things to do to prevent illness	
Personal doctor usually or always seemed informed about care received from other doctors or providers	
Written materials/Internet usually or always provided needed information about how health plan works	
Forms from your health plan usually or always easy to fill out	
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The CAHPS® 5.0H Survey of the adult members of the Georgia Medicaid Program is a comprehensive tool for assessing consumers' experiences with the Georgia Medicaid Program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Adult Medicaid Survey. The survey instrument consists of fifty-eight questions addressing areas such as getting care quickly, how well doctors communicate, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid program. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® survey instrument uses the term health plan throughout the survey. Throughout this report the term 'health plan' will refer to the Georgia Medicaid Program's services for adults.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Statistical significance tests were run comparing the Georgia Medicaid Program's 2013 scores with the 2014 and 2015 Georgia Medicaid Program's scores. Trend comparisons are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite questions correlate to all general ratings questions, and where improvements could help increase not only overall satisfaction, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, small numbers of responses could be collected due to skip patterns inherent in the

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instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. The CAHPS® survey provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of an Adult survey conducted for the Georgia Medicaid Program. Attempts were made to survey 1,350 member households by mail and telephone during the period from March 17, 2015 through June 1, 2015, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 35.6%.

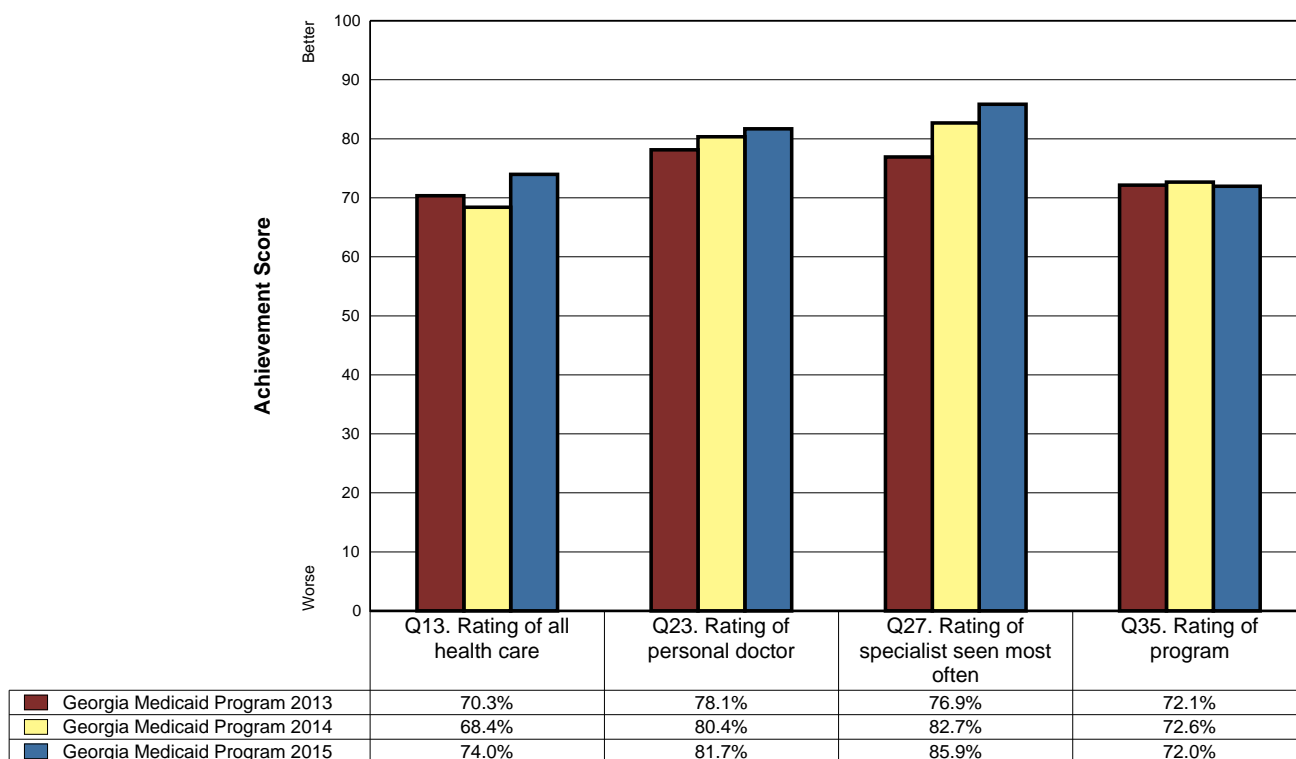
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. Ratings are presented for 2013, 2014 and the 2015 Georgia Medicaid Program's services for adults.

Statistical testing is between the Georgia Medicaid Program 2013 ratings and each year of trend. When there is a statistically significant difference between the ratings an arrow is placed above the appropriate bar. If there are no arrows there is not a statistically significant difference between the ratings.

Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2013

SUMMARY OF COMPOSITES

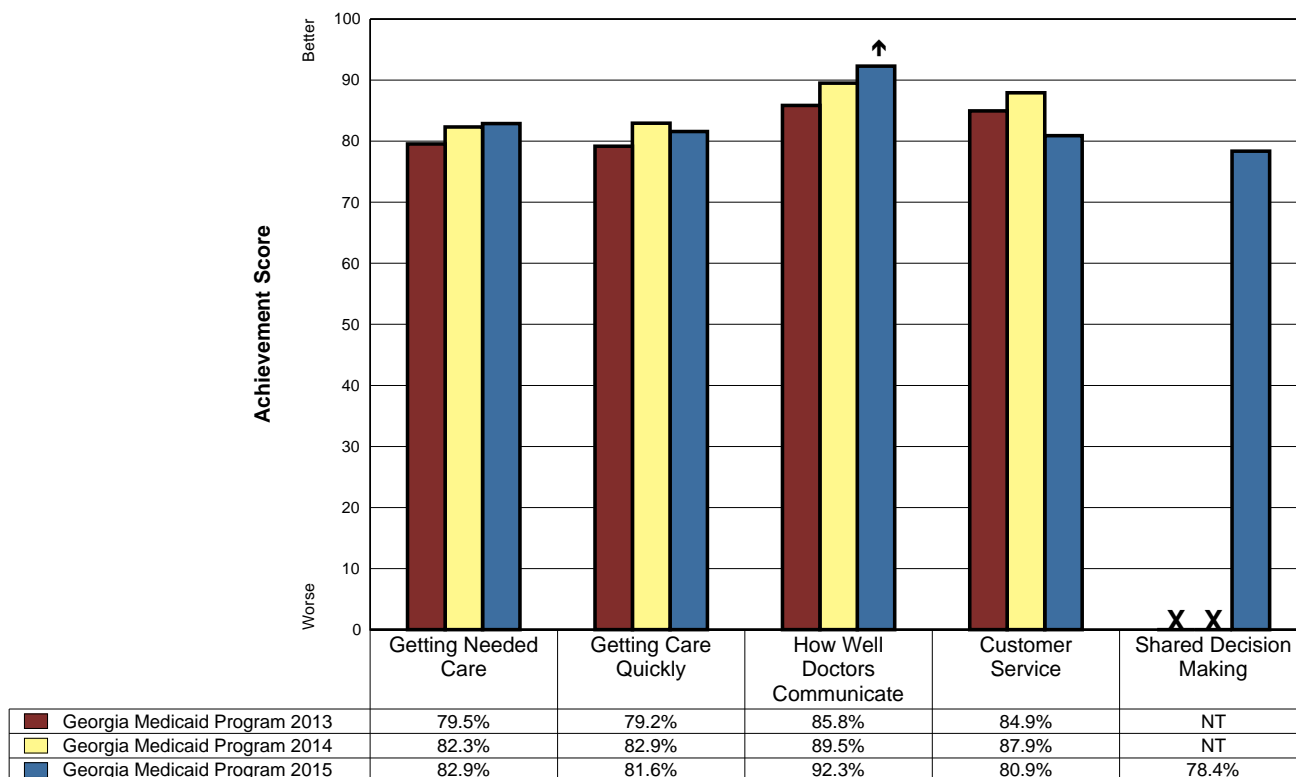
For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for adults under the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

In this table, proportions of positive responses are reported as achievement scores (see the *Methodology* section for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

In 2015, CAHPS® revised the Shared Decision Making questions and response option text. Two of the questions changed from a reference of "How much did a doctor discuss why or why not you might want to take a medicine" to "Did a doctor talk to you..". The response options for these two questions changed from a scale of "Not at all to A Lot" to a "Yes/No" response option. Due to these changes there is no trend available for the Shared Decision Making composite. In 2014 the Shared Decision Making score was 46.7% using the old question text and response options.

Three years of composite scores are presented for the Georgia Medicaid Program's services for adults. Statistical testing is between the Georgia Medicaid Program 2013 scores and the 2014 and the 2015 scores. When there is a statistically significant difference between the scores an arrow is placed above the appropriate bar. If there are no arrows there is not a statistically significant difference between the scores.

Composites



% of respondents reporting satisfaction

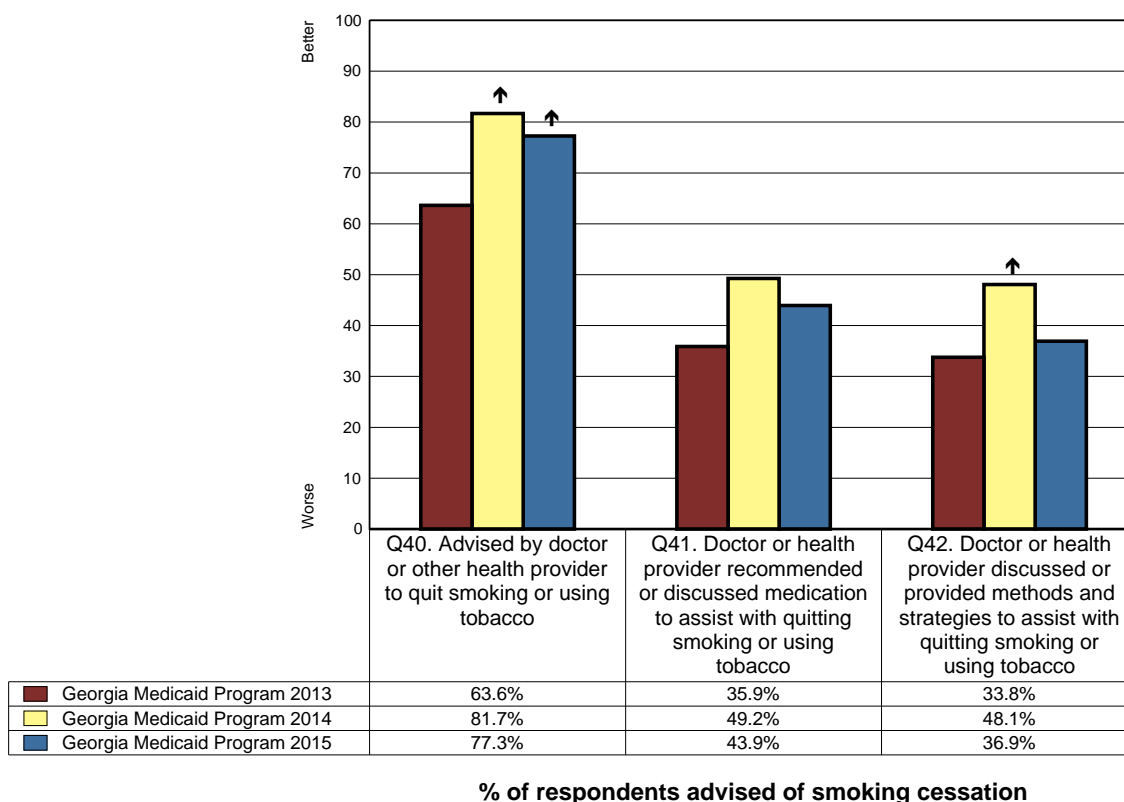
↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2013
 NT/X: No trend data available.

SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Medical Assistance with Smoking Cessation measure represents the proportion of adult members who were continuously enrolled during the measurement year and whose provider advised them to quit smoking or using tobacco; recommended or discussed medication to assist with quitting smoking or using tobacco; or recommended or discussed methods and strategies other than medication to assist with quitting smoking or using tobacco. This measure is only reported for those respondents that answered 'every day' or 'some days' to Q39. For these questions, a response of "Sometimes", "Usually", or "Always" is considered an achievement.

The Medical Assistance with Smoking Cessation measure is composed of three questions. The Georgia Medicaid Program's scores are presented for 2013, 2014 and 2015. Statistical testing is between the Georgia Medicaid Program 2013 scores and the 2014 and the 2015 scores. When there is a statistically significant difference between the scores an arrow is placed above the appropriate bar. If there are no arrows there is not a statistically significant difference between the scores.

Medical Assistance with Smoking Cessation



↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2013

The Flu Shot for Adults Ages 18-64 measure is based on a single question (Q38) about getting a flu shot. The score represents the proportion of members aged 18-64 who were continuously enrolled during the measurement year and who received an influenza vaccination between July of the measurement year and the date the survey was completed. In 2013 the flu shot measure was not included in the survey.

In 2010, NCQA introduced the Aspirin Use and Discussion measure to assess different facets of managing aspirin use for the primary prevention of cardiovascular disease. The measure is comprised of two questions, one assessing current aspirin use (Q43) and the other asking whether a doctor or health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke (Q45).

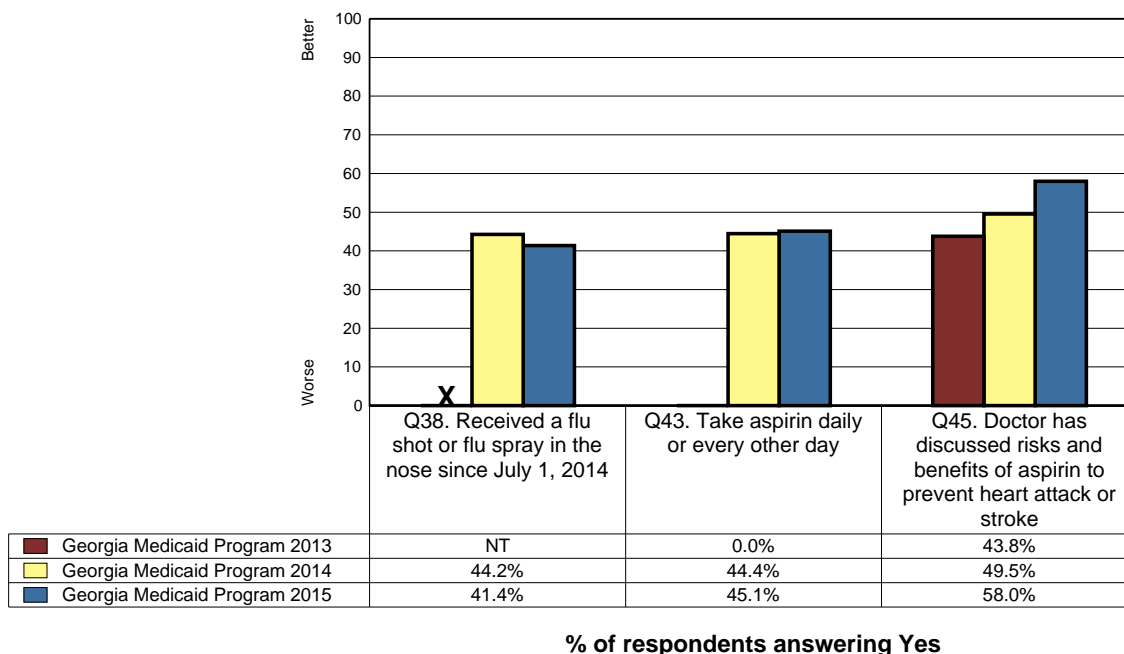
Included in the calculation of the Aspirin Use component are members in certain age/gender/risk factor categories who could safely take aspirin (based on response to Q44), and had no cardiovascular disease exclusion (based on response to Q47), and who answered Q43. The rate represents the proportion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

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

The Georgia Medicaid Program's results are presented for 2013, 2014 and 2015. When there is a statistically significant difference between the scores an arrow is placed above the appropriate bar. If there are no arrows there is not a statistically significant difference between the scores. Significance tests were considered valid when the number of cases used to compute each score was 30 or greater. In 2013 the number of cases for the Aspirin Use and Discussion measure was less than 30. Please refer to the *Methodology* section for more information about statistical testing.

Flu Shot for Adults Ages 18-64 (FSA)

Aspirin Use and Discussion (ASP)



↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2013
 NT/X: No trend data available.

Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender, ethnicity and education for the respondents. The total of all categories for the respondent ethnicity is more than 100% because the data is from a combination of the data collected for Q55 and Q56 which allows respondents to choose multiple ethnicities.

Demographic Characteristics

<i>Respondent Age (years)</i>	ADMD 2015	ADMD 2014
18 to 24	5.9%	7.4%
25 to 34	10.3%	7.2%
35 to 44	9.6%	7.6%
45 to 54	15.9%	16.4%
55 to 64	21.4%	23.1%
65 to 74	18.9%	19.6%
75 or older	18.0%	18.7%

<i>Parent/Respondent Gender</i>	ADMD 2015	ADMD 2014
Male	33.9%	34.2%
Female	66.1%	65.8%

<i>Highest grade or level of school completed</i>	ADMD 2015	ADMD 2014
8th grade or less	15.1%	20.6%
Some high school, but did not graduate	24.7%	29.3%
High school graduate or GED	37.0%	31.1%
Some college or 2-year college	18.7%	14.8%
4-year college graduate	3.2%	2.1%
More than 4-year college degree	1.4%	2.1%

<i>Ethnicity</i>	ADMD 2015	ADMD 2014
White	47.9%	46.8%
Black or African American	46.8%	49.8%
Asian	2.5%	2.5%
American Indian or Alaska Native	2.5%	3.7%
Hispanic or Latino	4.6%	6.2%
Native Hawaiian or Other Pacific Islander	0.2%	0.5%
Other	2.3%	2.3%

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid program is based on Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with the Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's adult achievement score, and the correlation with overall satisfaction with the services for adults under the Georgia Medicaid Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities.

Question	ADMD Achievement Score	Correlation w/ satisfaction
Q31. Health plan's customer service usually or always gave needed information or help	69.8	0.59
Q29. Written materials/Internet usually or always provided needed information about how health plan works	66.7	0.49
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	90.7	0.43
Q14. Usually or always got care, tests or treatment you thought you needed	84.3	0.34
Q4. Usually or always got care right away as soon as you needed	85.7	0.27
Q19. Personal doctor usually or always showed respect for what you had to say	93.2	0.26
Q18. Personal doctor usually or always listened carefully to you	91.9	0.25
Q20. Personal doctor usually or always spent enough time with you	90.8	0.24
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	80.5	0.20
Q17. Personal doctor usually or always explained things in way that was easy to understand	93.2	0.20

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1350
*First mailing - usable survey returned	245
Second mailing - sent	1051
*Second mailing - usable survey returned	130
*Phone - usable surveys	90
Total - usable surveys	465
†Ineligible: According to population criteria‡	27
†Ineligible: Language barrier	11
†Ineligible: Deceased	2
†Ineligible: Mentally or physically unable to complete survey	3
Bad address and/or bad phone number	113
Refusal	55
Nonresponse - Unavailable by mail or phone	674
Response Rate	35.58%

*Included in response rate numerator

†Excluded from response rate denominator

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

Note: $Response Rate = Total Usable Surveys / Total Eligible Cases$

Methodology

The survey drew, as potential respondents, the adult members of the Georgia Medicaid Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS® guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	March 17, 2015
2	1st mailing of reminder postcards:	March 24, 2015
3	2nd mailing of survey packets:	April 14, 2015
4	2nd mailing of reminder postcards:	April 21, 2015
5	Phone field:	May 12, 2015
6	Mail and phone field terminated:	June 1, 2015

Sampling Frame

A random sample of 1350 cases was drawn of adult members from the Georgia Medicaid Program. To be eligible, members had to be continuously enrolled for at least 6 months as of December 31, 2014, with no more than one enrollment gap of 45 days or less.

Selection of Cases for Analysis

CAHPS® protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 465 adults enrolled in the Georgia Medicaid Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 35.6%.

Questionnaire

The instrument selected for the survey was developed and tested nationally as an adaptation of the CAHPS® 5.0H Adult Medicaid Survey for use in assessing the performance of Medicaid Programs. The questionnaire consisted of fifty-seven core questions. The majority of items addressed domains of member experience such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid Program.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the Medicaid program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

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

Composites

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

Getting Needed Care

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

Getting Care Quickly

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

How Well Doctors Communicate

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

Customer Service

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

Shared Decision Making

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

Comparisons: Current Year and Trending

The Georgia Medicaid Program's 2013 results are compared to the Georgia Medicaid Program's 2014 and the 2015 results. When available, trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections. Due to changes to the 2015 CAHPS® survey no trend data is available for the Shared Decision Making composite in 2015.

For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

A comparison of the Georgia Medicaid Program's rating and composite top box scores to the 2014 National CAHPS® Benchmarking database (NCBD) top box scores is presented in the *NCBD Benchmark Comparisons* section of the report. The adult Medicaid NCBD scores were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2014 adult comparative database includes 68,234 respondents from 149 adult Medicaid sample submissions.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS® survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other decreases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the Medicaid program, correlations are computed between responses to specific performance-related items and Q35, which is the rating question in the survey instrument measuring overall satisfaction with the Medicaid program. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Trend Analysis - Higher Scores - 2014 vs. 2013

Improvements in the Georgia Medicaid Program's services for adults scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	81.7%	63.6%	+18.0	Medical Assistance with Smoking Cessation
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	48.1%	33.8%	+14.3	Medical Assistance with Smoking Cessation
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	86.6%	75.9%	+10.8	Single Items

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for adults follow. Achievement scores for these questions are higher than 2013, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q43. Take aspirin daily or every other day	44.4%	0.0%	+44.4	Aspirin Use and Discussion
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	49.2%	35.9%	+13.3	Medical Assistance with Smoking Cessation
Q31. Health plan's customer service usually or always gave needed information or help	80.5%	74.7%	+5.8	Customer Service
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	49.5%	43.8%	+5.8	Aspirin Use and Discussion
Q27. Rating of specialist seen most often	82.7%	76.9%	+5.8	Ratings
Q20. Personal doctor usually or always spent enough time with you	87.3%	82.2%	+5.1	Communication
Q14. Usually or always got care, tests or treatment you thought you needed	85.3%	80.4%	+4.9	Getting Needed Care

Trend Analysis - Higher Scores - 2014 vs. 2013

(continued)

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q25. Usually or always get an appointment to see a specialist as soon as you needed	80.5%	75.8%	+4.7	Getting Needed Care
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	69.2%	64.5%	+4.7	Single Items
Q6. Usually or always got an appt. for routine care as soon as you needed	83.2%	78.9%	+4.3	Getting Care Quickly
Q18. Personal doctor usually or always listened carefully to you	90.5%	86.9%	+3.6	Communication
Q29. Written materials/Internet usually or always provided needed information about how health plan works	67.9%	64.6%	+3.2	Single Items
Q17. Personal doctor usually or always explained things in way that was easy to understand	88.1%	85.2%	+2.9	Communication
Q23. Rating of personal doctor	80.4%	78.1%	+2.2	Ratings
Q19. Personal doctor usually or always showed respect for what you had to say	91.8%	89.6%	+2.2	Communication
Q35. Rating of program	72.6%	72.1%	+0.5	Ratings
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	95.0%	94.6%	+0.3	Customer Service
Q4. Usually or always got care right away as soon as you needed	83.6%	83.3%	+0.3	Getting Care Quickly

Trend Analysis - Lower Scores - 2014 vs. 2013

Scores for the Georgia Medicaid Program's services for adults that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q37. Excellent or very good rating of your overall mental or emotional health	28.6%	42.9%	-14.2	Single Items
Q36. Excellent or very good rating of your overall health	20.0%	33.0%	-13.0	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the Georgia Medicaid Program's services for adults follow. Scores for these questions were lower than last period, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q12. Doctor/provider definitely asked what you thought was best for you	67.7%	76.5%	-8.8	Shared Decision Making
Q13. Rating of all health care	68.4%	70.3%	-1.9	Ratings
PQ34. Forms from your health plan usually or always easy to fill out	94.0%	95.8%	-1.7	Single Items

Trend Analysis - Higher Scores - 2015 vs. 2013

Improvements in the Georgia Medicaid Program's services for adults scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2015 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2013 Score	% Point Change	Composite Group
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	77.3%	63.6%	+13.6	Medical Assistance with Smoking Cessation
Q20. Personal doctor usually or always spent enough time with you	90.8%	82.2%	+8.6	Communication
Q17. Personal doctor usually or always explained things in way that was easy to understand	93.2%	85.2%	+8.0	Communication

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for adults follow. Achievement scores for these questions are higher than 2013, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2013 Score	% Point Change	Composite Group
Q43. Take aspirin daily or every other day	45.1%	0.0%	+45.1	Aspirin Use and Discussion
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	58.0%	43.8%	+14.2	Aspirin Use and Discussion
Q27. Rating of specialist seen most often	85.9%	76.9%	+8.9	Ratings
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	43.9%	35.9%	+8.0	Medical Assistance with Smoking Cessation
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	71.7%	64.5%	+7.2	Single Items
Q18. Personal doctor usually or always listened carefully to you	91.9%	86.9%	+5.0	Communication
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	80.5%	75.9%	+4.6	Single Items
Q25. Usually or always get an appointment to see a specialist as soon as you needed	80.4%	75.8%	+4.6	Getting Needed Care

Trend Analysis - Higher Scores - 2015 vs. 2013

(continued)

Question	ADMD 2015 Score	ADMD 2013 Score	% Point Change	Composite Group
Q14. Usually or always got care, tests or treatment you thought you needed	84.3%	80.4%	+3.9	Getting Needed Care
Q19. Personal doctor usually or always showed respect for what you had to say	93.2%	89.6%	+3.6	Communication
Q13. Rating of all health care	74.0%	70.3%	+3.6	Ratings
Q23. Rating of personal doctor	81.7%	78.1%	+3.5	Ratings
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	36.9%	33.8%	+3.2	Medical Assistance with Smoking Cessation
Q4. Usually or always got care right away as soon as you needed	85.7%	83.3%	+2.4	Getting Care Quickly
Q29. Written materials/Internet usually or always provided needed information about how health plan works	66.7%	64.6%	+2.1	Single Items
Q6. Usually or always got an appt. for routine care as soon as you needed	80.4%	78.9%	+1.5	Getting Care Quickly

Trend Analysis - Lower Scores - 2015 vs. 2013

Scores for the Georgia Medicaid Program's services for adults that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2015 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2013 Score	% Point Change	Composite Group
Q36. Excellent or very good rating of your overall health	20.3%	33.0%	-12.7	Single Items
Q37. Excellent or very good rating of your overall mental or emotional health	33.9%	42.9%	-9.0	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the Georgia Medicaid Program's services for adults follow. Scores for these questions were lower than last period, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2013 Score	% Point Change	Composite Group
Q31. Health plan's customer service usually or always gave needed information or help	69.8%	74.7%	-4.9	Customer Service
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	90.7%	94.6%	-3.9	Customer Service
Q12. Doctor/provider definitely asked what you thought was best for you	74.8%	76.5%	-1.7	Shared Decision Making
PQ34. Forms from your health plan usually or always easy to fill out	94.4%	95.8%	-1.4	Single Items
Q35. Rating of program	72.0%	72.1%	-0.2	Ratings

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS® surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items.

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, the achievement scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always' and 'Usually' or 'Yes'. Negative responses are 'Sometimes' or 'Never' and 'No'. For most question items, achievement scores are comprised of the top two response options, "Always" and "Usually"; for the Shared Decision-Making composite items, the achievement score is based only on the response option, "Yes".

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q18 Communication	92%	0.54	Q18 Communication	92%	0.80	Q32 Customer Service	91%	0.54	Q31 Customer Service	70%	0.59
2	Q19 Communication	93%	0.51	Q19 Communication	93%	0.78	Q14 Getting Needed Care	84%	0.36	Q32 Customer Service	91%	0.43
3	Q20 Communication	91%	0.50	Q20 Communication	91%	0.73	Q17 Communication	93%	0.35	Q14 Getting Needed Care	84%	0.34
4	Q14 Getting Needed Care	84%	0.49	Q17 Communication	93%	0.66	Q25 Getting Needed Care	80%	0.34	Q4 Getting Care Quickly	86%	0.27
5	Q17 Communication	93%	0.45	Q14 Getting Needed Care	84%	0.43	Q18 Communication	92%	0.32	Q19 Communication	93%	0.26
6	Q4 Getting Care Quickly	86%	0.43	Q31 Customer Service	70%	0.35	Q20 Communication	91%	0.32	Q18 Communication	92%	0.25
7	Q31 Customer Service	70%	0.42	Q25 Getting Needed Care	80%	0.32	Q19 Communication	93%	0.31	Q20 Communication	91%	0.24
8	Q6 Getting Care Quickly	80%	0.30	Q4 Getting Care Quickly	86%	0.30	Q31 Customer Service	70%	0.28	Q17 Communication	93%	0.20
9	Q32 Customer Service	91%	0.30	Q32 Customer Service	91%	0.29	Q4 Getting Care Quickly	86%	0.24	Q6 Getting Care Quickly	80%	0.19
10	Q25 Getting Needed Care	80%	0.30	Q6 Getting Care Quickly	80%	0.28	Q6 Getting Care Quickly	80%	0.16	Q12 Shared Decision Making	75%	0.16

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.54	92%	75%	17%	6%	2%
2	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.51	93%	80%	13%	5%	2%
3	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.50	91%	70%	21%	5%	4%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.49	84%	64%	20%	13%	3%
5	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.45	93%	75%	18%	5%	2%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.43	86%	71%	15%	12%	2%
7	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.42	70%	52%	18%	22%	8%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.30	80%	63%	17%	18%	2%
9	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.30	91%	75%	16%	6%	3%
10	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.30	80%	55%	25%	16%	3%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.80	92%	75%	17%	6%	2%
2	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.78	93%	80%	13%	5%	2%
3	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.73	91%	70%	21%	5%	4%
4	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.66	93%	75%	18%	5%	2%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.43	84%	64%	20%	13%	3%
6	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.35	70%	52%	18%	22%	8%
7	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.32	80%	55%	25%	16%	3%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	86%	71%	15%	12%	2%
9	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.29	91%	75%	16%	6%	3%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.28	80%	63%	17%	18%	2%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.54	91%	75%	16%	6%	3%
2	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.36	84%	64%	20%	13%	3%
3	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.35	93%	75%	18%	5%	2%
4	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.34	80%	55%	25%	16%	3%
5	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	92%	75%	17%	6%	2%
6	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	91%	70%	21%	5%	4%
7	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.31	93%	80%	13%	5%	2%
8	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.28	70%	52%	18%	22%	8%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.24	86%	71%	15%	12%	2%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.16	80%	63%	17%	18%	2%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.59	70%	52%	18%	22%	8%
2	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43	91%	75%	16%	6%	3%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.34	84%	64%	20%	13%	3%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.27	86%	71%	15%	12%	2%
5	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.26	93%	80%	13%	5%	2%
6	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.25	92%	75%	17%	6%	2%
7	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.24	91%	70%	21%	5%	4%
8	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.20	93%	75%	18%	5%	2%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.19	80%	63%	17%	18%	2%
10	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.16	75%	75%	(na)	(na)	25%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall Medicaid program satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for adults is based on Q35, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

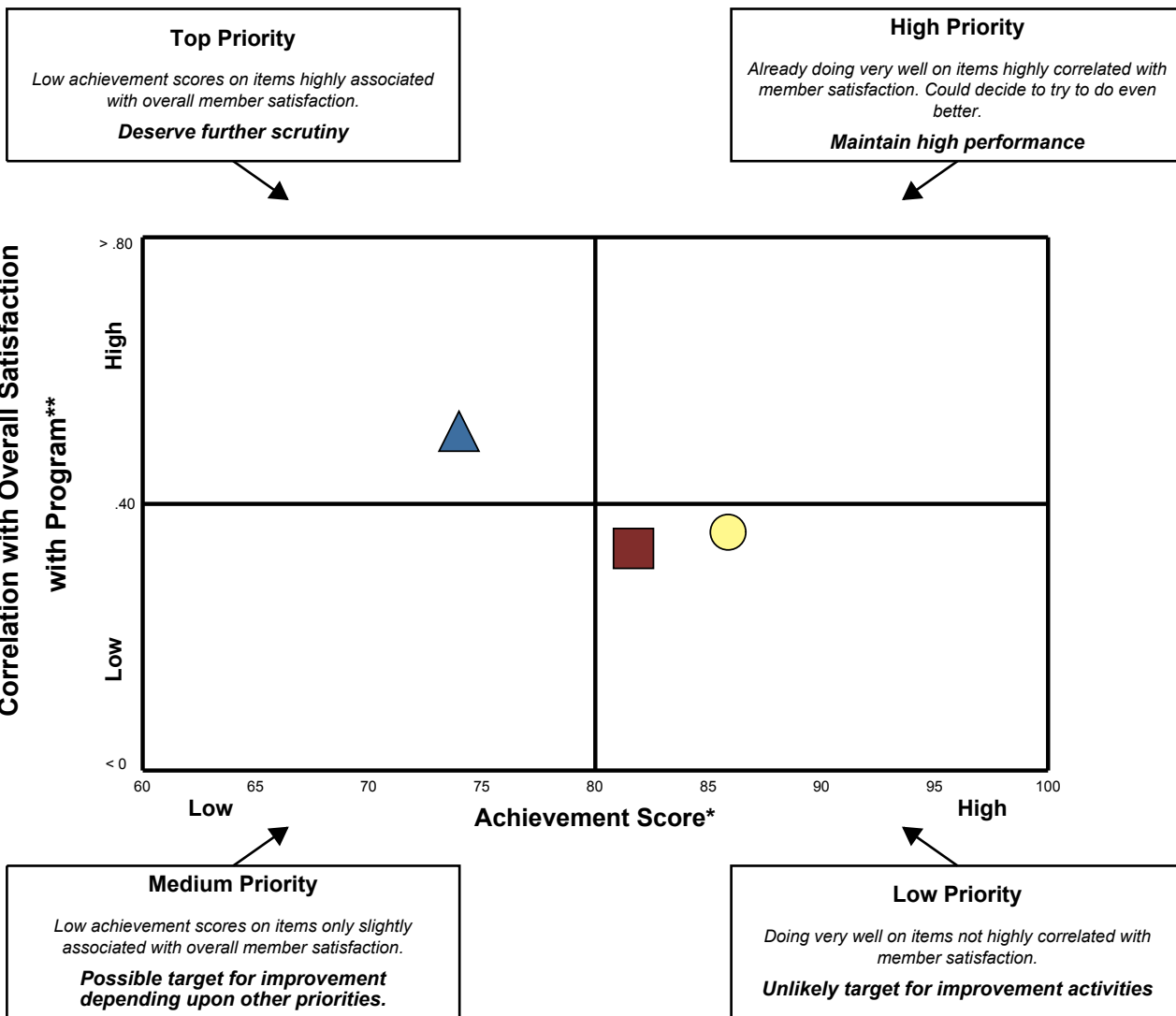
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with health plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

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

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings



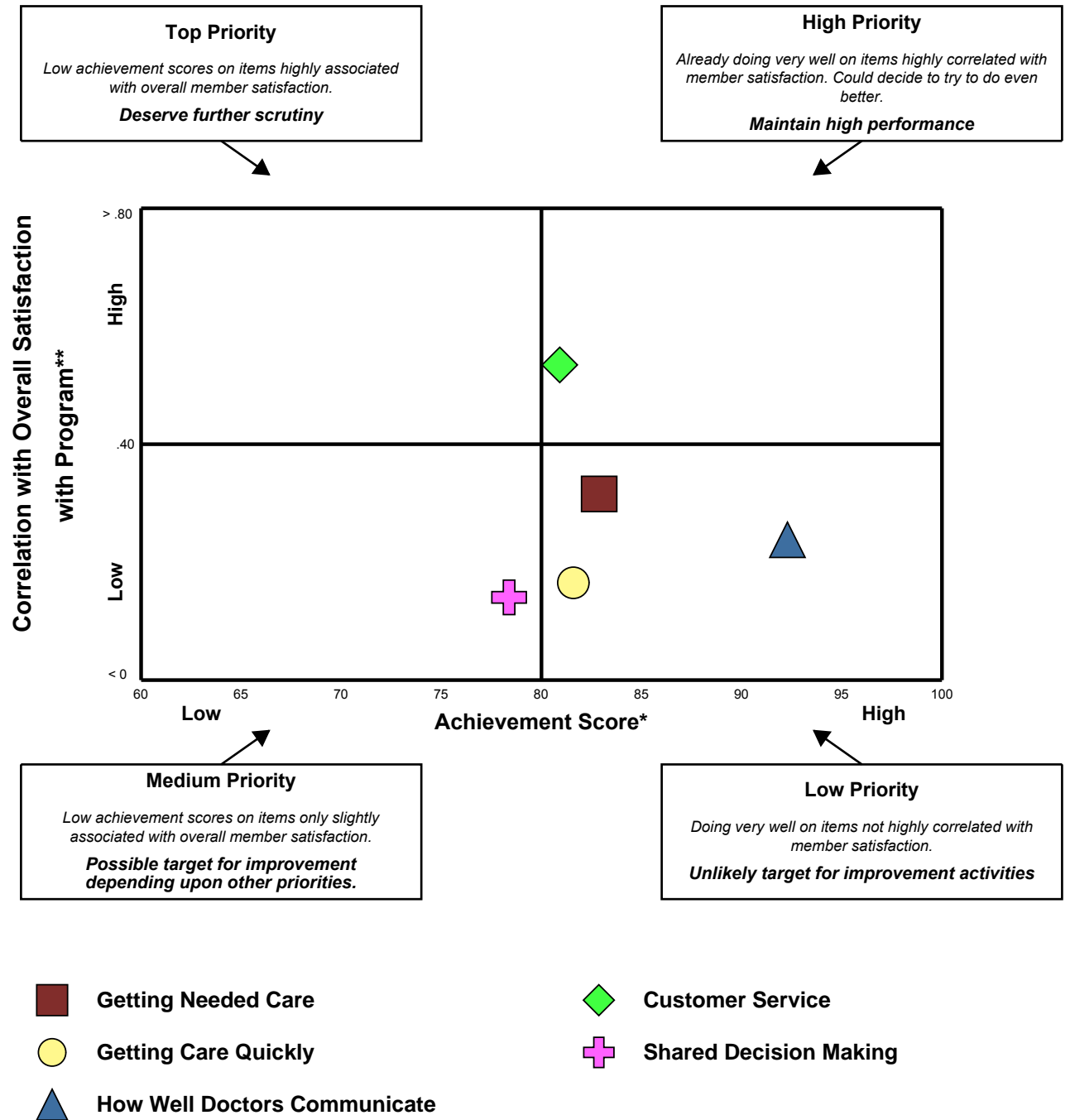
Rating of Personal Doctor or Nurse
 Rating of Specialist

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

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

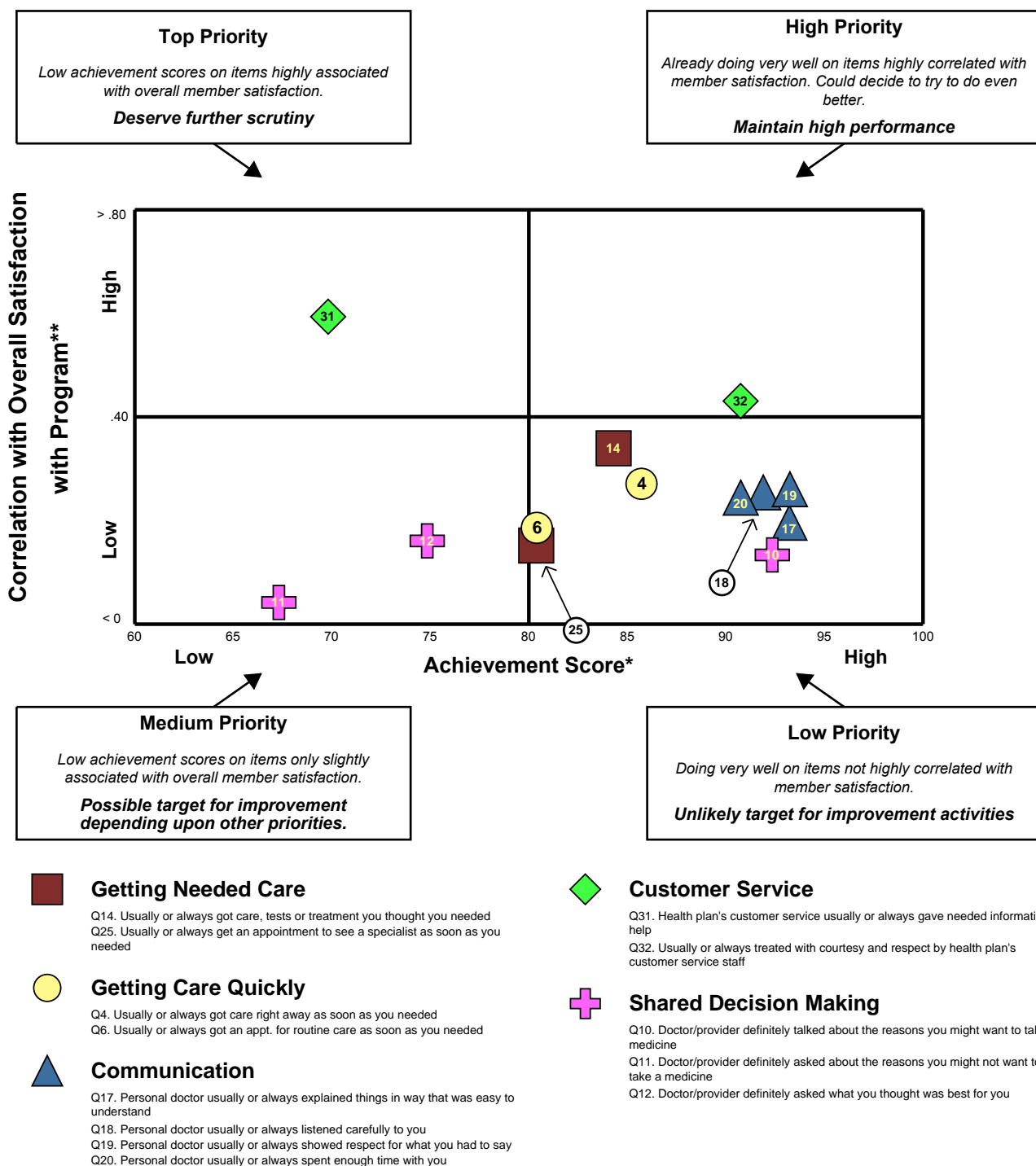


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Composite Items

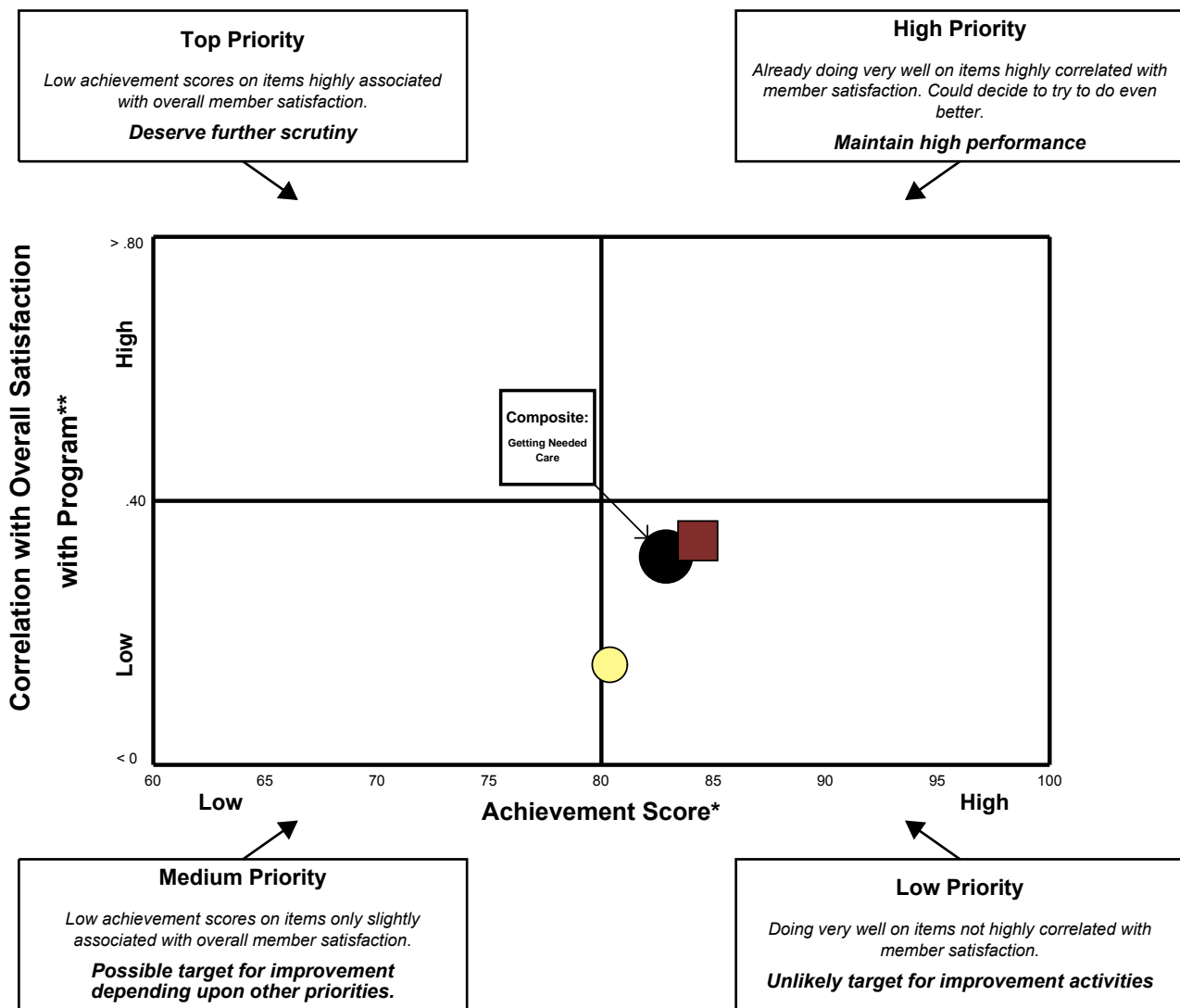


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Needed Care



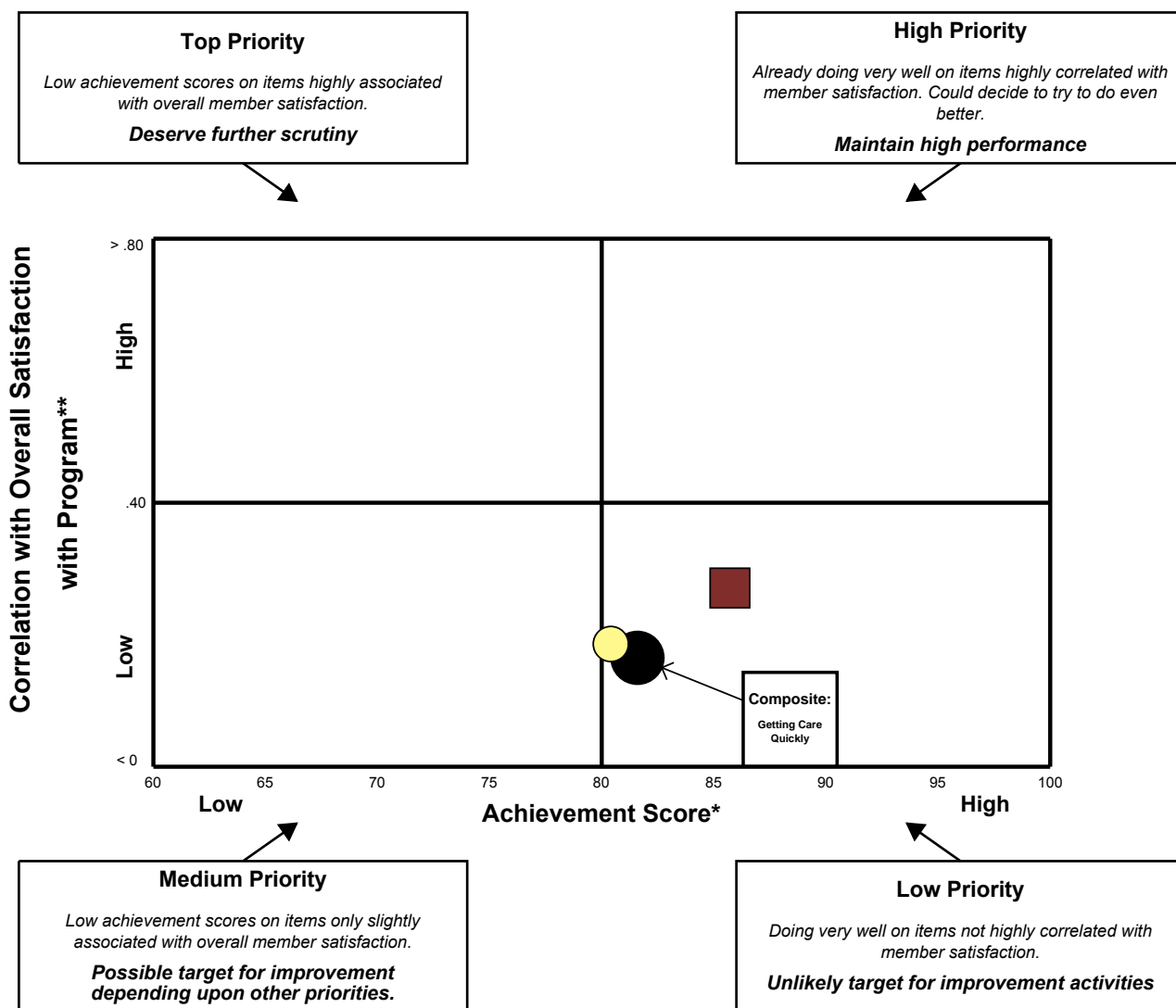
Q14. Usually or always got care, tests or treatment you thought you needed

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

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Care Quickly



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

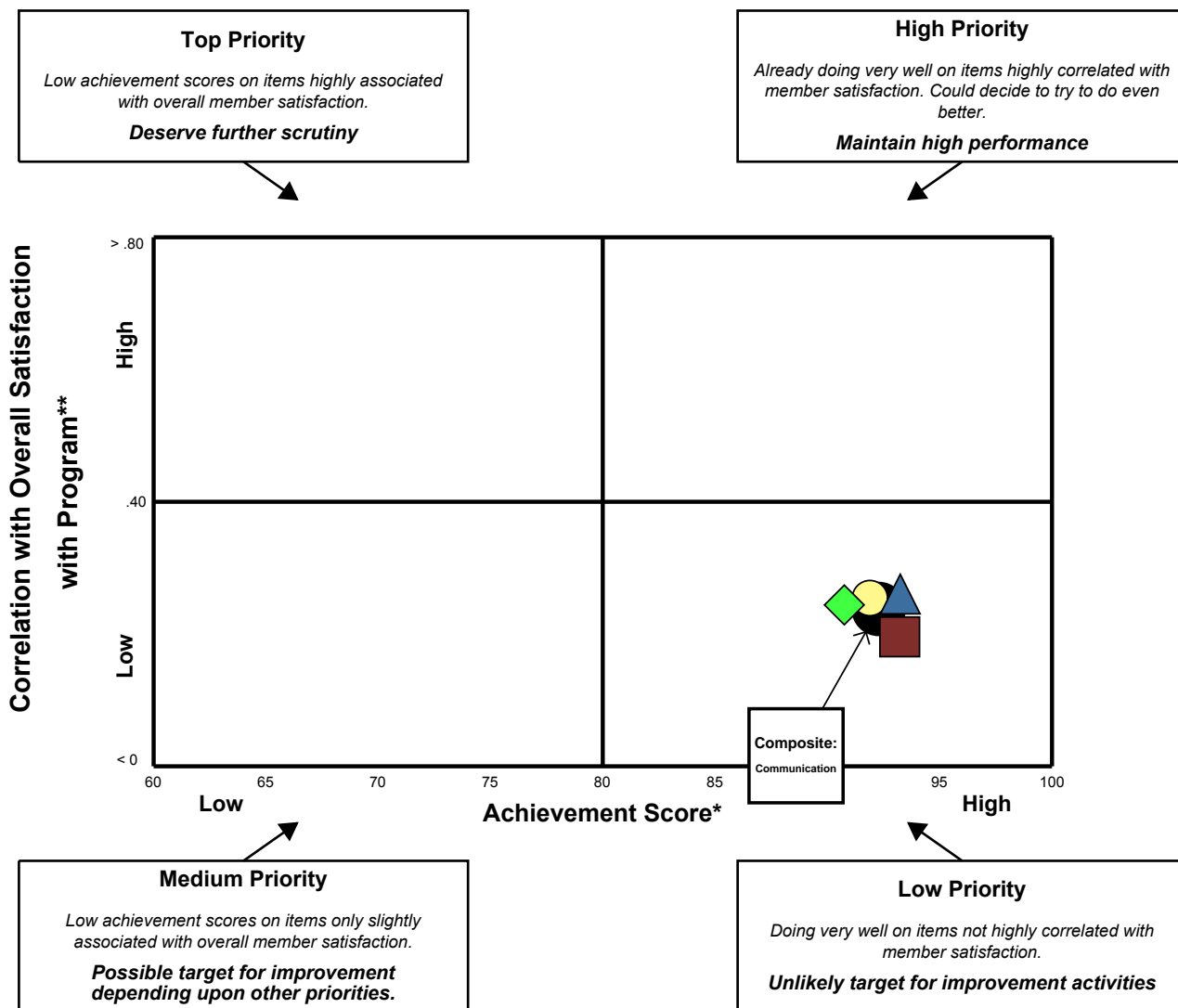
● Q6. Usually or always got an appt. for routine care as soon as you needed

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

How Well Doctors Communicate



- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

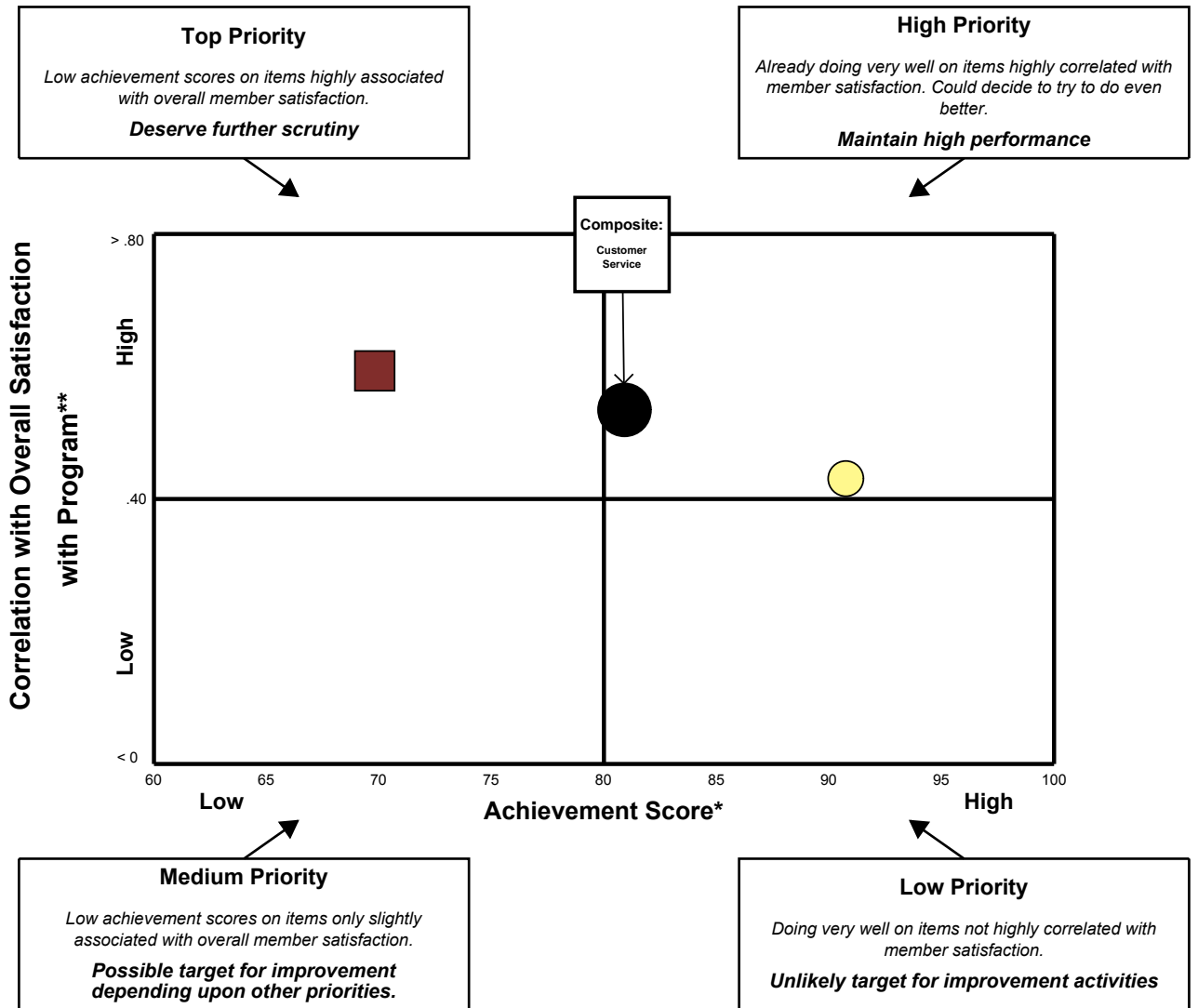
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q20. Personal doctor usually or always spent enough time with you

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Customer Service



Q31. Health plan's customer service usually or always gave needed information or help

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

* An achievement score is ranked "high" when score is 80 or higher.

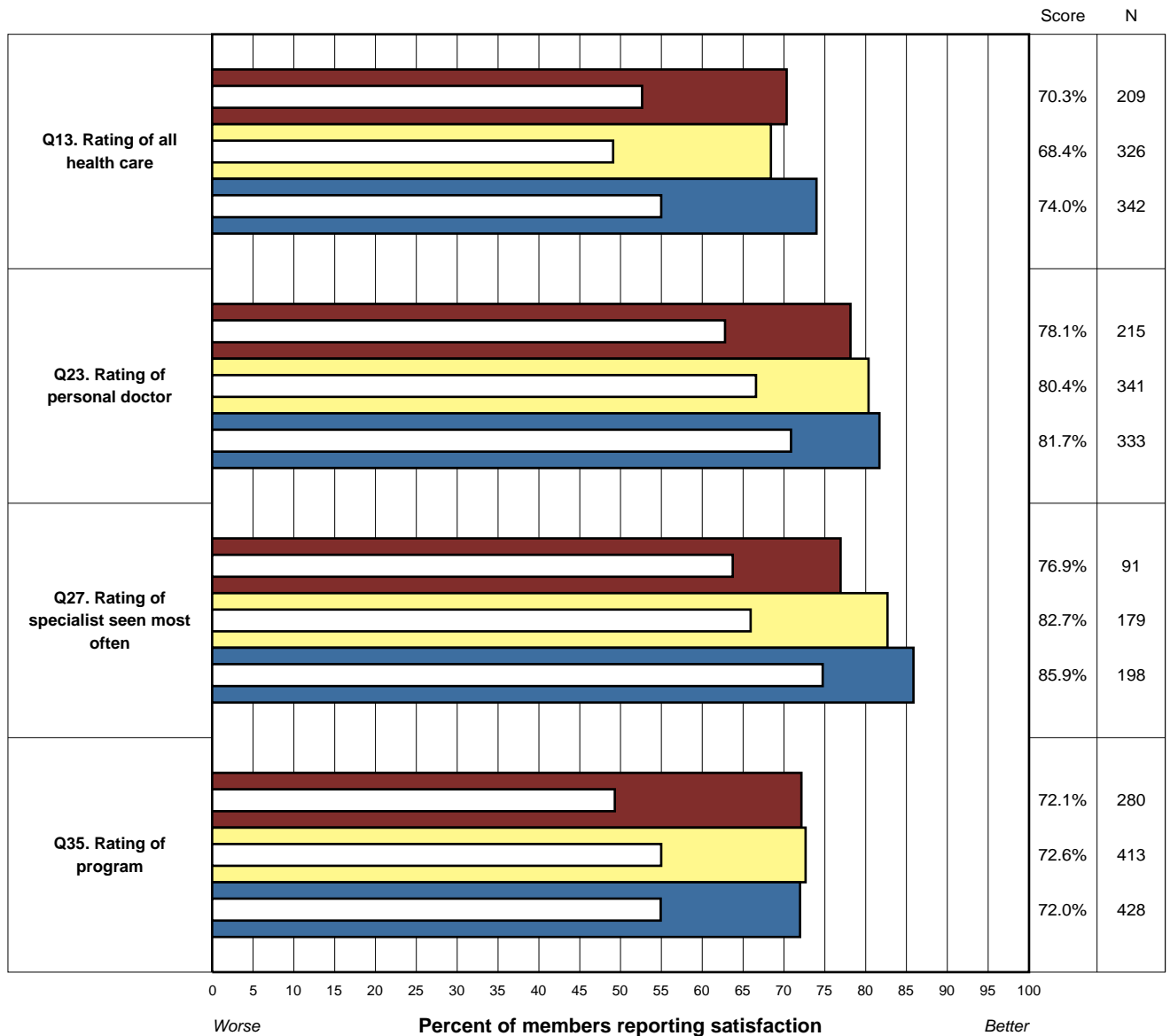
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Three years of results for the Georgia Medicaid Program's services for adults are presented.

Statistical testing is between the Georgia Medicaid Program 2013 ratings and the 2014 and the 2015 ratings. When there is a statistically significant difference between the scores an arrow is placed above the appropriate bar. If there are no arrows there is not a statistically significant difference between the scores.

Overall Rating Questions - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2013
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

ADMD 2013 ADMD 2014 ADMD 2015

COMPOSITES

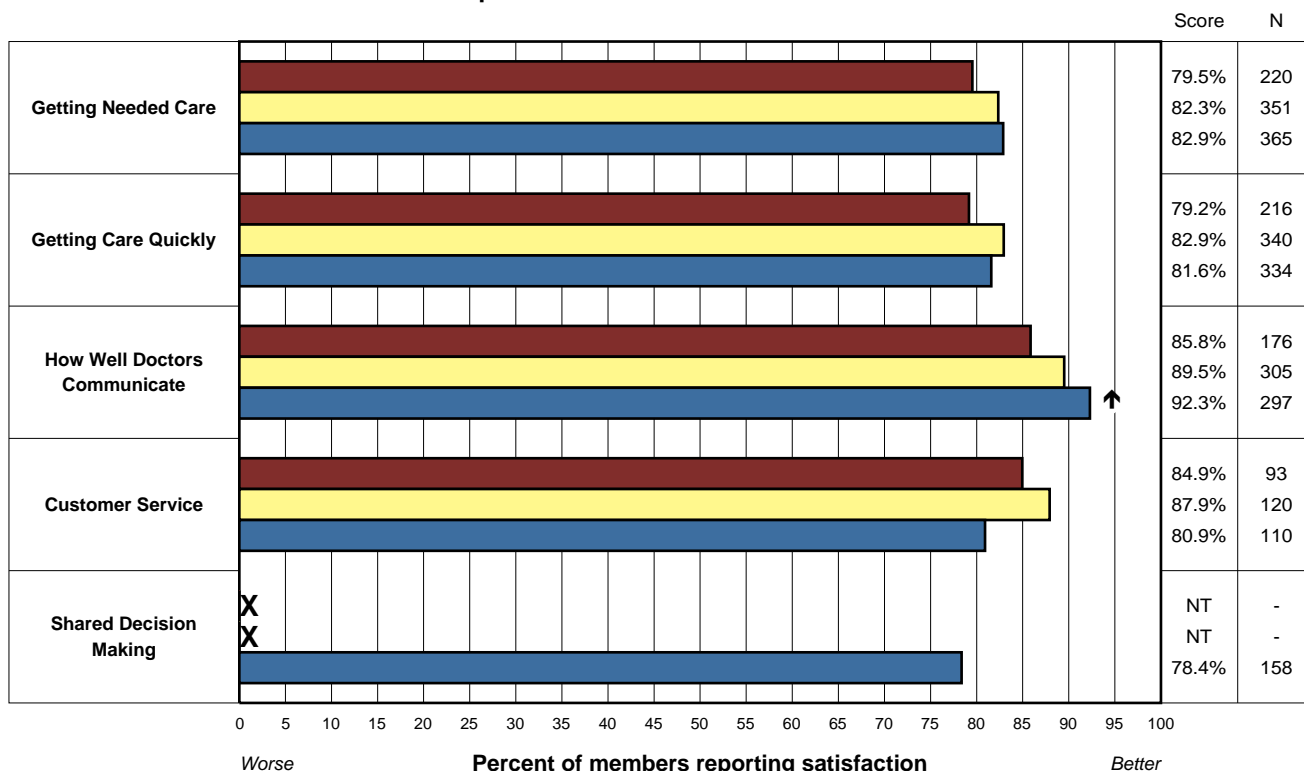
The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "Yes" for the Shared Decision Making composite.

CAHPS® revised the Shared Decision Making questions and response option text in 2015. Two of the questions changed from a reference of "How much did a doctor discuss why or why not you might want to take a medicine" to "Did a doctor talk to you..". The response option for these two questions changed from a scale of "Not at all to A Lot" to a "Yes/No" response choice. Due to these changes there is no trend available for the Shared Decision Making composite. In 2014 the Shared Decision Making score was 46.7% using the old question text and response options.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section. Three years of composite scores are presented for the Georgia Medicaid Program's services for adults. Statistical testing is between the Georgia Medicaid Program 2013 scores and the 2014 and the 2015 scores. When there is a statistically significant difference between the scores an arrow is placed above the appropriate bar. If there are no arrows there is not a statistically significant difference between the scores.

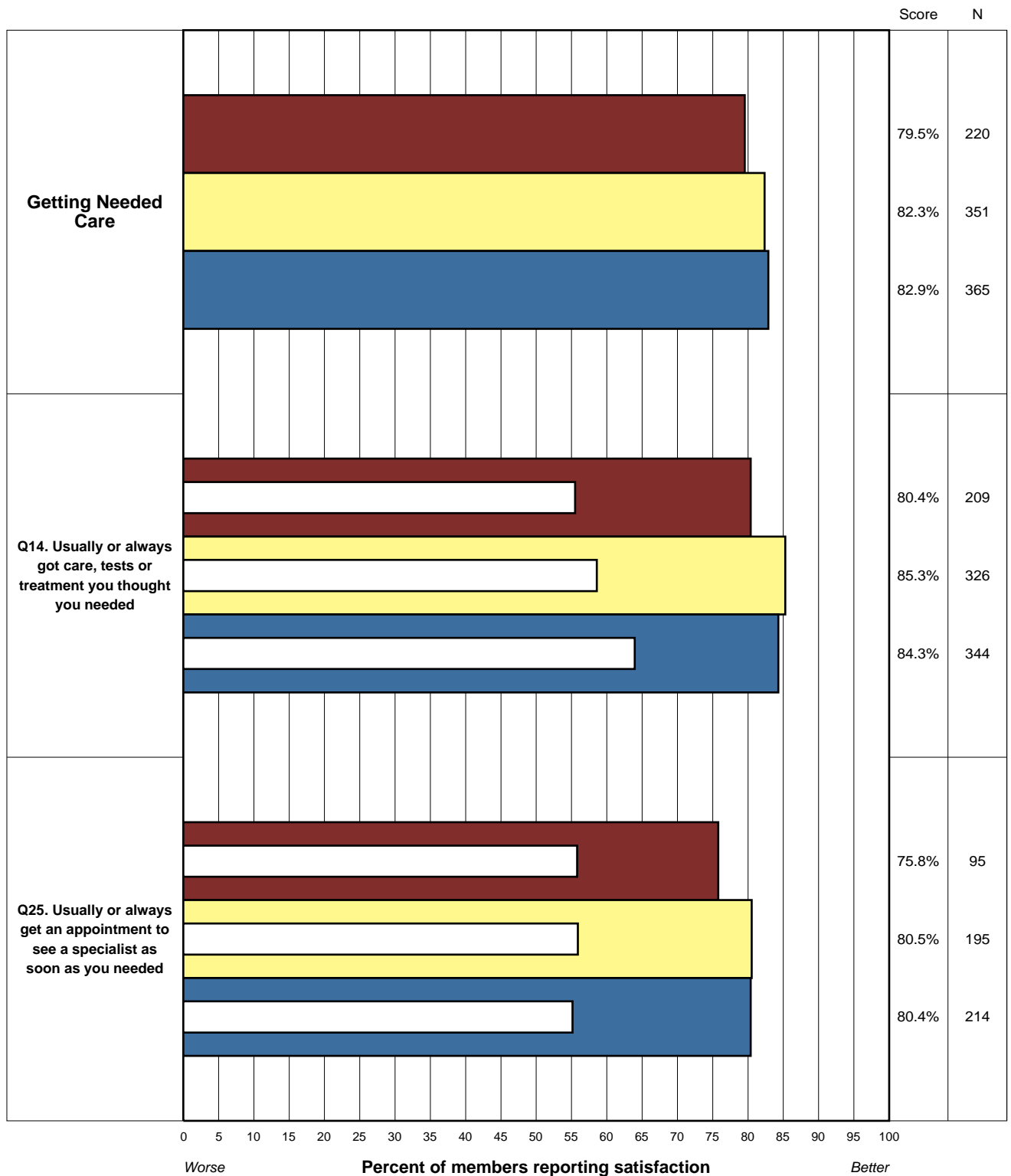
Composites - Achievement Scores



↑↓ Statistically significantly higher/lower than ADMD 2013
 X/NT Trend data not available

ADMD 2013 ADMD 2014 ADMD 2015

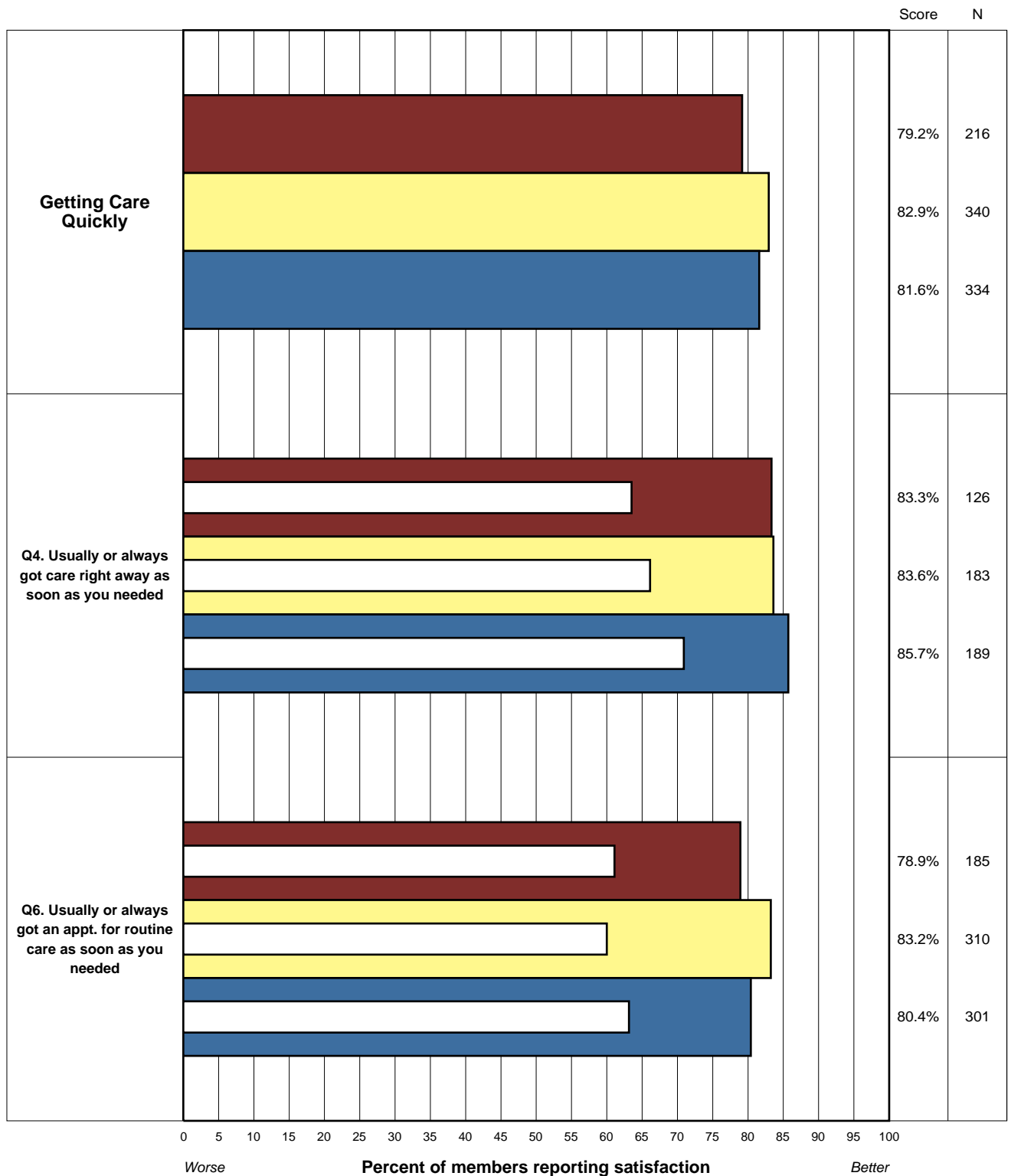
Getting Needed Care - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2013 ADMD 2014 ADMD 2015

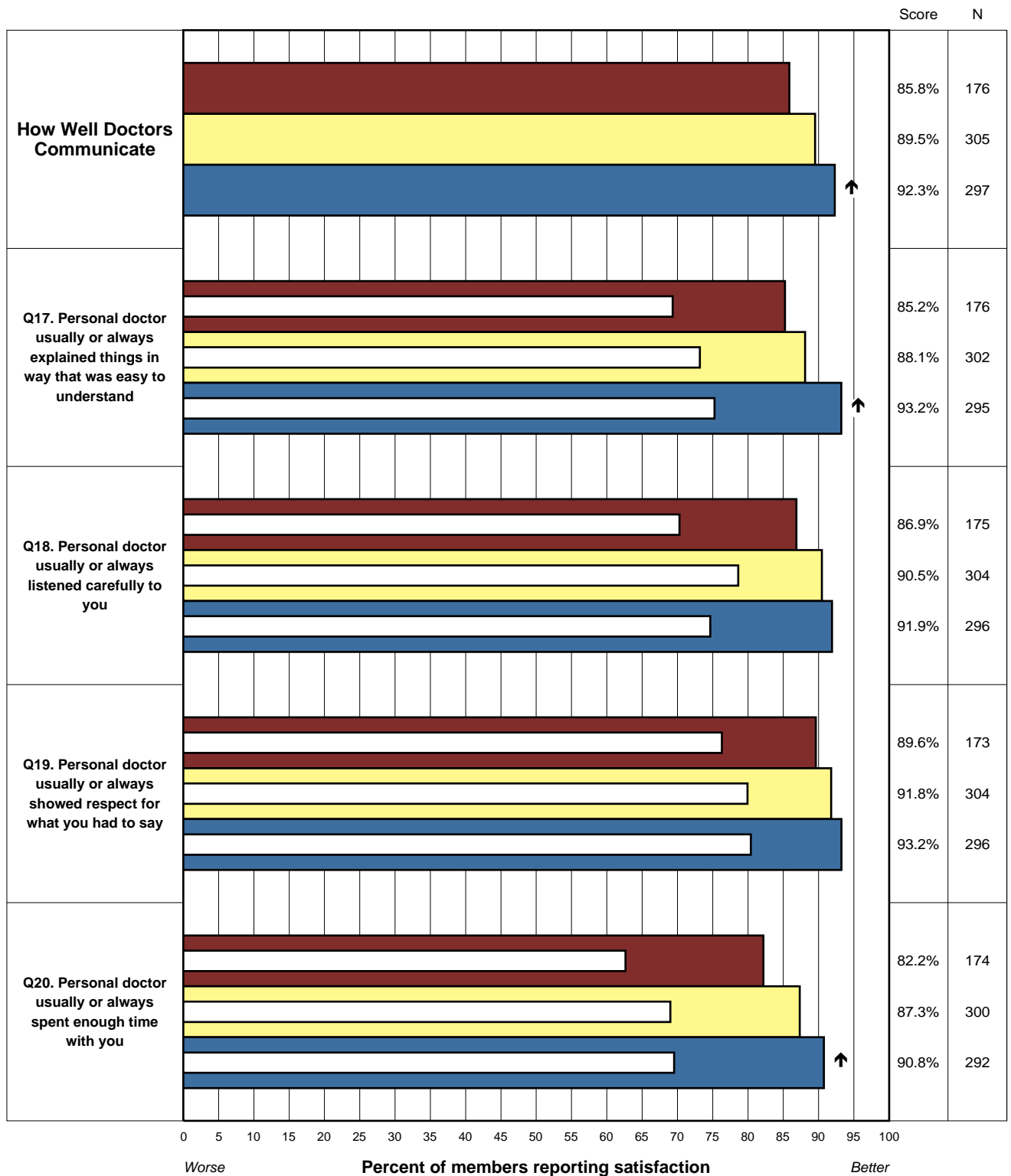
Getting Care Quickly - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2013 ADMD 2014 ADMD 2015

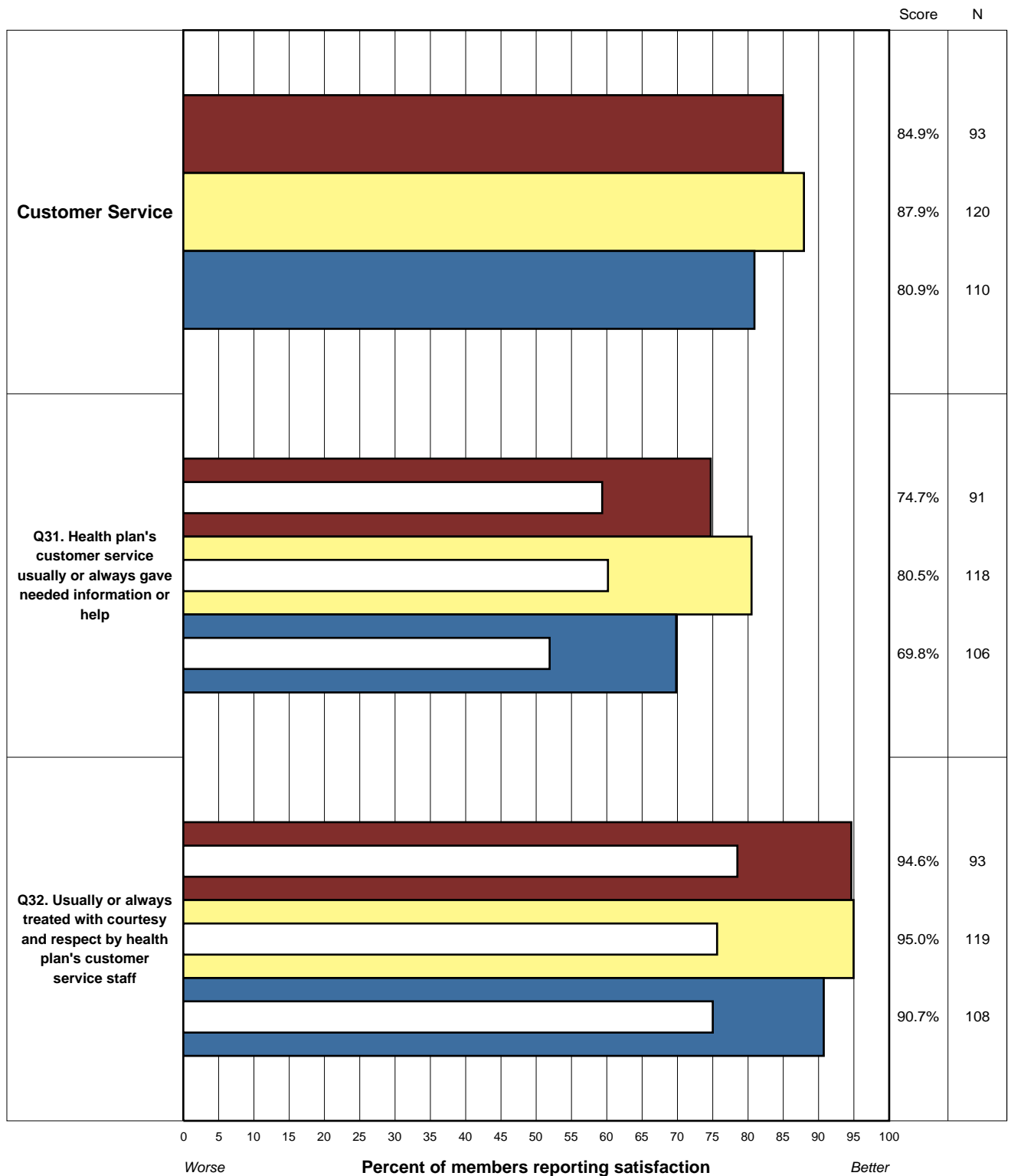
How Well Doctors Communicate - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2013 ADMD 2014 ADMD 2015

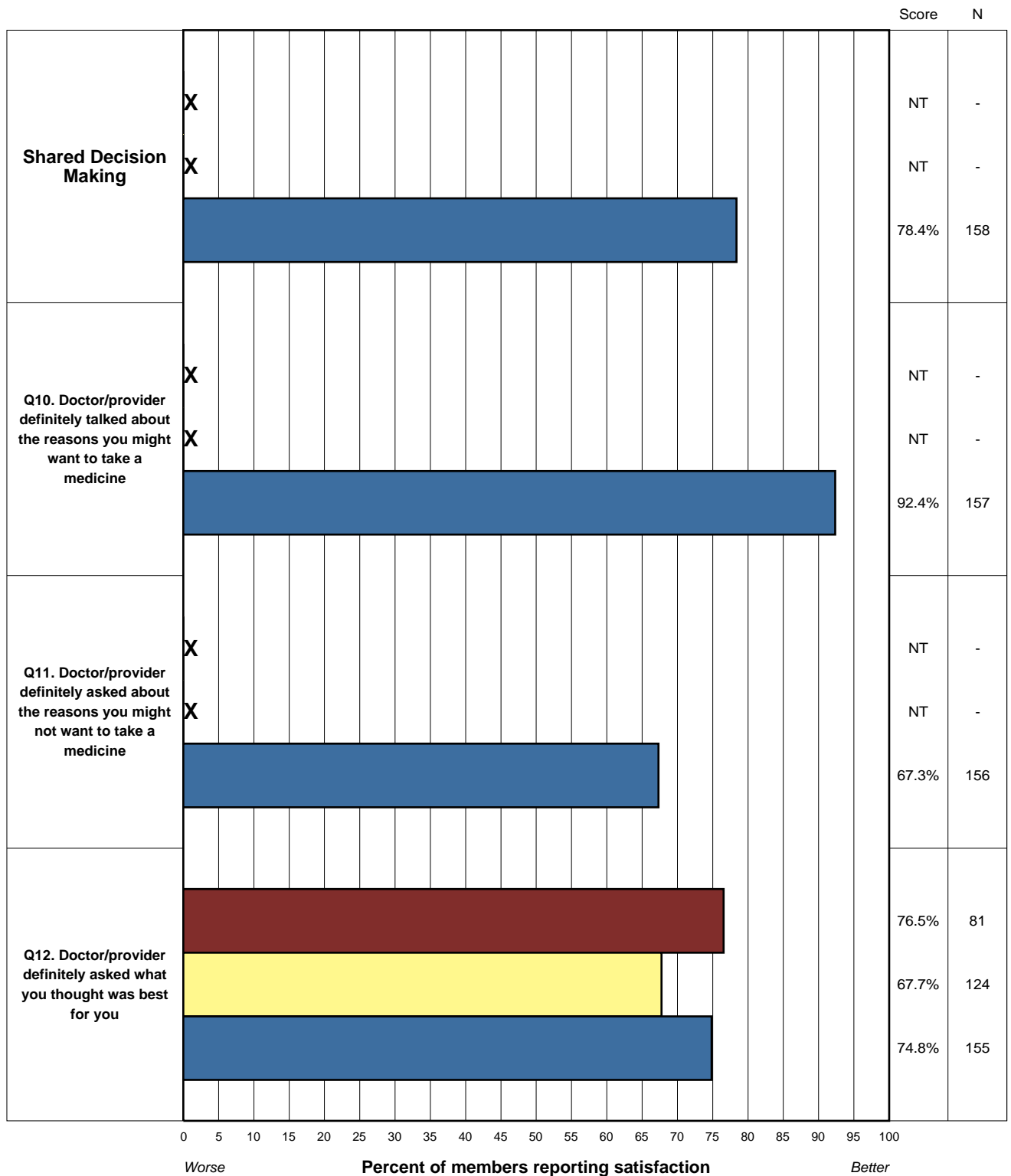
Customer Service - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2013 ADMD 2014 ADMD 2015

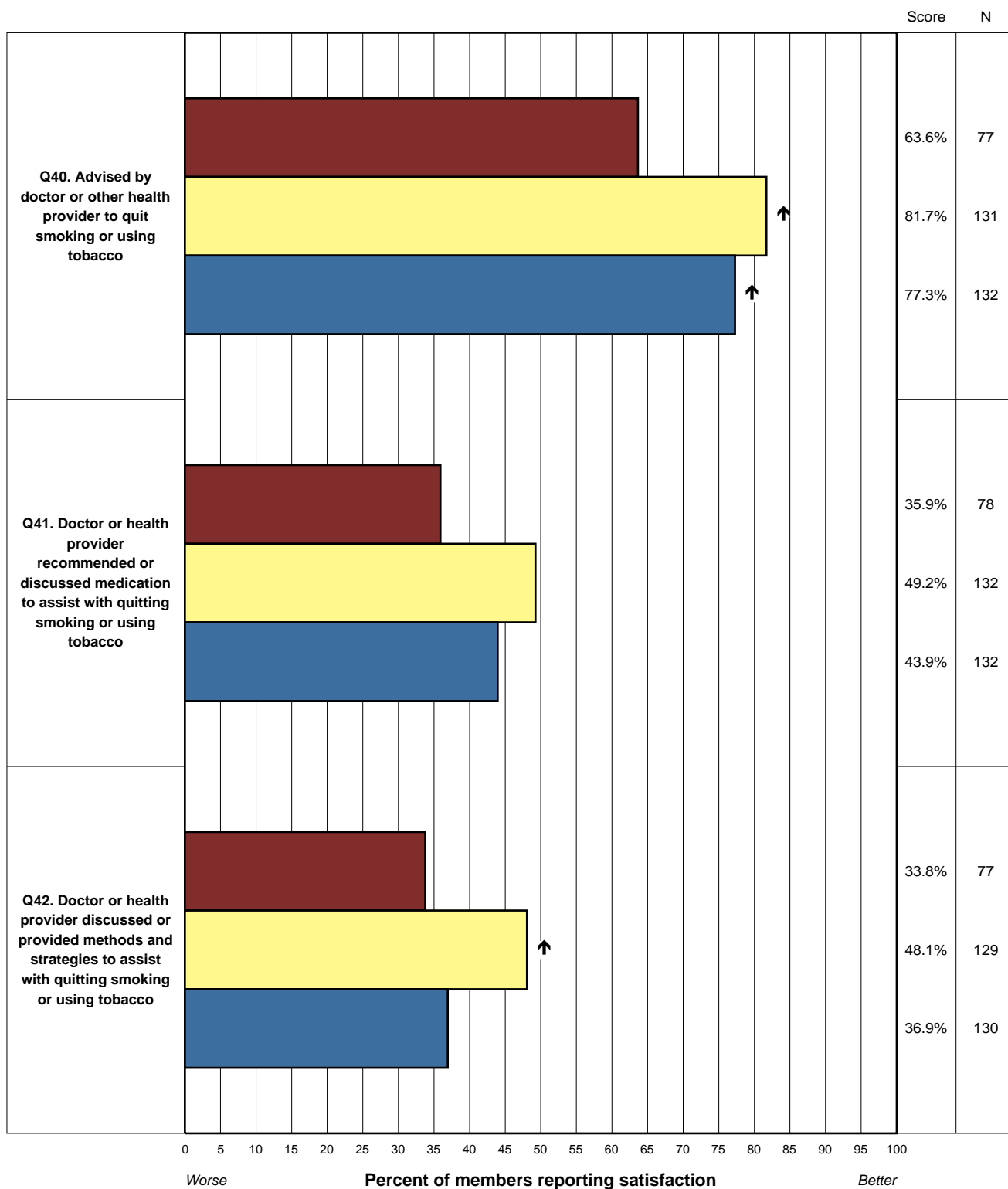
Shared Decision Making - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2013
 X/NT Trend data not available

■ ADMD 2013 ■ ADMD 2014 ■ ADMD 2015

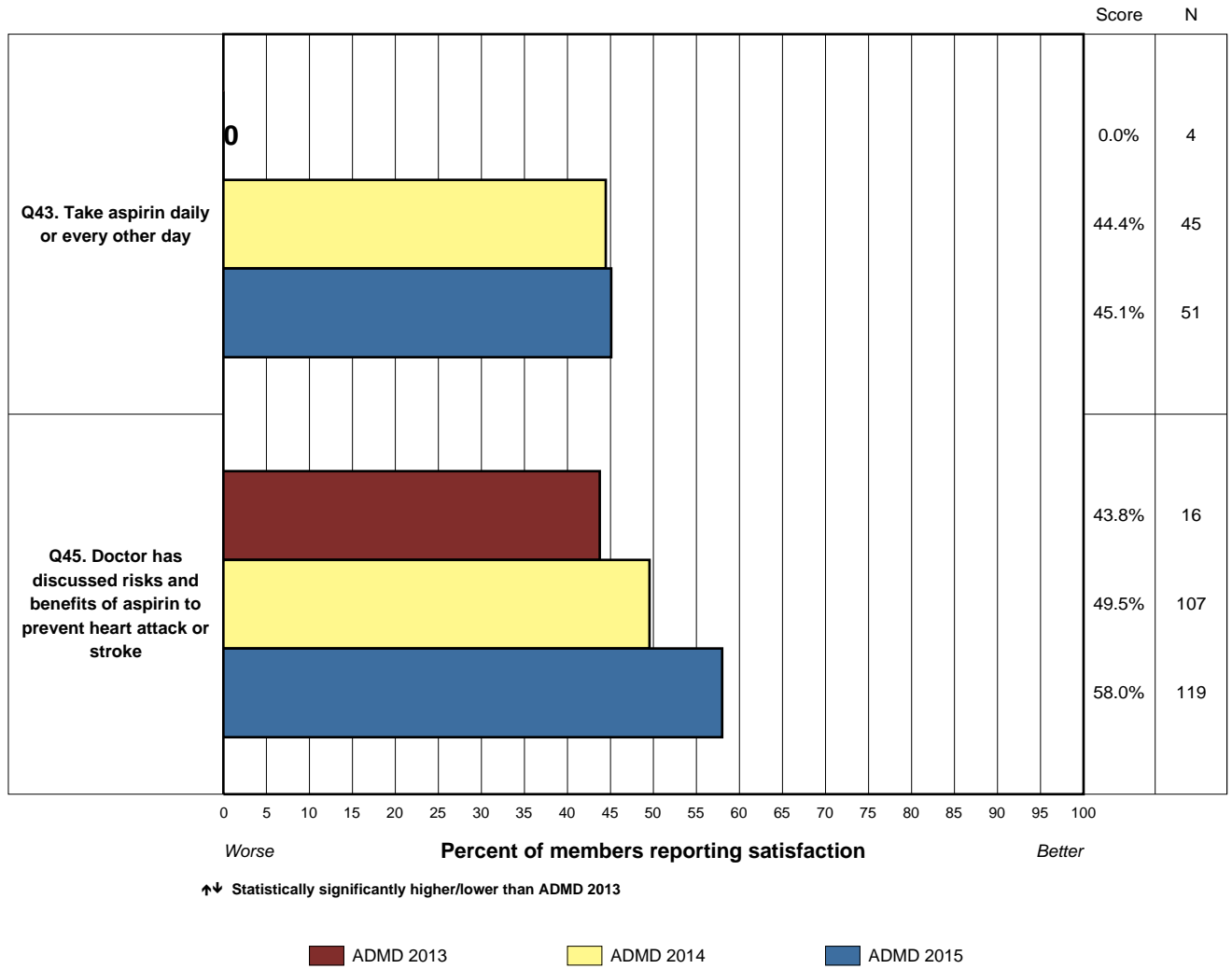
Medical Assistance with Smoking Cessation - Achievement Scores



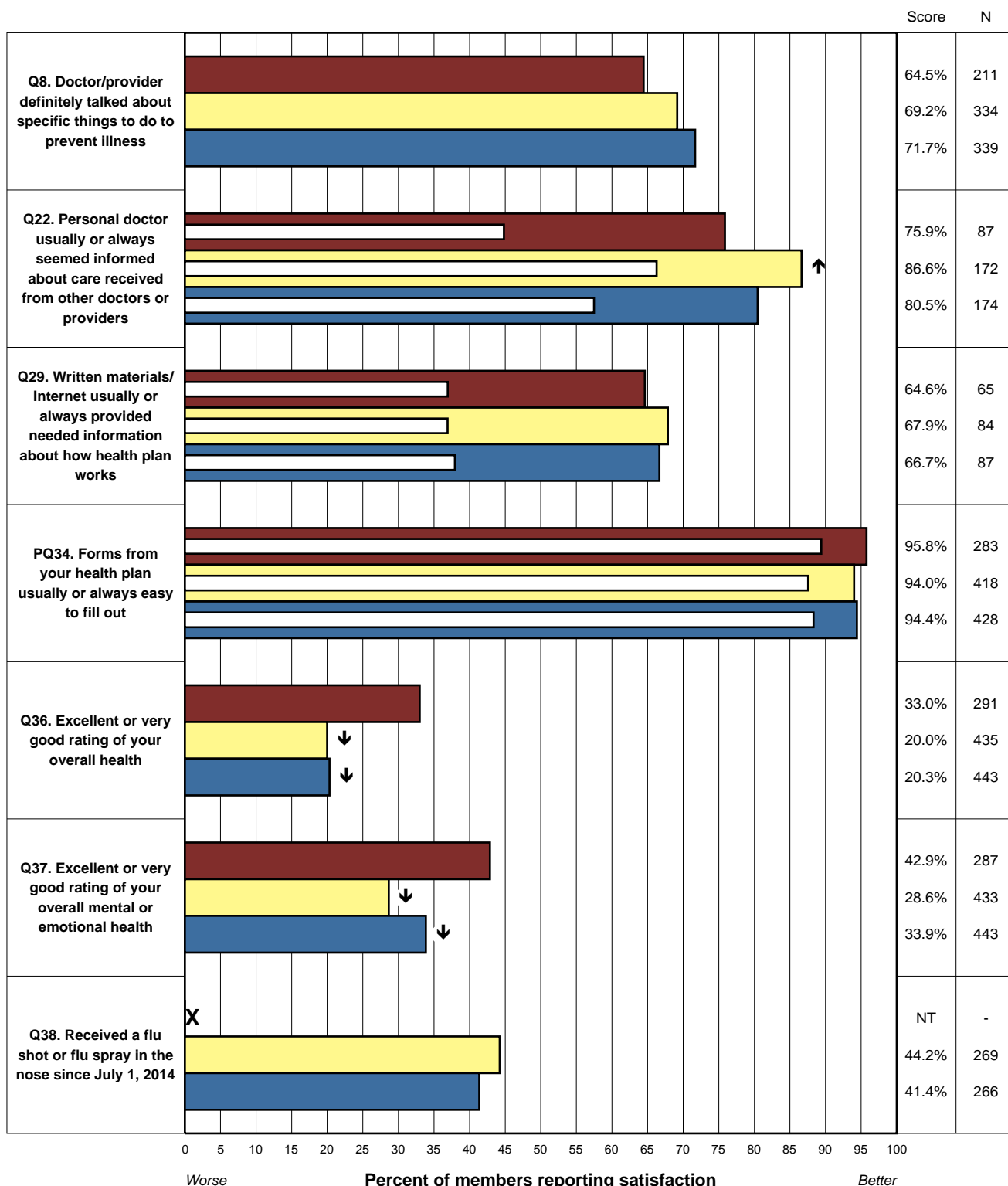
↑↓ Statistically significantly higher/lower than ADMD 2013

■ ADMD 2013 ■ ADMD 2014 ■ ADMD 2015

Aspirin Use and Discussion - Achievement Scores



Single Item Measures - Achievement Scores



↑↓ Statistically significantly higher/lower than ADMD 2013
 X/NT Trend data not available
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2013 ADMD 2014 ADMD 2015

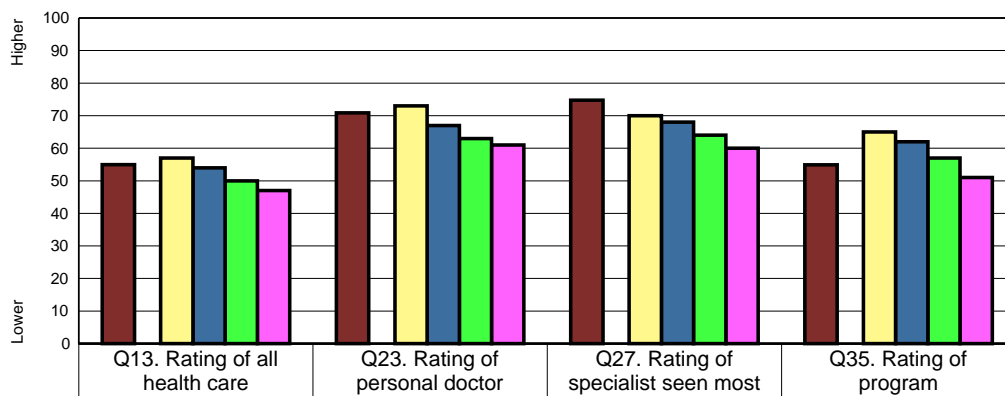
NCBD BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS

Response options for the four overall rating questions range from 0 (worst) to 10 (best). NCBD (National CAHPS® Benchmarking Database) calculates top box scores for question items and composites. A top box score is the percentage of respondents that chose the most positive response for a given item response scale. For the overall rating questions the top box score is represented by the responses of '9' and '10'.

The 2014 NCBD percentile scores presented here represent the percentage of Adult Medicaid health plans and programs that scored at or below a particular top box score. For example, the 50th percentile, or the median, is the top box score at or below which 50% of all health plan top box scores fall. Percentiles range from 0 to 100, for CAHPS® Health Plan reporting, the 90th, 75th, 50th, and 25th percentiles are presented for the ratings. For a description of the adult Medicaid CAHPS® database please see the *Methodology* section of the report.

The Georgia Medicaid Program's 2015 top box scores for the rating questions are presented along with the 2014 NCBD percentiles for the National Adult Medicaid programs and health plans. No significance testing was possible, given the formats for these data.

NCBD Overall Rating Questions



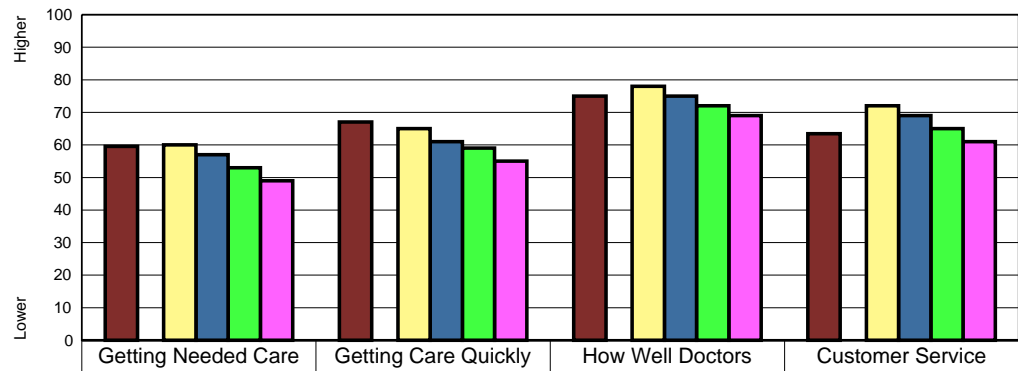
ADMD 2015	55.0%	70.9%	74.7%	54.9%
NCBD 2015 90th Percentile	57.0%	73.0%	70.0%	65.0%
NCBD 2015 75th Percentile	54.0%	67.0%	68.0%	62.0%
NCBD 2015 50th Percentile	50.0%	63.0%	64.0%	57.0%
NCBD 2015 25th Percentile	47.0%	61.0%	60.0%	51.0%

NCBD BENCHMARKS - SUMMARY OF COMPOSITES

Response options for the composite measures range from Never to Always. The response of 'Always' is used to calculate the NCBD top box score for individual questions. A top box score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite top box scores are designed to give a summary assessment of how ADMD performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items with in the composite.

The Georgia Medicaid Program's 2015 top box scores for the composites are presented along with the 2014 NCBD percentiles for the Adult Medicaid programs and health plans. No significance testing was possible, given the formats for these data.

NCBD Composites



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
ADMD 2015	59.5%	67.0%	75.0%	63.4%
NCBD 2015 90th Percentile	60.0%	65.0%	78.0%	72.0%
NCBD 2015 75th Percentile	57.0%	61.0%	75.0%	69.0%
NCBD 2015 50th Percentile	53.0%	59.0%	72.0%	65.0%
NCBD 2015 25th Percentile	49.0%	55.0%	69.0%	61.0%

Note: Composites constructed using question-level top box scoring in accordance with NCBD reporting guidelines.

Responses by Question

Q1. Our records show that you are now in the Georgia Medicaid Program. Is that right?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	304	100.0%	395	100.0%	444	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	304	100.0%	395	100.0%	444	100.0%
Not Answered	5		72		21	

Your Health Care in the Last 6 Months

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	136	45.6%	200	44.7%	215	47.3%
No	162	54.4%	247	55.3%	240	52.7%
Total	298	100.0%	447	100.0%	455	100.0%
Not Answered	11		20		10	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	4	3.2%	2	1.1%	4	2.1%
<input type="radio"/> Sometimes	17	13.5%	28	15.3%	23	12.2%
<input checked="" type="radio"/> Usually	25	19.8%	32	17.5%	28	14.8%
<input checked="" type="radio"/> Always	80	63.5%	121	66.1%	134	70.9%
Total	126	100.0%	183	100.0%	189	100.0%
Not Answered	10		17		26	
Reporting Category	Getting Care Quickly					
Achievement Score	83.3%		83.6%		85.7%	
Correlation with Satisfaction	0.176		0.299		0.271	
Priority Rating	Low		Low		Low	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	202	68.5%	343	77.8%	341	75.4%
No	93	31.5%	98	22.2%	111	24.6%
Total	295	100.0%	441	100.0%	452	100.0%
Not Answered	14		26		13	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	5	2.7%	3	1.0%	6	2.0%
● Sometimes	34	18.4%	49	15.8%	53	17.6%
● Usually	33	17.8%	72	23.2%	52	17.3%
● Always	113	61.1%	186	60.0%	190	63.1%
Total	185	100.0%	310	100.0%	301	100.0%
Not Answered	17		33		40	
Reporting Category	Getting Care Quickly					
Achievement Score	78.9%		83.2%		80.4%	
Correlation with Satisfaction	0.123		0.181		0.186	
Priority Rating	Medium		Low		Low	

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?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
None	76	26.0%	84	19.4%	76	17.2%
1 time	40	13.7%	51	11.8%	65	14.7%
2	53	18.2%	97	22.4%	90	20.4%
3	32	11.0%	60	13.9%	62	14.0%
4	29	9.9%	48	11.1%	33	7.5%
5 to 9	41	14.0%	71	16.4%	87	19.7%
10 or more times	21	7.2%	22	5.1%	29	6.6%
Total	292	100.0%	433	100.0%	442	100.0%
Not Answered	17		34		23	

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

Your Health Care in the Last 6 Months (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	136	64.5%	231	69.2%	243	71.7%
<input type="radio"/> No	75	35.5%	103	30.8%	96	28.3%
Total	211	100.0%	334	100.0%	339	100.0%
Not Answered	5		15		27	
Reporting Category	Single Items					
Achievement Score	64.5%		69.2%		71.7%	
Correlation with Satisfaction	0.071		0.117		0.142	
Priority Rating	Medium		Medium		Medium	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	82	39.2%	130	40.0%	161	46.9%
No	127	60.8%	195	60.0%	182	53.1%
Total	209	100.0%	325	100.0%	343	100.0%
Not Answered	7		24		23	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	0		0		145	92.4%
<input type="radio"/> No	0		0		12	7.6%
Total	0		0		157	100.0%
Not Answered	0		0		4	
Reporting Category	Shared Decision Making					
Achievement Score	-		-		92.4%	
Correlation with Satisfaction	-		-		0.134	
Priority Rating	-		-		Low	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Yes	0		0		105	67.3%
● No	0		0		51	32.7%
Total	0		0		156	100.0%
Not Answered	0		0		5	
Reporting Category	Shared Decision Making					
Achievement Score	-		-		67.3%	
Correlation with Satisfaction	-		-		0.042	
Priority Rating	-		-		Medium	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Yes	62	76.5%	84	67.7%	116	74.8%
● No	19	23.5%	40	32.3%	39	25.2%
Total	81	100.0%	124	100.0%	155	100.0%
Not Answered	1		6		6	
Reporting Category	Shared Decision Making					
Achievement Score	76.5%		67.7%		74.8%	
Correlation with Satisfaction	-0.001		0.386		0.161	
Priority Rating	Medium		Medium		Medium	

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

Your Health Care in the Last 6 Months (continued)

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Worst health care possible	1	0.5%	1	0.3%	2	0.6%
● 1	2	1.0%	4	1.2%	1	0.3%
● 2	0	0.0%	4	1.2%	5	1.5%
● 3	4	1.9%	3	0.9%	10	2.9%
● 4	5	2.4%	5	1.5%	5	1.5%
● 5	12	5.7%	25	7.7%	17	5.0%
● 6	14	6.7%	20	6.1%	15	4.4%
● 7	24	11.5%	41	12.6%	34	9.9%
● 8	37	17.7%	63	19.3%	65	19.0%
● 9	42	20.1%	42	12.9%	49	14.3%
● Best health care possible	68	32.5%	118	36.2%	139	40.6%
Total	209	100.0%	326	100.0%	342	100.0%
Not Answered	7		23		24	
Reporting Category	Ratings					
Achievement Score	70.3%		68.4%		74.0%	
Correlation with Satisfaction	0.474		0.466		0.509	
Priority Rating	Top		Top		Top	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	2	1.0%	5	1.5%	10	2.9%
● Sometimes	39	18.7%	43	13.2%	44	12.8%
● Usually	52	24.9%	87	26.7%	70	20.3%
● Always	116	55.5%	191	58.6%	220	64.0%
Total	209	100.0%	326	100.0%	344	100.0%
Not Answered	7		23		22	
Reporting Category	Getting Needed Care					
Achievement Score	80.4%		85.3%		84.3%	
Correlation with Satisfaction	0.405		0.298		0.340	
Priority Rating	High		Low		Low	

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

Your Personal Doctor

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	232	78.9%	371	85.5%	372	82.9%
No	62	21.1%	63	14.5%	77	17.1%
Total	294	100.0%	434	100.0%	449	100.0%
Not Answered	15		33		16	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
None	43	19.6%	32	9.4%	36	10.6%
1 time	41	18.7%	53	15.6%	58	17.1%
2	39	17.8%	94	27.7%	90	26.5%
3	38	17.4%	63	18.6%	64	18.9%
4	22	10.0%	37	10.9%	26	7.7%
5 to 9	28	12.8%	46	13.6%	52	15.3%
10 or more times	8	3.7%	14	4.1%	13	3.8%
Total	219	100.0%	339	100.0%	339	100.0%
Not Answered	13		32		33	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	3	1.7%	3	1.0%	5	1.7%
● Sometimes	23	13.1%	33	10.9%	15	5.1%
● Usually	28	15.9%	45	14.9%	53	18.0%
● Always	122	69.3%	221	73.2%	222	75.3%
Total	176	100.0%	302	100.0%	295	100.0%
Not Answered	0		5		8	
Reporting Category	Communication					
Achievement Score	85.2%		88.1%		93.2%	
Correlation with Satisfaction	0.463		0.284		0.196	
Priority Rating	High		Low		Low	

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

Your Personal Doctor (continued)**Q18. In the last 6 months, how often did your personal doctor listen carefully to you?**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	5	2.9%	2	0.7%	5	1.7%
● Sometimes	18	10.3%	27	8.9%	19	6.4%
● Usually	29	16.6%	36	11.8%	51	17.2%
● Always	123	70.3%	239	78.6%	221	74.7%
Total	175	100.0%	304	100.0%	296	100.0%
Not Answered	1		3		7	
Reporting Category	Communication					
Achievement Score	86.9%		90.5%		91.9%	
Correlation with Satisfaction	0.390		0.324		0.254	
Priority Rating	Low		Low		Low	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	2	1.2%	2	0.7%	6	2.0%
● Sometimes	16	9.2%	23	7.6%	14	4.7%
● Usually	23	13.3%	36	11.8%	38	12.8%
● Always	132	76.3%	243	79.9%	238	80.4%
Total	173	100.0%	304	100.0%	296	100.0%
Not Answered	3		3		7	
Reporting Category	Communication					
Achievement Score	89.6%		91.8%		93.2%	
Correlation with Satisfaction	0.324		0.330		0.261	
Priority Rating	Low		Low		Low	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	9	5.2%	8	2.7%	12	4.1%
● Sometimes	22	12.6%	30	10.0%	15	5.1%
● Usually	34	19.5%	55	18.3%	62	21.2%
● Always	109	62.6%	207	69.0%	203	69.5%
Total	174	100.0%	300	100.0%	292	100.0%
Not Answered	2		7		11	
Reporting Category	Communication					
Achievement Score	82.2%		87.3%		90.8%	
Correlation with Satisfaction	0.420		0.345		0.244	
Priority Rating	High		Low		Low	

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

Your Personal Doctor (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	92	53.5%	180	60.2%	178	60.8%
No	80	46.5%	119	39.8%	115	39.2%
Total	172	100.0%	299	100.0%	293	100.0%
Not Answered	4		8		10	

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	11	12.6%	9	5.2%	15	8.6%
<input type="radio"/> Sometimes	10	11.5%	14	8.1%	19	10.9%
<input type="radio"/> Usually	27	31.0%	35	20.3%	40	23.0%
<input type="radio"/> Always	39	44.8%	114	66.3%	100	57.5%
Total	87	100.0%	172	100.0%	174	100.0%
Not Answered	5		8		4	
Reporting Category	Single Items					
Achievement Score	75.9%		86.6%		80.5%	
Correlation with Satisfaction	0.557		0.197		0.201	
Priority Rating	Top		Low		Low	

Response scored as: Room for Improvement Achievement

Your Personal Doctor (continued)

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Worst personal doctor possible	4	1.9%	4	1.2%	2	0.6%
● 1	3	1.4%	3	0.9%	3	0.9%
● 2	3	1.4%	3	0.9%	1	0.3%
● 3	3	1.4%	3	0.9%	9	2.7%
● 4	6	2.8%	1	0.3%	8	2.4%
● 5	8	3.7%	17	5.0%	4	1.2%
● 6	7	3.3%	13	3.8%	6	1.8%
● 7	13	6.0%	23	6.7%	28	8.4%
● 8	33	15.3%	47	13.8%	36	10.8%
● 9	36	16.7%	59	17.3%	60	18.0%
● Best personal doctor possible	99	46.0%	168	49.3%	176	52.9%
Total	215	100.0%	341	100.0%	333	100.0%
Not Answered	17		30		39	
Reporting Category	Ratings					
Achievement Score	78.1%		80.4%		81.7%	
Correlation with Satisfaction	0.489		0.414		0.333	
Priority Rating	Top		High		Low	

Getting Health Care From Specialists

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	103	35.5%	210	48.1%	226	50.7%
No	187	64.5%	227	51.9%	220	49.3%
Total	290	100.0%	437	100.0%	446	100.0%
Not Answered	19		30		19	

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

Getting Health Care From Specialists (continued)**Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	4	4.2%	7	3.6%	7	3.3%
<input checked="" type="radio"/> Sometimes	19	20.0%	31	15.9%	35	16.4%
<input checked="" type="radio"/> Usually	19	20.0%	48	24.6%	54	25.2%
<input checked="" type="radio"/> Always	53	55.8%	109	55.9%	118	55.1%
Total	95	100.0%	195	100.0%	214	100.0%
Not Answered	8		15		12	
Reporting Category	Getting Needed Care					
Achievement Score	75.8%		80.5%		80.4%	
Correlation with Satisfaction	0.401		0.242		0.152	
Priority Rating	Top		Low		Low	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
None	3	3.2%	7	3.7%	6	2.9%
1 specialist	49	51.6%	91	48.1%	77	37.2%
2	25	26.3%	38	20.1%	60	29.0%
3	10	10.5%	31	16.4%	38	18.4%
4	3	3.2%	13	6.9%	14	6.8%
5 or more specialists	5	5.3%	9	4.8%	12	5.8%
Total	95	100.0%	189	100.0%	207	100.0%
Not Answered	8		21		19	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Worst specialist possible	1	1.1%	3	1.7%	1	0.5%
● 1	1	1.1%	2	1.1%	0	0.0%
● 2	1	1.1%	2	1.1%	2	1.0%
● 3	4	4.4%	2	1.1%	2	1.0%
● 4	5	5.5%	2	1.1%	2	1.0%
● 5	2	2.2%	6	3.4%	5	2.5%
● 6	1	1.1%	5	2.8%	8	4.0%
● 7	6	6.6%	9	5.0%	8	4.0%
● 8	12	13.2%	30	16.8%	22	11.1%
● 9	16	17.6%	25	14.0%	26	13.1%
● Best specialist possible	42	46.2%	93	52.0%	122	61.6%
Total	91	100.0%	179	100.0%	198	100.0%
Not Answered	1		3		3	
Reporting Category	Ratings					
Achievement Score	76.9%		82.7%		85.9%	
Correlation with Satisfaction	0.456		0.218		0.358	
Priority Rating	Top		Low		Low	

Your Health Plan

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	68	23.5%	88	20.7%	90	20.5%
No	221	76.5%	338	79.3%	349	79.5%
Total	289	100.0%	426	100.0%	439	100.0%
Not Answered	20		41		26	

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

Your Health Plan (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	3	4.6%	7	8.3%	5	5.7%
● Sometimes	20	30.8%	20	23.8%	24	27.6%
● Usually	18	27.7%	26	31.0%	25	28.7%
● Always	24	36.9%	31	36.9%	33	37.9%
Total	65	100.0%	84	100.0%	87	100.0%
Not Answered	3		4		3	
Reporting Category	Single Items					
Achievement Score	64.6%		67.9%		66.7%	
Correlation with Satisfaction	0.414		0.222		0.491	
Priority Rating	Top		Medium		Top	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	97	33.6%	124	29.2%	118	27.2%
No	192	66.4%	301	70.8%	316	72.8%
Total	289	100.0%	425	100.0%	434	100.0%
Not Answered	20		42		31	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	5	5.5%	2	1.7%	9	8.5%
● Sometimes	18	19.8%	21	17.8%	23	21.7%
● Usually	14	15.4%	24	20.3%	19	17.9%
● Always	54	59.3%	71	60.2%	55	51.9%
Total	91	100.0%	118	100.0%	106	100.0%
Not Answered	6		6		12	
Reporting Category	Customer Service					
Achievement Score	74.7%		80.5%		69.8%	
Correlation with Satisfaction	0.535		0.327		0.593	
Priority Rating	Top		Low		Top	

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

Your Health Plan (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	2	2.2%	2	1.7%	3	2.8%
● Sometimes	3	3.2%	4	3.4%	7	6.5%
● Usually	15	16.1%	23	19.3%	17	15.7%
● Always	73	78.5%	90	75.6%	81	75.0%
Total	93	100.0%	119	100.0%	108	100.0%
Not Answered	4		5		10	
Reporting Category	Customer Service					
Achievement Score	94.6%		95.0%		90.7%	
Correlation with Satisfaction	0.275		0.464		0.431	
Priority Rating	Low		High		High	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	63	22.2%	89	21.2%	103	23.6%
No	221	77.8%	331	78.8%	334	76.4%
Total	284	100.0%	420	100.0%	437	100.0%
Not Answered	25		47		28	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	2	0.7%	6	1.4%	6	1.4%
● Sometimes	10	3.5%	19	4.5%	18	4.2%
● Usually	18	6.4%	27	6.5%	26	6.1%
● Always	253	89.4%	366	87.6%	378	88.3%
Total	283	100.0%	418	100.0%	428	100.0%
Not Answered	1		2		9	
Reporting Category	Single Items					
Achievement Score	95.8%		94.0%		94.4%	
Correlation with Satisfaction	0.038		0.100		0.072	
Priority Rating	Low		Low		Low	

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

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Worst health plan possible	1	0.4%	5	1.2%	9	2.1%
● 1	4	1.4%	4	1.0%	4	0.9%
● 2	2	0.7%	4	1.0%	4	0.9%
● 3	5	1.8%	4	1.0%	8	1.9%
● 4	7	2.5%	8	1.9%	17	4.0%
● 5	19	6.8%	26	6.3%	28	6.5%
● 6	15	5.4%	22	5.3%	20	4.7%
● 7	25	8.9%	40	9.7%	30	7.0%
● 8	64	22.9%	73	17.7%	73	17.1%
● 9	48	17.1%	60	14.5%	68	15.9%
● Best health plan possible	90	32.1%	167	40.4%	167	39.0%
Total	280	100.0%	413	100.0%	428	100.0%
Not Answered	29		54		37	
Reporting Category	Ratings					
Achievement Score	72.1%		72.6%		72.0%	

About You

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Excellent	24	8.2%	24	5.5%	32	7.2%
● Very Good	72	24.7%	63	14.5%	58	13.1%
● Good	91	31.3%	135	31.0%	140	31.6%
● Fair	79	27.1%	152	34.9%	156	35.2%
● Poor	25	8.6%	61	14.0%	57	12.9%
Total	291	100.0%	435	100.0%	443	100.0%
Not Answered	18		32		22	
Reporting Category	Single Items					
Achievement Score	33.0%		20.0%		20.3%	
Correlation with Satisfaction	0.125		0.146		0.183	
Priority Rating	Medium		Medium		Medium	

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

About You (continued)**Q37. In general, how would you rate your overall mental or emotional health?**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Excellent	57	19.9%	46	10.6%	65	14.7%
● Very Good	66	23.0%	78	18.0%	85	19.2%
● Good	75	26.1%	166	38.3%	138	31.2%
● Fair	56	19.5%	106	24.5%	117	26.4%
● Poor	33	11.5%	37	8.5%	38	8.6%
Total	287	100.0%	433	100.0%	443	100.0%
Not Answered	22		34		22	
Reporting Category	Single Items					
Achievement Score	42.9%		28.6%		33.9%	
Correlation with Satisfaction	-		0.132		0.151	
Priority Rating	-		Medium		Medium	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Yes	0		119	44.2%	110	41.4%
● No	0		150	55.8%	156	58.6%
Don't know	0		6		8	
Total	0		269	100.0%	266	100.0%
Not Answered	0		21		3	
Reporting Category	Single Items					
Achievement Score	-		44.2%		41.4%	
Correlation with Satisfaction	-		0.023		0.044	
Priority Rating	-		Medium		Medium	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Every day	46	16.0%	75	17.5%	77	17.4%
Some days	32	11.1%	60	14.0%	56	12.6%
Not at all	210	72.9%	294	68.5%	310	70.0%
Don't Know	2		5		2	
Total	288	100.0%	429	100.0%	443	100.0%
Not Answered	19		33		20	

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

About You (continued)

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	28	36.4%	24	18.3%	30	22.7%
● Sometimes	13	16.9%	32	24.4%	27	20.5%
● Usually	7	9.1%	14	10.7%	18	13.6%
● Always	29	37.7%	61	46.6%	57	43.2%
Total	77	100.0%	131	100.0%	132	100.0%
Not Answered	1		4		1	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	63.6%		81.7%		77.3%	
Correlation with Satisfaction	0.239		0.101		0.090	
Priority Rating	Medium		Low		Medium	

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Never	50	64.1%	67	50.8%	74	56.1%
● Sometimes	10	12.8%	33	25.0%	27	20.5%
● Usually	7	9.0%	15	11.4%	10	7.6%
● Always	11	14.1%	17	12.9%	21	15.9%
Total	78	100.0%	132	100.0%	132	100.0%
Not Answered	0		3		1	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	35.9%		49.2%		43.9%	
Correlation with Satisfaction	0.208		0.118		0.072	
Priority Rating	Medium		Medium		Medium	

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

About You (continued)

- Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	51	66.2%	67	51.9%	82	63.1%
<input type="radio"/> Sometimes	13	16.9%	31	24.0%	19	14.6%
<input type="radio"/> Usually	7	9.1%	11	8.5%	12	9.2%
<input type="radio"/> Always	6	7.8%	20	15.5%	17	13.1%
Total	77	100.0%	129	100.0%	130	100.0%
Not Answered	1		6		3	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	33.8%		48.1%		36.9%	
Correlation with Satisfaction	0.173		0.206		0.157	
Priority Rating	Medium		Medium		Medium	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Yes	0	0.0%	20	44.4%	23	45.1%
<input type="radio"/> No	4	100.0%	25	55.6%	28	54.9%
Don't know	0	0.0%	0	0.0%	0	0.0%
Total	4	100.0%	45	100.0%	51	100.0%
Not Answered	0		0		0	
Reporting Category	Aspirin Use and Discussion					
Achievement Score	0.0%		44.4%		45.1%	
Correlation with Satisfaction	-		-0.049		0.074	
Priority Rating	-		Medium		Medium	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	22	8.5%	71	18.8%	67	16.8%
No	237	91.5%	307	81.2%	331	83.2%
Don't know	29		64		45	
Total	259	100.0%	378	100.0%	398	100.0%
Not Answered	21		25		22	

Response scored as: Room for Improvement Achievement

About You (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
● Yes	7	43.8%	53	49.5%	69	58.0%
● No	9	56.3%	54	50.5%	50	42.0%
Total	16	100.0%	107	100.0%	119	100.0%
Not Answered	0		0		0	
Reporting Category	Aspirin Use and Discussion					
Achievement Score	43.8%		49.5%		58.0%	
Correlation with Satisfaction	0.281		-0.012		0.103	
Priority Rating	Medium		Medium		Medium	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	46	30.3%	185	39.6%	147	51.0%
No	106	69.7%	282	60.4%	141	49.0%
Total	152	100.0%	467	100.0%	288	100.0%
Not Answered	157		0		177	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	105	69.1%	276	59.1%	241	83.7%
No	47	30.9%	191	40.9%	47	16.3%
Total	152	100.0%	467	100.0%	288	100.0%
Not Answered	157		0		177	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	53	34.9%	96	20.6%	77	26.7%
No	99	65.1%	371	79.4%	211	73.3%
Total	152	100.0%	467	100.0%	288	100.0%
Not Answered	157		0		177	

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

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	18	22.8%	42	9.0%	42	23.5%
No	61	77.2%	425	91.0%	137	76.5%
Total	79	100.0%	467	100.0%	179	100.0%
Not Answered	230		0		286	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	18	22.8%	50	10.7%	39	21.8%
No	61	77.2%	417	89.3%	140	78.2%
Total	79	100.0%	467	100.0%	179	100.0%
Not Answered	230		0		286	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	27	34.2%	42	9.0%	39	21.8%
No	52	65.8%	425	91.0%	140	78.2%
Total	79	100.0%	467	100.0%	179	100.0%
Not Answered	230		0		286	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	54	68.4%	163	34.9%	132	73.7%
No	25	31.6%	304	65.1%	47	26.3%
Total	79	100.0%	467	100.0%	179	100.0%
Not Answered	230		0		286	

About You (continued)

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	102	35.9%	172	41.1%	178	41.3%
No	182	64.1%	247	58.9%	253	58.7%
Total	284	100.0%	419	100.0%	431	100.0%
Not Answered	25		48		34	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	74	75.5%	122	77.2%	132	80.0%
No	24	24.5%	36	22.8%	33	20.0%
Total	98	100.0%	158	100.0%	165	100.0%
Not Answered	4		14		13	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	174	61.5%	334	79.0%	343	79.6%
No	109	38.5%	89	21.0%	88	20.4%
Total	283	100.0%	423	100.0%	431	100.0%
Not Answered	26		44		34	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	154	91.1%	285	93.1%	308	94.5%
No	15	8.9%	21	6.9%	18	5.5%
Total	169	100.0%	306	100.0%	326	100.0%
Not Answered	5		28		17	

About You (continued)**Q52. What is your age?**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
18 to 24	47	16.4%	32	7.4%	26	5.9%
25 to 34	75	26.1%	31	7.2%	45	10.3%
35 to 44	71	24.7%	33	7.6%	42	9.6%
45 to 54	34	11.8%	71	16.4%	70	15.9%
55 to 64	16	5.6%	100	23.1%	94	21.4%
65 to 74	14	4.9%	85	19.6%	83	18.9%
75 or older	30	10.5%	81	18.7%	79	18.0%
Total	287	100.0%	433	100.0%	439	100.0%
Not Answered	22		34		26	

Q53. Are you male or female?

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Male	51	17.6%	148	34.2%	151	33.9%
Female	238	82.4%	285	65.8%	294	66.1%
Total	289	100.0%	433	100.0%	445	100.0%
Not Answered	20		34		20	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
8th grade or less	21	7.4%	88	20.6%	66	15.1%
Some high school but did not graduate	53	18.7%	125	29.3%	108	24.7%
High school graduate or GED	104	36.6%	133	31.1%	162	37.0%
Some college or 2-year degree	88	31.0%	63	14.8%	82	18.7%
4-year college graduate	13	4.6%	9	2.1%	14	3.2%
More than 4-year college degree	5	1.8%	9	2.1%	6	1.4%
Total	284	100.0%	427	100.0%	438	100.0%
Not Answered	25		40		27	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes, Hispanic or Latino	7	2.5%	25	6.2%	19	4.6%
No, Not Hispanic or Latino	272	97.5%	376	93.8%	394	95.4%
Total	279	100.0%	401	100.0%	413	100.0%
Not Answered	30		66		52	

About You (continued)**Q56.1. What is your race? Response: White.**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	134	47.2%	202	46.8%	209	47.9%
No	150	52.8%	230	53.2%	227	52.1%
Total	284	100.0%	432	100.0%	436	100.0%
Not Answered	25		35		29	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	139	48.9%	215	49.8%	204	46.8%
No	145	51.1%	217	50.2%	232	53.2%
Total	284	100.0%	432	100.0%	436	100.0%
Not Answered	25		35		29	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	10	3.5%	11	2.5%	11	2.5%
No	274	96.5%	421	97.5%	425	97.5%
Total	284	100.0%	432	100.0%	436	100.0%
Not Answered	25		35		29	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	1	0.4%	2	0.5%	1	0.2%
No	283	99.6%	430	99.5%	435	99.8%
Total	284	100.0%	432	100.0%	436	100.0%
Not Answered	25		35		29	

About You (continued)**Q56.5. What is your race? Response: American Indian or Alaskan Native.**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	5	1.8%	16	3.7%	11	2.5%
No	279	98.2%	416	96.3%	425	97.5%
Total	284	100.0%	432	100.0%	436	100.0%
Not Answered	25		35		29	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	8	2.8%	10	2.3%	10	2.3%
No	276	97.2%	422	97.7%	426	97.7%
Total	284	100.0%	432	100.0%	436	100.0%
Not Answered	25		35		29	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	62	20.2%	116	33.3%	107	29.8%
No	158	51.5%	232	66.7%	252	70.2%
Total	307	100.0%	348	100.0%	359	100.0%
Not Answered	2		12		16	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	21	34.4%	56	43.8%	52	49.1%
No	40	65.6%	72	56.3%	54	50.9%
Total	61	100.0%	128	100.0%	106	100.0%
Not Answered	1		0		17	

About You (continued)**Q58.2. How did that person help you? Response: Wrote down the answers I gave.**

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	19	31.1%	47	36.7%	36	34.0%
No	42	68.9%	81	63.3%	70	66.0%
Total	61	100.0%	128	100.0%	106	100.0%
Not Answered	1		0		17	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	32	52.5%	38	29.7%	37	34.9%
No	29	47.5%	90	70.3%	69	65.1%
Total	61	100.0%	128	100.0%	106	100.0%
Not Answered	1		0		17	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	4	6.6%	10	7.8%	8	7.5%
No	57	93.4%	118	92.2%	98	92.5%
Total	61	100.0%	128	100.0%	106	100.0%
Not Answered	1		0		17	

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

	ADMD 2013		ADMD 2014		ADMD 2015	
	N	%	N	%	N	%
Yes	5	8.2%	5	3.9%	9	8.5%
No	56	91.8%	123	96.1%	97	91.5%
Total	61	100.0%	128	100.0%	106	100.0%
Not Answered	1		0		17	



Your privacy is protected. The research staff will not share your personal information with anyone without your OK. Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations.

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

If you want to know more about this study, please call 1-877-455-7161.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark ●

Incorrect Marks



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

- Yes → Go to Question 1
- No

↓ START HERE ↓

1. Our records show that you are now in the Georgia Medicaid Program. Is that right?

- Yes → Go to Question 3
- No

2. What is the name of your health plan? (Please print)



YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

Yes
 No → *Go to Question 5*

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 7*

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

Never
 Sometimes
 Usually
 Always

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

None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

Yes
 No

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

Yes
 No → *Go to Question 13*

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

Yes
 No

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

Yes
 No

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

Yes
 No

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

0 1 2 3 4 5 6 7 8 9 10
Worst Best
Health Care Health Care
Possible Possible

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → Go to Question 23

YOUR PERSONAL DOCTOR

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

- Yes
- No → Go to Question 24

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

- None → Go to Question 23
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times



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

- Never
- Sometimes
- Usually
- Always

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

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Personal Doctor Personal Doctor Best
Possible Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- None → *Go to Question 28*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Specialist Personal Doctor Best Specialist
Possible Possible

YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Best
Health Plan Health Plan
Possible Possible

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?

- Yes
- No
- Don't know

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

- Every day
- Some days
- Not at all → **Go to Question 43**
- Don't know → **Go to Question 43**



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

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

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

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

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

- Yes
- No → *Go to Question 50*

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

- Yes
- No



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

- Yes
- No → **Go to Question 52**

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

- Yes
- No

52. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

53. Are you male or female?

- Male
- Female

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

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

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

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

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

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

57. Did someone help you complete this survey?

- Yes → **Go to Question 58**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

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

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

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108



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