



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program

CAHPS® 5.0 Adult Medicaid Summary Report

June 2016



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Introduction. The CAHPS® 5.0H Survey of the adult members of the Georgia Medicaid Program (GA-ADMD Program) is a comprehensive tool for assessing consumers' experiences with the Medicaid program. This report is designed to allow the Medicaid program to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions, composites and Effectiveness of Care Measures followed by a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix.

Assessing consumers' experience in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the Medicaid program to improve. 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.

Results. This report summarizes the findings of the adult Medicaid 5.0H CAHPS survey conducted for GA-ADMD Program. Attempts were made to survey 1350 member households by mail and telephone during the period February 9, 2016 through April 26, 2016, using a mixed-mode procedure and standard questionnaire. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the adult members of GA-ADMD Program who were continuously enrolled in the Medicaid program for at least 6 months as of November 30, 2015, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1350 cases was drawn. The survey was offered in English and Spanish.

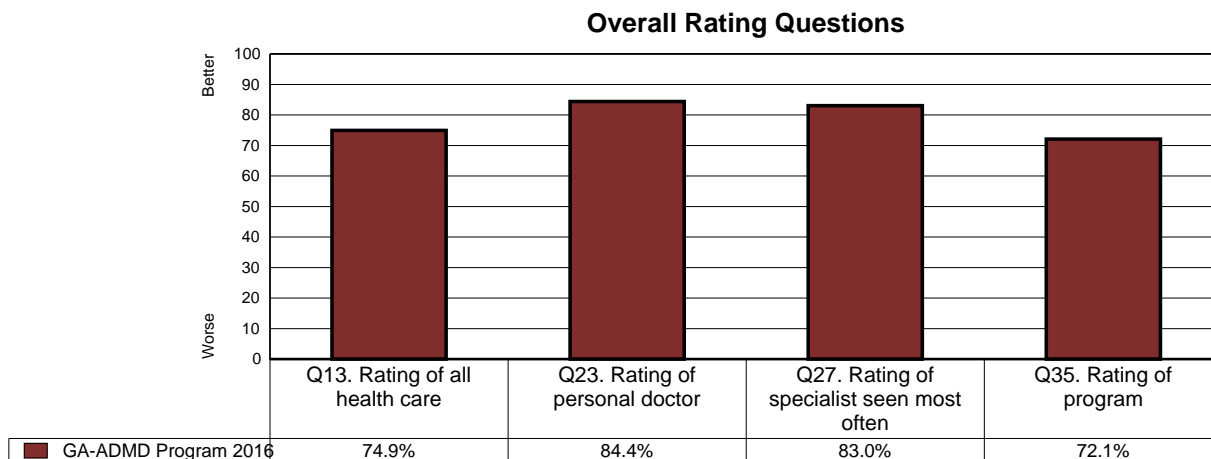
Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's 2016 completeness requirements. Complete interviews were obtained from 420 GA-ADMD Program members, and the response rate was 33.6%.

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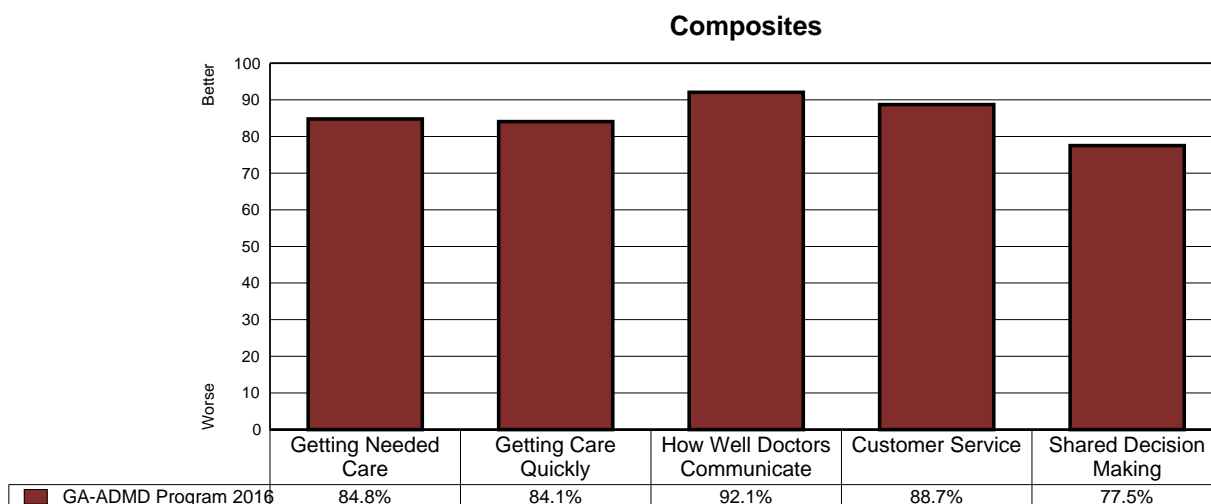
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SUMMARY OF OVERALL RATING QUESTIONS

Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and program. 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 the proportion of members whose response was an achievement.



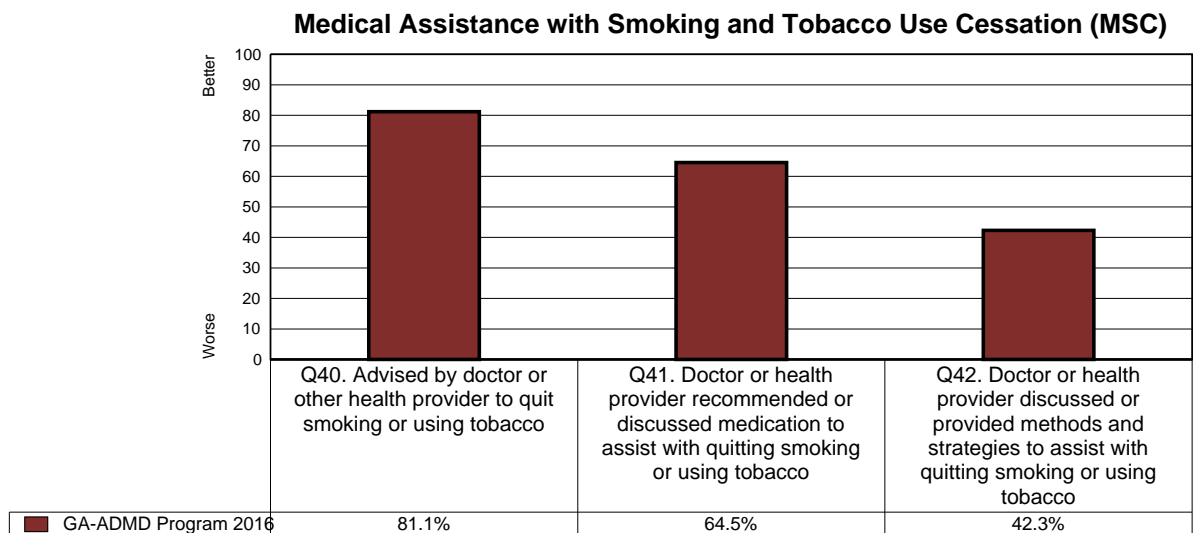
SUMMARY OF COMPOSITES A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the plan performed across the domain. In the table below, proportions of positive responses are reported as achievement scores. Responses of "Yes" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements.



SUMMARY OF EFFECTIVENESS OF CARE MEASURES

Three Effectiveness of Care Measures are presented below. Two of the measures, Aspirin Use and Discussion and Medical Assistance with Smoking and Tobacco Use Cessation, typically use a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, these measures are presented as single-year scores, rather than rolling averages.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; or (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



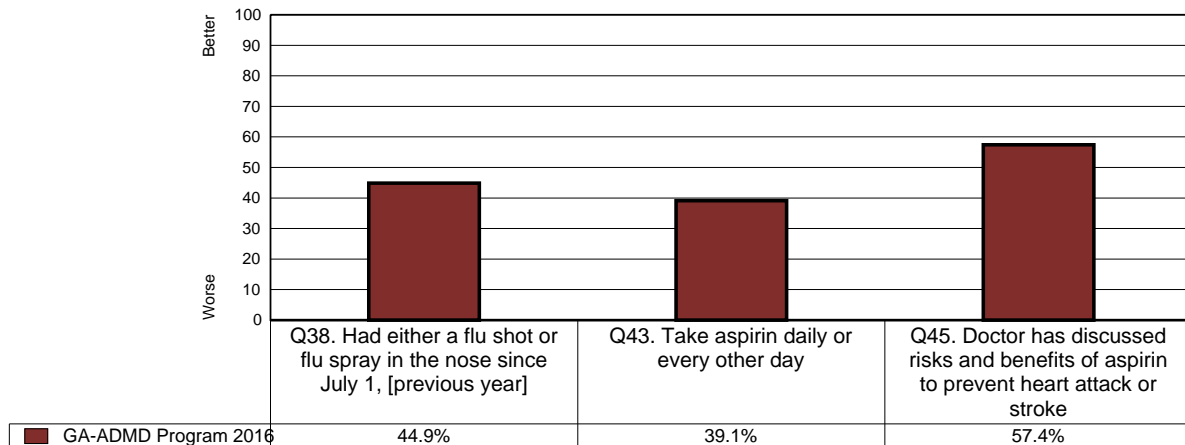
The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members aged 18-64 who received an influenza vaccination since July 1 of the measurement year.

The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

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

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the 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.

Flu Shot for Adults Ages 18-64 (FSA) / Aspirin Use and Discussion (ASP)



Sample Disposition

	GA-ADMD Program 2016
First mailing - sent	1350
*First mailing - usable survey returned	224
Second mailing - sent	1068
*Second mailing - usable survey returned	101
*Phone - usable surveys	95
Total - usable surveys	420
†Ineligible: According to population criteria‡	46
†Ineligible: Language barrier	7
†Ineligible: Deceased	2
†Ineligible: Mentally or physically unable to complete survey	44
Invalid address and phone number	57
Refusal	36
Incomplete survey - mail or phone	39
Adjusted Response Rate	33.6%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

Responses by Question

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

	GA-ADMD Program 2016%	
Yes	406	100.0%
No	0	0.0%
Total	406	100.0%
Not Answered	14	

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?

	GA-ADMD Program 2016%	
Yes	188	45.7%
No	223	54.3%
Total	411	100.0%
Not Answered	9	

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

	GA-ADMD Program 2016%	
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	25	15.0%
<input checked="" type="radio"/> Usually	32	19.2%
<input checked="" type="radio"/> Always	109	65.3%
Total	167	100.0%
Not Answered	21	
Reporting Category	Getting Care Quickly	
Achievement Score	84.4%	

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

	GA-ADMD Program 2016%	
Yes	325	78.9%
No	87	21.1%
Total	412	100.0%
Not Answered	8	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- 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?

	GA-ADMD Program 2016%	
<input type="radio"/> Never	7	2.5%
<input type="radio"/> Sometimes	34	12.1%
<input type="radio"/> Usually	56	19.9%
<input type="radio"/> Always	185	65.6%
Total	282	100.0%
Not Answered	43	
Reporting Category	Getting Care Quickly	
Achievement Score	85.5%	

- 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?

	GA-ADMD Program 2016%	
None	64	16.2%
1 time	46	11.6%
2	83	21.0%
3	60	15.2%
4	43	10.9%
5 to 9	64	16.2%
10 or more times	35	8.9%
Total	395	100.0%
Not Answered	25	

- 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?

	GA-ADMD Program 2016%	
<input type="radio"/> Yes	229	73.2%
<input type="radio"/> No	84	26.8%
Total	313	100.0%
Not Answered	18	
Reporting Category	Single Items	
Achievement Score	73.2%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	GA-ADMD Program 2016%	
Yes	146	47.2%
No	163	52.8%
Total	309	100.0%
Not Answered	22	

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

	GA-ADMD Program 2016%	
● Yes	129	92.1%
● No	11	7.9%
Total	140	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	92.1%	

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

	GA-ADMD Program 2016%	
● Yes	94	66.2%
● No	48	33.8%
Total	142	100.0%
Not Answered	4	
Reporting Category	Shared Decision Making	
Achievement Score	66.2%	

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?

	GA-ADMD Program 2016%	
● Yes	102	73.4%
● No	37	26.6%
Total	139	100.0%
Not Answered	7	
Reporting Category	Shared Decision Making	
Achievement Score	73.4%	

Response scored as: ● Achievement ● Room for improvement

Responses by Question

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?

	GA-ADMD Program 2016 ⁶	
● Worst health care possible	1	0.3%
● 1	2	0.6%
● 2	0	0.0%
● 3	3	1.0%
● 4	13	4.2%
● 5	16	5.1%
● 6	18	5.8%
● 7	25	8.0%
● 8	56	18.0%
● 9	51	16.4%
● Best health care possible	126	40.5%
Total	311	100.0%
Not Answered	20	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.9%	

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

	GA-ADMD Program 2016 ⁶	
● Never	6	1.9%
● Sometimes	37	11.7%
● Usually	74	23.4%
● Always	199	63.0%
Total	316	100.0%
Not Answered	15	
Reporting Category	Getting Needed Care	
Achievement Score	86.4%	

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?

	GA-ADMD Program 2016 ⁶	
Yes	350	86.0%
No	57	14.0%
Total	407	100.0%
Not Answered	13	

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

Responses by Question

Your Personal Doctor (continued)

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

	GA-ADMD Program 2016 [®]	
None	29	9.1%
1 time	61	19.1%
2	90	28.2%
3	57	17.9%
4	37	11.6%
5 to 9	33	10.3%
10 or more times	12	3.8%
Total	319	100.0%
Not Answered	31	

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

	GA-ADMD Program 2016 [®]	
<input type="radio"/> Never	4	1.4%
<input type="radio"/> Sometimes	22	7.7%
<input checked="" type="radio"/> Usually	48	16.8%
<input checked="" type="radio"/> Always	211	74.0%
Total	285	100.0%
Not Answered	5	
Reporting Category	Communication	
Achievement Score	90.9%	

Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

	GA-ADMD Program 2016 [®]	
<input type="radio"/> Never	2	0.7%
<input type="radio"/> Sometimes	19	6.6%
<input checked="" type="radio"/> Usually	47	16.4%
<input checked="" type="radio"/> Always	219	76.3%
Total	287	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	92.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

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

	GA-ADMD Program 2016%	
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	19	6.7%
<input type="radio"/> Usually	30	10.5%
<input type="radio"/> Always	236	82.8%
Total	285	100.0%
Not Answered	5	
Reporting Category	Communication	
Achievement Score	93.3%	

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

	GA-ADMD Program 2016%	
<input type="radio"/> Never	2	0.7%
<input type="radio"/> Sometimes	22	7.7%
<input type="radio"/> Usually	69	24.2%
<input type="radio"/> Always	192	67.4%
Total	285	100.0%
Not Answered	5	
Reporting Category	Communication	
Achievement Score	91.6%	

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

	GA-ADMD Program 2016%	
Yes	184	64.8%
No	100	35.2%
Total	284	100.0%
Not Answered	6	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

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?

	GA-ADMD Program 2016 ⁶	
<input type="radio"/> Never	11	6.2%
<input type="radio"/> Sometimes	16	9.0%
<input type="radio"/> Usually	38	21.3%
<input checked="" type="radio"/> Always	113	63.5%
Total	178	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	84.8%	

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?

	GA-ADMD Program 2016 ⁶	
<input type="radio"/> Worst personal doctor possible	1	0.3%
<input type="radio"/> 1	3	0.9%
<input type="radio"/> 2	1	0.3%
<input type="radio"/> 3	6	1.9%
<input type="radio"/> 4	3	0.9%
<input type="radio"/> 5	10	3.1%
<input type="radio"/> 6	6	1.9%
<input type="radio"/> 7	20	6.2%
<input checked="" type="radio"/> 8	32	10.0%
<input checked="" type="radio"/> 9	51	15.9%
<input checked="" type="radio"/> Best personal doctor possible	188	58.6%
Total	321	100.0%
Not Answered	29	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.4%	

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?

	GA-ADMD Program 2016 ⁶	
Yes	229	55.4%
No	184	44.6%
Total	413	100.0%
Not Answered	7	

Response scored as: Achievement Room for improvement

Responses by Question

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?

	GA-ADMD Program 2016%	
<input type="radio"/> Never	5	2.3%
<input type="radio"/> Sometimes	27	12.4%
<input type="radio"/> Usually	53	24.4%
<input type="radio"/> Always	132	60.8%
Total	217	100.0%
Not Answered	12	
Reporting Category	Getting Needed Care	
Achievement Score	85.3%	

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

	GA-ADMD Program 2016%	
None	6	2.8%
1 specialist	107	49.5%
2	56	25.9%
3	29	13.4%
4	7	3.2%
5 or more specialists	11	5.1%
Total	216	100.0%
Not Answered	13	

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?

	GA-ADMD Program 2016%	
<input type="radio"/> Worst specialist possible	1	0.5%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	3	1.5%
<input type="radio"/> 4	4	1.9%
<input type="radio"/> 5	11	5.3%
<input type="radio"/> 6	4	1.9%
<input type="radio"/> 7	12	5.8%
<input type="radio"/> 8	24	11.7%
<input type="radio"/> 9	32	15.5%
<input type="radio"/> Best specialist possible	115	55.8%
Total	206	100.0%
Not Answered	4	
Reporting Category	Ratings	
Rating (8, 9 and 10)	83.0%	

Response scored as: Achievement Room for improvement

Responses by Question

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?

	GA-ADMD Program 2016%	
Yes	75	18.6%
No	329	81.4%
Total	404	100.0%
Not Answered	16	

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?

	GA-ADMD Program 2016%	
<input type="radio"/> Never	3	4.3%
<input type="radio"/> Sometimes	9	13.0%
<input type="radio"/> Usually	20	29.0%
<input type="radio"/> Always	37	53.6%
Total	69	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	82.6%	

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

	GA-ADMD Program 2016%	
Yes	123	31.1%
No	272	68.9%
Total	395	100.0%
Not Answered	25	

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

	GA-ADMD Program 2016%	
<input type="radio"/> Never	1	0.9%
<input type="radio"/> Sometimes	19	16.7%
<input type="radio"/> Usually	22	19.3%
<input type="radio"/> Always	72	63.2%
Total	114	100.0%
Not Answered	9	
Reporting Category	Customer Service	
Achievement Score	82.5%	

Response scored as: Achievement Room for improvement

Responses by Question

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?

	GA-ADMD Program 2016%	
● Never	1	0.9%
● Sometimes	5	4.4%
● Usually	16	14.2%
● Always	91	80.5%
Total	113	100.0%
Not Answered	10	
Reporting Category	Customer Service	
Achievement Score	94.7%	

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

	GA-ADMD Program 2016%	
Yes	81	20.5%
No	315	79.5%
Total	396	100.0%
Not Answered	24	

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 NCQA scoring guidelines.]

	GA-ADMD Program 2016%	
● Never	1	0.3%
● Sometimes	12	3.1%
● Usually	24	6.2%
● Always	351	90.5%
Total	388	100.0%
Not Answered	8	
Reporting Category	Single Items	
Achievement Score	96.6%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

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?

	GA-ADMD Program 2016 ⁶	
● Worst health plan possible	7	1.8%
● 1	2	0.5%
● 2	2	0.5%
● 3	3	0.8%
● 4	6	1.5%
● 5	30	7.7%
● 6	17	4.4%
● 7	42	10.8%
● 8	56	14.4%
● 9	55	14.1%
● Best health plan possible	170	43.6%
Total	390	100.0%
Not Answered	30	
Reporting Category	Ratings	
Rating (8, 9 and 10)	72.1%	

About You

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

	GA-ADMD Program 2016 ⁶	
● Excellent	14	3.4%
● Very Good	55	13.5%
● Good	124	30.5%
● Fair	156	38.4%
● Poor	57	14.0%
Total	406	100.0%
Not Answered	14	
Reporting Category	Single Items	
Achievement Score	17.0%	

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

Responses by Question

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	GA-ADMD Program 2016%	
● Excellent	49	12.0%
● Very Good	79	19.3%
● Good	120	29.3%
● Fair	114	27.8%
● Poor	48	11.7%
Total	410	100.0%
Not Answered	10	
Reporting Category	Single Items	
Achievement Score	31.2%	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, [previous year]?

	GA-ADMD Program 2016%	
● Yes	109	44.9%
● No	134	55.1%
Don't Know	7	
Total	243	100.0%
Not Answered	1	
Reporting Category	Flu Shot for Adults	
Achievement Score	44.9%	

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

	GA-ADMD Program 2016%	
Every day	71	17.5%
Some days	58	14.3%
Not at all	277	68.2%
Don't Know	4	
Total	406	100.0%
Not Answered	10	

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

Responses by Question

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?

	GA-ADMD Program 2016%	
<input type="radio"/> Never	23	18.9%
<input type="radio"/> Sometimes	27	22.1%
<input type="radio"/> Usually	24	19.7%
<input type="radio"/> Always	48	39.3%
Total	122	100.0%
Not Answered	7	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	81.1%	

- 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.

	GA-ADMD Program 2016%	
<input type="radio"/> Never	44	35.5%
<input type="radio"/> Sometimes	37	29.8%
<input type="radio"/> Usually	16	12.9%
<input type="radio"/> Always	27	21.8%
Total	124	100.0%
Not Answered	5	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	64.5%	

- 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.

	GA-ADMD Program 2016%	
<input type="radio"/> Never	71	57.7%
<input type="radio"/> Sometimes	24	19.5%
<input type="radio"/> Usually	8	6.5%
<input type="radio"/> Always	20	16.3%
Total	123	100.0%
Not Answered	6	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	42.3%	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

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

	GA-ADMD Program 2016%	
<input checked="" type="radio"/> Yes	18	39.1%
<input type="radio"/> No	28	60.9%
Don't know	0	0.0%
Total	46	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	39.1%	

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

	GA-ADMD Program 2016%	
Yes	80	22.4%
No	277	77.6%
Don't know	48	
Total	357	100.0%
Not Answered	15	

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 NCQA scoring guidelines.]

	GA-ADMD Program 2016%	
<input checked="" type="radio"/> Yes	54	57.4%
<input type="radio"/> No	40	42.6%
Total	94	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	57.4%	

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

	GA-ADMD Program 2016%	
Yes	153	48.7%
No	161	51.3%
Total	314	100.0%
Not Answered	106	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

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

	GA-ADMD Program 2016%	
Yes	260	82.8%
No	54	17.2%
Total	314	100.0%
Not Answered	106	

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

	GA-ADMD Program 2016%	
Yes	79	25.2%
No	235	74.8%
Total	314	100.0%
Not Answered	106	

Q47.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	GA-ADMD Program 2016%	
Yes	33	16.5%
No	167	83.5%
Total	200	100.0%
Not Answered	220	

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

	GA-ADMD Program 2016%	
Yes	47	23.5%
No	153	76.5%
Total	200	100.0%
Not Answered	220	

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

	GA-ADMD Program 2016%	
Yes	51	25.5%
No	149	74.5%
Total	200	100.0%
Not Answered	220	

Responses by Question

About You (continued)

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

	GA-ADMD Program 2016 ⁶	
Yes	138	69.0%
No	62	31.0%
Total	200	100.0%
Not Answered	220	

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

	GA-ADMD Program 2016 ⁶	
Yes	182	45.7%
No	216	54.3%
Total	398	100.0%
Not Answered	22	

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

	GA-ADMD Program 2016 ⁶	
Yes	142	84.0%
No	27	16.0%
Total	169	100.0%
Not Answered	13	

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

	GA-ADMD Program 2016 ⁶	
Yes	327	82.4%
No	70	17.6%
Total	397	100.0%
Not Answered	23	

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

	GA-ADMD Program 2016 ⁶	
Yes	290	92.4%
No	24	7.6%
Total	314	100.0%
Not Answered	13	

Responses by Question

About You (continued)

Q52. What is your age?

	GA-ADMD Program 2016 ⁶	
18 to 24	15	3.7%
25 to 34	39	9.7%
35 to 44	41	10.1%
45 to 54	62	15.3%
55 to 64	94	23.3%
65 to 74	82	20.3%
75 or older	71	17.6%
Total	404	100.0%
Not Answered	16	

Q53. Are you male or female?

	GA-ADMD Program 2016 ⁶	
Male	121	29.7%
Female	286	70.3%
Total	407	100.0%
Not Answered	13	

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

	GA-ADMD Program 2016 ⁶	
8th grade or less	63	15.8%
Some high school but did not graduate	119	29.8%
High school graduate or GED	118	29.6%
Some college or 2-year degree	81	20.3%
4-year college graduate	10	2.5%
More than 4-year college degree	8	2.0%
Total	399	100.0%
Not Answered	21	

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

	GA-ADMD Program 2016 ⁶	
Yes, Hispanic or Latino	24	6.4%
No, Not Hispanic or Latino	353	93.6%
Total	377	100.0%
Not Answered	43	

Responses by Question

About You (continued)

Q56.1. What is your race? Response: White.

	GA-ADMD Program 2016%	
Yes	191	47.4%
No	212	52.6%
Total	403	100.0%
Not Answered	17	

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

	GA-ADMD Program 2016%	
Yes	196	48.6%
No	207	51.4%
Total	403	100.0%
Not Answered	17	

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

	GA-ADMD Program 2016%	
Yes	9	2.2%
No	394	97.8%
Total	403	100.0%
Not Answered	17	

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

	GA-ADMD Program 2016%	
Yes	1	0.2%
No	402	99.8%
Total	403	100.0%
Not Answered	17	

Q56.5. What is your race? Response: American Indian or Alaska Native.

	GA-ADMD Program 2016%	
Yes	17	4.2%
No	386	95.8%
Total	403	100.0%
Not Answered	17	

Responses by Question

About You (continued)

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

	GA-ADMD Program 2016%	
Yes	14	3.5%
No	389	96.5%
Total	403	100.0%
Not Answered	17	

Q57. Did someone help you complete this survey?

	GA-ADMD Program 2016%	
Yes	102	32.2%
No	215	67.8%
Total	317	100.0%
Not Answered	8	

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

	GA-ADMD Program 2016%	
Yes	57	57.0%
No	43	43.0%
Total	100	100.0%
Not Answered	10	

Q58.2. How did that person help you? Response: Wrote down the answers I gave.

	GA-ADMD Program 2016%	
Yes	40	40.0%
No	60	60.0%
Total	100	100.0%
Not Answered	10	

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

	GA-ADMD Program 2016%	
Yes	29	29.0%
No	71	71.0%
Total	100	100.0%
Not Answered	10	

Responses by Question

About You (continued)

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

	GA-ADMD Program 2016 ⁶	
Yes	9	9.0%
No	91	91.0%
Total	100	100.0%
Not Answered	10	

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

	GA-ADMD Program 2016 ⁶	
Yes	10	10.0%
No	90	90.0%
Total	100	100.0%
Not Answered	10	



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 your 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 ○ with slash



- 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 Georgia Medicaid. 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

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

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 Best
Personal Doctor Personal Doctor
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 Best
Specialist 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?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 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, 2015?

- 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



