



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Adult Survey

CAHPS® 5.0 Report

June 2017



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Ann Arbor, MI 48108

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Take aspirin daily or every other day	
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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	
Excellent or very good rating of your overall health	
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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 with their care. 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' experiences: 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 improvement efforts 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 2015 scores with each year of trend - 2016 and 2017. 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 the care provided by 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 February 7, 2017 through April 23, 2017, 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 32.88%.

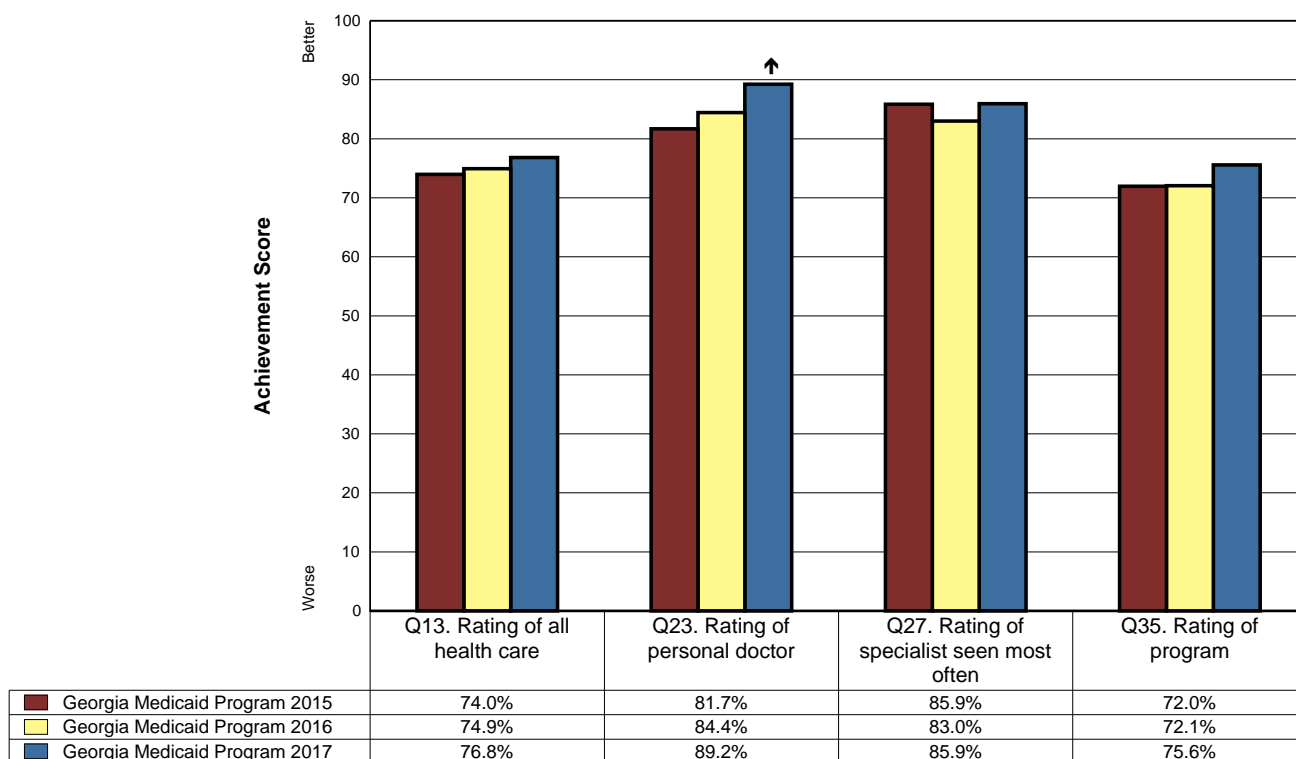
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

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 the 2015, 2016 and 2017 Georgia Medicaid Program's services for adults.

Statistical testing is between the Georgia Medicaid Program's 2015 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 are not statistically significant differences between the ratings.

Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2015

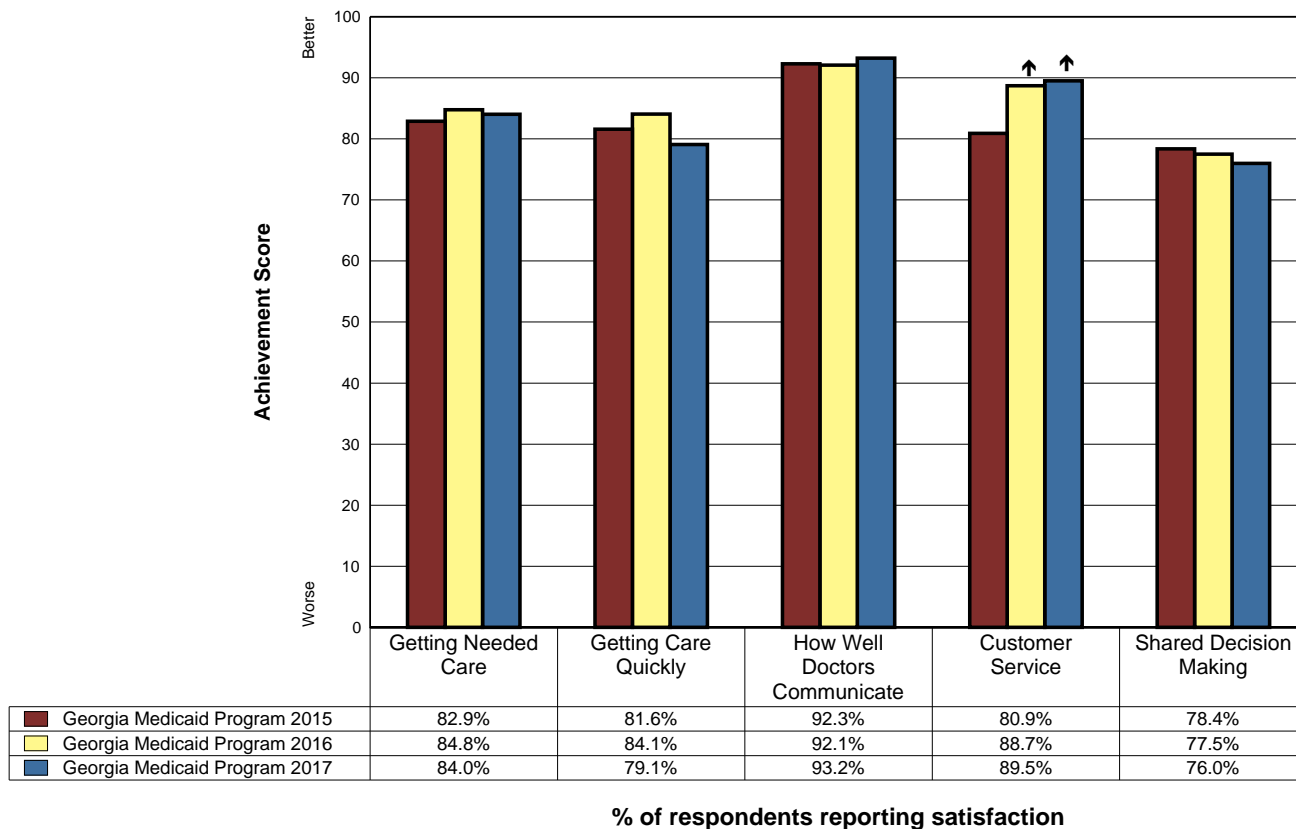
SUMMARY OF COMPOSITES

For each of the 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 provided by the Georgia Medicaid Program met or did not meet the needs of the adults enrolled in the program.

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.

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

Composites



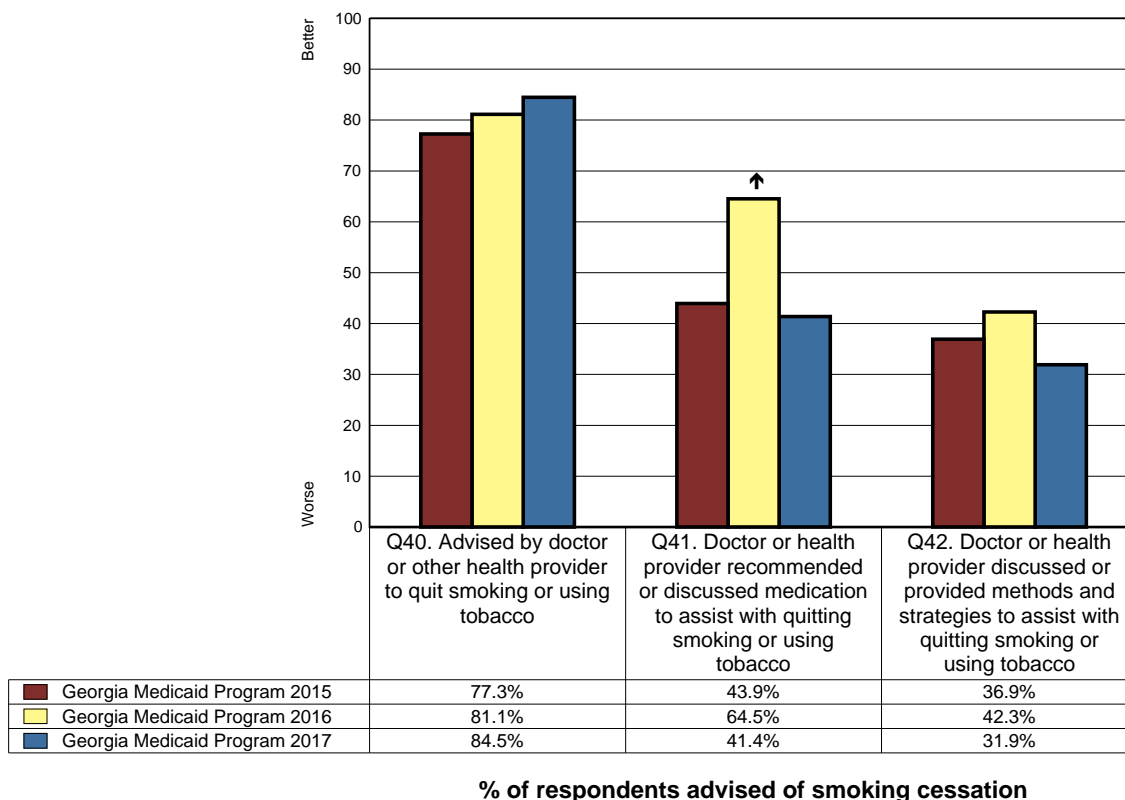
↕ Statistically significantly higher/lower than Georgia Medicaid Program 2015

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 2015, 2016 and 2017. Statistical testing is between the Georgia Medicaid Program's 2015 scores and the 2016 and 2017 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 are not statistically significant differences between the scores.

Medical Assistance with Smoking Cessation



↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2015

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 2016 and the date the survey was completed.

The Aspirin Use and Discussion measure is used 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).

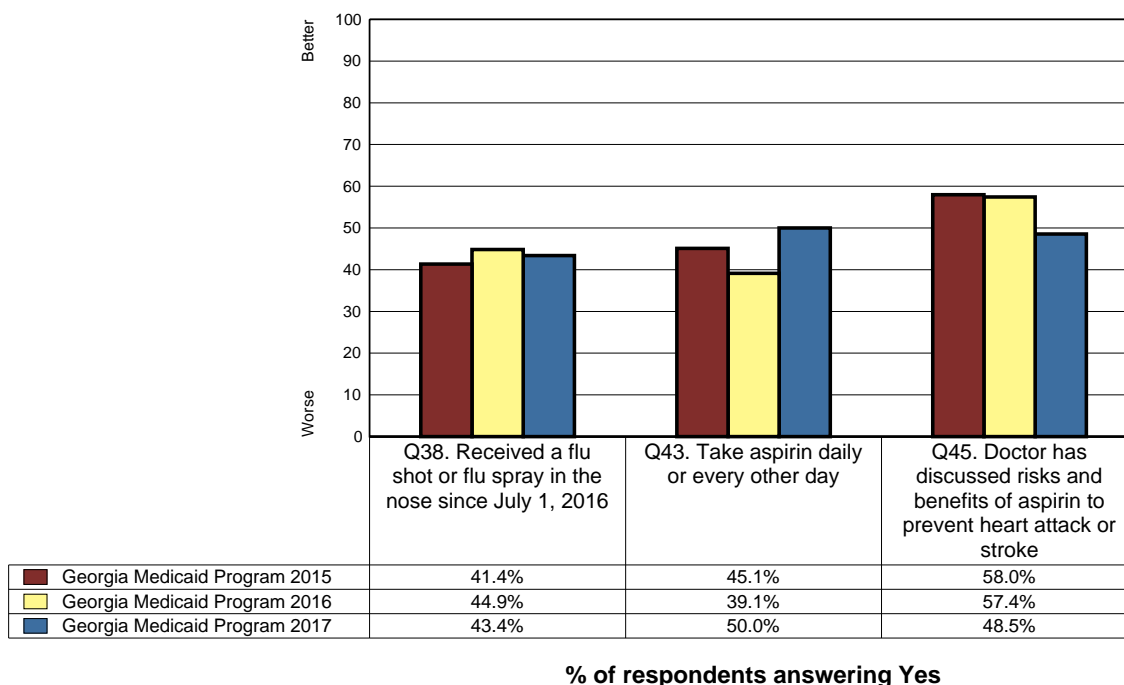
Included in the calculation of the Aspirin Use component are members in certain age/gender/risk factor categories who could safely take aspirin (based on their responses to Q44), and had no cardiovascular disease exclusion (based on their responses to Q47), and who answered Q43. The rate represents the 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 their responses 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 2015, 2016 and 2017. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores. Significance tests were considered valid when the number of cases used to compute each score was 30 or greater. 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 2015

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 respondents' 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 2017	ADMD 2016
18 to 24	4.8%	3.7%
25 to 34	7.8%	9.7%
35 to 44	10.1%	10.1%
45 to 54	14.6%	15.3%
55 to 64	25.4%	23.3%
65 to 74	24.1%	20.3%
75 or older	13.3%	17.6%

<i>Parent/Respondent Gender</i>	ADMD 2017	ADMD 2016
Male	36.9%	29.7%
Female	63.1%	70.3%

<i>Highest grade or level of school completed</i>	ADMD 2017	ADMD 2016
8th grade or less	10.7%	15.8%
Some high school, but did not graduate	26.9%	29.8%
High school graduate or GED	32.2%	29.6%
Some college or 2-year college	22.5%	20.3%
4-year college graduate	4.3%	2.5%
More than 4-year college degree	3.3%	2.0%

<i>Ethnicity</i>	ADMD 2017	ADMD 2016
White	47.6%	47.4%
Black or African American	49.6%	48.6%
Asian	2.3%	2.2%
American Indian or Alaska Native	3.8%	4.2%
Hispanic or Latino	6.3%	6.4%
Native Hawaiian or Other Pacific Islander	0.8%	0.2%
Other	2.5%	3.5%

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
Q29. Written materials/Internet usually or always provided needed information about how health plan works	70.1	0.52
Q31. Health plan's customer service usually or always gave needed information or help	84.9	0.48
Q14. Usually or always got care, tests or treatment you thought you needed	85.1	0.41
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	94.9	0.40
Q4. Usually or always got care right away as soon as you needed	80.6	0.36
Q18. Personal doctor usually or always listened carefully to you	95.4	0.31
Q25. Usually or always get an appointment to see a specialist as soon as you needed	83.9	0.30
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	84.5	0.30
Q20. Personal doctor usually or always spent enough time with you	89.4	0.30
Q36. Excellent or very good rating of your overall health	20.1	0.25

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1350
*First mailing - usable survey returned	212
Second mailing - sent	1102
*Second mailing - usable survey returned	96
*Phone - usable surveys	103
Total - usable surveys	411
†Ineligible: According to population criteria‡	51
†Ineligible: Language barrier	6
†Ineligible: Deceased	8
†Ineligible: Mentally or physically unable to complete survey	35
Bad address and bad phone number	43
Refusal	18
Incomplete survey - mail or phone	34
Nonresponse - Unavailable by mail or phone	744
Response Rate	32.88%

*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 11-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:	February 7, 2017
2	1st mailing of reminder postcards:	February 14, 2017
3	2nd mailing of survey packets:	March 7, 2017
4	2nd mailing of reminder postcards:	March 14, 2017
5	Phone field:	April 3, 2017
6	Mail and phone field terminated:	April 23, 2017

Sampling Frame

A random sample of 1350 cases was drawn of adult members enrolled in the Georgia Medicaid Program. To be eligible, members had to be continuously enrolled for at least 6 months as of November 30, 2016, with no more than one enrollment gap of up to 45 days.

Selection of Cases for Analysis

The CAHPS®/NCQA protocol was used to define complete surveys. Surveys were considered complete if the survey response did not indicate the member was ineligible and if a valid response was provided to at least three out of five questions designated as required for completeness. The questions required for completeness are listed below, with their locations in the adult questionnaire, respectively, as well as the topics addressed by each question.

- Q03. Did you have an injury or illness that needed care right away?
- Q15. Do you have a personal doctor?
- Q24. Did you make an appointment to see a specialist?
- Q28. Did you look for information in written materials or on the Internet about how your plan works?
- Q42. What number would you use to rate your health plan?

Complete interviews were obtained from 411 adult Medicaid members, and the Georgia Medicaid Program's response rate was 32.88%.

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-eight core questions. The majority of items addressed domains of members' experiences 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

Members' 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. The 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 2015 results are compared to the Georgia Medicaid Program's 2016 and 2017 results. When available, trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections.

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.

The Georgia Medicaid Program's top box rating and composite scores are compared to the CAHPS® Database (formally known as the National CAHPS® Benchmarking Database) rating and composite top box percentiles in the *CAHPS® Database Comparisons* section of the report.

Top box scores are created by calculating the percentage of survey respondents who chose the most positive response category for a given item's response scale. A response of "Always" is used to calculate the top box composite measures. The top box composite measures are calculated by averaging the top box scores on the items within the composite. For ratings questions the top box score is calculated using the responses of "9" or "10".

The adult Medicaid CAHPS® Database results were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2016 adult Medicaid CAHPS® Database includes 73,155 respondents from 157 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 of relationship between two or more variables. 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 also increases. 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 0.4 are considered more highly correlated with satisfaction (medium to high); coefficients less than 0.4 represent lower correlations with satisfaction (medium to low).

Trend Analysis - Higher Scores - 2016 vs. 2015

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

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2016, these questions had **higher scores that were statistically significant** when compared to 2015 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2016 Score	ADMD 2015 Score	% Point Change	Composite Group
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	64.5%	43.9%	+20.6	Medical Assistance with Smoking Cessation
Q29. Written materials/Internet usually or always provided needed information about how health plan works	82.6%	66.7%	+15.9	Single Items
Q31. Health plan's customer service usually or always gave needed information or help	82.5%	69.8%	+12.6	Customer Service

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for adults follow. Achievement scores for these questions were higher than 2015, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2016 Score	ADMD 2015 Score	% Point Change	Composite Group
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	42.3%	36.9%	+5.4	Medical Assistance with Smoking Cessation
Q6. Usually or always got an appt. for routine care as soon as you needed	85.5%	80.4%	+5.1	Getting Care Quickly
Q25. Usually or always get an appointment to see a specialist as soon as you needed	85.3%	80.4%	+4.9	Getting Needed Care
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	84.8%	80.5%	+4.4	Single Items
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	94.7%	90.7%	+3.9	Customer Service
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	81.1%	77.3%	+3.9	Medical Assistance with Smoking Cessation
Q38. Received a flu shot or flu spray in the nose since July 1, 2016	44.9%	41.4%	+3.5	Single Items

Trend Analysis - Higher Scores - 2016 vs. 2015

(continued)

Question	ADMD 2016 Score	ADMD 2015 Score	% Point Change	Composite Group
Q23. Rating of personal doctor	84.4%	81.7%	+2.7	Ratings
PQ34. Forms from your health plan usually or always easy to fill out	96.6%	94.4%	+2.3	Single Items
Q14. Usually or always got care, tests or treatment you thought you needed	86.4%	84.3%	+2.1	Getting Needed Care
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	73.2%	71.7%	+1.5	Single Items
Q13. Rating of all health care	74.9%	74.0%	+0.9	Ratings
Q20. Personal doctor usually or always spent enough time with you	91.6%	90.8%	+0.8	Communication
Q18. Personal doctor usually or always listened carefully to you	92.7%	91.9%	+0.8	Communication
Q19. Personal doctor usually or always showed respect for what you had to say	93.3%	93.2%	+0.1	Communication
Q35. Rating of program	72.1%	72.0%	+0.1	Ratings

Trend Analysis - Lower Scores - 2016 vs. 2015

LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for adults had lower scores in 2016 that were statistically significant compared to 2015 scores.

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 was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2016 Score	ADMD 2015 Score	% Point Change	Composite Group
Q43. Take aspirin daily or every other day	39.1%	45.1%	-6.0	Aspirin Use and Discussion
Q36. Excellent or very good rating of your overall health	17.0%	20.3%	-3.3	Single Items
Q27. Rating of specialist seen most often	83.0%	85.9%	-2.8	Ratings
Q37. Excellent or very good rating of your overall mental or emotional health	31.2%	33.9%	-2.6	Single Items
Q17. Personal doctor usually or always explained things in way that was easy to understand	90.9%	93.2%	-2.3	Communication
Q12. Doctor/provider definitely asked what you thought was best for you	73.4%	74.8%	-1.5	Shared Decision Making
Q4. Usually or always got care right away as soon as you needed	84.4%	85.7%	-1.3	Getting Care Quickly
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine	66.2%	67.3%	-1.1	Shared Decision Making
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	57.4%	58.0%	-0.5	Aspirin Use and Discussion
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine	92.1%	92.4%	-0.2	Shared Decision Making

Trend Analysis - Higher Scores - 2017 vs. 2015

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

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2017, these questions have **higher scores that are statistically significant** when compared to 2015 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2017 Score	ADMD 2015 Score	% Point Change	Composite Group
Q31. Health plan's customer service usually or always gave needed information or help	84.9%	69.8%	+15.1	Customer Service
Q23. Rating of personal doctor	89.2%	81.7%	+7.6	Ratings

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 2015, 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 2017 Score	ADMD 2015 Score	% Point Change	Composite Group
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	84.5%	77.3%	+7.2	Medical Assistance with Smoking Cessation
Q43. Take aspirin daily or every other day	50.0%	45.1%	+4.9	Aspirin Use and Discussion
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	94.9%	90.7%	+4.2	Customer Service
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	84.4%	80.5%	+3.9	Single Items
Q35. Rating of program	75.6%	72.0%	+3.6	Ratings
Q25. Usually or always get an appointment to see a specialist as soon as you needed	83.9%	80.4%	+3.6	Getting Needed Care
Q18. Personal doctor usually or always listened carefully to you	95.4%	91.9%	+3.5	Communication
Q29. Written materials/Internet usually or always provided needed information about how health plan works	70.1%	66.7%	+3.5	Single Items
Q13. Rating of all health care	76.8%	74.0%	+2.8	Ratings
Q19. Personal doctor usually or always showed respect for what you had to say	95.4%	93.2%	+2.1	Communication

Trend Analysis - Higher Scores - 2017 vs. 2015

(continued)

Question	ADMD 2017 Score	ADMD 2015 Score	% Point Change	Composite Group
Q38. Received a flu shot or flu spray in the nose since July 1, 2016	43.4%	41.4%	+2.0	Single Items
PQ34. Forms from your health plan usually or always easy to fill out	95.4%	94.4%	+1.0	Single Items
Q14. Usually or always got care, tests or treatment you thought you needed	85.1%	84.3%	+0.8	Getting Needed Care
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine	92.8%	92.4%	+0.4	Shared Decision Making
Q27. Rating of specialist seen most often	85.9%	85.9%	+0.1	Ratings

Trend Analysis - Lower Scores - 2017 vs. 2015

LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for adults have lower scores in 2017 that are statistically significant compared to 2015 scores.

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 are 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 2017 Score	ADMD 2015 Score	% Point Change	Composite Group
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	48.5%	58.0%	-9.4	Aspirin Use and Discussion
Q4. Usually or always got care right away as soon as you needed	80.6%	85.7%	-5.2	Getting Care Quickly
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	31.9%	36.9%	-5.0	Medical Assistance with Smoking Cessation
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine	62.7%	67.3%	-4.6	Shared Decision Making
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	41.4%	43.9%	-2.6	Medical Assistance with Smoking Cessation
Q12. Doctor/provider definitely asked what you thought was best for you	72.5%	74.8%	-2.4	Shared Decision Making
Q6. Usually or always got an appt. for routine care as soon as you needed	78.2%	80.4%	-2.2	Getting Care Quickly
Q37. Excellent or very good rating of your overall mental or emotional health	32.0%	33.9%	-1.9	Single Items
Q20. Personal doctor usually or always spent enough time with you	89.4%	90.8%	-1.4	Communication
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	71.3%	71.7%	-0.3	Single Items
Q17. Personal doctor usually or always explained things in way that was easy to understand	92.9%	93.2%	-0.3	Communication
Q36. Excellent or very good rating of your overall health	20.1%	20.3%	-0.2	Single Items

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 members' 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" and "Never" or "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	Q14 Getting Needed Care	85%	0.46	Q19 Communication	95%	0.65	Q32 Customer Service	95%	0.45	Q31 Customer Service	85%	0.48
2	Q20 Communication	89%	0.43	Q20 Communication	89%	0.60	Q20 Communication	89%	0.35	Q14 Getting Needed Care	85%	0.41
3	Q18 Communication	95%	0.37	Q18 Communication	95%	0.53	Q18 Communication	95%	0.27	Q32 Customer Service	95%	0.40
4	Q4 Getting Care Quickly	81%	0.36	Q17 Communication	93%	0.45	Q31 Customer Service	85%	0.26	Q4 Getting Care Quickly	81%	0.36
5	Q19 Communication	95%	0.34	Q31 Customer Service	85%	0.37	Q17 Communication	93%	0.26	Q18 Communication	95%	0.31
6	Q17 Communication	93%	0.31	Q12 Shared Decision Making	72%	0.27	Q25 Getting Needed Care	84%	0.22	Q25 Getting Needed Care	84%	0.30
7	Q25 Getting Needed Care	84%	0.30	Q14 Getting Needed Care	85%	0.27	Q14 Getting Needed Care	85%	0.20	Q20 Communication	89%	0.30
8	Q12 Shared Decision Making	72%	0.28	Q4 Getting Care Quickly	81%	0.26	Q19 Communication	95%	0.15	Q17 Communication	93%	0.24
9	Q6 Getting Care Quickly	78%	0.21	Q32 Customer Service	95%	0.23	Q4 Getting Care Quickly	81%	0.15	Q19 Communication	95%	0.24
10	Q31 Customer Service	85%	0.20	Q25 Getting Needed Care	84%	0.14	Q12 Shared Decision Making	72%	0.09	Q6 Getting Care Quickly	78%	0.17

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.46	85%	62%	23%	13%	2%
2	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.43	89%	72%	17%	8%	2%
3	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.37	95%	82%	13%	3%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.36	81%	63%	18%	18%	1%
5	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.34	95%	87%	9%	4%	1%
6	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.31	93%	80%	13%	6%	1%
7	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.30	84%	57%	27%	13%	3%
8	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?	0.28	72%	72%	(na)	(na)	28%
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?	0.21	78%	56%	22%	18%	4%
10	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.20	85%	60%	25%	13%	2%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.65	95%	87%	9%	4%	1%
2	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.60	89%	72%	17%	8%	2%
3	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.53	95%	82%	13%	3%	1%
4	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%	80%	13%	6%	1%
5	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.37	85%	60%	25%	13%	2%
6	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?	0.27	72%	72%	(na)	(na)	28%
7	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.27	85%	62%	23%	13%	2%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.26	81%	63%	18%	18%	1%
9	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.23	95%	81%	14%	4%	1%
10	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.14	84%	57%	27%	13%	3%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.45	95%	81%	14%	4%	1%
2	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.35	89%	72%	17%	8%	2%
3	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.27	95%	82%	13%	3%	1%
4	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.26	85%	60%	25%	13%	2%
5	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	93%	80%	13%	6%	1%
6	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.22	84%	57%	27%	13%	3%
7	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.20	85%	62%	23%	13%	2%
8	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.15	95%	87%	9%	4%	1%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.15	81%	63%	18%	18%	1%
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?	0.09	72%	72%	(na)	(na)	28%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.48	85%	60%	25%	13%	2%
2	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.41	85%	62%	23%	13%	2%
3	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.40	95%	81%	14%	4%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.36	81%	63%	18%	18%	1%
5	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.31	95%	82%	13%	3%	1%
6	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.30	84%	57%	27%	13%	3%
7	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	89%	72%	17%	8%	2%
8	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.24	93%	80%	13%	6%	1%
9	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.24	95%	87%	9%	4%	1%
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?	0.17	78%	56%	22%	18%	4%

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. However, in regards to correlations, 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."

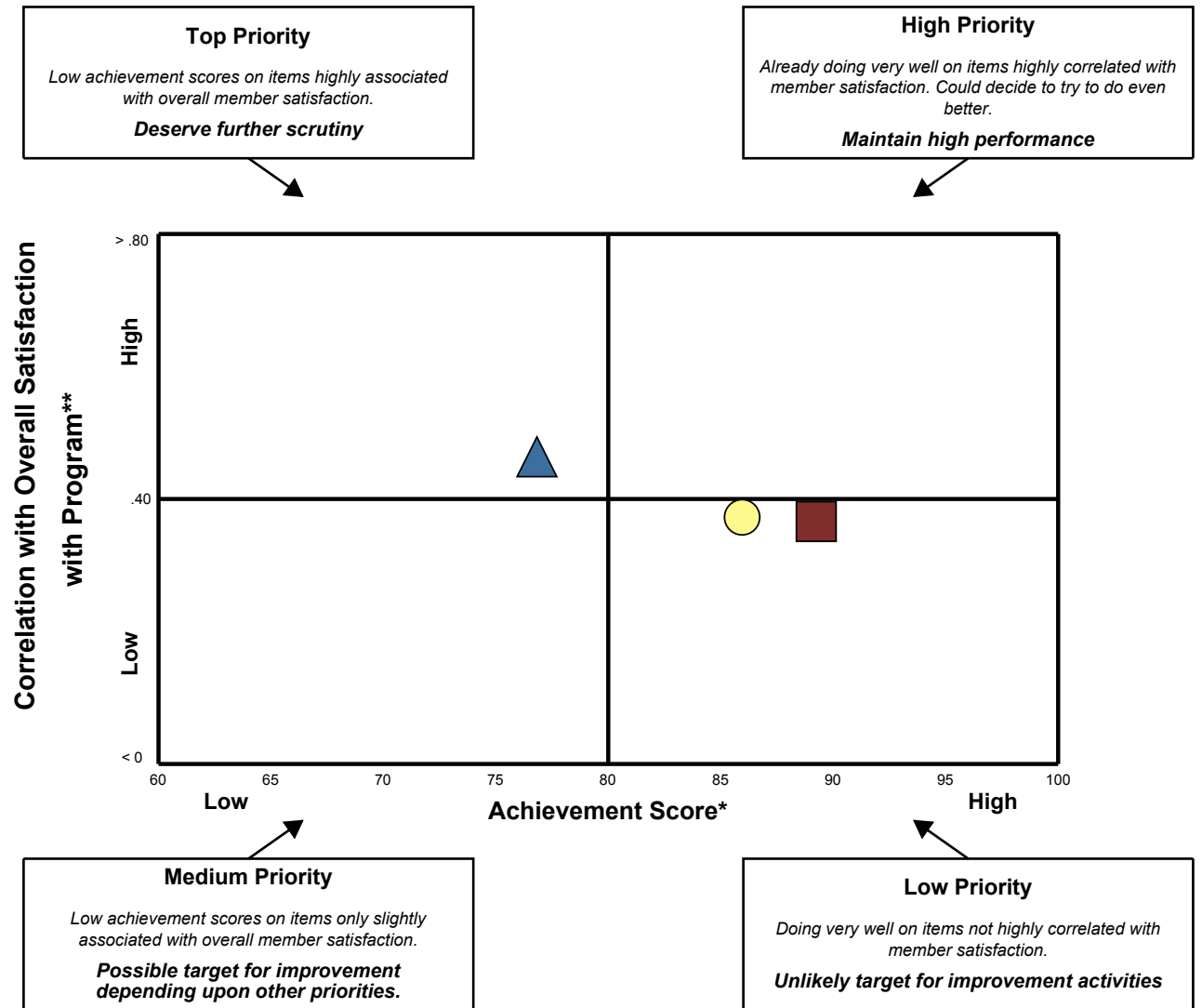
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to 0.4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than 0.4 are considered lower correlations 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 0.4 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 0.4 or higher.

Priority Matrix Ratings



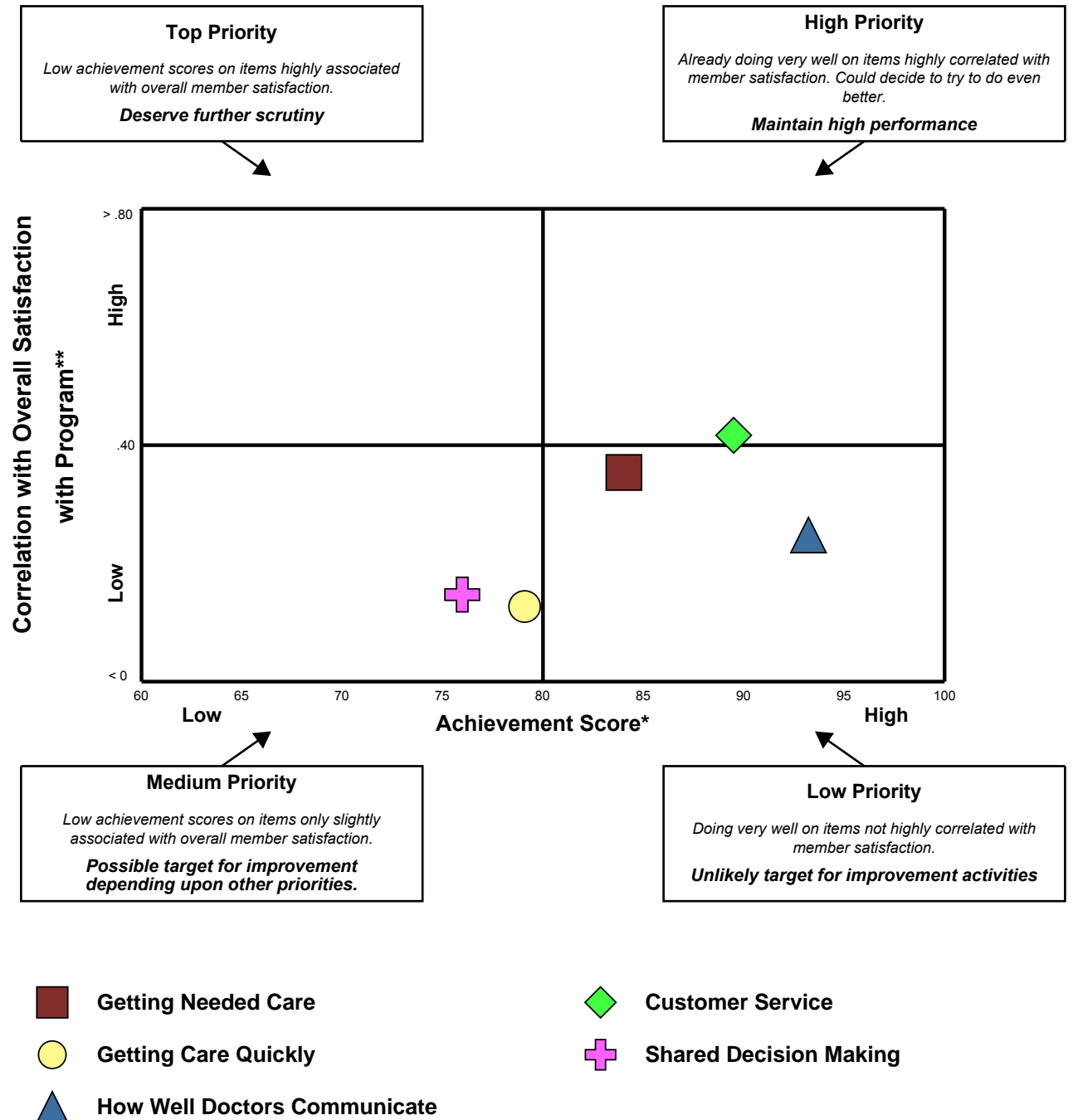
Rating of Personal Doctor or Nurse
 Rating of Specialist

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 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

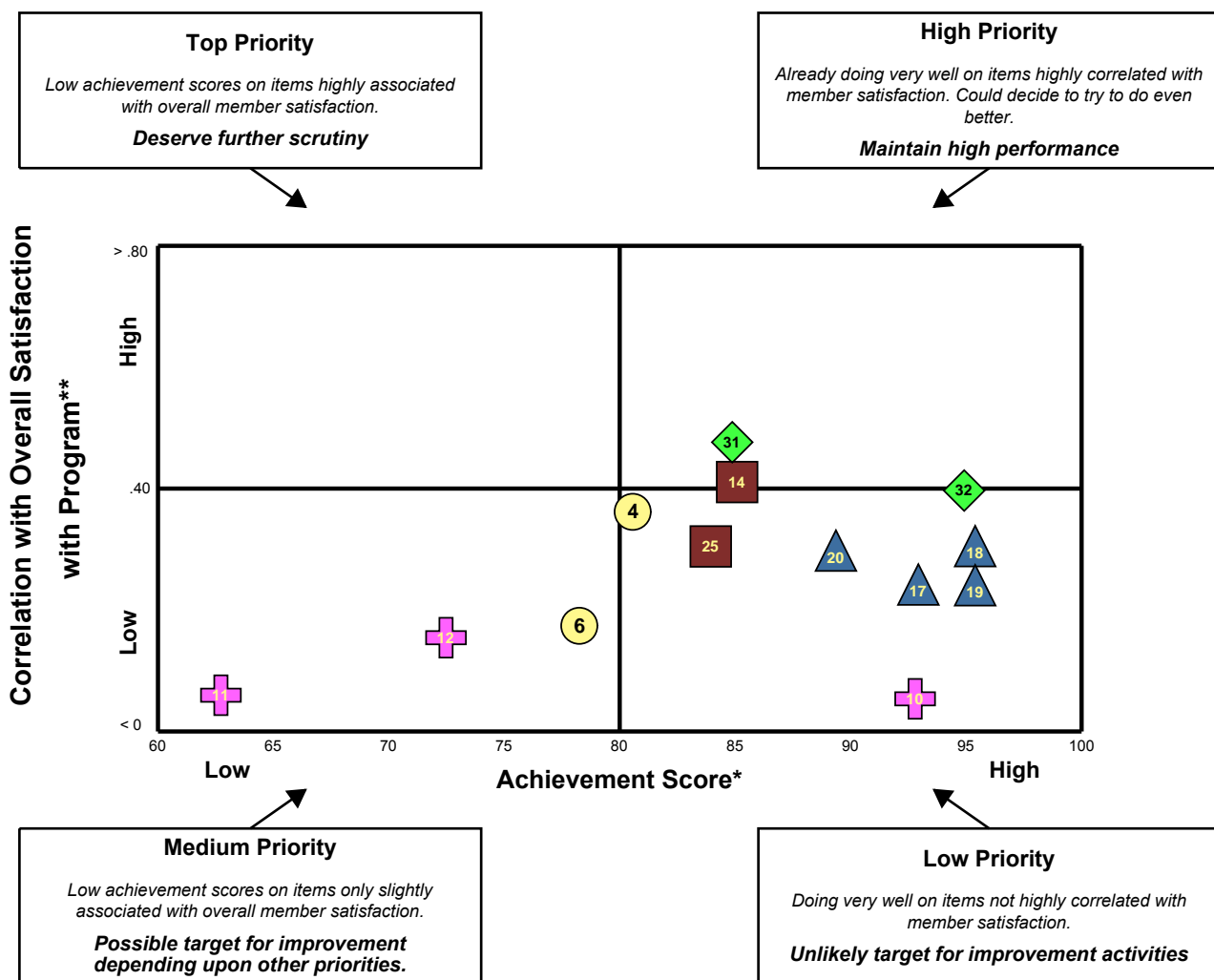
Composite Measures



* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Composite Items



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

Communication
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

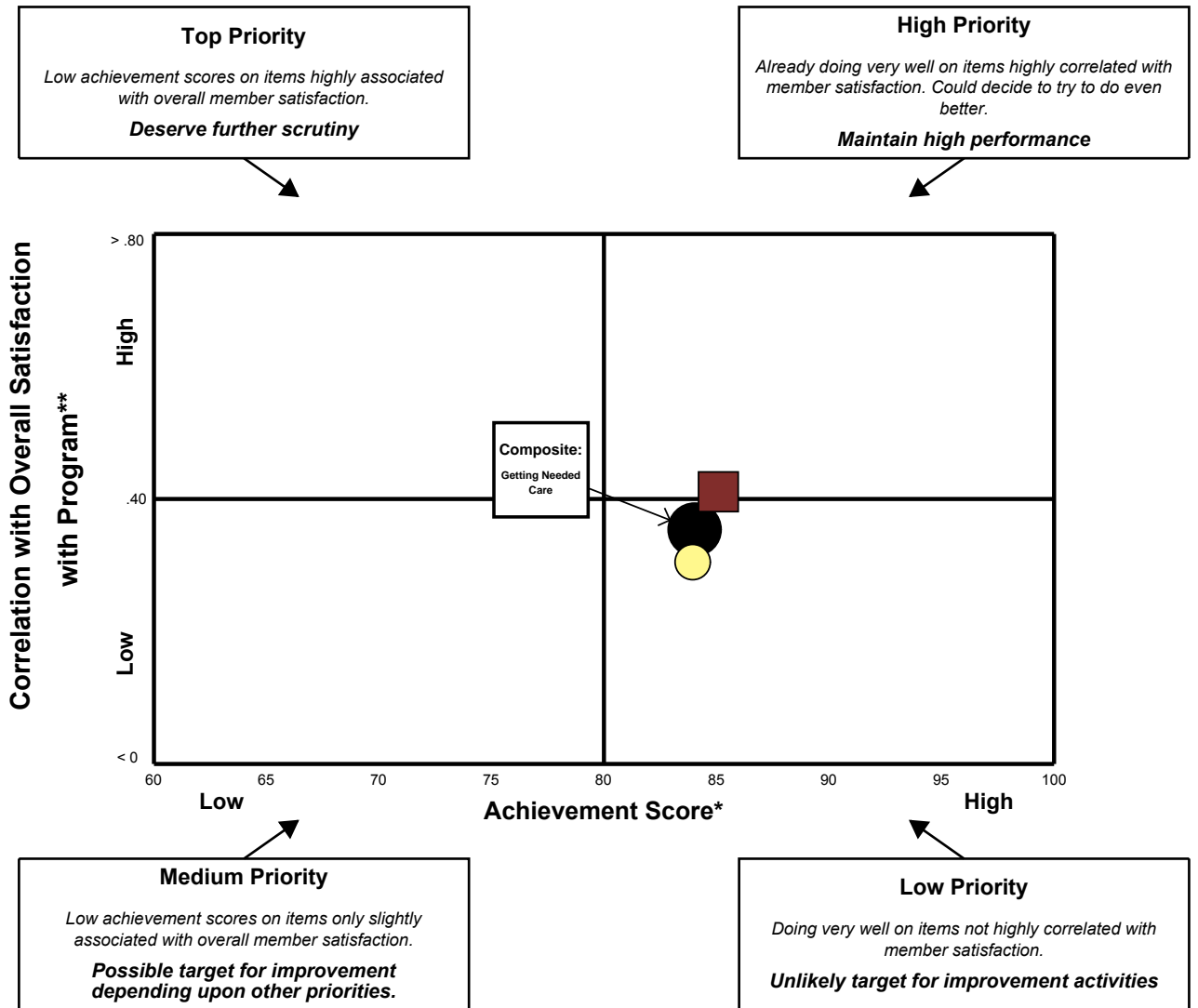
Shared Decision Making
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

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

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Needed Care



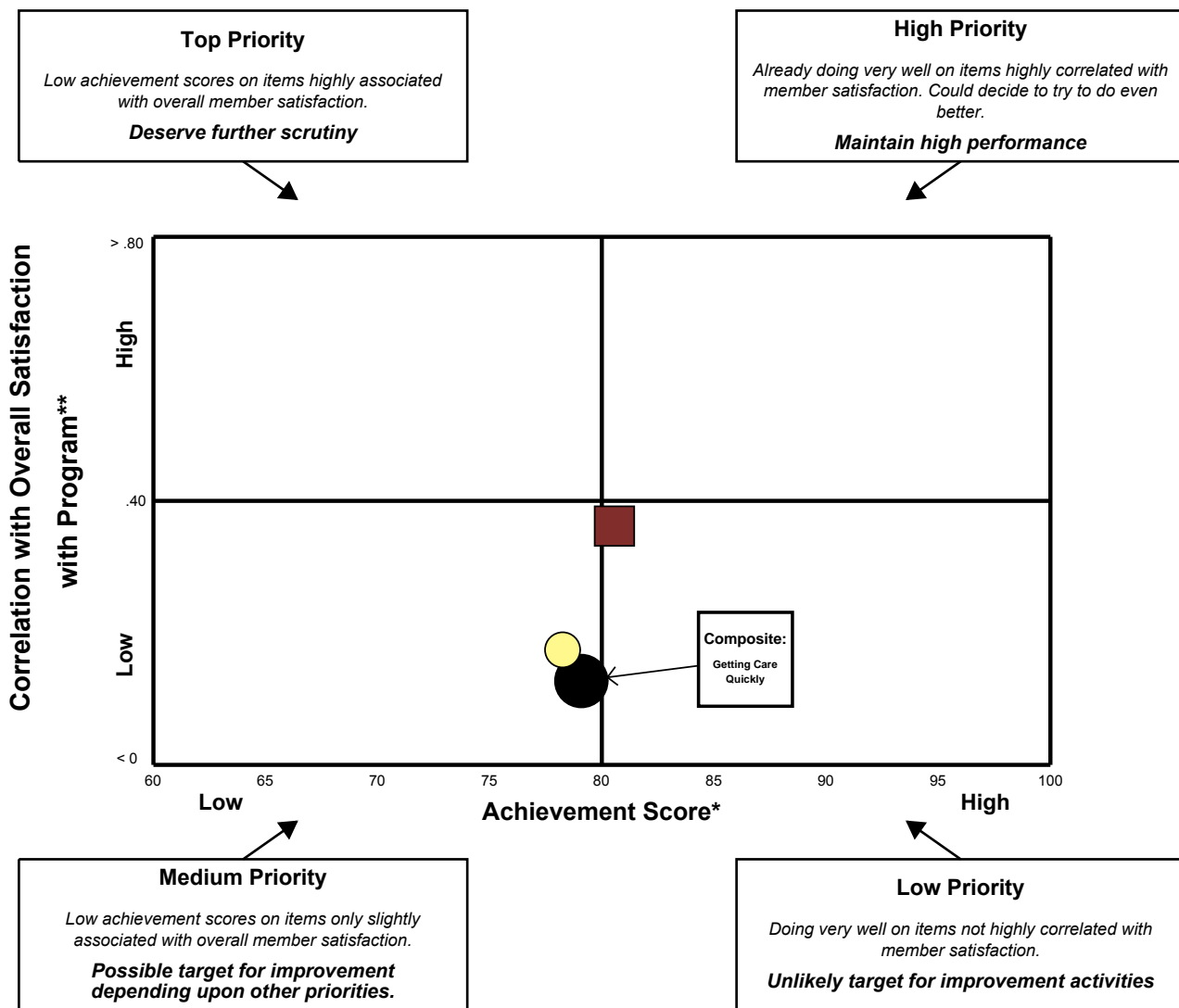
Q14. Usually or always got care, tests or treatment you thought you needed

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 0.4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Care Quickly



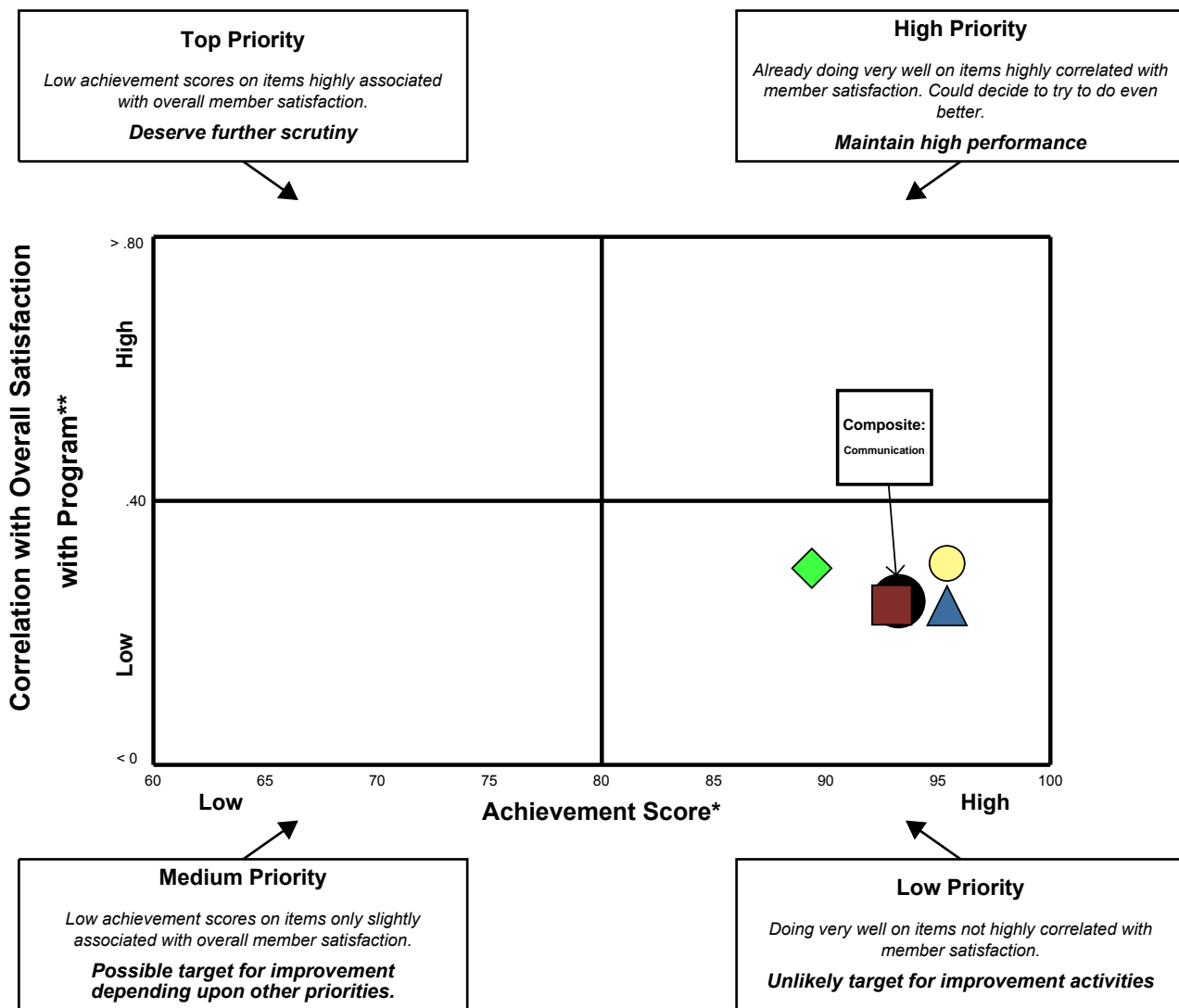
Q4. Usually or always got care right away as soon as you needed

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 0.4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

How Well Doctors Communicate



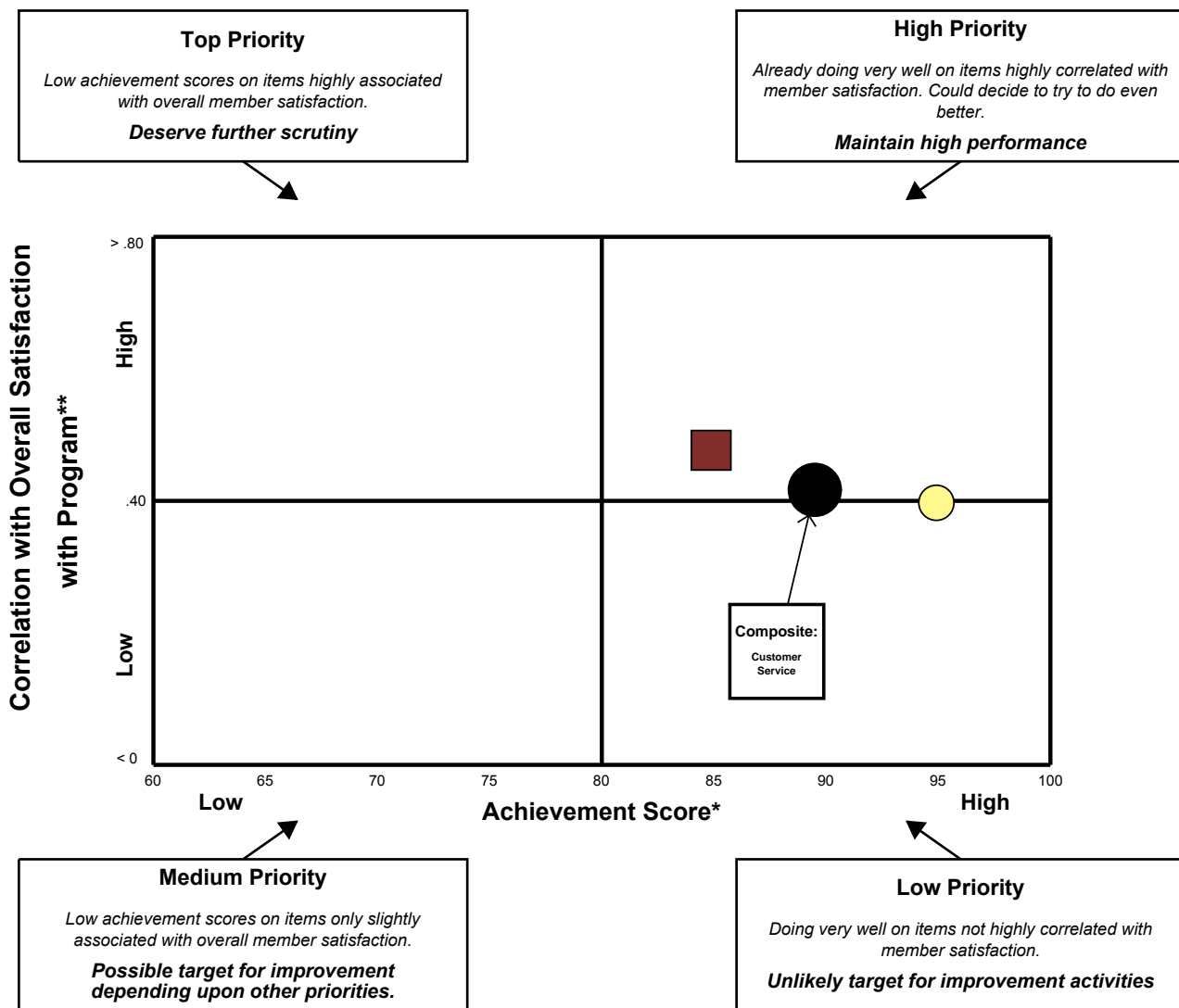
- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

- 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 0.4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Customer Service



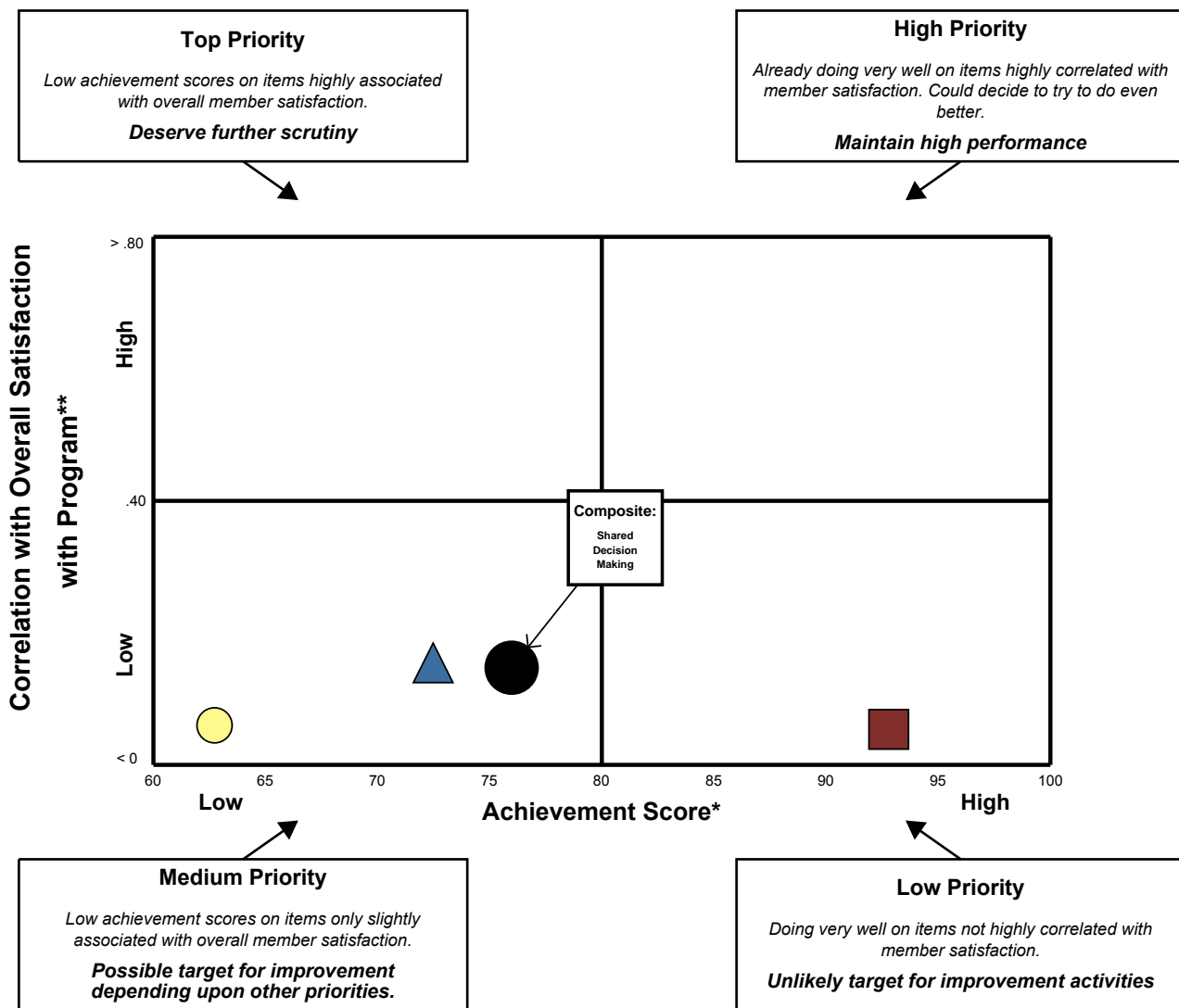
■ Q31. Health plan's customer service usually or always gave needed information or help

● 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 0.4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

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

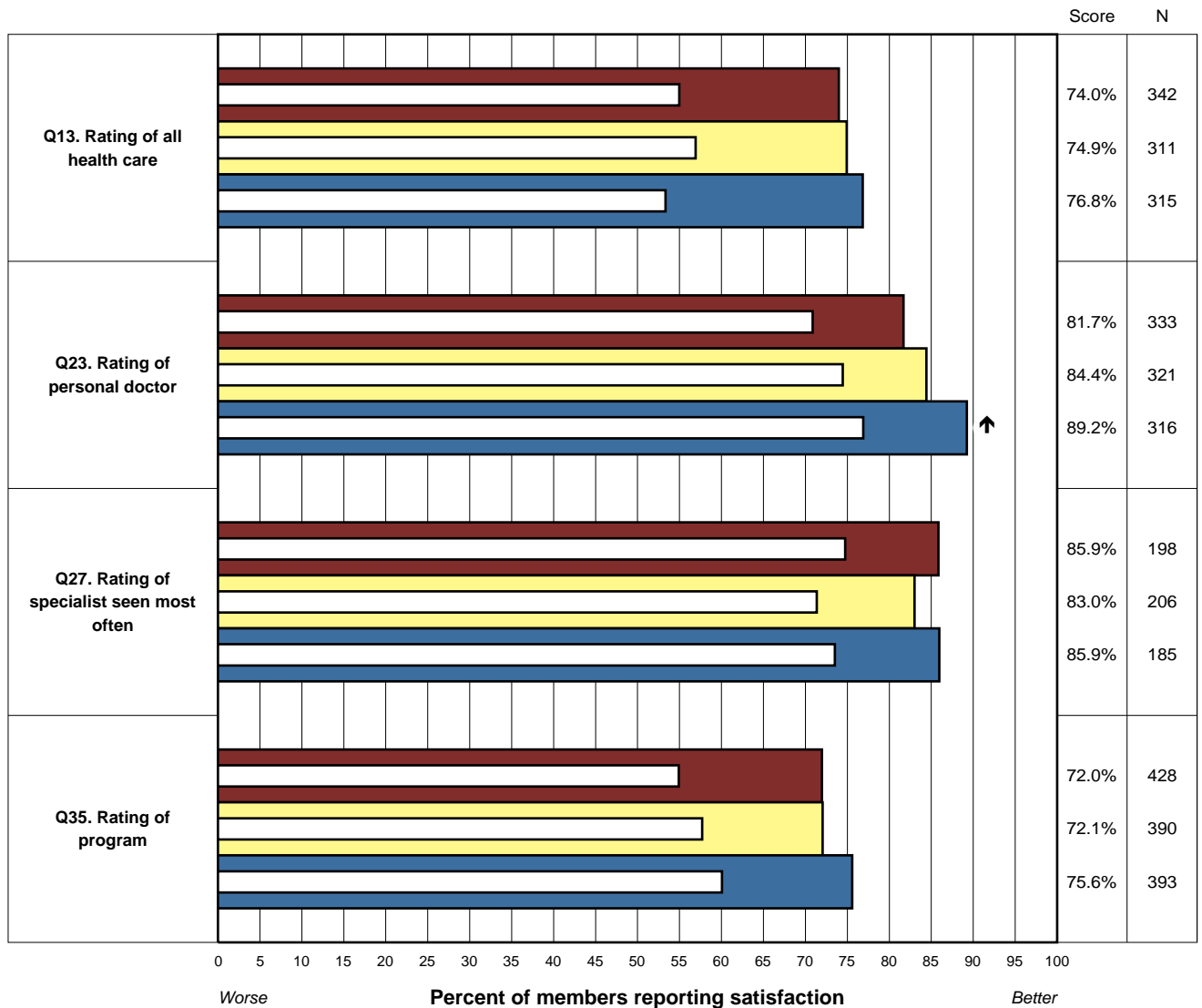
* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

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. The "N" is the total number of respondents that provided a valid answer to the rating question. Three years of results for the Georgia Medicaid Program's services for adults are presented.

Statistical testing is between the Georgia Medicaid Program's 2015 ratings and the 2016 and 2017 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 are not statistically significant differences between the scores.

Overall Rating Questions - Achievement Scores



↑ Statistically significantly higher/lower than ADMD 2015
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

ADMD 2015 ADMD 2016 ADMD 2017

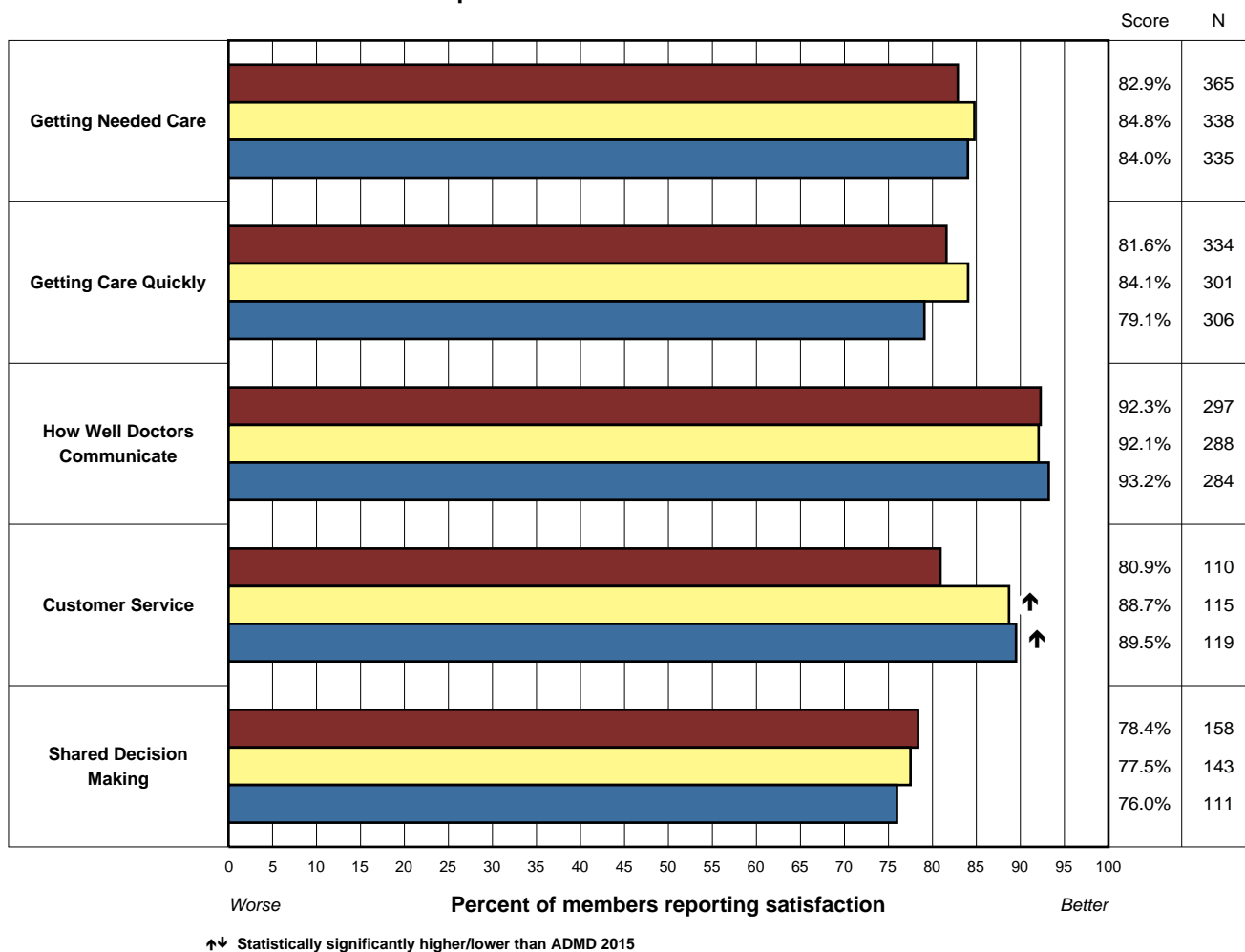
COMPOSITES

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 "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite.

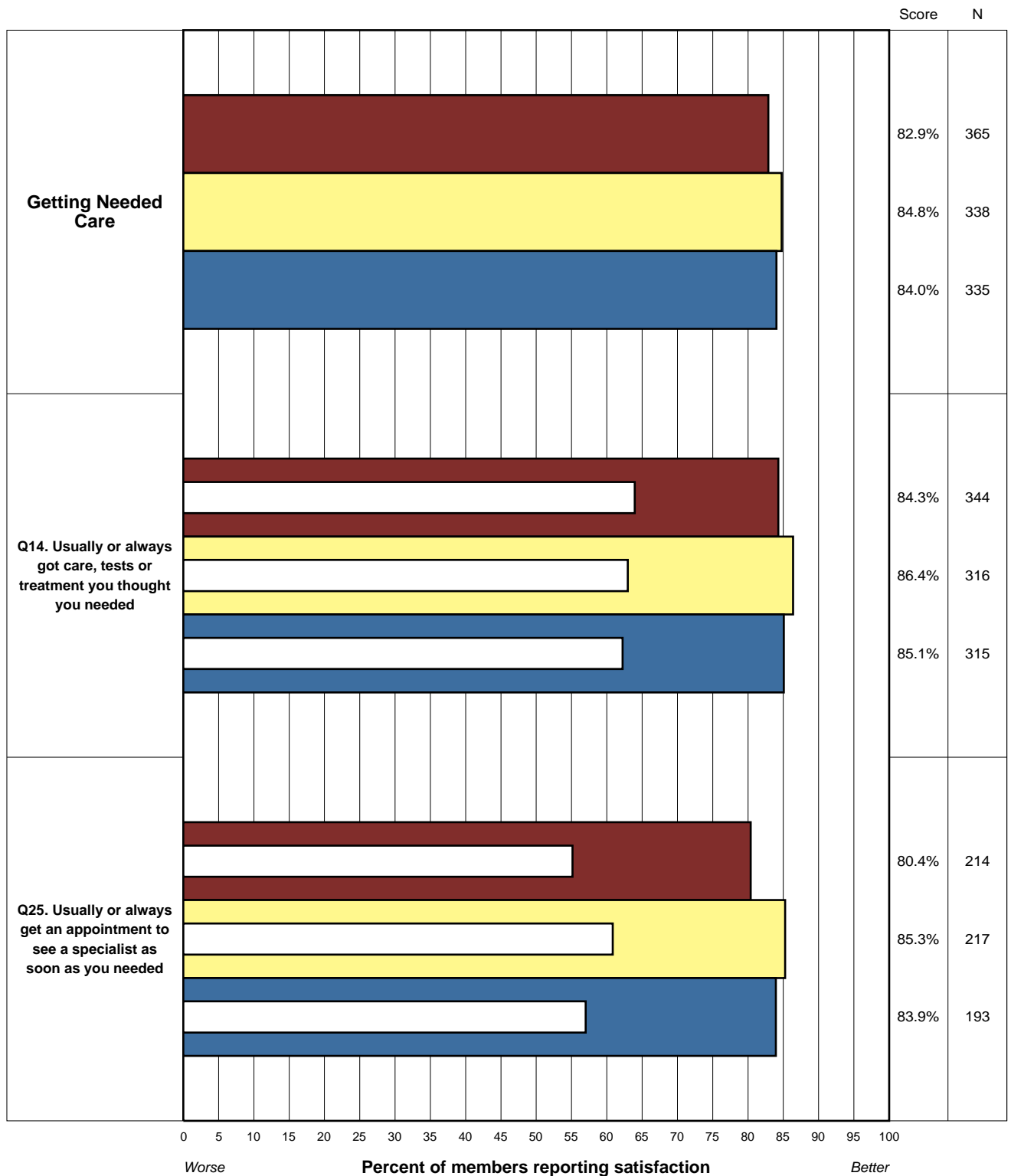
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "Yes" for the Shared Decision Making composite.

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's 2015 scores and the 2016 and 2017 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 are not statistically significant differences between the scores.

Composites - Achievement Scores



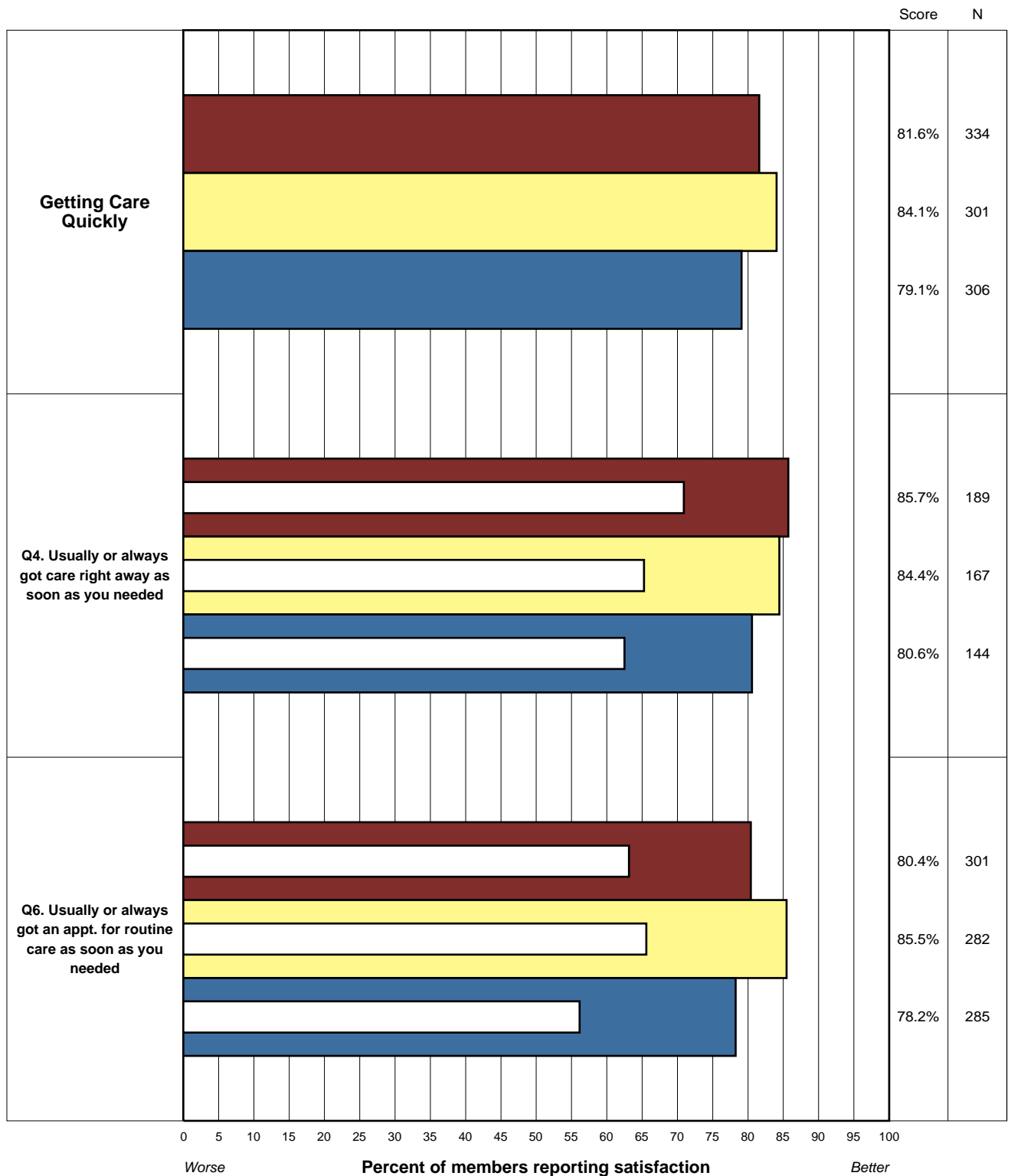
Getting Needed Care - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2015 ADMD 2016 ADMD 2017

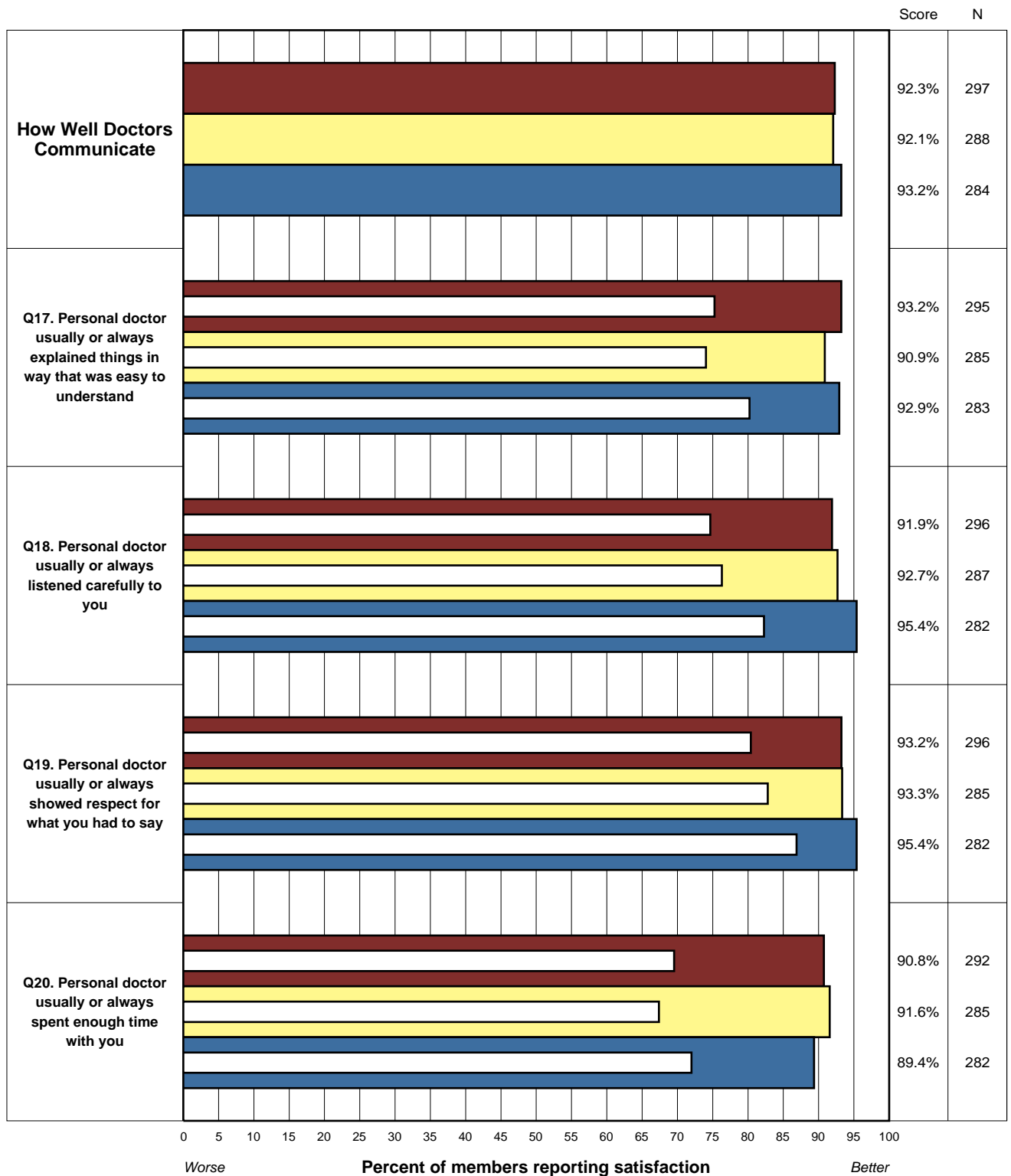
Getting Care Quickly - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2015 ADMD 2016 ADMD 2017

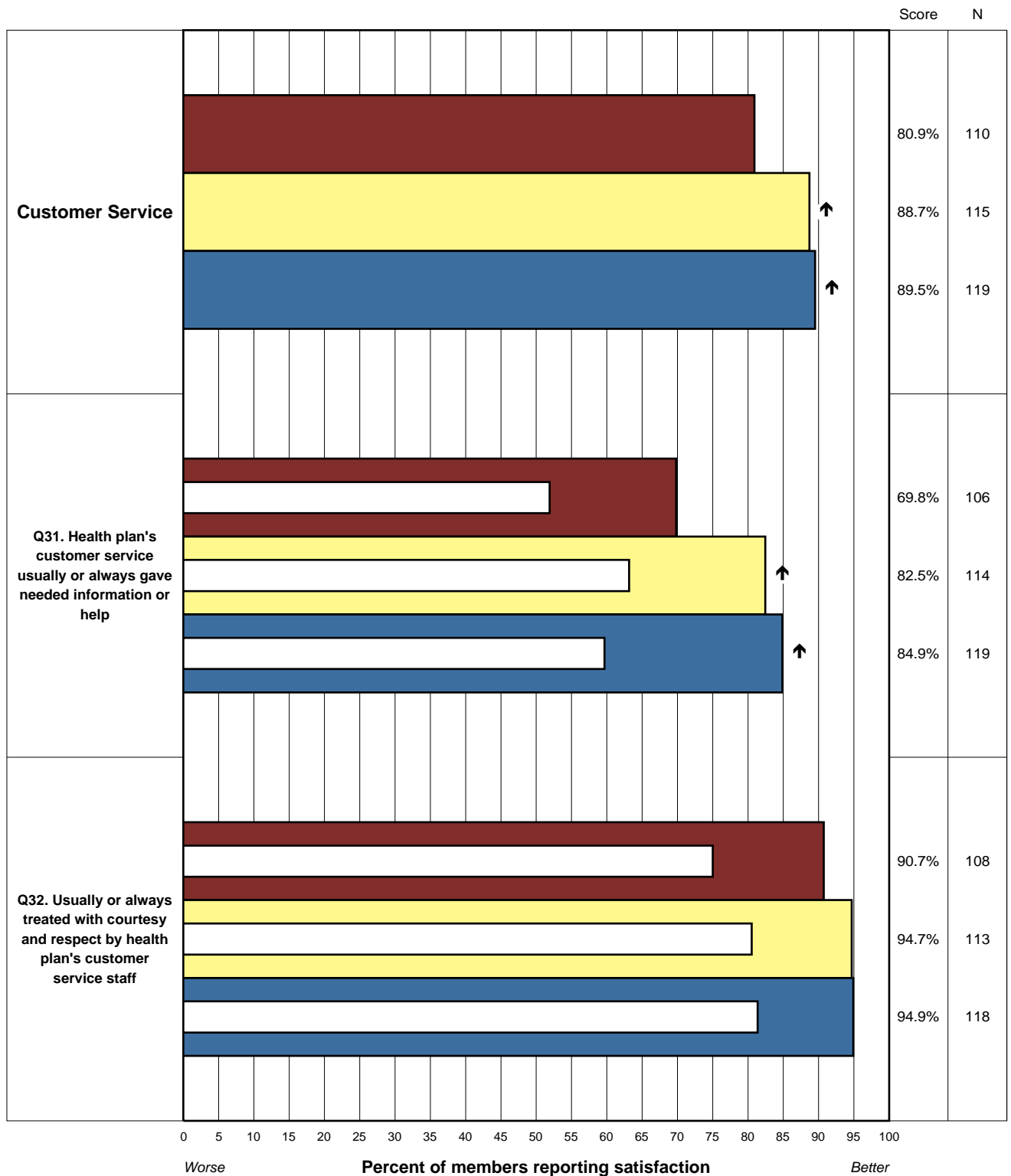
How Well Doctors Communicate - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2015 ADMD 2016 ADMD 2017

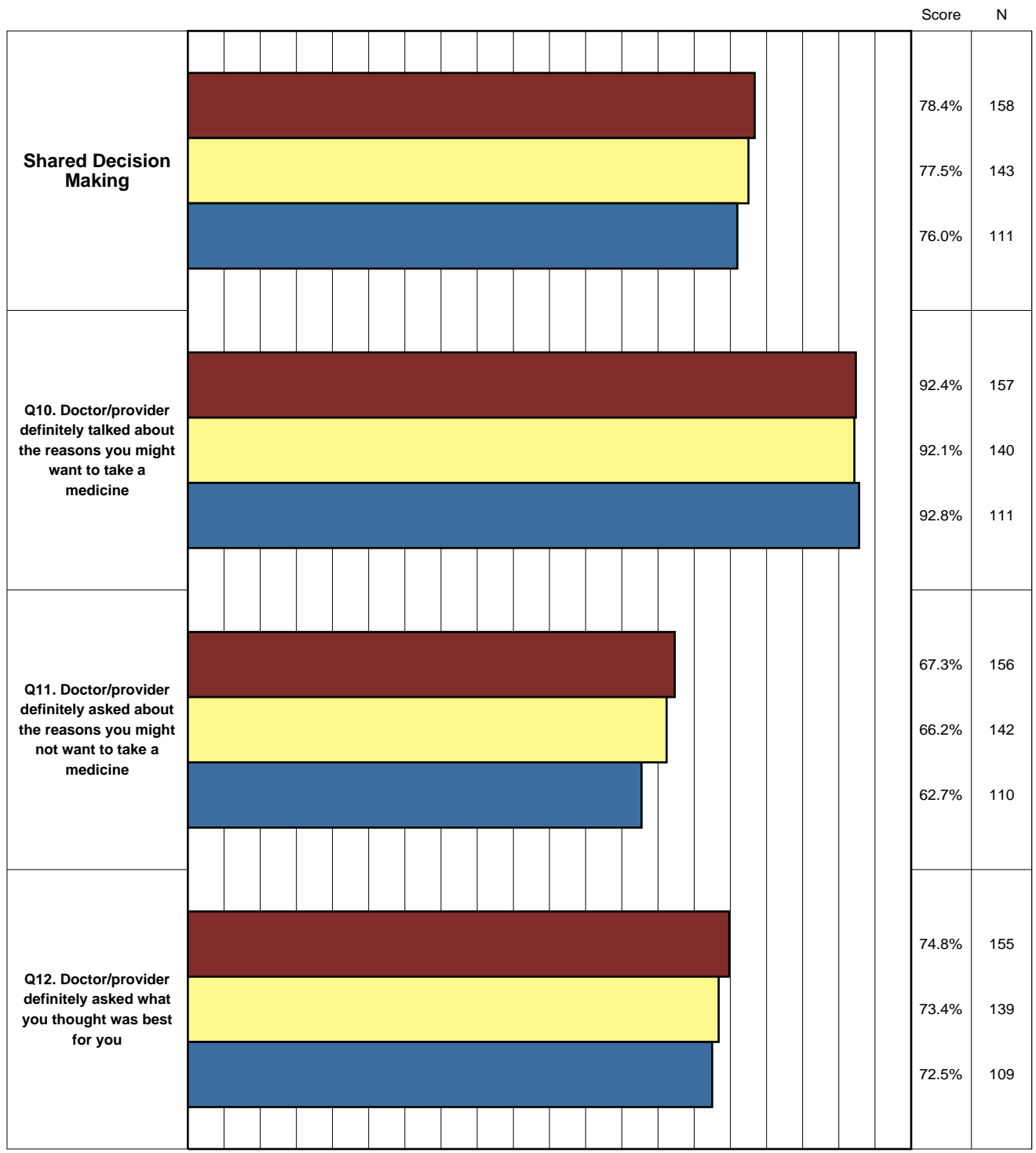
Customer Service - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2015 ADMD 2016 ADMD 2017

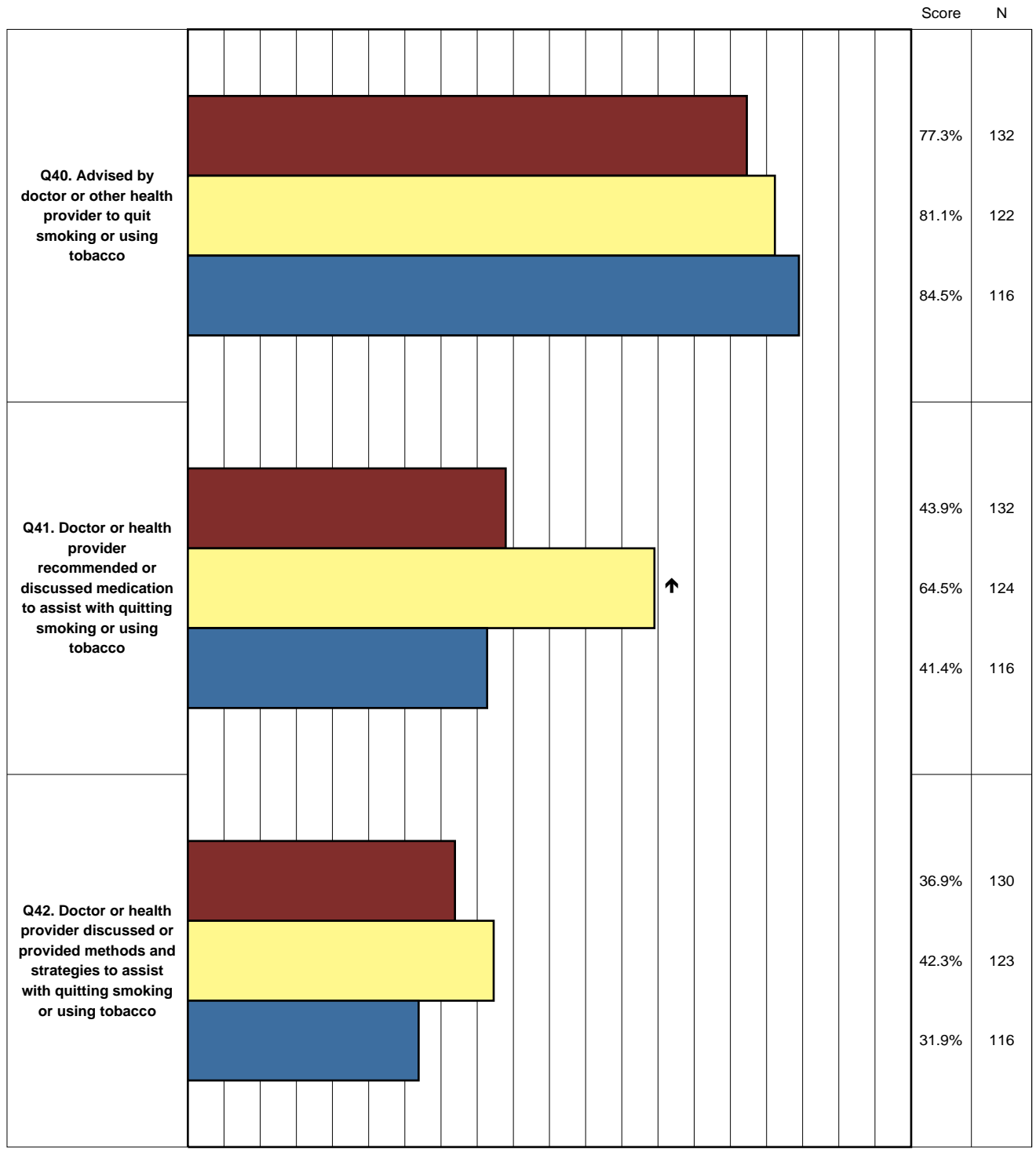
Shared Decision Making - Achievement Scores



0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse **Percent of members reporting satisfaction** Better
 ↕ Statistically significantly higher/lower than ADMD 2015

■ ADMD 2015 ■ ADMD 2016 ■ ADMD 2017

Medical Assistance with Smoking Cessation - Achievement Scores

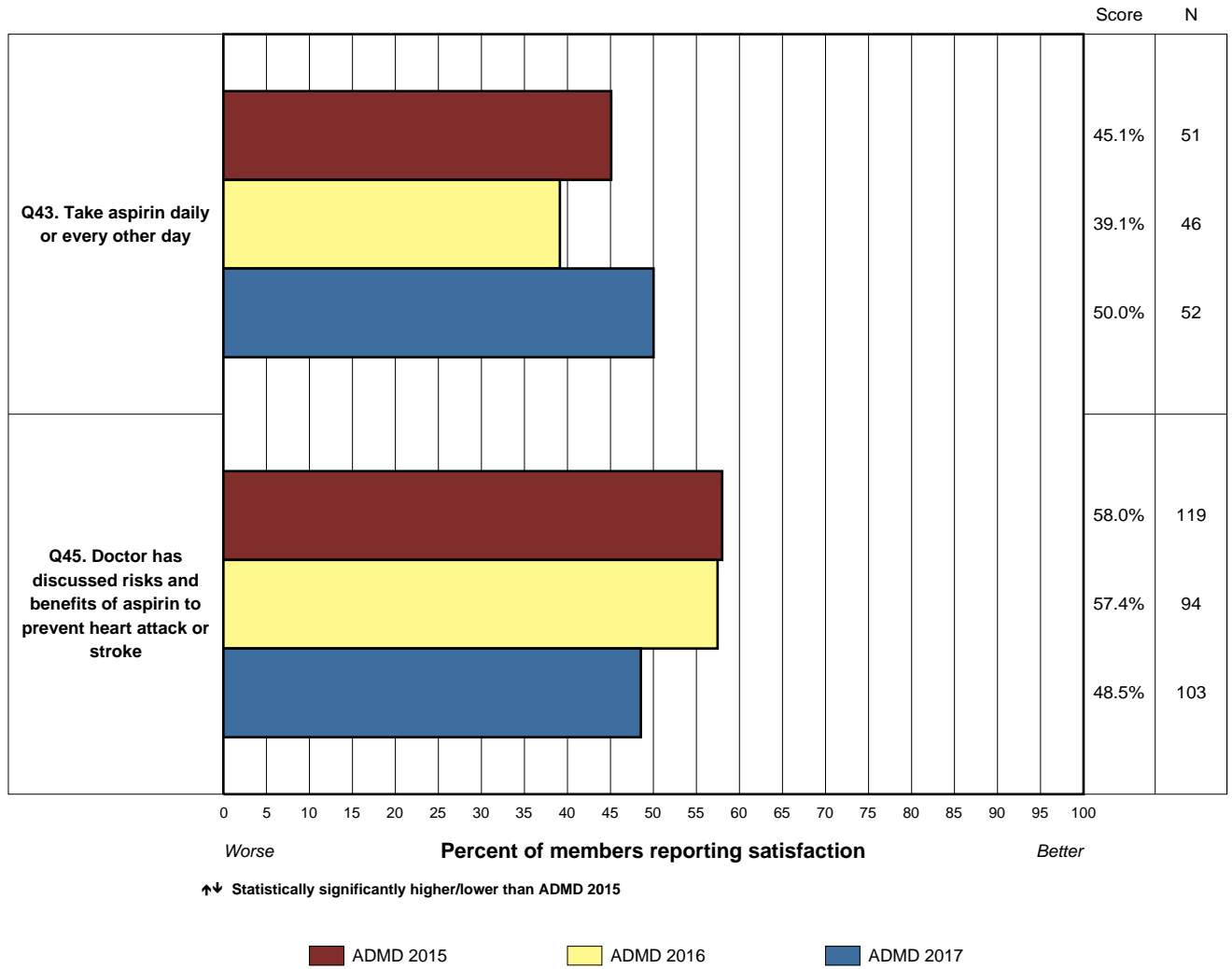


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse **Percent of members reporting satisfaction** Better

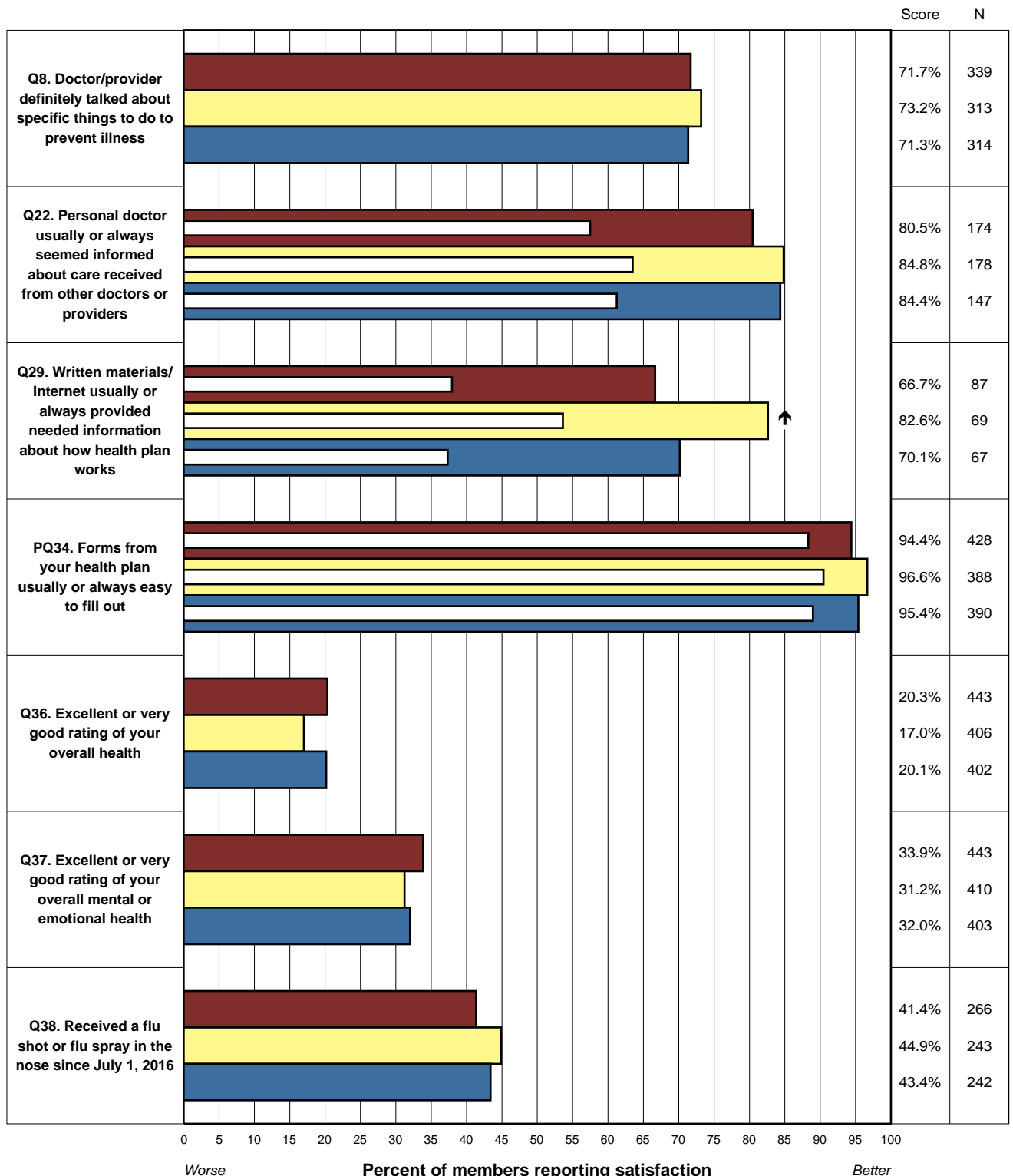
↑↓ Statistically significantly higher/lower than ADMD 2015

■ ADMD 2015 ■ ADMD 2016 ■ ADMD 2017

Aspirin Use and Discussion - Achievement Scores



Single Item Measures - Achievement Scores



↕ Statistically significantly higher/lower than ADMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

ADMD 2015 ADMD 2016 ADMD 2017

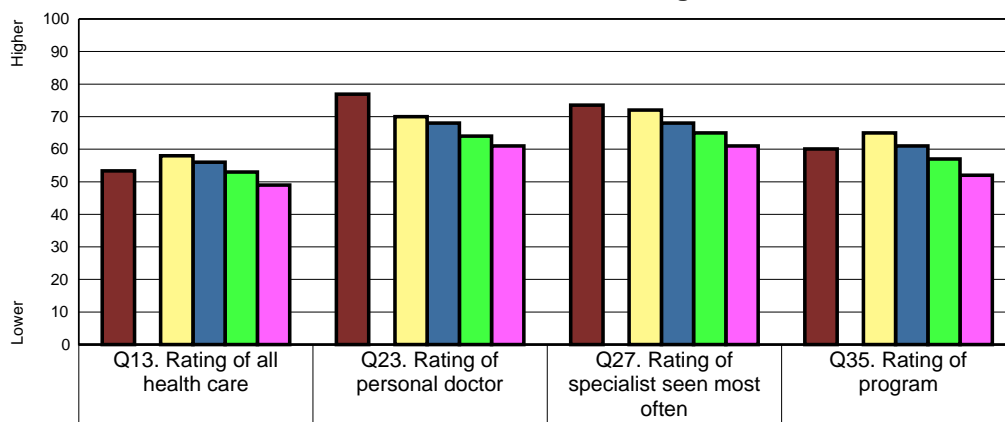
CAHPS® DATABASE BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS

Response options for the four overall rating questions range from 0 (worst) to 10 (best). The CAHPS® 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 2016 CAHPS® Database 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 CAHPS® Database please see the *Methodology* section of the report.

The Georgia Medicaid Program's 2017 top box scores for the rating questions are presented along with the 2016 CAHPS® Database percentiles for the adult Medicaid programs and health plans. There is no member level data available for the CAHPS® Database, so significance testing is not possible.

CAHPS® Database Overall Rating Questions



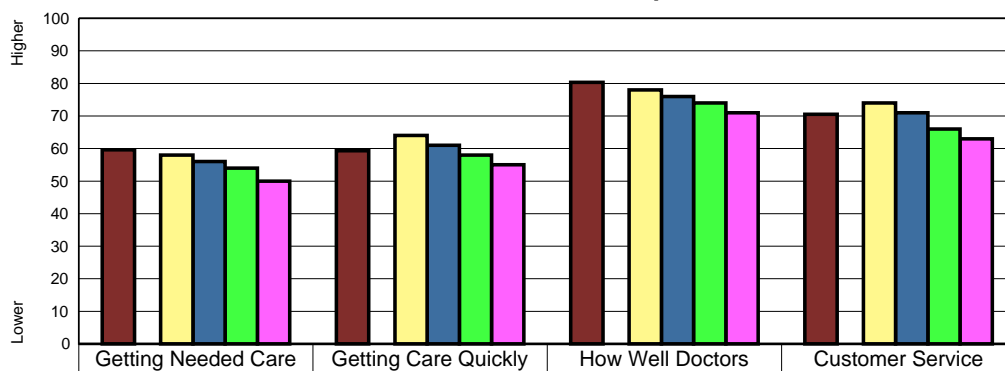
ADMD 2017	53.3%	76.9%	73.5%	60.1%
CAHPS® 2016 90th Percentile	58.0%	70.0%	72.0%	65.0%
CAHPS® 2016 75th Percentile	56.0%	68.0%	68.0%	61.0%
CAHPS® 2016 50th Percentile	53.0%	64.0%	65.0%	57.0%
CAHPS® 2016 25th Percentile	49.0%	61.0%	61.0%	52.0%

CAHPS® DATABASE - SUMMARY OF COMPOSITES

Response options for the composite measures range from "Never" to "Always." The response of "Always" is used to calculate the CAHPS® Database top box score for individual questions. A top box score is calculated for 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 the Georgia Medicaid Program performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items within the composite.

The Georgia Medicaid Program's 2017 top box scores for the composites are presented along with the CAHPS® Database percentiles for the adult Medicaid programs and health plans. There is no member level data available for the CAHPS® Database so significance testing is not possible.

CAHPS® Database Composites



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
ADMD 2017	59.6%	59.3%	80.3%	70.5%
CAHPS® 2016 90th Percentile	58.0%	64.0%	78.0%	74.0%
CAHPS® 2016 75th Percentile	56.0%	61.0%	76.0%	71.0%
CAHPS® 2016 50th Percentile	54.0%	58.0%	74.0%	66.0%
CAHPS® 2016 25th Percentile	50.0%	55.0%	71.0%	63.0%

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

Responses by Question

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	444	100.0%	406	100.0%	401	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	444	100.0%	406	100.0%	401	100.0%
Not Answered	21		14		10	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	215	47.3%	188	45.7%	166	41.1%
No	240	52.7%	223	54.3%	238	58.9%
Total	455	100.0%	411	100.0%	404	100.0%
Not Answered	10		9		7	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	4	2.1%	1	0.6%	2	1.4%
<input type="radio"/> Sometimes	23	12.2%	25	15.0%	26	18.1%
<input checked="" type="radio"/> Usually	28	14.8%	32	19.2%	26	18.1%
<input checked="" type="radio"/> Always	134	70.9%	109	65.3%	90	62.5%
Total	189	100.0%	167	100.0%	144	100.0%
Not Answered	26		21		22	
Reporting Category	Getting Care Quickly					
Achievement Score	85.7%		84.4%		80.6%	
Correlation with Satisfaction	0.271		0.301		0.362	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	341	75.4%	325	78.9%	328	81.8%
No	111	24.6%	87	21.1%	73	18.2%
Total	452	100.0%	412	100.0%	401	100.0%
Not Answered	13		8		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?

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	6	2.0%	7	2.5%	12	4.2%
<input type="radio"/> Sometimes	53	17.6%	34	12.1%	50	17.5%
<input type="radio"/> Usually	52	17.3%	56	19.9%	63	22.1%
<input checked="" type="radio"/> Always	190	63.1%	185	65.6%	160	56.1%
Total	301	100.0%	282	100.0%	285	100.0%
Not Answered	40		43		43	
Reporting Category	Getting Care Quickly					
Achievement Score	80.4%		85.5%		78.2%	
Correlation with Satisfaction	0.186		0.074		0.174	
Priority Rating	Low		Low		Medium	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
None	76	17.2%	64	16.2%	65	16.4%
1 time	65	14.7%	46	11.6%	73	18.4%
2	90	20.4%	83	21.0%	82	20.7%
3	62	14.0%	60	15.2%	61	15.4%
4	33	7.5%	43	10.9%	37	9.3%
5 to 9	87	19.7%	64	16.2%	56	14.1%
10 or more times	29	6.6%	35	8.9%	22	5.6%
Total	442	100.0%	395	100.0%	396	100.0%
Not Answered	23		25		15	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	243	71.7%	229	73.2%	224	71.3%
● No	96	28.3%	84	26.8%	90	28.7%
Total	339	100.0%	313	100.0%	314	100.0%
Not Answered	27		18		17	
Reporting Category	Single Items					
Achievement Score	71.7%		73.2%		71.3%	
Correlation with Satisfaction	0.142		0.076		0.076	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	161	46.9%	146	47.2%	117	37.0%
No	182	53.1%	163	52.8%	199	63.0%
Total	343	100.0%	309	100.0%	316	100.0%
Not Answered	23		22		15	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	145	92.4%	129	92.1%	103	92.8%
● No	12	7.6%	11	7.9%	8	7.2%
Total	157	100.0%	140	100.0%	111	100.0%
Not Answered	4		6		6	
Reporting Category	Shared Decision Making					
Achievement Score	92.4%		92.1%		92.8%	
Correlation with Satisfaction	0.134		-0.007		0.054	
Priority Rating	Low		Low		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	105	67.3%	94	66.2%	69	62.7%
● No	51	32.7%	48	33.8%	41	37.3%
Total	156	100.0%	142	100.0%	110	100.0%
Not Answered	5		4		7	
Reporting Category	Shared Decision Making					
Achievement Score	67.3%		66.2%		62.7%	
Correlation with Satisfaction	0.042		0.066		0.060	
Priority Rating	Medium		Medium		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	116	74.8%	102	73.4%	79	72.5%
● No	39	25.2%	37	26.6%	30	27.5%
Total	155	100.0%	139	100.0%	109	100.0%
Not Answered	6		7		8	
Reporting Category	Shared Decision Making					
Achievement Score	74.8%		73.4%		72.5%	
Correlation with Satisfaction	0.161		0.032		0.155	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Worst health care possible	2	0.6%	1	0.3%	4	1.3%
● 1	1	0.3%	2	0.6%	0	0.0%
● 2	5	1.5%	0	0.0%	2	0.6%
● 3	10	2.9%	3	1.0%	3	1.0%
● 4	5	1.5%	13	4.2%	3	1.0%
● 5	17	5.0%	16	5.1%	16	5.1%
● 6	15	4.4%	18	5.8%	20	6.3%
● 7	34	9.9%	25	8.0%	25	7.9%
● 8	65	19.0%	56	18.0%	74	23.5%
● 9	49	14.3%	51	16.4%	52	16.5%
● Best health care possible	139	40.6%	126	40.5%	116	36.8%
Total	342	100.0%	311	100.0%	315	100.0%
Not Answered	24		20		16	
Reporting Category	Ratings					
Achievement Score	74.0%		74.9%		76.8%	
Correlation with Satisfaction	0.509		0.569		0.464	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	10	2.9%	6	1.9%	7	2.2%
● Sometimes	44	12.8%	37	11.7%	40	12.7%
● Usually	70	20.3%	74	23.4%	72	22.9%
● Always	220	64.0%	199	63.0%	196	62.2%
Total	344	100.0%	316	100.0%	315	100.0%
Not Answered	22		15		16	
Reporting Category	Getting Needed Care					
Achievement Score	84.3%		86.4%		85.1%	
Correlation with Satisfaction	0.340		0.428		0.411	
Priority Rating	Low		High		High	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	372	82.9%	350	86.0%	336	83.4%
No	77	17.1%	57	14.0%	67	16.6%
Total	449	100.0%	407	100.0%	403	100.0%
Not Answered	16		13		8	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
None	36	10.6%	29	9.1%	30	9.5%
1 time	58	17.1%	61	19.1%	73	23.2%
2	90	26.5%	90	28.2%	88	27.9%
3	64	18.9%	57	17.9%	52	16.5%
4	26	7.7%	37	11.6%	22	7.0%
5 to 9	52	15.3%	33	10.3%	39	12.4%
10 or more times	13	3.8%	12	3.8%	11	3.5%
Total	339	100.0%	319	100.0%	315	100.0%
Not Answered	33		31		21	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	5	1.7%	4	1.4%	4	1.4%
● Sometimes	15	5.1%	22	7.7%	16	5.7%
● Usually	53	18.0%	48	16.8%	36	12.7%
● Always	222	75.3%	211	74.0%	227	80.2%
Total	295	100.0%	285	100.0%	283	100.0%
Not Answered	8		5		2	
Reporting Category	Communication					
Achievement Score	93.2%		90.9%		92.9%	
Correlation with Satisfaction	0.196		0.216		0.242	
Priority Rating	Low		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	5	1.7%	2	0.7%	4	1.4%
● Sometimes	19	6.4%	19	6.6%	9	3.2%
● Usually	51	17.2%	47	16.4%	37	13.1%
● Always	221	74.7%	219	76.3%	232	82.3%
Total	296	100.0%	287	100.0%	282	100.0%
Not Answered	7		3		3	
Reporting Category	Communication					
Achievement Score	91.9%		92.7%		95.4%	
Correlation with Satisfaction	0.254		0.131		0.305	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	6	2.0%	0	0.0%	2	0.7%
● Sometimes	14	4.7%	19	6.7%	11	3.9%
● Usually	38	12.8%	30	10.5%	24	8.5%
● Always	238	80.4%	236	82.8%	245	86.9%
Total	296	100.0%	285	100.0%	282	100.0%
Not Answered	7		5		3	
Reporting Category	Communication					
Achievement Score	93.2%		93.3%		95.4%	
Correlation with Satisfaction	0.261		0.250		0.241	
Priority Rating	Low		Low		Low	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	12	4.1%	2	0.7%	7	2.5%
● Sometimes	15	5.1%	22	7.7%	23	8.2%
● Usually	62	21.2%	69	24.2%	49	17.4%
● Always	203	69.5%	192	67.4%	203	72.0%
Total	292	100.0%	285	100.0%	282	100.0%
Not Answered	11		5		3	
Reporting Category	Communication					
Achievement Score	90.8%		91.6%		89.4%	
Correlation with Satisfaction	0.244		0.182		0.298	
Priority Rating	Low		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	178	60.8%	184	64.8%	157	56.3%
No	115	39.2%	100	35.2%	122	43.7%
Total	293	100.0%	284	100.0%	279	100.0%
Not Answered	10		6		6	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	15	8.6%	11	6.2%	5	3.4%
<input type="radio"/> Sometimes	19	10.9%	16	9.0%	18	12.2%
<input type="radio"/> Usually	40	23.0%	38	21.3%	34	23.1%
<input type="radio"/> Always	100	57.5%	113	63.5%	90	61.2%
Total	174	100.0%	178	100.0%	147	100.0%
Not Answered	4		6		10	
Reporting Category	Single Items					
Achievement Score	80.5%		84.8%		84.4%	
Correlation with Satisfaction	0.201		0.153		0.249	
Priority Rating	Low		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Worst personal doctor possible	2	0.6%	1	0.3%	1	0.3%
● 1	3	0.9%	3	0.9%	2	0.6%
● 2	1	0.3%	1	0.3%	2	0.6%
● 3	9	2.7%	6	1.9%	3	0.9%
● 4	8	2.4%	3	0.9%	4	1.3%
● 5	4	1.2%	10	3.1%	8	2.5%
● 6	6	1.8%	6	1.9%	6	1.9%
● 7	28	8.4%	20	6.2%	8	2.5%
● 8	36	10.8%	32	10.0%	39	12.3%
● 9	60	18.0%	51	15.9%	55	17.4%
● Best personal doctor possible	176	52.9%	188	58.6%	188	59.5%
Total	333	100.0%	321	100.0%	316	100.0%
Not Answered	39		29		20	
Reporting Category	Ratings					
Achievement Score	81.7%		84.4%		89.2%	
Correlation with Satisfaction	0.333		0.407		0.366	
Priority Rating	Low		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	226	50.7%	229	55.4%	208	51.1%
No	220	49.3%	184	44.6%	199	48.9%
Total	446	100.0%	413	100.0%	407	100.0%
Not Answered	19		7		4	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	7	3.3%	5	2.3%	6	3.1%
<input checked="" type="radio"/> Sometimes	35	16.4%	27	12.4%	25	13.0%
<input checked="" type="radio"/> Usually	54	25.2%	53	24.4%	52	26.9%
<input checked="" type="radio"/> Always	118	55.1%	132	60.8%	110	57.0%
Total	214	100.0%	217	100.0%	193	100.0%
Not Answered	12		12		15	
Reporting Category	Getting Needed Care					
Achievement Score	80.4%		85.3%		83.9%	
Correlation with Satisfaction	0.152		0.208		0.305	
Priority Rating	Low		Low		Low	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
None	6	2.9%	6	2.8%	5	2.6%
1 specialist	77	37.2%	107	49.5%	95	49.0%
2	60	29.0%	56	25.9%	51	26.3%
3	38	18.4%	29	13.4%	26	13.4%
4	14	6.8%	7	3.2%	8	4.1%
5 or more specialists	12	5.8%	11	5.1%	9	4.6%
Total	207	100.0%	216	100.0%	194	100.0%
Not Answered	19		13		14	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Worst specialist possible	1	0.5%	1	0.5%	1	0.5%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	2	1.0%	0	0.0%	0	0.0%
● 3	2	1.0%	3	1.5%	2	1.1%
● 4	2	1.0%	4	1.9%	3	1.6%
● 5	5	2.5%	11	5.3%	3	1.6%
● 6	8	4.0%	4	1.9%	6	3.2%
● 7	8	4.0%	12	5.8%	11	5.9%
● 8	22	11.1%	24	11.7%	23	12.4%
● 9	26	13.1%	32	15.5%	39	21.1%
● Best specialist possible	122	61.6%	115	55.8%	97	52.4%
Total	198	100.0%	206	100.0%	185	100.0%
Not Answered	3		4		4	
Reporting Category	Ratings					
Achievement Score	85.9%		83.0%		85.9%	
Correlation with Satisfaction	0.358		0.446		0.372	
Priority Rating	Low		High		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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	90	20.5%	75	18.6%	70	17.5%
No	349	79.5%	329	81.4%	331	82.5%
Total	439	100.0%	404	100.0%	401	100.0%
Not Answered	26		16		10	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	5	5.7%	3	4.3%	4	6.0%
● Sometimes	24	27.6%	9	13.0%	16	23.9%
● Usually	25	28.7%	20	29.0%	22	32.8%
● Always	33	37.9%	37	53.6%	25	37.3%
Total	87	100.0%	69	100.0%	67	100.0%
Not Answered	3		6		3	
Reporting Category	Single Items					
Achievement Score	66.7%		82.6%		70.1%	
Correlation with Satisfaction	0.491		0.450		0.521	
Priority Rating	Top		High		Top	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	118	27.2%	123	31.1%	123	31.3%
No	316	72.8%	272	68.9%	270	68.7%
Total	434	100.0%	395	100.0%	393	100.0%
Not Answered	31		25		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	9	8.5%	1	0.9%	2	1.7%
● Sometimes	23	21.7%	19	16.7%	16	13.4%
● Usually	19	17.9%	22	19.3%	30	25.2%
● Always	55	51.9%	72	63.2%	71	59.7%
Total	106	100.0%	114	100.0%	119	100.0%
Not Answered	12		9		4	
Reporting Category	Customer Service					
Achievement Score	69.8%		82.5%		84.9%	
Correlation with Satisfaction	0.593		0.420		0.477	
Priority Rating	Top		High		High	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	3	2.8%	1	0.9%	1	0.8%
● Sometimes	7	6.5%	5	4.4%	5	4.2%
● Usually	17	15.7%	16	14.2%	16	13.6%
● Always	81	75.0%	91	80.5%	96	81.4%
Total	108	100.0%	113	100.0%	118	100.0%
Not Answered	10		10		5	
Reporting Category	Customer Service					
Achievement Score	90.7%		94.7%		94.9%	
Correlation with Satisfaction	0.431		0.306		0.397	
Priority Rating	High		Low		Low	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	103	23.6%	81	20.5%	95	23.9%
No	334	76.4%	315	79.5%	303	76.1%
Total	437	100.0%	396	100.0%	398	100.0%
Not Answered	28		24		13	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	6	1.4%	1	0.3%	3	0.8%
● Sometimes	18	4.2%	12	3.1%	15	3.8%
● Usually	26	6.1%	24	6.2%	25	6.4%
● Always	378	88.3%	351	90.5%	347	89.0%
Total	428	100.0%	388	100.0%	390	100.0%
Not Answered	9		8		8	
Reporting Category	Single Items					
Achievement Score	94.4%		96.6%		95.4%	
Correlation with Satisfaction	0.072		0.125		0.026	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Worst health plan possible	9	2.1%	7	1.8%	8	2.0%
● 1	4	0.9%	2	0.5%	1	0.3%
● 2	4	0.9%	2	0.5%	2	0.5%
● 3	8	1.9%	3	0.8%	5	1.3%
● 4	17	4.0%	6	1.5%	5	1.3%
● 5	28	6.5%	30	7.7%	22	5.6%
● 6	20	4.7%	17	4.4%	17	4.3%
● 7	30	7.0%	42	10.8%	36	9.2%
● 8	73	17.1%	56	14.4%	61	15.5%
● 9	68	15.9%	55	14.1%	62	15.8%
● Best health plan possible	167	39.0%	170	43.6%	174	44.3%
Total	428	100.0%	390	100.0%	393	100.0%
Not Answered	37		30		18	
Reporting Category	Ratings					
Achievement Score	72.0%		72.1%		75.6%	

About You

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Excellent	32	7.2%	14	3.4%	23	5.7%
● Very Good	58	13.1%	55	13.5%	58	14.4%
● Good	140	31.6%	124	30.5%	150	37.3%
● Fair	156	35.2%	156	38.4%	131	32.6%
● Poor	57	12.9%	57	14.0%	40	10.0%
Total	443	100.0%	406	100.0%	402	100.0%
Not Answered	22		14		9	
Reporting Category	Single Items					
Achievement Score	20.3%		17.0%		20.1%	
Correlation with Satisfaction	0.183		0.099		0.249	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Excellent	65	14.7%	49	12.0%	63	15.6%
● Very Good	85	19.2%	79	19.3%	66	16.4%
● Good	138	31.2%	120	29.3%	150	37.2%
● Fair	117	26.4%	114	27.8%	94	23.3%
● Poor	38	8.6%	48	11.7%	30	7.4%
Total	443	100.0%	410	100.0%	403	100.0%
Not Answered	22		10		8	
Reporting Category	Single Items					
Achievement Score	33.9%		31.2%		32.0%	
Correlation with Satisfaction	0.151		0.090		0.208	
Priority Rating	Medium		Medium		Medium	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	110	41.4%	109	44.9%	105	43.4%
● No	156	58.6%	134	55.1%	137	56.6%
Don't know	8		7		7	
Total	266	100.0%	243	100.0%	242	100.0%
Not Answered	3		1		0	
Reporting Category	Single Items					
Achievement Score	41.4%		44.9%		43.4%	
Correlation with Satisfaction	0.044		0.111		-0.027	
Priority Rating	Medium		Medium		Medium	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Every day	77	17.4%	71	17.5%	73	18.5%
Some days	56	12.6%	58	14.3%	48	12.2%
Not at all	310	70.0%	277	68.2%	274	69.4%
Don't Know	2		4		2	
Total	443	100.0%	406	100.0%	395	100.0%
Not Answered	20		10		14	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	30	22.7%	23	18.9%	18	15.5%
<input checked="" type="radio"/> Sometimes	27	20.5%	27	22.1%	30	25.9%
<input checked="" type="radio"/> Usually	18	13.6%	24	19.7%	18	15.5%
<input checked="" type="radio"/> Always	57	43.2%	48	39.3%	50	43.1%
Total	132	100.0%	122	100.0%	116	100.0%
Not Answered	1		7		5	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	77.3%		81.1%		84.5%	
Correlation with Satisfaction	0.090		0.086		0.301	
Priority Rating	Medium		Low		Low	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	74	56.1%	44	35.5%	68	58.6%
<input checked="" type="radio"/> Sometimes	27	20.5%	37	29.8%	17	14.7%
<input checked="" type="radio"/> Usually	10	7.6%	16	12.9%	17	14.7%
<input checked="" type="radio"/> Always	21	15.9%	27	21.8%	14	12.1%
Total	132	100.0%	124	100.0%	116	100.0%
Not Answered	1		5		5	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	43.9%		64.5%		41.4%	
Correlation with Satisfaction	0.072		0.257		0.059	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Never	82	63.1%	71	57.7%	79	68.1%
● Sometimes	19	14.6%	24	19.5%	16	13.8%
● Usually	12	9.2%	8	6.5%	7	6.0%
● Always	17	13.1%	20	16.3%	14	12.1%
Total	130	100.0%	123	100.0%	116	100.0%
Not Answered	3		6		5	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	36.9%		42.3%		31.9%	
Correlation with Satisfaction	0.157		0.323		0.167	
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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	23	45.1%	18	39.1%	26	50.0%
● No	28	54.9%	28	60.9%	26	50.0%
Don't know	0	0.0%	0	0.0%	0	0.0%
Total	51	100.0%	46	100.0%	52	100.0%
Not Answered	0		0		0	
Reporting Category	Aspirin Use and Discussion					
Achievement Score	45.1%		39.1%		50.0%	
Correlation with Satisfaction	0.074		-0.121		-0.003	
Priority Rating	Medium		Medium		Medium	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	67	16.8%	80	22.4%	63	17.6%
No	331	83.2%	277	77.6%	294	82.4%
Don't know	45		48		45	
Total	398	100.0%	357	100.0%	357	100.0%
Not Answered	22		15		9	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
● Yes	69	58.0%	54	57.4%	50	48.5%
● No	50	42.0%	40	42.6%	53	51.5%
Total	119	100.0%	94	100.0%	103	100.0%
Not Answered	0		0		0	
Reporting Category	Aspirin Use and Discussion					
Achievement Score	58.0%		57.4%		48.5%	
Correlation with Satisfaction	0.103		0.211		0.008	
Priority Rating	Medium		Medium		Medium	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	147	51.0%	153	48.7%	163	54.0%
No	141	49.0%	161	51.3%	139	46.0%
Total	288	100.0%	314	100.0%	302	100.0%
Not Answered	177		106		109	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	241	83.7%	260	82.8%	244	80.8%
No	47	16.3%	54	17.2%	58	19.2%
Total	288	100.0%	314	100.0%	302	100.0%
Not Answered	177		106		109	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	77	26.7%	79	25.2%	84	27.8%
No	211	73.3%	235	74.8%	218	72.2%
Total	288	100.0%	314	100.0%	302	100.0%
Not Answered	177		106		109	

○ **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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	42	23.5%	33	16.5%	44	24.0%
No	137	76.5%	167	83.5%	139	76.0%
Total	179	100.0%	200	100.0%	183	100.0%
Not Answered	286		220		228	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	39	21.8%	47	23.5%	29	15.8%
No	140	78.2%	153	76.5%	154	84.2%
Total	179	100.0%	200	100.0%	183	100.0%
Not Answered	286		220		228	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	39	21.8%	51	25.5%	37	20.2%
No	140	78.2%	149	74.5%	146	79.8%
Total	179	100.0%	200	100.0%	183	100.0%
Not Answered	286		220		228	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	132	73.7%	138	69.0%	130	71.0%
No	47	26.3%	62	31.0%	53	29.0%
Total	179	100.0%	200	100.0%	183	100.0%
Not Answered	286		220		228	

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 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	178	41.3%	182	45.7%	134	34.6%
No	253	58.7%	216	54.3%	253	65.4%
Total	431	100.0%	398	100.0%	387	100.0%
Not Answered	34		22		24	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	132	80.0%	142	84.0%	101	78.9%
No	33	20.0%	27	16.0%	27	21.1%
Total	165	100.0%	169	100.0%	128	100.0%
Not Answered	13		13		6	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	343	79.6%	327	82.4%	326	83.4%
No	88	20.4%	70	17.6%	65	16.6%
Total	431	100.0%	397	100.0%	391	100.0%
Not Answered	34		23		20	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	308	94.5%	290	92.4%	291	92.4%
No	18	5.5%	24	7.6%	24	7.6%
Total	326	100.0%	314	100.0%	315	100.0%
Not Answered	17		13		11	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
18 to 24	26	5.9%	15	3.7%	19	4.8%
25 to 34	45	10.3%	39	9.7%	31	7.8%
35 to 44	42	9.6%	41	10.1%	40	10.1%
45 to 54	70	15.9%	62	15.3%	58	14.6%
55 to 64	94	21.4%	94	23.3%	101	25.4%
65 to 74	83	18.9%	82	20.3%	96	24.1%
75 or older	79	18.0%	71	17.6%	53	13.3%
Total	439	100.0%	404	100.0%	398	100.0%
Not Answered	26		16		13	

Q53. Are you male or female?

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Male	151	33.9%	121	29.7%	146	36.9%
Female	294	66.1%	286	70.3%	250	63.1%
Total	445	100.0%	407	100.0%	396	100.0%
Not Answered	20		13		15	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
8th grade or less	66	15.1%	63	15.8%	42	10.7%
Some high school but did not graduate	108	24.7%	119	29.8%	105	26.9%
High school graduate or GED	162	37.0%	118	29.6%	126	32.2%
Some college or 2-year degree	82	18.7%	81	20.3%	88	22.5%
4-year college graduate	14	3.2%	10	2.5%	17	4.3%
More than 4-year college degree	6	1.4%	8	2.0%	13	3.3%
Total	438	100.0%	399	100.0%	391	100.0%
Not Answered	27		21		20	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes, Hispanic or Latino	19	4.6%	24	6.4%	24	6.3%
No, Not Hispanic or Latino	394	95.4%	353	93.6%	360	93.8%
Total	413	100.0%	377	100.0%	384	100.0%
Not Answered	52		43		27	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	209	47.9%	191	47.4%	187	47.6%
No	227	52.1%	212	52.6%	206	52.4%
Total	436	100.0%	403	100.0%	393	100.0%
Not Answered	29		17		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	204	46.8%	196	48.6%	195	49.6%
No	232	53.2%	207	51.4%	198	50.4%
Total	436	100.0%	403	100.0%	393	100.0%
Not Answered	29		17		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	11	2.5%	9	2.2%	9	2.3%
No	425	97.5%	394	97.8%	384	97.7%
Total	436	100.0%	403	100.0%	393	100.0%
Not Answered	29		17		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	1	0.2%	1	0.2%	3	0.8%
No	435	99.8%	402	99.8%	390	99.2%
Total	436	100.0%	403	100.0%	393	100.0%
Not Answered	29		17		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	11	2.5%	17	4.2%	15	3.8%
No	425	97.5%	386	95.8%	378	96.2%
Total	436	100.0%	403	100.0%	393	100.0%
Not Answered	29		17		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	10	2.3%	14	3.5%	10	2.5%
No	426	97.7%	389	96.5%	383	97.5%
Total	436	100.0%	403	100.0%	393	100.0%
Not Answered	29		17		18	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	107	29.8%	102	32.2%	96	32.1%
No	252	70.2%	215	67.8%	203	67.9%
Total	359	100.0%	317	100.0%	299	100.0%
Not Answered	16		8		9	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	52	49.1%	57	57.0%	36	37.5%
No	54	50.9%	43	43.0%	60	62.5%
Total	106	100.0%	100	100.0%	96	100.0%
Not Answered	17		10		0	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	36	34.0%	40	40.0%	37	38.5%
No	70	66.0%	60	60.0%	59	61.5%
Total	106	100.0%	100	100.0%	96	100.0%
Not Answered	17		10		0	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	37	34.9%	29	29.0%	28	29.2%
No	69	65.1%	71	71.0%	68	70.8%
Total	106	100.0%	100	100.0%	96	100.0%
Not Answered	17		10		0	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	8	7.5%	9	9.0%	9	9.4%
No	98	92.5%	91	91.0%	87	90.6%
Total	106	100.0%	100	100.0%	96	100.0%
Not Answered	17		10		0	

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

	ADMD 2015		ADMD 2016		ADMD 2017	
	N	%	N	%	N	%
Yes	9	8.5%	10	10.0%	8	8.3%
No	97	91.5%	90	90.0%	88	91.7%
Total	106	100.0%	100	100.0%	96	100.0%
Not Answered	17		10		0	



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 ○



- 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

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?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 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

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

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

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, 2016?

- 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



