



PrimeWest Health

(H2416)

Medicare Advantage & Prescription Drug Plan (MA & PDP) CAHPS®

MA & PDP Report

July 2024



3975 Research Park Drive
Ann Arbor, MI 48108

Executive Summary	1
Rating Scores and Percentile Cut Points	2
Summary of Overall Rating Questions and Composites	3
Sample Disposition	4
Responses by Question	5
Appendix	
English MA & PDP Questionnaire - with Supplementall Items	

Medicare Advantage & Prescription Drug Plan (MA & PDP) CAHPS® Report

July 2024

Introduction. Results from PrimeWest Health's fielding of the Medicare Advantage & Prescription Drug Plan (MA & PDP) CAHPS survey provide a comprehensive tool for assessing consumer experience with the health plan. This report is designed to allow the health plan to look at summaries of members' experiences, using two types of presentation. First, the executive summary includes a brief description of the methodology, then presents graphically the key results for rating questions and composites, followed by a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix.

Assessing consumer experience in this report is accomplished with the use of linear mean scoring methodology developed and outlined by the Centers for Medicare & Medicaid Services (CMS). These results are presented alongside their corresponding rating score (referred to as 'base group' in the CMS technical documents) and percentile cut point. The criteria for assigning rating scores and cut points are defined by CMS. Composite scores are built from the linear means for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Appointments and Care Quickly, Doctors Who Communicate Well, Customer Service, Getting Needed Prescription Drugs, and Care Coordination.

Results. This report summarizes the findings of the MA & PDP CAHPS survey conducted for PrimeWest Health's MA & PDP population. Attempts were made to survey 800 member households by mail and telephone during the period of February 28, 2024 through June 1, 2024, using a mixed-mode protocol and standard questionnaire. The survey protocol and questionnaire were developed by a consortium of researchers from the American Institutes for Research, Harvard Medical School, RAND Corporation, and RTI International under a cooperative agreement between CMS and the Agency for Healthcare Research and Quality (AHRQ), a component of the U.S. Public Health Service. For more information about the CAHPS Project, please go to <https://www.cahps.ahrq.gov>.

The survey drew as potential respondents the members of PrimeWest Health's MA & PDP population. Members were at least 18 years old and had to be continuously enrolled in the plan for at least 6 months as of December 31, 2023. From this sample frame, a random sample of 800 cases was drawn. Respondents were surveyed in English and Spanish. Questionnaires were considered for analysis if respondents answered at least one reportable measure question. For more information about this and other aspects of the protocol for this survey, please go to www.ma-pdpcahps.org and view the *MA & PDP Quality Assurance Protocols & Technical Specifications*. Completed questionnaires and interviews were obtained from 275 MA & PDP members, and the response rate was 35.2%.

Disclaimer. This report is intended to summarize preliminary results from the MA & PDP CAHPS survey and should only be used for internal quality improvement purposes. Results are presented with no case-mixing or adjustment for differences between the plan's demographic composition and that of national data. Where there are relatively large demographic differences, plan scores are more likely to deviate from national scores. The results in this report are estimates based on information made available to vendors by CMS; they will not necessarily match the final scores issued by CMS. The CMS-calculated results are the official survey results and are expected in the fall of 2024.

CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Copyright Notice: DataStat has created the format and organization of this report and retains that as its sole property, holds the copyright on that portion of the report and conveys no interest in that portion of the report. Users of this report expressly agree not to copy or otherwise disseminate the format or organization which are DataStat's sole property without DataStat's written permission.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Rating Scores and Percentile Cut Points

Assignment of rating scores (referred to as 'base groups' in the CMS technical documents) and percentile cut points is the beginning step in the CMS Star Rating Program analysis process. Each year, these classifications (rating scores and percentile cut points) are built by CMS using the MA & PDP CAHPS national data. Rating scores take on a value between one and five where one is the lowest rating score possible and five is the highest rating score possible. The rating score value is determined by cut point thresholds of the national data percentiles. Please refer to the table below for the percentile cut point threshold criteria for each rating score. Rating scores are assigned for five of the six composites and for three of the five rating questions. Please note, rating scores are not assigned at the individual question level for those items feeding into a composite.

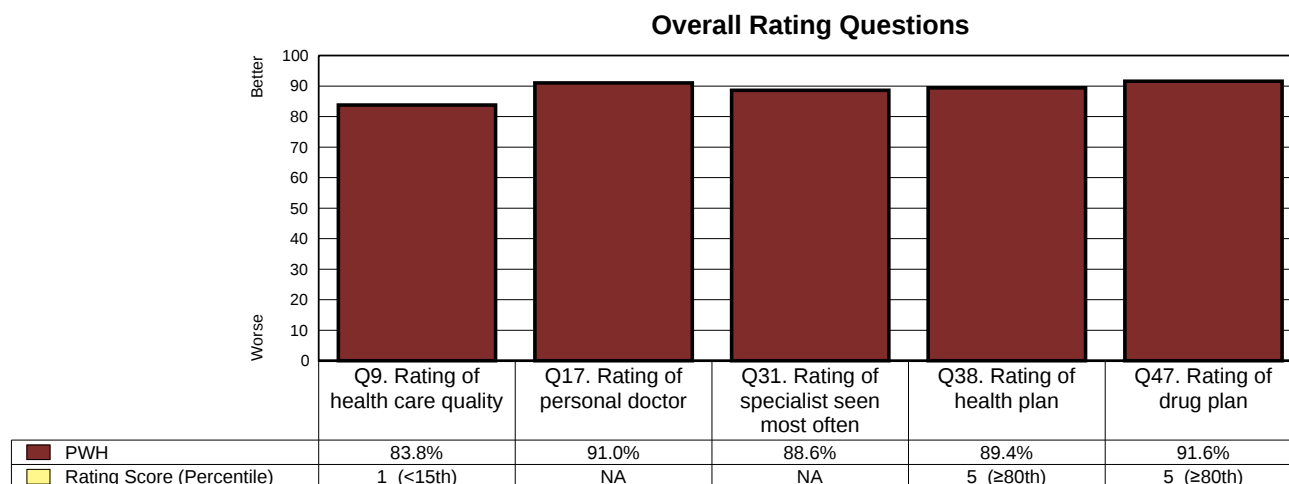
Rating Score 1:	<15th percentile
Rating Score 2:	≥15th to <30th percentile
Rating Score 3:	≥30th to <60th percentile
Rating Score 4:	≥60th to <80th percentile
Rating Score 5:	≥80th percentile

Further detail about the CMS Star Ratings and the analytical procedures informing this program can be found at the CMS Medicare Part C D Performance Data page available at: www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/PerformanceData.html.

Another helpful resource which provides a summary of the data coding and result calculation procedures is the MA & PDP CAHPS Survey Vendor Training Slides available at: <https://ma-pdpcahps.org/globalassets/ma-pdp/training/mapdp-cahps-2024-training-slides.pdf>

SUMMARY OF OVERALL RATING QUESTIONS

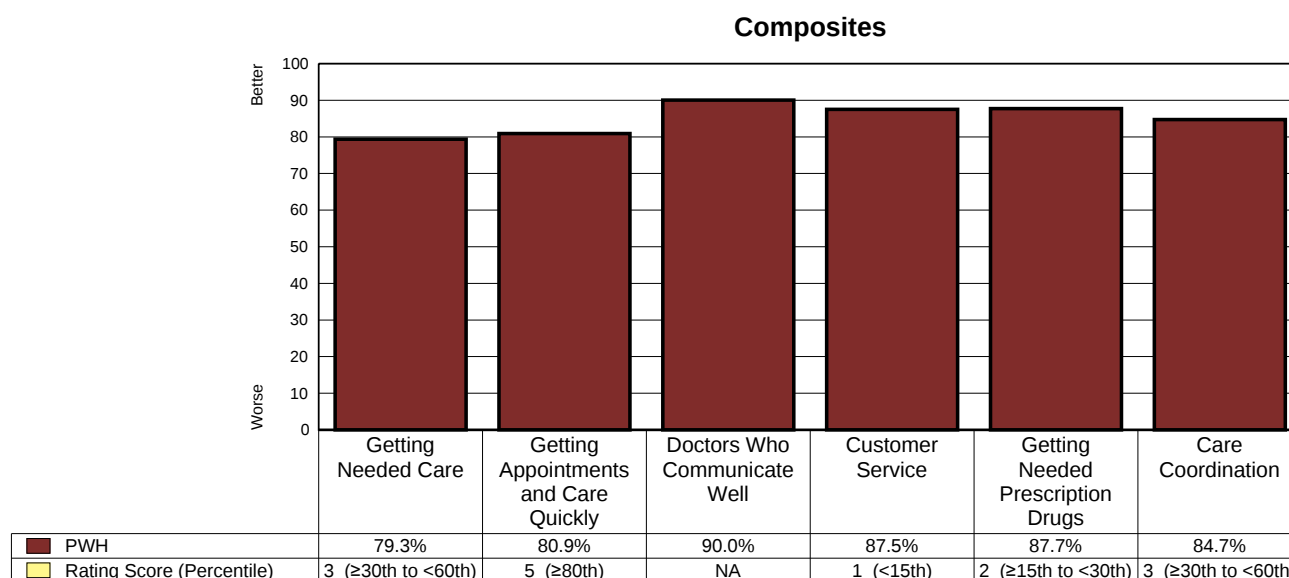
Five rating questions assess overall consumer satisfaction with their health care, personal doctor, specialist seen most often, health plan, and drug coverage. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, the scores below are created by taking the mean of the individual question means and then transforming the item mean to a 100-point scale.



NA: Percentiles not published by CMS

SUMMARY OF COMPOSITES

A composite score is calculated for each of six domains of member experience: Getting Needed Care, Getting Appointments and Care Quickly, Doctors Who Communicate Well, Customer Service, Getting Needed Prescription Drugs, and Care Coordination. The composite scores provide a summary assessment of how the plan performed across the domain. In the table below, the composite scores below are created by taking the mean of the individual question means and then transforming the composite mean to a 100-point scale.



NA: Percentiles not published by CMS

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Sample Disposition

	PrimeWest Health (H2416) MA & PDP 2024
First mailing - sent	800
*First mailing - usable survey returned	198
Second mailing - sent	610
*Second mailing - usable survey returned	50
*Phone - usable surveys	7
*Internet - usable surveys	20
Total - usable surveys	275
†Ineligible: According to population criteria‡	0
†Ineligible: Language barrier	0
†Ineligible: Deceased	8
†Ineligible: Mentally or physically unable to complete survey	10
†Ineligible: Institutionalized	0
Bad phone number/bad address	46
Refusal	62
Returned blank survey	1
Adjusted Response Rate	35.2%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

- Q1.** Our records show that in 2023 your health services were covered by the plan named on the back page. Is that right?

	PWH 2024	
	N	%
Yes	NA	99.2%
No	NA	0.8%
Total	NA	100.0%
Not Answered	NA	

Your Health Care in the Last 6 Months

- Q3.** In the last 6 months, did you have an illness, injury, or condition that needed care right away?

	PWH 2024	
	N	%
Yes	96	36.0%
No	171	64.0%
Total	267	100.0%
Not Answered	NA	

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

	PWH 2024	
	N	%
Never	NA	0.9%
Sometimes	NA	6.9%
Usually	NA	27.6%
Always	NA	64.7%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Getting Care Quickly	
Mean Score	85.3%	

- Q5.** In the last 6 months, did you make any in-person, phone, or video appointments for a check up or routine care?

	PWH 2024	
	N	%
Yes	149	57.1%
No	112	42.9%
Total	261	100.0%
Not Answered	14	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q6.** In the last 6 months, how often did you get an appointment for a check up or routine care as soon as you needed?

	PWH 2024	
	N	%
Never	NA	2.4%
Sometimes	NA	10.0%
Usually	NA	30.0%
Always	NA	57.6%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Getting Care Quickly	
Mean Score	81.0%	

- Q7.** In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

	PWH 2024	
	N	%
None	76	29.3%
1 time	33	12.7%
2 times	45	17.4%
3 times	29	11.2%
4 times	26	10.0%
5 to 9 times	33	12.7%
10 or more times	17	6.6%
Total	259	100.0%
Not Answered	16	

- Q8.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?

	PWH 2024	
	N	%
Never	NA	3.0%
Sometimes	NA	7.9%
Usually	NA	46.0%
Always	NA	43.1%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Getting Care Quickly	
Mean Score	76.4%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q9.** 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?

	PWH 2024	
	N	%
Worst health care possible	NA	1.5%
1	NA	0.4%
2	NA	0.0%
3	NA	1.1%
4	NA	1.1%
5	NA	7.5%
6	NA	4.9%
7	NA	5.3%
8	NA	17.7%
9	NA	21.1%
Best health care possible	NA	39.5%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Ratings	
Mean Score	83.8%	

- Q10.** In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed?

	PWH 2024	
	N	%
Never	NA	2.6%
Sometimes	NA	3.7%
Usually	NA	33.2%
Always	NA	60.4%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Getting Needed Care	
Mean Score	83.8%	

Your Personal Doctor

- Q11.** A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	PWH 2024	
	N	%
Yes	241	90.6%
No	25	9.4%
Total	266	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Personal Doctor (continued)

- Q12.** In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health?

	PWH 2024	
	N	%
None	NA	17.5%
1 time	NA	21.5%
2 times	NA	27.2%
3 times	NA	13.4%
4 times	NA	8.1%
5 to 9 times	NA	11.0%
10 or more times	NA	1.2%
Total	NA	100.0%
Not Answered	NA	

- Q13.** In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	PWH 2024	
	N	%
Never	NA	1.8%
Sometimes	NA	2.3%
Usually	NA	22.7%
Always	NA	73.2%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Communication	
Mean Score	89.1%	

- Q14.** In the last 6 months, how often did your personal doctor listen carefully to you?

	PWH 2024	
	N	%
Never	NA	1.4%
Sometimes	NA	1.9%
Usually	NA	21.3%
Always	NA	75.5%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Communication	
Mean Score	90.3%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Personal Doctor *(continued)*

Q15. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	PWH 2024	
	N	%
Never	NA	0.9%
Sometimes	NA	1.8%
Usually	NA	17.8%
Always	NA	79.5%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Communication	
Mean Score	91.9%	

Q16. In the last 6 months, how often did your personal doctor spend enough time with you?

	PWH 2024	
	N	%
Never	NA	2.3%
Sometimes	NA	2.3%
Usually	NA	22.0%
Always	NA	73.4%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Communication	
Mean Score	88.8%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Personal Doctor (continued)

- Q17.** 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?

	PWH 2024	
	N	%
Worst personal doctor possible	NA	0.0%
1	NA	0.0%
2	NA	0.5%
3	NA	1.4%
4	NA	0.5%
5	NA	0.9%
6	NA	1.8%
7	NA	4.1%
8	NA	13.8%
9	NA	21.7%
Best personal doctor possible	NA	55.3%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Ratings	
Mean Score	91.0%	

- Q18.** In the last 6 months, when you talked with your personal doctor during a scheduled appointment, how often did he or she have your medical records or other information about your care?

	PWH 2024	
	N	%
Never	NA	0.9%
Sometimes	NA	4.1%
Usually	NA	14.7%
Always	NA	80.3%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Care Coordination	
Mean Score	91.4%	

- Q19.** In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?

	PWH 2024	
	N	%
Yes	182	84.7%
No	33	15.3%
Total	215	100.0%
Not Answered	15	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Personal Doctor (continued)

- Q20.** In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?

	PWH 2024	
	N	%
Never	NA	0.5%
Sometimes	NA	5.4%
Usually	NA	21.6%
Always	NA	72.4%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Care Coordination	
Mean Score	88.6%	

- Q21.** In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you how often did you get those results as soon as you needed them?

	PWH 2024	
	N	%
Never	NA	2.7%
Sometimes	NA	4.3%
Usually	NA	21.1%
Always	NA	71.9%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Care Coordination	
Mean Score	87.4%	

- Q22.** In the last 6 months, did you take any prescription medicine?

	PWH 2024	
	N	%
Yes	NA	96.4%
No	NA	3.6%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Personal Doctor *(continued)*

- Q23.** In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?

	PWH 2024	
	N	%
Never	15	7.0%
Sometimes	24	11.3%
Usually	58	27.2%
Always	116	54.5%
Total	213	100.0%
Not Answered	14	
Reporting Category	Care Coordination	
Mean Score	76.4%	

- Q24.** In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service?

	PWH 2024	
	N	%
Yes	132	62.3%
No	80	37.7%
Total	212	100.0%
Not Answered	19	

- Q25.** In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?

	PWH 2024	
	N	%
Yes	54	37.8%
No	89	62.2%
Total	143	100.0%
Not Answered	22	

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Personal Doctor *(continued)*

- Q26.** In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?

	PWH 2024	
	N	%
Yes, definitely	NA	74.7%
Yes, somewhat	NA	14.7%
No	NA	10.7%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Care Coordination	
Mean Score	82.0%	

Getting Health Care From Specialists

- Q27.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Is your personal doctor a specialist?

	PWH 2024	
	N	%
Yes	52	20.1%
No	207	79.9%
Total	259	100.0%
Not Answered	16	

- Q28.** In the last 6 months, did you make any appointments to see a specialist?

	PWH 2024	
	N	%
Yes	138	53.7%
No	119	46.3%
Total	257	100.0%
Not Answered	18	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Getting Health Care From Specialists (continued)

Q29. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

	PWH 2024	
	N	%
Never	13	8.4%
Sometimes	13	8.4%
Usually	52	33.5%
Always	77	49.7%
Total	155	100.0%
Not Answered	14	
Reporting Category	Getting Needed Care	
Mean Score	74.8%	

Q30. How many specialists have you talked to in the last 6 months?

	PWH 2024	
	N	%
None	NA	13.9%
1 specialist	NA	36.1%
2	NA	26.6%
3	NA	13.9%
4	NA	5.7%
5 or more specialists	NA	3.8%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Getting Health Care From Specialists (continued)

- Q31.** We want to know your rating of the specialist you talked to 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?

	PWH 2024	
	N	%
Worst specialist possible	NA	0.0%
1	NA	0.0%
2	NA	0.7%
3	NA	0.7%
4	NA	1.4%
5	NA	4.2%
6	NA	1.4%
7	NA	6.3%
8	NA	11.9%
9	NA	25.9%
Best specialist possible	NA	47.6%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Ratings	
Mean Score	88.6%	

- Q32.** In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?

	PWH 2024	
	N	%
Never	NA	1.5%
Sometimes	NA	6.9%
Usually	NA	26.9%
Always	NA	64.6%
I do not have a personal doctor	NA	
I have not talked with my personal doctor in the last 6 months	NA	
My personal doctor is a specialist	NA	
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Care Coordination	
Mean Score	84.9%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Health Plan

Q33. In the last 6 months, did you get information or help from your health plan's customer service?

	PWH 2024	
	N	%
Yes	105	39.9%
No	158	60.1%
Total	263	100.0%
Not Answered	12	

Q34. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	PWH 2024	
	N	%
Never	NA	8.0%
Sometimes	NA	5.3%
Usually	NA	31.9%
Always	NA	54.9%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Customer Service	
Mean Score	77.9%	

Q35. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	PWH 2024	
	N	%
Never	NA	3.4%
Sometimes	NA	1.7%
Usually	NA	13.7%
Always	NA	81.2%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Customer Service	
Mean Score	90.9%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Health Plan (continued)

Q36. In the last 6 months, did your health plan give you any forms to fill out?

	PWH 2024	
	N	%
Yes	61	24.2%
No	191	75.8%
Total	252	100.0%
Not Answered	23	

Q37. In the last 6 months, how often were the forms from your health plan easy to fill out?

	PWH 2024	
	N	%
Never	NA	0.4%
Sometimes	NA	3.9%
Usually	NA	9.8%
Always	NA	85.9%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Customer Service	
Mean Score	93.8%	

Q38. 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?

	PWH 2024	
	N	%
Worst health plan possible	NA	0.4%
1	NA	0.4%
2	NA	0.0%
3	NA	0.0%
4	NA	0.4%
5	NA	3.1%
6	NA	3.1%
7	NA	6.6%
8	NA	13.2%
9	NA	22.1%
Best health plan possible	NA	50.8%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Ratings	
Mean Score	89.4%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Health Plan (continued)

- Q39.** A co-pay is the amount of money you pay at the time of a visit to a doctor's office or clinic. In the last 6 months, did your health plan offer to lower the amount of your co-pay because you have a health condition (like high blood pressure)?

	PWH 2024	
	N	%
Yes	NA	8.9%
No	NA	91.1%
I am not sure	NA	
I do not have a co-pay	NA	
I do not have a health condition	NA	
I was offered a lower co-pay for another reason	NA	
Total	NA	100.0%
Not Answered	NA	

- Q40.** Your health plan benefits are the types of health care and services you can get under the plan. In the last 6 months, did your health plan offer you extra benefits because you have a health condition (like high blood pressure)?

	PWH 2024	
	N	%
Yes	44	32.4%
No	92	67.6%
I am not sure	91	
I do not have a health condition	16	
I was offered extra benefits for another reason	15	
Total	136	100.0%
Not Answered	17	

Your Prescription Drug Plan

- Q41.A.** In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you: To make sure you filled or refilled a prescription?

	PWH 2024	
	N	%
Yes	101	40.6%
No	148	59.4%
Total	249	100.0%
Not Answered	26	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Prescription Drug Plan (continued)

Q41.B. In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you: To make sure you were taking medications as directed?

	PWH 2024	
	N	%
Yes	83	34.9%
No	155	65.1%
Total	238	100.0%
Not Answered	37	

Q42. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?

	PWH 2024	
	N	%
Never	NA	1.7%
Sometimes	NA	1.7%
Usually	NA	21.2%
Always	NA	75.4%
I did not use my prescription drug plan to get any medicines in the last 6 months	NA	
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Getting Needed Prescription Drugs	
Mean Score	90.1%	

Q43. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?

	PWH 2024	
	N	%
Yes	193	76.0%
No	61	24.0%
Total	254	100.0%
Not Answered	21	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Prescription Drug Plan (continued)

Q44. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?

	PWH 2024	
	N	%
Never	NA	2.0%
Sometimes	NA	2.5%
Usually	NA	20.4%
Always	NA	75.1%
Total	NA	100.0%
Not Answered	NA	
Reporting Category Getting Needed Prescription Drugs		
Mean Score	89.6%	

Q45. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?

	PWH 2024	
	N	%
Yes	30	11.9%
No	222	88.1%
Total	252	100.0%
Not Answered	23	

Q46. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?

	PWH 2024	
	N	%
Never	NA	31.4%
Sometimes	NA	2.0%
Usually	NA	19.6%
Always	NA	47.1%
Total	NA	100.0%
Not Answered	NA	
Reporting Category Getting Needed Prescription Drugs		
Mean Score	60.8%	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Your Prescription Drug Plan (continued)

- Q47.** Using any number from 0 to 10, where 0 is the worst prescription drug plan possible and 10 is the best prescription drug plan possible, what number would you use to rate your prescription drug plan?

	PWH 2024	
	N	%
Worst prescription drug plan possible	NA	0.0%
1	NA	0.4%
2	NA	0.4%
3	NA	0.0%
4	NA	0.0%
5	NA	2.7%
6	NA	3.9%
7	NA	3.5%
8	NA	8.9%
9	NA	20.2%
Best prescription drug plan possible	NA	59.9%
Total	NA	100.0%
Not Answered	NA	
Reporting Category	Ratings	
Mean Score	91.6%	

About You

- Q48.** In general, how would you rate your overall health?

	PWH 2024	
	N	%
Excellent	NA	3.4%
Very Good	NA	13.0%
Good	NA	35.2%
Fair	NA	39.1%
Poor	NA	9.2%
Total	NA	100.0%
Not Answered	NA	

- Q49.** In general, how would you rate your overall mental or emotional health?

	PWH 2024	
	N	%
Excellent	27	10.1%
Very Good	61	22.8%
Good	97	36.3%
Fair	64	24.0%
Poor	18	6.7%
Total	267	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You *(continued)*

Q50. What language do you mainly speak at home?

	PWH 2024	
	N	%
English	NA	99.6%
Spanish	NA	0.0%
Chinese	NA	0.0%
Korean	NA	0.0%
Tagalog	NA	0.0%
Vietnamese	NA	0.0%
Some other language	NA	0.4%
Total	NA	100.0%
Not Answered	NA	

Q51. In the last 6 months, did you spend one or more nights in a hospital?

	PWH 2024	
	N	%
Yes	43	16.2%
No	223	83.8%
Total	266	100.0%
Not Answered	NA	

Q52. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?

	PWH 2024	
	N	%
Yes	NA	2.8%
No	NA	97.2%
My doctor did not prescribe any medicines for me in the last 6 months	NA	
Total	NA	100.0%
Not Answered	NA	

Q53.a. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Health condition

	PWH 2024	
	N	%
Yes	NA	1.2%
No	NA	98.8%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You (continued)

Q53.b. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Disability

	PWH 2024	
	N	%
Yes	NA	2.3%
No	NA	97.7%
Total	NA	100.0%
Not Answered	NA	

Q53.c. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Age

	PWH 2024	
	N	%
Yes	NA	2.4%
No	NA	97.6%
Total	NA	100.0%
Not Answered	NA	

Q53.d. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Culture or religion

	PWH 2024	
	N	%
Yes	0	0.0%
No	255	100.0%
Total	255	100.0%
Not Answered	20	

Q53.e. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Language or accent

	PWH 2024	
	N	%
Yes	NA	0.4%
No	NA	99.6%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You (continued)

- Q53.f.** In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Race or ethnicity

	PWH 2024	
	N	%
Yes	0	0.0%
No	253	100.0%
Total	253	100.0%
Not Answered	22	

- Q53.g.** In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Sex (female or male)

	PWH 2024	
	N	%
Yes	NA	0.8%
No	NA	99.2%
Total	NA	100.0%
Not Answered	NA	

- Q53.h.** In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Sexual orientation

	PWH 2024	
	N	%
Yes	0	0.0%
No	254	100.0%
Total	254	100.0%
Not Answered	21	

- Q53.i.** In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Gender or gender identity

	PWH 2024	
	N	%
Yes	0	0.0%
No	254	100.0%
Total	254	100.0%
Not Answered	21	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You (continued)

Q53.j. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you? Response: Income

	PWH 2024	
	N	%
Yes	NA	0.4%
No	NA	99.6%
Total	NA	100.0%
Not Answered	NA	

Q54.a. Has a doctor ever told you that you had any of the following conditions? Response: A heart attack.

	PWH 2024	
	N	%
Yes	28	11.2%
No	222	88.8%
Total	250	100.0%
Not Answered	25	

Q54.b. Has a doctor ever told you that you had any of the following conditions? Response: Angina or coronary heart disease.

	PWH 2024	
	N	%
Yes	48	19.5%
No	198	80.5%
Total	246	100.0%
Not Answered	29	

Q54.c. Has a doctor ever told you that you had any of the following conditions? Response: Hypertension or high blood pressure.

	PWH 2024	
	N	%
Yes	181	69.9%
No	78	30.1%
Total	259	100.0%
Not Answered	16	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You *(continued)*

Q54.d. Has a doctor ever told you that you had any of the following conditions? Response: Cancer, other than skin cancer.

	PWH 2024	
	N	%
Yes	43	17.2%
No	207	82.8%
Total	250	100.0%
Not Answered	25	

Q54.e. Has a doctor ever told you that you had any of the following conditions? Response: Emphysema, asthma or COPD (chronic obstructive pulmonary disease).

	PWH 2024	
	N	%
Yes	84	33.3%
No	168	66.7%
Total	252	100.0%
Not Answered	23	

Q54.f. Has a doctor ever told you that you had any of the following conditions? Response: Any kind of diabetes or high blood sugar.

	PWH 2024	
	N	%
Yes	117	45.3%
No	141	54.7%
Total	258	100.0%
Not Answered	17	

Q55. Do you have serious difficulty walking or climbing stairs?

	PWH 2024	
	N	%
Yes	158	59.8%
No	106	40.2%
Total	264	100.0%
Not Answered	11	

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You (continued)

Q56. Do you have difficulty dressing or bathing?

	PWH 2024	
	N	%
Yes	83	31.1%
No	184	68.9%
Total	267	100.0%
Not Answered	NA	

Q57. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

	PWH 2024	
	N	%
Yes	104	39.4%
No	160	60.6%
Total	264	100.0%
Not Answered	11	

Q58. Have you had a flu shot since July 1, 2023?

	PWH 2024	
	N	%
Yes	NA	74.2%
No	NA	25.8%
Don't know	NA	
Total	NA	100.0%
Not Answered	NA	

Q59. Have you ever had one or more pneumonia shots? Two shots are usually given in a person's lifetime and these are different from a flu shot. It is also called the pneumococcal vaccine.

	PWH 2024	
	N	%
Yes	160	74.1%
No	56	25.9%
Don't know	50	
Total	216	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You (continued)

Q60. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	PWH 2024	
	N	%
Every day	NA	10.1%
Some days	NA	3.0%
Not at all	NA	86.9%
Don't know	NA	
Total	NA	100.0%
Not Answered	NA	

Q61. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?

	PWH 2024	
	N	%
Never	NA	39.7%
Sometimes	NA	15.5%
Usually	NA	19.0%
Always	NA	25.9%
I had no in-person, phone, or video visits in the last 6 months	NA	
Total	NA	100.0%
Not Answered	NA	

Q62. What is the highest grade or level of school that you have completed?

	PWH 2024	
	N	%
8th grade or less	NA	9.6%
Some high school but did not graduate	NA	11.5%
High school graduate or GED	NA	52.9%
Some college or 2-year degree	NA	20.3%
4-year college graduate	NA	3.8%
More than 4-year college degree	NA	1.9%
Total	NA	100.0%
Not Answered	NA	

Q63. Are you of Hispanic or Latino origin or descent?

	PWH 2024	
	N	%
Yes, Hispanic or Latino	NA	1.1%
No, Not Hispanic or Latino	NA	98.9%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You (continued)

Q64. What is your race? Please mark one or more.

	PWH 2024	
	N	%
American Indian or Alaska Native	NA	5.6%
Asian	NA	0.0%
Black or African-American	NA	0.4%
Native Hawaiian or other Pacific Islander	NA	0.0%
White	NA	95.9%
Total	NA	100.0%
Not Answered	NA	

Q65. How many people live in your household now, including yourself?

	PWH 2024	
	N	%
1 person	169	66.5%
2 to 3 people	60	23.6%
4 or more people	25	9.8%
Total	254	100.0%
Not Answered	21	

Q66. Do you ever use the internet at home?

	PWH 2024	
	N	%
Yes	104	39.0%
No	163	61.0%
Total	267	100.0%
Not Answered	NA	

Q67. May the Medicare Program follow up with you to learn more about your health care, or invite you to a group discussion or interview on topics related to health care?

	PWH 2024	
	N	%
Yes	88	33.6%
No	174	66.4%
Total	262	100.0%
Not Answered	13	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

About You *(continued)*

Q68. Did someone help you complete this survey?

	PWH 2024	
	N	%
Yes	74	27.5%
No	195	72.5%
Total	269	100.0%
Not Answered	NA	

Q69. How did that person help you? Please mark one or more.

	PWH 2024	
	N	%
Read the questions to me	NA	26.3%
Wrote down the answers I gave	NA	23.7%
Answered the questions for me	NA	64.5%
Translated the questions into my language	NA	0.0%
Helped in some other way	NA	7.9%
Total	NA	100.0%
Not Answered	NA	

Supplemental Questions

Q70. An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?

	PWH 2024	
	N	%
Yes	NA	1.5%
No	NA	98.5%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Supplemental Questions (continued)

Q71. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

	PWH 2024	
	N	%
Never	NA	84.0%
Sometimes	NA	4.0%
Usually	NA	0.0%
Always	NA	12.0%
Total	NA	100.0%
Not Answered	NA	

Q72. In the last 6 months, were you involved as much as you wanted in decisions about your health care?

	PWH 2024	
	N	%
Never	20	7.6%
Sometimes	12	4.6%
Usually	81	30.8%
Always	150	57.0%
Total	263	100.0%
Not Answered	12	

Q73. In the last 6 months, who helped coordinate your care?

	PWH 2024	
	N	%
Someone from my health plan	NA	4.0%
Someone from my doctor's office or clinic	NA	12.0%
Someone from another organization	NA	5.1%
Friend or family member	NA	25.7%
I did it myself	NA	35.4%
County case manager or staff person	NA	17.7%
Interpreter	NA	0.0%
I did not need care coordination in the last 6 months	NA	
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

Responses by Question

Supplemental Questions (continued)

Q74. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	PWH 2024	
	N	%
Very dissatisfied	NA	4.7%
Dissatisfied	NA	0.4%
Neither dissatisfied or satisfied	NA	4.7%
Satisfied	NA	24.0%
Very satisfied	NA	40.3%
I did not need care coordination in the last 6 months	NA	26.0%
Total	NA	100.0%
Not Answered	NA	

NA: CMS prohibits vendors from displaying cell counts with fewer than 11 observations or any numbers that allow the exact inference of a cell count of fewer than 11 observations.

Note: This report summarizes preliminary results of the MA & PDP CAHPS survey and should be used only for internal quality improvement efforts. Official results are those calculated by CMS.

2024 Medicare Experience Survey

MEDICARE SURVEY INSTRUCTIONS

This survey asks about you and the health care you received in the last six months. Answer each question thinking about yourself and the times you got health care in person, by phone or by video call. Please take the time to complete this survey. Your answers are very important to us. Please return the survey with your answers in the enclosed postage-paid envelope to DataStat.

- If you changed your Medicare plan for 2024, answer the questions thinking about your experiences in the last 6 months of 2023.
- Answer all the questions by filling in the circle to the left of your answer, like this:
 - Yes
- Be sure to read all the answer choices given before marking your answer.
- You are sometimes told not to answer 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: [➔ If No, Go to Question 3]. See the example below:

EXAMPLE

1. Do you wear a hearing aid now?

- ☐ Yes
- ☒ No ➔ *If No, Go to Question 3*

2. How long have you been wearing a hearing aid?

- ☐ Less than one year
- ☐ 1 to 3 years
- ☐ More than 3 years
- ☐ I don't wear a hearing aid

3. In the last 6 months, did you have any headaches?

- ☒ Yes
- ☐ No

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. This applies to both mandatory and voluntary collections of information. The valid OMB control number for this information collection is **0938-0732 (expires 1/31/2025)**. The time required to complete this information collection is estimated to average **15 minutes**, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850.

1. Our records show that in 2023 your health services were covered by the plan named on the back page. Is that right?
- ☐ Yes ➔ **If Yes, Go to Question 3**
- ☐ No
2. Please write below the name of the health plan you had in 2023 and complete the rest of the survey based on the experiences you had with that plan. (Please print)
- _____

Your Health Care in the Last 6 Months

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?
- ☐ 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 in-person, phone, or video appointments for a check-up or routine care?
- ☐ 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 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 get health care for yourself in person, by phone, or by video?
- ☐ None ➔ **If None, Go to Question 9**
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times
8. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
9. 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
10. 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

11. A personal doctor is the one you would talk to 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 27**
12. In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health?
- ☐ None → **If None, Go to Question 27**
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times
13. 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
14. In the last 6 months, how often did your personal doctor listen carefully to you?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
15. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
16. In the last 6 months, how often did your personal doctor spend enough time with you?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
17. 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
18. In the last 6 months, when you talked with your personal doctor during a scheduled appointment, how often did he or she have your medical records or other information about your care?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
19. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?
- ☐ Yes
- ☐ No → **If No, Go to Question 22**
20. In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
21. In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

22. In the last 6 months, did you take any prescription medicine?
- ☐ Yes
☐ No ➔ **If No, Go to Question 24**
23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
24. In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service?
- ☐ Yes
☐ No ➔ **If No, Go to Question 27**
25. In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?
- ☐ Yes
☐ No ➔ **If No, Go to Question 27**
26. In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
- ☐ Yes, definitely
☐ Yes, somewhat
☐ No

Getting Health Care From Specialists

When you answer the next questions, include the care you got in person, by phone, or by video.

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Is your personal doctor a specialist?
- ☐ Yes ➔ **If Yes, Please include your personal doctor as you answer these questions about specialists**
☐ No
28. In the last 6 months, did you make any appointments with a specialist?
- ☐ Yes
☐ No ➔ **If No, Go to Question 33**
29. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?
- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
30. How many specialists have you talked to in the last 6 months?
- ☐ None ➔ **If None, Go to Question 33**
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

31. We want to know your rating of the specialist you talked to 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

32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I do not have a personal doctor
- ☐ I have not talked with my personal doctor in the last 6 months
- ☐ My personal doctor is a specialist

Your Health Plan

33. 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 36**

34. 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

35. 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

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

- ☐ Yes
- ☐ No ➔ **If No, Go to Question 38**

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

38. 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

39. A co-pay is the amount of money you pay at the time of a visit to a doctor's office or clinic. In the last 6 months, did your health plan offer to lower the amount of your co-pay because you have a health condition (like high blood pressure)?

- ☐ Yes
- ☐ No
- ☐ I am not sure
- ☐ I do not have a co-pay
- ☐ I do not have a health condition
- ☐ I was offered a lower co-pay for another reason

40. Your health plan benefits are the types of health care and services you can get under the plan. In the last 6 months, did your health plan offer you extra benefits because you have a health condition (like high blood pressure)?

☐ Yes
☐ No
☐ I am not sure
☐ I do not have a health condition
☐ I was offered extra benefits for another reason

Your Prescription Drug Plan

Now we would like to ask you some questions about the prescription drug coverage you get through your prescription drug plan.

41. In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you:

Yes No

- | | | |
|--|-----------------------|-----------------------|
| a. To make sure you filled or refilled a prescription? | ☐ | ☐ |
| b. To make sure you were taking medicine as directed? | ☐ | ☐ |

42. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I did not use my prescription drug plan to get any medicines in the last 6 months

43. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?

☐ Yes
☐ No ➔ **If No, Go to Question 45**

44. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

45. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?

☐ Yes
☐ No ➔ **If No, Go to Question 47**

46. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ 0 Worst prescription drug plan possible
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10 Best prescription drug plan possible

About You

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

☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

50. What language do you mainly speak at home?

- ☐ English
- ☐ Spanish
- ☐ Chinese
- ☐ Korean
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Some other language

Please print: _____

51. In the last 6 months, did you spend one or more nights in a hospital?

- ☐ Yes
- ☐ No

52. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?

- ☐ Yes
- ☐ No
- ☐ My doctor did not prescribe any medicines for me in the last 6 months

53. In the last 6 months, did anyone from a clinic, emergency room, or doctor's office where you got care treat you in an unfair or insensitive way because of any of the following things about you?

	<u>Yes</u>	<u>No</u>
a. Health condition	☐	☐
b. Disability	☐	☐
c. Age	☐	☐
d. Culture or religion	☐	☐
e. Language or accent	☐	☐
f. Race or ethnicity	☐	☐
g. Sex (female or male)	☐	☐
h. Sexual orientation	☐	☐
i. Gender or gender identity	☐	☐
j. Income	☐	☐

54. Has a doctor ever told you that you had any of the following conditions?

	<u>Yes</u>	<u>No</u>
a. A heart attack?	☐	☐
b. Angina or coronary heart disease?	☐	☐
c. Hypertension or high blood pressure?	☐	☐
d. Cancer, <u>other than skin cancer</u> ?	☐	☐
e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?	☐	☐
f. Any kind of diabetes or high blood sugar?	☐	☐

55. Do you have serious difficulty walking or climbing stairs?
- ☐ Yes
☐ No
56. Do you have difficulty dressing or bathing?
- ☐ Yes
☐ No
57. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?
- ☐ Yes
☐ No
58. Have you had a flu shot since July 1, 2023?
- ☐ Yes
☐ No
☐ Don't know
59. Have you ever had one or more pneumonia shots? Two shots are usually given in a person's lifetime and these are different from a flu shot. It is also called the pneumococcal vaccine.
- ☐ Yes
☐ No
☐ Don't know
60. 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 62**
☐ Don't know → **If Don't know, Go to Question 62**
61. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?
- ☐ Never
☐ Sometimes
☐ Usually
☐ Always
☐ I had no in-person, phone, or video visits in the last 6 months

62. 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
63. Are you of Hispanic or Latino origin or descent?
- ☐ Yes, Hispanic or Latino
☐ No, not Hispanic or Latino
64. What is your race? Please mark one or more.
- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African-American
☐ Native Hawaiian or other Pacific Islander
☐ White
65. How many people live in your household now, including yourself?
- ☐ 1 person
☐ 2 to 3 people
☐ 4 or more people
66. Do you ever use the internet at home?
- ☐ Yes
☐ No
67. May the Medicare Program follow up with you to learn more about your health care, or to invite you to a group discussion or interview on topics related to health care?
- ☐ Yes
☐ No
68. Did someone help you complete this survey?
- ☐ Yes
☐ No → **If No, Go to Question 70**

69. How did that person help you? Please 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

Now we would like to ask you a few more questions on topics we have asked you about before. These questions provide additional information on these important topics.

70. An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?

- ☐ Yes
- ☐ No ➔ **If No, Go to Question 72**

71. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

72. In the last 6 months, were you involved as much as you wanted in decisions about your health care?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Someone from my health plan
- ☐ Someone from my doctor's office or clinic
- ☐ Someone from another organization
- ☐ Friend or family member
- ☐ I did it myself
- ☐ County case manager or staff person
- ☐ Interpreter
- ☐ I did not need care coordination in the last 6 months

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

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied or satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ I did not need care coordination in the last 6 months

Thank you.

Please return the completed survey in the postage-paid envelope.

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

Thank you.

**Please return the completed survey in the
postage-paid envelope.**

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