
2017 CAHPS® 5.0H Member Survey

Adult Medicaid – HMO

Prepared for:

14030 - UnitedHealthcare Community Plan (NM)

June 2017

Prepared by:

DSS Research



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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2017 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2017 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Evaluation of assistance with smoking and tobacco use cessation measures.

Assessment of aspirin use for the primary prevention of cardiovascular disease.

Measurement of the percent of members who receive flu shots or sprays.

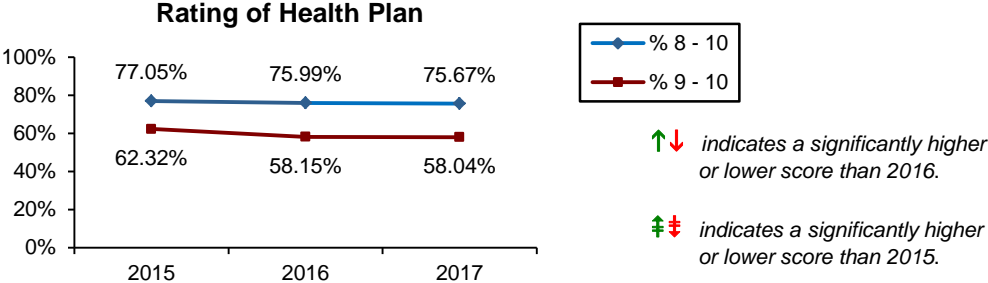
Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

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Executive summary

14030 - UnitedHealthcare Community Plan (NM) performed similar to last year on the overall health plan rating and performed similar to two years ago.

- About three-quarters (75.67%) gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is not significantly different from last year and not significantly different from two years ago.
- Almost six in 10 (58.04%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.



No significant improvements were seen on the overall ratings or composite scores compared to last year or two years ago.

Significant changes	2016 vs. 2015	2017 vs. 2016	2017 vs. 2015
Overall ratings			
Rating of Health Plan (% 8, 9 or 10) (Q35)			
Rating of Health Care (% 8, 9 or 10) (Q13)			
Rating of Personal Doctor (% 8, 9 or 10) (Q23)			
Rating of Specialist (% 8, 9 or 10) (Q27)			
Composite global proportions			
Customer Service (% Always or Usually)			
Getting Needed Care (% Always or Usually)			
Getting Care Quickly (% Always or Usually)			
How Well Doctors Communicate (% Always or Usually)			
Shared Decision Making (% Yes)			
Health Promotion and Education (% Yes) (Q8)			
Coordination of Care (% Always or Usually) (Q22)			

Green shading indicates a significantly higher score than the corresponding previous year.
Red shading indicates a significantly lower score than the corresponding previous year.
 No shading indicates no significant changes.

Executive summary

Resources for improvement

AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

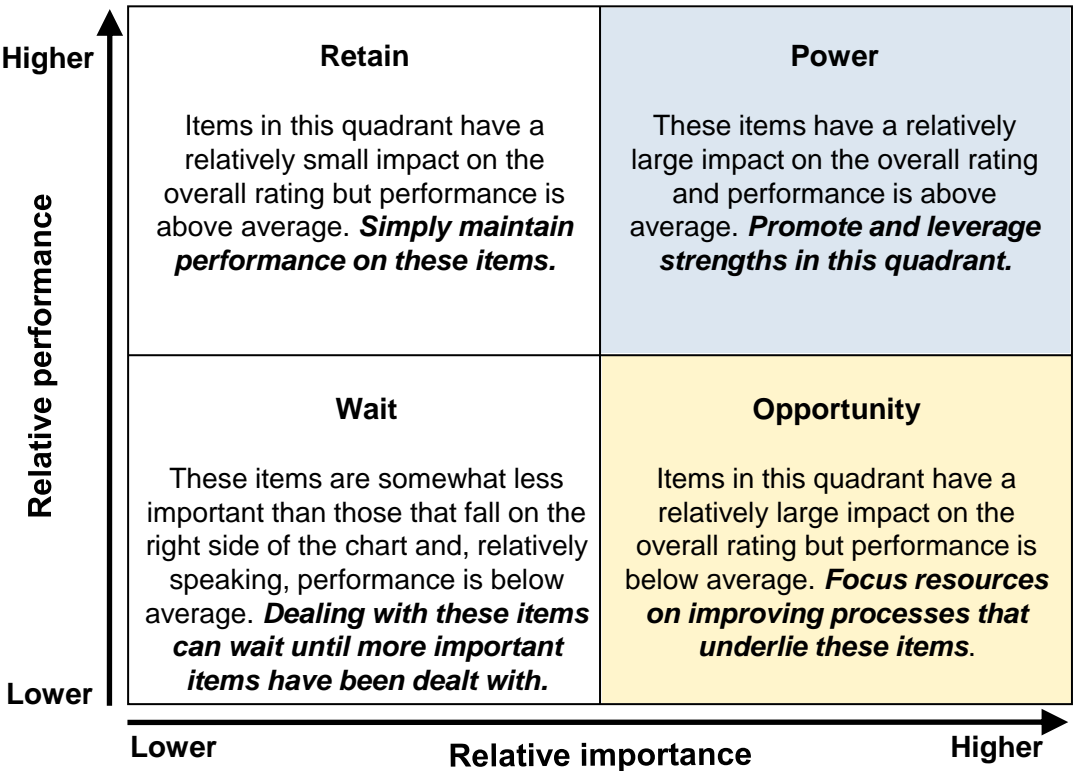
Voice of the Member

DSS also provides feedback from adult consumers with health insurance coverage across the country. See [Appendix E](#).

Key drivers of the overall health plan rating

The SatisAction™ key driver statistical model was used to identify the key drivers of the overall health plan rating and the results are presented in the POWeR™ Chart classification matrix on the following page.

POWeR™ Chart classification matrix



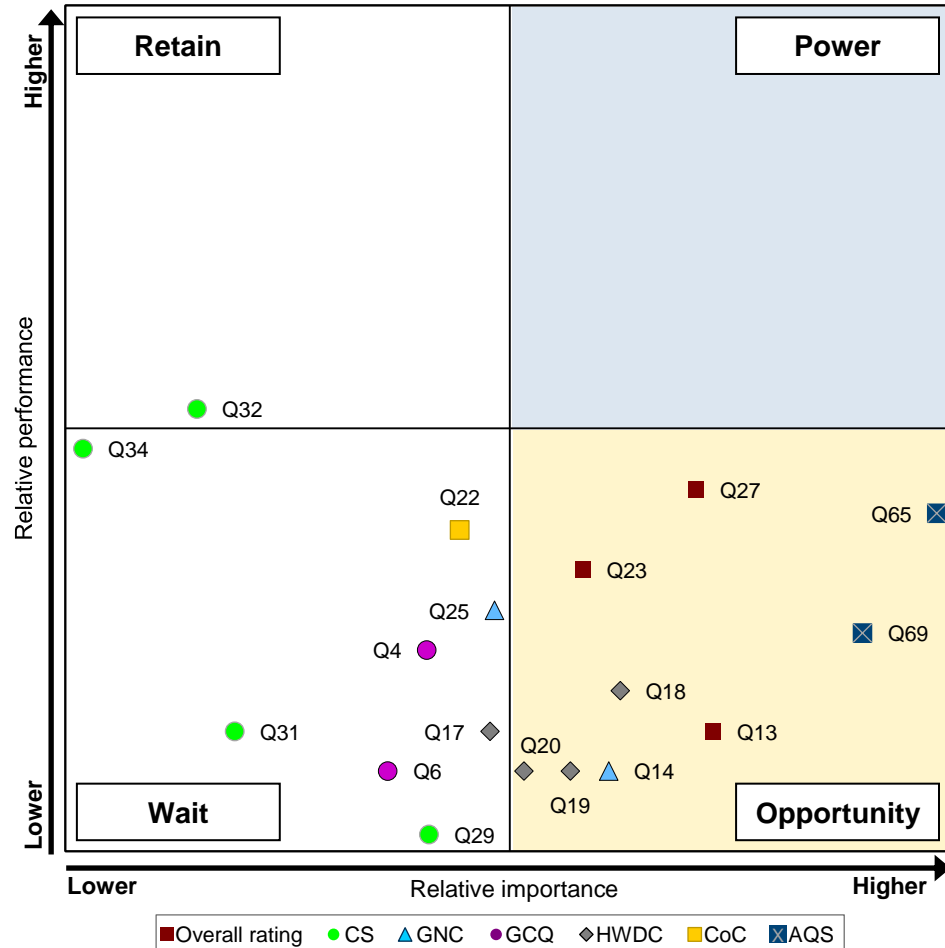
Key for Composite Names in POWeR™ Chart (on page 6)	
CS	Customer Service
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CoC	Coordination of Care

Executive summary

Key drivers, estimated percentiles and estimated ratings

The key drivers of the overall health plan rating are presented in the POWeR™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the overall health plan rating (see [Appendix C](#) for more details).

POWeR™ Chart classification matrix - 14030 - UHC CP_NM



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
None				
Opportunity				
Q65	Sat. with care coordination	80.68%	---	---
Q69	Help to stay healthy and remain in home	71.22%	---	---
Q13	Health care overall*	72.41%	33rd	3
Q27	Specialist overall*	80.86%	50th	3
Q18	Dr. listened carefully	90.53%	33rd	3
Q14	Got care/tests/treatment	80.56%	25th	2
Q23	Personal doctor overall*	81.00%	50th	3
Q19	Dr. showed respect	90.94%	10th	2
Q20	Dr. spent enough time	84.91%	10th	2
Wait				
Q25	Got specialist appt.	79.55%	50th	3
Q17	Dr. explained things	88.81%	10th	2
Q22	Dr. informed about care	82.35%	50th	3
Q29	Info. provided in materials	60.23%	<5th	1
Q4	Got urgent care	81.98%	33rd	3
Q6	Got routine care	77.52%	33rd	3
Q31	CS provided info./help	78.53%	25th	2
Q34	Easy to fill out forms	94.48%	33rd	3
Retain				
Q32	CS courtesy/respect	95.09%	67th	4

* Overall ratings are top 3 scores (% 8, 9 and 10).

Executive summary

Estimated accreditation score

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls.

Survey measure	Mean score ¹	Estimated Percentile ²	Percentile Threshold ²	Points ³	
				2014 Standards ⁴	2017 Standards ⁴
Overall mean ratings					
Rating of Health Plan ⁵	2.4308	50.40%	50th	1.9644	1.9644
Rating of Health Care	2.3103	24.61%	<25th	0.2889	0.2889
Rating of Personal Doctor	2.5265	48.25%	25th	0.5778	0.5778
Rating of Specialist	2.5556	59.75%	50th	0.9822	0.9822
Composite mean scores					
Customer Service	2.5521	45.06%	25th	0.5778	0.5778
Getting Needed Care	2.3309	43.18%	25th	0.5778	0.5778
Getting Care Quickly	2.3964	48.71%	25th	0.5778	0.5778
How Well Doctors Communicate ⁶	2.6063	24.52%	<25th	0.2889	---
Coordination of Care ⁶	2.3922	51.10%	50th	---	0.9822
Total points				5.8356	6.5289

Points are assigned by percentile threshold as follows (if all measures are valid – denominator of at least 100)³:

Percentile Threshold	Percentile	Points ⁴
90th	Greater than or equal to 90 th percentile	1.4444
75th	Greater than or equal to 75 th percentile but less than 90 th percentile	1.2711
50th	Greater than or equal to 50 th percentile but less than 75 th percentile	0.9822
25th	Greater than or equal to 25 th percentile but less than 50 th percentile	0.5778
<25th	Less than 25 th percentile	0.2889
	Maximum number of points	13.0000

Notes:

- ¹ Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.
- ² The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.
- ³ NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.
- ⁴ A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.
- ⁵ Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively.
- ⁶ The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

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Executive summary

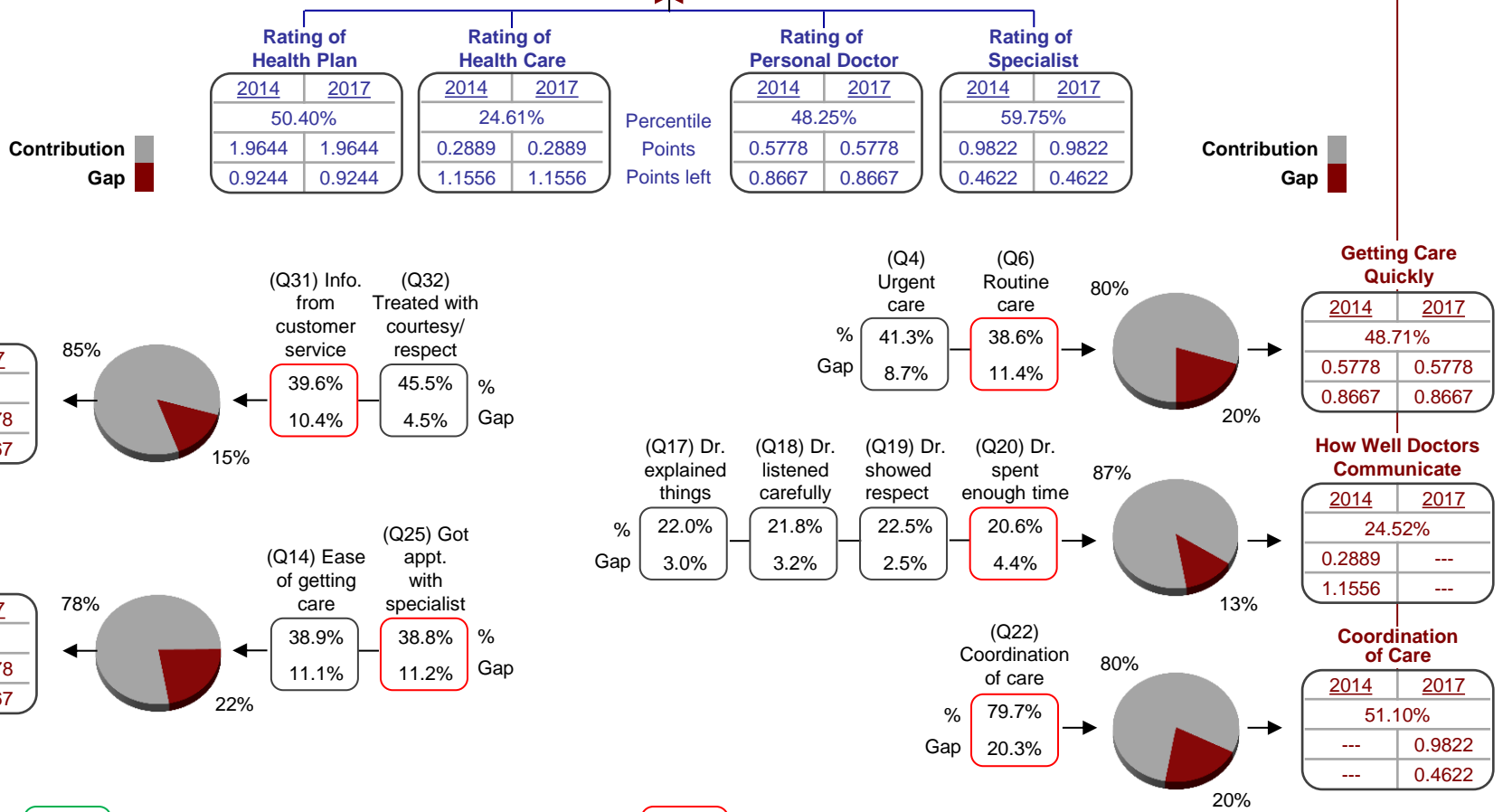
The flowchart below shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. See [Appendix D](#) for more details.

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

Accreditation Score	
2014 Standards	2017 Standards
13.0000	13.0000
5.8356	6.5289
7.1644	6.4711

Max possible score
Estimated 2017 total points
Potential to improve



 Strength (at or above the 90th percentile)

 Potential to improve (component with largest gap)

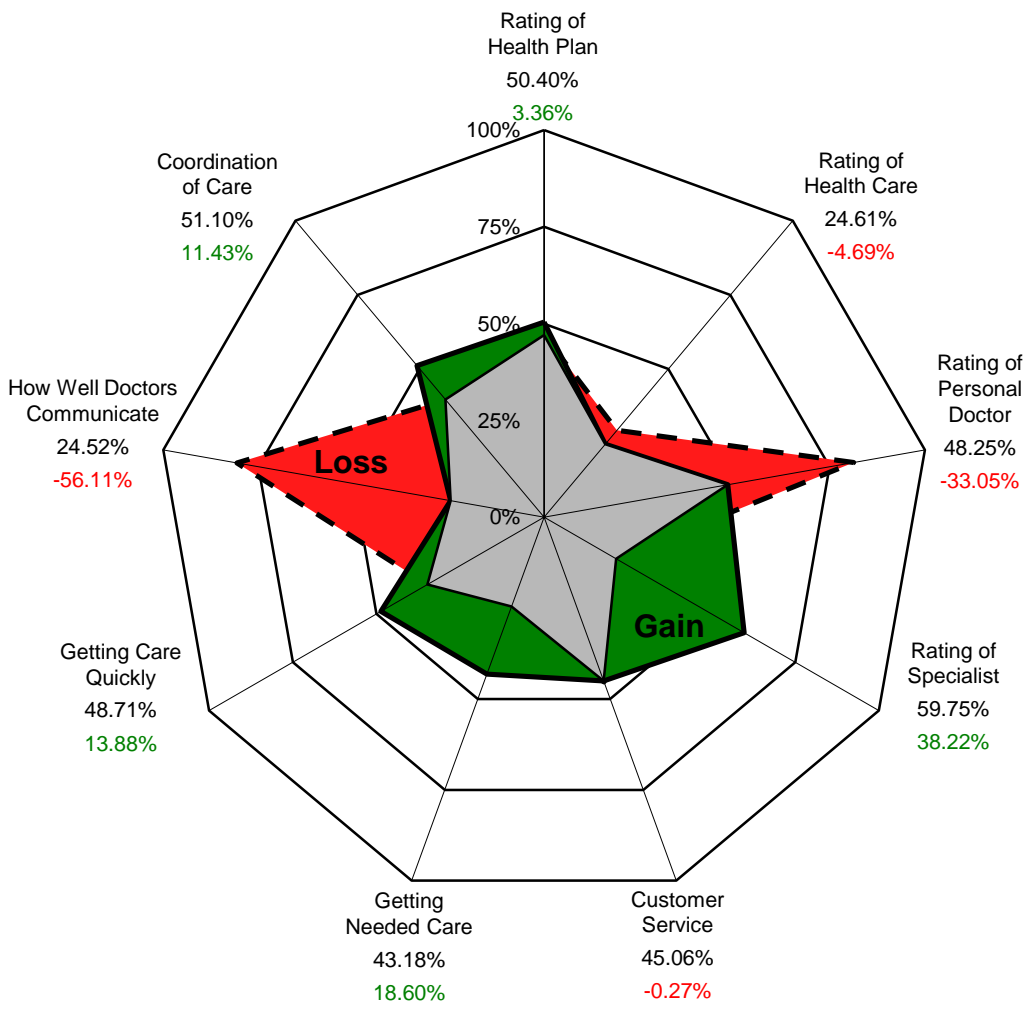
Executive summary

Percentile gap analysis. The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
 - Rating of Specialist
 - Getting Needed Care composite
 - Getting Care Quickly composite
 - Coordination of Care
 - Rating of Health Plan
- However, the percentile gap increased on these measures:
 - How Well Doctors Communicate composite
 - Rating of Personal Doctor
 - Rating of Health Care
 - Customer Service composite

■ 2017 Gap is **smaller** than 2016 Gap

■ 2017 Gap is **larger** than 2016 Gap



Executive summary

NCQA Health Insurance Plan Ratings

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA’s review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			3.0
Getting Care			3.0
Getting care easily	80.05%	33rd	3.0
Getting care quickly	79.75%	33rd	3.0
Satisfaction with physicians			3.0
Rating of doctor	65.73%	33rd	3.0
Rating of specialists	66.67%	33rd	3.0
Rating of care	50.47%	10th	2.0
Coordination of care	82.35%	33rd	3.0
Health promotion and education	73.13%	33rd	3.0
Satisfaction with health plan services			3.0
Rating of health plan	58.04%	33rd	3.0
Customer service	86.81%	33rd	3.0

Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

* Scores are top 2 ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Methodology

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. A copy of the survey is provided in [Appendix F](#).

Data collection. The methodology detailed in *HEDIS® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	2/10/2017
First reminder postcard	4 - 10 days	2/17/2017
Second questionnaire mailing	35 days	3/17/2017
Second reminder postcard	39 - 45 days	3/24/2017
Initiate telephone interviewing	56 days	4/7/2017
Complete telephone interviewing	70 days	4/21/2017
Last day to accept completed surveys	Minimum of 81 days	5/20/2017
Data submission to NCQA		5/25/2017

Staffing of the toll-free help line. DSS staffed a toll-free phone line for members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were those 18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one adult per household was included in the sample.
- **Sample size and sampling error.** A sample of 463 members was obtained with an overall sampling error of +/- 4.6% at 95% confidence, using the most pessimistic assumption regarding variance ($p=0.5$).

Methodology

- **Response rate.** The return volume and response rate information is summarized below:

Item	2015	2016	2017
Total mailed	1,890	1,895	1,890
Required sample	1,350	1,350	1,350
Oversample	540	545	540
Total ineligible	76	85	44
Total completed surveys	527	482	463
Mail completes	265	330	296
Phone completes	262	152	167
Adjusted response rate	29.05%	26.63%	25.08%
Overall sampling error	+/- 4.3%	+/- 4.5%	+/- 4.6%

Data processing and analysis. DSS processed all completed surveys and analyzed the results.

Comparison averages. Most measures are compared to the 2016 Quality Compass Average (2016 QC Avg.) and the 2017 UHC Adult Medicaid Average (2017 UHC Avg.).

Spanish surveys. Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There were 24 surveys completed in Spanish.

Overall ratings

Compared to the 2016 plan result:

- None of the differences are significant.

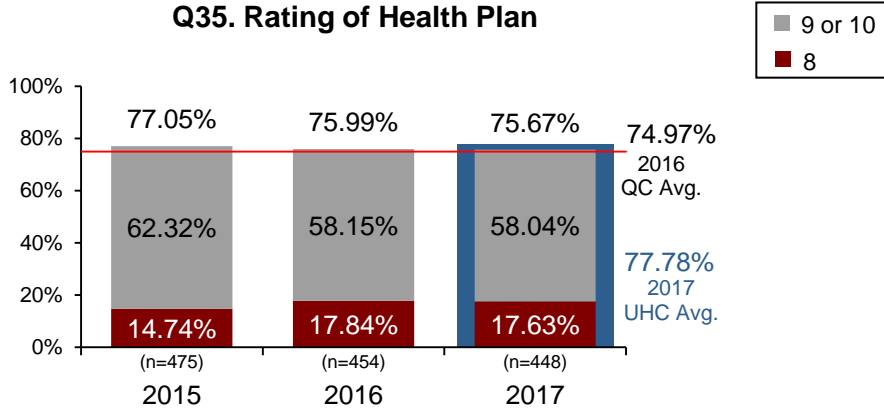
Compared to the 2016 QC Average:

- None of the differences are significant.

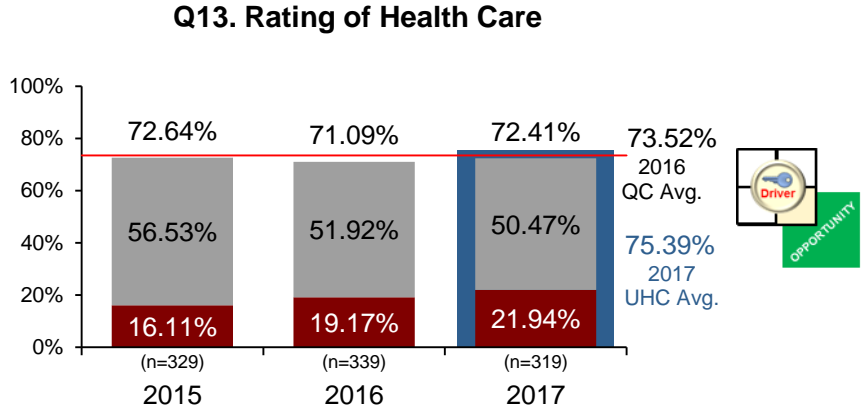
Compared to the 2017 UHC Average:

- None of the differences are significant.

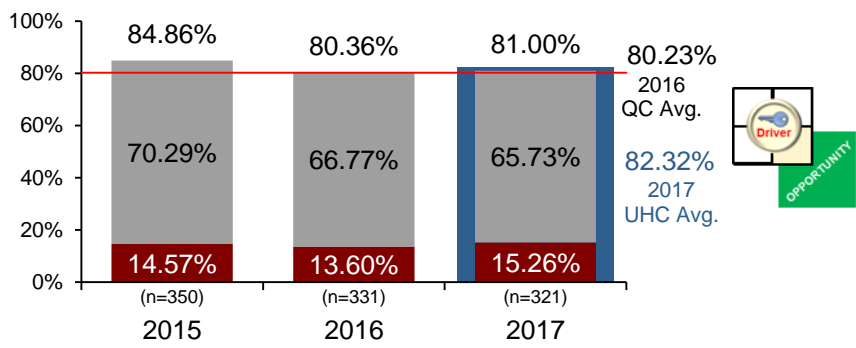
Q35. Rating of Health Plan



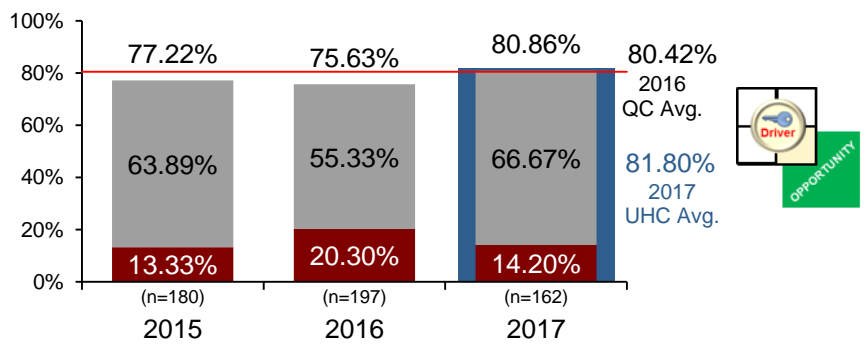
Q13. Rating of Health Care



Q23. Rating of Personal Doctor



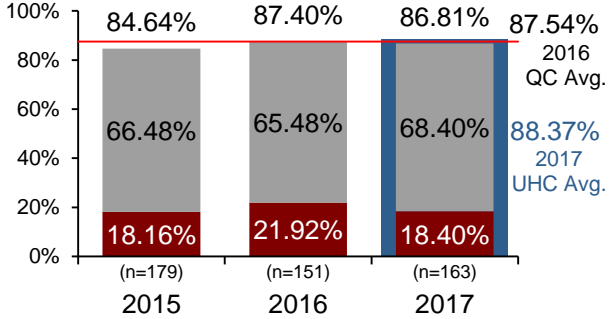
Q27. Rating of Specialist



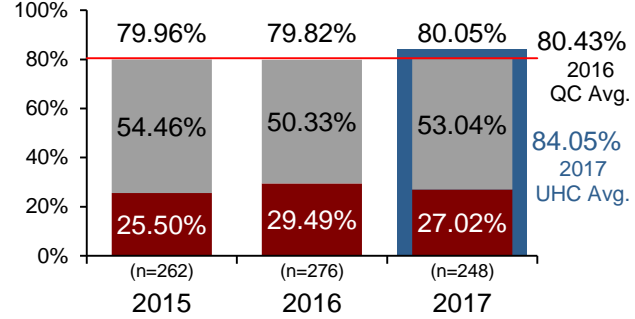
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Composite global proportions

Customer Service



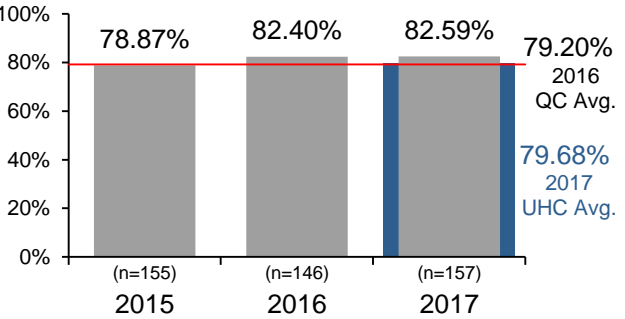
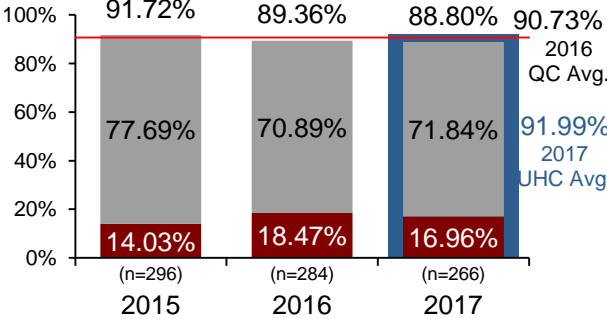
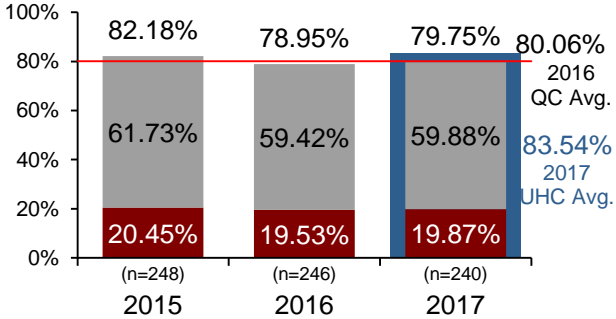
Getting Needed Care



Getting Care Quickly

How Well Doctors Communicate

Shared Decision Making

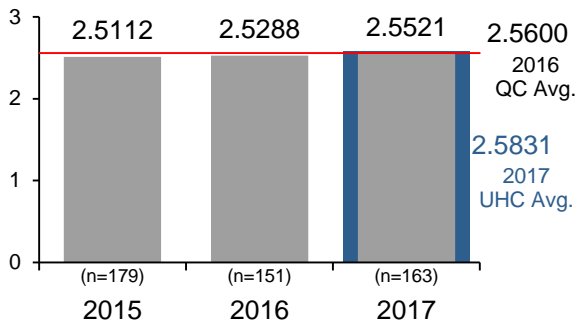


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

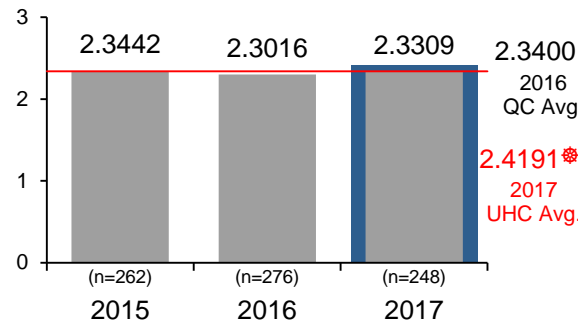


Composite mean scores

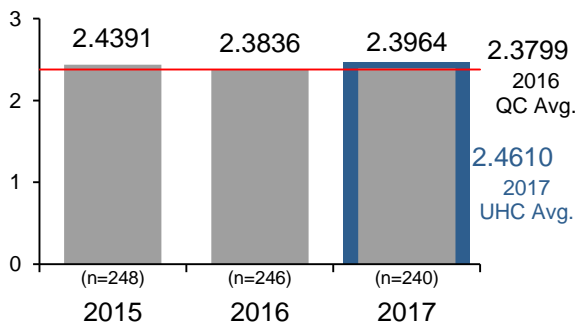
Customer Service



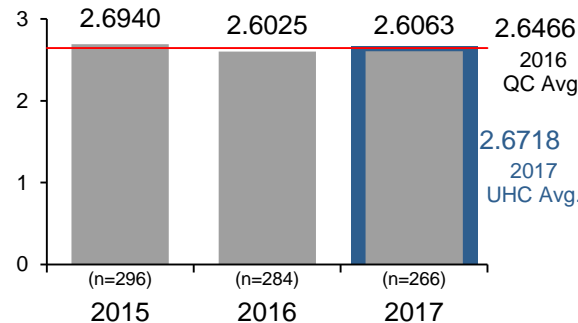
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.



Customer Service

Compared to the 2016 plan result:

- None of the differences are significant.

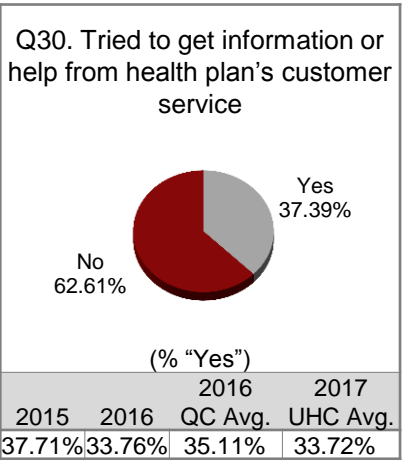
Compared to the 2016 QC Average:

- None of the differences are significant.

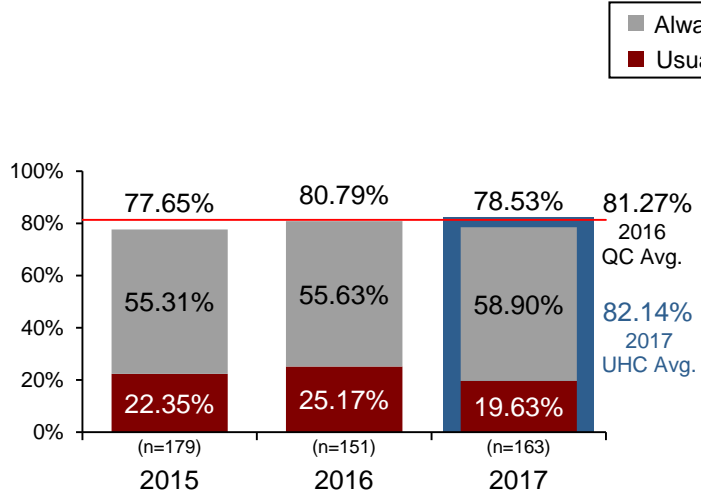
Compared to the 2017 UHC Average:

- None of the differences are significant.

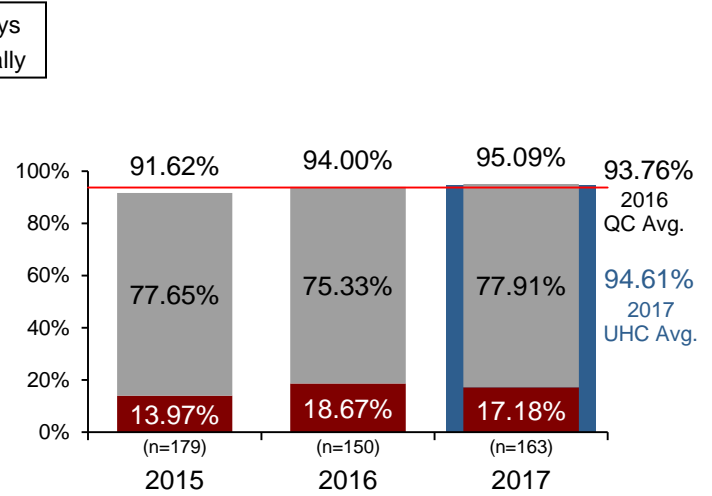
Customer Service composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	84.64%	87.40%	86.81%	87.54%	88.37%
Mean score	2.5112	2.5288	2.5521	2.5600	2.5831



Q31. Customer service provided needed information or help



Q32. Customer service treated member with courtesy and respect



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Customer Service

Compared to the 2016 plan result:

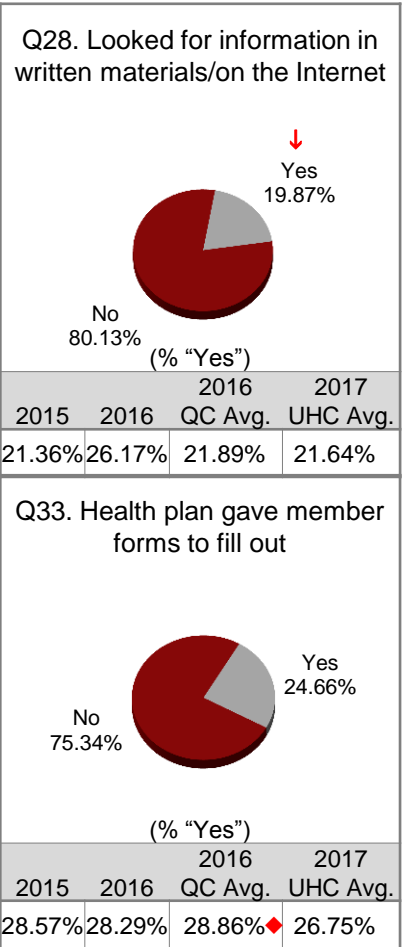
- None of the differences are significant.

Compared to the 2016 QC Average:

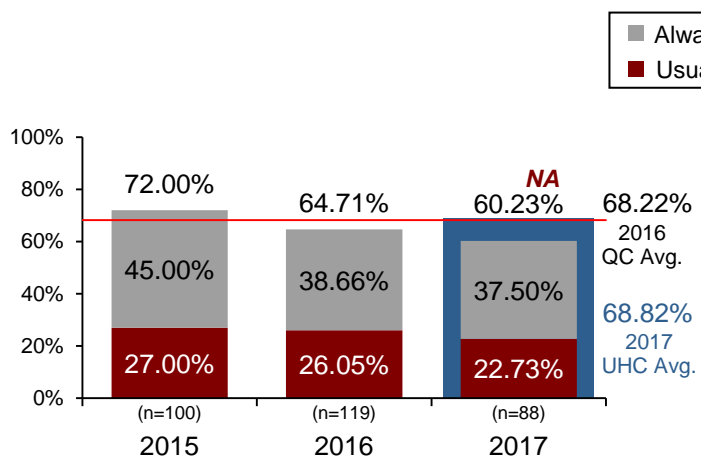
- None of the differences are significant.

Compared to the 2017 UHC Average:

- None of the differences are significant.

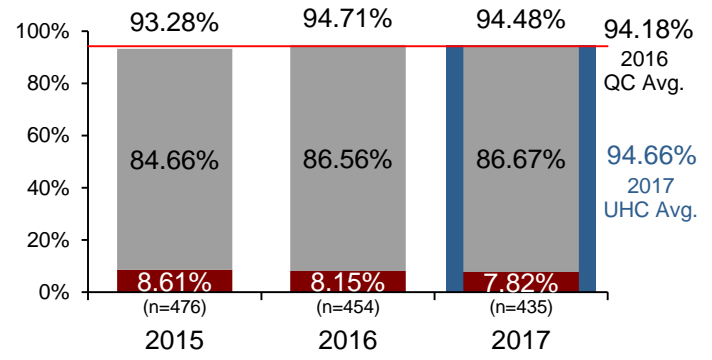


Q29. Written materials or Internet provided needed information



Q34. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q33.



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ✱ ✨ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Getting Needed Care

Compared to the 2016 plan result:


- None of the differences are significant.

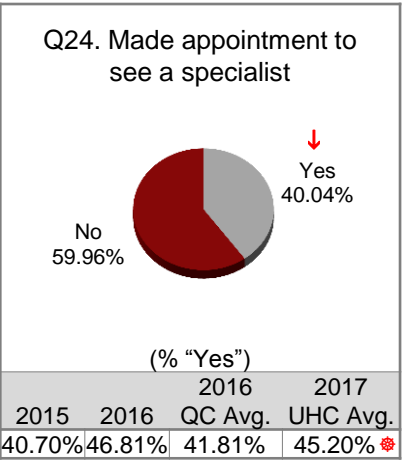
Compared to the 2016 QC Average:

- None of the differences are significant.

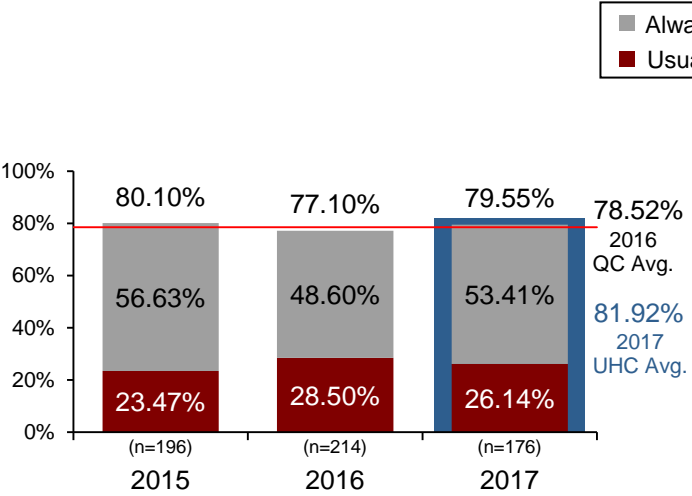
Compared to the 2017 UHC Average:

- Got care, tests or treatment is significantly lower.

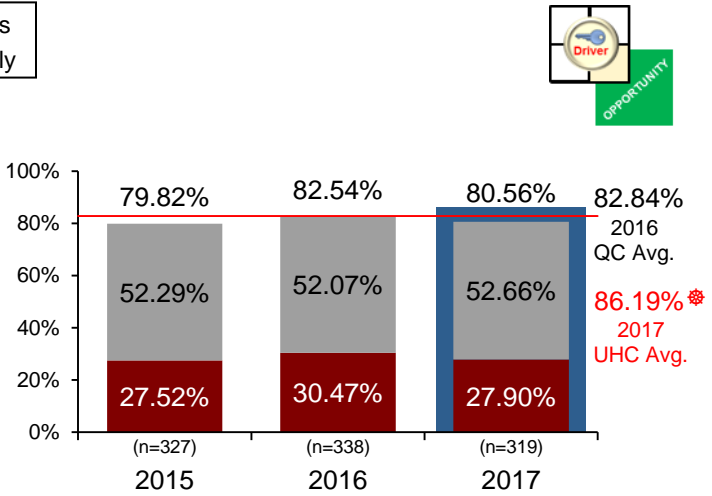
Getting Needed Care composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	79.96%	79.82%	80.05%	80.43%	84.05%
Mean score	2.3442	2.3016	2.3309	2.3400	2.4191 









Q25. Got appointment with specialist as soon as needed



Q14. Ease of getting care, tests or treatment



  Indicates a significant difference between the 2017 plan result and the 2016 plan result.
  Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
  Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Getting Care Quickly

Compared to the 2016 plan result:

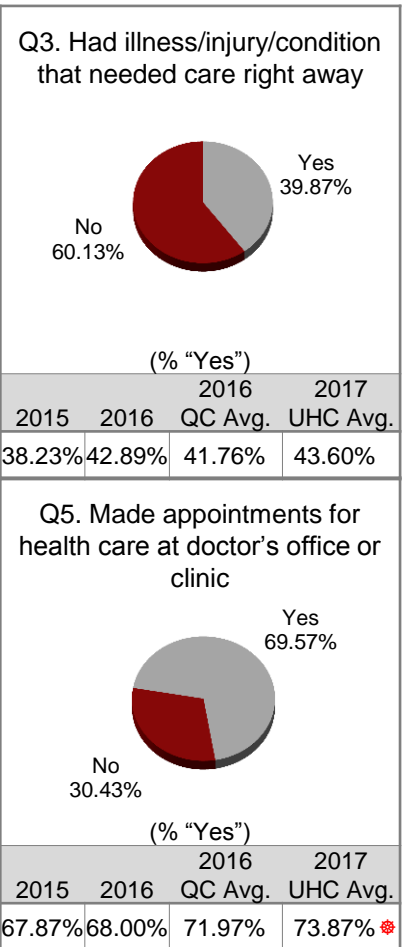
- None of the differences are significant.

Compared to the 2016 QC Average:

- None of the differences are significant.

Compared to the 2017 UHC Average:

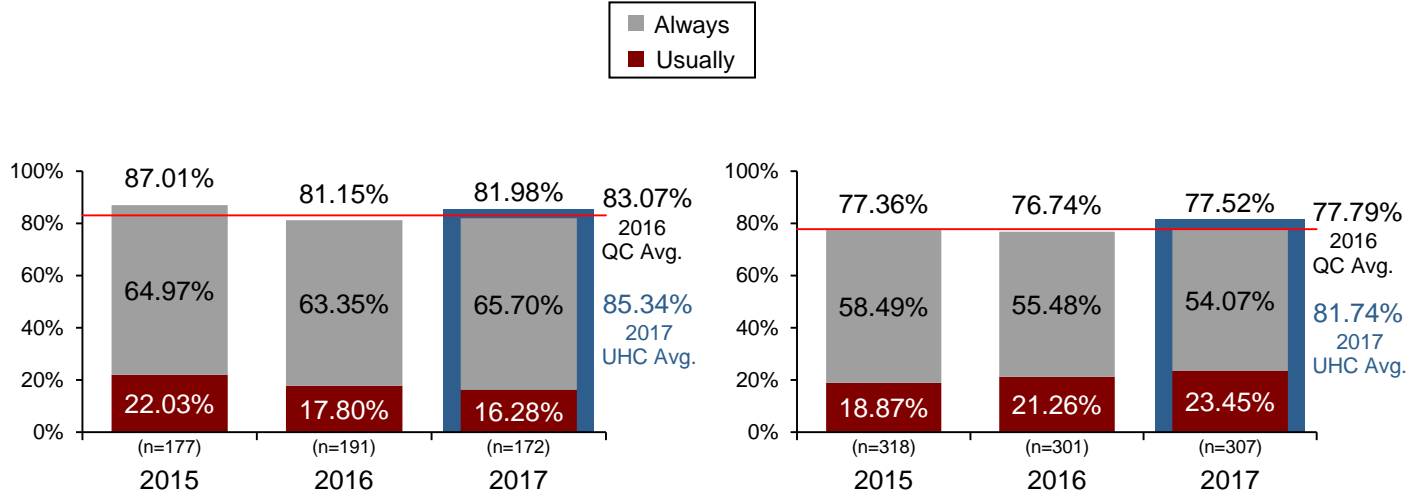
- None of the differences are significant.



Getting Care Quickly composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	82.18%	78.95%	79.75%	80.06%	83.54%
Mean score	2.4391	2.3836	2.3964	2.3799	2.4610

Q4. Got urgent care as soon as needed

Q6. Got check-up or routine appointment as soon as needed



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 * * Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Doctor or Specialist Visits

Compared to the 2016 plan result:

- None of the differences are significant.

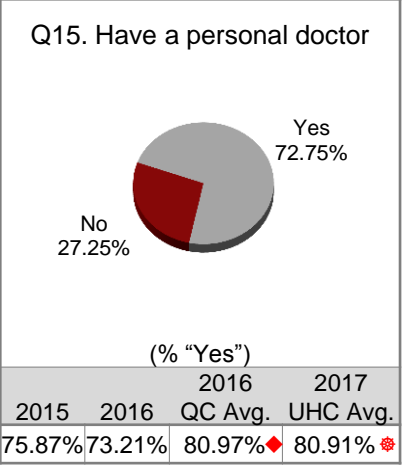
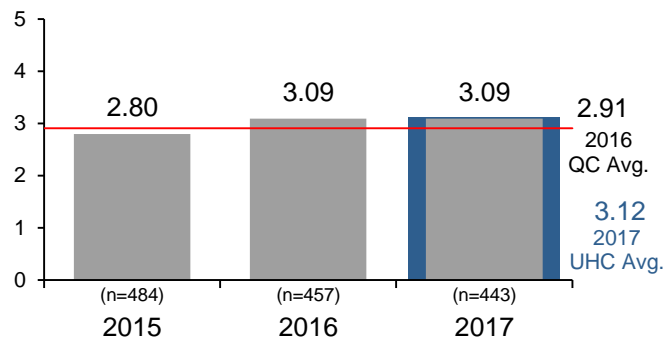
Compared to the 2016 QC Average:

- Average number of personal doctor visits is significantly higher.

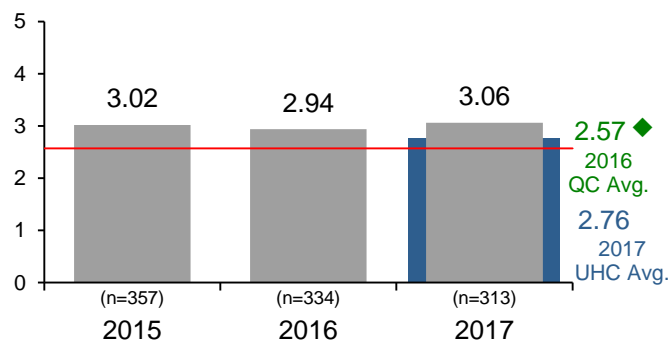
Compared to the 2017 UHC Average:

- None of the differences are significant.

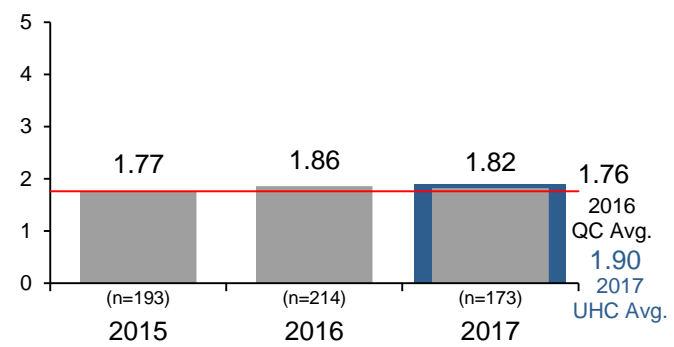
Q7. Average number of visits to doctor's office or clinic



Q16. Average number of visits to personal doctor



Q26. Average number of specialists seen



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

How Well Doctors Communicate

Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2016 QC Average:

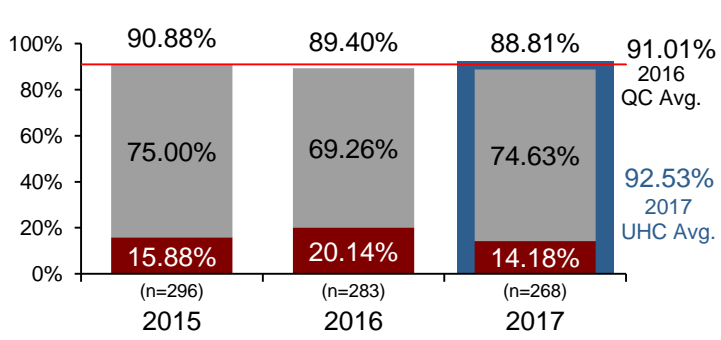
- None of the differences are significant.

Compared to the 2017 UHC Average:

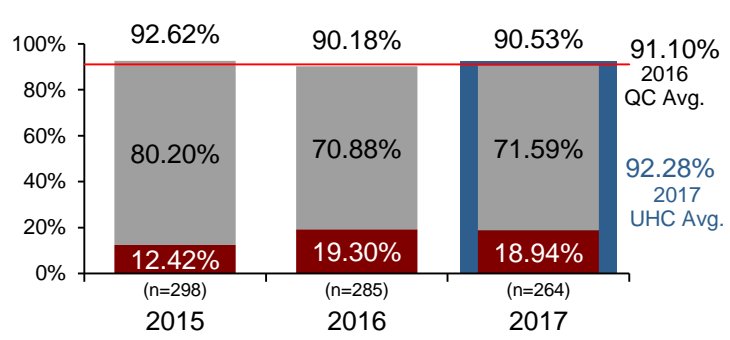
- Doctor spent enough time is significantly lower.

How Well Doctors Communicate composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	91.72%	89.36%	88.80%	90.73%	91.99%
Mean score	2.6940	2.6025	2.6063	2.6466	2.6718

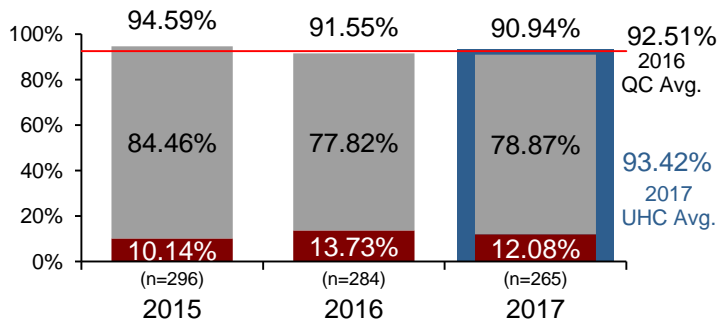
Q17. Personal doctor explained things



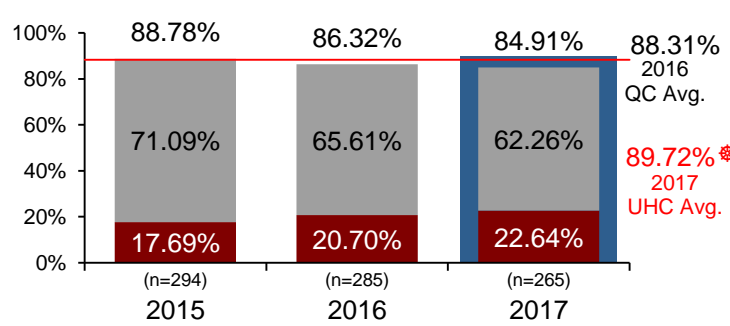
Q18. Personal doctor listened carefully



Q19. Personal doctor showed respect



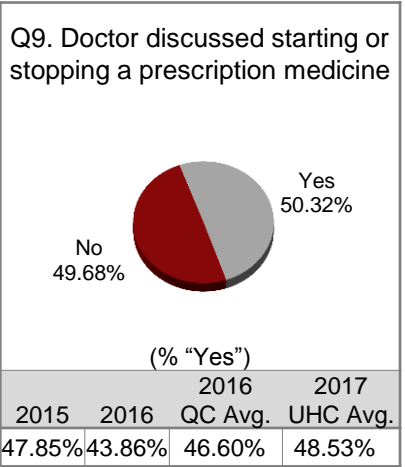
Q20. Personal doctor spent enough time



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

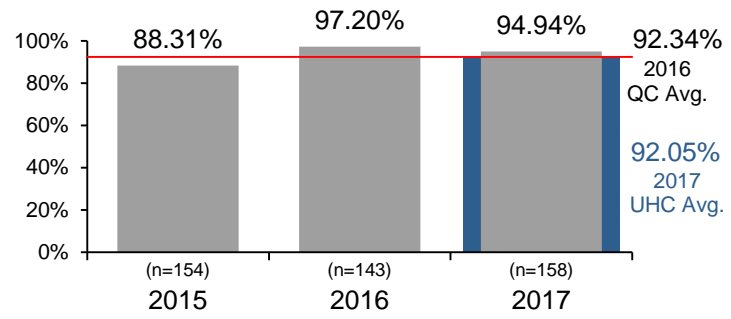
Shared Decision Making

- Compared to the 2016 plan result:**
- None of the differences are significant.
- Compared to the 2016 QC Average:**
- None of the differences are significant.
- Compared to the 2017 UHC Average:**
- None of the differences are significant.

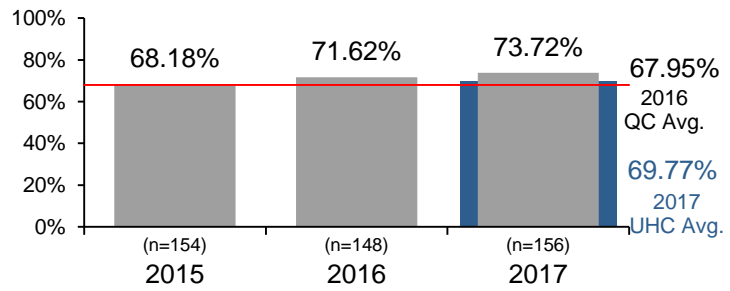


Shared Decision Making composite					
	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Global proportion	78.87%	82.40%	82.59%	79.20%	79.68%

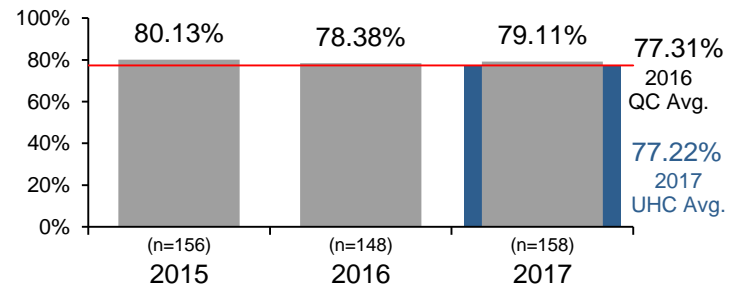
Q10. Doctor discussed reasons to take a medicine (% "Yes")



Q11. Doctor discussed reasons not to take a medicine (% "Yes")



Q12. Doctor asked what you thought was best (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Health Promotion and Education

Compared to the 2016 plan result:

- The difference is not significant.

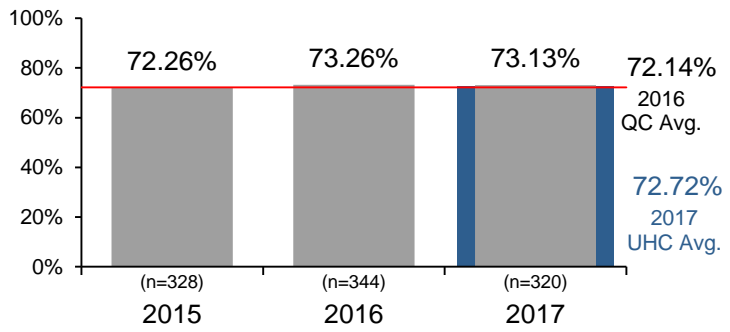
Compared to the 2016 QC Average:

- The difference is not significant.

Compared to the 2017 UHC Average:

- The difference is not significant.

Q8. Doctor discussed ways to prevent illness (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Coordination of Care

Compared to the 2016 plan result:

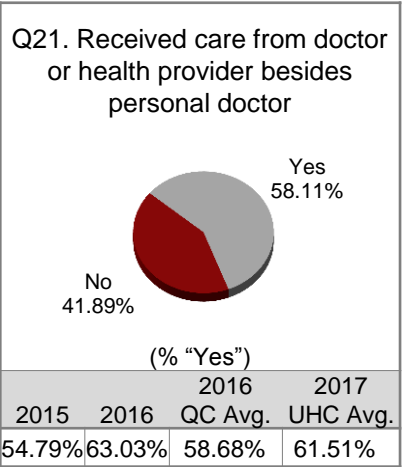
- The difference is not significant.

Compared to the 2016 QC Average:

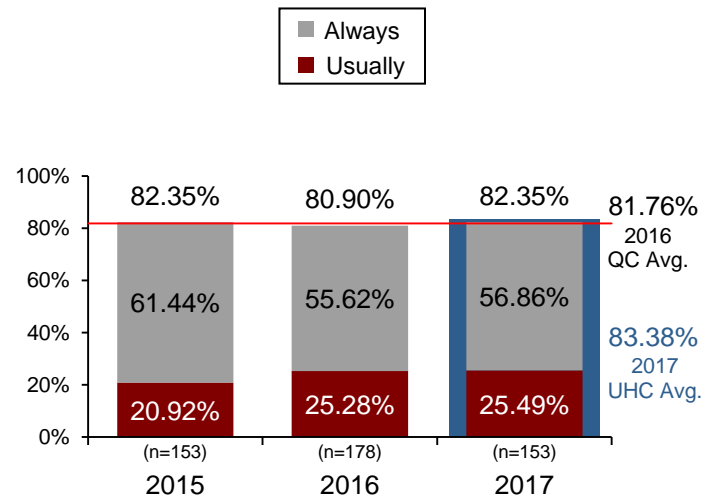
- The difference is not significant.

Compared to the 2017 UHC Average:

- The difference is not significant.



Q22. Personal doctor seemed informed about care from other providers



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Flu Vaccinations for Adults Ages 18-64

Compared to the 2016 plan result:

- The difference is not significant.

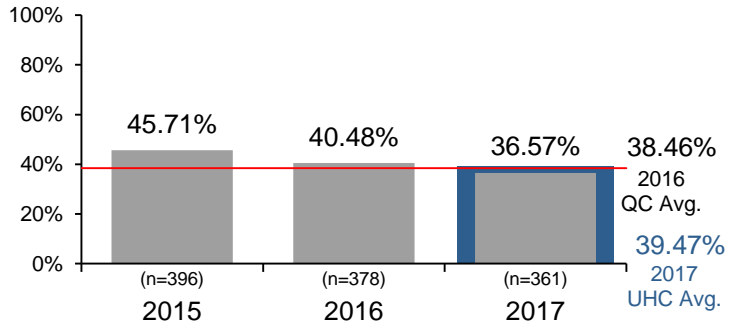
Compared to the 2016 QC Average:

- The difference is not significant.

Compared to the 2017 UHC Average:

- The difference is not significant.

Q38. Received a flu shot or spray since July 1 (of previous year) (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Medical Assistance With Smoking and Tobacco Use Cessation

Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2016 QC Average:

- Advising smokers and tobacco users to quit and discussing cessation medications are significantly lower.

Compared to the 2017 UHC Average:

- Advising smokers and tobacco users to quit and discussing cessation medications are significantly lower.

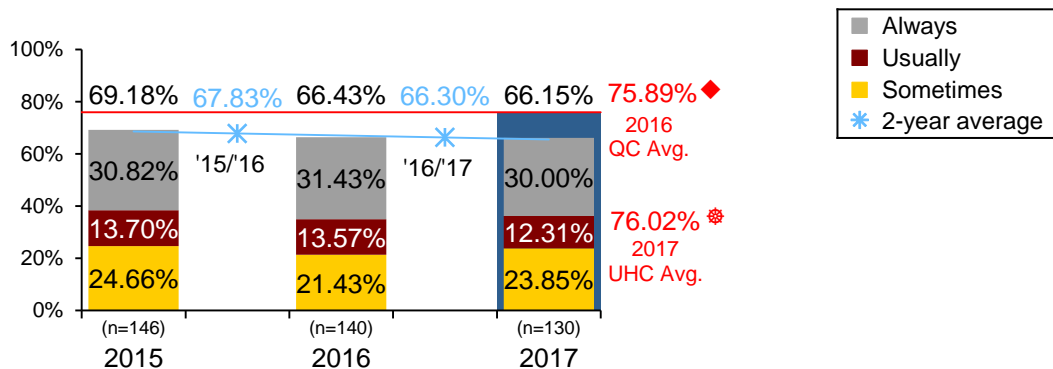
Q39. Currently smoke cigarettes/ use tobacco



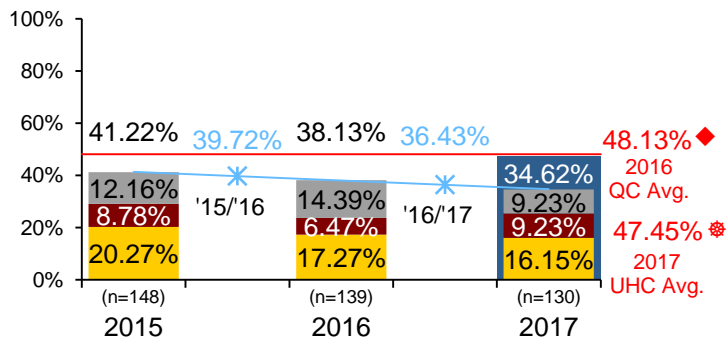
(% "Every day" or "Some days")

	2015	2016	2017	QC Avg.	UHC Avg.
2015	30.67%	30.36%	30.77%	30.77%	33.31%

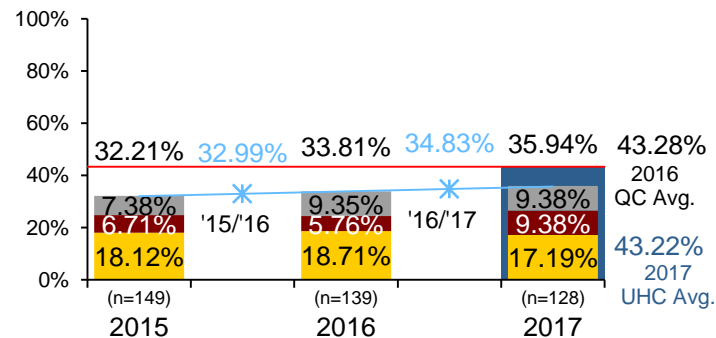
Q40. Advising Smokers and Tobacco Users to Quit



Q41. Discussing Cessation Medications



Q42. Discussing Cessation Strategies



- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
- ⊛ ⊛ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Percentages lower than 5% are not labeled in charts where space does not permit.

Aspirin Use and Discussion

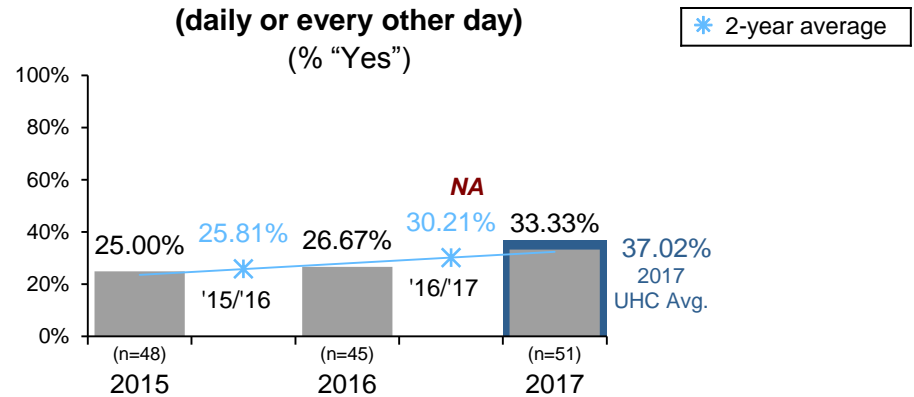
Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2017 UHC Average:

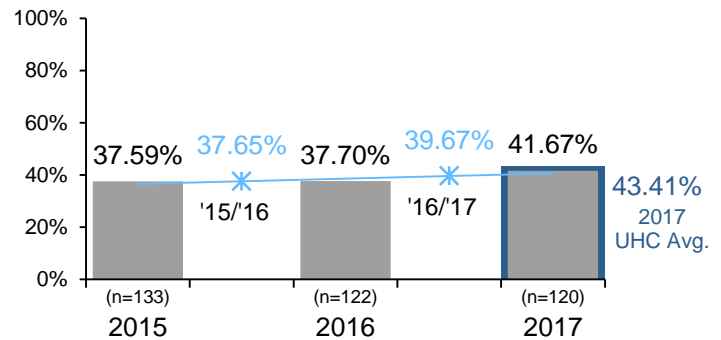
- None of the differences are significant.

Q43. Aspirin Use
(daily or every other day)
(% "Yes")



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100 for the current 2-year average.

Q45. Discussing Aspirin Risks and Benefits
(% "Yes")



NCQA only reports this measure for the following members:

Those who do not have a health problem or take medication that makes taking aspirin unsafe (Q44 = "No"), do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79 with at least two risk factors
2. Men age 46-65 with at least one risk factor
3. Men age 66-79

Risk factors include:

- Q39 = Smoke/use tobacco "every day" or "some days"
- Q46 = Have "high cholesterol"
- Q46 = Have "high blood pressure"
- Q46 = Have "parent or sibling with heart attack before the age of 60"

NCQA only reports this measure for the following members:

Those who do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79
2. Men age 46-79

Q47 exclusions include:

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

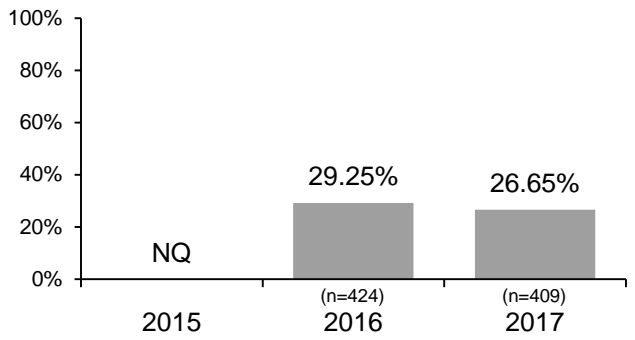
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ✿ ✘ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.



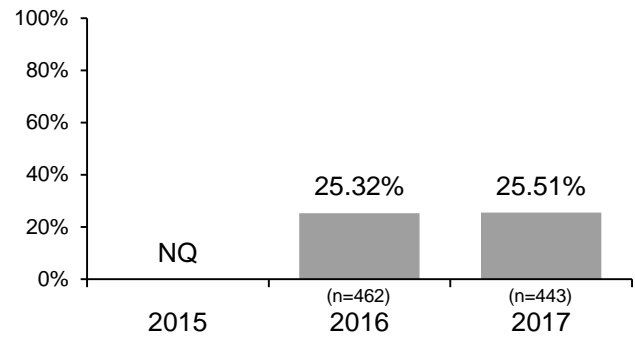
Additional questions

Fall Risk Management (FRM)

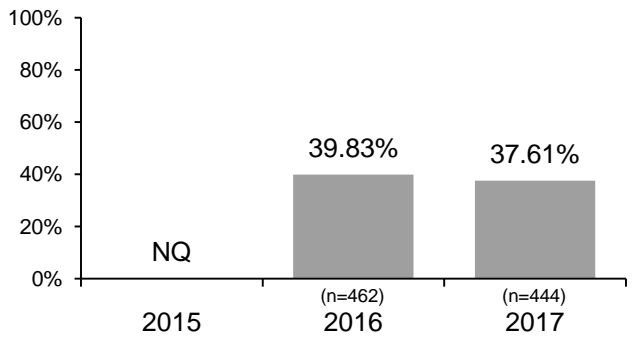
Q59. Discussed falling or balance problems with health provider
(% "Yes")



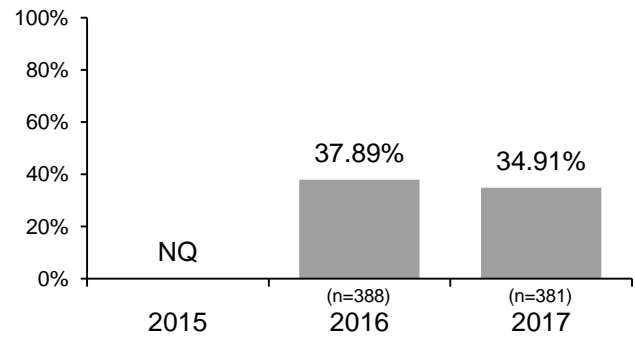
Q60. Fell in the past 6 months
(% "Yes")



Q61. Problem with balance or walking in past 6 months
(% "Yes")



Q62. Health provider has been proactive in helping to prevent falls or treat problems
(% "Yes")



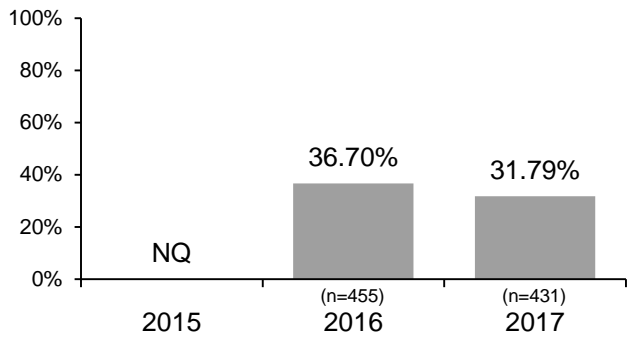
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ✖ ✖ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

NQ = New question in 2016.

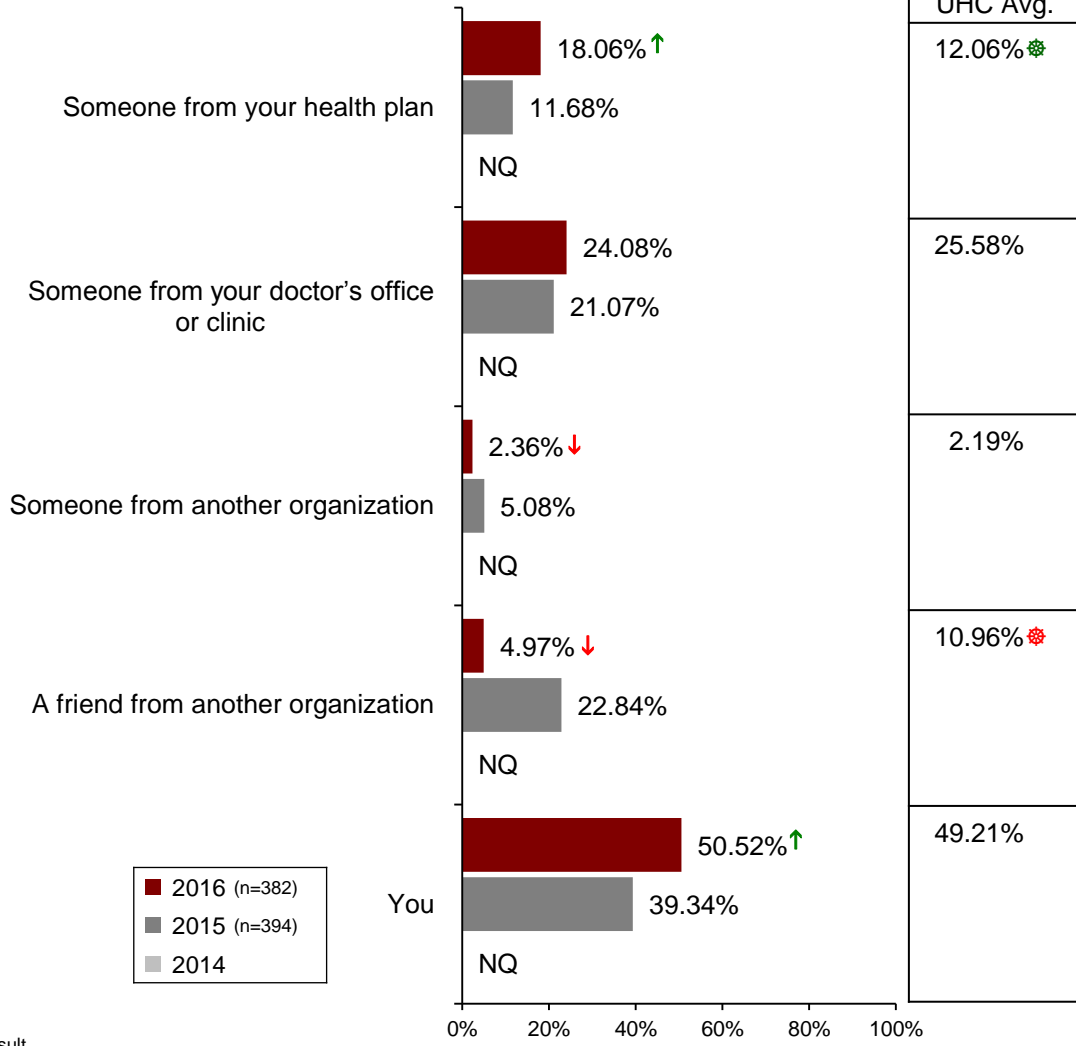


Care coordination

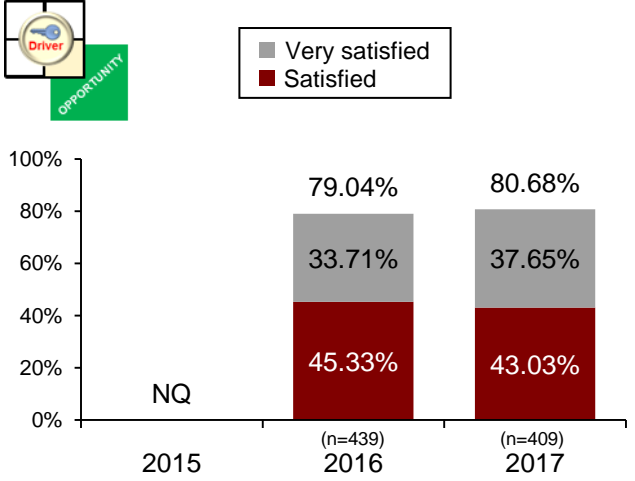
Q63. Had help from health plan, doctor's office or clinic
(% "Yes")



Q64. Person who helped
(% responding...)



Q65. Satisfaction with help received



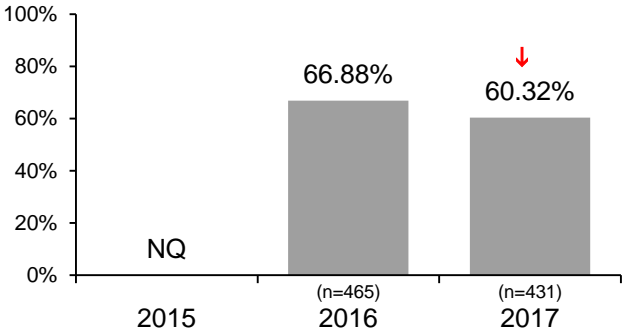
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ⬆ ⬇ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

NQ = New question in 2016.



Staying healthy

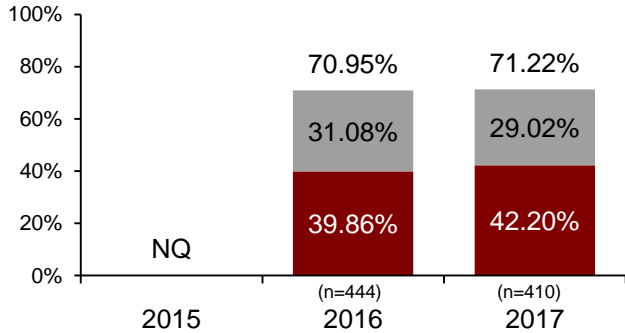
Q66. Received material from plan
(% "Yes")



Q69. Satisfaction that care plan talks about help needed



■ Very satisfied
■ Satisfied

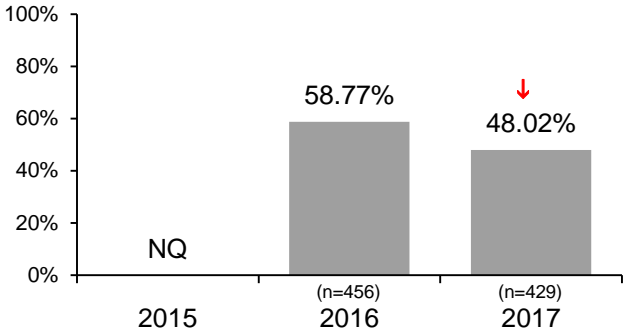


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

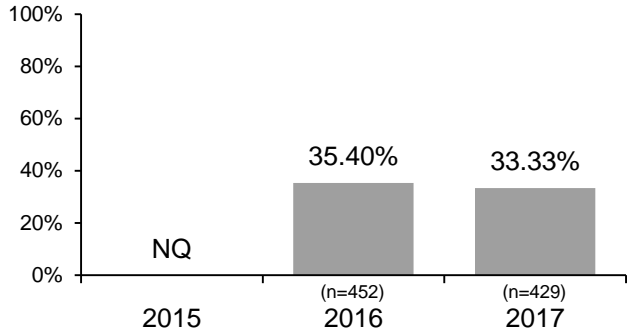
NQ = New question in 2016.

Care coordination

Q67. Received material from plan
(% "Yes")



Q68. Care coordinator created a plan of care
(% "Yes")

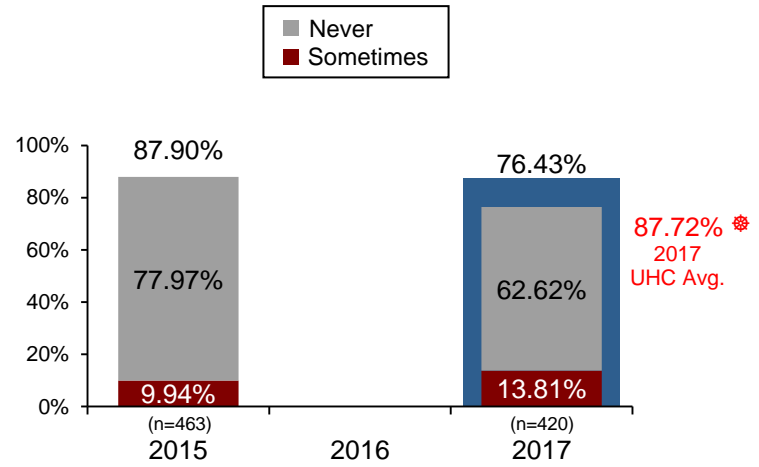


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

NQ = New question in 2016.

Cultural barriers

Q70. Hard to find a doctor who understands your culture



* Indicates a significant difference between the 2017 plan result and the 2017 UHC National Average (C).

Appendix A

Member profile

Member profile

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Member health					
Overall health (Q36)					
Excellent/Very good	30.25%	26.33%	32.08%	33.91%	30.65%
Good	29.01%	27.81%	29.20%	33.20%	32.39%
Fair/Poor	40.74%	45.86%	38.72% ↓	32.88% ◆	36.96%
Overall mental/emotional health (Q37)					
Excellent/Very good	38.97%	35.81%	36.67%	44.36% ◆	39.70%
Good	30.10%	27.12%	29.33%	28.40%	29.24%
Fair/Poor	30.93%	37.08%	34.00%	27.24% ◆	31.06%
Aspirin use and discussion					
Aspirin Use (Q43) – All respondents	27.27%	26.00%	28.79%	---	26.83%
Aspirin Use (Q43) – Qualified respondents	25.00%	26.67%	33.33%	---	37.02%
Have a health problem/take medication that makes taking aspirin unsafe (Q44)	11.56%	14.67%	13.05%	---	11.54%
Discussing Aspirin Risks and Benefits (Q45) – All respondents	39.71%	40.47%	41.69%	---	41.91%
Discussing Aspirin Risks and Benefits (Q45) – Qualified respondents	37.59%	37.70%	41.67%	---	43.41%
Aware of having of any of the following conditions (Q46):					
High cholesterol	22.01%	28.84%	24.84%	---	29.66% ⚠
High blood pressure	36.24%	41.49%	38.01%	---	39.11%
Parent or sibling with heart attack before the age of 60	16.51%	14.52%	16.20%	---	19.82% ⚠
Doctor has told you that you have the following conditions (Q47):					
Heart attack	5.50%	4.98%	6.26%	---	5.78%
Angina or coronary heart disease	3.61%	6.85%	5.18%	---	5.57%
Stroke	5.12%	4.98%	6.26%	---	6.03%
Any kind of diabetes or high blood sugar	21.63%	28.01%	23.54%	---	21.95%
Got health care 3 or more times for the same condition or problem in the last 6 months (Q48)	34.96%	36.62%	29.82% ↓	33.21%	35.54% ⚠
Condition or problem has lasted for at least 3 months (not including pregnancy or menopause) (Q49)	76.25%	80.37%	80.77%	82.95%	85.00%
Now need or take medicine prescribed by a doctor (not including birth control) (Q50)	62.81%	64.53%	65.85%	62.57%	68.34%
Medicine is to treat a condition that has lasted for at least 3 months (not including pregnancy or menopause) (Q51)	91.07%	89.66%	91.67%	91.12%	92.02%

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 ◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 ⚠ ⚠ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Member profile

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Member demographics					
Age (Q52)					
18-34	22.18%	20.38%	19.82%	31.87% ◆	25.79% ⊗
35-44	9.65%	10.19%	12.78%	16.43% ◆	14.21%
45-54	19.30%	19.75%	20.04%	20.38%	20.59%
55 or older	48.87%	49.68%	47.36%	31.32% ◆	39.41% ⊗
Gender (Q53)					
Male	35.77%	44.15%	40.57%	37.43%	38.23%
Female	64.23%	55.85%	59.43%	62.57%	61.77%
Education (Q54)					
High school or less	63.71%	63.62%	60.32%	62.40%	62.37%
Some college	26.35%	24.18%	28.21%	27.39%	27.99%
College graduate or more	9.94%	12.20%	11.47%	10.21%	9.64%
Race/ethnicity (Q55/Q56)					
White	61.17%	58.88%	58.73%	53.89% ◆	65.94% ⊗
Hispanic or Latino	55.63%	54.00%	55.45%	19.35% ◆	16.02% ⊗
Black or African-American	5.58%	4.67%	5.82%	24.29% ◆	22.44% ⊗
Asian	3.16%	2.34%	2.28%	5.99% ◆	5.25% ⊗
Native Hawaiian or other Pacific Islander	2.18%	0.70%	0.76%	1.23%	2.23% ⊗
American Indian or Alaska Native	11.89%	14.49%	15.70%	4.00% ◆	5.03% ⊗
Other	29.13%	31.54%	28.61%	10.60% ◆	10.14% ⊗

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
⊗ ⊗ Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.



Appendix B



Overall ratings and composite score summary tables







Key measures – global proportions and summary rates

	2015	2016	2017	2017 Num.	2017 Den.	2016 QC Avg.	2017 UHC Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	77.05%	75.99%	75.67%	339	448	74.97%	77.78%
Rating of Health Care (Q13) (% 8, 9 or 10)	72.64%	71.09%	72.41%	231	319	73.52%	75.39%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	84.86%	80.36%	81.00%	260	321	80.23%	82.32%
Rating of Specialist (Q27) (% 8, 9 or 10)	77.22%	75.63%	80.86%	131	162	80.42%	81.80%
Customer Service (% Always or Usually)	84.64%	87.40%	86.81%	---	163	87.54%	88.37%
Q31. Got needed information from customer service	77.65%	80.79%	78.53%	128	163	81.27%	82.14%
Q32. Staff treated you with courtesy and respect	91.62%	94.00%	95.09%	155	163	93.76%	94.61%
Getting Needed Care (% Always or Usually)	79.96%	79.82%	80.05%	---	248	80.43%	84.05%
Q25. Got appointment with specialist as soon as needed	80.10%	77.10%	79.55%	140	176	78.52%	81.92%
Q14. Ease of getting needed care, tests or treatment	79.82%	82.54%	80.56%	257	319	82.84%	86.19%
Getting Care Quickly (% Always or Usually)	82.18%	78.95%	79.75%	---	240	80.06%	83.54%
Q4. Got urgent care as soon as needed	87.01%	81.15%	81.98%	141	172	83.07%	85.34%
Q6. Got routine appointment as soon as needed	77.36%	76.74%	77.52%	238	307	77.79%	81.74%
How Well Doctors Communicate (% Always or Usually)	91.72%	89.36%	88.80%	---	266	90.73%	91.99%
Q17. Personal doctor explained things	90.88%	89.40%	88.81%	238	268	91.01%	92.53%
Q18. Personal doctor listened carefully	92.62%	90.18%	90.53%	239	264	91.10%	92.28%
Q19. Personal doctor showed respect	94.59%	91.55%	90.94%	241	265	92.51%	93.42%
Q20. Personal doctor spent enough time	88.78%	86.32%	84.91%	225	265	88.31%	89.72%
Shared Decision Making (% Yes)	78.87%	82.40%	82.59%	---	157	79.20%	79.68%
Q10. Doctor discussed reasons to take medicines	88.31%	97.20%	94.94%	150	158	92.34%	92.05%
Q11. Doctor discussed reasons to not take medicines	68.18%	71.62%	73.72%	115	156	67.95%	69.77%
Q12. Doctor asked what you thought was best	80.13%	78.38%	79.11%	125	158	77.31%	77.22%
Health Promotion and Education (Q8) (% Yes)	72.26%	73.26%	73.13%	234	320	72.14%	72.72%
Coordination of Care (Q22) (% Always or Usually)	82.35%	80.90%	82.35%	126	153	81.76%	83.38%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	45.71%	40.48%	36.57%	132	361	38.46%	39.47%
Medical Assistance With Smoking and Tobacco Use Cessation							
(% Always, Usually or Sometimes) (Two-year average)		2015/2016	2016/2017				
Q40. Advising Smokers and Tobacco Users to Quit	---	67.83%	66.30%	179	270	75.89%	76.02%
Q41. Discussing Cessation Medications	---	39.72%	36.43%	98	269	48.13%	47.45%
Q42. Discussing Cessation Strategies	---	32.99%	34.83%	93	267	43.28%	43.22%
Aspirin Use and Discussion (Two-year average)							
Q43. Aspirin Use – Qualified respondents	---	25.81%	30.21%	29	96	---	37.02%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	---	37.65%	39.67%	96	242	---	43.41%




Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.







Overall ratings and composites – global proportions and summary rates

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Overall ratings					
Rating of Health Plan (Q35) (% 8, 9 or 10)	77.05%	75.99%	75.67%	74.97%	77.78%
Rating of Health Care (Q13) (% 8, 9 or 10)	72.64%	71.09%	72.41%	73.52%	75.39%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	84.86%	80.36%	81.00%	80.23%	82.32%
Rating of Specialist (Q27) (% 8, 9 or 10)	77.22%	75.63%	80.86%	80.42%	81.80%
Overall ratings and composite scores					
Rating of Health Plan (Q35) (% 9 or 10)	62.32%	58.15%	58.04%	57.69%	61.34%
Rating of Health Care (Q13) (% 9 or 10)	56.53%	51.92%	50.47%	53.64%	56.43% 
Rating of Personal Doctor (Q23) (% 9 or 10)	70.29%	66.77%	65.73%	65.41%	68.10%
Rating of Specialist (Q27) (% 9 or 10)	63.89%	55.33%	66.67% 	65.97%	68.31%
Customer Service (% Always or Usually)	84.64%	87.40%	86.81%	87.54%	88.37%
Getting Needed Care (% Always or Usually)	79.96%	79.82%	80.05%	80.43%	84.05%
Getting Care Quickly (% Always or Usually)	82.18%	78.95%	79.75%	80.06%	83.54%
How Well Doctors Communicate (% Always or Usually)	91.72%	89.36%	88.80%	90.73%	91.99%
Shared Decision Making (% Yes)	78.87%	82.40%	82.59%	79.20%	79.68%
Health Promotion and Education (Q8) (% Yes)	72.26%	73.26%	73.13%	72.14%	72.72%
Coordination of Care (Q22) (% Always or Usually)	82.35%	80.90%	82.35%	81.76%	83.38%

-   Indicates a significant difference between the 2017 plan result and the 2016 plan result.
-   Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
-   Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Overall ratings and composites – mean scores

	2015	2016	2017	2016 QC Avg.	2017 UHC Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q35)	8.4905	8.3921	8.4063	8.3436	8.5034
Rating of Health Care (Q13)	8.3222	8.1150	8.0846	8.2609	8.3777 
Rating of Personal Doctor (Q23)	8.8057	8.7100	8.5545	8.6084	8.7245
Rating of Specialist (Q27)	8.4667	8.3299	8.6420	8.6203	8.6787
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q35)	2.4800	2.4229	2.4308	2.4199	2.4759
Rating of Health Care (Q13)	2.3951	2.3186	2.3103	2.3738	2.4190 
Rating of Personal Doctor (Q23)	2.5914	2.5468	2.5265	2.5282	2.5691
Rating of Specialist (Q27)	2.4667	2.4112	2.5556	2.5373	2.5663
Customer Service	2.5112	2.5288	2.5521	2.5600	2.5831
Getting Needed Care	2.3442	2.3016	2.3309	2.3400	2.4191 
Getting Care Quickly	2.4391	2.3836	2.3964	2.3799	2.4610
How Well Doctors Communicate	2.6940	2.6025	2.6063	2.6466	2.6718
Health Promotion and Education (Q8)	2.4451	2.4651	2.4625	2.4428	2.4545
Coordination of Care (Q22)	2.4379	2.3652	2.3922	2.3899	2.4236

  Indicates a significant difference between the 2017 plan result and the 2016 plan result.
  Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
  Indicates a significant difference between the 2017 plan result and the 2017 UHC Average.

Overall ratings and composites – percentiles

	2017 Plan		National Percentiles from 2016 Quality Compass (Adult Medicaid)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q35) (% 8, 9 or 10)	75.67%	33rd	65.94	68.10	71.67	72.73	75.70	77.72	78.78	81.37	83.10
Rating of Health Care (Q13) (% 8, 9 or 10)	72.41%	33rd	65.25	67.51	70.83	71.88	74.06	75.64	76.47	78.91	79.82
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	81.00%	50th	74.09	75.55	77.88	79.06	80.58	81.74	82.48	84.80	85.61
Rating of Specialist (Q27) (% 8, 9 or 10)	80.86%	50th	74.61	75.62	78.10	79.17	80.75	82.02	82.78	84.81	86.40
Customer Service (% Always or Usually)	86.81%	33rd	82.42	84.07	85.45	86.56	87.45	88.94	89.80	91.04	91.88
Q31. Got needed information from customer service	78.53%	25th	74.84	75.73	78.23	79.43	81.56	82.79	83.74	87.00	88.19
Q32. Staff treated you with courtesy and respect	95.09%	67th	89.62	91.13	92.56	93.04	93.94	94.78	95.21	96.52	97.06
Getting Needed Care (% Always or Usually)	80.05%	33rd	73.09	75.07	78.23	79.23	81.11	82.57	83.36	85.67	86.45
Q25. Got appointment with specialist as soon as needed	79.55%	50th	70.63	72.79	75.76	76.97	78.72	80.79	81.57	84.21	85.47
Q14. Ease of getting care, tests or treatment	80.56%	25th	75.77	77.08	79.93	81.25	83.22	85.07	86.26	88.29	88.94
Getting Care Quickly (% Always or Usually)	79.75%	33rd	70.47	74.32	77.74	78.84	80.52	82.55	83.36	85.67	86.05
Q4. Got urgent care as soon as needed	81.98%	33rd	76.35	77.85	80.53	81.41	83.17	85.11	86.15	88.11	88.82
Q6. Got routine appointment as soon as needed	77.52%	33rd	66.82	70.55	74.54	76.40	78.82	80.60	81.86	83.81	84.98
How Well Doctors Communicate (% Always or Usually)	88.80%	10th	86.78	87.82	89.48	89.93	90.96	91.75	92.37	93.47	94.29
Q17. Personal doctor explained things	88.81%	10th	86.54	87.75	89.38	90.27	91.09	92.15	92.53	94.31	94.87
Q18. Personal doctor listened carefully	90.53%	33rd	86.80	87.64	89.66	90.10	91.35	92.61	92.95	93.93	94.78
Q19. Personal doctor showed respect	90.94%	10th	88.54	89.90	91.30	91.71	92.71	93.47	93.94	95.18	95.73
Q20. Personal doctor spent enough time	84.91%	10th	83.33	84.24	86.59	87.36	88.58	89.74	90.24	91.85	93.07
Shared Decision Making (% Yes)	82.59%	75th	73.31	74.73	77.37	78.31	79.70	80.57	81.24	82.80	83.65
Q10. Doctor discussed reasons to take medicines	94.94%	75th	87.45	88.97	90.72	91.52	92.59	93.88	94.30	95.52	96.43
Q11. Doctor discussed reasons to not take medicines	73.72%	75th	57.98	61.74	65.32	66.00	67.92	70.07	71.07	74.78	76.07
Q12. Doctor asked what you thought was best	79.11%	67th	70.23	71.54	74.53	75.86	77.42	79.10	80.18	82.22	83.72
Health Promotion and Education (Q8) (% Yes)	73.13%	50th	64.18	66.37	69.40	70.27	72.01	74.08	75.10	77.29	80.28
Coordination of Care (Q22) (% Always or Usually)	82.35%	50th	74.80	75.84	79.65	80.17	81.57	83.80	84.62	86.61	87.80
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	36.57%	33rd	25.44	28.7	33.79	35.06	38.03	41.87	43.54	48.01	51.30
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)											
Q40. Advising Smokers and Tobacco Users to Quit	66.30%	5th	64.56	67.83	73.14	74.65	76.59	78.48	79.36	81.85	83.89
Q41. Discussing Cessation Medications	36.43%	5th	33.54	36.67	43.01	45.16	48.31	51.75	53.85	58.39	60.42
Q42. Discussing Cessation Strategies	34.83%	10th	31.46	34.00	38.86	40.67	43.82	46.36	47.83	51.75	54.43
Other reported measures											
Q29. Written materials or Internet provided needed information (% Always or Usually)	60.23%	<5th	60.78	62.00	65.45	66.04	67.78	70.87	71.88	74.64	75.47
Q34. Health plan forms were easy to fill out (% Always or Usually)	94.48%	33rd	90.68	92.06	93.12	93.54	94.52	95.14	95.46	96.09	96.64
Q36. Rating of overall health (% Excellent or Very good)	32.08%	33rd	21.02	22.92	28.63	30.26	33.41	36.92	39.31	45.03	47.54
Q37. Rating of overall mental/emotional health (% Excellent or Very good)	36.67%	10th	28.96	33.45	37.80	40.69	44.59	48.66	50.33	55.81	59.01



Overall ratings and composites – demographic analysis

	Health Status		Age				Gender		Education		Survey Type	
	Excellent or Very good	Good, Fair or Poor	18-34	35-44	45-54	55+	Male	Female	High school or less	Some college or more	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
<i>Total respondents</i>	145	307	90	58	91	215	157	230	263	173	296	167
Rating of Health Plan (Q35) (% 8, 9 or 10)	79.17%	74.33%	64.44%	66.67%	77.53%	81.73%^{CD}	72.73%	74.11%	79.84%	71.43%	73.08%	80.25%
Rating of Health Care (Q13) (% 8, 9 or 10)	84.27%^B	68.16%	77.19%	67.57%	65.08%	75.48%	67.89%	73.99%	72.93%	73.77%	72.04%	73.15%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	86.52%	79.02%	73.47%	76.47%	80.00%	84.34%	74.29%	82.76%	81.08%	82.76%	79.61%	83.48%
Rating of Specialist (Q27) (% 8, 9 or 10)	100%^B	76.56%	84.21%	76.19%	77.78%	82.93%	84.62%	77.78%	83.33%	80.88%	79.34%	85.37%
Customer Service (% Always or Usually)	92.22%	84.48%	90.32%	86.11%	88.57%	84.42%	86.30%	84.52%	83.29%	91.94%	85.83%	88.31%
Q31. Got needed information from customer service	86.67%	75.00%	83.87%	72.22%	82.86%	75.32%	80.00%	73.81%	74.44%	83.87%	77.78%	79.69%
Q32. Staff treated you with courtesy and respect	97.78%	93.97%	96.77%	100%	94.29%	93.51%	92.59%	95.24%	92.13%	100% ^I	93.88%	96.92%
Getting Needed Care (% Always or Usually)	87.12%^B	77.55%	65.96%	80.20%	80.22%	83.14%^C	78.67%	79.56%	78.92%	81.32%	78.42%	84.06%
Q25. Got appointment with specialist as soon as needed	87.88%	76.98%	60.00%	73.91%	81.08%	83.70%	76.79%	79.82%	78.72%	80.82%	77.69%	84.78%
Q14. Ease of getting care, tests or treatment	86.36%	78.13%	71.93%	86.49%	79.37%	82.58%	80.56%	79.31%	79.12%	81.82%	79.15%	83.33%
Getting Care Quickly (% Always or Usually)	82.16%	79.25%	72.02%	67.61%	84.72%^D	84.34%^D	82.87%	79.56%	79.73%	78.28%	79.46%	80.36%
Q4. Got urgent care as soon as needed	87.50%	80.62%	80.77%	62.50%	83.72%	88.16%	85.19%	80.81%	83.33%	78.87%	80.17%	85.71%
Q6. Got routine appointment as soon as needed	76.83%	77.88%	63.27%	72.73%	85.71% ^C	80.52% ^C	80.56%	78.31%	76.14%	77.68%	78.74%	75.00%
How Well Doctors Communicate (% Always or Usually)	92.16%	87.99%	85.26%	84.48%	85.86%	92.27%	87.84%	88.35%	89.02%	87.47%	88.71%	88.96%
Q17. Personal doctor explained things	92.54%	88.14%	87.18%	79.31%	92.73%	90.58%	87.91%	88.00%	87.26%	90.63%	87.50%	91.30%
Q18. Personal doctor listened carefully	95.52%	88.95%	87.18%	89.66%	85.45%	93.28%	90.00%	89.80%	91.50%	87.50%	91.38%	88.89%
Q19. Personal doctor showed respect	92.54%	90.58%	89.74%	82.76%	88.89%	94.12%	87.91%	91.84%	91.61%	88.42%	90.80%	91.21%
Q20. Personal doctor spent enough time	88.06%	84.29%	76.92%	86.21%	76.36%	91.11% ^{CE}	85.56%	83.78%	85.71%	83.33%	85.14%	84.44%
Shared Decision Making (% Yes)	80.18%	84.20%	80.56%	84.21%	79.69%	85.62%	83.48%	82.20%	82.62%	84.00%	84.22%	79.43%
Q10. Doctor discussed reasons to take medicine	97.30%	95.73%	95.83%	100%	91.43%	97.40%	96.08%	95.83%	95.95%	96.00%	99.04% ^L	87.04%
Q11. Doctor discussed reasons to not take medicine	67.57%	76.52%	70.83%	73.68%	67.65%	78.95%	72.00%	74.74%	70.83%	78.67%	76.70%	67.92%
Q12. Doctor asked what you thought was best	75.68%	80.34%	75.00%	78.95%	80.00%	80.52%	82.35%	76.04%	81.08%	77.33%	76.92%	83.33%
Health Promotion and Education (Q8) (% Yes)	73.03%	73.66%	68.42%	67.57%	70.97%	77.71%	76.15%	72.41%	68.85%	78.69%	73.46%	72.48%
Coordination of Care (Q22) (% Always or Usually)	75.00%	84.43%	76.47%	80.00%	81.58%	86.25%	81.25%	82.11%	82.28%	82.54%	79.25%	89.36%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	40.16%	34.20%	24.42%	29.09%	42.22%^C	44.09%^{CD}	40.48%	39.66%	37.97%	35.00%	40.18%	30.99%
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes)												
Q40. Advising Smokers and Tobacco Users to Quit	60.00%	68.04%	50.00%	56.52%	70.83%	75.00%	65.45%	74.55%	67.65%	62.96%	70.73%	58.33%
Q41. Discussing Cessation Medications	20.69%	39.80%	7.41%	30.43%	33.33%	50.91%	27.27%	49.09% ^G	33.82%	37.04%	32.93%	37.50%
Q42. Discussing Cessation Strategies	27.59%	39.58%	14.81%	47.83%	25.00%	47.17%	32.73%	43.40%	38.24%	32.69%	35.00%	37.50%
Aspirin Use and Discussion												
Q43. Aspirin Use – Qualified respondents	21.43%	37.84%	NR	NR	NR	33.33%	37.93%	31.25%	26.67%	38.89%	32.35%	35.29%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	28.21%	48.75% ^A	NR	NR	21.05%	45.45%	28.85%	55.56% ^G	39.13%	44.44%	40.00%	45.71%

NR = Not reportable. Base size < 11.

A capital letter and green font indicates that result is significantly higher than the corresponding column.



Appendix C

SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 6.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

Background

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the overall health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. DSS Research has been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Methodology

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

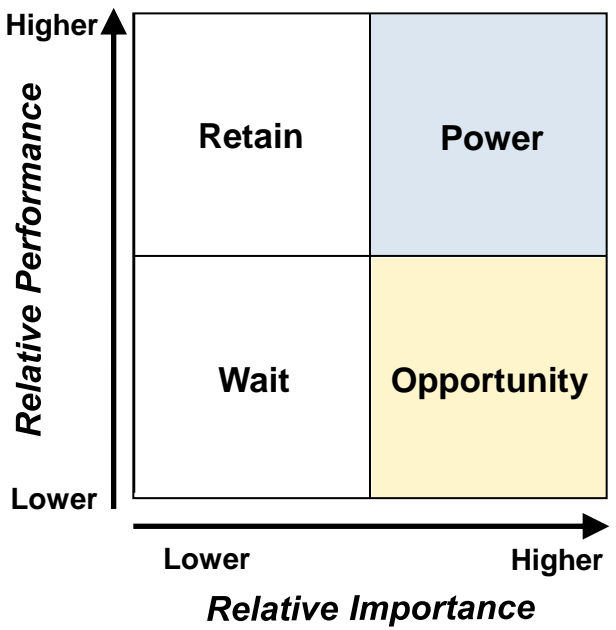
Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to the UHC Adult Medicaid Average and a relative percentile for each item in the model is computed for the plan.

Methodology

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.

POWeR™ Chart classification matrix



Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q35 – overall rating of health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q35	Rating of overall health plan	0 through 10, All other = missing
Independent Variables		
Q4	Got urgent care	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q6	Got routine care	
Q13	Health care overall	0 through 10, All other = missing
Q14	Got care/tests/treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q17	Dr. explained things	
Q18	Dr. listened carefully	
Q19	Dr. showed respect	
Q20	Dr. spent enough time	
Q22	Dr. informed about care	
Q23	Personal doctor overall	0 through 10, All other = missing
Q25	Got specialist appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q27	Specialist overall	0 through 10, All other = missing
Q29	Info. provided in materials	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q31	CS provided info./help	
Q32	CS courtesy/respect	
Q34	Easy to fill out forms	
Q65	Sat. with care coordination	Very Satisfied = 5, Satisfied = 4, Neither satisfied nor dissatisfied = 3, Dissatisfied = 2, Very dissatisfied = 1, All other = missing
Q69	Help to stay healthy and remain in home	

Results

Factor analysis. Factor analysis reduced the 18 highly-correlated model variables to 6 orthogonal (uncorrelated) factors that explain 69.2% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors					
		1	2	3	4	5	6
Q18	Dr. listened carefully	0.894					
Q19	Dr. showed respect	0.867					
Q20	Dr. spent enough time	0.800					
Q23	Personal doctor overall	0.794					
Q17	Dr. explained things	0.767		0.250			
Q22	Dr. informed about care	0.750					
Q65	Sat. with care coordination		0.779				
Q69	Help to stay healthy and remain in home		0.753				
Q27	Specialist overall		0.672				
Q06	Got routine care			0.768			
Q04	Got urgent care			0.708		0.286	
Q25	Got specialist appt.		0.412	0.587			
Q31	CS provided info./help				0.853		
Q32	CS courtesy/respect				0.813		
Q14	Got care/tests/treatment			0.516		0.643	
Q13	Health care overall	0.425	0.362			0.618	
Q29	Info. provided in materials				0.379	0.605	
Q34	Easy to fill out forms						0.978

Results

Regression analysis. The 6 factors identified in the previous step were used as predictors in a regression model with Q35, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 41.9% of the variation in the dependent variable ($R^2 = 0.419$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	8.5751	0.0000	0.0000
Factor 1 -- Q18, Q19, Q20, Q23, Q17, Q22	0.3821	0.2372	0.0000
Factor 2 -- Q65, Q69, Q27	0.7624	0.4580	0.0000
Factor 3 -- Q6, Q4, Q25	0.3388	0.1970	0.0000
Factor 4 -- Q31, Q32	0.1611	0.1016	0.0071
Factor 5 -- Q14, Q13, Q29	0.5229	0.3203	0.0000
Factor 6 -- Q34	-0.0597	-0.0361	0.3369

Results

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to the UHC Adult Medicaid Average and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q65	Sat. with care coordination	100	40
Q69	Help to stay healthy and remain in home	90	26
Q13	Health care overall	73	14
Q27	Specialist overall	71	43
Q18	Dr. listened carefully	62	19
Q14	Got care/tests/treatment	61	10
Q23	Personal doctor overall	58	33
Q19	Dr. showed respect	57	10
Q20	Dr. spent enough time	52	10
Q25	Got specialist appt.	48	29
Q17	Dr. explained things	48	14
Q22	Dr. informed about care	44	38
Q29	Info. provided in materials	41	0
Q04	Got urgent care	41	24
Q06	Got routine care	36	10
Q31	CS provided info./help	19	14
Q32	CS courtesy/respect	15	52
Q34	Easy to fill out forms	0	48

Appendix D

Gap analysis

Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
 - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
 - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

Appendix E

Voice of the Member

Voice of the Member

Voice of the Member feedback is based on qualitative findings from DSS-funded online research communities consisting of adult consumers from across the country with Medicaid coverage. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

We offer the following actions to focus improvement efforts on items in the area(s) listed below.

Q4. Got urgent care as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect to see a primary care doctor within three days for an urgent care issue.
SPECIALIST VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a specialist?	Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to a week for an appointment.
Q6. Got check-up or routine appointment as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most expect to wait two to four weeks for a routine care appointment with a primary care doctor.
SPECIALIST VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect to see a specialist within six to eight weeks for a routine care appointment, but would wait up to six months for an appointment.

Voice of the Member

Q10. Doctor discussed reasons to take a medicine	
Q11. Doctor discussed reasons <u>not</u> to take a medicine	
Improvement action	Member comments
Discuss potential side effects.	<p>The doctor could discuss the side effects, the cost and how long I would have to take it.</p> <p>I need to know what will happen if I do or don't take the medicine. I need my doctor to sit down with me to tell me about the pros and cons of my medication. My doctor always tells me to do what makes me feel comfortable. She never makes me take something if I did not feel right about it, and that is what helps me feel comfortable.</p> <p>It is extremely important to me that they discuss it with me. It not only makes me aware of what may help, but also the possible reactions and side effects.</p>
Involve the patient in the treatment plan.	<p>My doctor suggests treatment plans to me and we decide together what we think is best. I love that she includes me in the discussion and that it is a decision made together.</p> <p>It's important to collaborate on what's best for the patient. After weighing the pros and cons, you and your doctor can come to a reasonable solution.</p>
Discuss alternatives to medications with the patient.	<p>I like that my PCP is very familiar with the medications he prescribes and does explain the pros and cons. This familiarity with the drugs and the alternative options is a sign of deep knowledge about them and makes me comfortable that I'm not being over medicated.</p> <p>Discussion could lead to an interest in an alternate medication or the possibilities of none at all.</p>
Q12. Doctor asked what you thought was best	
Improvement action	Member comments
Invite the patient's input on prescriptions.	<p>My doctors seem interested in my input and discuss my options. I like this routine.</p> <p>I would love if my doctor asked me for my opinion before he prescribed me medication. I never had a doctor ask me what I thought was best.</p> <p>I talked to my doctor about a medicine that was making me sick. She always asks me if I think it is best to stop taking it. She says it's up to me and she will do whatever I want. I feel like she really cares and only wants what is best for me. She lets me make my own decision.</p> <p>My doctor has asked me every time for my opinion on medication, especially considering allergies and reactions that I have had to others. It is great that they pay attention to the needs of patients.</p>
Engage the patient in a discussion about medications.	<p>She does not want to just prescribe a medication and send me on my way, but rather would speak with me about it first.</p> <p>I'd love to have a provider include me in decisions about my own pharmaceutical health, rather than dictate to me what it will/will not be. Fosters relationship of trust and partnership, which is essential to feeling safe.</p>

Voice of the Member

Q13. Rating of Health Care	
Improvement action	Member comments
Ensure that the formulary includes needed medications.	<p>They do not cover a lot of medications, especially brand names. I am in pain 24 hours a day and need medication. Now I started a generic but it is giving me too many side effects.</p> <p>In the past couple of years, I have probably had over 20 medications denied by my insurance, so it makes it hard for my doctors to figure out a new plan for me when what they had in mind won't get approved.</p>
Ensure that the network includes an adequate selection of doctors.	<p>The insurer that I have chosen doesn't have as large of a selection of doctors as I'd like them to have. Just as an example, where I live, they allow me to see basically any doctors at a local hospital by me, but if you haven't had the greatest experiences with that place, there really aren't any other choices for me. Just the other day, I was told to go see a Pain Management doctor, and the receptionist told me that they literally take every insurance plan through Medicaid except mine.</p> <p>It's Medicaid, so it's free and prescription costs are minimal, but they have very few doctors that take the insurance. The optometrist before last didn't give me the right glasses prescription. I hate my dentist; it took over 10 years to get my second wisdom tooth out.</p>
Maintain an up-to-date list of in-network providers.	<p>There are inconsistencies with in-network provider listings not being accurate as compared to when calling the doctor directly.</p>
Offer dental and vision coverage.	<p>My plan originally included limited optical and dental coverage. After discovering that they were not required to offer it by Obamacare, the provider cut it from my plan.</p> <p>This health plan covers a lot of expenses. It covers routine doctor visits, my medication, yearly eye exams and glasses or contacts. However, there is no coverage for dental exams or cleanings.</p> <p>The plan is great and covers many necessities, such as prescriptions and eye exams, and cuts costs on other visits and expenses. However, there is no coverage for adult dental, etc., which is not fully necessary but would still be helpful.</p>
Show personal concern for the patient.	<p>I received medical treatment. I have yet to receive care.</p> <p>My doctors are doing a good job keeping me healthy by reminding me to have routine check-ups.</p> <p>I have not had anyone outside of friends and family care so much about my well-being. I am glad I have found them!</p>
Provide effective treatments.	<p>I have had a good six months with my primary doctor. I have been able to lower my blood pressure and lose some weight.</p>

Voice of the Member

Q14. Ease of getting care, tests or treatment	
Improvement action	Member comments
Conduct a thorough assessment of the patient's needs.	<p>I recently changed my primary doctor and she seemed to genuinely care about my health issues. She added a pain medication and talked to me about my two medical conditions for a while, which surprised me, as my previous primary talked very little and was not thorough at all.</p> <p>This office has also sent me for multiple MRI's and recently a sleep study. Unlike other offices who send you on your way to get approval for these types of things on your own, the people who work here advocate for me and get everything approved, which is a tremendous help for anyone who is sickly.</p>
Treat patients with urgent issues promptly.	<p>When I wasn't feeling well, I called my primary care physician's office. The receptionist was not there and the doctor answered the phone. I told him my problem and he told me to come in right away.</p> <p>I had a terrible sinus infection and my primary care physician referred me to an ENT. Every ENT in my town had a waiting list of several months. I called my PCP and they were able to schedule an appointment for me with an ENT the next day.</p> <p>She said I needed to have surgery right away. I was scared and asked her how long I would have to wait for an appointment. She told me we could do it right then. I had been in pain for years and I never knew why. This woman did everything she could to save me.</p>
Provide care and services quickly.	I had a throat problem one time and I was able to get right in and get the tests I needed. The doctors and nurses were very kind.
Minimize wait times and communicate reasons for delays.	I've had a couple of experiences in an ER, where I had to wait a long time just to get seen. I wish at those times, I would have seen someone who told me what was going on and assured me I would be seen soon.
Q17. Personal doctor explained things	
Improvement action	Member comments
Explain concepts in simple terms.	<p>My doctor always communicates to me in a way I understand. If he uses medical terms, he explains the meaning.</p> <p>My doctor tries to use words that I understand. Even if she uses the medical terms for things, I ask when I don't understand. I like to know exactly what is going on with myself or my child's health.</p> <p>My doctor made it easy for me to understand. She showed me a picture of my ultrasound to let me know everything was okay. When she broke it down for me and showed me everything was okay, it made me feel better.</p>
Educate patients about relevant health issues.	<p>My eye doctor, on my annual exam, told me all about the risk to your vision, caused by diabetes. This is the importance of an annual visit.</p> <p>He told me what I needed to do in order to reach my health care goals, and answered my questions, so that I understood what was happening to me and what steps I needed to take.</p>

Voice of the Member

Q17. Personal doctor explained things	
Improvement action	Member comments
Ensure that all questions and concerns are addressed.	<p>They communicate with me like I am a relative of theirs that they really care about. They speak plainly about my conditions and explain what may come down the road or what side effects I may have on certain medications. The first time I met with her for a good hour. She just listened to my whole story so she could get a grasp on my illnesses and how she could help me.</p> <p>My doctor explained that she was checking for cancer, told me when the results would be in and explained what our next option would be for surgery. We also discussed recovery time. My doctor was very thorough and answered any questions that I had.</p>
Address language barriers.	My doctor doesn't exactly have a mastery of the English language.
Q18. Personal doctor listened carefully	
Improvement action	Member comments
Make eye contact and use non-verbal cues to indicate attention.	<p>They can look you in the eyes and respond to your questions. If you have a question, they need to clarify it.</p> <p>They should stop everything they are doing and make eye contact.</p> <p>I can always tell if a doctor is listening to what I say if they are looking directly at me and nod whenever they hear something I've said.</p> <p>Nod and use verbal cues such as "okay" or "uh-huh" in a genuine tone. Doctors should avoid silences and long pauses. Don't be unresponsive or disengaging with patients.</p> <p>Doctors can make good eye contact while interacting to help me to know they are actively listening to me. Make some facial expressions while I am talking. That is another form of non-verbal communication that would show me that they are actively listening to me.</p>
Avoid multitasking.	<p>They need to avoid doing other things while you are talking to them, such as talking to the nurse in the room with you.</p> <p>They should avoid writing something down or talking to someone else.</p> <p>Doctors should avoid looking at their computers and typing while I am talking to them. And should never just leave the room and expect the nurses to explain the course of treatment or whatever needs to be done.</p> <p>Sometimes they are so busy on their tablets or laptops, taking notes, that I wonder if they hear what I am really saying/asking.</p>
Ensure that all questions and concerns are addressed.	<p>They should respond with an answer to your question.</p> <p>They can answer all your questions with clear and complete answers.</p> <p>They can show active listening by actually answering the questions I ask.</p>

Voice of the Member

Q18. Personal doctor listened carefully	
Improvement action	Member comments
Take thorough notes.	My doctor types in my chart as I am talking. I like that she types as I talk because it seems like she is taking notes. I want her to be able to look back into her notes to see when and if things are reoccurring with me.
Address the patient by name.	Call me by name so they know that they have the correct patient.
Repeat the patient's concerns to ensure understanding.	Rephrase and repeat what I've just said in your own words to confirm we are on the same page of understanding. They can ask questions or maybe repeat what I have said, so we know that they understand perfectly.
Q19. Personal doctor showed respect	
Improvement action	Member comments
Show empathy and interest in the patient's opinion.	They should listen to you and answer your questions without making you feel that you are stupid or ignorant. My doctor shows me respect by asking my opinion. I like knowing that my opinion matters to her and her decision on what we need to do. Show genuine interest in the patient's complaints or symptoms. Explain that you are understanding and sympathizing with them. Let them know you want to help and ask for their opinions during an exam.
Q20. Personal doctor spent enough time	
Improvement action	Member comments
Avoid rushing the visit.	When I had my yearly physical last year with the nurse practitioner, she spent five minutes with me, which was terrible, as a yearly physical should take 20-25 minutes at least and cover a lot more than she did. My doctor has always been good with sitting down and talking through everything with me.
Schedule appointments with sufficient time.	There shouldn't be a limit to how much time doctors can spend with you. It should just be however long you need. Unfortunately, these days, doctors are booked every 15 minutes. I think a lot of the Medicaid doctors have taken on too many patients and just don't have the time to spend what they want with every patient.
Q22. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Use technology to transfer/share medical records.	I had to make a trip the ER one night. I was having breathing problems and didn't want to mess around with that. I thought that the hospital would add the visit to my chart, since they are associated. I was mistaken. At my next appointment, I thought we were going to discuss the hospital visit. I asked her about it and she had no record of me going to the ER.

Voice of the Member

Q22. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Encourage communication between specialists and PCPs.	<p>I am part of a hospital health care network. Everything is coordinated and in the system. My specialists (eye doctor, Oncologist, Plastic surgeon, etc.) are all keeping my PCP on top of things. When we meet he tells me of my specialist visits.</p> <p>My doctor always seems to have gotten the correct information about any tests/labs he's ordered in a timely manner. He is prepared to discuss the results with me during our follow-up visits. Even though his preferred physician's network affiliates are not usually in my plan, he is still able to work with any of the providers in my area that are included in my coverage.</p>
Q23. Rating of Personal Doctor	
Improvement action	Member comments
Ensure that providers are informed about the patient's relevant medical and personal background.	<p>My new doctor knew of my medical conditions and asked me if my current medications were working.</p> <p>It always impresses me when they are already familiar with why I am there and not have to ask me each time. My PCP reviews my charts in advance, so I don't have to watch him read it in front of me.</p> <p>My nurse practitioner has been so thorough and listens to me so well, that when I come in, she barely has to read over my information to remember things. She'll ask me how certain medications are working out for me, if I am still attempting yoga at home, if my conditions have improved, etc. So it makes me feel good when she can remember all of this offhand and take her time with me.</p> <p>A new doctor began working at our clinic. When I entered her office, she had already learned what she could about me, including allergies, conditions, reactions, and when my last visit was. She was kind and inquisitive as to how I was doing and whether the previous doctor's care helped me. She knew all she could find out and it made her better able to understand and help me. It made me feel like she really cared.</p>
Remain up-to-date on medical advancements.	<p>When I asked him about taking fish oil supplements, he said I should take them for my triglycerides. He also stated that the latest findings show that fish oil helps with inflammation and arthritis. This indicated to me that he was up-to-date with the latest findings.</p>
Connect with the patient on a personal level.	<p>It would be nice if the doctor's office would call me if my medications need authorization or if she changes my medications, which she recently did.</p> <p>He takes an absolute interest in my health and all I have to say. He genuinely cares and I mean it.</p> <p>He knows me very well. He calls me by phone to follow up on procedures, makes sure I get recommended tests, and will perform minor surgeries in his office. He is an old-fashioned doctor who truly cares for his patients.</p> <p>My primary doctor is a really sweet doctor who truly cares for her patients. She is dedicated and keeps up to date on all new procedures and everything else.</p>

Voice of the Member

Q23. Rating of Personal Doctor	
Improvement action	Member comments
Use technology to provide efficient care.	They have a health portal site where I can send the doctors messages and they can send me messages back regarding my problems. If I need a quick referral or need to ask a quick question, they answer me back that way and I don't always have to get an appointment just to ask something.
Reduce wait times in the office.	The wait times are horrible at every doctor I ever go to, current PCP included. I basically have to blow a half day every appointment. Most of the time is spent in the exam room, alone, waiting. It's like they are quick to take you back, but then let you linger forever.
Offer alternate treatment options and consider all symptoms.	If I feel the need to spend extra time talking to them about my care, I am able to. My doctor gives me information on health issues I should be aware of, so that I can think about what steps I might want to take, and then follows through with me on what I want to do.
Q27. Rating of Specialist	
Improvement action	Member comments
Listen to the patient's concerns and spend adequate time with them.	<p>She didn't take the time to sit down and talk to me. I wasn't having any problems, though, and didn't have any questions, but I felt she was rushed and in a hurry to leave. Also, she didn't examine me.</p> <p>When I went to the orthodontist's office, the doctor spent a total of five minutes with me. It was a horrible experience, and I will never go back there.</p> <p>I wish they would sit down and really hear and listen. They seem to just want to be in and out quickly. They don't take the time to really listen and seem to be more worried about the numbers of people that they see. Just moving them in and back out.</p>
Engage the patient in a discussion about medications.	Sometimes, I wish my rheumatologist would ask me if there were any medications that I had heard about that I might want more information about, but it doesn't happen.
Avoid using medical jargon and technical language.	My rheumatologist, although great at his job, does sometimes speak to me as if I went to medical school. I know he does not do it on purpose, but at times it can be hard to interpret what my results were or why he wants to put me on a certain medication.
Q29. Written materials or Internet provided needed information	
Improvement action	Member comments
Provide information about the network.	<p>I really have not received very much about network size and what is covered or not covered. They assigned me a doctor (who I never saw) and at first I ended up with a geriatric nurse practitioner.</p> <p>I expect to find a list, broken down by category, showing what providers are in my health care network. Also, participating hospitals and drugstores.</p>
Provide formulary information.	I also expected more information about prescriptions, but I was only able to find that some are partially covered, giving me limited information.

Voice of the Member

Q29. Written materials or Internet provided needed information	
Improvement action	Member comments
Provide information about the coverage guidelines.	<p>I expect to find what is covered. Are prescriptions covered and are there any copays? What hospitals and doctors are covered? Are preventive exams paid for (mammograms and pap smears)?</p> <p>It is incredibly important for me to know which services require a referral and which services require a prior authorization. The same thing goes for medications.</p>
Leverage multiple channels to provide information.	<p>I did not find anything in the booklet but when I went online I found out all the information. It was very easy to find online.</p> <p>The booklet I received in the mail was super helpful to me, but I have found that going online to the insurer's website gives me the additional information that the book doesn't provide.</p> <p>The written materials were just a starting place for me; they pointed me to online information that went into the specifics I needed to know, in order to get started with my new health plan.</p>
Explain concepts in layman's terms.	<p>Information written in accessible language so that an individual with a high school diploma could easily read and understand, no hidden loopholes, no legal or medical terms, no gray areas, no confusing or vague statements, no conflicting statements.</p>
Include provider ratings on the website.	<p>I think not only should everything in my provider's health book be available, but also ratings of the individual doctors or health care providers, as I think these would be up for constant updating.</p> <p>I search for each doctor on Google and look to see their ratings on Healthgrades.com or something similar. It would be a lot easier if the website just gave you reviews/ratings of the doctors.</p>
Ensure that claims information is accurate.	<p>One of the biggest things for me is that I hope to be able to see my claims and make sure they are being processed.</p> <p>Seeing your claims is an excellent benefit for a provider's website. My provider has that function on their website and it comes in very handy.</p>
Ensure that information on the website is current.	<p>The only negative I have found is that sometimes the doctors they have listed are no longer at said practice or actually do not accept my insurance when I call up to inquire about making an appointment.</p> <p>The same info that I would expect to find in a written handbook and expanded to include the most up-to-date information.</p>
Provide detailed cost information.	<p>On the Internet, I would expect to find how much this plan's premiums are and out-of-pocket costs are.</p>

Q31. Customer service provided needed information or help.	
Improvement action	Member comments
Ensure that representatives are friendly and polite.	<p>I needed a new doctor and they told me which doctors accept Medicaid. Now I have a much better doctor. They were polite and friendly on the phone. One man I spoke to had the same medical problem I have and we discussed this.</p> <p>The person I got was friendly and easy to understand. I just had one question before I took myself and my kids to a clinic, to double-check if they were covered as well. I was assured that we were covered and it eased my mind a lot.</p>
Resolve issues completely and follow up with members.	<p>When I went for my annual gynecological exam, the receptionist told me that my insurance was no longer accepted there. I went home and called the insurance company and they helped me find another gynecologist nearby that participated. They were very helpful.</p> <p>Although it was a simple question, they answered it thoroughly and helped me in finding other discount plans or providers with a sliding-scale payment method in order to meet my need. They were kind and courteous, and I felt as though I did matter as a customer, even though I am young and new to health plans.</p>
Ensure that callers can reach a representative quickly.	<p>The agent was nice and courteous, but all she did was give me the number to an exchange that has you on hold for over an hour and makes you give up.</p>
Q32. Customer service treated member with courtesy and respect	
Improvement action	Member comments
Ensure that representatives are courteous and empathetic.	<p>I just feel that they don't understand how big of an issue small things can turn into when you are on Medicaid and fear not having enough money to pay for things if you screw up and go out of network or get notices saying they won't pay your doctors. To them, you are just another caller, but to us, it feels like the end of the world. I just think they need some training on empathy and how to see things from a customer's viewpoint.</p> <p>Every customer service representative I have spoken with was very knowledgeable and courteous. I feel they went beyond what I expected. I felt very comfortable asking my questions and also answering their questions when they called me.</p> <p>I contacted them regarding a prescription, and they were would not prescribe it to me at first. They made me wait about one month to get it, even though I was in extreme pain.</p>
Ensure that representatives listen carefully and avoid interrupting.	<p>A lot of the time, they hurry you through your call, as if they don't have the time for you. You can hear them sigh in annoyance when you ask them questions. Or they interrupt you.</p>
Call back when requested or promised.	<p>I've called repeatedly, trying to find a provider for my diabetic supplies. I've been told that I'll get a call back but I never do.</p>

Voice of the Member

Q34. Health plan forms were easy to fill out	
Improvement action	Member comments
Make forms short, simple and straightforward.	<p>I would suggest making the forms shorter. I think there are too many pages that you don't even need to fill out.</p> <p>I just think it is such a pain when they list so many possible ailments that you might have, and you have to go through them all.</p>
Avoid redundancies.	<p>Because I have Medicaid, they want to know information about me and anyone else that lives with me, even though they do not have anything to do with me and my insurance. It seems that the information they want never changes, and I'm answering the same questions over and over again.</p>
Provide an online option for paperwork and forms.	<p>I would prefer to be able to complete everything and track the process online. Basically, I want a "dashboard" or similar view that shows what needs to be completed, when it needs to be done by, any items that may require more info, items that have been reviewed/received correctly and are complete, and specifically what it is about any of the items that is incomplete and needs to be addressed.</p> <p>I can't really see how they can improve these experiences unless if they could allow people to complete all the paperwork online.</p> <p>I like the idea of having an online form available, but they shouldn't do away with paper forms. Having both options would be great.</p>
Use simple language.	<p>Write the forms and the information related to it in plain, accessible language. What that means is that someone who has the equivalent of a high school education or reads Twitter can pick it up, read it and have a reasonable expectation of understanding the material. That is NOT how they are set up now.</p>

Appendix F Questionnaire



Community Plan

SURVEY INSTRUCTIONS

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

Yes → *If Yes, Go to Question 1*
 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back 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 1.888.797.3605, ext. 4190.

1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

Yes → *If 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 → *If 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 → *If 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 → *If 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 → *If No, Go to Question 13*

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care 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 → *If No, Go to Question 24*

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

- None → *If 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 → *If No, Go to Question 23*

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

- 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 Worst personal doctor possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor 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 → *If No, Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- None → *If 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 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist 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 → *If No, Go to Question 30*

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

- 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 → *If No, Go to Question 33*

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

- 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 → *If No, Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan 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 → *If Not at all, Go to Question 43*
- Don't know → *If Don't know, Go to Question 43*

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

- 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 → *If No, Go to Question 50*

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

- Yes
- No

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

- Yes
- No → *If No, Go to Question 52*

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

- 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 → *If Yes, Go to Question 58*
- No → *If No, Go to Question 59*

**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

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

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

- Yes
- No
- I had no visits in the past 6 months

60. Did you fall in the past 6 months?

- Yes
- No

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

- Yes
- No

**62. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?
Some thing they might do include:**

- Suggest that you use a cane or walker
 - Check your blood pressure lying or standing
 - Suggest that you do an exercise or physical therapy program
 - Suggest a vision or hearing testing
- Yes
 - No
 - I had no visits in the past 6 months

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

- Yes
- No

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

- Someone from your health plan
- Someone from your doctor's office or clinic
- Someone from another organization
- A friend from another organization
- You

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

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

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

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

70. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

- Never
- Sometimes
- Usually
- Always

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions,
please call 1.888.797.3605, ext. 4190.**



Appendix G

Crosstabulations

Crosstabulations explanation

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns are the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The Quality Compass Average and the DSS Average are also provided in the first group of columns. These averages give you national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple Mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “Always”, “Usually”, “Sometimes” and “Never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side may be items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

Crosstabulations explanation – example

- ¹ For this example, results for males versus females are being compared.
- ² The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.
- ³ The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).
- ⁴ NCQA reports the percent responding “Always” or “Usually” to this question.
- ⁵ Significantly more females than males gave the response “Always” or “Usually” to this question. The letter “B” below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

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

	2017 Plan Total (A)	===== GENDER ¹ =====	
		Male (B)	Female (C)
Total	159 ² 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139 ³ 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually) ⁴	126 90.6%	32 74.4%	92 97.9% B ⁵



14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	438	167	38	9	4	30	2	7	2	3	2	7	3	0	1	5	4	4	7	2	7	2	0	
	0.0%	1.63%	1.79%	2.02%	1.94%	0.83%	5.69%	1.83%	2.06%	2.27%	1.30%	1.38%	2.28%	3.33%	0.0%	1.10%	2.33%	2.55%	1.74%	2.66%	1.16%	2.36%	1.20%	0.0%	
		A	AF	AF	A	A	ABCDEF									O									
BASE = Those who responded	78695	26471	9169	1840	454	478	497	107	332	86	228	143	300	87	58	90	210	153	226	256	171	289	165	0	
	100.00%	98.37%	98.21%	97.98%	98.06%	99.17%	94.31%	98.17%	97.94%	97.73%	98.70%	98.62%	97.72%	96.67%	100.00%	98.90%	97.67%	97.45%	98.26%	97.34%	98.84%	97.64%	98.80%	0.0%	
	BDEFG	G	G	G	G	CDG								Q											
Yes	32863	11177	3998	741	181	205	190	41	136	47	109	43	135	27	24	45	82	56	105	96	73	124	57	0	
	41.76%	42.22%	43.60%	40.27%	39.87%	42.89%	38.23%	38.32%	40.96%	54.65%	47.81%	30.07%	45.00%	31.03%	41.38%	50.00%	39.05%	36.60%	46.46%	37.50%	42.69%	42.91%	34.55%	0.0%	
			ABDG									L			N										
No	45832	15294	5171	1099	273	273	307	66	196	39	119	100	165	60	34	45	128	97	121	160	98	165	108	0	
	58.24%	57.78%	56.40%	59.73%	60.13%	57.11%	61.77%	61.68%	59.04%	45.35%	52.19%	69.93%	55.00%	68.97%	58.62%	50.00%	60.95%	63.40%	53.54%	62.50%	57.31%	57.09%	65.45%	0.0%	
	C	C	C	C		C						M		P											
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Very	Poor	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	8	1024	392	72	18	16	42	5	13	5	6	5	13	4	0	3	11	6	10	13	4	15	3	0	
	0.01%	3.81%	4.20%	3.83%	3.89%	3.32%	7.97%	4.59%	3.83%	5.68%	2.60%	3.45%	4.23%	4.44%	0.0%	3.30%	5.12%	3.82%	4.35%	4.94%	2.31%	5.07%	1.80%	0.0%	
		A	A	A	A	A	ABCDEF							O			O					W			
Appropriately skipped	45832	15294	5171	1099	273	273	307	66	196	39	119	100	165	60	34	45	128	97	121	160	98	165	108	0	
	58.24%	56.84%	55.39%	58.52%	58.96%	56.64%	58.25%	60.55%	57.82%	44.32%	51.52%	68.97%	53.75%	66.67%	58.62%	49.45%	59.53%	61.78%	52.61%	60.84%	56.65%	55.74%	64.67%	0.0%	
	BC	C		C								M		P											
BASE = Those who responded	32855	10591	3773	707	172	191	177	38	130	44	106	40	129	26	24	43	76	54	99	90	71	116	56	0	
	41.75%	39.36%	40.41%	37.65%	37.15%	39.63%	33.59%	34.86%	38.35%	50.00%	45.89%	27.59%	42.02%	28.89%	41.38%	47.25%	35.35%	34.39%	43.04%	34.22%	41.04%	39.19%	33.53%	0.0%	
	EDEG	G	DG			G						L		N											
Never	803	217	82	32	6	4	4	2	2	1	2	1	4	1	2	2	0	1	3	4	2	5	1	0	
	2.44%	2.05%	2.17%	4.53%	3.49%	2.09%	2.26%	5.26%	1.54%	2.27%	1.89%	2.50%	3.10%	3.85%	8.33%	4.65%	0.0%	1.85%	3.03%	4.44%	2.82%	4.31%	1.79%	0.0%	
				ABC																					
Sometimes	4761	1404	471	109	25	32	19	11	14	12	9	4	21	4	7	5	9	7	16	11	13	18	7	0	
	14.49%	13.26%	12.48%	15.42%	14.53%	16.75%	10.73%	28.95%	10.77%	27.27%	8.49%	10.00%	16.28%	15.38%	29.17%	11.63%	11.84%	12.96%	16.16%	12.22%	18.31%	15.52%	12.50%	0.0%	
	C			C				I		K															
Bottom Two Box (%Never + %Sometimes)	5564	1621	553	141	31	36	23	13	16	13	11	5	25	5	9	7	9	8	19	15	15	23	8	0	
	16.93%	15.31%	14.66%	19.94%	18.02%	18.85%	12.99%	34.21%	12.31%	29.55%	10.38%	12.50%	19.38%	19.23%	37.50%	16.28%	11.84%	14.81%	19.19%	16.67%	21.13%	19.83%	14.29%	0.0%	
	BC			BOG				I		K															
Usually	6547	2094	738	142	28	34	39	9	19	10	16	5	23	4	5	8	11	7	20	16	10	22	6	0	
	19.93%	19.77%	19.56%	20.08%	16.28%	17.80%	22.03%	23.68%	14.62%	22.73%	15.09%	12.50%	17.83%	15.38%	20.83%	18.60%	14.47%	12.96%	20.20%	17.78%	14.08%	18.97%	10.71%	0.0%	
Always	20744	6876	2482	424	113	121	115	16	95	21	79	30	81	17	10	28	56	39	60	59	46	71	42	0	
	63.14%	64.92%	65.78%	59.97%	65.70%	63.35%	64.97%	42.11%	73.08%	47.73%	74.53%	75.00%	62.79%	65.38%	41.67%	65.12%	73.68%	72.22%	60.61%	65.56%	64.79%	61.21%	75.00%	0.0%	
		AD	AD						H	J															
CAHPS Rate (%Always + %Usually)	27291	8970	3220	566	141	155	154	25	114	31	95	35	104	21	15	36	67	46	80	75	56	93	48	0	
	83.07%	84.69%	85.34%	80.06%	81.98%	81.15%	87.01%	65.79%	87.69%	70.45%	89.62%	87.50%	80.62%	80.77%	62.50%	83.72%	88.16%	85.19%	80.81%	83.33%	78.87%	80.17%	85.71%	0.0%	
		AD	AD			D			H	J															
3-point composite mean	2.4620	2.4962	2.5113	2.4003	2.4767	2.4450	2.5198	2.0789	2.6077	2.1818	2.6415	2.6250	2.4341	2.4615	2.0417	2.4884	2.6184	2.5741	2.4141	2.4889	2.4366	2.4138	2.6071	0	
	D	AD	AD						H	J															
4-point composite mean	3.4376	3.4757	3.4895	3.3550	3.4419	3.4241	3.4972	3.0263	3.5923	3.1591	3.6226	3.6000	3.4031	3.4231	2.9583	3.4419	3.6184	3.5556	3.3838	3.4444	3.4085	3.3707	3.5893	0	
	D	AD	AD				D		H	J															
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																							
	Overall Rating of Plan			Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type						
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	429 1.59%	131 1.40%	24 1.28%	3 0.65%	7 1.45%	28 5.31%	0 0.0%	2 0.59%	0 0.0%	0 0.0%	2 1.38%	1 0.33%	1 1.11%	1 1.72%	0 0.0%	1 0.47%	0 0.0%	1 0.43%	2 0.76%	1 0.58%	1 0.34%	2 1.20%	0 0.0%
BASE = Those who responded	78695 100.00%	26480 98.41%	9205 98.60%	1854 98.72%	460 99.35%	475 98.55%	498 94.50%	109 100.00%	337 99.41%	88 100.00%	231 100.00%	143 98.62%	306 99.67%	89 98.89%	57 98.28%	91 100.00%	214 99.53%	157 100.00%	229 99.57%	261 99.24%	172 99.42%	295 99.66%	165 98.80%	0 0.0%
Yes	56637 71.97%	19296 72.87%	6800 73.87%	1305 70.39%	320 69.57%	323 68.00%	338 67.87%	70 64.22%	242 71.81%	75 85.23%	198 85.71%	85 59.44%	227 74.18%	50 56.18%	34 59.65%	66 72.53%	162 75.70%	111 70.70%	174 75.98%	184 70.50%	115 66.86%	218 73.90%	102 61.82%	0 0.0%
No	22058 28.03%	7184 27.13%	2405 26.13%	549 29.61%	140 30.43%	152 32.00%	160 32.13%	39 35.78%	95 28.19%	13 14.77%	33 14.29%	58 40.56%	79 25.82%	39 43.82%	23 40.35%	25 27.47%	52 24.30%	46 29.30%	55 24.02%	77 29.50%	57 33.14%	77 26.10%	63 38.18%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	Book	National	Average	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	1384	473	94	16	29	47	3	12	3	7	5	11	2	2	3	9	3	9	10	4	12	4	0	
	0.05%	5.14%	5.07%	5.01%	3.46%	6.02%	8.92%	2.75%	3.54%	3.41%	3.03%	3.45%	3.58%	2.22%	3.45%	3.30%	4.19%	1.91%	3.91%	3.80%	2.31%	4.05%	2.40%	0.0%	
		AE	A	A	A	A	ABCDE																		
Appropriately skipped	22058	7184	2405	549	140	152	160	39	95	13	33	58	79	39	23	25	52	46	55	77	57	77	63	0	
	28.03%	26.70%	25.76%	29.23%	30.24%	31.54%	30.36%	35.78%	28.02%	14.77%	14.29%	40.00%	25.73%	43.33%	39.66%	27.47%	24.19%	29.30%	23.91%	29.28%	32.95%	26.01%	37.72%	0.0%	
		BC		BC	C	BC	C					M		FQ	Q							V			
BASE = Those who responded	56597	18341	6458	1235	307	301	318	67	232	72	191	82	217	49	33	63	154	108	166	176	112	207	100	0	
	71.92%	68.16%	69.17%	65.76%	66.31%	62.45%	60.34%	61.47%	68.44%	81.82%	82.68%	56.55%	70.68%	54.44%	56.90%	69.23%	71.63%	68.79%	72.17%	66.92%	64.74%	69.93%	59.88%	0.0%	
		DFG	DFG	G								L			N	NO						W			
Never	1479	398	137	40	16	6	14	7	8	5	6	5	10	5	3	1	6	5	8	9	7	9	7	0	
	2.61%	2.17%	2.12%	3.24%	5.21%	1.99%	4.40%	10.45%	3.45%	6.94%	3.14%	6.10%	4.61%	10.20%	9.09%	1.59%	3.90%	4.63%	4.82%	5.11%	6.25%	4.35%	7.00%	0.0%	
		B		BC	ABCF																				
Sometimes	11088	3305	1042	226	53	64	58	19	33	20	26	14	38	13	6	8	24	16	28	33	18	35	18	0	
	19.59%	18.02%	16.14%	18.30%	17.26%	21.26%	18.24%	28.36%	14.22%	27.78%	13.61%	17.07%	17.51%	26.53%	18.18%	12.70%	15.58%	14.81%	16.87%	18.75%	16.07%	16.91%	18.00%	0.0%	
		BC	C			C		I		K															
Bottom Two Box (%Never + %Sometimes)	12568	3703	1179	266	69	70	72	26	41	25	32	19	48	18	9	9	30	21	36	42	25	44	25	0	
	22.21%	20.19%	18.26%	21.54%	22.48%	23.26%	22.64%	38.81%	17.67%	34.72%	16.75%	23.17%	22.12%	36.73%	27.27%	14.29%	19.48%	19.44%	21.69%	23.86%	22.32%	21.26%	25.00%	0.0%	
		BC	C	C		C		I		K				FQ											
Usually	13087	4140	1448	284	72	64	60	21	49	21	38	17	53	9	9	17	34	29	38	39	29	56	16	0	
	23.12%	22.57%	22.42%	23.00%	23.45%	21.26%	18.87%	31.34%	21.12%	29.17%	19.90%	20.73%	24.42%	18.37%	27.27%	26.98%	22.08%	26.85%	22.89%	22.16%	25.89%	27.05%	16.00%	0.0%	
																						W			
Always	30943	10498	3831	685	166	167	186	20	142	26	121	46	116	22	15	37	90	58	92	95	58	107	59	0	
	54.67%	57.24%	59.32%	55.47%	54.07%	55.48%	58.49%	29.85%	61.21%	36.11%	63.35%	56.10%	53.46%	44.90%	45.45%	58.73%	58.44%	53.70%	55.42%	53.98%	51.79%	51.69%	59.00%	0.0%	
		A	ABD						H		J														
CAHPS Rate (%Always + %Usually)	44030	14638	5279	969	238	231	246	41	191	47	159	63	169	31	24	54	124	87	130	134	87	163	75	0	
	77.79%	79.81%	81.74%	78.46%	77.52%	76.74%	77.36%	61.19%	82.33%	65.28%	83.25%	76.83%	77.88%	63.27%	72.73%	85.71%	80.52%	80.56%	78.31%	76.14%	77.68%	78.74%	75.00%	0.0%	
		A	ABDF						H		J					N	N								
3-point composite mean	2.3247	2.3705	2.4107	2.3393	2.3160	2.3223	2.3585	1.9104	2.4353	2.0139	2.4660	2.3293	2.3134	2.0816	2.1818	2.4444	2.3896	2.3426	2.3373	2.3011	2.2946	2.3043	2.3400	0	
		A	ABDE						H		J					N	N								
4-point composite mean	3.2985	3.3488	3.3894	3.3069	3.2638	3.3023	3.3145	2.8060	3.4009	2.9444	3.4346	3.2683	3.2673	2.9796	3.0909	3.4286	3.3506	3.2963	3.2892	3.2500	3.2321	3.2609	3.2700	0	
		A	ABDE						H		J					N	N								
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	Book	National	Average	Plan	Plan	Plan	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More					
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.62%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	1045	316	68	20	22	41	6	14	0	0	4	16	4	0	4	12	4	7	11	4	7	13	0	
	0.01%	3.88%	3.38%	3.62%	4.32%	4.56%	7.78%	5.50%	4.13%	0.0%	0.0%	2.76%	5.21%	4.44%	0.0%	4.40%	5.58%	2.55%	3.04%	4.18%	2.31%	2.36%	7.78%	0.0%	
		AC	A	A	A	A	ABCDEF							O		O	O						V		
BASE = Those who responded	78687	25864	9020	1810	443	457	484	103	325	88	231	141	291	86	58	87	203	153	223	252	169	289	154	0	
	99.99%	96.12%	96.62%	96.38%	95.68%	94.81%	91.84%	94.50%	95.87%	100.00%	100.00%	97.24%	94.79%	95.56%	100.00%	95.60%	94.42%	97.45%	96.96%	95.82%	97.69%	97.64%	92.22%	0.0%	
	BCDEFG	G	BG	G	G									NEQ							W				
None (v 0)	18352	5924	1969	466	118	109	150	28	84	0	0	51	63	29	20	23	44	43	45	65	47	73	45	0	
	23.32%	22.90%	21.83%	25.75%	26.64%	23.85%	30.99%	27.18%	25.85%	0.0%	0.0%	36.17%	21.65%	33.72%	34.48%	26.44%	21.67%	28.10%	20.18%	25.79%	27.81%	25.26%	29.22%	0.0%	
	C	C		ABC	C		ABCDF					M		Q											
1 time (v 1)	13528	4288	1479	302	69	66	75	20	48	17	50	27	42	21	6	11	31	22	33	38	29	40	29	0	
	17.19%	16.58%	16.40%	16.69%	15.58%	14.44%	15.50%	19.42%	14.77%	19.32%	21.65%	19.15%	14.43%	24.42%	10.34%	12.64%	15.27%	14.38%	14.80%	15.08%	17.16%	13.84%	18.83%	0.0%	
								OP																	
2 (v 2)	14881	4751	1617	296	68	83	69	15	51	22	46	21	45	12	9	10	34	25	38	36	29	48	20	0	
	18.91%	18.37%	17.93%	16.35%	15.35%	18.16%	14.26%	14.56%	15.69%	25.00%	19.91%	14.89%	15.46%	13.95%	15.52%	11.49%	16.75%	16.34%	17.04%	14.29%	17.16%	16.61%	12.99%	0.0%	
	DEG	DG	G																						
3 (v 3)	10317	3412	1222	225	62	65	56	13	46	16	45	14	45	10	10	11	29	22	32	42	17	42	20	0	
	13.11%	13.19%	13.55%	12.43%	14.00%	14.22%	11.57%	12.62%	14.15%	18.18%	19.48%	9.93%	15.46%	11.63%	17.24%	12.64%	14.29%	14.38%	14.35%	16.67%	10.06%	14.53%	12.99%	0.0%	
																				U					
4 (v 4)	6854	2313	844	155	31	40	46	8	22	7	22	11	19	3	2	10	15	8	19	19	9	18	13	0	
	8.71%	8.94%	9.36%	8.56%	7.00%	8.75%	9.50%	7.77%	6.77%	7.95%	9.52%	7.80%	6.53%	3.49%	3.45%	11.49%	7.39%	5.23%	8.52%	7.54%	5.33%	6.23%	8.44%	0.0%	
																N									
5 to 9 (v 7)	10333	3627	1318	241	61	64	56	11	48	11	49	14	47	6	7	14	34	20	38	32	25	46	15	0	
	13.13%	14.02%	14.61%	13.31%	13.77%	14.00%	11.57%	10.68%	14.77%	12.50%	21.21%	9.93%	16.15%	6.98%	12.07%	16.09%	16.75%	13.07%	17.04%	12.70%	14.79%	15.92%	9.74%	0.0%	
		A	AG														N								
10 or more (v 12.5)	4423	1549	571	125	34	30	32	8	26	15	19	3	30	5	4	8	16	13	18	20	13	22	12	0	
	5.62%	5.99%	6.33%	6.91%	7.67%	6.56%	6.61%	7.77%	8.00%	17.05%	8.23%	2.13%	10.31%	5.81%	6.90%	9.20%	7.88%	8.50%	8.07%	7.94%	7.69%	7.61%	7.79%	0.0%	
			A	A						K		L													
Average	2.9137	3.0169	3.1174	3.0047	3.0858	3.0853	2.8037	2.8932	3.1908	4.5625	4.0931	2.0603	3.5979	2.2267	2.7759	3.4713	3.3695	3.0882	3.4619	3.1190	3.0266	3.2215	2.8312	0	
		A	ABG										L			N	N								
Standard deviation	3.1983	3.2629	3.3062	3.4054	3.5166	3.3394	3.3803	3.4862	3.5621	4.0055	3.2837	2.6218	3.7784	3.1546	3.4368	3.7103	3.5298	3.6156	3.5301	3.5104	3.5669	3.5247	3.4871	0	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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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?

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016 DSS Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 0.01%	1324 4.92%	401 4.30%	85 4.53%	25 5.40%	29 6.02%	49 9.30%	9 8.26%	16 4.72%	1 1.14%	0 0.0%	5 3.45%	20 6.51%	4 4.44%	1 1.72%	6 6.59%	14 6.51%	5 3.18%	11 4.78%	15 5.70%	4 2.31%	12 4.05%	13 7.78%	0 0.0%
Appropriately skipped	18352 23.32%	5924 22.01%	1969 21.09%	466 24.81%	118 25.49%	109 22.61%	150 28.46%	28 25.69%	84 24.78%	0 0.0%	0 0.0%	51 35.17%	63 20.52%	29 32.22%	20 34.48%	23 25.27%	44 20.47%	43 27.39%	45 19.57%	65 24.71%	47 27.17%	73 24.66%	45 26.95%	0 0.0%
BASE = Those who responded	60335 76.67%	19661 73.06%	6966 74.61%	1327 70.66%	320 69.11%	344 71.37%	328 62.24%	72 66.06%	239 70.50%	87 98.86%	231 100.00%	89 61.38%	224 72.96%	57 63.33%	37 63.79%	62 68.13%	157 73.02%	109 69.43%	174 75.65%	183 69.58%	122 70.52%	211 71.28%	109 65.27%	0 0.0%
Yes	43526 72.14%	14174 72.09%	5066 72.72%	974 73.40%	234 73.13%	252 73.26%	237 72.26%	44 61.11%	184 76.99%	54 62.07%	180 77.92%	65 73.03%	165 73.66%	39 68.42%	25 67.57%	44 70.97%	122 77.71%	83 76.15%	126 72.41%	126 68.85%	96 78.69%	155 73.46%	79 72.48%	0 0.0%
No	16809 27.86%	5487 27.91%	1900 27.28%	353 26.60%	86 26.88%	92 26.74%	91 27.74%	28 38.89%	55 23.01%	33 37.93%	51 22.08%	24 26.97%	59 26.34%	18 31.58%	12 32.43%	18 29.03%	35 22.29%	26 23.85%	48 27.59%	57 31.15%	26 21.31%	56 26.54%	30 27.52%	0 0.0%
3-point composite mean	2.4428	2.4418	2.4545	2.4680	2.4625	2.4651	2.4451	2.2222	2.5397	2.2414	2.5584	2.4607	2.4732	2.3684	2.3514	2.4194	2.5541	2.5229	2.4483	2.3770	2.5738	2.4692	2.4495	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

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

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 0.01%	1388 5.16%	447 4.79%	94 5.01%	29 6.26%	31 6.43%	50 9.49%	10 9.17%	19 5.60%	2 2.27%	3 1.30%	7 4.83%	22 7.17%	4 4.44%	2 3.45%	6 6.59%	17 7.91%	6 3.82%	14 6.09%	19 7.22%	4 2.31%	15 5.07%	14 8.38%	0 0.0%
Appropriately skipped	18352 23.32%	5924 22.01%	1969 21.09%	466 24.81%	118 25.49%	109 22.61%	150 28.46%	28 25.69%	84 24.78%	0 0.0%	0 0.0%	51 35.17%	63 20.52%	29 32.22%	20 34.48%	23 25.27%	44 20.47%	43 27.39%	45 19.57%	65 24.71%	47 27.17%	73 24.66%	45 26.95%	0 0.0%
BASE = Those who responded	60335 76.67%	19597 72.83%	6920 74.12%	1318 70.18%	316 68.25%	342 70.95%	326 61.86%	71 65.14%	236 69.62%	86 97.73%	228 98.70%	87 60.00%	222 72.31%	57 63.33%	36 62.07%	62 68.13%	154 71.63%	108 68.79%	171 74.35%	179 68.06%	122 70.52%	208 70.27%	108 64.67%	0 0.0%
Yes	28118 46.60%	9330 47.61%	3358 48.53%	662 50.23%	159 50.32%	150 43.86%	156 47.85%	36 50.70%	119 50.42%	45 52.33%	114 50.00%	37 42.53%	118 53.15%	24 42.11%	19 52.78%	35 56.45%	78 50.65%	51 47.22%	97 56.73%	74 41.34%	76 62.30%	105 50.48%	54 50.00%	0 0.0%
No	32218 53.40%	10267 52.39%	3562 51.47%	656 49.77%	157 49.68%	192 56.14%	170 52.15%	35 49.30%	117 49.58%	41 47.67%	114 50.00%	50 57.47%	104 46.85%	33 57.89%	17 47.22%	27 43.55%	76 49.35%	57 52.78%	74 43.27%	105 58.66%	46 37.70%	103 49.52%	54 50.00%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

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

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	63 0.08%	1504 5.59%	509 5.45%	101 5.38%	30 6.48%	38 7.88%	53 10.06%	10 9.17%	20 5.90%	2 2.27%	4 1.73%	7 4.83%	23 7.49%	4 4.44%	2 3.45%	6 6.59%	18 8.37%	6 3.82%	15 6.52%	19 7.22%	5 2.89%	16 5.41%	14 8.38%	0 0.0%
Appropriately skipped	50569 64.26%	16191 60.17%	5531 59.24%	1122 59.74%	275 59.40%	301 62.45%	320 60.72%	63 57.80%	201 59.29%	41 46.59%	114 49.35%	101 69.66%	167 54.40%	62 68.89%	37 63.79%	50 54.95%	120 55.81%	100 63.69%	119 51.74%	170 64.64%	93 53.76%	176 59.46%	99 59.28%	0 0.0%
BASE = Those who responded	28063 35.66%	9214 34.24%	3296 35.30%	655 34.88%	158 34.13%	143 29.67%	154 29.22%	36 33.03%	118 34.81%	45 51.14%	113 48.92%	37 25.52%	117 38.11%	24 26.67%	19 32.76%	35 38.46%	77 35.81%	51 32.48%	96 41.74%	74 28.14%	75 43.35%	104 35.14%	54 32.34%	0 0.0%
Yes	25914 92.34%	8533 92.61%	3034 92.05%	611 93.28%	150 94.94%	139 97.20%	136 88.31%	33 91.67%	115 97.46%	42 93.33%	108 95.58%	36 97.30%	112 95.73%	23 95.83%	19 100.00%	32 91.43%	75 97.40%	49 96.08%	92 95.83%	71 95.95%	72 96.00%	103 99.04%	47 87.04%	0 0.0%
No	2148 7.66%	681 7.39%	262 7.95%	44 6.72%	8 5.06%	4 2.80%	18 11.69%	3 8.33%	3 2.54%	3 6.67%	5 4.42%	1 2.70%	5 4.27%	1 4.17%	0 0.0%	3 8.57%	2 2.60%	2 3.92%	4 4.17%	3 4.05%	3 4.00%	1 0.96%	7 12.96%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	2017 Plan Results																								
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet		
	Quality	Book	National	Regional	Plan	Plan	Total	Total	Total	Total	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)		
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	8	1525	523	110	32	33	53	10	22	2	6	7	25	4	2	7	19	7	16	21	5	17	15	0	
	0.01%	5.67%	5.60%	5.86%	6.91%	6.85%	10.06%	9.17%	6.49%	2.27%	2.60%	4.83%	8.14%	4.44%	3.45%	7.69%	8.84%	4.46%	6.96%	7.98%	2.89%	5.74%	8.98%	0.0%	
		A	A	A	A	A	ABCD													U					
Appropriately skipped	50569	16191	5531	1122	275	301	320	63	201	41	114	101	167	62	37	50	120	100	119	170	93	176	99	0	
	64.26%	60.17%	59.24%	59.74%	59.40%	62.45%	60.72%	57.80%	59.29%	46.59%	49.35%	69.66%	54.40%	68.89%	63.79%	54.95%	55.81%	63.69%	51.74%	64.64%	53.76%	59.46%	59.28%	0.0%	
		BCDE									M			Q				S		U					
BASE = Those who responded	28118	9193	3282	646	156	148	154	36	116	45	111	37	115	24	19	34	76	50	95	72	75	103	53	0	
	35.73%	34.16%	35.15%	34.40%	33.69%	30.71%	29.22%	33.03%	34.22%	51.14%	48.05%	25.52%	37.46%	26.67%	32.76%	37.36%	35.35%	31.85%	41.30%	27.38%	43.35%	34.80%	31.74%	0.0%	
		BFG	G	FG	G							L								T					
Yes	19107	6347	2290	453	115	106	105	27	87	33	82	25	88	17	14	23	60	36	71	51	59	79	36	0	
	67.95%	69.04%	69.77%	70.12%	73.72%	71.62%	68.18%	75.00%	75.00%	73.33%	73.87%	67.57%	76.52%	70.83%	73.68%	67.65%	78.95%	72.00%	74.74%	70.83%	78.67%	76.70%	67.92%	0.0%	
No	9011	2846	992	193	41	42	49	9	29	12	29	12	27	7	5	11	16	14	24	21	16	24	17	0	
	32.05%	30.96%	30.23%	29.88%	26.28%	28.38%	31.82%	25.00%	25.00%	26.67%	26.13%	32.43%	23.48%	29.17%	26.32%	32.35%	21.05%	28.00%	25.26%	29.17%	21.33%	23.30%	32.08%	0.0%	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																									
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type					
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet		
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Good	Very	Good	Very	Fair/	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)								(T)	(U)					
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
No response	31	1581	530	105	30	33	51	10	20	2	4	7	23	4	2	6	18	6	15	19	5	16	14	0	0.0%	
	0.04%	5.88%	5.68%	5.59%	6.48%	6.85%	9.68%	9.17%	5.90%	2.27%	1.73%	4.83%	7.49%	4.44%	3.45%	6.59%	8.37%	3.82%	6.52%	7.22%	2.89%	5.41%	8.38%	0	0.0%	
		A	A	A	A	A	ABCDE													U						
Appropriately skipped	50569	16191	5531	1122	275	301	320	63	201	41	114	101	167	62	37	50	120	100	119	170	93	176	99	0	0.0%	
	64.26%	60.17%	59.24%	59.74%	59.40%	62.45%	60.72%	57.80%	59.29%	46.59%	49.35%	69.66%	54.40%	68.89%	63.79%	54.95%	55.81%	63.69%	51.74%	64.64%	53.76%	59.46%	59.28%	0	0.0%	
		B/C/D/E										M		Q				S		U						
BASE = Those who responded	28094	9137	3275	651	158	148	156	36	118	45	113	37	117	24	19	35	77	51	96	74	75	104	54	0	0.0%	
	35.70%	33.96%	35.08%	34.66%	34.13%	30.71%	29.60%	33.03%	34.81%	51.14%	48.92%	25.52%	38.11%	26.67%	32.76%	38.46%	35.81%	32.48%	41.74%	28.14%	43.35%	35.14%	32.34%	0	0.0%	
		B/F/G	G	B/F/G	G							L								T						
Yes	21720	7026	2529	501	125	116	125	27	95	35	90	28	94	18	15	28	62	42	73	60	58	80	45	0	0.0%	
	77.31%	76.90%	77.22%	76.96%	79.11%	78.38%	80.13%	75.00%	80.51%	77.78%	79.65%	75.68%	80.34%	75.00%	78.95%	80.00%	80.52%	82.35%	76.04%	81.08%	77.33%	76.92%	83.33%	0	0.0%	
No	6374	2111	746	150	33	32	31	9	23	10	23	9	23	6	4	7	15	9	23	14	17	24	9	0	0.0%	
	22.69%	23.10%	22.78%	23.04%	20.89%	21.62%	19.87%	25.00%	19.49%	22.22%	20.35%	24.32%	19.66%	25.00%	21.05%	20.00%	19.48%	17.65%	23.96%	18.92%	22.67%	23.08%	16.67%	0	0.0%	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	0.0%	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total					Good	Poor							or Less	or More					
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)					
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.62%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	47	1347	420	91	26	31	46	9	17	0	0	5	21	4	1	5	16	5	12	17	4	12	14	0	
	0.06%	5.01%	4.50%	4.85%	5.62%	6.43%	8.73%	8.26%	5.01%	0.0%	0.0%	3.45%	6.84%	4.44%	1.72%	5.49%	7.44%	3.18%	5.22%	6.46%	2.31%	4.05%	8.38%	0.0%	
		AC	A	A	A	A	ABCD										O			U					
Appropriately skipped	18352	5924	1969	466	118	109	150	28	84	0	0	51	63	29	20	23	44	43	45	65	47	73	45	0	
	23.32%	22.01%	21.09%	24.81%	25.49%	22.61%	28.46%	25.69%	24.78%	0.0%	0.0%	35.17%	20.52%	32.22%	34.48%	25.27%	20.47%	27.39%	19.57%	24.71%	27.17%	24.66%	26.95%	0.0%	
		BC		BC	C		ABCF					M		Q	Q										
BASE = Those who responded	60296	19638	6947	1321	319	339	329	72	238	88	231	89	223	57	37	63	155	109	173	181	122	211	108	0	
	76.62%	72.98%	74.41%	70.34%	68.90%	70.33%	62.43%	66.06%	70.21%	100.00%	100.00%	61.38%	72.64%	63.33%	63.79%	69.23%	72.09%	69.43%	75.22%	68.82%	70.52%	71.28%	64.67%	0.0%	
		BCDEFG	DG	EDEG	G	G	G					L													
10 - Best health care possible	23026	7913	2894	480	114	133	142	2	107	0	114	36	75	20	8	21	61	46	53	78	33	77	37	0	
	38.19%	40.29%	41.66%	36.34%	35.74%	39.23%	43.16%	2.78%	44.96%	0.0%	49.35%	40.45%	33.63%	35.09%	21.62%	33.33%	39.35%	42.20%	30.64%	43.09%	27.05%	36.49%	34.26%	0.0%	
		AD	ABDE				D		H		J					O				U					
9 -	9317	2993	1026	215	47	43	44	8	39	0	47	18	28	7	6	10	24	7	37	21	25	30	17	0	
	15.45%	15.24%	14.77%	16.28%	14.73%	12.68%	13.37%	11.11%	16.39%	0.0%	20.35%	20.22%	12.56%	12.28%	16.22%	15.87%	15.48%	6.42%	21.39%	11.60%	20.49%	14.22%	15.74%	0.0%	
							J				J								R		T				
Top Two Box	32344	10906	3920	695	161	176	186	10	146	0	161	54	103	27	14	31	85	53	90	99	58	107	54	0	
	53.64%	55.54%	56.43%	52.61%	50.47%	51.92%	56.53%	13.89%	61.34%	0.0%	69.70%	60.67%	46.19%	47.37%	37.84%	49.21%	54.84%	48.62%	52.02%	54.70%	47.54%	50.71%	50.00%	0.0%	
		AD	ADE						H		J	M													
8 -	11985	3823	1317	263	70	65	53	18	51	0	70	21	49	17	11	10	32	21	38	33	32	45	25	0	
	19.88%	19.47%	18.96%	19.91%	21.94%	19.17%	16.11%	25.00%	21.43%	0.0%	30.30%	23.60%	21.97%	29.82%	29.73%	15.87%	20.65%	19.27%	21.97%	18.23%	26.23%	21.33%	23.15%	0.0%	
							J				J														
CAHPS Rate (Top Three Box)	44329	14729	5237	958	231	241	239	28	197	0	231	75	152	44	25	41	117	74	128	132	90	152	79	0	
	73.52%	75.00%	75.39%	72.52%	72.41%	71.09%	72.64%	38.89%	82.77%	0.0%	100.00%	84.27%	68.16%	77.19%	67.57%	65.08%	75.48%	67.89%	73.99%	72.93%	73.77%	72.04%	73.15%	0.0%	
		A	AD						H		J	M													
7 -	6162	1999	701	134	26	30	34	9	16	26	0	5	19	4	3	9	9	9	14	11	13	16	10	0	
	10.22%	10.18%	10.09%	10.14%	8.15%	8.85%	10.33%	12.50%	6.72%	29.55%	0.0%	5.62%	8.52%	7.02%	8.11%	14.29%	5.81%	8.26%	8.09%	6.08%	10.66%	7.58%	9.26%	0.0%	
							K																		
6 -	3061	892	295	66	16	17	20	9	6	16	0	2	13	4	2	3	6	6	8	8	6	11	5	0	
	5.08%	4.54%	4.25%	5.00%	5.02%	5.01%	6.08%	12.50%	2.52%	18.18%	0.0%	2.25%	5.83%	7.02%	5.41%	4.76%	3.87%	5.50%	4.62%	4.42%	4.92%	5.21%	4.63%	0.0%	
		C						I		K															
5 -	3714	1085	388	87	23	32	19	17	5	23	0	1	22	2	3	4	13	10	12	13	8	17	6	0	
	6.16%	5.53%	5.59%	6.59%	7.21%	9.44%	5.78%	23.61%	2.10%	26.14%	0.0%	1.12%	9.87%	3.51%	8.11%	6.35%	8.39%	9.17%	6.94%	7.18%	6.56%	8.06%	5.56%	0.0%	
		B				ABC		I		K			L												

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
4 -	1110 1.84%	326 1.66%	118 1.70%	24 1.82%	7 2.19%	3 0.88%	7 2.13%	3 4.17%	4 1.68%	7 7.95%	0 0.0%	2 2.25%	5 2.24%	2 3.51%	1 2.70%	1 1.59%	3 1.94%	2 1.83%	4 2.31%	5 2.76%	2 1.64%	5 2.37%	2 1.85%	0 0.0%		
3 -	787 1.31%	227 1.16%	91 1.31%	24 1.82%	10 3.13%	5 1.47%	4 1.22%	3 4.17%	7 2.94%	10 11.36%	0 0.0%	2 2.25%	8 3.59%	0 0.0%	3 8.11%	2 3.17%	5 3.23%	4 3.67%	5 2.89%	7 3.87%	2 1.64%	6 2.84%	4 3.70%	0 0.0%		
2 -	480 0.80%	157 0.80%	50 0.72%	11 0.83%	2 0.63%	7 2.06%	2 0.61%	1 1.39%	1 0.42%	2 2.27%	0 0.0%	0 0.0%	2 0.90%	1 1.75%	0 0.0%	1 1.59%	0 0.0%	1 0.92%	1 0.58%	1 0.55%	1 0.82%	1 0.47%	1 0.93%	0 0.0%		
1 -	268 0.44%	90 0.46%	28 0.40%	7 0.53%	1 0.31%	1 0.29%	1 0.30%	0 0.0%	1 0.42%	1 1.14%	0 0.0%	0 0.0%	1 0.45%	0 0.0%	0 0.0%	1 1.59%	0 0.0%	1 0.92%	0 0.0%	1 0.55%	0 0.0%	1 0.47%	0 0.0%	0 0.0%		
0 - Worst health care possible	386 0.64%	133 0.68%	39 0.56%	10 0.76%	3 0.94%	3 0.88%	3 0.91%	2 2.78%	1 0.42%	3 3.41%	0 0.0%	2 2.25%	1 0.45%	0 0.0%	0 0.0%	1 1.59%	2 1.29%	2 1.83%	1 0.58%	3 1.66%	0 0.0%	2 0.95%	1 0.93%	0 0.0%		
0-7 (NET)	15967 26.48%	4909 25.00%	1710 24.61%	363 27.48%	88 27.59%	98 28.91%	90 27.36%	44 61.11%	41 17.23%	88 100.00%	0 0.0%	14 15.73%	71 31.84%	13 22.81%	12 32.43%	22 34.92%	38 24.52%	35 32.11%	45 26.01%	49 27.07%	32 26.23%	59 27.96%	29 26.85%	0 0.0%		
Bottom Three Box	1133 1.88%	380 1.94%	117 1.68%	28 2.12%	6 1.88%	11 3.24%	6 1.82%	3 4.17%	3 1.26%	6 6.82%	0 0.0%	2 2.25%	4 1.79%	1 1.75%	0 0.0%	3 4.76%	2 1.29%	4 3.67%	2 1.16%	5 2.76%	1 0.82%	4 1.90%	2 1.85%	0 0.0%		
Bottom Two Box	653 1.08%	223 1.14%	67 0.96%	17 1.29%	4 1.25%	4 1.18%	4 1.22%	2 2.78%	2 0.84%	4 4.55%	0 0.0%	2 2.25%	2 0.90%	0 0.0%	0 0.0%	2 3.17%	2 1.29%	3 2.75%	1 0.58%	4 2.21%	0 0.0%	3 1.42%	1 0.93%	0 0.0%		
Average	8.2609	8.3415 ADE	8.3777 ADEF	8.1794	8.0846	8.1150	8.3222	6.4028	8.5798 H	5.1818	9.1905 J	8.4944 M	7.9103	8.2632	7.6486	7.8413	8.2129	7.9174	8.1272	8.1050	8.1475	8.0758	8.1019	0		
Standard deviation	2.0019	1.9821	1.9647	2.0656	2.1486	2.1877	2.0539	2.0993	1.9009	1.7616	0.8719	2.0451	2.1804	1.8212	2.0952	2.4051	2.1432	2.4574	1.9960	2.3774	1.7680	2.1691	2.1079	0		
3-point composite mean	2.3738	2.4072 ADEF	2.4190 ADEF	2.3528	2.3103	2.3186	2.3951	1.6528	2.5084 H	1.2955	2.6970 J	2.5056 M	2.2287	2.3158	2.1351	2.2857	2.3613	2.2477	2.3410	2.3370	2.3197	2.3033	2.3241	0		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Very	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Total	78695	26909	9336	1878	463	482	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	24	1328	422	90	26	34	8	18	1	1	6	20	4	1	5	16	6	11	16	5	12	14	0	
	0.03%	4.94%	4.52%	4.79%	5.62%	7.05%	7.34%	5.31%	1.14%	0.43%	4.14%	6.51%	4.44%	1.72%	5.49%	7.44%	3.82%	4.78%	6.08%	2.89%	4.05%	8.38%	0.0%	
Appropriately skipped	18352	5924	1969	466	118	109	28	84	0	0	51	63	29	20	23	44	43	45	65	47	73	45	0	
	23.32%	22.01%	21.09%	24.81%	25.49%	22.61%	25.69%	24.78%	0.0%	0.0%	35.17%	20.52%	32.22%	34.48%	25.27%	20.47%	27.39%	19.57%	24.71%	27.17%	24.66%	26.95%	0.0%	
BASE = Those who responded	60320	19657	6945	1322	319	338	73	237	87	230	88	224	57	37	63	155	108	174	182	121	211	108	0	
	76.65%	73.05%	74.39%	70.39%	68.90%	70.12%	66.97%	69.91%	98.86%	99.57%	60.69%	72.96%	63.33%	63.79%	69.23%	72.09%	68.79%	75.65%	69.20%	69.94%	71.28%	64.67%	0.0%	
Never	1487	401	121	31	9	7	4	5	4	5	1	8	2	0	1	6	6	3	6	3	6	3	0	
	2.47%	2.04%	1.74%	2.34%	2.82%	2.07%	5.48%	2.11%	4.60%	2.17%	1.14%	3.57%	3.51%	0.0%	1.59%	3.87%	5.56%	1.72%	3.30%	2.48%	2.84%	2.78%	0.0%	
Sometimes	8861	2575	838	209	53	52	25	26	28	25	11	41	14	5	12	21	15	33	32	19	38	15	0	
	14.69%	13.10%	12.07%	15.81%	16.61%	15.38%	34.25%	10.97%	32.18%	10.87%	12.50%	18.30%	24.56%	13.51%	19.05%	13.55%	13.89%	18.97%	17.58%	15.70%	18.01%	13.89%	0.0%	
Bottom Two Box (%Never + %Sometimes)	10348	2976	959	240	62	59	29	31	32	30	12	49	16	5	13	27	21	36	38	22	44	18	0	
	17.16%	15.14%	13.81%	18.15%	19.44%	17.46%	39.73%	13.08%	36.78%	13.04%	13.64%	21.88%	28.07%	13.51%	20.63%	17.42%	19.44%	20.69%	20.88%	18.18%	20.85%	16.67%	0.0%	
Usually	16652	5284	1853	361	89	103	31	56	31	58	22	66	12	15	21	38	25	57	51	30	61	28	0	
	27.61%	26.88%	26.68%	27.31%	27.90%	30.47%	42.47%	23.63%	35.63%	25.22%	25.00%	29.46%	21.05%	40.54%	33.33%	24.52%	23.15%	32.76%	28.02%	24.79%	28.91%	25.93%	0.0%	
Always	33319	11397	4133	721	168	176	13	150	24	142	54	109	29	17	29	90	62	81	93	69	106	62	0	
	55.24%	57.98%	59.51%	54.54%	52.66%	52.07%	17.81%	63.29%	27.59%	61.74%	61.36%	48.66%	50.88%	45.95%	46.03%	58.06%	57.41%	46.55%	51.10%	57.02%	50.24%	57.41%	0.0%	
CAHPS Rate (%Always + %Usually)	49971	16681	5986	1082	257	279	44	206	55	200	76	175	41	32	50	128	87	138	144	99	167	90	0	
	82.84%	84.86%	86.19%	81.85%	80.56%	82.54%	60.27%	86.92%	63.22%	86.96%	86.36%	78.13%	71.93%	86.49%	79.37%	82.58%	80.56%	79.31%	79.12%	81.82%	79.15%	83.33%	0.0%	
3-point composite mean	2.3808	2.4284	2.4570	2.3638	2.3323	2.3462	2.3211	1.7808	2.5021	1.9080	2.4870	2.4773	2.2679	2.2281	2.3243	2.2540	2.4065	2.3796	2.2586	2.3022	2.3884	2.2938	2.4074	0
4-point composite mean	3.3562	3.4080	3.4396	3.3404	3.3041	3.3254	3.2905	2.7260	3.4810	2.8621	3.4652	3.4659	3.2321	3.1930	3.3243	3.2381	3.3677	3.3241	3.2414	3.2692	3.3636	3.2654	3.3796	0
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
(A)	(B)	(C)	(D)	(E)	(F)	(G)																			
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	485	117	33	8	7	37	3	5	0	5	0	8	1	2	3	2	3	4	5	3	6	2	0	0
	0.0%	1.80%	1.25%	1.76%	1.73%	1.45%	7.02%	2.75%	1.47%	0.0%	2.16%	0.0%	2.61%	1.11%	3.45%	3.30%	0.93%	1.91%	1.74%	1.90%	1.73%	2.03%	1.20%	0.0%	0.0%
		AC	A	A	A	A	ABCDEF				J		L												
BASE = Those who responded	78695	26424	9219	1845	455	474	489	106	334	88	226	145	299	89	56	88	213	154	226	258	170	290	165	0	0
	100.00%	98.20%	98.75%	98.24%	98.27%	98.34%	92.79%	97.25%	98.53%	100.00%	97.84%	100.00%	97.39%	98.89%	96.55%	96.70%	99.07%	98.09%	98.26%	98.10%	98.27%	97.97%	98.80%	0.0%	0.0%
	BCDEFG	G	BG	G	G	G				K		M													
Yes	63719	21388	7459	1392	331	347	371	68	255	66	184	94	229	51	35	68	170	109	179	190	120	215	116	0	0
	80.97%	80.94%	80.91%	75.45%	72.75%	73.21%	75.87%	64.15%	76.35%	75.00%	81.42%	64.83%	76.59%	57.30%	62.50%	77.27%	79.81%	70.78%	79.20%	73.64%	70.59%	74.14%	70.30%	0.0%	0.0%
	DEFG	DEFG	DEFG					H				L			N	NO									
No	14976	5036	1760	453	124	127	118	38	79	22	42	51	70	38	21	20	43	45	47	68	50	75	49	0	0
	19.03%	19.06%	19.09%	24.55%	27.25%	26.79%	24.13%	35.85%	23.65%	25.00%	18.58%	35.17%	23.41%	42.70%	37.50%	22.73%	20.19%	29.22%	20.80%	26.36%	29.41%	25.86%	29.70%	0.0%	0.0%
				ABC	ABC	ABC	ABC	I				M		PQ	Q										
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Compass	Book	National	Average	Plan	Plan	Plan	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More				
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	1353	422	89	26	21	51	6	19	5	7	6	19	4	4	7	11	12	10	14	8	20	6	0
	0.01%	5.03%	4.52%	4.74%	5.62%	4.36%	9.68%	5.50%	5.60%	5.68%	3.03%	4.14%	6.19%	4.44%	6.90%	7.69%	5.12%	7.64%	4.35%	5.32%	4.62%	6.76%	3.59%	0.0%
		AC	A	A	A	A	ABCDEF																	
Appropriately skipped	14976	5036	1760	453	124	127	118	38	79	22	42	51	70	38	21	20	43	45	47	68	50	75	49	0
	19.03%	18.71%	18.85%	24.12%	26.78%	26.35%	22.39%	34.86%	23.30%	25.00%	18.18%	35.17%	22.80%	42.22%	36.21%	21.98%	20.00%	28.66%	20.43%	25.86%	28.90%	25.34%	29.34%	0.0%
				ABC	ABC	ABC	B	I				M		FQ	Q									
BASE = Those who responded	63711	20520	7154	1336	313	334	357	65	241	61	182	88	218	48	33	64	161	100	173	181	115	201	112	0
	80.96%	76.26%	76.63%	71.14%	67.60%	69.29%	67.74%	59.63%	71.09%	69.32%	78.79%	60.69%	71.01%	53.33%	56.90%	70.33%	74.88%	63.69%	75.22%	68.82%	66.47%	67.91%	67.07%	0.0%
	BCDEFG	DEFG	DEFG					H				L		N	NO		R							
None (v 0)	11411	3375	1055	230	43	48	58	8	34	3	5	20	23	9	4	8	22	8	22	22	19	23	20	0
	17.91%	16.45%	14.75%	17.22%	13.74%	14.37%	16.25%	12.31%	14.11%	4.92%	2.75%	22.73%	10.55%	18.75%	12.12%	12.50%	13.66%	8.00%	12.72%	12.15%	16.52%	11.44%	17.86%	0.0%
	BCE	C	C									M												
1 time (v 1)	15039	4946	1755	314	65	72	79	13	52	13	45	27	38	18	5	16	25	23	32	32	31	36	29	0
	23.60%	24.10%	24.53%	23.50%	20.77%	21.56%	22.13%	20.00%	21.58%	21.31%	24.73%	30.68%	17.43%	37.50%	15.15%	25.00%	15.53%	23.00%	18.50%	17.68%	26.96%	17.91%	25.89%	0.0%
								M				M		OQ										
2 (v 2)	14669	4709	1601	289	72	72	69	14	56	15	44	17	53	7	12	12	39	26	40	39	29	56	16	0
	23.02%	22.95%	22.38%	21.63%	23.00%	21.56%	19.33%	21.54%	23.24%	24.59%	24.18%	19.32%	24.31%	14.58%	36.36%	18.75%	24.22%	26.00%	23.12%	21.55%	25.22%	27.86%	14.29%	0.0%
														N								W		
3 (v 3)	8586	2847	972	178	44	50	53	9	32	8	31	9	33	7	6	8	22	13	27	29	14	30	14	0
	13.48%	13.87%	13.59%	13.32%	14.06%	14.97%	14.85%	13.85%	13.28%	13.11%	17.03%	10.23%	15.14%	14.58%	18.18%	12.50%	13.66%	13.00%	15.61%	16.02%	12.17%	14.93%	12.50%	0.0%
4 (v 4)	5099	1726	658	126	30	33	31	10	20	7	19	9	21	2	3	8	17	7	21	19	9	21	9	0
	8.00%	8.41%	9.20%	9.43%	9.58%	9.88%	8.68%	15.38%	8.30%	11.48%	10.44%	10.23%	9.63%	4.17%	9.09%	12.50%	10.56%	7.00%	12.14%	10.50%	7.83%	10.45%	8.04%	0.0%
			AB																					
5 to 9 (v 7)	6965	2304	853	156	44	46	47	9	34	11	28	3	39	2	2	11	27	18	23	28	11	28	16	0
	10.93%	11.23%	11.92%	11.68%	14.06%	13.77%	13.17%	13.85%	14.11%	18.03%	15.38%	3.41%	17.89%	4.17%	6.06%	17.19%	16.77%	18.00%	13.29%	15.47%	9.57%	13.93%	14.29%	0.0%
												L				N	NO							
10 or more (v 12.5)	1944	613	260	43	15	13	20	2	13	4	10	3	11	3	1	1	9	5	8	12	2	7	8	0
	3.05%	2.99%	3.63%	3.22%	4.79%	3.89%	5.60%	3.08%	5.39%	6.56%	5.49%	3.41%	5.05%	6.25%	3.03%	1.56%	5.59%	5.00%	4.62%	6.63%	1.74%	3.48%	7.14%	0.0%
			AB				AB													U				
Average	2.5675	2.6121	2.7573	2.6643	3.0559	2.9416	3.0224	3.0154	3.0726	3.6393	3.4231	2.0739	3.3830	2.3438	2.5909	2.8984	3.3447	3.3050	3.1098	3.4199	2.3391	3.0124	3.1339	0
			AB		ABD	AB	ABD						L							U				
Standard deviation	2.6799	2.6646	2.7844	2.7314	2.9940	2.8606	3.1288	2.6961	3.0933	3.1702	2.9705	2.5165	3.0423	3.0416	2.3851	2.5666	3.1318	3.0446	2.9198	3.2255	2.3577	2.7388	3.4030	0

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

2017 Plan Results																								
2016 Quality Compass	2017 DSS	2017 UHC	2017 Regional Average	2017 Plan Total	2016 Plan Total	2015 Plan Total	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	24 0.03%	1464 5.44%	456 4.88%	93 4.95%	28 6.05%	23 4.77%	55 10.44%	6 5.50%	21 6.19%	5 5.68%	8 3.46%	7 4.83%	20 6.51%	4 4.44%	4 6.90%	8 8.79%	12 5.58%	13 8.28%	11 4.78%	16 6.08%	8 4.62%	22 7.43%	6 3.59%	0 0.0%		
Appropriately skipped	26386 33.53%	8411 31.26%	2815 30.15%	683 36.37%	167 36.07%	175 36.31%	176 33.40%	46 42.20%	113 33.33%	25 28.41%	47 20.35%	71 48.97%	93 30.29%	47 52.22%	25 43.10%	28 30.77%	65 30.23%	53 33.76%	69 30.00%	90 34.22%	69 39.88%	98 33.11%	69 41.32%	0 0.0%		
BASE = Those who responded	52285 66.44%	17034 63.30%	6065 64.96%	1102 58.68%	268 57.88%	283 58.71%	296 56.17%	57 52.29%	205 60.47%	58 65.91%	176 76.19%	67 46.21%	194 63.19%	39 43.33%	29 50.00%	55 60.44%	138 64.19%	91 57.96%	150 65.22%	157 59.70%	96 55.49%	176 59.46%	92 55.09%	0 0.0%		
Never	905 1.73%	250 1.47%	84 1.38%	23 2.09%	6 2.24%	4 1.41%	4 1.35%	6 10.53%	0 0.0%	3 5.17%	1 0.57%	2 2.99%	4 2.06%	2 5.13%	0 0.0%	1 1.82%	3 2.17%	2 2.20%	4 2.67%	4 2.55%	2 2.08%	5 2.84%	1 1.09%	0 0.0%		
Sometimes	3793 7.25%	1103 6.48%	369 6.08%	77 6.99%	24 8.96%	26 9.19%	23 7.77%	7 12.28%	16 7.80%	12 20.69%	6 3.41%	3 4.48%	19 9.79%	3 7.69%	6 20.69%	3 5.45%	10 7.25%	9 9.89%	14 9.33%	16 10.19%	7 7.29%	17 9.66%	7 7.61%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	4698 8.99%	1353 7.94%	453 7.47%	100 9.07%	30 11.19%	30 10.60%	27 9.12%	13 22.81%	16 7.80%	15 25.86%	7 3.98%	5 7.46%	23 11.86%	5 12.82%	6 20.69%	4 7.27%	13 9.42%	11 12.09%	18 12.00%	20 12.74%	9 9.38%	22 12.50%	8 8.70%	0 0.0%		
Usually	9105 17.41%	2920 17.14%	1033 17.03%	202 18.33%	38 14.18%	57 20.14%	47 15.88%	16 28.07%	21 10.24%	15 25.86%	20 11.36%	4 5.97%	32 16.49%	5 12.82%	3 10.34%	9 16.36%	20 14.49%	13 14.29%	21 14.00%	19 12.10%	14 14.58%	30 17.05%	8 8.70%	0 0.0%		
Always	38482 73.60%	12761 74.91%	4579 75.50%	800 72.60%	200 74.63%	196 69.26%	222 75.00%	28 49.12%	168 81.95%	28 48.28%	149 84.66%	58 86.57%	139 71.65%	29 74.36%	20 68.97%	42 76.36%	105 76.09%	67 73.63%	111 74.00%	118 75.16%	73 76.04%	124 70.45%	76 82.61%	0 0.0%		
CAHPS Rate (%Always + %Usually)	47587 91.01%	15681 92.06%	5612 92.53%	1002 90.93%	238 88.81%	253 89.40%	269 90.88%	44 77.19%	189 92.20%	43 74.14%	169 96.02%	62 92.54%	171 88.14%	34 87.18%	23 79.31%	51 92.73%	125 90.58%	80 87.91%	132 88.00%	137 87.26%	87 90.63%	154 87.50%	84 91.30%	0 0.0%		
3-point composite mean	2.6461	2.6697	2.6803	2.6352	2.6343	2.5866	2.6588	2.2632	2.7415	2.2241	2.8068	2.7910	2.5979	2.6154	2.4828	2.6909	2.6667	2.6154	2.6200	2.6242	2.6667	2.5795	2.7391	0		
4-point composite mean	3.6288	3.6550	3.6664	3.6143	3.6119	3.5724	3.6453	3.1579	3.7415	3.1724	3.8011	3.7612	3.5773	3.5641	3.4828	3.6727	3.6449	3.5934	3.5933	3.5987	3.6458	3.5511	3.7283	0		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	24 0.03%	1481 5.50%	470 5.03%	99 5.27%	32 6.91%	22 4.56%	53 10.06%	8 7.34%	23 6.78%	5 5.68%	9 3.90%	7 4.83%	24 7.82%	4 4.44%	4 6.90%	8 8.79%	16 7.44%	14 8.92%	14 6.09%	20 7.60%	8 4.62%	24 8.11%	8 4.79%	0 0.0%	
Appropriately skipped	26386 33.53%	8411 31.26%	2815 30.15%	683 36.37%	167 36.07%	175 36.31%	176 33.40%	46 42.20%	113 33.33%	25 28.41%	47 20.35%	71 48.97%	93 30.29%	47 52.22%	25 43.10%	28 30.77%	65 30.23%	53 33.76%	69 30.00%	90 34.22%	69 39.88%	98 33.11%	69 41.32%	0 0.0%	
BASE = Those who responded	52285 66.44%	17017 63.24%	6051 64.81%	1096 58.36%	264 57.02%	285 59.13%	298 56.55%	55 50.46%	203 59.88%	58 65.91%	175 75.76%	67 46.21%	190 61.89%	39 43.33%	29 50.00%	55 60.44%	134 62.33%	90 57.32%	147 63.91%	153 58.17%	96 55.49%	174 58.78%	90 53.89%	0 0.0%	
Never	897 1.72%	235 1.38%	77 1.27%	21 1.92%	6 2.27%	4 1.40%	5 1.68%	4 7.27%	2 0.99%	4 6.90%	0 0.0%	1 1.49%	5 2.63%	2 5.13%	0 0.0%	2 3.64%	2 1.49%	1 1.11%	4 2.72%	3 1.96%	3 3.13%	4 2.30%	2 2.22%	0 0.0%	
Sometimes	3754 7.18%	1120 6.58%	390 6.45%	78 7.12%	19 7.20%	24 8.42%	17 5.70%	8 14.55%	11 5.42%	10 17.24%	5 2.86%	2 2.99%	16 8.42%	3 7.69%	3 10.34%	6 10.91%	7 5.22%	8 8.89%	11 7.48%	10 6.54%	9 9.38%	11 6.32%	8 8.89%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	4651 8.90%	1355 7.96%	467 7.72%	99 9.03%	25 9.47%	28 9.82%	22 7.38%	12 21.82%	13 6.40%	14 24.14%	5 2.86%	3 4.48%	21 11.05%	5 12.82%	3 10.34%	8 14.55%	9 6.72%	9 10.00%	15 10.20%	13 8.50%	12 12.50%	15 8.62%	10 11.11%	0 0.0%	
Usually	8342 15.95%	2745 16.13%	970 16.03%	207 18.89%	50 18.94%	55 19.30%	37 12.42%	14 25.45%	35 17.24%	18 31.03%	26 14.86%	12 17.91%	36 18.95%	7 17.95%	4 13.79%	12 21.82%	25 18.66%	16 17.78%	30 20.41%	26 16.99%	18 18.75%	36 20.69%	14 15.56%	0 0.0%	
Always	39292 75.15%	12917 75.91%	4614 76.25%	790 72.08%	189 71.59%	202 70.88%	239 80.20%	29 52.73%	155 76.35%	26 44.83%	144 82.29%	52 77.61%	133 70.00%	27 69.23%	22 75.86%	35 63.64%	100 74.63%	65 72.22%	102 69.39%	114 74.51%	66 68.75%	123 70.69%	66 73.33%	0 0.0%	
CAHPS Rate (%Always + %Usually)	47634 91.10%	15662 92.04%	5584 92.28%	997 90.97%	239 90.53%	257 90.18%	276 92.62%	43 78.18%	190 93.60%	44 75.86%	170 97.14%	64 95.52%	169 88.95%	34 87.18%	26 89.66%	47 85.45%	125 93.28%	81 90.00%	132 89.80%	140 91.50%	84 87.50%	159 91.38%	80 88.89%	0 0.0%	
3-point composite mean	2.6626	2.6794 D	2.6853 AD	2.6305	2.6212	2.6105	2.7282 DEF	2.3091	2.6995 H	2.2069	2.7943 J	2.7313	2.5895	2.5641	2.6552	2.4909	2.6791	2.6222	2.5918	2.6601	2.5625	2.6207	2.6222	0	
4-point composite mean	3.6454	3.6656 AD	3.6726 AD	3.6113	3.5985	3.5965	3.7114 DF	3.2364	3.6897 H	3.1379	3.7943 J	3.7164	3.5632	3.5128	3.6552	3.4545	3.6642	3.6111	3.5646	3.6405	3.5313	3.5977	3.6000	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 0.02%	1458 5.42%	459 4.92%	96 5.11%	31 6.70%	22 4.56%	55 10.44%	7 6.42%	23 6.78%	6 6.82%	8 3.46%	7 4.83%	23 7.49%	4 4.44%	4 6.90%	9 9.89%	14 6.51%	13 8.28%	14 6.09%	18 6.84%	9 5.20%	24 8.11%	7 4.19%	0 0.0%	
Appropriately skipped	26386 33.53%	8411 31.26%	2815 30.15%	683 36.37%	167 36.07%	175 36.31%	176 33.40%	46 42.20%	113 33.33%	25 28.41%	47 20.35%	71 48.97%	93 30.29%	47 52.22%	25 43.10%	28 30.77%	65 30.23%	53 33.76%	69 30.00%	90 34.22%	69 39.88%	98 33.11%	69 41.32%	0 0.0%	
BASE = Those who responded	52293 66.45%	17040 63.32%	6062 64.93%	1099 58.52%	265 57.24%	284 58.92%	296 56.17%	56 51.38%	203 59.88%	57 64.77%	176 76.19%	67 46.21%	191 62.21%	39 43.33%	29 50.00%	54 59.34%	136 63.26%	91 57.96%	147 63.91%	155 58.94%	95 54.91%	174 58.78%	91 54.49%	0 0.0%	
Never	834 1.60%	221 1.30%	82 1.35%	24 2.18%	5 1.89%	4 1.41%	3 1.01%	4 7.14%	1 0.49%	3 5.26%	0 0.0%	1 1.49%	4 2.09%	2 5.13%	0 0.0%	1 1.85%	2 1.47%	1 1.10%	3 2.04%	2 1.29%	3 3.16%	3 1.72%	2 2.20%	0 0.0%	
Sometimes	3085 5.90%	957 5.62%	317 5.23%	69 6.28%	19 7.17%	20 7.04%	13 4.39%	7 12.50%	12 5.91%	7 12.28%	7 3.98%	4 5.97%	14 7.33%	2 5.13%	5 17.24%	5 9.26%	6 4.41%	10 10.99%	9 6.12%	11 7.10%	8 8.42%	13 7.47%	6 6.59%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	3919 7.49%	1178 6.91%	399 6.58%	93 8.46%	24 9.06%	24 8.45%	16 5.41%	11 19.64%	13 6.40%	10 17.54%	7 3.98%	5 7.46%	18 9.42%	4 10.26%	5 17.24%	6 11.11%	8 5.88%	11 12.09%	12 8.16%	13 8.39%	11 11.58%	16 9.20%	8 8.79%	0 0.0%	
Usually	6902 13.20%	2271 13.33%	783 12.92%	161 14.65%	32 12.08%	39 13.73%	30 10.14%	10 17.86%	22 10.84%	14 24.56%	14 7.95%	6 8.96%	26 13.61%	3 7.69%	2 6.90%	10 18.52%	17 12.50%	12 13.19%	20 13.61%	21 13.55%	9 9.47%	24 13.79%	8 8.79%	0 0.0%	
Always	41472 79.31%	13591 79.76%	4880 80.50%	845 76.89%	209 78.87%	221 77.82%	250 84.46%	35 62.50%	168 82.76%	33 57.89%	155 88.07%	56 83.58%	147 76.96%	32 82.05%	22 75.86%	38 70.37%	111 81.62%	68 74.73%	115 78.23%	121 78.06%	75 78.95%	134 77.01%	75 82.42%	0 0.0%	
CAHPS Rate (%Always + %Usually)	48374 92.51%	15862 93.09%	5663 93.42%	1006 91.54%	241 90.94%	260 91.55%	280 94.59%	45 80.36%	190 93.60%	47 82.46%	169 96.02%	62 92.54%	173 90.58%	35 89.74%	24 82.76%	48 88.89%	128 94.12%	80 87.91%	135 91.84%	142 91.61%	84 88.42%	158 90.80%	83 91.21%	0 0.0%	
3-point composite mean	2.7181	2.7285	2.7392	2.6843	2.6981	2.6937	2.7905	2.4286	2.7635	2.4035	2.8409	2.7612	2.6754	2.7179	2.5862	2.5926	2.7574	2.6264	2.7007	2.6968	2.6737	2.6782	2.7363	0	
4-point composite mean	3.7022	3.7155	3.7257	3.6624	3.6792	3.6796	3.7804	3.3571	3.7586	3.3509	3.8409	3.7463	3.6545	3.6667	3.5862	3.5741	3.7426	3.6154	3.6803	3.6839	3.6421	3.6609	3.7143	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Total	78695	26909	9336	1878	463	482	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	63	1462	461	101	31	22	8	22	5	8	7	23	4	4	8	15	14	13	19	8	23	8	0	
	0.08%	5.43%	4.94%	5.38%	6.70%	4.56%	7.34%	6.49%	5.68%	3.46%	4.83%	7.49%	4.44%	6.90%	8.79%	6.98%	8.92%	5.65%	7.22%	4.62%	7.77%	4.79%	0.0%	
Appropriately skipped	26386	8411	2815	683	167	175	46	113	25	47	71	93	47	25	28	65	53	69	90	69	98	69	0	
	33.53%	31.26%	30.15%	36.37%	36.07%	36.31%	42.20%	33.33%	28.41%	20.35%	48.97%	30.29%	52.22%	43.10%	30.77%	30.23%	33.76%	30.00%	34.22%	39.88%	33.11%	41.32%	0.0%	
BASE = Those who responded	52246	17036	6060	1094	265	285	55	204	58	176	67	191	39	29	55	135	90	148	154	96	175	90	0	
	66.39%	63.31%	64.91%	58.25%	57.24%	59.13%	50.46%	60.18%	65.91%	76.19%	46.21%	62.21%	43.33%	50.00%	60.44%	62.79%	57.32%	64.35%	58.56%	55.49%	59.12%	53.89%	0.0%	
Never	1322	334	111	34	10	5	5	5	4	3	3	7	3	1	4	2	3	6	4	6	6	4	0	
	2.53%	1.96%	1.83%	3.11%	3.77%	1.75%	9.09%	2.45%	6.90%	1.70%	4.48%	3.66%	7.69%	3.45%	7.27%	1.48%	3.33%	4.05%	2.60%	6.25%	3.43%	4.44%	0.0%	
Sometimes	4785	1516	512	103	30	34	11	18	15	11	5	23	6	3	9	10	10	18	18	10	20	10	0	
	9.16%	8.90%	8.45%	9.41%	11.32%	11.93%	20.00%	8.82%	25.86%	6.25%	7.46%	12.04%	15.38%	10.34%	16.36%	7.41%	11.11%	12.16%	11.69%	10.42%	11.43%	11.11%	0.0%	
Bottom Two Box (%Never + %Sometimes)	6107	1850	623	137	40	39	16	23	19	14	8	30	9	4	13	12	13	24	22	16	26	14	0	
	11.69%	10.86%	10.28%	12.52%	15.09%	13.68%	29.09%	11.27%	32.76%	7.95%	11.94%	15.71%	23.08%	13.79%	23.64%	8.89%	14.44%	16.22%	14.29%	16.67%	14.86%	15.56%	0.0%	
Usually	10805	3537	1285	260	60	59	16	41	18	37	9	48	6	8	11	34	15	40	36	20	44	16	0	
	20.68%	20.76%	21.20%	23.77%	22.64%	20.70%	29.09%	20.10%	31.03%	21.02%	13.43%	25.13%	15.38%	27.59%	20.00%	25.19%	16.67%	27.03%	23.38%	20.83%	25.14%	17.78%	0.0%	
Always	35334	11649	4152	697	165	187	23	140	21	125	50	113	24	17	31	89	62	84	96	60	105	60	0	
	67.63%	68.38%	68.51%	63.71%	62.26%	65.61%	41.82%	68.63%	36.21%	71.02%	74.63%	59.16%	61.54%	58.62%	56.36%	65.93%	68.89%	56.76%	62.34%	62.50%	60.00%	66.67%	0.0%	
CAHPS Rate (%Always + %Usually)	46139	15186	5437	957	225	246	39	181	39	162	59	161	30	25	42	123	77	124	132	80	149	76	0	
	88.31%	89.14%	89.72%	87.48%	84.91%	86.32%	70.91%	88.73%	67.24%	92.05%	88.06%	84.29%	76.92%	86.21%	76.36%	91.11%	85.56%	83.78%	85.71%	83.33%	85.14%	84.44%	0.0%	
3-point composite mean	2.5594	2.5752	2.5823	2.5119	2.4717	2.5193	2.5986	2.1273	2.5735	2.0345	2.6307	2.6269	2.4346	2.3846	2.4483	2.3273	2.5704	2.5444	2.4054	2.4805	2.4583	2.4514	2.5111	0
4-point composite mean	3.5341	3.5556	3.5640	3.4808	3.4340	3.5018	3.5816	3.0364	3.5490	2.9655	3.6136	3.5821	3.3979	3.3077	3.4138	3.2545	3.5556	3.5111	3.3649	3.4545	3.3958	3.4171	3.4667	0
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	8	1589	493	103	31	23	59	9	21	5	8	8	21	5	4	9	13	15	11	18	8	24	7	0		
	0.01%	5.91%	5.28%	5.48%	6.70%	4.77%	11.20%	8.26%	6.19%	5.68%	3.46%	5.52%	6.84%	5.56%	6.90%	9.89%	6.05%	9.55%	4.78%	6.84%	4.62%	8.11%	4.19%	0.0%		
		AC	A	A	A	A	ABCDEF																			
Appropriately skipped	26386	8411	2815	683	167	175	176	46	113	25	47	71	93	47	25	28	65	53	69	90	69	98	69	0		
	33.53%	31.26%	30.15%	36.37%	36.07%	36.31%	33.40%	42.20%	33.33%	28.41%	20.35%	48.97%	30.29%	52.22%	43.10%	30.77%	30.23%	33.76%	30.00%	34.22%	39.88%	33.11%	41.32%	0.0%		
	BC	C		ABC	BC	BC						M		FQ												
BASE = Those who responded	52301	16909	6028	1092	265	284	292	54	205	58	176	66	193	38	29	54	137	89	150	155	96	174	91	0		
	66.46%	62.84%	64.57%	58.15%	57.24%	58.92%	55.41%	49.54%	60.47%	65.91%	76.19%	45.52%	62.87%	42.22%	50.00%	59.34%	63.72%	56.69%	65.22%	58.94%	55.49%	58.78%	54.49%	0.0%		
	BCDEFG	DEG	BDEFG					H				L			N	N										
Yes	30691	10298	3708	683	154	179	160	37	114	41	101	28	122	17	15	38	81	48	96	79	64	107	47	0		
	58.68%	60.90%	61.51%	62.55%	58.11%	63.03%	54.79%	68.52%	55.61%	70.69%	57.39%	42.42%	63.21%	44.74%	51.72%	70.37%	59.12%	53.93%	64.00%	50.97%	66.67%	61.49%	51.65%	0.0%		
		AG	AG	AG		G							L			N				T						
No	21610	6611	2320	409	111	105	132	17	91	17	75	38	71	21	14	16	56	41	54	76	32	67	44	0		
	41.32%	39.10%	38.49%	37.45%	41.89%	36.97%	45.21%	31.48%	44.39%	29.31%	42.61%	57.58%	36.79%	55.26%	48.28%	29.63%	40.88%	46.07%	36.00%	49.03%	33.33%	38.51%	48.35%	0.0%		
	BCD					BCDF						M		P						U						
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

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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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	63 0.08%	1788 6.64%	573 6.14%	115 6.12%	32 6.91%	24 4.98%	65 12.33%	9 8.26%	21 6.19%	5 5.68%	9 3.90%	8 5.52%	21 6.84%	5 5.56%	4 6.90%	9 9.89%	14 6.51%	15 9.55%	12 5.22%	18 6.84%	9 5.20%	25 8.45%	7 4.19%	0 0.0%	
Appropriately skipped	47996 60.99%	15022 55.83%	5135 55.00%	1092 58.15%	278 60.04%	280 58.09%	308 58.44%	63 57.80%	204 60.18%	42 47.73%	122 52.81%	109 75.17%	164 53.42%	68 75.56%	39 67.24%	44 48.35%	121 56.28%	94 59.87%	123 53.48%	166 63.12%	101 58.38%	165 55.74%	113 67.66%	0 0.0%	
BASE = Those who responded	30636 38.93%	10099 37.53%	3628 38.86%	671 35.73%	153 33.05%	178 36.93%	153 29.03%	37 33.94%	114 33.63%	41 46.59%	100 43.29%	28 19.31%	122 39.74%	17 18.89%	15 25.86%	38 41.76%	80 37.21%	48 30.57%	95 41.30%	79 30.04%	63 36.42%	106 35.81%	47 28.14%	0 0.0%	
Never	1747 5.70%	520 5.15%	184 5.07%	37 5.51%	7 4.58%	15 8.43%	10 6.54%	3 8.11%	4 3.51%	3 7.32%	3 3.00%	3 10.71%	4 3.28%	3 17.65%	1 6.67%	2 5.26%	1 1.25%	4 8.33%	3 3.16%	3 3.80%	4 6.35%	5 4.72%	2 4.26%	0 0.0%	
Sometimes	3840 12.54%	1198 11.86%	419 11.55%	87 12.97%	20 13.07%	19 10.67%	17 11.11%	8 21.62%	11 9.65%	9 21.95%	9 9.00%	4 14.29%	15 12.30%	1 5.88%	2 13.33%	5 13.16%	10 12.50%	5 10.42%	14 14.74%	11 13.92%	7 11.11%	17 16.04%	3 6.38%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	5587 18.24%	1718 17.01%	603 16.62%	124 18.48%	27 17.65%	34 19.10%	27 17.65%	11 29.73%	15 13.16%	12 29.27%	12 12.00%	7 25.00%	19 15.57%	4 23.53%	3 20.00%	7 18.42%	11 13.75%	9 18.75%	17 17.89%	14 17.72%	11 17.46%	22 20.75%	5 10.64%	0 0.0%	
Usually	7515 24.53%	2525 25.00%	885 24.39%	170 25.34%	39 25.49%	45 25.28%	32 20.92%	13 35.14%	26 22.81%	10 24.39%	25 25.00%	6 21.43%	31 25.41%	4 23.53%	3 20.00%	12 31.58%	20 25.00%	7 14.58%	29 30.53%	20 25.32%	14 22.22%	27 25.47%	12 25.53%	0 0.0%	
Always	17533 57.23%	5856 57.99%	2140 58.99%	377 56.18%	87 56.86%	99 55.62%	94 61.44%	13 35.14%	73 64.04%	19 46.34%	63 63.00%	15 53.57%	72 59.02%	9 52.94%	9 60.00%	19 50.00%	49 61.25%	32 66.67%	49 51.58%	45 56.96%	38 60.32%	57 53.77%	30 63.83%	0 0.0%	
CAHPS Rate (%Always + %Usually)	25049 81.76%	8381 82.99%	3025 83.38%	547 81.52%	126 82.35%	144 80.90%	126 82.35%	26 70.27%	99 86.84%	29 70.73%	88 88.00%	21 75.00%	103 84.43%	13 76.47%	12 80.00%	31 81.58%	69 86.25%	39 81.25%	78 82.11%	65 82.28%	52 82.54%	84 79.25%	42 89.36%	0 0.0%	
3-point composite mean	2.3899	2.4097	2.4236	2.3770	2.3922	2.3652	2.4379	2.0541	2.5088	2.1707	2.5100	2.2857	2.4344	2.2941	2.4000	2.3158	2.4750	2.4792	2.3368	2.3924	2.4286	2.3302	2.5319	0	
4-point composite mean	3.3329	3.3583	3.3729	3.3219	3.3464	3.2809	3.3725	2.9730	3.4737	3.0976	3.4800	3.1786	3.4016	3.1176	3.3333	3.2632	3.4625	3.3958	3.3053	3.3544	3.3651	3.2830	3.4894	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

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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?

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	Compass (A)	Quality Book (B)	UHC National Average (C)	Regional West (D)	Plan Total (E)	Plan Total (F)	Plan Total (G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1275 4.74%	372 3.98%	79 4.21%	18 3.89%	22 4.56%	57 10.82%	4 3.67%	14 4.13%	1 1.14%	7 3.03%	5 3.45%	13 4.23%	3 3.33%	3 5.17%	6 6.59%	6 2.79%	7 4.46%	9 3.91%	10 3.80%	7 4.05%	15 5.07%	3 1.80%	0 0.0%
Appropriately skipped	14976 19.03%	5036 18.71%	1760 18.85%	453 24.12%	124 26.78%	127 26.35%	118 22.39%	38 34.86%	79 23.30%	22 25.00%	42 18.18%	51 35.17%	70 22.80%	38 42.22%	21 36.21%	20 21.98%	43 20.00%	45 28.66%	47 20.43%	68 25.86%	50 28.90%	75 25.34%	49 29.34%	0 0.0%
BASE = Those who responded	63719 80.97%	20598 76.55%	7204 77.16%	1346 71.67%	321 69.33%	331 68.67%	350 66.41%	67 61.47%	246 72.57%	65 73.86%	182 78.79%	89 61.38%	224 72.96%	49 54.44%	34 58.62%	65 71.43%	166 77.21%	105 66.88%	174 75.65%	185 70.34%	116 67.05%	206 69.59%	115 68.86%	0 0.0%
10 - Best personal doctor possible	31596 49.59%	10635 51.63%	3814 52.94%	665 49.41%	163 50.78%	175 52.87%	209 59.71%	16 23.88%	144 58.54%	13 20.00%	113 62.09%	52 58.43%	109 48.66%	25 51.02%	17 50.00%	29 44.62%	88 53.01%	56 53.33%	87 50.00%	108 58.38%	48 41.38%	100 48.54%	63 54.78%	0 0.0%
9 -	10081 15.82%	3146 15.27%	1092 15.16%	212 15.75%	48 14.95%	46 13.90%	37 10.57%	7 10.45%	37 15.04%	9 13.85%	32 17.58%	12 13.48%	32 14.29%	5 10.20%	4 11.76%	10 15.38%	28 16.87%	7 6.67%	35 20.11%	19 10.27%	27 23.28%	34 16.50%	14 12.17%	0 0.0%
Top Two Box	41677 65.41%	13781 66.90%	4906 68.10%	877 65.16%	211 65.73%	221 66.77%	246 70.29%	23 34.33%	181 73.58%	22 33.85%	145 79.67%	64 71.91%	141 62.95%	30 61.22%	21 61.76%	39 60.00%	116 69.88%	63 60.00%	122 70.11%	127 68.65%	75 64.66%	134 65.05%	77 66.96%	0 0.0%
8 -	9443 14.82%	3054 14.83%	1024 14.21%	194 14.41%	49 15.26%	45 13.60%	51 14.57%	10 14.93%	39 15.85%	12 18.46%	25 13.74%	13 14.61%	36 16.07%	6 12.24%	5 14.71%	13 20.00%	24 14.46%	15 14.29%	22 12.64%	23 12.43%	21 18.10%	30 14.56%	19 16.52%	0 0.0%
CAHPS Rate (Top Three Box)	51120 80.23%	16835 81.73%	5930 82.32%	1071 79.57%	260 81.00%	266 80.36%	297 84.86%	33 49.25%	220 89.43%	34 52.31%	170 93.41%	77 86.52%	177 79.02%	36 73.47%	26 76.47%	52 80.00%	140 84.34%	78 74.29%	144 82.76%	150 81.08%	96 82.76%	164 79.61%	96 83.48%	0 0.0%
7 -	4580 7.19%	1347 6.54%	468 6.50%	96 7.13%	19 5.92%	25 7.55%	14 4.00%	11 16.42%	7 2.85%	10 15.38%	4 2.20%	3 3.37%	14 6.25%	6 12.24%	3 8.82%	4 6.15%	5 3.01%	11 10.48%	5 2.87%	12 6.49%	3 2.59%	13 6.31%	6 5.22%	0 0.0%
6 -	2156 3.38%	636 3.09%	221 3.07%	52 3.86%	10 3.12%	12 3.63%	8 2.29%	6 8.96%	4 1.63%	7 10.77%	2 1.10%	3 3.37%	7 3.13%	0 0.0%	1 2.94%	1 1.54%	8 4.82%	3 2.86%	7 4.02%	4 2.16%	5 4.31%	8 3.88%	2 1.74%	0 0.0%
5 -	2872 4.51%	856 4.16%	262 3.64%	44 3.27%	9 2.80%	18 5.44%	15 4.29%	5 7.46%	4 1.63%	3 4.62%	1 0.55%	1 1.12%	8 3.57%	2 4.08%	1 2.94%	2 3.08%	4 2.41%	3 2.86%	5 2.87%	5 2.70%	3 2.59%	4 1.94%	5 4.35%	0 0.0%
4 -	874 1.37%	256 1.24%	94 1.30%	21 1.56%	5 1.56%	1 0.30%	4 1.14%	1 1.49%	4 1.63%	0 0.0%	2 1.10%	1 1.12%	4 1.79%	2 4.08%	1 2.94%	1 1.54%	1 0.60%	3 2.86%	2 1.15%	3 1.62%	2 1.72%	3 1.46%	2 1.74%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass	DSS Book	UHC National Average	Regional West	Plan Total	Plan Total	Plan Total	0-7	8-10	0-7	8-10	Excel./Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
3 -	685 1.07% G	206 1.00% G	86 1.19% G	22 1.63% G	8 2.49% G	5 1.51%	1 0.29%	5 7.46%	3 1.22%	7 10.77% K	1 0.55%	0 0.0%	8 3.57% L	1 2.04%	1 2.94%	2 3.08%	4 2.41%	4 3.81%	4 2.30%	4 2.16%	4 3.45%	7 3.40%	1 0.87%	0 0.0%		
2 -	496 0.78%	162 0.79%	50 0.69%	14 1.04%	3 0.93%	1 0.30%	4 1.14%	1 1.49%	2 0.81%	2 3.08%	0 0.0%	1 1.12%	2 0.89%	0 0.0%	1 2.94%	1 1.54%	1 0.60%	1 0.95%	2 1.15%	2 1.08%	1 0.86%	3 1.46%	0 0.0%	0 0.0%		
1 -	386 0.61%	130 0.63%	45 0.62%	11 0.82%	4 1.25%	1 0.30%	3 0.86%	3 4.48%	1 0.41%	1 1.54%	2 1.10%	3 3.37%	1 0.45%	1 2.04%	0 0.0%	2 3.08%	1 0.60%	2 1.90%	2 1.15%	3 1.62%	1 0.86%	3 1.46%	1 0.87%	0 0.0%		
0 - Worst personal doctor possible	551 0.86%	170 0.83%	48 0.67%	15 1.11%	3 0.93%	2 0.60%	4 1.14%	2 2.99%	1 0.41%	1 1.54%	0 0.0%	0 0.0%	3 1.34%	1 2.04%	0 0.0%	0 0.0%	2 1.20%	0 0.0%	3 1.72%	2 1.08%	1 0.86%	1 0.49%	2 1.74%	0 0.0%		
0-7 (NET)	12599 19.77% BOG	3763 18.27%	1274 17.68%	275 20.43% CG	61 19.00%	65 19.64%	53 15.14%	34 50.75% I	26 10.57%	31 47.69% K	12 6.59%	12 13.48%	47 20.98%	13 26.53%	8 23.53%	13 20.00%	26 15.66%	27 25.71%	30 17.24%	35 18.92%	20 17.24%	42 20.39%	19 16.52%	0 0.0%		
Bottom Three Box	1432 2.25%	462 2.24%	143 1.99%	40 2.97% CF	10 3.12%	4 1.21%	11 3.14%	6 8.96% I	4 1.63%	4 6.15%	2 1.10%	4 4.49%	6 2.68%	2 4.08%	1 2.94%	3 4.62%	4 2.41%	3 2.86%	7 4.02%	7 3.78%	3 2.59%	7 3.40%	3 2.61%	0 0.0%		
Bottom Two Box	936 1.47%	300 1.46%	93 1.29%	26 1.93%	7 2.18%	3 0.91%	7 2.00%	5 7.46% I	2 0.81%	2 3.08%	2 1.10%	3 3.37%	4 1.79%	2 4.08%	0 0.0%	2 3.08%	3 1.81%	2 1.90%	5 2.87%	5 2.70%	2 1.72%	4 1.94%	3 2.61%	0 0.0%		
Average	8.6084	8.6764 AD	8.7245 AD	8.5461	8.5545	8.7100	8.8057 D	6.9403	8.9756 H	7.0769	9.2088 J	8.8202	8.4420	8.3061	8.4412	8.3385	8.7108	8.3905	8.5575	8.6432	8.4483	8.4806	8.6870	0		
Standard deviation	2.0006	1.9730	1.9362	2.1218	2.1741	1.8786	2.0444	2.8066	1.7598	2.5739	1.4715	2.0748	2.2313	2.4512	2.1583	2.3024	2.0507	2.2824	2.2755	2.2571	2.1308	2.2136	2.0950	0		
3-point composite mean	2.5282	2.5518 A	2.5691 AD	2.5186	2.5265	2.5468	2.5914	2.0000	2.6585 H	2.0154	2.7527 J	2.6180	2.4821	2.4694	2.4706	2.4615	2.5723	2.4476	2.5575	2.5622	2.5000	2.5097	2.5565	0		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.00%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Very	Fair/	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)													(T)	(U)	(V)	(W)	(X)		
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	463	122	25	6	11	43	3	3	3	0	2	4	0	0	1	5	3	2	5	1	3	3	0	
	0.0%	1.72%	1.31%	1.33%	1.30%	2.28%	8.16%	2.75%	0.88%	3.41%	0.0%	1.38%	1.30%	0.0%	0.0%	1.10%	2.33%	1.91%	0.87%	1.90%	0.58%	1.01%	1.80%	0.0%	
		AC	A	A	A	A	ABCDEF									NO									
BASE = Those who responded	78695	26446	9214	1853	457	470	484	106	336	85	231	143	303	90	58	90	210	154	228	258	172	293	164	0	
	100.00%	98.28%	98.69%	98.67%	98.70%	97.51%	91.84%	97.25%	99.12%	96.59%	100.00%	98.62%	98.70%	100.00%	100.00%	98.90%	97.67%	98.09%	99.13%	98.10%	99.42%	98.99%	98.20%	0.0%	
	BCDEFG	G	BG	G	G	G								Q	Q										
Yes	32902	11754	4165	798	183	220	197	40	137	51	108	35	142	20	24	38	95	58	112	97	73	134	49	0	
	41.81%	44.45%	45.20%	43.07%	40.04%	46.81%	40.70%	37.74%	40.77%	60.00%	46.75%	24.48%	46.86%	22.22%	41.38%	42.22%	45.24%	37.66%	49.12%	37.60%	42.44%	45.73%	29.88%	0.0%	
		A	ABG			AE				K			L		N	N	N		R			W			
No	45793	14692	5049	1055	274	250	287	66	199	34	123	108	161	70	34	52	115	96	116	161	99	159	115	0	
	58.19%	55.55%	54.80%	56.93%	59.96%	53.19%	59.30%	62.26%	59.23%	40.00%	53.25%	75.52%	53.14%	77.78%	58.62%	57.78%	54.76%	62.34%	50.88%	62.40%	57.56%	54.27%	70.12%	0.0%	
	BCF				CF		C				J	M		OPQ			S					V			
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																									
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	79 0.10%	710 2.64%	206 2.21%	45 2.40%	13 2.81%	17 3.53%	44 8.35%	4 3.67%	7 2.06%	5 5.68%	2 0.87%	4 2.76%	7 2.28%	0 0.0%	1 1.72%	2 2.20%	8 3.72%	5 3.18%	5 2.17%	8 3.04%	1 0.58%	7 2.36%	6 3.59%	0 0.0%		
Appropriately skipped	45793 58.19%	14692 54.60%	5049 54.08%	1055 56.18%	274 59.18%	250 51.87%	287 54.46%	66 60.55%	199 58.70%	34 38.64%	123 53.25%	108 74.48%	161 52.44%	70 77.78%	34 58.62%	52 57.14%	115 53.49%	96 61.15%	116 50.43%	161 61.22%	99 57.23%	159 53.72%	115 68.86%	0 0.0%		
BASE = Those who responded	32824 41.71%	11507 42.76%	4081 43.71%	778 41.43%	176 38.01%	214 44.40%	196 37.19%	39 35.78%	133 39.23%	49 55.68%	106 45.89%	33 22.76%	139 45.28%	20 22.22%	23 39.66%	37 40.66%	92 42.79%	56 35.67%	109 47.39%	94 35.74%	73 42.20%	130 43.92%	46 27.54%	0 0.0%		
Never	1393 4.24%	451 3.92%	153 3.75%	33 4.24%	6 3.41%	13 6.07%	19 9.69%	3 7.69%	3 2.26%	1 2.04%	5 4.72%	0 0.0%	6 4.32%	1 5.00%	1 4.35%	1 2.70%	3 3.26%	3 5.36%	3 2.75%	3 3.19%	3 4.11%	4 3.08%	2 4.35%	0 0.0%		
Sometimes	5658 17.24%	1820 15.82%	585 14.33%	120 15.42%	30 17.05%	36 16.82%	20 10.20%	11 28.21%	18 13.53%	9 18.37%	15 14.15%	4 12.12%	26 18.71%	7 35.00%	5 21.74%	6 16.22%	12 13.04%	10 17.86%	19 17.43%	17 18.09%	11 15.07%	25 19.23%	5 10.87%	0 0.0%		
Bottom Two Box (%Never + %Sometimes)	7051 21.48%	2271 19.74%	738 18.08%	153 19.67%	36 20.45%	49 22.90%	39 19.90%	14 35.90%	21 15.79%	10 20.41%	20 18.87%	4 12.12%	32 23.02%	8 40.00%	6 26.09%	7 18.92%	15 16.30%	13 23.21%	22 20.18%	20 21.28%	14 19.18%	29 22.31%	7 15.22%	0 0.0%		
Usually	8412 25.63%	2908 25.27%	1049 25.70%	208 26.74%	46 26.14%	61 28.50%	46 23.47%	11 28.21%	35 26.32%	12 24.49%	27 25.47%	7 21.21%	38 27.34%	4 20.00%	5 21.74%	10 27.03%	25 27.17%	13 23.21%	32 29.36%	23 24.47%	21 28.77%	35 26.92%	11 23.91%	0 0.0%		
Always	17360 52.89%	6328 54.99%	2294 56.21%	417 53.60%	94 53.41%	104 48.60%	111 56.63%	14 35.90%	77 57.89%	27 55.10%	59 55.66%	22 66.67%	69 49.64%	8 40.00%	12 52.17%	20 54.05%	52 56.52%	30 53.57%	55 50.46%	51 54.26%	38 52.05%	66 50.77%	28 60.87%	0 0.0%		
CAHPS Rate (%Always + %Usually)	25773 78.52%	9236 80.26%	3343 81.92%	625 80.33%	140 79.55%	165 77.10%	157 80.10%	25 64.10%	112 84.21%	39 79.59%	86 81.13%	29 87.88%	107 76.98%	12 60.00%	17 73.91%	30 81.08%	77 83.70%	43 76.79%	87 79.82%	74 78.72%	59 80.82%	101 77.69%	39 84.78%	0 0.0%		
3-point composite mean	2.3141	2.3526	2.3813	2.3393	2.3295	2.2570	2.3673	2.0000	2.4211	2.3469	2.3679	2.5455	2.2662	2.0000	2.2609	2.3514	2.4022	2.3036	2.3028	2.3298	2.3288	2.2846	2.4565	0		
4-point composite mean	3.2716	3.3134	3.3438	3.2969	3.2955	3.1963	3.2704	2.9231	3.3985	3.3265	3.3208	3.5455	3.2230	2.9500	3.2174	3.3243	3.3696	3.2500	3.2752	3.2979	3.2877	3.2538	3.4130	0		
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																								
	2016 Quality Compass (A)	2017 DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
No response	0 0.0%	754 2.80%	221 2.37%	51 2.72%	16 3.46%	18 3.73%	47 8.92%	3	11	5	5	6	8	0	1	3	10	5	8	9	4	10	6	0	
Appropriately skipped	45793 58.19%	14692 54.60%	5049 54.08%	1055 56.18%	274 59.18%	250 51.87%	287 54.46%	66	199	34	123	108	161	70	34	52	115	96	116	161	99	159	115	0	
BASE = Those who responded	32902 41.81%	11463 42.60%	4066 43.55%	772 41.11%	173 37.37%	214 44.40%	193 36.62%	40	129	49	103	31	138	20	23	36	90	56	106	93	70	127	46	0	
None (v 0)	1566 4.76%	491 4.28%	152 3.74%	29 3.76%	10 5.78%	11 5.14%	10 5.18%	2	8	1	9	1	9	1	2	0	7	4	6	8	2	5	5	0	
Saw a specialist (NET)	31336 95.24%	10972 95.72%	3914 96.26%	743 96.24%	163 94.22%	203 94.86%	183 94.82%	38	121	48	94	30	129	19	21	36	83	52	100	85	68	122	41	0	
1 specialist (v 1)	16172 49.15%	5345 46.63%	1855 45.62%	342 44.30%	79 45.66%	99 46.26%	90 46.63%	16	61	23	46	19	59	12	12	14	37	25	47	45	29	59	20	0	
2 (v 2)	8656 26.31%	3152 27.50%	1116 27.45%	207 26.81%	47 27.17%	57 26.64%	56 29.02%	11	36	15	28	6	40	6	7	12	22	16	28	19	24	34	13	0	
3 (v 3)	3840 11.67%	1453 12.68%	534 13.13%	110 14.25%	21 12.14%	26 12.15%	22 11.40%	5	14	5	12	3	17	0	1	6	14	7	13	11	9	17	4	0	
4 (v 4)	1495 4.54%	546 4.76%	211 5.19%	47 6.09%	9 5.20%	10 4.67%	8 4.15%	4	5	3	4	2	7	1	0	2	6	2	7	6	3	5	4	0	
5 or more specialists (v 6)	1173 3.56%	476 4.15%	198 4.87%	37 4.79%	7 4.05%	11 5.14%	7 3.63%	2	5	2	4	0	6	0	1	2	4	2	5	4	3	7	0	0	
Average	1.7635	1.8362	1.8989	1.9378	1.8150	1.8551	1.7720	2.0250	1.7442	1.8776	1.7282	1.5484	1.8406	1.4000	1.5217	2.1111	1.9000	1.7500	1.8868	1.7634	1.9143	1.8898	1.6087	0	
Standard deviation	1.2226	1.2619	1.3090	1.3199	1.2769	1.3334	1.2173	1.3872	1.2406	1.2394	1.2710	0.9449	1.2980	0.8000	1.1747	1.2862	1.3585	1.2284	1.3411	1.3552	1.2276	1.3353	1.0730	0	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

2017 Plan Results																								
2016 Quality Compass	2017 DSS	2017 UHC	2017 Regional Average	2017 Plan Total	2016 Plan Total	2015 Plan Total	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																								
	2017 Quality Compass Book							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.83%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	24 0.03%	874 3.25%	266 2.85%	61 3.25%	17 3.67%	20 4.15%	48 9.11%	4 3.67%	11 3.24%	5 5.68%	5 2.16%	6 4.14%	9 2.93%	0 0.0%	1 1.72%	3 3.30%	11 5.12%	5 3.18%	9 3.91%	10 3.80%	4 2.31%	11 3.72%	6 3.59%	0 0.0%	
Appropriately skipped	47359 60.18%	15183 56.42%	5201 55.71%	1084 57.72%	284 61.34%	261 54.15%	297 56.36%	68 62.39%	207 61.06%	35 39.77%	132 57.14%	109 75.17%	170 55.37%	71 78.89%	36 62.07%	52 57.14%	122 56.74%	100 63.69%	122 53.04%	169 64.26%	101 58.38%	164 55.41%	120 71.86%	0 0.0%	
BASE = Those who responded	31313 39.79%	10852 40.33%	3869 41.44%	733 39.03%	162 34.99%	197 40.87%	180 34.16%	37 33.94%	121 35.69%	48 54.55%	94 40.69%	30 20.69%	128 41.69%	19 21.11%	21 36.21%	36 39.56%	82 38.14%	52 33.12%	99 43.04%	84 31.94%	68 39.31%	121 40.88%	41 24.55%	0 0.0%	
10 - Best specialist possible	15527 49.59%	5407 49.82%	1970 50.92%	355 48.43%	79 48.77%	86 43.65%	94 52.22%	11 29.73%	64 52.89%	15 31.25%	53 56.38%	19 63.33%	58 45.31%	11 57.89%	7 33.33%	17 47.22%	41 50.00%	27 51.92%	44 44.44%	44 52.38%	32 47.06%	57 47.11%	22 53.66%	0 0.0%	
9 -	5131 16.39%	1848 17.03%	673 17.39%	152 20.74%	29 17.90%	23 11.68%	21 11.67%	6 16.22%	23 19.01%	6 12.50%	20 21.28%	8 26.67%	20 15.63%	1 5.26%	9 42.86%	3 8.33%	16 19.51%	10 19.23%	19 19.19%	15 17.86%	14 20.59%	22 18.18%	7 17.07%	0 0.0%	
Top Two Box	20657 65.97%	7255 66.85%	2643 68.31%	507 69.17%	108 66.67%	109 55.33%	115 63.89%	17 45.95%	87 71.90%	21 43.75%	73 77.66%	27 90.00%	78 60.94%	12 63.16%	16 76.19%	20 55.56%	57 69.51%	37 71.15%	63 63.64%	59 70.24%	46 67.65%	79 65.29%	29 70.73%	0 0.0%	
8 -	4525 14.45%	1556 14.34%	522 13.49%	93 12.69%	23 14.20%	40 20.30%	24 13.33%	6 16.22%	17 14.05%	7 14.58%	12 12.77%	3 10.00%	20 15.63%	4 21.05%	0 0.0%	8 22.22%	11 13.41%	7 13.46%	14 14.14%	11 13.10%	9 13.24%	17 14.05%	6 14.63%	0 0.0%	
CAHPS Rate (Top Three Box)	25182 80.42%	8811 81.19%	3165 81.80%	600 81.86%	131 80.86%	149 75.63%	139 77.22%	23 62.16%	104 85.95%	28 58.33%	85 90.43%	30 100.00%	98 76.56%	16 84.21%	16 76.19%	28 77.78%	68 82.93%	44 84.62%	77 77.78%	70 83.33%	55 80.88%	96 79.34%	35 85.37%	0 0.0%	
7 -	2298 7.34%	736 6.78%	252 6.51%	48 6.55%	13 8.02%	20 10.15%	10 5.56%	6 16.22%	7 5.79%	7 14.58%	5 5.32%	0 0.0%	13 10.16%	1 5.26%	2 9.52%	3 8.33%	7 8.54%	2 3.85%	11 11.11%	8 9.52%	5 7.35%	11 9.09%	2 4.88%	0 0.0%	
6 -	1086 3.47%	334 3.08%	118 3.05%	22 3.00%	4 2.47%	7 3.55%	8 4.44%	3 8.11%	1 0.83%	4 8.33%	0 0.0%	0 0.0%	4 3.13%	0 0.0%	1 4.76%	1 2.78%	2 2.44%	1 1.92%	3 3.03%	0 0.0%	2 2.94%	4 3.31%	0 0.0%	0 0.0%	
5 -	1259 4.02%	452 4.17%	150 3.88%	19 2.59%	3 1.85%	11 5.58%	12 6.67%	2 5.41%	1 0.83%	2 4.17%	0 0.0%	0 0.0%	3 2.34%	1 5.26%	0 0.0%	1 2.78%	1 1.22%	1 1.92%	2 2.02%	1 1.19%	1 1.47%	2 1.65%	1 2.44%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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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?

2017 Plan Results																									
2016 Quality Compass (A)	DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
							0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
4 -	433 1.38%	151 1.39%	52 1.34%	12 1.64%	4 2.47%	1 0.51%	2 1.11%	2 5.41%	2 1.65%	4 8.33%	0 0.0%	4 3.13%	0 0.0%	0 0.0%	2 5.56%	1 1.22%	1 1.92%	3 3.03%	2 2.38%	2 2.94%	3 2.48%	1 2.44%	0 0.0%		
3 -	307 0.98%	128 1.18%	41 1.06%	15 2.05%	5 3.09%	2 1.02%	3 1.67%	0 2.70%	5 0.83%	2 2.08%	3 1.06%	0 0.0%	5 3.91%	1 5.26%	1 4.76%	1 2.78%	2 2.44%	2 3.85%	2 2.02%	3 3.57%	1 1.47%	3 2.48%	2 4.88%	0 0.0%	
2 -	260 0.83%	96 0.88%	33 0.85%	8 1.09%	2 1.23%	2 1.02%	3 1.67%	1 2.70%	1 0.83%	1 2.08%	1 1.06%	0 0.0%	1 0.78%	0 0.0%	1 4.76%	0 0.0%	1 1.22%	1 1.92%	1 1.01%	0 0.0%	2 2.94%	2 1.65%	0 0.0%	0 0.0%	
1 -	212 0.68%	61 0.56%	26 0.67%	2 0.27%	0 0.0%	3 1.52%	2 1.11%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
0 - Worst specialist possible	275 0.88%	83 0.76%	32 0.83%	7 0.95%	0 0.0%	2 1.02%	1 0.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
0-7 (NET)	6130 19.58%	2041 18.81%	704 18.20%	133 18.14%	31 19.14%	48 24.37%	41 22.78%	14 37.84%	17 14.05%	20 41.67%	9 9.57%	0 23.44%	30 15.79%	3 23.81%	5 22.22%	8 17.07%	14 15.38%	8 22.22%	22 16.67%	14 19.12%	13 20.66%	25 14.63%	6 0.0%	0 0.0%	
Bottom Three Box	748 2.39%	240 2.21%	91 2.35%	17 2.32%	2 1.23%	7 3.55%	6 3.33%	1 2.70%	1 0.83%	1 2.08%	1 1.06%	0 0.0%	1 0.78%	0 0.0%	1 4.76%	0 0.0%	1 1.22%	1 1.92%	1 1.01%	0 0.0%	2 2.94%	2 1.65%	0 0.0%	0 0.0%	
Bottom Two Box	488 1.56%	144 1.33%	58 1.50%	9 1.23%	0 0.0%	5 2.54%	3 1.67%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Average	8.6203 F	8.6442 F	8.6787 F	8.6439	8.6420	8.3299	8.4667	7.8919	8.8264 H	7.6458	9.0638 J	9.5333 M	8.4609	8.7368	8.3810	8.4444	8.7805	8.7115	8.5657	8.8214	8.6029	8.5950	8.7805	0	
Standard deviation	1.9992	1.9786	1.9828	2.0150	1.9168	2.1440	2.2171	2.0373	1.8393	2.2866	1.6032	0.6700	1.9879	1.9151	2.1925	1.9500	1.7671	2.0032	1.8486	1.7536	1.9863	1.9224	1.8937	0	
3-point composite mean	2.5373 F	2.5483 F	2.5663 F	2.5757 F	2.5556	2.4112	2.4667	2.2432	2.6364 H	2.1667	2.7340 J	2.9000 M	2.4766	2.5263	2.6190	2.4167	2.6098	2.5962	2.5253	2.6310	2.5588	2.5372	2.6098	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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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?

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass	2017 DSS Book	2017 UHC National Average	2017 Regional Average West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	0	529	187	26	10	12	40	0	7	3	3	1	6	0	0	1	6	2	5	7	0	7	3	0
	0.0%	1.97%	2.00%	1.38%	2.16%	2.49%	7.59%	0.0%	2.06%	3.41%	1.30%	0.69%	1.95%	0.0%	0.0%	1.10%	2.79%	1.27%	2.17%	2.66%	0.0%	2.36%	1.80%	0.0%
		AD	AD	A	A	A	ABCDEF		H								NO			U				
BASE = Those who responded	78695	26380	9149	1852	453	470	487	109	332	85	228	144	301	90	58	90	209	155	225	256	173	289	164	0
	100.00%	98.03%	98.00%	98.62%	97.84%	97.51%	92.41%	100.00%	97.94%	96.59%	98.70%	99.31%	98.05%	100.00%	100.00%	98.90%	97.21%	98.73%	97.83%	97.34%	100.00%	97.64%	98.20%	0.0%
	BCDEFG	G	G	BCG	G	G		I						Q	Q					T				
Yes	17226	5663	1980	395	90	123	104	20	69	23	51	24	65	21	12	18	38	26	49	38	50	48	42	0
	21.89%	21.47%	21.64%	21.33%	19.87%	26.17%	21.36%	18.35%	20.78%	27.06%	22.37%	16.67%	21.59%	23.33%	20.69%	20.00%	18.18%	16.77%	21.78%	14.84%	28.90%	16.61%	25.61%	0.0%
						ABCDE														T			V	
No	61469	20717	7169	1457	363	347	383	89	263	62	177	120	236	69	46	72	171	129	176	218	123	241	122	0
	78.11%	78.53%	78.36%	78.67%	80.13%	73.83%	78.64%	81.65%	79.22%	72.94%	77.63%	83.33%	78.41%	76.67%	79.31%	80.00%	81.82%	83.23%	78.22%	85.16%	71.10%	83.39%	74.39%	0.0%
	F	F	F	F	F	F														U		W		
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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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?

	2017 Plan Results																								
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional		2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
	Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	646	230	37	12	16	43	0	9	3	4	2	7	0	0	2	7	2	6	9	0	8	4	0	
	0.05%	2.40%	2.46%	1.97%	2.59%	3.32%	8.16%	0.0%	2.65%	3.41%	1.73%	1.38%	2.28%	0.0%	0.0%	2.20%	3.26%	1.27%	2.61%	3.42%	0.0%	2.70%	2.40%	0.0%	
		A	A	A	A	A	ABCDEF		H								NO			U					
Appropriately skipped	61469	20717	7169	1457	363	347	383	89	263	62	177	120	236	69	46	72	171	129	176	218	123	241	122	0	
	78.11%	76.99%	76.79%	77.58%	78.40%	71.99%	72.68%	81.65%	77.58%	70.45%	76.62%	82.76%	76.87%	76.67%	79.31%	79.12%	79.53%	82.17%	76.52%	82.89%	71.10%	81.42%	73.05%	0.0%	
	BCFG	FG	FG	FG	FG															U		W			
BASE = Those who responded	17187	5546	1937	384	88	119	100	20	67	23	50	23	64	21	12	17	37	26	48	36	50	47	41	0	
	21.84%	20.61%	20.75%	20.45%	19.01%	24.69%	18.98%	18.35%	19.76%	26.14%	21.65%	15.86%	20.85%	23.33%	20.69%	18.68%	17.21%	16.56%	20.87%	13.69%	28.90%	15.88%	24.55%	0.0%	
	B					BCBG															T		V		
Never	944	310	106	22	6	10	4	3	3	2	3	0	6	2	0	1	3	3	3	3	3	4	2	0	
	5.49%	5.59%	5.47%	5.73%	6.82%	8.40%	4.00%	15.00%	4.48%	8.70%	6.00%	0.0%	9.38%	9.52%	0.0%	5.88%	8.11%	11.54%	6.25%	8.33%	6.00%	8.51%	4.88%	0.0%	
Sometimes	4517	1494	498	115	29	32	24	11	18	9	17	6	23	10	5	3	11	4	19	10	19	13	16	0	
	26.28%	26.94%	25.71%	29.95%	32.95%	26.89%	24.00%	55.00%	26.87%	39.13%	34.00%	26.09%	35.94%	47.62%	41.67%	17.65%	29.73%	15.38%	39.58%	27.78%	38.00%	27.66%	39.02%	0.0%	
Bottom Two Box (%Never + %Sometimes)	5461	1804	604	137	35	42	28	14	21	11	20	6	29	12	5	4	14	7	22	13	22	17	18	0	
	31.78%	32.53%	31.18%	35.68%	39.77%	35.29%	28.00%	70.00%	31.34%	47.83%	40.00%	26.09%	45.31%	57.14%	41.67%	23.53%	37.84%	26.92%	45.83%	36.11%	44.00%	36.17%	43.90%	0.0%	
Usually	5540	1802	633	123	20	31	27	4	15	6	12	3	16	1	2	6	11	7	13	4	15	14	6	0	
	32.23%	32.49%	32.68%	32.03%	22.73%	26.05%	27.00%	20.00%	22.39%	26.09%	24.00%	13.04%	25.00%	4.76%	16.67%	35.29%	29.73%	26.92%	27.08%	11.11%	30.00%	29.79%	14.63%	0.0%	
	E	E	E																	T					
Always	6185	1940	700	124	33	46	45	2	31	6	18	14	19	8	5	7	12	12	13	19	13	16	17	0	
	35.99%	34.98%	36.14%	32.29%	37.50%	38.66%	45.00%	10.00%	46.27%	26.09%	36.00%	60.87%	29.69%	38.10%	41.67%	41.18%	32.43%	46.15%	27.08%	52.78%	26.00%	34.04%	41.46%	0.0%	
						BD														U					
CAHPS Rate (%Always + %Usually)	11726	3742	1333	247	53	77	72	6	46	12	30	17	35	9	7	13	23	19	26	23	28	30	23	0	
	68.22%	67.47%	68.82%	64.32%	60.23%	64.71%	72.00%	30.00%	68.66%	52.17%	60.00%	73.91%	54.69%	42.86%	58.33%	76.47%	62.16%	73.08%	54.17%	63.89%	56.00%	63.83%	56.10%	0.0%	
3-point composite mean	2.0421	2.0245	2.0496	1.9661	1.9773	2.0336	2.1700	1.4000	2.1493	1.7826	1.9600	2.3478	1.8438	1.8095	2.0000	2.1765	1.9459	2.1923	1.8125	2.1667	1.8200	1.9787	1.9756	0	
							D																		
4-point composite mean	2.9872	2.9686	2.9948	2.9089	2.9091	2.9496	3.1300	2.2500	3.1045	2.6957	2.9000	3.3478	2.7500	2.7143	3.0000	3.1176	2.8649	3.0769	2.7500	3.0833	2.7600	2.8936	2.9268	0	
							D																		
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass. A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan					Very	Fair/							School	College				
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)					
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	826	286	53	19	13	45	0	14	5	7	5	10	0	0	2	14	5	8	11	5	13	6	0	
	0.0%	3.07%	3.06%	2.82%	4.10%	2.70%	8.54%	0.0%	4.13%	5.68%	3.03%	3.45%	3.26%	0.0%	0.0%	2.20%	6.51%	3.18%	3.48%	4.18%	2.89%	4.39%	3.59%	0.0%	
		A	A	A	A	A	ABCDEF		H							NO									
BASE = Those who responded	78695	26083	9050	1825	444	468	480	109	325	83	224	140	297	90	58	89	201	152	222	252	168	283	161	0	
	100.00%	96.93%	96.94%	97.18%	95.90%	97.10%	91.08%	100.00%	95.87%	94.32%	96.97%	96.55%	96.74%	100.00%	100.00%	97.80%	93.49%	96.82%	96.52%	95.82%	97.11%	95.61%	96.41%	0.0%	
	BCDEFG	G	G	G	G	G		I						Q	Q										
Yes	27630	8795	3052	603	166	158	181	28	135	32	103	46	118	31	19	36	78	56	85	92	62	101	65	0	
	35.11%	33.72%	33.72%	33.04%	37.39%	33.76%	37.71%	25.69%	41.54%	38.55%	45.98%	32.86%	39.73%	34.44%	32.76%	40.45%	38.81%	36.84%	38.29%	36.51%	36.90%	35.69%	40.37%	0.0%	
	BC								H																
No	51065	17288	5998	1222	278	310	299	81	190	51	121	94	179	59	39	53	123	96	137	160	106	182	96	0	
	64.89%	66.28%	66.28%	66.96%	62.61%	66.24%	62.29%	74.31%	58.46%	61.45%	54.02%	67.14%	60.27%	65.56%	67.24%	59.55%	61.19%	63.16%	61.71%	63.49%	63.10%	64.31%	59.63%	0.0%	
		A	A					I																	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																								
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass	2017 DSS Book of Bus.	2017 UHC National Average	2017 Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	31 0.04%	991 3.68%	348 3.73%	59 3.14%	22 4.75%	20 4.15%	49 9.30%	0 0.0%	17 5.01%	5 5.68%	7 3.03%	6 4.14%	12 3.91%	0 0.0%	1 1.72%	3 3.30%	15 6.98%	6 3.82%	9 3.91%	13 4.94%	5 2.89%	15 5.07%	7 4.19%	0 0.0%	
Appropriately skipped	51065 64.89%	17288 64.25%	5998 64.25%	1222 65.07%	278 60.04%	310 64.32%	299 56.74%	81 74.31%	190 56.05%	51 57.95%	121 52.38%	94 64.83%	179 58.31%	59 65.56%	39 67.24%	53 58.24%	123 57.21%	96 61.15%	137 59.57%	160 60.84%	106 61.27%	182 61.49%	96 57.49%	0 0.0%	
BASE = Those who responded	27598 35.07%	8630 32.07%	2990 32.03%	597 31.79%	163 35.21%	151 31.33%	179 33.97%	28 25.69%	132 38.94%	32 36.36%	103 44.59%	45 31.03%	116 37.79%	31 34.44%	18 31.03%	35 38.46%	77 35.81%	55 35.03%	84 36.52%	90 34.22%	62 35.84%	99 33.45%	64 38.32%	0 0.0%	
Never	795 2.88%	214 2.48%	75 2.51%	13 2.18%	4 2.45%	3 1.99%	6 3.35%	4 14.29%	0 0.0%	1 3.13%	1 0.97%	1 2.22%	3 2.59%	1 3.23%	0 0.0%	1 2.86%	2 2.60%	2 3.64%	2 2.38%	4 4.44%	0 0.0%	3 3.03%	1 1.56%	0 0.0%	
Sometimes	4375 15.85%	1357 15.72%	459 15.35%	93 15.58%	31 19.02%	26 17.22%	34 18.99%	7 25.00%	23 17.42%	7 21.88%	19 18.45%	5 11.11%	26 22.41%	4 12.90%	5 27.78%	5 14.29%	17 22.08%	9 16.36%	20 23.81%	19 21.11%	10 16.13%	19 19.19%	12 18.75%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	5170 18.73%	1571 18.20%	534 17.86%	106 17.76%	35 21.47%	29 19.21%	40 22.35%	11 39.29%	23 17.42%	8 25.00%	20 19.42%	6 13.33%	29 25.00%	5 16.13%	5 27.78%	6 17.14%	19 24.68%	11 20.00%	22 26.19%	23 25.56%	10 16.13%	22 22.22%	13 20.31%	0 0.0%	
Usually	6540 23.70%	2086 24.17%	680 22.74%	144 24.12%	32 19.63%	38 25.17%	40 22.35%	7 25.00%	25 18.94%	9 28.13%	19 18.45%	5 11.11%	27 23.28%	3 9.68%	2 11.11%	9 25.71%	18 23.38%	15 27.27%	15 17.86%	14 15.56%	15 24.19%	20 20.20%	12 18.75%	0 0.0%	
Always	15889 57.57%	4973 57.62%	1776 59.40%	347 58.12%	96 58.90%	84 55.63%	99 55.31%	10 35.71%	84 63.64%	15 46.88%	64 62.14%	34 75.56%	60 51.72%	23 74.19%	11 61.11%	20 57.14%	40 51.95%	29 52.73%	47 55.95%	53 58.89%	37 59.68%	57 57.58%	39 60.94%	0 0.0%	
CAHPS Rate (%Always + %Usually)	22428 81.27%	7059 81.80%	2456 82.14%	491 82.24%	128 78.53%	122 80.79%	139 77.65%	17 60.71%	109 82.58%	24 75.00%	83 80.58%	39 86.67%	87 75.00%	26 83.87%	13 72.22%	29 82.86%	58 75.32%	44 80.00%	62 73.81%	67 74.44%	52 83.87%	77 77.78%	51 79.69%	0 0.0%	
3-point composite mean	2.3884	2.3942	2.4154	2.4037	2.3742	2.3642	2.3296	1.9643	2.4621	2.2188	2.4272	2.6222	2.2672	2.5806	2.3333	2.4000	2.2727	2.3273	2.2976	2.3333	2.4355	2.3535	2.4063	0	
4-point composite mean	3.3596	3.3694	3.3903	3.3819	3.3497	3.3444	3.2961	2.8214	3.4621	3.1875	3.4175	3.6000	3.2414	3.5484	3.3333	3.3714	3.2468	3.2909	3.2738	3.2889	3.4355	3.3232	3.3906	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																								
	2017			Regional				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
No response	0	1013	353	59	22	22	49	1	16	5	8	6	12	0	1	3	15	7	9	14	5	16	6	0	
	0.0%	3.76%	3.78%	3.14%	4.75%	4.56%	9.30%	0.92%	4.72%	5.68%	3.46%	4.14%	3.91%	0.0%	1.72%	3.30%	6.98%	4.46%	3.91%	5.32%	2.89%	5.41%	3.59%	0.0%	
Appropriately skipped	51065	17288	5998	1222	278	310	299	81	190	51	121	94	179	59	39	53	123	96	137	160	106	182	96	0	
	64.89%	64.25%	64.25%	65.07%	60.04%	64.32%	56.74%	74.31%	56.05%	57.95%	52.38%	64.83%	58.31%	65.56%	67.24%	58.24%	57.21%	61.15%	59.57%	60.84%	61.27%	61.49%	57.49%	0.0%	
BASE = Those who responded	27630	8608	2985	597	163	150	179	27	133	32	102	45	116	31	18	35	77	54	84	89	62	98	65	0	
	35.11%	31.99%	31.97%	31.79%	35.21%	31.12%	33.97%	24.77%	39.23%	36.36%	44.16%	31.03%	37.79%	34.44%	31.03%	38.46%	35.81%	34.39%	36.52%	33.84%	35.84%	33.11%	38.92%	0.0%	
Never	338	86	25	4	2	1	3	2	0	1	0	0	2	0	0	1	1	1	1	2	0	2	0	0	
	1.22%	1.00%	0.84%	0.67%	1.23%	0.67%	1.68%	7.41%	0.0%	3.13%	0.0%	0.0%	1.72%	0.0%	0.0%	2.86%	1.30%	1.85%	1.19%	2.25%	0.0%	2.04%	0.0%	0.0%	
Sometimes	1385	428	136	22	6	8	12	2	4	2	4	1	5	1	0	1	4	3	3	5	0	4	2	0	
	5.01%	4.97%	4.56%	3.69%	3.68%	5.33%	6.70%	7.41%	3.01%	6.25%	3.92%	2.22%	4.31%	3.23%	0.0%	2.86%	5.19%	5.56%	3.57%	5.62%	0.0%	4.08%	3.08%	0.0%	
Bottom Two Box (%Never + %Sometimes)	1723	514	161	26	8	9	15	4	4	3	4	1	7	1	0	2	5	4	4	7	0	6	2	0	
	6.24%	5.97%	5.39%	4.36%	4.91%	6.00%	8.38%	14.81%	3.01%	9.38%	3.92%	2.22%	6.03%	3.23%	0.0%	5.71%	6.49%	7.41%	4.76%	7.87%	0.0%	6.12%	3.08%	0.0%	
Usually	4021	1275	422	91	28	28	25	10	18	7	16	7	21	6	3	7	12	10	14	11	13	20	8	0	
	14.55%	14.81%	14.14%	15.24%	17.18%	18.67%	13.97%	37.04%	13.53%	21.88%	15.69%	15.56%	18.10%	19.35%	16.67%	20.00%	15.58%	18.52%	16.67%	12.36%	20.97%	20.41%	12.31%	0.0%	
Always	21885	6819	2402	480	127	113	139	13	111	22	82	37	88	24	15	26	60	40	66	71	49	72	55	0	
	79.21%	79.22%	80.47%	80.40%	77.91%	75.33%	77.65%	48.15%	83.46%	68.75%	80.39%	82.22%	75.86%	77.42%	83.33%	74.29%	77.92%	74.07%	78.57%	79.78%	79.03%	73.47%	84.62%	0.0%	
CAHPS Rate (%Always + %Usually)	25906	8094	2824	571	155	141	164	23	129	29	98	44	109	30	18	33	72	50	80	82	62	92	63	0	
	93.76%	94.03%	94.61%	95.64%	95.09%	94.00%	91.62%	85.19%	96.99%	90.63%	96.08%	97.78%	93.97%	96.77%	100.00%	94.29%	93.51%	92.59%	95.24%	92.13%	100.00%	93.88%	96.92%	0.0%	
3-point composite mean	2.7297	2.7325	2.7508	2.7605	2.7301	2.6933	2.6927	2.3333	2.8045	2.5938	2.7647	2.8000	2.6983	2.7419	2.8333	2.6857	2.7143	2.6667	2.7381	2.7191	2.7903	2.6735	2.8154	0	
4-point composite mean	3.7175	3.7225	3.7424	3.7538	3.7178	3.6867	3.6760	3.2593	3.8045	3.5625	3.7647	3.8000	3.6810	3.7419	3.8333	3.6571	3.7013	3.6481	3.7262	3.6966	3.7903	3.6531	3.8154	0	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan					Very	Fair/							School	College				
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)					
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	1158	432	76	21	17	44	3	12	5	10	6	11	3	1	4	10	5	7	13	6	11	10	0	
	0.0%	4.30%	4.63%	4.05%	4.54%	3.53%	8.35%	2.75%	3.54%	5.68%	4.33%	4.14%	3.58%	3.33%	1.72%	4.40%	4.65%	3.18%	3.04%	4.94%	3.47%	3.72%	5.99%	0.0%	
		A	A	A	A	A	ABCDEF																		
BASE = Those who responded	78695	25751	8904	1802	442	463	483	106	327	83	221	139	296	87	57	87	205	152	223	250	167	285	157	0	
	100.00%	95.70%	95.37%	95.95%	95.46%	96.06%	91.65%	97.25%	96.46%	94.32%	95.67%	95.86%	96.42%	96.67%	98.28%	95.60%	95.35%	96.82%	96.96%	95.06%	96.53%	96.28%	94.01%	0.0%	
	BCDEFG	G	G	G	G	G																			
Yes	22711	7115	2382	476	109	131	138	14	92	20	68	24	84	15	12	24	55	49	47	71	33	63	46	0	
	28.86%	27.63%	26.75%	26.42%	24.66%	28.29%	28.57%	13.21%	28.13%	24.10%	30.77%	17.27%	28.38%	17.24%	21.05%	27.59%	26.83%	32.24%	21.08%	28.40%	19.76%	22.11%	29.30%	0.0%	
	BCDE								H				L					S		U					
No	55984	18636	6522	1326	333	332	345	92	235	63	153	115	212	72	45	63	150	103	176	179	134	222	111	0	
	71.14%	72.37%	73.25%	73.58%	75.34%	71.71%	71.43%	86.79%	71.87%	75.90%	69.23%	82.73%	71.62%	82.76%	78.95%	72.41%	73.17%	67.76%	78.92%	71.60%	80.24%	77.89%	70.70%	0.0%	
		A	A	A	A			I				M							R	T					
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./ Very	Good/ Fair/	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	Compass (A)	of Bus. (B)	National Average (C)	West (D)	Plan (E)	Plan (F)	Plan (G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	1408	511	96	28	26	51	3	17	6	12	9	14	3	3	5	13	6	10	18	7	13	15	0
	0.02%	5.23%	5.47%	5.11%	6.05%	5.39%	9.68%	2.75%	5.01%	6.82%	5.19%	6.21%	4.56%	3.33%	5.17%	5.49%	6.05%	3.82%	4.35%	6.84%	4.05%	4.39%	8.98%	0.0%
		A	A	A	A	A	ABCDEF																	
BASE = Those who responded	78679	25501	8825	1782	435	454	476	106	322	82	219	136	293	87	55	86	202	151	220	245	166	283	152	0
	99.98%	94.77%	94.53%	94.89%	93.95%	94.19%	90.32%	97.25%	94.99%	93.18%	94.81%	93.79%	95.44%	96.67%	94.83%	94.51%	93.95%	96.18%	95.65%	93.16%	95.95%	95.61%	91.02%	0.0%
	BDEFG	G	G	G	G	G																		
Never	826	254	81	13	4	3	6	0	4	0	4	2	2	1	2	0	1	2	1	2	2	1	3	0
	1.05%	1.00%	0.92%	0.73%	0.92%	0.66%	1.26%	0.0%	1.24%	0.0%	1.83%	1.47%	0.68%	1.15%	3.64%	0.0%	0.50%	1.32%	0.45%	0.82%	1.20%	0.35%	1.97%	0.0%
									H		J													
Sometimes	3754	1153	390	69	20	21	26	5	14	7	9	2	18	2	1	6	11	10	8	12	6	13	7	0
	4.77%	4.52%	4.42%	3.87%	4.60%	4.63%	5.46%	4.72%	4.35%	8.54%	4.11%	1.47%	6.14%	2.30%	1.82%	6.98%	5.45%	6.62%	3.64%	4.90%	3.61%	4.59%	4.61%	0.0%
													L											
Bottom Two Box (%Never + %Sometimes)	4580	1407	471	82	24	24	32	5	18	7	13	4	20	3	3	6	12	12	9	14	8	14	10	0
	5.82%	5.52%	5.34%	4.60%	5.52%	5.29%	6.72%	4.72%	5.59%	8.54%	5.94%	2.94%	6.83%	3.45%	5.45%	6.98%	5.94%	7.95%	4.09%	5.71%	4.82%	4.95%	6.58%	0.0%
	D																							
Usually	6705	2146	716	153	34	37	41	7	27	8	19	8	26	7	3	10	13	15	16	21	12	24	10	0
	8.52%	8.42%	8.11%	8.59%	7.82%	8.15%	8.61%	6.60%	8.39%	9.76%	8.68%	5.88%	8.87%	8.05%	5.45%	11.63%	6.44%	9.93%	7.27%	8.57%	7.23%	8.48%	6.58%	0.0%
Always	11411	3312	1116	221	44	61	58	2	42	4	34	9	35	5	4	7	27	21	19	31	12	23	21	0
	14.50%	12.99%	12.65%	12.40%	10.11%	13.44%	12.18%	1.89%	13.04%	4.88%	15.53%	6.62%	11.95%	5.75%	7.27%	8.14%	13.37%	13.91%	8.64%	12.65%	7.23%	8.13%	13.82%	0.0%
		BCDE	E						H		J						N							
Always - q33 = "No"	55984	18636	6522	1326	333	332	345	92	235	63	153	115	212	72	45	63	150	103	176	179	134	222	111	0
	71.15%	73.08%	73.90%	74.41%	76.55%	73.13%	72.48%	86.79%	72.98%	76.83%	69.86%	84.56%	72.35%	82.76%	81.82%	73.26%	74.26%	68.21%	80.00%	73.06%	80.72%	78.45%	73.03%	0.0%
		A	A	A	A			I				M							R					
Always (Net)	67394	21948	7638	1547	377	393	403	94	277	67	187	124	247	77	49	70	177	124	195	210	146	245	132	0
	85.66%	86.07%	86.55%	86.81%	86.67%	86.56%	84.66%	88.68%	86.02%	81.71%	85.39%	91.18%	84.30%	88.51%	89.09%	81.40%	87.62%	82.12%	88.64%	85.71%	87.95%	86.57%	86.84%	0.0%
												M												
CAHPS Rate (%Always+%Usually)	74099	24094	8354	1700	411	430	444	101	304	75	206	132	273	84	52	80	190	139	211	231	158	269	142	0
	94.18%	94.48%	94.66%	95.40%	94.48%	94.71%	93.28%	95.28%	94.41%	91.46%	94.06%	97.06%	93.17%	96.55%	94.55%	93.02%	94.06%	92.05%	95.91%	94.29%	95.18%	95.05%	93.42%	0.0%
				A																				
3-point composite mean	2.7984	2.8055	2.8121	2.8221	2.8115	2.8128	2.7794	2.8396	2.8043	2.7317	2.7945	2.8824	2.7747	2.8506	2.8364	2.7442	2.8168	2.7417	2.8455	2.8000	2.8313	2.8163	2.8026	0
												M												
4-point composite mean	3.7879	3.7955	3.8029	3.8148	3.8023	3.8062	3.7668	3.8396	3.7919	3.7317	3.7763	3.8676	3.7679	3.8391	3.8000	3.7442	3.8119	3.7285	3.8409	3.7918	3.8193	3.8127	3.7829	0
				A																				

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

2017 Plan Results																								
2016 Quality Compass	2017 DSS	2017 UHC	2017 Regional Average	2017 Plan Total	2016 Plan Total	2015 Plan Total	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
							0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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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?

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan					Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.83%	4 0.76%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	0 0.0%	1001 3.72%	337 3.61%	73 3.89%	15 3.24%	24 4.98%	48 9.11%	0 0.0%	0 0.0%	3 3.41%	6 2.60%	1 0.69%	7 2.28%	0 0.0%	1 1.72%	2 2.20%	7 3.26%	3 1.91%	6 2.61%	5 1.90%	5 2.89%	10 3.38%	5 2.99%	0 0.0%	
BASE = Those who responded	78695 100.00%	25908 96.28%	8999 96.39%	1805 96.11%	448 96.76%	454 94.19%	475 90.13%	109 100.00%	339 100.00%	85 96.59%	225 97.40%	144 99.31%	300 97.72%	90 100.00%	57 98.28%	89 97.80%	208 96.74%	154 98.09%	224 97.39%	258 98.10%	168 97.11%	286 96.62%	162 97.01%	0 0.0%	
10 - Best health plan possible	32981 41.91%	11439 44.15%	4176 46.41%	763 42.27%	193 43.08%	203 44.71%	238 50.11%	0 0.0%	193 56.93%	14 16.47%	117 52.00%	65 45.14%	127 42.33%	38 42.22%	21 36.84%	34 38.20%	97 46.63%	69 44.81%	89 39.73%	126 48.84%	60 35.71%	118 41.26%	75 46.30%	0 0.0%	
9 -	12418 15.78%	3908 15.08%	1344 14.93%	273 15.12%	67 14.96%	61 13.44%	58 12.21%	0 0.0%	67 19.76%	11 12.94%	42 18.67%	23 15.97%	43 14.33%	11 12.22%	9 15.79%	17 19.10%	29 13.94%	19 12.34%	39 17.41%	35 13.57%	31 18.45%	44 15.38%	23 14.20%	0 0.0%	
Top Two Box	45399 57.69%	15347 59.24%	5520 61.34%	1036 57.40%	260 58.04%	264 58.15%	296 62.32%	0 0.0%	260 76.70%	25 29.41%	159 70.67%	88 61.11%	170 56.67%	49 54.44%	30 52.63%	51 57.30%	126 60.58%	88 57.14%	128 57.14%	161 62.40%	91 54.17%	162 56.64%	98 60.49%	0 0.0%	
8 -	13598 17.28%	4379 16.90%	1479 16.44%	306 16.95%	79 17.63%	81 17.84%	70 14.74%	0 0.0%	79 23.30%	16 18.82%	38 16.89%	26 18.06%	53 17.67%	9 10.00%	8 14.04%	18 20.22%	44 21.15%	24 15.58%	38 16.96%	45 17.44%	29 17.26%	47 16.43%	32 19.75%	0 0.0%	
CAHPS Rate (Top Three Box)	58998 74.97%	19726 76.14%	6999 77.78%	1342 74.35%	339 75.67%	345 75.99%	366 77.05%	0 0.0%	339 100.00%	41 48.24%	197 87.56%	114 79.17%	223 74.33%	58 64.44%	38 66.67%	69 77.53%	170 81.73%	112 72.73%	166 74.11%	206 79.84%	120 71.43%	209 73.08%	130 80.25%	0 0.0%	
7 -	7342 9.33%	2355 9.09%	763 8.48%	181 10.03%	42 9.38%	37 8.15%	41 8.63%	42 38.53%	0 0.0%	12 14.12%	17 7.56%	12 8.33%	30 10.00%	14 15.56%	6 10.53%	9 10.11%	13 6.25%	9 9.09%	14 10.71%	24 8.53%	22 10.71%	18 9.44%	27 9.26%	15 9.26%	0 0.0%
6 -	3549 4.51%	1129 4.36%	352 3.91%	84 4.65%	18 4.02%	21 4.63%	10 2.11%	18 16.51%	0 0.0%	7 8.24%	6 2.67%	5 3.47%	11 3.67%	4 4.44%	0 0.0%	4 4.49%	10 4.81%	7 4.55%	9 4.02%	6 2.33%	10 5.95%	15 5.24%	3 1.85%	0 0.0%	
5 -	4895 6.22%	1538 5.94%	503 5.59%	117 6.48%	28 6.25%	33 7.27%	35 7.37%	28 25.69%	0 0.0%	12 14.12%	3 1.33%	9 6.25%	19 6.33%	8 8.89%	9 15.79%	4 4.49%	7 3.37%	11 7.14%	15 6.70%	14 5.43%	13 7.74%	20 6.99%	8 4.94%	0 0.0%	
4 -	1188 1.51%	337 1.30%	118 1.31%	25 1.39%	9 2.01%	4 0.88%	4 0.84%	9 8.26%	0 0.0%	7 8.24%	0 0.0%	2 1.39%	7 2.33%	3 3.33%	2 3.51%	0 0.0%	4 1.92%	5 3.25%	4 1.79%	4 1.55%	4 2.38%	7 2.45%	2 1.23%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
3 -	929 1.18%	277 1.07%	90 1.00%	24 1.33%	6 1.34%	3 0.66%	7 1.47%	6 5.50% I	0 0.0%	5 5.88% K	0 0.0%	1 0.69%	5 1.67%	2 2.22%	1 1.75%	2 2.25%	1 0.48%	2 1.30%	3 1.34%	1 0.39%	2 1.19%	3 1.05%	3 1.85%	0 0.0%
2 -	574 0.73% CDE	170 0.66% C	39 0.43%	7 0.39%	1 0.22%	2 0.44%	6 1.26%	1 0.92%	0 0.0%	0 0.0%	0 0.0%	1 0.33%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.48%	0 0.0%	1 0.45%	1 0.39%	0 0.0%	1 0.35%	0 0.0%	0 0.0%
1 -	386 0.49% G	131 0.51% G	46 0.51% G	6 0.33% G	3 0.67% G	4 0.88% G	0 0.0%	3 2.75%	0 0.0%	1 1.18%	1 0.44%	1 0.69%	2 0.67%	0 0.0%	1 1.75%	0 0.0%	2 0.96%	2 1.30%	1 0.45%	3 1.16%	0 0.0%	2 0.70%	1 0.62%	0 0.0%
0 - Worst health plan possible	834 1.06%	245 0.95%	89 0.99%	19 1.05%	2 0.45%	5 1.10%	6 1.26%	2 1.83%	0 0.0%	0 0.0%	1 0.44%	0 0.0%	2 0.67%	1 1.11%	0 0.0%	1 1.12%	0 0.0%	1 0.65%	1 0.45%	1 0.39%	1 0.60%	2 0.70%	0 0.0%	0 0.0%
0-7 (NET)	19697 25.03% BC	6182 23.86% C	2000 22.22%	463 25.65% C	109 24.33%	109 24.01%	109 22.95%	109 100.00% I	0 0.0%	44 51.76% K	28 12.44%	30 20.83%	77 25.67%	32 35.56% Q	19 33.33% Q	20 22.47%	38 18.27%	42 27.27%	58 25.89%	52 20.16%	48 28.57%	77 26.92%	32 19.75%	0 0.0%
Bottom Three Box	1794 2.28%	546 2.11%	174 1.93%	32 1.77%	6 1.34%	11 2.42%	12 2.53%	6 5.50% I	0 0.0%	1 1.18%	2 0.89%	1 0.69%	5 1.67%	1 1.11%	1 1.75%	1 1.12%	3 1.44%	3 1.95%	3 1.34%	5 1.94%	1 0.60%	5 1.75%	1 0.62%	0 0.0%
Bottom Two Box	1220 1.55%	376 1.45%	135 1.50%	25 1.39%	5 1.12%	9 1.98%	6 1.26%	5 4.59% I	0 0.0%	1 1.18%	2 0.89%	1 0.69%	4 1.33%	1 1.11%	1 1.75%	1 1.12%	2 0.96%	3 1.95%	2 0.89%	4 1.55%	1 0.60%	4 1.40%	1 0.62%	0 0.0%
Average	8.3436	8.4218 A	8.5034 ABD	8.3562	8.4063	8.3921	8.4905	5.5138	9.3363 H	7.0235	8.9911 J	8.5833	8.3300	8.1222	7.9649	8.4270	8.6154 O	8.2857	8.3482	8.6008	8.2381	8.2937	8.6049	0
Standard deviation	2.0658	2.0256	1.9989	2.0286	1.9685	2.0715	2.1179	1.6513	0.8302	2.2228	1.4453	1.7736	2.0513	2.1747	2.2397	1.8717	1.8044	2.1554	1.9489	1.9228	1.9125	2.0546	1.7894	0
3-point composite mean	2.4199	2.4447 A	2.4759 ABD	2.4177	2.4308	2.4229	2.4800	1.3853	2.7670 H	1.9176	2.6578 J	2.4861	2.4100	2.3444	2.2982	2.4494	2.4856	2.3896	2.4196	2.5078 U	2.3631	2.3916	2.5000	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.83%	4 0.76%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 0.01%	644 2.39%	250 2.68%	49 2.61%	11 2.38%	7 1.45%	37 7.02%	2 1.83%	2 0.59%	3 3.41%	4 1.73%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.10%	5 2.33%	1 0.64%	4 1.74%	4 1.52%	2 1.16%	7 2.36%	4 2.40%	0 0.0%	
BASE = Those who responded	78687 99.99%	26265 97.61%	9086 97.32%	1829 97.39%	452 97.62%	471 97.72%	486 92.22%	107 98.17%	337 99.41%	85 96.59%	227 98.27%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	90 98.90%	210 97.67%	156 99.36%	226 98.26%	259 98.48%	171 98.84%	289 97.64%	163 97.60%	0 0.0%	
5 - Excellent	9026 11.47%	2791 10.63%	910 10.02%	197 10.77%	41 9.07%	47 9.98%	52 10.70%	10 9.35%	30 8.90%	7 8.24%	17 7.49%	41 28.28%	0 0.0%	17 18.89%	4 6.90%	8 8.89%	11 5.24%	14 8.97%	15 6.64%	17 6.56%	22 12.87%	21 7.27%	20 12.27%	0 0.0%	
4 - Very good	17659 22.44%	5616 21.38%	1875 20.64%	423 23.13%	104 23.01%	77 16.35%	95 19.55%	20 18.69%	84 24.93%	7 8.24%	58 25.55%	104 71.72%	0 0.0%	31 34.44%	14 24.14%	22 24.44%	36 17.14%	29 18.59%	48 21.24%	53 20.46%	49 28.65%	63 21.80%	41 25.15%	0 0.0%	
CAHPS Rate (Top Two Box)	26685 33.91%	8407 32.01%	2785 30.65%	620 33.90%	145 32.08%	124 26.33%	147 30.25%	30 28.04%	114 33.83%	14 16.47%	75 33.04%	145 100.00%	0 0.0%	48 53.33%	18 31.03%	30 33.33%	47 22.38%	43 27.56%	63 27.88%	70 27.03%	71 41.52%	84 29.07%	61 37.42%	0 0.0%	
3 - Good	26127 33.20%	8661 32.98%	2943 32.39%	590 32.26%	132 29.20%	131 27.81%	141 29.01%	36 33.64%	92 27.30%	21 24.71%	68 29.96%	0 0.0%	132 43.00%	29 32.22%	24 41.38%	24 26.67%	55 26.19%	53 33.97%	61 26.99%	71 27.41%	54 31.58%	92 31.83%	40 24.54%	0 0.0%	
2 - Fair	19296 24.52%	6780 25.81%	2453 27.00%	460 25.15%	121 26.77%	138 29.30%	126 25.93%	27 25.23%	93 27.60%	34 40.00%	61 26.87%	0 0.0%	121 39.41%	9 10.00%	12 20.69%	21 23.33%	77 36.67%	43 27.56%	68 30.09%	81 31.27%	34 19.88%	84 29.07%	37 22.70%	0 0.0%	
1 - Poor	6579 8.36%	2417 9.20%	905 9.96%	159 8.69%	54 11.95%	78 16.56%	72 14.81%	14 13.08%	38 11.28%	16 18.82%	23 10.13%	0 0.0%	54 17.59%	4 4.44%	4 6.90%	15 16.67%	31 14.76%	17 10.90%	34 15.04%	37 14.29%	12 7.02%	29 10.03%	25 15.34%	0 0.0%	
Bottom Two Box	25875 32.88%	9197 35.02%	3358 36.96%	619 33.84%	175 38.72%	216 45.86%	198 40.74%	41 38.32%	131 38.87%	50 58.82%	84 37.00%	0 0.0%	175 57.00%	13 14.44%	16 27.59%	36 40.00%	108 51.43%	60 38.46%	102 45.13%	118 45.56%	46 26.90%	113 39.10%	62 38.04%	0 0.0%	
Average	3.0414 BCEFG	2.9842 CFG	2.9375 F	3.0213 CEFG	2.9049 F	2.7389	2.8539	2.8598	2.9258	2.4706	2.9339	4.2828 J	2.2541 M	3.5333 OPQ	3.0345 Q	2.8556	2.6143	2.8718	2.7434	2.7375	3.2047 T	2.8720	2.9632	0	
Standard deviation	1.1230	1.1247	1.1276	1.1229	1.1530	1.2041	1.2058	1.1475	1.1519	1.1333	1.1067	0.4503	0.7357	1.0456	0.9994	1.2162	1.0906	1.1135	1.1466	1.1324	1.1130	1.0883	1.2576	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																															
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type										
	2016	2017	2017	Regional		Total		Total		Total		Excel./ Good/		18-34		35-44		45-54		55+		Male		Female		High School or Less		Some College or More		Mail	Phone	Internet
	Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Average West (D)	Plan (E)	Plan (F)	Plan (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Very Good (L)	Fair/Poor (M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)								
Total	78695	26909	9336	1878	463	482	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0									
Multiple mark	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
No response	0	649	235	44	13	10	2	5	2	6	1	3	0	0	0	8	3	2	5	2	7	6	0									
BASE = Those who responded	100.00%	97.59%	97.48%	97.66%	97.19%	97.93%	98.17%	98.53%	97.73%	97.40%	99.31%	99.02%	100.00%	100.00%	100.00%	96.28%	98.09%	99.13%	98.10%	98.84%	97.64%	96.41%	0.0%									
5 - Excellent	16864	4981	1627	371	69	75	10	56	7	35	52	16	20	6	11	32	24	29	38	31	39	30	0									
4 - Very good	18045	6009	1986	434	96	94	18	77	12	50	58	38	23	11	25	36	29	48	41	51	63	33	0									
CAHPS Rate (Top Two Box)	44.36%	41.85%	39.70%	43.89%	36.67%	35.81%	26.17%	39.82%	22.09%	37.78%	76.39%	17.76%	47.78%	29.31%	39.56%	32.85%	34.42%	33.77%	30.62%	47.95%	35.29%	39.13%	0.0%									
3 - Good	22349	7637	2661	528	132	128	35	96	21	70	24	108	27	19	17	68	46	65	86	39	85	47	0									
2 - Fair	16140	5673	2084	385	106	129	32	71	29	54	6	99	16	13	25	51	37	62	61	38	70	36	0									
1 - Poor	5296	1960	743	116	47	46	12	34	17	16	4	43	4	9	13	20	18	24	32	12	32	15	0									
Bottom Two Box	27.24%	29.07%	31.06%	27.32%	34.00%	37.08%	41.12%	31.44%	53.49%	31.11%	6.94%	46.71%	22.22%	37.93%	41.76%	34.30%	35.71%	37.72%	36.05%	29.24%	35.29%	31.68%	0.0%									
Average	3.3182	3.2429	3.1835	3.3048	3.0756	3.0487	3.1526	2.8318	3.1497	2.5698	3.1511	4.0278	2.6217	3.4333	2.8621	2.9560	3.0435	3.0260	2.9825	2.9690	3.2982	3.0242	3.1677	0								
Standard deviation	1.2081	1.2013	1.2063	1.1899	1.2142	1.2229	1.2391	1.1231	1.2242	1.1866	1.1602	0.9714	1.0411	1.1455	1.1955	1.2659	1.1930	1.2324	1.1883	1.2164	1.1989	1.2010	1.2323	0								
Sigma	78695	26909	9336	1878	463	482	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0									

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet		
	Compass	Book	National	Average	Total	Total	Total	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)					Good	Poor							or Less	or More						
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	514	193	29	7	8	33	1	0	2	3	0	0	0	0	0	2	0	1	1	1	3	4	0		
	0.0%	1.91%	2.07%	1.54%	1.51%	1.66%	6.26%	0.92%	0.0%	2.27%	1.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.93%	0.0%	0.43%	0.38%	0.58%	1.01%	2.40%	0.0%		
		A	A	A	A	A	ABCDEF																			
Don't know	2259	714	269	48	15	11	12	2	12	0	11	5	10	3	3	1	8	8	6	10	5	14	1	0		
	2.87%	2.65%	2.88%	2.56%	3.24%	2.28%	2.28%	1.83%	3.54%	0.0%	4.76%	3.45%	3.26%	3.33%	5.17%	1.10%	3.72%	5.10%	2.61%	3.80%	2.89%	4.73%	0.60%	0.0%		
											J											W				
BASE = Those who responded	76436	25681	8874	1801	441	463	482	106	327	86	217	140	297	87	55	90	205	149	223	252	167	279	162	0		
	97.13%	95.44%	95.05%	95.90%	95.25%	96.06%	91.46%	97.25%	96.46%	97.73%	93.94%	96.55%	96.74%	96.67%	94.83%	98.90%	95.35%	94.90%	96.96%	95.82%	96.53%	94.26%	97.01%	0.0%		
	BCDG	G	G	G	G	G										Q										
Yes	29400	10614	3698	723	184	211	249	40	140	49	93	58	123	22	16	38	106	69	99	114	60	127	57	0		
	38.46%	41.33%	41.67%	40.14%	41.72%	45.57%	51.66%	37.74%	42.81%	56.98%	42.86%	41.43%	41.41%	25.29%	29.09%	42.22%	51.71%	46.31%	44.39%	45.24%	35.93%	45.52%	35.19%	0.0%		
		A	A			AD	ABCDE			K						N	NO					W				
No	47036	15067	5176	1078	257	252	233	66	187	37	124	82	174	65	39	52	99	80	124	138	107	152	105	0		
	61.54%	58.67%	58.33%	59.86%	58.28%	54.43%	48.34%	62.26%	57.19%	43.02%	57.14%	58.57%	58.59%	74.71%	70.91%	57.78%	48.29%	53.69%	55.61%	54.76%	64.07%	54.48%	64.81%	0.0%		
	BCFG	G	G	FG	G						J			PQ	Q							V				
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?
(THOSE RESPONDENTS FLAGGED AS 18-64 IN THE SAMPLE)

	2017 Plan Results																								
								Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass	2017 DSS Book of Bus.	2017 UHC National Average	2017 Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	78695 100.00%	24131 100.00%	8376 100.00%	1658 100.00%	376 100.00%	395 100.00%	434 100.00%	97 100.00%	271 100.00%	68 100.00%	189 100.00%	132 100.00%	237 100.00%	89 100.00%	58 100.00%	91 100.00%	132 100.00%	133 100.00%	177 100.00%	193 100.00%	165 100.00%	230 100.00%	146 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	0 0.0%	445 1.84% A	162 1.93% A	24 1.45% A	4 1.06% A	7 1.77% A	28 6.45% ABCDEF	1 1.03%	0 0.0%	1 1.47%	2 1.06%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.43%	3 2.05%	0 0.0%	
Don't know	2259 2.87%	622 2.58%	238 2.84%	40 2.41%	11 2.93%	10 2.53%	10 2.30%	1 1.03%	10 3.69%	0 0.0%	8 4.23% J	5 3.79%	6 2.53%	3 3.37%	3 5.17%	1 1.10%	4 3.03%	7 5.26%	3 1.69%	6 3.11%	5 3.03%	10 4.35% W	1 0.68%	0 0.0%	
BASE = Those who responded	76436 97.13% BCDG	23064 95.58% G	7976 95.22% G	1594 96.14% G	361 96.01% G	378 95.70% G	396 91.24% G	95 97.94%	261 96.31%	67 98.53%	179 94.71%	127 96.21%	231 97.47%	86 96.63%	55 94.83%	90 98.90%	127 96.21%	126 94.74%	174 98.31%	187 96.89%	160 96.97%	219 95.22%	142 97.26%	0 0.0%	
Yes	29400 38.46%	9002 39.03%	3148 39.47%	591 37.08%	132 36.57%	153 40.48%	181 45.71% ABCDE	31 32.63%	99 37.93%	34 50.75%	70 39.11%	51 40.16%	79 34.20%	21 24.42%	16 29.09%	38 42.22% N	56 44.09% NO	51 40.48%	69 39.66%	71 37.97%	56 35.00%	88 40.18%	44 30.99%	0 0.0%	
No	47036 61.54% G	14062 60.97% G	4828 60.53% G	1003 62.92% G	229 63.43% G	225 59.52% G	215 54.29% G	64 67.37%	162 62.07%	33 49.25%	109 60.89%	76 59.84%	152 65.80%	65 75.58% PQ	39 70.91% Q	52 57.78% Q	71 55.91%	75 59.52%	105 60.34%	116 62.03%	104 65.00%	131 59.82%	98 69.01%	0 0.0%	
Sigma	78695 100.00%	24131 100.00%	8376 100.00%	1658 100.00%	376 100.00%	395 100.00%	434 100.00%	97 100.00%	271 100.00%	68 100.00%	189 100.00%	132 100.00%	237 100.00%	89 100.00%	58 100.00%	91 100.00%	132 100.00%	133 100.00%	177 100.00%	193 100.00%	165 100.00%	230 100.00%	146 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																										
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type					
	2016	2017	2017	2017		2016	2015	0-7		8-10		Excel./	Good/	18-34		35-44		45-54		55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	DSS	UHC	Regional	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)			
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Multiple mark	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
No response	8	645	239	38	12	9	37	2	4	4	3	2	4	1	0	1	5	2	4	5	2	6	6	0			
	0.01%	2.40%	2.56%	2.02%	2.59%	1.87%	7.02%	1.83%	1.18%	4.55%	1.30%	1.38%	1.30%	1.11%	0.0%	1.10%	2.33%	1.27%	1.74%	1.90%	1.16%	2.03%	3.59%	0.0%			
		A	A	A	A	A	ABCDEF									O											
BASE = Those who responded	78687	26264	9097	1840	451	471	489	107	335	84	228	143	303	89	58	90	210	155	226	258	171	290	161	0			
	99.99%	97.60%	97.44%	97.98%	97.41%	97.72%	92.79%	98.17%	98.82%	95.45%	98.70%	98.62%	98.70%	98.89%	100.00%	98.90%	97.67%	98.73%	98.26%	98.10%	98.84%	97.97%	96.41%	0.0%			
	BDEFG	G	G	G	G	G	G							Q													
Every day	14952	5184	1924	324	83	84	97	19	63	14	43	14	67	11	16	16	39	35	36	45	31	56	27	0			
	19.00%	19.74%	21.15%	17.61%	18.40%	17.83%	19.84%	17.76%	18.81%	16.67%	18.86%	9.79%	22.11%	12.36%	27.59%	17.78%	18.57%	22.58%	15.93%	17.44%	18.13%	19.31%	16.77%	0.0%			
		D	ABD										L		N												
Some days	9262	3122	1106	214	50	59	53	14	35	10	22	17	32	16	7	10	17	22	20	24	24	28	22	0			
	11.77%	11.89%	12.16%	11.63%	11.09%	12.53%	10.84%	13.08%	10.45%	11.90%	9.65%	11.89%	10.56%	17.98%	12.07%	11.11%	8.10%	14.19%	8.85%	9.30%	14.04%	9.66%	13.66%	0.0%			
								Q																			
Every day + Some days (NET)	24214	8306	3030	538	133	143	150	33	98	24	65	31	99	27	23	26	56	57	56	69	55	84	49	0			
	30.77%	31.63%	33.31%	29.24%	29.49%	30.36%	30.67%	30.84%	29.25%	28.57%	28.51%	21.68%	32.67%	30.34%	39.66%	28.89%	26.67%	36.77%	24.78%	26.74%	32.16%	28.97%	30.43%	0.0%			
		D	ABD									L						S									
Not at all	53843	17818	6021	1285	314	326	334	74	233	60	160	112	200	62	34	61	154	95	169	185	116	202	112	0			
	68.43%	67.84%	66.19%	69.84%	69.62%	69.21%	68.30%	69.16%	69.55%	71.43%	70.18%	78.32%	66.01%	69.66%	58.62%	67.78%	73.33%	61.29%	74.78%	71.71%	67.84%	69.66%	69.57%	0.0%			
	C	C	C	C								M					O		R								
Don't know	630	140	46	17	4	2	5	0	4	0	3	0	4	0	1	3	0	3	1	4	0	4	0	0			
	0.80%	0.53%	0.51%	0.92%	0.89%	0.42%	1.02%	0.0%	1.19%	0.0%	1.32%	0.0%	1.32%	0.0%	1.72%	3.33%	0.0%	1.94%	0.44%	1.55%	0.0%	1.38%	0.0%	0.0%			
	BC								H				L						U		W						
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	39 0.05%	760 2.82%	279 2.99%	44 2.34%	15 3.24%	14 2.90%	42 7.97%	3 2.75%	5 1.47%	5 5.68%	3 1.30%	3 2.07%	6 1.95%	2 2.22%	0 0.0%	3 3.30%	5 2.33%	4 2.55%	5 2.17%	6 2.28%	3 1.73%	8 2.70%	7 4.19%	0 0.0%
Appropriately skipped	54473 69.22%	17958 66.74%	6067 64.99%	1302 69.33%	318 68.68%	328 68.05%	339 64.33%	74 67.89%	237 69.91%	60 68.18%	163 70.56%	112 77.24%	204 66.45%	62 68.89%	35 60.34%	64 70.33%	154 71.63%	98 62.42%	170 73.91%	189 71.86%	116 67.05%	206 69.59%	112 67.07%	0 0.0%
BASE = Those who responded	24183 30.73%	8191 30.44%	2990 32.03%	532 28.33%	130 28.08%	140 29.05%	146 27.70%	32 29.36%	97 28.61%	23 26.14%	65 28.14%	30 20.69%	97 31.60%	26 28.89%	23 39.66%	24 26.37%	56 26.05%	55 35.03%	55 23.91%	68 25.86%	54 31.21%	82 27.70%	48 28.74%	0 0.0%
Never	5831 24.11%	1936 23.64%	717 23.98%	159 29.89%	44 33.85%	47 33.57%	45 30.82%	15 46.88%	29 29.90%	10 43.48%	11 16.92%	12 40.00%	31 31.96%	13 50.00%	10 43.48%	7 29.17%	14 25.00%	19 34.55%	14 25.45%	22 32.35%	20 37.04%	24 29.27%	20 41.67%	0 0.0%
Sometimes	5123 21.18%	1777 21.69%	663 22.17%	117 21.99%	31 23.85%	30 21.43%	36 24.66%	6 18.75%	25 25.77%	9 39.13%	16 24.62%	7 23.33%	22 22.68%	6 23.08%	6 26.09%	7 29.17%	12 21.43%	11 20.00%	16 29.09%	19 27.94%	10 18.52%	20 24.39%	11 22.92%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10954 45.30%	3713 45.33%	1380 46.15%	276 51.88%	75 57.69%	77 55.00%	81 55.48%	21 65.63%	54 55.67%	19 82.61%	27 41.54%	19 63.33%	53 54.64%	19 73.08%	16 69.57%	14 58.33%	26 46.43%	30 54.55%	30 54.55%	41 60.29%	30 55.56%	44 53.66%	31 64.58%	0 0.0%
Usually	3573 14.77%	1305 15.93%	469 15.69%	87 16.35%	16 12.31%	19 13.57%	20 13.70%	6 18.75%	10 10.31%	2 8.70%	9 13.85%	2 6.67%	14 14.43%	2 7.69%	2 8.70%	4 16.67%	8 14.29%	8 14.55%	7 12.73%	5 7.35%	9 16.67%	10 12.20%	6 12.50%	0 0.0%
Always	9656 39.93%	3173 38.74%	1141 38.16%	169 31.77%	39 30.00%	44 31.43%	45 30.82%	5 15.63%	33 34.02%	2 8.70%	29 44.62%	9 30.00%	30 30.93%	5 19.23%	5 21.74%	6 25.00%	22 39.29%	17 30.91%	18 32.73%	22 32.35%	15 27.78%	28 34.15%	11 22.92%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	18352 75.89%	6255 76.36%	2273 76.02%	373 70.11%	86 66.15%	93 66.43%	101 69.18%	17 53.13%	68 70.10%	13 56.52%	54 83.08%	18 60.00%	66 68.04%	13 50.00%	13 56.52%	17 70.83%	42 75.00%	36 65.45%	41 74.55%	46 67.65%	34 62.96%	58 70.73%	28 58.33%	0 0.0%
3-point composite mean	1.9463 DEFG	1.9341 DEFG	1.9201 DEFG	1.7989	1.7231	1.7643	1.7534	1.5000	1.7835	1.2609	2.0308	1.6667	1.7629	1.4615	1.5217	1.6667	1.9286	1.7636	1.7818	1.7206	1.7222	1.8049	1.5833	0
4-point composite mean	2.7052 DEFG	2.6977 DEFG	2.6803 DEFG	2.5000	2.3846	2.4286	2.4452	2.0313	2.4845	1.8261	2.8615	2.2667	2.4433	1.9615	2.0870	2.3750	2.6786	2.4182	2.5273	2.3971	2.3519	2.5122	2.1667	0
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	2017/2016		Overall Rating of Plan		Overall Rating of Health Care		Health Status			Age				Gender		Education		Survey Type			
	Total Plan (A)	2016 Quality Compass (B)	2017 UHC National Average (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./Very Good (H)	Good/Fair/Good (I)	Poor (J)	18-34 (K)	35-44 (L)	45-54 (M)	55+ (N)	Male (O)	Female (P)	High School or Less (Q)	Some College or More (R)	Mail (S)	Phone (T)	Internet (U)
Total	945	78695	9336	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	29	39	279	4	10	7	10	5	11	2	0	3	15	10	10	16	5	17	12	0	
	3.07%	0.05%	2.99%	1.83%	1.46%	3.76%	2.12%	1.86%	1.68%	1.08%	0.0%	1.63%	3.34%	2.96%	2.18%	2.88%	1.47%	2.72%	3.76%	0.0%	
	B		B										JK								
Appropriately skipped	646	54473	6067	144	483	126	336	205	438	134	65	122	318	214	334	378	238	435	211	0	
	68.36%	69.22%	64.99%	66.06%	70.61%	67.74%	71.19%	76.21%	66.97%	72.04%	61.32%	66.30%	70.82%	63.31%	72.77%	68.11%	70.00%	69.49%	66.14%	0.0%	
	C	C						I							N						
BASE = Those who responded	270	24183	2990	70	191	53	126	59	205	50	41	59	116	114	115	161	97	174	96	0	
	28.57%	30.73%	32.03%	32.11%	27.92%	28.49%	26.69%	21.93%	31.35%	26.88%	38.68%	32.07%	25.84%	33.73%	25.05%	29.01%	28.53%	27.80%	30.09%	0.0%	
			A					H		JM				O							
Never	91	5831	717	30	59	16	24	23	67	31	15	17	28	40	29	59	30	54	37	0	
	33.70%	24.11%	23.98%	42.86%	30.89%	30.19%	19.05%	38.98%	32.68%	62.00%	36.59%	28.81%	24.14%	35.09%	25.22%	36.65%	30.93%	31.03%	38.54%	0.0%	
	BC									KLM											
Sometimes	61	5123	663	17	41	20	25	12	46	8	9	17	26	20	33	37	21	42	19	0	
	22.59%	21.18%	22.17%	24.29%	21.47%	37.74%	19.84%	20.34%	22.44%	16.00%	21.95%	28.81%	22.41%	17.54%	28.70%	22.98%	21.65%	24.14%	19.79%	0.0%	
			G											N							
Bottom Two Box (%Never + %Sometimes)	152	10954	1380	47	100	36	49	35	113	39	24	34	54	60	62	96	51	96	56	0	
	56.30%	45.30%	46.15%	67.14%	52.36%	67.92%	38.89%	59.32%	55.12%	78.00%	58.54%	57.63%	46.55%	52.63%	53.91%	59.63%	52.58%	55.17%	58.33%	0.0%	
	BC			E		G				KLM											
Usually	35	3573	469	10	24	7	20	7	28	5	6	9	14	18	12	15	17	23	12	0	
	12.96%	14.77%	15.69%	14.29%	12.57%	13.21%	15.87%	11.86%	13.66%	10.00%	14.63%	15.25%	12.07%	15.79%	10.43%	9.32%	17.53%	13.22%	12.50%	0.0%	
Always	83	9656	1141	13	67	10	57	17	64	6	11	16	48	36	41	50	29	55	28	0	
	30.74%	39.93%	38.16%	18.57%	35.08%	18.87%	45.24%	28.81%	31.22%	12.00%	26.83%	27.12%	41.38%	31.58%	35.65%	31.06%	29.90%	31.61%	29.17%	0.0%	
	A		A	D		F				J		J	J								
CAHPS Rate (%Always + %Usually + %Sometimes)	179	18352	2273	40	132	37	102	36	138	19	26	42	88	74	86	102	67	120	59	0	
	66.30%	75.89%	76.02%	57.14%	69.11%	69.81%	80.95%	61.02%	67.32%	38.00%	63.41%	71.19%	75.86%	64.91%	74.78%	63.35%	69.07%	68.97%	61.46%	0.0%	
	A		A							J	J	J									
3-point composite mean	1.7444	1.9463	1.9201	1.5143	1.8272	1.5094	2.0635	1.6949	1.7610	1.3400	1.6829	1.6949	1.9483	1.7895	1.8174	1.7143	1.7732	1.7644	1.7083	0	
		A	A		D		F				J	J	J								
4-point composite mean	2.4074	2.7052	2.6803	2.0857	2.5183	2.2075	2.8730	2.3051	2.4341	1.7200	2.3171	2.4068	2.7069	2.4386	2.5652	2.3478	2.4639	2.4540	2.3229	0	
		A	A		D		F				J	J	J								
Sigma	945	78695	9336	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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?

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	1009	218	711	188	480	271	686	204	95	187	472	318	475	587	335	595	414	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	56	4	12	5	16	2	13	1	0	4	16	7	12	19	3	17	39	0
	5.55%	1.83%	1.69%	2.66%	3.33%	0.74%	1.90%	0.49%	0.0%	2.14%	3.39%	2.20%	2.53%	3.24%	0.90%	2.86%	9.42%	0.0%
Appropriately skipped	667	141	500	128	337	210	451	148	63	112	333	200	338	383	244	406	261	0
	66.11%	64.68%	70.32%	68.09%	70.21%	77.49%	65.74%	72.55%	66.32%	59.89%	70.55%	62.89%	71.16%	65.25%	72.84%	68.24%	63.04%	0.0%
BASE = Those who responded	286	73	199	55	127	59	222	55	32	71	123	111	125	185	88	172	114	0
	28.34%	33.49%	27.99%	29.26%	26.46%	21.77%	32.36%	26.96%	33.68%	37.97%	26.06%	34.91%	26.32%	31.52%	26.27%	28.91%	27.54%	0.0%
Never	92	26	61	14	23	25	66	29	11	25	26	34	34	63	26	57	35	0
	32.17%	35.62%	30.65%	25.45%	18.11%	42.37%	29.73%	52.73%	34.38%	35.21%	21.14%	30.63%	27.20%	34.05%	29.55%	33.14%	30.70%	0.0%
Sometimes	66	22	40	19	27	10	54	8	6	20	30	28	29	44	18	40	26	0
	23.08%	30.14%	20.10%	34.55%	21.26%	16.95%	24.32%	14.55%	18.75%	28.17%	24.39%	25.23%	23.20%	23.78%	20.45%	23.26%	22.81%	0.0%
Bottom Two Box (%Never + %Sometimes)	158	48	101	33	50	35	120	37	17	45	56	62	63	107	44	97	61	0
	55.24%	65.75%	50.75%	60.00%	39.37%	59.32%	54.05%	67.27%	53.13%	63.38%	45.53%	55.86%	50.40%	57.84%	50.00%	56.40%	53.51%	0.0%
Usually	39	8	30	5	23	10	29	6	5	8	19	17	15	21	16	26	13	0
	13.64%	10.96%	15.08%	9.09%	18.11%	16.95%	13.06%	10.91%	15.63%	11.27%	15.45%	15.32%	12.00%	11.35%	18.18%	15.12%	11.40%	0.0%
Always	89	17	68	17	54	14	73	12	10	18	48	32	47	57	28	49	40	0
	31.12%	23.29%	34.17%	30.91%	42.52%	23.73%	32.88%	21.82%	31.25%	25.35%	39.02%	28.83%	37.60%	30.81%	31.82%	28.49%	35.09%	0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	194	47	138	41	104	34	156	26	21	46	97	77	91	122	62	115	79	0
	67.83%	64.38%	69.35%	74.55%	81.89%	57.63%	70.27%	47.27%	65.63%	64.79%	78.86%	69.37%	72.80%	65.95%	70.45%	66.86%	69.30%	0.0%
3-point composite mean	1.7587	1.5753	1.8342	1.7091	2.0315	1.6441	1.7883	1.5455	1.7813	1.6197	1.9350	1.7297	1.8720	1.7297	1.8182	1.7209	1.8158	0
			B		D						HJ							
4-point composite mean	2.4371	2.2192	2.5276	2.4545	2.8504	2.2203	2.4910	2.0182	2.4375	2.2676	2.7236	2.4234	2.6000	2.3892	2.5227	2.3895	2.5088	0
					D						HJ							
Sigma	1009	218	711	188	480	271	686	204	95	187	472	318	475	587	335	595	414	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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.

	2017 Plan Results																								
	2017 Quality Compass							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	8 0.01%	799 2.97%	291 3.12%	48 2.56%	15 3.24%	14 2.90%	40 7.59%	3 2.75%	5 1.47%	5 5.68%	4 1.73%	4 2.76%	5 1.63%	1 1.11%	0 0.0%	3 3.30%	6 2.79%	4 2.55%	5 2.17%	6 2.28%	3 1.73%	8 2.70%	7 4.19%	0 0.0%	
Appropriately skipped	54473 69.22%	17958 66.74%	6067 64.99%	1302 69.33%	318 68.68%	328 68.05%	339 64.33%	74 67.89%	237 69.91%	60 68.18%	163 70.56%	112 77.24%	204 66.45%	62 68.89%	35 60.34%	64 70.33%	154 71.63%	98 62.42%	170 73.91%	189 71.86%	116 67.05%	206 69.59%	112 67.07%	0 0.0%	
BASE = Those who responded	24214 30.77%	8152 30.29%	2978 31.90%	528 28.12%	130 28.08%	139 28.84%	148 28.08%	32 29.36%	97 28.61%	23 26.14%	64 27.71%	29 20.00%	98 31.92%	27 30.00%	23 39.66%	24 26.37%	55 25.58%	55 35.03%	55 23.91%	68 25.86%	54 31.21%	82 27.70%	48 28.74%	0 0.0%	
Never	12560 51.87%	4114 50.47%	1565 52.55%	318 60.23%	85 65.38%	86 61.87%	87 58.78%	23 71.88%	62 63.92%	14 60.87%	39 60.94%	23 79.31%	59 60.20%	25 92.59%	16 69.57%	16 66.67%	27 49.09%	40 72.73%	28 50.91%	45 66.18%	34 62.96%	55 67.07%	30 62.50%	0 0.0%	
Sometimes	4832 19.95%	1627 19.96%	570 19.14%	97 18.37%	21 16.15%	24 17.27%	30 20.27%	6 18.75%	15 15.46%	6 26.09%	11 17.19%	3 10.34%	18 18.37%	1 3.70%	4 17.39%	5 20.83%	11 20.00%	9 16.36%	11 20.00%	10 14.71%	10 18.52%	12 14.63%	9 18.75%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	17392 71.82%	5741 70.42%	2135 71.69%	415 78.60%	106 81.54%	110 79.14%	117 79.05%	29 90.63%	77 79.38%	20 86.96%	50 78.13%	26 89.66%	77 78.57%	26 96.30%	20 86.96%	21 87.50%	38 69.09%	49 89.09%	39 70.91%	55 80.88%	44 81.48%	67 81.71%	39 81.25%	0 0.0%	
Usually	2550 10.53%	937 11.49%	350 11.75%	46 8.71%	12 9.23%	9 6.47%	13 8.78%	2 6.25%	10 10.31%	2 8.70%	7 10.94%	3 10.34%	9 9.18%	0 0.0%	1 4.35%	1 4.17%	10 18.18%	1 1.82%	10 18.18%	6 8.82%	6 11.11%	8 9.76%	4 8.33%	0 0.0%	
Always	4273 17.65%	1474 18.08%	493 16.55%	67 12.69%	12 9.23%	20 14.39%	18 12.16%	1 3.13%	10 10.31%	1 4.35%	7 10.94%	0 0.0%	12 12.24%	1 3.70%	2 8.70%	2 8.33%	7 12.73%	5 9.09%	6 10.91%	7 10.29%	4 7.41%	7 8.54%	5 10.42%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	11655 48.13%	4038 49.53%	1413 47.45%	210 39.77%	45 34.62%	53 38.13%	61 41.22%	9 28.13%	35 36.08%	9 39.13%	25 39.06%	6 20.69%	39 39.80%	2 7.41%	7 30.43%	8 33.33%	28 50.91%	15 27.27%	27 49.09%	23 33.82%	20 37.04%	27 32.93%	18 37.50%	0 0.0%	
3-point composite mean	1.4582 DEG	1.4766 DEG	1.4486 DEG	1.3409	1.2769	1.3525	1.3311	1.1250	1.3093	1.1739	1.3281	1.1034	1.3367	1.0741	1.2174	1.2083	1.4364	1.2000	1.4000	1.2941	1.2593	1.2683	1.2917	0	
4-point composite mean	1.9396 DEFG	1.9719 CDEFG	1.9231 DE	1.7386	1.6231	1.7338	1.7432	1.4063	1.6701	1.5652	1.7188	1.3103	1.7347	1.1481	1.5217	1.5417	1.9455	1.4727	1.8909 R	1.6324	1.6296	1.5976	1.6667	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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.

	2017/2016 Plan Quality Total (A)		2017 UHC National Average (C)		Overall Rating of Plan (D, E)		Overall Rating of Health Care (F, G)		Health Status (H, I)		Age (J, K, L, M)				Gender (N, O)		Education (P, Q)		Survey Type (R, S, T)		
	2016	2017	2016	2017	0-7	8-10	0-7	8-10	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	945	78695	9336	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	0	0	
	0.11%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.15%	0.0%	0.0%	0.54%	0.0%	0.0%	0.22%	0.0%	0.29%	0.16%	0.0%	0.0%	
No response	29	8	291	4	10	8	11	6	10	1	0	3	16	10	10	16	5	17	12	0	
	3.07%	0.01%	3.12%	1.83%	1.46%	4.30%	2.33%	2.23%	1.53%	0.54%	0.0%	1.63%	3.56%	2.96%	2.18%	2.88%	1.47%	2.72%	3.76%	0.0%	
Appropriately skipped	646	54473	6067	144	483	126	336	205	438	134	65	122	318	214	334	378	238	435	211	0	
	68.36%	69.22%	64.99%	66.06%	70.61%	67.74%	71.19%	76.21%	66.97%	72.04%	61.32%	66.30%	70.82%	63.31%	72.77%	68.11%	70.00%	69.49%	66.14%	0.0%	
BASE = Those who responded	269	24214	2978	70	191	52	125	58	205	51	41	58	115	114	114	161	96	173	96	0	
	28.47%	30.77%	31.90%	32.11%	27.92%	27.96%	26.48%	21.56%	31.35%	27.42%	38.68%	31.52%	25.61%	33.73%	24.84%	29.01%	28.24%	27.64%	30.09%	0.0%	
Never	171	12560	1565	48	119	32	68	43	124	47	28	32	62	78	59	100	63	110	61	0	
	63.57%	51.87%	52.55%	68.57%	62.30%	61.54%	54.40%	74.14%	60.49%	92.16%	68.29%	55.17%	53.91%	68.42%	51.75%	62.11%	65.63%	63.58%	63.54%	0.0%	
Sometimes	45	4832	570	11	31	9	27	5	39	2	7	15	19	19	21	27	15	30	15	0	
	16.73%	19.95%	19.14%	15.71%	16.23%	17.31%	21.60%	8.62%	19.02%	3.92%	17.07%	25.86%	16.52%	16.67%	18.42%	16.77%	15.63%	17.34%	15.63%	0.0%	
Bottom Two Box (%Never + %Sometimes)	216	17392	2135	59	150	41	95	48	163	49	35	47	81	97	80	127	78	140	76	0	
	80.30%	71.82%	71.69%	84.29%	78.53%	78.85%	76.00%	82.76%	79.51%	96.08%	85.37%	81.03%	70.43%	85.09%	70.18%	78.88%	81.25%	80.92%	79.17%	0.0%	
Usually	21	2550	350	5	16	7	9	5	16	1	1	5	14	6	14	13	8	12	9	0	
	7.81%	10.53%	11.75%	7.14%	8.38%	13.46%	7.20%	8.62%	7.80%	1.96%	2.44%	8.62%	12.17%	5.26%	12.28%	8.07%	8.33%	6.94%	9.38%	0.0%	
Always	32	4273	493	6	25	4	21	5	26	1	5	6	20	11	20	21	10	21	11	0	
	11.90%	17.65%	16.55%	8.57%	13.09%	7.69%	16.80%	8.62%	12.68%	1.96%	12.20%	10.34%	17.39%	9.65%	17.54%	13.04%	10.42%	12.14%	11.46%	0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	98	11655	1413	22	72	20	57	15	81	4	13	26	53	36	55	61	33	63	35	0	
	36.43%	48.13%	47.45%	31.43%	37.70%	38.46%	45.60%	25.86%	39.51%	7.84%	31.71%	44.83%	46.09%	31.58%	48.25%	37.89%	34.38%	36.42%	36.46%	0.0%	
3-point composite mean	1.3160	1.4582	1.4486	1.2429	1.3455	1.2885	1.4080	1.2586	1.3317	1.0588	1.2683	1.2931	1.4696	1.2456	1.4737	1.3416	1.2917	1.3121	1.3229	0	
4-point composite mean	1.6803	1.9396	1.9231	1.5571	1.7225	1.6731	1.8640	1.5172	1.7268	1.1373	1.5854	1.7414	1.9304	1.5614	1.9561	1.7205	1.6354	1.6763	1.6875	0	
Sigma	945	78695	9336	218	684	186	472	269	654	186	106	184	449	338	459	555	340	626	319	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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.

	Overall Rating of Plan			Overall Rating of Health Care			Health Status		Age				Gender		Education		Survey Type		
	Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)	
Total	1009	218	711	188	480	271	686	204	95	187	472	318	475	587	335	595	414	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	0	0	
	0.10%	0.0%	0.0%	0.0%	0.0%	0.0%	0.15%	0.0%	0.0%	0.53%	0.0%	0.0%	0.21%	0.0%	0.30%	0.17%	0.0%	0.0%	
No response	54	3	11	6	16	2	12	0	0	3	16	7	12	17	3	17	37	0	
	5.35%	1.38%	1.55%	3.19%	3.33%	0.74%	1.75%	0.0%	0.0%	1.60%	3.39%	2.20%	2.53%	2.90%	0.90%	2.86%	8.94%	0.0%	
Appropriately skipped	667	141	500	128	337	210	451	148	63	112	333	200	338	383	244	406	261	0	
	66.11%	64.68%	70.32%	68.09%	70.21%	77.49%	65.74%	72.55%	66.32%	59.89%	70.55%	62.89%	71.16%	65.25%	72.84%	68.24%	63.04%	0.0%	
BASE = Those who responded	287	74	200	54	127	59	222	56	32	71	123	111	124	187	87	171	116	0	
	28.44%	33.94%	28.13%	28.72%	26.46%	21.77%	32.36%	27.45%	33.68%	37.97%	26.06%	34.91%	26.11%	31.86%	25.97%	28.74%	28.02%	0.0%	
Never	173	50	115	36	58	43	127	43	21	40	66	60	71	107	59	98	75	0	
	60.28%	67.57%	57.50%	66.67%	45.67%	72.88%	57.21%	76.79%	65.63%	56.34%	53.66%	54.05%	57.26%	57.22%	67.82%	57.31%	64.66%	0.0%	
Sometimes	54	12	37	6	33	7	46	7	6	15	24	26	20	35	14	37	17	0	
	18.82%	16.22%	18.50%	11.11%	25.98%	11.86%	20.72%	12.50%	18.75%	21.13%	19.51%	23.42%	16.13%	18.72%	16.09%	21.64%	14.66%	0.0%	
Bottom Two Box (%Never + %Sometimes)	227	62	152	42	91	50	173	50	27	55	90	86	91	142	73	135	92	0	
	79.09%	83.78%	76.00%	77.78%	71.65%	84.75%	77.93%	89.29%	84.38%	77.46%	73.17%	77.48%	73.39%	75.94%	83.91%	78.95%	79.31%	0.0%	
Usually	22	5	17	6	11	3	18	3	1	5	13	14	8	17	5	12	10	0	
	7.67%	6.76%	8.50%	11.11%	8.66%	5.08%	8.11%	5.36%	3.13%	7.04%	10.57%	12.61%	6.45%	9.09%	5.75%	7.02%	8.62%	0.0%	
Always	38	7	31	6	25	6	31	3	4	11	20	11	25	28	9	24	14	0	
	13.24%	9.46%	15.50%	11.11%	19.69%	10.17%	13.96%	5.36%	12.50%	15.49%	16.26%	9.91%	20.16%	14.97%	10.34%	14.04%	12.07%	0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	114	24	85	18	69	16	95	13	11	31	57	51	53	80	28	73	41	0	
	39.72%	32.43%	42.50%	33.33%	54.33%	27.12%	42.79%	23.21%	34.38%	43.66%	46.34%	45.95%	42.74%	42.78%	32.18%	42.69%	35.34%	0.0%	
3-point composite mean	1.3415	1.2568	1.3950	1.3333	1.4803	1.2542	1.3604	1.1607	1.2813	1.3803	1.4309	1.3243	1.4677	1.3904	1.2644	1.3509	1.3276	0	
4-point composite mean	1.7387	1.5811	1.8200	1.6667	2.0236	1.5254	1.7883	1.3929	1.6250	1.8169	1.8943	1.7838	1.8952	1.8182	1.5862	1.7778	1.6810	0	
Sigma	1009	218	711	188	480	271	686	204	95	187	472	318	475	587	335	595	414	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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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.

	2017 Plan Results																								
	Overall Rating of Plan							Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2017 Quality Compass (A)	DSS Book of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	24 0.03%	827 3.07%	312 3.34%	53 2.82%	17 3.67%	15 3.11%	39 7.40%	3 2.75%	7 2.06%	5 5.68%	5 2.16%	4 2.76%	7 2.28%	1 1.11%	0 0.0%	3 3.30%	8 3.72%	4 2.55%	7 3.04%	6 2.28%	5 2.89%	10 3.38%	7 4.19%	0 0.0%	
Appropriately skipped	54473 69.22%	17958 66.74%	6067 64.99%	1302 69.33%	318 68.68%	328 68.05%	339 64.33%	74 67.89%	237 69.91%	60 68.18%	163 70.56%	112 77.24%	204 66.45%	62 68.89%	35 60.34%	64 70.33%	154 71.63%	98 62.42%	170 73.91%	189 71.86%	116 67.05%	206 69.59%	112 67.07%	0 0.0%	
BASE = Those who responded	24199 30.75%	8124 30.19%	2957 31.67%	523 27.85%	128 27.65%	139 28.84%	149 28.27%	32 29.36%	95 28.02%	23 26.14%	63 27.27%	29 20.00%	96 31.27%	27 30.00%	23 39.66%	24 26.37%	53 24.65%	55 35.03%	53 23.04%	68 25.86%	52 30.06%	80 27.03%	48 28.74%	0 0.0%	
Never	13724 56.72%	4530 55.76%	1679 56.78%	320 61.19%	82 64.06%	92 66.19%	101 67.79%	22 68.75%	60 63.16%	14 60.87%	38 60.32%	21 72.41%	58 60.42%	23 85.19%	12 52.17%	18 75.00%	28 52.83%	37 67.27%	30 56.60%	42 61.76%	35 67.31%	52 65.00%	30 62.50%	0 0.0%	
Sometimes	4651 19.22%	1578 19.42%	585 19.78%	100 19.12%	22 17.19%	26 18.71%	27 18.12%	8 25.00%	14 14.74%	4 17.39%	11 17.46%	3 10.34%	19 19.79%	3 11.11%	6 26.09%	4 16.67%	9 16.98%	8 14.55%	12 22.64%	12 17.65%	9 17.31%	13 16.25%	9 18.75%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	18375 75.93%	6108 75.18%	2264 76.56%	420 80.31%	104 81.25%	118 84.89%	128 85.91%	30 93.75%	74 77.89%	18 78.26%	49 77.78%	24 82.76%	77 80.21%	26 96.30%	18 78.26%	22 91.67%	37 69.81%	45 81.82%	42 79.25%	54 79.41%	44 84.62%	65 81.25%	39 81.25%	0 0.0%	
Usually	2337 9.66%	852 10.49%	311 10.52%	49 9.37%	12 9.38%	8 5.76%	10 6.71%	1 3.13%	11 11.58%	4 17.39%	6 9.52%	4 13.79%	8 8.33%	0 0.0%	3 13.04%	0 0.0%	9 16.98%	6 10.91%	5 9.43%	7 10.29%	4 7.69%	7 8.75%	5 10.42%	0 0.0%	
Always	3486 14.41%	1164 14.33%	382 12.92%	54 10.33%	12 9.38%	13 9.35%	11 7.38%	1 3.13%	10 10.53%	1 4.35%	8 12.70%	1 3.45%	11 11.46%	1 3.70%	2 8.70%	2 8.33%	7 13.21%	4 7.27%	6 11.32%	7 10.29%	4 7.69%	8 10.00%	4 8.33%	0 0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	10474 43.28%	3594 44.24%	1278 43.22%	203 38.81%	46 35.94%	47 33.81%	48 32.21%	10 31.25%	35 36.84%	9 39.13%	25 39.68%	8 27.59%	38 39.58%	4 14.81%	11 47.83%	6 25.00%	25 47.17%	18 32.73%	23 43.40%	26 38.24%	17 32.69%	28 35.00%	18 37.50%	0 0.0%	
3-point composite mean	1.3847 DFG	1.3914 DEFG	1.3635 DFG	1.3002	1.2813	1.2446	1.2148	1.0938	1.3263 H	1.2609	1.3492	1.2069	1.3125	1.0741	1.3043	1.1667	1.4340	1.2545	1.3208	1.3088	1.2308	1.2875	1.2708	0	
4-point composite mean	1.8176 DFG	1.8338 DEFG	1.7957 DFG	1.6883	1.6406	1.5827	1.5369	1.4063	1.6947	1.6522	1.7460	1.4828	1.7083	1.2222	1.7826	1.4167	1.9057	1.5818	1.7547	1.6912	1.5577	1.6375	1.6458	0	
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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.

	2017/ 2016		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	Plan Total (A)	2016 Quality Compass Average (B)	UHC National Average (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	945 100.00%	78695 100.00%	9336 100.00%	218 100.00%	684 100.00%	186 100.00%	472 100.00%	269 100.00%	654 100.00%	186 100.00%	106 100.00%	184 100.00%	449 100.00%	338 100.00%	459 100.00%	555 100.00%	340 100.00%	626 100.00%	319 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	32 3.39% B	24 0.03% B	312 3.34% B	4 1.83%	13 1.90%	8 4.30%	14 2.97%	5 1.86%	14 2.14%	1 0.54%	0 0.0%	3 1.63%	18 4.01% JK	10 2.96%	12 2.61%	15 2.70%	8 2.35%	19 3.04%	13 4.08%	0 0.0%
Appropriately skipped	646 68.36% C	54473 69.22% C	6067 64.99%	144 66.06%	483 70.61%	126 67.74%	336 71.19%	205 76.21% I	438 66.97%	134 72.04%	65 61.32%	122 66.30%	318 70.82%	214 63.31%	334 72.77% N	378 68.11%	238 70.00%	435 69.49%	211 66.14%	0 0.0%
BASE = Those who responded	267 28.25%	24199 30.75%	2957 31.67% A	70 32.11%	188 27.49%	52 27.96%	122 25.85%	59 21.93%	202 30.89% H	51 27.42%	41 38.68% M	59 32.07%	113 25.17%	114 33.73% O	113 24.62%	162 29.19%	94 27.65%	172 27.48%	95 29.78%	0 0.0%
Never	174 65.17% BC	13724 56.72% BC	1679 56.78%	51 72.86%	118 62.77%	37 71.15% G	68 55.74%	42 71.19%	127 62.87%	44 86.27% KLM	24 58.54%	37 62.71%	67 59.29%	76 66.67%	67 59.29%	102 62.96%	65 69.15%	114 66.28%	60 63.16%	0 0.0%
Sometimes	48 17.98%	4651 19.22%	585 19.78%	13 18.57%	33 17.55%	6 11.54%	28 22.95%	7 11.86%	41 20.30%	6 11.76%	9 21.95%	15 25.42%	17 15.04%	21 18.42%	21 18.58%	31 19.14%	15 15.96%	30 17.44%	18 18.95%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	222 83.15% BC	18375 75.93% BC	2264 76.56% A	64 91.43% E	151 80.32%	43 82.69%	96 78.69%	49 83.05%	168 83.17% KLM	50 98.04% KLM	33 80.49%	52 88.14% M	84 74.34%	97 85.09%	88 77.88%	133 82.10%	80 85.11%	144 83.72%	78 82.11%	0 0.0%
Usually	20 7.49%	2337 9.66%	311 10.52%	2 2.86%	17 9.04% D	6 11.54%	10 8.20%	7 11.86%	12 5.94%	0 0.0%	3 7.32%	3 5.08%	14 12.39% J	10 8.77%	9 7.96%	12 7.41%	7 7.45%	10 5.81%	10 10.53%	0 0.0%
Always	25 9.36%	3486 14.41% A	382 12.92%	4 5.71%	20 10.64%	3 5.77%	16 13.11%	3 5.08%	22 10.89%	1 1.96%	5 12.20%	4 6.78%	15 13.27% J	7 6.14%	16 14.16% N	17 10.49%	7 7.45%	18 10.47%	7 7.37%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	93 34.83% A	10474 43.28% A	1278 43.22% A	19 27.14%	70 37.23%	15 28.85%	54 44.26% F	17 28.81%	75 37.13%	7 13.73%	17 41.46% J	22 37.29% J	46 40.71% J	38 33.33%	46 40.71%	60 37.04%	29 30.85%	58 33.72%	35 36.84%	0 0.0%
3-point composite mean	1.2622	1.3847 A	1.3635 A	1.1429	1.3032 D	1.2308	1.3443	1.2203	1.2772	1.0392	1.3171 J	1.1864	1.3894 JL	1.2105	1.3628	1.2840	1.2234	1.2674	1.2526	0
4-point composite mean	1.6105	1.8176 A	1.7957 A	1.4143	1.6755 D	1.5192	1.7869	1.5085	1.6485	1.1765	1.7317 J	1.5593 J	1.7965 J	1.5439	1.7699	1.6543	1.5319	1.6047	1.6211	0
Sigma	945 100.00%	78695 100.00%	9336 100.00%	218 100.00%	684 100.00%	186 100.00%	472 100.00%	269 100.00%	654 100.00%	186 100.00%	106 100.00%	184 100.00%	449 100.00%	338 100.00%	459 100.00%	555 100.00%	340 100.00%	626 100.00%	319 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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.

	Overall Rating of Plan			Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)	
Total	1009	218	711	188	480	271	686	204	95	187	472	318	475	587	335	595	414	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	54	3	11	6	17	1	13	0	0	2	16	7	11	16	3	16	38	0	
	5.35%	1.38%	1.55%	3.19%	3.54%	0.37%	1.90%	0.0%	0.0%	1.07%	3.39%	2.20%	2.32%	2.73%	0.90%	2.69%	9.18%	0.0%	
Appropriately skipped	667	141	500	128	337	210	451	148	63	112	333	200	338	383	244	406	261	0	
	66.11%	64.68%	70.32%	68.09%	70.21%	77.49%	65.74%	72.55%	66.32%	59.89%	70.55%	62.89%	71.16%	65.25%	72.84%	68.24%	63.04%	0.0%	
BASE = Those who responded	288	74	200	54	126	60	222	56	32	73	123	111	126	188	88	173	115	0	
	28.54%	33.94%	28.13%	28.72%	26.25%	22.14%	32.36%	27.45%	33.68%	39.04%	26.06%	34.91%	26.53%	32.03%	26.27%	29.08%	27.78%	0.0%	
Never	193	58	126	44	69	42	147	42	22	47	79	69	83	123	62	117	76	0	
	67.01%	78.38%	63.00%	81.48%	54.76%	70.00%	66.22%	75.00%	68.75%	64.38%	64.23%	62.16%	65.87%	65.43%	70.45%	67.63%	66.09%	0.0%	
Sometimes	53	9	42	2	34	11	42	10	7	15	20	26	18	35	15	29	24	0	
	18.40%	12.16%	21.00%	3.70%	26.98%	18.33%	18.92%	17.86%	21.88%	20.55%	16.26%	23.42%	14.29%	18.62%	17.05%	16.76%	20.87%	0.0%	
Bottom Two Box (%Never + %Sometimes)	246	67	168	46	103	53	189	52	29	62	99	95	101	158	77	146	100	0	
	85.42%	90.54%	84.00%	85.19%	81.75%	88.33%	85.14%	92.86%	90.63%	84.93%	80.49%	85.59%	80.16%	84.04%	87.50%	84.39%	86.96%	0.0%	
Usually	18	3	13	4	11	3	13	3	0	4	11	8	9	13	5	10	8	0	
	6.25%	4.05%	6.50%	7.41%	8.73%	5.00%	5.86%	5.36%	0.0%	5.48%	8.94%	7.21%	7.14%	6.91%	5.68%	5.78%	6.96%	0.0%	
Always	24	4	19	4	12	4	20	1	3	7	13	8	16	17	6	17	7	0	
	8.33%	5.41%	9.50%	7.41%	9.52%	6.67%	9.01%	1.79%	9.38%	9.59%	10.57%	7.21%	12.70%	9.04%	6.82%	9.83%	6.09%	0.0%	
CAHPS Rate (%Always + %Usually + %Sometimes)	95	16	74	10	57	18	75	14	10	26	44	42	43	65	26	56	39	0	
	32.99%	21.62%	37.00%	18.52%	45.24%	30.00%	33.78%	25.00%	31.25%	35.62%	35.77%	37.84%	34.13%	34.57%	29.55%	32.37%	33.91%	0.0%	
3-point composite mean	1.2292	1.1486	1.2550	1.2222	1.2778	1.1833	1.2387	1.0893	1.1875	1.2466	1.3008	1.2162	1.3254	1.2500	1.1932	1.2543	1.1913	0	
4-point composite mean	1.5590	1.3649	1.6250	1.4074	1.7302	1.4833	1.5766	1.3393	1.5000	1.6027	1.6585	1.5946	1.6667	1.5957	1.4886	1.5780	1.5304	0	
Sigma	1009	218	711	188	480	271	686	204	95	187	472	318	475	587	335	595	414	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2016 Quality Compass (A)	2017 DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	646 2.40% F	231 2.47% F	34 1.81%	10 2.16%	6 1.24%	38 7.21% BCDEF	2 1.83%	3 0.88%	4 4.55%	3 1.30%	2 1.38%	3 0.98%	1 1.11%	1 1.72%	0 0.0%	2 0.93%	1 0.64%	3 1.30%	4 1.52%	1 0.58%	3 1.01%	7 4.19%	0 0.0%
Don't know	0 0.0%	288 1.07% F	92 0.99%	24 1.28% F	5 1.08%	2 0.41%	5 0.95%	4 3.67%	1 0.29%	3 3.41%	1 0.43%	1 0.69%	4 1.30%	0 0.0%	2 3.45%	2 2.20%	1 0.47%	2 1.27%	3 1.30%	3 1.14%	2 1.16%	5 1.69% W	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	25975 96.53% G	9013 96.54% G	1820 96.91% G	448 96.76% G	473 98.13% BCG	484 91.84%	103 94.50%	335 98.82%	81 92.05%	227 98.27% J	142 97.93%	300 97.72%	89 98.89%	55 94.83%	89 97.80%	212 98.60%	154 98.09%	224 97.39%	256 97.34%	170 98.27%	288 97.30%	160 95.81%	0 0.0%
Yes	0 0.0%	6919 26.64%	2418 26.83%	482 26.48%	129 28.79%	123 26.00%	132 27.27%	20 19.42%	106 31.64% H	23 28.40%	73 32.16%	34 23.94%	94 31.33%	11 12.36%	8 14.55%	26 29.21% NO	84 39.62% NO	51 33.12%	66 29.46%	83 32.42%	41 24.12%	86 29.86%	43 26.88%	0 0.0%
No	0 0.0%	19056 73.36%	6595 73.17%	1338 73.52%	319 71.21%	350 74.00%	352 72.73%	83 80.58% I	229 68.36%	58 71.60%	154 67.84%	108 76.06%	206 68.67%	78 87.64% PQ	47 85.45% PQ	63 70.79%	128 60.38%	103 66.88%	158 70.54%	173 67.58%	129 75.88%	202 70.14%	117 73.13%	0 0.0%
Sigma	0 0.0%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass	DSS Book	UHC National Average	0-7	8-10	0-7	8-10	0-7	8-10	Very Good	Fair/Good	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0	2840	1032	239	51	45	48	12	38	7	25	14	37	0	0	9	42	29	16	30	18	34	17	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	0	2840	1032	239	51	45	48	12	38	7	25	14	37	0	0	9	42	29	16	30	18	34	17	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	0	1019	382	83	17	12	12	4	12	3	7	3	14	0	0	3	14	11	5	8	7	11	6	0
	0.0%	35.88%	37.02%	34.73%	33.33%	26.67%	25.00%	33.33%	31.58%	42.86%	28.00%	21.43%	37.84%	0.0%	0.0%	33.33%	33.33%	37.93%	31.25%	26.67%	38.89%	32.35%	35.29%	0.0%
No	0	1821	650	156	34	33	36	8	26	4	18	11	23	0	0	6	28	18	11	22	11	23	11	0
	0.0%	64.12%	62.98%	65.27%	66.67%	73.33%	75.00%	66.67%	68.42%	57.14%	72.00%	78.57%	62.16%	0.0%	0.0%	66.67%	66.67%	62.07%	68.75%	73.33%	61.11%	67.65%	64.71%	0.0%
Sigma	0	2840	1032	239	51	45	48	12	38	7	25	14	37	0	0	9	42	29	16	30	18	34	17	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

	2017/2016		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	2017	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	Total	Quality National Average	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Total	96	0	1032	23	70	13	49	24	71	0	0	24	72	56	28	58	33	68	28	0
	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	96	0	1032	23	70	13	49	24	71	0	0	24	72	56	28	58	33	68	28	0
	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	29	0	382	9	18	6	14	4	24	0	0	7	22	15	9	16	11	18	11	0
	30.21%	0.0%	37.02%	39.13%	25.71%	46.15%	28.57%	16.67%	33.80%	0.0%	0.0%	29.17%	30.56%	26.79%	32.14%	27.59%	33.33%	26.47%	39.29%	0.0%
No	67	0	650	14	52	7	35	20	47	0	0	17	50	41	19	42	22	50	17	0
	69.79%	0.0%	62.98%	60.87%	74.29%	53.85%	71.43%	83.33%	66.20%	0.0%	0.0%	70.83%	69.44%	73.21%	67.86%	72.41%	66.67%	73.53%	60.71%	0.0%
Sigma	96	0	1032	23	70	13	49	24	71	0	0	24	72	56	28	58	33	68	28	0
	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

43. Do you take aspirin daily or every other day? - Aspirin use qualified

	Overall Rating of Plan			Overall Rating of Health Care			Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)	
Total	93	25	65	13	42	17	73	0	0	25	68	57	24	58	28	67	26	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BASE = Those who responded	93	25	65	13	42	17	73	0	0	25	68	57	24	58	28	67	26	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Yes	24	6	16	3	13	2	20	0	0	6	18	10	8	16	7	14	10	0	
	25.81%	24.00%	24.62%	23.08%	30.95%	11.76%	27.40%	0.0%	0.0%	24.00%	26.47%	17.54%	33.33%	27.59%	25.00%	20.90%	38.46%	0.0%	
No	69	19	49	10	29	15	53	0	0	19	50	47	16	42	21	53	16	0	
	74.19%	76.00%	75.38%	76.92%	69.05%	88.24%	72.60%	0.0%	0.0%	76.00%	73.53%	82.46%	66.67%	72.41%	75.00%	79.10%	61.54%	0.0%	
Sigma	93	25	65	13	42	17	73	0	0	25	68	57	24	58	28	67	26	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	0	650	226	34	14	5	39	2	7	3	5	2	5	0	0	0	8	3	3	7	0	7	7	0		
	0.0%	2.42%	2.42%	1.81%	3.02%	1.04%	7.40%	1.83%	2.06%	3.41%	2.16%	1.38%	1.63%	0.0%	0.0%	0.0%	3.72%	1.91%	1.30%	2.66%	0.0%	2.36%	4.19%	0.0%		
		F	F		F		BCDEF										NOF			U						
Don't know	0	2044	784	168	43	32	46	15	26	16	16	8	34	4	8	11	20	17	25	23	18	38	5	0		
	0.0%	7.60%	8.40%	8.95%	9.29%	6.64%	8.73%	13.76%	7.67%	18.18%	6.93%	5.52%	11.07%	4.44%	13.79%	12.09%	9.30%	10.83%	10.87%	8.75%	10.40%	12.84%	2.99%	0.0%		
			B	B						K			L									W				
BASE = Those who responded	0	24215	8326	1676	406	443	441	92	306	69	210	135	268	86	50	80	187	137	202	233	155	251	155	0		
	0.0%	89.99%	89.18%	89.24%	87.69%	91.91%	83.68%	84.40%	90.27%	78.41%	90.91%	93.10%	87.30%	95.56%	86.21%	87.91%	86.98%	87.26%	87.83%	88.59%	89.60%	84.80%	92.81%	0.0%		
		CG	G	G		CBG					J	M		Q								V				
Yes	0	2703	961	182	53	65	51	14	38	11	27	8	44	5	3	11	34	13	38	32	19	28	25	0		
	0.0%	11.16%	11.54%	10.86%	13.05%	14.67%	11.56%	15.22%	12.42%	15.94%	12.86%	5.93%	16.42%	5.81%	6.00%	13.75%	18.18%	9.49%	18.81%	13.73%	12.26%	11.16%	16.13%	0.0%		
					BD							L					NO		R							
No	0	21512	7365	1494	353	378	390	78	268	58	183	127	224	81	47	69	153	124	164	201	136	223	130	0		
	0.0%	88.84%	88.46%	89.14%	86.95%	85.33%	88.44%	84.78%	87.58%	84.06%	87.14%	94.07%	83.58%	94.19%	94.00%	86.25%	81.82%	90.51%	81.19%	86.27%	87.74%	88.84%	83.87%	0.0%		
		F		F							M			Q	Q			S								
Sigma	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

2017 Plan Results																									
	2016 Quality Compass (A)	2017 DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
Total	0 0.0%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	0 0.0%	717 2.66%	238 2.55%	37 1.97%	12 2.59%	10 2.07%	41 7.78%	3 2.75%	4 1.18%	3 3.41%	4 1.73%	1 0.69%	5 1.63%	0 0.0%	1 1.72%	0 0.0%	5 2.33%	2 1.27%	2 0.87%	2 0.76%	4 2.31%	6 2.03%	6 3.59%	0 0.0%	
BASE = Those who responded	0 0.0%	26192 97.34%	9098 97.45%	1841 98.03%	451 97.41%	472 97.93%	486 92.22%	106 97.25%	335 98.82%	85 96.59%	227 98.27%	144 99.31%	302 98.37%	90 100.00%	57 98.28%	91 100.00%	210 97.67%	155 98.73%	228 99.13%	261 99.24%	169 97.69%	290 97.97%	161 96.41%	0 0.0%	
Yes	0 0.0%	10848 41.42%	3813 41.91%	717 38.95%	188 41.69%	191 40.47%	193 39.71%	26 24.53%	156 46.57%	34 40.00%	106 46.70%	48 33.33%	138 45.70%	17 18.89%	9 15.79%	38 41.76%	123 58.57%	57 36.77%	111 48.68%	119 45.59%	61 36.09%	122 42.07%	66 40.99%	0 0.0%	
No	0 0.0%	15344 58.58%	5285 58.09%	1124 61.05%	263 58.31%	281 59.53%	293 60.29%	80 75.47%	179 53.43%	51 60.00%	121 53.30%	96 66.67%	164 54.30%	73 81.11%	48 84.21%	53 58.24%	87 41.43%	98 63.23%	117 51.32%	142 54.41%	108 63.91%	168 57.93%	95 59.01%	0 0.0%	
Sigma	0 0.0%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Good	Poor	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	0	6049	2131	540	120	122	133	26	90	20	56	39	80	0	0	19	99	52	54	69	45	85	35	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	0	6049	2131	540	120	122	133	26	90	20	56	39	80	0	0	19	99	52	54	69	45	85	35	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	0	2605	925	205	50	46	50	12	37	13	22	11	39	0	0	4	45	15	30	27	20	34	16	0
	0.0%	43.06%	43.41%	37.96%	41.67%	37.70%	37.59%	46.15%	41.11%	65.00%	39.29%	28.21%	48.75%	0.0%	0.0%	21.05%	45.45%	28.85%	55.56%	39.13%	44.44%	40.00%	45.71%	0.0%
			D	D								L							R					
No	0	3444	1206	335	70	76	83	14	53	7	34	28	41	0	0	15	54	37	24	42	25	51	19	0
	0.0%	56.94%	56.59%	62.04%	58.33%	62.30%	62.41%	53.85%	58.89%	35.00%	60.71%	71.79%	51.25%	0.0%	0.0%	78.95%	54.55%	71.15%	44.44%	60.87%	55.56%	60.00%	54.29%	0.0%
				BC							M							S						
Sigma	0	6049	2131	540	120	122	133	26	90	20	56	39	80	0	0	19	99	52	54	69	45	85	35	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017/2016		2017 UHC		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	Total	Compass	Average	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Total	242	0	2131	50	180	40	119	70	168	0	1	47	190	102	114	143	89	184	58	0	
	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BASE = Those who responded	242	0	2131	50	180	40	119	70	168	0	1	47	190	102	114	143	89	184	58	0	
	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Yes	96	0	925	23	68	19	52	18	75	0	0	9	85	30	56	51	40	69	27	0	
	39.67%	0.0%	43.41%	46.00%	37.78%	47.50%	43.70%	25.71%	44.64%	0.0%	0.0%	19.15%	44.74%	29.41%	49.12%	35.66%	44.94%	37.50%	46.55%	0.0%	
									H					L	N						
No	146	0	1206	27	112	21	67	52	93	0	1	38	105	72	58	92	49	115	31	0	
	60.33%	0.0%	56.59%	54.00%	62.22%	52.50%	56.30%	74.29%	55.36%	0.0%	100.00%	80.85%	55.26%	70.59%	50.88%	64.34%	55.06%	62.50%	53.45%	0.0%	
								I				M		O							
Sigma	242	0	2131	50	180	40	119	70	168	0	1	47	190	102	114	143	89	184	58	0	
	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	Overall Rating of Plan			Overall Rating of Health Care			Health Status		Age				Gender		Education		Survey Type		
	2016/ 2015 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)	
Total	255	58	180	41	124	66	183	0	1	49	202	100	119	145	95	181	74	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BASE = Those who responded	255	58	180	41	124	66	183	0	1	49	202	100	119	145	95	181	74	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Yes	96	21	69	13	57	19	73	0	0	9	86	35	52	53	40	69	27	0	
	37.65%	36.21%	38.33%	31.71%	45.97%	28.79%	39.89%	0.0%	0.0%	18.37%	42.57%	35.00%	43.70%	36.55%	42.11%	38.12%	36.49%	0.0%	
										J									
No	159	37	111	28	67	47	110	0	1	40	116	65	67	92	55	112	47	0	
	62.35%	63.79%	61.67%	68.29%	54.03%	71.21%	60.11%	0.0%	100.00%	81.63%	57.43%	65.00%	56.30%	63.45%	57.89%	61.88%	63.51%	0.0%	
										K									
Sigma	255	58	180	41	124	66	183	0	1	49	202	100	119	145	95	181	74	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

46. Are you aware that you have any of the following conditions?

	2017 Plan Results																							
	2017			2016			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS (B)	UHC National Average (C)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)	
			Regional West (D)																					
Total	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
BASE = Those who responded	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
High cholesterol	0	7616	2769	540	115	139	116	22	90	23	67	23	91	5	6	30	73	41	71	76	34	78	37	0
	0.0%	28.30%	29.66%	28.75%	24.84%	28.84%	22.01%	20.18%	26.55%	26.14%	29.00%	15.86%	29.64%	5.56%	10.34%	32.97%	33.95%	26.11%	30.87%	28.90%	19.65%	26.35%	22.16%	0.0%
			G	BEG	G	G						L	L			NO	NO			U				
High blood pressure	0	10179	3651	687	176	200	191	30	144	44	96	32	141	8	11	40	116	67	100	119	47	118	58	0
	0.0%	37.83%	39.11%	36.58%	38.01%	41.49%	36.24%	27.52%	42.48%	50.00%	41.56%	22.07%	45.93%	8.89%	18.97%	43.96%	53.95%	42.68%	43.48%	45.25%	27.17%	39.86%	34.73%	0.0%
			ED		D	D			H			L	L			NO	NO			U				
Parent or sibling with heart attack before the age of 60	0	5146	1850	321	75	70	87	11	60	16	37	13	60	7	7	14	47	23	43	42	30	45	30	0
	0.0%	19.12%	19.82%	17.09%	16.20%	14.52%	16.51%	10.09%	17.70%	18.18%	16.02%	8.97%	19.54%	7.78%	12.07%	15.38%	21.86%	14.65%	18.70%	15.97%	17.34%	15.20%	17.96%	0.0%
			DF	DEFG					H			L	L				N							
None/no response	0	11981	4022	842	217	216	253	63	145	32	100	93	118	74	42	35	58	70	87	105	95	128	89	0
	0.0%	44.52%	43.08%	44.83%	46.87%	44.81%	48.01%	57.80%	42.77%	36.36%	43.29%	64.14%	38.44%	82.22%	72.41%	38.46%	26.98%	44.59%	37.83%	39.92%	54.91%	43.24%	53.29%	0.0%
		C				C		I				M	M	PQ	PQ					T		V		
Sigma	0	34922	12292	2390	583	625	647	126	439	115	300	161	410	94	66	119	294	201	301	342	206	369	214	0
	0.0%	129.78%	131.66%	127.26%	125.92%	129.67%	122.77%	115.60%	129.50%	130.68%	129.87%	111.03%	133.55%	104.44%	113.79%	130.77%	136.74%	128.03%	130.87%	130.04%	119.08%	124.66%	128.14%	0.0%

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan					Very	Fair/							School	College			
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)				
Total	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
BASE = Those who responded	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
A heart attack	0	1522	540	109	29	24	29	2	26	6	20	4	25	2	1	5	21	14	14	21	8	17	12	0
	0.0%	5.66%	5.78%	5.80%	6.26%	4.98%	5.50%	1.83%	7.67%	6.82%	8.66%	2.76%	8.14%	2.22%	1.72%	5.49%	9.77%	8.92%	6.09%	7.98%	4.62%	5.74%	7.19%	0.0%
									H				L						NO					
Angina or coronary heart disease	0	1493	520	102	24	33	19	5	18	5	17	1	23	2	2	4	16	12	11	18	5	18	6	0
	0.0%	5.55%	5.57%	5.43%	5.18%	6.85%	3.61%	4.59%	5.31%	5.68%	7.36%	0.69%	7.49%	2.22%	3.45%	4.40%	7.44%	7.64%	4.78%	6.84%	2.89%	6.08%	3.59%	0.0%
			G	G		G							L				N			U				
A stroke	0	1468	563	100	29	24	27	5	23	7	17	5	24	2	2	5	20	11	16	18	11	18	11	0
	0.0%	5.46%	6.03%	5.32%	6.26%	4.98%	5.12%	4.59%	6.78%	7.95%	7.36%	3.45%	7.82%	2.22%	3.45%	5.49%	9.30%	7.01%	6.96%	6.84%	6.36%	6.08%	6.59%	0.0%
			B										L				N							
Any kind of diabetes or high blood sugar	0	5872	2049	414	109	135	114	19	89	24	64	18	89	2	12	24	71	39	66	77	25	72	37	0
	0.0%	21.82%	21.95%	22.04%	23.54%	28.01%	21.63%	17.43%	26.25%	27.27%	27.71%	12.41%	28.99%	2.22%	20.69%	26.37%	33.02%	24.84%	28.70%	29.28%	14.45%	24.32%	22.16%	0.0%
						BCDG			H				L		N	N	NO			U				
None/no response	0	18951	6518	1311	313	309	383	83	218	53	141	122	182	84	42	57	121	99	145	160	133	197	116	0
	0.0%	70.43%	69.82%	69.81%	67.60%	64.11%	72.68%	76.15%	64.31%	60.23%	61.04%	84.14%	59.28%	93.33%	72.41%	62.64%	56.28%	63.06%	63.04%	60.84%	76.88%	66.55%	69.46%	0.0%
		F	F	F		F		I				M		OQ	Q					T				
Sigma	0	29306	10190	2036	504	525	572	114	374	95	259	150	343	92	59	95	249	175	252	294	182	322	182	0
	0.0%	108.91%	109.15%	108.41%	108.86%	108.92%	108.54%	104.59%	110.32%	107.95%	112.12%	103.45%	111.73%	102.22%	101.72%	104.40%	115.81%	111.46%	109.57%	111.79%	105.20%	108.78%	108.98%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	DSS	UHC	Regional	Plan	Plan	Total	Total	Total	Total	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	1151	395	61	17	14	55	2	10	6	5	2	9	0	1	4	6	6	5	11	1	11	6	0
	0.0%	4.28%	4.23%	3.25%	3.67%	2.90%	10.44%	1.83%	2.95%	6.82%	2.16%	1.38%	2.93%	0.0%	1.72%	4.40%	2.79%	3.82%	2.17%	4.18%	0.58%	3.72%	3.59%	0.0%
		AD	AD	A	A	A	ABCDEF								N	N			U					
BASE = Those who responded	78695	25758	8941	1817	446	467	472	107	329	82	226	143	298	90	57	87	209	151	225	252	172	285	161	0
	100.00%	95.72%	95.77%	96.75%	96.33%	96.89%	89.56%	98.17%	97.05%	93.18%	97.84%	98.62%	97.07%	100.00%	98.28%	95.60%	97.21%	96.18%	97.83%	95.82%	99.42%	96.28%	96.41%	0.0%
	BCDEFG	G	G	BCG	G	G								FQ						T				
Yes	26135	8818	3178	578	133	171	165	33	98	30	85	22	109	14	10	33	75	38	84	77	48	85	48	0
	33.21%	34.23%	35.54%	31.81%	29.82%	36.62%	34.96%	30.84%	29.79%	36.59%	37.61%	15.38%	36.58%	15.56%	17.54%	37.93%	35.89%	25.17%	37.33%	30.56%	27.91%	29.82%	29.81%	0.0%
		DE	ABDE			E						L			NO	NO			R					
No	52560	16940	5763	1239	313	296	307	74	231	52	141	121	189	76	47	54	134	113	141	175	124	200	113	0
	66.79%	65.77%	64.46%	68.19%	70.18%	63.38%	65.04%	69.16%	70.21%	63.41%	62.39%	84.62%	63.42%	84.44%	82.46%	62.07%	64.11%	74.83%	62.67%	69.44%	72.09%	70.18%	70.19%	0.0%
	C	C		BC	BCF							M		PQ	PQ		S							
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Good	Poor	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)													(T)	(U)	(V)	(W)	(X)		
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	1430	487	80	20	23	60	2	13	6	8	3	11	0	1	4	9	7	7	13	2	14	6	0	
	0.01%	5.31%	5.22%	4.26%	4.32%	4.77%	11.39%	1.83%	3.83%	6.82%	3.46%	2.07%	3.58%	0.0%	1.72%	4.40%	4.19%	4.46%	3.04%	4.94%	1.16%	4.73%	3.59%	0.0%	
		AD	A	A	A	A	ABCDEF									N	N			U					
Appropriately skipped	52560	16940	5763	1239	313	296	307	74	231	52	141	121	189	76	47	54	134	113	141	175	124	200	113	0	
	66.79%	62.95%	61.73%	65.97%	67.60%	61.41%	58.25%	67.89%	68.14%	59.09%	61.04%	83.45%	61.56%	84.44%	81.03%	59.34%	62.33%	71.97%	61.30%	66.54%	71.68%	67.57%	67.66%	0.0%	
	BCFG	CG	BCG	BCFG							M			PQ	PQ			S							
BASE = Those who responded	26127	8539	3086	559	130	163	160	33	95	30	82	21	107	14	10	33	72	37	82	75	47	82	48	0	
	33.20%	31.73%	33.05%	29.77%	28.08%	33.82%	30.36%	30.28%	28.02%	34.09%	35.50%	14.48%	34.85%	15.56%	17.24%	36.26%	33.49%	23.57%	35.65%	28.52%	27.17%	27.70%	28.74%	0.0%	
	BDE		BDE								L			NO	NO			R							
Yes	21673	7182	2623	472	105	131	122	27	76	25	68	16	87	12	8	23	61	28	69	54	45	64	41	0	
	82.95%	84.11%	85.00%	84.44%	80.77%	80.37%	76.25%	81.82%	80.00%	83.33%	82.93%	76.19%	81.31%	85.71%	80.00%	69.70%	84.72%	75.68%	84.15%	72.00%	95.74%	78.05%	85.42%	0.0%	
		G	AG	G																T					
No	4454	1357	463	87	25	32	38	6	19	5	14	5	20	2	2	10	11	9	13	21	2	18	7	0	
	17.05%	15.89%	15.00%	15.56%	19.23%	19.63%	23.75%	18.18%	20.00%	16.67%	17.07%	23.81%	18.69%	14.29%	20.00%	30.30%	15.28%	24.32%	15.85%	28.00%	4.26%	21.95%	14.58%	0.0%	
	C						BCD													U					
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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

2017 Plan Results																								
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	956 3.55% A	328 3.51% A	56 2.98% A	15 3.24% A	14 2.90% A	43 8.16% ABCDEF	3 2.75%	6 1.77%	6 6.82% K	3 1.30%	2 1.38%	8 2.61%	1 1.11%	1 1.72%	2 2.20%	5 2.33%	3 1.91%	6 2.61%	8 3.04%	2 1.16%	10 3.38%	5 2.99%	0 0.0%
BASE = Those who responded	78695 100.00% BCDEFG	25953 96.45% G	9008 96.49% G	1822 97.02% G	448 96.76% G	468 97.10% G	484 91.84% A	106 97.25%	333 98.23%	82 93.18%	228 98.70% J	143 98.62%	299 97.39%	89 98.89%	57 98.28%	89 97.80%	210 97.67%	154 98.09%	224 97.39%	255 96.96%	171 98.84%	286 96.62%	162 97.01%	0 0.0%
Yes	49239 62.57%	17228 66.38% AD	6156 68.34% ABDG	1158 63.56%	295 65.85%	302 64.53%	304 62.81% A	69 65.09%	221 66.37%	69 84.15% K	165 72.37%	68 47.55%	222 74.25% L	34 38.20%	32 56.14% N	67 75.28% NO	160 76.19% NO	112 72.73%	182 81.25%	177 69.41%	106 61.99%	200 69.93% W	95 58.64%	0 0.0%
No	29456 37.43% BC	8725 33.62% C	2852 31.66%	664 36.44% BC	153 34.15%	166 35.47%	180 37.19% C	37 34.91%	112 33.63%	13 15.85%	63 27.63% J	75 52.45% M	77 25.75%	55 61.80% OPQ	25 43.86% PQ	22 24.72%	50 23.81%	42 27.27%	42 18.75%	78 30.59%	65 38.01%	86 30.07%	67 41.36% V	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	31 0.04%	1438 5.34%	516 5.53%	90 4.79%	22 4.75%	26 5.39%	56 10.63%	6 5.50%	10 2.95%	8 9.09%	5 2.16%	3 2.07%	14 4.56%	1 1.11%	1 1.72%	4 4.40%	10 4.65%	7 4.46%	9 3.91%	14 5.32%	2 1.16%	16 5.41%	6 3.59%	0 0.0%
Appropriately skipped	29456 37.43%	8725 32.42%	2852 30.55%	664 35.36%	153 33.05%	166 34.44%	180 34.16%	37 33.94%	112 33.04%	13 14.77%	63 27.27%	75 51.72%	77 25.08%	55 61.11%	25 43.10%	22 24.18%	50 23.26%	42 26.75%	42 18.26%	78 29.66%	65 37.57%	86 29.05%	67 40.12%	0 0.0%
BASE = Those who responded	49208 62.53%	16746 62.23%	5968 63.92%	1124 59.85%	288 62.20%	290 60.17%	291 55.22%	66 60.55%	217 64.01%	67 76.14%	163 70.56%	67 46.21%	216 70.36%	34 37.78%	32 55.17%	65 71.43%	155 72.09%	108 68.79%	179 77.83%	171 65.02%	106 61.27%	194 65.54%	94 56.29%	0 0.0%
Yes	44840 91.12%	15417 92.06%	5492 92.02%	1037 92.26%	264 91.67%	260 89.66%	265 91.07%	55 83.33%	204 94.01%	59 88.06%	152 93.25%	59 88.06%	201 93.06%	30 88.24%	31 96.88%	60 92.31%	141 90.97%	98 90.74%	165 92.18%	152 88.89%	101 95.28%	176 90.72%	88 93.62%	0 0.0%
No	4368 8.88%	1329 7.94%	476 7.98%	87 7.74%	24 8.33%	30 10.34%	26 8.93%	11 16.67%	13 5.99%	8 11.94%	11 6.75%	8 11.94%	15 6.94%	4 11.76%	1 3.13%	5 7.69%	14 9.03%	10 9.26%	14 7.82%	19 11.11%	5 4.72%	18 9.28%	6 6.38%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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52. What is your age?

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass (A)	DSS Book of Bus. (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	797 2.96%	267 2.86%	39 2.08%	9 1.94%	10 2.07%	40 7.59%	0 0.0%	4 1.18%	3 3.41%	4 1.73%	2 1.38%	2 0.65%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.64%	1 0.43%	3 1.14%	1 0.58%	4 1.35%	5 2.99%	0 0.0%
BASE = Those who responded	78695 100.00%	26112 97.04%	9069 97.14%	1839 97.92%	454 98.06%	471 97.72%	487 92.41%	109 100.00%	335 98.82%	85 96.59%	227 98.27%	143 98.62%	305 99.35%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	156 99.36%	229 99.57%	260 98.86%	172 99.42%	292 98.65%	162 97.01%	0 0.0%
18-34 (NET)	25080 31.87%	7178 27.49%	2339 25.79%	381 20.72%	90 19.82%	96 20.38%	108 22.18%	32 29.36%	58 17.31%	13 15.29%	44 19.38%	48 33.57%	42 13.77%	90 100.00%	0 0.0%	0 0.0%	0 0.0%	24 15.38%	33 14.41%	39 15.00%	47 27.33%	43 14.73%	47 29.01%	0 0.0%
18 to 24 (v 21)	11033 14.02%	3019 11.56%	970 10.70%	130 7.07%	29 6.39%	37 7.86%	43 8.83%	12 11.01%	17 5.07%	5 5.88%	13 5.73%	18 12.59%	11 3.61%	29 32.22%	0 0.0%	0 0.0%	0 0.0%	5 3.21%	10 4.37%	17 6.54%	12 6.98%	13 4.45%	16 9.88%	0 0.0%
25 to 34 (v 29.5)	14047 17.85%	4159 15.93%	1369 15.10%	251 13.65%	61 13.44%	59 12.53%	65 13.35%	20 18.35%	41 12.24%	8 9.41%	31 13.66%	30 20.98%	31 10.16%	61 67.78%	0 0.0%	0 0.0%	0 0.0%	19 12.18%	23 10.04%	22 8.46%	35 20.35%	30 10.27%	31 19.14%	0 0.0%
35 to 44 (v 39.5)	12930 16.43%	3654 13.99%	1289 14.21%	213 11.58%	58 12.78%	48 10.19%	47 9.65%	19 17.43%	38 11.34%	12 14.12%	25 11.01%	18 12.59%	40 13.11%	0 0.0%	58 100.00%	0 0.0%	0 0.0%	22 14.10%	27 11.79%	26 10.00%	30 17.44%	38 13.01%	20 12.35%	0 0.0%
45 to 54 (v 49.5)	16038 20.38%	5296 20.28%	1867 20.59%	374 20.34%	91 20.04%	93 19.75%	94 19.30%	20 18.35%	69 20.60%	22 25.88%	41 18.06%	30 20.98%	60 19.67%	0 0.0%	0 0.0%	91 100.00%	0 0.0%	36 23.08%	47 20.52%	52 20.00%	35 20.35%	62 21.23%	29 17.90%	0 0.0%
55 or older (NET)	24647 31.32%	9984 38.24%	3574 39.41%	871 47.36%	215 47.36%	234 49.68%	238 48.87%	38 34.86%	170 50.75%	38 44.71%	117 51.54%	47 32.87%	163 53.44%	0 0.0%	0 0.0%	0 0.0%	215 100.00%	74 47.44%	122 53.28%	143 55.00%	60 34.88%	149 51.03%	66 40.74%	0 0.0%
55 to 64 (v 59.5)	19288 24.51%	7490 28.68%	2655 29.28%	632 34.37%	129 28.41%	145 30.79%	143 29.36%	26 23.85%	102 30.45%	19 22.35%	73 32.16%	35 24.48%	91 29.84%	0 0.0%	0 0.0%	0 0.0%	129 60.00%	49 31.41%	68 29.69%	74 28.46%	52 30.23%	84 28.77%	45 27.78%	0 0.0%
65 to 74 (v 69.5)	3526 4.48%	1391 5.33%	531 5.86%	132 7.18%	34 7.49%	48 10.19%	40 8.21%	7 6.42%	26 7.76%	6 7.06%	15 6.61%	6 4.20%	28 9.18%	0 0.0%	0 0.0%	0 0.0%	34 15.81%	11 7.05%	18 7.86%	24 9.23%	4 2.33%	22 7.53%	12 7.41%	0 0.0%
75 or older (v 79.5)	1834 2.33%	1103 4.22%	388 4.28%	107 5.82%	52 11.45%	41 8.70%	55 11.29%	5 4.59%	42 12.54%	13 15.29%	29 12.78%	6 4.20%	44 14.43%	0 0.0%	0 0.0%	0 0.0%	52 24.19%	14 8.97%	36 15.72%	45 17.31%	4 2.33%	43 14.73%	9 5.56%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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52. What is your age?

2017 Plan Results																								
		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type								
2016 Quality Compass	2017 DSS Book	2017 UHC National Average	2017 Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Average	44.3373	46.8211	47.3934	50.2151	51.4901	51.4650	51.3162	45.9954	52.8299	52.7647	52.4053	45.0035	54.2754	26.7611	39.5000	49.5000	65.9186	51.9840	54.3253	54.8288	45.8837	53.6764	47.5494	0
		A	AB	ABC	ABC	ABC	ABC			H		L					N		U		W			
Standard deviation	15.4420	15.8886	15.7554	15.4443	16.6101	16.4359	17.1848	16.0870	16.2714	16.6470	16.6518	16.0483	16.0204	3.9723	0	0	8.4475	14.9355	16.3331	17.0209	14.2441	16.2563	16.5140	0
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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53. Are you male or female?

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
No response	0	4250	1314	265	76	72	144	9	61	8	29	39	31	33	9	8	19	0	0	28	35	4	72	0		
	0.0%	15.79%	14.07%	14.11%	16.41%	14.94%	27.32%	8.26%	17.99%	9.09%	12.55%	26.90%	10.10%	36.67%	15.52%	8.79%	8.84%	0.0%	0.0%	10.65%	20.23%	1.35%	43.11%	0.0%		
		ACD	A	A	A	A	ABCDEF		H			M		OPQ						T		V				
BASE = Those who responded	78695	22659	8022	1613	387	410	383	100	278	80	202	106	276	57	49	83	196	157	230	235	138	292	95	0		
	100.00%	84.21%	85.93%	85.89%	83.59%	85.06%	72.68%	91.74%	82.01%	90.91%	87.45%	73.10%	89.90%	63.33%	84.48%	91.21%	91.16%	100.00%	100.00%	89.35%	79.77%	98.65%	56.89%	0.0%		
	BDEFG	G	BG	BG	G	G		I				L		N	N	N				U		W				
Male	29456	8772	3067	682	157	181	137	42	112	35	74	43	113	24	22	36	74	157	0	100	48	122	35	0		
	37.43%	38.71%	38.23%	42.28%	40.57%	44.15%	35.77%	42.00%	40.29%	43.75%	36.63%	40.57%	40.94%	42.11%	44.90%	43.37%	37.76%	100.00%	0.0%	42.55%	34.78%	41.78%	36.84%	0.0%		
		A		ABCG		ABCG												S								
Female	49239	13887	4955	931	230	229	246	58	166	45	128	63	163	33	27	47	122	0	230	135	90	170	60	0		
	62.57%	61.29%	61.77%	57.72%	59.43%	55.85%	64.23%	58.00%	59.71%	56.25%	63.37%	59.43%	59.06%	57.89%	55.10%	56.63%	62.24%	0.0%	100.00%	57.45%	65.22%	58.22%	63.16%	0.0%		
		BDF	DF	DF			DF												R							
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																													
	2017 Quality Compass			2017 DSS Book of Bus. Average				2017 UHC National Average West			2017 Regional Plan Total			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet						
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)						
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0						
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
No response	0	1312	490	86	27	23	64	9	13	7	9	4	18	4	2	4	12	9	5	0	0	10	17	0						
BASE = Those who responded	78695	25597	8846	1792	436	459	463	100	326	81	222	141	289	86	56	87	203	148	225	263	173	286	150	0						
High school or less (NET)	49106	15799	5517	961	263	292	295	52	206	49	132	70	189	39	26	52	143	100	135	263	0	181	82	0						
8th grade or less	6225	1961	716	172	82	70	54	14	64	15	50	15	65	2	3	9	66	33	44	82	0	63	19	0						
Some high school, but did not graduate	13528	4067	1402	215	45	71	69	4	40	3	23	11	33	4	3	10	28	17	24	45	0	24	21	0						
High school graduate or GED	29353	9771	3399	574	136	151	172	34	102	31	59	44	91	33	20	33	49	50	67	136	0	94	42	0						
Some college or 2-year degree	21555	7175	2476	589	123	111	122	34	86	27	61	47	75	31	22	24	45	36	66	0	123	76	47	0						
College graduate or more (NET)	8035	2623	853	242	50	56	46	14	34	5	29	24	25	16	8	11	15	12	24	0	50	29	21	0						
4-year college graduate	5194	1682	532	138	29	27	28	5	24	2	19	15	14	12	7	4	6	7	12	0	29	14	15	0						
More than 4-year college degree	2841	941	321	104	21	29	18	9	10	3	10	9	11	4	1	7	9	5	12	0	21	15	6	0						
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0						

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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

	2017 Plan Results																							
	Overall Rating of Plan			Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type						
	2016 Quality Compass (A)	2017 DSS Book (B)	2017 UHC National Average (C)	2017 Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
Total	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1728 6.42%	683 7.32%	109 5.80%	32 6.91%	19 3.94%	56 10.63%	8 7.34%	19 5.60%	6 6.82%	12 5.19%	5 3.45%	22 7.17%	3 3.33%	4 6.90%	5 5.49%	15 6.98%	12 7.64%	10 4.35%	11 4.18%	4 2.31%	19 6.42%	13 7.78%	0 0.0%
BASE = Those who responded	78695 100.00%	25181 93.58%	8653 92.68%	1769 94.20%	431 93.09%	463 96.06%	471 89.37%	101 92.66%	320 94.40%	82 93.18%	219 94.81%	140 96.55%	285 92.83%	87 96.67%	54 93.10%	86 94.51%	200 93.02%	145 92.36%	220 95.65%	252 95.82%	169 97.69%	277 93.58%	154 92.22%	0 0.0%
Yes, Hispanic or Latino	15227 19.35%	4302 17.08%	1386 16.02%	516 29.17%	239 55.45%	250 54.00%	262 55.63%	50 49.50%	184 57.50%	45 54.88%	129 58.90%	74 52.86%	160 56.14%	50 57.47%	29 53.70%	46 53.49%	111 55.50%	85 58.62%	111 50.45%	165 65.48%	64 37.87%	149 53.79%	90 58.44%	0 0.0%
No, not Hispanic or Latino	63468 80.65%	20879 82.92%	7267 83.98%	1253 70.83%	192 44.55%	213 46.00%	209 44.37%	51 50.50%	136 42.50%	37 45.12%	90 41.10%	66 47.14%	125 43.86%	37 42.53%	25 46.30%	40 46.51%	89 44.50%	60 41.38%	109 49.55%	87 34.52%	105 62.13%	128 46.21%	64 41.56%	0 0.0%
Sigma	78695 100.00%	26909 100.00%	9336 100.00%	1878 100.00%	463 100.00%	482 100.00%	527 100.00%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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56. What is your race?

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	DSS	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	UHC	Regional	Plan	Plan	Plan	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	1823	624	172	68	54	115	16	47	15	24	21	42	10	7	17	29	21	24	37	14	28	40	0
	0.0%	6.77%	6.68%	9.16%	14.69%	11.20%	21.82%	14.68%	13.86%	17.05%	10.39%	14.48%	13.68%	11.11%	12.07%	18.68%	13.49%	13.38%	10.43%	14.07%	8.09%	9.46%	23.95%	0.0%
		A	A	ABC	ABCD	ABC	ABCDEF													U		V		
BASE = Those who responded	78695	25086	8712	1706	395	428	412	93	292	73	207	124	265	80	51	74	186	136	206	226	159	268	127	0
	100.00%	93.23%	93.32%	90.84%	85.31%	88.80%	78.18%	85.32%	86.14%	82.95%	89.61%	85.52%	86.32%	88.89%	87.93%	81.32%	86.51%	86.62%	89.57%	85.93%	91.91%	90.54%	76.05%	0.0%
	BCDEFG	DEFG	DEFG	EG	G	G															T	W		
White	42409	16381	5745	1077	232	252	252	51	173	39	127	75	152	52	28	41	107	66	129	105	121	153	79	0
	53.89%	65.30%	65.94%	63.13%	58.73%	58.88%	61.17%	54.84%	59.25%	53.42%	61.35%	60.48%	57.36%	65.00%	54.90%	55.41%	57.53%	48.53%	62.62%	46.46%	76.10%	57.09%	62.20%	0.0%
		AEF	ADEF	A		A	A												R		T			
Black or African-American	19115	5550	1955	138	23	20	23	4	19	7	6	7	16	3	1	8	11	11	9	12	11	11	12	0
	24.29%	22.12%	22.44%	8.09%	5.82%	4.67%	5.58%	4.30%	6.51%	9.59%	2.90%	5.65%	6.04%	3.75%	1.96%	10.81%	5.91%	8.09%	4.37%	5.31%	6.92%	4.10%	9.45%	0.0%
	BCDEFG	DEFG	DEFG	F												O								
Asian	4714	1438	457	225	9	10	13	0	8	0	3	5	4	1	1	1	6	7	2	6	3	7	2	0
	5.99%	5.73%	5.25%	13.19%	2.28%	2.34%	3.16%	0.0%	2.74%	0.0%	1.45%	4.03%	1.51%	1.25%	1.96%	1.35%	3.23%	5.15%	0.97%	2.65%	1.89%	2.61%	1.57%	0.0%
	CEFG	EPG	EPG	ABCEFG					H									S						
Native Hawaiian or other Pacific Islander	968	502	194	124	3	3	9	1	2	1	1	1	2	0	0	0	3	3	0	2	1	2	1	0
	1.23%	2.00%	2.23%	7.27%	0.76%	0.70%	2.18%	1.08%	0.68%	1.37%	0.48%	0.81%	0.75%	0.0%	0.0%	0.0%	1.61%	2.21%	0.0%	0.88%	0.63%	0.75%	0.79%	0.0%
		AEF	AEF	ABCEFG																				
American Indian or Alaska Native	3148	1244	438	123	62	62	49	19	42	16	30	20	42	9	10	8	35	22	35	45	16	41	21	0
	4.00%	4.96%	5.03%	7.21%	15.70%	14.49%	11.89%	20.43%	14.38%	21.92%	14.49%	16.13%	15.85%	11.25%	19.61%	10.81%	18.82%	16.18%	16.99%	19.91%	10.06%	15.30%	16.54%	0.0%
		A	A	ABC	ABCD	ABCD	ABCD													U				
Other	8342	2845	883	291	113	135	120	24	88	17	60	35	77	26	16	20	51	49	49	78	31	70	43	0
	10.60%	11.34%	10.14%	17.06%	28.61%	31.54%	29.13%	25.81%	30.14%	23.29%	28.99%	28.23%	29.06%	32.50%	31.37%	27.03%	27.42%	36.03%	23.79%	34.51%	19.50%	26.12%	33.86%	0.0%
		AC		ABC	ABCD	ABCD	ABCD											S		U				
Sigma	78695	29783	10296	2150	510	536	581	115	379	95	251	164	335	101	63	95	242	179	248	285	197	312	198	0
	100.00%	110.68%	110.28%	114.48%	110.15%	111.20%	110.25%	105.50%	111.80%	107.95%	108.66%	113.10%	109.12%	112.22%	108.62%	104.40%	112.56%	114.01%	107.83%	108.37%	113.87%	105.41%	118.56%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

57. Did someone help you complete this survey?

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Very	Fair/	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)													(T)	(U)				
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.21%	0.19%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	561	234	42	14	10	17	6	8	5	7	1	12	2	2	3	7	9	4	7	0	14	0	0
	0.0%	2.08%	2.51%	2.24%	3.02%	2.07%	3.23%	5.50%	2.36%	5.68%	3.03%	0.69%	3.91%	2.22%	3.45%	3.30%	3.26%	5.73%	1.74%	2.66%	0.0%	4.73%	0.0%	0.0%
		A	AB	A	A	A	A						L							U		W		
Appropriately skipped	0	8946	2873	553	167	152	262	32	130	29	79	61	102	47	20	29	66	35	60	82	68	0	167	0
	0.0%	33.25%	30.77%	29.45%	36.07%	31.54%	49.72%	29.36%	38.35%	32.95%	34.20%	42.07%	33.22%	52.22%	34.48%	31.87%	30.70%	22.29%	26.09%	31.18%	39.31%	0.0%	100.00%	0.0%
		ACD	A	A	ACD	A	BCDEF							OPQ									V	
BASE = Those who responded	78695	17402	6229	1283	282	319	247	71	201	54	145	83	193	41	36	59	142	113	166	174	105	282	0	0
	100.00%	64.67%	66.72%	68.32%	60.91%	66.18%	46.87%	65.14%	59.29%	61.36%	62.77%	57.24%	62.87%	45.56%	62.07%	64.84%	66.05%	71.97%	72.17%	66.16%	60.69%	95.27%	0.0%	0.0%
		BCDEFG	G	BEG	BEG	G	G							N	N	N						W		
Yes	13748	3031	1173	205	78	86	73	16	58	17	45	13	65	6	5	10	55	37	41	75	1	78	0	0
	17.47%	17.42%	18.83%	15.98%	27.66%	26.96%	29.55%	22.54%	28.86%	31.48%	31.03%	15.66%	33.68%	14.63%	13.89%	16.95%	38.73%	32.74%	24.70%	43.10%	0.95%	27.66%	0.0%	0.0%
		ABD	ABD	ABD	ABCD	ABCD	ABCD						L				NOF			U				
No	64947	14371	5056	1078	204	233	174	55	143	37	100	70	128	35	31	49	87	76	125	99	104	204	0	0
	82.53%	82.58%	81.17%	84.02%	72.34%	73.04%	70.45%	77.46%	71.14%	68.52%	68.97%	84.34%	66.32%	85.37%	86.11%	83.05%	61.27%	67.26%	75.30%	56.90%	99.05%	72.34%	0.0%	0.0%
		CEFG	CEFG	EFG	CEFG							M		Q	Q	Q					T			
Sigma	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

58. How did that person help you?

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Very	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan	0-7	8-10	0-7	8-10	Good	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Total	78695	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	629	257	43	15	13	21	6	9	6	7	1	13	2	2	3	8	9	5	8	0	15	0	0
	0.0%	2.34%	2.75%	2.29%	3.24%	2.70%	3.98%	5.50%	2.65%	6.82%	3.03%	0.69%	4.23%	2.22%	3.45%	3.30%	3.72%	5.73%	2.17%	3.04%	0.0%	5.07%	0.0%	0.0%
Appropriately skipped	64947	23317	7929	1631	371	385	436	87	273	66	179	131	230	82	51	78	153	111	185	181	172	204	167	0
	82.53%	86.65%	84.93%	86.85%	80.13%	79.88%	82.73%	79.82%	80.53%	75.00%	77.49%	90.34%	74.92%	91.11%	87.93%	85.71%	71.16%	70.70%	80.43%	68.82%	99.42%	68.92%	100.00%	0.0%
BASE = Those who responded	13748	2963	1150	204	77	84	70	16	57	16	45	13	64	6	5	10	54	37	40	74	1	77	0	0
	17.47%	11.01%	12.32%	10.86%	16.63%	17.43%	13.28%	14.68%	16.81%	18.18%	19.48%	8.97%	20.85%	6.67%	8.62%	10.99%	25.12%	23.57%	17.39%	28.14%	0.58%	26.01%	0.0%	0.0%
Read the questions to me	4769	1417	568	99	44	50	40	12	32	11	24	8	36	4	3	6	31	19	25	43	1	44	0	0
	34.69%	47.82%	49.39%	48.53%	57.14%	59.52%	57.14%	75.00%	56.14%	68.75%	53.33%	61.54%	56.25%	66.67%	60.00%	60.00%	57.41%	51.35%	62.50%	58.11%	100.00%	57.14%	0.0%	0.0%
Wrote down the answers I gave	3321	988	387	66	27	32	28	4	23	6	17	6	21	3	1	4	18	12	15	26	0	27	0	0
	24.16%	33.34%	33.65%	32.35%	35.06%	38.10%	40.00%	25.00%	40.35%	37.50%	37.78%	46.15%	32.81%	50.00%	20.00%	40.00%	33.33%	32.43%	37.50%	35.14%	0.0%	35.06%	0.0%	0.0%
Answered the questions for me	2959	946	367	58	17	18	20	4	12	2	9	2	15	1	2	3	11	10	7	17	0	17	0	0
	21.52%	31.93%	31.91%	28.43%	22.08%	21.43%	28.57%	25.00%	21.05%	12.50%	20.00%	15.38%	23.44%	16.67%	40.00%	30.00%	20.37%	27.03%	17.50%	22.97%	0.0%	22.08%	0.0%	0.0%
Translated the questions into my language	1731	421	128	47	26	29	24	3	21	5	18	4	22	1	0	1	23	9	17	25	0	26	0	0
	12.59%	14.21%	11.13%	23.04%	33.77%	34.52%	34.29%	18.75%	36.84%	31.25%	40.00%	30.77%	34.38%	16.67%	0.0%	10.00%	42.59%	24.32%	42.50%	33.78%	0.0%	33.77%	0.0%	0.0%
Helped in some other way	968	314	115	21	3	13	2	0	2	1	2	0	3	0	1	0	2	1	2	2	0	3	0	0
	7.04%	10.60%	10.00%	10.29%	3.90%	15.48%	2.86%	0.0%	3.51%	6.25%	4.44%	0.0%	4.69%	0.0%	20.00%	0.0%	3.70%	2.70%	5.00%	2.70%	0.0%	3.90%	0.0%	0.0%
Sigma	78695	28032	9751	1965	503	540	571	116	372	97	256	152	340	93	60	95	246	171	256	302	173	336	167	0
	100.00%	104.17%	104.45%	104.63%	108.64%	112.03%	108.35%	106.42%	109.73%	110.23%	110.82%	104.83%	110.75%	103.33%	103.45%	104.40%	114.42%	108.92%	111.30%	114.83%	100.00%	113.51%	100.00%	0.0%

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016	2017	2017	2017	2016	2015	0-7	8-10	0-7	8-10	Very Good	Fair/Good	Very Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	1.87%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	28	18	0	9	14	5	11	6	16	5	2	3	13	14	8	12	3	21	7	0		
	0.0%	0.0%	0.0%	0.0%	6.05%	3.73%	0.0%	8.26%	4.13%	5.68%	4.76%	4.14%	5.21%	5.56%	3.45%	3.30%	6.05%	8.92%	3.48%	4.56%	1.73%	7.09%	4.19%	0.0%		
I had no visits in the past 6 months	0	0	0	0	26	31	0	11	14	3	2	9	17	5	7	6	8	12	13	14	12	25	1	0		
	0.0%	0.0%	0.0%	0.0%	5.62%	6.43%	0.0%	10.09%	4.13%	3.41%	0.87%	6.21%	5.54%	5.56%	12.07%	6.59%	3.72%	7.64%	5.65%	5.32%	6.94%	8.45%	0.60%	0.0%		
BASE = Those who responded	0	0	0	0	409	424	0	89	311	80	218	130	274	80	49	82	194	131	209	237	158	250	159	0		
	0.0%	0.0%	0.0%	0.0%	88.34%	87.97%	0.0%	81.65%	91.74%	90.91%	94.37%	89.66%	89.25%	88.89%	84.48%	90.11%	90.23%	83.44%	90.87%	90.11%	91.33%	84.46%	95.21%	0.0%		
Yes	0	0	0	0	109	124	0	25	80	31	59	9	99	7	7	26	69	37	68	69	35	78	31	0		
	0.0%	0.0%	0.0%	0.0%	26.65%	29.25%	0.0%	28.09%	25.72%	38.75%	27.06%	6.92%	36.13%	8.75%	14.29%	31.71%	35.57%	28.24%	32.54%	29.11%	22.15%	31.20%	19.50%	0.0%		
No	0	0	0	0	300	300	0	64	231	49	159	121	175	73	42	56	125	94	141	168	123	172	128	0		
	0.0%	0.0%	0.0%	0.0%	73.35%	70.75%	0.0%	71.91%	74.28%	61.25%	72.94%	93.08%	63.87%	91.25%	85.71%	68.29%	64.43%	71.76%	67.46%	70.89%	77.85%	68.80%	80.50%	0.0%		
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

60. Did you fall in the past 6 months?

	2017 Plan Results																								
	2017			2016			2015		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass	2017 DSS of Bus.	2017 UHC National Average	2017 Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	20	20	0	8	6	7	6	4	9	2	2	5	6	9	4	5	1	13	7	0	
	0.0%	0.0%	0.0%	0.0%	4.32%	4.15%	0.0%	7.34%	1.77%	7.95%	2.60%	2.76%	2.93%	2.22%	3.45%	5.49%	2.79%	5.73%	1.74%	1.90%	0.58%	4.39%	4.19%	0.0%	
								I																	
BASE = Those who responded	0	0	0	0	443	462	0	101	333	81	225	141	298	88	56	86	209	148	226	258	172	283	160	0	
	0.0%	0.0%	0.0%	0.0%	95.68%	95.85%	0.0%	92.66%	98.23%	92.05%	97.40%	97.24%	97.07%	97.78%	96.55%	94.51%	97.21%	94.27%	98.26%	98.10%	99.42%	95.61%	95.81%	0.0%	
								H																	
Yes	0	0	0	0	113	117	0	28	82	28	62	13	100	10	10	32	61	39	65	73	34	74	39	0	
	0.0%	0.0%	0.0%	0.0%	25.51%	25.32%	0.0%	27.72%	24.62%	34.57%	27.56%	9.22%	33.56%	11.36%	17.86%	37.21%	29.19%	26.35%	28.76%	28.29%	19.77%	26.15%	24.38%	0.0%	
								L								NO	N			U					
No	0	0	0	0	330	345	0	73	251	53	163	128	198	78	46	54	148	109	161	185	138	209	121	0	
	0.0%	0.0%	0.0%	0.0%	74.49%	74.68%	0.0%	72.28%	75.38%	65.43%	72.44%	90.78%	66.44%	88.64%	82.14%	62.79%	70.81%	73.65%	71.24%	71.71%	80.23%	73.85%	75.63%	0.0%	
								M						PQ	P					T					
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2016 Quality Compass (A)	2017 DSS of Bus. (B)	2017 UHC National Average (C)	2017 Regional Average West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
								0-7	8-10	0-7	8-10	Excel./ Very Good (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)
								(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	463 100.00%	482 100.00%	0 0.0%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	19 4.10%	18 3.73%	0 0.0%	8 7.34%	7 2.06%	6 6.82%	7 3.03%	3 2.07%	10 3.26%	3 3.33%	2 3.45%	3 3.30%	6 2.79%	8 5.10%	4 1.74%	5 1.90%	0 0.0%	11 3.72%	8 4.79%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	444 95.90%	462 95.85%	0 0.0%	101 92.66%	332 97.94%	82 93.18%	224 96.97%	142 97.93%	297 96.74%	87 96.67%	56 96.55%	88 96.70%	209 97.21%	149 94.90%	226 98.26%	258 98.10%	173 100.00%	285 96.28%	159 95.21%	0 0.0%
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%	167 37.61%	184 39.83%	0 0.0%	36 35.64%	125 37.65%	45 54.88%	82 36.61%	19 13.38%	145 48.82%	9 10.34%	12 21.43%	43 48.86%	102 48.80%	53 35.57%	107 47.35%	116 44.96%	42 24.28%	113 39.65%	54 33.96%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	277 62.39%	278 60.17%	0 0.0%	65 64.36%	207 62.35%	37 45.12%	142 63.39%	123 86.62%	152 51.18%	78 89.66%	44 78.57%	45 51.14%	107 51.20%	96 64.43%	119 52.65%	142 55.04%	131 75.72%	172 60.35%	105 66.04%	0 0.0%
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	463 100.00%	482 100.00%	0 0.0%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																								
	2017				Overall Rating of Plan			Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass	DSS Book of Bus.	UHC National Average	Regional Average West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	1.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	33	26	0	10	17	8	11	6	20	3	3	7	15	15	10	13	5	24	9	0	
	0.0%	0.0%	0.0%	0.0%	7.13%	5.39%	0.0%	9.17%	5.01%	9.09%	4.76%	4.14%	6.51%	3.33%	5.17%	7.69%	6.98%	9.55%	4.35%	4.94%	2.89%	8.11%	5.39%	0.0%	
I had no visits in the past 6 months	0	0	0	0	49	62	0	17	31	4	12	21	28	11	7	10	21	25	23	31	18	44	5	0	
	0.0%	0.0%	0.0%	0.0%	10.58%	12.86%	0.0%	15.60%	9.14%	4.55%	5.19%	14.48%	9.12%	12.22%	12.07%	10.99%	9.77%	15.92%	10.00%	11.79%	10.40%	14.86%	2.99%	0.0%	
BASE = Those who responded	0	0	0	0	381	388	0	82	291	76	208	118	259	76	48	74	179	117	197	219	150	228	153	0	
	0.0%	0.0%	0.0%	0.0%	82.29%	80.50%	0.0%	75.23%	85.84%	86.36%	90.04%	81.38%	84.36%	84.44%	82.76%	81.32%	83.26%	74.52%	85.65%	83.27%	86.71%	77.03%	91.62%	0.0%	
Yes	0	0	0	0	133	147	0	27	101	35	75	17	112	9	8	30	85	47	78	94	34	83	50	0	
	0.0%	0.0%	0.0%	0.0%	34.91%	37.89%	0.0%	32.93%	34.71%	46.05%	36.06%	14.41%	43.24%	11.84%	16.67%	40.54%	47.49%	40.17%	39.59%	42.92%	22.67%	36.40%	32.68%	0.0%	
No	0	0	0	0	248	241	0	55	190	41	133	101	147	67	40	44	94	70	119	125	116	145	103	0	
	0.0%	0.0%	0.0%	0.0%	65.09%	62.11%	0.0%	67.07%	65.29%	53.95%	63.94%	85.59%	56.76%	88.16%	83.33%	59.46%	52.51%	59.83%	60.41%	57.08%	77.33%	63.60%	67.32%	0.0%	
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass of Bus. (A)	DSS (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	0 0.0%	0 0.0%	0 0.0%	0 0.0%	463 100.00%	482 100.00%	0 0.0%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	32 6.91%	26 5.39%	0 0.0%	12 11.01%	15 4.42%	9 10.23%	12 5.19%	7 4.83%	18 5.86%	6 6.67%	2 3.45%	5 5.49%	14 6.51%	13 8.28%	11 4.78%	11 4.18%	5 2.89%	21 7.09%	11 6.59%	0 0.0%		
BASE = Those who responded	0 0.0%	0 0.0%	0 0.0%	0 0.0%	431 93.09%	455 94.40%	0 0.0%	97 88.99%	324 95.58%	79 89.77%	219 94.81%	138 95.17%	289 94.14%	84 93.33%	56 96.55%	86 94.51%	201 93.49%	144 91.72%	219 95.22%	252 95.82%	168 97.11%	275 92.91%	156 93.41%	0 0.0%		
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%	137 31.79%	167 36.70%	0 0.0%	22 22.68%	110 33.95%	31 39.24%	88 40.18%	30 21.74%	105 36.33%	20 23.81%	12 21.43%	25 29.07%	79 39.30%	46 31.94%	81 36.99%	90 35.71%	43 25.60%	97 35.27%	40 25.64%	0 0.0%		
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	294 68.21%	288 63.30%	0 0.0%	75 77.32%	214 66.05%	48 60.76%	131 59.82%	108 78.26%	184 63.67%	64 76.19%	44 78.57%	61 70.93%	122 60.70%	98 68.06%	138 63.01%	162 64.29%	125 74.40%	178 64.73%	116 74.36%	0 0.0%		
Sigma	0 0.0%	0 0.0%	0 0.0%	0 0.0%	463 100.00%	482 100.00%	0 0.0%	109 100.00%	339 100.00%	88 100.00%	231 100.00%	145 100.00%	307 100.00%	90 100.00%	58 100.00%	91 100.00%	215 100.00%	157 100.00%	230 100.00%	263 100.00%	173 100.00%	296 100.00%	167 100.00%	0 0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS Book (B)	UHC National Average (C)	2017 Regional West Total (D)	2016 Plan Total (E)	2015 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./ Good/ Very (L)	Good/ Fair/ Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	7.88%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
						E																				
No response	0	0	0	0	81	50	0	21	54	15	32	32	43	16	8	17	35	31	32	36	27	55	26	0		
	0.0%	0.0%	0.0%	0.0%	17.49%	10.37%	0.0%	19.27%	15.93%	17.05%	13.85%	22.07%	14.01%	17.78%	13.79%	18.68%	16.28%	19.75%	13.91%	13.69%	15.61%	18.58%	15.57%	0.0%		
						F							M													
BASE = Those who responded	0	0	0	0	382	394	0	88	285	73	199	113	264	74	50	74	180	126	198	227	146	241	141	0		
	0.0%	0.0%	0.0%	0.0%	82.51%	81.74%	0.0%	80.73%	84.07%	82.95%	86.15%	77.93%	85.99%	82.22%	86.21%	81.32%	83.72%	80.25%	86.09%	86.31%	84.39%	81.42%	84.43%	0.0%		
													L													
Someone from your health plan	0	0	0	0	69	46	0	10	56	13	37	8	59	7	6	13	42	19	44	44	22	51	18	0		
	0.0%	0.0%	0.0%	0.0%	18.06%	11.68%	0.0%	11.36%	19.65%	17.81%	18.59%	7.08%	22.35%	9.46%	12.00%	17.57%	23.33%	15.08%	22.22%	19.38%	15.07%	21.16%	12.77%	0.0%		
						F							L													
Someone from your doctor's office or clinic	0	0	0	0	92	83	0	19	71	16	60	24	67	16	12	19	44	30	55	65	27	59	33	0		
	0.0%	0.0%	0.0%	0.0%	24.08%	21.07%	0.0%	21.59%	24.91%	21.92%	30.15%	21.24%	25.38%	21.62%	24.00%	25.68%	24.44%	23.81%	27.78%	28.63%	18.49%	24.48%	23.40%	0.0%		
Someone from another organization	0	0	0	0	9	20	0	3	6	3	3	2	7	2	0	2	5	5	3	6	3	5	4	0		
	0.0%	0.0%	0.0%	0.0%	2.36%	5.08%	0.0%	3.41%	2.11%	4.11%	1.51%	1.77%	2.65%	2.70%	0.0%	2.70%	2.78%	3.97%	1.52%	2.64%	2.05%	2.07%	2.84%	0.0%		
						E																				
A friend from another organization	0	0	0	0	19	90	0	4	14	8	9	2	17	1	4	2	12	7	11	14	5	13	6	0		
	0.0%	0.0%	0.0%	0.0%	4.97%	22.84%	0.0%	4.55%	4.91%	10.96%	4.52%	1.77%	6.44%	1.35%	8.00%	2.70%	6.67%	5.56%	5.56%	6.17%	3.42%	5.39%	4.26%	0.0%		
						E							L													
You	0	0	0	0	193	155	0	52	138	33	90	77	114	48	28	38	77	65	85	98	89	113	80	0		
	0.0%	0.0%	0.0%	0.0%	50.52%	39.34%	0.0%	59.09%	48.42%	45.21%	45.23%	68.14%	43.18%	64.86%	56.00%	51.35%	42.78%	51.59%	42.93%	43.17%	60.96%	46.89%	56.74%	0.0%		
						F							M													
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

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 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																								
	2017 Quality Compass of Bus.			2017 Regional Average West			Overall Rating of Plan			Overall Rating of Health Care			Health Status		Age				Gender		Education		Survey Type		
	2016 DSS	2017 UHC	2017 Regional	2017 Plan	2016 Plan	2015 Plan	0-7	8-10	0-7	8-10	Very Good	Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	54	43	0	16	33	8	19	23	25	11	5	11	22	22	18	18	18	37	17	0	
	0.0%	0.0%	0.0%	0.0%	11.66%	8.92%	0.0%	14.68%	9.73%	9.09%	8.23%	15.86%	8.14%	12.22%	8.62%	12.09%	10.23%	14.01%	7.83%	6.84%	10.40%	12.50%	10.18%	0.0%	
BASE = Those who responded	0	0	0	0	409	439	0	93	306	80	212	122	282	79	53	80	193	135	212	245	155	259	150	0	
	0.0%	0.0%	0.0%	0.0%	88.34%	91.08%	0.0%	85.32%	90.27%	90.91%	91.77%	84.14%	91.86%	87.78%	91.38%	87.91%	89.77%	85.99%	92.17%	93.16%	89.60%	87.50%	89.82%	0.0%	
5 - Very satisfied	0	0	0	0	154	148	0	12	137	16	102	55	97	26	12	28	85	51	83	96	55	99	55	0	
	0.0%	0.0%	0.0%	0.0%	37.65%	33.71%	0.0%	12.90%	44.77%	20.00%	48.11%	45.08%	34.40%	32.91%	22.64%	35.00%	44.04%	37.78%	39.15%	39.18%	35.48%	38.22%	36.67%	0.0%	
4 - Satisfied	0	0	0	0	176	199	0	40	133	37	91	50	124	35	27	34	79	56	85	115	56	102	74	0	
	0.0%	0.0%	0.0%	0.0%	43.03%	45.33%	0.0%	43.01%	43.46%	46.25%	42.92%	40.98%	43.97%	44.30%	50.94%	42.50%	40.93%	41.48%	40.09%	46.94%	36.13%	39.38%	49.33%	0.0%	
Top Two Box	0	0	0	0	330	347	0	52	270	53	193	105	221	61	39	62	164	107	168	211	111	201	129	0	
	0.0%	0.0%	0.0%	0.0%	80.68%	79.04%	0.0%	55.91%	88.24%	66.25%	91.04%	86.07%	78.37%	77.22%	73.58%	77.50%	84.97%	79.26%	79.25%	86.12%	71.61%	77.61%	86.00%	0.0%	
3 - Neither dissatisfied nor satisfied	0	0	0	0	60	64	0	29	29	19	14	15	44	17	9	14	20	20	34	24	35	44	16	0	
	0.0%	0.0%	0.0%	0.0%	14.67%	14.58%	0.0%	31.18%	9.48%	23.75%	6.60%	12.30%	15.60%	21.52%	16.98%	17.50%	10.36%	14.81%	16.04%	9.80%	22.58%	16.99%	10.67%	0.0%	
Top Three Box	0	0	0	0	390	411	0	81	299	72	207	120	265	78	48	76	184	127	202	235	146	245	145	0	
	0.0%	0.0%	0.0%	0.0%	95.35%	93.62%	0.0%	87.10%	97.71%	90.00%	97.64%	98.36%	93.97%	98.73%	90.57%	95.00%	95.34%	94.07%	95.28%	95.92%	94.19%	94.59%	96.67%	0.0%	
2 - Dissatisfied	0	0	0	0	9	14	0	5	4	3	2	1	8	0	2	2	5	3	5	6	3	5	4	0	
	0.0%	0.0%	0.0%	0.0%	2.20%	3.19%	0.0%	5.38%	1.31%	3.75%	0.94%	0.82%	2.84%	0.0%	3.77%	2.50%	2.59%	2.22%	2.36%	2.45%	1.94%	1.93%	2.67%	0.0%	
1 - Very dissatisfied	0	0	0	0	10	14	0	7	3	5	3	1	9	1	3	2	4	5	5	4	6	9	1	0	
	0.0%	0.0%	0.0%	0.0%	2.44%	3.19%	0.0%	7.53%	0.98%	6.25%	1.42%	0.82%	3.19%	1.27%	5.66%	2.50%	2.07%	3.70%	2.36%	1.63%	3.87%	3.47%	0.67%	0.0%	
Average	0	0	0	0	4.1125	4.0319	0	3.4839	4.2974	3.7000	4.3538	4.2869	4.0355	4.0759	3.8113	4.0500	4.2228	4.0741	4.1132	4.1959	3.9742	4.0695	4.1867	0	
Standard deviation	0	0	0	0	0.9048	0.9468	0	1.0329	0.7711	1.0296	0.7662	0.7733	0.9484	0.8077	1.0104	0.9206	0.8858	0.9709	0.9196	0.8345	1.0029	0.9681	0.7779	0	
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																									
	2017			2016			2015			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass (A)	DSS of Bus. (B)	UHC National Average (C)	Regional West (D)	2017 Plan Total (E)	2016 Plan Total (F)	2015 Plan Total (G)	0-7 (H)	8-10 (I)	0-7 (J)	8-10 (K)	Excel./Very Good (L)	Good/Fair/Poor (M)	18-34 (N)	35-44 (O)	45-54 (P)	55+ (Q)	Male (R)	Female (S)	High School or Less (T)	Some College or More (U)	Mail (V)	Phone (W)	Internet (X)		
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	0	0	0	0	32	15	0	13	15	6	13	7	19	6	3	5	12	13	8	12	6	19	13	0		
	0.0%	0.0%	0.0%	0.0%	6.91%	3.11%	0.0%	11.93%	4.42%	6.82%	5.63%	4.83%	6.19%	6.67%	5.17%	5.49%	5.58%	8.28%	3.48%	4.56%	3.47%	6.42%	7.78%	0.0%		
					F			I																		
BASE = Those who responded	0	0	0	0	431	465	0	96	324	82	218	138	288	84	55	86	203	144	222	251	167	277	154	0		
	0.0%	0.0%	0.0%	0.0%	93.09%	96.47%	0.0%	88.07%	95.58%	93.18%	94.37%	95.17%	93.81%	93.33%	94.83%	94.51%	94.42%	91.72%	96.52%	95.44%	96.53%	93.58%	92.22%	0.0%		
					E			H																		
Yes	0	0	0	0	260	311	0	45	208	44	143	85	172	40	29	49	141	82	146	142	112	171	89	0		
	0.0%	0.0%	0.0%	0.0%	60.32%	66.88%	0.0%	46.88%	64.20%	53.66%	65.60%	61.59%	59.72%	47.62%	52.73%	56.98%	69.46%	56.94%	65.77%	56.57%	67.07%	61.73%	57.79%	0.0%		
					E			H									NDF				T					
No	0	0	0	0	171	154	0	51	116	38	75	53	116	44	26	37	62	62	76	109	55	106	65	0		
	0.0%	0.0%	0.0%	0.0%	39.68%	33.12%	0.0%	53.13%	35.80%	46.34%	34.40%	38.41%	40.28%	52.38%	47.27%	43.02%	30.54%	43.06%	34.23%	43.43%	32.93%	38.27%	42.21%	0.0%		
					F			I						Q	Q	Q				U						
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0		
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Good	Poor	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.62%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	34	23	0	8	22	6	15	12	17	9	2	6	12	10	13	10	9	19	15	0
	0.0%	0.0%	0.0%	0.0%	7.34%	4.77%	0.0%	7.34%	6.49%	6.82%	6.49%	8.28%	5.54%	10.00%	3.45%	6.59%	5.58%	6.37%	5.65%	3.80%	5.20%	6.42%	8.98%	0.0%
BASE = Those who responded	0	0	0	0	429	456	0	101	317	82	216	133	290	81	56	85	203	147	217	253	164	277	152	0
	0.0%	0.0%	0.0%	0.0%	92.66%	94.61%	0.0%	92.66%	93.51%	93.18%	93.51%	91.72%	94.46%	90.00%	96.55%	93.41%	94.42%	93.63%	94.35%	96.20%	94.80%	93.58%	91.02%	0.0%
Yes	0	0	0	0	206	268	0	35	164	42	104	57	147	28	22	40	115	74	105	126	77	131	75	0
	0.0%	0.0%	0.0%	0.0%	48.02%	58.77%	0.0%	34.65%	51.74%	51.22%	48.15%	42.86%	50.69%	34.57%	39.29%	47.06%	56.65%	50.34%	48.39%	49.80%	46.95%	47.29%	49.34%	0.0%
No	0	0	0	0	223	188	0	66	153	40	112	76	143	53	34	45	88	73	112	127	87	146	77	0
	0.0%	0.0%	0.0%	0.0%	51.98%	41.23%	0.0%	65.35%	48.26%	48.78%	51.85%	57.14%	49.31%	65.43%	60.71%	52.94%	43.35%	49.66%	51.61%	50.20%	53.05%	52.71%	50.66%	0.0%
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Very	Poor	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)													(T)	(U)	(V)	(W)	(X)	
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.62%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	34	27	0	9	21	7	13	12	17	9	4	7	9	11	13	12	8	21	13	0
	0.0%	0.0%	0.0%	0.0%	7.34%	5.60%	0.0%	8.26%	6.19%	7.95%	5.63%	8.28%	5.54%	10.00%	6.90%	7.69%	4.19%	7.01%	5.65%	4.56%	4.62%	7.09%	7.78%	0.0%
BASE = Those who responded	0	0	0	0	429	452	0	100	318	81	218	133	290	81	54	84	206	146	217	251	165	275	154	0
	0.0%	0.0%	0.0%	0.0%	92.66%	93.78%	0.0%	91.74%	93.81%	92.05%	94.37%	91.72%	94.46%	90.00%	93.10%	92.31%	95.81%	92.99%	94.35%	95.44%	95.38%	92.91%	92.22%	0.0%
Yes	0	0	0	0	143	160	0	24	111	33	79	25	115	8	14	31	86	47	85	92	47	101	42	0
	0.0%	0.0%	0.0%	0.0%	33.33%	35.40%	0.0%	24.00%	34.91%	40.74%	36.24%	18.80%	39.66%	9.88%	25.93%	36.90%	41.75%	32.19%	39.17%	36.65%	28.48%	36.73%	27.27%	0.0%
No	0	0	0	0	286	292	0	76	207	48	139	108	175	73	40	53	120	99	132	159	118	174	112	0
	0.0%	0.0%	0.0%	0.0%	66.67%	64.60%	0.0%	76.00%	65.09%	59.26%	63.76%	81.20%	60.34%	90.12%	74.07%	63.10%	58.25%	67.81%	60.83%	63.35%	71.52%	63.27%	72.73%	0.0%
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

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

	2017 Plan Results																								
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	Book	National	Average	Plan	Plan	Plan	(H)	(I)	(J)	(K)	Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
Total	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.41%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	53	36	0	13	34	9	19	19	28	11	4	11	22	20	19	22	16	38	15	0	
	0.0%	0.0%	0.0%	0.0%	11.45%	7.47%	0.0%	11.93%	10.03%	10.23%	8.23%	13.10%	9.12%	12.22%	6.90%	12.09%	10.23%	12.74%	8.26%	8.37%	9.25%	12.84%	8.98%	0.0%	
					F																				
BASE = Those who responded	0	0	0	0	410	444	0	96	305	79	212	126	279	79	54	80	193	137	211	241	157	258	152	0	
	0.0%	0.0%	0.0%	0.0%	88.55%	92.12%	0.0%	88.07%	89.97%	89.77%	91.77%	86.90%	90.88%	87.78%	93.10%	87.91%	89.77%	87.26%	91.74%	91.63%	90.75%	87.16%	91.02%	0.0%	
5 - Very satisfied	0	0	0	0	119	138	0	10	104	18	72	46	71	17	9	24	67	36	69	66	51	77	42	0	
	0.0%	0.0%	0.0%	0.0%	29.02%	31.08%	0.0%	10.42%	34.10%	22.78%	33.96%	36.51%	25.45%	21.52%	16.67%	30.00%	34.72%	26.28%	32.70%	27.39%	32.48%	29.84%	27.63%	0.0%	
									H			M					N								
4 - Satisfied	0	0	0	0	173	177	0	36	135	26	100	47	125	30	22	35	84	55	84	115	51	99	74	0	
	0.0%	0.0%	0.0%	0.0%	42.20%	39.86%	0.0%	37.50%	44.26%	32.91%	47.17%	37.30%	44.80%	37.97%	40.74%	43.75%	43.52%	40.15%	39.81%	47.72%	32.48%	38.37%	48.68%	0.0%	
										J										U		V			
Top Two Box	0	0	0	0	292	315	0	46	239	44	172	93	196	47	31	59	151	91	153	181	102	176	116	0	
	0.0%	0.0%	0.0%	0.0%	71.22%	70.95%	0.0%	47.92%	78.36%	55.70%	81.13%	73.81%	70.25%	59.49%	57.41%	73.75%	78.24%	66.42%	72.51%	75.10%	64.97%	68.22%	76.32%	0.0%	
									H		J						N			U					
3 - Neither dissatisfied nor satisfied	0	0	0	0	99	103	0	37	60	26	35	30	67	27	18	19	35	38	49	51	46	70	29	0	
	0.0%	0.0%	0.0%	0.0%	24.15%	23.20%	0.0%	38.54%	19.67%	32.91%	16.51%	23.81%	24.01%	34.18%	33.33%	23.75%	18.13%	27.74%	23.22%	21.16%	29.30%	27.13%	19.08%	0.0%	
								I		K				Q		Q									
Top Three Box	0	0	0	0	391	418	0	83	299	70	207	123	263	74	49	78	186	129	202	232	148	246	145	0	
	0.0%	0.0%	0.0%	0.0%	95.37%	94.14%	0.0%	86.46%	98.03%	88.61%	97.64%	97.62%	94.27%	93.67%	90.74%	97.50%	96.37%	94.16%	95.73%	96.27%	94.27%	95.35%	95.39%	0.0%	
									H		J														
2 - Dissatisfied	0	0	0	0	14	12	0	10	4	7	3	1	13	3	4	2	5	5	7	7	6	7	7	0	
	0.0%	0.0%	0.0%	0.0%	3.41%	2.70%	0.0%	10.42%	1.31%	8.86%	1.42%	0.79%	4.66%	3.80%	7.41%	2.50%	2.59%	3.65%	3.32%	2.90%	3.82%	2.71%	4.61%	0.0%	
								I		K			L												
1 - Very dissatisfied	0	0	0	0	5	14	0	3	2	2	2	2	3	2	1	0	2	3	2	2	3	5	0	0	
	0.0%	0.0%	0.0%	0.0%	1.22%	3.15%	0.0%	3.13%	0.66%	2.53%	0.94%	1.59%	1.08%	2.53%	1.85%	0.0%	1.04%	2.19%	0.95%	0.83%	1.91%	1.94%	0.0%	0.0%	
																						W			
Average	0	0	0	0	3.9439	3.9302	0	3.4167	4.0984	3.6456	4.1179	4.0635	3.8889	3.7215	3.6296	4.0125	4.0829	3.8467	4.0000	3.9793	3.8981	3.9147	3.9934	0	
									H		J					N	N								
Standard deviation	0	0	0	0	0.8803	0.9643	0	0.9204	0.7997	1.0068	0.7952	0.8796	0.8749	0.9269	0.9087	0.7983	0.8477	0.9272	0.8816	0.8221	0.9656	0.9195	0.8070	0	
Sigma	0	0	0	0	463	482	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

70. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

	2017 Plan Results																								
	2017		2017		2017		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	Book	Average	West	Plan	Plan	Plan					Very	Fair/	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	Good	Poor	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)
Total	0	0	0	0	463	0	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
No response	0	0	0	0	43	0	0	13	24	9	13	12	26	12	4	8	14	16	12	17	11	21	22	0	
	0.0%	0.0%	0.0%	0.0%	9.29%	0.0%	0.0%	11.93%	7.08%	10.23%	5.63%	8.28%	8.47%	13.33%	6.90%	8.79%	6.51%	10.19%	5.22%	6.46%	6.36%	7.09%	13.17%	0.0%	
BASE = Those who responded	0	0	0	0	420	0	0	96	315	79	218	133	281	78	54	83	201	141	218	246	162	275	145	0	
	0.0%	0.0%	0.0%	0.0%	90.71%	0.0%	0.0%	88.07%	92.92%	89.77%	94.37%	91.72%	91.53%	86.67%	93.10%	91.21%	93.49%	89.81%	94.78%	93.54%	93.64%	92.91%	86.83%	0.0%	
Never	0	0	0	0	263	0	0	59	198	40	139	97	162	58	36	48	119	86	141	143	117	186	77	0	
	0.0%	0.0%	0.0%	0.0%	62.62%	0.0%	0.0%	61.46%	62.86%	50.63%	63.76%	72.93%	57.65%	74.36%	66.67%	57.83%	59.20%	60.99%	64.68%	58.13%	72.22%	67.64%	53.10%	0.0%	
Sometimes	0	0	0	0	58	0	0	18	38	15	24	10	46	10	8	11	28	25	24	45	10	39	19	0	
	0.0%	0.0%	0.0%	0.0%	13.81%	0.0%	0.0%	18.75%	12.06%	18.99%	11.01%	7.52%	16.37%	12.82%	14.81%	13.25%	13.93%	17.73%	11.01%	18.29%	6.17%	14.18%	13.10%	0.0%	
Bottom Two Box (%Never + %Sometimes)	0	0	0	0	321	0	0	77	236	55	163	107	208	68	44	59	147	111	165	188	127	225	96	0	
	0.0%	0.0%	0.0%	0.0%	76.43%	0.0%	0.0%	80.21%	74.92%	69.62%	74.77%	80.45%	74.02%	87.18%	81.48%	71.08%	73.13%	78.72%	75.69%	76.42%	78.40%	81.82%	66.21%	0.0%	
Usually	0	0	0	0	42	0	0	10	32	14	22	14	28	5	5	10	21	13	24	24	16	28	14	0	
	0.0%	0.0%	0.0%	0.0%	10.00%	0.0%	0.0%	10.42%	10.16%	17.72%	10.09%	10.53%	9.96%	6.41%	9.26%	12.05%	10.45%	9.22%	11.01%	9.76%	9.88%	10.18%	9.66%	0.0%	
Always	0	0	0	0	57	0	0	9	47	10	33	12	45	5	5	14	33	17	29	34	19	22	35	0	
	0.0%	0.0%	0.0%	0.0%	13.57%	0.0%	0.0%	9.38%	14.92%	12.66%	15.14%	9.02%	16.01%	6.41%	9.26%	16.87%	16.42%	12.06%	13.30%	13.82%	11.73%	8.00%	24.14%	0.0%	
Top Two Box (%Always + %Usually)	0	0	0	0	99	0	0	19	79	24	55	26	73	10	10	24	54	30	53	58	35	50	49	0	
	0.0%	0.0%	0.0%	0.0%	23.57%	0.0%	0.0%	19.79%	25.08%	30.38%	25.23%	19.55%	25.98%	12.82%	18.52%	28.92%	26.87%	21.28%	24.31%	23.58%	21.60%	18.18%	33.79%	0.0%	
4-point composite mean	0	0	0	0	1.7452	0	0	1.6771	1.7714	1.9241	1.7661	1.5564	1.8434	1.4487	1.6111	1.8795	1.8408	1.7234	1.7294	1.7927	1.6111	1.5855	2.0483	0	
Sigma	0	0	0	0	463	0	0	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0	
	0.0%	0.0%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

Survey Language

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet
	Quality	Book	National	Average	Plan	Plan	Plan					Very	Fair/							School	College			
Compass	of Bus.	Average	West	Total	Total	Total	(H)	(I)	(J)	(K)	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	or Less	or More	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)					(L)	(M)							(T)	(U)				
Total	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	0	26908	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	0	25621	8930	1760	439	474	504	105	320	87	219	140	288	89	57	86	198	152	223	248	172	296	143	0
	0.0%	95.22%	95.65%	93.72%	94.82%	98.34%	95.64%	96.33%	94.40%	98.86%	94.81%	96.55%	93.81%	98.89%	98.28%	94.51%	92.09%	96.82%	96.96%	94.30%	99.42%	100.00%	85.63%	0.0%
		D	D			BCDEG				K				Q	Q					T	W			
Spanish	0	1287	406	118	24	8	23	4	19	1	12	5	19	1	1	5	17	5	7	15	1	0	24	0
	0.0%	4.78%	4.35%	6.28%	5.18%	1.66%	4.36%	3.67%	5.60%	1.14%	5.19%	3.45%	6.19%	1.11%	1.72%	5.49%	7.91%	3.18%	3.04%	5.70%	0.58%	0.0%	14.37%	0.0%
		F	F	BCF	F		F			J							NO			U		V		
Sigma	0	26909	9336	1878	463	482	527	109	339	88	231	145	307	90	58	91	215	157	230	263	173	296	167	0
	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

Customer Service Composite Score

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass	DSS Book	UHC National Average	Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/ Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Customer Service Composite Score (BASE)	27614	8676	3008	600	164	152	180	28	133	32	103	45	117	31	18	35	78	55	84	90	62	99	65	0
NEVER/SOMETIMES COMPOSITE	12.46%	12.09%	11.63%	11.06%	13.19%	12.60%	15.36%	27.05%	10.22%	17.19%	11.67%	7.78%	15.52%	9.68%	13.89%	11.43%	15.58%	13.70%	15.48%	16.71%	8.06%	14.17%	11.69%	0.0%
USUALLY COMPOSITE	19.09%	19.49%	18.44%	19.68%	18.40%	21.92%	18.16%	31.02%	16.24%	25.00%	17.07%	13.33%	20.69%	14.52%	13.89%	22.86%	19.48%	22.90%	17.26%	13.96%	22.58%	20.31%	15.53%	0.0%
ALWAYS COMPOSITE	68.45%	68.42%	69.93%	69.26%	68.40%	65.48%	66.48%	41.93%	73.55%	57.81%	71.26%	78.89%	63.79%	75.81%	72.22%	65.71%	64.94%	63.40%	67.26%	69.33%	69.35%	65.52%	72.78%	0.0%
CAHPS RATE	87.54%	87.91%	88.37%	88.94%	86.81%	87.40%	84.64%	72.95%	89.78%	82.81%	88.33%	92.22%	84.48%	90.32%	86.11%	88.57%	84.42%	86.30%	84.52%	83.29%	91.94%	85.83%	88.31%	0.0%
AVERAGE	2.5600	2.5633	2.5831	2.5821	2.5521	2.5288	2.5112	2.1488	2.6333	2.4063	2.5959	2.7111	2.4828	2.6613	2.5833	2.5429	2.4935	2.4970	2.5179	2.5262	2.6129	2.5135	2.6108	0
Standard deviation	0.6744	0.6690	0.6589	0.6454	0.6790	0.6807	0.7170	0.7927	0.6195	0.7369	0.6520	0.5802	0.7049	0.6292	0.6273	0.6689	0.7048	0.6980	0.6966	0.7279	0.5805	0.7027	0.6326	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X

14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

Getting Needed Care Composite Score

	2017 Plan Results																							
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type			
	2016 Quality Compass	DSS Book	UHC National Average	Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Getting Needed Care Composite Score (BASE)	78648 BCDEFG	20804 DEG	7346 EDEG	1401 G	339 G	361 G	352	79	251	87	230	94	238 L	63	39	67	162	112	187 R	191	129	225	114	0
NEVER/SOMETIMES COMPOSITE	19.57% BC	17.44% C	15.95% C	18.91% C	19.95% C	20.18% C	20.04%	37.81% I	14.43%	28.59% K	15.96%	12.88%	22.45% L	34.04% Q	19.80%	19.78%	16.86%	21.33%	20.44%	21.08%	18.68%	21.58%	15.94%	0.0%
USUALLY COMPOSITE	26.86%	26.08%	26.19%	27.02%	27.02%	29.49%	25.50%	35.34%	24.97%	30.06%	25.34%	23.11%	28.40%	20.53%	31.14%	30.18%	25.85%	23.18%	31.06%	26.25%	26.78%	27.92%	24.92%	0.0%
ALWAYS COMPOSITE	53.57%	56.49% AF	57.86% ABDF	54.07%	53.04%	50.33%	54.46%	26.85%	60.59% H	41.34%	58.70% J	64.02% M	49.15%	45.44%	49.06%	50.04%	57.29%	55.49%	48.51%	52.68%	54.54%	50.50%	59.14%	0.0%
CAHPS RATE	80.43%	82.56% A	84.05% ABDF	81.09%	80.05%	79.82%	79.96%	62.19%	85.57% H	71.41%	84.04% J	87.12% M	77.55%	65.96%	80.20%	80.22%	83.14% N	78.67%	79.56%	78.92%	81.32%	78.42%	84.06%	0.0%
AVERAGE	2.3400	2.3905	2.4191	2.3516	2.3309	2.3016	2.3442	1.8904	2.4616	2.1275	2.4274	2.5114	2.2670	2.1140	2.2926	2.3027	2.4043	2.3416	2.2807	2.3160	2.3586	2.2892	2.4320	0
Standard deviation	0.7838	0.7647	0.7486	0.7784	0.7876	0.7821	0.7912	0.7867	0.7316	0.7969	0.7478	0.7114	0.8029	0.8766	0.7724	0.7773	0.7603	0.8061	0.7811	0.7984	0.7763	0.7982	0.7507	0

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

Getting Care Quickly Composite Score

	2017 Plan Results																								
	2017			2017			Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type				
	2016	DSS	UHC	Regional	2017	2016	2015	0-7	8-10	0-7	8-10	Excel./	Good/	18-34	35-44	45-54	55+	Male	Female	High	Some	Mail	Phone	Internet	
	Compass	Book	National	Average	Plan	Plan	Plan	Very	Fair/	Very	Poor	Good	Poor	(N)	(O)	(P)	(Q)	(R)	(S)	School	College	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Getting Care Quickly Composite Score (BASE)	56597	20208	7096	1367	340	339	352	74	257	78	208	94	238	58	41	68	165	117	181	194	125	225	115	0	
NEVER/SOMETIMES COMPOSITE	19.94%	17.75%	16.46%	20.74%	20.25%	21.05%	17.82%	36.51%	14.99%	32.13%	13.57%	17.84%	20.75%	27.98%	32.39%	15.28%	15.66%	17.13%	20.44%	20.27%	21.72%	20.54%	19.64%	0.0%	
	BC	C		BC		C		I		K				PQ											
USUALLY COMPOSITE	22.12%	21.17%	20.99%	21.54%	19.87%	19.53%	20.45%	27.51%	17.87%	25.95%	17.49%	16.62%	21.13%	16.88%	24.05%	22.79%	18.28%	19.91%	21.55%	19.97%	19.99%	23.01%	13.36%	0.0%	
																					W				
ALWAYS COMPOSITE	57.94%	61.08%	62.55%	57.72%	59.88%	59.42%	61.73%	35.98%	67.14%	41.92%	68.94%	65.55%	58.12%	55.14%	43.56%	61.92%	66.06%	62.96%	58.01%	59.77%	58.29%	56.45%	67.00%	0.0%	
		AD	AED						H		J					O									
CAHPS RATE	80.06%	82.25%	83.54%	79.26%	79.75%	78.95%	82.18%	63.49%	85.01%	67.87%	86.43%	82.16%	79.25%	72.02%	67.61%	84.72%	84.34%	82.87%	79.56%	79.73%	78.28%	79.46%	80.36%	0.0%	
		AD	ABDF						H		J					O	O								
AVERAGE	2.3799	2.4333	2.4610	2.3698	2.3964	2.3836	2.4391	1.9947	2.5215	2.0979	2.5537	2.4771	2.3737	2.2716	2.1117	2.4664	2.5040	2.4583	2.3757	2.3950	2.3656	2.3591	2.4736	0	
Standard deviation	0.7932	0.7719	0.7580	0.8043	0.7984	0.8083	0.7701	0.8469	0.7351	0.8508	0.7128	0.7616	0.8033	0.8478	0.8610	0.7442	0.7399	0.7595	0.8011	0.7965	0.8132	0.7987	0.7876	0	

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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

How Well Doctors Communicate Composite Score

	2017 Plan Results																							
	2017			Overall Rating of Plan				Overall Rating of Health Care				Health Status		Age				Gender		Education		Survey Type		
	2016 Quality Compass	DSS Book	UHC National Average	Regional Average	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./Very Good	Good/Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
How Well Doctors Communicate Composite Score (BASE)	52293	17102	6087	1104	268	285	298	57	205	58	176	67	194	39	29	55	138	91	150	157	96	176	92	0
NEVER/SOMETIMES COMPOSITE	9.27% BC	8.42%	8.01%	9.77%	11.20%	10.64%	8.28%	23.34% I	7.97%	25.08% K	4.69%	7.84%	12.01%	14.74%	15.52%	14.14%	7.73%	12.16%	11.65%	10.98%	12.53%	11.29%	11.04%	0.0%
USUALLY COMPOSITE	16.81%	16.84%	16.80%	18.91% G	16.96%	18.47%	14.03%	25.12%	14.61%	28.12% K	13.80%	11.57%	18.55%	13.46%	14.66%	19.18%	17.71%	15.48%	18.76%	16.51%	15.91%	19.17%	12.71%	0.0%
ALWAYS COMPOSITE	73.93%	74.74% D	75.19% D	71.32%	71.84%	70.89%	77.69% D	51.54%	77.42% H	46.80%	81.51% J	80.60%	69.44%	71.79%	69.83%	66.68%	74.56%	72.37%	69.59%	72.52%	71.56%	69.54%	76.26%	0.0%
CAHPS RATE	90.73%	91.58% A	91.99% A	90.23%	88.80%	89.36%	91.72%	76.66%	92.03% H	74.92%	95.31% J	92.16%	87.99%	85.26%	84.48%	85.86%	92.27%	87.84%	88.35%	89.02%	87.47%	88.71%	88.96%	0.0%
AVERAGE	2.6466	2.6632	2.6718	2.6155	2.6063	2.6025	2.6940	2.2820	2.6945	2.2173	2.7682	2.7276	2.5743	2.5705	2.5431	2.5254	2.6684	2.6021	2.5795	2.6154	2.5903	2.5825	2.6522	0
Standard deviation	0.6398	0.6224	0.6134	0.6535	0.6738	0.6686	0.6077	0.8109	0.6031	0.8086	0.5107	0.5896	0.6896	0.7212	0.7405	0.7120	0.6084	0.6935	0.6800	0.6687	0.6947	0.6784	0.6598	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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14030 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
 2017 CAHPS 5.0H Medicaid Satisfaction Survey (UH22624)

Shared Decision Making Composite Score

	2017 Plan Results																							
				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type						
	2016 Quality Compass	2017 DSS of Bus.	2017 UHC National Average	2017 Regional West	2017 Plan Total	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel./ Very Good	Good/ Fair/Poor	18-34	35-44	45-54	55+	Male	Female	High School or Less	Some College or More	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Shared Decision Making Composite Score (BASE)	28118 BFG	9252 G	3311 FG	657 G	158	149	156	36	118	45	113	37	117 L	24	19	35	77	51	96	74	75 T	104	54	0
YES COMPOSITE	79.20%	79.52%	79.68%	80.12%	82.59%	82.40%	78.87%	80.56%	84.32%	81.48%	83.03%	80.18%	84.20%	80.56%	84.21%	79.69%	85.62%	83.48%	82.20%	82.62%	84.00%	84.22%	79.43%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I, J/K, L/M, N/O/P/Q, R/S, T/U, V/W/X